

**St. Johns County
Transit Development Plan
2018 Minor Update**





Florida Department of Transportation

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GOVERNOR**

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**MIKE DEW
SECRETARY**

October 3, 2018

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

**Re: St. Johns County BOCC 2018– 2019/26 Transit Development Plan – Minor
Update: Letter of Compliance**

Dear Mr. Nguyen:

The Department has reviewed the St. Johns County 2018-2019/26 Transit Development Plan (TDP) Annual Update, October 2018. We find the TDP Minor Update to be 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

Rural/Urban Transit Coordinator
District Two

Cc: Doreen Joyner-Howard (FDOT); Theodis Perry (FDOT); Scott Clem (FDOT); Karen Taulbee (FDOT); Rachel Garvey



St. Johns County

Transit Development Plan, 2018 Minor Update

10/2/2018



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Executive Summary

The Sunshine Bus Company offers deviated fixed route public transportation to riders of all ages in St. Johns County, Florida. As part of the county's commitment to providing public transportation services, St. Johns County Board of County Commissioners (SJCBOCC), in cooperation with its contractor, the St. Johns County Council on Aging, Inc. (SJCCOA) completes a transit development plan. The Florida Department of Transportation requires that a major update of the plan is produced every five years, with minor updates completed in each of the interim years. This document contains St. Johns County's 2018 Minor Update to the Transit Development Plan.

This minor TDP update describes the progress made toward accomplishing last year's planned implementation program of service and capital improvements and outlines future expectations. In addition, the minor TDP update includes revisions to the ten-year implementation program. Compared to the current system, the initiatives and services contained in the plan include more frequent service on existing bus routes and new bus routes. The plan also estimates costs and revenues over a ten-year period.

Over the last year, the Sunshine Bus Company has continued to make progress toward meeting plan goals and objectives. To better serve St. Johns County residents, St. Johns County and the SJCCOA implemented the Express Line. Commencing April 9, 2018, the Express Line is a new bus route along US-1 connecting rural areas south of SR 206 to the Northeast Regional Airport/Northrop Grumman facilities and other destinations.

On-going surveys, demographics analysis and performance evaluations assist SJCBOCC and SJCCOA staff with determining transit needs and services within the county. Based on this year's survey of riders, 87 percent of those surveyed were either very satisfied or satisfied with the Sunshine Bus Company. Additionally, 96 percent of responses indicate they were either very satisfied or satisfied with the value of service received for what they paid.

St. Johns County's population and transit ridership continue to increase. Vehicle revenue miles and hours also continue to increase. As St. Johns County's population continues to grow, there will be increasing demand for public transportation services, and for additional revenue to pay for those services.



1.0 Introduction and Background

Transit development plans (TDP) are created to function as planning, development and operational guidance documents for transit agencies. 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. All transit agencies are required to prepare a five-year major TDP and an annual update in the form of a progress report each year.

Adopted by the SJCOCC on October 4, 2016, the most recent 2016 Major Update represents a ten-year period (2017 - 2026). The TDP helps ensure that the St. Johns County Sunshine Bus Company 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 2018 Minor Update is the current annual update for the St. Johns County Sunshine Bus Company TDP. With this most recent update the ten-year period is 2019 - 2028, representing next fiscal year and the nine remaining years. As a progress report, this document describes transit system and service area changes since the last update. This document also updates the ten-year implementation program. Table 1.1 summarizes the contents.

Table 1.1 TDP Content

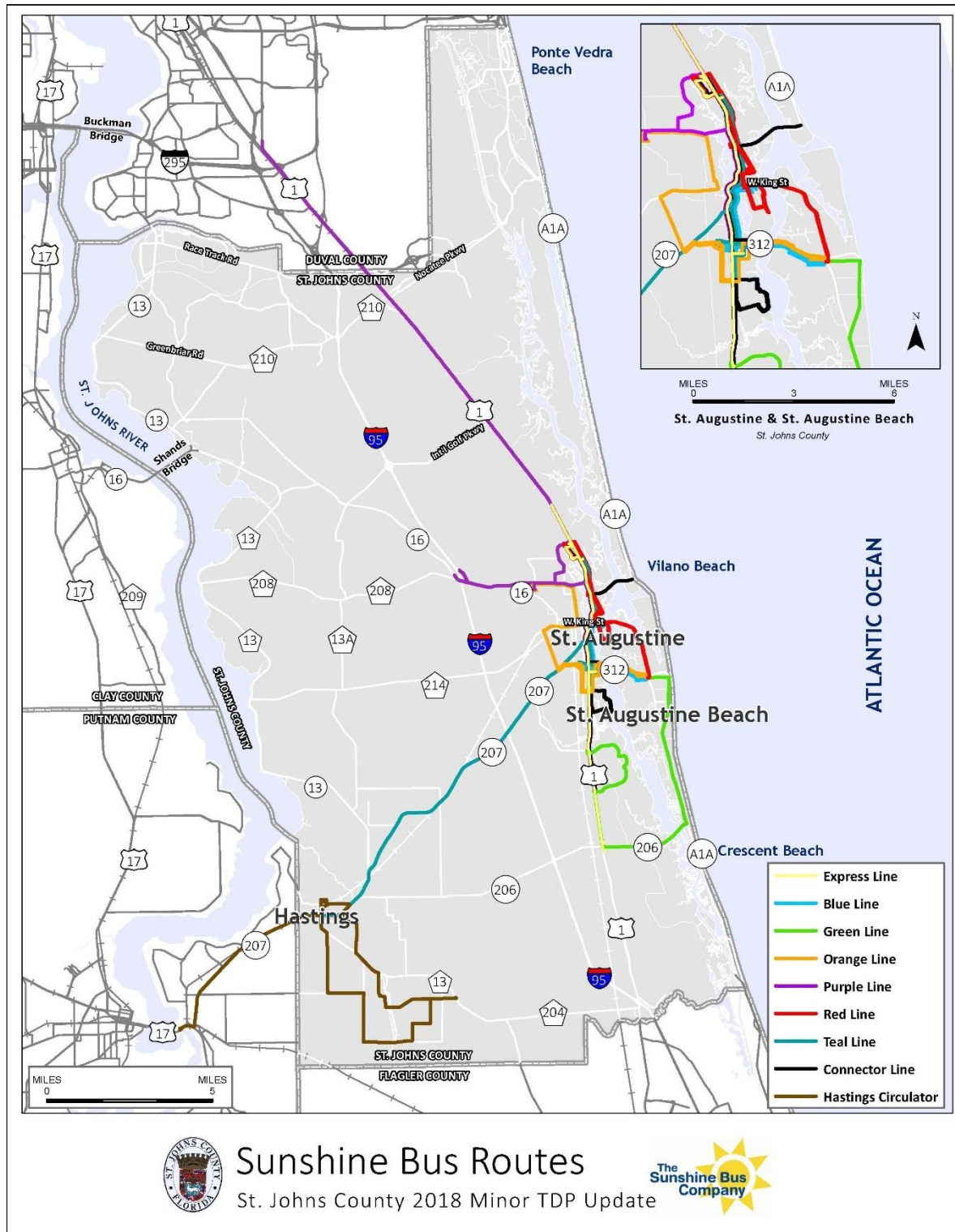
TDP Chapter	2018 Minor Update
Introduction	Chapter 1.0
Past Year's Accomplishments/Plan Implementation	Chapter 2.0
Analysis of Discrepancies/ Goals & Objectives	Chapter 3.0
Revisions to Implementation Program for Coming Year	Chapter 4.0
Revisions/Recommendations for the New Tenth Year	Chapter 5.0
Revised Financial Plan	Chapter 6.0
Revised Projects/Services to meet Goals and Objectives	Chapter 7.0
Demographic Update	Appendix A
Public Involvement Update (Survey and LEP Description)	Appendix B1
On Board Survey Instrument and Summary Responses	Appendix B2, B3
Performance Evaluation Update/Farebox Recovery Ratio	Appendix C

The Sunshine Bus Company’s route system is shown in Figure 1.1. Updates to the transit system and the community served by transit since the 2016 Major Update are contained in Appendices A – C. Analysis of the plan’s status and expectations over the next ten years are summarized in Chapters 2.0 - 7.0.



Sunshine Bus Company Vehicle

Figure 1.1 Bus Routes for St. Johns County Sunshine Bus Company



Source: St. Johns County, 2015, 2017, 2018



2.0 Past Years Accomplishments

This section reports on past year status of the implementation program contained in the 2016 Major TDP Update. The program is listed below, followed by an implementation status describing recently completed efforts and expectations for next year. In the two years since the Major TDP was completed, aspects of the program were updated to reflect recommendations from the comprehensive operational analysis (COA) and feasibility study, completed in 2017.

Deviated Fixed Route Service

1. **Increase Service Levels** - Public involvement feedback from existing riders, agency stakeholders, bus drivers/staff and the public indicate that better service levels are needed to improve customer service and to help attract new riders. The ten-year TDP includes more frequent service on weekdays, improved service hours and Sunday service.

Plan Implementation Status and Expectations for FY 2019: To better serve St. Johns County residents and to enhance rural service, St. Johns County and the SJCCOA implemented the Express Line. Commencing April 9, 2018, the Express Line is a new bus route providing service along US-1 connecting rural areas south of SR 206 to the Northeast Regional Airport/Northrop Grumman facilities and other destinations. The Express Line operates from 6:40 a.m. to 8:30 p.m. Monday through Saturday. Also, in June 2017 service levels were increased through changes in the Teal Line that included splitting the route into two new routes: 1) the Teal Line and 2) the Hastings Circulator. This resulted in service hour expansion, increased frequency and additional service coverage. More specific details are in #6 of this section.

2. **Modify the Green Line** – Streamline the Green Line to reduce duplication and increase frequency. The extension to the Sea Grove Main Street area is proposed as part of the new St. Augustine Beach service. This extension will provide transit service to additional government services and offices such as the Anastasia Library and Post Office, and the St. Augustine Beach City Hall.

Plan Implementation Status and Expectations for FY 2019: The County will aim to establish a focus group to develop community partnerships and support between the cities of St. Augustine Beach and St. Augustine and the County.



- 3. New St. Augustine/St. Augustine Beach Service** – As part of the comprehensive operations analysis, the addition of new bus routes circulating St. Augustine and St. Augustine Beach and connecting St. Augustine and St. Augustine Beach is recommended. These new bus routes would improve service to residents as well as visitors. The analysis proposed that the routes operate every 30 minutes, Monday through Saturday.

Plan Implementation Status and Expectations for FY 2019: The County will aim to establish a focus group to develop community partnerships and support between the cities of St. Augustine Beach and St. Augustine and the County.

- 4. Reconfigure the Purple Line** – Split the Purple Line such that Purple1 primarily serves the US-1 corridor and provides more direct service to and from Jacksonville. Additionally, extend the Purple Line to serve the first phase of the Durbin Park retail center. Purple2 would provide more direct and frequent service to the Outlet Mall and take over service to Vilano Beach (currently served by the Connector).

Plan Implementation Status and Expectations for FY 2019: Enhanced bus service to and from Jacksonville will be explored through discussions with JTA.

- 5. New Outlet Mall/World Golf Village Service** - The addition of a new bus route to serve the World Golf Village area is not proposed as part of the COA/Feasibility Analysis.

Plan Implementation Status and Expectations for FY 2019: This aspect of the original TDP implementation was removed to be consistent with comprehensive operational analysis recommendations. Regarding the Outlet Mall, the Purple2 (part of the Purple Line reconfiguration) would provide more direct and frequent service to the Outlet Mall.

- 6. Modify the Teal Line** – Split the Teal Line into two portions: an urban and a rural portion that connect with each other in the Elkton or Hastings area. A transfer would be required to travel between the two portions. The rural piece would continue to serve Hastings and Flagler Estates and extend to Putnam County.

Plan Implementation Status and Expectations for FY 2019: This service enhancement was implemented on June 1, 2017. The changes to the Teal Line include splitting the route into two new routes: 1) the Teal Line and 2) the Hastings Circulator. This results in service hour expansion such that the Teal Line runs from 5:15 a.m. to 7:30 p.m. instead



of 05:30 a.m. to 7:05 p.m. and the Hastings Circulator from 4:40 a.m. to 7:25 p.m. This change also results in increased frequency. The Teal goes from eight trips/day (four outbound and four inbound) to 12 trips/day (six outbound and six inbound), while the Hastings Circulator does eight round trips and two partial trips per day. These changes better serve commuters from the rural areas of Hastings/Flagler Estates and make connections to Putnam County and rural areas not previously served.

In addition to the Teal Line split being accomplished, a connection was maintained in Hastings to facilitate the timely connection between the new Teal Line and Hastings Circulator and so that existing and future commuters could access St. Augustine in the early morning hours. The Teal line was reduced by over 22 miles resulting in better frequency, as noted above. The Hastings Circulator picked up those miles and about eight more for a total of 30.5 miles by adding a connection to Putnam County at a popular strip mall (Eastgate Square Plaza) that has a Hitchcock's Supermarket as its anchor. Additional miles greatly expanded service to Flagler Estates and other areas between Flagler Estates and Hastings.

7. **Add Sunday Service** – Adding Sunday service is not proposed as part of the COA/Feasibility Analysis.

Plan Implementation Status and Expectations for FY 2019: The addition of Sunday service is not proposed as part of the COA/Feasibility Analysis and no longer included as part of TDP implementation.



Capital Improvements

- 8. Vehicle replacement and purchase of new vehicles for increased/new services**
– In addition to replacing vehicles, vehicle purchases will be consistent with the implementation of service improvements.

Plan Implementation Status and Expectations for FY 2019: On-going

- 9. Continue designating official bus stops in the more urbanized areas of the system as well as at other key locations, as appropriate** - The deviated fixed route system will continue to incorporate fixed stops along portions of routes where it is safe for buses to stop. The installation of bus stop signs is anticipated over the next couple of years as the Sunshine Bus Company continues to convert much of the system from the current flag down system.

Plan Implementation Status and Expectations for FY 2019: New bus stop sign installations are complete. Maintenance and replacement of existing signs is ongoing.

- 10. Continue installing bus shelters and other bus stop amenities throughout the system** - Install bus shelters, as funds and locations are made available.

Plan Implementation Status and Expectations for FY 2019: Moving forward, an average of one bus shelter per year over the ten-year implementation program is anticipated.

- 11. Enhance communication systems and amenities on vehicles** – Continue to install, as feasible, mobile data terminals (MDTs) and real time mobile technology to provide enhanced communication and information throughout the transit system. 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.

Plan Implementation Status and Expectations for FY 2019: Although this action item is completed, as all vehicles now have MDTs, efforts toward additional enhancements are ongoing. Work is continuing to have all Sunshine routes incorporated into Trapeze software. We hope to purchase software/hardware later this year that will provide the public with an app that will predict bus arrival times at various bus stops and provide a platform for rider feedback and company broadcasts of schedule and route changes, etc.



- 12. Continue to provide and enhance bus schedule information** – Continue to provide bus schedule and service information. Enhance written materials and website information, as feasible, to make schedules easier to understand. Coordinate these efforts with any enhanced communication efforts to provide real-time information to customers.

Plan Implementation Status and Expectations for FY 2019: The SJCCOA is working to redesign the Sunshine Bus website to provide better information and to provide information in a format that is ADA compliant.

- 13. Continue coordinating with JTA to construct a park and ride bus bay and amenities** - Continue coordinating with JTA (and/or other regional stakeholders) to construct a park and ride location within the County Government Complex serving express bus service between St. Johns County and Jacksonville.

Plan Implementation Status and Expectations for FY 2019: St. Johns County is a member of the Northeast Florida Regional Transportation Commission (RTC). County and SJCCOA staff work with the RTC's Regional Transit Coordinating Committee (RTCC) and other regional stakeholders to help facilitate regional transit travel, including regional park and ride lots.



Hastings Bus Stop



Paratransit Services

- 14. Paratransit Services** - TD (transportation disadvantaged) services will continue to be provided at current levels. Over the next ten years, County and SJCCOA staff will implement strategies to train and encourage paratransit bus riders (those who are able) to utilize the deviated fixed route system. The SJCCOA will continue to purchase Sunshine Bus passes and issue them to TD eligible individuals for use on the deviated fixed route system.

Plan Implementation Status and Expectations for FY 2019: The SJCCOA is hiring additional customer service staff and drivers, allowing expanded paratransit hours of operation to include evening hours until 8 p.m., six days a week. As the County's community transportation coordinator for TD services, the SJCCOA purchases monthly Sunshine Bus passes using Commission for the Transportation Disadvantaged (CTD) funding for all current TD riders. This has resulted in a documented increase in the use of these passes by TD riders learning to use the Sunshine Bus system, giving them more freedom to plan their trips.

Additional Study and Coordination

- 15. Evaluate new transit services in northern St. Johns County** – During the TDP development process public transportation needs and interests were identified for the northeast and northwest areas of the County, such as the Ponte Vedra and Fruit Cove areas. The provision of transit services to these areas will require additional coordination between St. Johns County, JTA, CareerSource, large employers and potentially other stakeholders. Specific services, as well as service delivery and funding arrangements will need to be determined.

Plan Implementation Status and Expectations for FY 2019: This and other aspects of the comprehensive operations analysis and TDP were revised.

- 16. Evaluate the need for an additional bus maintenance and/or storage facility** - Due to problems with transmissions as well as engines requiring replacement, maintenance for some Sunshine Bus vehicles has been costly in recent years. In addition, the capacity of the current bus facility (on Old Moultrie Road) is increasingly not sufficient for the existing vehicle fleet. The SJCCOA has discussed the need for another vehicle lift and more space for vehicles. As the transit system transitions to providing a greater level of service, covering more areas of the County and operating more vehicles in maximum service, the County and SJCCJOA will need to evaluate and address bus facility requirements.

Plan Implementation Status and Expectations for FY 2019: The comprehensive operational analysis development includes this goal. During a workshop with county staff a currently vacant facility was presented for consideration. The facility was evaluated for potential use and will require substantial funding to bring it up to building codes and complete renovations to make it suitable for a bus facility.



Southbound US-1 north of SR-312



3.0 Analysis of Discrepancies

Over the last year, the Sunshine Bus Company has continued to make progress toward meeting and maintaining the TDP goals and objectives developed in the last Major TDP Update. The current TDP has a vision, a mission, and seven goals for the Sunshine Bus Company. Each of the plan's goals contains objectives. Listed below, each objective is followed by a status including any discrepancies occurring over the past year, and, if applicable, 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

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: Maintain and continuously improve customer-focused service and products.

Objectives:

- 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.

Status: On-board surveys were completed Tuesday, May 15, 2018 and Friday, June 1, 2018¹. A total of 86 surveys were collected, including surveys from the two newest

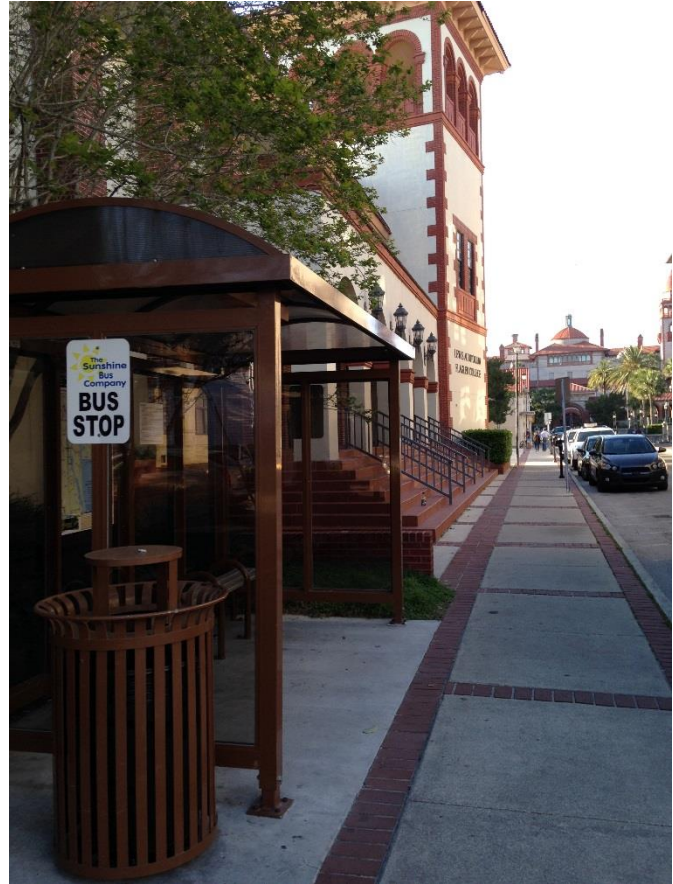
¹ Due to rain storms on May 15, 2018, the Teal Line was surveyed on June 1, 2018.

routes, the Hastings Circulator and the Express Line. Survey results are presented in Appendices B1 and B3.

- 1.2 Enhance passenger amenities that best respond to local conditions.

Status:

St. Johns County and the SJCCOA plan to purchase software/hardware later this year that will provide the public with an app that will predict bus arrival times at various bus stops and provide a platform for rider feedback and company broadcasts of schedule and route changes, etc. The SJCCOA is working to redesign the Sunshine Bus's website to provide better information to the public and to provide information in a format that is ADA compliant.



Flagler Auditorium Bus Stop

- 1.3 Review and enhance employee customer service training programs and tools, including bus operator courtesy training.

Status: On-going. The SJCCOA continues to provide employee training and strives to improve training, as needed. To enhance customer service, provide safe transportation and respect the civil rights of all passengers, including those who use mobility devices, SJCCOA held a training workshop on Advanced Mobility Device Securement. The workshop, offered through Rutgers University's National Transit Institute (NTI), presented practice problem-solving skills for securing powered mobility devices. Workshop participants included SJCCOA Road Supervisors, Managers and Lead Drivers, as well as transportation/transit staff from Coastal Transportation and Clay County. In



addition, as an enhancement to customer service we hope to purchase software/hardware later this year that will provide the public with an app that will predict bus arrival times at various bus stops and provide a platform for rider feedback and company broadcasts of schedule and route changes, etc.

- 1.4 Monitor and improve safety and security throughout the transit system.

Status: On-going. The County and SJCCOA will develop a Safety Management System (SMS) to comply with the Public Transportation Safety Certification Training Program (PTSCTP) rule, as well as continue to comply with workplace safety standards, and implement improvements.

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

Objectives:

- 2.1 Continue to develop public transportation services that address the mobility needs of transit dependent customers.

Status: Since the major update, the Sunshine Bus Company continued to serve transit dependent populations. There was a documented increase in use of Sunshine Bus passes by TD riders learning to use the Sunshine Bus system thus giving them more freedom to plan their trips. Based on results of the 2018 on-board transit survey, only a small percentage of survey respondents would be able to drive if the Sunshine Bus was not available (three percent). Many either did not drive (35 percent) or did not have a car available (20 percent).

- 2.2 Encourage the use of public transportation by all visitors and residents of St. Johns County and its municipalities.

Status: The Sunshine Bus Company continues to offer public transportation services to the public, including the City of St. Augustine, City of St. Augustine Beach and Hastings. The Sunshine Bus system continues to provide service to critical community destinations including medical and healthcare facilities, shopping, government services and jobs.



- 2.3 Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area.

Status: St. Johns County and the Council on Aging coordinated to develop the Express Line, a new route implemented on April 9, 2018. The Express Line provides service along US-1 extending the transit coverage area to rural areas south of SR 206 and north to the Northeast Florida Regional Airport/Northrop Grumman facility. As previously reported, on June 1, 2017 the Hastings Circular began, extending service to Putnam County.

- 2.4 Decrease barriers to mobility and accessibility.

Status: St. Johns County and the Council on Aging coordinated to develop a new bus route called the Express Line that extends service outside the existing transit coverage area, to rural areas south of SR 206 and north to the Northeast Florida Regional Airport/Northrop Grumman facility. This service was implemented April 2018. As previously reported, the Hastings Circular began June 2017, extending service to Putnam County, expanding the number of service hours and increasing service frequency.

- 2.5 Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.

Status: The SJCCOA is working on revamping Sunshine Bus's website to provide better information to area citizens, businesses and organizations, and to provide information in a format that is ADA compliant. On September 20, 2016, the St. Johns County BOCC adopted a Title VI Plan. The plan includes ways to make the transit system more accessible. It includes a language assistance plan for communicating with individuals with Limited English Proficiency and a public participation plan.



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

Objectives

- 3.1 Continue the cooperative culture between St. Johns County, the Council on Aging and other mobility service partners.

Status: On-going. St. Johns County and SJCCOA staff continue to coordinate with each other and with local, regional and state stakeholders to maintain and plan for transit services. County and SJCCOA staff participate on the Northeast Florida RTC's RTCC to help facilitate regional transit mobility.

- 3.2 Coordinate transportation services and facilitate connections across jurisdictional boundaries and/or between public transportation modes and services.

Status: As part of the comprehensive operations analysis, County and SJCCOA staff have coordinated with St. Augustine and St. Augustine Beach staff to study the feasibility of adding new bus routes in St. Augustine and St. Augustine Beach, with a connection between the two cities. Each city would have a circulator route. These new bus routes would improve service to residents as well as visitors. County and SJCCOA staff coordinate with JTA and the North Florida TPO and participate on the Northeast Florida RTC's RTCC to help facilitate regional transit mobility.

- 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.

Status: St. Johns County and the SJCCOA actively participate in state and regional coordination efforts, including the North Florida TPO and the Northeast Florida RTC and RTCC. Additionally, at the state level, SJCCOA staff participate in the Florida Transit Safety and Operations Networks subcommittee for Rural agencies. At the local level, staff meets with local social service agencies individually and through a network to find ways of better serving their communities.



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

Objectives

- 4.1 Identify methods to operate more effective and efficient service, while maintaining and increasing ridership levels.

Status: St. Johns County and the SJCCOA intend to use the comprehensive operations analysis to comprehensively address short term opportunities to increase or enhance service and attract additional riders.

- 4.2 Encourage paratransit riders to use the deviated fixed route service, for those who can ride the deviated fixed route service.

