



St. Johns County Transit Development Plan 2026 Annual Update





St. Johns County Transit Development Plan, 2026 Annual Update

**February 2026 – First Version
March 2026 – Second Version**

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Executive Summary

St. Johns County offers public transportation to riders of all ages in St. Johns County, Florida. As part of St. Johns County's commitment to providing public transportation services, the St. Johns County Board of County Commissioners (SJCOCC), in cooperation with its contractor, the St. Johns County Council on Aging, Inc. (SJCCOA) completes a transit development plan. The Florida Department of Transportation (FDOT) requires that a major update of the plan is produced every five years, with annual updates completed in each of the interim years.

This document serves as St. Johns County's 2026 Annual Update of the Transit Development Plan. It considers progress made toward accomplishing last year's planned implementation program of service and capital improvements and updates future expectations. Ongoing surveys and performance evaluations assist SJCOCC and SJCCOA personnel with determining public transit needs and services within the county.

- Over the past year, St. Johns County and the SJCCOA have enhanced public transit services. The enhancements include (but are not limited to) modifying stop locations at Cobblestone, Walmart US-1, and Lewis Point Plaza to increase accessibility and enhance safety; adding the newly opened Dining with Dignity site, a meal service program in the City of St. Augustine, as a stop on the Blue Line; purchasing new vehicles; and coordinating with the Jacksonville Transportation Authority (JTA) to extend service to the Avenues Mall, a major employment, shopping and entertainment destination in Jacksonville.
- Based on a recent survey of Sunshine Bus riders, survey respondents demonstrated high overall satisfaction with the bus service. Most bus riders surveyed (86%) were either very satisfied or satisfied with the bus routes.
- Although many riders are satisfied with the public transportation services, many continue to need more frequent services, additional hours of operation and/or more convenient services (i.e., more information/schedules, more bus stops and bus stop amenities). St. Johns County and SJCCOA personnel continue to identify and implement service enhancements.

1.0 Introduction and Brief Overview of TDP Process

The Transit Development Plan (TDP) serves as the official planning, development, and operational guidance document for Florida transit agencies, providing a 10-Year Operating and Capital Program. A major update is required every five years, while annual updates are submitted in the interim years. The process is governed by FDOT Rule 14-73.001 and Section 341.052, Florida Statutes, which establishes eligibility for the State Transit Block Grant Program, a key source of operating assistance.

This document represents St. Johns County's 2026 Annual TDP Update, an update of the 10-year operating and capital program. Under the most recent amendment to FDOT Rule 14-73.001, dated July 9, 2024, the annual update—previously referred to as the Annual Progress Report — functions as both a compliance report and a one-year extension of the TDP.

St. Johns County coordinates with the North Florida TPO to ensure that regional transportation planning, funding, and project delivery are aligned with local transit needs and federal requirements. Effective coordination ensures transit investments support regional goals and remain eligible for funding while meeting local mobility needs.

St. Johns County is involved in long range planning by serving on the steering committee for the North Florida TPO's Long Range Transportation Plan (LRTP). The county is also represented on the TPO's Technical Advisory Committee and TPO Board which meet ten times a year to direct federal funding, approve and amend the Transportation Improvement Program (TIP) and develop the regional list of priority projects. St. Johns County provides data on ridership, service levels, asset condition, safety, and emissions for the TPO to set regional performance targets, monitor progress, and report outcomes, ensuring transit performance is integrated with highway and multimodal measures.

As part of fulfilling Florida's TDP requirements, St. Johns County, in coordination with the North Florida TPO, presented the 2026 Annual TDP Update to the TPO's February 2026 Technical Advisory Committee, Citizens Advisory Committee and Board meetings. This process ensures compliance with state requirements, preserves eligibility for critical transit funding, and maintains alignment between county priorities and the regional transportation planning framework.

Table 1.1, on the following page, highlights the required TDP contents of this annual update.

Table 1.1 Checklist of Required Annual TDP Update Content ¹

TDP Rule Requirement	2026 Annual Update Chapter	Page Number(s)
Brief Overview of the TDP Process	Chapter 1.0	1-2
Updated 10-Year Schedule of Projects table (and maps)	Chapter 4.0	12-17
Updated Financial Plan tables using FY 2026 - FY 2035, consistent with FDOT comments in letter dated March 10, 2026	Chapter 5.0	18 - 21
Updated List of Priority Projects table	Chapter 6.0	22 - 24
Documents progress and achievements on coordination efforts with local MPO, including coordination on UPWP, TIP and Corridor Development Studies during the previous year	Chapter 1.0	1
Draft report presented to the MPO board as an information item	Chapter 1.0, Appendix D1 (meeting agenda)	1, Appendix D1
Final report submitted to FDOT by March 1, 2026	Appendix D2 (submittal email and FDOT-approval)	Appendix D2

In addition to the required annual TDP update contents listed in Table 1.1, this document contains the following items.

- A description of the plan's status and expectations for the next year (Chapter 2.0)
- Status related to the plan's previous goals and objectives (Chapter 3.0)
- Most recent transit rider surveys of the St. Johns County Sunshine Bus and St. Augustine Rider (STAR) Circulator (Appendices A and B)
- Performance evaluation update and farebox recovery ratio (Appendix C)
- Details of upcoming modifications to the Conn-Ex 1 and 2 bus routes (Appendix E)

¹ Agendas and submittal email/approval letter in Appendices D1 and D2, respectively, will be added to the final, FDOT-approved version

2.0 Accomplishments and Expectations

This section reports on past year's accomplishments and status of the TDP's implementation program. Table 2.1 contains major components of the implementation program, a description of efforts completed and expectations through the next year (FY 2027). The implementation program was originally identified in St. Johns County's Major TDP Update, completed in 2021. During the 4 ½ years since the Major TDP was completed, the County and SJCCOA have implemented several components of the TDP.

Table 2.1 Accomplishments and Expectations

	TDP Component	Past Year Results	Notes	Expectations through the Next Year (FY 2027)
Deviated Fixed Route Service				
1	Modify the Purple Line - Add service to Murabella/World Golf Village along SR 16 and US -1.	Began July 12, 2021.	In 2024, a bus stop was added to serve a new workforce housing project. In 2021, the Purple Line, a new route, was added to provide more coverage.	Completed.
2	Blue Line – Modify service south of SR 312 that overlaps with the Orange Line and add service to Vilano Beach.	Began February 7, 2022.	A change to streamline service, increases system coverage (providing service along Old Moultrie Road/S. Dixie Highway) and connect with the Orange Line at West King Street to provide transfer access to downtown St. Augustine.	Completed.
3	Conn-Ex Line – Streamline and modify to focus service along US-1.	Began February 7, 2022.	Planning to add service along US-1 to the Avenues Mall/Avenues Walk area, in the City of Jacksonville. Moved the Vilano Beach portion to the Blue Line.	Implementing a modified Conn-Ex Line to provide service to the Avenues area FY 2026. The Vilano Beach portion is completed.
4	Teal Line – Modify to serve additional community destinations.	Modified August 1, 2023.	Added the Solomon Calhoun Community Center as a new stop. The change did not significantly affect total hours of operation or mileage.	Ongoing evaluation of the route.

	TDP Component	Past Year Results	Notes	Expectations through the Next Year (FY 2027)
Demand Response (Paratransit) Service				
5	Continue providing paratransit services; Consider strategies to train/encourage paratransit riders to utilize Sunshine Bus (for those who are able).	Ongoing.	Partnership efforts with the Florida School for the Deaf and Blind (FSDB) are being piloted to offer ridership training and workforce opportunities for students.	Ongoing. CTD passes are provided to paratransit riders who qualify to promote cross ridership between Sunshine Bus and Paratransit.
Capital, Infrastructure and Technology				
6	Purchase vehicles consistent with replacement and service needs.	Ongoing.	Purchased four new buses (two paratransit and two Sunshine Bus) that were delivered July 2024.	Received four new Sunshine Buses this year and have three more on order now. We received one Paratransit van this year, with one stretcher bus on order, and one Paratransit Cutaway on order. Planning to order more Paratransit buses by Jan 1, 2026.
7	Designate official bus stops. This may include the installation of additional bus stop signs, bus pull outs and bus hubs.	Added stops at various locations.	Planned stops at the Port in the Storm, a homeless shelter for young adults located at Arapaho Avenue, and the nearby TAG Children's Museum, scheduled to open winter 2024. Planning for additional bus stop signs in the Murabella/World Golf Village area. Previously added Solomon Calhoun Community Center	Implementing new bus stops for the Avenues location(s) in Feb 2026.
8	Install bus shelters, as funds and locations are made available.	Ongoing.	Evaluation of potential locations.	Proposed new shelter locations at US-1/Walmart and 207/312 Circle K.

	TDP Component	Past Year Results	Notes	Expectations through the Next Year (FY 2027)
9	Enhance communication systems and amenities, such as real-time bus information, smart phone application and/or other technologies to enhance customer experience.	Ongoing.	Previously, SJCCOA worked with AT&T to explore the addition of live schedules on existing tablets; and coordinated with Google's Transit Partners to update the routes on Google Maps and on the website.	Ongoing. Using Life 360 internally to track and dispatch Sunshine Bus routes.

3.0 Status of TDP Goals and Objectives

This section describes progress made toward meeting and maintaining the goals and objectives identified in the most recent major and annual TDP updates. The current TDP has a vision, mission, and seven goals with objectives.

VISION: To provide the opportunity for every person in St. Johns County to enjoy wellness, longevity and quality of life choices within a strong, healthy community through the provision of public transportation.

MISSION: To provide safe, affordable and reliable mobility options.

GOALS:

GOAL 1 – CUSTOMER FOCUS AND SAFETY

GOAL 2 - MOBILITY AND ACCESSIBILITY

GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION

GOAL 4 – EFFECTIVENESS AND EFFICIENCY

GOAL 5 – QUALITY OF LIFE

GOAL 6 – EDUCATION AND TRAINING

GOAL 7 – CAPITAL IMPROVEMENTS

Table 3.1 TDP Goals, Objectives and Policy Assessment

Goal/Objective	Implementation Assessment of Previous Year (FY 2025) ²
GOAL 1 – CUSTOMER FOCUS AND SAFETY: Maintain and continuously improve customer-focused service and products.	
Objective 1.1 - Monitor and improve safety and security throughout the transit system.	Ongoing. Over the past year, SJCCOA installed new security gates at the transit center and plan to install external security cameras on the outside of the transit center by February 2026. Efforts to maintain a Safety Management System (SMS) that complies with the Public Transportation Safety Certification Training Program (PTSCTP) rule, and with workplace safety standards, are ongoing. Previously, in 2023, SJCCOA hired a Transportation Safety Officer to assess the ongoing safety efforts of the transportation system. Over 245 camera systems were installed on 10 new buses in October 2023, and the SR 16/ Mission Trace bus stop was modified to improve safety. The County completed a Public Transportation Agency Safety Plan (PTASP) that was approved by the SJCBOCC July 2020.
Objective 1.2 - Seek input from users and non-users of the system through periodic surveys, focus groups, etc. to evaluate needs and respond with enhancements to programs and services.	Ongoing. An on-board transit survey is completed annually to collect input from Sunshine Bus users. On-board surveys for the St. Johns County Sunshine Bus and St. Augustine STAR Circulator services were implemented in May 2025. Additional input (from paratransit customers, bus drivers, elected officials, stakeholders and public) was collected for the 2021 Major TDP Update through surveys and meetings.
Objective 1.3 – Develop passenger amenities that best respond to local conditions.	Implementation of Objective 1.3 is ongoing. St. Johns County and SJCCOA personnel will be implementing new bus stops for the Avenues location(s) in February 2026. Personnel recently modified the SR 16/Mission Trace bus stop to respond to safety concerns.

² St. Johns County's FY 2025 was October 2024 through September 2025.

Goal/Objective	Implementation Assessment of Previous Year (FY 2025) ²
Objective 1.4 - Review and enhance employee customer service training programs and tools, including bus operator courtesy training.	Implementation of Objective 1.4 is ongoing.
GOAL 2 - MOBILITY AND ACCESSIBILITY: Provide mobility and access to meet current and evolving mobility market needs and opportunities, and to improve the economy.	
Objective 2.1 - Continue to develop public transportation services that address the mobility needs of traditional transit customers.	Implementation of Objective 2.1 is ongoing. Survey results continue to indicate that most riders are dependent on Sunshine Bus transit service. County and SJCCOA personnel are continuing to ensure that services meet the needs of these traditional customers. For example, the extension of St. Johns County's transit system north to the Avenues Mall/Walk area in 2026 will meet additional mobility needs of transit passengers. Additionally, by transporting Exceptional Student Education (ESE) students on Sunshine Bus, the County and SJCCOA are helping to integrate ESE students into the workforce. Personnel are also planning to modify the Purple Line to serve a 192-unit workforce housing development in the southwest quadrant of US-1 and County Road (CR) 210.
Objective 2.2 - Encourage the use of public transportation by all residents of St. Johns County and municipalities within.	County personnel continue to coordinate with communities throughout St. Johns County, including but not limited to St. Augustine, St. Augustine Beach and the Murabella area. For example, personnel complete ongoing updates to the website and ongoing evaluations of future bus stop locations and signs to improve access.
Objective 2.3 – Develop public transportation services to address additional mobility needs and opportunities, including areas located outside the existing transit coverage area.	The extension of service north to the Avenues Mall/Walk area in 2026 will continue to address mobility needs and opportunities, connecting to areas outside the County's existing transit coverage area. In November 2025, the newly opened Dining with Dignity site, a meal service program in the City of St. Augustine at S. Dixie Highway and SR 207, was added as a Blue Line stop.

Goal/Objective	Implementation Assessment of Previous Year (FY 2025) ²
Objective 2.4 - Decrease barriers to mobility and accessibility.	Recently, County and SJCCOA personnel modified stop locations at Cobblestone, Walmart US-1, and Lewis Point Plaza to increase accessibility, decrease barriers and enhance safety.
Objective 2.5 -Ensure compliance with the Americans with Disabilities Act (ADA) and identify ways to make the transit system more accessible.	Efforts to improve accessibility are ongoing.
GOAL 3 – INTERAGENCY AND REGIONAL COORDINATION: Enhance and improve multimodal coordination and connectivity to promote travel efficiencies and effectiveness.	
Objective 3.1 - Continue the cooperative culture between St. Johns County, the Council on Aging and other mobility service partners.	St. Johns County and the SJCCOA continue to coordinate.
Objective 3.2 - Coordinate transportation services and facilitate connections across jurisdictional boundaries and/or between public transportation modes and services.	St. Johns County regularly coordinates with the City of St. Augustine and JTA regarding the County’s Sunshine Bus, City’s STAR and JTA’s St. Johns Express Select services. Currently, the County and SJCCOA are coordinating with JTA to connect Duval and St. Johns Counties in February 2026 using modified Sunshine Bus routes (i.e., the Conn-Ex 1 and 2 routes). Additionally, the County is coordinating with the North Florida TPO and City of St. Augustine to complete on-board surveys for both County and City public transit services.
Objective 3.3 - Continue to participate in state, regional and local coordination efforts to maintain consistency between St. Johns County programs and initiatives and other plans and programs.	The County continues to coordinate with partners such as JTA, Ride Solutions, North Florida TPO, the Northeast Florida Regional Council and FDOT, particularly as part of the Northeast Florida Regional Transit Working Group.
GOAL 4 – EFFECTIVENESS AND EFFICIENCY: Provide an Effective and Efficient Public Transportation System.	
Objective 4.1 - Identify methods to operate more effective and efficient service, while maintaining and increasing ridership levels.	Ongoing. The County streamlined bus routes by decreasing overlapping portions of the Blue and Orange Lines south of SR 312 and by concentrating the Conn-Ex Line service along US-1. Recently, the County

Goal/Objective	Implementation Assessment of Previous Year (FY 2025) ²
	and SJCCOA implemented Life360 for real time tracking internally to help improve operations.
Objective 4.2 - Encourage paratransit riders to use the deviated fixed route service, for those who can ride the deviated fixed route service.	Implementation of Objective 4.2 is ongoing. The SJCCOA continues to provide Sunshine Bus passes for TD riders.
Objective 4.3 - Implement service enhancements that will attract additional riders, including those who are not dependent on public transportation.	Continuing to explore real-time tracking and technological advances.
Objective 4.4 -Increase passenger revenues per mile and per hour.	Ongoing. The extension of service north to the Avenues Mall/Walk area in 2026 is anticipated to increase ridership and revenues. The County and SJCCOA continue to coordinate with various community organizations to improve public transportation services and increase ridership.
GOAL 5 – QUALITY OF LIFE: Enhance economic prosperity, livability and environmental sustainability within the service area.	
Objective 5.1 - Support economic development initiatives.	Implementation of Objective 5.1 is ongoing. County and SJCCOA personnel are planning to add the Avenues run along with the St. Johns Technical College to the February 2026 modified Conn-Ex route. Personnel are continuing efforts to help integrate ESE students into the workforce by successfully transporting ESE students on the Sunshine Bus. Previously, personnel partnered with JTA to incorporate a bus stop at the recently developed Pavilion at Durbin Park, located in northwest St. Johns County.
Objective 5.2 - Pursue the development of transit-friendly land use policies and land development criteria.	Efforts to implement Objective 5.2 are ongoing.

Goal/Objective	Implementation Assessment of Previous Year (FY 2025) ²
Objective 5.3 - Ensure that Future Land Use Maps and other comprehensive plan components support the development of public transit service.	Efforts to implement Objective 5.3 are ongoing.
GOAL 6 – EDUCATION AND TRAINING: Inform the community on the value of a quality public transit system and develop a highly qualified Sunshine Bus workforce.	
Objective 6.1 - Enhance the image and visibility of transit in the community.	County and SJCCOA personnel continue to work on route displays/maps for hotels on A1A, SR16, and Vilano Beach and planning for additional bus stop signs in the Murabella/World Golf Village area. Personnel also implement regular updates to the SJCCOA website.
Objective 6.2 - Develop ongoing outreach programs designed to educate the public about available transportation alternatives.	County and SJCCOA personnel are coordinating with various community organizations to educate them about current services and identify opportunities to enhance services, and better meet community needs. Met with the St. Augustine Youth Development in 2025 to establish a potential partnership and provide ongoing outreach to the community. Considering additional youth training programs in early 2026.
Objective 6.3 - Enhance staff recruitment, retention and development efforts.	Efforts to implement Objective 6.3 are ongoing, following the SJCCOA's recent hire of a Transportation Safety Officer to assess the ongoing safety efforts of the transportation system.
GOAL 7 – CAPITAL IMPROVEMENTS: Establish the appropriate infrastructure necessary to maintain and expand deviated fixed route and paratransit services in the future.	
Objective 7.1 - Acquire vehicles and associated equipment for fleet replacement and expansion.	As of November 2025, County and SJCCOA personnel received four new Sunshine Buses this year and have three more on order. Personnel received one paratransit van this year, with one stretcher bus on order, and one paratransit cutaway on order. Personnel is planning to order more paratransit buses by Jan 1, 2026.

Goal/Objective	Implementation Assessment of Previous Year (FY 2025) ²
Objective 7.2 - Establish designated bus stops with signage and shelters as funds and locations are made available.	Personnel has proposed new shelter locations at US-1/Walmart and the Circle K located at SR 207/SR 312.
Objective 7.3 - Continue to monitor and enhance bus facility capacity and equipment needs.	Efforts to implement Objective 7.3 are ongoing.
Objective 7.4 - Establish bus pull outs, passenger amenities and other infrastructure in cooperation with property owners.	The identification and implementation of bus pull outs and stop amenities is ongoing. County and SJCCOA personnel are currently researching additional infrastructure opportunities for the Avenues Mall and Avenue Walk location(s).

4.0 TDP Schedule of Projects (2026 – 2035) for the 10-Year Operating and Capital Program Update

A Schedule of Projects for St. Johns County public transit services (Sunshine Bus) is shown in Table 4.1. In early 2026, St. Johns County and the SJCCOA are planning to implement modifications to the Conn-Ex 1 and 2 bus routes and extend service north to the Avenues Mall, located in the City of Jacksonville (Duval County). This change is consistent with service expectations listed in the County's most recent major update, approved in 2021, and annual updates approved in 2022 through 2025. There was public support for connections to bordering counties (i.e., regional connections), service to Jacksonville or extending the service north to the Avenues area during the adopted 2021 TDP outreach surveys and during subsequent rider surveys. Appendix E describes the upcoming FY 2026 service changes in more detail.

The general area for each Sunshine Bus route is as follows.

- Orange Line – Serves the West St. Augustine, US 1/SR 312 and SR A1A/SR 312 areas.
- Blue Line – Serves US-1, portions of Downtown St. Augustine and Vilano Beach.
- Red Line – SR A1A/Anastasia Boulevard, Bridge of Lions, Downtown St. Augustine, San Marco Avenue and the St. Johns County Government Center & Courthouse.
- Green Line – Provides service to St. Augustine Beach along SR A1A/A1A Beach Boulevard, and SR 206, south US-1 and St. Augustine Shores.
- Circulator to East Palatka – Connects Hastings, Flagler Estates and East Palatka.
- Teal Line – Serves portions of US-1 and SR 312 in St. Augustine, including the Government Center, with areas along SR 207, Elkton, Hastings and Flagler Estates.
- Modified Conn-Ex 1 Line – Connects multiple areas along US-1 from south of SR 206 to Palencia including St. Augustine South, Kings Estate Road, St. Johns County Government Center & Courthouse and the Northeast Florida Regional Airport.
- Avenues Line (Modified Conn-Ex 2 Line) – Connects St. Augustine to the Avenues Mall, in Jacksonville, by extending service along US-1.
- Purple Line – Connects St. Augustine to the Outlet Mall, Murabella/World Golf Village and Palencia along US-1, SR 16 and International Golf Parkway.

Figures 4.1 (current bus routes) and 4.2 (describing the upcoming modification of the existing Conn-Ex 2 route) illustrate the general service areas.

Table 4.1 Schedule of Projects | Service | 2026 - 2035

Changes from the Previous Schedule ³	Service	Description/Location	Service Type	Level of Service			Estimated Operating Cost (2025)	Anticipated Implementation Timeframe
				Weekday Frequency (minutes)	Weekday Service Span	Days of Service		
N/A	Existing Service	Orange Line/Mission Trace - West St. Augustine, US-1/SR 312	Deviated Fixed Route Bus	133	6:45 a.m. – 7:40 p.m.	Monday-Saturday	\$186,930	Ongoing, 5 – 10 years
N/A	Existing Service	Blue Line / Vilano Beach - US-1, Downtown St. Augustine, Vilano Beach	Deviated Fixed Route Bus	133	6:45 a.m. – 7:40 p.m.	Monday-Saturday	\$186,930	Ongoing, 5 – 10 years
N/A	Existing Service	Red Line / Old Town - SR A1A/Anastasia Boulevard, Downtown St. Augustine and Government Center	Deviated Fixed Route Bus	133	6:45 a.m. – 7:40 p.m.	Monday-Saturday	\$186,930	Ongoing, 5 – 10 years
N/A	Existing Service	Green Line /A1A Beach - St. Augustine Beach SR 206, south US-1 and St. Augustine Shores	Deviated Fixed Route Bus	133	6:45 a.m. – 7:40 p.m.	Monday-Saturday	\$186,930	Ongoing, 5 – 10 years
N/A	Existing Service	Circulator / Flagler Estates - Hastings, Flagler Estates and East Palatka	Deviated Fixed Route Bus	114	5:30 a.m. – 7:45 p.m.	Monday-Saturday	\$191,896	Ongoing, 5 – 10 years

³ This 2026 Annual Update is the County’s first TDP containing the “Schedule of Projects” table that is required by the revised TDP Rule (July 2024). Therefore, this column indicates whether there was a change from the 10-year implementation program contained in the County’s 2025 annual progress report.

