



**ST. JOHNS COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB) QUARTERLY MEETING**

MEETING AGENDA

St. Johns County Council on Aging Senior Center, 179 Marine Street, St. Augustine, FL

Zoom Meeting ID: 837 2056 0237

Call in # +1 786-635-1003 or +1 470-250-9358

Tuesday, May 13, 2025, at 1:30 p.m.

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Whitehurst
2. Additions, Deletions, and Changes to the Agenda – Chair Whitehurst
3. Approval of February 11, 2025, Meeting and Public Hearing Minutes * – Chair Whitehurst (pg.2-10)
4. LCB Membership (pg. 10)
5. Annual Review of Bylaws * (pg.11-18)
6. Northeast Florida Regional Council Update – Ms. Jones
 - a. TDSP Annual Review (Roll Call Vote) * (pg.19-63)
 - b. Proposed LCB Meeting Schedule – 2nd Tuesday Quarterly: (pg. 64)
 - LCB Annual Public Hearing – 2nd Tuesday in February
 - 9/09/25, 11/11/25, 2/10/26, 5/12/26, 9/08/26 *
 - c. CTC Evaluation * (pg. 65-131)
 - d. Virtual Meeting Option – Zoom to Teams
7. Community Transportation Coordinator (CTC) System Update – Mr. McCord
 - a. CTC Quarterly Update (pg.132)
 - b. Grants Update* (Approval if required)
8. Old Business
9. New Business
10. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
11. Member and Department Reports
12. Adjournment – Chair Whitehurst

Next LCB Meeting: September 9, 2025, at 1:30 p.m.

St. Johns County Council on Aging
179 Marine Street, St. Augustine, FL 32084



St. Johns County Transportation Disadvantaged Annual Public Hearing

Tuesday, February 11, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

St. Johns County Commission
Hon. Christian Whitehurst, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

MINUTES

*Denotes Required Action Item

1. Welcome, Call to Order

The Annual Public Hearing of the St. Johns County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held in person on Tuesday, February 11, 2025, and via Zoom virtual meeting. Chair Joseph called the meeting to order at 1:30 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Christian Whitehurst (In-person)
FDOT	Janell Damato (Virtual)
Public Education	Donna Fenech (In-person)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Joseph McDermott (In-person)
Citizen Advocate/Non-user	Joe Stephenson (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin	Pamela Hagley (Virtual)
Agency for Persons w/ Disabilities	Sheryl Stanford (Virtual)

Members Not Present

Representing:	Voting Member:
Department of Children and Families	Christina Gillis
Community Action (Econ. Disadvantaged)	Vicky Elmore
Regional Workforce Dev. Board	Marc Albert

Community Transportation Coordinator Staff Present

Patricia Solano, Rachel Morris (All In-Person)

Planning Agency Staff Present

Summer Jones, Eric Anderson (All In-Person)

Guests

Eric Houston, Aminah Adams (All In-Person)

2. Presentation – NEFRC

Ms. Jones had a presentation on how the Florida TD Program works and how St. Johns County residents can access local TD services. Due to no members of the public being present, Ms. Jones chose to forgo the presentation.

3. Service Overview – St. Johns County Council on Aging

There was no service overview as there were no members of the public present.

4. Public Comment

There was no public comment as there were no members of the public present.

5. Additional Discussion

There was no additional discussion as there were no members of the public present.

6. Adjournment

Chair Whitehurst adjourned the hearing at 1:30 p.m.



St. Johns County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Tuesday, February 11, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

St. Johns County Commission
Hon. Christian Whitehurst, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

MINUTES

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review

A quarterly meeting of the St. Johns County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held on Tuesday, February 11, 2025, in person and via Zoom virtual call. LCB Chair Christian Whitehurst called the meeting to order at 1:31 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Christian Whitehurst (In-person)
FDOT	Janell Damato (Virtual)
Public Education	Donna Fenech (In-person)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Joseph McDermott (In-person)
Citizen Advocate/Non-user	Joe Stephenson (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin	Pamela Hagley (Virtual)
Agency for Persons w/ Disabilities	Sheryl Stanford (Virtual)

Members Not Present

Representing:	Voting Member:
Department of Children and Families	Christina Gillis
Community Action (Econ. Disadvantaged)	Vicky Elmore
Regional Workforce Dev. Board	Marc Albert

Community Transportation Coordinator Staff Present

Patricia Solano, Rachel Morris (All In-Person)

Planning Agency Staff Present

Summer Jones, Eric Anderson (All In-Person)

Guests

Eric Houston, Aminah Adams (All In-Person)

After a roll call took place, a quorum was confirmed.

2. Additions, Deletions, and Changes to the Agenda

No changes to the agenda at this time.

3. Approval of November 12, 2024, Meeting Minutes*

Mr. Stephenson motioned for approval of the November 12, 2024, meeting minutes. Ms. Fenech seconded the motion. The November 12, 2024, meeting minutes were approved unanimously.

4. Regional Transit Working Group Update

Eric Houston gave a presentation on the Northeast Florida Coordinated Mobility Plan. The plan is a locally developed plan to serve as a roadmap for transportation providers, human service agencies, and other organizations to use to improve mobility throughout the region. The coordinated mobility plan identifies the transportation needs of people with disabilities, older adults, and low-income people, and provides strategies to meet those needs.

After further discussion regarding the plan, there was a motion to support the Coordinated Mobility Plan by Ms. Fenech and a second by Mr. McDermott.

5. Election of Vice-Chair*

Ms. Jones stated the purpose and action needed for the Election of Vice-Chair. Ms. Jones clarified the duties of the Vice-Chair as the designee to act as LCB Chair as needed, lead meetings, and review items presented for LCB action. Mr. Albert was nominated to serve in the role for another year. Ms. Fenech motioned to re-elect Mr. Marc Albert as Vice-Chair, seconded by Mr. Stephenson. Mr. Albert's reappointment passed unanimously.

6. Grievance Committee Appointments*

Ms. Jones stated the purpose and action needed for the Grievance Committee appointments. She explained that in the event a rider, purchasing agency, or transportation operator complaint is not resolved by the CTC, a committee of LCB members shall meet to review the complaint and provide recommendations to the full LCB or Commission for the Transportation Disadvantaged (CTD) for resolution. Mr. Joseph McDermott and Mr. Joe Stephenson volunteered to serve on the committee for another year. Ms. Stanford volunteered to serve on the committee as well. There was a motion to retain Mr. McDermott and Mr. Stephenson and add Ms. Stanford by Ms. Hagley and seconded by Mr. Stephenson. The appointments were unanimously approved.

7. Evaluation Committee Appointments*

Ms. Jones reviewed the purpose and action needed for the Evaluation Committee Appointments. Members of the LCB once a year, are obligated to conduct an on-site observation, ride-along, and survey of riders concerning St. Johns County CTC, St. Johns County Council on Aging, TD service. She recommended that new LCB members or members that have never conducted the evaluation participate, further adding that the process aids in understanding a rider's experience. Ms. Fenech and Mr. Stephenson volunteered to continue serving on the committee. Ms. Stanford volunteered to serve on the committee. The Evaluation Committee nominations passed with unanimous approval with a motion from Mr. McDermott and second by Ms. Hagley.

8. LCB Membership

LCB Membership was considered next. It was noted by Ms. Jones that Board membership this quarter is an action item, and the NEFRC Board of Directors are to consider this membership for final approval at the next meeting. Ms. Dickinson stated that Mr. Neil Ambrus will need to be removed as her alternate. The membership roster was approved with the deletion of Mr. Neil Ambrus and was unanimously approved by a motion from Ms. Fenech and a second from Mr. McDermott.

9. Northeast Florida Regional Council Update

Ms. Jones gave an update for the Northeast Florida Regional Council:

- Ms. Jones stated it is time for the Annual CTC Evaluation. She will be coordinating with the CTC to set a date and will reach out to the Evaluation Committee. She is anticipating the date to be mid-April.

10. Community Transportation Coordinator

a.) Ms. Solano gave the quarterly update:

From October 1, 2024, to December 31, 2024, there was a total of 11,307 trips by mobility for paratransit. For this same period, there was a total of 24,640 riders for the Sunshine Bus.

b.) The CTC applied for the 5310 and 5311 grants in December. Ms. Damato stated that the Grants Scoring Committee will score the applications in March.

11. HB1301 Requirements

Ms. Morris gave a brief presentation on the Annual Budget and Performance Measure Report for St. Johns County Sunshine Bus Company.

12. Old Business

There was no old business.

13. New Business

There was no new business.

14. Public Comment

No public comment at this time.

15. Member and Department Reports

Pamela Hagley – AHCA – Provided the members with a link for Medicaid recipients. She advised that this link will allow current Medicaid recipients to change their current health care plan if needed. There is also an abundance of information here: <https://flmedicaidmanagedcare.com/>

16. Adjournment

Chair Whitehurst adjourned the meeting at 2:07 p.m. The next LCB meeting will occur on May 13, 2025, at 1:30 p.m. in the St. Johns Council on Aging Boardroom.

ATTENDANCE RECORD
ST. JOHNS COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	2/11/25	11/12/24	9/10/24	5/14/24
1. Chairperson	Christian Whitehurst/Krista-Joseph	P	P	P	a
2. Dept. of Transportation	Janell Damato/ Angela Gregory / Lauren Adams / Chris Nalsen	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / John Wisker	a	P	P	P
4. Public Education	Donna Fenech	P	a	a	P
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	P	a	a	P
6. Veteran Services	Joseph McDermott	P	P	P	P
7. Community Action	Vicki Elmore / Nellie Daniels	a	a	a	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate Non-User	Joe Stephenson	P	P	P	P
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Janet Dickinson/ Neil Ambrus	P	a	P	P
14. Private for Profit Transportation	Vacant	-	-	-	-
15. Dept. of Health Care Adm.	Pamela Hagley / Reeda Harris	P	P	P	P
16. Agency for Persons w/Disabilities	Sheryl Stanford / Leslie Richards	P	a	P	a
17. Regional Workforce Dev. Bd.	Marc Albert	a	P	P	P
18. Local Medical Community	Vacant	-	-	-	-

VACANCIES

Elderly
Disabled
Citizen Advocate User
Children at Risk
Private for-Profit Transportation Industry
Medical Community

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: February 11, 2025
Time: 1:30 p.m.

