ST. JOHNS COUNTY
TRANSPORTATION DISADVANTAGED

LOCAL COORDINATING BOARD PUBLIC HEARING

AGENDA

St. Johns County Council on Aging Senior Center, River House,
179 Marine Street, St. Augustine, FL 32084
Teams Meeting ID: 230 680 859 876 522
Passcode: H8Fz6VW9
Tuesday, November 10, 2026, at 1:30 p.m.

1. Welcome, Call to Order – Chair Whitehurst
2. Presentation – NEFRC (pg. 10-12)
3. Service Overview – St. Johns County Council on Aging
4. Public Comment
5. Discussion
6. Adjournment – Chair Whitehurst

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

The Transportation Disadvantaged Program

Prepared by the Northeast Florida Regional Council

NORTHEAST FLORIDA REGIONAL COUNCIL
NEFRC

Key Definitions & Governing Statues of Program

Florida State Legislature created the Transportation Disadvantaged Commission (CTD) and Transportation Disadvantaged (TD) Trust Fund in 1989.

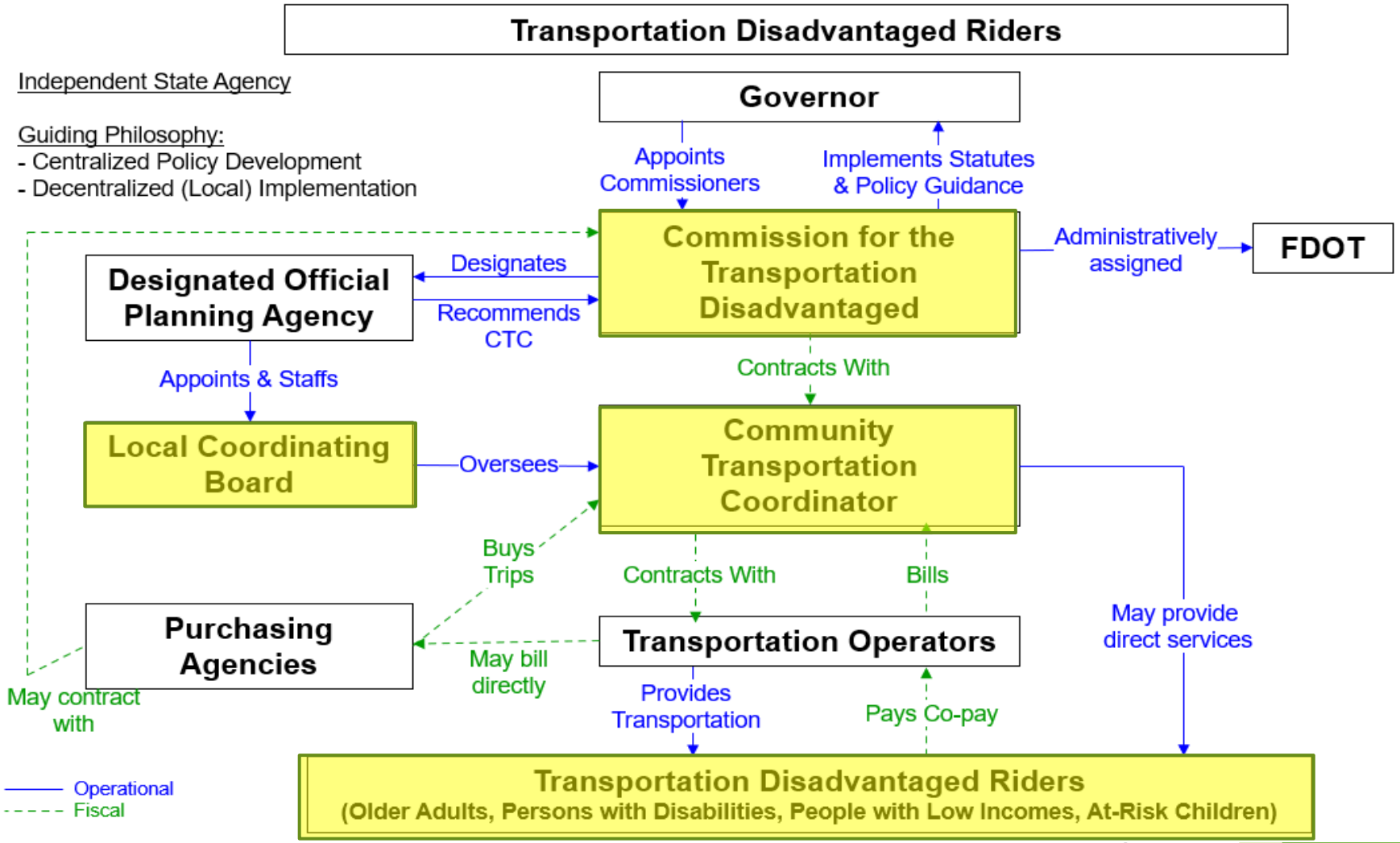
What is Transportation Disadvantaged?

- "Transportation disadvantaged" means 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 handicapped or high-risk or at-risk as defined in s. 411.202. (F.S)" *427.011 (F.S)*

- The Transportation Disadvantaged Program is a coordinated state-wide effort that groups riders together for a shared ride service. Transportation services are available in all 67 Florida counties for those who are eligible and have no access to transportation. Federal, State, and Local agencies join together to provide necessary transportation to medical appointments, employment, educational, and other life-sustaining services.
- *Florida State Statue 427.011-427.017*
- *Florida State Administrative Code 41-2*

Florida's Coordinated Transportation System

Organizational Structure… At A Glance



Commission for the Transportation Disadvantaged (CTD)

The Commission for the Transportation Disadvantaged (CTD) oversees the coordination of TD services across Florida's 67 counties. The CTD is made up of a 7-member governor-appointed board, with 8 ex-officio members, representing purchasing agencies, and staff that monitors activity at a regional level.

Responsibilities

- Approves the designation of every CTC at least every five years.
- Administers the TD Trust Fund, including the awarding of grants.
- Reviews and approves Commission publications, including the Annual Performance Report.
- Develops/approves policies governing coordinated transportation (e.g., rules, procedures, etc.).
- Participates in professional development events, including an annual training workshop.
- Appoints and oversees Executive Director.

Designated Official Planning Agency (DOPA)

The Northeast Florida Regional Council has proudly served as the CTD designated official planning agency for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the designated planning agency for Duval county in 2021.

Responsibilities

- Assist the Community Transportation Coordinator and Local Coordinating Board in the implementation of local Transportation Disadvantaged program(s).
- Staffs Local Coordinating Board.
- Appoints members to Local Coordinating Board(s).
- Procures and recommends Community Transportation Coordinator.
- Coordinates and conducts transportation planning activities for its service area.

Local Coordinating Board (LCB)

The Commission for the Transportation Disadvantaged (CTD) outlines 17 suggested stakeholders from varied communities to form LCB voting membership. These representatives collectively advocate the needs of their communities at LCB meetings

LCB Community Representation	
1. Elected official **serves as chair of LCB* 2. Florida Department of Transportation 3. Florida Department of Children and Family Services 4. Public Education Community 5. Vocational Rehabilitation/Blind Services **in areas where they exist* 6. Veterans Services 7. Florida Association for Community Action **representing the economically disadvantaged* 8. Elderly Community	9. Disabled Community 10. Citizen Advocates (2) **at least one is a TD rider* 11. Children at Risk 12. Mass Transit Representative **except in cases where a CTC exists* 13. Florida Department of Elder Affairs 14. Private for-profit-transportation 15. Florida Agency for Healthcare Administration 16. Medical Community 17. Workforce Development Board

Local Coordinating Board (LCB) *Continued*

The LCB meets quarterly and provides guidance on local coordination of transportation services.

Responsibilities

- Assists in establishing eligibility guidelines and trip priorities.
- Assist with the development of the TD Service Plan.
- Evaluates the performance of CTC.
- Identifies and prioritizes local service needs.
- Appoints a grievance committee.
- Reviews and recommends other funding applications.
- Reviews strategies of service provision to the area.
- Evaluates local and regional transportation opportunities.

Community Transportation Coordinator (CTC)

CTCs are contracted agencies that provide transportation to TD customers in designated service areas. CTCs are funded by the CTD and must abide by their standards, including receiving guidance from an LCB.

CTC by County	
Baker	Baker Council on Aging
Clay	Jacksonville Transportation Authority **MV Transportation (Contracted Operator)*
Duval	Jacksonville Transportation Authority
Flagler	Flagler County Public Transit
Nassau	Jacksonville Transportation Authority/NassauTransit
Putnam	The Ride Solution
St. Johns	St. Johns Council on Aging

Responsibilities

- Coordinates transportation services for a county.
- Provides and/or contracts with transportation operators to deliver trips for TD customers.
- Determines TD eligibility and performs gatekeeping duties.
- Invoices purchasing agencies.
- Assists Local Coordinating Board in developing their Transportation Disadvantaged Service Plan.
- Submits annual operating report (AOR) data.

Local Coordinating Board Chairpersons

- Baker – **Hon. Jimmy Anderson**, Board of County Commissioners
- Clay **– Hon. Kristen Burke**, Board of County Commissioners
- Duval – **Hon. Ken Amaro**, City of Jacksonville City Council
- Flagler – **Hon. Pam Richardson**, Board of County Commissioners
- Nassau – **Hon. Jeff Gray**, Board of County Commissioners
- Putnam – **Hon. Leota Wilkinson,** Board of County Commissioners
- St. Johns – **Hon. Christian Whitehurst**, Board of County Commissioners

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
Teams Meeting ID: 230 680 859 876 522
Passcode: H8Fz6VW9

Tuesday, November 10, 2026, immediately following the Public Hearing
*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 the September 8, 2026, Meeting Minutes (pg. 11-19)* – Chair Whitehurst
4. New Business
   a. Review/Selection of Officers and Committees (pg. 20-28)*
   b. FDOT Grant Presentation (pg. 29-33)
   c. St. Johns County Transit Development Plan Update (pg. 34-48)
      i. Presenter: Philip Shad, Senior Planner, AtkinsRealis
5. Community Transportation Coordinator (CTC) System Update
   a. CTC Quarterly Report (pg. 49)
   b. Grants Update (pg. 50-51)* (Approval if required)
   c. Transportation Disadvantaged Service Plan Updates (pg. 52)* (Roll-Call Vote)
6. Old Business
7. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
8. Member and Department Reports
9. Adjournment – Chair Whitehurst*

Next LCB Meeting: February 9, 2027, at 1:30 p.m.
St. Johns County Council on Aging
179 Marine Street, St. Augustine, FL 32084

Florida Commission for the Transportation Disadvantaged

St. Johns County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Tuesday, September 8, 2026

Northeast Florida Regional Council	St. Johns County Commission	Florida Transportation Disadvantaged Commission
Elizabeth Payne, AICP Chief Executive Officer	Hon. Christian Whitehurst, Chair	Monica Russell, Chair

MINUTES

*Denotes Required Action Item

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

The St. Johns County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) held its quarterly meeting on Tuesday, September 8, 2026, in person and via virtual Microsoft Teams. Chair Whitehurst called the meeting to order at 1:30 p.m. with the following members present:

Representing:	**Voting Member:**
Board of County Commissioners/Chair	Christian Whitehurst (In-person)
FDOT	Faith Powell (Virtual)
Veteran Services	Joseph McDermott (In-person)
Citizen Advocate/Non-user	Joe Stephenson (In-person)
Dept. of Elder Affairs	Cassandra Jackson (Virtual)
Agency for Healthcare Admin.	Pamela Hagley (In-Person)
Regional Workforce Dev. Board	Altheia Gillespie (Virtual)

Members Not Present

Representing:	**Voting Member:**
Dept. of Children and Families	Christina Gillis
Dept. of Education Voc. Rehab	Napoleon Spencer
Dept. of Persons w/Disabilities	Casey Pulmueller

Community Transportation Coordinator Staff Present
Michelle Braun, Shannon Nazworth (In-Person)

Planning Agency Staff Present
Eric Anderson, Jenni Bryla (In-Person)

Guests
Pia Thomas (In-Person), Corrina Joyner (Virtual)

After the roll call, the Chair confirmed a quorum.

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2. Additions, Deletions, and Changes to the Agenda

No additions, deletions, or changes were made to the agenda.

3. Public Comment – *Limited to 3 Minutes Per Speaker*

No Public Comment

4. Approval of May 12, 2026, Meeting Minutes*

Mr. McDermott moved to approve the May 12, 2026, meeting minutes. Mr. Stephenson seconded the motion. The members approved the May 12, 2026, meeting minutes unanimously.

