

2016 -2021 St. Johns County Transportation Disadvantaged Service Plan

Approved by the

St. Johns County Transportation Disadvantaged Local Coordinating Board

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Florida's transportation disadvantaged program is governed by Part 1 of Chapter 427, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Rule 41-2, and is implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged (CTD)
- Local Coordinating Board (LCB)
- Designated Official Planning Agency (DOPA)
- Community Transportation Coordinator (CTC)
- Purchasers of Transportation Services
- Transportation Operators

Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of LCBs and CTCs. Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation disadvantaged," and supplemented or modified the responsibilities of the CTD, the LCBs, the DOPAs, and the CTCs.

Community Transportation Coordinator Designation Date/History

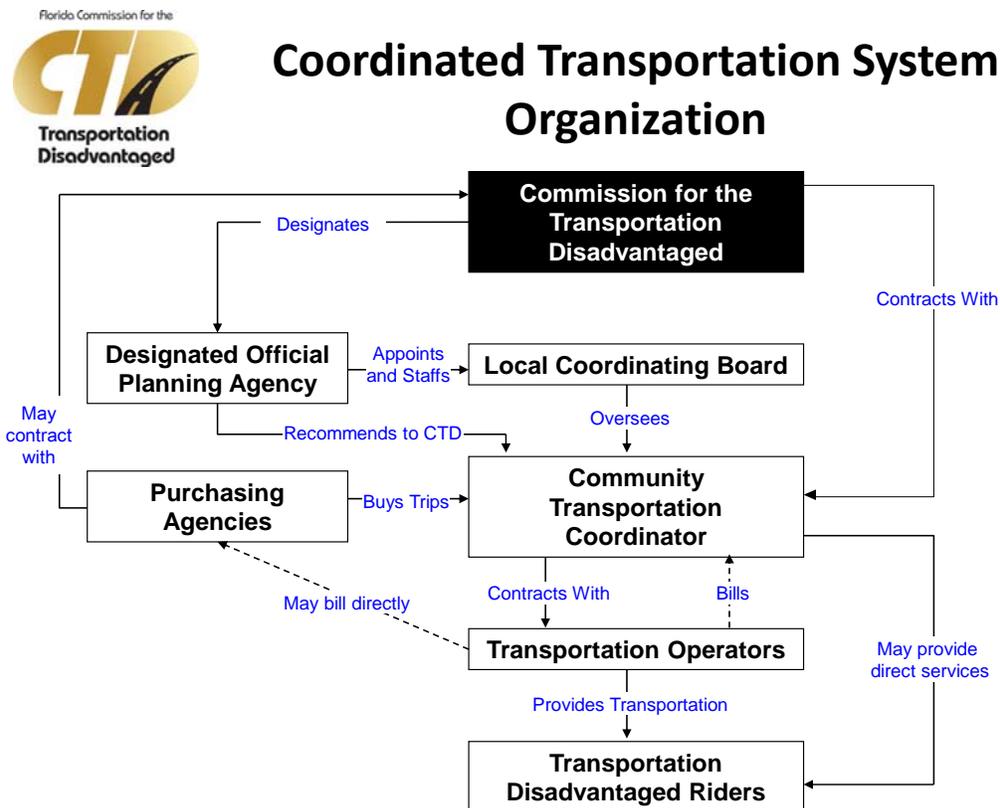
In December of 1981, the St. Johns County Board of County Commissioners passed Resolution 81-130 designating themselves as Interim Coordinator of Community Transportation, as stated in the Florida Statute of 1979, Chapter 427, which addresses the needs of those who are transportation disadvantaged. The St. Johns County Board of County Commissioners adopted the Transportation Disadvantaged Plan for St. Johns County in June of 1982. As a result of the needs assessment and Five-year Plan, the Board recommended the designation of the St. Johns County Council on Aging,

Inc., to serve as Coordinated Community Transportation Provider (CCTP). In October of 1983, the St. Johns County Council on Aging, Inc. (SJCCOA), accepted the designation to serve as the Coordinated Community Transportation Provider. The St. Johns County Council on Aging then began to coordinate County resources and execute Purchase of Service Agreements with other agencies in St. Johns County who sponsor transportation for their respective client bases.

In 1992, a request for proposal was used in an effort to obtain coordinated service contracts with private-for-profit operators in the local community and its environs. However, after three (3) RFPs, the COA was unsuccessful in obtaining a contractor for after-hours and weekend transportation services for the non-emergency medical transports. Therefore, wheelchair lift- equipped service was assumed by the COA in 1994. St. Johns County EMS no longer had sufficient vehicles available to support both emergency and non-emergency transports. St. Johns County EMS trained COA drivers and have continued to support the COA with technical assistance.

SJCCOA continues to build a transportation system which is supportive of the needs of St. Johns County citizens with the financial support of the St. Johns County Board of Commissioners. In 2015, a request for qualifications was issued by the Northeast Florida Regional Council as the Designated Official Planning Agency. SJCCOA responded and was ultimately designated as the Community Transportation Coordinator (CTC) for another five years, beginning in 2016.

Organizational Chart



Consistency Review of Other Plans

Local Government Comprehensive Plan

The Transportation Disadvantaged program in St. Johns County is addressed in the required Traffic Circulation Element of the St. Johns County Comprehensive Plan by Objectives B.1.8, B.1.9, and B.1.10 and related policies.

Strategic Regional Policy Plan

The TDSP is consistent with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan”, which was adopted by the NEFRC by Rule on January 16, 2014. The regional transportation element supports mobility, the transportation disadvantaged and transit in policies 2, 3 and 16.

Transit Development Plan

The TDSP is consistent with the St. Johns County Transit Development Plan, 2016 Major Update.

Commission for the Transportation Disadvantaged 2005 5-year / 20-year Plan

The TDSP is consistent with the themes of the Commission’s 2005 plan, although much of the plan is outdated.

