



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

**MEETING AGENDA**

St. Johns County Council on Aging Senior Center, 179 Marine Street, St. Augustine, FL  
Zoom Meeting ID: 837 2056 0237  
Call in # +1 786-635-1003 or +1 470-250-9358

Tuesday, November 14, 2023, at 1:30 p.m.

\*Denotes Required Action Item

1. Welcome, Call to Order, Roll Call/Quorum Review – Chair Joseph
2. Additions, Deletions, and Changes to the Agenda – Chair Joseph
3. Approval of September 12, 2023, Meeting Minutes – Chair Joseph\*
4. LCB Membership
  - a. Current Membership Vacancies
5. Grievance Procedure Review\*
6. Northeast Florida Regional Council Update – Ms. Jones
7. Community Transportation Coordinator (CTC) System Update – Mr. McCord
  - a. CTC Quarterly Update
  - b. Annual Operation Report\*
  - c. Grants Update\* (Approval if required)
8. Old Business
  - a. St. Johns School District and St. Johns Council on Aging Coordination
9. New Business
10. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
11. Member and Department Reports
12. Adjournment – Chair Joseph

Next LCB Meeting: February 13, 2024, 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 12, 2023**

Northeast Florida Regional Council  
Elizabeth Payne, AICP  
Chief Executive Officer

St. Johns County Commission  
Hon. Krista Joseph, Chair

Florida Transportation  
Disadvantaged Commission  
Dr. Phillip Stevens, 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 12, 2023, in person and via Zoom virtual call. LCB Chair Krista Joseph called the meeting to order at 1:30 p.m. with the following members present:

St. Johns County Board of County Commissioners  
Florida Department of Transportation  
St. Johns County Veterans Services  
Citizen Advocate Non-User  
CareerSource Northeast Florida  
Florida Department of Children and Families  
Florida Department of Education Vocational Rehabilitation

Krista Joseph (In-Person)  
Janell Damato (In-Person)  
Joseph McDermott (In-Person)  
Joe Stephenson (In-Person)  
Marc Albert (In-Person)  
Christina Gillis (Virtual)  
Rochelle Price (Virtual)

Members Not Present

St. Johns County Public Schools  
Northeast Florida Community Action Agency  
Elder Source  
Agency for Healthcare Administration  
Agency for Persons with Disabilities

Donna Fenech  
Vicky Elmore  
Janet Dickinson  
Pamela Hagley  
Sheryl Stanford

Community Transportation Coordinator Staff Present

Matt McCord, Jack Monfore, and Nelson Wiley (In-Person)

Planning Agency Staff Present

Noel Comeaux, Eric Anderson (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. Approval of May 9, 2023, Meeting and Public Hearing Minutes\*

Mr. Albert motioned for approval of the meeting minutes. Ms. Damato seconded the motion. The May 9, 2023, meeting minutes were approved unanimously.

## 4. LCB Membership – Chair Joseph welcomed the interim TD Coordinator and staff to the meeting.

### a) Current Membership Vacancies (6)

- Elderly
- Disabled
- Citizen Advocate User
- Children at Risk
- Private for Profit Transportation - Mr. Albert volunteered to contact a private trolley operator to see if they could fill the open position.
- Medical Community – Mr. Albert volunteered to contact Flagler Hospital to see if they could fill the open position.

## 5. Northeast Florida Regional Council (NEFRC) Update

a) FL CTD AOR – Data Study (June 3, 2023) – Staff provided an overview of the Commission for the Transportation Disadvantaged (CTD) Annual Operating Report (AOR), focusing on three objectives: improving accuracy, analysis, and data reporting. There was a general discussion on the use of data and how there could be a potential for exposing rider-specific data through a general information request. Concerns were expressed about the availability of personal data.

- Mr. Stephenson motioned that the AOR findings regarding the collection of disaggregated data should be limited unless the following occurs:
  - i. Identification of data is beneficial to the operation of TD services.
  - ii. Identification of data that does not lend itself to personal identification of TD users.

Mr. Albert seconded the motion. The motion passed unanimously.

b) TD meetings: Addition of Virtual Options – The NEFRC has started implementing a virtual option for LCB members and the public to attend the quarterly LCB meetings. Virtual meeting links are provided on the agenda packet.

c) NEFRC is seeking a new TD Coordinator – Matamron Bacon has left his position as the TD Coordinator to take a position with Miami-Dade College in South Florida. As a result, the NEFRC has posted an advertisement to fill the open position. Interviews for potential candidates will occur soon.

