



EC RIDER

PLANNING YOUR **FUTURE RID**



Final Report

Transit Development Plan 2022-2031

July 19, 2021



10
YEAR

**TRANSIT
DEVELOPMENT
PLAN**



Transit Development Plan 2022-2031

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1.0 Introduction

Okaloosa County's Emerald Coast (EC) Rider transit has initiated a 10-Year Transit Development Plan Major Update utilizing support from the Okaloosa-Walton Transportation Planning Organization (TPO).

A Transit Development Plan (TDP) is a 10-year horizon plan required by the Florida Department of Transportation (FDOT) per Florida Administrative Code (FAC) 14-73.001. The TDP is intended to support the development of an effective multimodal transportation system in Okaloosa County, and serves as the basis for defining public transit needs, which is a prerequisite to receive state funds. The central objective of this effort is to improve transit opportunities and offer a robust, multimodal connection experience for the Okaloosa County EC Rider service area users.

1.1 Planning your Future Ride

The *Planning your Future Ride* initiative embodies Okaloosa County's efforts towards improving the EC Rider transit service. The key outcome of this initiative is a community-inspired plan to enhance the current system and to build a transit network that meets the needs of current and future users.

1.1.1 EC Rider Vision

Okaloosa County's EC Rider will be recognized as the best small transit system in Florida by delivering a well-balanced, multimodal transportation system that promotes community embrace, economic development, accessibility to alternative modes, and environmental sensitivity while supporting customer demand.

1.1.2 EC Rider Mission

EC Rider will operate and coordinate a safe and reliable public transportation system that effectively and efficiently meets the community's existing and future mobility needs as identified through on-going outreach to Okaloosa County's residents, visitors, and businesses.

1.2 TDP Checklist

The TDP Checklist ensures that the TDP Update meets the requirements set forth by Federal and FDOT guidance. **Table 1** shows the checklist for each of the requirements and their locations within the TDP.



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Table 1 | Okaloosa County TDP Checklist

Public Involvement Process		TDP Section
	Public Involvement Plan (PIP)	Appendix D
	PIP approved by FDOT	Appendix D
	Description of PIP included in TDP	Section 7
	Provide notification to FDOT	Section 7
	Provide notification to Regional Workforce Board	Section 7
Situation Appraisal		TDP Section
	Land Use	Section 3 and Section 5
	State and Local Transportation Plans	Section 5
	Other governmental actions and policies	Section 5
	Socioeconomic Trends	Section 3 and Section 5
	Organizational Issues	Section 5
	Technology	Section 5
	10-Year transit ridership projections	Section 6
	Assessment of land uses and urban design patterns	Section 3 and Section 5
	Calculation of farebox recovery	Section 4
Goals and Objectives		TDP Section
	Vision	Section 2
	Mission	Section 2
	Goals	Section 2
	Objectives	Section 2
Alternatives		TDP Section
	Develop and evaluate alternative strategies and actions	Section 6
	Benefits and costs of each alternative	Section 6
	Financial alternatives examined	Section 6
Implementation Program		TDP Section
	10-Year Implementation Program	Section 8
	Maps for areas to be served	Section 6
	Map for types and levels of service	Section 6
	Monitoring program to track performance measures	Section 8
	10-Year Financial Plan listing operating and capital expenditures	Section 8
	Capital acquisition or construction schedule	Section 8
	Anticipated revenues by source	Section 8
Relationship to Other Plans		TDP Section
	Consistent with Florida Transportation Plan	Section 5
	Consistent with local government comprehensive plans	Section 5
	Consistent with regional transportation goals and objectives	Section 5
Submission		TDP Section
	Adopted by Okaloosa County Board of County Commissioners	
	Submitted to FDOT	



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1.3 Report Organization

This report is organized into eight different sections, shown in **Figure 1**.

Figure 1 | Report Organization

Section 1	• The Introduction summarizes the purpose of the TDP, and what else is to be expected throughout the report.
Section 2	• The Goals and Objectives articulate goals and objectives that set the framework for the agency to meet community needs.
Section 3	• Baseline Conditions describes the existing conditions within Okaloosa County, such as population, housing, employment, land use, and more.
Section 4	• The Existing Transit System Evaluation reviews operational characteristics and current provision of service
Section 5	• The Situation Appraisal assesses the operating environment for transit with respect to land use, state and local transportation plans, socioeconomic trends, travel behavior, organizational issues, public engagement, technology, and regional coordination.
Section 6	• Demand and Mobility Needs assesses transit rider demand for specific market segments to identify service, capital, and policy/planning recommendations that can provide the greatest benefit for the community.
Section 7	• Public Involvement summarizes and incorporates public opinion into transit planning.
Section 8	• The 10-Year Plan presents the plan including estimates of operating/capital expenditures and revenue sources along with the course of implementation.



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2.0 Goals and Objectives

A set of goals, objectives, and performance measures was formulated based on the review of existing plans and early stakeholder engagement. The inclusion of carefully crafted objectives and performance measures provide a guide for the development of this TDP Major Update and a roadmap for identification of future transit improvements to address transit needs in Okaloosa County.

2.1 Visioning Process

The goals and objectives were developed through a visioning process around five themes, shown in **Figure 2**. Supporting strategies and key performance indicators to chart a trajectory path to deliver quality transit to the public and measure how well the agency is achieving the established goals and objectives are presented in **Figure 3**.

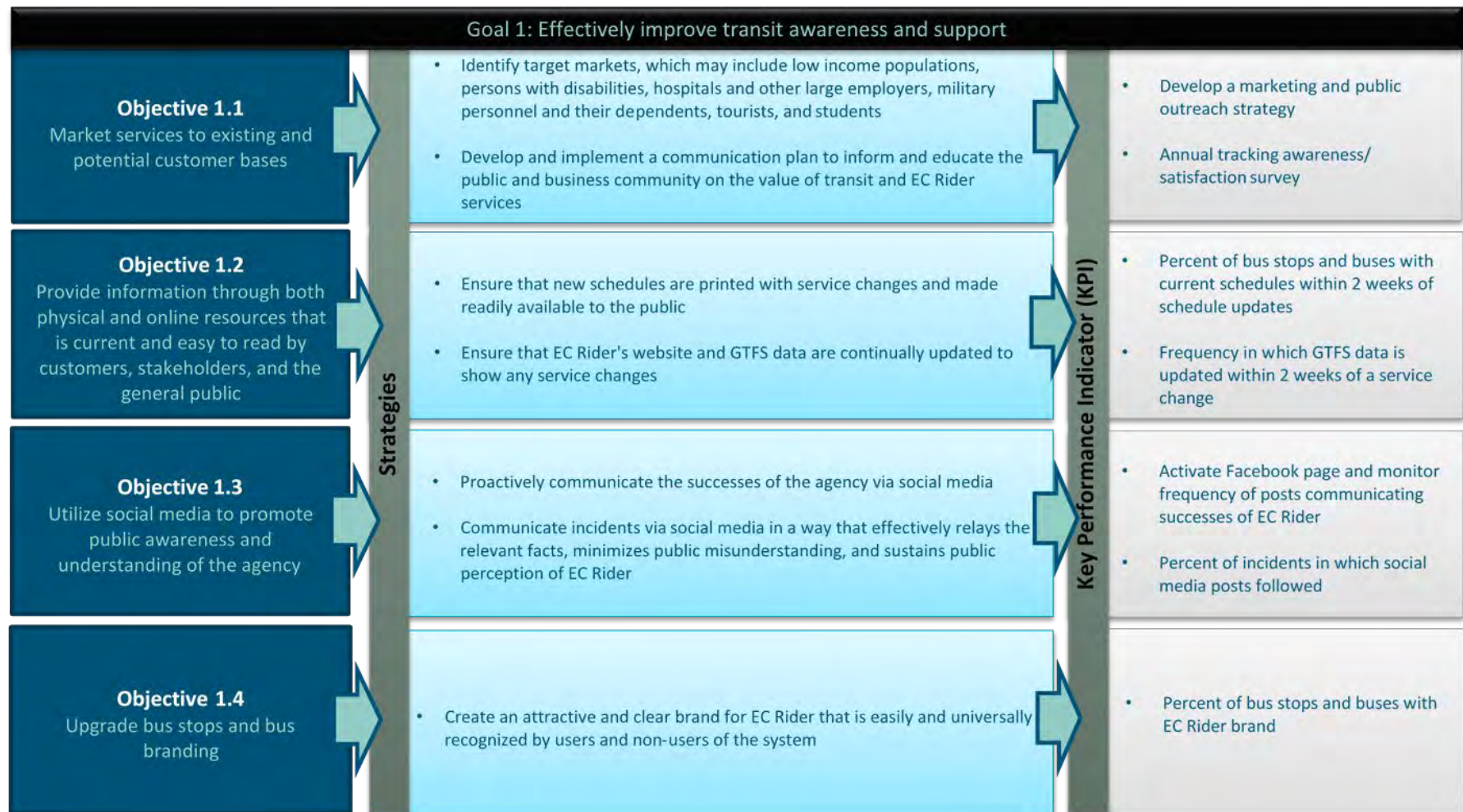
Figure 2 | Themes

<i>Invest in...</i>	
Awareness	• Effectively promote transit awareness
Performance	• Maximize the performance, quality, and safety of the transit system
Development	• Forge relationships with key regional partners and stakeholders
Connections	• Provide new connections within and beyond Okaloosa County
Innovation	• Technology improvements to enhance operational efficiency, effectiveness, and customer satisfaction



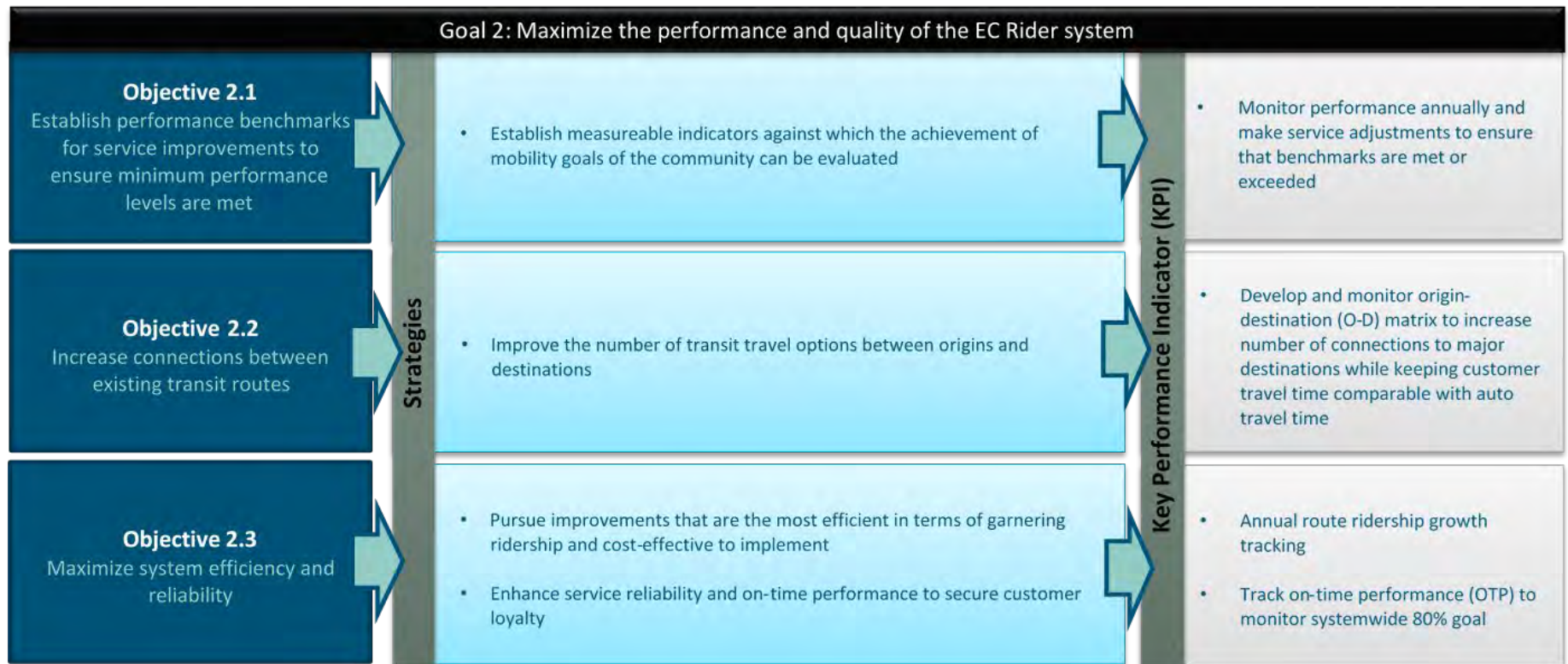
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Figure 3 | Goals, Objectives, and Performance Measures



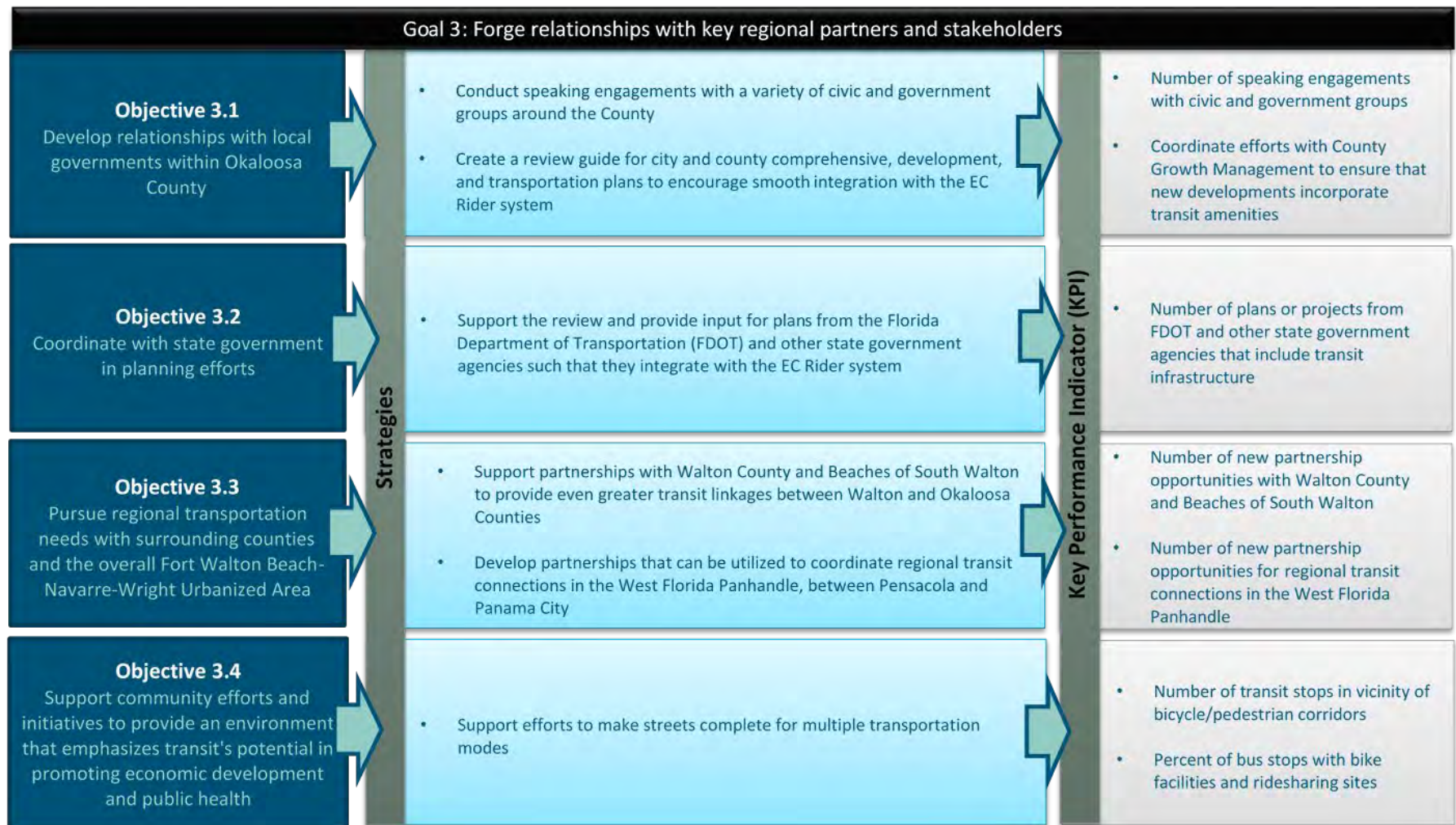
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Figure 3 | Goals, Objectives, and Performance Measures (Cont.)



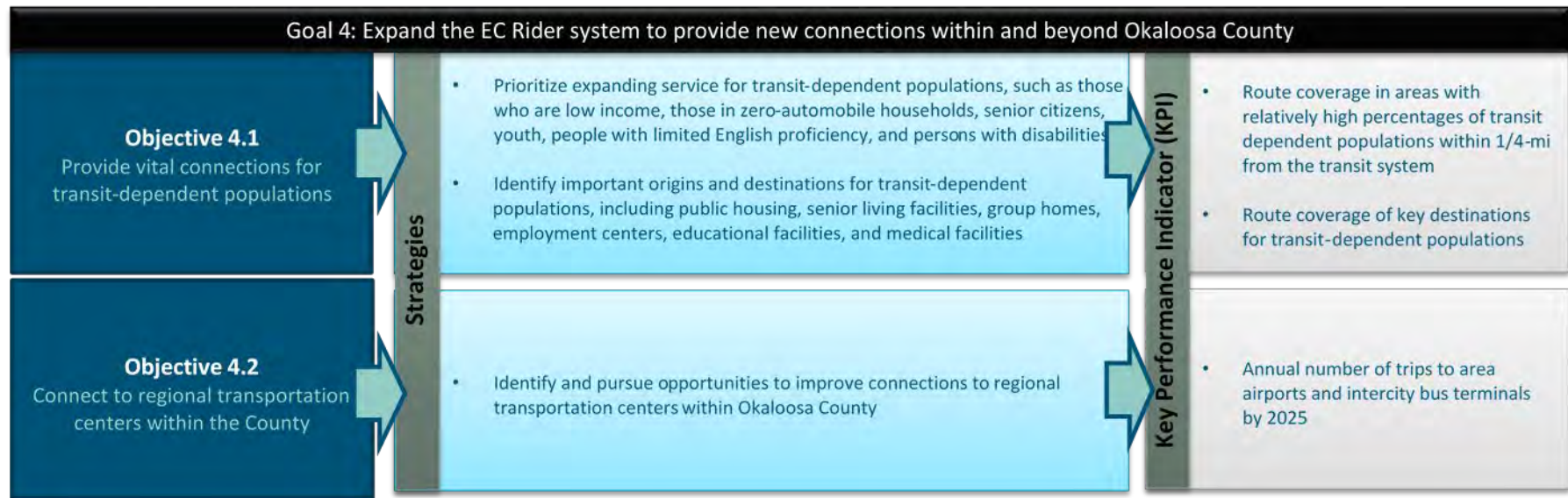
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Figure 3 | Goals, Objectives, and Performance Measures (Cont.)



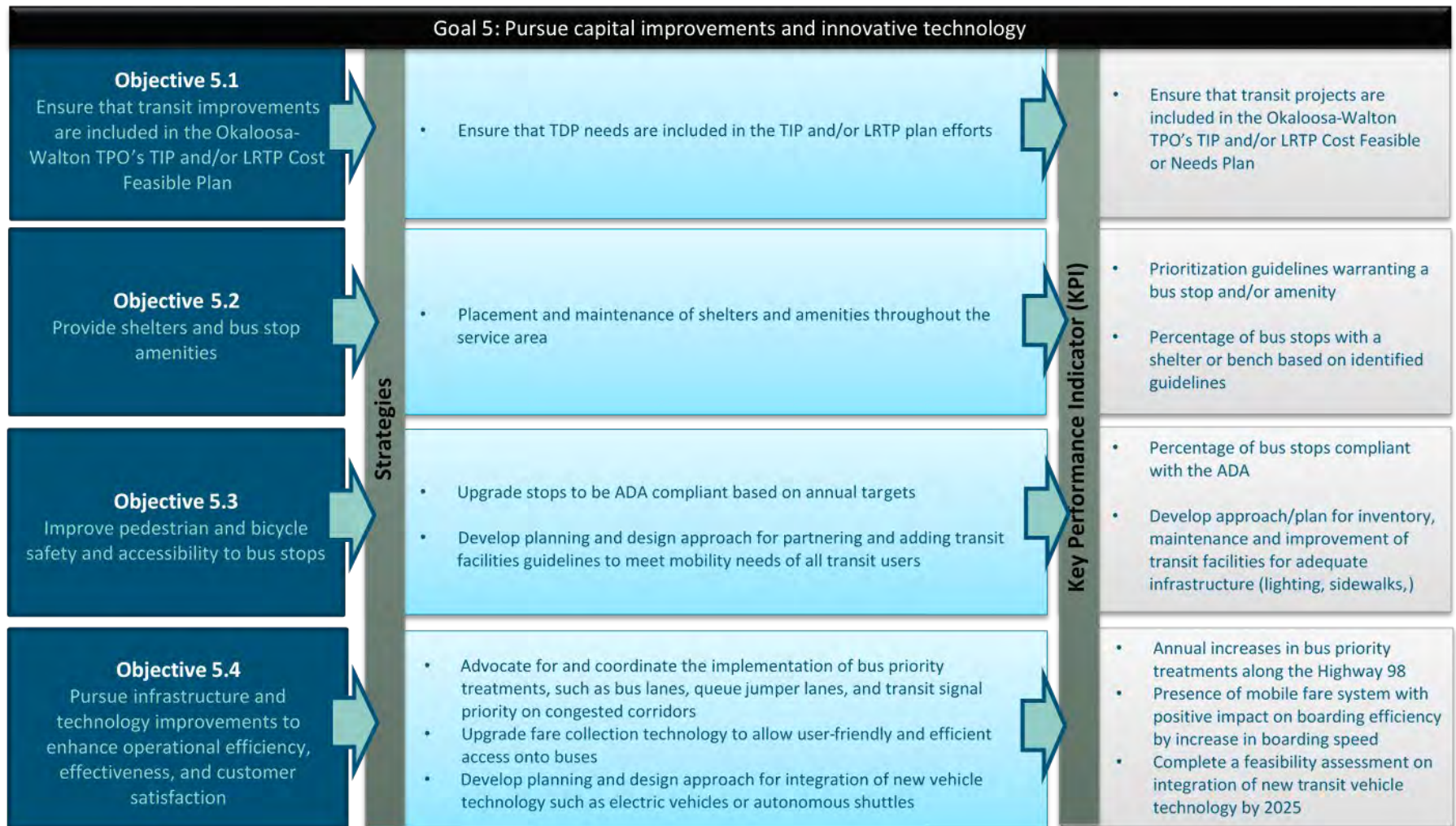
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Figure 3 | Goals, Objectives, and Performance Measures (Cont.)



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Figure 3 | Goals, Objectives, and Performance Measures (Cont.)



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3.0 Baseline Conditions

Okaloosa County is in the northwestern portion of Florida, bordered by Alabama to the north, by Walton County the east, and by Santa Rosa County to the west. **Figure 4** shows the Fort Walton Beach-Navarre-Wright Urbanized Area, which runs along the US-98 corridor from the Oriole Beach vicinity in Santa Rosa County east to the Miramar Beach vicinity in Walton County. The portion in Santa Rosa County falls under the Florida-Alabama Transportation Planning Organization (TPO), which includes Pensacola, while the portion in Okaloosa and Walton Counties fall in the Okaloosa-Walton TPO. EC Rider provides transit service within the Okaloosa-Walton TPO area.

The study area includes the urbanized area in Okaloosa County, which is generally located on the southern side of the county near the coastline and includes the municipalities of Destin, Fort Walton Beach, Mary Esther, Niceville, Cinco Bayou, and Valparaiso. It also extends to Crestview, located in the middle of the county along the SR 85 corridor, and into the Miramar Beach area of Walton County. The study area and transit routes of EC Rider are shown in **Figure 5**.

3.1 Population

3.1.1 Population Growth

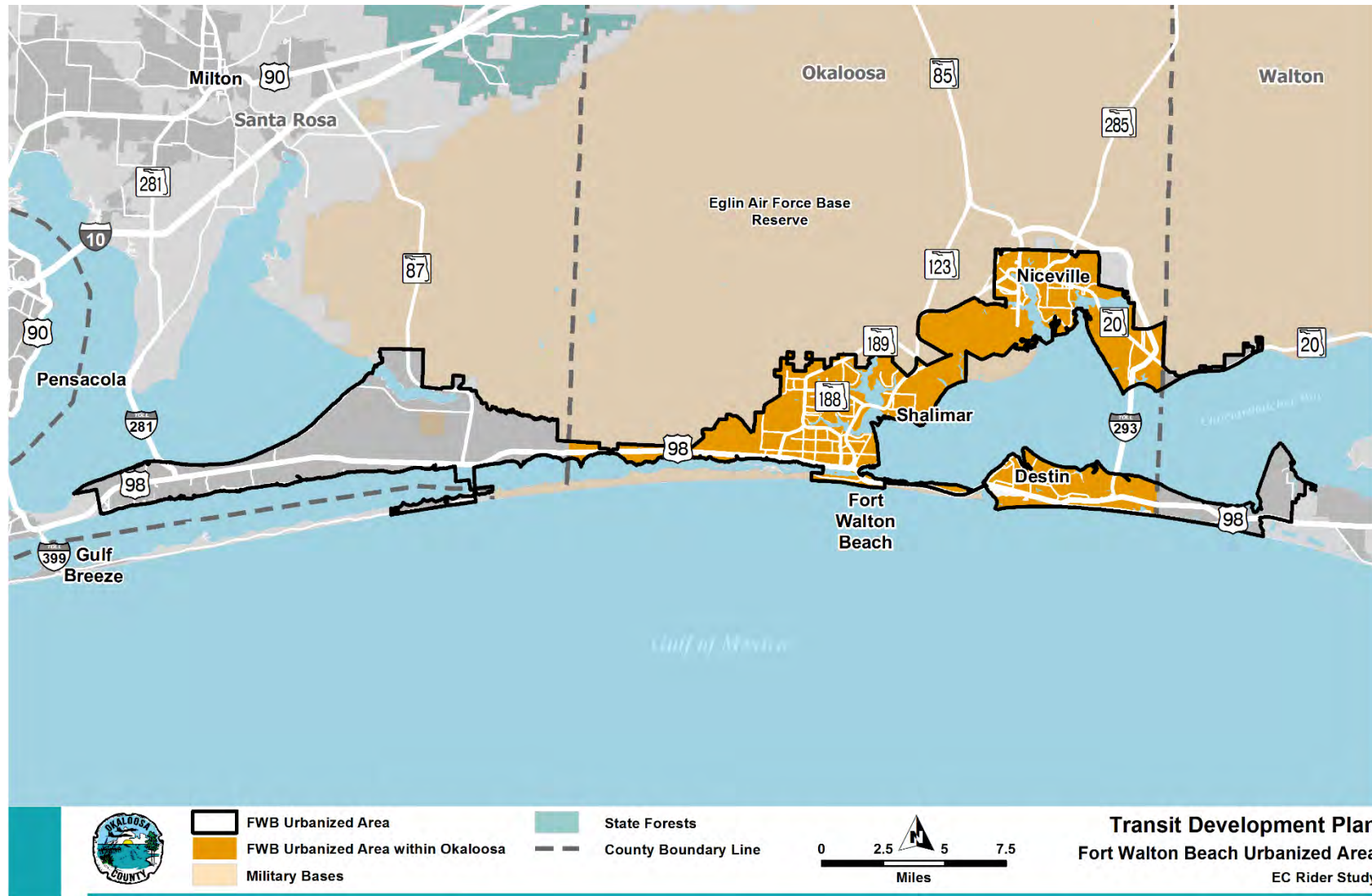
Okaloosa and Walton Counties comprise the Crestview-Fort Walton Beach-Destin Metropolitan Statistical Area (MSA). MSAs are defined by the U.S. Office of Management and Budget and used by the Census Bureau and other federal government agencies for statistical purposes.

Table 2 shows the growth in the area since 2000. The MSA grew by over 60,000 residents (or close to 29%) between 2000 and 2019, reaching over 271,500 in 2019. It is also worth noting that the area population growth since 2010 accelerated compared to the 2000-2010 decade. The growth rate in Walton County has slightly slowed from 2010 to 2019, but remains strong, while the growth rate in Okaloosa County has doubled. Some of the area municipalities declined in population terms in the first decade, likely due to the Great Recession, but have grown in this past decade.



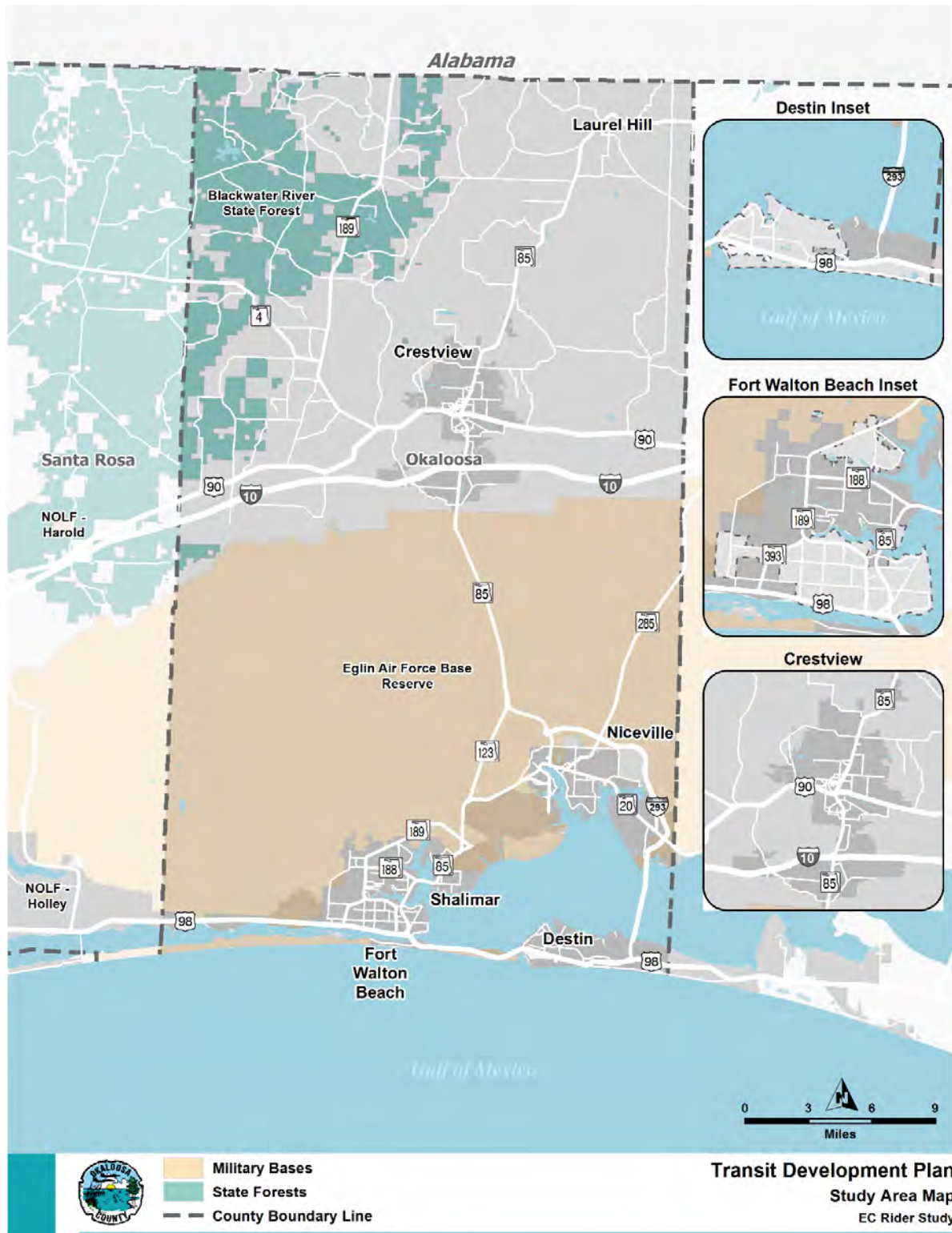
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Figure 4 | Fort Walton Beach-Navarre-Wright Urbanized Area



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Figure 5 | Study Area



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Table 2 | Population Growth for the Region and Municipalities

Area	Population*			Percent Change	
	2000	2010	2019	2000-2010	2010-2019
Crestview-Fort Walton Beach-Destin MSA*	211,099	235,865	271,585	11.7%	15.1%
Okaloosa County	170,498	180,822	201,514	6.1%	11.4%
Walton County	40,601	55,043	70,071	35.6%	27.3%
Cinco Bayou	377	383	417	1.6%	8.9%
Crestview	14,766	20,978	25,675	42.1%	22.4%
Destin	11,119	12,305	13,441	10.7%	9.2%
Fort Walton Beach	19,973	19,507	20,940	-2.3%	7.3%
Laurel Hill	549	537	578	-2.2%	7.6%
Mary Esther	4,055	3,851	4,013	-5.0%	4.2%
Niceville	11,684	12,749	14,693	9.1%	15.2%
Shalimar	718	717	839	-0.1%	17.0%
Valparaiso	6,408	5,036	5,339	-21.4%	6.0%
Unincorporated Okaloosa County	100,849	104,759	115,579	3.9%	10.3%

Source: BEBR, 2020. Note: *Includes inmate population.