St. Johns County Council on Aging Senior Center, River House, 179 Marine Street, Saint Augustine, FL 32084

Name	Address	Phone	E-Mail
Joe Stephenson	see Record		
DONNA FEVECH	see record →		
JOSEPH D. McDERMOTT	200 SAN SEBASTIAN VIEW SUITE 1400	(904) 209-6160	jmcdermott@sjcfl.us
Patty Solano	180 Marine St. St. Aug, FL 32084	(904) 209-3653	psolano@stjohnscoa.com
Rachel Morris	4040 Lewis Spudis	(904) 209-0630	rgarvey@sjcfl.us
Christian Whitehurst	St. Johns Bocc		
Eric Anderson	NEFRC		
Summer Jones	NEFRC		
Eric Houston	JTA		
Aminah Adams	JTA		

Salutation	First Name	Last Name	Organization	Representing	Voting /Non-Voting	Grievance Committee	Evaluation Committee
ST. JOHNS COUNTY							
Hon.	Christian	Whitehurst	St. Johns County BOCC	Elected Official	Voting		
Ms.	Janell	Damato	FDOT, District 2	FDOT	Voting		
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Alternate		
Ms.	Christina	Nalsen	FDOT, District 2	FDOT	Alternate		
Ms.	Lauren	Adams	FDOT, District 2	FDOT	Alternate		
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting		
Mr.	John	Wisker	Department of Children and Families	DCF	Alternate		
Ms.	Donna	Fenech	St. Johns County Schools	Public Education	Voting		Feb-26
Ms.	Rochelle	Price	FL Dept. of Vocational Rehab/Dept of Ed.	Dept. of Education (Voc. Rehab.)	Voting		
Mr.	Joseph	McDermott	St. Johns County Veterans Services	Veterans	Voting	Feb-26	
Ms.	Lori	Chapman	St. Johns County Veterans Services	Veterans	Alternate		
VACANT			Northeast Florida Community Action Agency, Inc.	Community Action (Econ. Disadvantaged)	VACANT		
VACANT				Elderly	VACANT		
VACANT				Disabled	VACANT		
VACANT				Citizen Advocate/User	VACANT		
Mr.	Joe	Stephenson	Citizen Non-user	Citizen Advocate Non-User	Voting	Feb-26	Feb-26
VACANT				Children at Risk	VACANT		
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Department of Elder Affairs	Voting		
VACANT				Private for Profit Transportation	VACANT		
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA	Voting		
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA	Alternate		
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons w/ Disabilities	Voting	Feb-26	Feb-26
Ms.	Leslie	Richards	Agency for Persons with Disabilities	Agency for Persons w/ Disabilities	Alternate		
Mr.	Marc	Albert	CareerSource Northeast Florida	Workforce Development	Voting		
VACANT			Flagler Hospital	Medical Community	VACANT		
Mr.	Matt	McCord	St. Johns County Council on Aging	CTC	Non-Voting		
Mr.	Nelson	Wiley	St. Johns County Council on Aging	CTC	Non-Voting		
Ms.	Patricia	Solano	St. Johns Council Council on Aging	CTC	Non-Voting		
Ms.	Becky	Yanni	St. Johns County Council on Aging	CTC	Non-Voting		
Mr.	Steve	Sarles	St. Johns County Council on Aging	CTC	Non-Voting		
Ms.	Renee	Knight	Elder Source		Interested Party		
Ms.	Rachel	Morris	St. Johns County Transportation Development		Interested Party		
Ms.	Shelby	Romero	St. Johns County BOCC		Interested Party		
Ms.	Shayna	Keller	St. Johns County BOCC		Assistant to Chair Whitehurst		
Ms.	April	Bacchus			Interested Party		
Ms.	Teresa	Harris	St. Johns Council on Aging		schedules room at COA		

**ST. JOHNS COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
BYLAWS**

ARTICLE I: PREAMBLE

Section 1: Preamble

The following sets forth the Bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in St. Johns County through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: DEFINITIONS, NAME, AND PURPOSE

Section 1: Definitions

Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

Community Transportation Coordinator (also known as the “CTC” or “Coordinator”): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

Designated Official Planning Agency (also known as the “DOPA”): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Non-sponsored Trip: means a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Transportation Disadvantaged: those persons 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 disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (also known as the “TDSP”): a five-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (also known as the “TDTF”): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: one or more public, private for profit, or private non-profit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Section 2: Name

The name of the Local Coordinating Board shall be the St. Johns County Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the “Board”.

Section 3: Purpose

The purpose of the Board is to identify local service needs and to provide information, advice and direction to the St. Johns County Community Transportation Coordinator, hereinafter referred to as the “CTC”, on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The Board is recognized as an advisory body to the Commission for the Transportation Disadvantaged in its respective service area.

ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE, AND TERMINATION OF MEMBERSHIP

Section 1: Voting Members

In accordance with Chapter 427.012 F.S., all members of the Board shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the “DOPA,” after consideration by the Board. The DOPA for the St. Johns County Transportation

Disadvantaged program, as designated by the Commission for the Transportation Disadvantaged, shall be the Northeast Florida Regional Council. The St. Johns County Board of County Commissioners shall appoint one of its members to serve as the official chairperson for all Coordinating Board meetings. The following agencies or groups are eligible to be represented on the Board as voting members, pursuant to 41-2.012(3)(a-n):

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Family Services;
3. A representative of the Public Education Community;
4. A representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services who shall represent the Department of Education;
5. A person who is recommended by the local Veterans Service Office representing the veterans of the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over sixty representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation
10. A local representative for children at risk;
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit Systems board, except in cases where they are also the Community Transportation Coordinator;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Ch. 445, F.S.;
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, the local health department or other home and community based services, etc.
17. A local representative of the Agency for Persons with Disabilities.

Section 2: Alternate Members

Each member of the Board may name an alternate who may vote only in the absence of

that member on a one-vote-per-member basis. Alternates for voting members may be changed at the discretion of the voting member. The Board member or agency represented shall confirm alternative representation with the DOPA in advance of a meeting where such representation is to be in place, and will indicate if such representation is to be long term.

Section 3: Terms of Appointment

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. Furthermore, the Chair shall serve until replaced by the DOPA St. Johns County Board of County Commissioners, as specified in Rule 41-2.012(4) FAC.

Section 4: Termination of Membership

Any members of the Board may resign at any time by notice in writing to the Chair and the DOPA. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should make every effort to ensure that the designated alternate will attend in his/her place. The DOPA shall review, and consider rescinding, the appointment of any voting member of the Board who fails to attend three consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Number

The officers of the Board shall be a Chair and a Vice Chair.

Section 2: Chair

The Board of County Commissioners shall appoint an elected official to serve as the official Chair to preside at all Board meetings. The Chair shall be an elected official from the county area of the Board. The Chair shall preside at all meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chair shall assume the powers and duties of the Chair. Pursuant to section 41-2.012(4), the Chair shall serve until replaced by the Board of County Commissioners.

Section 3: Vice Chair

During a regular quarterly meeting each State Fiscal Year, the Board shall elect a Vice-

Chairperson. The Vice Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the quarterly meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair shall assume the powers and duties of the Chair in his/her absence.

ARTICLE V: BOARD MEETINGS

Section 1: Regular Meetings

Pursuant to Chapter 427.0157 F.S., the Board shall meet quarterly.

Section 2: Special Meetings

The Chair may convene special meetings of the Board as deemed necessary provided that proper notice is given to all members of the Board, other interested parties, and news media within a reasonable amount of time prior to the special Board meeting. For purposes of establishing a quorum for special meetings, Board attendance by conference call is permissible. However, under no circumstance shall the representative from the Community Transportation Coordinator or the DOPA participate in the special meeting via conference call.

Section 3: Notice of Meetings

Notices and tentative agendas shall be sent to all Board members, other interested parties, and the news media (meeting announcement only) within a reasonable amount of time prior to the Board meeting. Meeting notices shall state the date, time, and the location of the meeting.

Section 4: Quorum

At all meetings of the Board, the presence in person of at least two of the voting members, or their alternates, in addition to virtual representation sufficient to make up 40% of the voting members, shall be necessary and sufficient to constitute a quorum for the transaction of business. Positions on the Board, as specified in Article 3, Section 1, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum.

In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. Any such recessed meeting shall be then conducted as a “workshop”. At any such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from

any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

Section 5: Voting

At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these bylaws, shall be decided by the vote of a majority of the members of the Board present, in person or remotely.

Section 6: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to *Robert's Rules of Order*, except when in conflict with these bylaws.

ARTICLE VI: STAFF

Section 1: General

The DOPA shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157 F.S. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties.

ARTICLE VII: BOARD DUTIES

Section 1: Board Duties

The Board shall perform the following duties as specified in Rule 41-2(5) FAC.

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the DOPA;
2. Review and approve the Memorandum of Agreement and the Service Plan;
3. On a continuing basis, evaluate services provided under the approved service plan. Annually, provide the DOPA with an evaluation of the CTC's performance in general and relative to Commission standards and the completion of the current service plan elements. Recommendations relative to performance and the renewal of the CTC's Memorandum of Agreement shall be included in the report.
4. In cooperation with the CTC, review and provide comments to the Commission and the DOPA, on all applications for local government, state, or federal funds relating to

transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner;

5. Review coordination efforts and service provision strategies in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service available in an effort to increase system ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent designated service areas if it is deemed appropriate and cost effective to do so. Pursuant to Chapter 427.0157(6) F.S., evaluate multicounty or regional transportation opportunities.
6. Appoint a Grievance committee as required by law and rule.
7. Coordinate with the CTC, and if necessary, jointly develop applications for grant funds that may become available.
8. Review and approve the Transportation Disadvantaged Service Plan (TDSP) for consistency with approved minimum guidelines and the goals and objectives of the Board. The TDSP shall include a complete vehicle inventory for the local system and shall be updated with the assistance of the CTC on an annual basis.

ARTICLE VIII: COMMITTEES

Section 1: Committees

Committees may be designated by the Chair to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance Committee which shall be a standing committee. The Chair may serve as a voting member of all committees, but does not count against the quorum if absent. Each committee may elect a Chair from its membership.

Section 2: Grievance Committee

The Grievance committee will serve as a mediator to process and investigate complaints, from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the CTC and the full Board for improvement of service. The Board shall establish procedures to provide ample opportunity for aggrieved parties to be brought before such committee and to address properly filed and documented grievances in a timely manner. Members appointed to the committee shall be voting members of the Board.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

Section 1: General

The Northeast Florida Regional Council authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

ARTICLE X: AMENDMENTS

Section 1: General

The bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) are discussed at a meeting prior to the meeting where action is taken, or are provided to all members in advance of the meeting where bylaws are amended.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true and correct copy of the bylaws of this Board as adopted by the Transportation Disadvantaged Coordinating Board on the 13th day of May 2025.