Status: As the county's community transportation coordination for TD services, the SJCCOA purchases monthly Sunshine Bus passes using Commission for the Transportation Disadvantaged (CTD) funding for all current TD riders. This has resulted in a documented increase in the use of these passes by TD riders learning to use the Sunshine Bus system, giving them more freedom to plan their trips.

- 4.3 Implement service enhancements that will attract additional riders, including those who are not dependent on public transportation.

Status: St. Johns County and the SJCCOA intend to use the comprehensive operations analysis to comprehensively address short term opportunities to increase or enhance service. These coupled with technology enhancements provide an opportunity to attract choice riders. We believe that changes/enhancements for any one target group such as the transportation disadvantaged, choice riders, tourists, or commuters will provide similar benefits to all.

- 4.4 Increase passenger revenues per mile and per hour.

Status: Current pricing strategies will not enhance revenues per mile or hour. In fact, we have reduced the daily pass rate to facilitate transfers between routes, an essential aspect of splitting the Teal line and other recommendations we anticipate from the



comprehensive operations analysis. It is our belief that this will be balanced by increases in ridership as the system develops with higher frequency routes.

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

Objectives

- 5.1 Support economic development initiatives.

Status: The comprehensive operations analysis has been revised and was presented to the St. Johns County BOCC for consideration. This will provide the Commissioners an opportunity to provide direction and focus for the near and long-term development of the public transit system.

- 5.2 Pursue the development of transit-friendly land use policies and land development criteria.

Status: The comprehensive operations analysis has been revised and was presented to the St. Johns County BOCC for consideration. This will provide the Commissioners an opportunity to provide direction and focus for the near and long-term development of the public transit system.

- 5.3 Ensure that Future Land Use Maps and other comprehensive plan components support the development of public transit service.

Status: The comprehensive operations analysis has been revised and was presented to the St. Johns County BOCC for consideration. This will provide the Commissioners an opportunity to provide direction and focus for the near and long-term development of the public transit system.



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

6.1 Enhance the image and visibility of transit in the community.

Status: Ongoing discussions regarding branding with the RTCC for our regionalization efforts and internally with respect to maintaining our highly visible branding of the Sunshine Bus and the possibility of some other branding of the paratransit system.

6.2 Develop ongoing outreach programs designed to educate the public about available transportation alternatives.

Status: On-going.

6.3 Enhance staff recruitment, retention and development efforts.

Status: On-going.

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

Objectives

7.1 Acquire vehicles and associated equipment for fleet replacement and expansion.

Status: On-going.

7.2 Establish designated bus stops with signage and shelters as funds and locations area made available.

Status: On-going.

- 7.3 Continue to monitor and enhance bus facility capacity and equipment needs.

Status: On-going.

- 7.4 Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.

Status: On-going. Developing a plan to install bus bays on US-1 and SR-312 near Seabridge Square to replace use of the right-of-way shoulder and increase passenger safety.



Bus stop sign along US-1

4.0 Implementation Program Revisions for the Coming Year

Working with the Center for Urban Transportation Research (CUTR), St. Johns County and the Sunshine Bus Company completed a comprehensive operational analysis (COA), and a St. Augustine/St. Augustine Beach Feasibility Study as part of the COA. The purpose of the COA was to identify systematic improvements to the transit system over a five-year implementation period throughout the Sunshine Bus service area. The St. Augustine/St. Augustine Beach Study was a feasibility study of increased service between the City of St. Augustine and the City of St. Augustine Beach.

The St. Johns County BOCC, as well as the St. Augustine and St. Augustine Beach Commissions, will consider the analysis and have opportunity to provide guidance on transit development plans for the transit system, while balancing the plan's goals with anticipated costs and revenues. The outcome of these considerations will impact the timing of any enhancements to the transit system resulting from COA and feasibility study analysis.

The implementation program contained in this 2018 minor update reflects recent service changes and service recommendations from the COA and Feasibility Study analysis. The recent service changes are the new Express Line and related Connector Line changes that began on April 9, 2018, and the restructured Teal Line and new Hastings Circulator that began on June 1, 2017. The implementation of COA and Feasibility Study recommendations is anticipated to occur incrementally. Table 4.1, beginning on the following page, summarizes the program, including expectations for the coming year (FY 2018 - 2019).



Blue Line Bus Stop



Table 4.1 Summary of Revised 10-Year Implementation Plan and FY 2019 Expectations

	TDP 10-Year Implementation Plan	Expectations for FY 2019
Deviated Fixed Route Service		
1	Increase weekday frequency and reduce duplication on the Blue Line in Year 2020 and on the Red and Green Lines in Year 2021.	On-going system planning/evaluation
2	Extend service to Sea Grove Main Street area. (This is planned as part of the new St. Augustine Beach service in Year 2021.)	On-going coordination with the cities of St. Augustine and St. Augustine Beach
3	Add new St. Augustine/St. Augustine Beach service in Year 2021, including two new circulator routes and a route connecting the two cities.	
4	Restructure the Purple Line and increase service in Year 2019. Consider a potential extension to the first phase of the Durbin Park retail center.	In discussion with JTA
5	Restructure the Teal Line, including the addition of a rural circulator serving Hastings, Flagler Estates and Palatka.	Completed June 1, 2017
6	Modify and increase frequency on the Connector Line in Year 2020	The new Express route (April 9, 2018) supplements the Connector Line's service along US-1, and enhances service to rural areas of the County
7	Restructure the Orange Line in Year 2022	On-going system planning/evaluation
8	Add new Wildwood Dr./Kings Estate bus route in Year 2023	On-going system planning/evaluation
Capital/Infrastructure		
9	Purchase vehicles consistent with replacement and new service needs	On-going
10	Designate official bus stops in the more urbanized areas of the system as well as other key locations as funds and locations are made available. This may include the installation of additional bus stop signs, bus pull outs and bus hubs.	On-going
11	Install bus shelters, as funds and locations are made available.	On-going



	TDP 10-Year Implementation Plan	Expectations for FY 2019
12	Enhance communication systems and amenities on vehicles, including mobile data terminals (MDT) and other technologies to enhance the customer experience.	Completed
13	Continue to provide and enhance bus schedule information, including website information.	On-going efforts to improve the Sunshine Bus website.
14	Park and Ride lots, including bus bay and amenities at the County Government Complex to serve new express bus service between St. Johns County and Jacksonville. Expected to occur in coordination with JTA and/or the Regional Transportation Commission's (RTC) Regional Transit Coordinating Committee (RTCC).	On-going system planning/evaluation
Demand Response (Paratransit) Service		
15	Continue to provide paratransit services at current levels	On-going

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 TDP update document. Service for year 2028, the new tenth year of the plan, is expected to maintain year 2027 service levels. Similarly, the plan's current capital enhancement assumptions are anticipated to continue through year 2028. Compared to current FY 2018 service levels, year 2028 service levels generally include more frequent service, additional bus routes and expanded service coverage. There are no additional recommendations for the new tenth year. Goals, objectives and recommendations over the next ten years, including year 2028, will be reviewed and updated as needed and annually during TDP updates.



6.0 Revised Financial Plan

The financial plan includes costs and financial resources for a ten-year period and has been modified in this document to reflect the 2019 – 2028 time-period. The ten-year financial update includes operating and capital needs, along with the planning level cost estimates associated with these needs over the next ten years. Anticipated revenues were used to develop estimates of financial resources. For this TDP update, the TDP Financial Plan Tool (developed by FDOT) was revised, effectively updating Tables 6.1 through 6.9, to reflect changes and revised.

- Table 6.1, Capital and Operating Assumptions, generally reflect the same assumptions contained in the 2016 Major TDP Update for existing service. A slightly higher cost per revenue hour (\$45 per revenue hour) is assumed for deviated fixed route service.
- Tables 6.2 and 6.3, depict service and implementation characteristics, respectively, for both the deviated fixed route and demand response systems.
- Using the information contained in Tables 6.1 through 6.3, Table 6.4 (Operating Costs for Transit Improvements) calculates operating costs over the ten-year period.
- Table 6.5, Capital Needs and Costs, depicts cost estimates for capital enhancements.
- Table 6.6, TDP Costs and Revenues by Source, indicates estimated planning level costs and revenues. As in the prior TDP minor update, assumptions for federal urbanized area funding (FTA 5307) assume an increase in year 2022 to include an anticipated increase in urbanized area population reflected in the 2020 U.S. Census results. The spreadsheet also assumes that the county will secure Service Development Grant funding, that local match funds will increase and that the cities of St. Augustine and St. Augustine Beach will provide funding for new bus routes (i.e., the beach circulator, beach connector and St. Augustine circulator).
- Tables 6.7 and 6.8 provide summaries for TDP costs and revenues annually through 2028. As shown, costs to provide the proposed transit services are approximately \$59 million over the ten-year period. Revenues are estimated to be \$54 million over the same time-period, leaving approximately \$5 million in unfunded needs over the ten-year period.



Table 6.1 Capital and Operating Assumptions

Assumption	Estimated Cost	Notes/Source
Deviated Fixed route Operating Cost per Revenue Hour	45.08	FY 2017 National Transit Database, St. Johns County
Deviated Fixed route Operating Cost per Revenue Mile	\$2.24	FY 2017 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Mile	\$4.55	Based on Council on Aging's approved demand response budget divided by vehicle revenue miles
Operating Costs Inflation Rate	3.0%	FDOT Inflation Factors, Transportation Costs Reports
Capital Cost Inflation Rate	3.0%	FDOT Construction Cost Index



Table 6.2 Service Characteristics

Service Type/Mode	Description	Headway (minutes)			Revenue Hours			Revenue Miles			Annual Days of Service			Annual Hours	Annual Miles	Annual Operating Cost
		Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday			
Maintain Existing Deviated Fixed Route Service																
Orange Line	Maintain Existing Fixed Route	130	130	0	11.00	8.00	0	171	145	0	255	52	0	3,221	51,238	\$145,203
Blue Line	Maintain Existing Fixed Route	130	130	0	11.50	9.00	0	122	105	0	255	52	0	3,401	36,453	\$153,295
Red Line	Maintain Existing Fixed Route	130	130	0	11.50	9.00	0	130	115	0	255	52	0	3,401	39,130	\$153,295
Green Line	Maintain Existing Fixed Route	130	130	0	11.50	9.00	0	224	196	0	255	52	0	3,401	67,231	\$153,295
Purple Line	Maintain Existing Fixed Route	215	215	0	12.00	11.00	0	327	287	0	255	52	0	3,632	98,434	\$163,731
Teal Line	Maintain Existing Fixed Route	235	295	0	13.00	11.00	0	306	154	0	255	52	0	3,887	85,980	\$175,226
Connector Line	Maintain Existing Fixed Route	50	50	0	23.50	20.00	0	447	392	0	255	52	0	7,033	134,267	\$317,025
Maintain Existing Demand Response Service					125	24	0	1295	252	0	255	52	0		343,329	\$1,561,863
Improvements to Deviated Fixed Route Service																
Modify Orange (Orange 1)	Split/Increase Frequency	90	90	0	11.50	8.25	0	154	154	0	255	52	0	3,362	47,278	\$151,536
New Orange (Orange 2)	New Service	45	45	0	9.00	8.24	0	136	136	0	255	52	0	2,723	41,752	\$122,774
Modify Blue	Inc. Frequency/Streamline	60	60	0	9.50	7.90	0	126	108	0	255	52	0	2,833	37,746	\$127,725
Modify Red	Increase Frequency/Modify	60	60	0	9.00	7.80	0	107	107	0	255	52	0	2,701	32,849	\$121,743
Modify Green	Inc. Frequency/Streamline	90	90	0	11.70	10.85	0	245	242	0	255	52	0	3,548	75,059	\$159,930
Teal - Urban	Inc. Frequency/Streamline	106	106	0	10.50	8.23	0	244	244	0	255	52	0	3,105	74,908	\$139,994
Hastings Rural Circulator	Hastings-Flagler Estates-Palatka	106	106	0	12.25	10.25	0	290	240	0	255	52	0	3,657	86,430	\$164,846
Modify Purple	Split/Increase Frequency	180	180	0	12.77	11.50	0	330	330	0	255	52	0	3,854	101,310	\$173,754
New Express Purple (Purple 2)	Split/Increase Frequency	90	90	0	10.50	9.70	0	158	158	0	255	52	0	3,182	48,506	\$143,440
Beach Circulator/Connector	Connect St. Augustine -St. Augustine	30	30	0	36.17	36	0	518	518	0	255	52	0	11,095	159,026	\$500,178
St. Augustine Circulator	City Circulator	30	30	0	11.00	11.00	0	54	54	0	255	52	0	3,377	16,425	\$152,235
Modified Connector/Main Line	Increase Frequency/Trunk Line	30	30	0	41.00	40.72	0	578	578	0	255	52	0	12,572	177,293	\$566,766
Wildwood/Kings Estate Road	New Route	90	90	0	10.50	8.23	0	180	180	0	255	52	0	3,105	55,234	\$139,994
Express (Serve Rural SJC)	New/Added main line service	120	120	0	11.75	10.00	0	224	196	0	255	52	0	3,516	67,185	\$158,513
Modified Connector/Main Line-2	Changes w/new Express Line	120	120	0	11.75	10.00	0	224	196	0	255	52	0	3,516	67,185	\$158,513



Table 6.3 Service Implementation Plan

Service Type/Mode	Description	Implementation Year	Annual Operating Cost 2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Maintain Existing Deviated Fixed Route Service													
Orange Line	Maintain Existing Fixed Route	2018	\$129,420	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Blue Line	Maintain Existing Fixed Route	2018	\$136,632	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Red Line	Maintain Existing Fixed Route	2018	\$136,632	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Green Line	Maintain Existing Fixed Route	2018	\$136,632	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Purple Line	Maintain Existing Fixed Route	2018	\$145,934	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Teal Line	Maintain Existing Fixed Route	2018	\$156,180	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Connector Line	Maintain Existing Fixed Route	2018	\$282,566	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Maintain Existing Demand Response Service		2018	\$1,561,863	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Improvements to Deviated Fixed Route Service													
Modify Orange (Orange 1)	Split/Increase Frequency	2022	\$151,536	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New Orange (Orange 2)	New Service	2022	\$122,774	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Blue	Inc. Frequency/Streamline	2020	\$127,725	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Red	Increase Frequency/Modify	2021	\$121,743	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Green	Inc. Frequency/Streamline	2021	\$159,930	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Teal - Urban	Inc. Frequency/Streamline	2018	\$139,994	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hastings Rural Circulator	Hastings-F.Estates-Palatka	2018	\$164,846	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modify Purple	Split/Increase Frequency	2019	\$173,754	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New Express Purple (Purple)	Split/Increase Frequency	2019	\$143,440	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Beach Circulator/Connector	Connect St.Aug-St.Aug Beach	2021	\$500,178	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
St. Augustine Circulator	City Circulator	2021	\$152,235	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modified Connector/Main	Inc. Frequency/Trunk Line	2020	\$566,766	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wildwood/Kings Estate	New Route	2023	\$139,994	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Express (Serve Rural SJC)	New/Added main line service	2019	\$158,513	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Modified Connector/Main	Changes w/new Express Line	2019	\$158,513	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



Table 6.4 Operating Costs for Transit Improvements

Service Type/Mode	Description	Annual Operating Cost 2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	Total
Maintain Existing Deviated Fixed Route Service		\$1,261,068	\$1,378,003	\$1,419,343	\$1,461,923	\$1,505,781	\$1,550,954	\$1,597,483	\$1,645,408	\$1,694,770	\$1,745,613	\$1,797,981	\$15,797,260
Route #1 - Orange	Maintain Existing Fixed Route	\$145,203	\$158,667	\$163,427	\$168,330	\$173,380	\$178,581	\$183,938	\$189,457	\$195,140	\$200,994	\$207,024	\$1,818,938
Route #2 - Blue	Maintain Existing Fixed Route	\$153,295	\$167,509	\$172,534	\$177,710	\$183,042	\$188,533	\$194,189	\$200,015	\$206,015	\$212,195	\$218,561	\$1,920,304
Route #3 - Red	Maintain Existing Fixed Route	\$153,295	\$167,509	\$172,534	\$177,710	\$183,042	\$188,533	\$194,189	\$200,015	\$206,015	\$212,195	\$218,561	\$1,920,304
Route #4 - Green	Maintain Existing Fixed Route	\$153,295	\$167,509	\$172,534	\$177,710	\$183,042	\$188,533	\$194,189	\$200,015	\$206,015	\$212,195	\$218,561	\$1,920,304
Route #5 - Purple	Maintain Existing Fixed Route	\$163,731	\$178,913	\$184,280	\$189,809	\$195,503	\$201,368	\$207,409	\$213,631	\$220,040	\$226,641	\$233,441	\$2,051,035
Route #6 - Teal	Maintain Existing Fixed Route	\$175,226	\$191,474	\$197,218	\$203,135	\$209,229	\$215,506	\$221,971	\$228,630	\$235,489	\$242,554	\$249,830	\$2,195,036
Route #7 - Connector	Maintain Existing Fixed Route	\$317,025	\$346,422	\$356,815	\$367,519	\$378,545	\$389,901	\$401,598	\$413,646	\$426,055	\$438,837	\$452,002	\$3,971,339
Maintain Existing Demand Response Service		\$1,561,863	\$1,706,690	\$1,757,891	\$1,810,627	\$1,864,946	\$1,920,895	\$1,978,522	\$2,037,877	\$2,099,013	\$2,161,984	\$2,226,843	\$19,565,289
Existing Demand Response	Maintain Existing Service	\$1,561,863	\$1,706,690	\$1,757,891	\$1,810,627	\$1,864,946	\$1,920,895	\$1,978,522	\$2,037,877	\$2,099,013	\$2,161,984	\$2,226,843	\$19,565,289
Modifications to Deviated Fixed Route Service		\$2,981,942	\$1,026,136	\$1,838,575	\$2,976,595	\$3,393,435	\$3,667,413	\$3,777,435	\$3,890,758	\$4,007,481	\$4,127,706	\$4,251,537	\$32,957,072
Modify Orange (Orange 1)	Split/Increase Frequency	\$151,536	\$0	\$0	\$0	\$180,942	\$186,371	\$191,962	\$197,721	\$203,652	\$209,762	\$216,055	\$1,386,464
New Orange (Orange 2)	New Service	\$122,774	\$0	\$0	\$0	\$146,599	\$150,997	\$155,527	\$160,193	\$164,999	\$169,949	\$175,047	\$1,123,310
Modify Blue	Inc. Frequency/Streamline	\$127,725	\$0	\$143,756	\$148,068	\$152,511	\$157,086	\$161,798	\$166,652	\$171,652	\$176,801	\$182,106	\$1,460,430
Modify Red	Increase Frequency/Modify	\$121,743	\$0	\$0	\$141,134	\$145,368	\$149,729	\$154,220	\$158,847	\$163,612	\$168,521	\$173,576	\$1,255,007
Modify Green	Inc. Frequency/Streamline	\$159,930	\$0	\$0	\$185,403	\$190,965	\$196,694	\$202,595	\$208,673	\$214,933	\$221,381	\$228,022	\$1,648,666
Teal - Urban	Inc. Frequency/Streamline	\$139,994	\$152,975	\$157,565	\$162,292	\$167,160	\$172,175	\$177,340	\$182,661	\$188,140	\$193,785	\$199,598	\$1,753,691
Hastings Rural Circulator	Hastings-F.Estates-Palatka	\$164,846	\$180,132	\$185,536	\$191,102	\$196,835	\$202,740	\$208,822	\$215,087	\$221,540	\$228,186	\$235,031	\$2,065,011
Modify Purple	Split/Increase Frequency	\$173,754	\$189,866	\$195,562	\$201,429	\$207,471	\$213,696	\$220,106	\$226,710	\$233,511	\$240,516	\$247,732	\$2,176,599
New Express Purple (Purple 2)	Split/Increase Frequency	\$143,440	\$156,741	\$161,443	\$166,286	\$171,275	\$176,413	\$181,706	\$187,157	\$192,771	\$198,555	\$204,511	\$1,796,858
Beach Circulator/Connector	Connect St.Aug-St.Aug Beach	\$500,178	\$0	\$0	\$579,844	\$597,239	\$615,156	\$633,611	\$652,619	\$672,198	\$692,364	\$713,135	\$5,156,166
St. Augustine Circulator	City Circulator	\$152,235	\$0	\$0	\$176,482	\$181,777	\$187,230	\$192,847	\$198,632	\$204,591	\$210,729	\$217,051	\$1,569,340
Modified Connector/Main Line-1	Inc. Frequency/Trunk Line	\$566,766	\$0	\$637,900	\$657,037	\$676,748	\$697,050	\$717,962	\$739,501	\$761,686	\$784,536	\$808,072	\$6,480,490
Wildwood/Kings Estate Road	New Route	\$139,994	\$0	\$0	\$0	\$172,175	\$177,340	\$182,661	\$188,140	\$193,785	\$199,598	\$199,598	\$1,113,699
Express (Serve Rural SJC)	New/Added main line service	\$158,513	\$173,211	\$178,407	\$183,759	\$189,272	\$194,950	\$200,799	\$206,823	\$213,028	\$219,418	\$226,001	\$1,985,669
Modified Connector/Main Line-2	Changes w/new Express Line	\$158,513	\$173,211	\$178,407	\$183,759	\$189,272	\$194,950	\$200,799	\$206,823	\$213,028	\$219,418	\$226,001	\$1,985,669
Projected Annual Operating Costs - Existing Fixed Route Service			\$1,378,003	\$1,419,343	\$1,461,923	\$1,505,781	\$1,550,954	\$1,597,483	\$1,645,408	\$1,694,770	\$1,745,613	\$1,797,981	\$15,797,260
Projected Annual Operating Costs - Existing TD Service			\$1,706,690	\$1,757,891	\$1,810,627	\$1,864,946	\$1,920,895	\$1,978,522	\$2,037,877	\$2,099,013	\$2,161,984	\$2,226,843	\$19,565,289
Projected Annual Operating Costs - Proposed Net Change in Fixed Route Service			\$309,327	\$570,913	\$1,315,483	\$1,509,109	\$1,726,558	\$1,778,354	\$1,831,705	\$1,886,656	\$1,943,256	\$2,001,553	\$14,872,915
Projected Annual Operating Costs - Proposed Additional TD Service			\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0



Table 6.5 Capital Needs and Costs

Capital Needs	Unit Cost 2018	10-Year Need	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Vehicle Requirements												
Replacement Buses - Maintain service (27' cutaway)	\$115,320	10	\$129,794	\$133,687	\$137,698	\$141,829	\$146,084	\$150,466	\$154,980	\$159,630	\$164,419	\$164,419
Modify Orange (Orange 1)	\$115,320	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New Orange (Orange 2)	\$115,320	1	\$0	\$0	\$0	\$141,829	\$0	\$0	\$0	\$0	\$0	\$0
Modify Blue	\$115,320	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Modify Red	\$115,320	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Modify Green	\$115,320	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Teal - Urban	\$115,320	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Hastings Rural Circulator	\$73,980	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Modify Purple	\$115,320	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New Express Purple (Purple 2)	\$115,320	1	\$0	\$133,687	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Beach Circulator/Connector	\$115,320	3	\$0	\$133,687	\$275,396	\$0	\$0	\$0	\$0	\$0	\$0	\$0
St. Augustine Circulator	\$115,320	1	\$0	\$0	\$137,698	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Modified Connector/Main Line	\$115,320	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Wildwood/Kings Estate Road	\$115,320	1	\$0	\$0	\$0	\$0	\$146,084	\$0	\$0	\$0	\$0	\$0
Total		17	\$129,794	\$401,062	\$550,792	\$283,658	\$292,168	\$150,466	\$154,980	\$159,630	\$164,419	\$164,419
Other Revenue Vehicles												
Demand Response Replacement (23' cutaway) - Maintain service	\$86,150	10	\$96,963	\$99,871	\$102,868	\$105,954	\$109,132	\$112,406	\$115,778	\$119,252	\$122,829	\$122,829
Minivans for Demand Response Service	\$48,350	10	\$54,418	\$56,051	\$57,732	\$59,464	\$61,248	\$63,086	\$64,978	\$66,928	\$68,936	\$68,936
Total		20	\$151,381	\$155,922	\$160,600	\$165,418	\$170,381	\$175,492	\$180,757	\$186,179	\$191,765	\$191,765
Support Vehicles												
Replacement Cars - Maintain Existing Service	\$30,000	5	\$0	\$34,778	\$0	\$0	\$36,896	\$0	\$0	\$41,527	\$0	\$42,773