Changes from the Previous Schedule ³	Service	Description/Location	Service Type	Level of Service			Estimated Operating Cost (2025)	Anticipated Implementation Timeframe
				Weekday Frequency (minutes)	Weekday Service Span	Days of Service		
N/A	Existing Service	Teal Line / Hastings - US-1 and SR 312 in St. Augustine, including the Government Center, SR 207, Elkton, Hastings and Flagler Estates	Deviated Fixed Route Bus	146	6:00 a.m. – 7:45 p.m.	Monday-Saturday	\$195,659	Ongoing, 5 – 10 years
This is a change from the previous 10-year program. The existing Conn-Ex 1 route is modified.	Decrease Frequency of <u>Existing Service</u>	Modified Conn-Ex 1/ US-1 Connector - US-1 from south of SR 206 north to Palencia	Deviated Fixed Route Bus	158	5:00 a.m. – 8:00 p.m.	Monday-Saturday	\$210,409	Ongoing, 5 – 10 years
This is a change from the previous 10-year program. The existing Conn-Ex 2 route is modified.	Extend <u>Existing Service</u> to Avenues	Modified Conn-Ex 2/Avenues - Connect St. Augustine to the Avenues Mall in Jacksonville, along US-1	Deviated Fixed Route Bus	149	5:30 a.m. – 8:30 p.m.	Monday-Saturday	\$180,608	Ongoing, 5 – 10 years
N/A	Existing Service	Purple Line / World Golf Village - St. Augustine to Outlet Mall, Murabella/ World Golf Village and Palencia	Deviated Fixed Route Bus	133	4:45 a.m. – 8:05 p.m.	Monday-Saturday	\$223,202	Ongoing, 5 – 10 years
N/A	Existing Service	CTD/Paratransit	Demand Response Bus	Demand Response or Subscription	-----	Monday-Sunday	\$2,059,396	Ongoing, 5 – 10 years

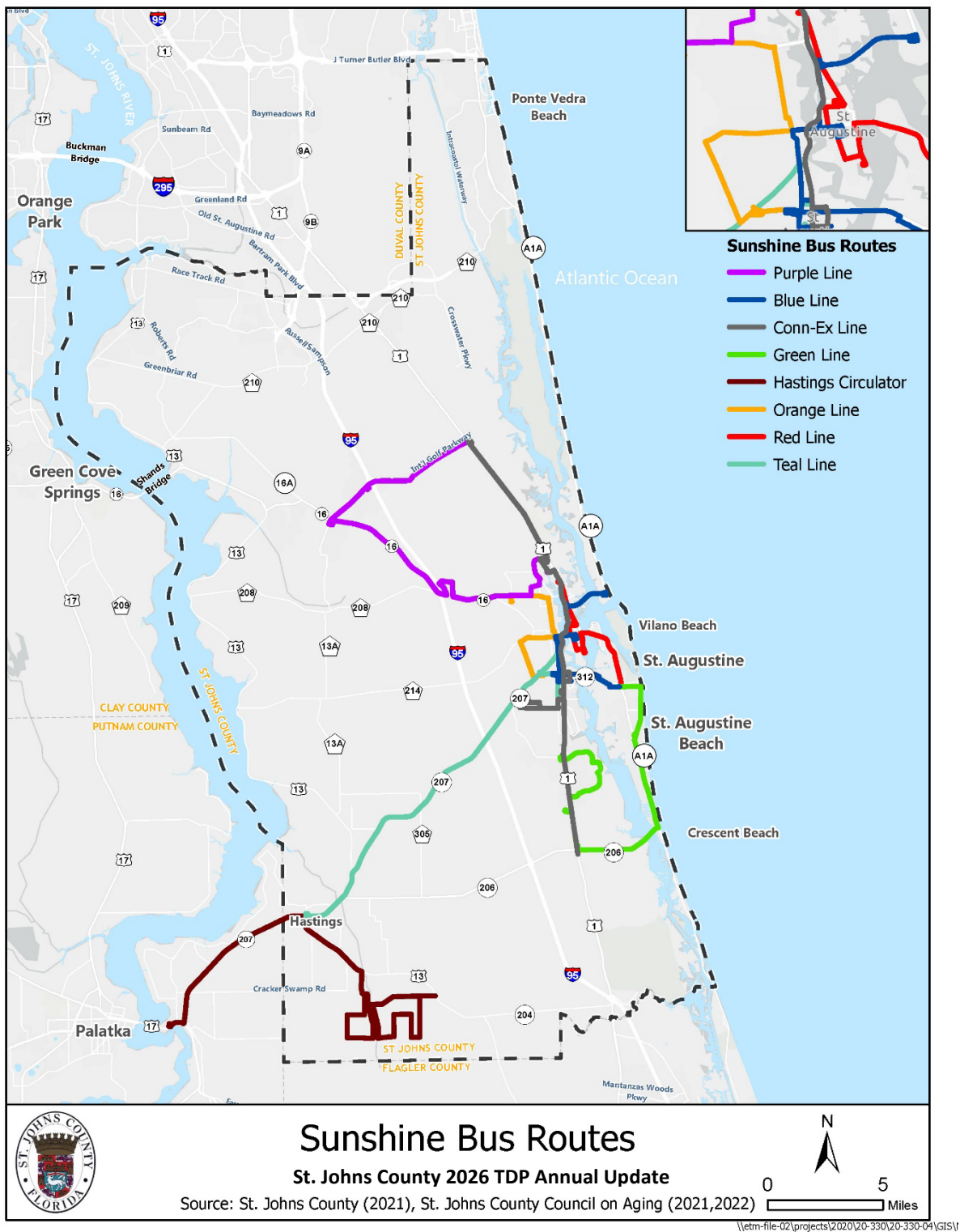
Table 4.2 Schedule of Projects | Capital and Technology | 2026 - 2035

Changes ⁴ from the Previous Schedule	Capital/ Technology	Description (Location is system-wide)	Type of Capital, Infrastructure	Level of Service			Estimated Capital Cost (2025)	Anticipated Implementation Timeframe (Ongoing for Existing Services)
				Weekday Frequency (minutes)	Weekday Service Span	Days of Service		
N/A	Purchase vehicles	Purchase vehicles (23’ cutaway, 27’ cutaway, vans, etc.) for deviated fixed route and CTD/paratransit services consistent with replacement and service needs	Cutaway vehicles, vans	N/A	N/A	N/A	Unit cost varies; see updated financial plan, Table 5.2	Ongoing, as needed
N/A	Install bus stops / shelters	Designate official bus stops and/or install bus stop infrastructure and amenities	Bus stop signs, pull outs, shelters, amenities	N/A	N/A	N/A	Unit cost varies; see updated financial plan, Table 5.2	Ongoing, as needed and as funds and locations are made available
N/A	Technology / Software	Enhance communication systems and amenities, such as real-time bus information, smart phone applications and/or other technologies to enhance customer experience	Communication systems / technology, software updates	N/A	N/A	N/A	See updated financial plan, Table 5.2	Ongoing

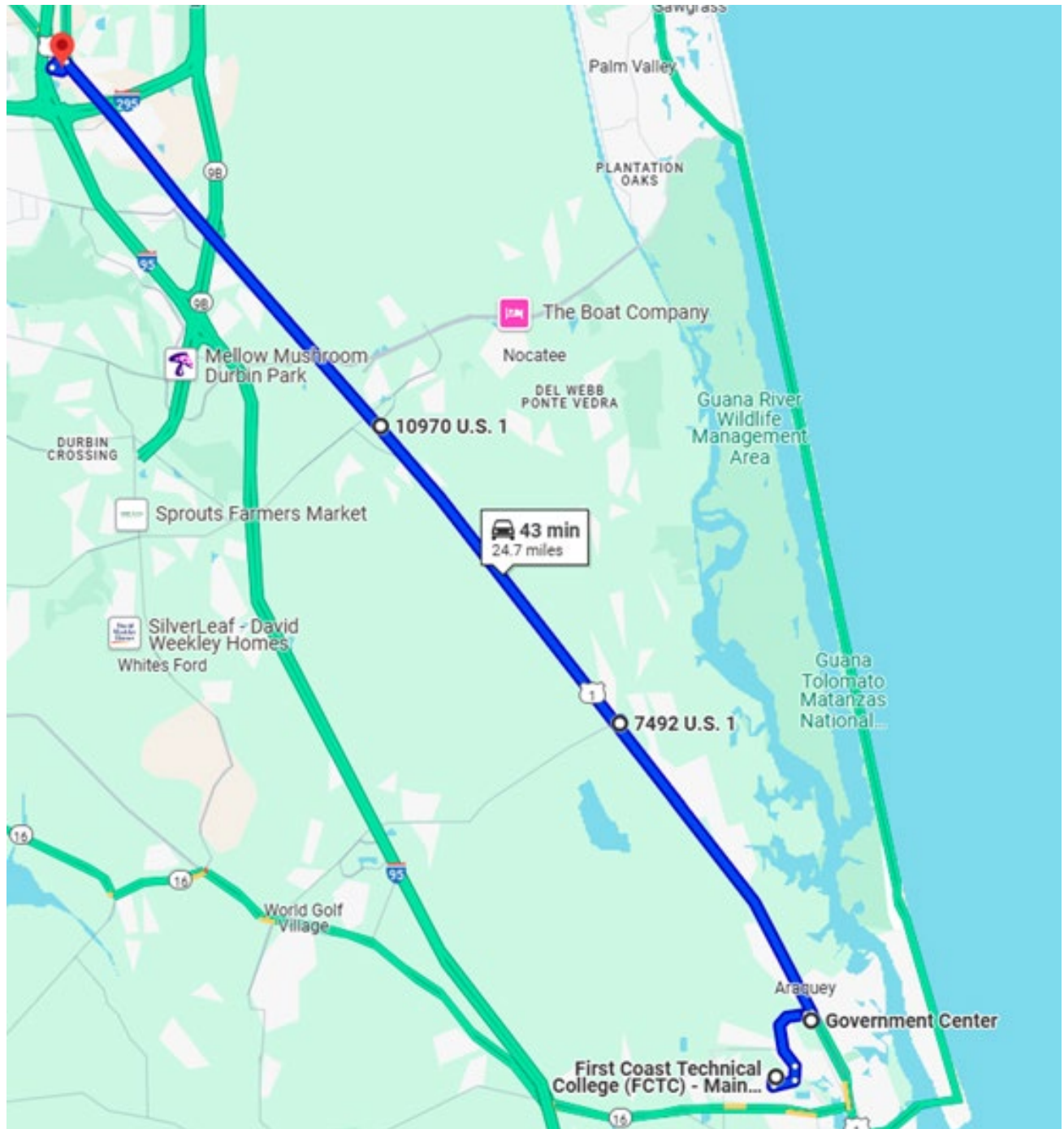
The service and capital projects shown in Tables 4.1 and 4.2 are consistent with and support the County’s most recent Major TDP Update. These projects are generally supportive of regional and statewide plans and programs, such as the LRTP, TIP, UPWP and Florida Transportation Plan.

⁴ This 2026 Annual Update is the County’s first TDP containing the “Schedule of Projects” table that is required by the revised TDP Rule (July 2024). Therefore, this column indicates whether there was a change from the 10-year implementation program contained in the County’s 2025 annual progress report.

Figure 4.1 St. Johns County Bus Routes (as of December 2025)



**Figure 4.2 Proposed Modification of Existing Conn-Ex 2 Bus Route
(anticipated FY 2026)**



5.0 Updated Financial Plan for the 10-Year Operating and Capital Program Update

The updated program and financial plan are summarized in Tables 5.1 and 5.2. The financial plan includes planning level cost estimates and anticipated revenues over the 10-year period. The operating and capital program update has been modified to reflect the FY 2026 – 2035 period.

The updated financial plan is based on the adopted 2021 TDP financial plan and has been modified to reflect the expected TDP implementation plan and changes in transit revenue streams. Assumptions made regarding operating and capital costs and revenues for deviated fixed route and demand response services were based on a variety of factors, including service characteristics, anticipated federal, state and local funding levels and previous annual updates.

Table 5.1, Capital and Operating Cost Assumptions, contains 3-year average operating costs from the 2022 - 2024 National Transit Database (NTD) for St. Johns County. Using cost assumptions and expected service characteristics, Table 5.2 estimates operating and capital expenses over the ten-year period. Estimated costs to provide the proposed transit services are \$79.4 million over the ten-year period. Revenues are estimated to be \$68.5 million over the same period, leaving approximately \$10.9 million in unfunded needs.

Table 5.1 Operating Capital Cost Assumptions | 2026 - 2035

Assumption	Estimated Cost	Notes/Source
Deviated Fixed Route Operating Cost per Revenue Hour	\$49.03	FY 2022-24 Average - National Transit Database, St. Johns County
Deviated Fixed Route Operating Cost per Revenue Mile	\$2.73	FY 2022-24 Average - National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Hour	\$66.43	FY 2022-24 Average - National Transit Database, St. Johns County
Demand Response Operating Cost per Revenue Mile	\$5.95	FY 2022-24 Average - National Transit Database, St. Johns County
Operating Cost Inflation Rate (10-year average)	4.5%	7% in the short term, decreased gradually to 3% by year seven
Capital Cost Inflation Rate (10-year average)	4.5%	7% in the short term, decreased gradually to 3% by year seven

Table 5.2 Updated Financial Plan | 2026 - 2035

Costs and Revenues		FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	Total
Operating Costs	Description											
Deviated Fixed Route Service		2,180,186	2,278,294	2,380,818	2,487,954	2,599,912	2,716,908	2,839,169	2,966,932	3,100,444	3,239,964	26,790,582
Orange Line/Mission Trace	Maintain Existing	232,948	243,431	254,385	265,833	277,795	290,296	303,359	317,010	331,276	346,183	2,862,517
Blue Line/Vilano Beach	Maintain Existing	232,948	243,431	254,385	265,833	277,795	290,296	303,359	317,010	331,276	346,183	2,862,517
Red Line/Old Town	Maintain Existing	232,948	243,431	254,385	265,833	277,795	290,296	303,359	317,010	331,276	346,183	2,862,517
Green Line/A1A Beach	Maintain Existing	232,948	243,431	254,385	265,833	277,795	290,296	303,359	317,010	331,276	346,183	2,862,517
Circulator Line/Flagler Estates	Maintain Existing	239,138	249,899	261,144	272,896	285,176	298,009	311,420	325,433	340,078	355,381	2,938,575
Teal Line/Hastings	Maintain Existing	243,827	254,799	266,265	278,247	290,768	303,852	317,526	331,814	346,746	362,350	2,996,194
Purple Line/WGV	Maintain Existing	278,150	290,667	303,747	317,415	331,699	346,626	362,224	378,524	395,557	413,357	3,417,966
Modified Conn-Ex 1	Decrease Frequency	262,208	274,007	286,337	299,222	312,687	326,758	341,462	356,828	372,885	389,665	3,222,061
Extend Service (Modified Conn-Ex 2)	Extend to Avenues	225,071	235,199	245,783	256,843	268,401	280,479	293,101	306,290	320,073	334,477	2,765,717
Demand Response/CTD/Paratransit	Maintain Existing	2,566,383	3,095,144	3,312,615	3,545,367	3,794,471	4,061,079	4,346,419	4,651,808	4,978,653	5,328,464	39,680,403
Previous Modifications to Deviated Fixed Route (in previous TDP years)		-67,297	-72,025	-77,086	-82,502	-88,299	-94,503	-101,143	-108,250	-115,855	-123,996	-930,957
Total Operating Costs		4,679,272	5,301,413	5,616,347	5,950,819	6,306,085	6,683,484	7,084,445	7,510,490	7,963,242	8,444,432	65,540,028
Capital Costs	10-year Total											
Replacement Buses - Maintain service (27' cutaway, \$150,000)	8	0	0	426,630	0	465,891	0	0	531,659	0	580,585	2,004,765
Replacement Passenger Vans - Maintain service (\$75,000)	14	488,348	0	0	222,914	0	608,570	0	0	277,792	0	1,597,623
Demand Response Replacement - Maintain Service (23' cutaway, \$86,150)	33	0	820,668	490,056	256,054	1,204,095	279,618	292,200	458,024	319,090	333,449	4,453,254
Bus Stop Signs (\$2,500)	2	0	0	0	0	0	0	4,240	4,430	0	0	8,670
Shelters (\$15,000)	10	19,534	20,413	21,332	22,291	23,295	24,343	25,438	26,583	27,779	29,029	240,037
Software Purchase/Installation Update (\$10,000)	10	13,023	13,609	14,221	14,861	15,530	16,229	16,959	17,722	18,519	19,353	160,024
Training (\$2,000)	10	2,605	2,722	2,844	2,972	3,106	3,246	3,392	3,544	3,704	3,871	32,005
Misc. Equipment (\$85,000)	6	0	115,673	0	126,318	132,002	137,943	144,150	150,637	0	0	806,723
Bus Shelter Amenities (\$1,000)	10	1,302	1,361	1,422	1,486	1,553	1,623	1,696	1,772	1,852	1,935	16,002
Administrative Expenses (\$85,000)	10	110,692	115,673	120,879	126,318	132,002	137,943	144,150	150,637	157,415	164,499	1,360,208
Preventive Maintenance (\$200,000)	10	260,452	272,172	284,420	297,219	310,594	324,571	339,176	354,439	370,389	387,056	3,200,489
Total Capital Costs		895,955	1,362,291	1,361,804	1,070,434	2,288,067	1,534,083	971,401	1,699,447	1,176,541	1,519,777	13,879,800
Total Operating and Capital Costs		5,575,227	6,663,704	6,978,150	7,021,253	8,594,152	8,217,567	8,055,846	9,209,937	9,139,782	9,964,209	79,419,828

Costs and Revenues		FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	Total
Revenue Sources	Revenue Type											
Federal												
FTA 5307	Federal	2,236,653	2,259,020	2,473,510	2,692,064	2,718,984	2,746,174	2,773,636	2,801,372	2,829,386	2,857,680	26,388,479
FTA 5339	Federal	167,000	167,000	167,000	167,000	167,000	167,000	167,000	167,000	167,000	167,000	1,670,000
FTA 5310	Federal	846,576	846,576	847,776	848,988	850,212	851,448	852,697	853,958	855,232	856,519	8,509,983
FTA 5311	Federal	509,922	525,220	530,472	535,777	541,135	546,546	552,011	557,532	563,107	568,738	5,430,460
ARP Act - COVID Aid	Federal	870,048	462,048	136,000	0	0	0	0	0	0	0	1,468,096
STP	Federal	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	250,000	2,500,000
State												
State Block Grant	State	684,217	711,477	729,264	747,496	766,183	785,337	804,971	825,095	845,723	866,866	7,766,628
TD Commission	State	713,689	718,319	750,643	784,422	819,721	856,609	895,156	935,438	977,533	1,021,522	8,473,053
FDOT Commuter Assistance	State	0	0	0	0	0	0	0	0	0	0	0
FDOT Service Development	State	0	0	0	0	0	0	0	0	0	0	0
Local and Private												
Farebox Revenue	Local and Private	146,155	146,155	146,155	146,155	146,155	146,155	146,155	146,155	146,155	146,155	1,461,550
Local Match (County)	Local and Private	276,489	276,489	276,489	276,489	276,489	276,489	276,489	276,489	276,489	276,489	2,764,890
Local Non-Govt (Private Pay)	Local and Private	15,500	13,000	3,000	0	0	0	0	0	0	0	31,500
Agency Match	Local and Private	0	0	0	0	0	0	0	0	0	0	0
Advertising Contract	Local and Private	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	2,000,000
10-Year Cost & Revenue Summary												
TOTAL REVENUES		6,916,249	6,575,304	6,510,309	6,648,391	6,735,879	6,825,759	6,918,116	7,013,040	7,110,625	7,210,968	68,464,640
TOTAL COSTS		5,575,227	6,663,704	6,978,150	7,021,253	8,594,152	8,217,567	8,055,846	9,209,937	9,139,782	9,964,209	79,419,828
UNFUNDED NEEDS		0	-88,400	-467,841	-372,862	-1,858,273	-1,391,808	-1,137,730	-2,196,897	-2,029,157	-2,753,241	-10,955,188

6.0 List of Priority Projects for the 10-Year Operating and Capital Program Update | 2026 -2035

The new List of Priority Projects, in Table 6.1, outlines the ranking of service and capital improvements and strategies for the next ten years. The Priority/Rank column reflects the County's existing priorities and aligns with current ridership trends. County personnel may want to consider pursuing additional funding for the modified Conn-Ex 2 route (extended to the Avenues), such as FDOT Service Development or Transit Corridor Program funding.



St. Johns County Pier Bus Stop, St. Augustine Beach

Table 6.1 List of Priority Projects | 2026 - 2035

Priority / Rank	Improvement	Description/Location	Type of Service/Capital	Implementation Year (FY)	Funding Availability
1	Purchase vehicles	Purchase vehicles consistent w/replacement and service needs	Cutaway vehicles, vans	FY 2027/ Ongoing	Existing (Federal, State & Local)
2	Enhance Technology / Software	Enhance communication systems and amenities to enhance customer experience	Communication / technology, software	FY 2027/ Ongoing	Existing (Federal, State & Local)
3	Maintain Service	Paratransit, Commission for the Transportation Disadvantaged	Existing Demand Response Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
4	Maintain Service	Red Line / Old Town - SR A1A/Anastasia Boulevard, Downtown St. Augustine	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
5	Maintain Service	Orange Line/Mission Trace - West St. Augustine, US-1/SR 312	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
6	Decrease Frequency (modify in FY 2026)	Modified Conn-Ex 1/ US-1 Connector - US-1 from south of SR 206 north to Palencia	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
7	Maintain Service	Teal Line / Hastings - US-1 and SR 312 in St. Augustine, including Government Center, SR 207, Elkton, Hastings, Flagler Estates	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)

Priority / Rank	Improvement	Description/Location	Type of Service/Capital	Implementation Year (FY)	Funding Availability
8	Maintain service	Green Line /A1A Beach - St. Augustine Beach SR 206, south US-1 and St. Augustine Shores	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
9	Modify Route/Extend Route to Avenues (modify in FY 2026)	Modified Conn-Ex 2/ Avenues – Connect St. Augustine to the Avenues Mall in Jacksonville, along US-1	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local) Consider FDOT Service Development or Transit Corridor Program, if applicable
10	Maintain Service	Blue Line / Vilano Beach - US-1, Downtown St. Augustine, Vilano Beach	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
11	Maintain Service	Purple Line / World Golf Village - St. Augustine to the Outlet Mall, Murabella/World Golf Village and Palencia	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
12	Maintain Service	Circulator / Flagler Estates - Hastings, Flagler Estates and East Palatka	Existing Deviated Fixed Route Bus	FY 2027/ Ongoing	Existing (Federal, State & Local)
13	Install bus stops, shelters	Designate official bus stops and/or install bus stop infrastructure and amenities	Signs, pull outs, shelters	FY 2027/ Ongoing	Existing (Federal, State & Local)

APPENDIX A: 2025 Sunshine Bus Survey

The Sunshine Bus Company Survey Report

Survey Process

A survey was conducted to customers riding the Sunshine Bus from May 19 to May 22, 2025, targeting its fixed route system users. This effort aimed to understand rider demographics, travel patterns, and service satisfaction levels. Participation was voluntary and the survey was offered in three formats:

- *Paper-based*, allowing riders to fill out the survey independently or with help from a surveyor.
- *Tablet-based*, using the Qualtrics Surveys app on an iPad, completed with or without surveyor assistance.
- *QR Code-based*, providing an online survey via a QR Code for those unable to participate immediately.