3.1.2 Population Density

Population density is an important indicator of potential transit use. High-density neighborhoods contribute to a greater viability for people choosing to bike, walk, or use transit. **Figure 6** shows the population density of the study area as of 2018 and **Figure 7** shows what is projected for 2035 per the Northwest Florida Regional Planning Model V3.1 (NWFRPM). The density for much of the study area is low as it is either rural or part of a military base. The population primarily lies in the Fort Walton Beach-Navarre-Wright urbanized area, surrounding the Choctawhatchee Bay, with additional higher density in portions of Destin, Niceville, and Crestview. The density is expected to increase slightly in these areas through 2035.

Table 3 presents general population density characteristics for Okaloosa County, based on the American Community Survey (ACS). The County experienced a 10% increase in population density between 2000 and 2018.

Table 3 | Okaloosa County General Characteristics

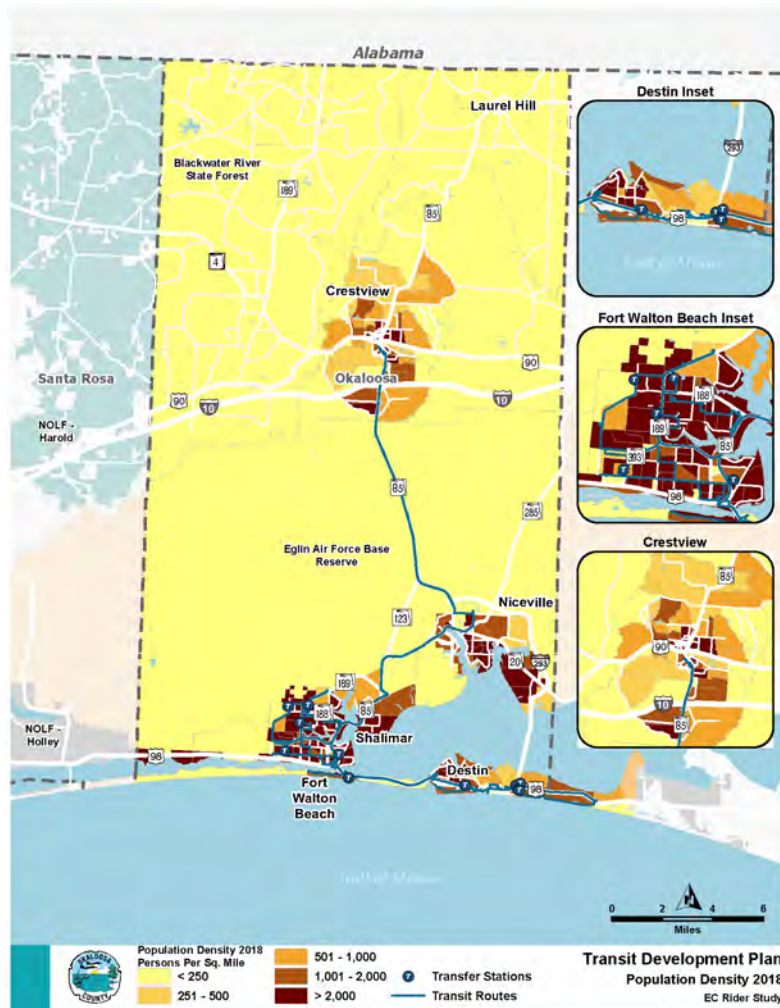
Characteristic	2010	2018	Percent Change
Households	72,442	77,403	7%
Land area (square miles)	930.25	930.23	0%
Persons per household	2.44	2.52	3%
Persons per square mile of land area	195.73	215.79	10%

Sources: American Community Survey (ACS), 2020.



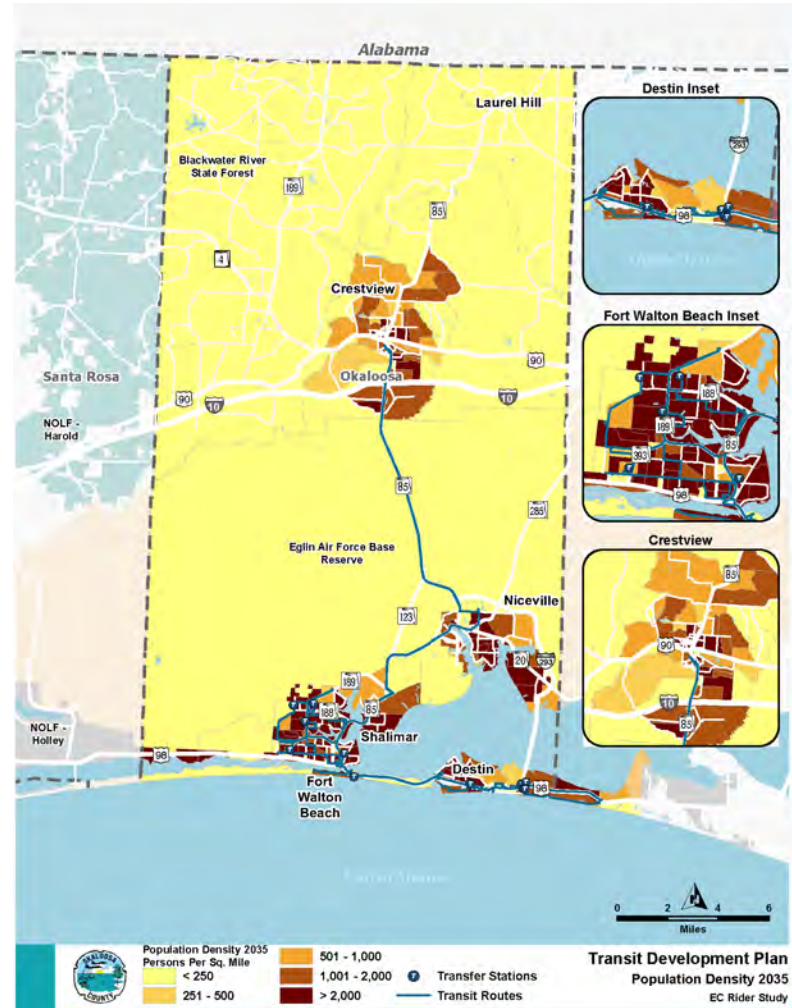
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Figure 6 | Study Area Population Density (2018)



Source: NWFRPM V3.1

Figure 7 | Study Area Population Density (2035)



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3.2 Population Demographics

Table 4 shows the breakdown of Okaloosa County's population by sex, race, and ethnic origin from 2000 to 2018. The ratio of males to females has remained nearly 1:1. The population is predominantly white and non-Hispanic, although the share of racial minority and Hispanic populations has been slowly growing. Racial minorities currently account for more than 20% of the County's population, while 9% of the population is of Hispanic origin.

Table 4 | Okaloosa County Demographic Characteristics

Characteristic	2000	2010	2018
Sex			
Male	50.2%	50.6%	50.7%
Female	49.8%	49.4%	49.3%
Ethnic Origin			
White	83.4%	81.1%	78.4%
Black or African American	9.1%	9.3%	9.8%
Other	4.5%	5.7%	7.2%
Two or more races	3.0%	3.9%	4.6%
Hispanic Origin			
Not of Hispanic origin	95.7%	93.2%	91%
Hispanic origin	4.3%	6.8%	9%

Source: Census, ACS, 2020 data.

3.2.1 Underserved Population

The classification of areas as underserved is based on aggregating several factors that are typical indicators of areas with greater tendency to use transit. These factors include population below poverty, zero-vehicle households, minorities, population under 18 and over the age of 65, as well as population with limited English proficiency. These characteristics are discussed below.

3.2.1.1 Population below Poverty

Low-income households often have limited mobility options, and therefore exhibit greater reliance on public transit. Due to income limitations, low-income households are less likely to own one vehicle per licensed driver. **Table 5** shows the poverty rates within the Okaloosa County from 2000 to 2018. The poverty rates have increased during this time frame from 8.8% in 2010 to 11.5% in 2018.

Table 5 | Okaloosa County Population Poverty Status

Status	2000	2010	2018
Above poverty level	91.2%	89.4%	88.5%
At or below poverty level	8.8%	10.6%	11.5%

Source: Census, ACS, 2020 data.



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3.2.1.2 Household Vehicle Availability

Household vehicle availability plays an important role in determining public transit needs. Individuals with low vehicle availability exhibit greater tendency to utilize public transit. **Table 6** shows household vehicle availability rates in Okaloosa County from 2000 to 2018. From 2000 to 2010, the percent of households owning zero or one vehicle dropped significantly, while the percent owning three or more vehicles nearly doubled. Percentages for 2018 remain very close to those of 2010, with a slight rise in the percent of households owning zero or one vehicle.

Table 6 | Okaloosa County Vehicle Availability in Household

Number of HH Vehicles	2000	2010	2018
None	4.1%	1.5%	1.7%
One	33.6%	19.4%	20.5%
Two	45.8%	47.1%	46.1%
Three or more	16.5%	32.0%	31.7%

Source: Census, ACS, 2020 data.

3.2.1.3 Age Distribution

Age distribution is an important factor when considering demand for public transportation. Persons under age 18, who either cannot legally operate a motor vehicle or are not likely to own their own vehicle, typically have a higher propensity for using transit. However, younger children below age 14 are unlikely to ride transit on their own but could do so in the 10-year horizon. In the case of people over the age of 65, they are also more likely to use public transit because the aging process may limit their ability to drive. **Table 7** shows the current and future age distribution among the Okaloosa County population. The year of estimation is 2019, and percentages under subsequent years are projections. The percentage of children and teenagers are expected to remain relatively constant through 2035. The percentage of younger adults is expected to fall slightly over time, while senior citizens are projected to gain 5% of the population share over time. **Figure 8** provides a map of the combined density of minors and senior citizens within the study area. They are primarily concentrated in Fort Walton Beach, with pockets in other municipalities in the study area.

Table 7 | Okaloosa County Projection by Age Group

Age Group	Estimated	Projected			
	2019	2020	2025	2030	2035
0-9	12.3%	12.3%	12.8%	12.7%	12.4%
10-14	6.2%	6.3%	5.8%	6.2%	6.4%
15-19	6.0%	6.0%	6.4%	5.8%	6.3%
15-17	3.6%	3.6%	3.8%	3.5%	3.8%
18-19	2.4%	2.4%	2.5%	2.3%	2.5%
20-44	32.9%	32.8%	32.4%	31.7%	30.6%



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Age Group	Estimated	Projected			
	2019	2020	2025	2030	2035
45-64	25.7%	25.3%	23.0%	21.7%	22.3%
65+	17.0%	17.3%	19.6%	21.8%	22.0%

Source: BEBR, 2020.

Table 8 shows the means of transportation by age group of workers in Okaloosa County in 2018. Most workers are younger adults aged 25-44. The percentages for the public transit mode show that the EC Rider system is primarily being used by adults ages 45-54. The second largest group of transit riders is workers ages 25-44 followed by older adults over the age of 60. Notably though, with the number of public transit riders being relatively small, the margins of error are relatively high.

Table 8 | Okaloosa County Means of Transportation by Worker Age Group (2018)

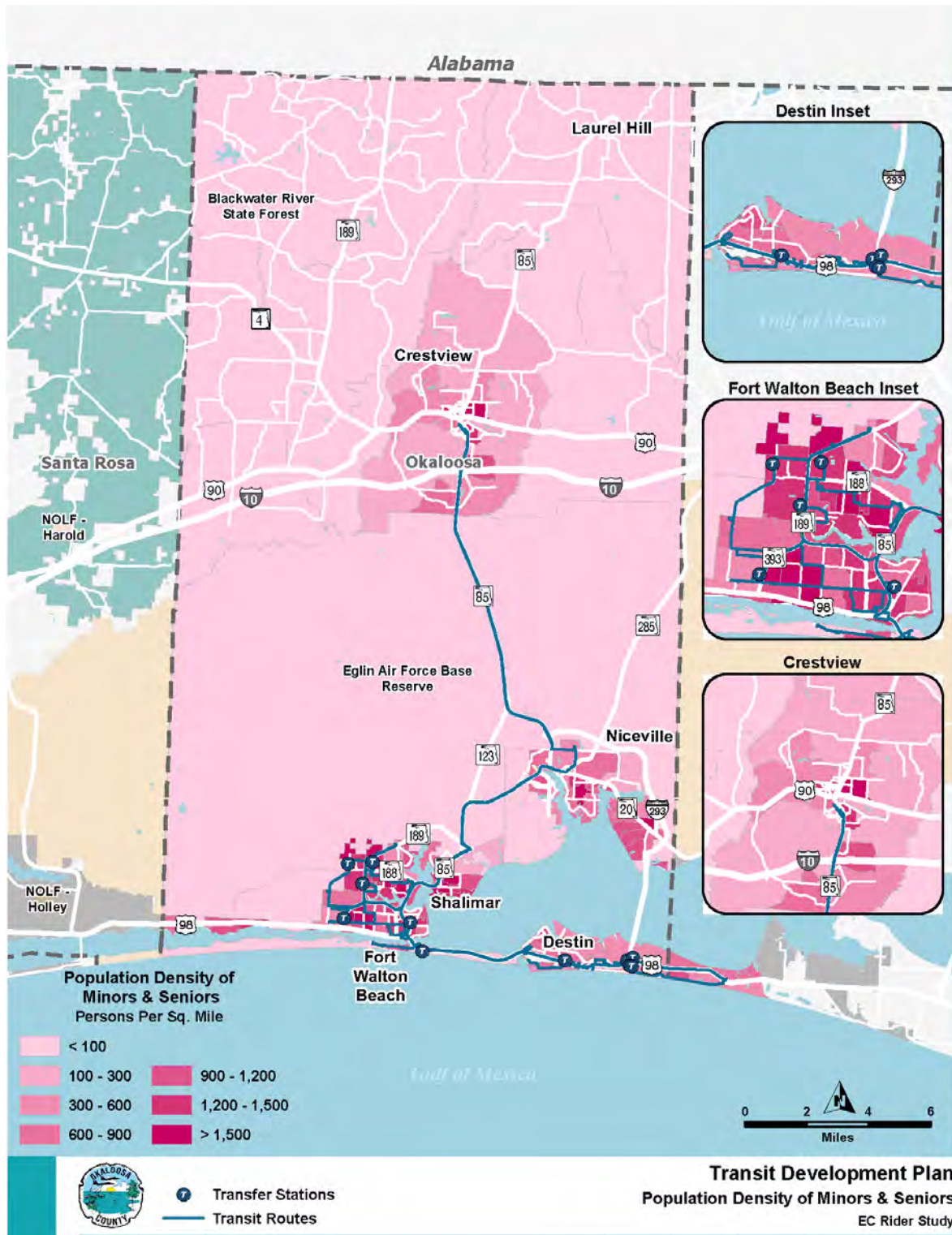
Age	Total Estimate	Drive Alone Estimate	Carpooled Estimate	Public Transit Estimate
Workers age 16 and over	95,179	79,053	8,175	321
16-19	3.5% ±0.5%	3% ±0.4%	5.6% ±2.2%	0% ±11.7%
20-24	11.7% ±0.5%	11.6% ±0.6%	13.2% ±2.8%	7.2% ±11.6%
25-44	44.5% ±0.7%	44.8% ±1%	47.3% ±4.6%	27.7% ±18.2%
44-54	19.3% ±0.5%	19.4% ±0.6%	18.1% ±3.2%	43.6% ±19.5%
55-59	9.6% ±0.6%	10% ±0.7%	5.4% ±1.6%	0% ±11.7%
60+	11.5% ±0.8%	11.1% ±0.8%	10.4% ±2.6%	21.5% ±16.8%

Source: ACS, 2020 data.



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Figure 8 | Study Area Population Density for 65+ and under 18 Age Groups (2018)



Source: Census, 2020 data.

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3.2.1.4 Minority Population and English Proficiency

Transit agencies are required meet Title VI, environmental justice (EJ), and limited English proficiency (LEP) mandates, making it important to ensure that areas with high proportions of minorities and non-English speakers are not excluded from participation in, denied the benefit of, or subjected to discrimination under any program or activity receiving federal financial assistance. **Figure 9** shows the population density of minorities in the study area in 2018. They are primarily concentrated in Fort Walton Beach, though there are pockets in other municipalities as well, including Shalimar, Niceville, and Crestview. **Figure 10** shows the percent of households with limited English proficiency. They are shown to reside primarily in Fort Walton Beach, though a significant number also exists in Destin, and both the downtown and rural parts of the Crestview area.

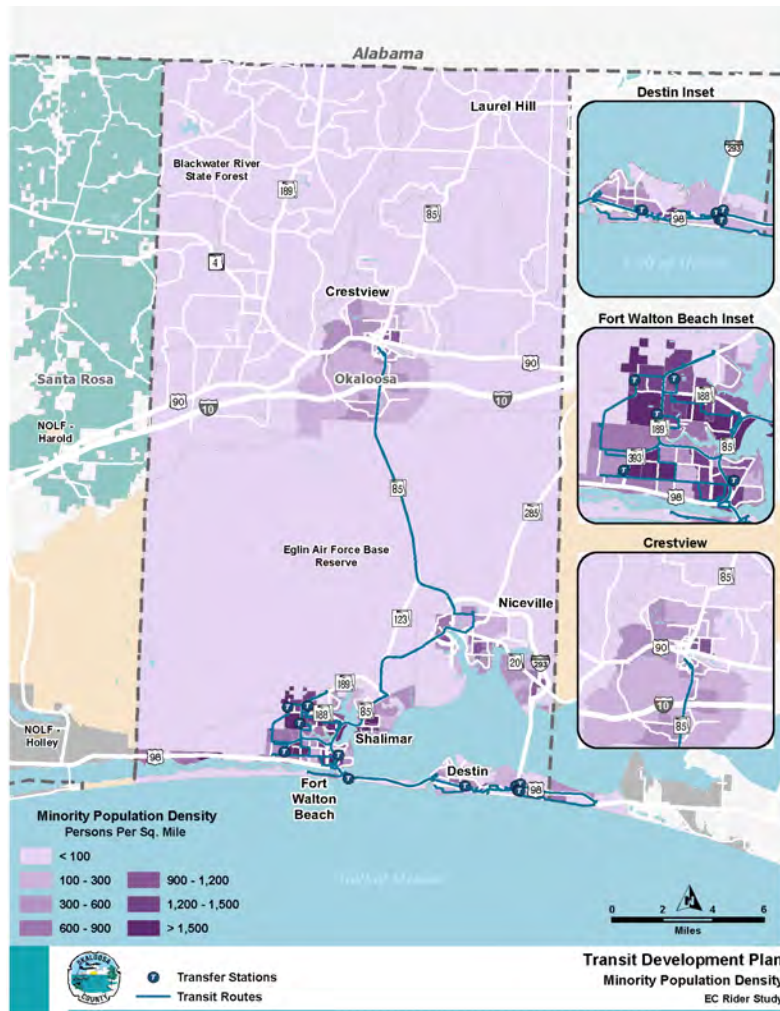
3.2.1.5 Transit Propensity Index

The transit propensity index, as shown in **Figure 11** for the study area in year 2018, illustrates the aggregation of several factors that are typical indicators of areas with greater tendency to use transit – population below poverty, zero-vehicle households, minorities, population under 18 and over the age of 65, and population with limited English proficiency. Relatively high demand for public transit is primarily shown in Fort Walton Beach, Crestview, and west of Crestview along the US-90 corridor.



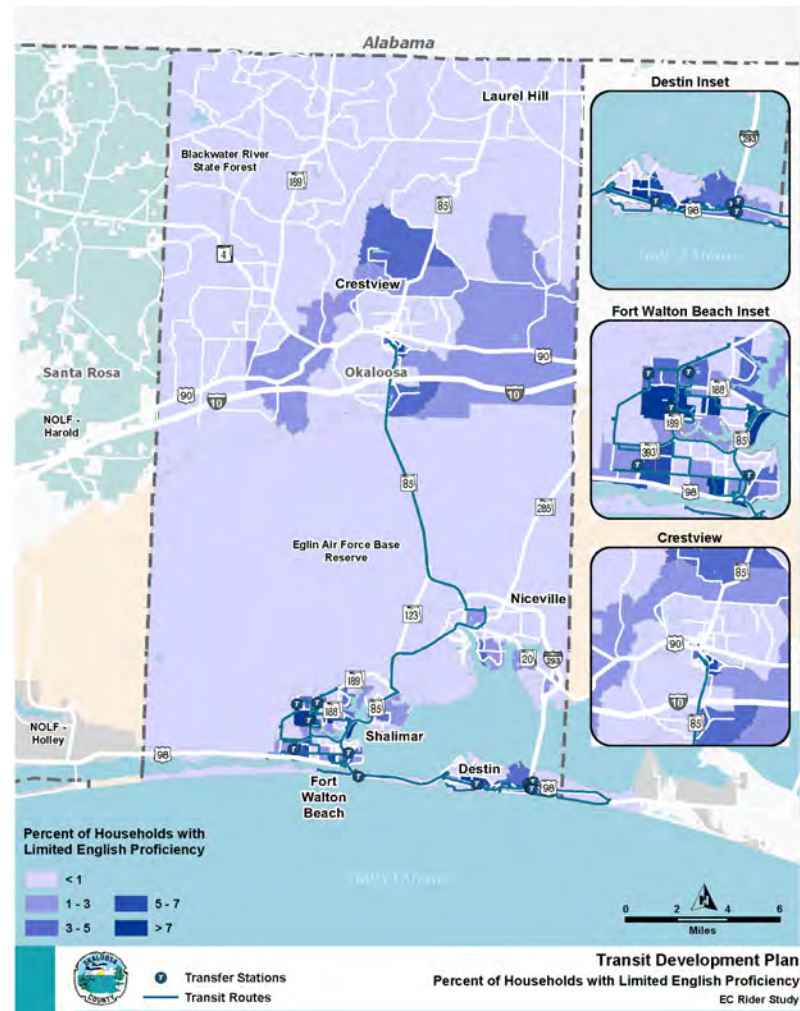
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Figure 9 | Study Area Population Density of Minorities (2018)



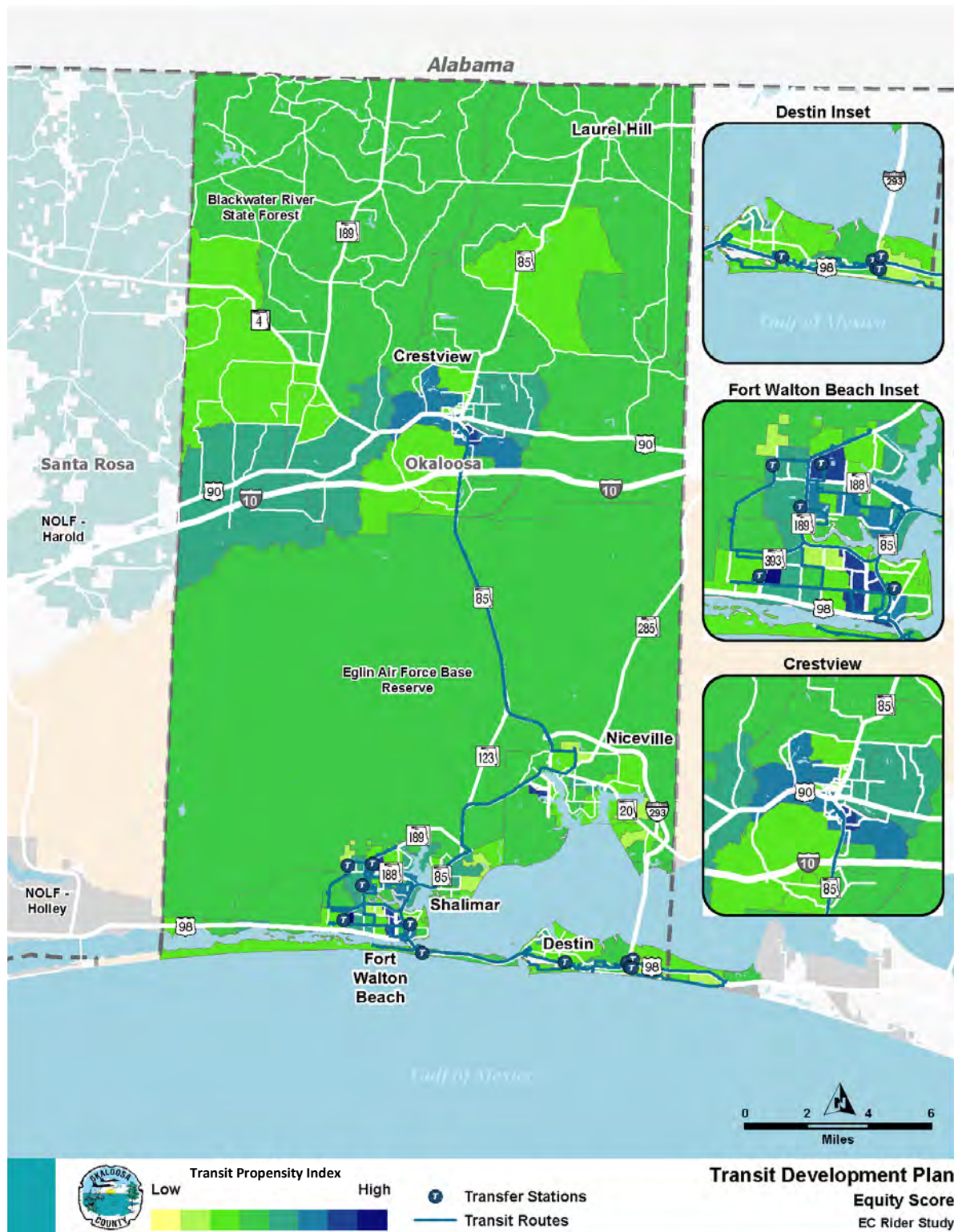
Source: ACS, 2020 data

Figure 10 | Percent of Households Speaking Limited English in Study Area (2018)



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Figure 11 | Study Area Transit Propensity Index (2018)



Source: Census 2020, ACS Data, 2020.



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3.3 Affordable Housing

Housing and transportation costs are often the two largest expenditures for households. Areas with affordable housing units may indicate an area with higher transit orientation. The National Housing Preservation Database (NHPD) provides information on federally assisted housing inventory based on data from the US Department of Housing and Urban Development (HUD) and the US Department of Agriculture (USDA). **Figure 12** shows the location and number of available affordable housing units within Okaloosa County in 2019. Areas with affordable housing concentrations include Crestview, Niceville, and Fort Walton Beach.

3.4 Educational Attainment

Related to the dispersion of income levels and poverty incidence is the population's level of educational attainment. The educational attainment distribution can be an indicator of persons that may rely on public assistance, regularly visit social services offices, and reside in affordable housing. **Table 9** shows the educational attainment in Okaloosa County over time since 2000. The data show a slowly rising educational level, as the percentage of adults without a high school diploma has declined while the percentage with a bachelor's degree or higher has risen.

Table 9 | Educational Level

Characteristic	2000	2010	2018
Less than 12 th grade	12.0%	9.6%	8.6%
High school diploma	63.8%	65.1%	62.2%
Bachelor's degree or higher	24.2%	25.2%	29.2%

Source: Census, ACS, 2020 data.

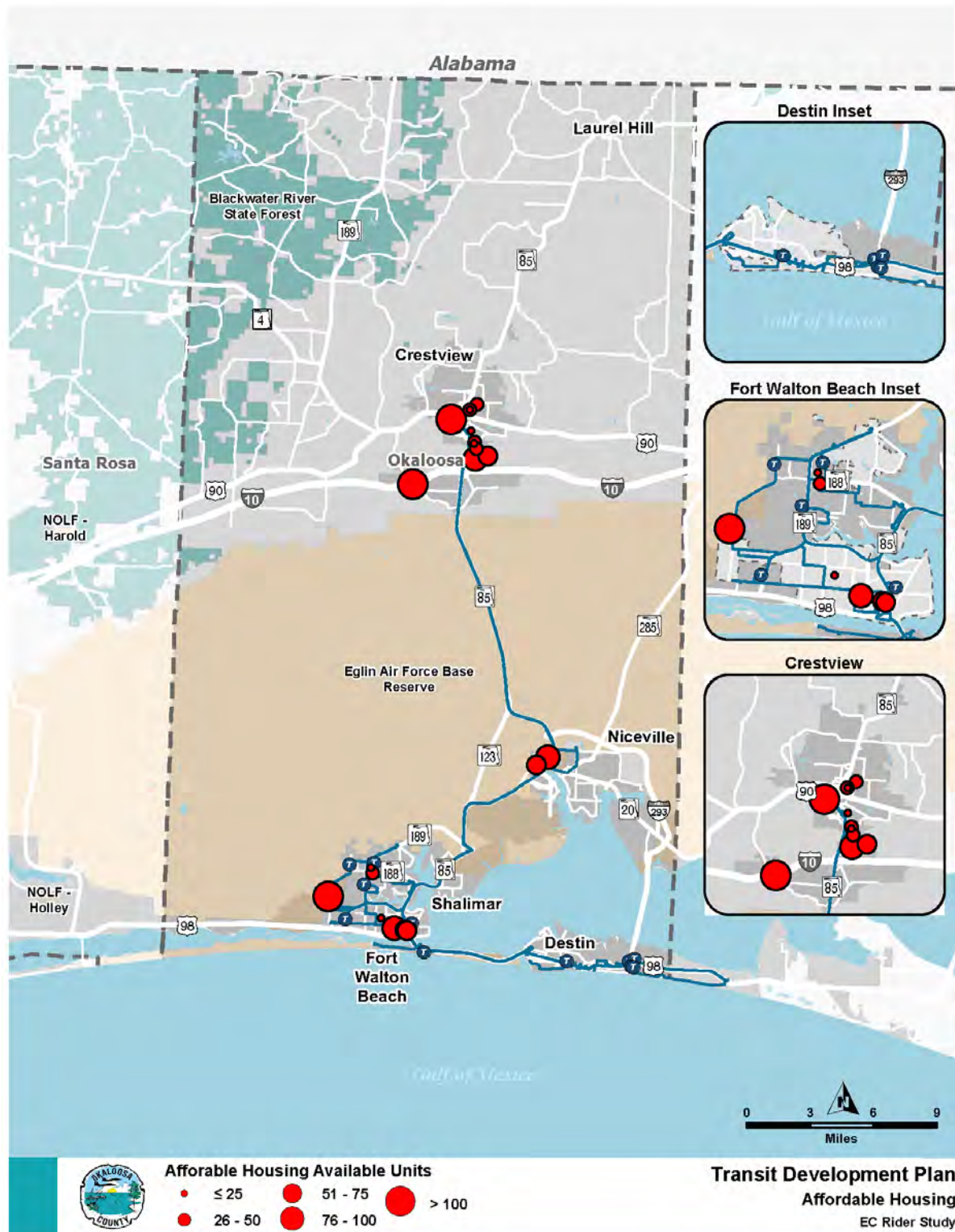
3.5 Seasonal Housing

Communities in the study area experience a significant shift in population annually during the summer months due to seasonal residents as well as other tourists and visitors. **Figure 13** and **Figure 14** show the density and distribution of seasonal housing in 2018 and 2035 per the NWFRPM. Seasonal housing units are projected to grow by 25%, though the growth would primarily occur in locations where the seasonal housing density is already over 100 units per square mile. The seasonal influx of part-time residents and visitors results in the need for additional transit services. EC Rider currently offers a modified route schedule with higher frequencies during summer for routes serving beach communities in Fort Walton Beach and Destin.



