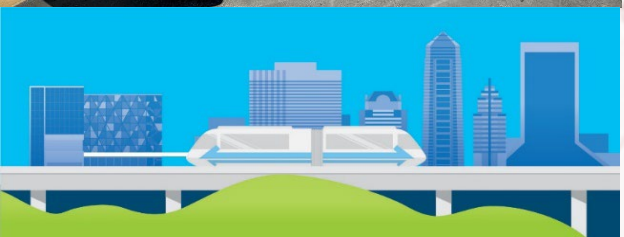




## Title VI Program Plan Update FFY 2023-2025



**Jacksonville Transportation Authority**  
Diversity, Equity, Inclusion & Belonging Office  
April 2023

## The Jacksonville Transportation Authority Board of Directors

The Jacksonville Transportation Authority's governing body is comprised of seven members. Three members were appointed by the Governor and confirmed by the Florida Senate, three members were appointed by Jacksonville's Mayor and confirmed by the City Council, and the seventh member is the District Two Secretary of the Florida Department of Transportation (FDOT). Members serve a four-year term with the exception of the FDOT Secretary who serves the length of his/her employment in that position and can be re-appointed for an additional four years. The board members of the JTA are not entitled to compensation but are reimbursed for travel and other expenses actually incurred in their duties as provided by law.

Debbie Buckland



Chair

G. Ray Driver, Jr.



Vice-Chair

Abel Harding



Secretary

Aundra Wallace



Treasurer

Stephanie Burch



Board Member

Ari Jolly



Immediate Past Chair

Greg Evans, P.E.



Ex-Officio Board  
Member & FDOT District  
Two Secretary

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## Introduction

The Jacksonville Transportation Authority (JTA), as the public transportation provider in Duval County, Florida, is required to submit to the Federal Transit Administration (FTA) a Title VI Program update every three years. This report is intended to demonstrate compliance with Title VI requirements and ensure that transit services are equitably distributed as well as provide equal access and mobility to any person without regard to race, color, or national origin.

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This update for 2023-2025 has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" published October 1, 2012. This update also summarizes the JTA transportation service provisions since the last Program update was approved.

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## Title VI Program Policy Statement

As a provider of public transportation whose employees have extensive daily contact with the public, the Jacksonville Transportation Authority d.b.a. JTA, recognizes its responsibility to the community it serves and is committed to a policy of non-discrimination. It is JTA's policy that we work to ensure non-discriminatory transportation in support of our service philosophy to enhance the lives of our customers daily with pride, passion, and performance, as well as the organizational mission to link our community by providing quality mobility options with innovation, integrity, and teamwork.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Environmental Justice component of Title VI guarantees fair treatment for all people and allows JTA to identify and address, as appropriate disproportionate and adverse effects of its program, policies, and activities on minority and low-income populations.



The three fundamental Environmental Justice concepts are to:

- 1 Avoid, minimize, or mitigate disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority and low-income populations.
- 2 Ensure the full and fair participation of all potentially affected communities in the transportation decision-making process.
- 3 To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Ken Middleton, AVP-Chief Diversity, Equity, Inclusion & Belonging Officer, has been designated as JTA's Civil Rights Officer. Mr. Middleton is responsible for the civil rights compliance and monitoring, to ensure non-discriminatory provision of transit services and programs.

However, along with the Chief Executive Officer, all directors, managers and their staff share in the responsibility for making JTA's Title VI Program a success. Implementation of the Title VI Program is given the same priority as compliance with all other legal obligations incurred by JTA in its financial assistance agreements with the U.S. Department of Transportation.

To obtain a copy of the agency's Title VI Program, contact JTA. Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a formal complaint in writing to the Chief Diversity, Equity, Inclusion & Belonging Officer.

File your formal complaint in writing to: Ken Middleton, AVP-Chief Diversity, Equity, Inclusion & Belonging Officer, 100 LaVilla Center Drive, Jacksonville, FL 32204, email [Kmiddleton@jtafla.com](mailto:Kmiddleton@jtafla.com) or by calling (904) 598-8728. Please be sure to include your name, address, and how you may be contacted (phone number, email address, etc.) Complaints are documented, logged, and tracked for investigation. Once the investigation is completed, the customer will be notified of the results of the investigation.

Individuals and organizations may file a complaint with the Federal Transit Administration's Office of Civil Rights by obtaining the complaint form from:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

## Recipient Status

The Jacksonville Transportation Authority (JTA) is a regular direct FTA recipient. JTA is updating its Title VI Program to be submitted in April 2023 and in accordance with FTA Circular 4702.1B.

## Title VI Notice to the Public [\(ATTACHMENT 1\)](#)

JTA's Title VI information advises all customers of JTA's programs and services of their rights under Title VI. This notice may be found on JTA's website at <https://www.jtafla.com/title-vi>. JTA dedicates this section of its website to notifying the public of its rights and protections against discrimination afforded them by Title VI. Title VI signage is posted at all public hearings. The Diversity, Equity, Inclusion & Belonging Program staff attends public hearings and is responsible for implementation and oversight of the Title VI program at JTA. Title VI training is provided internally each quarter to all new employees and to those that need refresher training every three years.

## Title VI Complaint Procedures [\(ATTACHMENT 2\)](#)

Members of the public who feel they have been discriminated against based on race, color, national origin, age, gender, or disability are afforded the opportunity to have their concern documented through JTA Customer Relations. The public has the option to convey their concern via direct phone communication with a customer relations representative, face to face during regular business hours, via the internet in the form of email, or written correspondence. Complaints are documented, logged and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation. If the customer is not satisfied based on the results of the investigation, they are then referred to the JTA's Chief Diversity, Equity, Inclusion & Belonging Officer for escalation. The Title VI complaint form and procedures are located on JTA's website and are in compliance with Title VI requirements. A copy of JTA's current Title VI complaint procedures is posted on the JTA website and is detailed in Attachment 3. The complaint procedures are provided in English and Spanish on the website and Google Translate is available for additional languages.

As a recipient of federal financial assistance, the JTA has in place the following Title VI complaint procedure:

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the JTA (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The authority will process complaints that are complete.

Once the complaint is received, the Authority will review it to determine if the Diversity, Equity, Inclusion & Belonging office has jurisdiction. The complainant will receive a response from the JTA informing him/her whether the complaint will be investigated.

The Authority has 30 days to investigate the Title VI complaint. If more information is needed to

resolve the case, the Authority may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal against the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

In addition, a copy of the complaint procedures is posted on all revenue service vehicles: fixed- route, paratransit, ferry and fixed-guideway. A sample is attached as [Attachment 3](#). All Title VI complaint procedure signage is made of a polystyrene material for longer life. Each sign has been inserted into a plastic holder.

Title VI signage is visible in all areas where the public has direct interaction with JTA staff, including:	Title VI signage is also present and visible at JTA's three largest transfer stations, including:
<ul style="list-style-type: none"><li>• Rosa L. Parks Transit Station</li><li>• Myrtle Avenue Operations Campus, Building 1</li><li>• Myrtle Avenue Operations Campus, Building 2</li><li>• Kings Avenue Station</li><li>• Each Skyway Station</li><li>• Jacksonville Regional Transportation Center (JRTC) 1111 West Forsyth Street</li></ul>	<ul style="list-style-type: none"><li>• Regency Square Mall Hub</li><li>• Gateway Center Hub</li><li>• Soutel Hub</li><li>• Rosa L. Parks Transit Station</li><li>• Avenues Walk Park &amp; Ride</li><li>• Armsdale Park &amp; Ride</li></ul>

## **Title VI Complaint Forms** [\(ATTACHMENT 3\)](#)

JTA's website Title VI complaint form is available in English and Spanish.

## **Title VI Investigations, Complaints and Lawsuits** [\(ATTACHMENT 4\)](#)

A detailed list of transit related investigations and complaints has been provided in the attachment. There have not been any lawsuits relating to Title VI.

## **Public Participation Plan** [\(ATTACHMENT 5\)](#)

JTA has and shall continue to employ every available method and initiative available to ensure that the public at large has full and unabridged access to transit service.

Currently, JTA utilizes the following to engage the public and communicate all available services:



Since the ROI Initiative in 2014, Community Outreach, Customer Service and Public Participation functions and practices have transitioned to a single Customer Engagement function within the JTA's Engagement Division. While working partnerships with Public Affairs-Marketing & Communications team for provision of collateral and social media remain viable, responsibility for active community outreach and logistics of public meetings/hearings reside within the Customer Engagement function in addition to bottom-line responsibility for Service Change public participation activities. Of note, responsibility for public participation activities for Construction and Capital Projects resides with individual project management teams, with the Customer Engagement team providing logistical oversight and support for their public meetings.



The JTA's Customer Engagement Team disseminates to and receives information from customers/the-general public through three functions:

- A part-time ten-member Community Outreach Team (one bi-lingual Spanish-Language member) consisting of two Co-Leaders, seven Coordinators and one Program Assistant. The team consists of seasoned customer service and transportation professionals who spend their 28-hour weeks at JTA hubs, on buses and at community events/agencies to assist existing and potential riders with information about the JTA's system and services. The team connects with more than 30,000 diverse individuals each year throughout the City of Jacksonville, and issues close to 2000 face-to-face customer surveys on varying topics each year.
- A Customer Service Team (one bi-lingual Spanish-Language member) consisting of one full-time Supervisor and a staff of 17 full and part-time representatives that include a media delivery specialist, a lost & found specialist, an administrative receptionist and 14 Call Center representatives. Inbound customer calls require knowledge of the transit system (trip planning, service status, complaint handling and STAR Card/Fare issues). Regular training, team meetings, electronic and face-to-face communication ensures accurate provision of information to customers.
- The full-time Senior Manager Customer Engagement oversees Outreach and Customer Service teams while providing hands-on management of a public outreach function that includes responsibility for many of the JTA's public meetings/hearings and participation at 60+ City of Jacksonville CPAC (Citizen Planning Advisory Committee) meetings a year. Service and program updates/changes are presented to CPACs each month, along with the provision of collateral/materials and electronic files for distribution to a collective 60,000-name database. CPAC members include representatives from each district's homeowner associations, business leaders, non-profit leaders, concerned citizen leadership as well as local legislators. The CPAC function is a highly effective channel for dissemination of JTA information to diverse networks throughout Jacksonville.

## Language Assistance Plan

JTA started the four-factor analysis in December 2022, which was documented in its Limited English Proficiency (LEP) Plan. The plan described how JTA addressed each factor to determine LEP services. It was completed in January 2023.

### **1. Assess the Number and Proportion of LEP Persons Served in the Eligible Population**

- According to the American Community Survey 1-year estimate, 6.4 percent (56,998 of 885,721) residents in Duval County (JTA's service area) speak English less than "very well."

### **2. Assess the Frequency with Which LEP Individuals Come in Contact with the Service**

- In 2019, a survey of all customer contacts determined that only 422 (0.87 percent) of 48,360 customer contacts were with customers of Limited English Proficiency. Due to the impact of

the Covid-19, a new customer survey was not completed for this update.

### 2019 Customer Survey Results

In November and December 2019, JTA conducted a customer contact survey. Nine centers where JTA staff have direct first contact with customers were involved in this survey: Connexion Receptionist; Connexion Eligibility Center Office; Rosa Parks Transit Station Customer Service Center, Community Outreach Team, JTA Planning, Fixed Route Supervisors, the JTA Administration Offices Front Desk, and Skyway Administration.

For each department, each representative who came in regular contact with a customer was given a weekly Tally Sheet. A notation (Tally) was made each time a non-English speaking person contacted the JTA representative. The notation also indicated the language spoken or preferred. If a customer was seen by more than one staff person, only one staff member was to record this contact. Tally Sheets were submitted weekly.

#### *RESULTS BY CUSTOMER*

During the period, 48,360 customer contacts were recorded. Of those, 422 (or 0.87 percent) were with customers of Limited English Proficiency. Three hundred thirty-two (322) of those customers spoke Spanish, representing 76.3 percent of LEP customers, and only 0.67 percent of all customer contacts.

#### *ORIGIN-DESTINATION SURVEY*

In 2021, JTA conducted an Origin to Destination study. As part of this survey, respondents were asked three questions related to Limited English Proficiency. The questions and responses to each were:

Do you speak a language other than English at home?	Which Language?	How well do you speak English
6 percent (332 out of 5,444 surveys)	1% speak Spanish 1% speak "Other"	1% say they speak English "less than well" or "not at all"

The result of the 2021 study were similar to the results obtained in the 2016 study. The full report including all demographic maps are included in [Attachment 9](#).

#### *CONCLUSION*

JTA found that 0.87% of customer contacts had limited English proficiency, and only 0.67% were Spanish speaking LEP customers. These numbers are consistent with the customer contact survey conducted in 2017, which also found that 0.87% of customer contacts had limited English proficiency, and that 0.68% were Spanish speaking LEP customers. It was concluded that 1 percent of respondents would have Limited English Proficiency. Spanish-speaking LEP customers accounted for 68 percent of LEP customers.

- Language Line Services is a telephone interpreting service that enables JTA to assist customers and employees to communicate in over 200 languages. This service is available 24 hours a day, 365 days a year. List below is the services provided from January 1, 2020 through October 31, 2022. Spanish continues to be the most frequent language encountered, as was the case in the 2017-2019 reporting period.

Language	Calls	Minutes	Charges	Avg. Connect Time	Avg. Minutes	% of Total
SPANISH	1332	11559	6473.04	8.11	8.7	91.61
BOSNIAN	95	741	452.01	16.18	7.8	6.53
HAITIAN CREOLE	12	120	73.20	22.58	10	0.83
ITALIAN	4	80	48.80	1.5	20	0.28
ARABIC	3	57	34.77	3	19	0.21
TAGALOG	2	23	14.03	102	11.5	0.14
RUNDI	2	12	7.32	84.5	6	0.14
SERBIAN	1	27	16.47	2	27	0.07
VIETNAMESE	1	11	6.71	1	11	0.07
MANDARIN	1	5	3.05	1	5	0.07
PORTUGUESE	1	6	3.66	4	6	0.07
<b>Totals</b>	<b>1454</b>	<b>12641</b>	<b>7133.06</b>	<b>22.35</b>	<b>12</b>	<b>100.02</b>

### 3. Assess the Nature and Importance of the Program, Activity or Service Provided by the Recipient

- JTA's LEP identifies programs to assist persons with limited English proficiency who utilize the following important JTA Activities and programs:
  - Central fixed route (Rosa Parks Transit Station)
  - Fixed Route Community Outreach Team
  - Fixed Route Supervisors
  - Planning Department Staff
  - Administration (Front Desk)
  - Connexion (ADA Paratransit Service) Front Desk, Reservations and Dispatch
  - Connexion Eligibility
  - Skyway
- Identify LEP Persons Who Need Language Assistance
  - In November and December 2019, a survey of all customer contacts identified 21 language groups, and one recorded as "unknown" by staff.
  - The largest group was Spanish, with 322 of the 422 LEP contacts. This represented 76.3 percent of all LEP contacts, and only 0.67 percent of all contacts.

#### 4. Assess the Resources Available to the Recipient and Costs

JTA has implemented several key steps to assist persons with limited English proficiency, within reasonable cost constraints.

- Contract with Language Line Services for on-call interpretation services;
- Identified staff that speak four other languages who can assist LEP individuals needing language assistance;
- Translate transit schedules, public notices and other documents upon request;
- Provide telephone interpretation into Spanish for basic transit information;
- Develop curriculum to train frontline customer service and other key staff in how to respond to LEP customers.

#### Spanish

73.6% of all LEP encounters were with Spanish speakers.

#### **Conclusion:**

Although less than 5% of the eligible LEP population in the market area is in need of language services, it has been determined that the greatest need currently would be to translate vital documents into **Spanish**. Other languages would be translated upon request.

Steps to be taken during the LEP process:

Title VI training, to include LEP program training, is required for all new employees and is offered each quarter;

Employees have been identified who speak various foreign languages and who have agreed to assist customers as needed;

Employees have been advised and are aware of staff who can interpret when needed;

JTA has advised all staff to be sensitive to persons with limited English proficiency;

Language Line Services is the vendor that the agency uses for interpretation services. The customer service and reservations departments primarily use this service.

Written documents will be translated using local vendors, upon request.

#### **Monitor/Update the Plan:**

JTA will continue to monitor the LEP program through training and make periodic program adjustments as needed.



## Membership of Boards/Committees

The JTA Board of Directors is the official decision-making body for JTA. Florida Statute 343.63 determines the composition of the Board; therefore, JTA has no ability to ensure that there is adequate representation of minorities on this body.

- The Jacksonville Transportation Advisory Committee (JTAC) is the only non-elected advisory committee.
- The JTA Board of Directors consists of seven members. The Mayor of the City of Jacksonville appoints three of the members. The Governor of the State of Florida appoints three of the members. The final board member is the District 2 Florida Department of Transportation Secretary.

Both appointing bodies (Governor and Mayor's Offices) pay particular attention to the current minority make-up of the Board when selecting individuals to serve. Care is taken to ensure that the Board makeup are representatives from the City of Jacksonville.

The JTAC consists primarily of individuals from the disabled community who ride paratransit and fixed-route services. The JTAC committee selects new officers every two years from among its membership, which are in good standing. JTA staff is constantly encouraging individuals who utilize the paratransit and fixed services to become members of JTAC. As a result, minority membership for JTAC has increased. Due to the physical limitations of many members and the nature of their disabilities, it has been a challenge to maintain those members in good standing since there is a requirement that members attend a specific number of meetings during the year.

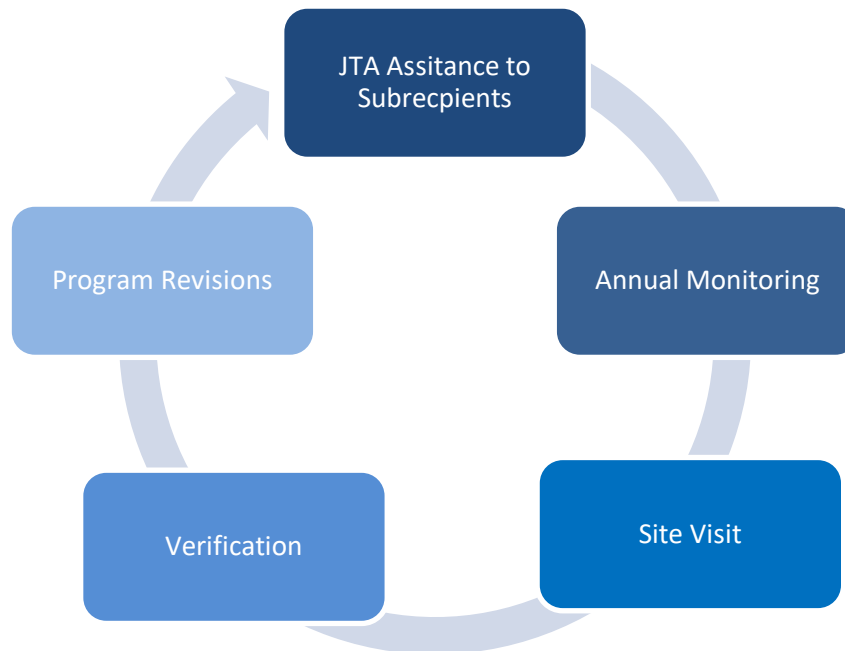
The two tables provided are those of the Jacksonville Transportation's Board of Directors and JTAC. The membership is current as of January 25, 2023.

JACKSONVILLE TRANSPORTATION AUTHORITY BOARD MEMBER APPOINTMENTS	
GOVERNOR'S APPOINTMENTS	
MEMBER	APPOINTMENT DATE
Caucasian Male	August 2019
Caucasian Female	March 2019
Caucasian Female	March 2019
MAYORAL APPOINTMENTS	
African American Male	December 2021
African American Male	March 2021
Caucasian Female	September 2022
FDOT BOARD MEMBER - DISTRICT II	
Caucasian Male	February 2012

JTAC Board Members 2023-2025	
Title	Ethnicity/ Gender
Chairman	White/ Female
Vice Chairman	White/ Male
Corresponding Secretary	White / Female
Recording Secretary	White/ Female

## Subrecipients

During FY's 2017-2019, JTA extended Federal financial assistance to Clay County Council on Aging (Clay CCoA). JTA obligations to monitor Clay CCoA programs and services was discontinued in 2019, due to changes in services between Clay and Duval County. JTA has no subrecipients as of the date of this update.



When JTA does have subrecipients, the subrecipient oversight process to be followed is:

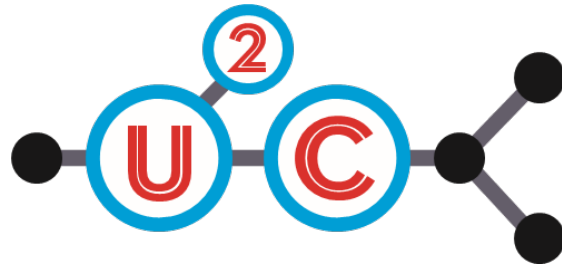
- Staff at the JTA will provide assistance to help subrecipients create and maintain their own Title VI program.
- JTA will complete annual on-site monitoring visits to ensure funds are being used in accordance with the terms awarded and in compliance with Title VI
  - While on-site, JTA will review audited financial records, invoices and supporting documentation to support the invoice, and actual services provided were reviewed. The reviewed invoices and supporting documentation are compared to invoices submitted to JTA to verify accuracy. For trip assistance the rate is based on 50 percent of the approved trip rate used by the Community Transportation Coordinator as established throughout the state of Florida. The rate derived from review of the specific agency's financial statements to ensure

the operating assistance does not create supplanting and does not overcompensate the agency for 50 percent of the eligible costs of trips. In addition, during the on-site reviews, the agencies' vehicles are inspected for cleanliness and working wheelchair lifts.

- JTA will request the most current Title VI Policy and for the subrecipient to show how the Title VI Statement is posted for customer awareness. JTA will verify that the subrecipient Title VI Program includes a notice to beneficiaries, complaint procedures, complaint form, public participation plan, and language assistance plan when appropriate.
- If any required elements are missing, JTA requests revisions to bring the program into compliance.

## **Facility Siting** [\(ATTACHMENT 6\)](#)

One facility for the Ultimate Urban Circulator (U2C) Operations and Maintenance (O&M) Facility, also known as the U2C O&M Facility was sited during the 2020-2022 period. An equity analysis was completed in December of 2021. The conclusion was that although the Jefferson Park-n-Ride site would result in disparate impact and disproportionate burden, it is operationally necessary, and has been identified as the preferred alternative from the analysis. The selection of this site would result in less impacts to other factors including transportation, displacement, community resources, and environmental concerns, and provide operational efficiencies that would benefit those same populations within the block group with enhanced transit accessibility. In addition to the transit benefits offered with the location of this site, mitigation strategies will be utilized to ensure the construction of the facility results in minimal externalities. A full copy of the analysis is included in [Attachment 6](#).



## **Title VI Program Approval by Board of Directors** [\(ATTACHMENT 7\)](#)

Attached are the minutes and approved resolution by the JTA Board of Directors from the February 2023 board meeting.

## **Service Standards** [\(ATTACHMENT 8\)](#)

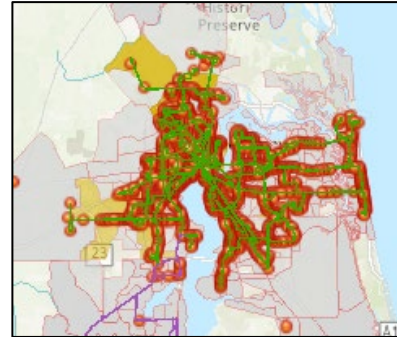
The following service standards are attached:

1. Major Service Change Policy
2. Disparate Impact Policy
3. Disproportionate Burden Policy
4. Transit Service Standards and Policies

## Demographic and Service Profile Maps and Charts [\(ATTACHMENT 9\)](#)

The following demographic and service profile maps and charts have been provided:

- **JTA Service Area with Minority Population** - This demographic map shows the JTA service area, with Census Tracts where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations for the service area as a whole. The data source used for minority populations is the 2020 US Census. Service area is defined by a compilation of census tracts that touch a three- quarter-mile buffer surrounding fixed routes.



The service area includes all of Duval County with 173 tracts, 15 tracts in Clay County, and three tracts in St. Johns County, for a total of 191 tracts. The average percentage of minority population for the service area is 41.4 percent. There are 86 tracts, or 45 percent with minority population above the average for the service area.

- **JTA Service Area with Hispanic and Latino Population** - The demographic map below shows the JTA service area, with Census Tracts where the percentage of the total Hispanic and Latino population. The average percent Hispanic and Latino population for the service area is 10.9 percent.
- **JTA Service Area With Low Income Population** - This demographic map shows the JTA service area with Census Tracts where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole. The data source used for low-income populations is the 2020 US Census. The average percent of low-income population for the service area is 14.8 percent. Of the 191 tracts encompassing the JTA service area, there are 84 tracts, or 44 percent that exceed the average percent of low-income population for the service area.

## Demographic Ridership and Travel Patterns [\(ATTACHMENT 10\)](#)

The demographic profile shows a comparison of minority riders and non-minority riders, based on the Origin to Destination Survey conducted in 2021. This survey resulted in demographic and travel pattern information for over 10 percent of JTA's riders.

## Requirements to Monitor Transit Service [\(ATTACHMENT 11\)](#)

The results of the Monitoring Program and Report are provided along with a detailed explanation of each service area.

## Title VI Equity Analysis

No permanent fare or service changes were implemented during 2020-2022. Should any future fare or



service changes be proposed, JTA will follow the policies and procedures included in [Attachments 7](#) and [12](#).

## Public Engagement Process for Setting Major Service Change Policy (ATTACHMENT 12)

The process that JTA uses in setting Major Service Changes is as follows:

Public notices published in Florida Times-Union newspaper at least 30 days before public hearing events.

Notices displayed on JTA website (capability for instantaneous Spanish-language translation), social media, interior bus posters, A-Frames at bus hubs.

Flyers distributed at bus hubs, community events.

Flyers sent to six City of Jacksonville CPACs (Citizens Planning Advisory Committee) for electronic distribution to diverse membership.

Press release sent to majority and minority media outlets.

JTA major bus hubs, community colleges and public libraries were selected in various parts of the City of Jacksonville to hold public meetings.

Public meetings/hearings held in transit and ADA accessible areas for low-income, minority and disabled communities.

Community leaders and minority organizations were notified.

Public hearing was held in centrally located venue in downtown area.

Public hearing required a 30-day advance notice and a court reporter was present to take minutes.

Locations included: FSCJ: Downtown/Kent/South Campus; Public Libraries: Main, Highlands; Legends Community Center; Senior Centers: Mary Singleton, Oceanway; CareerSource at JTA Gateway Hub.

## **Attachment 1: Title VI Notice to Beneficiaries**



JACKSONVILLE  
TRANSPORTATION  
AUTHORITY

JACKSONVILLE TRANSPORTATION AUTHORITY OBJECTIVES/POLICY STATEMENT (42 U.S.C. 2000d)

TITLE VI OF THE CIVIL RIGHTS ACT TO ALL JTA EMPLOYEES AND THE SERVICE COMMUNITY

As a major provider of public transportation whose employees have extensive daily contact with the public, the Jacksonville Transportation Authority (JTA) recognizes its responsibility to the community which it serves and is committed to a policy of nondiscrimination. JTA works to ensure nondiscriminatory transportation in support of our mission to be the Northeast Florida leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Jacksonville citizens.

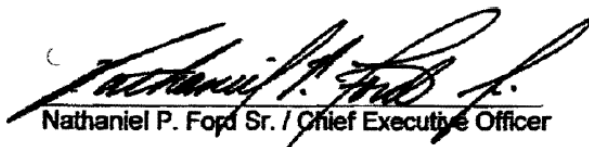
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000 d).

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for JTA, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the JTA provides.

Environmental Justice Regulations are:

To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects including social and economic effects, on minority populations and low-income populations. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Ken Middleton, AVP – Chief Diversity, Equity, Inclusion & Belonging Officer, has been designated as JTA's Civil Rights Officer responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. In that capacity, Mr. Middleton is responsible for implementing all aspects of the Title VI program. However, along with the Chief Executive Officer, Senior Vice Presidents, Vice Presidents, Directors, Managers, and their staff share in the responsibility for making JTA's Title VI Program a success. Implementation of the Title VI Program is afforded the same priority as compliance with all other legal obligations incurred by the JTA in its financial assistance agreements with DOT. The JTA has disseminated this policy statement to the Board of Directors and all components of our organization. We have distributed this policy statement to all internal and external stakeholders that perform work for us on DOT-assisted and other JTA contracts through print and electronic means.



Nathaniel P. Ford Sr. / Chief Executive Officer

3-22-23

## **Attachment 2: Title VI Complaint Procedures English and Spanish**



## **JTA TITLE VI POLICY STATEMENT**

As a major provider of public transportation whose employees have extensive daily contact with the public, the Jacksonville Transportation Authority (JTA) recognizes its responsibility to the community, which it serves and is committed to a policy of nondiscrimination. JTA works to ensure nondiscriminatory transportation in support of our mission to be the Northeast Florida leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Jacksonville citizens. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d). The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for the JTA, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services and information the JTA provides.

Environmental Justice Regulations are:

- (a) To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
- (b) To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process;
- (c) To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

The responsibility for carrying out JTA's commitment to this program has been delegated to the JTA's Chief Executive Officer by the Board of Directors. The Director of Diversity, Equity & Customer Advocacy Program is responsible for the day-to-day operations of this program and will receive and investigate Title VI complaints, which come through the complaint procedure. However, all managers, supervisors and employees share in the responsibility for making JTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by the JTA in its financial assistance agreements with DOT.

## **TITLE VI COMPLAINT PROCEDURES**

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the Jacksonville Transportation Authority (JTA) program of transit service delivery or related services or programs, you may file an official Title IV complaint with the AVP-Chief Diversity, Equity, Inclusion & Belonging Officer, Ken Middleton, 100 LaVilla Center Drive, Jacksonville, FL 32204 or by calling (904) 598-8728. We encourage you to make your complaint in writing (see attached Title VI Compliant Form), including the following:

- Your name, address and how to contact you (phone number, email address, etc.)
- How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give date, time of day, and bus number if available.

- You must sign your letter of complaint

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Director of Diversity, Equity & Customer Advocacy Program will review every complaint, and when necessary, begin the investigation process. At a minimum, the investigation will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Director - Diversity, Equity & Customer Advocacy Program will complete a final report for the Chief Executive Officer. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than 25 business days.

If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, and he or she may contact the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

**FOR MORE INFORMATION THROUGH JTA'S CONTACT**

Ken Middleton, AVP-Chief Diversity, Equity, Inclusion & Belonging Officer

by phone: 904-598-8728

or mail: JTA, 100 LaVilla Center Drive, Jacksonville, FL 32204

or fax: 904-632-5217

or Florida Relay (800) 955-8771 TDD Access.

## TÍTULO VI PROCEDIMIENTOS DE QUEJAS

Si cree que ha sido excluido de la participación, se le han denegado los beneficios o ha sido objeto de discriminación por motivos de raza, color u origen nacional según el programa de prestación de servicios de tránsito de la Autoridad de Transporte de Jacksonville (JTA) o servicios o programas relacionados, puede presentar una queja oficial del Título IV ante el AVP-Chief Diversity, Equity, Inclusion & Belonging Officer, Ken Middleton, 100 LaVilla Center Drive, Jacksonville, FL 32204 o llamando al (904) 598-8728. Lo alentamos a que presente su queja por escrito (consulte el formulario adjunto que cumple con el Título VI), que incluye lo siguiente:

- Su nombre, dirección y cómo contactarlo (número de teléfono, dirección de correo electrónico, etc.)
- Cómo, por qué, cuándo y dónde cree que fue discriminado. Incluya la ubicación, los nombres y la información de contacto de cualquier testigo. Si el supuesto incidente ocurrió en el autobús, indique la fecha, la hora del día y el número del autobús si está disponible.
- Debe firmar su carta de queja

Todas las quejas serán investigadas con prontitud. Se tomarán medidas razonables para preservar cualquier información que sea confidencial. El Director del Programa de defensa de la diversidad, la equidad y el cliente revisará cada queja y, cuando sea necesario, comenzará el proceso de investigación. Como mínimo, la investigación:

- Identificar y revisar todos los documentos, prácticas y procedimientos relevantes;
- Identificar y entrevistar a personas con conocimiento de la violación del Título VI, es decir, la persona que presenta la queja; testigos o cualquier persona identificada por el demandante; cualquier persona que pueda haber estado sujeta a actividades similares, o cualquier persona con información relevante.

Una vez completada la investigación, el Director del Programa de Diversidad, Equidad y Defensa del Cliente completará un informe final para el Director Ejecutivo. Si se determina que existe una violación del Título VI, se tomarán medidas correctivas según sea apropiado y necesario de inmediato. El demandante también recibirá un informe final junto con los pasos correctivos. El proceso de investigación y el informe final no deben demorar más de 25 días hábiles.

Si no se encuentra una violación y el demandante desea apelar la decisión, puede comunicarse con la Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Los reclamantes también pueden presentar su cumplimiento inicial del Título VI directamente, a más tardar 180 días después de la fecha de la supuesta discriminación, y él o ella pueden comunicarse con la Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

## **Attachment 3: JTA Title VI Complaint Forms**



JACKSONVILLE TRANSPORTATION AUTHORITY  
Title VI Complaint Form

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Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of **race, color or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for JTA, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services and information the JTA provides.

JTA works to ensure nondiscriminatory transportation in support of our mission to be the Northeast Florida leader in providing effective, Coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for the Jacksonville citizens. JTA's Diversity and Equity Program Office is responsible for Civil Rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs.

---

Complaint No. \_\_

Name \_\_

Home Number \_\_ Email Address \_\_

Work Number \_\_\_\_\_ Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

List type of discrimination (please check all that apply):

Color \_\_ Race \_\_ National Origin \_\_\_\_\_

Other: \_\_\_\_\_

Please indicate your race/color, if it is the basis of your complaint

Please describe your national origin, if it is the basis of your complaint

Location where incident occurred:

Time and date of incident:

Name/position/title of the person who allegedly subjected you to Title VI discrimination:

Briefly describe the incident (use a separate sheet, if necessary):

Did anyone else witness the incident? Yes ( ) No ( ) List witnesses. (Use a separate sheet, if necessary.)

Name\_\_ Address \_\_\_\_\_ Telephone No. \_\_\_\_\_ Name\_ Address \_\_\_\_\_ Telephone No. \_\_\_\_\_

Have you filed a complaint about this incident with the Federal Transit Administration? Yes ( ) No ( )

If yes, when?

#### AFFIRMATION

I hereby swear/affirm that the information that I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information and belief.

Your Signature	Today's Date
Action Taken (To be completed by Title VI Investigator)- Accepted for formal investigation on _____ Referred to another department on _____ Rejected because _____	

Title VI Investigator

\_\_\_\_\_  
Today's Date

#### Mailing Address:

Jacksonville Transportation Authority  
ATTN: AVP-Chief Diversity, Equity, Inclusion & Belonging Officer  
100 LaVilla Center Drive  
Jacksonville, FL 32204



JACKSONVILLE TRANSPORTATION AUTHORITY  
Formulario de Queja del Título VI

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El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color u origen nacional en programas y actividades que reciben asistencia financiera federal. Específicamente, el Título VI dispone que "ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación en, será negada los beneficios o será objeto de discriminación bajo cualquier programa o actividad que reciba Asistencia financiera. federal". (42 U.S.C. Sección

El componente de Justicia Ambiental del Título VI garantiza un trato justo para todas las personas y establece que la JTA identificará y abordará, según proceda, los efectos desproporcionadamente altos y adversos de sus programas, políticas y actividades sobre las poblaciones minoritarias y de bajos ingresos, Pasos razonables para asegurar que las personas con Competencia Limitada en Inglés (LEP) tengan un acceso significativo a los programas, servicios e información que la JTA proporciona.

JTA trabaja para asegurar el transporte no discriminatorio en apoyo de nuestra misión de ser el líder del noreste de la Florida en la prestación efectiva. Soluciones de transporte multimodal coordinadas e integradas para mejorar la calidad de vida social y económica de los ciudadanos de Jacksonville. La Oficina del Programa de Cumplimiento de Contratos de JTA es responsable de Cumplimiento y Monitoreo de los Derechos Civiles para asegurar la provisión no discriminatoria de servicios y programa.

---

Queja No. \_\_\_\_\_

Nombre \_\_\_\_\_

Número de casa \_\_\_\_\_ Dirección de correo electrónico \_\_\_\_\_

Número de trabajo \_\_\_\_\_

Dirección \_\_\_\_\_ Ciudad\_Código postal \_\_\_\_ Listar tipo de discriminación (por favor marque todos los que apliquen):

Color Race Origen nacional Otro \_\_\_\_\_ Por favor, indique su raza / color, si es la base de su queja

Describa su origen nacional, si es la base de su queja

Lugar donde ocurrió el incidente:



Hora y fecha del incidente:

Hora y fecha del incidente Nombre / cargo Título de la persona que supuestamente le Discriminación del  
Título VI:

Describa brevemente el incidente (Use una hoja separada, si es necesario):

¿Alguien más presencié el incidente?    Sí ( )    No ( ) Listar testigos. (Use una hoja separada, si es  
necesario.)

Nombre \_\_\_\_\_ Dirección \_\_\_\_\_ Teléfono No. \_\_\_\_ Nombre \_\_\_\_\_ Dirección \_\_\_\_\_  
Telephone No. \_\_\_\_\_

¿Ha presentado una queja sobre este incidente ante la Administración Federal de Tránsito?  
Sí ( ) No ( ) en caso Sí, ¿cuando?

#### AFIRMACIÓN

Por la presente juro / afirmo que la información que he proporcionado en este Formulario de Queja de  
Título VI es verdadera y correcta a lo mejor de mi conocimiento, información y creencia.

Su firma	El día de hoy
Acción tomada (Para ser completado por el Investigador Título VI)- Aceptado para la investigación formal sobre Remitido a otro departamento sobre - Rechazado porque	

Investigador Título VI

El día de hoy

#### Dirección postal:

Jacksonville Transportation Authority  
ATTN: AVP-Chief Diversity, Equity, Inclusion & Belonging Officer  
100 LaVilla Center Drive  
Jacksonville, FL 32204

## **Attachment 4: List of Transit-Related Investigations, Complaints and Lawsuits**

### Listing of Title VI Complaints FY 2020-20222

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient

This list shall include the date that the transit-related Title VI investigation, lawsuit or complaint was filed; summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit or complaint. This list shall be included in the Title VI program submitted to FTA every three years.

INTAKE	CLAIM	CHARGE	DISPOSITION	DATE OF CLOSURE
12/20/2021	Said that the female bus operator called him ethnic slur for being white.	Race / Color	Video and audio disputes this claim against the operator. Case Unsubstantiated and closed.	12/20/2021
1/3/2022	Passenger claims bus operator told them then had to pay again at the end of the line. Stated that because he was white and the operator was black - that he made to pay again	Race / Color	Video and audio disputes this claim against the operator. The operator was correct in informing the customer that once you are at the end of the line - you are required to pay the fare again. The customer got off the bus and boarded again at the next stop paying. Case Unsubstantiated.	1/10/2022

## **Attachment 5: Public Participation Plan**

## **JACKSONVILLE TRANSPORTATION AUTHORITY 2023-2025 COMMUNITY OUTREACH PLAN**

### **OVERVIEW**

The Jacksonville Transportation Authority (JTA) is becoming a regional transportation authority that meets the demands of commuters and choice riders and creates a sustainable transportation network.

JTA's community outreach plan mirrors and supports the vision to position JTA as the transit and mobility experts for the region, including roads, bridges, the Ferry, Skyway and U2C, and improvements in pedestrian and bicycle networks.

Understanding the extensive history of the Jacksonville Transportation Authority in our community, our transportation public outreach campaign involves communicating with the general public, communities, businesses, appropriate public entities and other identified stakeholders. Our messaging will speak to JTA's commitment to the public it serves and to the future of Jacksonville. It is designed to be effective and efficient as well as integrate seamlessly into the overall strategic communications plan.

### **GOALS**

- Raise awareness of JTA's value in the community
- Engage citizens and influential community members to LISTEN - INFORM - SUPPORT the Jacksonville Transportation Authority
- Acknowledge the cooperation and
- Enhance brand/reputation
- Set the groundwork for developing partnerships with like-minded organizations
- Engage new audiences, thus attracting new riders
- Educate the region on the topic of transportation
- Develop champions for JTA
- Empower employees with messaging and tools, allowing them to serve as brand ambassadors

### **TARGET AUDIENCES**

- JTA Employees
- Frontline/Maintenance
- Senior Leadership/Management
- Administrative Staff
- Current JTA Riders - including those who are public transportation dependent and those who ride by choice
- Prospective/Choice Riders
- Partners/Transit Supporters
- Business Community
- Major employers/companies
- Business and economic development groups
- JAX Chamber
- Downtown Vision
- Downtown Investment Authority
- COJ Citizen Planning Advisory Committees (CPAC)
- Hospitality groups: Hotel/motel, restaurant, concierge associations

- Business associations
- Real estate developers
- Government/Political Leadership
- Community Leadership
- Media

## **SCOPE OF WORK**

JTA Public Affairs will develop and implement an overarching, measurable, community outreach plan that mirrors the goals and objectives outlined in the master JTA Strategic Communications Plan. In addition, JTA Public Affairs will support community outreach efforts with the provision of marketing and communications material. Our specific tactics are outlined below:

- Evaluate and recommend outreach opportunities that will educate and gain support from target audiences
- Complete an assessment of existing outreach efforts to determine their alignment with target audiences.
- Recommend a list of relevant outreach events. Each event will be evaluated for its ability to reach the target audiences as outlined in the strategic plan.
- JTA will assign event staff/representatives.
- Coordinate event evaluation.

### Participation in City of Jacksonville Citizen Planning Advisory Groups (CPAC)

In order to continuously update and engage people in the community, a JTA representative (Director of Customer Engagement) will participate as a member of each CPAC Staff. Each of six district CPACs meet once a month. JTA's representative will attend each monthly meeting to provide a staff update and collateral for new and ongoing JTA services, projects and programs.

CPACs are comprised of the following community representation:

- Civic and Business Leaders
- Homeowner Associations
- Non-profit, Faith-based and Educational Organizations
- Government Officials/Staff and Military Representatives
- JTA Riders and Non-riders

Those participating in the CPACs will help shape JTA improvements, learn more about transportation issues, get up-to-date information, ask questions, and discuss community concerns with representation from JTA.

### Provide counsel to ensure coordinated outreach efforts

Meet with JTA internal departments to ensure proposed outreach efforts are in alignment with goals and objectives. Participate in pertinent internal meetings to facilitate input and communication.

### Stakeholder Outreach

Initiate and/or respond to regular stakeholder forums to discuss transportation issues, new initiatives, milestones and initiative-specific success. These will be very high-level meetings with area business and

civic leaders.

- Ensure that JTA management remains involved in key speaking opportunities throughout the community as well as on a regional level.
- Facilitate One-on-One meetings for JTA among key stakeholders surrounding key initiatives.

Through Public Affairs, develop fact sheets that appeal to stakeholders in specific industries. These fact sheets will reflect key industry and JTA information that is relevant to stakeholders. These can be used in face-to-face meetings or sent via e-mail and will serve to increase informed participation among stakeholders.

- Whenever JTA has any external stakeholder meetings, we will report on the status of relevant initiatives and the progress made.
- Relevant PowerPoint presentations will be developed for use at more formal speaking engagements and presentations.

#### Development of Stakeholders Database

Through Public Affairs, the JTA maintains a stakeholder database consisting of: Officiating Bodies / Elected Officials:

- Congressional Representatives
- Florida Senate
- Florida House of Representatives
- Office of the Mayor
- City Council
- Government Agencies
- Businesses
- School Board/DCPS
- Community Organizations
- Faith-based Organizations and Community
- Community and Senior Centers

JTA will develop on-going communications with these groups to inform them of key projects and initiatives and when appropriate gather feedback via group and one-on-one meetings.

#### Broad-Based Community Outreach

Our educational outreach efforts will consist of the development of various public activities/meetings and informational materials regarding the JTA's projects and initiatives to enhance public awareness and communicate JTA's overall goals and objectives. JTA will make every effort to reach minority, low income, and limited English speaking populations, especially Spanish speakers, in these outreach efforts. Activities include:

#### Public Meetings

- Public hearings and informational meetings will be scheduled at key points throughout the year to provide an opportunity for the public to comment on proposed JTA projects and initiatives.
- An Open House meeting format maximizes the opportunity for the most productive exchange of



information between the public and relevant staff/officials. Public meetings will include greeting/sign-in table/instructions, PowerPoint project video on loop, maps/poster boards with staff hosts to interact on one-to-one basis as needed with attendees. Project information including FAQs, Fact sheets and Comment sheets/cards will also be made available.

- Public information sessions will be conducted in accordance with federal and state requirements including the provision of translated materials and/or interpretation services for members of LEP populations as appropriate.
- JTA will gather information from these community meetings (email addresses) to add to databases as well as capture information for future outreach.
- Partner with community event coordinators such as Downtown Vision.
- Cross-promote events such as Art Walk and Riverside Arts Market, etc. to coordinate booths and transportation-themed events.

#### Interagency Partnering and Planning

JTA will foster and maintain ongoing relationships with its partners to enhance our public outreach efforts and coordinate activities between the agencies involved in joint projects such as Hemming Park events.

#### Technology-based Outreach

Understanding that many of our target audiences rely heavily on computers and smart phones, JTA will use technology-based outreach to promote and enhance public participation.