Capital Needs	Unit Cost 2018	10-Year Need	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028										
Total		5	0	\$0	1	\$34,778	0	\$0	1	\$36,896	0	\$0	1	\$39,143	0	\$0	1	\$41,527	0	\$0	1	\$42,773
Other Transit Infrastructure																						
Bus Stop Signs	\$2,500	20	5	\$14,069	5	\$14,491	5	\$14,926	5	\$15,373	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Shelters	\$15,000	10	1	\$16,883	1	\$17,389	1	\$17,911	1	\$18,448	1	\$19,002	1	\$19,572	1	\$20,159	1	\$20,764	1	\$21,386	1	\$21,386
New Park and Ride Bus Bay	\$200,000	1	0	\$0	0	\$0	0	\$0	0	\$0	1	\$253,354	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	0.5	\$5,628	1	\$11,593	1	\$11,941	1	\$12,299	1	\$12,668	1	\$13,048	1	\$13,439	1	\$13,842	1	\$14,258	1	\$14,258
Training	\$2,000	10	1	\$2,251	1	\$2,319	1	\$2,388	1	\$2,460	1	\$2,534	1	\$2,610	1	\$2,688	1	\$2,768	1	\$2,852	1	\$2,852
Misc. Equipment	\$85,000	5	1	\$95,668	0	\$0	1	\$101,494	0	\$0	0	\$0	1	\$110,906	0	\$0	1	\$117,660	0	\$0	1	\$121,190
Bus Shelter Amenities	\$1,000	10	1	\$1,126	1	\$1,159	1	\$1,194	1	\$1,230	1	\$1,267	1	\$1,305	1	\$1,344	1	\$1,384	1	\$1,426	1	\$1,426
Administrative Expenses	\$85,000	10	1	\$95,668	1	\$98,538	1	\$101,494	1	\$104,539	1	\$107,675	1	\$110,906	1	\$114,233	1	\$117,660	1	\$121,190	1	\$121,190
Preventive Maintenance	\$200,000	10	1	\$225,102	1	\$231,855	1	\$238,810	1	\$245,975	1	\$253,354	1	\$260,955	1	\$268,783	1	\$276,847	1	\$285,152	1	\$285,152
Total		86	12	\$456,394	11	\$377,344	12	\$490,158	11	\$400,324	7	\$649,853	7	\$519,300	6	\$420,646	7	\$550,925	6	\$446,263	7	\$567,453
Vehicle Cost for Maintain Existing Vehicles				\$281,175		\$324,388		\$298,298		\$344,143		\$316,465		\$365,102		\$335,737		\$387,336		\$356,184		\$398,956
Infrastructure Cost				\$456,394		\$377,344		\$490,158		\$400,324		\$649,853		\$519,300		\$420,646		\$550,925		\$446,263		\$567,453
Total Cost - Maintain Existing Vehicle/Other Infrastructure				\$737,568		\$701,732		\$788,457		\$744,467		\$966,318		\$884,401		\$756,383		\$938,261		\$802,447		\$966,409
Vehicle Cost for Additional/New Service				\$0		\$267,375		\$413,094		\$141,829		\$146,084		\$0		\$0		\$0		\$0		\$0
Total Capital Cost				\$737,568		\$969,107		\$1,201,551		\$886,296		\$1,112,401		\$884,401		\$756,383		\$938,261		\$802,447		\$966,409



Table 6.6 TDP Costs and Revenues by Source (2019 – 2023)

Source	%	2019			2020			2021			2022			2023		
		Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL
Maintain Existing Dev. Fixed Route Service		\$1,378,003	\$586,187	\$1,964,190	\$1,419,343	\$545,809	\$1,965,152	\$1,461,923	\$627,857	\$2,089,780	\$1,505,781	\$579,049	\$2,084,830	\$1,550,954	\$795,937	\$2,346,891
FTA 5307	42%	\$570,000	\$230,000	\$800,000	\$575,700	\$232,300	\$808,000	\$581,457	\$234,623	\$816,080	\$697,748	\$236,969	\$934,718	\$704,726	\$239,339	\$944,065
FTA 5310	4%	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500
FTA 5339	5%	\$0	\$108,000	\$108,000	\$0	\$110,160	\$110,160	\$0	\$112,363	\$112,363	\$0	\$114,610	\$114,610	\$0	\$116,903	\$116,903
State Block Grant	22%	\$441,000	\$0	\$441,000	\$441,000	\$0	\$441,000	\$452,025	\$0	\$452,025	\$463,326	\$0	\$463,326	\$474,909	\$0	\$474,909
Local Match (County)	10%	\$172,411	\$0	\$172,411	\$222,411	\$0	\$222,411	\$222,411	\$0	\$222,411	\$222,411	\$0	\$222,411	\$222,411	\$0	\$222,411
STP	11%	\$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	5%	\$100,000	\$0	\$100,000	\$102,000	\$0	\$102,000	\$104,040	\$0	\$104,040	\$106,121	\$0	\$106,121	\$108,243	\$0	\$108,243
Total Revenues	100%	\$1,380,911	\$588,000	\$1,968,911	\$1,438,611	\$592,460	\$2,031,071	\$1,457,433	\$596,986	\$2,054,419	\$1,587,106	\$601,580	\$2,188,686	\$1,607,789	\$606,242	\$2,214,030
Surplus/Shortfall		\$2,908	\$1,813	\$4,721	\$19,268	\$46,651	\$65,919	-\$4,490	-\$30,870	-\$35,361	\$81,325	\$22,530	\$103,855	\$56,834	-\$189,695	-\$132,861
Existing Demand Response		\$1,706,690	\$151,381	\$1,858,071	\$1,757,891	\$155,922	\$1,913,813	\$1,810,627	\$160,600	\$1,971,228	\$1,864,946	\$165,418	\$2,030,364	\$1,920,895	\$170,381	\$2,091,275
TD Commission	37%	\$662,170	\$0	\$662,170	\$682,035	\$0	\$682,035	\$702,496	\$0	\$702,496	\$723,571	\$0	\$723,571	\$745,278	\$0	\$745,278
Local Match (County)	5%	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078
Local Non-Govt (Private Pay)	16%	\$287,000	\$0	\$287,000	\$295,610	\$0	\$295,610	\$304,478	\$0	\$304,478	\$313,613	\$0	\$313,613	\$323,021	\$0	\$323,021
Farebox Revenue	2%	\$31,500	\$0	\$31,500	\$32,130	\$0	\$32,130	\$32,773	\$0	\$32,773	\$33,428	\$0	\$33,428	\$34,097	\$0	\$34,097
Agency Match	34%	\$599,950	\$0	\$599,950	\$617,949	\$0	\$617,949	\$636,487	\$0	\$636,487	\$655,582	\$0	\$655,582	\$675,249	\$0	\$675,249
FTA 5311	6%	\$103,000	\$0	\$103,000	\$106,090	\$0	\$106,090	\$109,273	\$0	\$109,273	\$112,551	\$0	\$112,551	\$115,927	\$0	\$115,927
Total Revenues	100%	\$1,787,698	\$0	\$1,787,698	\$1,837,892	\$0	\$1,837,892	\$1,889,585	\$0	\$1,889,585	\$1,942,822	\$0	\$1,942,822	\$1,997,650	\$0	\$1,997,650
Surplus/Shortfall		\$81,008	-\$151,381	-\$70,373	\$80,001	-\$155,922	-\$75,922	\$78,957	-\$160,600	-\$81,643	\$77,876	-\$165,418	-\$87,542	\$76,756	-\$170,381	-\$93,625
Net Change (Proposed Deviated Fixed Route)		\$309,327	\$0	\$309,327	\$570,913	\$267,375	\$838,288	\$1,315,483	\$413,094	\$1,728,577	\$1,509,109	\$141,829	\$1,650,938	\$1,726,558	\$146,084	\$1,872,642
FDOT Service Development	2%	\$0	\$0	\$0	\$0	\$0	\$0	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000
Farebox Revenue	0%	\$5,000	\$0	\$5,000	\$5,100	\$0	\$5,100	\$5,202	\$0	\$5,202	\$5,306	\$0	\$5,306	\$5,412	\$0	\$5,412
FDOT Commuter Assistance	10%	\$115,875	\$0	\$115,875	\$115,875	\$0	\$115,875	\$117,613	\$0	\$117,613	\$119,377	\$0	\$119,377	\$121,168	\$0	\$121,168
FTA 5307	16%	\$30,000	\$150,000	\$180,000	\$30,000	\$150,000	\$180,000	\$30,000	\$150,000	\$180,000	\$30,600	\$153,000	\$183,600	\$31,212	\$156,060	\$187,272
FTA 5311	19%	\$210,000	\$0	\$210,000	\$210,000	\$0	\$210,000	\$210,000	\$0	\$210,000	\$216,300	\$0	\$216,300	\$222,789	\$0	\$222,789
Local Govt (City & Beach)	53%	\$0	\$0	\$0	\$0	\$0	\$0	\$716,705	\$0	\$716,705	\$738,206	\$0	\$738,206	\$760,353	\$0	\$760,353
Total Revenues	100%	\$360,875	\$150,000	\$510,875	\$360,975	\$150,000	\$510,975	\$1,129,520	\$150,000	\$1,279,520	\$1,159,790	\$153,000	\$1,312,790	\$1,190,934	\$156,060	\$1,346,994
Surplus/Shortfall		\$51,548	\$150,000	\$201,548	-\$209,938	-\$117,375	-\$327,313	-\$185,962	-\$263,094	-\$449,057	-\$349,319	\$11,171	-\$338,148	-\$535,624	\$9,976	-\$525,648
Total Costs		\$3,394,020	\$737,568	\$4,131,588	\$3,748,147	\$969,107	\$4,717,254	\$4,588,034	\$1,201,551	\$5,789,585	\$4,879,837	\$886,296	\$5,766,133	\$5,198,407	\$1,112,401	\$6,310,808
Total Revenues		\$3,529,484	\$738,000	\$4,267,484	\$3,637,478	\$742,460	\$4,379,938	\$4,476,538	\$746,986	\$5,223,524	\$4,689,718	\$754,580	\$5,444,298	\$4,796,373	\$762,302	\$5,558,675
Surplus/Shortfall		\$135,464	\$432	\$135,896	-\$110,670	-\$226,647	-\$337,316	-\$111,495	-\$454,565	-\$566,060	-\$190,119	-\$131,717	-\$321,835	-\$402,034	-\$350,100	-\$752,134



Table 6.7 TDP Costs and Revenues by Source (2024 – 2028 and Ten Year Totals)

Source	2024			2025			2026			2027			2028			10-Year Total		
	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL	Operating	Capital	TOTAL
Maintain Existing Dev. Fixed Route Service	\$1,597,483	\$708,909	\$2,306,392	\$1,645,408	\$575,626	\$2,221,034	\$1,694,770	\$752,082	\$2,446,852	\$1,745,613	\$610,682	\$2,356,295	\$1,797,981	\$774,644	\$2,572,626	\$15,797,260	\$6,556,784	\$22,354,043
FTA 5307	\$711,773	\$241,732	\$953,505	\$718,891	\$244,150	\$963,041	\$726,080	\$246,591	\$972,671	\$733,341	\$249,057	\$982,398	\$740,674	\$251,548	\$992,222	\$6,760,390	\$2,406,309	\$9,166,699
FTA 5310	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500	\$97,500	\$0	\$97,500	\$975,000	\$0	\$975,000
FTA 5339	\$0	\$119,241	\$119,241	\$0	\$121,626	\$121,626	\$0	\$124,058	\$124,058	\$0	\$126,539	\$126,539	\$0	\$129,070	\$129,070	\$0	\$1,182,570	\$1,182,570
State Block Grant	\$486,781	\$0	\$486,781	\$498,951	\$0	\$498,951	\$511,425	\$0	\$511,425	\$524,210	\$0	\$524,210	\$537,316	\$0	\$537,316	\$4,830,943	\$0	\$4,830,943
Local Match (County)	\$222,411	\$0	\$222,411	\$222,411	\$0	\$222,411	\$222,411	\$0	\$222,411	\$222,411	\$0	\$222,411	\$222,411	\$0	\$222,411	\$2,174,110	\$0	\$2,174,110
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	\$0	\$2,500,000	\$2,500,000
Farebox Revenue	\$110,408	\$0	\$110,408	\$112,616	\$0	\$112,616	\$114,869	\$0	\$114,869	\$117,166	\$0	\$117,166	\$119,509	\$0	\$119,509	\$1,094,972	\$0	\$1,094,972
Total Revenues	\$1,628,874	\$610,973	\$2,239,847	\$1,650,369	\$615,775	\$2,266,144	\$1,672,284	\$620,649	\$2,292,933	\$1,694,628	\$625,596	\$2,320,224	\$1,717,410	\$630,618	\$2,348,028	\$15,835,415	\$6,088,879	\$21,924,293
Surplus/Shortfall	\$31,391	-\$97,936	-\$66,546	\$4,962	\$40,149	\$45,110	-\$22,486	-\$131,433	-\$153,918	-\$50,985	\$14,914	-\$36,071	-\$80,571	-\$144,027	-\$224,598	\$38,155	-\$467,905	-\$429,750
Existing Demand Response	\$1,978,522	\$175,492	\$2,154,014	\$2,037,877	\$180,757	\$2,218,634	\$2,099,013	\$186,179	\$2,285,193	\$2,161,984	\$191,765	\$2,353,749	\$2,226,843	\$191,765	\$2,418,608	\$19,565,289	\$1,729,660	\$21,294,949
TD Commission	\$767,637	\$0	\$767,637	\$790,666	\$0	\$790,666	\$814,386	\$0	\$814,386	\$838,817	\$0	\$838,817	\$863,982	\$0	\$863,982	\$7,591,037	\$0	\$7,591,037
Local Match (County)	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078	\$104,078	\$0	\$104,078	\$1,040,780	\$0	\$1,040,780
Local Non-Govt (Private Pay)	\$332,712	\$0	\$332,712	\$342,693	\$0	\$342,693	\$352,974	\$0	\$352,974	\$363,563	\$0	\$363,563	\$374,470	\$0	\$374,470	\$3,290,133	\$0	\$3,290,133
Farebox Revenue	\$34,779	\$0	\$34,779	\$35,474	\$0	\$35,474	\$36,184	\$0	\$36,184	\$36,907	\$0	\$36,907	\$37,645	\$0	\$37,645	\$344,916	\$0	\$344,916
Agency Match	\$695,506	\$0	\$695,506	\$716,372	\$0	\$716,372	\$737,863	\$0	\$737,863	\$759,999	\$0	\$759,999	\$782,799	\$0	\$782,799	\$6,877,754	\$0	\$6,877,754
FTA 5311	\$119,405	\$0	\$119,405	\$122,987	\$0	\$122,987	\$126,677	\$0	\$126,677	\$130,477	\$0	\$130,477	\$134,392	\$0	\$134,392	\$1,180,780	\$0	\$1,180,780
Total Revenues	\$2,054,116	\$0	\$2,054,116	\$2,112,270	\$0	\$2,112,270	\$2,172,161	\$0	\$2,172,161	\$2,233,841	\$0	\$2,233,841	\$2,297,365	\$0	\$2,297,365	\$20,325,400	\$0	\$20,325,400
Surplus/Shortfall	\$75,595	-\$175,492	-\$99,897	\$74,393	-\$180,757	-\$106,364	\$73,147	-\$186,179	-\$113,032	\$71,858	-\$191,765	-\$119,907	\$70,522	-\$191,765	-\$121,243	\$760,112	-\$1,729,660	-\$969,548
Net Change (Proposed Deviated Fixed Route)	\$1,778,354	\$0	\$1,778,354	\$1,831,705	\$0	\$1,831,705	\$1,886,656	\$0	\$1,886,656	\$1,943,256	\$0	\$1,943,256	\$2,001,553	\$0	\$2,001,553	\$14,872,915	\$968,382	\$15,841,297
FDOT Service Development	\$50,000	\$0	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$200,000	\$0	\$200,000
Farebox Revenue	\$5,520	\$0	\$5,520	\$5,631	\$0	\$5,631	\$5,743	\$0	\$5,743	\$5,858	\$0	\$5,858	\$5,975	\$0	\$5,975	\$54,749	\$0	\$54,749
FDOT Commuter Assistance	\$122,986	\$0	\$122,986	\$124,830	\$0	\$124,830	\$126,703	\$0	\$126,703	\$128,603	\$0	\$128,603	\$130,532	\$0	\$130,532	\$1,223,563	\$0	\$1,223,563
FTA 5307	\$31,836	\$159,181	\$191,017	\$32,473	\$162,365	\$194,838	\$33,122	\$165,612	\$198,735	\$33,785	\$168,924	\$202,709	\$34,461	\$172,303	\$206,763	\$317,489	\$1,587,445	\$1,904,934
FTA 5311	\$229,473	\$0	\$229,473	\$236,357	\$0	\$236,357	\$243,448	\$0	\$243,448	\$250,751	\$0	\$250,751	\$258,274	\$0	\$258,274	\$2,287,391	\$0	\$2,287,391
Local Govt (City & Beach)	\$783,163	\$0	\$783,163	\$806,658	\$0	\$806,658	\$830,858	\$0	\$830,858	\$855,784	\$0	\$855,784	\$881,457	\$0	\$881,457	\$6,373,185	\$0	\$6,373,185
Total Revenues	\$1,222,978	\$159,181	\$1,382,159	\$1,205,949	\$162,365	\$1,368,314	\$1,239,874	\$165,612	\$1,405,486	\$1,274,781	\$168,924	\$1,443,705	\$1,310,699	\$172,303	\$1,483,002	\$10,456,375	\$1,587,445	\$12,043,821
Surplus/Shortfall	-\$555,376	\$159,181	-\$396,195	-\$625,756	\$162,365	-\$463,391	-\$646,782	\$165,612	-\$481,170	-\$668,475	\$168,924	-\$499,550	-\$690,854	\$172,303	-\$518,552	-\$4,416,539	\$619,063	-\$3,797,476
Total Costs	\$5,354,359	\$884,401	\$6,238,760	\$5,514,990	\$756,383	\$6,271,373	\$5,680,439	\$938,261	\$6,618,701	\$5,850,853	\$802,447	\$6,653,299	\$6,026,378	\$966,409	\$6,992,787	\$50,235,463	\$9,254,826	\$59,490,289
Total Revenues	\$4,905,968	\$770,154	\$5,676,122	\$4,968,588	\$778,140	\$5,746,728	\$5,084,319	\$786,261	\$5,870,580	\$5,203,250	\$794,521	\$5,997,771	\$5,325,474	\$802,920	\$6,128,395	\$46,617,190	\$7,676,324	\$54,293,515
Surplus/Shortfall	-\$448,391	-\$114,247	-\$562,638	-\$546,402	\$21,757	-\$524,645	-\$596,120	-\$152,000	-\$748,121	-\$647,602	-\$7,926	-\$655,528	-\$700,904	-\$163,489	-\$864,393	-\$3,618,273	-\$1,578,502	-\$5,196,775



Table 6.8 10-Year TDP Cost Summary

Alternatives	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	Total
Maintain Existing Deviated Fixed Route Service	\$ 1,964,190	\$ 1,965,152	\$ 2,089,780	\$ 2,084,830	\$ 2,346,891	\$ 2,306,392	\$ 2,221,034	\$ 2,446,852	\$ 2,356,295	\$ 2,572,626	\$ 22,354,043
Existing Demand Response	\$ 1,858,071	\$ 1,913,813	\$ 1,971,228	\$ 2,030,364	\$ 2,091,275	\$ 2,154,014	\$ 2,218,634	\$ 2,285,193	\$ 2,353,749	\$ 2,418,608	\$ 21,294,949
Net Change in Dev. Fixed Route Costs with Proposed Improvements	\$ 309,327	\$ 838,288	\$ 1,728,577	\$ 1,650,938	\$ 1,872,642	\$ 1,778,354	\$ 1,831,705	\$ 1,886,656	\$ 1,943,256	\$ 2,001,553	\$ 15,841,297
TOTAL EXPENSES	\$ 4,131,588	\$ 4,717,254	\$ 5,789,585	\$ 5,766,133	\$ 6,310,808	\$ 6,238,760	\$ 6,271,373	\$ 6,618,701	\$ 6,653,299	\$ 6,992,787	\$ 59,490,289

Table 6.9 10-Year TDP Revenue Summary

Revenue Sources	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	Total
Federal											
FTA 5307	\$ 980,000	\$ 988,000	\$ 996,080	\$ 1,118,318	\$ 1,131,337	\$ 1,144,523	\$ 1,157,878	\$ 1,171,405	\$ 1,185,107	\$ 1,198,985	\$ 11,071,633
FTA 5339	\$ 108,000	\$ 110,160	\$ 112,363	\$ 114,610	\$ 116,903	\$ 119,241	\$ 121,626	\$ 124,058	\$ 126,539	\$ 129,070	\$ 1,182,570
FTA 5310	\$ 97,500	\$ 97,500	\$ 97,500	\$ 97,500	\$ 97,500	\$ 97,500	\$ 97,500	\$ 97,500	\$ 97,500	\$ 97,500	\$ 975,000
FTA 5311	\$ 313,000	\$ 316,090	\$ 319,273	\$ 328,851	\$ 338,716	\$ 348,878	\$ 359,344	\$ 370,125	\$ 381,228	\$ 392,665	\$ 3,468,170
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	\$ 441,000	\$ 441,000	\$ 452,025	\$ 463,326	\$ 474,909	\$ 486,781	\$ 498,951	\$ 511,425	\$ 524,210	\$ 537,316	\$ 4,830,943
TD Commission	\$ 662,170	\$ 682,035	\$ 702,496	\$ 723,571	\$ 745,278	\$ 767,637	\$ 790,666	\$ 814,386	\$ 838,817	\$ 863,982	\$ 7,591,037
FDOT Commuter Assistance	\$ 115,875	\$ 115,875	\$ 117,613	\$ 119,377	\$ 121,168	\$ 122,986	\$ 124,830	\$ 126,703	\$ 128,603	\$ 130,532	\$ 1,223,563
FDOT Service Development	\$ -	\$ -	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ 200,000
Local and Private											
Farebox Revenue	\$ 136,500	\$ 139,230	\$ 142,015	\$ 144,855	\$ 147,752	\$ 150,707	\$ 153,721	\$ 156,796	\$ 159,932	\$ 163,130	\$ 1,494,637
Local Match (County)	\$ 276,489	\$ 326,489	\$ 326,489	\$ 326,489	\$ 326,489	\$ 326,489	\$ 326,489	\$ 326,489	\$ 326,489	\$ 326,489	\$ 3,214,890
Local Non-Govt (Private Pay)	\$ 287,000	\$ 295,610	\$ 304,478	\$ 313,613	\$ 323,021	\$ 332,712	\$ 342,693	\$ 352,974	\$ 363,563	\$ 374,470	\$ 3,290,133
Agency Match	\$ 599,950	\$ 617,949	\$ 636,487	\$ 655,582	\$ 675,249	\$ 695,506	\$ 716,372	\$ 737,863	\$ 759,999	\$ 782,799	\$ 6,877,754
Local Govt (City & Beach)	\$ -	\$ -	\$ 716,705	\$ 738,206	\$ 760,353	\$ 783,163	\$ 806,658	\$ 830,858	\$ 855,784	\$ 881,457	\$ 6,373,185
TOTAL REVENUE	\$4,267,484	\$4,379,938	\$5,223,524	\$5,444,298	\$5,558,675	\$5,676,122	\$5,746,728	\$5,870,580	\$5,997,771	\$6,128,395	\$54,293,515
TOTAL COST	\$4,131,588	\$4,717,254	\$5,789,585	\$5,766,133	\$6,310,808	\$6,238,760	\$6,271,373	\$6,618,701	\$6,653,299	\$6,992,787	\$59,490,289
TOTAL UNFUNDED NEEDS	\$0	\$337,316	\$566,060	\$321,835	\$752,134	\$562,638	\$524,645	\$748,121	\$655,528	\$864,393	\$5,196,775

7.0 Revised Projects or Services to meet Goals and Objectives

The implementation program contained in this 2018 minor update reflects recent service changes and anticipated accomplishment of service recommendations from the COA and feasibility study analysis. Table 4.1 summarizes the program in relation to expectations for the coming year (FY 2019). The purpose of the COA was to identify systematic improvements to the transit system over a five-year implementation period throughout the Sunshine Bus service area. The St. Augustine/St. Augustine Beach Study was a feasibility study of increased service between the City of St. Augustine and the City of St. Augustine Beach.



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



APPENDIX A: DEMOGRAPHIC AND LAND USE UPDATE



A. Demographic and Land Use Update

Appendix A describes recent population, commuting and land use information for St. Johns County occurring since the 2016 Major TDP Update was prepared.

Population Characteristics

St. Johns County remains the fastest growing county in North Florida. At four percent, the county’s estimated annual average growth rate from 2016 to 2017 is highest among the six counties shown in Table A.1; and higher than the State of Florida. Between years 2010 and 2017, St. Johns County experienced a change of 28 percent, almost double the percentage change of the next most rapidly increasing county population during the same period, Flagler County (15 percent).

Table A.1 North Florida Population by County, 2010 – 2017

				2010 - 2017		2016 - 2017	
	2010 (April 1 Census)	2016 (July 1 Estimate)	2017 (July 1 Estimate)	Percent Change	Number Change	Percent Change	Number Change
St. Johns	190,039	235,087	243,812	28.3%	53,773	3.7%	8,725
Clay	190,865	208,311	212,230	11.2%	21,365	1.9%	3,919
Duval	864,263	926,255	937,934	8.5%	73,671	1.3%	11,679
Flagler	95,696	108,310	110,510	15.5%	14,814	2.0%	2,200
Nassau	73,314	80,622	82,721	12.8%	9,407	2.6%	2,099
Putnam	74,364	72,277	73,464	-1.2%	-900	1.6%	1,187
State of Florida	18,801,310	20,612,439	20,984,400	11.6%	2,183,090	1.8%	371,961



Commuting Data

This section describes commuting characteristics for St. Johns County. Tables A.2 - A.4 compare data from the major TDP update (year 2014 data) to current available data (year 2016). The number of estimated workers 16 years and over increased between years 2014 and 2016 (from 92,260 to 98,195 workers). Place of work percentages have not changed significantly (Table A.2), except that the percentage of workers working outside of Florida decreased by 10 percent. More than half of St. Johns County’s working residents (56 percent) work in St. Johns County. Most workers drive alone to work (over 81 percent), and the percentage of workers estimated to use public transportation is very low at two-tenths of a percent (Table A.3).

Table A.2 Place of Work for St. Johns County Workers

Place of Work	Workers	
	2014	2016
% Working in Florida	98.0%	98.2%
<ul style="list-style-type: none"> • % Working in St. Johns County • % Working Outside of St. Johns County 	55.5%	56.1%
% Working Outside of Florida	2.0%	1.8%
Total Workers 16 years and over	92,260	98,195

Source: U.S. Census Bureau, 2014 and 2016 5 Year Estimates, American Community Survey, Table S0801: Commuting

Table A.3 Means of Transportation to Work, St. Johns County

Means of Transportation to Work	2014	%	2016	%
Workers 16 years and over	92,260	100%	98,195	100.0%
Car, truck, or van	82,388	89.3%	86,903	88.5%
>>Drove alone	75,192	81.5%	80,127	81.6%
>>Carpooled	7,104	7.7%	6,874	7.0%
Public Transportation	185	0.2%	196	0.2%
Walked	923	1.0%	982	1.0%
Bicycle	830	0.9%	982	1.0%
Taxicab, motorcycle, or other means	1,476	1.6%	1,669	1.7%
Worked at home	6,458	7.0%	7,365	7.5%

Source: U.S. Census Bureau, American Community Survey, Table S0801: Commuting, 2014 & 2015



In Table A.4, approximately, 1,500 workers have no vehicle available to get to work, an approximate six percent increase from year 2014 (1,380 workers), the year of data cited in the major TDP. Most workers have at least two (51 percent of workers) or three (30 percent of workers) vehicles available for their work trips.

