



**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

Tuesday, November 12, 2024, 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. Public Comment – LIMITED TO 3 MINUTES PER SPEAKER
4. Approval of the September 10, 2024, Meeting Minutes – Chair Joseph * (page 2-7)
5. Regional Mobility Group Update
6. LCB Membership (page 8)
7. Northeast Florida Regional Council Update – Ms. Jones
8. Grievance Procedure Review* (page 9-11)
9. Community Transportation Coordinator (CTC) System Update – Mr. McCord
 - a. Annual Operation Report* (page 12-20)
 - b. CTC Quarterly Update (page 21)
 - c. Grants Update* (Approval if required)
10. HB1301 requirements (2024 Budget Certifications) – Ms. Garvey (page 22-23)
11. Old Business
12. New Business
13. Member and Department Reports
14. Adjournment – Chair Joseph

Next LCB Meeting & Public Hearing: February 11, 2025, at 1:30 p.m.
St. Johns County Council on Aging
179 Marine Street, St. Augustine, FL 32084



**Transportation
Disadvantaged**

**St. Johns County Transportation Disadvantaged
Local Coordinating Board Quarterly Meeting**

Tuesday, September 10, 2024

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 10, 2024, 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:

Representing:	Voting Member:
Elected Official/Chairperson	Krista Joseph (In-person)
FDOT	Janell Damato (Virtual)
Department of Children and Families	Christina Gillis (Virtual)
Veterans Services	Joseph McDermott (In-person)
Citizen Advocate/Non-user	Joe Stephenson (In-person)
Dept. of Elder Affairs	Janet Dickinson (Virtual)
Dept. of Health Care Admin	Pamela Hagley (Virtual)
Agency for Persons w/ Disabilities	Sheryl Stanford (Virtual)
Regional Workforce Dev. Board	Marc Albert (In-person)

Members Not Present

Representing:	Voting Member:
Public Education	Donna Fenech
Dept. of Education (Voc. Rehab.)	Rochelle Price
Community Action (Econ. Disadvantaged)	Vicky Elmore

Community Transportation Coordinator Staff Present

Matt McCord, Nelson Wiley, Becky Yanni, Steve Sarles (All In-Person)

Planning Agency Staff Present

Summer Jones, Tyler Nolen (All In-Person)

Guests

Mariana Schwabacher, Liz Peak, Eric Houston, Jeremy Norsworthy (Virtual)
Jeanette Berk (In-person)

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

2. Additions, Deletions, and Changes to the Agenda

Item number eight (8) Regional Mobility Group Update will be moved after item three (3) on the agenda.

3. Public Comment

No public comment at this time.

4. Approval of May 14, 2024, Meeting Minutes*

Mr. McDermott motioned for approval of the May 14, 2024, Meeting Minutes. Mr. Stephenson seconded the motion. The May 24, 2024, Meeting Minutes were approved unanimously.

5. Regional Transit Working Group Report

Liz Peak with the Regional Mobility Group gave a presentation on the Northeast Florida Coordinated Mobility Plan.

The Northeast Florida Coordinated Mobility Plan is a regional effort. The purpose of the plan is to identify transportation needs of individuals with disabilities, older adults, and people with low incomes. It also provides strategies for meeting these needs and prioritizes transportation services for funding and implementation. They are looking to implement the Mobility Plan by the end of the year.

There was a small discussion between the board members and the Regional Transit Working Group.

6. LCB Membership

Ms. Jones briefly went over the vacancies. Currently, there are six (6) vacancies. These vacancies include Elderly, Disabled, Citizen Advocate/User, Children at Risk, Private For-Profit Transportation, and the Medical Community.

She is working to get the vacancies posted on social media and will reach out to different agencies to attempt to get the vacancies filled.

7. Northeast Florida Regional Council Update

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

- She will be attending the FPTA/CTD Conference September 22nd-24th in West Palm Beach.
- Mobility Week is October 25th – November 2nd.
- Wednesday, September 18th, FDOT is having their Regional Workshop

- to give opportunities to collaborate with local agencies in the community, provide feedback on the draft Florida Transportation Plan vision and goals, and learn more about regional objectives.