5. New Business – Mr. Anderson

a. Planning Review for FY 26-27

Mr. Anderson gave an overview of the year ahead and outlined the items that will come before the Local Coordinating Board. A delivery program was highlighted, showing the draft topics for each quarterly meeting.

Planning Review for FY 26-27

		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Task 1	Update TDSP, approved by LCB	July-Sept	Oct-Dec	Jan-Mar	Apr-June
	Baker	X			
	Clay	X			
	Duval	X			
	Flagler			X	
	Nassau	X*			
	Putnam	X			
	St. Johns	X			
Task 2A	Solicit a CTC (Every 5 Years)				
	2024-2029: Nassau				
	2025-2030: Flagler				
	2026-2031: Baker, Clay, Duval, Putnam, St. Johns				
	OR				
Task 2B	Conduct Annual Evaluation & Ride Along				X
Task 3	Conduct Quarterly Meetings	X	X	X	X
	* *Conduct New Member Orientation*				
	* *Agenda, Minutes, Membership Roster, Attendance Report & Public Notice*				
Task 4	Conduct Annual Public Workshop		X		
Task 5	LCB Bylaws Update (Annual)			X	
Task 6	Grievance Procedures (Annual)			X	
Task 7	Annual Operating Report (AOR)		X		
Task 8	Annual Expenditure Report (AER)		X		
Task 9	Quarterly Reports	X	X	X	X
Task 10	Commission Sponsored Training	X			
Other Actions	Annual Calendar				X
	Election of Officers/Committees		X		
	CTC Rate Models				X

b. Proposed LCB Meeting Schedule & Annual Public Hearing*

Mr. Anderson provided an overview of the recommended meeting schedule for the next year.

The group discussed advertising and marketing to attract people to attend the public hearing. This is a great opportunity for the public to learn about the service in their community. Staff will develop an advertising flyer to provide to LCB members, who can distribute the meeting information to interested parties.

Mr. Stephenson moved to approve the meeting dates. Mr. McDermott seconded the motion. The FY 26-27 Meeting dates were approved.

NORTHEAST FLORIDA
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETINGS
2026/2027 SCHEDULE

Baker County *3rd Thursday*	Clay County *3rd Monday, 2nd Monday in February*	Duval County *1st Thursday, 4th Thursday in February*	Flagler County *2nd Wednesday*	Nassau County *3rd Thursday*	Putnam County *3rd Monday, 2nd Monday in February*	St. Johns County *2nd Tuesday*
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.
11/19/26 Board Mtg. 10:00 a.m. (Annual PH)	11/16/26 Board Mtg. 2:00 p.m. (Annual PH)	11/05/26 Board Mtg. 2:00 p.m. (Annual PH)	11/11/26 Board Mtg. 10:00 a.m. (Annual PH)	11/19/26 Board Mtg. 1:00 p.m. (Annual PH)	11/16/26 Board Mtg. 10:30 a.m. (Annual PH)	11/10/26 Board Mtg. 1:30 p.m. (Annual PH)
2/18/27 Board Mtg. 10:00 a.m.	2/08/27 Board Mtg. 2:00 p.m.	2/25/27 Board Mtg. 2:00 p.m.	2/10/27 Board Mtg. 10:00 a.m.	2/18/27 Board Mtg. 1:00 p.m.	2/08/27 Board Mtg. 10:30 a.m.	2/09/27 Board Mtg. 1:30 p.m.
5/20/27 Board Mtg. 10:00 a.m.	5/17/27 Board Mtg. 2:00 p.m.	5/06/27 Board Mtg. 2:00 p.m.	5/12/27 Board Mtg. 10:00 a.m.	5/20/27 Board Mtg. 1:00 p.m.	5/17/27 Board Mtg. 10:30 a.m.	5/11/27 Board Mtg. 1:30 p.m.
9/16/27 Board Mtg. 10:00 a.m.	9/20/27 Board Mtg. 2:00 p.m.	9/02/27 Board Mtg. 2:00 p.m.	9/08/27 Board Mtg. 10:00 a.m.	9/16/27 Board Mtg. 1:00 p.m.	9/20/27 Board Mtg. 10:30 a.m.	9/14/27 Board Mtg. 1:30 p.m.

c. Transportation Disadvantaged Service Plan – 5 Year Update (2026-2031) *

St. Johns Council on Aging (COA) is in the first year of a five-year contract with the Commission for Transportation Disadvantaged. As such, the Local Coordinating Board must review, discuss, and approve the full TDSP update. Planning staff and COA staff presented the Plan's contents and provided an overview of local demographics, the service plan, eligibility, and access to the service. Discussion followed.

After review and discussion, the group conducted a roll call vote, and the updated TDSP was approved. The roll call form showing approval will be included in the appendices of the approved TDSP and posted online.

d. LCB Membership Update* (if needed) – Review of Recruitment Flyer

Staff provided an overview of the current vacant board positions and discussed strategies for filling them, some of which are agency appointments. In response, staff developed an LCB recruitment flyer to encourage the public to fill vacant LCB positions. This form will be used going forward to collect information from prospective board members and will be included in future agenda packets when a new member is brought to the LCB for consideration.

6. Community Transportation Coordinator (CTC) System Update – St. Johns COA

a. CTC Quarterly Update

St. Johns COA staff gave an overview of the quarterly information, followed by discussion.

LCB- Quarterly Report 2nd Quarter: April1, 2026 - June 30, 2026

Overveiw - Paratransit		Overview - Sunshine Bus	
Total Unduplicated Pass	344	Total Riders	19168
Total Revenue Miles	60195	Total Revenue Miles	117040
Total Vehicle Miles	74253	Total vehicle Miles	170893
Total Road Calls/Accidents	0	Total Road calls/Accidents	0
Total Service Days	71	Total Serice Days	71

Trips by Mobility			Fares		
Ambulatory	$	5,425.00	Full $ Fare	$	5,675.00
Wheelchair	$	4,991.00	1/2 $ Fare	$	952.00
Stretcher	$	2.00	**Total**	$	6,627.00
Total	$	10,418.00			

Trips by Purpose			Passes		
Medical	$	4,003.00	Day Pass $		2554
Employment	$	244.00	Month Pass $		13445
Ed./Training/Daycare		348	**Total**	$	15,999.00
Nutritional	$	5,325.00			
Life-Sustaining/Other	$	498.00			

Trips by Passenger Type			Regular Pass Revenue		
Elderly			Full Pass	$	1,260.00
Low Income	$	-	Half Pass	$	2,136.00
Disabled	$	6,346.00	**Total**	$	3,396.00
Low Income & Disabled	$	3,584.00	Tokens		1779
Other	$	-			

Childern		CTD Pass Revenue		
Low Income	0	Full Pass		0
Disabled	0	Half Pass		
Low Income & Disabled	0	**Total**	$	-
Other	0			

Other	
Low Income	0
Disabled	120
Low Income & Disabled	368
Other	0

Summary by Funding Sourc	Trips	Rev. Miles	Summary by Routes Rid	Riders	Rev. Miles
Contract Income	594	897	Teal (5310)	2129	21865
County (COG)	0		Circulator	935	22598
Non-Sponsored (TD)	5241	32687	(5311) Conn-Ex#1	2296	21271
Coastal Comm. Center (NUT)	2443	12162	(5311) Conn-Ex#2	1656	1656
Private Pay (PP)	272	386	(5311) Blue	1337	1337
The Players Center (PVM)	248	871	Green	2644	2644
Rural - 5311 (RUR)	477	6339	Orange	3210	12441
Troutcreek Center (TCM)	1141	6853	Red	3770	9500
			Purple	1191	23728
TOTAL	**10416**	**60195**	**TOTAL**	**19168**	**117040**

b. Grants Updates*

The CTC provided no grant updates.

Pia Thomas with The Arc of the St. Johns asked FDOT for a status update on the 5310 grants, and FDOT staff will investigate and get back to Ms. Thomas.

7. Old Business

There was no old business.

8. Member and Department Reports

Agency for Healthcare Administration (AHCA) Update - This is open enrollment season for Medicaid recipients in Region 4, which includes St. Johns County. People will start receiving letters about the opportunity to either change plans or keep their plan. We encourage Medicaid recipients to open the letters and act on them, because they often miss the deadline because they haven't opened the letter and acted on it. And there are numerous ways. They can text, call, or go online to make changes to the

managed care plan they are currently enrolled in.

9. Adjournment

Chairperson Whitehurst adjourned the meeting at 2:30 p.m. The next LCB Meeting & Public Hearing will occur on November 10, 2026, at 1:30 p.m. in the St. Johns Council on Aging Boardroom.

DRAFT

ATTENDANCE RECORD

ST. JOHNS COUNTY

LOCAL COORDINATING BOARD

Position	Name/Alt.	9/8/26	5/12/26	2/10/26	12/2/25
1. Chairperson	Christian Whitehurst	**P**	**P**	**P**	**a**
2. Dept. of Transportation	Janell Damato/ Summer Jones/ Geanelly Reveron/ Lauren Adams / Chris Nalsen	**P**	**a**	**P**	**P**
3. Dept. Of Children and Families	Christina Gillis / Jessica Boylston	**a**	**a**	**P**	**P**
4. Public Education	Vacant	**-**	**a**	**a**	**a**
5. Vocational Rehab. (Dept. Ed.)	Napoleon Spencer	**a**	**a**	**a**	**P**
6. Veteran Services	Joseph McDermott / Lori Chapman	**P**	**P**	**P**	**P**
7. Community Action	Vacant	**-**	**-**	**-**	**-**
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	Cassandra Jackson / Ann Henry / Danielle Thomas	**P**	**P**	**P**	**P**
14. Private for Profit Transportation	Vacant	**-**	**-**	**-**	**-**
15. Dept. of Health Care Adm.	Pamela Hagley / Reeda Harris	**P**	**P**	**P**	**a**
16. Agency for Persons w/Disabilities	Casey Polmueller	**a**	**a**	**P**	**P**
17. Regional Workforce Dev. Bd.	Rhonda Bryant/Atheia Gillespie	**P**	**P**	**P**	**P**
18. Local Medical Community	Vacant	**-**	**-**	**-**	**-**

VACANCIES

Public Education
Community Action (Econ. Disadvantaged)
Elderly
Disabled
Citizen Advocate User
Children at Risk
Private for-Profit Transportation Industry
Medical Community

PLEASE SIGN IN!

Florida Commission for the Transportation Disadvantaged

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: September 8, 2026
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
JOSEVA D MCDERMOTT	200 SAN SEBASTIAN VIEW SUITE 1400 ST. AUGUSTINE FL 32084	(904) 209-6160	jmcdermott@sjcfl.us
Joe Stephenson	No changes		
Pia Thomas		843 870-9840	pthomas@arcsj.org
Michelle Braun	COA 180 Marine St.	904-209-3777	Mbraun@stjohnscoa.com
Christian Whitehurst	500 San Sebastian View	904-584-5348	beclewhitchurst@sjcfl.us
Shannon Mazworth	COA 180 Marine	904-209-3700	snazworth@stjohnscoa.com
PAMELA Hagley	AHCA	904.798.4222	Pamela.Hagley@AHCA.MyFlorida.com
jenni bryla	NEFRC		
Eric Anderson	NEFRC	904 505 3428	eanderson@nefrc.org