After data cleaning and processing, 115 complete and partially complete surveys were recorded, covering riders from nine routes. Details are summarized in Table A.1.

Table A.1: Surveys Collected

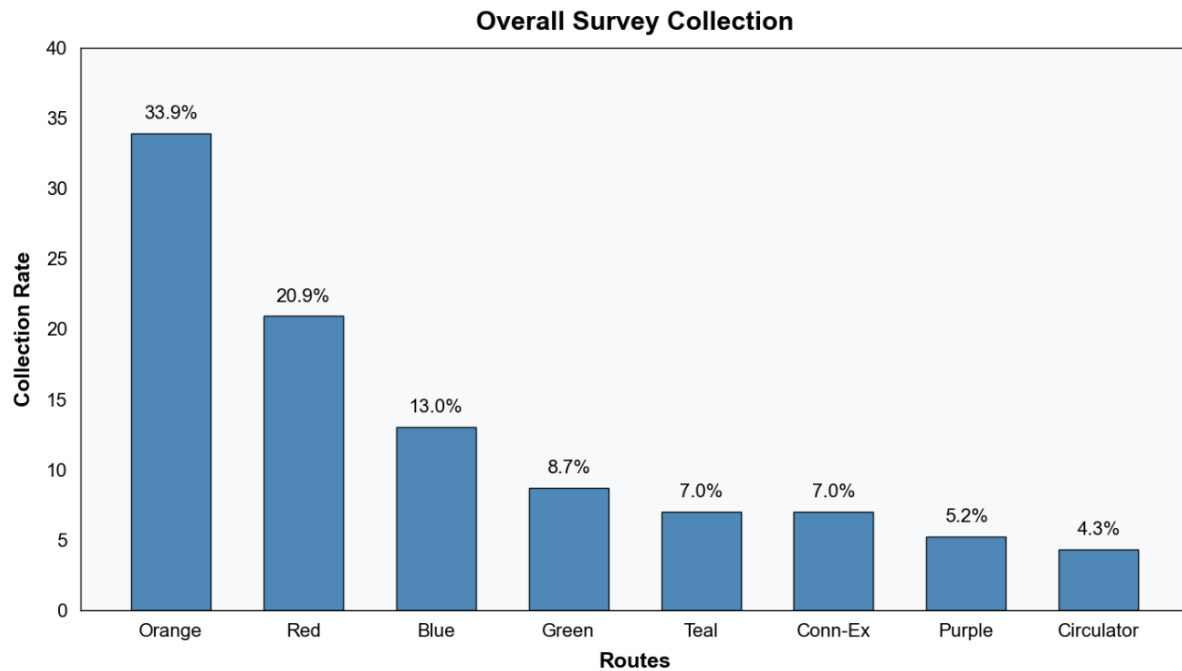
Bus Route	Number of Surveys Collected
Green	10
Orange	39
Teal	8
Blue	15
Conn-Ex (Conn-Ex #1 and Conn-Ex #2 routes)	8
Red	24
Purple	6
Circulator	5
Total	115

Table A.1 shows that most of the collected surveys came from bus lines originating at the Depot—specifically the Blue, Green, Orange, and Red lines. The Teal and Conn-Ex lines followed, each contributing an equal share, while the Purple and Circulator lines recorded the lowest participation rates, as illustrated in Figure A.1. Table A.2 presents the distribution of survey collection methods, including paper forms, tablets, and QR code.

Table A.2: Number and Percentage of Completed Surveys based on Survey Media

Survey Media	Number of Completed Surveys	Percentage of Total Completed Surveys
Paper	94	81.7%
Tablet	21	18.3%
QR Code	0	0.0%
Total	115	100.0%

Figure A.3: Overall Survey Collection

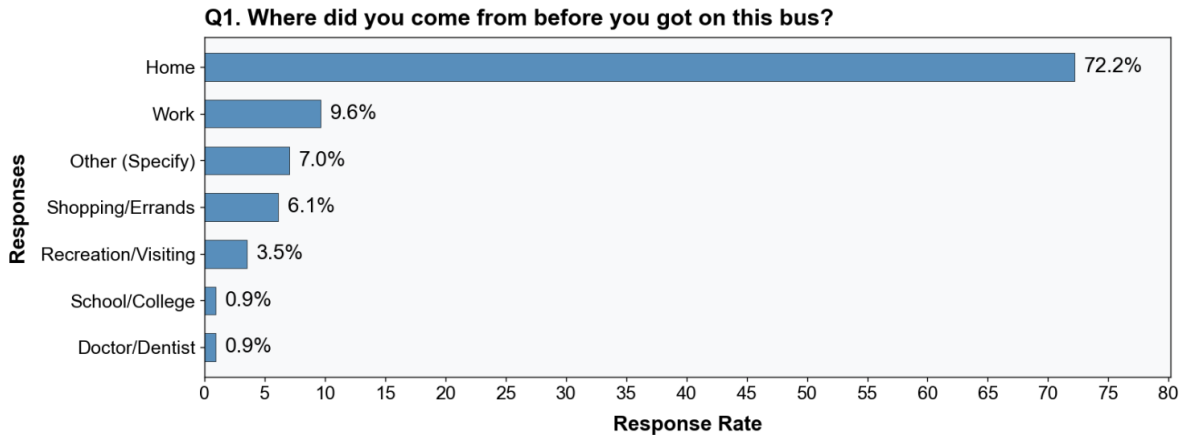


Survey Results

Q1. Where did you come from before you got on this bus?

Figure A.2 indicates that most survey respondents (72.2%) began their journey from home before boarding the bus. Other common starting points included “Work” (9.6%), “Other” (7.0%), and “Shopping/Errands” (6.1%). Less frequently reported origins were “Recreation/Visiting” (3.5%), “School/College” (0.9%), and “Doctor/Dentist” (0.9%).

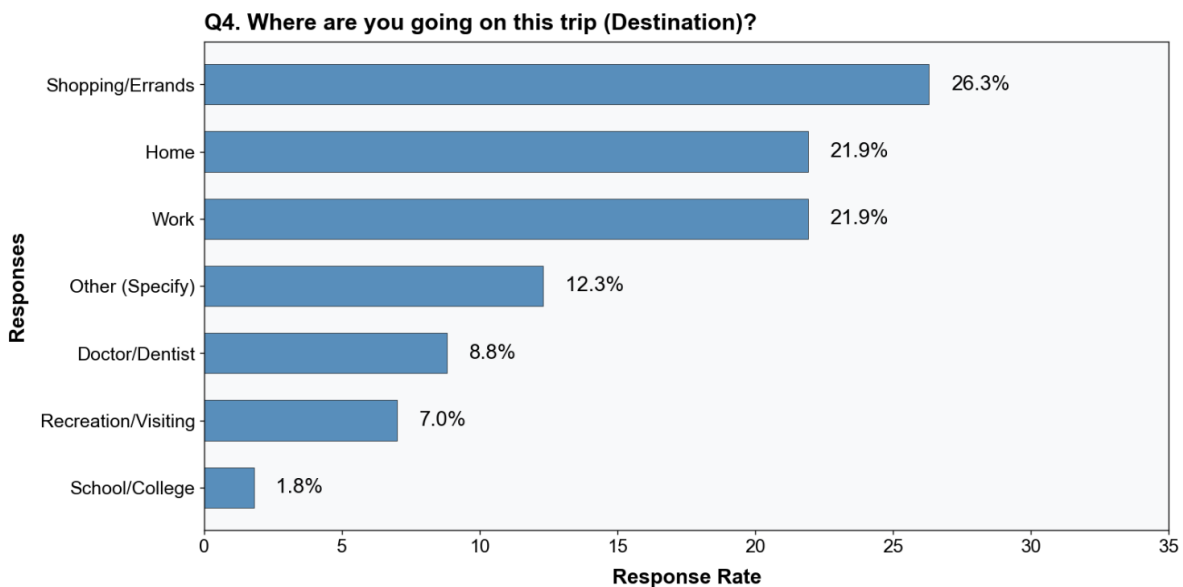
Figure A.4: Q1. Where did you come from before you got on this bus?



Q4. Where are you going on this trip (Destination)?

Figure A.3 reveals that the primary reason for bus use among respondents is shopping or running errands, accounting for 26.3% of responses. Work-related trips and returning home each represent 21.9%. “Other” unspecified destinations make up 12.3% of responses, while trips for recreation or visiting purposes account for 7.0%. Medical appointments, categorized as “Doctor/Dentist,” represent 8.8%, and “School/College” is the least common reason, contributing just 1.8%.

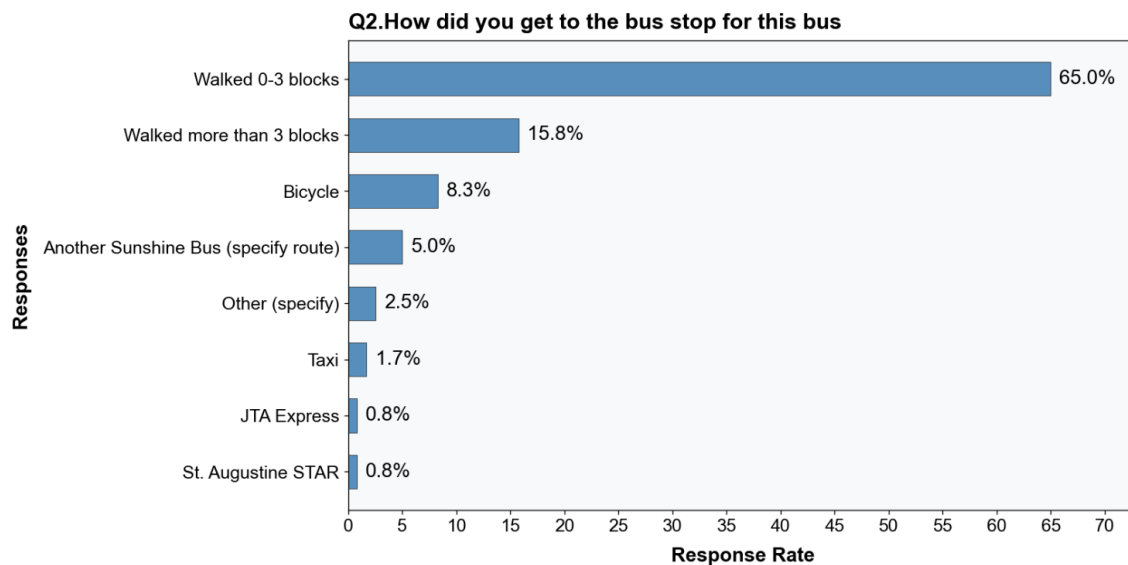
Figure A.5: Q4. Where are you going on this trip?



Q2. How did you get to the bus stop for this bus?

Figure A.4 shows that many survey respondents (65.0%) traveled a short distance (0 to 3 blocks) to reach the bus stop. An additional 15.8% walked more than 3 blocks, indicating a willingness to walk. About 8.3% arrived by bicycle, and 5.0% transferred from another Sunshine Bus, suggesting the use of multiple routes. Less common modes of access included “Other” (2.5%), taxi (1.7%), JTA Express (0.8%), and the St. Augustine STAR service (0.8%).

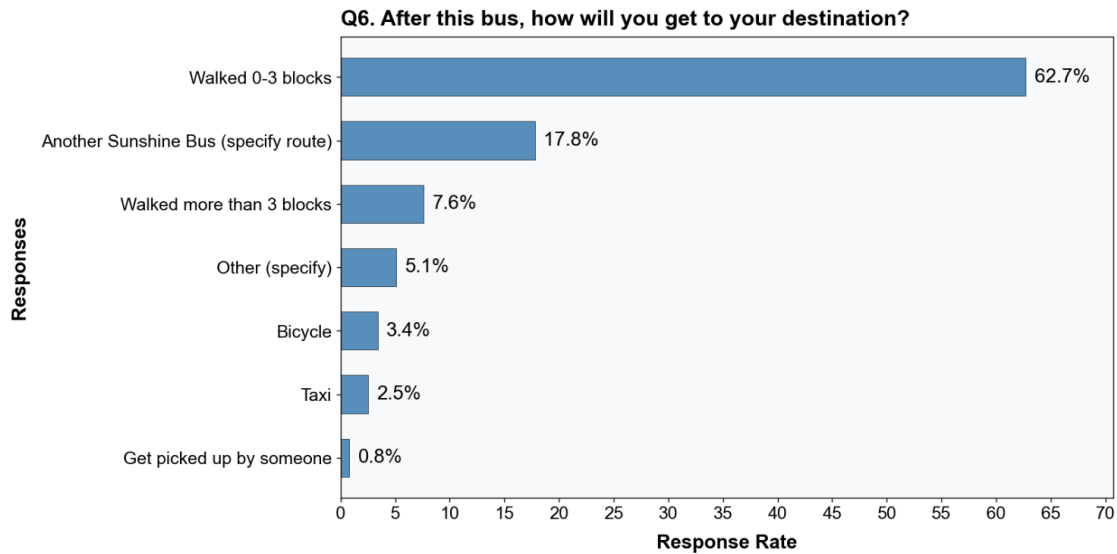
Figure A.6: Q2. How did you get to the bus stop for this bus?



Q6. After this bus, how will you get to your destination?

Figure A.5 illustrates that many respondents (62.7%) completed their journey by walking 0–3 blocks after getting off the bus. Another 17.8% transferred to a different Sunshine Bus, underscoring the interconnected nature of the routes. Walking more than three blocks was chosen by 7.6% of respondents, reflecting a willingness to travel further on foot. Other unspecified means account for 5.1%, while 3.4% continued their trip by bicycle. The least utilized options include taking a taxi (2.5%) and being picked up by someone (0.8%).

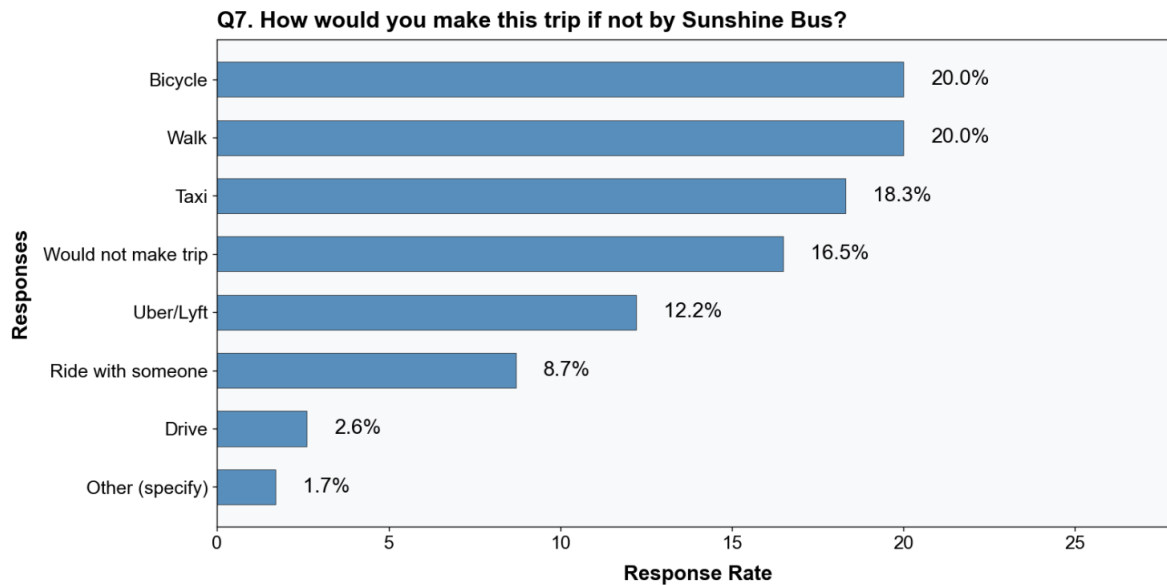
Figure A.7: Q6. After this bus, how will you get to your destination?



Q7. How would you make this trip if not by Sunshine Bus?

Figure A.7 shows that “Bicycle” and “Walk” are the most preferred alternatives to the Sunshine Bus, each selected by 20.0% of respondents. Taxis were the next most common choice at 18.3%. Notably, 16.5% of participants indicated they would not make the trip at all without the bus, emphasizing the essential role the service plays in their mobility. Uber or Lyft was selected by 12.2%, while 8.7% would rely on a ride from someone else. Only 2.6% would choose to drive themselves, and a mere 1.7% would use other means. Overall, the data highlights a range of alternative travel methods, while underscoring the critical dependence many riders have on the Sunshine Bus.

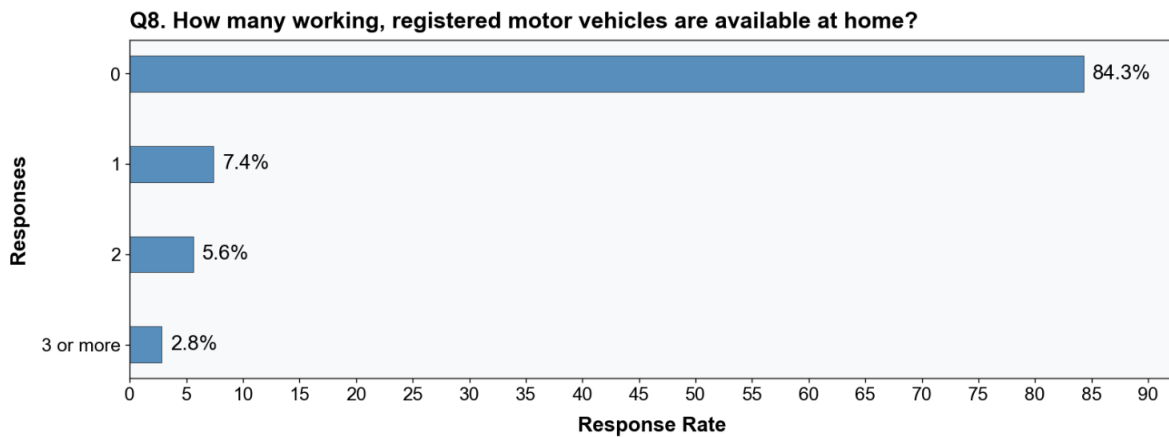
Figure A.8: Q7. How would you make this trip if not by Sunshine Bus?



Q8. How many working, registered motor vehicles are available at home?

Figure A.8 reveals that most survey participants (84.3%) do not have any working, registered motor vehicles at home, highlighting a strong reliance on public or alternative transportation. About 7.4% reported having access to one vehicle, while 5.6% own two vehicles. Only 2.8% of respondents have three or more vehicles. This distribution suggests limited access to private transportation among survey participants, underscoring the vital role the Sunshine Bus service plays in meeting their mobility needs.

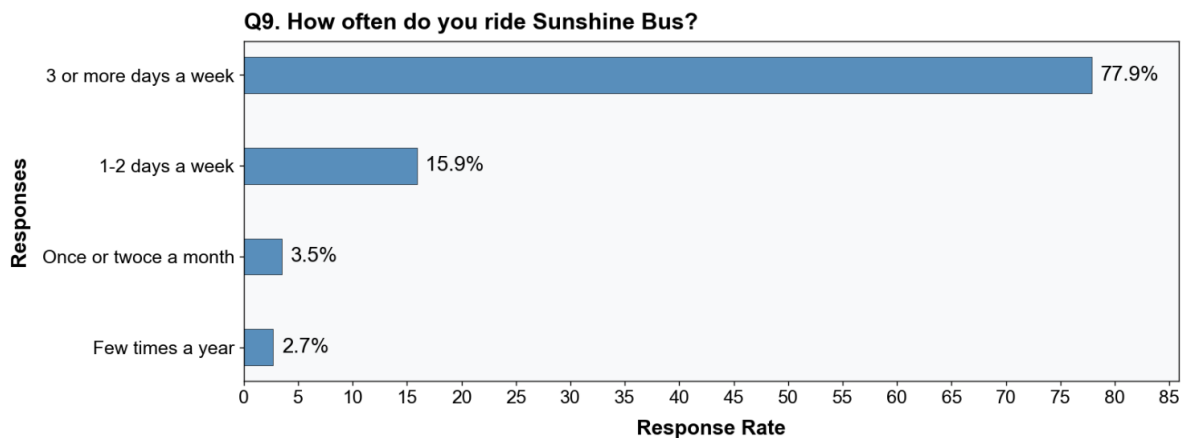
Figure A.9: Q8. How many working, registered motor vehicles are available at home?



Q9. How often do you ride the Sunshine Bus?

Figure A.6 shows that 77.9% of survey respondents use the Sunshine Bus service regularly, traveling three or more days per week. An additional 15.9% ride the bus one to two days per week. Monthly riders—those using the service once or twice a month—account for 3.5%, while only 2.7% use the bus a few times a year, indicating occasional use. These findings highlight a strong reliance on the Sunshine Bus system, with a clear trend toward frequent ridership.

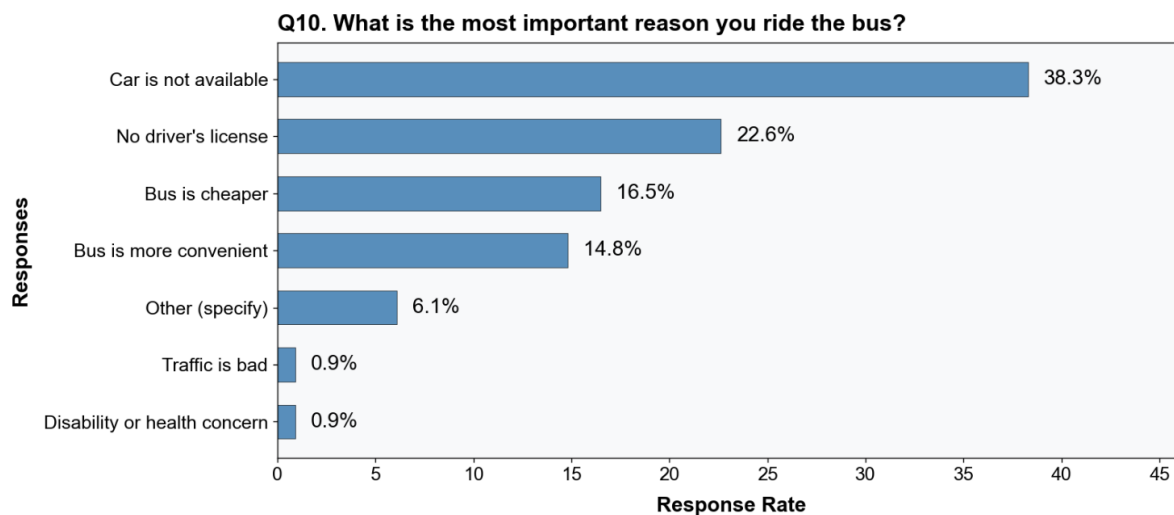
Figure A.10: Q9. How often do you ride Sunshine Bus?



Q10. What is the most important reason you ride the bus?

Figure A.9 reveals that 38.3% of respondents use the bus primarily because they lack access to a car. Additionally, 22.6% cite not having a driver's license as their reason, highlighting a significant reliance on public transportation. Affordability is another factor, with 16.5% choosing the bus for its lower cost, while 14.8% find it more convenient than other options. Other reasons account for 6.1% of responses. Both “Bad Traffic” and health or disability concerns were mentioned by 0.9% of respondents each. These findings underscore the varied motivations for bus use, with the absence of a car or driver's license being the most prominent.