Table A.4 Number of Vehicles Available, St. Johns County

Vehicles Available	2014	%	2016	%
Workers 16 years and older in households	91,941		97,859	
No vehicle available	1,379	1.5%	1,468	1.5%
1 vehicle available	16,365	17.8%	16,930	17.3%
2 vehicles available	49,188	53.5%	49,908	51.0%
3 or more vehicles	25,008	27.2%	29,651	30.3%

Source: U.S. Census Bureau, 2014 and 2016 5 Year Estimates, American Community Survey, Table S0801: Commuting

Land Use Changes

The county's current and planned land uses have generally not changed significantly during the past year. The St. Johns County 2025 Future Land Use Map (Figure A.1) indicates the location of future land uses within the county; while the Development Map (Figure A.2) illustrates locations of developments of regional impact (DRIs), along with zoning, environmental features and transportation capacity projects. As population growth, development and capacity projects continue to occur, the county's transportation demands and needs will also change. It will be important that Sunshine Bus Company service appropriately responds to these changes.

Figure A.1 Future Land Use Map

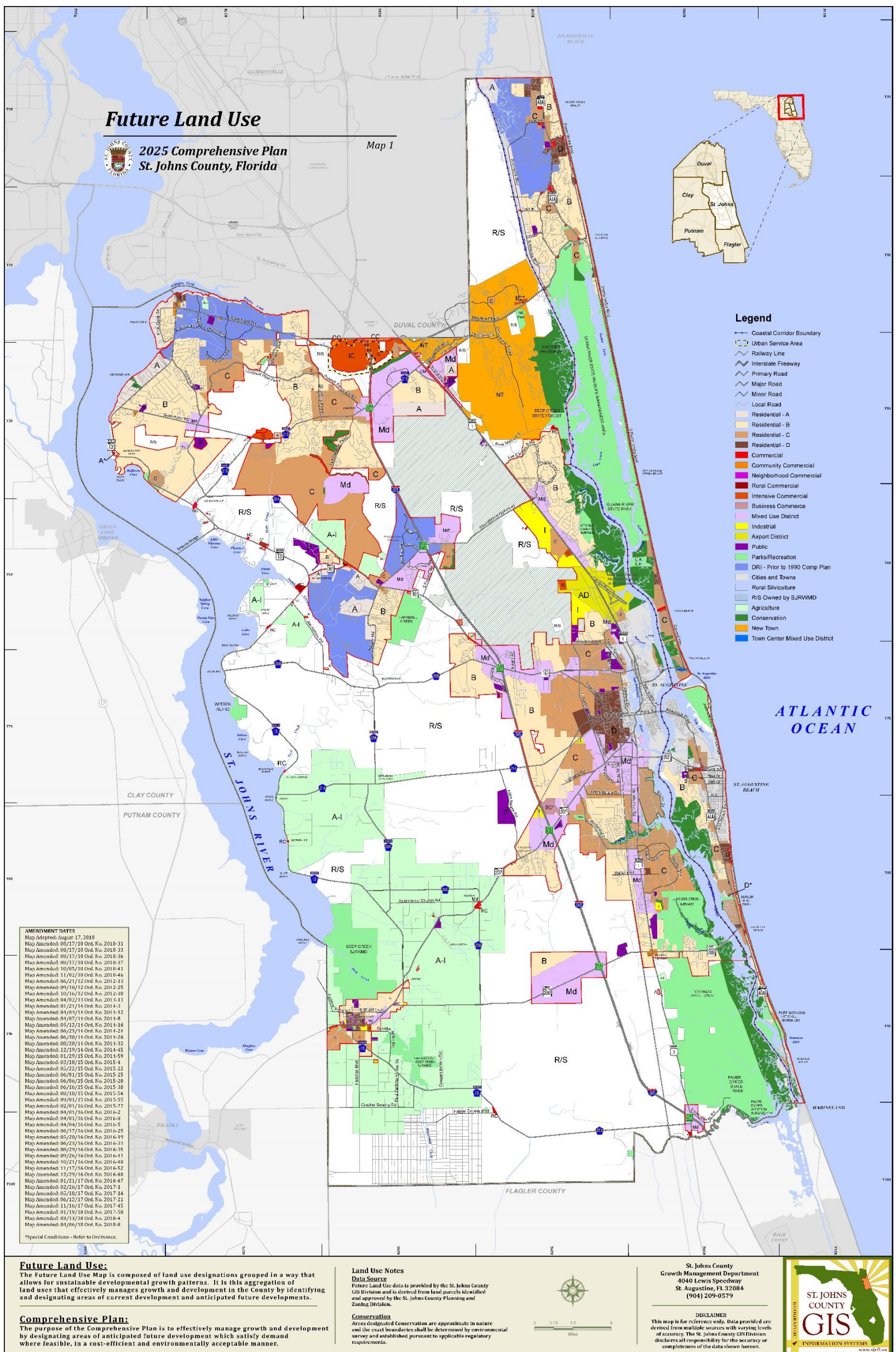
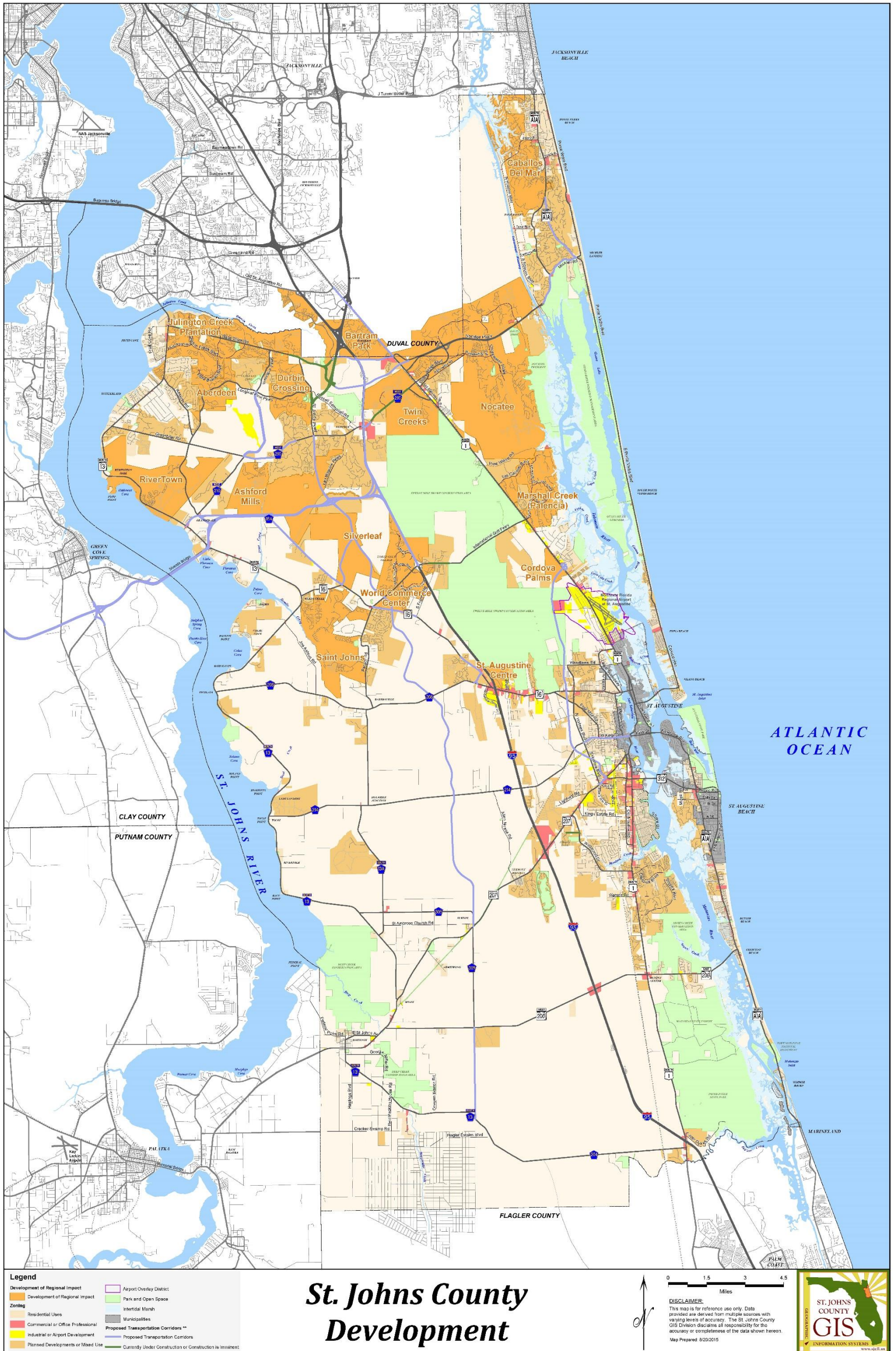


Figure A.2 Development Map





APPENDIX B1: PUBLIC INVOLVEMENT UPDATE (INCLUDING LIMITED ENGLISH PROFICIENCY UPDATE)



B1. Public Involvement Update

Appendix B.1 updates the on-board survey and Limited English Proficiency (LEP) analysis.

Rider Survey

Summary of Survey Process

Customers riding the Sunshine Bus Company deviated fixed route system were surveyed over the past year. The Teal Line was surveyed on June 1, 2018, while the other eight bus routes were surveyed on May 15, 2018. As in past years, the purpose of the survey was to collect information about rider demographics and travel activity and obtain input from customers on their level of satisfaction with various aspects of the Sunshine Bus Company Service. Riders of selected buses on all bus routes were asked to complete a two-page survey form while on-board the buses. Most of the bus riders were able to fill out the surveys themselves while a few riders accepted the option of having the surveys administered to them. Most riders chose to take the survey; however, some riders declined to provide their input. A total of 86 surveys were completed (Table B.1).

Table B.1 Number of Surveys Collected

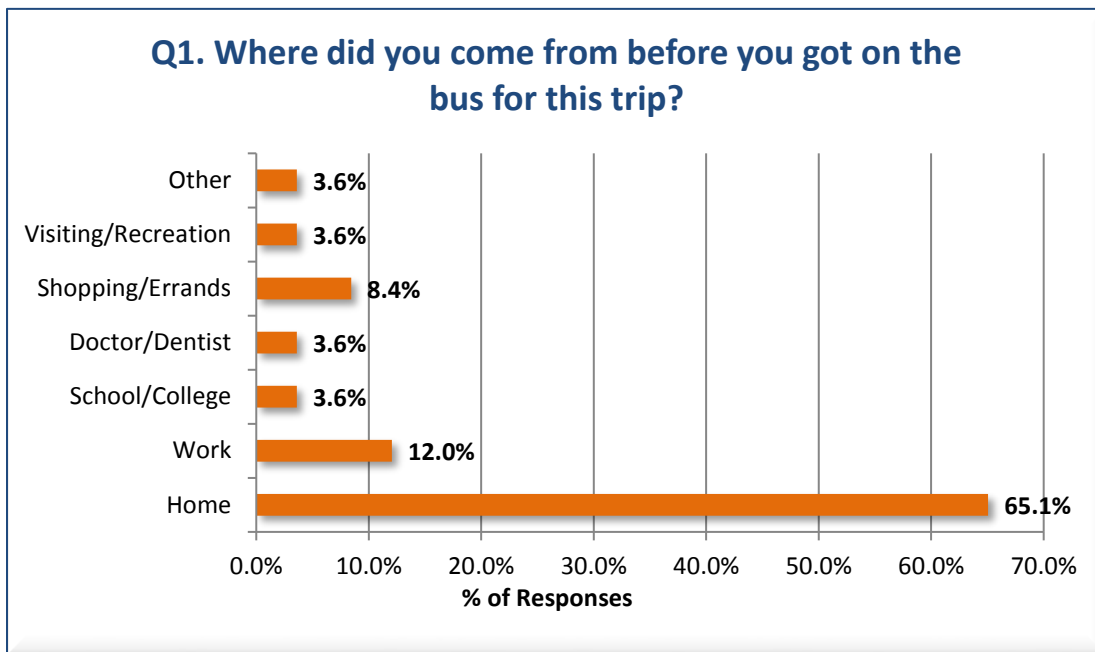
Bus Route	Number of Surveys Collected
Orange Line	10
Green Line	9
Blue Line	14
Purple Line	13
Teal Line	13
Red Line	15
Connector Line	4
Hastings Circulator	5
Express Line	3
Total Surveys	86

A description of survey results is included on the remaining pages of this Appendix. The survey questionnaire form and summary response charts (for all survey questions) are included in Appendices B2 and B3, respectively.

Survey Results

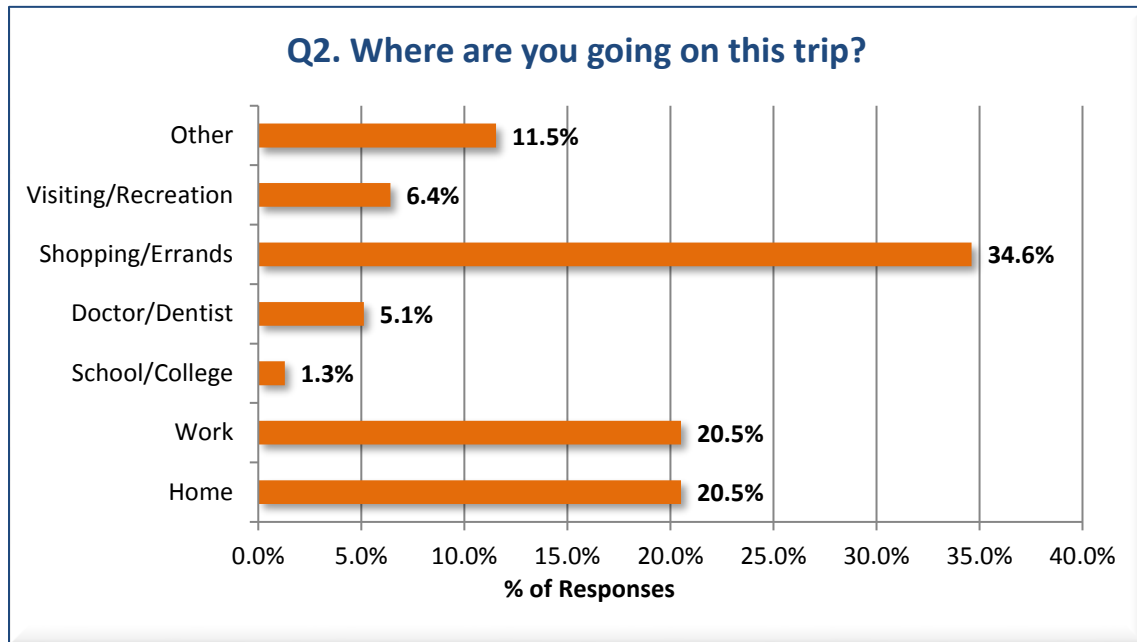
Most survey respondents began their bus trip at home. As shown in Figure B.1, 65 percent of riders came from home before getting on the bus. The last two TDPs also reported that most riders (65 and 70 percent, respectively) came from home prior to boarding a Sunshine Bus.

Figure B.1 Where Riders Came From (Origin)



Like survey results for the previous two years, Figure B.2 reveals that a significant percentage of Sunshine Bus Company riders² use transit for shopping or errands (35 percent); followed by work (20 percent), and home (20 percent).

Figure B.2 Where Riders Were Going (Destination)



Survey question number three (Figure B.3) asked how participants arrived at the bus stop. Over half (60 percent) of riders surveyed walked 0-3 blocks to arrive at their bus stop and 18 percent walked more than 3 blocks. Eight percent bicycled to the bus stop.

Question number four (Figure B.4) asked riders how they will get to their final destinations. Forty-five percent of riders planned to walk 0-3 blocks to their destination, 20 percent planned to transfer to another bus route and 19 percent planned to walk more than 3 blocks.

² Of those that participated in the survey

Figure B.3 Means of Transportation to the Bus

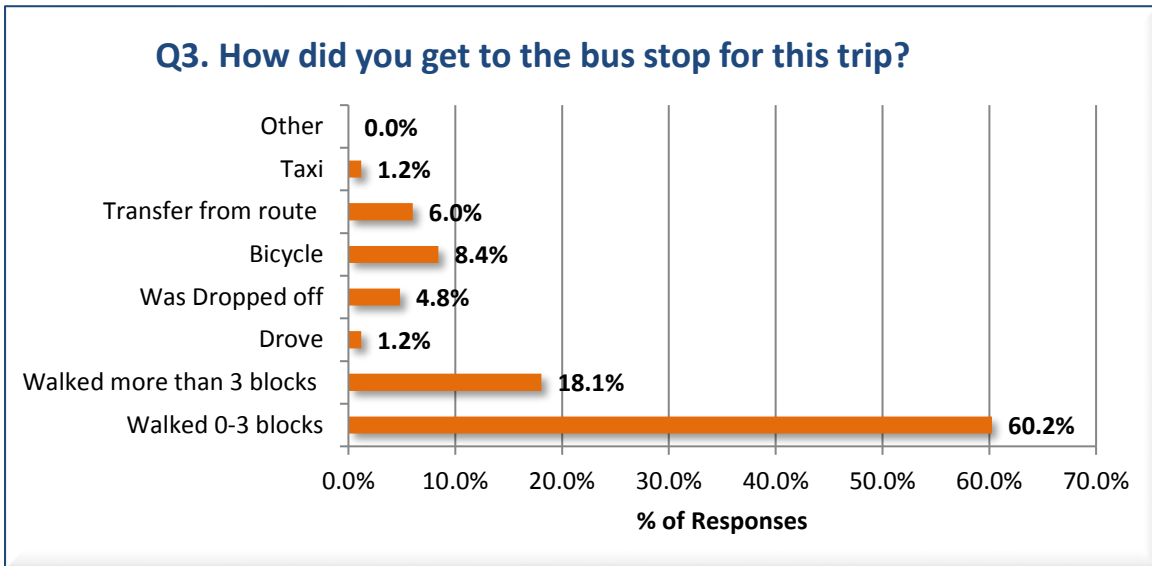
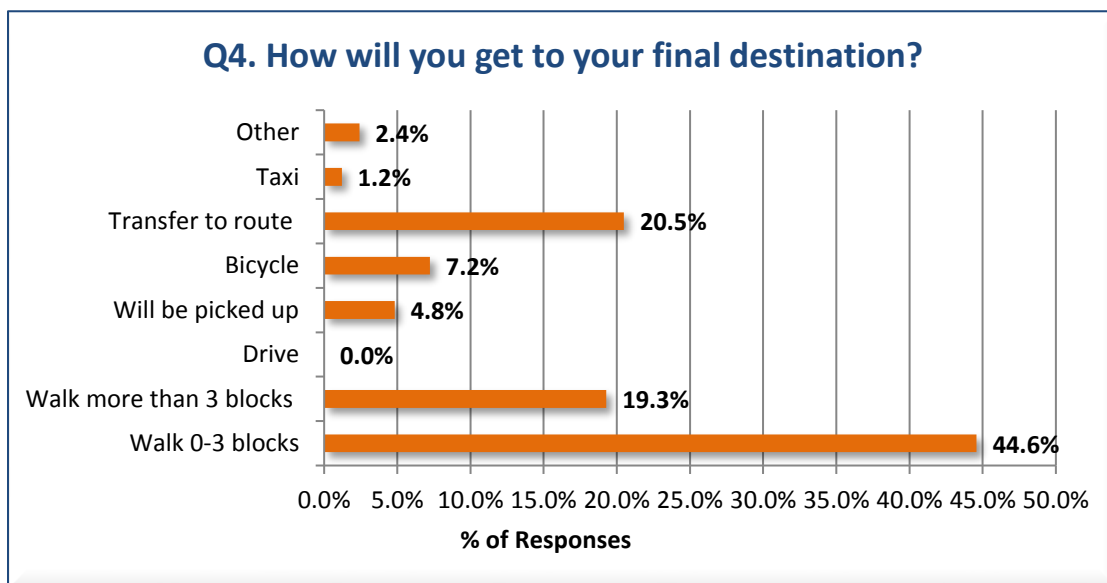
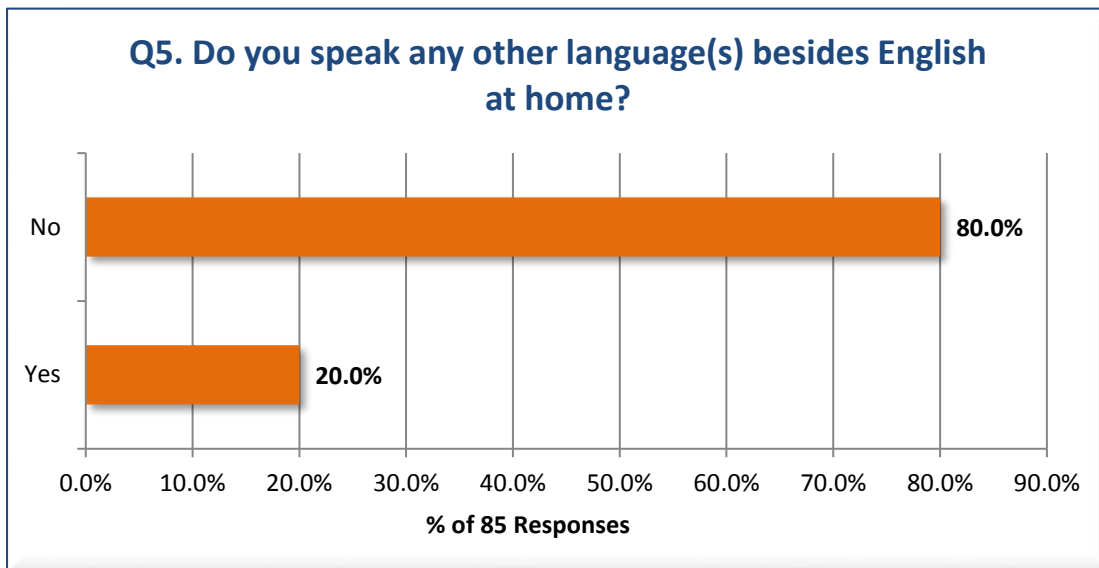


Figure B.4 Means of Transportation from the Bus



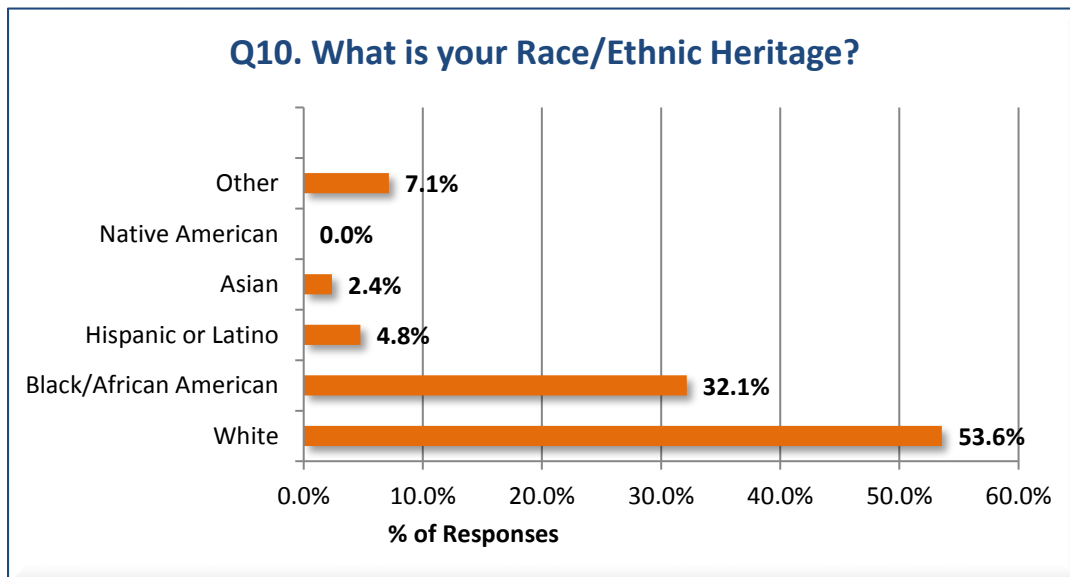
Survey question number five “Do you speak any other language(s) besides English at home?” is important to helping Sunshine Bus Company staff determine the frequency with which riders with Limited English Proficiency use transit. Figure B.5 shows that 80 percent of survey responses did not speak any other language besides English at home.

Figure B.5 Language(s) Spoken at Home



In terms of ethnic heritage, over one-half of those surveyed replied they were white (54 percent); while 32 percent replied Black/African American and seven percent replied Other (Figure B.6).

Figure B.6 Ethnic Heritage of Survey Respondents



Figures B.7 and B.8 indicate that most Sunshine Bus Company riders are very familiar with Sunshine Bus Company, as they are frequent riders. Most survey respondents indicated they rode the bus weekly (91 percent); with 73 percent riding three or more days a week and 18 percent



riding 1 to 2 days a week. Over 70 percent have been riding Sunshine Bus Company for at least one year; with 51 percent riding more than three years, and another 23 percent riding one to three years.