8. Community Transportation Coordinator

a. Annual Operation Report*:

The Annual Operation Report is in review and should be completed by the next LCB Meeting.

b. 2024-2025 Rate Model*:

The 2023-2024 Rate is currently:

- Ambulatory \$22.28
- Wheelchair \$38.19
- Stretcher \$79.56

The 2024-2025 Rate Model:

- Ambulatory \$21.04
- Wheelchair \$36.06
- Stretcher \$75.13

There was a motion to approve the 2024-2025 Rate Model by Ms. Stanford. There was a second by Mr. Albert. The 2024-2025 Rate Model was approved unanimously.

c. CTC Quarterly Update:

From the period of April 1, 2024, to June 30, 2024, there was a total of 11,223 trips by mobility for paratransit. For this same period, there was a total of 25,324 riders for the Sunshine Bus. They also had no reportable accidents this quarter.

Mr. McCord gave updates on the Council on Aging:

- They participated in three FTA Drug and Alcohol Program workshops.
- There were three joint sessions with the St. Johns County Emergency Operations Center for Hurricane Preparation that they attended.
- They are actively working with multiple vendors to potentially secure a stretcher van through the TRIPS Contract. They have submitted a floorplan layout to FDOT for approval.
 - TRIPS is the Transit Research Inspection Procurement Services program, which has been in existence since 1995, providing agencies with the means of procuring quality vehicles at the lowest possible price.
- They continue to work with Rachel (County) for their Annual Public Transportation Agency Safety Plan (PTASP) target updates.
- They have received their Compliance Letters from the FDOT Triennial Review this quarter for the Safety and Security Review and our Grant Review.
- They will be attending the FPTA/CTD Annual Conference in September in West Palm Beach.
- They will be attending the FDOT Federal Grants Workshop on Thursday, October 24, 2024.

- They will be meeting this Friday with the Mental Health Court Collaborative Planning Committee (MHCCPC) to discuss community resource updates regarding housing, treatment, benefits, etc.
- They are gearing up for Mobility week, which is 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 coming during the week of October 25th – November 2nd, 2024. They may offer giveaways as they did last year, which included:
 - 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

d. Grants Update:

- Mr. McCord stated they were awarded \$713,689 through the Trips and Equipment Grant with the Commission for the Transportation Disadvantaged in July.

9. Old Business

There is no old business at this time.

10. New Business

Chair Joseph asked the Regional Mobility Group if they could provide results of the survey at the next LCB Meeting.

11. Member and Department Reports

There are no member and department reports at this time.

12. Adjournment

Chair Joseph adjourned the meeting at 2:04 p.m. The next LCB meeting will occur November 12, 2024, at 1:30 p.m. in the St. Johns Council on Aging Boardroom.

ATTENDANCE RECORD
ST. JOHNS COUNTY
LOCAL COORDINATING BOARD

Position	Name/Alt.	11/14/23	2/13/24	5/14/24	9/10/24
1. Chairperson	Krista Joseph	P	P	a	P
2. Dept. of Transportation	Janell Damato/ Angela Gregory / Lauren Adams / Chris Nalsen	P	P	P	P
3. Dept. Of Children and Families	Christina Gillis / Todd Banks	P	a	P	P
4. Public Education	Donna Fenech	P	P	P	a
5. Vocational Rehab. (Dept. Ed.)	Rochelle Price	a	P	P	a
6. Veteran Services	Joseph McDermott	P	P	P	P
7. Community Action	Vicki Elmore / Nellie Daniels	a	a	a	a
8. Elderly	Vacant	-	-	-	-
9. Disabled	Vacant	-	-	-	-
10. Citizen Advocate/User	Vacant	-	-	-	-
11. Citizen Advocate Non-User	Joe Stephenson	P	P	P	P
12. Children at Risk	Vacant	-	-	-	-
13. Dept. Of Elder Affairs	Janet Dickinson/ Neil Ambrus	P	P	P	P
14. Private for Profit Transportation	Vacant	-	-	-	-
15. Dept. of Health Care Adm.	Pamela Hagley / Reeda Harris	P	a	P	P
16. Agency for Persons w/Disabilities	Sheryl Stanford / Leslie Richards	a	a	a	P
17. Regional Workforce Dev. Bd.	Marc Albert	P	P	P	P
18. Local Medical Community	Vacant	-	-	-	-

VACANCIES

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

PLEASE SIGN IN!



COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED

Date: September 10, 2024
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
STEVE SAZAKOS	2595 Old Moultrie	209-3728	SSAZAKOS@STJOHNSCOA.COM
Matt McCord	2595 OLD MOULTRIE RD	209-3718	mmccord@stjohnscoa.com
Nelson Wiley	2595 OIL Moultrie RD	209-3720	nwiley@stjohnscoa.com
Joseph D. McDermott	200 SAN BEDAITA VIEW ST. AUGUSTINE, FL 32084	209-6160	jmcdermott@sjcfl.us
Joe Stephenson	3161 Mac Rd St. A., Fl. 32086	904-622-7805	J.Stephenson-VJ5@GMail.com
Jeanette Berh	10161 Centurion Parkway N	904-254-8624	jeanette jberh@qfnet.com
Marc Albert	525 SR 16 #109 St Aug FL 32084	904-819-0231	MALBERT@ careersourceweb.com
Summer Jones	NEFRC		
Tyler Nolan	NEFRC		
Becky Yanni	St. Johns Council on Aging		

Salutation	First Name	Last Name	Organization	Representing	Voting /Non-Voting	Grievance Committee	Evaluation Committee
ST. JOHNS COUNTY							
Hon.	Krista	Joseph	St. Johns County BOCC	Elected Official	Voting		
Ms.	Janell	Damato	FDOT, District 2	FDOT	Voting		
Ms.	Angela	Gregory	FDOT, District 2	FDOT	Alternate		
Ms.	Christina	Nalsen	FDOT, District 2	FDOT	Alternate		
Ms.	Lauren	Adams	FDOT, District 2	FDOT	Alternate		
Ms.	Christina	Gillis	Department of Children and Families	DCF	Voting		
Mr.	Todd	Banks	Department of Children and Families	DCF	Alternate		
Ms.	Donna	Fenech	St. Johns County Schools	Public Education	Voting		Feb-25
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-25	
Ms.	Lori	Chapman	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-25	Feb-25
VACANT				Children at Risk	VACANT		
Ms.	Janet	Dickinson	NE Florida Area Agency on Aging	Department of Elder Affairs	Voting		
Mr.	Neil	Ambrus	NE Florida Area Agency on Aging	Department of Elder Affairs	Alternate		
VACANT				Private for Profit Transportation	VACANT		
Ms.	Pamela	Hagley	Agency for Health Care Administration	AHCA	Voting		
Ms.	Reeda	Harris	Agency for Health Care Administration	AHCA	Alternate		
Ms.	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		
VACANT			Flagler Hospital	Medical Community	VACANT		
Mr.	Matt	McCord	St. Johns County Council on Aging	CTC	Non-Voting		
Mr.	Nelson	Wiley	St. Johns County Council on Aging	CTC	Non-Voting		
Ms.	Patricia	Solano	St. Johns Council Council on Aging	CTC	Non-Voting		
Ms.	Becky	Yanni	St. Johns County Council on Aging	CTC	Non-Voting		
Mr.	Steve	Sarles	St. Johns County Council on Aging	CTC	Non-Voting		
Ms.	Renee	Knight	Elder Source		Interested Party		
Ms.	Rachel	Garvey	St. Johns County Transportation Development		Interested Party		
Ms.	Joanne	Spencer	St. Johns County BOCC		Interested Party		
Ms.	Shelby	Romero	St. Johns County BOCC		Interested Party Assistant to Chair Joseph		
Ms.	April	Bacchus			Interested Party		
Ms.	Teresa	Harris	St. Johns Council on Aging		schedules room at COA		

Local Complaint/Grievance Procedures

Definition of a Service Complaint

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

Service Complaints may include but are not limited to:

- Late trips (late pickup and or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e. maynot qualify, lack of TD funds, etc.)

Definition of a FORMAL GRIEVANCE

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

Formal Grievances may include but are not limited to:

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

Service Complaint Process

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

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

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

Service Complaint Grievance Process

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

1. All grievances filed must be written and contain the following:
 - a. The name and address of the complainant;
 - b. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner;
 - c. An explanation of the relief desired by the complainant.
 - d. The grievance should be addressed to: Executive Director, St. Johns County Council on Aging, Inc. 180 Marine St., St. Augustine, FL 32084.
2. A written copy of the grievance procedures and rider policies are available to anyone, upon request.
3. The contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance is posted in each of the SJCCOA vehicles in plain view of riders.
4. SJCCOA Executive Director will respond to Grievant in writing noting the date of receipt and the date by which a decision will be made (not to exceed 15 working days) in a response mailed to the grievant.
5. SJCCOA Executive Director representing the CTC will render a decision in

writing, giving the complainant an explanation of the facts that lead to the CTC's decision and provide a method or ways to bring about a resolution.

6. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
7. The SJCCOA Board of Directors, will receive a copy of the grievance and response.

Formal Grievance Process

Local Coordinating Board's formal grievance Procedures:

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

Commission for the Transportation Disadvantaged (CTD) Grievance Procedure:

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

From: [Zeruto, Dan](#) on behalf of [CTD AOR](#)
To: [Matt McCord](#)
Cc: [Summer Jones](#)
Subject: RE: Saint Johns FY23/24 - All Sections Submitted for Review Approved
Date: Thursday, October 24, 2024 8:45:02 AM
Attachments: [image001.png](#)

You don't often get email from ctd.aor@dot.state.fl.us. [Learn why this is important](#)


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

Good Morning Matt,

I have reviewed the corrections and adjustments made to the FY 2023-2024 AOR for some of the most common procedural and utilization errors. Items previously noted have been addressed and it is approved for further review at the local level as appropriate. My review and opinion does not confirm the validity or accuracy of any financial or operational data elements that have been entered.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the AOR to the LCB for review.

Florida Department of Transportation
Florida Commission for the



**Transportation
Disadvantaged**

Data Collection System

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CTC Data & Status

County:

Saint Johns ▾

Fiscal Year:

07/01/2023 - 06/30/2024 ▾

Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date	Submit
Organization	Approved	10/24/2024	Approved	10/24/2024	
Coordinated System	Approved	10/24/2024	Approved	10/24/2024	
Trips	Approved	10/24/2024	Approved	10/24/2024	
Vehicles & Drivers	Approved	10/24/2024	Approved	10/24/2024	
Revenue Sources	Approved	10/24/2024	Approved	10/24/2024	
Expense Sources	Approved	10/24/2024	Approved	10/24/2024	

Thank you –

-Dan-

Thank you,

Daniel Zeruto
Area 3 Project Manager
 Florida Commission for Transportation Disadvantaged
 605 Suwannee St., MS 49
 Tallahassee, FL 32399-0450
 Phone 850-410-5704
 Fax 850-410-5752
 Email: dan.zeruto@dot.state.fl.us



Daniel Zeruto
Transportation Disadvantaged Specialist
Project Manager – Area 2
Tel: (850) 410-5704
Email: Dan.zeruto@dot.state.fl.us
Website: <https://ctd.fdot.gov/>

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
605 Suwannee Street, Mail Station 49
Tallahassee, Florida 32399
Tel: (850) 410-5700 Fax (850) 410-5752
TD Helpline: 1-800-983-2435

-----Original Message-----

From: DoNotReply-FDOTApp@dot.state.fl.us <DoNotReply-FDOTApp@dot.state.fl.us>
Sent: Friday, September 13, 2024 4:09 PM
To: CTD AOR <CTD.AOR@dot.state.fl.us>
Subject: Saint Johns FY23/24 - All Sections Submitted for Review

All sections for Saint Johns for fiscal year FY23/24 have been submitted for review. This is an automated email. Do not reply.



CTC Organization

County: Saint Johns

Fiscal Year: 7/1/2023 - 6/30/2024

CTC Status: Complete

CTD Status: Complete

Date Initiated: 9/3/2024

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): _____



**Transportation
Disadvantaged**

CTC Trips

County: Saint Johns

CTC Status: Complete

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

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
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	97,260	N/A	97,260	108,553	N/A	108,553
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	21,161	0	21,161	21,121	0	21,121
Non-Ambulatory	21,395	0	21,395	20,160	0	20,160
Stretcher	202	0	202	452	0	452
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	140,018	0	140,018	150,286	0	150,286
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)	27,139	N/A	27,139	27,359	N/A	27,359
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)	97,260	0	97,260	108,553	0	108,553
Local Government	1	0	1	1	0	1
Local Non-Government	15,618	0	15,618	14,373	0	14,373
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	140,018	0	140,018	150,286	0	150,286



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Saint Johns

CTC Status: Complete

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

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	12,995	0	12,995	13,575	0	13,575
Children At Risk	12	0	12	2	0	2
Persons With Disabilities	27,203	0	27,203	24,819	0	24,819
Low Income	0	0	0	0	0	0
Other	99,808	0	99,808	111,890	0	111,890
Total - Passenger Type	140,018	0	140,018	150,286	0	150,286
Trip Purpose - One Way						
Medical	19,671	0	19,671	21,349	0	21,349
Employment	1,970	0	1,970	2,518	0	2,518
Education/Training/Daycare	1,757	0	1,757	2,189	0	2,189
Nutritional	17,717	0	17,717	11,657	0	11,657
Life-Sustaining/Other	98,903	0	98,903	112,573	0	112,573
Total - Trip Purpose	140,018	0	140,018	150,286	0	150,286
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	3,914	0	3,914	4,141	0	4,141
Total - UDPHC	3,914	0	3,914	4,141	0	4,141
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	88	N/A	88	503	N/A	503
Customer Feedback						
Complaints	7	N/A	7	8	N/A	8
Commendations	11	N/A	11	10	N/A	10