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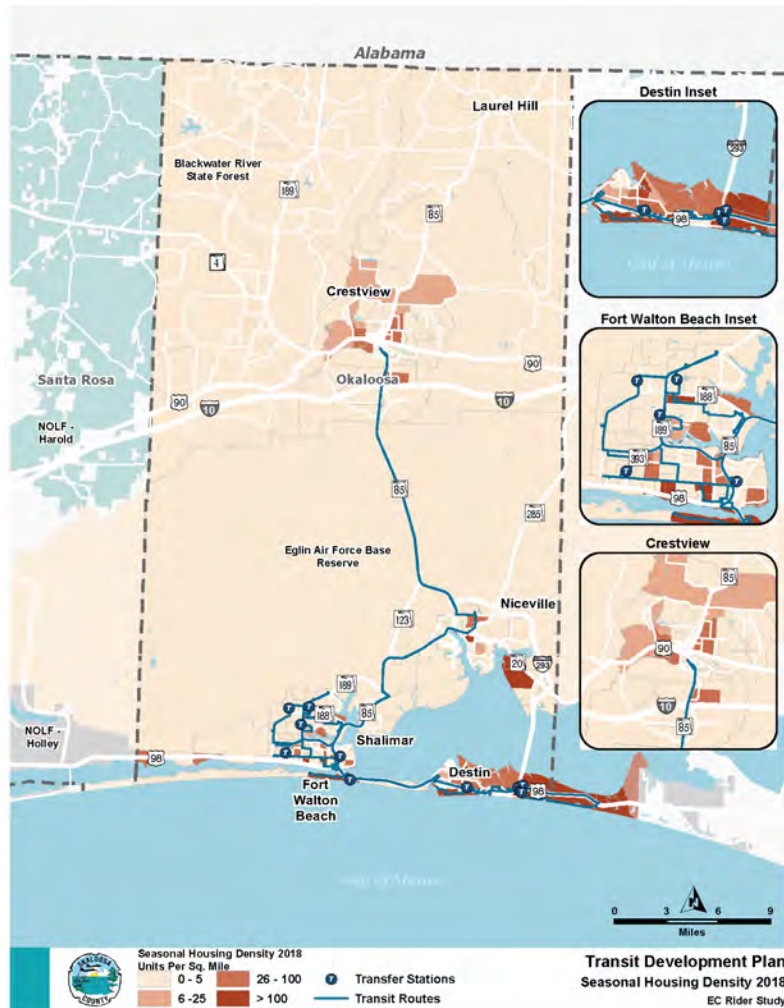
Figure 12 | Okaloosa County Affordable Housing Units in 2019



Source: National Housing Preservation Database (NHPD), 2019.

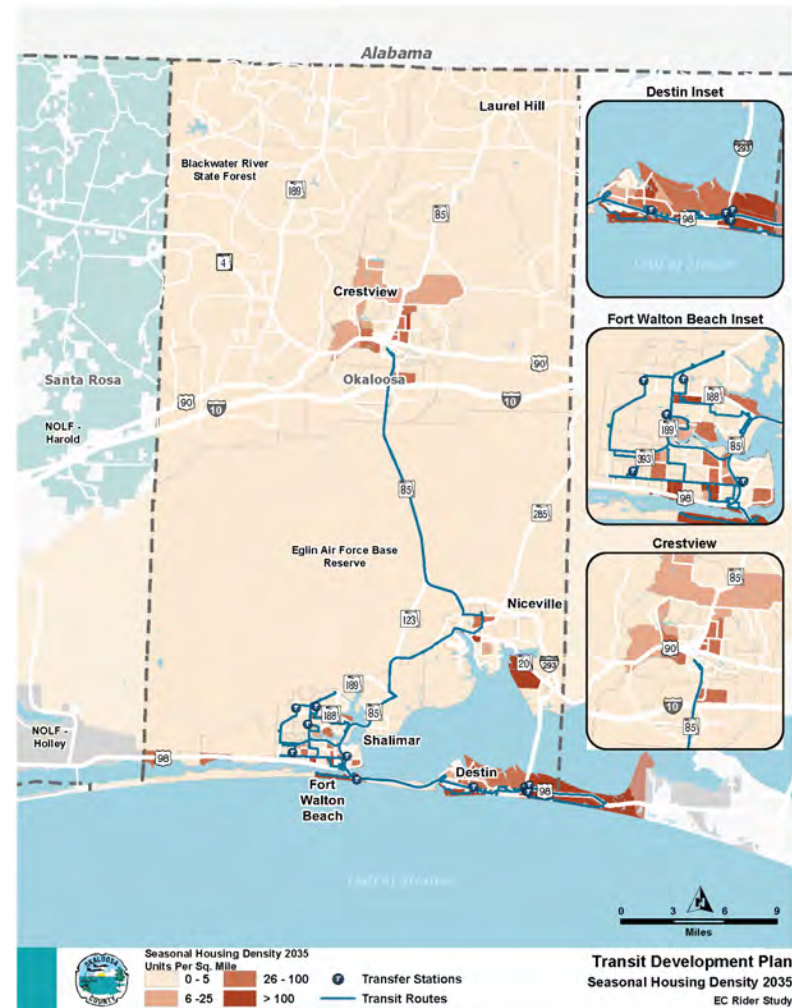
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Figure 13 | Study Area Seasonal Housing (2018)



Source: NWFRPM V3.1.

Figure 14 | Study Area Seasonal Housing (2035)



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3.6 Tourism

Okaloosa County is known for its beaches and recreational opportunities. The region attracts millions of visitors each year offering activities such as camping, canoeing, fishing, golf, shopping, dining, and boating. **Figure 15** shows the locations of major tourist destinations, including the Destin-Fort Walton Beach Convention Center, Henderson Beach State Park, HarborWalk Village, and the Northwest Florida Fairgrounds. In the rural parts of the County, the Emerald Coast Dragway and the Oak Grove Motorsport Park are popular tourist destinations.

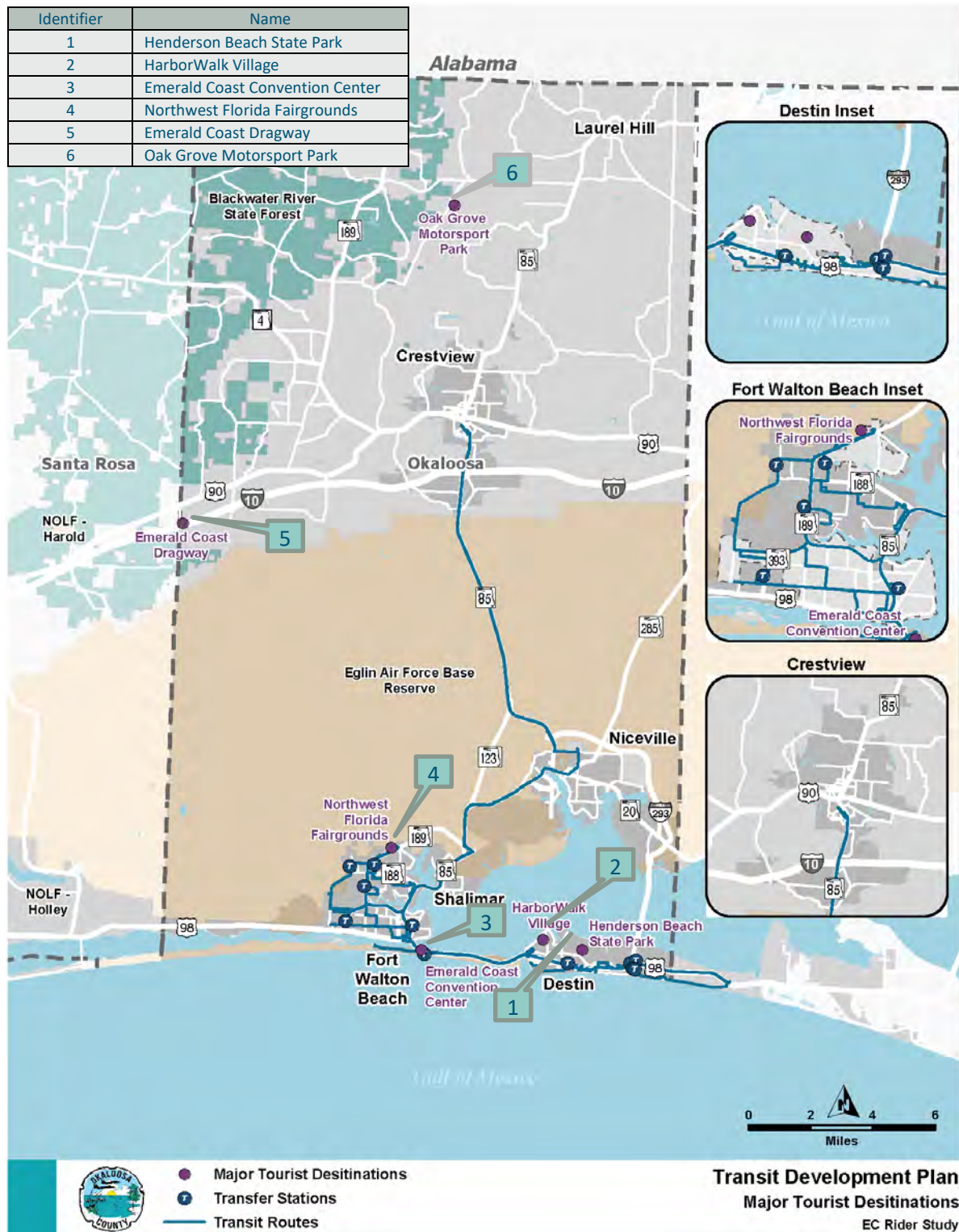
Figure 16 and **Figure 17** show the hotel/motel density in the study area, both current and what is projected for 2035 per the NWFRPM. In both 2018 and 2035, the density appears highest in Fort Walton Beach and Destin, with additional concentrations in Niceville and Crestview. The part of Crestview with the most pronounced concentration of hotel/motel units is where I-10 meets FL-85. The hotel/motel density for 2035 is projected to experience a modest gain over 2018 resulting in an increase in hotel/motel concentration in the urban areas.



Source: <https://www.thecrazytourist.com/15-best-things-to-do-in-destin-fl/>

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Figure 15 | Okaloosa County Major Tourist Destinations



Source: Okaloosa County, 2020.

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Figure 16 | Study Area Hotel/Motel Density (2018)



Source: NWFRPM V3.1.

Figure 17 | Study Area Hotel/Motel Density (2035)



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3.7 Transportation Disadvantaged Population

The Transportation Disadvantage (TD) population includes persons that are eligible for agency-sponsored trips. Monitoring the rate at which the TD population is served, may influence the demand for regular transit services within the EC Rider service area. Per Section 427.011(1) of the Florida Statutes, the *transportation disadvantaged* is defined as “persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.”

Table 10 shows TD population characteristics from 2017 to 2020 in Okaloosa County, according to the Florida Commission for the Transportation Disadvantaged (CTD) Annual Performance Report (APR). The total county population and potential TD population have remained relatively steady, experiencing a slight growth. The number of TD passengers served, though, has fluctuated dramatically, dropping by nearly 50% in 2019, and then rising by over 200% in 2020. During FY2019, Okaloosa County Board of County Commissioners made the decision to reduce allocated operating hours for demand response (paratransit). As a result, there was a decrease in the number of passenger trips that could be offered and provided by the County’s Transportation Provider.

Table 10 | Okaloosa County TD Population and Passenger Trends

Characteristic	2017	2018	2019	2020	% Change (2017-2020)
Total County Population	201,170	202,970	202,970	203,794	1.3%
Potential TD Population	68,579	70,272	Not reported	Not reported	2.5%
TD Passengers served (UDPHC)*	2,309	2,013	1,011	3,282	42.1%

Source: Florida CTD 2020 Annual Performance Report

*UDPHC: Unduplicated Head Count

Table 11 shows TD trips by purpose in Okaloosa County in 2020. Most trips were for medical and employment purposes, together comprising 89% of TD trips. **Table 12** shows TD trips by passenger type, with older adults, people with low incomes, and people with disabilities each taking approximately one third of the trips. Children at risk accounted for the small remainder of the trips.



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Table 11 | Okaloosa County Transportation Disadvantaged Trips by Purpose (2020)

Trip Purpose	Trips	Percent Distribution
Medical	29,485	45%
Employment	28,905	44%
Education, training, daycare	1,136	2%
Nutritional	2,997	5%
Life-sustaining/other	3,683	6%
Total	66,206	100%

Source: Florida CTD 2020 Annual Performance Report.

Table 12 | Okaloosa County Transportation Disadvantaged Trips by Passenger Type (2020)

Passenger Type	Trips	Percent Distribution
Older adults	24,560	37%
Children at risk	662	1%
Persons with disabilities	17,193	26%
Low-income	23,791	36%
Total	66,206	100%

Source: Florida CTD 2020 Annual Performance Report.

3.8 Housing Density

High housing density areas are often characterized by multi-family housing or single-family housing on small lots with less parking than lower density neighborhoods. These forms of development have a greater potential to produce increased transit ridership. **Figure 18** and **Figure 19** show the existing and projected future housing density per the NWFRPM. In both 2018 and 2035, the density is relatively highest in Fort Walton Beach, with additional concentrations in Destin and the other urban areas. The study area housing density in 2018 is 103 units per square mile while the 2035 housing density is projected to increase to 121 units per square mile, showing a modest gain of 17% overall.



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Figure 18 | Study Area Existing Dwelling Unit Density (2018)



Source: NWFRPM V3.1.

Figure 19 | Study Area Projected Dwelling Unit Density (2035)



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3.9 Employment

Employment and labor characteristics play a direct role in transportation demand and overall transit needs. In general, higher levels of employment and lower rates of unemployment mean more workers need to get to and from work, some of which would be by transit.

Table 13 shows the total employment and unemployment rates in 2010 and 2019 at both the county and statewide levels. The County's total employment expanded by over 23,100 (equivalent to 31.1%) between 2010 and 2019, reaching the level of almost 138,400 in 2019, based on the Bureau of Economic Analysis data. This growth rate was somewhat faster than the corresponding State average of 20.1% over the same timeframe. The County unemployment rate improved from the post Great Recession elevated reading of 8.4% in 2010 down to a historical low of 2.7% in 2019, which were in both cases lower than the corresponding rates for Florida as a whole, as per the Bureau of Labor Statistics data. These labor market data do not yet reflect the changes due to the COVID-19 pandemic.

Figure 20 and **Figure 21** show the study area's recent and projected future employment density, respectively. Employment is primarily concentrated in Fort Walton Beach, with pockets also along the Destin coast, in Niceville, and in Crestview. Clear growth in these latter three areas is projected into 2035.

Table 13 | Okaloosa County Recent Employment and Unemployment Rate

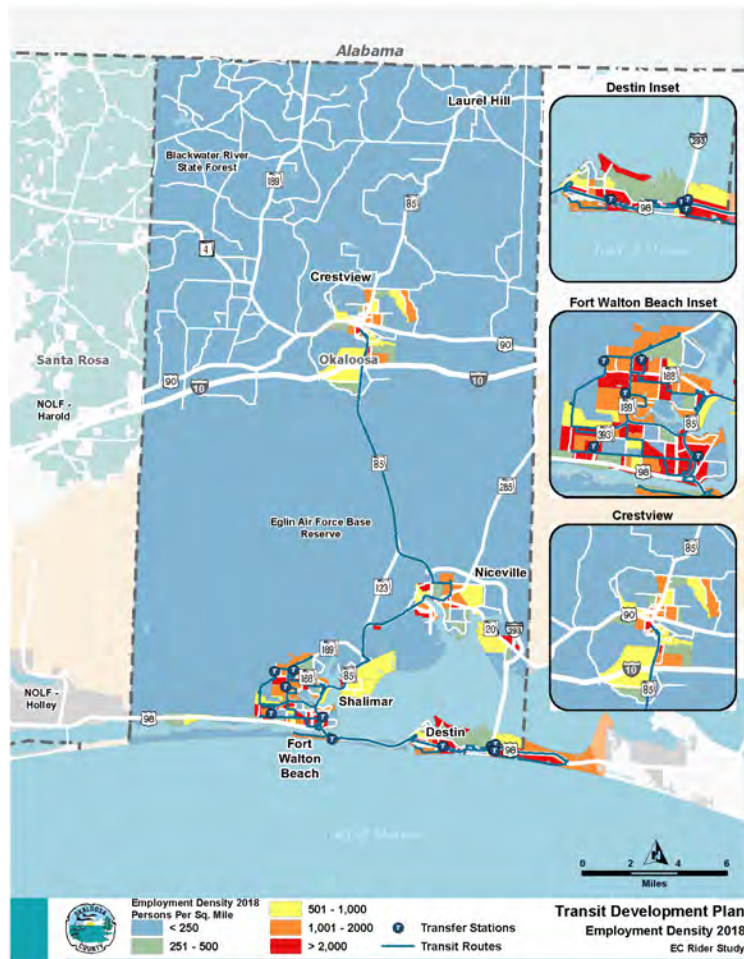
Area	Number of Employed		Unemployment Rate	
	2010	2019	2010	2019
Okaloosa County	115,269	138,398	8.4%	2.7%
State of Florida	9,805,154	12,857,048	11.1%	3.1%

Source: US Bureau of Labor Statistics, and Bureau of Economic Analysis, 2020.



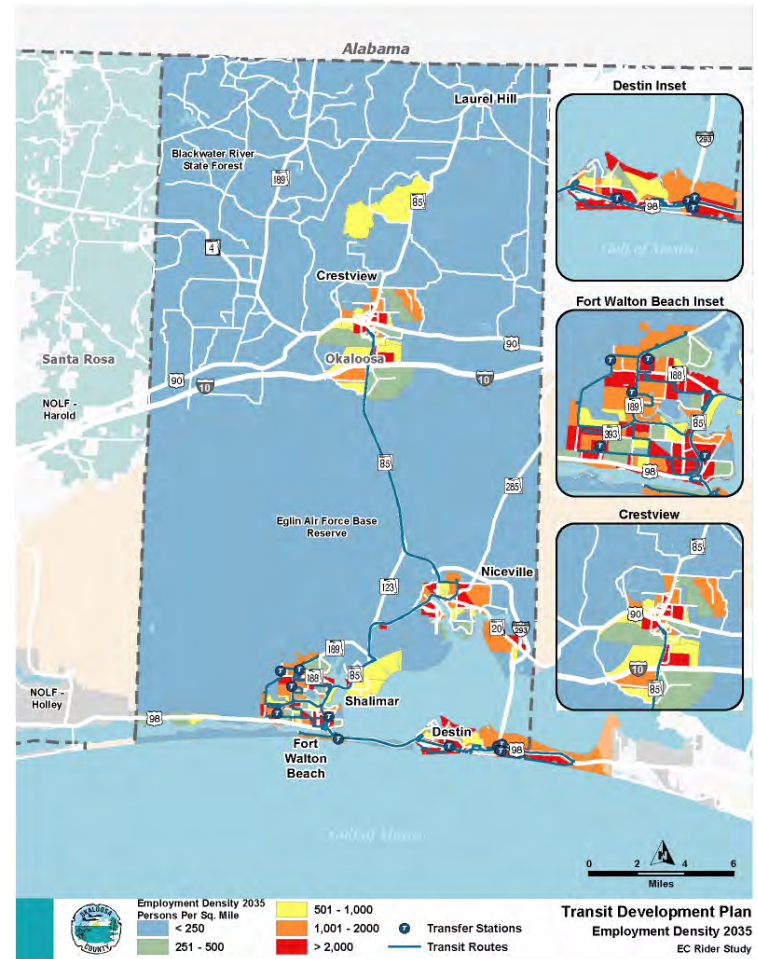
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Figure 20 | Study Area Existing Employment Density (2018)



Source: NWFRPM V3.1.

Figure 21 | Study Area Projected Employment Density (2035)



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3.10 Land Uses and Growth Characteristics

Analysis of the land use and transportation nexus indicate that both are significantly interconnected, impact each other, and therefore shall be considered in the development of future transportation networks. The greater the mix of compatible land uses in closer proximity, the greater the propensity of non-auto modes like transit, walking, and biking. An adequate mix of residential, retail, mixed-use, commercial/office, and recreational land uses, creates a synergy of places where people originate from and go to.

Figure 22 shows the existing land uses (ELUs) in the study area. A vast portion of land is used by the United States Air Force, creating a separation between the beach settlements and the rest of the County. North of Eglin Air Force Base (AFB), the land is mostly agricultural, recreational/public, and residential. South of Eglin AFB, the land is predominantly residential, with commercial along main corridors such as US-98 in Destin and FL-85 in Fort Walton Beach.

Figure 23 presents the future land uses (FLUs) for the study area. The FLUs largely resemble the ELUs, with the military base dividing the beach towns from the rest of the County and the land uses being predominantly agricultural, recreational/public, and residential. The FLU map differentiates residential by density and illustrates increased density south of Eglin AFB. Two notable mixed-use projects are mapped in the Niceville and Destin areas. Incorporated cities and towns have their own FLU maps, and those made publicly available on their websites are shown in **Appendix A**.

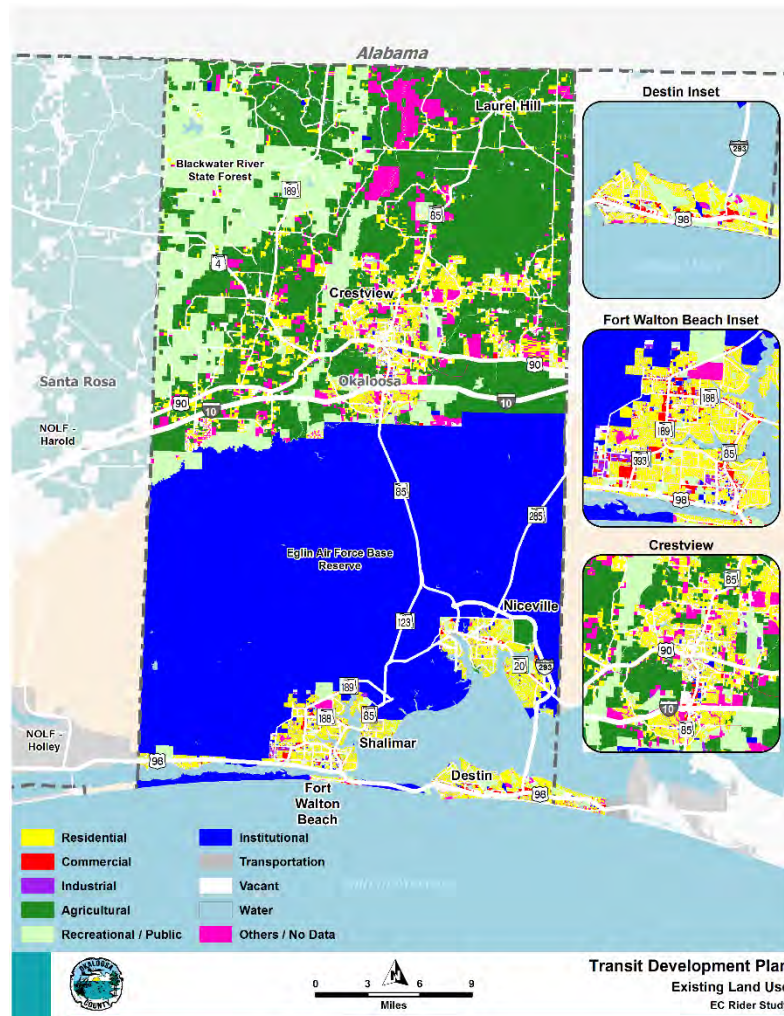
3.10.1 Major Activity Centers

Major trip generators within Okaloosa County include the Eglin AFB, technology and defense contractors, retail sites, medical facilities, and government facilities. **Table 14** shows the largest employers in Okaloosa County. Governmental and social services dominate the list, with the County's school district topping the list along with two medical centers, the Board of County Commissioners (BCC), Northwest Florida State College, and the Okaloosa Airport System also on the top 10 list. The third and fourth largest employers are major retailers (Walmart and Publix). The sixth and eighth largest are defense manufacturers, which can be explained by the presence of the Eglin AFB and its major suppliers. **Table 15** lists the largest manufacturers, all of which are on the County's Economic Development Council (EDC) list of the County's top 15 private sector employers.



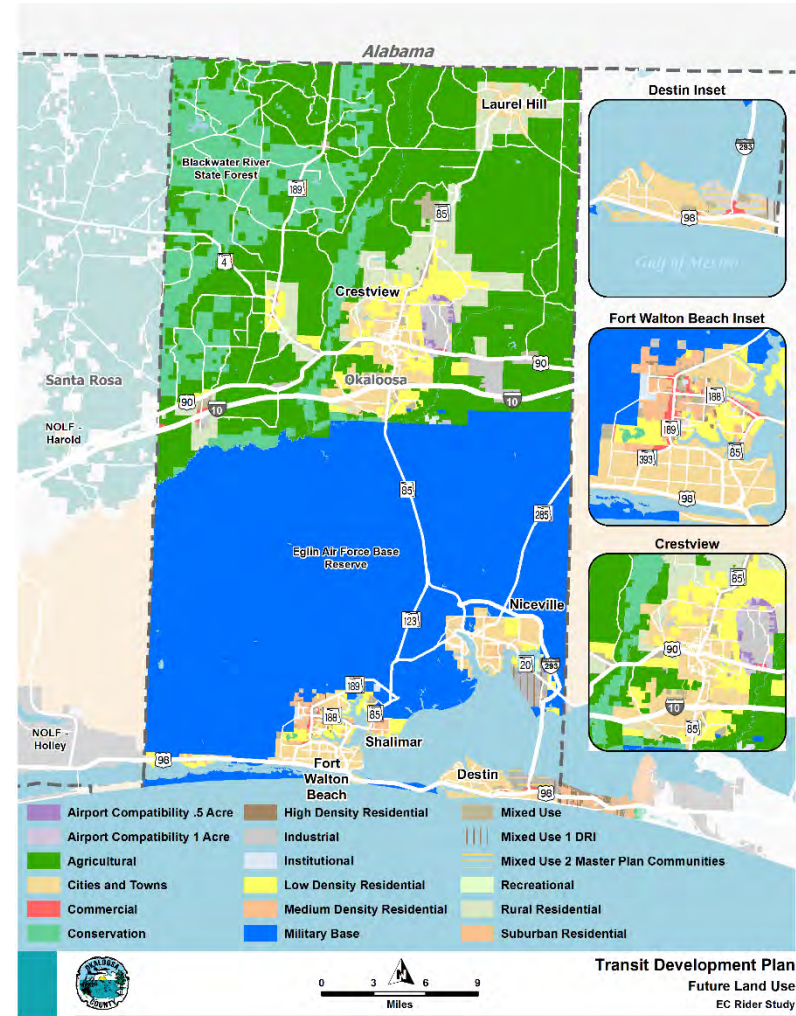
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Figure 22 | Study Area Existing Land Use



Source: Okaloosa County, 2020.

Figure 23 | Study Area Future Land Use



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Table 14 | Okaloosa County Largest Employers in 2019

Employer	Number of Employees
Okaloosa County School District	3,449
Fort Walton Beach Medical Center	1,429
Walmart	1,400
Publix	972
Okaloosa County Board of County Commissioners	936
Lockheed Martin	875
Northwest Florida State College	734
Reliance Test & Technology	697
Okaloosa Airport System	684
North Okaloosa Medical Center	570

Source: Economic Development Council (EDC) of Okaloosa County, 2020.

Table 15 | Okaloosa County Largest Manufacturers in 2019

Manufacturers	Number of Employees
Lockheed Martin	875
Reliance Test & Technology	697
Boeing	500
Sierra Nevada Corporation	498
Vertex Aerospace AIS	359
BAE Systems	341
Torch Technologies	320

Source: Economic Development Council (EDC) of Okaloosa County, 2020.

Figure 24 shows the medical facilities in the study area. In the unincorporated Wright community, two facilities are adjacent to each other, one of which is the Okaloosa County's second largest employer - Fort Walton Beach Medical Center. In the Crestview area lies the North Okaloosa Medical Center, which is the County's 10th largest employer. Other facilities are in Niceville, the Eglin AFB military community, and Destin.

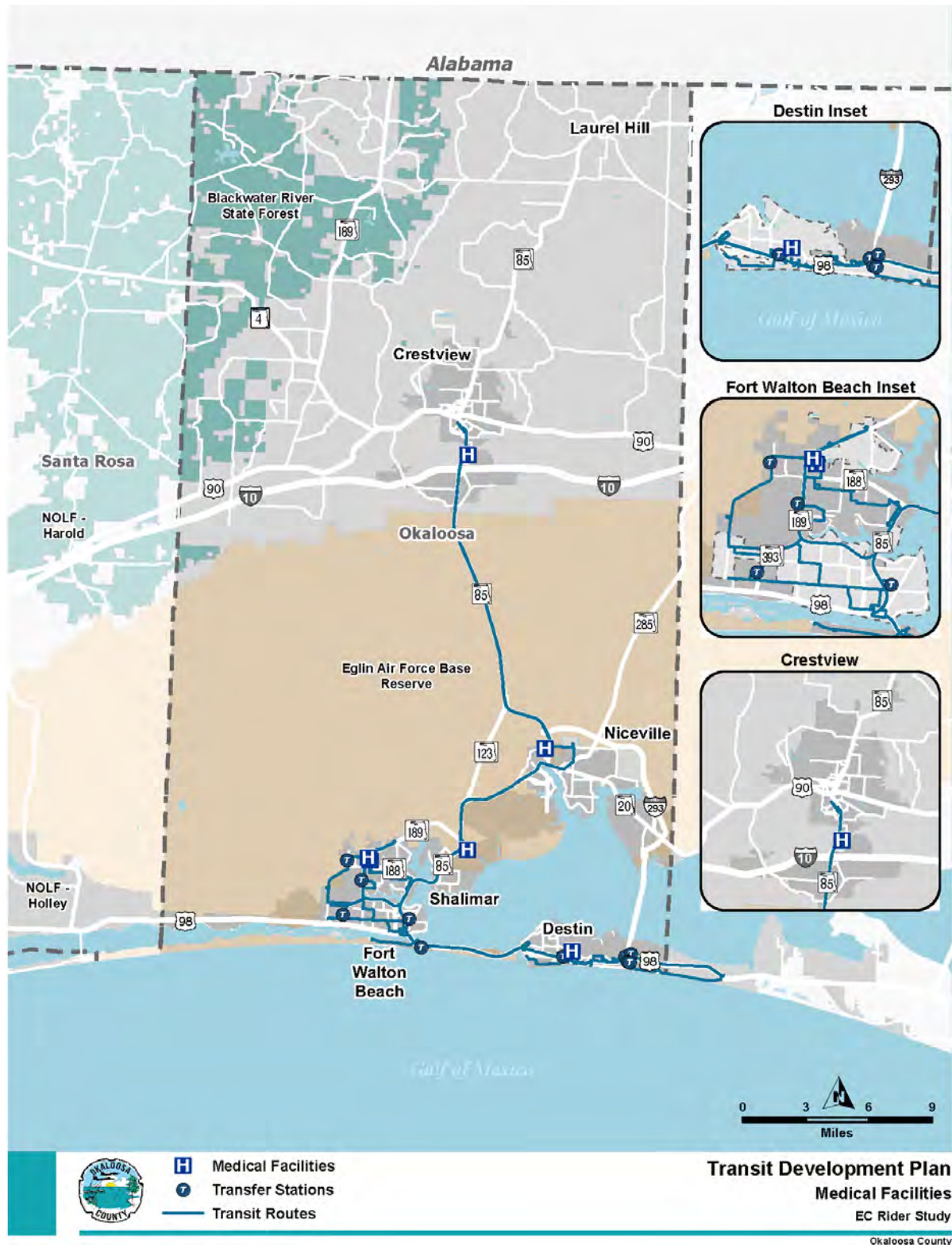
Figure 25 shows educational facilities in the study area. The main university campus of Northwest Florida State College is in Niceville. Satellite campuses of various universities also exist in the vicinity of Fort Walton Beach, Eglin AFB, and Crestview.

Figure 26 shows government and social service facilities in the study area. Government facilities are primarily located in and around Crestview. They include the Okaloosa Correctional state prison, and the Bob Sikes Airport. Government parcels near the coast include the Destin-Fort Walton Beach Convention Center and the Destin Executive Airport. Social Service facilities are primarily concentrated in Fort Walton Beach and Crestview.



