



**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: 245 363 279 084 3
Passcode: Cy6FP6fv
Tuesday, December 2, 2025, at 1:30 p.m.

1. Welcome, Call to Order – Vice-Chair Dickinson
2. Presentation – NEFRC
3. Service Overview – St. Johns County Council on Aging
4. Public Comment
5. Discussion
6. Adjournment – Vice-Chair Dickinson

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

The St. Johns County Transportation Disadvantaged Program

*Prepared by the
Northeast Florida
Regional Council*



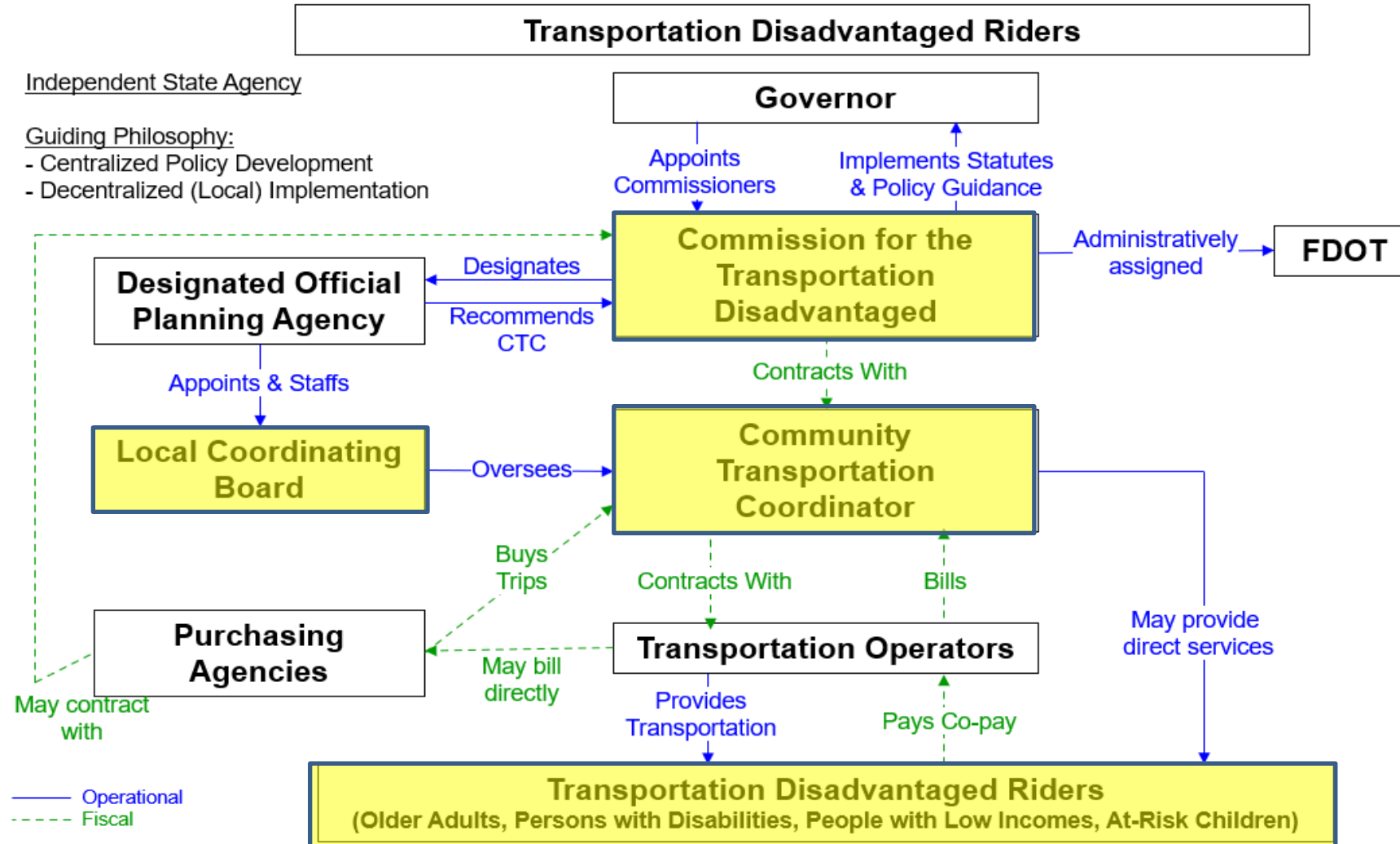
Key Definitions & Governing Statutes of Program