Salutation	First Name	Last Name	Organization	Representing	Voting /Non-Voting	Grievance Committee	Evaluation Committee	Comments
ST. JOHNS COUNTY								
Hon.	Christian	Whitehurst	St. Johns County BOCC	Elected Official	Voting			Chair
Ms.	Janell	Damato	FDOT, District 2	FDOT	Voting			
Ms.	*Heather*	*Fish*	*FDOT, District 2*	*FDOT*	*Alternate*			
Ms.	*Summer*	*Jones*	*FDOT, District 2*	*FDOT*	*Alternate*			
Ms.	*Geanelly*	*Reveron*	*FDOT, District 2*	*FDOT*	*Alternate*			
Ms.	*Christina*	*Nalsen*	*FDOT, District 2*	*FDOT*	*Alternate*			
Ms.	*Faith*	*Powell*	*FDOT, District 2*	*FDOT*	*Alternate*			
Ms.	*Lauren*	*Adams*	*FDOT, District 2*	*FDOT*	*Alternate*			
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting			
Ms.	*Jessica*	*Boylston*	*Department of Children and Families*	*DCF*	*Alternate*			
VACANT			St. Johns County Schools	Public Education	**VACANT**			
Mr.	Napoleon	Spencer	FL Dept. of Vocational Rehab/Dept of Ed.	Dept. of Education (Voc. Rehab.)	Voting			
Mr.	Joseph	McDermott	St. Johns County Veterans Services	Veterans	Voting	Nov-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			Vice-Chair
VACANT				Children at Risk	**VACANT**			
Ms.	Cassandra	Jackson	NE Florida Area Agency on Aging	Department of Elder Affairs	Voting			
Ms.	*Ann*	*Henry*	*NE Florida Area Agency on Aging*	*Department of Elder Affairs*	*Alternate*			
Ms.	*Danielle*	*Thomas*	*NE Florida Area Agency on Aging*	*Department of Elder Affairs*	*Alternate*			
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.	Casey	Polmueller	Agency for Persons with Disabilities	Agency for Persons w/ Disabilities	Voting	Nov-26	Nov-26	
Ms.	Rhonda	Bryant	CareerSource Northeast Florida	Workforce Development	Voting			
Ms.	*Atheia*	*Gillespie*	*CareerSource Northeast Florida*	*Workforce Development*	*Alternate*			
VACANT				Medical Community	**VACANT**			
Ms.	Michelle	Braun		COA Executive Director	Non-Voting			SJC COA Director
Ms.	Shannon	Nazworth	St. Johns County Council on Aging	CTC	Non-Voting			CTC Transportation Director
Mr.	Nelson	Wiley	St. Johns County Council on Aging	CTC	Non-Voting			Operations Manager
Mr.	Steve	Sarles	St. Johns County Council on Aging	CTC	Non-Voting			Paratransit Customer Service Manager
Ms.	Corrina	Joyner	S. Johns County BOCC - Transit Grants Specialist		Interested Party			
Ms.	Renee	Knight	Elder Source		Interested Party			
Ms.	*Shelby*	*Romero*	St. Johns County BOCC		Interested Party			*Notify Shelby of any changes to meeting schedule*
Ms.	*Haleigh*	*Toombs*	St Johns County BOCC		**Assistant to Commissioners**			
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			*only send email if meeting is held at the River House*

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.

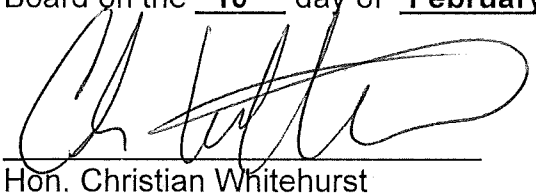
ARTICLE X: AMENDMENTS

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 **10th** day of **February 2026.**



Hon. Christian Whitehurst
Chair
St. Johns County Transportation Disadvantaged Coordinating Board



FTA Pass Through Federal Transit Grants

FDOT Oversight

- Grants Management
- Compliancy
- Safety and Security
- Required Reporting
- Vehicle purchasing assistance
- Invoice processing

Section 5311 Program Highlights

Rural Transportation Assistance

- Available exclusively to **Community Transportation Coordinators (CTCs)**
- Supports **public transportation operations in rural areas**
- Services must be **open to the public without trip prioritization**
- **Formula based allocation**
- **50% local match required**
- **Separate applications for each county served**

Section 5310 Program Highlights

Enhanced Mobility of Seniors and Individuals with Disabilities Program

- **Capital & Operating Assistance**
- Federal Share: **50% Operating | 80% Capital/ 10% local 10% State match.**
- Vehicle Requests: **Replacement (R) or Expansion (E)**
- Evaluation Based on: Need, Performance, **Extent of Service to Elderly Persons and Persons with Disabilities**, Service Impact & Agency Capacity
- **Annual Performance Measures Reporting Required**
- Vehicle Purchases **Must Be Procured Through CUTR using the FDOT approved Vendors**



Section 5339 Program Highlights



- Available exclusively to **Community Transportation Coordinators (CTCs)**
- Provides **capital funding for vehicles and equipment**
- Vehicles must support **ongoing public transportation service in rural areas**
- **100% federal funding** available for vehicles (**no local match required**)
- Vehicle purchases **must be procured through CUTR**

St. Johns County Transit Development Plan (TDP)

2027 Major Update

November 10, 2026

St. Johns County Transit

- Sunshine Bus
  - Public transportation operated by the Council on Aging in partnership with the St. Johns County Board of County Commissioners
  - Provides deviated fixed route service
- Paratransit Provider
  - Council on Aging provides demand-response paratransit service to transportation disadvantaged residents

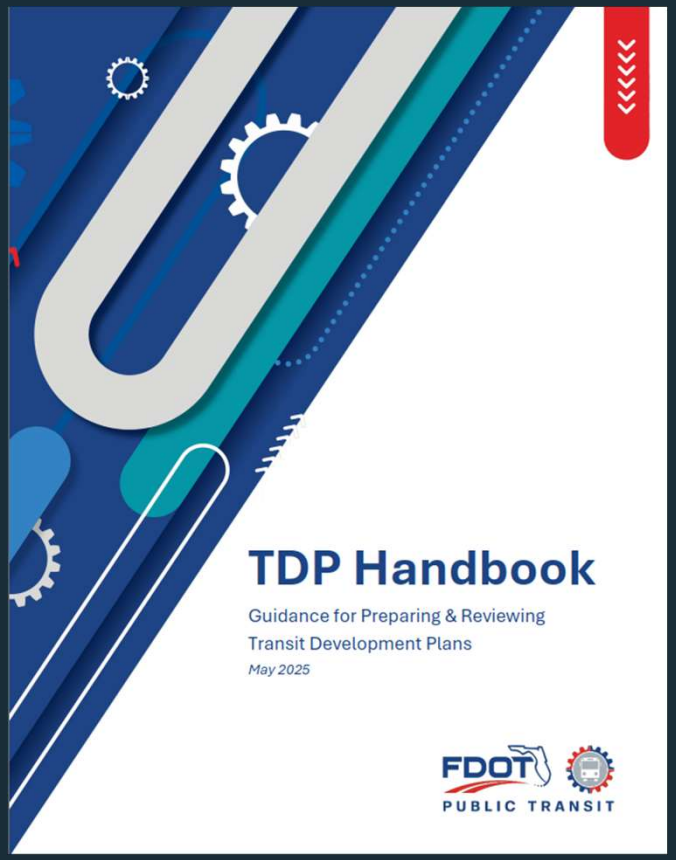
What is a Transit Development Plan (TDP)

- A strategic guide for meeting transit needs
- Required by the State of Florida
- TDP Rule - Chapter 14-73.001 F.A.C. (2024)
- Updated every year: Due to FDOT by March 1
  - Major Updates every 5 years
  - Annual Updates in the interim years

Components of a TDP

- Public Involvement Process
- TPO/MPO Coordination
- Operating Context Evaluation
- Land Use and Corridor Development
- 10-Year Operating + Capital Program

  - *Florida Statutes (TDP Rule) Updated in 2024*
  - *Streamlined the development and approval process*
  - *Greater emphasis on TPO/MPO coordination*



Coordination and Public Outreach

- Public Involvement Plan – Approved May 2026
- Multiple Surveys Developed and Deployed
  - Transit riders
  - General public
  - Elected officials
  - Bus drivers-employees
- Stakeholder Meetings Conducted Spring/Summer 2026
- Final Stakeholder Meeting will occur in **December**
- Public Meeting Scheduled for **November 17th**

Survey Results

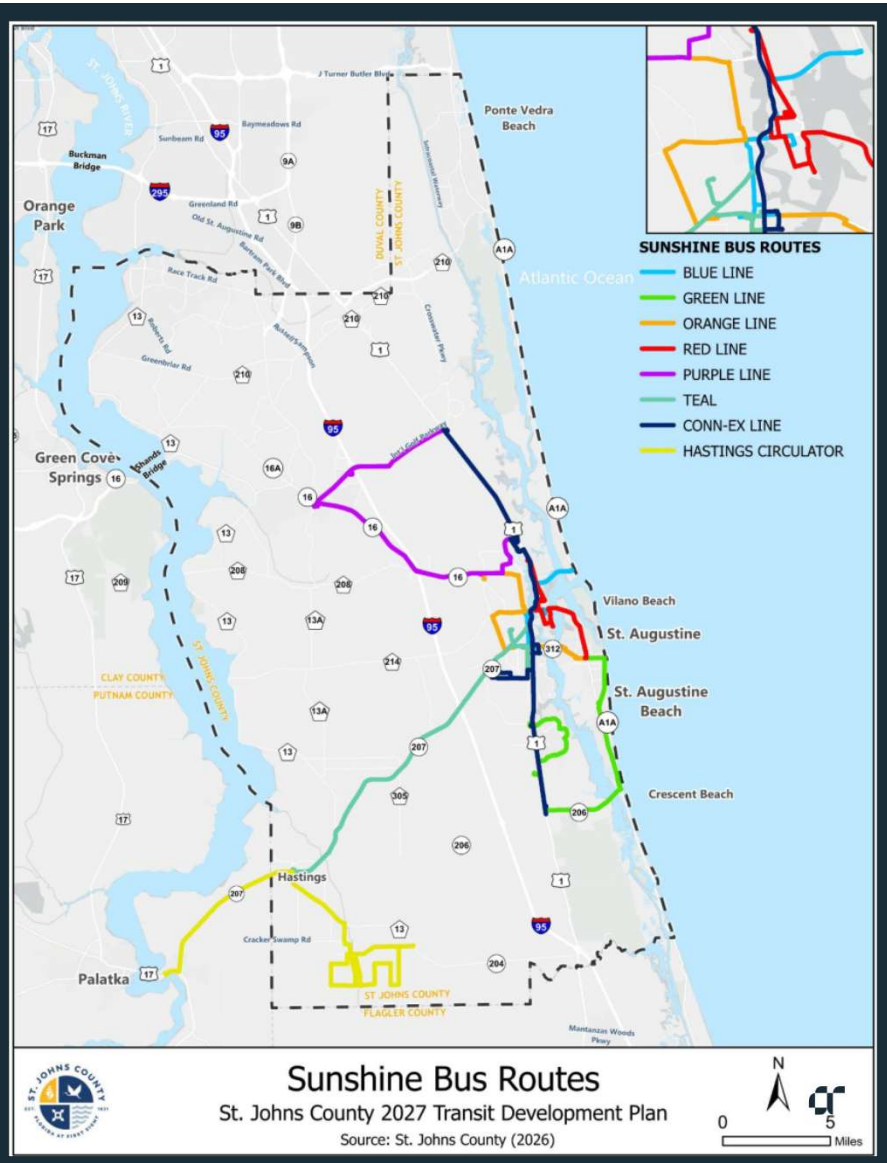
- Over 600 participants over a 6-week period
- Supportive of Public Transit - Nearly 79% strongly agree with need to improve public transportation in the county; 59% agree they would use if available.
- Key Themes from Public Comments:
  - Rail connection to Jacksonville
  - Reliability and frequency
  - Accessibility for seniors and people with disabilities
  - Better information and marketing
  - Traffic congestion
- Shade and infrastructure at stops

TPO Coordination

- 2050 Long Range Transportation Plan (LRTP)
- Other related TPO multi-modal planning and programming
  - Unified Planning Work Program (UPWP)
  - Transportation Improvement Program (TIP)
  - Corridor Studies
- Consider/Consistent with Other Plans
  - Florida Transportation Plan
  - Local Government Comprehensive Plans
  - Regional Transportation Goals and Objectives

