



**St. Johns County
Transit Development Plan
2021 Major Update**





Florida Department of Transportation

RON DESANTIS
GOVERNOR

2198 Edison Avenue, MS 2806
Jacksonville, Florida 32204-2730

KEVIN J. THIBAUT, P.E.
SECRETARY

August 11, 2021

Phong Nguyen
Development Manager St. Johns County BOCC
4040 Lewis Speedway
St. Augustine, Florida 32084

Re: St. Johns County 2022 – 2031 Transit Development Plan – 2021 Major Update: Letter of Compliance

Dear Mr. Nguyen:

The Department has reviewed your agency's Transit Development Plan (TDP) Major Update, 2021. We find the TDP Major Update to in compliance with Chapter 14-73, Florida Administrative Code.

We appreciate the opportunity to review the document and offer feedback. If you have any questions or concerns, please contact me at (904) 360-5687 or email janell.damato@dot.state.fl.us.

Sincerely,

Janell Damato, CPM
Rural/Urban Transit Coordinator
District Two

cc: Doreen Joyner-Howard (FDOT); Autumn Martinage (FDOT); Karen Taulbee (FDOT)

RESOLUTION NO. 2021- 340

A RESOLUTION BY THE BOARD OF COUNTY COMMISSIONERS OF ST. JOHNS COUNTY, FLORIDA, APPROVING THE 2021 MAJOR UPDATE OF THE ST. JOHNS COUNTY TRANSIT DEVELOPMENT PLAN

WHEREAS, Rule 14-73 of the Florida Administrative Code requires recipients of Florida Department of Transportation (FDOT) public transportation Block grant funds to adopt a Transit Development Plan (TDP), and conduct a major update every five years; and

WHEREAS, this 2021 Major Update establishes a strategic focus and mission for public transportation services and can serve as a guide in the future development of public transportation in St. Johns County, and integrates transit goals and objectives with those of other adopted plans; and

WHEREAS, the St Johns County TDP Major Update was last conducted in 2016; and

WHEREAS, St Johns County is a recipient of FDOT public transportation Block grant funds for the St Johns County Sunshine Bus; and

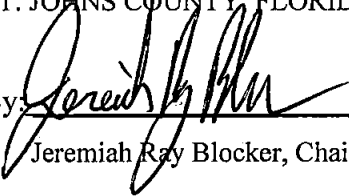
WHEREAS, the Board of County Commissioners of St. Johns County authorizes the County Administrator or his designated representative to execute any other related documents and take any other actions necessary in connection with the submittal of the TDP to the FDOT; and

NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioner of St. Johns County, Florida, that:

1. The above recitals are incorporated by reference into the body of this Resolution, and such Recitals are adopted as Findings of Fact.
2. The Board of County Commissioners of St. Johns County, Florida approves the 2021 St. Johns County Transit Development Plan Major Update as presented.
3. The Board of County Commissioners of St. Johns County authorizes the County Administrator or his designated representative to execute any other related documents and take any other actions necessary in connection with the submittal of the Transit Development Plan to the Florida Department of Transportation.
4. To the extent that there are typographical or administrative errors that do not change the tenor, or concept of this Resolution, then this Resolution may be revised without the subsequent approval of the Board of County Commissioners.

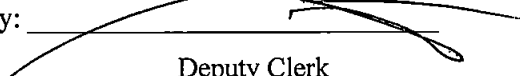
PASSED AND ADOPTED by the Board of County Commissioners of St. Johns County, State of Florida, this 17th day of August 2021.

BOARD OF COUNTY COMMISSIONERS OF
ST. JOHNS COUNTY, FLORIDA

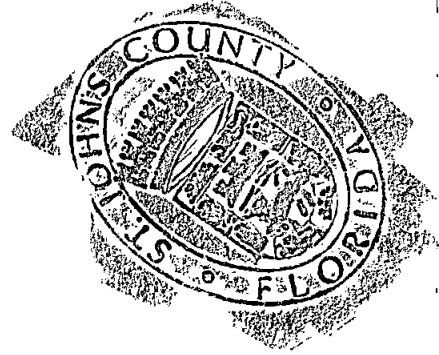
By: 
Jeremiah Ray Blocker, Chair

RENDITION DATE 8/17/21

ATTEST: Brandon J. Patty, Clerk of the Circuit Court and Comptroller

By: 
Deputy Clerk

Effective Date: 8/17/21



St. Johns County
Transit Development Plan
2021 Major Update
St. Johns County, Florida

Final Report

Prepared for:



Prepared By:



July 26, 2021

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Executive Summary

St. Johns County¹ provides public transportation to individuals of all ages in St. Johns County, Florida. Every five years, the County is required by the Florida Department of Transportation (FDOT) to provide a major update of the County's Transit Development Plan (TDP). Preparing the plan requires technical analysis and a public outreach process. This document fulfills these requirements and describes anticipated transit service for the next 10 years.

TDP Requirements

Each transit agency in Florida that receives state transit block grant funding is required to prepare a TDP to ensure that providing public transportation services is consistent with the travel needs and mobility goals of the local communities served by the transit system. By establishing a strategic focus, the TDP can serve as a guide in the future development of the transit system that will meet the needs of the community.

The FDOT requires that a major update of the plan be produced every five years, with annual progress reports completed in each of the interim years. Florida's interest in TDPs is governed by Sections 339.135 and 339.155, Florida Statutes, as described in Chapter 14-73, Florida Administrative Code (F.A.C.). According to F.A.C. Rule 14-73.001, TDPs should include the following elements:

- Public involvement plan and process
- Situation appraisal of factors within and outside the transit provider that affect the transit service provided
- Vision, mission and goals and objectives
- Alternative courses of action
- 10-year implementation program
- Relationship to other plans

Public Involvement

A specific program of public involvement was developed to engage the community in this planning effort. Described in a Public Involvement Plan (PIP), multiple opportunities were provided for input during the TDP's development. Through meetings and surveys, public input represented a variety of perspectives within the community. Input was collected from existing transit customers, agency stakeholders, elected officials, bus drivers and the public.

The typical Sunshine Bus rider is dependent on public transportation. In a survey of Sunshine Bus riders, most survey respondents indicated they rode the bus three or more days a week (88%), made less than \$20,000 a year (78%) and have no working, registered motor vehicles available at home (80%). Approximately, 20% indicated they would not be able to complete their trip if Sunshine Bus were not available. Since the last TDP major update, completed in 2016, surveys of Sunshine Bus riders

¹ sometimes referred to as "County" in this document

consistently indicate that riders want more transit service. The transit enhancements most suggested by current riders are greater frequency of service (more buses), more service hours and Sunday service.

The results of an online survey of St. Johns County residents and employees revealed significant support of public transportation within the community. Over 1,300 surveys were collected. Most online survey respondents agree that there is a need for additional or improved public transportation within St. Johns County (74%). Most agree that an effective public transportation system is important for the economy (80%) and environment (80%) and agree that public transportation should be improved to reduce congestion (79%). About half of survey respondents agree they would use public transit in St. Johns County if service were available to them and an additional 23% were unsure.

Existing Conditions

St. Johns County's population remains the fastest growing County within Northeast Florida. Over the plan's 10-year period, land use changes and growth are anticipated as there are many large developing areas, generally located in the northern portion of the County.

The highest concentrations of traditional transit riders, however, are mostly located within the St. Augustine and southwest areas of the County near Hastings. St. Johns County's deviated fixed-route buses currently serve the St. Augustine Urbanized Area, Hastings, Flagler Estates and East Palatka.

There are also communities with large employers and points of interest not currently near Sunshine Bus's coverage area. These are mostly located within the northeast (Nocatee and Ponte Vedra area), northwest (Julington Creek area) and Murabella/World Golf Village areas of the County. Challenges with providing effective and efficient transit service to these areas of the County include the County's expansive geographic area and development patterns that are not transit friendly.

Over the five-year evaluation period from year 2015 through 2019, the number of riders on Sunshine Bus routes have slightly decreased, from 293,239 to 280,445 passengers. St. Johns County's routes are more cost efficient than other similar transit agencies (referred to as the peer group). Cost per revenue mile and cost per revenue hour have decreased, for example, and are more efficient than the peer group average. On the other hand, service effectiveness measures, such as passengers per revenue hour and per revenue mile, have declined and are not as effective as the peer group.

The following list presents a summary of transit service needs in St. Johns County, as informed by quantitative service analyses and public comments.

- More effective bus routes (more passengers per revenue hour and per revenue mile)
- Bus route service that continues to be cost efficient and cost effective
- Enhanced services that increase access to major employment/activity centers and services
- More frequent service along bus routes
- Improved technology and amenities such as real-time data that communicates bus arrival and departure times on smart devices, the website and at bus stops
- More demand response service over the 10-year planning horizon to meet the growing population needs of seniors (65 years old and above)

Vision, Mission, Goals and Objectives

The 2021 Major Update to the St. Johns County TDP presents goals, objective and strategies; alternative courses of action; and a 10-year implementation program to address the community's need for transit.

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.

GOAL 1 – CUSTOMER FOCUS AND SAFETY: Maintain and continuously improve customer-focused service and products.

GOAL 2 - MOBILITY AND ACCESSIBILITY: Provide mobility and access to meet current and evolving mobility market needs and opportunities, and to improve the economy.

GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION: Enhance and improve multimodal coordination and connectivity to promote travel efficiencies and effectiveness.

GOAL 4 – EFFECTIVENESS AND EFFICIENCY: Provide an Effective and Efficient Public Transportation System.

GOAL 5 – QUALITY OF LIFE: Enhance economic prosperity, livability and environmental sustainability within the service area.

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.

GOAL 7 – CAPITAL IMPROVEMENTS: Establish the appropriate infrastructure necessary to maintain and expand fixed-route and paratransit services in the future.

TDP 10-Year Implementation Program

Recommended transit service enhancements for the next 10 years were determined based on public and stakeholder input and an evaluation of transit needs. In addition to maintaining many of the current transit services, a few service and capital enhancements are proposed. Service enhancements include adding a new bus route serving the Murabella/World Golf Village area and fewer overlapping bus routes where feasible.

Implementing the additional bus route is expected to increase ridership. As transit demands and services increase, sustainable and dedicated funding sources are required to offset anticipated revenue shortfalls.

1.0 Introduction

St. Johns County provides public transit services to citizens of St. Johns County in the state of Florida. As part of its commitment to providing transit services to its citizens, St. Johns County develops a Transit Development Plan (TDP). This plan is mandated by state law and provides a basis for St. Johns County to receive state funding for its transit projects. The process is repeated every five years, as a major update to the plan.

The St. Johns County TDP will be adopted by the St. Johns County Board of County Commissioners (BOCC) in August 2021. The TDP outlines strategic initiatives and services for a 10-year period. 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 community's needs.

The TDP helps ensure that St. Johns County public transportation services are consistent with the County's travel needs and mobility goals. To assess the context of the local operating environment, this document reviews public transportation vision, mission, goals, objectives and strategies for St. Johns County as well as existing conditions and relevant plans and studies.

The TDP's alignment with local, regional and statewide transportation priorities and planning efforts is critical to its success. Just as important, the TDP incorporates opportunities for public and agency feedback and assisted with evaluating the public transit services provided to the community. As part of the TDP, a specific program of public involvement was developed to engage the community in this planning effort. The TDP Public Involvement Plan (PIP), which appears as Appendix D1, relies on coordinating and soliciting of input from existing transit riders, public agency stakeholders and the public.

The TDP is described in 10 sections as follows:

1. Introduction
2. Service Area Conditions
3. Existing Transit Services
4. Transit Performance Evaluation
5. Public Involvement
6. Situation Appraisal
7. Transit Demand Assessment
8. Vision, Mission, Goals, Objectives and Strategies
9. Transit Alternatives
10. 10-Year Implementation and Financial Plan

This document was developed in accordance with the state laws and rules governing Transit Development Plans, Florida Administrative Code, F.A.C. 14-73.001. The relationship between the plan's

contents and the F.A.C. 14-73.001 is summarized in Table 1.1. Table 1.1 serves as a checklist for the TDP’s development requirements and identifies the location within this TDP where each requirement has been addressed.

Table 1.1 Transit Development Plan Checklist (F.A.C. Public Transit 14-73.001), St. Johns County Major Update (2022-2031)

(3) Transit Development Plans	YES	NO	COMMENTS/REFERENCE
Use a 10-Year planning horizon covering year for which funding is sought and nine subsequent years	X		Throughout TDP
(A) Public Involvement			
Public Involvement Plan approved by FDOT or consistent with North Florida TPO’s adopted public involvement plan prior to initiating TDP development process	X		Section 5, Appendices D1, D2, D3, D4, D5, D6, D7
TDP to include a description of the process used and activities	X		Throughout TDP
Solicit comments from First Coast Workforce Development (CareerSource)	X		Section 5 Appendices D1, D3
Advise FDOT, WorkSource, North Florida TPO of all TDP related public meetings	X		
FDOT, WorkSource, North Florida TPO provided comment opportunity/review during development of Mission, Goals, Objectives, Alternatives and 10-Year Implementation Program	X		
Public Involvement Plan process included opportunities for review and comments by public (citizens, passengers, elected officials, drivers, etc.)	X		Section 5 Appendices D1, D2, D3, D4, D5, D6, D7
(B) Situation Appraisal			
The TDP serves as a strategic planning document	X		Throughout TDP
Include an appraisal of factors within and outside St. Johns County that affect the transit service provided	X		Sections 2-7
Assess the effects of land use, state and local transportation plans, other governmental actions and policies, socioeconomic trends, organizational issues and technology	X		Sections 2, 6 and 7

(3) Transit Development Plans	YES	NO	COMMENTS/REFERENCE
Estimate the community's demand for transit service over a 10-year period using	X		Section 7
FDOT Planning tools (TBEST), or:	X		
FDOT Approved transit demand estimation techniques	N/A		
Assess the extent to which land use and urban design supports the efficient provision of transit service	X		Sections 2, 6 and 7
Consider comprehensive plan, land use/development forecasts, major changes in land use policies, or changes in land use for major activity centers that may affect ridership	X		
Evaluate performance of service provided to the community	X		Sections 3, 4 Farebox Recovery: Tables 4.9 and 4.13 Appendix C
(C) Mission and Goals			
Includes Vision, Mission, Goals and Objectives that consider situation appraisal findings	X		Section 8
(D) Alternative Courses of Action			
Develop and evaluate alternative strategies and actions for achieving goals and objectives	X		Sections 8 and 9
Include alternative benefits and costs	X		Sections 9 and 10
Consider financial alternatives, including any new or dedicated revenue sources	X		Sections 10
(E) 10-Year Implementation Plan			
Identify policies and strategies for achieving goals and objectives over a 10-year period	X		Sections 8 and 9
Maps indicating areas to be served, type and level of service to be provided	X		Section 7, 9

(3) Transit Development Plans	YES	NO	COMMENTS/REFERENCE
Includes a monitoring program to track performance measures as a part of the 10-year implementation program	X		Sections 9 and 10
Include a 10-Year Financial Plan (operating and capital) noting sources and expenditure of funds	X		Section 10
Include a Capital Acquisition Plan	X		Sections 9 and 10
Include anticipated revenues by source	X		Section 10
Include detailed list of projects or service needed to meet the goals and objectives	X		Sections 9 and 10
Include an implementation program noting projects and services	X		Sections 9 and 10
(F) Relationship to Other Plans			
Be consistent with the Florida Transportation Plan (FTP)	X		Sections 6 and 8 (Goal 3)
Be consistent with local government comprehensive plans	X		
Be consistent with North Florida TPO Long Range Transportation Plan (LRTP)	X		
Be consistent with NEFRC Regional Transportation Plan goals and objectives	X		
Describe relationship between 10-Year Implementation Program and any other local plans	X		Section 6.1
(4) Annual Updates	N/A		
(5) Plan Submission and Approval	YES	NO	COMMENTS/REFERENCE
TDP submitted to the Department by September 1	X		Adopted TDP submitted by September 1, 2021
(6) Grant Administration	YES	NO	COMMENTS/REFERENCE
TDP adequately provides FDOT with sufficient information to enable the Department to make funding decisions pertinent to the provider	X		Throughout TDP
TDP contains information about funding needs that could qualify for FDOT funding through Chapter 341, Florida Statutes	X		Sections 9 and 10

Source: Based upon requirement from Florida Administrative Code 14-73.001

2.0 Service Area Conditions

2.1 Transit Service Area

St. Johns County is a growing County in Northeast Florida between the St. Johns River and the Atlantic Ocean. It is bordered to the north by Duval County, to the south by Flagler County and to the west by the St. Johns River and Clay and Putnam Counties. To the east St. Johns County is bounded by over 40 miles of beaches along the Atlantic Ocean. Just over one-third of St. Johns County's population is in what is called the St. Augustine Urbanized Area, which includes the incorporated Cities of St. Augustine and St. Augustine Beach and surrounding areas. Another one-third of the population resides in the County's northeast and northwest communities and is part of the Jacksonville Urbanized Area that extends from the north into St. Johns County. Interstate 95 (I-95) runs north-south through the center of the County and west of St. Augustine. US 1 is a principal north-south arterial that runs parallel to I-95 and the Florida East Coast (FEC) rail line, a regional railroad providing rail service along the east coast of Florida. Figure 2.1 illustrates the transit service area.

2.2 Population Profile and Travel Behavior Characteristics

2.2.1 Population Trends

St. Johns County leads the region and the state in population growth. Table 2.1 shows that the County's population has increased 33.9% between years 2010 and 2019, faster than the region (14.8%) and faster than the State of Florida (12.8%). During this period, the County gained 64,361 residents. St. Johns County led the state in population growth between 2018 and 2019 with a 6.6% increase².

The US Census Bureau defines the more densely populated areas of the County as Urban Areas, either urbanized areas or urban clusters. Table 2.2 shows that most of St. Johns County's population lives within Urban Areas (76%). The St. Augustine Urbanized Area (UA) and the Jacksonville UA each contain 36% of the County's population. Population growth is largely due to growth in the Urban Areas. Between 2000 and 2019, Urban Areas represented over 75% of total population growth in St. Johns County. Furthermore, between 2010 and 2019, the St. Augustine UA experienced the fastest population growth of Florida's urbanized areas, at 33.9%³.

Population estimates for St. Johns County's two incorporated areas, the City of St. Augustine and the City of St. Augustine Beach, are shown in Table 2.3, representing about 8% of the County's total population. St. Augustine has the largest population (14,650) followed by St. Augustine Beach (6,750). Hastings is no longer incorporated. Population growth in St. Johns County is mostly due to growth in unincorporated areas. Between 2000 and 2019, population increased approximately 131,265 residents and unincorporated population represented 95% of that growth.

² 2019 Florida Population Growth, A Technical Memorandum from FDOT Forecasting and Trends Office, September 2020

³ 2019 Florida Population Growth, A Technical Memorandum from FDOT Forecasting and Trends Office, September 2020

Figure 2.1 Service Area

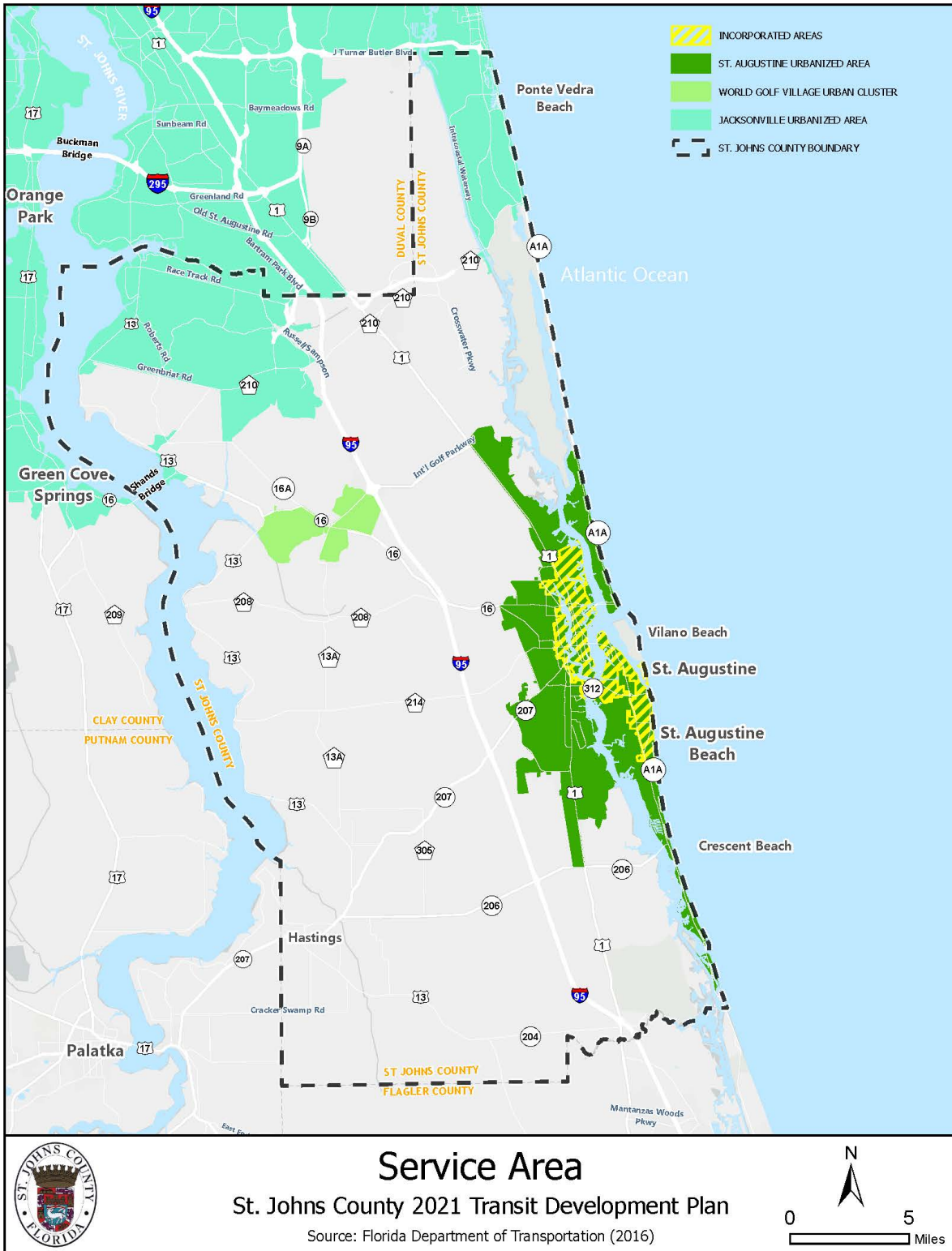


Table 2.1 North Florida's Population by County

County	Population			2010 -2019 Change		2018-2019 Change	
	2010	2018	2019	#	%	#	%
Clay	190,865	212,000	215,200	24,335	12.7%	3,200	1.5%
Duval	864,263	952,900	970,700	106,437	12.3%	17,800	1.9%
Nassau	73,314	82,700	85,100	11,786	16.1%	2,400	2.9%
St. Johns	190,039	238,700	254,400	64,361	33.9%	15,700	6.6%
Region	1,488,541	1,666,800	1,709,300	11,786	14.8%	42,500	2.5%
Florida	18,801,332	20,840,400	21,208,700	2,407,368	12.8%	368,300	1.8%

Source: FDOT Forecasting and Trends Office, FDOT District by County Population Estimates, (April 1, 2019), March 2020 [U.S. Census Bureau 2010 information]

Table 2.2 St. Johns County Population - Urban Area Population Trends

Urban Area	2000	2010	2019	% of County's Population	% Change (2000 to 2010)	% Change (2010 to 2019)	% Change (2000 to 2019)
St. Augustine UA	53,519	69,173	92,600	36.4%	29.2%	33.9%	73.0%
WGV ⁴ Urban Cluster	---	6,622	8,865	3.5%	---	33.9%	---
Jacksonville UA	41,092	69,065	92,455	36.3%	68.1%	33.9%	125.0%
Total Urban Areas	94,611	144,860	193,920	76.2%	53.1%	33.9%	105.0%
St. Johns County	123,135	190,039	254,400	100.0%	54.3%	33.9%	106.6%
Florida	15.9 million	18.8 million	21.2 million	na	17.6%	12.8%	32.7%

Source: FDOT Forecasting and Trends Office, Urbanized Area, Urban Cluster and District by County Population Estimates (April 1, 2019), March 2020 [U.S. Census Bureau information]

Table 2.3 St. Johns County Population - Municipality Trends

Municipality	2000	2010	2019	% of County's Population	% Change (2000 to 2010)	% Change (2010 to 2019)	% Change (2000 to 2019)
Hastings	521	580	0	0.0%	11.3%	-100.0%	-100.0%
St. Augustine	11,592	12,975	14,650	5.8%	11.9%	12.9%	26.4%
St. Augustine Beach	4,683	6,176	6,750	2.7%	31.9%	9.3%	44.1%
Incorporated	16,796	19,731	21,402	8.4%	17.5%	8.5%	27.4%
Unincorporated	106,339	170,308	233,010	91.6%	60.2%	36.8%	119.1%
St. Johns County	123,135	190,039	254,400	100.0%	54.3%	33.9%	106.6%
Florida	15,982,824	18,801,332	21,208,700	na	17.6%	12.8%	32.7%

Source: FDOT Forecasting and Trends Office, County by City/Place Population Estimates, (April 1, 2019), March 2020 [U.S. Census Bureau information]; Marineland not shown

⁴ World Golf Village

2.2.2 Population Projections

Table 2.4 identifies official population estimates and projections from the Bureau of Economic and Business Research (BEBR) at the University of Florida. Forecasts are provided in five-year increments for low, medium and high projections. BEBR’s medium projections show that St. Johns County’s population will have grown to 309,300 by 2025 and 347,600 by 2030. The average 10-year growth rate between 2020 and 2030 is projected to be 3.2% per year.

Table 2.4 St. Johns County Population Estimates and Projections

	Estimates	Projections, April 1				Annual Growth 2020 - 2030
	April 1, 2019	2020	2025	2030	2035	
	254,412					
Low		247,500	278,000	301,300	318,500	2.2%
Medium		263,900	309,300	347,600	379,400	3.2%
High		279,200	334,200	386,800	434,500	3.9%

Source: University of Florida, Bureau of Economic and Business Research (BEBR) Projections of Florida Population by County, 2020-2045, with Estimates for 2019 (1/31/2020)

Table 2.5 identifies BEBR population estimates and projections for residents 65 and older. Total population for persons 65 and older will have grown to 67,613 by 2025 and 80,847 by 2030. The average growth rate between 2020 and 2030 is projected to be 5.4% per year for those 65 and older.

Table 2.5 also splits the 65 and older age group into two subgroups. The 65 -79-year-old subgroup will increase 4.3% per year between 2020 and 2030, while the 80 and older subgroup will increase 9.0% per year.

Table 2.5 St. Johns County Population Projections, 65 Years and Older

	Estimates	Projections				Annual Growth 2020 - 2030
	April 1, 2019	2020	2025	2030	2035	
	254,412					
Age 65 - 79	38,071	40,205	50,487	57,461	60,338	4.3%
Age 80 and older	11,736	12,326	17,126	23,386	28,577	9.0%
Total 65 and older	49,807	52,531	67,613	80,847	88,915	5.4%

Source: College of Liberal Arts and Sciences, University of Florida, Bureau of Economic and Business Research (BEBR), Florida Population Studies, Population Projections by Age, Sex, Race and Hispanic Origin for Florida and its Counties, 2020-2045, with Estimates for 2019 (Bulletin 187, June 2020)

2.2.3 Transportation Disadvantaged Estimates and Projections

Table 2.6 shows recent Transportation Disadvantaged (TD) population estimates and forecasts for St. Johns County. The estimate of general TD population in St. Johns County is 79,344, about one-third of the County’s total population.

The critical need TD population includes individuals with severe physical limitations or low incomes who are unable to transport themselves or afford the transportation cost. The 2020 TD population forecast for people with critical needs is approximately 7,544 people, 3.0% of the County’s total population. This data is from the St. Johns County Transportation Disadvantaged Service Plan.

The transportation disadvantaged (TD) are defined as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities or other life-sustaining activities or handicapped, high-risk or at-risk children as defined in s. 411.202, Florida Statutes. (Chapter 427, FS).

Table 2.6 St. Johns County TD Population

	Population	%
BEER Total Population Estimate	254,412	100.0%
General TD Population Estimate, 2018 (non-duplicated)	79,344	31.2%
TD Population Forecast, 2020		
Total Critical Need	7,544	2.9%
• Severe disabilities	7,039	2.7%
• Low income, with no access to a vehicle or transit	505	0.2%

Source: St. Johns County Transportation Disadvantaged Service Plan, Northeast Florida Regional Council, 2020

2.2.4 Demographics and Housing Summary

Table 2.7 identifies overall percentages of demographic groups for St. Johns County. Compared to Florida, the County contains a lower percentage of Hispanic or Latino residents (7% vs. 25%); a higher percentage of white residents (89% vs. 75%); a lower percentage of residents speaking English less than very well (2% vs. 12%); a higher median income (\$77,323 vs. \$53,267); a lower percentage of households below poverty level (8% vs. 14%); a higher percentage of owner occupied units (78% vs. 65%) and higher percentages of high school (95% vs. 88%) and college graduates (44% vs. 29%).

Table 2.7 Demographic Characteristics Summary

	St. Johns County		Florida
Total Population	235,503	100.0%	100.0%
Total Households	86,268	100.0%	100.0%
Gender			
Male	114,660	48.7%	48.9%
Female	120,843	51.3%	51.1%
Hispanic or Latino			
Hispanic or Latino of any race	15,749	6.7%	25.2%
Non-Hispanic or Latino	219,754	93.3%	74.8%
Age			
Less than 18 years (youth)	51,545	21.9%	20.1%
Less than 20 years	57,301	24.3%	22.5%
20-34 years	34,907	14.8%	19.2%
35-54 years	64,355	27.3%	25.5%
55-64 years	33,701	14.3%	13.2%
65 years and older (senior)	45,239	19.2%	19.7%
Median Age (Years)	43.4	---	41.9
Race			
White	208,720	88.6%	75.4%
Black or African American	12,731	5.4%	16.1%
American Indian & Alaska Native	852	0.4%	0.3%
Asian	6,556	2.8%	2.7%
Native Hawaiian and Other Pacific Islander	175	0.1%	0.1%
Other	1,465	0.6%	2.8%
Identified by Two or More	5,004	2.1%	2.6%
Language other than English spoken at home			
Language other than English spoken at home, 5 years and over	19,683	8.8%	29.1%
Speak English less than very well	5,401	2.4%	11.9%
Income and Poverty			
Median household income (\$)	77,323		53,267
% households below poverty level in the past 12 months	8.1%		13.9%
Disability and Veteran Status			
Disability Status of Civilian Noninstitutionalized Population	26,398	11.3%	13.4%
Civilian population 18 years and over	183,241	---	---
Civilian veterans	20,611	11.2%	8.9%

	St. Johns County		Florida
Educational Attainment (population 25 years and over)			
% high school graduate or higher	157,648	94.6%	88.0%
% bachelor's degree or higher	72,856	43.7%	29.2%
Housing Units			
	Units	%	%
Total Units	103,522	100.0%	100.0%
Occupied Units	86,268	83.3%	81.5%
Owner - Occupied Units	67,717	78.5%	65.0%
Renter - Occupied Units	18,551	21.5%	35.0%

Source: 2018 American Community Survey (ACS), 5-Year Estimate Data Profiles

2.2.5 Population Density

St. Johns County is the 2nd most dense county in northeast Florida and more than doubled its population density since year 2000 from 205 to 423 people per square mile. Currently, St. Johns County is the 18th most dense county in Florida (out of 67 counties). Table 2.8 shows BEBR population density data.

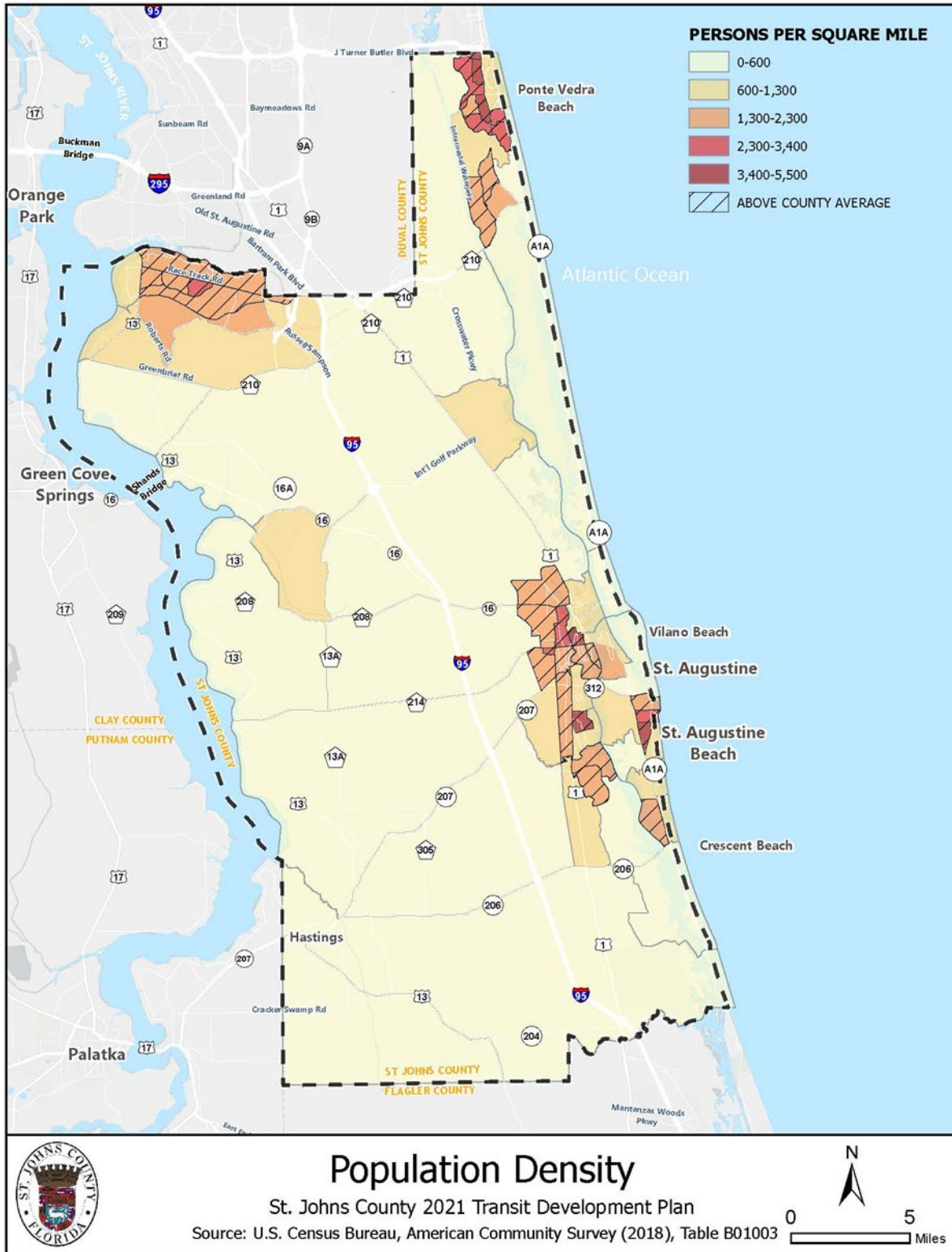
Table 2.8 Population Density for Northeast Florida Counties, 2000-2019

State and County	Land Area in 2010 (sq. miles)	Population Per Square Mile			County Ranking (out of 67 Florida counties)		
		2019	2010	2000	2019	2010	2000
FLORIDA*	53,625	395	351	298	(X)	(X)	(X)
Duval	762	1,274	1,134	1,022	7	7	5
St. Johns	601	423	316	205	18	21	26
Clay	604	356	316	233	22	22	22
Nassau	649	131	113	89	36	36	37

Source: US Census Bureau and University of Florida, Bureau of Economic and Business Research, 2019

Geographic information systems (GIS) was used to develop a spatial representation of population within St. Johns County, using the US Census Bureau's American Community Survey (ACS) data (2018 5-Year Estimates). Overall, the highest concentrations of St. Johns County's populations are in the urbanized areas. Figure 2.2 (Population Density) represents the greatest concentrations of County residents with more shading, and the smallest concentrations of residents with less shading. In the St. Augustine UA the greatest population densities are generally located north of King Street between Masters Drive and SR A1A; the St. Augustine South area; St. Augustine Beach, south of SR 312 between SR A1A and A1A Beach Boulevard. Over the next 10 years, population densities are anticipated to increase, with the St. Augustine and Jacksonville UAs (northeast and northwest St. Johns County) generally remaining the densest.

Figure 2.2 Population Density



2.2.6 Population and Household Spatial Characteristics

Population percentages within St. Johns County were mapped for several population groups that may use transit more frequently than the general population (Figures 2.3 - 2.8).

The highest percentages of the various population groups are generally as follows.

- *Households with no vehicles available (Figure 2.3)* - Located in the St. Augustine area (between Holmes Boulevard and SR A1A and along Old Moultrie Road), northern St. Augustine Shores, southwest St. Johns County including Hastings and portions of the Ponte Vedra Beach/Sawgrass area. Overall, zero vehicle households represent 2.6% of the County's households.
- *Households below poverty level (Figure 2.4)* - Located in west St. Augustine area (between Holmes Boulevard and SR A1A) and southwest St. Johns County including Hastings and Flagler Estates.
- *Seniors (65 years old and older, Figure 2.5)* – Located in the St. Augustine area (historic area and east of SR A1A/Anastasia Boulevard), St. Augustine Beach, St. Augustine Shores, southeast St. Johns County, west of I-95 between SR 207 and SR 206 and the Ponte Vedra Beach area.
- *Youth (Under 18 years old Figure 2.6)* – Located in portions of northwest St. Augustine area (north of SR 16/west of US 1/east of Woodlawn and south of Lewis Speedway and south of Kings St./east of South Holmes Boulevard/north of SR 207), Hastings and Flagler Estates and large portions of northern St. Johns County.
- *Minority and Hispanic or Latino (Figure 2.7)* – Located in the west St. Augustine area (west of US 1/east of I-95/south of SR 16/north of Kings Street and SR 207) and portions of southwest St. Johns County including Hastings and Flagler Estates. Minority includes non-white races, two or more races and Hispanic/Latino.
- *Persons with limited English proficiency (Figure 2.8)* – Located in the west St. Augustine area (west of US 1/east of Holmes Boulevard/south of SR 16/north of SR 207), St. Augustine Beach, and portions of southeast and northern St. Johns County.

Appendix A (Additional Service Area Conditions) contains maps illustrating median household income and cost burdened households. The U.S. Department of Housing and Urban Development (HUD) has suggested that renters paying 30% or more of their income on housing are cost burdened (and those paying 50% or more are severely cost burdened). Cost burdened renters, particularly those with lower incomes, may have difficulty affording necessities such as food, clothing, transportation, and medical care.

Figure 2.3 Percent Zero Vehicle Households

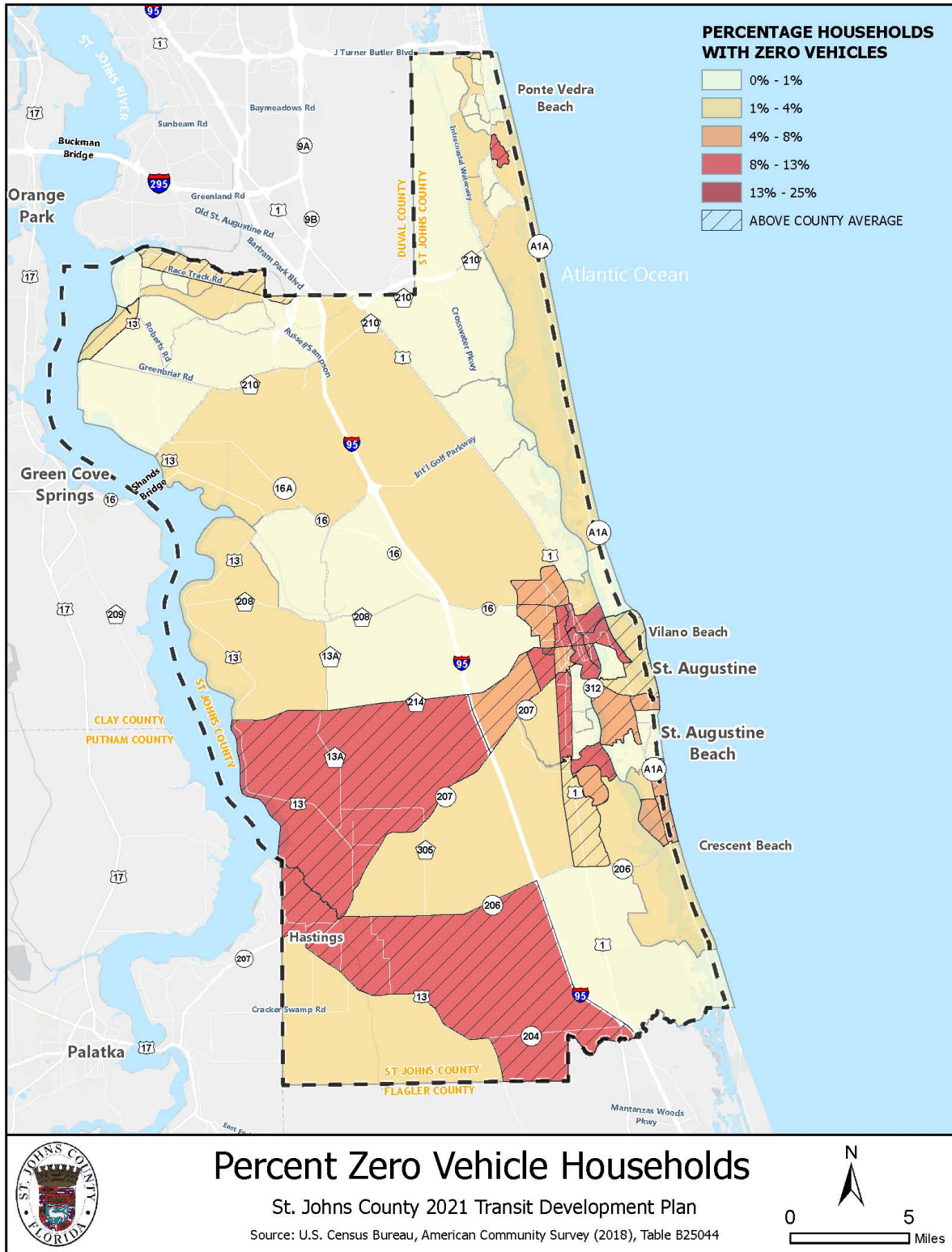


Figure 2.4 Percent Households Below Poverty Level

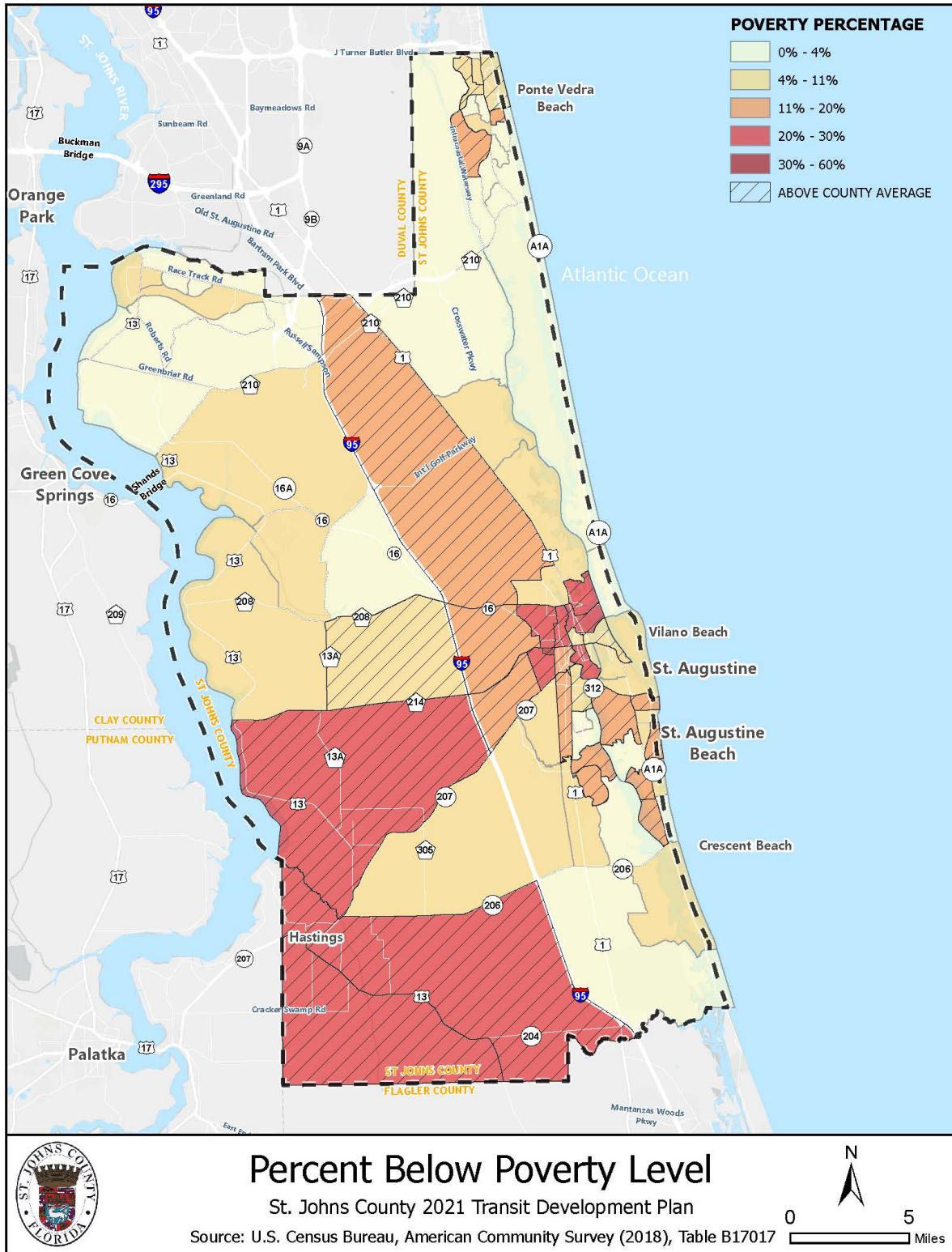


Figure 2.5 Percent Senior Population (65 years old and older)

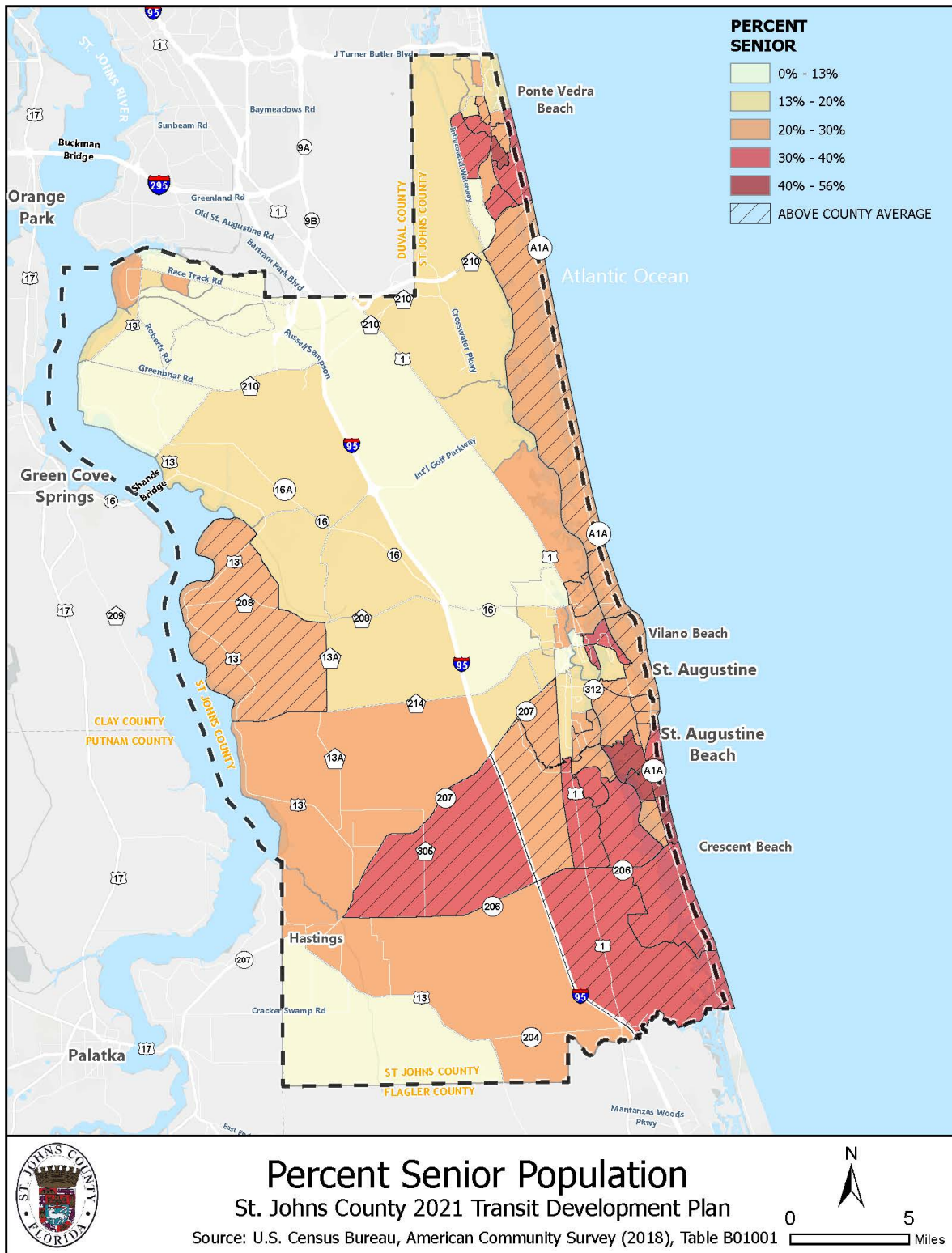


Figure 2.6 Percent Youth Population (under 18 years old)

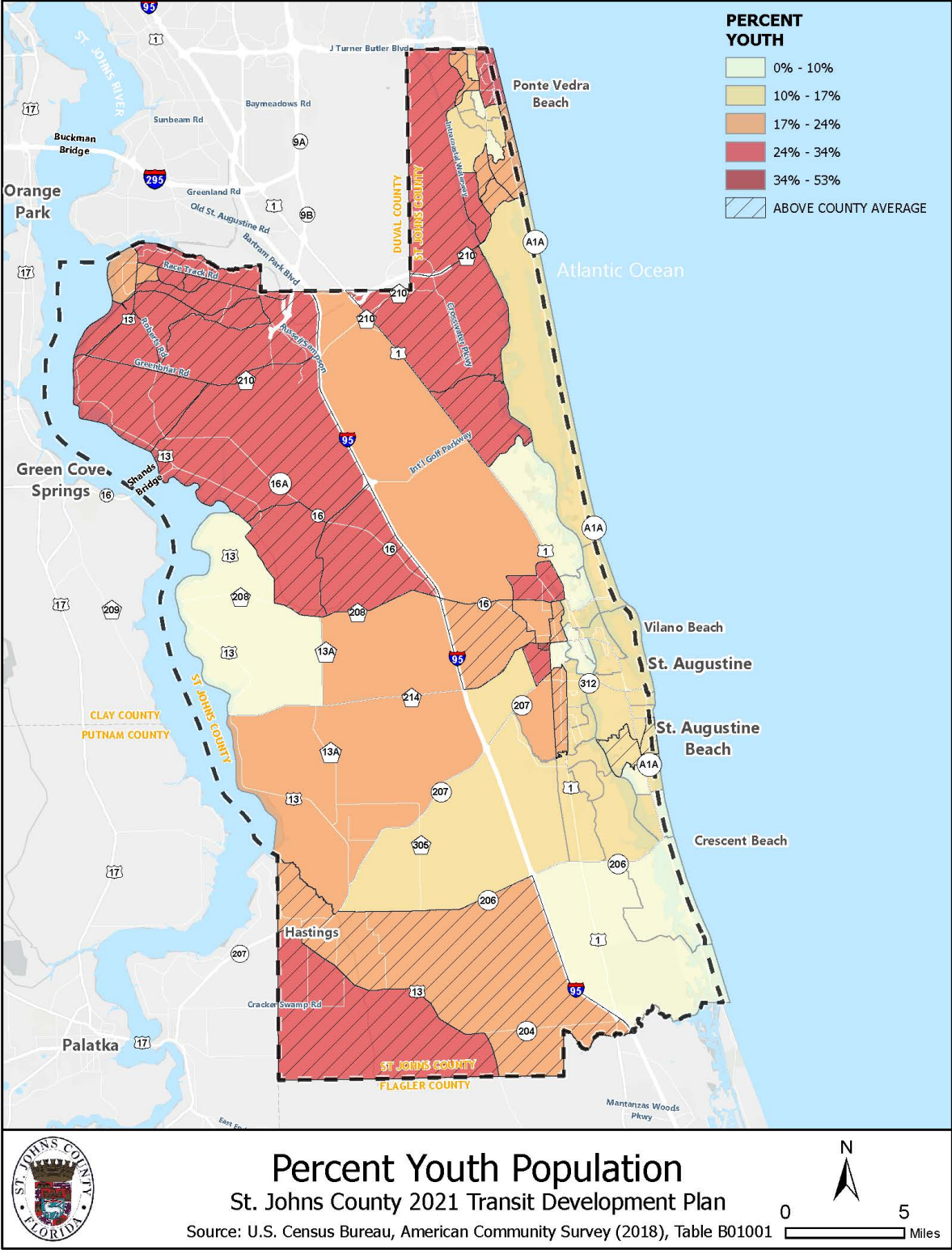


Figure 2.7 Percent Minority and Hispanic/Latino Population

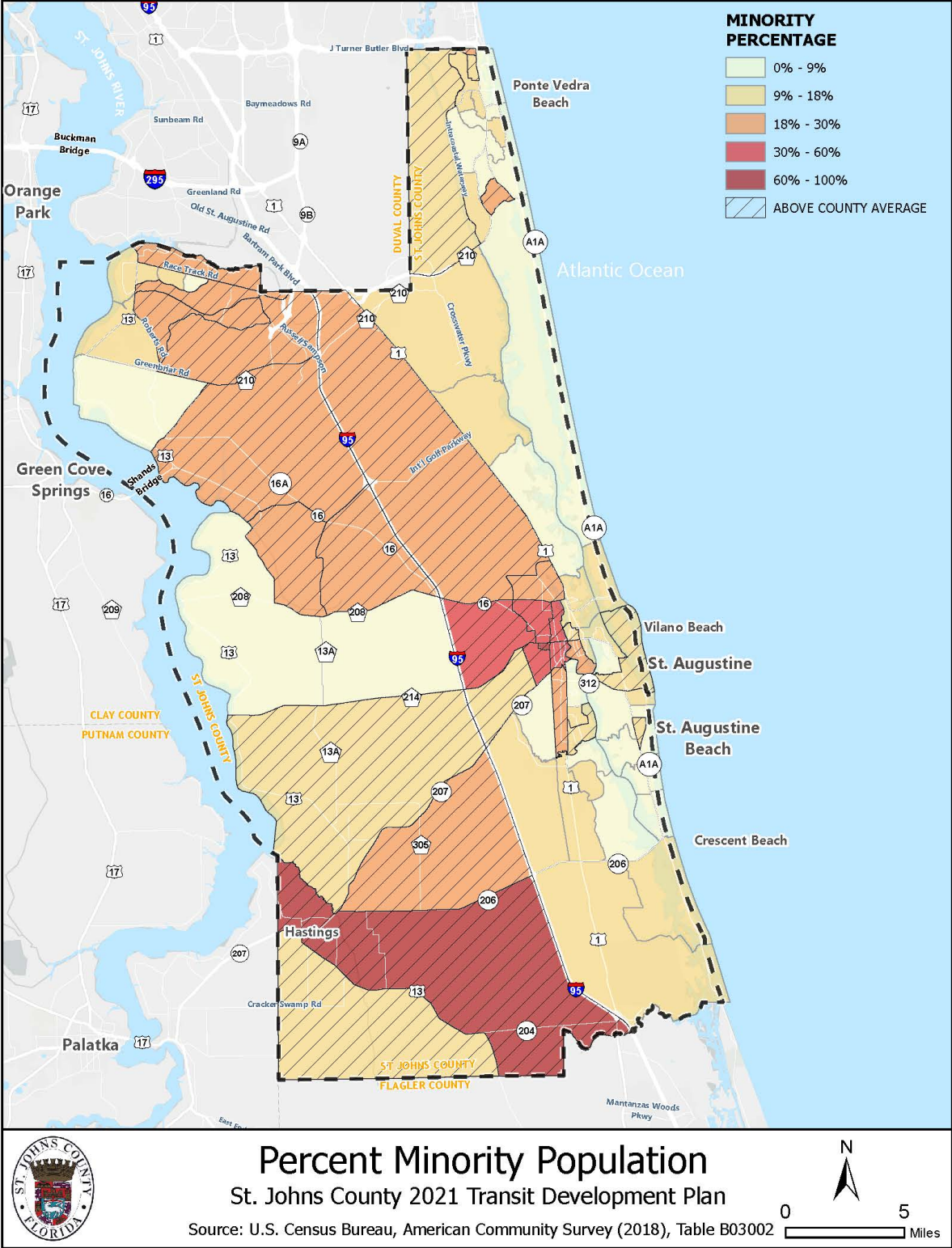
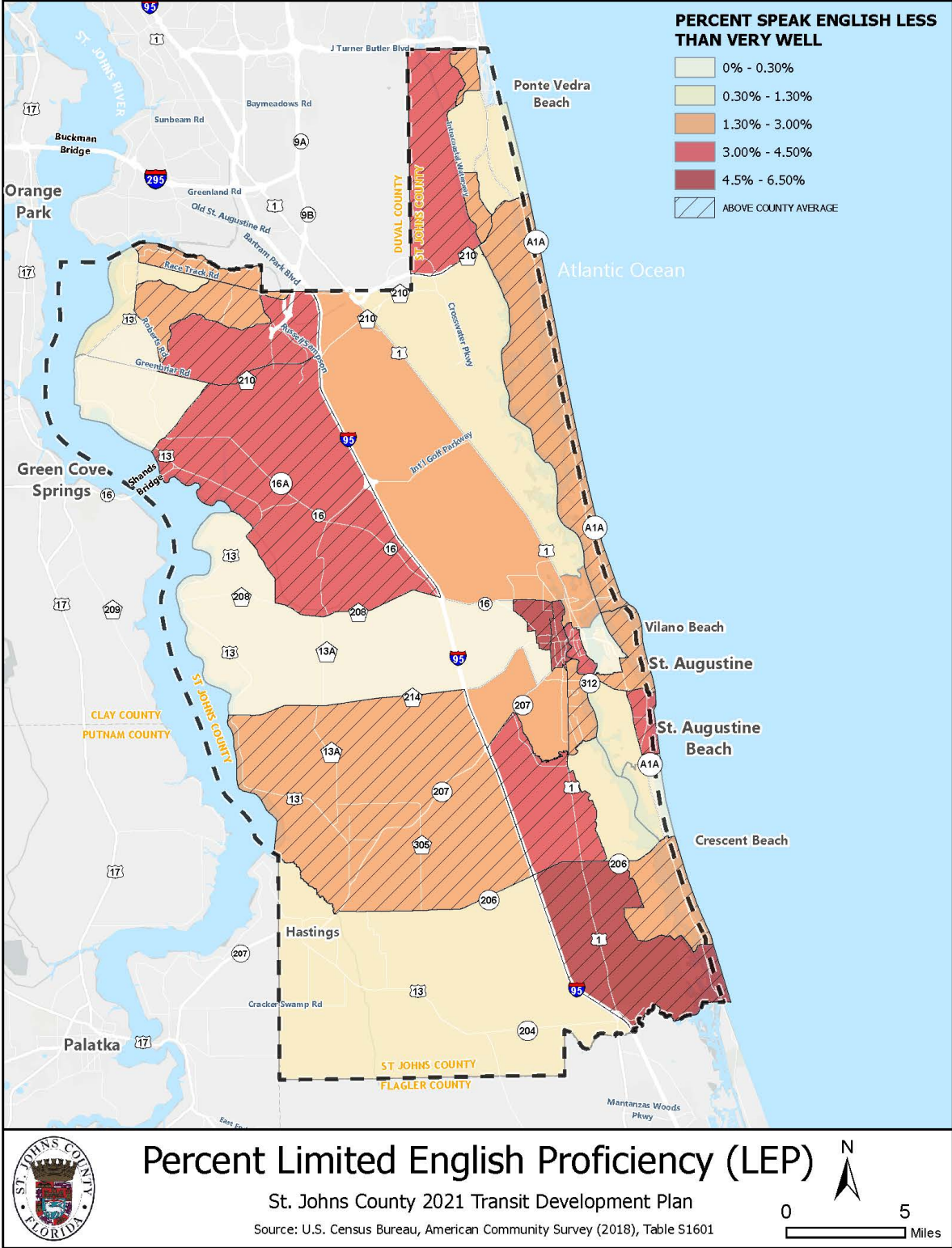


Figure 2.8 Percent Limited English Proficiency



2.2.7 Tourism

With over 6.3 million visitors annually St. Johns County is a major travel destination. The St. Johns County Tourist Development Council (TDC) estimates that the County experienced 6,301,008 total visitors in 2017. Sixty-three percent (63%) stayed overnight and 37% were day visitors.

St. Johns County has approximately 3.4 million available rooms/listings in both vacation rentals (Airbnb, HomeAway, Vrbo) and traditional facilities (hotels, motels, resorts). The average overnight stay is 2.6 nights and average party size is 2.5 people.

Most surveyed visitors walked historic St. Augustine (99%), dined in restaurants (92%) and paid admission to visit a historical site or museum (62%). Visitors also took a trolley or walking/ghost tour (44%), visited a cultural attraction or live performance (30%), toured the winery or distillery (26%), shopped at the Outlet Mall (24%) and engaged in beach activities (23%).

In 2015, the St. Johns County TDC reported over \$1.7 billion in direct spending and a total economic impact of \$2.4 billion. This spending created 29,051 jobs. Multiple industry sectors benefited from tourism spending including transit and ground passenger transportation and scenic and sightseeing transportation. Among the taxes paid, visitors paid over \$10 million in tourist development taxes.

2.3 Employment and Commuting Characteristics

The highest concentrations of St. Johns County jobs are located within the St. Augustine Urbanized area generally along US 1 and near the intersection of US 1 and SR 312, in downtown St. Augustine and at/near the St. Johns County government complex (US-1 and Lewis Speedway). Other notable areas are Ponte Vedra Beach, I-95 and SR 16 near the outlet mall and the Murabella/World Golf Village area.

2.3.1 Large Employers

St. Johns County Chamber of Commerce provided a list of employers with at least 100 employees. As shown in Table 2.9, these 43 large employers comprise over 19,700 employees. The St. Johns County School District is the largest employer (4,000 employees), followed by Flagler Hospital (1,800), St. Johns County Government (1,200 employees) and Northrop Grumman (1,200 employees). Half of the large employers (22 out of 43) are in the St. Augustine and St. Augustine Beach area representing 69% of these large employer jobs. Ten employers are in the Ponte Vedra/Ponte Vedra Beach area representing 18% of the large employer jobs; and seven employers are in the World Golf Village (WGV) area representing 10% of large employer jobs. Except for Ponte Vedra/Ponte Vedra Beach, most of these jobs are located near existing transit routes. The addition of a new bus route (the new Purple Line) provides service to the Murabella/World Golf Village area.

Table 2.9 Major Employers in St. Johns County

No. of Employees	Employer	Description	City/Community
4,046	St. Johns County School District	County K-12 public school system	St. Augustine
1,809	Flagler Health+	Healthcare System	St. Augustine
1,200	St. Johns County Government	County government	St. Augustine
1,200	Northrop Grumman Integrated Systems	Aircraft Integration Center of Excellence	St. Augustine
800	PGA TOUR, Inc.	Pre-eminent association for touring pro golfers	Ponte Vedra Beach
727	St. Johns County Sheriff's Office	County law enforcement	St. Augustine
670	Florida School for the Deaf & Blind	State school for sensory impaired	St. Augustine
650	St. Johns County Courthouse	County judicial system	St. Augustine
650	Carlisle Interconnect Technologies	Wire and cable manufacturer for aerospace industry	St. Augustine (WGV)
570	Advanced Disposal	Independent solid waste & recycling services provider	Ponte Vedra
545	Ring Power Corporation	Caterpillar dealer selling heavy machinery/eqpt.	St. Augustine (WGV)
525	Ponte Vedra Inn & Club	Hotel/Resorts	Ponte Vedra Beach
450	Sawgrass Marriott Golf Resort & Spa	Hotel/Resorts	Ponte Vedra Beach
400	Flagler College	Private postsecondary education	St. Augustine
400	Florida Army National Guard	Army National Guard and Air National Guard	St. Augustine
355	Hydro Extrusions North America	Aluminum extrusion; heavy manufacturing	St. Augustine
324	City of St. Augustine	Municipal government	St. Augustine
320	TPC Sawgrass	Premium golf club/Home of THE PLAYERS	Ponte Vedra Beach
320	Vicar's Landing	Retirement community	Ponte Vedra Beach
260	Moultrie Creek Nursing and Rehab Center	Assisted living facility	St. Augustine
201	Council on Aging	Senior care management agency	St. Augustine
200	Prosperity Bank	Bank	St. Augustine
200	Renaissance Resort at World Golf Village	Hotel/Resorts	St. Augustine (WGV)
200	D.R. Horton	Home Builders	St. Johns
190	Westminster Woods on Julington Creek	Retirement Community	Fruit Cove
180	KeHE	Logistics and food distribution	Elkton
180	Conch House Marina Resort, The	Motel/Resort	St. Augustine
180	Glenmoor at World Golf Village	Retirement community	St. Augustine (WGV)
160	Casa Monica Hotel	Hotel/Resort	St. Augustine
159	Rulon International	Wood ceilings and walls manufacturer	St. Augustine
150	The Lodge & Club	Hotel/Resort/Private Club	Ponte Vedra Beach

*St. Johns County
Transit Development Plan, 2021 Major Update*

No. of Employees	Employer	Description	City/Community
150	Roadway Worker Training	Training and support services to rail industry	St. Augustine (WGV)
150	Embassy Suites	Upscale all-suite hotel	St. Augustine Beach
140	Hastings Comprehensive Mental Health Treatment Facility	State juvenile correction facility	Hastings
140	Capital Markets Cooperative	Mortgage capital markets company	Ponte Vedra Beach
140	St. Augustine Health & Rehabilitation Center	Health and Rehab Center	St. Augustine
120	University of St. Augustine for Health Sciences	Postsecondary health sciences education	St. Augustine
115	iDeal Aluminum Products	Aluminum fence, gate and railing manufacturer	St. Augustine
110	Sawgrass Country Club	Country club/private membership	Ponte Vedra Beach
110	PGA Tour Entertainment	Video production arm of PGA TOUR	St. Augustine (WGV)
105	Vacation Rental Pros	Vacation property management	Ponte Vedra Beach
100	David Dobbs Enterprises	Menu covers imprinter/manufacture	St. Augustine
100	Slammer & Squire at World Golf Village	Golf course	St. Augustine (WGV)
19,701			

Source: St. Johns County Chamber of Commerce, provided December 2020 (employers with 100 or more employees)

2.3.2 Means of Transportation to Work

Table 2.10 indicates that most St. Johns County workers drive alone to work (over 80 percent). Higher percentages of workers in the City of St. Augustine walk and ride bicycles to work (7.1% and 4.1%, respectively) as compared to overall County (1.2% and 0.7%, respectively) and state (1.4% and 0.6%, respectively) percentages. A very small percentage of workers in St. Johns County and St. Augustine use public transportation to get to work.

Table 2.10 Means of Transportation to Work

	St. Johns County	St. Augustine	Florida
Workers 16 years and over	107,032	6,092	9,140,393
	100.0%	100.0%	100.0%
Car, truck, or van	87.7%	76.0%	88.6%
• Drove alone	81.1%	69.4%	79.4%
• Carpooled	6.6%	6.6%	9.2%
Public Transportation	0.1%	0.3%	1.9%
Walked	1.2%	7.1%	1.4%
Bicycle	0.7%	4.1%	0.6%
Taxicab, motorcycle, other	1.7%	3.7%	1.6%
Worked at home	8.6%	8.7%	5.8%

Source: U.S. Census Bureau, 2018 American Community Survey (ACS), 5 - year estimates, Table S0801: Commuting

2.3.3 Place of Work

Place of work for workers was obtained from US Census Bureau ACS 2018 5-year data (Table 2.11). For St. Johns County residents that work, over half (57 percent) work within the County. In the City of St. Augustine, however, over 80% of working residents work within St. Johns County.

Table 2.11 Place of Work

	St. Johns County	St. Augustine	Florida
Workers 16 years and over	107,032	6,092	9,140,393
	100.0%	100.0%	100.0%
Work in Florida	98.3%	97.1%	98.8%
• Work in County of Residence	57.3%	83.6%	81.1%
• Work outside County of Residence	41.0%	13.5%	17.7%
Work outside Florida	1.7%	2.9%	1.2%

Source: U.S. Census Bureau, 2018 American Community Survey (ACS), 5 - year estimates (2014-2018), Table S0801: Commuting

2.3.4 Commuting Characteristics

Commuters from St. Johns County to Other Counties

Table 2.12 summarizes commuter flows for workers living in St. Johns County. The table shows the top seven counties where St. Johns County's working-residents are employed. Data comes from the US Census Bureau's On the Map application, a web-based mapping and reporting application that shows where workers are employed and where they live, of Longitudinal Employer-Household Dynamics (LEHD) data.

St. Johns County's total working-residents increased by 17,200 workers (21%) between years 2013 and 2018 (from 84,043 to 101,267). In year 2018 (the most recent year of available data at the time of this analysis), 37,178 workers who lived in St. Johns County also worked in St. Johns County (representing 37 percent of the total working-residents).

Duval County is the top destination for St. Johns County working-residents. Forty percent (40%) of workers living in St. Johns County commute to Duval County. Also noteworthy is the percentage increase of working-residents commuting to other counties between years 2013 to 2018, ranging from 23% for Clay County to 38% for Alachua County.

Commuters from Other Counties to St. Johns County

Table 2.13 summarizes commuter flows for people who work in St. Johns County. The table shows the top seven counties of origin for workers employed in St. Johns County. St. Johns County's total workers increased by 16,310 or 26% between years 2013 and 2018.

Of those who work in St. Johns County, about half come from communities within St. Johns County (48%), while the other half come from Duval (20%), Flagler (5%), Clay (4%) Putnam (3%) and other counties (21%). Duval County is the top origin of workers traveling from outside St. Johns County.

Between 2013 and 2018, the number of workers commuting from Duval County to St. Johns County increased by 36%. Also noteworthy is the percentage increase of workers commuting from other counties, ranging from 24% for Flagler County to 36% for Putnam County.

Table 2.12 Workplace for Workers Living in St. Johns County, 2013 and 2018

County of Residence (Origin)	County of Work (Destination)								Total
	Duval	St. Johns	Clay	Orange	Hills-borough	Alachua	Flagler	All Other Locations	
St. Johns County (2018)	2018								
	40,125	37,178	3,100	2,901	1,884	1,328	1,324	13,427	101,267
	39.6%	36.7%	3.1%	2.9%	1.9%	1.3%	1.3%	13.3%	100.0%
St. Johns County (2013)	2013								
	34,161	30,445	2,526	2,218	1,422	966	1,044	11,261	84,043
	40.6%	36.2%	3.0%	2.6%	1.7%	1.1%	1.2%	13.4%	100.0%
Change in Workers (2013 to 2018)	Change from 2013 to 2018								
	5,964	6,733	574	683	462	362	280	2,166	17,224
	17.5%	22.1%	22.7%	30.8%	32.5%	37.5%	26.8%	19.2%	20.5%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2013 and 2018).

Table 2.13 Residence for Workers Employed in St. Johns County, 2013 and 2018

County of Work (Destination)	County of Residence (Origin)								Total
	St. Johns	Duval	Flagler	Clay	Putnam	Volusia	Orange	All Other Locations	
St. Johns County (2018)	2018								
	37,178	15,909	3,526	3,096	2,391	1,426	1,337	13,276	78,139
	47.6%	20.4%	4.5%	4.0%	3.1%	1.8%	1.7%	17.0%	100.0%
St. Johns County (2013)	2013								
	30,445	11,718	2,834	2,280	1,754	1,146	967	10,685	61,829
	49.2%	19.0%	4.6%	3.7%	2.8%	1.9%	1.6%	17.0%	100.0%
Change in Workers (2013 to 2018)	Change from 2013 to 2018								
	6,733	4,191	692	816	637	280	370	2,591	16,310
	22.1%	35.8%	24.4%	35.8%	36.3%	24.4%	38.3%	24.2%	26.4%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2013 and 2018).

2.3.5 Community Destinations and Points of Interest

Within the St. Augustine Urbanized Area and Hastings, existing Sunshine Bus Routes generally serve major destinations very well. It was noted in the previous TDP that the following destinations/point of interests are near the existing transit coverage area but do not appear to be within one-quarter mile of Sunshine Bus routes.

- Solomon Calhoun Community Center on Duval Street (Government Services)
- Anastasia Island Branch Library on SR A1A (Government Services)
- St. Augustine Beach Branch Post Office on SR A1A (Government Services)
- St. Augustine Beach City Hall Complex and Police Department on SR A1A (Government Service)
- First Coast Technical College Main Campus on Collins Avenue (College)
- Treaty Park near SR 207 and Wildwood Drive (Recreation)
- Portions of North Beach/Vilano Beach/Crescent Beach on SR A1A (Tourism – Hotel/Motel)

An evaluation of these destinations indicates the bus system serves the St. Augustine Beach City Hall Complex within one block and serves hotels located in Vilano and Crescent Beaches. A recent new bus route, the new Purple Line, added during completion of the TDP Major Update, serves the front entrance of the First Coast Technical College's Main Campus. There may be an opportunity to modify the Teal route to serve the Solomon Calhoun Community Center and Treaty Park. Moving the current Green Line to serve SR A1A near the Anastasia Island Branch Library and St. Augustine Beach Post Office would remove service to the beach and hotels. Additional major destinations and points of interest that are not currently within or near the existing transit system's coverage area are located within the northeast and northwest areas of the County.

2.4 Land Use and Development

Future Land Use Map components of the St. Johns County comprehensive plan illustrate anticipated land use, generally over the next 10 to 20 years. Figure 2. 9 depicts future land uses currently anticipated over the TDP's 10-year horizon.

In St. Johns County land use changes and growth are anticipated with many developing areas, including Developments of Regional Impact (DRI). Figure 2.10 illustrates the locations of several DRIs. As shown, the DRIs are located north of SR 16 and outside of the St. Augustine Urbanized Area. Nocatee, a very large master planned community, continues to develop. It is approved for over 14,600 residential units along with 4.2 million square feet of office and 1 million square feet of retail. Within the last five years, since the last TDP Major Update, Twin Creeks and Silverleaf have also begun developing. Like Nocatee, Silverleaf is approved for over 10,000 residential units.

In addition to DRIs, Durbin Park in northern St. Johns County is expected to be a very large development bringing jobs, retail and services. Located on the south side of Race Track Road, and east and west of I-95, Durbin Park is planned to be a mixed use development with retail, entertainment, office, hotel and residential land uses, built over a 20-year period. Phase one, bounded on the east by the SR-9B extension, has over 600,000 square feet of retail, and includes big box retailers such as Walmart, Home Depot and Cinemark, a movie theater. Phase two has announced a 375,000 square foot medical campus with an 150-bed acute care hospital, medical offices and other health-related amenities.

Figure 2.9 Future Land Use Map

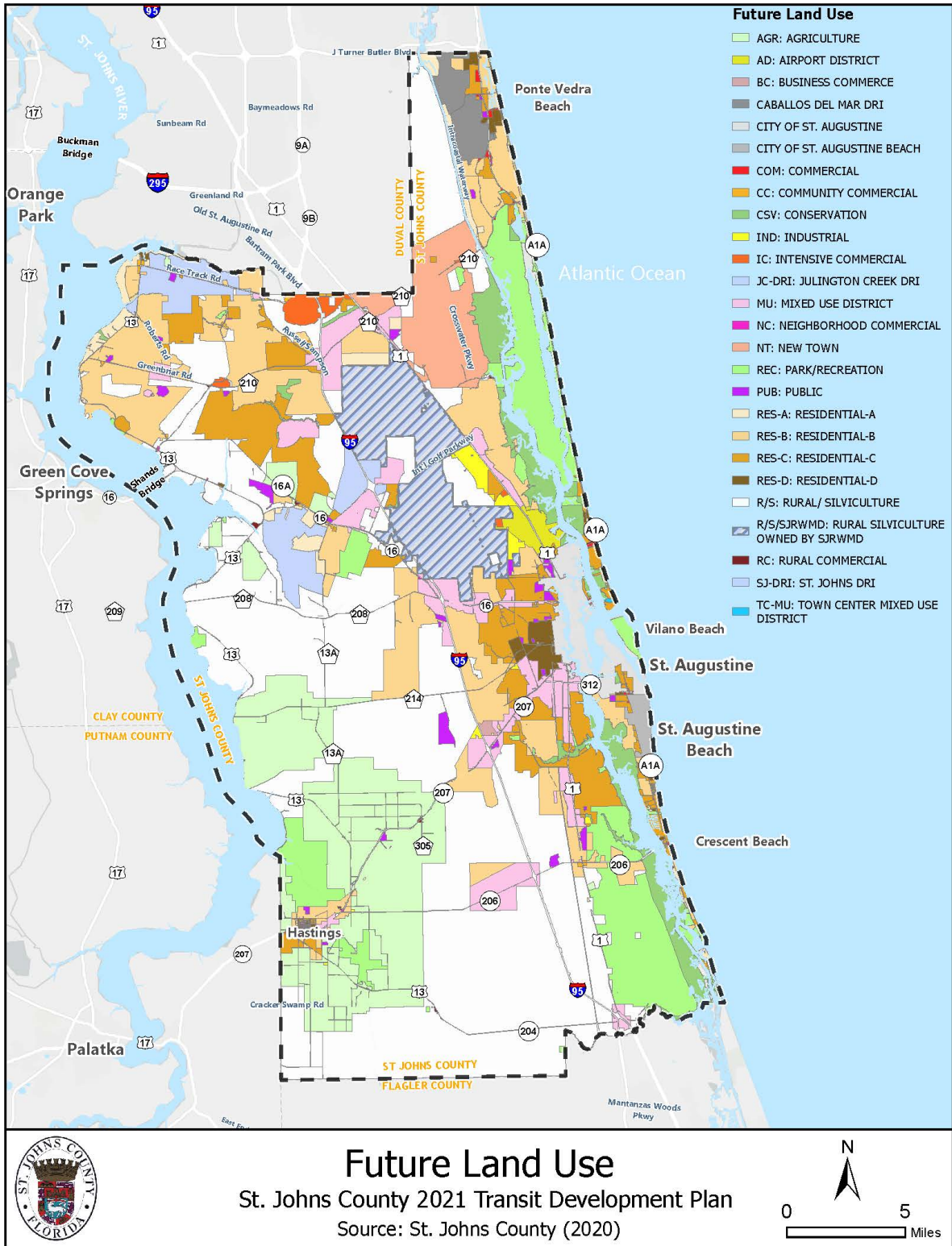
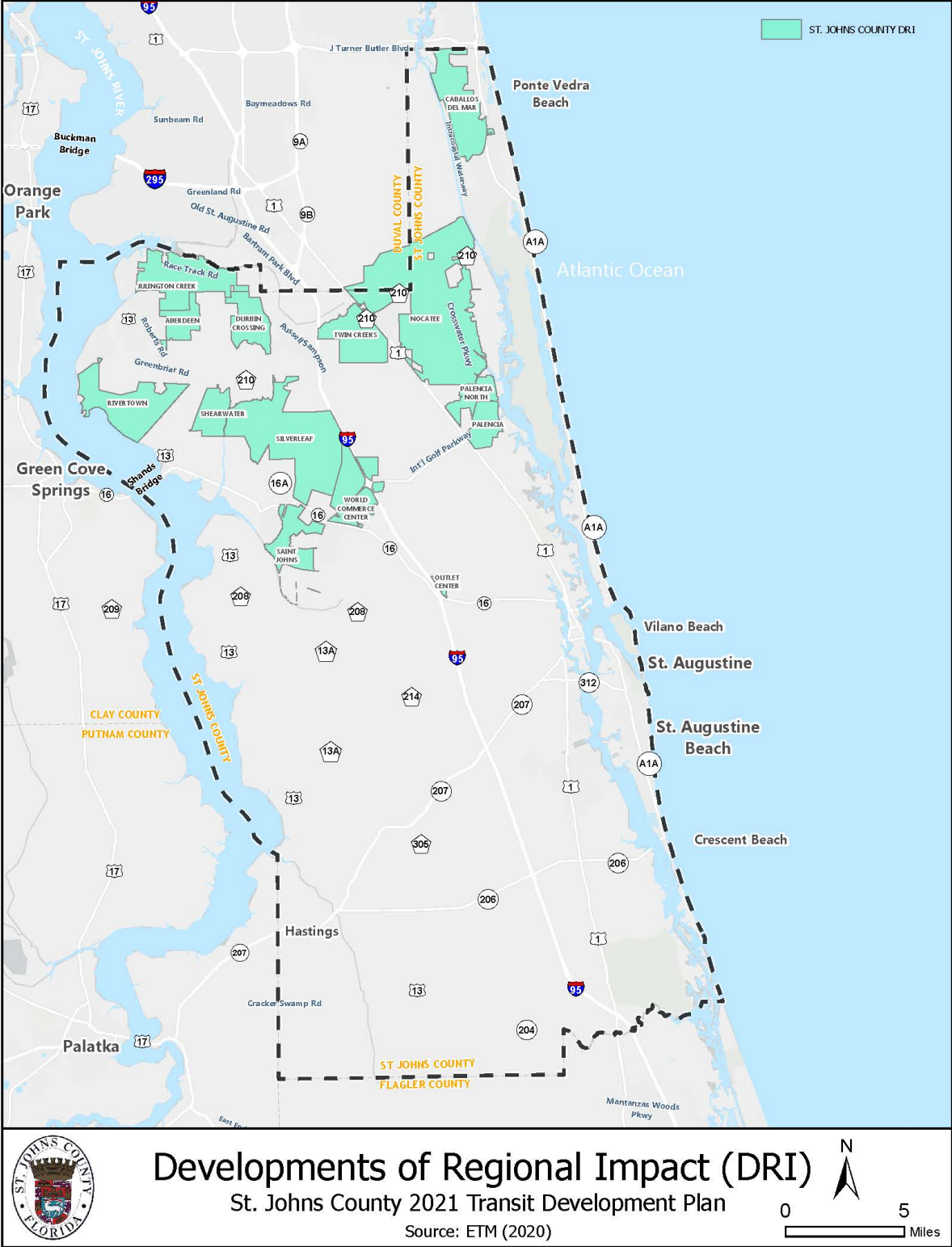


Figure 2. 10 Large Developments



2.5 General Transportation Characteristics

2.5.1 Roadway Conditions

St. Johns County maintains a Transportation Analysis Spreadsheet that identifies critical and deficient roadway segments⁵. Roadway segments are critical when 90% to 99.9% of their peak hour service volume are utilized, and roadway segments are deficient when 100% or more of their peak hour service volume are utilized. Of the 210 roadway segments in the spreadsheet, 71 (34%) are either critical or deficient. These 71 critical or deficient roadway segments represent 117 (27%) of the spreadsheet's total 427 miles.

Notable critical or deficient roadway segments are as follows. Existing Sunshine Bus routes travel on these roadway segments.

- CR 16A (Lewis Speedway) near US 1
- SR 16 between the outlet mall and Four Mile Road
- US 1 between Shores Boulevard S. and Wildwood Drive
- SR 312 between SR 207 and CR 5A/Old Moultrie Road
- CR214/King Street between Palmer Street and US 1
- CR 5A/Old Moultrie Road between SR 312 and Kings Estate Road
- Kings Estate Road between CR 5A/Old Moultrie Road and Dobbs Road
- Holmes Boulevard between SR 207 and Four Mile Road
- SR 207 between Holmes Boulevard and SR 312

Constrained roadway segments cannot be expanded beyond two or more through lanes due to environmental, physical or policy constraints. Capacity improvements on constrained roadways likely will need to occur through techniques that manage travel demand or improve traffic flow through solutions such as transit, ITS, intersection improvements and other context sensitive solutions. Based on the Comprehensive Plan, the County's inventory of constrained roadway segments are as follows:

- CR 214 (W. King Street) Holmes Boulevard to US 1
- SR A1A Flagler Co. Line to SR 206
- SR A1A St. Augustine City Limits to Mickler Road
- SR A1A CR 210 (Palm Valley Road) to Duval Co. Line
- SR 13 CR 16A to Roberts Road
- Masters Dr./Palmer Street CR 214 to SR 16

⁵ Published date is 02/01/2021 (Updated with 2019 traffic counts)

3.0 Existing Transit Services

3.1 Sunshine Bus

3.1.1 Description of Services

St. Johns County, in coordination with the St. Johns County Council on Aging (SJCCOA), offers public transportation to riders of all ages in St. Johns County, Florida. The public transit service, known as “Sunshine Bus Company,” serves St. Augustine, St. Augustine Beach and surrounding areas as well as the Hastings, Flagler Estates and East Palatka (in Putnam County). The transit service connects customers with major shopping, education, health, government and community destinations including Flagler Hospital, downtown St. Augustine, St. Johns County Government Complex, library branches and several retail/grocery stores.

Route deviations with a 24-hour advance reservation are available up to one-quarter mile from the bus routes. There is an additional \$4 fare for each deviation. Regular service for the Sunshine Bus transit system is a flag-down system allowing passengers to board buses at safe locations along the bus routes.

