



**St. Johns County  
Transit Development Plan  
2023 Annual Progress Report**







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2023 Annual Progress Report**

**August 2, 2023**



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## Executive Summary

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

This document serves as St. Johns County's 2023 Annual Progress Report of the Transit Development Plan. It describes the progress made toward accomplishing last year's planned implementation program of service and capital improvements and updates future expectations. On-going surveys and performance evaluations assist SJCOCC and SJCOA personnel with determining public transit needs and services within the county.

- To better serve the community, St. Johns County and the SJCOA are adding the Solomon Calhoun Community Center as a new designated stop on the Teal Line August 2023. The center is a 24,000 square-foot facility in West Augustine.
- Despite decreased ridership and service during the COVID-19 pandemic, bus riders remained satisfied with transit services. Most bus riders surveyed (86%) remain either very satisfied or satisfied with the bus routes.
- Although many riders are satisfied with the service, many continue to need more frequent, expanded and/or more convenient public transportation services. Personnel continue to evaluate opportunities to enhance public transit services.



## 1.0 Introduction and Background

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

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

This document serves as St. Johns County's second Annual Progress Report of the 2021 Transit Development Plan and covers years 2024 through 2033. As a progress report, this document describes progress and service area changes occurring over the past year. This document also updates the ten-year implementation program. Table 1.1 highlights the contents.

**Table 1.1 TDP Content**

<b>TDP Chapter</b>	<b>2023 Annual Progress Report</b>
Introduction	Chapter 1.0
Past Year's Accomplishments/Plan Implementation	Chapter 2.0
Analysis of Discrepancies/ Goals & Objectives	Chapter 3.0
Revisions to Implementation Program for Coming Year	Chapter 4.0
Revisions/Recommendations for the New Tenth Year	Chapter 5.0
Revised Financial Plan	Chapter 6.0
Revised Projects/Services to meet Goals and Objectives	Chapter 7.0
Public Involvement Summary (Summary of On-Board Survey and Limited English Proficiency (LEP))	Appendix A1
Survey Instrument and Charts/Tables for all Questions	Appendix A2, A3
Performance Evaluation Update/Farebox Recovery Ratio	Appendix B

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

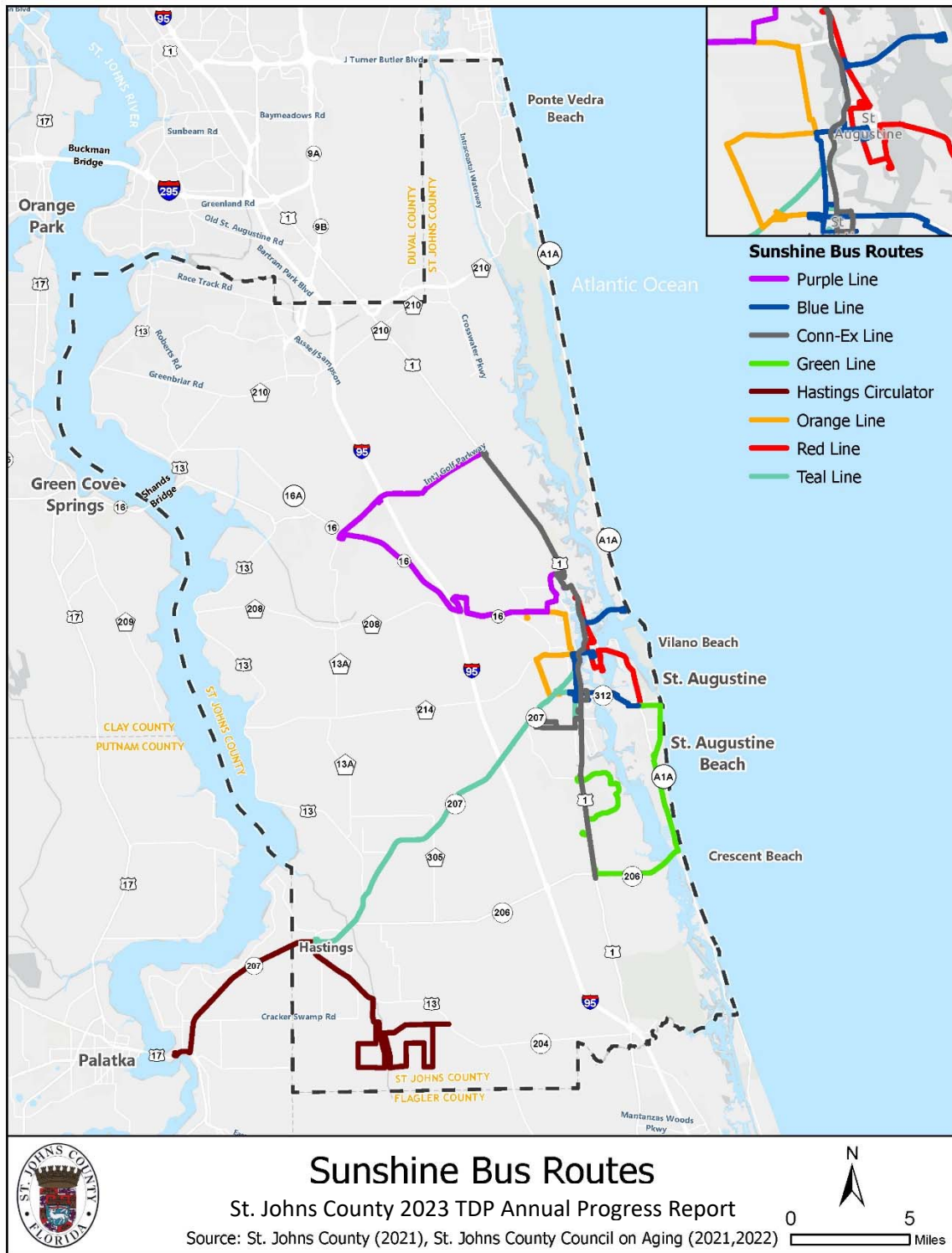
The current system of bus routes is shown in Figure 1.1.



**Transit Vehicles**



Figure 1.1 Public Bus Routes in St. Johns County





## 2.0 Accomplishments and Expectations

This section reports on past year accomplishments and status of the TDP’s implementation program. Table 2.1 contains major components of the implementation program, a description of efforts completed over the past year and expectations through the next year (FY 2024). The implementation program was originally identified in St. Johns County’s Major TDP Update, completed in 2021. During the two years since the Major TDP was completed, the County and SJCCOA implemented the Purple, Blue and Conn-Ex Line components of the TDP.

**Table 2.1 Accomplishments and Expectations**

	<b>TDP Component</b>	<b>Past Year Results</b>	<b>Notes</b>	<b>Expectations for Next Year (FY 2024)</b>
Deviated Fixed Route Service				
<b>1</b>	Modify the Purple Line - Add service to Murabella/World Golf Village along SR 16 and US -1	Began July 12, 2021	A new route and subsequent extension south to Seabridge Square (from the Government Center) to provide more coverage, serve additional residents/businesses and increase ridership.	Completed
<b>2</b>	Blue Line – Modify service south of SR 312 that overlaps with the Orange Line and add service to Vilano Beach	Began February 7, 2022	A change to streamline service, increases system coverage (providing service along Old Moultrie Road/S. Dixie Highway) and connect with the Orange Line at West King Street to provide transfer access to downtown St. Augustine.	Completed
<b>3</b>	Conn-Ex Line – Streamline and modify to focus service along US-1	Began February 7, 2022	Moved the Vilano Beach portion to the Blue Line. Extending service along US-1 to the Avenues Mall/Avenues Walk area, in the City of Jacksonville, is on hold.	Vilano Beach portion is Completed



	<b>TDP Component</b>	<b>Past Year Results</b>	<b>Notes</b>	<b>Expectations for Next Year (FY 2024)</b>
<b>4</b>	Teal Line – Modify to serve additional community destinations	On-going	Bus-stop modifications August 2023 to add the Solomon Calhoun Community Center as a new stop. Changes are not expected to significantly affect total hours of operation or mileage.	Anticipated August 2023; will monitor in FY 2024
<b>Demand Response (Paratransit)</b>				
<b>5</b>	Continue to provide paratransit services and consider strategies to train/encourage paratransit riders to utilize Sunshine Bus (for those who are able)	On-going	CTD passes are provided to Paratransit riders who qualify to promote cross ridership between Sunshine Bus and Paratransit. Partnership efforts with the Florida School for the Deaf and Blind are being piloted to offer ridership training and workforce opportunities for students.	On-going
<b>Capital, Infrastructure and Technology</b>				
<b>6</b>	Purchase vehicles consistent with replacement and service needs	On-going	The SJCCOA will proceed with vehicle purchases when the TRIPS contracts are reissued.	As needed and as funds are available
<b>7</b>	Designate official bus stops. This may include the installation of additional bus stop signs, bus pull outs and bus hubs.	On-going	Potential locations include SR 207, World Golf Village/Murabella and Solomon Calhoun	On-going, as funds are available
<b>8</b>	Install bus shelters, as funds and locations are made available.	On-going		On-going evaluation of options
<b>9</b>	Enhance communication systems and amenities, such as real-time bus information, smart phone application and/or other technologies to enhance the customer experience.	On-going		On-going



### 3.0 Analysis of Discrepancies

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

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

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

**GOALS:**

GOAL 1 – CUSTOMER FOCUS AND SAFETY

GOAL 2 - MOBILITY AND ACCESSIBILITY

GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION

GOAL 4 – EFFECTIVENESS AND EFFICIENCY

GOAL 5 – QUALITY OF LIFE

GOAL 6 – EDUCATION AND TRAINING

GOAL 7 – CAPITAL IMPROVEMENTS





**Table 3.1 TDP Goals, Objectives and Policy Assessment**

Goal/Objective	Implementation Assessment of Previous Year (FY 2022)
<p><b>GOAL 1 – CUSTOMER FOCUS AND SAFETY:</b> Maintain and continuously improve customer-focused service and products.</p>	
<p>Objective 1.1 - Monitor and improve safety and security throughout the transit system.</p>	<p>SJCCOA recently hired a Transportation Safety Officer to assess the on-going safety efforts of the transportation system. SJCCOA is planning to replace the security gate in the bus parking lot of the transit center. On-going efforts to maintain a Safety Management System (SMS) that complies with the Public Transportation Safety Certification Training Program (PTSCPT) rule, as well as continue to comply with workplace safety standards, and implement improvements. The County completed a Public Transportation Agency Safety Plan (PTASP) that was approved by the SJCBOCC July 2020.</p>
<p>Objective 1.2 - Seek input from users and non-users of the system through periodic surveys, focus groups, etc. to evaluate needs and respond with enhancements to programs and services</p>	<p>An on-board survey is typically completed annually to collect input from Sunshine Bus users. The most recent on-board surveys were completed April 2023 and April 2022. Additional input (from paratransit customers, bus drivers, elected officials, stakeholders and public) was collected for the 2021 Major TDP Update through surveys and meetings.</p>
<p>Objective 1.3 – Develop passenger amenities that best respond to local conditions.</p>	<p>On-going.</p>
<p>Objective 1.3 - Review and enhance employee customer service training programs and tools, including bus operator courtesy training.</p>	<p>On-going</p>



<p><b>GOAL 2 - MOBILITY AND ACCESSIBILITY:</b> Provide mobility and access to meet current and evolving mobility market needs and opportunities, and to improve the economy.</p>	
<p>Objective 2.1 - Continue to develop public transportation services that address the mobility needs of traditional transit customers.</p>	<p>On-going. Survey results continue to indicate that most riders are dependent on Sunshine Bus transit service.</p>
<p>Objective 2.2 - Encourage the use of public transportation by all residents of St. Johns County and municipalities within.</p>	<p>Coordination with the City of St. Augustine’s STAR Line. On-going updates to the website and evaluation of future bus stop locations to improve access.</p>
<p>Objective 2.3 – Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area.</p>	<p>Modified the Purple Line to connect St. Augustine and Murabella/World Golf Village along SR 16 on July 12, 2021.</p>
<p>Objective 2.4 - Decrease barriers to mobility and accessibility.</p>	<p>On-going. Changes to the Teal Line to add a new bus stop at the Solomon Calhoun Community Center expected August 2023. Also evaluating location of future bus stops.</p>
<p>Objective 2.5 -Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.</p>	<p>On-going. Survey results continue to indicate that most riders are dependent on Sunshine Bus transit service.</p>



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



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





<p><b>GOAL 7 – CAPITAL IMPROVEMENTS:</b> 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.</p>
<p>Objective 7.2 - Establish designated bus stops with signage and shelters as funds and locations are made available.</p>	<p>On-going. The addition of the Solomon Calhoun Community Center as a bus stop is expected in August 2023.</p>
<p>Objective 7.3 - Continue to monitor and enhance bus facility capacity and equipment needs.</p>	<p>On-going.</p>
<p>Objective 7.4 - Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.</p>	<p>On-going.</p>



## **4.0 Implementation Program Revisions for the Coming Year**

Table 2.1, contained in section 2, summarizes the implementation program and expectations for the coming year. Table 2.1 is consistent with the implementation plan developed in the most recent Major Update of the TDP.

## **5.0 Revised Program and Recommendations – Tenth Year**

Implementation items contained in the new tenth year of this plan were developed using the information and assessments contained in this progress report. Service for year 2033, the new tenth year of the plan, is expected to generally maintain year 2032 service levels. Similarly, the plan’s current capital enhancement assumptions are anticipated to continue through year 2033. Goals, objectives and recommendations will be reviewed and updated every five years during Major TDP Updates or as needed.



## 6.0 Revised Financial Plan

The financial plan includes estimated costs and financial resources for a ten-year period and has been modified in this document to reflect the 2024 – 2033 time-period. The financial plan includes planning level cost estimates for public transit services over the next ten years. Anticipated revenues were used to develop estimates of financial resources. The financial plan is summarized in Tables 6.1 through 6.7.

- Table 6.1, Capital and Operating Assumptions, contains operating costs from the 2021 National Transit Database (NTD). The 2021 NTD costs for Sunshine Bus service are lower than both the 2020 NTD costs (contained in last year’s TDP Annual Progress Report) and 2019 NTD costs (contained in the 2021 Major Update). Specifically, deviated fixed route costs decreased approximately 32% and 17%, per revenue hour and per revenue mile, respectively. Whereas, demand response NTD costs increased.
- Tables 6.2 and 6.3, depict service and implementation characteristics, respectively, for both the deviated fixed route and demand response systems. These tables assume no major service changes from last year, nor from two years ago when the major TDP update was completed. Although the addition of a stop on the Teal Line (as mentioned in Table 2.1) is listed in Tables 6.2 and 6.3, this modification is not expected to significantly impact hours of operation/mileage.
- Using the information contained in Tables 6.1 through 6.3, Table 6.4 (Operating Costs) estimates operating expenses over the ten-year period.
- Table 6.5, Capital Needs and Costs, depicts cost estimates for capital enhancements.
- Tables 6.6 and 6.7 provide summaries for TDP costs and revenues. Costs to provide the proposed transit services are approximately \$71.7 million over the ten-year period. Revenues are estimated to be \$50.9 million over the same time-period, leaving approximately \$20.8 million in unfunded needs.