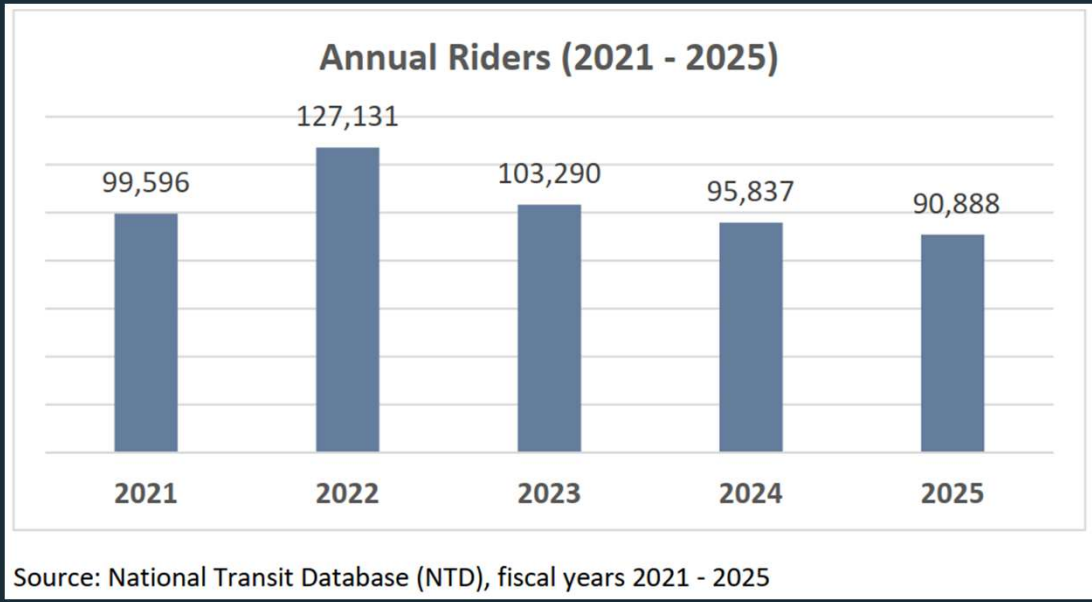
Existing Service

- Service Area
  - St. Augustine Urbanized Area
  - Murabella / World Golf Village
  - Southwest SJC and East Palatka
- Transportation Disadvantaged
  - SJC Council on Aging Provides TD services
  - Council on Aging is the County's Community Transportation Coordinator (CTC)
  - Service is provided 7:30am-6pm



System Performance

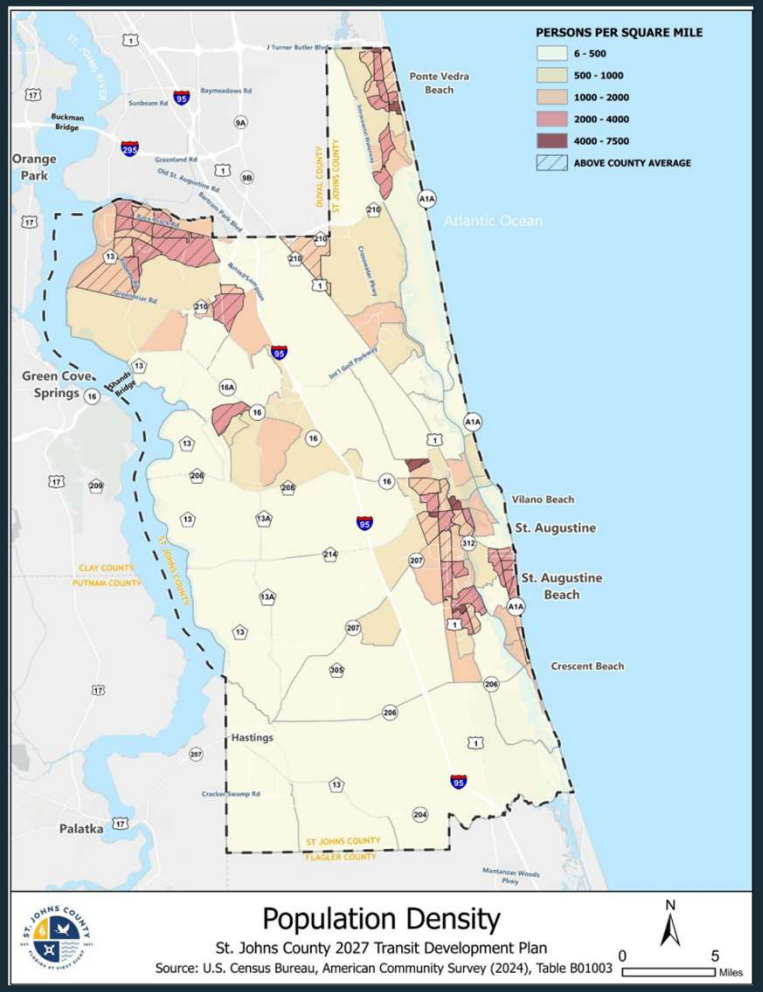
- Trends (2021 – 2025)
  - Service increased (Hours: 9% Miles: 15%)
  - Ridership decreased (-9%)
  - Operating expenses decreased (-17%)
  - Fares collected (24%)



Source: National Transit Database (NTD), fiscal years 2021 - 2025

Operating Context Evaluation

- Population Estimates and Projections
- Demographic and Socioeconomic Data Evaluation
- Employment and Commuting Characteristics
- Planned Transportation Improvements
  - Consistency with the 2050 LRTP



Land Use Evaluation + Corridor Development

- Existing Land Use
  - Downtown St. Augustine and the inner ring of neighborhoods /corridors
  - Major shopping and employment centers
- Existing Corridors and Nodes
  - St. Augustine - SR A1A, US-1, King Street, W. Castillo Drive, San Marco Avenue and SR 312.
  - St. Augustine Beach - SR A1A and A1A Beach Blvd.
  - Major shopping /employment areas

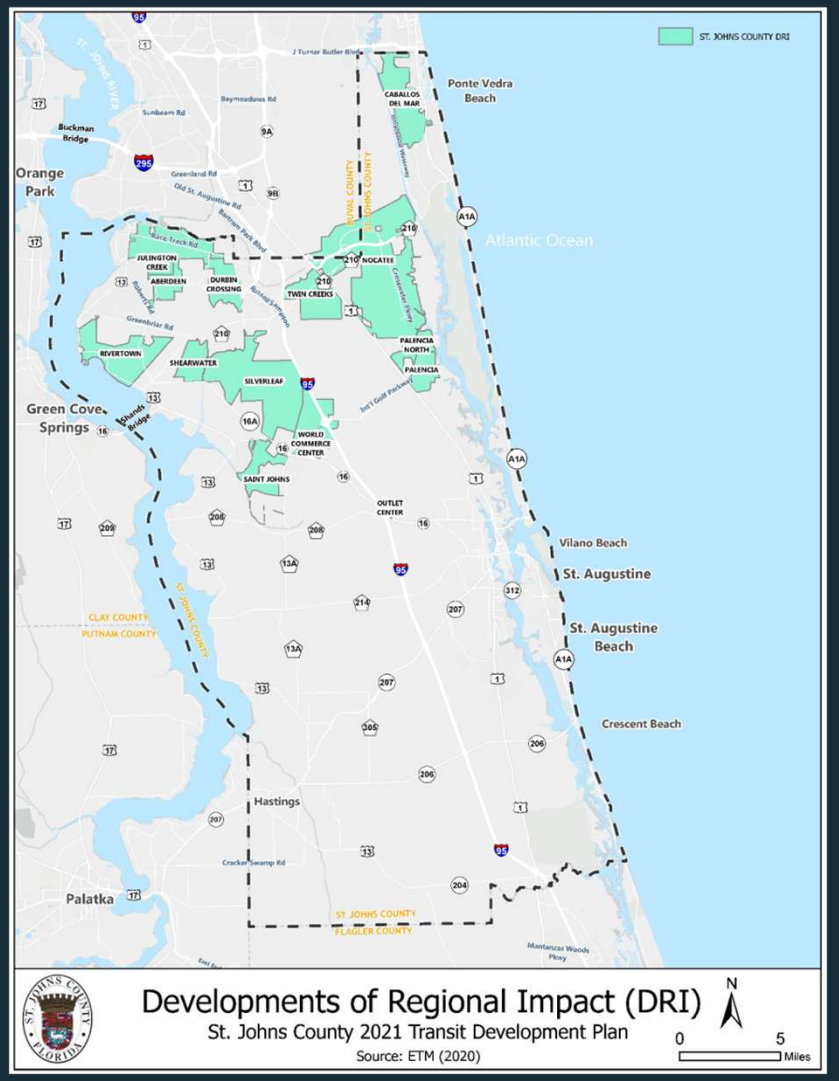
    US-1 and SR 312,

    I-95 interchanges

    CR 210 between US-1 and I-95

Land Use Evaluation + Corridor Development

- Future Development
  - Infill - general area between St. Augustine and I-95
  - New Development – north to south along CR 2209 and I-95 corridors



Ten-Year Operating + Capital Improvements Program

- Schedule of Projects
  - Conn-Ex Line – Streamline and modify to focus service along US 1
  - Teal Line – Modify to duplication of services
  - Install bus shelters as funds and locations are made available
  - Enhance communications systems (Real-time bus info, smart phone app, etc.)
- Ridership Demand Estimation
  - Forecasted using TBEST
- Finance Plan
- List of Priority Projects

Next Steps

- Hold Public Meeting (11/17) and Final Stakeholder Group Meeting
- Continue Evaluation of Potential Future Transit Service/Projects
  - Ridership Estimates
  - Rank Potential Services/Projects
  - 10-Year Operating and Capital Program
- Presentation to North Florida TPO Board
- County Approval – Scheduled for January 2027
- Final Documentation
- TDP Due to FDOT March 1, 2027

thank you

Contact Information:
Clark Letter, North Florida TPO
cletter@northfloridatpo.org

Phil Shad, AtkinsRealis
phil.shad@atkinsrealis.com

LCB- Quarterly Report 3RD Quarter: July 1, 2026 - September 30, 2026

Overveiw - Paratransit		Overview - Sunshine Bus	
Total Unduplicated Pass	343	Total Riders	20211
Total Revenue Miles	68637	Total Revenue Miles	161791
Total Vehicle Miles	78518	Total vehicle Miles	167844
Total Road Calls/Accidents	3	Total Road calls/Accidents	7
Total Service Days	73	Total Service Days	71

Trips by Mobility		Fares		
Ambulatory	5463	Full $ Fare	$	4,397.00
Wheelchair	5702	1/2 $ Fare	$	2,127.00
Stretcher	21	**Total**	$	6,524.00
Total				

Trips by Purpose		Passes		
Medical	4529	Day Pass $		3086
Employment	259	Month Pass $		13211
Ed./Training/Daycare	447	**Total**	$	16,297.00
Nutritional	5518			
Life-Sustaining/Other	433			

Trips by Passenger Type		Regular Pass Revenue		
Elderly		Full Pass	$	1,042.00
Low Income	0	Half Pass	$	3,107.00
Disabled	6678	**Total**	$	4,149.00
Low Income & Disabled	3896	Tokens		1742
Other	0			
Childern		**CTD Pass Revenue**		
Low Income	0	Full Pass		
Disabled	0	Half Pass		
Low Income & Disabled	0	**Total**		
Other	0			
Other				
Low Income	0			
Disabled	207			
Low Income & Disabled	405			
Other	0			

Summary by Funding Source(s)	Trips	Rev. Miles	Summary by Routes Ri	Riders	Rev. Miles
Contract Income	747	1082.26	Teal (5310)	2276	21215
County (COG)	0	0	Circulator	1096	23105
Non-Sponsored (TD)	5478	36647	(5311) Conn-Ex#1	2095	21316
Coastal Comm. Center (NUT)	2309	11547.8	(5311) Conn-Ex#2	1741	21684
Private Pay (PP)	441	2911.8	(5311) Blue	1361	10007
The Players Center (PVM)	207	489.48	Green	2514	17145
Rural - 5311 (RUR)	2004	15959	Orange	3500	12834
Troutcreek Center (TCM)	0	0	Red	4264	9857
			Purple	1364	24628
TOTAL	**11186**	**68637**	**TOTAL**	**20211**	**161791**

From: Somerset, Karen
To: Somerset, Karen
Subject: FW: USDOT opens ITS4US Deployment Accelerator to proposals
Date: Monday, November 2, 2026 10:56:49 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning CTCs and TD Planners -

Sharing a USDOT Grant Opportunity:

Thank you,
Karen Somerset

Karen Somerset, F.C.C.M.
Interim Executive Director
Phone: (850) 410-5701
Email:Karen.Somerset@dot.state.fl.us
Website: https://www.fdot.gov/ctd

The ITS Joint Program Office released a funding opportunity through the ITS4US Deployment Accelerator Program. The program provides seed funding to up to five sites to replicate the Heart of Iowa Regional Transit Agency's Health Connector deployment — a proven, open-source solution that connects transit scheduling with healthcare appointment systems to improve non-emergency medical transportation access in rural and underserved communities. Applications are currently due January 11, 2027, but all BAA deadlines are subject to change. Please refer to the schedule provided on SAM.gov for the most up-to-date information.

Program Highlights:

- *Up to 5 awards of $325,000 each (no cost share required)*
- *18-month period of performance*
- *Open to U.S. based public agencies, private companies, non-profits, and academic institutions*

Strong candidates include organizations that:

- *Operate or partner with a demand-response transit service*
- *Have a healthcare partner willing to integrate appointment systems*

- *Serve communities with limited access to non-emergency medical transportation*

You can find the BAA and full program details on SAM.gov at:
https://sam.gov/workspace/contract/opp/8433753e4422447fa62b661ec5d8b9da/view

All correspondence, including Q&A and proposal submissions, must be emailed to Contracting Officer (CO) Vivian Riboli at vivian.riboli@dot.gov.

