









St. Johns County Transit Development Plan, 2025 Annual Progress Report

January 10, 2025

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Executive Summary

St. Johns County offers public transportation to riders of all ages in St. Johns County, Florida. As part of St. Johns County's commitment to providing public transportation services, the St. Johns County Board of County Commissioners (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 (FDOT) requires that a major update of the plan is produced every five years, with annual progress reports completed in each of the interim years.

This document serves as St. Johns County's 2025 Annual Progress Report of the Transit Development Plan. It describes the progress made toward accomplishing last year's planned implementation program of service and capital improvements and updates future expectations. On-going surveys and performance evaluations assist SJCBOCC and SJCCOA personnel with determining public transit needs and services within the county.

- Over the past year, St. Johns County and the SJCCOA have enhanced public transit services. The enhancements include (but are not limited to) services that help integrate Exceptional Student Education (ESE) students into the workforce, increasing safety with 247 security cameras on ten new buses and improving bus stops within the county.
- Based on a recent survey of Sunshine Bus riders, survey respondents demonstrate a
 high overall satisfaction with the bus service. Most bus riders surveyed (85%) were
 either very satisfied or satisfied with the bus routes.
- Although many riders are satisfied with the public transportation services, many
 continue to need more frequent services, additional hours of operation and/or more
 convenient services (i.e., more information/schedules, more bus stops and bus stop
 amenities). St. Johns County and SJCOA personnel continue to identify and implement
 service enhancements.

1.0 Introduction and Background

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

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

This document serves as an Annual Progress Report of St. Johns County's 2021 Transit Development Plan and covers years 2026 through 2035. As a progress report, this document describes progress and service area changes occurring over the past year. This document also updates the ten-year implementation program. Table 1.1 highlights the contents.

Table 1.1 TDP Content

TDP Chapter	2025 Annual
TDF Chapter	Progress Report
Introduction	Chapter 1.0
Past Year's Accomplishments/Plan Implementation	Chapter 2.0
Analysis of Discrepancies/ Goals & Objectives	Chapter 3.0
Revisions to Implementation Program for Coming Year	Chapter 4.0
Revisions/Recommendations for the New Tenth Year	Chapter 5.0
Revised Financial Plan	Chapter 6.0
Revised Projects/Services to meet Goals and Objectives	Chapter 7.0
Public Involvement Summary – Sunshine Bus Survey	Appendix A
Public Involvement Summary – STAR Survey	Appendix B
Performance Evaluation Update/Farebox Recovery Ratio	Appendix C

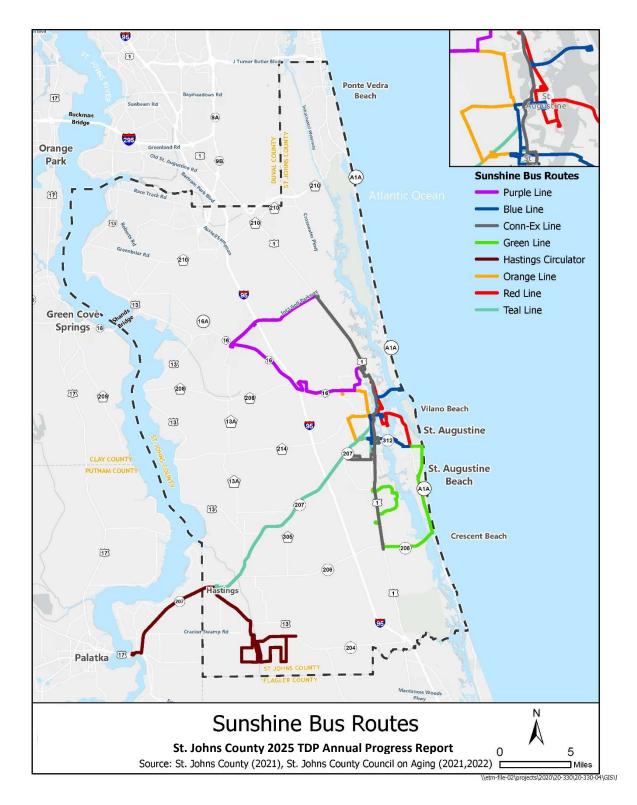
Analysis of the plan's status and expectations over the next ten years is summarized in Chapters 2.0 - 7.0. Public involvement and system performance updates are contained in the Appendices.

The St. Johns County bus routes are illustrated in Figure 1.1 on the following page.



Transit Vehicles

Figure 1.1 St. Johns County Bus Routes



2.0 Accomplishments and Expectations

This section reports on past year accomplishments and status of the TDP's implementation program. Table 2.1 contains major components of the implementation program, a description of efforts completed and expectations through the next year (FY 2026). The implementation program was originally identified in St. Johns County's Major TDP Update, completed in 2021. During the three and half years since the Major TDP was completed, the County and SJCCOA have implemented several components of the TDP.

Table 2.1 Accomplishments and Expectations

	TDP Component	Past Year Results	Notes	Expectations for Next Year (FY 2026)
		Deviated Fixed R	Route Service	
1	Modify the Purple Line - Add service to Murabella/World Golf Village along SR 16 and US -1.	Began July 12, 2021.	In 2024, a bus stop was added to serve a new workforce housing project. In 2021, the Purple Line, a new route, was added to provide more coverage.	Completed.
2	Blue Line – Modify service south of SR 312 that overlaps with the Orange Line and add service to Vilano Beach.	Began February 7, 2022.	A change to streamline service, increases system coverage (providing service along Old Moultrie Road/S. Dixie Highway) and connect with the Orange Line at West King Street to provide transfer access to downtown St. Augustine.	Completed.
3	Conn-Ex Line – Streamline and modify to focus service along US-1.	Began February 7, 2022.	Moved the Vilano Beach portion to the Blue Line. Extending service along US-1 to the Avenues Mall/Avenues Walk area, in the City of Jacksonville, is on hold.	On-going evaluation of the route. The Vilano Beach portion is completed.
4	Teal Line – Modify to serve additional community destinations.	Modified August 1, 2023.	Added the Solomon Calhoun Community Center as a new stop. The change did not significantly affect total hours of operation or mileage.	On-going evaluation of the route.

	TDP Component	Past Year Results	Notes	Expectations for Next Year (FY 2026)
		Demand Response (P	aratransit) Service	
5	Continue to provide paratransit services and consider strategies to train/encourage paratransit riders to utilize Sunshine Bus (for those who are able).	On-going.	CTD passes are provided to paratransit riders who qualify to promote cross ridership between Sunshine Bus and Paratransit. Partnership efforts with the Florida School for the Deaf and Blind (FSDB) are being piloted to offer ridership training and workforce opportunities for students.	Continue to provide CTD passes to paratransit riders. Continue partnership efforts with FSDB.
		Capital, Infrastructur	e and Technology	
6	Purchase vehicles consistent with replacement and service needs.	On-going.	Purchased four new buses (two paratransit and two Sunshine Bus) that were scheduled to be delivered July 2024.	As needed and as funds are available
7	Designate official bus stops. This may include the installation of additional bus stop signs, bus pull outs and bus hubs.	Added Solomon Calhoun Community Center.	Planning to implement stops at the Port in the Storm, a homeless shelter for young adults located at Arapaho Avenue, and the nearby TAG Children's Museum, scheduled to open winter 2024. Planning for additional bus stop signs in the Murabella/World Golf Village area.	On-going, as funds are available.
8	Install bus shelters, as funds and locations are made available.	On-going.	Evaluation of potential locations.	On-going.
9	Enhance communication systems and amenities, such as real-time bus information, smart phone application and/or other technologies to enhance the customer experience.	On-going.	Working with AT&T to explore the addition of live schedules on existing tablets, initially for SJCCOA personnel and potentially for transit riders in a later phase. Previously, coordinated with Google's Transit Partners to update the routes on Google Maps and on the website.	On-going.

3.0 Analysis of Discrepancies

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

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

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

GOALS:

GOAL 1 - CUSTOMER FOCUS AND SAFETY

GOAL 2 - MOBILITY AND ACCESSIBILITY

GOAL 3 - INTERAGENCY AND REGIONAL COORDINATION

GOAL 4 – EFFECTIVENESS AND EFFICIENCY

GOAL 5 - QUALITY OF LIFE

GOAL 6 - EDUCATION AND TRAINING

GOAL 7 - CAPITAL IMPROVEMENTS

Table 3.1 TDP Goals, Objectives and Policy Assessment¹

Goal/Objective	Implementation Assessment of Previous Year (FY 2024)			
GOAL 1 – CUSTOMER FOCUS AND SAFETY: Maintain and continuously improve customer-focused service and products.				
Objective 1.1 - Monitor and improve safety and security throughout the transit system.	SJCCOA hired a Transportation Safety Officer in 2023 to assess the ongoing safety efforts of the transportation system. Over 245 camera systems were installed on 10 new buses in October 2023 and the SR 16/Mission Trace bus stop was modified to improve safety. SJCCOA is planning to replace the security gate in the bus parking lot of the transit center. Efforts to maintain a Safety Management System (SMS) that complies with the Public Transportation Safety Certification Training Program (PTSCTP) rule, and with workplace safety standards, is ongoing. The County completed a Public Transportation Agency Safety Plan (PTASP) that was approved by the SJCBOCC July 2020.			
Objective 1.2 - Seek input from users and non-users of the system through periodic surveys, focus groups, etc. to evaluate needs and respond with enhancements to programs and services.	An on-board transit survey is completed annually to collect input from Sunshine Bus users. In 2024, on-board surveys for the St. Johns County Sunshine Bus and St. Augustine STAR services were completed during the months of January and February, respectively. Additional input (from paratransit customers, bus drivers, elected officials, stakeholders and public) was collected for the 2021 Major TDP Update through surveys and meetings.			
Objective 1.3 – Develop passenger amenities that best respond to local conditions.	Implementation of Objective 1.3 is on-going. St. Johns County and SJCCOA personnel recently modified the SR 16/Mission Trace bus stop to respond to safety concerns. Personnel are working with AT&T to explore the addition of live schedules on existing tablets. Personnel are also working on route displays/maps for hotels on SR A1A, SR 16 and Vilano Beach.			

¹ St. Johns County's FY 2024 was October 23 through September 2024.

Goal/Objective	Implementation Assessment of Previous Year (FY 2024)
Objective 1.4 - Review and enhance employee customer service training programs and tools, including bus operator courtesy training.	Implementation of Objective 1.4 is on-going.
GOAL 2 - MOBILITY AND ACCESSIBILITY : Provide mobility ar opportunities, and to improve the economy.	nd access to meet current and evolving mobility market needs and
Objective 2.1 - Continue to develop public transportation services that address the mobility needs of traditional transit customers.	Survey results continue to indicate that most riders are dependent on Sunshine Bus transit service. County and SJCCOA personnel are continuing to ensure that services meet the needs of these traditional customers. For example, by successfully transporting Exceptional Student Education (ESE) students over the past year on Sunshine Bus, personnel are continuing to help integrate ESE students into the workforce. Personnel also met with St. Augustine Youth Services to identify their specific needs and are planning to modify the Purple Line to serve a 192-unit workforce housing development in the southwest quadrant of US-1 and County Road (CR) 210.
Objective 2.2 - Encourage the use of public transportation by all residents of St. Johns County and municipalities within.	County personnel continue to coordinate with communities throughout St. Johns County, including St. Augustine and St. Augustine Beach. Personnel complete on-going updates to the website and evaluations of future bus stop locations to improve access. For example, personnel are planning to install more bus stop signs in the Murabella area.
Objective 2.3 – Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area.	St. Johns County modified the Purple Line to connect St. Augustine and Murabella/World Golf Village along SR 16 on July 12, 2021. The County is planning to install additional bus stop signs to the Murabella area.
Objective 2.4 - Decrease barriers to mobility and accessibility.	Efforts to improve mobility and accessibility are on-going. Recently, personnel modified the SR 16/Mission Trace bus stop to improve safety. The Mission Trace parking lot was becoming a major safety concern, so the stop was moved to the right-of-way on SR 16. In August 2023,

Goal/Objective	Implementation Assessment of Previous Year (FY 2024)	
	personnel modified the Teal Line to add a new bus stop at the Solomon Calhoun Community Center.	
Objective 2.5 -Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.	Efforts to improve accessibility are on-going.	
GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION: E promote travel efficiencies and effectiveness.	nhance and improve multimodal coordination and connectivity to	
Objective 3.1 - Continue the cooperative culture between St. Johns County, the Council on Aging and other mobility service partners.	St. Johns County and the SJCCOA continue to coordinate.	
Objective 3.2 - Coordinate transportation services and facilitate connections across jurisdictional boundaries and/or between public transportation modes and services.	The County coordinates with the City of St. Augustine regarding the STAR Line and with JTA regarding the St. Johns Express Select, connecting downtown Jacksonville and St. Augustine. County and SJCCOA personnel regularly attend regional transit meetings. In 2024, on-board surveys for both the St. Johns County Sunshine Bus and St. Augustine STAR services were completed.	
Objective 3.3 - Continue to participate in state, regional and local coordination efforts to maintain consistency between St. Johns County programs and initiatives and other plans and programs.	The County coordinates with partners such as JTA, Ride Solutions, North Florida TPO, the Northeast Florida Regional Council and FDOT, particularly as part of the Northeast Florida Regional Transit Working Group.	
GOAL 4 – EFFECTIVENESS AND EFFICIENCY: Provide an Effective and Efficient Public Transportation System.		
Objective 4.1 - Identify methods to operate more effective and efficient service, while maintaining and increasing ridership levels.	The County streamlined bus routes by decreasing overlapping portions of the Blue and Orange Lines south of SR 312 and by concentrating the Conn-Ex Line service along US-1. The County and SJCCOA are exploring the addition of live schedules on tablets to help improve operations.	

Goal/Objective	Implementation Assessment of Previous Year (FY 2024)	
Objective 4.2 - Encourage paratransit riders to use the deviated fixed route service, for those who can ride the deviated fixed route service.	The SJCCOA continues to provide Sunshine Bus passes for TD riders.	
Objective 4.3 - Implement service enhancements that will attract additional riders, including those who are not dependent on public transportation.	The County is continuing efforts to implement technological enhancements that will communicate real-time service information to customers and potentially attract additional riders. For example, County and SJCCOA personnel are exploring the addition of live schedules on tablets that would potentially enhance service.	
Objective 4.4 -Increase passenger revenues per mile and per hour.	The County and SJCCOA are coordinating with various community organizations to potentially improve public transportation services and increase ridership. The County modified the Purple Line to connect St. Augustine and the Murabella/World Golf Village area on July 12, 2021.	
GOAL 5 – QUALITY OF LIFE: Enhance economic prosperity, lival	bility and environmental sustainability within the service area.	
Objective 5.1 - Support economic development initiatives.	County and SJCCOA personnel are continuing efforts to help integrate ESE students into the workforce by successfully transporting ESE students over the past year on the Sunshine Bus. Personnel are also considering modifications to the Purple Line to serve a new 192-unit workforce housing development in the southwest quadrant of US-1 and CR 210. Previously, personnel partnered with JTA to incorporate a bus stop at the recently developed Pavilion at Durbin Park, located in northwest St. Johns County.	
Objective 5.2 - Pursue the development of transit-friendly land use policies and land development criteria.	Efforts to implement Objective 5.2 are on-going.	

Goal/Objective	Implementation Assessment of Previous Year (FY 2024)	
Objective 5.3 - Ensure that Future Land Use Maps and other comprehensive plan components support the development of public transit service.	Efforts to implement Objective 5.3 are on-going.	
GOAL 6 – EDUCATION AND TRAINING : Inform the community qualified Sunshine Bus workforce.	on the value of a quality public transit system and develop a highly	
Objective 6.1 - Enhance the image and visibility of transit in the community.	Currently, County and SJCCOA personnel are working on route displays/maps for hotels on A1A, SR16, and Vilano Beach and planning for additional bus stop signs in the Murabella/World Golf Village area. Personnel also implement regular updates to the SJCCOA website.	
Objective 6.2 - Develop on-going outreach programs designed to educate the public about available transportation alternatives.	County and SJCCOA personnel are coordinating with various community organizations to educate them about current services and identify opportunities to enhance services, and better meet community needs.	
Objective 6.3 - Enhance staff recruitment, retention and development efforts.	Efforts to implement Objective 6.3 are on-going. SJCCOA recently hired a Transportation Safety Officer to assess the on-going safety efforts of the transportation system.	
GOAL 7 – CAPITAL IMPROVEMENTS: Establish the appropriate infrastructure necessary to maintain and expand deviated fixed route and paratransit services in the future.		
Objective 7.1 - Acquire vehicles and associated equipment for fleet replacement and expansion.	County and SJCCOA personnel purchased four new buses (two paratransit and two Sunshine Bus), scheduled to be delivered July 2024.	
Objective 7.2 - Establish designated bus stops with signage and shelters as funds and locations are made available.	In 2023, the County added the Solomon Calhoun Community Center as a new stop on the Teal Line. County personnel are implementing stops at the Port in the Storm, a homeless shelter for young adults located at Arapaho Avenue, the nearby TAG Children's Museum, and more bus stop signs in the Murabella/World Golf Village area.	

Goal/Objective	Implementation Assessment of Previous Year (FY 2024)
Objective 7.3 - Continue to monitor and enhance bus facility capacity and equipment needs.	Efforts to implement Objective 7.3 are on-going.
Objective 7.4 - Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.	See the implementation assessment above for Objective 7.2. Personnel is also working on route displays/maps for hotels on A1A, SR16, and Vilano Beach.