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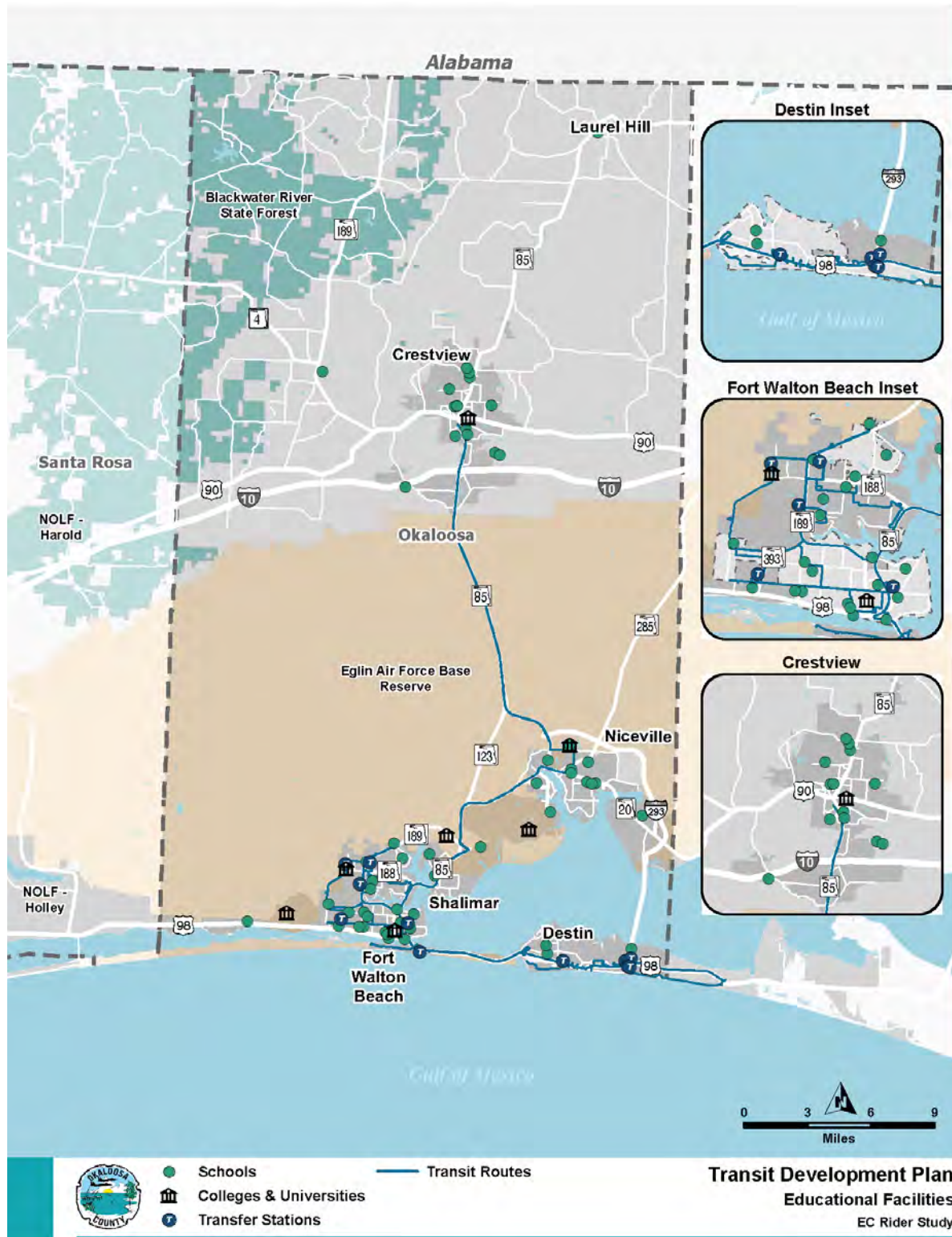
Figure 24 | Study Area Medical Facilities



Source: Okaloosa County, 2020.

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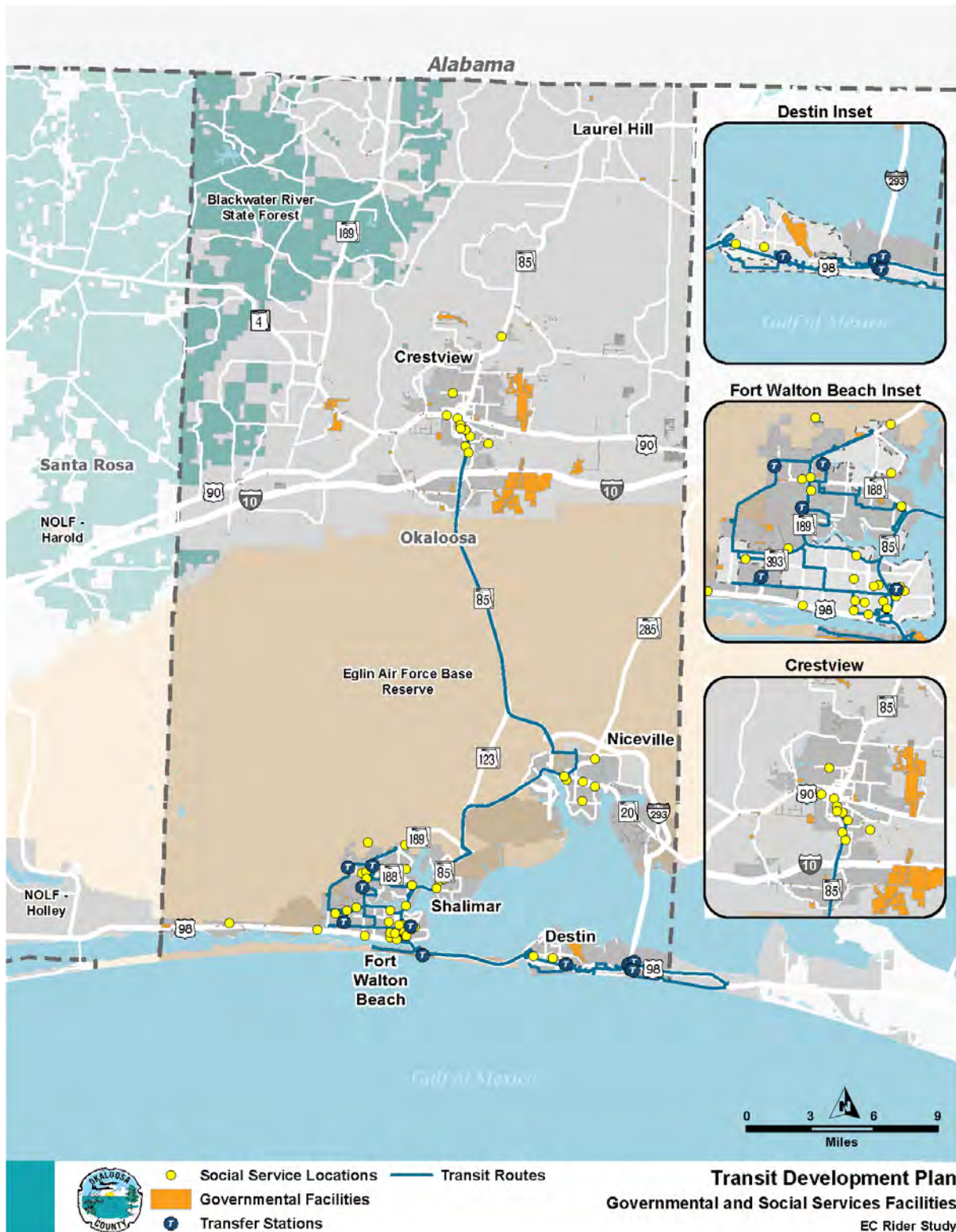
Figure 25 | Study Area Educational Facilities



Source: Okaloosa County, 2020.

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Figure 26 | Study Area Government & Social Service Facilities



Source: Okaloosa County, 2020.

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3.10.2 Eglin Air Force Base

The Eglin AFB is a 640 square mile reservation that spans the entire width of Okaloosa County dividing the Urbanized Area from the rest of the County. FL-85 and FL-285 are the only roads in the County to traverse the AFB to the I-10 corridor. The AFB is comprised of 10 airfields, the largest of which are Hurlbert Field, and Duke Field. This military facility has a significant influence on population and employment dynamics and overall mobility in the County.

Previous planning documents described population growth resulting from a 2005 Base Closure and Realignment Commission (BRAC) relocation of the Army 7th Special Forces Group and the Joint Strike Fighter Initial Joint Training Site to Eglin AFB. Trends have changed, however, with Hurricane Michael markedly impacting the region in 2018. Due to the damage to the Tyndall AFB in Bay County, Florida, the F-22 Formal Training Unit (FTU) was temporarily relocated to Eglin AFB. However, the US Air Force is presently considering a permanent beddown of the F-22 FTU at Langley AFB in Virginia. Such relocation would result in an exodus of 760 personnel from Eglin AFB by fall 2021. Also being considered is a beddown of an additional F-35A squadron at Eglin AFB, which would result in a loss of 377 additional personnel. However, such beddown would only occur with the relocation of the F-22 FTU. Thus, there would be a minimum net loss of 383 personnel from Eglin AFB and 843 dependents, or 1,226 total persons. This forecast has implications for future travel demand in the County.

3.11 Travel and Mobility Characteristics

3.11.1 Journey-to-Work Characteristics

Understanding how and when workers travel to their workplace and utilize transportation amenities and infrastructure can help inform decisions about transportation and mobility needs for the region. **Table 16** summarizes travel modes, travel times, and departure times of work trips of Okaloosa County residents in 2018 per the ACS.

The County has an 83% drive-alone rate. The second highest percentage for mode to work was carpooling at nearly 9%, making the private automobile comprise nearly 92% of total work trips. As of 2018 only 4% of the workers were reported to work from home, and 2% walked to work. Public transit comprised just 0.3% of work trips in the County.

Nearly two thirds of the County's work trips are less than 30 minutes in length, and less than 15% of the population commutes more than 45 minutes each way.



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Regarding departure time to work, over 60% of the population leaves during the AM peak period of 6:00-8:59 AM. Fifteen percent leave in the early morning hours, and nearly 25% depart at 9:00 AM or later.

Table 16 | Okaloosa County Commuting Characteristics (2018)

Characteristic	Percentage
Mode to Work	
Drive alone	83.1%
Carpool	8.6%
2-person carpool	6.6%
3-person carpool	1.3%
4+-person carpool	0.7%
Public transit	0.3%
Walk	1.9%
Work at home	4.1%
Other	2.0%
Travel Time to Work	
Less than 10 minutes	16.0%
10-19 minutes	31.8%
20-29 minutes	19.5%
30-44 minutes	19.1%
45 minutes or more	13.6%
Departure Time to Work	
12:00 AM to 5:59 AM	15.3%
6:00 AM to 8:59 AM	60.9%
9:00 AM to 11:59 PM	23.7%

Source: ACS, 2020.

3.11.2 On-The-Map Analysis

To understand the travel patterns within the study area, an assessment using On-The-Map was conducted. On-The-Map was developed through a partnership between the United States Census Bureau and all 50 states through the Longitudinal Employer-Household Dynamics (LEHD) program. The LEHD program combines employment data from payroll tax information maintained by states and data from censuses and surveys. From these data, the program creates statistics on employment and job flows at detailed levels of geography and industry and for different demographic groups. The latest available dataset at the time of analysis was year 2017.



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Figure 27 presents worker flow dynamics for Okaloosa County in year 2017 symbolized by arrows. Over 50,000 workers live and work in Okaloosa County, as represented by the circular arrow. Nearly 37,000 workers are employed in Okaloosa County but live outside the County, while about 28,000 workers are employed outside of the County but reside in Okaloosa County. Notably, the arrows do not represent direction but simply whether workers are entering or leaving the County in their commutes. The nearly 37,000 workers commuting to the County, for example, include those commuting from the north and east in addition to west.

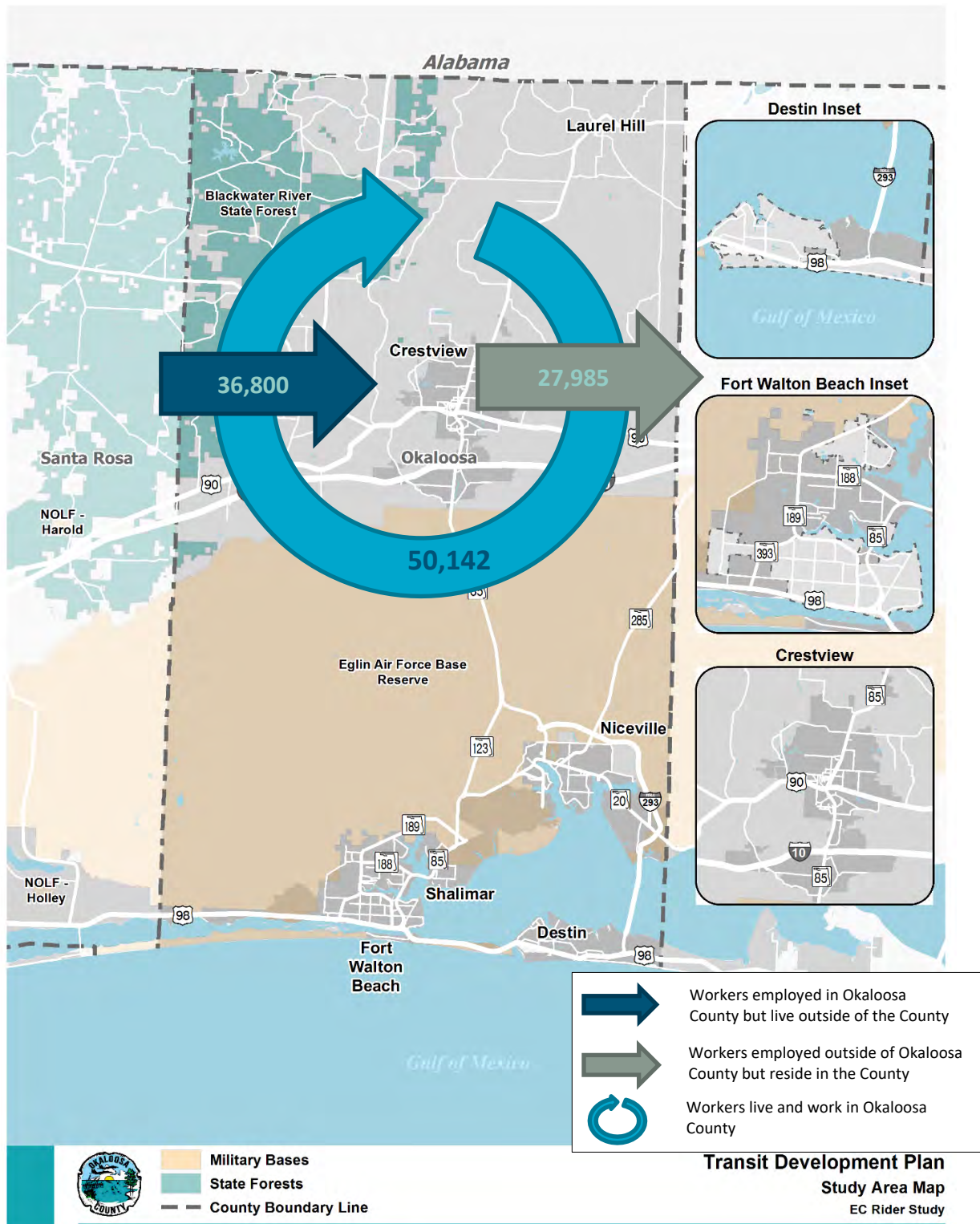
Figure 28 through **Figure 30** present intracounty work trips for those living in Crestview, Fort Walton Beach, and Destin, respectively. The movement of workers from their homeplaces in Crestview show a high concentration of trips to places of employment located within Crestview and Fort Walton Beach with some work trips destined to the Niceville and Destin areas. Workers residing in Fort Walton Beach and Destin generally stay in those two areas for their work trips.

Figure 31 highlights intracounty travel patterns of workers from their workplace in the Eglin AFB to their homeplaces. High concentrations of the Eglin AFB employees reside in Fort Walton Beach, Niceville, and Crestview.



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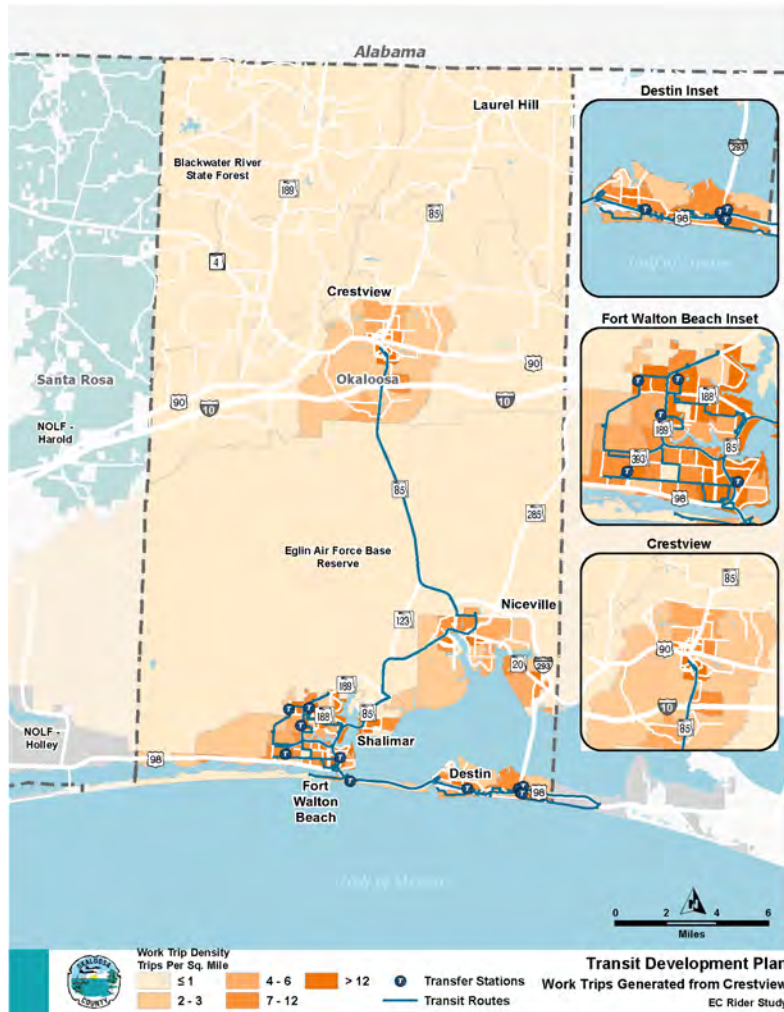
Figure 27 | Okaloosa County Worker Flow Dynamics in 2017



Source: On-the-Map, 2017.

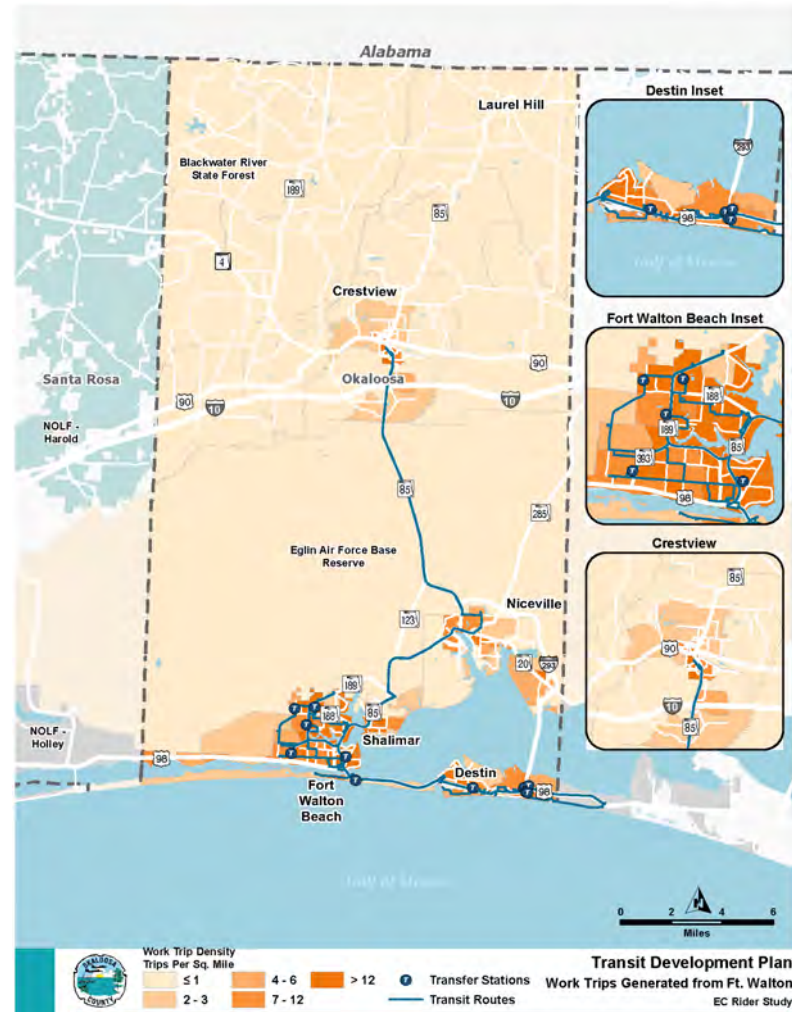
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Figure 28 | Crestview Home-Work Trips in 2017



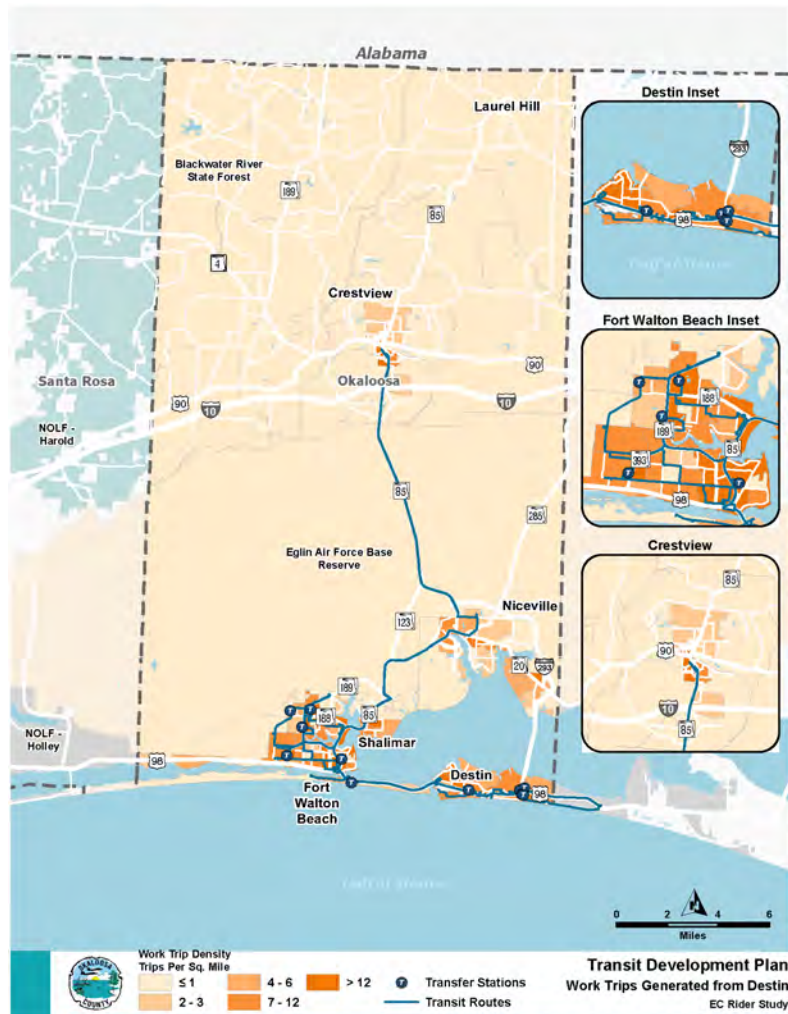
Source: On-the-Map, 2017.

Figure 29 | Fort Walton Beach Home-Work Trips in 2017



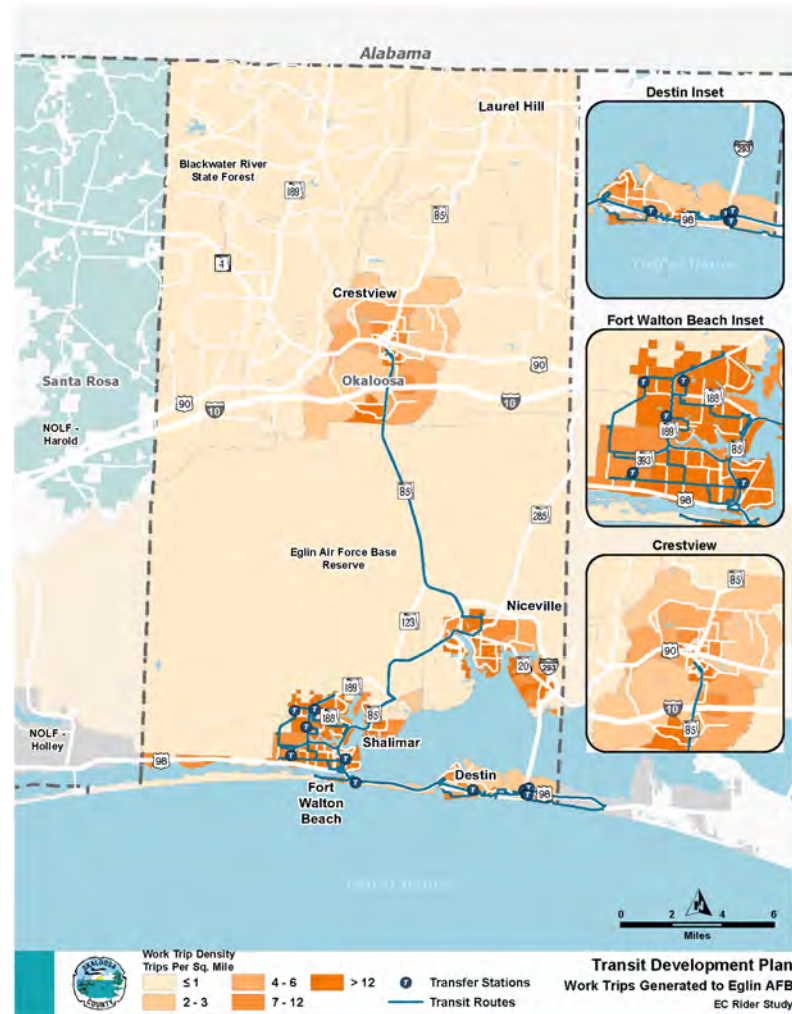
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Figure 30 | Destin Home-Work Trips in 2017



On-the-Map, 2017

Figure 31 | Eglin AFB Work-Home Trips in 2017

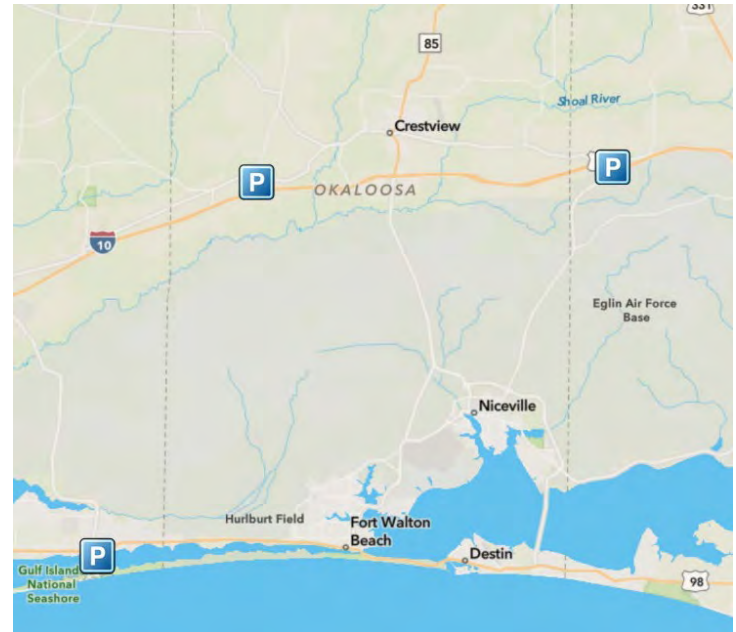


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3.12 Parking

Public parking facilities allow for private automobile access to transit. **Figure 32** shows park-and-ride (P&R) lots per the Emerald Coast Regional Council (ECRC). The one P&R lot in Okaloosa County is in the unincorporated community of Galliver just north of I-10, where FL-90 meets Galliver Cutoff. This parking facility promotes carpooling and vanpooling, but notably, there are no existing transit connections to this P&R lot. Additional P&R facilities in the Emerald Coast are in neighboring counties. Municipalities have additional public parking facilities, such as those in the western part of Destin shown in **Figure 33**.

Figure 32 | Park & Ride Lots in 2020



Source: ECRC, 2020.

Figure 33 | Public Parking in West Destin



Source: ECRC, 2020.

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3.13 First Mile/Last Mile Connectivity

Transit's utility depends upon the ease with which passengers can access and egress the system, commonly known as "first mile/last mile connectivity." There has been a rise in recent years in the use of ride hailing services such as Uber and Lyft, which can aid in accessing and egressing the system over long distances.

A means of assessing the degree of walk access and egress is to examine the walkshed. That includes areas within walking distance of transit lines when using the existing roadway and pedestrian network. Walking distance is estimated within a quarter of a mile of the transit stop, as such takes five minutes to walk at an average speed of three miles per hour.

Figure 34 shows the walkshed at the system level, with insets for the walksheds in Crestview, Niceville, and Miramar Beach. **Figure 35** and **Figure 36** show details of the walksheds in Destin and Fort Walton Beach, respectively. These figures show that the walkshed for the EC Rider system is rather limited in its length. This is particularly the case in communities outside of Fort Walton Beach, Destin, and Mary Esther, as transit lines only have one or two stops and limited pedestrian network connectivity.

3.14 Roadway Characteristics

Figure 37 and **Figure 38** provide perspectives on the current roadway congestion levels.

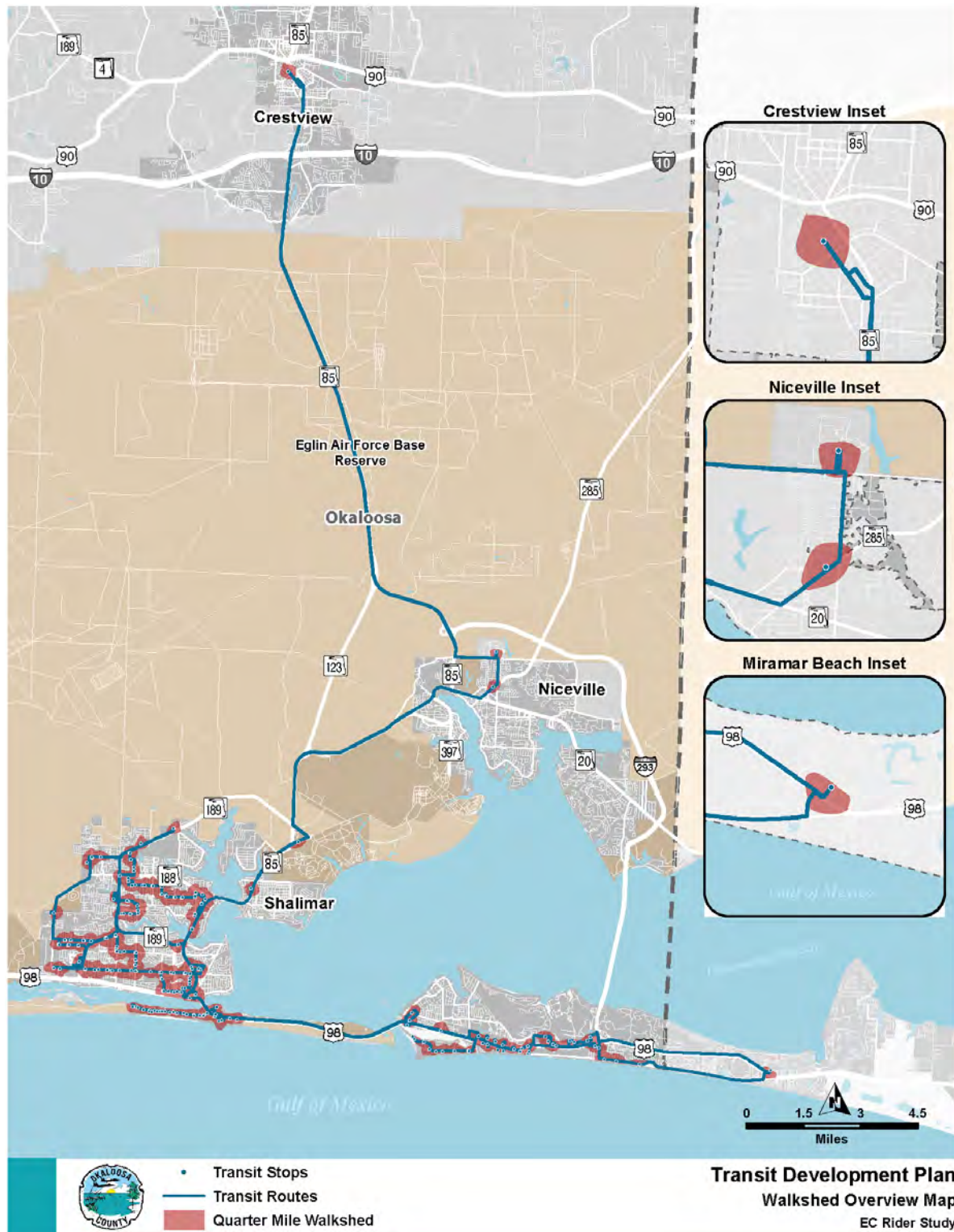
Figure 37 shows the level of service (LOS) based on Roadway Characteristics Inventory (RCI) data from FDOT in year 2018, which was the latest available data at the time of analysis. **Figure 38** shows volume-to-capacity (V/C) ratios in 2018 from the NWFRPM, which is a measurement of the operating capacity of the roadway and forms the basis of projecting future year congestion. Both figures show heavy congestion on US-98 in the east part of Destin, along with congestion spots in the Fort Walton Beach and Crestview areas.