Regional Transit Action Plan

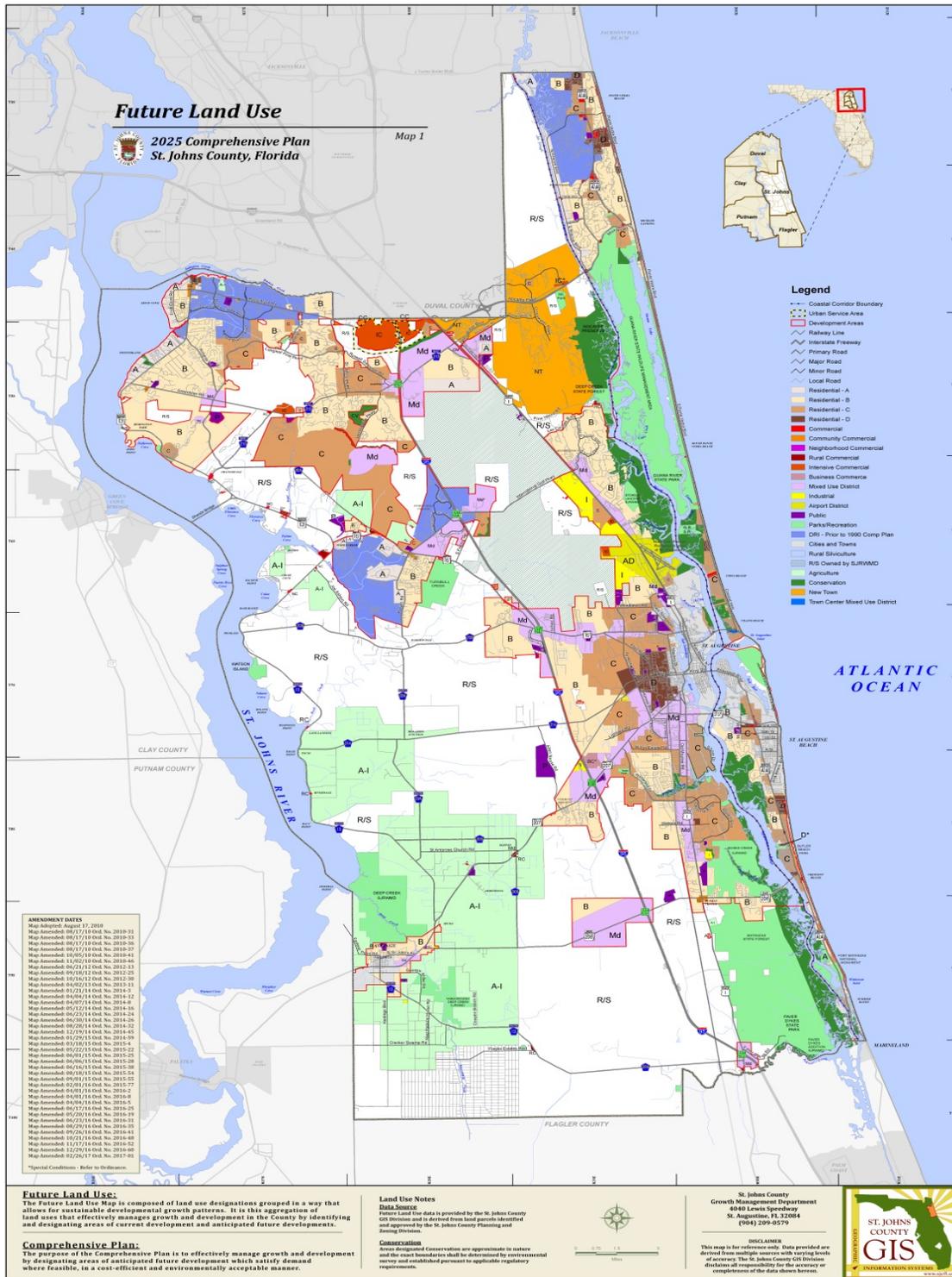
SJCCOA was represented in the creation of the Regional Transportation Commission’s Regional Transit Action Plan 2016 and the direction of that plan aligns with this TDSP. SJCCOA is represented on the Regional Transit Coordinating Committee, which is working on implementation of the plan.

Public Participation

Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies, and review the Service Plan at least annually. All LCB members are invited to participate with the development of the plan. The CTC staff have a close relationship with many local churches, health care facilities, independent living centers, job training, and job placement agencies, and receive input on a continuing basis. Staff for the Northeast Florida Regional Council coordinates the efforts to ensure that the policies in the plan are followed fully. A public hearing is held annually in conjunction with a quarterly board meeting for public input.

SERVICE AREA PROFILE/DEMOGRAPHICS

Land Use



Population/Composition

St. Johns County	213,566	23,527	190,039	180	213,386
Hastings	604	24	580	0	604
Marineland (part)	2	2	0	0	2
St. Augustine	13,590	615	12,975	0	13,590
St. Augustine Beach	6,480	304	6,175	0	6,480
UNINCORPORATED	192,890	22,582	170,308	180	192,710

SOURCE: American Community Survey 2015

Projected Total Population, St. Johns County, 2010-2040 (Shimberg)

Place	2010	2014	2015	2020	2025	2030	2035	2040
St. Johns County	190,039	207,439	214,805	253,401	290,898	324,997	356,500	386,098

Notes: Not Available.

Sources: University of Florida Bureau of Economic and Business Research, Population Projections; U.S. Census Bureau, 2010 Decennial Census.

Households by Cost Burden, St. Johns County, 2014

	Amount of Income Paid for Housing		
	0-30%	30-50%	50% or more
Total	51719	16038	15073

SOURCE: Shimberg Florida Housing Data.