Christian Whitehurst
Chair
St. Johns County Transportation Disadvantaged Coordinating Board

St. Johns County
Transportation Disadvantaged Service Plan
 Local Coordinating Board
 Roll Call Vote

Representation	Member	Voted	Voted Against	Absent from voting
1. Chairperson	Christian Whitehurst			
2. Dept. of Transportation	Janell Damato/Alt.			
3. Dept. of Children and Families	Christina Gillis			
4. Public Education	Donna Fenech			
5. Dept of Education Voc. Rehab	Rochelle Price			
6. Veteran Services	Joseph McDermott/Alt.			
7. Community Action (Econ. Disadvantaged)	VACANT			
8. Elderly	VACANT			
9. Persons with Disabilities	VACANT			
10. Citizen Advocate / User	VACANT			
11. Citizen Advocate / Non-User	Joe Stephenson			
12. Children at Risk	VACANT			
13. Dept of Elder Affairs	Janet Dickinson			
14. Private For Profit Transportation	VACANT			
15. Agency for Health Care Adm.	Pamela Hagley			
16. Agency for Persons w/Disabilities	Sheryl Stanford/Alt.			
17. Regional Workforce Dev. Brd	Marc Albert			
18. Local Medical Community	VACANT			

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan, We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on: **05/13/25**

05/13/25

Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

CTD Executive Director

2021 -2026 St. Johns County Transportation Disadvantaged Service Plan

Approved by the

St. Johns County
Transportation Disadvantaged Local Coordinating Board

St. Johns County Council on Aging Senior Center
River House Board Room
179 Marine Street
St. Augustine, Fl., 32084

Mr. Christian Whitehurst, Chair

With Assistance From



Northeast Florida Regional Council
100 Festival Park Avenue
Jacksonville, FL 32202
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May 2025

Table of Contents

SECTION 1: DEVELOPMENT PLAN.....	5
INTRODUCTION OF THE SERVICE PLAN.....	5
Background of the Transportation Disadvantaged Program	5
Community Transportation Coordinator Designation Date and History.....	5
Organization Chart.....	6
Consistency Review with Other Plans.....	7
Public Participation	7
SERVICE AREA PROFILE/DEMOGRAPHICS	7
Land Use.....	8
Population/Composition.....	9
Employment.....	20
Major Trip Generators/Attractors	22
Inventory of Available Transportation Services.....	23
SECTION 2: SERVICES ANALYSIS.....	24
Forecasts of Transportation Disadvantaged Population	24
Needs Assessment	24
Barriers to Coordinator	26
GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATIONS SCHEDULES	27
SECTION 3: SERVICE PLAN.....	30
OPERATIONS	30
Types, Hours, and Days of Service	30
Rider Eligibility.....	31
Accessing Services.....	32
Transportation Operators and Coordination Contractors	33
Public Transit Utilization	33
School Bus Utilization.....	34
Vehicle Inventory	34
System Safety Program Plan Certification	34
Intercounty Services	34
Emergency Preparedness and Response	34
Education Efforts/Marketing	34
Acceptable Alternatives	34
Service Standards.....	39
Local Complaint /Grievance Procedure	40
COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION	43
Service Rates Summary.....	43

SECTION 4: QUALITY ASSURANCE	44
EVALUATION PROCESS.....	44

APPENDICES

Appendix 1: Local Coordinating Board Membership Certification.....	35
Appendix 2: Roll Call Voting Sheet	37
Appendix 3: Organizational Chart	38
Appendix 4: Vehicle Inventory	39
Appendix 5: SSPP Certification.....	40
Appendix 6: CUTR Model.....	41
Appendix 7: CTC Evaluation.....	47
Appendix 8: CTC Brochure	71
Appendix 9: Disaster Preparedness Plan.....	73

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

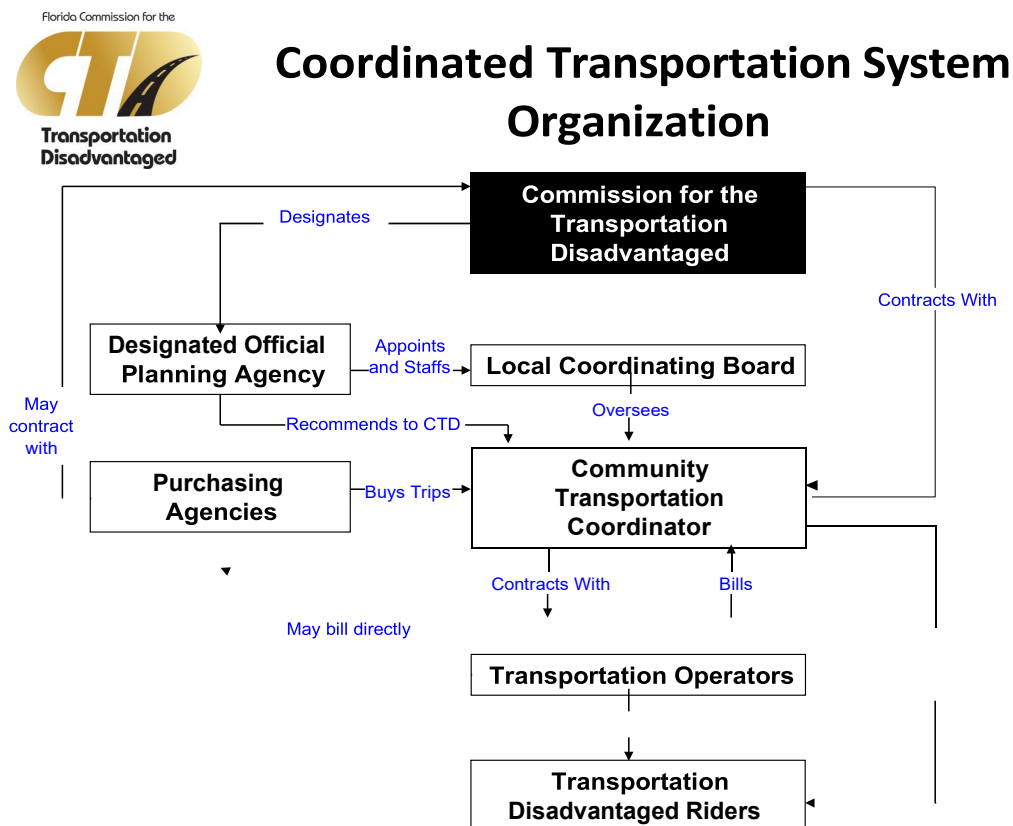
In December of 1981, the St. Johns County Board of County Commissioners passed Resolution 81-130 designating themselves as Interim Coordinator of Community Transportation, as stated in the Florida Statute of 1979, Chapter 427, which addresses the needs of those who are transportation disadvantaged. The 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 (NEFRC) as the Designated Official Planning Agency. SJCCOA responded and was ultimately designated as the Community Transportation Coordinator (CTC) for another five (5) years, beginning in 2021. A request for qualifications was issued in 2020.

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 Transportation Disadvantaged Service Plan (TDSP) is consistent with, “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan,” which was adopted by the NEFRC by Rule 29D-7 on January 16, 2014. The regional transportation element supports mobility, the transportation disadvantaged, and transit in policies two (2), three (3), and sixteen (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 Five (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.

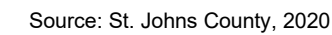
Regional Transit Action Plan

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 Working Group, which is working on implementation of a regional transit system.

Public Participation

Representatives of public, private and non-profit transportation, human services providers, and members of the public participate in the development of the TDSP. Many of the Local Coordinating Board (LCB) members are staff to these agencies, and review the Service Plan 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.

Land Use



Population/Composition

Saint Johns County BEBR Population Estimates and Projections

Estimate April 1, 2019 2023		Projections					
254,412 315,317		April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045	April 1, 2050
	Low	247,500 313,800	278,000 341,200	301,300 359,500	318,500 368,300	332,400 372,800	343,900 375,100
	Medium	263,900 337,400	309,300 385,500	347,600 426,700	379,400 459,000	408,100 487,300	434,900 513,900
	High	279,200 361,000	334,200 429,800	386,800 493,900	434,500 549,600	481,800 601,800	529,700 652,600

Estimates of Population by County and City April 1, 2019 2024	April 1, 2019 2024	April 1, 2010 2020	Total Change 2010-2019
Saint Johns County Total	254,412 331,479	190,039 273,425	64,373 58,054
Saint Augustine	14,653 15,684	12,975 14,328	1,678 1,355
Saint Augustine Beach	6,749 6,972	6,176 6,803	573 169
Unincorporated	233,010 308,820	170,888 252,290	62,122 56,530

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies.

<https://www.bebrr.ufl.edu/population>

Saint Johns County Veterans- Total Population - Projections

Year	Data
2018 2023	20,860 22,142
2020 2024	21,040 22,224
2025	21,622 22,319
2030	21,614 22,637
2035	21,271 22,628
2040	21,029 22,738
2045	20,956 22,817

Source: Veterans Administration Website:

https://www.va.gov/vetdata/Veteran_Population.asp

Saint Johns County Population-5 Year-Estimates and Projections

	Census	Estimate	Projections						
Age	2010	2023	2025	2030	2035	2040	2045	2050	
0-4	10,106	15,976	17,251	19,521	21,183	21,735	22,593	23,636	
5-17	13,207	49,474	52,161	59,265	66,562	71,796	74,828	76,963	
18-24	12,944	24,496	25,837	27,925	28,977	32,081	35,145	37,180	
25-54	9,871	116,102	124,343	144,738	165,145	179,163	190,271	196,263	
55-64	9,187	43,046	44,628	44,961	45,170	48,226	55,454	66,080	
65-79	9,416	49,963	54,765	63,556	67,914	67,835	65,281	67,564	
80+	11,959	16,260	18,390	25,538	31,713	38,126	43,711	46,193	
Total	190,039	315,317	337,375	385,504	426,664	458,962	478,283	513,879	

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies.

<https://www.bebr.ufl.edu/population>

Statistics Related to County Population Age 60+

2024 Profile of Older Floridians

St. Johns County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

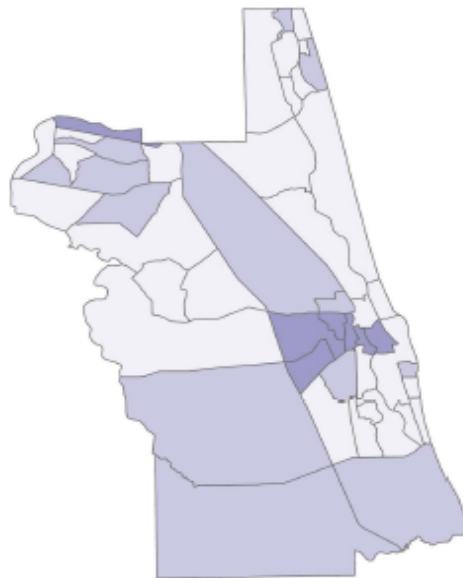
Elder Needs Index

Legend

St. Johns County

ENI Calculation: PSA 4

- 3.64 - 13.11
- 13.12 - 18.85
- 18.86 - 26.49
- 26.50 - 37.90
- 37.91 - 56.30



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. It is not a percentage of the area's population. Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/does/eni_home.php

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

Useful Websites

Bureau of Economic and Business Research (BEBR)
U.S. Census Bureau, American Community Survey (ACS)
U.S. Census Bureau, Quick Facts
Florida Agency for Health Care Administration (AHCA)
Florida Department of Elder Affairs (DOEA)
How to Become an Age Friendly Community

Florida Division of Emergency Management (Shelters)
Florida Housing Data Clearinghouse
County Chronic Disease Profile
Aging Integrated Database (AGID)
Florida DOEA ENI Maps

2024 Profile of Older Floridians

St. Johns County Demographic Profile

The demographics section presents the population characteristics of those age 60 and older and examines traits about older Floridians, such as the number of veterans, voters, and drivers.