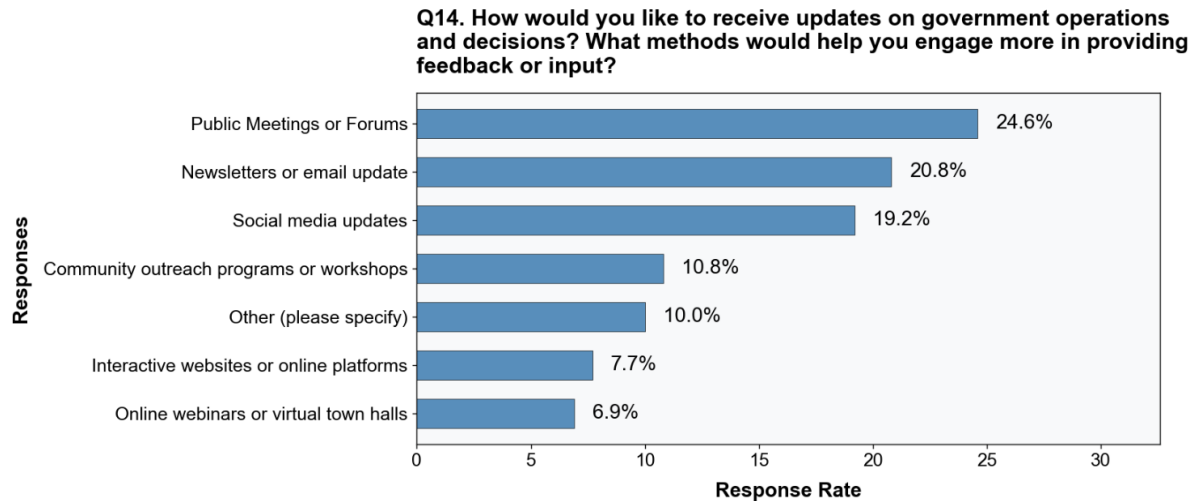
Figure A.11: Q10. What is the most important reason you ride the bus?



Q14. How would you like to receive updates on government operations and decisions? What methods would help you engage more in providing feedback or input?

Figure A.13 shows that 24.6% of respondents prefer public meetings or forums, making it the most favored method of engagement. About 20.8% prefer receiving newsletters or email updates, followed closely by social media at 19.2%. Community outreach programs or workshops are preferred by 10.8% of respondents, while 10% selected “Other.” Respondents who selected “Other ” mentioned methods/media like cellphones, bus flyers, and paper bulletins. Interactive websites or online platforms account for 7.7%, and only 6.9% prefer online webinars or virtual town halls.

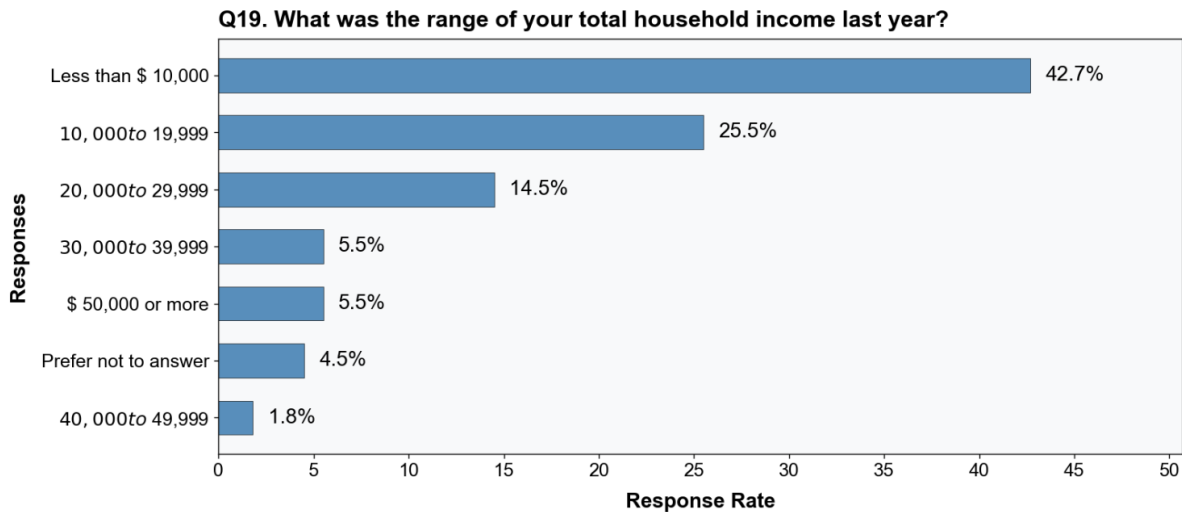
Figure A.12: Q14. How would you like to receive updates on government operations and decisions? What methods would help you engage more in providing feedback or input?



Q19. What was the range of your total household income last year?

Figure A.10 indicates that the most common income range among survey respondents is less than \$10,000, reported by 42.7% of participants. The next largest group, earning between \$10,000 and \$19,999, accounts for 25.5%. Respondents with incomes between \$20,000 and \$29,999 represent 14.5%, while those earning \$30,000 to \$39,999 and \$50,000 or more each make up 5.5% of the total. An additional 4.5% chose not to disclose their income, and the least common income range (\$40,000 to \$49,999) was reported by only 1.8%. Overall, the data reflect a predominance of low to moderate income levels among participants, with relatively few reporting higher incomes.

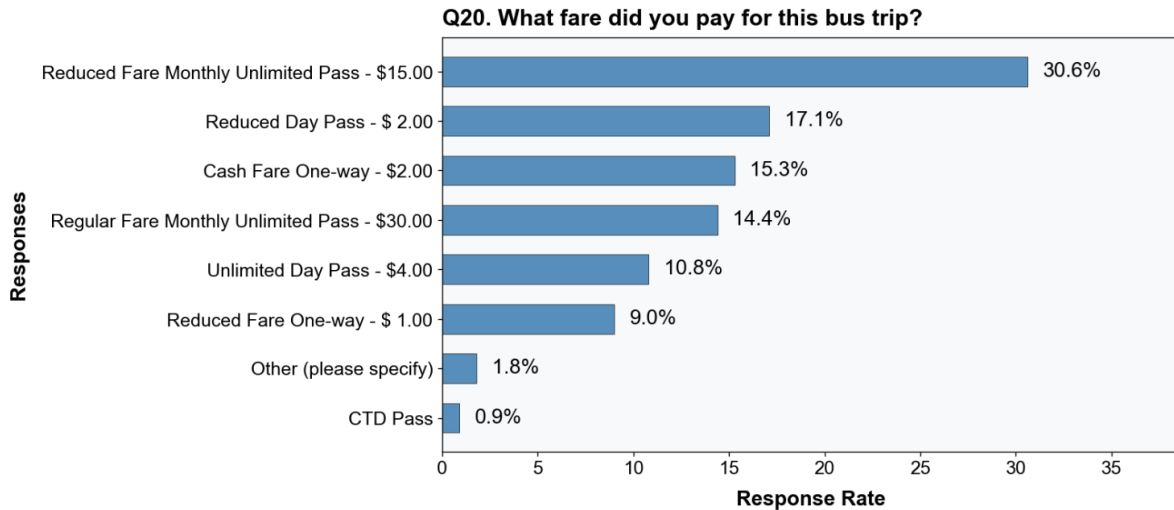
Figure A.13: Q19. What was the range of your total household income last year?



Q20. What fare did you pay for this bus trip?

Figure A.11 reveals that the most popular fare payment method among respondents is the reduced fare monthly unlimited pass at \$15.00, used by 30.6%. This is closely followed by the reduced day pass at \$2.00, chosen by 17.1% of respondents. The cash one-way fare of \$2.00 accounts for 15.3%. Despite its higher cost, the regular monthly unlimited pass at \$30.00 is the fourth most common payment method, used by 14.4% of participants. The unlimited day pass (\$4.00) and reduced one-way ticket (\$1.00) are selected by 10.8% and 9.0%, respectively. The least utilized options are “Other” (1.8%) and the Commission for the Transportation Disadvantaged (CTD) Pass (0.9%).

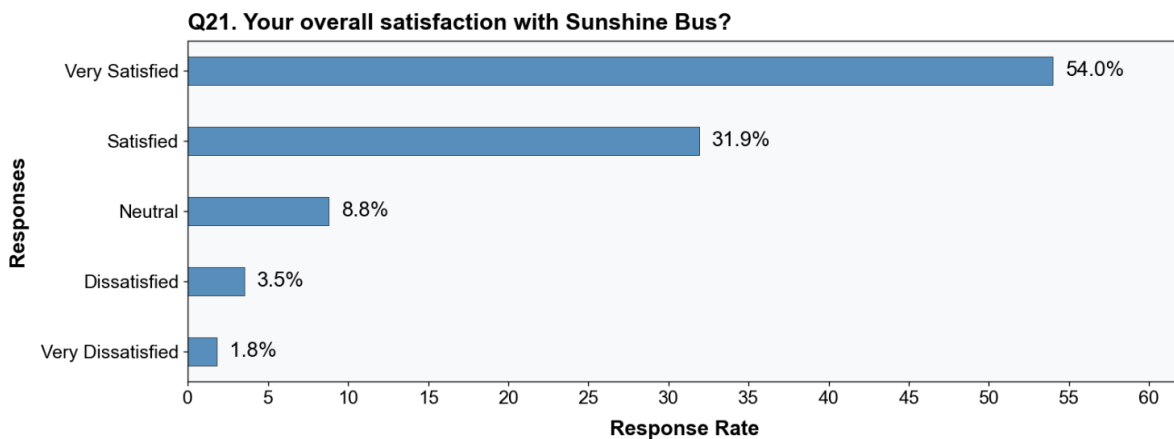
Figure A.14: Q20. What fare did you pay for this bus trip?



Q21. Your overall satisfaction with Sunshine Bus?

Figure A.12 shows that a significant majority of respondents view the Sunshine Bus service favorably, with 54.0% reporting they are “Very Satisfied” and 31.9% “Satisfied.” Only 8.8% expressed a “Neutral” opinion, while dissatisfaction was minimal—3.5% were “Dissatisfied” and 1.8% “Very Dissatisfied.” These results demonstrate a high overall satisfaction rate among participants.

Figure A.15: Q21. Your overall satisfaction with Sunshine Bus?



Q22. What would make Sunshine Bus better? (Summary)

Riders provided 35 distinct suggestions for improving Sunshine Bus service (Table A.3), with the most frequent being to increase trip frequency (11 responses) and add more buses (9 responses). Eight respondents praised the current service, but others emphasized the need for shaded shelters or benches at stops (at least 6 mentions) and extending service to include Sundays (3 mentions). Additional

comments called for better on-time performance (2), shorter or improved routes (3), more stops (3), and longer service hours, including service until 9 p.m. (2). Individual suggestions highlighted the need for accessible features such as trained drivers for people with disabilities, secure bike storage, and the ability to pay with debit cards. Customer service responsiveness and clearer route maps were also noted as areas for improvement.

Table A.3: Comments on how to make Sunshine Bus better

Counts	What would make Sunshine Bus better?
11	Pass more frequently
9	More buses
8	It's great, awesome
3	Bus on Sundays
4	More shelters/shades
2	Be on time
3	Better/shorter routes
3	More stops
2	Not having to stand in the rain, heat, cold until the last minute to get on the bus
1	By adding more stops and better-trained drivers
1	Drivers with an understanding of disabilities
1	Free card services, such as the Star card. Need for benches at bus stops
1	Find a way to swipe a debit card to pay
1	Keep doing what you're doing
1	Lower monthly pass
1	Concern drivers
1	Your maps do not relate to schedules, and they assume local knowledge.
1	Longer hours. I can take the bus to work, but not back home.
1	Customer service answering phone calls on time
1	More time for the bus till late at night
1	Bigger buses
1	Someone to be available to take a call in case the driver misses the passenger
1	There are no waiting shades or benches for most of the bus stops
1	Connection time
1	Secure bicycles in the bus with a seat belt
1	Add more routes. Make long routes shorter
1	Put bus stops where there are none
1	More times for the bus routes and extend the bus hours to 9pm

Route Transfers

Q2. How did you get to the bus stop for this bus? Another Sunshine Bus (specify)

Table A.4 shows the bus route transfer of the respondents from the bus they are coming from before boarded the current bus where the survey was collected.

Table A.4: Bus Route Transfers – Q2. How did you get to the bus stop for this bus? Another Sunshine Bus (specify)

Current Route	Coming From Route	Number of Transfers	Percent of Total Transfers	Percent of Total Survey Respondents
Orange	Blue	2	66.7%	1.7%
Green	Teal	1	33.3%	0.9%
Total		3	100%	2.6%

Q6. After this bus, how will you get to your destination? Another Sunshine Bus (specify)

Table A.5 shows the bus route transfer of the respondents to the bus they are going to board to their destination after they get off the current bus where the survey is collected.

Table A.5: Bus Route Transfer - Q6. After this bus, how will you get to your destination? Another Sunshine Bus (specify)

Current Route	Going To Route	Number of Transfers	Percent of Total Transfers	Percent of Total Survey Respondents
Orange	Purple	2	16.7%	1.7%
Red	Red	1	8.3%	0.9%
Orange	Blue	1	8.3%	0.9%
Blue	Conn-Ex	1	8.3%	0.9%
Orange	Blue	1	8.3%	0.9%
Red	Green	1	8.3%	0.9%
Green	Red	1	8.3%	0.9%
Green	Orange	2	16.7%	1.7%
Blue	Teal	1	8.3%	0.9%
Conn-Ex	Red	1	8.3%	0.9%
Total		12	100.0%	10.6%

APPENDIX A-1: SURVEY



Date: _____

Route: _____

Sunshine Bus Company 2025 Customer Survey

Please help us improve service by completing this brief survey.
Your input is important, and participation is voluntary. Thank you!

This survey is about the ONE-WAY trip you are making now (from START to END location).

START LOCATION

1. Where did you come from before you got on this bus?
(Check only one)

- ☐ Home ☐ Shopping/Errands
☐ Work ☐ Recreation/Visiting
☐ School/College ☐ Doctor/Dentist
☐ Other (specify) _____

2. How did you get to the bus stop for this bus?

- ☐ Walked 0-3 blocks ☐ Walked more than 3 blocks
☐ Bicycle ☐ Dropped off by someone
☐ Taxi ☐ Drove a vehicle and parked
☐ Another Sunshine Bus (specify) _____
☐ JTA Express
☐ Other (specify) _____

3. Where did you get on the bus you are riding now?

Stop name: _____ (for example, Seabridge Sq.)
Cross streets of bus stop: _____ & _____

END LOCATION (DESTINATION)

4. Where are you going on this trip? (Check only one)

- ☐ Home ☐ Shopping/Errands
☐ Work ☐ Recreation/Visiting
☐ School/College ☐ Doctor/Dentist
☐ Other (specify) _____

5. Where will you get off the bus you are on now?

Stop name: _____ (for example, Outlet Mall)
Cross streets of bus stop: _____ & _____

6. After this bus, how will you get to your destination?

- ☐ Walk 0-3 blocks ☐ Walk more than 3 blocks
☐ Bicycle ☐ Get picked up by someone
☐ Taxi ☐ Drive a vehicle I parked
☐ Another Sunshine Bus (specify) _____
☐ JTA Express
☐ Other (specify) _____

7. How would you make this trip if not by Sunshine Bus?
(Check only one)

- ☐ Drive ☐ Bicycle
☐ Ride with someone ☐ Walk
☐ Taxi ☐ Would not make trip
☐ Uber/Lyft ☐ Other (specify) _____

8. How many working, registered motor vehicles are available at home? (Check one)

- ☐ 0 ☐ 1 ☐ 2 ☐ 3 or more

9. How often do you ride Sunshine Bus? (Check one)

- ☐ 3 or more days a week ☐ Once or twice a month
☐ 1 – 2 days a week ☐ Few times a year

10. What is the most important reason you ride the bus?
(Check only one)

- ☐ No driver's license ☐ Traffic is too bad
☐ Car is not available ☐ Bus is more convenient
☐ Bus is cheaper ☐ Disability or health concern
☐ Other (specify) _____

11. What is your HOME zip code? _____

12. What is your WORK zip code or city? _____

13. Do you need any of the following for your trip?

- ☐ Wheelchair, lift or ramp ☐ Bus stop announcements
☐ Other assistance (specify) _____
☐ None of the above

14. How would you like to receive updates on government operations and decisions? What methods would help you engage more in providing feedback or input? (Select all that apply)

- ☐ Public Meetings or Forums
☐ Online webinars or virtual town halls
☐ Social media updates
☐ Newsletters or email updates
☐ Interactive websites or online platforms
☐ Community outreach programs or workshops
☐ Other (please specify) _____

15. Are you? ☐ Male ☐ Female

16. What is your age group?

- ☐ Under 18 ☐ 25-34 ☐ 45-54 ☐ 60-64
☐ 18-24 ☐ 35-44 ☐ 55-59 ☐ 65+

17. Which options describe you?

- ☐ White ☐ Other (specify) _____
☐ Black/African American
☐ Hispanic, Latino or Spanish origin
☐ Asian/Asian American
☐ Native American, American Indian or Alaska Native

18. Do you speak any other language(s) besides English at home? ☐ Yes ☐ No

If yes, which language(s) _____

19. What was the range of your total household income last year? (Check only one)

- ☐ Less than \$10,000 ☐ \$30,000 to \$39,000
☐ \$10,000 to \$19,999 ☐ \$40,000 to \$49,999
☐ \$20,000 to \$29,999 ☐ \$50,000 or more

20. What fare did you pay for this bus trip? (Check one)

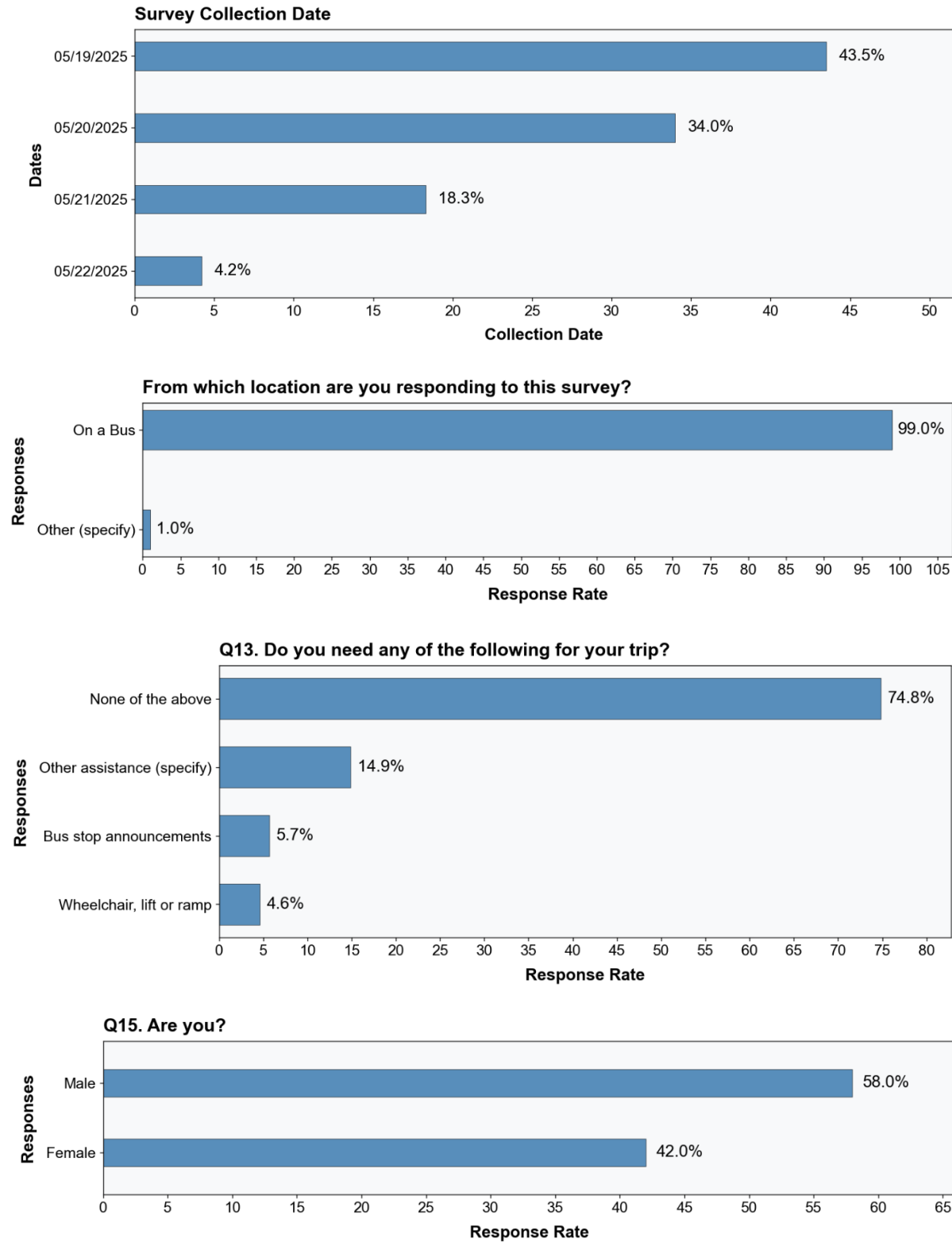
- ☐ Cash Fare One-way - **\$2.00**
☐ Reduced Fare One-way - **\$ 1.00**
☐ Unlimited Day Pass - **\$4.00**
☐ Reduced Day Pass - **\$ 2.00**
☐ Regular Fare Monthly Unlimited Pass - **\$30.00**
☐ Reduced Fare Monthly Unlimited Pass - **\$15.00**
☐ CTD Pass
☐ Other (please specify) _____

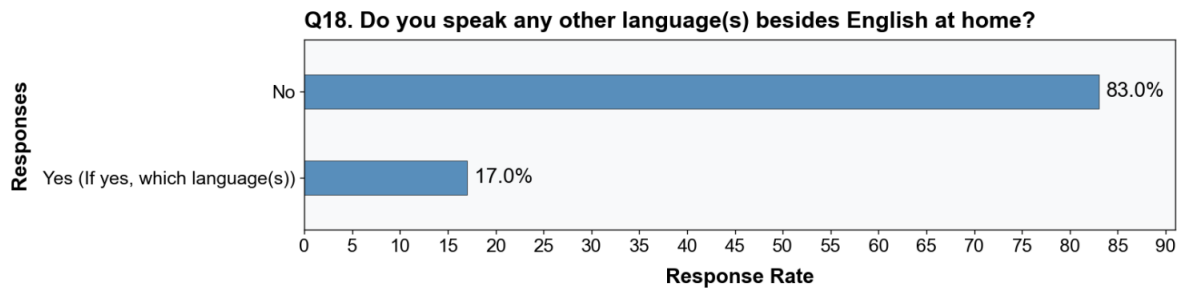
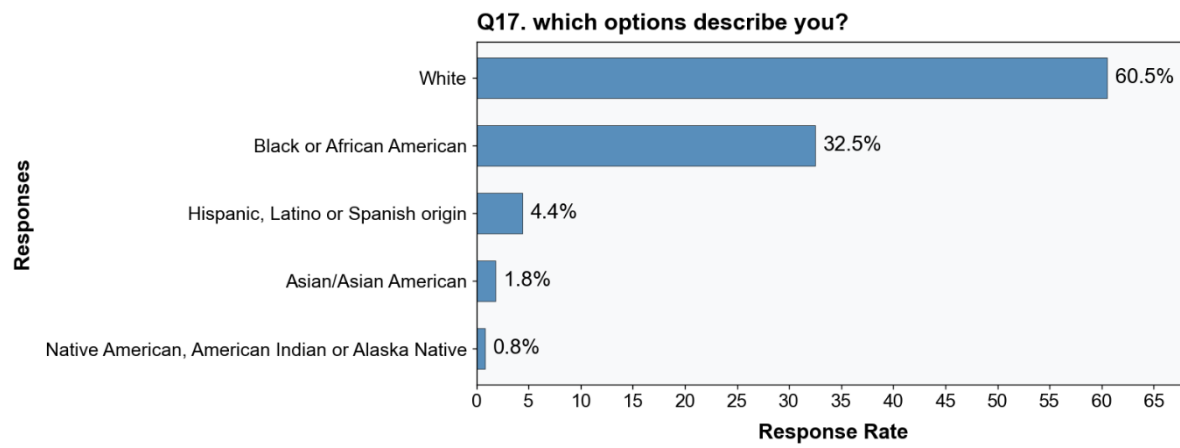
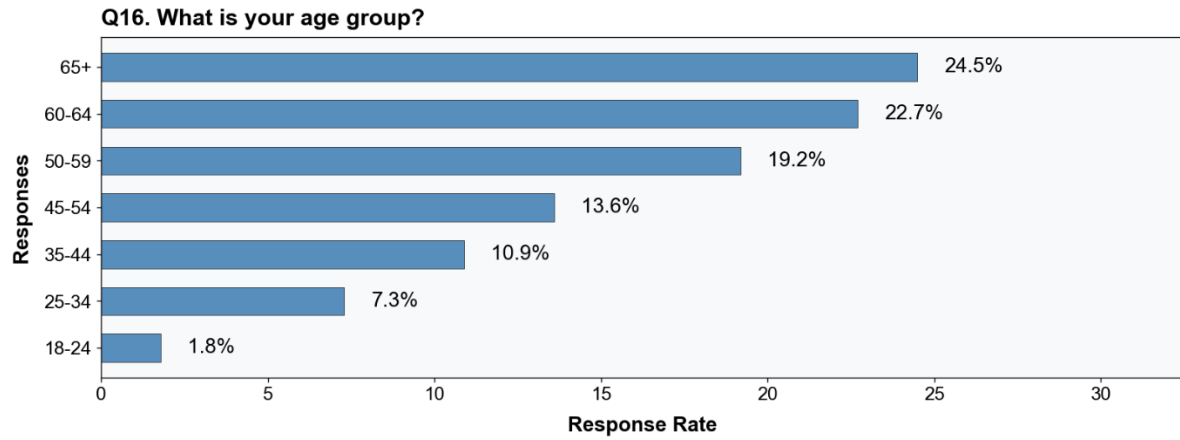
21. Your overall satisfaction with Sunshine Bus?