These methods will include:

- Access through the JTA website
- Provision of electronic collateral to community partners including CPAC's and DVI for distribution to their member databases.

#### Conduct Travel Training with Gatekeepers

Many gatekeepers may not be familiar with the transit system and may have trouble planning trips for their constituents. Transit travel training will include:

- Overview of the transit network and how it works
- Detailed guidance on trip planning
- Opportunity for an interactive discussion and Q&A session

#### Social Media

Social media is a valuable tool for reaching all JTA audiences and can be used for the following:

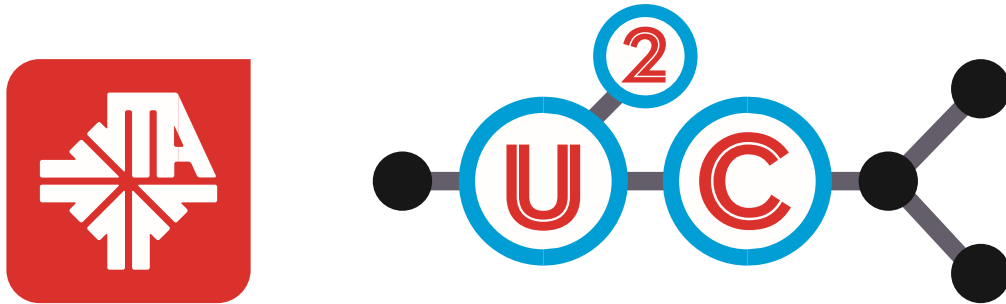
- Timely Updates-social media enables JTA to share real-time service information and advisories with their riders
- Public Information -Provide the public with information about services, fares, and long-range planning projects
- Citizen Engagement-Take advantage of the interactive aspects of social media to connect with their customers in an informal way
- Employee Recognition-Social networking is an effective tool for recognizing current workers and recruiting new employees

Regular communication regarding JTA community meetings updates and progress reports, route changes, rider concerns, contest results, community partnerships, survey results, employee recognition, etc.

#### **MEASUREMENT FOR BROAD-BASED COMMUNITY OUTREACH**

1. Ridership numbers
2. Calls to customer service center - decrease in complaints, increase in service inquiries and compliments
3. Feedback from target audiences, especially from partners/stakeholders, influencers, riders/potential riders and employees (including frontline staff) via electronic, phone and in-person surveys and interviews, as well as feedback sessions
4. Hits and click-through on the JTA website and employee Intranet, Twitter followers, Facebook fans/likes/comments, video and photo views
5. Attendance at events, including public meetings, as well as the level of participation
6. Increase in the number of influencers who step forward and speak out for JTA - those who will write letters to the editor, op-ed pieces, defend JTA in the press, wear JTA lapel pins, etc.
7. Progress toward goals

## **Attachment 6: Facility Siting Equity Analysis**



**Jacksonville Transportation Authority**

**Title VI Equity Analysis**

**Ultimate Urban Circulator (U<sup>2</sup>C) Operations  
& Maintenance (O&M) Facility**

**Date: 12/06/2021**



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# JTA U<sup>2</sup>C Operations & Maintenance Facility Title VI Equity Analysis

## EXECUTIVE SUMMARY

Prior to constructing new facilities, recipients of federal transportation funding must consider how the location of the proposed facility may impact the affected minority and low-income community. While the impacts of constructing and operating a facility need to be environmentally analyzed for potential impacts, the selection of the site location must also be scrutinized to ensure that the site was selected in a non-discriminatory manner.

As required by Title VI of Civil Rights Act of 1964, the Jacksonville Transportation Authority (JTA) has conducted a Fixed Facility Equity Analysis intended to ensure that the location is selected without regard to race, color, or national origin. Along with data and studies that were undertaken as part of the environmental process for the Bay Street Innovation Corridor (BSIC) Project, JTA has determined that the selection of a proposed Ultimate Urban Circulator (U<sup>2</sup>C) Operations and Maintenance (O&M) Facility site in Downtown Jacksonville, would result in disparate and disproportionate impacts on minority and poverty populations above JTA's policy threshold of ten percent. However, due to the operational necessity of siting the facility in close proximity to the BSIC corridor to ensure maximum operational efficiency, best practices in state-of-the-art automated-vehicle (AV) light-maintenance facilities will be utilized to mitigate impacts to minority and low-income populations.

## BACKGROUND

### a. Title VI Compliance

Prior to site selection for the U<sup>2</sup>C O&M Facility from the preferred site alternatives, a Title VI equity analysis must be conducted to determine if the site complies with Federal statute and JTA policy. Site selection for the U<sup>2</sup>C O&M Facility was guided by the FTA Circular 4702.1B. The



## JTA U<sup>2</sup>C Operations & Maintenance Facility Title VI Equity Analysis

following section from the Circular has been used as the overarching guidance for the creation of this Title VI Equity Analysis.

**DETERMINATION OF SITE OR LOCATION OF FACILITIES.** Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

As a major provider of public transportation whose employees have extensive daily contact with the public, the JTA recognizes its responsibility to the community which it serves and is committed to a policy of nondiscrimination. JTA works to ensure nondiscriminatory transportation in support of our mission to be the Northeast Florida





## JTA U<sup>2</sup>C Operations & Maintenance Facility Title VI Equity Analysis

leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Jacksonville citizens.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "*no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*" (42 U.S.C. Section 2000d). The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for JTA, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the JTA provides.

JTA provides public notice of its policy to uphold and assure full compliance with Title VI on its agency website (<https://www.jtafla.com/about-jta/legal/title-vi/>). Information regarding JTA's Title VI policies and the procedures for filing civil rights complaints are provided

### **b. Ultimate Urban Circulator**

The JTA has been developing a plan for modernizing the thirty-year-old Skyway, a 2.5-mile automated people mover downtown circulator, which provides approximately 5,000 daily passenger trips within



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downtown Jacksonville. In addition to nearing obsolescence of key vehicle parts, the operating systems are outdated, and newer technologies present an opportunity to transform the system to be more efficient and serve more people and more destinations, improving overall mobility.

Through a series of technical studies beginning in 2014, extensive stakeholder and community outreach, along with vast research into the new technologies associated with autonomous transportation, the JTA has worked with its partners to develop a plan to modernize and expand the Skyway system. The plan, known as the U<sup>2</sup>C Program – supports key objectives in serving the first, middle and last mile while creating a true downtown circulator - connecting thriving residential areas, an expanding business district, as well as planned and developing areas along the periphery of downtown Jacksonville. The U<sup>2</sup>C Program is comprised of multiple projects to implement an autonomous transportation network, creating more transportation options for residents, businesses and visitors.

The Bay Street Innovation Corridor (BSIC) project will implement the first phase of an autonomous transportation network or U<sup>2</sup>C System. The project integrates innovative and emerging technologies into public transportation while enhancing overall mobility throughout Downtown Jacksonville. The U<sup>2</sup>C System is currently envisioned to have three major project components:

1. Bay Street Innovation Corridor (BSIC)
2. Remaining Skyway Conversion
3. Neighborhood Extensions



The Bay Street corridor is a major thoroughfare cutting east-west through Downtown Jacksonville, connecting the historic LaVilla District with the Sports Complex. Bay Street is becoming a major destination due to the diversity of developments existing and planned in the corridor. There is also a significant amount of development potential within the corridor due to the amount of underdeveloped vacant parcels and surface parking lots. The Bay Street Innovation Corridor project will support and catalyze the optimal use of land on the corridor.

The Bay Street Innovation Corridor project will introduce autonomous vehicles (AV), initially operating in mixed traffic in curbside lanes along Bay Street, for approximately three miles, from Pearl Street east to TIAA Bank Field, extending west to east through the Jacksonville urban core. Bay Street is a critical artery connecting residential areas, through the urban business core to the entertainment and sports district on the east edge of downtown. Along the route, the AV will make stops at designated locations to allow passengers to enter and exit the AV as needed. While initial deployment will require an attendant to be on board the vehicle, the AVs will be controlled by a supervisory network and will rely on a support system comprised of wired and wireless communication networks, interconnected traffic signals, cameras and GPS networks. The vehicles will require a dedicated O&M facility for vehicle maintenance, storage and charging.

## PROJECT DESCRIPTION

### a. U<sup>2</sup>C O&M Facility

The BSIC will uniquely transform downtown mobility, enhancing safety, efficiency and accessibility along a critical east-west corridor that



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serves 56,019 employees every day into Downtown Jacksonville.

Advancing the deployment of AVs and new technologies, this project will energize Bay Street as a corridor for smart city innovations and an emerging technologies incubator, supporting the upsurge in economic development activity and redevelopment opportunities. Moving from demonstration to deployment, this transformative project implements initial elements of the JTA's U<sup>2</sup>C Program and the North Florida Transportation Planning Organization's (TPO) Smart Region Initiative. Foundational to the U<sup>2</sup>C program is the operations and maintenance of automated electric vehicles. The construction of the U<sup>2</sup>C O&M Facility is essential for the efficient operation of autonomous vehicles along the BSIC and future U<sup>2</sup>C network extensions. This will serve as the activity hub for the AV fleet, providing storage for the AVs and spare parts inventory for all ITS components, as well as the home base for local leadership and staff. The U<sup>2</sup>C O&M Facility will be a pillar in economic development for the community, providing local jobs both during the construction phase, as well as during the O&M phase.

The site selection process for the U<sup>2</sup>C O&M Facility began following a series of technical studies to address options for overhauling the system, a Transit Concept and Alternatives Review (TCAR) Study was conducted to evaluate options to modernize the Skyway, specifically the consideration of a comprehensive system conversion by removing the existing guide beam and creating a smooth running surface. The new surface would accommodate autonomous vehicles which would ultimately be able to operate on the existing elevated infrastructure or at the street level. The initial TCAR Study titled Skyway System



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Conversion and Brooklyn Extension (also referred to as TCAR 1) was completed in January 2019. This was followed by the U<sup>2</sup>C/Skyway System Expansion Study (also referred to as TCAR 2) in March 2020. This report documented existing and future conditions along five corridors, with an evaluation of alternatives to expand the existing 2.5-mile Skyway System to the full vision of the U<sup>2</sup>C program, a 10-mile AV network serving Downtown Jacksonville and its core neighborhoods. JTA has developed basic requirements for operations and maintenance responsibilities for the U<sup>2</sup>C System. These components are outlined in more detail in the U<sup>2</sup>C O&M Basic Requirements, referenced in the TCAR 2 Analysis. The U<sup>2</sup>C O&M Basic Requirements recommends multiple maintenance facility “hubs” which will be strategically located throughout the AV system for servicing and storing of AVs. Multiple sites identified in this site equity analysis could be utilized as supplemental AV O&M facilities to support the build-out network. The initial facility will support the operation of the first phase of the program, the BSIC. This facility will be primarily utilized for light maintenance, vehicle storage, parts inventory for all ITS components, and vehicle charging.

### SITE SELECTION PROCESS

#### a. Methodology

An initial set of criteria were utilized during the site selection process to determine optimal facility locations for the U<sup>2</sup>C O&M Facility. Criteria included the following;

1. JTA owned property
2. Property size is 1-5 acres



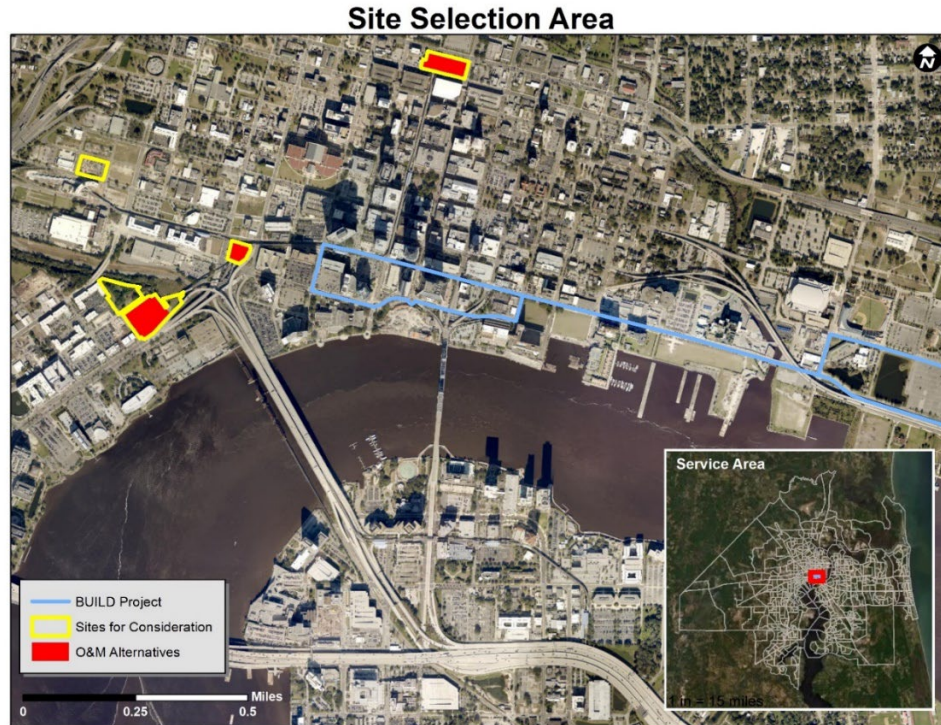
## JTA U<sup>2</sup>C Operations & Maintenance Facility Title VI Equity Analysis

3. Centrally located to the envisioned 10-mile network
4. Close proximity to Phase 1 - BSIC
5. Does not require bridge crossing
6. Site selection would not prevent Transit-Oriented Development (TOD) opportunity

The map shown in **Figure 1** depicts the initial site selection area, and highlights qualifying sites. Sites that are constrained with existing transit facilities were removed from the analysis. These include the Jacksonville Regional Transportation Center (JRTC) at LaVilla, and the Intercity Bus Terminal (IBT). The remaining sites included Rosa Parks Transit Station, the former primary transfer hub for JTA fixed-route services prior to the construction of the JRTC, Jefferson Park-n-Ride, Johnson Parking Lot, Skyway O&M Facility, and Leila St. parcels. The Johnson Lot is currently being utilized as parking for JTA employees at the JRTC and has been identified as a future potential TOD. The Leila St. Parcels have been identified as a TOD opportunity and a portion of the site is being utilized for the McCoy's Creek Restoration phase of the Emerald Trail Project, limiting the total available site significantly. The remaining three sites were advanced and analyzed using demographics for Title VI compliance. These sites are highlighted in red on the map in Figure 1 and include;

1. Rosa Parks Transit Station
2. Jefferson Park-n-Ride
3. Skyway O&M Facility

*Figure 1. Site Selection Area Map*



## SITE ALTERNATIVE EQUITY ANALYSIS

### a. Demographic Analysis

While the site criteria were used to narrow the candidate locations down to three JTA owned sites that included Rosa Parks Transit Station, Jefferson Park-n-Ride, and the Skyway O&M Facility, JTA analyzed demographic data to ensure this project would not result in disparate impacts on the basis of race, color, income, or national origin. The U.S. Census Bureau's American Community Survey (ACS) 2015-2019 estimate





## JTA U<sup>2</sup>C Operations & Maintenance Facility Title VI Equity Analysis

data was used to identify the poverty and minority populations for the block group each alternative falls within, summarized in **Table 1**.

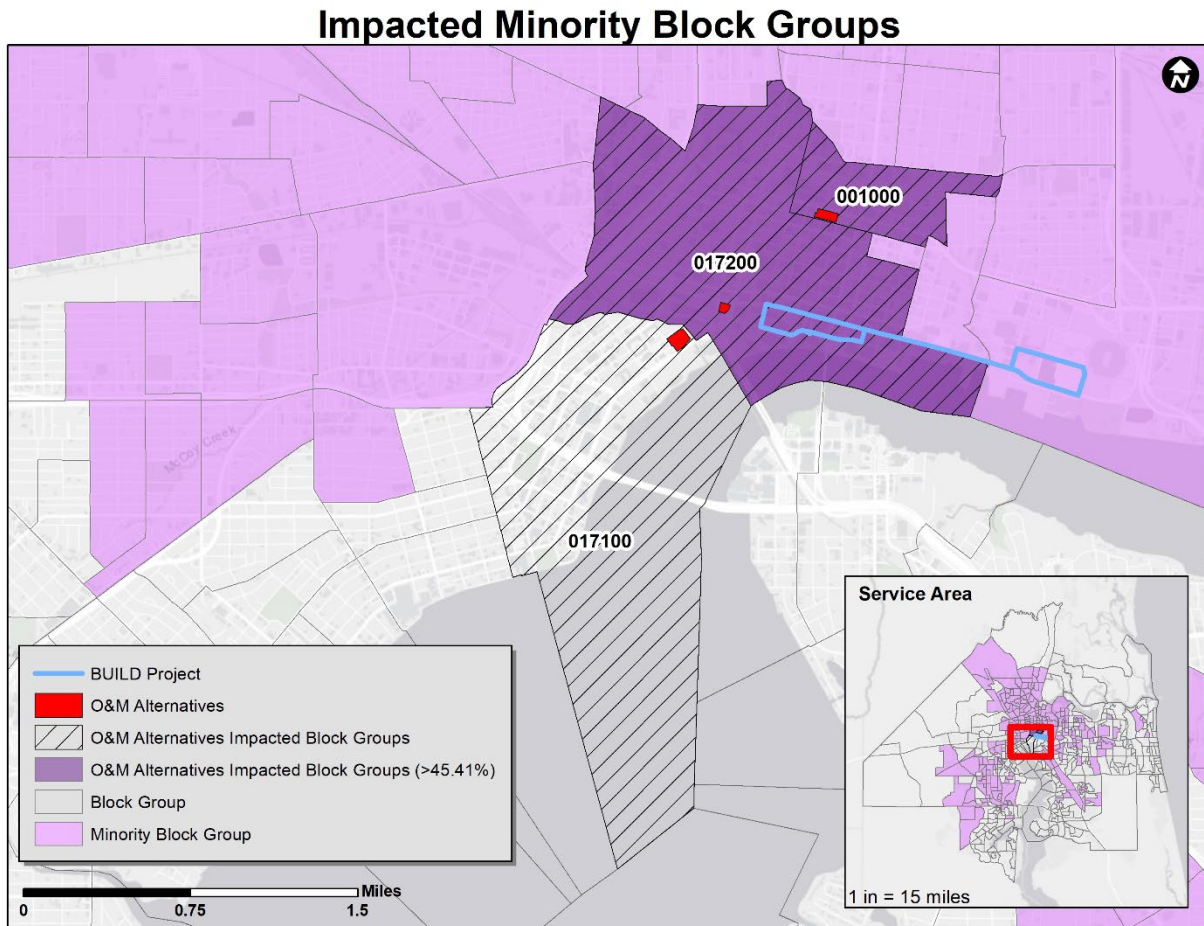
**Table 1. Low-Income and Minority Population Summary**

Site	Block Group ID	Minority	Poverty
Rosa Parks Transit Station	120310010001	92.00%	24.00%
Skyway O&M	120310171001	22.00%	21.00%
Jefferson Park-n-Ride	120310172001	61.00%	38.00%
JTA Service Area		45.41%	13.85%

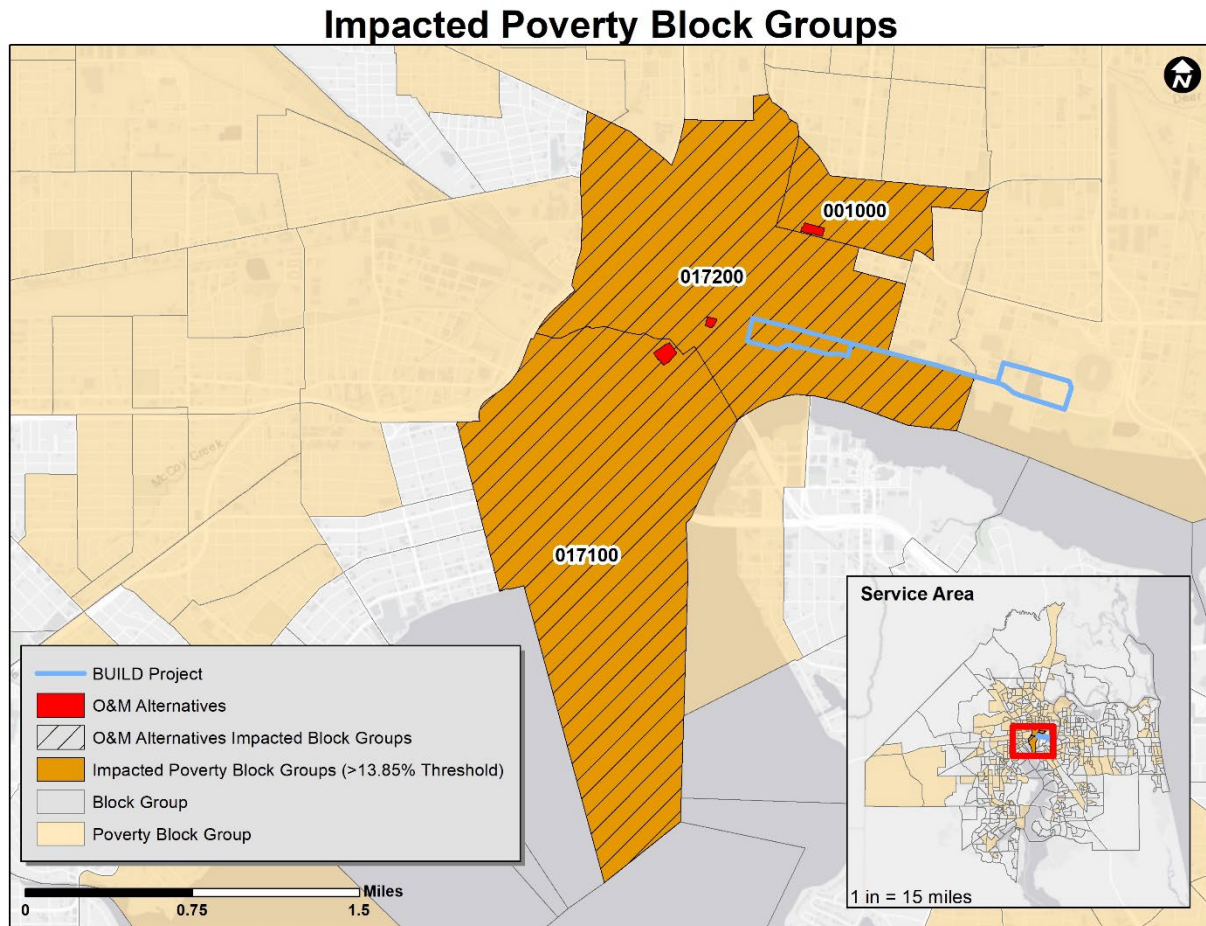
**Figure 2** and **Figure 3** also illustrate the geographic location of poverty and minority populations within the project study area. As shown in **Table 1**, all three of the alternatives are located in census tracts that have a poverty level above JTA's service area average of 13.85%. In addition two of the three sites are located in census tracts that have a minority population above JTA's service area average of 45.41%. This is anticipated as Downtown Jacksonville and the Urban Core have historically had the highest levels of minority populations and populations living below poverty. These populations also have the greatest need for transportation.



*Figure 2. Minority Population Summary*



**Figure 3. Poverty Population Summary**



### b. Minority and Non-Minority Populations

Minority population includes individuals that identify with the ethnicity of Hispanic and Latino and/or identify with the following races: Black/African American, American Indian and Alaska Native, Asian, Native Hawaiian and Other Pacific Islander, some other race, and two or more races. Non-minority are individuals that identify as non-Hispanic or Latino and white. The average minority population in JTA's service area is 45.41%. The three sites vary greatly in minority populations, ranging from 22% - 92% minority populations. Block group



120310010001, which contains the Rosa Parks Transit Station, has a minority population of 92%, 46.59% higher than the service area average. Block group 120310171001, which contains the Skyway O&M Facility, has a minority population of 22%, which is 23.41% lower than the service area average. Block group 120310172001, which contains the Jefferson Park-n-Ride, has a minority population of 61%, 15.59% higher than the service area average. Selection of two of the three sites would result in disparate impacts to minority populations.

**c. Population Below Poverty**

The population below poverty consists of individuals whose income has been below the poverty level for the past 12 months. Two of the three sites have higher populations below poverty than the service area with 13.85%. Block group 120310010001, which contains the Rosa Parks Transit Station, has a population below poverty of 24%, 10.15% higher than the service area average. Block group 120310171001, which contains the Skyway O&M Facility, has a population below poverty of 21%, which is 7.15% higher than the service area average. Block group 120310172001, which contains the Jefferson Park-n-Ride, has a population below poverty of 38%, 24.15% higher than the service area average. Selection of two of the three sites would result in disproportionate burden to populations living below poverty.

**d. Comparison to Similar Sites**

This facility will be the first of its kind, with no comparable sites in the area. Since the facility will focus on light maintenance, AV technology, and electric charging, as opposed to fueling, there are significantly lower impacts to the community when compared to traditional transit maintenance facilities. Due to the concentration of populations of



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minority and poverty in Downtown Jacksonville and urban core, there is a high chance that any site analyzed in the area would be in a high-minority or high-poverty area, however these sites are centrally located within JTA's service area, and the U<sup>2</sup>C network service area, making them optimal for efficient operations, which would provide more efficient and reliable transit solutions for those same populations. Because all alternative locations have either minority populations, populations below poverty, or both above JTA's threshold, all three sites were also evaluated for other impacts and benefits related to site selection and operations and maintenance impacts.

### e. Other Site Factors

This section provides a summary of the impacts and benefits of the alternative sites. The results are on the next page in **Table 2**. Since only JTA parcels were prioritized for site selection, it is expected that there will be no displacement of persons, business, farms, etc. during the construction or operations of the project, due to the utilization of existing JTA property for project construction and operation.

The Rosa Parks Transit Station Site is constrained by high traffic thoroughfares on State St. and Union St. and would result in increased congestion if the site were selected. This congestion would disproportionately impact minority and poverty-stricken populations located within the associated census tract, which has 83.9% minority population, and 61.9% of the population living in poverty.

The two remaining sites offer similar benefits and expectations of no impacts or displacement of existing population and resources. Due to



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the phasing of the U<sup>2</sup>C Program, the Skyway will remain in operation while the Bay Street Innovation Corridor begins operational service. Therefore, the Skyway O&M facility is not a preferred site for the facility at this time. This site could be converted in the future and act as the primary maintenance facility for the U<sup>2</sup>C network.

The Jefferson Park-n-Ride site is currently a non-operational Park-n-Ride, therefore no displacement of populations or parking would occur with this site selection. In addition there are other surface and structured parking options adjacent to the site with sufficient capacity to support the commercial and residential uses adjacent to the site. The site is located centrally to the planned U<sup>2</sup>C system expansions and there are existing bus lanes throughout the downtown corridor to support efficient movement of vehicles to and from the facility, limiting impacts to traffic flow in the area.





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**Table 2. Summary of Other Site Equity Factors**

Impact Type	Rosa Parks Transit Station	Skyway O&M Facility	Jefferson Park-n-Ride
<b>JTA Service Area:</b>			
<b>Population: 986,913</b>	Total Population: 4,207	Total Population: 6275	Total Population: 2165
<b>Minority Population: 45.41%</b>	Minority Population: 92%	Minority Population: 22%	Minority Population: 61%
<b>Transportation Impacts</b>	<p>Conversion of this site would have major impacts on the operations of the Skyway, which will remain in operation during the first phase of the U2C Program. The Skyway currently provides 2,500 rides per day (pre-COVID) to populations located within Jacksonville's Urban Core and provides critical first and last mile connections to the JRTC.</p> <p>This alternative would require conversion and retrofit of existing Skyway Operations and Maintenance facility to support AV Operations and Maintenance. Truck trips generated during construction would have minor impacts due to the site's location off a primary roadway.</p> <p>This site is located 1 mile from the transportation corridor and traverses an overpass that currently serves 8,200 average annual daily trips. Traversing this overpass will have minor impacts on battery life of transit vehicles as they deadhead to and from the BSIC for charging.</p>	<p>This alternative would require conversion and retrofit of existing Transit Station, which provides fixed-route and Skyway services, to support AV Operations and Maintenance.</p> <p>Truck trips generated during construction would have major impacts due to the site's location on a primary roadway and thoroughfare through downtown. The site is located between State Street and Union Street, which serve 25,500 AADT and 26,500 AADT respectively.</p> <p>The sites location may also create traffic congestion when leaving or entering the facility between service hours. The facility is located ¾ miles from the BSIC and would require deadhead trips on city streets.</p>	<p>This alternative would require minimal demolition and site work, as it is a surface parking lot. Construction can likely be contained within the existing site footprint.</p> <p>Truck trips generated during construction would have minor impacts due to the site's location on a primary roadway and thoroughfare through downtown. The adjacent roadway serves 5,600 AADT.</p>
<b>Parcels affected, business and employee displacements, residential displacements</b>	Current parcel is utilized as a transit operations and maintenance facility and construction would not result in the displacement of employees, residential, or business uses	Current parcel is utilized as a transit hub and construction would not result in the displacement of employees, residential, or business uses	Current parcel is utilized as an unused surface parking lot and construction would not result in the displacement of employees, residential, or business uses
<b>Community and social resource impacts</b>	The area is surrounded by commercial and residential uses and will experience impacts to visual resources, and indirect impacts from noise and vibration during construction. In addition community resources in proximity to the alternative may experience long-term indirect impacts to visual resources, and indirect impacts from noise and vibration.	The area is adjacent to social resources including FSCJ Kent Campus, City Rescue Mission, and the First Baptist Church, and will experience impacts to visual resources, and indirect impacts from noise and vibration during construction. In addition community resources in proximity to the alternative may experience long-term indirect impacts to visual resources, and indirect impacts from noise and vibration.	There are no social resources adjacent to or within an area of 500ft around the site. There would be no long-term impacts to social resources or community facilities within the surrounding area. Community resources in proximity to the alternative would experience indirect impacts to visual resources, and indirect impacts from noise and vibration.
<b>Hazardous materials</b>	Construction impacts of this site would include the removal of the current cap and could include the potential release of contaminated air, soil, and groundwater due to its characterization as an ash site and brownfield site. Trucks hauling contaminated material from the site to disposal facilities could introduce additional risk of exposure to hazardous materials. These risks are in addition to those incurred via standard construction impacts present at all sites.	Construction impacts of this site would include the removal of the current cap and could include the potential release of contaminated air, soil, and groundwater due to its characterization as a brownfield area. Trucks hauling contaminated material from the site to disposal facilities could introduce additional risk of exposure to hazardous materials. These risks are in addition to those incurred via standard construction impacts present at all sites.	Construction impacts of this site would include the removal of the current cap and could include the potential release of contaminated air, soil, and groundwater due to its characterization as a brownfield area. Trucks hauling contaminated material from the site to disposal facilities could introduce additional risk of exposure to hazardous materials. These risks are in addition to those incurred via standard construction impacts present at all sites.
<b>Cumulative impacts from other similar facilities nearby (includes storage, maintenance, operations, etc.)</b>	There are no other facilities in proximity that are similar size and operational configuration of the U2C O&M Facility. No other fleet private or municipal fleet maintenance facilities are located adjacent or within 500ft of the site.	There are no other facilities in proximity that are similar size and operational configuration of the U <sup>2</sup> C O&M Facility. No other fleet private or municipal fleet maintenance facilities are located adjacent or within 500ft of the site.	There are no other facilities in proximity that are similar size and operational configuration of the U <sup>2</sup> C O&M Facility. No other fleet private or municipal fleet maintenance facilities are located adjacent or within 500ft of the site.

<b>More Impact</b>	<b>Moderate Impact</b>	<b>Less Impact</b>
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**f. Impacts**

The state-of-the-art facility will support the operation of sustainable, zero-emission, electric, AVs. Due to the nature of AVs the facility will differ greatly from a traditional transit O&M facility. The U<sup>2</sup>C O&M Facility swaps pollutant emitting fuels and fueling, hazardous chemicals, and heavy mechanical parts, for zero-emission electric charging stations, batteries, ITS equipment, and lightweight mechanical parts and equipment that supports the smaller vehicles. Impacts from the project are highlighted below.

**I. Emissions**

The AVs are fully electric vehicles that require no fossil fuel combustion to operate. This equates to zero-tailpipe emissions for vehicles operating in and around the maintenance facility. The facility also does not require fossil fuel fueling equipment which can result in decreased pollutants and greenhouse gas (GHG) emissions in the area. The facility will result in cleaner air and improved quality of life for those populations in proximity.

**II. Noise**

The electric AVs are smaller and operate more quietly than traditional fossil fuel counterparts. This is primarily due to the absence of internal combustion engines and the overall size of the vehicles. The reduction of noise pollution will benefit those residential and commercial land uses in Downtown Jacksonville. The smaller vehicles will also operate more effectively on the roadways in Downtown Jacksonville, which are constrained by high-density developments and increased space for active modes of transportation.

**III. Safety**





The facility offers enhanced safety compared to traditional transit facilities. The absence of on-site chemical and fuel storage reduces the risk of spills, fires, or other accidents. While fires caused by the ignition of lithium-ion batteries are less probable than fires due to combustion engines, they are far more difficult to extinguish and may be many times more destructive and dangerous. The facility will be equipped to properly manage and reduce the risks of fire caused by battery ignition. JTA has also hosted a number of workshops with first responders to improve training and knowledge of AVs and emergency response to further increase safety regarding these vehicles.

## **STAKEHOLDER AND PUBLIC SUPPORT**

### **a. Stakeholder Support**

From September to December 2015, the JTA enlisted a Skyway Subcommittee and Skyway Advisory Group to help develop a policy direction for the future of the Automated Skyway Express. The work of that group helped provide the direction to “Keep, Modernize and Expand” the Skyway and led to the development of the Skyway Modernization Program. This program led to the creation of the U<sup>2</sup>C Program as well as subsequent planning and stakeholder engagement.

The BSIC Phase of the U<sup>2</sup>C Program is overseen by an Executive Committee comprising of representatives from JTA, North Florida TPO, JEA, City of Jacksonville (COJ), Florida Department of Transportation (FDOT), and the Downtown Investment Authority (DIA). There is also a technical committee that meets frequently on an ad hoc basis to coordinate on advancing the project. This ensures project stakeholders



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are fully engaged throughout the projects implementation, including the development of the U<sup>2</sup>C O&M Facility.

### **b. Public Support**

Public support for the U<sup>2</sup>C Program and BSIC Phase has been integral in planning the project. Public engagement began as early as 2015 as part of the Skyway Modernization Program and has continued as the project has been refined. As part of public engagement, JTA operated an AV test track in Downtown Jacksonville to build public support for the project and gather feedback on comfort with AV technology in our community. In addition, JTA's Automation & Innovation Division has hosted hundreds of visitors at their current testing facility at the Armsdale Park-n-Ride, which includes O&M features, charging infrastructure, and ITS equipment. This has helped build knowledge and support for AV O&M amongst the community. In addition to the test and learn program, planning work around the Skyway conversion and extension, into surrounding neighborhoods included robust public engagement efforts. During TCAR 1 and TCAR 2 survey responses and comments from thousands of community members were collected regarding the various aspects of the project and phases. These were collected online and in-person at pop-up engagement events throughout the envisioned U<sup>2</sup>C corridors. The most recent feedback gathered regarding the project included opportunities for redevelopment within the corridor. Redevelopment of underutilized parcels throughout the corridor was generally favored among public responses, especially within the Downtown corridor.



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As site planning and operational requirements for the state-of-the-art O&M Facility are further refined during the BSIC project, JTA will provide the public an opportunity to provide feedback on the site selection.

### SUMMARY AND CONCLUSION

The U<sup>2</sup>C O&M Facility is an integral part of the BSIC Project and will provide a location for light-maintenance activities for AVs operating along Bay Street in Downtown Jacksonville. Prior to site selection for the facility, JTA has conducted due diligence to ensure site selection is not made on the basis of race, color, or national origin. This report summarizes the site selection process, results of the demographic analysis, and documents impacts, and mitigation strategies for the site selection of the U<sup>2</sup>C O&M Facility.

The sites advanced to demographic analysis included three JTA owned parcels currently being utilized for transit uses including a park-n-ride, transit hub, and O&M facility. These sites were selected based on various operational requirements for the U<sup>2</sup>C O&M Facility, particularly focused on proximity to the BSIC and central to the future U<sup>2</sup>C network. The sites advanced included the following;

Rosa Parks Transit Station

Skyway O&M Facility

Jefferson Park-n-Ride



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The demographic analysis was conducted to determine if any of the site selections would result in disproportionate or disparate impacts to minority populations or populations living below the poverty line. The demographic analysis concluded that of the three sites the Skyway O&M Facility was the only site that would not result in disproportionate burden or disparate impacts. The site has a minority population that is 23.41% lower than the service area average, and a poverty rate that is 7.15% higher than the service area average, which is within the 10% threshold defined in JTA's Title VI policy. The two remaining sites exceeded the service area average in both minority population and poverty rate.

Other factors were also included in the site selection analysis. This included both short and long-term impacts to transportation, parcels, businesses, employees, residents, community and social resources, hazardous materials, and cumulative impacts from other similar nearby facilities. Of the three sites, the Jefferson Park-n-Ride would have the lowest impact on other factors of site selection. Although the Skyway O&M Facility site met minority and poverty thresholds, it had the highest impact when comparing transportation, displacement, community resources, hazardous materials, and cumulative impacts. Most significantly, the impact to existing transportation systems with the redevelopment of the Skyway O&M Facility is a major limiting factor of the site. During the first phase of the U<sup>2</sup>C Program, the Skyway will remain in operation. Converting the facility would displace 2,500 daily rides on the Skyway system, which primarily serves block groups with large minority populations and high poverty rates. In addition, redevelopment of the Skyway O&M facility may require significant environmental remediation as it is located on an ash site, and removal of the contaminated soil could potentially release contaminated materials into the adjacent riparian system. The site will also be impacted by the McCoy's Creek restoration project that is underway, limiting the available development area, and adding complexities to design and construction. Due to the



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increased environmental concerns, mitigation would likely exceed current budget for site development. This site may be utilized in future phases of the U<sup>2</sup>C Program as the primary O&M Facility once Skyway conversion is underway and more budget is available for mitigating environmental concerns.

The state-of-the-art facility has an opportunity to provide a number of benefits compared to traditional internal combustion engine (ICE) maintenance facilities, and best-management practices in new facility design and construction will allow any potential impacts to be mitigated. U.S. Green Building Councils' (USGBC) Leadership in Energy and Environmental Design (LEED) certification for new building design and construction will be utilized to ensure the facility is sustainable and minimizes impacts to the surrounding community. In addition, all vehicle maintenance will be conducted within the building shell, limiting emissions, and pollutants exposed to the community, as well reducing potential noise generated during maintenance. Enhanced safety protocols will be utilized to mitigate risk of fire hazards caused by lithium-ion batteries. As the facility requirements are refined and planning and design are advanced, enhanced mitigation efforts will be incorporated.

Although the selection of the Jefferson Park-n-Ride site would result in disparate impact and disproportionate burden, it is operationally necessary, and has been identified as the preferred alternative from the analysis. The selection of this site would result in less impacts to other factors including transportation, displacement, community resources, and environmental concerns, and provide operational efficiencies that would benefit those same populations within the block group with enhanced transit accessibility. In addition to the transit benefits offered with the location of this site, mitigation strategies will be utilized to ensure the construction of the facility results in minimal externalities.

## **Attachment 7: JTA Title VI Program Approval by Board of Directors**

**MINUTES REGULAR BOARD MEETING  
JACKSONVILLE TRANSPORTATION AUTHORITY  
THURSDAY, FEBRUARY 23, 2023 – 2:00 P.M.**

The regular Board meeting of the Jacksonville Transportation Authority (JTA) was held on Thursday, February 23, 2023.

**BOARD MEMBERS**

Deborah Buckland, Chair (Virtually)  
G. Ray Driver, Vice Chair Abel Harding,  
Secretary Aundra Wallace, Treasurer  
Stephanie Burch  
Arezou Jolly, Immediate Past Chair

**JTA EXECUTIVE STAFF**

Nathaniel P. Ford Sr., CEO  
Cleveland Ferguson III, SVP Administration  
Charles Frazier, SVP Operations  
Greer Gillis, SVP System Development

**BOARD MEMBERS NOT PRESENT**

Greg Evans, FDOT

**OTHERS PRESENT**

Katie Smith, Board Administrator  
Richard Milian, General Counsel

**CALL TO ORDER** – Vice-Chair Driver called the meeting to order at 2:15 p.m. and thanked the Board and JTA staff for their time to attend the work session that took place prior to the Board Meeting.

Director Harding led the Pledge of Allegiance.

Mrs. Smith completed roll call confirming a quorum of the Board.

Vice-Chair Driver announced that Chair Buckland was called out of town and unable to attend the meeting in person so he would preside over the meeting at the Chair's request. Chair Buckland joined the meeting virtually.

Vice-Chair Driver then provided the safety message for the month of February, "The first think you need to prepare is your mind of prevention is worth a pound of cure. Look both ways twice, and always be sure."

**APPROVAL OF MINUTES FROM JANUARY 31, 2023 BOARD WORK SESSION AND BOARD MEETING**

**MOTION** (Harding/Wallace) Motion Approved (5-0).

**COMMENTS FROM COUNCIL LIAISON** - Councilwoman Pittman was not in attendance.

**EMPLOYEE RECOGNITION AWARDS** – Employee Recognitions were presented for January 2023 Employees of the Month.

Bus Operator of the Month     Jeffrey Robinson

Bus Operator of the Month     Melvin Hicks

Maintenance Employee for the Month     Derrick Garrett

Administration Employee for the Month Eugene Meggett

**COMMENTS FROM THE PUBLIC:** There were no requests to speak.

**CHIEF EXECUTIVE OFFICER'S REPORT** – Mr. Ford began his Chief Executive Officer (CEO) Report by asking for a moment of silence in recognition of the passing of Algernon Roundtree, Operator 1060. Mr. Roundtree integrated the bus operator ranks as the first African American Bus Operator at the JTA.

Mr. Ford then shared activities that took place during the month of February. JTA welcomed Miami-Dade Commissioner Eileen Higgins to the JRTC, hosted an open house at the Armsdale Test and Learn to show the ZF prototype vehicle.

February 1 - 3, 2023, JTA hosted the UITP North America Summit welcoming more than 100 attendees from around the world. We were honored to have FTA Deputy Administrator Veronica Vanterpool join us for the Summit and visit JTA Facilities and Campuses. Staff followed up UITP with a half-day Commuter Rail Peer Exchange with experts from around the country providing invaluable feedback and insight to the study of commuter rail in Northeast Florida.

A few other notables for February was JTA serving as the title sponsor of the River City Science Academy STEM fair, hosting nearly 4,000 participants. Students from the Academy's five campuses came to experience JTA's STEM Bus.

In addition, Staff held an all-hands on deck workshop related to the fare study.

Chair Buckland joined staff to host nonprofits, developers, small businesses, City officials and residents to engage in a lively discussion related to the possibilities and needs of the corridor and how the JTA Transit Oriented Development program could be an effective partner in dealing with the City's housing crisis as well as a catalyst for economic development opportunities.

Mr. Ford stated that prior to the Board Meeting the Board was briefed at the work session on one of the key components of our Transitworks Initiative. As the staff works to facilitate the complete trip, this Request for Procurement on paratransit and alternative service delivery will be a game changer.

Approval of this recommendation will allow for the commingling of trips that will determine the nearest vehicle to pick her up and the best vehicle to get her back home; thereby, minimizing wait time for the customer and maximizing operational efficiency for the JTA.

Also, in other applications of automating our service delivery, he traveled with Director Wallace to Lake Nona February 16, 2023. There we met with our Autonomous Vehicle (AV) partner, BEEP about the possibilities of securing manufacturing in Northeast Florida for AVs.

Mr. Ford then congratulated some members of the JTA staff:



The JTA launched its first leadership development program in February. The program is targeted to provide professional development to managers to become well-rounded senior leaders at the JTA. This year's participants are Christopher Macklin, Assistant Manager, Connexion; Tsopie Trottie; Customer Advocacy Manager; Yetunde Oyewole, Diversity Manager, and Endya Freeman, Revenue Manager. The JTA then kicked off its duties as a sponsor for the annual Florida Black Expo on February 9th, where he served as the Keynote speaker for the small business breakfast. JTA's Director of Service Planning, Tara Crawford was recognized as a Class of 2023 20 under 40 member.

Mr. Ford also announced that Ivan Rodriguez, JTA Chief of Staff was elected to the Latinos in Transit Board. He will work closely with the group on matters related to the transportation industry. Mr. Ford shared a video to provide a visual overview of the month and concluded with an invitation to attend the annual JTA Roadeo on Sunday, February 26, 2024.

## **DIVISION REPORTS**

**ADMINISTRATION MONTHLY REPORT** – Mr. Ferguson shared highlights of the Administration Division through January 2023.

**SYSTEM DEVELOPMENT** – Ms. Gillis shared details of the System Development Report and activities through January 2023.

**OPERATIONS** – Mr. Frazier provided the Board with the Operations report for January 2023.

## **CONSENT AGENDA**

### **APPROVAL OF CONTRACT AWARD FOR GENERATOR REPLACEMENT – MYRTLE ANEVENUE OPERATIONS CAMPUS**

**MOTION** (Wallace/Jolly) to approve item H.1 of the Consent Agenda. Motion Approved (5-0).

## **ADOPTION AGENDA**

### **RESOLUTION 2023-02: AUTHORIZATION TO AMEND FILE FISCAL YEAR**

#### **2023 PUBLIC TRANSPORTATION AGREEMENT – TRANSIT**

**CORRIDOR DEVELOPMNET PROGRAM** – Mr. Ferguson provided staff's recommendation that the Board adopt Resolution 2023-021 authorizing the CEO to enter into a Public Transportation Grant Agreement with the Florida Department of Transportation (FDOT) for the Transit Corridor Development Program. The grant funds totaling \$150,000 will be used for the First Coast Flyer Blue Line.