The Transportation Disadvantaged Service Plan (TDSP) is a living document, which means that it can be reviewed and amended by the Local Coordinating Board at any meeting. Although the TDSP was reviewed and approved at the previous meeting, St. Johns County COA staff has found additional areas within the TDSP they would like to bring forward for review and discussion.

This cover page serves as a list of recommendations that will be reviewed during the meeting. It highlights the current TDSP page number, the plan section, and the recommended update. The current TDSP has been included for your reference.

TDSP Updates

TDSP Page	Section	Update
24	Section 5310 / coordinated plan	The TDSP serves as the coordinated public transit–human services transportation plan for FTA Section 5310. 5310 projects: demand-response trips countywide (urban and rural) for seniors 65+ and persons with disabilities, including nutrition-site, senior center and medical trips; deviated fixed-route service designed for seniors and persons with disabilities. (*Needs to be included for FDOT 5310)*
29	Goals	Add Strategy 6.1.3: use 5310 for senior and disability demand-response trips, including nutrition-site trips, and coordinate TD, 5307, Block Grant, 5311 and 5310 resources
31	Eligibility	Add Seniors aged 60+ as an eligible rider: The applicants must meet ALL of the following criteria: resident; no other sponsor; no car AND at least ONE of the following: age 60 or older (proof of age) OR disability OR income ≤ 200% FPG
31	Eligibility process	Recertify annually
32	Cancellation	Cancel by 4:00 the day before the trip. Provider may institute cancellation and no-show policy
35	Out of service area trips	Non-sponsored trips are provided within St. Johns County, defined by the county boundary, not mailing address. Out-of-county trips only for medical appointments or life-sustaining treatment not reasonably available in the county, Provider may limit days available for out of service area trips based upon demand and resources
35	Maximum trip length (new)	Non-sponsored one-way trips limited to 35 passenger miles. The Director of Transportation may approve exceptions for life-sustaining treatment when no closer provider is available.
36	Priority listing	Add: nutrition
43	Rate	Add $2.63/mile for each passenger mile after 5 miles
43	Co-pay	$2

2026 -2031
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

Chair, Hon. Christian Whitehurst

With Assistance From:

Northeast Florida Regional Council
40 E Adams Street, Ste. 320
Jacksonville, FL 32202

September 2026

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and high-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, the establishment of the Transportation Disadvantaged Trust Fund, and the enhancement of local participation in planning and delivering coordinated transportation services for 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

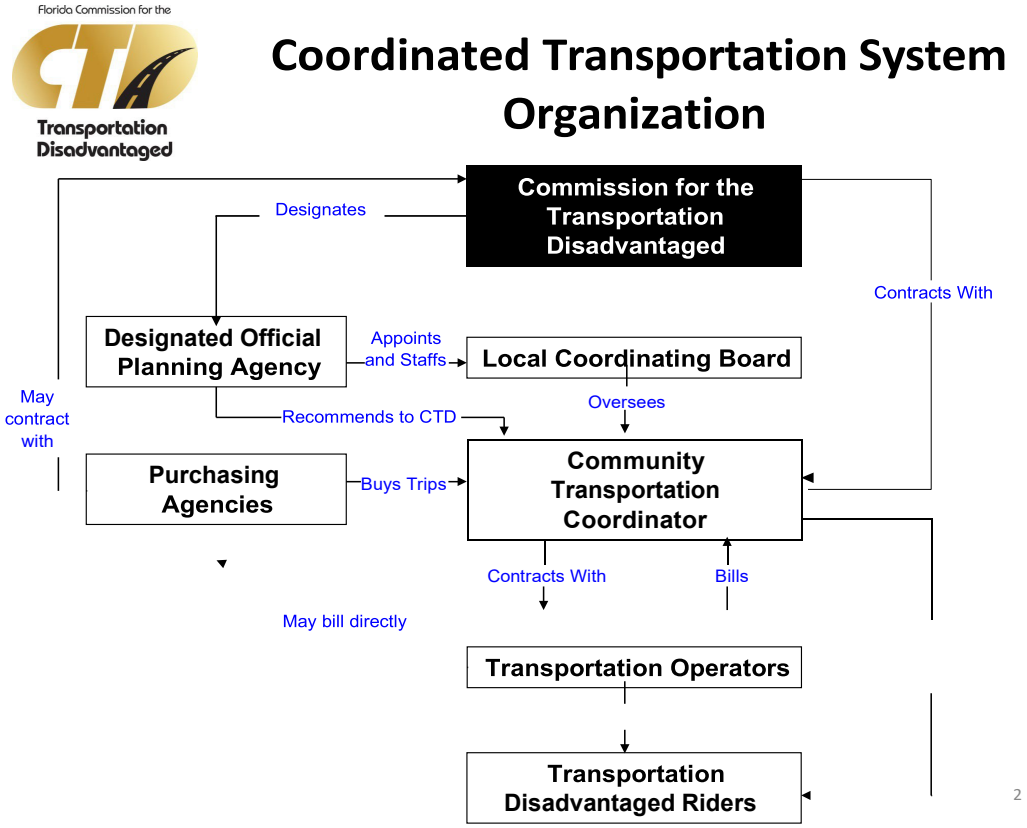
In December of 1981, the St. Johns County Board of County Commissioners passed Resolution 81-130, designating itself as Interim Coordinator of Community Transportation, as stated in the Florida Statutes of 1979, Chapter 427, which addresses the needs of those who are transportation disadvantaged. The 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 designating the St. Johns County Council on Aging, Inc., as the 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 coordinating County resources and executing Purchase of Service Agreements with other agencies in St. Johns County that sponsor transportation for their respective client bases.

In 1992, a request for proposals was issued 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 unable to secure a contractor for after-hours and weekend transportation services for 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 has trained COA drivers and continues to provide technical assistance to the COA.

SJCCOA continues to build a transportation system that supports the needs of St. Johns County citizens, with financial support from the St. Johns County Board of Commissioners. In 2026, the Northeast Florida Regional Council (NEFRC), the Designated Official Planning Agency, issued a request for proposals. SJCCOA responded and was ultimately designated as the Community Transportation Coordinator (CTC) for another five (5) years, beginning in 2026.

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 through Objectives B.1.8 and B.1.9, along with related policies.

Strategic Regional Policy Plan
The Transportation Disadvantaged Service Plan (TDSP) is consistent with "The Northeast Florida Strategic Regional Policy Plan," which was adopted by the NEFRC by Rule 29D-7 in 2026. The regional transportation element supports mobility, transportation-disadvantaged populations, and transit in policies two (2) and three (3).

Transit Development Plan
The TDSP is consistent with the St. Johns County Transit Development Plan, 2021 Major Update.

Commission for the Transportation Disadvantaged 2005 5-year / 20-year Plan. The TDSP is consistent with the themes of the Commission's 2005 plan, although much of the plan is outdated.

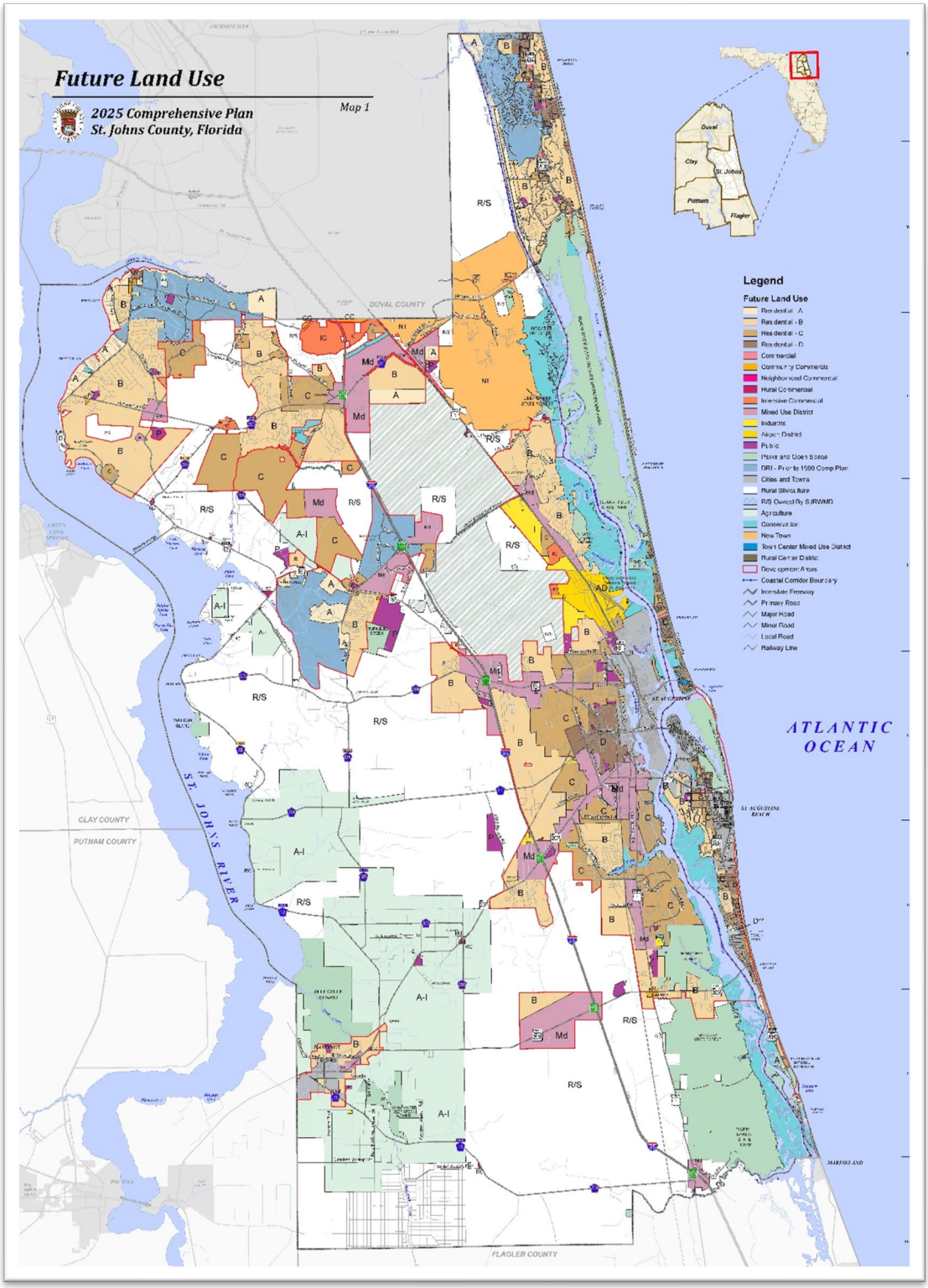
Regional Transit Action Plan
SJCCOA was represented in the creation of the Regional Transportation Commission's 2024 Northeast Florida Coordinated Mobility Plan, and the direction of that plan aligns with this TDSP. SJCCOA is represented on the Regional Transit Working Group, which is working to implement a regional transit system.

Public Participation

Representatives from public, private, and nonprofit transportation and human services providers, as well as members of the public, participate in developing the TDSP. Many of the Local Coordinating Board (LCB) members are staff of these agencies and review the Service Plan annually. All LCB members are invited to participate in developing the plan. The CTC staff have close relationships with many local churches, health care facilities, independent living centers, job training programs, and job placement agencies and receive ongoing input. Staff for the Northeast Florida Regional Council coordinate efforts to ensure that the policies in the plan are fully followed. A public hearing is held annually in conjunction with a quarterly board meeting for public input.