4.0 Implementation Program Revisions for the Coming Year

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

5.0 Revised Program and Recommendations - Tenth Year

Implementation items contained in the new tenth year of this plan were developed using the information and assessments contained in this progress report. Service for 2035, the new tenth year of the plan, is expected to generally maintain the year 2034 service levels. Similarly, the plan's current capital enhancement assumptions are anticipated to continue through the year 2035. Goals, objectives and recommendations will be reviewed and updated during Major TDP Update or as needed.

6.0 Revised Financial Plan

The financial plan includes estimated costs and financial resources for a ten-year period and has been modified in this document to reflect the 2026 – 2035 period. The financial plan includes planning level cost estimates for public transit services over the next ten years. Anticipated revenues were used to develop estimates of financial resources. The financial plan is summarized in Tables 6.1 through 6.7.

- Table 6.1, Capital and Operating Assumptions, contains operating costs from the 2023
 National Transit Database (NTD). The 2023 NTD costs for Sunshine Bus service are
 higher than the 2021 NTD costs (contained in the county's 2023 TDP Annual Progress
 Report). Deviated fixed route costs increased 9.7% per revenue hour and 6.6% per
 revenue mile.
- Tables 6.2 and 6.3, depict service and implementation characteristics, respectively, for both the deviated fixed route and demand response systems. These tables assume no major service changes from last year, and no major changes from three years ago when the major TDP update was completed. Although the addition of a stop on the Purple Line (as mentioned in Table 2.1) is listed in Tables 6.2 and 6.3, this modification is not expected to significantly impact hours of operation or mileage.
- Using the information contained in Tables 6.1 through 6.3, Table 6.4 (Operating Costs) estimates operating expenses over the ten-year period.
- Table 6.5, Capital Needs and Costs, depicts cost estimates for capital enhancements.
- Tables 6.6 and 6.7 provide summaries for TDP costs and revenues. Costs to provide the proposed transit services are \$74.9 million over the ten-year period. Revenues are estimated to be \$69.5 million over the same period, leaving approximately \$5.4 million in unfunded needs.

Table 6.1 Capital and Operating Assumptions

Assumption	Estimated Cost	Notes/Source
Deviated Fixed Route Operating Cost per Revenue Hour	\$47.92	FY 2023 National Transit Database, St. Johns County
Deviated Fixed Route Operating Cost per Revenue Mile	\$2.69	FY 2023 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Hour	\$64.77	FY 2023 National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Mile	\$5.97	FY 2023 National Transit Database, St. Johns County
Operating Cost Inflation Rate (10-year average)	4.5%	7% in the short-term, decreased gradually to 3% by year seven
Capital Cost Inflation Rate (10-year average)	4.5%	7% in the short-term, decreased gradually to 3% by year seven

Table 6.2 Service Characteristics

Service Type/Mode	Description	Head	lway (minut	es)	Re	venue Hour	s	Re	venue Mile	s	Annua	al Days of Se	ervice	Annual Hours	Annual Miles	Annual Operating Cost
		Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday			
Maintain Existing Devia	ted Fixed Route												TOTALS:	35,999	678,624	\$1,725,063
Route #1 - Orange	Maintain Existing Fixed Route	133	133	0	12.42	12.42	0	168	168	0	255	52	0	3,813	\$182,716	\$189,142
Route #2 - Blue	Maintain Existing Fixed Route	133	133	0	12.42	12.42	0	121	121	0	255	52	0	3,813	\$182,716	\$189,142
Route #3 - Red	Maintain Existing Fixed Route	133	133	0	12.42	12.42	0	130	130	0	255	52	0	3,813	\$182,716	\$189,142
Route #4 - Green	Maintain Existing Fixed Route	133	133	0	12.42	12.42	0	228	228	0	255	52	0	3,813	\$182,716	\$189,142
Route #5 – Hastings Circulator	Maintain Existing Fixed Route	114	114	0	12.75	12.75	0	312	312	0	255	52	0	3,914	\$187,571	\$194,167
Route #6 - Teal	Maintain Existing Fixed Route	146	146	0	13.00	13.00	0	288	288	0	255	52	0	3,991	\$191,249	\$197,974
Route #7 - Conn-Ex 1 & 2	Maintain Existing Fixed Route	71	71	0	27.00	27.00	0	623	623	0	255	52	0	8,289	\$397,209	\$411,177
Route #8 - Purple	Maintain Existing Fixed Route	133	133	0	14.83	14.83	0	340	340	0	255	52	0	4,553	\$218,171	\$225,843
Demand Response Serv	rice												TOTALS:	31,001	332,650	\$2,007,935
Demand Response	Paratransit Service				117.8	18.5	0	1,278	130	0	255	52	0	31,001	332,650	\$2,007,935
Modifications to Deviat	ed Fixed Route															
Modify Conn-Ex	Route Realignment	71	71	0	-5.20	0.40	0	-59	-59	0	255	52	0	-1,305	-17,990	-\$48,394
Modify Blue	Route Realignment	133	133	0	0.10	0.00	0	23	23	0	255	52	0	25	7,122	\$1,222
Teal Line - Minor Modification	Add a bus stop	146	146	0	13.30	13.30	0	288	288	0	255	52	0	0	0	\$0
Purple Line - Minor Modification	Add a bus stop	133	133	0	14.83	14.83	0	340	340	0	255	52	0	0	0	\$0

Table 6.3 Service Implementation Plan

Service Type/Mode	Description	Implementation Year	Annual Operating Cost	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
Maintain Existing Deviated Fixe	d Route Service												
Route #1 - Orange	Maintain Existing Fixed Route	2021	\$182,716	Yes									
Route #2 - Blue	Maintain Existing Fixed Route	2021	\$182,716	Yes									
Route #3 - Red	Maintain Existing Fixed Route	2021	\$182,716	Yes									
Route #4 - Green	Maintain Existing Fixed Route	2021	\$182,716	Yes									
Route #5 – H. Circulator	Maintain Existing Fixed Route	2021	\$187,571	Yes									
Route #6 - Teal	Maintain Existing Fixed Route	2021	\$191,249	Yes									
Route #7 - Conn-Ex	Maintain Existing Fixed Route	2021	\$397,209	Yes									
Route #8 Purple	Maintain Existing Fixed Route	2021	\$218,171										
Maintain Existing Demand Resp	oonse Service												
Existing Demand Response	Paratransit Service	2021	\$2,007,935	Yes									
Modifications to Deviated Fixed	l Route Service												
Modify Conn-Ex	Route Realignment	2022	-\$48,394	Yes									
Modify Blue	Route Realignment	2022	\$1,222	Yes									
Teal Line - Minor Modification	Add a bus stop	2023	\$0	Yes									
Purple Line - Minor Modification	Add a bus stop	2024	\$0	Yes									

Table 6.4 Operating Costs

Service Type/Mode	Description	Annual Operating Cost	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	Total
Maintain Existing Deviated Fixed Route Service		\$1,506,893	\$1,877,863	\$1,962,366	\$2,050,673	\$2,142,953	\$2,239,386	\$2,340,158	\$2,445,466	\$2,555,512	\$2,670,510	\$2,790,682	\$23,075,569
Route #1 - Orange	Maintain Existing Route	\$182,716	\$227,697	\$237,944	\$248,651	\$259,841	\$271,533	\$283,752	\$296,521	\$309,865	\$323,809	\$338,380	\$2,797,994
Route #2 - Blue	Maintain Existing Route	\$182,716	\$227,697	\$237,944	\$248,651	\$259,841	\$271,533	\$283,752	\$296,521	\$309,865	\$323,809	\$338,380	\$2,797,994
Route #3 - Red	Maintain Existing Route	\$182,716	\$227,697	\$237,944	\$248,651	\$259,841	\$271,533	\$283,752	\$296,521	\$309,865	\$323,809	\$338,380	\$2,797,994
Route #4 - Green	Maintain Existing Route	\$182,716	\$227,697	\$237,944	\$248,651	\$259,841	\$271,533	\$283,752	\$296,521	\$309,865	\$323,809	\$338,380	\$2,797,994
Route #5 - Hastings Circulator	Maintain Existing Route	\$187,571	\$233,747	\$244,266	\$255,258	\$266,745	\$278,748	\$291,292	\$304,400	\$318,098	\$332,412	\$347,371	\$2,872,337
Route #6 - Teal	Maintain Existing Route	\$191,249	\$238,331	\$249,056	\$260,263	\$271,975	\$284,214	\$297,003	\$310,369	\$324,335	\$338,930	\$354,182	\$2,928,658
Route #7 - Conn-Ex	Maintain Existing Route	\$397,209	\$494,995	\$517,269	\$540,546	\$564,871	\$590,290	\$616,853	\$644,612	\$673,619	\$703,932	\$735,609	\$6,082,596
Route #8 Purple	Maintain Existing Fixed Route	\$218,171	\$271,880	\$284,115	\$296,900	\$310,261	\$324,222	\$338,812	\$354,059	\$369,992	\$386,641	\$404,040	\$3,579,170
Demand Response Service		\$2,007,935	\$2,819,683	\$3,017,800	\$3,229,837	\$3,456,772	\$3,699,653	\$3,959,598	\$4,237,808	\$4,535,565	\$4,854,243	\$5,195,313	\$39,006,272
Demand Response	Paratransit Service	\$2,007,935	\$2,819,683	\$3,017,800	\$3,229,837	\$3,456,772	\$3,699,653	\$3,959,598	\$4,237,808	\$4,535,565	\$4,854,243	\$5,195,313	\$39,006,272
Modifications to Deviated Fixed Route Service		(\$47,172)	(\$66,242)	(\$70,896)	(\$75,877)	(\$81,209)	(\$86,915)	(\$93,021)	(\$99,557)	(\$106,552)	(\$114,039)	(\$122,052)	(\$970,393)
Modify Conn-Ex	Route Realignment	(\$48,394)	(\$67,958)	(\$72,733)	(\$77,843)	(\$83,312)	(\$89,166)	(\$95,431)	(\$102,136)	(\$109,313)	(\$116,993)	(\$125,213)	(\$995,531)
Modify Blue	Route Realignment	\$1,222	\$1,716	\$1,837	\$1,966	\$2,104	\$2,251	\$2,410	\$2,579	\$2,760	\$2,954	\$3,162	\$25,138
Teal Line - Minor Modification	Add a bus stop	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Purple Line - Minor Modification	Add a bus stop	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Projected Annual Operating Costs	- Existing Deviated Fixed Route Service	\$1,506,893	\$1,877,863	\$1,962,366	\$2,050,673	\$2,142,953	\$2,239,386	\$2,340,158	\$2,445,466	\$2,555,512	\$2,670,510	\$2,790,682	\$23,075,569
Projected Annual Operating Costs	- TD Service	\$2,007,935	\$2,819,683	\$3,017,800	\$3,229,837	\$3,456,772	\$3,699,653	\$3,959,598	\$4,237,808	\$4,535,565	\$4,854,243	\$5,195,313	\$39,006,272
Projected Annual Operating Costs Fixed Route Service	(\$47,172)	(\$66,242)	(\$70,896)	(\$75,877)	(\$81,209)	(\$86,915)	(\$93,021)	(\$99,557)	(\$106,552)	(\$114,039)	(\$122,052)	(\$970,393)	

Table 6.5 Capital Needs and Costs

Tuble 0.5 capital freeds an	Unit	10-																				
Capital Needs	Cost	Year		2026		2027		2028		2029		2030		2031		2032		2033		2034		2035
Capital Needs	2021	Need		2020		2027		2020		2023		2030		2031		2032		2033		2034		2033
		11000					D	eviated Fixed	Route	e Vehicle Requ	irem	ents										
Replacement Buses - Maintain service	\$150,000	8	0	\$0	0	\$0	2	\$426,630	0	\$0	2	\$465,891	0	\$0	0	\$0	2	\$531,659	0	\$0	2	\$531,659
(27' cutaway)	\$150,000	٥	U	ŞU	U	ŞU	2	\$420,03U 	U	ŞU	2	\$405,691	U	ŞU	U	ŞU 	2	\$551,659	U	ŞU	2	\$551,659
Replacement Passenger Vans - Maintain	\$75,000	14	5	\$488,348	0	\$0	0	\$0	2	\$222,914	0	\$0	5	\$608,570	0	\$0	0	\$0	2	\$277,792	0	\$0
service	1 -,		0									·				·						
		0	0	\$0	0	\$0 \$0	0	\$0	0	\$0	0	\$0 \$0	0	\$0	0	\$0	0	\$0 \$0	0	\$0 \$0	0	\$0
		0	0	\$0 60	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 60	0	\$0 ¢0	0	\$0	0	\$0 \$0	0	\$0 \$0	0	\$0
		0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0	0	\$0 \$0
Total		22	5	\$488,348	0	\$0 \$0	2	\$426,630	2	\$222,914	2	\$465,891	5	\$608,570	0	\$0 \$0	2	\$531,659	2	\$2 77,792	2	\$531,659
Total				3400,340		ŞU				enue Vehicles		\$405,651	3	\$608,570		, ŞU		3331,033		3211,132		\$551,655
Demand Response Replacement -		33							Neve													
Maintain Service (23' cutaway)	\$86,150		0	\$0	7	\$820,668	4	\$490,056	2	\$256,054	9	\$1,204,095	2	\$279,618	2	\$292,200	3	\$458,024	2	\$319,090	2	\$305,349
		0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
B	¢06.450	42	1	6112 100	2	6254.745	2	¢2.45.020	2	¢256.054	_	6267 577		Ġ0.		¢0	4	6452.675	4	6450545	1	6452.675
Demand Response Expansion	\$86,150	13	1	\$112,190	3	\$351,715	2	\$245,028	2	\$256,054	2	\$267,577	0	\$0	0	\$0	1	\$152,675	1	\$159,545	1	\$152,675
		0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Total		40	1	\$112,190	10	\$1,172,382	6	\$735,084	4	\$512,108	11	\$1,471,671	2	\$279,618	2	\$292,200	4	\$610,699	3	\$478,635	3	\$458,024
		I						Su	ppor	t Vehicles												
Replacement Cars - Maintain Existing	ćo	0	0	ćo	0	ćo	0				_	ćo	_	ćo	0	ćo		ćo	0	ćo	0	ćo
Service	\$0	0	0	\$0	0	\$0	U	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	U	\$0	U	\$0
Total		0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
									ransi	t Infrastructur	e											
Bus Stop Signs	\$2,500	2	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	1	\$4,240	1	\$4,430	0	\$0	0	\$0
Shelters	\$15,000	10	1	\$19,534	1	\$20,413	1	\$21,332	1	\$22,291	1	\$23,295	1	\$24,343	1	\$25,438	1	\$26,583	1	\$27,779	1	\$26,583
New Park and Ride Bus Bay	\$200,000	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Bus Pull Outs	\$150,000	0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0
Software Purchase/Installation Update	\$10,000	10	1	\$13,023	1	\$13,609	1	\$14,221	1	\$14,861	1	\$15,530	1	\$16,229	1	\$16,959	1	\$17,722	1	\$18,519	1	\$17,722
Training	\$2,000	10	1	\$2,605	1	\$2,722	1	\$2,844	1	\$2,972	1	\$3,106	1	\$3,246	1	\$3,392	1	\$3,544	1	\$3,704	1	\$3,544
Misc. Equipment	\$85,000	6	0	\$0	1	\$115,673	0	\$0	1	\$126,318	1	\$132,002	1	\$137,943	1	\$144,150	1	\$150,637	0	\$0	0	\$0
Bus Shelter Amenities	\$1,000	10	1	\$1,302	1	\$1,361	1	\$1,422	1	\$1,486	1	\$1,553	1	\$1,623	1	\$1,696	1	\$1,772	1	\$1,852	1	\$1,772
Administrative Expenses	\$85,000	10	1	\$110,692	1	\$115,673	1	\$120,879	1	\$126,318	1	\$132,002	1	\$137,943	1	\$144,150	1	\$150,637	1	\$157,415	1	\$150,637
Preventive Maintenance	\$200,000	10	1	\$260,452	1	\$272,172	1	\$284,420	1	\$297,219	1	\$310,594	1	\$324,571	1	\$339,176	1	\$354,439	1	\$370,389	1	\$354,439
Total		68	6	\$407,607	7	\$541,623	6	\$445,117	7	\$591,466	7	\$618,082	7	\$645,896	8	\$679,201	8	\$709,765	6	\$579,659	6	\$554,697
Vahiala Caatta Mailataia Faiati																						
Vehicle Cost to Maintain Existing				\$488,348		\$820,668		\$916,686		\$478,968		\$1,669,986		\$888,187		\$292,200		\$989,683		\$596,882		\$837,008
Vehicles Other Infrastructure Cost				\$407,607		\$541,623		\$445,117		\$591,466		\$618,082		\$645,896		\$679,201		\$709,765		\$579,659		\$554,697
Vehicle Cost for Additional/New				3407,007		₹J41,023		3443,II/		3331,400		3018,082		\$U 4 3,630		3073,201		\$105,105		3373,033		\$334,037
Service				\$112,190		\$351,715		\$245,028		\$256,054		\$267,577		\$0		\$0		\$152,675		\$159,545		\$152,675
Total Capital Cost				\$1,008,145		\$1,714,005		\$1,606,831		\$1,326,489		\$2,555,644		\$1,534,083		\$971,401		\$1,852,122		\$1,336,086		\$1,544,380
TOTAL CAPITAL COST				\$1,008,145		\$1,714,005		\$1,000,831		\$1,520,489		\$ 2, 335,044		\$1,554,083		\$9/1,4UI		31,032,122		\$1,550,U80		\$1,544,38U