**Table 6.1 Capital and Operating Assumptions**

<b>Assumption</b>	<b>Estimated Cost</b>	<b>Notes/Source</b>
Deviated Fixed Route Operating Cost per Revenue Hour	\$43.70	FY 2021 National Transit Database, St. Johns County
Deviated Fixed Route Operating Cost per Revenue Mile	\$2.52	FY 2021 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Hour	\$66.18	FY 2021 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Mile	\$5.79	FY 2021 National Transit Database, St. Johns County
Operating Cost Inflation Rate (10-year average)	4.5%	7% in the short-term, decreased gradually to 3% by year seven
Capital Cost Inflation Rate (10-year average)	4.5%	7% in the short-term, decreased gradually to 3% by year seven





**Table 6.2 Service Characteristics**

Service Type/Mode	Description	Headway (minutes)			Revenue Hours			Revenue Miles			Annual Days of Service			Annual Hours	Annual Miles	Annual Operating Cost	
		Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday				
<b>Maintain Existing Deviated Fixed Route Service</b>														<b>TOTALS:</b>	<b>33,226</b>	<b>574,182</b>	<b>\$1,451,967</b>
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	\$176,203	
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	\$176,203	
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	\$182,889	
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	\$182,889	
Route #5 – Hastings Circulator	Maintain Existing Fixed Route	114	114	0	12.8	13.3	0	312	312	0	255	52	0	3,956	95,815	\$172,860	
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	\$178,431	
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	\$382,493	
<b>Demand Response Service</b>														<b>TOTALS:</b>	<b>31,001</b>	<b>332,650</b>	<b>\$2,051,646</b>
Demand Response	Paratransit Service				117.8	18.5	0	1,278	130	0	255	52	0	31,001	332,650	\$2,051,646	
<b>Modifications to Deviated Fixed Route Service</b>																	
Modify Purple	Connect to Murabella/WGV	133	133	0	14.60	14.60	0	340	340	0	255	52	0	4,482	104,441	\$195,872	
Modify Conn-Ex	Route Realignment	71	71	0	-5.20	0.40	0	-59	-59	0	255	52	0	-1,305	-17,990	-\$45,335	
Modify Blue	Route Realignment	133	133	0	0.10	0.00	0	23	23	0	255	52	0	25	7,122	\$1,114	
Teal Line - Minor Modification	Add/Remove a bus stop	146	146	0	13.30	13.30	0	288	288	0	255	52	0	0	0	\$0	



**Table 6.3 Service Implementation Plan**

Service Type/Mode	Description	Implementation Year	Annual Operating Cost	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
			2021										
<b>Maintain Existing Deviated Fixed Route Service</b>													
Route #1 - Orange	Maintain Existing Fixed Route	2021	\$176,203	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #2 - Blue	Maintain Existing Fixed Route	2021	\$176,203	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #3 - Red	Maintain Existing Fixed Route	2021	\$182,889	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #4 - Green	Maintain Existing Fixed Route	2021	\$182,889	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #5 – H. Circulator	Maintain Existing Fixed Route	2021	\$172,860	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #6 - Teal	Maintain Existing Fixed Route	2021	\$178,431	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Route #7 - Conn-Ex	Maintain Existing Fixed Route	2021	\$382,493	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Maintain Existing Demand Response Service</b>													
Existing Demand Response	Paratransit Service	2021	\$2,051,646	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Modifications to Deviated Fixed Route Service</b>													
Modify Purple	Connect to Murabella/WGV	2021	\$195,872	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Conn-Ex	Route Realignment	2021	-\$45,335	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Blue	Route Realignment	2021	\$1,114	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Teal Line - Minor Modification	Add/Remove a bus stop	2023	\$0	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



**Table 6.4 Operating Costs**

Service Type/Mode	Description	Annual Operating Cost	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
<b>Maintain Existing Deviated Fixed Route Service</b>		<b>\$1,451,967</b>	<b>\$1,656,936</b>	<b>\$1,731,498</b>	<b>\$1,809,416</b>	<b>\$1,890,839</b>	<b>\$1,975,927</b>	<b>\$2,064,844</b>	<b>\$2,157,762</b>	<b>\$2,254,861</b>	<b>\$2,356,330</b>	<b>\$2,462,365</b>	<b>\$20,360,777</b>
Route #1 - Orange	Maintain Existing Route	\$176,203	\$201,077	\$210,125	\$219,581	\$229,462	\$239,788	\$250,578	\$261,854	\$273,638	\$285,951	\$298,819	<b>\$2,470,872</b>
Route #2 - Blue	Maintain Existing Route	\$176,203	\$201,077	\$210,125	\$219,581	\$229,462	\$239,788	\$250,578	\$261,854	\$273,638	\$285,951	\$298,819	<b>\$2,470,872</b>
Route #3 - Red	Maintain Existing Route	\$182,889	\$208,707	\$218,098	\$227,913	\$238,169	\$248,886	\$260,086	\$271,790	\$284,021	\$296,802	\$310,158	<b>\$2,564,630</b>
Route #4 - Green	Maintain Existing Route	\$182,889	\$208,707	\$218,098	\$227,913	\$238,169	\$248,886	\$260,086	\$271,790	\$284,021	\$296,802	\$310,158	<b>\$2,564,630</b>
Route #5 - Hastings Circulator	Maintain Existing Route	\$172,860	\$197,262	\$206,138	\$215,415	\$225,108	\$235,238	\$245,824	\$256,886	\$268,446	\$280,526	\$293,150	<b>\$2,423,993</b>
Route #6 - Teal	Maintain Existing Route	\$178,431	\$203,620	\$212,783	\$222,358	\$232,364	\$242,821	\$253,748	\$265,166	\$277,099	\$289,568	\$302,599	<b>\$2,502,125</b>
Route #7 - Conn-Ex	Maintain Existing Route	\$382,493	\$436,488	\$456,130	\$476,656	\$498,105	\$520,520	\$543,944	\$568,421	\$594,000	\$620,730	\$648,663	<b>\$5,363,656</b>
<b>Demand Response Service</b>		<b>\$2,051,646</b>	<b>\$2,515,202</b>	<b>\$2,691,926</b>	<b>\$2,881,066</b>	<b>\$3,083,496</b>	<b>\$3,300,149</b>	<b>\$3,532,024</b>	<b>\$3,780,192</b>	<b>\$4,045,796</b>	<b>\$4,330,062</b>	<b>\$4,634,301</b>	<b>\$34,794,213</b>
Demand Response	Paratransit Service	\$2,051,646	\$2,515,202	\$2,691,926	\$2,881,066	\$3,083,496	\$3,300,149	\$3,532,024	\$3,780,192	\$4,045,796	\$4,330,062	\$4,634,301	<b>\$34,794,213</b>
<b>Modifications to Deviated Fixed Route Service</b>		<b>\$151,651</b>	<b>\$185,916</b>	<b>\$198,979</b>	<b>\$212,959</b>	<b>\$227,922</b>	<b>\$243,937</b>	<b>\$261,076</b>	<b>\$279,420</b>	<b>\$299,052</b>	<b>\$320,064</b>	<b>\$342,553</b>	<b>\$2,745,588</b>
Modify Purple	Connect to Murabella/WGV	\$195,872	\$240,128	\$257,000	\$275,057	\$294,384	\$315,068	\$337,205	\$360,898	\$386,255	\$413,394	\$442,440	<b>\$3,546,192</b>
Modify Conn-Ex	Route Realignment	(\$45,335)	(\$55,579)	(\$59,484)	(\$63,663)	(\$68,136)	(\$72,924)	(\$78,047)	(\$83,531)	(\$89,400)	(\$95,682)	(\$102,404)	<b>(\$820,779)</b>
Modify Blue	Route Realignment	\$1,114	\$1,366	\$1,462	\$1,565	\$1,675	\$1,792	\$1,918	\$2,053	\$2,197	\$2,352	\$2,517	<b>\$20,175</b>
Teal Line - Minor Modification	Add/Remove a bus stop	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	<b>\$0</b>
<b>Projected Annual Operating Costs - Existing Deviated Fixed Route Service</b>		<b>\$1,451,967</b>	<b>\$1,656,936</b>	<b>\$1,731,498</b>	<b>\$1,809,416</b>	<b>\$1,890,839</b>	<b>\$1,975,927</b>	<b>\$2,064,844</b>	<b>\$2,157,762</b>	<b>\$2,254,861</b>	<b>\$2,356,330</b>	<b>\$2,462,365</b>	<b>\$20,360,777</b>
<b>Projected Annual Operating Costs - TD Service</b>		<b>\$2,051,646</b>	<b>\$2,515,202</b>	<b>\$2,691,926</b>	<b>\$2,881,066</b>	<b>\$3,083,496</b>	<b>\$3,300,149</b>	<b>\$3,532,024</b>	<b>\$3,780,192</b>	<b>\$4,045,796</b>	<b>\$4,330,062</b>	<b>\$4,634,301</b>	<b>\$34,794,213</b>
<b>Projected Annual Operating Costs - Proposed Net Change in Deviated Fixed Route Service</b>		<b>\$151,651</b>	<b>\$185,916</b>	<b>\$198,979</b>	<b>\$212,959</b>	<b>\$227,922</b>	<b>\$243,937</b>	<b>\$261,076</b>	<b>\$279,420</b>	<b>\$299,052</b>	<b>\$320,064</b>	<b>\$342,553</b>	<b>\$2,745,588</b>



**Table 6.5 Capital Needs and Costs**

Capital Needs	Unit Cost 2021	10-Year Need	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033										
<b>Deviated Fixed Route Vehicle Requirements</b>																						
Replacement Buses - Maintain service (27' cutaway)	\$115,320	8	0	\$0	2	\$287,419	0	\$0	0	\$0	2	\$327,993	0	\$0	2	\$358,177	0	\$0	0	\$0	2	\$391,138
Replacement Passenger Vans - Maintain service	\$115,320	14	2	\$275,042	0	\$0	5	\$750,883	0	\$0	0	\$0	2	\$342,753	0	\$0	5	\$935,737	0	\$0	0	\$0
Modify Purple	\$115,320	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Modify Conn-Ex	\$115,320	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Modify Blue	\$115,320	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Teal Line - Minor Modification	\$115,320	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
<b>Total</b>		<b>22</b>	<b>2</b>	<b>\$275,042</b>	<b>2</b>	<b>\$287,419</b>	<b>5</b>	<b>\$750,883</b>	<b>0</b>	<b>\$0</b>	<b>2</b>	<b>\$327,993</b>	<b>2</b>	<b>\$342,753</b>	<b>2</b>	<b>\$358,177</b>	<b>5</b>	<b>\$935,737</b>	<b>0</b>	<b>\$0</b>	<b>2</b>	<b>\$391,138</b>
<b>Other Revenue Vehicles</b>																						
Demand Response Replacement - Maintain Service (23' cutaway)	\$86,150	39	2	\$205,471	8	\$858,869	0	\$0	7	\$820,668	4	\$490,056	2	\$256,054	9	\$1,204,095	2	\$279,618	2	\$292,200	3	\$438,301
Minivans for Demand Response Service	\$48,350	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Demand Response Expansion	\$86,150	13	1	\$102,735	1	\$107,359	1	\$112,190	3	\$351,715	2	\$245,028	2	\$256,054	2	\$267,577	0	\$0	0	\$0	1	\$146,100
Minivans for Demand Response Service - Expansion	\$48,350	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
<b>Total</b>		<b>46</b>	<b>3</b>	<b>\$308,206</b>	<b>9</b>	<b>\$966,227</b>	<b>1</b>	<b>\$112,190</b>	<b>10</b>	<b>\$1,172,382</b>	<b>6</b>	<b>\$735,084</b>	<b>4</b>	<b>\$512,108</b>	<b>11</b>	<b>\$1,471,671</b>	<b>2</b>	<b>\$279,618</b>	<b>2</b>	<b>\$292,200</b>	<b>4</b>	<b>\$584,401</b>
<b>Support Vehicles</b>																						
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
<b>Total</b>		<b>0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>Other Transit Infrastructure</b>																						
Bus Stop Signs	\$2,500	2	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	1	\$4,240	1	\$4,240
Shelters	\$15,000	10	1	\$17,888	1	\$18,693	1	\$19,534	1	\$20,413	1	\$21,332	1	\$22,291	1	\$23,295	1	\$24,343	1	\$25,438	1	\$25,438
New Park and Ride Bus Bay	\$200,000	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Bus Pull Outs	\$150,000	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Software Purchase/Installation Update	\$10,000	10	1	\$11,925	1	\$12,462	1	\$13,023	1	\$13,609	1	\$14,221	1	\$14,861	1	\$15,530	1	\$16,229	1	\$16,959	1	\$16,959
Training	\$2,000	10	1	\$2,385	1	\$2,492	1	\$2,605	1	\$2,722	1	\$2,844	1	\$2,972	1	\$3,106	1	\$3,246	1	\$3,392	1	\$3,392
Misc. Equipment	\$85,000	7	0	\$0	1	\$105,925	0	\$0	1	\$115,673	0	\$0	1	\$126,318	1	\$132,002	1	\$137,943	1	\$144,150	1	\$144,150
Bus Shelter Amenities	\$1,000	10	1	\$1,193	1	\$1,246	1	\$1,302	1	\$1,361	1	\$1,422	1	\$1,486	1	\$1,553	1	\$1,623	1	\$1,696	1	\$1,696
Administrative Expenses	\$85,000	10	1	\$101,364	1	\$105,925	1	\$110,692	1	\$115,673	1	\$120,879	1	\$126,318	1	\$132,002	1	\$137,943	1	\$144,150	1	\$144,150
Preventive Maintenance	\$200,000	10	1	\$238,504	1	\$249,236	1	\$260,452	1	\$272,172	1	\$284,420	1	\$297,219	1	\$310,594	1	\$324,571	1	\$339,176	1	\$339,176
<b>Total</b>		<b>69</b>	<b>6</b>	<b>\$373,258</b>	<b>7</b>	<b>\$495,980</b>	<b>6</b>	<b>\$407,607</b>	<b>7</b>	<b>\$541,623</b>	<b>6</b>	<b>\$445,117</b>	<b>7</b>	<b>\$591,466</b>	<b>7</b>	<b>\$618,082</b>	<b>7</b>	<b>\$645,896</b>	<b>8</b>	<b>\$679,201</b>	<b>8</b>	<b>\$679,201</b>
<b>Vehicle Cost for Maintain Existing Vehicles</b>				<b>\$480,513</b>		<b>\$1,146,288</b>		<b>\$750,883</b>		<b>\$820,668</b>		<b>\$818,049</b>		<b>\$598,807</b>		<b>\$1,562,272</b>		<b>\$1,215,355</b>		<b>\$292,200</b>		<b>\$829,439</b>
<b>Other Infrastructure Cost</b>				<b>\$373,258</b>		<b>\$495,980</b>		<b>\$407,607</b>		<b>\$541,623</b>		<b>\$445,117</b>		<b>\$591,466</b>		<b>\$618,082</b>		<b>\$645,896</b>		<b>\$679,201</b>		<b>\$679,201</b>
<b>Vehicle Cost for Additional/New Service</b>				<b>\$102,735</b>		<b>\$107,359</b>		<b>\$112,190</b>		<b>\$351,715</b>		<b>\$245,028</b>		<b>\$256,054</b>		<b>\$267,577</b>		<b>\$0</b>		<b>\$0</b>		<b>\$146,100</b>
<b>Total Capital Cost</b>				<b>\$956,507</b>		<b>\$1,749,627</b>		<b>\$1,270,680</b>		<b>\$1,714,005</b>		<b>\$1,508,195</b>		<b>\$1,446,327</b>		<b>\$2,447,930</b>		<b>\$1,861,250</b>		<b>\$971,401</b>		<b>\$1,654,739</b>



**Table 6.6 10-Year TDP Cost Summary**

Alternatives	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
Maintain Existing Deviated Fixed Route Service	\$2,202,501	\$2,407,539	\$2,855,717	\$2,080,748	\$2,504,010	\$2,743,008	\$2,866,444	\$3,836,494	\$3,035,530	\$3,386,603	\$27,918,594
Demand Response Service	\$2,823,409	\$3,658,153	\$2,993,256	\$4,255,878	\$4,035,232	\$4,044,132	\$5,251,863	\$4,325,413	\$4,622,262	\$5,218,702	\$41,228,301
Net Change in Dev. Fixed Route with Proposed Improvements	\$185,916	\$198,979	\$212,959	\$227,922	\$243,937	\$261,076	\$279,420	\$299,052	\$320,064	\$342,553	\$2,571,878
<b>TOTAL EXPENSES</b>	<b>\$5,211,826</b>	<b>\$6,264,671</b>	<b>\$6,061,932</b>	<b>\$6,564,548</b>	<b>\$6,783,179</b>	<b>\$7,048,217</b>	<b>\$8,397,727</b>	<b>\$8,460,959</b>	<b>\$7,977,857</b>	<b>\$8,947,858</b>	<b>\$71,718,773</b>