SERVICE AREA PROFILE/DEMOGRAPHICS

Land Use



Source: St. Johns County 2026 - https://hub.arcgis.com/documents/2c634f608fbb4094af55de333d9fc8cc/about

Population/Composition

Saint Johns County BEBR Population Estimates & Percent Change				
ESTIMATES	**Jurisdiction**	**Population**	**Population Change (2020-2025)**	**Percent Change (2020-2025)**
4/1/2025	St. Johns County	348,336	74,911	21.5%
	Marineland (part)	3	-	0.0%
	St. Augustine	16,548	2,219	13.4%
	St. Augustine Beach	6,995	192	2.7%
	UNINCORPORATED	324,790	72,500	22.3%

AGE GROUP	Population
0-4	16,311
5-9	20,818
10-14	26,213
15-19	24,486
20-24	17,283
25-29	12,612
30-34	13,395
35-39	20,255
40-44	24,373
45-49	23,469
50-54	22,512
55-59	21,967
60-64	24,114
65-69	24,034
70-74	21,824
75-79	17,418
80-84	9,997
85+	7,255
Total	**348,336**

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies. https://www.bebr.ufl.edu/population

Saint Johns County BEBR Population Projections					
PROJECTIONS	**2030**	**2035**	**2040**	**2045**	**2050**
Low	376,900	401,700	416,400	423,800	427,300
Medium	405,700	452,000	489,300	519,600	546,300
High	434,600	502,300	562,200	615,500	665,300
AGE GROUP	**2030**	**2035**	**2040**	**2045**	**2050**
0-4	17,057	17,353	17,199	16,664	16,016
5-9	23,601	23,952	23,856	23,272	22,372
10-14	28,239	30,878	30,580	29,903	28,904
15-19	29,564	30,529	32,817	32,000	31,091
20-24	21,351	25,080	25,456	26,963	26,123
25-29	16,421	19,945	23,148	23,367	24,539
30-34	15,355	19,652	23,482	26,899	27,064
35-39	18,763	20,851	26,053	30,655	34,812
40-44	26,585	23,904	26,058	31,997	37,386
45-49	29,136	30,873	27,190	29,268	35,585
50-54	26,200	31,615	32,826	28,476	30,433
55-59	25,242	28,489	33,641	34,372	29,585
60-64	25,003	27,861	30,794	35,789	36,310
65-69	27,917	28,024	30,573	33,313	38,437
70-74	26,675	30,144	29,736	32,039	34,840
75-79	21,651	26,024	29,071	28,492	30,678
80-84	16,041	19,769	23,639	26,352	25,964
85+	10,900	17,059	23,183	29,777	36,162
Total	**405,701**	**452,002**	**489,302**	**519,598**	**546,301**

Source: University of Florida, Bureau of Economic and Business Research, Florida Population Studies. https://www.bebr.ufl.edu/population

Saint Johns County Veterans Population Projections					
PROJECTIONS	**2030**	**2035**	**2040**	**2045**	**2050**
9/30/2023	22,637	22,628	22,738	22,817	23,029

Source: Veterans Administration Website: https://www.va.gov/vetdata/Veteran_Population.asp

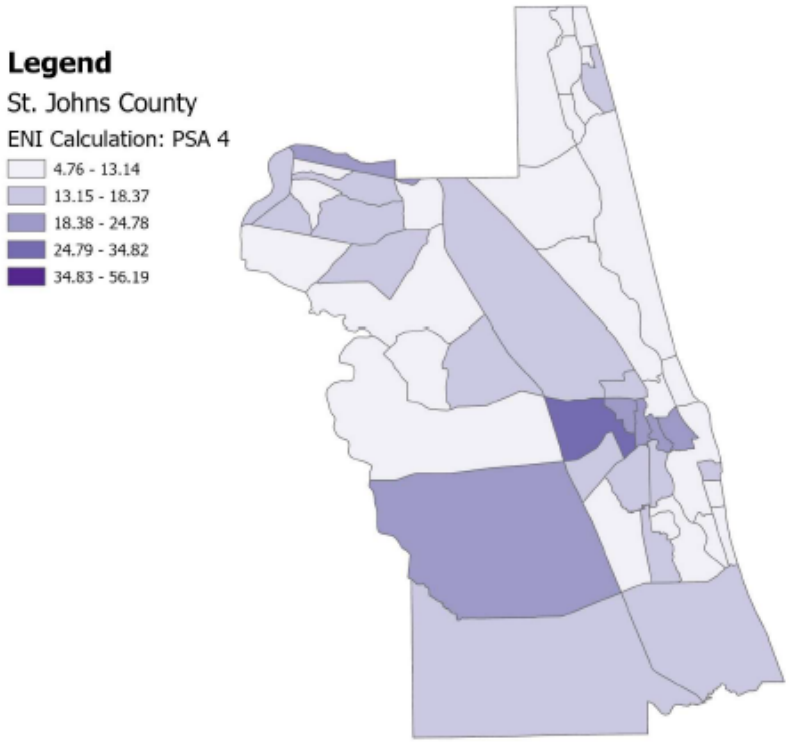
Statistics Related to County Population Age 60+

2025 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



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/doea/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

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	315,317	100%
Under 18	65,450	21%
Under 60	227,017	72%
18-59	161,567	51%
60+	88,300	28%
65+	66,223	21%
70+	46,169	15%
75+	29,482	9%
80+	16,260	5%
85+	8,113	3%

Source: BEBR, 2024

Gender	Value	Percent
Male	41,342	47%
Female	46,958	53%

Source: BEBR, 2024

Living Alone (65+)	Value	Percent
Male Living Alone	3,879	4%
Female Living Alone	7,740	9%

Source: U.S. Census Bureau, 2019-2023 ACS

Educational Attainment (65+)	Value	Percent
Less than High School	3,040	5%
High School Diploma	12,800	19%
Some College, No Degree	9,940	15%
Associates Degree or Higher	27,640	42%

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

Race and Ethnicity	Value	Percent
White	81,062	92%
Black	5,084	6%
Other Race	2,154	2%
Total Hispanic	4,073	5%
White Hispanic	3,781	4%
Non-White Hispanic	292	0%
Total Non-Hispanic	84,227	95%
Total Minority	11,019	12%

The minority population includes black, other, and Hispanic.

Source: BEBR, 2024

Driver License Holders	Value	Percent
Drivers	91,580	48%

Source: Florida Department of Highway Safety and Motor Vehicles, 2024

Registered Voters	Value	Percent
Registered Voters	93,237	29%

Source: Florida Department of State, 2024
Percentage calculation is based on total registered voters.

Veterans	Value	Percent
Age 45-64	7,881	40%
Age 65-84	8,451	32%
Age 85+	1,712	6%

Source: U.S. Department of Veterans Affairs, 2023

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	77%

Grandchildren are defined as being under the age of 18.

Source: AGID 2017-21 ACS

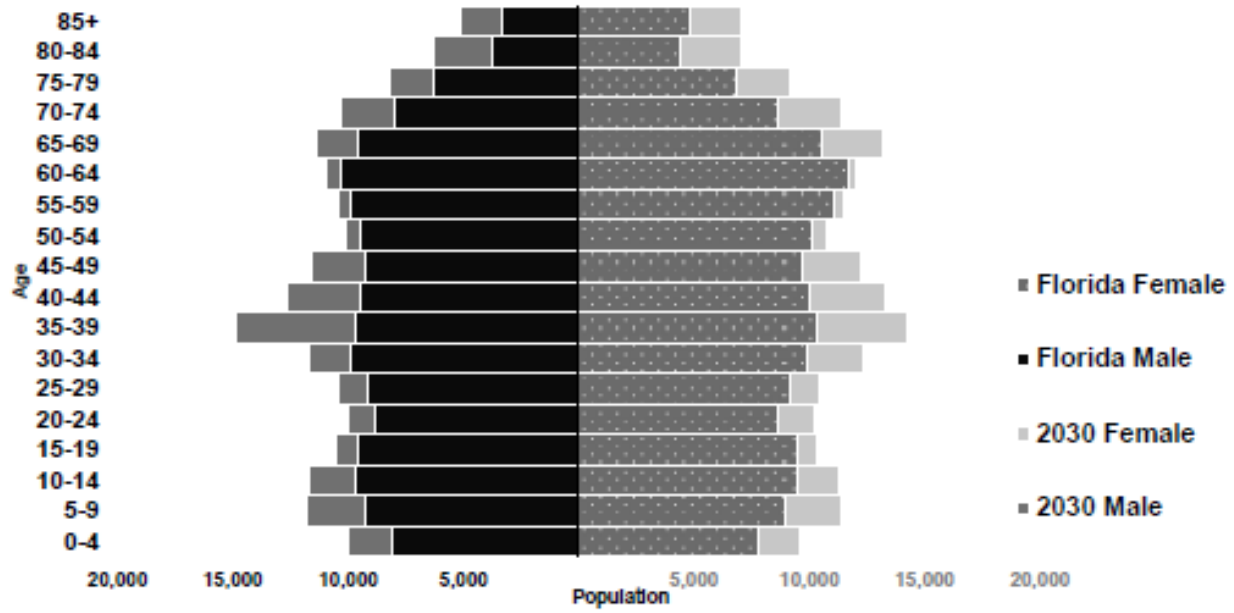
English Proficiency	Value	Percent
With Limited English Proficiency (65+)	761	1%

Source: U.S. Census Bureau, 2019-2023 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.

St. Johns County Demographic Profile

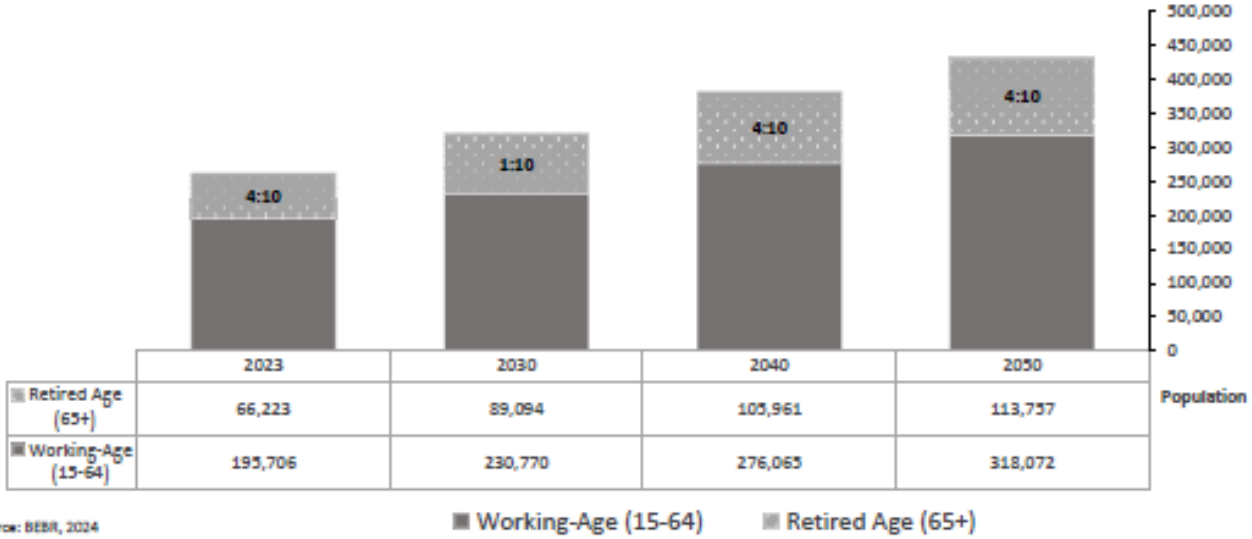
The population pyramid below compares the projected older adult population by gender between 2023 and 2030, demonstrating the changes expected in the next decade. As a whole, Florida is expected to experience population growth, with some areas expecting notable growth in the proportion of those age 65 and older.



Source: BEBR, 2024

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.



	2023	2030	2040	2050
Retired Age (65+)	66,223	89,094	105,961	113,757
Working-Age (15-64)	193,706	230,770	276,065	318,072

Source: BEBR, 2024

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.