## 6. Community Transportation Coordinator System Update

a) CTC Quarterly Update – Mr. McCord gave the following updates:

- We renewed our partnership with the St. Johns County Public Library System to offer free rides on the first Wednesday of every month for anyone with a library membership.
  - We implemented the Solomon Calhoun Center as a destination stop for Sunshine Bus in August.
  - We collaborated with techs from Google to update all route maps through Google Maps and updated the Sunshine Bus website to reflect the updates.
  - We are meeting with the County GIS team tomorrow afternoon to get county maps updated and printed.
  - We held 3 quarterly safety meetings for all staff this quarter.
    - Deputy Sheriff John Van Wagner with the St. John's County Sheriff's Office conducted an active shooter training.
  - We sent 2 buses to surplus, which met their useful life.
  - 10 camera systems were installed on the 10 newest buses. We have a full training session this Thursday with 247 Security Systems on how to operate their system.
  - We are gearing up for Mobility Week, a cooperative effort by the Florida Department of Transportation and its partner agencies to promote awareness of safe, multimodal transportation choices. During Mobility Week, counties, cities, and transportation agencies host events and offer special promotions to encourage Floridians to try new transportation options. Mobility Week is running from October 27th - November 4th, 2023. We may offer giveaways like we did last year, which included:
    - Council on Aging (COA) Paratransit No Co-pay Days - FREE FARE no co-payments for all paratransit trips during Mobility Week
      - Giveaway - 2 Portable Grocery Carts
    - Sunshine Bus
      - 1 Adult Bicycle
      - 1 Children's Bicycle
      - 1 Annual Pass
      - 1 Monthly Pass
  - We had no reportable accidents this quarter and no incidents.
- b) Hurricane Idalia Impacts - We were activated during Hurricane Idalia to provide shelter evacuation trips. We transported 11 people and 1 dog to the General Population and Special Needs shelters.
- c) 2023-2024 Community Transportation Coordinator (CTC) Rate Model\* - Mr. McCord presented the new rate model, which represents slight increases from the previous year due to higher operating costs. The new rates are:
- Ambulatory - \$22.28/trip

- Wheelchair - \$38.19/trip
- Stretcher – \$79.56/trip

Mr. Stephensen motioned to approve the new rate model. Mr. McDermott seconded the motion. The new rates were approved unanimously.

- d) Grants Update\* (Approval if Required)
  - a. The grant workshop will occur in October.

#### 7. Old Business

- a) St. Johns Public Schools / St. Johns County Council on Aging (SJCCOA) Service Advertisement  
Ms. Argentina and Mr. Ringwood, representing the St. Johns County Public Schools (SJCPS), explained the organization's post-high school transitional services for Exceptional Education (ESE) Students ages 14-22. They expressed interest in working with SJCCOA to advertise TD services as a resource and help establish transportation opportunities for students currently on job sites within their transitional program. Mr. McCord and Ms. Yanni agreed to meet with Ms. Argentina and Mr. Ringwood to discuss collaborative efforts further.

Status Update – the meeting has not occurred yet. There is a desire for the TD Coordinator to participate in these discussions and to assist in implementing consensus items from the meeting.

#### 8. New Business

Mr. Stephensen commented on the recently published information highlighting the St. Johns County TD services and costs. He encouraged the CTC to promote the information further. CTC staff said they could develop a write-up, and LCB members agreed to pass the information on to others.

#### 9. Public Comment

No public comment at this time.

#### 10. Member and Department Reports

Mr. McDermott discussed problems with filling a vacant public service officer position.

#### 11. Adjournment

Chair Joseph adjourned the meeting at 2:05 p.m. The next meeting will occur November 14, 2023, at 1:30 p.m. in the St. Johns Council on Aging Boardroom.