**Table 6.7 10-Year TDP Revenue Summary**

Revenue Sources	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
Federal											
FTA 5307	\$1,337,411	\$1,538,521	\$1,556,534	\$1,574,779	\$1,593,260	\$1,611,981	\$1,630,944	\$1,650,155	\$1,669,615	\$1,689,329	\$15,852,528
FTA 5339	\$83,500	\$83,500	\$83,500	\$83,500	\$83,500	\$83,500	\$83,500	\$83,500	\$83,500	\$83,500	\$835,000
FTA 5310	\$123,100	\$124,331	\$125,574	\$126,830	\$128,098	\$129,379	\$130,673	\$131,980	\$133,299	\$134,632	\$1,287,896
FTA 5311	\$399,629	\$403,625	\$407,661	\$411,738	\$415,855	\$420,014	\$424,214	\$428,456	\$432,741	\$437,068	\$4,181,001
STP	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	\$2,500,000
State											
State Block Grant	\$606,303	\$621,461	\$636,997	\$652,922	\$669,245	\$685,976	\$703,126	\$720,704	\$738,721	\$757,189	\$6,792,644
TD Commission	\$577,999	\$604,009	\$631,189	\$659,593	\$689,274	\$720,292	\$752,705	\$786,577	\$821,973	\$858,961	\$7,102,572
FDOT Commuter Assistance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FDOT Service Development	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Local and Private											
Farebox Revenue	\$174,425	\$177,914	\$181,472	\$185,101	\$188,803	\$192,579	\$196,431	\$200,359	\$204,367	\$208,454	\$1,909,905
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)	\$97,936	\$102,343	\$106,949	\$111,762	\$116,791	\$122,047	\$127,539	\$133,278	\$139,275	\$145,543	\$1,203,462
Agency Match	\$328,545	\$343,329	\$358,779	\$374,924	\$391,796	\$409,427	\$427,851	\$447,104	\$467,224	\$488,249	\$4,037,228
Advertising Contract	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$2,400,000
<b>TOTAL REVENUE</b>	<b>\$4,495,337</b>	<b>\$4,765,522</b>	<b>\$4,855,144</b>	<b>\$4,947,637</b>	<b>\$5,043,112</b>	<b>\$5,141,683</b>	<b>\$5,243,471</b>	<b>\$5,348,601</b>	<b>\$5,457,204</b>	<b>\$5,569,415</b>	<b>\$50,867,126</b>
<b>TOTAL COST</b>	<b>\$5,211,826</b>	<b>\$6,264,671</b>	<b>\$6,061,932</b>	<b>\$6,564,548</b>	<b>\$6,783,179</b>	<b>\$7,048,217</b>	<b>\$8,397,727</b>	<b>\$8,460,959</b>	<b>\$7,977,857</b>	<b>\$8,947,858</b>	<b>\$71,718,773</b>
<b>TOTAL UNFUNDED NEEDS</b>	<b>\$716,489</b>	<b>\$1,499,149</b>	<b>\$1,206,787</b>	<b>\$1,616,911</b>	<b>\$1,740,067</b>	<b>\$1,906,534</b>	<b>\$3,154,255</b>	<b>\$3,112,358</b>	<b>\$2,520,653</b>	<b>\$3,378,443</b>	<b>\$20,851,647</b>



## 7.0 Revised Projects or Services to meet Goals and Objectives

Table 2.1 beginning on page 4 summarizes the implementation program. Bus-stop modifications are anticipated on the Teal Line in August 2023. Specifically, the Solomon Calhoun Community Center will be added as a new stop, while the Lewis Point Plaza shopping complex will be removed.



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





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



## A1. Public Involvement Summary

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

### Summary of Rider Survey

#### Survey Process

Customers riding the Sunshine Bus deviated fixed route system were surveyed Friday, April 21, 2023 and May 4, 2023. As in past years, the purpose of the survey was to collect information on rider demographics, travel characteristics and satisfaction with the service. A total of 39 surveys were completed (Table A.1).

**Table A.1 Surveys Collected**

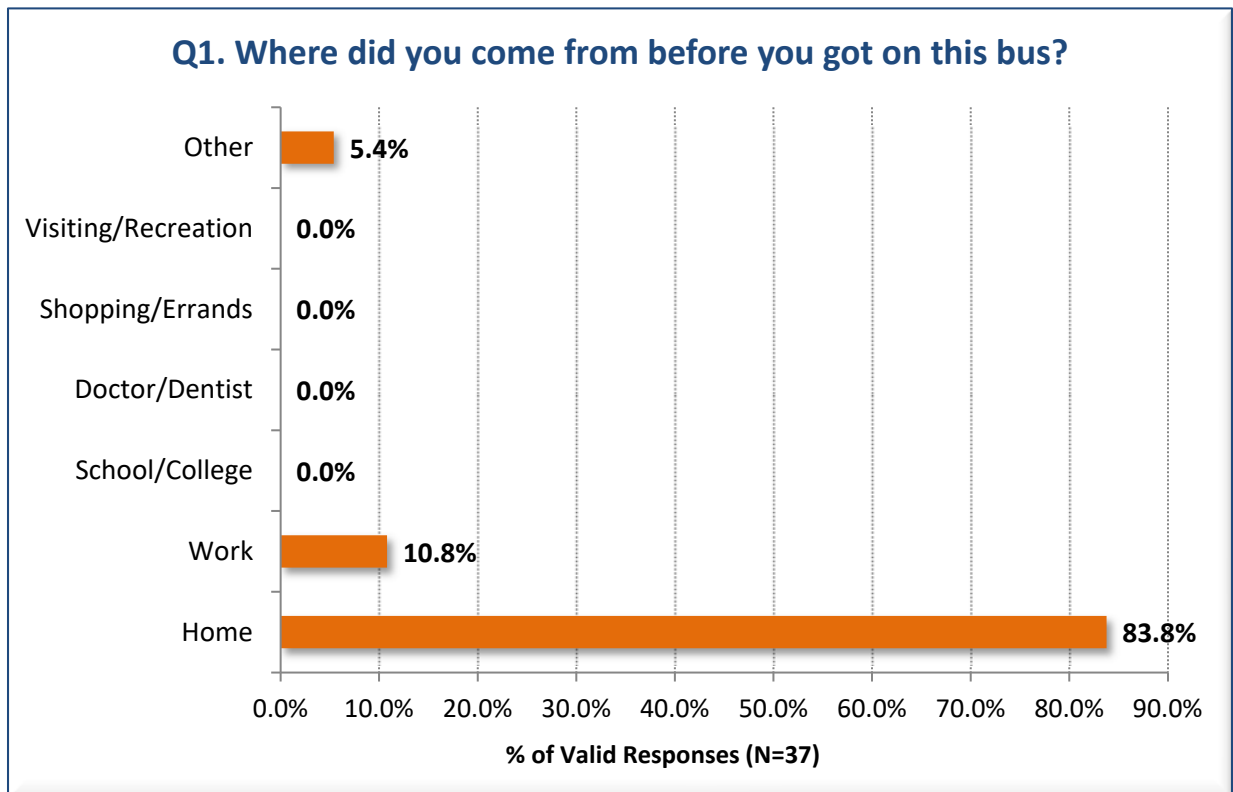
<b>Bus Route</b>	<b>Number of Surveys Collected</b>
Blue	5
Green	3
Orange	4
Red	6
Teal	10
Purple	2
Conn Ex 1 & 2	6
Hastings Circulator	2
Unknown	1
<b>Total Surveys</b>	<b>39</b>

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

## Survey Results

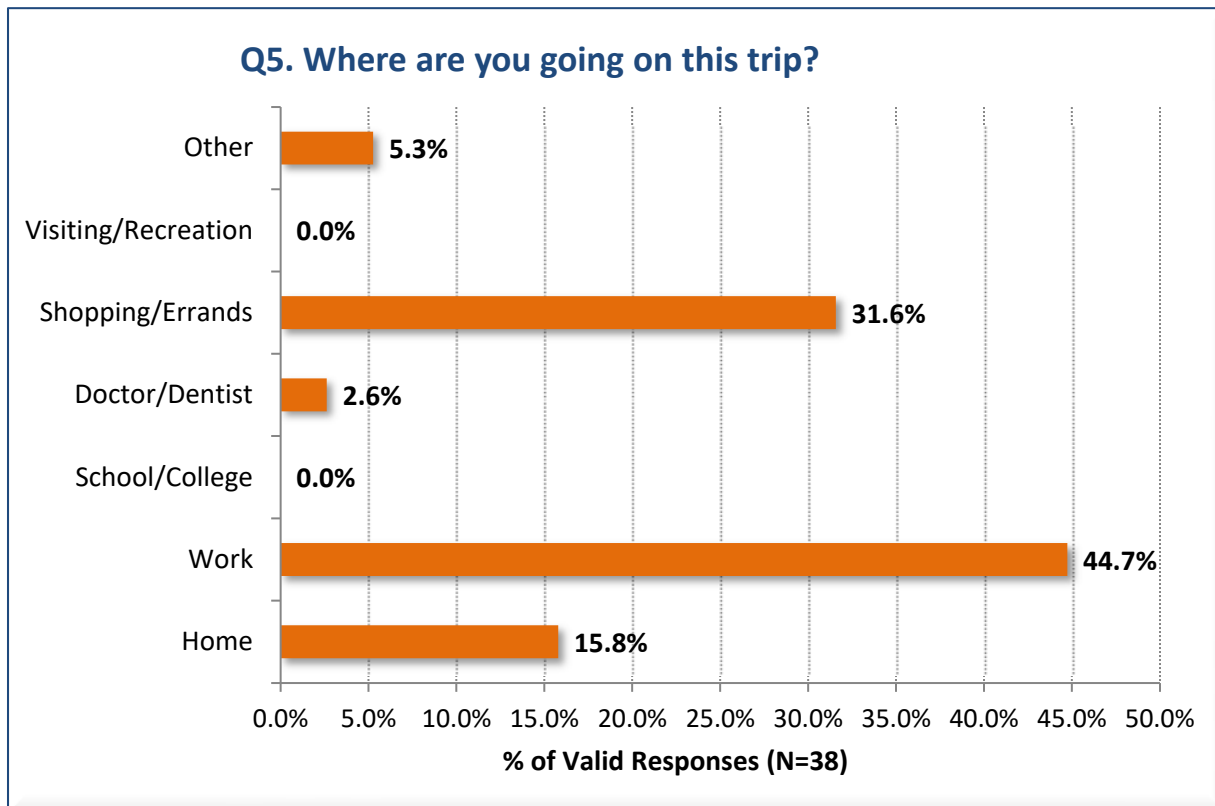
Most survey respondents began their bus trip at home. As shown in Figure A.1, 83.8% of riders surveyed came from home before getting on the bus. The last three surveys (completed in years 2020 through 2022) also reported that most riders surveyed came from home prior to boarding the transit vehicle (85.7% in year 2020 and 73.9% in 2021 and 77.8% in 2022).

**Figure A.1 Where Riders Came From (Origin)**



In Figure A2, survey results revealed that 44.7% of Sunshine Bus riders<sup>1</sup> take transit to work, followed by shopping/errands (31.6%) and home (15.8%). These three destinations also received the highest responses for the previous three surveys, during the years 2022, 2021 and 2020.

**Figure A.2 Where Riders Were Going (Destination)**

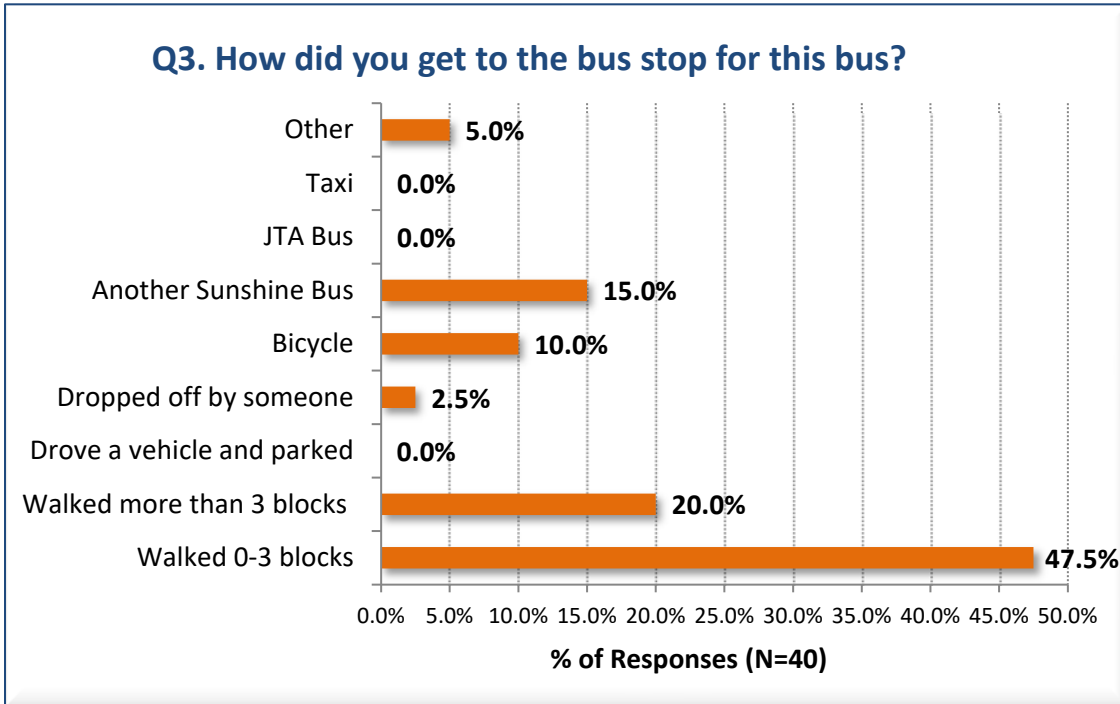


Survey question number three (Figure A.3) asked how survey participants arrived at the bus stop. Most respondents walked (67.5%), 15% transferred from another Sunshine Bus and 10% bicycled. Compared to last year, a greater percentage of survey respondents walked more than three blocks (20% in 2023 compared to 6.9% in 2022) and a greater percentage utilized non-walk modes (32.5% this year compared to 17.2% last year).

Question number eight (Figure A.4) asked riders how they will get to their final destinations. Most respondents walked (73.7%), with a greater percentage than last year walking more than three blocks (23.7% this year compared to 6.3% last year). A lower percentage utilized non-walk modes to get to their destination (26.3% versus 43.7% last year).