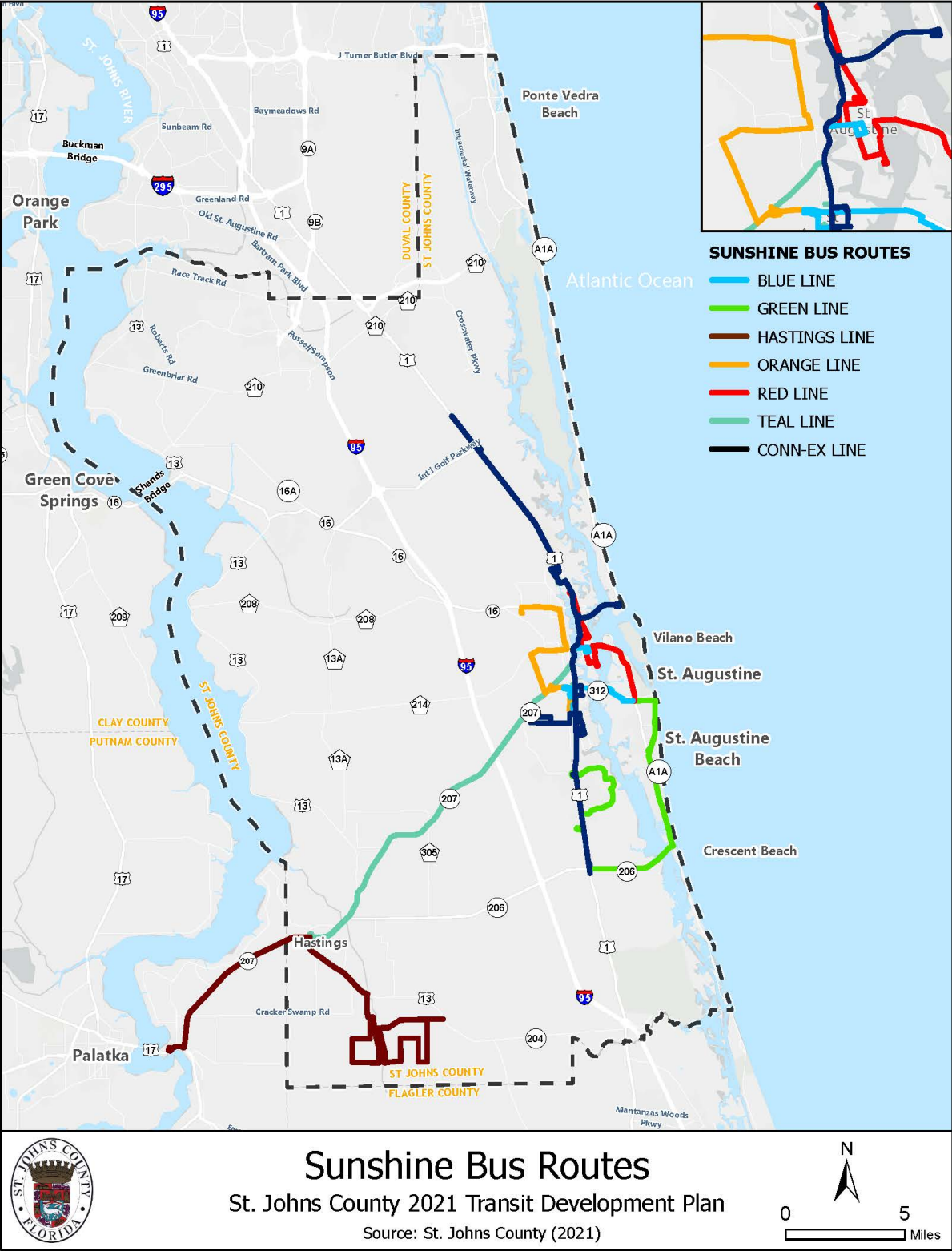
As shown on Figure 3.1, seven bus routes are available as of April 2021 during the completion of the TDP’s major update. In 2020, during the COVID-19 pandemic, the Connector and Express Lines merged to create the Conn-Ex and the Purple Line (St. Augustine to Jacksonville/Avenues Mall along US 1) was discontinued. Appendix B1 contains separate maps for each bus route.

The general areas covered for each route are as follows.

- Blue Line –US 1 and portions of Downtown St. Augustine
- Green Line –St. Augustine Beach along SR A1A/A1A Beach Boulevard, SR 206, south US 1 and St. Augustine Shores
- Orange Line – West St. Augustine, US 1/SR 312 and SR A1A/SR 312 areas
- Red Line - SR A1A/Anastasia Boulevard, Bridge of Lions, Downtown St. Augustine, San Marco Avenue and the St. Johns County Government Center & Courthouse
- Conn-Ex Line – Merges the previous Connector and Express Lines; connects multiple areas along US 1 from south of SR 206 to Palencia including St. Augustine South, Kings Estate Road, Vilano Beach, St. Johns County Government Center & Courthouse and the Northeast Florida Regional Airport
- Teal Line – Connects portions of US 1 and SR 312 in St. Augustine with areas along SR 207, Elkton, Hastings and Flagler Estates
- Hastings Circulator – Hastings, Flagler Estates and East Palatka

The transit system provides opportunities for bus riders to transfer from one bus route to another. Scheduled to connect at the same times throughout the day, four bus routes (Blue, Green, Orange and Red Lines) begin and end at the “Depot” (located at the northwest corner of SR A1A and Pope Road), while the Conn-Ex and Teal Lines begin and end at bus stops along US 1 near the Seabridge Square shopping area (north of the US1 and SR 312 intersection). The Blue Line serves the Seabridge Square area as well. Connections can also be made at other places throughout the transit system such as the County Government Center/County Health Department (Red, Conn-Ex and Teal Lines) and Flagler Hospital (Blue, Conn-Ex, Orange and Teal Lines).

Figure 3.1 Existing Transit Service



Additional characteristics are provided in Table 3.1. The frequency of buses depends on the time of day as service is generally less frequent during the midday. Two buses (Conn-Ex 1 and Conn-Ex 2) operate on the Conn-Ex route for an average frequency of 75 minutes. The second bus (Conn-Ex 2) arrives approximately 30 minutes after the first bus, with a two-hour gap before the first bus (Conn-Ex 1) arrives again. The fixed route service is available Monday through Saturday beginning between 5 and 6:45 a.m. and ending between 7:30 and 7:45 p.m., depending on the bus route.

Table 3.1 Sunshine Bus Service Characteristics⁶

Route Name	Weekday Frequency (minutes)	Weekday Roundtrips	Span of Service
Blue Line	130	6	6:45 a.m. to 7:40 p.m.
Green Line	130	6	6:45 a.m. to 7:40 p.m.
Orange Line	130	6	6:45 a.m. to 7:40 p.m.
Red Line	130	6	6:45 a.m. to 7:40 p.m.
Conn-Ex	75	10 - 12	5 a.m. to 7:30 p.m.
Teal	135	6	6 a.m. to 7:45 p.m.
Hastings Circulator	105	8	5:30 a.m. to 7:45 p.m.

Source: 4-19-2021 Phase 3 Pandemic Schedule

The regular fare to ride the bus is \$2 per one-way trip. A discounted fare of \$1 per one-way trip (i.e., 50% off the regular fare) is available to seniors 60 years old and over, persons with disabilities, Medicare/Medicaid card holders and students. Children 6 years old and under are free. In addition to the regular and discounted fare, an all-day pass is available for \$4 (\$2 for those who qualify); and a non-transferable monthly pass is available for \$30 (\$15 for those who qualify). In August 2019, following approval from the St. Johns County BOCC, the one-way fare increased from \$1 to \$2 (\$0.50 to \$1 for discounted fares) and the daily pass price increased from \$2 to \$4.

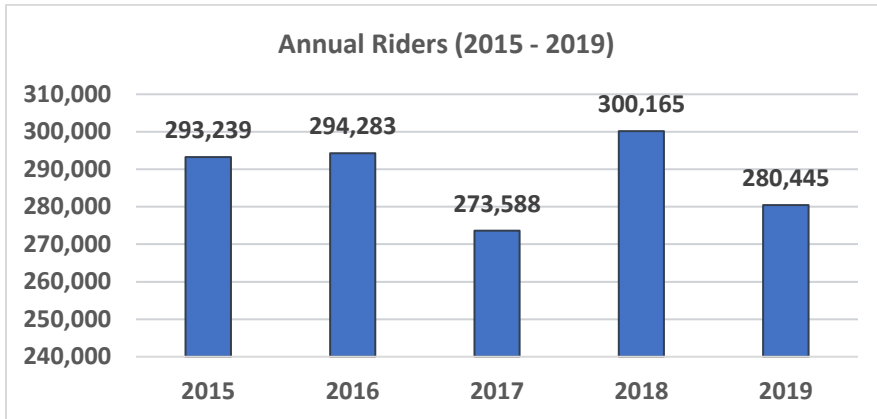
3.1.2 Systemwide Ridership Trends

Average annual and monthly ridership trends are shown in Figures 3.2 and 3.3, respectively. The average annual ridership between 2015 and 2019 is 288,344. During this 5-year period, September was the lowest ridership month, while August was the highest.

The transit system has varied throughout this five-year period as the Hastings Circulator began June 2017, the Teal Line was restructured June 2017, the previous Express Line began April 2018 and the previous Connector Line added the Kings Estate area June 2019. The previous Express and Connector Lines merged during the pandemic in 2020 to form the current Conn-Ex Line. The previous Purple Line was discontinued in 2020 following the start of JTA's new Express Select Line July 2020.

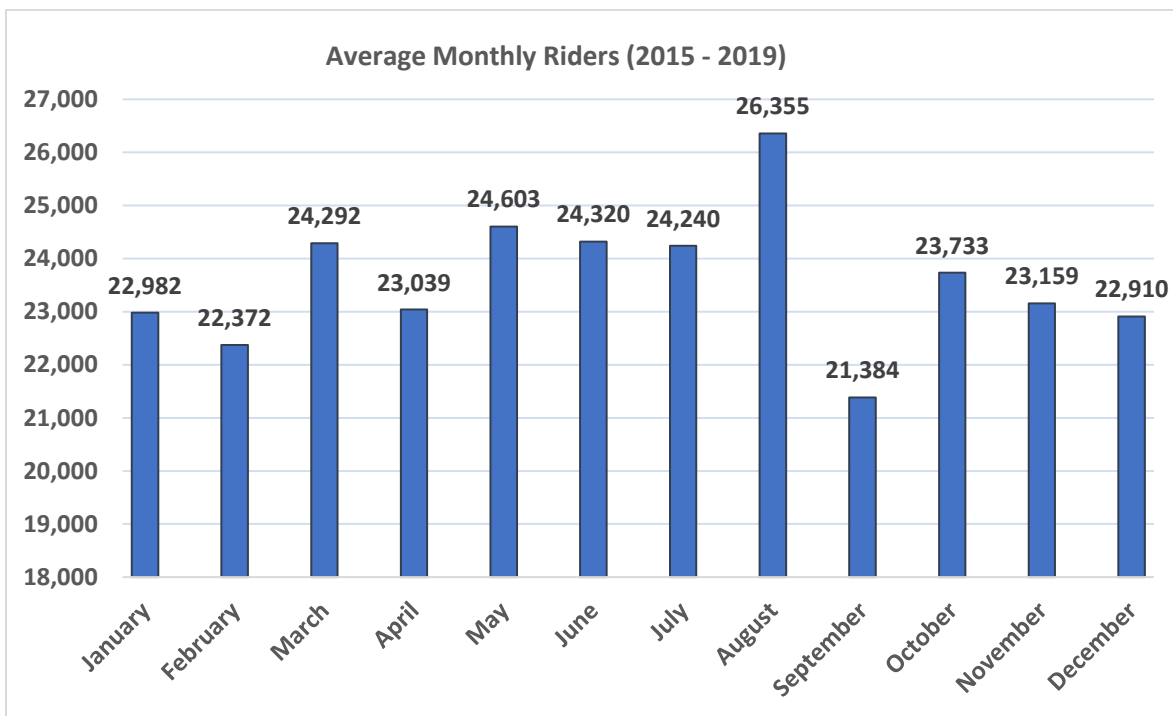
⁶ After completion of the TDP's draft major update, a new bus route called the Purple Line began operation July 12, 2021.

Figure 3.2 Sunshine Bus Annual Riders, 2015 - 2019



Source: National Transit Database (NTD), fiscal years 2015 - 2019

Figure 3.3 Sunshine Bus Average Monthly Riders, 2015 - 2019



Source: St. Johns County Council on Aging, fiscal years 2015 - 2019

3.1.3 Service Characteristics by Bus Route

Average service characteristics for bus routes operating between fiscal years 2017 and 2019 are shown in Table 3.2. The Orange Line had the highest average annual and daily riders during the period (44,032 annual and 143 daily riders), followed by the Connector Line (42,858 annual and 139 daily riders) and Blue Line (39,653 annual and 129 daily riders).

Table 3.2 Sunshine Bus Average Service Characteristics (2017 - 2019)

Bus Route	Annual Riders	Daily Ridership	Annual Revenue Miles	Annual Revenue Hours	Annual Operating Cost
Connector	42,858	139	100,160	5,363	\$219,751
Purple⁷	36,242	118	99,778	3,502	\$215,434
Green	38,893	126	69,287	2,894	\$149,532
Red	37,745	123	39,667	2,894	\$85,662
Blue	39,653	129	36,820	2,894	\$79,573
Orange	44,032	143	52,959	2,894	\$114,347
Teal	29,535	96	92,320	3,746	\$199,524
H. Circulator	7,746	25	97,525	3,548	\$200,126
Express	15,917	52	51,530	2,685	\$106,162

Source: St. Johns County NTD reporting numbers, fiscal years 2017 – 2019

⁷ This is the “old” Purple Line which is no longer in operation

3.2 Paratransit Transportation

The SJCCOA provides transportation services within St. Johns County on a door-to-door basis, referred to as paratransit, and is the County's Community Transportation Coordinator (CTC). As the CTC and the primary transportation entity for Transportation Disadvantaged (TD) bus riders, the SJCCOA is responsible for coordinating, providing and/or contracting for TD transportation services. The TD program is administered at the state level to provide coordinated transportation services to the elderly, disabled, low income, children at risk and individuals who have no other means of transportation. The TD population is defined under Chapter 427, Florida Statutes.

St. Johns County's TD services are provided on a subscription and demand response basis, by calling 904-209-3710 from 7:30 a.m. to 4 p.m., or by calling dispatch until 6 p.m. for next day service at 904-209-3711. Although the demand response services operate under a 24-hour advanced notification basis, SJCCOA staff frequently provide transportation services on a same-day basis to be more responsive to the needs of transportation users. Generally, reservations are needed by Friday to access the service on weekends. Subscription services are provided for programs transporting individuals six days a week. An example of the subscription service is the Older Americans Act Nutrition programs. Regular dispatch hours are from 5 a.m. to 6 p.m., Monday through Friday. The fare is generally \$2 per trip.

In addition to the Commission for the Transportation Disadvantaged, the SJCCOA has transportation agreements with social service agencies, nursing homes, hospitals and funding agencies, such as the Agency for Health Care Administration. St. Johns County contracts with the SJCCOA to coordinate daily transportation service to the Malcom Randall VA Medical Center in Gainesville, with the help of DAV (Disabled American Veterans). The DAV uses volunteer drivers who receive a stipend. There are also other human/social service transportation providers, such as ARC (Association for Retarded Citizens), that provide specialized transportation services.

3.3 Transit Vehicle Inventory

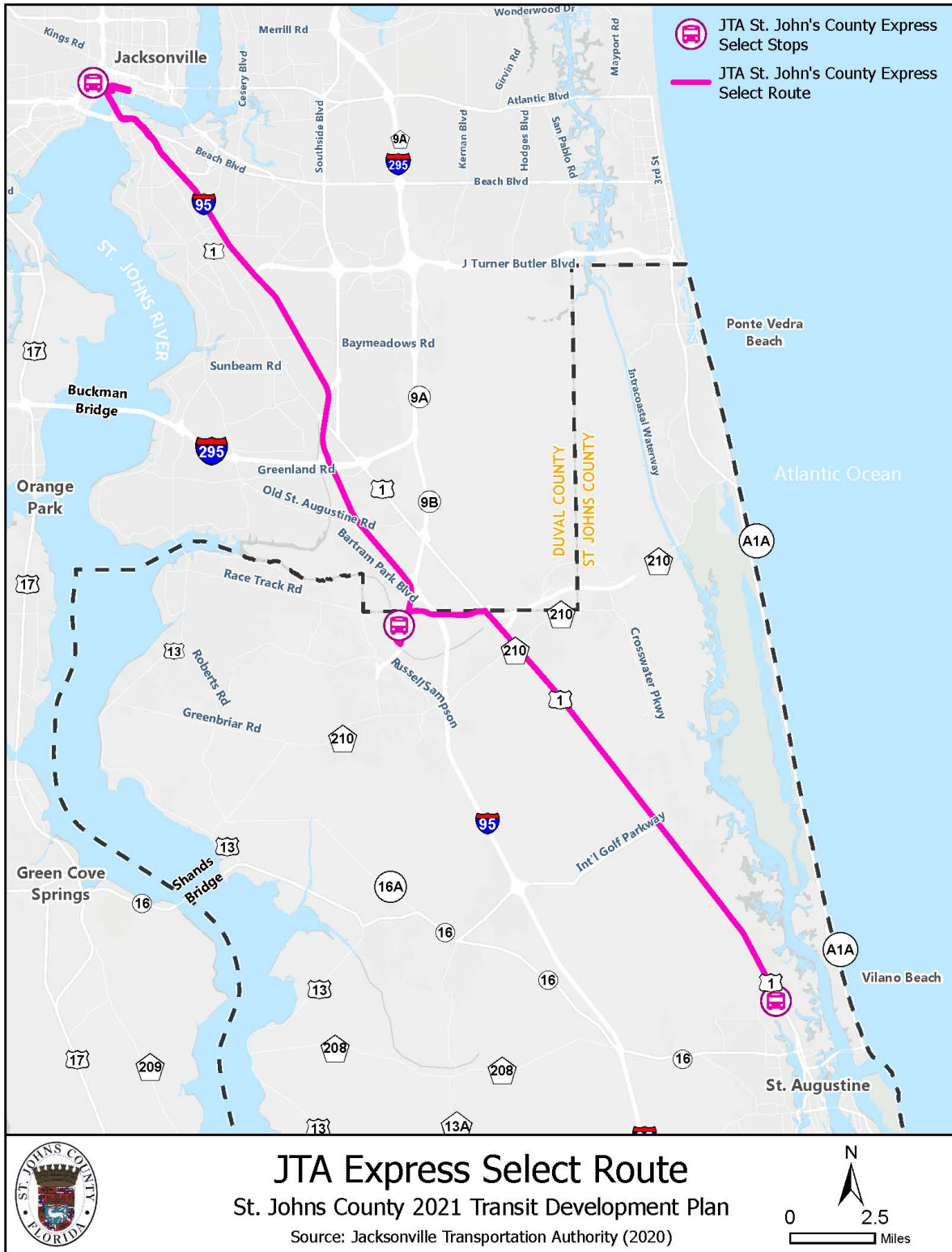
To operate the paratransit and deviated fixed route services, a fleet of 35 vehicles is maintained by St. Johns County and the SJCCOA. The fleet consists primarily of Ford and Chevy cutaway transit vehicles with useful life standards of 4 to 5 years and/or 100,000-200,000 miles. The vehicles are purchased with federal funds through contracts under the Florida Department of Transportation TRIPS program.

3.4 Inter-County Transit Connections

3.4.1 Jacksonville Transportation Authority (JTA)

In coordination with St. Johns County, JTA recently implemented a new express, commuter bus service along US 1. The St. Johns Express Select route (Figure 3.4) provides service between the St. Johns County Government Center and the Jacksonville Regional Transportation Center (JRTC) at LaVilla in downtown Jacksonville. An additional scheduled stop is located at the Pavilion at Durbin Park located in St. Johns County at the intersection of Race Track Road and Bartram Park Boulevard. The Pavilion at Durbin Park is phase I of the Durbin Park development. Over the next 15 to 20 years, Durbin Park is planned to be a mixed-use development with retail, entertainment, office, hotel and residential land uses.

Figure 3.4 JTA Express Select Route



Connections between the Sunshine Bus and JTA may occur at the County's government center. St. Johns Express Select provides complimentary Wi-Fi, USB charging ports and wheelchair accessible vehicles.

JTA Express Select service is offered weekdays generally between 6 a.m. and 7 p.m. Two morning trips to Jacksonville leave the County government center at 6:20 a.m. and 6:50 a.m. One evening trip to Jacksonville, leaves the County government center at 5:40 p.m. Three trips returning to St. Johns County, leave downtown Jacksonville at 4:25 p.m., 5:05 p.m. and 6:40 p.m. The one-way cash fare is \$3. One-day and 31-day passes are also available for \$5 and \$90, respectively.

3.4.2 The Ride Solution (Putnam County)

The Ride Solution provides several bus routes serving Putnam County. The Cross County Express route connects with the St. Johns County's Hastings Circulator in East Palatka. The route travels between Palatka, San Mateo and Satsuma stopping at Eastgate Square in East Palatka three to four times a weekday from morning to early afternoon. Bus fare for the Cross County Express is \$1.

The Ride Solution also coordinates a Greyhound connector bus route that provides daily intercounty connections between Hastings and St. Augustine (in St. Johns County), Palatka (in Putnam County) and Gainesville (in Alachua County). This bus also stops on-demand at Eastgate Square in East Palatka.

Two Greyhound connector trips are provided per day: one trip in the morning and one trip in the afternoon. The bus leaves the St. Augustine Downtown Parking Garage (1 Cordova St.) at 6:45 a.m. and 5:50 p.m. and leaves the Seabridge Square on US 1 (northwest of SR 312) at 6:55 a.m. and 5:55 p.m. In Hastings, on-demand stops are allowed in the morning at 6:20 a.m. and 7:15 a.m. and in the afternoon at 5:25 a.m. and 6:15 p.m. Bus fare for the Greyhound Connector is \$2.

3.4.3 Amtrak

Although intercity rail service does not currently serve St. Johns County, Amtrak stations are in Jacksonville and Palatka. The Ride Solution's Cross County Express and Greyhound connector routes stop at the Amtrak station in Palatka.

3.5 Taxi and other Private Carriers

As a tour destination, several tour bus, trolley and other carriers transport visitors to points of interest in St. Augustine. There are franchise transportation businesses such as Old Town Trolley Tours, Ripley's Red Trains and the carriage rides. In addition to franchise transportation businesses, driver-for-hire businesses need to be licensed (inspected and insured) with the City of St. Augustine. Driver-for-hire businesses include taxis and airport shuttles as well as pedicab (bicycle), ghost tour/hearse, private van pool and golf cart transportation providers. Appendix B2 contains a list of private carriers.

3.6 Additional Transportation Opportunities

The City of St. Augustine plans to begin a docked bike share program. The program is expected to offer approximately 100 e-bikes for rent at locations around the city. Approximately, 12 bicycle hubs are anticipated. Transportation network companies such as Uber are also available in St. Augustine which allow people to arrange on demand transportation through a mobile application. Some transit agencies have partnered with Uber and similar companies to enhance mobility within their communities. These

partnerships may enhance access to and from the public transit system, improving mobility for what is often referred to as the first and last mile portions of a trip.

Although several parking opportunities exist, parking in St. Augustine is limited and the city experiences congestion during certain peak periods. A 1,200-space parking facility is located near the Visitor Information Center and on-street metered opportunities and parking lots are available. In addition, the County or city may contract with transportation companies to provide shuttles to and from designated parking areas during seasonal events. Previous park and ride locations have included the St. Johns County Health Department, a lot at 301 San Marco Avenue and the parking facility near the Visitor Information Center.

The North Florida TPO's *Cool to Pool* commuter matching and tracking system assists commuters with finding carpool partners anywhere in Baker, Clay, Duval, Nassau and St. Johns counties. The system protects commuter privacy and uses proximity, destination, travel route, schedules and preferences to help find carpool partners. Traditionally, with the guaranteed ride home component, individuals that carpool, vanpool, bike or walk from home to work at least three days per week and live in Baker, Clay, Duval, Nassau or St. Johns counties can register to receive free emergency taxi rides.

4.0 Transit Performance Evaluation

This section aggregates an analysis of existing transit services provided by the Sunshine Bus Company in St. Johns County, Florida. It combines an analysis of trends for various measures and metrics over the past five years compared to those same measures and metrics with peer data. This analysis has been conducted for both fixed-route and demand response services. The deviated fixed-route service operated in St. Johns County is considered a fixed-route service by the National Transit Database (NTD) of the Federal Transit Administration (FTA) and by this service evaluation as well. The most recent data available for all peers is Fiscal Year 2019. The five years used as part of the trend analysis is thus data from 2015 to 2019.

To receive federal formula funding provided by FTA, all recipients are required to report data to the NTD. Data requirements and reporting vary by agency and size. This analysis utilizes this data for all measures for both trend and peer analysis. The study team has chosen data that is reported by all St. Johns peers to be as comprehensive as possible.

4.1 Peer Selection

To arrive at a set of peers for this study, basic data was extracted for all NTD reporters in the United States. From that data, various screens were applied to select agencies which match the service of the Sunshine Bus Company and locations which are like the St. Augustine Urbanized Area. Geographic proximity was considered very important, since transit usage varies significantly by region in the United States. Only those agencies serving small and mid-size urban areas in Florida (less than 500,000 people) and other small urban (less than 200,000 people) within the Southeast were considered. Agencies had to operate both fixed-route service and demand response service to be considered. The initial screen narrowed the potential peer base to twenty-two agencies.

From this group of potential peers, those Florida peers were selected that had similar characteristics in terms of size of operation to St. Johns County. Among non-Florida potential peers, a more qualitative selection was made of two agencies that serve small urban areas within long commute distances to larger areas, like the case in St. Johns County. Table 4.1 provides a list of the nine peers selected.

Table 4.1 Peer Agencies

Agency Name	Location	State	County	NTD ID
The Bus	Brooksville	FL	Hernando	40146
Treasure Coast Connector	Fort Pierce	FL	St. Lucie	40097
Emerald Coast Rider	Fort Walton Beach	FL	Okaloosa	40128
SunTran	Ocala	FL	Marion	40120
Bay Town Trolley	Panama City	FL	Bay	40185
Lake Xpress	Tavares	FL	Lake	40158
GoLine	Vero Beach	FL	Indian River	40104
DC Rides	Lexington	NC	Davidson	40131
Palmetto Breeze	Bluffton	SC	Beaufort	41092

4.2 Data and Performance Measures

Data and metrics included as part of the analysis are generally consistent with the most recent major update of the St. Johns Transit Development Plan (TDP) from 2016. Metrics dependent on passenger-miles were excluded as that is a data set not required of many small urban NTD reporters. Tables 4.2 through 4.5 outline the data assembled and metrics analyzed for both fixed-route and demand response services.

Table 4.2 Community Information for Analysis

Service Area Characteristics	
Service Area Population	Urban Area Population
Service Area Land Area	Urban Area Land Area
Service Area Density	Urban Area Density

Table 4.3 Transit Information for Analysis

Transit Agency Characteristics	
Vehicles in Maximum Service (VOMS)	Operating Expense
Revenue Hours	Fares Collected
Revenue Miles	Passenger Trips (UPT)
Share of Rev. Miles for Mode	Share of Passengers for Mode
Operating Speed	Average Fleet Age

Table 4.4 Metrics on Transit Investment and Impact

Service Intensity	Transit Investment
Revenue Hours per Capita (Service Area)	Operating Cost per Capita (Service Area)
Revenue Miles per Capita (Service Area)	Subsidy per Capita (Service Area)
Revenue Hours per Capita (Urban Area)	Operating Cost per Capita (Urban Area)
Revenue Miles per Capita (Urban Area)	Subsidy per Capita (Urban Area)
Transit Usage	
Passenger Trips per Capita (Service Area)	
Passenger Trips per Capita (Urban Area)	

Table 4.5 Metrics on Transit Efficiency and Effectiveness

Service Effectiveness	Cost Effectiveness
Passengers per Revenue Hour	Operating Cost per Passenger Trip
Passengers per Revenue Mile	Average Fare per Passenger Trip
Fares per Revenue Hour (Fixed-Route only)	Subsidy per Passenger Trip
Fares per Revenue Mile (Fixed-Route only)	Farebox Recovery
Service Efficiency	
Operating Cost per Revenue Hour	
Operating Cost per Revenue Mile	
Revenue Miles per VOMS	

4.3 Fixed Route Service

Data for the past five years for fixed-route service are provided within Table 4.6. While both revenue miles and revenue hours saw growth during the five-year period, the number of passenger trips declined. Ridership has generally declined nationally during the time, even as service has increased, so the trends within St. Johns County are not abnormal. Operating cost increased faster than any data point within the period, a combination of increased service and higher costs for service.

Table 4.7 provides data on the community sizes served by each peer agency. St. Augustine is one of the smallest urbanized areas in the southeast with a population of 69,173 (2010 Census). An area must have more than 50,000 people to be considered an urbanized area. Only one other peer serves an urban area with less than 100,000 in population, but the majority do serve small urban areas (less than 200,000). St. Johns County service area population is actually larger than the peer average. Tables 4.8 and 4.9 display service and financial data among peers. St. Johns County provides a very similar number of revenue hours as the peer average and provides 22% more revenue miles compared to the mean of its nine peers. In terms of cost and passengers, St. Johns County's service falls below the peer average however St. Johns County's numbers are not outliers.

Each category of metrics is analyzed with a set of tables and graphs in Appendix C, the full performance evaluation.

Table 4.6 Sunshine Bus 5-Year Trends for Fixed Route

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Service Area Population	195,823	195,823	195,823	243,812	254,261	29.8%	4.3%
Service Area Land Area (Square Miles)	600	600	600	600	600	0.0%	0.0%
Service Area Density	326	326	326	406	424	29.8%	4.3%
Urban Area Population	69,173	69,173	69,173	69,173	69,173	0.0%	0.0%

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Urban Area Land Area (Square Miles)	43	43	43	43	43	0.0%	0.0%
Urban Area Density	1,609	1,609	1,609	1,609	1,609	0.0%	0.0%
Vehicles in Maximum Service (VOMS)	8	8	12	9	9	12.5%	0.0%
Revenue Hours	24,559	26,912	26,432	29,691	28,900	17.7%	-2.7%
Revenue Miles	525,411	532,937	531,145	632,358	607,581	15.6%	-3.9%
Share of Rev. Miles (Fixed Route)	85.8%	85.8%	84.7%	68.5%	64.6%	-24.7%	-5.7%
Operating Speed	21.4	19.8	20.1	21.3	21.0	-1.7%	-1.3%
Operating Expense	\$1,016,473	\$962,376	\$1,191,460	\$1,851,577	\$1,680,337	65.3%	-9.2%
Fares Collected	\$114,454	\$107,132	\$99,671	\$88,209	\$82,913	-27.6%	-6.0%
Passenger Trips (UPT)	293,239	294,283	273,588	300,165	280,445	-4.4%	-6.6%
Share of Passengers (Fixed Route)	94.5%	93.8%	94.0%	84.4%	83.2%	-11.9%	-1.4%
Average Fleet Age	2.8	1.8	3.3	2.7	3.7	32.1%	37.0%

Table 4.7 Sunshine Bus Peer Area Characteristics for Fixed Route (2019)

Peer	Urban Area Pop.	Service Area Pop.	Svc. Area Coverage (% of UZA)	Service Area Land Area	Service Area Density	Urban Area Land Area	Urban Area Density
Brooksville, FL	148,220	116,315	78.5%	89	1,307	115	1,289
Fort Pierce, FL	376,047	321,128	85.4%	572	561	208	1,808
Fort Walton Beach, FL	191,917	196,512	102.4%	120	1,638	121	1,586
Ocala, FL	156,909	64,655	41.2%	55	1,176	112	1,401
Panama City, FL	143,280	105,192	73.4%	58	1,814	92	1,557
Tavares, FL	131,337	97,497	74.2%	71	1,373	94	1,397
Vero Beach, FL	149,422	151,825	101.6%	216	703	97	1,540
Lexington, NC	166,485	163,770	98.4%	567	289	113	1,473
Bluffton, SC	68,998	201,265	291.7%	3,730	54	68	1,015
Peer Minimum	68,998	64,655	41.2%	55	54	68	1,015
Peer Maximum	376,047	321,128	291.7%	3,730	1,814	208	1,808
Peer Average	170,291	157,573	105.2%	609	990	113	1,452
St. Augustine, FL	69,173	254,261	367.6%	600	424	43	1,609
% Difference vs. Peer Average	-59.4%	61.4%	249.4%	-1.4%	-57.2%	-62.1%	10.8%

Table 4.8 Sunshine Bus Peer Service Characteristics for Fixed Route (2019)

Peer	Passenger Trips	Mode % of Passenger Trips	Revenue Miles	Revenue Hours	Operating Speed	Peak Vehicles (VOMS)	Fleet Avg. Age
Brooksville, FL	140,220	91.4%	408,854	21,816	18.7	7	6.4
Fort Pierce, FL	661,097	87.9%	543,201	35,355	15.4	11	6.6
Fort Walton Beach, FL	99,456	54.8%	349,874	27,442	12.7	10	5.9
Ocala, FL	377,825	95.3%	480,893	32,036	15.0	7	8.5
Panama City, FL	394,977	87.2%	482,893	37,577	12.9	10	5.3
Tavares, FL	353,945	74.9%	567,788	34,221	16.6	10	7.3
Vero Beach, FL	1,226,631	97.4%	941,584	51,950	18.1	15	5.5
Lexington, NC	139,327	80.2%	209,236	10,629	19.7	6	3.4
Bluffton, SC	215,537	80.5%	495,050	23,086	21.4	10	10.6
Peer Minimum	99,456	54.8%	209,236	10,629	12.7	6	3.4
Peer Maximum	1,226,631	97.4%	941,584	51,950	21.4	15	10.6
Peer Average	401,002	83.3%	497,708	30,457	16.7	10	6.6
St. Augustine, FL	280,445	83.2%	607,581	28,900	21.0	9	3.7
% Difference vs. Peer Average	-30.1%	-0.1%	22.1%	-5.1%	25.7%	-5.8%	-44.0%

Table 4.9 Sunshine Bus Peer Financial Characteristics for Fixed Route (2019)

Peer	Operating Cost	Total Subsidy	Fare Revenues	% of Subsidy Local	Farebox Recovery
Brooksville, FL	\$1,472,114	\$1,364,351	\$107,763	27.6%	7.3%
Fort Pierce, FL	\$2,630,625	\$2,630,625	\$0	41.5%	0.0%
Fort Walton Beach, FL	\$1,350,163	\$1,270,266	\$79,897	5.4%	5.9%
Ocala, FL	\$2,344,377	\$2,093,262	\$251,115	25.0%	10.7%
Panama City, FL	\$2,662,868	\$2,258,605	\$404,263	0.0%	15.2%
Tavares, FL	\$3,360,356	\$3,212,114	\$148,242	24.7%	4.4%
Vero Beach, FL	\$3,007,526	\$3,007,526	\$0	26.3%	0.0%
Lexington, NC	\$521,021	\$521,021	\$0	36.5%	0.0%
Bluffton, SC	\$2,448,754	\$2,079,748	\$369,006	11.5%	15.1%
Peer Minimum	\$521,021	\$521,021	\$0	0.0%	0.0%
Peer Maximum	\$3,360,356	\$3,212,114	\$404,263	41.5%	15.2%
Peer Average	\$2,199,756	\$2,048,613	\$151,143	22.0%	6.5%
St. Augustine, FL	\$1,680,337	\$1,597,424	\$82,913	13.3%	4.9%
% Difference vs. Peer Average	-23.6%	-22.0%	-45.1%	-39.5%	-24.2%

4.4 Summary of Fixed Route Performance

Table 4.10 summarizes the performance areas for the various metrics analyzed. A brief analysis of important findings follows.

Table 4.10 Fixed Route Performance Summary

Metric	Percent Change 2015-19	% Difference from Peer Average
Service Intensity		
Revenue Hours per Capita (Service Area)	-9.4%	-52.7%
Revenue Miles per Capita (Service Area)	-10.9%	-38.2%
Revenue Hours per Capita (Urban Area)	17.7%	102.5%
Revenue Miles per Capita (Urban Area)	15.6%	150.8%
Transit Demand		
Passenger Trips per Capita (Service Area)	-26.3%	-63.2%
Passenger Trips per Capita (Urban Area)	-4.4%	56.9%
Transit Investment		
Operating Cost per Capita (Service Area)	27.3%	-62.6%
Subsidy per Capita (Service Area)	36.4%	-61.4%
Operating Cost per Capita (Urban Area)	65.3%	54.2%
Subsidy per Capita (Urban Area)	77.1%	60.1%
Service Effectiveness		
Passengers per Revenue Hour	-18.7%	-18.7%
Passengers per Revenue Mile	-17.3%	-35.8%
Fares per Revenue Hour	-38.4%	-44.8%
Fares per Revenue Mile	-37.4%	-57.0%
Service Efficiency		
Operating Cost per Revenue Hour	40.5%	-19.0%
Operating Cost per Revenue Mile	43.0%	-36.6%
Revenue Miles per VOMS	2.8%	31.0%
Cost Effectiveness		
Operating Cost per Passenger Trip	72.9%	-20.8%
Average Fare per Passenger Trip	-24.3%	-50.6%
Subsidy per Passenger Trip	85.2%	-18.2%
Farebox Recovery	-56.2%	-24.2%

Transit Intensity – Measures of transit intensity describe how much service is provided per person in the service and urbanized areas. In this case, the geography selected makes a big difference since only a small portion of the St. Johns County population is within the St. Augustine Urbanized Area. In terms of the entire service area, St. Johns County has less transit service than peers and transit growth has not kept pace with the fast population growth of the area. However, given its relatively small size, the St. Augustine Urbanized Area where most of the service is focused enjoys more service per person than peers.

Transit Demand – These metrics analyze how much transit use exists per person of the population. Like measures of transit intensity, the geography selected is extremely important. When considering only the St. Augustine Urbanized Area, transit usage per capita is well above peers. However, in terms of the full County, much of which does not have access to transit, transit demand lags peers. Both measures have shown a decline due to lower transit ridership.

Transit Investment – The financial investment within St. Johns County has been strongly positive toward transit over the past five years. Both operating costs of service and public subsidy of service have grown over the analysis period. Again, as the prior classes of metrics, St. Johns shows high transit investment as a ratio of the St. Augustine Urbanized Area and relatively low investment as compared to the county.

Service Effectiveness – All measures of service effectiveness for both trend and peer comparisons are a cause of concern. While ridership has declined, as noted previously, service effectiveness measures have declined at an even faster rate. This is an indication that newer services that have been attempted more recently have not generated ridership levels consistent with the rest of the service. Also, as compared to peers, this is an area where Sunshine Bus Company lags a bit, and so positive trends would be welcome in this regard.

Service Efficiency – Sunshine Bus Company is clearly more cost efficient than peers, a positive attribute. This means the budget available for transit can provide more service. The trend in this area has been that services are becoming notably more expensive, likely closing the gap a bit on peer agencies. With a strong economy as the five-year period of 2015-19 represents, often labor rates and other costs can show robust increases.

Cost Effectiveness – Compared to peers, St. Johns County services are cost effective in terms of Operating Cost per Passenger and Subsidy per Passenger. An interesting finding in this area is that the three peers that appear to not charge fares (St. Lucie County, FL; Indian River County, FL; and Davidson County, NC) also are the three peers that outperform Sunshine Bus Company in cost effectiveness. Among peers that do charge fares, St. Johns County has the lowest average fare per customer.

4.5 Demand Response Service

Data for the past five years for demand response service are provided within Table 4.11. Virtually every measure of service provided, number of passengers, and service costs increased substantially from 2017 to 2018. At the same time, St. Johns County began reporting service as directly operated as opposed to purchased transportation. Data for average fleet age is lacking for 2015 and 2016, an issue that often arises when vehicles are not dedicated to a particular service.

Tables 4.12 and 4.13 display service and financial data among peers. St. Johns County provides trips to more customers than the peer average and operates more revenue hours as well. Conversely, the number of revenue miles and the cost of service operation are both lower than peers.

Each category of metrics is analyzed with a set of tables and graphs in Appendix C, the full performance evaluation.

Table 4.11 Sunshine Bus 5-Year Trends for Demand Response

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Service Area Population	195,823	195,823	195,823	243,812	254,261	29.8%	4.3%
Service Area Land Area	600	600	600	600	600	0.0%	0.0%
Service Area Density	326	326	326	406	424	29.8%	4.3%
Urban Area Population	69,173	69,173	69,173	69,173	69,173	0.0%	0.0%
Urban Area Land Area	43	43	43	43	43	0.0%	0.0%
Urban Area Density	1,609	1,609	1,609	1,609	1,609	0.0%	0.0%
Vehicles in Maximum Service (VOMS)	7	8	9	20	20	185.7%	0.0%
Revenue Hours	9,351	9,418	9,456	28,278	31,002	231.5%	9.6%
Revenue Miles	86,629	88,023	96,049	290,488	332,582	283.9%	14.5%
Share of Rev. Miles (Fixed Route)	14.2%	14.2%	15.3%	31.5%	35.4%	149.9%	12.4%
Operating Speed	9.3	9.3	10.2	10.3	10.7	15.8%	4.4%
Operating Expense	\$616,682	\$534,992	\$495,228	\$1,389,176	\$1,422,251	130.6%	2.4%
Fares Collected	\$33,359	\$40,836	\$31,427	\$148,568	\$155,955	367.5%	5.0%
Passenger Trips (UPT)	17,192	19,449	17,441	55,573	56,556	229.0%	1.8%
Share of Passengers (Fixed Route)	5.5%	6.2%	6.0%	15.6%	16.8%	203.0%	7.4%
Average Fleet Age	N/A	0.0	5.0	5.8	5.0	N/A	-13.8%

Table 4.12 Sunshine Bus Peer Service Characteristics for Demand Response (2019)

Peer	Passenger Trips	Mode % of Passenger Trips	Revenue Miles	Revenue Hours	Operating Speed	Peak Vehicles (VOMS)	Fleet Avg. Age
Brooksville, FL	13,208	8.6%	111,397	5,603	19.9	4	2.6
Fort Pierce, FL	90,596	12.1%	473,184	31,444	15.0	24	5.9
Fort Walton Beach, FL	82,168	45.2%	922,537	50,999	18.1	32	6.0
Ocala, FL	18,458	4.7%	136,188	10,098	13.5	2	N/A
Panama City, FL	58,150	12.8%	264,791	17,896	14.8	17	3.2
Tavares, FL	118,750	25.1%	1,039,601	68,036	15.3	31	2.7
Vero Beach, FL	32,947	2.6%	268,547	17,543	15.3	15	8.7
Lexington, NC	34,490	19.8%	269,096	9,924	27.1	21	N/A
Bluffton, SC	52,116	19.5%	266,530	14,004	19.0	16	3.1
Peer Minimum	13,208	2.6%	111,397	5,603	13.5	2	2.6
Peer Maximum	118,750	45.2%	1,039,601	68,036	27.1	32	8.7
Peer Average	55,654	16.7%	416,875	25,061	17.6	18	4.6
St. Augustine, FL	56,556	16.8%	332,582	31,002	10.7	20	5.0
% Difference vs. Peer Average	1.6%	0.4%	-20.2%	23.7%	-38.9%	11.1%	8.7%

Table 4.13 Sunshine Bus Peer Financial Characteristics for Demand Response (2019)

Peer	Operating Cost	Total Subsidy	Fare Revenues	% of Subsidy Local	Farebox Recovery
Brooksville, FL	\$586,894	\$556,637	\$30,257	27.6%	5.2%
Fort Pierce, FL	\$3,208,964	\$3,207,034	\$1,930	41.5%	0.1%
Fort Walton Beach, FL	\$2,284,369	\$1,834,637	\$449,732	5.4%	19.7%
Ocala, FL	\$381,628	\$346,190	\$35,438	25.0%	9.3%
Panama City, FL	\$737,629	\$711,084	\$26,545	0.0%	3.6%
Tavares, FL	\$3,988,841	\$3,888,274	\$100,567	24.7%	2.5%
Vero Beach, FL	\$1,088,728	\$1,088,728	\$0	26.3%	0.0%
Lexington, NC	\$726,611	\$726,611	\$0	36.5%	0.0%
Bluffton, SC	\$771,596	\$714,659	\$56,937	11.5%	7.4%
Peer Minimum	\$381,628	\$346,190	\$0	0.0%	0.0%
Peer Maximum	\$3,988,841	\$3,888,274	\$449,732	41.5%	19.7%
Peer Average	\$1,530,584	\$1,452,650	\$77,934	22.0%	5.3%
St. Augustine, FL	\$1,422,251	\$1,266,296	\$155,955	13.3%	11.0%
% Difference vs. Peer Average	-7.1%	-12.8%	100.1%	-39.5%	106.9%

4.6 Summary of Demand Response Performance

Table 4.14 summarizes the performance areas for the various metrics analyzed. A brief analysis of important findings follows.

Table 4.14 Demand Response Performance Summary

Metric	Percent Change 2015-19	% Difference from Peer Average
Service Intensity		
Revenue Hours per Capita (Service Area)	155.3%	-34.5%
Revenue Miles per Capita (Service Area)	195.7%	-56.6%
Revenue Hours per Capita (Urban Area)	231.5%	173.6%
Revenue Miles per Capita (Urban Area)	283.9%	75.0%
Transit Demand		
Passenger Trips per Capita (Service Area)	153.4%	-43.7%
Passenger Trips per Capita (Urban Area)	229.0%	118.4%
Transit Investment		
Operating Cost per Capita (Service Area)	77.6%	-47.5%
Subsidy per Capita (Service Area)	67.2%	-50.9%
Operating Cost per Capita (Urban Area)	130.6%	117.2%
Subsidy per Capita (Urban Area)	117.1%	104.3%
Service Effectiveness		
Passengers per Revenue Hour	-0.8%	-27.8%
Passengers per Revenue Mile	-14.3%	16.4%
Service Efficiency		
Operating Cost per Revenue Hour	-30.4%	-28.8%
Operating Cost per Revenue Mile	-39.9%	14.5%
Revenue Miles per VOMS	34.4%	-37.9%
Cost Effectiveness		
Operating Cost per Passenger Trip	-29.9%	-7.1%
Average Fare per Passenger Trip	42.1%	105.1%
Subsidy per Passenger Trip	-34.0%	-12.9%
Farebox Recovery	102.7%	106.9%

Transit Intensity – Measures of transit intensity describe how much service is provided per person in the service and urbanized areas. All measures have shown growth as demand response service reported to NTD has grown notably over the past five years. As was the case with fixed route measures, the amount of service per capita is quite high compared to peers when considering the population of the urban area. When instead looking at the entire service area, the amount of service per capita is not as high relative to similar transit properties.

Transit Demand – These metrics analyze how much transit use exists per person of the population. With strong ridership growth for the period for this mode, measures of transit demand have also increased. As with other measures, the geography selected is supremely important in analyzing transit demand. When considering only the St. Augustine Urbanized Area, transit usage per capita is well above peers. However, in terms of the full county, transit demand lags peers.

Transit Investment – The metrics associated with transit investment tell precisely the same story as transit intensity and demand. The five-year growth rate has been very strong. Investment measured relative to the primary urbanized area is higher than peers; the same measures considered for the entire service area is lower than peers.

Service Effectiveness – In demand response service, service effectiveness is a measure of the ability to schedule trips as efficiently as possible. The trend here has been negative. This could be a function of customers making longer trips, or the inability to group trips as frequently based on the destinations chosen. The measures of service effectiveness are mixed as compared to peers – higher than the peer average for Passengers per Revenue Mile and lower than the average for Passengers per Revenue Hour. This discrepancy is due to demand response service in St. Johns County being much slower than all peers.

Service Efficiency – As in the case of fixed route, Sunshine Bus Company is more cost efficient than peers, although the slow operating speed means Cost per Revenue Mile is higher than peers. While fixed route showed rapid growth in cost per service, demand response shows the opposite, which is unusual. Some costs are allocated between modes and it could be that shifts in these allocations have occurred, particularly with the switch from purchased transportation to directly operated transportation.

Cost Effectiveness – Compared to peers, St. Johns County services are more cost effective for all categories analyzed. In addition, all cost effectiveness measures have improved over the five-year period of analysis. This has had the benefit of keeping budgetary growth from increasing more than it has increased, as more demand response trips are provided in the County.

5.0 Public Involvement

5.1 Public Involvement Plan

The TDP utilizes a multi-faceted approach for engaging the public and key stakeholders through various activities. St. Johns County's TDP public involvement includes inter-agency and regional coordination; elected official and stakeholder input; surveys to collect feedback from both Sunshine Bus and paratransit riders, bus drivers/staff and the public; and public comment opportunities. Table 5.1 summarizes TDP public involvement activities. Public involvement efforts include coordination with agencies potentially serving Limited English Proficiency (LEP) and disadvantaged populations and a LEP analysis.

Table 5.1 Summary of TDP Public Involvement Activities

Activity	Stakeholder Type	Date	Number of Participants
PIP Approval	(not applicable)	October 2020	(not applicable)
Elected Official Survey	Elected Official	January - February 2021	8 Elected Officials
Stakeholder Meetings	Staff representative(s) of Local, Regional and State Agencies	September 2020, February 2021, April 2021	15 - 17 Attendees, depending on the meeting
On-Board Transit Survey of Sunshine Bus	Bus Riders	July 2020 and February 2021	51 Surveys
Survey of Paratransit Riders	Paratransit Riders	February 2021	44 Surveys
Bus Driver/Staff Questionnaire	Sunshine Bus / SJCCOA Staff	January - February 2021	14 Surveys
Online Survey of the Public	General Public	January - February 2021	1,303 Surveys
Transportation Disadvantaged Local Coordinating Board Presentations (board meetings include opportunity for public comment)	Transportation Disadvantaged and Public ⁸	November 2020, May 2021	15 Attendees in November
St. Johns County Board of County Commissioner Approval (board meeting process includes opportunity for public comment)	St. Johns County Representatives and Public	August 2021	St. Johns County Representatives and Public

Source: ETM, 2021

⁸ Includes opportunity for attendance/comment by North Florida TPO, CareerSource and FDOT representatives

FDOT approval of the PIP was received on October 31, 2021. Appendix D1 contains a copy of the PIP and Appendices D2 – D7 contain additional public involvement materials. It is anticipated the St. Johns County Board of County Commissioners (BOCC) will approve this TDP major update at their board meeting held on Tuesday, August 17, 2021.

5.2 Elected Officials

5.2.1 Description of Survey

As part of public involvement, representatives from the St. Johns County BOCC and board commissioners from the Cities of St. Augustine and St. Augustine Beach were provided an opportunity to provide input through an online survey. The survey was to obtain their opinions on public transit needs and priorities. A total of 15 elected officials received the survey.

The survey was active between January 12, 2021 and February 16, 2021. Eight elected officials participated in the survey: three from the City of St. Augustine, four from the City of St. Augustine Beach and one from SJC BOCC. Table 5.2 lists the elected officials who participated.

Table 5.2 Elected Official Survey Participants

No.	Name	Community
1	Commissioner Barbara Bonder	City of St. Augustine
2	Commissioner Nancy Sikes-Kline	City of St. Augustine
3	Commissioner Tracy Upchurch	City of St. Augustine
4	Commissioner Margaret England	City of St. Augustine Beach
5	Commissioner Undine George	City of St. Augustine Beach
6	Commissioner Don Samora	City of St. Augustine Beach
7	Commissioner Ernesto Torres	City of St. Augustine Beach
8	Commissioner Jeb Smith	St. Johns County

Source: ETM, 2021

5.2.2 Summary of Survey

Below is a summary of input from the elected officials, listed by key themes. Elected official survey questions and results are in Appendix D2.

Role of Public Transportation within the Community

- Elected official survey respondents replied that public transit is either important (63%) or very important (38%) to St. Johns County communities.

- When asked what the most critical needs filled by public transit should be, the top five responses were:
 - Help low-income residents access employment, healthcare, shopping, etc. (88%)
 - Provide mobility for those who cannot drive on a temporary or long-term basis (75%)
 - Help workers get to jobs (63%)
 - Provide efficient transportation to special event/beach (50%)
 - Help the disabled access school, healthcare, shopping and other needs (50%)

Community Trends

- Elected officials generally agreed that population growth and development patterns were the top two changing conditions within the community that will affect public transit needs and preferences over the next ten years. Seven of eight selected population growth and five of eight selected development patterns from a list of nine potential trends.
- Specific comments related to development patterns were:
 - “Lack of available land for parking will inhibit economic development unless an accessible transportation system is developed, especially between St. Augustine and St. Augustine Beach.”
 - “Increasing lack of affordable housing in St. Johns County, forcing workers to commute from out of County and/or long distances from their places of employment.”

Needs and Priorities over the Next Five to 10 Years

- All eight elected officials agree that there is a need for additional or improved public transportation within St. Johns County.
- When asked which type of service change will be most important to St. Johns County communities:
 - Four of eight (50%) elected officials agreed there should be more transit on existing bus routes and in new geographic areas.
 - Two (25%) agreed the focus should be on existing bus routes (which may include more frequent service, longer hours or Sunday service).
 - One preferred to expand service to new geographic areas of the County that are not currently served. This official commented that, “More routes are needed. A year-round shuttle circulator for tourists is needed between the beach, downtown and the outlet mall as well as special events shuttles -- to relieve congestion.”
 - One replied that neither change will be important.

- Specific roadways and areas that need transit improvements are:

- SR A1A
- US 1
- SR 207
- US 1 & SR 312
- Downtown St. Augustine
- St. Augustine Beach
- Between St. Augustine and St. Augustine Beach

One official commented that, “Reliable and timely transportation between St. Augustine and St. Augustine Beach will help both residents and visitors enjoy shopping, restaurants and events. An above ground rail system might be the solution.”

- Regional Transportation

- Four of six (67%) elected officials replied that more regional public transportation was needed to connect St. Johns County with surrounding counties.
- One official suggested commuter rail for visitors and workers between St. Johns and Duval Counties.
- Another official replied that connections to all bordering counties are needed “due to lack of affordable housing in St. Johns County.”

- Additional suggested priorities

- More frequent access and shorter runs to and from highly congested areas
- Bus stop shelters
- Clearly marked, visible bus stops with reliable timetables
- A transit solution(s) to avoid traffic delays, particularly at the Bridge of Lions
- Cleaner, more environmentally friendly and safer transit

Local Funding

- When elected officials were asked to select types of local funding sources to pay for public transit or capital improvements, the top responses were:
 - St. Johns County (63% or five of eight)
 - Advertising revenues (63% or five of eight)
 - Public/Private partnerships (63% or five of eight)
 - Local option gas tax (50% or four of eight)

- Other local funding sources selected (or suggested) by at least two officials were:
 - Additional fare increases
 - Sales tax
 - Development agreements
 - Bed tax or Tourist Development Council
 - Bed tax or a portion of the bed tax [one official stated that improved transportation will encourage tourism]
 - One elected official suggested a cost-share percent for our roads and parking of the tourists who visit our Cities and attractions should be passed on to the Tourist Development Council and funding returned to subsidize public transportation

5.3 Stakeholder Meetings

St. Johns County staff coordinated with inter-governmental and regional agencies during development of the TDP. The stakeholder group of local, regional and state participants helped guide the study with online Stakeholder Group meetings. Staff representative(s) of St. Johns County, City of St. Augustine, City of St. Augustine Beach, SJCCOA and other local, regional and state agencies such as JTA, Northeast Florida Regional Council, North Florida TPO, CareerSource NEFL (First Coast Workforce Development, Inc.) and FDOT were invited to attend the meetings. Appendix D3 contains stakeholder group meeting materials.

5.4 Survey of Sunshine Bus Riders

5.4.1 Description of Survey

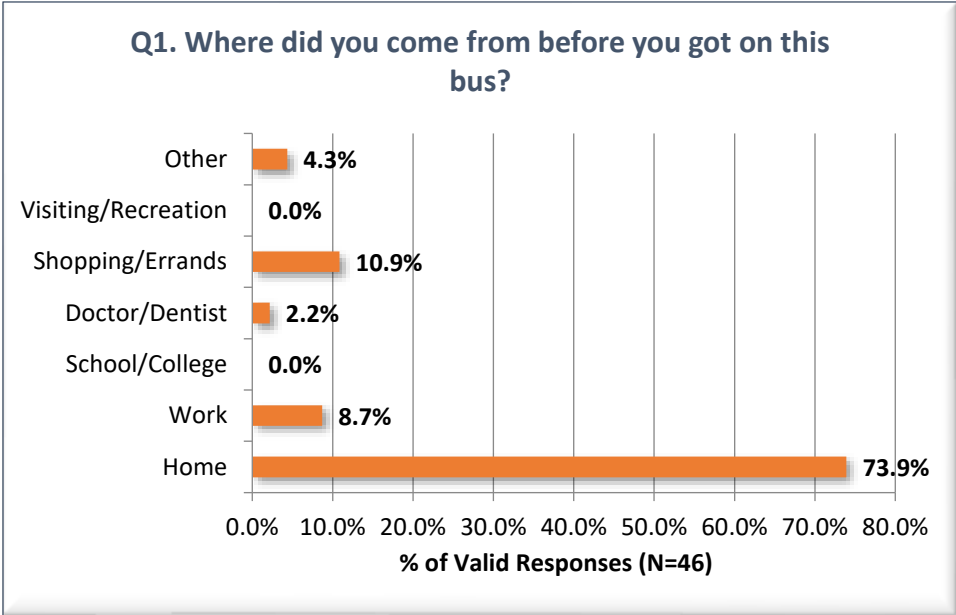
A survey was distributed to customers riding the Sunshine Bus Company deviated fixed-route system July 10, 2020, February 16, 2021 and February 17, 2021. The purpose of the survey was to collect information about rider demographics, travel characteristics and satisfaction with the service. Due to COVID-19 pandemic conditions, SJCCOA bus operators or a bus manager distributed and collected the surveys rather than surveyors. Riders were asked to fill out a survey form while onboard the buses. A total of 51 surveys were completed.

A summary of survey results follows. Sunshine Bus survey questionnaire and charts/tables for all questions are included in Appendix D4.

5.4.2 Survey Results

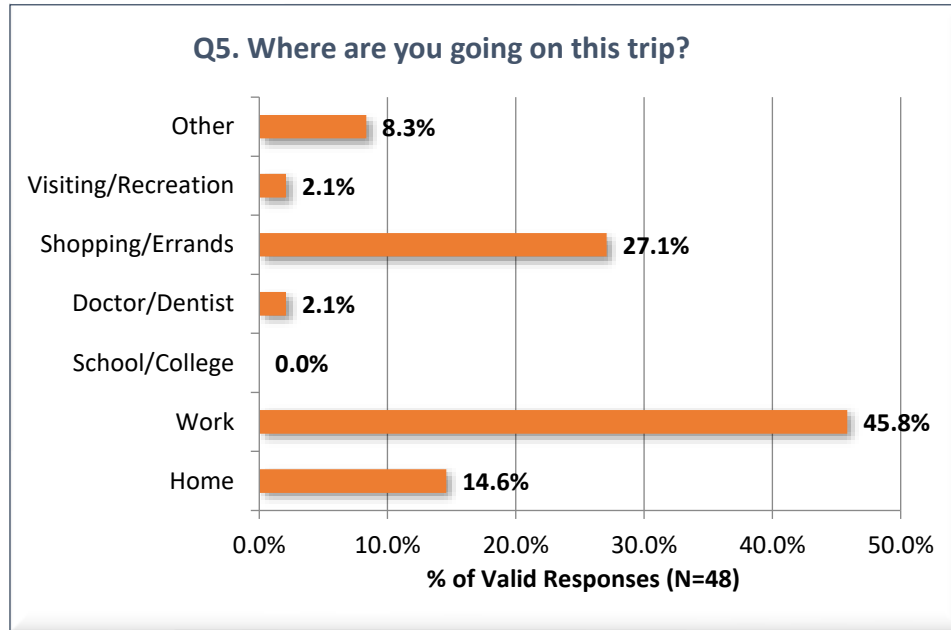
Most survey respondents began their bus trip at home. As shown in Figure 5.1, 74% of riders surveyed came from home before getting on the bus.

Figure 5.1 Where Riders Came From (Origin)



In Figure 5.2, survey results revealed that almost half of Sunshine Bus riders⁹ were taking transit to work (46%), followed by shopping/errands (27%) and home (15%). Survey results for the previous three years revealed that shopping/errands received the highest response (36% in 2019, for example).

Figure 5.2 Where Riders Were Going (Destination)



The survey asked how survey participants arrived at the bus stop (Figure 5.3). Over half (52%) of riders surveyed walked 0-3 blocks to arrive at their bus stop and 20% walked more than 3 blocks. Approximately 10% traveled on another Sunshine Bus route and an additional 10% bicycled to the bus stop.

When asked how they will get to their destination (after this bus), 41% of riders planned to walk 0-3 blocks to their destination, 22% planned to walk more than 3 blocks and an additional 18% planned to transfer to another Sunshine Bus route (Figure 5.4).

⁹ Of those that participated in the survey

Figure 5.3 Means of Transportation to the Bus

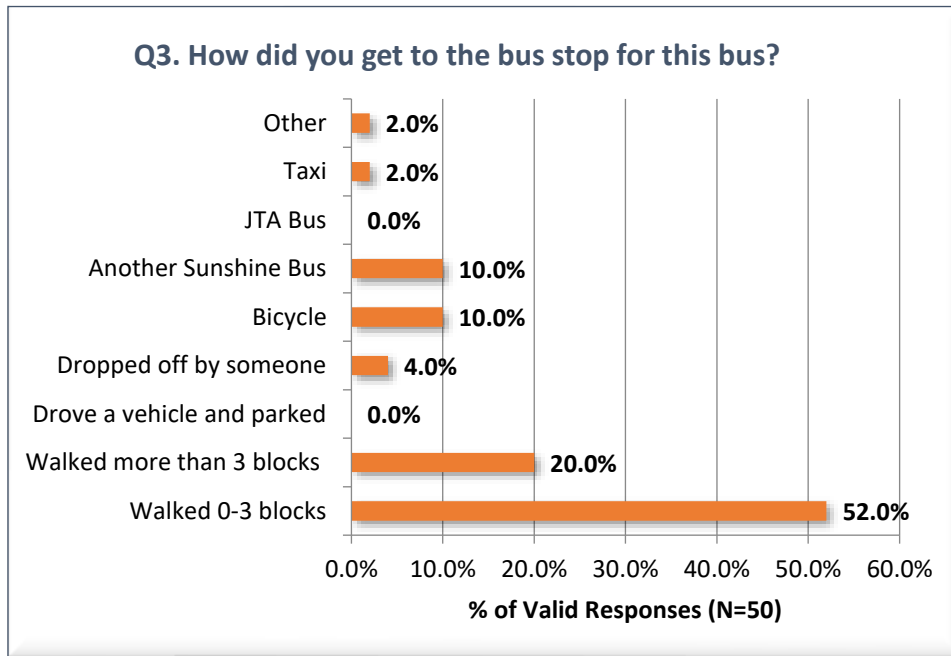


Figure 5.4 Means of Transportation from the Bus

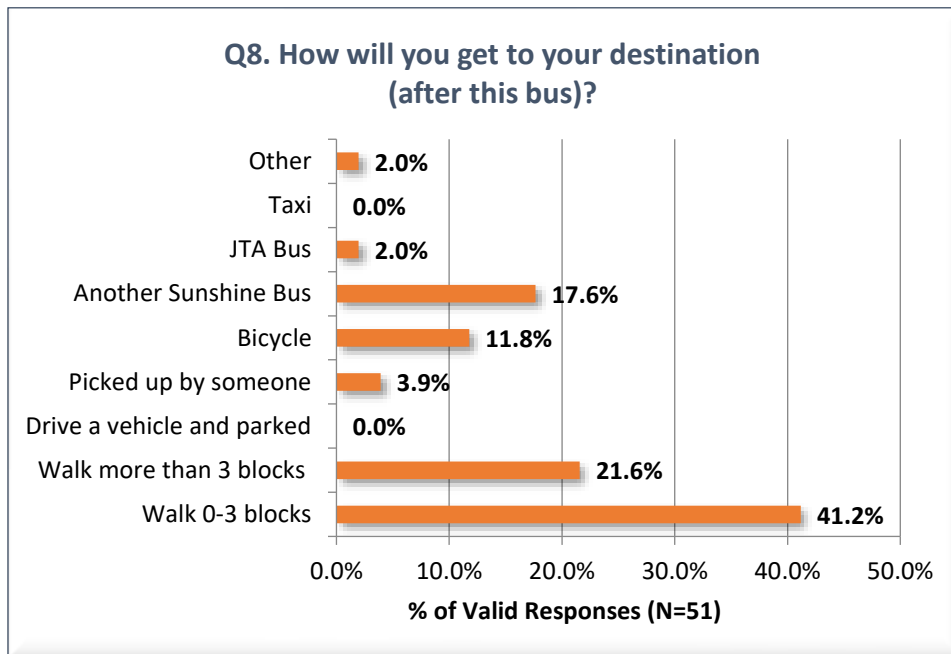
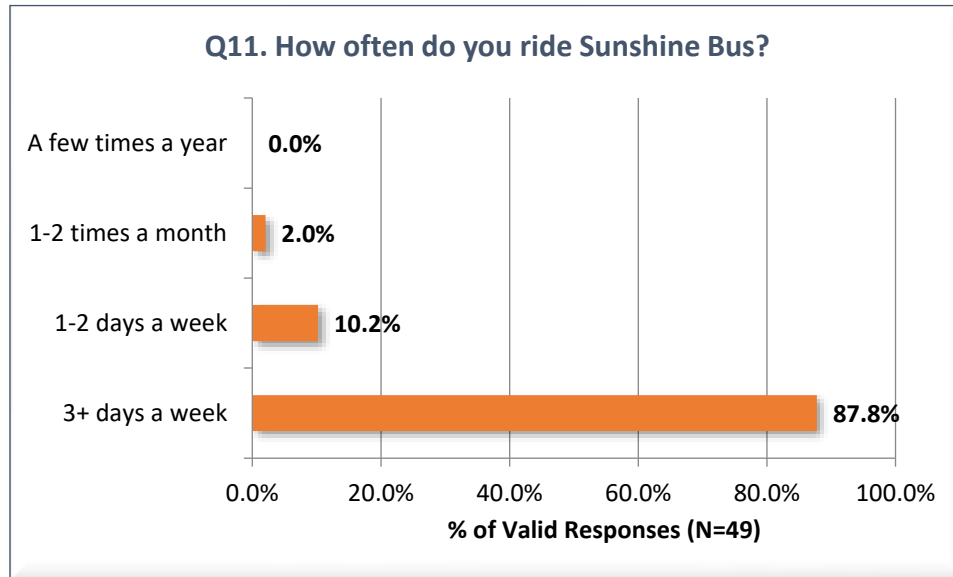


Figure 5.5 indicates most Sunshine Bus riders are frequent riders. An overwhelming 98% of survey respondents indicated they rode the bus weekly, with 88% riding three or more days a week and 10% riding one to two days a week.

Figure 5.5 Frequency of Sunshine Bus Use



Survey respondents have the following demographic characteristics:

- 63% male
- 78% with a total household income less than \$20,000
- One-third (33%) with a total household income less than \$10,000
- 45% 60 years old and older
 - 22% from ages 60 – 64 years old
 - 23% 65 years old and older
- 25% 45 - 54 years old
- 56% white, 34% black/African American, 6% Hispanic, Latino or Spanish origin and 4% other

Bus riders were asked about other means of transportation they would use if Sunshine Bus service was not available. Figure 5.6 shows that 22% would ride with someone else, 20% would travel by taxi and about 16% would ride a bicycle. Eighteen percent (18%) of survey respondents would not make their trip if Sunshine Bus were not available. These 18% likely would not have other transportation options available to them. No survey respondents replied that they would drive. Eighty percent (80%) indicated they have no working, registered vehicle available at home and at least 30% have no driver's license, shown in Figures 5.7 and 5.8.

Figure 5.6 Transportation Options

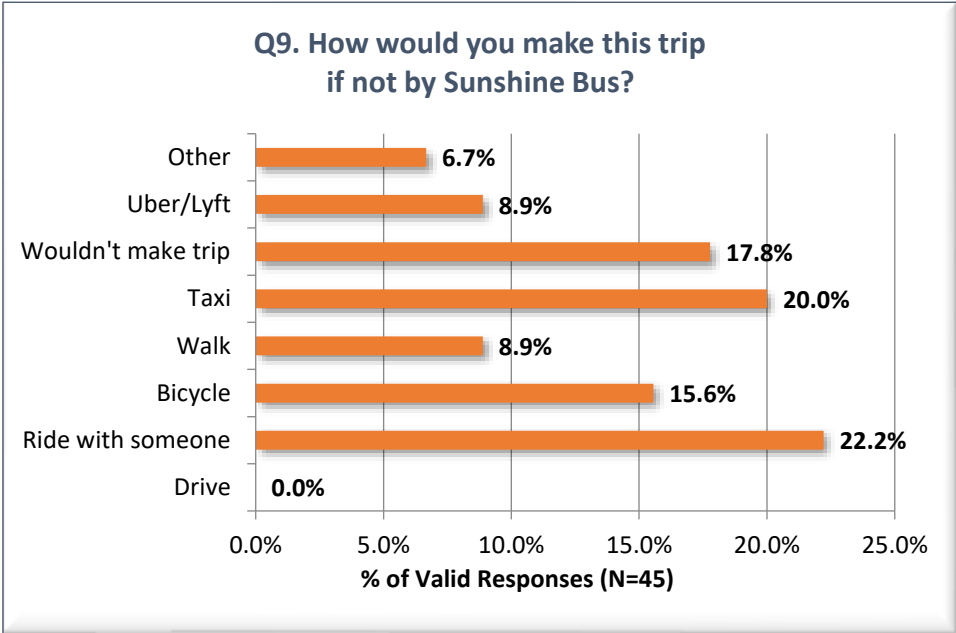


Figure 5.7 Available Vehicles at Home

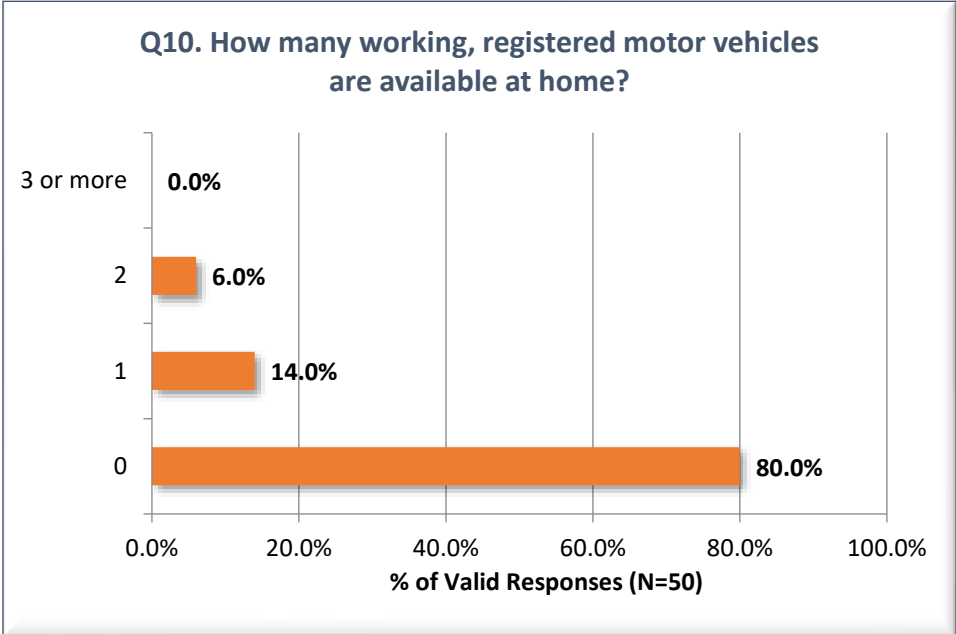
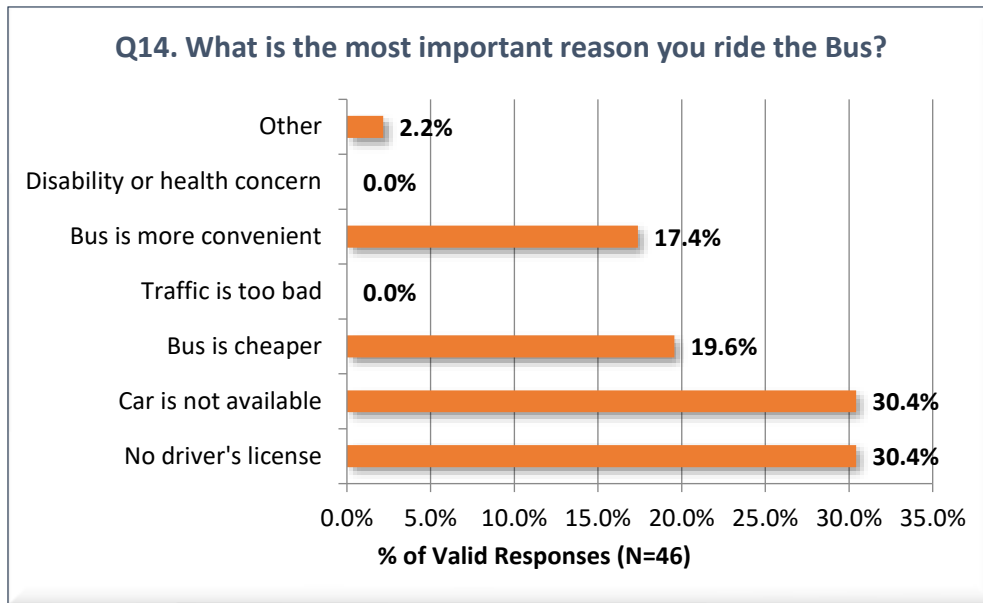
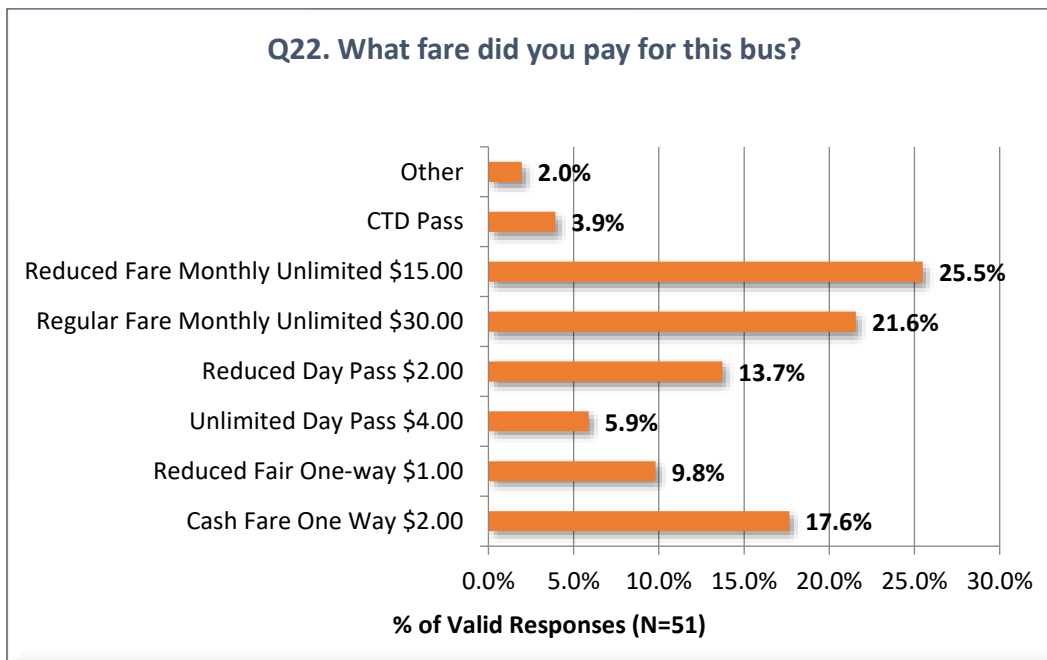


Figure 5.8 Reason for Riding the Bus



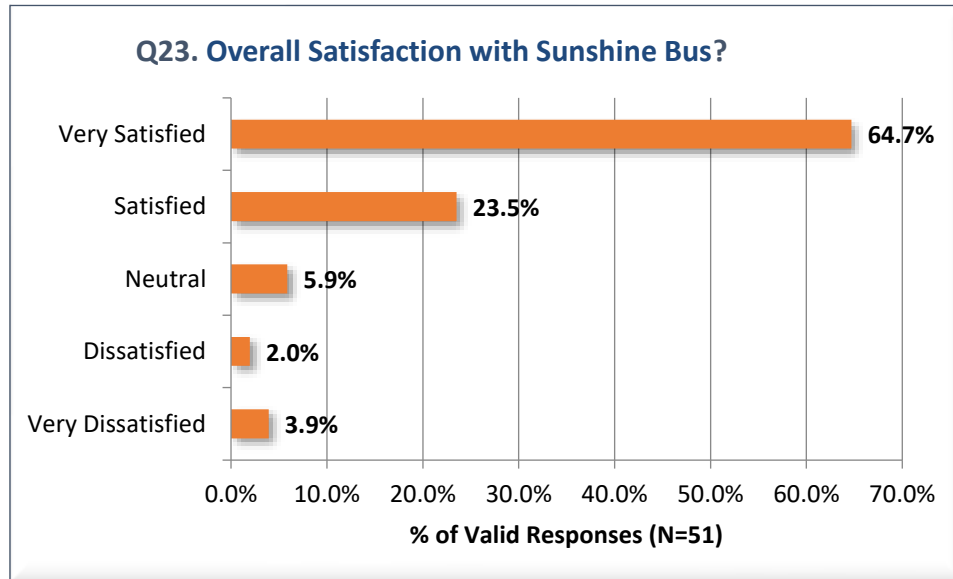
The survey asked about the type of fare that customers paid to board the bus. Almost half (47%) used a monthly unlimited pass, either the reduced-fare monthly pass (25%) or the regular-fare monthly pass (22%). Eighteen percent (18%) paid a \$2.00 cash fare (including tokens) and 14% paid a reduced-fare day pass.

Figure 5.9 Bus Fare



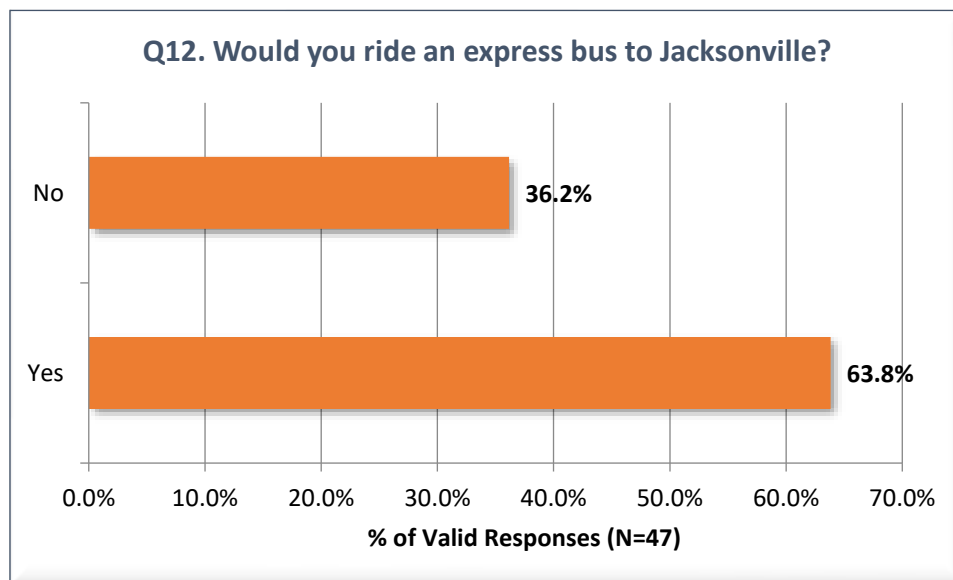
One question asked how satisfied Sunshine Bus riders were with Sunshine Bus. Figure 5.10 shows that 88% of survey respondents were either *very satisfied* (65%) or *satisfied* (23%).

Figure 5.10 Overall Satisfaction with Sunshine Bus



In July 2020, JTA began operation of a regional bus service called St. Johns Express Select. The new service connects St. Augustine with downtown Jacksonville and includes a stop at the Pavilion at Durbin Park in northwest St. Johns County. In Figure 5.11, most riders (64 percent) responded they would ride an express bus to/from Jacksonville.

Figure 5.11 Express Bus to Jacksonville



Bus riders were provided space on the survey form to suggest ways to improve Sunshine Bus service. Comments received are grouped into categories in Table 5.3. Over one-third of the comments suggest that riders are satisfied with the service. Forty-one percent (41%) of comments suggest modifications on existing bus routes, such as more frequent buses (24%), Sunday/daily service (5%) and more hours of service throughout the day (5%). Eight percent (8%) suggest more bus routes including service to Jacksonville.

Table 5.3 Summary of Ways to Improve Sunshine Bus Service (Question 24)

Comment	No. of Comments	%
Nothing/Everything is fine/You are doing well/It is great now	13	35%
Increase the number of trips or buses/Improve frequency of buses/Need more available times or runs/Shorter wait time between buses	9	24%
Go back to pre-COVID service	3	8%
Add Sunday and/or Holiday Service	2	5%
Later service (10 p.m. was suggested)	2	5%
Service to Jacksonville/Go back to Jacksonville Purple Line	2	5%
Longer office hours/Answer phone calls	2	5%
Offer more routes	1	3%
Improve bus drivers	1	3%
Improve schedule adherence (Buses leave the stop too early)	1	3%
Post schedule changes	1	3%
Total	37	100%

5.5 Survey of Paratransit Riders

5.5.1 Description of Survey

In February 2021, the SJCCOA staff collected 44 completed surveys from paratransit riders. As with the Sunshine Bus survey, the purpose of the survey was to collect information about rider demographics, travel characteristics and satisfaction with the service. Paratransit survey questionnaire and survey charts/tables are included in Appendix D5.

5.5.2 Survey Results

A summary of paratransit survey results follows.

- Most paratransit survey respondents began their bus trip at home (95%)
- More than 66% of paratransit riders¹⁰ were traveling to medical related destinations followed by shopping/errands (20%) and work (9%).
- Most paratransit riders are frequent riders, although not as frequent as Sunshine Bus riders. Seventy-seven percent (77%) of paratransit survey respondents indicated they rode the bus weekly, with 34% riding three or more days a week and 43% riding one to two days a week.
- Paratransit riders were asked about other options if the paratransit service was not available.
 - Of the transportation options provided, most would use taxi service (45%)
 - One-quarter (25%) of survey respondents would not make their trip if paratransit service were not available. These 25% likely would not have other options available to them.
 - 18% would either ride with someone else (9%) or use a Uber/Lyft or a similar service (9%)
 - Notably, 9% would drive and one survey respondent would use the Sunshine Bus
- 64% have no working, registered vehicle available at home and 30% have one vehicle available
- Of those surveyed, disability or health concern is the primary reason riders use the paratransit service (48%) followed by no car available (20%), no driver's license (16%) and bus is more convenient (7%)
- An overwhelming 100% of survey respondents were either *very satisfied* (86%) or *satisfied* (14%) *with the paratransit service*
- Most paratransit clients surveyed reside in zip codes 32084 (49%) and 32086 (41%)
- Participants in the paratransit survey have the following demographic characteristics:
 - 59% female
 - 91% with a total household income less than \$30,000

¹⁰ Of those that participated in the survey

- 77% with a total household income less than \$20,000
- About one-quarter (23%) with a total household income less than \$10,000
- 82% 60 years old and older
 - 11% from ages 60 – 64 years old
 - 70% 65 years old and older
- 75% white and 11% black/African American
- Approximately 6% Hispanic, Latino or Spanish origin

Bus riders were provided opportunity to suggest ways to improve paratransit service. Comments received are grouped into categories in Table 5.4. Some respondents provided more than one comment. Over half (77%) the comments reflect that clients are very satisfied and thankful for the service, with 16% complimenting the drivers and staff. About one-quarter of the clients surveyed would like more frequent service (especially for outlying areas of the County), service to Jacksonville and service at noontime.

Table 5.4 Summary of Suggestions to Improve Paratransit Service (Question 16)

Comment	No. of Comments	%
Everything is good, no complaints, very grateful for the service, good value	27	61%
More frequent service/available pickup times	10	23%
Very courteous drivers and staff (except an issue with one driver)	7	16%
Need weekend service or more frequent weekend service	2	5%
Earlier and later hours of service	1	2%
Need a better way to communicate expected bus arrival time (client must keep calling to know when to go to the lobby)	1	2%
COVID-19 concerns (wipe the lift handles after each use, suggest better social distancing on the vehicle)	1	2%
Total	49	111%

5.6 Bus Operator and Staff Survey

5.6.1 Description of Survey

SJCCOA bus operators, dispatch, customer service and other staff were provided an opportunity to complete an online survey over a period of nearly five weeks, from January 11, 2021 to February 16, 2021. The general purpose of this survey was to collect input from bus operators and staff related to common remarks from customers, strengths and weaknesses of the bus system and suggestions to improve the service. A total of 14 completed surveys were obtained. Summary results are contained below. Questions and survey responses for the bus operator/staff survey are contained in Appendix D6.

5.6.2 Survey Results

A summary of survey results follows.

Sunshine Bus

- When asked to provide compliments from Sunshine Bus passengers, respondents referred to the value of the service (i.e., affordable, cost effective), how grateful passengers are to have the service and that the service improves quality of life (i.e., allows people to have freedom/flexibility and provides access to life sustaining places)
- When asked to rank potential complaints from Sunshine Bus passengers, the following complaints received the highest combined rankings:
 - Bus is late
 - Hard to understand bus schedule
 - Need more frequent service on existing routes
 - Passengers cannot get information
 - Bus is too early
 - Not enough bus shelters or benches
 - Need more evening/night service on existing routes
- When asked to select the top three changes needed for Sunshine Bus over the next ten years, the following options were selected most often:
 - Provide bus service to other areas in St. Johns County (58%)
 - Attract more riders (42%)
 - Provide more frequent service (33%)
 - Provide park and ride lots for tourists/residents going to downtown St. Augustine and St. Augustine Beach attractions (33%)
- Sample suggestions to improve existing service on Sunshine Bus include:
 - Double the frequency on the Orange, Blue, Green and Red Lines

- Improve the schedule on the Orange Line (it is a little tight)
- Consider tweaking schedules so that the Red Line connects better with the Conn-Ex and Teal Lines at the Government Center
- Consider more bus stops on the Teal Line heading south to Elkton and Hastings
- Additional areas/routes suggested for consideration include:
 - World Golf Village or Mirabella area (mentioned a couple times)
 - Purple Line (Outlet Mall and SR 16 were mentioned a few times)
 - SR 206, west of US 1 between the Green Line and Teal Line (mentioned a couple times)
 - Service to/from Ponte Vedra
 - Connecting northern St. Johns County with Jacksonville
 - Connecting southern St. Johns County (such as Flagler Estates) with the Palm Coast area
- Suggestions related to bus stops, vehicles or facilities include:
 - Add more designated bus stop signs so that stops are easier to find
 - Add more shelters and benches
 - Consider more pull off areas at main stops
 - Monitor homeless population sleeping in shelters

Paratransit

- When asked to provide compliments from paratransit passengers, responses were mostly related to how helpful and courteous the drivers are, how thankful passengers are for the service and that the service is convenient and reliable.
- When asked to provide common concerns or complaints from paratransit passengers, the following concerns were provided:
 - Some clients have complained about the limited times/frequency on paratransit to/from outer areas (such as Elkton, Hastings, River area and Ponte Vedra)
 - Very early pick up times (as early as 6:30 a.m.) can make the day too long for some passengers
 - Sometimes clients say vehicles arrive too early
 - Sometimes the ride is too long
 - Limited amount of time (one hour) to shop

- Suggestions to improve paratransit include:
 - Provide a second bus into the outer areas to increase frequency
 - Drivers should have priority when calling dispatch
 - Improve scheduling so that drivers don't need to resolve scheduling issues

5.7 Public Survey

5.7.1 Description of Survey

A survey was implemented to obtain input from the public (particularly St. Johns County residents, employees and businesses) and to guide development of the plan. The survey was available online for about five weeks, from January 12, 2021 to February 16, 2021. A total of 1,303 surveys were collected. Information collected from survey respondents related to transit needs, factors that might influence decisions to use public transit, knowledge and attitudes about public transportation and demographics of the respondents.

Outreach began with a North Florida TPO e-newsletter sent to about 3,000 people, then followed up with web site and media. On the St. Johns County Government website, the survey link (www.publicinput.com/sjtransitsurvey) was posted on the Transportation Development Division page. The survey link was emailed to the St. Johns County BOCC, commissioners for the Cities of St. Augustine and St. Augustine Beach, various County and city representatives, neighborhood or homeowner association representatives, TDP Stakeholder Group (including staff representatives of the FDOT, Northeast Florida CareerSource, and the North Florida TPO) as well as other stakeholders. All were provided TDP-overview information and encouraged to fill out the survey and share the link with others.

In addition to websites and email notification, the County and other stakeholders posted information about the survey to media and/or social networking sites. Examples of the media outlets utilized are listed below.

- Facebook – St. Johns County Government/Transportation Development Division, St. Johns County Library, City of St. Augustine and North Florida TPO
- Twitter – St. Johns County and North Florida TPO
- Nextdoor – St. Johns County
- Government Television (GTV), the television channel of St. Johns County, Florida – bulletin board
- Media – Email notification by St. Johns County, SJC Today Radio Show (2/5/2021), St. Johns County Chamber of Commerce e-newsletter, City of St. Augustine Weekly News and Notes (e-newsletter), St. Augustine Record (published 2/5/2021)

5.7.2 Survey Results

Summary results for the public survey are provided below. Survey questions and survey results can be found in Appendix D7.