ATTENDANCE RECORD  
ST. JOHNS COUNTY  
LOCAL COORDINATING BOARD

| Position                              | Name/Alt.  | 11/8/22  | 2/14/23  | 5/9/23   | 9/12/23  |
|---------------------------------------|--|----------|----------|----------|----------|
| 1. Chairperson                        | Krista Joseph  | <b>a</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 2. Dept. of Transportation            | Janell Damato/ Angela Gregory<br>/ Lauren Adams / Chris Nalsen | <b>P</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 3. Dept. Of Children and Families     | Christina Gillis / Todd Banks                                  | <b>a</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 4. Public Education                   | Donna Fenech   | <b>P</b> | <b>P</b> | <b>a</b> | <b>a</b> |
| 5. Vocational Rehab. (Dept. Ed.)      | Kim Houghton / Rochelle Price                                  | <b>a</b> | <b>a</b> | <b>P</b> | <b>P</b> |
| 6. Veteran Services                   | Joseph McDermott / Travis<br>Neidig                            | <b>P</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 7. Community Action                   | Vicki Elmore / Nellie Daniels                                  | <b>a</b> | <b>a</b> | <b>a</b> | <b>a</b> |
| 8. Elderly                            | Vacant   | -        | -        | -        | -        |
| 9. Disabled                           | Vacant   | -        | -        | -        | -        |
| 10. Citizen Advocate/User             | Vacant   | -        | -        | -        | -        |
| 11. Citizen Advocate Non-User         | Joe Stephenson   | <b>P</b> | <b>P</b> | <b>P</b> | <b>P</b> |
| 12. Children at Risk                  | Vacant   | -        | -        | -        | -        |
| 13. Dept. Of Elder Affairs            | Janet Dickinson  | <b>P</b> | <b>P</b> | <b>P</b> | <b>a</b> |
| 14. Private for Profit Transportation | Vacant   | -        | -        | -        | -        |
| 15. Dept. of Health Care Adm.         | Pamela Hagley / Reeda Harris                                   | <b>P</b> | <b>P</b> | <b>P</b> | <b>a</b> |
| 16. Agency for Persons w/Disabilities | Sheryl Stanford / Leslie<br>Richards                           | <b>P</b> | <b>a</b> | <b>a</b> | <b>a</b> |
| 17. Regional Workforce Dev. Bd.       | Marc Albert  | <b>P</b> | <b>a</b> | <b>P</b> | <b>P</b> |
| 18. Local Medical Community           | John Eaton / Vacant  | -        | -        | -        | -        |

VACANCIES

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

# PLEASE SIGN IN!



## COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

Date: September 12, 2023  
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                       |
|---------------------|--|--------------|------------------------------|
| JOSEPH D. McDELMONT | 200 SAO SEBASTIAN VIEW<br>SUITE 1400 ST. AUGUSTINE, FL 32084 | 904-209-6160 | jmedmont@sictf.us            |
| Krista Joseph       | Chair  |              |                              |
| Janel Damato        | FDOT   | 904-360-5607 | janeldamato@dot.state.fl.us  |
| Jack Monfore        | COA  | 904-209-3720 | jmonfore@STJOHNSCOA.COM      |
| Nebon Wiley         | COA  | 904-793-1958 | nwiley@stjohnscoa.com        |
| Matt McCord         | COA  | 904-209-3718 | mmccord@stjohnscoa.com       |
| Marc Albert         | Career Source  | 904-819-0231 | MALBERT@careersource.net.com |
| Joe Stephenson      | 3161 Mac Road<br>54. Augustine, 32086                        | 904-622-7805 | Joe.Stephenson@ps@jmail.com  |
|                     |  |              |                              |
|                     |  |              |                              |
|                     |  |              |                              |

| Salutation              | First Name | Last Name  | Organization                                    | Representing                           | Voting /Non-Voting        | Grievance Committee | Evaluation Committee | Comments  |
|-------------------------|------------|------------|---|--|---------------------------|---------------------|----------------------|---|
| <b>ST. JOHNS COUNTY</b> |            |            |   |  |                           |                     |                      |   |
| Hon.                    | Krista     | Joseph     | 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.                     | Todd       | Banks      | Department of Children and Families             | DCF                                    | Alternate                 |                     |                      |   |
| Ms.                     | Donna      | Fenech     | St. Johns County Schools                        | Public Education                       | Voting                    |                     | Feb-24               |   |
| Ms.                     | Rochelle   | Price      | FL Dept. of Vocational Rehab/Dept of Ed.        | Dept. of Education (Voc. Rehab.)       | Voting                    |                     |                      |   |
| Mr.                     | Joseph     | McDermott  | St. Johns County Veterans Services              | Veterans                               | Voting                    | Feb-24              |                      |   |
| Mr.                     | Travis     | Neidig     | St. Johns County Veterans Services              | Veterans                               | Alternate                 |                     |                      |   |
| Ms.                     | Vicky      | Elmore     | Northeast Florida Community Action Agency, Inc. | Community Action (Econ. Disadvantaged) | Voting                    |                     |                      |   |
| Ms.                     | Nellie     | Daniels    | Northeast Florida Community Action Agency, Inc. | Community Action (Econ. Disadvantaged) | Alternate                 |                     |                      |   |
| VACANT                  |            |            |   | Elderly                                | VACANT                    |                     |                      |   |
| VACANT                  |            |            |   | Disabled                               | VACANT                    |                     |                      |   |
| VACANT                  |            |            |   | Citizen Advocate/User                  | VACANT                    |                     |                      |   |
| Mr.                     | Joe        | Stephenson | Citizen Non-user                                | Citizen Advocate Non-User              | Voting                    | Feb-24              | Feb-24               |   |
| VACANT                  |            |            |   | Children at Risk                       | VACANT                    |                     |                      |   |
| Ms.                     | Janet      | Dickinson  | NE Florida Area Agency on Aging                 | Department of Elder Affairs            | Voting                    |                     | Feb-24               |   |
| 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                    |                     |                      |   |
| Ms.                     | Leslie     | Richards   | Agency for Persons with Disabilities            | Agency for Persons w/ Disabilities     | Alternate                 |                     |                      |   |
| Mr.                     | Marc       | Albert     | 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 Manager                            |
| Mr.                     | Jack       | Monfore    | 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                                      |
| Ms.                     | Renee      | Knight     | Elder Source                                    |  | Interested Party          |                     |                      |   |
| Ms.                     | Rachel     | Garvey     | St. Johns County Transportation Development     |  | Interested Party          |                     |                      |   |
| Ms.                     | Joanne     | Spencer    | St. Johns County BOCC                           |  | Interested Party          |                     |                      | Notify Melissa of any changes to meeting schedule     |
| Ms.                     | Shelby     | Romero     | St. Johns County BOCC                           |  | Assistant to Chair Joseph |                     |                      |   |
| 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.
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](http://www.dot.state.fl.us/ctd). Upon request, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.