Table 6.6 10-Year TDP Cost Summary

Alternatives	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	Total
Maintain Existing Deviated Fixed Route Service	\$2,661,628	\$2,152,275	\$2,677,393	\$2,701,279	\$3,055,782	\$3,594,624	\$3,124,666	\$3,644,260	\$3,368,415	\$3,724,364	\$30,704,685
Demand Response Service	\$2,931,873	\$4,190,183	\$3,964,921	\$3,968,881	\$5,171,324	\$4,239,215	\$4,530,008	\$5,146,264	\$5,332,878	\$5,653,337	\$45,128,884
Net Change in Deviated Fixed Route with Proposed Improvements	(\$66,242)	(\$70,896)	(\$75,877)	(\$81,209)	(\$86,915)	(\$93,021)	(\$99,557)	(\$106,552)	(\$114,039)	(\$122,052)	(\$916,360)
TOTAL EXPENSES	\$5,527,259	\$6,271,561	\$6,566,436	\$6,588,951	\$8,140,191	\$7,740,818	\$7,555,117	\$8,683,971	\$8,587,254	\$9,255,649	\$74,917,209

Table 6.7 10-Year TDP Revenue Summary

Revenue Sources	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	Total
Federal											
FTA 5307	\$2,236,653	\$2,449,020	\$2,665,410	\$2,692,064	\$2,718,984	\$2,746,174	\$2,773,636	\$2,801,372	\$2,829,386	\$2,857,680	\$26,770,379
FTA 5339	\$167,000	\$167,000	\$167,000	\$167,000	\$167,000	\$167,000	\$167,000	\$167,000	\$167,000	\$167,000	\$1,670,000
FTA 5310	\$846,576	\$847,776	\$848,988	\$850,212	\$851,448	\$852,697	\$853,958	\$855,232	\$856,519	\$857,818	\$8,521,226
FTA 5311	\$509,922	\$515,021	\$520,171	\$525,373	\$530,627	\$535,933	\$541,292	\$546,705	\$552,172	\$557,694	\$5,334,912
ARP Act – COVID Aid	\$870,062	\$193,938	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,064,000
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	\$684,217	\$701,322	\$718,855	\$736,827	\$755,248	\$774,129	\$793,482	\$813,319	\$833,652	\$854,493	\$7,665,544
TD Commission	\$713,689	\$745,805	\$779,366	\$814,438	\$851,087	\$889,386	\$929,409	\$971,232	\$1,014,938	\$1,060,610	\$8,769,960
FDOT Commuter Assistance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FDOT Service Development	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Local and Private											
Farebox Revenue	\$146,155	\$149,078	\$152,060	\$155,101	\$158,203	\$161,367	\$164,594	\$167,886	\$171,244	\$174,669	\$1,600,356
Local Match (County)	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$276,489	\$2,764,890
Local Non-Govt (Private Pay)	\$38,529	\$40,263	\$42,075	\$43,968	\$45,947	\$48,014	\$50,175	\$52,433	\$54,792	\$57,258	\$473,452
Advertising Contract	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$2,400,000
TOTAL REVENUE	\$6,979,292	\$6,575,712	\$6,660,414	\$6,751,472	\$6,845,033	\$6,941,190	\$7,040,036	\$7,141,669	\$7,246,192	\$7,353,711	\$69,534,720
TOTAL COST	\$5,527,259	\$6,271,561	\$6,566,436	\$6,588,951	\$8,140,191	\$7,740,818	\$7,555,117	\$8,683,971	\$8,587,254	\$9,255,649	\$74,917,209
TOTAL UNFUNDED NEEDS	\$0	\$0	\$0	\$0	\$1,295,158	\$799,628	\$515,081	\$1,542,302	\$1,341,062	\$1,901,938	\$5,382,489

7.0 Revised Projects or Services to meet Goals and Objectives

Table 2.1 beginning on page 4 summarizes the implementation program. The Purple Line is being modified to add service to a 192-unit workforce housing project on the west side of US-1, near County Road 210. Based on plans, operating costs for the Purple Line will not change significantly.



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

St. Johns Cou	nty Transit Development Plan,
	2025 Annual Progress Report

APPENDIX A: Public Involvement Summary – Sunshine Bus Survey

2024 CUSTOMER SURVEY REPORT SUNSHINE BUS COMPANY

The Sunshine Bus Company Survey Report

Survey Process

A survey was conducted to customers riding the Sunshine Bus from January 15 to January 25, 2024, targeting its fixed route system users. This effort aimed to understand rider demographics, travel patterns, and service satisfaction levels. Participation was voluntary and the survey was offered in three formats:

- Paper-based, allowing riders to fill out the survey independently or with help from a surveyor.
- *Tablet-based*, using the Qualtrics Surveys app on an iPad, completed with or without surveyor assistance.
- QR Code-based, providing an online survey via a QR Code for those unable to participate immediately.

After data cleaning and processing, 106 complete and partially complete surveys were recorded, covering riders from eight routes. Details are summarized in Table A.1.

Table A.1: Surveys Collected

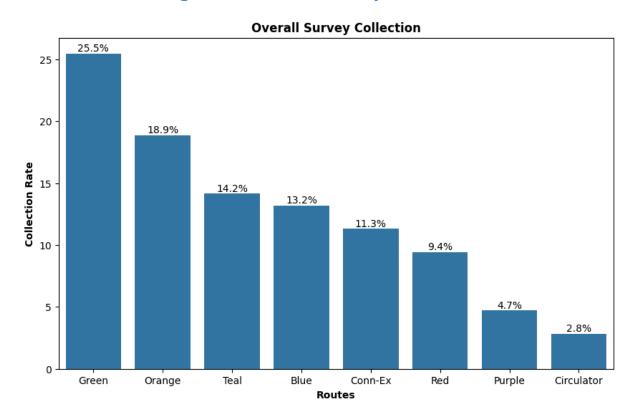
Bus Route	Number of Surveys Collected
Green	27
Orange	20
Teal	15
Blue	14
Conn-Ex	12
Red	10
Purple	5
Circulator	3
Total	106

Table A.1 reveals that bus lines originating from the Depot bus stop—specifically the Blue, Green, Orange, and Red lines—accounted for the majority of the collected surveys. The Teal and Conn-Ex lines ranked second and third, respectively, in contributions, while the Purple and Circulator lines had the lowest participation rates, as illustrated in Figure A.1. Table A.2 shows the distribution of each survey collection method (paper, tablet and QR Code).

Table A.2: Number and Percentage of Completed Surveys based on Survey Media

Survey	Number of Completed	Percentage of Total Completed
Media	Surveys	Surveys
Paper	70	66.0%
Tablet	36	34.0%
QR Code	0	0.0%
Total	106	100.0%

Figure A.1: Overall Survey Collection

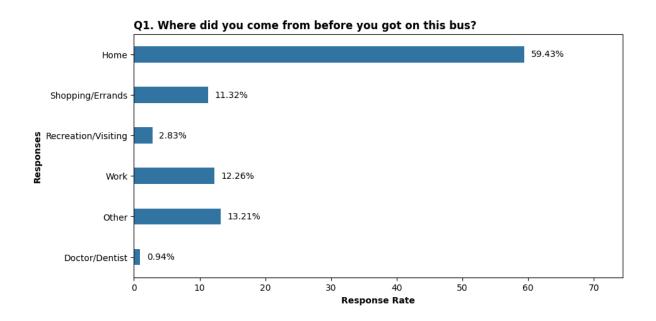


Survey Results

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

Figure A.2 indicates that the majority of survey respondents (59.43%) started their journey from home before boarding the bus. The subsequent most frequent starting points were "Other" (13.21%), "Work" (12.26%), and "Shopping/Errands" (11.32%). The least common origins reported were "Recreation/Visiting" and "Doctor/Dentist," at 2.83% and 0.94%, respectively.

Figure A.2: Q1. Where did you come from before you got on this bus?



Q5. Where are you going on this trip (Destination)?

Figure A.3 reveals that the primary reason for bus use among respondents is for shopping or errands, representing 31.37% of the total. Work-related trips follow at 27.45%, with returning home being the third most cited destination at 20.59%. "Other" unspecified destinations account for 14.71% of responses. Recreational or visiting purposes are less frequent, at 3.92%. The least common travel reasons are medical appointments and educational activities, with "Doctor/Dentist" and "School/College" each constituting 0.98% of responses.

Q5. Where are you going on this trip? 31.37% Shopping/Errands 27.45% Work Home 20.59% Responses Other 14.71% Recreation/Visiting 3.92% 0.98% Doctor/Dentist -School/College 0.98% 35

Figure A.3: Q5. Where are you going on this trip?

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

Figure A.4 shows that the majority (53.92%) of survey respondents traveled a short distance, 0-3 blocks, to reach the bus stop. Meanwhile, 19.61% walked more than 3 blocks, indicating a readiness to walk further. Another 13.73% transferred from a different Sunshine Bus, suggesting the use of multiple routes. Cycling was used by 8.82%, while taxis (2.94%) and drop-offs (0.98%) were less common modes of reaching the bus stop.

15

20

Response Rate

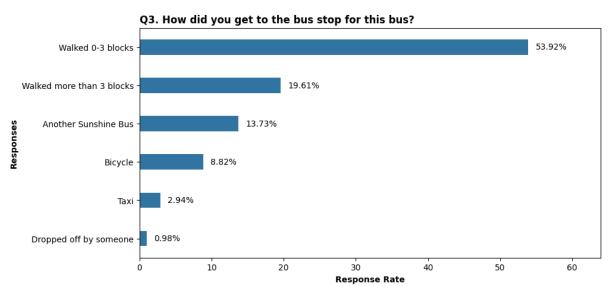


Figure A.4: Q3. How did you get to the bus stop for this bus?

Q8. After this bus, how will you get to your destination?

Figure A.5 illustrates that nearly half of respondents (48.04%) finish their journey by walking 0-3 blocks after getting off the bus. Another 25.49% transfer to a different Sunshine Bus, highlighting the interconnectedness of the routes. Walking beyond three blocks is chosen by 13.73%, indicating a willingness to walk further. Bicycling is preferred by 7.84%, while being picked up accounts for 2.94%. The least utilized options, taxi rides and other unspecified methods, each represent 0.98%.

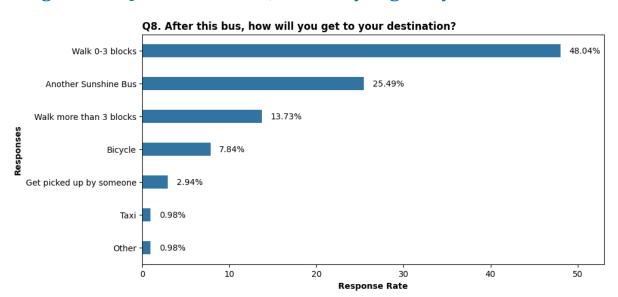
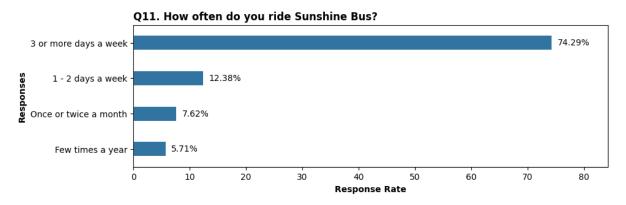


Figure A.5: Q8. After this bus, how will you get to your destination?

Q11. How often do you ride Sunshine Bus?

Figure A.6 shows that 74.29% of survey respondents use the Sunshine Bus service regularly, traveling three or more days per week. A smaller portion, 12.38%, ride the bus one to two days a week. Monthly riders, who use the bus once or twice a month, make up 7.62%, and a mere 5.71% use the service a few times a year, suggesting occasional use. This data highlights the strong dependency on the Sunshine Bus, with a predominant trend of frequent usage.

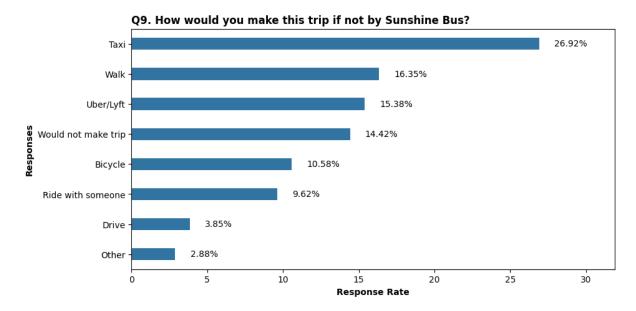
Figure A.6: Q11. How often do you ride Sunshine Bus?



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

Figure A.7 shows that "Taxi" is the most popular alternative to the Sunshine Bus, chosen by 26.92% of respondents. "Walk" and "Uber/Lyft" are the next preferred options, receiving 16.35% and 15.38% of responses respectively, indicating that a significant number of people would choose these methods if the bus weren't available. Notably, 14.42% of participants would not make their trip without the bus service, highlighting its critical role in their mobility. Bicycling is preferred by 10.58%, while 9.62% would rely on a ride from someone else. Driving oneself is an option for just 3.85%, and a mere 2.88% would use other means, suggesting these are less favored choices. This data illustrates the diverse alternatives to the Sunshine Bus, underscoring its importance to many users.

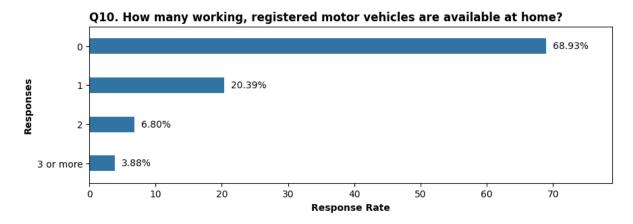
Figure A.7: Q9. How would you make this trip if not by Sunshine Bus?



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

Figure A.8 reveals that more than two thirds (68.93%) of survey participants do not have any working, registered motor vehicles at home, indicating a dependence on public or alternative transportation methods. About 20.39% have one vehicle, showing that only a fifth of the surveyed individuals have access to a single car. Furthermore, 6.80% have two vehicles, and just 3.88% report owning three or more vehicles. This pattern suggests a scarcity of private vehicles among respondents, underscoring the significance of the Sunshine Bus service in their daily lives.

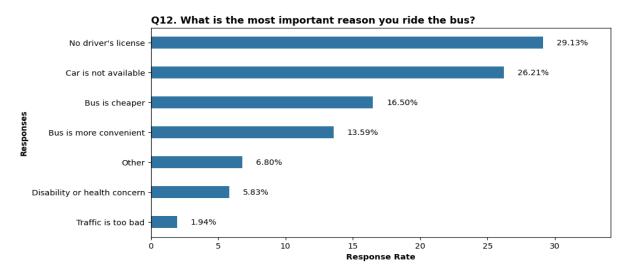
Figure A.8: Q10. How many working, registered motor vehicles are available at home?



Q12. What is the most important reason you ride the bus?

Figure A.9 reveals that 29.13% of respondents cite not having a driver's license as their primary reason for using the bus, underscoring a significant reliance on public transportation. The absence of car access is the second most common reason, with 26.21% of participants relying on the bus. Cost is also a factor, as 16.50% prefer the bus for its affordability, and 13.59% find it more convenient. Other reasons make up 6.80% of responses. Health or disability concerns are cited by 5.83%, and a small fraction, 1.94%, use the bus to avoid bad traffic. These findings illustrate the diverse reasons for bus ridership, primarily due to not having a driver's license or access to a car.

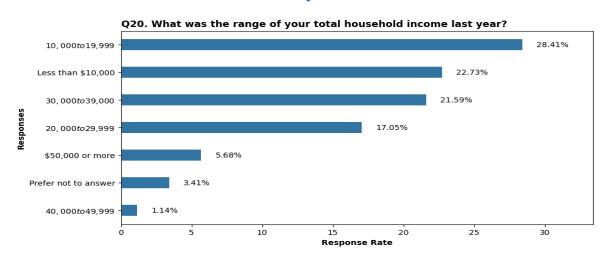
Figure A.9: Q12. What is the most important reason you ride the bus?



Q20. What was the range of your total household income last year?

Figure A.10 indicates that the most common income range among survey respondents is \$10,000 to \$19,999, accounting for 28.41% and reflecting a primarily low-income group. The following largest group, 22.73%, earns less than \$10,000, placing them in the lowest income bracket. The income range of \$30,000 to \$39,999 makes up 21.59% of responses, representing a middle-income demographic. Those with incomes between \$20,000 and \$29,999 constitute 17.05%, also suggesting low to moderate earnings. A smaller 5.68% report incomes of \$50,000 or higher. Additionally, 3.41% chose not to disclose their income, and the rarest income range, \$40,000 to \$49,999, is reported by just 1.14%. Overall, the data shows a trend of low to moderate income levels among participants, with fewer respondents reporting higher incomes.

Figure A.10: Q20. What was the range of your total household income last year?



Q21. What fare did you pay for this bus trip?

Figure A.11 reveals that the most popular fare payment method among respondents is the reduced fare monthly unlimited pass at \$15.00, used by 30.10%, closely followed by the one-way cash fare at \$2.00 with a usage rate of 28.16%. Despite its relatively higher cost, the regular fare monthly unlimited pass at \$30.00 is the third most common payment method, used by 20.39% of the respondents. The unlimited Day Pass and reduced fare one-way ticket, priced at \$4.00 and \$1.00, are chosen by 9.71% and 5.83% of the respondents, respectively. The least utilized option is the Commission for the Transportation Disadvantaged (CTD) Pass, selected by just 2.91% of participants.