The FDOT will provide 50 percent funding in the amount of \$150,000 with a 50 percent match by JTA for \$150,000 for a total of \$300,000.

**MOTION** (Harding/Wallace) to Adopt of Resolutions 2022-02, Authorization to File Fiscal Year 2023 Public Transportation Agreement for Transit Corridor Development Program. Motion Approved (5-0).

**SAFETY, AUDIT AND COMPLIANCE COMMITTEE** (Harding, Committee Chair) No items under this committee.

**FINANCE AND ADMINISTRATION COMMITTEE** (Driver, Committee Chair) Item for Contract Amendment for Executive and Administrative Services was deferred.

**ACTION ITEMS**

**APPROVAL OF FISCAL YEARS 2024 – 2026 TITLE VI PROGRAM PLAN –**

Ms. Gillis presented staff's recommendation that the Board approve the Authority's Fiscal Years 2024-2026 Title VI Program Plan and authorize the CEO, or his designee, to file the necessary documents required for submission to Federal Transit Administration (FTA) Regional Office.

The FTA requires that JTA submit a Title VI Program report every three years. The Program documents JTA's compliance with the United States Department of Transportation's (USDOT) Title VI regulations. It describes JTA's Title VI complaint procedures, its public participation program, and a demographic analysis.

**MOTION** (Wallace/Harding) Approval of Fiscal Years 2024 – 2026 Title VI Program Plan. Motion Approved (5-0).

**SERVICE DELIVERY** (Wallace, Committee Chair)

**APPROVAL OF CONTRACT AMENDMENT FOR SCHOOL BUS RENTAL –**

**GAME DAY EXPRESS** – Mr. Frazier presented staff's recommendation that the Board authorize the CEO to amend the contract with Durham School Services and add \$250,000 to continue providing shuttle service associated with Gameday Xpress for two 2022 season games and all 2023 season games. The amendment will bring the total contract value to \$550,000. The additional estimated amount of \$250,000 is included in the Fiscal Year 2023 operating budget.

**MOTION** (Harding/Burch) Approval of Contract Amendment for School Bus Rental for Game Day Express. Motion Approved (5-0).

**APPROVAL OF ELECTRIC BUS PURCHASE FOR FIXED ROUTE** – Mr. Frazier stated that staff recommends the Board authorize the CEO to issue a purchase order to GILLIG, LLC to purchase six 40-foot Low Floor Plus Battery Electric Buses, equipment, and spare parts for a total estimated amount of \$6,460,374.

The new bus order will replace fixed route buses in the active fleet that have exceeded their useful life as described by the FTA guidelines. Replacing these vehicles will increase the reliability of the fleet and decrease maintenance costs. The buses associated equipment and parts will be purchased as part of this request will also follow FTA guidelines.

**MOTION** (Burch/Wallace) Approval of Electric Bus Purchase for Fixed Route. Motion Approved (5-0).

**APPROVAL OF CONTRACT AWARD FOR PARATRANSIT AND**

**ALTERNATIVE SERVICE DELIVERY (P-22-036)** - Mr. Frazier stated that staff recommends the Board authorize the CEO to negotiate a contract with MV Transportation, Inc. (MV), the highest ranked responsive and responsible proposer for Paratransit and Alternative

Services Delivery solicitation for a period of performance of 10 years. The base period of performance is 5 years with 3 additional options to extend the contract terms as follows: Option 1 for 1 year, Option 2 for 2 years and Option 3 for 2 years.

Staff will communicate the total value of the contract award and seek consent once the negotiations have concluded with MV. Should negotiations not be successful with MV, the highest ranked firm, Staff requests authority to commence negotiations with the second highest ranked firm, and so on, until a fully negotiated contract has been established.

The established DBE goal is 40 percent for this project, which MV has agreed to meet.

**MOTION** (Wallace/Burch) Approval of Contract Award for Paratransit and Alternative Service Delivery. Motion Approved (5-0).

The Board thanked Charles for the in-depth presentation he provided during the work session to lay out all of the background and information related to this procurement.

**LONG RANGE PLANNING AND SYSTEM DEVELOPMENT** (Buckland, Committee Chair) No items under this committee.

**OLD BUSINESS:** There was no old business.

**NEW BUSINESS:** There was no new business.

Vice-Chair Driver thanked the Board and staff for attending the Board Work Session and Meeting.

There being no further business, the meeting adjourned at 3:17 p.m.

SEAL

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Debbie Buckland, Chair

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Abel Harding, Secretary

## **Attachment 8: Policies and Service Standards**

JACKSONVILLE TRANSPORTATION AUTHORITY OBJECTIVES/POLICY STATEMENT (42 U.S.C. 2000d) TITLE VI OF THE CIVIL RIGHTS ACT

TO ALL JTA EMPLOYEES AND THE SERVICE COMMUNITY

As a major provider of public transportation whose employees have extensive daily contact with the public, the Jacksonville Transportation Authority (JTA) recognizes its responsibility to the community which it serves and is committed to a policy of nondiscrimination. JTA works to ensure nondiscriminatory transportation in support of our mission to be the Northeast Florida leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Jacksonville citizens.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for JTA, to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the JTA provides.

Environmental Justice Regulations are:

To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;  
To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process;  
To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Ken Middleton, JTA's AVP-Chief Diversity, Equity, Inclusion & Belonging Officer, has been designated as JTA's Civil Rights Officer responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and programs. In that capacity, Mr. Middleton is responsible for implementing all aspects of the Title VI program. However, along with the Chief Executive Officer, Vice Presidents, Managers, and their staff share in the responsibility for making JTA's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by the JTA in its financial assistance agreements with DOT.

The JTA has disseminated this policy Statement to the Board of Directors and all components of our organization. We have distributed this policy statement to all internal and external stakeholders that perform work for us on DOT-assisted and other JTA contracts through print and electronic means.

Nathaniel P. Ford Sr. / Chief Executive Officer      Date

## MAJOR TRANSIT SERVICES CHANGE POLICY

The Jacksonville Transportation Authority (JTA) establishes this Major Service Change Policy in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B, effective October 1, 2012).

The Federal Transit Administration (FTA) requires recipients of FTA funding to evaluate any fare change and major service change at the planning and programming stages to determine whether those changes will have a discriminatory impact on minority and low income populations in the service area.

The purpose of this policy is to establish a threshold that defines a major service change and a definition of an adverse effect caused by a major service change.

A major service change is defined by JTA as any change in service on any individual route that results in a net addition or elimination of twenty-five percent (25%) or more of the daily revenue miles for that route.

The following service changes are exempt:

- Temporary route detours caused by road construction, maintenance, closures, emergencies, labor strikes, fuel shortages, or safety concerns;
- Seasonal service changes;
- Route number designation changes;
- Any temporary service addition, change or discontinuation of a demonstration route with less than 12 months of operation;
- Changes on special service routes such as sporting events, special events, or service contracted with other cities or agencies;
- Any service change that does not meet the conditions of a major service change defined above.

An adverse effect is defined as a geographical or time-based reduction in service which includes, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

JTA will consider and analyze the degree of adverse effects when planning major service changes.



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**Title:** Disparate Impact Policy  
**Effective Date:** January 28, 2021  
**Last Revised:** August 29, 2013

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**Purpose:** To establish a threshold that defines when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

**Scope:** This policy is to establish criteria on evaluating any fare change and major service change at the planning and programming stages to determine whether those changes will have a discriminatory impact on minority populations in the service area.

**Legal Requirements:** It is a requirement by the Federal Transportation Administration (FTA) that JTA Board of Directors approve the Title VI Policy and Service Standards guidelines for fare and service changes every three years.

**Assignment of Responsibility:** Engagement Division

**Requirements:** The Jacksonville Transportation Authority (JTA) establishes this *Disparate Impact Policy* in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B, effective October 1, 2012).

The Federal Transit Administration (FTA) requires recipients of FTA funding to evaluate any fare change and major service change at the planning and programming stages to determine whether those changes will have a discriminatory impact on minority populations in the service area.

A disparate impact occurs when the minority population adversely affected by a fare change or major service change is ten percent (10%) more than the average minority population of JTA's transit service area.

An adverse effect is defined as a geographical or time-based reduction in service which includes, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

Disparate impacts on routes with span of service changes, frequency changes, route segment elimination, re-routing and/or route elimination will be determined by analyzing all routes with such changes collectively.

If JTA finds a potential disparate impact, JTA will take steps to avoid, minimize or mitigate the impacts, and then re-analyze the modified service plan to determine whether the impacts were removed. If JTA chooses not to alter the proposed changes, JTA may implement the fare change or major service changes if there is substantial legitimate justification for the change and if JTA can show that there are no alternatives that will have less of an impact on the minority population while still accomplishing JTA's legitimate program goals.



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**Title:** Disproportionate Burden Policy  
**Effective Date:** January 28, 2021

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**Purpose:** To establish a threshold that defines when adverse effects of a major service change or any fare change are borne disproportionately by low income populations.

**Scope:** This policy is to establish criteria on evaluating any fare change and major service change at the planning and programming stages to determine whether those changes will have a discriminatory impact on low income populations in the service area.

**Legal Requirements:** It is a requirement by the Federal Transportation Administration (FTA) the JTA Board of Directors approve the Title VI Policy and Service Standards guidelines for fare and service changes every three years.

**Assignment of Responsibility:** Engagement Division

**Requirements:** The Jacksonville Transportation Authority (JTA) establishes this *Disproportionate Burden Policy* in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B, effective October 1, 2012).

The Federal Transit Administration (FTA) requires recipients of FTA funding to evaluate any fare change and major service change at the planning and programming stages to determine whether those changes will have a discriminatory impact on low income populations in the service area.

A disproportionate burden occurs when the low income population adversely affected by a fare change or major service change is ten percent (10%) more than the average low income population of JTA's transit service area.

An adverse effect is defined as a geographical or time-based reduction in service which includes, but is not limited to, span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

Disproportionate burden on routes with span of service changes, frequency changes, route segment elimination, re-routing and/or route elimination will be determined by analyzing all routes with such changes collectively.

If JTA finds a potential disproportionate burden, JTA will take steps to avoid, minimize or mitigate the impacts, and then re-analyze the modified service plan to determine whether the impacts were removed. If JTA chooses not to alter the proposed changes, JTA may implement the fare change or major service changes if there is substantial legitimate justification for the change and if JTA can show that there are no alternatives that will have less of an impact on the low income population while still accomplishing JTA's legitimate program goals.



## TRANSIT SERVICE STANDARDS AND POLICIES

The Jacksonville Transportation Authority (JTA) establishes these Transit Service Standards and Policies in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B, effective October 1, 2012).

The Federal Transit Administration (FTA) requires recipients of FTA funding to establish and monitor system-wide service standards and policies for each specific fixed route mode of service. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets. Quantitative service standards must be set for:

Vehicle Load Factor: the ratio of passengers to the total number of seats on a vehicle.

Vehicle Headway: the amount of time between two vehicles traveling in the same direction on a given route or combination of routes.

On-time Performance: the percentage of runs (trips) that are completed on-time, based on the system's definition.

Service Availability: distribution of routes within the service area, as:

Maximum distance between bus stops; OR

Percent of residents in the service area within one-quarter mile walk to a stop.

Recipients are also required to adopt service policies to ensure that service design and operations practices do not result in the discrimination on the basis of race, color or national origin. Policies do not have to be based on quantitative thresholds. Service policies must be set for:

Distribution of transit amenities for each mode (as, seating, shelters, information signs, escalators, elevators, waste receptacles)

Vehicle Assignment for each mode: defining the process by which transit vehicles are placed into service on routes; may be based on the age of the vehicle.

## JTA Fixed Modes

The Federal Transit Administration (FTA) requires recipients of FTA funding to establish and monitor system-wide service standards and policies for each specific mode of service. For the Jacksonville Transportation Authority, fixed modes, using FTA National Transit Database (NTD) definitions, are:

Motor Bus / Direct Operations (MB DO): fixed route bus service operated by JTA

Includes JTA's fixed route bus service, express bus routes, and the First Coast Flyer.

Monorail/Automated Guideway / Direct Operations (MG / DO): JTA Skyway

Ferryboat / Purchased Transportation (FB / PT): St. Johns River Ferry

## JTA Service Standards

To assess the performance and adequacy of the current public transportation system and guide the formulation of route improvement proposals, it is necessary to establish a set of transit performance criteria. These are used to assess the present service. These criteria will also become the basis for formulating route improvement proposals to bridge the gap between actual and desired performance. This report outlines standards for the JTA's transportation system.

**Vehicle Load Factors:** To ensure that most passengers will be provided a seat on a JTA vehicles for at least a major portion of the trip, loading standards must be established and schedules devised that reflect passenger volumes. This standard is measured as the ratio of passengers on board to the seated bus capacity expressed as a percent. Values of 100 percent or less indicate all riders are provided a seated ride while values of more than 100 percent denote standees. Loading standards indicate the degree of crowding (i.e., standees) which is acceptable, with consideration given to both the type of service and the operating period. Acceptable load factors are as follows:

Maximum Load Factor (Percent of Seats)

Service Type	Seated	Standing	Total	Maximum Load Factor
Local Fixed Routes – 40' bus	38	9	47	1.24
Local Fixed Routes – 35' bus	32	8	40	1.25
Express Routes	38	0	38	1.00
Skyway	12	28	40	3.33
Ferry	20	179*	199	9.95

\* Includes passengers in their own vehicle

**Vehicle Headways:** In general, frequencies or headways (the time between one bus and the next at the same location in the same direction) are established to provide enough vehicles past the maximum load point(s) on a route to accommodate the passenger volume and stay within the recommended load factor standards. If passenger loads are so light that an excessive time is needed between vehicles to meet loading standards, then headways should be set on the basis of policy considerations.

Maximum Policy Headway (Minutes)

	Weekday Mainline	Weekday Branch	Saturday Mainline	Saturday Branch	Sunday Mainline	Sunday Branch
First Coast Flyer (BRT)	10 - 15	--	30	--	30	--
Frequent Routes	15	30	30	60	30	60
Mainline Routes	30	60	60	--	60	--
Connector Routes	60	--	60	--	60	--
Limited Connector Routes	--	--	--	--	--	--
Express Routes	--	--	--	--	--	--
Ferry	30	--	30	--	30	--
Nassau Express	--	--	--	--	--	--

For the Skyway automated guideway system, frequencies or headways are dictated by the number of trains in service. The higher the number of trains allows for more frequent service. The headway, in minutes, can vary depending on the routes in operation, even with the same number of vehicles. Thus, for the Skyway, headway will be defined in terms of number of trains in service.

Mode	Weekday Peak	Weekday Off-Peak
Skyway	5 trains	3 trains

As with all standards, this headway matrix should be considered a guide, not an absolute measure. There may be situations where low demand warrants even less frequent service. Further, headways should be designed, wherever possible, to conform to regularly recurring clock-face intervals. There are situations, however, where operational efficiencies may supersede the desirability of clock-face headways. For example, if a route has a round trip cycle time of 70 minutes (the time needed to operate a round trip on the route), JTA may want to adopt a 70-minute frequency rather than a 60-minute frequency for that particular route. Establishing headways equal to cycle times allows a transit system to minimize costs by assigning a single bus to the route. In this example, strict adherence to a 60-minute headway policy would require a substantial increase in unproductive layover time or the interlining of two or more routes that is not always possible.

**On-Time Performance:** To ensure that transit riders have confidence that the service will perform reliably in accordance with the public timetables prepared and distributed by JTA, on- time performance standards have been established.

### **Fixed Route Bus**

A vehicle is considered "on-time" when its departure is from one minute and one second before to five minutes and 59 seconds after the scheduled departure time.

A vehicle is considered "late" when it departs more than five minutes and 59 seconds after the scheduled departure time.

A vehicle which departs more than one minute and one second before its scheduled departure time is considered to be "early."

The standard for JTA schedule adherence for all fixed route categories is established at 75 percent being on-time.

### **Skyway**

A Skyway vehicle is considered "on-time" when it completes its route cycle and returns to the same station. Trains that do not complete a cycle when scheduled are considered "late."

The standard for JTA Skyway is established at 99.0 percent being on-time.

### **Ferry**

The Ferry is considered "on-time" when it departs more than 59 seconds before to nine (9) minutes and 59 seconds after the scheduled departure time.

The Ferry is considered "late" when it departs more than nine minutes and 59 seconds after the scheduled departure time.

If the Ferry departs more 59 seconds before its scheduled departure time is considered to be "early."

The standard for JTA schedule adherence for the Ferry is established at 98 percent being on-time.

### **Nassau Express**

A vehicle is considered "on-time" when its departure is from one minute and one second before to five minutes and 59 seconds after the scheduled departure time.

A vehicle is considered "late" when it departs more than five minutes and 59 seconds after the scheduled departure time.

A vehicle which departs more than one minute and one second before its scheduled departure time is considered to be "early."

The standard for JTA schedule adherence for the Nassau Express is established at 75 percent being on-time.

**Service Availability (Bus Stop Spacing):** A major influence on the proximity of transit service is the bus stop spacing along bus routes. Bus stop spacing must provide the shortest walking distance to the bus for as many passengers as possible while allowing for an efficient running speed. Therefore, a bus stop spacing standard must consider the density of the service area and the characteristics of the land uses

served. The bus stop spacing standard suggested for the JTA is summarized below.

### Bus Stop Spacing

Route Type	Stop Spacing
First Coast Flyer (BRT)	1 – 2 per mile
Frequent Routes	3 – 4 per mile
Mainline Routes	5 – 7 per mile
Connector Routes	5 – 7 per mile
Limited Connector Routes	Only near trip ends
Express Routes	Only near trip ends
Nassau Express	Only near trip ends

Stop spacing is not applicable for the Skyway or the Ferry. The Skyway must stop at all eight stations. The Ferry must stop at each terminal on both sides of the river.

**Summary:** Reasonable judgment must be utilized in applying the service standards to assess current JTA service. While the standards are quantitative, they do not represent absolutes that must be met in all cases. Unusual situations may warrant special consideration. The service standards may conflict with one another. Nonetheless, the standards permit the tradeoffs to be delineated and an informed decision made to resolve differences. The comparison of actual performance with the standards should not be made on a "pass-fail" basis.

## JTA Service Policies

### Distribution of Transit Amenities Policies:

Bus Shelters - Bus shelters will be installed where daily passenger boarding exceeds 40 passengers or at stops that serve concentrations of elderly residents or persons with disabilities, provided that there is sufficient right-of-way available to install the shelter, shelter access and appropriate amenities. A higher priority will be given to bus stops that receive less frequent service (with higher headways).

Bus Benches - Benches will be installed at bus stops where daily boarding exceeds 20 passengers, provided that there is sufficient right-of-way available.

Skyway Stations - All eight stations on the Skyway system are furnished with escalators and elevators, as well as trash receptacles, benches and roofs for shelter.

Ferry – There are two terminals for the Ferry. Both terminals have an adequate queuing area for vehicles.

**Vehicle Assignment Policy:** Fixed route vehicles will be assigned to individual routes based on vehicle mileage, route requirements, high wheelchair usage, high ridership and service area. The Jacksonville Transportation Authority will insure that the average age of fixed route vehicles assigned to revenue service will remain consistent throughout the service area. Low floor buses are deployed on frequent service and high-ridership routes; these buses may carry a higher share of ridership than their numerical

proportion of the overall bus fleet. All vehicles are equipped with air conditioning and automated stop announcement systems.

Fixed route blocks with heavy ridership will have vehicles assigned with the highest seating capacity.

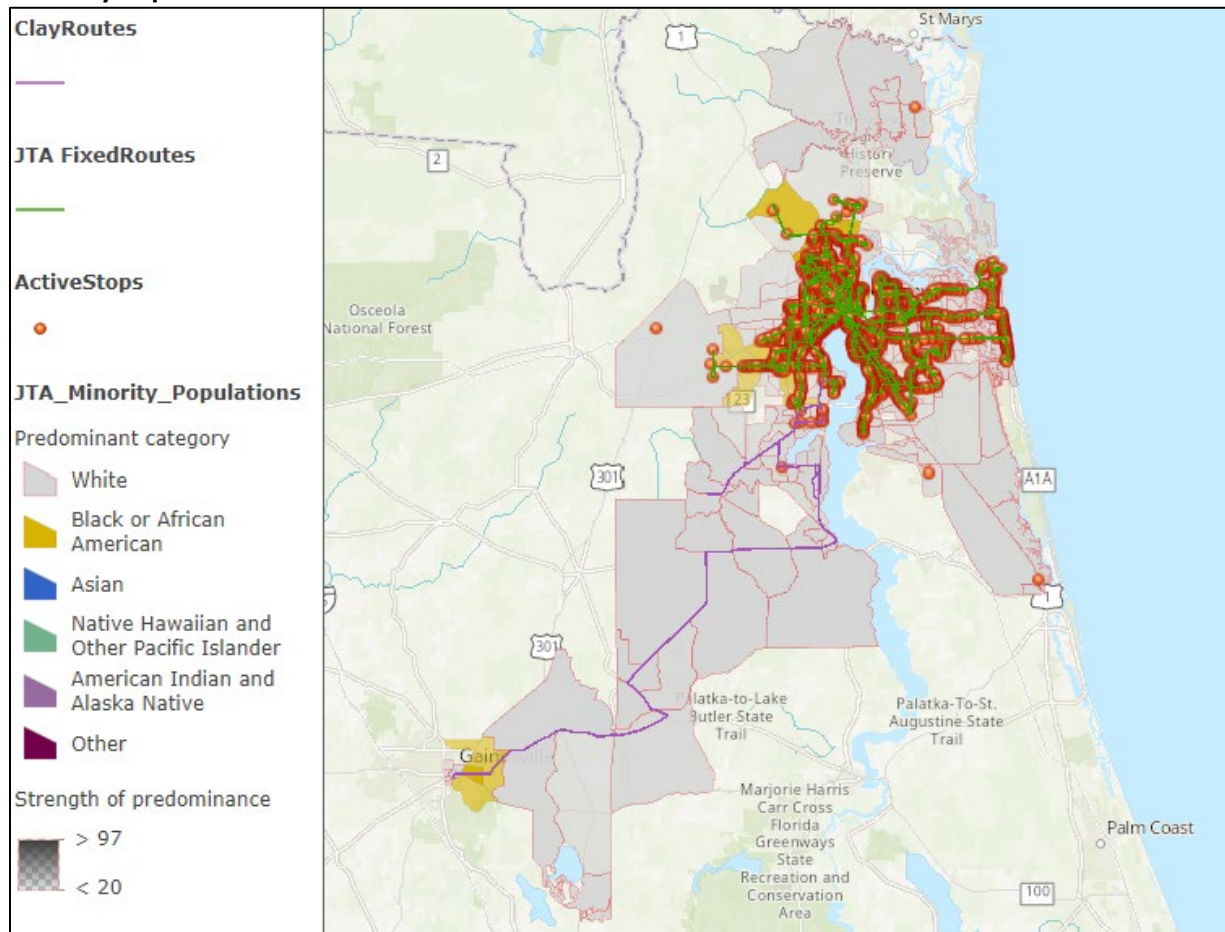
**Assignment of New Vehicles:** New vehicles will be assigned to routes throughout the service based on the vehicle capacity and vehicle design as well as ridership and service needs of the routes. New vehicles will be assigned to ensure mileage consistency on those routes and the system.

Vehicle assignment is not applicable on the Skyway or the Ferry. All six of the vehicles in the Skyway system are of the same design and within five years of manufacture (between 1997 and 2002). Only one vehicle operates the Ferry.

## **Attachment 9: Demographic and Service Profile Maps and Charts**

The demographic map below shows the JTA service area, with Census Tracts where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations for the service area as a whole. The data source used for minority populations is the 2020 US Census. Service area is defined by a compilation of census tracts that touch a ¼ mile buffer surrounding fixed routes. Therefore, the service area includes all of Duval County with 173 tracts, 14 tracts in Clay County, four in Nassau County and three tracts in St Johns County, for a total of 194 tracts. The average percent minority population for the service area is 36 percent, primarily located in JTA's core service area in the City of Jacksonville.

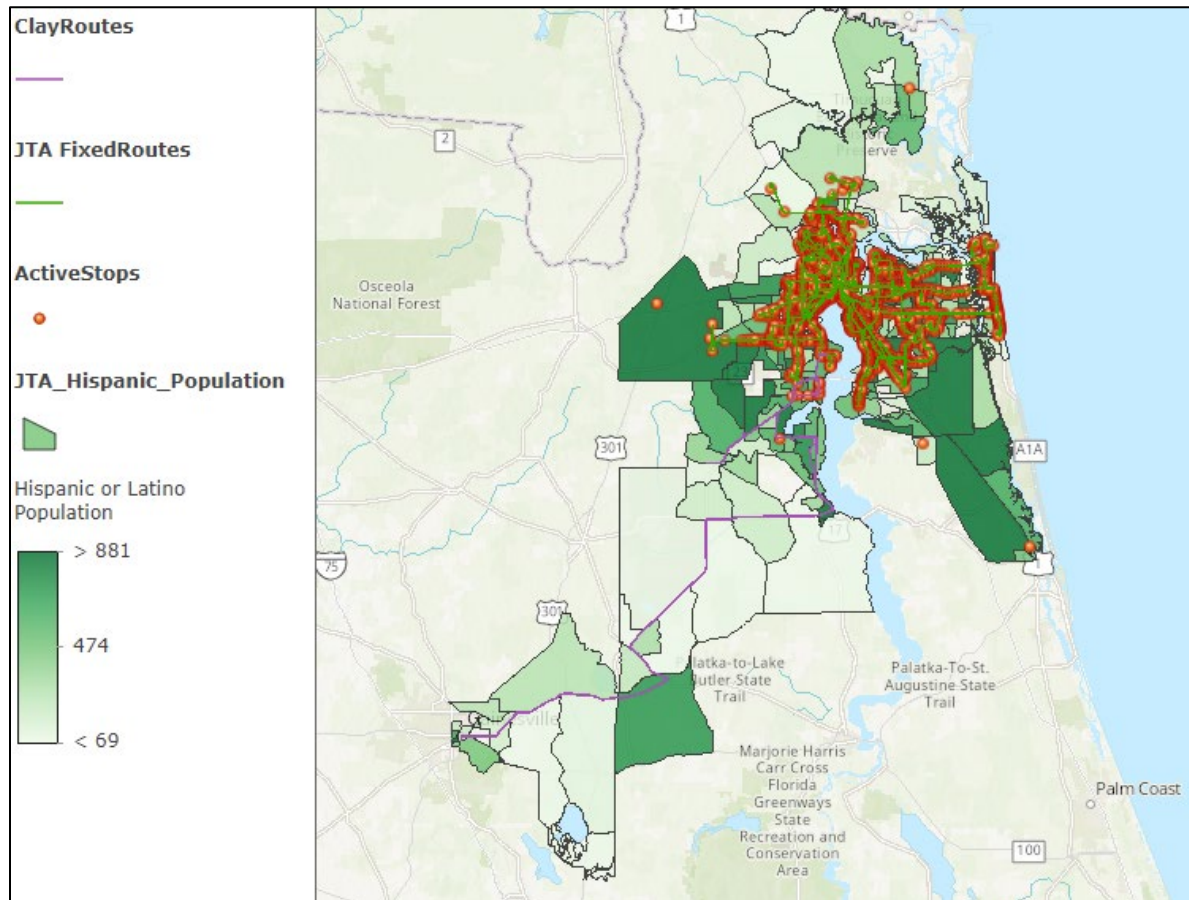
#### Minority Population in the JTA Service Area





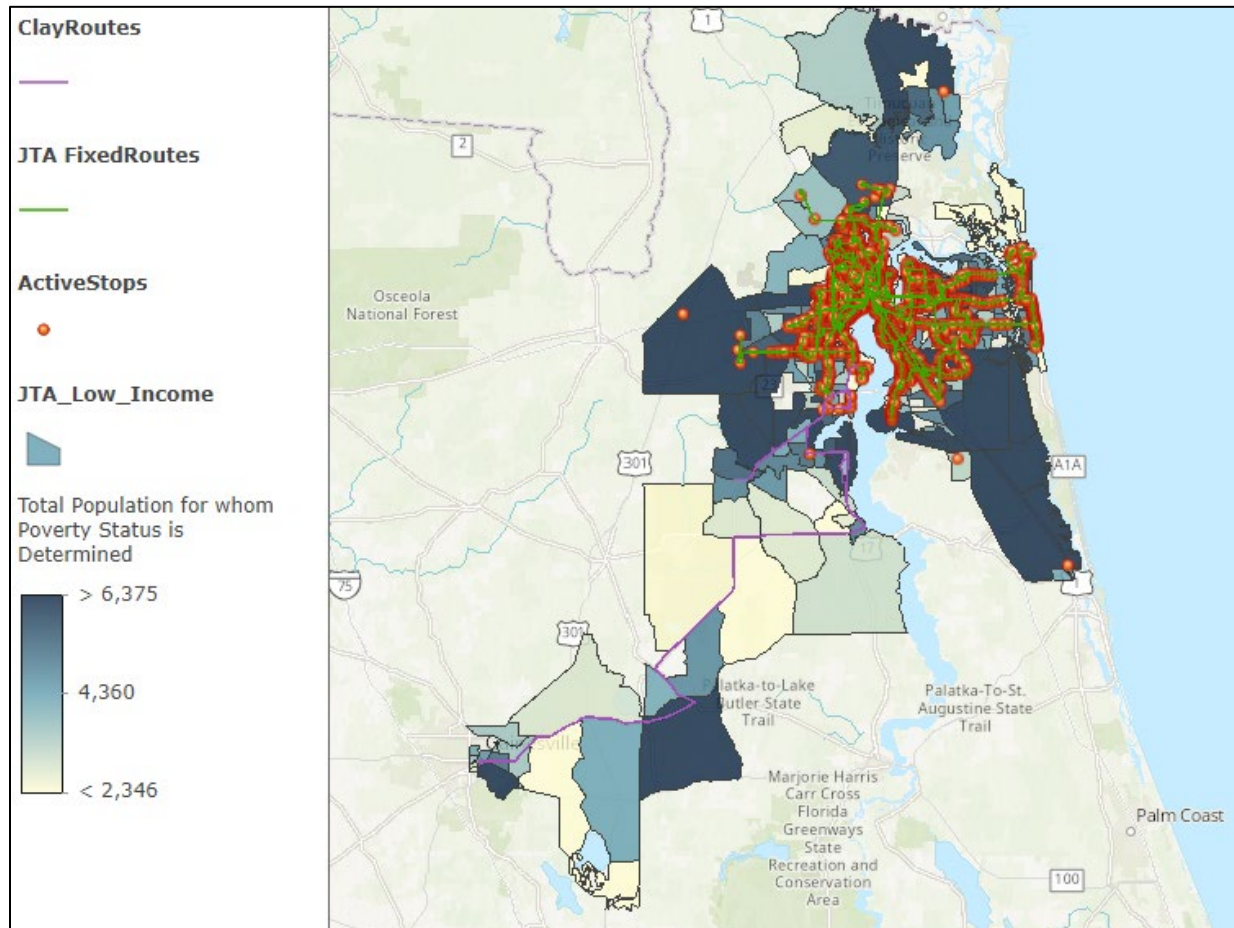
The demographic map below shows the JTA service area, with Census Tracts where the percentage of the total Hispanic and Latino population. The average percent Hispanic and Latino population for the service area is 10.9 percent and dispersed throughout JTA's service area.

### Hispanic and Latino Population in the JTA Service Area



The demographic map below shows the JTA service area, with Census Tracts where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole. The average percent low-income population for the service area is 14.9 percent and is dispersed around JTA's service area.

#### Low Income Population in the JTA Service Area



## **Attachment 10: Demographic Ridership and Travel Patterns**





# JTA Origin-Destination Study

## Summary Report

September 24, 2021

*Prepared for:*



JACKSONVILLE  
TRANSPORTATION  
AUTHORITY

*Prepared by:*



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# 1. INTRODUCTION

In the Spring of 2021, the Jacksonville Transportation Authority (JTA) conducted an origin and destination (O-D) survey on its fixed-route local bus, First Coast Flyer, Skyway, St. John's River Ferry, ReditRide, Clay Community Transportation (CCT) Flex, and Connexion services. The interviewer administered intercept survey, conducted on tablet computers, asked riders questions specific to their trip that day, as well as additional sociodemographic questions. In total, 1,274 surveys were returned and marketed as meeting the minimum validity/quality standards for fixed-route service; Connexion generated an additional 300 surveys.

Large-scale O-D surveys such as this one provide JTA with information that is not readily available through any other source. The data includes information on current riders' travel patterns, including where they board and alight, access and egress mode, number of transfers, transfer mode, and fare payment. Survey data will also help JTA ensure that existing services and future service changes do not negatively impact rider populations protected under Title VI of the Civil Rights Act of 1964.

This document summarizes the results of the survey. It includes the following sections:

- **Methodology**, including details on the survey development, pilot test, data collection, data processing, and data limitations
- **Summary of Findings**, including information on trip demographics, origin and destination characteristics, travel patterns, access and egress mode, transfer characteristics, usage of the MyJTA app, and fare usage
- **Key Conclusions** provides a high-level summary of the main findings from the report
- **Appendix 1: Route Profiles**, summarizes survey results by route
- **Appendix 2: Detailed Summaries by Route**, summarizes additional survey results by route
- **Appendix 3: Survey Questionnaire**, presents the full survey questions distributed to riders on all modes



# 2. METHODOLOGY

## 2.1. Survey Development

The interviewer administered questionnaire was developed by JTA staff and the research team led by WBA Research with support from Foursquare ITP. It included 37 questions and took approximately 10 minutes to administer. The survey was available in both English and Spanish. The full questionnaire is included in **Appendix 3: Survey Questionnaire** of this report. The key topic areas covered in the questionnaire include:

- Route name, number, trip ID/direction, and time of day (automatically generated based on when and where the survey was conducted)
- Origin and destination (location and type)
- Mode of access and egress
- Trip chain (i.e. the modes/routes used) with the number of transfers
- Transfer locations and time
- Whether trip was part of a roundtrip journey
- Frequency of JTA use
- Fare media used
- Transit dependency
- Home address
- Employment/student status
- Demographics

To survey those taking short trips or people who may not have been comfortable being interviewed, the study team printed a total of 900 paper surveys (750 in English and 150 in Spanish). In addition, the survey instrument included a web address or QR code for accessing an online version of the English and Spanish surveys. This online version was accessible via smartphone, tablet, or computer. To use the online version of the survey, respondents were required to enter the unique ID number from their paper survey to prevent them from sharing the link and/or completing the survey multiple times for the same trip. This unique ID number was then used to identify the trip where they received that survey.

The survey was programmed so as not to allow invalid responses or, where applicable, illogical responses. The tablet-based interviewer administered surveys made use of an online mapping feature to collect address information. This allowed the study team to collect more precise geocoding rather than relying on riders' ability to accurately provide addresses or intersections. In addition, the programmed survey included a drop-down list of all stops by route as well as a map that could be used to confirm addresses.

## 2.2. Pre-Test

From April 26 to 28, 2021, the research team conducted a pre-test of the survey. The purpose was to test the survey instrument for comprehension and data quality in a real-world situation ahead of the official start of data collection on May 17. Pre-test surveys were conducted on select bus and ferry trips, as well as at Skyway stations and onboard the Skyway.

For the pre-test, riders were asked to fill out the survey questionnaire and then participate in a five-minute cognitive interview, where respondents were asked why they answered the way they did.

## 2.3. Results of the Pre-Test

A total of 23 pre-test surveys were collected. Overall, the survey was well received and was effective at collecting information. The team determined the following edits that would improve the survey.

- Q19 (residence in the Jacksonville area) was moved to the front of the survey to better lead into S1 (home address).
- Added the option for “No permanent address” for S1 (home address).
- Q9A (Aside from this ferry, will you be using or have you used any other JTA mode for this one-way trip?) was added to the program to streamline the survey for ferry riders.
- Q10 and Q11 (boarding and alighting stop) was edited to not be asked of ferry riders.
- Q15A (fare payment) was adjusted and Q15D was added to better capture ferry fares.
- Q15A and Q15C were adjusted to better capture those using cash fare payment.

## 2.4. Sampling Plan

The study team aimed to collect a sampling of at least 10 percent of trips from an average weekday. Through the sampling plan, the research team aimed to generate a statistically valid sampling of the following:

- Overall System
- Route
- Time period (early morning, morning/afternoon peak, midday, night)

Using ridership and schedule data provided by JTA staff, the research team assembled trip-by-trip schedules. To develop a list of possible survey trips, the research team examined trip patterns to eliminate unrepresentative trips, this included trips that deviate from usual patterns, or specialty trips (e.g., designed for students). Then, the team selected trips from the list of representative trips, the following attributes were considered when selecting trips:

- Trips that provided a mix of travel times throughout the day.
- Trips that were from the same block to lessen the need for field staff to switch between vehicles, reducing the likelihood of missed trips.
- Trips that would generate the largest number of completed surveys for any specific time period.

## 2.5. Data Collection

Data collection occurred from May 17 to June 3, 2021. Survey distribution was conducted by professional research interviewers from WBA Research. One interviewer was assigned to each sampled bus, and ferry trip. Interviewers on Skyway were assigned to the service based on shifts instead of specific scheduled trips. All interviewers spoke English fluently, with a subset bilingual in Spanish as well.

To collect surveys from Connexion customers, the research team reached out to riders via telephone and/or email to participate in the survey. Connexion customers could participate in the survey via telephone or online, using a unique survey link sent via email. ReadIRide passengers were given a paper survey that included a web address or QR code for accessing an online version of the English and Spanish ReadIRide surveys. This online version was accessible via smartphone, tablet, or computer.

## 2.6. Data Processing

### 2.6.1. TRIP CHAIN VALIDATION

Trip validation is an important early step in the data processing procedure. Respondents to an O-D survey may, intentionally or not, provide inaccurate information about their trip; however, inaccurate information about the route(s) a respondent uses for a trip will impact both survey weighting and analysis. Validating the route(s) used by each respondent will help ensure only accurate responses are included in the survey sample.

To validate responses, all survey responses were passed through a program that suggests one or more alternative transit itineraries to serve that respondent, based on their origin and destination locations. If the respondent's reported route or route trip chain matches one of the suggested itineraries, the response was validated, if not, the response was flagged for further review and cleaning.

For the purposes of this survey, the research team validated responses using JTA's General Transit Feed Specification (GTFS) data. Typically, GTFS feeds are effective for several months and reflect changes to service during the course of the week and on holidays. JTA's GTFS feed was used in conjunction with an Open Trip Planner server. The trip validation process used Open Street Maps to validate each trip's access and egress path. Any surveys where a respondent was shown to have walked an unreasonable distance to their first or last stop was flagged for further review.

### 2.6.2. CLEANING OF RESULTS

A codebook was developed and the responses to all open-ended questions were assigned reviewed, cleaned, and where applicable assigned a code. As the survey used a tablet, responses could be validated in real time. For example, a respondent could not board at a stop that was not on one of their indicated routes. In the data cleaning phase, additional edits were made. The team would modify the records that appear misspelled or illogical but closely matching a logical response (e.g. address matched to Jacksonville, NC instead of Jacksonville, FL). Individual records were edited where possible to ensure they represented an actual and complete trip.

### 2.6.3. WEIGHTING/EXPANSION

A data expansion factor was developed to expand the data to represent total ridership. First, the average number of passengers who traveled on each route on an average weekday during May 2021 was provided by JTA. Then, the average ridership for each route was divided by the number of records from each route to calculate the expansion weight. The final weights represent average weekday trips in May 2021. In other words, each record represents a fixed number of weekday trips based on the proportion of surveys collected to average weekday ridership on a particular route. Connexion data was weighted in a similar fashion to average daily trips in May 2021, by age group.

## 2.7. Data Limitations

While the results of the survey help provide valuable information for JTA, the data is not without its limitations. First, not all survey respondents answered all questions. As a result, response rates vary by question. The same weights were applied to all answers in a survey response, such that the weighted sums of a specific question do not necessarily equal the weighted sum of trips the survey represents. For this reason, percentage statistics are a more accurate reflection of JTA's riding public than absolute figures.

Second, the margin-of-error varies based on the specific question and the combination of attributes reported. The systemwide margin-of-error is  $\pm 2.7$  percentage points, with many systemwide statistics having a margin-of-error less than  $\pm 1.0$  percentage point. At the same time, certain results have larger margins-of-error due to smaller sample sizes. As margin of error increases as sample size decreases, this survey report does not provide statistics for any sampling frames below 50 validated responses.

Finally, despite the survey team's effort to minimize bias, there are still some likely underrepresented groups in the sample. For example, the survey team did not actively recruit minors, so statistics for riders under 18 years

of age are not representative of the rider population. In addition, the survey was conducted in the midst of the COVID-19 pandemic. While cases were declining during Spring 2021, the survey sample was likely impacted by the changing travel patterns brought on by the pandemic. Further, the survey may not be able to predict for the unknowns surrounding post-pandemic travel.

## 2.8. Final Survey Totals

In total, the research team collected 1,274 surveys for fixed-route service and 300 surveys for Connexion that met minimum validity/quality standards. Final survey totals by mode are shown in **Table 1**. The sample resulted in just over 1 in 20 weekday JTA riders being surveyed. Note that as only five surveys were completed for ReadIRide trips, ReadIRide had an insufficient sample to be included in this report.

Table 1: Survey Totals by Mode

Mode	Number of Responses
Bus	1,111 surveys
Ferry	69 surveys
Skyway	94 surveys
Connexion	300 surveys

# 3. SUMMARY OF FINDINGS

This section summarizes the results of the O-D survey at the systemwide and route level. All statistics unless otherwise noted represent average **unlinked weekday JTA trips** rather than **unique JTA riders** since the same individual may be surveyed multiple times on different routes as part of the same linked trip. It is important to note that survey collection occurred in the Spring of 2021 during the COVID-19 pandemic, which has significantly impacted ridership and service levels across the JTA system.

To help quickly compare data across columns in each table, the highest value in each column is bolded red.

Note that where applicable, each table provides comparison stats for the JTA service area, defined as Duval and Clay Counties. These figures are generated from the US Census American Community Survey (ACS) 2019 Five-Year Counts.

## 3.1.1. FREQUENCY OF JTA USE

Surveyed riders were asked “How often do you ride any JTA services?” and **Table 2** indicates that a majority of trips (83 percent for fixed routes) are taken by riders who use the system three or more days per week.

The rate was much lower for the St. Johns River Ferry, where 40 percent of respondents on the ferry reported they were riding for the first time. Nevertheless, 29 percent of respondents on the ferry still reported riding at least three days per week – and 19 percent reported riding five days per week – suggests that the ferry supports some regular travel or commuting.

Table 2: Frequency of JTA Use Distribution by JTA Weekday Trips

Frequency of JTA Use	Bus	Ferry	Skyway	Fixed-Route Total	Connexion
7 Days Per Week	<b>30%</b>	0%	<b>42%</b>	<b>29%</b>	3%
6 Days Per Week	10%	3%	8%	9%	2%
5 Days Per Week	27%	19%	11%	26%	16%
4 Days Per Week	9%	3%	14%	9%	9%
3 Days Per Week	10%	4%	12%	10%	<b>32%</b>
2 Days Per Week	7%	4%	2%	6%	11%
1 Day Per Week or Less	5%	26%	8%	7%	26%
First Time Riding	2%	<b>40%</b>	4%	4%	1%
<b>Net: 3 or More Days Per Week</b>	<b>86%</b>	<b>29%</b>	<b>86%</b>	<b>83%</b>	<b>62%</b>

### 3.1.2. MOST COMMON HOME ZIP CODES OF RIDERS

Surveyed riders were asked to provide their home address (including ZIP code), and the resulting top 10 most common home ZIP codes are shown in **Table 3**.

Table 3: Top 10 Most Common Home ZIP Codes by Distribution of JTA Weekday Trips

ZIP Code Rank	Bus	Ferry	Skyway	Fixed-Route Total	Connexion
<b>1</b>	<b>32209</b> <b>(Grand Park-College Park)</b>	<b>32250</b> <b>(Jacksonville Beach)</b>	<b>32202</b> <b>(Oakland-Springfield)</b>	<b>32209</b> <b>(Grand Park-College Park)</b>	<b>32209</b> <b>(Grand Park-College Park)</b>
<b>2</b>	32206 (Brentwood-Talleyrand)	32226 (Timucuan)	32207 (San Marco)	32206 (Brentwood-Talleyrand)	32208 (Oakhurst-Riverview)
<b>3</b>	32210 (Westside)	32034 (Fernandina Beach)	32210 (Westside)	32202 (Oakland-Springfield)	32206 (Brentwood-Talleyrand)
<b>4</b>	32202 (Oakland-Springfield)	32233 (Mayport)	32209 (Grand Park-College Park)	32210 (Westside)	32210 (Westside)
<b>5</b>	32208 (Oakhurst-Riverview)	32218 (North Jacksonville-JAX)	32206 (Brentwood-Talleyrand)	32218 (North Jacksonville-JAX)	32218 (North Jacksonville-JAX)
<b>6</b>	32218 (North Jacksonville-JAX)	32207 (San Marco)	32208 (Oakhurst-Riverview)	32208 (Oakhurst-Riverview)	32225 (East Arlington)
<b>7</b>	32207 (San Marco)	32225 (East Arlington)	32254 (West Jacksonville)	32207 (San Marco)	32202 (Oakland-Springfield)
<b>8</b>	32211 (Arlington)	32206 (Brentwood-Talleyrand)	32211 (Arlington)	32211 (Arlington)	32211 (Arlington)
<b>9</b>	32204 (Riverside)	32202 (Oakland-Springfield)	32204 (Riverside)	32204 (Riverside)	32216 (South Side)
<b>10</b>	32277 (University Park-Woodmere)	32277 (University Park-Woodmere)	32218 (North Jacksonville-JAX)	32277 (University Park-Woodmere)	32244 (Jacksonville Heights-Duclay)

A map of the top 10 most common home ZIP codes among **fixed-route** survey respondents is shown in Figure 1 below. Most of the ZIP codes are clustered in and around Downtown Jacksonville, but there are some outlying ZIP codes, such as 32210 in the Westside area and 32218 in the North Jacksonville area.