**LCB- Quarterly Report 3RD Quarter: July 1, 2023 - September 30, 2023**

| <b>Overview - Paratransit</b>    |              |                   | <b>Overview - Sunshine Bus</b> |               |                   |
|----------------------------------|--------------|-------------------|--------------------------------|---------------|-------------------|
| Total Unduplicated Pass          | 968          |                   | Total Riders                   | 25421         |                   |
| Total Revenue Miles              | 61201.17     |                   | Total Revenue Miles            | 165193        |                   |
| Total Vehicle Miles              | 175427       |                   | Total vehicle Miles            | 179868        |                   |
| Total Road Calls/Accidents       | 0            |                   | Total Road calls/Accidents     | 0             |                   |
| Total Service Days               | 79           |                   | Total Serice Days              | 78            |                   |
| <b>Trips by Mobility</b>         |              |                   | <b>Fares</b>                   |               |                   |
| Ambulatory                       | 5220         |                   | Full \$ Fare                   | \$            | 5,723.00          |
| Wheelchair                       | 5509         |                   | 1/2 \$ Fare                    | \$            | 641.00            |
| Stretcher                        | 128          |                   | <b>Total</b>                   | \$            | 6,364.00          |
| <b>Total</b>                     | <b>10857</b> |                   |                                |               |                   |
| <b>Trips by Purpose</b>          |              |                   | <b>Passes</b>                  |               |                   |
| Medical                          | 5330         |                   | Day Pass \$                    |               | 3245              |
| Employment                       | 461          |                   | Month Pass \$                  |               | 14937             |
| Ed./Training/Daycare             | 383          |                   | <b>Total</b>                   | \$            | 18,182.00         |
| Nutritional                      | 4307         |                   |                                |               |                   |
| Life-Sustaining/Other            | 376          |                   |                                |               |                   |
| <b>Trips by Passenger Type</b>   |              |                   | <b>Regular Pass Revenue</b>    |               |                   |
| <b>Elderly</b>                   |              |                   | Full Pass                      | \$            | 1,800.00          |
| Low Income                       | 0            |                   | Half Pass                      | \$            | 2,220.00          |
| Disabled                         | 6954         |                   | <b>Total</b>                   | \$            | 4,020.00          |
| Low Income & Disabled            | 3230         |                   | Tokens                         |               | 1643              |
| Other                            | 0            |                   |                                |               |                   |
| <b>Childern</b>                  |              |                   | <b>CTD Pass Revenue</b>        |               |                   |
| Low Income                       | 0            |                   | Full Pass                      |               | 0                 |
| Disabled                         | 20           |                   | Half Pass                      |               | 0                 |
| Low Income & Disabled            | 0            |                   | <b>Total</b>                   | \$            | -                 |
| Other                            | 0            |                   |                                |               |                   |
| <b>Other</b>                     |              |                   |                                |               |                   |
| Low Income                       | 0            |                   |                                |               |                   |
| Disabled                         | 473          |                   |                                |               |                   |
| Low Income & Disabled            | 180          |                   |                                |               |                   |
| Other                            | 0            |                   |                                |               |                   |
| <b>Summary by Funding Source</b> | <b>Trips</b> | <b>Rev. Miles</b> | <b>Summary by Routes R</b>     | <b>Riders</b> | <b>Rev. Miles</b> |
| Contract Income                  | 1186         | 2561.29           | Teal (5310)                    | 3347          | 22209             |
| County (COG)                     | 0            | 0                 | Circulator                     | 1458          | 24187             |
| Non-Sponsored (TD)               | 5075         | 31044             | (5311) Conn-Ex#1               | 2367          | 20493             |
| Coastal Comm. Center (NUT)       | 2315         | 10766.02          | (5311) Conn-Ex#2               | 2151          | 21571             |
| Private Pay (PP)                 | 383          | 1349.2            | (5311) Blue                    | 2645          | 10950             |
| The Players Center (PVM)         | 164          | 903.74            | Green                          | 3274          | 17540             |
| Rural - 5311 (RUR)               | 964          | 9802.16           | Orange                         | 3812          | 13317             |
| Troutcreek Center (TCM)          | 770          | 4774.76           | Red                            | 4680          | 9912              |
|                                  |              |                   | Purple                         | 1687          | 25014             |
| <b>TOTAL</b>                     | <b>10857</b> | <b>61201.17</b>   | <b>TOTAL</b>                   | <b>25421</b>  | <b>165193</b>     |