**Transportation
Disadvantaged**

CTC Vehicles & Drivers

County: Saint Johns

CTC Status: Complete

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

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

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	695,934	N/A	695,934	695,336	N/A	695,336
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	419,528	0	419,528	414,237	0	414,237
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	1,115,462	0	1,115,462	1,109,573	0	1,109,573
Roadcalls & Accidents						
Roadcalls	9	0	9	7	0	7
Chargeable Accidents	3	0	3	4	0	4
Vehicle Inventory						
Total Number of Vehicles	49	0	49	47	0	47
Number of Wheelchair Accessible Vehicles	48	0	48	46	0	46
Drivers						
Number of Full Time & Part Time Drivers	61	0	61	57	0	57
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: 07/01/2023 - 06/30/2024

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	\$ 663,362	N/A	\$ 663,362	\$ 696,480	N/A	\$ 696,480
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	\$ 952,405	\$ 0	\$ 952,405	\$ 934,576	\$ 0	\$ 934,576
49 USC 5310	\$ 260,807	\$ 0	\$ 260,807	\$ 247,242	\$ 0	\$ 247,242
49 USC 5311	\$ 941,714	\$ 0	\$ 941,714	\$ 813,769	\$ 0	\$ 813,769
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 708,351	\$ 0	\$ 708,351	\$ 434,345	\$ 0	\$ 434,345
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	\$ 100,544	\$ 0	\$ 100,544	\$ 90,228	\$ 0	\$ 90,228
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 49,132	\$ 0	\$ 49,132	\$ 67,887	\$ 0	\$ 67,887
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	\$ 3,952,804	\$ 0	\$ 3,952,804	\$ 3,561,016	\$ 0	\$ 3,561,016



**Transportation
Disadvantaged**

CTC Expense Sources

County: Saint Johns

CTC Status: Complete

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

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

CTD Status: Complete

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

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	3,914



Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	0	0	0
Deviated FR	91,135	108,553	97,260
Complementary ADA	0	0	0
Paratransit	37,107	41,733	42,758
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	128,242	150,286	140,018

Vehicle Data	2022	2023	2024
Vehicle Miles	974,342	1,109,573	1,115,462
Roadcalls	6	7	9
Accidents	3	4	3
Vehicles	37	47	49
Drivers	56	57	61

Passenger Trips By Trip Purpose	2022	2023	2024
Medical	19,573	21,349	19,671
Employment	3,603	2,518	1,970
Ed/Train/DayCare	2,058	2,189	1,757
Nutritional	7,378	11,657	17,717
Life-Sustaining/Other	95,630	112,573	98,903
TOTAL TRIPS	128,242	150,286	140,018

Financial and General Data	2022	2023	2024
Expenses	\$3,697,010	\$3,710,334	\$3,873,555
Revenues	\$3,256,243	\$3,561,016	\$3,952,804
Commendations	10	10	11
Complaints	8	8	7
Passenger No-Shows	727	503	88
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2022	2023	2024
CTD	26,666	27,359	27,139
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	0
DOE	0	0	0
Other	101,576	122,927	112,879
TOTAL TRIPS	128,242	150,286	140,018

Performance Measures	2022	2023	2024
Accidents per 100,000 Miles	0.31	0.36	0.27
Miles between Roadcalls	162,390	158,510	123,940
Avg. Trips per Passenger	39.35	36.29	35.77
Cost per Trip	\$28.83	\$24.69	\$27.66
Cost per Paratransit Trip	\$28.83	\$24.69	\$27.66
Cost per Total Mile	\$3.79	\$3.34	\$3.47
Cost per Paratransit Mile	\$3.79	\$3.34	\$3.47

Trips by Provider Type	2022	2023	2024
CTC	128,242	150,286	140,018
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
TOTAL TRIPS	128,242	150,286	140,018