Respondent Characteristics

Most survey respondents live in St. Johns County (96%) and drive as their primary travel method (94%). Another 6% either carpool (2%), bicycle (2%), use public transportation (1%), walk (1%) or use another travel method (1%). About half (47%) work (or attend school full time) outside of their home.

The age ranges selected most often were: 65 years old and older (38%), followed by 55-64 years old (23%), 45-54 years old (19%) and 35-44 years old (12%). Most survey respondents had two or more working vehicles in their household (77%); about one-quarter (22%) had one vehicle and 1% no vehicles. Thirty-nine percent (39%) had a total annual household income of \$100,000 or more, followed by \$50,000-\$99,000 at 25% and \$25,000-\$49,000 at 10%.

Knowledge about public transportation

Most survey respondents had heard of Sunshine Bus (72%) and 9% had traveled on Sunshine Bus in the past. For door-to-door paratransit, most survey respondents had not heard of the service (62%) and 2% had used it. Finally, most survey respondents had not heard of JTA's new Select Express bus route (60%) and 2% had used it.

Willingness to Use Public Transportation

About half (46%) of survey respondents agree they would use public transit in St. Johns County if service were available to them. Twenty-nine (29%) strongly agree and 17% somewhat agree. An additional 23% were not sure.

Travel Preferences

Respondents were asked to select all trip-purposes for which they would likely use public transit on a regular basis if the services met their travel needs. Many survey respondents (51%) would use public transportation to get to "Beaches or Historic St. Augustine area attractions" followed by shopping/errands (42%), medical appointments (19%), work (19%), college (5%) and K-12 school (3%).

When asked "where would you MOST often want to travel" when traveling to/from the St. Augustine area survey responses were as follows:

- 10% - Northeast St. Johns County (Nocatee, Ponte Vedra Beach and/or Palm Valley areas)
- 9% - Northwest St. Johns County (Julington Creek, Fruit Cove, Durbin Creek and/or CR-210 areas)
- 8% - World Golf Village area
- 6% - St. Johns Town Center (Jacksonville)
- 4% - Downtown Jacksonville and
- 2% - Avenues Mall area (Jacksonville)

However, most survey respondents would travel only within the St. Augustine area (30%) or would not travel to/from the St. Augustine area (26%).

Factors that might influence public transportation use

Conditions that would MOST encourage survey respondents to use public transit are:

- Routes that serve the areas I need to go (54%)
- Dependable service – vehicles consistently on time (48%)
- Frequent service - vehicle run often (47%)
- Safe, clean and comfortable bus stops and vehicles (45%)
- Low/affordable fares (38%)

Highest ranked transit features or services are:

- Real-time information for vehicle arrivals and departures (1st)
- Park-n-ride service with shuttles to historic St. Augustine and/or the beach (2nd)
- On-call, easy to use and affordable public transit for everyone in the County (3rd)
- Regional rail to/from Jacksonville (4th)

Highest ranked features to help people access transit stops are:

- Bus stops within ¼ mile of my home and destination (1st)
- Sidewalks and bicycle paths to and from bus stops (2nd)
- Community shuttles that are on-call, easy to use and affordable (3rd)

The most desired ways to obtain public transit information are:

- Website (65%)
- Smart phone app (59%)
- Bus stop with real-time vehicle arrival/departure information (33%)
- Printed maps and schedules (29%)
- Email or text messages (21%)

Attitudes about public transportation

Most survey respondents agree (either strongly or somewhat) with the following statements.

- An effective public transportation system is important for the economy (80%)
- Public transportation should be improved to reduce congestion (79%)
- An effective public transportation system is important for the environment (80%)
- There is a need for additional or improved public transportation within St. Johns County (74%)

Potential local funding methods were selected as follows.

- Bus advertising revenue (60%)
- Partnerships with businesses and employers (52%)
- Development agreements (36%)
- Roadway funds (34%)
- Local sales tax or local option gas tax (32%)
- Additional transit fare increases (23%)
- Parking fees (22%)
- Other (7%)

Summary of Suggestions to Improve Public Transportation in St. Johns County

The public survey received over 600 comments addressing how to improve public transportation. Comments encouraged multiple options to improve transportation including local transit throughout St. Johns County, sidewalks, bicycle lanes, shared-use paths and trails, parking options, regional routes (connecting to places such as hospitals and airports) and intercity rail. Responses encouraged public transit for various people including commuters, low-wage workers (i.e., restaurants, resorts/hotels, etc.), college students, retirees/seniors, tourists, teenagers, beach goers and residents going to evening restaurant/entertainment venues. Many commented that the pandemic has either decreased their need to travel (i.e., for those working from home), increased their need to drive (i.e., for those helping family members) or made it more challenging to find reliable, affordable transportation to work (i.e., for those who do not drive).

Sample verbatim comments from the public survey are presented below.

Underserved areas and Persons with Disabilities

- *“Especially for outlying areas like Hastings, Armstrong, and Elkton, reliable, on-time, transportation to ALL of St. Johns County [is] important for education and employment opportunities...”*
- *“...We need a better public transportation system between West Augustine and St. Johns River State College/ Flagler College and Downtown/ The main library.”*
- *“More, frequent routes to underserved areas. Transportation is a barrier for so many individuals with disabilities to gaining/maintaining employment. Adequate public transportation is vital to our County...”*
- *“The school for the blind [FSDB] is in St. Augustine and the students need a reliable service that they can use during the school day to learn how to use public transportation and after school for social activities...The students...rely on taxi services or walking independently to places after school if they can venture off campus once they are in high school. Many of the students do not have the funds for taxi services and using public transportation would be much more cost efficient for them...”*

Employees, Young Professionals and Students

- *“It is imperative that SJC provide inexpensive transportation for downtown employees (especially restaurant employees) to leave parking available for customers. Streets are clogged during peak hours.”*
- *“St. Augustine needs year-round public transportation to and from the downtown core, including early mornings and nights. Young professionals and students need to work and study downtown but cannot possibly afford the...cost of housing in the immediate area. With the lack of sidewalks and bike lanes throughout the area, it leaves no other option but to own a car. These expenses and disadvantages are difficult for the younger members of the community.”*
- *“Public transportation is my primary method of getting around as a college student without a car... [more routes to and from downtown St Augustine] would be good for local business and might help decrease traffic congestion & drunk driving, especially if said transportation was accessible and affordable.”*
- *“More lines and bus stops for teens to get around the area.”*

New Routes and Additional Areas

- *“You need a service that runs all day until late at night from the Murabella area to downtown St. Augustine with stops along the way down 16.”*
- *“Thousands of senior citizens live in Nocatee. We need shuttle buses to shopping and medical appointments.”*

Seniors

- *“I think flexible transport for seniors is a big need in St. Augustine.”*
- *“The COA does a remarkable job with public transportation. My husband and I gave up our car 18 months ago...we both are in our 80's and have COPD [chronic obstructive pulmonary disease]. Without the Paratransit system in St. Augustine we would be lost. We use the Sunshine bus much less frequently as it is just a little too far to get to the bus stop with our oxygen, and we don't understand the system at all...”*

Attracting Additional Riders

- *“Clean, safe transportation will attract riders. So will clean, safe, open air depots with secure bike storage and credit card ticket booths...”*
- *“The transit system in St Augustine needs to be safer. Right now, only people who do not have other transportation ride the Sunshine bus...Some people also look down on this mode of transport because of that very reason...come up with something better and market it to more than the low income and homeless population.”*

Training, Communications/Marketing and Funding

- *“...there needs to be more information...Residents need to be educated about the two systems.”*

- *“Reliable, well publicized bus routes, especially if can look up on a website (including maps & delays, etc.) would be great. I also like having a schedule at the bus stop itself, so if I am walking somewhere and get tired, I can find a bus stop and hop [on] the next one.”*
- *“I would be willing to pay additional money into my HOA or a Saint John’s community fund to have a bus or two that picks up in my community and makes runs to town center, historic Saint Augustine and the beach. I think recreation and leisure is the best use of these buses, as it will eliminate congestion, decrease drink driving and increase sales to small business in those areas.”*
- *“Developers should cost share for funding public transportation proportionate to the number of residential units and travel trips generated by their developments.”*
- *“Tourist tax or hotel bed tax need to help fund. Also parking fees at the beaches with services need to be initiated.”*

Access to Transit/Walking and Bicycling

- *“There needs to be a sidewalk from the County buildings down US 1 to bus stop and apartments.”*
- *“I agree with other commenters that a major transportation and transit barrier in St. Johns County, and particularly St. Augustine, is the bizarre lack of bike lanes and bicycle infrastructure in general. We could eliminate a large volume of car trips AND make existing transit more useful if we had better, safer cycling routes available.”*
- *“...before Covid-19 happened I would go on the bus to get where I need to go, but now I ride my bike to most places.”*
- *“We need dedicated bike and pedestrian paths OFF the street for ALL major roads in the city to include areas of Holmes Boulevard., US1, A1A, SR312 and San Marco.”*

Regional Transit

- *“As the County population ages and most medical facilities including hospitals tend to be in the Duval County /Jacksonville we need reliable transportation.”*
- *“With the increased commuter traffic from all the homes being built in St. Johns County, there should be express commuter buses servicing the north south corridors taking people from Nocatee and points south into Duval County.”*
- *“One very glaring option missing is public transportation to the airports. There is NO easy economical way to get to any nearby airports without driving and parking or paying for a very expensive Uber.”*

5.8 Limited English Proficiency (LEP)

In response to federal requirements and guidelines, transit agencies that receive Federal Transit Administration (FTA) funding must take reasonable steps to ensure that individuals who have a limited ability to read, write, speak or understand English (i.e., who are limited English proficient or LEP) have

meaningful access to public transportation. 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 2007¹¹, respectively.

A four-factor framework is outlined in Section V of the 2005 DOT LEP Guidance¹² 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 use 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 5.5 shows that just over 2% of St. Johns County’s population¹³ speaks English “less than very well.” Of those, the predominant second language is Spanish. Four percent (4%) of the total County population five years and over speak Spanish at home (9,384 people), and about 26% of that population (2,432 people) speak English “less than very well.” These Spanish speaking residents who speak English “less than very well” represent a relatively small portion (1%) of the total St. Johns County population five years and over. The magnitude of these percentages is like the 2014 ACS data cited in the previous Major TDP update.

Table 5.5 Population 5 Years and Over Who Speak a Language Other than English at Home

Language	Number of Speakers	% of Total County Population ¹⁴	% 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	9,384	4.2%	74.1%	25.9%	1.1%
Other Indo-European	6,035	2.7%	75.1%	24.9%	0.7%
Asian and Pacific Island	3,446	1.5%	64.7%	35.3%	0.5%
Other	818	0.4%	69.4%	30.6%	0.1%
Total	19,683	8.8%	72.6%	27.4%	2.4%

Source: American Community Survey, Table S1601: Language Spoken at Home, 2018, 5-Year Estimate

To determine the frequency with which LEP individuals utilize transit, the 2018 on-board survey asked, “Do you speak any other language(s) besides English at home?” Most survey respondents (80%) stated that they do not speak any languages besides English at home. Six of the thirteen survey respondents who spoke a language besides English at home and who indicated the language on the survey form, spoke Spanish.

¹¹ Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,

¹² Federal Register/Vol.70, No.239/December 14, 2005

¹³ County Population 5 Years and Over

¹⁴ % of Total County Population 5 Years and Older

The below questions on the 2020-2021 on-board surveys of Sunshine Bus passengers 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 (88%) said they ride the bus three or more days a week. Most indicated they have no working, registered vehicle at home (80%) and many have no driver's license (at least 30%). Fifteen percent (15%) would not have made the trip if Sunshine Bus were not available.

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 Sunshine Bus 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.

5.9 Public Involvement Summary

A variety of input and comments were received during public involvement. Similar topics and sentiments were commonly observed across the various public involvement methods.

Among those who provided input there is general support for public transportation in St. Johns County especially from current users of the system.

- Eighty-eight percent (88%) of Sunshine Bus riders surveyed were satisfied with the service (both very satisfied and satisfied) and 100% of paratransit riders were satisfied (both very satisfied and satisfied).
- Half of public survey respondents (46%) agree they would use public transit in St. Johns County if it were available to them.
- Most public survey respondents agree (74%) agree there a need for additional or improved public transportation within the county and 80% agree that public transit is important for the economy, environment and to reduce congestion.
- 100% of elected officials surveyed believe public transit is important to St. Johns County communities (both very important and important) and agree there is a need for additional or improved service within the County.

Public input mostly encourages enhancements to existing transit services, expanding transit service to additional areas of St. Johns County and/or attracting additional riders. Informing current and potential customers about the bus system, schedules and how to use the service is also important.

- Current bus riders most commonly suggest more frequent service on existing routes as a service improvement. Other suggestions include more weekend service/Sunday Service, earlier or later hours of service and more bus shelter or benches.
- When asked “where would you MOST often want to travel” when traveling to/from the St. Augustine area, about one-third survey respondents would travel “within the St. Augustine area only” (30%).
- The top five conditions that would most encourage public survey respondents to use public transit are routes that serve the areas they need to go, on-time service, frequent service, safe/clean/comfortable service and low/affordable fares.
- Other features that ranked high (on the public survey) are real-time vehicle information, park-n-ride service with shuttles to historic St. Augustine and/or the beach, nearby bus stops and sidewalks and bicycle paths to/from bus stops.
- Many public survey respondents (51%) would use public transportation to get to “Beaches or Historic St. Augustine area attractions” and shopping/errands (42%)
- Suggestions for service expansion include the Murabella/World Golf Village area, northern St. Johns County and Jacksonville areas
- The most desired ways to obtain public transit information are through website (65%), Smart phone app (59%), bus stop with real-time vehicle arrival/departure information (33%), Printed maps and schedules (29%) and email or text messages (21%).

6.0 Situation Appraisal

This section of the plan provides additional information concerning the context in which St. Johns County's transit system operates. Florida law requires that TDPs complete a *situation appraisal* that includes "an appraisal of factors within and outside the provider that affect [or may possibly affect] the provision of transit service" over the next 10 years. Although other sections of this TDP present situational appraisal information (such as the service area conditions, performance evaluation and demand assessment) the situation appraisal provides additional information on several specific topics, including:

- Plans and Policies
- Socio Economic Trends
- Land Use and Urban Design
- COVID-19
- Organization, Staffing and Workforce
- Technology and Innovation

6.1 Relevant Plans and Policies

Several state, regional and local plans are described and assessed below. From these transportation and land use plans Table 6.1 summarizes goals, objectives and/or key findings related to providing public transportation in St. Johns County.

6.1.1 State

Florida Transportation Plan (completed 2020 – 2021)

The Florida Transportation Plan (FTP) is an overarching statewide plan guiding Florida's transportation system to meet the needs of residents, visitors and businesses. It is developed by the Florida Department of Transportation (FDOT), regional and local partners. The plan consists of four elements, Vision, Policy, Implementation and Performance with several goals, objectives and strategies.

- The Vision Element, completed May 2020, defines a long-term transportation vision with goals focused on enhancing safety and security, infrastructure, mobility, accessibility and equity, the economy, communities and the environment.
- The 2045 Policy Element, completed December 2020, contains several objectives and strategies to guide transportation partners toward completing the vision.
 - Foundational strategies support investments that are aligned with goals, sustainable and reliable transportation funding sources, and a skilled transportation workforce.
 - Commitment to Vision Zero (eliminating transportation fatalities and serious injuries) is the top strategic priority, out of nine key strategies.
 - Examples of other key strategies are providing further access to opportunity for those who need it most; integrating land use and transportation decisions; and completing transportation networks (such as improving connectivity among transit systems; between transit systems and other modes; connecting local street, sidewalk, bicycle and trail networks; and improving connectivity of data/technology between modes and systems).

- The Performance Element, completed December 2020, reports on how the system performs and tracks key performance measures for safety, asset condition and mobility.
- The Implementation Element, anticipated in 2021, details short term (5-year) actions, roles and timelines.

6.1.2 Regional

2045 Long Range Transportation Plan (adopted 2019)

The North Florida Transportation Planning Organization (TPO) adopted the 2045 Cost Feasible Long Range Transportation Plan (LRTP) on November 14, 2019. The plan guides decisions and investments in the region's transportation system and considers road, transit, freight, bike and pedestrian needs over a 20-year horizon. In Northeast Florida the LRTP is updated every five years to address new and evolving transportation needs. The plan contains goals, strategies and projects. The goals and objectives are meant to enhance economic competitiveness, livable and sustainable communities, safety and security, mobility and accessibility, equity in decision making, system preservation, resilient multimodal infrastructure, tourism transport management and innovative technologies.

The 2045 Cost Feasible Plan includes approximately \$3.5 billion in projects (not including Florida's SIS¹⁵ projects) throughout Clay, Duval, Nassau and St. Johns counties with 65 roadway, freight and transit projects. An additional \$580 million is set aside for bicycle and pedestrian projects, operational projects, safety and resiliency projects, freight projects and Complete Street projects. Transit related projects in the Cost Feasible Plan in St. Johns County include commuter rail service from Jacksonville to St. Augustine and a bus route connecting St. Johns County with Clay County over the Shands Bridge. Table 2.14 in the service area conditions section of this St. Johns County TDP lists LRTP cost feasible projects within St. Johns County.

Northeast Florida Strategic Regional Policy Plan – (adopted 2021)

The Strategic Regional Policy Plan (SRPP) consists of a regional vision and plan structured into nine subject areas: demographics and equity, communities and affordable housing, economic development, emergency preparedness and resiliency, energy, health, natural resources of regional significance, regional transportation and cultivation. SRPP goals and policies are aligned with the Northeast Florida Regional Council's mission and the Six Pillars of Florida's Future Economy from the Florida Chamber Foundation.

The regional vision reflects the choices and values of citizens as to how they want to live. It speaks to prosperity, community, resiliency, people, nature, and mobility. The vision for mobility states, "We link land use with resources and mobility. We provide mobility choices to our residents and businesses. We fund mobility and maintain capacity. We provide medical and general mobility to all our residents, including the transportation disadvantaged." Regarding transit, the mobility vision states that, "Transit is affordable and provides service that is safe, reliable, and convenient to all people at all stages of life."

The SRPP includes two regional transportation goals: 1.) promote efficient connectivity within the region and 2.) promote an efficient multi-modal transportation framework to move people and goods. To achieve these transportation goals, there are seven objectives. Regional transportation objectives and

¹⁵ Strategic Intermodal System

policies address: mobility and access, connectivity, economic competitiveness, integrated planning (linking land use and transportation), implementation resources (such as funding and technology), transportation facilities of regional significance and consistency with the SRPP (as related to impacts to resources of regional significance and jurisdictions).

Northeast Florida Coordinated Transportation Plan (adopted 2019)

JTA and regional public transportation stakeholders updated a plan that recommends improved coordination of information, services and resources to encourage "seamless" transportation between regional transportation providers and between counties. This plan is a locally developed, coordinated public transit and human services plan that identifies the transportation needs of individuals with disabilities, seniors and people with low incomes. Federal transit law requires that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be included in a locally developed and coordinated plan. Public participation for the 2019 plan focused on meetings with public transportation and human service agency stakeholders.

The plan includes regional mobility goals, implementation strategies, action steps and specific recommendations for services of regional impact. Specific recommendations for services of regional impact were grouped into three categories: 1.) Develop innovative methods to transport people quickly through or around congested corridors, between counties, and within their own neighborhoods; 2.) Support the development of new service including express bus (Express Select), bus rapid transit (BRT) and commuter rail services; and 3.) Expand the availability of community transportation resources to veterans, military service members and their families.

Regional Transit Action Plan (RTAP, completed 2016)

The RTAP is a planning product of the Northeast Florida Regional Transportation Commission (NEFRTC) that involved transit stakeholders from all regional counties in identifying and prioritizing implementable projects that improve regional transit services. It was initiated to identify best practices for regional transportation coordination that may be implemented in the Northeast Florida region. The intent of the plan is to build on the ongoing improvement in regional mobility coordination and regional transit services in Northeast Florida. The RTAP is separated into short-term, mid and long range projects. Although the NEFRTC no longer exists, the plan may contain useful information to consider.

6.1.3 Local

Transportation Plans

St. Johns County Transportation Disadvantaged Service Plan (TDSP) (revised 2020)

The 2016-2021 St. Johns County TDSP addresses public transportation needs of the transportation disadvantaged community, those who cannot obtain transportation due to physical or mental disabilities, income limitations or age and are dependent on public transportation. The overall mission is to ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons. The plan identifies barriers to coordination which include a lack of adequate funding for coordinating transportation services, continued funding cuts or flat funding for transportation services, agencies that don't budget for transportation services or don't pay fully allocated operating costs, lack of specialized medical care within St. Johns County which results in numerous trips being made outside of the service area for specialized care and Medicaid Reform

resulting in loss of revenue due to Medicaid trips being exempt from Coordination. The 5-year program seeks to implement several goals, objectives and strategies based on anticipated state/federal funding (section 5310, 5311 and 5339).

[St. Johns County Sunshine Bus Public Transportation Agency Safety Plan \(PTASP\) \(adopted 2020\)](#)

In coordination with the SJCCOA, the St. Johns County PTASP includes processes and procedures to implement Safety Management Systems (SMS). Safety is a core value of the SJCCOA and the management of safety a core business function. The PTASP guides safety management reporting, communications and training, and performance monitoring and measurement. The plan was developed in response to the Federal Transit Administration's (FTA) 2018 PTASP Final Rule and related guidelines.

[St. Johns County Transit Development Plan \(adopted 2016\)](#)

The TDP is a 10-year plan produced every five years. St. Johns County's most recent major update covers years 2017 through 2026 and was adopted by the SJCBOCC in 2016. The plan's vision is 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. The mission of SJCCOA's transportation program is to provide safe, affordable and reliable mobility options to both the general public and the transportation disadvantaged citizens of St. Johns County. The TDP proposes several service and capital enhancements over the 10-year horizon including service enhancements to existing bus routes and new service in the St. Augustine, St. Augustine Beach and World Golf Village areas.

Local Comprehensive Plans

[2025 St. Johns County Comprehensive Plan](#)

The Land Use and Transportation Elements complement each other with goals to provide a high quality of life and efficient movement and circulation system. Objectives emphasize working toward a balanced transportation system consisting of both public and private transportation networks that are safe options for all residents. A public transit service objective within the Transportation Element includes 12 policies to address St. Johns County's development of public transportation services, for transit dependent customers and all residents within the County and its municipalities.

[2040 City of St. Augustine Comprehensive Plan \(Adopted EAR-Based Amendments\)](#)

The City of St. Augustine's Transportation Element (TE) contains a policy supporting programs to license trams and other forms of paratransit and working with the Sunshine Bus Company and other providers to determine service routes that can provide enhanced mobility as an alternative to the single-occupant automobile. There is also an objective and related policy to incorporate transportation strategies that reduce greenhouse emissions, including reducing vehicle miles traveled, facilitating future opportunities for transit-oriented developments and working with regional agencies to educate and encourage transit within the region.

[2040 City of St. Augustine Beach Comprehensive Plan \(adopted 2020\)](#)

The Transportation Element of St. Augustine Beach's Comprehensive Plan consists of four goals, focusing on serving the safe and efficient movement of people and goods, coordinating/communicating

with other agencies, providing parking facilities and developing a safe and accessible bicycle and pedestrian system.

[Public Health \(Community Health Improvement Plan – CHIP\)](#)

The Florida Department of Health and St. Johns County developed a Community Health Improvement Plan in cooperation with partner organizations. The plan's 2019 annual progress report identifies progress related to the plan's four strategic priorities.

1. Community assets
2. Community learning and planning
3. Community Implementation
4. Community health status

Community assets is a notable priority as the most pressing needs are to improve access to community transportation and additional resources for community health. These goals are primarily being addressed through Sunshine Bus routes and through community partnerships facilitated through the St. Johns Care Connect system administered through Flagler Health.

Table 6.1 Summary of State, Regional and Local Plans

Plan/Study	Related Goals and Objectives
<p>Florida Transportation Plan (FTP), FDOT (completed 2020)</p>	<p>The FTP guides Florida over the next 25 years and beyond using seven long-range goals, 15 objectives and several foundational and key strategies.</p> <p><u>Goals:</u></p> <ul style="list-style-type: none"> • Safety and security for residents, visitors, and businesses, with a primary emphasis on achieving zero fatalities and serious injuries for all modes of transportation. • Agile, resilient, and quality transportation <u>infrastructure</u> that responds to changing customer needs, business models, mobility options, technologies and energy sources. • Connected, efficient and reliable <u>mobility</u> for people and freight. This goal involves reliable travel times and seamless mobility. • Transportation <u>choices</u> that improve equity and accessibility. This goal recognizes a need for universal accessibility (safe, affordable and convenient ways for everyone to access jobs, education and health care regardless of age or ability). • Transportation solutions that strengthen Florida’s <u>economy</u>. Provide connectivity for workforce, visitors and commerce at global and local levels. • Transportation solutions that enhance Florida’s <u>communities</u>. The transportation system will strengthen diverse communities, from large cities to small towns and rural areas. • Transportation systems that enhance Florida’s <u>environment</u>. This goal includes proactively taking steps to enhance and restore natural systems. <p><u>Objectives:</u></p> <ul style="list-style-type: none"> • Eliminate fatalities and serious injuries. • Reduce crashes and other incidents. • Mitigate health, safety and security risks. • Improve emergency response and recovery times. • Maintain transportation assets. • Increase infrastructure resilience. • Meet customer expectations for infrastructure quality and service. • Improve system connectivity. • Increase access to jobs and services. • Increase reliability and efficiency. • Increase alternatives to single occupancy vehicles (SOVs). • Support job creation and economic development. • Reduce impact on water, land and habitats. • Decrease air pollution and GHG emissions. • Increase energy efficiency.
<p>2045 Long Range Transportation Plan (LRTP), North Florida TPO (adopted 2019)</p>	<p><u>Goal 1:</u> Invest in projects that enhance economic competitiveness.</p> <ul style="list-style-type: none"> • Objective 1.1: Improve travel reliability on major freight routes. • Objective 1.2: Enhance access to jobs, services and retail for all. • Objective 1.3: Maximize return on investment. <p><u>Goal 2:</u> Invest in livable and sustainable communities.</p> <ul style="list-style-type: none"> • Objective 2.1: Enhance transit accessibility. • Objective 2.2: Enhance transit ridership. • Objective 2.3: Enhance bicycle and pedestrian quality of service. • Objective 2.4: Reduce the cost of congestion per capita. • Objective 2.5: Reduce the impacts of investments on the natural environment.

Plan/Study	Related Goals and Objectives
	<ul style="list-style-type: none"> • Objective 2.6: Reduce emissions from automobiles. • Objective 2.7: Ensure consistency with land use planning. • Objective 2.8: Support regional evacuation needs. • Objective 2.9: Support micro transit, mobility as a service (MaaS) and other new and innovative transit options. <p><u>Goal 3:</u> Encourage safe and secure travel.</p> <ul style="list-style-type: none"> • Objective 3.1: Reduce crashes for all modes. • Objective 3.2: Reduce fatal crashes for all modes. • Objective 3.3: Promote the implementation of safety and security improvements in design or retrofit of all transportation systems. • Objective 3.4: Enhance security for all modes through the appropriate use of authorized access, surveillance systems and Intelligent Transportation Systems (ITS). <p><u>Goal 4:</u> Enhance mobility and accessibility.</p> <ul style="list-style-type: none"> • Objective 4.1: Optimize the quantity of travel – vehicle-miles traveled, person-miles traveled, vehicle occupancy, transit ridership, etc. • Objective 4.2: Optimize the quality of travel – average commute time, average travel speed, etc. • Objective 4.3: Improve the accessibility to mode choices – percent of system miles with bicycle/pedestrian accommodations and transit coverage. • Objective 4.4: Optimize the utilization of the system – transit average load (passengers per transit vehicle), etc. <p><u>Goal 5:</u> Enhance equity in decision making.</p> <ul style="list-style-type: none"> • Objective 5.1: Avoid, minimize or mitigate disproportionately high and adverse human health and environmental effects (including social and economic effects) on minority and low-income populations. • Objective 5.2: Ensure full and fair participation by all potentially affected communities in the transportation decision-making process. • Objective 5.3: Prevent the denial of, reduction in, or significant delay of the receipt of benefits by minority and low-income populations. • Objective 5.4: Provide Ladders of Opportunity. <p><u>Goal 6:</u> Preserve and maintain our existing system.</p> <ul style="list-style-type: none"> • Objective 6.1: Maintain and update roadways to current standards. • Objective 6.2: Maintain and update bridges to current standards. • Objective 6.3: Maintain and update transit systems to current standards. <p><u>Goal 7:</u> Create reliable and resilient multimodal infrastructure.</p> <ul style="list-style-type: none"> • Objective 7.1: Incorporate climate risk in project planning, system preservation and maintenance and determine appropriate measures to mitigate risk or repurpose threatened facilities. • Objective 7.2: Provide reliable mobility access and minimize impact of disruptions to regional mobility. • Objective 7.3: Support regional evacuation needs as reflected in municipal Emergency Management Plans. • Objective 7.4: Address social equity in adaptation/resilience strategy implementation. <p><u>Goal 8:</u> Enhance tourism and transport management.</p> <ul style="list-style-type: none"> • Objective 8.1: Develop a Regional Tourism Transport Management Program. • Objective 8.2: Improve and provide diverse tourism transportation options.

Plan/Study	Related Goals and Objectives
	<ul style="list-style-type: none"> • Objective 8.3: Encourage the integration of alternative transportation into tourist activities. <p><u>Goal 9:</u> Ensure North Florida is ready for connected and autonomous vehicles and internet of things (IOT) technologies that support transportation.</p> <ul style="list-style-type: none"> • Objective 9.1: Deploy a regional data exchange. • Objective 9.2: Prepare infrastructure for connected and automated vehicles. • Objective 9.3: Implement cybersecurity measures and best practices throughout the system to protect user privacy and data and to ensure safe operations. • Objective 9.4: Develop and implement policies that support connected and automated vehicles. • Objective 9.5: Deploy strategies to support First Mile/Last Mile travel options. • Objective 9.6: Incorporate CAV into the North Florida Travel Demand Model. • Objective 9.7: Implement scenario planning activities surrounding Connected, Automated, Electric and Shared vehicles to determine the impacts on network usage, funding and other performance measures. • Objective 9.8: Consider Autonomous Vehicle only lanes or zones to support enhanced mobility opportunities resulting from automated vehicles.
<p>Northeast Florida Strategic Regional Policy Plan (SRPP), NEFRC (adopted 2020)</p>	<p><u>Regional Transportation Goal:</u> Create efficient connectivity within the Region, and with state, national, and global economies. Include centers of population and jobs that are well-connected, limit commute times for most residents and provide opportunities for all residents of the region to work if they choose. Northeast Florida makes development of regional employment centers and infrastructure a first priority, politically and fiscally.</p> <p><u>Regional Transportation Goal:</u> To promote a diversified and vibrant regional economy, the region supports an efficient multi-modal transportation framework to move people and goods, and NEFRC and its partners support over time the infrastructure investments needed to make it work. The framework maintains an environment that includes mobility options to move goods and people to support business and industry.</p> <p><u>Objectives and Policies:</u> -Objective: Mobility - People benefit from mobility and access -Policy 1: The Region supports strategies identified by the Regional Community Institute as they worked on First Coast Vision including:</p> <ul style="list-style-type: none"> • Reduced commute times and automobile dependence, as they provide additional opportunities for residents to engage in physical activity. • Reduced automobile dependence through community design that encourages walking and bicycles as transportation modes. • Mixed-use communities that integrate residential and employment-generating land uses to reduce the need to travel great distances for work. • Using park design and community design to ensure that recreation areas are accessible to all residents, and providing mobility and programmatic options so that all of residents can get to recreation areas without the use of a personal vehicle. • Increasing the proportion of trips of less than a mile that are accomplished by walking, and the proportion of trips of less than 5 miles that are accomplished by biking. <p>-Policy 2: The Region aspires to provide the most reliable, comprehensive, and cost-effective service possible to the transportation disadvantaged. The NEFRC will use</p>

Plan/Study	Related Goals and Objectives
	<p>partnerships to realize regional efficiencies, provide access to all necessary services, and increase trips that encourage social interaction.</p> <p>-Objective: Connectivity - Maximize the utility of infrastructure in planned and connected centers.</p> <p>-Objective: Economic Competitiveness - Create a Multi-Modal transportation network for residents and businesses.</p> <p>-Objective: Integrated Planning – The link between land use, resources and mobility.</p> <p>-Policy 3: NEFRC gathers best practices and connects communities with strategies and practitioners that can help address their issues within the context of the aspirational goals of First Coast Vision. Convening to share experiences and discuss solutions is an important part of this approach.</p> <p>-Policy 4: The Region supports strategies identified by the Regional Community Institute as they worked on First Coast Vision, including (but not limited to):</p> <ul style="list-style-type: none"> • Local governments as they identify areas appropriate for mixed-use development. • Communication of the benefits of density and mixed-use development, including demonstration of property value increase. • Incentives for dense and/or mixed use development. • Infill and redevelopment. • Balance between land use and parking policies. • Communities that are planned for people first, not cars. • Giving residents great places to walk to safely. Encouraging developers and local governments to promote mixed-use communities that provide alternative forms of transportation, such as sidewalks, bike paths and transit stops in locations with highest density. • Provision of reliable transit options. • Designation of areas for Transit Oriented Development (TOD) and the offering of cost effective incentives within them for development that is affordable, dense, and/or green. <p>-Objective: Implementation Resources: Funding mobility and maintaining capacity.</p> <p>-Policy 5: Northeast Florida is receptive to technology that improves the transportation system or can otherwise benefit quality of life in the Region. If technology can help us to improve quality of life in the Region, we embrace it.</p> <p>-Objective: Clarity on the definition of transportation facilities of regional significance.</p> <p>-Policy 6: Regionally significant transportation facilities are those facilities used to provide transportation between municipalities located both within and outside the region and other specially designated facilities.</p> <p>-Objective: Consistency with the Strategic Regional Policy Plan</p> <p>-Policy 7: NEFRC considers impacts to resources of regional significance and extra jurisdictional impacts as it reviews consistency with the SRPP. Local governments and proposers of projects should include best available data gathered using professionally acceptable methodology in support of their proposals, sufficient to determine impacts. Where mitigation is proposed, using strategies outlined in local government policies or plans, the SRPP or a combination is encouraged.</p>
<p>Northeast Florida Coordinated Mobility Plan, JTA and Regional Stakeholders (completed 2019)</p>	<p>Coordination Regional Mobility goals</p> <p><u>Goal 1</u>: Regional Mobility Management System - Develop a customer-centered, mobility management system that provides a full range of mobility options within each county and across the region.</p>

Plan/Study	Related Goals and Objectives
	<p>1.1 – Develop a customer friendly, regional trip reservation and fare payment system with features that include a trip reservation system, website, mobile application, and automatic callbacks.</p> <p>1.2 – Facilitate transparent and complementary policies and practices across the region to minimize confusion (i.e., age for senior discount and unattended child, etc.).</p> <p>1.3 – Establish a regional mobility governance structure to advance regional transportation coordination programs and projects in Northeast Florida.</p> <p><u>Goal 2: Regional Transportation Availability and Accessibility</u> - Expand the availability and accessibility of transportation options in the region.</p> <p>2.1 – Engage and educate city and county officials in discussions to improve the accessibility of transportation infrastructure (shelters, stops, etc.).</p> <p>2.2 – Develop innovative methods to transport people quickly through or around congested corridors, between counties, and within their own neighborhoods.</p> <p>2.3 – Develop regional access to existing and emerging activity centers.</p> <p><u>Goal 3: Market the Regional Mobility Management System</u> to amplify customer and partner (including elected officials) awareness.</p> <p>3.1 – Implement a regional brand and marketing plan to increase the visibility, promotion, and utilization of services.</p> <p>3.2 – Provide travel training programs to encourage people with disabilities, senior adults, and persons with low income to utilize lower cost trip options and improve rider and provider understanding of transportation services.</p> <p><u>Goal 4: Improve regional cooperation and coordination with mobility providers</u> so that service can be more convenient, reliable and safe for clients, more cost-efficient for providers and supports more economic development.</p> <p>4.1 – Sponsor a collaborative network to encourage the exchange of information and resources between transportation providers and human service agencies.</p> <p>4.2 – Coordinate support services such as driver training, grant applications, purchases, standards, requirements, eligibility determinations, and technology.</p> <p>4.3 – Promote business partnerships and other sponsorship or naming rights opportunities.</p>
<p>Regional Transit Action Plan, NEFRTC (completed 2016)</p>	<p>Highlights of implementation strategy recommendations (short-term, mid-term and long-term projects) related to St. Johns County’s public transportation system are listed below.</p> <ol style="list-style-type: none"> 1. <u>Regional Transit Coordinating Council</u>: A new inclusive regional transit coordinating council (TCC) should be developed to reflect the highly collaborative nature of LCBs, the Coalition, and other regional partners. 2. <u>Implementation of a Northeast Florida Mobility Network</u>: It is important that Mobility Managers stay abreast of each other’s efforts, successes, failures, and emerging advances in the practice of mobility management. <ul style="list-style-type: none"> ▪ Implementation can be achieved through developing multi-media collaboration platforms. 3. <u>Travel Training Program Expansion</u>: Are a low-cost, high impact strategy for expanding transit-use especially fixed-route transit and flexible services among older adults and people with disabilities. 4. <u>Regional Fare Feasibility Study</u>: Implementing a common fare payment system for use on all transit systems in the region provides several benefits. 5. <u>Joint procurements</u>: High volume purchases and sharing common support resources allows participating agencies to reduce costs while maintaining access to specialized services when needed. 6. <u>Park-and-Ride facilities</u>: Regional and local transportation services are enhanced when Park-and-Ride facilities are available.

Plan/Study	Related Goals and Objectives
	<ul style="list-style-type: none"> ▪ A new study should be completed with emphasis on potential regional transit hub sites at: Cecil Commerce Center Parkway, south St. Johns County near the Flagler County line; Fernandina Beach on SR A1A; US 17 and SR 19 in Palatka; and in Macclenny. 7. <u>Express Bus Services</u>: Additional express bus services are in demand by the residents in Nassau County and the veterans in all Northeast Florida counties. <ul style="list-style-type: none"> ▪ It is recommended that the RTC seek funding and negotiate with current transit providers to implement and market these express route services in the near term. 8. <u>Frequency Enhancements of Current Services</u>: Additional frequency has been identified as a near term demand. 9. <u>Regional Bike Share Program</u>: <ul style="list-style-type: none"> ▪ It is recommended that the RTC plan for a Regional Bike Share Feasibility study in the next five years. 10. <u>Regional Fare System</u> 11. <u>New service</u>: A new seasonal trolley service has been proposed to operate between Fernandina Beach and St. Augustine along SR A1A. <ul style="list-style-type: none"> ▪ Residents in Fruit Cove and Julington Creek have also requested transit service.
<p>St. Johns County Transportation Disadvantaged Service Plan (revised 2020)</p>	<p><u>Goal 1</u>: Coordinate transportation-disadvantaged transportation services.</p> <ul style="list-style-type: none"> • Objective 1.1: Contract with agencies purchasing transportation services using public funds. <p><u>Goal 2</u>: Focus on consumer choice and efficiency.</p> <ul style="list-style-type: none"> • Objective 2.1: Arrange transportation services to maximize consumer choice and vehicle efficiency. • Objective 2.2: Market the system within St. Johns County and regionally. <p><u>Goal 3</u>: Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.</p> <ul style="list-style-type: none"> • 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. <p><u>Goal 4</u>: Utilize the expertise of the Local Coordinating Board.</p> <ul style="list-style-type: none"> • 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. <p><u>Goal 5</u>: Customer Satisfaction</p> <ul style="list-style-type: none"> • Objective 5.1: The Local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator. <p><u>Goal 6</u>: Maintain and plan for a safe and adequate fleet.</p> <ul style="list-style-type: none"> • Objective 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety. <p><u>Goal 7</u>: Support regional transit.</p> <ul style="list-style-type: none"> • Objective 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.

Plan/Study	Related Goals and Objectives
<p>St. Johns County Sunshine Bus Public Transportation Agency Safety Plan (adopted 2020)</p>	<p>Safety Management policy objectives:</p> <ul style="list-style-type: none"> • Communicating the purpose and benefits of the Safety Management System (SMS) to all staff, managers, supervisors and employees. • Providing a culture of open reporting of all safety concerns... • Providing appropriate management involvement and the necessary resources to establish an effective reporting system that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team... • Identifying hazardous and unsafe work conditions and analyzing data from the employee reporting system. After thoroughly analyzing provided data, the transit operations division will develop processes and procedures to mitigate safety risk to an acceptable level. • Establishing safety performance targets that are realistic, measurable and data driven. Continually improving our safety performance through management processes that ensure appropriate safety management action is taken and is effective.
<p>St. Johns County Transit Development Plan (adopted 2016)</p>	<p><u>GOAL #1: CUSTOMER FOCUS:</u> Maintain and continuously improve customer-focused service and products. Obj. 1.1: 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. Obj. 1.2: Develop passenger amenities that best respond to local conditions. Obj. 1.3: Review and enhance employee customer service training programs and tools, including bus operator courtesy training. Obj. 1.4: Monitor and improve safety and security throughout the transit system.</p> <p><u>GOAL #2: MOBILITY AND ACCESSIBILITY:</u> Provide mobility and access to meet current and evolving mobility market needs and opportunities, and to improve the economy. Obj. 2.1: Continue to develop public transportation services that address the mobility needs of transit dependent customers. Obj. 2.2: Encourage the use of public transportation by all residents of St. Johns County and municipalities within. Obj. 2.3: Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area. Obj. 2.4: Decrease barriers to mobility and accessibility. Obj. 2.5: Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.</p> <p><u>GOAL #3: INTERAGENCY AND REGIONAL COORDINATION:</u> Enhance and improve multimodal coordination and connectivity to promote travel efficiencies and effectiveness. Obj. 3.1: Continue the cooperative culture between St. Johns County, the Council on Aging and other mobility service partners. Obj. 3.2: Coordinate transportation services and facilitate connections across jurisdictional boundaries and/or between public transportation modes and services. Obj. 3.3: Continue to actively 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><u>GOAL #4: EFFECTIVENESS AND EFFICIENCY:</u> Provide an Effective and Efficient Public Transportation System. Obj. 4.1: Identify methods to operate more effective and efficient service, while maintaining and increasing ridership levels. Obj. 4.2: Encourage paratransit riders to use the deviated fixed-route service, for those who are able to ride the deviated fixed-route service. Obj. 4.3: Implement service enhancements that will attract additional riders, including those who are not dependent on public transportation. Obj. 4.4: Increase</p>

Plan/Study	Related Goals and Objectives
	<p>passenger revenues per mile and per hour.</p> <p><u>GOAL #5: QUALITY OF LIFE:</u> Enhance economic prosperity, livability and environmental sustainability within the service area. Obj. 5.1: Support economic development initiatives. Obj. 5.2: Pursue the development of transit-friendly land use policies and land development criteria. Obj. 5.3: Ensure that Future Land Use Maps and other comprehensive plan components support the development of public transit service.</p> <p><u>GOAL #6: EDUCATION AND TRAINING:</u> Inform the community on the value of a quality public transit system and develop a highly qualified Sunshine Bus workforce. Obj. 6.1: Enhance the image and visibility of transit in the community. Obj. 6.2: Develop ongoing outreach programs designed to educate the public about available transportation alternatives. Obj. 6.3: Enhance staff recruitment, retention and development efforts.</p> <p><u>GOAL #7: CAPITAL IMPROVEMENTS:</u> Establish the appropriate infrastructure necessary to maintain and expand fixed-route and paratransit services in the future. Obj. 7.1: Acquire vehicles and associated equipment for fleet replacement and expansion. Obj. 7.2: Establish designated bus stops with signage and shelters as appropriate. Obj. 7.3: Continue to monitor and enhance bus facility capacity and equipment needs. Obj. 7.4: Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.</p>
<p>St. Johns County 2025 Comprehensive Plan – Land Use (LUE) and Transportation (TE) Elements</p>	<p>Sample goals and objectives related to public transit are listed below.</p> <p><u>LUE Goal A.2:</u> To ensure that the Northwest Sector of St. Johns County will grow in the form of complete communities and neighborhoods within a framework of connected development edges and recreational trails, an orderly roadway and transportation circulation system that will sustain and provide a high quality of life, protection of the natural environment, a sound economy, efficient movement of goods, services, and people and provide a healthy social and cultural environment for all residents.</p> <p>LUE Objective A.1.19 New Town Development – [Specifies transit design for projects to accommodate potential internal transit and links to external transit.] Land shall be set aside for transit purposes. Future potential transit stops should be located in the Town Center Village close to high density residential developments, and in or near the village centers.</p> <p><u>TE Goal B.1:</u> The County shall provide countywide coordination and planning to achieve a balanced transportation system which consists of both public and private transportation networks and which provides for the safe and efficient movement of goods and people, including the transportation disadvantaged.</p> <ul style="list-style-type: none"> • Objective B.1.2: The County shall continue to maintain a safe and efficient roadway network by implementing the concurrency management system and implementing maintenance and operations improvements through various programs. • TE Objective B.1.5: Bicycle and Pedestrian Facilities. • TE Objective B.1.7: The County shall continue to coordinate transportation activities with federal, state, regional, local agencies and local governments, having planning and implementation responsibilities for highway, mass transit, bicycle, multi-purpose greenways, multi-modular transportation alternatives, railroad, air, and other transit facilities by implementing actions specified in the corresponding policies.

Plan/Study	Related Goals and Objectives
	<ul style="list-style-type: none"> • TE Objective B.1.8: Support continued operation of the County’s transportation disadvantaged services by coordinating and supporting the planning activities of the Northeast Florida Regional Council and the operating activities of the St. Johns County Council on Aging as the designated Community Transportation Coordinator in St. Johns County. • TE Objective B.1.9: St. Johns County will develop public transportation services that address mobility needs of transit dependent customers and encourage the use of public transportation by all residents of St. Johns County and municipalities within. <ul style="list-style-type: none"> ○ Policy B.1.9.1: The County shall work with the Jacksonville Transportation Authority on the results of the public transit study and its feasibility to St. Johns County and its municipalities and to determine the extent to which public transit, paratransit, and ridesharing is feasible for the County. ○ Policy B.1.9.2: The County shall insure Future Land Use Maps support the development of public transit service. ○ Policy B.1.9.3: The County shall continue to cooperate with the Jacksonville Transportation Authority in examining the potential for public transit service within the northern half of the County. ○ Policy B.1.9.4: The County shall promote transit in new development by including provision of bus pullouts and paved areas for shelters, where applicable. These requirements shall be mandatory in Developments of Regional Impact. The County shall develop standards for public transit facilities in non-DRI developments. ○ Policy B.1.9.5: The County shall establish requirements for park-and-ride facilities in major developments that provide access to transit facilities. ○ Policy B.1.9.6: The County shall develop policies and standards that will provide access to public transit through the use of bicycle and pedestrian systems and park and ride lots. ○ Policy B.1.9.7: The County shall address the need to provide safe pedestrian and bicycle access to commercial generators and attractors from transit facilities located on public access roads. ○ Policy B.1.9.8: St. Johns County shall continue to seek available funds authorized by Federal Transportation Acts as well as required matching funds to meet public transportation needs. ○ Policy B.1.9.9: The County shall conduct yearly surveys to evaluate and accommodate public transit needs. ○ Policy B.1.9.10: The County shall coordinate with FDOT and North Florida TPO to incorporate transit design and amenities when roadway improvements are made to state, county and local road segments. ○ Policy B.1.9.11: The County shall strive to improve transit routes by minimizing headways. ○ Policy B.1.9.12: The County shall develop a system and standards whereby the cost of providing transit service to large developments can be offset by developer’s contributions. • TE Objective B.1.10: Coordinate transit plans and programs within St. Johns County. <ul style="list-style-type: none"> ○ TE Policy B.1.10.1: The County shall work with the Northeast Florida Regional Planning Council, the St. Johns County Council on Aging as the Community Transportation Coordinator, jurisdictions within the County,

Plan/Study	Related Goals and Objectives
	<p>and the neighboring jurisdictions, including the Jacksonville Transportation Authority, in coordinating any transit plans and programs.</p> <ul style="list-style-type: none"> ○ TE Policy B.1.10.2: The County will continue to participate as a member of the Northeast Florida Mobility Coalition and participate in the development of the goals and objectives of the Northeast Florida Mobility Plan developed by the Coalition. ○ TE Policy B.1.10.3: St. Johns County will continue to participate as a member of the First Cost Intelligent Transportation System coalition and support the goals and objectives of the First Coast Regional Intelligent Systems Master Plan. <ul style="list-style-type: none"> ● TE Objective B.1.13: The County shall maintain the integrity of existing roadway and railway corridors for possible transportation or other linear uses, where possible and practical.
<p>2030 City of St. Augustine Comprehensive Plan – Transportation Element</p>	<p><u>TE Goal:</u> To maintain a coordinated multimodal transportation system which provides for the safe, efficient, and economical movement of people, goods, services, which is consistent with the Future Land Use Plan, conserves energy, and protects the City’s natural, cultural, and historical resources.</p> <ul style="list-style-type: none"> ● TE Objective 1.1: Provide a safe, convenient and efficient motorized and non-motorized transportation system. ● TE Policy 1.1.4: Continue to implement provisions of the Downtown Area Traffic Master Plan (including those related to public transportation). ● TE: Policy 1.1.5: Continue to maintain programs to license trams and other forms of paratransit. Continue to work with the Sunshine Bus Company and other providers to determine service routes that can provide enhanced mobility as an alternative to the single-occupant automobile. ● TE: Policy 1.1.7: The City shall continue to consider the development of bicycle and pedestrian routes... ● TE: Policy 1.1.9: The City establishes the following priorities for traffic and roadway improvement projects; 1st priority – projects which are need to protect public health and safety; 2nd priority – projects which are needed to preserve or achieve full use of existing facilities, or to prevent or reduce future maintenance or improvement costs; 3rd priority – projects which are needed to promote infill development and redevelopment; and 4th priority – projects which are needed to provide facilities and services to new developments. ● TE Objective 1.3: The Transportation Element system shall be consistent with and support the Future Land Use Plan as depicted on the Future Land Use Map series and all subsequent amendments. ● TE Policy 1.3.2: The City shall continue to maintain or improve existing pedestrian facilities... ● TE Objective 1.4: Coordinate the City’s TE plan with the plans and programs of the FDOT and St. Johns County. ● TE Objective 1.5: The City recognizes that the use of gasoline creates a large portion of the greenhouse gas emissions and shall incorporate transportation strategies to address the reduction of these greenhouse gas emissions. The City shall identify and pursue strategies to reduce the vehicle miles traveled. A.) Establish locations for compact mixed use development. B) Increase opportunities for job creation proximate to higher density residential. C) Facilitate future opportunities for transit-oriented developments. D) The City shall encourage

Plan/Study	Related Goals and Objectives
	<p>existing and new developments to be connected by roadways, bikeways, and pedestrian systems that encourage travel between neighborhoods and access to transit without requiring use of the major thoroughfare system.</p> <ul style="list-style-type: none"> • TE Policy 1.5.1: The City shall employ Transportation System Management Strategies to protect the right-of-way, improve efficiency and enhance safety. A) The City will continue efforts to coordinate and participate in, when feasible, in regional transportation studies which encourage and promote transit initiatives. The County will continue to work with JTA, North Florida TPO, NEFRC and FDOT and other transportation agencies to educate and encourage transit in the region.
<p>City of St. Augustine Beach Comprehensive Plan – Transportation Element (adopted 2020)</p>	<p><u>Goal TE.1:</u> Provide and promote the development of a city transportation system with the capacity to serve the safe and efficient movement of people and goods.</p> <ul style="list-style-type: none"> • Objective TE.1.1: By the end of the year 2012, prepare a plan for ongoing transportation needs within the City, including parking, pedestrian, and bicycle needs for residents and visitors. The plan will be based on projected population, visitors, and available land. • Objective TE.1.2: The City shall continue to protect existing rights-of-way and to provide adequate rights-of-way in new developments. • Objective TE.1.3: The City’s Law Enforcement Organization shall establish a plan to monitor safety factors which affect the City’s transportation system and that will reduce traffic accidents. <p><u>Goal TE.2:</u> Establish means of communication on transportation related issues with the FDOT, the Northeast Florida Regional Planning Council, St. Johns County, St. Augustine, and other public or private transportation related agencies.</p> <ul style="list-style-type: none"> • Objective TE.2.1: The city shall coordinate on an annual basis its transportation goals, objectives and policies with those goals, objectives, and policies of St. Johns County, the First Coast TPO, and the FDOT five-year Transportation Plan which apply or will have an influence on the City’s transportation plan and network. • Objective TE.2.3: Traffic circulation planning for the City will be coordinated with the future land uses shown on the Comprehensive Plan’s Future Land Use Map, the FDOT 5-Year Transportation Plan, and any plans for the First Coast TPO, of which St. Johns County and the City are members. <p><u>Goal TE.3:</u> Provide parking facilities consistent with future development and future transportation needs.</p> <ul style="list-style-type: none"> • Objective TE.3.1: The City will continue to assess the need for the parking of vehicles on a yearly basis. • Objective TE.3.2: The City shall study alternatives to beach parking and shall explore the available options and how they can be implemented. <p><u>Goal TE.4:</u> Develop a safe bicycle and pedestrian way system accessible to all major public and private transportation facilities.</p> <ul style="list-style-type: none"> • Objective TE.4.1: The City will evaluate and recommend providing bike paths/sidewalks where feasible or needed along the City’s transportation system. <p><u>Goal C-1 (Capital Improvements Element):</u> St. Augustine Beach shall undertake actions necessary to adequately provide needed public facilities to all residents within its jurisdiction in a manner which protects investments in existing facilities.</p>

Plan/Study	Related Goals and Objectives
<p>Town of Hastings 2025 Comprehensive Plan</p>	<p><u>Goal TE:</u> Provide for a traffic circulation system which serves existing and future land uses.</p> <ul style="list-style-type: none"> • Objective TE.1: The Town shall establish a safe, convenient, and efficient level of service which shall be maintained for all roadways. • Objective TE.II.3: The Town shall coordinate its traffic circulation planning efforts with the Florida Department of Transportation for consistency with the Department’s 5-year Transportation Plan. • Policy TE.II.3.2: The Town shall work with the North Florida TPO, St. Johns County, and Putnam County to develop a formal process to coordinate transportation planning for the southwestern portion of St. Johns County. • Policy: The Town shall, during the capital improvements planning process, review the proposed roadway improvements which will be completed a part of the implementation of the FDOT 5-year Transportation Plan so that such capital project planning is complementary and consistent with the state roadway improvement planning.
<p>Flagler County Assessment of Transit Needs/Transit Development Plan, Phase II (2025)</p>	<p><u>Goal 1:</u> Develop an efficient, effective, and convenient process to address multi-jurisdictional planning within Flagler County and throughout the region.</p> <ul style="list-style-type: none"> • Objective: Advocate Flagler County’s transportation interests through participation in regional transportation decision making. • Strategy: Coordinate with all municipalities within Flagler County, FDOT, Volusia TPO, St. Johns and Duval County through active participation in planning events, committees and boards. • Strategy: Work cooperatively with neighboring communities to implement services that improve the connectivity between public transportation modes and services throughout the region.

Implications: The above transportation, land use and health plans/policies provide a framework for developing a multi-modal transportation system that includes public transit service and bicycle and pedestrian infrastructure. Common goals in the plans are to enhance mobility to make the transportation system more connected, efficient and reliable and to improve access and safety. Other notable goals or policies are to enhance the economy and environment, to provide transportation options, to support on-going interagency and regional coordination and to encourage transit-friendly development. These themes (enhanced mobility, access and safety, economic prosperity, environmental sustainability, coordination and transit-friendly development) are also shared by the previous St. Johns County TDP adopted in 2016.

St. Johns County should continue to consider opportunities for enhancing transit within the County (including the expansion of transit routes along new roadways within the County) and continue coordination with regional entities such as the North Florida TPO, JTA and the Northeast Florida Regional Council. Regional transportation projects anticipated to be complete during the first five years of the 2021 St. Johns County TDP include the construction of new roadway segments and regional bus service. These projects will enhance mobility by improving travel between St. Johns County and neighboring Clay County (i.e., First Coast Expressway and Shands Bus Service) and by increasing travel routes within St. Johns County (i.e., CR 2209 and SR 313).

Development of the TDP and TDSP is one specific area of coordination to consider as FDOT is currently developing TDP and TDSP coordination guidance.

6.2 Planning and Operating Conditions

The following information summarizes how socioeconomic, land use/design, COVID-19, organizational/workforce, technology/innovation and bus facility/fleet maintenance may impact the planning and operation of St. Johns County's transit system.

6.2.1 Socio Economic Trends

Service area population, employment and other socioeconomic and demographic indicators, detailed in the Service Area Conditions section of this document, provide a variety of insights. St. Johns County is growing at a significant rate (at 3.8% per year between 2010 and 2019) and leads northeast Florida and the state in population growth. Significant population growth is expected to continue over the next 10 years. Growth for persons 65 and older is expected to increase at a faster rate than the general population.

The highest population densities within St. Johns County are in the St. Augustine, St. Augustine Beach, northeast and northwest. Areas with relatively high concentrations of traditional transit users are generally in St. Augustine/St. Augustine Beach, Hastings and surrounding areas. In terms of employment, 18,000 new jobs have been created over the last decade¹⁶. Most large employer jobs (i.e., jobs with at least 100 employees) are in the St. Augustine/St. Augustine Beach area. Over the next 10 years, there will likely be additional employment hubs within the County, particularly as major roadway corridors such as the First Coast Expressway are constructed.

Within St. Johns County, approximately 2,250 households (2.6% of total households) have no vehicle available for transportation¹⁷. According to surveys of St. Johns County's transit riders, most depend on both the Sunshine Bus and paratransit services for their transportation needs. An overwhelming 98% of Sunshine Bus survey respondents indicated they rode the bus weekly, with 88% riding three or more days a week and 10% riding one to two days a week. Eighty percent (80%) indicated they have no working, registered vehicle available at home and at least 30% have no driver's license. For paratransit survey respondents, 64% have no working, registered vehicle available at home.

Implications: As St. Johns County plans and/or implements new services, it should continue to consider the needs of traditional transit riders, residents and workers. Increases in older residents may increase demand for higher cost paratransit. More flexible service options should be considered to accommodate evolving resident and worker travel needs, increase ridership and provide more most effective and efficient services. An effective, efficient and accessible public transit system will become more important to the county's economy as the number of people and jobs continue to grow.

6.2.2 Land Use and Urban Design

Like many places in Florida and the country, the provision of effective and efficient public transit service within St. Johns County is challenging due to land use characteristics and urban design patterns. Overall, St. Johns County has relatively low densities and spread-out development patterns. Population density within the County is approximately 423 persons per square mile.

¹⁶ Article published in Business View Magazine, August 10, 2020 (www.businessviewmagazine.com)

¹⁷ U.S. Census ACS, 2018 5-Year Estimates Detailed Tables

Research and experience have shown that higher land use densities contribute more positively to transit usage. In addition to density, other features of the built environment that tend to influence travel characteristics (including transit use) are the mix and spatial location of land uses, design, ease of access to trip destinations and distance to transit. Distance to transit and design, particularly grid-like street patterns, are both very important factors in influencing transit ridership. Greater land use density and diverse land uses typically reduce distance.¹⁸

St. Johns County's future land use map (Figure 2.9) illustrates future land uses currently anticipated over the TDP's 10-year horizon. Those that encourage a mixture of land uses include Mixed Use District, New Town, and Town Center Mixed Use District. Mixed Use Districts are intended to promote a diversity of residential and non-residential uses in a concentrated area, interconnected neighborhoods and pedestrian friendly streets. The Future Land Use Map shows Mixed Use Districts mostly near I-95 interchanges and along major roadways such as US 1, SR 312, SR 16, N. Holmes Boulevard, SR 207, SR 206 and CR 210. The Vilano Beach area is a Town Center Mixed Use District.

The Nocatee DRI, one of the fastest growing master-planned communities in the country, is a New Town. The comprehensive plan describes New Towns largely as developing within compact and well-defined villages that include pedestrian and environmentally friendly neighborhoods, a pedestrian/bicycle system, linkages to transit and other potential transit design features and affordable housing. Another notable type of land use is Intensive Commercial, at Durbin Park/Durbin Creek National near Race Track Road, I-95 and SR 9B, that includes a mix of uses.

Although St. Johns County and local comprehensive plans may include land use policies that are supportive of transit, more efforts are needed to:

- Integrate public transit into the land use decision-making process,
- Ensure that policies do not favor sprawl over compact development and automobile travel over alternative modes,
- Fund transit/pedestrian/bicycle enhancements and
- Produce more transit friendly communities.

For example, limited connectivity due to gaps in sidewalk and bicycle infrastructure, gated residential developments and commercial building and parking setbacks often limit access to transit.

Implications: Transit-supportive land use policies and design should be reviewed and considered for formal integration into the development review processes. St. Johns County, council and aging and local staff should become active partners in this process to ensure that transit-friendliness is a consideration in all major new development.

6.2.3 COVID-19

The global COVID-19 pandemic introduced uncertainty and many challenges to the world, including the transit industry. During the initial months of the pandemic most, if not all, transit providers struggled to provide services as attention shifted to ensuring safety for both transit riders and transit employees. In

¹⁸ Linking Transit Agencies and Land Use Decision Making, Guidebook for Transit Agencies, Transit Cooperative Research Program (TCRP) Report 182, from Transportation Research Board (TRB) and National Academy of Sciences, Washington, D. C., 2016

response to evolving CDC guidelines, transit providers implemented a variety of social distancing, cleaning and other safety protocols. Services were modified to account for safety and adjust to ridership declines. During the pandemic, reductions in transit service most often impacted essential workers, those with underlying health conditions and others who depend on public transit. For many transit providers, services were modified to better serve changing customer needs. For example, partnering to deliver food or vaccines to people or expanding transit service to vaccination sites.

Implications: Due to ongoing, uncertain COVID-19 conditions, it is important to maintain plans, policies and protocols that will increase the transit system’s ability to adapt and recover from pandemic conditions and other risks to the transit system. For public transit to succeed post-COVID, the County and SJCCOA should continue identifying ways to meet the current and developing travel needs of the community.

6.2.4 Organization, Staffing and Workforce

St. Johns County has a form of government called “Commission-Administrator”. The BOCC is a five-member board that adopts policies and appoints an administrator to implement policies and manage operations¹⁹. To assist with transit planning, a Transit Grants Manager manages transit grants, reports transit data and assists with transit service and operations planning.

St. Johns County purchases transportation services from the SJCCOA and coordinates closely with the SJCCOA. SJCCOA operating employees include workers in the functions of vehicle operations (such as bus drivers), vehicle maintenance, non-vehicle maintenance and general administration.

A recent increase to the State of Florida’s minimum wage is expected to impact operating costs for SJCCOA operating employees, particularly bus drivers. On November 3, 2020, Florida voters approved Amendment 2, which amends Florida’s constitution to gradually increase the state’s minimum wage to \$15.00 per hour by the year 2026.

Implications: As the governing board for St. Johns County, the BOCC is required to adopt the TDP before it is submitted to FDOT for approval. Following adoption, continued coordination between the County and SJCCOA is necessary to ensure that the County’s transit planning and operating goals are achieved.

The pay scale for transit operating employees should be reviewed and revised to be consistent with Florida’s new minimum wage requirements. Operating costs are expected to increase as Florida’s minimum wage increases. Additionally, workforce recruitment, training and development will be essential as the provision of public transit will increasingly require the operation of additional and/or emerging technology.

6.2.5 Technology and Innovation

Public transit agencies across Florida and the country are using technology and innovation to make their services safer, more reliable and more efficient.

Within Northeast Florida, JTA is currently testing autonomous vehicles. JTA also incorporates real-time traveler information applications and operates vehicles that use compressed natural gas (CNG). The

¹⁹ St. Johns County FY 2021 Financial Plan

North Florida TPO and Smart North Florida are studying and preparing for Smart infrastructure technologies. Scooter sharing is being implemented in Jacksonville and bike sharing in St. Augustine.

During development of the TDP, survey respondents of the public survey ranked real-time information for vehicle arrivals and departures highly. Furthermore, 33% of respondents replied that bus stops with real-time vehicle arrival/departure information were one of their most desired ways to obtain public transit information.

Various types of transit technologies are described below²⁰.

- **Safety** - Designed to reduce collisions and provide safety to passengers. Examples include newer technologies such as autonomous and connected vehicles and smart infrastructure that provides information/data to increase awareness of crashes, incidents or disruptions to the transportation system; and more traditional tools that monitor the system such as cameras.
- **Mobility** – Assist travelers/passengers by increasing access to transit options, increasing trip speed and improving travel time reliability. Examples include smartphone applications that enhance coordination between riders and transit services and can provide real-time information about the entire system through sensors in vehicles or infrastructure.
- **Accessibility** - Make trips easier for older adults and those with disabilities. Examples include interactive wayfinding technologies and traditional trip reservation, stop announcements and audible signal technologies.
- **Environmental** - Reduce fuel consumption and emissions such as alternative fuel vehicles that run on substances considered as alternatives to traditional petroleum gas and diesel fuel. Although there are several alternative fuels, the primary ones for transit agencies are electric vehicles (EV) and compressed natural gas (CNG).
- **Fare collection and processing** - Enable easier payments across multiple modes.
- **Traveler information** – Systems that provide users with trip planning options before and during transit trips. This type of technology may include traditional trip planning software, trip reservation programs and real time location that helps customers plan their trips and know when transit vehicles are arriving. GPS technology is used with applications that send information to customers through websites, digital displays at stops/stations and smartphones. Using GTFS (General Transit Feed Specification), a data specification first developed by Google, trip planning programs provide real-time and customer friendly information directly to transit users.
- **Operations** - Systems that support transit agency planning, operations and maintenance such as Mobile Data Terminals (MDTs). MDTs are tablet sized computers placed on transit vehicles to provide transit operators information about their transit run and/or trip itinerary. SJCCOA has installed MDTs on transit vehicles.
- **Emerging service modes** – Refers to new services/technologies that may complement traditional public transit service. These services/technologies may provide more convenient ways for people to access public transit by eliminating first- and last-mile gaps. Examples include shared mobility companies that provide bike-sharing, car-sharing and ride sourcing

²⁰ Transit Technology Primer, FDOT, June 2018

companies like Lyft and Uber, also called ride hauling or transportation network companies – TNCs.

Many new terms are used to describe these services. Micromobility refers to shared fleets of small vehicles like bikes, e-bikes and scooters. Microtransit services provide smaller, more flexible scale services than traditional transit. In December 2019, St. Lucie County, Florida’s public transit system began providing microtransit service. The on-demand, flexible service operates in places where traditional public transit does not work well. Transit passengers ride in shared vans within a defined service area of 10 square miles. St. Lucie is one of the peer agencies included in the performance evaluation.

Implications: St. Johns County and SJCCOA should continue enhancing the transit system to create the foundation required for real-time applications. Real-time information will likely offer opportunities for improved customer service. The County and council on aging may want to develop a technology plan identifying best practices, technology goals, funding priorities, partner agencies and resources required.

It will be important to carefully identify what issues may need resolving and/or what deficiencies should be addressed with technology. Key issues to consider are how technology may impact transit riders who are transportation disadvantaged. Technology should improve access for transit riders, particularly those who are transportation disadvantaged. Challenges related to implementing new technology may include a need for additional staff, training and funding to obtain software and equipment. Furthermore, the new technologies are resulting in the availability of new data, often collected and made available by private vendors. The ability to maximize the use of traditional and emerging data should also be considered.

7.0 Transit Demand Assessment

Section 7.0 summarizes public transportation demand and mobility needs within St. Johns County.

7.1 Market Assessment

7.1.1 Traditional Markets

Figure 7.1 combines U.S. Census Bureau American Community Survey data for several markets that may use transit more frequently than the general population. These are: zero car households, low income, seniors, minority and Hispanic/Latino individuals, population density and youth. The data was combined by scoring the number of households and/or people for each census block group. Block groups with more households and/or people received higher scores while block groups with fewer amounts received lower scores.

In addition, weights were applied to include public transit priorities received as part of public involvement²¹. When elected officials were asked what the most critical needs filled by public transit should be, the top three responses were to help low-income residents access employment, healthcare, shopping, etc.; provide mobility for those who cannot drive; and help workers get to jobs. Therefore, the highest weights were applied to zero car households, low income and seniors.

As a result, Figure 7.1 shows that the highest concentrations of traditional transit riders are mostly located within the St. Augustine and southwest areas of the County. Figure 7.1 also illustrates areas served by current transit routes, represented by the hatched “transit coverage” area.

7.1.2. Transit Supportive (Discretionary) Market

Figure 7.2 illustrates St. Johns County’s population density. The highest densities are in the St. Augustine, St. Augustine Beach, Ponte Vedra Beach and northwest St. Johns County. Based on this high-level, GIS assessment of population density, these communities are comparatively better suited for transit services than other areas of the County. Also transit connections with these areas may help serve travel needs for workers and residents traveling to essential services. Based on 2019 U.S. Census Bureau population estimates, densities for the incorporated cities of St. Augustine and St. Augustine Beach are 1,635 and 3,304, respectively.

²¹ From the elected official survey

Figure 7.1 Traditional Transit Areas

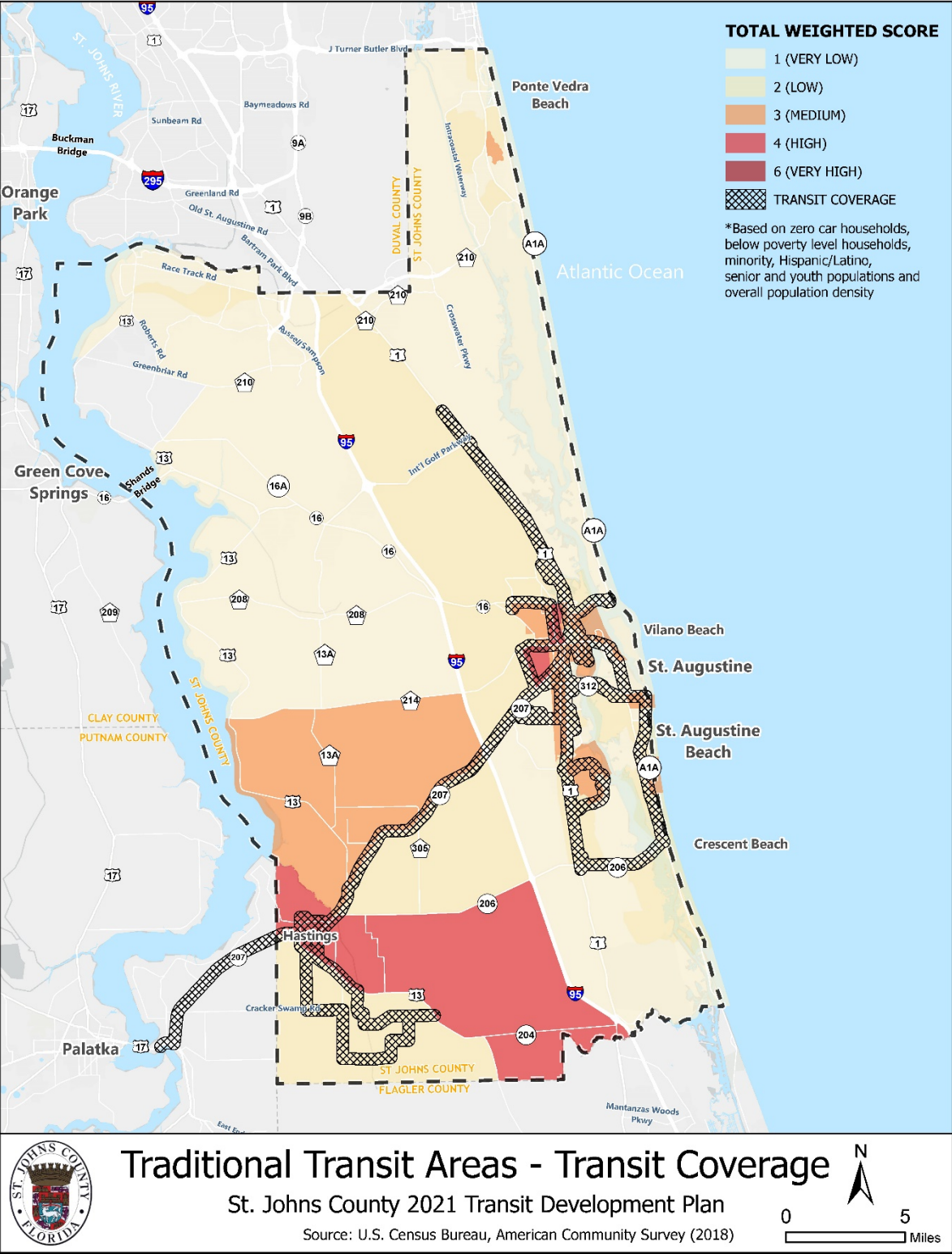
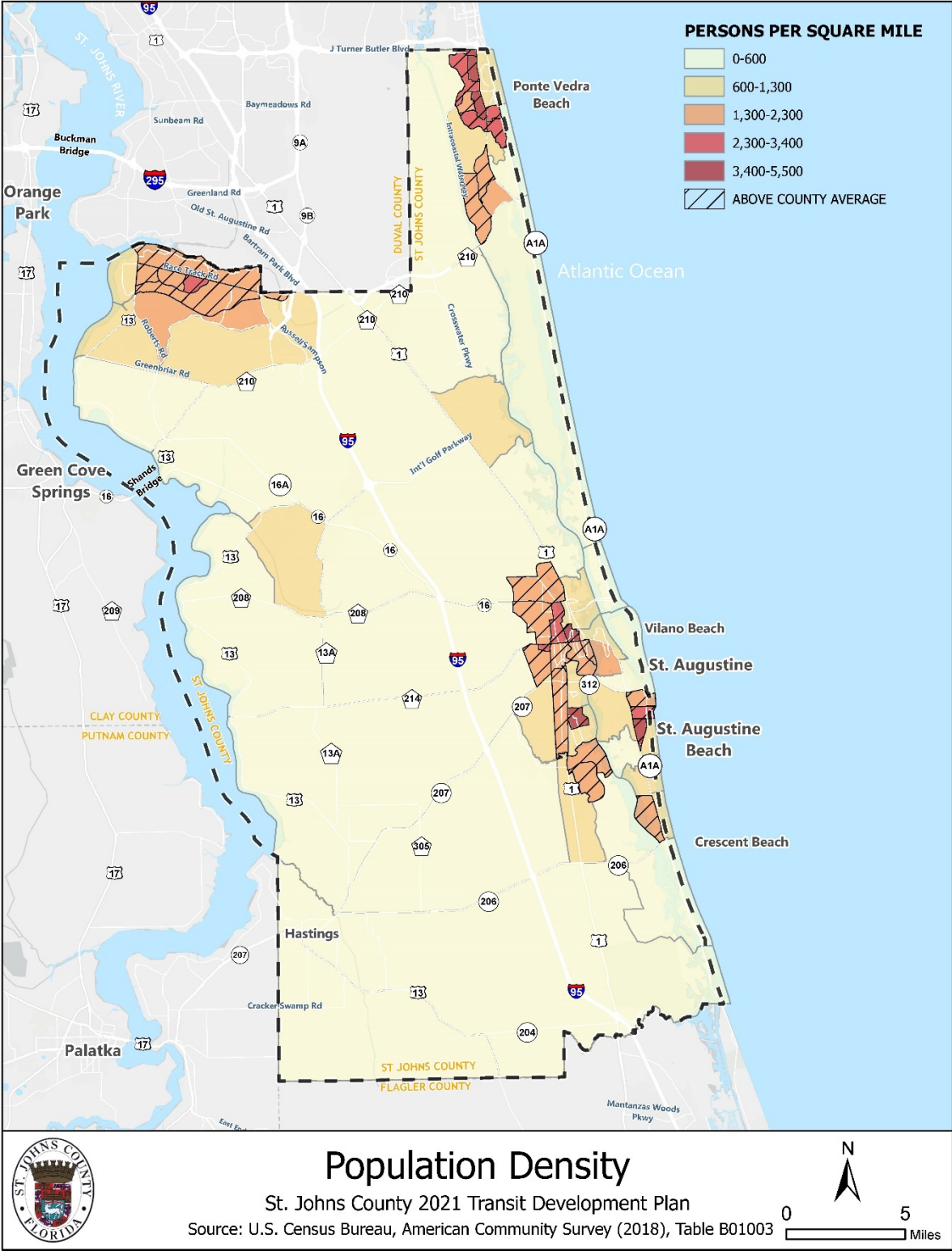


Figure 7.2 Population Density and Transit Supportive Areas



7.2 Ridership Demand Assessment

This section of the TDP provides the results of ridership demand forecasting using the Transit Boardings Estimation and Simulation Tool (TBEST), a transit planning software and FDOT-approved ridership estimation methodology. The tool is an effective mechanism for producing ridership forecast for future years as part of a major update of a Transit Development Plan. TBEST ridership estimations simulate travel demand at a stop and route level, while accounting for service accessibility, network connectivity, route schedules, and the extent to which routes complement or compete with one another.

The TBEST simulation was performed on the following transit networks.

1. The current Sunshine Bus network
2. A No Build alternative for the forecast year 2031 using the existing service
3. A network projected for 2031 that is consistent with the preferred 10-year network of the Transit Development Plan.

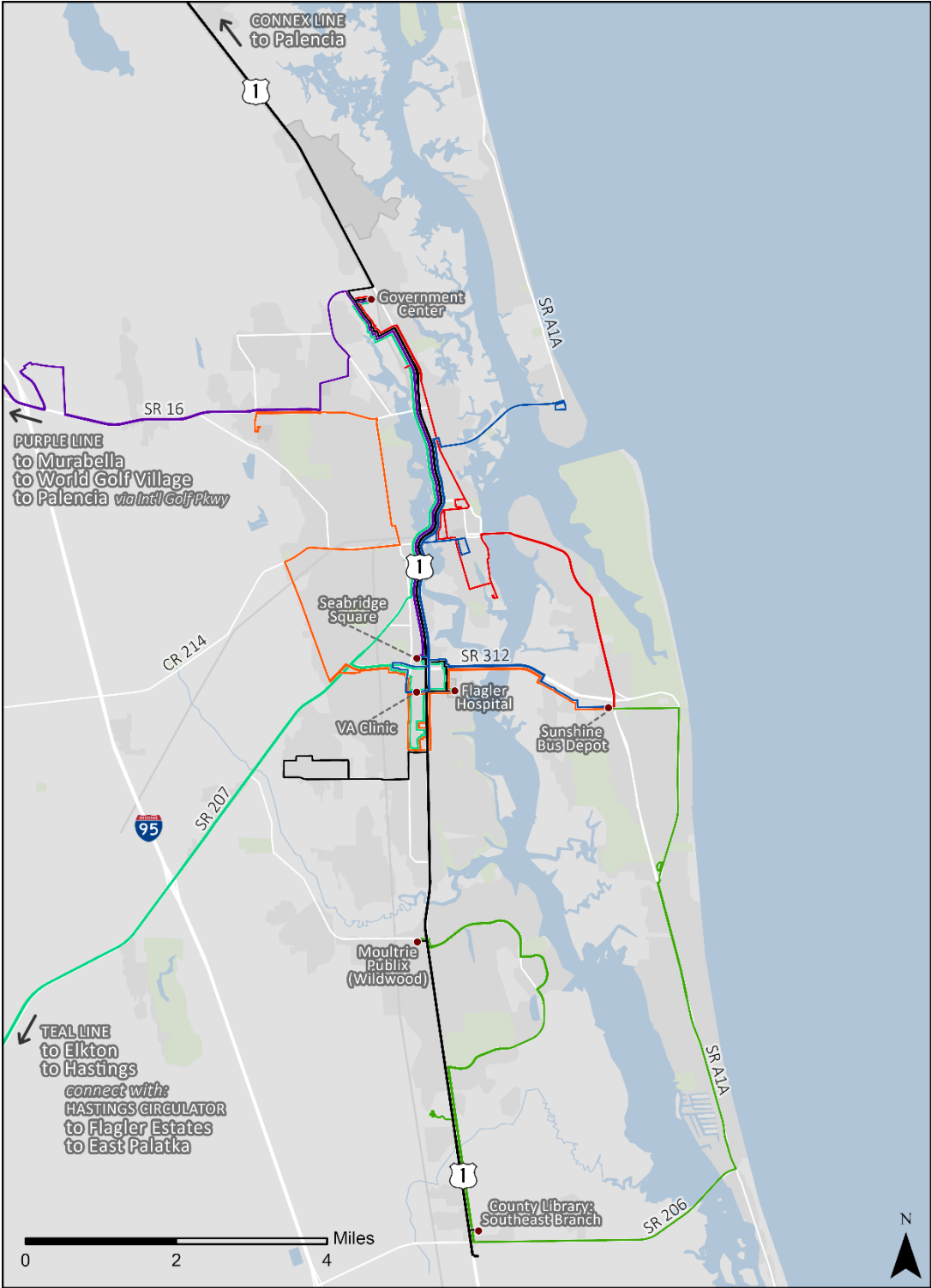
7.2.1 Future Bus Network

During development of the future transit network alternatives, the project team presented several options to St. Johns County and SJCCOA staff to reach a consensus on the future network for County transit services. Among the changes that were made to the existing route network to improve mobility were the following:

- The addition of a new Purple Line to serve SR 16 from St. Augustine northwest to the Mill Creek/Murabella area continuing northeast to World Golf Village and Palencia development.
- The adjustment of the Blue Line to remove overlapping service with the Orange Line south of SR 312 and add service north from Flagler College to Vilano Beach
- The removal of service to Vilano Beach and a deviation of service from US 1 in St. Augustine South on the Conn-Ex Line.

Figure 7.3 shows a map of the 2031 service recommendations for the TDP that was the basis for 2031 network forecasts.

Figure 7.3 Transit Development Plan 2031 Recommended Network



7.2.2. TBEST Ridership Results

The TBEST results for baseline (2018) year service is provided in Table 7.1. The total ridership output of 309,599 is slightly higher than the actual Sunshine Bus ridership of 300,165 in 2018 or 280,445 in 2019.

Table 7.1: Base Year (Current Service) - TBEST Ridership Output

Route	TBEST Base Year Ridership	Actual 2019 Ridership	Difference
Total	309,599	280,445	10.4%

Source: TBEST Model Results, CTG 2021

The next TBEST output is shown in Table 7.2. It is the total ridership output in 2031, based on changes to land use and demographics anticipated within the model based on population and economic projections for the County. This model run does not include future enhancement to transit service.

Table 7.2: Year 2031 (Current Service) - TBEST Ridership Output

Route	2031 TBEST Ridership (Current Network)	TBEST Base Year Ridership	Difference
Total	369,637	309,599	19.4%

Source: TBEST Model Results, CTG 2021

Finally, the proposed 2031 TDP network, with future enhancements to transit service, was evaluated. Table 7.3 contains ridership outputs for the network as proposed with comparisons to the existing transit network. Service improvements anticipated over the extent of the plan are expected to result in a nearly 25% increase in ridership compared to the current transit network.

Table 7.3: Year 2031 (TDP Planned Service) - TBEST Ridership Output

Route	TDP Planned Network	2031 TBEST Ridership (Current Network)	Difference
Total	453,585	369,637	22.7%

Source: TBEST Model Results, CTG 2021

8.0 Vision, Mission, Goals, Objectives and Strategies

This section includes goals, objectives and strategies over the ten-year TDP to meet the County's vision and mission.

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

GOAL 1 – CUSTOMER FOCUS AND SAFETY: Maintain and continuously improve customer-focused service and products.

Objectives

- Monitor and improve safety and security throughout the transit system.
- 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.
- Develop passenger amenities that best respond to local conditions.
- Review and enhance employee customer service training programs and tools, including bus operator courtesy training.

Strategies

Continue submitting safety plans.

Continue to comply with workplace safety standards and train staff and management.

Conduct yearly surveys to evaluate and accommodate public transit needs and multiple markets.

Produce clear and user-friendly schedules of bus routes.

Identify and implement methods to provide real time information to customers.

Using data from the MDTs, identify high ridership boarding and alighting locations to target for additional passenger amenities.

Focus the Sunshine Bus webpage to expand its ability to communicate with area citizens, businesses and organizations.

Identify and implement design enhancements throughout the transit system.

Provide timely and accurate information to Sunshine Bus employees about service, fare and/or other changes that will impact the community.

GOAL 2 - MOBILITY AND ACCESSIBILITY: Provide mobility and access to meet current and evolving ridership needs and opportunities, and to improve the economy.

Objectives

- Continue to develop public transportation services that address the mobility needs of traditional transit customers.
- Encourage the use of public transportation by all residents of St. Johns County and municipalities within.
- Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area.
- Decrease barriers to mobility and accessibility.
- Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.

Strategies

Maintain and enhance public transportation service within the existing transit coverage area consistent with ridership needs and opportunities.

Continue providing service to major community destinations including medical and healthcare facilities, shopping, government services and jobs.

Provide greater accessibility to transit by placing bus stops, as appropriate, throughout the St. Augustine Urbanized Area; and at other appropriate locations outside of the St. Augustine Urbanized Area.

Develop public transportation services focused on serving large employment sites and major employment centers.

Increase level of service, where feasible, including service frequency, service hours and Sunday service.

Consider universal design when making purchasing decisions for transportation infrastructure and equipment capital investment purchases.

Develop public transportation service with a focus on reducing traffic congestion and serving tourist attractions.

Identify flexible service delivery options best suited to the St. Johns County marketplace.

GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION: Enhance and improve multimodal coordination and connectivity to promote travel efficiencies and effectiveness.

Objectives

- Continue the cooperative culture between St. Johns County, the Council on Aging and other mobility service partners.
- Coordinate transportation services and facilitate connections across jurisdictional boundaries and/or between public transportation modes and services.
- Continue to actively participate in state, regional and local coordination efforts to maintain consistency between St. Johns County programs and initiatives and other plans and programs.

Strategies

Work cooperatively with the Cities of St. Augustine and St. Augustine Beach and Hastings area.

Continue to coordinate with the Jacksonville Transportation Authority in planning for coordinated cross-county services such as express bus and park and ride facilities.

Coordinate with the Jacksonville Transportation Authority in examining the potential for public transit service within the northern half of St. Johns County.

Coordinate with the regional workforce board, CareerSource, to identify transit service partnerships and arrangements with major employers.

Work cooperatively with the North Florida TPO to ensure coordinated regional transportation planning and programming, and consistency with the LRTP.

Participate in regional public transit coordination activities such as meetings and activities of the Northeast Florida Regional Mobility Coalition and the Northeast Florida Regional Council.

Monitor and plan for cross-county mobility needs with other neighboring counties, in addition to Duval County, such as Flagler and Putnam Counties.

Continue to work cooperatively with FDOT and to maintain consistency with the Florida Transportation Plan.

GOAL 4 – EFFECTIVENESS AND EFFICIENCY: Provide an Effective and Efficient Public Transportation System.

Objectives

- Identify methods to operate more effective and efficient service, while maintaining and increasing ridership levels.
- Encourage paratransit riders to use the deviated fixed-route service, for those who can ride the deviated fixed-route service.
- Implement service enhancements that will attract additional riders, including those who are not dependent on public transportation.
- Increase passenger revenues per mile and per hour.

Strategies

Identify appropriate service standards for each transit service type such as deviated fixed-route and paratransit services

Continue to monitor evolving and innovative technology and service delivery trends.

Continue to investigate ways to decrease travel times and wait times.

Improve level of service provided across the transit system, including more frequent service, expanded hours of operation and Sunday service.

Continue to pursue and incorporate technological advancements, such as real-time information, that will enhance effectiveness and efficiency.

Optimize funding for Sunshine Bus from both new and existing sources.