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 Statute 427.011-427.017*](#)
- [*Florida State Administrative Code 41-2*](#)

Florida's Coordinated Transportation System Organizational Structure... At A Glance



**Where You
Participate**

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 11-member governor-appointed board, representing purchasing agencies. The CTD also includes Florida Department of Transportation staff that monitors TD 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 Commission for the Transportation Disadvantaged (CTD) designated official planning agency (DOPA) for Baker, Clay, Flagler, Nassau, St. Johns, and Putnam since 1994. The Council was made the DOPA 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 18 stakeholders from varied communities to form Local Coordinating Board (LCB) voting membership. These representatives collectively advocate the needs of their communities at LCB meetings to create a locally coordinated system.

LCB Community Representation

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

Local Coordinating Board (LCB) *Continued*

The LCB meets quarterly and provides guidance on local coordination of Transportation Disadvantaged Program.

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.

**ST. JOHNS
COUNTY
COUNCIL ON
AGING**

Who we are...

St. Johns County Council on Aging, Inc. (SJCCOA) is a private, non-profit corporation that has been serving the needs of the elderly in St. Johns County since 1973.

The mission of SJCCOA's transportation program is to provide safe, affordable, and reliable mobility options to the transportation disadvantaged citizens of St. Johns County.

We are the CTC

- **In October, 1983, SJCCOA accepted the invitation to serve as the designated Community Transportation Coordinator (CTC) as appointed by the Florida Commission for the Transportation Disadvantaged and has proudly done so for almost four decades.**
- **COA will continue this appointed designation through June 30, 2026.**

But what does it mean to be the CTC?

The Florida Commission for the Transportation Disadvantaged designates a Community Transportation Coordinator (CTC) for each county/service area.

The CTC is responsible for coordinating and/or providing transportation services to individuals who are transportation disadvantaged.

Transportation Disadvantaged Defined

Persons who, because of physical or mental disability, income status, age, or who are unable to transport themselves or to purchase transportation may have their fare subsidized by funding from the Commission for the Transportation Disadvantaged.

COA Paratransit Service Defined

We provide non-emergency medical and other transportation services within the St. Johns County Service area on a door-to-door basis for ambulatory and wheelchair bound passengers, and door-through-door service for stretcher passengers.

Who is eligible?

- Those who cannot provide or purchase their own transportation.
- The general public and the elderly.
- Persons with disabilities or who may be temporarily disabled

Paratransit Service Cont'd...



What is the Cost?

- Fares are dependent upon your sponsorship and funding source. When you make your reservation, you will be informed of the cost of your trip.
- The driver will collect the fare from you when you board the vehicle.
- Please have exact change, as drivers do not carry money and will not be able to make additional stops in order to get change.

Paratransit Service Cont'd...

Where can I go?

- Doctor Appointments / Pharmacy*
- Grocery Store / Personal Shopping
- Education / Training
- Work
- Visit Family / Friends
- Attend Events
- Church
- Entertainment / Recreation

Paratransit Service Cont'd...

What if I have Medicaid?

- Those who have – or who are eligible for – Medicaid must contact their HMO's medical transportation broker to arrange medical related trips.
- Those who do not wish to use their appointed third-party medical transportation service can use the SJC Council on Aging's transportation service by paying the standard rates (aka 'Private Pay').
- Transportation for eligible Medicaid recipients for non-medical related trips can be provided based upon the review of the eligibility beneficiary intake form for transportation.

Sunshine Bus Defined



The Sunshine Bus Company is St. Johns County's award winning public transportation system.



It was established in May of 2000.



The system has grown from two (2) routes and a first month's ridership of 414 (8,184 the first 8 months) to its current nine (9) routes with an average monthly ridership of over 23,300 (280,445 in 2019).