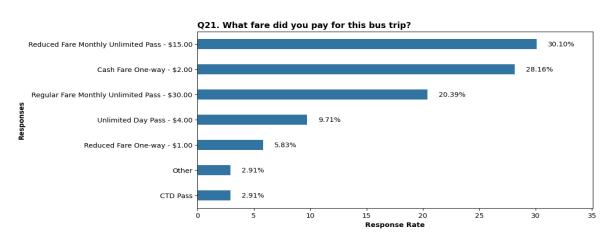


Figure A.111: Q21. What fare did you pay for this bus trip?

Q22. Your overall satisfaction with Sunshine Bus?

Figure A.12 shows that 48.57% of respondents are "Very Satisfied" and 36.19% are "Satisfied" with the Sunshine Bus service, indicating that a significant majority view the service favorably. Only 9.52% are "Neutral," and a minimal 5.72% express discontent, equally split between "Very Dissatisfied" and "Dissatisfied." This demonstrates a high overall satisfaction rate with the bus service among participants.

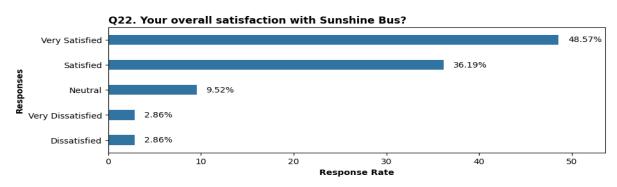


Figure A.122: Q22. Your overall satisfaction with Sunshine Bus?

Q23. What would make Sunshine Bus better? (Summary)

Table A.3 summarizes suggestions for enhancing the Sunshine Bus service. The top feedback includes increasing the number of buses and their frequency. Additionally, there's a notable complaint about drivers occasionally bypassing passengers without stopping.

Table A.3: Comments on how to make Sunshine Bus better

Counts	What would make Sunshine Bus better?
6	More buses
5	Pass more frequent
6	The driver sometimes pass them by the stop without stopping
4	Work on sundays
2	More routes
2	Running a proper line back to Jacksonville
2	Downtown to US 1 Stores and Doctors
1	Snacks
1	If I could be picked up and driven to my doctors appointments destination
1	If they showed up on time more
1	More stops with more benches
1	Pull cords
1	More schedules
1	Late routes for late night workers
1	Better route fix online
1	All buses to have illuminated route information
1	More times at Vilano
1	Drivers to be more friendly
1	If they had more easier bus stops and if they ran like JTA of Jacksonville
1	Access to county complex without changing lines or walking long distance
1	Music
1	I can't afford fare for a month
1	Big buses to hold more people
1	Shorter waiting time
1	The bus should be available everyday
1	A map schedule in plain black and white so it can be read
1	"Good job, Add wage to bus drivers"

Bus Route Transfers

Q3. How did you get to the bus stop for this bus? Another Sunshine Bus (specify)

Table A.4 shows the bus route transfer of the respondents from the bus they are coming from before boarded the current bus where the survey was collected.

Table A.4: Bus Route Transfers - Q3. How did you get to the bus stop for this bus? Another Sunshine Bus (specify)

Current Route	Coming From Route	Number of Transfers	Percent of Total Transfers	Percent of Total Survey Respondents
Green	Blue	2	20%	1.9%
Green	Orange	2	20%	1.9%
Red	Blue	1	10%	0.9%
Teal	Red	2	20%	1.9%
Teal	Purple	1	10%	0.9%
Orange	Green	2	20%	1.9%
T	otal	10	100%	9.3%

Q8. After this bus, how will you get to your destination? Another Sunshine Bus (specify)

Table A.5 shows the bus route transfer of the respondents to the bus they are going to board to their destination after they get off the current bus where the survey is collected.

Q3 and Q8 Unique Transfers (How did you get to the bus stop for this bus? and After this bus, how will you get to your destination?)

Table A.6 shows only the bus route transfer of the respondents from the bus they are coming from before boarding the current bus, and the bus they will board to their destination after they get off the current bus where the survey is collected.

Table A.5: Bus Route Transfer - Q8. After this bus, how will you get to your destination? Another Sunshine Bus (specify)

Current	Going To	Number of	Percent of	Percent of Total
Route	Route	Transfers	Total	Survey
			Transfers	Respondents
Green	Green	1	4.3%	0.9%
Green	Orange	3	13.0%	2.8%
Teal	Connector	1	4.3%	0.9%
Teal	Blue	2	8.7%	1.9%
Conn-Ex	Conn-Ex	1	4.3%	0.9%
Red	Red	1	4.3%	0.9%
Red	Blue	1	4.3%	0.9%
Orange	Green	3	13.0%	2.8%
Purple	Blue	1	4.3%	0.9%
Green	Red	1	4.3%	0.9%
Teal	Teal	1	4.3%	0.9%
Teal	Orange	2	8.7%	1.9%
Teal	Purple	2	8.7%	1.9%
Teal	Red	1	4.3%	0.9%
Red	Teal	1	4.3%	0.9%
Purple	Green	1	4.3%	0.9%
To	tal	23	100.0%	21.5

APPENDIX A-1: SURVEY



START LOCATION

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

Check only one Home	-
□ School/College □ Doctor/Dentist □ Other (specify) 2. Describe your specific start location (in Question 1) Place name: (for example, Government Center or Whispering Pines) Address/Street/:	-
□ School/College □ Doctor/Dentist □ Other (specify) 2. Describe your specific start location (in Question 1) Place name: (for example, Government Center or Whispering Pines) Address/Street/:	-
☐ Other (specify) 2. Describe your specific start location (in Question 1) Place name: (for example, Government Center or Whispering Pines) Address/Street/:	-
2. Describe your specific start location (in Question 1) Place name: (for example, Government Center or Whispering Pines) Address/Street/:	-
Place name:(for example, Government Center or Whispering Pines) Address/Street/:	-
(for example, Government Center or Whispering Pines) Address/Street/:	- - _
Address/Street/:	
Address/Street/: Zin Code:	
City: County: Zin Code:	
3. How did you get to the bus stop for this bus?	
☐ Walked 0-3 blocks ☐ Walked more than 3 block	s
☐ Bicycle ☐ Dropped off by someone	
☐ Taxi ☐ Drove a vehicle and parked	d
☐ Another Sunshine Bus (specify)	
□ JTA Express	
☐ Other (specify)	
	_
4. Where did you get on the bus you are riding now?	
Stop name: (for example, Seabridge	Sq.)
Cross streets of bus stop:&	
END LOCATION (DESTINATION)	
5. Where are you going on this trip? (Check only one)	
☐ Home ☐ Shopping/Errands	
□ Work □ Recreation/Visiting	
☐ School/College ☐ Doctor/Dentist	
Other (specify)	
- Strict (Specify)	
6. Describe the place you are going (in Question 5)?	
Place name:	_
Address/Street:	
City: Zip Code:	-

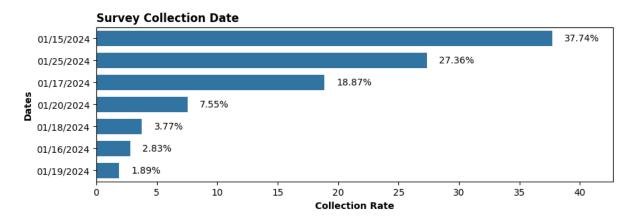
	Date:
e Bus Company 2024 Customer Survey	Route:

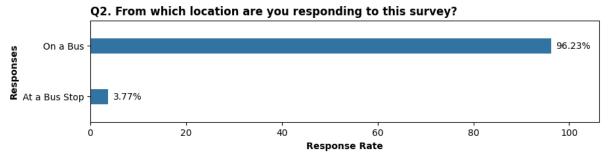
Sunshine

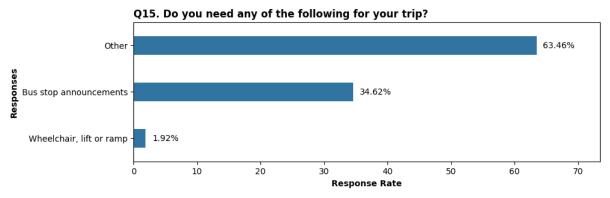
Please help us improve service by completing this brief survey. Your input is important, and participation is voluntary. Thank you!

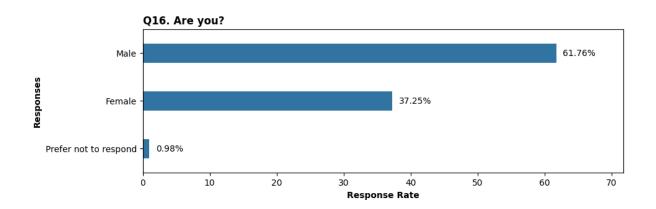
	f the bus you are on now? (for example, Outlet Mall)	16. Are you?	□ Male □	l Female			
		17. What is yo	ur age group	?			
		☐ Under 18	25-34	□ 45-54	□ 60 -64		
8. After this bus, how w	ill you get to your destination?	□ 18-24	□ 35-44	□ 55-59	□ 65+		
☐ Walk 0-3 blocks	☐ Walk more than 3 blocks			_			
☐ Bicycle	☐ Get picked up by someone	18. Which options describe you?					
☐ Taxi	☐ Drive a vehicle I parked	☐ White		pecify)			
☐ Another Sunshine Bus	(specify)	☐ Black/Africa					
☐ JTA Express		Hispanic, La		sh origin			
☐ Other (specify)		☐ Asian/Asian	American				
		□ Native Ame	rican, Americ	an Indian or A	Alaska Native		
How would you make	this trip if not by Sunshine Bus?						
(Check only one)			•	r language(s)	besides English at		
☐ Drive	☐ Bicycle	home? □ Ye					
☐ Ride with someone	□ Walk	If yes, which la	nguage(s)				
□ Taxi	☐ Would not make trip	20 What was	the range of	vour total bo	usehold income		
☐ Uber/Lyft	☐ Other (specify)	last year? (Che			asenoia income		
10 How many working	registered motor vehicles are	Less than \$1		□ \$30,000 to	239 000		
	registered motor vehicles are		-	. ,			
available at home? (Che	-	☐ \$10,000 to\$19,999 ☐ \$40,000 to \$49,999 ☐ \$20,000 to \$29,999 ☐ \$50,000 or more					
	or more	□ \$20,000 to ;	,29,999	— \$30,000 0	inore		
11. How often do you ric	de Sunshine Bus? (Check one)	21. What fare	did you pay f	for this bus tr	ip? (Check one)		
☐ 3 or more days a weel	k 🔲 Once or twice a month	☐ Cash Fare Or	ne-way - \$2.00	ס			
□ 1 – 2 days a week		☐ Reduced Far	e One-way - \$	1.00			
•	•	☐ Unlimited Day Pass - \$4.00					
12. What is the most im	portant reason you ride the bus?	☐ Reduced Day	/ Pass - \$ 2.00				
(Check only one)	,	☐ Regular Fare	Monthly Unli	mited Pass - \$	30.00		
☐ No driver's license	☐ Traffic is too bad	☐ Reduced Far	e Monthly Un	limited Pass -	\$15.00		
☐ Car is not available	☐ Bus is more convenient	☐ CTD Pass					
	☐ Disability or health concern	☐ Other (please	e specify)				
		22. Your overa	II caticfaction	n with Sunchi	ino Rus2		
- Other (specify)					ille bus:		
13. What is your HOME:	zip code?	☐ Very Satisfie			/ama Diagratic field		
14. What is your WORK	zip code or city?	☐ Satisfied	☐ Dissat	istied Li	Very Dissatisfied		
		23. What wou	ld make Suns	shine Bus bet	ter? (Please write		
	the following for your trip?	here and/or or			•		
	np 🗖 Bus stop announcements						
☐ Other assistance (spec	cify)						

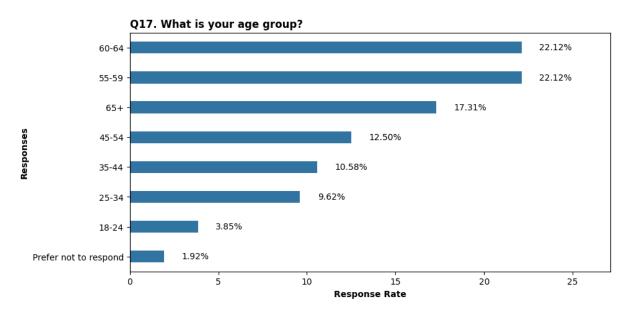
APPENDIX A-2: CHARTS

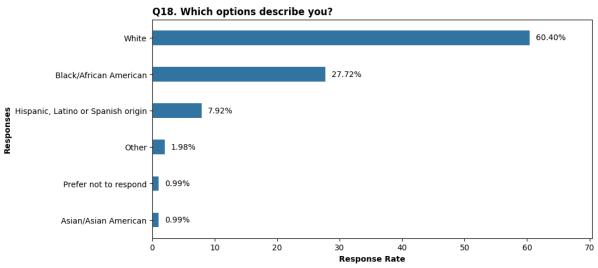


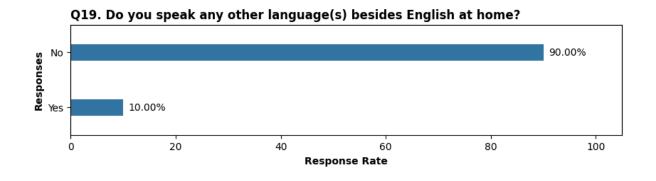












APPENDIX A-3: TABLES

Origin Location (Q2)

Survey	Route	Location	Location	Placename	Address/Street	City	County	Zip Code
Number			(Other)					
1	Conn-Ex	Work	N/A	Lowes	N/A	St. Augustine	St. Johns	32086
2	Green	Home	N/A	Shores Blvd	N/A	N/A	N/A	N/A
3	Green	Home	N/A	Pier	N/A	N/A	N/A	N/A
4	Green	Home	N/A	St. Marco Heights	N/A	N/A	N/A	N/A
5	Green	Other	Homeless	Homeless	N/A	N/A	N/A	N/A
6	Orange	Other	Homeless	N/A	N/A	N/A	N/A	N/A
7	Green	Home	N/A	Publix Old Moultrie	US 1 Wildwood Ave.	St. Augustine	St. Johns	32086
8	Green	Home	N/A	Home	60 Dune St.	St. Augustine	St. Johns	32080
9	Green	Home	N/A	Depot	630 West Pope Rd	St. Augustine	St. Johns	32080
10	Purple	Home	N/A	45 Palmer St.	N/A	N/A	N/A	N/A
11	Purple	Home	N/A	Government Center	N/A	N/A	N/A	N/A
12	Purple	Home	N/A	St. Augustine	N/A	N/A	N/A	N/A
13	Orange	Home	N/A	Depot	N/A	N/A	N/A	N/A
14	Green	Shopping/Errands	N/A	Hobby Lobby	N/A	N/A	N/A	N/A
15	Green	Home	N/A	David Ward	N/A	N/A	N/A	N/A
16	Green	Work	N/A	Depot	N/A	N/A	N/A	N/A
17	Green	Shopping/Errands	N/A	Cobblestone	N/A	N/A	N/A	N/A
18	Teal	Other	Friends house	Government Province	N/A	N/A	N/A	N/A
19	Teal	Recreation/Visiting	N/A	King st	N/A	N/A	N/A	N/A
20	Blue	Home	N/A	Seabreeze Motel	208 Anastasia Blvd	St. Augustine	St. Johns	32080
21	Blue	Shopping/Errands	N/A	Volana Beach	N/A	St. Augustine	St. Johns	32084
22	Blue	Home	N/A	Seabreeze Motel	208 Anastasia Blvd	St. Augustine	St. Johns	32080
23	Red	Home	N/A	Seabridge	Anastasia Boulevard	St. Augustine	St. Johns	32080

Survey	Route	Location	Location	Placename	Address/Street	City	County	Zip Code
Number			(Other)					
24	Red	Home	N/A	Depot	Pope Rd	St. Augustine	St. Johns	32080
25	Blue	Shopping/Errands	N/A	Whispering Pines	1000	St. Augustine	St. Johns	32084
26	Red	Home	N/A	MLK	South Street	St. Augustine	St. Johns	32084
27	Conn-Ex	Home	N/A	Home	N/A	N/A	N/A	N/A
28	Teal	Doctor/Dentist	N/A	Dr Office	Rt 17	E Palatka	Putnam	N/A
29	Teal	Home	N/A	209	Chase	Hastings	St. Johns	32145
30	Green	Home	N/A	Home	630 West Pope Rd	St. Augustine	St. Johns	32080
31	Circulator	Home	N/A	Na	N/A	N/A	N/A	N/A
32	Green	Shopping/Errands	N/A	Cobblestone Plaza	305 State	St. Augustine	St. Johns	32086
33	Blue	Shopping/Errands	N/A	Publix	125 Jenkins	St. Augustine	St. Johns	32086
34	Green	Shopping/Errands	N/A	Cobblestone Plaza	305 State Rte 312	St. Augustine	St. Johns	32086
35	Red	Work	N/A	Depot	Anastasia Blvd	St. Augustine	St. Johns	32806
36	Orange	Work	N/A	Vera Moore	2749 Schiller Rd	St. Augustine	St. Johns	32084
37	Teal	Other	Homeless	Library (Hastings)	N/A	N/A	N/A	N/A
38	Teal	Shopping/Errands	N/A	US 1 North	N/A	St. Augustine	St. Johns	32086
39	Blue	Home	N/A	St. Augustine Marina	N/A	N/A	N/A	N/A
40	Blue	Home	N/A	St. Augustine Marina	N/A	N/A	N/A	N/A
41	Blue	Home	N/A	Vilano Publix	N/A	N/A	N/A	32084
42	Blue	Home	N/A	Publix	N/A	Vilano	St. Johns	32084
43	Blue	Home	N/A	Vilano Beach	Vilano Rd.	St. Augustine	St. Johns	32084
44	Blue	Home	N/A	Whispering Pines	N/A	N/A	N/A	N/A
45	Blue	Other	N/A	Granada	N/A	N/A	N/A	N/A
46	Green	Home	N/A	N/A	N/A	N/A	N/A	N/A