Households by Income and Cost Burden, St. Johns County, 2014

Household Income as Percentage of Area Median Income	Amount of Income Paid for Housing		
	0-30%	30-50%	50% or more
<=30% AMI	854	492	5639
30.01-50% AMI	1695	1781	3460
50.01-80% AMI	3960	3881	2754
80.01+% AMI	45210	9884	3220
Total	51719	16038	15073

Source: Shimberg Florida Housing Data

Poverty Status - Estimate Below Poverty Level - 5 Year Estimates

Year	Data
2009	12,805
2010	16,165
2011	17,402
2012	18,493
2013	18,748
2014	19,504

SOURCE: U.S. Census Bureau, American Community Survey
<http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

Population Age 60+ Below Poverty Level

Year	St. Johns
2015*	4100
2014	3917
2013	3436
2012	3307
2011	2666
2010	2591
2009	2432
2008	2340

*Projection
 SOURCE: Florida Department of Elder Affairs, County Profiles,
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2014/florida_map.html

Homeless

Number of Homeless People

County	2009	2010	2011	2012	2013	2014	2015
St Johns	1,237	1,237	1,386	1,391	1,437	1,401	1,161

SOURCE: Bureau of Economic and Business research, University of Florida,
<https://www.bebr.ufl.edu/data/localities/9760/county>

Persons with Disability

Population Over 65 with Disability

Year	St. Johns
2015*	9560
2014	9106
2013	13120
2012	12591
2011	9855
2010	9482
2009	9501
2008	9184

*Projection
 SOURCE: Florida Department of Elder Affairs, County Profiles,
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2014/florida_map.html

Veterans

Veterans - Total Population Estimate and 5 Year Projections

Year	Data
2017	22,253
2020	22,916
2025	23,869
2030	24,623
2035	25,080
2040	25,378

SOURCE: U.S. Veterans Administration http://www.va.gov/vetdata/Veteran_Population.asp

Employment

Employment - Persons Employed

Year	Data
1990	41,996
1991	42,655
1992	43,418
1993	46,007
1994	49,505
1995	52,474
1996	54,273
1997	56,749
1998	59,809
1999	62,300
2000	64,467
2001	66,453
2002	67,123
2003	69,518
2004	74,386
2005	80,952
2006	86,169
2007	89,382
2008	91,366
2009	88,459
2010	90,440
2011	93,552
2012	97,269
2013	101,548
2014	105,699
2015	107,796

SOURCE: Bureau of Labor Statistics (BLS)

Employment - Persons Unemployed	
Year	Data
1990	2,288
1991	2,719
1992	2,937
1993	2,951
1994	2,637
1995	1,868
1996	1,653
1997	1,813
1998	1,574
1999	1,610
2000	1,967
2001	2,630
2002	3,198
2003	3,098
2004	2,929
2005	2,555
2006	2,406
2007	3,045
2008	4,996
2009	8,111
2010	8,664
2011	7,850
2012	6,833
2013	5,862
2014	5,220
2015	4,335

Source: Bureau of Labor Statistics (BLS)

Overview of Land Use, Population/Composition and Employment

The future land use map and demographics, when considered together indicate that St. Johns County is an urbanizing County with a mixture of rural areas and population/service centers. Jobs are increasing and unemployment is falling. The population has been and is projected to grow more quickly than some counties in Northeast Florida and most of the State, but like all of them, is aging. The ALICE (Asset Limited, Income Constrained, Employed) report done in 2014 by the United Way of Florida, analyzed households that earn more than the U.S poverty level but less than the basic cost of living for the County. In the case of St. Johns County, the median household income at \$61,288 is significantly higher than the statewide average of \$45,040. The ALICE report identifies the household survival budget for a single adult as \$18,735 and for a family with two working parents, an infant and a Pre-K child as \$47,919. The transportation portion of the family survival budget exceeds the portions needed for food and is the third largest factor after childcare and housing. The number of households below the poverty level (10%) combined with the number of ALICE households, who earn less than the household survival budget (22%), make up 32% of St. Johns County’s population. These households are among those in need of transit, so they can save

money and build wealth. Additional data related to transit and the demographics of St. Johns County are available in the St. Johns County Transit Development Plan, 2016 Major Update available on the North Florida Transportation Planning Organization website <http://northfloridatpo.com/planning-studies/>.

Major Trip Generators/Attractors

Trip generators are land use from which trips originate, such as residential areas and group homes, while trip attractors are land uses which serve as the destinations of trips. Types of attractors include shopping areas, employment centers, medical offices, educational facilities, governmental offices and recreational areas.

While the majority of trips made by clients occur within the confines of St Johns County, often times more specialized attractors are located in neighboring counties such as Duval, Putnam and Flagler Counties or even more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling is required on the part of the CTC in order to deliver these services efficiently.

Inventory of Available Transportation Services

Other than transportation network companies that provide rides to or from St. Johns County and the St. Johns County Council on Aging (SJCCOA) as the Community Transportation Coordinator for St. Johns County and the operator of Sunshine Bus, the following companies provide transportation:

- A1 All American Cab
- Abraxi Taxi
- Ace Taxi
- Affordable Taxi
- Ancient Cab
- Castillo Cab
- Eco-ride Taxi
- Green Taxi
- Sax Taxi
- Yellow Cab
- A-Team Taxi Service

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2017 is 76,751, or 31.8% of the total population. The forecast for 2017 considers that of the TD population, 13,325 persons are considered to be of critical need. This is comprised of 7,275 persons who are considered to have severe disabilities and 6,015 persons of low income without access to an automobile or transit. The critical need population could be expected to make 11,381 daily trips. The forecast model is included as Appendix 6.

Needs Assessment

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The CTC makes use of 5307, FDOT Block Grant, the Surface Transportation Program, programs available through the Commission for the Transportation Disadvantaged, County grants, and is always looking for new and non-traditional ways to obtain funding to fill the needs of the community. The CTC provides paratransit service inside the County and to outside destinations, supplemented by local ambulance service to meet the demand for stretcher trips. In addition, they provide inter-county paratransit service.

Section 5310 - Transit for the Elderly and Persons with Disabilities – This program provides formula funding to states for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

Section 5311 - Rural and Small Urban Areas – This program provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 people. Funds may be used for capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofit organizations and operators of public transportation services.