<sup>1</sup> Of those that participated in the survey

**Figure A.3 Means of Transportation to the Bus**



**Figure A.4 Means of Transportation from the Bus**

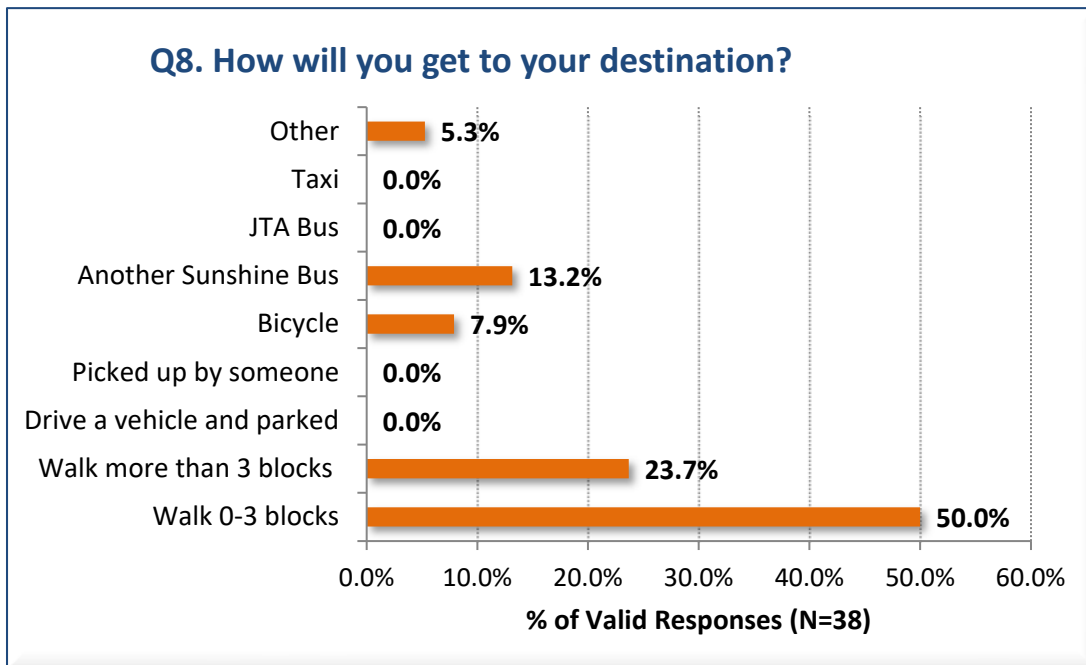
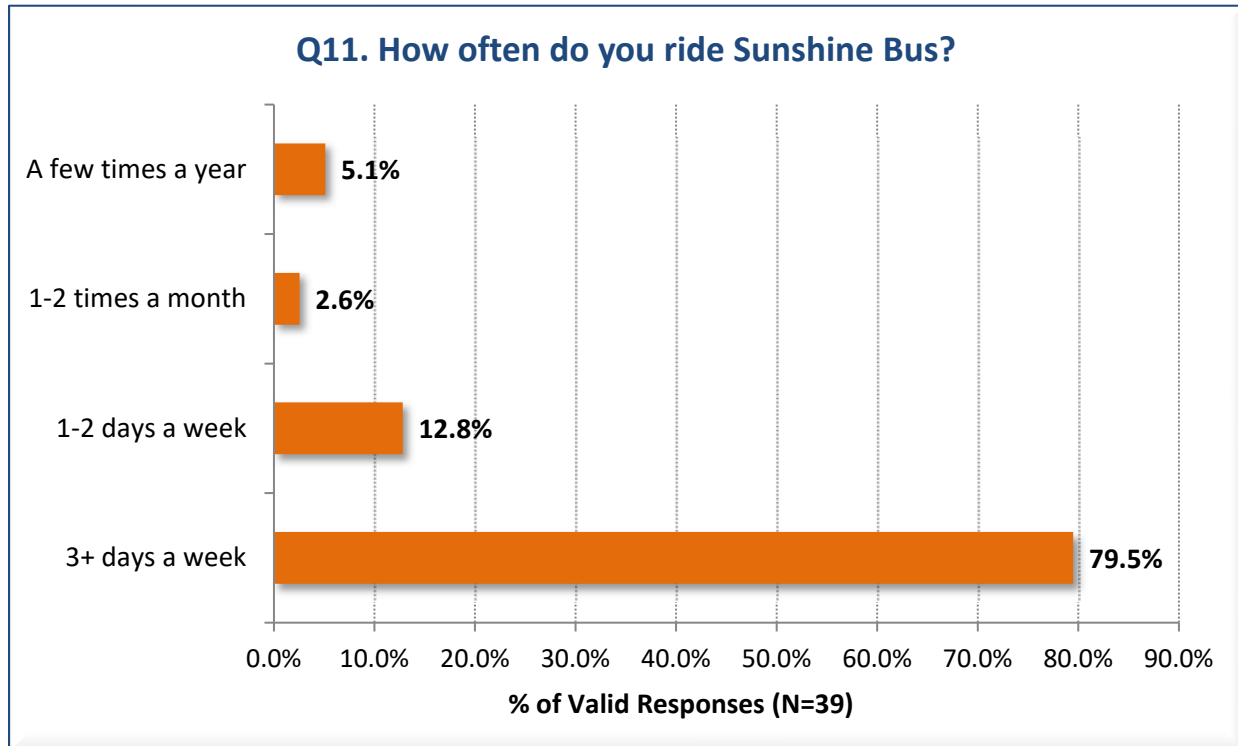




Figure A.5 indicates most deviated-fixed route riders are frequent riders. Most survey respondents indicated they rode the bus weekly (92.3%), with 79.5% riding three or more days a week and 12.8% riding 1 to 2 days a week.

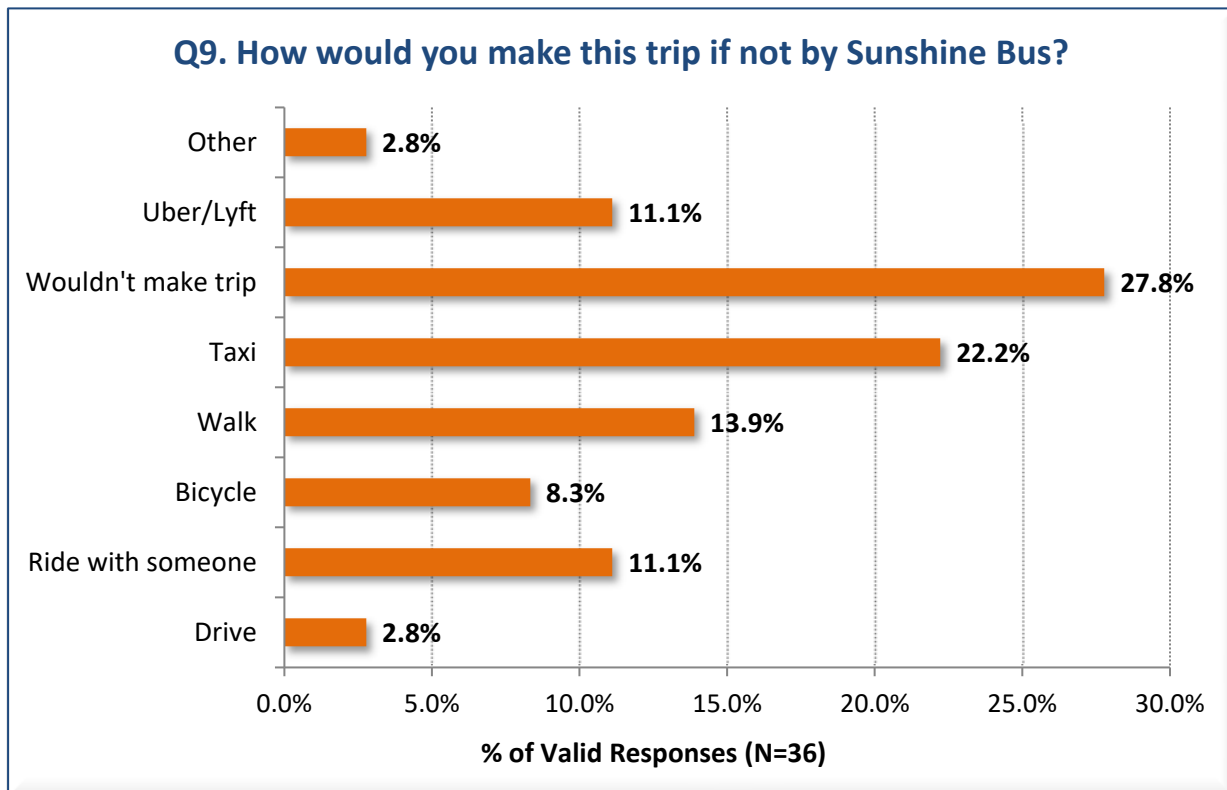
**Figure A.5 Frequency of Sunshine Bus Use**



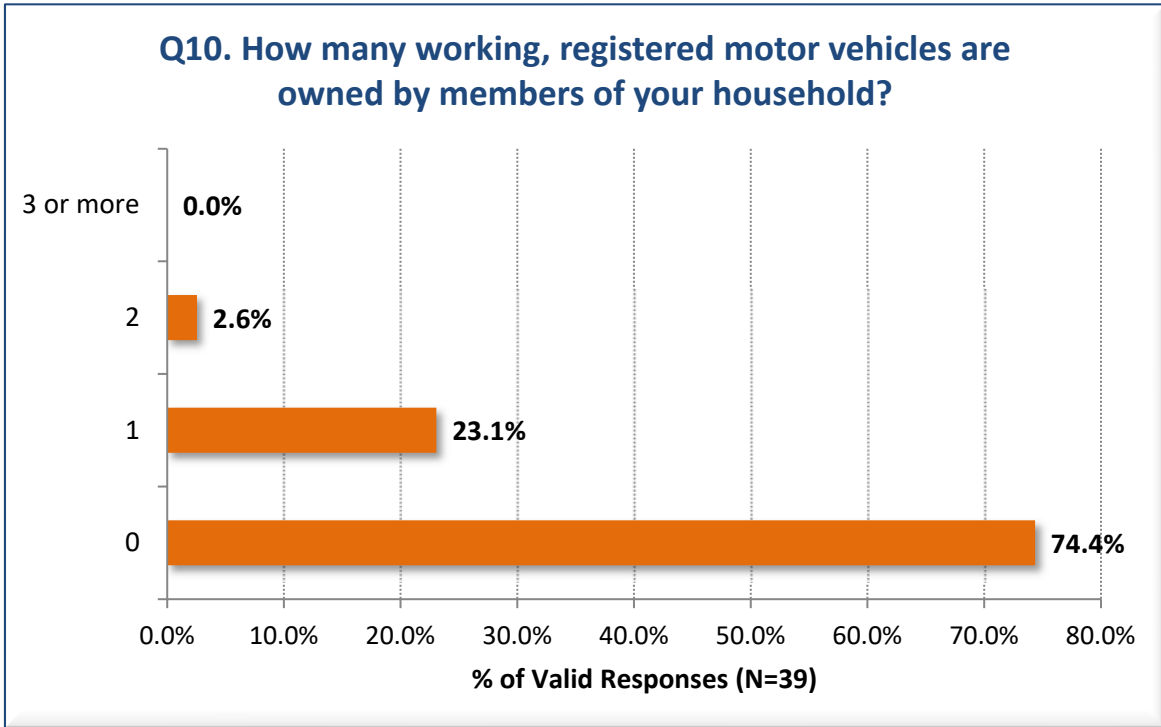


Bus riders were asked about other means of transportation they would use if Sunshine Bus were not available. Figure A.6 shows that 27.8% would not make the trip, 22.2% would take a taxi and another 13.9% would walk. The survey respondents that would not make their trip if Sunshine Bus were not available, potentially indicate bus riders who would not have other transportation options available to them. Many indicated they either have no working, registered motor vehicle at home (74.4%) or no driver’s license (34.2%), shown in Figures A.7 and A.8, respectively.

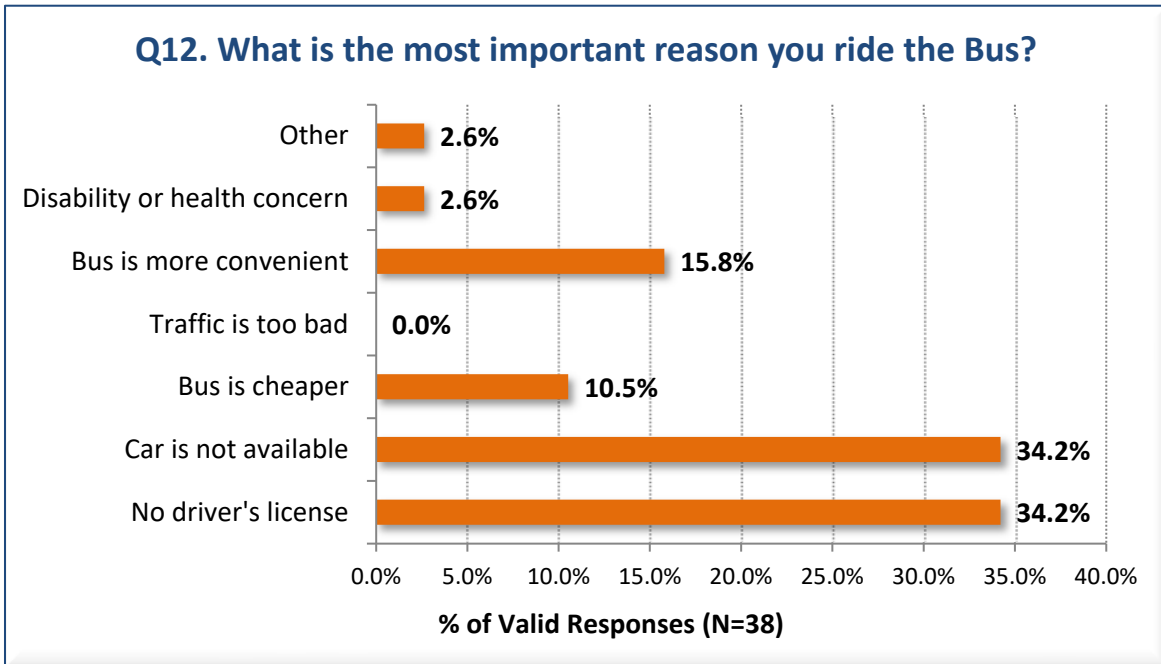
**Figure A.6 Transportation Options**



**Figure A.7 Household Vehicles**



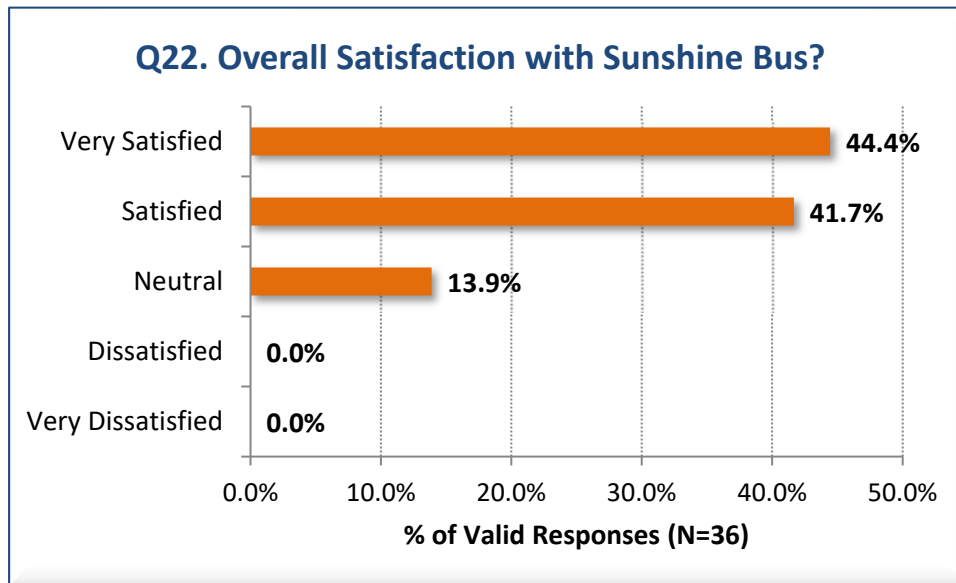
**Figure A.8 Reasons why Riders Use Sunshine Bus**





Question 22 asked how satisfied bus riders were with Sunshine Bus. Figure A.9 shows that 86.1% of survey respondents were either *very satisfied* or *satisfied*.