Figure 39 shows forecasted V/C ratios in 2035 based on the NWFRPM. A clear growth in congestion can be seen, particularly along US-98, on FL-85 and US-90 in Crestview, and on FL-189 in the Wright area. It is also projected to increase on I-10 though continue to be under capacity.



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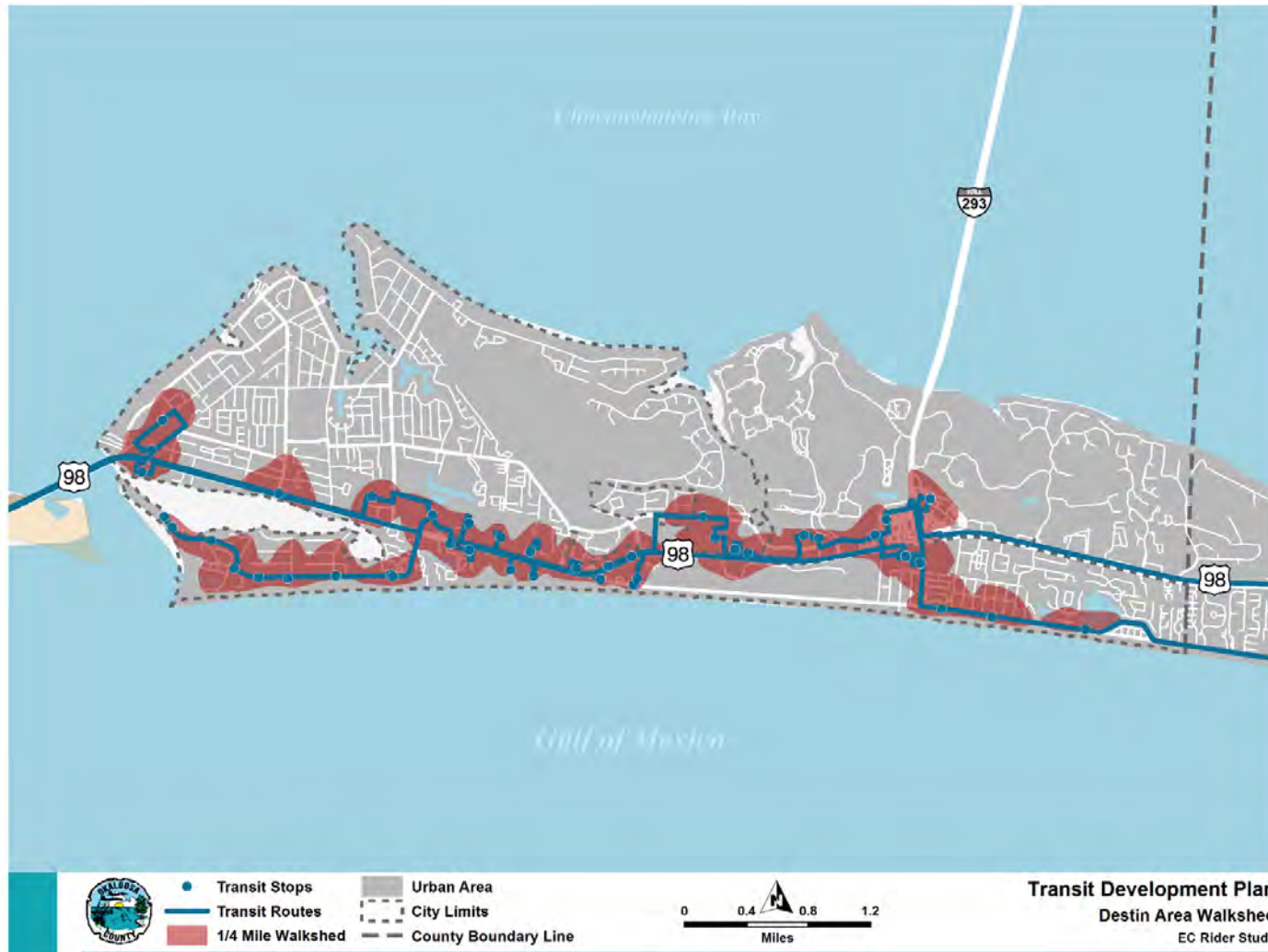
Figure 34 | EC Rider Walkshed – Systemwide



Source: TBEST, 2019.

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Figure 35 | EC Rider Walkshed - Destin

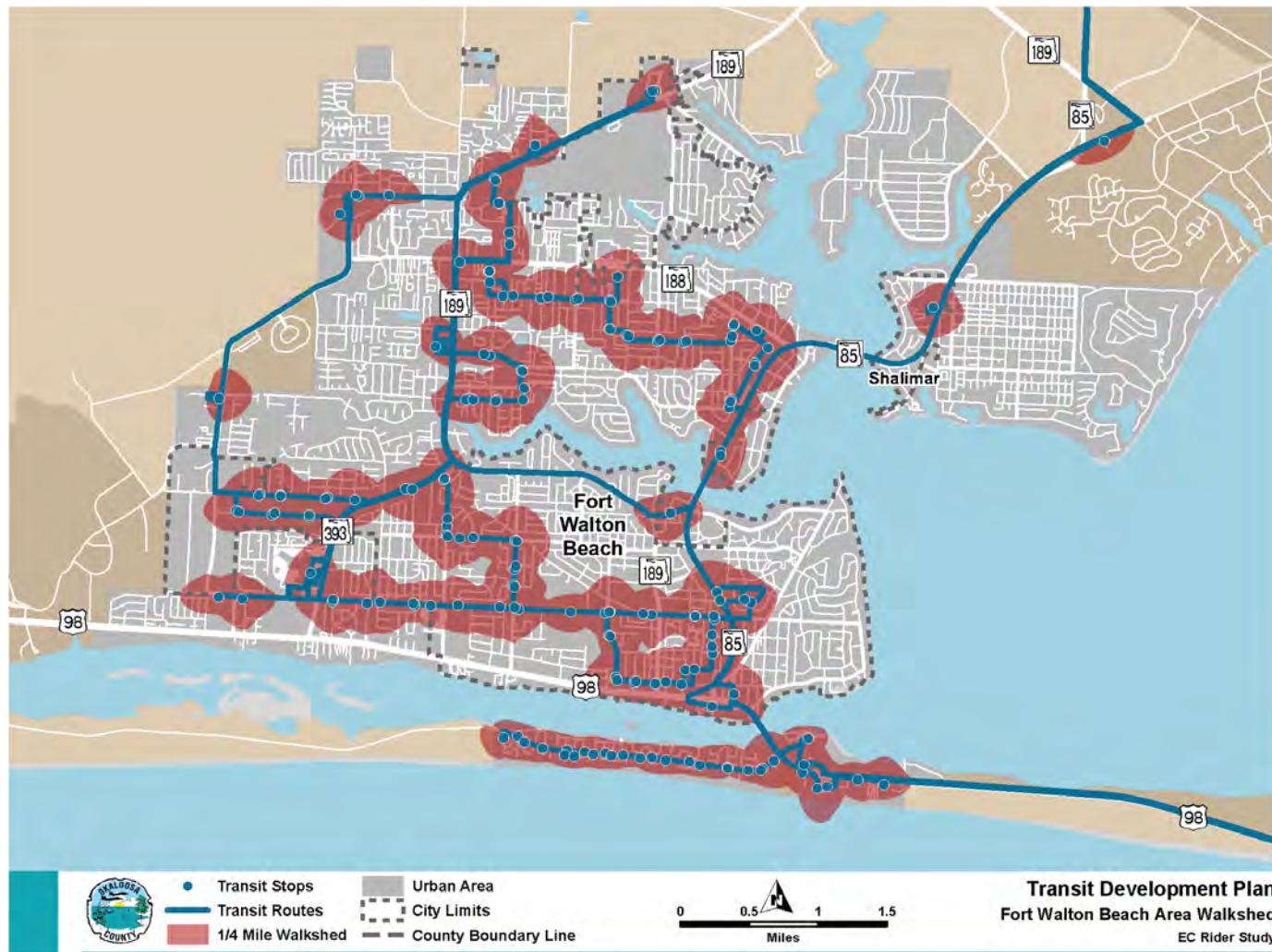


Source: TBEST, 2019.



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Figure 36 | EC Rider Walkshed – Fort Walton Beach Area



Source: TBEST, 2019.



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Figure 37 | Study Area Current LOS in 2018

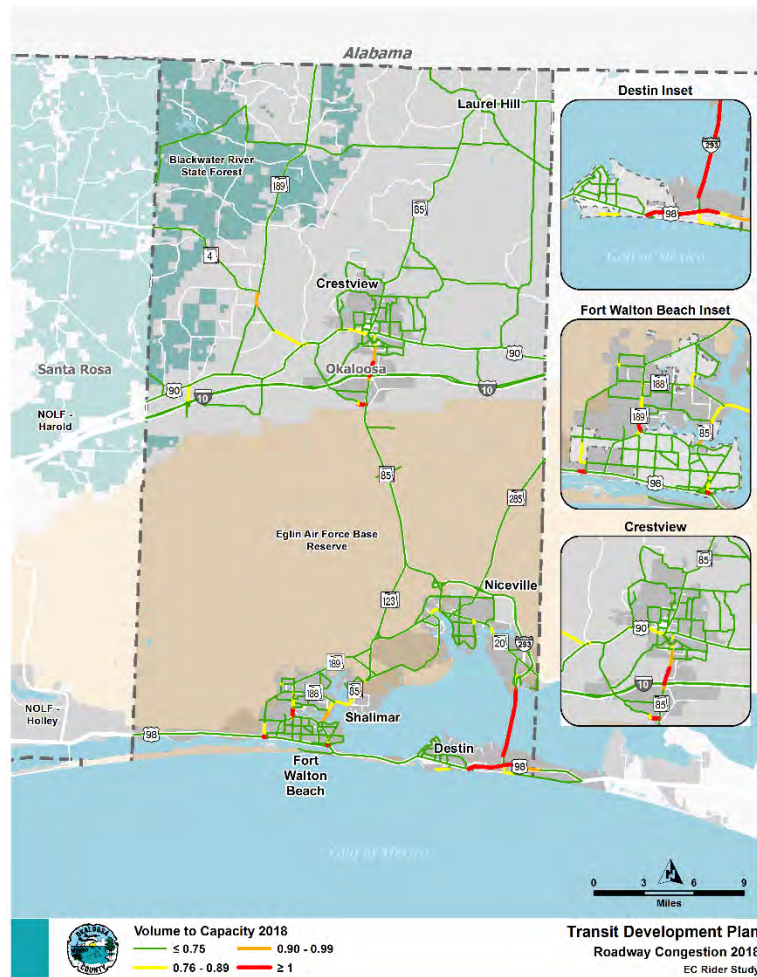


Source: FDOT, RCI data, 2018.



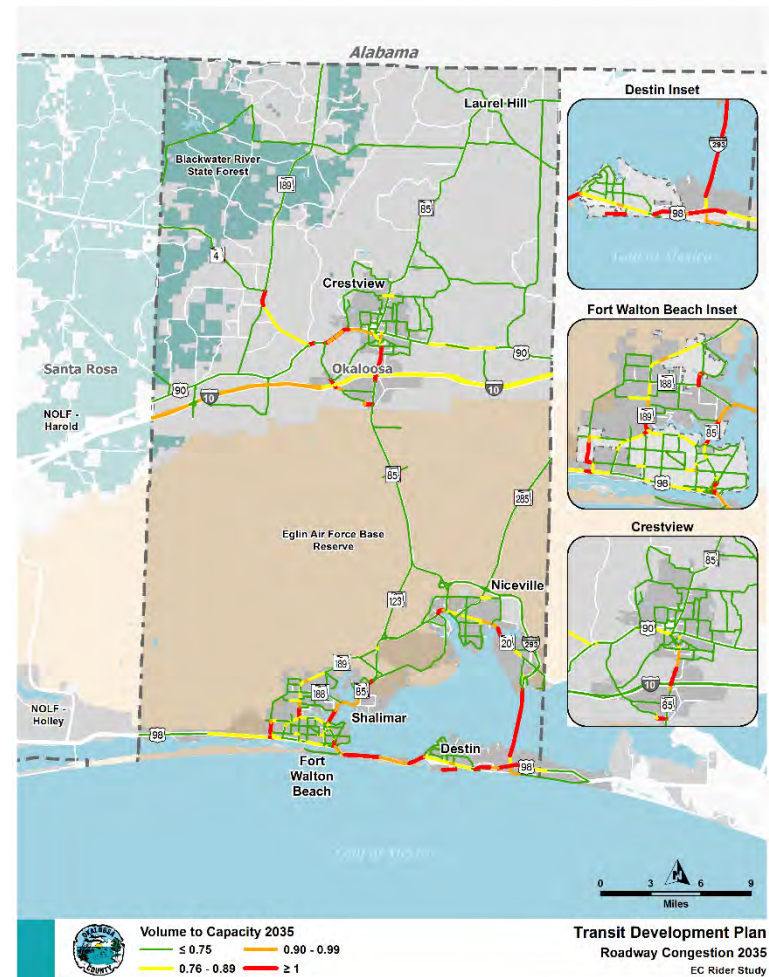
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Figure 38 | Study Area Existing Roadway Deficiencies in 2018



Source: NWFRPM V3.1.

Figure 39 | Study Area Projected Future Roadway Deficiencies in 2035



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4.0 Existing Transit System Evaluation

Transit services have been provided by Okaloosa County since 1987. Okaloosa County Transit, formerly branded as “Ride the WAVE,” rebranded its transit services in 2015 to “Emerald Coast Rider,” or EC Rider. EC Rider offers fixed-route and demand response bus service in urban areas of the County such as Fort Walton Beach (FWB), Destin, Niceville, and Crestview. It also serves a small part of Miramar Beach in Walton County. EC Rider contracts to Maruti Fleet and MV Transportation for both fixed route and demand response services.

4.1 Transit System Overview

The EC Rider system is comprised of 10 deviated fixed routes, primarily serving Fort Walton Beach and Destin, as well as providing demand response service for Okaloosa County. Routes 1 through 5 serve as local routes in the core of Fort Walton Beach and adjacent communities, while Routes 20, 30, 32, and 33 connect to the beaches in Destin and Okaloosa Island. Route 33 extends slightly into Walton County to serve the Silver Sands Premium Outlets in Miramar Beach. Route 14 provides express service between Fort Walton Beach, Shalimar, the Eglin Air Force Base (AFB) community, Niceville, and Crestview. **Table 17** details each fixed route, and a map of the system is shown in **Figure 40**.

Paratransit is provided within a $\frac{3}{4}$ mile buffer of fixed routes as required by the Americans with Disabilities Act (ADA). Paratransit service includes demand response vehicles as well as deviations to fixed route service.

Table 17 | EC Rider Route Inventory¹

Route No.	Key Location / Corridors Served	Number of Stops ²	Headway ³	Hours
1	Fort Walton Beach – Northwest (NW) Florida State College (FWB campus) to Elder Services of Okaloosa County. Stops include Fort Walton Beach Medical Center, the Bernie Lefebvre Aquatic Center, Teresa Village, Falcon Ridge Apartments, and Mariner Plaza.	48	75 minutes	7:00 AM to 7:29 PM
2	Fort Walton Beach – connects Mary Esther Post Office to Elder Services along Hollywood Blvd.	27	60 minutes	7:10 AM to 6:46 PM

¹ Source: Schedule provided by EC Rider

² Termini stops are each counted once per direction, or two times. For Route 33, stops do not include Elder Services, from where it begins at the start of the day.

³ For Routes 20-32, frequencies differ between Summer and Winter, as shown. Summer is defined here as Memorial Day through Labor Day, and Winter refers to the remainder of the year.



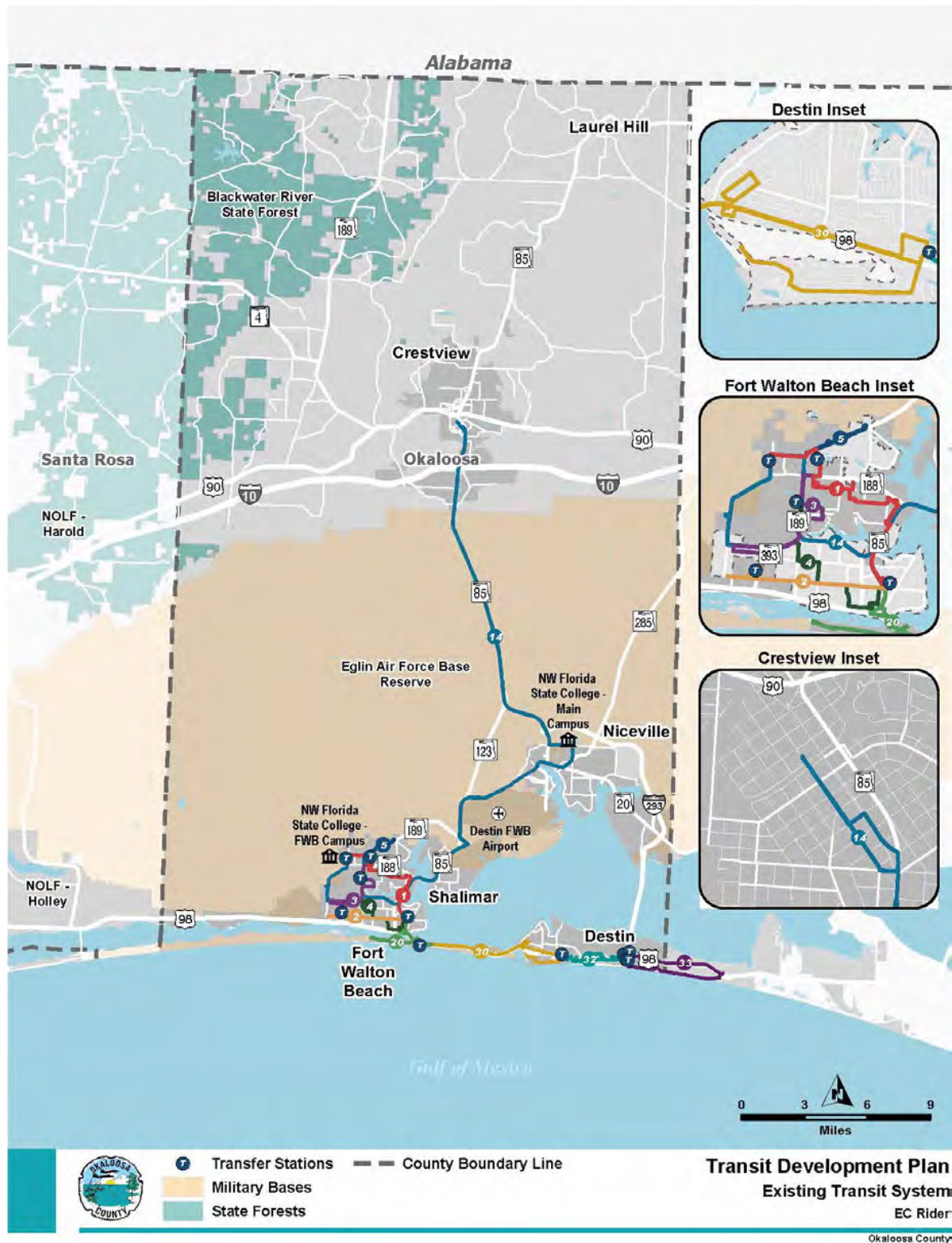
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Route No.	Key Location / Corridors Served	Number of Stops ²	Headway ³	Hours
	Stops include Mary Esther Library, Santa Rosa Mall, and Fort Walton Beach High School			
3	Fort Walton Beach – connects NW Florida State College (FWB campus) to Santa Rosa Mall. Stops include Fort Walton Beach Medical Center, the Bernie Lefebvre Aquatic Center, Walmart, Pier 1 Condominiums, and Sun Plaza	42	120 minutes	6:30 AM to 7:42 PM
4	Fort Walton Beach – connects Walmart to Elder Services. Serves the FWB Housing Authority, Westminster Manor, Max Bruner Jr Middle School, and more.	39	70 minutes	6:50 AM to 7:28 PM
5	Fort Walton Beach – connects Santa Rosa Mall to CHOICE High School and Technical Center. Stops include Walmart, Fort Walton Beach Medical Center, and the Bernie Lefebvre Aquatic Center	14	242 minutes	7:50 AM to 4:45 PM
14	Express bus connecting Crestview City Hall to Elder Services and the Okaloosa Courthouse Annex. Stops at NW Florida State College main campus (in Niceville), Niceville Municipal Complex, Eglin AFB Veterans Affairs (VA) Clinic, the Shalimar Courthouse Annex, Cinco Baptist Church (in Cinco Bayou), FWB Walmart, White-Wilson Medical Center, Okaloosa City Water, and the EC Rider transit facility	19	223 minutes	4:50 AM to 7:00 PM
20	Okaloosa Island – connects Elder Services in FWB to development on Okaloosa Island. Stops at Fort Walton Beach Landing, area hotels and condominiums, Gulfarium, Tourist Development Council Visitor's Center, Emerald Coast Convention Center, and the Shoppes at Paradise Point.	34	30 minutes (summer); 60 minutes (winter)	7:30 AM to 7:20 PM
30	West Destin – connects the Boardwalk on Okaloosa Island to the Waterview Towers. Stops include Harbor Walk, the Holiday Surf and Racquet Club, and the Destin Library.	16	30 minutes (summer); 60 minutes (winter)	8:00 AM to 7:39 PM
32	Destin – connects 98 Palms Plaza to the Shoppes at Paradise Key. Stops include Sunsation Plaza, several hotels, Marshall's, Fuddruckers, Track, and Big Kahunas	25	30 minutes (summer); 60 minutes (winter)	8:00 AM to 6:50 PM
33	East Destin / Miramar Beach – circular loop along US 98 and Emerald Coast Parkway, connecting the Shoppes at Paradise Key to the Silver Sands Premium Outlets. Stops include Crystal Beach Plaza, the Holiday Inn Express, Crystal Sands, and James Lee Park. At the start of the day, the bus makes a nonstop trip from Elder Services to the Shoppes at Paradise Key, from where it begins its regular route.	8	60 minutes	7:30 AM to 6:50 PM



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Figure 40 | Existing Transit Service Area



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4.2 Public Transportation Facilities

4.2.1 Transfer Locations

The EC Rider system serves several transfer locations in Fort Walton Beach, Destin, and the immediate vicinities, as shown in **Table 18**. Notably, the transfer center at Elder Services of Okaloosa County was formerly at the Uptown Station shopping center. The five transfer locations in the Fort Walton Beach vicinity⁴ are geometrically arranged such that the routes to operate in a loop, while the transfer points in the Destin vicinity are arranged such that the routes to operate in a linear chain.

Table 18 | EC Rider Transfer Locations⁵

List #	Stop Name	Location	Routes
1	Elder Services of Okaloosa County	Fort Walton Beach	1, 2, 4, 14, 20
2	Fort Walton Beach Medical Center	Wright (unincorporated)	1, 3, 5
3	Northwest Florida State College (FWB Campus) (NWFSC FWB)	Unincorporated – immediately west of Wright	1, 3
4	Walmart	Wright (unincorporated)	3, 4, 5
5	Santa Rosa Mall	Mary Esther	2, 3, 5
6	Boardwalk / Wayside Park	Okaloosa Island (unincorporated)	20, 30
7	98 Palms Plaza	Destin	30, 32
8	Crystal Beach Plaza	Destin	32, 33
9	Holiday Inn Express & Suites	Destin	32, 33
10	The Shoppes at Paradise Key	Unincorporated – immediately north of Destin	32, 33

Figure 41 | Elder Services of Okaloosa County⁶



⁴ The Fort Walton Beach vicinity includes the unincorporated Wright neighborhood, NWFSC FWB, and Mary Esther.

⁵ Source: EC Rider

⁶ Source: Google Maps (Jan 2019)



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Figure 42 | Santa Rosa Mall Bus Stop⁷



Figure 43 | 98 Palms Bus Stop⁸



4.2.2 Park-and-Ride Facilities

Park-and-ride (P&R) facilities are available to allow patrons to access transit by automobile. The Boardwalk on Okaloosa Island and other public parking lots can be used for this purpose. The City of Destin shows its public parking lots on its website in a graphic shown in **Figure 44**. All lots in this figure are accessible to Route 30.

Additionally, FDOT provides a P&R lot along US-90 in the Holt community. However, this facility is not within the EC Rider fixed route service area.

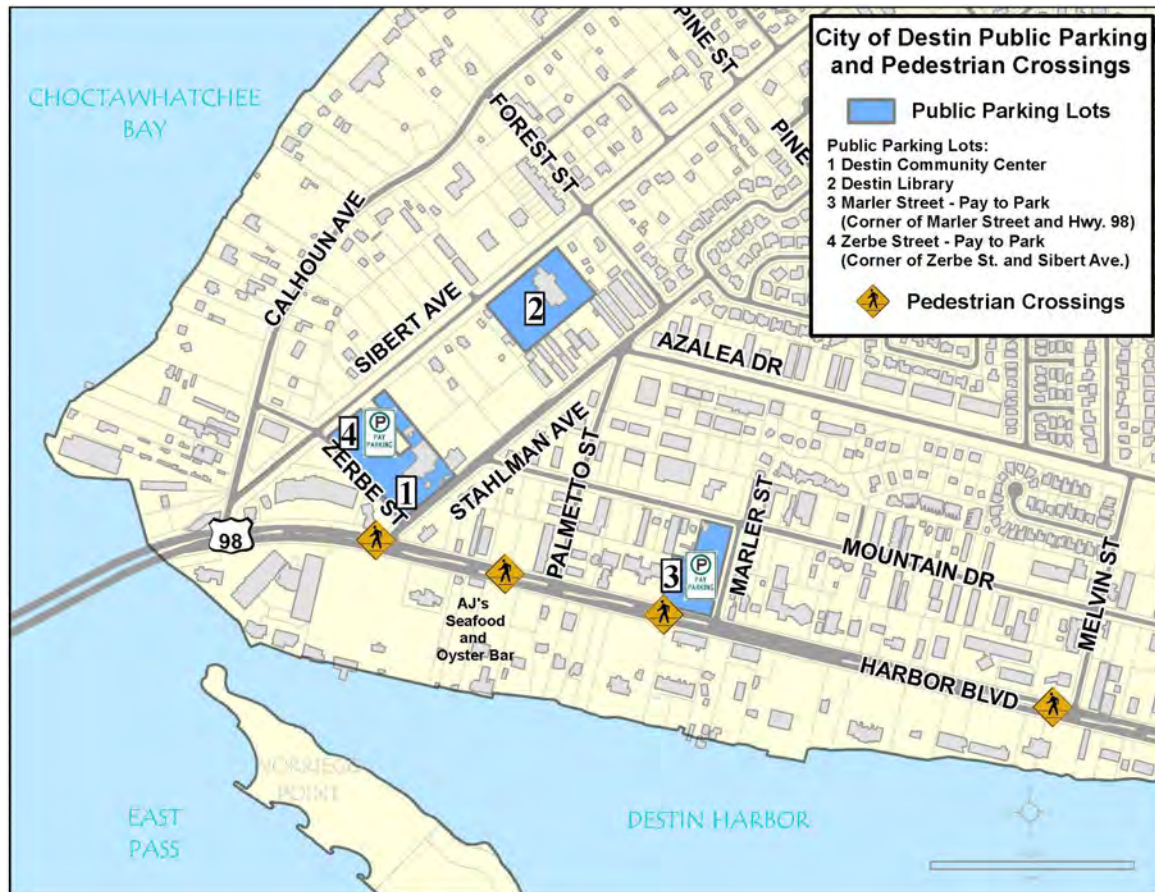
⁷ Source: Google Maps (Jan 2019)

⁸ Source: Google Maps (Sep 2019)



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Figure 44 | Destin Public Parking⁹



4.3 Equipment Inventory

EC Rider has a fleet of 48 vehicles, the majority of which are cutaway buses, as shown in **Figure 45**. The average vehicle age by type, as of 2019, is shown in **Figure 46** and **Table 19**. This figure and table also provide a comparison to useful life metrics as defined by the Federal Transit Administration (FTA). FTA has a minimum of years in which each vehicle needs to be in service for the agency to receive grant funding. Additionally, FTA defines a Useful Life Benchmark (ULB) for each vehicle type, which is the expected lifecycle of a capital asset. FTA publishes default ULBs, though transit agencies are also permitted to use a customized ULB in accordance to FTA rules and procedures. For each vehicle type at EC Rider, the average age exceeds the minimum required useful life. The percentage exceeding ULB, though, is relatively small.

⁹ Source: City of Destin: <https://www.cityofdestin.com/563/Parking>



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Figure 45 | EC Rider Vehicle Fleet by Type¹⁰

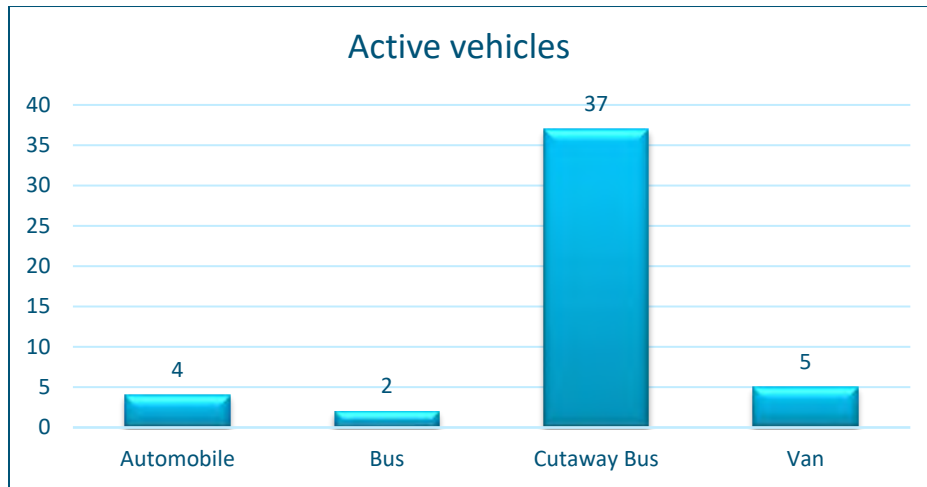


Figure 46 | EC Rider Vehicle Age and Useful Life¹¹

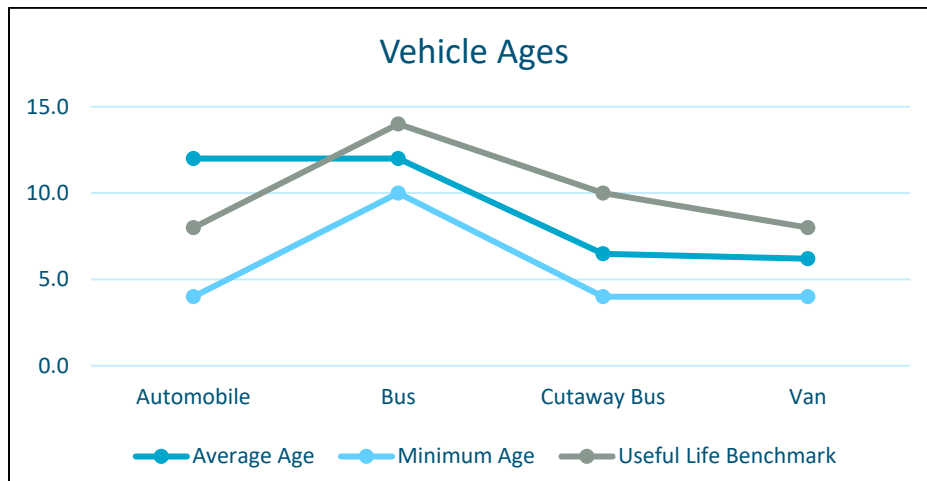


Table 19 | EC Rider Vehicle Age and Useful Life¹²

Vehicle Type	Minimum Age Benchmark	Useful Life Benchmark (ULB)	Average Age	Percent beyond ULB
Automobile	4	8	12.0	100%
Bus	10	14	12.0	0%
Cutaway	4	10	6.5	19%
Van	4	8	6.2	0%

¹⁰ Source: EC Rider FY 2019 report to the National Transit Database (NTD)

¹¹ Ibid

¹² Ibid



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FTA's minimum useful life requirement also provides a mileage option. **Figure 47** shows that the average mileage exceeded the minimum mileage for all vehicle types except bus.