A second map of the top 10 most common home ZIP codes among **Connexion** survey respondents is shown in **Figure 2** below. Unlike **Figure 1**, fewer ZIP codes are clustered in and around Downtown Jacksonville. There are several ZIP codes in outlying areas, such as 32210 in the Westside area, 32216 in the South Side area, 32218 in the North Jacksonville area, 32225 in the Arlington area, and 32244 in the Jacksonville Heights area.



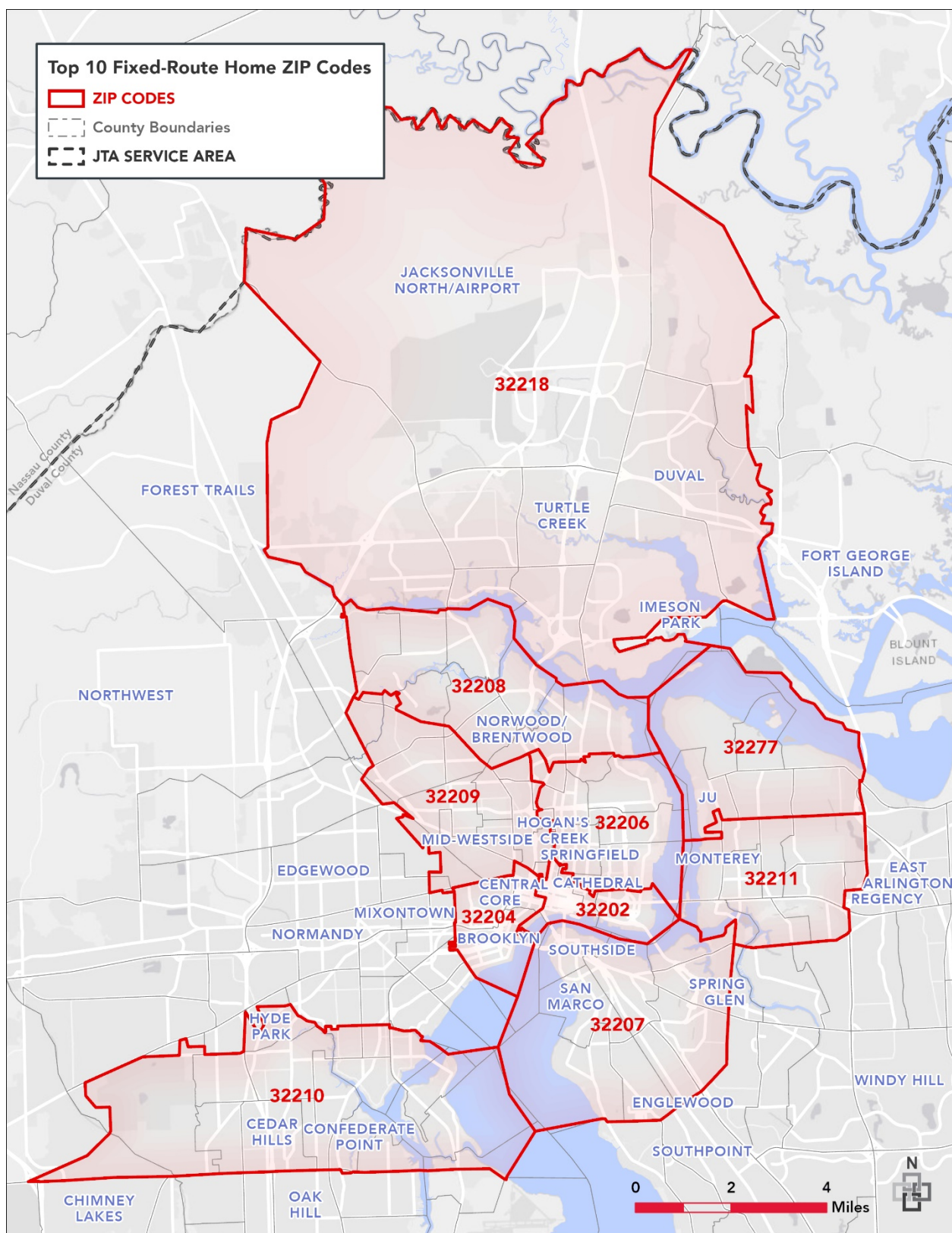


Figure 1: Top 10 Home ZIP Codes Among Fixed-Route Riders

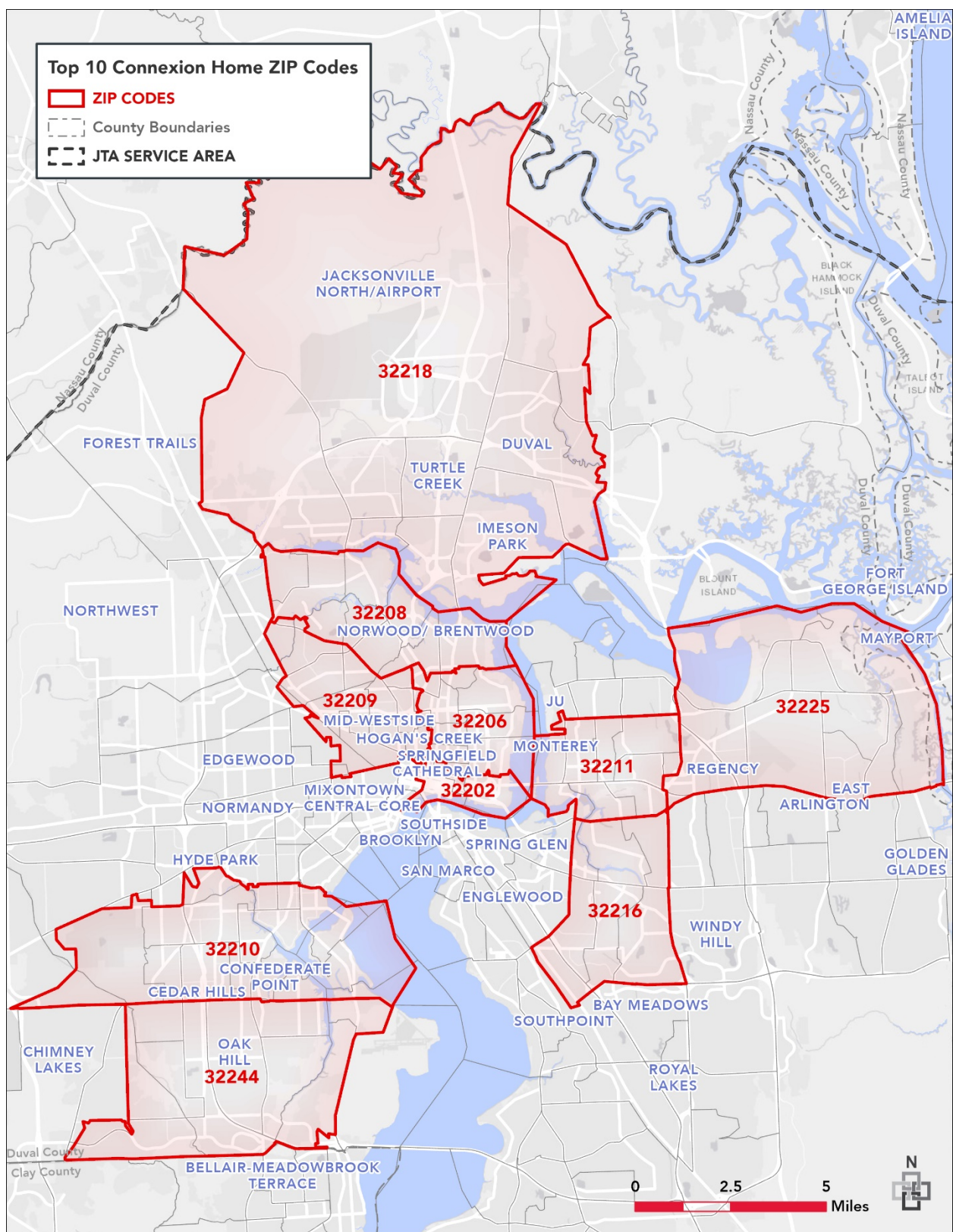


Figure 2: Top 10 Home ZIP Codes Among Connexion Riders



## 3.2. Trip Demographics

The demographic questions in the survey included race and ethnicity, age, gender, household income, employment status, student status, household size, the language spoken at home, English proficiency, access to a vehicle, access to a smartphone, access to a debit/credit card, and possession of a driver's license.

This section compares demographics of riders by bus, ferry, Skyway, and Connexion trip with the population of the JTA service area as a whole. ReditRide trips are omitted from the analysis due to insufficient sample size. The JTA service area is defined as Duval and Clay Counties, and comparison statistics come from the US Census Bureau's 2019 American Community Survey (ACS) Five-Year counts. Note that some columns in this section may add up to slightly more or less than 100 percent due to rounding.

### 3.2.1. RACE AND ETHNICITY

**Table 4** presents distribution of trips by the self-identified race or ethnicity of JTA riders. The data separates out Hispanic and Latino riders into its own category regardless of race. Nearly two-thirds of fixed-route trips (bus, ferry, and Skyway) were taken by Black/African American riders. Nearly one-third of fixed-route trips were taken by White (non-Hispanic) riders, and 5 percent of fixed-route trips were taken by Hispanic/Latino riders. Notably, the races/ethnicities reported for the St. Johns River Ferry differ substantially from other JTA modes.

The demographics of JTA ridership differ from the agency's service area. The combined population of Duval and Clay Counties is 56 percent White (non-Hispanic), 26 percent Black/African American, and 8 percent Hispanic/Latino.

Table 4: Race and Ethnicity Distribution by Unlinked JTA Weekday Trips

Race and Ethnicity	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
Black/African American	64%	10%	56%	61%	68%	26%
White	26%	84%	29%	29%	24%	56%
Hispanic/Latino (of any race)	5%	0%	3%	5%	1%	8%
Asian	1%	1%	2%	1%	1%	4%
American Indian/Alaska Native	1%	0%	2%	1%	1%	<1%
Native Hawaiian/Pacific Islander	<1%	1%	1%	<1%	<1%	<1%
Middle Eastern	<1%	0%	0%	<1%	0%	<1%
Two or More Races	3%	3%	6%	3%	4%	4%
Other	<1%	0%	0%	<1%	0%	2%
<b>Net: People of Color and/or Hispanic or Latino</b>	<b>74%</b>	<b>16%</b>	<b>71%</b>	<b>71%</b>	<b>76%</b>	<b>44%</b>

### 3.2.2. AGE

**Table 5** indicates the distribution of JTA trips by rider age. Riders between 25 to 34 years of age are the largest age cohort among JTA fixed-route trips. The St. John's River Ferry skews older – riders between 45 to 54 years of age are the largest age cohort, followed by riders age 65 or over. Connexion skews older likely do to the larger proportion of older adults with eligible disabilities– riders age 65 or over are the largest age cohort.

It should be noted that the survey team only approached riders who visibly appeared to be over 16 years of age. The survey results are not representative for minors under 16 years old.

The proportion of trips taken by riders age 65 or over (14 percent across fixed routes) matches this cohort's share of the JTA service area population (14 percent).

Table 5: Age Distribution by JTA Weekday Trips

Age	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
Under 16	<1%	0%	0%	<1%	2%	21%
16 to 18	2%	3%	0%	2%	1%	2%
19 to 24	11%	5%	6%	10%	5%	9%
25 to 34	21%	9%	25%	21%	9%	16%
35 to 44	18%	21%	23%	19%	10%	13%
45 to 54	18%	23%	20%	18%	11%	13%
55 to 64	17%	18%	20%	17%	21%	13%
65 or Over	14%	21%	5%	14%	42%	14%

### 3.2.3. GENDER

**Table 6** shows the breakdown of JTA trips by the gender of riders. Males account for a higher share of trips (60 percent across fixed routes) than female riders (40 percent across fixed routes). This difference in parity is even more pronounced on some JTA modes: for example, on the Skyway, males account for 72 percent of trips while females account for only 28 percent of trips. On Connexion, females account for 62 percent of trips while males account for only 38 percent of trips. The gender breakdown of JTA trips differs significantly from the service area's population.

Table 6: Gender Distribution by JTA Weekday Trips

Gender	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
Female	41%	31%	28%	40%	62%	51%
Male	58%	69%	72%	60%	38%	49%
Other or N/A	<1%	0%	0%	<1%	0%	Not reported in data

### 3.2.4. HOUSEHOLD INCOME

**Table 7** reports the distribution of trips by household income. There is a significant difference between the household incomes of surveyed riders and those of households in the service area overall. While only 34 percent of households in the service area have an income of \$40,000 or less, 88 percent of JTA trips across fixed route services are taken by riders within that income cohort. This difference shows how important JTA service is for those with lower incomes, providing a lifeline to employment, services, healthcare, and other opportunities.

Notably, only 13 percent of trips on the St. Johns River Ferry are taken by riders with household incomes of \$40,000 or less; 40 percent of trips on the ferry are taken by riders with household incomes between \$40,000 and \$75,000.

Table 7: 2020 Household Income Distribution by JTA Weekday Trips

2020 Household Income	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area *
Less than \$10,000	32%	0%	52%	32%	37%	5%
\$10,000 to less than \$15,000	17%	0%	13%	16%	22%	3%
\$15,000 to less than \$20,000	14%	0%	6%	13%	16%	4%
\$20,000 to less than \$25,000	11%	0%	8%	10%	8%	4%
\$25,000 to less than \$30,000	8%	4%	8%	8%	8%	5%
\$30,000 to less than \$40,000	10%	9%	4%	9%	5%	11%
\$40,000 to less than \$75,000	7%	40%	5%	9%	2%	27%
\$75,000 to less than \$100,000	1%	13%	2%	2%	<1%	14%
\$100,000 or more	<1%	33%	1%	2%	1%	25%
<b>Net: Less than \$40,000</b>	<b>92%</b>	<b>13%</b>	<b>92%</b>	<b>88%</b>	<b>96%</b>	<b>34%</b>

\*The corresponding 2019 American Community Survey (ACS) Five-Year count data for the JTA service area predates 2020 since it asked respondents to review their household income over the past 12 months (i.e. from 2018).

### 3.2.5. EMPLOYMENT STATUS

Employment status for surveyed riders is detailed in **Table 8**. Across fixed-route service, 67 percent of trips were taken by either full-time or part-time workers. The breakdown of JTA fixed-route trips by full- and part-time workers reflects that of the service area's population.

Table 8: Employment Status Distribution by JTA Weekday Trips

Employment Status	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
Full-Time Worker	49%	71%	44%	50%	4%	51%
Part-Time Worker	18%	4%	18%	17%	15%	13%
Homemaker	1%	4%	0%	1%	2%	Not reported in data*
Retired	12%	19%	6%	12%	39%	18%

Employment Status	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
Not Currently Employed	20%	2%	32%	20%	39%	19%
<b>Net: Full- and Part-Time Workers</b>	<b>67%</b>	<b>75%</b>	<b>62%</b>	<b>67%</b>	<b>19%</b>	<b>64%</b>

\* The corresponding 2019 American Community Survey (ACS) Five-Year count does not break down homemaker as an employment status.

### 3.2.6. STUDENT STATUS

Surveyed riders were also asked about their student status. **Table 9** shows that across fixed routes, only 1 percent of trips were taken by K-12 students, and only another 8 percent of trips were taken by students enrolled in post-secondary schooling. The share of students riding JTA service is depressed due to the survey team not actively surveying riders below 16 years of age and the pandemic-related suspension of in-person teaching at local schools, colleges, and universities.

Table 9: Student Status Distribution by JTA Weekday Trips

Student Status	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
Full or Part-Time College / University Student	8%	8%	8%	8%	3%	7%
K-12th Grade Student	1%	0%	0%	1%	3%	16%
Vocational School Student	<1%	0%	0%	<1%	0%	Not reported in data*
Other Student	<1%	0%	0%	<1%	<1%	1%
<b>Not a Student</b>	<b>91%</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>	<b>93%</b>	<b>76%</b>

\* The corresponding 2019 American Community Survey (ACS) Five-Year count does not report vocational student status.

### 3.2.7. HOUSEHOLD SIZE

Single-person households were the largest demographic cohort on trips across all JTA modes except for the St. Johns River Ferry. Single-person households were also the second-largest demographic in the JTA service area after two-person households (see **Table 10**). The household size on the ferry skews larger, with two-person households forming the largest cohort at 38 percent, followed by four-person households at 23 percent and three-person households at 21 percent.

Table 10: Household Size Distribution by JTA Weekday Trips

Household Size	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
1	32%	11%	51%	32%	48%	29%
2	28%	38%	19%	28%	28%	34%
3	18%	21%	10%	18%	13%	17%
4	10%	23%	7%	10%	7%	12%
5 or More	11%	6%	12%	11%	4%	8%

### 3.2.8. ENGLISH PROFICIENCY

Riders were surveyed on how well they spoke English. **Table 11** reports that 98 percent of trips were taken by riders who indicated they speak English “very well”, the Federal Transit Administration’s standard for “high-English proficiency”. This group includes multi-lingual households that may speak English in addition to a second or third language. Individuals who speak English “less than well” are considered to have Limited English Proficiency (LEP).

The study further drilled down into data to identify which languages were most commonly spoken at home among riders who speak English less than very well (**Table 12**). In multi-lingual households, English may be a language spoken at home but not necessarily one spoken by the individual being surveyed. As such, the study team isolated the most common languages other than English spoken among riders with Limited English Proficiency (LEP). This data can be used to identify language communities that would most benefit from communication in their native tongue.

Weighted by trips, the most common language spoken at home among riders with limited English proficiency was Spanish at 1 percent of trips; no other language exceeded 1 percent of respondents for any JTA mode.

Table 11: English Proficiency Distribution by JTA Weekday Trips

English Proficiency	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
Very Well	98%	97%	99%	98%	99%	95%
Well	1%	3%	0%	1%	<1%	Not reported in data*
Less Than Well	1%	0%	1%	1%	<1%	5%
Not At All	<1%	0%	0%	<1%	1%	Not reported in data*

\* The corresponding 2015 American Community Survey (ACS) Five-Year count reported English proficiency as “very well” or “less than very well”.

Table 12: Most Common Languages Spoken by LEP Riders by JTA Weekday Trips

Language Spoken at Home For Respondents Stating they Speak English “Less Than Well”*	Bus	Ferry	Skyway	Fixed-Route Total	Connexion
Spanish	1%	0%	1%	1%	1%
Other	1%	3%	0%	1%	0%
<b>Net: Speak English Less Than Well</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>

\* English is not counted in the tally for riders who indicated they speak English “less than well”. Note that totals add up to more than 100 percent due to some respondents speaking multiple languages at home. Other languages include French, American Sign Language, Tagalog, German, Arabic, Filipino (Tagalog), and unspecified.

### 3.2.9. LANGUAGE SPOKEN AT HOME

The survey also examined the languages spoken at home regardless of English proficiency. **Table 13** indicates that a substantial majority of trips – approximately 89 percent across all JTA modes – were taken by riders who spoke exclusively English at home. The breakdown of JTA trips by English speakers reflects that of the service area’s population.

Spanish was the second most common language spoken at home at 7 percent. This breakdown of trips by languages spoken at home is similar to that of the JTA service area.

Table 13: Language Distribution by JTA Weekday Trips

Language Spoken at Home	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area
English	89%	93%	90%	89%	95%	87%
Spanish	7%	3%	6%	7%	2%	6%
French	1%	1%	0%	1%	2%	<1%
Creole	1%	0%	0%	1%	0%	<1%
Filipino (Tagalog)	1%	0%	0%	0%	0%	1%
German	0%	0%	0%	0%	0%	<1%
Arabic	0%	0%	0%	0%	1%	<1%
ASL/American Sign Language	0%	0%	0%	0%	1%	<1%
Hindi	0%	0%	0%	0%	0%	<1%
Portuguese	0%	1%	0%	0%	0%	<1%
Bengali/Bangla	0%	0%	0%	0%	0%	<1%
Afrikaans	0%	0%	0%	0%	0%	<1%
Hebrew	0%	0%	1%	0%	0%	<1%
Chinese	0%	0%	1%	0%	<1%	<1%
Swahili	0%	0%	0%	0%	0%	<1%
Russian	0%	0%	0%	0%	<1%	<1%
Other	1%	3%	1%	1%	<1%	3%
<b>Net: All Other (Not English)</b>	<b>11%</b>	<b>7%</b>	<b>10%</b>	<b>11%</b>	<b>5%</b>	<b>13%</b>

\* Note that due to households speaking multiple languages, totals may add up to more than 100 percent.

### 3.2.10. ACCESS TO A VEHICLE

Surveyed riders were asked how many working vehicles were available in their households. **Table 14** shows that 69 percent of fixed-route trips were taken by riders without access to any vehicles in their household. In comparison, only 7 percent of JTA service area households lack an automobile.

Notably, there was no significant difference in household vehicle accessibility between surveyed bus and Skyway riders. While 72 percent of bus riders reported having no vehicle available, only a slightly higher 73 percent of Skyway riders reported having no vehicle available. Unsurprisingly, 0 percent of riders on the St. Johns River Ferry reported having no vehicle available: while pedestrians and cyclists are permitted on the ferry, it primarily transports drivers on State Route A1A across the river.

Table 14: Vehicle Access Distribution by JTA Weekday Trips

Access to a Vehicle	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area (by household)
No Working Vehicle	72%	0%	73%	69%	71%	7%
1	17%	23%	21%	18%	19%	37%
2	8%	52%	3%	10%	9%	39%
3	2%	17%	1%	2%	1%	12%
4	1%	6%	0%	1%	0%	3%
5 or More	0%	2%	1%	<1%	0%	1%
<b>Net: At Least One Working Vehicle</b>	<b>28%</b>	<b>100%</b>	<b>27%</b>	<b>31%</b>	<b>29%</b>	<b>93%</b>

### 3.2.11. ACCESS TO A SMARTPHONE

Surveyed riders were asked if they had a smartphone, and **Table 15** indicates that a substantial majority of trips – 88 percent across all JTA fixed routes – were taken by riders who had access to a smartphone. While an *individual* having access to a smartphone is not the same as a *household* having access to a smartphone, the breakdown of JTA trips by riders that have smartphones reflects the breakdown of households in the JTA service area that have smartphones.

Table 15: Smartphone Access Distribution by JTA Weekday Trips

Access to a Smartphone	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area (by household)
Yes	88%	100%	82%	88%	71%	82%
No	12%	0%	18%	12%	29%	18%

### 3.2.12. ACCESS TO A DEBIT/CREDIT CARD

In addition to smartphone access, surveyed riders were also asked if they had access to a debit and/or credit card. **Table 16** indicates that a substantial majority of trips – 87 percent across all JTA fixed routes – were taken by riders who had access to a debit and/or credit card. Nevertheless, a not-insignificant proportion (13 percent) of trips were taken by riders who did not have access to a debit and/or credit card, an important consideration in any fare payment methods and policies.

The comparable debit/credit card access data was not available in the 2019 American Community Survey (ACS).

Table 16: Debit/Credit Card Access Distribution by JTA Weekday Trips

Access to a Debit/Credit Card	Bus	Ferry	Skyway	Fixed-Route Total	Connexion
Yes	86%	99%	84%	87%	79%
No	14%	1%	16%	13%	21%

### 3.2.13. POSSESSION OF A DRIVER'S LICENSE

As shown in **Table 17**, 52 percent of riders across JTA's fixed routes lack a valid driver's license. This differs substantially from the driving-age population in the JTA service area, which only 7 percent lack a valid driver's license. Note that driver's license possession data was not available in the 2019 American Community Survey (ACS) Five-Year count, so this data was obtained from the Florida Department of Highway Safety and Motor Vehicles instead.

One significant difference between **Table 17** and **Table 14** is that more JTA riders have a valid driver's license (48 percent) than access to an automobile (31 percent). This suggests that there is a subsection of JTA riders who do have driver's licenses but who nevertheless lack access to a vehicle.

Table 17: Driver's License Possession Distribution by JTA Weekday Trips

License Possession	Bus	Ferry	Skyway	Fixed-Route Total	Connexion	JTA Service Area*
Yes	45%	100%	42%	48%	32%	93%
No	55%	0%	58%	52%	68%	7%

\* Data obtained from the [Florida Department of Highway Safety and Motor Vehicles](#).

## 3.3. Origin and Destination Characteristics

Trip characteristics surveyed for each mode include the address and type of location at the origin and destination for each trip. This section compares the types of locations accessed via each mode and identifies common origins, destinations, and origin-destination pairs systemwide. Locations were aggregated by census tracts.

Note that as the surveys were conducted throughout the day, and because round trips are common, origins and destination results tend to be highly interchangeable; factors like sampling distribution or response rates by time of day can result in the distribution of origins and destinations appearing different in the data. To help better visualize travel behavior, the study team categorized origins and destinations in terms of trip production and attraction.

### 3.3.1. ORIGIN AND DESTINATION TYPE

A majority of trips on bus, Skyway, and on Connexion began at a place of home or work, as shown in **Table 18**. Ferry trips were most likely to originate at a recreational site/sightseeing destination/restaurant, with 41 percent of trips listing this type of place as their origin. For trips on bus and Skyway, after home and work, the next two most common types of origins were shopping and social visit/church/personal business. Most of the other origin types represented one percent or fewer of trips (on any one mode or fixed-route systemwide), although notably 6 percent of Skyway trips originated at a library, and another 3 percent of Skyway trips originated at a homeless shelter.

Connexion trips overwhelmingly originated at home, with 15 percent of trips originating at a doctor's appointment/medical service/hospital.



Table 18: Percent of Trips by Origin Type and Mode

Origin Type	Bus	Ferry	Skyway	Fixed-Route Total	Connexion
Home	43%	26%	27%	41%	69%
Work	28%	28%	28%	28%	3%
Shopping	12%	1%	9%	11%	3%
Social visit/Church/Personal business	7%	3%	13%	7%	4%
Recreation/Sightseeing/Restaurant	3%	41%	7%	5%	3%
Doctor/Medical service/Hospital	4%	0%	4%	4%	15%
College/University (students only)	1%	0%	0%	1%	1%
Library	<1%	0%	6%	1%	%
Shelter/Homeless	<1%	0%	3%	<1%	0%
School K-12 (students only)	<1%	0%	0%	<1%	3%
Daycare/Pick-up/Drop-off kids	<1%	0%	0%	<1%	0%
Airport (passengers only)	<1%	1%	0%	<1%	0%
Hotel	<1%	0%	2%	<1%	0%
Greyhound bus station	<1%	0%	0%	<1%	0%
Downtown (not specific)	<1%	0%	0%	<1%	0%
Other	<1%	0%	1%	<1%	0%

**Table 19** shows the breakdown of fixed-route trips' origins by time of day. A majority of trips in the early morning and AM Peak originated at home. A plurality of trips in the PM Peak and a majority of trips at night originated at work. There was a noticeable uptick in trips originating at a shopping site beginning in the midday, growing from 1 percent in the AM Peak to 15 percent in the midday.

Table 19: Percent of Fixed-Route Trips by Origin Type and Time of Day

Origin Type	Early Morning (Before 6 a.m.)	AM Peak (6 a.m. – 9 a.m.)	Midday (9 a.m. – 3 p.m.)	PM Peak (3 p.m. – 6 p.m.)	Night (After 6 p.m.)
Home	83%	68%	43%	24%	14%
Work	9%	20%	16%	42%	53%
Shopping	3%	1%	15%	12%	13%
Social visit/Church/Personal business	2%	5%	10%	5%	10%
Recreation/Sightseeing/Restaurant	0%	1%	7%	7%	6%
Doctor/Medical service/Hospital	0%	1%	6%	4%	2%
College/University (students only)	0%	0%	1%	1%	1%
Library	0%	0%	1%	1%	0%
Shelter/Homeless	2%	1%	<1%	0%	1%
School K-12 (students only)	0%	1%	<1%	0%	1%
Daycare/Pick-up/Drop-off kids	0%	0%	<1%	1%	0%
Airport (passengers only)	0%	0%	<1%	1%	0%
Hotel	0%	0%	<1%	0%	0%
Greyhound bus station	0%	0%	0%	<1%	0%
Downtown (not specific)	0%	<1%	0%	0%	0%
Other	0%	0%	<1%	<1%	0%

A majority of trips on all modes and across the entire fixed-route system ended at home or work, as shown in **Table 20**. Roughly the same share of ferry trips (30 percent) ended at a recreational site/sightseeing destination/restaurant as did at home or work. For trips on bus and Skyway, after home and work, the next two most common types of destinations were shopping and social visit/church/personal business, in the same order. Most of the other origin types for fixed-route trips represented 1 percent or fewer of trips.

A plurality (45 percent) of Connexion trips ended at a doctor's appointment/medical service/hospital, followed by 20 percent of trips that ended at home.

Table 20: Percent of Trips by Destination Type and Mode

Destination Type	Bus	Ferry	Skyway	Fixed-Route Total	Connexion
Home	<b>42%</b>	29%	<b>37%</b>	<b>41%</b>	20%
Work	25%	29%	16%	25%	12%
Shopping	12%	0%	4%	11%	8%
Social visit/Church/Personal business	10%	7%	21%	10%	8%
Recreation/Sightseeing/Restaurant	4%	<b>30%</b>	11%	6%	4%
Doctor/Medical service/Hospital	4%	3%	1%	4%	<b>45%</b>
College/University (students only)	1%	0%	1%	1%	<1%
Library	1%	0%	3%	1%	0%
Airport (passengers only)	<1%	0%	0%	<1%	0%
Shelter/Homeless	<1%	0%	2%	<1%	0%
Downtown (not specific)	<1%	0%	0%	<1%	0%
School K-12 (students only)	<1%	0%	0%	<1%	2%
Hotel	<1%	1%	0%	<1%	0%
Greyhound bus station	<1%	0%	1%	<1%	0%
Daycare/Pick-up/Drop-off kids	<1%	0%	0%	<1%	0%
Other	1%	0%	2%	1%	0%

**Table 21** shows the breakdown of fixed-route trips' destinations by time of day. A majority of trips in the early morning and AM Peak ended at work, and a majority in the PM Peak and at night ended at home. Trips at the midday had the most variety in their destinations, with five different destination types representing 10 percent or more of trips.

Table 21: Percent of Fixed-Route Trips by Destination Type and Time of Day

Destination Type	Early Morning (Before 6 a.m.)	AM Peak (6 a.m. – 9 a.m.)	Midday (9 a.m. – 3 p.m.)	PM Peak (3 p.m. – 6 p.m.)	Night (After 6 p.m.)
Home	9%	13%	<b>36%</b>	<b>56%</b>	<b>76%</b>
Work	<b>81%</b>	<b>54%</b>	18%	14%	8%
Shopping	0%	10%	14%	11%	3%
Social visit/Church/Personal business	5%	7%	12%	12%	8%
Recreation/Sightseeing/Restaurant	1%	3%	10%	4%	3%
Doctor/Medical service/Hospital	3%	8%	6%	1%	0%
College/University (students only)	0%	2%	1%	<1%	1%
Library	0%	<1%	1%	<1%	0%
Airport (passengers only)	0%	<1%	1%	0%	0%
Shelter/Homeless	0%	0%	<1%	1%	0%
Downtown (not specific)	0%	0%	1%	0%	0%
School K-12 (students only)	0%	1%	0%	0%	0%
Hotel	0%	0%	<1%	<1%	0%
Greyhound bus station	0%	<1%	<1%	0%	0%
Daycare/Pick-up/Drop-off kids	0%	0%	<1%	0%	0%
Other	0%	<1%	1%	<1%	1%

### 3.3.2. TRIP TYPE

All trips taken were categorized into one of five trip types, defined in **Table 22**. Home-based work (HBW) and home-based school (HBS) trips include home as one trip end and work or school, respectively, as another trip end. These two trip types are especially prevalent during the morning and evening peak periods. Home-based other (HBO) trips begin or end at home and include any other type of location. Non-home-based work (Non-HBW) trips involve one work-related trip end and any non-home type of origin or destination. Non-home-based other (Non-HBO) trips include all other trip types, such that each trip surveyed only falls into one category.

Table 22: Trip Type Categories

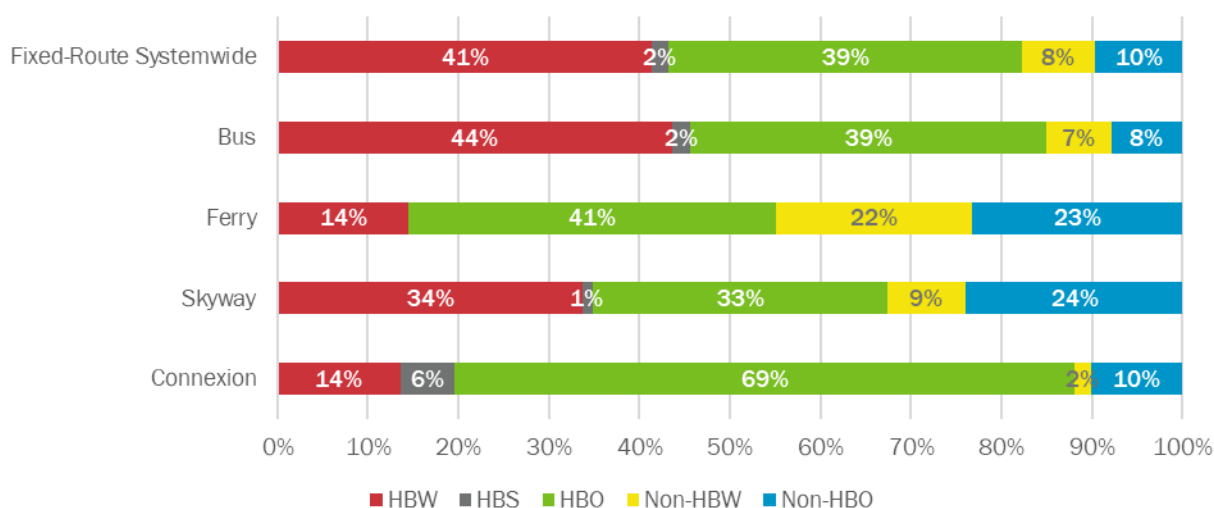
Trip Type	Trip Ends	Description
Home-Based Work (HBW)	<ul style="list-style-type: none"> <li>Home</li> <li>Shelter/homeless</li> <li>Work</li> </ul>	Includes any trip where one trip end is home or shelter/homeless and the other trip end is work.
Home-Based School (HBS)	<ul style="list-style-type: none"> <li>Home</li> <li>Shelter/homeless</li> <li>College/university (student only)</li> <li>School/K-12 (student only)</li> </ul>	Includes any trip where one trip end is home or shelter/homeless and the other trip end is school.
Home-Based Other (HBO)	<ul style="list-style-type: none"> <li>Home</li> <li>Shelter/homeless</li> <li>Doctor/medical service/hospital</li> <li>Shopping</li> <li>Recreation/sightseeing/restaurant</li> <li>Social visit/church/personal</li> <li>Airport (passengers only)</li> <li>Library</li> <li>Daycare/pick-up/drop-off kids</li> <li>Greyhound bus station</li> <li>Downtown (not specific)</li> <li>Other</li> </ul>	Includes any trip where one trip end is home or shelter/homeless and the other trip end is any place other than work or school. This group includes home-to-shelter and shelter-to-shelter trips.
Non-Home-Based Work (Non-HBW)	<ul style="list-style-type: none"> <li>Work</li> <li>College/university (student only)</li> <li>School/K-12 (student only)</li> <li>Doctor/medical service/hospital</li> <li>Shopping</li> <li>Recreation/sightseeing/restaurant</li> <li>Social visit/church/personal</li> <li>Airport (passengers only)</li> <li>Library</li> <li>Daycare/pick-up/drop-off kids</li> <li>Greyhound bus station</li> <li>Downtown (not specific)</li> <li>Other</li> </ul>	Any trip that includes one non-home/shelter/homeless end and one work end. Can include trips between work and social, shopping, medical, or school destinations. This group includes trips where both origin and destination are work-related.
Non-Home-Based Other (Non-HBO)	<ul style="list-style-type: none"> <li>College/university (student only)</li> <li>School/K-12 (student only)</li> <li>Doctor/medical service/hospital</li> <li>Shopping</li> <li>Recreation/sightseeing/restaurant</li> <li>Social visit/church/personal</li> <li>Airport (passengers only)</li> <li>Library</li> <li>Daycare/pick-up/drop-off kids</li> <li>Greyhound bus station</li> <li>Downtown (not specific)</li> <li>Other</li> </ul>	Includes any trip where neither trip end includes home, homeless/shelter, or work.

**Figure 3** shows the distribution of trips by type and mode. HBW trips made up a plurality of trips on bus and the Skyway, closely followed by HBO trips. This suggests that the JTA bus and Skyway are nearly as popular for recreational trips as they are for commuting trips. The large share of non-HBO trips on the Skyway (24 percent) shows that the Skyway is commonly used to get between non-home and non-work destinations. A very small share of trips (2 percent systemwide) are HBS; this is expected, since the survey did not actively target high school students, and the survey was conducted in late May and early June during a pandemic, when students may not be attending school in person or may have concluded classes.

The distribution of trip types on the ferry diverges significantly from JTA's other fixed-route modes. HBO trips make up the largest share of ferry trips at 46 percent, followed by non-HBO trips at 29 percent. With only 9 percent of ferry trips categorized as HBW trips, the ferry is clearly serving leisure trips more than commutation trips.

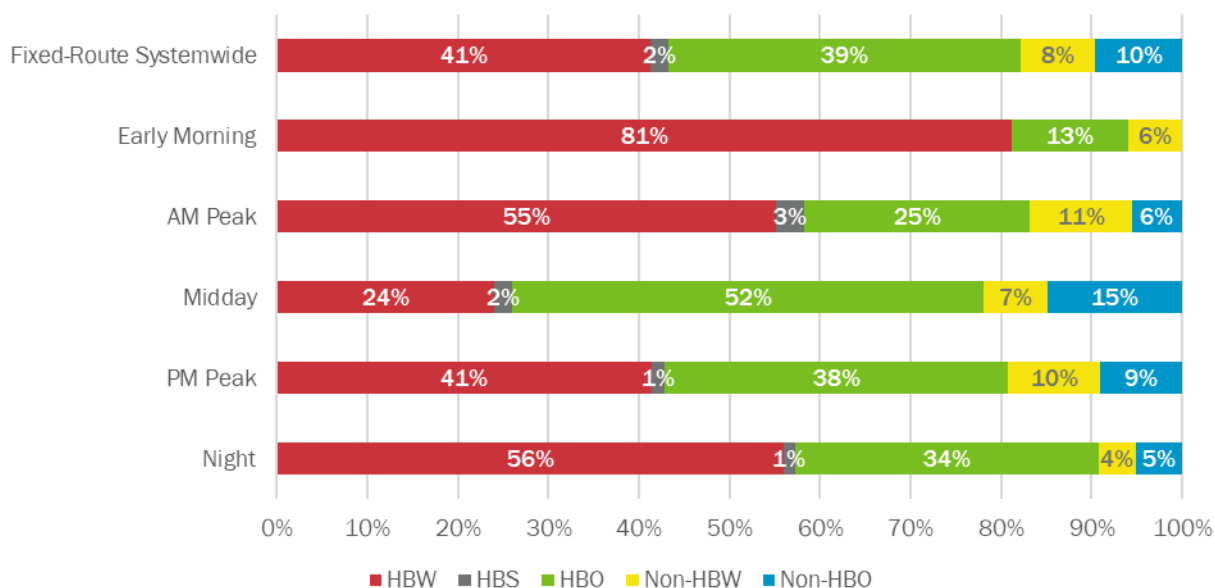
The distribution of trip types on Connexion looks very different from JTA's fixed-route modes. A majority (69 percent) of Connexion trips are HBO; most of these trips (48 percent of all Connexion trips) are between home and medical appointments/hospital. Connexion also has the largest share of HBS trips of any JTA mode.

Figure 3: Percent of Trips by Type and Mode



**Figure 4** shows the distribution of fixed-route trips by type and time of day. With the exception of the midday, a plurality of trips at all time periods are HBW trips. HBW trips are especially prevalent in the early morning (81 percent of trips) and also constitute a majority of trips in the AM peak and at night. Midday is the most common time period for HBO trips (52 percent) and Non-HBO trips (15 percent). The high prevalence of HBO trips in the midday, PM peak, and night continue to support the notion that JTA services are valuable not only for commuters but also for people going to restaurants, medical appointments, shopping, and other non-work destinations.

Figure 4: Percent of Fixed-Route Trips by Type and Time of Day



### 3.3.3. TRIP PRODUCTION AND ATTRACTION

Survey results for fixed-route trips were transformed into productions and attractions to better summarize trip behavior and control for the fact origins and destinations will flip depending on time of day. Attractions highlight the key destinations that transit riders travel to and from aboard JTA services.

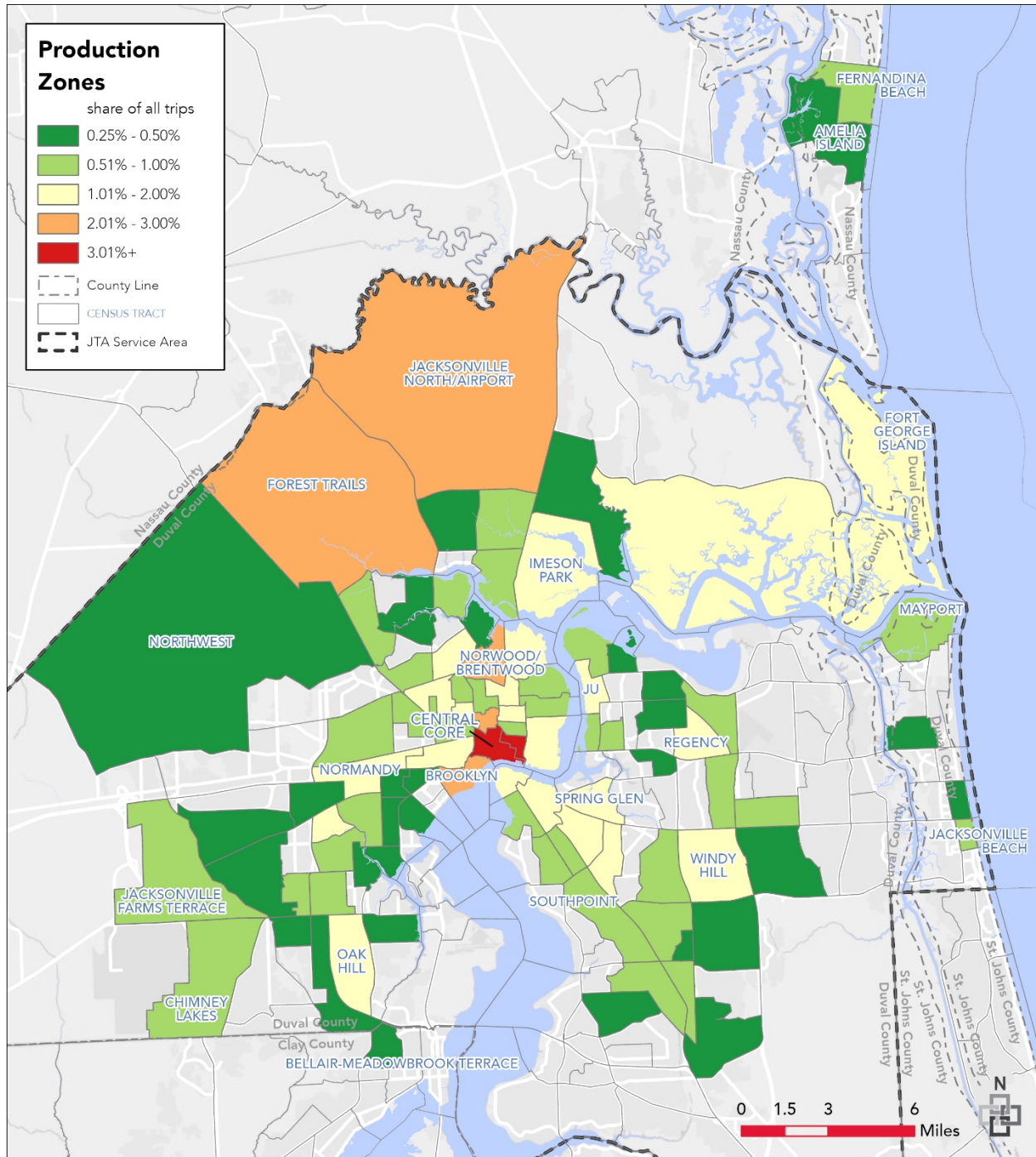
Origins and destinations of each trip were categorized into trip attractors and producers by the following methodology:

- If one endpoint was home, shelter/homeless, or hotel, that place was categorized as a production area, and the other end as an attraction area.
  - For trips between home and shelter/homeless or home and hotel, home was categorized as a production area, and the other end as an attraction area.
- If the trip did not meet the above criteria, but one of the ends was work, that place was categorized as an attraction area, and the other end as a production area.
- If the trip did not meet the above criteria, then the origin was categorized as a production area, and the destination as an attraction area.