Award winning service

Since its inception, the St. Johns County's public transportation system has won numerous regional, state and national awards. Some of these awards include:

Northeast Florida regional Council 's regional award for excellence in transportation (Regional)

Florida Public Transportation Association (FPTA) Bus Safety & Security Excellence Award (State)

Florida Commission for the Transportation Disadvantaged (CTD) Safety Award of the Year (State)

Award Winning Service Cont'd...

Community Transportation Association of America's (CTAA)
Community Transit System of the year (National)

Beverly Foundation Star Search Award for Senior
Transportation (2x recipient National)

National FTA Administrator's award for Outstanding Public
Service in Rural Public Transportation (National)

Provide

Provide safe, affordable and reliable door-to-door transportation for St. Johns County residents disadvantaged due to age, income or disability.

Offer

Offer a safe, affordable and reliable deviated fixed-route transportation option, known as the Sunshine Bus Company, to the residents of St. Johns County.

Maintain

Maintain the highest expectation of quality, safety and customer satisfaction in the delivery of all transportation services.

Our
Objective

Our Objective Cont'd...

Comply	Comply with all state and federal regulations in the delivery of all transportation services.
Ensure	Ensure that adequate operational funding is in place to not only sustain existing transportation services but also to allow for growth, maintain existing facilities, equipment and rolling stock.
Secure	Secure adequate capital funding is in place to add additional bus shelters, system enhancements and rolling stock.



Achieving Our Mission

The transportation department achieves its mission by administering services provided through contracts with federal, state and local agencies.

Through funding support from the Florida Commission for the Transportation Disadvantaged (CTD), the Florida Department of Transportation (FDOT), the Federal Transit Administration (FTA), and the St. Johns County Board of County Commissioners.

WHY CHOOSE COA?



For more information and/or how to apply

COA TRANSIT CENTER

2595 Old Moultrie Rd.
St. Augustine, FL 32086

customerservice@stjohnscoa.com | FAX:
904-209-3654

CUSTOMER SERVICE/RESERVATIONS

904-209-3710

Monday – Friday

7:30 a.m. – 4:00 p.m.

DISPATCH

904-209-3711

Monday – Friday: 5:00 a.m. – 6:00 p.m.

Hearing & Voice Impaired: 711
(Florida Relay System/TDD Line)

<https://www.coasjc.org/transportation/>



**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: 245 363 279 084 3
Passcode: Cy6FP6fv

Tuesday, December 2, 2025, immediately following the Public Hearing

*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review –Vice-Chair Dickinson*
2. Additions, Deletions, and Changes to the Agenda – Vice-Chair Dickinson*
3. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
4. Approval of the September 9, 2025, Meeting Minutes – Vice-Chair Dickinson *
5. LCB Membership
6. Election of LCB Vice-Chair*
7. Annual Grievance Procedure Review*
8. Election of Grievance Committee*
9. Election of CTC Evaluation Committee*
10. Northeast Florida Regional Council Update – Ms. Jones
 - a. TD 101
 - b. Ride United Update
 - c. RFP Update
11. Community Transportation Coordinator (CTC) System Update – Mr. McCord
 - a. Annual Operation Report*
 - b. CTC Quarterly Update
 - c. Grants Update* (Approval if required)
12. Old Business
13. New Business
14. Member and Department Reports
15. Adjournment – Vice-Chair Dickinson*

Next LCB Meeting: February 10, 2026, at 1:30 p.m.
St. Johns County Council on Aging
179 Marine Street, St. Augustine, FL 32084



St. Johns County Transportation Disadvantaged Local Coordinating Board Quarterly Meeting

Tuesday, September 9, 2025

Northeast Florida Regional Council
Elizabeth Payne, AICP
Chief Executive Officer

St. Johns County Commission
Hon. Christian Whitehurst, Chair

Florida Transportation
Disadvantaged Commission
Monica Russell, Chair

MINUTES

*Denotes Required Action Item

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

A quarterly meeting of the St. Johns County Transportation Disadvantaged (TD) Local Coordinating Board (LCB) was held on Tuesday, September 9, 2025, in person and via virtual Microsoft Teams. LCB Chair Whitehurst called the meeting to order at 1:33 p.m. with the following members present:

Representing:	Voting Member:
Elected Official/Chairperson	Christian Whitehurst (In-person)
FDOT	Janell Damato (Virtual)
Department of Children and Families	John Wisker (Virtual)
Dept. of Education (Voc. Rehab.)	Rochelle Price (Virtual)
Veterans Services	Joseph McDermott (In-person)
Citizen Advocate/Non-user	Joe Stephenson (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Regional Workforce Dev. Board	Marc Albert (In-person)

Members Not Present

Representing:	Voting Member:
Public Education	Donna Fenech
Dept. of Health Care Admin	Pamela Hagley
Agency for Persons w/ Disabilities	Sheryl Stanford

Community Transportation Coordinator Staff Present

Matt McMord, Rachel Morris, Nelson Wiley (In-Person)

Planning Agency Staff Present

Summer Jones, Monica Dominguez (In-Person)

Guests

None

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

2. Additions, Deletions, and Changes to the Agenda

No changes to the agenda at this time.

3. Public Comment

No public comment at this time.

4. Approval of May 13, 2025, Meeting Minutes*

Mr. Stephenson motioned for approval of the May 13, 2025, meeting minutes. Mr. McDermott seconded the motion. The May 13, 2025, meeting minutes were approved unanimously.

5. LCB Membership

LCB Membership was considered next. Ms. Jones went over the vacancies:

Community Action (Econ. Disadvantaged)

Elderly

Disabled

Citizen Advocate/User

Children at Risk

Private for Profit Transportation

Medical Community

6. Northeast Florida Regional Council Update

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

a) TD 101

Summer Jones provided an overview of the Transportation Disadvantaged program, highlighting the groups that fall under this category, such as older adults and individuals with disabilities. She discussed the establishment of the Commission for the Transportation Disadvantaged in 1979 and its role in coordinating services statewide. Additionally, she mentioned the criteria for non-sponsored eligibility for transportation services.

b) Ride United

Ms. Jones discussed United Way's Ride United Program. The conversation included information about the United Way 211 service, which offers Lyft rides for eligible individuals, emphasizing the need for advance scheduling.

Mr. Stephenson raised concerns about the lack of coordination between this service and local transportation providers, questioning the funding sources and the implications for St. John's County.

Ms. Jones stated she would look further into this matter and have an answer at the next LCB meeting.

c) RFP Timeline

Ms. Jones provided an update and timeline for the upcoming Request for Proposal.

After the discussion regarding the RFP, Ms. Jones presented a very brief presentation on Jacksonville Transportation Authority's NAVI (Neighborhood Autonomous Vehicle Innovation). There were some concerns about suitability for individuals with disabilities due to motion sensitivity and the process of securing passengers.

7. Community Transportation Coordinator

a.) Annual Operation Report*

The Annual Operation Report has been submitted but not approved by the CTD. It will be brought to the November LCB meeting for approval.

b.) 2025-2026 Rate Model*

Ms. Jones presented the new rates for the 2025-2026 rate model, noting increases for wheelchair and ambulatory services. The ambulatory rate was \$21.04 and increased to \$22.04. The wheelchair rate was \$36.06 and increased to \$37.78. Mr. Albert motioned to approve the 2025-2026 Rate Model and Janet Dickinson seconded the motion, and after a brief discussion, the motion was unanimously approved by the attendees.

c.) CTC Quarterly Update

Mr. McCord gave the quarterly update:

From April 1, 2025, to June 30, 2025, there was a total of 11,280 trips by mobility for paratransit. For this same period, there was a total of 23,516 riders for the Sunshine Bus.

- They met with Marcus Owens, the Director of West Augustine Youth Development, in a collaborative effort to provide after-school transportation from elementary schools to the Solomon Calhoun Center.
- They are working with JTA to use the Avenues Walk Park-n-Ride facility in Jacksonville.
- They have received 3 new Sunshine buses this quarter. There was one bus that was on its way to St. Augustine from Tallahassee, but it started smoking and had to be returned to the FDOT inspection facility.
- They attended the Professional Development Workshop and Transit Safety and Operations Summit in Tampa in June.
- They attended the FPTA Annual Conference in St. Petersburg.