EC Rider vehicles undergo preventative maintenance every 6,000 miles. The type of preventative maintenance that a vehicle receives depends on the mileage. **Table 20** shows the number of each type of vehicle by its most recent inspection type, based on NTD data for 2019.

Figure 47 | Vehicle Miles by Type¹³

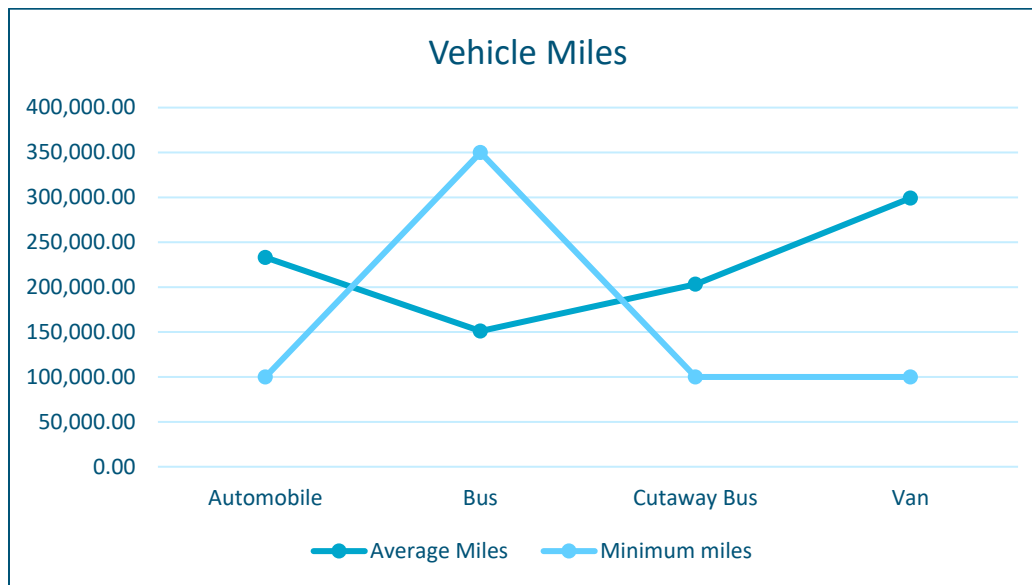


Table 20 | Preventative Maintenance Types by Vehicle¹⁴

Inspection Type	Mileage of Inspection	Automobiles	Buses	Cutaway Buses	Vans
A	Every 6,000 miles unless eligible for B or C	0	2	11	0
B	Every 12,000 miles unless eligible for C	4	0	13	5
C	Every 24,000 miles	0	0	13	0

¹³ Source: EC Rider FY 2019 report to the National Transit Database (NTD)

¹⁴ Ibid



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4.4 Dial-A-Ride Demand Response Service

EC Rider offers Dial-A-Ride service to Okaloosa County residents who are unable to access the system's fixed route service. Such trips are reserved, and the price of the trip depends on distance. Fares are collected by the driver on board the vehicle.

Several agencies sponsor customer transportation needs, paying all or most of the cost. For those who are not sponsored, the Florida Commission for the Transportation Disadvantaged (CTD) provides cost-sharing assistance if they meet eligibility criteria. These criteria are:

1. Being under 18 or over 60 years of age
2. Low income
3. Mental or physical disability
4. Child who is physically handicapped, high risk, or at risk

Reservations can be made Monday through Friday from 7:30 AM to 4:30 PM. Trips can be reserved up to seven days in advance but no later than 1:00 PM on the day before the requested trip. The service hours are Monday-Friday from 4:00 AM to 8:00 PM; Saturday from 4:00 AM to 7:00 PM; and Sunday from 5:00 AM to 12:00 PM

4.5 Other Transportation Providers

Other private and public agencies also offer transportation services within the EC Rider service area. **Table 21** and **Table 22** list available information about privately-operated and social service providers within the EC Rider service area. They provide mobility options and serve needs not presently fulfilled by EC Rider.

Table 21 | Privately-Operated/Contracted Service Providers

Organization	Type	Service Area	Service Hours
Destin Water Taxi	Water Taxi	Destin area	11 AM–12 PM weekdays
Emerald Grande Shuttle beach Service	Boat shuttle for guests only	Destin Beach	9 AM – 6 PM
Greyhound Intercity Bus Service	Bus	Local stop in Fort Walton Beach	
Niceville Hotel Courtesy Shuttle	Airport Shuttle for guests only	Niceville – Holiday Inn Express & Suites, Best Western, Comfort Suites	6:30 AM – 6:30 PM
Shuttles and Taxis	Airport Shuttle	The Destin - Fort Walton Beach Airport (VPS) has over thirty (30) ground transportation companies, servicing passengers to and from the Northwest Florida Panhandle area.	
Uber	Taxi/Ridesharing	Florida	24/7



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Table 22 | Social Service Transportation Providers

Organization	Type	Service Area
Crestview Manor	Car shuttle, medical trips for residents only	Okaloosa
Crescent Park Village	Private, for residents only	Crestview
Twin Cities Pavilion	Car shuttle, medical trips for residents only	Okaloosa
Granny Nannies Home Health Care	Medical CNA car shuttle for older adults	Santa Rosa, Escambia, Okaloosa, Walton
Home Care Solutions LLC	Medical shuttle/car for clients only	Escambia, Okaloosa, Santa Rosa, Walton
Home Instead Senior Care of Walton & Okaloosa Counties	Multipurpose shuttle/car for clients only	Florida

4.6 Performance Analysis

This section analyzes the performance of the EC Rider transit service with respect to ridership, travel time, on-time performance, and farebox recovery. It focuses on systemwide performance, though **Appendix B** consists of profiles focusing on each route individually. This section then investigates trends and compares EC Rider's performance to that of its peers.

4.6.1 Ridership

To understand the system's ridership, historic trends and route-level ridership are examined.

Figure 48 and **Table 23** show the unlinked passenger trips on the EC Rider system from 2014 to 2018 for both fixed route bus and demand response. The ratio of fixed route to demand response trips is unusually low, likely due to a lack of system awareness and usability.

Furthermore, Overall passenger trips have declined by nearly 15% over five years, with fixed route trips dropping by over 25% percent. Fixed route passenger trips have experienced a year-after-year decline. A slight increase in demand-response trips occurred over five years, though the data does not show a clear trend for this mode. The overall ridership decline suggests that the system may struggle to attract riders and meet the evolving needs of the traveling public.



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Figure 48 | EC Rider Unlinked Passenger Trips¹⁵

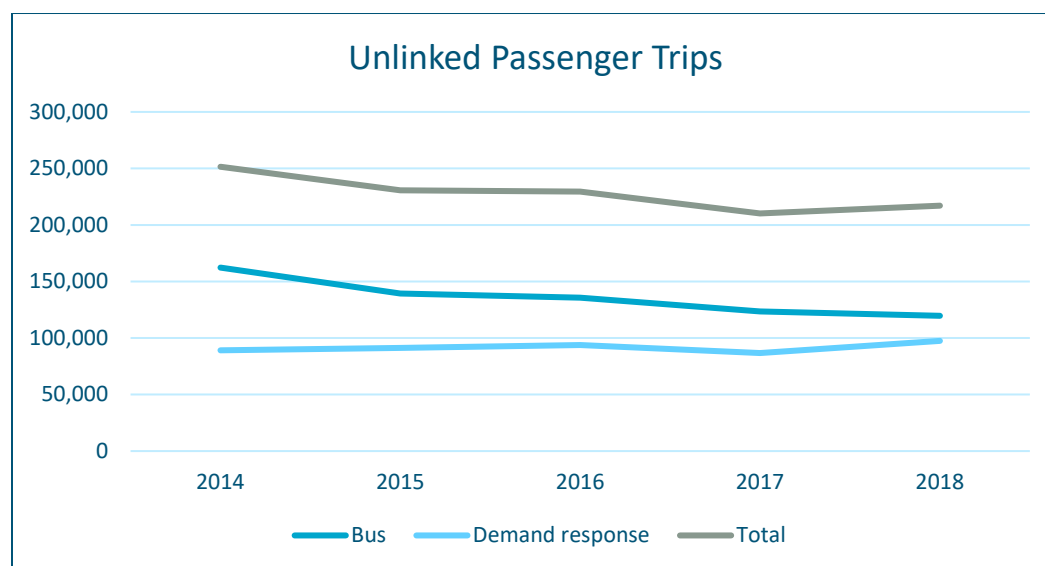


Table 23 | EC Rider Unlinked Passenger Trips¹⁶

	2014	2015	2016	2017	2018	Five Year Change
Bus	162,298	139,389	135,719	123,476	119,658	-26%
Demand Response	89,195	91,237	93,806	86,717	97,476	9%
Total	251,493	230,626	229,525	210,193	217,134	-14%

Route level ridership for planning purposes is shown in **Table 24**. The numbers represent averages for May through September 2019, which is the most recent peak season occurring before the COVID-19 pandemic. Ridership is quite low across the board, with no route having an average daily ridership of more than 65. The highest number of boardings per revenue hour is just over 5. Both maximums occur on Route 1, which connects Elder Services to the Fort Walton Beach Medical Center and the FWB campus of Northwest Florida State College. The other Fort Walton Beach route performing relatively well is the 4, which connects Elder Services to the FWB Walmart. The daily ridership on three of the beach routes – 20 through 32 – is also relatively high. However, because two buses run on each of those routes in the summer, the ridership per revenue hour is modest. The lowest ridership occurs on Route 5 at just four boardings per day. Route 14's ridership is also quite low at 1.05 boardings per revenue hour.

¹⁵ Source: National Transit Database (NTD)

¹⁶ Source: National Transit Database (NTD)



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Table 24 | EC Rider Daily Ridership by Route¹⁷

Route	Daily Ridership	Daily Revenue Hours	Ridership per Revenue Hour
1	65	12.33	5.25
2	29	11.69	2.52
3	23	14.23	1.60
4	45	12.83	3.51
5	4	5.00	0.83
14	16	15.17	1.05
20	49	24.00	2.05
30	61	24.01	2.55
32	48	22.00	2.19
33	21	15.17	1.90

4.6.2 Travel Time Analysis

This subsection compares travel times between the automobile and the EC Rider system. The locations chosen for origins and destinations are outlined in **Table 25**, with centroid referring to the representative point in an area. **Table 26** provides a travel time matrix with percentages showing how much longer it takes to travel by transit than by car during the evening rush hour. The percent differences were floored at 0%, as there are no priority treatments that would give transit a time-saving advantage in traffic congestion. The transit travel times consist of in-vehicle travel times and transfer times and exclude initial wait times and walk times. Despite this exclusion, though, the matrix shows transit to take significantly longer for most trips than the automobile. From the Santa Rosa Mall to the Fort Walton Beach Medical Center, the percent difference of 101% is colored in green, meaning that it is relatively good when compared to the rest of the transit system. However, that represents a transit travel time that is more than double that of the automobile travel time. Per a report on best practices from the University of South Florida's (USF's) Center for Urban Transportation Research (CUTR), a ratio of 2 is generally the upper end of what the travel time should be between transit and the automobile¹⁸ The higher percentages generally occur between the beaches and the county, as riders need to traverse west on the congested US-98 and transfer at Elder Services. Furthermore, because the beach routes are "chain linked," up to three transfers on the beach routes alone can occur before reaching Fort Walton Beach. In contrast, cars have the option of using the FL-293 bridge. The highest percentages occur when traveling between The Shoppes at Paradise Key and Niceville at

¹⁷ Ridership data was provided directly by EC Rider. The color scheme ranges from bright red (very low) to light red (low)

¹⁸ Mistretta, M. et al (March 2009). *Best Practices in Transit Service Planning*. National Center for Transit Research (NCTR), Center for Urban Transportation Research, University of South Florida.



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approximately 700%. This means that traveling by transit is eight times the travel time of traveling by the automobile between these locations. The average percent difference is 209%, meaning that the average transit trip's travel time is triple the travel time of the automobile between the same two locations.

Table 25 | Origin-Destination Locations

List #	Location Name	Centroid
1	Crestview	Crestview City Hall
2	Niceville	Northwest Florida State College (Main Campus)
3	Eglin AFB	Veteran's Affairs Clinic at Eglin Air Force Base
4	Elder Services	Elder Services of Okaloosa County
5	FWB Med Center	Fort Walton Beach Medical Center / White Wilson Medical Center
6	NWFSC FWB	Northwest Florida State College (Fort Walton Beach Campus)
7	Walmart FWB	Walmart Supercenter on Beal Parkway
8	Santa Rosa Mall	Santa Rosa Mall
9	Okaloosa Island	Boardwalk/Wayside Park
10	98 Palms	The Shoppes at Ninety-Eight Palms (Destin)
11	Paradise Key	The Shoppes at Paradise Key (Destin)
12	Silver Sands	Silver Sands Premium Outlets (Miramar Beach)

4.6.3 On-Time Performance

On-time performance (OTP) is the percent of bus arrivals that are on time. On time, as defined by EC Rider and most other transit agencies, ranges from 1 minute early to 5 minutes late.

Table 27 shows by route the percentage of early, on-time, and late arrivals in the summer months of 2019 (May-September). The Fort Walton Beach routes (1-5) do relatively well, arriving on time between 70% and 78% of the time. Route 14's OTP is mediocre, arriving on time just over 50% of the time and late nearly 35% of the time. Such may be due to congestion on State Route (SR) 85 in the I-10 vicinity. The beach routes (20-33) show poor performance, with Route 20 arriving early nearly 50% of the time and Route 32 arriving late over 90% of the time. The inconsistent OTP between these routes can significantly increase transfer times between them, which may in part explain the system's low ridership. On average, EC Rider buses arrive on time just over 55% of the time, late over 30% of the time, and early over 12% of the time.



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Table 26 | Travel Time Matrix¹⁹

	Crestview	Niceville	Eglin AFB	Elder Services	FWB Med Center	NWFSC FWB	Walmart FWB	Santa Rosa Mall	Okaloosa Island	98 Palms	Paradise Key	Silver Sands	Average
		40%	71%	65%	215%	303%	162%	169%	111%	223%	399%	433%	199%
	0%		0%	56%	265%	361%	145%	155%	104%	307%	701%	565%	242%
	0%	0%		25%	282%	456%	83%	165%	152%	246%	345%	280%	185%
	8%	33%	43%		56%	53%	44%	4%	293%	397%	394%	447%	161%
	91%	264%	461%	45%		4%	0%	59%	267%	321%	353%	396%	205%
	86%	241%	388%	53%	0%		144%	233%	291%	336%	365%	382%	229%
	83%	233%	261%	159%	50%	144%		52%	419%	425%	438%	428%	245%
	74%	124%	117%	36%	101%	281%	94%		346%	377%	405%	450%	219%
	24%	48%	95%	23%	150%	156%	164%	101%		92%	263%	335%	132%
	121%	225%	165%	164%	179%	170%	180%	176%	0%		116%	309%	164%
	270%	690%	342%	261%	354%	374%	247%	224%	172%	39%		100%	279%
	287%	467%	275%	202%	297%	291%	275%	193%	182%	151%	58%		244%
Average	76%	190%	194%	89%	165%	230%	126%	134%	215%	276%	378%	375%	209%

¹⁹ Google Maps was used for automobile travel times during the summer PM peak hour, while EC Rider's schedule was used for transit travel times. The color scheme ranges from red (low) to green (high).



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Table 27 | On-Time Performance²⁰

Route	Early	On Time	Late
1	8.61%	69.94%	21.44%
2	15.98%	76.41%	7.42%
3	5.75%	76.63%	18.02%
4	10.75%	72.13%	16.89%
5	7.01%	77.95%	14.83%
14	14.03%	51.83%	34.15%
20	49.55%	30.53%	19.93%
30	8.57%	66.49%	25.15%
32	5.33%	3.85%	91.62%
33	0.00%	37.21%	62.79%
Average ²¹	12.56%	56.30%	31.22%

4.7 Farebox Recovery

Farebox recovery measures the percentage of the transit system's operating cost that is paid for by the customers through a fare revenue, as shown in **Figure 49**. In addition, this measure can include non-public investments in transit such as route sponsorship by an employer or other interest willing to contribute funds to support public transportation. Farebox recovery is a ratio that tends to be among the most meaningful for the public and decision-making bodies within transit.

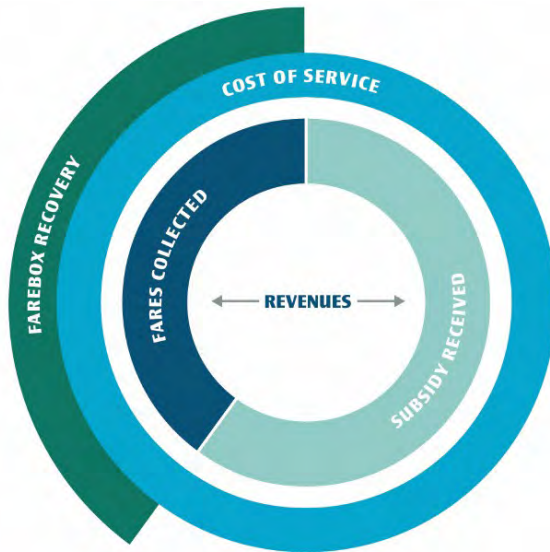
²⁰ OTP data was provided by route and month by EC Rider from May-September 2019. This table presents the averages, weighted by the number of service days in each month.

²¹ The Average row represents the unweighted early, on-time, and late averages for routes.



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Figure 49 | What is Farebox Recovery?



FARES COLLECTED

Fare revenue (from the money people pay to board the transit vehicle) rarely covers the entire cost of service. Thus, agencies receive subsidies to keep running this public service that many people rely on.

FAREBOX RECOVERY

The percent of cost covered by fares is known as farebox recovery, a ratio that indicates what portion of the cost of service got covered by the fares collected.

SUBSIDY RECEIVED

Sometimes, less subsidy may be needed if there is a third party sponsoring the route, or if revenues are collected from posting ads on buses and bus stops, amongst others.

COST OF SERVICE

The total cost of providing a service, including costs covered by all sources – passenger fares, sponsor-ships, advertising revenues, and public subsidies.

4.7.1 Current Farebox Ratio

As shown in **Table 28**, EC Rider's fixed-route operating expenses continuously increased between 2014 and 2018. Fare revenue, on the other hand, rapidly decreased over the five-year period. The increase in operating expense pair with the decrease in fare revenue results in a significant decline in the farebox recovery ratio between 2014 and 2016 and a steadily decline between 2016 and 2018.

Table 28 | EC Rider Fixed-Route Annual Farebox Recovery

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 – FY 18
Operating Expense	\$1,304,876	\$1,049,383	\$1,320,887	\$1,418,580	\$1,496,638	14.7%
Fare Revenue	\$216,856	\$131,173	\$114,733	\$112,100	\$118,549	-45.33%
Farebox Recovery Ratio	16.62%	12.50%	8.69%	7.90%	7.92%	-52.35%

Source: NTD Data



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4.7.2 Strategies to Improve the Farebox Recovery Ratio

The following is a list of strategies EC Rider will employ to improve the farebox recovery ratio:

1. Monitor key performance indicators for individual fixed-routes and determine if adjustments need to be made;
2. Ensure that transit continues to serve major activity centers, potentially increasing effectiveness of the service;
3. Strive to increase ridership by enhancing marketing and community relations activities
4. Utilize cost efficiencies through careful budgeting, monitoring and controlling of expenditures required to operate and administer transportation services;
5. Adopt fare strategies that will encourage ridership by making transit more attractive and convenient to use;
6. Maintain a fare collection system that reduces opportunities for fare abuse and minimize the administrative costs associated with fare collection; and
7. Increase ridership by continuing to transition capable paratransit riders to the fixed route.

4.8 Trend and Peer Review Analysis

The next step of EC Rider's performance evaluation involves a trend analysis, and a peer review analysis.²² The trend analysis evaluates EC Rider's performance over a five-year period (2014 – 2018) and provides important insight into the state of the transit system. The peer review assesses the performance of the system in relation to transit agencies that share one or more traits. To complete the trend and peer review analysis, data from the FDOT's Florida Transit Information System (FTIS) was used, which is based on validated National Transit Database (NTD) data for fiscal years 2014 through 2018.

4.8.1 Peer Selection

The Integrated National Transit Database Analysis System (INTDAS) data access tool through the FDOT's FTIS online program was used for the selection of peer agencies. The tool applies the Transit Cooperative Research Program's (TCRP's) methodology for peer selection as documented in its Report 141, *A Methodology for the Performance Measurement and Peer Comparison in the Public Transportation Industry*.²³

The screening process is based on 14 factors, as listed in **Table 29**, including 5 factors pertaining to service characteristics and 9 factors related to urban area characteristics. The screening results provide likeness scores for each individual factor and a total likeness score for each potential

²² TDP Handbook, Florida Department of Transportation. Version III, 2018.

²³ *A Methodology for Performance Measurement and Peer Comparison in the Public Transportation Industry* | *Blurbs New* | *Blurbs* | *Publications* (trb.org)



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peer agency, allowing for the identification of systems that have similar operating characteristics to EC Rider. Five peer agencies were selected, including two Florida transit agencies and three out-of-state agencies, as listed in **Table 30**. Detailed peer selection analysis results are provided in **Appendix C**.

Table 29 | INTDAS Peer Selection Factors

Factor	Description
Service Characteristics	
Total Vehicle Miles Operated	Total distance traveled annually by revenue service vehicles
Total Operating Budget	Reported total spending on operations
Percent Demand Response	Percentage of demand response service
Percent Service Purchased	Percentage of transit service purchased from outside providers
Service Area Type	Service extent/coverage
Area Characteristics	
Urban Area Population	Total population in the urbanized area
Population Growth Rate	Percent change in population
Population Density	Total population per square mile in the urbanized area
State Capital	Whether the transit agency is in a state capital
Percent Population with College Degree	Percent of population 24 years of older with a college degree
Percent Poverty	Percent of population with income below the poverty level
Annual Delay per Auto Commuter	Total annual delay hours per auto commuter as reported in the Urban Mobility Report (used only for large urban areas)
Freeway Lane-Miles per Capita	Average freeway lane-miles per resident as reported in the Urban Mobility Report (used only for large urban areas)
Distance	Distance in miles between the target and peer agencies

Table 30 | EC Rider Peer Systems

Agency Name	Location
Lake County Board of County Commissioners	Tavares, FL
Collier County	Naples, FL
Davidson County	Lexington, NC
City of Jackson	Jackson, MS
City of Fargo	Fargo, ND



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4.8.2 Fixed-Route Analysis

The trend and peer review analysis begin with EC Rider's fixed-route system. The performance measures used, as shown in **Table 31**, are categorized into General Performance, Service Productivity, and Cost Efficiency & Effectiveness.

Table 31 | Performance Measures

General Performance	Service Productivity and Coverage	Cost Efficiency & Effectiveness
Service Area Population	Average Age of Fleet (years)	Average Fare
Service Area Population Density	Average Headway (minutes)	Farebox Recovery Ratio
Passenger Trips	Passenger Trips per Revenue Hour	Operating Expense per Passenger Trip
Passenger Miles	Passenger Trips per Revenue Mile	Operating Expense per Passenger Mile
Vehicle Miles	Passenger Trips per Capita	Operating Expense per Revenue Mile
Revenue Miles	Revenue Miles per Route Mile	Operating Expense per Revenue Hour
Revenue Hours	Revenue Miles between Failures	Operating Expense per Capita
Route Miles	Vehicle Miles per Capita	Revenue Miles per Vehicle Mile
Operating Expense	Weekday Span of Service (hours)	Vehicle Miles per Gallon
Vehicles Operating in Max. Service		
Passenger Fare Revenue		

4.8.2.1 General Performance

General performance measures assess the overall performance of the transit system by comparing general agency and service area characteristics. **Table 32** and **Table 33** summarize trend and peer analysis results among general performance measures for EC Rider.

Table 32 | EC Rider General Performance Measures Trends

General Performance Measures	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 - FY 18
Service Area Population	191,917	191,917	196,512	196,512	196,512	2.4%
Service Area Population Density	1,599	1,638	1,638	1,638	1,638	2.4%
Passenger Trips	162,298	139,389	135,719	123,476	119,658	-26.3%
Passenger Miles	746,571	627,251	611,223	555,642	867,667	16.2%
Vehicle Miles	413,149	408,686	423,563	396,990	359,840	-12.9%
Revenue Miles	400,359	377,468	396,416	369,052	342,113	-14.5%
Vehicle Hours	32,131	28,702	33,406	30,087	29,314	-8.8%
Revenue Hours	31,362	27,809	29,160	28,070	27,586	-12.0%
Operating Expense	\$1,304,876	\$1,049,383	\$1,320,887	\$1,418,580	\$1,496,638	14.7%
Vehicles Operating in Max. Service	18	20	17	17	17	-5.6%
Passenger Fare Revenue	\$216,856	\$131,173	\$114,733	\$112,100	\$118,549	-45.3%



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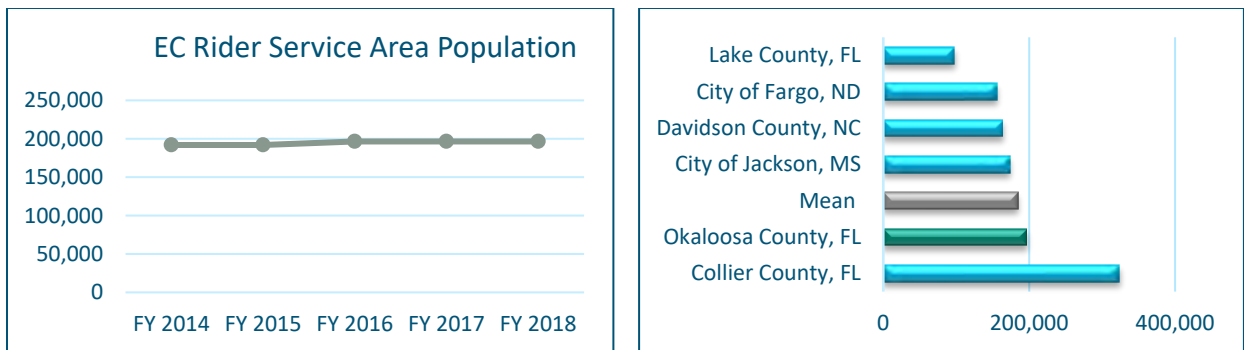
Table 33 | General Performance Measures Peer Review

General Performance Measure	EC Rider	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Service Area Population	196,512	97,497	323,785	185,069
Service Area Population Density	1,638	160	3,458	1,431
Passenger Trips	119,658	119,658	1,439,017	563,463
Passenger Miles	867,667	867,667	6,096,967	3,173,843
Vehicle Miles	359,840	359,840	1,378,009	844,795
Revenue Miles	342,113	175,064	1,268,696	691,204
Vehicle Hours	29,314	29,314	84,467	56,477
Revenue Hours	27,586	8,947	82,895	45,884
Operating Expense	\$1,496,638	\$469,631	\$6,407,291	\$3,588,595
Vehicles Operating in Max. Service	10	5	24	14
Passenger Fare Revenue	\$118,549	\$0	\$836,414	\$347,444

Service Area Population and Population Density

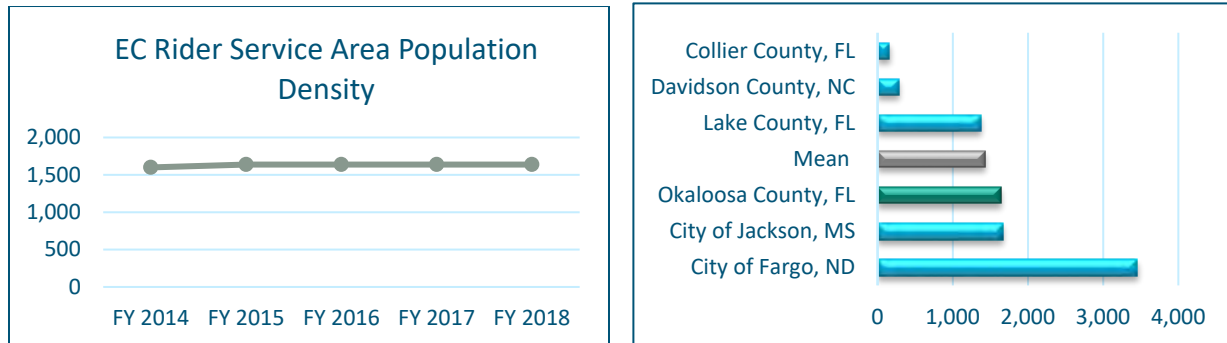
Service area population and density are a measure of potential demand for transit service. Based on the NTD data, these measures for EC Rider slightly increased by 2.3% between 2014 and 2018. Compared to its peers, EC Rider exceeds the mean on both measures. Only Collier County's population exceeds Okaloosa County's. By these measures, EC Rider has relatively high potential to gain ridership.

Figure 50 | Trend and Peer Comparison for Service Area Population



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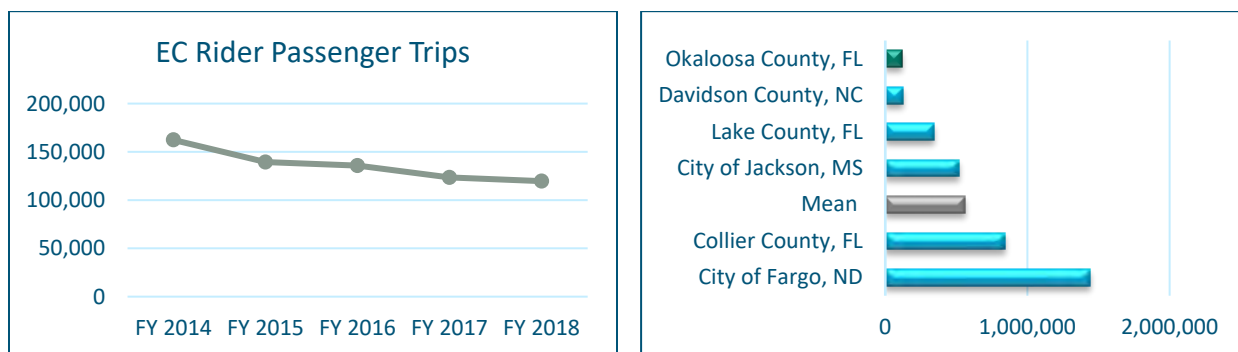
Figure 51 | Trend and Peer Comparison for Service Area Density



Passenger Trips

The total number of EC Rider passenger trips decreased by 26% between 2014 and 2018. Many factors may be involved in this decline, including the rise of Transportation Network Companies (TNCs) such as Uber and Lyft. When compared to its peers, EC Rider's ridership is the lowest for the selected peer group, with only the ridership of Davidson County, NC, being comparable.

Figure 52 | Trend and Peer Comparison for Passenger Trips



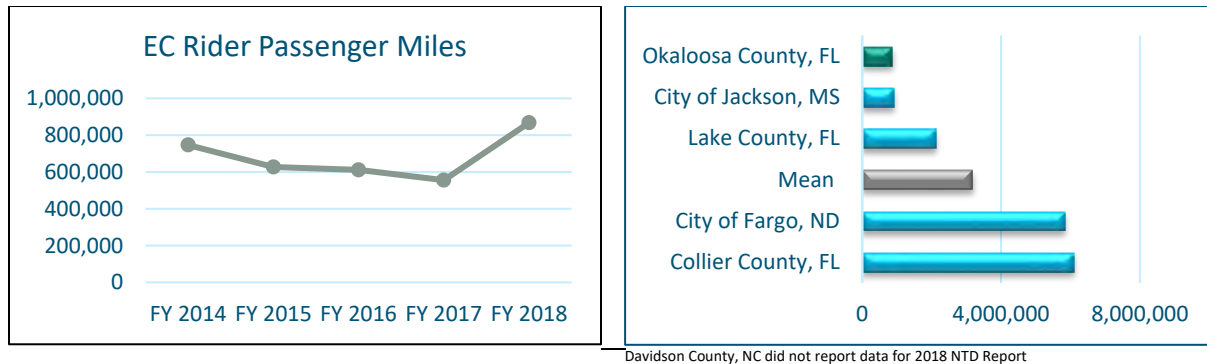
Passenger Miles

Passenger miles are calculated by multiplying the number of passenger trips by the average passenger trip length. For EC Rider, passenger miles continuously declined from 2014 to a low point in 2017. However, passenger miles increased in 2018, despite passenger trips continuing to decline. This suggests that passengers are taking longer trips. When compared to its peers, EC Rider's passenger miles are the lowest for the selected peer group, which is consistent with its ridership ranking.