Age Category	Value	Percent
All Ages	296,919	100%
Under 18	61,940	21%
Under 60	214,815	72%
18-59	152,875	51%
60+	82,104	28%
65+	61,217	21%
70+	42,534	14%
75+	26,787	9%
80+	14,813	5%
85+	7,513	3%

Source: BEBR, 2023

Gender	Value	Percent
Male	38,494	47%
Female	43,610	53%

Source: BEBR, 2023

Living Alone	Value	Percent
Male Living Alone	4,165	5%
Female Living Alone	8,635	11%

Source: AGID 2017-21 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	3,040	5%
High School Diploma	12,800	21%
Some College, No Degree	9,940	16%
Associates Degree or Higher	27,640	45%

Source: AGID 2017-21 ACS

Marital Status	Male	Female
Never Married	1,320	1,665
Percentage Never Married	4%	4%
Married	24,915	21,655
Percentage Married	74%	56%
Widowed	2,420	8,885
Percentage Widowed	7%	23%
Divorced	4,945	6,170
Percentage Divorced	15%	16%

Source: AGID 2017-21 ACS

Note: The American Community Survey (ACS) requires a minimum of 50 cases in a geographic area and therefore a value of 0 may denote fewer than 50 seniors in a region.

Race and Ethnicity	Value	Percent
White	75,476	92%
Black	4,672	6%
Other Minorities	1,956	2%
Total Hispanic	3,618	4%
White Hispanic	3,357	4%
Non-White Hispanic	261	0%
Total Non-Hispanic	78,486	96%
Total Minority	10,246	12%

The minority population is the summation of black, other, and Hispanic

Source: BEBR, 2023

Driver License Holders	Value	Percent
Drivers	87,928	48%

Source: Florida Department of Highway Safety and Motor Vehicles, 2023

Registered Voters	Value	Percent
Registered Voters	90,741	29%

Source: Florida Department of State, 2023

Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	7,138	40%
Age 65-84	9,804	32%
Age 85+	2,054	6%

Source: U.S. Department of Veterans Affairs, 2020

Grandparents	Value	Percent
Living With Grandchildren	3,265	4%
Grandparent Responsible for Grandchildren	610	1%
Grandparent Not Responsible for Grandchildren	2,650	3%
Not Living With Grandchildren	68,070	83%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

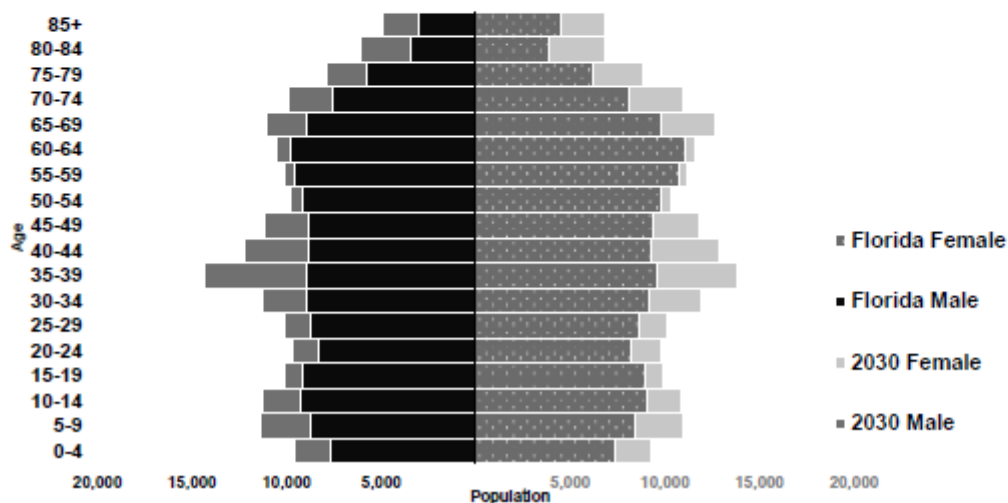
English Proficiency	Value	Percent
With Limited English Proficiency	1,210	1%

Source: AGID 2017-21 ACS

2024 Profile of Older Floridians

St. Johns County Demographic Profile

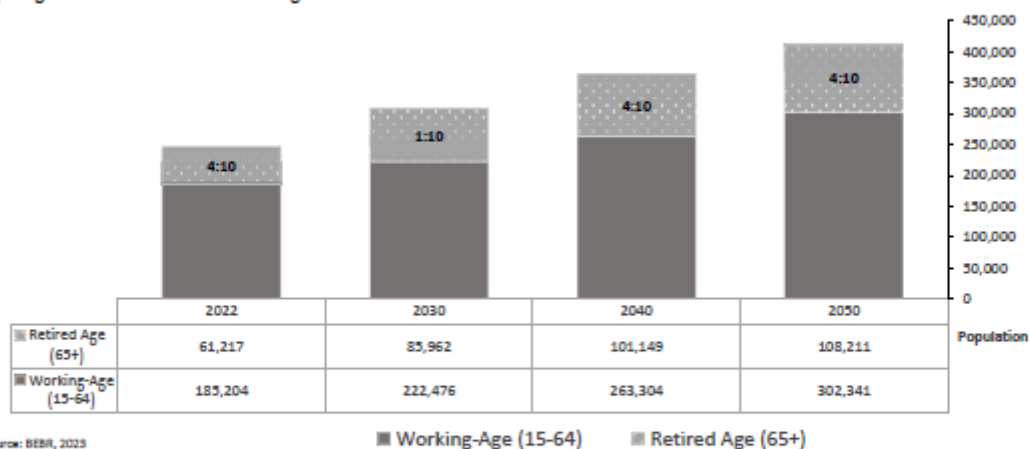
The population pyramid below compares the projected older adult population by gender between 2022 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2023

Older Adult Dependency Ratio

The dependency ratio contrasts the number of working-age (15-64) individuals compared to the number of individuals age 65 and older who are likely retired from the workforce. This ratio reflects the ongoing contributions of taxes and wages to support the health care and retirement systems used by retirees, as well as the availability of younger individuals to serve as caregivers to older loved ones.



Source: BEBR, 2023

2024 Profile of Older Floridians

St. Johns County Financial Profile

This section examines financial conditions, poverty rates, and the cost of living for older Floridians. The ratio of income to poverty level graphic below shows the distribution of older adults relative to the poverty level to show the proportion of the senior population who fall below the Federal Poverty Level (FPL). The portrayal of the financial conditions of older adults is detailed in the final graphic, which includes information about income relative to rates of homeownership and partnership status in the consideration of cost of living.

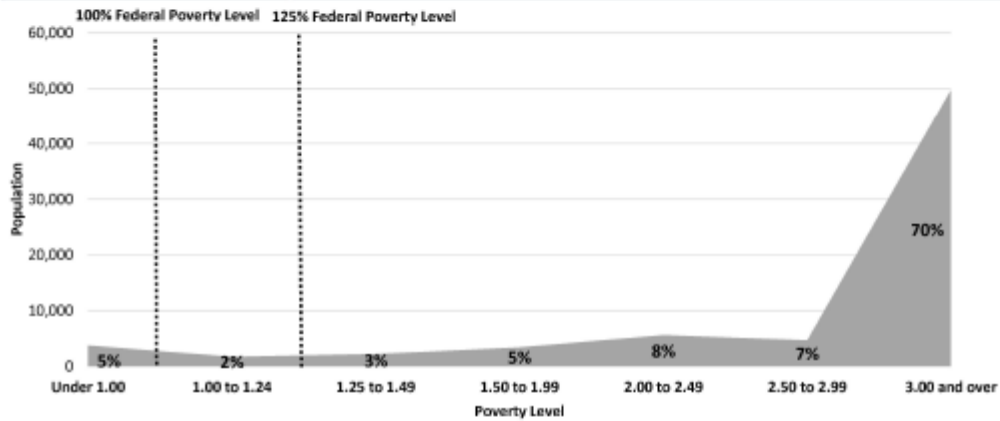
Federal Poverty Level	Value
Single-Person Household	\$15,060
Two-Person Household	\$20,440
125% Single-Person Household	\$18,825
125% Two-Person Household	\$25,550

Source: U.S. Department of Health & Human Services, 2024

Poverty	Value	Percent
At Poverty Level	3,805	5%
Below 125% of Poverty Level	5,580	7%
Minority At Poverty Level	610	1%
Minority Below 125% of Poverty Level	910	1%

Source: AGID 2017-21 ACS

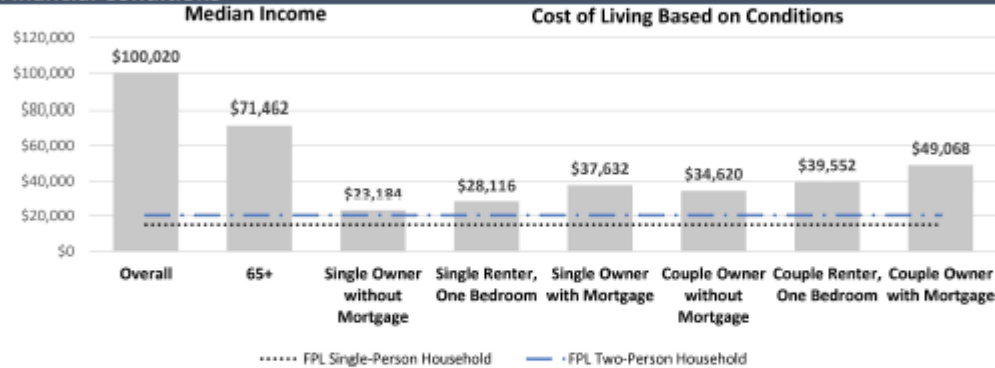
Ratio of Income to Poverty Level



Value is expressed as the percentage of the 60+ population, with the dotted lines representing the Federal Poverty Level.

Source: AGID 2017-21 ACS

Financial Conditions



Cost of living is an index of how much income retired older adults require to meet their basic needs to live in their community without assistance.

Source: U.S. Census Bureau, 2018-2022 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts

2024 Profile of Older Floridians

St. Johns County Livability Profile

The livability section presents new elements, such as available affordable housing for older adults. Many essential community elements are also included below, such as sidewalk safety, the safety of roadways, and availability of green spaces. The rates of older Floridians who have access to a vehicle or public transportation, as well as the availability of internet access and various food resources, are also provided. These provide estimates of older adults' ability to access community resources.