Figure B.7 Frequency of Sunshine Bus Use

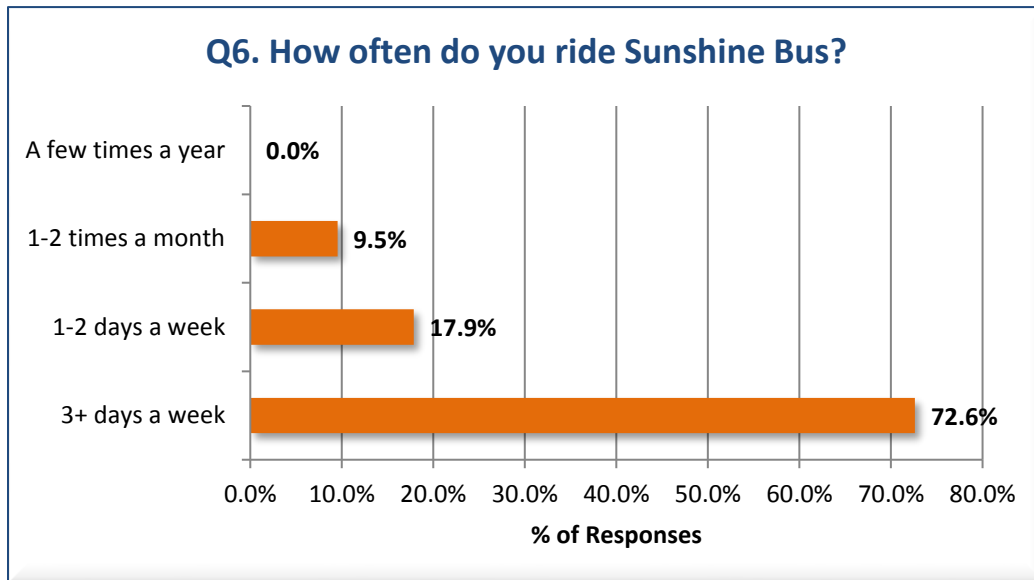
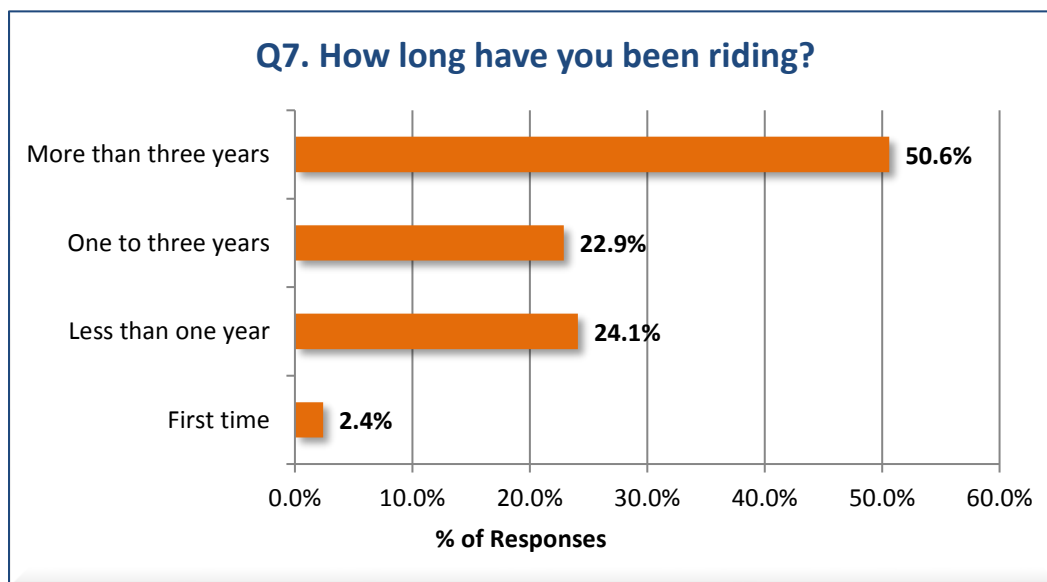


Figure B.8 Length of Time Survey Respondents Have Been Riding Sunshine Bus



Bus riders were asked about other means of transportation they would use if Sunshine Bus were not available. Twenty-six (26) percent stated they would travel by taxi. Figure B.9 shows that 23 percent of survey respondents (up five percent from 2017 and 11 percent from 2016) would not make their trip if Sunshine Bus were not available, indicating that many would not have other transportation options available to them. A small percentage of respondents would drive (three percent); as many indicated they either do not drive (35 percent) or do not have a car available (20 percent), shown in Figures B.9 and B.10.

Figure B.9 Transportation Options

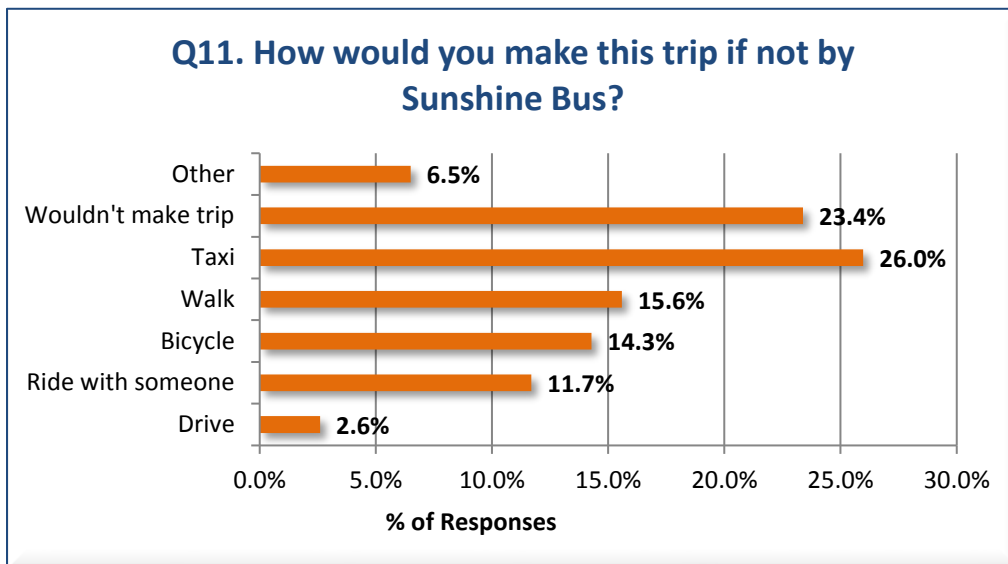
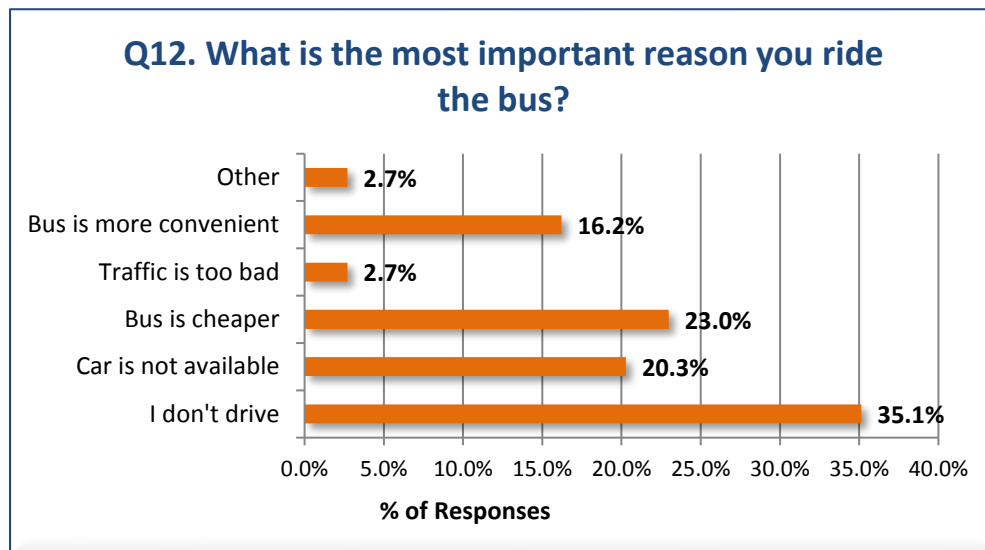
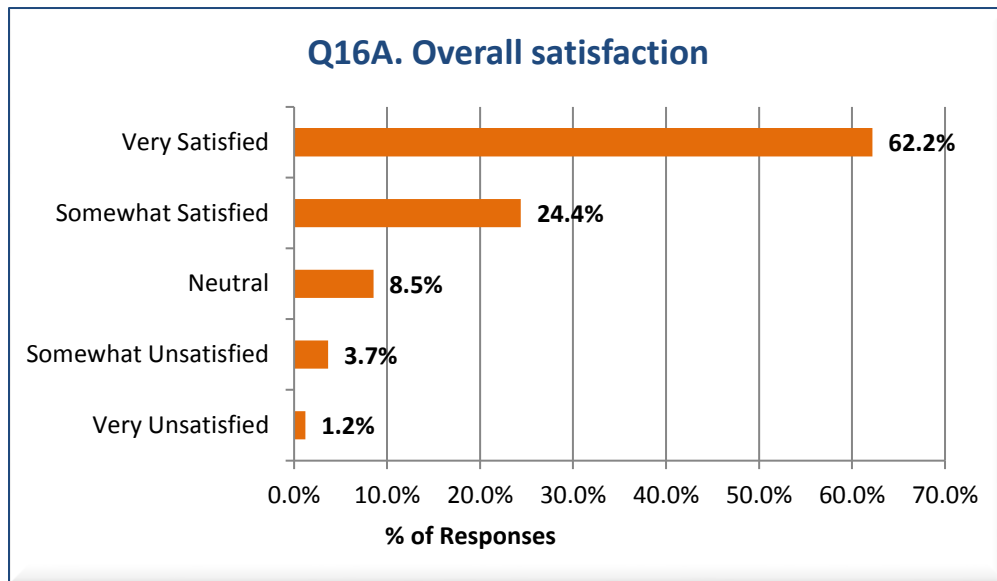


Figure B.10 Reasons why Riders Use Sunshine Bus



Question #16 asked, on a scale of 1 to 5, how satisfied Sunshine Bus riders were with various aspects of the Sunshine Bus Company transportation service. In terms of overall satisfaction, Figure B.11 shows that more than half (62 percent) of survey respondents were *very satisfied* with Sunshine Bus Company; like the 2017 survey (57 percent).

Figure B.11 Overall Satisfaction with Sunshine Bus



An overwhelming 84 percent of bus riders indicate they were *very satisfied* with the value of service received for what they paid (Figure B.12). This is 13 percent higher than last year.

Figure B.12 Satisfaction with the Value of Sunshine Bus Service

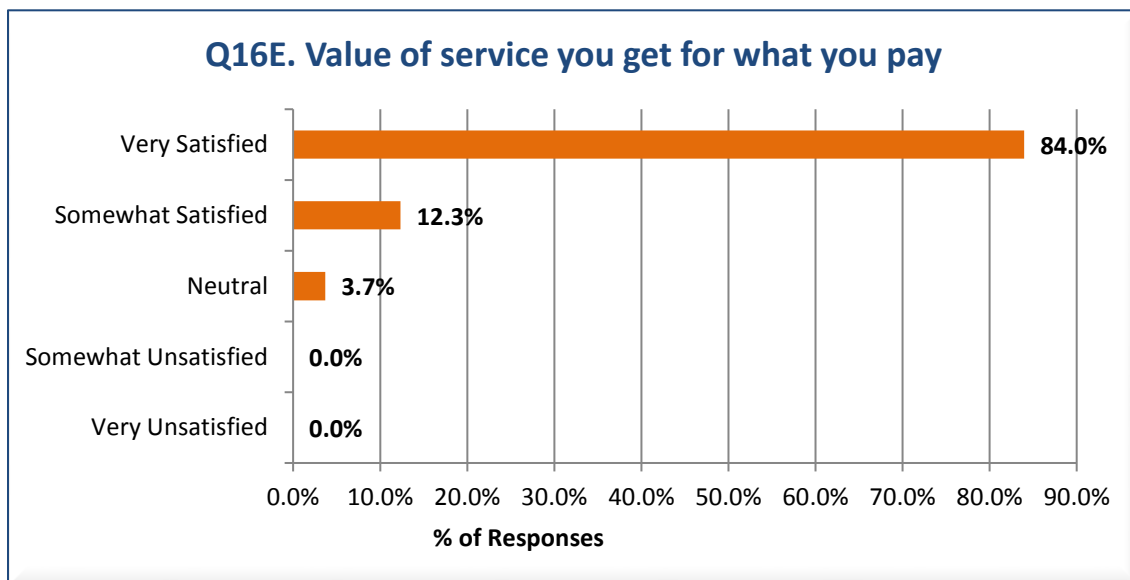




Table B.2 (on the following page) shows all responses related to how satisfied Sunshine Bus Company riders were with various aspects of the Sunshine Bus Company. Over 87 percent of riders responded they were either *very satisfied* or *satisfied* with:

- Value of service for what you pay (96 percent);
- Bus driver safe driving (93 percent);
- Cleanliness/safety of buses and bus stops (93 percent) and
- Overall satisfaction with Sunshine Bus Company (87 percent).

Respondents were most dissatisfied with:

- Bus stop amenities such as shelters and benches (31 percent either somewhat or very unsatisfied);
- Bus timeliness (15 percent either somewhat or very unsatisfied);
- Telephone customer service (15 percent either somewhat or very unsatisfied) and
- How often buses run (11 percent either somewhat or very unsatisfied).

Bus riders were provided space on the survey form to suggest areas needing new/additional transit service and ways to improve Sunshine Bus service (questions 13 and 17). Responses to these questions are listed at the end of Appendix B.3 on pages 73 - 75.



Table B.2 Satisfaction with Sunshine Bus Service

HOW SATISFIED ARE YOU WITH EACH OF THE FOLLOWING? RATING:	VERY SATISFIED		SATISFIED		NEUTRAL		SOMEWHAT UNSATISFIED		VERY UNSATISFIED		TOTAL
	#	%	#	%	#	%	#	%	#	%	
A. Overall satisfaction with Sunshine bus	51	62%	20	24%	7	9%	3	4%	1	1%	82
B. How often buses run	27	34%	24	30%	19	24%	4	5%	5	6%	79
C. Ability to get where you want to go	42	53%	20	25%	14	18%	3	4%	0	0%	79
D. Ease of transfers between buses	38	48%	20	25%	19	24%	3	4%	0	0%	80
E. Value of service you get for what you pay	68	84%	10	12%	3	4%	0	0%	0	0%	81
F. Bus driver courtesy	43	53%	24	30%	10	12%	3	4%	1	1%	81
G. Bus driver safe driving	52	64%	23	28%	3	4%	2	2%	1	1%	81
H. Bus is on time	28	36%	20	26%	18	23%	7	9%	5	6%	78
I. Ease of using route and schedule info	43	53%	24	30%	10	12%	3	4%	1	1%	81
J. Convenience of routes	36	44%	30	37%	10	12%	5	6%	1	1%	82
K. Number of Bus stop signs/Ease of finding stops	37	46%	19	24%	19	24%	3	4%	2	3%	80
L. Bus stop amenities such as shelters, benches	20	26%	16	21%	18	23%	14	18%	10	13%	78
M. Cleanliness/Safety of buses and bus stops	52	64%	23	28%	3	4%	2	2%	1	1%	81
N. Sunshine Bus's telephone customer service	28	36%	20	26%	18	23%	7	9%	5	6%	78



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 2007³, respectively. As a result, public transportation providers that receive Federal Transit Administration (FTA) funding, such as Sunshine Bus, must take reasonable steps to ensure that LEP persons have meaningful access to public transportation.

A four-factor framework is outlined in Section V of the 2005 DOT LEP Guidance⁴ to help transit agencies ensure that limited-English members of their population have meaningful access to benefits, services and information. These four factors are: 1) Determine the number or proportion of LEP individuals eligible to be serviced or likely to be served by transit; 2) Determine the frequency with which LEP individuals come in contact with transit; 3) Determine the relative importance of transit provided by St. Johns County to peoples’ lives; and 4) Assess the available resources to the transit system.

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

Table B. 3 Population 5 Years and Over Who Speak a Language Other than English at Home

Language	Number of Speakers	% of Total County Population ⁵	% of Speakers that Speak English “Very Well”	% of Speakers that Speak English Less than “Very Well”	% of Total County Population Speaking English Less than “Very Well”
Spanish	8,266	4.0%	74.8%	25.2%	1.0%
Other Indo-European	5,636	2.7%	75.3%	24.7%	0.7%
Asian and Pacific Islander	2,090	1.0%	68.0%	32.0%	0.3%
Other	1,094	0.5%	75.4%	24.6%	0.1%
Total	17,086	8.2%	74.2%	25.8%	2.1%

Source: American Community Survey, Table DP02: Selected Social, 2016, 5-Year Estimate.

³ Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,

⁴ Federal Register/Vol.70, No.239/December 14, 2005

⁵ % of Total County Population 5 Years and Older

Table B.3 shows that about two percent of St. Johns County’s population⁶ speaks English less than “very well.” Of those, the predominant second language is Spanish. Four percent of the total county population five years and over speak Spanish at home, and 25 percent of that population speaks English less than “very well.” Still, this represents a relatively small portion (one percent) of the total St. Johns County population five years and over. These percentages are similar to the 2014 ACS data cited in the 2016 Major TDP.

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 of the survey respondents (80 percent) stated that they do not speak any languages besides English at home. Six of the thirteen survey respondents who speak a language besides English at home and who indicated the language on the survey form, speak Spanish.

The below questions on the on-board 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?”
- “What is the most important reason you ride the bus?” and
- “How often do you ride?”

Most riders surveyed (73 percent) said they ride the bus three or more days a week. Over half (55 percent) said that they either don’t drive or that they did not have a car available. Twenty-three percent (up from last year’s eighteen percent) would not have made the trip if Sunshine Bus were not available.

On September 20, 2016, the St. Johns County BOCC adopted a Title VI Plan that 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 providing language translation assistance to customers that need it.



⁶ County Population 5 Years and Over



APPENDIX B2: ON-BOARD SURVEY QUESTIONNAIRE

SUNSHINE BUS COMPANY 2018 CUSTOMER SURVEY

Please help us improve our bus service by sharing information about your trip and your opinions. Participation is completely voluntary, and your responses will not in any way identify you personally. Thank you.

1. WHERE DID YOU COME FROM BEFORE YOU GOT ON THE BUS FOR THIS TRIP? (CHECK ONLY ONE)			
1. ___ Home	3. ___ School/College	5. ___ Shopping/Errands	7. ___ Other (Specify)
2. ___ Work	4. ___ Doctor/Dentist	6. ___ Visiting/Recreation	

2. WHERE ARE YOU GOING ON THIS TRIP? (CHECK ONLY ONE)			
1. ___ Home	3. ___ School/College	5. ___ Shopping/Errands	7. ___ Other (Specify)
2. ___ Work	4. ___ Doctor/Dentist	6. ___ Visiting/Recreation	

3. HOW DID YOU GET TO THE BUS STOP FOR THIS TRIP? (CHECK ONLY ONE)			
1. ___ Walked 0-3 blocks	3. ___ Drove	5. ___ Bicycle	7. ___ Taxi
2. ___ Walked more than 3 blocks	4. ___ Was dropped off	6. ___ Transfer from route _____	8. ___ Other (Specify)

4. HOW WILL YOU GET TO YOUR FINAL DESTINATION? (CHECK ONLY ONE)			
1. ___ Walk 0-3 blocks	3. ___ Drive	5. ___ Bicycle	7. ___ Taxi
2. ___ Walk more than 3 blocks	4. ___ Will be picked up	6. ___ Transfer to route _____	8. ___ Other (Specify)

5. DO YOU SPEAK ANY OTHER LANGUAGE(S) BESIDES ENGLISH AT HOME? (CHECK ONLY ONE)		
1. ___ Yes	2. ___ No	3. If yes, which language(s) _____ (please specify)

6. HOW OFTEN DO YOU RIDE SUNSHINE BUS? (CHECK ONE)			
1. ___ 3 or more days a week	2. ___ 1-2 days a week	3. ___ Once or twice a month	4. ___ A few times a year

7. HOW LONG HAVE YOU BEEN RIDING SUNSHINE BUS? (CHECK ONE)			
1. ___ First time	2. ___ Less than one year	3. ___ One to three years	4. ___ More than three years

8. WHAT IS YOUR GENDER?	
1. ___ Male	2. ___ Female

9. WHAT IS YOUR AGE? (CHECK ONLY ONE)			
1. ___ 17 years or under	3. ___ 25 to 34 years	5. ___ 45 to 54 years	7. ___ 60 to 64 years
2. ___ 18 to 24 years	4. ___ 35 to 44 years	6. ___ 55 to 59 years	8. ___ 65 years or older

10. WHAT IS YOUR ETHNIC HERITAGE? (CHECK ONLY ONE)		
1. ___ White	3. ___ Hispanic or Latino	5. ___ Native American
2. ___ Black/African American	4. ___ Asian	6. ___ Other (Specify)

11. HOW WOULD YOU MAKE THIS TRIP IF NOT BY SUNSHINE BUS? (CHECK ONLY ONE)			
1. ___ Drive	3. ___ Bicycle	5. ___ Taxi	7. ___ Other (Specify)
2. ___ Ride with someone	4. ___ Walk	6. ___ Would not make trip	

12. WHAT IS THE MOST IMPORTANT REASON YOU RIDE THE BUS? (CHECK ONLY ONE)			
1. ___ I don't drive	3. ___ Bus is cheaper	5. ___ Bus is more convenient	6. ___ Other (Specify)
2. ___ Car is not available	4. ___ Traffic is too bad		

PLEASE CONTINUE ON BACK OF SURVEY

13. ARE THERE AREAS THAT YOU NEED NEW OR ADDITIONAL TRANSIT SERVICE? (CHECK ONLY ONE)		
1. <input type="checkbox"/> Yes	2. <input type="checkbox"/> No	If yes, what areas? _____ (please specify)

14. WHAT FARE DID YOU PAY FOR THIS TRIP? (CHECK ONLY ONE)		
1. <input type="checkbox"/> Cash Fare One-way - \$1.00	3. <input type="checkbox"/> Reduced Fare One-way \$.50	5. <input type="checkbox"/> Regular Fare Monthly Unlimited Pass - \$30.00
2. <input type="checkbox"/> Unlimited Day Pass - \$3.00	4. <input type="checkbox"/> Reduced Day Pass \$ 1.50	6. <input type="checkbox"/> Reduced Fare Monthly Unlimited Pass - \$15.00
		7. <input type="checkbox"/> Other _____ (please specify)

15. WHAT WAS THE RANGE OF YOUR TOTAL HOUSEHOLD INCOME FOR 2016? (CHECK ONLY ONE)			
1. <input type="checkbox"/> Less than \$10,000	3. <input type="checkbox"/> \$20,000 to \$29,999	5. <input type="checkbox"/> \$40,000 to \$49,999	6. <input type="checkbox"/> \$50,000 or more
2. <input type="checkbox"/> \$10,000 to \$19,999	4. <input type="checkbox"/> \$30,000 to \$39,999		

16. HOW SATISFIED ARE YOU WITH EACH OF THE FOLLOWING? (CIRCLE ONE NUMBER FOR EACH)	VERY SATISFIED ☺		NEUTRAL ☺		VERY UNSATISFIED ☹	
	5	4	3	2	1	
A. Overall satisfaction with Sunshine Bus	5	4	3	2	1	
B. How often buses run	5	4	3	2	1	
C. Ability to get where you want to go	5	4	3	2	1	
D. Ease of transfer between buses	5	4	3	2	1	
E. Value of service you get for what you pay	5	4	3	2	1	
F. Bus driver courtesy	5	4	3	2	1	
G. Bus driver safe driving	5	4	3	2	1	
H. Bus is on time	5	4	3	2	1	
I. Ease of using route and schedule info	5	4	3	2	1	
J. Convenience of routes	5	4	3	2	1	
K. The number of bus stop signs / Ease of finding bus stops	5	4	3	2	1	
L. Bus stop amenities such as shelters and benches	5	4	3	2	1	
M. Cleanliness/Safety of buses and bus stops	5	4	3	2	1	
N. Sunshine Bus' telephone customer service	5	4	3	2	1	

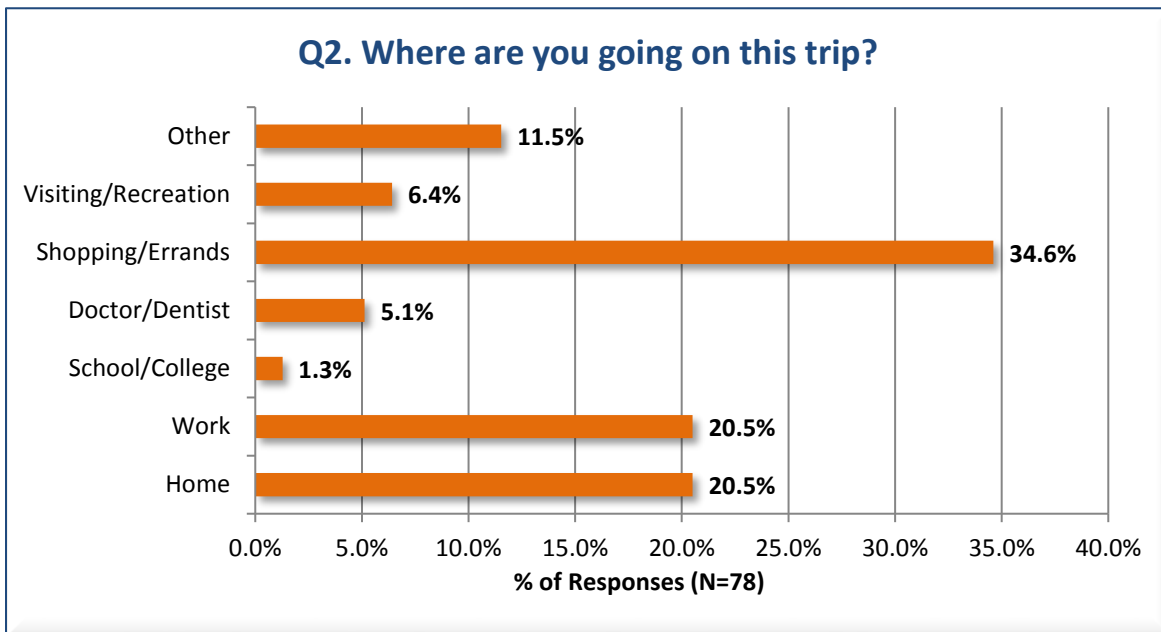
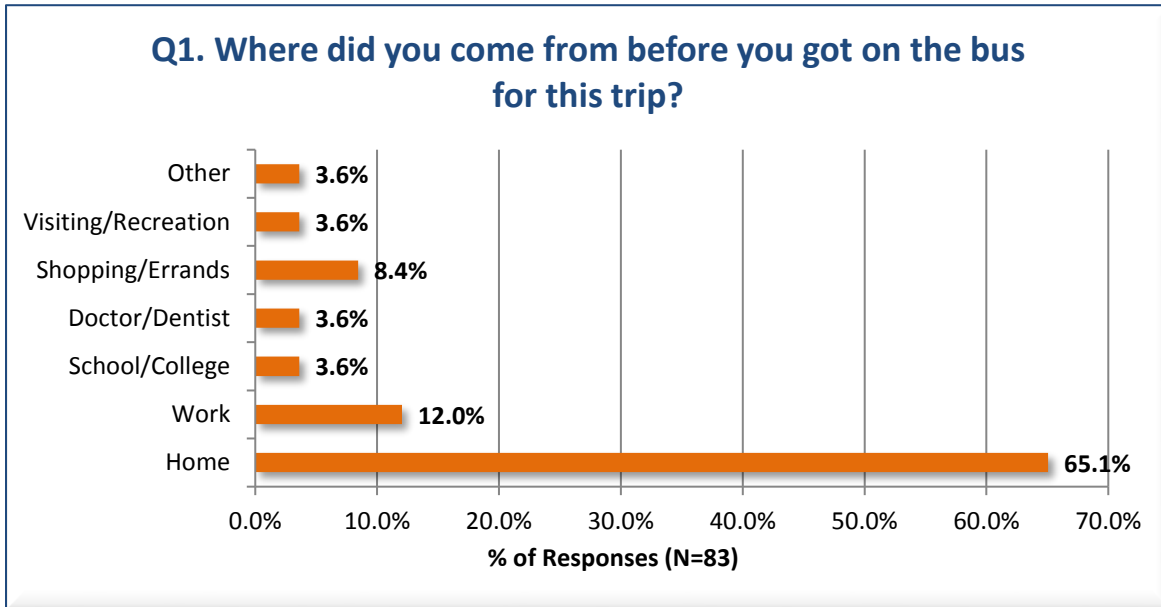
17. WHAT WOULD MAKE SUNSHINE BUS BETTER?