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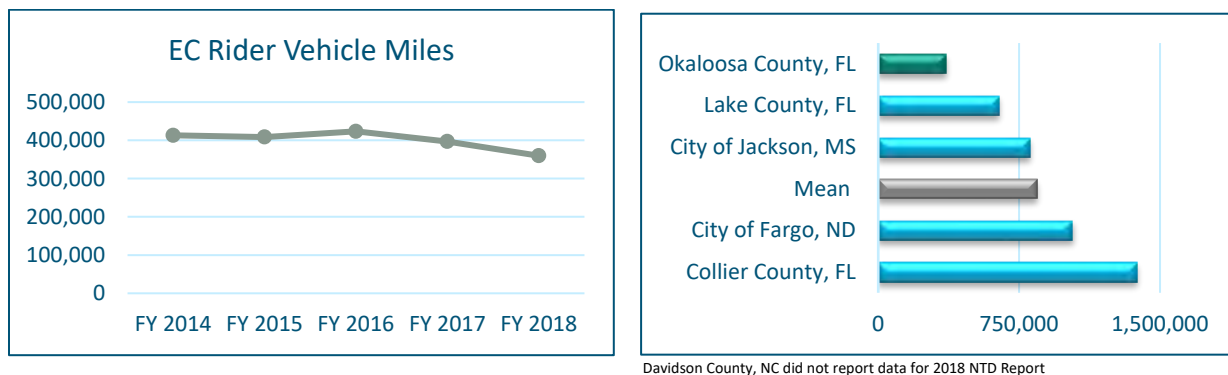
Figure 53 | Trend and Peer Comparison for Passenger Miles



Vehicle Miles

Vehicle miles are the miles traveled by transit vehicles while in revenue service plus deadhead miles. This is a measure of how much service coverage is provided. EC Rider's total vehicle miles of service decreased by about 13% between 2014 and 2018. The peer comparison shows EC Rider ranking the lowest of the group of peer systems, indicating a lower service coverage.

Figure 54 | Trend and Peer Comparison for Vehicle Miles



Revenue Miles and Revenue Hours

Revenue miles and revenue hours are a measure of the total number of miles and hours that the public transit service is scheduled for or operated while in revenue service. Revenue service excludes miles traveled when passengers are not on board (deadhead travel), training operations, and charter services. EC Rider experienced a decrease of revenue miles by approximately 14% between 2014 and 2018. A similar trend is shown for revenue hours with a decrease of 12% between 2014 and 2018. When compared to peer system, EC Rider's revenue miles and hours are below the peer group mean.



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Figure 55 | Trend and Peer Comparison for Revenue Miles

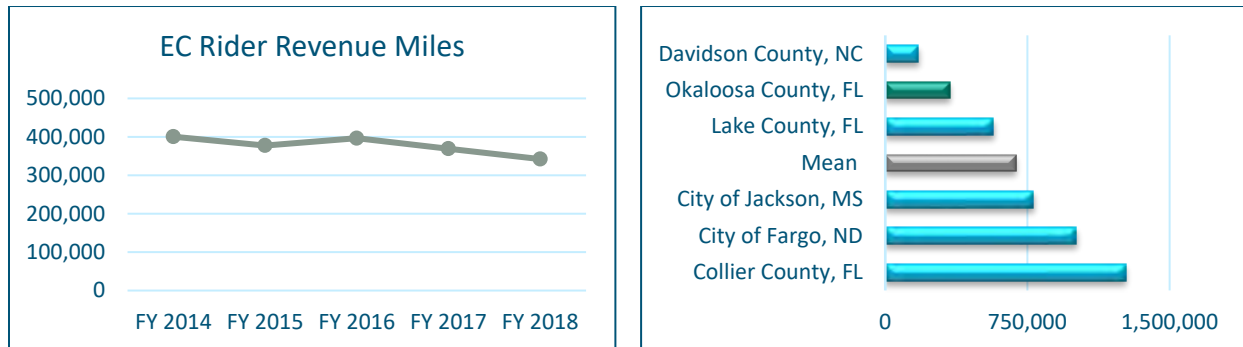
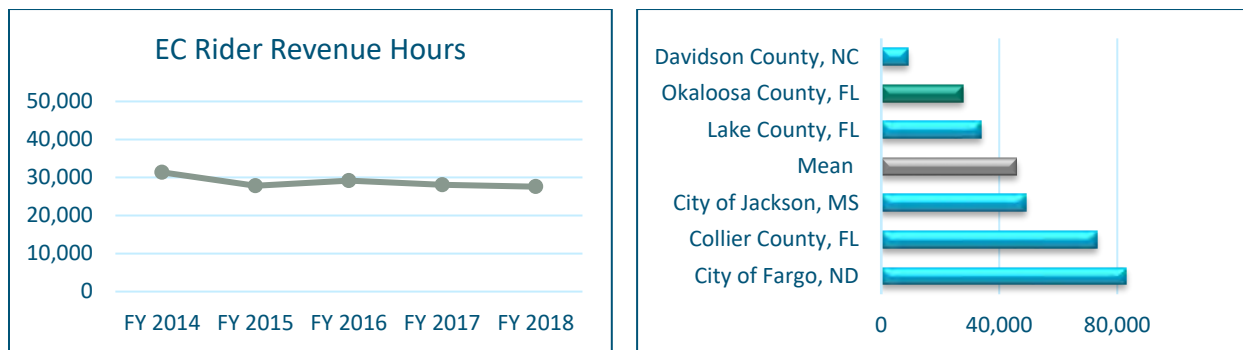


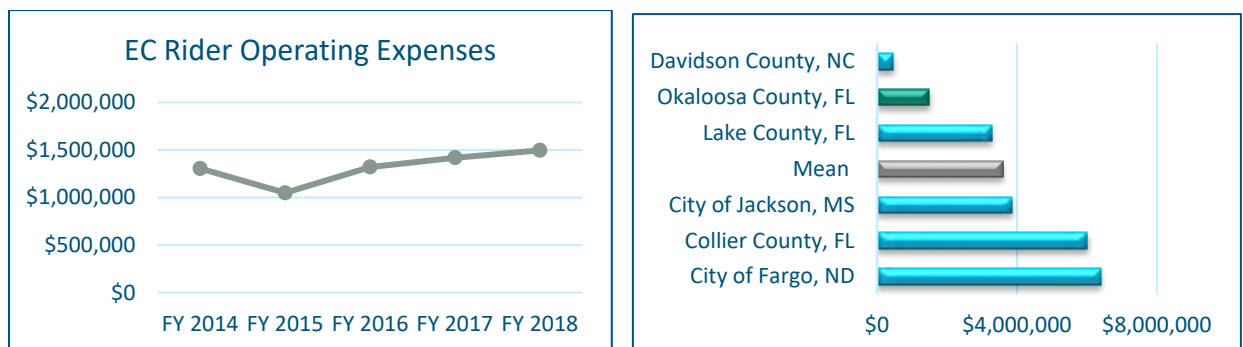
Figure 56 | Trend and Peer Comparison for Revenue Hours



Operating Expense

Total operating expense is all operating costs for the transit agency (vehicle operations, maintenance, and administration costs). EC Rider's total operating expense increased by nearly 15% from 2014 to 2018. In 2015, total operating expenses for EC Rider reached a low point but continuously increased thereafter. When compared to the selected peer group, the total operating expense for EC Rider is below mean and exceeds only that of Davidson County, NC.

Figure 57 | Trend and Peer Comparison for Operating Expense

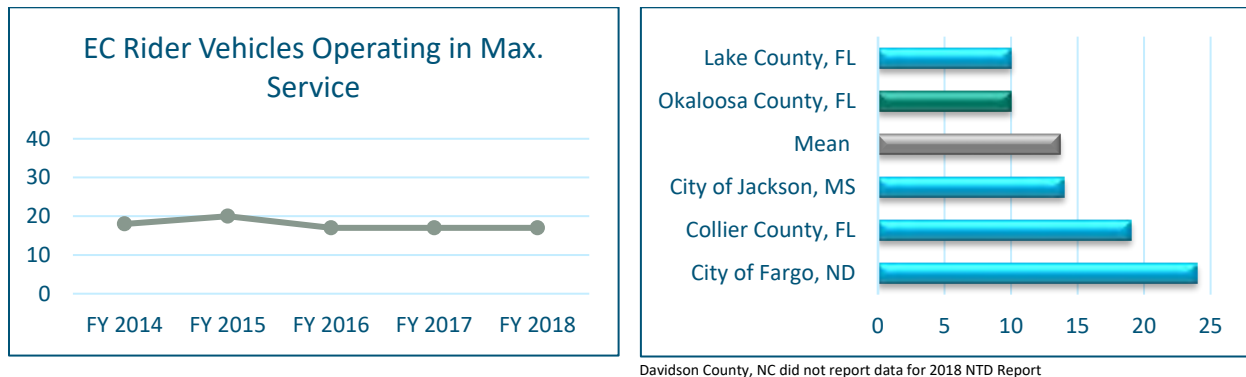


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Vehicles Operating in Maximum Service

The trend analysis reveals that EC Rider vehicles operating in maximum service were slightly reduced in 2016 and have remained constant at 17 vehicles through 2018. With respect to its peers, EC Rider ranks 27% below mean.

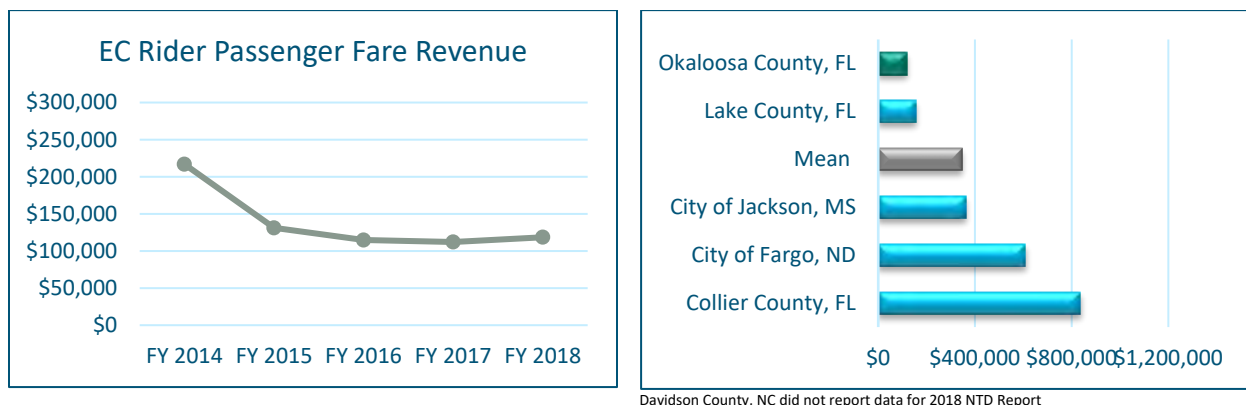
Figure 58 | Trend and Peer Comparison for Vehicle Operating in Maximum Service



Passenger Fare Revenue

Passenger fare revenue is the total amount of funds generated from passenger fares. EC Rider's passenger fare revenue has been decreasing from \$216,856 in 2014 to \$118,549 in 2018, or 45% in total. It is the lowest for the selected peer group.

Figure 59 | Trend and Peer Comparison for Passenger Fare Revenue



4.8.2.2 Service Productivity and Coverage

Service productivity and coverage measures are indicators of service supply, service consumption and quality of service. **Table 34** and **Table 35** summarize the trends and peer analysis in this regard for EC Rider.



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Table 34 | EC Rider Productivity Trends

Service Productivity and Coverage Measures	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 - FY 18
Average Age of Fleet (years)	1.56	2.60	2.88	3.88	4.88	213.9%
Average Headway (minutes)	112.02	112.02	108.38	114.09	118.26	5.6%
Passenger Trips per Revenue Hour	5.17	5.01	4.65	4.40	4.34	-16.2%
Passenger Trips per Revenue Mile	0.41	0.37	0.34	0.33	0.35	-13.7%
Passenger Trips per Capita	0.85	0.71	0.69	0.63	0.61	-28.0%
Revenue Miles per Route Mile	1,866	1,739	1,794	1,640	1,555	-16.7%
Revenue Miles between Failures	44,484	16,412	16,517	13,666	9,246	-79.2%
Vehicle Miles per Capita	2.15	2.08	2.16	2.02	1.83	-14.9%
Weekday Span of Service (hours)	13	13	13	13	13	0.0%

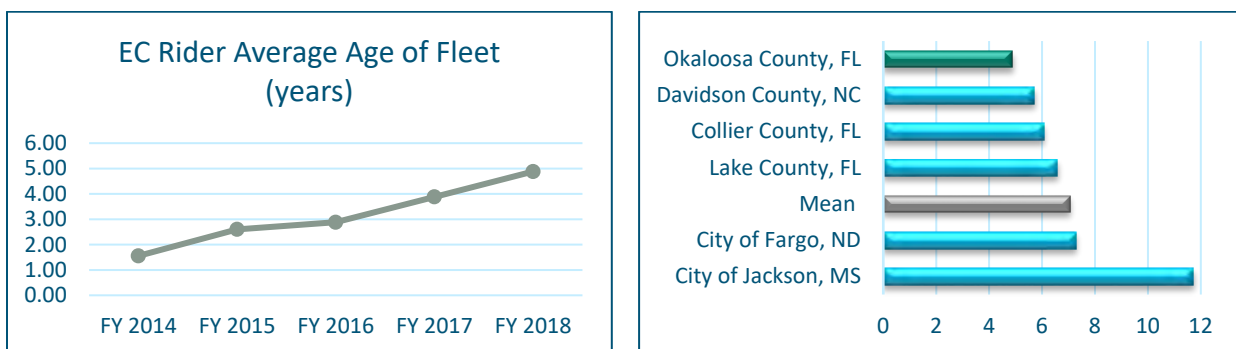
Table 35 | Productivity Peer Review

Service Productivity and Coverage Measures	EC Rider	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Average Age of Fleet (years)	4.88	4.88	11.72	7.04
Average Headway (minutes)	118.26	33.28	118.26	66.79
Passenger Trips per Revenue Hour	4.34	4.34	17.36	11.25
Passenger Trips per Revenue Mile	0.35	0.35	1.43	0.73
Passenger Trips per Capita	0.61	0.61	9.25	3.28
Revenue Miles per Route Mile	1,555	1,555	6,227	3,814
Revenue Miles between Failures	9,246	545	11,327	6,829
Vehicle Miles per Capita	1.83	1.83	6.65	4.80
Weekday Span of Service (hours)	13.00	13.00	17.25	15.35

Average Age of Fleet

The average age of fleet is a measure of the quality of service being provided as it is indicative of the reliability or condition of the vehicles providing transit services. The average age of EC Rider's fleet consistently increased from 1.5 years in 2014 to 4.9 years in 2018. However, when compare to the selected peer group, the average age of the EC Rider's fleet is approximately 2.2 years newer than the mean of 7.04 years.

Figure 60 | Trend and Peer Comparison for Average Age of Fleet

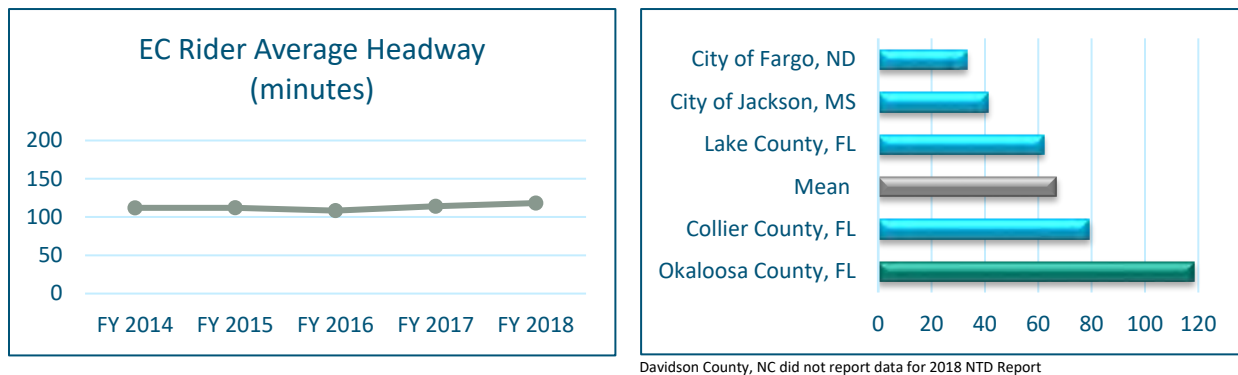


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Average Headway

Average headway indicates how frequently transit service is provided. For the EC Rider, the average headway for all routes slightly increased from 112.02 minutes in 2014 to 118.26 minutes in 2018, indicating a decrease in the frequency of transit service. The average headway for EC Rider routes is the highest in the selected peer group, which indicates that EC Rider provides less frequent service than its peers.

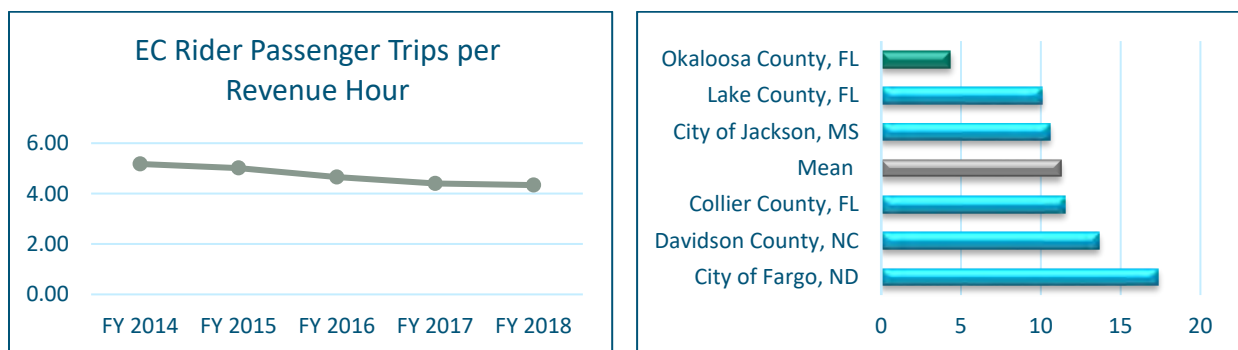
Figure 61 | Trend and Peer Comparison for Average Headway



Passenger Trips per Revenue Hour

Passenger trips per revenue hour is a measure of service consumption based on ridership per hour of revenue service. From 2014 to 2018, EC Rider's passenger trips per revenue hour decreased by 16%. When compared to the selected peer group, EC Rider ranks well at the bottom.

Figure 62 | Trend and Peer Comparison for Passenger Trips per Revenue Hour

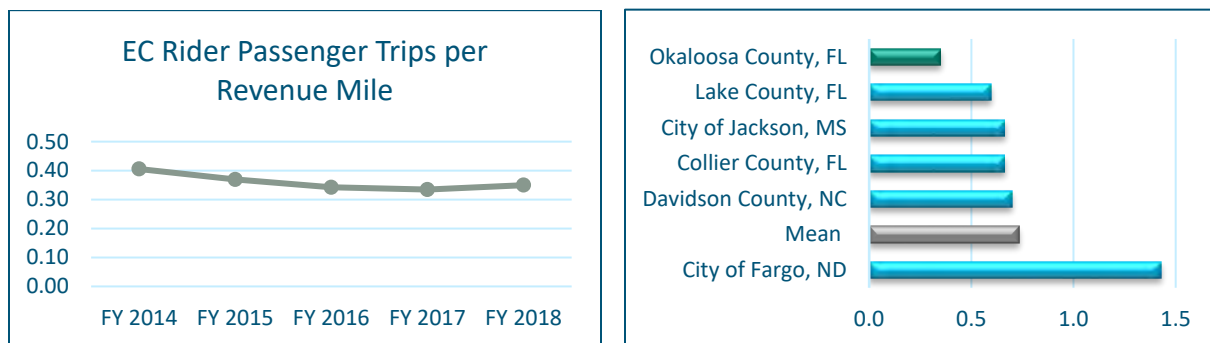


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Passenger Trips per Revenue Mile

In the EC Rider service area, passenger trips per revenue mile experienced a decrease of nearly 14% between 2014 and 2018. This indicates the system experience a decline in terms of ridership productivity. When compared to its peer systems, EC Rider places at the bottom, as is consistent with passengers per revenue hour and total ridership.

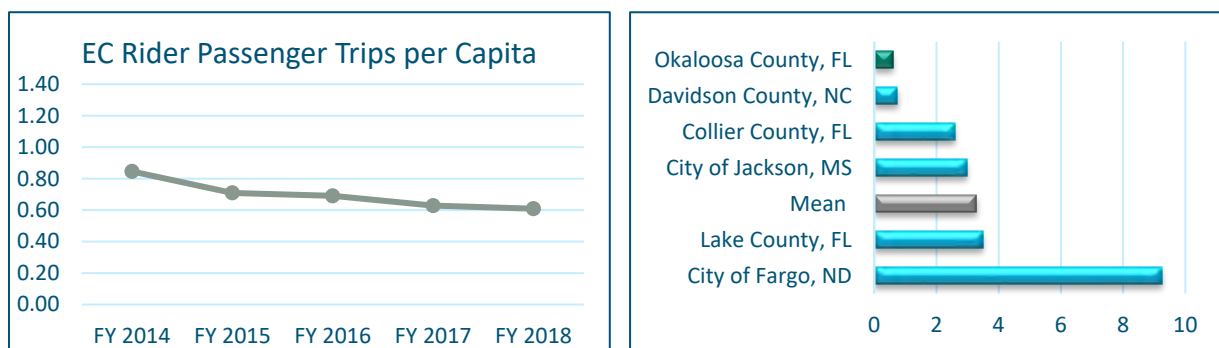
Figure 63 | Trend and Peer Comparison for Passenger Trips per Revenue Mile



Passenger Trips per Capita

Passenger trips per capita is calculated by dividing the total transit boardings by service area population. This measure quantifies transit utilization within the system's service area. For the EC Rider service area, passenger trips per capita declined by 28% between 2014 and 2018. The EC Rider system ranks at the bottom when compared to its peer systems, which indicates lower transit utilization.

Figure 64 | Trend and Peer Comparison for Passenger Trips per Capita



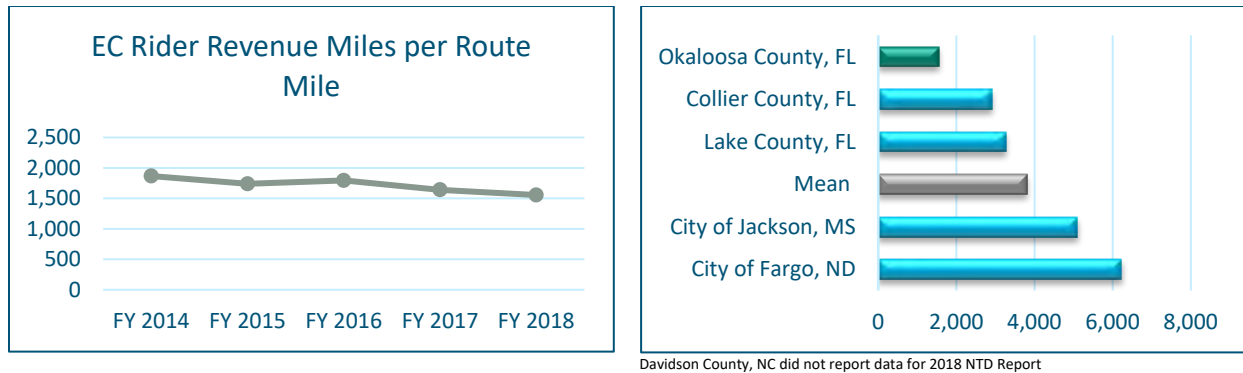
Revenue Miles per Route Mile

A higher ratio of revenue miles traveled to total route mile generally indicates higher system productivity. For EC Rider, the revenue mile per route mile decreased by 17%, between 2014 and 2018. The EC Rider system has the lowest ratio of revenue miles per route mile for the selected peer group.



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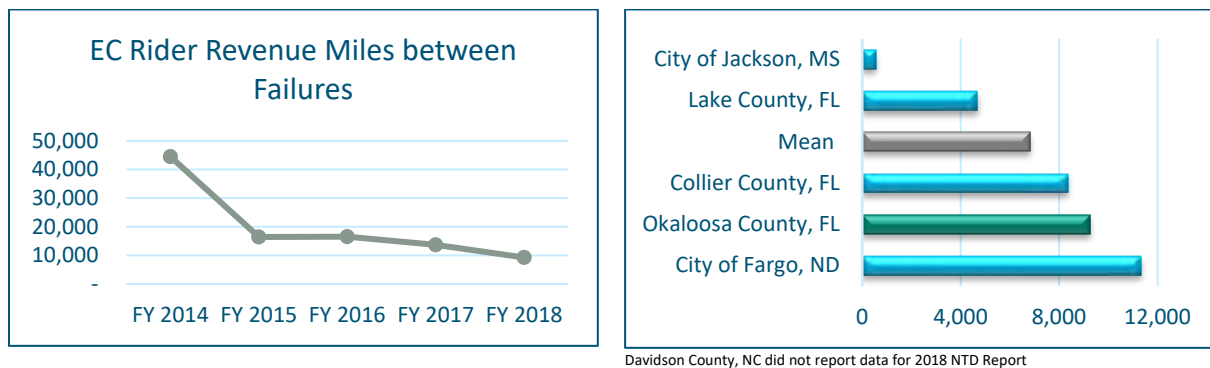
Figure 65 | Trend and Peer Comparison for Revenue Miles per Route Mile



Revenue Miles between Failures

Revenue miles between failures is an indicator of quality of maintenance and loss in revenue due to operational failures and service shortages. A higher number of revenue miles between system failures can indicate a higher quality of passenger experience. For EC Rider, the revenue miles between failures significantly decreased after 2014 and continued declining to 2018. However, for EC Rider, the number of revenue miles between failures is 35% higher than the peer group mean, suggesting better quality of maintenance and passenger experience.

Figure 66 | Trend and Peer Comparison for Revenue Miles between Failures



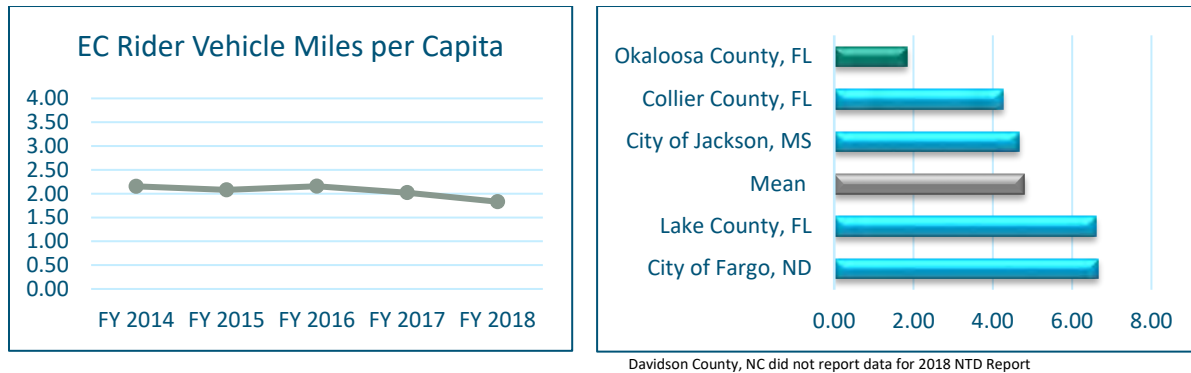
Vehicle Miles per Capita

Vehicle miles per capita is derived from the total system vehicle miles and service area population. For the EC Rider system, vehicle miles per capita decreased by nearly 15% between 2014 and 2018. When compare to peer systems, EC Rider ranks at the bottom.



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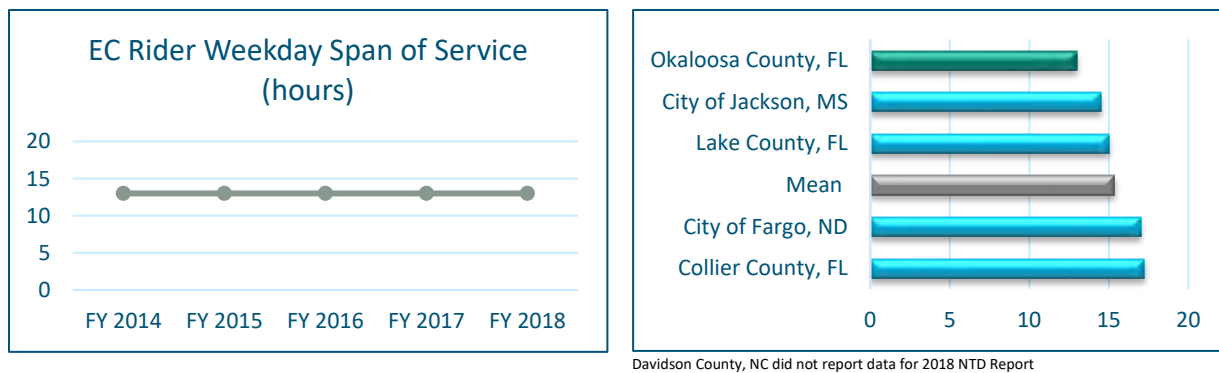
Figure 67 | Trend and Peer Comparison for Vehicle Miles per Capita



Weekday Span of Service

The weekday span of service for the EC Rider system remained the same at 13 hours per day for the period between 2014 and 2018. When compare to its peers, EC Rider ranks lowest.

Figure 68 | Trend and Peer Comparison for Weekday Span of Service



4.8.2.3 Cost Efficiency & Effectiveness

Cost efficiency and effectiveness measures provide an indication of costs incurred per unit of service or how expensive it is to operate the transit system. **Table 36** and **Table 37** summarize the trends and peer analysis among cost efficiency and effectiveness measures for EC Rider.

Table 36 | EC Rider Cost Effectiveness Trends

Performance Measures	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 - FY 18
Average Fare	\$1.34	\$0.94	\$0.85	\$0.91	\$0.99	-25.9%
Farebox Recovery Ratio	16.62%	12.50%	8.69%	7.90%	7.92%	-52.3%
Operating Expense per Passenger Trip	\$8.04	\$7.53	\$9.73	\$11.49	\$12.51	55.6%
Operating Expense per Passenger Mile	\$1.75	\$1.67	\$2.16	\$2.55	\$1.72	-1.3%



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Performance Measures	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 - FY 18
Operating Expense per Revenue Mile	\$3.26	\$2.78	\$3.33	\$3.84	\$4.37	34.2%
Operating Expense per Revenue Hour	\$41.61	\$37.74	\$45.30	\$50.54	\$54.25	30.4%
Operating Expense per Capita	\$6.80	\$5.34	\$6.72	\$7.22	\$7.62	12.0%
Revenue Miles per Vehicle Mile	0.97	0.92	0.94	0.93	0.95	-1.9%
Vehicle Miles per Gallon	6.03	6.86	8.72	4.81	4.31	-28.5%

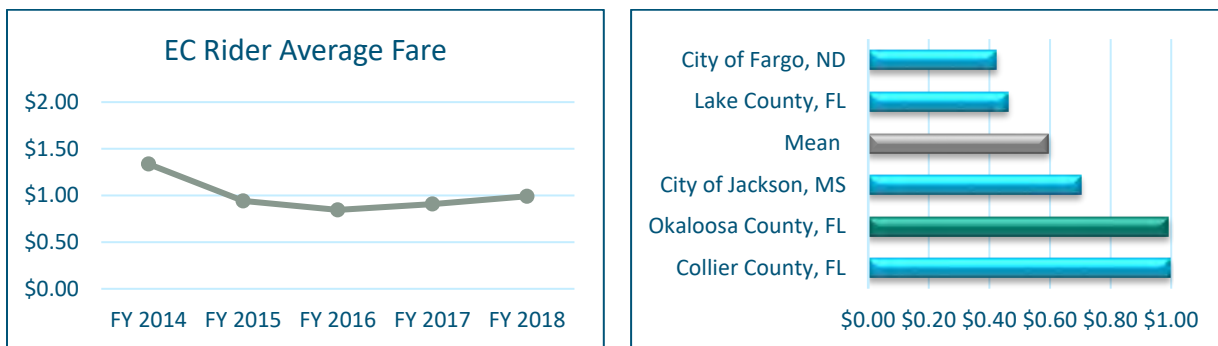
Table 37 | Cost Effectiveness Peer Review

Performance Measures	EC Rider	Peer Group Minimum	Peer Group Maximum	Peer Group Mean
Average Fare	\$0.99	\$0.00	\$0.99	\$0.60
Farebox Recovery Ratio	7.92	0.00	13.91	7.59
Operating Expense per Passenger Trip	\$12.51	\$3.84	\$12.51	\$7.51
Operating Expense per Passenger Mile	\$1.72	\$0.99	\$4.20	\$1.91
Operating Expense per Revenue Mile	\$4.37	\$2.68	\$6.36	\$4.81
Operating Expense per Revenue Hour	\$54.25	\$52.49	\$96.94	\$73.70
Operating Expense Capita	\$7.62	\$2.87	\$41.17	\$21.03
Revenue Miles per Vehicle Mile	0.95	0.89	0.97	0.94
Vehicle Miles per Gallon	4.31	2.77	5.10	4.29

Average Fare

The average fare is calculated by dividing the total passenger fare revenue collected by the total number of passengers. The average can be lower for systems such as EC Rider that offer free transfers. EC Rider's average fare has continuously decreased between 2014 and 2018 by about 26% overall. However, EC Rider's average fare is above the peer group mean of \$0.60.