Pedestrian Safety	Percent
Sidewalks with Barriers	38%
Physical barriers are those that separate motorized vehicle lanes from sidewalks or shared path (e.g. areas for parking lots, guardrail, trees, etc.).	
Source: Florida Department of Transportation, 2023	

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	22
This figure includes occupants and non-occupants involved in a crash.	
Source: Florida Department of Highway Safety and Motor Vehicles, 2024	

Internet Access (65+)	Percent
Have Internet Access	95%
Source: U.S. Census Bureau, 2018-2022 ACS	

Food Resource Centers	Value
SNAP Access Sites	2
Fresh Access Bucks Outlet	1
Farmer's Market	2
Food Distribution (No Cost)	0
SNAP Retailers	157
Congregate Meal Sites	4
Food Distribution (No Cost) is the number of food pantries, soup kitchens, and food banks in the area.	
Source: Feeding Florida.org, USDA, 2023, FDACS, 2023, and Florida DOEA, 2022	

Public Transportation Options	Value
Bus Operations at least at the County	1
Rail Operations at least at the County	0
Public Transit Service Area (sq. mi.)	600
Public Transit Service Area Population	273,425
Annual Unlinked Trips	127,131
Vehicles Operated in Maximum Service (VOMS)	29
Total Miles of Bike Lanes	186
Information on service area is not reported by rural and intercity public transit.	
VOMS are the number of vehicles operated to meet the annual max service, and unlinked trips are the number of passengers boarding public transit.	
Source: Federal Transit Administration, 2022, and FDOT, 2022-2023	

Green Space	Value
Number of Nearby State Parks	4
Nearby refers to the park that has the shortest distance from the center of the county.	
Source: Florida Department of Environmental Protection, 2023	

Rural-Urban Designation	Value
Census Tracts Rural	3%
Census Tracts Urban	96%
Number of Census Tracts	25
Source: U.S. Department of Agriculture, 2019	

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	10,571
Percent of Owners with High Cost Burden	15%
Renter-Occupied Households	5,319
Percent of Renters with High Cost Burden	21%
Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.	
Source: The Shimbarg Center for Housing Studies, 2022, U.S. Census Bureau, 2018-2022 ACS	

Affordable Housing Inventory	Value
Properties	4
Properties Ready for Occupancy	4
Total Units	269
Units with Rent and/or Income Restrictions	253
Units Receiving Monthly Rental Assistance	121

Affordable housing inventory receives funding from HUD, Florida Housing Financing Corp., and the USDA. The inventory above includes older adults as its target population.

Source: The Shimbarg Center for Housing Studies, 2022-2023

Housing Units by Occupancy (65+)	Percent
Owner-Occupied Housing Units	29%
Renter-Occupied Housing Units	12%
Source: U.S. Census Bureau, 2018-2022 ACS	

Vehicle Access (65+)	Percent
Owner-Occupied Households with Access to Vehicle(s)	96%
Renter-Occupied Households with Access to Vehicle(s)	78%
Source: U.S. Census Bureau, 2018-2022 ACS	

Employment Status (65+)	Value	Percent
Number of Seniors Employed	34,669	57%
Number of Seniors Unemployed	1,167	2%
Source: U.S. Census Bureau, 2018-2022 ACS		

Retirement (65+)	Value	Percent
Social Security Beneficiaries	57,195	72%
SSI Recipients	631	26%

SSI stands for Supplemental Security Income. To qualify, a person must be at least age 65 OR be blind or disabled. Also, the person must have limited income and resources.

Source: U.S. Social Security Administration, 2022

SNAP or Food Stamps	Value
Potentially Eligible	5,580
Annual Participants	3,041
Current Beneficiaries as of Dec-23	2,627
Percent of Total Population Receiving Benefits	3%

Potentially Eligible are individuals below 125% of the Federal Poverty Level

Source: Florida Department of Children and Families, 2023

2024 Profile of Older Floridians

St. Johns County Health Profile and Medical Resources

The health and medical section presents the variety and availability of different types of facilities, medical professionals, and treatment services in the community. This includes complex estimates based on probable usage by older adults. For example, the "Medically Underserved" are areas designated by the U.S. Department of Health and Human Services as having too few primary care providers, high infant mortality, high poverty, or a high elderly population. Medical access and health support services information is an important area for community planners to ensure that support is in place to accommodate an older population.

Ambulatory Surgical Centers	Value
Facilities	4
Operating Rooms	8
Recovery Beds	24

Source: Florida AHCA, 2023

Hospitals	Value
Hospitals	3
Hospitals with Skilled Nursing Units	0
Hospital Beds	431
Skilled Nursing Unit Beds	0

Source: Florida AHCA, 2023

Medical Professionals	Value
Medical Doctors	
Licensed	1,159
Limited License	2
Critical Need Area License	12
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	34
Licensed Osteopathic Physicians	165
Dentists	261
Licensed Registered Nurses	6,132
Pharmacies	43

Source: Florida Department of Health, 2023

Assisted Living Facility	Value
Total ALF Beds	1,370
Optional State Supplementation (OSS) Beds	0
Non-OSS Beds	626
Total ALF Facilities	21
Facilities with Extended Congregate Care License	4
Facilities with Limited Mental Health License	0
Facilities with Limited Nursing Service License	5

Source: Florida AHCA, 2023

Medically Underserved	Value	Percent
Total Medically Underserved	10,126	12%
Living in Areas Defined as Having Medically Underserved Populations	10,735	13%
Living in Medically Underserved Areas	0	0%

Source: Calculated using U.S. Health Resources & Services Administration and AGID

Health Insurance 65+	Value	Percent
Insured	56,524	92%
Uninsured	386	8%

Source: U.S. Census Bureau, 2018-2022 ACS

Disability Status	Value	Percent
With One Type of Disability	7,655	9%
With Two or More Disabilities	8,190	10%
Total With Any Disability		
Hearing	6,600	8%
Vision	2,885	4%
Cognitive	3,890	5%
Ambulatory	9,880	12%
Self-Care	3,295	4%
Independent Living	6,080	7%
With No Disabilities	55,575	68%
Probable Alzheimer's Cases (65+)	5,955	10%

Source: U.S. Census Bureau, 2018-2022 ACS, AGID 2017-21 ACS

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	4,466	15%
60+ Dual Eligible	3,879	64%

Source: Florida AHCA, 2023

Adult Day Care (ADC)	Value
ADC Facilities	1
Capacity	21

Source: Florida AHCA, 2023

Home Health Agencies	Value
Agencies	12
Medicaid Certified Agencies	0
Medicare Certified Agencies	7
Homemaker and Companion Service Companies	12

Source: Florida AHCA, 2023

2024 Profile of Older Floridians

St. Johns County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	8
Community Beds	8
Sheltered Beds	3
Veterans Administration Beds	1
Other Beds	0
SNF Beds	750
Community Beds	750
Sheltered Beds	150
Veterans Administration Beds	120
Other Beds	0
SNFs With Community Beds	8
Community Bed Days	204,035
Community Patient Days	167,281
Medicaid Patient Days	84,948
Occupancy Rate	82%
Percent Medicaid	51%

The day the patient is admitted is a patient day. A bed day is a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.

Source: Florida AHCA, 2023

Emergency Medical Services (EMS) Providers	Value
--------------------------------------------	-------

EMS providers include air ambulances and ambulances with Basic Life Support (BLS) or Advanced Life Support (ALS).

Source: Florida Department of Health, 2023

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2023

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Summary of Programs and Services (SOPS), 2023

Dialysis	Value
End-Stage Renal Disease Centers	4

Source: Florida AHCA, 2023

St. Johns County Disaster Preparedness

The disaster preparedness section presents the count and percentage of people age 60 or older living in the legislative district that fall within particular storm surge evacuation zones, as well as the number of DOEA Home and Community-Based Services (HCBS) clients who reside in these zones. The estimate of electricity-dependent individuals is presented by insurance type to show the number of people who use electricity-dependent medical equipment necessary for things such as survival or mobility. This information can also be used to evaluate the sufficiency of shelters, generators, and evacuation route roadways to handle the needs of seniors and medically fragile adults in emergencies.

Electricity-Dependent	Value
Medicare Beneficiary	2,283
Medicaid Beneficiary	33

Medicare beneficiary includes the entire Medicare population (65+ and SSI recipients).

Medicaid beneficiaries are individuals age 60 to 64.

Source: Florida AHCA, U.S. Centers for Medicare & Medicaid Services, 2022, and U.S. Department of Health & Source: FDEM, 2024

Shelter Resources	Value
Number of General Shelters	42
General Shelter Max Capacity in People	20,897
Number of Special Needs Shelters	8
Special Needs Shelters Max Capacity in People	1,953

Evacuation Zones	Value	Percent
DOEA HCBS Clients	621	100%
Zone A	217	35%
Zone B	25	4%
Zone C	57	9%
Zone D	2	0%
Zone E	16	3%
Lives in an Evac Zone and Has Memory Problems*	47	8%
Lives in an Evac Zone and Lives Alone*	137	22%

Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 28 feet, and Zone E up to 35 feet.

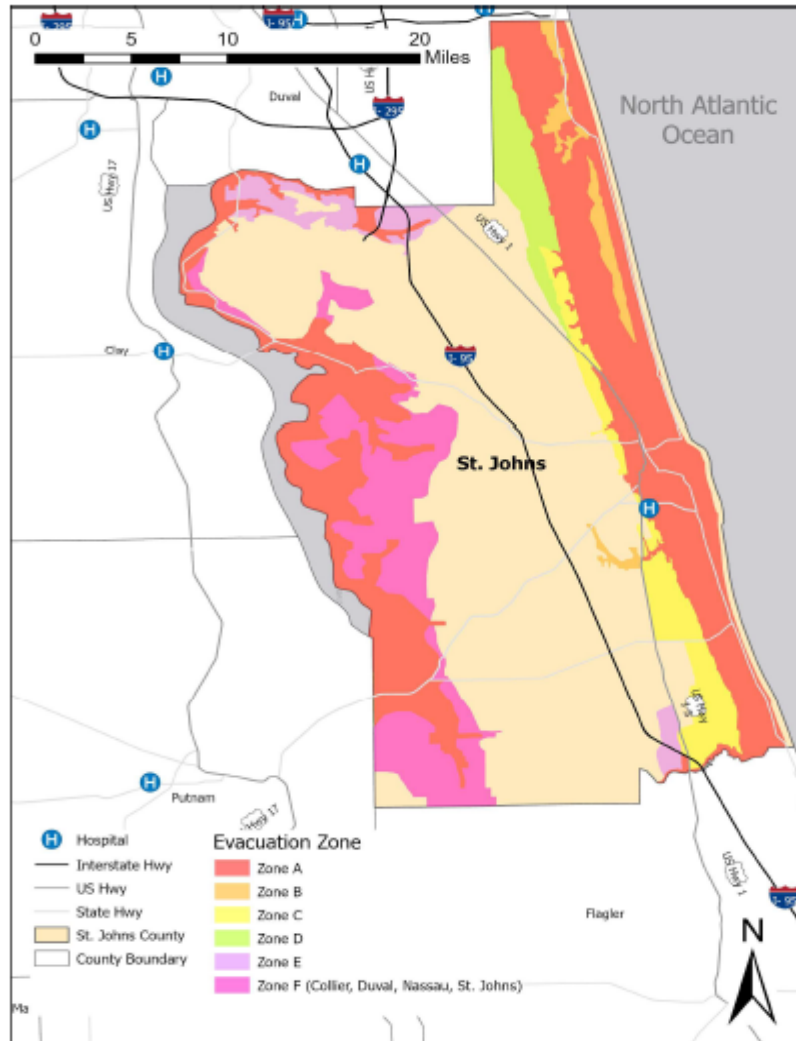
*Note: There are additional county-specific evacuation zones not listed on this table.