THANK YOU FOR COMPLETING THIS SURVEY.

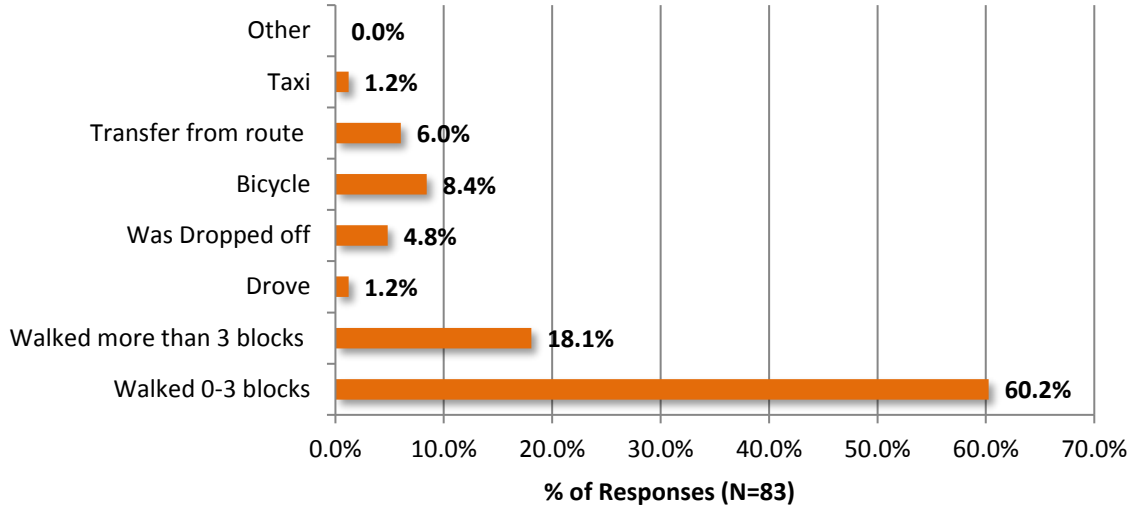
If you have additional comments, please write them in the space below, at the bottom of this form.



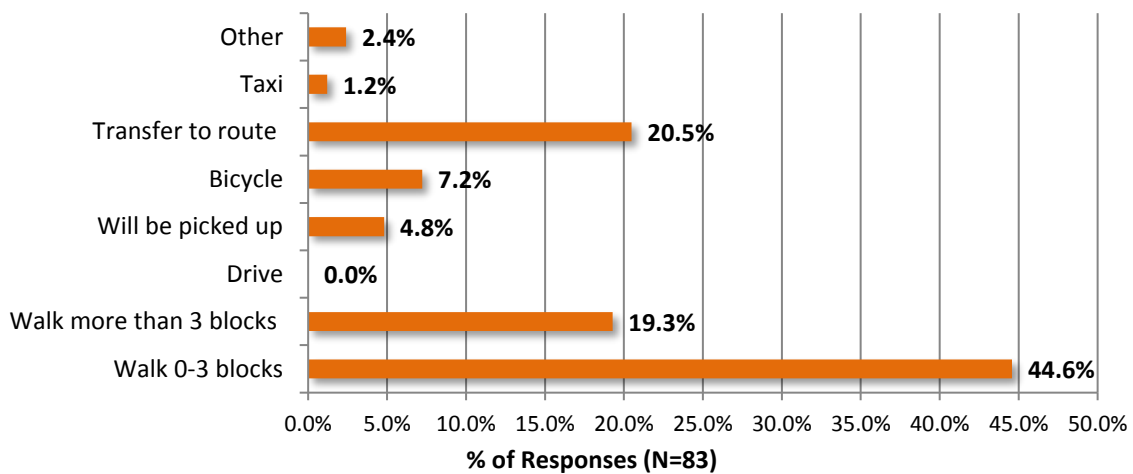
APPENDIX B3: ON-BOARD SURVEY RESPONSES (Summary Charts)

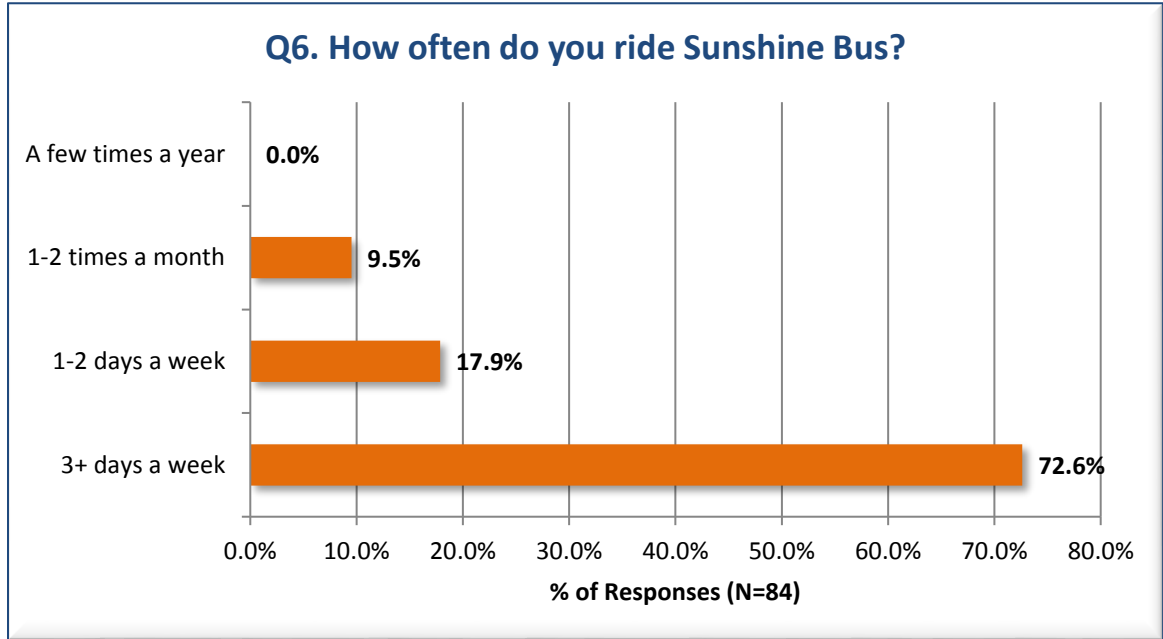
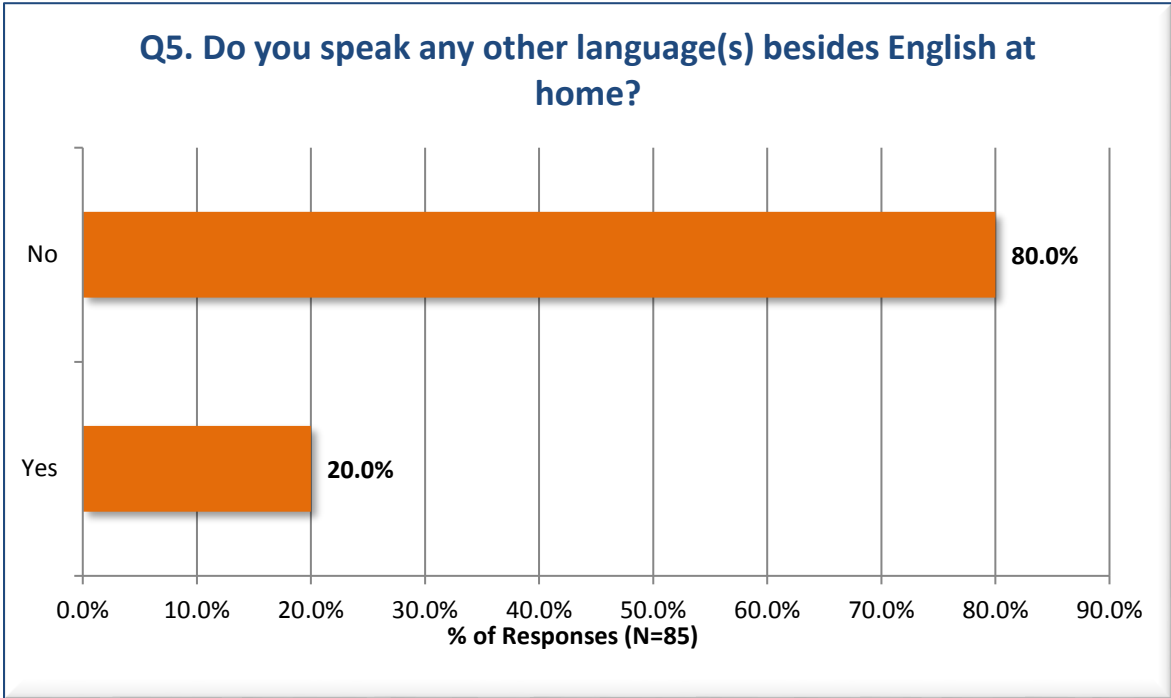


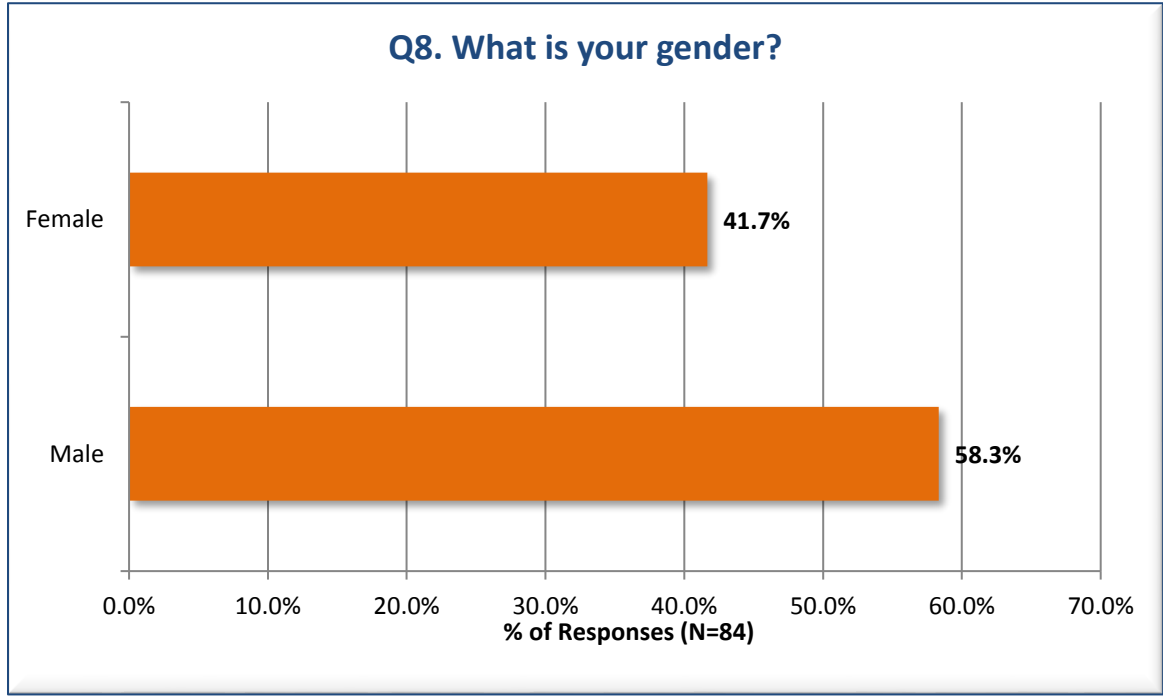
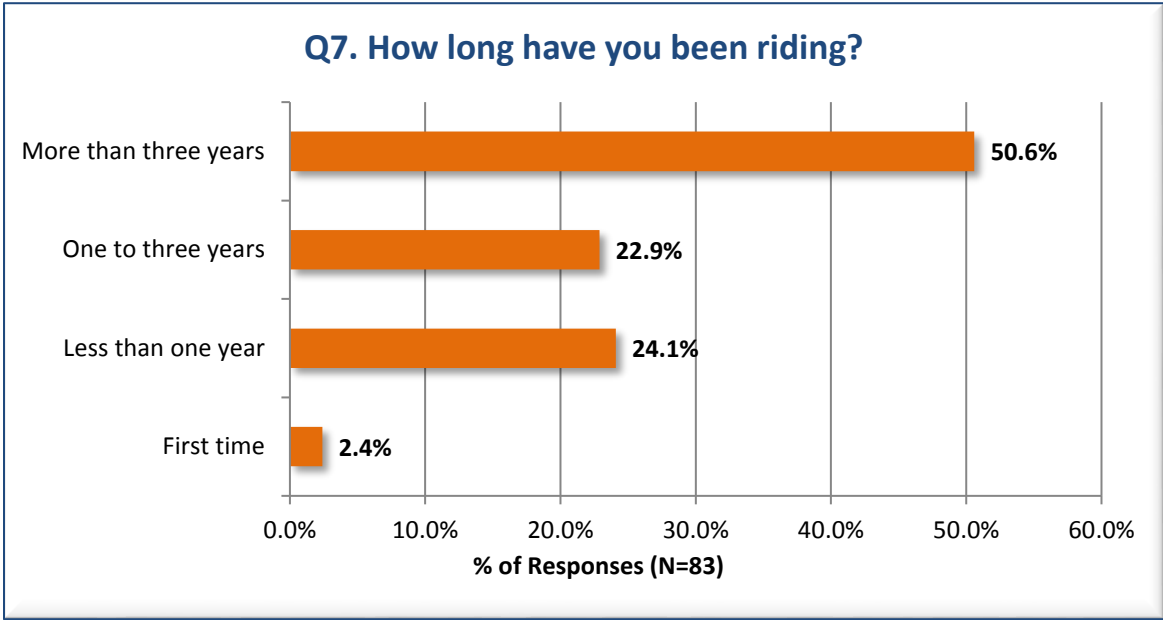
Q3. How did you get to the bus stop for this trip?

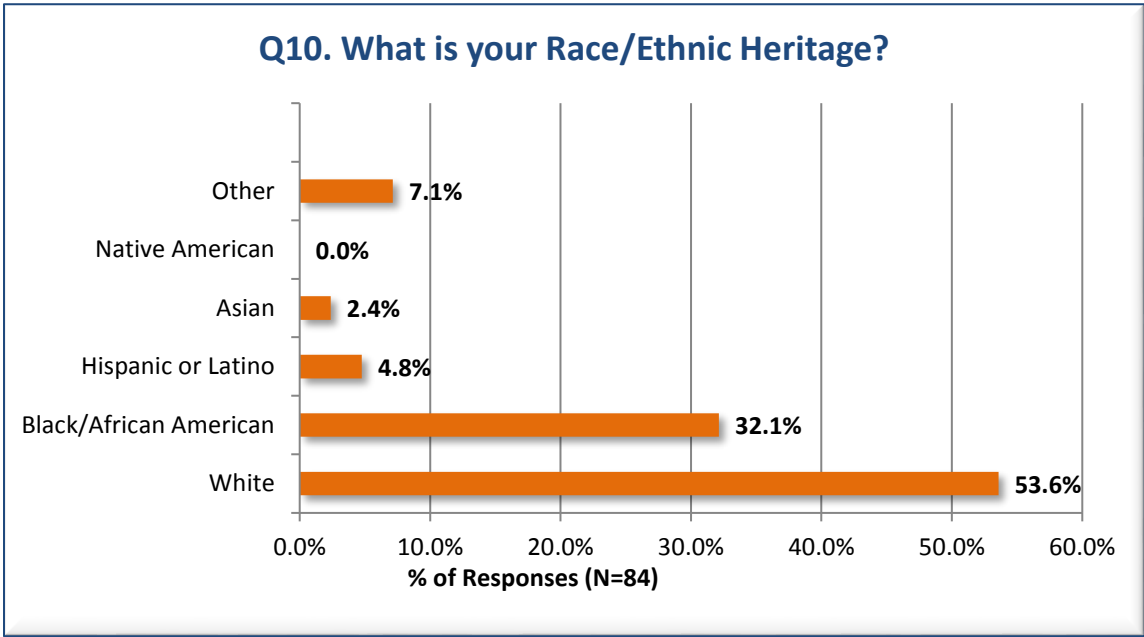
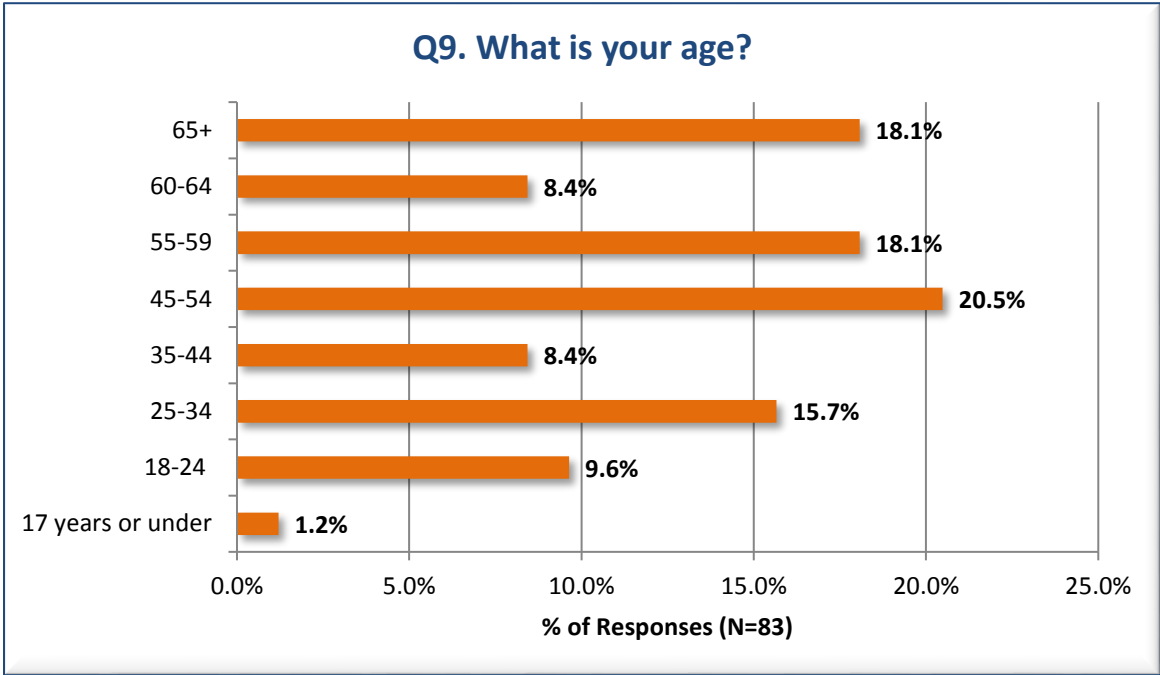


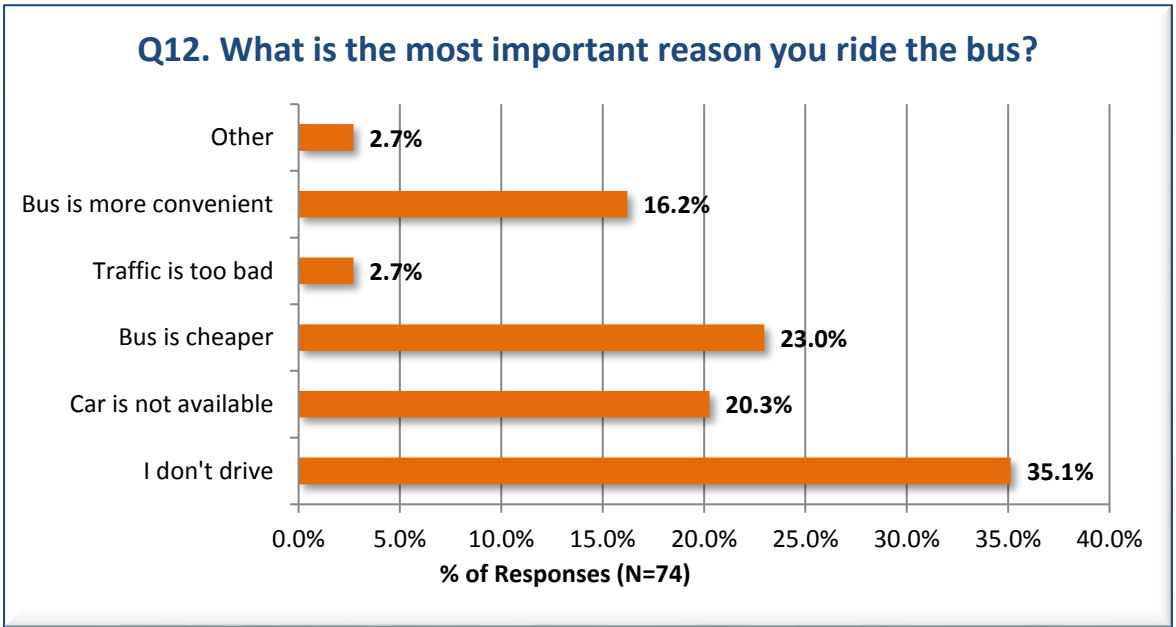
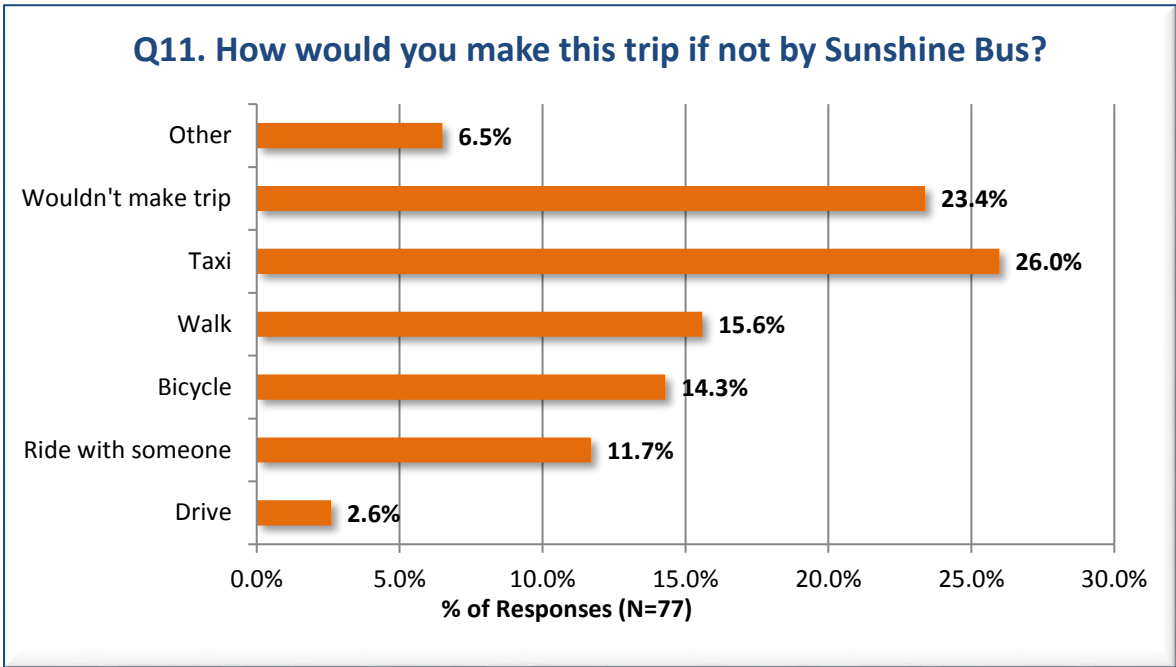
Q4. How will you get to your final destination?