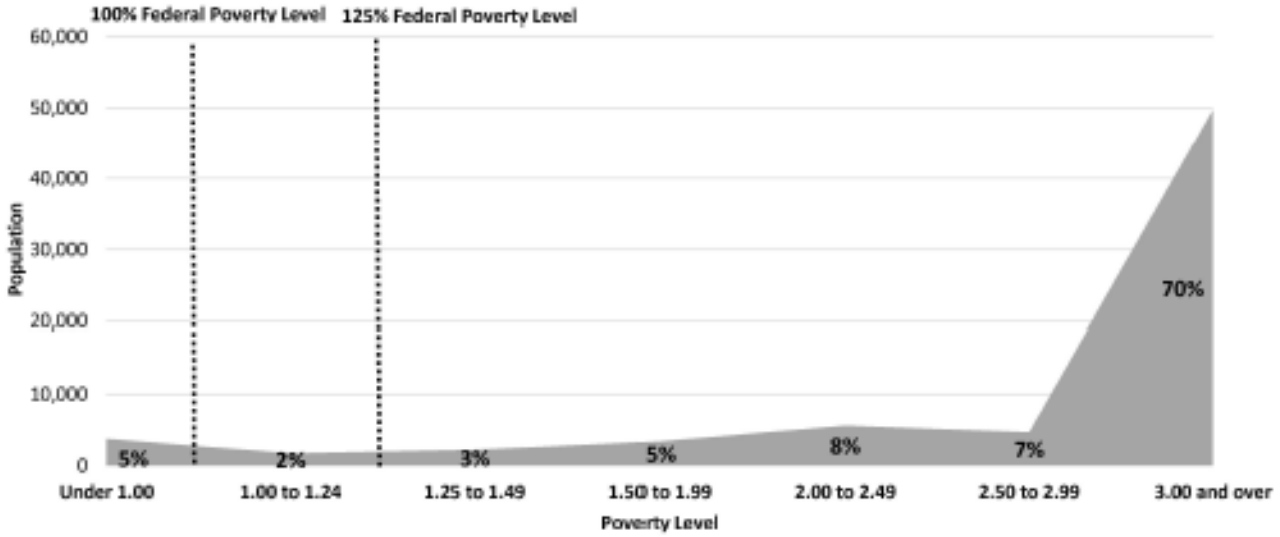
Federal Poverty Level	Value
Single-Person Household	$15,650
Two-Person Household	$21,150
125% Single-Person Household	$19,563
125% Two-Person Household	$26,438

Source: U.S. Department of Health & Human Services, 2025

Poverty (65+)	Value	Percent
At Poverty Level	3,334	5%
Below 125% of Poverty Level	4,710	7%
Minority At Poverty Level	341	1%
Minority Below 125% of Poverty Level	482	1%

Source: U.S. Census Bureau, 2019-2023 ACS

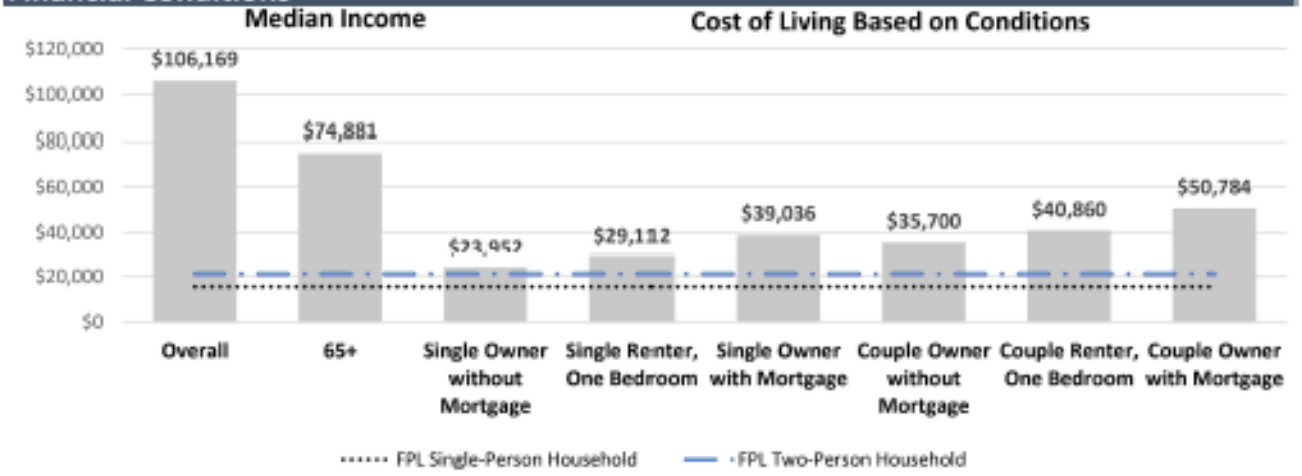
Ratio of Income to Poverty Level



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, 2019-2023 ACS, AGID 2017-21 ACS, and Elder Index. (2023). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts

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	37%

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, 2025

Road Incidents	Value
Total Involved in Fatal Car Crashes per 100,000	7

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	92%

Source: U.S. Census Bureau, 2019-2023 ACS

Food Resource Centers	Value
SNAP Access Sites	0
Fresh Access Bucks Outlet	1
Farmer's Market	3
Food Distribution (No Cost)	6
SNAP Retailers	163
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, USDA, Food-Banks, DCF, FDACS, 2025;

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	103,290
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, 2023, and FDOT, 2023-2024

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, 2025

Rural-Urban Designation	Value
Census Tracts Rural	3%
Census Tracts Urban	98%
Number of Census Tracts	25

Source: U.S. Department of Agriculture, 2019

Households With High Cost Burden (65+)	Value
Owner-Occupied Households	11,764
Percent of Owners with High Cost Burden	11%
Renter-Occupied Households	6,807
Percent of Renters with High Cost Burden	14%

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 Shimberg Center for Housing Studies, 2023, U.S. Census Bureau, 2019-2023 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 Shimberg 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, 2019-2023 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, 2019-2023 ACS

Employment Status (65+)	Value	Percent
Number of Seniors Employed	35,700	54%
Number of Seniors Unemployed	1,159	2%

Source: U.S. Census Bureau, 2019-2023 ACS

Retirement (65+)	Value	Percent
Social Security Beneficiaries	60,245	72%
SSI Recipients	685	28%

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, 2023

SNAP or Food Stamps	Value
Potentially Eligible	4,710
Annual Participants	3,562
Current Beneficiaries as of Dec-24	1,975
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, 2024

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	5
Operating Rooms	8
Recovery Beds	38

Source: Florida AHCA, 2025

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

Source: Florida AHCA, 2025

Medical Professionals	Value
Medical Doctors	
Licensed	1,224
Limited License	2
Critical Need Area License	13
Restricted	0
Medical Faculty Certification	2
Public Health Certificate	0
Other Professionals	
Licensed Podiatric Physicians	34
Licensed Osteopathic Physicians	182
Dentists	287
Licensed Registered Nurses	6,351
Pharmacies	47

Source: Florida Department of Health, 2025

Assisted Living Facility	Value
Total ALF Beds	1,433
Optional State Supplementation (OSS) Beds	0
Non-OSS Beds	1,433
Total ALF Facilities	21
Facilities with Extended Congregate Care License	3
Facilities with Limited Mental Health License	0
Facilities with Limited Nursing Service License	4

Source: Florida AHCA, 2025

Medically Underserved	Value	Percent
Total Medically Underserved	1,130	1%
Living in Areas Defined as Having Medically Underserved Populations	1,130	1%
Living in Medically Underserved Areas	0	0%

Source: Calculated using U.S. Health Resources & Services Administration and U.s. Census Bureau

Health Insurance 65+	Value	Percent
Insured	59,717	100%
Uninsured	297	0%

Source: U.S. Census Bureau, 2019-2023 ACS

Disability Status (65+)	Value	Percent
With One Type of Disability	7,195	---
With Two or More Disabilities	7,721	---
Total With Any Disability		
Hearing	7,107	11%
Vision	2,823	4%
Cognitive	3,329	5%
Ambulatory	8,760	13%
Self-Care	2,914	4%
Independent Living	5,592	8%
With No Disabilities	52,613	---
Probable Alzheimer's Cases (65+)	6,196	9%

Source: U.S. Census Bureau, 2019-2023 ACS, 2023 One-Year Estimate

Medicaid & Medicare Beneficiaries	Value	Percent
60+ Medicaid Eligible	3,995	16%
60+ Dual Eligible	3,545	64%

Source: Florida AHCA, 2025

Adult Day Care (ADC)	Value
ADC Facilities	2
Capacity	51

Source: Florida AHCA, 2025

Home Health Agencies	Value
Agencies	13
Medicaid Certified Agencies	0
Medicare Certified Agencies	5
Homemaker and Companion Service Companies	14

Source: Florida AHCA, 2025

St. Johns County Health Profile and Medical Resources

Skilled Nursing Facility (SNF) Use	Value
SNFs With Beds	8
Community Beds	7
Sheltered Beds	3
Veterans Administration Beds	1
Other Beds	0
SNF Beds	750
Community Beds	690
Sheltered Beds	150
Veterans Administration Beds	120
Other Beds	0
SNFs With Community Beds	7
Community Bed Days	204,594
Community Patient Days	188,368
Medicaid Patient Days	99,790
Occupancy Rate	92%
Percent Medicaid	53%

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, 2025

Emergency Medical Services (EMS)	Value
Providers	1

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

Source: Florida Department of Health, 2025

Adult Family Care Homes	Value
Homes	0
Beds	0

Source: Florida AHCA, 2025

Memory Disorder Clinics	Value
Total	0

Source: Florida DOEA's Department Overview, 2024

Dialysis	Value
End-Stage Renal Disease Centers	4

Source: Florida AHCA, 2024

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	2,402
Medicaid Beneficiary	13

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

Medicaid beneficiaries are individuals age 60 to 64.

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

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

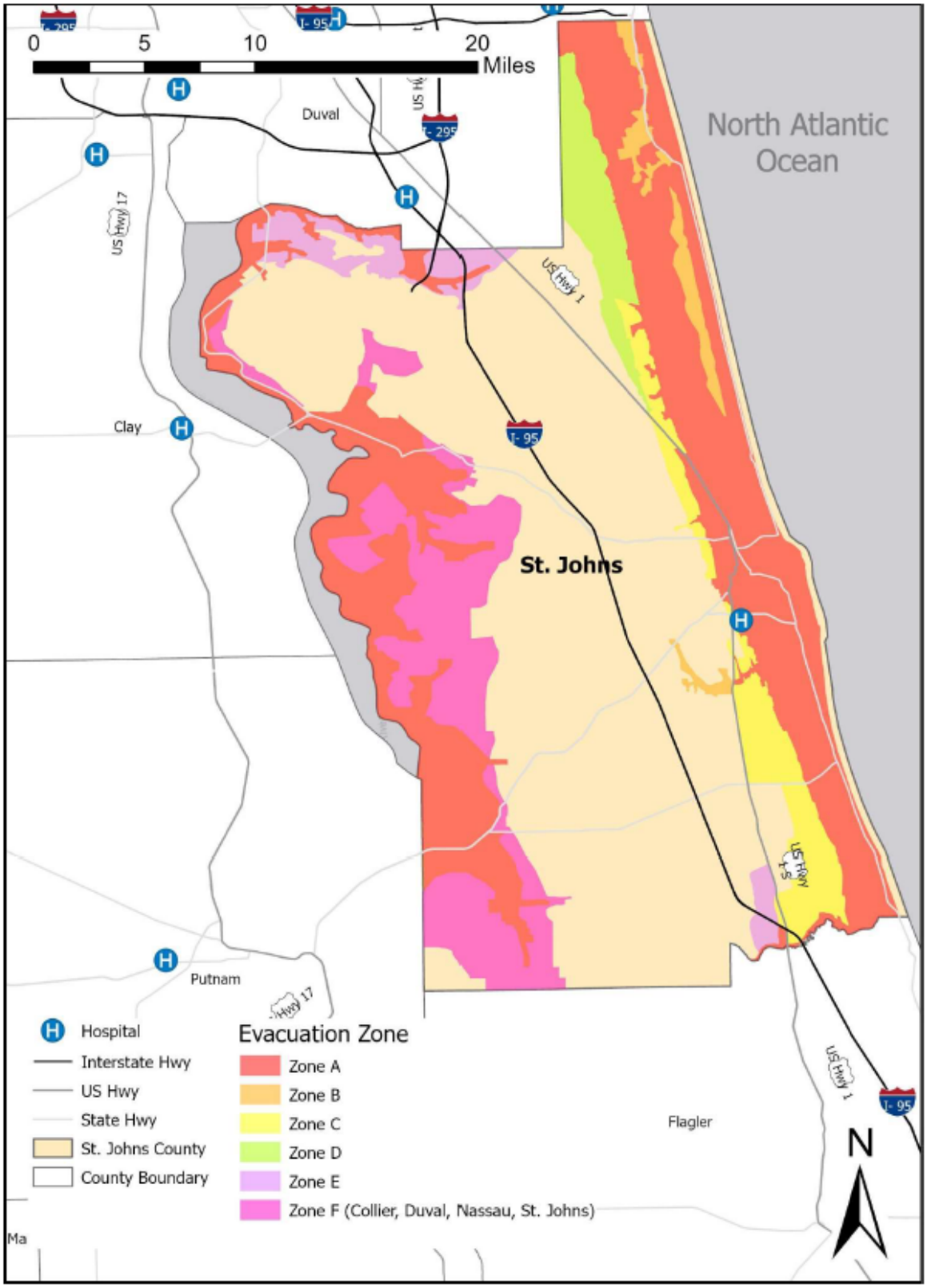
Evacuation Zones	Value	Percent
DOEA HCBS Clients	564	100%
Zone A	202	36%
Zone B	14	2%
Zone C	54	10%
Zone D	5	1%
Zone E	10	2%
Lives in an Evac Zone and Has Memory Problems*	33	6%
Lives in an Evac Zone and Lives Alone*	123	22%