Source: Florida DOEA CIRTS, Florida Division of Emergency Management (FDEM), 2024

2024 Profile of Older Floridians

St. Johns County Disaster Preparedness

Evacuation Zones



Zones are associated with the following surge heights: Zone A up to 11 feet, Zone B up to 15 feet, Zone C up to 20 feet, Zone D up to 26 feet, and Zone E up to 35 feet.
Source: FDEM, 2024

Source: Source: 2018 Saint Johns County Profile of Older Floridians, State of Florida, Department of Elder Affairs
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2018/Counties/StJohns.pdf

Number of Homeless Students PK-12 in St. Johns County, 2017- 2018

Total Homeless Students 2017-18 2019-20 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
876 661		107 76	640 505	34 29	95 51

Source: Florida Department of Education's website:

<http://www.fldoe.org/policy/federal-edu-programs/title-x-homeless-edu-program-hep.stml>

The Percentage of Population Below the Poverty Line by Age in St. Johns County, 2018 2023

<u>Age</u>	<u>Total Estimate</u>	<u>Total Margin of Error</u>	<u>Total Below Poverty Line Estimate</u>	<u>Total Below Poverty Line Margin of Error</u>	<u>Percent Below Poverty Line</u>	<u>Percent Below Poverty Line Margin of Error</u>
<u>Under 18 years</u>	50,495 62,507	+/-478 367	4,284 4,268	+/-933 1,101	8.5% 7.4%	+/-1.8
<u>Under 5 years</u>	11,833 13,385	+/-144 111	1,149 1,078	+/-386 413	9.7% 8.1%	+/-3.2 3.1
<u>5-17 Years Old</u>	38,662 49,122	+/-486 348	3,135 3,550	+/-732 909	8.1% 7.2%	+/-1.9 1.8
<u>Related Children of Householder Under 18 Years</u>	50,240 61,945	+/-510 506	4,096 4,227	+/-923 1,080	8.2% 6.8%	+/-1.8 1.7
<u>18 to 64 years</u>	137,610 166,392	+/-248 135	12,955 11,417	+/-1,470 1,385	9.4% 6.9%	+/-1.1 0.8
<u>18 to 34 years</u>	39,667 45,059	+/-268 135	4,964 3,585	+/-705 623	12.5% 8.0%	+/-1.8 1.4
<u>35-64 years</u>	97,943 121,333	+/-163 149	7,991 7,832	+/-1,075 1,120	8.2% 6.5%	+/-1.1 0.9
<u>60 years and over</u>	60,435 80,746	+/-715 1,174	3,741 4,915	+/-462 712	6.2% 6.1%	+/-0.8 0.9
<u>65 years and over</u>	44,795 60,014	+/-139 105	2,421 3,334	+/-367 518	5.4% 5.6	+/-0.8 0.9

Note: The poverty line is based on the U.S. Census's Poverty Threshold which is the minimum annual income determined by the age, household type, and the number of children in a household for each family unit. The number of family units below that minimum annual income for each group are considered living below the poverty line. The minimum breakdown for each group is found at <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

Source: The American Community Survey 2018-Five Year Estimates

https://data.census.gov/cedsci/table?q=S1701&q=0500000US12109&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT_2018_05_0_00_PY_D1

Employment

Subject	Saint Johns, Florida				
	Total		Labor Force Participation Rate		Employment/Pop-
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 16 years and over	190,328	+/-428	60%	+/-1	56.8%
AGE					
16 to 19 years	12,126	+/-543	36.8%	+/-4.6	28.5%
20 to 24 years	11,530	+/-307	73.8%	+/-4.8	70.2%
25 to 29 years	10,916	+/-178	82.5%	+/-2.9	78.9%
30 to 34 years	12,461	+/-140	83.9%	+/-3.1	80.2%
35 to 44 years	30,238	+/-212	82.9%	+/-2.1	78%
45 to 54 years	34,117	+/-173	81.0%	+/-2.1	77.1%
55 to 59 years	18,033	+/-735	73.6%	+/-2.8	70.6%
60 to 64 years	15,668	+/-726	53.4%	+/-3.7	51.7%
65 to 74 years	27,920	+/-184	22.6%	+/-2.1	21.5%
75 years and over	17,319	+/-183	7%	+/-1.8	6.7%
RACE AND HISPANIC OR LATINO ORIGIN					
White alone	170,973	+/-562	59.6%	+/-1	56.5%
Black or African American alone	9,769	+/-329	61.4%	+/-4.3	56.3%
American Indian and Alaska Native alone	611	+/-243	62.5%	+/-16	57.6%
Asian alone	5,181	+/-401	69.3%	+/-5.3	64.7%
Native Hawaiian and Other Pacific Islander	122	+/-76	55.7%	+/-19.7	38.5%
Some other race alone	909	+/-285	61.8%	+/-10.8	54.1%
Two or more races	2,763	+/-572	63.5%	+/-6.9	61.2%
Hispanic or Latino origin (of any race)	12,095	+/-82	63.7%	+/-4.2	58.5%
White alone, not Hispanic or Latino	160,726	+/-383	59.4%	+/-1.1	56.4%
Population 20 to 64 years	132,963	+/-329	76.9%	+/-1.1	73.3%
SEX					
Male	64,264	+/-316	84.4%	+/-1.2	80.8%
Female	68,699	+/-109	70.0%	+/-1.5	66.2%
With own children under 18 years	24,817	+/-1,020	70.3%	+/-2.5	66.5%
With own children under 6 years only	5,559	+/-629	69.2%	+/-5.8	64.9%
With own children under 6 years and 6 to 17 years old	3,916	+/-547	71.4%	+/-7.8	68.2%
With own children to 6 to 17 years	15,342	+/-972	70.5%	+/-3.1	66.7%
POVERTY STATUS IN THE PAST 12 MONTHS					
Below poverty level	12,386	+/-1,370	44%	+/-5.1	35.1%
At or above the poverty level	120,157	+/-1,410	80.6%	+/-0.9	77.5%
DISABILITY STATUS					
With any disability	11,475	+/-853	46.7%	+/-4.2	42.8%
EDUCATIONAL ATTAINMENT					
Population 25 to 64 years	121,433	+/-188	77.2%	+/-1.2	73.6%
Less than high school graduate	6,067	+/-692	66.4%	+/-5.9	61.9%
High school graduate (includes	23,802	+/-1,547	71.7%	+/-3.8	68.4%
Some college or associate degree	36,723	+/-1,608	77.1%	+/-1.9	72.6%

Bachelor's degree or higher	54,841	+/-1,701	81.0%	+/-1.4	77.7%
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Subject	Saint Johns County, Florida		
	Employment/Pop ulation Ratio	Unemployment rate	
	Margin of Error	Estimate	Margin of Error
Population 16 years and over	+/-1.1	4.9%	+/-0.8
AGE			
16 to 19 years	+/-4.1	18.9%	+/-6.9
20 to 24 years	+/-5	4%	+/-1.8
25 to 29 years	+/-3.1	4.3%	+/-1.8
30 to 34 years	+/-3.6	2.5%	+/-1.4
35 to 44 years	+/-2.4	5.4%	+/-1.7
45 to 54 years	+/-2.2	4.5%	+/-1.1
55 to 59 years	+/-2.9	4%	+/-2
60 to 64 years	+/-3.8	3.2%	+/-1.6
65 to 74 years	+/-2.1	4.9%	+/-1.9
75 years and over	+/-1.8	4.1%	+/-3.7
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	+/-1.1	4.7%	+/-0.7
Black or African American alone	+/-4.7	7.9%	+/-3.4
American Indian and Alaska Native alone	+/-16.7	6.1%	+/-9.5
Asian alone	+/-5.8	5.7%	+/-5.1
Native Hawaiian and Other Pacific Islander alone	+/-19.2	30.9%	+/-42.5
Some other race alone	+/-10.4	11.2%	+/-9.5
Two or more races	+/-7.9	3.7%	+/-3.7
Hispanic or Latino origin (of any race)	+/-4.4	4.6%	+/-2.5
White alone, not Hispanic or Latino	+/-1.1	4.7%	+/-0.7
Population 20 to 64 years	+/-1.2	4.3%	+/-0.7
SEX			
Male	+/-1.3	3.4%	+/-0.8
Female	+/-1.6	5.3%	+/-1.2
With own children under 18 years	+/-2.8	5.3%	+/-1.9
With own children under 6 years only	+/-6.3	6.2%	+/-5.4
With own children under 6 years and 6 to 17 years	+/-7.9	4.5%	+/-3
With own children under 6 to 17 years only	+/-3.3	5.2%	+/-2.1
POVERTY STATUS IN THE PAST 12 MONTHS			
Below poverty level	+/-4.3	20.2%	+/-6.2
At or above the poverty level	+/-1	3.4%	+/-0.7
DISABILITY STATUS			
With any disability	+/-3.9	8.4%	+/-3.5
EDUCATIONAL ATTAINMENT			
Population 25 to 64 years	+/-1.3	4.3%	+/-0.8
Less than high school graduate	+/-5.9	6.8%	+/-3.2

High school graduate (includes equivalency)	+/-3.7	4.3%	+/-1.3
Some college or associate degree	+/-2.2	5.4%	+/-1.7
Bachelor's degree or higher	+/-1.6	3.5%	+/-1

Source: The American Community Survey 2018-Five Year Estimates

https://data.census.gov/cedsci/table?q=S2301&g=0500000US12109&tid=ACSST5Y2018.S2301&vintage=2018&layer=VT_2018_050_00_PY_D1

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. Prior to the pandemic, jobs were increasing and unemployment was 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 2018 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 \$ 80,712 is significantly higher than the statewide average of \$55,462. The ALICE report identifies the household survival budget for a single adult as \$26,148 and for a family with two working parents, an infant and a Pre-K child as \$80,652. The transportation portion of the family survival budget is the fourth largest expense after housing, childcare, and food for a family with two adults and two children who are in childcare. The number of households below the poverty level (7%) combined with the number of ALICE households, who earn less than the household survival budget (27%), make up 34% of St. Johns County's total households.