Survey	Route	Location	Location	Placename	Address/Street	City	County	Zip Code
Number			(Other)					
47	Green	Home	N/A	N/A	N/A	N/A	N/A	N/A
48	Conn-Ex	Work	N/A	Stop after St. Johns Tax Area	N/A	St. Augustine	St. Johns	32259
49	Conn-Ex	Home	N/A	Chick fil A	Punez 1845 Old Montainer	St. Augustine	St. Johns	32084
50	Conn-Ex	Home	N/A	Chick fil A	Punez 1845 Old Montainer	St. Augustine	St. Johns	32084
51	Conn-Ex	Work	N/A	Publix Supermarket	7462 St. Augustine	St. Augustine	St. Johns	32095
52	Conn-Ex	Home	N/A	Across Dollar General	US 1 N	St. Augustine	St. Johns	32095
53	Conn-Ex	Other	Jail	Jail	N/A	N/A	N/A	N/A
54	Red	Home	N/A	205 Wildwood Dr.	Lot 18	St. Augustine	St. Johns	32086
55	Red	Other	N/A	N/A	90 Washington St.	St. Augustine	St. Johns	32084
56	Orange	Home	N/A	Moultre Lake Condo	600 Old Moultre	St. Augustine	St. Johns	32084
57	Orange	Home	N/A	N/A	N/A	St. Augustine	St. Johns	32084
58	Orange	Home	N/A	Palmer & King St.	200 Woodlawn St.	St. Augustine	St. Johns	32084
59	Orange	Home	N/A	King St.	140 King	St. Augustine	St. Johns	32084
60	Orange	Home	N/A	N/A	N/A	N/A	N/A	N/A
61	Purple	Home	N/A	Government Province	N/A	N/A	N/A	N/A
62	Orange	Home	N/A	Across from Advance Auto	Trailer 271 SR 16 Lot 2	St. Augustine	St. Johns	32084
63	Conn-Ex	Other	KOA	Depot - KOA	N/A	N/A	N/A	N/A
64	Conn-Ex	Other	Clinic	US 1 South	US 1 South (Publix) Moultrie	St. Augustine	St. Johns	32084
65	Conn-Ex	Home	N/A	St. Augustine FL	60 Dune St.	St. Augustine	St. Johns	32080
66	Conn-Ex	Other	Eye appointment	N/A	1725 San Sebastiane	St. Augustine	St. Johns	32285
67	Green	Home	N/A	Christina Dr.	Christina Dr.	St. Augustine	St. Johns	32086
68	Green	Other	Homeless	Homeless	N/A	N/A	N/A	N/A
69	Orange	Home	N/A	N/A	N/A	N/A	N/A	N/A

Survey	Route	Location	Location	Placename	Address/Street	City	County	Zip Code
Number			(Other)					
70	Orange	Home	N/A	N/A	N/A	N/A	N/A	N/A
71	Teal	Home	N/A	Hastings	N/A	N/A	N/A	32084
				Health Department				
72	Teal	Other	Government Office	(Government Center)	N/A	N/A	N/A	N/A
73	Teal	Home	N/A	Stratford Mills	N/A	N/A	N/A	N/A
74	Teal	Home	N/A	Whispering	N/A	N/A	N/A	N/A
75	Teal	Home	N/A	Home	3325 12th St.	Elkton	Cecil	32033
76	Teal	Home	N/A	N/A	Hastings	St. Augustine	St. Johns	32084
77	Teal	Home	N/A	Stratford Mills Apt to	210 Mill Lane	St. Augustine	St. Johns	32045
				Health Department				
78	Teal	Other	Government Center	(Government Center)	N/A	N/A	N/A	N/A
79	Circulator	Home	N/A	N/A	Kirchheer 10100	Hastings	St. Johns	32145
80	Circulator	Home	N/A	N/A	N/A	N/A	N/A	32131
81	Red	Home	N/A	A1A & 206	SR A1A	St. Augustine	St. Johns	32080
82	Blue	Shopping/Errands	N/A	Cobblestone (Publix)	N/A	St. Augustine	St. Johns	32084
83	Blue	Work	N/A	Flagler Hospital	N/A	N/A	N/A	N/A
84	Green	Work	N/A	Flagler Hospital	N/A	N/A	N/A	N/A
85	Red	Home	N/A	N/A	San Marco & Castillo	St. Augustine	St. Johns	32084
86	Red	Work	N/A	Government Depot	N/A	St. Augustine	St. Johns	N/A
87	Red	Work	N/A	Clean Cutz	SR 208	St. Augustine	St. Johns	32145
88	Orange	Work	N/A	Publix	Cobblestone Mall	St. Augustine	St. Johns	32084
89	Orange	Work	N/A	Oasis	4000 Trace Road	St. Augustine	St. Johns	32084
90	Orange	Home	N/A	Depot/ Summer Breeze	N/A	N/A	N/A	N/A
91	Orange	Home	N/A	Depot/ Summer Breeze	N/A	N/A	N/A	N/A

Survey	Route	Location	Location	Placename	Address/Street	City	County	Zip Code
Number			(Other)					
92	Orange	Shopping/Errands	N/A	Publix	N/A	N/A	N/A	N/A
93	Orange	Shopping/Errands	N/A	Publix	N/A	N/A	N/A	N/A
94	Green	Home	N/A	Summer Breeze Way	N/A	N/A	N/A	32086
95	Green	Home	N/A	Summer Breeze Way	N/A	N/A	N/A	32086
96	Green	Shopping/Errands	N/A	Publix near Beach	N/A	N/A	N/A	N/A
97	Green	Home	N/A	Quality Inn	N/A	N/A	N/A	N/A
98	Green	Recreation/Visiting	N/A	Redfrog	N/A	N/A	N/A	32080
99	Green	Recreation/Visiting	N/A	Redfrog	N/A	N/A	N/A	32080
100	Green	Work	N/A	Winn-Dixie A1A	A1A	St. Augustine	St. Johns	32080
101	Green	Home	N/A	Publix	Island	N/A	N/A	N/A
102	Orange	Home	N/A	Kings State Road	N/A	N/A	N/A	32086
103	Orange	Home	N/A	Northwood	N/A	N/A	N/A	N/A
104	Orange	Home	N/A	N/A	N/A	St. Augustine	St. Johns	32084
105	Purple	Other	Woodpress	N/A	N/A	N/A	N/A	N/A
106	Teal	Home	Whisper	N/A	N/A	N/A	N/A	N/A

Origin Bus Stop (Q4)

Survey Number	Route	Stop Name	Cross Street	City	County	Zip Code
1	Conn-Ex	US1 Lowes	N/A	St. Augustine	St. Johns	32086
2	Green	Shores Blvd	N/A	N/A	N/A	N/A
3	Green	Pier	N/A	N/A	N/A	N/A
4	Green	Depot	N/A	N/A	N/A	N/A
5	Green	A1A N 2606	N/A	N/A	N/A	N/A
6	Orange	A1A N 2606	N/A	N/A	N/A	N/A
7	Green	Publix	US1 Wildwood	St. Augustine	St. Johns	32086
8	Green	Butler Beach	Dune St.	St. Augustine	St. Johns	32080
9	Green	Depot	N/A	St. Augustine	St. Johns	32080
10	Purple	King Street	N/A	N/A	N/A	N/A
11	Purple	Government Center	N/A	N/A	N/A	N/A
12	Purple	Whisper	N/A	N/A	N/A	N/A
13	Orange	Depot	N/A	N/A	N/A	N/A
14	Green	Depot	N/A	N/A	N/A	N/A
15	Green	Depot	N/A	N/A	N/A	N/A
16	Green	Depot	N/A	N/A	N/A	N/A
17	Green	Depot	N/A	N/A	N/A	N/A
18	Teal	Seabridge	N/A	N/A	N/A	N/A
19	Teal	Seabridge	N/A	N/A	N/A	N/A
20	Blue	Depot	Pope Rd	St. Augustine	St. Johns	32080
21	Blue	Cobbles	N/A	St. Augustine	St. Johns	32084
22	Blue	Depot	Pope Rd	St. Augustine	St. Johns	32080
23	Red	Seabridge	N/A	St. Augustine	St. Johns	32080
24	Red	Depot	Pope Rd and Anastasia	St. Augustine	St. Johns	32080
25	Blue	Vilano Beach	N/A	St. Augustine	St. Johns	32084

Survey Number	Route	Stop Name	Cross Street	City	County	Zip Code
26	Red	South Street	N/A	St. Augustine	St. Johns	32084
27	Conn-Ex	Wildwood	US1	N/A	N/A	N/A
28	Teal	Library	N/A	E Palatka	Putnam	N/A
29	Teal	Library	N/A	Hastings	St. Johns	32145
30	Green	Depot	N/A	St. Augustine	St. Johns	32080
31	Circulator	West Deep Creek	N/A	N/A	N/A	N/A
32	Green	Depot	N/A	St. Augustine	St. Johns	32086
33	Blue	Publix	N/A	St. Augustine	St. Johns	32086
34	Green	Depot	N/A	St. Augustine	St. Johns	32086
35	Red	Before Warlmart	Depot	St. Augustine	St. Johns	32806
36	Orange	At the bus stop	St. Rd 16	St. Augustine	St. Johns	32084
37	Teal	Library (Hastings)	N/A	N/A	N/A	N/A
38	Teal	Greese Monkey	N/A	St. Augustine	St. Johns	32086
39	Blue	Flagler Auditorium	N/A	N/A	N/A	N/A
40	Blue	Flagler Auditorium	N/A	N/A	N/A	N/A
41	Blue	Vilano Publix	N/A	N/A	N/A	32084
42	Blue	Vilano	N/A	Vilano	St. Johns	32084
43	Blue	Vilano	N/A	St. Augustine	St. Johns	32084
44	Blue	Publix Cobblestone	N/A	N/A	N/A	N/A
45	Blue	Depot	N/A	N/A	N/A	N/A
46	Green	Depot	N/A	N/A	N/A	N/A
47	Green	A1A N 2606	N/A	N/A	N/A	N/A
48	Conn-Ex	N/A	N/A	St. Augustine	St. Johns	32259
49	Conn-Ex	Chick fil A	N/A	St. Augustine	St. Johns	32084

Survey Number	Route	Stop Name	Cross Street	City	County	Zip Code
50	Conn-Ex	Chick fil A	N/A	St. Augustine	St. Johns	32084
51	Conn-Ex	Publix	N/A	St. Augustine	St. Johns	32095
52	Conn-Ex	N/A	US 1 N & Ronald Rd.	St. Augustine	St. Johns	32095
53	Conn-Ex	Government Center	N/A	N/A	N/A	N/A
54	Red	Depot	N/A	St. Augustine	St. Johns	32086
55	Red	King St.	N/A	St. Augustine	St. Johns	32084
56	Orange	Cobblestone	N/A	St. Augustine	St. Johns	32084
57	Orange	Fire Station West	Homes & King	St. Augustine	St. Johns	32084
58	Orange	Palmer & King St.	King St.	St. Augustine	St. Johns	32084
59	Orange	King St.	N/A	St. Augustine	St. Johns	32084
60	Orange	312	N/A	N/A	N/A	N/A
61	Purple	Government Center	N/A	N/A	N/A	N/A
62	Orange	N/A	Fortuna & SR 10	St. Augustine	St. Johns	32084
63	Conn-Ex	Depot	N/A	N/A	N/A	N/A
64	Conn-Ex	US 1 South	Venetian Blvd	St. Augustine	St. Johns	32084
65	Conn-Ex	Wildwood	Wildwood & Moultrie	St. Augustine	St. Johns	32080
66	Conn-Ex	Government Center	N/A	St. Augustine	St. Johns	32285
67	Green	Christina	N/A	St. Augustine	St. Johns	32086
68	Green	Depot	N/A	N/A	N/A	N/A
69	Orange	N/A	N/A	N/A	N/A	N/A
70	Orange	N/A	N/A	N/A	N/A	N/A
71	Teal	Main Library	N/A	N/A	N/A	32084
72	Teal	Government Center	N/A	N/A	N/A	N/A
73	Teal	Main Library	Hastings	N/A	N/A	N/A

Survey Number	Route	Stop Name	Cross Street	City	County	Zip Code
74	Teal	N/A	N/A	N/A	N/A	N/A
75	Teal	N/A	New Hamp & 207	Elkton	Cecil	32033
76	Teal	Bus Stop	Main Library Hastings	St. Augustine	St. Johns	32084
77	Teal	Hastings	N/A	St. Augustine	St. Johns	32045
78	Teal	Government Center	N/A	N/A	N/A	N/A
79	Circulator	Church	N/A	Hastings	St. Johns	32145
80	Circulator	Swamp	N/A	N/A	N/A	32131
81	Red	N/A	Depot & Depot	St. Augustine	St. Johns	32080
82	Blue	Cobblestone	N/A	St. Augustine	St. Johns	32084
83	Blue	Flagler Hospital	N/A	N/A	N/A	N/A
84	Green	Flagler Hospital	N/A	N/A	N/A	N/A
85	Red	N/A	N/A	St. Augustine	St. Johns	32084
86	Red	Before Walmart	N/A	St. Augustine	St. Johns	N/A
87	Red	St. Vincent	N/A	St. Augustine	St. Johns	32145
88	Orange	Cobblestone	N/A	St. Augustine	St. Johns	32084
89	Orange	Depot	N/A	St. Augustine	St. Johns	32084
90	Orange	Depot	N/A	N/A	N/A	N/A
91	Orange	Depot	N/A	N/A	N/A	N/A
92	Orange	Publix	N/A	N/A	N/A	N/A
93	Orange	Publix	N/A	N/A	N/A	N/A
94	Green	Summer Breeze	N/A	N/A	N/A	32086
95	Green	Summer Breeze	N/A	N/A	N/A	32086
96	Green	Publix	N/A	N/A	N/A	N/A
97	Green	Quality Inn	N/A	N/A	N/A	N/A

Survey Number	Route	Stop Name	Cross Street	City	County	Zip Code
98	Green	Circle K	A1A S & 1st St.	N/A	N/A	32080
99	Green	Circle K	A1A S & 1st St.	N/A	N/A	32080
100	Green	Publix After	A1A & 312	St. Augustine	St. Johns	32080
101	Green	A1A/206	N/A	N/A	N/A	N/A
102	Orange	N/A	N/A	N/A	N/A	32086
103	Orange	Depot	N/A	N/A	N/A	N/A
104	Orange	N/A	N/A	St. Augustine	St. Johns	32084
105	Purple	N/A	N/A	N/A	N/A	N/A
106	Teal	N/A	N/A	N/A	N/A	N/A

Destination Location (Q6)

Survey Number	Route	Place Name	Address/Street	City	County	Zip Code
1	Conn-Ex	Home	N/A	N/A	N/A	N/A
2	Green	Publix	N/A	N/A	N/A	N/A
3	Green	Anastasia Publix	N/A	N/A	N/A	N/A
4	Green	Anastasia Publix	N/A	N/A	N/A	N/A
5	Green	Depot	N/A	N/A	N/A	N/A
6	Orange	Depot	N/A	N/A	N/A	N/A
7	Green	Publix	Anastasia	St. Augustine	St. Johns	32084
8	Green	Epic	Lewies Point	St. Augustine	St. Johns	32080
9	Green	Publix	633 Anastina Blvd	St. Augustine	St. Johns	32080
10	Purple	Clyde Veteran Nursing Home	N/A	N/A	N/A	N/A
11	Purple	Good will	N/A	N/A	N/A	N/A
12	Purple	Carb	N/A	N/A	N/A	N/A
13	Orange	Leth Scrape Metal	N/A	N/A	N/A	N/A
14	Green	Summer Breeze	N/A	N/A	N/A	N/A
15	Green	Publix	N/A	N/A	N/A	N/A
16	Green	Home	N/A	N/A	N/A	N/A
17	Green	Public Fishing Pier	N/A	N/A	N/A	N/A
18	Teal	Histon	N/A	N/A	N/A	N/A
19	Teal	Hasting	N/A	N/A	N/A	N/A
20	Blue	Publix	State Rd 312	St. Augustine	St. Johns	32086
21	Blue	160 Vilano	N/A	St. Augustine	St. Johns	3284
22	Blue	Publix	State Rd 312	St. Augustine	St. Johns	32086
23	Red	Winn-Dixie	US 1	St. Augustine	St. Johns	32086
24	Red	Mellow Mushroom	Anastasia	St. Augustine	St. Johns	32080
25	Blue	Seabridge	1795	St. Augustine	St. Johns	32084