Periodically assess the fare structure and its ability to support and enhance new services and system components.

GOAL 5 – QUALITY OF LIFE: Enhance economic prosperity, livability and environmental sustainability within the service area.

Objectives

- Support economic development initiatives.
- Pursue the development of transit-friendly land use policies and land development criteria.
- Ensure that Future Land Use Maps and other comprehensive plan components support the development of public transit service.

Strategies

Enhance access to public transit using bicycle and pedestrian systems and park and ride lots.

Develop services designed to link employment opportunities with affordable and workforce housing.

Develop public transportation services with a focus on serving employment sites.

Develop public transportation service with a focus on reducing traffic congestion and serving tourist attractions.

Continue to monitor evolving land use and transportation development conditions across the county.

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.

Objectives

- Enhance the image and visibility of transit in the community.
- Develop ongoing outreach programs designed to educate the public about available transportation alternatives.
- Enhance staff recruitment, retention and development efforts.

Strategies

Develop marketing programs with the goal of maintaining and increasing market share and developing new market segments for services.

Expand and enhance partnerships throughout the County and region.

Utilize regional travel training programs.

Establish and maintain initiatives to attract and retain qualified employees.

Provide timely and accurate information to employees about service, fare and/or other changes that will impact the community.

GOAL 7 – CAPITAL IMPROVEMENTS: Establish the appropriate infrastructure necessary to maintain and expand fixed-route and paratransit services in the future.

Objectives

- Acquire vehicles and associated equipment for fleet replacement and expansion.
- Establish designated bus stops with signage and shelters as appropriate.
- Continue to monitor and enhance bus facility capacity and equipment needs.
- Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.

Strategies

Maintain an average bus fleet age and condition that is consistent with industry standards.

Continue to monitor and enhance infrastructure needs.

9.0 Transit Alternatives

9.1 Alternatives Development

The 2022-2031 TDP alternatives consist of modifications to enhance public transportation in St. Johns County. The alternatives are related to service, capital/technology, marketing and planning/policy. Transit alternatives are consistent with County and SJCCOA transit operating objectives, local/regional transportation plans and the following TDP elements.

- **Public Involvement Process** – A multi-faceted approach for engaging the public and key stakeholders was implemented. Public involvement consisted of stakeholder meetings; surveys to collect feedback from elected official, transit riders, bus drivers/operating staff and the public; and presentations to the St. Johns County Transportation Disadvantaged Local Coordinating Board.
- **Evaluation of System Performance** – A performance analysis of existing transit services for both the deviated fixed-route and demand response services was completed. The analysis included trends for several measures and metrics over the past five years (2015-2019) with a comparison of those same measures and metrics for nine peer agencies.
- **Baseline Conditions and Situation Appraisal** – Planning and operational characteristics for St. Johns County and the County’s current transit system were reviewed. As required by Florida law, an appraisal of factors that may impact transit’s operating environment was completed. The following *situation appraisal* topics were examined.
 - Plans and Policies
 - Socio Economic Trends
 - Land Use and Urban Design
 - COVID-19
 - Organization, Staffing and Workforce
 - Technology and Innovation
 - Bus Facility and Fleet Maintenance
- **Transit Demand Assessment** – In addition to the elements listed above, public transit demand and mobility needs were evaluated with the use of American Community Survey data, GIS-based analysis and a ridership forecasting tool. Transit ridership was estimated for current and future year (2031) transit networks.
- **Goals and Objectives** – Results from the technical analysis and public involvement elements helped to reaffirm the plan’s on-going goals, objectives and strategies.

During development of the future bus network, the project team presented several options to stakeholders to reach a consensus on the future network for St. Johns County transit services. These options were as follows.

- Increase frequency of existing bus routes, particularly on the Orange, Red, Blue and Green routes
- Increase hours of service on existing routes (earlier and/or later service, as needed)
- Add Sunday service to existing routes
- Shorten and reduce overlap among bus routes while maintaining connectivity between bus routes and with popular destinations

- Streamline/trunkline the Conn-Ex bus route
- Connect St. Augustine with the Murabella/World Golf Village areas along SR 16 and re-establish service to the Outlet Mall
- Improve connectivity from West Augustine and downtown St. Augustine (Flagler College/City Hall/Visitor Center) using King Street
- Re-establish connection between St. Augustine to the Avenues Mall/Avenues Walk area in Duval County
- Add new St. Augustine and St. Augustine Beach circulator route(s) to improve service and connectivity between historic St. Augustine and St. Augustine Beach
- Park and Ride service from the County government complex to serve special events in St. Augustine and/or St. Augustine Beach

Discussions with the stakeholders revealed a general desire to maintain the current schedule structure with similar outbound/inbound trip times and a similar number of morning and afternoon trips. Generally, the bus routes are scheduled to fulfill customer needs. Regarding the Conn-Ex route, for example, the second Conn-Ex bus runs 30 minutes after the first Conn-Ex bus based on customer need and feedback. Since the current Teal Line is designed to provide rural and low-income riders with direct access to critical needs (such as shopping, Flagler Hospital and other services), a certain amount of overlap between the Teal Line and other bus routes may be necessary. It was noted that proposed circulator routes to the cities of St. Augustine and St. Augustine Beach, located in the prior TDP Major Update, were not financially supported by these cities.

9.2 Description of Alternatives

Several enhancements are proposed over the TDP's 10-year horizon as described below. Implementation details for these improvements (highlighted in Table 9.1 and tables in Section 10) serve as a monitoring program to track performance over the next five years until the next major update of the TDP.

9.2.1 Service Enhancements

- *New Murabella/World Golf Village Service (New Purple Line)* - Add a new Purple Line to serve SR 16 from St. Augustine northwest to the Mill Creek/Murabella area continuing northeast to World Golf Village and Palencia development. This route re-establishes service to the Outlet Mall located at I-95 and SR 16. The goal is to provide service for workers and shoppers, beginning at Seabridge Square and serving destinations such as the main library, government center, St. Augustine High School/First Coast Technical College, the outlet mall, Clyde Lassen Veterans Home, Shoppes at Murabella/Publix and Buc-ee's.
- *Modify the Blue Line* - Adjust overlapping service with the Orange Line south of SR 312 and add service north from Flagler College to Vilano Beach. The anticipated route to Vilano Beach would be US-1 to Dismukes Street to San Marco Avenue to May Street (SR A1A) to the Vilano Causeway/Francis and Mary Usina Bridge. (Service to Vilano Beach currently happens with the Conn-Ex route.)
- *Modify the Conn-Ex Line* – Remove service to Vilano Beach and eliminate low ridership stops in St. Augustine South on the Conn-Ex. The removal of service to Vilano Beach helps streamline the Conn-Ex route and focus service along US-1.

- *Modify the Teal Line* – On-going evaluation of the Teal Line to consider removing service to the Government Center and adding Solomon Calhoun Center and Treaty Park as new destinations. Service to the Government Center would continue through the Red, Conn-Ex and Purple routes.
- *Paratransit Services* – It is anticipated that TD services will continue to be provided at current levels and increase as needed particularly as the 65 years old and over population increases. It is also anticipated that strategies to train and encourage paratransit bus riders to utilize the deviated fixed-route system will be implemented (for those who are able).

Figure 9.1 shows a map of the 2031 service recommendations for the TDP.

9.2.2 Capital, Infrastructure and Technology

- *Replace and Expand Bus Fleet* - A fleet replacement and expansion plan was developed for St. Johns County's public transit vehicles. Based on an evaluation of current vehicles and vehicle requirements over the ten-year period, approximately 22 replacement vehicle purchases will be required for Sunshine Bus service and 65 replacement and expansion vehicle purchases required for paratransit service.
- *Continue designating official bus stops and replacing bus stop signs* - The deviated fixed-route system will continue to include both designated, fixed stops and allow flag down stops where it is safe for buses to stop. The installation and/or replacement of approximately 10 bus stop signs is anticipated over the next five years.
- *Continue installing bus shelters and other bus stop amenities throughout the system* - Continue installing bus shelters and amenities, as feasible and appropriate. St. Johns County Council on Aging staff are working with the affordable housing committee to install a new shelter/bus stop near SR 207 and Hilltop Road by the Dollar General when new affordable housing units are built.
- *Real-Time Bus Information at bus stops and Smart Phone Application* - Continue to enhance, as feasible, real time mobile technology to provide enhanced communication and information throughout the transit system and to improve customer service.
- *Universal Design Features* - Consider incorporating universal design features on buses (and at bus stops) that will improve service to persons with disabilities, the visually impaired, elderly and the public. Example design considerations include onboard annunciators and variable message signs to announce upcoming stops or an audible sound when bus doors open.

9.2.3 Marketing

- *Provide and enhance bus schedule and other service information* - Continue to provide bus schedule and service information. Enhance written materials and website information, as feasible, to make schedules easier to understand. Consider coordinating these efforts with enhanced communication efforts to provide real-time information to customers at bus stops and Smart Phone application(s).

9.2.4 Planning and Policy

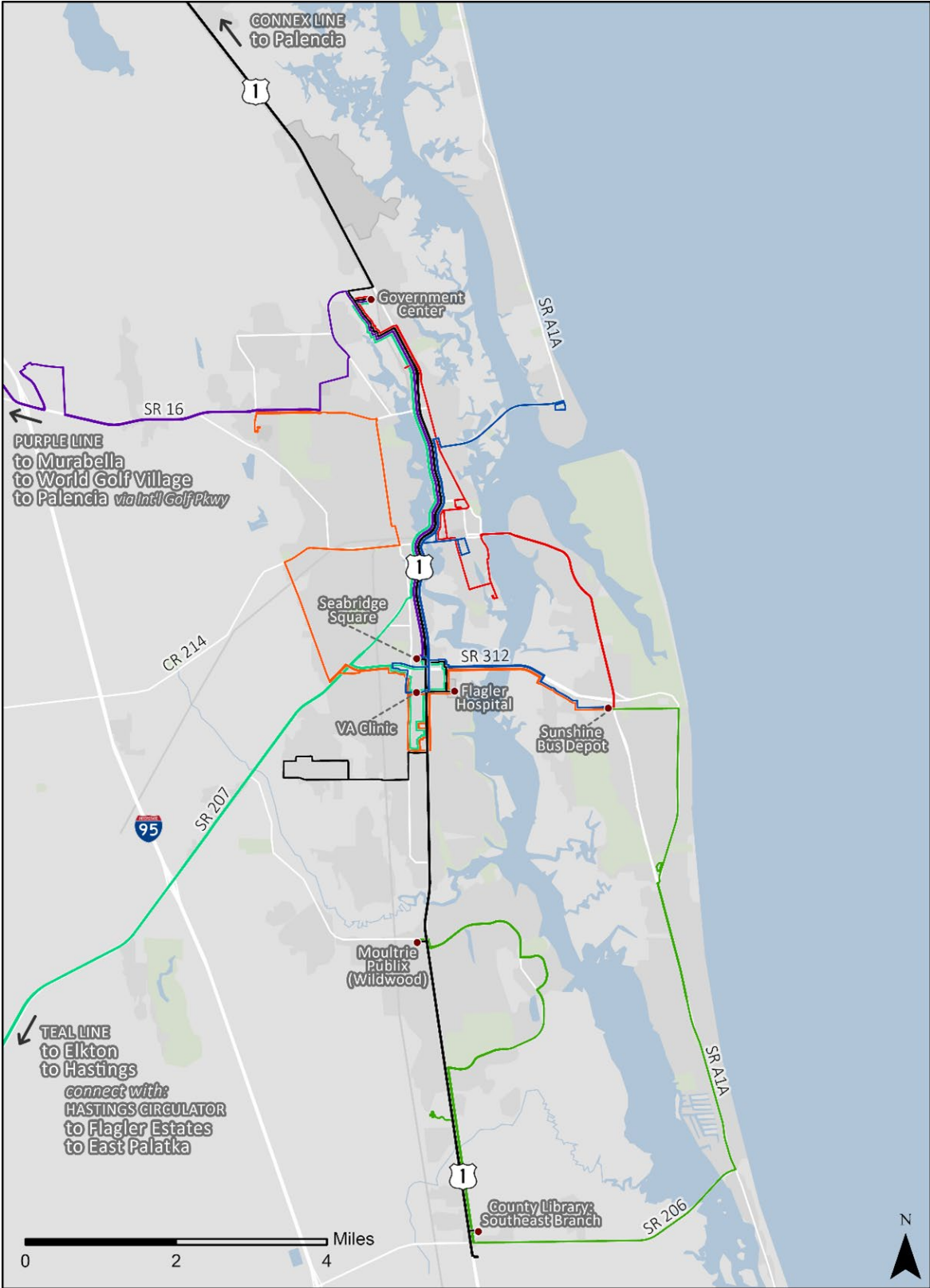
- *Improve Pedestrian and Bicycle connections to bus stops* – The public survey received numerous comments related to enhancing pedestrian and bicyclist infrastructure. Improved connectivity to and from bus stops may require additional planning and coordination with other St. Johns County departments.

- *Evaluate new transit services in northern St. Johns County* - Public transportation needs and interests were identified for the northeast and northwest areas of the County, such as the Nocatee, Ponte Vedra and Julington Creek areas. The public survey received many comments related to transit service in northern St. Johns County. The provision of transit services to these areas may require additional coordination between St. Johns County, JTA, CareerSource, major employers and potentially other stakeholders.

Table 9.1 Service Enhancements

No.	Bus Line	Service Enhancement	Implementation Year	Modified or New Service		
				Weekday Frequency	Weekday Service Span	Days of Service
First Five Years (Years 2022 - 2026)						
1	New Purple	Add service to Murabella/World Golf Village along SR 16	Began July 12, 2021	Every 130 minutes	14.6 hours	Monday to Saturday
2	Blue	Remove service that overlaps with the Orange Line and add service to Vilano Beach	2021 - 2023	Every 130 minutes	13 hours	Monday to Saturday
3	Conn-Ex	Modify the Conn-Ex Line to focus service along US-1	2021 - 2023	Every 70 minutes	12 hours	Monday to Saturday

Figure 9.1 TDP 2031 Recommended Network



10. 10-Year Transit Plan

The TDP's implementation plan includes cost and revenue estimates for transit services over the 10-year period of 2022 - 2031. Estimates represent order of magnitude estimated costs for both operating and capital elements of the transit services. The financial plan utilized a TDP financial planning tool (a spreadsheet template developed by FDOT) to produce Tables 10.1 through 10.9. Proposed service enhancements, described in the previous section, are shown to occur during the first five years of the TDP. The implementation of these service improvements will depend on actual funding availability, ongoing planning and operational analysis and actual service plans.

- Table 10.1 (Capital and Operating Assumptions) displays capital and operating assumptions. Cost estimates are adjusted using a 3% annual inflation rate for operating and capital costs. Cost estimates reflect Sunshine Bus Company costs as reported to the National Transit Database (NTD). FY 2019 was the most recent data year available during plan development.
- Tables 10.2 and 10.3 depict potential service and implementation characteristics, respectively, over the 10-year plan horizon for both the deviated fixed-route and demand response service. In Table 10.2 (Service Characteristics), operating costs for existing services are developed from annual service and cost data reported to the NTD. In Table 10.3 (Service Implementation Plan), anticipated implementation years for the proposed future service enhancements are shown. It is anticipated the new Purple Line will begin by year 2022 and that modifications to the Conn-Ex and Blue Lines will begin by year 2023.
- Using the information contained in Tables 10.1 through 10.3, Table 10.4 (Operating Costs for Transit Plan) calculates operating costs over the 10-year period for the existing system and proposed enhancements. Table 10.5 (Capital Costs for Transit Plan) depicts cost estimates for anticipated capital needs.
- Tables 10.6 and 10.7 (TDP Costs and Revenues by Source) indicate estimated costs and revenues for the ten-year period, split into the first five years (2022-2026) and second five years (2027-2031), respectively. Tables 10.8 and 10.9 provide summaries for TDP costs and revenues annually through 2031. Revenues identified are based on information from County and SJCCOA staff for FY2022 and represent federal, state, and other sources. As shown, estimated total costs are approximately \$59.3 million over the 10 years. Revenues are estimated to be \$51.6 million over the same time, resulting in an approximate total shortfall of \$7.8 million.

Table 10.1 Capital and Operating Assumptions

Assumption	TDP Cost Assumptions	Source/Notes
Deviated Fixed route Operating Cost per Revenue Hour	\$58.14	FY 2019 National Transit Database, St. Johns County
Deviated Fixed route Operating Cost per Revenue Mile	\$2.77	FY 2019 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Hour	\$45.88	FY 2019 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Mile	\$4.28	FY 2019 National Transit Database, St. Johns County
Operating Costs Inflation Rate	3.0%	FDOT Inflation Factors, Transportation Costs Reports
Capital Cost Inflation Rate	3.0%	FDOT Construction Cost Index

Table 10.2 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	\$1,931,853
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	\$234,439
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	\$234,439
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	\$243,335
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	\$243,335
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	\$229,991
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	\$237,404
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	\$508,910
Maintain Existing Demand Response Service													TOTALS:	31,001	332,650	\$1,422,205
Existing Demand Response	Maintain Existing ADA Paratransit Service				117.8	18.5	0	1,278	130	0	255	52	0	31,001	332,650	\$1,422,205
Modifications to Deviated Fixed Route Service																
Add Purple back	Add New Service	133	133	0	14.60	14.60	0	340	340	0	255	52	0	4,482	104,441	\$260,609
Modify Conn-Ex	Route Realignment	71	71	0	-5.20	0.40	0	-59	-59	0	255	52	0	-1,305	-17,990	-\$49,754
Modify Blue	Route Realignment	133	133	0	0.10	0.00	0	23	23	0	255	52	0	25	7,122	\$1,483

Table 10.3 Service Implementation Plan

Service Type/Mode	Description	Implementation Year	Annual Operating Cost	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
			2021										
Maintain Existing Deviated Fixed Route Service													
Route #1 - Orange	Maintain Existing Fixed Route	2021	\$234,439	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #2 - Blue	Maintain Existing Fixed Route	2021	\$234,439	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #3 - Red	Maintain Existing Fixed Route	2021	\$243,335	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #4 - Green	Maintain Existing Fixed Route	2021	\$243,335	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #5 – H. Circulator	Maintain Existing Fixed Route	2021	\$229,991	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #6 - Teal	Maintain Existing Fixed Route	2021	\$237,404	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #7 - Conn-Ex	Maintain Existing Fixed Route	2021	\$508,910	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Maintain Existing Demand Response Service													
Existing Demand Response	Maintain Existing ADA Paratransit Service	2021	\$1,422,205	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modifications to Deviated Fixed Route Service													
Add Purple back	Add New Service	2021	\$260,609	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Conn-Ex	Route Realignment	2023	-\$49,754	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Blue	Route Realignment	2023	\$1,483	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Table 10.4 Operating Costs for Transit Plan

Service Type/Mode	Description	Annual Operating Cost	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	Total
Maintain Existing Deviated Fixed Route Service		\$1,931,853	\$1,989,962	\$2,049,820	\$2,111,478	\$2,174,991	\$2,240,415	\$2,307,806	\$2,377,224	\$2,448,731	\$2,522,388	\$2,598,261	\$24,752,929
Route #1 - Orange	Maintain Existing Route	\$234,439	\$241,491	\$248,755	\$256,237	\$263,945	\$271,884	\$280,063	\$288,487	\$297,164	\$306,103	\$315,311	\$3,003,879
Route #2 - Blue	Maintain Existing Route	\$234,439	\$241,491	\$248,755	\$256,237	\$263,945	\$271,884	\$280,063	\$288,487	\$297,164	\$306,103	\$315,311	\$3,003,879
Route #3 - Red	Maintain Existing Route	\$243,335	\$250,654	\$258,194	\$265,960	\$273,960	\$282,201	\$290,690	\$299,434	\$308,441	\$317,718	\$327,275	\$3,117,863
Route #4 - Green	Maintain Existing Route	\$243,335	\$250,654	\$258,194	\$265,960	\$273,960	\$282,201	\$290,690	\$299,434	\$308,441	\$317,718	\$327,275	\$3,117,863
Route #5 - Hastings Circulator	Maintain Existing Route	\$229,991	\$236,909	\$244,035	\$251,376	\$258,937	\$266,726	\$274,749	\$283,013	\$291,526	\$300,295	\$309,328	\$2,946,887
Route #6 - Teal	Maintain Existing Route	\$237,404	\$244,545	\$251,901	\$259,478	\$267,283	\$275,323	\$283,605	\$292,136	\$300,923	\$309,975	\$319,299	\$3,041,874
Route #7 - Conn-Ex	Maintain Existing Route	\$508,910	\$524,217	\$539,986	\$556,228	\$572,960	\$590,194	\$607,947	\$626,234	\$645,071	\$664,475	\$684,462	\$6,520,685
Maintain Existing Demand Response Service		\$1,422,205	\$1,500,400	\$1,582,894	\$1,669,923	\$1,761,737	\$1,858,600	\$1,960,788	\$2,068,595	\$2,182,328	\$2,302,316	\$2,428,900	\$20,738,685
Existing Demand Response	Maintain Existing ADA Paratransit Service	\$1,422,205	\$1,500,400	\$1,582,894	\$1,669,923	\$1,761,737	\$1,858,600	\$1,960,788	\$2,068,595	\$2,182,328	\$2,302,316	\$2,428,900	\$20,738,685
Modifications to Deviated Fixed Route Service		\$212,338	\$274,938	\$236,329	\$249,323	\$263,031	\$277,492	\$292,749	\$308,845	\$325,826	\$343,740	\$362,639	\$3,195,521
Add Purple back	Add New Service	\$260,609	\$274,938	\$290,054	\$306,002	\$322,826	\$340,576	\$359,301	\$379,056	\$399,897	\$421,883	\$445,079	\$3,800,220
Modify Conn-Ex	Route Realignment	(\$49,754)	\$0	(\$55,376)	(\$58,420)	(\$61,632)	(\$65,021)	(\$68,596)	(\$72,367)	(\$76,346)	(\$80,544)	(\$84,972)	(\$623,273)
Modify Blue	Route Realignment	\$1,483	\$0	\$1,650	\$1,741	\$1,837	\$1,938	\$2,044	\$2,157	\$2,275	\$2,400	\$2,532	\$18,573
Projected Annual Operating Costs - Existing Deviated Fixed Route Service		\$1,931,853	\$1,989,962	\$2,049,820	\$2,111,478	\$2,174,991	\$2,240,415	\$2,307,806	\$2,377,224	\$2,448,731	\$2,522,388	\$2,598,261	\$24,752,929
Projected Annual Operating Costs - TD Service		\$1,422,205	\$1,500,400	\$1,582,894	\$1,669,923	\$1,761,737	\$1,858,600	\$1,960,788	\$2,068,595	\$2,182,328	\$2,302,316	\$2,428,900	\$20,738,685
Projected Annual Operating Costs - Proposed Net Change in Deviated Fixed Route Service		\$212,338	\$274,938	\$236,329	\$249,323	\$263,031	\$277,492	\$292,749	\$308,845	\$325,826	\$343,740	\$362,639	\$3,195,521

Table 10.5 Capital Costs for Transit Plan

Capital Needs	Unit Cost 2021	10-Year Need	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031										
Deviated Fixed Route Vehicle Requirements																						
Replacement Buses - Maintain service (27' cutaway)	\$115,320	8	0	\$0	2	\$252,085	0	\$0	2	\$267,479	0	\$0	0	\$0	2	\$292,349	0	\$0	2	\$359,748	0	\$0
Replacement Passenger Vans - Maintain service	\$115,320	14	0	\$0	0	\$0	2	\$259,668	0	\$0	5	\$688,811	0	\$0	0	\$0	2	\$310,201	0	\$0	5	\$899,369
Add Purple back	\$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
	\$0	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Total		22	0	\$0	2	\$252,085	2	\$259,668	2	\$267,479	5	\$688,811	0	\$0	2	\$292,349	2	\$310,201	2	\$359,748	5	\$899,369
Other Revenue Vehicles																						
Demand Response Replacement - Maintain Service (23' cutaway)	\$86,150	40	5	\$457,054	2	\$188,321	2	\$193,985	8	\$799,281	0	\$0	7	\$742,078	4	\$436,800	2	\$231,736	9	\$1,209,375	1	\$134,375
Minivans for Demand Response Service	\$48,350	6	0	\$0	3	\$158,537	0	\$0	0	\$0	0	\$0	0	\$0	3	\$183,859	0	\$0	0	\$0	0	\$0
Demand Response Expansion	\$86,150	14	2	\$182,821	1	\$94,160	1	\$96,993	1	\$99,910	0	\$0	3	\$318,033	2	\$218,400	2	\$231,736	2	\$268,750	0	\$0
Minivans for Demand Response Service - Expansion	\$48,350	1	0	\$0	1	\$52,846	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Total		61	7	\$639,875	7	\$493,863	3	\$290,978	9	\$899,191	0	\$0	10	\$1,060,111	9	\$839,058	4	\$463,473	11	\$1,478,125	1	\$134,375
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	\$13,263	5	\$13,662	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Shelters	\$15,000	10	1	\$15,916	1	\$16,395	1	\$16,888	1	\$17,396	1	\$17,919	1	\$18,458	1	\$19,013	1	\$20,174	1	\$23,397	1	\$23,397
Software Purchase/Installation Update	\$10,000	10	1	\$10,611	1	\$10,930	1	\$11,259	1	\$11,597	1	\$11,946	1	\$12,305	1	\$12,676	1	\$13,450	1	\$15,598	1	\$15,598
Training	\$2,000	10	1	\$2,122	1	\$2,186	1	\$2,252	1	\$2,319	1	\$2,389	1	\$2,461	1	\$2,535	1	\$2,690	1	\$3,120	1	\$3,120
Misc. Equipment	\$85,000	6	1	\$90,190	0	\$0	0	\$0	1	\$98,576	0	\$0	1	\$104,596	0	\$0	1	\$114,321	1	\$132,581	1	\$132,581
Bus Shelter Amenities	\$1,000	10	1	\$1,061	1	\$1,093	1	\$1,126	1	\$1,160	1	\$1,195	1	\$1,231	1	\$1,268	1	\$1,345	1	\$1,560	1	\$1,560
Administrative Expenses	\$85,000	10	1	\$90,190	1	\$92,903	1	\$95,698	1	\$98,576	1	\$101,542	1	\$104,596	1	\$107,742	1	\$114,321	1	\$132,581	1	\$132,581
Preventive Maintenance	\$200,000	10	1	\$212,213	1	\$218,596	1	\$225,172	1	\$231,945	1	\$238,922	1	\$246,108	1	\$253,511	1	\$268,992	1	\$311,956	1	\$311,956
Total		69	12	\$435,567	11	\$355,765	6	\$352,393	7	\$461,570	6	\$373,912	7	\$489,755	6	\$396,745	7	\$535,293	7	\$620,792	7	\$620,792
Vehicle Cost for Maintain Existing Vehicles				\$457,054		\$598,943		\$453,653		\$1,066,760		\$688,811		\$742,078		\$913,008		\$541,937		\$1,569,122		\$1,033,744
Other Infrastructure Cost				\$435,567		\$355,765		\$352,393		\$461,570		\$373,912		\$489,755		\$396,745		\$535,293		\$620,792		\$620,792
Total Cost - Maintain Existing Vehicle/Other Infrastructure				\$892,620		\$954,708		\$806,047		\$1,528,330		\$1,062,723		\$1,231,833		\$1,309,753		\$1,077,231		\$2,189,915		\$1,654,536
Vehicle Cost for Additional/New Service				\$182,821		\$147,006		\$96,993		\$99,910		\$0		\$318,033		\$218,400		\$231,736		\$268,750		\$0
Total Capital Cost				\$1,075,442		\$1,101,714		\$903,039		\$1,628,240		\$1,062,723		\$1,549,867		\$1,528,152		\$1,308,967		\$2,458,665		\$1,654,536

Table 10.6 TDP Costs and Revenues by Source (2022 - 2026)

Source	%	2022			2023			2024			2025			2026		
		Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL
Maintain Existing Fixed Route		\$1,989,962	\$252,746	\$2,242,708	\$2,049,820	\$460,845	\$2,510,665	\$2,111,478	\$515,069	\$2,626,547	\$2,174,991	\$629,138	\$2,804,129	\$2,240,415	\$1,062,723	\$3,303,137
FTA 5307	42%	\$723,161	\$70,850	\$794,011	\$747,021	\$268,800	\$1,015,821	\$754,491	\$271,488	\$1,025,979	\$905,389	\$274,203	\$1,179,592	\$914,443	\$276,945	\$1,191,388
FTA 5310	5%	\$122,500	\$0	\$122,500	\$123,725	\$0	\$123,725	\$124,962	\$0	\$124,962	\$126,212	\$0	\$126,212	\$127,474	\$0	\$127,474
FTA 5311	13%	\$329,195	\$0	\$329,195	\$332,487	\$0	\$332,487	\$335,812	\$0	\$335,812	\$339,170	\$0	\$339,170	\$342,562	\$0	\$342,562
State Block Grant	22%	\$550,800	\$0	\$550,800	\$550,800	\$0	\$550,800	\$564,570	\$0	\$564,570	\$578,684	\$0	\$578,684	\$593,151	\$0	\$593,151
Local Match -County	2%	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000
ARP Act - COVID Aid	3%	\$200,000		\$200,000	\$200,000		\$200,000	\$250,000	\$0	\$250,000	\$50,000	\$0	\$50,000	\$0	\$0	\$0
STP	9%	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000
Farebox Revenue	3%	\$83,000	\$0	\$83,000	\$84,660	\$0	\$84,660	\$86,353	\$0	\$86,353	\$88,080	\$0	\$88,080	\$89,842	\$0	\$89,842
Advertising	1%	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500
Total Revenues	100%	\$2,092,156	\$320,850	\$2,413,006	\$2,122,193	\$518,800	\$2,640,993	\$2,199,688	\$521,488	\$2,721,176	\$2,171,036	\$524,203	\$2,695,239	\$2,150,972	\$526,945	\$2,677,917
Surplus/Shortfall		\$102,194	\$68,104	\$170,298	\$72,373	\$57,955	\$130,328	\$88,210	\$6,419	\$94,630	-\$3,955	-\$104,935	-\$108,891	-\$89,442	-\$535,778	-\$625,220
Existing Demand Response		\$1,500,400	\$639,875	\$2,140,275	\$1,582,894	\$493,863	\$2,076,757	\$1,669,923	\$290,978	\$1,960,901	\$1,761,737	\$899,191	\$2,660,929	\$1,858,600	\$0	\$1,858,600
TD Commission	34%	\$593,592	\$0	\$593,592	\$611,447	\$0	\$611,447	\$629,839	\$0	\$629,839	\$648,785	\$0	\$648,785	\$668,300	\$0	\$668,300
Local Match -County	6%	\$110,000	\$0	\$110,000	\$125,000	\$0	\$125,000	\$125,000	\$0	\$125,000	\$125,000	\$0	\$125,000	\$125,000	\$0	\$125,000
Local Non-Govt (Private Pay)	4%	\$72,000	\$0	\$72,000	\$74,166	\$0	\$74,166	\$76,397	\$0	\$76,397	\$78,695	\$0	\$78,695	\$81,062	\$0	\$81,062
Farebox Revenue	9%	\$156,000	\$0	\$156,000	\$159,120	\$0	\$159,120	\$162,302	\$0	\$162,302	\$165,548	\$0	\$165,548	\$168,859	\$0	\$168,859
ARP Act - COVID Aid	1%	\$50,000	\$0	\$50,000	\$50,000	\$50,000	\$100,000	\$50,000	\$0	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0
Agency Match	35%	\$600,000	\$0	\$600,000	\$618,048	\$0	\$618,048	\$636,639	\$0	\$636,639	\$655,789	\$0	\$655,789	\$675,515	\$0	\$675,515
FTA 5339	9%		\$443,340	\$443,340	\$0	\$147,933	\$147,933	\$0	\$147,933	\$147,933	\$0	\$147,933	\$147,933	\$0	\$147,933	\$147,933
FTA 5311	2%	\$36,500	\$0	\$36,500	\$36,865	\$0	\$36,865	\$37,234	\$0	\$37,234	\$37,606	\$0	\$37,606	\$37,982	\$0	\$37,982
Total Revenues	100%	\$1,618,092	\$443,340	\$2,061,432	\$1,674,646	\$197,933	\$1,872,579	\$1,717,411	\$147,933	\$1,865,344	\$1,711,423	\$147,933	\$1,859,356	\$1,756,718	\$147,933	\$1,904,651
Surplus/Shortfall		\$117,692	-\$196,535	-\$78,843	\$91,752	-\$295,930	-\$204,178	\$47,488	-\$143,045	-\$95,557	-\$50,315	-\$751,258	-\$801,573	-\$101,882	\$147,933	\$46,051
Net Change (Proposed Deviated Fixed Route)		\$274,938	\$182,821	\$457,759	\$236,329	\$147,006	\$383,335	\$249,323	\$96,993	\$346,315	\$263,031	\$99,910	\$362,941	\$277,492	\$0	\$277,492
ARP Act - COVID Aid	2%	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
STP from Prior Years	5%	\$0	\$250,000	\$250,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FTA 5307	73%	\$231,839		\$231,839	\$184,179	\$150,000	\$334,179	\$186,021	\$150,000	\$336,021	\$187,881	\$153,000	\$340,881	\$191,639	\$156,060	\$347,699
Local Match-County	20%	\$106,489	\$0	\$106,489	\$91,489	\$0	\$91,489	\$91,489	\$0	\$91,489	\$91,489	\$0	\$91,489	\$91,489	\$0	\$91,489
Total Revenues	100%	\$388,328	\$250,000	\$638,328	\$325,668	\$150,000	\$475,668	\$277,510	\$150,000	\$427,510	\$279,370	\$153,000	\$432,370	\$283,128	\$156,060	\$439,188
Surplus/Shortfall		\$113,390	\$67,179	\$180,569	\$89,339	\$2,994	\$92,333	\$28,187	\$53,007	\$81,195	\$16,339	\$53,090	\$69,429	\$5,635	\$156,060	\$161,695
Total Costs		\$3,765,300	\$1,075,442	\$4,840,742	\$3,869,043	\$1,101,714	\$4,970,757	\$4,030,724	\$903,039	\$4,933,763	\$4,199,759	\$1,628,240	\$5,827,999	\$4,376,507	\$1,062,723	\$5,439,230
Total Revenues		\$4,098,576	\$1,014,190	\$5,112,766	\$4,122,507	\$866,733	\$4,989,240	\$4,194,609	\$819,421	\$5,014,030	\$4,161,828	\$825,136	\$4,986,964	\$4,190,818	\$830,938	\$5,021,756
Surplus/Shortfall		\$333,276	-\$61,252	\$272,024	\$253,464	-\$234,981	\$18,483	\$163,885	-\$83,618	\$80,267	-\$37,931	-\$803,104	-\$841,035	-\$185,689	-\$231,785	-\$417,474

Table 10.7 TDP Costs and Revenues by Source (2027 - 2031)

Source	2027			2028			2029			2030			2031		
	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL
Maintain Existing Fixed Route	\$2,307,806	\$171,722	\$2,479,528	\$2,377,224	\$470,694	\$2,847,918	\$2,448,731	\$613,758	\$3,062,489	\$2,522,388	\$711,790	\$3,234,178	\$2,598,261	\$1,520,161	\$4,118,422
FTA 5307	\$923,588	\$279,714	\$1,203,302	\$932,824	\$282,512	\$1,215,335	\$942,152	\$285,337	\$1,227,489	\$951,573	\$288,190	\$1,239,763	\$961,089	\$291,072	\$1,252,161
FTA 5310	\$128,749	\$0	\$128,749	\$130,036	\$0	\$130,036	\$131,337	\$0	\$131,337	\$132,650	\$0	\$132,650	\$133,976	\$0	\$133,976
FTA 5311	\$345,987	\$0	\$345,987	\$349,447	\$0	\$349,447	\$352,942	\$0	\$352,942	\$356,471	\$0	\$356,471	\$360,036	\$0	\$360,036
State Block Grant	\$607,980	\$0	\$607,980	\$623,180	\$0	\$623,180	\$638,759	\$0	\$638,759	\$654,728	\$0	\$654,728	\$671,096	\$0	\$671,096
Local Match -County	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000	\$60,000	\$0	\$60,000
ARP Act - COVID Aid	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
STP	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000	\$0	\$250,000	\$250,000
Farebox Revenue	\$91,639	\$0	\$91,639	\$93,471	\$0	\$93,471	\$95,341	\$0	\$95,341	\$97,248	\$0	\$97,248	\$99,193	\$0	\$99,193
Advertising	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500	\$23,500	\$0	\$23,500
Total Revenues	\$2,181,443	\$529,714	\$2,711,157	\$2,212,458	\$532,512	\$2,744,970	\$2,244,030	\$535,337	\$2,779,367	\$2,276,170	\$538,190	\$2,814,360	\$2,308,890	\$541,072	\$2,849,962
Surplus/Shortfall	-\$126,363	\$357,992	\$231,629	-\$164,766	\$61,817	-\$102,949	-\$204,701	-\$78,422	-\$283,122	-\$246,218	-\$173,600	-\$419,817	-\$289,371	-\$979,089	-\$1,268,460
Existing Demand Response	\$1,960,788	\$1,060,111	\$3,020,899	\$2,068,595	\$839,058	\$2,907,653	\$2,182,328	\$463,473	\$2,645,801	\$2,302,316	\$1,478,125	\$3,780,440	\$2,428,900	\$134,375	\$2,563,275
TD Commission	\$688,402	\$0	\$688,402	\$709,109	\$0	\$709,109	\$730,439	\$0	\$730,439	\$752,411	\$0	\$752,411	\$775,043	\$0	\$775,043
Local Match -County	\$125,000	\$0	\$125,000	\$125,000	\$0	\$125,000	\$125,000	\$0	\$125,000	\$125,000	\$0	\$125,000	\$125,000	\$0	\$125,000
Local Non-Govt (Private Pay)	\$83,500	\$0	\$83,500	\$86,012	\$0	\$86,012	\$88,599	\$0	\$88,599	\$91,264	\$0	\$91,264	\$94,009	\$0	\$94,009
Farebox Revenue	\$172,237	\$0	\$172,237	\$175,681	\$0	\$175,681	\$179,195	\$0	\$179,195	\$182,779	\$0	\$182,779	\$186,434	\$0	\$186,434
ARP Act - COVID Aid	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Agency Match	\$695,834	\$0	\$695,834	\$716,765	\$0	\$716,765	\$738,325	\$0	\$738,325	\$760,533	\$0	\$760,533	\$783,410	\$0	\$783,410
FTA 5339	\$0	\$147,933	\$147,933	\$0	\$147,933	\$147,933	\$0	\$147,933	\$147,933	\$0	\$147,933	\$147,933	\$0	\$147,933	\$147,933
FTA 5311	\$38,362	\$0	\$38,362	\$38,745	\$0	\$38,745	\$39,133	\$0	\$39,133	\$39,524	\$0	\$39,524	\$39,920	\$0	\$39,920
Total Revenues	\$1,803,335	\$147,933	\$1,951,268	\$1,851,313	\$147,933	\$1,999,246	\$1,900,691	\$147,933	\$2,048,624	\$1,951,511	\$147,933	\$2,099,444	\$2,003,816	\$147,933	\$2,151,749
Surplus/Shortfall	-\$157,453	-\$912,178	-\$1,069,631	-\$217,282	-\$691,125	-\$908,407	-\$281,638	-\$315,540	-\$597,177	-\$350,804	-\$1,330,192	-\$1,680,996	-\$425,083	\$13,558	-\$411,525
Net Change (Proposed Deviated Fixed Route)	\$292,749	\$318,033	\$610,783	\$308,845	\$218,400	\$527,245	\$325,826	\$231,736	\$557,562	\$343,740	\$268,750	\$612,490	\$362,639	\$0	\$362,639
ARP Act - COVID Aid	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
STP from Prior Years	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FTA 5307	\$195,471	\$159,181	\$354,653	\$199,381	\$162,365	\$361,746	\$203,368	\$165,612	\$368,981	\$207,436	\$168,924	\$376,360	\$211,585	\$172,303	\$383,887
Local Match-County	\$91,489	\$0	\$91,489	\$91,489	\$0	\$91,489	\$91,489	\$0	\$91,489	\$91,489	\$0	\$91,489	\$91,489	\$0	\$91,489
Total Revenues	\$286,960	\$159,181	\$446,142	\$290,870	\$162,365	\$453,235	\$294,857	\$165,612	\$460,470	\$298,925	\$168,924	\$467,849	\$303,074	\$172,303	\$475,376
Surplus/Shortfall	-\$5,789	-\$158,852	-\$164,641	-\$17,975	-\$56,035	-\$74,010	-\$30,968	-\$66,124	-\$97,092	-\$44,815	-\$99,826	-\$144,641	-\$59,566	\$172,303	\$112,737
Total Costs	\$4,561,343	\$1,549,867	\$6,111,210	\$4,754,664	\$1,528,152	\$6,282,816	\$4,956,885	\$1,308,967	\$6,265,852	\$5,168,444	\$2,458,665	\$7,627,108	\$5,389,800	\$1,654,536	\$7,044,336
Total Revenues	\$4,271,738	\$836,829	\$5,108,567	\$4,354,641	\$842,809	\$5,197,450	\$4,439,578	\$848,882	\$5,288,460	\$4,526,606	\$855,047	\$5,381,654	\$4,615,780	\$861,308	\$5,477,088
Surplus/Shortfall	-\$289,605	-\$713,038	-\$1,002,643	-\$400,023	-\$685,343	-\$1,085,366	-\$517,306	-\$460,085	-\$977,392	-\$641,837	-\$1,603,617	-\$2,245,454	-\$774,020	-\$793,228	-\$1,567,248

Table 10.8 10-Year TDP Cost Summary

Alternatives	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	Total
Maintain Existing Deviated Fixed Route Service	\$ 2,242,708	\$ 2,510,665	\$ 2,626,547	\$ 2,804,129	\$ 3,303,137	\$ 2,479,528	\$ 2,847,918	\$ 3,062,489	\$ 3,234,178	\$ 4,118,422	\$ 29,229,721
Existing Demand Response	\$ 2,140,275	\$ 2,076,757	\$ 1,960,901	\$ 2,660,929	\$ 1,858,600	\$ 3,020,899	\$ 2,907,653	\$ 2,645,801	\$ 3,780,440	\$ 2,563,275	\$ 25,615,530
Net Change in Fixed Route Costs with Proposed Improvements	\$ 457,759	\$ 383,335	\$ 346,315	\$ 362,941	\$ 277,492	\$ 610,783	\$ 527,245	\$ 557,562	\$ 612,490	\$ 362,639	\$ 4,498,561
TOTAL EXPENSES	\$ 4,840,742	\$ 4,970,757	\$ 4,933,763	\$ 5,827,999	\$ 5,439,230	\$ 6,111,210	\$ 6,282,816	\$ 6,265,852	\$ 7,627,108	\$ 7,044,336	\$ 59,343,812

Table 10.9 10-Year TDP Revenue Summary

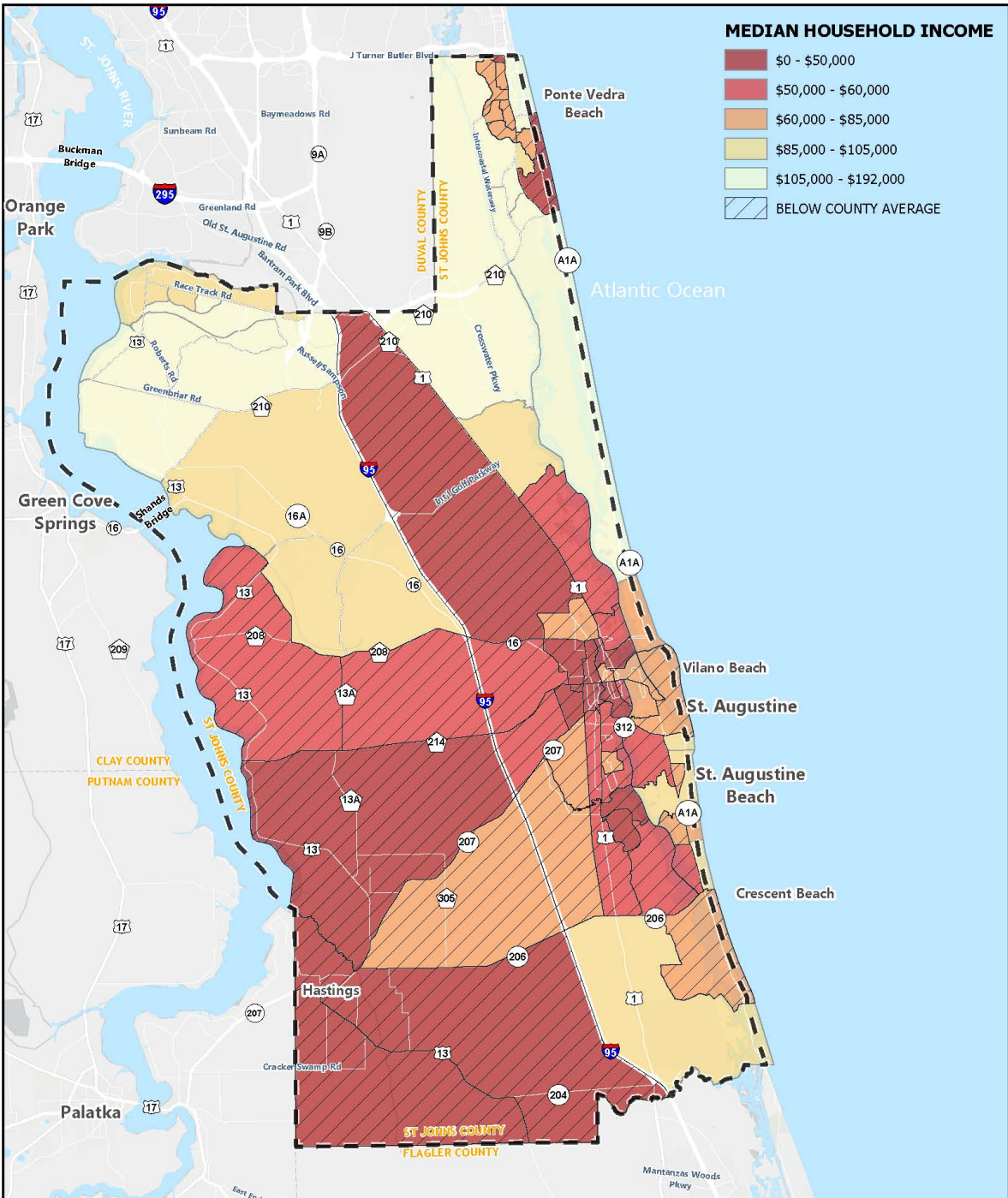
Revenue Sources	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	Total
Federal											
FTA 5307	\$ 1,025,850	\$ 1,350,000	\$ 1,362,000	\$ 1,520,473	\$ 1,539,087	\$ 1,557,955	\$ 1,577,081	\$ 1,596,469	\$ 1,616,124	\$ 1,636,048	\$ 14,781,087
FTA 5339	\$ 443,340	\$ 147,933	\$ 147,933	\$ 147,933	\$ 147,933	\$ 147,933	\$ 147,933	\$ 147,933	\$ 147,933	\$ 147,933	\$ 1,774,737
FTA 5310	\$ 122,500	\$ 123,725	\$ 124,962	\$ 126,212	\$ 127,474	\$ 128,749	\$ 130,036	\$ 131,337	\$ 132,650	\$ 133,976	\$ 1,281,621
FTA 5311	\$ 365,695	\$ 369,352	\$ 373,045	\$ 376,776	\$ 380,544	\$ 384,349	\$ 388,193	\$ 392,075	\$ 395,995	\$ 399,955	\$ 3,825,979
STP	\$ 500,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 2,750,000
ARP Act - COVID Aid	\$ 300,000	\$ 350,000	\$ 300,000	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,000,000
State											
State Block Grant	\$ 550,800	\$ 550,800	\$ 564,570	\$ 578,684	\$ 593,151	\$ 607,980	\$ 623,180	\$ 638,759	\$ 654,728	\$ 671,096	\$ 6,033,749
TD Commission	\$ 593,592	\$ 611,447	\$ 629,839	\$ 648,785	\$ 668,300	\$ 688,402	\$ 709,109	\$ 730,439	\$ 752,411	\$ 775,043	\$ 6,807,369
Local and Private											
Farebox Revenue	\$ 239,000	\$ 243,780	\$ 248,656	\$ 253,629	\$ 258,701	\$ 263,875	\$ 269,153	\$ 274,536	\$ 280,027	\$ 285,627	\$ 2,616,983
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	\$ 72,000	\$ 74,166	\$ 76,397	\$ 78,695	\$ 81,062	\$ 83,500	\$ 86,012	\$ 88,599	\$ 91,264	\$ 94,009	\$ 825,703
Agency Match	\$ 600,000	\$ 618,048	\$ 636,639	\$ 655,789	\$ 675,515	\$ 695,834	\$ 716,765	\$ 738,325	\$ 760,533	\$ 783,410	\$ 6,880,856
Advertising Contract	\$ 23,500	\$ 23,500	\$ 23,500	\$ 23,500	\$ 23,500	\$ 23,500	\$ 23,500	\$ 23,500	\$ 23,500	\$ 23,500	\$ 235,000
TOTAL REVENUE	\$5,112,766	\$4,989,240	\$5,014,030	\$4,986,964	\$5,021,756	\$5,108,567	\$5,197,450	\$5,288,460	\$5,381,654	\$5,477,088	\$51,577,974
TOTAL COST	\$4,840,742	\$4,970,757	\$4,933,763	\$5,827,999	\$5,439,230	\$6,111,210	\$6,282,816	\$6,265,852	\$7,627,108	\$7,044,336	\$59,343,812
TOTAL UNFUNDED NEEDS	\$0	\$0	\$0	\$841,035	\$417,474	\$1,002,643	\$1,085,366	\$977,392	\$2,245,454	\$1,567,248	\$7,765,838

APPENDICES TO THE ST. JOHNS COUNTY TRANSIT DEVELOPMENT PLAN 2021 MAJOR UPDATE



APPENDIX A

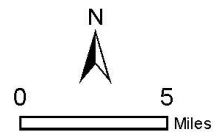
ADDITIONAL SERVICE AREA CONDITIONS

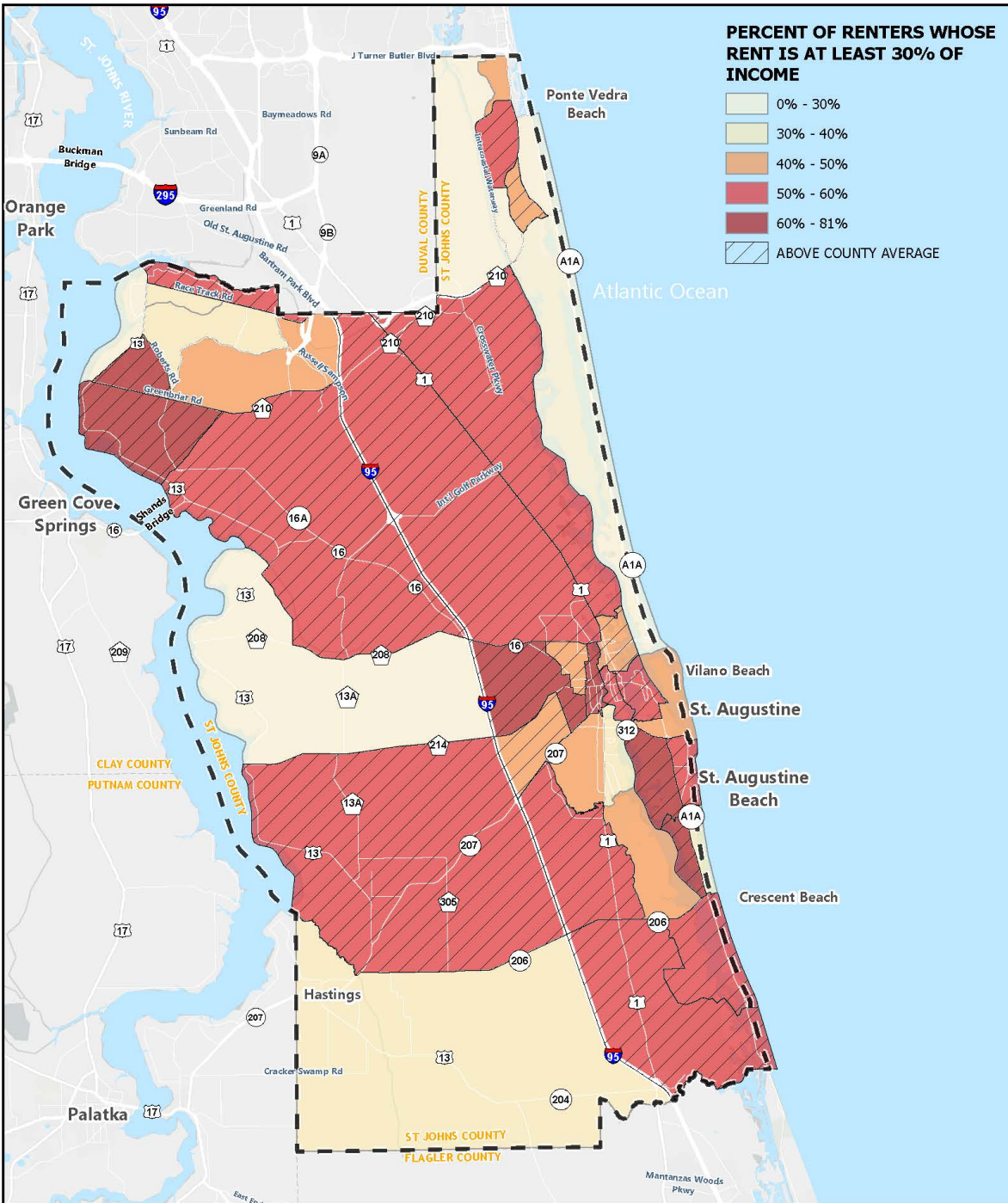


Median Household Income

St. Johns County 2021 Transit Development Plan

Source: U.S. Census Bureau, American Community Survey (2018), Table B19013

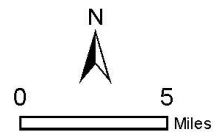




Cost Burdened Renters

St. Johns County 2021 Transit Development Plan

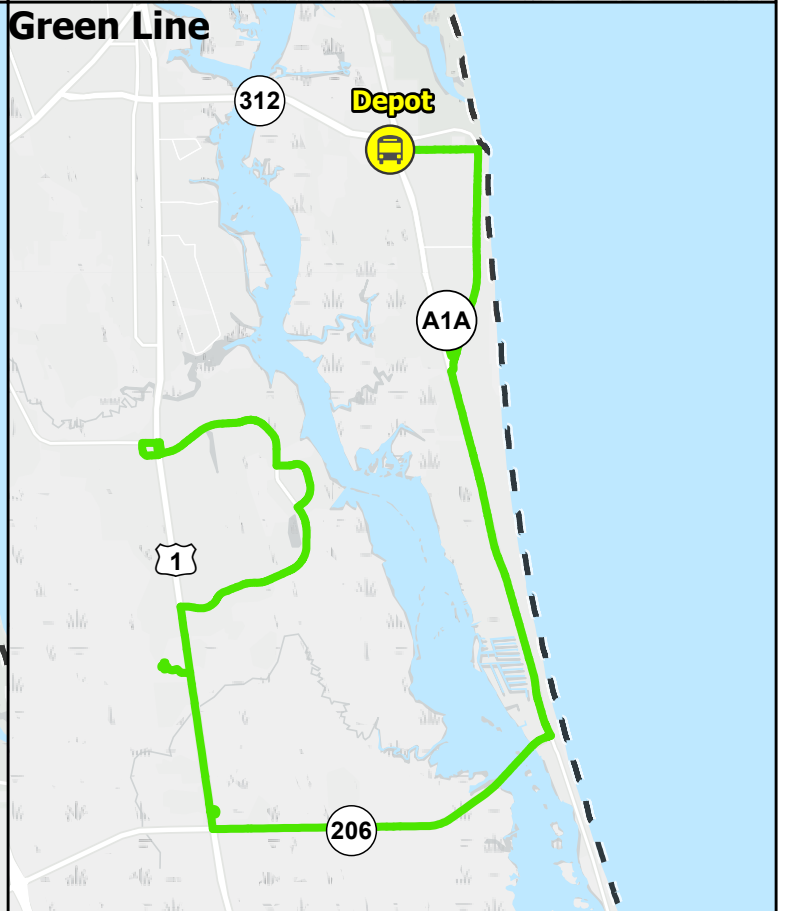
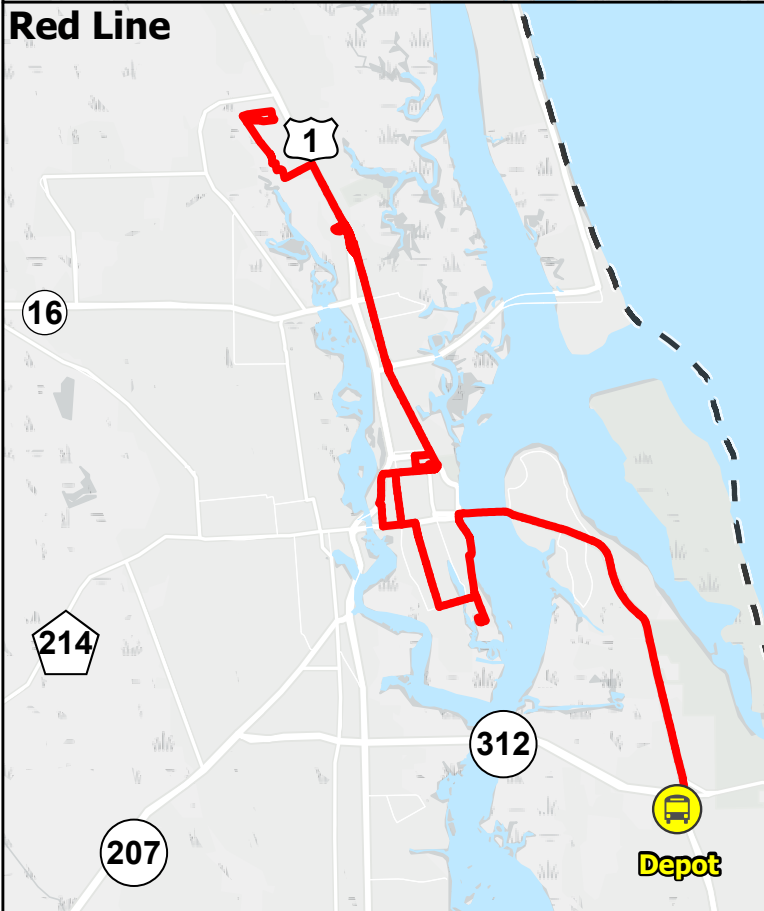
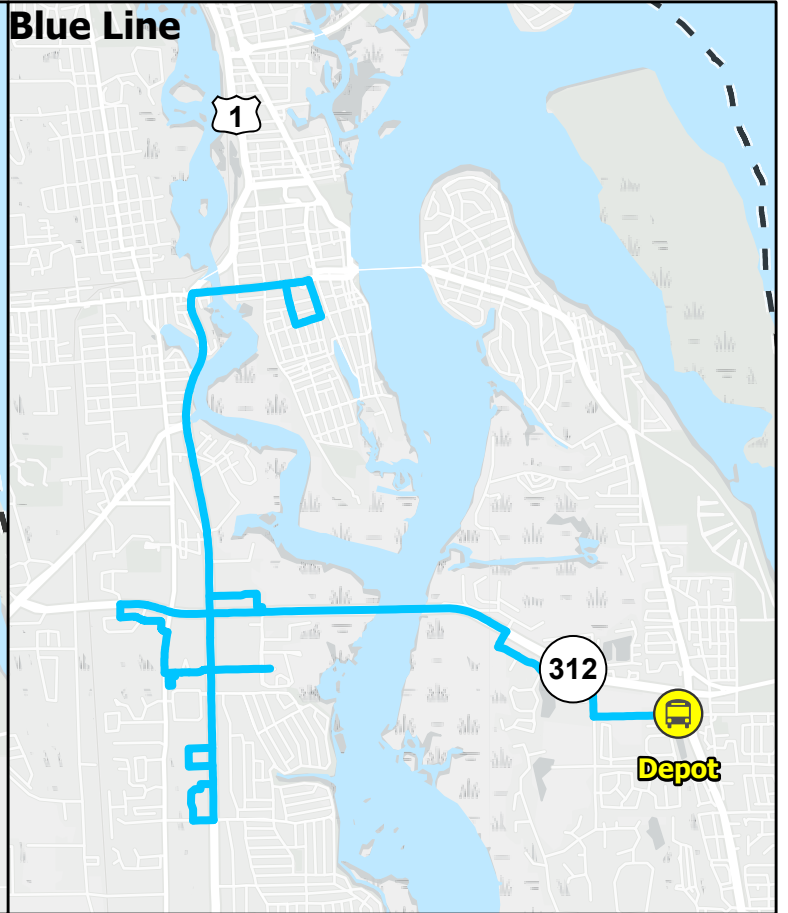
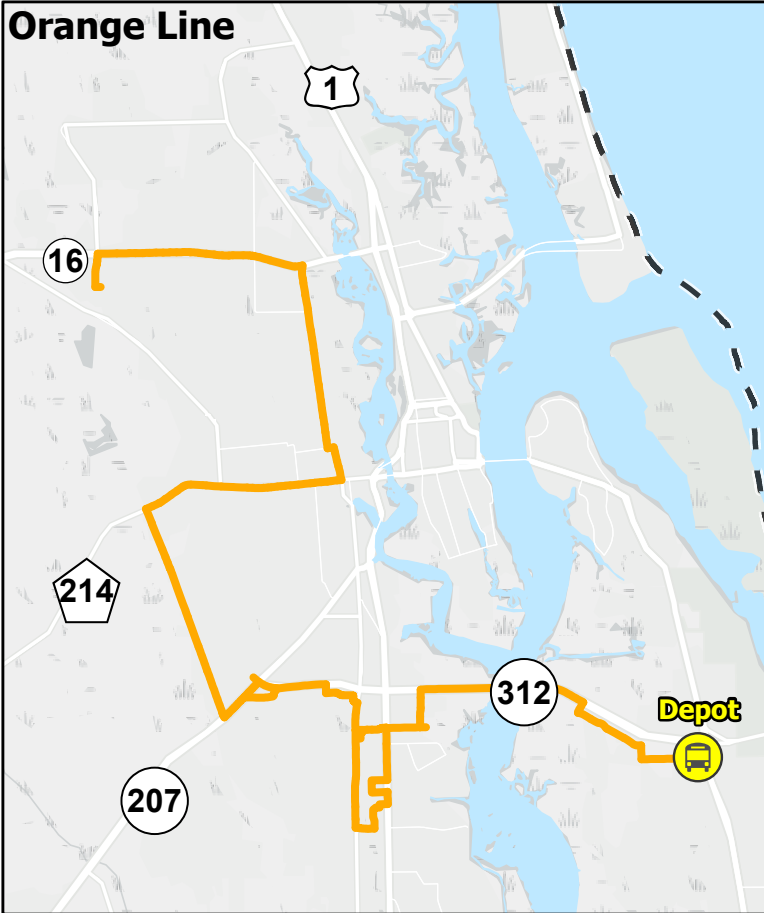
Source: U.S. Census Bureau, American Community Survey (2018), Table DP04



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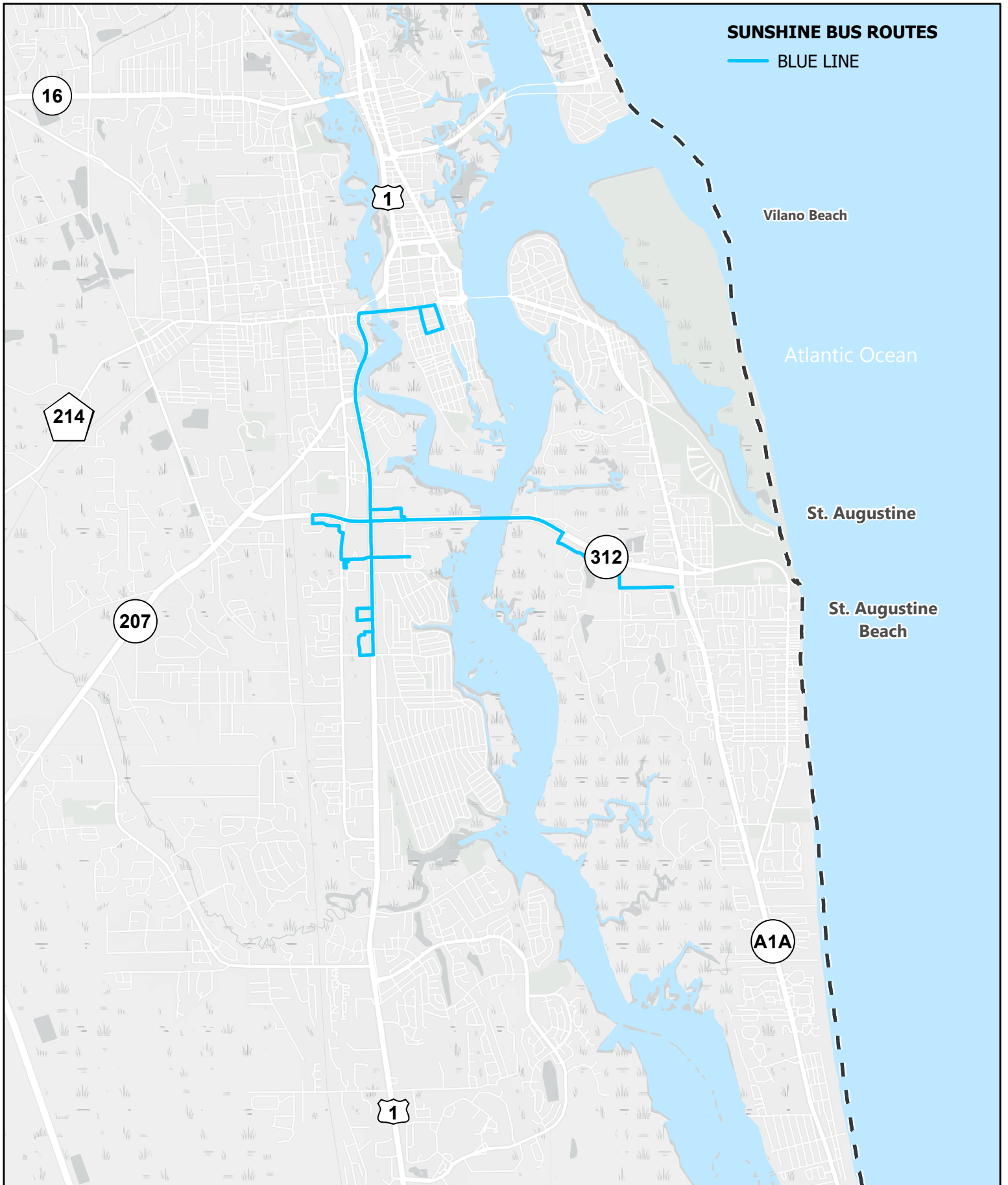
APPENDIX B1

Maps for each Bus Route



Routes that Begin/End at the Depot

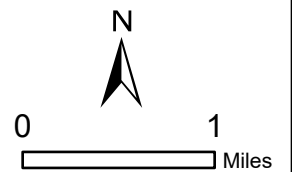


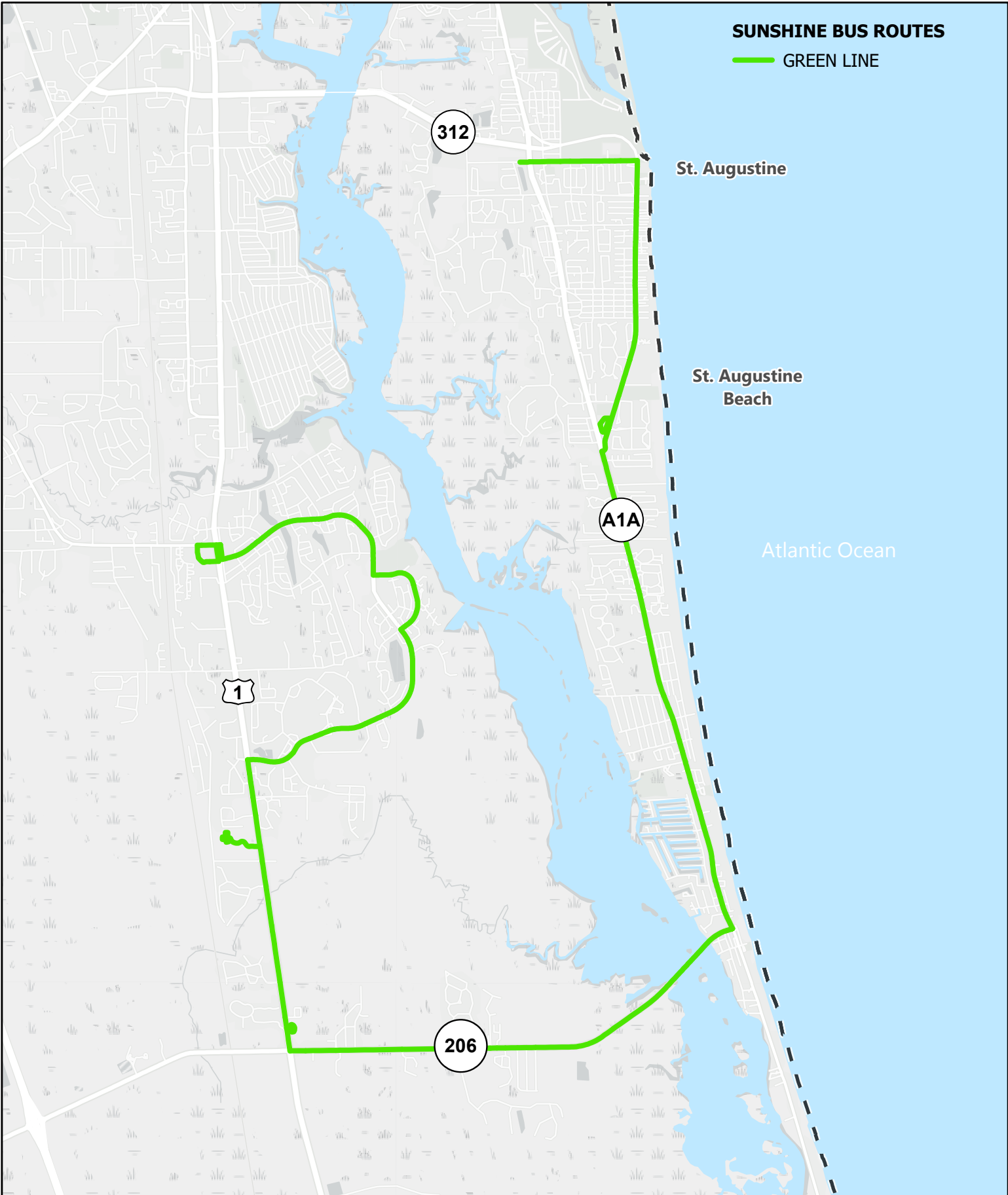


Sunshine Bus Routes

St. Johns County 2021 Transit Development Plan

Source: St. Johns County (2021)

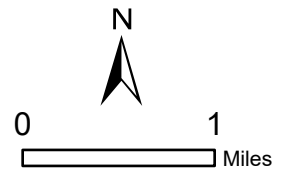


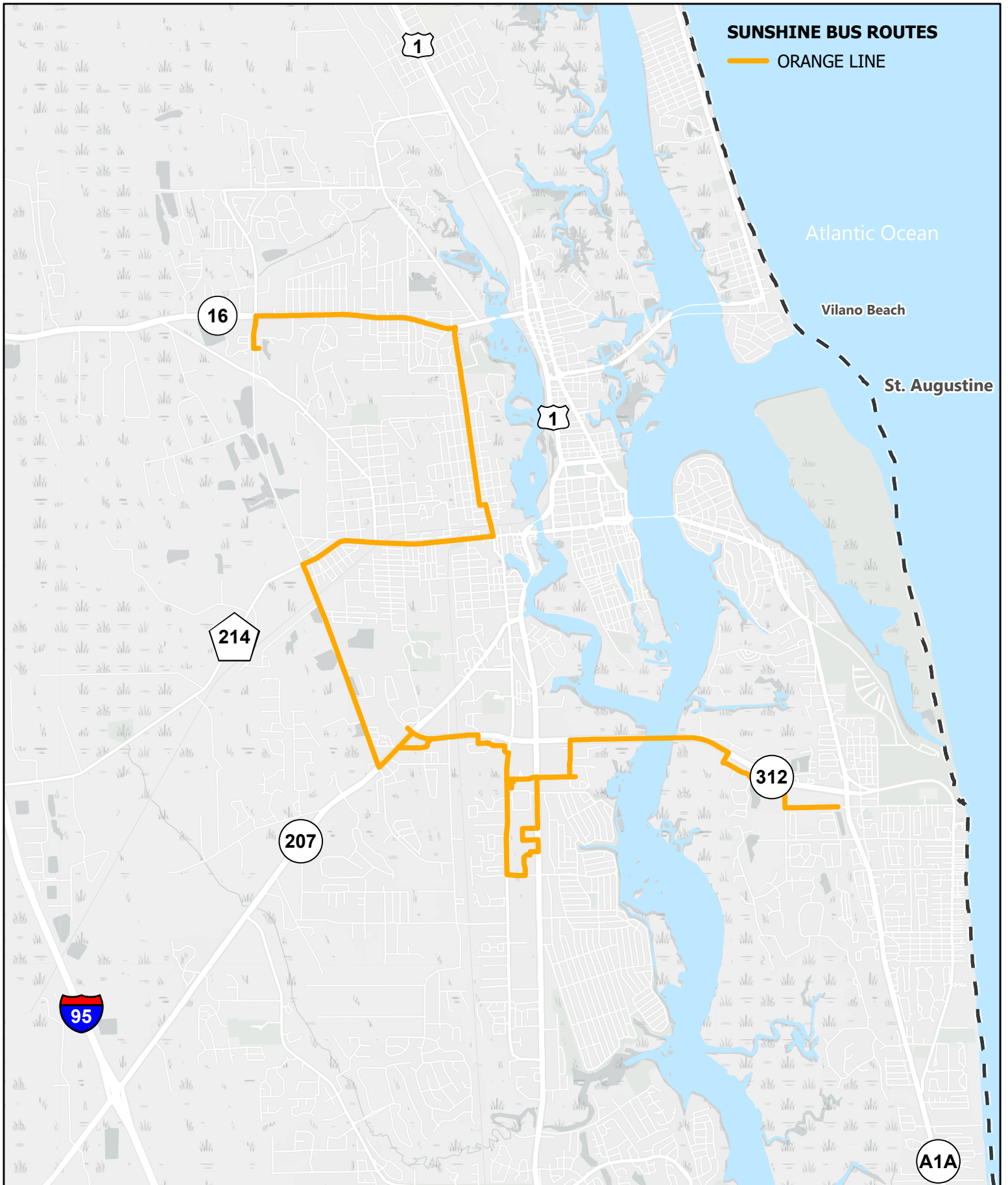


Sunshine Bus Routes

St. Johns County 2021 Transit Development Plan

Source: St. Johns County (2021)





SUNSHINE BUS ROUTES

— ORANGE LINE

Atlantic Ocean

Vilano Beach

St. Augustine

16

1

214

312

207

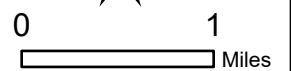
95

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Sunshine Bus Routes

St. Johns County 2021 Transit Development Plan

Source: St. Johns County (2021)





SUNSHINE BUS ROUTES

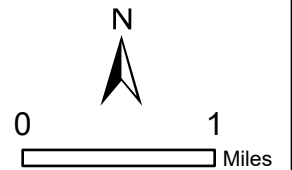
RED LINE



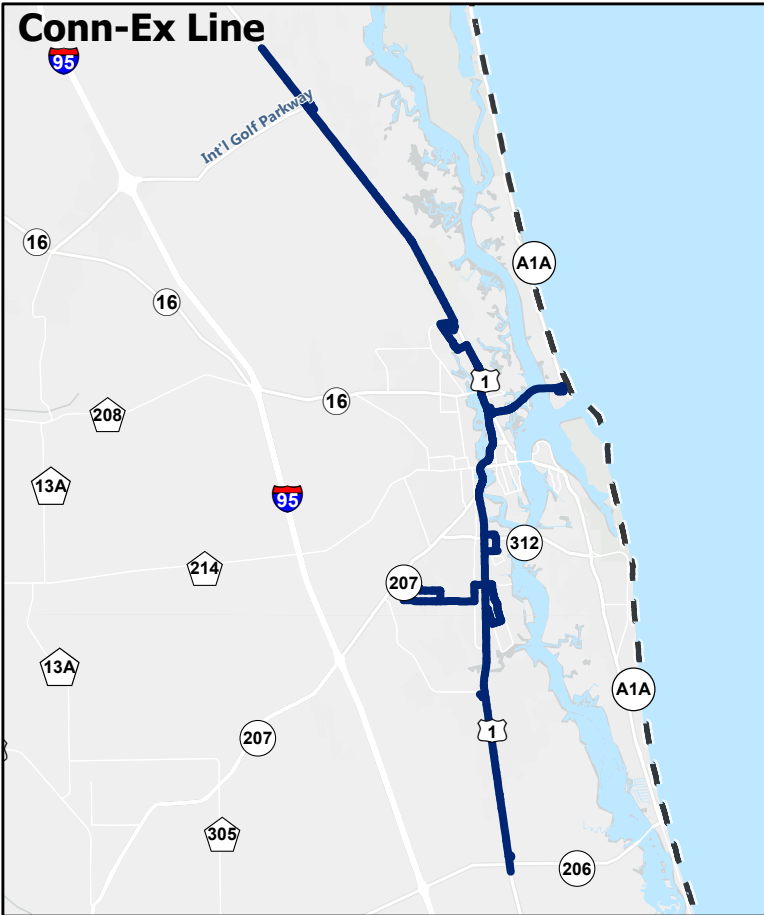
Sunshine Bus Routes

St. Johns County 2021 Transit Development Plan

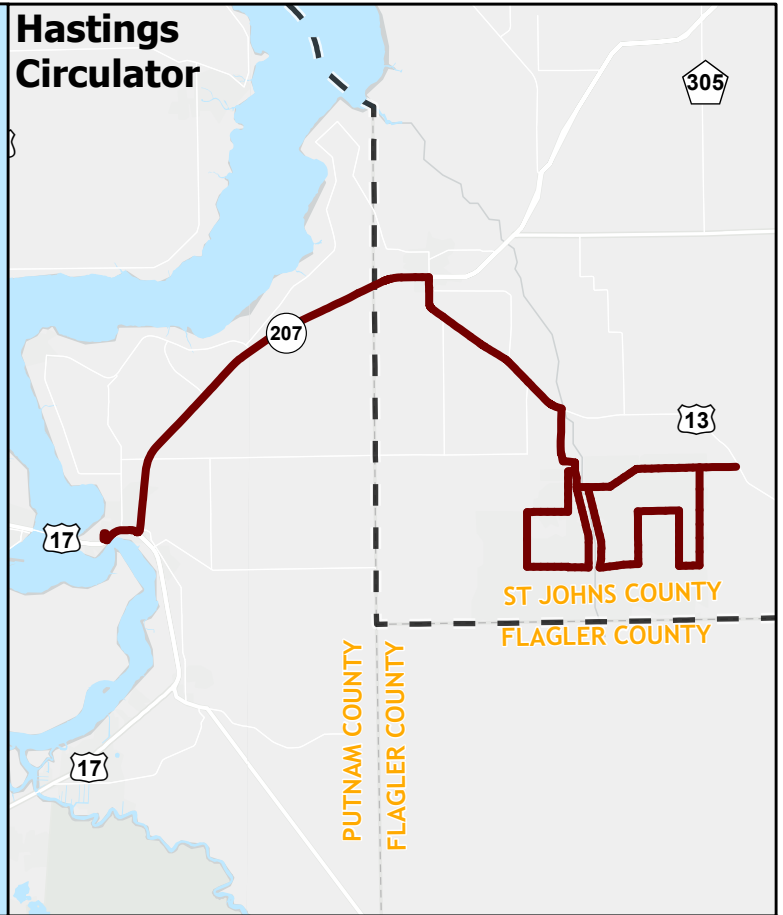
Source: St. Johns County (2021)



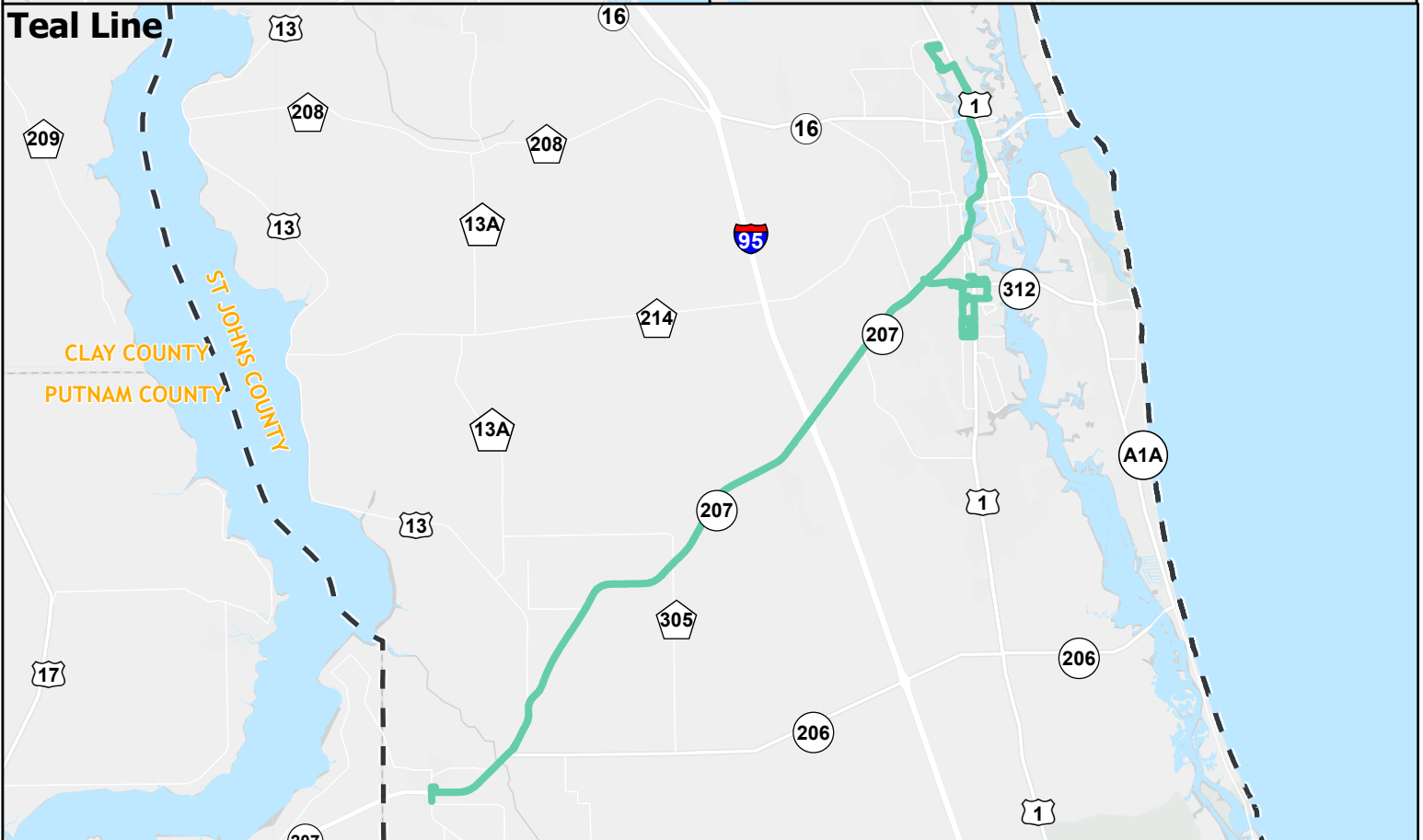
Conn-Ex Line



Hastings Circulator

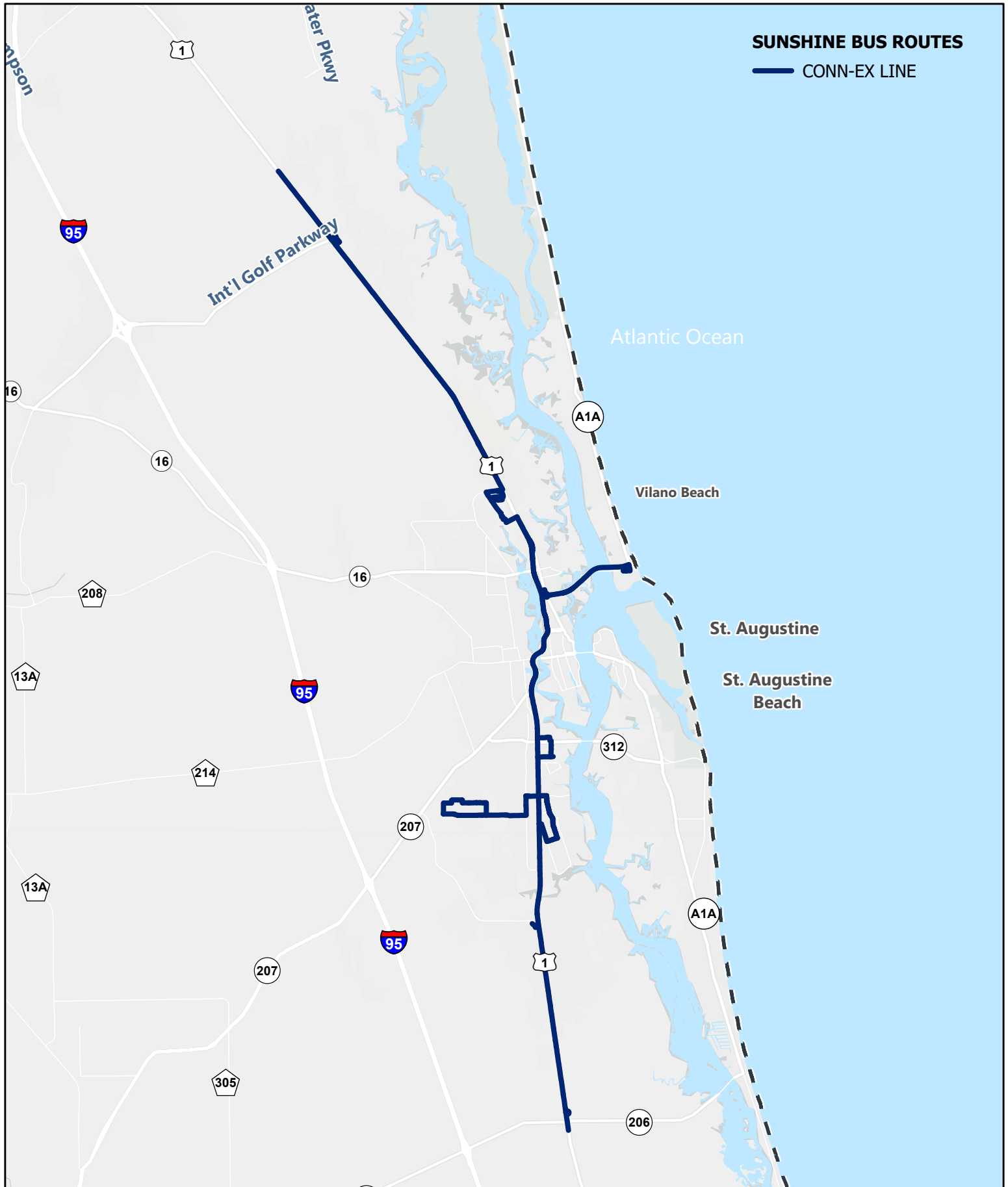


Teal Line



Routes that Connect with Rural Areas





SUNSHINE BUS ROUTES

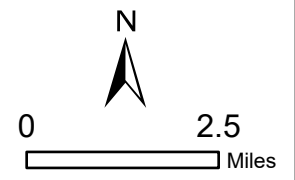
— CONN-EX LINE

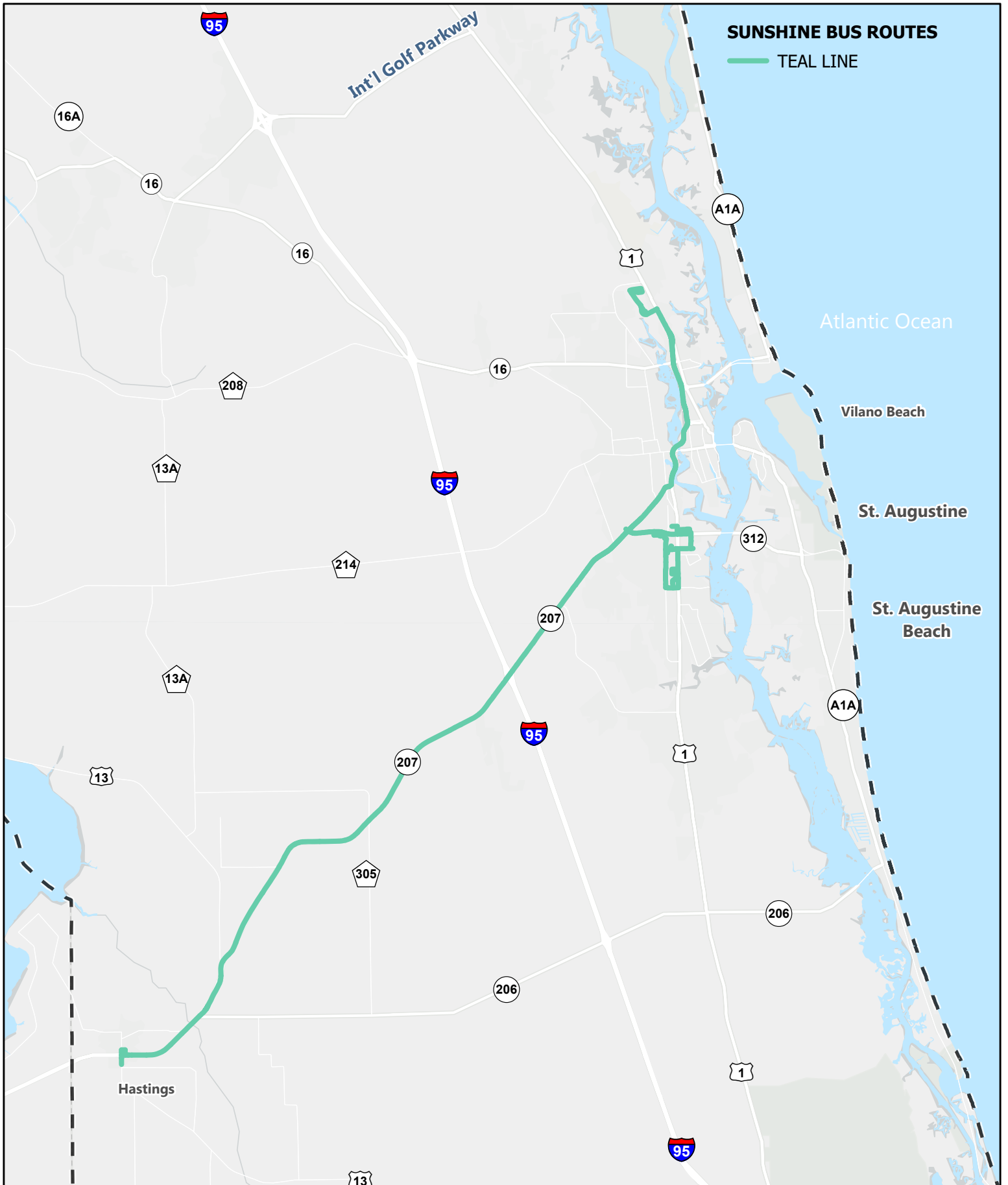


Sunshine Bus Routes

St. Johns County 2021 Transit Development Plan

Source: St. Johns County (2021)





SUNSHINE BUS ROUTES

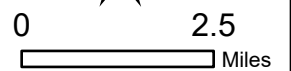
— TEAL LINE

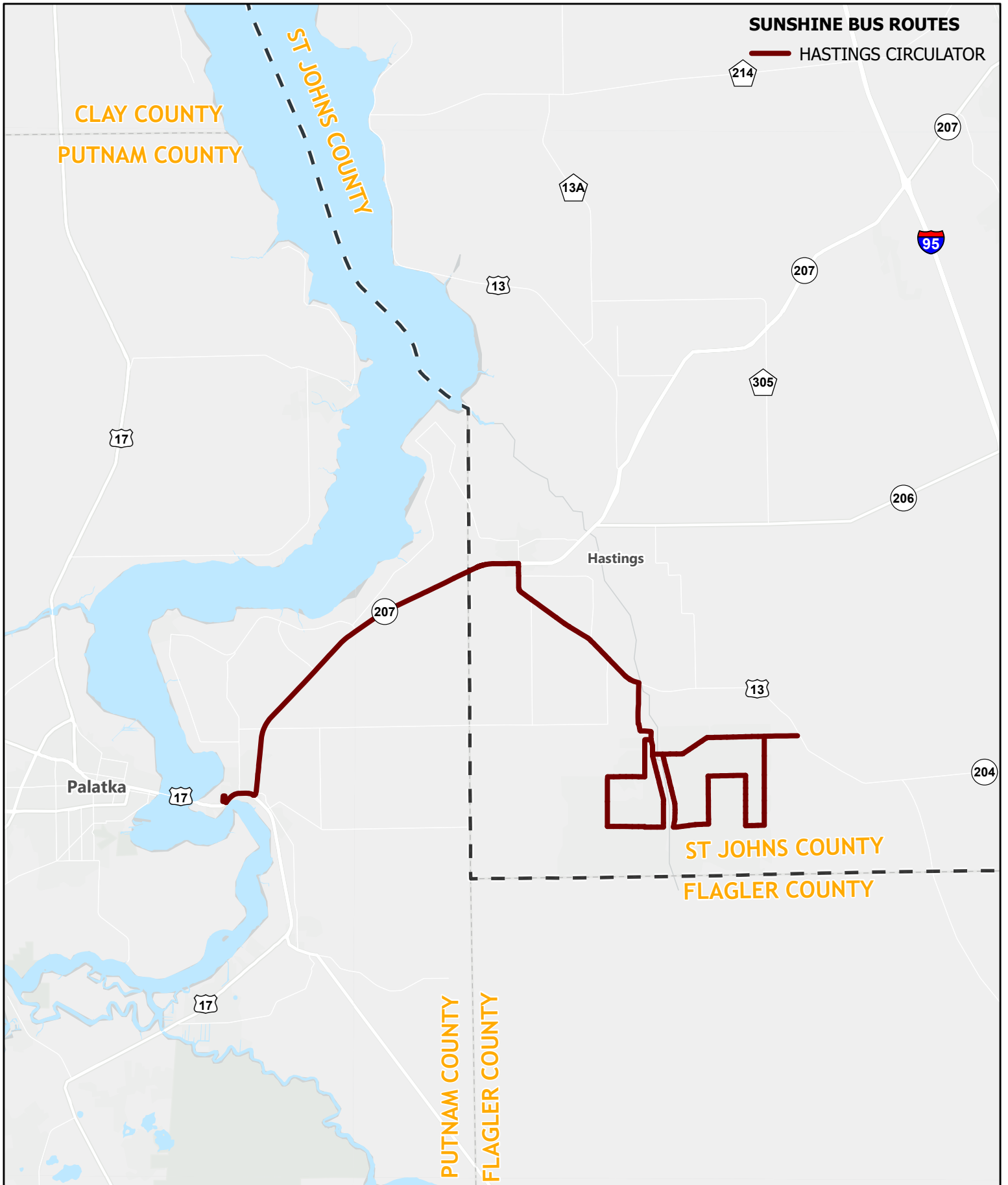


Sunshine Bus Routes

St. Johns County 2021 Transit Development Plan

Source: St. Johns County (2021)

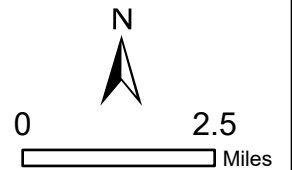




Sunshine Bus Routes

St. Johns County 2021 Transit Development Plan

Source: St. Johns County (2021)



APPENDIX B2

PRIVATE CARRIERS

APPENDIX C

TREND AND PEER SERVICE EVALUATION

Transit Performance Evaluation

Introduction

This section aggregates an analysis of existing transit services provided by the Sunshine Bus Company in St. Johns County Florida. It combines an analysis of trends for various measures and metrics over the past five years with a comparison of those same measures and metrics with peer data. This analysis has been conducted for both fixed-route services and demand response services. The deviated fixed-route service operated in St. Johns County is considered a fixed-route service by the National Transit Database (NTD) of the Federal Transit Administration (FTA) and by this report as well. The most recent data available for all peers is Fiscal Year 2019. The five years used as part of the trend analysis is thus data from 2015 to 2019.