**Figure A.9 Overall Satisfaction with Sunshine Bus**



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

### Limited English Proficiency (LEP)

The federal government directs the U.S. Department of Transportation (DOT) to look at the services it provides, and make sure that individuals who have a limited ability to read, write, speak, or understand English (i.e., who are limited English proficient, or LEP), have access to those services. On August 16, 2000, the President signed Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency.” Then the U.S.DOT and FTA published LEP guidance in 2005 and 2007<sup>2</sup>, respectively. As a result, public transportation providers that receive Federal Transit Administration (FTA) funding must take reasonable steps to ensure that LEP persons have meaningful access to public transportation.

<sup>2</sup> Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,



A four-factor framework is outlined in Section V of the 2005 DOT LEP Guidance<sup>3</sup> 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 public transit; 2) Determine the frequency with which LEP individuals encounter transit; 3) Determine the relative importance of transit provided by St. Johns County to peoples' lives; and 4) Assess the available resources to the transit system.

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

Table A.2 shows that 2.7% of St. Johns County's population<sup>4</sup> speaks English "less than very well." Of those, the predominant second language is Spanish. Four percent (4.4%) of the total county population five years and over speak Spanish at home (11,192 people), and 30.5% of that population (3,416 people) speak English "less than very well." These Spanish speaking residents who speak English "less than very well" represent a relatively small portion (1.4%) of the total St. Johns County population five years and over.

The magnitude of percentages in Table A.2 is like the 2018 ACS data cited in the 2021 Major TDP. However, the total number of people who speak English "less than very well" increased by 27.5%, almost 1,500 people.

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

<sup>4</sup> County Population 5 Years and Over



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

Language	Number of Speakers	% of Total County Population <sup>5</sup>	% of Speakers that Speak English only or “Very Well”	% of Speakers that Speak English <b>Less than “Very Well”</b>	% of Total County Population Speaking English <b>Less than “Very Well”</b>
Spanish	11,192	4.4%	69.5%	30.5%	1.4%
Other Indo-European	8,117	3.2%	70.1%	29.9%	1.0%
Asian and Pacific Island	3,730	1.5%	77.1%	22.9%	0.3%
Other	678	0.3%	73.0%	27.0%	0.1%
<b>Total</b>	<b>23,717</b>	<b>9.4%</b>	<b>71.0%</b>	<b>29.0%</b>	<b>2.7%</b>

Source: American Community Survey, Table S1601: Language Spoken at Home, 2021, 5-Year Estimate

To determine the frequency with which LEP individuals utilize transit, the 2023 on-board survey asked, “Do you speak any other language(s) besides English at home?” Most survey respondents (82%) stated that they do not speak any languages besides English at home. Eighteen percent (18%) stated that they do speak another language at home and 50% of respondents who provided their language indicated Spanish.

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

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

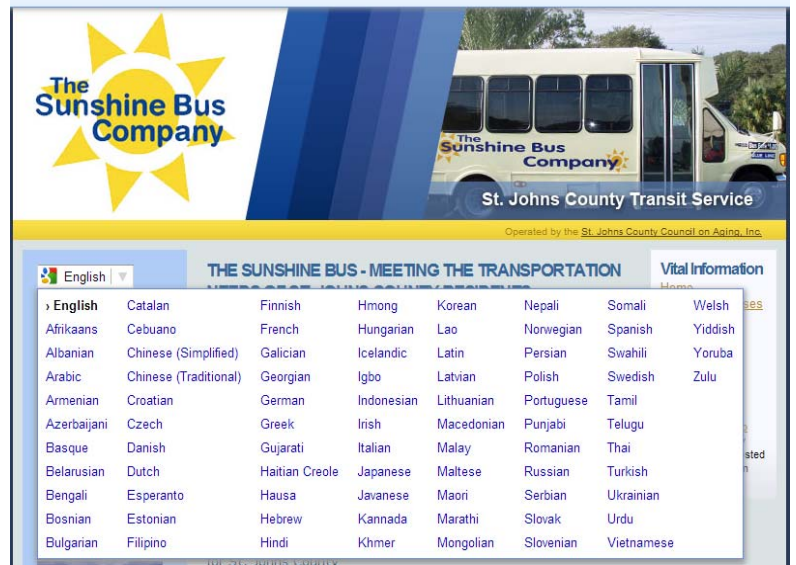
Most riders surveyed (79.5%) said they ride the bus three or more days a week. Most respondents indicated they had no working, registered vehicle at home (74.4%) and one-third reported they had no driver’s license (34.2%). Almost 30% would not have made the trip if Sunshine Bus were not available (27.8%).

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<sup>5</sup> % of Total County Population 5 Years and Older



On July 16, 2019, the St. Johns County BOCC approved an update to the Title VI Plan. The Title VI Plan includes a Language Assistance Plan (LAP) and a list of language assistance strategies the County utilizes. The LAP also includes guidelines for training staff, providing notice to LEP persons, and monitoring/updating the plan. St. Johns County will continue to look for additional low-cost methods (as well as additional financial resources) to provide language translation assistance to customers that need it.







## **APPENDIX A2: ON-BOARD SURVEY QUESTIONNAIRE**



## Sunshine Bus Company 2023 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. What is the most important reason you ride the bus?

(Check only one)

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

13. What is your HOME zip code? \_\_\_\_\_

14. What is your WORK zip code or city? \_\_\_\_\_

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

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

16. Are you?    Male    Female

17. What is your age group?

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

18. Which options describe you?

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

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

If yes, which language(s) \_\_\_\_\_

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

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

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

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

22. Your overall satisfaction with Sunshine Bus?

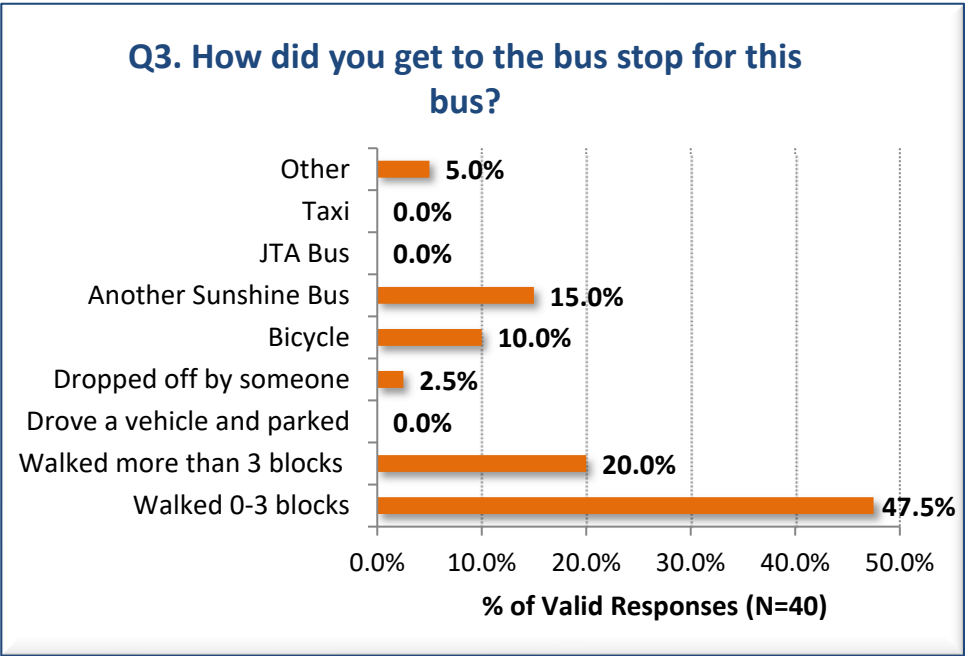
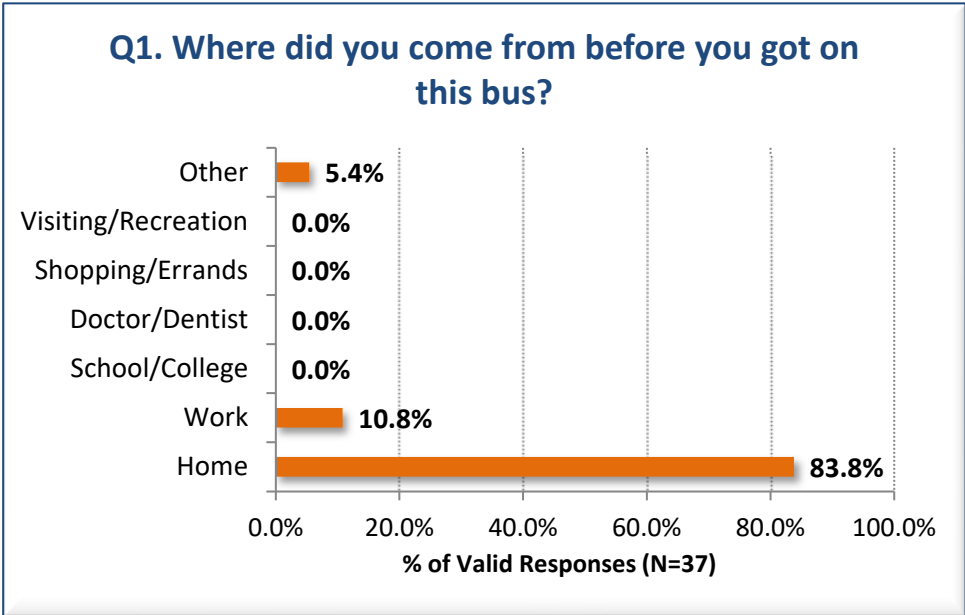
- Very Satisfied     Neutral  
 Satisfied             Dissatisfied       Very Dissatisfied

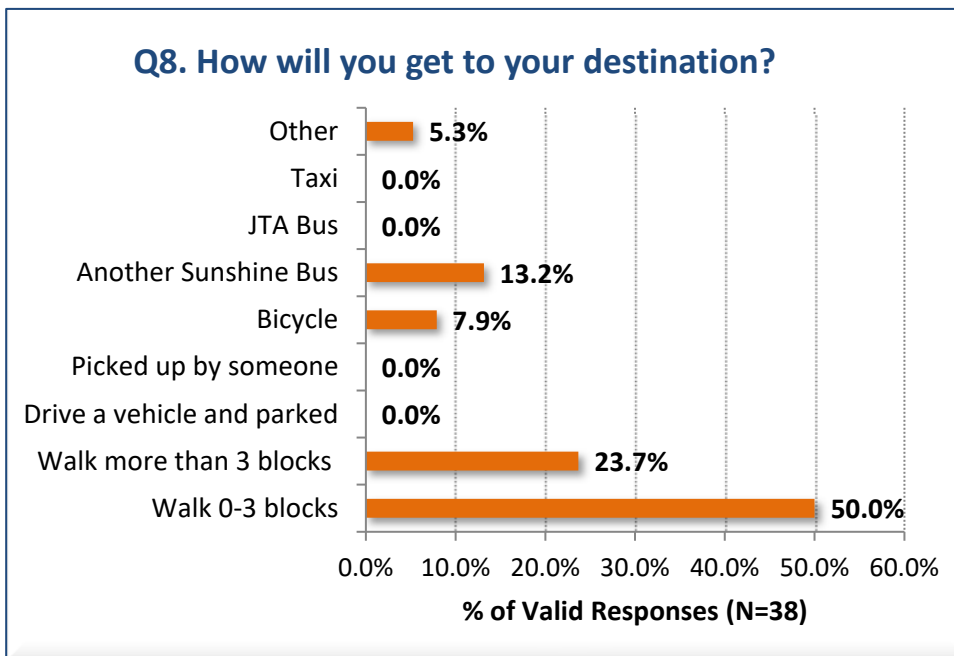
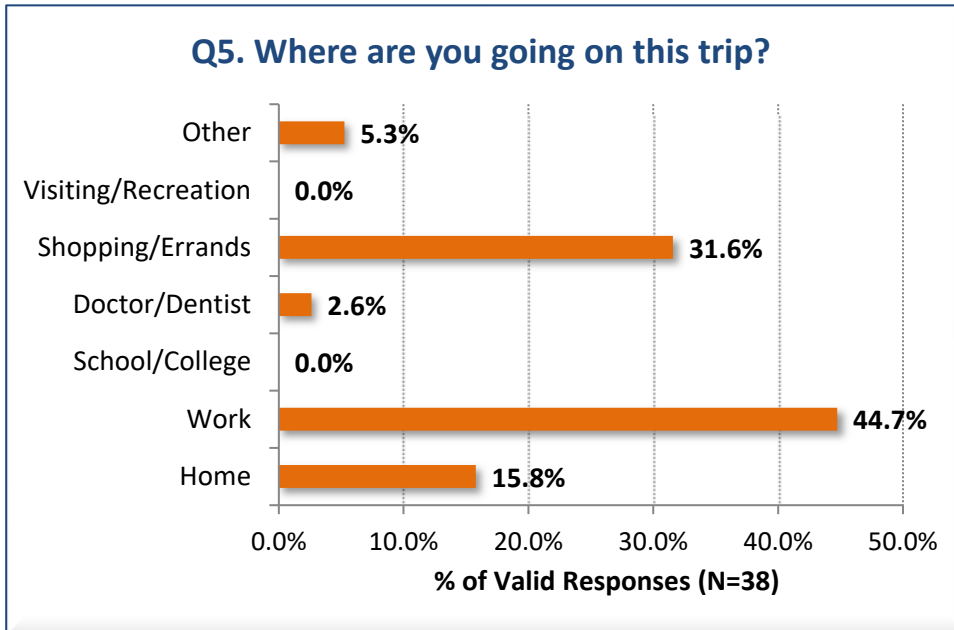
23. What would make Sunshine Bus better? (Please write here and/or on the back.)