- They have received their CTC overview report from Thomas Howell Ferguson group for the 2024-25 FCTD monitoring review. There was one finding resulting in a Corrective Action Plan. There was also an invoice validation issue. There was 1 duplicate trip that was overbilled. A trip was inserted as having a mobility device and a duplicate trip for the same person was inserted without a mobility device.
- The next Quarterly Safety Meeting is scheduled for October 28th.
- They are working with CUTR to host another Bus Collision Short Investigation Course at the River House in the first part of next year.
- There were no reportable accidents this quarter and no incidents.

d.) Grants Update

There were no grants updates.

8. Old Business

There was no old business.

9. New Business

There was no new business.

10. Public Comment

No public comment at this time.

11. Member and Department Reports

There were no members and department reports.

12. Adjournment

Chair Whitehurst adjourned the meeting at 2:24 p.m. The Annual Public Hearing and the next LCB meeting will occur on November 18, 2025, at 1:30 p.m. in the St. Johns Council on Aging Boardroom.

ATTENDANCE RECORD
ST. JOHNS COUNTY
LOCAL COORDINATING BOARD

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

VACANCIES

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

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: September 9, 2025
Time: 1:30 p.m.

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

Name	Address	Phone	E-Mail
Summer Jones	40 E Adams St.		sjones@nefrc.org
Monica Dominguez	"		mdominguez@nefrc.org
Matt McCord	180 Marine St.		mmccord@stjohnscoa.com
Nelson Wiley	180 Marine St		nwiley@stjohnscoa.com
Rachel Morris	4040 Lewis Speedway		rmorris@sjcf.us
JOSEPH D. McDERMOTT	200 SAN SEBASTIAN VILLAGE ST. AUGUSTINE, FL 32084	(904) 209-6160	jmcdermott@sjcf.us
Christina Whithurst	500 San Sebastian Village	904-584-5348	bcelwhitchurst@sjcf.us
Joe Stephenson	on file		
Marc Albert	525 SR 16 #109 St. Aug FL 32084	904-819-0231	MALBERT@CAREERSOURCEFL.COM

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.	Angela	Gregory	FDOT, District 2	FDOT	Alternate			
Ms.	Christina	Nalsen	FDOT, District 2	FDOT	Alternate			
Ms.	Lauren	Adams	FDOT, District 2	FDOT	Alternate			
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting			
Mr.	John	Wisker	Department of Children and Families	DCF	Alternate			
Ms.	Donna	Fenech	St. Johns County Schools	Public Education	Voting		Feb-26	
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	Feb-26		
Ms.	Lori	Chapman	St. Johns County Veterans Services	Veterans	Alternate			
VACANT			Northeast Florida Community Action Agency, Inc.	Community Action (Econ. Disadvantaged)	VACANT			
VACANT				Elderly	VACANT			
VACANT				Disabled	VACANT			
VACANT				Citizen Advocate/User	VACANT			
Mr.	Joe	Stephenson	Citizen Non-user	Citizen Advocate Non-User	Voting	Feb-26	Feb-26	
VACANT				Children at Risk	VACANT			
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Department of Elder Affairs	Voting			
VACANT				Private for Profit Transportation	VACANT			
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA	Voting			
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA	Alternate			
Ms.	Sheryl	Stanford	Agency for Persons with Disabilities	Agency for Persons w/ Disabilities	Voting	Feb-26	Feb-26	
Ms.	Lou Anne	Hasty	CareerSource Northeast Florida	Workforce Development	Voting			Vice Chair
VACANT			Flagler Hospital	Medical Community	VACANT			
Mr.	Matt	McCord	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
Ms.	Patricia	Solano	St. Johns Council Council on Aging	CTC	Non-Voting			Finance Director
Ms.	Becky	Yanni	St. Johns County Council on Aging	CTC	Non-Voting			SJC COA Director
Mr.	Steve	Sarles	St. Johns County Council on Aging	CTC	Non-Voting			Paratransit Customer Service Manager
Ms.	Renee	Knight	Elder Source		Interested Party			
Ms.	Rachel	Morris	St. Johns County Transportation Development		Interested Party			
Ms.	Shelby	Romero	St. Johns County BOCC		Interested Party			Notify Shelby of any changes to meeting schedule
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