- ☐ Very Satisfied ☐ Neutral
☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied

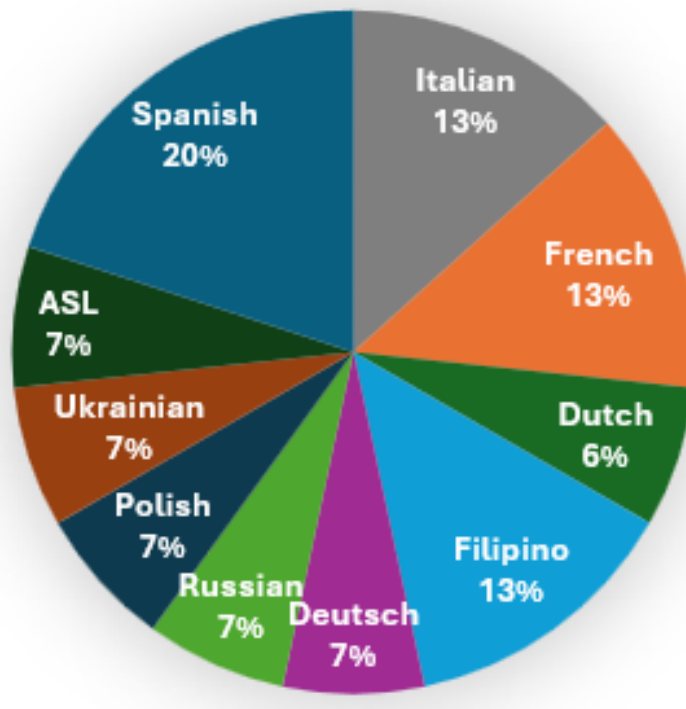
22. What would make Sunshine Bus better? (Please write here and/or on the back.)

APPENDIX A-2: CHARTS





Q18. Languages Spoken Besides English



APPENDIX A-3: TABLES

Origin Bus Stop (Q3)

Survey Number	Route	Stop Name	Cross Street
1	Orange	King Street	At. Stop
2	Red	Winn Dixie	N/A
3	Orange	Palmer St.	N/A
4	Orange	KING ST & HOLMES BLVD	N/A
5	Red	N/A	San Marco and Pope
6	Red	Winn Dixie	N/A
7	Orange	Publix	N/A
8	Red	N/A	Anastasia Blvd
9	Orange	Flagler	N/A
10	Blue	Seabridge Square	N/A
11	Blue	Hospital	N/A
12	Blue	King St	Washington to bridge
13	Orange	Flagler	N/A
14	Orange	Flagler	N/A
15	Blue	Seabridge Square	N/A
16	Blue	King St	N/A
17	Red	Anastasia	N/A
18	Orange	Lewis Point	N/A
19	Red	Depot	N/A
20	Orange	King. Street Rodriguez	Rodriguez
21	Red	N/A	Braise St
22	Blue	Auditorium	N/A
23	Blue	Auditorium	N/A
24	Blue	Auditorium	N/A
25	Red	N/A	San Sebastian and Court House
18	Teal	Seabridge	N/A
19	Teal	Seabridge	N/A
20	Blue	Depot	Pope Rd
21	Blue	Cobblestone	N/A
22	Blue	Depot	Pope Rd
23	Red	Seabridge Square	N/A
24	Red	Depot	Pope Rd and Anastasia
25	Blue	Vilano Beach	N/A
26	Orange	N/A	N/A
27	Orange	MASTERS DR & SR 16	N/A
28	Red	Castile inn	N/A
29	Red	N/A	N/A
30	Orange	King St	Sebastian Middle School

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Survey Number	Route	Stop Name	Cross Street
31	Orange	KING ST & PALMER ST	N/A
32	Orange	DEPORT	N/A
33	Orange	Cobblestone	N/A
34	Red	Health dept	N/A
35	Blue	Post office	Riberin and King
36	Orange	Cobblestone	N/A
37	Orange	DEPOT	N/A
38	Orange	KING ST & PALMER ST	N/A
39	Orange	KING ST& PALMER ST	N/A
40	Green	Summer breeze	N/A
41	Green	Oasis	N/A
42	Green	A1A	N/A
43	Green	Work	N/A
44	Green	Depot	N/A
45	Orange	DEPOT	N/A
46	Red	Depot	Pope Rd and A1A
47	Orange	DEPOT	N/A
48	Red	Depot	N/A
49	Red	Depot	N/A
50	Orange	DEPOT	N/A
51	Red	N/A	N/A
52	Orange	N/A	San Marco & Rhode
53	Green	Depot	N/A
54	Orange	LEWIS PT PLAZA	N/A
55	Orange	MASTERS DR & SR 16	N/A
56	Orange	DEPOT	N/A
57	Green	Publix	Moultrie
58	Orange	DEPOT	N/A
59	Orange	DEPOT	N/A
60	Orange	WALMART	N/A
61	Orange	MASTERS DR & SR 16	N/A
62	Blue	Braden St	N/A
63	Blue	Auditorium	N/A
64	Blue	Beach	N/A
65	Blue	BP on 207	N/A
66	Blue	Oaks Apts	N/A
67	Orange	DEPOT	N/A
68	Orange	West king	N/A
69	Orange	DEPOT	N/A
70	Green	Rio De Mar St	Rio De Mar & A1A
71	Blue	N/A	N/A
72	Green	Wildwood	Wildwood & US1

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73	Green	Hair express	Sandpiper & SRA1A
74	Red	Sunshine	King Street
75	Red	Pepper tree	N/A
76	Red	Travel lodge	N/A
77	Red	COA	N/A
78	Red	Depot	N/A
79	Red	Winn-Dixie (NORTH)	N/A
80	Red	N/A	N/A
81	Orange	SR 16	N/A
82	Purple	Library	N/A
83	Purple	Library	N/A
84	Orange	DEPOT	N/A
85	Orange	WALMART	N/A
86	Red	Depot	N/A
87	Purple	N/A	N/A
88	Red	COA	N/A
89	Conn Ex	Flagler Hospital	N/A
90	Orange	KANGAROO -EXXON SR 16	N/A
91	Conn Ex	Shores Blvd South Entrance	N/A
92	Conn Ex	Palencia	N/A
93	Conn Ex	Seabridge Square	N/A
94	Conn Ex	Dollar General	US1
95	Conn Ex	Dollar General	US1
96	Orange	DEPOT	N/A
97	Orange	Masters Dr & SR 16	N/A
98	Purple	King US 1	N/A
99	Purple	N/A	N/A
100	Purple	N/A	N/A
101	Conn Ex	US 1 & Wildwood dr	Us1
102	Conn Ex	Prince Leon	N/A
103	Teal	Hastings stop	N/A
104	Teal	Government center	N/A
105	Teal	sea bridge	N/A
106	Teal	Elkton	N/A
107	Teal	Rednout	N/A
108	Teal	Walmart	N/A
109	Teal	COA hastings	N/A
110	Teal	Hastings	N/A
111	Circulator	Hastings	N/A
112	Circulator	Buzz mart	N/A
113	Circulator	Main St	N/A
114	Circulator	Cracker swamp	N/A
115	Circulator	Cedar road	Kirchherr

Destination Bus Stop (Q5)

Survey Number	Route	Stop Name	Cross Street
1	Orange	16	At. Stop
2	Red	Post office	N/A
3	Orange	Walmart	N/A
4	Orange	Walmart	N/A
5	Red	Depot	N/A
6	Red	Coa	N/A
7	Orange	Depot	N/A
8	Red	Depot	N/A
9	Orange	Walmart	N/A
10	Blue	Seabridge	N/A
11	Blue	Depot	N/A
12	Blue	Seabridge	N/A
13	Orange	Walmart	N/A
14	Orange	Lewis Plaza	N/A
15	Blue	Riverside center	N/A
16	Blue	Days inn	N/A
17	Red	Winn Dixie	N/A
18	Orange	Lewis Pt Plaza	N/A
19	Red	N/A	N/A
20	Orange	Rodriguez	N/A
21	Red	Winn Dixie	N/A
22	Blue	Beach	N/A
23	Blue	Vilano	N/A
24	Blue	Library	N/A
25	Red	A1A discount	Anastasia Blvd.
26	Orange	N/A	N/A
27	Orange	DEPOT	N/A
28	Red	Depot	N/A
29	Red	N/A	N/A
30	Orange	Circle k	N/A
31	Orange	DEPOT	N/A
32	Orange	SR 207 & HOLMES BLVD	N/A
33	Orange	Cobblestone	N/A
34	Red	Depot	N/A
35	Blue	Seabreeze	312 and US-1
36	Orange	Depot	N/A
37	Orange	Reacetract-207	N/A
38	Orange	DEPOT	N/A
39	Orange	KING ST & HOLMES BLVD	N/A
40	Green	Depot	N/A

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Survey Number	Route	Stop Name	Cross Street
41	Green	Depot	N/A
42	Green	Depot	N/A
43	Green	N/A	N/A
44	Green	Publix Anastasia	N/A
45	Orange	WALMART	N/A
46	Red	Park pl	N/A
47	Orange	MASTERS DR & SR 16	N/A
48	Red	N/A	N/A
49	Red	A1A	N/A
50	Orange	MASTERS DR & SR 16	N/A
51	Red	N/A	N/A
52	Orange	Flagler Hospital	N/A
53	Green	A Street	A1A & A Street
54	Orange	PUBLIX	N/A
55	Orange	MASTERS DR & SR 16	N/A
56	Orange	WALMART	N/A
57	Green	Altara Ave	Shores Blvd & Altara Ave
58	Orange	FLAGLER HOSPITAL	N/A
59	Orange	FLAGLER HOSPITAL	N/A
60	Orange	MASTERS DR & SR 16	N/A
61	Orange	SR 207 & HOLMES BLVD	N/A
62	Blue	My donald	N/A
63	Blue	Vilano	N/A
64	Blue	Collage	N/A
65	Blue	207 Holmes	N/A
66	Blue	Depot	N/A
67	Orange	WALMART	N/A
68	Orange	WALMART	N/A
69	Orange	WALMART	N/A
70	Green	Winn Dixie	A1A Beach Blvd & Winn Dixie
71	Blue	South	Park
72	Green	US 1	Depot
73	Green	Oasis	Oasis & SRA1A
74	Red	Post office	King & street
75	Red	Alligator farm	N/A
76	Red	State park	N/A
77	Red	COA	N/A
78	Red	Depot	N/A
79	Red	San MARCO	N/A
80	Red	N/A	N/A
81	Orange	SChaler road 2749	N/A
82	Purple	N/A	N/A

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Survey Number	Route	Stop Name	Cross Street
83	Purple	N/A	N/A
84	Orange	WALMART	N/A
85	Orange	DEPOT	N/A
86	Red	Betty Griffin	Sheriff's Office
87	Purple	N/A	N/A
88	Red	Magnolia	N/A
89	Conn Ex	St Vincent de Paul	US 1 & Hwy 16
90	Orange	DEPOT	N/A
91	Conn Ex	Advanced Autoparts	Cornell Rd & US1
92	Conn Ex	Library	N/A
93	Conn Ex	UF Hospital	N/A
94	Conn Ex	Main Library	US1
95	Conn Ex	Main Library	US1
96	Orange	Flagler hospital	N/A
97	Orange	Wawa-turn right on Inman Rd	N/A
98	Purple	Library	N/A
99	Purple	Library	N/A
100	Purple	N/A	N/A
101	Conn Ex	US1 across st from Walmart	US1 & Walmart entrance
102	Conn Ex	N/A	N/A
103	Teal	312	N/A
104	Teal	Osceola	N/A
105	Teal	Hastings	N/A
106	Teal	Hastings Rd	N/A
107	Teal	Sched	N/A
108	Teal	Seabridge	N/A
109	Teal	Old mutual	N/A
110	Teal	N/A	US1 and Government Center
111	Circulator	Kirchher Ave	N/A
112	Circulator	Main St	N/A
113	Circulator	Cedar ford	N/A
114	Circulator	Buzz mart	N/A
115	Circulator	N/A	Cedar Rd and Kircher

Home & Work Zip Code or City (Q11 & Q12)

Survey Number	Route	Home Zip Code	Work Zip Code or City
1	Orange	32084	32095
2	Red	32084	32084
3	Orange	32084	32084
4	Orange	32084	32084
5	Red	32084	N/A
6	Red	32084	32084
7	Orange	N/A	N/A
8	Red	N/A	N/A
9	Orange	27504	27504
10	Blue	32084	32084
11	Blue	32080	32080
12	Blue	32080	32080
13	Orange	27504	27504
14	Orange	32080	32080
15	Blue	32082	N/A
16	Blue	32084	32084
17	Red	32080	N/A
18	Orange	32086	N/A
19	Red	N/A	N/A
20	Orange	32084	N/A
21	Red	32084	N/A
22	Blue	32084	N/A
23	Blue	32084	32084
24	Blue	32084	N/A
25	Red	32086	32080
26	Orange	3208	32084
27	Orange	32084	32084
28	Red	32084	32084
29	Red	32080	N/A
30	Orange	32284	32284
31	Orange	32085	32080
32	Orange	32080	32012
33	Orange	32084	32086
34	Red	32086	N/A
35	Blue	32043	N/A
36	Orange	32084	32080
37	Orange	32080	32017
38	Orange	32084	32084
39	Orange	32084	32084
40	Green	32086	32086

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Survey Number	Route	Home Zip Code	Work Zip Code or City
41	Green	32084	32080
42	Green	32080	N/A
43	Green	32084	32088
44	Green	32080	32084
45	Orange	32080	32080
46	Red	32084	32080
47	Orange	32084	32084
48	Red	32084	N/A
49	Red	32208	N/A
50	Orange	32084	32084
51	Red	32086	N/A
52	Orange	32084	32084
53	Green	32084	32084
54	Orange	32086	32086
55	Orange	32084	32084
56	Orange	32084	32084
57	Green	32086	32086
58	Orange	32086	32080
59	Orange	32084	32084
60	Orange	32084	32084
61	Orange	32084	32084
62	Blue	32084	N/A
63	Blue	32080	32080
64	Blue	32084	N/A
65	Blue	32033	32086
66	Blue	32084	N/A
67	Orange	32084	32084
68	Orange	32084	32084
69	Orange	32084	32084
70	Green	32080	32080
71	Blue	N/A	N/A
72	Green	32086	32084
73	Green	32080	32080
74	Red	32084	N/A
75	Red	32080	N/A
76	Red	32084	N/A
77	Red	32084	N/A
78	Red	32080	32086
79	Red	32084	32084

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Survey Number	Route	Home Zip Code	Work Zip Code or City
80	Red	32084	32084
81	Orange	32084	32084
82	Purple	N/A	N/A
83	Purple	N/A	N/A
84	Orange	32084	32084
85	Orange	32084	32084
86	Red	32092	N/A
87	Purple	N/A	N/A
88	Red	32084	N/A
89	Conn Ex	32084	N/A
90	Orange	32084	32084
91	Conn Ex	32086	32086
92	Conn Ex	32095	32086
93	Conn Ex	32086	32086
94	Conn Ex	32086	32086
95	Conn Ex	32086	32086
96	Orange	32084	32084
97	Orange	32095	32098
98	Purple	32084	N/A
99	Purple	32084	N/A
100	Purple	32084	N/A
101	Conn Ex	32086	32086
102	Conn Ex	N/A	N/A
103	Teal	32145	N/A
104	Teal	32084	N/A
105	Teal	32845	N/A
106	Teal	32033	N/A
107	Teal	32024	32024
108	Teal	32193	N/A
109	Teal	32145	N/A
110	Teal	33132	32084
111	Circulator	32145	32145
112	Circulator	32145	32084
113	Circulator	32145	N/A
114	Circulator	32145	N/A
115	Circulator	32145	N/A

Q22. What would make Sunshine Bus better?

Survey No.	Route	What would make Sunshine Bus better?
1	Green	Its already awesome
2	Orange	None
3	Orange	Some buses leave early before scheduled time
4	Orange	Be on time
5	Orange	Longer hours. I can take the bus to work but not back home.
6	Orange	None
7	Orange	More buses on the route
8	Orange	Concern drivers
9	Orange	More buses running. The bus stops should have shelters
10	Orange	Free card services such as star card. Need of benches at bus stops such as Lewis Point
11	Orange	More buses on the route
12	Orange	null
13	Orange	Null
14	Orange	None
15	Orange	None
16	Orange	None
17	Orange	Not having to stand out in the rain, sun, cold until the last minute to get on the bus
18	Orange	Find a way to swipe debit cards to pay
19	Orange	None
20	Orange	More frequent trips
21	Green	None
22	Green	None
23	Green	More trips
24	Green	Quicker routes
25	Red	Great
26	Red	2 red 2 green 2 blue and 2 orange
27	Red	null
28	Red	More buses for shorter wait times
29	Red	Buses run closer together
30	Red	Better routes
31	Red	Not having to stand in the rain; heat; cold until the last minute
32	Red	null
33	Red	Null
34	Red	Null
35	Red	None
36	Red	Service on Sunday
37	Red	Nothing
38	Red	Bus on Sunday

Survey No.	Route	What would make Sunshine Bus better?
39	Orange	None
40	Orange	None
41	Blue	Your maps do not relate to schedules, terrible assumes local knowledge, 954 336-7936
42	Orange	None
43	Blue	None
44	Blue	More frequent buses
45	Blue	Lower monthly pass
46	Blue	Keep doing what you're doing
47	Blue	More times for the bus routes and extend the bus hours to 9pm
48	Blue	More buses
49	Blue	Drivers with understanding of disabilities
50	Blue	By adding more stops and better trained drivers
51	Orange	Null
52	Orange	No problem with the line
53	Orange	Sunday Route
54	Orange	Null
55	Orange	It is a decent system.
56	Orange	More stops
57	Orange	Null
58	Orange	Null
59	Orange	null
60	Orange	Run more often
61	Orange	More routes or buses so the schedule improves. Long wait times between buses.
62	Red	null
63	Red	As long as a bus is running - when there are issues, someone should be available to take a call from a passenger. Example - if the bus run early, the driver missed a passenger, issue on the bus, etc.
64	Red	Less waiting
65	Red	Nothing
66	Red	More time for the bus till late at night
67	Red	Route times
68	Red	None
69	Red	Everything is okay
70	Red	I'm very satisfied
71	Red	Is very good
72	Orange	N/A
73	Orange	Bigger buses
74	Orange	Doing Alright
75	Green	null

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76	Green	null
77	Green	Its good enough
78	Green	null
79	Green	Shorter routes
80	Purple	null
81	Blue	Everything is ok
82	Blue	More shelters
83	Purple	null
84	Blue	Put bus stops where there are none
85	Blue	More frequent buses. Cooler buses
86	Blue	Null
87	Purple	None
88	Blue	Nothing
89	Conn Ex	None
90	Conn Ex	null
91	Conn Ex	null
92	Conn Ex	There are not waiting shades or benches for most of the bus stops, need a change at the top person & county
93	Conn Ex	null
94	Orange	None
95	Orange	Office community connection and customer services answering phone calls on time
96	Orange	None
97	Conn Ex	More frequently
98	Conn Ex	Real bus stops with shade and seating
99	Conn Ex	More buses per route so they're not in such a hurry, I have a bad back
100	Teal	Add more routes. Make long routes shorter
101	Teal	All good
102	Teal	null
103	Teal	null
104	Teal	null
105	Teal	Run more often
106	Teal	null
107	Purple	Connection times
108	Purple	null
109	Teal	Can not think at the moment
110	Purple	null
111	Circulator	null
112	Circulator	Secure bicycles in bus with seat belt.
113	Circulator	Its good
114	Circulator	null
115	Circulator	More buses

Q2 and Q6 All Transfers (How did you get to the bus stop for this bus? and After this bus, how will you get to your destination?)

Current Route	Coming From Route	Going To Route
Orange	N/A	Purple line
Red	N/A	Red line
Orange	Blue line	Blue line
Blue	N/A	Conn-Ex
Orange	Blue line	Blue line
Red	N/A	Green
Green	N/A	Red
Green	N/A	Orange
Green	N/A	Orange
Blue	N/A	Teal
Conn Ex	N/A	Red line
Orange	N/A	Purple line
Teal	Purple	N/A

Q13. Do you need any of the following for your trip?

Some respondents chose “Other” but did not fill the specific response, others filled as shown in the table below. The number of responses which selected “None of the above” was 65. Figure Q13 in Appendix A-2 summarizes the distribution of these responses.