## Production ZIP Codes

**Figure 5** shows production zones across the study area that represented at least 0.25 percent of all trips. JTA trips are largely generated in Downtown Jacksonville, in the Central Core and Cathedral neighborhoods. Other major production zones are Jacksonville North (home to Jacksonville International Airport, or JAX), Forest Trails, Norwood/Brentwood, and Brooklyn. There are also some production zones in Nassau County (Fernandina Beach and Amelia Island) and Clay County (Bellair-Meadowbrook Terrace).

Figure 5: Production Zones

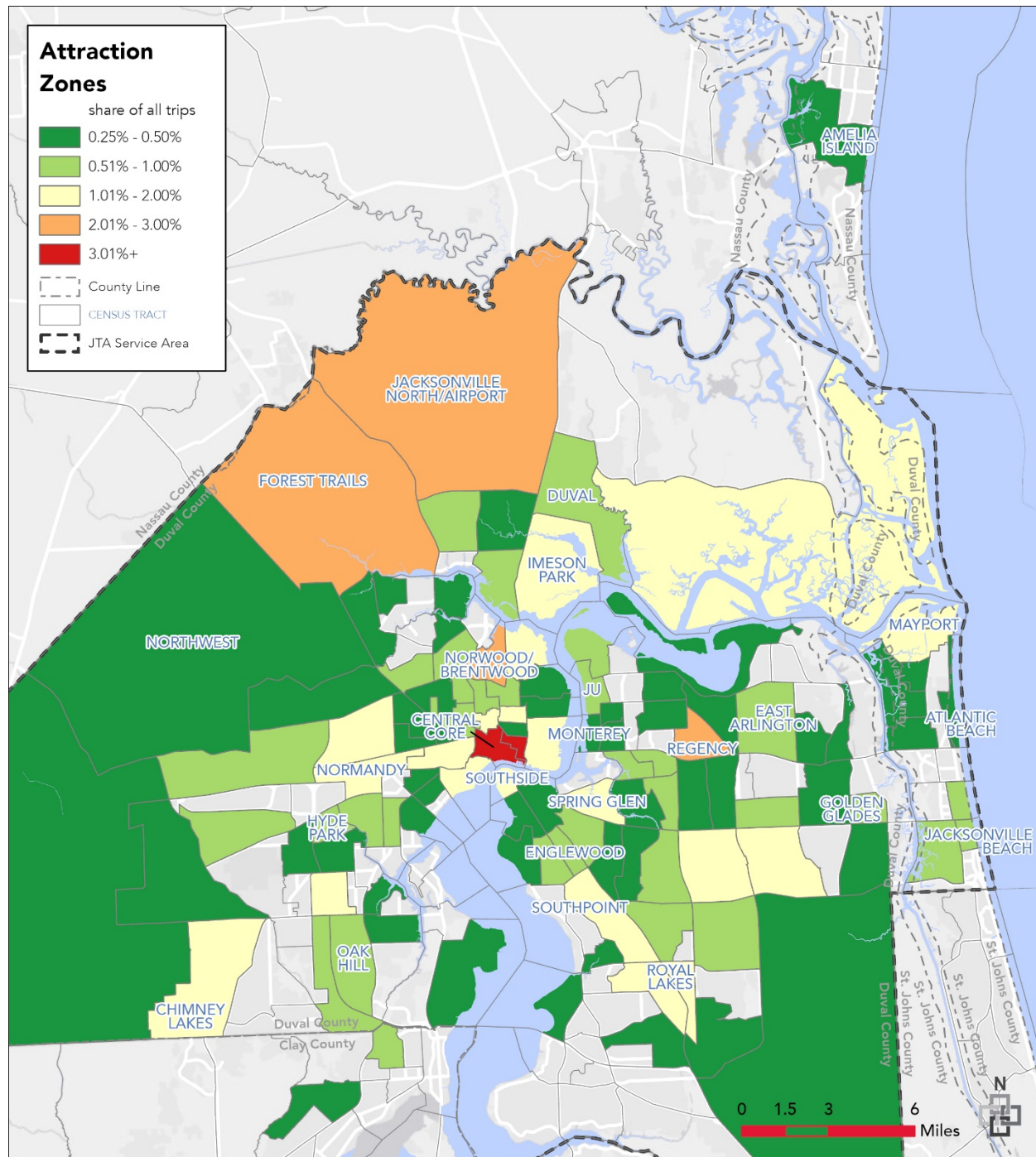




## Attraction ZIP Codes

**Figure 6** shows attraction zones across the study area that represented at least 0.25 percent of all trips. JTA trips are largely attracted to Downtown Jacksonville, in the Central Core and Cathedral neighborhoods. Other major attraction zones are Jacksonville North (home to JAX), Forest Trails, Norwood/Brentwood, and Regency. There are also some attraction zones in Nassau County (Amelia Island) and Clay County (Bellair-Meadowbrook Terrace).

Figure 6: Attraction Zones



### 3.3.4. MOST COMMON ORIGIN-DESTINATION PAIRS

Surveys that included both an origin and destination address were analyzed to determine the most common travel flows in the region.

**Figure 7** shows all origin-destination pairs that represented at least 0.25 percent of all fixed-route trips. Trips that started and ended in the same census tract are depicted as circles; trips that started and ended in different tracts are depicted as lines. The most significant travel flows include those within the Central Core and Cathedral neighborhoods and trips between the two. Most of the other most frequent travel flows start or end in the Central Core or in Jacksonville North, the tract containing JAX. There is also a high travel flow between Fort George Island and Mayport, which are linked by the JTA Ferry. In general, most travel goes to or from downtown or JAX.

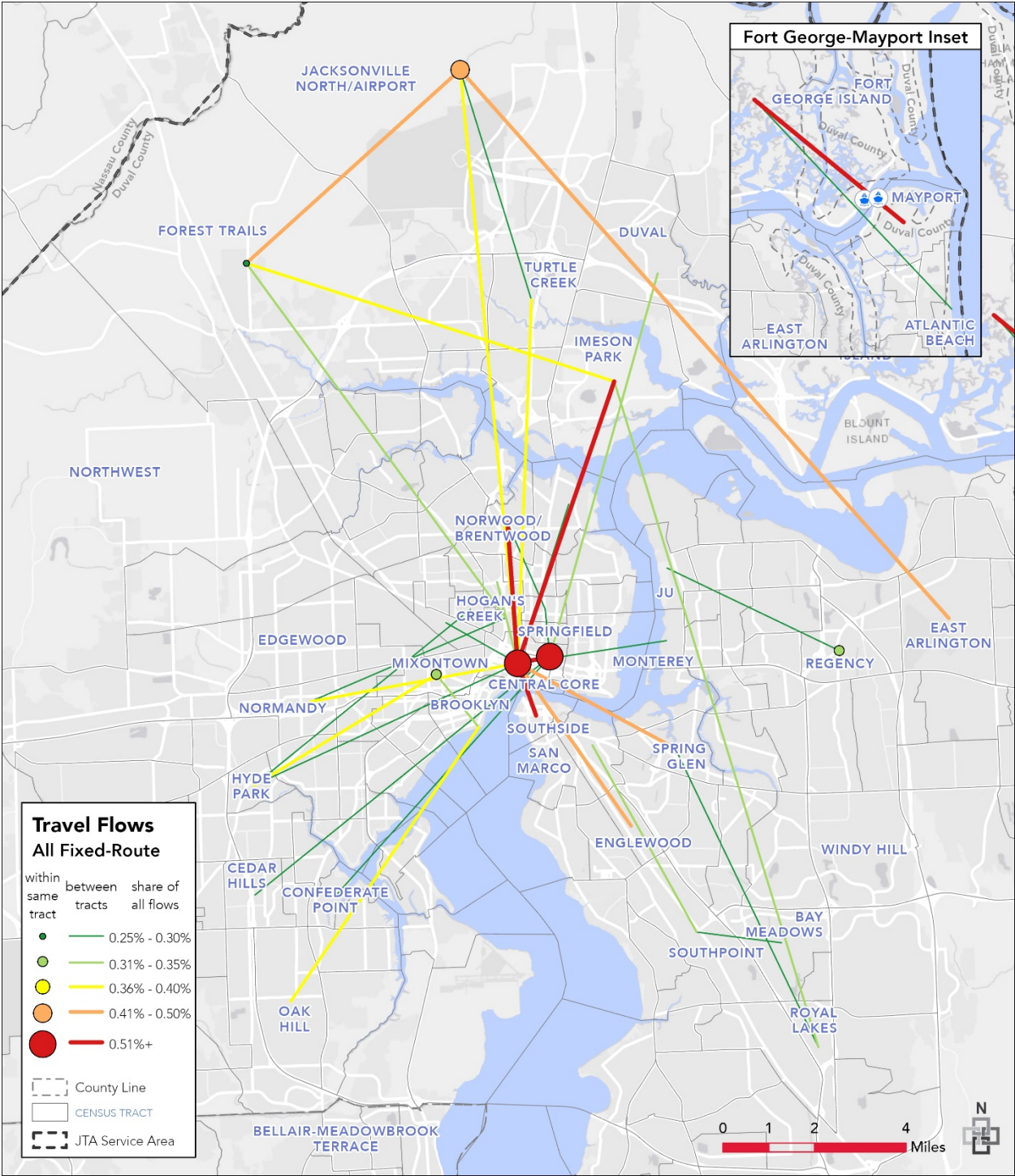
**Table 23** shows the top 10 origin-destination pairs systemwide and the percent of trips they accounted for. While the top origin-destination pair represents trips that began and ended in the Cathedral neighborhood, the Central Core appears most commonly on the top 10 list as the origin and/or destination of seven pairs.

No census tract in Clay County registers in the top travel flows systemwide. The most common travel flow involving a Clay County census tract (from Ribault to Bellair-Meadowbrook Terrace) represented 0.2 percent of all trips.

Table 23: Top 10 Origin-Destination Pairs Systemwide

Rank	Origin	Destination	Share of Unlinked Trips
1	Cathedral	Cathedral	1%
2	Imeson Park	Central Core	1%
3	Central Core	Central Core	1%
4	Cathedral	Central Core	1%
5	Norwood/Brentwood	Central Core	1%
6	Jacksonville North/Airport	East Arlington	1%
7	Spring Glen	Central Core	<1%
8	Jacksonville North/Airport	Jacksonville North/Airport	<1%
9	Jacksonville North/Airport	Forest Trails	<1%
10	Englewood	Central Core	<1%

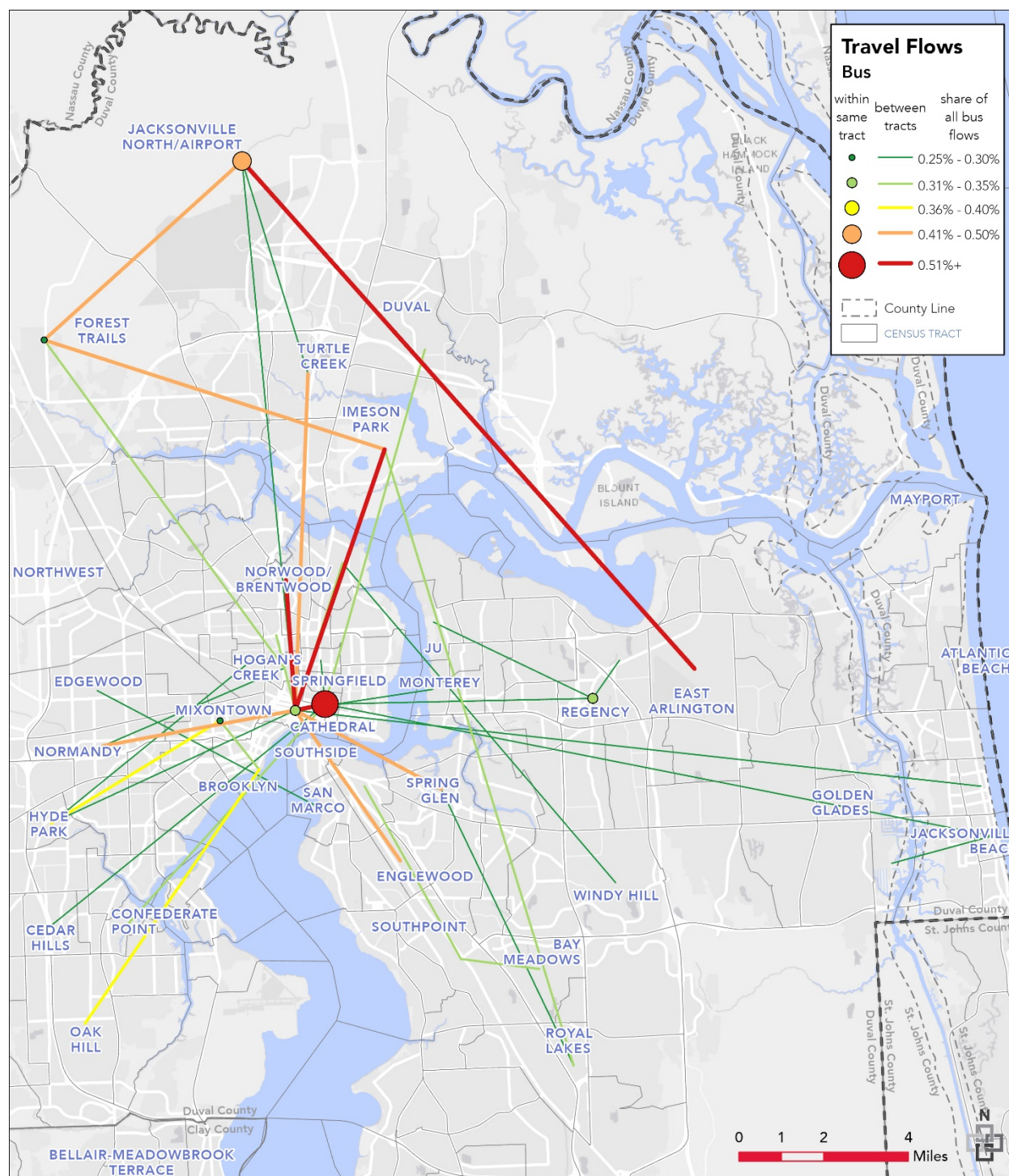
Figure 7: Fixed-Route Systemwide Travel Flows





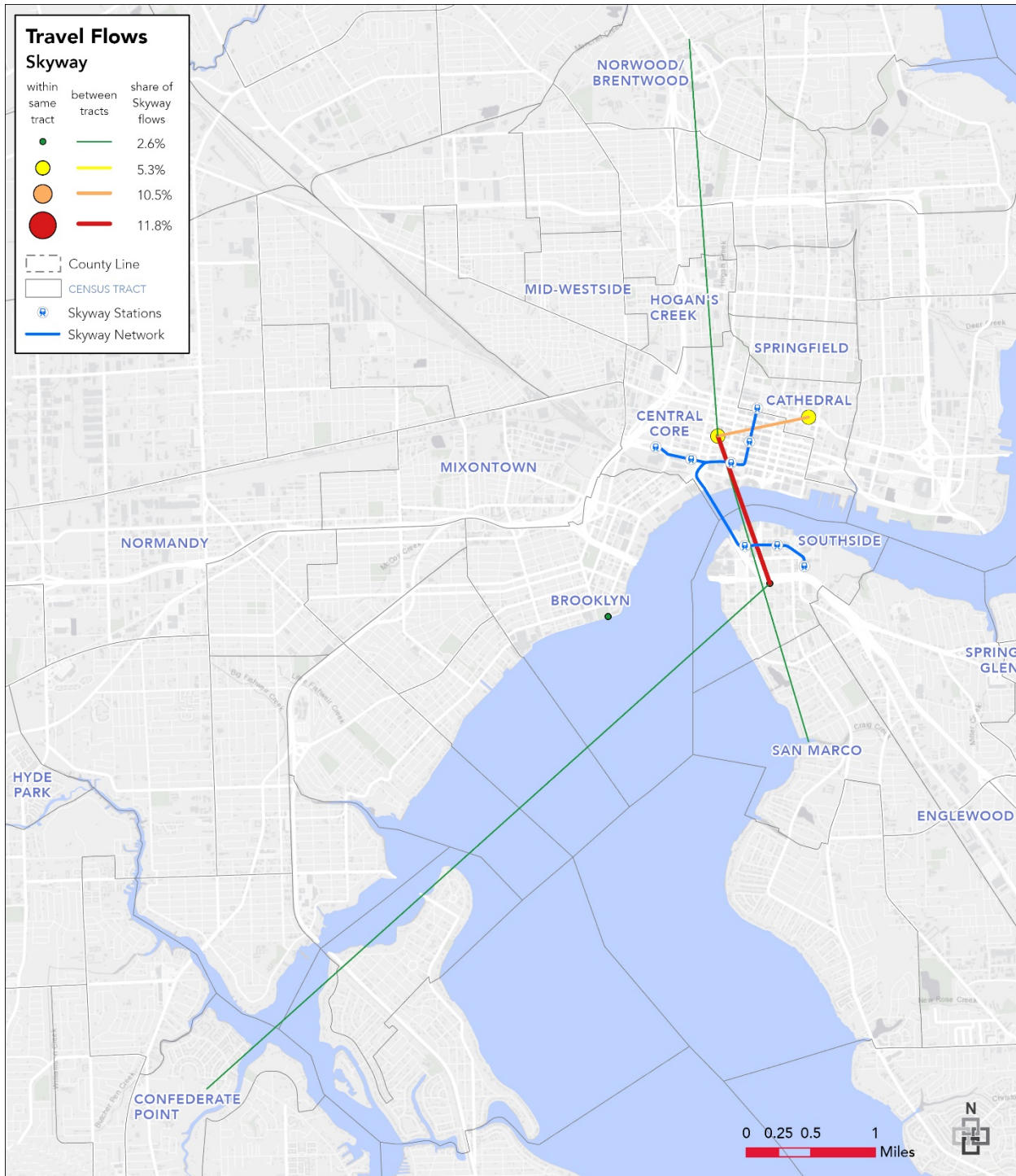
**Figure 8** shows all origin-destination pairs made on bus that represented at least 0.25 percent of all bus trips. Since bus trips represent the largest share of trips made on JTA services, this map resembles the systemwide travel flow map, with some key differences. Travel flows still predominantly start or end in Downtown, though there are far fewer flows entirely within the Central Core. A larger share of bus trips connect Jacksonville North with East Arlington. There are also some modest travel flows between Cathedral and the beach towns in the east.

Figure 8: Bus Travel Flows



**Figure 9** shows all origin-destination pairs made on the Skyway that represented at least 2 percent of all Skyway trips. Because the Skyway alignment spans just three census tracts, this map's extent is limited. By far the most common travel flow, representing nearly 12 percent of all Skyway trips, was between the Central Core and Southside. The next greatest share of trips was between the Central Core and Cathedral. Trips contained within the Central Core and within Cathedral were also significant flows. These data suggest that the Skyway predominantly serves trips that both begin and end near a Skyway station.

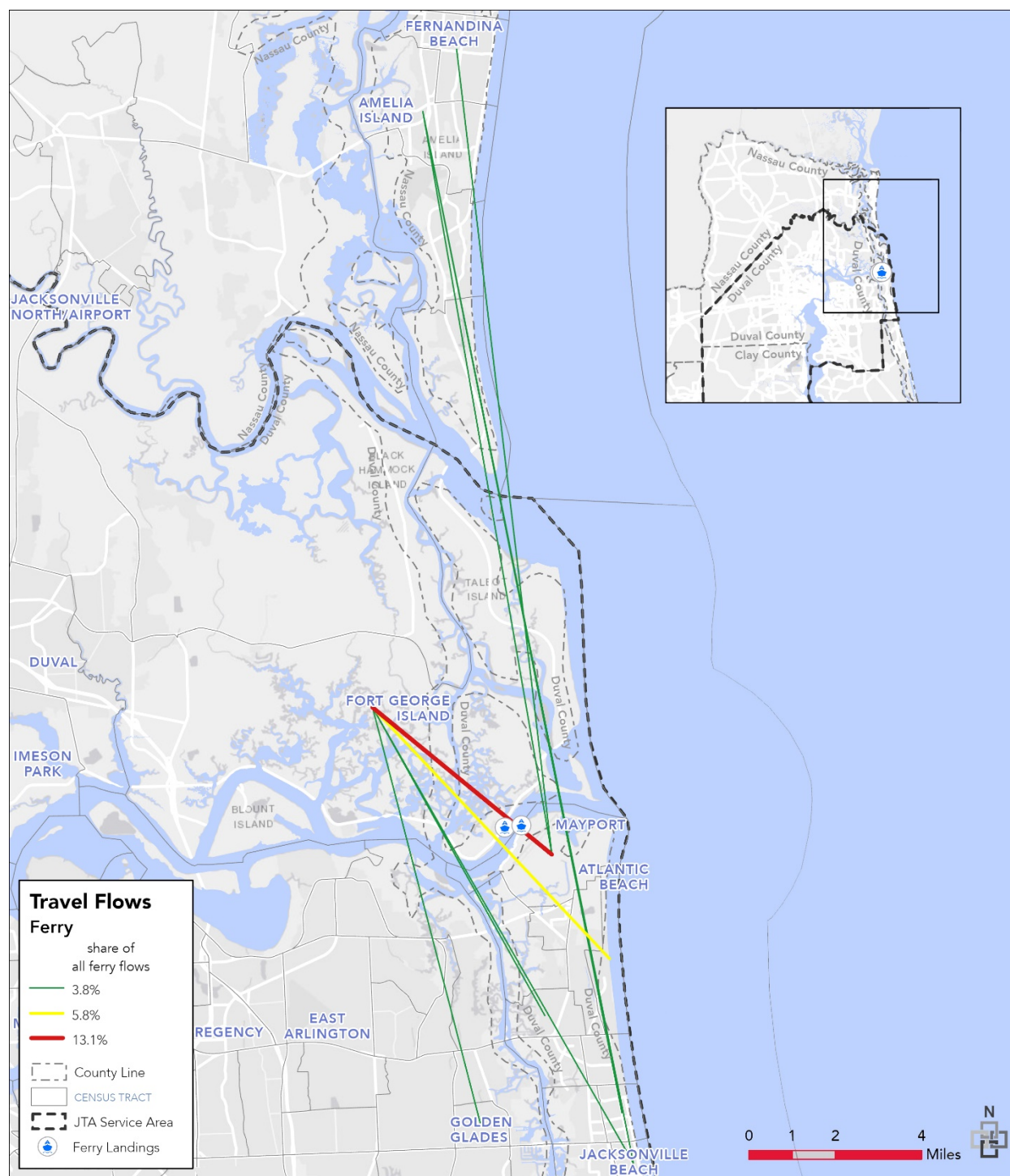
Figure 9: Skyway Travel Flows





**Figure 10** shows all origin-destination pairs made on the ferry that represented at least 2 percent of all ferry trips. Unsurprisingly, the largest travel flow made via ferry (representing 13 percent of all ferry trips) is the one connecting the census tracts with the two ferry landings, Fort George Island and Mayport. There is also a significant flow between Fort George Island and Atlantic Beach. Because the ferry is the only means of connecting Route A1A without taking a 20-mile diversion on I-295, there are also a number of travel flows connecting points in Nassau County, such as Fernandina Beach and Amelia Island, with the beaches in southeast Duval County.

Figure 10: Ferry Travel Flows



### 3.4. Access and Egress to Transit

Respondents were asked how they traveled to the point where they first boarded a JTA service, as well as how they reached their final destination after alighting from JTA service. This section summarizes their answers by mode.

#### 3.4.1. MODE OF ACCESS

**Table 24** breaks down the percent of all trips by the mode that was used to first access transit service. On a large majority of bus and Skyway trips, riders first accessed transit by walking or wheelchair. On bus trips, 87 percent of riders accessed JTA by walking or wheelchair, similar to the 84 percent of Skyway trips. The next most common access mode for both bus and Skyway was being dropped off by someone who drove, followed by biking. The only significant difference in access mode between bus, ferry, and Skyway is in the universal use of cars to access JTA ferry service. On ferry trips, 59 percent of passengers accessed JTA service by driving themselves, and 41 percent by driving with others.

Table 24: Percent of Trips by Mode Used to Access Transit

Access Mode	Bus	Ferry	Skyway	Fixed-Route Total
Walked/wheelchair only	87%	0%	84%	81%
Dropped off by someone who drove	7%	0%	11%	6%
Bicycle	4%	0%	3%	4%
Drove alone	<1%	59%	1%	4%
Drove with others	<1%	41%	0%	3%
Shuttle	<1%	0%	0%	<1%
Ride Hail (Uber, Lyft, Taxi, zTrip)	1%	0%	0%	1%
Other	<1%	<1%	1%	<1%

#### 3.4.2. MODE OF EGRESS

**Table 25** shows a breakdown of egress mode by JTA mode. The table shows the same general pattern as access by mode: car use to complete ferry trips, and frequent use of walking and wheelchair to complete bus and Skyway trips. On ferry trips, riders egressed JTA service exclusively by car, with 59 percent of passengers driving alone and 41 percent driving with others. Both bus and Skyway trips saw egress mostly by walking or wheelchair, at 89 percent and 97 percent of trips respectively. Riders were picked up by someone else on 5 percent of bus trips, and they biked after ending their transit trip on 4 percent of bus trips.

Access and egress modes are comparable across most fixed route services, with the exception of Skyway. Roughly equal proportions of bus and Skyway trips began with access by walking and wheelchair, by being dropped off, or by bike, which is not the case for egress mode. Almost all Skyway trips (97 percent) were egressed by walking and wheelchair, compared to 89 percent of bus trips. This may suggest almost all Skyway trips have destinations at or near their final transit stop, reinforcing the Skyway origin/destination visualization in **Figure 9**.

Table 25: Percent of Trips by Mode Used to Egress Transit

Egress Mode	Bus	Ferry	Skyway	Fixed-Route Total
Walked/wheelchair only	89%	0%	97%	84%
Picked up by someone	5%	0%	0%	4%
Bicycle	4%	0%	3%	4%
Drive alone	<1%	59%	0%	4%
Drive/ride with others	1%	41%	0%	3%

Egress Mode	Bus	Ferry	Skyway	Fixed-Route Total
Ride Hail (Uber, Lyft, Taxi, zTrip)	1%	0%	0%	1%
Other	<1%	0%	0%	<1%

### 3.4.3. AVERAGE DISTANCE TO TRANSIT

Riders were also asked how far they traveled to access and egress transit. In other words, riders were asked how far they traveled to reach their first transit stop from their origin, and how far they traveled to reach their destination from their final transit stop. **Table 26** and **Table 27** provide a breakdown of these responses by mode. Only riders who accessed or egressed transit by walking or wheelchair were asked to provide a distance estimate, so the tables in this section represent access or egress distance by walking or wheelchair.

There was little difference in distance to and from transit by mode. On both bus and Skyway, more than 80 percent of trips started or ended within less than a half mile of walking or wheelchair travel.

Table 26: Percent of Trips by Mode and Distance Traveled to Access Transit

Walking/Wheelchair Distance	Bus	Skyway	Fixed Route Total
<b>Less than 0.5 miles</b>	<b>81%</b>	<b>82%</b>	<b>81%</b>
<b>0.5 to less than 1 mile</b>	7%	8%	7%
<b>1 to less than 2 miles</b>	8%	5%	7%
<b>2 to less than 3 miles</b>	3%	4%	3%
<b>3 miles or more</b>	1%	1%	1%

Table 27: Percent of Trips by Mode and Distance Traveled to Egress Transit

Walking/Wheelchair Distance	Bus	Skyway	Systemwide Total
<b>Less than 0.5 miles</b>	<b>77%</b>	<b>71%</b>	<b>77%</b>
<b>0.5 to less than 1 mile</b>	7%	7%	7%
<b>1 to less than 2 miles</b>	7%	4%	6%
<b>2 to less than 3 miles</b>	2%	3%	2%
<b>3 miles or more</b>	1%	1%	1%

## 3.5. Transfers

JTA riders were asked which routes they were taking on their surveyed trip, in the exact order they used them. This provides information on which routes riders most commonly transfer between, as well as on the overall frequency of transfers. This section combines that information with responses to other survey items in order to discuss transfer behavior by mode and demographic categories.

### 3.5.1. RIDERS BY NUMBER OF TRANSFERS

Overall, transfers were quite common. Approximately, half of all trips involved at least one transfer, and 8 percent involved at least two. The trip and demographic information gathered through the survey allow more detailed breakdowns of transfer behavior, showing which types of trips involved more or fewer transfers.

**Table 28** provides a breakdown by mode. No ferry trips involved any transfers, reinforcing the conclusion from **Table 24** and **Table 25** that ferry riders almost universally drive directly to and from the ferry. Bus trips involved fewer transfers than Skyway trips. Almost a third (65 percent) of Skyway trips involved one or more transfers, significantly more than the 53 percent of bus trips involving at least one transfer. Overall, riders on non-ferry JTA services make use of multiple routes fairly frequently, especially on Skyway trips.



**Table 29** shows that trips by riders who are people of color or Hispanic involved more transfers than trips by white riders. A larger proportion of trips by people of color or Hispanic involved multiple transfers—55 percent of trips by those riders involved more than one transfer, compared to 42 percent of trips by white riders.

As summarized in **Table 30**, the survey also revealed significant differences in transfer activity by income. Of trips taken by riders earning over \$30,000, only 39 percent of trips included at least one transfer, compared to 56 percent of trips for riders earning below \$30,000.

Table 28: Percent of Trips by Number of Transfers and Mode

Number of Transfers	Bus	Ferry	Skyway	Fixed-Route Total
0	47%	100%	35%	49%
1	45%	0%	53%	43%
2	7%	0%	12%	7%
3 or More	1%	0%	0%	1%
<b>Net: 1 or More Transfers</b>	<b>53%</b>	<b>0%</b>	<b>65%</b>	<b>51%</b>
<b>Average Number of Transfers</b>	<b>0.6</b>	<b>0.0</b>	<b>0.8</b>	<b>0.6</b>

Table 29: Percent of Trips by Number of Transfers and Race/Ethnicity

Number of Transfers	White	People of Color and/or Hispanic	Fixed-Route Total
0	58%	45%	49%
1	36%	46%	43%
2	5%	8%	7%
3 or More	1%	1%	1%
<b>Net: 1 or More Transfers</b>	<b>42%</b>	<b>55%</b>	<b>51%</b>
<b>Average Number of Transfers</b>	<b>0.5</b>	<b>0.6</b>	<b>0.6</b>

Table 30: Percent of Trips by Number of Transfers and Household Income

Number of Transfers	Income <\$30,000	Income at Least \$30,000	Fixed-Route Total
0	44%	61%	49%
1	48%	34%	43%
2	7%	3%	7%
3 or More	1%	1%	1%
<b>Net: 1 or More Transfers</b>	<b>56%</b>	<b>39%</b>	<b>51%</b>
<b>Average Number of Transfers</b>	<b>0.7</b>	<b>0.5</b>	<b>0.6</b>

### 3.5.2. MOST FREQUENT TRANSFER PAIRS

Respondents provided the routes they took on their trip from start to finish (their “trip chain”). This section uses respondents’ trip chains to provide a more detailed breakdown of transfers on JTA services, including the most common transfer pairs.

As noted above, about half of all trips on JTA services involved at least one transfer. However, the breakdowns of the most common route transfer pairs in **Table 31** show that no single route pair dominates transfer activity (values in the table are rounded to the nearest percent). No route pair accounts for more than 2 percent of all

trips involving a transfer. All pairs in the table correspond to transfers that can be made at the Jacksonville Regional Transportation Center.

Table 31: Top 10 Route Transfer Pairs

Route Pair	Portion of all Trips Involving a Transfer
Route 1 and Route 5	<b>2%</b>
Route 1 and Route 3	2%
Route 3 and Route 13	1%
Route 109 (FCF Red) and Route 102 (FCF Green)	1%
Route 5 and Skyway	1%
Route 1 and Route 4	1%
Route 3 and Route 5	1%
Route 5 and Route 19	1%
Route 3 and Route 12	1%
Route 3 and Route 102 (FCF Green)	1%
Route 1 and Route 15	1%
Route 13 and Route 19	1%

Although no single route pair dominates transfer activity, some routes did produce and receive more transfer activity than others, overall. **Table 32** and **Table 33** demonstrate this with breakdowns of which routes riders transferred from (i.e. the most common routes taken immediately before a surveyed route) and which routes riders transferred to (i.e. the most common routes taken immediately after a surveyed route). Multiple routes that appear among the most common transfer pairs also appear in these breakdowns, such as Routes 1, 3, 4, 5, 19, and First Coast Flyer Green. Overall, Route 1 and Route 3 appear to be particularly common generators and recipients of transfers, including between each other.

Table 32: Top 10 Routes Riders Transferred From, To a Surveyed Bus Route

Route	Portion of all Transfers to Surveyed Route
1	<b>9%</b>
5	7%
3	6%
12	6%
19	5%
17	4%
8	4%
107 (FCF Blue)	4%
15	4%
13	4%
102 (FCF Green)	4%
11	4%

Table 33: Top 10 Routes Riders Transferred to, From a Surveyed Bus Route

Route	Portion of all Transfers from Surveyed Route
1	<b>8%</b>
3	7%
107 (FCF Blue)	6%
13	6%
102 (FCF Green)	5%
5	5%
12	5%
19	5%
8	4%
4	4%
15	4%
109 (FCF Red)	4%

**Table 34** and **Table 35** identify the routes that accounted for the most transfers to and from the Skyway. The exact ranking may be unreliable due to the low response count for every route-Skyway pair, but generally the tables show that there are some bus routes with more transfer activity to and from the Skyway. Route 1, for example, receives a large proportion of transfers from the Skyway, as do some of the other routes that appear in the previous transfer tables.

Table 34: Top 10 Routes Riders Transferred From, To Skyway

Route	Portion of all Transfers to Skyway
10	<b>14%</b>
3	10%
109 (FCF Red)	7%
27	7%
5	7%
16	7%
21	7%
12	7%
102 (FCF Green)	3%
17	3%
22	3%
4	3%

Table 35: Top 10 Routes Riders Transferred To, From Skyway

Route	Portion of all Transfers from Skyway
1	<b>12%</b>
13	10%
5	10%
32	7%
4	7%
12	7%
15	5%
3	5%
109 (FCF Red)	5%
10	5%
19	5%
107 (FCF Blue)	2%

### 3.6. Fare Information

The survey also included questions about how riders bought their fare and what type of fare they bought. This section analyzes the responses to those questions, broken down by mode and various demographic categories. Skyway is not included in this analysis, because it is free to ride. In other words, all percentages in this section are the percentage of non-Skyway trips. In addition, the proportions reported in this section will differ from farebox data, which is based on actual fare purchases. This report uses survey data, which is subject to self-report and response error.

#### 3.6.1. FARE PURCHASE METHOD

Riders have multiple fare payment options on JTA services, including cash on boarding, JTA's STAR card, the smartphone apps MyJTA and Token Transit, and offboard ticket purchases. Many riders, largely senior riders, also qualify for free fares. Some payment methods are limited by mode—ferry passes can be used on the ferry, and Connexion ticket books can only be used on JTA's Connexion paratransit service.

In general, there were notable differences in fare purchase method by mode, as well as by rider race/ethnicity, household income, transit dependency, and language spoken at home. **Table 36** and

Fare Purchase Method	Bus	Ferry	Fixed-Route Total
STAR Card	<b>34%</b>	1%	<b>32%</b>
Cash on Boarding	28%	<b>53%</b>	29%
MyJTA App	20%	12%	19%
Token Transit	2%	1%	2%
Ticket	2%	12%	1%
Credit Card (ferry only)	-	16%	1%
Ferry Pass (ferry only)	-	4%	<1%
Free (senior and other free)	13%	-	13%
Net: Other	2%	21%	3%

**Table 37** provides a breakdown of fare purchase method by mode, showing large differences in purchase method between bus and ferry trips. Some differences, such as with the ferry pass on the ferry and free senior fares on the bus, are due to mode restrictions for certain purchase methods.

However, other differences are apparent in purchase methods that can be used on both bus and ferry. In particular, more than half of all bus fares were purchased with either the STAR card or the MyJTA App, which respectively, made up 34 percent and 20 percent of bus fare purchases. Ferry trips, on the other hand, saw nearly no use of the STAR card, and 12 percent of ferry trips were purchased through MyJTA. Cash on boarding made up over half the fare payments on ferry at 53 percent of trips, and it made up an even larger portion of Connexion fare payments at 67 percent of trips.

Table 36: Percent of Trips by Fare Purchase Method and Mode

Fare Purchase Method	Bus	Ferry	Fixed-Route Total
STAR Card	<b>34%</b>	1%	<b>32%</b>
Cash on Boarding	28%	<b>53%</b>	29%
MyJTA App	20%	12%	19%
Token Transit	2%	1%	2%
Ticket	2%	12%	1%
Credit Card (ferry only)	-	16%	1%
Ferry Pass (ferry only)	-	4%	<1%
Free (senior and other free)	13%	-	13%
Net: Other	2%	-	3%

Table 37: Percent of Trips by Fare Purchase Method on Connexion

Fare Purchase Method	Connexion
STAR Card or Ticket	21%
Cash on Boarding	<b>67%</b>
MyJTA App	6%
Connexion Ticket Book	5%
Credit Card	1%
Free	<1%

**Table 38, Table 39, Table 40, Table 41, and Table 42** break down the same fare purchase methods by demographic categories. Differences are apparent by rider race/ethnicity, household income, transit dependency, and language spoken at home, but not by gender.

**Table 38** shows that fixed-route trips by people of color or Hispanic had higher STAR card use, while white riders had higher cash use. For both the MyJTA App and Token Transit there were no other statistically significant differences by race or ethnicity.

Table 38: Percent of Trips by Fare Purchase Method and Race/Ethnicity

Fare Purchase Method	White (Non-Hispanic)	People of Color and/or Hispanic	Fixed-Route Total
STAR Card	25%	35%	32%
Cash on Boarding	33%	29%	29%
MyJTA App	20%	19%	19%
Token Transit	1%	2%	2%
Ticket	2%	1%	1%
Free (senior and other free)	12%	12%	13%
Net: Other	6%	2%	3%

Table 39 shows a different pattern for Connexion trips, with more use of cash on boarding on trips by riders who are people of color or Hispanic and less use of STAR card. As with fixed-route trips, there was no significant difference in the use of the MyJTA App.

Table 39: Percent of Trips by Fare Purchase Method and Race/Ethnicity on Connexion

Fare Purchase Method	White (Non-Hispanic)	People of Color and/or Hispanic	Connexion Total
STAR Card or Ticket	31%	19%	21%
Cash on Boarding	54%	68%	67%
MyJTA App	6%	6%	6%
Connexion Ticket Book	7%	4%	5%
Credit Card	0%	1%	1%
Free	0%	<1%	<1%

Table 40 breaks down fare purchase method by income, which is associated with several notable differences. Trips by lower-income riders saw higher use of the STAR card (35 percent versus 19 percent), and a larger proportion of those trips (14 percent versus 5 percent) are free trips by senior riders. Purchase methods that were more common on trips by higher-income riders included cash, which was used on 40 percent of those trips compared to 27 percent of trips by lower-income riders. There was no significant difference by income in the use of the MyJTA App, but the higher use of the STAR card on trips by lower-income riders may be a result of the ability to use it to pay subsidized or reduced fares. Connexion trips showed no significant differences in fare purchase methods by income.

Table 40: Percent of Trips by Fare Purchase Method and Income

Fare Purchase Method	Income <\$30,000	Income at least \$30,000	Fixed-Route Total
STAR Card	35%	19%	32%
Cash on Boarding	27%	40%	29%
MyJTA App	20%	23%	19%
Token Transit	1%	1%	2%
Ticket	1%	3%	1%
Free (senior and other free)	14%	5%	13%
Net: Other	3%	8%	3%

**Table 41** shows several differences in fare purchase method by transit dependency. For purposes of this breakdown, riders whose households do not have a working car were classified as transit dependent, and all others were classified as non-transit dependent. Among trips by transit dependent riders, 35 percent of fares were purchased with cash on Boardings, followed closely by use of the MyJTA App (27 percent) and the STAR Card (26 percent). Trips by non-transit dependent riders involved more use of the STAR Card at 34 percent, followed by Cash on Boarding (28 percent).

Table 41: Percent of Trips by Fare Purchase Method and Transit Dependency

Fare Purchase Method	Transit Dependent	Non-Transit Dependent	Fixed-Route Total
STAR Card	26%	<b>34%</b>	<b>32%</b>
Cash on Boarding	<b>35%</b>	28%	29%
MyJTA App	27%	18%	19%
Token Transit	<1%	2%	2%
Ticket	1%	<b>2%</b>	1%
Free (senior and other free)	8%	14%	13%
Net: Other	3%	4%	3%

**Table 42** provides a breakdown of fare purchase method by language spoken at home. Trips by riders who speak a language other than English at home involved more use of STAR Card (30 percent), MyJTA App (28 percent), and cash on Boarding (22 percent). Trips by riders who only speak English at home involved more use of the STAR Card and cash on Boarding, at 32 and 31 percent of trips, respectively.

Table 42: Percent of Trips by Fare Purchase Method and Language Spoken at Home

Fare Purchase Method	English Exclusively	Non-English Speakers	Fixed-Route Total
STAR Card	<b>32%</b>	<b>30%</b>	<b>32%</b>
Cash on Boarding	31%	22%	29%
MyJTA App	18%	28%	19%
Token Transit	1%	4%	2%
Ticket	2%	0%	1%
Free (senior and other free)	12%	12%	13%
Net: Other	3%	5%	3%

Connexion trips showed no significant differences in fare purchase method either by transit dependency or by language.

### 3.6.2. REDUCED FARE USAGE

In addition to how they purchased their fares, riders were asked what type of fare they used. This section briefly discusses several breakdowns of the use of reduced fares by mode and demographic categories. Several types of reduced fare can be used on JTA services—riders can qualify for reduced or free fares if they are disabled, if they are seniors, or if they are recipients of various types of social assistance.

**Table 43** provides a breakdown of reduced fare use by mode, showing more reduced fare use on bus (8 percent of trips) than on ferry (3 percent of trips). Connexion showed the highest rate of reduced fare use, at 26 percent of trips. There were no differences identified by mode in the type of reduced fare used.

Table 43: Percent of Trips by Fare Type and Mode

Fare Type	Bus	Ferry	Fixed-Route Total	Connexion Total
Reduced	8%	3%	8%	26%
Full	92%	97%	92%	74%

There were no significant differences in the use of reduced fares by race/ethnicity, gender, or language. **Table 44** shows the expected difference by income: of trips by lower-income riders, 8% are reduced fare trips, compared to 2% among trips by higher-income riders. **Table 46** shows that there is also a significant difference by transit dependency, with 4% of trips by transit dependent riders involving a reduced fare compared to 9% of trips by non-transit dependent riders. This may suggest that trips by transit dependent riders are generally also trips by higher-income riders. The same breakdowns are provided for Connexion in **Table 45** and **Table 47**. Like the fixed-route tables, the Connexion tables show more reduced fare use on trips by lower-income riders and non-transit dependent riders, but with more reduced fare use overall.

Table 44: Percent of Trips by Fare Type and Income on Fixed-Route Services

Fare Type	Income <\$30,000	Income at least \$30,000	Fixed-Route Total
Reduced	8%	3%	8%
Full	92%	97%	92%

Table 45: Percent of Trips by Fare Type and Income on Connexion

Fare Type	Income <\$30,000	Income at least \$30,000	Connexion Total
Reduced	28%	10%	26%
Full	72%	90%	74%

Table 46: Percent of Trips by Fare Type and Transit Dependency on Fixed-Route Services

Fare Type	Transit Dependent	Non-Transit Dependent	Fixed-Route Total
Reduced	4%	9%	8%
Full	96%	91%	92%

Table 47: Percent of Trips by Fare Type and Transit Dependency on Connexion

Fare Type	Transit Dependent	Non-Transit Dependent	Connexion Total
Reduced	10%	29%	26%
Full	90%	71%	74%

Several types of reduced fare can be used on JTA services—riders can qualify for reduced or free fares if they are disabled, if they are seniors, or if they are recipients of various types of social assistance. However, there were no significant differences by race/ethnicity, gender, income, or language in the type of reduced fare used. The only significant difference was by transit dependency, broken down in **Table 48**. The table shows significantly more use of SSD/SSI fares on trips by non-transit dependent riders, at 56% of trips compared to 25% among transit dependent riders. No other differences are statistically significant, but it can be concluded



that all other types of reduced fare, taken together, are more commonly used on trips by transit dependent riders.

Table 48: Percent of Trips by Reduced Fare Type and Transit Dependency

Reduced Fare Type	Transit Dependent	Non-Transit Dependent	Fixed-Route Total
Social Security Disability or Social Security Income	25%	<b>56%</b>	<b>53%</b>
Senior	<b>39%</b>	22%	24%
Non-veteran With a Disability	23%	12%	13%
Veteran With a Disability	13%	5%	6%
Medicare Recipient	0%	3%	3%
Supplemental Nutrition Assistance Program	0%	1%	1%

The survey showed no significant differences by demographic category in the type of reduced fare used on Connexion trips.