Survey Number	Route	Place Name	Address/Street	City	County	Zip Code
26	Red	Depot	Pope Rd	N/A	N/A	3285
27	Conn-Ex	Work	Saragossa	St. Augustine	St. Johns	N/A
28	Teal	Walgreens	US1 S	St. Augustine	St. Johns	32086
29	Teal	Near Solomon	N/A	St. Augustine	N/A	32084
30	Green	Publix	1033 Anastasia Blvd	St. Augustine	St. Johns	32080
31	Circulator	Na	Na	N/A	N/A	N/A
32	Green	200 Summer Breeze Way	N/A	St. Augustine	St. Johns	32086
33	Blue	The Oaks	30 Desoto Street Apt 211	St. Augustine	St. Johns	32084
34	Green	Summer Breeze Apartment	200 Summer Breeze Apartments	St. Augustine	St. Johns	32086
35	Red	Government Center	N/A	St. Augustine	St. Johns	N/A
36	Orange	School	Oceol Rd	St. Augustine	St. Johns	32084
37	Teal	Armstrong	N/A	N/A	N/A	N/A
38	Teal	Aldis Seaburn	US 1	St. Augustine	St. Johns	32089
39	Blue	Publix	Cobblestone	N/A	N/A	N/A
40	Blue	Publix	Cobblestone	N/A	N/A	N/A
41	Blue	West Marine	N/A	N/A	N/A	N/A
42	Blue	Blue Dolphin	Haircut	St. Augustine	St. Johns	32084
43	Blue	Walsgreens	N/A	N/A	N/A	N/A
44	Blue	Differs	N/A	N/A	N/A	N/A
45	Blue	Home Again	N/A	N/A	N/A	N/A
46	Green	Publix	N/A	N/A	N/A	N/A
47	Green	N/A	N/A	N/A	N/A	N/A
48	Conn-Ex	Walmart	N/A	N/A	N/A	N/A
49	Conn-Ex	Sunset Inn	1415 Ponce de Leon	St. Augustine	St. Johns	32084

Survey Number	Route	Place Name	Address/Street	City	County	Zip Code
50	Conn-Ex	Sunset Inn	1415 Ponce de Leon	St. Augustine	St. Johns	32084
51	Conn-Ex	Off 207	N/A	St. Augustine	St. Johns	32095
52	Conn-Ex	N/A	N/A	N/A	N/A	N/A
53	Conn-Ex	Home	Saragossa St.	St. Augustine	St. Johns	N/A
54	Red	132 Pomar St.	Augustine	N/A	N/A	32084
55	Red	N/A	N/A	N/A	N/A	N/A
56	Orange	Cafe 11	501 A1A	St. Augustine	St. Johns	32080
57	Orange	Publix	N/A	N/A	N/A	N/A
58	Orange	Cobblestone	312	St. Augustine	St. Johns	32084
59	Orange	Flagler	N/A	St. Augustine	St. Johns	32084
60	Orange	Andrew Pannell	285 S Holmes Blvd	St. Augustine	St. Johns	32084
61	Purple	N/A	N/A	N/A	N/A	N/A
62	Orange	Modern Medici	SR 312 & Old Moultrie	St. Augustine	St. Johns	32084
63	Conn-Ex	Fountain of Youth	N/A	N/A	N/A	N/A
64	Conn-Ex	N/A	N/A	N/A	N/A	N/A
65	Conn-Ex	Epic	Lewis Point	St. Augustine	St. Johns	32080
66	Conn-Ex	Americas's Best Contacts & Eye Glasses	200 Cobblestone	N/A	N/A	N/A
67	Green	The Surf Station	1020 Anastasia Blvd	St. Augustine	St. Johns	32080
68	Green	Near Publix	N/A	N/A	N/A	N/A
69	Orange	Cobblestone	N/A	N/A	N/A	N/A
70	Orange	New Mt Moriah	676 Christopher	St. Augustine	St. Johns	32084
71	Teal	Government Center	N/A	N/A	N/A	N/A
72	Teal	Store	N/A	N/A	N/A	N/A
73	Teal	N/A	N/A	N/A	N/A	N/A

Survey Number	Route	Place Name	Address/Street	City	County	Zip Code
74	Teal	Flag Down	N/A	N/A	N/A	N/A
75	Teal	Carmelo's	N/A	N/A	N/A	N/A
76	Teal	Government Center	N/A	Hastings	N/A	32145
77	Teal	Government Center	N/A	N/A	N/A	N/A
78	Teal	Store	N/A	N/A	N/A	N/A
79	Circulator	Farm	N/A	N/A	N/A	N/A
80	Circulator	N/A	Buzz Mart	Hastings	St. Johns	32145
81	Red	Historic District	N/A	St. Augustine	St. Johns	32084
82	Blue	Depot	N/A	St. Augustine	St. Johns	32084
83	Blue	N/A	N/A	N/A	N/A	N/A
84	Green	Viscoya Shore Blvd	N/A	N/A	N/A	N/A
85	Red	N/A	N/A	N/A	N/A	N/A
86	Red	N/A	N/A	N/A	N/A	N/A
87	Red	Home	9655 Pocklington Ave.	Hastings	St. Johns	32145
88	Orange	Apartment	207 North	St. Augustine	St. Johns	32084
89	Orange	West of Town	N/A	N/A	N/A	N/A
90	Orange	Publix	N/A	N/A	N/A	N/A
91	Orange	Publix	N/A	N/A	N/A	N/A
92	Orange	Depot	N/A	N/A	N/A	N/A
93	Orange	Depot	N/A	N/A	N/A	N/A
94	Green	Depot	N/A	N/A	N/A	N/A
95	Green	Depot	N/A	N/A	N/A	N/A
96	Green	Quality Inn	N/A	N/A	N/A	N/A
97	Green	Publix	N/A	N/A	N/A	N/A

Survey Number	Route	Place Name	Address/Street	City	County	Zip Code
98	Green	Redfrog Restaurant	N/A	N/A	N/A	N/A
99	Green	Redfrog Restaurant	N/A	N/A	N/A	N/A
100	Green	Conquistador	N/A	St. Augustine	St. Johns	32086
101	Green	Home	Non Ya	N/A	N/A	N/A
102	Orange	N/A	N/A	N/A	N/A	N/A
103	Orange	N/A	N/A	N/A	N/A	N/A
104	Orange	N/A	N/A	St. Augustine	St. Johns	32084
105	Purple	N/A	N/A	N/A	N/A	N/A
106	Teal	Seabridge	N/A	N/A	N/A	N/A

Destination Bus Stop (Q7)

Survey Number	Route	Stop Name	Cross Streets	City	County	Zip Code
1	Conn-Ex	Kings Estate	N/A	N/A	N/A	N/A
2	Green	Publix	1033 A1A Beach Blvd	N/A	N/A	N/A
3	Green	Shores	N/A	N/A	N/A	N/A
4	Green	Anastasia Publix	N/A	N/A	N/A	N/A
5	Green	Depot	N/A	N/A	N/A	N/A
6	Orange	Depot	N/A	N/A	N/A	N/A
7	Green	Publix Anastasia	A1A Beach Blvd	St. Augustine	St. Johns	32084
8	Green	Lewies Point	US 1	St. Augustine	St. Johns	32080
9	Green	Publix	N/A	St. Augustine	St. Johns	32080
10	Purple	The bus stop	N/A	N/A	N/A	N/A
11	Purple	Publix	N/A	N/A	N/A	N/A
12	Purple	Whisper	N/A	N/A	N/A	N/A
13	Orange	McDonald	N/A	N/A	N/A	N/A
14	Green	Summer Breeze	N/A	N/A	N/A	N/A
15	Green	Publix	N/A	N/A	N/A	N/A
16	Green	Shores	N/A	N/A	N/A	N/A
17	Green	The Beach	N/A	N/A	N/A	N/A
18	Teal	Dollar Store	N/A	N/A	N/A	N/A
19	Teal	Main Library (hasting)	N/A	N/A	N/A	N/A
20	Blue	Publix	312 & US1	St. Augustine	St. Johns	32086
21	Blue	Vilano Beach	N/A	St. Augustine	St. Johns	3284
22	Blue	Publix	312 & US1	St. Augustine	St. Johns	32086
23	Red	Store	N/A	St. Augustine	St. Johns	32086
24	Red	Lions Bridge	Anastasia and King St.	St. Augustine	St. Johns	32080
25	Blue	Seabridge	N/A	St. Augustine	St. Johns	32084

Survey Number	Route	Stop Name	Cross Streets	City	County	Zip Code
26	Red	Depot	Pope Rd	N/A	N/A	3285
27	Conn-Ex	Downtown	N/A	St. Augustine	St. Johns	N/A
28	Teal	Hastings Library	N/A	St. Augustine	St. Johns	32086
29	Teal	Solomon	N/A	St. Augustine	N/A	32084
30	Green	Anastasia Publix	N/A	St. Augustine	St. Johns	32080
31	Circulator	Hitchcock	N/A	N/A	N/A	N/A
32	Green	200 Summer Breeze Way	N/A	St. Augustine	St. Johns	32086
33	Blue	The Oaks	N/A	St. Augustine	St. Johns	32084
34	Green	Summer Breeze Apartments	N/A	St. Augustine	St. Johns	32086
35	Red	Government Center	N/A	St. Augustine	St. Johns	N/A
36	Orange	St Rd 16	Yes	St. Augustine	St. Johns	32084
37	Teal	Armstrong	N/A	N/A	N/A	N/A
38	Teal	N/A	N/A	St. Augustine	St. Johns	32089
39	Blue	Publix	N/A	N/A	N/A	N/A
40	Blue	Publix	N/A	N/A	N/A	N/A
41	Blue	Old Moultrie Rd.	N/A	N/A	N/A	N/A
42	Blue	Old Moultrie Rd.	Before Cobblestone behind Winn Dixie	St. Augustine	St. Johns	32084
43	Blue	Outlet Mall	N/A	N/A	N/A	N/A
44	Blue	Depot	N/A	N/A	N/A	N/A
45	Blue	Home Again	Holmes	N/A	N/A	N/A
46	Green	Publix	N/A	N/A	N/A	N/A
47	Green	Depot	N/A	N/A	N/A	N/A
48	Conn-Ex	Walmart	N/A	N/A	N/A	N/A
49	Conn-Ex	Sunset Inn	N/A	St. Augustine	St. Johns	32084

Survey Number	Route	Stop Name	Cross Streets	City	County	Zip Code
50	Conn-Ex	Sunset Inn	N/A	St. Augustine	St. Johns	32084
51	Conn-Ex	Stop 207	N/A	St. Augustine	St. Johns	32095
52	Conn-Ex	Seabridge	US 1 S	N/A	N/A	N/A
53	Conn-Ex	Downtown	N/A	St. Augustine	St. Johns	N/A
54	Red	Pomar	N/A	N/A	N/A	32084
55	Red	Depot	N/A	N/A	N/A	N/A
56	Orange	Depot	N/A	St. Augustine	St. Johns	32080
57	Orange	Cobblestone	N/A	N/A	N/A	N/A
58	Orange	Cobblestone	N/A	St. Augustine	St. Johns	32084
59	Orange	Flagler	N/A	St. Augustine	St. Johns	32084
60	Orange	N/A	N/A	St. Augustine	St. Johns	32084
61	Purple	Seabridge	N/A	N/A	N/A	N/A
62	Orange	Cobblestone	N/A	St. Augustine	St. Johns	32084
63	Conn-Ex	N/A	N/A	N/A	N/A	N/A
64	Conn-Ex	Red Double	Venetian Blvd	N/A	N/A	N/A
65	Conn-Ex	Epic	US 1 & Lewis Point	St. Augustine	St. Johns	32080
66	Conn-Ex	N/A	N/A	N/A	N/A	N/A
67	Green	Depot Island	N/A	St. Augustine	St. Johns	32080
68	Green	N/A	N/A	N/A	N/A	N/A
69	Orange	N/A	N/A	N/A	N/A	N/A
70	Orange	King St.	King & Herbert	St. Augustine	St. Johns	32084
71	Teal	Government Center	N/A	N/A	N/A	N/A
72	Teal	Walmart	N/A	N/A	N/A	N/A
73	Teal	Government Center	N/A	N/A	N/A	N/A

Survey Number	Route	Stop Name	Cross Streets	City	County	Zip Code
74	Teal	Seabridge	N/A	N/A	N/A	N/A
75	Teal	N/A	King St. & US 1	N/A	N/A	N/A
76	Teal	Home	Government Center	Hastings	N/A	32145
77	Teal	Government Center	N/A	N/A	N/A	N/A
78	Teal	Walmart	N/A	N/A	N/A	N/A
79	Circulator	CR-13	N/A	N/A	N/A	N/A
80	Circulator	Buzz Mart	N/A	Hastings	St. Johns	32145
81	Red	Lions Bridge	N/A	St. Augustine	St. Johns	32084
82	Blue	Depot	N/A	St. Augustine	St. Johns	32084
83	Blue	N/A	N/A	N/A	N/A	N/A
84	Green	N/A	Viscoya Shores Blvd	N/A	N/A	N/A
85	Red	N/A	Government Center	N/A	N/A	N/A
86	Red	Government Center	N/A	N/A	N/A	N/A
87	Red	Depot	N/A	Hastings	St. Johns	32145
88	Orange	Circle K	207 North	St. Augustine	St. Johns	32084
89	Orange	Road my bie	N/A	N/A	N/A	N/A
90	Orange	Publix	N/A	N/A	N/A	N/A
91	Orange	Publix	N/A	N/A	N/A	N/A
92	Orange	Depot	N/A	N/A	N/A	N/A
93	Orange	Depot	N/A	N/A	N/A	N/A
94	Green	Depot	N/A	N/A	N/A	N/A
95	Green	Depot	N/A	N/A	N/A	N/A
96	Green	Quality Inn	N/A	N/A	N/A	N/A
97	Green	Publix	N/A	N/A	N/A	N/A

Survey Number	Route	Stop Name	Cross Streets	City	County	Zip Code
98	Green	Redfrog	N/A	N/A	N/A	N/A
99	Green	Redfrog	N/A	N/A	N/A	N/A
100	Green	Conquistador	N/A	St. Augustine	St. Johns	32086
101	Green	A1A - 206	N/A	N/A	N/A	N/A
102	Orange	N/A	N/A	N/A	N/A	N/A
103	Orange	Collier	N/A	N/A	N/A	N/A
104	Orange	King St.	N/A	St. Augustine	St. Johns	32084
105	Purple	Depot	N/A	N/A	N/A	N/A
106	Teal	Seabridge	Blue line	N/A	N/A	N/A

Home & Work Zip Code or City (Q13 & Q14)

Survey Number	Route	Home Zip Code	Work Zip Code or City
1	Conn-Ex	32086	32086
2	Green	32086	N/A
3	Green	N/A	N/A
4	Green	32084	32084
5	Green	32846	32846
6	Orange	N/A	N/A
7	Green	32086	32084
8	Green	32080	32080
9	Green	32080	32080
10	Purple	32084	32092
11	Purple	32095	St. Augustine
12	Purple	32092	N/A
13	Orange	32081	N/A
14	Green	32086	10103
15	Green	32080	32084
16	Green	32086	St. Augustine
17	Green	32084	32084
18	Teal	32145	N/A
19	Teal	32145	N/A
20	Blue	32080	N/A
21	Blue	32084	N/A
22	Blue	32080	N/A
23	Red	32080	N/A
24	Red	32080	32080
25	Blue	32084	N/A
26	Red	32084	32084
27	Conn-Ex	32246	32080
28	Teal	32086	32086
29	Teal	32145	N/A
30	Green	32080	32080
31	Circulator	32145	32145
32	Green	32086	N/A
33	Blue	32084	N/A
34	Green	32086	N/A
35	Red	N/A	N/A
36	Orange	32084	32084
37	Teal	N/A	N/A
38	Teal	32084	N/A
39	Blue	32043	N/A
40	Blue	32043	N/A

Home & Work Zip Code or City (Q13 & Q14) Cont.

Survey Number	Route	Home Zip Code	Work Zip Code or City
41	Blue	32084	32086
42	Blue	32084	32084
43	Blue	32084	N/A
44	Blue	32084	N/A
45	Blue	32084	N/A
46	Green	N/A	N/A
47	Green	N/A	N/A
48	Conn-Ex	N/A	32259
49	Conn-Ex	32084	N/A
50	Conn-Ex	32084	N/A
51	Conn-Ex	32095	32095
52	Conn-Ex	32095	32082
53	Conn-Ex	32086	32086
54	Red	32086	32084
55	Red	32084	N/A
56	Orange	32084	32080
57	Orange	32084	N/A
58	Orange	32084	32084
59	Orange	32884	N/A
60	Orange	N/A	N/A
61	Purple	32084	32084
62	Orange	32084	N/A
63	Conn-Ex	62531	N/A
64	Conn-Ex	32095	32095
65	Conn-Ex	32080	32080
66	Conn-Ex	32085	N/A
67	Green	32086	32086
68	Green	Homeless	N/A
69	Orange	32080	N/A
70	Orange	32084	N/A
71	Teal	32145	32084
72	Teal	32084	N/A
73	Teal	32084	N/A
74	Teal	32084	32084
75	Teal	32033	32092
76	Teal	32145	32084
77	Teal	32084	N/A
78	Teal	32084	N/A
79	Circulator	32145	N/A

Home & Work Zip Code or City (Q13 & Q14) Cont.