As part of receiving federal formula funding provided by FTA, all recipients are required to report data to the NTD. Based on an agency's size, different amounts of data are required. This analysis utilizes this data for all measures within both trend and peer analysis. The report has chosen data that is reported by all St. Johns peers to be as comprehensive as possible.

Peer Selection

In order to arrive at a set of peers for this study, basic data was extracted for all NTD reporters in the United States. From that data, various screens were applied to select agencies which match the service of the Sunshine Bus Company and locations which are similar to the St. Augustine Urban Area. Geographic proximity was considered very important, since transit usage varies significantly by region in the United States. Only those agencies serving small and mid-size urban areas in Florida (less than 500,000 people) and other small urban (less than 200,000 people) within the Southeast were considered. Agencies had to operate both fixed-route service and demand response service to be considered. The initial screen narrowed the potential peer base to twenty-two agencies.

From this group of potential peers, those Florida peers were selected that had similar characteristics in terms of size of operation to St. Johns County. Among non-Florida potential peers, a more qualitative selection was made of two agencies that serve small urban areas within long commute distances to larger areas, like the case in St. Johns County. Table 1 provides a list of the nine peers selected.

Table 1: Peer Agencies

Agency Name	Location	State	County	NTD ID
The Bus	Brooksville	FL	Hernando	40146
Treasure Coast Connector	Fort Pierce	FL	St. Lucie	40097
Emerald Coast Rider	Fort Walton Beach	FL	Okaloosa	40128
SunTran	Ocala	FL	Marion	40120
Bay Town Trolley	Panama City	FL	Bay	40185
Lake Xpress	Tavares	FL	Lake	40158
GoLine	Vero Beach	FL	Indian River	40104
DC Rides	Lexington	NC	Davidson	40131
Palmetto Breeze	Bluffton	SC	Beaufort	41092

Data Collected and Metrics Selected

Data and metrics included as part of the analysis are generally consistent with the most recent major update of the St. Johns Transit Development Plan (TDP) from 2016. Metrics dependent on passenger-miles were excluded as that is a data set not required of many small urban NTD reporters. Tables 2 through 5 outline the data assembled and metrics analyzed for both fixed-route and demand response services.

Table 2: Community Information for Analysis

Service Area Characteristics	
Service Area Population	Urban Area Population
Service Area Land Area	Urban Area Land Area
Service Area Density	Urban Area Density

Table 3: Transit Information for Analysis

Transit Agency Characteristics	
Vehicles in Maximum Service (VOMS)	Operating Expense
Revenue Hours	Fares Collected
Revenue Miles	Passenger Trips (UPT)
Share of Rev. Miles for Mode	Share of Passengers for Mode
Operating Speed	Average Fleet Age

Table 4: Metrics on Transit Investment and Impact

Service Intensity	Transit Investment
Revenue Hours per Capita (Service Area)	Operating Cost per Capita (Service Area)
Revenue Miles per Capita (Service Area)	Subsidy per Capita (Service Area)
Revenue Hours per Capita (Urban Area)	Operating Cost per Capita (Urban Area)
Revenue Miles per Capita (Urban Area)	Subsidy per Capita (Urban Area)
Transit Usage	
Passenger Trips per Capita (Service Area)	
Passenger Trips per Capita (Urban Area)	

Table 5: Metrics on Transit Efficiency and Effectiveness

Service Effectiveness	Cost Effectiveness
Passengers per Revenue Hour	Operating Cost per Passenger Trip
Passengers per Revenue Mile	Average Fare per Passenger Trip
Fares per Revenue Hour (Fixed-Route only)	Subsidy per Passenger Trip
Fares per Revenue Mile (Fixed-Route only)	Farebox Recovery
Service Efficiency	
Operating Cost per Revenue Hour	
Operating Cost per Revenue Mile	
Revenue Miles per VOMS	

Fixed Route Service

Data for the past five years for fixed-route service are provided within Table 6. While both revenue miles and revenue hours saw growth during the five-year period, the number of passenger trips declined during the period. Ridership has generally experienced a decline nationally during the time, even as service has increased, so the trends within St. Johns County are not abnormal. Operating costs increased faster than any data point within the period, a combination of increased service and higher costs for service.

Table 7 provides data on the community sizes served by each peer agency. St. Augustine is one of the smallest urban areas in the southeast with a population of 69,173 (2010 Census). An area must have more than 50,000 people to be considered an urban area. Only one other peer serves an urban area with less than 100,000 in population, but the majority do serve small urban areas (less than 200,000). St. Johns County service area population is actually larger than the peer average. Tables 8 and 9 display service and financial data among peers. St. Johns County provides a very similar number of revenue hours as the peer average and provides 22% more revenue miles compared to the mean of its nine peers. In terms of cost and passengers, St. Johns County's service fall below the peer average, but in neither case is St. Johns numbers outliers.

Following Table 9, each category of metrics is analyzed with a set of tables and graphs. Analysis and summary of this data is found near the end of this section.

Table 6: Sunshine Bus 5-Year Trends for Fixed Route

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Service Area Population	195,823	195,823	195,823	243,812	254,261	29.8%	4.3%
Service Area Land Area (Square Miles)	600	600	600	600	600	0.0%	0.0%
Service Area Density	326	326	326	406	424	29.8%	4.3%
Urban Area Population	69,173	69,173	69,173	69,173	69,173	0.0%	0.0%
Urban Area Land Area (Square Miles)	43	43	43	43	43	0.0%	0.0%
Urban Area Density	1,609	1,609	1,609	1,609	1,609	0.0%	0.0%
Vehicles in Maximum Service (VOMS)	8	8	12	9	9	12.5%	0.0%
Revenue Hours	24,559	26,912	26,432	29,691	28,900	17.7%	-2.7%
Revenue Miles	525,411	532,937	531,145	632,358	607,581	15.6%	-3.9%
Share of Rev. Miles (Fixed Route)	85.8%	85.8%	84.7%	68.5%	64.6%	-24.7%	-5.7%
Operating Speed	21.4	19.8	20.1	21.3	21.0	-1.7%	-1.3%
Operating Expense	\$1,016,473	\$962,376	\$1,191,460	\$1,851,577	\$1,680,337	65.3%	-9.2%
Fares Collected	\$114,454	\$107,132	\$99,671	\$88,209	\$82,913	-27.6%	-6.0%
Passenger Trips (UPT)	293,239	294,283	273,588	300,165	280,445	-4.4%	-6.6%
Share of Passengers (Fixed Route)	94.5%	93.8%	94.0%	84.4%	83.2%	-11.9%	-1.4%
Average Fleet Age	2.8	1.8	3.3	2.7	3.7	32.1%	37.0%

Table 7: Sunshine Bus Peer Area Characteristics for Fixed Route (2019)

Peer	Urban Area Pop.	Service Area Pop.	Svc. Area Coverage (% of UZA)	Service Area Land Area	Service Area Density	Urban Area Land Area	Urban Area Density
Brooksville, FL	148,220	116,315	78.5%	89	1,307	115	1,289
Fort Pierce, FL	376,047	321,128	85.4%	572	561	208	1,808
Fort Walton Beach, FL	191,917	196,512	102.4%	120	1,638	121	1,586
Ocala, FL	156,909	64,655	41.2%	55	1,176	112	1,401
Panama City, FL	143,280	105,192	73.4%	58	1,814	92	1,557
Tavares, FL	131,337	97,497	74.2%	71	1,373	94	1,397
Vero Beach, FL	149,422	151,825	101.6%	216	703	97	1,540
Lexington, NC	166,485	163,770	98.4%	567	289	113	1,473
Bluffton, SC	68,998	201,265	291.7%	3,730	54	68	1,015
Peer Minimum	68,998	64,655	41.2%	55	54	68	1,015
Peer Maximum	376,047	321,128	291.7%	3,730	1,814	208	1,808
Peer Average	170,291	157,573	105.2%	609	990	113	1,452
St. Augustine, FL	69,173	254,261	367.6%	600	424	43	1,609
% Difference vs. Peer Average	-59.4%	61.4%	249.4%	-1.4%	-57.2%	-62.1%	10.8%

Table 8: Sunshine Bus Peer Service Characteristics for Fixed Route (2019)

Peer	Passenger Trips	Mode % of Passenger Trips	Revenue Miles	Revenue Hours	Operating Speed	Peak Vehicles (VOMS)	Fleet Avg. Age
Brooksville, FL	140,220	91.4%	408,854	21,816	18.7	7	6.4
Fort Pierce, FL	661,097	87.9%	543,201	35,355	15.4	11	6.6
Fort Walton Beach, FL	99,456	54.8%	349,874	27,442	12.7	10	5.9
Ocala, FL	377,825	95.3%	480,893	32,036	15.0	7	8.5
Panama City, FL	394,977	87.2%	482,893	37,577	12.9	10	5.3
Tavares, FL	353,945	74.9%	567,788	34,221	16.6	10	7.3
Vero Beach, FL	1,226,631	97.4%	941,584	51,950	18.1	15	5.5
Lexington, NC	139,327	80.2%	209,236	10,629	19.7	6	3.4
Bluffton, SC	215,537	80.5%	495,050	23,086	21.4	10	10.6
Peer Minimum	99,456	54.8%	209,236	10,629	12.7	6	3.4
Peer Maximum	1,226,631	97.4%	941,584	51,950	21.4	15	10.6
Peer Average	401,002	83.3%	497,708	30,457	16.7	10	6.6
St. Augustine, FL	280,445	83.2%	607,581	28,900	21.0	9	3.7
% Difference vs. Peer Average	-30.1%	-0.1%	22.1%	-5.1%	25.7%	-5.8%	-44.0%

Table 9: Sunshine Bus Peer Financial Characteristics for Fixed Route (2019)

Peer	Operating Cost	Total Subsidy	Fare Revenues	% of Subsidy Local	Farebox Recovery
Brooksville, FL	\$1,472,114	\$1,364,351	\$107,763	27.6%	7.3%
Fort Pierce, FL	\$2,630,625	\$2,630,625	\$0	41.5%	0.0%
Fort Walton Beach, FL	\$1,350,163	\$1,270,266	\$79,897	5.4%	5.9%
Ocala, FL	\$2,344,377	\$2,093,262	\$251,115	25.0%	10.7%
Panama City, FL	\$2,662,868	\$2,258,605	\$404,263	0.0%	15.2%
Tavares, FL	\$3,360,356	\$3,212,114	\$148,242	24.7%	4.4%
Vero Beach, FL	\$3,007,526	\$3,007,526	\$0	26.3%	0.0%
Lexington, NC	\$521,021	\$521,021	\$0	36.5%	0.0%
Bluffton, SC	\$2,448,754	\$2,079,748	\$369,006	11.5%	15.1%
Peer Minimum	\$521,021	\$521,021	\$0	0.0%	0.0%
Peer Maximum	\$3,360,356	\$3,212,114	\$404,263	41.5%	15.2%
Peer Average	\$2,199,756	\$2,048,613	\$151,143	22.0%	6.5%
St. Augustine, FL	\$1,680,337	\$1,597,424	\$82,913	13.3%	4.9%
% Difference vs. Peer Average	-23.6%	-22.0%	-45.1%	-39.5%	-24.2%

Table 10: Sunshine Bus 5-Year Trends for Service Intensity (Fixed Route)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Revenue Hours per Capita (Service Area)	0.13	0.14	0.13	0.12	0.11	-9.4%	-6.7%
Revenue Miles per Capita (Service Area)	2.68	2.72	2.71	2.59	2.39	-10.9%	-7.9%
Revenue Hours per Capita (Urban Area)	0.36	0.39	0.38	0.43	0.42	17.7%	-2.7%
Revenue Miles per Capita (Urban Area)	7.60	7.70	7.68	9.14	8.78	15.6%	-3.9%

Table 11: Peer Comparison for Service Intensity (Fixed Route)

Peer	Rev. Hours per Capita (Svc. Area)	Rev. Miles per Capita (Svc. Area)	Rev. Hours per Capita (Urban Area)	Rev. Miles per Capita (Urban Area)
Brooksville, FL	0.19	3.52	0.15	2.76
Fort Pierce, FL	0.11	1.69	0.09	1.44
Fort Walton Beach, FL	0.14	1.78	0.14	1.82
Ocala, FL	0.50	7.44	0.20	3.06
Panama City, FL	0.36	4.59	0.26	3.37
Tavares, FL	0.35	5.82	0.26	4.32
Vero Beach, FL	0.34	6.20	0.35	6.30
Lexington, NC	0.06	1.28	0.06	1.26
Bluffton, SC	0.11	2.46	0.33	7.17
Peer Minimum	0.06	1.28	0.06	1.26
Peer Maximum	0.50	7.44	0.35	7.17
Peer Average	0.24	3.86	0.21	3.50
St. Augustine, FL	0.11	2.39	0.42	8.78
% Difference vs. Peer Average	-52.7%	-38.2%	102.5%	150.8%

Figure 1: Trend - Revenue Hours per Capita for Service Area

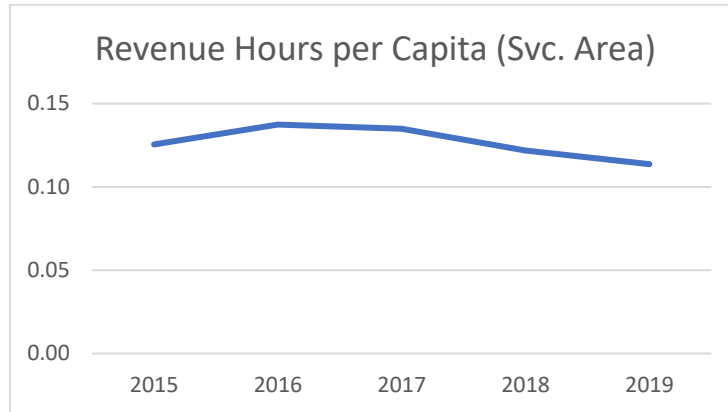


Figure 2: Peer Comparison - Revenue Hours per Capita for Service Area

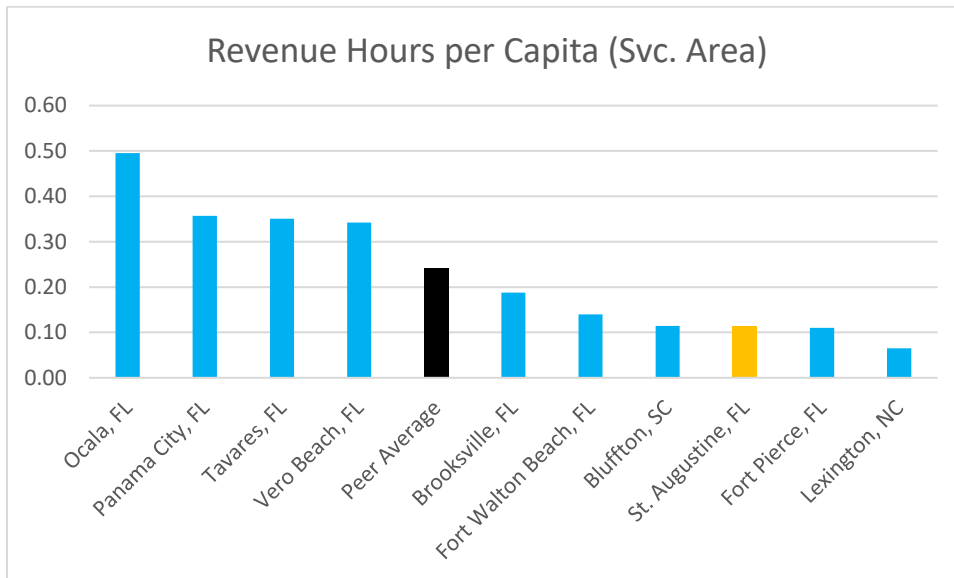


Figure 3: Trend - Revenue Miles per Capita for Service Area

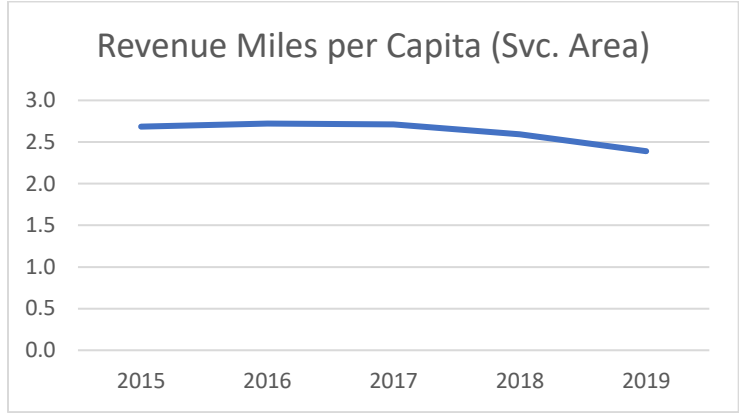


Figure 4: Peer Comparison - Revenue Miles per Capita for Service Area

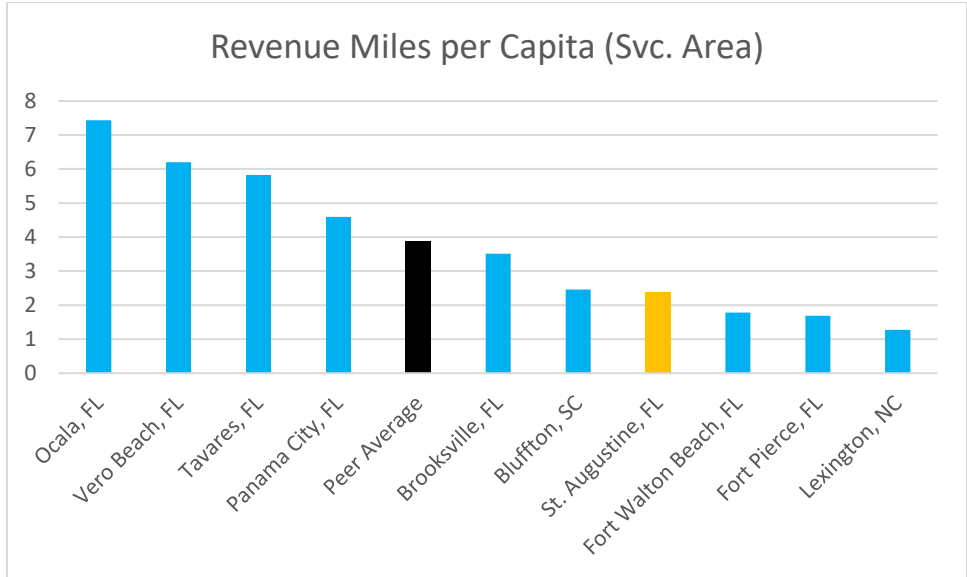


Figure 5: Trend - Revenue Hours per Capita for Urban Area

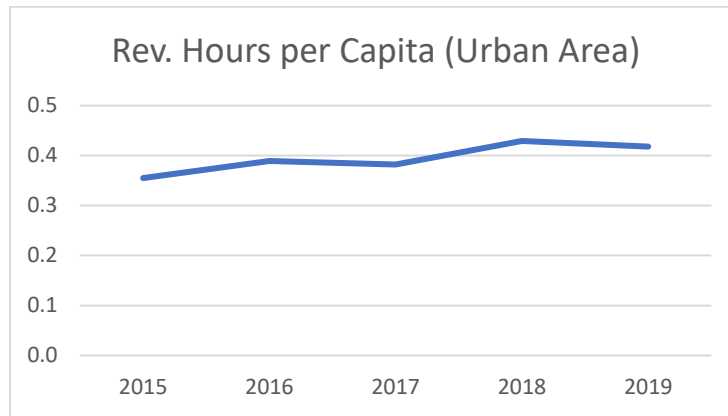


Figure 6: Peer Comparison - Revenue Hours per Capita for Urban Area

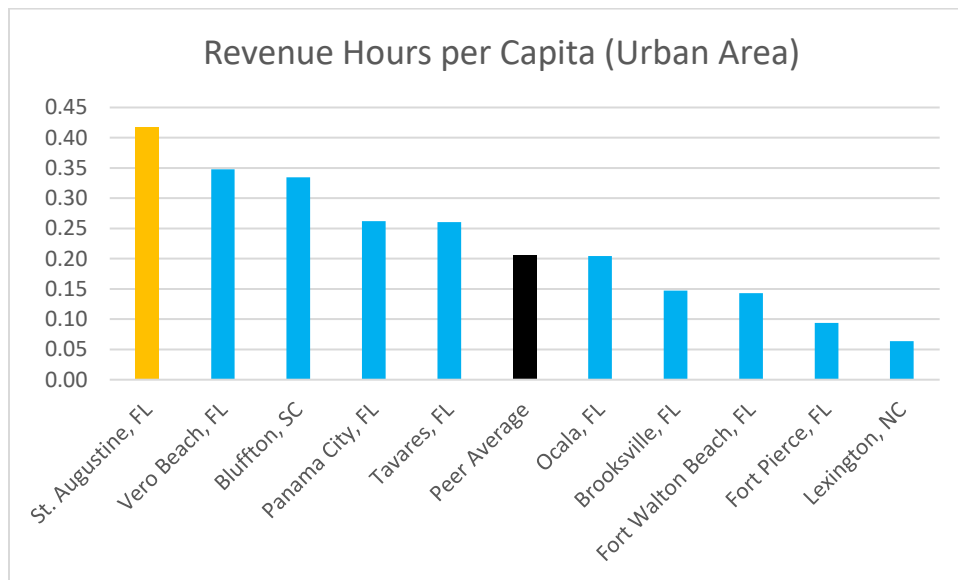


Figure 7: Trend - Revenue Miles per Capita for Urban Area

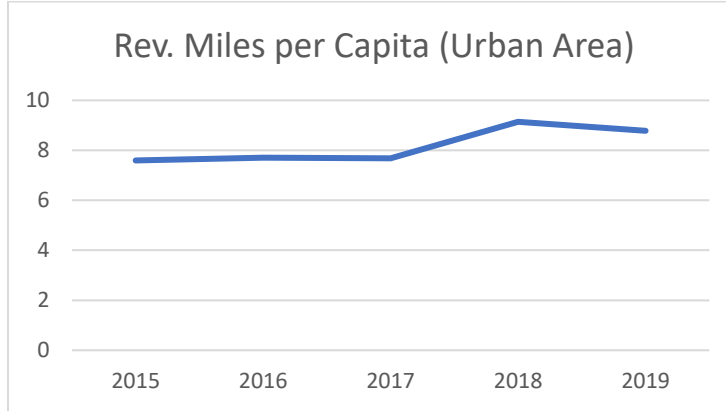


Figure 8: Peer Comparison - Revenue Miles per Capita for Urban Area

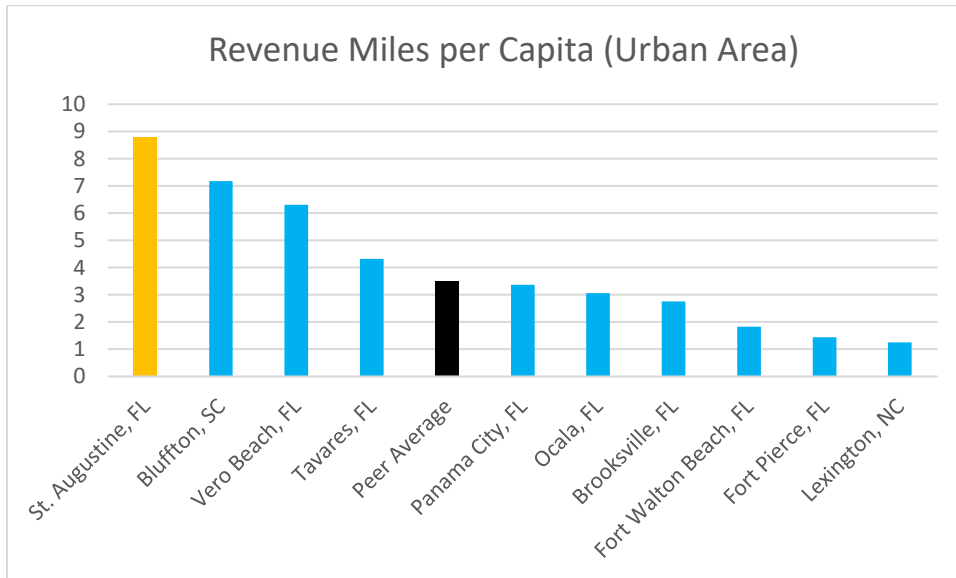


Table 12: Sunshine Bus 5-Year Trends for Transit Usage (Fixed Route)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Passenger Trips per Capita (Service Area)	1.5	1.5	1.4	1.2	1.1	-26.3%	-10.4%
Passenger Trips per Capita (Urban Area)	4.2	4.3	4.0	4.3	4.1	-4.4%	-6.6%

Table 13: Peer Comparison for Transit Usage (Fixed Route)

Peer	Passengers per Capita (Serv. Area)	Passengers per Capita (Urban Area)
Brooksville, FL	1.2	0.9
Fort Pierce, FL	2.1	1.8
Fort Walton Beach, FL	0.5	0.5
Ocala, FL	5.8	2.4
Panama City, FL	3.8	2.8
Tavares, FL	3.6	2.7
Vero Beach, FL	8.1	8.2
Lexington, NC	0.9	0.8
Bluffton, SC	1.1	3.1
Peer Minimum	0.5	0.5
Peer Maximum	8.1	8.2
Peer Average	3.0	2.6
St. Augustine, FL	1.1	4.1
% Difference vs. Peer Average	-63.2%	56.9%

Figure 9: Trend - Passengers per Capita for Service Area

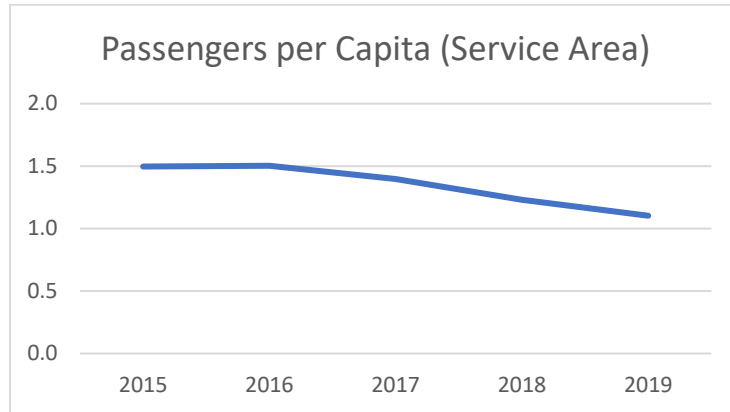


Figure 10: Peer Comparison - Passengers per Capita for Service Area

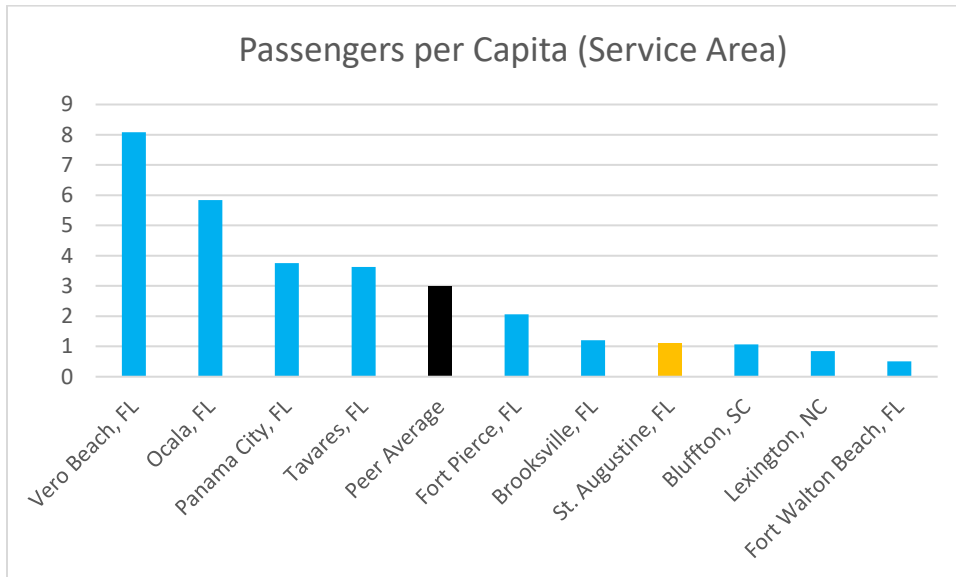


Figure 11: Trend - Passengers per Capita for Urban Area

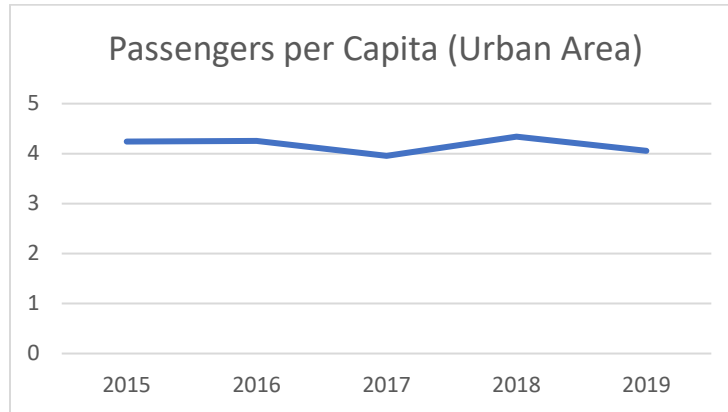


Figure 12: Peer Comparison - Passengers per Capita for Urban Area

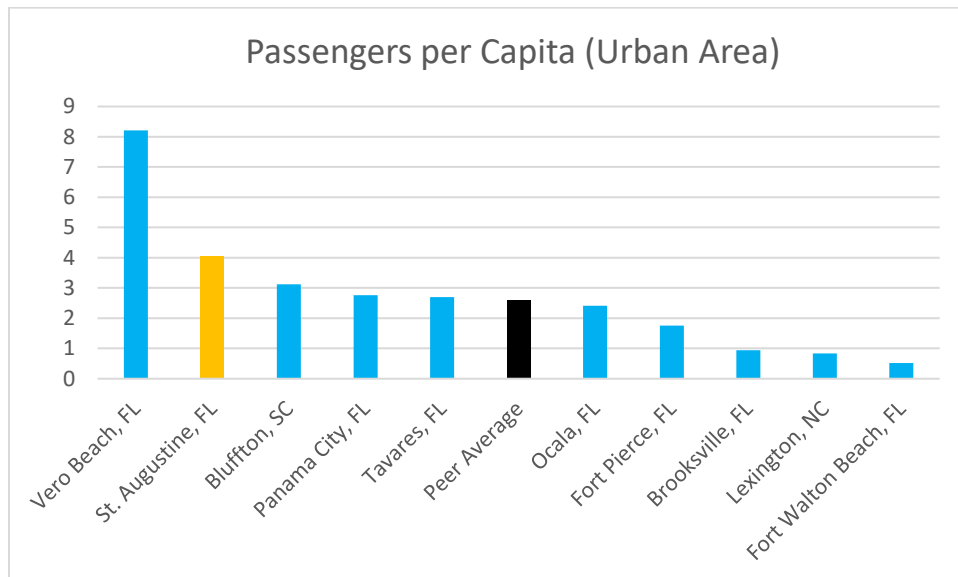


Table 14: Sunshine Bus 5-Year Trends for Transit Investment (Fixed Route)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Operating Cost per Capita (Service Area)	\$5.19	\$4.91	\$6.08	\$7.59	\$6.61	27.3%	-13.0%
Subsidy per Capita (Service Area)	\$4.61	\$4.37	\$5.58	\$7.23	\$6.28	36.4%	-13.1%
Operating Cost per Capita (Urban Area)	\$14.69	\$13.91	\$17.22	\$26.77	\$24.29	65.3%	-9.2%
Subsidy per Capita (Urban Area)	\$13.04	\$12.36	\$15.78	\$25.49	\$23.09	77.1%	-9.4%

Table 15: Peer Comparison for Transit Investment (Fixed Route)

Peer	Op. Cost per Capita (Svc. Area)	Subsidy per Capita (Svc. Area)	Op. Cost per Capita (Urban Area)	Subsidy per Capita (Urban Area)
Brooksville, FL	\$12.66	\$11.73	\$9.93	\$9.20
Fort Pierce, FL	\$8.19	\$8.19	\$7.00	\$7.00
Fort Walton Beach, FL	\$6.87	\$6.46	\$7.04	\$6.62
Ocala, FL	\$36.26	\$32.38	\$14.94	\$13.34
Panama City, FL	\$25.31	\$21.47	\$18.59	\$15.76
Tavares, FL	\$34.47	\$32.95	\$25.59	\$24.46
Vero Beach, FL	\$19.81	\$19.81	\$20.13	\$20.13
Lexington, NC	\$3.18	\$3.18	\$3.13	\$3.13
Bluffton, SC	\$12.17	\$10.33	\$35.49	\$30.14
Peer Minimum	\$3.18	\$3.18	\$3.13	\$3.13
Peer Maximum	\$36.26	\$32.95	\$35.49	\$30.14
Peer Average	\$17.66	\$16.28	\$15.76	\$14.42
St. Augustine, FL	\$6.61	\$6.28	\$24.29	\$23.09
% Difference vs. Peer Average	-62.6%	-61.4%	54.2%	60.1%

Figure 13: Trend – Operating Cost per Capita for Service Area

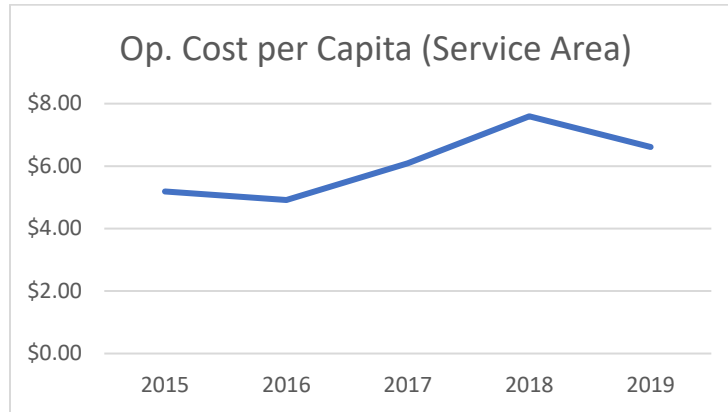


Figure 14: Peer Comparison – Operating Cost per Capita for Service Area

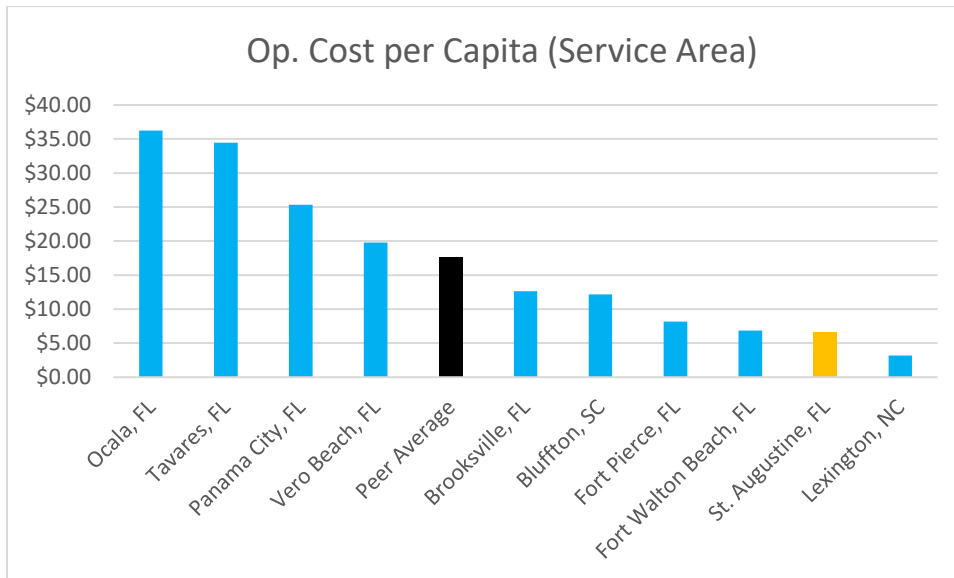


Figure 15: Trend - Subsidy per Capita for Service Area

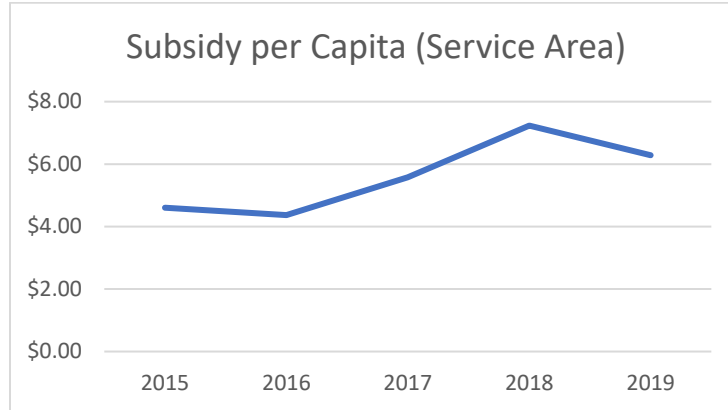


Figure 16: Peer Comparison – Subsidy per Capita for Service Area

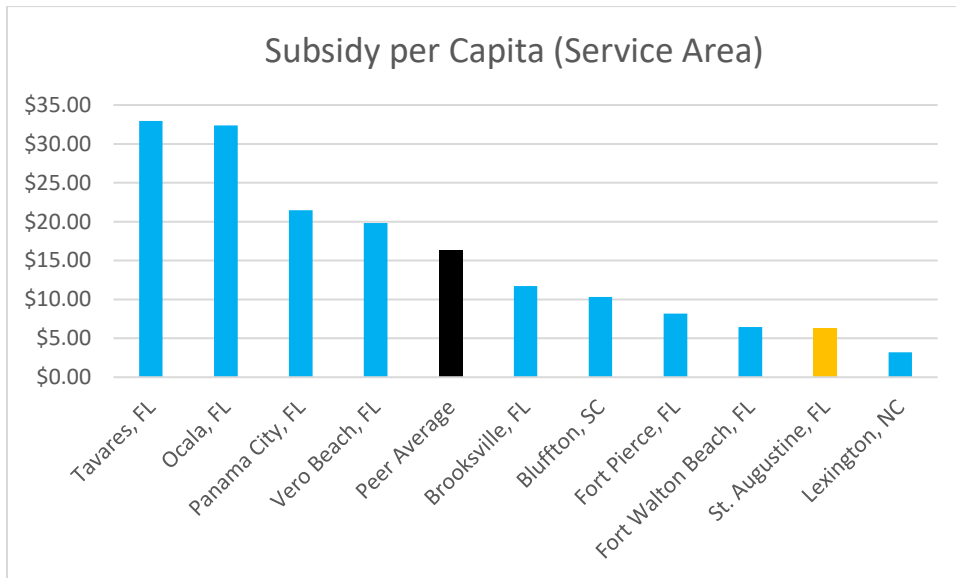


Figure 17: Trend – Operating Cost per Capita for Urban Area

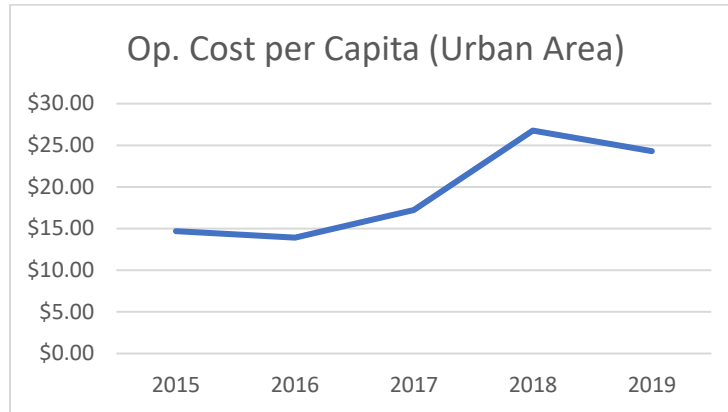


Figure 18: Peer Comparison – Operating Cost per Capita for Urban Area

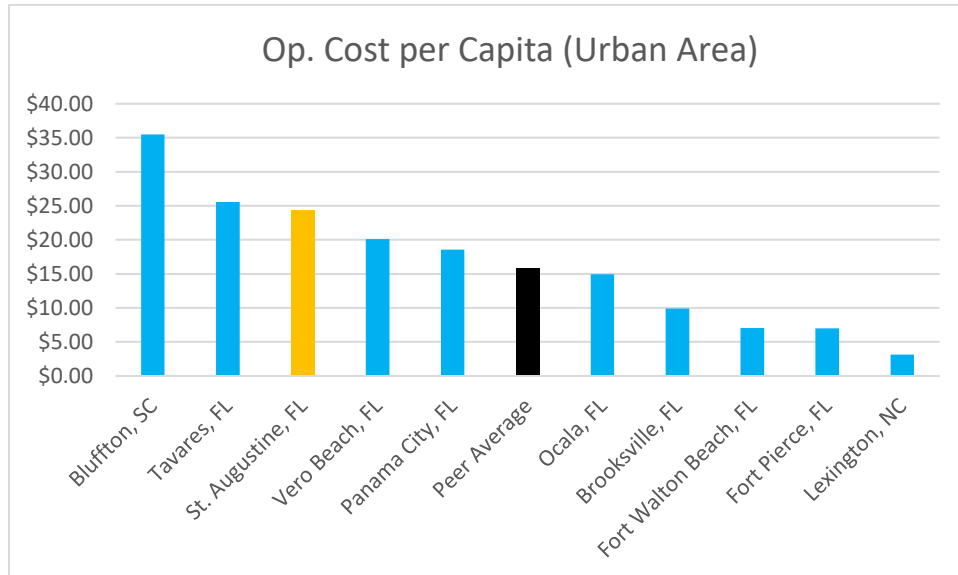


Figure 19: Trend - Subsidy per Capita for Urban Area

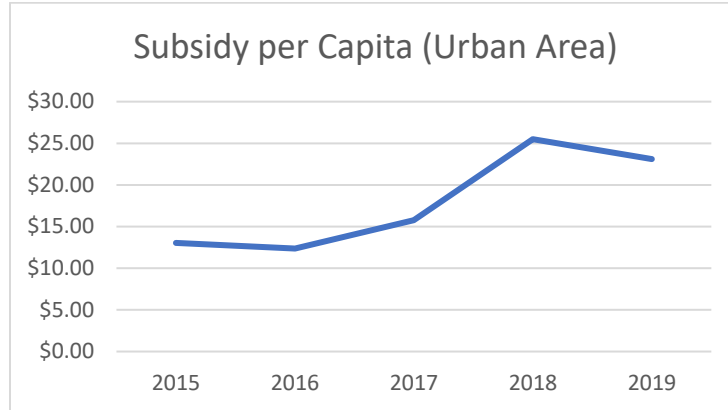


Figure 20: Peer Comparison – Subsidy per Capita for Urban Area

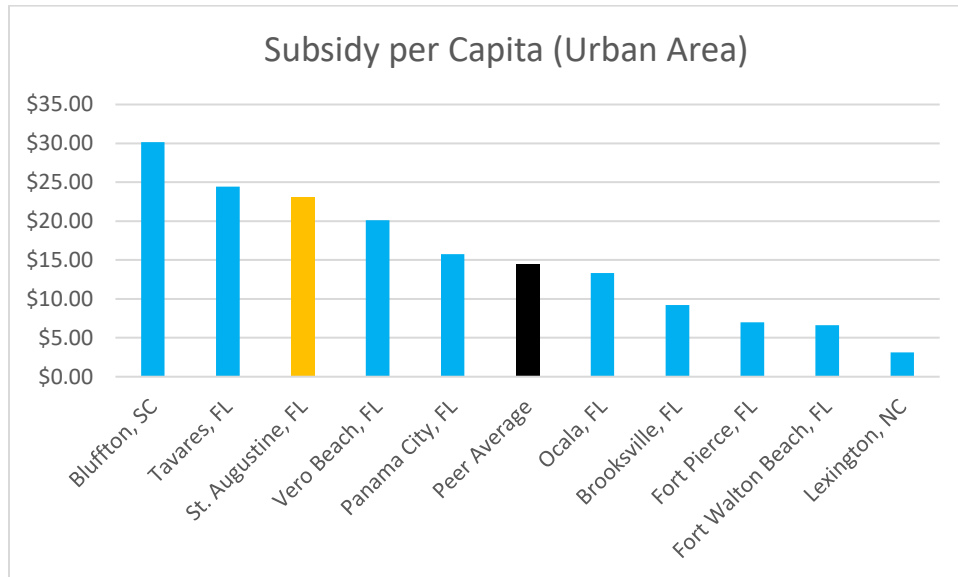


Table 16: Sunshine Bus 5-Year Trends for Service Effectiveness (Fixed Route)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Passengers per Revenue Hour	11.9	10.9	10.4	10.1	9.7	-18.7%	-4.0%
Passengers per Revenue Mile	0.56	0.55	0.52	0.47	0.46	-17.3%	-2.8%
Fares per Revenue Hour	\$4.66	\$3.98	\$3.77	\$2.97	\$2.87	-38.4%	-3.4%
Fares per Revenue Mile	\$0.22	\$0.20	\$0.19	\$0.14	\$0.14	-37.4%	-2.2%

Table 17: Peer Comparison for Service Effectiveness (Fixed Route)

Peer	Passengers per Revenue Hour	Passengers per Revenue Mile	Fares per Revenue Hour	Fares per Revenue Mile
Brooksville, FL	6.4	0.34	\$4.94	\$0.26
Fort Pierce, FL	18.7	1.22	\$0.00	\$0.00
Fort Walton Beach, FL	3.6	0.28	\$2.91	\$0.23
Ocala, FL	11.8	0.79	\$7.84	\$0.52
Panama City, FL	10.5	0.82	\$10.76	\$0.84
Tavares, FL	10.3	0.62	\$4.33	\$0.26
Vero Beach, FL	23.6	1.30	\$0.00	\$0.00
Lexington, NC	13.1	0.67	\$0.00	\$0.00
Bluffton, SC	9.3	0.44	\$15.98	\$0.75
Peer Minimum	3.6	0.28	\$0.00	\$0.00
Peer Maximum	23.6	1.30	\$15.98	\$0.84
Peer Average	11.9	0.72	\$5.20	\$0.32
St. Augustine, FL	9.7	0.46	\$2.87	\$0.14
% Difference vs. Peer Average	-18.7%	-35.8%	-44.8%	-57.0%

Figure 21: Trend – Passengers per Revenue Hour

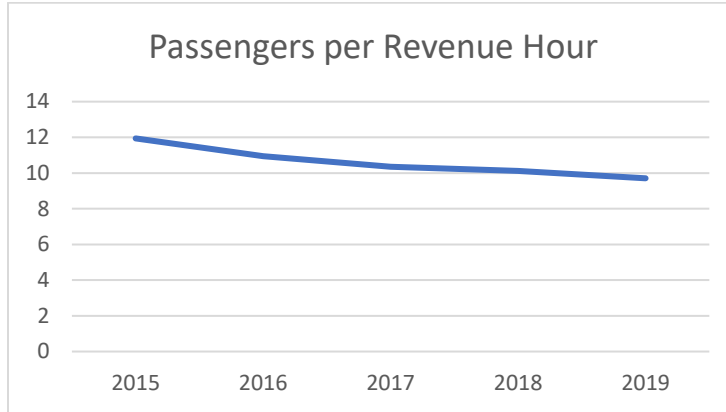


Figure 22: Peer Comparison – Passengers per Revenue Hour

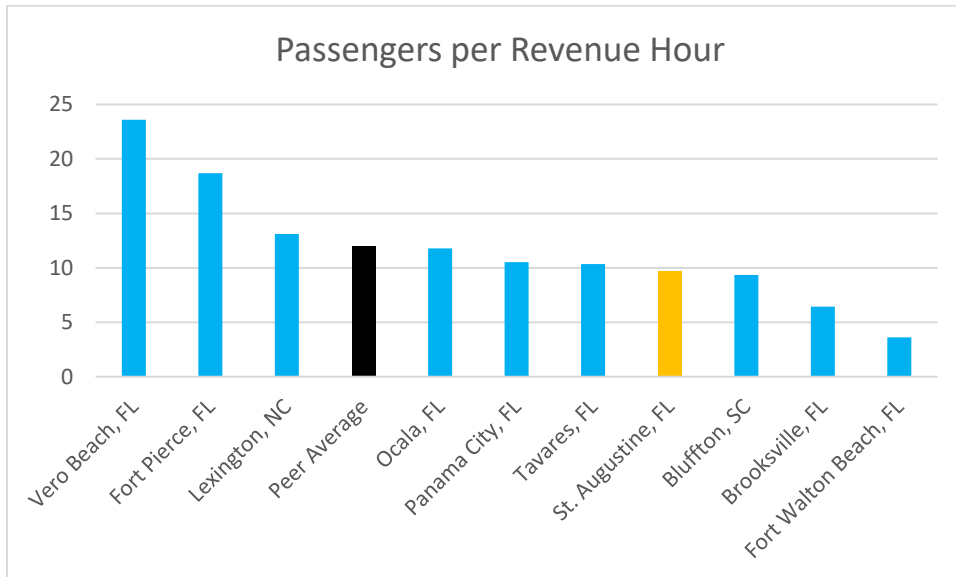


Figure 23: Trend – Passengers per Revenue Mile

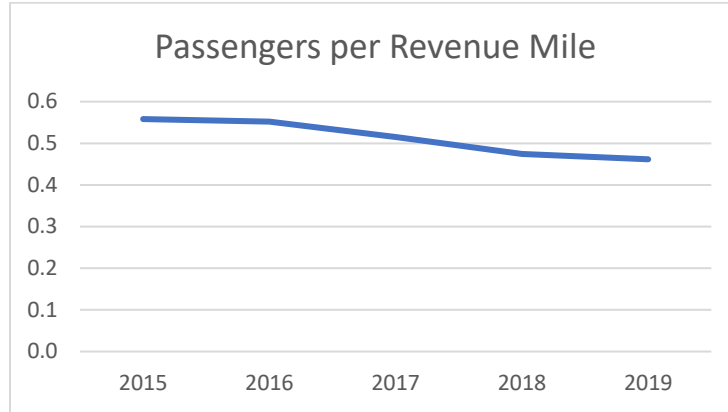


Figure 24: Peer Comparison – Passengers per Revenue Mile

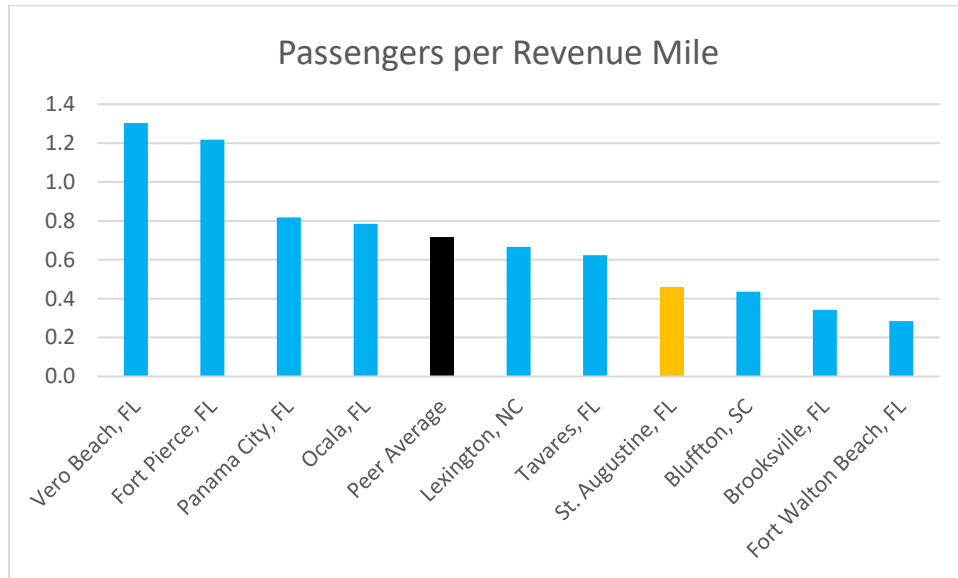


Figure 25: Trend – Fares per Revenue Hour

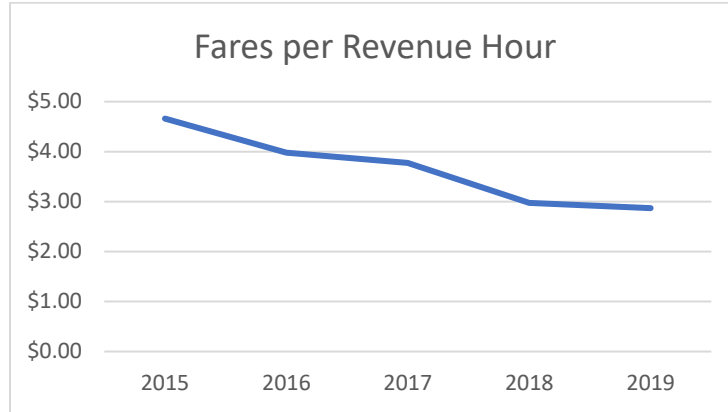


Figure 26: Peer Comparison – Fares per Revenue Hour

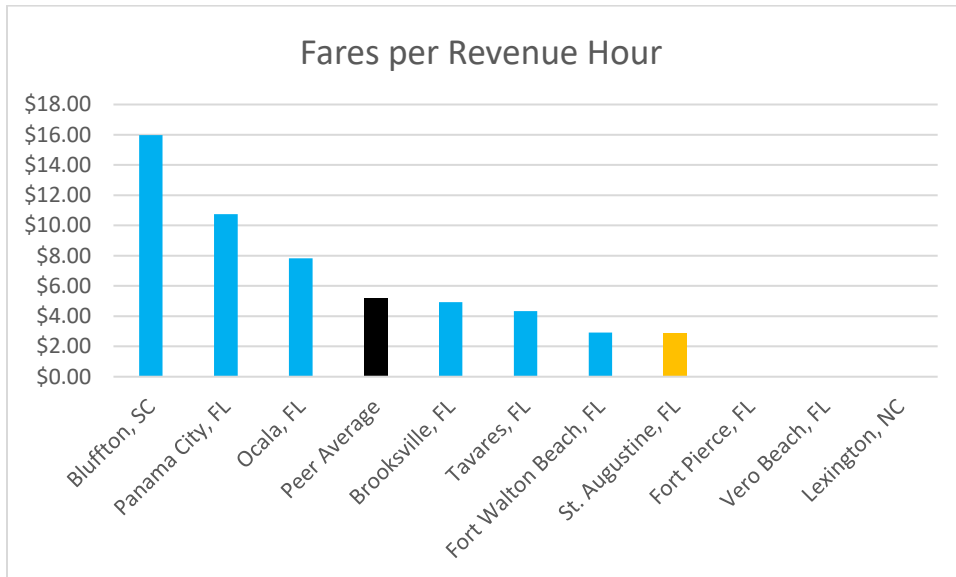


Figure 27: Trend – Fares per Revenue Mile

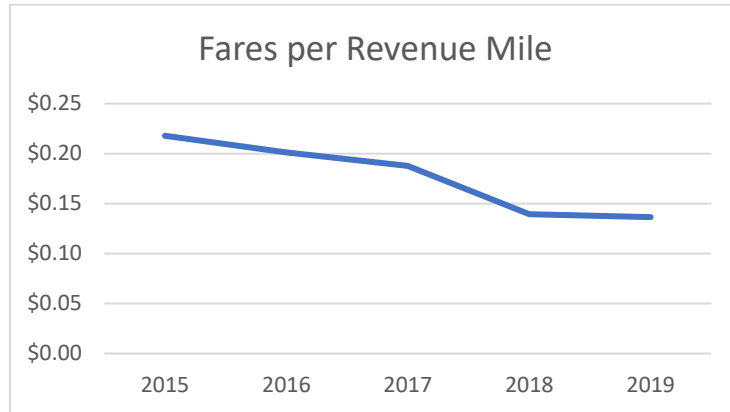


Figure 28: Peer Comparison – Passengers per Revenue Mile

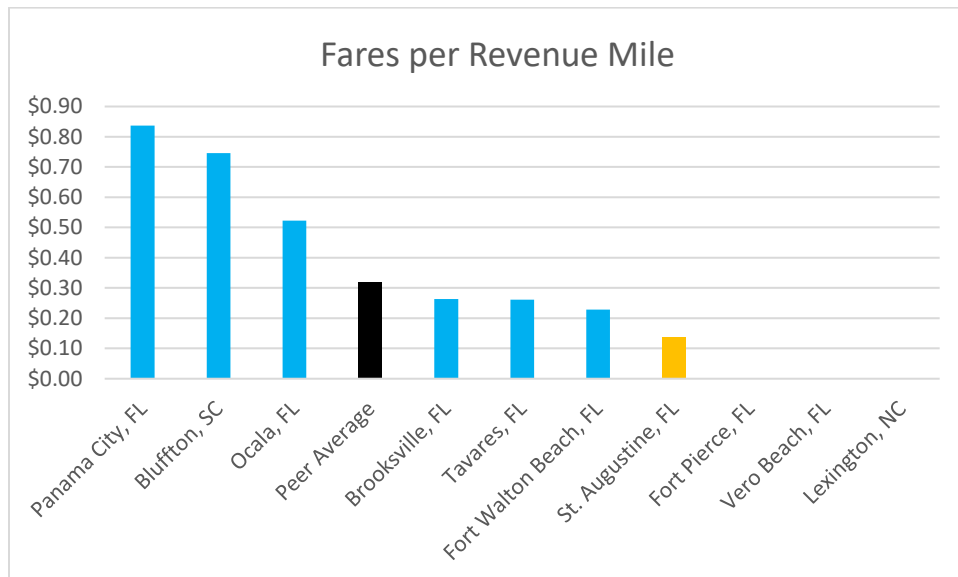


Table 18: Sunshine Bus 5-Year Trends for Service Efficiency (Fixed Route)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Operating Cost per Revenue Hour	\$41.39	\$35.76	\$45.08	\$62.36	\$58.14	40.5%	-6.8%
Operating Cost per Revenue Mile	\$1.93	\$1.81	\$2.24	\$2.93	\$2.77	43.0%	-5.5%
Revenue Miles per VOMS	65,676	66,617	44,262	70,262	67,509	2.8%	-3.9%

Table 19: Peer Comparison for Service Efficiency (Fixed Route)

Peer	Operating Cost per Revenue Hour	Operating Cost per Revenue Mile	Rev. Miles per Peak Vehicle (VOMS)
Brooksville, FL	\$67.48	\$3.60	58,408
Fort Pierce, FL	\$74.41	\$4.84	49,382
Fort Walton Beach, FL	\$49.20	\$3.86	34,987
Ocala, FL	\$73.18	\$4.88	68,699
Panama City, FL	\$70.86	\$5.51	48,289
Tavares, FL	\$98.20	\$5.92	56,779
Vero Beach, FL	\$57.89	\$3.19	62,772
Lexington, NC	\$49.02	\$2.49	34,873
Bluffton, SC	\$106.07	\$4.95	49,505
Peer Minimum	\$49.02	\$2.49	34,873
Peer Maximum	\$106.07	\$5.92	68,699
Peer Average	\$71.81	\$4.36	51,522
St. Augustine, FL	\$58.14	\$2.77	67,509
% Difference vs. Peer Average	-19.0%	-36.6%	31.0%

Figure 29: Trend – Operating Cost per Revenue Hour

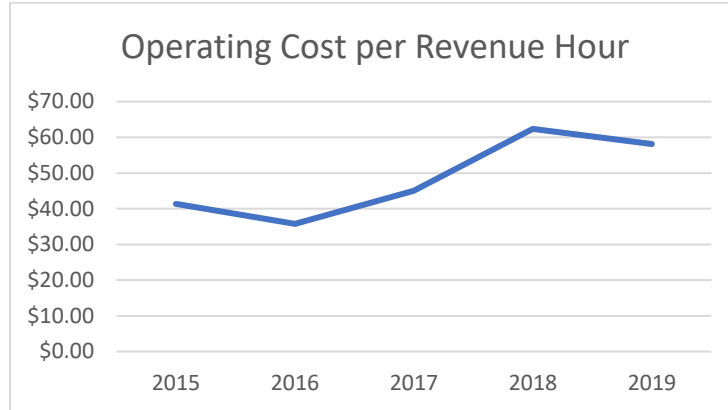


Figure 30: Peer Comparison – Operating Cost per Revenue Hour

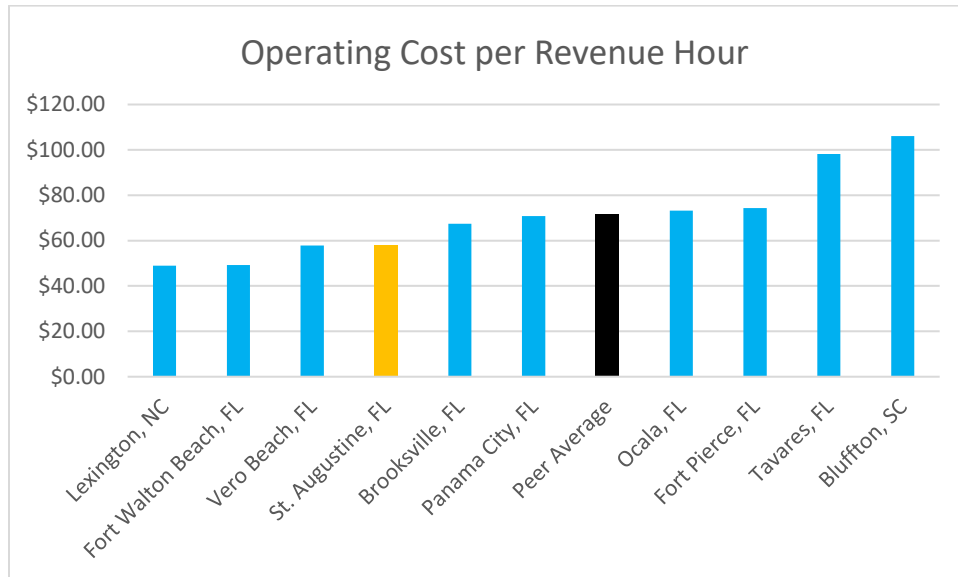


Figure 31: Trend – Operating Cost per Revenue Mile

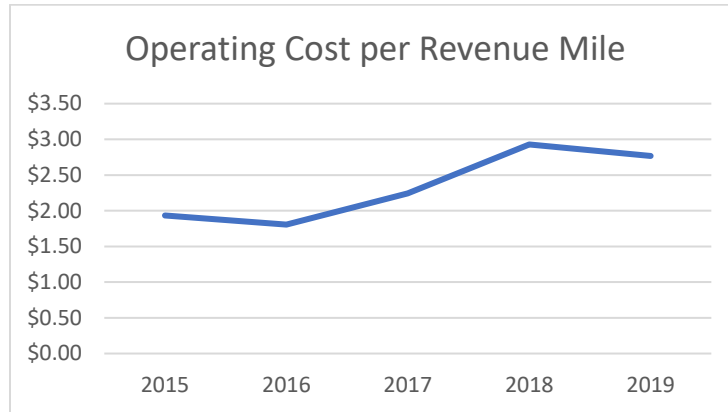


Figure 32: Peer Comparison – Operating Cost per Revenue Mile

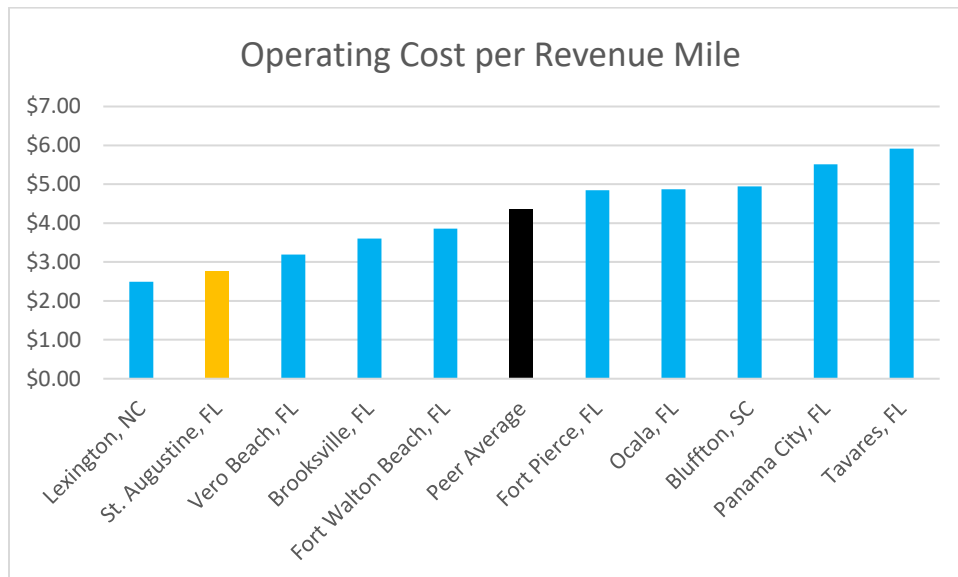


Figure 33: Trend – Revenue Miles per Peak Vehicle

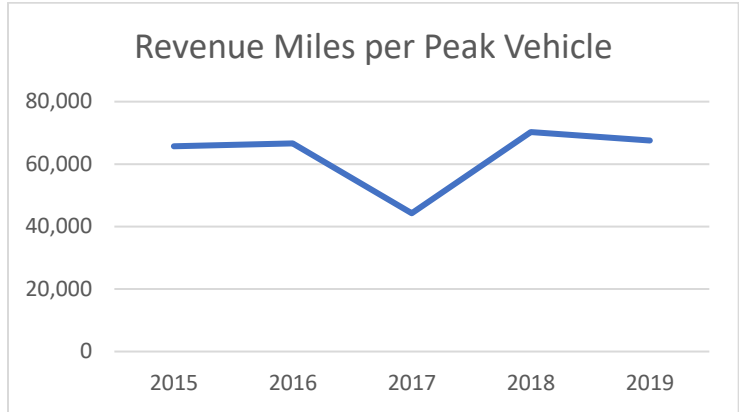


Figure 34: Peer Comparison – Revenue Miles per Peak Vehicle

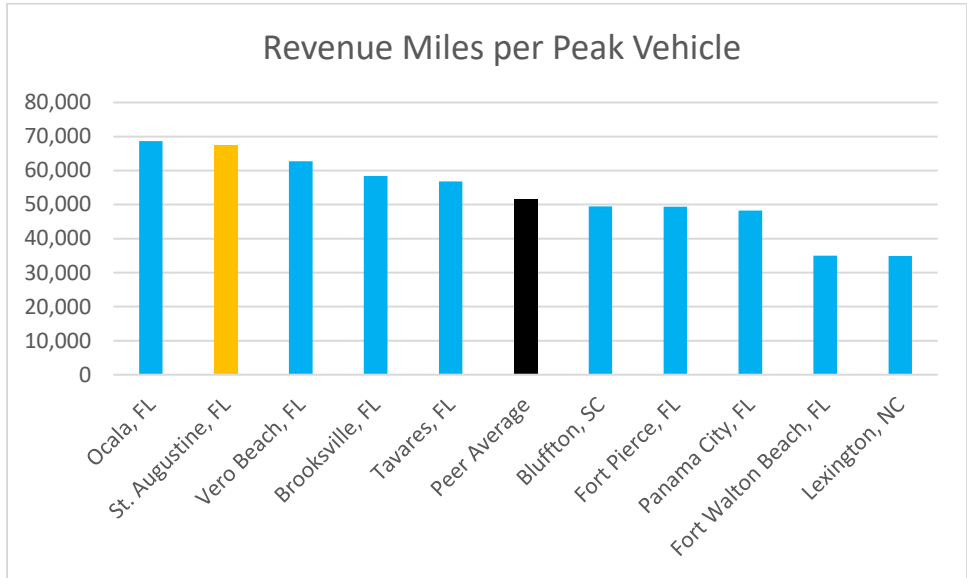


Table 20: Sunshine Bus 5-Year Trends for Cost Effectiveness (Fixed Route)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Operating Cost per Passenger Trip	\$3.47	\$3.27	\$4.35	\$6.17	\$5.99	72.9%	-2.9%
Average Fare per Passenger Trip	\$0.39	\$0.36	\$0.36	\$0.29	\$0.30	-24.3%	0.6%
Subsidy per Passenger Trip	\$3.08	\$2.91	\$3.99	\$5.87	\$5.70	85.2%	-3.0%
Farebox Recovery	11.3%	11.1%	8.4%	4.8%	4.9%	-56.2%	3.6%

Table 21: Peer Comparison for Cost Effectiveness (Fixed Route)

Peer	Operating Cost per Passenger	Average Fare per Passenger	Subsidy per Passenger	Farebox Recovery Ratio
Brooksville, FL	\$10.50	\$0.77	\$9.73	7.3%
Fort Pierce, FL	\$3.98	\$0.00	\$3.98	0.0%
Fort Walton Beach, FL	\$13.58	\$0.80	\$12.77	5.9%
Ocala, FL	\$6.20	\$0.66	\$5.54	10.7%
Panama City, FL	\$6.74	\$1.02	\$5.72	15.2%
Tavares, FL	\$9.49	\$0.42	\$9.08	4.4%
Vero Beach, FL	\$2.45	\$0.00	\$2.45	0.0%
Lexington, NC	\$3.74	\$0.00	\$3.74	0.0%
Bluffton, SC	\$11.36	\$1.71	\$9.65	15.1%
Peer Minimum	\$2.45	\$0.00	\$2.45	0.0%
Peer Maximum	\$13.58	\$1.71	\$12.77	15.2%
Peer Average	\$7.56	\$0.60	\$6.96	6.5%
St. Augustine, FL	\$5.99	\$0.30	\$5.70	4.9%
% Difference vs. Peer Average	-20.8%	-50.6%	-18.2%	-24.2%

Figure 35: Trend – Operating Cost per Passenger

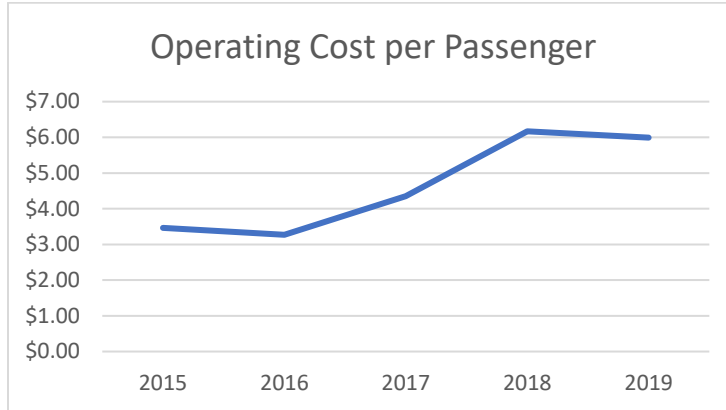


Figure 36: Peer Comparison – Operating Cost per Passenger

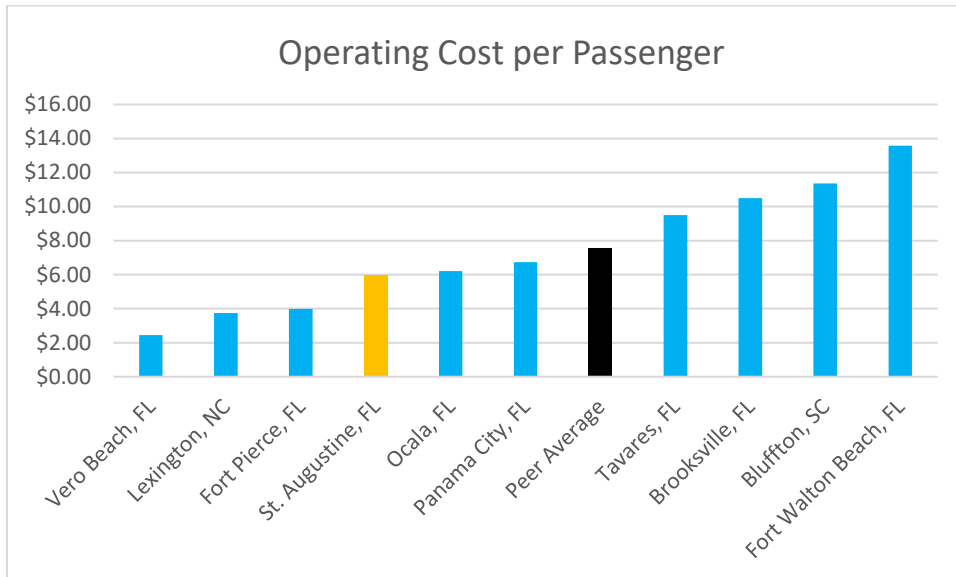


Figure 37: Trend – Average Fare per Passenger

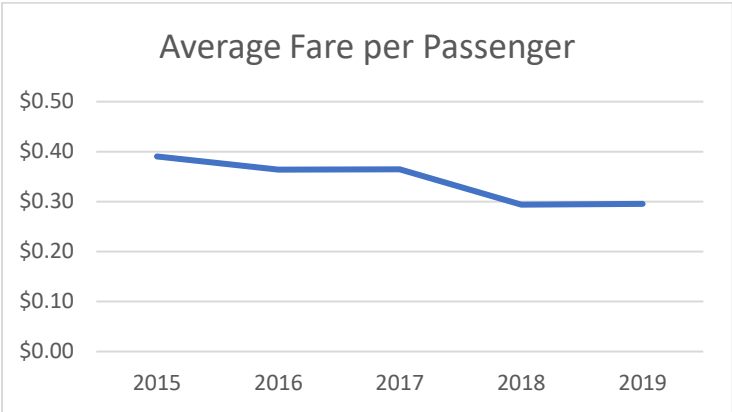


Figure 38: Peer Comparison – Average Fare per Passenger

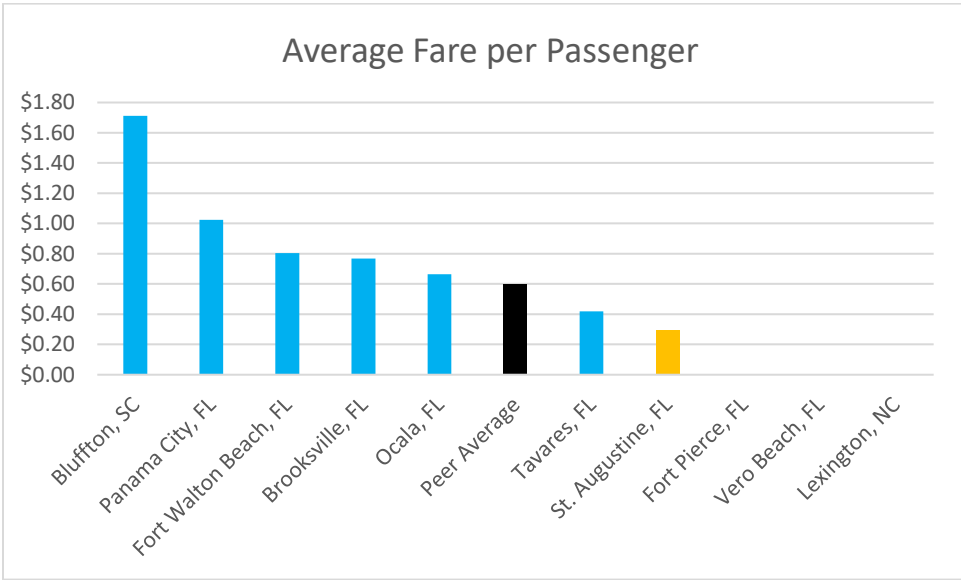


Figure 39: Trend – Subsidy per Passenger

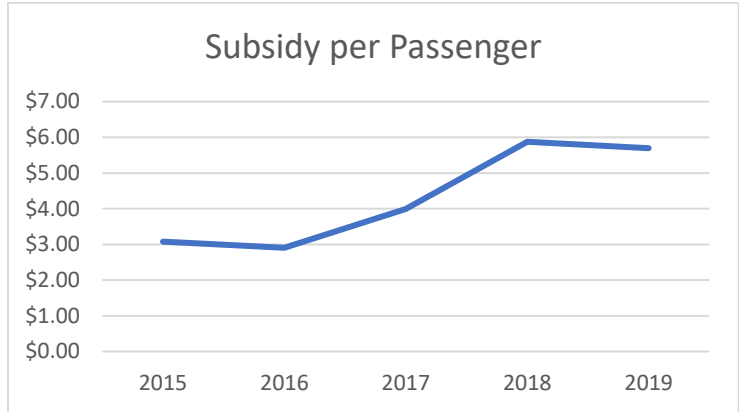


Figure 40: Peer Comparison – Subsidy per Passenger

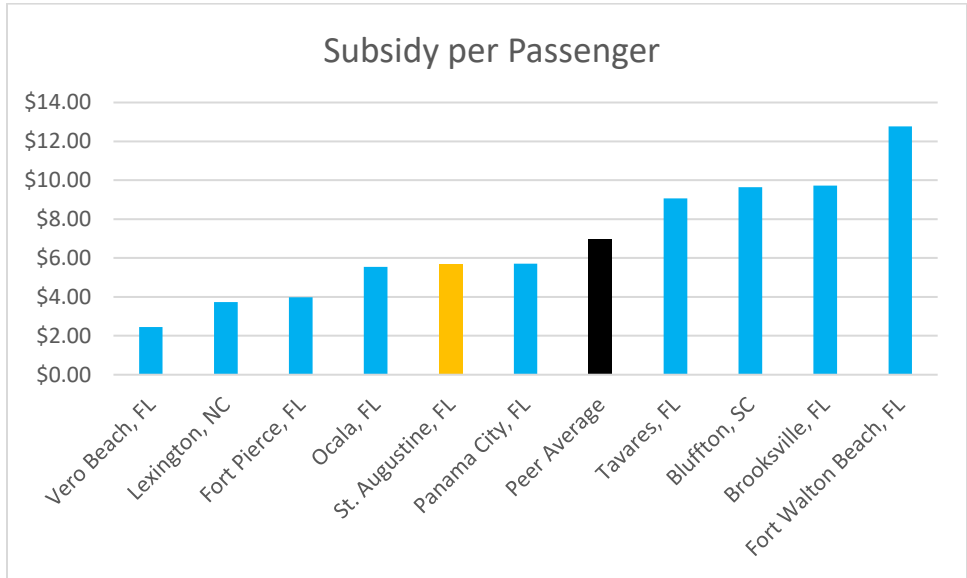


Figure 41: Trend – Farebox Recovery Ratio

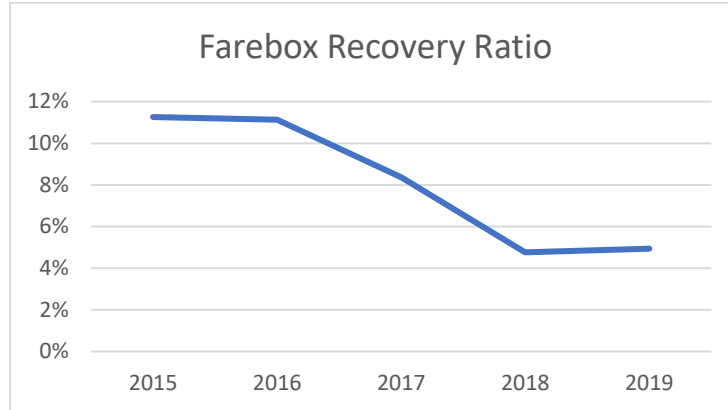


Figure 42: Trend – Farebox Recovery Ratio

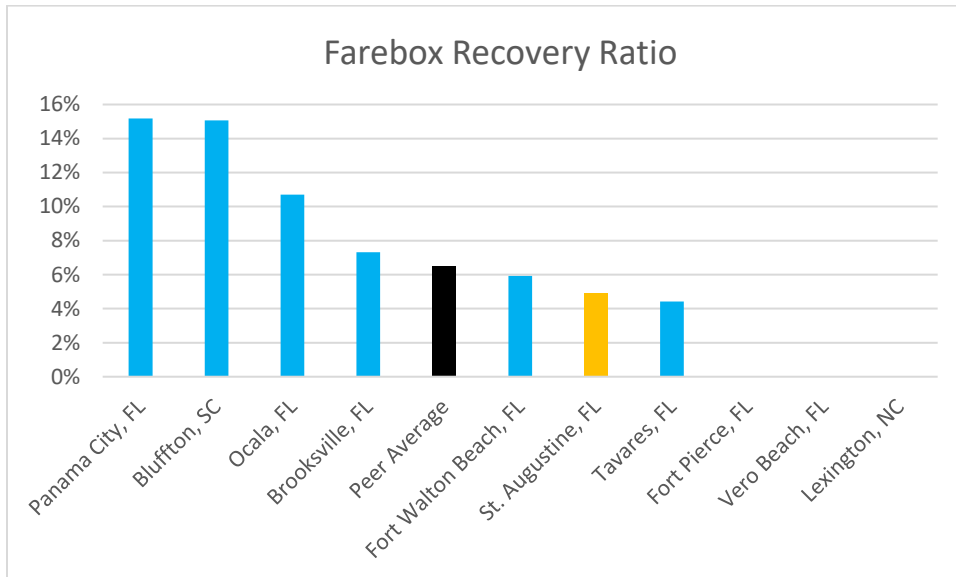


Table 22 summarizes the performance areas for the various metrics analyzed. A brief analysis of important findings follows.