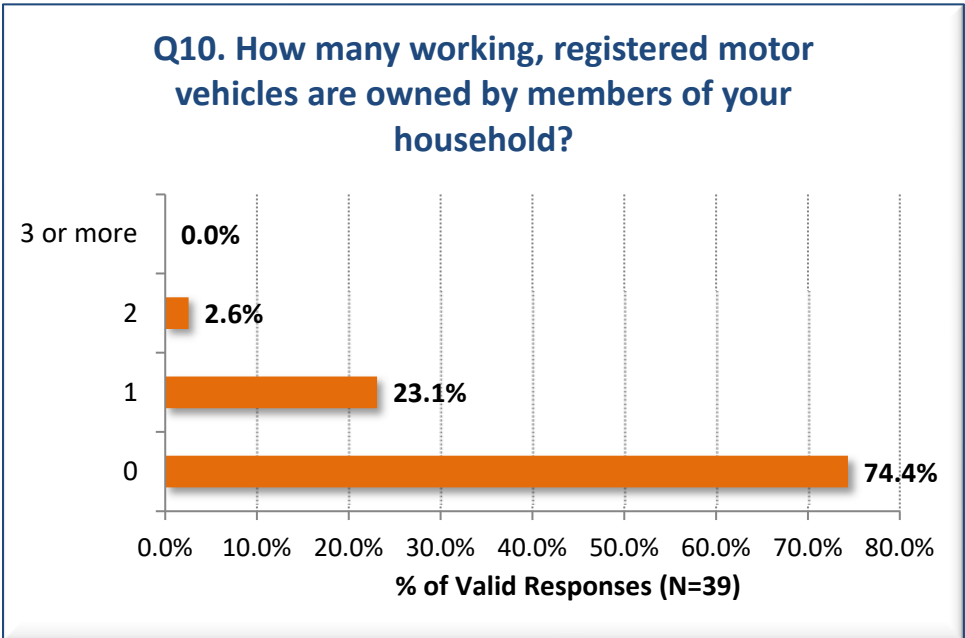
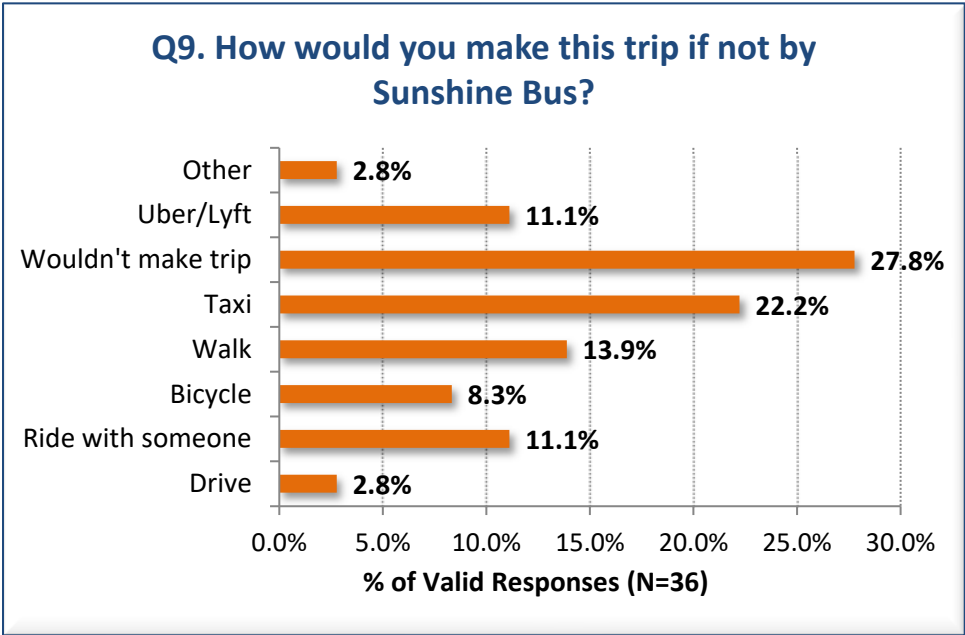
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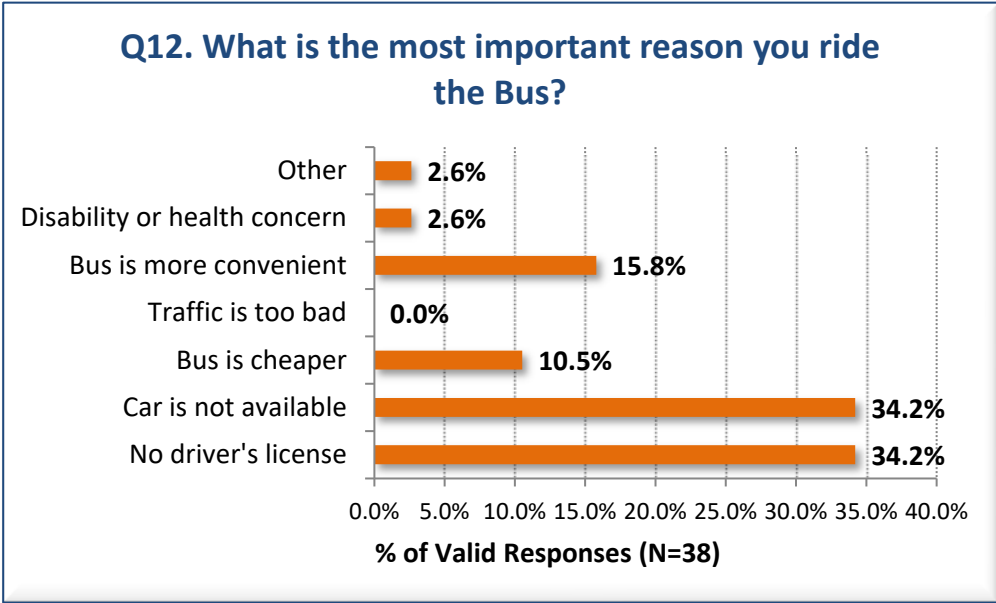
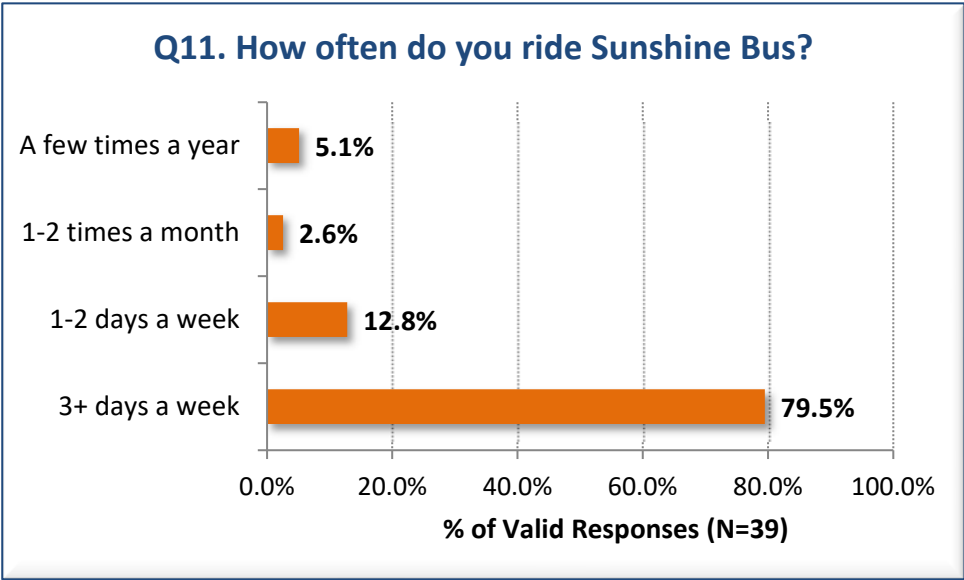
## **APPENDIX A3: ON-BOARD SURVEY CHARTS AND TABLES**

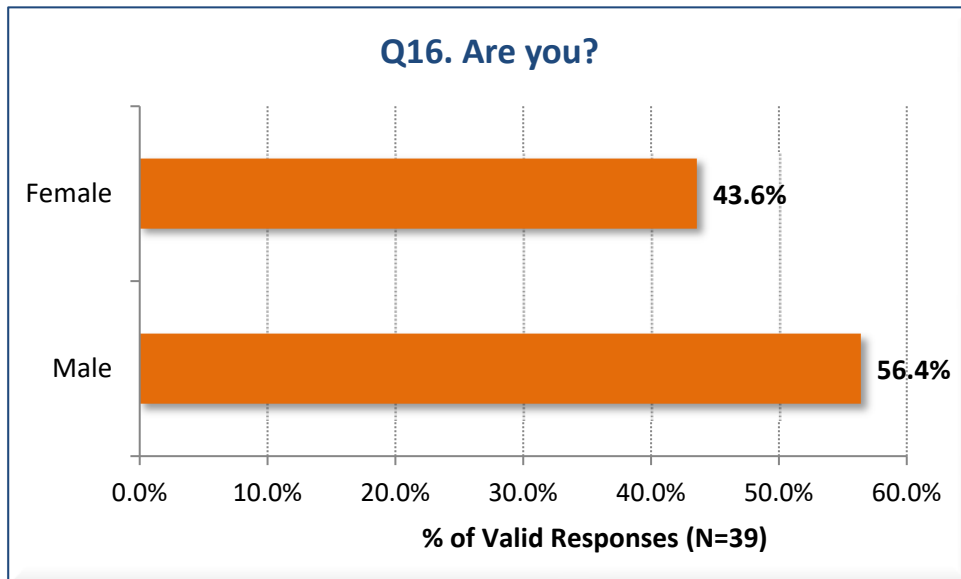
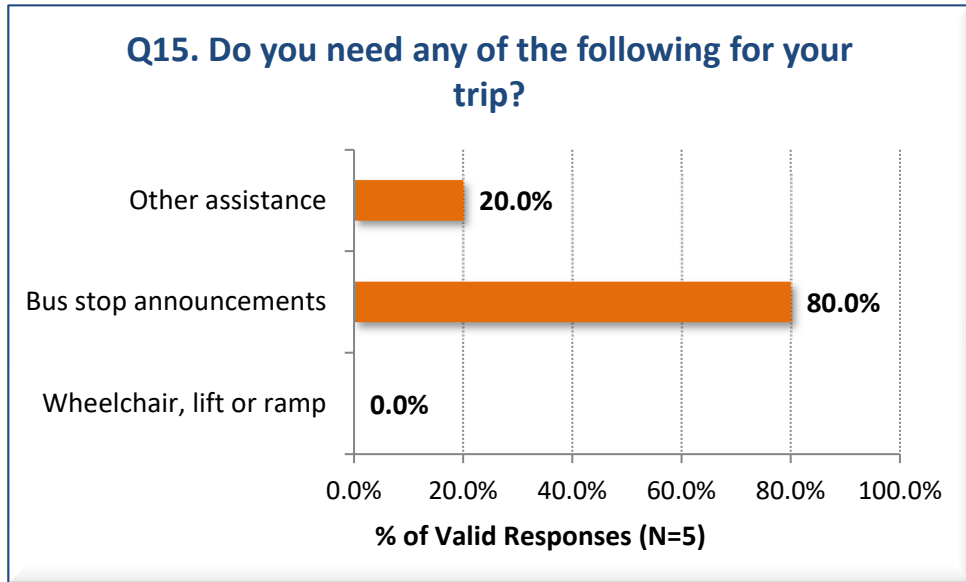


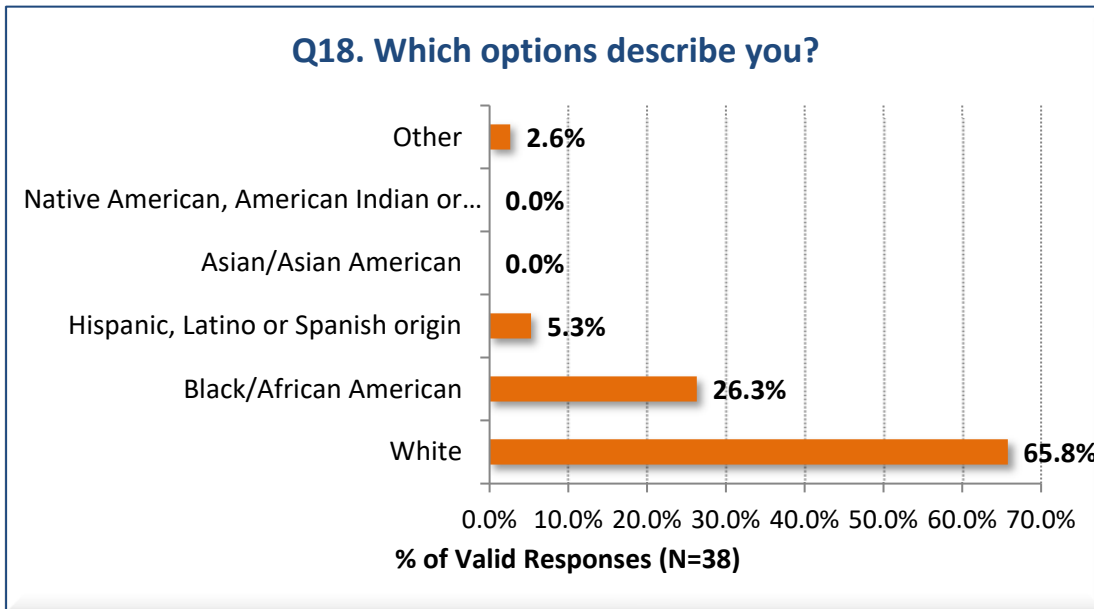
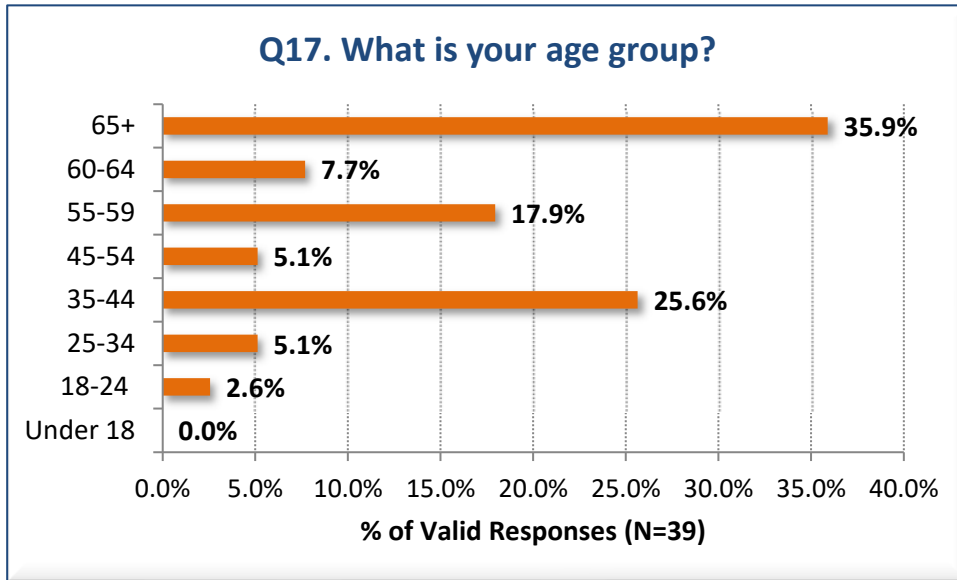


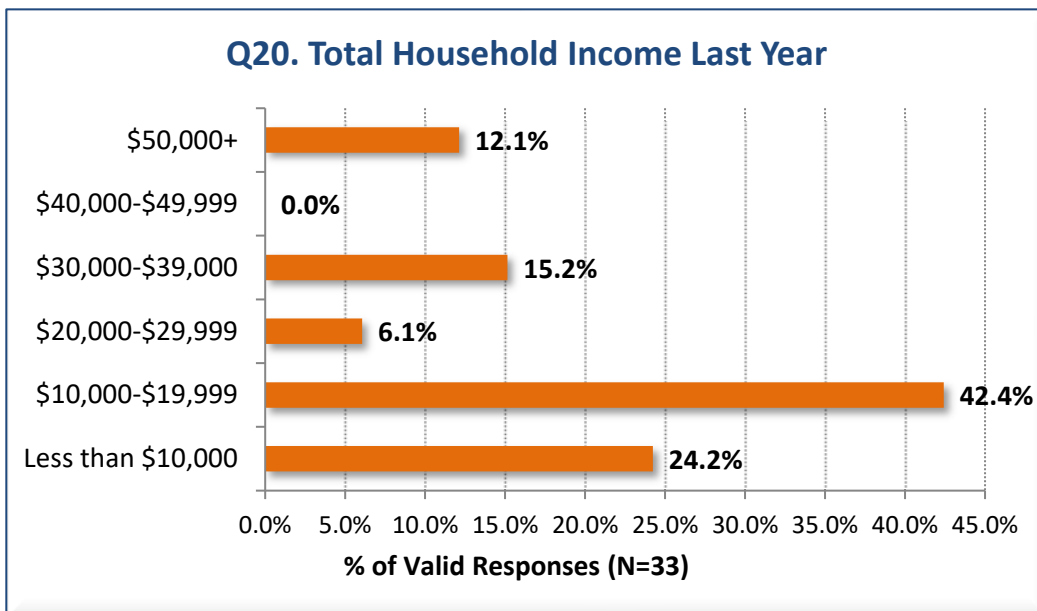
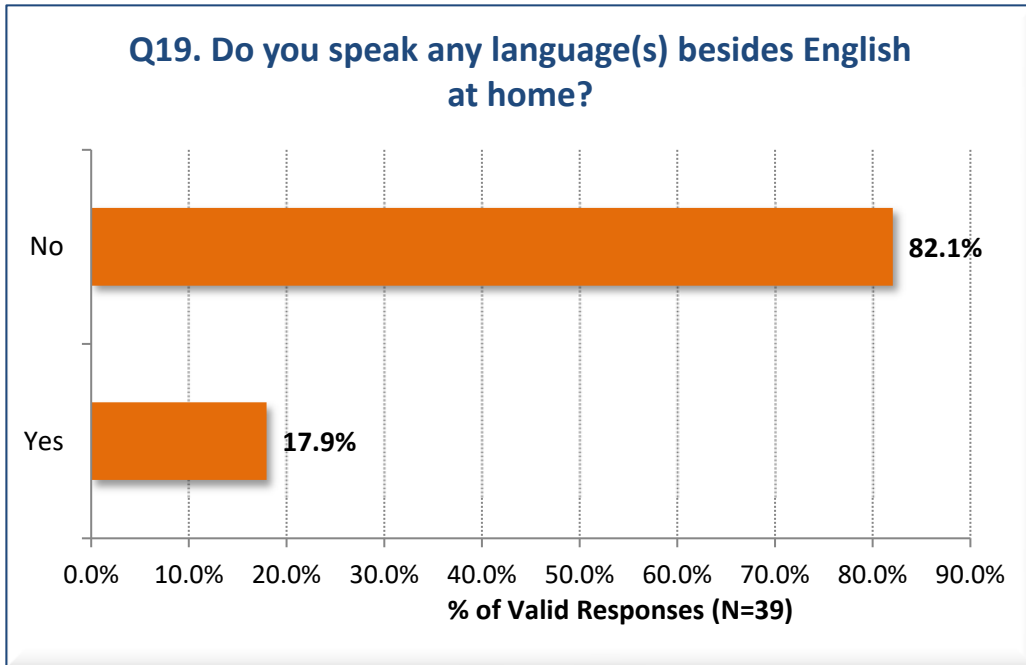