# 4. KEY CONCLUSIONS

The study team conducted this origin-destination survey in the Spring of 2021 during the COVID-19 pandemic. The pandemic has significantly impacted JTA ridership, as was the case for transit providers across the country. Average weekday boardings during the survey were just below 20,000, compared to nearly 38,000 in 2019. While the survey provides valuable information on travel behavior and travel patterns, it is important to recognize the unusual circumstances under which this origin-destination survey was conducted.

## 4.1. Rider Profile

The survey allows JTA to produce a typical profile of its riders during the survey period:

- Nearly two-thirds of trips are taken by riders that identify as Black/African Americans.
- The median age of JTA riders (weighted by their unlinked trip) is 35 to 44. The largest age cohort of riders is 25 to 34 years of age.
- The median household income of riders is very low. Ninety-two percent of trips are taken by riders with a household income of less than \$40,000. Approximately a third of trips are taken by riders with an annual household income below \$10,000; this figure jumps to over half of trips for Skyway riders.
- About half of riders are employed full time.
- The vast majority of riders are native English speakers or speak English “very well”
- Nearly 70 percent of trips were taken by transit dependent riders, defined as those without access to a personal vehicle in their household.
- The vast majority of trips are taken by riders who utilize the system at least three times per week.
- Over eighty-five percent of JTA riders have a smartphone and a credit or debit card.

These findings emphasize the critical role JTA plays in providing mobility in low-income and communities of color. Many of the system’s riders do not have an alternative means of transportation and depend on the system for their basic mobility.

## 4.2. Travel Patterns

The vast majority of JTA trips were home-based, with 82 percent of trips being home based. Between modes there were some notable differences in trip type. Commute trips (home-based work, non-home-based-work and home-based school) account for half of trips on bus, but only a third of trips on ferry. Connexion, Skyway, and Ferry had considerably more trips to non-work destinations than fixed-route service overall.

JTA has decentralized travel patterns, with no pair of Census Tracts accounting for more than 1 percent of total trips. While the most common destination in the network is Downtown Jacksonville, the network also sees substantial travel flows that do not involve Downtown. One major draw for trips in the Jacksonville International Airport, which in addition to being an important travel hub is also a major employment destination.

Similarly, transfer patterns are highly decentralized. The study team looked at the rate of transfers between routes to identify any route pair that had a disproportionate number of transfers. No route pair accounts for more than 1 percent of trips in the system, even though half of JTA trips involved a transfer.

## 4.3. Payment

A plurality of trips are paid for by STAR Card, with paying for cash on board the second most common method of fare payment. Method of payment differs substantially by mode, with the majority of Ferry and Connexion

trips paid by cash. There are some differences in method of fare payment by sociodemographic group. Trips taken by people of color (including Hispanic of any race) are more likely to rely on the STAR Card over other methods of fare payment. Riders earning more than \$30,000 a year are more likely to pay for their trip with cash than those earning less than \$30,000 a year. Riders with a vehicle at home are more likely to pay by STAR than those without a car. Trips taken by those speaking a language other than English at home are more likely to rely on the JTA App and less likely to pay by cash on board than overall riders.

# APPENDIX 1:ROUTE PROFILES

# Route Profile: 1 North Main

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	6%
AM Peak (6am-9am)	18%
Midday (9am-3pm)	42%
PM Peak (3pm-6pm)	16%
Night (after 6pm)	17%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	45%	38%
Work	24%	27%
Social	14%	9%
Shopping/Rec.	9%	14%
Medical	2%	4%
School/College	3%	1%
All Other	3%	7%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	78%	84%
Picked Up/Dropped Off	8%	6%
Drive/Ride With Others	0%	1%
Drive Alone	1%	0%
Bike	7%	8%
Taxi or Ridehailing	2%	0%
zTrip	2%	1%
All Other	2%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	49%
2 Buses/Skyways/Ferries	43%
3 Buses/Skyways/Ferries	7%
4 or More Buses/Skyways/Ferries	0%
Routes Most Commonly Transferred To/From	4 5

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	32%
	STAR Card	37%
	Token Transit	3%
	Ticket	1%
	MyJTA App	13%
	Free	11%
	All Other Methods	3%
Payment Type	Cash	40%
	Single Ride or Stored Value	10%
	1-Day	16%
	3-Day	0%
	7-Day	19%
	31-Day	15%
	31-Day Youth	1%
	Full Fare	91%
	Reduced Fare	9%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	30%
6 Days Per Week	15%
5 Days Per Week	15%
4 Days Per Week	14%
3 Days Per Week	10%
2 Days Per Week	7%
1 Day Per Week or Less	9%
First Time Riding	0%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	1%
	19 to 24	15%
	25 to 34	23%
	35 to 44	13%
	45 to 54	15%
	55 to 64	20%
	65 or Older	12%
Gender	Male	60%
	Female	40%
	Other	0%
Race/Ethnicity	Asian	0%
	Black/African-American	67%
	White	24%
	Hispanic/Latino	1%
	Am. Indian/Alaska Native	0%
	Two or More	7%
	Other <sup>4</sup>	1%
Income Levels <sup>5</sup>	Less Than \$15,000	52%
	\$15,000 to less than \$25,000	28%
	\$25,000 to less than \$40,000	11%
	\$40,000 to less than \$75,000	9%
	\$75,000 to less than \$100,000	0%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	35%
	2	27%
	3	20%
	4	7%
	5 or More	12%
Lang. at Home	English	92%
	Spanish	3%
	Other	5%
English Prof. <sup>6</sup>	Very Well	99%
	Well	1%
	Less Than Well	0%
	Not At All	0%
Employment Status	Full-Time	44%
	Part-Time	23%
	Homemaker	0%
	Retired	12%
	Not Employed	21%
Student Status	Not a Student	90%
	K-12th Grade	3%
	Full or Part-Time College/University	7%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	87%
	No	13%
Credit Card Access <sup>8</sup>	Yes	85%
	No	15%
Auto Access <sup>9</sup>	Yes	33%
	No	67%
Driver's License <sup>10</sup>	Yes	46%
	No	54%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32218	32202	32208	32209	32206

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
1451	99	114

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

# Route Profile: 3 Moncrief

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	11%
AM Peak (6am-9am)	14%
Midday (9am-3pm)	38%
PM Peak (3pm-6pm)	25%
Night (after 6pm)	12%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	49%	38%
Work	18%	24%
Social	14%	10%
Shopping/Rec.	12%	22%
Medical	5%	4%
School/College	3%	0%
All Other	0%	3%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	95%	94%
Picked Up/Dropped Off	1%	4%
Drive/Ride With Others	0%	0%
Drive Alone	0%	0%
Bike	3%	1%
Taxi or Ridehailing	1%	1%
zTrip	0%	0%
All Other	0%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	51%
2 Buses/Skyways/Ferries	46%
3 Buses/Skyways/Ferries	4%
4 or More Buses/Skyways/Ferries	0%
Routes Most Commonly Transferred To/From	13

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	28%
	STAR Card	32%
	Token Transit	0%
	Ticket	1%
	MyJTA App	21%
	Free	16%
	All Other Methods	1%
Payment Type	Cash	32%
	Single Ride or Stored Value	11%
	1-Day	17%
	3-Day	6%
	7-Day	13%
	31-Day	21%
	31-Day Youth	0%
	Full Fare	93%
	Reduced Fare	7%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	36%
6 Days Per Week	9%
5 Days Per Week	23%
4 Days Per Week	5%
3 Days Per Week	13%
2 Days Per Week	6%
1 Day Per Week or Less	6%
First Time Riding	0%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	1%
	19 to 24	5%
	25 to 34	19%
	35 to 44	19%
	45 to 54	18%
	55 to 64	19%
	65 or Older	18%
Gender	Male	55%
	Female	45%
	Other	0%
Race/Ethnicity	Asian	0%
	Black/African-American	82%
	White	8%
	Hispanic/Latino	4%
	Am. Indian/Alaska Native	1%
	Two or More	5%
	Other <sup>4</sup>	0%
Income Levels <sup>5</sup>	Less Than \$15,000	58%
	\$15,000 to less than \$25,000	27%
	\$25,000 to less than \$40,000	14%
	\$40,000 to less than \$75,000	0%
	\$75,000 to less than \$100,000	2%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	29%
	2	26%
	3	15%
	4	12%
	5 or More	18%
Lang. at Home	English	88%
	Spanish	8%
	Other	5%
English Prof. <sup>6</sup>	Very Well	100%
	Well	0%
	Less Than Well	0%
	Not At All	0%
Employment Status	Full-Time	49%
	Part-Time	11%
	Homemaker	0%
	Retired	13%
	Not Employed	27%
Student Status	Not a Student	90%
	K-12th Grade	1%
	Full or Part-Time College/University	9%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	83%
	No	17%
Credit Card Access <sup>8</sup>	Yes	85%
	No	15%
Auto Access <sup>9</sup>	Yes	32%
	No	68%
Driver's License <sup>10</sup>	Yes	37%
	No	63%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32209	32218	32208	32206	32202

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
1449	81	117

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

# Route Profile: 4 Kings

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

## Demographics, Continued:

	Percentage
Household Size	
1	*
2	*
3	*
4	*
5 or More	*
Language Spoken at Home	
English	*

## Origins and Destinations

Home
Work
Social
Shopping/Rec.
Medical
School/College
All Other

<sup>1</sup>: Origins and destination categories include numerous categories in the survey, including university (students only), medical service/hospital, sightseeing/restaurant, shopping, airport (passengers only), etc.

## Route Access

Walk/
Wheelchair
Picked Up/
Dropped Off
Drive/Ride
With Others
Drive Alone
Bike
Taxi or
Ridehailing
zTrip
All Other

<sup>2</sup>: Access and egress methods include numerous categories in the survey, including wheelchair, bike, dropped off, dropped off, drove alone, with others and parked (e.g., similar ridehailing services), etc.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Am. Indian/Alaska Native	*
Two or More	*
Other <sup>4</sup>	*
Income Levels <sup>5</sup>	Percentage
Less Than \$15,000	*
\$15,000 to less than \$25,000	*
\$25,000 to less than \$40,000	*
\$40,000 to less than \$75,000	*
\$75,000 to less than \$100,000	*
\$100,000 or More	*

## This Route:

ZIP Codes	Recorded on This Route
	*

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
584	35	49

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.

Hawaiian or Pacific Islander or other races/ethnicities. If more numerous than \$10K, \$10K to \$20K, \$20K to less than \$25K, \$25K to \$40K, \$40K to less than \$100K or more. If no question on the survey: "none" were classified as "yes." If question on the survey: "How many cycles are available to you?" "none" were classified as "yes." If question on the survey: "How many cycles are available to you?" "none" were classified as "yes."



# Route Profile: 5 Park/Blanding

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	2%
AM Peak (6am-9am)	21%
Midday (9am-3pm)	35%
PM Peak (3pm-6pm)	20%
Night (after 6pm)	22%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	35%	49%
Work	31%	22%
Social	6%	6%
Shopping/Rec.	14%	15%
Medical	8%	4%
School/College	4%	3%
All Other	3%	1%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	86%	91%
Picked Up/Dropped Off	5%	5%
Drive/Ride With Others	0%	0%
Drive Alone	1%	0%
Bike	4%	4%
Taxi or Ridehailing	1%	0%
zTrip	1%	0%
All Other	1%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	46%
2 Buses/Skyways/Ferries	48%
3 Buses/Skyways/Ferries	5%
4 or More Buses/Skyways/Ferries	1%
Routes Most Commonly Transferred To/From	1

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	20%
	STAR Card	36%
	Token Transit	2%
	Ticket	0%
	MyJTA App	27%
	Free	14%
	All Other Methods	1%
Payment Type	Cash	27%
	Single Ride or Stored Value	3%
	1-Day	19%
	3-Day	9%
	7-Day	15%
	31-Day	25%
	31-Day Youth	1%
	Full Fare	94%
	Reduced Fare	6%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	29%
6 Days Per Week	12%
5 Days Per Week	27%
4 Days Per Week	9%
3 Days Per Week	13%
2 Days Per Week	8%
1 Day Per Week or Less	3%
First Time Riding	0%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	4%
	19 to 24	10%
	25 to 34	19%
	35 to 44	19%
	45 to 54	22%
	55 to 64	8%
	65 or Older	17%
Gender	Male	50%
	Female	49%
	Other	1%
Race/Ethnicity	Asian	0%
	Black/African-American	64%
	White	22%
	Hispanic/Latino	9%
	Am. Indian/Alaska Native	0%
	Two or More	4%
	Other <sup>4</sup>	1%
Income Levels <sup>5</sup>	Less Than \$15,000	31%
	\$15,000 to less than \$25,000	33%
	\$25,000 to less than \$40,000	26%
	\$40,000 to less than \$75,000	8%
	\$75,000 to less than \$100,000	2%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	36%
	2	26%
	3	14%
	4	16%
	5 or More	7%
Lang. at Home	English	84%
	Spanish	12%
	Other	5%
English Prof. <sup>6</sup>	Very Well	99%
	Well	1%
	Less Than Well	0%
	Not At All	0%
Employment Status	Full-Time	49%
	Part-Time	17%
	Homemaker	3%
	Retired	12%
	Not Employed	19%
Student Status	Not a Student	86%
	K-12th Grade	0%
	Full or Part-Time College/University	11%
	Other Student	3%
Smartphone Access <sup>7</sup>	Yes	85%
	No	15%
Credit Card Access <sup>8</sup>	Yes	82%
	No	18%
Auto Access <sup>9</sup>	Yes	26%
	No	74%
Driver's License <sup>10</sup>	Yes	56%
	No	44%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32210	32244	32202	32209	32206

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
1202	81	94

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).





# Route Profile: 10 Atlantic

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	6%
AM Peak (6am-9am)	12%
Midday (9am-3pm)	29%
PM Peak (3pm-6pm)	29%
Night (after 6pm)	24%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	37%	54%
Work	29%	20%
Social	10%	8%
Shopping/Rec.	16%	16%
Medical	6%	0%
School/College	2%	2%
All Other	0%	0%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	78%	82%
Picked Up/Dropped Off	6%	8%
Drive/Ride With Others	0%	0%
Drive Alone	0%	0%
Bike	10%	8%
Taxi or Ridehailing	4%	0%
zTrip	0%	0%
All Other	2%	2%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	49%
2 Buses/Skyways/Ferries	45%
3 Buses/Skyways/Ferries	4%
4 or More Buses/Skyways/Ferries	2%
Routes Most Commonly Transferred To/From	13

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	39%
	STAR Card	24%
	Token Transit	0%
	Ticket	0%
	MyJTA App	29%
	Free	2%
	All Other Methods	6%
Payment Type	Cash	41%
	Single Ride or Stored Value	7%
	1-Day	9%
	3-Day	0%
	7-Day	20%
	31-Day	24%
	31-Day Youth	0%
	Full Fare	98%
	Reduced Fare	2%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	35%
6 Days Per Week	6%
5 Days Per Week	24%
4 Days Per Week	12%
3 Days Per Week	8%
2 Days Per Week	12%
1 Day Per Week or Less	4%
First Time Riding	0%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	0%
	19 to 24	10%
	25 to 34	33%
	35 to 44	20%
	45 to 54	18%
	55 to 64	16%
	65 or Older	2%
Gender	Male	67%
	Female	33%
	Other	0%
Race/Ethnicity	Asian	4%
	Black/African-American	41%
	White	37%
	Hispanic/Latino	14%
	Am. Indian/Alaska Native	0%
	Two or More	4%
	Other <sup>4</sup>	0%
Income Levels <sup>5</sup>	Less Than \$15,000	47%
	\$15,000 to less than \$25,000	22%
	\$25,000 to less than \$40,000	16%
	\$40,000 to less than \$75,000	11%
	\$75,000 to less than \$100,000	4%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	20%
	2	24%
	3	31%
	4	8%
	5 or More	16%
Lang. at Home	English	84%
	Spanish	12%
	Other	4%
English Prof. <sup>6</sup>	Very Well	94%
	Well	4%
	Less Than Well	2%
	Not At All	0%
Employment Status	Full-Time	60%
	Part-Time	15%
	Homemaker	0%
	Retired	2%
	Not Employed	23%
Student Status	Not a Student	89%
	K-12th Grade	0%
	Full or Part-Time College/University	11%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	86%
	No	14%
Credit Card Access <sup>8</sup>	Yes	88%
	No	13%
Auto Access <sup>9</sup>	Yes	29%
	No	71%
Driver's License <sup>10</sup>	Yes	31%
	No	69%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32233	32211	32225	32246	32209

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
825	51	64

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).



# Route Profile: 13 Commonwealth/Lane

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	2%
AM Peak (6am-9am)	29%
Midday (9am-3pm)	24%
PM Peak (3pm-6pm)	27%
Night (after 6pm)	19%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	48%	42%
Work	29%	31%
Social	6%	10%
Shopping/Rec.	17%	8%
Medical	0%	6%
School/College	0%	0%
All Other	0%	3%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	90%	92%
Picked Up/Dropped Off	6%	3%
Drive/Ride With Others	0%	0%
Drive Alone	0%	2%
Bike	3%	3%
Taxi or Ridehailing	0%	0%
zTrip	0%	0%
All Other	0%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	41%
2 Buses/Skyways/Ferries	54%
3 Buses/Skyways/Ferries	5%
4 or More Buses/Skyways/Ferries	0%
Routes Most Commonly Transferred To/From	5

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	38%
	STAR Card	38%
	Token Transit	0%
	Ticket	0%
	MyJTA App	11%
	Free	13%
	All Other Methods	0%
Payment Type	Cash	37%
	Single Ride or Stored Value	4%
	1-Day	7%
	3-Day	7%
	7-Day	11%
	31-Day	31%
	31-Day Youth	2%
	Full Fare	94%
	Reduced Fare	6%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	34%
6 Days Per Week	5%
5 Days Per Week	23%
4 Days Per Week	10%
3 Days Per Week	11%
2 Days Per Week	7%
1 Day Per Week or Less	7%
First Time Riding	3%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	0%
	19 to 24	12%
	25 to 34	17%
	35 to 44	22%
	45 to 54	18%
	55 to 64	23%
	65 or Older	8%
Gender	Male	46%
	Female	54%
	Other	0%
Race/Ethnicity	Asian	0%
	Black/African-American	59%
	White	34%
	Hispanic/Latino	5%
	Am. Indian/Alaska Native	0%
	Two or More	0%
	Other <sup>4</sup>	2%
Income Levels <sup>5</sup>	Less Than \$15,000	65%
	\$15,000 to less than \$25,000	25%
	\$25,000 to less than \$40,000	8%
	\$40,000 to less than \$75,000	2%
	\$75,000 to less than \$100,000	0%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	32%
	2	33%
	3	7%
	4	11%
	5 or More	18%
Lang. at Home	English	90%
	Spanish	7%
	Other	3%
English Prof. <sup>6</sup>	Very Well	100%
	Well	0%
	Less Than Well	0%
	Not At All	0%
Employment Status	Full-Time	44%
	Part-Time	24%
	Homemaker	0%
	Retired	15%
	Not Employed	18%
Student Status	Not a Student	92%
	K-12th Grade	0%
	Full or Part-Time College/University	8%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	88%
	No	12%
Credit Card Access <sup>8</sup>	Yes	78%
	No	22%
Auto Access <sup>9</sup>	Yes	24%
	No	76%
Driver's License <sup>10</sup>	Yes	41%
	No	59%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32210	32209	32254	32204	32205

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
788	63	65

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

# Route Profile: 14 Edison

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

## Demographics, Continued:

	Percentage
Household Size	
1	*
2	*
3	*
4	*
5 or More	*
Language Spoken at Home	
English	*

## Origins and Destinations

Home
Work
Social
Shopping/Rec.
Medical
School/College
All Other

**1:** Origins and destination categories include numerous categories in the survey, including: university (students only), medical service/hospital, sightseeing/restaurant, shopping, airport (passengers only), etc.

## Route Access

Walk/
Wheelchair
Picked Up/
Dropped Off
Drive/Ride
With Others
Drive Alone
Bike
Taxi or
Ridehailing
zTrip
All Other

**2:** Access and egress methods include numerous categories in the survey, including: wheelchair, bike, dropped off, dropped off, drove alone, with others and parked (e.g., similar ridehailing services), etc.

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Am. Indian/Alaska Native	*
Two or More	*
Other <sup>4</sup>	*
Income Levels <sup>5</sup>	Percentage
Less Than \$15,000	*
\$15,000 to less than \$25,000	*
\$25,000 to less than \$40,000	*
\$40,000 to less than \$75,000	*
\$75,000 to less than \$100,000	*
\$100,000 or More	*

## This Route:

Zip Codes	Recorded on This Route
	*

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
309	20	24

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.

Hawaiian or Pacific Islander or other races/ethnicities. If more numerous than \$10K, \$10K to \$20K, \$20K to less than \$25K, \$25K to \$40K, \$40K to less than \$100K or more. If question on the survey: "Did you use a response to this question?" indicated they spoke English question on the survey: "How many devices (e.g., iPhone, Android, etc.)" If question on the survey: "Did you use a response to this question?" If question on the survey: "How many devices (e.g., iPhone, Android, etc.)" If question on the survey: "Did you use a response to this question?"



A1-11

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

		Percentage
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
at the	English	*

Home	
Work	
Social	
Shopping/Rec.	
Medical	
School/College	
All Other	

**1:** Origins and destination  
numerous categories in the  
university (students only)  
medical service/hospital  
sightseeing/restaurant, shopping  
airport (passengers only)

Walk/ Wheelchair	
Picked Up/ Dropped Off	
Drive/Ride With Others	
Drive Alone	
Bike	
Taxi or Ridehailing	
zTrip	
All Other	

**2:** Access and egress me  
numerous categories in t  
wheelchair, bike, dropped  
dropped off), drove alone  
with others and parked (o  
similar ridehailing service

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/ Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Am. Indian/Alaska Native	*
Two or More	*
Other <sup>4</sup>	*
Income Level <sup>5</sup>	Percentage
Less Than \$15,000	*
\$15,000 to less than \$25,000	*
\$25,000 to less than \$40,000	*
\$40,000 to less than \$75,000	*
\$75,000 to less than \$100,000	*
\$100,000 or More	*

Recorded on This Route

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
349	28	26

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

Hawaiian or Pacific  
Islander or other  
reported races/ethnicities.  
Less than \$10K, \$10K to  
less than \$20K, \$20K to less than \$25K,  
\$25K to less than \$40K, \$40K to less  
than \$60K, \$60K to less than \$100K or more.

g question on the survey.  
t a response to this  
o indicated they spoke

g question on the  
iPhone, Android, etc.)"  
g question on the survey:  
rd?"

tion on the survey: "How (cycles) are available to or "none" were classified as "yes."

question on the survey:

### This Route:

## Zip Codes



\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).



# Route Profile: 19 Arlington

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	11%
AM Peak (6am-9am)	18%
Midday (9am-3pm)	23%
PM Peak (3pm-6pm)	33%
Night (after 6pm)	15%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	45%	42%
Work	32%	21%
Social	6%	12%
Shopping/Rec.	12%	16%
Medical	1%	5%
School/College	0%	2%
All Other	4%	1%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	93%	94%
Picked Up/Dropped Off	5%	1%
Drive/Ride With Others	0%	0%
Drive Alone	0%	0%
Bike	2%	2%
Taxi or Ridehailing	0%	1%
zTrip	0%	0%
All Other	0%	1%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	45%
2 Buses/Skyways/Ferries	50%
3 Buses/Skyways/Ferries	2%
4 or More Buses/Skyways/Ferries	2%
Routes Most Commonly Transferred To/From	5 53 1 10 15

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	25%
	STAR Card	27%
	Token Transit	4%
	Ticket	0%
	MyJTA App	24%
	Free	18%
	All Other Methods	2%
Payment Type	Cash	28%
	Single Ride or Stored Value	11%
	1-Day	14%
	3-Day	3%
	7-Day	17%
	31-Day	25%
	31-Day Youth	3%
	Full Fare	96%
	Reduced Fare	4%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	28%
6 Days Per Week	17%
5 Days Per Week	28%
4 Days Per Week	11%
3 Days Per Week	11%
2 Days Per Week	1%
1 Day Per Week or Less	0%
First Time Riding	4%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	4%
	19 to 24	16%
	25 to 34	20%
	35 to 44	10%
	45 to 54	17%
	55 to 64	15%
	65 or Older	20%
Gender	Male	53%
	Female	47%
	Other	0%
Race/Ethnicity	Asian	1%
	Black/African-American	69%
	White	23%
	Hispanic/Latino	5%
	Am. Indian/Alaska Native	0%
	Two or More	1%
	Other <sup>4</sup>	1%
Income Levels <sup>5</sup>	Less Than \$15,000	53%
	\$15,000 to less than \$25,000	18%
	\$25,000 to less than \$40,000	21%
	\$40,000 to less than \$75,000	4%
	\$75,000 to less than \$100,000	5%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	39%
	2	22%
	3	17%
	4	11%
	5 or More	11%
Lang. at Home	English	92%
	Spanish	5%
	Other	2%
English Prof. <sup>6</sup>	Very Well	96%
	Well	3%
	Less Than Well	1%
	Not At All	0%
Employment Status	Full-Time	47%
	Part-Time	22%
	Homemaker	0%
	Retired	14%
	Not Employed	18%
Student Status	Not a Student	89%
	K-12th Grade	3%
	Full or Part-Time College/University	8%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	85%
	No	15%
Credit Card Access <sup>8</sup>	Yes	85%
	No	15%
Auto Access <sup>9</sup>	Yes	17%
	No	83%
Driver's License <sup>10</sup>	Yes	52%
	No	48%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route					
32211	32277	32206	32202	32204	32209

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
1043	84	79

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

		Percentage
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
at the	English	*

Home	
Work	
Social	
Shopping/Rec.	
Medical	
School/College	
All Other	

**1:** Origins and destination  
numerous categories in the  
university (students only)  
medical service/hospital  
sightseeing/restaurant, shopping  
airport (passengers only)

Walk/  
Wheelchair  
Picked Up/  
Dropped Off  
Drive/Ride  
With Others  
Drive Alone  
Bike  
Taxi or  
Ridehailing  
zTrip  
All Other

**2:** Access and egress methods included numerous categories in the survey (e.g., wheelchair, bike, dropped curb, dropped off), drove alone, with others and parked (e.g., similar ridehailing service).

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/ Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Am. Indian/Alaska Native	*
Two or More	*
Other <sup>4</sup>	*
Income Level <sup>5</sup>	Percentage
Less Than \$15,000	*
\$15,000 to less than \$25,000	*
\$25,000 to less than \$40,000	*
\$40,000 to less than \$75,000	*
\$75,000 to less than \$100,000	*
\$100,000 or More	*

Recorded on This Route

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
240	26	19

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

Hawaiian or Pacific  
ported races/ethnicities.  
more numerous  
ss than \$10K, \$10K to  
\$20K to less than \$25K,  
\$40K, \$40K to less  
\$100K or more.  
g question on the survey  
a response to this  
o indicated they spoke  
g question on the  
"Phone, Android, etc.)"  
g question on the survey:  
rd")  
tion on the survey: "How  
cycles) are available to  
r "none" were classified  
ied as "yes."  
question on the survey:

### This Route:

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

		Percentage
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
at the	English	*

Home	
Work	
Social	
Shopping/Rec.	
Medical	
School/College	
All Other	

**1:** Origins and destination  
numerous categories in the  
university (students only)  
medical service/hospital  
sightseeing/restaurant, shopping  
airport (passengers only)

Walk/ Wheelchair	
Picked Up/ Dropped Off	
Drive/Ride With Others	
Drive Alone	
Bike	
Taxi or Ridehailing	
zTrip	
All Other	

**2:** Access and egress me numerous categories in the wheelchair, bike, dropped (dropped off), drove alone with others and parked (a similar ridehailing service

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/ Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Am. Indian/Alaska Native	*
Two or More	*
Other <sup>4</sup>	*
Income Level <sup>5</sup>	Percentage
Less Than \$15,000	*
\$15,000 to less than \$25,000	*
\$25,000 to less than \$40,000	*
\$40,000 to less than \$75,000	*
\$75,000 to less than \$100,000	*
\$100,000 or More	*

Recorded on This Route

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
293	12	24

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

Hawaiian or Pacific  
Islander reported races/ethnicities.  
Less than \$10K, \$10K to  
less than \$20K, \$20K to less than \$25K,  
\$25K to \$40K, \$40K to less  
than \$60K, \$60K or more.

g question on the survey.  
t a response to this  
o indicated they spoke

g question on the  
iPhone, Android, etc.)"

tion on the survey: "How  
cycles) are available to  
r "none" were classified  
ified as "yes."

question on the survey:

### This Route:

## Zip Codes















\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

		Percentage
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
at the	English	*

Home	
Work	
Social	
Shopping/Rec.	
Medical	
School/College	
All Other	

**1:** Origins and destination  
numerous categories in the  
university (students only)  
medical service/hospital  
sightseeing/restaurant, shopping  
airport (passengers only)

Walk/  
Wheelchair  
Picked Up/  
Dropped Off  
Drive/Ride  
With Others  
Drive Alone  
Bike  
Taxi or  
Ridehailing  
zTrip  
All Other

**2:** Access and egress me  
numerous categories in t  
wheelchair, bike, dropped  
dropped off), drove alone  
with others and parked (o  
similar ridehailing service

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/ Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity		
	Am. Indian/Alaska Native	*
	Two or More	*
	Other <sup>4</sup>	*
Income Level <sup>5</sup>		
	Less Than \$15,000	*
	\$15,000 to less than \$25,000	*
	\$25,000 to less than \$40,000	*
	\$40,000 to less than \$75,000	*
	\$75,000 to less than \$100,000	*
	\$100,000 or More	*

Zip Codes  
Recorded on This Route

<b>Avg. Weekday Riders<sup>11</sup></b>	<b>Completed Surveys</b>	<b>Sampling Target</b>
107	21	9

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

Hawaiian or Pacific  
Islander or other  
reported races/ethnicities.

g question on the survey  
t a response to this  
o indicated they spoke

g question on the  
iPhone, Android, etc.)"  
g question on the survey:  
rd?"

tion on the survey: "How  
cycles) are available to  
r "none" were classified  
ified as "yes."

question on the survey:





\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).



# Route Profile: 53 Commonwealth/Cassat

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

## Fare Payment:

	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

## Demographics, Continued:

	Percentage
1	*
2	*
3	*
4	*
5 or More	*
English	*

## Origins and Destinations:

Home
Work
Social
Shopping/Rec.
Medical
School/College
All Other

1: Origins and destinations in numerous categories in the survey (students only, medical service/hospital, sightseeing/restaurant, airport (passengers only))

## Route Access:

Walk/
Wheelchair
Picked Up/
Dropped Off
Drive/Ride
With Others
Drive Alone
Bike
Taxi or
Ridehailing
zTrip
All Other

2: Access and egress methods in numerous categories in the survey (wheelchair, bike, dropped off, drove alone, with others and parked (similar ridehailing service))

## Number of Routes:

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Am. Indian/Alaska Native	*
	Two or More	*
	Other <sup>4</sup>	*
Income Levels <sup>5</sup>	Less Than \$15,000	*
	\$15,000 to less than \$25,000	*
	\$25,000 to less than \$40,000	*
	\$40,000 to less than \$75,000	*
	\$75,000 to less than \$100,000	*
	\$100,000 or More	*

This Route:
Zip Codes
Recorded on This Route

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
567	34	46

11: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.





\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

		Percentage
Payment Method <sup>3</sup>	Cash	*
	STAR Card	*
	Token Transit	*
	Ticket	*
	MyJTA App	*
	Free	*

		Percentage
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
at the	English	*

Home	
Work	
Social	
Shopping/Rec.	
Medical	
School/College	
All Other	

**1:** Origins and destination  
numerous categories in the  
university (students only)  
medical service/hospital  
sightseeing/restaurant, shopping  
airport (passengers only)

Walk/  
Wheelchair  
Picked Up/  
Dropped Off  
Drive/Ride  
With Others  
Drive Alone  
Bike  
Taxi or  
Ridehailing  
zTrip  
All Other

**2:** Access and egress methods included numerous categories in the survey: wheelchair, bike, dropped curb, dropped off), drove alone, with others and parked (for a similar ridehailing service).

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/ Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage	Count
Am. Indian/Alaska Native	0.0%	0
Two or More	0.0%	0
Other <sup>4</sup>	0.0%	0
Income Level <sup>5</sup>		
Less Than \$15,000	0.0%	0
\$15,000 to less than \$25,000	0.0%	0
\$25,000 to less than \$40,000	0.0%	0
\$40,000 to less than \$75,000	0.0%	0
\$75,000 to less than \$100,000	0.0%	0
\$100,000 or More	0.0%	0

Recorded on This Route

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
79	1	8

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

Hawaiian or Pacific  
Islander reported races/ethnicities.  
Income less than \$10K, \$10K to  
less than \$20K, \$20K to less than \$25K,  
\$25K to \$40K, \$40K to less  
than \$60K, \$60K or more.

g question on the survey.  
t a response to this  
o indicated they spoke

g question on the  
iPhone, Android, etc.)"

tion on the survey: "How  
cycles) are available to  
r "none" were classified  
ified as "yes."

question on the survey:

### This Route:

Zip Codes





# Route Profile: 85 Highlands

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

## Fare Payment:

Payment Method <sup>3</sup>	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

## Demographics, Continued:

	Percentage
Household Size	
1	*
2	*
3	*
4	*
5 or More	*
Language Spoken at Home	
English	*

## Origins and Destinations

Home
Work
Social
Shopping/Rec.
Medical
School/College
All Other

<sup>1</sup>: Origins and destination categories in this survey include: university (students only), medical service/hospital, sightseeing/restaurant, shopping, airport (passengers only)

## Route Access

Walk/
Wheelchair
Picked Up/
Dropped Off
Drive/Ride
With Others
Drive Alone
Bike
Taxi or
Ridehailing
zTrip
All Other

<sup>2</sup>: Access and egress methods include: wheelchair, bike, dropped off, drove alone, with others and parked (for similar ridehailing services)

## Number of Routes

Number of Routes	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	Percentage
Am. Indian/Alaska Native	*
Two or More	*
Other <sup>4</sup>	*
Income Levels <sup>5</sup>	Percentage
Less Than \$15,000	*
\$15,000 to less than \$25,000	*
\$25,000 to less than \$40,000	*
\$40,000 to less than \$75,000	*
\$75,000 to less than \$100,000	*
\$100,000 or More	*

## This Route:

ZIP Codes	Recorded on This Route
	*

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
21	2	2

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.

Hawaiian or Pacific Islander or other races/ethnicities. If more numerous than \$10K, \$10K to \$20K, \$20K to less than \$25K, \$25K to \$40K, \$40K to less than \$100K or more. If question on the survey: "Did you use a response to this question?" indicated they spoke English question on the survey: "Did you use a response to this question?" (iPhone, Android, etc.)" If question on the survey: "Did you use a response to this question?" (iPhone, Android, etc.)" If question on the survey: "Did you use a response to this question?" (iPhone, Android, etc.)"

# Route Profile: First Coast Flyer Green

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	2%
AM Peak (6am-9am)	5%
Midday (9am-3pm)	54%
PM Peak (3pm-6pm)	31%
Night (after 6pm)	8%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	37%	46%
Work	20%	19%
Social	10%	14%
Shopping/Rec.	22%	15%
Medical	10%	7%
School/College	0%	0%
All Other	0%	0%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	88%	90%
Picked Up/Dropped Off	7%	8%
Drive/Ride With Others	0%	2%
Drive Alone	0%	0%
Bike	0%	0%
Taxi or Ridehailing	2%	0%
zTrip	0%	0%
All Other	3%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	31%
2 Buses/Skyways/Ferries	46%
3 Buses/Skyways/Ferries	22%
4 or More Buses/Skyways/Ferries	2%
Routes Most Commonly Transferred To/From	12 FCF Blue 19 3 82

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	12%
	STAR Card	46%
	Token Transit	0%
	Ticket	0%
	MyJTA App	24%
	Free	17%
	All Other Methods	2%
Payment Type	Cash	9%
	Single Ride or Stored Value	9%
	1-Day	33%
	3-Day	11%
	7-Day	9%
	31-Day	29%
	31-Day Youth	0%
	Full Fare	81%
	Reduced Fare	19%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	34%
6 Days Per Week	7%
5 Days Per Week	26%
4 Days Per Week	9%
3 Days Per Week	10%
2 Days Per Week	7%
1 Day Per Week or Less	5%
First Time Riding	2%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	2%
	19 to 24	9%
	25 to 34	16%
	35 to 44	18%
	45 to 54	18%
	55 to 64	21%
	65 or Older	16%
Gender	Male	70%
	Female	30%
	Other	0%
Race/Ethnicity	Asian	0%
	Black/African-American	74%
	White	19%
	Hispanic/Latino	7%
	Am. Indian/Alaska Native	0%
	Two or More	0%
	Other <sup>4</sup>	0%
Income Levels <sup>5</sup>	Less Than \$15,000	62%
	\$15,000 to less than \$25,000	24%
	\$25,000 to less than \$40,000	9%
	\$40,000 to less than \$75,000	6%
	\$75,000 to less than \$100,000	0%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	48%
	2	24%
	3	11%
	4	11%
	5 or More	6%
Lang. at Home	English	88%
	Spanish	11%
	Other	2%
English Prof. <sup>6</sup>	Very Well	100%
	Well	0%
	Less Than Well	0%
	Not At All	0%
Employment Status	Full-Time	43%
	Part-Time	17%
	Homemaker	2%
	Retired	15%
	Not Employed	24%
Student Status	Not a Student	90%
	K-12th Grade	2%
	Full or Part-Time College/University	9%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	95%
	No	5%
Credit Card Access <sup>8</sup>	Yes	91%
	No	9%
Auto Access <sup>9</sup>	Yes	23%
	No	77%
Driver's License <sup>10</sup>	Yes	38%
	No	62%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route					
32218	32206	32256	32222	32202	32209
			32219		

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
914	59	86

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

		Percentage
Household Size	1	*
	2	*
	3	*
	4	*
	5 or More	*
at the	English	*

Home	
Work	
Social	
Shopping/Rec.	
Medical	
School/College	
All Other	

**1:** Origins and destination  
numerous categories in the  
university (students only)  
medical service/hospital  
sightseeing/restaurant, shopping  
airport (passengers only)

Walk/ Wheelchair	
Picked Up/ Dropped Off	
Drive/Ride With Others	
Drive Alone	
Bike	
Taxi or Ridehailing	
zTrip	
All Other	

**2:** Access and egress me  
numerous categories in t  
wheelchair, bike, dropped  
dropped off), drove alone  
with others and parked (o  
similar ridehailing service

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/ Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity		
	Am. Indian/Alaska Native	*
	Two or More	*
	Other <sup>4</sup>	*
Income Level <sup>5</sup>		
	Less Than \$15,000	*
	\$15,000 to less than \$25,000	*
	\$25,000 to less than \$40,000	*
	\$40,000 to less than \$75,000	*
	\$75,000 to less than \$100,000	*
	\$100,000 or More	*

Zip Codes  
Recorded on This Route

<b>Avg. Weekday Riders<sup>11</sup></b>	<b>Completed Surveys</b>	<b>Sampling Target</b>
690	41	59

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

**This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.**

Hawaiian or Pacific  
Islander or other  
reported races/ethnicities.

g question on the survey  
t a response to this  
o indicated they spoke

g question on the  
iPhone, Android, etc.)"  
g question on the survey:  
rd?"

tion on the survey: "How (cycles) are available to or "none" were classified as "yes."

question on the survey:

### This Route:

### Zip Codes



# Route Profile: First Coast Flyer Red

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	0%
AM Peak (6am-9am)	14%
Midday (9am-3pm)	33%
PM Peak (3pm-6pm)	16%
Night (after 6pm)	37%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	36%	51%
Work	44%	29%
Social	2%	6%
Shopping/Rec.	14%	10%
Medical	2%	2%
School/College	0%	0%
All Other	2%	2%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	70%	80%
Picked Up/Dropped Off	12%	6%
Drive/Ride With Others	0%	0%
Drive Alone	0%	0%
Bike	16%	14%
Taxi or Ridehailing	0%	0%
zTrip	0%	0%
All Other	2%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	51%
2 Buses/Skyways/Ferries	47%
3 Buses/Skyways/Ferries	2%
4 or More Buses/Skyways/Ferries	0%
Routes Most Commonly Transferred To/From	FCF Green

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	29%
	STAR Card	47%
	Token Transit	0%
	Ticket	2%
	MyJTA App	20%
	Free	2%
	All Other Methods	0%
Payment Type	Cash	26%
	Single Ride or Stored Value	4%
	1-Day	15%
	3-Day	11%
	7-Day	17%
	31-Day	26%
	31-Day Youth	2%
	Full Fare	92%
	Reduced Fare	8%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	41%
6 Days Per Week	10%
5 Days Per Week	31%
4 Days Per Week	4%
3 Days Per Week	4%
2 Days Per Week	8%
1 Day Per Week or Less	2%
First Time Riding	0%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	2%
	19 to 24	12%
	25 to 34	30%
	35 to 44	18%
	45 to 54	24%
	55 to 64	12%
	65 or Older	2%
Gender	Male	66%
	Female	34%
	Other	0%
Race/Ethnicity	Asian	2%
	Black/African-American	42%
	White	44%
	Hispanic/Latino	10%
	Am. Indian/Alaska Native	2%
	Two or More	0%
	Other <sup>4</sup>	0%
Income Levels <sup>5</sup>	Less Than \$15,000	34%
	\$15,000 to less than \$25,000	25%
	\$25,000 to less than \$40,000	23%
	\$40,000 to less than \$75,000	18%
	\$75,000 to less than \$100,000	0%
	\$100,000 or More	0%

## Demographics, Continued:

		Percentage
Household Size	1	31%
	2	18%
	3	20%
	4	18%
	5 or More	12%
Lang. at Home	English	84%
	Spanish	10%
	Other	6%
English Prof. <sup>6</sup>	Very Well	98%
	Well	0%
	Less Than Well	2%
	Not At All	0%
Employment Status	Full-Time	73%
	Part-Time	12%
	Homemaker	0%
	Retired	2%
	Not Employed	12%
Student Status	Not a Student	94%
	K-12th Grade	2%
	Full or Part-Time College/University	4%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	92%
	No	8%
Credit Card Access <sup>8</sup>	Yes	96%
	No	4%
Auto Access <sup>9</sup>	Yes	38%
	No	63%
Driver's License <sup>10</sup>	Yes	47%
	No	53%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32206	32246	32208	32211	32224

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
980	50	85

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).



\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

A1-41

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).



# Route Profile: CCT Red

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	*
AM Peak (6am-9am)	*
Midday (9am-3pm)	*
PM Peak (3pm-6pm)	*
Night (after 6pm)	*

## Fare Payment:

	Percentage
Cash	*
STAR Card	*
Token Transit	*
Ticket	*
MyJTA App	*
Free	*

## Demographics, Continued:

	Percentage
1	*
2	*
3	*
4	*
5 or More	*
English	*

## Origins and Destinations:

Home
Work
Social
Shopping/Rec.
Medical
School/College
All Other

1: Origins and destination categories in the survey include: university (students only), medical service/hospital, sightseeing/restaurant, shopping, airport (passengers only)

## Route Access:

Walk/
Wheelchair
Picked Up/
Dropped Off
Drive/Ride
With Others
Drive Alone
Bike
Taxi or
Ridehailing
zTrip
All Other

2: Access and egress methods include: wheelchair, bike, dropped off, dropped off, drove alone, with others and parked (similar ridehailing service)

## Number of Routes:

	Transfer Percentage
1 Bus/Skyway/Ferry	*
2 Buses/Skyways/Ferries	*
3 Buses/Skyways/Ferries	*
4 or More Buses/Skyways/Ferries	*
Routes Most Commonly Transferred To/From	*

Race/Ethnicity	
Am. Indian/Alaska Native	*
Two or More	*
Other <sup>4</sup>	*
Income Levels <sup>5</sup>	
Less Than \$15,000	*
\$15,000 to less than \$25,000	*
\$25,000 to less than \$40,000	*
\$40,000 to less than \$75,000	*
\$75,000 to less than \$100,000	*
\$100,000 or More	*

This Route:
Zip Codes
Recorded on This Route

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
20	1	1

11: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

This route had fewer than 50 responses, so statistics are not shown due to the high margin of error.