# CTC Organization

County: Saint Johns

CTC Status: Complete

Fiscal Year: 7/1/2022 - 6/30/2023

CTD Status: Complete

Date Initiated: 9/11/2023

**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: 07/01/2022 - 06/30/2023

CTD Status: Complete

|   | Selected Reporting Period      |                          |                | Previous Reporting Period      |                          |                |
|---|--------------------------------|--------------------------|----------------|--------------------------------|--------------------------|----------------|
|   | CTC & Transportation Operators | Coordination Contractors | Total          | CTC & Transportation Operators | Coordination Contractors | Total          |
| <b>Service Type - One Way</b>   |                                |                          |                |                                |                          |                |
| 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  | 108,553                        | N/A                      | 108,553        | 91,135                         | N/A                      | 91,135         |
| Complementary ADA Service   | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| Paratransit   |                                |                          |                |                                |                          |                |
| Ambulatory  | 21,121                         | 0                        | 21,121         | 21,107                         | 0                        | 21,107         |
| Non-Ambulatory  | 20,160                         | 0                        | 20,160         | 15,408                         | 0                        | 15,408         |
| Stretcher   | 452                            | 0                        | 452            | 592                            | 0                        | 592            |
| 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              |
| <b>Total - Service Type</b>   | <b>150,286</b>                 | <b>0</b>                 | <b>150,286</b> | <b>128,242</b>                 | <b>0</b>                 | <b>128,242</b> |
| <b>Contracted Transportation Operator</b>   |                                |                          |                |                                |                          |                |
| 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              |
| <b>Total - Contracted Transportation Operator Trips</b>   | <b>0</b>                       | <b>0</b>                 | <b>0</b>       | <b>0</b>                       | <b>0</b>                 | <b>0</b>       |
| <b>Revenue Source - One Way</b>   |                                |                          |                |                                |                          |                |
| 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)   | 27,359                         | N/A                      | 27,359         | 26,666                         | N/A                      | 26,666         |
| 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)  | 108,553                        | 0                        | 108,553        | 91,135                         | 0                        | 91,135         |
| Local Government  | 1                              | 0                        | 1              | 2                              | 0                        | 2              |
| Local Non-Government  | 14,373                         | 0                        | 14,373         | 10,439                         | 0                        | 10,439         |
| Other Federal & State Programs  | 0                              | 0                        | 0              | 0                              | 0                        | 0              |
| <b>Total - Revenue Source</b>   | <b>150,286</b>                 | <b>0</b>                 | <b>150,286</b> | <b>128,242</b>                 | <b>0</b>                 | <b>128,242</b> |