5-Year Transportation Disadvantaged Transportation Improvement Program and other Funding Requests and Results				
Fiscal Year	Section 5310	Section 5311	Section 5339	Funded (updated the next year)
16/17				
17/18	\$425,150 Operating funds for the Teal Line of the Sunshine Bus Company and to support Purple/Connector lines.	Requested \$309,176 in operating funds		
18/19	\$145,000 Operating funds for the Teal Line of Sunshine Bus Company	\$316,000 in operating funds		
19/20				
20/21				

Barriers to Coordination

The following are identified barriers to the Coordination process:

- Lack of adequate funding for coordinating transportation services. This leads to less service efficiency and higher costs.
- Continued funding cuts or flat funding for transportation services.
- Agencies that are not paying the fully allocated operating cost for transportation services. This causes other agencies to pay a higher cost for transportation services in effect subsidizing the agencies that do not pay the fully allocated operating cost.
- Agencies that do not budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.
- Lack of specialized medical care available within St. Johns County itself which results in numerous trips being made outside of the service area for specialized care.
- Medicaid trips are exempt from Coordination due to Medicaid Reform resulting in loss of revenue.

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION SCHEDULE

Goal 1: Coordination of transportation disadvantaged services

OBJECTIVE 1.1: Contract with agencies purchasing transportation services using public funds.

Strategy 1.1.1: Utilize executed Purchase of Service Agreements (POS) as necessary with all agencies purchasing transportation services with public funds prior to service being initiated. Such POS Agreements shall specify the service and cost of each type of transportation service to be provided (fixed, direct, indirect, per mile, etc.).

Implementation Schedule: The CTC will act as soon as it becomes aware of the need for a POS. Reporting will be as needed or in the final quarter, when the TDSP is reviewed.

GOAL 2: Focus on consumer choice and efficiency.

OBJECTIVE 2.1: Arrange transportation services to maximize consumer choice and vehicle efficiency..

Strategy 2.1.1: As funding permits, maintain operations of deviated fixed-route systems.

Strategy 2.1.2: Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.

Strategy 2.1.3: Survey transportation system users for potential ridership levels and develop routes accordingly.

Strategy 2.1.4: Increase number of clients/riders served.

Strategy 2.1.5: Maximize the multi-loading of vehicles trips as practical to reduce cost per trip and maximize efficiency.

Strategy 2.1.4 As the State and County allow, and as the TD Commission develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in St. Johns County or regionally to maximize efficiency and choice.

Implementation Schedule: The CTC will track data and report in the final quarter, when the TDSP is reviewed.

OBJECTIVE 2.2: Market the system within St. Johns County and regionally.

Strategy 2.2.1: Promote service availability to agencies and consumers through advertising efforts, social media, partnerships, the distribution of flyers to social service agencies and consumers, and to the general public at County events.

Strategy 2.2.2: Maintain on-time performance, as this will help the system “sell itself” by word of mouth.

Implementation Schedule: The CTC will market on an ongoing basis. On-time performance will be reported with the annual evaluation done by the LCB.

GOAL 3: Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.

OBJECTIVE 3.1: Adhere to strict budget of non-sponsored funding to prevent over-spending or under-spending of non-sponsored trip monies at end of grant year cycle.

Strategy 3.1.1: Delineate budget utilizing non-sponsored monies with monthly allocation. Provide report to Coordinating Board on status of these funds at each meeting.

Implementation Schedule: The CTC will track the budget on an ongoing basis and report quarterly to the LCB.

GOAL 4: Utilize the expertise of the Local Coordinating Board.

OBJECTIVE 4.1: Complete all reports in a timely fashion which require Coordinating Board

approval and/or review, including all reports requested by the Coordinating Board.

Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.

Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.

Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the Commission for the Transportation Disadvantaged on or before September 15.

Strategy 4.1.4: Present rate calculation for the LCB approval.

Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.

Implementation Schedule: The CTC and Planning Agency will provide timely reporting to the LCB and the Commission on an ongoing basis.

GOAL 5: Customer Satisfaction.

OBJECTIVE 5.1: The Local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.

Strategy 5.1.1: The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.

Strategy 5.1.2: The Community Transportation Coordinator will to respond to grievances as specified by the bylaws of the Local Coordinating Board.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

GOAL 6: Maintain and plan for a safe and adequate fleet.

OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.

Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.

Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FTA 5307, Surface Transportation Program, FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion

purposes as necessary.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 7: **Support regional transit.**

OBJECTIVE 7.3: Increase coordination with other counties in Northeast Florida and surrounding communities.

Strategy 7.3.1: Continue to participate in the Northeast Florida Regional Transportation Commission's Northeast Florida Regional Transit Coordinating Committee (RTCC) in implementing the Regional Transit Action Plan.

Strategy 7.3.2: Coordinate multi-county trips and service enhancement between St. Johns County and other counties by cooperating and working with nearby counties as well as the Community Transportation Coordinators represented on the RTCC (Baker, Duval, Nassau, and Putnam Counties) and Flagler County.

Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTCC as needed. Other efforts are ongoing.

SECTION 3: SERVICE PLAN OPERATIONS

The operations element is a profile of the St. Johns County Transportation Disadvantaged system. This element is intended to provide basic information about the daily operations of the St. Johns County Council on Aging (SJCCOA). Paratransit programs are designed to provide door-to-door or door-through-door transportation for individuals who otherwise have difficulty accessing transportation. By their nature these programs are more expensive to operate. In order to efficiently utilize transportation funding SJCCOA provides a county-wide deviated fixed route bus system designed to provide public transportation to a wide range of known origins/destinations necessary for everyday living. We encourage paratransit riders to utilize the deviated fixed route bus routes whenever possible to meet their mobility needs.

The deviated fixed route buses offers a cost-effective and accessible service. Seniors, individuals with disabilities, and students receive a cash fare discount for all bus routes. The CTC can also purchase all-day or monthly bus passes using CTD funding to enhance qualified riders ability to travel independently.

Each year, SJCCOA's paratransit (demand-response) system provides about 60,000 rides to individuals with disabilities, seniors, and low-income workers. The Deviated Fixed Route (Sunshine Bus Company) system provided 281,269 rides in 2016. To ensure safe, efficient and effective service, the following policies have been established.