# Route Profile: Ferry

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	0%
AM Peak (6am-9am)	14%
Midday (9am-3pm)	52%
PM Peak (3pm-6pm)	26%
Night (after 6pm)	7%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	26%	29%
Work	28%	29%
Social	3%	7%
Shopping/Rec.	42%	30%
Medical	0%	3%
School/College	0%	0%
All Other	1%	1%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	0%	0%
Picked Up/Dropped Off	0%	0%
Drive/Ride With Others	41%	41%
Drive Alone	59%	59%
Bike	0%	0%
Taxi or Ridehailing	0%	0%
zTrip	0%	0%
All Other	0%	0%

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	100%
2 Buses/Skyways/Ferries	0%
3 Buses/Skyways/Ferries	0%
4 or More Buses/Skyways/Ferries	0%
Routes Most Commonly Transferred To/From	*

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	53%
	STAR Card	1%
	Token Transit	1%
	Ticket	12%
	MyJTA App	12%
	Free	0%
	All Other Methods	21%
Payment Type	Pedestrian or Bicycle	0%
	Motorcycle	0%
	Car	85%
	Truck, Bus, or RV	15%
	Full Fare	97%
	Reduced Fare	3%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	0%
6 Days Per Week	3%
5 Days Per Week	19%
4 Days Per Week	3%
3 Days Per Week	4%
2 Days Per Week	4%
1 Day Per Week or Less	26%
First Time Riding	40%

## Demographics:

		Percentage
Age	Under 16	0%
	16 to 18	3%
	19 to 24	5%
	25 to 34	9%
	35 to 44	21%
	45 to 54	23%
	55 to 64	18%
	65 or Older	21%
Gender	Male	69%
	Female	31%
	Other	0%
Race/Ethnicity	Asian	1%
	Black/African-American	10%
	White	84%
	Hispanic/Latino	0%
	Am. Indian/Alaska Native	0%
	Two or More	3%
	Other <sup>4</sup>	1%
Income Levels <sup>5</sup>	Less Than \$15,000	0%
	\$15,000 to less than \$25,000	0%
	\$25,000 to less than \$40,000	13%
	\$40,000 to less than \$75,000	40%
	\$75,000 to less than \$100,000	13%
	\$100,000 or More	33%

## Demographics, Continued:

		Percentage
Household Size	1	11%
	2	38%
	3	21%
	4	23%
	5 or More	6%
Lang. at Home	English	93%
	Spanish	3%
	Other	4%
English Prof. <sup>6</sup>	Very Well	97%
	Well	3%
	Less Than Well	0%
	Not At All	0%
Employment Status	Full-Time	71%
	Part-Time	4%
	Homemaker	4%
	Retired	19%
	Not Employed	2%
Student Status	Not a Student	92%
	K-12th Grade	0%
	Full or Part-Time College/University	8%
	Other Student	0%
Smartphone Access <sup>7</sup>	Yes	100%
	No	0%
Credit Card Access <sup>8</sup>	Yes	99%
	No	1%
Auto Access <sup>9</sup>	Yes	100%
	No	0%
Driver's License <sup>10</sup>	Yes	100%
	No	0%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32034	32250	32225	32226	32233

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
1103	69	105

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

# Route Profile: Skyway

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period	
Early (before 6am)	0%
AM Peak (6am-9am)	16%
Midday (9am-3pm)	54%
PM Peak (3pm-6pm)	21%
Night (after 6pm)	9%

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	27%	37%
Work	28%	16%
Social	13%	21%
Shopping/Rec.	16%	15%
Medical	4%	1%
School/College	0%	1%
All Other	13%	9%

**1:** Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair	84%	97%
Picked Up/Dropped Off	11%	0%
Drive/Ride With Others	0%	0%
Drive Alone	1%	0%
Bike	3%	3%
Taxi or Ridehailing	0%	0%
zTrip	0%	0%
All Other	1%	0%

**2:** Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	35%
2 Buses/Skyways/Ferries	53%
3 Buses/Skyways/Ferries	12%
4 or More Buses/Skyways/Ferries	0%
Routes Most Commonly Transferred To/From	10 1

## Fare Payment:

	Percentage
Cash	0%
STAR Card	0%
Token Transit	0%
Ticket	0%
MyJTA App	0%
Free	100%
All Other Methods	0%

Payment Method <sup>3</sup>	Percentage
Cash	0%
Single Ride or Stored Value	0%
1-Day	0%
3-Day	0%
7-Day	0%
31-Day	0%
31-Day Youth	0%
Full Fare	100%
Reduced Fare	0%

**Not asked on the Skyway survey since fares are free.**

**3:** Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	42%
6 Days Per Week	8%
5 Days Per Week	11%
4 Days Per Week	14%
3 Days Per Week	12%
2 Days Per Week	2%
1 Day Per Week or Less	8%
First Time Riding	4%

## Demographics:

	Percentage
Under 16	0%
16 to 18	0%
19 to 24	6%
25 to 34	25%
35 to 44	23%
45 to 54	20%
55 to 64	20%
65 or Older	5%

Age	Percentage
Male	72%
Female	28%
Other	0%

Gender	Percentage
Male	72%
Female	28%
Other	0%

Race/Ethnicity	Percentage
Asian	2%
Black/African-American	56%
White	29%
Hispanic/Latino	3%
Am. Indian/Alaska Native	2%
Two or More	6%
Other <sup>4</sup>	1%

Income Levels <sup>5</sup>	Percentage
Less Than \$15,000	65%
\$15,000 to less than \$25,000	14%
\$25,000 to less than \$40,000	12%
\$40,000 to less than \$75,000	5%
\$75,000 to less than \$100,000	2%
\$100,000 or More	1%

## Demographics, Continued:

	Percentage
Household Size	1 51%
	2 19%
	3 10%
	4 7%
	5 or More 13%
Lang. at Home	English 90%
	Spanish 6%
	Other 3%
English Prof. <sup>6</sup>	Very Well 99%
	Well 0%
	Less Than Well 1%
	Not At All 0%
Employment Status	Full-Time 44%
	Part-Time 18%
	Homemaker 0%
	Retired 6%
	Not Employed 32%
Student Status	Not a Student 92%
	K-12th Grade 0%
	Full or Part-Time College/University 8%
	Other Student 0%
Smartphone Access <sup>7</sup>	Yes 82%
	No 18%
Credit Card Access <sup>8</sup>	Yes 84%
	No 16%
Auto Access <sup>9</sup>	Yes 27%
	No 73%
Driver's License <sup>10</sup>	Yes 42%
	No 58%

**4:** Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

**5:** Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

**6:** English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

**7:** Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

**8:** Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

**9:** Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

**10:** Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route				
32202	32207	32210	32209	32206

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
1087	94	102

**11:** Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

# Route Profile: Connexion

\*Statistics with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period		
Early (before 6am)		Not asked on the Connexion survey.
AM Peak (6am-9am)		
Midday (9am-3pm)		
PM Peak (3pm-6pm)		
Night (after 6pm)		

## Origins and Destinations:

	Origin Percentage <sup>1</sup>	Destination Percentage <sup>1</sup>
Home	69%	20%
Work	3%	12%
Social	4%	8%
Shopping/Rec.	6%	8%
Medical	15%	45%
School/College	4%	3%
All Other	0%	4%

<sup>1</sup>: Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

## Route Access and Egress:

	Access Method Percentage <sup>2</sup>	Egress Method Percentage <sup>2</sup>
Walk/Wheelchair		Not asked on the Connexion survey.
Picked Up/Dropped Off		
Drive/Ride With Others		
Drive Alone		
Bike		
Taxi or Ridehailing		
zTrip		
All Other		

<sup>2</sup>: Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

## Number of Routes Taken:

	Transfer Percentage
1 Bus/Skyway/Ferry	No respondents transferred to/from Connexion to another JTA service.
2 Buses/Skyways/Ferries	
3 Buses/Skyways/Ferries	
4 or More Buses/Skyways/Ferries	
Routes Most Commonly Transferred To/From	

## Fare Payment:

		Percentage
Payment Method <sup>3</sup>	Cash	67%
	STAR Card	21%
	Token Transit	0%
	Connexion Ticket Book	5%
	MyJTA App	6%
	Free	<1%
	All Other Methods	1%
Payment Type	Cash	75%
	Single Ride or Stored Value	15%
	1-Day	4%
	3-Day	2%
	7-Day	1%
	31-Day	3%
	31-Day Youth	0%
	Full Fare	74%
	Reduced Fare	26%

<sup>3</sup>: Fare payment methods are consolidated from more numerous categories in the survey: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other, ferry fare, ticket, and other. Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

## Frequency of JTA Use:

	Percentage
7 Days Per Week	3%
6 Days Per Week	2%
5 Days Per Week	16%
4 Days Per Week	9%
3 Days Per Week	32%
2 Days Per Week	11%
1 Day Per Week or Less	26%
First Time Riding	1%

## Demographics:

		Percentage
Age	Under 16	2%
	16 to 18	1%
	19 to 24	5%
	25 to 34	9%
	35 to 44	10%
	45 to 54	11%
	55 to 64	21%
	65 or Older	42%
Gender	Male	38%
	Female	62%
	Other	0%
Race/Ethnicity	Asian	1%
	Black/African-American	68%
	White	24%
	Hispanic/Latino	1%
	Am. Indian/Alaska Native	1%
	Two or More	4%
	Other <sup>4</sup>	<1%
Income Levels <sup>5</sup>	Less Than \$15,000	59%
	\$15,000 to less than \$25,000	24%
	\$25,000 to less than \$40,000	13%
	\$40,000 to less than \$75,000	2%
	\$75,000 to less than \$100,000	<1%
	\$100,000 or More	1%

## Demographics, Continued:

		Percentage
Household Size	1	48%
	2	28%
	3	13%
	4	7%
	5 or More	4%
Lang. at Home	English	95%
	Spanish	2%
	Other	5%
English Prof. <sup>6</sup>	Very Well	99%
	Well	<1%
	Less Than Well	<1%
	Not At All	1%
Employment Status	Full-Time	4%
	Part-Time	15%
	Homemaker	2%
	Retired	39%
	Not Employed	39%
Student Status	Not a Student	93%
	K-12th Grade	3%
	Full or Part-Time College/University	3%
	Other Student	<1%
Smartphone Access <sup>7</sup>	Yes	71%
	No	29%
Credit Card Access <sup>8</sup>	Yes	79%
	No	21%
Auto Access <sup>9</sup>	Yes	71%
	No	29%
Driver's License <sup>10</sup>	Yes	32%
	No	68%

<sup>4</sup>: Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

<sup>5</sup>: Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10K, \$10K to less than \$15K, \$15K to less than \$20K, \$20K to less than \$25K, \$25K to less than \$30K, \$30K to less than \$40K, \$40K to less than \$75K, \$75K to less than \$100K, and \$100K or more.

<sup>6</sup>: English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

<sup>7</sup>: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

<sup>8</sup>: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

<sup>9</sup>: Auto access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

<sup>10</sup>: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

## Common Zip Codes on This Route:

Most Common Home Zip Codes Recorded on This Route					
32209	32208	32206	32210	32218	32225
32202	32211	32216	32244		

## Ridership and Survey Statistics:

Avg. Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
556	300	300

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

# APPENDIX 2: THEMATIC TABLES

# Route Comparisons: Weekday Ridership

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Weekday Ridership:

Distribution of Weekday Trips by Time Period					
Route	Early (before 6am)	AM Peak (6am-9am)	Midday (9am-3pm)	PM Peak (3pm-6pm)	Night (after 6pm)
1 North Main	6%	18%	42%	16%	17%
3 Moncrief	11%	14%	38%	25%	12%
4 Kings	*	*	*	*	*
5 Park/Blanding	2%	21%	35%	20%	22%
8 Beach/Town Center	*	*	*	*	*
10 Atlantic	6%	12%	29%	29%	24%
11 A Philip Randolph	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*
13 Commonwealth/Lane	2%	29%	24%	27%	19%
14 Edison	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*
16 Riverside/Wilson	*	*	*	*	*
17 St. Augustine	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*
19 Arlington	11%	18%	23%	33%	15%
21 Boulevard	*	*	*	*	*
22 Avenue B	*	*	*	*	*
23 Townsend/Southside	*	*	*	*	*
24 Mayport	*	*	*	*	*
25 San Jose	*	*	*	*	*
27 Philips	*	*	*	*	*
28 Southside/Sunbeam	*	*	*	*	*
30 Cecil	*	*	*	*	*
32 McDuff	*	*	*	*	*
33 Spring Park/Philips	*	*	*	*	*
50 University	*	*	*	*	*
51 Edgewood	*	*	*	*	*
53 Commonwealth/Cassat	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*
81 Dinsmore Shuttle	*	*	*	*	*
82 Amazon Shuttle	*	*	*	*	*
84 Philips/Gran Bay	*	*	*	*	*
85 Highlands	*	*	*	*	*
FCF Green	2%	5%	54%	31%	8%
FCF Blue	*	*	*	*	*
FCF Red	0%	14%	33%	16%	37%
200 Mandarin Express	*	*	*	*	*
201 Clay Reg. Express	*	*	*	*	*
202 Mayport Express	*	*	*	*	*
205 Beaches Express	*	*	*	*	*
801 St. Johns Express	*	*	*	*	*
CCT Blue	*	*	*	*	*
CCT Red	*	*	*	*	*
Ferry	0%	14%	52%	26%	7%
Skyway	0%	16%	54%	21%	9%
Connexion	Not asked on the Connexion survey.				

# Route Comparisons: Origins

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Origins:

Route	Origin Percentage <sup>1</sup>						
	Home	Work	Social	Shopping/Rec.	Medical	School/College	All Other
1 North Main	45%	24%	14%	9%	2%	3%	3%
3 Moncrief	49%	18%	14%	12%	5%	3%	0%
4 Kings	*	*	*	*	*	*	*
5 Park/Blanding	35%	31%	6%	14%	8%	4%	3%
8 Beach/Town Center	*	*	*	*	*	*	*
10 Atlantic	37%	29%	10%	16%	6%	2%	0%
11 A Philip Randolph	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*
13 Com./Lane	48%	29%	6%	17%	0%	0%	0%
14 Edison	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*	*	*
19 Arlington	45%	32%	6%	12%	1%	0%	4%
21 Boulevard	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*
23 Townsend/Southside	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*
33 Spring Park/Philips	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*
81 Dinsmore Shuttle	*	*	*	*	*	*	*
82 Amazon Shuttle	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*
FCF Green	37%	20%	10%	22%	10%	0%	0%
FCF Blue	*	*	*	*	*	*	*
FCF Red	36%	44%	2%	14%	2%	0%	2%
200 Mandarin Exp.	*	*	*	*	*	*	*
201 Clay Reg. Exp.	*	*	*	*	*	*	*
202 Mayport Exp.	*	*	*	*	*	*	*
205 Beaches Exp.	*	*	*	*	*	*	*
801 St. Johns Exp.	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*
Ferry	26%	28%	3%	42%	0%	0%	1%
Skyway	27%	28%	13%	16%	4%	0%	13%
Connexion	69%	3%	4%	6%	15%	4%	0%

<sup>1</sup> Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.



# Route Comparisons: Destinations

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Destinations:

Route	Destination Percentage <sup>1</sup>						
	Home	Work	Social	Shopping/Rec.	Medical	School/College	All Other
1 North Main	38%	27%	9%	14%	4%	1%	7%
3 Moncrief	38%	24%	10%	22%	4%	0%	3%
4 Kings	*	*	*	*	*	*	*
5 Park/Blanding	49%	22%	6%	15%	4%	3%	1%
8 Beach/Town Center	*	*	*	*	*	*	*
10 Atlantic	54%	20%	8%	16%	0%	2%	0%
11 A Philip Randolph	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*
13 Com./Lane	42%	31%	10%	8%	6%	0%	3%
14 Edison	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*	*	*
19 Arlington	42%	21%	12%	16%	5%	2%	1%
21 Boulevard	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*
23 Townsend/Southside	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*
33 Spring Park/Philips	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*
81 Dinsmore Shuttle	*	*	*	*	*	*	*
82 Amazon Shuttle	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*
FCF Green	46%	19%	14%	15%	7%	0%	0%
FCF Blue	*	*	*	*	*	*	*
FCF Red	51%	29%	6%	10%	2%	0%	2%
200 Mandarin Exp.	*	*	*	*	*	*	*
201 Clay Reg. Exp.	*	*	*	*	*	*	*
202 Mayport Exp.	*	*	*	*	*	*	*
205 Beaches Exp.	*	*	*	*	*	*	*
801 St. Johns Exp.	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*
Ferry	29%	29%	7%	30%	3%	0%	1%
Skyway	37%	16%	21%	15%	1%	1%	9%
Connexion	20%	12%	8%	8%	45%	3%	4%

<sup>1</sup>Origins and destinations are consolidated from the more numerous categories in the survey, which included: work, college/university (students only), K-12 school (students only), doctor/medical service/hospital (non-work only), shopping, recreation/sightseeing/restaurant, social visit/church/personal business, airport (passengers only), your home, and other.

# Route Comparisons: Route Access

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Route Access:

Route	Access Method Percentage <sup>2</sup>							
	Walk/Wheelchair	Picked Up/ Dropped Off	Drive/Ride With Others	Drive Alone	Bike	Taxi or Ridehailing	zTrip	All Other
1 North Main	78%	8%	0%	1%	7%	2%	2%	2%
3 Moncrief	95%	1%	0%	0%	3%	1%	0%	0%
4 Kings	*	*	*	*	*	*	*	*
5 Park/Blanding	86%	5%	0%	1%	4%	1%	1%	1%
8 Beach/Tn. Ctr.	*	*	*	*	*	*	*	*
10 Atlantic	78%	6%	0%	0%	10%	4%	0%	2%
11 A.P. Randolph	*	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*	*
13 Com./Lane	90%	6%	0%	0%	3%	0%	0%	0%
14 Edison	*	*	*	*	*	*	*	*
15 Post/ Normandy	*	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*	*
18 Atlantic/ Monument	*	*	*	*	*	*	*	*
19 Arlington	93%	5%	0%	0%	2%	0%	0%	0%
21 Boulevard	*	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*	*
23 Townsend/SS	*	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*	*
33 SP/Philips	*	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*	*
81 Dinsmore Sh.	*	*	*	*	*	*	*	*
82 Amazon Sh.	*	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*	*
FCF Green	88%	7%	0%	0%	0%	2%	0%	3%
FCF Blue	*	*	*	*	*	*	*	*
FCF Red	70%	12%	0%	0%	16%	0%	0%	2%
200 Mandarin Exp.	*	*	*	*	*	*	*	*
201 Clay Reg. Exp.	*	*	*	*	*	*	*	*
202 Mayport Exp.	*	*	*	*	*	*	*	*
205 Beaches Exp.	*	*	*	*	*	*	*	*
801 St. Johns Exp.	*	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*	*
Ferry	0%	0%	41%	59%	0%	0%	0%	0%
Skyway	84%	11%	0%	1%	3%	0%	0%	1%
Connexion	Not asked on the Connexion survey.							

<sup>2</sup> Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

# Route Comparisons: Route Egress

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Route Egress:

Route	Egress Method Percentage <sup>2</sup>							
	Walk/Wheelchair	Picked Up/ Dropped Off	Drive/Ride With Others	Drive Alone	Bike	Taxi or Ridehailing	zTrip	All Other
1 North Main	84%	6%	1%	0%	8%	0%	1%	0%
3 Moncrief	94%	4%	0%	0%	1%	1%	0%	0%
4 Kings	*	*	*	*	*	*	*	*
5 Park/Blanding	91%	5%	0%	0%	4%	0%	0%	0%
8 Beach/Tn. Ctr.	*	*	*	*	*	*	*	*
10 Atlantic	82%	8%	0%	0%	8%	0%	0%	2%
11 A.P. Randolph	*	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*	*
13 Com./Lane	92%	3%	0%	2%	3%	0%	0%	0%
14 Edison	*	*	*	*	*	*	*	*
15 Post/ Normandy	*	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*	*
18 Atlantic/ Monument	*	*	*	*	*	*	*	*
19 Arlington	94%	1%	0%	0%	2%	1%	0%	1%
21 Boulevard	*	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*	*
23 Townsend/SS	*	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*	*
33 SP/Philips	*	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*	*
81 Dinsmore Sh.	*	*	*	*	*	*	*	*
82 Amazon Sh.	*	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*	*
FCF Green	90%	8%	2%	0%	0%	0%	0%	0%
FCF Blue	*	*	*	*	*	*	*	*
FCF Red	80%	6%	0%	0%	14%	0%	0%	0%
200 Mandarin Exp.	*	*	*	*	*	*	*	*
201 Clay Reg. Exp.	*	*	*	*	*	*	*	*
202 Mayport Exp.	*	*	*	*	*	*	*	*
205 Beaches Exp.	*	*	*	*	*	*	*	*
801 St. Johns Exp.	*	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*	*
Ferry	0%	0%	41%	59%	0%	0%	0%	0%
Skyway	97%	0%	0%	0%	3%	0%	0%	0%
Connexion	Not asked on the Connexion survey.							

<sup>2</sup> Access and egress methods are consolidated from the more numerous categories in the survey, which included: walk/wheelchair, bike, dropped off by someone who drove (picked up/dropped off), drove alone and parked (drive alone), drove or rode with others and parked (drive/ride with others), taxi, uber or lyft or similar ridehailing service, zTrip, and other.

# Route Comparisons: Number of Routes Taken

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Number of Routes Taken:

Route	Transfer Percentage				Routes Most Commonly Transferred To/From
	1 Bus/Skyway/Ferry	2 Buses/Skyways/Ferries	3 Buses/Skyways/Ferries	4 or More Buses/Skyways/Ferries	
1 North Main	49%	43%	7%	0%	4 5
3 Moncrief	51%	46%	4%	0%	13
4 Kings	*	*	*	*	*
5 Park/Blanding	46%	48%	5%	1%	1
8 Beach/Town Center	*	*	*	*	*
10 Atlantic	49%	45%	4%	2%	13
11 A Philip Randolph	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*
13 Commonwealth/Lane	41%	54%	5%	0%	5
14 Edison	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*
16 Riverside/Wilson	*	*	*	*	*
17 St. Augustine	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*
19 Arlington	45%	50%	2%	2%	5 53 1 10 15
21 Boulevard	*	*	*	*	*
22 Avenue B	*	*	*	*	*
23 Townsend/Southside	*	*	*	*	*
24 Mayport	*	*	*	*	*
25 San Jose	*	*	*	*	*
27 Philips	*	*	*	*	*
28 Southside/Sunbeam	*	*	*	*	*
30 Cecil	*	*	*	*	*
32 McDuff	*	*	*	*	*
33 Spring Park/Philips	*	*	*	*	*
50 University	*	*	*	*	*
51 Edgewood	*	*	*	*	*
53 Commonwealth/Cassat	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*
81 Dinsmore Shuttle	*	*	*	*	*
82 Amazon Shuttle	*	*	*	*	*
84 Philips/Gran Bay	*	*	*	*	*
85 Highlands	*	*	*	*	*
FCF Green	31%	46%	22%	2%	12 FCF Blue 19 3 82
FCF Blue	*	*	*	*	*
FCF Red	51%	47%	2%	0%	FCF Green
200 Mandarin Express	*	*	*	*	*
201 Clay Reg. Express	*	*	*	*	*
202 Mayport Express	*	*	*	*	*
205 Beaches Express	*	*	*	*	*
801 St. Johns Express	*	*	*	*	*
CCT Blue	*	*	*	*	*
CCT Red	*	*	*	*	*
Ferry	100%	0%	0%	0%	*
Skyway	35%	53%	12%	0%	10 1
Connexion	No respondents transferred to/from Connexion to another JTA service.				

# Route Comparisons: Fare Payment Method

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Fare Payment Method:

Usage Percentage <sup>3</sup>							
Route	Cash	STAR Card	Token Transit	Ticket	MyJTA App	Free	All Other Methods
1 North Main	32%	37%	3%	1%	13%	11%	3%
3 Moncrief	28%	32%	0%	1%	21%	16%	1%
4 Kings	*	*	*	*	*	*	*
5 Park/Blanding	20%	36%	2%	0%	27%	14%	1%
8 Beach/Town Center	*	*	*	*	*	*	*
10 Atlantic	39%	24%	0%	0%	29%	2%	6%
11 A Philip Randolph	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*
13 Com./Lane	38%	38%	0%	0%	11%	13%	0%
14 Edison	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*	*	*
19 Arlington	25%	27%	4%	0%	24%	18%	2%
21 Boulevard	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*
23 Townsend/Southside	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*
33 Spring Park/Philips	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*
81 Dinsmore Shuttle	*	*	*	*	*	*	*
82 Amazon Shuttle	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*
FCF Green	12%	46%	0%	0%	24%	17%	2%
FCF Blue	*	*	*	*	*	*	*
FCF Red	29%	47%	0%	2%	20%	2%	0%
200 Mandarin Exp.	*	*	*	*	*	*	*
201 Clay Reg. Exp.	*	*	*	*	*	*	*
202 Mayport Exp.	*	*	*	*	*	*	*
205 Beaches Exp.	*	*	*	*	*	*	*
801 St. Johns Exp.	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*
Ferry	53%	1%	1%	12%	12%	0%	21%
Skyway	0%	0%	0%	0%	0%	100%	0%
Connexion	67%	21%	0%	5% (Connexion Ticket Book)	6%	<1%	1%

<sup>3</sup>: Fare payment methods are consolidated from the more numerous categories in the survey, which included: STAR Card, MyJTA App, Token Transit, cash when boarding, free-ADA/Connexion, free-senior, free-other (e.g. on the Skyway), ferry fare, ticket, and other.

# Route Comparisons: Fare Payment Type

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Fare Payment Type:

Usage Percentage										
Route	Cash	Single Ride or Stored Value	1-Day	3-Day	7-Day	31-Day	31-Day Youth	Full Fare	Reduced Fare <sup>3</sup>	
1 North Main	40%	10%	16%	0%	19%	15%	1%	91%	9%	
3 Moncrief	32%	11%	17%	6%	13%	21%	0%	93%	7%	
4 Kings	*	*	*	*	*	*	*	*	*	
5 Park/ Blanding	27%	3%	19%	9%	15%	25%	1%	94%	6%	
8 Bch./Tn. Ctr.	*	*	*	*	*	*	*	*	*	
10 Atlantic	41%	7%	9%	0%	20%	24%	0%	98%	2%	
11 A.P. Randolph	*	*	*	*	*	*	*	*	*	
12 Myrtle/Lem Turner	*	*	*	*	*	*	*	*	*	
13 Com./Lane	37%	4%	7%	7%	11%	31%	2%	94%	6%	
14 Edison	*	*	*	*	*	*	*	*	*	
15 Post/ Normandy	*	*	*	*	*	*	*	*	*	
16 Riv./Wilson	*	*	*	*	*	*	*	*	*	
17 St. Augustine	*	*	*	*	*	*	*	*	*	
18 Atlantic/ Monument	*	*	*	*	*	*	*	*	*	
19 Arlington	28%	11%	14%	3%	17%	25%	3%	96%	4%	
21 Boulevard	*	*	*	*	*	*	*	*	*	
22 Avenue B	*	*	*	*	*	*	*	*	*	
23 Town./SS	*	*	*	*	*	*	*	*	*	
24 Mayport	*	*	*	*	*	*	*	*	*	
25 San Jose	*	*	*	*	*	*	*	*	*	
27 Philips	*	*	*	*	*	*	*	*	*	
28 SS/ Sunbeam	*	*	*	*	*	*	*	*	*	
30 Cecil	*	*	*	*	*	*	*	*	*	
32 McDuff	*	*	*	*	*	*	*	*	*	
33 SP/Philips	*	*	*	*	*	*	*	*	*	
50 University	*	*	*	*	*	*	*	*	*	
51 Edgewood	*	*	*	*	*	*	*	*	*	
53 Com./ Cassat	*	*	*	*	*	*	*	*	*	
80 NAS Shuttle	*	*	*	*	*	*	*	*	*	
81 Dinsmore Sh.	*	*	*	*	*	*	*	*	*	
82 Amazon Sh.	*	*	*	*	*	*	*	*	*	
84 Philips/GB	*	*	*	*	*	*	*	*	*	
85 Highlands	*	*	*	*	*	*	*	*	*	
FCF Green	9%	9%	33%	11%	9%	29%	0%	81%	19%	
FCF Blue	*	*	*	*	*	*	*	*	*	
FCF Red	26%	4%	15%	11%	17%	26%	2%	92%	8%	
200 Mandarin	*	*	*	*	*	*	*	*	*	
201 Clay Reg.	*	*	*	*	*	*	*	*	*	
202 Mayport	*	*	*	*	*	*	*	*	*	
205 Beaches	*	*	*	*	*	*	*	*	*	
801 St. Johns	*	*	*	*	*	*	*	*	*	
CCT Blue	*	*	*	*	*	*	*	*	*	
CCT Red	*	*	*	*	*	*	*	*	*	
Ferry	Pedestrian or Bicycle: 0%		Motorcycle: 0%		Car: 85%		Truck, Bus, or RV: 15%		97%	3%
Skyway	Not asked on the Skyway survey since fares are free.							Not asked on the Skyway survey since fares are free.		
Connexion	75%	15%	4%	2%	1%	3%	0%	74%	26%	

<sup>3</sup>: Reduced fares refer to senior, SSD or SSI, veteran with a disability, non-veteran with a disability, Medicare recipient, SNAP, TANF, WIC, Section 8, and other.

# Route Comparisons: Frequency of JTA Use

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Frequency of JTA Use:

Route	Frequency Percentage							First Time Riding
	7 Days Per Week	6 Days Per Week	5 Days Per Week	4 Days Per Week	3 Days Per Week	2 Days Per Week	1 Day Per Week or Less	
1 North Main	30%	15%	15%	14%	10%	7%	9%	0%
3 Moncrief	36%	9%	23%	5%	13%	6%	6%	0%
4 Kings	*	*	*	*	*	*	*	*
5 Park/Blanding	29%	12%	27%	9%	13%	8%	3%	0%
8 Bch./Tn. Ctr.	*	*	*	*	*	*	*	*
10 Atlantic	35%	6%	24%	12%	8%	12%	4%	0%
11 A.P. Randolph	*	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*	*
13 Com./Lane	34%	5%	23%	10%	11%	7%	7%	3%
14 Edison	*	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*	*	*	*
19 Arlington	28%	17%	28%	11%	11%	1%	0%	4%
21 Boulevard	*	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*	*
23 Town./SS	*	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*	*
33 SP/Philips	*	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*	*
81 Dinsmore Sh.	*	*	*	*	*	*	*	*
82 Amazon Sh.	*	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*	*
FCF Green	34%	7%	26%	9%	10%	7%	5%	2%
FCF Blue	*	*	*	*	*	*	*	*
FCF Red	41%	10%	31%	4%	4%	8%	2%	0%
200 Mandarin	*	*	*	*	*	*	*	*
201 Clay Reg.	*	*	*	*	*	*	*	*
202 Mayport	*	*	*	*	*	*	*	*
205 Beaches	*	*	*	*	*	*	*	*
801 St. Johns	*	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*	*
Ferry	0%	3%	19%	3%	4%	4%	26%	40%
Skyway	42%	8%	11%	14%	12%	2%	8%	4%
Connexion	3%	2%	16%	9%	32%	11%	26%	1%



# Route Demographics: Age and Gender

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics, Age and Gender:

Route	Percentage by Age								Percentage by Gender		
	Under 16	16 to 18	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or Older	Male	Female	Other
1 North Main	0%	1%	15%	23%	13%	15%	20%	12%	60%	40%	0%
3 Moncrief	0%	1%	5%	19%	19%	18%	19%	18%	55%	45%	0%
4 Kings	*	*	*	*	*	*	*	*	*	*	*
5 Park/ Blanding	0%	4%	10%	19%	19%	22%	8%	17%	50%	49%	1%
8 Bch./TC	*	*	*	*	*	*	*	*	*	*	*
10 Atlantic	0%	0%	10%	33%	20%	18%	16%	2%	67%	33%	0%
11 A.P. Randolph	*	*	*	*	*	*	*	*	*	*	*
12 Myrtle/ Lem Turner	*	*	*	*	*	*	*	*	*	*	*
13 Com./ Lane	0%	0%	12%	17%	22%	18%	23%	8%	46%	54%	0%
14 Edison	*	*	*	*	*	*	*	*	*	*	*
15 Post/ Normandy	*	*	*	*	*	*	*	*	*	*	*
16 Riv./ Wilson	*	*	*	*	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*	*	*	*	*
18 Atl./Mon.	*	*	*	*	*	*	*	*	*	*	*
19 Arlington	0%	4%	16%	20%	10%	17%	15%	20%	53%	47%	0%
21 Blvd.	*	*	*	*	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*	*	*	*	*
23 Town./SS	*	*	*	*	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*	*	*	*	*
28 SS/Sun.	*	*	*	*	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*	*	*	*	*
33 SP/ Philips	*	*	*	*	*	*	*	*	*	*	*
50 Univ.	*	*	*	*	*	*	*	*	*	*	*
51 Edge.	*	*	*	*	*	*	*	*	*	*	*
53 Cm./Cas.	*	*	*	*	*	*	*	*	*	*	*
80 NAS Sh.	*	*	*	*	*	*	*	*	*	*	*
81 Dins. Sh.	*	*	*	*	*	*	*	*	*	*	*
82 Amz. Sh.	*	*	*	*	*	*	*	*	*	*	*
84 Pps./GB	*	*	*	*	*	*	*	*	*	*	*
85 High.	*	*	*	*	*	*	*	*	*	*	*
FCF Green	0%	2%	9%	16%	18%	18%	21%	16%	70%	30%	0%
FCF Blue	*	*	*	*	*	*	*	*	*	*	*
FCF Red	0%	2%	12%	30%	18%	24%	12%	2%	66%	34%	0%
200 Mandarin	*	*	*	*	*	*	*	*	*	*	*
201 Clay	*	*	*	*	*	*	*	*	*	*	*
202 Mayport	*	*	*	*	*	*	*	*	*	*	*
205 Beaches	*	*	*	*	*	*	*	*	*	*	*
801 St. Johns	*	*	*	*	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*	*	*	*	*
Ferry	0%	3%	5%	9%	21%	23%	18%	21%	69%	31%	0%
Skyway	0%	0%	6%	25%	23%	20%	20%	5%	72%	28%	0%
Connexion	2%	1%	5%	9%	10%	11%	21%	42%	38%	62%	0%

# Route Demographics: Race/Ethnicity

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics, Race/Ethnicity:

Route	Percentage by Race/Ethnicity						
	Asian	Black/African-American	White	Hispanic/Latino	American Indian/Alaska Native	Two or More	Other <sup>4</sup>
1 North Main	0%	67%	24%	1%	0%	7%	1%
3 Moncrief	0%	82%	8%	4%	1%	5%	0%
4 Kings	*	*	*	*	*	*	*
5 Park/Blanding	0%	64%	22%	9%	0%	4%	1%
8 Bch./Tn. Ctr.	*	*	*	*	*	*	*
10 Atlantic	4%	41%	37%	14%	0%	4%	0%
11 A.P. Randolph	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*
13 Com./Lane	0%	59%	34%	5%	0%	0%	2%
14 Edison	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*	*	*
19 Arlington	1%	69%	23%	5%	0%	1%	1%
21 Boulevard	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*
23 Town./SS	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*
33 SP/Philips	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*
81 Dinsmore Sh.	*	*	*	*	*	*	*
82 Amazon Sh.	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*
FCF Green	0%	74%	19%	7%	0%	0%	0%
FCF Blue	*	*	*	*	*	*	*
FCF Red	2%	42%	44%	10%	2%	0%	0%
200 Mandarin	*	*	*	*	*	*	*
201 Clay Reg.	*	*	*	*	*	*	*
202 Mayport	*	*	*	*	*	*	*
205 Beaches	*	*	*	*	*	*	*
801 St. Johns	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*
Ferry	1%	10%	84%	0%	0%	3%	1%
Skyway	2%	56%	29%	3%	2%	6%	1%
Connexion	1%	68%	24%	1%	1%	4%	<1%

<sup>4</sup> Other races/ethnicities includes Native Hawaiian or Pacific Islander, Middle Eastern, and other self-reported races/ethnicities.

# Route Demographics: Income Level

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics, Income Level:

Route	Percentage by Income Level <sup>5</sup>					
	Less Than \$15,000	\$15,000 to less than \$25,000	\$25,000 to less than \$40,000	\$40,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or More
1 North Main	52%	28%	11%	9%	0%	0%
3 Moncrief	58%	27%	14%	0%	2%	0%
4 Kings	*	*	*	*	*	*
5 Park/Blanding	31%	33%	26%	8%	2%	0%
8 Beach/Town Center	*	*	*	*	*	*
10 Atlantic	47%	22%	16%	11%	4%	0%
11 A Philip Randolph	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*
13 Commonwealth/Lane	65%	25%	8%	2%	0%	0%
14 Edison	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*
16 Riverside/Wilson	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*	*
19 Arlington	53%	18%	21%	4%	5%	0%
21 Boulevard	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*
23 Townsend/Southside	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*
28 Southside/Sunbeam	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*
33 Spring Park/Philips	*	*	*	*	*	*
50 University	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*
53 Commonwealth/Cassat	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*
81 Dinsmore Shuttle	*	*	*	*	*	*
82 Amazon Shuttle	*	*	*	*	*	*
84 Philips/Gran Bay	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*
FCF Green	62%	24%	9%	6%	0%	0%
FCF Blue	*	*	*	*	*	*
FCF Red	34%	25%	23%	18%	0%	0%
200 Mandarin Express	*	*	*	*	*	*
201 Clay Reg. Express	*	*	*	*	*	*
202 Mayport Express	*	*	*	*	*	*
205 Beaches Express	*	*	*	*	*	*
801 St. Johns Express	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*
Ferry	0%	0%	13%	40%	13%	33%
Skyway	65%	14%	12%	5%	2%	1%
Connexion	59%	24%	13%	2%	<1%	1%

<sup>5</sup> Income levels are consolidated from the more numerous categories in the survey, which included: less than \$10,000, \$10,000 to less than \$15,000, \$15,000 to less than \$20,000, \$20,000 to less than \$25,000, \$25,000 to less than \$30,000, \$30,000 to less than \$40,000, \$40,000 to less than \$75,000, \$75,000 to less than \$100,000, and \$100,000 or more.

# Route Demographics: Household and Language

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics — Household Size, Language Spoken at Home, and English Proficiency:

Route	Percentage by Household Size					Percentage by Language at Home			Percentage by English Proficiency <sup>6</sup>			
	1	2	3	4	5 or More	English	Spanish	Other	Very Well	Well	Less Than Well	Not At All
1 North Main	35%	27%	20%	7%	12%	92%	3%	5%	99%	1%	0%	0%
3 Moncrief	29%	26%	15%	12%	18%	88%	8%	5%	100%	0%	0%	0%
4 Kings	*	*	*	*	*	*	*	*	*	*	*	*
5 Park/Blanding	36%	26%	14%	16%	7%	84%	12%	5%	99%	1%	0%	0%
8 Bch./TC	*	*	*	*	*	*	*	*	*	*	*	*
10 Atlantic	20%	24%	31%	8%	16%	84%	12%	4%	94%	4%	2%	0%
11 A.P. Ran.	*	*	*	*	*	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*	*	*	*	*	*
13 Com./Ln.	32%	33%	7%	11%	18%	90%	7%	3%	100%	0%	0%	0%
14 Edison	*	*	*	*	*	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*	*	*	*	*	*
18 Atl./Mon.	*	*	*	*	*	*	*	*	*	*	*	*
19 Arlington	39%	22%	17%	11%	11%	92%	5%	2%	96%	3%	1%	0%
21 Blvd.	*	*	*	*	*	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*	*	*	*	*	*
23 Town./SS	*	*	*	*	*	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*	*	*	*	*	*
28 SS/Sun.	*	*	*	*	*	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*	*	*	*	*	*
33 SP/Philips	*	*	*	*	*	*	*	*	*	*	*	*
50 Univ.	*	*	*	*	*	*	*	*	*	*	*	*
51 Edge.	*	*	*	*	*	*	*	*	*	*	*	*
53 Cm./Cas.	*	*	*	*	*	*	*	*	*	*	*	*
80 NAS Sh.	*	*	*	*	*	*	*	*	*	*	*	*
81 Dins. Sh.	*	*	*	*	*	*	*	*	*	*	*	*
82 Amz. Sh.	*	*	*	*	*	*	*	*	*	*	*	*
84 Pps./GB	*	*	*	*	*	*	*	*	*	*	*	*
85 High.	*	*	*	*	*	*	*	*	*	*	*	*
FCF Green	48%	24%	11%	11%	6%	88%	11%	2%	100%	0%	0%	0%
FCF Blue	*	*	*	*	*	*	*	*	*	*	*	*
FCF Red	31%	18%	20%	18%	12%	84%	10%	6%	98%	0%	2%	0%
200 Mandarin	*	*	*	*	*	*	*	*	*	*	*	*
201 Clay	*	*	*	*	*	*	*	*	*	*	*	*
202 Mayport	*	*	*	*	*	*	*	*	*	*	*	*
205 Bchs.	*	*	*	*	*	*	*	*	*	*	*	*
801 St. Johns	*	*	*	*	*	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*	*	*	*	*	*
Ferry	11%	38%	21%	23%	6%	93%	3%	4%	97%	3%	0%	0%
Skyway	51%	19%	10%	7%	13%	90%	6%	3%	99%	0%	1%	0%
Connexion	48%	28%	13%	7%	4%	95%	2%	5%	99%	<1%	<1%	1%

<sup>6</sup> English proficiency refers to the following question on the survey: "How well do you speak English?" Note that a response to this question was only required from those who indicated they spoke another language at home.

# Route Demographics: Employment Status

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics — Employment Status and Student Status:

Route	Percentage by Employment Status					Percentage by Student Status			
	Full-Time	Part-Time	Homemaker	Retired	Not Employed	Not a Student	K-12th Grade	Full or Part-Time College/University	Other Student
1 North Main	44%	23%	0%	12%	21%	90%	3%	7%	0%
3 Moncrief	49%	11%	0%	13%	27%	90%	1%	9%	0%
4 Kings	*	*	*	*	*	*	*	*	*
5 Park/Blanding	49%	17%	3%	12%	19%	86%	0%	11%	3%
8 Bch./TC	*	*	*	*	*	*	*	*	*
10 Atlantic	60%	15%	0%	2%	23%	89%	0%	11%	0%
11 A.P. Randolph	*	*	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*	*	*
13 Com./Lane	44%	24%	0%	15%	18%	92%	0%	8%	0%
14 Edison	*	*	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*	*	*
18 Atl./Mon.	*	*	*	*	*	*	*	*	*
19 Arlington	47%	22%	0%	14%	18%	89%	3%	8%	0%
21 Blvd.	*	*	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*	*	*
23 Town./SS	*	*	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*	*	*
28 SS/Sun.	*	*	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*	*	*
33 SP/Philips	*	*	*	*	*	*	*	*	*
50 Univ.	*	*	*	*	*	*	*	*	*
51 Edge.	*	*	*	*	*	*	*	*	*
53 Cm./Cas.	*	*	*	*	*	*	*	*	*
80 NAS Sh.	*	*	*	*	*	*	*	*	*
81 Dins. Sh.	*	*	*	*	*	*	*	*	*
82 Amz. Sh.	*	*	*	*	*	*	*	*	*
84 Pps./GB	*	*	*	*	*	*	*	*	*
85 High.	*	*	*	*	*	*	*	*	*
FCF Green	43%	17%	2%	15%	24%	90%	2%	9%	0%
FCF Blue	*	*	*	*	*	*	*	*	*
FCF Red	73%	12%	0%	2%	12%	94%	2%	4%	0%
200 Mandarin	*	*	*	*	*	*	*	*	*
201 Clay	*	*	*	*	*	*	*	*	*
202 Mayport	*	*	*	*	*	*	*	*	*
205 Beaches	*	*	*	*	*	*	*	*	*
801 St. Johns	*	*	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*	*	*
Ferry	71%	4%	4%	19%	2%	92%	0%	8%	0%
Skyway	44%	18%	0%	6%	32%	92%	0%	8%	0%
Connexion	4%	15%	2%	39%	39%	93%	3%	3%	<1%

# Route Demographics: Access to Functions

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Demographics — Access to a Smartphone, Credit/Debit Card, Automobile, and/or Driver's License:

Route	Pct. Smartphone Access <sup>7</sup>		Pct. Credit/Debit Card Access <sup>8</sup>		Pct. Automobile Access <sup>9</sup>		Pct. Driver's License Access <sup>10</sup>	
	Yes	No	Yes	No	Yes	No	Yes	No
1 North Main	87%	13%	85%	15%	33%	67%	46%	54%
3 Moncrief	83%	17%	85%	15%	32%	68%	37%	63%
4 Kings	*	*	*	*	*	*	*	*
5 Park/Blanding	85%	15%	82%	18%	26%	74%	56%	44%
8 Beach/Town Center	*	*	*	*	*	*	*	*
10 Atlantic	86%	14%	88%	13%	29%	71%	31%	69%
11 A Philip Randolph	*	*	*	*	*	*	*	*
12 Myrtle/Lem Turner	*	*	*	*	*	*	*	*
13 Com./Lane	88%	12%	78%	22%	24%	76%	41%	59%
14 Edison	*	*	*	*	*	*	*	*
15 Post/Normandy	*	*	*	*	*	*	*	*
16 Riv./Wilson	*	*	*	*	*	*	*	*
17 St. Augustine	*	*	*	*	*	*	*	*
18 Atlantic/Monument	*	*	*	*	*	*	*	*
19 Arlington	85%	15%	85%	15%	17%	83%	52%	48%
21 Boulevard	*	*	*	*	*	*	*	*
22 Avenue B	*	*	*	*	*	*	*	*
23 Townsend/Southside	*	*	*	*	*	*	*	*
24 Mayport	*	*	*	*	*	*	*	*
25 San Jose	*	*	*	*	*	*	*	*
27 Philips	*	*	*	*	*	*	*	*
28 SS/Sunbeam	*	*	*	*	*	*	*	*
30 Cecil	*	*	*	*	*	*	*	*
32 McDuff	*	*	*	*	*	*	*	*
33 SP/Philips	*	*	*	*	*	*	*	*
50 University	*	*	*	*	*	*	*	*
51 Edgewood	*	*	*	*	*	*	*	*
53 Com./Cassat	*	*	*	*	*	*	*	*
80 NAS Shuttle	*	*	*	*	*	*	*	*
81 Dinsmore Sh.	*	*	*	*	*	*	*	*
82 Amazon Sh.	*	*	*	*	*	*	*	*
84 Philips/GB	*	*	*	*	*	*	*	*
85 Highlands	*	*	*	*	*	*	*	*
FCF Green	95%	5%	91%	9%	23%	77%	38%	62%
FCF Blue	*	*	*	*	*	*	*	*
FCF Red	92%	8%	96%	4%	38%	63%	47%	53%
200 Mandarin	*	*	*	*	*	*	*	*
201 Clay Reg.	*	*	*	*	*	*	*	*
202 Mayport	*	*	*	*	*	*	*	*
205 Beaches	*	*	*	*	*	*	*	*
801 St. Johns	*	*	*	*	*	*	*	*
CCT Blue	*	*	*	*	*	*	*	*
CCT Red	*	*	*	*	*	*	*	*
Ferry	100%	0%	99%	1%	100%	0%	100%	0%
Skyway	82%	18%	84%	16%	27%	73%	42%	58%
Connexion	71%	29%	79%	21%	71%	29%	32%	68%

7: Smartphone access refers to the following question on the survey: "Do you have a smartphone? (e.g., iPhone, Android, etc.)"