## CTC Trips (cont'd)

County: Saint Johns

CTC Status: Complete

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

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

|  | Selected Reporting Period      |                          |                | Previous Reporting Period      |                          |                |
|--|--------------------------------|--------------------------|----------------|--------------------------------|--------------------------|----------------|
|  | CTC & Transportation Operators | Coordination Contractors | Total          | CTC & Transportation Operators | Coordination Contractors | Total          |
| <b>Passenger Type - One Way</b>                  |                                |                          |                |                                |                          |                |
| Older Adults                                     | 13,575                         | 0                        | 13,575         | 12,311                         | 0                        | 12,311         |
| Children At Risk                                 | 2                              | 0                        | 2              | 2                              | 0                        | 2              |
| Persons With Disabilities                        | 24,819                         | 0                        | 24,819         | 24,794                         | 0                        | 24,794         |
| Low Income                                       | 0                              | 0                        | 0              | 0                              | 0                        | 0              |
| Other  | 111,890                        | 0                        | 111,890        | 91,135                         | 0                        | 91,135         |
| <b>Total - Passenger Type</b>                    | <b>150,286</b>                 | <b>0</b>                 | <b>150,286</b> | <b>128,242</b>                 | <b>0</b>                 | <b>128,242</b> |
| <b>Trip Purpose - One Way</b>                    |                                |                          |                |                                |                          |                |
| Medical  | 21,349                         | 0                        | 21,349         | 19,573                         | 0                        | 19,573         |
| Employment                                       | 2,518                          | 0                        | 2,518          | 3,603                          | 0                        | 3,603          |
| Education/Training/Daycare                       | 2,189                          | 0                        | 2,189          | 2,058                          | 0                        | 2,058          |
| Nutritional                                      | 11,657                         | 0                        | 11,657         | 7,378                          | 0                        | 7,378          |
| Life-Sustaining/Other                            | 112,573                        | 0                        | 112,573        | 95,630                         | 0                        | 95,630         |
| <b>Total - Trip Purpose</b>                      | <b>150,286</b>                 | <b>0</b>                 | <b>150,286</b> | <b>128,242</b>                 | <b>0</b>                 | <b>128,242</b> |
| <b>Unduplicated Passenger Head Count (UDPHC)</b> |                                |                          |                |                                |                          |                |
| UDPHC  | 4,141                          | 0                        | 4,141          | 3,259                          | 0                        | 3,259          |
| <b>Total - UDPHC</b>                             | <b>4,141</b>                   | <b>0</b>                 | <b>4,141</b>   | <b>3,259</b>                   | <b>0</b>                 | <b>3,259</b>   |
| <b>Unmet &amp; No Shows</b>                      |                                |                          |                |                                |                          |                |
| Unmet Trip Requests                              | 0                              | N/A                      | 0              | 0                              | N/A                      | 0              |
| No Shows   | 503                            | N/A                      | 503            | 727                            | N/A                      | 727            |
| <b>Customer Feedback</b>                         |                                |                          |                |                                |                          |                |
| Complaints                                       | 8                              | N/A                      | 8              | 8                              | N/A                      | 8              |
| Commendations                                    | 10                             | N/A                      | 10             | 10                             | N/A                      | 10             |





# CTC Vehicles & Drivers

County: Saint Johns

CTC Status: Complete

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

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Complete

|  | Selected Reporting Period      |                          |                  | Previous Reporting Period      |                          |                |
|--|--------------------------------|--------------------------|------------------|--------------------------------|--------------------------|----------------|
|  | CTC & Transportation Operators | Coordination Contractors | Total            | CTC & Transportation Operators | Coordination Contractors | Total          |
| <b>Vehicle Miles</b>                         |                                |                          |                  |                                |                          |                |
| Deviated Fixed Route Miles                   | 695,336                        | N/A                      | 695,336          | 656,948                        | N/A                      | 656,948        |
| Complementary ADA Service Miles              | 0                              | N/A                      | 0                | 0                              | N/A                      | 0              |
| Paratransit Miles                            | 414,237                        | 0                        | 414,237          | 317,394                        | 0                        | 317,394        |
| 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              |
| <b>Total - Vehicle Miles</b>                 | <b>1,109,573</b>               | <b>0</b>                 | <b>1,109,573</b> | <b>974,342</b>                 | <b>0</b>                 | <b>974,342</b> |
| <b>Roadcalls &amp; Accidents</b>             |                                |                          |                  |                                |                          |                |
| Roadcalls                                    | 7                              | 0                        | 7                | 6                              | 0                        | 6              |
| Chargeable Accidents                         | 4                              | 0                        | 4                | 3                              | 0                        | 3              |
| <b>Vehicle Inventory</b>                     |                                |                          |                  |                                |                          |                |
| Total Number of Vehicles                     | 47                             | 0                        | 47               | 37                             | 0                        | 37             |
| Number of Wheelchair Accessible Vehicles     | 46                             | 0                        | 46               | 36                             | 0                        | 36             |
| <b>Drivers</b>                               |                                |                          |                  |                                |                          |                |
| Number of Full Time & Part Time Drivers      | 57                             | 0                        | 57               | 56                             | 0                        | 56             |
| 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: 07/01/2022 - 06/30/2023