Current Route	Selected Choice	Selected Choice - Other
Red	Wheelchair, lift or ramp	N/A
Orange	Bus stop announcements	N/A
Red	Wheelchair, lift or ramp	N/A
Red	Other assistance (specify)	None
Orange	None of the above	N/A
Orange	None of the above	N/A
Blue	None of the above	N/A
Blue	None of the above	N/A
Blue	None of the above	N/A
Orange	None of the above	N/A
Orange	Other assistance (specify)	None
Blue	None of the above	N/A
Red	None of the above	N/A
Orange	Wheelchair, lift or ramp, Other assistance (specify)	More benches on the bus stops
Red	None of the above	N/A

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Current Route	Selected Choice	Selected Choice - Other
Red	None of the above	N/A
Blue	None of the above	N/A
Blue	None of the above	N/A
Blue	Other assistance (specify)	None
Red	Other assistance (specify)	None
Orange	Other assistance (specify)	No
Red	None of the above	N/A
Red	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Red	None of the above	N/A
Blue	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Green	None of the above	N/A
Green	None of the above	N/A
Green	Other assistance (specify)	None
Green	Other assistance (specify)	No
Orange	None of the above	N/A
Red	None of the above	N/A
Orange	Other assistance (specify)	N/A
Red	None of the above	N/A
Orange	Other assistance (specify)	N/A
Green	None of the above	N/A
Orange	None of the above	N/A
Orange	Bus stop announcements	N/A
Orange	None of the above	N/A
Green	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Blue	None of the above	N/A
Blue	Bus stop announcements	N/A
Blue	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Blue	None of the above	N/A
Green	None of the above	N/A
Red	None of the above	N/A

Current Route	Selected Choice	Selected Choice - Other
Red	None of the above	N/A
Red	None of the above	N/A
Red	None of the above	N/A
Red	None of the above	N/A
Red	None of the above	N/A
Orange	None of the above	N/A
Conn Ex	None of the above	N/A
Conn Ex	None of the above	N/A
Conn Ex	None of the above	N/A
Conn Ex	None of the above	N/A
Orange	None of the above	N/A
Orange	None of the above	N/A
Purple	None of the above	N/A
Purple	Wheelchair, lift or ramp	N/A
Conn Ex	None of the above	N/A
Teal	None of the above	N/A
Teal	None of the above	N/A
Teal	None of the above	N/A
Teal	None of the above	N/A
Teal	None of the above	N/A
Teal	None of the above	N/A
Teal	None of the above	N/A
Circulator	None of the above	N/A
Circulator	None of the above	N/A
Circulator	None of the above	N/A

Number of Surveys Completed for each Question.

Question	Number of Surveys Completed
Q1. Where did you come from before you got on this bus?	115
Q2. How did you get to the bus stop for this bus?	115
Q3. Where did you get on the bus you are riding now?	115
Q4. Where are you going on this trip?	115
Q5. Where will you get off the bus you are on now?	115
Q6. After this bus, how will you get to your destination?	115
Q7. How would you make this trip if not by Sunshine Bus?	115
Q8. How many working, registered motor vehicles are available at home?	108
Q9. How often do you ride Sunshine Bus?	113
Q10. What is the most important reason you ride the bus?	115
Q11. What is your HOME zip code?	115
Q12. What is your WORK zip code or city?	115
Q13. Do you need any of the following for your trip?	115
Q14. How would you like to receive updates on government operations and decisions? What methods would help you engage more in providing feedback or input?	109
Q15. Are you?	115
Q16. What is your age group?	112
Q17. Which options describe you?	114
Q18. Do you speak any other language(s) besides English at home?	115
Q19. What was the range of your total household income last year?	110
Q20. What fare did you pay for this bus trip?	111
Q21. Your overall satisfaction with Sunshine Bus?	113
Q22. What would make Sunshine Bus better?	115

APPENDIX B: 2025 St. Augustine Rider (STAR) Circulator, Survey Report

The St. Augustine STAR Survey Report

Introduction

A survey of St. Augustine STAR Circulator riders was conducted on May 17–18 and May 22, 2025, with the latter being a weekday. This effort aimed to understand rider demographics, travel patterns, and service satisfaction levels. Participation was voluntary and the survey was offered in three formats:

- *Paper-based*, allowing riders to fill out the survey independently or with help from a surveyor.
- *Tablet-based*, using the Qualtrics Surveys app on an iPad, completed with or without surveyor assistance.
- *QR Code-based*, providing an online survey via a QR Code for those unable to participate immediately.

After data cleaning and processing, 78 complete and partially complete surveys were recorded, covering riders from three stops within the bus route. Details are summarized in Table B.1.

Table B.1: Number and Percentage of Completed Surveys based on Survey Media

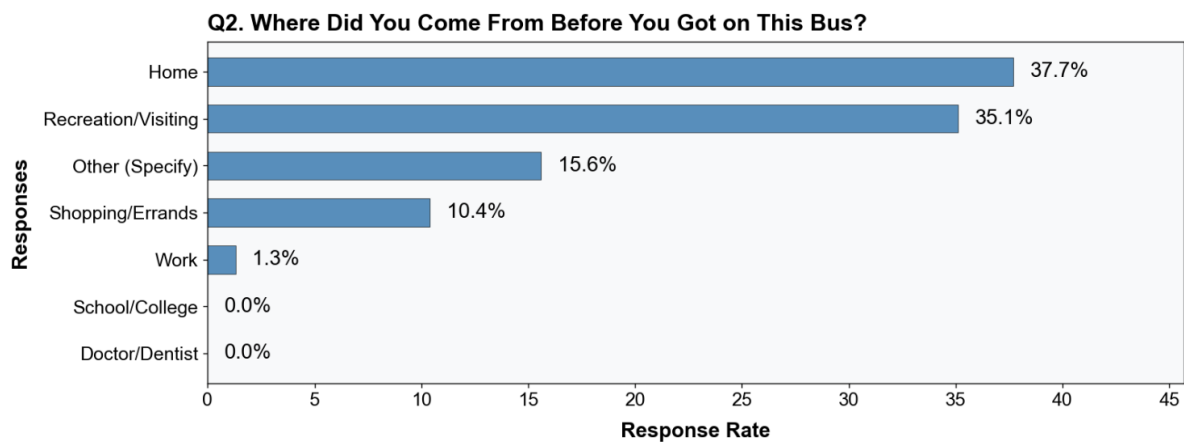
Survey Media	Number of Completed Surveys	Percentage of Total Completed Surveys
Paper	56	71.8%
Tablet	22	28.2%
QR Code	0	0%
Total	78	100.0%

Survey Results

Q2. Where did you come from before you got on this bus?

Figure B.1 shows that about 37.7% of respondents began their journey from “Home” before boarding the bus, followed by 35.1% who started from “Recreation/Visiting.” Other reported starting points include “Other” (15.6%) and “Shopping/Errands” (10.4%). Common locations indicated as “Other” included hotels and a welcome center. Only 1.3% of respondents began their trip from “Work,” while no respondents reported starting from “School/College” or “Doctor/Dentist.” Notably, those who selected “Home” generally referred to their local residence, indicating they were area residents rather than out-of-town visitors.

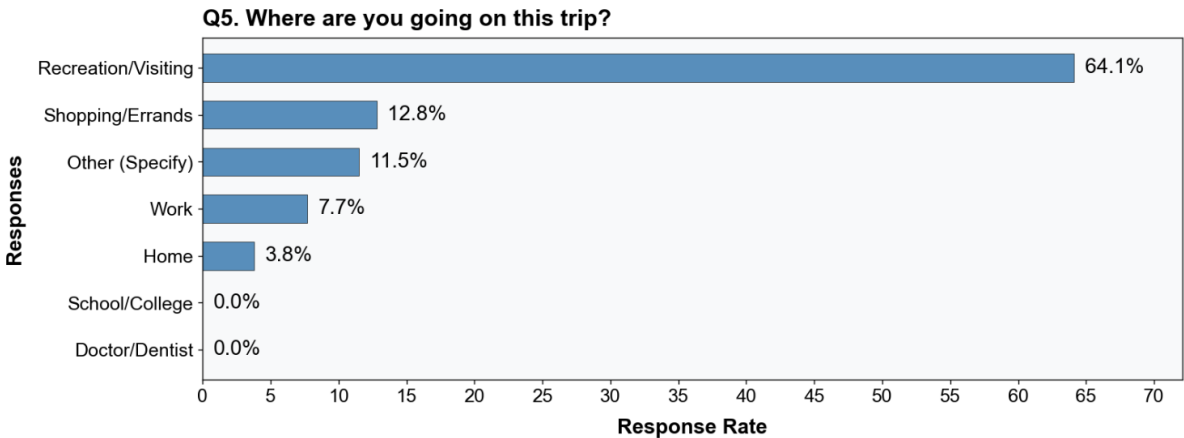
Figure B.1: Q2. Where did you come from before you got on this bus?



Q5. Where are you going on this trip?

Figure B.2 reveals that 64.1% of respondents primarily use the Star bus for recreational or visiting purposes, making it the most common reason for travel. The second most cited purpose is shopping or running errands, at 12.8%, followed by “Other” destinations at 11.5%. Work-related travel accounts for 7.7% of responses, while only 3.8% of respondents listed “Home” as their destination. No responses were recorded for “School/College” or “Doctor/Dentist,” indicating these categories were not selected by any riders.

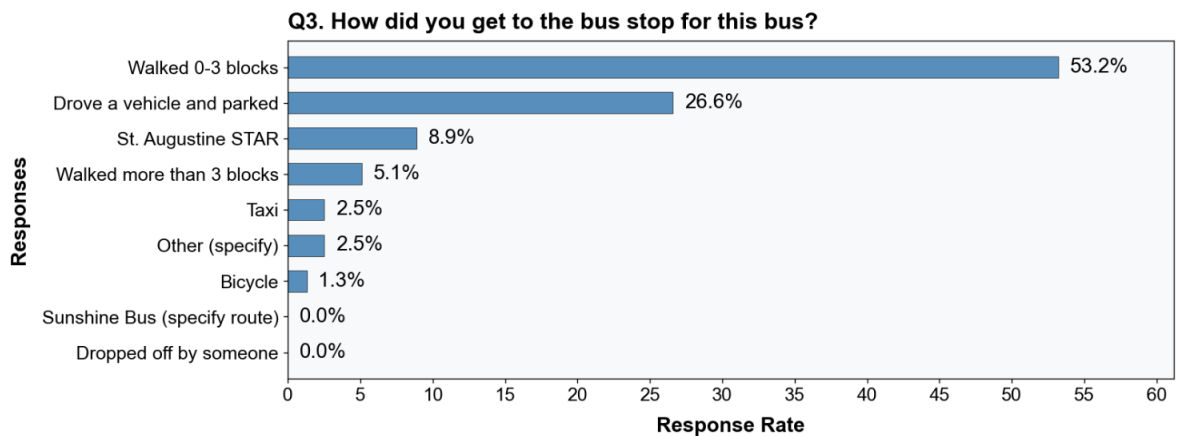
Figure B.2: Q5. Where are you going on this trip



Q3. How did you get to the bus stop for this bus?

Figure B.3 indicates that most respondents (53.2%) traveled a short distance (0 to 3 blocks) to reach the bus stop. Another 26.6% drove and parked nearby. Approximately 8.9% used the St. Augustine STAR service to access the stop. A smaller portion, 5.1%, walked more than 3 blocks, demonstrating a willingness to travel farther on foot. Additionally, 2.5% arrived by taxi, another 2.5% used other means, and 1.3% used bicycles.

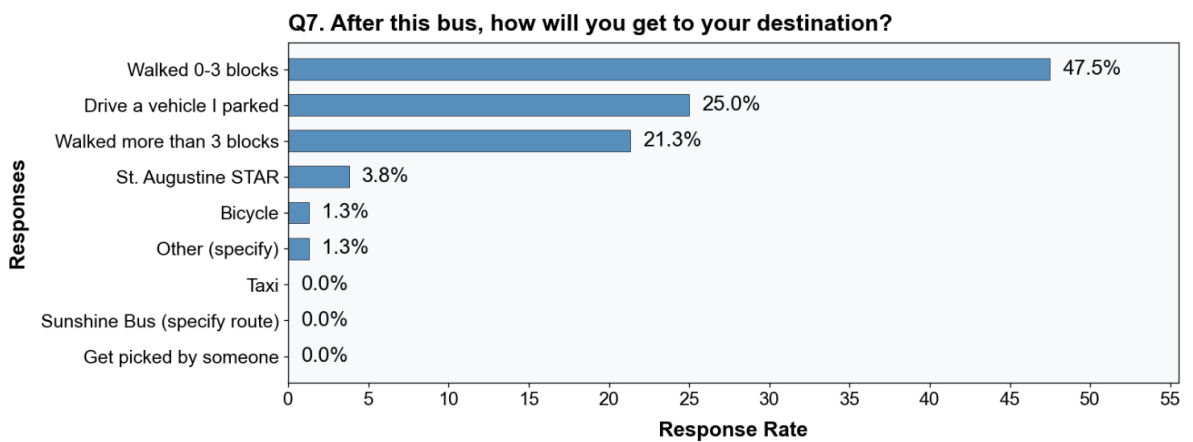
Figure B.3: Q3. How did you get to the bus stop for this bus?



Q7. After this bus, how will you get to your destination?

Figure B.4 shows that 47.5% of respondents complete their trip by walking 0–3 blocks after exiting the bus. A quarter of the riders (25.0%) continue their journey using vehicles they had parked earlier. About 21.3% walk more than 3 blocks to reach their destination. A smaller share, 3.8%, use the St. Augustine STAR service, indicating it plays a role in their broader travel strategy within downtown St. Augustine. Additionally, 1.3% use bicycles, and another 1.3% rely on other unspecified means.

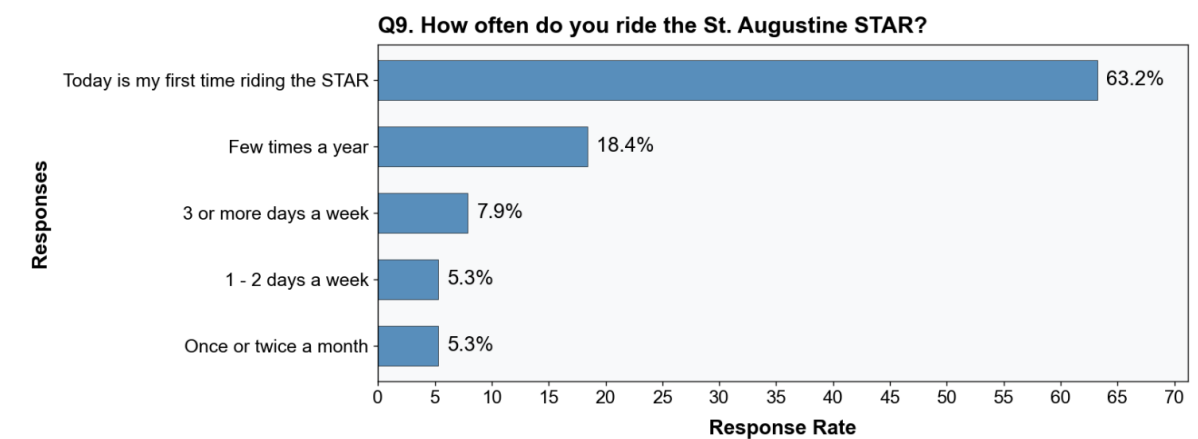
Figure B.4: Q7. After this bus, how will you get to your destination



Q9. How often do you ride the St. Augustine STAR?

Figure B.5 shows that 63.2% of survey participants were first-time users of the St. Augustine STAR bus. An additional 18.4% reported riding the bus a few times per year. Regular users, those riding three or more days a week, account for 7.9% of respondents. Meanwhile, 5.3% use the bus one or two days a week, and 5.3% ride once or twice a month.

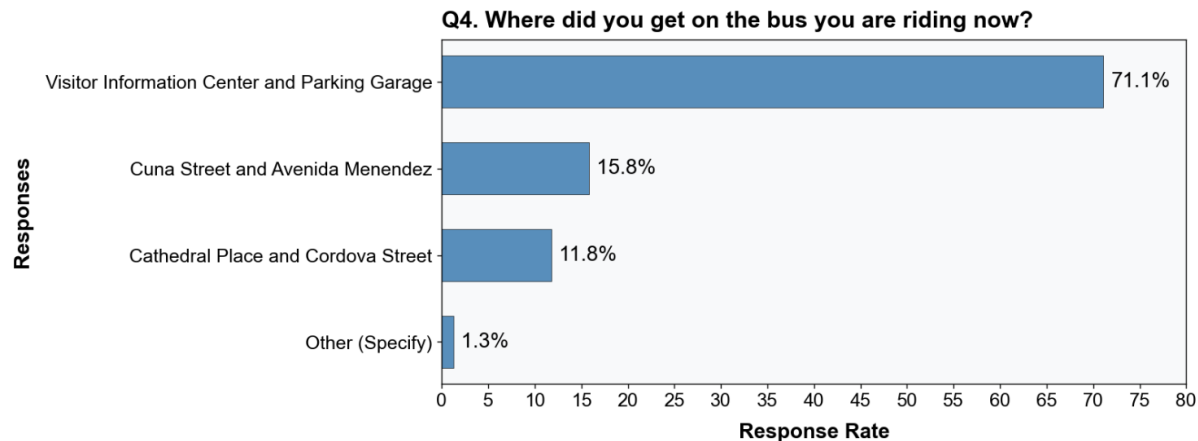
Figure B.5: Q9. How often do you ride the St. Augustine STAR?



Q4. Where did you get on the bus you are riding now?

Figure B.6 reveals that the predominant boarding location for respondents, at 71.1%, is the Visitor Information Center and Parking Garage. The other boarding points, Cuna Street & Avenida Menendez, and Cathedral Place & Cordova Street, accounted for 15.8% and 11.8% of respondents boarding, respectively.

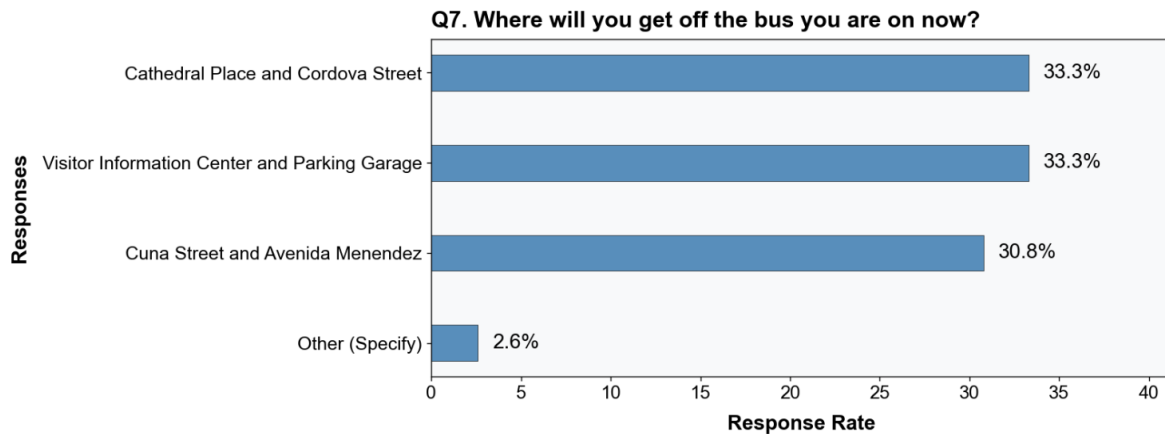
Figure B.6: Q4. Where did you get on the bus you are riding now?



Q6. Where will you get off the bus you are on now?

Figure B.7 shows that one-third of respondents (33.3%) got off the bus at Cathedral Place and Cordova Street, while another third (33.3%) exited at the Visitor Information Center and Parking Garage. An additional 30.8% got off at Cuna Street and Avenida Menendez, and the remaining 2.6% did not specify their exit stops.

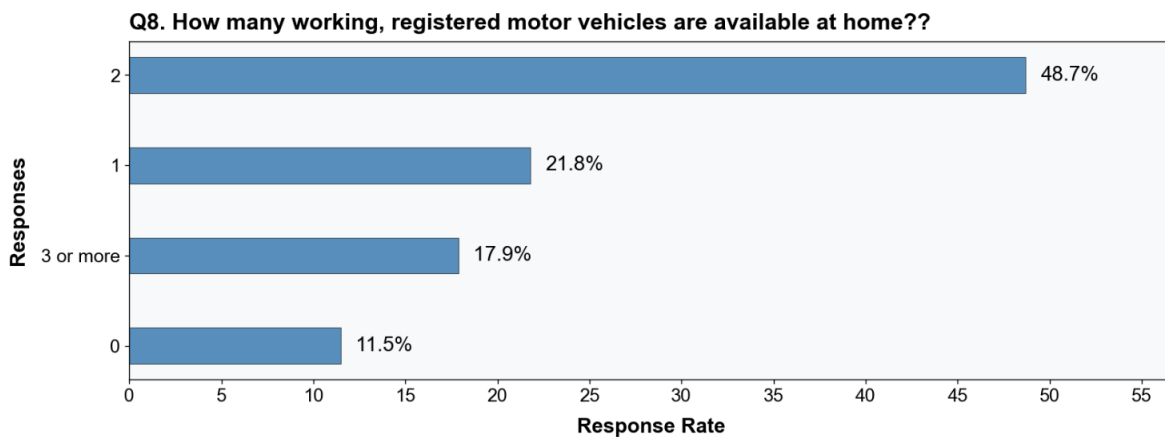
Figure B.7: Q6. Where will you get off the bus you are on now?



Q8. How many working, registered motor vehicles are available at home?

Figure B.8 illustrates that almost 90% of St. Augustine STAR shuttle users have access to at least one personal vehicle at home. Specifically, 48.7% of the survey participants reported having two registered motor vehicles at their residence. Additionally, 21.8% have one vehicle, while 17.9% own three or more vehicles. Conversely, only 11.5% of respondents reported not having access to a working, registered motor vehicle at home.

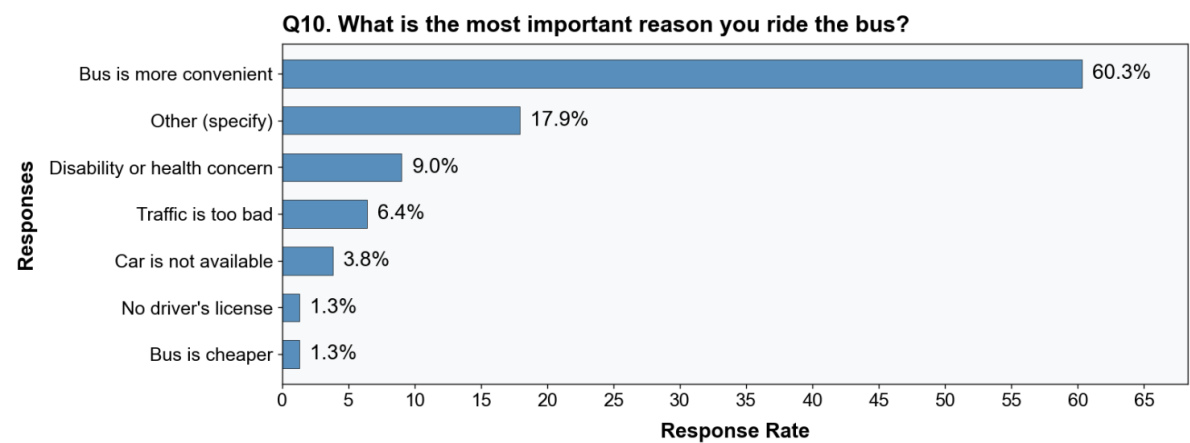
Figure B.16:Q8. How many working, registered motor vehicles are available at home?



Q10. What is the most important reason you ride the bus?

Figure B.9 shows that 60.3% of respondents identify the bus's convenience as their main reason for using the service. Other reasons account for 17.9% of the responses, with "hot weather outside" as the most mentioned reason. Nine percent (9.0%) cite disability or health concerns, 6.4% ride the bus because traffic is bad, while 3.8% lack access to personal automobiles. The cost-effectiveness of the bus appeals to 1.3% of users (riding is free on the St. Augustine Star bus), and 1.3% choose the bus due to a lack of a driver's license. These statistics demonstrate the varied motivations behind the St. Augustine STAR bus ridership, with convenience being the predominant factor.