8: Credit card access refers to the following question on the survey: "Do you have access to a credit or debit card?"

9: Automobile access refers to the following question on the survey: "How many working vehicles (cars, trucks, motorcycles) are available to your household?" Responses marked "0" or "none" were classified as "no" and all other responses were classified as "yes."

10: Driver's license refers to the following question on the survey: "Do you have a valid driver's license?"

# Route Demographics: Common Zip Codes

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Common Zip Codes on Each Route:

Most Common Home Zip Codes Recorded on Each Route										
Route	Home Zip Codes									
1 North Main	32218	32202	32208	32209	32206					
3 Moncrief	32209	32218	32208	32206	32202					
4 Kings			*							
5 Park/Blanding	32210	32244	32202	32209	32206					
8 Beach/Town Center			*							
10 Atlantic	32233	32211	32225	32246	32209					
11 A Philip Randolph			*							
12 Myrtle/Lem Turner			*							
13 Commonwealth/Lane	32210	32209	32254	32204	32205					
14 Edison			*							
15 Post/Normandy			*							
16 Riverside/Wilson			*							
17 St. Augustine			*							
18 Atlantic/Monument			*							
19 Arlington	32211	32277	32206	32202	32204	32209				
21 Boulevard			*							
22 Avenue B			*							
23 Townsend/Southside			*							
24 Mayport			*							
25 San Jose			*							
27 Philips			*							
28 Southside/Sunbeam			*							
30 Cecil			*							
32 McDuff			*							
33 Spring Park/Philips			*							
50 University			*							
51 Edgewood			*							
53 Commonwealth/Cassat			*							
80 NAS Shuttle			*							
81 Dinsmore Shuttle			*							
82 Amazon Shuttle			*							
84 Philips/Gran Bay			*							
85 Highlands			*							
FCF Green	32218	32206	32256	32222	32202	32209	32219			
FCF Blue			*							
FCF Red	32206	32246	32208	32211	32224					
200 Mandarin Express			*							
201 Clay Regional Express			*							
202 Mayport Express			*							
205 Beaches Express			*							
801 St. Johns Express			*							
CCT Blue			*							
CCT Red			*							
Ferry	32034	32250	32225	32226	32233					
Skyway	32202	32207	32210	32209	32206					
Connexion	32209	32208	32206	32210	32218	32225	32202	32211	32216	32244



# Route Comparisons: Ridership and Survey Stats.

\*Statistics for routes with fewer than 50 responses are not shown due to the high margin of error. Some categories may also add up to slightly more or less than 100 percent due to rounding.

## Ridership and Survey Statistics:

Route	Average Weekday Riders <sup>11</sup>	Completed Surveys	Sampling Target
1 North Main	1451	99	114
3 Moncrief	1449	81	117
4 Kings	584	35	49
5 Park/Blanding	1202	81	94
8 Beach/Town Center	926	49	72
10 Atlantic	825	51	64
11 A Philip Randolph	342	18	28
12 Myrtle/Lem Turner	578	34	44
13 Commonwealth/Lane	788	63	65
14 Edison	309	20	24
15 Post/Normandy	666	46	54
16 Riverside/Wilson	349	28	26
17 St. Augustine	440	21	35
18 Atlantic/Monument	394	20	31
19 Arlington	1043	84	79
21 Boulevard	240	26	19
22 Avenue B	326	10	27
23 Townsend/Southside	293	12	24
24 Mayport	97	4	10
25 San Jose	281	17	21
27 Philips	165	5	12
28 Southside/Sunbeam	90	3	7
30 Cecil	43	4	4
32 McDuff	107	21	9
33 Spring Park/Philips	121	14	9
50 University	619	20	47
51 Edgewood	356	24	33
53 Commonwealth/Cassat	567	34	46
80 NAS Shuttle	8	0	1
81 Dinsmore Shuttle	79	1	8
82 Amazon Shuttle	41	9	4
84 Philips/Gran Bay	11	0	1
85 Highlands	21	2	2
FCF Green	914	59	86
FCF Blue	690	41	59
FCF Red	980	50	85
200 Mandarin Express	11	4	2
201 Clay Regional Express	16	7	2
202 Mayport Express	31	7	3
205 Beaches Express	4	2	1
801 St. Johns Express	2	1	1
CCT Blue	57	2	1
CCT Red	20	1	1
Ferry	1103	69	105
Skyway	1087	94	102
Connexion	556	300	300

<sup>11</sup>: Averages are rounded to the nearest whole rider and are from Mondays through Thursdays in May 2021. Connexion is weighted to average daily trips in May 2021 (regardless of weekday vs. weekend).

# APPENDIX 3: SURVEY QUESTIONNAIRE



WBA Research

Job: 21-220

April 2021

### JTA 2021 On-Board Transit Survey

Please take a few moments to help JTA plan for your transit needs by filling out this survey. If you complete this survey you can enter to win a free 31-day pass. **IF NECESSARY:** All personal information will be kept strictly confidential and WILL NOT be shared or sold.

INTERVIEWER: Enter trip ID: \_\_\_\_\_

INTERVIEWER: Enter interviewer ID: \_\_\_\_\_

Confirmation screen for interviewer "You are on the **[Bus Route]**, block **[block number]** at **[times of trip]**. Before you proceed, is this correct?"

**[FOR TABLET AND ONLINE SURVEY]** Q19. Are you a resident of Greater Jacksonville (Duval, Clay, St. Johns, Nassau, Baker and Putnam Counties)?

01 Yes

02 No

S1. What is your **home address**? **IF NECESSARY:** Please be specific, ex: 123 W. Main St.  
*If you are visiting the Jacksonville area, please list the **hotel name** or address where you are staying.*

*You can identify the nearest intersection or address by dragging the marker to the map or entering the address manually in the provided text field and hit the search button. To enter a business name, type the name and then the city and state where it is located.*

99 No Permanent Address

Q1. What type of place are you **COMING FROM NOW?** This is the starting place of your one-way trip. **(READ LIST.)**

- 01 Work
- 02 College/University (students only)
- 03 School K-12 (students only)
- 04 Doctor/Medical Service/Hospital (non-work only)
- 05 Shopping
- 06 Recreation/Sightseeing/Restaurant
- 07 Social Visit/Church/Personal Business
- 08 Airport (passengers only)
- 09 Your HOME
- 95 Other **(specify):**

**IF NOT COMING FROM HOME [Q1(01-08,95)], ASK:**

Q3T. What is the **EXACT ADDRESS** of this place? **IF NECESSARY: OR** the nearest intersection or landmark if you do not know the exact address:

*You can identify the nearest intersection or address by dragging the marker to the map or entering the address manually in the provided text field and hit the search button. To enter a business name, type the name and then the city and state where it is located.*

**ASK EVERYONE:**

Q4. How did you **GET FROM [INSERT Q1] TO THE VERY FIRST** bus, Skyway, ferry, or ReadIRide you used for this one-way trip? **(READ LIST.)**

- 01 Walk/Wheelchair: \_\_\_\_miles **OR** \_\_\_\_blocks
- 02 Bike
- 03 Was dropped off by someone who drove
- 04 Drove alone and parked **[FOR FERRY (FROM TRIP ID): Drove alone]**
- 05 Drove or rode with others and parked **[FOR FERRY (FROM TRIP ID): Drove with others]**
- 06 Taxi
- 07 Uber, Lyft, etc.
- 08 zTrip
- 95 Other **(specify):**

**IF ON A FERRY (FROM TRIP ID):**

Q9A. Aside from this ferry, will you be using or have you used any other JTA mode for this one-way trip?

- 01 Yes
- 02 No

**THOSE WHO ARE NOT ON A FERRY (FROM TRIP ID) OR THOSE WHO ARE ON A FERRY AND HAVE/WILL USE ANOTHER MODE (Q9A(01)):**

Q9. Did you transfer **FROM** another JTA service **BEFORE** getting on this (bus/Skyway/ferry<sup>1</sup>)? (<sup>1</sup>INSERT BASED ON TRIP ID.)

- 01 Yes
- 02 No

Q12. Will you transfer **TO** another JTA service **AFTER** getting off this (bus/Skyway/ferry<sup>1</sup>)? (<sup>1</sup>INSERT BASED ON TRIP ID.)

- 01 Yes
- 02 No

**THOSE WHO WILL TRANSFER [Q9(01) OR Q12(01)], ASK:**

Q13. Please list the **BUS ROUTES**, Skyway, ferry, and/or ReadIRide in the exact order for this one-way trip. (<sup>1</sup>INSERT BASED ON TRIP ID. DROP DOWN LISTS OF ROUTES/SKYWAY/FERRY/READIRIDE. PROGRAMMING NOTE: ALL THOSE WHO DO NOT TRANSFER [Q9(02) AND Q12(02)], INSERT ROUTE/SKYWAY/FERRY/READIRIDE IN 1<sup>ST</sup> BASED ON TRIP ID.)

Starting Place	p	p	p	p	p	Destination Final
	1 <sup>st</sup> Bus	2 <sup>nd</sup> Bus	3 <sup>rd</sup> Bus	4 <sup>th</sup> Bus		
	route	route	route	route		
	number	number	number	number		
	Skyway/ ferry	Skyway/ ferry	Skyway/ ferry	Skyway/ ferry		

**THOSE TRANSFERRING FROM ANOTHER BUS/SKYWAY/FERRY/READIRIDE [Q9(01)], ASK:**

Q4A. Where did you board (route<sup>1</sup>/the<sup>2</sup>) [INSERT FIRST ROUTE/SKYWAY/FERRY/READIRIDE FROM Q13] you used for this one-way trip? (DROP DOWN LIST OF STOPS BASED ON 1<sup>ST</sup> BUS ROUTE AT Q13. <sup>1</sup>INSERT IF BUS ROUTE/<sup>2</sup>INSERT IF SKYWAY/FERRY/READIRIDE.)

**THOSE WHO ARE NOT ON A FERRY:**

Q10. Where did you **GET ON THIS** (bus/Skyway/ferry/ReadIRide<sup>1</sup>), that is [INSERT CURRENT ROUTE FROM TRIP ID]? (DROP DOWN LIST OF STOPS BASED ON TRIP ID. <sup>1</sup>INSERT BASED ON TRIP ID.)

Q11. Where will you **GET OFF THIS** (bus/Skyway/ferry/ReadIRide<sup>1</sup>), that is [INSERT CURRENT ROUTE FROM TRIP ID]? (DROP DOWN LIST OF STOPS BASED ON TRIP ID. <sup>1</sup>INSERT BASED ON TRIP ID.)

**THOSE TRANSFERRING TO ANOTHER BUS/SKYWAY/FERRY/READIRIDE [Q12(01)], ASK:**

Q8A. Where will you get off (route<sup>1</sup>/the<sup>2</sup>) [INSERT LAST ROUTE/SKYWAY/FERRY/READIRIDE FROM Q13] you are using for this one-way trip? (DROP DOWN LIST OF STOPS BASED ON LAST BUS ROUTE AT Q13. <sup>1</sup>INSERT IF BUS ROUTE/<sup>2</sup>INSERT IF SKYWAY/FERRY/READIRIDE.)

**ASK EVERYONE:**

Q5. What type of place are you **GOING TO NOW?** (READ LIST.)

- 01 Work
- 02 College/University (students only)
- 03 School K-12 (students only)
- 04 Doctor/Medical Service/Hospital (non-work)
- 05 Shopping
- 06 Recreation/Sightseeing/Restaurant
- 07 Social Visit/Church/Personal Business
- 08 Airport (passengers only)
- 09 Your HOME
- 95 Other (**specify**):

Q8. How will you **GET TO [INSERT Q5]** after you get off the **LAST** bus, Skyway, ferry, or ReadIRide you will use for this one-way trip? (READ LIST.)

- 01 Walk/wheelchair: \_\_\_\_\_miles **OR** \_\_\_\_\_blocks
- 02 Bike
- 03 Be picked up by someone
- 04 Get in a parked vehicle & drive alone [**FOR FERRY ONLY (FROM TRIP ID):** Drive alone
- 05 Get in a parked vehicle & drive/ride with others [**FOR FERRY ONLY (FROM TRIP ID):** Drive with others
- 06 Taxi
- 07 Uber, Lyft, etc.
- 08 zTrip
- 95 Other (**specify**):

**IF NOT GOING HOME [Q5(01-08,95)], ASK:**

Q7. What is the **EXACT ADDRESS** of this place (**OR** the nearest intersection or landmark if you do not know the exact address):

*You can identify the nearest intersection or address by dragging the marker to the map or enter the address manually in the provided text field and hit the search button. To enter a business name, type the name and then the city and state where it is located.*

**ASK EVERYONE:**

Q18. Did you have another option to make this trip today?

- 01 Yes – I could have driven, carpooled, biked, taxi, Uber, etc.
- 02 No – Riding JTA or walking was my only option

**END OF SHORT SURVEY**

**ASK EVERYONE:**

Q14. What time did you **BOARD** this (bus/Skyway/ferry)? (1INSERT BASED ON TRIP ID.), that is  
**[INSERT CURRENT ROUTE FROM TRIP ID]?**

\_\_\_\_:\_\_\_\_\_

01 AM

02 PM

**IF AT LEAST ONE BUS OR FERRY USED IN Q13, ASK:**

Q15A. How did you pay for this trip? **(READ LIST.)**

01 STAR Card

02 My JTA App

03 Token Transit

04 Cash when boarding

05 Free—ADA/Connexion

06 Free—Senior

07 Free—Other (**specify**):

08 Ticket

**IF PAID BY STAR CARD, TOKEN TRANSIT, OR CASH [Q15A(01,03,04)], ASK:**

Q15B. Do you pay a reduced fare?

01 Yes

02 No

**IF PAY A REDUCED FARE [Q15B(01)], ASK:**

Q15Ba. What type of reduced fare do you pay? **(ALLOW MULTIPLE RESPONSES. READ LIST.)**

01 Senior

02 Social Security Disability or Social Security Income (SSD or SSI)

03 Veteran with a disability

04 Non-Veteran with a disability

05 Medicare recipient

06 SNAP

07 TANF

08 WIC

09 Section 8

96 Refused



**IF PAID FARE [Q15A(01-04)] AND NOT FERRY [TRIP ID], ASK:**

Q15C. What type of pass do you use? **(READ LIST.)**

- 01 Single Ride (or stored value card)
- 02 1 Day
- 03 3 Day
- 04 7 Day
- 05 31 Day
- 06 31 Day Youth
- 07 Paid with cash

**IF PAID FARE [Q15A(01-04, 08)] AND FERRY [TRIP ID], ASK:**

Q15D. What type of fare did you pay? **(READ LIST.)**

- 01 Pedestrian/Bicycle
- 02 Motorcycle
- 03 Car
- 04 Truck/Bus/RV

**ASK EVERYONE:**

Q16. Will you (or did you) make this same trip using the same transit routes in exactly the opposite direction TODAY?

- 01 Yes
- 02 No

**IF MADE EXACT SAME TRIP [Q16(01)], ASK:**

Q16A. At what time did/will you leave for this trip in the opposite direction?

\_\_\_\_:\_\_\_\_

- 01 AM
- 02 PM

**ASK EVERYONE:**

Q17. How often do you ride any JTA services? **(READ LIST.)**

- 01 7 days per week
- 02 6 days per week
- 03 5 days per week
- 04 4 days per week
- 05 3 days per week
- 06 2 days per week
- 07 1 day per week or less
- 08 First time riding

**[FOR PAPER SURVEY]** Q19. Are you a resident of Greater Jacksonville (Duval, Clay, St. Johns, Nassau, Baker and Putnam Counties)?

03 Yes

04 No

→ SKIP TO Q24

**IF RESIDENT [Q19(01)], ASK:**

Q20. How many working vehicles (cars, trucks, motorcycles) are available to your household?

\_\_\_\_\_ vehicles **[RANGE 0-20]**

Q21. Including **YOU**, how many people live in your household?

\_\_\_\_\_ people **[RANGE 1-20]**

Q22. What is your employment status? Are you...? **(READ LIST OR TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

01 A full-time worker

02 A part-time worker

03 A homemaker

04 Retired

05 Not currently employed

06 **DO NOT READ:** Prefer not to say

Q23. What is your student status? Are you...? **(READ LIST OR TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

01 Not a student

02 Full or part-time college/university

03 K-12<sup>th</sup> grade

04 Other **(specify):**

**ASK EVERYONE:**

Q24. Do you have a valid driver's license? **(TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

01 Yes

02 No

03 **DO NOT READ:** Prefer not to say

Q25. Do you have a smartphone? (e.g., iPhone, Android, etc.) **(TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

01 Yes

02 No

Q25A. Do you have access to a credit or debit card? **(TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

- 01 Yes
- 02 No
- 03 **DO NOT READ:** Prefer not to say

Q26. What is your age? **(READ LIST OR TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

- 01 Under 16
- 02 16-18
- 03 19-24
- 04 25-34
- 05 35-44
- 06 45-54
- 07 55-64
- 08 65 or over
- 09 **DO NOT READ:** Prefer not to say

Q27. What is your race/ethnicity? (Choose all that apply.) **(READ LIST OR TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

- 01 American Indian/Alaska Native
- 02 Asian
- 03 Black/African-American
- 04 Hispanic/Latino
- 05 Native Hawaiian/Pacific Islander
- 06 White
- 07 Other (specify):
- 08 **DO NOT READ:** Prefer not to say

Q28. What is your gender? **(TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

- 01 Female
- 02 Male
- 03 Other
- 04 **DO NOT READ:** Prefer not to say

Q29. Which of the following **BEST** describes your **TOTAL ANNUAL HOUSEHOLD INCOME** in 2020 before taxes? **(READ LIST OR TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

- 01 Less than \$10,000
- 02 \$10,000 to less than \$15,000
- 03 \$15,000 to less than \$20,000
- 04 \$20,000 to less than \$25,000
- 05 \$25,000 to less than \$30,000
- 06 \$30,000 to less than \$40,000
- 07 \$40,000 to less than \$75,000
- 08 \$75,000 to less than \$100,000
- 09 \$100,000 or more

Q30. Do you speak a language other than English at home? **(TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

- 01 Yes
- 02 No

**IF SPEAK LANGUAGE OTHER THAN ENGLISH AT HOME [Q30(01)], ASK:**

Q30B. Which language? **(TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

\_\_\_\_\_

Q30A. How well do you speak English? **(READ LIST OR TURN THE TABLET TO THE RESPONDENT IF THEY DO NOT WISH TO SAY ALOUD.)**

- 01 Very well
- 02 Well
- 03 Less than well
- 04 Not at all

**ASK EVERYONE:**

**REGISTER TO WIN FREE A 31-DAY PASS:**

**Please provide your name and phone number in case we have any questions about your responses. To enter to win the free 31-day pass, please provide your mailing address.**

\_\_\_\_\_  
Your Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email

\_\_\_\_\_  
Address Line 1

\_\_\_\_\_  
Address Line 2

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
ZIP

99      No Answer

**Thank you for your help!**

## **Attachment 11: Requirements to Monitor Transit Service**

### Requirements to Monitor Transit Service

In the sections below, the minority transit route definition is used to implement a monitoring program of the JTA Service Standards. A minority transit route is one in which at least one-third of the revenue miles are located in a Census Tract where the percentage minority population exceeds the percentage minority population in the service area. The table below shows the 43 fixed routes that JTA operates, along with the designation of minority route.

Route Number	Route Name	Revenue Miles	Revenue Miles in Minority Tract	Percent of Revenue Miles in Minority Tract	Minority Status
1	North Main	1,753	1,185	68%	Minority Route
3	Moncrief	1,359	1,359	100%	Minority Route
4	Kings	686	686	100%	Minority Route
5	Park/Blanding	1,809	1,097	61%	Minority Route
8	Beach/Town Center	1,947	1,020	52%	Minority Route
10	Atlantic	1,186	404	34%	Minority Route
11	A Philip Randolph	272	272	100%	Minority Route
12	Myrtle/Lem Turner	577	577	100%	Minority Route
13	Commonwealth/Lane	875	755	86%	Minority Route
14	Edison	488	263	54%	Minority Route
15	Post/Normandy	693	346	50%	Minority Route
16	Riverside/Wilson	716	358	50%	Minority Route
17	St. Augustine	880	261	30%	
18	Atlantic/Monument	897	631	70%	Minority Route
19	Arlington	976	901	92%	Minority Route
21	Boulevard/Gateway	152	152	100%	Minority Route
22	Avenue B	340	340	100%	Minority Route
23	Townsend/Southside	956	587	61%	Minority Route
24	Mayport	219	18	8%	
25	San Jose	423	77	18%	
26	Argyle Forest/Buckman Bridge	318	150	47%	Minority Route
27	Philips/Avenues	420	375	89%	Minority Route
28	Southside Blvd/Sunbeam	346	181	52%	Minority Route
30	Cecil	268	164	61%	Minority Route
32	McDuff	196	136	69%	Minority Route
33	Spring Park/Philips	279	221	79%	Minority Route
50	University	1,350	1,163	86%	Minority Route
51	Edgewood	783	534	68%	Minority Route
53	Commonwealth/Cassat	1,022	493	48%	Minority Route
80	NAS Shuttle	51	12	23%	
81	Dinsmore Shuttle	109	109	100%	Minority Route
82	Amazon Shuttle	206	137	67%	Minority Route
84	Philips/Gran Bay	89	0	0%	
85	Highlands/Busch Dr	231	87	38%	Minority Route
86	Northside	46	46	100%	Minority Route
102	First Coast Flyer Green Line	1,383	1,383	100%	Minority Route
107	First Coast Flyer Blue Line	2,098	1,749	83%	Minority Route
109	First Coast Flyer Red Line	2,831	1,274	45%	Minority Route
200	Mandarin Express	63	10	15%	
201	Clay Regional Express	192	44	23%	
202	Mayport Express	177	46	26%	
205	Beaches Express	42	16	39%	Minority Route
-	Nassau Express	30	13	43%	Minority Route

### Vehicle Load Factors

The vehicle load is measured as the ratio of passengers on board to the seated bus capacity expressed as a percent. According to JTA Service Standards, acceptable load factors are as follows:

Service Type	Peak	Off-Peak
Local Fixed Routes	125%	125%
Express Routes	100%	--

Based on current data from the Automated Passenger Counters (APC), none of JTA's Fixed Routes reach an unacceptable load factor during Peak hours when ridership is the highest.

### Vehicle Headways

Headway is a measure of bus frequency and calculated as the time in minutes between one bus and the next at the same location in the same direction. JTA Service Standards for vehicle headways are as follows.

Category	Weekday Mainline	Weekday Branch	Saturday Mainline	Saturday Branch	Sunday Mainline	Sunday Branch
First Coast Flyer (BRT)	10 - 15	--	30	--	30	--
Frequent Routes	15	30	30	60	30	60
Mainline Routes	30	60	60	--	60	--
Connector Routes	60	--	60	--	60	--
Limited Connector Routes	--	--	--	--	--	--
Express Routes	1 AM & 1 PM Trip	--	--	--	--	--

The table below shows the vehicle headways for JTA's Fixed Routes. All of JTA's routes meet the headway standards.



Route Number	Route Name	Route Type	Minority Status	Weekday Mainline	Weekday Branch	Saturday Mainline	Saturday Branch	Sunday Mainline	Sunday Branch	Meets Service Standard
1	North Main	Frequent Route	Minority Route	15	30	30	60	30	60	Yes
3	Moncrief	Frequent Route	Minority Route	15	30	30	60	30	60	Yes
4	Kings	Mainline Route	Minority Route	15	60	60		60		Yes
5	Park/Blanding	Frequent Route	Minority Route	15	30	30	60	30	60	Yes
8	Beach/Town Center	Frequent Route	Minority Route	15	30	30	60	30	60	Yes
10	Atlantic	Mainline Route	Minority Route	30	60	30	60	60	60	Yes
11	A Philip Randolph	Mainline Route	Minority Route	30		60		60		Yes
12	Myrtle/Lem Turner	Mainline Route	Minority Route	30		60		60		Yes
13	Commonwealth/Lane	Mainline Route	Minority Route	30		60		60		Yes
14	Edison	Mainline Route	Minority Route	30		60		60		Yes
15	Post/Normandy	Mainline Route	Minority Route	30		60		60		Yes
16	Riverside/Wilson	Mainline Route	Minority Route	30		60		60		Yes
17	St. Augustine	Mainline Route		30		60		60		Yes
18	Atlantic/Monument	Mainline Route	Minority Route	30		60		60		Yes
19	Arlington	Mainline Route	Minority Route	30		45		45		Yes
21	Boulevard/Gateway	Connector Route	Minority Route	60		60		60		Yes
22	Avenue B	Connector Route	Minority Route	60		60		60		Yes
23	Townsend/Southside	Connector Route	Minority Route	60		60		60		Yes
24	Mayport	Connector Route		60		60		60		Yes
25	San Jose	Connector Route		60		60		60		Yes
26	Argyle Forest/Buckman Bridge	Connector Route	Minority Route	60		60				Yes
27	Philips/Avenues	Connector Route	Minority Route	60		60		60	60	Yes
28	Southside Blvd/Sunbeam	Connector Route	Minority Route	60		60				Yes
30	Cecil	Connector Route	Minority Route	60		60				Yes
32	McDuff	Connector Route	Minority Route	60		60				Yes
33	Spring Park/Philips	Connector Route	Minority Route	60		60				Yes
50	University	Frequent Route	Minority Route	15		30		30		Yes
51	Edgewood	Mainline Route	Minority Route	30		60		60		Yes
53	Commonwealth/Cassat	Mainline Route	Minority Route	30		60		60		Yes
80	NAS Shuttle	Limited Connector		2 AM Trips/ 2 PM Trips	1 AM Trip					Yes
81	Dinsmore Shuttle	Limited Connector	Minority Route	2 AM Trips/ 2 PM Trips		1 AM Trip/ 1 PM Trip				Yes
82	Amazon Shuttle	Limited Connector	Minority Route	15	30	8	30			Yes
84	Philips/Gran Bay	Limited Connector		3 AM Trips/ 3 PM Trips						Yes
85	Highlands/Busch Dr	Limited Connector	Minority Route	6 AM Trips/ 6 PM Trips		6 AM Trips/ 6 PM Trips				Yes
86	Northside	Limited Connector	Minority Route	1 AM Trips/ 2 PM Trips						Yes
102	First Coast Flyer Green Line	First Coast Flyer	Minority Route	15	30	30	60	30	60	Yes
107	First Coast Flyer Blue Line	First Coast Flyer	Minority Route	15	30	30	60	30	60	Yes
109	First Coast Flyer Red Line	First Coast Flyer	Minority Route	15	30	30	60	30	60	Yes
200	Mandarin Express	Express Route		2 AM Trips/ 3 PM Trips						Yes
201	Clay Regional Express	Express Route		2 AM Trips/ 2 PM Trips						Yes
202	Mayport Express	Express Route		3 AM Trips/ 3 PM Trips		1 AM Trip/ 2 PM Trips				Yes
205	Beaches Express	Express Route	Minority Route	1 AM Trip/ 1 PM Trip						Yes
-	Nassau Express	Express Route	Minority Route	2 AM Trips/ 3 PM Trips						Yes

## Ferry

Mode	Minority Status	Weekday	Saturday	Sunday	Meets Service Standard
Ferry		30	30	30	Yes

The Skyway meets service standards by operating five trains during the weekday peak hours and three trains during the weekday off-peak hours.

## On-Time Performance

Performance reliability standards have been established for JTA as follows. A vehicle is considered on-time when its departure is from one minute and one second to five minutes and 59 seconds after the scheduled departure time. A vehicle is considered late when it departs more the five minutes and 59 seconds after the scheduled departure time. A vehicle which departs more than one minute and one second before its scheduled departure time is considered to be early. The standard for JTA schedule adherence for all fixed route categories is established at the 75 percent being on-time. The table below shows the on-time performance of JTA's Fixed Routes for December 2019. There are five routes that do not meet the service standard, four routes are classified as minority, or 80 percent.

Route Number	Route Name	Minority Status	On Time Performance	Meets Service Standard
1	North Main	Minority Route	76%	Yes
3	Moncrief	Minority Route	79%	Yes
4	Kings	Minority Route	82%	Yes
5	Park/Blanding	Minority Route	82%	Yes
8	Beach/Town Center	Minority Route	75%	Yes
10	Atlantic	Minority Route	76%	Yes
11	A Philip Randolph	Minority Route	88%	Yes
12	Myrtle/Lem Turner	Minority Route	82%	Yes
13	Commonwealth/Lane	Minority Route	80%	Yes
14	Edison	Minority Route	84%	Yes
15	Post/Normandy	Minority Route	78%	Yes
16	Riverside/Wilson	Minority Route	80%	Yes
17	St. Augustine		79%	Yes
18	Atlantic/Monument	Minority Route	78%	Yes
19	Arlington	Minority Route	79%	Yes
21	Boulevard/Gateway	Minority Route	84%	Yes
22	Avenue B	Minority Route	79%	Yes
23	Townsend/Southside	Minority Route	76%	Yes
24	Mayport		83%	Yes
25	San Jose		81%	Yes
26	Argyle Forest/Buckman Bridge	Minority Route	68%	No
27	Philips/Avenues	Minority Route	78%	Yes
28	Southside Blvd/Sunbeam	Minority Route	68%	No
30	Cecil	Minority Route	85%	Yes
32	McDuff	Minority Route	75%	Yes
33	Spring Park/Philips	Minority Route	82%	Yes
50	University	Minority Route	83%	Yes
51	Edgewood	Minority Route	82%	Yes
53	Commonwealth/Cassat	Minority Route	77%	Yes
80	NAS Shuttle		77%	Yes
81	Dinsmore Shuttle	Minority Route	81%	Yes
82	Amazon Shuttle	Minority Route	75%	Yes
84	Philips/Gran Bay		85%	Yes
85	Highlands/Busch Dr	Minority Route	80%	Yes
86	Northside	Minority Route	71%	No
102	First Coast Flyer Green Line	Minority Route	92%	Yes
107	First Coast Flyer Blue Line	Minority Route	83%	Yes
109	First Coast Flyer Red Line	Minority Route	85%	Yes
200	Mandarin Express		80%	Yes
201	Clay Regional Express		72%	No
202	Mayport Express		86%	Yes
205	Beaches Express	Minority Route	91%	Yes
-	Nassau Express	Minority Route	73%	No

### Skyway and Ferry

Mode		On time Performance	Meets Service Standard
Skyway	Minority Route	99%	Yes
Ferry		99%	Yes

### Service Availability (Bus Stop Spacing)

The JTA Service Standard for spacing of bus stops along bus routes is as follows.

Category	Stops per Mile
First Coast Flyer (BRT)	1 – 2
Frequent Routes	3 – 4
Mainline Routes	5 – 7
Connector Routes	5 – 7
Limited Connector Routes	At appropriate locations
Express Routes	At appropriate locations

The table below shows the bus stop spacing for JTA's Fixed Routes. Stop spacing standards are not applicable to Express Routes and Limited Connector Routes with limited stops. There are 11 routes that do not meet the service standard, all of which are classified as minority routes.

Route Number	Route Name	Route Type	Minority Status	Stops per Mile	Meets Service Standard
1	North Main	Frequent Route	Minority Route	3	Yes
3	Moncrief	Frequent Route	Minority Route	6	Yes
4	Kings	Mainline Route	Minority Route	5	Yes
5	Park/Blanding	Frequent Route	Minority Route	4	Yes
8	Beach/Town Center	Frequent Route	Minority Route	3	Yes
10	Atlantic	Mainline Route	Minority Route	3	No
11	A Philip Randolph	Mainline Route	Minority Route	8	Yes
12	Myrtle/Lem Turner	Mainline Route	Minority Route	5	Yes
13	Commonwealth/Lane	Mainline Route	Minority Route	6	Yes
14	Edison	Mainline Route	Minority Route	6	Yes
15	Post/Normandy	Mainline Route	Minority Route	5	Yes
16	Riverside/Wilson	Mainline Route	Minority Route	7	Yes
17	St. Augustine	Mainline Route	Minority Route	4	No
18	Atlantic/Monument	Mainline Route	Minority Route	4	No
19	Arlington	Mainline Route	Minority Route	4	No
21	Boulevard/Gateway	Connector Route	Minority Route	7	Yes
22	Avenue B	Connector Route	Minority Route	6	Yes
23	Townsend/Southside	Connector Route	Minority Route	3	No
24	Mayport	Connector Route	Minority Route	4	No
25	San Jose	Connector Route	Minority Route	5	Yes
26	Argyle Forest/Buckman Bridge	Connector Route	Minority Route	1	No
27	Philips/Avenues	Connector Route	Minority Route	3	No
28	Southside Blvd/Sunbeam	Connector Route	Minority Route	4	No
30	Cecil	Connector Route	Minority Route	2	No
32	McDuff	Connector Route	Minority Route	6	Yes
33	Spring Park/Philips	Connector Route	Minority Route	3	No
50	University	Frequent Route	Minority Route	5	Yes
51	Edgewood	Mainline Route	Minority Route	5	Yes
53	Commonwealth/Cassat	Mainline Route	Minority Route	5	Yes
80	NAS Shuttle	Limited Connector Route	Minority Route	--	n/a
81	Dinsmore Shuttle	Limited Connector Route	Minority Route	--	n/a
82	Amazon Shuttle	Limited Connector Route	Minority Route	--	n/a
84	Philips/Gran Bay	Limited Connector Route	Minority Route	--	n/a
85	Highlands/Busch Dr	Limited Connector Route	Minority Route	--	n/a
86	Northside	Limited Connector Route	Minority Route	--	n/a
102	First Coast Flyer Green Line	First Coast Flyer	Minority Route	1	Yes
107	First Coast Flyer Blue Line	First Coast Flyer	Minority Route	1	Yes
109	First Coast Flyer Red Line	First Coast Flyer	Minority Route	1	Yes
200	Mandarin Express	Express Route	Minority Route	--	n/a
201	Clay Regional Express	Express Route	Minority Route	--	n/a
202	Mayport Express	Express Route	Minority Route	--	n/a
205	Beaches Express	Express Route	Minority Route	--	n/a
-	Nassau Express	Express Route	Minority Route	--	n/a

### Service Availability (Skyway and Ferry)

The Skyway currently stops at seven of its eight stations. The Convention Center Station is temporarily closed. The Ferry stops at each terminal on both sides of the river.

### **Distribution of Transit Amenities**

The JTA Distribution of Transit Amenities Policy states that bus shelters will be installed where daily passenger boarding exceed 40 passengers or at stops that serve concentrations of elderly residents or persons with disabilities, provided that there is sufficient right-of-way available to install the shelter, shelter access and appropriate amenities. Benches will be installed at bus stops where daily passenger boarding exceeds 15 passengers, provided that there is sufficient right-of-way available. According to average passenger counts for August through November 2019, there were 154 stops with over 40 daily passenger boarding's. Of these 154 stops, there are 34 that do not have a shelter installed, and 27, or 79% of these stops are located in a minority census tract. There were 325 stops with over 15 daily passenger boarding's and less than or equal to 40 passenger boarding's. Of these 325 stops, there were 50 that do not have a bench installed in which 36, or 72% of these stops are located in a minority census tract.

### **Vehicle Assignment Policy**

The JTA Service Standard for vehicle assignment requires the average age of fixed route vehicles assigned to the revenue service to remain consistent throughout the service area. JTA operates vehicles that average in age from one year to 12 years. The table below shows the average age of vehicles assigned to each Fixed Route. The average age of vehicles assigned to routes classified as minority is 5.4 years, while the average age of all other routes in 5.2 years.

Vehicle assignment is not applicable on the Skyway or the Ferry. All six of the vehicles in the Skyway system are of the same design and within five years of manufacture (between 1997 and 2002). Only one vehicle operates the Ferry service.

Route Number	Route Name	Minority Status	Average Age of Assigned Vehicle
1	North Main	Minority Route	4
3	Moncrief	Minority Route	6
4	Kings	Minority Route	7
5	Park/Blanding	Minority Route	4
8	Beach/Town Center	Minority Route	7
10	Atlantic	Minority Route	5
11	A Philip Randolph	Minority Route	11
12	Myrtle/Lem Turner	Minority Route	7
13	Commonwealth/Lane	Minority Route	7
14	Edison	Minority Route	11
15	Post/Normandy	Minority Route	7
16	Riverside/Wilson	Minority Route	4
17	St. Augustine		6
18	Atlantic/Monument	Minority Route	7
19	Arlington	Minority Route	7
21	Boulevard/Gateway	Minority Route	5
22	Avenue B	Minority Route	5
23	Townsend/Southside	Minority Route	5
24	Mayport		5
25	San Jose		5
26	Argyle Forest/Buckman Bridge	Minority Route	3
27	Philips/Avenues	Minority Route	6
28	Southside Blvd/Sunbeam	Minority Route	3
30	Cecil	Minority Route	3
32	McDuff	Minority Route	3
33	Spring Park/Philips	Minority Route	3
50	University	Minority Route	5
51	Edgewood	Minority Route	7
53	Commonwealth/Cassat	Minority Route	6
80	NAS Shuttle		7
81	Dinsmore Shuttle	Minority Route	6
82	Amazon Shuttle	Minority Route	6
84	Philips/Gran Bay		7
85	Highlands/Busch Dr	Minority Route	7
86	Northside	Minority Route	7
102	First Coast Flyer Green Line	Minority Route	2
107	First Coast Flyer Blue Line	Minority Route	2
109	First Coast Flyer Red Line	Minority Route	2
200	Mandarin Express		12
201	Clay Regional Express		3
202	Mayport Express		10
205	Beaches Express	Minority Route	12
-	Nassau Express	Minority Route	--

## **Attachment 12: Public Engagement Process for Setting Major Service Change Policy**





**STANDARD OPERATING PROCEDURE**  
**No: CR SERVICE (ROUTE) CHANGE POLICY & PROCEDURE**  
**EXTERNAL AFFAIRS: MARKETING & CORPORATE COMMUNICATIONS**

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Effective Date: February 18, 2021

PURPOSE:	To provide structure and guidelines related to the execution of transit service (route) change communications to stakeholders and the general public.
GENERAL:	The goal of Public Outreach & Engagement efforts of the Customer Engagement Department is to create awareness and understanding of service changes by providing timely, accurate and reliable information as it relates to JTA's transportation services. Public awareness and education via different communication channels are critical to achieving both goals.
ASSIGNMENT OF RESPONSIBILITY:	As this policy and procedure influences JTA's customer satisfaction, it shall be the responsibility of the Customer Engagement Department to periodically review procedures to ensure the needs of the Authority and our customers are being fulfilled.

**Public Meetings**

Customer Engagement, in partnership with Service Planning, holds a series of public meetings to share proposed changes to transit routes, and to receive input from customers and prospective customers on potential changes. Customer Engagement assists in identifying areas of town where the meetings should be held and secures the venues and dates. A looped voice-over PowerPoint presentation and maps of existing routes with proposed changes are shared with customers in detail to give them an opportunity to effectively understand changes and voice their opinions. Standard meeting documents consist of:

Sign-in sheets

Comment forms

Title VI poster board at sign-in table

Marketing & Communications-prepared directional street signage leading to the meeting location

Other preparations include:

Meeting advertisement created by Customer Engagement (with graphic assistance by Marketing & Communication as needed).

Meeting advertisement placed by Customer Engagement to run two weeks in advance of meeting in the Florida Times-Union (FTU).

Media releases are disseminated to local news outlets, along with an advisory in a reasonable time prior to the meeting day.

Meeting notices (i.e., flyers) are distributed to customers at JTA transit hubs, on vehicles and at key bus stops as appropriate.

Meeting notices are provided for the meeting site, and to customer-frequented businesses and agencies in the affected areas.

Notice is also given on the website, social media, on service vehicles and at the main and key transit hubs.

Meetings are arranged and conducted jointly by Customer Engagement and Service Planning. Meeting dates, locations and impacts are shared with JTA Public Affairs for communication with City Council members as needed.

#### Public Hearings

If 25 percent or more of a route is altered, a public hearing is required. A public hearing is held to share the proposed changes, resulting from data/information collected during public meetings, with customers and potential customers. The location and number of hearings held depends upon the extent of the change. A public hearing requires a 30-day notification by way of advertisement in a paper of general circulation. Currently, the FTU is the only local paper that meets the requirement. Dissemination of Notice is given in the same manner as for public meetings and may be run concurrently with related service change public meeting information. For public meetings, in addition to the standard meeting materials, Comment Cards (for requests to speak during the hearing) are provided for hearing attendees. A court reporter is secured by Customer Engagement for public hearings.

Following every public meeting and hearing, a summary is prepared outlining all steps taken to promote the meeting, attendance, and comments. A “thank you” communication is sent to the leadership of the meeting location by Customer Engagement.

#### Route Schedule Design

When route schedules are finalized, the Service Planning department distributes the files to the graphic designer who in turn formats the schedules. Review and input on schedule content is shared by Marketing & Communications through Adobe with Service Planning, Community Outreach, Customer Service & Customer Engagement. Approvals are required from review participants.

#### Schedule Production

Schedules are then forwarded to the print shop. Three days are required per schedule for printing. For example, 10 approved route schedules can take up to 30 days to print. Small quantities of (2000-5000) are produced on yellow paper for use during the two weeks prior to the official service change. Additional schedules are in production and printed on white paper for distribution.

#### Awareness Campaign

A minimum of two weeks prior to the start of route service changes, the Awareness Campaign begins. The Awareness Campaign consists of the following:

Banners were placed at Rosa Parks Transit Station

Kiosks display Service Change announcements at JRTC

Community Outreach Coordinators Staff Transit Hub to educate customers

Rack Cards are produced announcing overall changes and instructing customers to obtain new yellow schedules for specific information; they are distributed to customers and placed on buses

All new schedules are printed on yellow paper to distinguish them from current schedules on white paper. They are available and/or handed out at stations by Community Outreach Coordinators.

A-frames (sandwich board) signs were placed at major stations and hubs outlining route changes.

Public Address system announcements in English and Spanish provide notice of the upcoming service change.

Impacted routes are assessed for additional outreach efforts and if deemed necessary, a plan is developed and executed.

The outreach staff rides selected routes to inform customers of the changes. This is managed through Customer Engagement.

Service change information is placed on the web by Marketing & Communications, with a link to more specific information including maps and schedules. Changes are also noted on social media; Facebook and Twitter.

As appropriate, Customer Engagement prepares scripts for customer service “music on hold” (MOH) announcements.

#### Schedule Distribution

Schedule changes should be provided to the print shop in a timely manner in order for the print shop to produce necessary schedules. In the event of a delay, the print shop may require printing assistance from an outside vendor. If so, the print shop will determine the quantity of schedules it can reasonably produce to satisfy the media distribution date, and a quote is requested from one or more vendors for outside printing services.

Two weeks prior to the effective date, yellow schedules were placed at the front of each revised route in the schedule racks at the Rosa Parks Transit Station, other locations throughout Duval County and more recently at the JRTC.

The schedules will remain yellow for two weeks after the effective date, and then will be completely replaced by white schedules.

Note: If there is a reprint during this time, the effective date on the schedule will reflect the reprint. This entire process will be aided by the schedule consumption folder located on the S: drive, which enables the printer to be aware of the supply/demand of individual schedules, to have an increasingly efficient printing process.

Other than the aforementioned schedules, the Route Change campaign collateral consists of the following components:

MOH Scripts/Recordings

Fixed Route Bus-Posters

Posters – Regency and Gateway

Rack Cards

A-Frames – Rosa Parks Transit Station

Electronic media and Public Address system at JRTC

Banners at Rosa Parks Transit Station

Social Media outlets – Facebook, Instagram, Twitter

JTA Website

## Community Outreach Team

All the above assignments are completed and on display for the first Monday of the route change. The Community Outreach Team is also available on a regular basis to assist customers.

## Service Change Day

On the day service changes are implemented, the Outreach Team and Service Planning, if requested, are available to assist customers using the system. Depending on the extent of the changes, other Customer Engagement and JTA team members may be assigned to the field. Also, at midnight the night before the change, the new schedules are posted on the website and in the trip planner.

## Appendix:

### A: Provide Language Assistance

a) JTA has identified staff that speak four other languages that are willing to assist those LEP individuals needing language assistance:

Spanish - eight employees and one North FL TPO employee

Albanian - one employee

Greek - one employee

Creole - one employee

Tagalog (Filipino) - three employees

Vietnamese – one employee

Romanian – one employee

## Approval Process Form

Instructions: Once this form is completed, print and include with procedure being created or revised. All signatures must be present for the procedure to become active and added to the Procedure Manual.

Once this form is complete, attach original to the procedure and forward to the Ethics and Compliance Officer (ECO) for inclusion into the Policy Portal.

Procedure Number: CR6.1.3      Date: 3/31/14

Date of Last Revision: N/A

Procedure Description: To specify how the Jacksonville Transportation Authority (JTA) will track, file, maintain and report on all service (route) changes on behalf of JTA.

Revision Requested By: N/A      Reason for Revision: N/A

Kimberly D. Morison, Marketing Director, Public Affairs Name of Original Requestor