CTD Status: Complete

| Revenue Sources  | Selected Reporting Period      |                          |                     | Previous Reporting Period      |                          |                     |
|--|--------------------------------|--------------------------|---------------------|--------------------------------|--------------------------|---------------------|
|  | CTC & Transportation Operators | Coordination Contractors | Total               | CTC & Transportation Operators | Coordination Contractors | Total               |
| 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                |
| <b>Commission for the Transportation Disadvantaged (CTD)</b> |                                |                          |                     |                                |                          |                     |
| Non-Sponsored Trip Program                                   | \$ 696,480                     | N/A                      | \$ 696,480          | \$ 593,592                     | N/A                      | \$ 593,592          |
| 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                |
| <b>Department of Transportation (DOT)</b>                    |                                |                          |                     |                                |                          |                     |
| 49 USC 5307  | \$ 934,576                     | \$ 0                     | \$ 934,576          | \$ 923,670                     | \$ 0                     | \$ 923,670          |
| 49 USC 5310  | \$ 247,242                     | \$ 0                     | \$ 247,242          | \$ 196,538                     | \$ 0                     | \$ 196,538          |
| 49 USC 5311  | \$ 813,769                     | \$ 0                     | \$ 813,769          | \$ 600,182                     | \$ 0                     | \$ 600,182          |
| 49 USC 5311 (f)  | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| Block Grant  | \$ 434,345                     | \$ 0                     | \$ 434,345          | \$ 511,838                     | \$ 0                     | \$ 511,838          |
| 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                |
| <b>Local Government</b>                                      |                                |                          |                     |                                |                          |                     |
| 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                |
| <b>Local Non-Government</b>                                  |                                |                          |                     |                                |                          |                     |
| Farebox  | \$ 90,228                      | \$ 0                     | \$ 90,228           | \$ 79,956                      | \$ 0                     | \$ 79,956           |
| Donations/Contributions                                      | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| In-Kind Services   | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| Other Non-Government   | \$ 67,887                      | \$ 0                     | \$ 67,887           | \$ 73,978                      | \$ 0                     | \$ 73,978           |
| <b>Other Federal &amp; State Programs</b>                    |                                |                          |                     |                                |                          |                     |
| Other Federal Programs                                       | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| Other State Programs   | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| <b>Total - Revenue Sources</b>                               | <b>\$ 3,561,016</b>            | <b>\$ 0</b>              | <b>\$ 3,561,016</b> | <b>\$ 3,256,243</b>            | <b>\$ 0</b>              | <b>\$ 3,256,243</b> |



**Transportation  
Disadvantaged**

## CTC Expense Sources

**County:** Saint Johns

**CTC Status:** Complete

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

**Fiscal Year:** 07/01/2022 - 06/30/2023

**CTD Status:** Complete

| Expense Sources                          | Selected Reporting Period      |                          |                     | Previous Reporting Period      |                          |                     |
|--|--------------------------------|--------------------------|---------------------|--------------------------------|--------------------------|---------------------|
|  | CTC & Transportation Operators | Coordination Contractors | Total               | CTC & Transportation Operators | Coordination Contractors | Total               |
| Labor                                    | \$ 1,929,482                   | \$ 0                     | \$ 1,929,482        | \$ 1,961,868                   | \$ 0                     | \$ 1,961,868        |
| Fringe Benefits                          | \$ 220,260                     | \$ 0                     | \$ 220,260          | \$ 237,046                     | \$ 0                     | \$ 237,046          |
| Services                                 | \$ 5,989                       | \$ 0                     | \$ 5,989            | \$ 15,595                      | \$ 0                     | \$ 15,595           |
| Materials & Supplies Consumed            | \$ 615,509                     | \$ 0                     | \$ 615,509          | \$ 593,961                     | \$ 0                     | \$ 593,961          |
| Utilities                                | \$ 58,244                      | \$ 0                     | \$ 58,244           | \$ 53,768                      | \$ 0                     | \$ 53,768           |
| Casualty & Liability                     | \$ 546,223                     | \$ 0                     | \$ 546,223          | \$ 466,849                     | \$ 0                     | \$ 466,849          |
| Taxes                                    | \$ 0                           | \$ 0                     | \$ 0                | \$ 0                           | \$ 0                     | \$ 0                |
| Miscellaneous                            | \$ 21,452                      | \$ 0                     | \$ 21,452           | \$ 57,329                      | \$ 0                     | \$ 57,329           |
| 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              | \$ 313,175                     | \$ 0                     | \$ 313,175          | \$ 310,594                     | \$ 0                     | \$ 310,594          |
| <b>Purchased Transportation Services</b> |                                |                          |                     |                                |                          |                     |
| 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                |
| <b>Total - Expense Sources</b>           | <b>\$ 3,710,334</b>            | <b>\$ 0</b>              | <b>\$ 3,710,334</b> | <b>\$ 3,697,010</b>            | <b>\$ 0</b>              | <b>\$ 3,697,010</b> |