Table 22: Fixed Route Performance Summary

Metric	Percent Change 2015-19	% Difference from Peer Average
Service Intensity		
Revenue Hours per Capita (Service Area)	-9.4%	-52.7%
Revenue Miles per Capita (Service Area)	-10.9%	-38.2%
Revenue Hours per Capita (Urban Area)	17.7%	102.5%
Revenue Miles per Capita (Urban Area)	15.6%	150.8%
Transit Demand		
Passenger Trips per Capita (Service Area)	-26.3%	-63.2%
Passenger Trips per Capita (Urban Area)	-4.4%	56.9%
Transit Investment		
Operating Cost per Capita (Service Area)	27.3%	-62.6%
Subsidy per Capita (Service Area)	36.4%	-61.4%
Operating Cost per Capita (Urban Area)	65.3%	54.2%
Subsidy per Capita (Urban Area)	77.1%	60.1%
Service Effectiveness		
Passengers per Revenue Hour	-18.7%	-18.7%
Passengers per Revenue Mile	-17.3%	-35.8%
Fares per Revenue Hour	-38.4%	-44.8%
Fares per Revenue Mile	-37.4%	-57.0%
Service Efficiency		
Operating Cost per Revenue Hour	40.5%	-19.0%
Operating Cost per Revenue Mile	43.0%	-36.6%
Revenue Miles per VOMS	2.8%	31.0%
Cost Effectiveness		
Operating Cost per Passenger Trip	72.9%	-20.8%
Average Fare per Passenger Trip	-24.3%	-50.6%
Subsidy per Passenger Trip	85.2%	-18.2%
Farebox Recovery	-56.2%	-24.2%

Transit Intensity – Measures of transit intensity describe how much service is provided per person in the service and urban areas. In this case, the geography selected makes a big difference since only a small portion of the St. Johns County population is within the St. Augustine Urban Area. In terms of the entire service area, St. John’s County has less transit service than peers and transit growth has not kept pace with the fast population growth of the area. However, given its relatively small size, the St. Augustine Urban Area where most of the service is focused enjoys more service per person than peers. Note that urban area populations are not re-estimated by the Census each year.

Transit Demand – These metrics analyze how much transit use exists per person of the population. Like measures of transit intensity, the geography selected is supremely important. When considering only the St. Augustine Urban Area, transit usage per capita is well above peers. However, in terms of the full county, much of which does not have access to transit, transit demand lags peers. Both measures have shown a decline due to lower transit ridership.

Transit Investment – The financial investment within St. Johns County has been strongly positive toward transit over the past five years. Both operating costs of service and public subsidy of service have grown over the time period. Again, as the prior classes of metrics, St. Johns shows high transit investment as a ratio of the St. Augustine Urban Area and relatively low investment as compared to the county as a whole.

Service Effectiveness – All measures of service effectiveness for both trend and peer comparisons are a cause of concern. While ridership has declined, as noted previously, service effectiveness measures have declined at an even faster rate. This is an indication that newer services that have been attempted more recently have not generated ridership levels consistent with the rest of the service. Also, as compared to peers, this is an area where Sunshine Bus Company lags a bit, and so positive trends would be welcome in this regard.

Service Efficiency – Sunshine Bus Company is clearly more cost efficient than peers, a positive attribute. This means the budget available for transit can provide more service. The trend in this area has been that services are becoming notably more expensive, likely closing the gap a bit on peer agencies. With a strong economy as the five-year period of 2015-19 represents, often labor rates and other costs can show robust increases.

Cost Effectiveness – Compared to peers, St. Johns County services are cost effective in terms of Operating Cost per Passenger and Subsidy per Passenger. An interesting finding in this area is that the three peers that appear to not charge fares (St. Lucie County, FL; Indian River County, FL; and Davidson County, NC) also are the three peers that outperform Sunshine Bus Company in cost effectiveness. Among peers that do charge fares, St. Johns County has the lowest average fare per customer.

Demand Response Service

Data for the past five years for demand response service are provided within Table 23. Virtually every measure of service provided, number of passengers, and service costs increased substantially from 2017 to 2018. At the same time, St. Johns County began reporting service as directly operated as opposed to purchased transportation. Data for average fleet age is lacking for 2015 and 2016, an issue that often arises when vehicles are not dedicated to a particular service.

Tables 24 and 25 display service and financial data among peers. St. Johns County provides trips to more customers than the peer average and operates more revenue hours as well. Conversely, the number of revenue miles and the cost of service operation are both lower than peers.

Following Table 25, each category of metrics is analyzed with a set of tables and graphs. Analysis and summary of this data is found near the end of this section.

Table 23: Sunshine Bus 5-Year Trends for Demand Response

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Service Area Population	195,823	195,823	195,823	243,812	254,261	29.8%	4.3%
Service Area Land Area	600	600	600	600	600	0.0%	0.0%
Service Area Density	326	326	326	406	424	29.8%	4.3%
Urban Area Population	69,173	69,173	69,173	69,173	69,173	0.0%	0.0%
Urban Area Land Area	43	43	43	43	43	0.0%	0.0%
Urban Area Density	1,609	1,609	1,609	1,609	1,609	0.0%	0.0%
Vehicles in Maximum Service (VOMS)	7	8	9	20	20	185.7%	0.0%
Revenue Hours	9,351	9,418	9,456	28,278	31,002	231.5%	9.6%
Revenue Miles	86,629	88,023	96,049	290,488	332,582	283.9%	14.5%
Share of Rev. Miles (Fixed Route)	14.2%	14.2%	15.3%	31.5%	35.4%	149.9%	12.4%
Operating Speed	9.3	9.3	10.2	10.3	10.7	15.8%	4.4%
Operating Expense	\$616,682	\$534,992	\$495,228	\$1,389,176	\$1,422,251	130.6%	2.4%
Fares Collected	\$33,359	\$40,836	\$31,427	\$148,568	\$155,955	367.5%	5.0%
Passenger Trips (UPT)	17,192	19,449	17,441	55,573	56,556	229.0%	1.8%
Share of Passengers (Fixed Route)	5.5%	6.2%	6.0%	15.6%	16.8%	203.0%	7.4%
Average Fleet Age	N/A	0.0	5.0	5.8	5.0	N/A	-13.8%

Table 24: Sunshine Bus Peer Service Characteristics for Demand Response (2019)

Peer	Mode % of			Revenue Hours	Operating Speed	Peak Vehicles (VOMS)	Fleet Avg. Age
	Passenger Trips	Passenger Trips	Revenue Miles				
Brooksville, FL	13,208	8.6%	111,397	5,603	19.9	4	2.6
Fort Pierce, FL	90,596	12.1%	473,184	31,444	15.0	24	5.9
Fort Walton Beach, FL	82,168	45.2%	922,537	50,999	18.1	32	6.0
Ocala, FL	18,458	4.7%	136,188	10,098	13.5	2	N/A
Panama City, FL	58,150	12.8%	264,791	17,896	14.8	17	3.2
Tavares, FL	118,750	25.1%	1,039,601	68,036	15.3	31	2.7
Vero Beach, FL	32,947	2.6%	268,547	17,543	15.3	15	8.7
Lexington, NC	34,490	19.8%	269,096	9,924	27.1	21	N/A
Bluffton, SC	52,116	19.5%	266,530	14,004	19.0	16	3.1
Peer Minimum	13,208	2.6%	111,397	5,603	13.5	2	2.6
Peer Maximum	118,750	45.2%	1,039,601	68,036	27.1	32	8.7
Peer Average	55,654	16.7%	416,875	25,061	17.6	18	4.6
St. Augustine, FL	56,556	16.8%	332,582	31,002	10.7	20	5.0
% Difference vs. Peer Average	1.6%	0.4%	-20.2%	23.7%	-38.9%	11.1%	8.7%

Table 25: Sunshine Bus Peer Financial Characteristics for Demand Response (2019)

Peer	Operating Cost	Total Subsidy	Fare Revenues	% of	
				Subsidy Local	Farebox Recovery
Brooksville, FL	\$586,894	\$556,637	\$30,257	27.6%	5.2%
Fort Pierce, FL	\$3,208,964	\$3,207,034	\$1,930	41.5%	0.1%
Fort Walton Beach, FL	\$2,284,369	\$1,834,637	\$449,732	5.4%	19.7%
Ocala, FL	\$381,628	\$346,190	\$35,438	25.0%	9.3%
Panama City, FL	\$737,629	\$711,084	\$26,545	0.0%	3.6%
Tavares, FL	\$3,988,841	\$3,888,274	\$100,567	24.7%	2.5%
Vero Beach, FL	\$1,088,728	\$1,088,728	\$0	26.3%	0.0%
Lexington, NC	\$726,611	\$726,611	\$0	36.5%	0.0%
Bluffton, SC	\$771,596	\$714,659	\$56,937	11.5%	7.4%
Peer Minimum	\$381,628	\$346,190	\$0	0.0%	0.0%
Peer Maximum	\$3,988,841	\$3,888,274	\$449,732	41.5%	19.7%
Peer Average	\$1,530,584	\$1,452,650	\$77,934	22.0%	5.3%
St. Augustine, FL	\$1,422,251	\$1,266,296	\$155,955	13.3%	11.0%
% Difference vs. Peer Average	-7.1%	-12.8%	100.1%	-39.5%	106.9%

Table 26: Sunshine Bus 5-Year Trends for Service Intensity (Demand Response)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Revenue Hours per Capita (Service Area)	0.05	0.05	0.05	0.12	0.12	155.3%	5.1%
Revenue Miles per Capita (Service Area)	0.44	0.45	0.49	1.19	1.31	195.7%	9.8%
Revenue Hours per Capita (Urban Area)	0.14	0.14	0.14	0.41	0.45	231.5%	9.6%
Revenue Miles per Capita (Urban Area)	1.25	1.27	1.39	4.20	4.81	283.9%	14.5%

Table 27: Peer Comparison for Service Intensity (Demand Response)

Peer	Rev. Hours per Capita (Svc. Area)	Rev. Miles per Capita (Svc. Area)	Rev. Hours per Capita (Urban Area)	Rev. Miles per Capita (Urban Area)
Brooksville, FL	0.05	0.96	0.04	0.75
Fort Pierce, FL	0.10	1.47	0.08	1.26
Fort Walton Beach, FL	0.26	4.69	0.27	4.81
Ocala, FL	0.16	2.11	0.06	0.87
Panama City, FL	0.17	2.52	0.12	1.85
Tavares, FL	0.70	10.66	0.52	7.92
Vero Beach, FL	0.12	1.77	0.12	1.80
Lexington, NC	0.06	1.64	0.06	1.62
Bluffton, SC	0.07	1.32	0.20	3.86
Peer Minimum	0.05	0.96	0.04	0.75
Peer Maximum	0.70	10.66	0.52	7.92
Peer Average	0.19	3.02	0.16	2.75
St. Augustine, FL	0.12	1.31	0.45	4.81
% Difference vs. Peer Average	-34.5%	-56.6%	173.6%	75.0%

Figure 43: Trend - Revenue Hours per Capita for Service Area

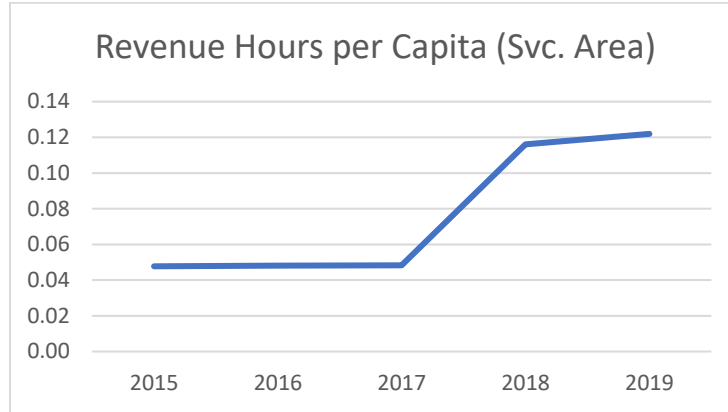


Figure 44: Peer Comparison - Revenue Hours per Capita for Service Area

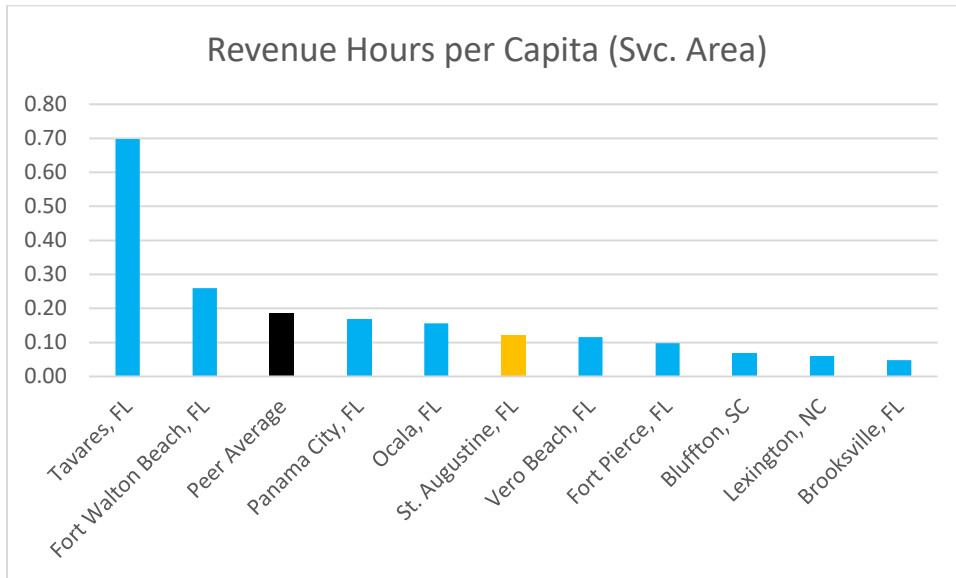


Figure 45: Trend - Revenue Miles per Capita for Service Area

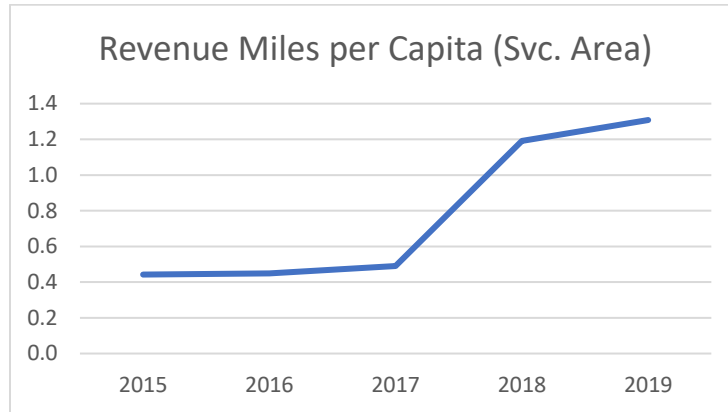


Figure 46: Peer Comparison - Revenue Miles per Capita for Service Area

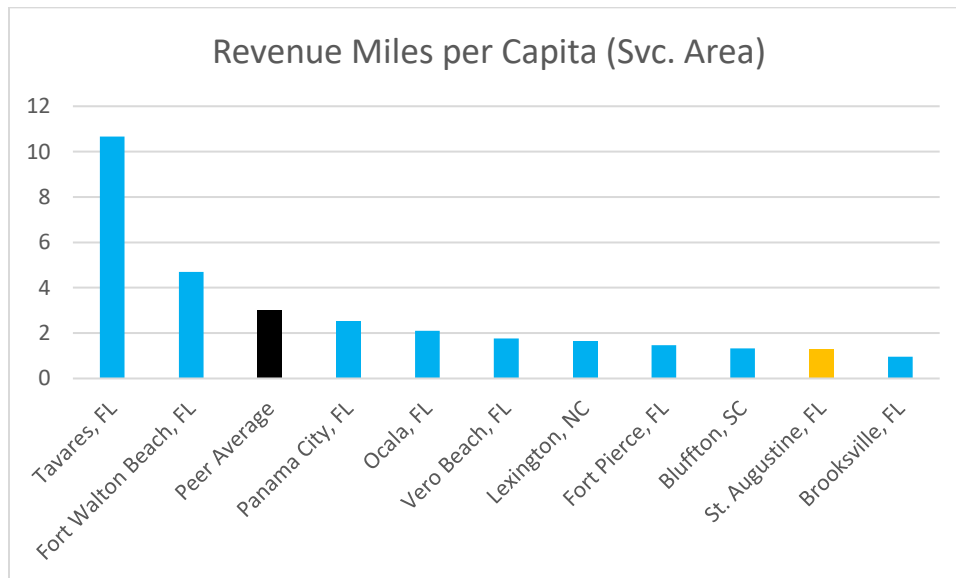


Figure 47: Trend - Revenue Hours per Capita for Urban Area

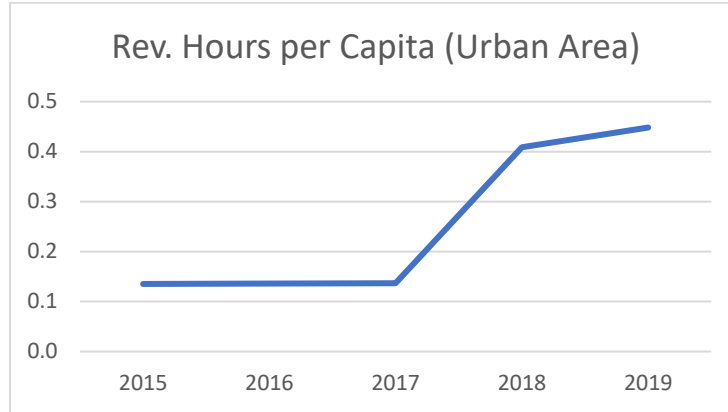


Figure 48: Peer Comparison - Revenue Hours per Capita for Urban Area

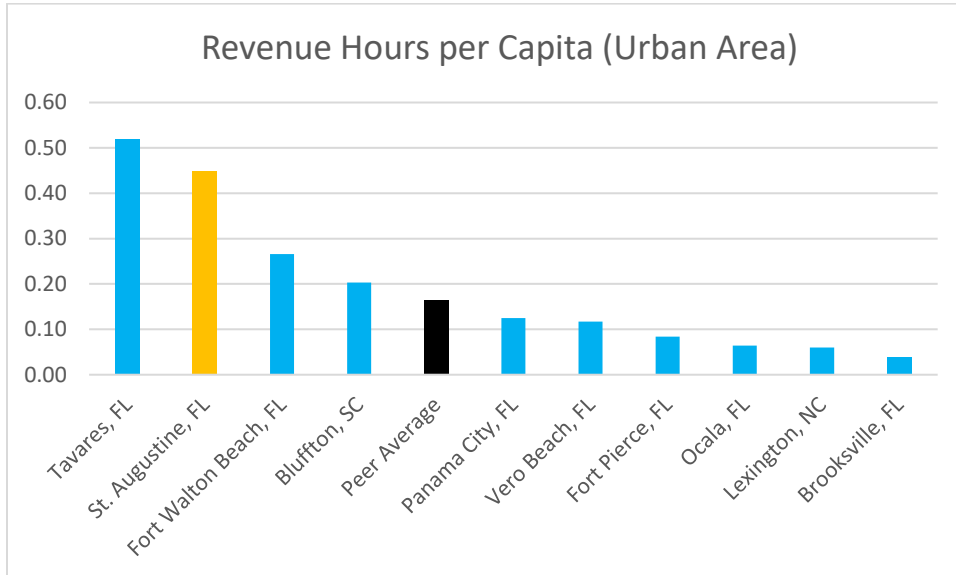


Figure 49: Trend - Revenue Miles per Capita for Urban Area

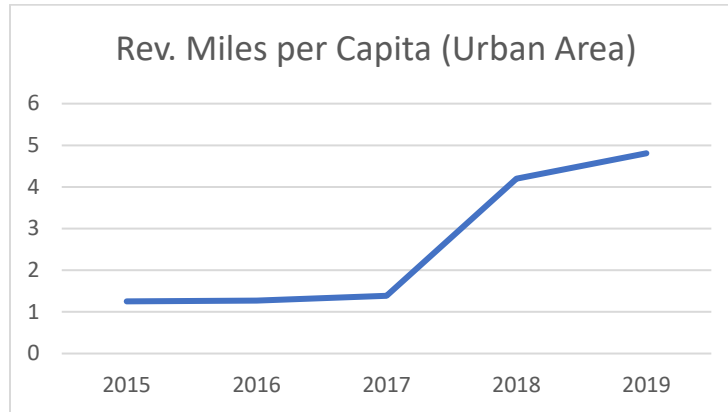


Figure 50: Peer Comparison - Revenue Miles per Capita for Urban Area

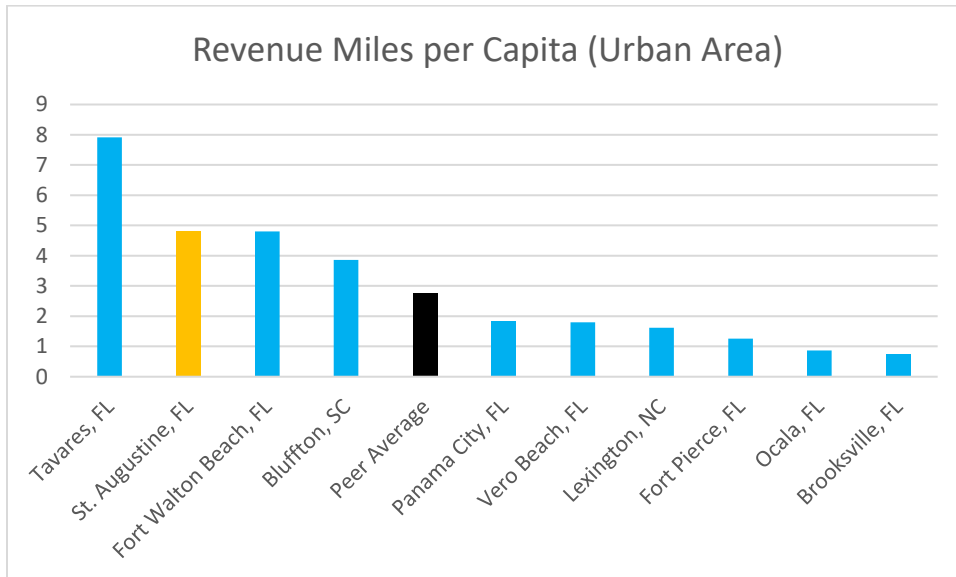


Table 28: Sunshine Bus 5-Year Trends for Transit Usage (Demand Response)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Passenger Trips per Capita (Service Area)	0.09	0.10	0.09	0.23	0.22	153.4%	-2.4%
Passenger Trips per Capita (Urban Area)	0.25	0.28	0.25	0.80	0.82	229.0%	1.8%

Table 29: Peer Comparison for Transit Usage (Demand Response)

Peer	Passengers per Capita (Serv. Area)	Passengers per Capita (Urban Area)
Brooksville, FL	0.11	0.09
Fort Pierce, FL	0.28	0.24
Fort Walton Beach, FL	0.42	0.43
Ocala, FL	0.29	0.12
Panama City, FL	0.55	0.41
Tavares, FL	1.22	0.90
Vero Beach, FL	0.22	0.22
Lexington, NC	0.21	0.21
Bluffton, SC	0.26	0.76
Peer Minimum	0.11	0.09
Peer Maximum	1.22	0.90
Peer Average	0.40	0.37
St. Augustine, FL	0.22	0.82
% Difference vs. Peer Average	-43.7%	118.4%

Figure 51: Trend - Passengers per Capita for Service Area

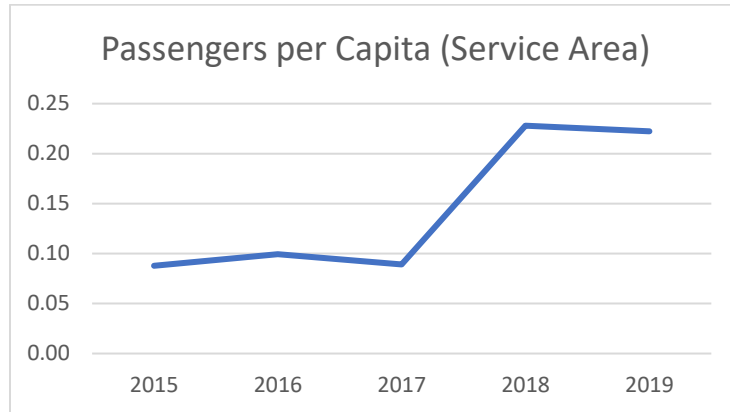


Figure 52: Peer Comparison - Passengers per Capita for Service Area

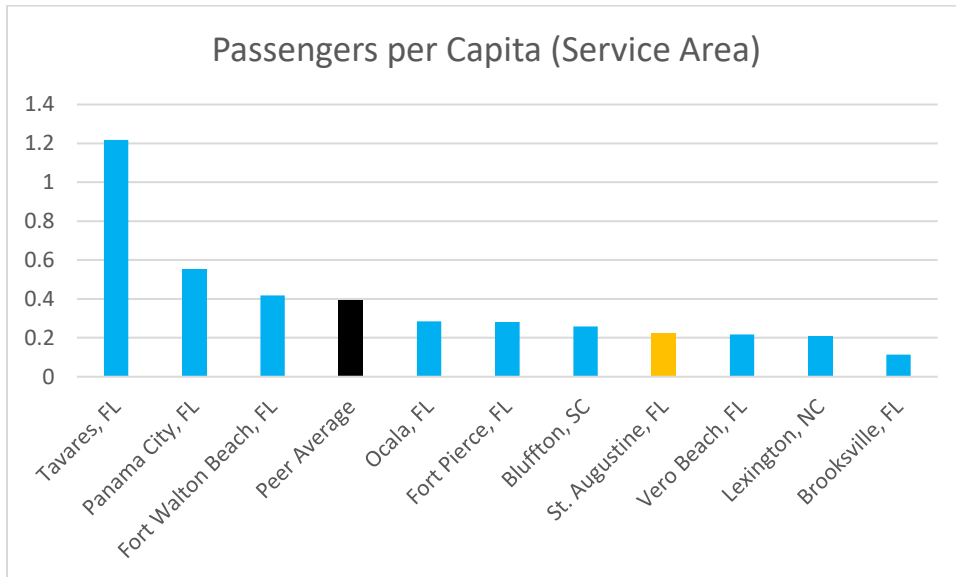


Figure 53: Trend - Passengers per Capita for Urban Area

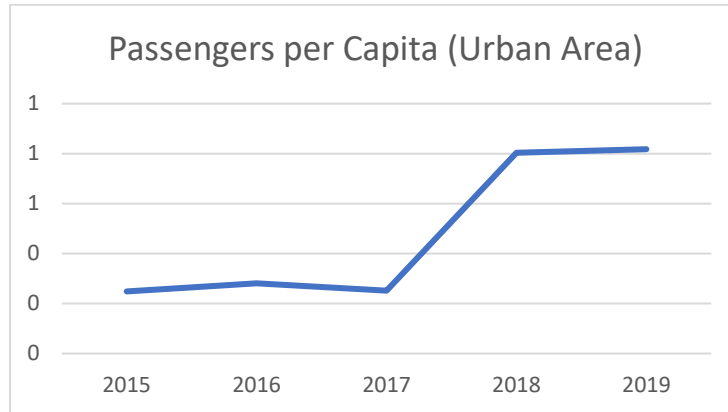


Figure 54: Peer Comparison - Passengers per Capita for Urban Area

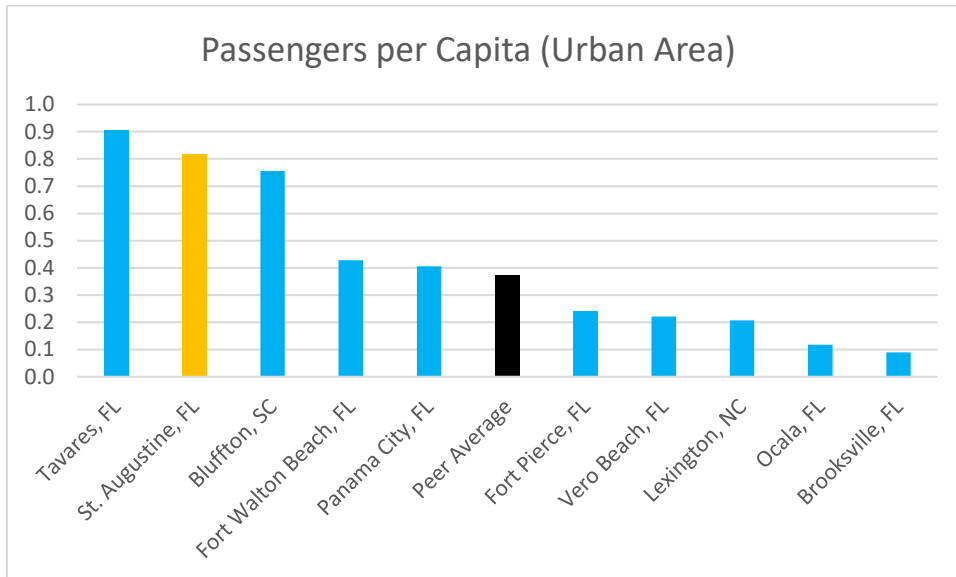


Table 30: Sunshine Bus 5-Year Trends for Transit Investment (Demand Response)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Operating Cost per Capita (Service Area)	\$3.15	\$2.73	\$2.53	\$5.70	\$5.59	77.6%	-1.8%
Subsidy per Capita (Service Area)	\$2.98	\$2.52	\$2.37	\$5.09	\$4.98	67.2%	-2.1%
Operating Cost per Capita (Urban Area)	\$8.92	\$7.73	\$7.16	\$20.08	\$20.56	130.6%	2.4%
Subsidy per Capita (Urban Area)	\$8.43	\$7.14	\$6.70	\$17.93	\$18.31	117.1%	2.1%

Table 31: Peer Comparison for Transit Investment (Demand Response)

Peer	Op. Cost per Capita (Svc. Area)	Subsidy per Capita (Svc. Area)	Op. Cost per Capita (Urban Area)	Subsidy per Capita (Urban Area)
Brooksville, FL	\$5.05	\$4.79	\$3.96	\$3.76
Fort Pierce, FL	\$9.99	\$9.99	\$8.53	\$8.53
Fort Walton Beach, FL	\$11.62	\$9.34	\$11.90	\$9.56
Ocala, FL	\$5.90	\$5.35	\$2.43	\$2.21
Panama City, FL	\$7.01	\$6.76	\$5.15	\$4.96
Tavares, FL	\$40.91	\$39.88	\$30.37	\$29.61
Vero Beach, FL	\$7.17	\$7.17	\$7.29	\$7.29
Lexington, NC	\$4.44	\$4.44	\$4.36	\$4.36
Bluffton, SC	\$3.83	\$3.55	\$11.18	\$10.36
Peer Minimum	\$3.83	\$3.55	\$2.43	\$2.21
Peer Maximum	\$40.91	\$39.88	\$30.37	\$29.61
Peer Average	\$10.66	\$10.14	\$9.46	\$8.96
St. Augustine, FL	\$5.59	\$4.98	\$20.56	\$18.31
% Difference vs. Peer Average	-47.5%	-50.9%	117.2%	104.3%

Figure 55: Trend – Operating Cost per Capita for Service Area

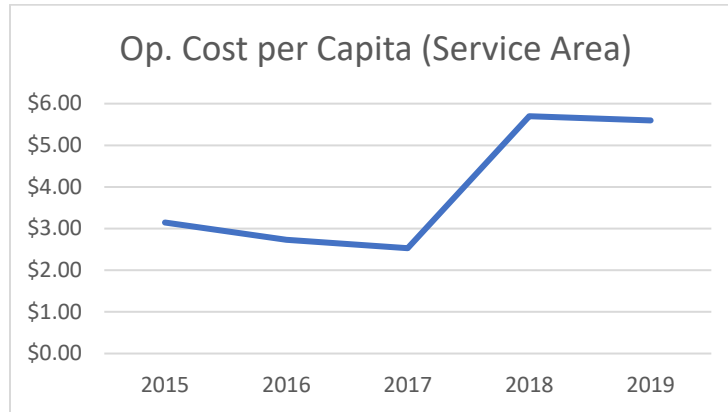


Figure 56: Peer Comparison – Operating Cost per Capita for Service Area

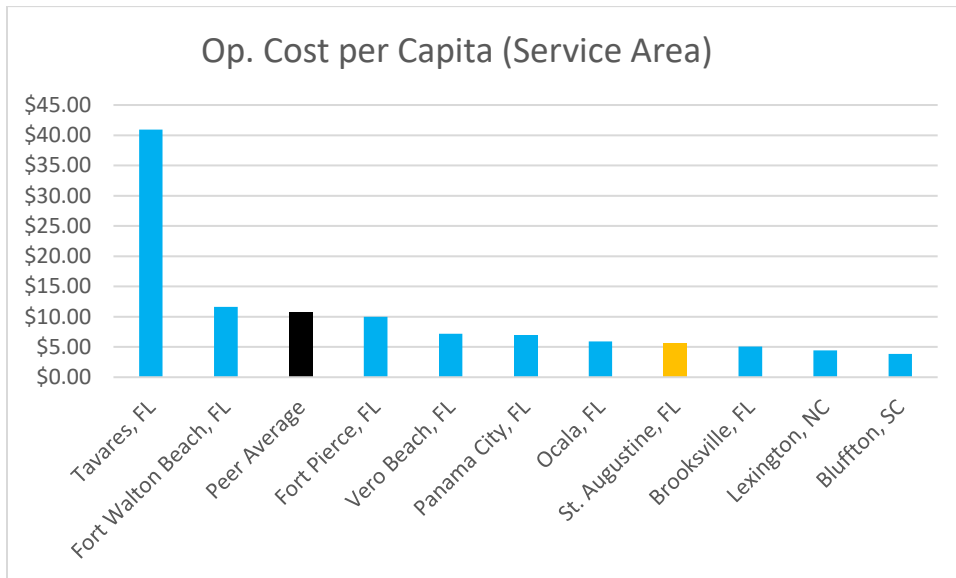


Figure 57: Trend - Subsidy per Capita for Service Area

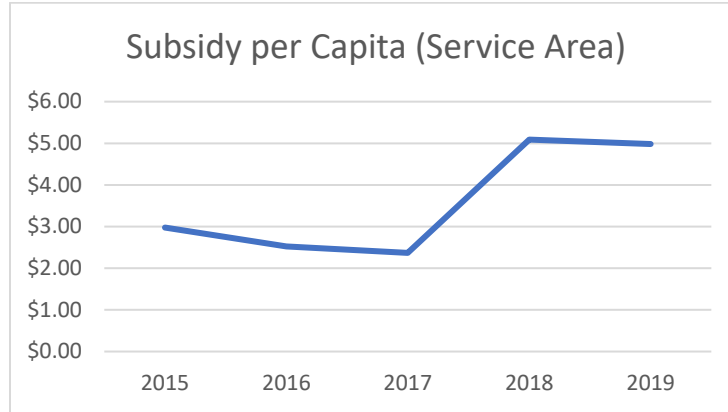


Figure 58: Peer Comparison – Subsidy per Capita for Service Area

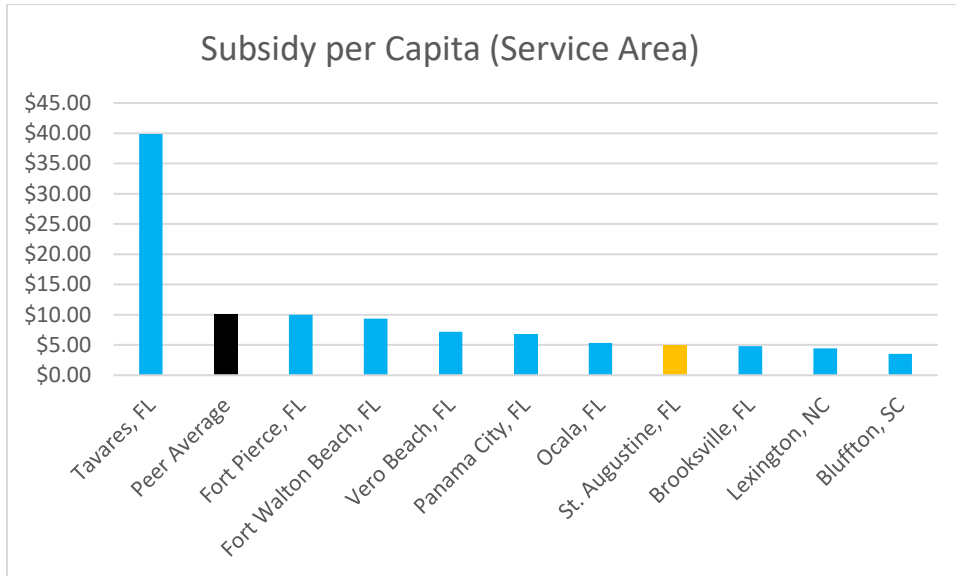


Figure 59: Trend – Operating Cost per Capita for Urban Area

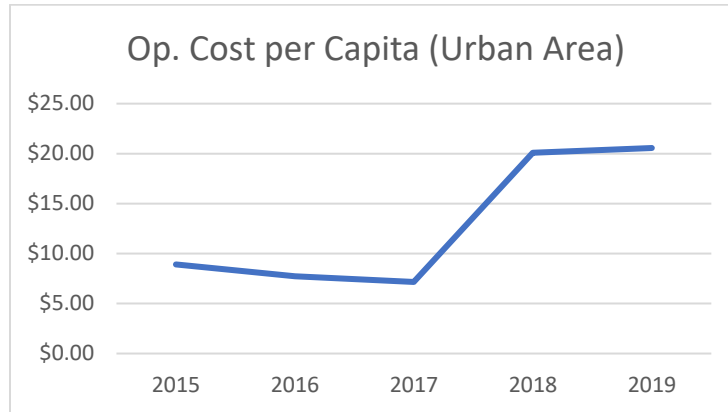


Figure 60: Peer Comparison – Operating Cost per Capita for Urban Area

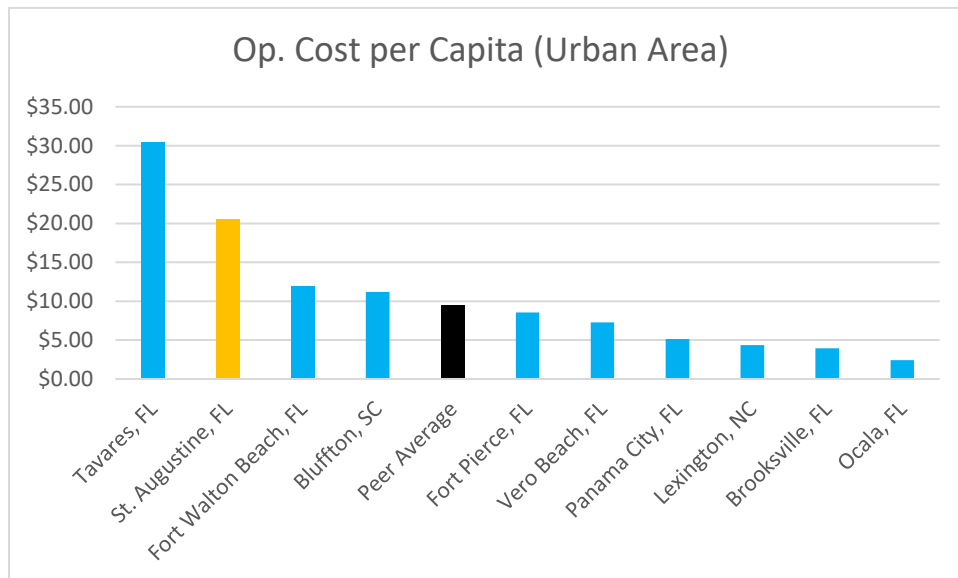


Figure 61: Trend - Subsidy per Capita for Urban Area

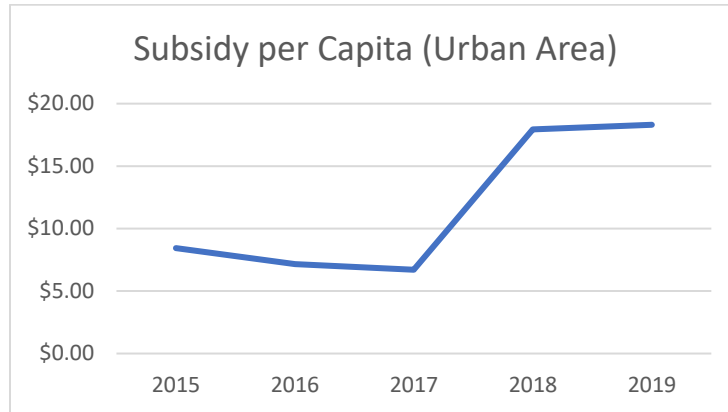


Figure 62: Peer Comparison – Subsidy per Capita for Urban Area

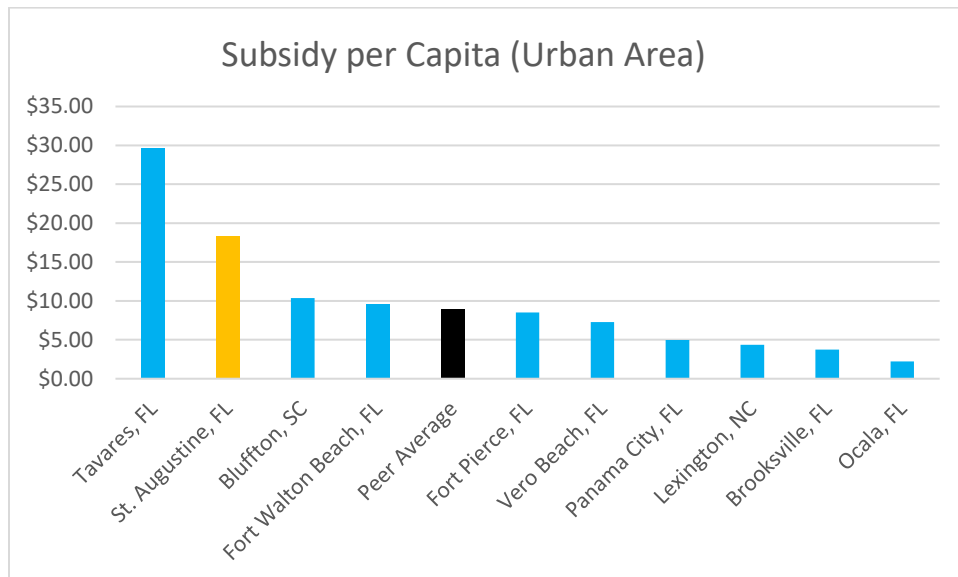


Table 32: Sunshine Bus 5-Year Trends for Service Effectiveness (Demand Response)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Passengers per Revenue Hour	1.8	2.1	1.8	2.0	1.8	-0.8%	-7.2%
Passengers per Revenue Mile	0.20	0.22	0.18	0.19	0.17	-14.3%	-11.1%

Table 33: Peer Comparison for Service Effectiveness (Demand Response)

Peer	Passengers per Revenue Hour	Passengers per Revenue Mile
Brooksville, FL	2.4	0.12
Fort Pierce, FL	2.9	0.19
Fort Walton Beach, FL	1.6	0.09
Ocala, FL	1.8	0.14
Panama City, FL	3.2	0.22
Tavares, FL	1.7	0.11
Vero Beach, FL	1.9	0.12
Lexington, NC	3.5	0.13
Bluffton, SC	3.7	0.20
Peer Minimum	1.6	0.09
Peer Maximum	3.7	0.22
Peer Average	2.5	0.15
St. Augustine, FL	1.8	0.17
% Difference vs. Peer Average	-27.8%	16.4%

Figure 63: Trend – Passengers per Revenue Hour

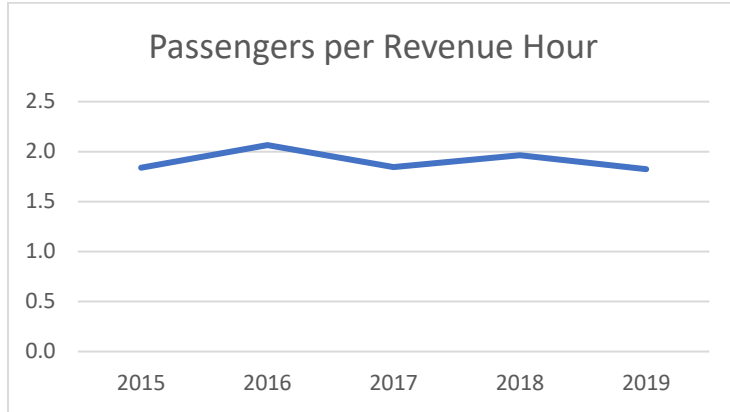


Figure 64: Peer Comparison – Passengers per Revenue Hour

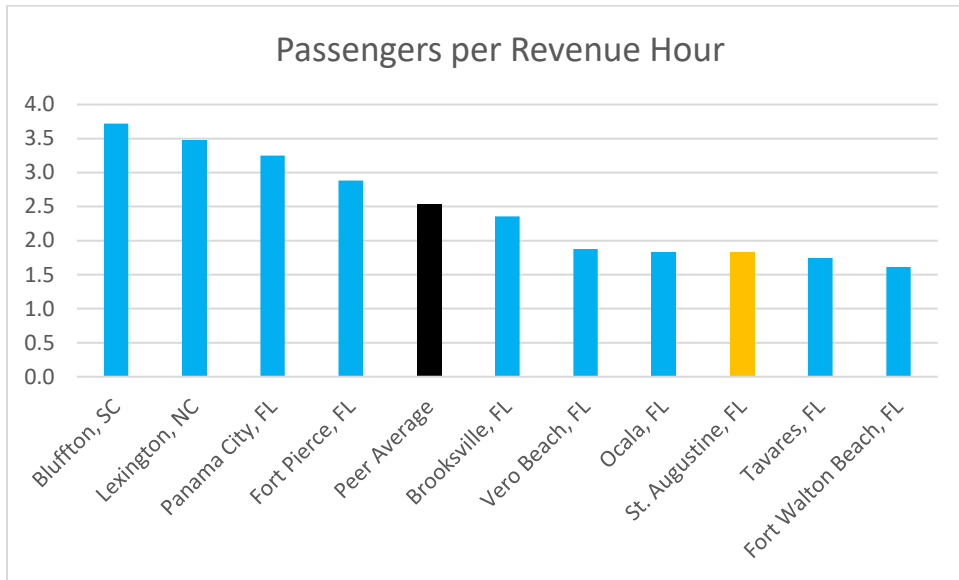


Figure 65: Trend – Passengers per Revenue Mile

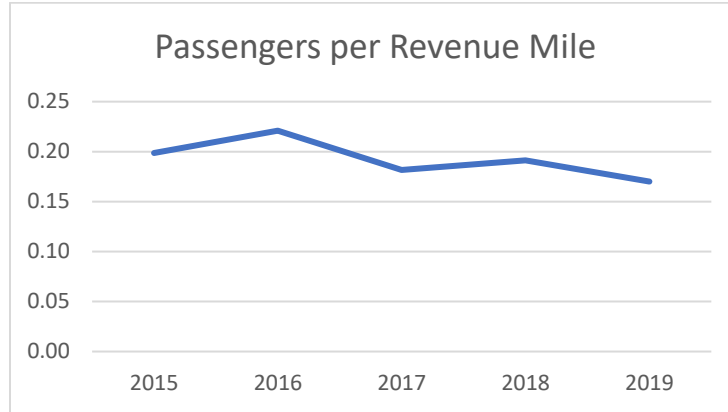


Figure 66: Peer Comparison – Passengers per Revenue Mile

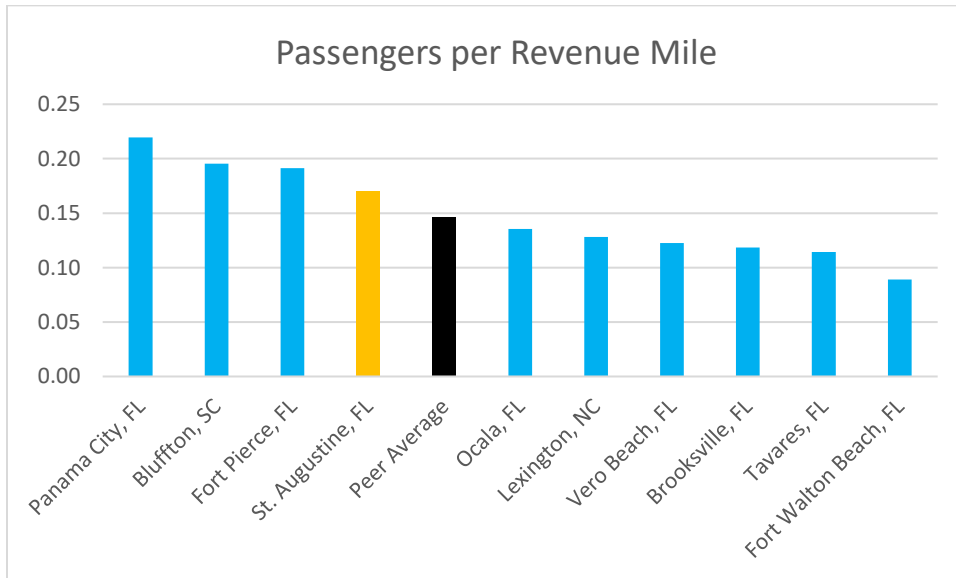


Table 34: Sunshine Bus 5-Year Trends for Service Efficiency (Demand Response)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Operating Cost per Revenue Hour	\$65.95	\$56.81	\$52.37	\$49.13	\$45.88	-30.4%	-6.6%
Operating Cost per Revenue Mile	\$7.12	\$6.08	\$5.16	\$4.78	\$4.28	-39.9%	-10.6%
Revenue Miles per VOMS	12,376	11,003	10,672	14,524	16,629	34.4%	14.5%

Table 35: Peer Comparison for Service Efficiency (Demand Response)

Peer	Operating Cost per Revenue Hour	Operating Cost per Revenue Mile	Rev. Miles per Peak Vehicle (VOMS)
Brooksville, FL	\$104.75	\$5.27	27,849
Fort Pierce, FL	\$102.05	\$6.78	19,716
Fort Walton Beach, FL	\$44.79	\$2.48	28,829
Ocala, FL	\$37.79	\$2.80	68,094
Panama City, FL	\$41.22	\$2.79	15,576
Tavares, FL	\$58.63	\$3.84	33,536
Vero Beach, FL	\$62.06	\$4.05	17,903
Lexington, NC	\$73.22	\$2.70	12,814
Bluffton, SC	\$55.10	\$2.89	16,658
Peer Minimum	\$37.79	\$2.48	12,814
Peer Maximum	\$104.75	\$6.78	68,094
Peer Average	\$64.40	\$3.73	26,775
St. Augustine, FL	\$45.88	\$4.28	16,629
% Difference vs. Peer Average	-28.8%	14.5%	-37.9%

Figure 67: Trend – Operating Cost per Revenue Hour

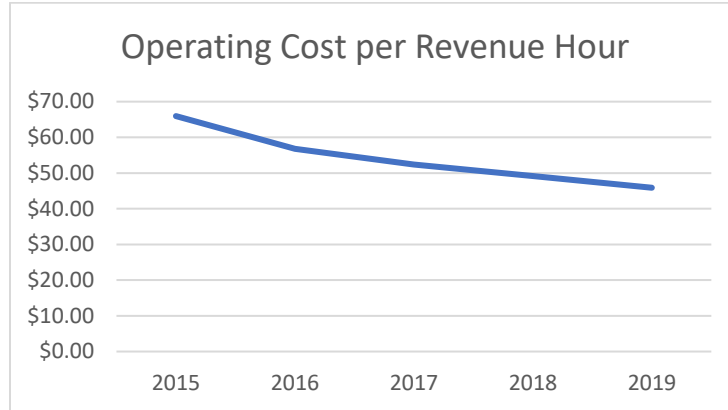


Figure 68: Peer Comparison – Operating Cost per Revenue Hour

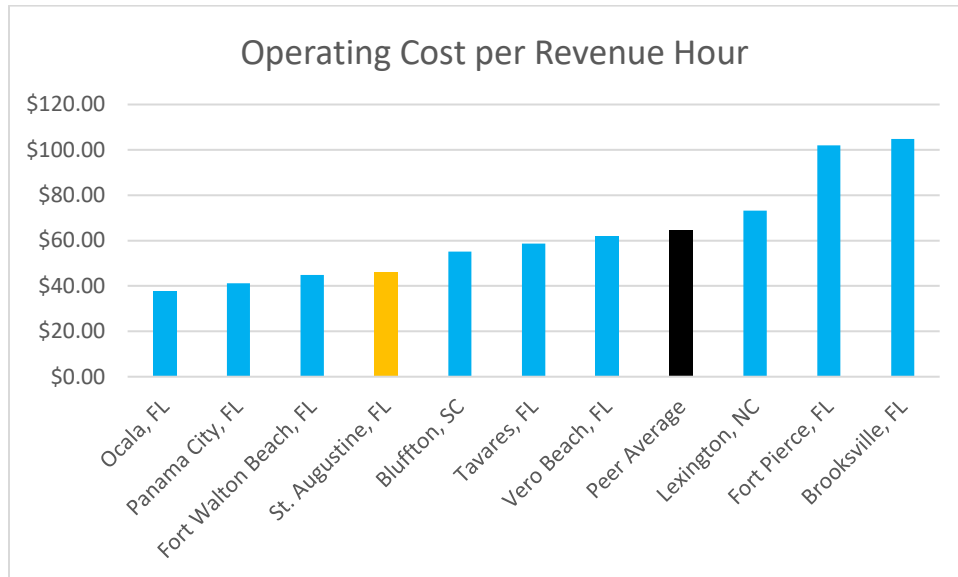


Figure 69: Trend – Operating Cost per Revenue Mile

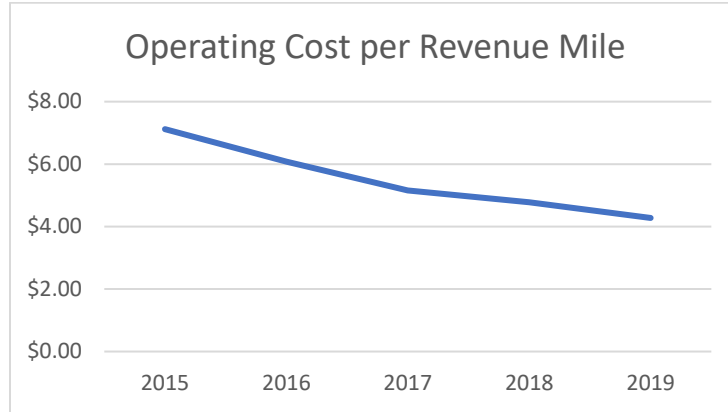


Figure 70: Peer Comparison – Operating Cost per Revenue Mile

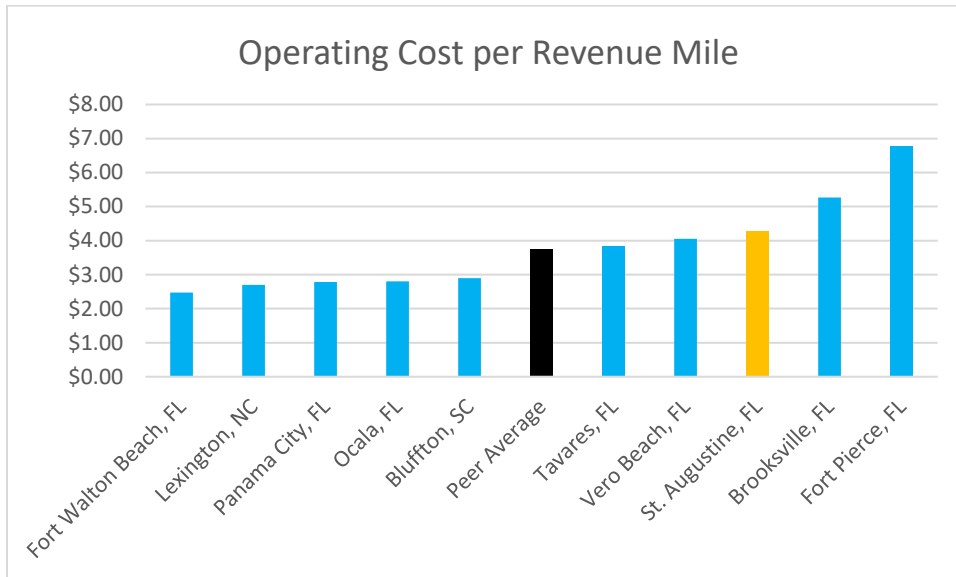


Figure 71: Trend – Revenue Miles per Peak Vehicle

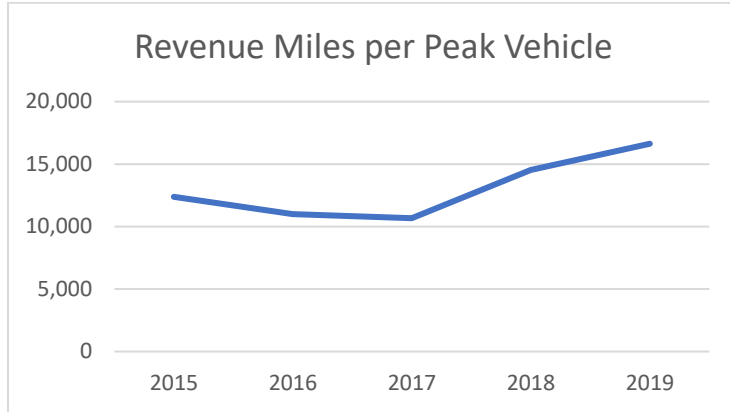


Figure 72: Peer Comparison – Revenue Miles per Peak Vehicle

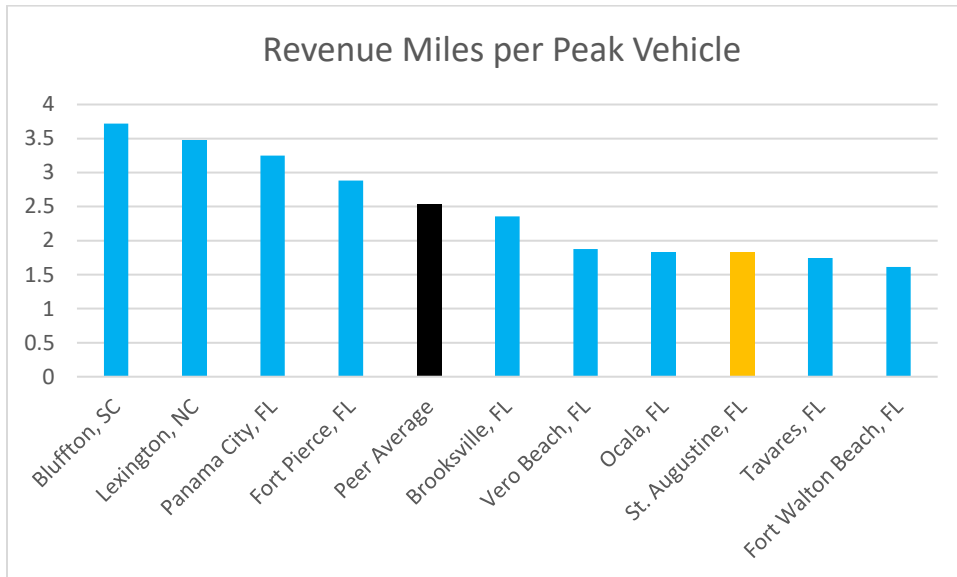


Table 36: Sunshine Bus 5-Year Trends for Cost Effectiveness (Demand Response)

Metric	2015	2016	2017	2018	2019	Change 2015-19	Change 2018-19
Operating Cost per Passenger Trip	\$35.87	\$27.51	\$28.39	\$25.00	\$25.15	-29.9%	0.6%
Average Fare per Passenger Trip	\$1.94	\$2.10	\$1.80	\$2.67	\$2.76	42.1%	3.1%
Subsidy per Passenger Trip	\$33.93	\$25.41	\$26.59	\$22.32	\$22.39	-34.0%	0.3%
Farebox Recovery	5.4%	7.6%	6.3%	10.7%	11.0%	102.7%	2.5%

Table 37: Peer Comparison for Cost Effectiveness (Fixed Route)

Peer	Operating Cost per Passenger	Average Fare per Passenger	Subsidy per Passenger	Farebox Recovery Ratio
Brooksville, FL	\$44.43	\$2.29	\$42.14	5.2%
Fort Pierce, FL	\$35.42	\$0.02	\$35.40	0.1%
Fort Walton Beach, FL	\$27.80	\$5.47	\$22.33	19.7%
Ocala, FL	\$20.68	\$1.92	\$18.76	9.3%
Panama City, FL	\$12.68	\$0.46	\$12.23	3.6%
Tavares, FL	\$33.59	\$0.85	\$32.74	2.5%
Vero Beach, FL	\$33.04	\$0.00	\$33.04	0.0%
Lexington, NC	\$21.07	\$0.00	\$21.07	0.0%
Bluffton, SC	\$14.81	\$1.09	\$13.71	7.4%
Peer Minimum	\$12.68	\$0.00	\$12.23	0.0%
Peer Maximum	\$44.43	\$5.47	\$42.14	19.7%
Peer Average	\$27.06	\$1.34	\$25.71	5.3%
St. Augustine, FL	\$25.15	\$2.76	\$22.39	11.0%
% Difference vs. Peer Average	-7.1%	105.1%	-12.9%	106.9%

Figure 73: Trend – Operating Cost per Passenger

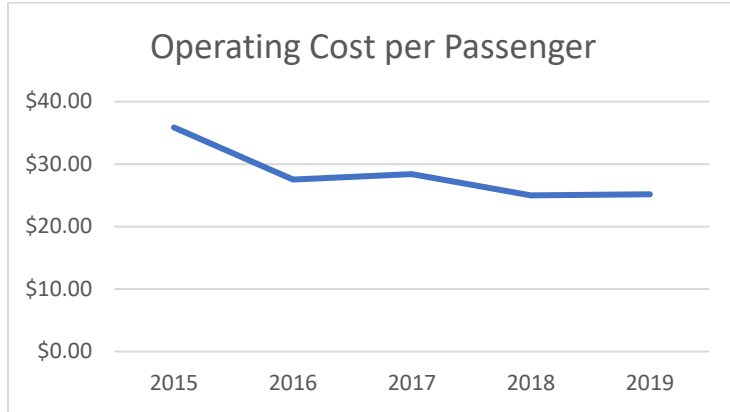


Figure 74: Peer Comparison – Operating Cost per Passenger

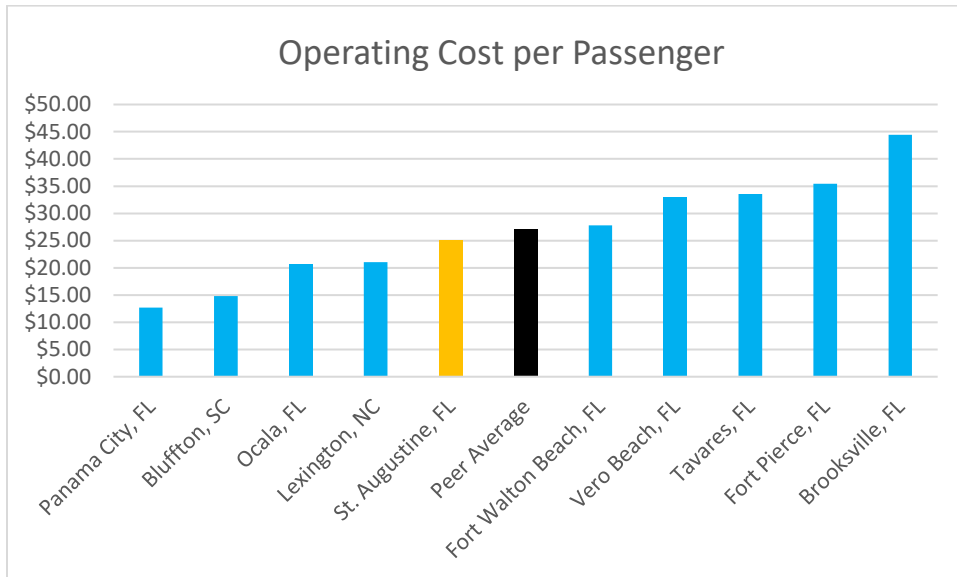


Figure 75: Trend – Average Fare per Passenger

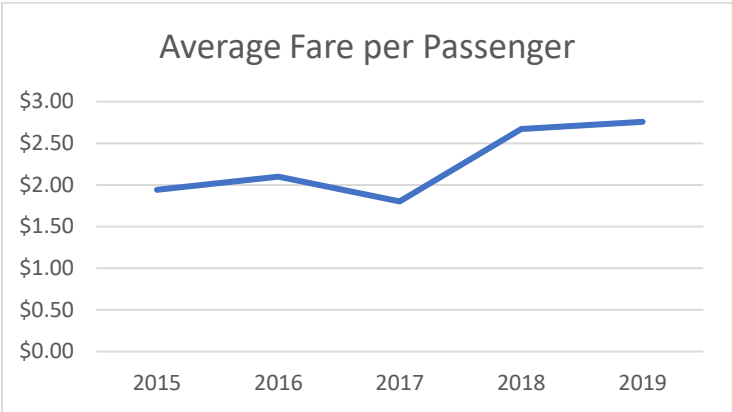


Figure 76: Peer Comparison – Average Fare per Passenger

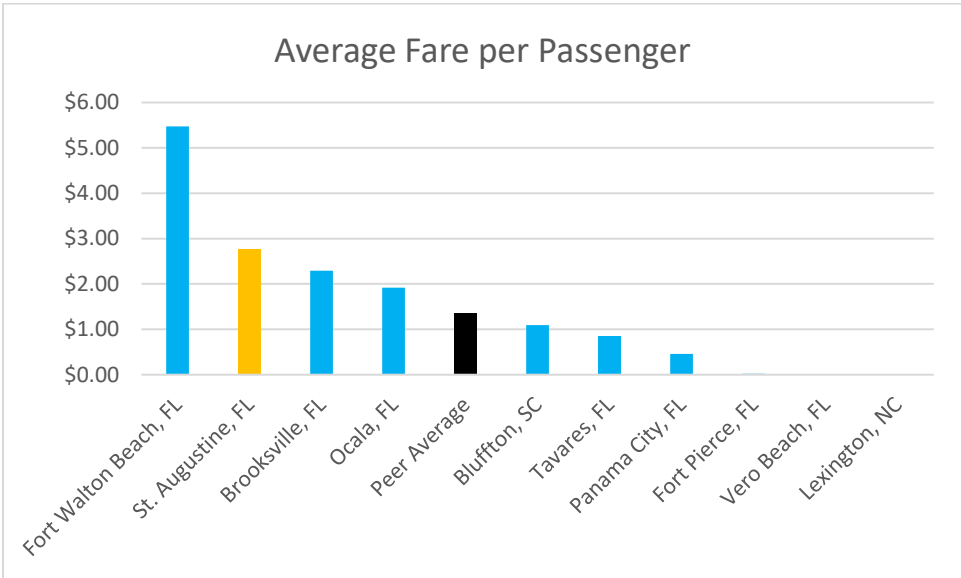


Figure 77: Trend – Subsidy per Passenger

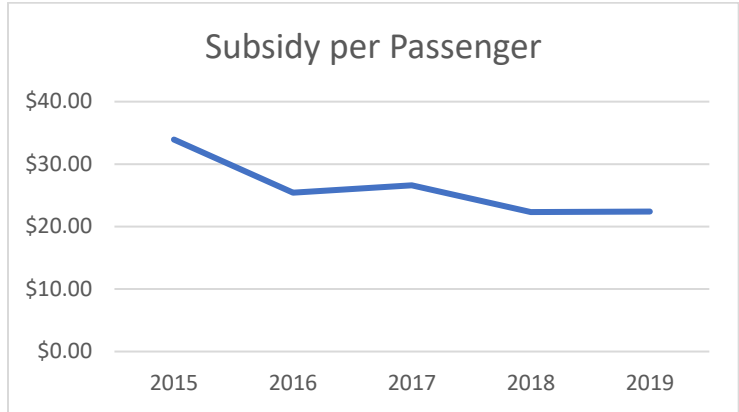


Figure 78: Peer Comparison – Subsidy per Passenger

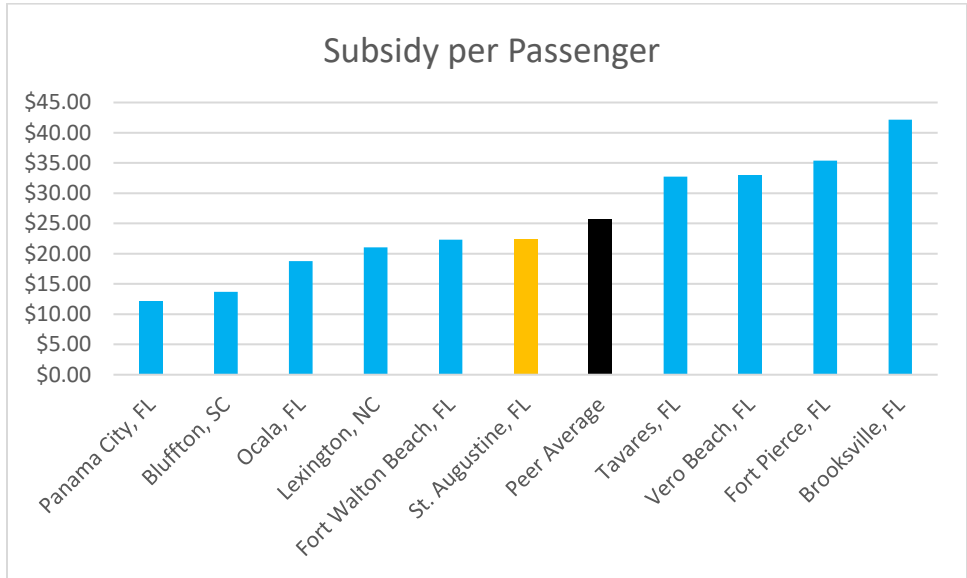


Figure 79: Trend – Farebox Recovery Ratio

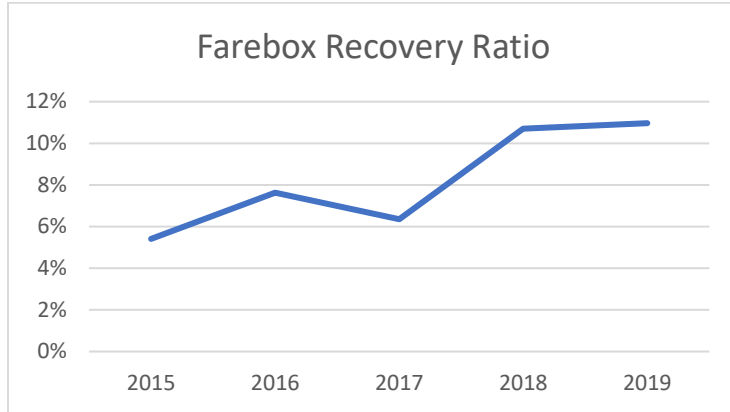


Figure 80: Trend – Farebox Recovery Ratio

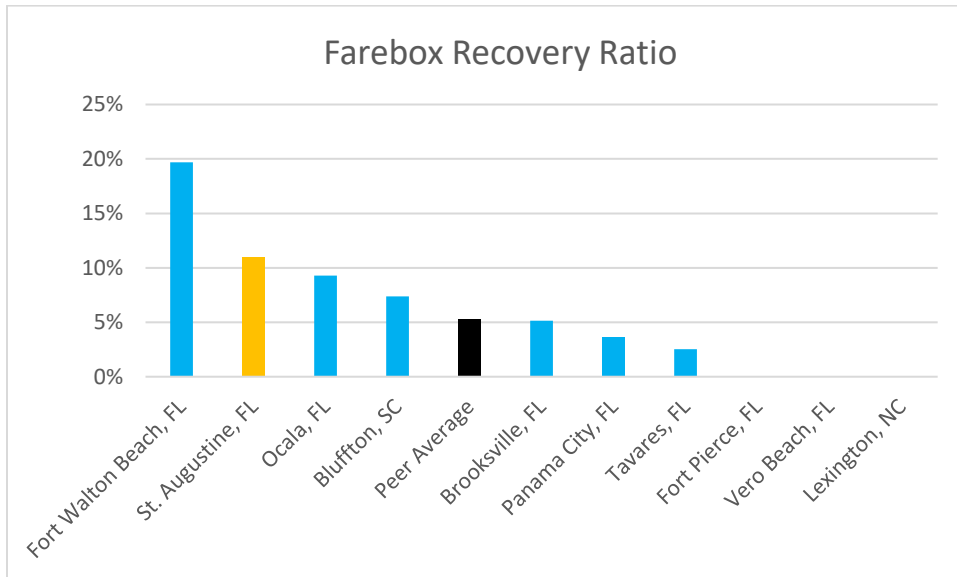


Table 38 summarizes the performance areas for the various metrics analyzed. A brief analysis of important findings follows.

Table 38: Demand Response Performance Summary

Metric	Percent Change 2015-19	% Difference from Peer Average
Service Intensity		
Revenue Hours per Capita (Service Area)	155.3%	-34.5%
Revenue Miles per Capita (Service Area)	195.7%	-56.6%
Revenue Hours per Capita (Urban Area)	231.5%	173.6%
Revenue Miles per Capita (Urban Area)	283.9%	75.0%
Transit Demand		
Passenger Trips per Capita (Service Area)	153.4%	-43.7%
Passenger Trips per Capita (Urban Area)	229.0%	118.4%
Transit Investment		
Operating Cost per Capita (Service Area)	77.6%	-47.5%
Subsidy per Capita (Service Area)	67.2%	-50.9%
Operating Cost per Capita (Urban Area)	130.6%	117.2%
Subsidy per Capita (Urban Area)	117.1%	104.3%
Service Effectiveness		
Passengers per Revenue Hour	-0.8%	-27.8%
Passengers per Revenue Mile	-14.3%	16.4%
Service Efficiency		
Operating Cost per Revenue Hour	-30.4%	-28.8%
Operating Cost per Revenue Mile	-39.9%	14.5%
Revenue Miles per VOMS	34.4%	-37.9%
Cost Effectiveness		
Operating Cost per Passenger Trip	-29.9%	-7.1%
Average Fare per Passenger Trip	42.1%	105.1%
Subsidy per Passenger Trip	-34.0%	-12.9%
Farebox Recovery	102.7%	106.9%

Transit Intensity – Measures of transit intensity describe how much service is provided per person in the service and urban areas. All measures have shown growth as demand response service reported to NTD has grown notably over the past five years. As was the case with fixed route measures, the amount of service per capita is quite high compared to peers when considering the population of the urban area. When instead looking at the entire service area, the amount of service per capita is not as high relative to similar transit properties.

Transit Demand – These metrics analyze how much transit use exists per person of the population. With strong ridership growth for the period for this mode, measures of transit demand have also increased. As with other measures, the geography selected is supremely important in analyzing transit demand. When considering only the St. Augustine Urban Area, transit usage per capita is well above peers. However, in terms of the full county, transit demand lags peers.

Transit Investment – The metrics associated with transit investment tell precisely the same story as transit intensity and transit demand. The five-year growth rate has been very strong. Investment as measured relative to the primary urban area is higher than peers; the same measures considered in comparison to the complete service area is lower than peers.

Service Effectiveness – Different than fixed-route service, in demand response service, service effectiveness is often a measure of the ability to schedule trips as efficiently as possible. The trend here has been negative. This could be a function of customers making longer trips, or the inability to group trips as frequently based on the destinations chosen. The measures of service effectiveness are mixed as compared to peers – higher than the peer average for Passengers per Revenue Mile and lower than the average for Passengers per Revenue Hour. This discrepancy is due to demand response service in St. Johns County being much slower than all peers.

Service Efficiency – Like in the case of fixed route, Sunshine Bus Company is more cost efficient than peers, although the slow operating speed means Cost per Revenue Mile are higher than peers. While fixed route showed rapid growth in cost per service, demand response shows the opposite, which is unusual. Some costs are allocated between modes and it could be that shifts in these allocations have occurred, especially with the switch from purchased transportation to directly operated transportation.

Cost Effectiveness – Compared to peers, St. Johns County services are more cost effective for all categories analyzed. In addition, all cost effectiveness measures have improved over the five-year period of analysis. This has had the benefit of keeping budgetary growth from being even faster as more demand response trips are provided in the county.

APPENDIX D1

PUBLIC INVOLVEMENT PLAN (PIP)



St. Johns County Transit Development Plan Major Update, 2022 - 2031

Public Involvement Plan

October 21, 2020

Prepared by





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1.0 INTRODUCTION

St. Johns County, in cooperation with its contractor, the St. Johns County Council on Aging, Inc. (SJCCOA), is in the process of developing its ten-year Transit Development Plan (TDP) major update. Each transit agency in Florida that receives state transit block grant funding, including the St. Johns County Sunshine Bus Company, is required to prepare a TDP to ensure that the provision of public transportation service is consistent with the travel needs and mobility goals of the local communities served by the transit system. By establishing a strategic focus and mission, the TDP can guide the transit system's future development to meet the needs of the community.

A major update to the TDP is conducted every five years with progress reports conducted annually. This major update will cover years 2022 through 2031. The major update to the TDP will include recommendations for service changes, potential funding sources, and a ten-year implementation program.

The TDP Public Involvement Plan (PIP) for St. Johns County has been developed as part of the TDP to provide numerous opportunities for public participation and to facilitate consensus building for this planning study. The public involvement efforts described in this PIP provide support and basis for completing components of the TDP. The PIP places a particular emphasis on collecting input from current transit riders, stakeholders and the general public, as well as facilitating intergovernmental coordination.

1.1 PIP Requirements and Guidelines

The St. Johns County's TDP PIP is consistent with the Florida Department of Transportation (FDOT) TDP requirements for public participation (Florida Administrative Code: Rule 14-73.001). Specific FDOT requirements for the TDP public involvement process include:

- Obtain public involvement plan approval from FDOT at the initiation of the TDP development process;
- Solicit comments from the regional workforce board (i.e., CareerSource);
- Advise FDOT, CareerSource, and the North Florida Transportation Planning Organization (TPO) of all TDP related public meetings;
- Provide FDOT, CareerSource, and the North Florida TPO an opportunity to review and comment during the development of 1) mission, goals, and objectives, 2) alternatives, and 3) ten-year implementation program; and
- Establish time limits for receipt of comments.

The results of the public involvement activities will be used in the development of the ten-year plan as part of the major TDP update.



1.2 Related Requirements

The TDP PIP supports efforts to promote inclusive public participation within St. Johns County, Florida. St. Johns County is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Additionally, to consider Limited English Proficiency (LEP) individuals, the TDP will complete an analysis of four factors:

- Determine the number or proportion of LEP individuals eligible to be served or likely to be served by transit;
- Determine the frequency with which LEP individuals come in contact with transit;
- Determine the relative importance of transit provided by St. Johns County to people's lives; and
- Assess the available resources to the transit system.

To identify and address the needs of low-income and minority populations in making transportation decisions, TDP public involvement activities will support the county's outreach to low-income and minority communities. For example, the use of TDP informational items and/or surveys/questionnaires will include efforts to coordinate with community, social service and/or other organizations that serve low-income and minority populations. Examples may include churches, community centers, the County Health Department, WorkSource, Department of Children and Families, and public libraries. Community coordination will include outreach to the Local Coordinating Board for the Commission for the Transportation Disadvantaged whose board consists of stakeholders from the community who work with St. Johns County disadvantaged populations, including the low-income and minority populations they serve.

Finally, the plan update will be conducted following all federal, state and local COVID-19 guidelines.



2.0 PUBLIC INVOLVEMENT PLAN ACTIVITIES

The TDP utilizes a multi-faceted approach for engaging the public and key stakeholders through various activities and meeting forums. The approach for TDP public involvement is focused in three areas:

- Inter-agency and regional coordination;
- Specific TDP related public engagement efforts; and
- Inclusive collateral engagement through other community outreach and involvement opportunities.

2.1 Inter-Agency and Regional Coordination

During development of the TDP, St. Johns County will work closely with inter-governmental agencies within northeast Florida in an effort to ensure maximum public and stakeholder involvement. Coordination with local, regional and state government agencies will allow for ongoing public input and recommendations. In particular, development of the TDP will engage the following governmental agencies:

- FDOT;
- North Florida TPO;
- Cities of St. Augustine and St. Augustine Beach, and potentially other local communities;
- Regional workforce board (CareerSource); and
- Other local and regional partners.

Table 2-1, on the following page, provides a summary of inter-agency coordination.

2.2 St. Johns County Board of Commissioners

The St. Johns County Board of Commissioners is the governing body which creates policies and oversees the administration of St. Johns County. The TDP will be considered by the St. Johns County Board of Commissioners for formal adoption prior to its submittal to FDOT (i.e., prior to September 1, 2021).

2.3 Stakeholder Meetings

Development of the TDP will include stakeholder coordination in the form of surveys, written communication and/or discussions at various stages in the plan development to offer stakeholders an opportunity to provide input to the plan. Key stakeholders will include staff representatives from St. Johns County, SJCCOA/Sunshine Bus, City of St. Augustine, City of St. Augustine Beach, the North Florida TPO, Jacksonville Transportation Authority, the regional workforce board, FDOT District Two, and potentially other representatives such as local officials, community leaders and the County's Transportation Disadvantaged Local Coordinating Board. It is anticipated that no more than three (3) stakeholder group meetings will occur during the course of plan development, as follows: 1) development of mission, goals and objectives; 2) service alternatives development; and 3) ten-year implementation program. In addition to a core group of stakeholders that will participate in stakeholder meetings, an effort will be made to engage additional stakeholders, such as Flagler College and the Florida School for the Deaf and the Blind, to obtain their opinions/feedback on transit needs and assistance with interviewing and/or surveying their students/faculty/staff.



Table 2-1: TDP Inter-Agency Coordination Summary

Agency/ Stakeholder	Function	Purpose
FDOT	The Department seeks to improve economic vitality throughout the state by facilitating the mobility of people and goods while preserving the quality of communities and the environment. FDOT staff will review and provide input on the TDP to assure it meets State requirements.	Informational/ Input/ TDP Approval
North Florida TPO	Regional transportation planning agency composed of representatives from local government and governmental transportation authorities. Public participation is a vital element of the North Florida TPO, which provides opportunities to become more actively involved in transportation planning. North Florida TPO staff will be involved in the review of the TDP through invitations to stakeholder and public meetings and, if requested, presentations to the TPO’s TAC (Technical Advisory Committee), CAC (Citizens Advisory Council) and TPO Board of Directors.	Informational/ Input
Cities of St. Augustine and St. Augustine Beach	Administrative local authorities within the region including county, city, and municipal governments. Supports and represents the current and future needs of the communities for which they govern. During the TDP process coordination with the City of St. Augustine, St. Augustine Beach and potentially other local jurisdictions will occur to ensure coordination of land use and transportation within St. Johns County and the region.	Informational/ Input
CareerSource	Local public agency that provides workforce-related services in Northeast Florida. Connects job seekers with job opportunities and training to develop the local workforce. During the TDP process, TDP development will involve Worksource staff (i.e., CareerSource) in identifying needs and gaps for providing transportation to WorkSource customers.	Informational/ Input
Other Regional Partners	Administrative inter-county agencies within the region which support and represent the current and future needs of the communities for which they govern. Other regional partners include agencies such as the Regional Transit Working Group (RTWG), Northeast Florida Regional Council (NEFRC), and transit providers in surrounding counties, such as the Jacksonville Transportation Authority (JTA). Coordination with regional agency staff will take place during TDP development to coordinate transit services during the transportation planning process.	Informational/ Input

As required by Florida Administrative Code (F.A.C. 14-73.001), FDOT, WorkSource and the North Florida TPO will be advised of TDP public meetings and will be given an opportunity to review and comment on



the TDP during the development of the TDP’s mission, goals, objectives, alternatives, and ten-year implementation program.

2.4 Public Perception Questionnaire/Survey

The TDP public involvement process will comprise efforts to obtain input from the general public to assist with identifying transit needs. Potential methods include utilizing: 1) copies of a hard copy questionnaire/survey distributed/collected at a pre-arranged community sponsored event (such as a farmer’s market); 2) an online questionnaire/survey with outreach assistance from the project’s key agency stakeholders who will e-mail the questionnaire/survey link to their community contacts and include the questionnaire/survey link on their websites; and/or 3) copies of a hard copy questionnaire/survey distributed to/collected from libraries, social/human service agencies, colleges and/or businesses that have clients/employees with transit needs. Potential public input methods will involve assistance from the project’s key stakeholders (discussed in Section 2.3 of this TDP PIP) to distribute/collect questionnaires/surveys, outreach to others regarding the questionnaire/survey, and/or otherwise help facilitate public input.

2.5 Transit Passenger Survey

The project’s consultant, England-Thims & Miller, Inc. (ETM), will administer an On-Board Transit Survey to collect input from customers riding the Sunshine Bus deviated fixed route system. The primary purpose of the survey will be to collect data about customer travel activity, including general origin and destination information, and transit needs. A minimum of 60 completed surveys will be collected.

2.6 Bus Operators and Operating Staff

Collect input from Sunshine Bus’ bus operators and other key operating staff utilizing potential methods such as questionnaires/surveys, interviews and/or focus group meetings.

2.7 Limited English Proficiency (LEP) Analysis

Complete a Limited English Proficiency (LEP) analysis, similar in effort to LEP analysis completed for previous TDP updates, using the four-factor framework of the U.S. Department of Transportation’s LEP guidance (summarized in Section 1.2 of this TDP PIP). In addition to the four-factor LEP analysis, efforts will be made to consider the needs of LEP populations during the development of the TDP, including efforts to interview one or more social service or community organizations that serve LEP populations.