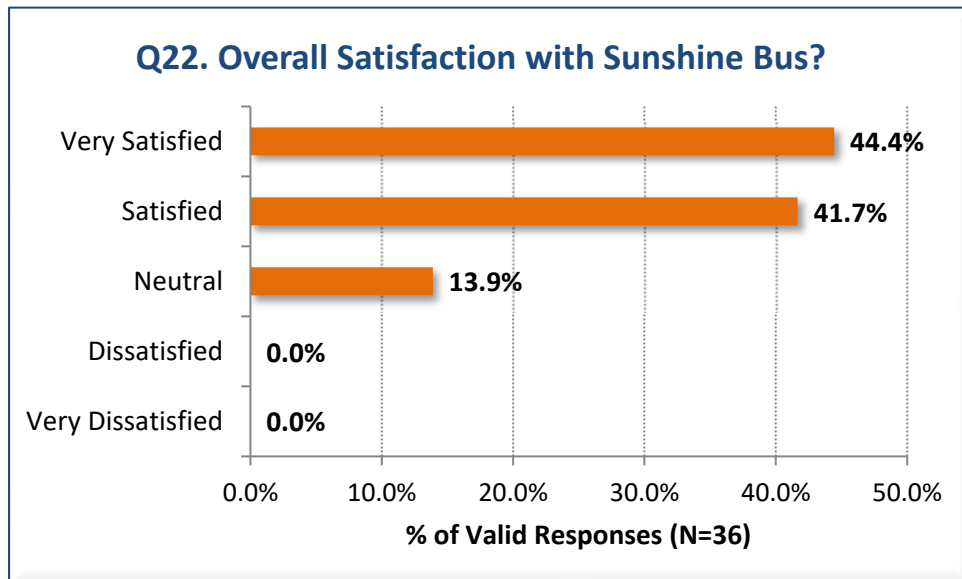
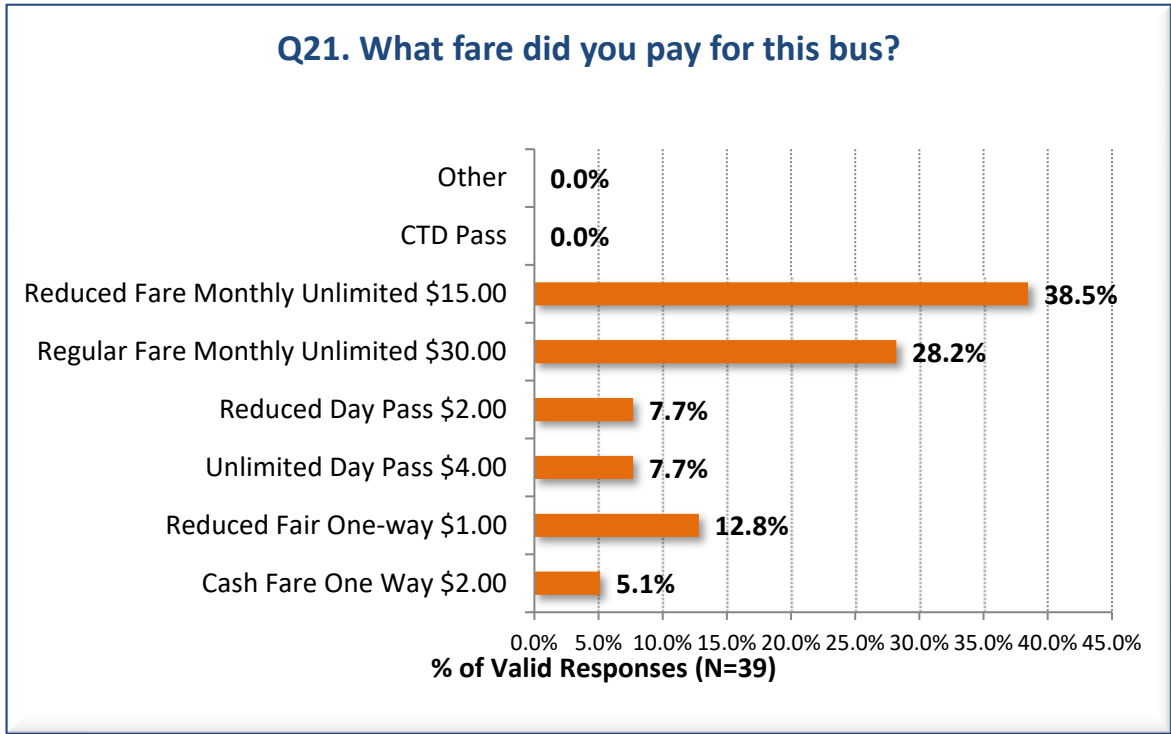














**Question 2. Origin Location (Describe your specific start location, in Question 1)<sup>6</sup>**

Survey Number	Bus Route	Origin Place Name	Origin Location	City	Zip	Purpose (Q1 Origin)
1	Orange	Home	667 Julia Strret	St. Augustine	32084	Home
2	Orange		SR 207 & Hilltop Rad	St. Augustine	32084	Home
3	Orange	Depot	Pope Road	St. Augustine	32080	Home
4	Orange	---	---	St. Augustine	32084	Home
5	Red	---	MLK	St. Augustine	32084	Home
6	Red	---	3 Milton Street	St. Augustine	32084	Home
7	Red	Seabreeze Motel	208 Anastasia Blvd	St. Augustine	32080	Home
8	Red	Seabreeze Motel	208 Anastasia Blvd	St. Augustine	32080	Home
9	Red	Pepper Tree RV Resort	4825 A1A South	St. Augustine	32080	Home
10	Red	Depot	Pope Road	St. Augustine	32080	Home
11	Teal	Walmart	2355 US-1 South	St. Augustine	32086	Work
12	Teal	---	SR 16 and Schaller Road	St. Augustine	32084	Home
13	Teal	Home	3325 12th Street	Elkton	32033	Home
14	Teal	---	Light Ave & Flagler Estates Blvd	Hastings	32145	Home
15	Teal	---	9760 Ebert Avenue	Hastings	32145	Home
16	Teal	Buzz Mart	Flagler Estates Blvd. & CR 13	Hastings	32145	Home
17	Teal	---	Armstrong Road	Armstrong	32033	Home
18	Teal	Flagler Estates Blvd.	9654 Huskens Avenue	Hastings	32145	Home
19	Teal	Seabridge Square	1725 US-1	St. Augustine	32084	Other
20	Teal	---	---	Hastings	32145	Home
21	Green	Anastasia Publix	1033 A1A Beach Blvd	St. Augustine	32080	Home
22	Green	---	68 Onata Street	St. Augustine	32084	Home
23	Green	---	12th Street	St. Augustine	32080	Home
24	Blue	---	MLK Avenue & Moore Street	St. Augustine	32084	Home
25	Blue	---	MLK Avenue	St. Augustine	32084	Home
26	Blue	Carmelo's Pizzeria	146 W King St	St. Augustine	32084	---
27	Blue	---	95 Keith Street	St. Augustine	32084	Home
28	Blue	Vilano Publix	55 Ava Way	St. Augustine	32084	Other
29	ConnEx1	---	6425 US 1 South	St. Augustine	32086	Home
30	ConnEx1	St. Augustine Shores	Laguna Court	St. Augustine Shores	32086	Home
31	Circulator	Flagler Estates	Melanie Street	Hastings	32145	Home
32	Purple	Burger King	SR 16	St. Augustine	32084	Home
33	Circulator	Seabridge Square	1725 US-1	St. Augustine	32084	Work
34	Connex	Palencia Plaza	7462 US 1 North	St. Augustine	32095	Home
35	ConnEx1	Palencia Publix	7462 US 1 North	St. Augustine	32095	Work

<sup>6</sup> Some items are estimated based on survey respondent responses.



Survey Number	Bus Route	Origin Place Name	Origin Location	City	Zip	Purpose (Q1 Origin)
36	ConnEx1	Buc-ee's	200 World Commerce Pkwy	St. Augustine	32092	Work
37	Unknown	Denny's	---	St. Augustine	32084	Home
38	ConnEx2	St. Augustine RV Park	US 1	St. Augustine	32086	Home
39	Purple	---	Masters Drive	St. Augustine	32084	---

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

Survey Number	Bus Route	Origin Bus Stop Description	Cross Street 1	Cross Street 2	City	Zip Code
1	Orange	King Street	King Street	Rodriguez Street	St. Augustine	32084
2	Orange	Anastasia Publix	---	1033 A1A Beach Blvd	St. Augustine	32080
3	Orange	---	---	Palmer Street	St. Augustine	32084
4	Orange	---	Masters Drive	Palmer Street	St. Augustine	32084
5	Red	---	---	MLK	St. Augustine	32084
6	Red	Main Library	San Marco Avenue	1960 N Ponce De Leon Blvd	St. Augustine	32084
7	Red	Seabreeze Motel	---	208 Anastasia Blvd	St. Augustine	32080
8	Red	Seabreeze Motel	---	208 Anastasia Blvd	St. Augustine	32080
9	Red	---	---	---	St. Augustine	32080
10	Red	Depot	SR A1A	Pope Road	St. Augustine	32080
11	Teal	Walmart	---	2355 US-1 South	St. Augustine	32086
12	Teal	---	SR 16	Schaller Road	St. Augustine	32084
13	Teal	---	SR 207	New Hampshire	Elkton	32033
14	Teal	Hastings	---	---	Hastings	32145
15	Teal	---	Ebert Avenue	Flagler Estates	Hastings	32145
16	Teal	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145
17	Teal	---	---	Armstrong Road	Armstrong	32033
18	Teal	Hastings Library	SR 13/S. Main St	SR 207	Hastings	32145
19	Teal	Seabridge Square	---	1725 US-1	St. Augustine	32084
20	Teal	---	---	---	Hastings	32145
21	Green	Anastasia Publix	---	1033 A1A Beach Blvd	St. Augustine	32080
22	Green	Depot	SR A1A	Pope Road	St. Augustine	32080
23	Green	---	---	12th Street	St. Augustine	32080
24	Blue	---	---	MLK	St. Augustine	32084

<sup>7</sup> Some items are estimated based on survey respondent responses.





Survey Number	Bus Route	Origin Bus Stop Description	Cross Street 1	Cross Street 2	City	Zip Code
25	Blue	---	---	MLK	St. Augustine	32084
26	Blue	---	---	King Street	St. Augustine	32084
27	Blue	Flagler		---	St. Augustine	32084
28	Blue	Depot	SR A1A	Pope Road	St. Augustine	32080
29	ConnEx1	---	---	6425 US 1 South	St. Augustine	32086
30	ConnEx1	Wildwood Drive	US 1	Wildwood Drive	St. Augustine Shores	32086
31	Circulator	---	Allison Avenue	Melanie Street	Hastings	32145
32	Purple	Seabridge Square		1725 US-1	St. Augustine	32084
33	Circulator	Hastings	Church Street	SR 207	St. Augustine	32084
34	Connex	Palencia Plaza	---	7462 US 1 North	St. Augustine	32095
35	ConnEx1	Palencia Plaza	---	7462 US 1 North	St. Augustine	32095
36	ConnEx1	Palencia Plaza	---	7462 US 1 North	St. Augustine	32095
37	Unknown	---	---	---	St. Augustine	32084
38	ConnEx2	---	US 1	Old Moultrie Road	St. Augustine	32086
39	Purple	---	---	Masters Drive	St. Augustine	32084



**Question 6. Destination Location (Describe the place you are going, in Question 5)<sup>8</sup>**

Survey Number	Bus Route	Destination Place Name	Destination Location	City	Zip	Purpose (Q5 Destination)
1	Orange	Walmart	2355 US-1 South	St. Augustine	32086	Shopping/Errands
2	Orange	Anastasia Publix	1033 A1A Beach Blvd	St. Augustine	32080	Work
3	Orange	---	---	---	---	Shopping/Errands
4	Orange	---	---	---	---	Shopping/Errands
5	Red	---	SR 312 & Anastasia	St. Augustine	32080	Shopping/Errands
6	Red	Vystar Credit Union	US 1 North	St. Augustine	32084	Shopping/Errands
7	Red	Winn Dixie North	3551 N Ponce De Leon Blvd	St. Augustine	32084	Shopping/Errands
8	Red	Old Jail Museum	167 San Marco Avenue	St. Augustine	32084	Work
9	Red	Alligator Farm	999 Anastasia Blvd	St. Augustine	32080	Work
10	Red	Budget Inn Hotel	12 Anastasia Blvd	St. Augustine	32080	Work
11	Teal		St. Johns Avenue	Hastings	32145	Home
12	Teal	Osceola Elementary School	1605 Osceola Elementary Rd	St. Augustine	32084	Work
13	Teal	Carmelo's Pizzeria	146 W King St	St. Augustine	32084	Work
14	Teal	Fishbites	164 Nix Boat Yard Rd	St. Augustine	32084	Work
15	Teal	Osteen's Restaurant	205 Anastasia Blvd	St. Augustine	32080	Work
16	Teal	---	US 1 and King Street	St. Augustine	32084	Home
17	Teal	Putnam County Probation	St. Johns Avenue	Palatka	32177	Other
18	Teal	Fishbites	164 Nix Boat Yard Rd	St. Augustine	32084	Work
19	Teal	---	Main Street	Hastings	32145	Home
20	Teal	McDonald's	SR 207	St. Augustine	32084	
21	Green	---	---	St. Augustine	32080	Shopping/Errands
22	Green	---	A1A & Orange Street	St. Augustine	32084	Work
23	Green	---	---			Shopping/Errands
24	Blue	Publix Cobblestone Village	125 Jenkins St	St. Augustine	32086	Shopping/Errands
25	Blue	Publix Cobblestone Village	125 Jenkins St	St. Augustine	32086	Shopping/Errands
26	Blue	---	25 Aviles Drive	St. Augustine	32084	Home
27	Blue	---	---	---	---	Work
28	Blue	Depot	1965 A1A S.	St. Augustine	32080	Shopping/Errands
29	ConnEx1	New Season Treatment Center	3574 US-1 Suites 101-104	St. Augustine	32086	Doctor/Dentist
30	ConnEx1	Harry's Seafood, Bar & Grille	46 Avenida Menendez	St. Augustine	32084	Work
31	Circulator	Council on Aging	180 Marine St	St. Augustine	32084	Other
32	Purple	Publix Cobblestone Village	125 Jenkins St	St. Augustine	32086	Work
33	Circulator	---	Stycket Avenue	Hastings	32145	Home

<sup>8</sup> Some items are estimated based on survey respondent responses.