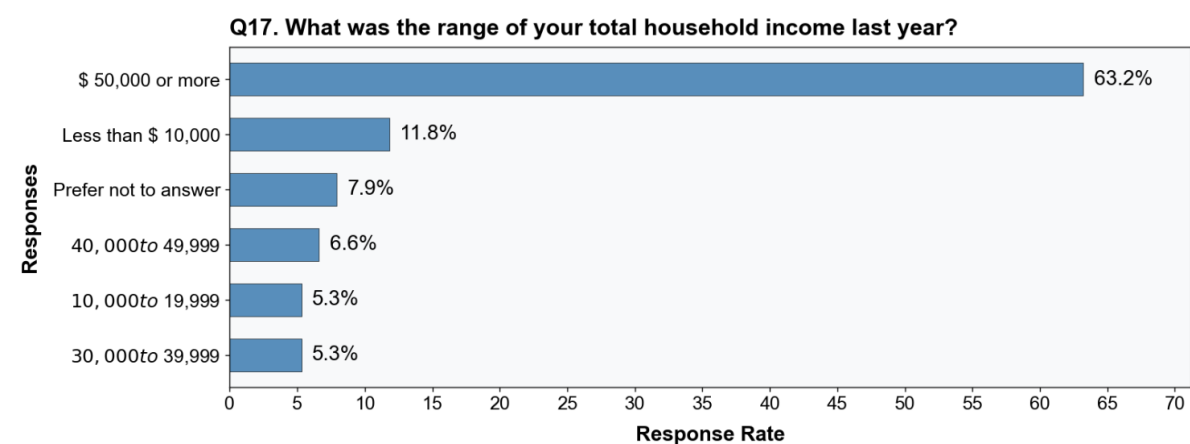
Figure B.17: Q10. What is the most important reason you ride the bus?



Q17. What was the range of your total household income last year?

Figure B.10 indicates that most survey respondents (63.2%) reported an annual income of \$50,000 or more. The second-largest group, at 11.8%, reported earning less than \$10,000. Approximately, 7.9% of respondents chose not to disclose their income. Those earning between \$40,000 and \$49,999 represent 6.6% of the sample, while 5.3% fall within the \$10,000 to \$19,999 range. Another 5.3% reported incomes between \$30,000 and \$39,999.

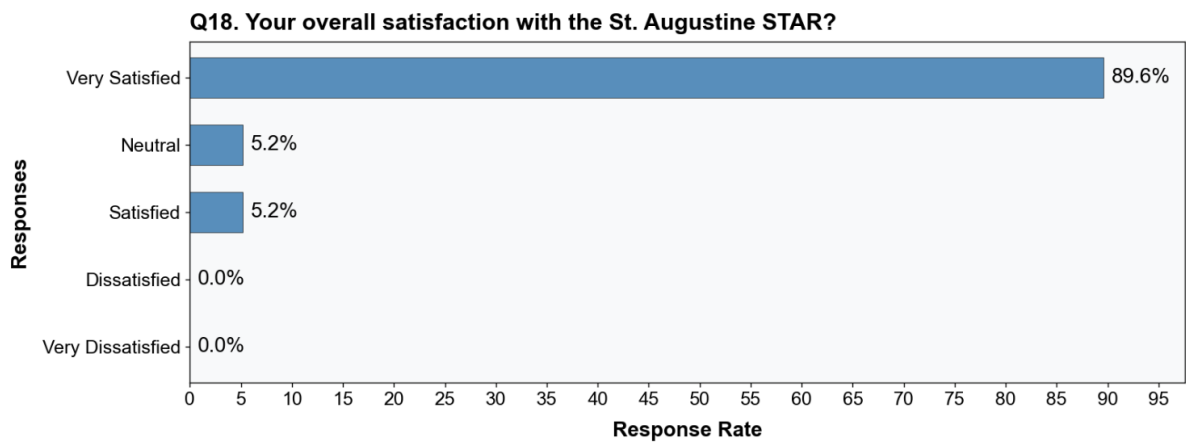
Figure B.10: Q17. What was the range of your total household income last year?



Q18. Your overall satisfaction with the St. Augustine STAR?

Figure B.11 shows that 89.6% of respondents are "Very Satisfied" and 5.2% are "Satisfied" with the St. Augustine STAR bus, indicating that a significant majority view the service favorably. Additionally, 5.2% are "Neutral," and none expressed discontent. This demonstrates a high overall satisfaction rate with the bus service among participants.

Figure B.11: Q18. Your overall satisfaction with the St. Augustine STAR?



Q19. What would make the St. Augustine STAR better? (Summary)

Table B.2: Comments on how to make St. Augustine STAR bus better

Table B.2 summarizes suggestions for enhancing the St. Augustine STAR bus service. Most of the riders suggested adding more bus stops. Some of them were happy with the service, suggesting that the service should keep going.

Counts	What would make the St. Augustine STAR better?
6	More stops
1	Nothing. Everyone is awesome every single time we visit.
1	The driver was helpful; friendly with information
1	It's a beautiful city
1	Please keep this service going. It's awesome
1	Maybe music
1	Increase the route
1	Staying past 10 so I don't have to walk to my car alone at night after work
1	It's great how it is. Very nice.
1	It's a great service

Weekend Versus Weekday Surveys

Table B.3 presents the distribution of survey responses collected over the weekend (May 17–18) compared to those gathered on a weekday (May 22). Most responses (76.9%) were completed during the weekend, and 23.1% were collected on the weekday.

Table B.3: Distribution of Responses Based on the Type of Day

Type of Day	Number of Completed Surveys	Percentage of Total Completed Surveys
Weekend	60	76.9%
Weekday	18	23.1%
Total	78	100.0%

Moreover, based on the ZIP codes listed in Appendix B-3, it is possible to distinguish between St. Augustine residents and tourists. Table B.4 presents the distribution of riders by home ZIP code and type of day. The data shows that 27.7% of weekday survey respondents are residents of St. Augustine, compared to only 8.3% on weekends. However, in both cases, non-residents—likely tourists—make up most riders.

Table B.4: Distribution of Responses Based on the St. Augustine ZIP codes

Type of Day	Number of Completed Surveys	Home ZIP codes belong to St. Augustine	Percentage of Home ZIP codes in St. Augustine, by Type of Day
Weekend	60	5	8.3%
Weekday	18	5	27.7%
Total	78	10	12.8%

Based on the survey responses, five zip codes were identified as belonging to St. Augustine: 32080, 32084, 32085, 32086, and 32095 (Appendix B-3).

APPENDIX B-1: SURVEY

Date: _____

The St. Augustine STAR Survey (2025)

This survey is about the ONE-WAY trip you are making now (from START to END location).

Please help us improve service by completing this brief survey. Your input is important, and participation is voluntary. Thank you!

1. From which location are you responding to this survey?

- ☐ On a Bus ☐ At a Bus Stop
☐ Other (specify) _____

START LOCATION

**2. Where did you come from before you got on this bus?
(Check only one)**

- ☐ Home ☐ Shopping/Errands
☐ Work ☐ Recreation/Visiting
☐ School/College ☐ Doctor/Dentist
☐ Other (specify) _____

3. How did you get to the bus stop for this bus?

- ☐ Walked 0-3 blocks ☐ Walked more than 3 blocks
☐ Bicycle ☐ Dropped off by someone
☐ Taxi ☐ Drove a vehicle and parked
☐ St. Augustine STAR
☐ Sunshine Bus (specify route) _____
☐ Other (specify) _____

4. Where did you get on the bus you are riding now?

- ☐ Visitor Information Center and Parking Garage
☐ Cuna Street and Avenida Mendez
☐ Cathedral Place and Cordova Street
☐ Other (specify) _____

END LOCATION (DESTINATION)

5. Where are you going on this trip? (Check only one)

- ☐ Home ☐ Shopping/Errands
☐ Work ☐ Recreation/Visiting
☐ School/College ☐ Doctor/Dentist
☐ Other (specify) _____

6. Where will you get off the bus you are on now?

- ☐ Visitor Information Center and Parking Garage
☐ Cuna Street and Avenida Mendez
☐ Cathedral Place and Cordova Street
☐ Other (specify) _____

7. After this bus, how will you get to your destination?

- ☐ Walk 0-3 blocks ☐ Walk more than 3 blocks
☐ Bicycle ☐ Get picked up by someone
☐ Taxi ☐ Drive a vehicle I parked
☐ St. Augustine STAR
☐ Sunshine Bus (specify route) _____
☐ Other (specify) _____

8. How many working, registered motor vehicles are available at home? (Check one)

- ☐ 0 ☐ 1 ☐ 2 ☐ 3 or more

9. How often do you ride the St. Augustine STAR? (Check one)

- ☐ 3 or more days a week ☐ Once or twice a month
☐ 1 – 2 days a week ☐ Few times a year
☐ Today is my first time riding the STAR

**10. What is the most important reason you ride the bus?
(Check only one)**

- ☐ No driver's license ☐ Traffic is too bad
☐ Car is not available ☐ Bus is more convenient
☐ Bus is cheaper ☐ Disability or health concern
☐ Other (specify) _____

11. What is your HOME zip code? _____

12. What is your WORK zip code or city? _____

13. Are you?

- ☐ Male ☐ Female ☐ Other
☐ Prefer not to respond

14. What is your age group?

- ☐ Under 18 ☐ 25-34 ☐ 45-54 ☐ 60-64
☐ 18-24 ☐ 35-44 ☐ 55-59 ☐ 65+
☐ Prefer not to respond

15. Which options describe you?

- ☐ White ☐ Other (specify) _____
☐ Black/African American

- ☐ Hispanic, Latino or Spanish origin

- ☐ Asian/Asian American

- ☐ Native American, American Indian or Alaska Native

- ☐ Prefer not to respond

16. Do you speak any other language(s) besides English at home? ☐ Yes ☐ No

If yes, which language(s) _____

17. What was the range of your total household income last year? (Check only one)

- ☐ Less than \$10,000 ☐ \$30,000 to \$39,000
☐ \$10,000 to \$19,999 ☐ \$40,000 to \$49,999
☐ \$20,000 to \$29,999 ☐ \$50,000 or more

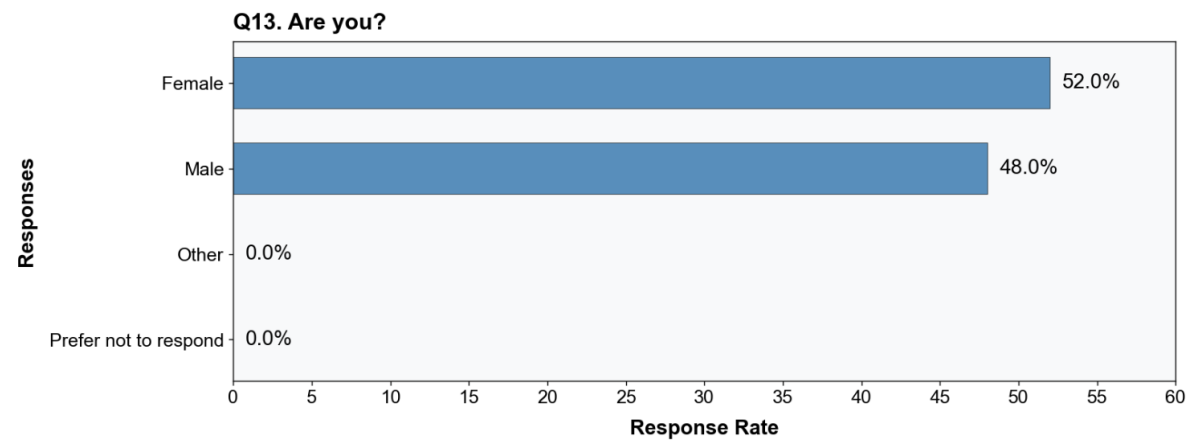
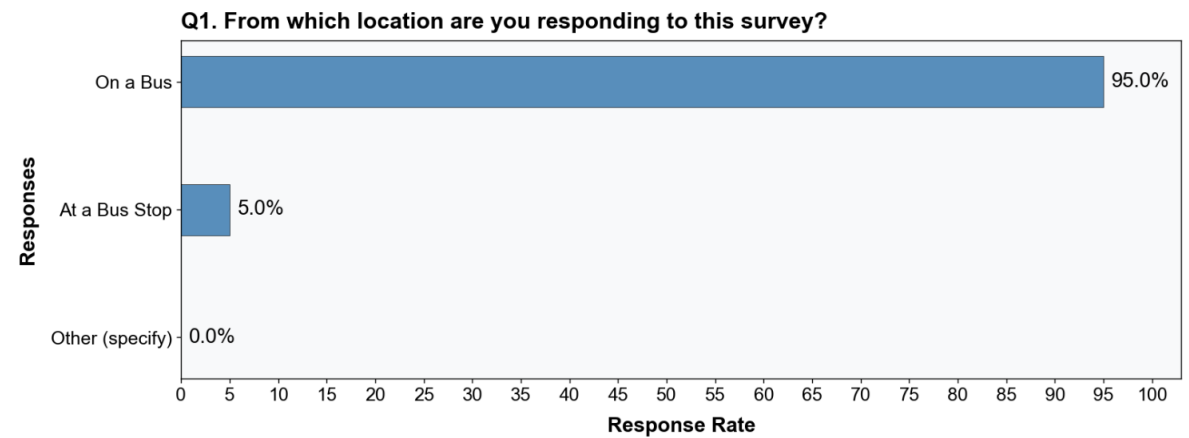
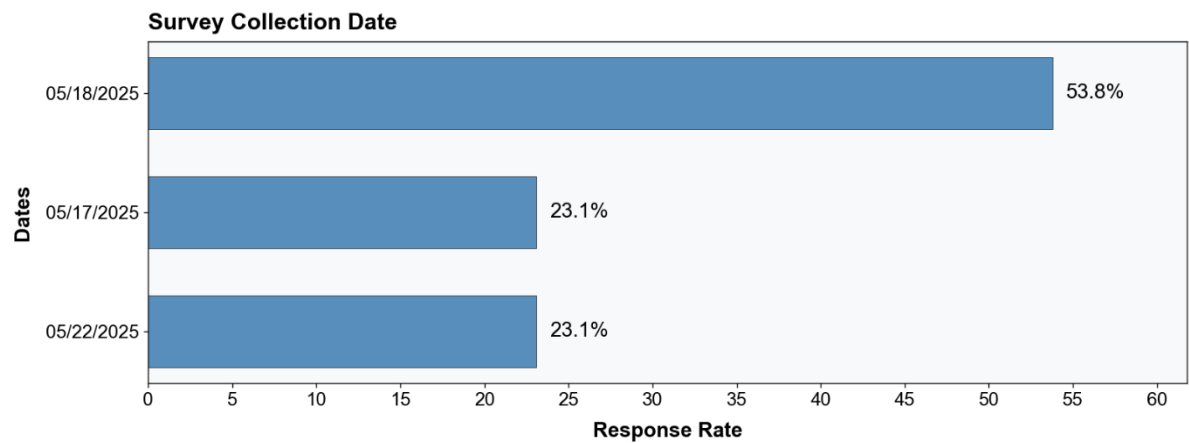
18. Your overall satisfaction with the St. Augustine STAR?

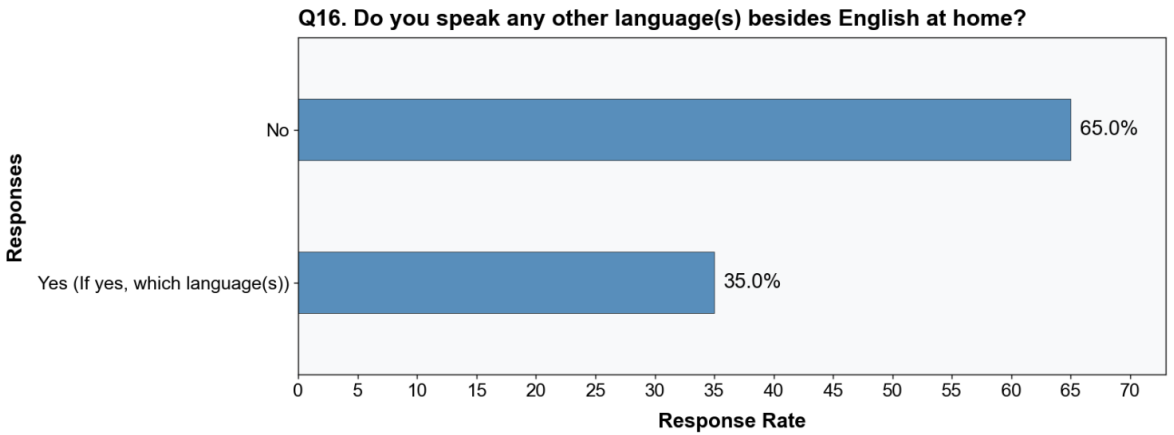
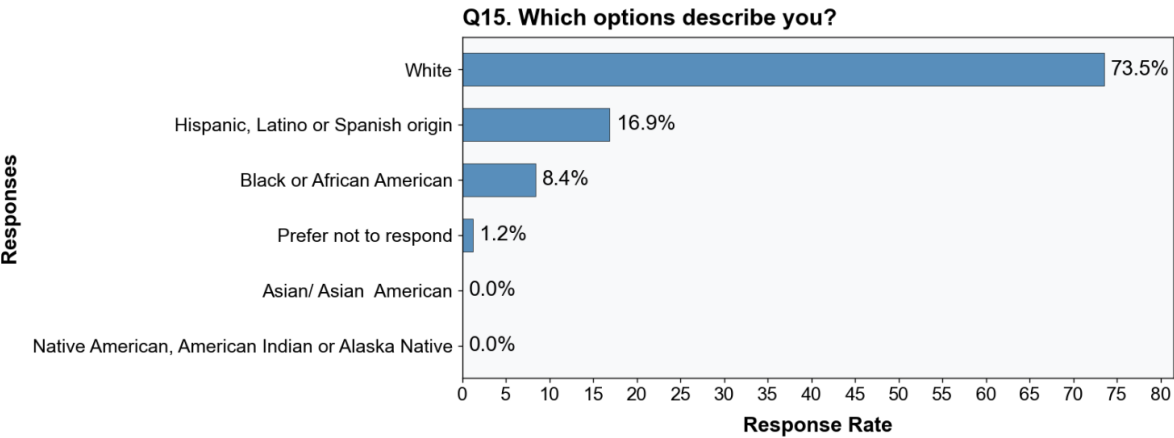
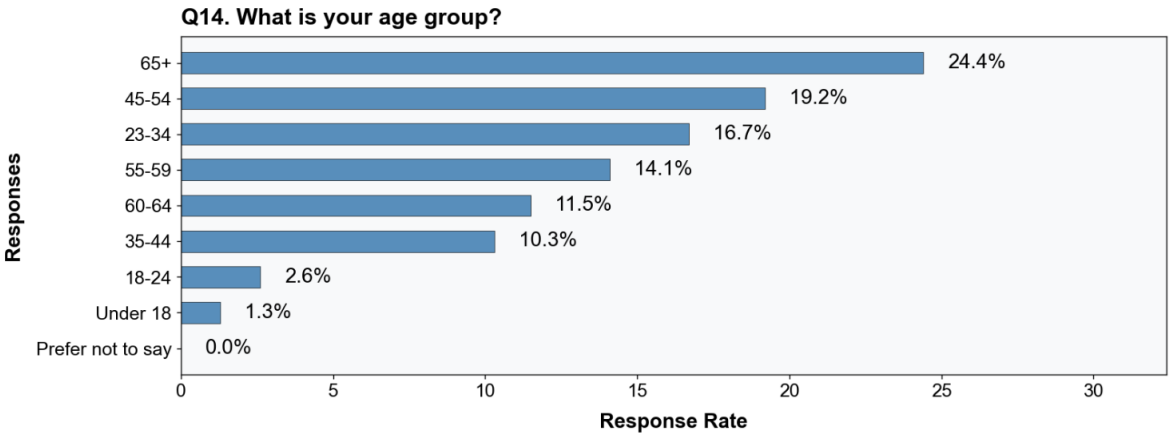
- ☐ Very Satisfied ☐ Neutral
☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied

19. What would make the St. Augustine STAR better?

(Please write here and/or on the back.)

APPENDIX B-2: CHARTS





APPENDIX B-3: TABLES

Home & Work Zip Code or City (Q11 & Q12)

Survey Number	Home Zip Code	Work Zip Code or City
1	1537	1537
2	N/A	N/A
3	32073	N/A
4	29150	29150
5	32839	32838
6	22312	22312
7	32839	32839
8	32084	32084
9	6010	6010
10	32904	N/A
11	33980	N/A
12	32084	32084
13	33179	N/A
14	33179	33180
15	33980	33980
16	32724	N/A
17	32724	78744
18	32086	32086
19	32080	32080
20	12080	12080
21	N/A	N/A
22	32754	32754
23	32738	32738
24	32738	32738
25	32765	32765
26	18222	N/A
27	18222	N/A
28	32765	32765
29	32084	32084
30	32003	N/A
31	E1A6V	E16V6
32	34785	34785
33	34785	35785
34	27596	N/A
35	57747	57747
36	32003	32003
37	27105	27409
38	27105	27105

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Survey Number	Home Zip Code	Work Zip Code or City
39	27596	N/A
40	32003	32003
41	57747	N/A
42	34746	N/A
43	34756	N/A
44	34746	N/A
45	32222	32222
46	44141	44141
47	34746	N/A
48	N/A	N/A
49	N/A	N/A
50	32738	N/A
51	57747	57747
52	33155	33155
53	33155	33013
54	34786	N/A
55	34786	N/A
56	23091	23091
57	32209	32209
58	32209	32209
59	E1A6V	E1A6V
60	32086	N/A
61	32092	32084
62	32084	32084
63	32259	N/A
64	32259	N/A
65	75098	N/A
66	75098	N/A
67	32084	N/A
68	32084	N/A
69	34479	34471
70	34479	34471
71	34479	34479
72	34479	34471
73	76247	36129
74	76247	36129
75	76247	N/A
76	76247	N/A
77	29630	29631

Survey Number	Home Zip Code	Work Zip Code or City
78	30188	30188

St. Augustine Home ZIP codes collected from the surveys

Survey Number	Home Zip Code	Work Zip Code or City
8	32084	32084
12	32084	32084
18	32086	32086
19	32080	32080
29	32084	32084
60	32086	N/A
61	32092	32084
62	32084	32084
67	32084	N/A
68	32084	N/A

Q16. Do you speak any other language(s) besides English at home?

Response	Language
Yes	Spanish
Yes	Sign
Yes	N/A
Yes	Spanish
Yes	Spanish
Yes	N/A
Yes	Portuguese
Yes	Portuguese
Yes	Spanish
Yes	Ukrainian
Yes	Spanish
Yes	French
Yes	Spanish
Yes	Spanish
Yes	Spanish
Yes	Spanish
Yes	Spanish
Yes	Italian
Yes	Ukrainian
Yes	Portuguese

Response	Language
Yes	Spanish
Yes	Spanish
Yes	Spanish
Yes	Spanish
Yes	Spanish
Yes	Spanish
Yes	Spanish

Number of Surveys Completed for each Question.