Survey Number	Route	Home Zip Code	Work Zip Code or City
80	Circulator	N/A	N/A
81	Red	32080	32080
82	Blue	32084	N/A
83	Blue	32086	32086
84	Green	32086	32086
85	Red	32084	N/A
86	Red	N/A	N/A
87	Red	32145	32608
88	Orange	32084	32086
89	Orange	32084	32084
90	Orange	32086	N/A
91	Orange	32086	N/A
92	Orange	32086	N/A
93	Orange	32086	N/A
94	Green	32086	N/A
95	Green	32086	N/A
96	Green	Stay in hotel	N/A
97	Green	Stay in hotel	N/A
98	Green	32080	N/A
99	Green	32080	N/A
100	Green	32086	N/A
101	Green	32080	N/A
102	Orange	N/A	N/A
103	Orange	32084	N/A
104	Orange	N/A	N/A
105	Purple	32804	N/A
106	Teal	32084	32084

Q23. What would make Sunshine Bus better?

Route	What would make Sunshine Bus better?			
Conn-Ex	Snacks			
Green	If I could be picked up and driven to my doctors appointments destination			
Green	null			
Green	Always been pleased			
Green	No			
Orange	No comment			
Green	More buses			
Green	Work on sundays			
Green	No comment			
Purple	If they could around more often			
Purple	If they showed up on time more			
Purple	Better services			
Orange	N/A			
Green	They're doing great			
Green	More stops with more benches			
Green	More frequent times			
Green	More routes and bus on sunday			
Teal	Nothing			
Teal	Nothing			
Blue	Route came more often			
Blue	One or two trips on Sunday to get to church			
Blue	Route came more often			
Red	Nothing			
Red	Pull cords			
Blue	Frequently pus around			
Red	Running a proper line back to Jacksonville			
Conn-Ex	More routes			
Teal	Real actual customer SERVICE			
Teal	More bus			
Green	Later routes			
Circulator	Na			
Green	N/A			
Blue	Nothing			
Green	Nothing			
Red	Nothing			
Orange	Nothing			
Teal	null			
Teal	Bus going back to Jacksonville			
Blue	null			
Blue	Better route fix online			

Q23. What would make Sunshine Bus better?

Route	What would make Sunshine Bus better?		
Blue	More buses		
Blue	All buses to have illuminated route information		
Blue	More times at Vilano		
Blue	Ok for me		
Blue	Drivers to be more friendly		
Green	null		
Green	null		
Conn-Ex	I wish the bus would be in more areas		
Conn-Ex	N/A		
Conn-Ex	null		
Conn-Ex	The driver sometimes pass them by the stop without stopping		
Conn-Ex	Certain driver being more attentive to the stops		
Conn-Ex	Everything		
Red	null		
Red	Don't know		
Orange	Later run times for locals that work late at nights		
Orange	null		
Orange	If they had more easier bus stops and if they ran like JTA of Jacksonville		
Orange	N/A		
Orange	More buses		
Purple	null		
Orange	Access to county complex without changing lines or walking long distance		
Conn-Ex	null		
Conn-Ex	Drivers need to look close at bus stops because we been left and I'm at the bus stop but the bus kept driving. Thanks		
Conn-Ex	Run on Sundays		
Conn-Ex	Music		
Green	null		
Green	I can't afford fare for a month		
Orange	null		
Orange	null		
Teal	null		
Teal	Downtown to US 1 Stores and Doctors		
Teal	"Proper schedule, they should pay more attention to the street stop leaving passengers"		
Teal	Good job		
Teal	I'm good with it		
Teal	Nothing		
Teal	"Proper schedule, drivers should pay, more attention to the street stop leaving passengers"		
Teal	Downtown to US 1 Stores and Doctors		
Circulator	"Bus not enough, Timing"		

Q23. What would make Sunshine Bus better?

Route	What would make Sunshine Bus better?
Circulator	"More schedules, Sometimes bus won't come"
Red	null
Blue	Big buses to hold more people
Blue	null
Green	null
Red	Shorter waiting time
Red	The bus should be available everyday
Red	It's great already
Orange	null
Orange	N/A
Green	N/A
Green	N/A
Green	null
Green	null
Green	More bus routes
Green	More bus routes
Green	Being at stops on time not early!!! Being at stops when scheduled missed 4 times when at stop!!!
Green	A map schedule in plain black and white so it can be read
Orange	null
Orange	Some
Orange	Good
Purple	Nothing
Teal	"Good job, Add wage to bus drivers"

Q3 and Q8 All Transfers (How did you get to the bus stop for this bus? and After this bus, how will you get to your destination?)

Current Route	Coming From Route	Going To Route
Green	Blue	N/A
Green	Blue	N/A
Green	Orange	N/A
Green	Orange	N/A
Red	Blue	N/A
Teal	Red	Orange
Teal	Purple	Purple
Teal	Red	Orange
Orange	Green	N/A
Orange	Green	N/A
Green	N/A	Green
Green	N/A	Orange
Teal	N/A	Connector
Teal	N/A	Blue
Conn-Ex	N/A	Conn-Ex
Red	N/A	Red
Red	N/A	Blue
Orange	N/A	Green
Purple	N/A	Blue
Green	N/A	Red
Teal	N/A	Teal
Teal	N/A	Purple
Teal	N/A	Blue
Teal	N/A	Red
Red	N/A	Teal
Orange	N/A	Green
Orange	N/A	Green
Green	N/A	Orange
Green	N/A	Orange
Purple	N/A	Green

Q15. Do you need any of the following for your trip?

Some respondents chose "Other" but did not fill the specific response, others filled as shown in the table below. Total number of responses for this question were 52, in which 33 of those responses were "Other".

Selected Choice - Other	Specific Response
Other	N/A
Other	No
Other	No
Other	None
Other	None
Other	No
Other	None
Other	No
Other	N/A
Other	N/A
Other	N/A
Other	No
Other	N/A
Other	No
Other	N/A
Other	No
Other	No
Other	N/A
Other	N/A
Other	No
Other	No

Number of Surveys Completed for each Question.

Question	Number of Surveys
	Completed
Q1. Where did you come from before you got on this bus?	106
Q2. Describe your specific start location (in Question 1)?	90
Q3. How did you get to the bus stop for this bus?	102
Q4. Where did you get on the bus you are riding now?	93
Q5. Where are you going on this trip?	102
Q6. Describe the place you are going (in Question 5)?	92
Q7. Where will you get off the bus you are on now?	95
Q8. After this bus, how will you get to your destination?	102
Q9. How would you make this trip if not by Sunshine Bus?	104
Q10. How many working, registered motor vehicles are avilable at home?	103
Q11. How often do you ride Sunshine Bus?	105
Q12. What is the most important reason you ride the bus?	103
Q13. What is your HOME zip code?	97
Q14. What is your WORK zip code or city?	54
Q15. Do you need any of the following for your trip?	52
Q16. Are you?	102
Q17. What is your age group?	104
Q18. Which options describe you?	101
Q19. Do you speak any other language(s) besides English at home?	100
Q20. What was the range of your total household income last year?	88
Q21. What fare did you pay for this bus trip?	103
Q22. Your overall satisfaction with Sunshine Bus?	105
Q23. What would make Sunshine Bus better?	85

St. Johns County Transit Development Plar 2025 Annual Progress Repor	
APPENDIX B: Public Involvement Summary – STAR Survey Report	

2024 CUSTOMER SURVEY REPORT THE ST. AUGUSTINE RIDER (STAR)

The St. Augustine STAR Survey Report Introduction

A survey was conducted to customers riding the St. Augustine Rider (STAR) transit service from February 2 to February 3, 2024. This effort aimed to understand rider demographics, travel patterns, and service satisfaction levels. Participation was voluntary and the survey was offered in three formats:

- Paper-based, allowing riders to fill out the survey independently or with help from a surveyor.
- *Tablet-based*, using the Qualtrics Surveys app on an iPad, completed with or without surveyor assistance.
- *QR Code-based*, providing an online survey via a QR Code for those unable to participate immediately.

After data cleaning and processing, 56 complete and partially complete surveys were recorded, covering riders from all three bus stops within the bus route. Details are summarized in Table A.1.

Table A.1: Completed Surveys based on Survey Media

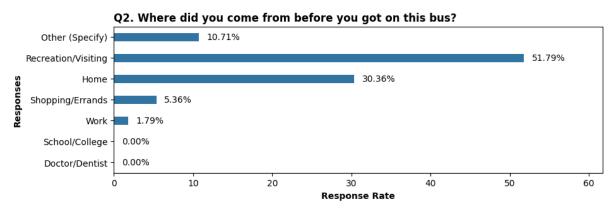
Survey Media	Number of Completed	Percentage of Total
	Surveys	Completed Surveys
Paper	43	76.80%
Tablet	13	23.20%
QR Code	0	0.00%
Total	56	100.00%

Survey Results

Q2. Where did you come from before you got on this bus?

Figure A.1 indicates that most survey respondents (51.79%) started their journey from "Recreation/Visiting" before boarding the bus. The subsequent most frequent starting points were "Home" (30.36%), "Other" (10.71%), and "Shopping/Errands" (5.36%). Another origin reported was "Work" at 1.79% while there were no reports on "School/College" and "Doctor/Dentist".

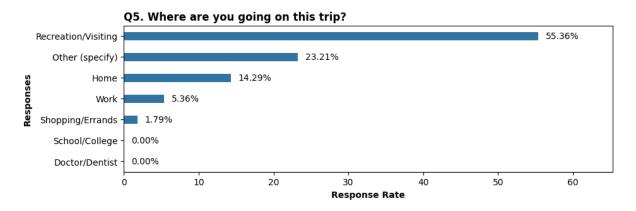
Figure A.1: Q2. Where did you come from before you got on this bus?



Q5. Where are you going on this trip?

Figure A.2 illustrates that 55.36% of respondents use the Star bus primarily for recreational or visiting purposes, making it the top reason for travel. The second most common reason, at 23.21%, is for other unspecified destinations. Returning home ranks third, accounting for 14.29% of the usage. Work-related travel comprises 5.36% of the total responses, while shopping or running errands represents a smaller fraction at 1.79%. No riders indicated 'School/College' or 'Doctor/Dentist' as their destinations, as there were no responses recorded for these categories.

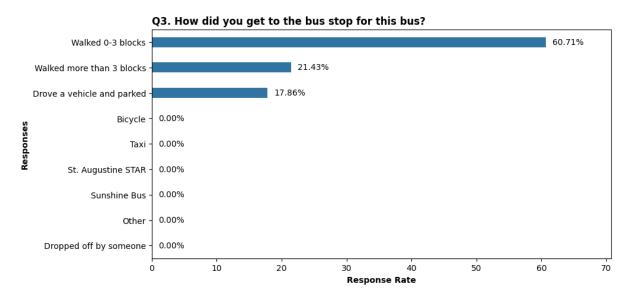
Figure A.2: Q5. Where are you going on this trip



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

Figure A.3 shows that the majority (60.71%) of survey respondents traveled a short distance, 0-3 blocks, to reach the bus stop. Meanwhile, 21.43% walked more than 3 blocks, indicating a readiness to walk further. Another 17.86% drove and parked nearby the bus stop.

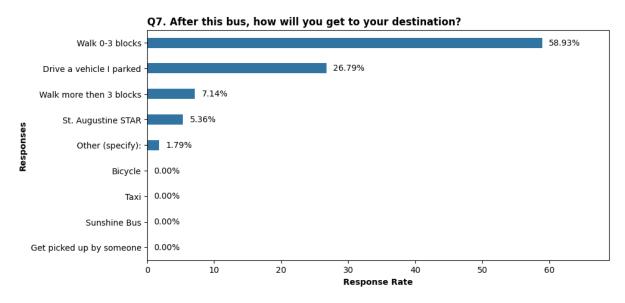
Figure A.3: Q3. How did you get to the bus stop for this bus?



Q7. After this bus, how will you get to your destination?

Figure A.4 demonstrates that most respondents (58.93%) conclude their trip by walking 0-3 blocks after exiting the bus. Additionally, 26.79% continue their journey in vehicles they had previously parked. A smaller percentage, 7.14%, opt to walk more than three blocks. The St. Augustine STAR shuttle is the preferred mode of continuation for 5.36% of the users, suggesting that it is part of their broader travel strategy in downtown St. Augustine. A minimal 1.79% use other, unspecified means to reach their final destination.

Figure A.4: Q7. After this bus, how will you get to your destination



Q9. How often do you ride the St. Augustine STAR?

Figure A.5 indicates that 82.14% of survey participants were first-time users of the St. Augustine STAR bus. Only 7.14% reported riding the bus a few times annually. Meanwhile, 5.36% of respondents are regular users, utilizing the bus service three or more days a week. An additional 3.57% use the bus once or twice a month, and a mere 1.79% ride the bus one or two days a week.

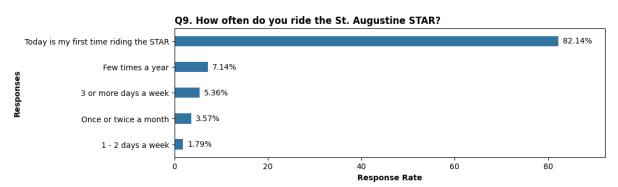


Figure A.5: Q9. How often do you ride the St. Augustine STAR?

Q4. Where did you get on the bus you are riding now?

Figure A.6 reveals that the predominant boarding location for respondents, at 75%, is the Visitor Information Center and Parking Garage. The other boarding points, Cathedral Place & Cordova Street, and Cuna Street & Avenida Menendez, accounted for 14.29% and 10.71% of respondents boarding, respectively.

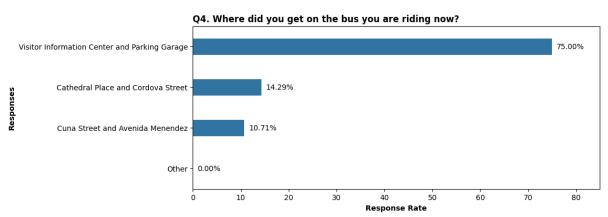
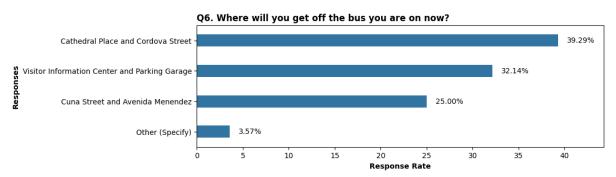


Figure A.6: Q4. Where did you get on the bus you are riding now?

Q6. Where will you get off the bus you are on now?

Figure A.7 shows that the most common stop for respondents to get off the bus is Cathedral Place and Cordova Street, chosen by 39.29% of respondents. The Visitor Information Center and Parking Garage and Cuna Street and Avenida Menendez are the next preferred stops receiving 32.14% and 25% of responses respectively. Other unspecified stops accounts for 3.57%.

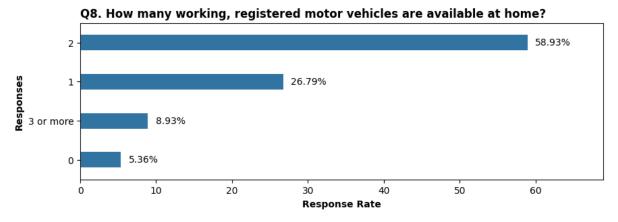
Figure A.7: Q6. Where will you get off the bus you are on now?



Q8. How many working, registered motor vehicles are available at home?

Figure A.8 illustrates that almost 95% of St. Augustine STAR shuttle users have access to at least one personal vehicle at home. Specifically, 58.93% of the survey participants reported having two registered motor vehicles at their residence. Additionally, 26.79% have one vehicle, while less than 10% own three or more vehicles. Conversely, only 5.36% of respondents reported not having access to a working, registered motor vehicle at home.

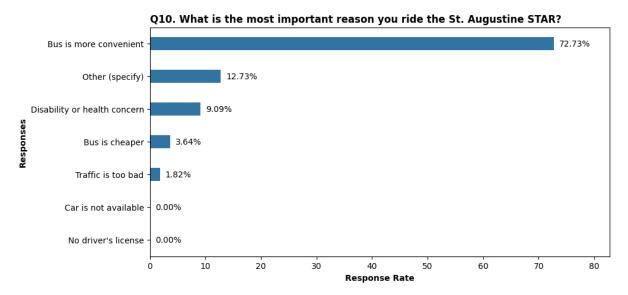
Figure A.1: Q8. How many working, registered motor vehicles are available at home?



Q10. What is the most important reason you ride the bus?

Figure A.9 shows that 72.73% of respondents identify the bus's convenience as their main reason for using the service. Other unspecified reasons account for 12.73% of the responses, while 9.09% cite disability or health concerns. The cost-effectiveness of the bus appeals to 3.64% of users (riding is free on St. Augustine Star bus), and a minor 1.82% choose the bus to evade traffic congestion. These statistics demonstrate the varied motivations behind bus ridership, with convenience being the predominant factor.

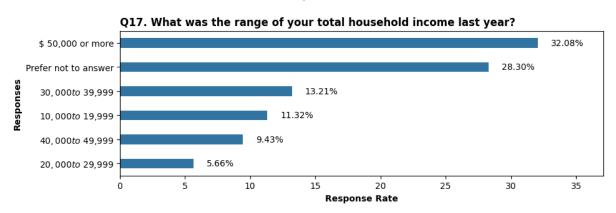
Figure A.2: Q10. What is the most important reason you ride the bus?



Q17. What was the range of your total household income last year?