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 2018 is 79,344 or 30.4% of the total population. The forecast for 2020 considers that of the TD population, 7,544 persons are of critical need. This is comprised of 7,039 persons who are considered to have severe disabilities and 505 persons of low income without access to an automobile or transit. The critical need population could be expected to make 87,000 daily trips and 286,206 annual trips in 2020. 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	Funding Received
16/17	\$200,000 Operating funds for the Teal Line			\$200,000 5310 Operating
17/18	\$425,150 Operating funds for the Teal Line of the Sunshine Bus Company and	\$309,176 in operating funds		\$290,000 5310 Operating

	to support Purple/Connector lines.			
18/19	\$145,000 Operating funds for the Teal Line of Sunshine Bus Company	\$316,000 in operating funds		5310-Total \$162,000 (Local \$81,000, Federal \$81,000) 5311-Total \$664,102 (Local \$332,051, Federal \$332,051)
19/20	Total-\$220,616, Federal \$110,308, Local \$110,308		5310- \$220,616 (50% local match) Operating	
20/21	\$245,000 Operating funds for the Teal Line of Sunshine Bus	Total \$753,660 (Fed 376,830 Local \$376,830)		5310-Total \$245,000 (Local \$122,500, Federal \$122,500) 5311- Total \$753,660 (Local \$376,830, Federal \$376,830)
21/22	Total-\$326,426, Federal \$163,213, Local \$163,213 OPERATING funds for the Teal Line of the Sunshine Bus Company. \$280,340 Operating funds (CRRSAA/ARP)	\$365,695 to support rural paratransit and Sunshine Bus routes \$1,121,357 Operating funds (CRRSAA/ARP)		5310- Total \$326,426 (Local \$163,213, Federal \$163,213) 5311 - Total \$1,252,443 (All Federal)

Fiscal Year	Section 5310	Section 5311	Section 5339	Funding Received
22/23	Operating Assistance for Fixed Route			\$234,402-Total (All Federal)
23/24	\$172,175 Operating request to continue the existing level of service on the Teal Line in St. Johns County.			

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 Transit Working Group (RTWG) 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 RTWG (Baker, Duval, Nassau, and Putnam Counties) and Flagler County.

Implementation Schedule: The CTC and Planning Agency will attend monthly meetings of the RTWG 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.

Eligibility Criteria for TD Funded Trips

The St. Johns County Transportation Disadvantaged Coordinating Board has established an eligibility process for the provision of non-sponsored service to St. Johns County residents. Recognizing that the non-sponsored funding is limited, the CTC has decided to recertify clients every 3 years. Clients will need to reapply every 3 years to continue eligibility. If there is a change in a customer's financial or medical condition, they should contact SJCCOA immediately to review impact to rider eligibility. Proof of income and medical verification is required to qualify for non-sponsored funding.

Upon expiration or failure to re-certify for eligibility, a customer will be unable to utilize non-sponsored transportation disadvantaged service until they are able to satisfy eligibility requirements. Applications for non-sponsored eligibility determination is a multi-step qualification process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F.S.

The applicants **must** meet the following criteria:

- Are not eligible for transportation services sponsored or provided by another program or agency as part of an agency's eligible services.
- Must be a resident of St. Johns County
- Do not have access to their own or a household member's automobile, and are therefore transportation dependent on others

AND

- Cannot access any fixed routes public bus service available within St. Johns County due to a physical or cognitive disability that prevents usage of the fixed route system.

OR

- Have a documented household income that does not exceed 200% of the federal poverty guidelines. Household income includes all income that an applicant receives prior to disbursement to any assisted living facility or care provider.

Escorts and Attendants Escorts

An escort is an individual traveling with a TD-eligible individual as a companion or is a specifically designated person to assist with the eligible individual's needs. Escorts may travel with the customer at any time, provided space is reserved when the trip is booked and they have the same origin and

destination as the eligible client. When scheduling a trips, Customers will need to tell the reservationist that they will be traveling with an escort. Drivers cannot add escorts not scheduled on the reservation.

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 describes the local priorities of "non-sponsored" funds from the Commission for the Transportation Disadvantaged, as approved by the St. Johns County Local Coordinating Board: Medical Appointments, Shopping, Church, Recreation, Education, Family/Friend Visitation and 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 complaints 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 the 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 or emailed to Matt McCord at mmccord@stjohnscoa.com.
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: September 2024

TYPE OF SERVICE TO BE PROVIDED	UNIT	COST / UNIT \$
CTD Rates		
Ambulatory	Passenger Trip	\$21.04
Wheelchair	Passenger Trip	\$36.06
Stretcher	Passenger Trip	\$75.13
Sunshine Bus Passes	Monthly Bus Pass	\$30.00
	Discount Monthly Bus Pass	\$15.00
Sunshine Bus Rates-General Public		
One-way Trip	Trip boarding	\$2.00
Monthly Pass	Per Pass	\$30.00
Daily Pass	Per Pass	\$4.00
Deviations available to public within ¼ mile of route	Each deviation	\$4.00*
½ price discount for Seniors (60+), children 6 and under, students, disabled, Medicare / Medicaid card	50% of each fare listed above	*There is no discounted deviation fare.
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

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.

NORTHEAST FLORIDA
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS
2025/2026 SCHEDULE

Baker County <i>3rd Thursday</i>	Clay County <i>3rd Monday, 2nd Monday in February</i>	Duval County <i>1st Thursday, 4th Thursday in February</i>	Flagler County <i>2nd Wednesday</i>	Nassau County <i>3rd Thursday</i>	Putnam County <i>3rd Monday, 2nd Monday in February</i>	St. Johns County <i>2nd Tuesday</i>
9/18/25 Board Mtg. 10:00 a.m.	9/15/25 Board Mtg. 2:00 p.m.	9/04/25 Board Mtg. 2:00 p.m.	9/10/25 Board Mtg. 10:00 a.m.	9/18/25 Board Mtg. 1:00 p.m.	9/15/25 Board Mtg. 10:30 a.m.	9/09/25 Board Mtg. 1:30 p.m.
11/20/25 Board Mtg. 10:00 a.m.	11/17/25 Board Mtg. 2:00 p.m.	11/06/25 Board Mtg. 2:00 p.m.	11/12/25 Board Mtg. 10:00 a.m.	11/20/25 Board Mtg. 1:00 p.m.	11/17/25 Board Mtg. 10:30 a.m.	11/11/25 Board Mtg. 1:30 p.m.
2/19/26 Board Mtg. 10:00 a.m. (Annual PH)	2/09/26 Board Mtg. 2:00 p.m. (Annual PH)	2/26/26 Board Mtg. 2:00 p.m. (Annual PH)	2/11/26 Board Mtg. 10:00 a.m. (Annual PH)	2/19/26 Board Mtg. 1:00 p.m. (Annual PH)	2/09/26 Board Mtg. 10:30 a.m. (Annual PH)	2/10/26 Board Mtg. 1:30 p.m. (Annual PH)
5/21/26 Board Mtg. 10:00 a.m.	5/18/26 Board Mtg. 2:00 p.m.	5/07/26 Board Mtg. 2:00 p.m.	5/13/26 Board Mtg. 10:00 a.m.	5/21/26 Board Mtg. 1:00 p.m.	5/18/26 Board Mtg. 10:30 a.m.	5/12/26 Board Mtg. 1:30 p.m.
9/17/26 Board Mtg. 10:00 a.m.	9/21/26 Board Mtg. 2:00 p.m.	9/03/26 Board Mtg. 2:00 p.m.	9/09/26 Board Mtg. 10:00 a.m.	9/17/26 Board Mtg. 1:00 p.m.	9/21/26 Board Mtg. 10:30 a.m.	9/08/26 Board Mtg. 1:30 p.m.

Please note that this is a **tentative** meeting schedule and all dates and times are subject to change.

PH = Public Hearing

Baker County Council on Aging Transit Building, 9264 Buck Starling Road, Macclenny, FL

Clay County BCC Mtg Rm, 4th Floor, Clay County Administration Bldg, 477 Houston St., Green Cove Springs, FL

Duval County Jessie Ball duPont Center, 40 E Adams Street, Jacksonville, FL (201 / Rich Magill Seminar Room)

Flagler County Gov. Service Building Budget & Finance Mtg. Rm, 3rd floor, 1769 East Moody Blvd, Building 2, Bunnell, FL

Nassau County Nassau County Commission Chambers, 96135 Nassau Place, Yulee, FL

Putnam County Planning & Development Training Room, 2509 Crill Avenue, Suite 300, Palatka, FL

St. Johns County Council on Aging Senior Center Board Room, 179 Marine Street, St. Augustine, FL



Serving the communities of Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns Counties

100 Festival Park Avenue
Jacksonville, FL 32202
(904) 279-0880
(904) 279-0881
www.nefrc.org
info@nefrc.org

Bringing Communities Together

DATE: May 13, 2025

TO: ST. JOHNS COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB)

FROM: SUMMER JONES, TRANSPORTATION DISADVANTAGED COORDINATOR

RE: ST. JOHNS COUNTY COUNCIL ON AGING (SJCCOA) COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION

On April 29, 2025, the St. Johns County Council on Aging (SJCCOA) was evaluated by the Northeast Florida Regional Council and St. Johns County Local Coordinating Board Evaluation Subcommittee member Joe Stephenson. After an on-site observation of the coordinated system, inspection of several service vehicles, and review of documents based on the Commission for the Transportation Disadvantaged approved evaluation criteria, SJCCOA has been reviewed as compliant with Florida Statutes 427 and Florida Administrative Code 41-2.

At this time, the Northeast Florida Regional Council and Evaluation Subcommittee have no findings to present:

Action Recommendation

The Northeast Florida Regional Council and Evaluation Subcommittee recommends the St. Johns Local Coordinating Board approve the SJCCOA's Annual CTC Evaluation.

Follow Us.



EQUAL OPPORTUNITY EMPLOYER

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☐ Monitoring of contractors.
 - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
-
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

**Review completed complaint forms to ensure the resolution section is
being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report ☐ Yes ☐ No
Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement ☐ Yes ☐ No
c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No
d. Grant Applications to TD Trust Fund ☐ Yes ☐ No
e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

*Date of last SSPP Compliance Review*_____, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
---------------------	------------------------	-------------------------	----------------------

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider: *St. Johns Council on Aging*

Vehicle Number (either VIN or provider fleet number): *103*

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
☒ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review: *Summer Jones*

Date: *4/23/25*

Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☒ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☒ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☒ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☒ The securement system must accommodate all common wheelchairs and mobility aids.
- ☒ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☒ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☒ One securement system that can be either forward or rear-facing.
- ☒ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW:_____

STATUS REPORT DATED:_____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 4/23/25

Please list any special guests that were present:

Location: 2595 Old Mauthe Road

Number of Passengers picked up/dropped off:

3

Ambulatory

2

Non-Ambulatory

1

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes ☒ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: St. Johns Council on Aging County: St. Johns

Date of Ride: 4/23/25

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

4/23/2025

Please list any special guests that were present:

Location:

Transit Center

Number of Passengers picked up/dropped off:

3

Ambulatory

2

Non-Ambulatory

1

Was the driver on time?