Most SJCCOA buses contain accessible features, including: a ramp or wheelchair lift for mobility impaired boarding; on-board wheelchair securement areas; and stop announcements by drivers.

SJCCOA drivers are trained to safely secure wheelchairs. SJCCOA requires that all mobility devices such as wheelchairs and scooters be secured using the proper four (4) point securement devices on board all buses. SJCCOA also strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. SJCCOA drivers also assist with the use of ramps/wheelchair lifts and securement devices, as necessary.

Riders must be able to physically board and alight from the bus. If an individual cannot physically board or alight from a bus, the individual will need to acquire the resources needed to overcome their disabling condition, such as, a mobility device and/or personal care attendant. SJCCOA does not provide assistance when safety to drivers or passengers is at risk.

SJCCOA will provide to its passengers, upon request, service materials including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, SJCCOA will accommodate the individual's request to the best of its ability.

Types, Hours and Days of Service

Paratransit transportation services are provided on a subscription and demand-response basis six days per week, Monday-Saturday. Trips are available on those days from 5:00 AM to 6:00 PM. A dispatcher is on-duty from 6:00 AM to 6:00 PM. Our goal is to have both drivers and dispatchers

available from 5:00 AM to 8:00 PM Monday-Saturday depending on funding and staff availability. SJCCOA's demand-response transportation services are considered public transportation and are available to those subsidized by various funding sources as well as private pay.

The Sunshine Bus Company operates Monday - Saturday all year long from 5:30 AM - 8:05 PM. Schedules and route maps can be obtained on-line at WWW. Sunshinebus.net or in various locations throughout the County. Information can be obtained by calling (904) 209-3716.

Accessing Services

Paratransit:

For the best service, arrangements for a paratransit ride should be scheduled with customer service by 4:00 PM the day prior to the trip. Same day reservations are possible on a space/time available basis; please try to call no later than 2 hours prior to the desired trip. Rides can only be scheduled a maximum of 7 days in advance. Subscription service is available for regularly recurring trips.

Individuals wishing to utilize the SJCCOA's transportation services can access the system by calling the central reservation number at (904) 209-3710 between the hours of 7:30 a.m. - 4:00 p.m. Clients may also call the dispatch office to book a trip at (904) 209-3711 from 6:00 AM - 7:30 AM and from 4:00 PM - 6:00 PM. when the reservation office is not staffed. This policy is necessary in order to group trips for individuals who are sponsored and non-sponsored to obtain the most cost-effective method of service delivery. Note, in the near future the CTC will be able to book trips until 8:00 p.m. through the dispatch office number.

Sunshine Bus:

Riders may board or exit the bus at any safe street corner or location along the bus route that does not have bus stop signs. Routes on US 1, King St. and San Bartola Blvd. have designated bus stops marked by signs. Other designated bus stop locations (primarily in the urban areas) will be added in the future and public notice will be given.

Individuals with hearing impairments can access the SJCCOA's transportation services by utilizing the State of Florida Relay System. The Relay System can be accessed 24 hours a day by calling either (800) 955-8770 or (800) 955-8771.

Trip Cancellation / No Show Policy

When a rider needs to cancel a trip, the cancellation should occur more than one hour prior to the scheduled pick-up time. A late cancellation (less than 1 hour) is considered a no-show.

A no-show is defined as the act of a person, who, having scheduled a paratransit trip, or Sunshine Bus route deviation changes his/her mind about making the trip but does not cancel the appointment, allowing the vehicle to arrive but not boarding it. The definition also includes cancellations less than one hour before the scheduled pick-up time but does not include incidents like scheduling problems, late pickups and other operational problems of the provider. The provider will wait up to 5 minutes for each rider after arriving at the pick-up location.

SJCCOA does not count as no-shows [or late cancellations] any trips due to our error, such as:

- Trips placed on the schedule in error

- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes
- Long hold times that prevent callers from canceling trips by telephone in a timely manner

SJCCOA does not count as no-shows [or late cancellations] situations beyond a rider's control, such as:

- Medical emergency
- Family emergency.

SJCCOA will maintain records of no-show incidents. Each no-show will count as one occurrence.

No-Show Consequences (per Local Coordinating Board Policy):

- First violation: a customer receives a warning letter, hang tag and copy of this policy;
- Second violation: 7-day (1-week) suspension;
- Third violation: 14-day (2-week) suspension;
- Fourth violation: 21-day (3-week) suspension;
- Fifth and subsequent violations: 28-day (4-week) suspension;

Consequences are based on the current calendar year, and suspension periods will begin on a Monday. SJCCOA will retain records on customer compliance with this policy for the current calendar year. Repeated instances within the 12 month period following the 28-day suspension may result in additional suspension(s) or termination of paratransit or route deviation service.

All suspension notices will be sent by letter and include a copy of this policy, information on disputing no-shows and how to appeal suspensions.

If individual riders need to cancel their reservation for transportation service, they should contact the SJCCOA as soon as possible, preferably the day prior to the scheduled service. They should call reservations at (904) 209-3710 or dispatch at (904) 209-3711.

After-Hours Service

SJCCOA does not provide after-hours service.

Transportation Operators and Coordination Contractors

The SJCCOA provides all transportation services with its own fleet of vehicles.

The CTC will utilize the competitive bid (Request for Proposal) process, to secure additional transportation operators when the demand for transport exceeds the agency's ability to service the need.

Public Transit Utilization

The Public Transportation system in St. Johns County is provided by the St. Johns County Board of

County Commissioners through a contract with SJCCOA and by the Commission For the Transportation Disadvantaged through its Community Transportation Coordinator, the SJCCOA.

Funding for the Sunshine Bus Company and the paratransit system is received through a combination of grants obtained by the County and SJCCOA. Ridership on the Sunshine Bus Company has continued to increase throughout the life of the program while paratransit trips have trended downward. This is the desired situation as Paratransit clients are encouraged to utilize the Sunshine Bus system when possible so that they may have more control over their transportation needs. Another benefit to this approach is to lessen the need for paratransit trips which are more expensive to provide.