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 eCIRTS, 2025; Florida Division of Emergency Management (FDEM), 2024

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 28 feet, and Zone E up to 35 feet.
Source: FDEM, 2024

Source: 2025 Saint Johns County Profile of Older Floridians, State of Florida, Department of Elder Affairs

Homeless Students in St. Johns County 2024-2025				
TOTAL HOMELESS STUDENTS	SHELTERS	SHARING HOUSE	OTHER	MOTELS
396	62	262	18	54

Source: Florida Department of Education's website:
https://www.fldoe.org/policy/federal-edu-programs/title-ix-mvp/data-reports.stml

The Percent of Population Below the Poverty Line by Age in St. Johns County						
AGE	TOTAL ESTIMATE	TOTAL MARGIN OF ERROR	TOTAL BELOW POVERTY LINE ESTIMATE	TOTAL BELOW POVERTY LINE MARGIN OF ERROR	% BELOW POVERTY LINE	% BELOW POVERTY LINE MARGIN OF ERROR
Under 18 Years	70,562	+/- 431	3,059	+/- 1,515	4.30%	+/- 2.1
Under 5 years	13,632	+/- 664	809	+/- 684	5.90%	+/- 4.9
5-17 Years Old	56,930	+/- 796	2,250	+/- 1,312	4.00%	+/- 2.3
Related Children of Householder Under 18 Years	70,535	+/- 436	3,032	+/- 1,522	4.30%	+/- 2.2
18 - 64 years	189,974	+/- 617	9,317	+/- 2374	4.90%	+/- 1.3
18 - 34 years	48,491	+/- 1,418	3,780	+/- 1,543	7.80%	+/- 3.2
35 - 64 years	141,483	+/- 1,485	5,537	+/- 1,663	3.90%	+/- 1.2
60 years and over	93,403	+/- 2,520	7,226	+/- 1,785	7.70%	+/- 1.9
65 years and over	71,377	+/- 607	5,858	+/- 1,438	8.20%	+/- 2.0

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 is 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 2024-Five-Year Estimates
Poverty Stats in the Past Twelve Months
https://data.census.gov/table/ACSST5Y2024.S1701?q=S1701+St.+Johns+County,+Florida

Employment in St. Johns County								
LABEL	Total		Labor Force Participation Rate		Employment/ Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 16 years and over	248,629	+/- 430	60.60%	+/- 0.8	58.30%	+/- 0.8	3.30%	+/- 0.5
AGE								
16 to 19 years	14,560	+/- 444	43.20%	+/- 3.9	39.60%	+/- 4.1	8.10%	+/- 3.3
20 to 24 years	13,916	+/- 337	74.90%	+/- 4.6	69.70%	+/- 4.6	6.70%	+/- 3.3
25 to 29 years	12,371	+/- 253	85.90%	+/- 3.7	83.50%	+/- 3.6	2.40%	+/- 1.4
30 to 34 years	15,356	+/- 54	87.20%	+/- 2.4	84.40%	+/- 2.7	2.60%	+/- 1.1
35 to 44 years	42,469	+/- 74	83.70%	+/- 2.3	80.80%	+/-2.5	2.60%	+/- 1.0
45 to 54 years	42,527	+/- 42	84.20%	+/- 2.1	81.40%	+/- 2.1	3.10%	+/- 1.0
55 to 59 years	20,884	+/- 1,162	70.10%	+/- 2.8	67.70%	+/- 2.9	3.20%	+/- 1.3
60 to 64 years	21,929	+/- 1,162	60.20%	+/-3.2	58.40%	+/-3.2	2.70%	+/- 1.2
65 to 74 years	38,218	+/- 145	23.30%	+/-2.3	22.50%	+/- 2.2	3.30%	+/- 1.7
75 years and over	26,399	+/- 145	6.60%	+/-1.1	6.50%	+/- 1.1	1.10%	+/- 1.3
RACE AND HISPANIC OR LATINO ORIGIN								
White alone	200,971	+/- 1,252	59.30%	+/- 0.9	57.00%	+/- 0.9	3.40%	+/- 0.6
Black or African American alone	12,565	+/- 619	64.80%	+/- 4.2	61.90%	+/- 4.3	3.70%	+/- 2.1
American Indian and Alaska Native alone	230	+/- 85	78.70%	+/- 17.0	65.20%	+/- 20.0	17.10%	+/- 21.1
Asian alone	9,168	+/- 404	70.10%	+/- 4.2	68.10%	+/- 4.4	2.30%	+/- 1.5
Native Hawaiian and Other Pacific Islander	29	+/- 31	72.40%	+/- 43.2	72.40%	+/- 43.2	0.00%	+/- 82.3
Some other race alone	4,407	+/- 936	74.50%	+/- 7.0	72.40%	+/- 7.0	1.80%	+/- 2.0
Two or more races	21,259	+/- 1,583	63.10%	+/- 3.3	61.00%	+/- 3.3	3.20%	+/- 1.2
Hispanic or Latino origin (of any race)	21,654	+/- 158	66.90%	+/- 3.5	56.90%	+/- 0.9	4.40%	+/- 1.7
White alone, not Hispanic or Latino	196,551	+/- 952	59.00%	+/- 0.9	76.10%	+/- 1.0	3.20%	+/- 0.6

Employment in St. Johns County (Continued)								
LABEL	Total		Labor Force Participation Rate		Employment/ Population Ratio		Employment Rate	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 20 to 64 years	169,452	+/- 205	78.90%	+/- 1.0	76.10%	+/- 1.0	3.10%	+/- 0.5
SEX								
Male	83,555	+/- 35	86.30%	+/- 1.1	83.10%	+/- 1.3	3.00%	+/- 0.7
Female	85,897	+/- 207	71.60%	+/- 1.7	69.30%	+/- 1.7	3.20%	+/- 0.8
With own children under 18 years	34,845	+/- 1,188	73.20%	+/- 3.0	71.50%	+/- 2.9	2.30%	+/- 0.7
With own children under 6 years only	6,461	+/- 713	74.70%	+/- 5.0	72.20%	+/- 5.1	3.30%	+/- 2.4
With own children under 6 years and 6 to 17 years old	6,542	+/- 778	63.20%	+/- 7.2	62.50%	+/- 7.2	1.10%	+/- 1.4
With own children to 6 to 17 years	21,842	+/- 1,245	75.80%	+/- 3.6	74.00%	+/- 3.7	2.30%	+/- 0.8
POVERTY STATUS IN THE PAST 12 MONTHS								
Below poverty level	10,879	+/- 1,343	47.00%	+/- 6.1	38.50%	+/- 6.5	18.10%	+/- 6.4
At or above the poverty level	157,916	+/- 1,367	81.40%	+/- 0.9	79.00%	+/- 1.0	2.50%	+/- 0.5
DISABILITY STATUS								
With any disability	14,251	+/- 1,491	52.00%	+/- 4.5	47.60%	+/- 4.4	8.40%	+/- 3.3
EDUCATIONAL ATTAINMENT								
Population 25 to 64 years	155,536	+/- 258	79.20%	+/- 1.0	76.60%	+/- 1.1	2.80%	+/- 0.4
Less than high school graduate	6,333	+/- 948	63.20%	+/- 5.5	59.40%	+/- 6.2	6.10%	+/- 4.8
High school graduate (includes equivalency)	26,878	+/- 2,034	71.40%	+/- 3.5	68.10%	+/- 3.4	4.10%	+/- 1.4
Some college or associate degree	40,101	+/- 2,200	77.80%	+/- 1.9	74.90%	+/- 2.0	3.50%	+/- 1.0
Bachelor's degree or higher	82,224	+/- 2,225	83.70%	+/- 1.3	81.60%	+/- 1.4	2.00%	+/- 0.6

Source: The American Community Survey 2024 Five-Year Estimates
Employment Status
https://data.census.gov/table/ACSST5Y2024.S2301?t=Employment:Employment+and+Labor+Force+Status&g=050XX00US12109

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 growing and is projected to grow more quickly than in 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 2026 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. While conditions have improved for some households, many continue to struggle, especially as wages fail to keep pace with the rising cost of household essentials (housing, child care, food, transportation, health care, and a basic smartphone plan). Households below the ALICE Threshold —ALICE households plus those in poverty — can't afford the essentials.

2024 Point-in-Time-Data

- Population: 334,928
- Number of Households: 132,465
- Median Household Income: $116,421 (state average: $77,735)
- Labor Force Participation Rate: 61% (state average: 61%)
- ALICE Households: 25% (state average: 34%)
- Households in Poverty: 7% (state average: 12%)

The Household Survival Budget reflects the minimum cost to live and work in the current economy and includes housing, child care, food, transportation, health care, technology, and taxes. It does not include savings for emergencies or future goals like college or retirement. In 2024, household costs in every county in Florida were well above the Federal Poverty Level of $15,060 for a single adult and $31,200 for a family of four.

Household Survival Budget, St. Johns County, Florida, 2024								
Monthly Costs	Single Adult	One Adult, One Child	One Adult, One In Child Care	Two Adults	Two Adults Two Children	Two Adults, Two In Child Care	Single Adult 65+	Two Adults 65+
Housing	$1,562	$1,705	$1,705	$1,705	$2,024	$2,024	$1,562	$1,705
Child Care	$0	$305	$812	$0	$609	$1,708	$0	$0
Food	$602	$1,018	$913	$1,103	$1,850	$1,632	$554	$1,016
Transportation	$424	$516	$516	$598	$869	$869	$362	$475
Health Care	$189	$529	$529	$529	$900	$900	$510	$1,020
Technology	$97	$97	$97	$131	$131	$131	$97	$131
Miscellaneous	$287	$417	$457	$407	$638	$726	$309	$435
Taxes	$456	$438	$525	$548	$616	$807	$502	$774
Monthly Total	$3,617	$5,025	$5,554	$5,021	$7,637	$8,797	$3,896	$5,556
ANNUAL TOTAL	$43,404	$60,300	$66,648	$60,252	$91,644	$105,564	$46,752	$66,672
Hourly Wage	$21.70	$30.15	$33.32	$30.13	$45.82	$52.78	$23.38	$33.34

Source: https://www.unitedforalice.org/county-reports/florida

Major Trip Generators/Attractors

Trip generators are land uses from which trips originate, such as residential areas and group homes, while trip attractors are land uses that 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 clients' trips occur within St Johns County, more specialized attractions are often located in neighboring counties such as Duval, Putnam, and Flagler, or even in more distant communities such as Gainesville. Since these trips tend to be more costly to provide, careful planning and scheduling are required of the CTC 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
- A-Cab
- A-Team Taxi Service
- Abraxi Taxi
- Ace Taxi
- Affordable Taxi
- Ancient Cab
- Castillo Cab
- Eco-ride Taxi
- Florida's First Coast Taxi Company
- Green Taxi
- Lyft
- QOne Taxi Service
- Sax Taxi
- Tropical Taxi
- Uber
- Yellow Cab

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	$309,176 in operating funds		$290,000 5310 Operating

	of the Sunshine Bus Company and 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.			
24/25	Operating Assistance for Deviated Fixed Route	Operating Assistance for Service in Rural Areas		$454,002
25/26	Operating Assistance for Deviated Fixed Route	Operating Assistance for Service in Rural Areas		$358,619

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:

Direct Travel Time	On-Board Time
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. maynot 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 is 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.
    e. The grievance should be addressed to: Chairperson, Local Coordinating Board, 180 Marine Street, St Augustine, FL 32084 or emailed to the Transportation Director at customerservice@stjohnscoa.com, with a subject line stating: Formal Grievance.

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: July 2026

TYPE OF SERVICE TO BE PROVIDED	UNIT	COST / UNIT $
CTD Rates		
Ambulatory	Passenger Trip	$22.04
Wheelchair	Passenger Trip	$37.78
Stretcher	Passenger Trip	$78.70
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 the public within ¼ mile of the 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	$3.94
Wheelchair	Loading Fee	$5.50
	Passenger Mile	$6.75
Stretcher	Loading Fee	$60.00
	Passenger Mile	$14.07

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 included as Appendix 7.

CTC Monitoring Procedures of Operators

The St. Johns County TD program does not have any subcontracted operators at this time.

Coordination Contract Evaluation Criteria

The St. Johns County TD program has no coordination contracts at this time. However, any future coordination contracts shall be evaluated annually, and their performance 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 on established procedures, using staff from the CTD's Quality Assurance & Program Evaluation (QAPE) section.