Local Complaint/Grievance Procedures

Definition of a Service Complaint

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

Service Complaints may include but are not limited to:

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

Definition of a FORMAL GRIEVANCE

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

Formal Grievances may include but are not limited to:

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

Service Complaint Process

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

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

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

Service Complaint Grievance Process

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

1. All grievances filed must be written and contain the following:
 - a. The name and address of the complainant;
 - b. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner;
 - c. An explanation of the relief desired by the complainant.
 - d. The grievance should be addressed to: Executive Director, St. Johns County Council on Aging, Inc. 180 Marine St., St. Augustine, FL 32084.
2. A written copy of the grievance procedures and rider policies are available to anyone, upon request.
3. The contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance is posted in each of the SJCCOA vehicles in plain view of riders.

4. SJCCOA Executive Director will respond to Grievant in writing noting the date of receipt and the date by which a decision will be made (not to exceed 15 working days) in a response mailed to the grievant.
5. SJCCOA Executive Director representing the CTC will render a decision in writing, giving the complainant an explanation of the facts that lead to the CTC's decision and provide a method or ways to bring about a resolution.
6. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
7. The SJCCOA Board of Directors, will receive a copy of the grievance and response.

Formal Grievance Process

Local Coordinating Board's formal grievance Procedures:

1. All formal grievances filed must be written and contain the following:
 - a. The name and address of the complainant;
 - b. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner;
 - c. An explanation of the improvements needed to address the complainant.
 - d. The grievance should be addressed to: Chairperson, Local Coordinating Board, 180 Marine St., St. Augustine, FL 32084 or emailed to Matt McCord at mmccord@stjohnscoa.com.
2. A written copy of the grievance procedures are available to anyone, upon request.
3. The Chairperson of the Local Coordinating Board will respond to Grievant in writing noting the date of receipt and the date by which a decision will be made (not to exceed 60 working days) in a response mailed to the grievant
4. The local Chairperson, Local Coordinating Board will render a response in writing providing explanation or recommendations regarding the grievance.
5. The local Coordinating Board grievance subcommittee must review all grievances and report accordingly to the full local Coordinating Board.
6. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
7. If the local Coordinating Board receives a grievance pertaining to the operation of services under the Community Transportation Coordinator, that grievance should be passed on to the Community Transportation Coordinator for their response to be included in the local Coordinating Board's response.

Commission for the Transportation Disadvantaged (CTD) Grievance Procedure:

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

TD 101

Planning Agency

- ▶ Can be a Metropolitan/Transportation Planning Organization
- ▶ Regional Planning Council
- ▶ Local Planning Organization

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

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.

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 to create the local coordinated system.

LCB Community Representation

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



CTC Organization

County: Saint Johns

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete

CTD Status: Complete

Date Initiated: 8/13/2025

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

Address: 180 Marine St.

City: Saint Augustine

State: FL

Zip Code: 32084

Organization Type: Private Non Profit

Network Type: Sole Source

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Krista Joseph

CTC Contact: Matt McCord

CTC Contact Title: Director, Transportation Department

CTC Contact Email: mmccord@stjohnscoa.com

Phone: (904) 209-3718

CTC Certification

I, Matt McCord, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Krista Joseph, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Saint Johns

CTC Status: Complete

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

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	90,436	N/A	90,436	97,260	N/A	97,260
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	23,504	0	23,504	21,161	0	21,161
Non-Ambulatory	21,636	0	21,636	21,395	0	21,395
Stretcher	118	0	118	202	0	202
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	135,694	0	135,694	140,018	0	140,018
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	26,275	N/A	26,275	27,139	N/A	27,139
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	90,436	0	90,436	97,260	0	97,260
Local Government	0	0	0	1	0	1
Local Non-Government	18,983	0	18,983	15,618	0	15,618
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	135,694	0	135,694	140,018	0	140,018



CTC Trips (cont'd)