Question	Number of Surveys Completed
Q1. From which location are you responding to this survey?	78
Q2. Where did you come from before you got on this bus?	77
Q3. How did you get to the bus stop for this bus?	78
Q4. Where did you get on the bus you are riding now?	76
Q5. Where are you going on this trip?	78
Q6. Where will you get off the bus you are on now?	78
Q7. After this bus, how will you get to your destination?	78
Q8. How many working, registered motor vehicles are available at home?	78
Q9. How often do you ride the St. Augustine STAR?	78
Q10. What is the most important reason you ride the St. Augustine STAR?	78
Q11. What is your HOME zip code?	78
Q12. What is your WORK zip code or city?	77
Q13. Are you?	78
Q14. What is your age group?	78
Q15. Which options describe you?	78
Q16. Do you speak any other language(s) besides English at home?	78
Q17. What was the range of your total household income last year?	76
Q18. Your overall satisfaction with the St. Augustine STAR?	76
Q19. What would make the St. Augustine STAR better?	78

APPENDIX C: Performance Evaluation Update/Farebox Recovery Ratio

Appendix C

Performance Evaluation

Appendix C evaluates the relative performance of St. Johns County's transit system by comparing recent, available data to previously reported data. The data in this appendix describes the deviated fixed route system for fiscal years (FY) 2020 through 2024.

Operating and Financial Performance

Table C.1 includes population and vehicles operating in maximum service. The service area population increased during the 5-year period by 3.3%, while the number of peak vehicles remained constant at 9 vehicles.

Table C.1 Deviated Fixed Route Characteristics, 2020 – 2024

Year	Service Area Population (NTD)	Vehicles Operated in Maximum Service
2020	264,672	9
2021	273,425	9
2022	273,425	9
2023	273,425	9
2024	273,425	9
5-Year Change 2020 - 2024	8,753	0
% Change 2020 - 2024	3.31%	0.00%
Annual Change 2023- 2024	0	0
% Change 2023 - 2024	0.00%	0.00%

Source: National Transit Database, FY 2020 - 2024; Florida Transit Information and Performance Handbook (FDOT) 2020 - 2024.

Table C.2 shows that ridership declined 34% (a decline of over 49,000 riders), over the five-year period between 2020 and 2024. During the same period, the amount of service provided increased. Vehicle revenue miles increased by 51%, and vehicle revenue hours increased by 77%.

Table C.2 Deviated Fixed Route Operating Performance, 2020 – 2024

Year	Ridership	Vehicle Revenue Miles	Vehicle Revenue Hours	Riders per Revenue Mile	Riders per Revenue Hour
2020	144,874	440,246	20,919	0.33	6.93
2021	99,596	576,711	33,290	0.17	2.99
2022	127,131	659,686	36,492	0.19	3.48
2023	103,290	663,827	37,241	0.16	2.77
2024	95,837	665,017	37,118	0.14	2.58
5-Year Change 2020 - 2024	-49,037	224,771	16,199	-0.18	-4.34
% Change 2020 - 2024	-33.85%	51.06%	77.44%	-56.21%	-62.72%
Annual Change 2023- 2024	-7,453	1,190	-123	-0.01	-0.19
% Change 2023 - 2024	-7.22%	0.18%	-0.33%	-7.38%	-6.91%

Source: National Transit Database, FY 2020 - 2024; Florida Transit Information and Performance Handbook (FDOT) 2020 - 2024.

Financial performance is shown in Table C.3, on the following page. Between 2023 and 2024, operating expenses increased (by 3%) and passenger revenue increased (by over 12%). Passenger revenue per mile and per hour also increased (by over 12% for each). While costs per mile and per hour increased (by about 3% for each).

Table C.3 Deviated Fixed Route Financial Performance, 2020 – 2024

Year	Operating Cost	Farebox Revenue	Vehicle Revenue Miles	Vehicle Revenue Hours	Passenger Revenue per Revenue Mile	Passenger Revenue per Revenue Hour	Cost per Revenue Mile	Cost per Revenue Hour
2020	\$1,339,213	\$36,358	440,246	20,919	\$0.08	\$1.74	\$3.04	\$64.02
2021	\$1,454,876	\$42,997	576,711	33,290	\$0.07	\$1.29	\$2.52	\$43.70
2022	\$1,810,192	\$46,509	659,686	36,492	\$0.07	\$1.27	\$2.74	\$49.61
2023	\$1,784,704	\$56,698	663,827	37,241	\$0.09	\$1.52	\$2.69	\$47.92
2024	\$1,839,149	\$63,741	665,017	37,118	\$0.10	\$1.72	\$2.77	\$49.55
5-Year Change 2020 - 2024	\$499,936	\$27,383	224,771	16,199	\$0.01	-\$0.02	-\$0.28	-\$14.47
% Change 2020 - 2024	37.33%	75.31%	51.06%	77.44%	16.06%	-1.20%	-9.09%	-22.60%
Annual Change 2023- 2024	\$54,445	\$7,043	1,190	-123	\$0.01	\$0.19	\$0.08	\$1.63
% Change 2023 - 2024	3.05%	12.42%	0.18%	-0.33%	12.22%	12.79%	2.87%	3.39%

Source: National Transit Database, FY 2020 - 2024; Florida Transit Information and Performance Handbook (FDOT) 2020 – 2024.

Farebox Recovery Ratio

Farebox recovery ratio is the ratio of farebox revenue to operating cost. In Table C.4, based on the most recent two years of reported NTD data (between 2023 and 2024), the farebox recovery ratio increased by 9%. During the same period, cost per rider increased by 11%.

Table C.4 Deviated Fixed Route Farebox Recovery and Average Fare per Rider, 2020 – 2024

Year	Ridership	Operating Cost	Cost per Rider	Farebox Revenue	Farebox Recovery Ratio	Average Fare Per Rider
2020	144,874	\$1,339,213	\$9.24	\$36,358	2.71%	\$0.25
2021	99,596	\$1,454,876	\$14.61	\$42,997	2.96%	\$0.43
2022	127,131	\$1,810,192	\$14.24	\$46,509	2.57%	\$0.37
2023	103,290	1,784,704	\$17.28	56,698	3.18%	\$0.55
2024	95,837	\$1,839,149	\$19.19	\$63,741	3.47%	\$0.67
5-Year Change 2020 - 2024	-49,037	\$499,936	\$9.95	\$27,383	0.01	\$0.41
% Change 2020 - 2024	-33.85%	37.33%	107.60%	75.31%	27.66%	165.02%
Annual Change 2023- 2024	-7,453	\$54,445	\$1.91	\$7,043	0.00	\$0.12
% Change 2023 - 2024	-7.22%	3.05%	11.06%	12.42%	9.09%	21.16%

Source: National Transit Database, FY 2020 - 2024; Florida Transit Information and Performance Handbook (FDOT) 2020 – 2024.

Performance Evaluation Summary

Over the last evaluation year (comparing FY2023 and FY2024 data), ridership decreased by 7%, a decrease of over 7450 riders. During this same period, total operating costs increased by 3% and costs per mile and per hour increased by about 3% for each. Farebox revenues increased by over 12%, while cost per rider increased by approximately 11%.

APPENDIX D1: North Florida TPO Board Meeting Agenda



**North Florida
Transportation Planning Organization**

Agenda Book

10:00 am
Thursday, February 12, 2026

North Florida TPO Board Room
980 North Jefferson St.
Jacksonville, FL 32209



Meeting Agenda

Thursday, February 12, 2026
10 a.m.

Call to Order
Pledge of Allegiance
Introductions
Public Comment

TPO Agenda

- | | |
|--|--------------------|
| A. North Florida TPO Minutes of January 8, 2026 | ACTION ITEM |
|
 | |
| B. CAC Membership Approval Requested | ACTION ITEM |
| <ul style="list-style-type: none">• Approval is requested for Andrew Geisel representing St. Johns County. His application is included in Section B.• Approval is requested for Charles Labanowski representing St. Johns County. His application is included in Section B. | |
| C. Finance Report | Information Only |
| <ul style="list-style-type: none">• December Monthly Financial Statement | |
| D. FDOT Requests Amending the FY 2025/26 – FY 2029/30 Transportation Improvement Program (TIP) | ACTION ITEM |
| <p>A copy of the request is included in Section D, which includes the following project:</p> <ul style="list-style-type: none">• 430718-2 – SR 10A (Arlington Expressway) FM – SR 113 (Southside Connector) to University Blvd. – Intersection Improvement/FDOT/Duval County | |
| E. Resolution Endorsing the Jacksonville Transportation Authority's (JTA) 2026 Performance Targets for Transit Asset Management | ACTION ITEM |

The targets for JTA are included in Section E.

F. Amendment of the Unified Planning Work Program (UPWP) for FY 2024/25 – FY 2025/26	ACTION ITEM
A copy of the request is included in Section F.	
G. DRAFT 2026 List of Priority Projects (LOPP)	Information Only
The draft 2026 LOPP identifies potential projects to be funded in the FDOT Tentative Work Program for FY 2026/27 – FY 2030/31. A draft will be presented at the meeting. Approval will be requested at the March meeting.	
H. DRAFT Requested Studies for FY 2026/27 Unified Planning Work Program	
The draft list of requested studies is included in Section H.	
I. Jacksonville Transportation Authority (JTA) Transit Development Plan Presentation	Information Only
Jeremy Norsworthy will present a summary of JTA’s updated Transit Development Plan.	
J. St. Johns County Transit Development Plan – Minor Update Presentation	Information Only
April Bacchus of ETM will present a summary of St. Johns County’s updated Transit Development Plan.	
K. Smart North Florida	Information Only
L. Executive Director’s Report	Information Only
M. Secretary of Transportation’s Report	Information Only
N. Authority Reports	Information Only
O. Old Business	Information Only

P. New Business

Q. Public Comment

R. Adjourn

S. Information

- Status Report of FDOT Projects in the North Florida TPO area

The next meeting will be March 12, 2026

NOTICE

In accordance with Section 286.01105, *Florida Statutes*, any person wishing to appeal a decision reached at this meeting will need a record of the proceedings. He may need to ensure that a verbatim record of the proceedings be made, which record would include the testimony and evidence upon which the appeal is to be made.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Marci Larson at 904-306-7513 at least seven days prior to the meeting.

APPENDIX D2: Submittal Email and FDOT-Approval Letter (Pending Availability)

From: [Waterman, Brian](#)
To: [Damato, Janell](#)
Cc: [Adams, Lauren](#)
Subject: RE: Revised 2026 Annual TDP Update
Date: Friday, April 10, 2026 9:21:12 AM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

Thank you, Janell

We concur that the comments have been addressed. We appreciate the opportunity to review these documents. Have a wonderful day!

Brian S. Waterman, PhD, AICP

[D](#) 850.329.1443 [M](#) 850.339.9969
[hdrinc.com/follow-us](#)

From: Damato, Janell <Janell.Damato@dot.state.fl.us>
Sent: Thursday, April 2, 2026 11:00 AM
To: Waterman, Brian <Brian.Waterman@hdrinc.com>
Cc: Adams, Lauren <lauren.adams@hdrinc.com>
Subject: FW: Revised 2026 Annual TDP Update

CAUTION: [EXTERNAL] 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 Brian,

St. Johns County has addressed the comments for the TDP.

Thank you,

Janell Damato, CPM
Rural/Urban Transportation Coordinator
Florida Department of Transportation
Phone-904-360-5687
2198 Edison Ave. 2806
Jacksonville Florida 32204
Email - Janell.Damato@dot.state.fl.us

From: Rachel Morris <rmorris@sjcfl.us>
Sent: Thursday, April 2, 2026 10:50 AM
To: Damato, Janell <Janell.Damato@dot.state.fl.us>
Cc: April Bacchus <bacchusa@etminc.com>
Subject: FW: Revised 2026 Annual TDP Update

EXTERNAL SENDER: Use caution with links and attachments.

Janell,

FDOT comments addressed.



Rachel B. Morris, MSA
Transit Grants Specialist
Transportation Development | Growth Management
St. Johns County Board of County Commissioners
4040 Lewis Speedway, St. Augustine, FL 32084
904-209-0630 | www.sjcfl.us

WARNING: St Johns County will never ask you to wire transfer money. For more information see: [St. Johns County Issues Urgent Warning Over Wire Transfer Scam - St. Johns County](#)

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from the St. Johns County Board of County Commissioners and employees regarding public business are public records available to the public and media through a request. Your e-mail communications may be subject to public disclosure.

From: April Bacchus <BacchusaA@etminc.com>
Sent: Wednesday, April 1, 2026 11:17 AM

To: Rachel Morris <rmorris@sjcfl.us>

Cc: mmccord <mmccord@stjohnscoa.com>; Clark Letter PhD PE (cletter@northfloridatpo.com) <cletter@northfloridatpo.com>

Subject: Revised 2026 Annual TDP Update

Rachel and Matt,

Attached is the revised 2026 Annual TDP Update document that addresses FDOT's comments (also attached).

This document includes updates to the 10-year period, Table 4.1 , Table 5.2 and includes the priorities that you provided for the List of Priority Projects, Table 6.1.

Please let me know if you have any questions or comments.

Thank you,

April



April Bacchus, AICP

Senior Transportation Planner

BacchusA@etmnc.com

cell: 904.614.4521

office: 904.265.3224

etmnc.com

[Career Opportunities](#)



Florida Department of Transportation

RON DESANTIS
GOVERNOR

2198 Edison Avenue, MS 2806
Jacksonville, FL 32204

JARED W. PERDUE, P.E.
SECRETARY

March 10, 2026

Mr. Richard D'Souza
Growth Management Assistant Manager
St. Johns County Board of County Commissioners
500 San Sebastian View
St. Augustine, FL 32084

Re: Transit Development Plan (TDP) Annual Update 2026

Dear Mr. D'Souza,

Thank you for the timely submission of your Transit Development Plan (TDP) Annual Progress Report (APR). We have completed our review and find it consistent with TDP Rule 14-73 Requirements. However, we have comments and recommendations to improve clarity, consistency, and the overall readability of the document.

Findings

No Findings

Comments

General Comment - The 10-year period should span FY 2026–FY 2035, as the APR references projects completed in FY 2025. Aligning the 10-year window ensures consistency with National Transit Database (NTD) reporting for performance monitoring.

Requirement – Included any updated modifications to the previous year's 10-Year Operating & Capital Program

- **Table 4.1** - Recommend adding a column to clearly show what changes were made from the previous schedule. If no changes occurred, please indicate this (e.g., N/A or other delineator).
- **Table 4.1** - Please clarify whether the "Extend Service to Avenues" item is a new route, as shown in Figure 4.2, or an existing service as indicated in the table.

Requirement - Extended the current 10-Year Operating & Capital Program to a new tenth year

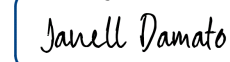
- **Table 5.2** - Unfunded needs should be shown as negative values to clearly signal the funding deficit.

Requirement – Included tables presenting updated 10-Year Schedule of Projects, Financial Plan, and List of Priority Projects

- **Table 6.1** - The List of Priority Projects (LoPP), as presented, functions as a summary of ongoing operational and capital projects, all assigned the same priority level (1). However, the LoPP is intended to serve as a prioritized list of capital and/or planning projects that may be considered for future allocations of federal or state funding. A properly prioritized LoPP helps clearly identify the agency's needs and provides guidance to FDOT as it establishes transportation investment priorities.

We appreciate your attention to these recommendations and look forward to receiving the revised APR. If you have any questions regarding the review or would like to discuss any concerns, please contact me at (904) 360-5687 or janell.damato@dot.state.fl.us.

Sincerely,
Signed by:



2C09EF13064C414...
Janell Damato, CPM

Rural/Urban Transportation Coordinator
Florida Department of Transportation
Jacksonville Urban Office
2198 Edison Avenue MS 2806
Jacksonville, FL 32204-2730
Phone: (904) 360-5687
Email: Janell.Damato@dot.state.fl.us

Attachment

CC: Rachel Morris, St. Johns County Board of County Commissioners
Geanelly Reveron, FDOT District 2
Achaia Brown, FDOT District 2

APPENDIX E: Anticipated FY 2026 Service Changes

From: [Matt McCord](#)
To: [April Bacchus](#)
Cc: [Rachel Morris](#); [Nelson Wiley](#)
Subject: Re: SJC 2026 Annual TDP Update
Date: Wednesday, January 7, 2026 12:07:20 PM
Attachments: [image002.png](#)
[image009.png](#)
[image001.png](#)
[image010.png](#)
[image011.png](#)
[image.png](#)
[image.png](#)
[image.png](#)

Good Afternoon,

Let me know if this helps with clarification.

We plan to eliminate Conn-Ex 2 and add the new route going to the Avenues located at 10300 Southside Blvd, Jacksonville.

The AM times for Conn-Ex 1 will remain the same. The PM times will shift to the current Conn-Ex 2 afternoon time slot. This will allow us to cover the same timeframe and only lose frequency. AM passengers will maintain their "*arrive to work*" schedule and all PM passengers will still make their final destination.

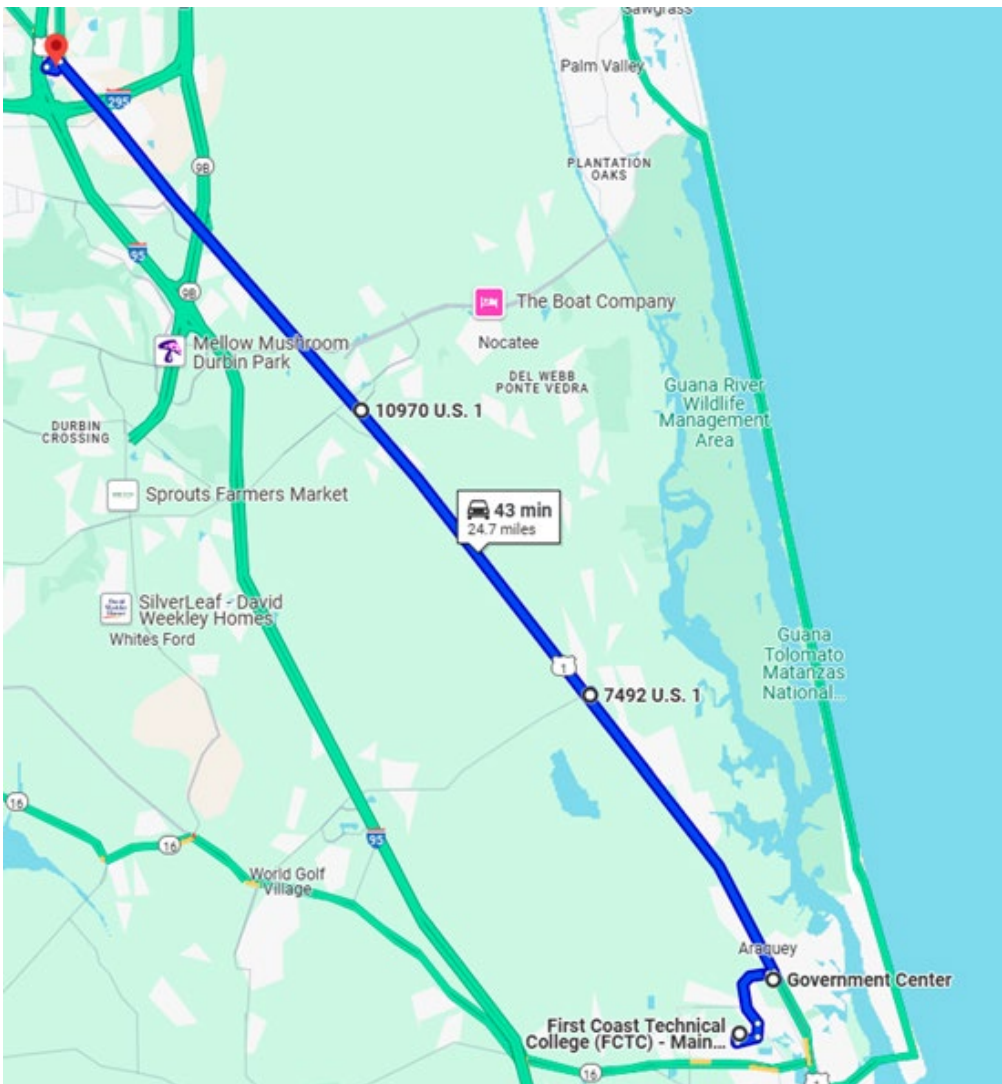
NEWLY MODIFIED US-1 CONNECTOR

NORTHBOUND						
CHURCH & SR 206 (DEPARTS)	5:00	7:35	10:10	1:00	3:35	6:10
SHORE BLVG-SOUTH ENTRANCE	5:05	7:40	10:15	1:05	3:40	6:15
US-1 & WILDWOOD DR	5:10	7:45	10:20	1:10	3:45	6:20
KINGS ESTATE RD	5:20	7:55	10:30	1:20	3:55	6:30
FLAGLER HOSPITAL-CAFETERIA	5:30	8:10	10:45	1:35	4:10	6:45
MAIN LIBRARY – NORTH	5:45	8:20	10:55	1:45	4:20	6:55
GOVERNMENT CENTER	5:55	8:30	11:05	1:55	4:30	7:05
PALENCIA RACETRAC (ARRIVES)	6:05	8:40	11:15	2:05	4:40	7:15

SOUTHBOUND						
PALENCIA RACETRAC (DEPARTS)	6:20	8:55	11:30	2:20	4:55	7:30
GOVERNMENT CENTER	6:30	9:05	11:40	2:30	5:05	7:40
MAIN LIBRARY – NORTH	6:35	9:10	11:45	2:35	5:10	7:45
US-1 & SR 207	6:40	9:15	11:50	2:40	5:15	7:50
SEABRIDGE SQUARE	6:45	9:20	11:55	2:45	5:20	7:55
KINGS ESTATE RD	7:00	9:35		3:00	5:35	
MOULTRIE PUBLIX	7:10	9:45		3:10	5:45	
SHORE BLVD-SOUTH ENTRANCE	7:15	9:50		3:15	5:50	
CHURCH & SR 206 (ARRIVES)	7:20	9:55		3:20	5:55	8:30

The Avenues Northbound route will start at the **First Coast Technical College** (rural area). From there, it heads to the **SJC Government Center**. Next, the route goes to the **RaceTrac** in Palencia and then to the **210 Gate Station**. Finally, it ends at the **Avenues Mall**. Southbound will follow the same stops in opposite order.

- The current mileage for Conn-Ex 2 is roughly 150 miles per shift.
- The Avenues Route would roughly be the same at 150 miles per shift.
- Each shift will get three runs in.



PROPOSED AVENUES ROUTE

NORTHBOUND						
FCTC (DEPARTS)	4:45	7:10	9:30	12:30	2:50	5:10
GOVT CTR	4:50	7:15	9:35	12:35	2:55	5:15
PALENCIA	5:00	7:25	9:45	12:45	3:05	5:25
210 GATE STATION	5:10	7:35	9:55	12:55	3:15	5:35
AVENUES (ARRIVES)	5:30	7:55	10:15	1:15	3:35	5:55

SOUTHBOUND						
AVENUES (DEPARTS)	6:00	8:25	10:45	1:45	4:05	6:25
210 GATE STATION	6:20	8:45	11:05	2:05	4:25	6:45
PALENCIA	6:30	8:55	11:15	2:15	4:35	6:55
GOVT CTR	6:40	9:05	11:25	2:25	4:45	7:05
FCTC (ARRIVES)	6:45	9:10	11:30	2:30	4:50	7:10

We are also considering a name change for all routes in conjunction with the new Avenues rollout. Instead of using just colors to identify the routes, we want to use names based on locations and landmarks. This change will make it easier for people to understand where the routes go and how to use them. By naming the routes after well-known places, we hope to provide better information and help potential riders feel more confident about using the service.

We will keep the current color scheme in the new name launch.

Blue becomes **Vilano Beach**

Green becomes **A1A Beach**

Orange becomes **Mission Trace**

Red becomes **Old Town**

Teal becomes **Hastings**

Purple becomes **World Golf Village**

Conn-Ex 1 becomes **US1 Connector**

Conn-Ex 2 becomes **Avenues**

Circulator becomes **Flagler Estates**