School Bus Utilization

SJCCOA does not utilize buses or drivers provided by the school board.

Vehicle Inventory

A vehicle inventory for the SJCCOA is included as Appendix 4.

System Safety Program Plan Certification

The SJCCOA's System Safety Program Plan Certification is included as Appendix 5

Intercounty Services

SJCCOA provides deviated fixed route service to Duval and Putnam Counties through the Sunshine Bus Company and paratransit trips originating in St. Johns County with destinations in other neighboring counties on an as needed basis. Putnam County provides deviated fixed route service on the Ride Solution to the Greyhound station in St. Augustine and makes connections to the Sunshine Bus Company in Hastings and the Seabridge Plaza Hub.

Natural Disaster/Emergency Preparedness

The Disaster Preparedness Plan for the SJCCOA has been addressed in Appendix 10.

Education Efforts/Marketing

The SJCCOA accesses the local social service network for information distribution. The SJCCOA has developed fliers to advertise the availability of the transportation disadvantaged program. These fliers have been (and will continue to be) distributed to service agencies, churches, commodities distribution points, and other public locations. The SJCCOA has also expanded its marketing program to include newspaper, radio and Cable TV press releases and outreach. The Local Coordinating Board is very interested in the marketing of the program and will continue to take an active role in the future.

Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in St. Johns County.

Service Standards

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about uniform service provision in the coordinated system. The Local Coordinating Board (LCB) will evaluate the St. Johns County Council on Aging's (SJCCOA) compliance with the established service standards on an annual basis. The LCB will also accept any other agency's review of the SJCCOA which encompasses any of the following standards as part of the annual evaluation to determine compliance with that standard.

COMMISSION SERVICE STANDARDS

Drug and Alcohol Testing

All safety sensitive job positions shall comply with the pre-employment, randomization, post-accident and reasonable suspicion testing requirements of the Federal Transit Administration if Section 5311 funds are utilized to pay drivers employed by the SJCCOA.

Transport of Escorts and Dependent Children

On paratransit, children under age 16 and individuals requiring special assistance will be required to be accompanied by an escort. Escorts must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts shall be transported at no cost. On Sunshine Bus, children 12 and over may ride alone and may be accompanied by a sibling aged 10 or over.

Use, Responsibility and Cost of Child Restraint Devices

Children under age 4 are encouraged to be in a safety seat, and children ages 4 and 5 are encouraged to be in either a safety seat or a booster seat. It is the parent or guardian's responsibility to supply the proper child restraint when transporting a child in a SJCCOA vehicle.

Passenger Property

Passengers shall be allowed to have personal property which can be stowed under their seat and be carried independently onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Vehicle Transfer Points

Vehicle transfer points shall be located in a safe and secure place that provides shelter.

Local Toll Free Telephone Number

A local toll free telephone number shall be posted in all vehicles within the transportation system. This telephone number shall be included in the complaint process.

Out-of-Service Area Trips

The SJCCOA will provide out-of-service area trips as needed with approval of the funding source.

Vehicle Cleanliness

Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a

regular schedule.

Billing Requirements

The SJCCOA shall pay all bills within 15 days to subcontractors after receipt of said payment by the SJCCOA.

Passenger/Trip Database

The SJCCOA shall collect the name, telephone number, address, funding source eligibility and special requirements in a database on each passenger.

Adequate Seating

Vehicle seating shall not exceed the manufacturer's recommended capacity. Paratransit riders must be in a seat or wheel chair. Sunshine Bus allows standees.

Driver Identification

Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

Smoking

Smoking (tobacco products and e-cigarettes) is prohibited on all SJCCOA vehicles at all times.

Eating & Drinking on Vehicles

Eating and drinking are prohibited on all SJCCOA vehicles at all times, unless the client or driver has a documented medical condition which requires the client or driver to eat and/or drink. (i.e.: diabetes, etc.)

Two-Way Communications

All SJCCOA vehicles utilize either two-way radios, cellular phones, and/or MDTs to communicate during trips within the County boundaries. For trips taken outside of St. Johns County, drivers are equipped with cellular phones for communication with the SJCCOA dispatch office.

Air Conditioning/Heating of Vehicles

All vehicles in the SJCCOA fleet are furnished with adequate air-conditioning and heating equipment.

LOCAL STANDARDS

Non-sponsored Funds Priority Listing

The following list outlines the spending priorities of "non-sponsored" funds from the Commission for the Transportation Disadvantaged, as approved by the St. Johns County Local Coordinating Board.

1. Medical Appointments
2. Shopping
3. Church, Recreation and Education
4. Visitation to Family and Friends
5. Employment

CPR/First Aid

Drivers are trained in CPR and Basic First Aid on a *strictly voluntary* basis. Furthermore, drivers are

NOT REQUIRED to administer CPR/First Aid in any circumstance.

Driver Criminal Background Screening

All drivers are subjected to an FDLE background check prior to being hired. Any decisions made in response to an unsatisfactory background check are left to the discretion of the SJCCOA's Executive Director.

Pick-up Window

Pick-up windows have been established for all riders utilizing the SJCCOA transportation service. These pick-up windows are necessary for enabling the agency to maintain trip schedules.

Paratransit Trips

It is necessary to multi-load trips whenever possible and maintain the daily trip schedule. All clients are informed of the pick-up window policy prior to riding on the system. Riders are asked to be ready to leave by the time stated in the pick-up window.

Pick-up window for trips on the SJCCOA Paratransit system is 30 minutes *before* the trip is scheduled until 15 minutes *after* the trip is scheduled. For example, a client who is scheduled to be picked up at 8:00 a.m. is required to be ready for pick-up by 7:30 a.m.

Once the vehicle arrives during the 45-minute pick-up window, the driver will wait up to 5 minutes for a passenger. If the rider is not prepared to board, the trip will be counted as a no-show and the vehicle will be dispatched to another location. It is the rider's responsibility to have clear visibility of the area where a vehicle would arrive for pick-up. The rider should be prepared to board the vehicle when it arrives.