Survey Number	Bus Route	Destination Place Name	Destination Location	City	Zip	Purpose (Q5 Destination)
34	Connex	Anastasia Plaza	1033 A1A Beach Blvd	St. Augustine	32080	Work
35	ConnEx1	Circle K	2800 US-1	St. Augustine	32086	Shopping/Errands
36	ConnEx1	Home	954 E. King Street	St. Augustine	32084	Home
37	Unknown	---	---	---	---	Work
38	ConnEx2	Walmart	2355 US-1 South	St. Augustine	32086	Work
39	Purple	Buc-ee's	200 World Commerce Pkwy	St. Augustine	32092	Work

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

Survey Number	Bus Route	Destination Bus Stop Description	Cross Street 1	Cross Street 2	City	Zip Code
1	Orange	Kangaroo	---	---	St. Augustine	32086
2	Orange	Depot	SR A1A & SR 312	Pope Road	St. Augustine	32080
3	Orange	---	---	---	---	---
4	Orange	Depot	SR A1A & SR 312	Pope Road	St. Augustine	32080
5	Red	---	---	---	---	---
6	Red	Vystar Credit Union	US 1	Wildwood Drive Plaza	St. Augustine	32084
7	Red	Winn Dixie North	US 1	3551 US 1	St. Augustine	32084
8	Red	Old Jail Museum	---	167 San Marco Avenue	St. Augustine	32084
9	Red	---	---	---	St. Augustine	32084
10	Red	Anastasia Island	---	12 Anastasia Blvd	St. Augustine	32080
11	Teal	---	SR 207	St. Johns Avenue	Hastings	32145
12	Teal	Osceola Elementary School	---	1605 Osceola Elem. Rd	St. Augustine	32084
13	Teal	---	US 1	King Street	St. Augustine	32084
14	Teal	---	SR 207	Hastings Road	St. Augustine	32084
15	Teal	---	US 1	King Street	St. Augustine	32084
16	Teal	---	---	---	St. Augustine	32084
17	Teal	Hastings bus stop	S. Main St	SR 207	Hastings	32145
18	Teal	---	SR 207	Hastings Road	St. Augustine	32084
19	Teal	Main Street bus stop	---	---	Hastings	32145
20	Teal	McDonald's	SR 207	---	St. Augustine	32084
21	Green	Depot	SR A1A & SR 312	Pope Road	St. Augustine	32080
22	Green	---	---	---	St. Augustine	32084

<sup>9</sup> Some items are estimated based on survey respondent responses.



Survey Number	Bus Route	Destination Bus Stop Description	Cross Street 1	Cross Street 2	City	Zip Code
23	Green	Publix	---	---	St. Augustine	---
24	Blue	Publix Cobblestone Village	125 Jenkins St	---	St. Augustine	32086
25	Blue	Publix Cobblestone Village	125 Jenkins St	---	St. Augustine	32086
26	Blue	---	SR 207	Old Moultrie Road	St. Augustine	32084
27	Blue	Flagler	Granada		St. Augustine	32084
28	Blue	Depot	SR A1A & SR 312	Pope Road	St. Augustine	32080
29	ConnEx1	Domino's Pizza stop		3570 US-1	St. Augustine	32086
30	ConnEx1	---	US 1	Kings Street	St. Augustine	32084
31	Circulator	---	Allison Avenue	Melanie Street	Hastings	32145
32	Purple	WaWa	---	2222 FL-16	St. Augustine	32084
33	Circulator	---	Cedar Ford Blvd	W. Deep Creek Blvd.	Hastings	32145
34	Connex	Anastasia Plaza	---	1033 A1A Beach Blvd	St. Augustine	32080
35	ConnEx1	Circle K	---	2800 US-1	St. Augustine	32086
36	ConnEx1	Home	---	954 E. King Street	St. Augustine	32084
37	Unknown	Carver's	---		St. Augustine	32084
38	ConnEx2	Across from Walmart @ dealership	---	2330 US-1	St. Augustine	32086
39	Purple	Buc-ee's	---	200 World Commerce Pkwy	St. Augustine	32092

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

Bus Route 1	Bus Route 2	Number of Transfers Reported	Percent of Total Survey Respondents (39)	Percent of Total Transfers (8)
Blue	Red	1	2.6%	12.5%
Green	Blue	1	2.6%	12.5%
Green	Red	1	2.6%	12.5%
Orange	Green	1	2.6%	12.5%
Purple	Teal	1	2.6%	12.5%
Purple	Conn Ex 1	1	2.6%	12.5%
Red	Green	1	2.6%	12.5%
Teal	Orange	1	2.6%	12.5%
Total		8	20.5%	100.0%

<sup>10</sup> Transfers shown represent total transfers reported from Bus Line 1 to Bus Line 2



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

Survey Number	Bus Route	Home Zip Code (Question 13)	Work Zip Code (Question 14)
1	Orange	32084	32084
2	Orange	32084	32084
3	Orange	32084	---
4	Orange	32084	---
5	Red	32084	Retired
6	Red	32084	---
7	Red	32080	---
8	Red	32080	32086
9	Red	32080	---
10	Red	32080	32080
11	Teal	32145	---
12	Teal	32084	---
13	Teal	32033	St. Aug.
14	Teal	32145	32086
15	Teal	32145	---
16	Teal	32145	32080
17	Teal	32033	---
18	Teal	32145	St. Aug.
19	Teal	32145	---
20	Teal	32145	St. Aug.
21	Green	32080	---
22	Green	32084	---
23	Green	---	---
24	Blue	32084	St. Aug.
25	Blue	32084	Retired
26	Blue	32084	32084
27	Blue	32084	---
28	Blue	---	---
29	ConnEx1	32086	---
30	ConnEx1	32086	32084
31	Circulator	32145	---
32	Purple	32084	32086
33	Circulator	32145	32084
34	Connex	32095	32080
35	ConnEx1	32092	32092
36	ConnEx1	32068	32069
37	Unknown	---	---
38	ConnEx2	32086	32086
39	Purple	32086	---



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

Zip Code (or other response)	Home (Q13)	Work (Q14)	City/Place	County
32033	2	0	Vermont Heights, Elkton, Spuds, Armstrong	St. Johns
32068	1	0	Middleburg, Lakeside, Clay Hill	Clay
32080	5	3	St. Augustine, St. Augustine Beach, Crescent Beach, Butler Beach	St. Johns
32084	13	5	St. Augustine, Vilano Beach	St. Johns
32086	4	4	St. Augustine South, St. Augustine Shores	St. Johns
32092	1	1	Whites Ford (western St. John County)	St. Johns
32095	1	0	St. Augustine, Araquey	St. Johns
32145	9	0	Hastings	St. Johns
St. Augustine	0	4	St. Augustine	St. Johns
Retired	0	2	---	
---	3	19	---	

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

Survey Number	Bus Route	Q23 What would make Sunshine Bus better?
1	Orange	More frequent
2	Orange	---
3	Orange	People will get a phone call at times so allow people to use their cell phones
4	Orange	Allow people to talk to loved ones on the bus
5	Red	About 3 to 4 of the older bus drivers "act like they own the buses/bus system" [not friendly]
6	Red	Following the schedule. Improved routes.
8	Red	Schedule to understand better
10	Red	Inbound being on time; Sunday Service
11	Teal	Run on Sundays (7 days a week)
12	Teal	---
13	Teal	I have no complaints
14	Teal	More frequent buses
15	Teal	You're doing great
16	Teal	Added route times, later evenings and early morning
18	Teal	Everything is great! I ride everyday for work. All drivers on all routes are awesome! Very polite and always friendly! Thank you to all that work for Sunshine Bus Company!
19	Teal	---



Survey Number	Bus Route	Q23 What would make Sunshine Bus better?
20	Teal	More sheltered bus stops please
21	Green	Nicer drivers (Most are!)
22	Green	---
23	Green	---
25	Blue	Back to Jacksonville
26	Blue	Less wait time
27	Blue	---
28	Blue	---
29	ConnEx1	If the first Conn-Ex is running behind then the one that's 30 minutes behind should be made aware because it causes me to miss the one behind the first.
30	ConnEx1	Run Sundays and later evenings
31	Circulator	It's great already
32	Purple	More schedule
33	Circulator	More frequent bus times; Get rid of Xxxxx [one of the bus drivers]
34	Connex	---
35	ConnEx1	---
36	ConnEx1	Sundays; Go back to Avenues Mall
37	Unknown	---
38	ConnEx2	Need more routes with more runs/buses
39	Purple	Sundays; Go to Avenues Mall

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

Count	Comment Topics
5	Sunday service
5	More frequent service/Less wait time
4	Thank you/Everything is great!
3	Service to Jacksonville/Avenues Mall
3	Nicer drivers (a few are not friendly)
3	Improve the routes or schedules
2	On time service/Follow the schedule
2	Service later in the evenings
2	Comments about the rules (i.e., restricted phone use/talking)
1	Service earlier in the mornings
1	More sheltered bus stops
1	Inform Conn Ex 2 if Conn Ex 1 is running late
1	More schedule?
32	Number of Unique Comments





## **APPENDIX B: PERFORMANCE EVALUATION**



## B. Performance Evaluation

Appendix B evaluates the relative performance of St. Johns County’s transit system by comparing recent, available data to previously reported data. The data in this appendix describe the deviated fixed route system for years 2017 through 2021, the first year of the pandemic.

### Operating and Financial Performance

Table B.1 includes population and vehicles operating in maximum service. Population for both St. Johns County and the St. Augustine Urbanized Area increased over the past five years. The number of peak vehicles held constant between 2018 and 2021, at 9 vehicles.

**Table B.1 Deviated Fixed Route Characteristics, 2017 - 2021**

Year	Service Area Population (NTD)	Urbanized Area Population (FDOT Urbanized Area Population Estimates)	County Population (Census Estimates)	Vehicles Operated in Maximum Service
2017	195,823	83,609	243,812	12
2018	243,812	86,885	254,261	9
2019	254,261	92,455	254,400	9
2020	264,672	99,525	273,425	9
2021	273,425	103,900	292,466	9
5-Year Change 2017 - 2021	77,602	20,291	48,654	-3
% Change 2017 - 2021	39.63%	24.27%	19.96%	-25.00%
Annual Change 2020 - 2021	8,753	4,375	19,041	0
% Change 2020 - 2021	3.31%	4.40%	6.96%	0.00%

Source: National Transit Database, FY 2017 - 2021; Florida Transit Information and Performance Handbook (FDOT) 2018 - 2022; US Census Bureau State & County Quick Facts, FDOT Urbanized Area Population Estimates



**Table B.3 Deviated Fixed Route Financial Performance, 2017 - 2021**

Year	Operating Cost	Farebox Revenue	Vehicle Revenue Miles	Vehicle Revenue Hours	Passenger Revenue per Revenue Mile	Passenger Revenue per Revenue Hour	Cost per Revenue Mile	Cost per Revenue Hour
2017	\$1,191,460	\$99,671	531,145	26,432	\$0.19	\$3.77	\$2.24	\$45.08
2018	\$1,851,577	\$88,209	632,358	29,691	\$0.14	\$2.97	\$2.93	\$62.36
2019	\$1,680,337	\$82,913	607,581	28,900	\$0.14	\$2.87	\$2.77	\$58.14
2020	\$1,339,213	\$36,358	440,246	20,919	\$0.08	\$1.74	\$3.04	\$64.02
2021	\$1,454,876	\$42,997	576,711	33,290	\$0.07	\$1.29	\$2.52	\$43.70
5-Year Change 2017 - 2021	\$263,416	-\$56,674	45,566	6,858	-\$0.11	-\$2.48	\$0.28	-\$1.37
% Change 2017 - 2021	22.11%	-56.86%	8.58%	25.95%	-60.27%	-65.75%	12.46%	-3.05%
Annual Change 2020 - 2021	\$115,663	\$6,639	136,465	12,371	-\$0.01	-\$0.45	-\$0.52	-\$20.32
% Change 2020 - 2021	8.64%	18.26%	31.00%	59.14%	-9.72%	-25.69%	-17.07%	-31.73%

Source: National Transit Database, FY 2017 - 2021; Florida Transit Information and Performance Handbook (FDOT) 2018 - 2022



Table B.2 shows that ridership continued to decline in 2021, likely due to the pandemic. The number of riders decreased by 45,278 people (31%) between 2020 and 2021. During the same period, service (miles and hours) increased. Vehicle revenue miles increased by 31%, and vehicle revenue hours increased by 59%.

**Table B.2 Deviated Fixed Route Operating Performance, 2017 - 2021**

Year	Ridership	Vehicle Revenue Miles	Vehicle Revenue Hours	Riders per Revenue Mile	Riders per Revenue Hour
2017	273,588	531,145	26,432	0.52	10.35
2018	300,165	632,358	29,691	0.47	10.11
2019	280,445	607,581	28,900	0.46	9.70
2020	144,874	440,246	20,919	0.33	6.93
2021	99,596	576,711	33,290	0.17	2.99
5-Year Change 2017 - 2021	-173,992	45,566	6,858	-0.34	-7.36
% Change 2017 - 2021	-63.60%	8.58%	25.95%	-66.47%	-71.10%
Annual Change 2020 - 2021	-45,278	136,465	12,371	-0.16	-3.93
% Change 2020 - 2021	-31.25%	31.00%	59.14%	-47.52%	-56.80%

Source: National Transit Database, FY 2017 - 2021; Florida Transit Information and Performance Handbook (FDOT) 2018 - 2022

Financial performance is shown in Table B.3, on the following page. Between 2020 and 2021, annual operating cost and passenger fares increased (over 8% and 18%, respectively). During this same period, passenger fares per revenue mile and per revenue hour decreased (by about 10% and 26%, respectively). Cost per revenue mile and per revenue hour also decreased (by 17% and 32%, respectively).



## Farebox Recovery Ratio

Farebox recovery ratio is the ratio of farebox revenue to operating cost. In Table B.4, based on the most recent reported NTD data (2020 and 2021), the farebox recovery ratio and average fare per rider increased (by 9% and 72%, respectively). During the same period, as ridership decreased, cost per rider increased 58%.

**Table B.4 Deviated Fixed Route Farebox Recovery and Average Fare per Rider, 2017 - 2021**

Year	Ridership	Operating Cost	Cost per Rider	Farebox Revenue	Farebox Recovery Ratio	Average Fare Per Rider
2017	273,588	\$1,191,460	\$4.35	\$99,671	8.37%	\$0.36
2018	300,165	\$1,851,577	\$6.17	\$88,209	4.76%	\$0.29
2019	280,445	\$1,680,337	\$5.99	\$82,913	4.93%	\$0.30
2020	144,874	\$1,339,213	\$9.24	\$36,358	2.71%	\$0.25
2021	99,596	\$1,454,876	\$14.61	\$42,997	2.96%	\$0.43
5-Year Change 2017 - 2021	-173,992	\$263,416	\$10.25	-\$56,674	-5.41%	\$0.07
% Change 2017 - 2021	-63.60%	22.11%	235.43%	-56.86%	-64.67%	18.50%
Annual Change 2020 - 2021	-45,278	\$115,663	\$5.36	\$6,639	0.24%	\$0.18
% Change 2020 - 2021	-31.25%	8.64%	58.02%	18.26%	8.86%	72.02%

Source: National Transit Database, FY 2017 - 2021; Florida Transit Information and Performance Handbook (FDOT) 2018 - 2022

## Performance Evaluation Summary

Over the last evaluation year (comparing FY2020 and FY2021 data), ridership continued to decrease during the latter portion of the pandemic (31%, by over 45,275 riders). As service (miles and hours) began to increase toward pre-pandemic levels, total operating cost increased (by over 8%), while cost per mile and per hour decreased (by 17% and 32%, respectively).