2.8 Public Meeting

St. Johns County will hold one (1) public meeting to inform the public and receive feedback on key components of the TDP. The meeting will be publicly advertised with a notification no less than 28 days before the meeting. The county will strive to maximize attendance at the meeting by posting the information on the St. Johns County and Sunshine Bus websites and social media sites. Additionally, some of the project’s key stakeholders (stakeholders are discussed in Section 2.3 of this TDP PIP) may post information on their websites and social media sites, and e-mail individuals on their mailing lists. FDOT, North Florida TPO and CareerSource representatives will be notified directly of the meeting.

The publicly advertised meeting will be held to present draft TDP components including public involvement efforts; vision, mission and goals; service enhancement recommendations; and implementation schedule. This meeting is expected to be held in conjunction with a St. Johns County Board of Commissioners meeting in a location accessible by transit (unless the meeting is only a virtual meeting) with notices posted on all Sunshine Bus Company buses.



A comment form will be distributed at the meeting and available online. Comments received at the meeting (and up to two weeks after the meeting) will be considered for incorporation into the final TDP. Additional meeting materials may include presentations, presentation boards and other tools and informational resources used to inform the public and gather public input.

2.9 Additional Community Outreach and Involvement Opportunities

Additional opportunities to provide information and collect input during development of the TDP may take the form of many different forums and outlets already set in place by St. Johns County. Examples of community outreach methods that St. Johns County and the SJCCOA may employ to provide the public access to information and encourage participation in the transportation planning process may include: public meetings, publications/public notices, website and social media. Table 2-2 provides an overview of the various public involvement opportunities that St. Johns County may utilize to engage the public during development of the TDP.

Table 2-2: Public Involvement Opportunities Summary

Public Involvement Opportunities	Function	Purpose
Board of Commissioners Meeting	Provides board members and citizens an opportunity to receive information and comment on plan development and recommendations. St. Johns County’s Board of County Commissioner regular meetings are held on the first and third Tuesdays of each month at 9 a.m. in the St. Johns County Auditorium.	Informational/ Input/ Plan Adoption
Stakeholder Meetings	Provides stakeholders with an opportunity to provide input to the plan.	Informational/ Input/ Assist with community outreach and input
Public and Stakeholder Surveys	Collects information from key stakeholders including elected officials, bus operators and the general public.	Input
Transit Passenger Survey	Collects information from current transit riders using an on-board survey format.	Input
TDP Public Meeting and Public Meetings for Other Transportation Projects/Plans	Provides participants an opportunity to openly communicate and become fully engaged in the transportation planning process. Informational materials and project background are provided to educate the public of proposed plans. St. Johns County will hold one (1) publicly advertised public meeting, toward the end of the TDP development process.	Informational/ Input
Publications / Public Notices	Informs the general public and customers via a variety of written materials including individual route schedules, rider alerts and a system map. The county may publish information in local newspapers and post transit information on bus stop displays located at major bus transfer points and transit facilities, at bus stops and in buses.	Informational
Website	St. Johns County and the SJCCOA maintain websites to provide the community with easily accessible up-to-date information. The websites offer the public an outlet for involvement to contact the	Informational/ Input



Public Involvement Opportunities	Function	Purpose
	county and/or Sunshine Bus, learn about services, and provide input. St. Johns County may utilize these websites to post surveys and other TDP materials, and to post the draft TDP for public review and comment. These website addresses are: http://www.co.st-johns.fl.us/ and http://www.sunshinebus.net/ .	
Social Media	St. Johns County maintains and monitors comments on its social media pages and may utilize these methods to post surveys and other TDP materials, and to post the draft TDP for public review and comment.	Informational/ Input

3.0 PUBLIC INVOLVEMENT COMMENT IMPLEMENTATION

As a result of public involvement efforts, written comments and recommendations received from TDP outreach opportunities are logged, maintained and considered for incorporation into the TDP. Matrices of all TDP public involvement activities include information such as date, location, project/event subject and the number of participants/attendees. Supporting documentation consist of sign-in sheets, meeting discussion summaries and comments received. Requests received from the public are forwarded to the appropriate St. Johns County or SJCCOA staff for follow-up and resolution. Comments received at the TDP public meeting (and up to two weeks after the meeting) will be considered for incorporation into the final TDP report.

4.0 PUBLIC INVOLVEMENT SCHEDULE

Table 4-1 contains a preliminary TDP public involvement plan schedule. Timeframes for meetings and other public involvement activities are approximate and subject to change.



Table 4-1: Preliminary TDP Public Involvement Schedule

Public Involvement Activity	Timeframe
Stakeholder Group Meeting #1 – Kick-off	September 2020
Submit Public Involvement Plan to FDOT	October 2020
Draft Survey Questions	October – November 2020
St. Johns County LCB Meeting – Provide TDP and Survey Information	November 12, 2020 @ 2 p.m.
Conduct Surveys (elected official, driver, customer/rider and public)	November 2020 - January 2021
Summarize Surveys	December 2020 - January 2021
Stakeholder Group Meeting #2 - Needs, Vision, Goals & Objectives	December 2020
Stakeholder Group Meeting #3 – Transit Strategies and Demand	February 2021
Stakeholder Group Meeting #4 – Implementation Program	April 2021
Regional Transit Working Group (RTWG) – TDP Presentation	April – May 2021
St. Johns County LCB Meeting – TDP Presentation	May 13, 2021 @ 2 p.m.
Public Meeting Notification/Advertisement	June 2021
Board of Commissioners Meeting – TDP Presentation (for information only; public comments received up to two weeks after the meeting)	July 6, 2021 @ 9 a.m. OR July 20, 2021 @ 9 a.m.
Board of Commissioners Meeting – TDP Adoption	August 3, 2021 @ 9 a.m. OR August 17, 2021 @ 9 a.m.

APPENDIX D2

ELECTED OFFICIAL SURVEY QUESTIONS AND RESULTS

St. Johns County Transit Development Plan - Elected Officials Survey

Please answer the following questions by February 14 to help improve St. Johns County's public transportation system. Your responses and feedback will be summarized in a report with responses from other elected officials and stakeholders.

Please share your contact information.

- First Name
- Last Name
- Email

THE ROLE OF PUBLIC TRANSPORTATION

How important is public transit to St. Johns County communities?

- Very important
- Important
- Moderately important
- Slightly important
- Not important

What **have historically been** the most critical needs filled by public transit in St. Johns County? Select up to five needs.

- Help workers get to jobs
- Help low-income residents access employment, healthcare, shopping and other needs
- Help elderly residents access healthcare, shopping and other needs
- Help the disabled access school, healthcare, shopping and other needs
- Provide mobility for those who can't drive on a temporary or long-term basis
- Provide a service for tourists/visitors
- Provide efficient transportation to special events/beach
- Reduce parking needs
- Reduce congestion
- Reduce vehicle emissions, improving air quality and community health
- Other

What **should be** the most critical needs filled by public transit in St. Johns County going forward? Select up to five needs.

- Help workers get to jobs
- Help low-income residents access employment, healthcare, shopping and other needs
- Help elderly residents access healthcare, shopping and other needs
- Help the disabled access school, healthcare, shopping and other needs
- Provide mobility for those who can't drive on a temporary or long-term basis
- Provide a service for tourists/visitors
- Provide efficient transportation to special events/beach
- Reduce parking needs
- Reduce congestion
- Reduce vehicle emissions, improving air quality and community health
- Other

COMMUNITY TRENDS

Changing conditions within the community can affect the existing transit market, as well as offer new opportunities to serve residents. What specific trends do you think will affect public transportation needs and preferences over the next 10 years?

Check all that apply and add any other thoughts below.

- COVID-19 and other public health issues
- People working from home
- Population growth
- Employment growth
- Development patterns
- Rideshare options such as Uber and Lyft
- Technology such as autonomous vehicles and shuttles
- Aging population
- Public/private collaboration

NEEDS AND PRIORITIES OVER THE NEXT FIVE TO 10 YEARS

Is there a need for additional or improved public transportation within St. Johns County?

- Yes
- No

Over the next five to 10 years, which change will be most important to St. Johns County communities?

More transit service on **existing bus routes** which may include more frequent service, longer hours or Sunday service

- Expand service to **new geographic areas** of the county that are not currently served
- Both changes will be equally important
- Neither change will be important

What, if any, are the top three areas or roadways within St. Johns County that need more or improved transit?

Is more regional public transportation needed to connect St. Johns County with Clay, Duval, Flagler, Putnam or other county? Please explain your response and if yes, indicate which counties and why.

- Yes
- No

Please share your specific comments or suggested priorities for improving the following aspects of public transit in St. Johns County:

- public transit services
- bus stops
- access to bus stops/first and last mile access
- vehicles

LOCAL FUNDING

As with roads, public transit can't be completely funded through users fees/fares. What types of local funding sources should be used to pay for public transit service or capital improvements? Please check all that apply, and share your comments and suggestions below.

- St. Johns County
- City of St. Augustine
- City of St. Augustine Beach
- Advertising revenues
- Additional fare increases
- Private partnerships
- Ad valorem tax
- Sales tax
- Local option gas tax
- Parking fees or other fees
- Development agreements
- Other

What additional comments do you have to help improve transportation in St. Johns County?

During the COVID-19 pandemic, have you received input from citizens about specific transportation needs or services? If yes, please explain below.

St. Johns County Transit Development Plan - Elected Officials Survey

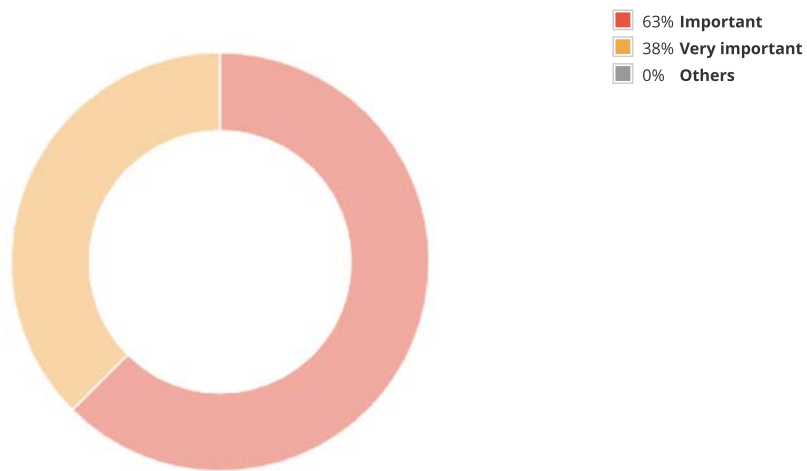
Project Engagement

VIEWS	30	PARTICIPANTS	8
RESPONSES	158	COMMENTS	22
SUBSCRIBERS	8		

Please share your contact information.

No data to display...

How important is public transit to St. Johns County communities?



8 respondents

What **have historically been** the most critical needs filled by public transit in St. Johns County? Select up to five needs.

88%	Help workers get to jobs	7 ✓
88%	Help low-income residents access employment, healthcare, shopping and other needs	7 ✓
75%	Provide mobility for those who can't drive on a temporary or long-term basis	6 ✓
50%	Provide efficient transportation to special events/beach	4 ✓
38%	Help elderly residents access healthcare, shopping and other needs	3 ✓
38%	Help the disabled access school, healthcare, shopping and other needs	3 ✓
25%	Provide a service for tourists/visitors	2 ✓
25%	Reduce parking needs	2 ✓
25%	Reduce vehicle emissions, improving air quality and community health	2 ✓
13%	Reduce congestion	1 ✓
0%	Other	0 ✓

8 Respondents

What **should be** the most critical needs filled by public transit in St. Johns County going forward? Select up to five needs.

88%	Help low-income residents access employment, healthcare, shopping and other needs	7 ✓
75%	Provide mobility for those who can't drive on a temporary or long-term basis	6 ✓
63%	Help workers get to jobs	5 ✓
50%	Help the disabled access school, healthcare, shopping and other needs	4 ✓
50%	Provide efficient transportation to special events/beach	4 ✓
38%	Help elderly residents access healthcare, shopping and other needs	3 ✓
38%	Provide a service for tourists/visitors	3 ✓
38%	Reduce vehicle emissions, improving air quality and community health	3 ✓
25%	Reduce parking needs	2 ✓
25%	Reduce congestion	2 ✓
0%	Other	0 ✓

8 Respondents

Changing conditions within the community can affect the existing transit market, as well as offer new opportunities to serve residents. What specific trends do you think will affect public transportation needs and preferences over the next 10 years?

Check all that apply and add any other thoughts below.

88%	Population growth	7 ✓
63%	Development patterns	5 ✓
25%	Employment growth	2 ✓
25%	Technology such as autonomous vehicles and shuttles	2 ✓
25%	Aging population	2 ✓
13%	COVID-19 and other public health issues	1 ✓
13%	People working from home	1 ✓
13%	Public/private collaboration	1 ✓
0%	Rideshare options such as Uber and Lyft	0 ✓

8 Respondents

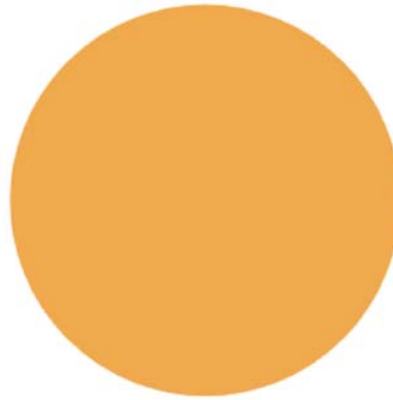
Lack of available land for parking will inhibit economic development unless an accessible transportation system is developed, especially between st Augustine and st Augustine Beach.

one month ago

Increasing lack of affordable housing in St. Johns County, forcing workers to commute from out of county and/or long distances from their place of employment.

one month ago

Is there a need for additional or improved public transportation within St. Johns County?



100% Yes
8 respondents

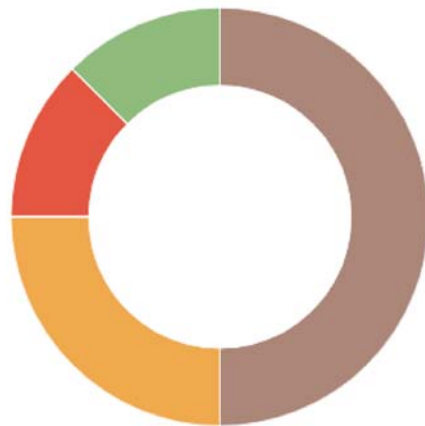
More routes are needed. A year round shuttle circulator for tourists is needed between the beach, downtown and the outlet mall as well as special events shuttles -- to relieve congestion.

one month ago

See above comment re: lack of affordable housing.

one month ago

Over the next five to 10 years, which change will be most important to St. Johns County communities?



- 50% Both changes will be equally important
- 25% More transit service on *existing bus routes* which may include more frequent service, longer hours or Sunday service
- 13% Expand service to *new geographic areas* of the county that are not currently served
- 13% Neither change will be important

8 respondents

What, if any, are the top three areas or roadways within St. Johns County that need more or improved transit?

Downtown St Augustine, St Augustine Beach, US1&312

one month ago

Reliable, timely transportation between St Augustine and St Augustine Beach will help residents and visitors enjoy shopping , restaurants and events. An above ground rail system might be the solution

one month ago

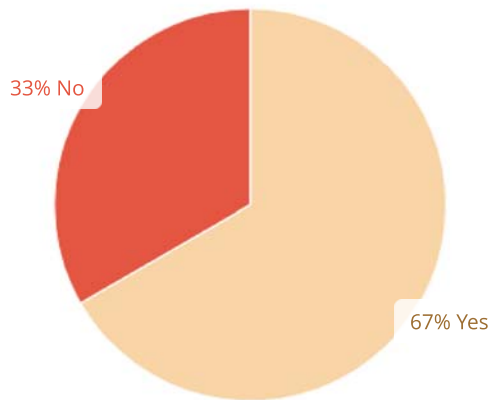
A-1-A, US 1 and SR 207

one month ago

SR 207, US 1, Hwy A1A

one month ago

Is more regional public transportation needed to connect St. Johns County with Clay, Duval, Flagler, Putnam or other county? Please explain your response and if yes, indicate which counties and why.



6 respondents

Duval/ St. Johns commuter rail needed for visitors and workers.

one month ago

All of these bordering counties due to lack of affordable housing in St. Johns County.

one month ago

Please share your specific comments or suggested priorities for improving the following aspects of public transit in St. Johns County:

- public transit services
 - bus stops
 - access to bus stops/first and last mile access
 - vehicles
-

I feel the routes need to be adjusted to provide more frequent access and shorter runs to and from highly congested areas.

one month ago

desperately need shelters for bus stops - its pitiful that the workers have to stand in the rain and summer sun to wait forever for a late bus

one month ago

Bus stops clearly marked, visable, and timetable. However, until a solution is found to avoid delays at the Bridge of Lions, it is impossible to develop a reliable time table. An overhead rail might be the solution.

one month ago

Public transportation needs to be cleaner, more environmentally friendly and safer.

one month ago

As with roads, public transit can't be completely funded through users fees/fares. What types of local funding sources should be used to pay for public transit service or capital improvements? Please check all that apply, and share your comments and suggestions below.

63%	St. Johns County	5 ✓
63%	Advertising revenues	5 ✓
63%	Private partnerships	5 ✓
50%	Local option gas tax	4 ✓
38%	Other	3 ✓
25%	Additional fare increases	2 ✓
25%	Sales tax	2 ✓
25%	Development agreements	2 ✓
13%	City of St. Augustine	1 ✓
13%	City of St. Augustine Beach	1 ✓
13%	Parking fees or other fees	1 ✓
0%	Ad valorem tax	0 ✓

8 Respondents

What additional comments do you have to help improve transportation in St. Johns County?

improved bike trails connecting downtown st. augustine to the north and south beaches

one month ago

Since improved transportation will encourage tourism, find a way to use a portion of the bed tax.

one month ago

A cost-share percent for our roads and parking of the tourist who visits our Cities and attraction should be passed on to the Tourist Development Council and funding returned to subsidize public transportation.

one month ago

During the COVID-19 pandemic, have you received input from citizens about specific transportation needs or services? If yes, please explain below.

No data to display...

No

one month ago

I have not received any comments or difficulties regarding transportation that are due specifically to Covid-19. People are avoiding public transportation right now, but eventually, that will change.

one month ago

No.

one month ago

No

one month ago

APPENDIX D3

STAKEHOLDER GROUP MEETING MATERIALS

ST. JOHNS COUNTY TDP, 2021 MAJOR UPDATE

TDP Stakeholder Kick-off Meeting

September 22, 2020



Stakeholder Agencies - Introductions

- St. Johns County
- St. Johns County Council on Aging
- City of St. Augustine
- City of St. Augustine Beach
- North Florida TPO
- Jacksonville Transportation Authority (JTA)
- CareerSource of Northeast Florida
- Northeast Florida Regional Council
- FDOT, District Two

Agenda

- Introductions
- TDP Process, Scope and Schedule
- Existing Routes and Service Area
- Census
- Open Discussion
- Next Steps

Transit Development Plan (TDP)

- Strategic Planning Document
- Planning, development and operational guidance
- Required by the State of Florida
 - Prerequisite to State funding for transit
 - Major update every five years, with annual reports
 - TDP Rule - Chapter 14-73.001 F.A.C.
- Ten-year planning horizon (2022 – 2031)
- Due September 1, 2021

TDP Process

- **Integrates public involvement and data analysis**
 - Consider needs of the community
 - Public transit performance
 - Review of local, regional and state plans
- **Defines a plan for public transportation**
 - Vision, mission, goals and objectives
 - Strategies and alternative courses of action
 - 10-year Implementation program and financial plan

TDP Process – Major Elements

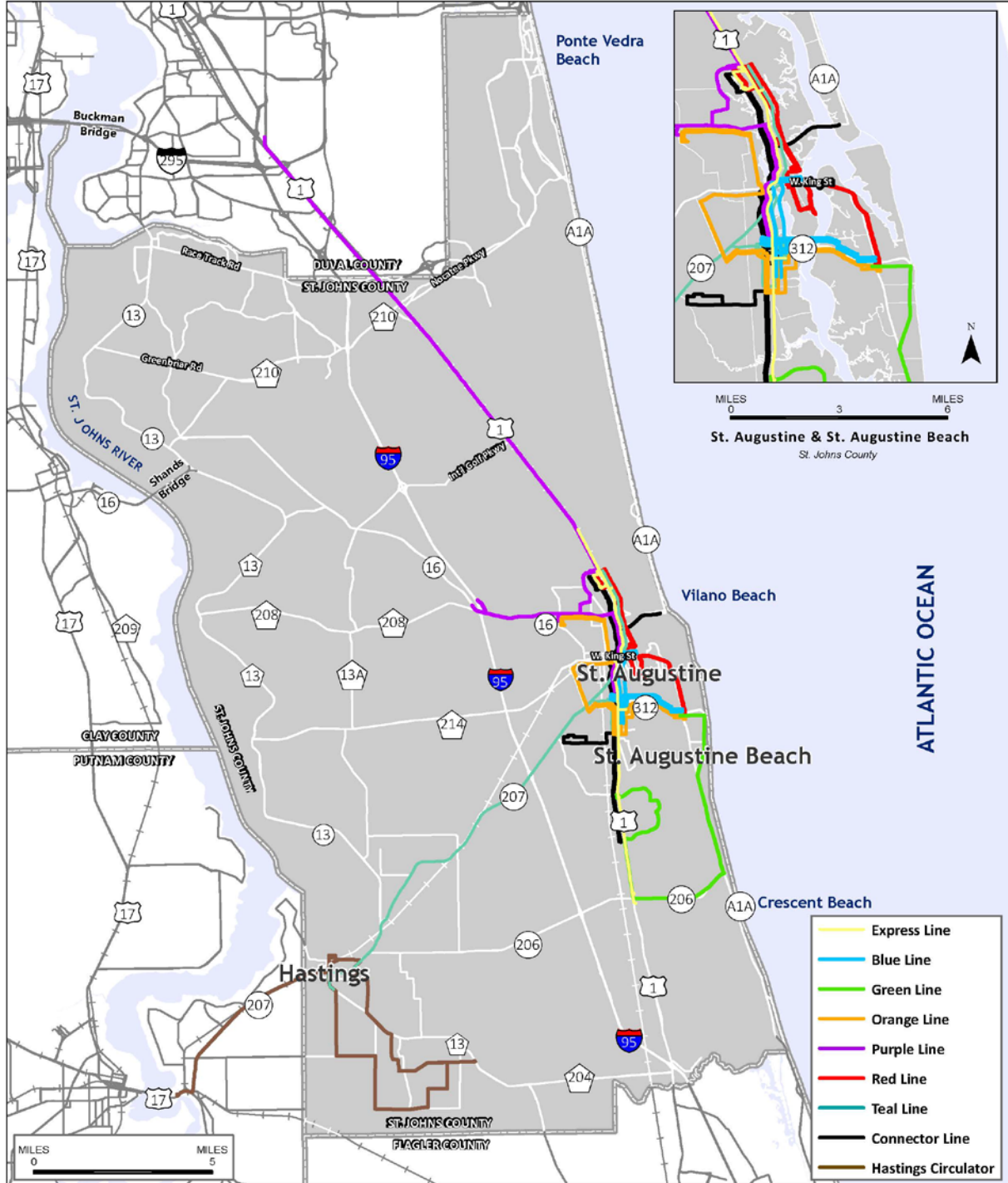
- Baseline conditions assessment
- Existing services and evaluation (trends, peers)
- Situation appraisal
 - Impacts of various factors on the transit system
 - Including land use and urban design patterns
- Public involvement (PIP)
- Vision, mission, goals and objectives
- Demand assessment (ridership projections)
- Strategies and alternatives
- Consistent with state, regional and local plans
- 10-year implementation program

TDP Process - Public Involvement

- **Public Involvement Plan – Obtain FDOT approval**
- **Solicit input to guide the plan**
 - Stakeholder meetings
 - Sunshine Bus riders
 - General public (online survey)
 - Elected officials (online survey, follow-up calls)
 - Bus drivers & operational staff (questionnaire)
- **Involve FDOT, MPO & Regional Workforce Board**
 - Advise of public meetings, where TDP is presented/discussed
 - Allow opportunity to review & comment

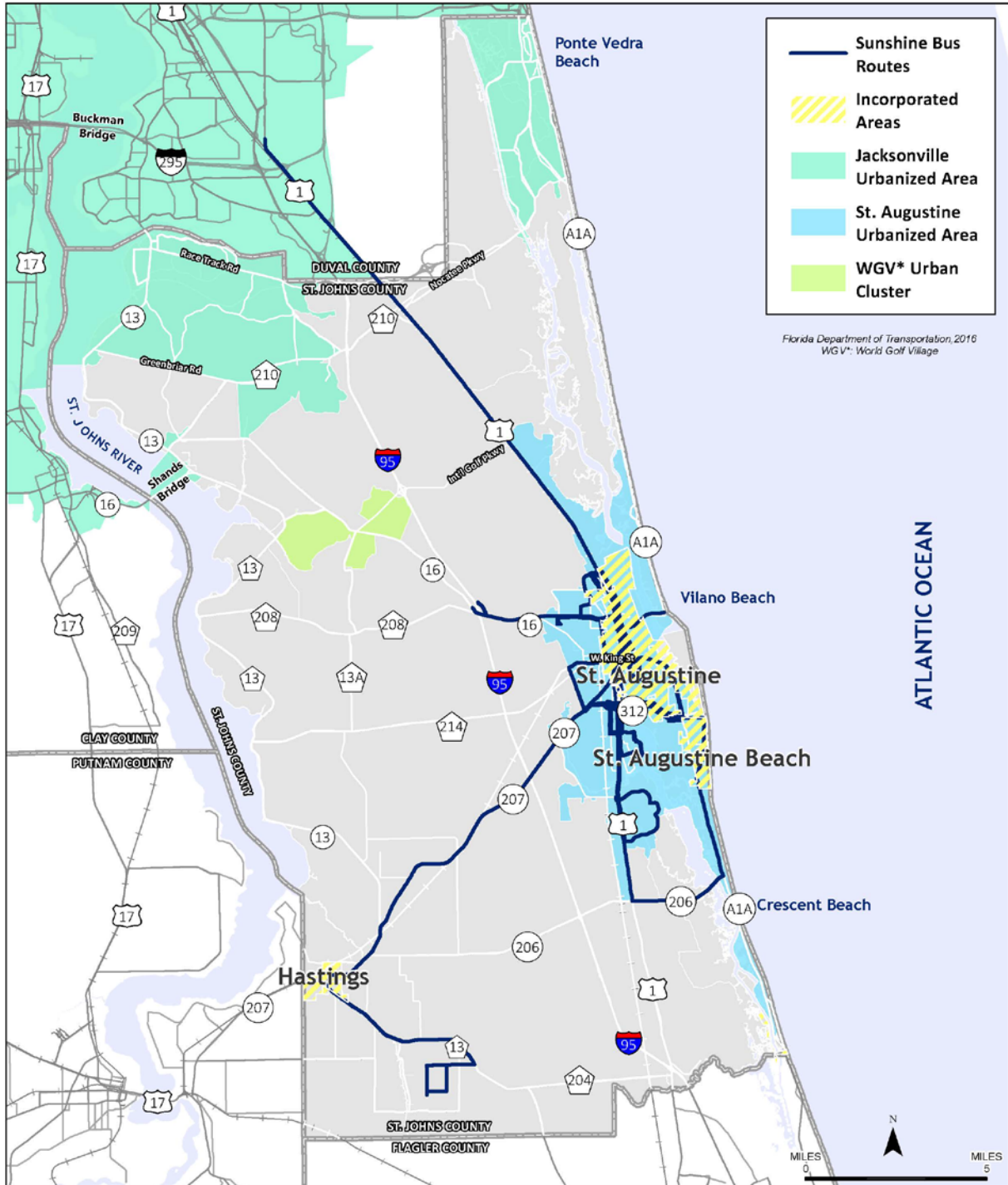
TDP Process and Schedule



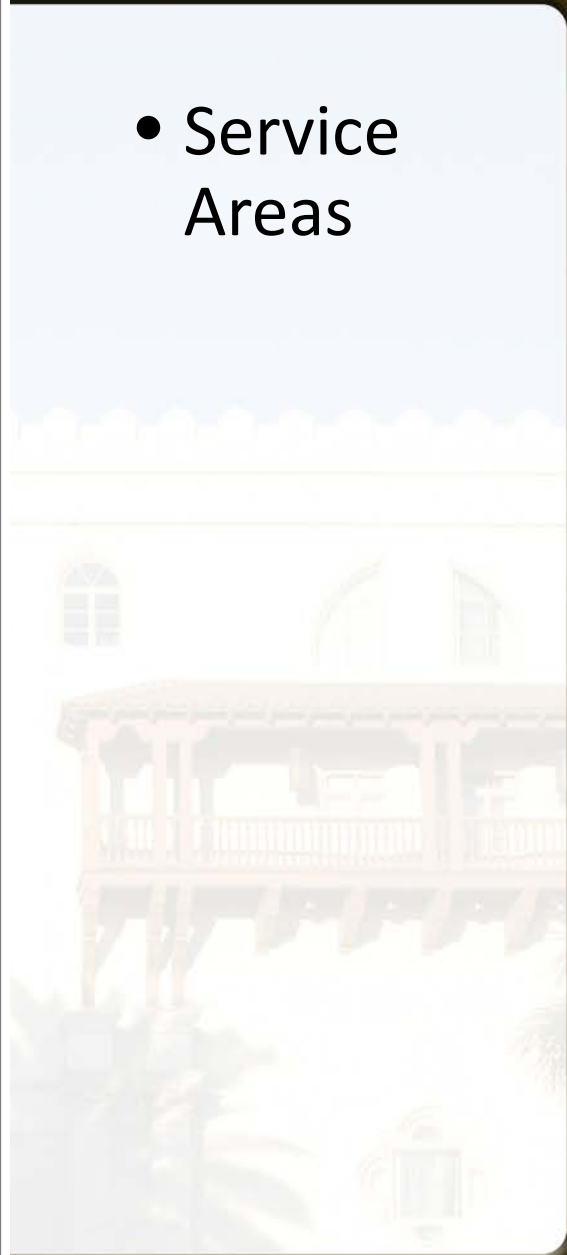


- Sunshine Bus





- Service Areas



Open Discussion

- Issues, Concerns or Needs
- Relevant projects, plans or studies
- Other comments

Next Steps

- Provide comments on the scope in a week
- Public Involvement Plan (PIP)
- Existing Conditions/Public Involvement
 - Collect Data
- Goals & Objectives
- Meet in early December

St. Johns County Transit Development Plan (TDP), Major Update
Stakeholder Group
Meeting Notes

Date/Location of Meeting: September 22, 2020/Virtual Meeting

Attendees: St. Johns County: Rachel Garvey, Phong Nguyen
St. Johns County Council on Aging (COA): Becky Yanni, Matt McCord, and George Hesson
City of St. Augustine: Xavier Pellicer, Reuben Franklin
City of St. Augustine Beach: Max Royle
Jacksonville Transportation Authority (JTA): Suraya Teeple, Geanelly Reveron
North Florida TPO: Elizabeth DeJesus, Marci Larson
CareerSource of Northeast Florida: Summer Edwards
Northeast Florida Regional Council: Margo Moehring
FDOT, District Two: Doreen Joyner-Howard, Janell Damato, Christina Nalsen
ETM (England-Thims & Miller, Inc.): April Bacchus, Ray Spofford

Subject: St. Johns County TDP Major Update – Kick-off Meeting

Meeting Purpose

The purpose of this meeting was to introduce the scope for the TDP Major Update; and discuss general requirements, process and schedule for the Transit Development Plan (TDP).

Meeting Summary

Following is a summary of items discussed.

TDP Requirements, Process and Schedule

1. The St. Johns County TDP is required by the Florida Department of Transportation (FDOT) and must be adopted by the St. Johns County Board of Commissioners and submitted to FDOT by September 1, 2021.
2. The TDP is/has a:
 - a. Strategic planning document that serves as the basis for defining public transit needs
 - b. Prerequisite to receive funds from the State of Florida
 - c. Planning, development and operational guidance document for transit providers
 - d. Ten-year planning horizon
3. The process of developing the plan includes the following major elements:
 - a. Baseline conditions
 - b. Evaluation of existing services
 - c. Situation appraisal examining the impacts of various factors on the transit system
 - d. Public involvement, beginning with a public involvement plan
 - e. Vision, mission, goals and objectives
 - f. Demand assessment, including ridership projections
 - g. Strategies and alternatives
 - h. Consistency with state, regional and local plans
 - i. 10-year implementation program
4. Public involvement will seek input and feedback from various stakeholders.
5. It is anticipated that public involvement will include the following stakeholders and outreach methods:
 - a. Meetings with stakeholder agencies including the FDOT, North Florida TPO and CareerSource
 - b. Survey of Sunshine Bus and paratransit riders with assistance from council on aging (COA) staff

- c. Online survey of the public
 - d. Survey of and/or discussions with elected officials
 - e. Survey of and/or discussions with bus drivers & operational staff
6. The following schedule is anticipated:
- a. Evaluate conditions and identify goals and objectives, September – December 2020
 - b. Identify transit strategies and alternatives, January - March 2021
 - c. Develop a 10-year Implementation program, April – May 2021
 - d. Finalize, adopt and submit the document to FDOT, June – July 2021

Sunshine Bus Routes, Service Area and U.S. Census

7. Phong inquired how the new 2020 census data would be incorporated into the TDP and stated that some data may be released during Spring 2021.
8. Updates to the TDP Major Update, that may occur following the plan's adoption because of new census data, may be incorporated during completion of one of the TDP's annual progress reports.
9. Reviewed a map of the Sunshine Bus service. Currently, there are nine bus routes.
10. Geanelly provided an overview of JTA's new Express Select bus route which travels along US-1/Philips Highway and links the county's government center with Durbin Park and downtown Jacksonville.
11. Matt reported that currently due to the COVID pandemic conditions, the COA is only operating seven out of the nine routes.
 - a. The Purple Line has been suspended temporarily
 - b. The Connector and Express Lines are operating as one route (referred to Connex). This consolidated service may continue moving forward
 - c. The COA furloughed about 75% of staff over age 65 years old
 - d. Since JTA is operating the new Express Select Service along US-1/Philips Highway, the COA is considering changes to the Purple Line:
 - i. Extending the service west from SR 16 along 9 Mile Road to World Golf Village (WGV)
 - ii. Extending the service east from Palencia Village Drive to CR 210 and Nocatee Parkway
12. Reviewed a map of the primary service area (St. Augustine Urbanized Area) in relation to the Jacksonville Urbanized Area (UA) and local jurisdictional boundaries.
13. St. Johns County's urbanized area funding is designated for public transportation serving the St. Augustine UA.
14. Phong inquired what would happen if the St. Augustine UA and Jacksonville UA began to overlap or merge.
15. Doreen mentioned that generally funding for the St. Augustine Urbanized Area increases as population increases. If the St. Augustine UA expands then the area would obtain more funding.
16. Discussed that there is potential for the St. Augustine UA and WGV urban cluster boundaries to change as a result of the census. Phong mentioned that there are approximately 30,000 people living in the WGV area.
17. Xavier discussed the need for transit to assist with parking circulation and weekend travel demand.
18. Xavier mentioned that the TDP should consider park and ride alternatives to meet demand for seasonal traffic/events, such as Night of the Lights during the holiday season (to and from downtown St. Augustine) and service during the beach season (to and from the beach). Mentioned the need for a potential park and ride location that is halfway between St. Augustine and St. Augustine Beach.

Data and Other Plans

19. Suraya has a document detailing methodology to forecast paratransit demand that she can share. This issue was important to transit stakeholders during the development of JTA's TDP.

20. Margo reported that the Regional Council is currently updating the TDSP (Transportation Disadvantaged Service Plan) for St. Johns County. The TDSP incorporates forecasting methodology from CUTR and is anticipated to be complete in November 2020.
21. Margo mentioned that the Regional Council is updating their SRPP (Strategic Regional Policy Plan). The plan is expected to be submitted to the governor in October.

Next Steps

1. Meeting attendees should provide comments on the scope to April by COB Tuesday, September 29, 2020
2. Draft the PIP and submit to FDOT for approval
3. Collect relevant data, studies and plans including:
 - a. Paratransit forecasting methodology (Suraya, JTA)
 - b. St. Johns County TDSP (Margo, Regional Council)
 - c. SRPP (Margo Regional Council)
 - d. St. Augustine parking and/or mobility studies
4. Begin technical analysis, public involvement and definition of goals & objectives.
5. Meet in early December

ST. JOHNS COUNTY TDP, 2021 MAJOR UPDATE

TDP Stakeholder Meeting #2

February 25, 2021



Stakeholder Agencies

- St. Johns County Transportation Development
- St. Johns County Council on Aging
- St. Johns County Health and Human Services
- City of St. Augustine
- City of St. Augustine Beach
- Florida School for the Deaf and Blind
- North Florida TPO
- Jacksonville Transportation Authority (JTA)
- CareerSource of Northeast Florida
- Northeast Florida Regional Council
- FDOT, District Two

Agenda

- Welcome and TDP Overview
- Summary of Progress
- Discussion of Goals and Objectives
- Additional Items?
- Next Steps

TDP Process

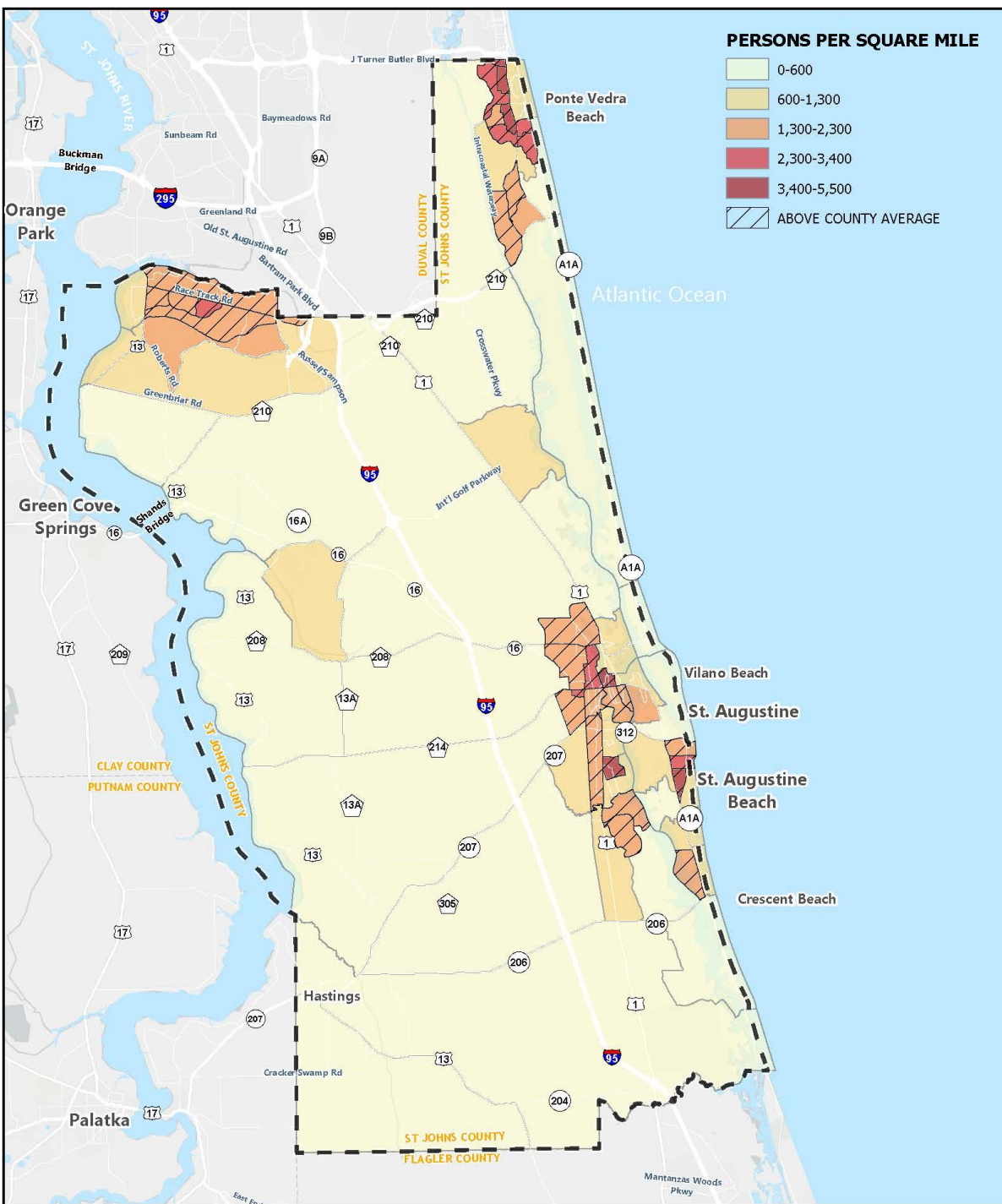
- **Integrates public involvement and data analysis**
 - Consider needs of the community
 - Public transit performance
 - Review of local, regional and state plans
- **Defines a plan for public transportation**
 - Vision, mission, goals and objectives
 - Strategies and alternative courses of action
 - 10-year Implementation program and financial plan

TDP Process and Schedule

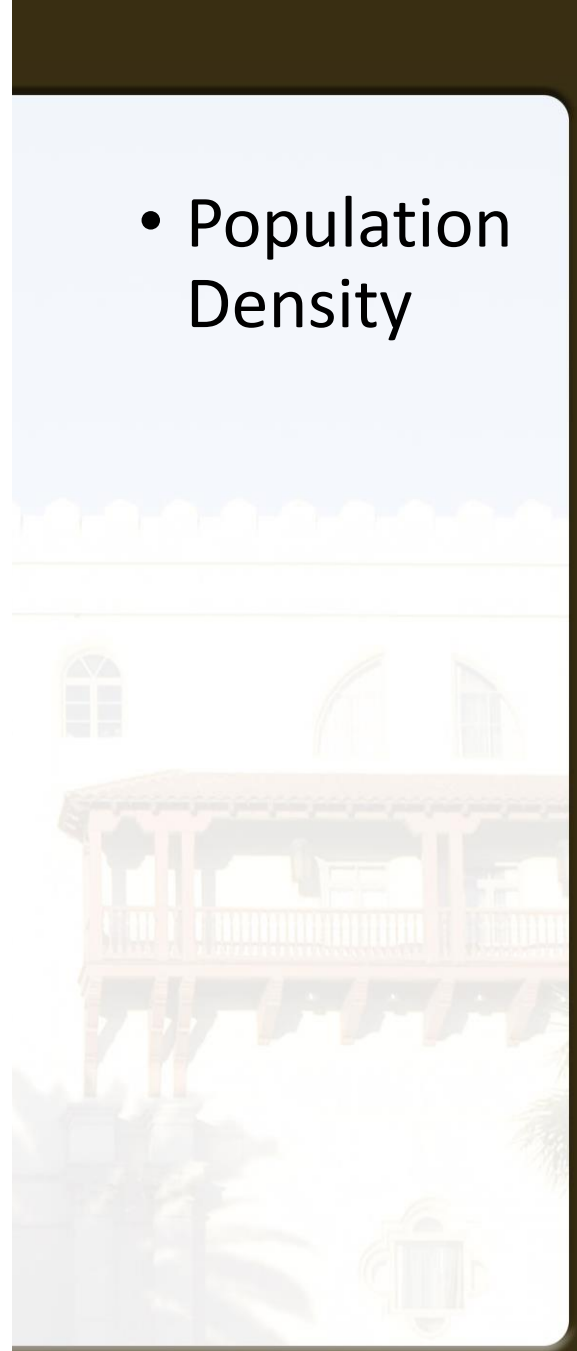


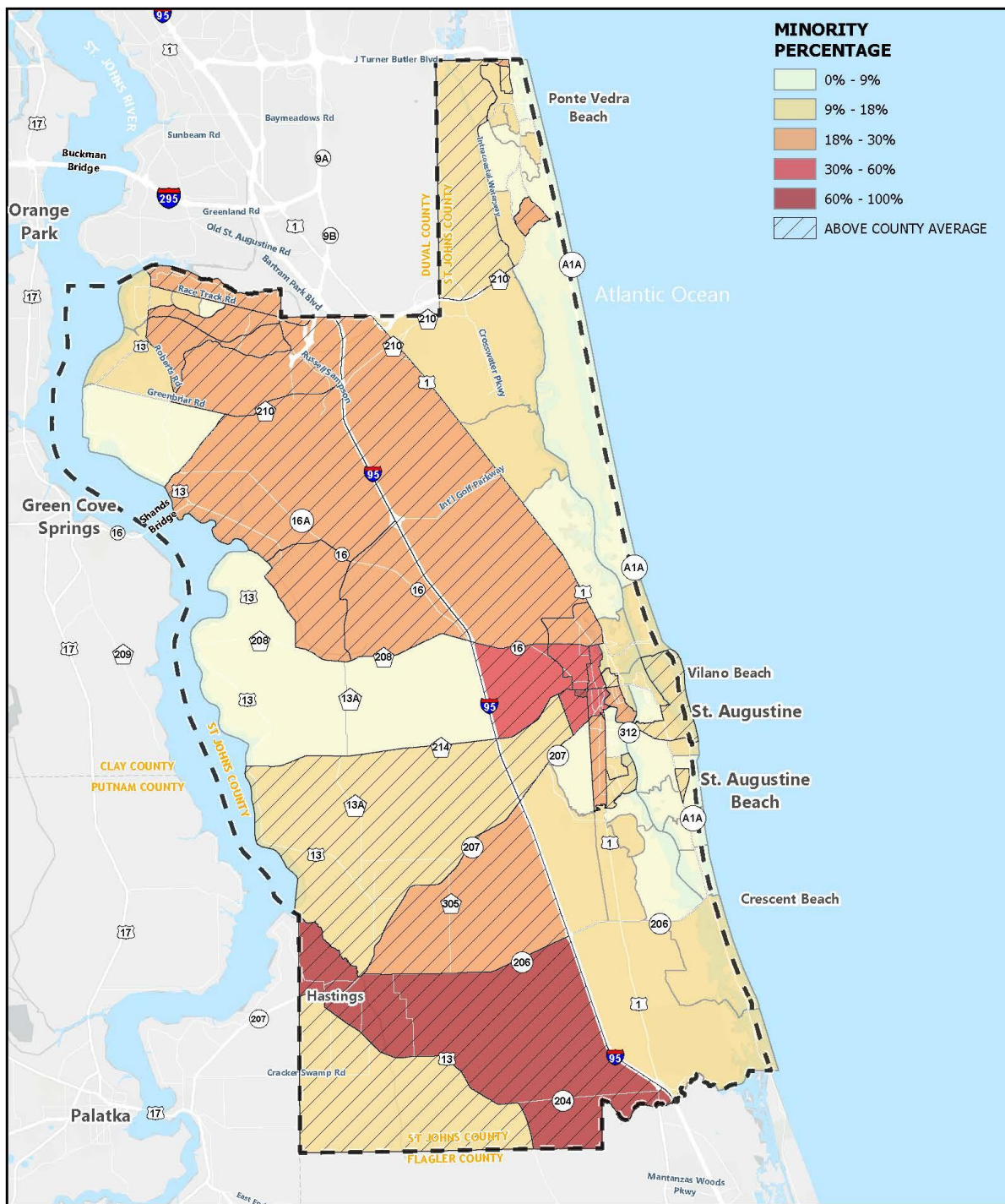
Population Characteristics

- St. Johns County has experienced significant population growth
 - Approximately 34% growth from 2010 to 2019, compared to Florida at 13%
 - St. Augustine area and northern St. Johns County (growth and density)
 - Unincorporated areas and large developments
- Population with highest percentages of combined “transit dependent” characteristics
 - Generally, St. Augustine area and southwest area

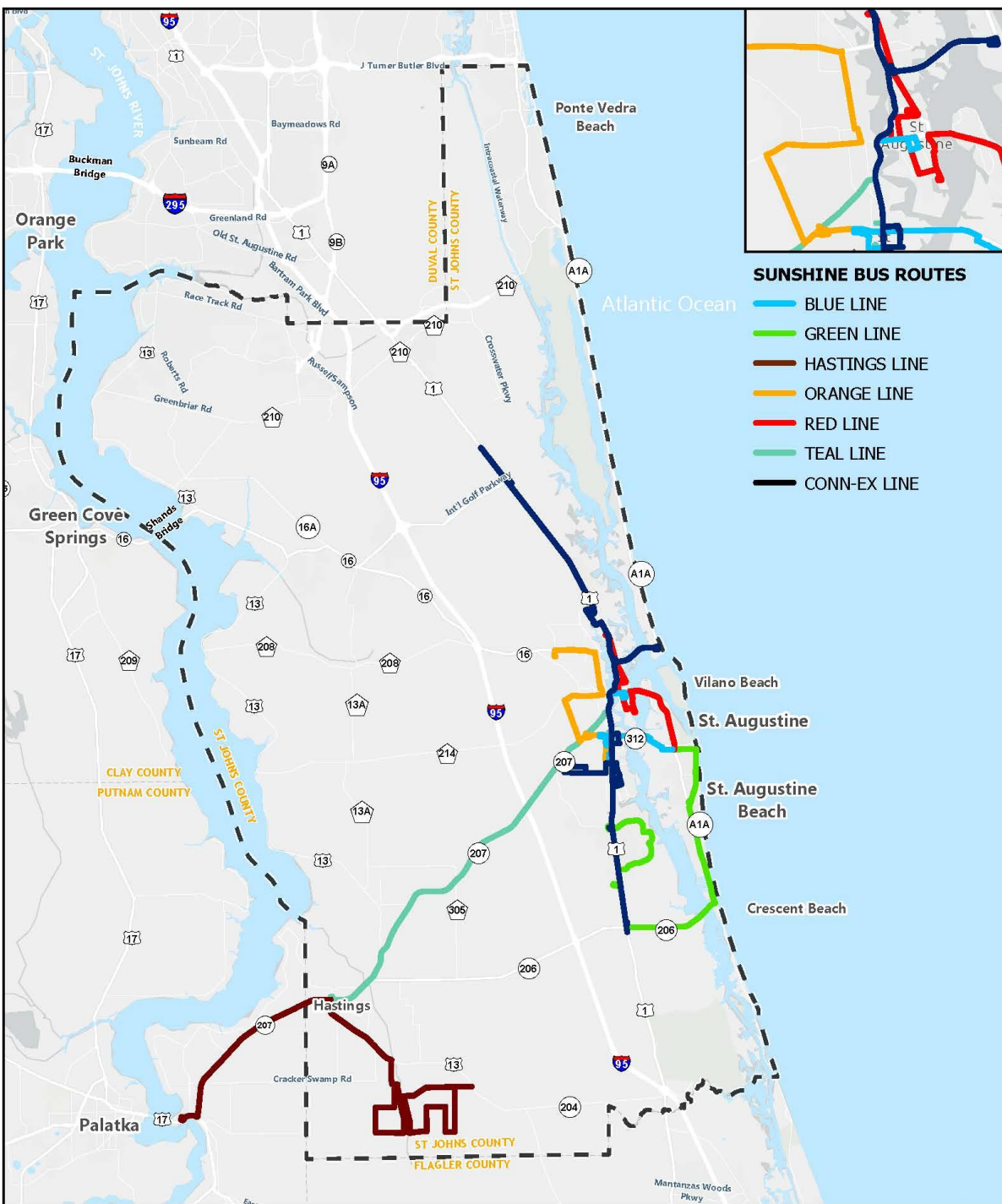


- Population Density





- Percentage of Minority Residents



- Sunshine Bus System



System Performance – Sunshine Bus

- National Transit Database
- Trends (2015 – 2019)
 - Service increased (16% - 18%)
 - Ridership slightly decreased (-4%)
 - Operating expenses significantly increased (65%)
 - Operating expense: 24% below the peer average
- Service Efficiency - More cost efficient than peers
- Service Effectiveness measures have declined and is lower than peers (opportunity for improvement)

System Performance – Paratransit

- National Transit Database
- Trends (2015 – 2019)
 - Service & Riders significantly increased (over 200%)
 - Operating expense increased (130%)
 - Operating expense: 7% below the peer average
- Service Efficiency - More cost efficient than peers
- Service Effectiveness – passengers per revenue mile is higher than peers; passengers per revenue hour is lower than peers

Public Survey

- 1,303 participants over a 4-week period
- Supportive of Public Transit
 - 80% agree with benefits (economy, improved to reduce congestion & environment)
 - 74% agree with need to improve
 - 46% agree they would use if available (23% not sure)
- If transit were available to them, they would most use transit for these trip purposes:
 - Beaches/St. Augustine area attractions
 - Shopping/Errands

Elected Official Survey

- 8 participants over a 4-week period
- Supportive of Public Transit
 - Important or Very Important (100%)
 - Need for additional or improved public transit (100%)
 - Both Existing transit and new geographic areas (50%)
 - Regional transit (67%)
- Most critical needs - low-income, those who cannot drive and workers
- Population growth and development patterns will affect transit needs and preferences next 10 years
- County, advertising revenues and partnerships

Existing Transit Riders

- 51 Sunshine Bus/44 paratransit (new)
- Most are very satisfied or satisfied with service
- Most are frequent riders, low income
- Trip Purpose
 - 54% work – Sunshine Bus/66% medical - paratransit
- Most important reason they ride the bus
 - No license (31%), Car not available (29%) – Sunshine Bus
 - Disability/health (48%), No Car available (20%) – paratransit
- Sunshine Bus – More frequent, more hours, Sunday

Vision, Mission and Goals

- Consider the needs of the community.
 - Technical analysis
 - Public involvement
- Be consistent with other plans and programs
 - Florida Transportation Plan,
 - North Florida TPO LRTP,
 - Local government comprehensive plan(s), and
 - Other regional transportation goals and objectives.

Goals

- Customer Service
- Mobility and Accessibility
- Interagency and Regional Coordination
- Effectiveness and Efficiency
- Quality of Life
- Education and Training
- Capital Improvements

Goal/Objective	Implementation Assessment
GOAL 1 – CUSTOMER FOCUS: Maintain and continuously improve customer-focused service and products.	
Objective 1.1 - 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	On-board survey completed annually
Objective 1.2 - Enhance passenger amenities that best respond to local conditions.	Website redesign was completed in fiscal year 2018
Objective 1.3 - Review and enhance employee customer service training programs and tools, including bus operator courtesy training.	2019, SJCCOA held a training workshop on Advanced Mobility Device Securement offered through Rutgers University’s National Transit Institute (NTI) - problem-solving skills for securing powered mobility devices
Objective 1.4 - Monitor and improve safety and security throughout the transit system.	Completed Public Transportation Agency Safety Plan (PTASP), approved by the SJCBOCC July 2020

Goal/Objective	Implementation Assessment
GOAL 2 - MOBILITY AND ACCESSIBILITY: Provide mobility and access to meet current and evolving mobility market needs and opportunities, and to improve the economy.	
Objective 2.1 - Continue to develop public transportation services that address the mobility needs of transit dependent customers.	On-going. Survey results
Objective 2.2 - Encourage the use of public transportation by all visitors and residents of St. Johns County and its municipalities.	On-going. Added bus stop signs Website was redesigned Engaged SJCBOCC, City of St. Augustine and St. Augustine Beach to secure additional funding to increase service.
Objective 2.3 – Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area.	New Hastings Circulator to East Palatka New Express Line extends the transit coverage area to rural areas south of SR 206 and north to the Northeast Florida Regional Airport/NG Reconfigured Connector Line to provide service to Kings Estates (2019)
Objective 2.4 - Decrease barriers to mobility and accessibility.	On-going. Added bus stop signs to the system.
Objective 2.5 -Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.	On-going.

Goal/Objective	Implementation Assessment
<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. On-going coordination with JTA.</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 and 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</p>

Goal/Objective	Implementation Assessment
<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>On-going. Reconfigured the Connector Line (June 2019) to provide service to Kings Estates.</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>On-going. The SJCCOA resumed providing Sunshine Bus passes for TD riders in January 2020, upon receiving additional funding from the Commission for Transportation Disadvantage (CTD).</p>
<p>Objective 4.3 - Implement service enhancements that will attract additional riders, including those who are not dependent on public transportation.</p>	<p>The Express Line was implemented April 9, 2018, increasing the coverage area, and serving additional rural riders. Coordinated with JTA to begin a regional bus service. On-going efforts to implement technology enhancements that will communicate real-time service information to customers.</p>
<p>Objective 4.4 -Increase passenger revenues per mile and per hour.</p>	<p>Fare increase in 2019 Regular fare from \$1 to \$2, reduced fare from \$0.50 to \$1, and daily pass from \$2 to \$4. 22</p>

Goal/Objective	Implementation Assessment
GOAL 5 – QUALITY OF LIFE: Enhance economic prosperity, livability and environmental sustainability within the service area.	
Objective 5.1 - Support economic development initiatives.	On-going. Engaged SJCBOCC, City of St. Augustine and St. Augustine Beach to secure additional funding for additional service in high tourist areas. Partnered with JTA to incorporate a bus stop at the recently developed Pavilion at Durbin Park, located at the intersection of Race Track Rd. and Bartram Park Blvd.
Objective 5.2 - Pursue the development of transit-friendly land use policies and land development criteria.	On-going.
Objective 5.3 - Ensure that Future Land Use Maps and other comprehensive plan components support the development of public transit service.	On-going.

Goal/Objective	Implementation Assessment
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.	
Objective 6.1 - Enhance the image and visibility of transit in the community.	Website redesign completed. Regionally branded express route. Advertising contract that allows advertising on Sunshine Bus vehicles, potentially enhancing visibility.
Objective 6.2 - Develop on-going outreach programs designed to educate the public about available transportation alternatives.	On-going. Website redesign completed.
Objective 6.3 - Enhance staff recruitment, retention and development efforts.	On-going. In 2019, SJCCOA held a training workshop on Advanced Mobility Device Securement offered through Rutgers University’s National Transit Institute (NTI). The workshop presented practice problem-solving skills for securing powered mobility devices.

Goal/Objective	Implementation Assessment
<p>GOAL 7 – CAPITAL IMPROVEMENTS: Establish the appropriate infrastructure necessary to maintain and expand deviated fixed route and paratransit services in the future.</p>	
<p>Objective 7.1 - Acquire vehicles and associated equipment for fleet replacement and expansion.</p>	<p>On-going effort to meet vehicle and equipment needs as funding is available. Most recently purchased buses in fiscal year 2019.</p>
<p>Objective 7.2 - Establish designated bus stops with signage and shelters as funds and locations are made available.</p>	<p>On-going. Added approximately 25 bus stop signs to the system.</p>
<p>Objective 7.3 - Continue to monitor and enhance bus facility capacity and equipment needs.</p>	<p>On-going. Replaced obsolete radio system with 800 MHz system, compatible with the County EOC.</p>
<p>Objective 7.4 - Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.</p>	<p>On-going. Installed pavement at Seabridge Square bus stops (along US-1 north of SR-312) to improve the bus stop and increase passenger safety.</p>

Next Steps

- Summarize technical analysis and public input
- Confirm Goals and Objectives
- Next meeting:
 - Transit Strategies and Alternatives
 - 10-Year Implementation Plan
 - Potential meeting April 2021

St. Johns County Transit Development Plan (TDP), Major Update
Stakeholder Group
Meeting Notes

Date/Location of Meeting: February 25, 2021/Virtual Meeting

Attendees: St. Johns County: Rachel Garvey
St. Johns County Council on Aging (COA): Becky Yanni, Matt McCord, George Hesson, Patty Solano
St. Johns County Health and Human Services: Joseph Cone, Tracy Dillon
City of St. Augustine Beach: Max Royle
Florida School for the Deaf and Blind (FSDB): Jennifer Enache
Jacksonville Transportation Authority (JTA): Suraya Teeple
North Florida TPO: Elizabeth DeJesus, Marci Larson
Northeast Florida Regional Council: Margo Moehring
FDOT, District Two: Doreen Joyner-Howard, Janell Damato
ETM (England-Thims & Miller, Inc.): April Bacchus

Subject: St. Johns County TDP Major Update – Meeting #2

Meeting Purpose (Agenda and Agenda Materials)

The purpose of this meeting was to review progress on the TDP Major Update; and discuss goals and objectives. Prior to the meeting, population trends, GIS maps, a performance evaluation and survey results were e-mailed to the stakeholders.

Meeting Summary

Following is a summary of items discussed.

1. The TDP process integrates public involvement and data analysis and defines a plan for public transportation.
2. The following updated schedule is anticipated:
 - a. Evaluate conditions and identify goals and objectives, September 2020 – March 2021
 - b. Identify transit strategies and alternatives, February – April 2021
 - c. Develop a 10-year Implementation program, April – May 2021
 - d. Finalize, adopt and submit the document to FDOT, June – August 2021

Summary of Progress

3. ETM presented progress information including population trends; population density, socio-economic and demographic data from the U.S. Census Bureau's American Community Survey; land use and development data and bus route data; system performance evaluation and survey results.
4. Ms. Garvey suggested that a GIS map showing Limited English Proficiency should also be included.
5. Ms. Dillon commented that the relatively high percentage of zero vehicle households located in the Ponte Vedra/Nocatee area may represent a low-income apartment complex called the Oaks at St. Johns near Nease High School. [Although the two locations are not the same areas, the study team will make a note of the low-income apartment complex when reviewing transit needs.]
6. Ms. Teeple stated that some transit agencies are considering reduced fares for residents within 200% of the poverty level.
7. Ms. DeJesus agreed with using 2019 for the peer evaluation and stated that 2020 should not be considered in the performance evaluation, due to the low ridership levels because of the COVID-19 pandemic.

8. Ms. Moehring stated that the St. Johns County's TD service will be surveyed soon. She would like to review the paratransit survey data from the TDP and will share the TD survey data.
9. Mr. McCord confirmed that the route map should not include the Purple Line.
10. It was mentioned that the JTA Express Select route has approximately 64 riders a month.
11. Ms. Enache stated that, due to the presence of the FSDB, the deaf and blind population in St. Johns County may be higher than average. This is something to consider when looking at groups who may rely on public transit.

Discussion of Goals and Objectives

12. ETM presented goals and objectives from the currently adopted TDP, as well a summary of accomplishments during the past five years.

Next Steps

1. Summarize technical analysis and public input
2. Confirm goals and objectives
3. Begin transit strategies and alternatives and 10-Year Implementation Plan
4. Potential progress meeting in month of April 2021

APPENDIX D4

SUNSHINE BUS SURVEY QUESTIONS AND RESULTS



Sunshine Bus Company 2021 Customer Survey

Date: _____

Route: _____

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. Would you ride an **express bus** to Jacksonville?

- Yes
- No

13. If so, what places in Jacksonville or northern St. Johns County would you want to go? _____

14. 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) _____

15. What is your HOME zip code? _____

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

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

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

18. Are you? Male Female

19. What is your age group?

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

20. 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

21. 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

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

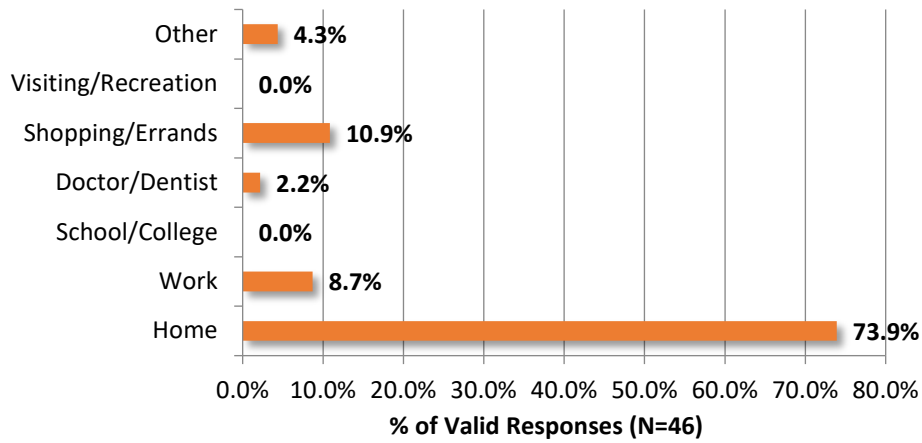
- Cash Fare One-way - **\$2.00**
- Reduced Fare One-way - **\$ 1.00**
- Unlimited Day Pass - **\$4.00**
- Reduced Day Pass - **\$ 2.00**
- Regular Fare Monthly Unlimited Pass - **\$30.00**
- Reduced Fare Monthly Unlimited Pass - **\$15.00**
- CTD Pass
- Other (please specify) _____

23. Your overall satisfaction with Sunshine Bus?

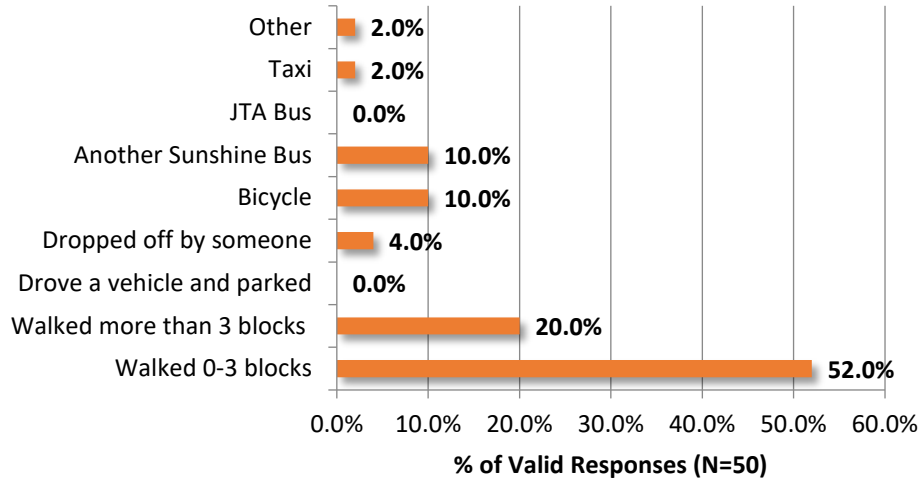
- Very Satisfied
- Neutral
- Satisfied
- Dissatisfied
- Very Dissatisfied

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

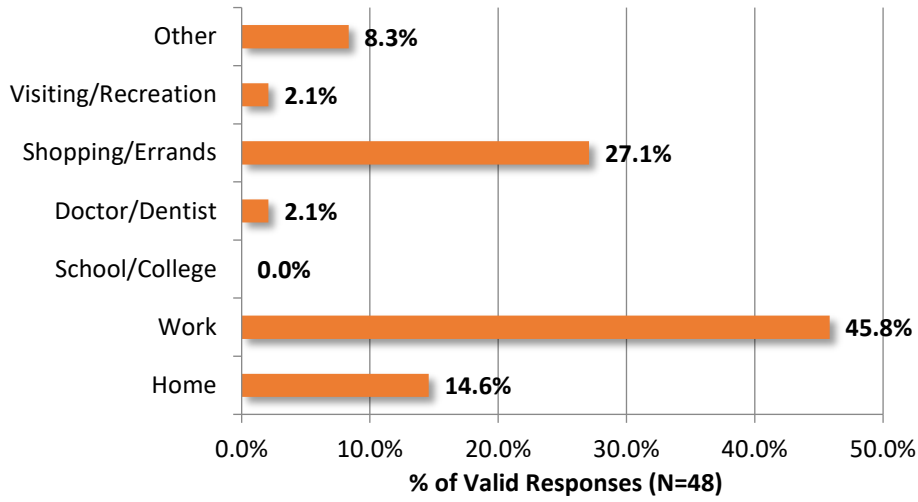
Q1. Where did you come from before you got on this bus?



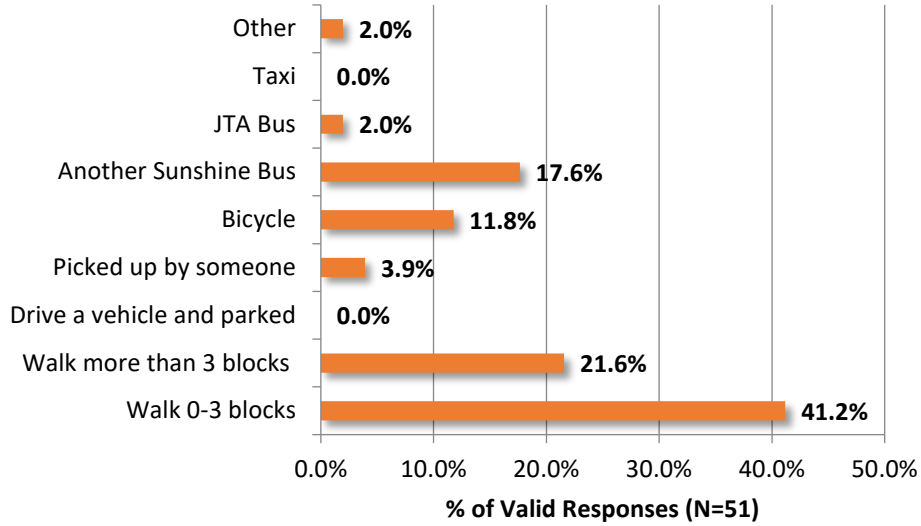
Q3. How did you get to the bus stop for this bus?



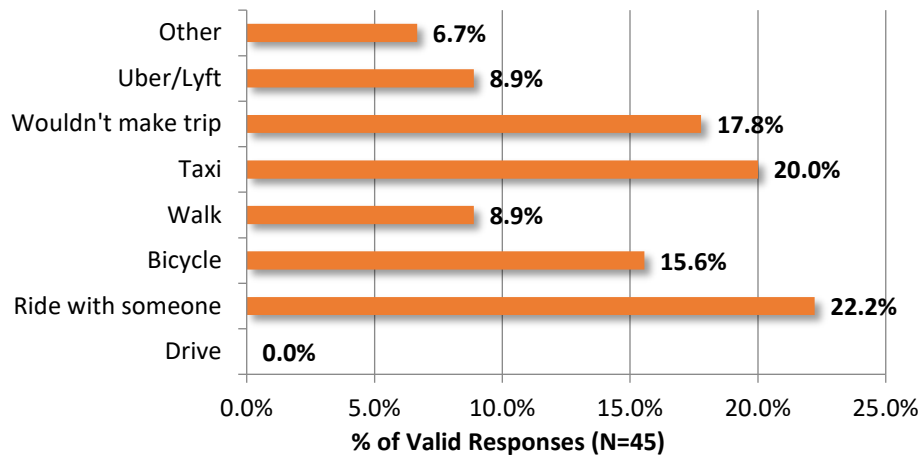
Q5. Where are you going on this trip?



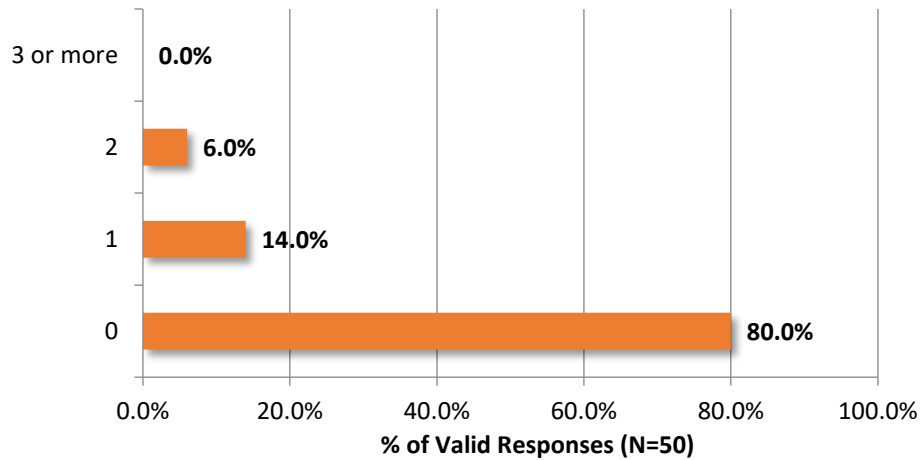
Q8. How will you get to your destination?



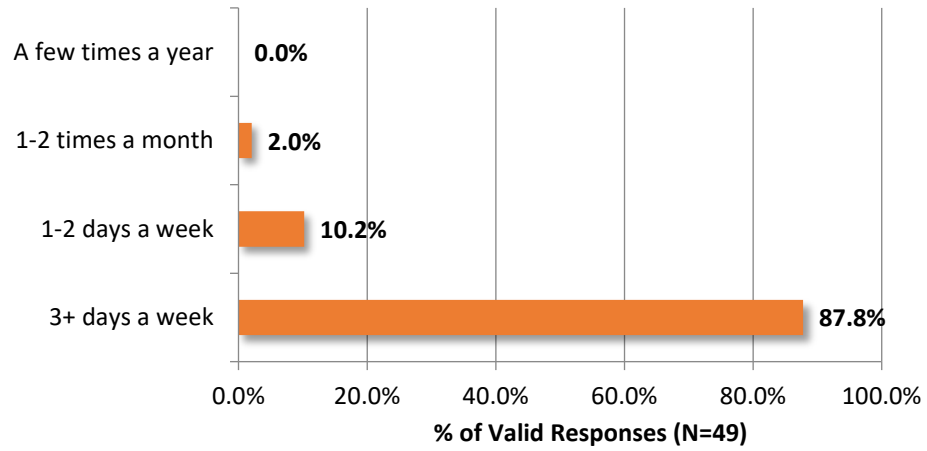
Q9. How would you make this trip if not by Sunshine Bus?



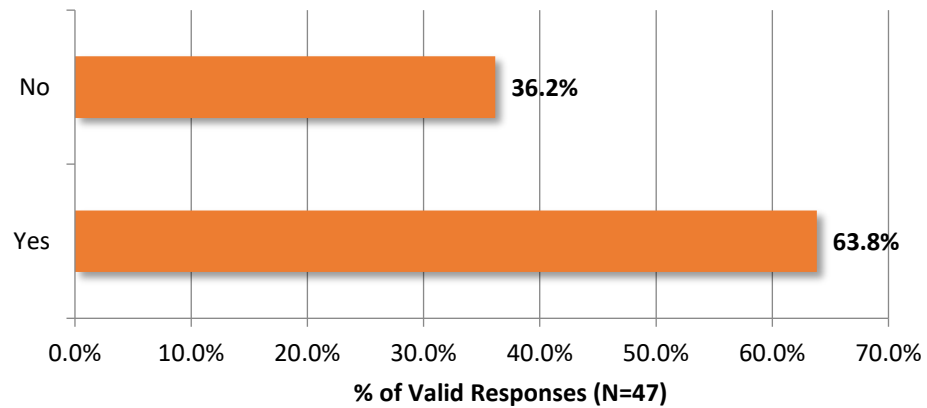
Q10. How many working, registered motor vehicles are available at home?



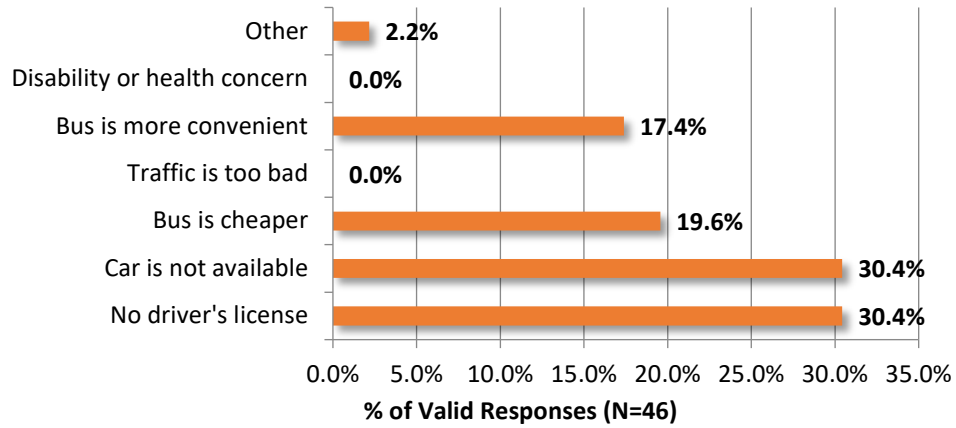
Q11. How often do you ride Sunshine Bus?



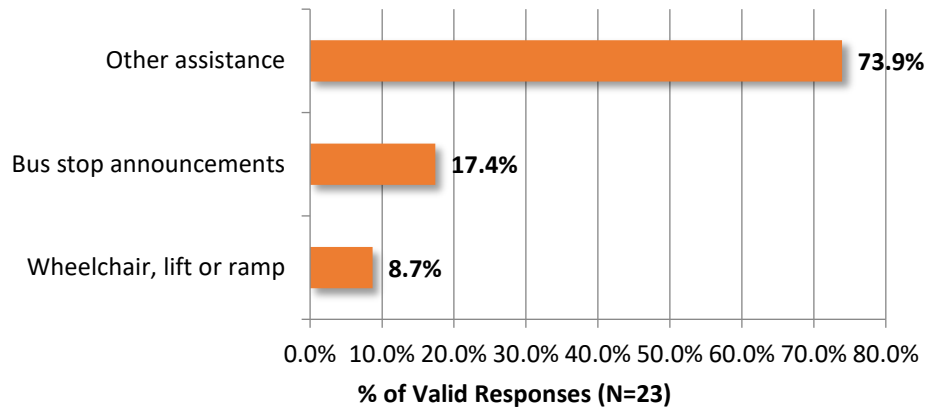
Q12. Would you ride an express bus to Jacksonville?

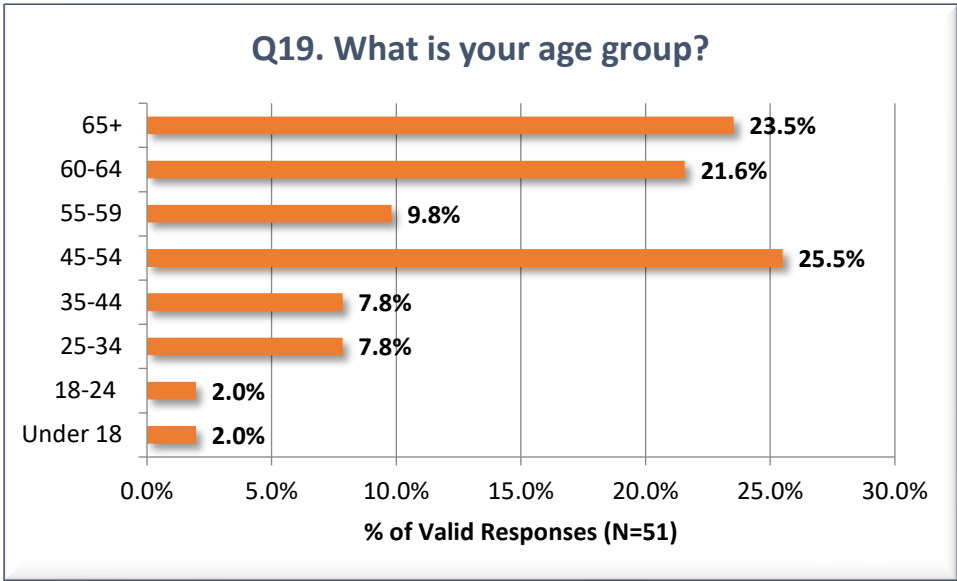
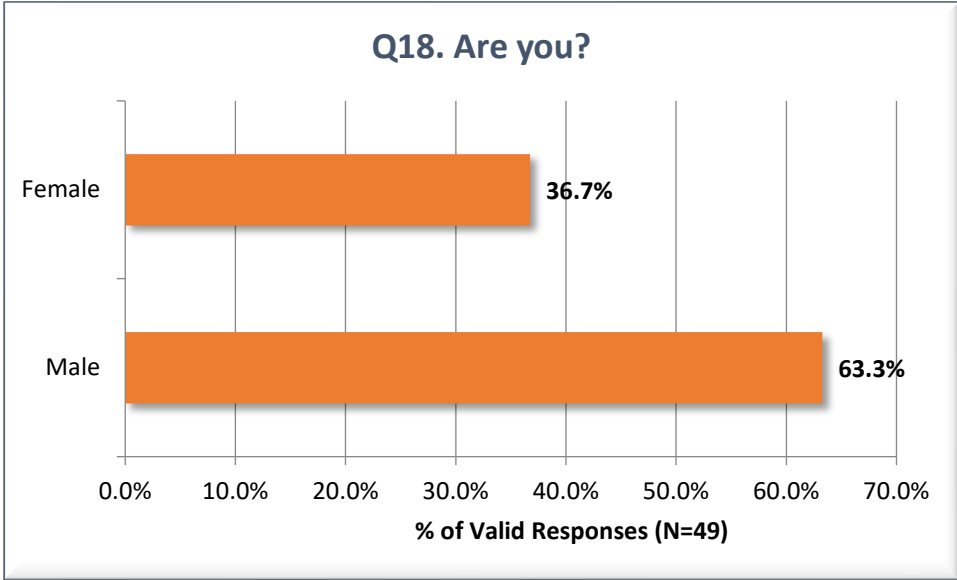


Q14. What is the most important reason you ride the Bus?

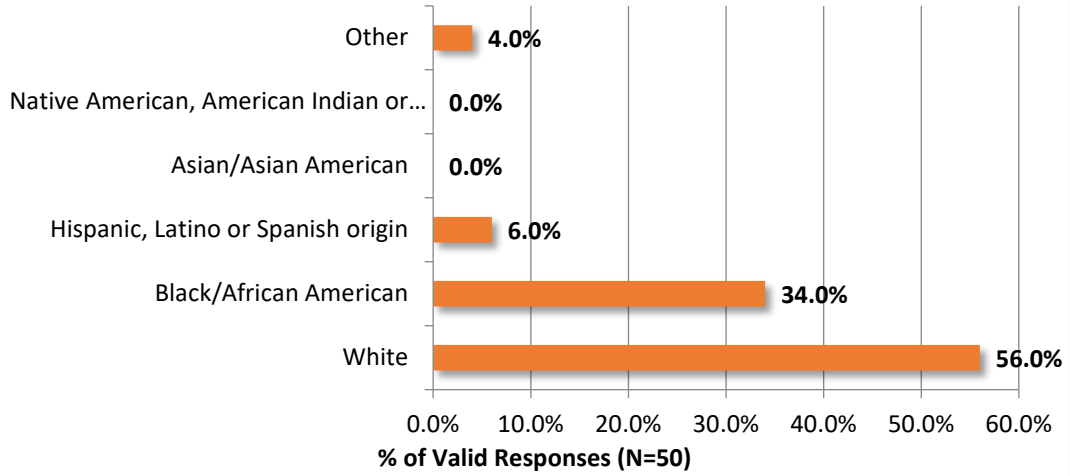


Q17. Do you need any of the following for your trip?

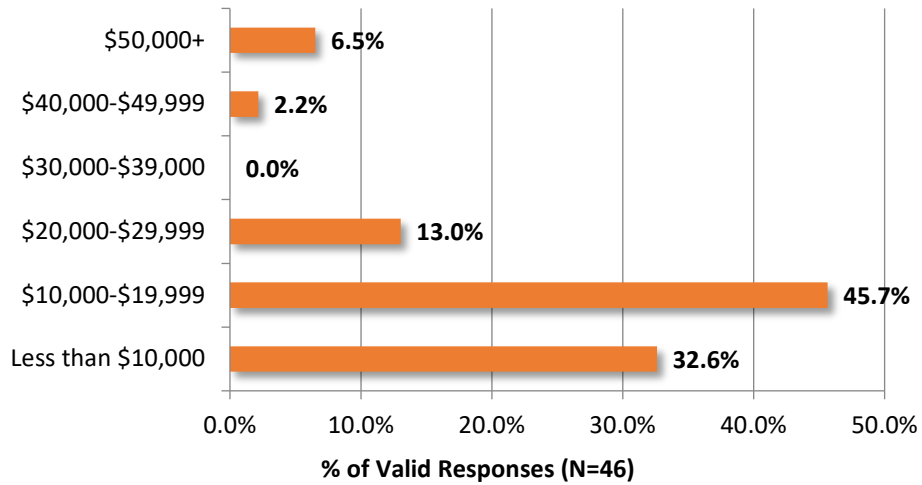




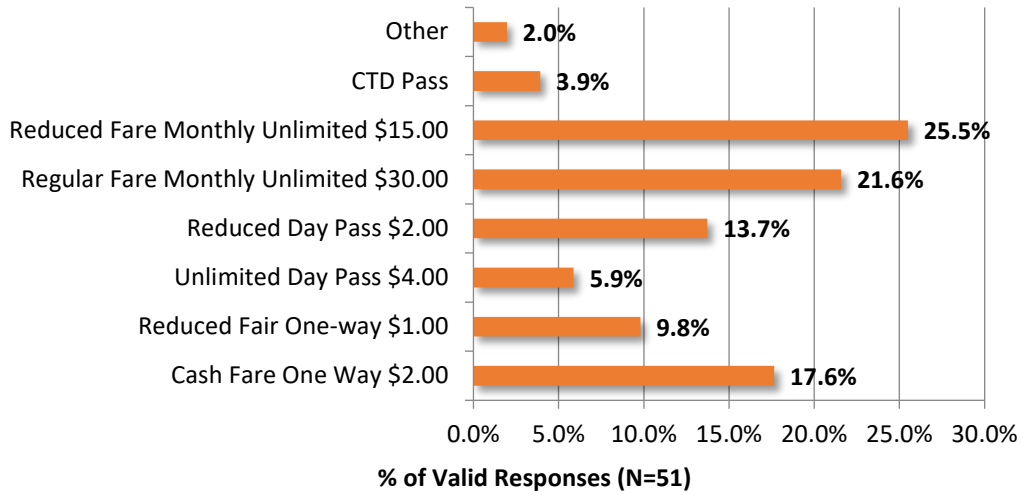
Q20. Which options describe you?



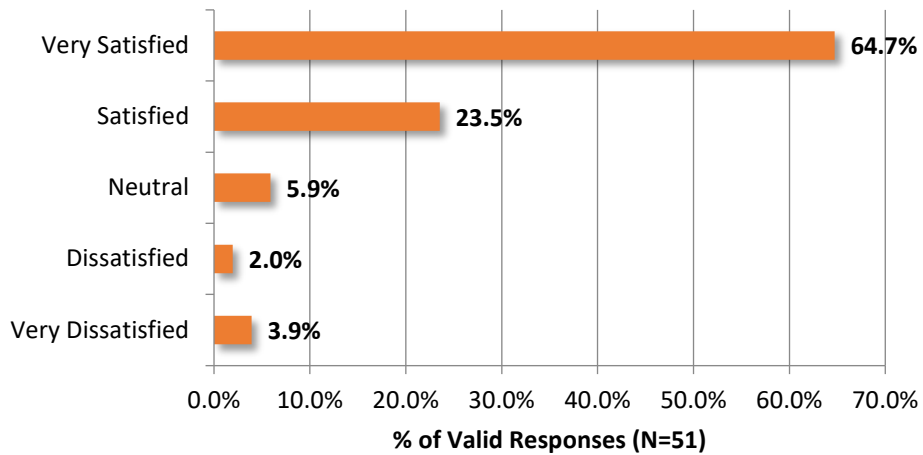
Q21. Total Household Income Last Year



Q22. What fare did you pay for this bus?



Q23. Overall Satisfaction with Sunshine Bus?