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 | 4,141  |



| Trips By Type of Service  | 2021           | 2022           | 2023           |
|---------------------------|----------------|----------------|----------------|
| Fixed Route (FR)          | 0              | 0              | 0              |
| Deviated FR               | 84,393         | 91,135         | 108,553        |
| Complementary ADA         | 0              | 0              | 0              |
| Paratransit               | 29,271         | 37,107         | 41,733         |
| TNC                       | 0              | 0              | 0              |
| Taxi                      | 0              | 0              | 0              |
| School Board (School Bus) | 0              | 0              | 0              |
| Volunteers                | 0              | 0              | 0              |
| <b>TOTAL TRIPS</b>        | <b>113,664</b> | <b>128,242</b> | <b>150,286</b> |

| Vehicle Data  | 2021    | 2022    | 2023      |
|---------------|---------|---------|-----------|
| Vehicle Miles | 896,270 | 974,342 | 1,109,573 |
| Roadcalls     | 7       | 6       | 7         |
| Accidents     | 1       | 3       | 4         |
| Vehicles      | 39      | 37      | 47        |
| Drivers       | 58      | 56      | 57        |

| Passenger Trips By Trip Purpose | 2021           | 2022           | 2023           |
|---------------------------------|----------------|----------------|----------------|
| Medical                         | 19,195         | 19,573         | 21,349         |
| Employment                      | 3,488          | 3,603          | 2,518          |
| Ed/Train/DayCare                | 193            | 2,058          | 2,189          |
| Nutritional                     | 703            | 7,378          | 11,657         |
| Life-Sustaining/Other           | 90,085         | 95,630         | 112,573        |
| <b>TOTAL TRIPS</b>              | <b>113,664</b> | <b>128,242</b> | <b>150,286</b> |

| Financial and General Data | 2021        | 2022        | 2023        |
|----------------------------|-------------|-------------|-------------|
| Expenses                   | \$3,563,735 | \$3,697,010 | \$3,710,334 |
| Revenues                   | \$3,502,309 | \$3,256,243 | \$3,561,016 |
| Commendations              | 11          | 10          | 10          |
| Complaints                 | 9           | 8           | 8           |
| Passenger No-Shows         | 513         | 727         | 503         |
| Unmet Trip Requests        | 0           | 0           | 0           |

| Passenger Trips By Revenue Source | 2021           | 2022           | 2023           |
|-----------------------------------|----------------|----------------|----------------|
| CTD                               | 24,473         | 26,666         | 27,359         |
| AHCA                              | 0              | 0              | 0              |
| APD                               | 0              | 0              | 0              |
| DOEA                              | 0              | 0              | 0              |
| DOE                               | 0              | 0              | 0              |
| Other                             | 89,191         | 101,576        | 122,927        |
| <b>TOTAL TRIPS</b>                | <b>113,664</b> | <b>128,242</b> | <b>150,286</b> |

| Performance Measures        | 2021    | 2022    | 2023    |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 0.11    | 0.31    | 0.36    |
| Miles between Roadcalls     | 128,039 | 162,390 | 158,510 |
| Avg. Trips per Passenger    | 14.50   | 39.35   | 36.29   |
| Cost per Trip               | \$31.35 | \$28.83 | \$24.69 |
| Cost per Paratransit Trip   | \$31.35 | \$28.83 | \$24.69 |
| Cost per Total Mile         | \$3.98  | \$3.79  | \$3.34  |
| Cost per Paratransit Mile   | \$3.98  | \$3.79  | \$3.34  |

| Trips by Provider Type  | 2021           | 2022           | 2023           |
|-------------------------|----------------|----------------|----------------|
| CTC                     | 113,664        | 128,242        | 150,286        |
| Transportation Operator | 0              | 0              | 0              |
| Coordination Contractor | 0              | 0              | 0              |
| <b>TOTAL TRIPS</b>      | <b>113,664</b> | <b>128,242</b> | <b>150,286</b> |