Yes



No - How many minutes late/early?

Did the driver provide any passenger assistance?



Yes



No

Was the driver wearing any identification?



Yes:



Uniform



Name Tag



ID Badge



No

Did the driver render an appropriate greeting?



Yes



No



Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?



Yes



No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?



Yes



No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?



Yes



No

Does the vehicle have working heat and air conditioning?



Yes



No

Does the vehicle have two-way communications in good working order?



Yes



No

If used, was the lift in good working order?



Yes



No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: St. Johns/COA County: St. Johns

Date of Ride: 4/23/2025 Joe Stephenson

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	3	3		
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Driver: BERGERON, PAUL

Operator Manifest

Date: 2025-04-23

Ending Mileage: _____

Route: WC4

Run Begin: _____

Beginning Mileage: _____

Vehicle: 163-PT

Run End : _____

Total Daily Mileage: _____

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
09:30	09:28 Start	09:28 09:38	87113.7	2595 OLD MOULTRIE RD, SAINT AUGUSTINE, 32086 ST JOHNS COUNTY					
	10:34 Unknown		0.0						
10:55	10:43 Pickup		0.0	264 SOUTHPARK CIR E, SAINT AUGUSTINE, 32086 DAVITA DIALYSIS ST AUG AFTER HOURS # FOR JANICE 904 501-1162	WHEELER, HERSCHEL 9048080445	NSTD-SJC	\$ 1.00	CLI	WH
	11:08 Dropoff		0.0	231 PINE ARBOR CIR, SAINT AUGUSTINE, 32084	WHEELER, HERSCHEL 9045017264				
11:30	11:25 Pickup		0.0	881 POINSETTIA RD, #LOT C, SAINT AUGUSTINE, 32086 WLK/LIFT, STOP AT THE Y JUNCTION DO NOT GO FURTHER!	ODREN, REBECCA 9048294222	NSTD-SJC	\$ 1.00	CLI	WH
11:45 12:00	11:45 Dropoff		0.0	51 SUNRISE BLVD, SAINT AUGUSTINE, 32084 ST AUGUSTINE HEALTH & REHABILI	ODREN, REBECCA 9048244479				
12:00	11:56 Pickup		0.0	100 WHETSTONE PL, #102, SAINT AUGUSTINE, 32086 FIRST COAST HEART & VASCULAR S MULTIPLE DR'S - WHETSTONE OFFICE	ROUSSEAU, RICHARD 9043428300 LFT,WLK	NSTD-SJC	\$ 1.00	CLI	WH
	12:26 Dropoff		0.0	1784 KESWICK RD, SAINT AUGUSTINE, 32084 WLK/LIFT	ROUSSEAU, RICHARD 9045017255 LFT,WLK				
12:30	12:30 Pickup		0.0	705 DELESPINE AVE, SAINT AUGUSTINE, 32084	SANZONE, PHYLLIS 9045409887	NSTD-SJC	\$ 1.00	CLI	AM
12:50 13:00	12:50 Dropoff		0.0	2155 OLD MOULTRIE RD, #105, SAINT AUGUSTINE, 3208 SOUTHEASTERN RETINAL SPECIALIS G&G OFFICE BLDG	SANZONE, PHYLLIS 9043423675				
13:00	13:00 Lunch		0.0						
14:00	13:55 Pickup		0.0	2155 OLD MOULTRIE RD, #105, SAINT AUGUSTINE, 3208 SOUTHEASTERN RETINAL SPECIALIS G&G OFFICE BLDG	SANZONE, PHYLLIS 9043423675	NSTD-SJC	\$ 1.00	CLI	AM
14:00	13:59 Pickup		0.0	105 SOUTHPARK BLVD, #B201, SAINT AUGUSTINE, 3208 REBOUND REHAB ST AUG	MALMAN, ELIZABETH 9048241636	NSTD-SJC	\$ 1.00	CLI	WH
	14:19 Dropoff		0.0	35 SANFORD ST, #A, SAINT AUGUSTINE, 32084	MALMAN, ELIZABETH 9043155120				
	14:34 Dropoff		0.0	705 DELESPINE AVE, SAINT AUGUSTINE, 32084	SANZONE, PHYLLIS 9045409887				
15:00	15:00 Pickup		0.0	1300 DUVAL ST, SAINT AUGUSTINE, 32084 SOLOMON CALHOUN CENTER	QUILLER, ELIZABETH 9048246770	NSTD-SJC	\$ 1.00	CLI	AM

Route: WC4

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
	15:09 Dropoff		0.0	10 TRAVIS LN, SAINT AUGUSTINE, 32084 904-612-2283 mobil	QUILLER, ELIZABETH 9048105332				
15:30	15:28 Pickup		0.0	180 MARINE ST, SAINT AUGUSTINE, 32084 COA SUNSHINE CENTER	ROTENBERRY, BARBARA 9042093690 CAN	NSTD-SJC	\$ 1.00	CLI	AM
15:45	15:45 Pickup		0.0	1301 PLANTATION ISLAND DR S, #301A, SAINT AUGUSTINE, 32084 PAIN MANAGEMENT SPECIALISTS OF	VINCENT, SUSAN 9044609555	NSTD-SJC	\$ 1.00	CLI	AM
16:00	15:56 Pickup		0.0	500 POPE RD, SAINT AUGUSTINE, 32080 YMCA ST AUG BCH	GALAVITZ, ROBERT 9044719622 WLK	NSTD-SJC	\$ 1.00	CLI	AM
	16:07 Dropoff		0.0	1 ATLANTIC OAK CIRCLE, #1, SAINT AUGUSTINE BEACH, 32080	VINCENT, SUSAN 3866793169				
	16:16 Dropoff		0.0	3960 A1A S, #606, SAINT AUGUSTINE, 32080 gate code 1776	ROTENBERRY, BARBARA 2767283483 CAN				
	16:47 Dropoff		0.0	221 BARRATARIA DR, SAINT AUGUSTINE, 32080	GALAVITZ, ROBERT 9046085213 WLK				
18:00	17:26 End		0.0	2595 OLD MOULTRIE RD, SAINT AUGUSTINE, 32086 ST JOHNS COUNTY					

RIDER/BENEFICIARY SURVEY

Staff making call: Summer
Date of Call: 4 / 30 / 25

County: SJC
Funding Source: _____

1) Did you receive transportation service on 4-23-25? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5 Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☒ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

RIDER/BENEFICIARY SURVEY

Staff making call: Summer
Date of Call: 4 / 30 / 25

County: SoC
Funding Source: _____

1) Did you receive transportation service on 4-23-25? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5 Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care
☐ Employment ☒ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.



CTC Expense Sources

County: Saint Johns

CTC Status: Complete

CTC Organization: St. Johns County Council on Aging, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 1,917,939	\$ 0	\$ 1,917,939	\$ 1,929,482	\$ 0	\$ 1,929,482
Fringe Benefits	\$ 239,921	\$ 0	\$ 239,921	\$ 220,260	\$ 0	\$ 220,260
Services	\$ 8,323	\$ 0	\$ 8,323	\$ 5,989	\$ 0	\$ 5,989
Materials & Supplies Consumed	\$ 625,503	\$ 0	\$ 625,503	\$ 615,509	\$ 0	\$ 615,509
Utilities	\$ 53,600	\$ 0	\$ 53,600	\$ 58,244	\$ 0	\$ 58,244
Casualty & Liability	\$ 690,084	\$ 0	\$ 690,084	\$ 546,223	\$ 0	\$ 546,223
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 30,099	\$ 0	\$ 30,099	\$ 21,452	\$ 0	\$ 21,452
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 308,086	\$ 0	\$ 308,086	\$ 313,175	\$ 0	\$ 313,175
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 3,873,555	\$ 0	\$ 3,873,555	\$ 3,710,334	\$ 0	\$ 3,710,334

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____
Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

LCB- Quarterly Report 1ST Quarter: JANUARY 1 - MARCH 31, 2025

Overview - Paratransit

Overview - Sunshine Bus

Total Unduplicated Pass	861	Total Riders	22555
Total Revenue Miles	68717.15	Total Revenue Miles	160738
Total Vehicle Miles	113373	Total vehicle Miles	171720
Total Road Calls/Accidents	0	Total Road calls/Accid	0
Total Service Days	78	Total Serice Days	76

Trips by Mobility		Fares	
Ambulatory	5920	Full \$ Fare	\$ 10,019.50
Wheelchair	5228	1/2 \$ Fare	\$ 842.96
Stretcher	31	Total	\$ 10,862.46
Total	11179		

Trips by Purpose		Passes	
Medical	\$ 4,700.00	Day Pass \$	3380
Employment	\$ 395.00	Month Pass \$	17390
Ed./Training/Daycare	\$ 544.00	Total	\$ 20,770.00
Nutritional	\$ 4,918.00		
Life-Sustaining/Other	\$ 622.00		

Trips by Passenger Type		Regular Pass Revenue	
Elderly		Full Pass	\$ 1,290.00
Low Income	\$ 1.00	Half Pass	\$ 3,060.00
Disabled	\$ 6,815.00	Total	\$ 4,350.00
Low Income & Disabled	\$ 3,650.00	Tokens	1625
Other	\$ 7.00		

Children		CTD Pass Revenue	
Low Income	0	Full Pass	
Disabled		Half Pass	
Low Income & Disabled	0	Total	
Other	0		

Other	
Low Income	\$ -
Disabled	499
Low Income & Disabled	207
Other	0

Summary by Funding Source	Trips	Rev. Miles	Summary by Route	Riders	Rev. Miles
Contract Income	564	1105.49	Teal (5310)	2687	22192
County (COG)	0	0	Circulator	1012	18178
Non-Sponsored (TD)	6580	42458.45	(5311) Conn-Ex#1	2187	21730
Coastal Comm. Center (NUT)	2413	12948.18	(5311) Conn-Ex#2	1539	21909
Private Pay (PP)	276	1168.76	(5311) Blue	2712	11372
The Players Center (PVM)	254	1432.27	Green	2741	17995
Rural - 5311 (RUR)	321	5073.33	Orange	4382	13091
Troutcreek Center (TCM)	773	4530.67	Red	3896	9677
			Purple	1399	24594
TOTAL	11181	68717.15	TOTAL	22555	160738