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

Overview - Paratransit		Overview - Sunshine Bus	
Total Unduplicated Pass	437	Total Riders	23741
Total Revenue Miles	63922.28	Total Revenue Miles	163395
Total Vehicle Miles	95469	Total vehicle Miles	176657
Total Road Calls/Accidents	0	Total Road calls/Accident:	0
Total Service Days	75	Total Serice Days	75

Trips by Mobility		Fares	
Ambulatory	6055	Full \$ Fare	\$ 6,775.50
Wheelchair	5427	1/2 \$ Fare	\$ 1,294.00
Stretcher	12	Total	\$ 8,069.50
Total	11494		

Trips by Purpose		Passes	
Medical	4824	Day Pass \$	3963
Employment	478	Month Pass \$	17236
Ed./Training/Daycare	642	Total	\$ 21,199.00
Nutritional	4932		
Life-Sustaining/Other	618		

Trips by Passenger Type		Regular Pass Revenue	
Elderly		Full Pass	\$ 8,820.00
Low Income	0	Half Pass	\$ 3,285.00
Disabled	7537	Total	\$ 12,105.00
Low Income & Disabled	3361	Tokens	1982
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	468
Low Income & Disabled	128
Other	0

Summary by Funding Source	Trips	Rev. Miles	Summary by Routes	Riders	Rev. Miles
Contract Income	728	1364.22	Teal (5310)	3028	22015
County (COG)	0	0	Circulator	1269	23352
Non-Sponsored (TD)	6433	36441.21	(5311) Conn-Ex#1	1634	20632
Coastal Comm. Center (NUT)	2656	13809.32	(5311) Conn-Ex#2	2005	21890
Private Pay (PP)	385	1572.7	(5311) Blue	2900	10869
The Players Center (PVM)	217	1015.45	Green	2962	17187
Rural - 5311 (RUR)	347	5690.28	Orange	4785	12963
Troutcreek Center (TCM)	728	4029.1	Red	3770	9632
			Purple	1388	24855
TOTAL	11494	63922.28	TOTAL	23741	163395

Florida Statute 341.071(4)(b) Annual Budget and Performance Measures Report for St Johns County Sunshine Bus Co.

1. St Johns County Sunshine Bus Company certifies that its budgeted and general administrative costs of 18% are not greater than 20 percent above the annual state average of administrative costs for Tier II of 24.93%.
2. Below are the required reports including budgeted and actual general administrative costs, and productivity and performance measures for FY 2024.

Budget Line Items	FY 2024	
	Budget	Actual
Driver Salaries	2,805,093	3,095,744
Admin Salaries	628,486	557,500
Utilities	56,149	55,000
Insurances	1,192,036	1,236,046
Payroll Service	7,907	7,779
Supplies	45,466	48,723
Recruit/Training	17,323	25,400
Travel	3,982	1,352
10% Indirect	608,247	609,380
Preventive Maintenance	255,812	353,642
Total	5,620,501	5,990,566

3. The Executive Salary total compensation package is \$72,306, with no gifts accepted.

Performance Measures as reported to the National Transit Database for FY 2024:

FIXED ROUTE MOTOR BUS (MB)	2022	2023
Passenger Trips	127,131	103,290
Revenue Miles	659,686	663,827
Total Operating Costs	\$1,810,192	\$1,784,704
Operating Revenue	\$46,509	\$56,698
Vehicles Operated in Maximum Service	9	9

Base Fare	\$2.00	\$2.00
EFFECTIVENESS MEASURES		
Days/Hours Service is Available	5:00 AM - 8:30 PM Monday - Saturday*	5:00 AM - 8:30 PM Monday - Saturday*
EFFICIENCY MEASURES		
Operating Expense per Passenger Trip	\$14.24	\$17.28
Operating Expense per Revenue Mile	\$2.74	\$2.69
DEMAND RESPONSE (DR)	2022	2023
Passenger Trips	38,874	42,257
Revenue Miles	281,169	285,117
Total Operating Costs	\$1,568,191	\$1,700,910
Operating Revenue	\$113,485	\$100,919
Vehicles Operated in Maximum Service	20	20
Base Fare	Varies	Varies
EFFECTIVENESS MEASURES		
Days/Hours Service is Available	6:00 AM - 6:00 PM Monday - Saturday	6:00 AM - 6:00 PM Monday - Saturday
EFFICIENCY MEASURES		
Operating Expense per Passenger Trip	\$40.34	\$40.25
Operating Expense per Revenue Mile	\$5.58	\$5.97