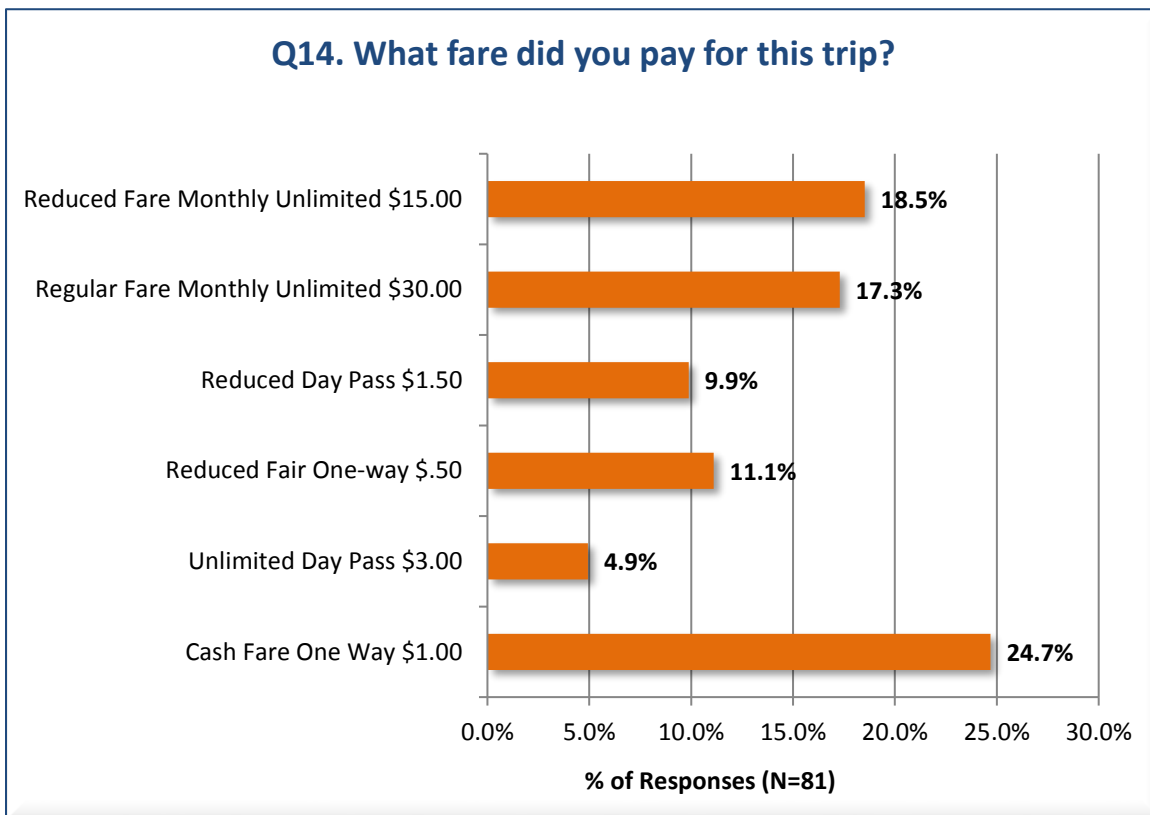
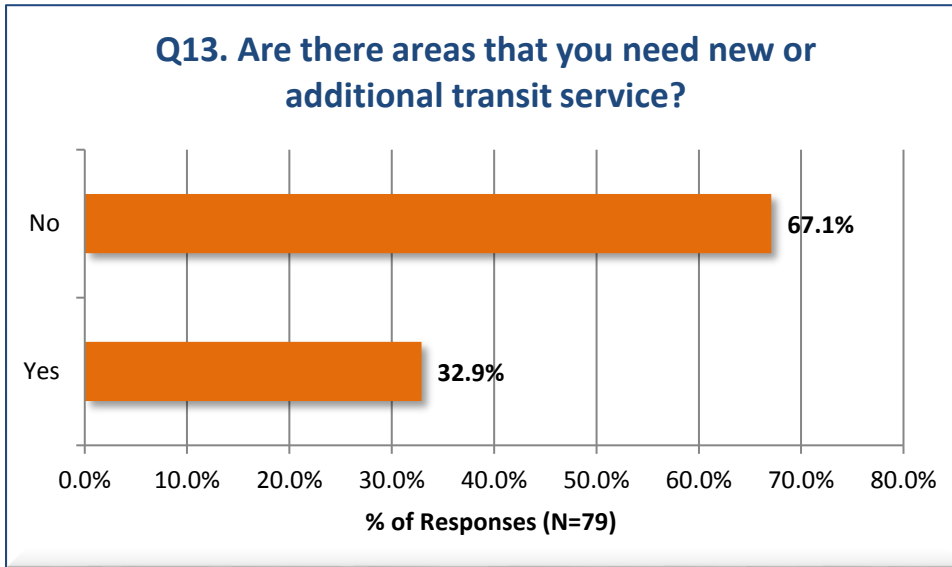


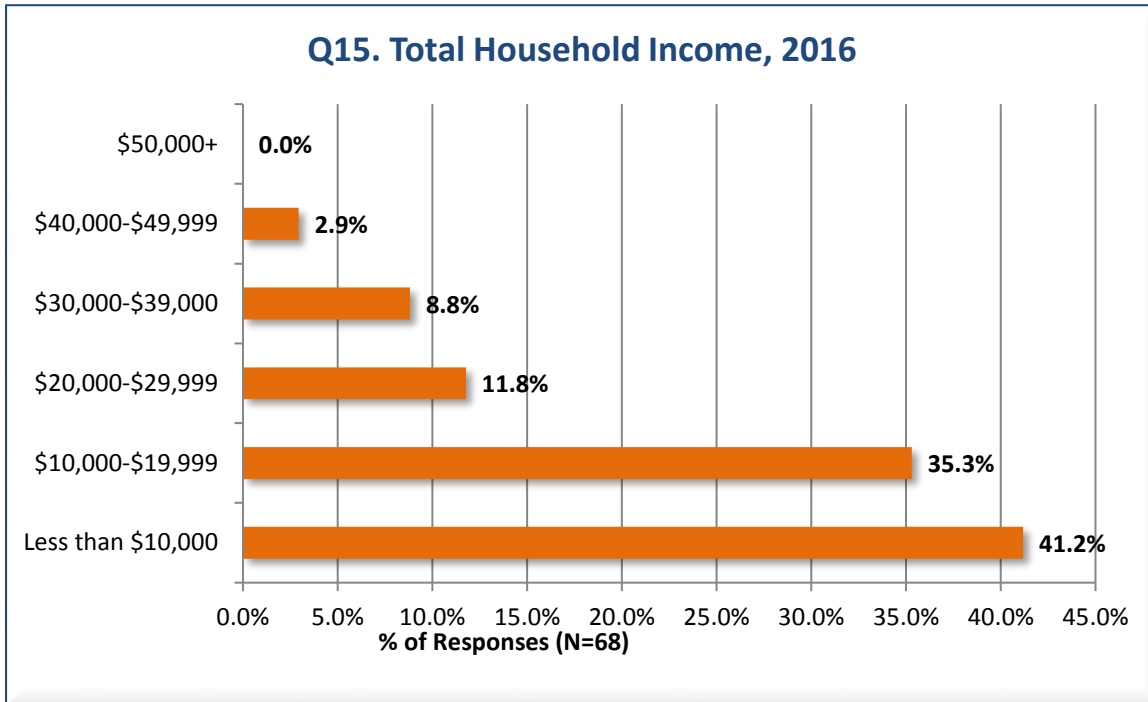


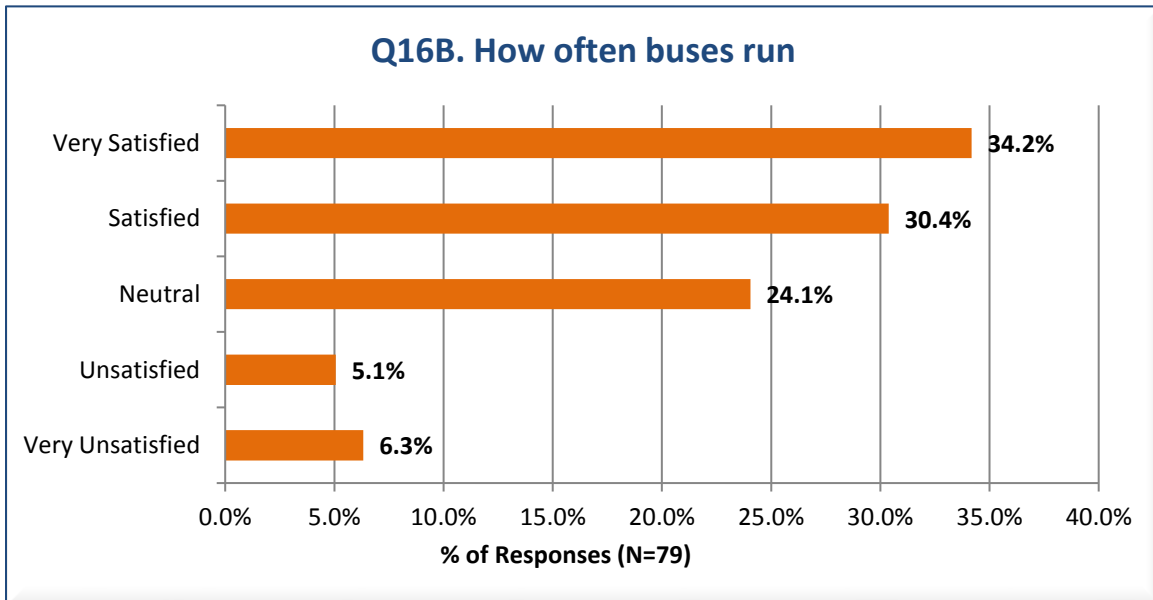
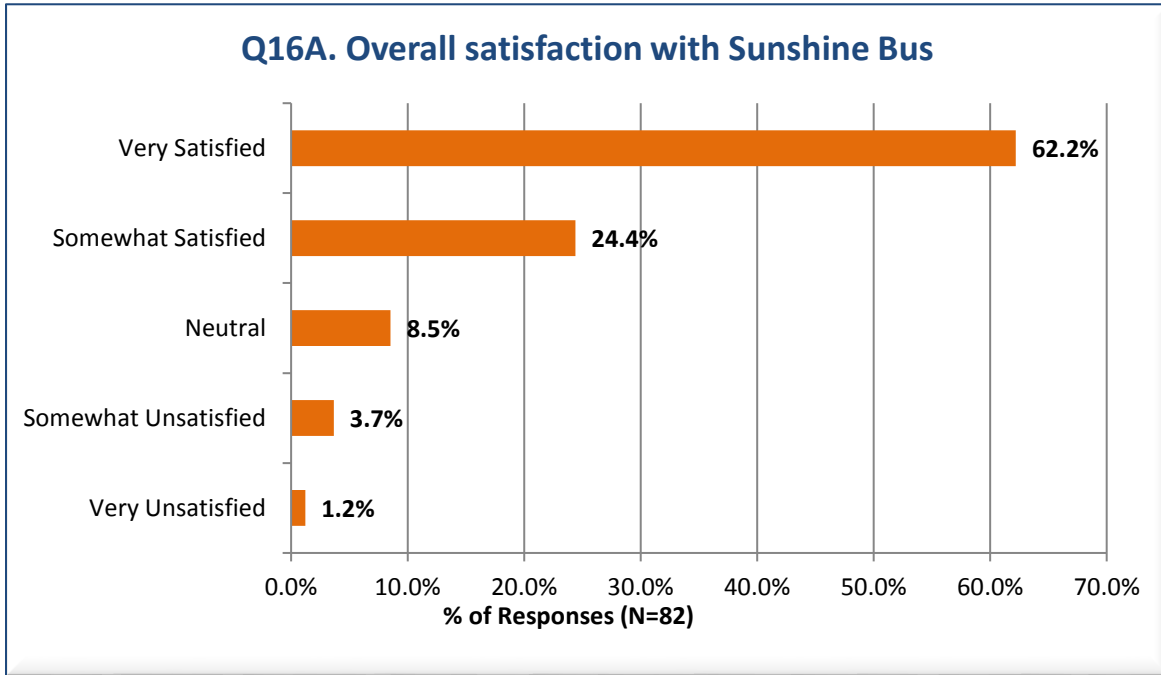


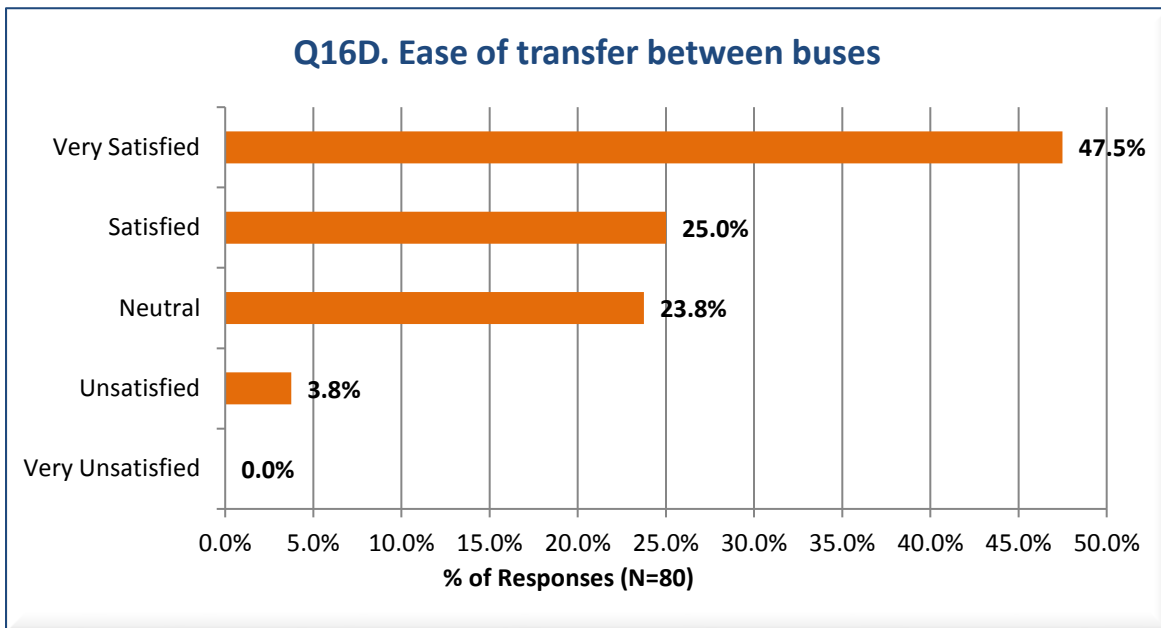
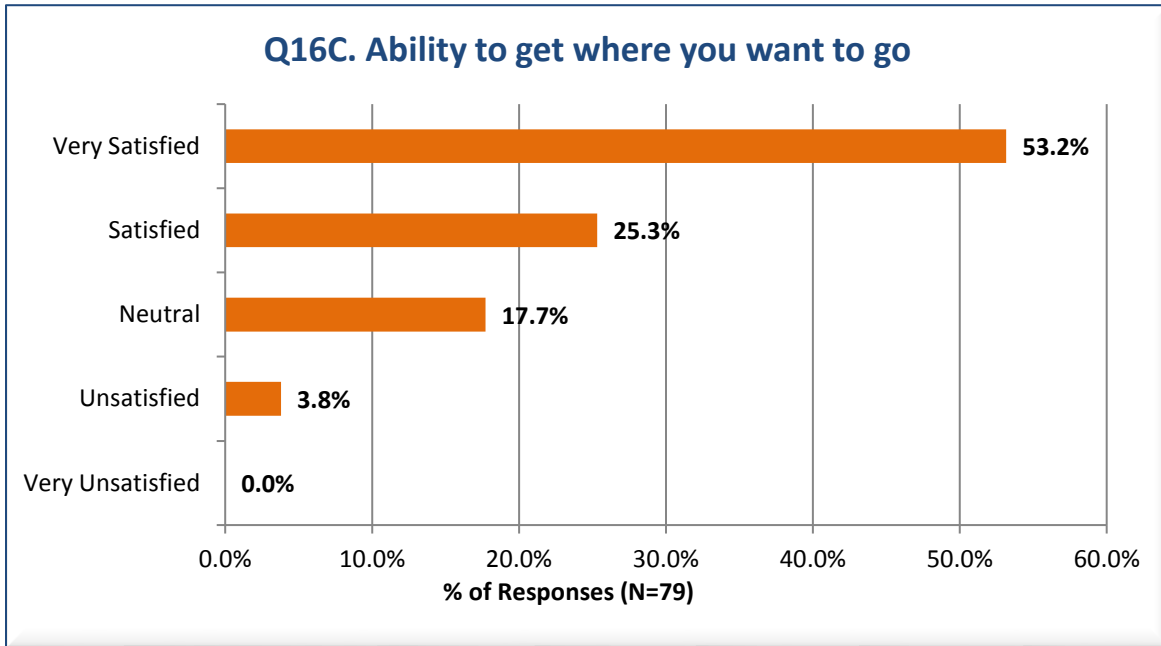


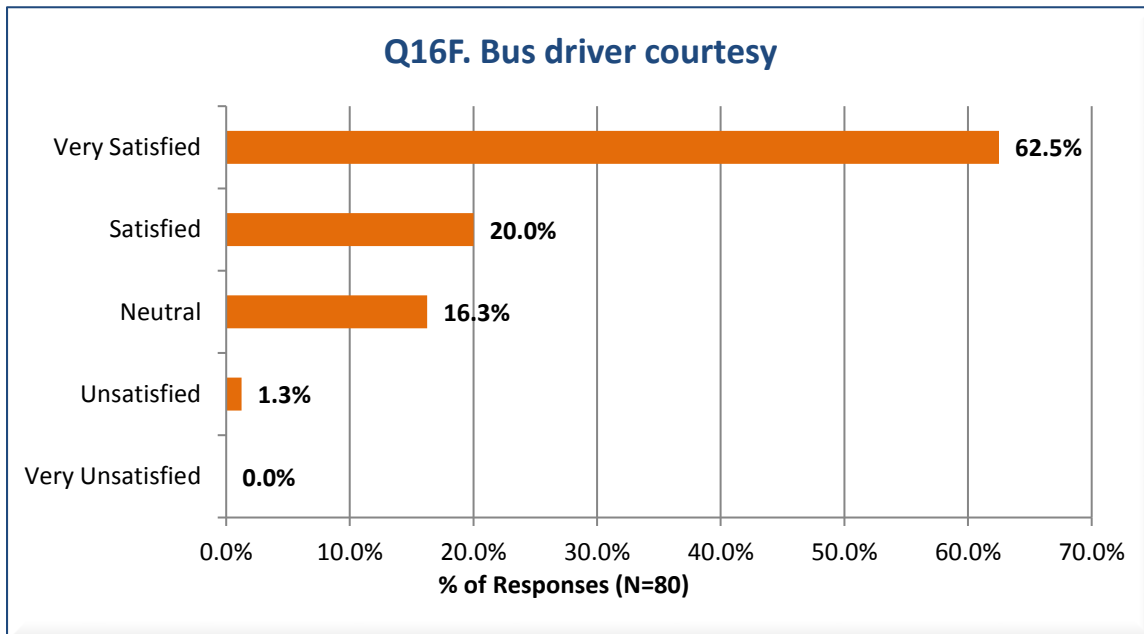
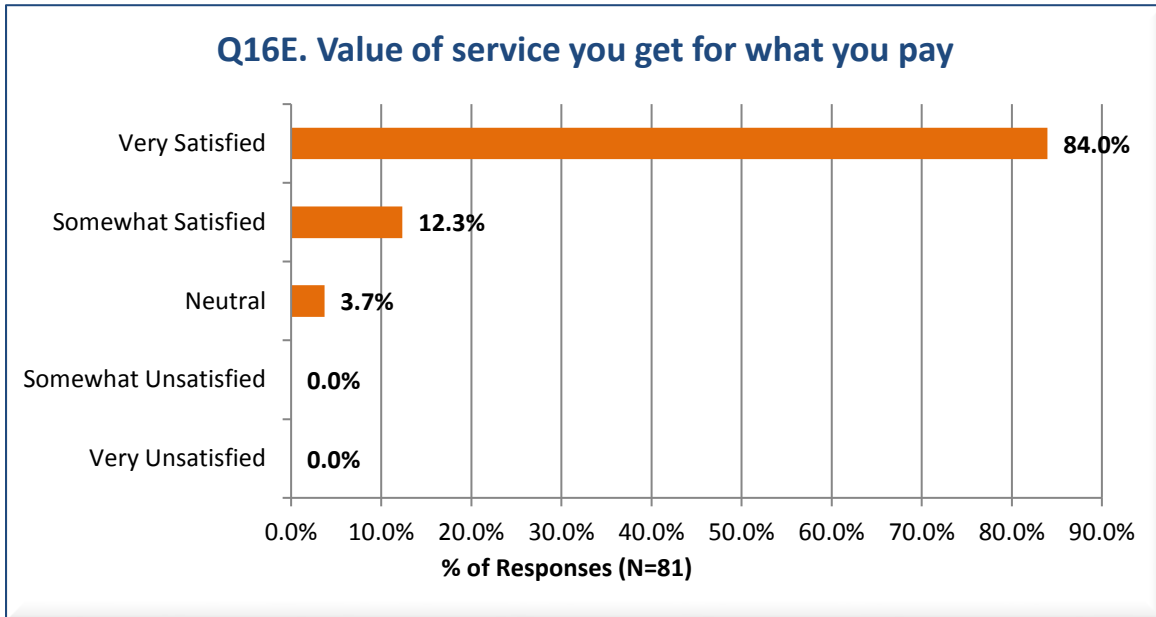


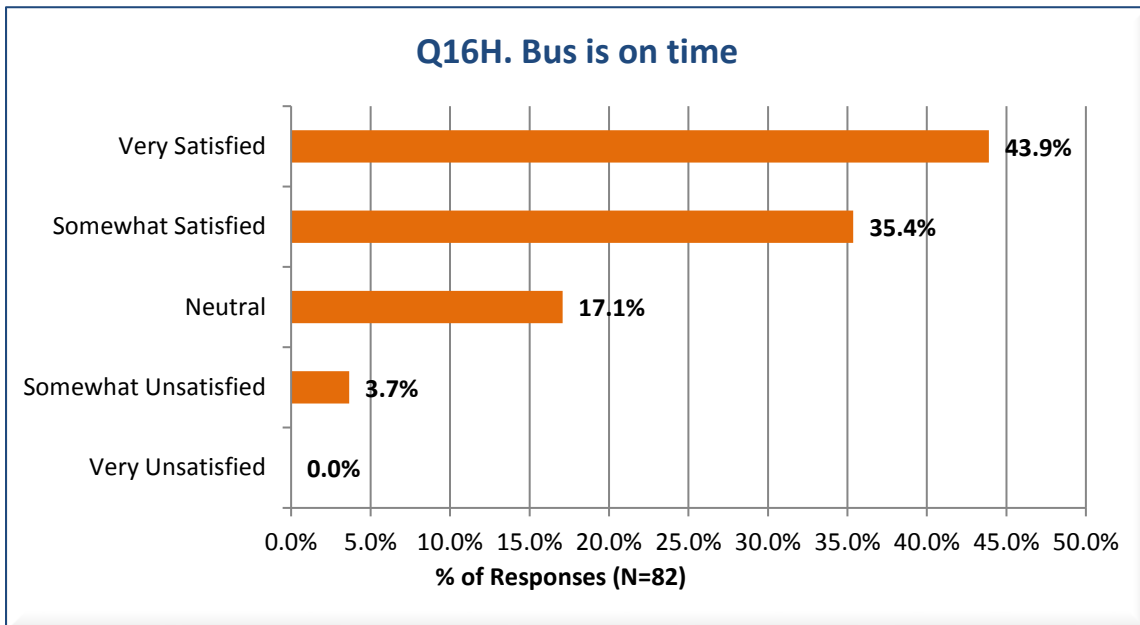
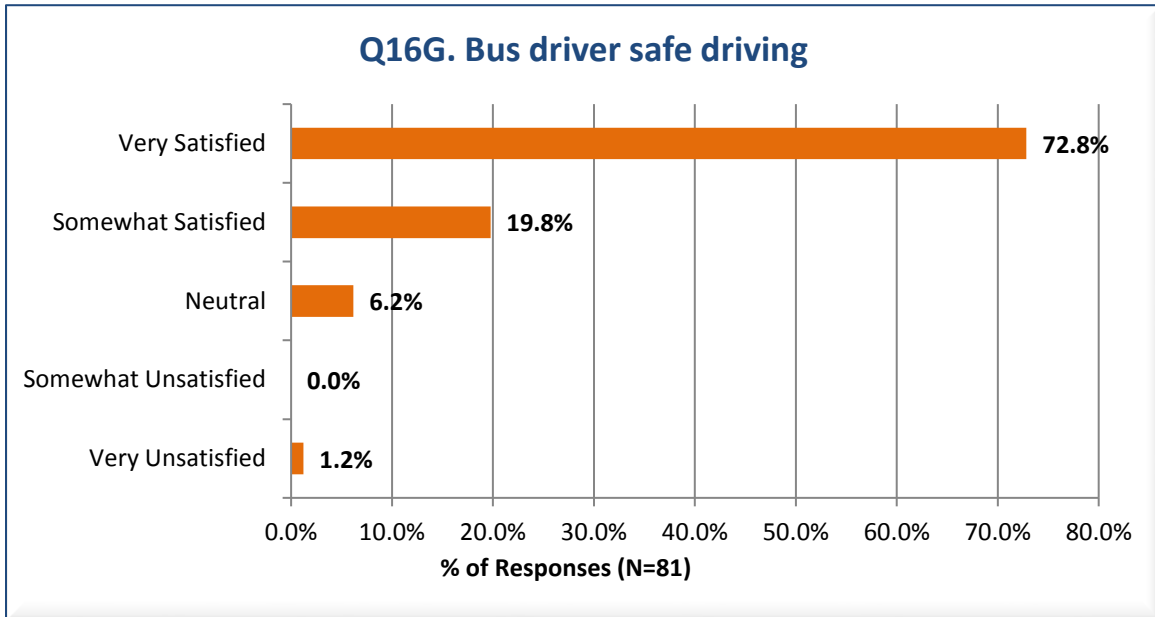