Sunshine Bus Route Deviations

In order to allow the Sunshine Bus to maintain its normal schedule as close as possible its necessary to maintain a short pick-up window. All clients are informed of the pick-up window policy when they book a route deviation. Riders are asked to be ready to leave by the time stated in the pick-up window.

Pick-up windows for route deviations are 10 minutes, 5 minutes *before* the trip is scheduled and 5 minutes *after* the trip is scheduled. Once the vehicle arrives during the 10 minute pick-up window, the driver will wait up to 5 minutes for a passenger. If the rider is not prepared to board, the trip will be counted as a no-show and the vehicle will return to its route. It is the rider's responsibility to have clear visibility of the area where a vehicle would arrive for pick-up. The rider should be prepared to board the vehicle when it arrives.

Performance Standards

Paratransit Trips:

Scheduling Trips in Advance

It is preferred that Call-in reservations be made by 4 PM the work-day before the trip is needed to ensure availability. Same-day service is available on a space and time-slot availability basis. Evaluation will be based upon analysis of reservation data obtained from Trapeze software.

On-Time Performance

SJCCOA uses the Trapeze software to schedule client trips and track on-time performance. This software is set up with a 45 minute window around each requested pick up time. This on-time

pickup window allows for 30 minutes prior and 15 minutes after the requested time. Actual performance is tracked in real time using Mobile Data Terminals (MDTs) mounted in each vehicle. If a trip is performed outside of the 45-minute window, it is documented as an early or late trip. Trips to appointments are also tracked to ensure that clients are not getting to their appointments late. Any performance after the appointment time is marked as late. On-time performance goals are: 80% overall (early and late), 90% for appointments and 82% for late only.

On-time performance will be measured by comparing scheduled time to actual time for the pick-up and drop-off. When on-time performance falls below the target, SJCCOA will determine factors that impact on-time performance and take corrective actions, if needed

Passenger Wait Times

Pick-up Wait Time

Passenger wait time for pick-ups are set during the appointment process with the above mentioned 45-minute window. These are monitored using the on-time performance tools mentioned above. Dispatchers monitor each route to ensure that the drivers are running on schedule and take action (by rescheduling trips to another driver or sending out another vehicle) if a client is at risk of being picked up late. Therefore there is no standard for pick-up wait time. This is considered in the on-time standard.

On-Board Wait Time

The Trapeze software is set up to warn dispatchers if any client is at risk of being on board a vehicle longer than our established maximum on board travel time. We propose to schedule our trips to minimize On-Board Wait Time using a graduated scale which takes into consideration the fact that some of our trips are urban in nature while others are rural. These maximum times are based on Direct Travel Time for each client's trip and the fact that we multi-load:

<u>Direct Travel Time</u>	<u>On-Board Time</u>
0-28 Minutes	60 min
29-58 Minutes	90 min
>58 Minutes	120 min

Our Dispatchers monitor each route to ensure that the drivers are running on schedule and take action (by rescheduling trips to another driver or sending out another vehicle) if a client is at risk of exceeding On-Board Wait Time.

Customer Satisfaction

NEFRC surveys 30% of the riders on a driver's manifest annually. The results of the survey become part of the annual CTC evaluation, which is added to the TDSP and posted on NEFRC's website. They are evaluated annually by NEFRC and the LCB.

Accidents

The SJCCOA will compile a quarterly report of all reportable accidents for presentation to the Local Coordinating Board for their review. A reportable accident shall be defined as those accidents reported on the Annual Operations Report. The SJCCOA shall strive to sustain not more than 1.0 reportable accident per 250,000 vehicle miles for the established Annual Operating Report period.

Road Calls

The SJCCOA will compile a quarterly report of all road calls for presentation to the Local Coordinating Board for their review. A road call is defined as an interruption of service during the time the vehicle is in-service and which may or may not involve a mechanical failure of some element of the vehicle. The SJCCOA shall strive to sustain not less than 10,000 vehicle miles between road calls for the established Annual Operating Report period.

Call-hold Time

The SJCCOA shall strive to answer all incoming calls on the reservation line as quickly as possible. However, in instances when this is not possible and the caller must be placed on hold, the call-hold time should not exceed a period of five (5) minutes. Once the appropriate equipment is obtained, call-hold time reports shall be generated on a quarterly basis and presented to the Local Coordinating Board for their review. Call-hold time performance will be measured using the percentage derived by dividing the total number of reservations made during the quarter, by the number of complaints received regarding call-holding time.

Local Complaint/Grievance Procedures

Definition of a Service Complaint

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Local service complaints are driven by the inability of the Community Transportation Coordinator (CTC) or transportation operators, not local service standards established by the Community Transportation Coordinator and local Coordinating Board.

Service Complaints may include but are not limited to:

- Late trips (late pickup and or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc.)

Definition of a FORMAL GRIEVANCE

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the Transportation Operator, Community Transportation Coordinator, designated official planning agency (DOPA), or local Coordinating Board. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Formal Grievances may include but are not limited to:

- Chronic or reoccurring or unresolved Service Complaints (Refer to description of service

- complaints)
- Violations of specific laws governing the provision of TD services i.e. Chapter 427 F.S., Rule 41-2 FAC and accompanying documents, Sunshine Law, ADA. -Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and /or accounting procedures

Service Complaint Process

SJCCOA is the CTC for St. Johns County as well as the Transportation Operator and as such strives to provide safe, affordable, and dependable transportation to all users. If for any reason the service does not live up to these expectations, passengers are encouraged to register a service complaint with SJCCOA's Director of Transportation. A thorough and prompt investigation of all service complaints shall be conducted by SJCCOA's Transportation Department according to the following procedure:

1. All service complaints will be documented by the person receiving the service complaint (driver, dispatcher, customer service representative, supervisor, etc.). If the service complaint alleges an ADA or Title VI violation, the county transit planner is notified.
2. The service complaint will then be submitted to the on-duty Road Supervisor for review and investigation.
3. The Road Supervisor will investigate the nature of the service complaint both with the customer and the alleged offender. If available and relevant, video/audio recordings will be obtained from the SJCCOA vehicle used in the incident.
4. The Road Supervisor will discuss investigative findings with the appropriate Transit Manager (Sunshine Bus Company or Paratransit) and determine a course of action. This will typically result in a recommendation of: Unsubstantiated- there is no evidence to support the service complaint or Substantiated- evidence supports the service complaint in whole or part.