Figure A.10 shows that the predominant income bracket among survey respondents is \$50,000 or higher, representing 32.08% of the total. The second-largest category includes 28.30% of participants who preferred not to disclose their income levels. The bracket of \$30,000 to \$39,999 accounts for 13.21% of the responses. Those earning between \$10,000 and \$19,999 make up 11.32%, suggesting a lower-income demographic. A smaller percentage, 9.43%, have incomes ranging from \$40,000 to \$49,999. The \$20,000 to \$29,999 income range is the least represented, with only 5.66% of respondents falling into this category.

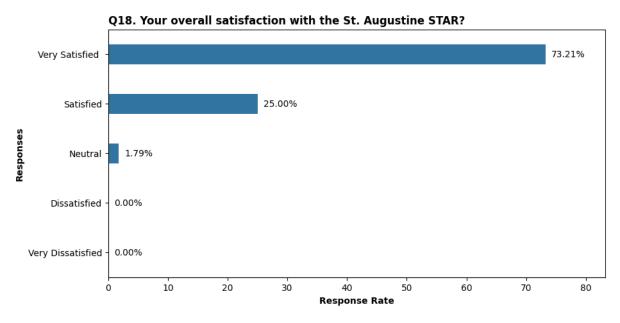
Figure A.10: Q17. What was the range of your total household income last year?



Q18. Your overall satisfaction with the St. Augustine STAR?

Figure A.11 shows that 73.21% of respondents are "Very Satisfied" and 25% are "Satisfied" with the St. Augustine STAR bus, indicating that a significant majority view the service favorably. Only 1.79% are "Neutral," and none expressed discontent. This demonstrates a high overall satisfaction rate with the bus service among participants.

Figure A.11: Q18. Your overall satisfaction with the St. Augustine STAR?



Q19. What would make the St. Augustine STAR better? (Summary)

Table A.2: Comments on how to make St. Augustine STAR bus better

Table A.2 summarizes suggestions for enhancing the St. Augustine STAR bus service. Most of the riders they were happy with the services while some of them suggested adding more bus stops.

Counts	What would make the St. Augustine STAR better?
29	Nothing
9	More stops
4	It is fine the way it is
2	Trevor our driver was professional kind and informative Thank you
1	Good
1	More stops Bus
1	Handicap seat in the front
1	To stay open till eleven PM because I get off work at half past ten PM
	I think will be important and convenient to have some buses to the beach
1	to others places to go from downtown
1	More stop
1	Used the bus to cut the short trip
1	More frequent departures
1	Expand the route
1	Possibly more stops but the current route is rather convenient
1	Very nice
1	Nothing It's been a great experience

APPENDIX B-1: SURVEY

Date:	
Ja CC.	

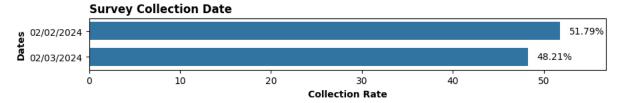
The St. Augustine STAR Survey

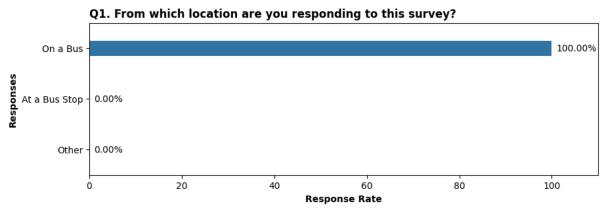
This survey is about the ONE-WAY trip you are making now (from START to END location).

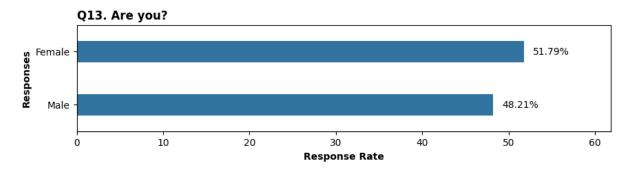
Please help us improve service by completing this brief survey. Your input is important, and participation is voluntary. Thank you!

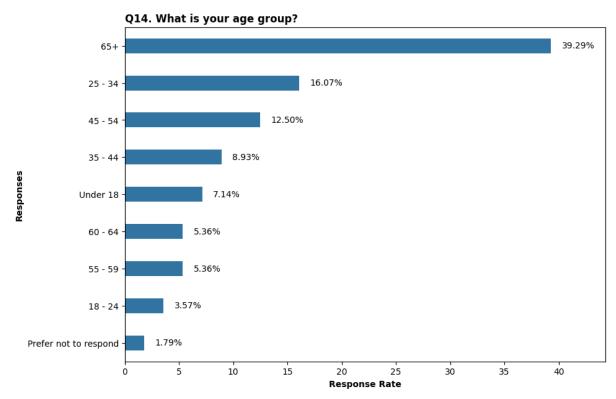
1. From which location are you responding to this survey? On a Bus At a Bus Stop Other (specify)	7. After this bus, how will you get to your destination? ☐ Walk 0-3 blocks ☐ Bicycle ☐ Get picked up by someone ☐ Taxi ☐ Drive a vehicle I parked ☐ St. Augustine STAR	☐ Asian/Asian American ☐ Native American, American Indian or Alaska Native ☐ Prefer not to respond 16. Do you speak any other language(s) besides English at
START LOCATION 2. Where did you come from before you got on this bus? (Check only one)	☐ Sunshine Bus (specify route) ☐ Other (specify)	home? □ Yes □ No If yes, which language(s)
☐ Home ☐ Shopping/Errands ☐ Work ☐ Recreation/Visiting ☐ School/College ☐ Doctor/Dentist ☐ Other (specify)	 8. How many working, registered motor vehicles are available at home? (Check one) 0 1 2 3 or more 9. How often do you ride the St. Augustine STAR? (Check 	17. What was the range of your total household income last year? (Check only one) □ Less than \$10,000 □ \$30,000 to \$39,000 □ \$10,000 to\$19,999 □ \$40,000 to \$49,999 □ \$20,000 to \$29,999 □ \$50,000 or more
3. How did you get to the bus stop for this bus? ☐ Walked 0-3 blocks ☐ Bicycle ☐ Dropped off by someone ☐ Taxi ☐ Drove a vehicle and parked	one) ☐ 3 or more days a week ☐ Once or twice a month ☐ 1 – 2 days a week ☐ Few times a year ☐ Today is my first time riding the STAR	18. Your overall satisfaction with the St. Augustine STAR? ☐ Very Satisfied ☐ Neutral ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied
☐ St. Augustine STAR ☐ Sunshine Bus (specify route) ☐ Other (specify)	10. What is the most important reason you ride the bus? (Check only one)	19. What would make the St. Augustine STAR better? (Please write here and/or on the back.)
4. Where did you get on the bus you are riding now? ☐ Visitor Information Center and Parking Garage ☐ Cuna Street and Avenida Mendez ☐ Cathedral Place and Cordova Street ☐ Other (specify)	☐ No driver's license ☐ Traffic is too bad ☐ Car is not available ☐ Bus is more convenient ☐ Bus is cheaper ☐ Disability or health concern ☐ Other (specify) 11. What is your HOME zip code? 12. What is your WORK zip code or city?	
END LOCATION (DESTINATION) 5. Where are you going on this trip? (Check only one) Home Shopping/Errands Work Recreation/Visiting School/College Doctor/Dentist Other (specify)	13. Are you? ☐ Male ☐ Female ☐ Other ☐ Prefer not to respond 14. What is your age group? ☐ Under 18 ☐ 25-34 ☐ 45-54 ☐ 60-64	
6. Where will you get off the bus you are on now? Visitor Information Center and Parking Garage Cuna Street and Avenida Mendez Cathedral Place and Cordova Street Other (specify)	□ 18-24 □ 35-44 □ 55-59 □ 65+ □ Prefer not to respond 15. Which options describe you? □ White □ Other (specify) □ Black/African American □ Hispanic, Latino or Spanish origin	

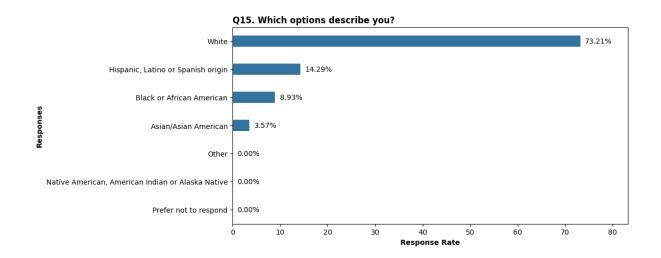
APPENDIX B-2: CHARTS

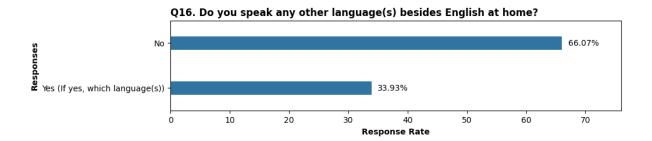












APPENDIX B-3: TABLES

Home & Work Zip Code or City (Q11 & Q12)

Survey Number	Home Zip Code	Work Zip Code or City
1	32086	32086
2	32812	N/A
3	28774	28774
4	31601	31601
5	33615	33556
6	32812	32819
7	32084	N/A
8	32812	N/A
9	32084	32084
10	84004	84004
11	32084	32084
12	32084	32084
13	32205	32806
14	32086	32086
15	32084	32084
16	28774	28774
17	49085	49085
18	28774	28774
19	28774	28774
20	84004	84004
21	75015	N/A
22	75015	N/A
23	28774	28774
24	32084	N/A
25	32084	N/A
26	32084	32084
27	32084	32084
28	32086	32086
29	32086	32086
30	33165	33134
31	32177	32084
32	20000	20000
33	32205	N/A
34	32164	32084
35	31516	31516
36	32254	N/A
37	31601	31601
38	32812	32819
39	32084	N/A
40	32084	32084

Home & Work Zip Code or City (Q11 & Q12) Cont.

Survey Number	Home Zip Code	Work Zip Code or City
41	32084	32084
42	32084	32084
43	34148	N/A
44	34148	N/A
45	N/A	N/A
46	N/A	N/A
47	08230	N/A
48	08230	N/A
49	33165	33134
50	33165	33134
51	32084	32084
52	32084	32084
53	20000	N/A
54	20000	N/A
55	20000	N/A
56	20000	N/A

Q16. Do you speak any other language(s) besides English at home?

Response	Language
Yes	Spanish
Yes	Hungarian
Yes	Hungarian
Yes	French
Yes	French
Yes	Hungarian
Yes	Spanish
Yes	Romanian/ Spanish
Yes	Spanish/ Finish
Yes	Polish
Yes	Telugu
Yes	N/A
Yes	N/A
Yes	Spanish

Number of Surveys Completed for each Question.

Question	Number of Surveys Completed
Q1. From which location are you responding to this survey?	56
Q2. Where did you come from before you got on this bus?	56
Q3. How did you get to the bus stop for this bus?	56
Q4. Where did you get on the bus you are riding now?	56
Q5. Where are you going on this trip?	56
Q6. Where will you get off the bus you are on now?	56
Q7. After this bus, how will you get to your destination?	56
Q8. How many working, registered motor vehicles are avilable at home?	56
Q9. How often do you ride the St. Augustine STAR?	56
Q10. What is the most important reason you ride the St. Augustine STAR?	55
Q11. What is your HOME zip code?	56
Q12. What is your WORK zip code or city?	52
Q13. Are you?	56
Q14. What is your age group?	56
Q15. Which options describe you?	56
Q16. Do you speak any other language(s) besides English at home?	56
Q17. What was the range of your total household income last year?	53
Q18. Your overall satisfaction with the St. Augustine STAR?	56
Q19. What would make the St. Augustine STAR better?	56

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Appendix C

Performance Evaluation

Appendix C evaluates the relative performance of St. Johns County's transit system by comparing recent, available data to previously reported data. The data in this appendix describes the deviated fixed route system for fiscal years (FY) 2019 through 2023.

Operating and Financial Performance

Table C.1 includes population and vehicles operating in maximum service. The service area population increased during the 5-year period by 7.5%, while the number of peak vehicles remained constant at 9 vehicles.

Table C.1 Deviated Fixed Route Characteristics, 2019 - 2023

Year	Service Area Population (NTD)	Vehicles Operated in Maximum Service		
2019	254,261	9		
2020	264,672	9		
2021	273,425	9		
2022	273,425	9		
2023	273,425	9		
5-Year Change 2019 - 2023	19,164	0		
% Change 2019 - 2023	7.54%	0.00%		
Annual Change 2022- 2023	0	0		
% Change 2022 - 2023	0.00%	0.00%		

Source: National Transit Database, FY 2019 - 2023; Florida Transit Information and Performance Handbook (FDOT) 2020 - 2023.

Table C.2 shows that ridership declined 63% (177,155 riders), over the five-year period between 2019 and 2023. During the same period, the amount of service provided increased. Vehicle revenue miles increased by 9%, and vehicle revenue hours increased by 29%.

Table C.2 Deviated Fixed Route Operating Performance, 2019 - 2023

Year	Ridership	Vehicle Revenue Miles	Vehicle Revenue Hours	Riders per Revenue Mile	Riders per Revenue Hour
2019	280,445	607,581	28,900	0.46	9.70
2020	144,874	440,246	20,919	0.33	6.93
2021	99,596	576,711	33,290	0.17	2.99
2022	127,131	659,686	36,492	0.19	3.48
2023	103,290	663,827	37,241	0.16	2.77
5-Year Change 2019 - 2023	-177,155	56,246	8,341	-0.31	-6.93
% Change 2019 - 2023	-63.17%	9.26%	28.86%	-66.29%	-71.42%
Annual Change 2022- 2023	-23,841	4,141	749	-0.04	-0.71
% Change 2022 - 2023	-18.75%	0.63%	2.05%	-19.26%	-20.39%

Source: National Transit Database, FY 2019 - 2023; Florida Transit Information and Performance Handbook (FDOT) 2020 – 2023.

Financial performance is shown in Table C.3, on the following page. Between 2022 and 2023, operating expenses slightly decreased (by 1.4%) and passenger revenue increased (by 22%). Passenger revenue per mile and per hour also increased (by 21% and 19%, respectively). While costs per mile and per hour decreased (by about 2% and 3%, respectively).

Table C.3 Deviated Fixed Route Financial Performance, 2019 – 2023

Year	Operating Cost	Farebox Revenue	Vehicle Revenue Miles	Vehicle Revenue Hours	Passenger Revenue per Revenue Mile	Passenger Revenue per Revenue Hour	Cost per Revenue Mile	Cost per Revenue Hour
2019	\$1,680,337	\$82,913	607,581	28,900	\$0.14	\$2.87	\$2.77	\$58.14
2020	\$1,339,213	\$36,358	440,246	20,919	\$0.08	\$1.74	\$3.04	\$64.02
2021	\$1,454,876	\$42,997	576,711	33,290	\$0.07	\$1.29	\$2.52	\$43.70
2022	\$1,810,192	\$46,509	659,686	36,492	\$0.07	\$1.27	\$2.74	\$49.61
2023	\$1,784,704	\$56,698	663,827	37,241	\$0.09	\$1.52	\$2.69	\$47.92
5-Year Change 2019 - 2023	104,367	-26,215	56,246	8,341	-0.05	-1.35	-0.08	-10.22
% Change 2019 - 2023	6.21%	-31.62%	9.26%	28.86%	-37.41%	-46.93%	-2.79%	-17.58%
Annual Change 2022- 2023	-25,488	10,189	4,141	749	0.01	0.25	-0.06	-1.68
% Change 2022 - 2023	-1.41%	21.91%	0.63%	2.05%	21.15%	19.46%	-2.02%	-3.39%

Source: National Transit Database, FY 2019 - 2023; Florida Transit Information and Performance Handbook (FDOT) 2020 – 2023.

Farebox Recovery Ratio

Farebox recovery ratio is the ratio of farebox revenue to operating cost. In Table C.4, based on the most recent two years of reported NTD data (between 2022 and 2023), the farebox recovery ratio increased by 24%. During the same period, cost per rider increased by 21%.

Table C.4 Deviated Fixed Route Farebox Recovery and Average Fare per Rider, 2019 – 2023

Year	Ridership	Operating Cost	Cost per Rider	Farebox Revenue	Farebox Recovery Ratio	Average Fare Per Rider
2019	280,445	\$1,680,337	\$5.99	\$82,913	4.93%	\$0.30
2020	144,874	\$1,339,213	\$9.24 \$36,358 2.71%		\$0.25	
2021	99,596	\$1,454,876	\$14.61 \$42,997 2.96%		\$0.43	
2022	127,131	\$1,810,192	\$14.24	\$46,509	2.57%	\$0.37
2023	103,290	1,784,704	\$17.28	56,698	3.18%	\$0.55
5-Year Change 2019 - 2023	-177,155	104,367	11.29	-26,215	-0.02	0.25
% Change 2019 - 2023	-63.17%	6.21%	188.38%	.38% -31.62% -35.62%		85.67%
Annual Change 2022- 2023	-23,841	-25,488	3.04	10,189 0.01		0.18
% Change 2022 - 2023	-18.75%	-1.41%	21.35%	21.91%	23.65%	50.05%

Source: National Transit Database, FY 2019 - 2023; Florida Transit Information and Performance Handbook (FDOT) 2020 – 2023.

Performance Evaluation Summary

Over the last evaluation year (comparing FY2022 and FY2023 data), ridership decreased by 19%, a decrease of over 23,800 riders. During this same period, total operating costs slightly decreased by 1.4% and farebox revenues increased by 22%. Costs per mile and per hour decreased (by about 2% and 3%, respectively), while cost per rider increased by 21%.