County: Saint Johns

CTC Status: Complete

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

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	15,381	0	15,381	12,995	0	12,995
Children At Risk	0	0	0	12	0	12
Persons With Disabilities	27,393	0	27,393	27,203	0	27,203
Low Income	0	0	0	0	0	0
Other	92,920	0	92,920	99,808	0	99,808
Total - Passenger Type	135,694	0	135,694	140,018	0	140,018
Trip Purpose - One Way						
Medical	18,917	0	18,917	19,671	0	19,671
Employment	1,752	0	1,752	1,970	0	1,970
Education/Training/Daycare	2,372	0	2,372	1,757	0	1,757
Nutritional	19,731	0	19,731	17,717	0	17,717
Life-Sustaining/Other	92,922	0	92,922	98,903	0	98,903
Total - Trip Purpose	135,694	0	135,694	140,018	0	140,018
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	3,589	0	3,589	3,914	0	3,914
Total - UDPHC	3,589	0	3,589	3,914	0	3,914
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	189	N/A	189	88	N/A	88
Customer Feedback						
Complaints	6	N/A	6	7	N/A	7
Commendations	11	N/A	11	11	N/A	11



CTC Vehicles & Drivers

County: Saint Johns

CTC Status: Complete

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

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	703,374	N/A	703,374	695,934	N/A	695,934
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	453,188	0	453,188	419,528	0	419,528
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	1,156,562	0	1,156,562	1,115,462	0	1,115,462
Roadcalls & Accidents						
Roadcalls	3	0	3	9	0	9
Chargeable Accidents	2	0	2	3	0	3
Vehicle Inventory						
Total Number of Vehicles	39	0	39	49	0	49
Number of Wheelchair Accessible Vehicles	38	0	38	48	0	48
Drivers						
Number of Full Time & Part Time Drivers	59	0	59	61	0	61
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Saint Johns

CTC Status: Complete

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

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 711,913	N/A	\$ 711,913	\$ 663,362	N/A	\$ 663,362
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 810,230	\$ 0	\$ 810,230	\$ 952,405	\$ 0	\$ 952,405
49 USC 5310	\$ 132,661	\$ 0	\$ 132,661	\$ 260,807	\$ 0	\$ 260,807
49 USC 5311	\$ 538,848	\$ 0	\$ 538,848	\$ 941,714	\$ 0	\$ 941,714
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 740,384	\$ 0	\$ 740,384	\$ 708,351	\$ 0	\$ 708,351
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 276,489	\$ 0	\$ 276,489	\$ 276,489	\$ 0	\$ 276,489
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 97,035	\$ 0	\$ 97,035	\$ 100,544	\$ 0	\$ 100,544
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 27,264	\$ 0	\$ 27,264	\$ 49,132	\$ 0	\$ 49,132
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 3,334,824	\$ 0	\$ 3,334,824	\$ 3,952,804	\$ 0	\$ 3,952,804



CTC Expense Sources

County: Saint Johns

CTC Status: Complete

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

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 1,935,455	\$ 0	\$ 1,935,455	\$ 1,917,939	\$ 0	\$ 1,917,939
Fringe Benefits	\$ 234,956	\$ 0	\$ 234,956	\$ 239,921	\$ 0	\$ 239,921
Services	\$ 8,746	\$ 0	\$ 8,746	\$ 8,323	\$ 0	\$ 8,323
Materials & Supplies Consumed	\$ 406,513	\$ 0	\$ 406,513	\$ 625,503	\$ 0	\$ 625,503
Utilities	\$ 57,379	\$ 0	\$ 57,379	\$ 53,600	\$ 0	\$ 53,600
Casualty & Liability	\$ 644,076	\$ 0	\$ 644,076	\$ 690,084	\$ 0	\$ 690,084
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 26,014	\$ 0	\$ 26,014	\$ 30,099	\$ 0	\$ 30,099
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 326,268	\$ 0	\$ 326,268	\$ 308,086	\$ 0	\$ 308,086
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 3,639,407	\$ 0	\$ 3,639,407	\$ 3,873,555	\$ 0	\$ 3,873,555

County: Saint Johns
 CTC: St. Johns County Council on Aging, Inc.
 Contact: Matt McCord
 180 Marine St.
 Saint Augustine, FL 32084
 904-209-3718
 Email: mmccord@stjohnscoa.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	3,589



Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	1,109,573	1,115,462	1,156,562
Deviated FR	108,553	97,260	90,436	Roadcalls	7	9	3
Complementary ADA	0	0	0	Accidents	4	3	2
Paratransit	41,733	42,758	45,258	Vehicles	47	49	39
TNC	0	0	0	Drivers	57	61	59
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	150,286	140,018	135,694				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	21,349	19,671	18,917	Expenses	\$3,710,334	\$3,873,555	\$3,639,407
Employment	2,518	1,970	1,752	Revenues	\$3,561,016	\$3,952,804	\$3,334,824
Ed/Train/DayCare	2,189	1,757	2,372	Commendations	10	11	11
Nutritional	11,657	17,717	19,731	Complaints	8	7	6
Life-Sustaining/Other	112,573	98,903	92,922	Passenger No-Shows	503	88	189
TOTAL TRIPS	150,286	140,018	135,694	Unmet Trip Requests	0	0	0
Passenger Trips By Revenue Source				Performance Measures			
CTD	27,359	27,139	26,275	Accidents per 100,000 Miles	0.36	0.27	0.17
AHCA	0	0	0	Miles between Roadcalls	158,510	123,940	385,521
APD	0	0	0	Avg. Trips per Passenger	36.29	35.77	37.81
DOEA	0	0	0	Cost per Trip	\$24.69	\$27.66	\$26.82
DOE	0	0	0	Cost per Paratransit Trip	\$24.69	\$27.66	\$26.82
Other	122,927	112,879	109,419	Cost per Total Mile	\$3.34	\$3.47	\$3.15
TOTAL TRIPS	150,286	140,018	135,694	Cost per Paratransit Mile	\$3.34	\$3.47	\$3.15
Trips by Provider Type							
CTC	150,286	140,018	135,694				
Transportation Operator	0	0	0				
Coordination Contractor	0	0	0				
TOTAL TRIPS	150,286	140,018	135,694				

LCB- Quarterly Report 3RD Quarter: July 1, 2024 - September 30, 2024

Overview - Paratransit

Overview - Sunshine Bus

Total Unduplicated Pass	884	Total Riders	21791
Total Revenue Miles	71138	Total Revenue Miles	168490
Total Vehicle Miles	93398	Total vehicle Miles	180651
Total Road Calls/Accidents	0	Total Road calls/Accident	0
Total Service Days	79	Total Serice Days	77

Trips by Mobility		Fares	
Ambulatory	5945	Full \$ Fare	\$ 3,315.50
Wheelchair	5944	1/2 \$ Fare	\$ 1,473.00
Stretcher	89	Total	\$ 4,788.50
Total	11978		

Trips by Purpose		Passes	
Medical	5054	Day Pass \$	2382
Employment	303	Month Pass \$	16919
Ed./Training/Daycare	692	Total	\$ 19,301.00
Nutritional	5358		
Life-Sustaining/Other	571		

Trips by Passenger Type		Regular Pass Revenue	
Elderly		Full Pass	\$ 1,680.00
Low Income	0	Half Pass	\$ 3,120.00
Disabled	7082	Total	\$ 4,800.00
Low Income & Disabled	4262	Tokens	1735
Other	0		

Children		CTD Pass Revenue	
Low Income	0	Full Pass	
Disabled	0	Half Pass	1260
Low Income & Disabled	0	Total	\$ 1,260.00
Other	0		

Other

Low Income	0
Disabled	461
Low Income & Disabled	173
Other	0

Summary by Funding Source	Trips	Rev. Miles	Summary by Routes	Riders	Rev. Miles
Contract Income	567	863.27	Teal (5310)	2851	22440
County (COG)	0	0	Circulator	1385	23947
Non-Sponsored (TD)	7072	45160	(5311) Conn-Ex#1	2410	22185
Coastal Comm. Center (NUT)	2556	12954.52	(5311) Conn-Ex#2	1825	22405
Private Pay (PP)	265	925.59	(5311) Blue	1976	11271
The Players Center (PVM)	235	1266.1	Green	2408	17329
Rural - 5311 (RUR)	447	5459.9	Orange	3708	13358
Troutcreek Center (TCM)	836	4508.62	Red	3862	10212

		Purple		1366	25343
TOTAL		11978	71138	TOTAL	21791
					168490