In the case of an Unsubstantiated service complaint, no further action is required. In the case of a Substantiated service complaint, the Transit Manager and Road Supervisor will recommend a mitigation measure/s to the Director of Transportation for action. The Director of Transportation will contact the customer in writing with the results of the service complaint investigation. The response and other information is documented and filed.

Service Complaint Grievance Process

The decision of the Director of Transportation may be appealed to the SJCCOA Executive Director using the following procedure:

1. All grievances filed must be written and contain the following:
 - a. The name and address of the complainant;

- b. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner;
 - c. An explanation of the relief desired by the complainant.
 - d. The grievance should be addressed to: Executive Director, St. Johns County Council on Aging, Inc. 180 Marine St., St. Augustine, FL 32084.
2. A written copy of the grievance procedures and rider policies are available to anyone, upon request.
3. The contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance is posted in each of the SJCCOA vehicles in plain view of riders.
4. SJCCOA Executive Director will respond to Grievant in writing noting the date of receipt and the date by which a decision will be made (not to exceed 15 working days) in a response mailed to the grievant.
5. SJCCOA Executive Director representing the CTC will render a decision in writing, giving the complainant an explanation of the facts that lead to the CTC's decision and provide a method or ways to bring about a resolution.
6. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
7. The SJCCOA Board of Directors, will receive a copy of the grievance and response.

Formal Grievance Process

Local Coordinating Board's formal grievance Procedures:

1. All formal grievances filed must be written and contain the following:
 - a. The name and address of the complainant;
 - b. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner;
 - c. An explanation of the improvements needed to address the complainant.
 - d. The grievance should be addressed to: Chairperson, Local Coordinating Board, 180 Marine St., St. Augustine, FL 32084.
2. A written copy of the grievance procedures are available to anyone, upon request.
3. The Chairperson of the Local Coordinating Board will respond to Grievant in writing noting the date of receipt and the date by which a decision will be made (not to exceed 60 working days) in a response mailed to the grievant
4. The local Chairperson, Local Coordinating Board will render a response in writing providing explanation or recommendations regarding the grievance.

5. The local Coordinating Board grievance subcommittee must review all grievances and report accordingly to the full local Coordinating Board.
6. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
7. If the local Coordinating Board receives a grievance pertaining to the operation of services under the Community Transportation Coordinator, that grievance should be passed on to the Community Transportation Coordinator for their response to be included in the local Coordinating Board's response.

Commission for the Transportation Disadvantaged (CTD) Grievance Procedure:

Any desire to involve the CTD can be accomplished only after the local process is complete.

To file a grievance with the Commission, the customer may begin the process by contacting the Commission through the TD Helpline at (800) 983-2435 or via mail at: Florida Commission for the Transportation Disadvantaged; 605 Suwannee Street, MS-49; Tallahassee, FL 32399-0450 or by email at www.dot.state.fl.us/ctd. Upon request, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.

COST/Revenue Allocation and SERVICE RATES SUMMARY

BASED ON THE COMMISSION'S RATE CALCULATION MODEL

COMMUNITY TRANSPORTATION COORDINATOR: St. Johns COA

EFFECTIVE DATE: May 2018

TYPE OF SERVICE TO BE PROVIDED	UNIT	COST / UNIT \$
CTD Rates		
Ambulatory	Passenger Mile	\$3.24
Wheelchair	Passenger Mile	\$5.55
Stretcher	Passenger Mile	\$11.56
Sunshine Bus Passes	Monthly Bus Pass	\$30.00
	Discount Monthly Bus Pass	\$15.00
	Daily Bus Pass	\$2.00
	Discount Daily Bus Pass	\$1.50
Sunshine Bus Rates-General Public		
One-way Trip	Trip boarding	\$1.00
Monthly Pass	Per Pass	\$30.00
Daily Pass	Per Pass	\$2.00
Deviations available to public within ¼ mile of route	Each deviation	\$2.00
½ price discount for Seniors (60+), children 6 and under, students, disabled, Medicare / Medicaid card	50% of each fare listed above	
COA Service/Private Pay Rates		
Ambulatory	Loading Fee	\$2.75
	Passenger Mile	\$2.63
Wheelchair	Loading Fee	\$5.50
	Passenger Mile	\$2.63
Stretcher	Loading Fee	\$60.00
	Passenger Mile	\$2.63
Group	Loading Fee	\$31.56
	Passenger Mile	\$2.63

SECTION 4: QUALITY ASSURANCE

CTC EVALUATION PROCESS

CTC Evaluation

The Northeast Florida Regional Planning Council conducts an annual evaluation of the St. Johns County TD program pursuant to Rule 41-2, *Florida Administrative Code* (FAC) and utilizing guidelines established by the Commission for the Transportation Disadvantaged. This evaluation utilizes, at a minimum, Chapters 5 (Competition), 7 (Cost Effectiveness & Efficiency) and 12 (Availability) of the Commission's *Workbook for CTC Evaluations*. The most recent evaluation is include as Appendix

CTC Monitoring Procedures of Operators

The St. Johns County TD program is a does not have any sub-contracted operators at this time.

Coordination Contract Evaluation Criteria

The St. Johns County TD program does not have any coordination contracts at this time. However, any future coordination contracts shall be evaluated on an annual basis and the performance of these coordination contracts shall be included in the annual joint LCB/Planning Agency evaluation of the CTC.

Planning Agency Evaluation Process

The Florida Commission for the Transportation Disadvantaged conducts biennial reviews of the planning agency's performance based upon established procedures utilizing staff from the CTD's Quality Assurance & Program Evaluation (QAPE) section.