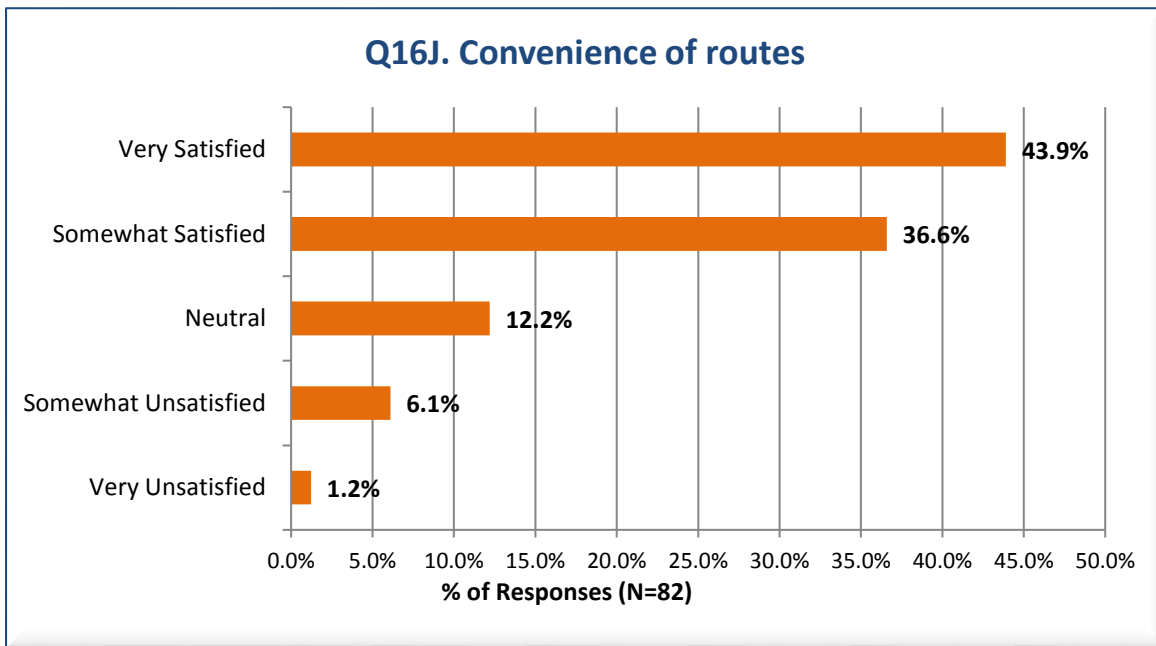
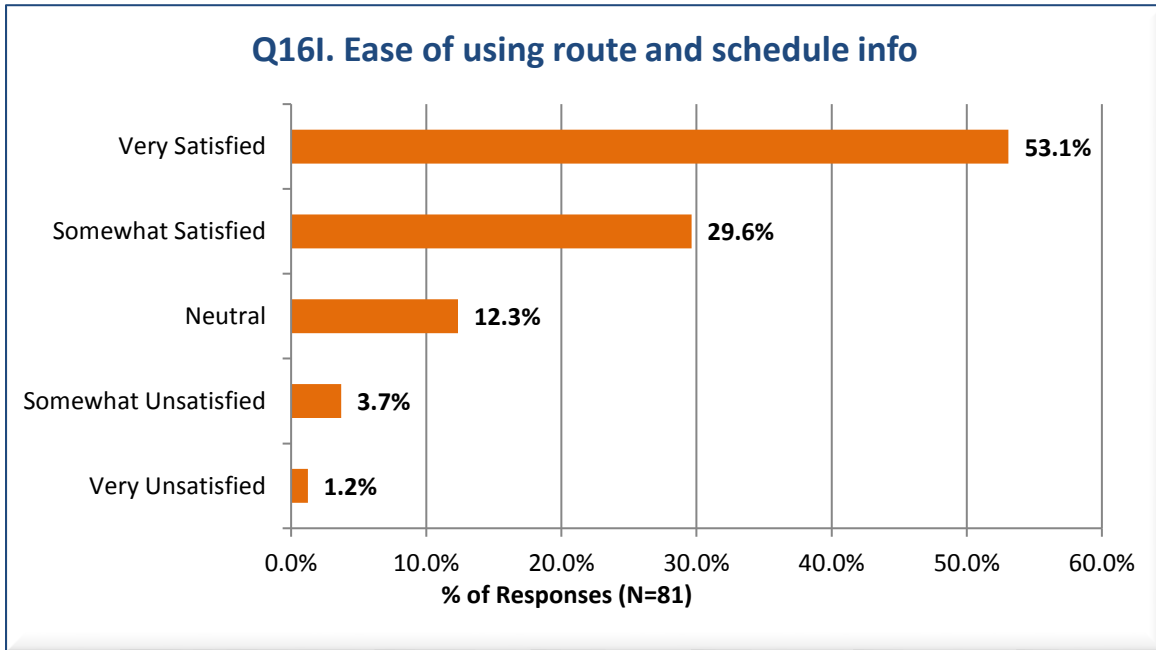


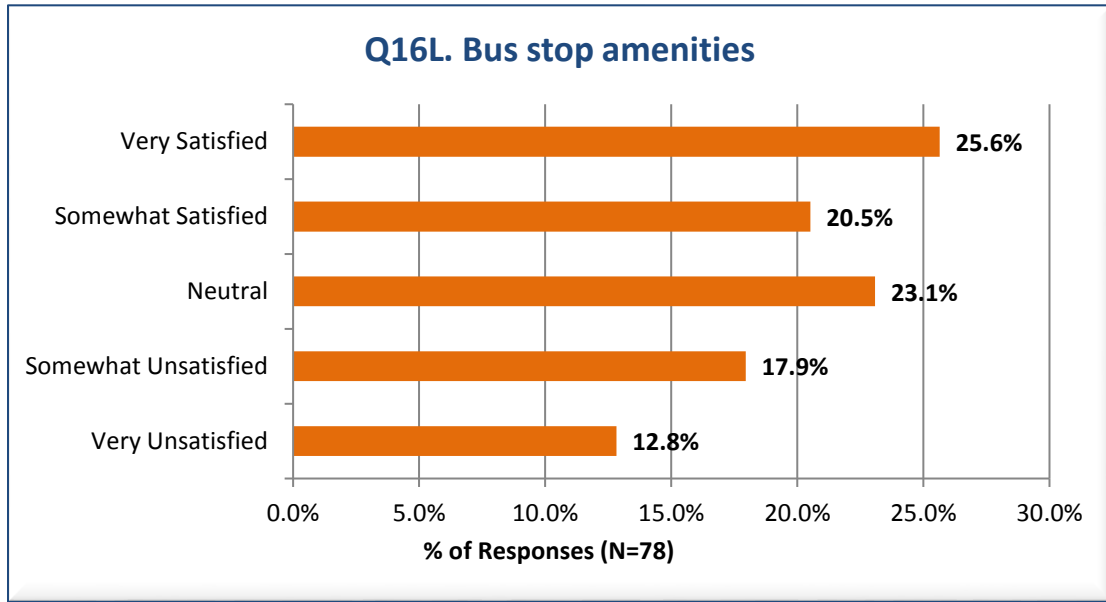
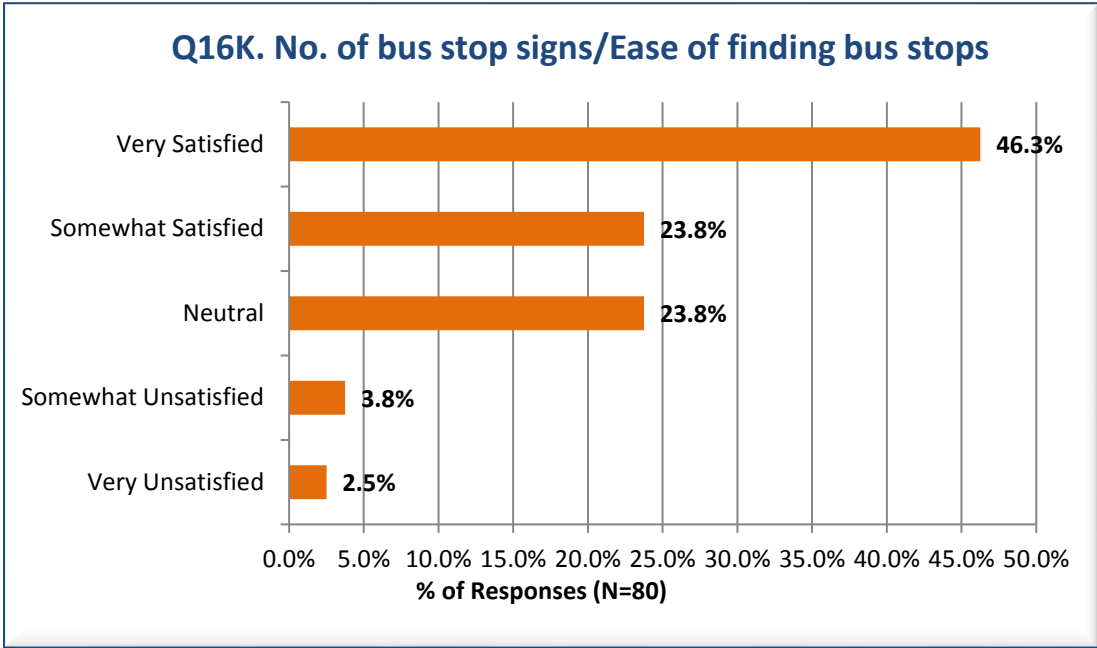


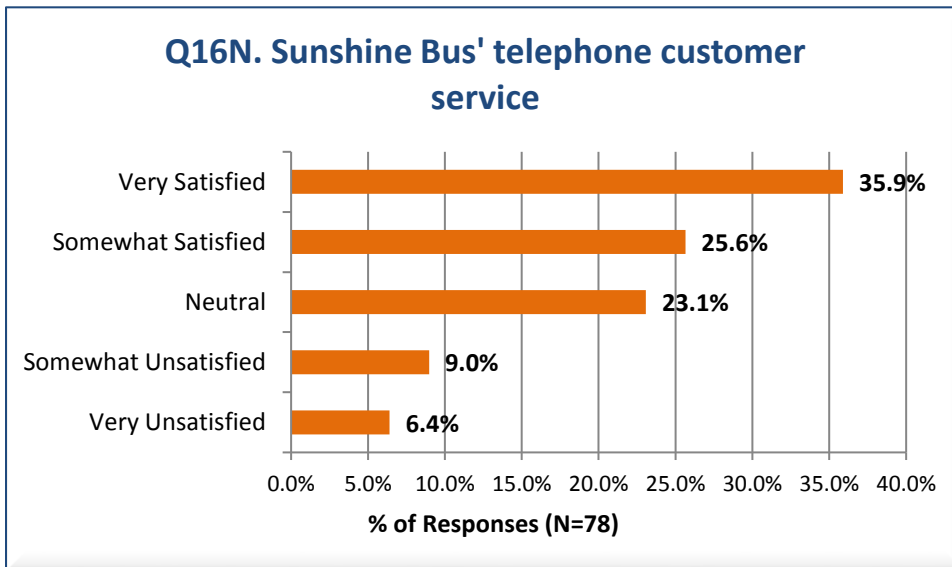
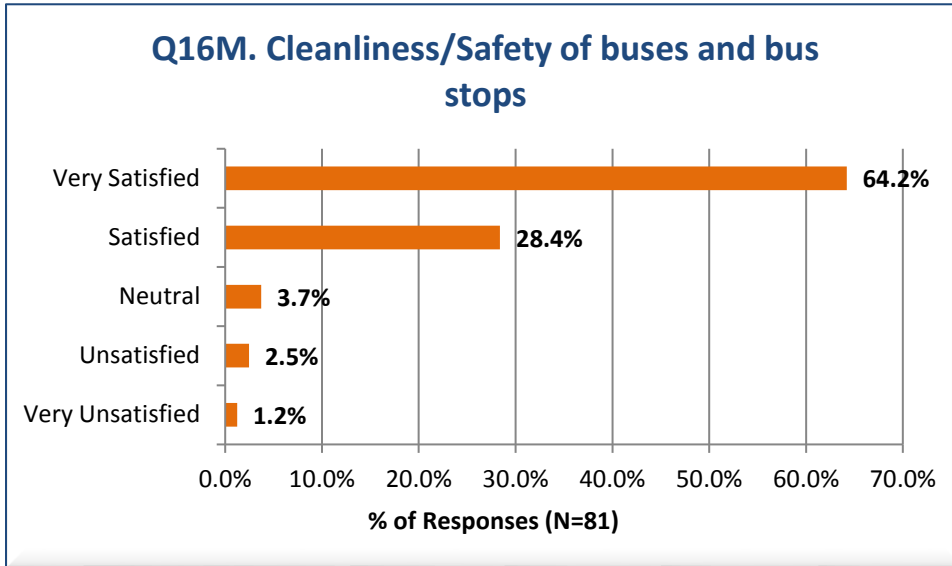














Questions 3 and 4. Transfers. (How did you get to the bus stop for this trip and how will you get to your final destination?)

Bus Line 1 ⁷	Bus Line 2	No. of Responses	Percent of Responses
Purple Line	Express Line	1	1.2%
Blue Line	Teal Line	1	1.2%
Blue Line	Orange Line	1	1.2%
Red Line	Purple Line	2	2.4%
Hastings Circulator	Teal Line	1	1.2%
Total		6	7.2%

Question 5. Languages Spoken at Home

Language	Survey Responses	Survey Respondent's Bus Route	%
Spanish	6	Blue (2), Orange (1), H. Circulator (1), Teal (2)	46.2%
German	2	Purple (1), Teal (1)	15.4%
Sign Language (ASL)	2	Blue (1), Orange (1)	15.4%
Patois	1	Blue (1)	7.7%
Portuguese	1	Green (1)	7.7%
Korean	1	Teal (1)	7.7%
Total	13		100.0%

⁷ Note: Transfers shown represent total transfers indicated from "Bus Line 1" to "Bus Line 2". For example, two survey respondents indicated that they transferred from the Red Line to the Purple Line.



Question 13. Verbatim Comments – Areas needing new or additional transit service

Survey Respondent’s Bus Route	Areas needing new or additional transit service
1. Purple Line	Run on Sundays
2. Purple Line	Southside Boulevard
3. Purple Line	Jacksonville
4. Blue Line	Run longer
5. Blue Line	My house
6. Blue Line	Palm Coast
7. Blue Line and Hastings Circulator	Palatka (3)
8. Orange Line	Ponte Vedra
9. Orange Line	Orange Street
10. Red Line	Red & Blue Government
11. Express Line	Go into Summer Breeze
12. Green Line	COA Medical
13. Teal Line	Green Cove Springs
14. Teal Line	A little further into Jacksonville

Question 17. Verbatim Comments - What would make Sunshine Bus Better?

Question 17. What would make Sunshine Bus Better?
1. I am very pleased with service.
2. If buses run on Sundays. Cabs can be very expensive for people who work on the weekends.
3. More drivers like xxx who will go out of their way to help you.
4. I really like sunshine bus because it gets people to point A & B and I enjoy it. Thanks
5. Add extra trip in the 2-6 gap [Purple Line]
6. Routes are confusing, drivers need to give accurate route guidance. One older bus driver needs customer service training. Call 386-265-8124. Two incidents.
7. Need radios on.
8. Get more genuine drivers like Xxx. He is awesome, however xxxxx is really unfriendly.
9. Some of the drivers are not very lenient. It will be raining & it’s quite obvious you’re running to the bus stop, but they leave you anyway.
10. Satisfied.
11. Bus shelters & more bus pass on more time. Timing sometimes too long.
12. The service is perfect. Thanks for your service.
13. The express bus on Sundays.
14. Extending hours of operations.
15. Have buses run more often and all bus drivers know the stops.
16. Benches at bus stops.



Question 17. What would make Sunshine Bus Better?
17. I wish they ran until 8pm at night, but otherwise I have no recommendations. It's easy & convenient.
18. Air conditioning & turn radio back on.
19. The bus needs to run later.
20. More Frequent. Friendliest public transportation in the USA! Riders & drivers.
21. I think the purple line should either be split in 2 buses by either dividing or both going at different times like connector #2. The incredibly long wait to get to a ? is ridiculous. Also, a warning in advance to upcoming schedule changes.
22. There needs to be more routes and more times to pick up. Also, they need to run until 10 pm.
23. I'm ok with the service.
24. Drivers need to be more cautious. Bus needs to have more routes & times. Some buses are raggedy & need to be parked.
25. Just to make more stops closer to my home. You have to pass my house or get off 2 blocks before my home.
26. Please include veterans ID card to receive discounted fare. I am a disabled USAF Veteran with a U.S. Dept of Veterans Affairs Military ID card. Please help our disabled veterans.
27. Overall very good job.
28. Make signs.
29. Stop hitting pot holes. Get rid of the xxx driver, very rude. Get rid of Xxx he is always rude don't speak to blacks.
30. More time in between 15-20 minutes & benches
31. Like it a lot.
32. More designated stops! It's impossible to find one in areas I do not regularly travel because the stops are so far apart from each other.
33. May 12th the Green line was supposed to arrive at Anastasia Publix at 2:58. Instead it drove by without entering the plaza at about 3:20. Myself along with 3 others were stranded. I called the office, only to get a recorded message. This is unacceptable!
34. Benches.
35. Just keep it running maybe have a few more pick up/drop off times/places. [Red Line]
36. More buses. Be on time.
37. Getting passed us (be aware people are waiting) Drivers "some are crappy/rude."
38. More signs for express near Publix (N. Bound), Love the Express.
39. Run on Sunday and expand the hours the telephone line is answered. A bench at Seabridge would be nice.
40. More benches along U.S. 1. GPS location app for my phone. Sunday operation.
41. 1. Train & arm drivers. (D.O.T. should change rules.) 2. Allow passengers to drink beverages 3. Evenly enforce rules. Don't allow only black passengers to bring on drinks



Question 17. What would make Sunshine Bus Better?
or oversize bags. (This means you xxx) A night bus route would allow passengers to actually work in St. Augustine.
42. Continue to improve services.
43. Need more shelter or benches. Would like to keep the bus route- circulation going down Ogle Ave. to Ebert Ave., otherwise we would have a hard time getting to the bus.
44. Need a bench at Burger King.
45. Just to go to Summer Breeze [Express Line].
46. Sunday service. More frequent service. More shelters.
47. Run more often.
48. Really great service.
49. More seats.
50. Television and more seats.
51. More signs on Beach Blvd. /A1A.
52. Buses need shocks for bumps. Buses need to run longer, for example add one more route. Requesting to be able to sit inside bus during breaks especially in the rain.
53. Bus shelter needed at SR 207 and SR 312.
54. Services of mini vending machine, a trac phone vendor.
55. The only problem I have ever had with Sunshine bus is that they have one driver that is very rude. xxxxxxxxxxx xxxxxxxxxxx xxxxxxxxxxxxxxxx. Always worried about his time instead of making the ride pleasant. Not only I but so many people have reported him, but xxx doesn't do anything. Besides that, I love Sunshine Bus. Don't know what I would do without it. I have made quite a few friends with other passengers and bus drivers. Love it except for the above.



APPENDIX C: PERFORMANCE EVALUATION



C. Performance Evaluation

Appendix C evaluates the relative performance of Sunshine Bus Company by comparing recently available data to previously reported data. The data in this appendix is for Sunshine Bus Company's deviated fixed route system.

Operating and Financial Performance

Table C.1 shows characteristics for Sunshine Bus Company: service area population and deviated fixed route vehicles operating in maximum service. Service area population between years 2012 and 2016 remained the same. The number of vehicles operating in peak service remained at seven vehicles until 2015, when the number increased to eight, consistent with increase in service on the Connector Line.

Table C.1 Deviated Fixed Route Characteristics, 2012 – 2016

Year	Service Area Population as reported by NTD	County Population as reported by the Census	Vehicles Operated in Maximum Service
2012	195,823	202,241	7
2013	195,823	209,532	7
2014	195,823	217,919	7
2015	195,823	226,640	8
2016	195,823	235,087	8
4-Year Change 2012-2016	0	32,846	1
% Change 2012-2016	0.00%	16.24%	14.29%
Annual Change 2015-2016	0	8,447	0
% Change 2015-2016	0.00%	3.73%	0.00%

Source: National Transit Database FY 2012 – FY 2016; U.S. Census Bureau Annual Estimates, 2012 - 2016



Table C.2 shows operating performance for Sunshine Bus Company. Between years 2015 and 2016, ridership, vehicle revenue miles and vehicle revenue hours experienced small increases. Ridership increased over 1,000 passengers. Vehicle revenue hours increased by about 10 percent, respectively. Service effectiveness declined slightly from 2015 to 2016, as riders per revenue hour, decreased approximately eight percent.

Table C.2 Deviated Fixed Route Operating Performance, 2012 – 2016

Year	Ridership	Vehicle Revenue Miles	Vehicle Revenue Hours	Riders per Revenue Mile	Riders per Revenue Hour
2012	237,132	466,125	23,219	0.51	10.21
2013	254,163	465,165	23,282	0.55	10.92
2014	259,402	480,511	23,210	0.54	11.18
2015	293,239	525,411	24,559	0.56	11.94
2016	294,283	532,937	26,912	0.55	10.94
4-Year Change 2012- 2016	57,151	66,812	3,693	0.04	0.73
% Change 2012- 2016	24.10%	14.33%	15.91%	8.27%	7.10%
Annual Change 2015- 2016	1,044	7,526	2,353	-0.01	-1.00
% Change 2015- 2016	0.36%	1.43%	9.58%	-1.39%	-8.42%

Source: National Transit Database, FY 2012-2016; 2017 Florida Transit Information and Performance Handbook (by FDOT)

Sunshine Bus Company financial performance is shown in Table C.3 on the following page. Between years 2015 and 2016, operating cost decreased by five percent, as service (miles and hours) slightly increased. During the same period, farebox revenue decreased by six percent and passenger revenues per mile and per hour decreased by approximately eight percent and fifteen percent respectively.



Table C.3 Deviated Fixed Route Financial Performance, 2012 – 2016

Year	Operating Cost	Farebox Revenues	Vehicle Revenue Miles	Vehicle Revenue Hours	Passenger Revenues per Revenue Mile	Passenger Revenues per Revenue Hour	Cost per Revenue Mile	Cost per Revenue Hour
2012	\$1,132,809	\$98,017	466,125	23,219	\$0.21	\$4.22	\$2.43	\$48.79
2013	\$1,026,566	\$100,327	465,165	23,282	\$0.22	\$4.31	\$2.21	\$44.09
2014	\$932,598	\$165,181	480,511	23,210	\$0.34	\$7.12	\$1.94	\$40.18
2015	\$1,016,473	\$114,454	525,411	24,559	\$0.22	\$4.66	\$1.93	\$41.39
2016	\$962,376	\$107,132	532,937	26,912	\$0.20	\$3.98	\$1.81	\$35.76
4-Year Change 2012- 2016	-170,433	9,115	66,812	3,693	-0.01	-0.24	-0.62	-13.03
% Change 2012- 2016	-15.05%	9.30%	14.33%	15.91%	-4.28%	-5.67%	-25.69%	-26.71%
Annual Change 2015- 2016	-54,097	-7,322	7,526	2,353	-0.02	-0.68	-0.12	-5.63
% Change 2015- 2016	-5.32%	-6.40%	1.43%	9.58%	-7.72%	-14.58%	-6.44%	-13.60%

Source: National Transit Database, FY 2012-2016; 2017 Florida Transit Information and Performance Handbook (by FDOT)

Farebox Recovery Ratio

Farebox recovery ratio is the ratio of farebox revenue to operating cost. In Table C.4, based on the most recent reported NTD data (2015 and 2016), Sunshine Bus Company’s farebox recovery ratio remained relatively constant, only slightly declining by one and one-half percent. During that same period, cost per rider and farebox revenue decrease by approximately six percent.



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

Year	Ridership	Operating Cost	Cost per Rider	Farebox Revenues	Farebox Recovery Ratio	Average Fare Per Rider
2012	237,132	\$1,132,809	\$4.78	\$98,017	8.70%	\$0.41
2013	254,163	\$1,026,566	\$4.04	\$100,327	9.80%	\$0.39
2014	259,402	\$932,598	\$3.60	\$165,181	10.50%	\$0.38
2015	293,239	\$1,016,473	\$3.47	\$114,454	11.26%	\$0.39
2016	294,283	\$962,376	\$3.27	\$107,132	11.13%	\$0.36
4-Year Change 2012 - 2016	57,151	-\$170,433	-\$1.51	\$9,115	2.43%	-\$0.05
% Change 2012 - 2016	24.10%	-15.05%	-31.58%	9.30%	27.95%	-11.21%
Annual Change 2015 - 2016	1,044	-\$54,097	-\$0.20	-\$7,322	-0.17%	-\$0.03
% Change 2015 - 2016	0.36%	-5.32%	-5.76%	-6.40%	-1.49%	-6.66%

Source: National Transit Database, FY2012 – 2016; 2017 Florida Transit Information and Performance Handbook (by FDOT)

Performance Evaluation Summary

Overall, Sunshine Bus Company has performed well over the last performance evaluation year (comparing FY2015 and FY2016 data). Annual ridership held relatively steady, increasing by 1,000 riders. Overall costs decreased as did cost per hour and per mile decreased. However, service effectiveness and efficiency began to decline, as riders per hour and passenger revenues per hour also decreased.