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

Survey	Origin Place Name	City	State	Zip	County	Purpose (Q1 Origin)
1	Hidden Lakes	St. Augustine	FL	32086	St. Johns	Home
2		St. Augustine	FL	32084	St. Johns	Multiple Answers
3	Hastings Bus Stop	Hastings	FL		St. Johns	Home
4	Winn-Dixie North	St. Augustine	FL	32084	St. Johns	Home
5	Hilton Bayfront	St. Augustine	FL		St. Johns	Work
6	Flagler Estates		FL		St. Johns	Home
7		St. Augustine	FL	32045	St. Johns	Home
8	Library	Hastings	FL	32145	St. Johns	Home
9	Home	St. Augustine	FL	32084	St. Johns	Home
10	Donald Hamilton	Palatka	FL	32177	Putnam	Doctor/Dentist
11	Library	Hastings	FL	32145	St. Johns	Home
12	State Road 207	St. Augustine	FL	32086	St. Johns	Multiple Answers
13		St. Augustine	FL	32086	St. Johns	Multiple Answers
14		St. Augustine	FL	32086	St. Johns	Home
15	Fred Taylor	St. Augustine	FL	32086	St. Johns	Home
16	Shopping Mall	St. Augustine	FL	32084	St. Johns	Home
18		St. Augustine	FL	32086	St. Johns	Home
19	Publix		FL			Home
20		St. Augustine	FL	32080	St. Johns	Home
21	Palmer Josiah		FL			Home
22	Pizza Hut	St. Augustine	FL	32085	St. Johns	Home
23	Hastings	Hastings	FL	32145	St. Johns	Multiple Answers
24		St. Augustine	FL	32084	St. Johns	Home
25		St. Augustine	FL	32084	St. Johns	Home
28	Wildwood-US 1	St. Augustine	FL	32086	St. Johns	Home
29	Awesome Travel	St. Augustine	FL	32086	St. Johns	Home
30		St. Augustine	FL	32084	St. Johns	Home
31		St. Augustine	FL	32086	St. Johns	Home
33	Winn-Dixie	St. Augustine	FL	32073	St. Johns	Home
34	White Castle	St. Augustine	FL	32095	St. Johns	Home
35		Hastings	FL	32145	St. Johns	Home
36		St. Augustine	FL	32086	St. Johns	Home

¹ Addresses are not shown. Some items are estimated based on survey respondent responses.

Survey	Origin Place Name	City	State	Zip	County	Purpose (Q1 Origin)
37	Fortuna & SR 16	St. Augustine	FL	32084	St. Johns	Home
38		St. Augustine	FL	32086	St. Johns	Shopping/Errands
40		Palatka	FL	32177	Putnam	Other
1-2021	Aldi Grocery Store	St. Augustine	FL	32084	St. Johns	Shopping/Errands
2-2021	ML King	St. Augustine	FL		St. Johns	
3-2021		St. Augustine	FL	32084	St. Johns	Shopping/Errands
4-2021	Old Moultrie	St. Augustine	FL	32086	St. Johns	Home
5-2021			FL			
6-2021	US-1 near Palencia		FL			
7-2021	Publix at Cobblestone	St. Augustine	FL	32086	St. Johns	Shopping/Errands
8-2021	Walmart		FL			
9-2021	Historical Society	St. Augustine	FL	32086	St. Johns	Work
10-2021			FL			Home
11-2021	Deport	St. Augustine	FL	32080	St. Johns	Work

Question 4. Origin Bus Stop (Where did you get on the bus you are riding now?)²

Survey #	Origin Bus Stop Description	Cross Street 1	Cross Street 2	City	State	County
1	Old Town Store	207	Holmes	St. Augustine	FL	St. Johns
2	Master			St. Augustine	FL	St. Johns
3	Seabridge			St. Augustine	FL	St. Johns
4	Winn-Dixie North					
5	US1					
7	Burger King					
8	Library					
9	Seabridge			St. Augustine	FL	St. Johns
10	Hastings	Library	Circle K	Hastings	FL	St. Johns
11	Library	Main Street	207			
12	207			St. Augustine	FL	St. Johns
13	Publix					
15	Library					
17	Shores				FL	St. Johns
18	Shores				FL	St. Johns
20	Depot	Publix		St. Augustine	FL	St. Johns
21	Palmer Josiah					
22	Pizza Hut					
25	Victory?	Masters	Avery			
26	Linda					

² Addresses are not shown. Some items are estimated based on survey respondent responses.

Survey #	Origin Bus Stop Description	Cross Street 1	Cross Street 2	City	State	County
27	Richard					
28	Wildwood			St. Augustine	FL	St. Johns
31		Cypru	Isabella			
32	Library					
33	Government Center			St. Augustine	FL	St. Johns
34	US 1 North	US 1 North	White Castle			
35	Kercher	Kercher	Nancy			
36	206				FL	St. Johns
37	Fortunn & SR 16					
38	Publix	A1A				
39	Circle K					
40						
1-2021	Seabridge Square	US 1	SR 312	St. Augustine	FL	St. Johns
2-2021	MLK			St. Augustine	FL	St. Johns
3-2021					FL	St. Johns
4-2021	Lewis Plaza			St. Augustine	FL	St. Johns
5-2021	Depot	SR 312	Pope Road	St. Augustine	FL	St. Johns
6-2021						
7-2021						
8-2021	Depot	SR 312	Pope Road	St. Augustine	FL	St. Johns
9-2021	Depot	SR 312	Pope Road	St. Augustine	FL	St. Johns
10-2021	Depot	SR 312	Pope Road	St. Augustine	FL	St. Johns
11-2021	Depot	SR 312	Pope Road	St. Augustine	FL	St. Johns

Question 6. Destination Location (Describe the place you are going, in Question 5)³

Survey	Destination Place	City	State	Zip	County	Purpose (Q5 Destination)
1		St. Augustine	FL	32177	Palatka	Work
2	Home	St. Augustine	FL	32084	St. Johns	Home/Work
3	Wal-Mart	St. Augustine	FL		St. Johns	Work
4	Winn-Dixie North	St. Augustine	FL	32084	St. Johns	Shopping/Errands
5	Ponce Harbour					Home
6	McDonald's		FL			Work
8	Waste PRD	St. Augustine	FL		St. Johns	Work
9	San Mateo		FL			Work
10	The Ponce St. Augustine Hotel	St. Augustine	FL	32084		Work
11		St. Augustine	FL	32084	St. Johns	Work
12	Wal-Mart		FL			Shopping/Errands

³ Addresses are not shown. Some items are estimated based on survey respondent responses.

Survey	Destination Place	City	State	Zip	County	Purpose (Q5 Destination)
13	Aldi's	St. Augustine	FL	32086	St. Johns	Home/Work
14	Northrop Grumman	St. Augustine	FL		St. Johns	Work
16	Work	St. Augustine	FL	32084	St. Johns	Work
17	Courtyard Marriott		FL			Work
18	Anastasia Baptist	St. Augustine	FL			Work
19	La Fiesta	St. Augustine	FL	32080		Work
20	Publix	St. Augustine	FL	32080	St. Johns	Work
21	Bank		FL			Work
24	Save-A-Lot	St. Augustine	FL	32086	St. Johns	Shopping/Errands
25	Publix	St. Augustine	FL	32086		Work
27	Eye Doctor		FL		St. Johns	Eye Doctor
28	Harry's Restaurant	St. Augustine	FL	32086	St. Johns	Work
29	Walmart	St. Augustine	FL	32086		Shopping/Errands
32	Wal-Mart		FL			
33	Vystar Bank	St. Augustine	FL	32043	St. Johns	Shopping/Errands
34	KFC	St. Augustine	FL	32095		Work
36	Publix					Home
38	Summer Breeze Apartments	St. Augustine	FL		St. Johns	Home
39	Wal-Mart		FL			Shopping/Errands
40	Cobblestone	St. Augustine	FL		St. Johns	Other
1-2021	Elkton	Elkton	FL		St. Johns	Home
2-2021			FL			
3-2021	Walmart		FL			
4-2021	Super 8 by Wyndham Hotel	St. Augustine Beach	FL	32080	St. Johns	Work
5-2021			FL			
6-2021	Restaurant					Work
7-2021	A1A & Carver Street	St. Augustine	FL	32080	St. Johns	Home
8-2021	Seabridge Square	St. Augustine	FL	32084	St. Johns	Shopping/Errands
9-2021	Winn Dixie	St. Augustine	FL	32080	St. Johns	Shopping/Errands
10-2021	Riverside		FL			Shopping/Errands
11-2021	Domonica Circle	St. Augustine	FL	32086	St. Johns	Home

Question 7. Destination Bus Stop (Where will you get off the bus you are on now?)⁴

Survey #	Destination Bus Stop Description	Cross Street 1	Cross Street 2	City	State	County
1	Library	Main		Hastings	FL	St. Johns
2	Master				FL	
4	Winn-Dixie				FL	
5	Wal-Mart				FL	
6	Whisper Pine			St. Augustine	FL	St. Johns
7	207			St. Augustine	FL	St. Johns
8	McDonald's				FL	
9	Hastings			Hastings	FL	St. Johns
10	Pizza Hut	Zaxby	Ponce Hotel	St. Augustine	FL	St. Johns
11	Circle K	207	312	St. Augustine	FL	St. Johns
12	Wal-Mart				FL	
13	Depot			St. Augustine	FL	St. Johns
15	Library					
16	Depot			St. Augustine	FL	St. Johns
17		A1A				
18	Depot			St. Augustine	FL	St. Johns
20	Publix					
21	Depot			St. Augustine	FL	St. Johns
22	Winn-Dixie	Vystar				
24	Lewis Point Plaza			St. Augustine		St. Johns
25	Depot	Pope	A1A	St. Augustine	FL	St. Johns
26	Linda				FL	
27	10th Street				FL	
28	Herbi Wiles	Sara Gaso	US 1		FL	
29	Wal-Mart				FL	
31	Target	US 1		St. Augustine	FL	St. Johns
32	Wal-Mart				FL	
33	Winn-Dixie/Vystar				FL	
34	Sea Bridge	US 1	312	St. Augustine		St. Johns
36	Seabridge			St. Augustine		St. Johns
37	Depot			St. Augustine		St. Johns
38	Publix	Moultrie		St. Augustine	FL	St. Johns
39	Wal-Mart				FL	
40						
1-2021	SR 207				FL	St. Johns
2-2021	MLK			St. Augustine	FL	St. Johns
3-2021						
4-2021	Depot	SR 312	Pope Road	St. Augustine	FL	St. Johns
5-2021	Granada & Bridge			St. Augustine	FL	St. Johns

⁴ Addresses are not shown. Some items are estimated based on survey respondent responses.

Survey #	Destination Bus Stop Description	Cross Street 1	Cross Street 2	City	State	County
6-2021	Depot	SR 312	Pope Road	St. Augustine	FL	St. Johns
7-2021	A1A & Carver Street			St. Augustine	FL	St. Johns
8-2021	Seabridge Square			St. Augustine	FL	St. Johns
9-2021	Publix Anastasia	A1A	A1A Beach	St. Augustine Beach	FL	St. Johns
10-2021						
11-2021	Domonica Circle			St. Augustine	FL	St. Johns

Question 13. Tally of places in Jacksonville or northern St. Johns County where respondents would ride express bus (verbatim comments)

Places Respondents would ride Express Bus	No. of times cited by survey respondents	Percentage
Avenues Mall/JTA Southern hub	13	43%
Shopping or Mall	5	17%
Greyhound Station	2	7%
Zoo	2	7%
CR 210	1	3%
Best Bets	1	3%
Court	1	3%
Museums	1	3%
TIAA Bank	1	3%
Beach Boulevard	1	3%
Baptist Hospital Downtown	1	3%
Orange Park	1	3%
Total	30	100%

Questions 15 and 16. List of Home and Work Zip Codes

Survey No.	Home Zip Code (Question 15)	Work Zip Code (Question 16)
1	32086	Palatka
2	32084	32084
4	32084	32084
6	32145	
7	32145	
8	32145	St. Augustine
9	32084	
10	32177	32084
11	32145	32084
12	32086	32084
13	32086	32086
14	32086	32095
15	32086	32086
16	32084	32084
17	32083	
18	32086	St. Augustine
19		32080
20	32080	32080
21	32084	
22	32085	
23	32145	
24	32084	32086
25	32084	32086
28	32086	32086
29	32086	32086
30	32084	
31	32086	
33	32043	32043
34	32095	32095
35	32145	
36	32086	
37	32084	
38	32086	
40	32177	
1-2021	32033	
2-2021	32084	
3-2021	32084	
4-2021	32086	
5-2021	32084	

Survey No.	Home Zip Code (Question 15)	Work Zip Code (Question 16)
6-2021	32095	32085
7-2021	32080	
8-2021	32084	
9-2021	32080	
10-2021	32086	
11-2021	32086	
Total	44	21

Summary of Questions 15 and 16. Home and Work Zip Code

Postal Zip Code	Home	Work	City/Place	County
32033	1	0	Vermont Heights, Elkton, Spuds, Armstrong	St. Johns
32080	3	2	St. Augustine, St. Augustine Beach, Crescent Beach, Butler Beach	St. Johns
32084	13	6	St. Augustine, Vilano Beach	St. Johns
32086	14	6	St. Augustine South, St. Augustine Shores	St. Johns
32095	2	2	St. Augustine, Araquey	St. Johns
32145	6	0	Hastings	St. Johns
32177	2	0	East Palatka	Putnam
32083	1	0	Raiford, Florida	Union
32085	1	1	St. Augustine	St. Johns
32043	1	1	Green Cove Springs	Clay
“St. Augustine”	0	2	St. Augustine	St. Johns
“Palatka”	0	1	Palatka	Putnam
Total Q15 & Q16 Respondents	44	21		

Question 24. What would make Sunshine Bus better? (verbatim comments)

Survey No.	Comment
1	Run on Saturday again
2	Keep it like it is
3	Run during lockdown
4	More buses
7	None
10	More routes
11	It's all good the way it is
12	Time frequently
14	1. Don't answer phone calls, 2. Some bus drivers
15	Leave at Palencia at 7 o'clock
17	Keep running
18	Nothing
19	More available times
21	Routes until 10:00pm
22	You're doing well
23	More buses
24	Keep the same
25	Post schedule changes on bus return
26	Nothing
28	It's Good
29	Run Saturday, Sunday, Holidays and Nights
30	Nothing
33	Office hours longer
34	More buses
35	Nothing
37	Open back all the buses, no Jacksonville
39	It's great now
40	
1-2021	More buses
2-2021	Go back to Jacksonville Purple Line
3-2021	
4-2021	It's perfect
5-2021	
6-2021	Proper time leaving pick up points, not "early"
7-2021	Sunday Service
8-2021	Too long of a wait between buses
9-2021	Shorter waits
10-2021	To Jacksonville
11-2021	More available runs

APPENDIX D5

PARATRANSIT SURVEY QUESTIONS AND RESULTS



Paratransit 2021 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: _____ Zip: _____

County: _____

END LOCATION

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

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

4. Describe the place you are going (in Question 3)?

Place name:

(for example, Government Center or Whispering Pines)

Address/Street:

City: _____ Zip: _____

County: _____

GENERAL QUESTIONS

5. How would you make this trip if this service were not available? (Check only one)

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

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

- 0
- 1
- 2
- 3 or more

7. How often do you ride Council on Aging (COA) paratransit service? (Check only one)

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

8. What is your HOME zip code? _____

9. What is your WORK zip/city? _____

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

- No Driver's license
- Car is not available
- Bus is cheaper
- Traffic is too bad
- Bus is more convenient
- Disability or health concern

11. Are you? Male Female

12. What is your age group?

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

13. Which options describe you?

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

14. 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 \$49,000
- \$20,000 to \$29,999
- \$50,000 or more

15. Your overall satisfaction with this service?

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

16. What would make Council on Aging (COA) paratransit service better? (Please write your response on the back)

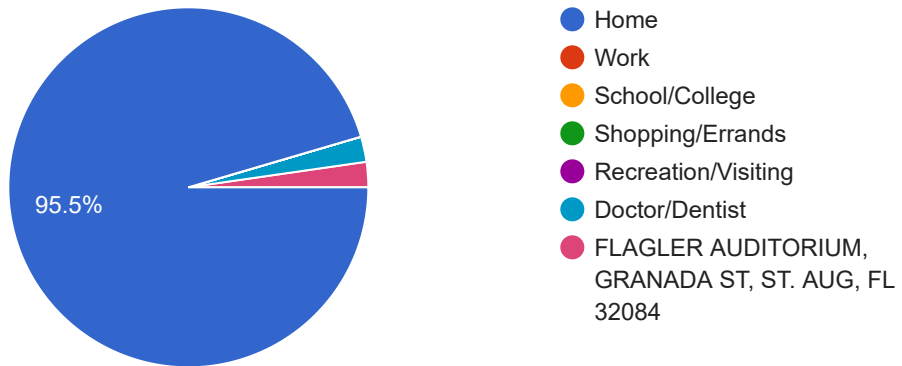
Paratransit 2021 Customer Survey

44 responses

Start Location

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

44 responses



2. Describe your specific start location (in Question 1)? [Location's name and address]

44 responses

Home, Captains Pointe Cir, Saint Augustine, FL 32086

BRISA LUXURY APTS; CALIZA CIR, ST. AUG, FL 32084

FLAGLER AUDITORIUM, GRANADA ST, ST. AUG, FL 32084

ISABELLA AVE, ST. AUG, FL 32086

HOME: FRANCIS ST., ST. AUG, FL 32084

HOME: AMOS AVE., HASTINGS, FL 32145

Home, Butler Ave, Saint Augustine, FL 32084

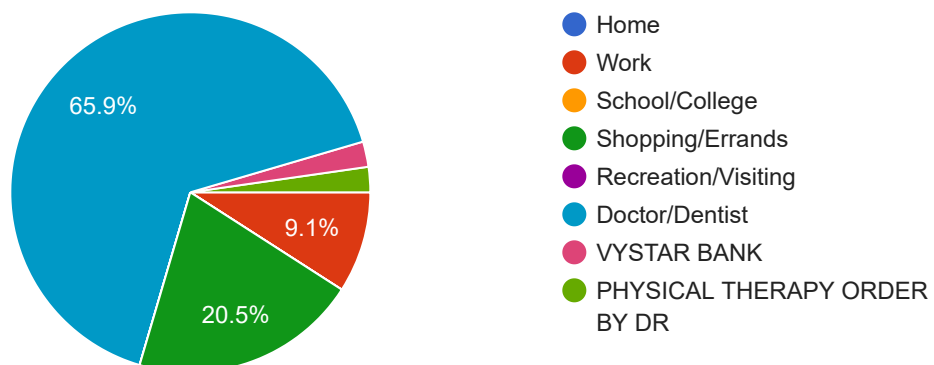
PAIN RELIEF CENTRE, 2550 US1 S, ST. AUG, FL 32086

HOME: E RED HOUSE BRANCH RD, ST. AUG, FL 32084

End Location

3. Where are you going on this trip? (check only one)

44 responses



4. Describe the place you are going (in Question 3)? [Location's name and address]

44 responses

ADVANCED DERMATOLOGY; 200 SOUTHPARK BLVD, ST. AUG, FL 32086

Coastal Foot & Ankle, 1740 Tree Blvd, Saint Augustine, FL 32084

WALMART ST. AUGUSTINE, FL 32086

Dr Agee at Southeastern Retina Specialist, 2155 OLD MOULTRIE RD #105, SAINT AUGUSTINE, FL 32086

BROOKS REHAB; 3901 UNIVERSITY BLVD S., JACKSONVILLE, FL 32216

SJC HEALTH DEPT, 200 SAN SEBASTIAN VIEW, ST. AUG, FL 32084

WALMART, 2355 US1 S, ST AUG, FL 32086

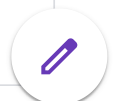
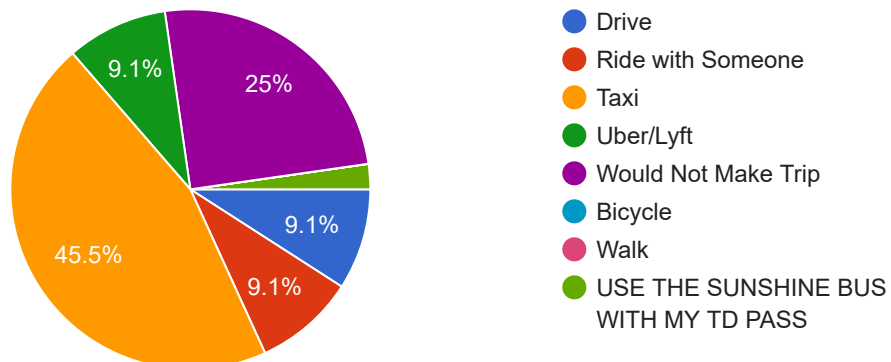
FIRST COAST PULMONARY, 100 WHETSTONE PL, 32086

WALMART, 2355 US1 S. ST. AUG. FL 32086

General Questions

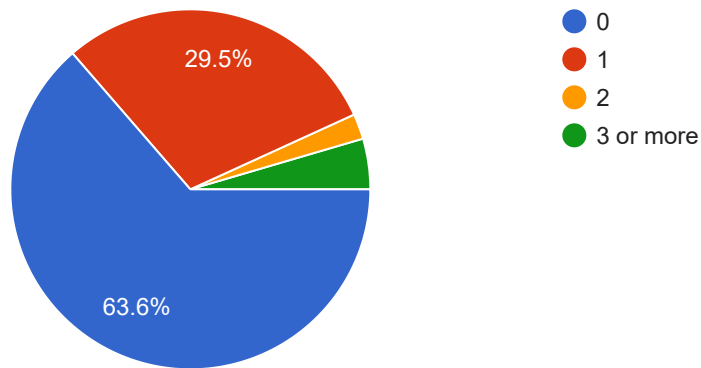
5. How would you make this trip if this service were not available? (check only one)

44 responses



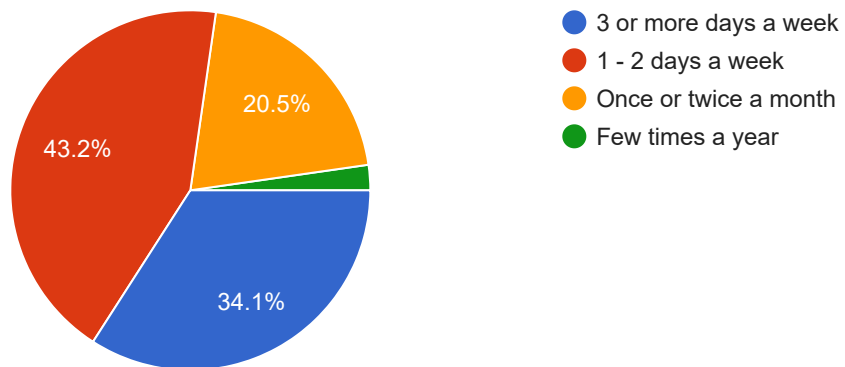
6. How many working, registered motor vehicles are available at home?
(check only one)

44 responses



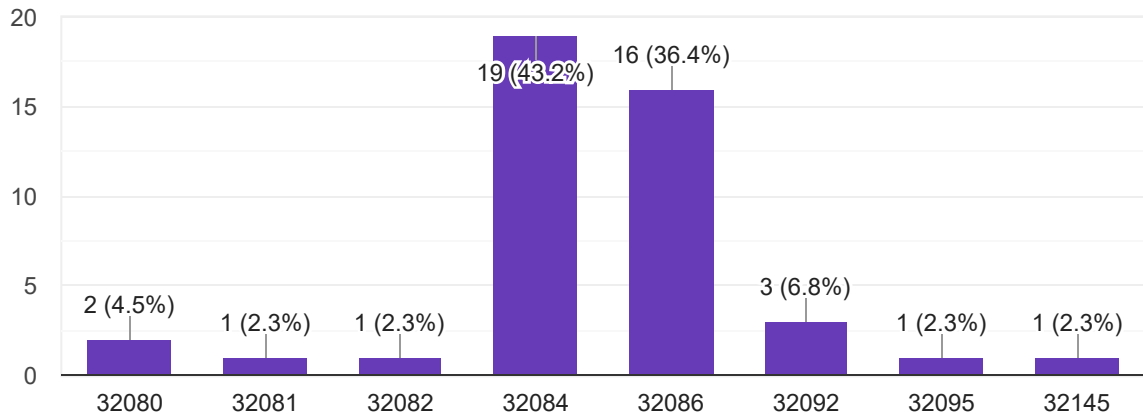
7. How often do you ride Council on Aging (COA) paratransit service?
(check only one)

44 responses



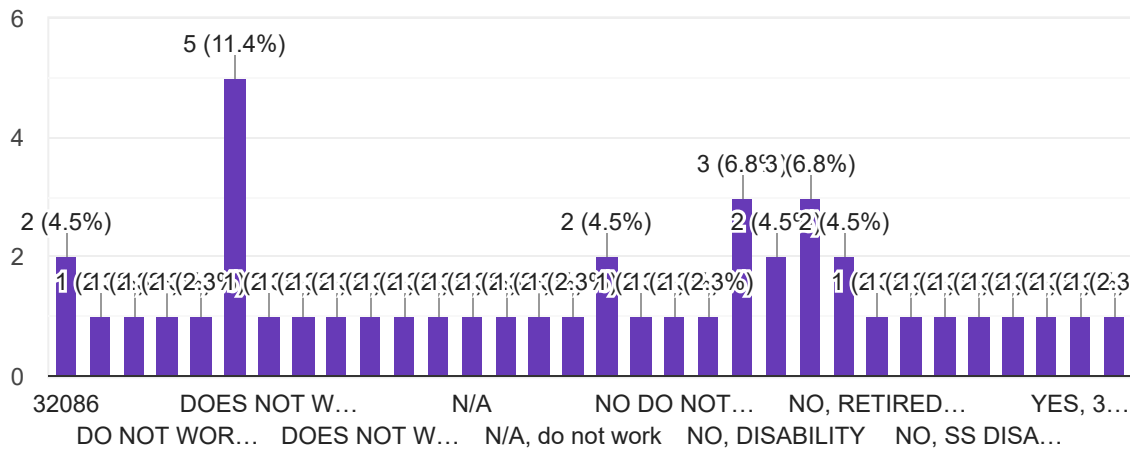
8. What is your HOME zip code?

44 responses



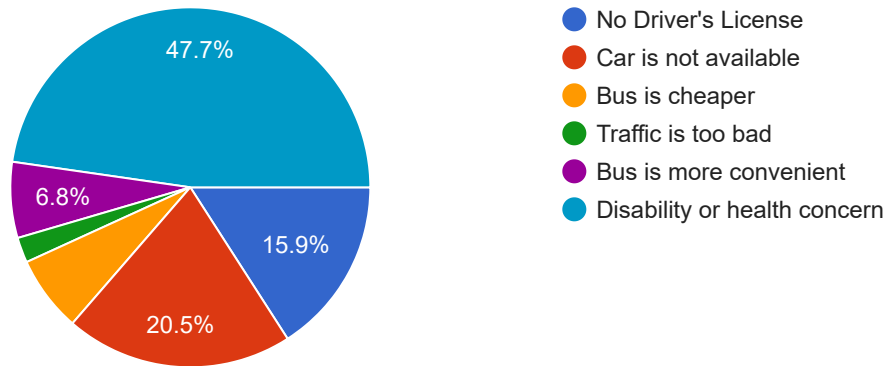
9. What is your WORK zip/city?

44 responses



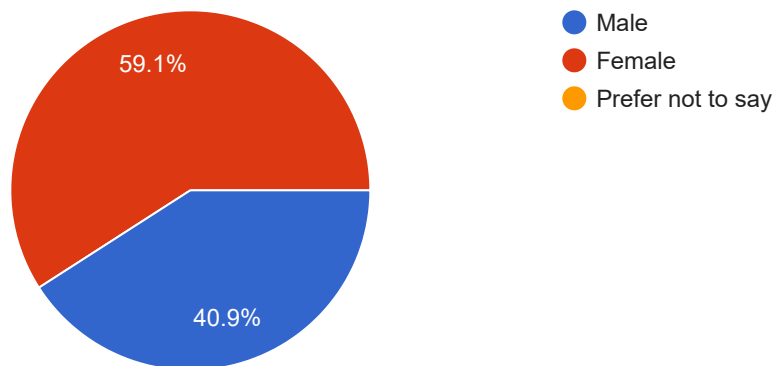
10. What is the most important reason you ride the bus? (check only one)

44 responses



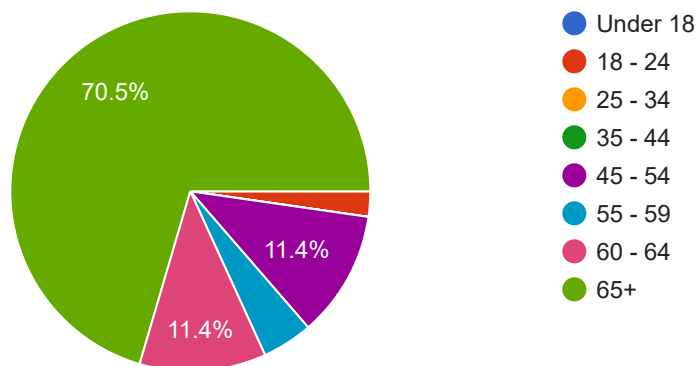
11. Are you?

44 responses



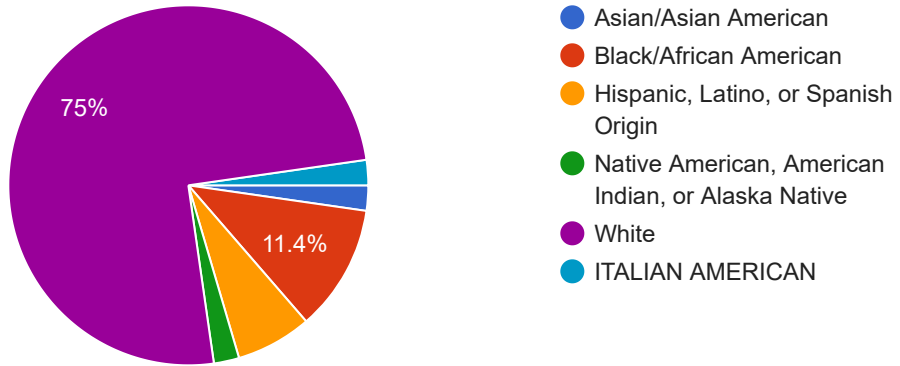
12. What is your age group?

44 responses



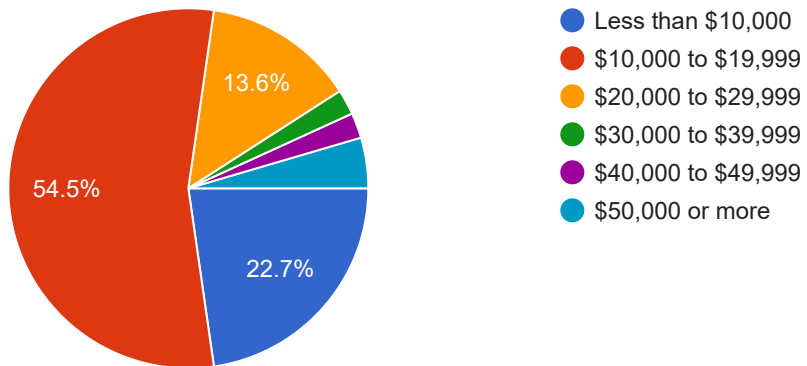
13. Which options describe you?

44 responses



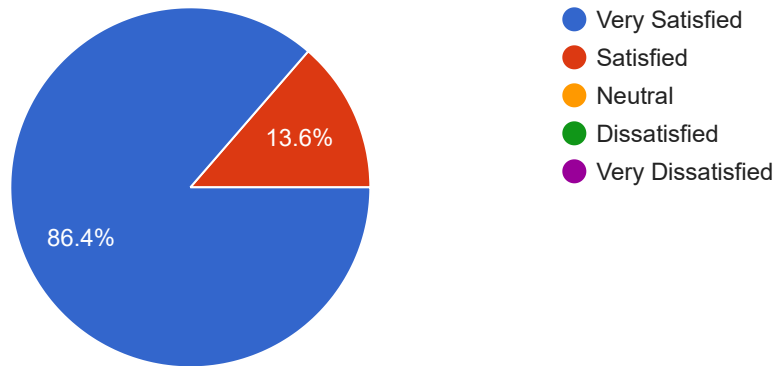
14. What was the range of your total household income last year? (check one)

44 responses



15. What is your overall satisfaction with this service?

44 responses



16. What would make Council on Aging (COA) paratransit service better?

44 responses

PROBABLY THE ONLY THING I RUN INTO, I HAVE TO CALL BEFORE THE BUS ARRIVES TO FIND OUT WHAT TIME THE BUS WILL BE ARRIVING-NOT A BIG PRICE TO PAY-IF I DON'T CALL, I HAVE TO SIT DOWN IN THE LOBBY OF THE APT COMPLEX. DUE TO COVID, I DON'T LIKE TO HAVE TO CONGREGATE IN THE LOBBY.

Nothing, as the COA has been nothing but wonderful when working with me

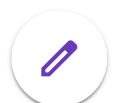
ONLY THING TO MAKE IT BETTER WOULD BE DROP TIMES ON THE 1/2 HOUR INSTEAD OF THE HOUR. I COULD ARRIVE TO WORK SOONER WITH LESS WAIT TIME GOING & COMING.

Nothing, once I learned the service I became comfortable with it and have been able to make it work for my doctors appointments

PEOPLE HAVE BEEN NICE TO ME, NO PROBLEMS, NO COMPLAINTS, I CAN'T THINK OF ANYTHING THAT WOULD MAKE THE SERVICE BETTER?

IT COULDN'T BE ANY BETTER, IT IS A BLESSING FROM THE LORD. VERY SATISFIED.

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APPENDIX D6

BUS DRIVER/STAFF QUESTIONS AND RESULTS

St. Johns County Transit Development Plan - Drivers and Other Employees

We Need Your Input!

We're updating the St. Johns County Transit Development Plan (TDP) and need insight from St. Johns County Council on Aging bus drivers and other employees. Please take a few minutes to complete the survey below by February 14 to help improve St. Johns County's public transportation system. Your responses and feedback are confidential, and will be summarized in a report including responses from other stakeholders.

What is your job at the Council on Aging (COA)/Sunshine Bus?

- Bus Driver (please indicate which routes/services in comment box below)
- Customer Service or Dispatch
- Other

What do Sunshine Bus passengers **like** about the service? Please share **up to three** of the most common compliments that you or your colleagues receive.

The following is a list of possible **concerns or complaints** Sunshine Bus passengers may voice to bus operators or other COA employees. Please select and **rank the top five complaints** you hear most often from passengers/customers.

- Bus doesn't go where I want it
- Need more frequent service on existing routes
- Bus is late
- Bus is too early
- Bus passes me up
- Need earlier hours on existing routes
- Bus is not comfortable
- Bus is not clean
- Passengers can't get information
- Hard to understand bus schedule
- Not enough bus shelters or benches
- Need Sunday service
- Need more evening/night services on existing routes
- The route is too long or takes too much time (please explain in comment box below)
- Safety or security issues (please explain in box below)
- Other

What compliments do you hear about the **paratransit** system?

What concerns or complaints do you hear about the **paratransit** system?

- What are the **top three** most important changes needed for the Sunshine Bus over the next 10 years?
- Attract more riders
- Provide more frequent service
- Provide bus service to other areas in St. Johns County (describe in comment box below)
- Provide bus service to another county (list other county in comment box below)
- Provide bus service for local beach and/or tourist attractions
- Provide Park and Ride lots for residents traveling to Jacksonville
- Provide Park and Ride lots for tourists/residents going to downtown St. Augustine and St. Augustine Beach attractions
- Other

Please share any comments or suggestions for improving the following services and features.

- Purple Line
- Teal Line
- Conn Ex Line
- Orange Line
- Blue Line
- Green Line
- Red Line
- Circulator
- Paratransit

Please share comments or suggestions to improve bus stops, vehicles or facilities.

Have you noticed any changes in customer/rider service requests or needs since the pandemic? If yes, please explain.

- Yes
- No

Please share any additional comments not previously addressed in the survey.

Optional: Please share your contact information below if you'd like us to follow-up with any clarification questions.

- First Name
 - Last Name
 - Email
-

St. Johns County Transit Development Plan - Drivers and Other Employees

Project Engagement

VIEWS

102

RESPONSES

93

SUBSCRIBERS

7

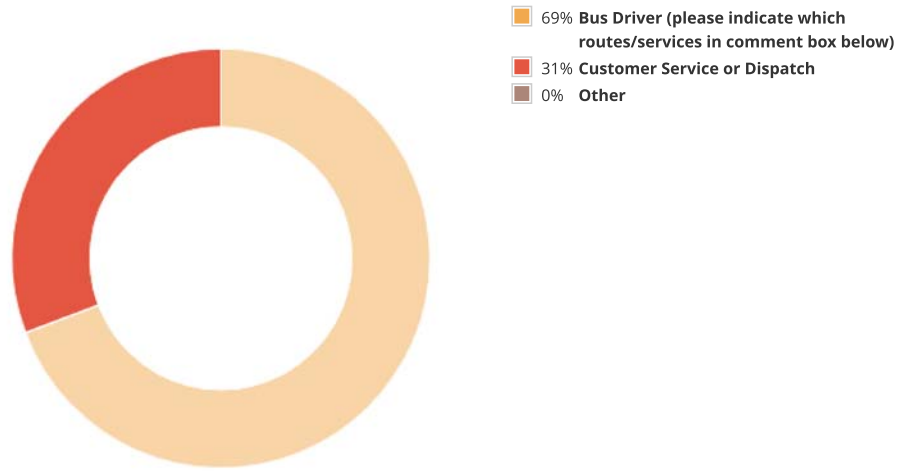
PARTICIPANTS

14

COMMENTS

108

What is your job at the Council on Aging (COA)/Sunshine Bus?



13 respondents

all routes

18 days ago

Para transit

20 days ago

Paratransit driver and stretcher transport

21 days ago

South Am/PM

21 days ago

Sunshine routes.

21 days ago

Blue, Orange, Red, Green, Teal, Conn-Ex, Circulator

23 days ago

Multiple routes. Different almost daily.

one month ago

All routes...am driver...driver trainer....part time road supervisor

one month ago

What do Sunshine Bus passengers **like** about the service? Please share **up to three** of the most common compliments that you or your colleagues receive.

I don't think the bus passengers like the service that much. Seems like all they do is complain about how bad the service is and how bad the drivers are.

18 days ago

Passengers that have no transportation, need to get to work grocery store and other life sustaining places.

18 days ago

That makes me feel good for them that they have this service and we can be part of it

20 days ago

At the time, the biggest compliment was on the routes. Having access at the north end of the city made clients feel connected.

21 days ago

They are happy to have the service, they can't believe what a good device they have here in St Augustine . the driver are so nice , your a good driver

21 days ago

DRIVERS ARE COURTEOUS, THOUGHTFUL, HELPFUL & FRIENDLY. WENT OUT OF THEIR WAY TO GET THE CLIENT TO THEIR DESTINATION. WAITED ON A SHORT STOP FOR CLIENT WHEN POSSIBLE FOR DRIVER TO DO SO WITHOUT HOLDING UP HIS OTHER RIDERS ON BUS

21 days ago

Freedom and flexibility to come make their own schedules and its inexpensive to ride.

21 days ago

Value of the service. Grateful for the service.

22 days ago

Low price

23 days ago

It's cost effective...the buses are comfortable for the most part...most of the drivers are nice

one month ago

The following is a list of possible **concerns or complaints** Sunshine Bus passengers may voice to bus operators or other COA employees. Please select and **rank the top five complaints** you hear most often from passengers/customers.

18%	Bus is late	Rank: 1.50	2 ✓
55%	Hard to understand bus schedule	Rank: 1.83	6 ✓
55%	Need more frequent service on existing routes	Rank: 2.00	6 ✓
36%	Passengers can't get information	Rank: 2.00	4 ✓
18%	Bus is too early	Rank: 2.00	2 ✓
9%	Not enough bus shelters or benches	Rank: 2.00	1 ✓
9%	Need more evening/night services on existing routes	Rank: 2.00	1 ✓
55%	Bus doesn't go where I want it	Rank: 3.00	6 ✓
18%	The route is too long or takes too much time (please explain in comment box below)	Rank: 3.50	2 ✓
9%	Bus is not clean	Rank: 4.00	1 ✓
27%	Need Sunday service	Rank: 4.33	3 ✓
45%	Bus passes me up	Rank: 4.40	5 ✓
9%	Other	Rank: 5.00	1 ✓
0%	Need earlier hours on existing routes		0 ✓
0%	Bus is not comfortable		0 ✓

0%

Safety or security issues (please explain in box below)

0 ✓

11 Respondents

Requests to go to World Golf Village.

21 days ago

Hard to connect with other lines at certain times.

22 days ago

route is too long or takes too much time - this is mostly an issue with Teal and Conn-Ex, although adding a Conn-Ex 2 has helped with the problem. It's mostly just another way of people saying the bus doesn't run often enough.

23 days ago

Para-transit not involved with Sunshine

one month ago

What compliments do you hear about the **paratransit** system?

all the paratransit passengers seem to appreciate the service.

18 days ago

Drivers very courteous to riders.

18 days ago

It's a Blessing I have the service here in Saint Augustine elderly really really appreciate the quality of the service enable to to get around

20 days ago

Clients absolutely LOVE not having to find a bus stop to catch a bus. The door to door service is very convenient for them and they love our friendly drivers!

21 days ago

Very great service, drivers are wonderful and great fare.

21 days ago

THE DRIVERS ARE SO NICE & CARING. THEY ARE SO HELPFUL. EVERYONE THEY DEAL WITH IS SO NICE. WE DON'T KNOW WHAT WE WOULD DO OR HOW WE WOULD GET ANYWHERE WITHOUT THIS SERVICE.

21 days ago

DRIVERS ARE VERY COURTEOUS AND POLITE AND GAVE ME THE INFORMATION THAT I NEEDED.

21 days ago

Other drivers and Customer Service is nice.

21 days ago

Thank you.

one month ago

Many thank you s almost daily. Passenger or relative would not able to get to appointments with out the COA transportation.

one month ago

None

one month ago

What concerns or complaints do you hear about the **paratransit** system?

have never heard any complaints

18 days ago

Hardly any when there is a complain usually misunderstand.

18 days ago

For the outer areas (Elkton, Hastings, River area, Ponte Vedra, etc), some client's have complained due to the 2-hour turn around times. We usually have one bus at a time running to and from those areas so it causes people who have a doctors appointment to wait 2 hours just to get home. Some of these clients can't walk far and are unable to reach the SSB or do not feel comfortable using it so they sit waiting for the Paratransit but as doctors offices who do not necessarily want them sitting there for that long due to the Pandemic.

21 days ago

None

21 days ago

SOMETIMES RIDE TOO LONG ON THE BUS. 1 HOUR TO SHOP IS NOT ENOUGH TIME. BEING PICKED UP SO EARLY MAKES THE DAY TOO LONG (THIS ON LONGER/FURTHER AWAY ROUTES SUCH AS RIVER RUN & HASTINGS) THE TIMES ARE TOO LIMITED (SAME ROUTES) TIMES FOR THE LONGER ROUTES ARE TOO FAR APART: TO COME IN FOR 9 AM APPT PICK UP IS AS EARLY AS 6:30 THEN THE NEXT GO HOME TIME FOR THE ROUTE IS 11:00....THAT'S A LONG MORNING FOR ELDERLY OR DISABLED CLIENTS

21 days ago

DRIVER COULD NOT ACCOMMODATE MY REQUEST

21 days ago

None

21 days ago

Few complaints, how, sometimes clients say we are too early. Have to explain why , due to their destination or several additional passengers. Most understand.

one month ago

None

one month ago

What are the **top three** most important changes needed for the Sunshine Bus over the next 10 years?

58%	Provide bus service to other areas in St. Johns County (describe in comment box below)	7 ✓
42%	Attract more riders	5 ✓
33%	Provide more frequent service	4 ✓
33%	Provide Park and Ride lots for tourists/residents going to downtown St. Augustine and St. Augustine Beach attractions	4 ✓
25%	Provide bus service to another county (list other county in comment box below)	3 ✓
25%	Provide Park and Ride lots for residents traveling to Jacksonville	3 ✓
17%	Provide bus service for local beach and/or tourist attractions	2 ✓
8%	Other	1 ✓

12 Respondents

Extending service out west WGV Out Let Mall.

18 days ago

Clients in Ponte Vedra would like a route to return to their area so they can come back into St. Augustine when Paratransit isn't available. Client's have especially become unhappy as there is no longer a Purple Line. Something going out to the river area would be nice as well.

21 days ago

Some client's on 206 are being passed up because they're stuck in between the Green Line on the east side and the Teal on the West. Neither routes go into the area heading towards them and I know of at least two client's that have complained. They're waiting for their chance to be included in the route system. A park and ride system would definitely be nice, I can recall a few tourists who have had to park in random businesses just to catch a bus nearby.

21 days ago

State road, 16th return service back to outlet mall area

21 days ago

WEST ON SR 206 (SOME HIGH SCHOOL EMPLOYEES &/OR STUDENTS MAY FIND THIS USEFUL, COULD EVEN CONNECT TO THE TEAL LINE AT THE FAR WEST END BY SR 207 GIVING ACCESS TO PEOPLE ALONG SR 206) - VILLANO BEACH - INTO/THROUGH THE OUTLET MALL AREAS....

21 days ago

MORE AREAS AROUND THE NORTHERN MOST PARTS OF SJC THAT USE TO BE RURAL BUT DUE TO THE POPULATION EXPLOSION ARE NOW LOOKING MORE LIKE SUBURBAN AREAS OF LARGER CITIES. ALSO, THE SAME WOULD GO FOR SOUTHERN MOST PARTS OF SJC WHERE THERE ARE LARGER RESIDENTIAL AREAS LIKE FLAGLER ESTATES AND/OR NEW SUBDIVISIONS BEING DEVELOPED. THIS IS IN REGARDS TO THE QUESTION BUS SERVICE FOR CONNECTING COUNTIES FOR EXAMPLE: JACKSONVILLE & PALM COAST AREAS.

21 days ago

World Golf Village

21 days ago

Provide Sunday service to Churches

21 days ago

I've had complaints about lack of coverage in the SR16 area (which Purple used to cover)

23 days ago

Purple Line

Bring bus further out SR 16 servicing WGV out let mall

18 days ago

Bring it back please!

21 days ago

ADD ADDITIONAL BUS STOPS, ESPECIALLY TO & FROM JACKSONVILLE AVENUES MALL

21 days ago

Stop going to Jacksonville

21 days ago

Serve the area around Mirabella and the World Golf area.

22 days ago

Teal Line

Adding second loop like Con-Ex adding more times

18 days ago

Nothing I can think of to improve.

21 days ago

MORE BUS STOP AREAS HEADING SOUTH TO RURAL AREAS IN ELKTON & HASTINGS

21 days ago

good as is

22 days ago

VA parking lot adds time, same as Orange

23 days ago

Conn Ex Line

Rider love second Con-Ex, if they miss the bus needing to get to appt. or work are able to get the other in 30 mins.

18 days ago

Nothing I can think of to improve.

21 days ago

CLEARER BUS STOP SIGNS FOR DROPS & PICK UPS

21 days ago

good as is

22 days ago

We could save about 5-10 minutes on each run by not going through the ST. Augustine South neighborhood. I've never had anyone get on or off there.

23 days ago

Orange Line

Nothing I can think of to improve.

21 days ago

CLEARER BUS STOP SIGNS FOR DROPS & PICK UPS AND NEED MORE LOCATIONS

21 days ago

Double up frequent

22 days ago

Schedule is a bit tight on this one. Much more manageable on runs where we don't go to the VA, and people very rarely get on or off there so it would help if we could stop in front of it instead of going through the parking lot.

23 days ago

Blue Line

Nothing I can think of to improve.

21 days ago

CLEARER BUS STOP SIGNS FOR DROPS & PICK UPS

21 days ago

double up frequent

22 days ago

VA parking lot adds time, but this route still tends to give you more time than you need. We might could add something small in to fill those few minutes and make it more useful.

23 days ago

Green Line

Nothing I can think of to improve.

21 days ago

CLEARER BUS STOP SIGNS FOR DROPS & PICK UPS

21 days ago

double up frequent

22 days ago

No problems, this one seems to be running optimally

23 days ago

Red Line

Nothing I can think of to improve.

21 days ago

CLEARER BUS STOP SIGNS FOR DROPS & PICK UPS

21 days ago

double up frequent

22 days ago

Could tweak some schedules to make this connect to make it easier for people to switch from this to Conn-Ex or Teal at the gov't center

23 days ago

Circulator

Nothing I can think of to improve.

21 days ago

CLEARER BUS STOP SIGNS FOR DROPS & PICK UPS

21 days ago

keep as is

22 days ago

It would help to make sure people that do this run don't stay off of it for too long. Most of Flagler Estates looks the same so it's very easy to forget the route if you haven't done it in a while.

23 days ago

Paratransit

Work on getting business back from facility's and stretchers

18 days ago

Hire more drivers so a 2nd bus can go into the outer areas more frequently!

21 days ago

When drivers call dispatch they should be answered immediately was a person there on the phone work could be put on hold because that waste a lot of time for us drivers out here

21 days ago

LESS TIME RESTRICTIONS FOR CLIENTS HAVING TO RIDE LONG PERIODS OF TIME IN BETWEEN THEIR PICK-UP & DROP OFFS.

21 days ago

Maybe offer Sunday Service to churches?

21 days ago

Client scheduling many times seems to be left to the driver to organize.

one month ago

Scheduling

one month ago

Please share comments or suggestions to improve bus stops, vehicles or facilities.

need more bus stop signs...we should only be picking up at bus stop signs. need more current buses.

18 days ago

Try and work with County on more pull off areas at main stops.

18 days ago

More frequent bus stop overhangs would be nice!

21 days ago

CLIENTS SHOULD REALLY HAVE A SHELTERED BENCH TO WAIT IN INCLEMENT WEATHER. ALSO, VISIBLE SIGNAGE FOR THESE RIDERS TO BE ABLE TO FIND THESE BUS STOPS EASIER.

21 days ago

The county should monitor the homeless population sleeping in shelters.

21 days ago

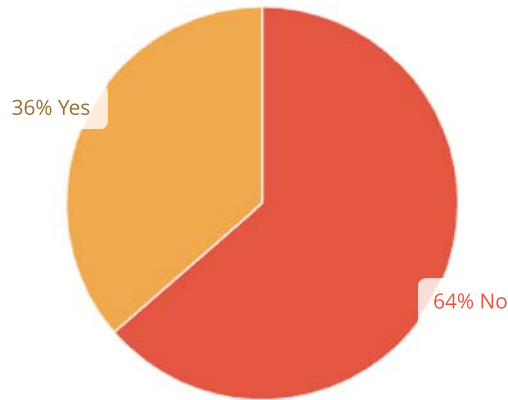
More shelters and designated bus stop signs.

22 days ago

Client scheduling many times seems to be left up the the drivers to organize correctly.

one month ago

Have you noticed any changes in customer/rider service requests or needs since the pandemic? If yes, please explain.



11 respondents

Fewer riders do to people fearful and not wearing masks. Complaints of busses not being cleaned.

18 days ago

All the requests have stayed consistent, now whether or not they got what they wanted because businesses/services has been shut down, we couldn't do too much about. Otherwise they still request appointments, groceries, etc as they normally would.

21 days ago

It seems like people are scared to ride because of the pandemic. I think this is true all over the United States.

21 days ago

Please share any additional comments not previously addressed in the survey.

everyone working here deserves more money!!!!

18 days ago

All in all, people would like more frequent outer area times on the Paratransit line, while the Sunshine Bus could use more areas opened up. With the Purple line shut down, people have complained and you can tell that they feel physically disconnected from the city. People now have to pay expensive taxi fares in order to get to work or doctors.

21 days ago

OVER ALL PEOPLE ARE PRETTY OK WITH THE PARATRANSIT SERVICE OTHER THAN THE TIMES / FREQUENCY ON THE OUTER LYING ROUTES.

21 days ago

IT IS A DIFFICULT JOB TO SATISFY THE WHOLE RIDER POPULATION AND NOT HAVE DISGRUNTLED PERSON SOMETIMES. SO, NO MATTER HOW WELL YOU RUN AN ORGANIZATION, YOU MAY COME UP AGAINST A DISGRUNTLED RIDER FROM TIME TO TIME.

21 days ago

Extreme drop in ridership 70%

22 days ago

Optional: Please share your contact information below if you'd like us to follow-up with any clarification questions.

No data to display...

APPENDIX D7

PUBLIC SURVEY QUESTIONS AND RESULTS

St. Johns County Transit Development Plan - Public Survey

St. Johns County is updating its Transit Development Plan. This survey will help us identify public transportation needs within St. Johns County and consider ways to enhance travel and access for residents and employees.

If you live, work or travel in St. Johns County, please take a few minutes to complete the survey below by February 14.

ABOUT YOU

If you would like to receive study updates, please provide your contact information.

- First Name
- Last Name
- Email

The study team would like to know some basic background information about you to understand how well survey participants reflect the community population. All responses will remain confidential.

Do you live in St. Johns County?

- Yes
- No

What is your home zip code?

Do you normally work or attend school full time outside of your home (pre-COVID)?

- Yes
- No

What is your WORK zip code or SCHOOL zip code if you're a full time student?

Which transportation method is your primary travel method (select only one)?

- Drive myself
- Carpool/ride or drive with someone
- Bus/public transit
- Walk
- Bicycle
- Taxi
- Uber/Lyft
- Other

Has the COVID-19 pandemic created any new or different transportation needs for you? If yes, please explain below.

- Yes
- No

TRANSPORTATION VIEWS

Please indicate how much you agree or disagree with the following five statements about transportation in St. Johns County.

Strongly agree Somewhat agree Not sure Somewhat disagree Strongly disagree

- An effective public transportation system is important for the economy.
- Public transportation should be improved to reduce congestion.
- An effective public transportation system is important for the environment.
- There is a need for improved public transportation within St. Johns County.
- I would use public transit in St. Johns County if it was available to me.

How familiar are you with the following transportation services available in St. Johns County?

I have used it I have heard of it, but not used it I've never heard of it

- Sunshine Bus (Bus routes serving the St. Augustine area and available to the public)
- Paratransit (Door-to-door service available throughout St. Johns County to those who qualify)
- JTA Select Express bus route between St. Johns County Government Complex and downtown Jacksonville

ROUTES AND FEATURES

If you would use public transportation serving the St. Augustine area, where would you **MOST** often want to travel? Select only one.

- Within the St. Augustine area only (including St. Augustine Beach)
- Between the St. Augustine area and Hastings/Flagler Estates
- Between the St. Augustine area and World Golf Village
- Between the St. Augustine area and the northwest - Julington Creek, Fruit Cove, Durbin Creek or northwest CR-210
- Between the St. Augustine area and the northeast - Nocatee, Ponte Vedra Beach or Palm Valley
- Between the St. Augustine area and the Avenues Mall in Jacksonville
- Between the St. Augustine area and the St. Johns Town Center in Jacksonville
- Between the St. Augustine area and downtown Jacksonville
- Between the St. Augustine area and Putnam County
- Other
- I wouldn't use public transportation serving the St. Augustine area

For which types of trips would you likely use public transportation on a regular basis if there were services that met your travel needs? Select all that apply.

- Work
- School (K-12)
- College
- Medical appointments
- Shopping/errands
- Beaches/Historic St. Augustine area attractions
- None of the above

Which **five** features would **MOST** encourage you to use public transit? Select only your top **five**.

- Frequent service - vehicles run often
- Dependable service - vehicles are consistently on time
- Service on Saturday and Sunday
- Early morning or late evening service
- Easy to transfer or few transfers between routes
- Friendly, helpful bus drivers
- Low/affordable cost
- Good information/training on how to ride
- Bus shelters and benches at bus stops
- Safe, clean and comfortable bus stops and vehicles
- Routes that serve areas I need to go
- Express service with few stops during peak travel times
- None of these would encourage me to use public transit

The features listed below may help you get to and from transit stops. Please rank them from most helpful to least helpful with most helpful at the top.

- Bus stops within 1/4 mile of my home and destination
- Sidewalks and bicycle paths to and from bus stops
- Bike racks at bus stops
- Bike racks on transit vehicles
- Bike share and/or scooter share
- Community shuttles that are on-call, easy to use and affordable
- None of these are helpful

Please rank the following potential transit features or services from most to least helpful with most helpful at the top.

- Real-time information on when vehicles arrive and depart
- Electric and/or autonomous vehicles
- Park and ride service with shuttles to historic St. Augustine and/or the beach
- Regional rail to/from Jacksonville
- On-call, easy to use and affordable public transit for everyone (any age, income or ability) within St. Johns County
- Not likely to use any of these

What are your top **three** ways to obtain public transit information?

- Printed maps and schedules
- Website
- Displayed inside transit vehicle
- Bus stop with real-time vehicle arrival/departure info
- Social media such as Facebook, Twitter or Instagram
- Smart phone app
- Email or text messages
- Newspaper, TV or radio
- Telephone information line
- No preference
- Other

As with roads, public transit cannot be completely funded through user fares. How should we pay for additional transit service? Please check all that apply.

- Local sales tax or local option gas tax
- Additional transit fare increases
- Bus advertising revenues
- Parking fees
- Partnerships with businesses and employers
- Development agreements
- Roadway funds
- Other

What additional comments do you have to improve public transportation in St. Johns County?

The following questions are optional and help us understand who is participating in our outreach.

How many working vehicles are in your household? Select only one.

- 0
- 1
- 2
- 3 or more

What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75+

Select the range of your total household income last year.

- Less than \$15,000
- \$15,000 to \$24,999
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000+
- Prefer not to respond

St. Johns County Transit Development Plan - Public Survey

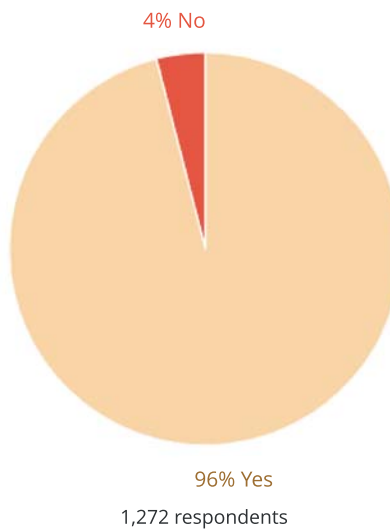
Project Engagement

VIEWS	4,144	PARTICIPANTS	1,303
RESPONSES	33,891	COMMENTS	666
SUBSCRIBERS	595		

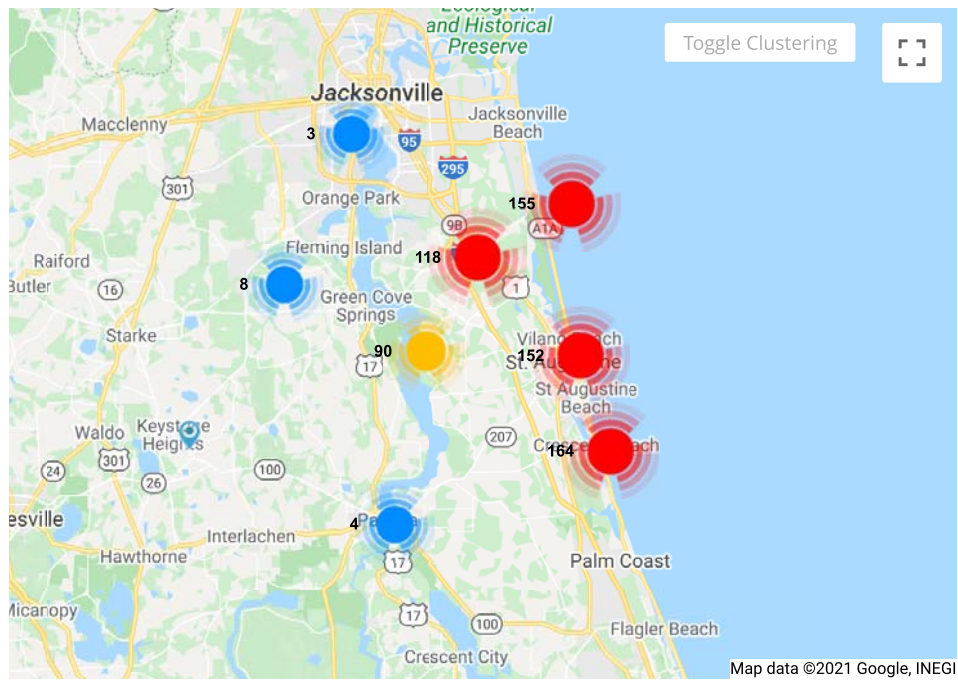
If you would like to receive study updates, please provide your contact information.

No data to display...

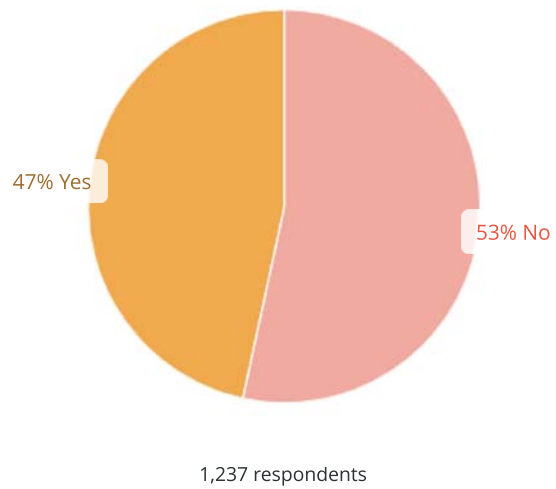
Do you live in St. Johns County?



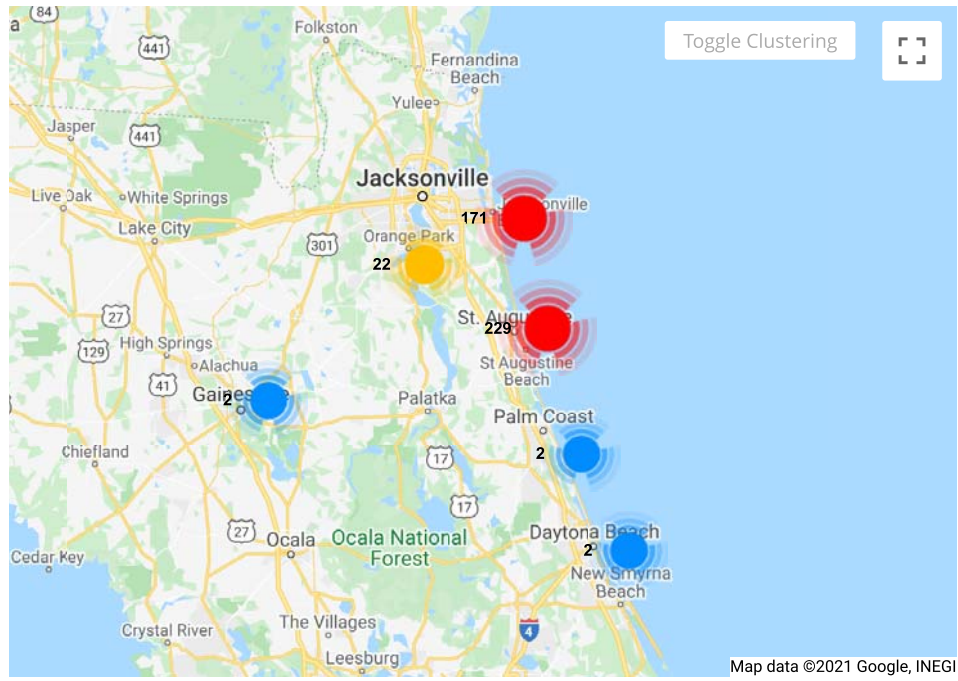
What is your home zip code?



Do you normally work or attend school full time outside of your home (pre-COVID)?

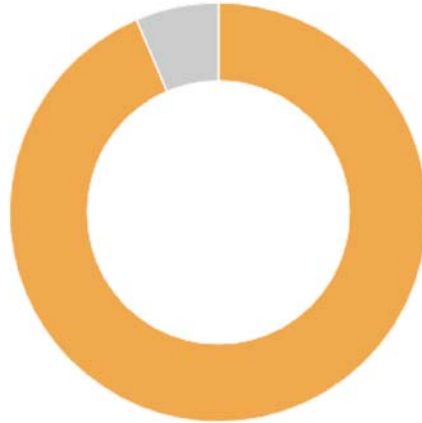


What is your WORK zip code or SCHOOL zip code if you're a full time student?



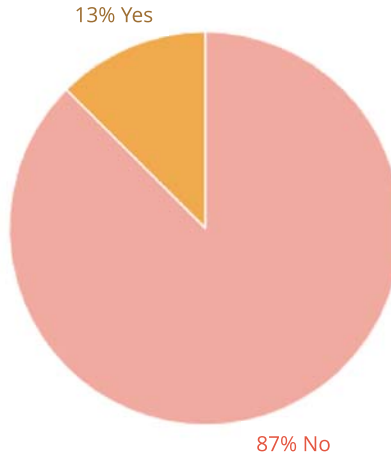
Which transportation method is your primary travel method (select only one)?

- 94% Drive myself
- 6% Others



1,230 respondents

Has the COVID-19 pandemic created any new or different transportation needs for you? If yes, please explain below.



1,203 respondents

Had to work from home for a few month

9 days ago

I am working from home.

11 days ago

Walk outside a lot

11 days ago

no new needs

11 days ago

Yes, because before Covid-19 happened I would go on the bus to get where I need to go, but now I ride my bike to most places

12 days ago

I work from home now. Likely will return to the office once things go back to normal.

12 days ago

My kids and I try to ride our bikes or walk more, because the busses are crowded in the morning and come infrequently. However, I am often concerned for my own and my teenagers' safety, because there are no proper bike paths to work downtown or to their schools Flagler college and St. Johns River state college, or to their volunteer jobs at Epic Cure on 16. We live in West Augustine, and many members of our community, especially our teens and our elderly neighbors rely on public transportation or their bikes, but it seems that our side of town has been forgotten. As an example the county expanded 4 mile road, but failed to create a bike path, although this is the way many students go to the college.

12 days ago

I try to ride my bicycle and walk more, because the busses are often crowded in the morning.

12 days ago

Limited uber/lyft drivers

12 days ago

Less driving

12 days ago

I teleworked for 10 months but have returned to the office.

12 days ago

I'm retired, still healthy and can afford to use my own vehicle for my transportation needs

12 days ago

Bicycle

13 days ago

Drive much less. Buy online. Rarely leave area.

13 days ago

less driving

13 days ago

I have been home since the end of March. Very little driving due to covid

13 days ago

We sold one of our cars and are down to one car.

13 days ago

Usually I would ride my bike to do errands and go to the grocery. Since Covid I use my car for groceries to keep down the number of trips to the store.

14 days ago

My son is a B&M student, on the spectrum, that would not ride the bus before the pandemic. He is OK being a B&M student but will not ride the bus for fear of irresponsible students. Now I must drive him on my way to my part time job at another school

14 days ago

Do not let others ride in our car.

Just us - husband and wife.

14 days ago

I work from home mostly.

14 days ago

Less trip away from home for shopping, lunch, dinner, social events, meetings, and work related activities.

14 days ago

Telework

14 days ago

I continued to be in my office in Jacksonville throughout the pandemic, traffic was much better early on during stay at home orders. It would be fantastic to have options to get to downtown Jax, ride share or other public transportation

14 days ago

Working from home for now

14 days ago

flexible work arrangements

14 days ago

We moved here on a sailboat and did not have a car for over 4 years. I feel I have a good understanding of public transportation in the area.

14 days ago

working from home while the pandemic is still unmanaged.

14 days ago

Significantly reduced driving

14 days ago

I and my neighbors need to rely solely on cars and some of us with other health issues find that extra driving is very difficult.

15 days ago

Would like to be able to walk outside but we don't have the sidewalks that would make it safe.

15 days ago

A lot more recreational jogging.

15 days ago

My formula for deciding when to fly versus drive has changed. Historically, if I could drive to a destination in the same or less time consumed in the hassle of flying, I'd drive; otherwise I'd fly. Today's barometer says if traveling to my destination will require more than one overnight stay along the way, I fly; otherwise I drive. I also avoid all forms of public transportation as much as possible

15 days ago

Riding my bike a lot more and riding on Woodlawn between Olde Florida Dev and SR 16 is like taking your life in your hands! Very unsafe! No sidewalk or room for bikes!

16 days ago

Especially down 210/ our traffic has absolutely overwhelming our community without any consideration to the existing neighborhoods/ with Nocatee at one end and the new WORLD headquarters of the PGA Golf not one person has considered our impact to Palm Valley/Ponte vedra Beach, Public transportation might be a good idea but a better idea is traffic separated pass so people can get out of your cars freeing up the traffic to go to all the shops that are definitely within walking and biking distance for the residence even golf carts please help us with this need

17 days ago

Desperately need sidewalks/ bike paths in our area traffic is picking back up and children and parents need safe alternative routes to get to school, YMCA, church Shopping without having to get in a car

17 days ago

I don't have to travel as much to my work as I was able to work 100% from home for a multitude of months, and am still working 75% from home currently.

17 days ago

Very limited business travel

17 days ago

Less flying. More working remotely at home

17 days ago

I drive much less, but if I wanted to take a bus I would hesitate because of the virus. I am also less likely to give a ride to family or friends.

17 days ago

currently only commuting one day a week, will grow to three days a week as restrictions are lifted.

17 days ago

commuting far less for now

17 days ago

*2020 and was

17 days ago

However, since this is my first year of college, it's hard to tell whether it would have or not.

17 days ago

With COVID, I now work out of my home office so instead of commuting 50 miles or more each day round trip, I only make it into town once or twice a week.

17 days ago

has limited the distance we travel, as triple AAA no longer able to transport passengers if you break down -due to the COVID restrictions they have in place.

18 days ago

I can't take anyone with me in my vehicle.

18 days ago

I had to buy a car

19 days ago

I am 95 and don't get out much. Friend or caregiver drives.

19 days ago

Less travel to home office

19 days ago

On the road somewhat less than normal.

19 days ago

Have to be dropped off and picked up don't drive

19 days ago

No longer Lyft to downtown due to civic risk

19 days ago

I would walk more if there were more sidewalks, over passes over busy roads, etc.

19 days ago

Do not commute to the office anymore.

20 days ago

I have COPD and have not worked since Covid due to no masking in downtown St. Augustine. I feel very safe riding the COA Paratransit bus but now so much the Sunshine Bus. I use the Paratransit for appts., etc.

20 days ago

Going to fewer places.

20 days ago

Temporarily working from home and not commuting to the office

20 days ago

I work from home and commute less.

20 days ago

Separate vehicles with clients

20 days ago

I can't use the bus

20 days ago

Work from home less travel

20 days ago

Public buses and transportation stops in northern St. John's/210 & Durbin crossing area is not something we are looking to entertain.

20 days ago

Biggest transportation issue is parking downtown

21 days ago

Less available Uber/ Lyft rides

21 days ago

I have reduced my driving and avoid virtually all forms of public or non private forms of transportation (Uber, taxi, Limo, Express Shuttle, etc.)

21 days ago

Telework

21 days ago

Retired

21 days ago

Need more public transit options

21 days ago

Working 100% at home, no longer drive to the office or the airport (previously travelled a lot).

21 days ago

While working from home I rarely drive more than ten miles in a day.

21 days ago

dont go out

21 days ago

I now work from home but don't have a car for any local needs like grocery.

21 days ago

Less traffic has been AMAZING!!

21 days ago

Currently working from home

21 days ago

Work from home more

21 days ago

Working from home now

22 days ago

I am now a remote worker

22 days ago

Working from home; all kids biking to and from school now.

22 days ago

Currently working from home

22 days ago

I don't go out as much and when I do I try and get it done all in one outing

22 days ago

I am currently working from home.

22 days ago

More work from home

22 days ago

At the beginning of the pandemic I transition to working from home, will continue to do so until I retire next year.

22 days ago

I rely on my children to get me where I need to go.

22 days ago

I drive so much less.

22 days ago

Working from home

22 days ago

Working mostly from home during COVID so not driving nearly as much.

22 days ago

I work from home approximately 2 days each week.

22 days ago

Now working from home.

22 days ago

Working from home.

22 days ago

Work from home

22 days ago

Work from home

22 days ago

The need for additional sidewalks/bike lanes in southern St. Johns County near Matanzas Inlet. Since COVID, the number of people recreating has increased tenfold in our area. Additionally, the need to work with State Transportation Officials to reduce speed in area is crucial.

22 days ago

I must fly to my job supporting healthcare globally. So my commute weekly is to Jacksonville international airport

22 days ago

I have been working from home since March, 2020. I am scheduled to be back in the office in March, 2021.

22 days ago

NA

22 days ago

Too many crowds in down town st augustine, no bike lanes and far too much traffic to cycle in the streets when traffic is heavy. No safe cycling space, more crowds in the downtown area due to no covid regulations

22 days ago

I work from home.

22 days ago

I was working in Mandarin. The pediatric therapy clinic I worked for closed down due to COVID. I now work from home as a teletherapist, so I rarely drive now especially with COVID risks.

22 days ago

Work from home

22 days ago

Drive children to/from school to avoid bus exposure

22 days ago

For the time being, I am allowed to work mostly from home and only travel to 32202 once a week. ALSO, though I also take my kids to school mostly b/c of concerns of COVID safety on busses.

22 days ago

'm retired partiality disabled only drive locally

22 days ago

not working

22 days ago

Work from home

22 days ago

I have been catching rides with friends or taking an Uber.

22 days ago

My daughters's father is very high risk. We are driving them to and from school.

22 days ago

Yes, we need access to public transport (uber) as a supplement to source food, medication and as a secondary source of transportation. There are no good public transit options here.

22 days ago

work remotely some of the time

22 days ago

No longer commute

22 days ago

Traffic near World Golf Village, State Road 16 at the outlet mall area, and Pacetti Rd is getting extremely populated with significant more traffic, traveling at higher speeds. More folks working from home has increased County Road 13 S traffic, which is a scenic corridor. We are now taking alternate routes to avoid the traffic congestion in those areas. Historic St. Augustine is RIDICULOUS during the Nights of Lights. It is important for local traffic to be able to commute without getting caught up in tourist traffic.

23 days ago

I no longer commute into Jacksonville and have since retired

23 days ago

Work from home

23 days ago

Used to when needed take the Sunshine Bus.

23 days ago

Less driving to restaurants and shopping.

23 days ago

I have to take bus for errands other than work.

23 days ago

This is a rural community. We do not want or need public transportation. Move to an inner city.

23 days ago

Less driving

23 days ago

Cannot except rides from people

23 days ago

I drive my kids to school so he can avoid the enclosed area of a school bus to limit exposure

23 days ago

Nook

23 days ago

My clients are struggling to identify transportation and fear of ride sharing has increased due to Covid-19

23 days ago

I typically travel every week to client locations, which usually means getting on a plane. However, I have not flown in over a year.

24 days ago

Commute 2 days instead of 5

25 days ago

Wider, better maintained, and more sidewalks would make the walk safer for everyone.

26 days ago

Drive alone only

26 days ago

unemployed

26 days ago

Need a multi-use trail along SR-A1A from Vilano Beach to Ponte Vedra.

26 days ago

Traffic from Nocatee is getting insane. The A1A is terrible and St. Johns continues to build. It's hard to even turn into the neighborhood from the A1A. I don't even think there is public transportation in Ponte Vedra.

27 days ago

working from home

27 days ago

Not for me but the elderly. They avoid being in an auto with the public thus rely of friends and family for appointments

27 days ago

Sometimes I have had to find a ride when COA wasn't operating and then only so many allowed on bus.

27 days ago

I don't go anywhere.

27 days ago

I have clients that have physical disabilities that need public transportation and it is very difficult to find them transportation so they can go to work.

27 days ago

More cycling locally

27 days ago

Yes I would like to go out but due to cover I am forced to self isolate our to my medical condition.

27 days ago

Can no longer rely on friends or family to occasionally pick kids up from school.

27 days ago

only going in a few times a month

27 days ago

I have been self isolating since March 2020.

27 days ago

I work from home.

27 days ago

Traffic on A1A through Ponte Vedra Beach (PVB) has become worse and worse as each year passes. There should be additional roads out of Nocatee without needing to drive through PVB.

27 days ago

Working from home

27 days ago

The traffic issues we have with in Ponte Vedra have been growing over the years with ongoing development. Further development of direct road access to those areas being developed in lieu of relying on current infrastructure to meet the increasing demand. Public transportation is a small facet of an effective solution.

27 days ago

I drive to varying locations in St. Johns and Duval Counties. This is for consulting engagements, charities, private business

27 days ago

Our downtown office is closed and we work from home.

27 days ago

working at home

27 days ago

Work from home

27 days ago

No longer commuting daily

one month ago

I do live very close to work and have been driving my golf cart to work occasionally. I also, try and accomplish many errands or stops in one outing to limit amount of time in the public and I choose locations to shop that have variety.

one month ago

I work from home now and no longer commute to the office

one month ago

can not carpool like in the past - we need a regular schedule bus on US-HWY 1 near the apartments. Please make it a cement pad because standing in the mud or side of the road is dangerous

one month ago

I used to drive and ride share but now I cycle so I don't have to offer rides

one month ago

Can't use until safely measures are put on all Sunshine Buses

one month ago

Working from home

one month ago

No trips to airports

one month ago

No need for airport travel

one month ago

None

one month ago

More dependent upon driving myself and less willing to take an Uber etc.

one month ago

Does not effect me

one month ago

Work from home

one month ago

drive a lot less because we use delivery services

one month ago

Ride bike for local errands. Would like to take bus from Orange Park to St. ZAugustine.

one month ago

I am no longer working, so do not need to drive to and from work. I also am not comfortable placing my children on the school bus during COVID, so I drive them to and pick them up from school each day.

one month ago

Please indicate how much you agree or disagree with the following five statements about transportation in St. Johns County.

	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
An effective public transportation system is important for the economy.	58% Strongly agree	22% Somewhat agree	8% Not sure	6% Somewhat disagree	6% Strongly disagree
Public transportation should be improved to reduce congestion.	57% Strongly agree	22% Somewhat agree	9% Not sure	6% Somewhat disagree	6% Strongly disagree
An effective public transportation system is important for the environment.	58% Strongly agree	22% Somewhat agree	7% Not sure	8% Somewhat disagree	6% Strongly disagree
There is a need for improved public transportation within St. Johns County.	59% Strongly agree	15% Somewhat agree	13% Not sure	6% Somewhat disagree	7% Strongly disagree
I would use public transit in St. Johns County if it was available to me.	29% Strongly agree	17% Somewhat agree	23% Not sure	8% Somewhat disagree	23% Strongly disagree

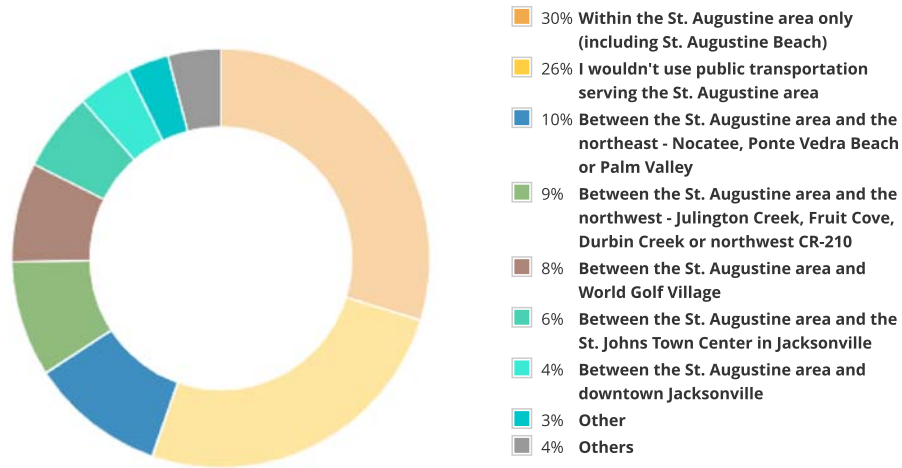
1,027 respondents

How familiar are you with the following transportation services available in St. Johns County?

	I have used it	I have heard of it, but not used it	I've never heard of it
Sunshine Bus (Bus routes serving the St. Augustine area and available to the public)	9% I have used it	63% I have heard of it, but not used it	28% I've never heard of it
Paratransit (Door-to-door service available throughout St. Johns County to those who qualify)	2% I have used it	36% I have heard of it, but not used it	62% I've never heard of it
JTA Select Express bus route between St. Johns County Government Complex and downtown Jacksonville	2% I have used it	38% I have heard of it, but not used it	60% I've never heard of it

1,004 respondents

If you would use public transportation serving the St. Augustine area, where would you **MOST** often want to travel? Select only one.



1,079 respondents

For which types of trips would you likely use public transportation on a regular basis if there were services that met your travel needs? Select all that apply.

51%	Beaches/Historic St. Augustine area attractions	527 ✓
42%	Shopping/errands	433 ✓
26%	None of the above	274 ✓
19%	Medical appointments	202 ✓
19%	Work	193 ✓
5%	College	51 ✓
3%	School (K-12)	29 ✓

1,042 Respondents

Which **five** features would **MOST** encourage you to use public transit? Select only your top **five**.

54%	Routes that serve areas I need to go	561 ✓
48%	Dependable service - vehicles are consistently on time	499 ✓
47%	Frequent service - vehicles run often	489 ✓
45%	Safe, clean and comfortable bus stops and vehicles	463 ✓
38%	Low/affordable cost	394 ✓
30%	Easy to transfer or few transfers between routes	309 ✓
26%	Service on Saturday and Sunday	271 ✓
20%	None of these would encourage me to use public transit	212 ✓
19%	Express service with few stops during peak travel times	196 ✓
18%	Bus shelters and benches at bus stops	188 ✓
18%	Early morning or late evening service	182 ✓
13%	Good information/training on how to ride	130 ✓
11%	Friendly, helpful bus drivers	110 ✓

1,038 Respondents

The features listed below may help you get to and from transit stops. Please rank them from most helpful to least helpful with most helpful at the top.

61%	Bus stops within 1/4 mile of my home and destination	Rank: 1.77	568 ✓
56%	Sidewalks and bicycle paths to and from bus stops	Rank: 2.07	521 ✓
26%	None of these are helpful	Rank: 2.26	243 ✓
50%	Community shuttles that are on-call, easy to use and affordable	Rank: 2.65	462 ✓
37%	Bike racks on transit vehicles	Rank: 3.91	338 ✓
35%	Bike racks at bus stops	Rank: 3.95	321 ✓
33%	Bike share and/or scooter share	Rank: 4.22	310 ✓

926 Respondents

Please rank the following potential transit features or services from most to least helpful with most helpful at the top.

63%	Real-time information on when vehicles arrive and depart	Rank: 2.09	561 ✓
26%	Not likely to use any of these	Rank: 2.19	232 ✓
59%	Park and ride service with shuttles to historic St. Augustine and/or the beach	Rank: 2.28	529 ✓
53%	On-call, easy to use and affordable public transit for everyone (any age, income or ability) within St. Johns County	Rank: 2.64	469 ✓
51%	Regional rail to/from Jacksonville	Rank: 2.79	457 ✓
43%	Electric and/or autonomous vehicles	Rank: 3.55	382 ✓

893 Respondents

What are your top **three** ways to obtain public transit information?

65%	Website	621 ✓
59%	Smart phone app	563 ✓
33%	Bus stop with real-time vehicle arrival/departure info	319 ✓
29%	Printed maps and schedules	281 ✓
21%	Email or text messages	198 ✓
14%	No preference	131 ✓
11%	Social media such as Facebook, Twitter or Instagram	107 ✓
10%	Displayed inside transit vehicle	99 ✓
5%	Telephone information line	50 ✓
3%	Newspaper, TV or radio	27 ✓
1%	Other	13 ✓

955 Respondents

As with roads, public transit cannot be completely funded through user fares. How should we pay for additional transit service? Please check all that apply.

60%	Bus advertising revenues	563 ✓
52%	Partnerships with businesses and employers	493 ✓
36%	Development agreements	339 ✓
34%	Roadway funds	319 ✓
32%	Local sales tax or local option gas tax	299 ✓
23%	Additional transit fare increases	217 ✓
22%	Parking fees	212 ✓
7%	Other	70 ✓

943 Respondents

What additional comments do you have to improve public transportation in St. Johns County?

We need separated multi-use bike paths along arterial routes, such as has been proposed for A1A between St. Augustine and Ponte Vedra. I bicycle to get around this community, but it is becoming more dangerous with the increase in vehicular traffic.

one month ago

[95 Agree](#)

make the city bike friendly ,I cannot ride my bike to downtown and I live 7 miles away, no side walks or bike lanes on my street. bike lanes and side walks end in bad locations, homes blvd doesnt have bike or side walk the entire road past murray middle. ponce had side walks end at busiest parts of the road. we dont need buses, we need sidewalks and bike lanes!!!!

one month ago

[88 Agree](#)

There is a lack in information about the routes, pricing, and in general about the different bussing systems that are available. Also I'm not sure if the student discount is still being applicable at the time however it is(was) beneficial.

one month ago

[31 Agree](#)

We need more dedicated bicycle paths. Shareways are not bike-friendly. The city of St. Augustine is not bike-friendly. There needs to be more public parking downtown so that on-street parking can be reduced, especially in the uptown neighborhood along San Marco Ave.

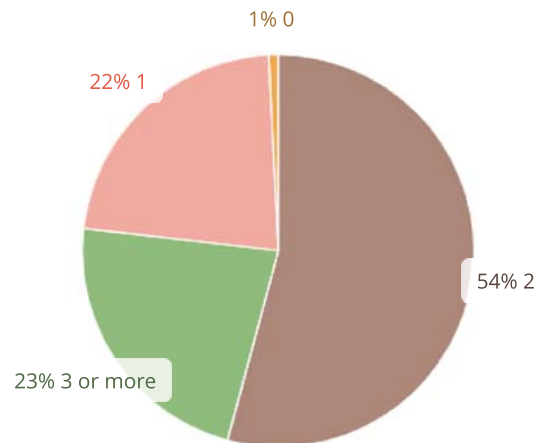
one month ago

[30 Agree](#)

- 1.greenways and bike paths
2. European style bike lanes
3. Crosswalks
4. Rail to other cities in Florida or connecting in St. Augustine to Sanford connecting with sun

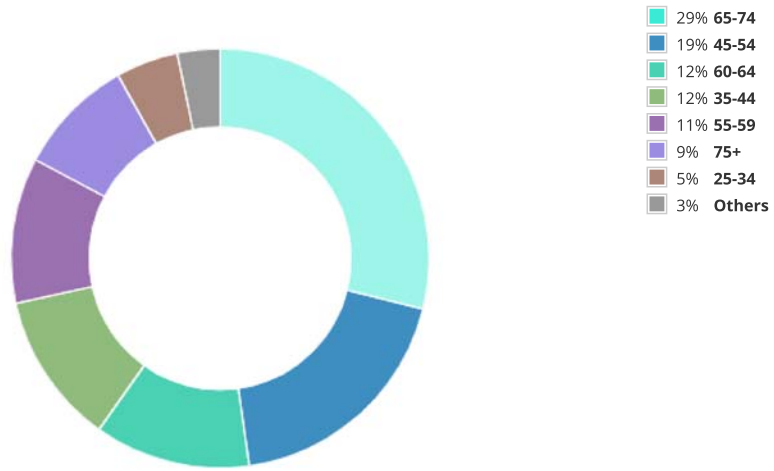
Show all comments

How many working vehicles are in your household? Select only one.



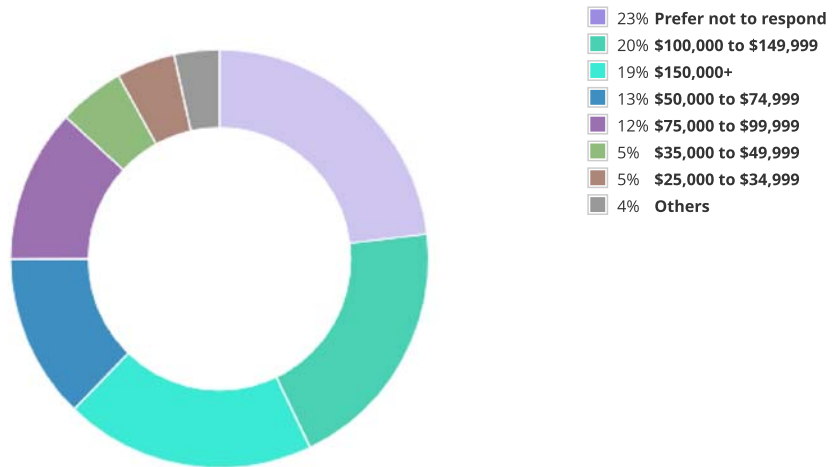
910 respondents

What is your age?



911 respondents

Select the range of your total household income last year.



882 respondents