Figure 69 | Trend and Peer Comparison for Average Fare

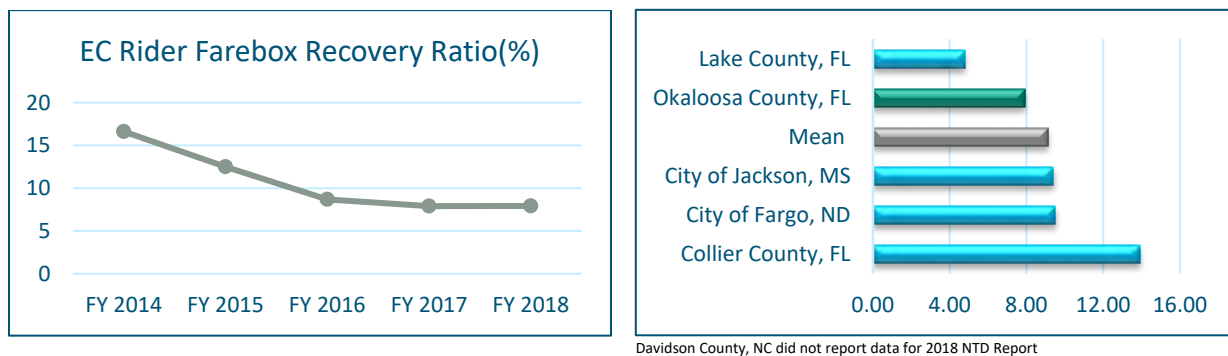


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Farebox Recovery Ratio

Farebox recovery refers to the percent of the transit system's total operating expenses that are funded with fares paid by passengers and is calculated by dividing the total fare revenue collected by the total operating expenses. EC Rider's farebox recovery decreased from 16.6% in 2014 to 7.9% in 2018, representing a downturn in the agency's financial efficiency.

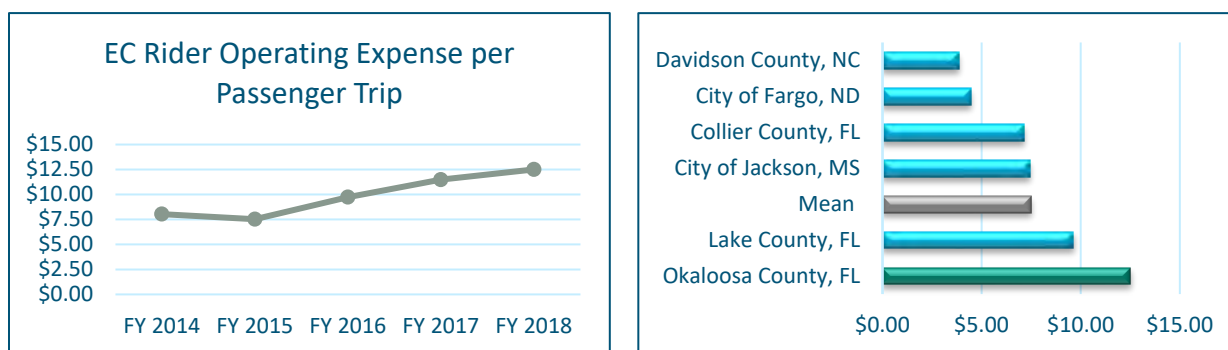
Figure 70 | Trend and Peer Comparison for Farebox Recovery Ratio



Operating Expense per Passenger Trip

Operating expense per passenger trip measures the efficiency of transporting riders, both on how service is delivered, and the market demands for the service. The operating expense per passenger trip in the study area increased from \$8.04 in 2014 to \$12.51 in 2018, or nearly 56% overall. EC Rider ranked at the top of the selected peer group, which is indicative of a higher operating expense for each passenger trip when compare to peer systems.

Figure 71 | Trend and Peer Comparison for Operating Expense per Passenger Trip



Operating Expense per Passenger Mile

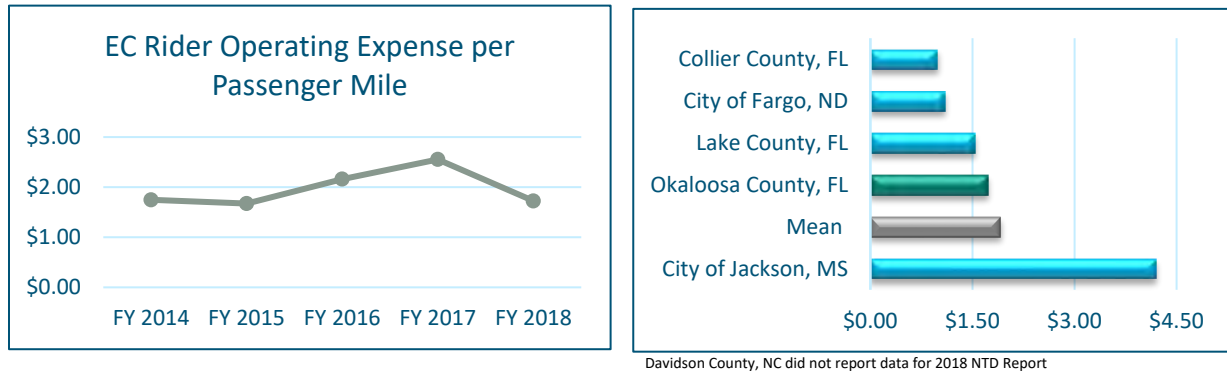
Operating expense per passenger mile measures the impact of trip length on the system's performance. EC Rider's operating expense per passenger mile experienced a decline in 2018 after continuously increasing between 2015 and 2017. The peer comparison places EC Rider just



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below mean for this measure. Notably though, the mean is only exceeded by the City of Jackson, MS, whose value is exceptionally high.

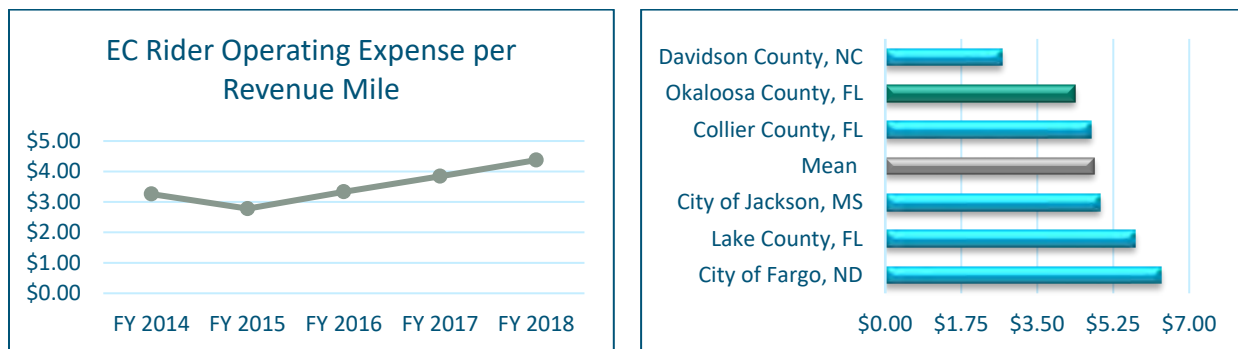
Figure 72 | Trend and Peer Comparison for Operating Expense per Passenger Mile



Operating Expense per Revenue Mile

This measure is indicative of the cost to operate based on the number of miles while in revenue service. EC Rider's operating expense per revenue mile declined between 2014 and 2015 but has continuously increased since. In comparison to the peer systems, the operating expense per revenue mile for EC Rider is nearly 9% below the peer group mean.

Figure 73 | Trend and Peer Comparison for Operating Expense per Revenue Mile



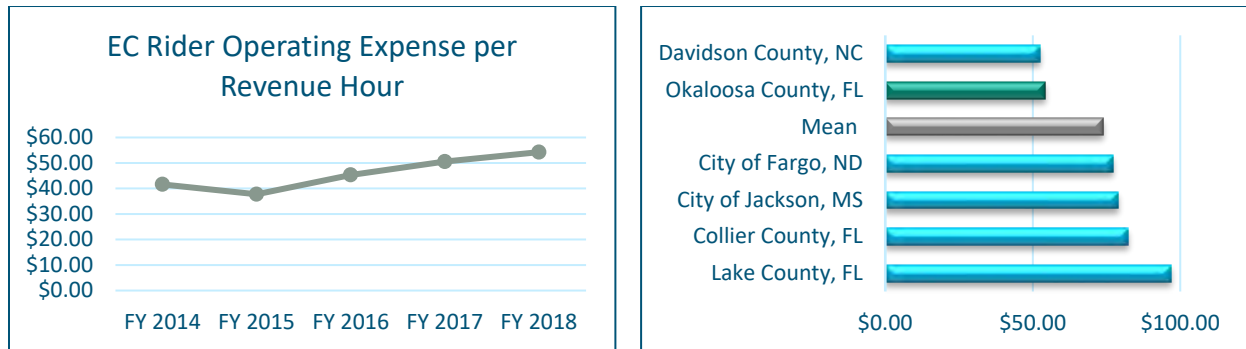
Operating Expense per Revenue Hour

For EC Rider, the operating expense per revenue hour decreased in 2015 but has continuously increased thereafter. EC Rider's operating expense per revenue mile is 26% below the peer group average, indicating that EC Rider's service is operating with less efficiency, on average, than its peer group.



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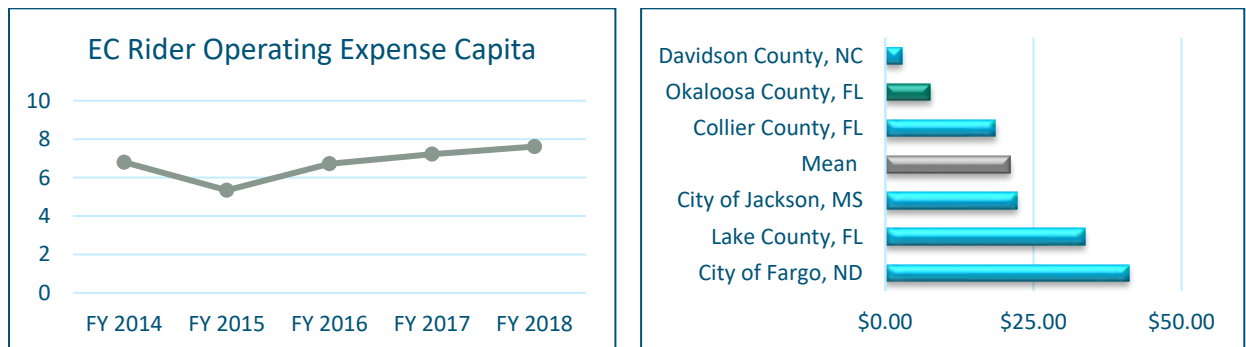
Figure 74 | Trend and Peer Comparison for Operating Expense per Revenue Hour



Operating Expense per Capita

EC Rider's operating expense per capita increased between 2015 and 2018 after experiencing a decline in 2015. When compared to peer systems, EC Rider's operating expense per capita is below mean.

Figure 75 | Trend and Peer Comparison for Operating Expense per Capita



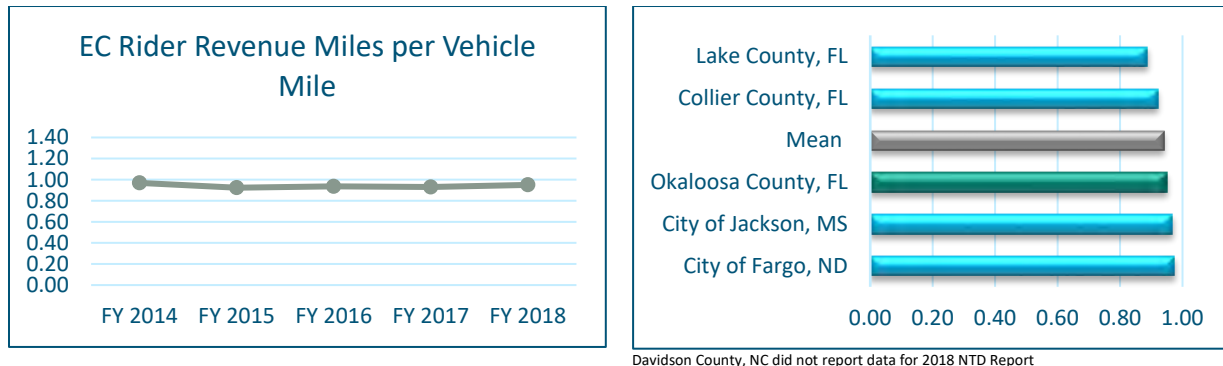
Revenue Miles per Vehicle Mile

A higher ratio of revenue miles traveled to total vehicle mile generally indicates higher system productivity. For EC Rider, the revenue mile per vehicle mile remained relatively stable over the five-year period. Revenue miles per vehicle mile for EC Rider is just above the peer group mean, which indicates a slightly better use of fixed-route bus vehicles.



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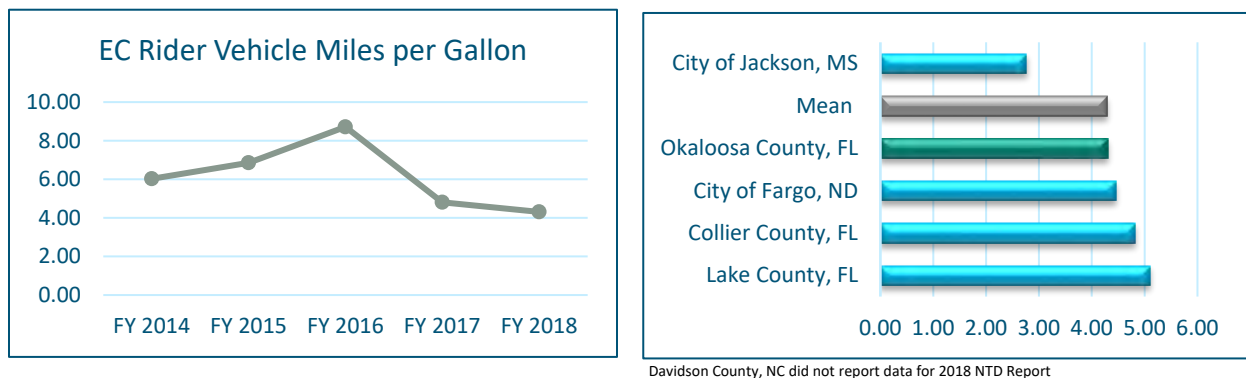
Figure 76 | Trend and Peer Comparison for Revenue Miles per Vehicle Mile



Vehicle Miles per Gallon

Vehicle miles per gallon, or the ratio between fuel consumed and distance traveled, is an indication of fuel efficiency and applies only to diesel and gasoline powered vehicles. For EC Rider, fuel efficiency increased between 2014 and 2016 but significantly declined between 2016 and 2018. The peer comparison places EC Rider just above the peer group mean, which shows a greater fuel efficiency for the EC Rider system.

Figure 77 | Trend and Peer Comparison for Vehicle Miles per Gallon



4.8.2.4 Fixed-Route Trend and Peer Review Analysis Summary

Trend Analysis

- **Service Supply** – Vehicle miles per capita (service supply) decreased by nearly 15%, indicating the EC Rider services decreased during the analysis period.
- **Service Consumption** – Passenger trips per capita, per revenue mile, and per revenue hour have shown a decrease between 2014 and 2018. This trend indicates that ridership productivity has decreased over the five-year period.
- **Quality of Service** – The significant decrease in revenue miles between failures indicates that there may be room for improvements related to the system's service quality.



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- **Cost Efficiency** – Operating expense per capita and revenue mile experienced increased costs; however, operating costs per passenger mile slightly decreased. This indicates that EC Rider may be experiencing overall increased costs in operation.

Peer Review

- **General Performance** – EC Rider consistently placed below the peer mean for most general performance measures except for service area population, population density, and operating expenses. EC Rider operating expenses ranking indicate fewer overall costs in operation than those incurred peer agencies.
- **Service Productivity and Coverage** – Although the average age of fleet and revenue miles between failures show a non-desirable trend for EC Rider, the agency shows a positive performance when compare to peer agencies for these performance measures. This suggest that EC Rider’s fleet is newer and operate with a higher number of revenue miles between system failures, which can be an indicative of higher quality of passenger experience. Passenger trips per revenue mile and passenger trips per revenue hour are below the peer group mean, indicating there is room for improvement for ridership levels.
- **Cost Efficiency and Effectiveness** – EC Rider ranked below the peer group mean for operating expense per capita, per passenger mile, per revenue mile, and per revenue hour, indicating higher operating expenses per unit of service for the EC Rider system. In addition, despite the significant decline in farebox recovery, EC Rider ranks above the peer group mean which indicates a higher percent of the transit system’s total operating expenses that are funded with fares paid by passengers.

Table 38 summarizes the trend and peer review analysis for EC Rider’s fixed-route system. The peer comparison indicator provides a general assessment of whether the system is performing in a neutral (o), negative (undesirable), or positive (desirable) state.

Table 38 | Summary of EC Rider Fixed Route Trend and Peer Review Analysis

Measure	% Change (FY 14 - FY 18)	% from Peer Mean (2018)	Peer Comparison Indicator*
Service Area Population	2.4%	6.18%	+
Service Area Population Density	2.4%	14.44%	+
Passenger Trips	-26.3%	-78.76%	-
Passenger Miles	16.2%	-72.66%	-
Vehicle Miles	-12.9%	-57.41%	-
Revenue Miles	-14.5%	-50.50%	-
Vehicle Hours	-8.8%	-48.10%	-
Revenue Hours	-12.0%	-39.88%	-



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Measure	% Change (FY 14 - FY 18)	% from Peer Mean (2018)	Peer Comparison Indicator*
Operating Expense	14.7%	-58.29%	+
Vehicles Operating in Max. Service	-5.6%	-26.83%	-
Passenger Fare Revenue	-45.3%	-65.88%	-
Average Age of Fleet (years)	213.9%	-30.67%	+
Average Headway (minutes)	5.6%	77.06%	-
Passenger Trips per Revenue Hour	-16.2%	-61.45%	-
Passenger Trips per Revenue Mile	-13.7%	-52.27%	-
Passenger Trips per Capita	-28.0%	-81.44%	-
Revenue Miles per Route Mile	-16.7%	-59.22%	-
Revenue Miles between Failures	-79.2%	35.39%	+
Vehicle Miles per Capita	-14.9%	-61.84%	-
Weekday Span of Service (hours)	0.0%	-15.31%	-
Average Fare	-25.9%	66.48%	+
Farebox Recovery Ratio	-52.3%	4.38%	+
Operating Expense per Passenger Trip	55.6%	66.62%	-
Operating Expense per Passenger Mile	-1.3%	-9.64%	+
Operating Expense per Revenue Mile	34.2%	-8.98%	+
Operating Expense per Revenue Hour	30.4%	-26.38%	+
Operating Expense per Capita	12.0%	-63.78%	+
Revenue Miles per Vehicle Mile	-1.9%	1.11%	+
Vehicle Miles per Gallon	-28.5%	0.51%	+

*neutral (o), negative (undesirable), positive (desirable)

4.8.3 Demand Response Service Analysis

In addition to the fixed-route performance analysis, an assessment of the current Dial-A-Ride demand response service was conducted. The analysis includes a trend analysis and a peer review to assess general performance, service productivity and coverage, and cost efficiency and effectiveness.

4.8.3.1 Performance Measures

Selected performance measures for the demand response trend and peer review analysis are presented in **Table 39**.



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Table 39 | Demand Response Performance Measures

General Performance	Service Productivity and Coverage	Cost Efficiency & Effectiveness
Average Trip Length (miles)	Passenger Trips per Capita	Operating Expense per Passenger Trip
Passenger Trips	Passenger Trips per Revenue Hour	Operating Expense per Revenue Hour
Passenger Miles	Passenger Trips per Revenue Mile	Revenue Miles per vehicle Mile
Revenue Miles		Average Fare
Revenue Hours		
Operating Expense		

4.8.3.2 General Performance

Trend Analysis

The following summarizes the results of the EC Rider demand response service trend analysis for general performance measures.

- The average passenger trip length fluctuated between 2014 and 2018 but overall increased by nearly 8%. This rate is markedly slower than the increase in passenger miles during the same period.
- The total number of passenger trips increased by 9% from 2014 to 2018. However, passenger trips increased at a slower rate than other general performance measures.
- Operating expense increase at a higher rate than other general performance measures between 2014 and 2018.

Table 40 | EC Rider Demand Response General Performance Measures Trends

Performance Measures	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 - FY 18
Average Trip Length (miles)	8.20	7.87	8.67	9.30	8.90	8.5%
Passenger Trips	89,195	91,237	93,806	86,717	97,476	9.3%
Passenger Miles	731,670	718,451	813,142	806,274	867,667	18.6%
Revenue Miles	767,303	745,445	960,082	1,065,660	1,060,699	38.2%
Revenue Hours	45,126	49,715	54,973	59,756	56,214	24.6%
Operating Expense	\$1,466,968	\$1,986,161	\$2,007,729	\$2,092,983	\$2,270,412	54.8%

Peer Review

The following summarizes the results of the EC Rider demand response service peer review for general performance measures.

- EC Rider carries more passengers than the peer group average with a slightly lower average trip length.
- Total operating expense for the demand response service is slightly lower than the peer group mean.



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Table 41 | Demand Response General Performance Measures Peer Review

Measure	EC Rider	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	% from Peer Mean
Average Trip Length (miles)	9	6	13	10	-7.77%
Passenger Trips	97,476	43,730	107,312	75,404	29.27%
Passenger Miles	867,667	303,128	1,344,125	840,099	3.28%
Revenue Hours	56,214	22,865	67,296	43,567	29.03%
Operating Expense	\$2,270,412	\$750,463	\$4,300,676	\$2,449,002	-7.29%

4.8.3.3 Service Productivity and Coverage

Trend Analysis

The following summarizes the results of the EC Rider demand response service trend analysis for service productivity and coverage.

- Passenger trips per capita increase by 7% indicating a slightly higher utilization of demand response service within the EC Rider service area.
- Passenger trips per revenue hour and revenue mile decreased by 12% and 21%, respectively, consistent with trend of revenue hours and revenue miles outpacing passenger trips over the same period.

Table 42 | EC Rider Demand Response Productivity Trends

Performance Measures	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 - FY 18
Passenger Trips per Capita	0.46	0.46	0.48	0.44	0.50	6.7%
Passenger Trips per Revenue Hour	1.98	1.84	1.71	1.45	1.73	-12.3%
Passenger Trips per Revenue Mile	0.12	0.12	0.10	0.08	0.09	-20.9%

Peer Review

The following summarizes the results of the EC Rider demand response service peer review for service productivity and coverage measures.

- Passenger trips per revenue hour and revenue mile are both lower than the peer group mean. This is an indication that EC Rider's overall productivity is relatively low.

Table 43 | Demand Response Productivity Peer Review

Measure	EC Rider	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	% from Peer Mean
Passenger Trips per Capita	0.50	0.25	1.10	0.47	6.67%
Passenger Trips per Revenue Hour	1.73	1.53	2.30	1.79	-3.18%
Passenger Trips per Revenue Mile	0.09	0.07	0.16	0.11	-13.98%



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4.8.3.4 Cost Efficiency and Effectiveness

Trend Analysis

The following summarizes the results of the EC Rider demand response service trend analysis for cost efficiency and effectiveness.

- Operating expense per passenger trip and revenue hour continuously increased between 2014 and 2018.
- The average fare for demand response service has experienced a great reduction from \$3.22 in 2014 to \$1.13 in 2018.

Revenue miles between failures has greatly decreased, which suggest the need to address vehicle maintenance areas.

Table 44 | EC Rider Demand Response Cost Effectiveness Trends

Performance Measures	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	% Change FY 14 - FY 18
Operating Expense per Passenger Trip	\$16.45	\$21.77	\$21.40	\$24.14	\$23.29	41.6%
Operating Expense per Revenue Hour	\$32.51	\$39.95	\$36.52	\$35.03	\$40.39	24.2%
Revenue Miles per Vehicle Mile	0.86	0.86	0.95	0.94	0.94	8.7%
Average Fare	\$3.22	\$2.72	\$2.12	\$1.01	\$1.13	-65.0%

Peer Review

The following summarizes the results of the EC Rider demand response service peer review for cost efficiency and effectiveness measures.

- Operating expense per passenger trip and revenue hour is below the peer group mean. This is an indication of potentially lower labor costs and better control of indirect costs relative to EC Rider's peers.
- The average fare for EC Rider is lower compared to its peer systems.

Table 45 | Demand Response Cost Effectiveness Peer Review

Measure	EC Rider	Peer Group Minimum	Peer Group Maximum	Peer Group Mean	% from Peer Mean
Operating Expense per Passenger Trip	\$23.29	\$16.68	\$45.29	\$31.60	-26.30%
Operating Expense per Revenue Hour	\$40.39	\$31.50	\$69.08	\$55.04	-26.61%
Revenue Miles per Vehicle Mile	0.94	0.82	0.94	0.88	5.80%
Average Fare	\$1.13	\$0.00	\$3.00	\$1.52	-26.08%



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5.0 Situation Appraisal

The situational appraisal assesses the operating environment for transit with respect to land use, state and local transportation plans, socioeconomic trends, travel behavior, organizational issues, public engagement, technology, and regional coordination.

5.1 Review of Plans, Studies, and Policies

A review of federal, regional, and local plans, programs, land development codes, and other studies that could influence transit operations, infrastructure, and policy was conducted to understand the potential implications for EC Rider service.

Table 46 | Reviewed Plans, Studies, and Policies

Federal Documents
Coronavirus Aid, Relief, and Economic Security (CARES) Act
Coronavirus Response and Relief Supplemental Appropriations Act of 2021
American Rescue Plan Act of 2021
State Documents
Florida Transportation Plan
State of Florida Transportation Disadvantage (TD) Plan
Florida Intelligent Transportation Systems (ITS) Plan
Regional Documents
2045 Okaloosa-Walton Long Range Transportation Plan (LRTP) Draft Needs List
Okaloosa-Walton Transportation Improvement Program (TIP)
OWTPO Congestion Management Process Plan
Local Documents
Okaloosa County Comprehensive Plan
Okaloosa County Land Development Regulations (LRD)
Okaloosa County Disadvantage Service Plan (TDSP)
City of Crestview Comprehensive Plan
City of Crestview Comprehensive Transportation Plan
City of Crestview Community Redevelopment Plan
City of Ft. Walton Beach Comprehensive Plan
City of Ft. Walton Beach Community Redevelopment Plan
City of Valparaiso Comprehensive Plan
City of Destin Comprehensive Plan
City of Niceville Comprehensive Plan
Town of Shalimar Comprehensive Plan
Bob Sikes Airport Master Plan Update
Destin-Fort Walton Beach Airport Master Plan
Eglin Air Force Base Joint Land Use Study



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5.1.1 Federal Documents

5.1.1.1 Coronavirus Aid, Relief, and Economic Security (CARES) Act

The Coronavirus Aid, Relief, and Economic Security (CARES) Act provided \$25 billion to transit agencies to help to prevent, prepare for and respond to the COVID-19 pandemic. The Federal Transit Administration (FTA) allocated \$22.7 billion to large and small urban areas and \$2.2 billion to rural areas. EC Rider received \$6.9 million in CARES funds. Funding is provided at a 100 percent federal share, with no local match required, and is available to support capital, operating, and other expenses generally eligible under those programs to prevent, prepare for, and respond to COVID-19. Eligible expenses include operating expenses incurred beginning on January 20, 2020 and other expenses to maintain transit services such as paying for administrative leave for transit personnel due to reduced operations during an emergency.

5.1.1.2 Coronavirus Response and Relief Supplemental Appropriations Act of 2021

The Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) includes \$14 billion in supplemental appropriations allocated to support the transit industry during the COVID-19 public health emergency. These funds are distributed among urbanized areas (\$13.26 billion), rural areas and tribes (\$678.2 million), and Enhanced Mobility of Seniors and Individuals with Disabilities (\$50 million). Like the CARES Act, the supplemental funding is provided at 100-percent federal share, with no local match required. However, EC Rider does not anticipate receiving CRRSAA funds.

5.1.1.3 American Rescue Plan Act of 2021

The American Rescue Plan Act of 2021 (ARP) includes \$30.5 billion in federal funding to support the nation's public transportation systems as they continue to respond to the COVID-19 pandemic and support the President's call to vaccinate the U.S. population. EC Rider is expecting to receive \$745,000 in ARP funds.

The relief funds are distributed as follows, at 100-percent federal share:

- \$26.6 billion to be allocated by statutory formulas to urbanized and rural areas and tribal governments
- \$2.2 billion to FTA grant recipients in communities that demonstrate additional pandemic-associated needs.
- \$1.675 billion for projects in the Capital Investment Grants (CIG) Program
- \$50 million under the Enhanced Mobility of Seniors and Individuals with Disabilities formula program
- \$25 million for competitive planning grants
- \$5 million for competitive tribal grants



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5.1.2 State Documents

5.1.2.1 Florida Transportation Plan

The Florida Transportation Plan (FTP)²⁴ is a plan for all of Florida's transportation system created by, and providing direction to, the Florida Department of Transportation (FDOT) and all organizations that are involved in planning and managing Florida's transportation system, including statewide, regional, and local partners. The FTP Vision Element was updated in 2020 and provides a long-term view of major trends, uncertainties, opportunities, and desired outcomes shaping the future of Florida's transportation system, including:

- Increasing emphasis in safety, security, and reduction of risks across all modes of transportation. Florida will put every effort toward achieving zero fatalities and serious injuries related to its transportation system.
- Provide agile, resilient, and quality infrastructure. Florida's infrastructure will adapt to changing customer needs, business models, mobility options, technologies, and energy sources.
- Reliable travel times across all modes of transportation and seamless mobility on end-to-end trips. Florida's residents, visitors, and businesses will efficiently travel within and between communities.
- Transportation choices that improve equity and accessibility. Provide safe, affordable, and convenient ways for everyone to access jobs, education, and health care, regardless of age or ability.

5.1.2.2 State of Florida Transportation Disadvantage Plan

Developed by the Commission for the Transportation Disadvantaged (CTD)²⁵, this plan provides a framework for the growth of Florida's Transportation Disadvantaged program. The plan describes the vision for the future of the program, which includes the following focus areas:

- Sound financial system
- Adequate quality services
- Accessible physical infrastructure
- Coordination, cooperation, and inclusion
- Education/marketing

²⁴ <http://floridatransportationplan.com/>

²⁵ <https://ctd.fdot.gov/aboutus.htm>



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5.1.2.3 Florida Intelligent Transportation Systems (ITS) Strategic Plan

FDOT has established the Florida Intelligent Transportation Systems Strategic Plan (October 2014)²⁶ with a mission to enhance the safety, efficiency, and reliability of Florida's transportation system. The purpose of the ITS Strategic Plan is to provide statewide direction and guidance for the FDOT, Florida's Metropolitan Planning Organizations, and local governments in planning, programming, and implementing integrated multi-modal ITS elements to maximize the safety and efficiency of Florida's Transportation System. The plan is based on the implementation of a ten-year ITS Cost Feasible Plan.

5.1.3 Regional Documents

5.1.3.1 Okaloosa-Walton Long Range Transportation Plan 2045 Draft Needs List

The Florida-Alabama Transportation Planning Organization (TPO) is currently updating the 2045 Long Range Transportation Plan (LRTP). The LRTP defines the transportation vision for the region, establishes goals and objectives that will lead to achieving the vision, and allocates projected revenue to transportation programs and projects to implement those goals and objectives. The 2045 Draft Needs List²⁷ details projects with the highest probability of being funded, based on their costs and funding sources, including the following transit investments:

- Transit stops along SR 89 from US 98 to Mary Esther Boulevard
- Fort Walton Beach Downtown Transit Circulator
- Express Transit Service
 - From Crestview to Eglin Air Force Base and Fort Walton Beach
 - From Navarre (Santa Rosa County) to Hurlburt Field
 - From Fort Walton Beach to Destin
 - From Destin to South Walton County via CR 30A
 - From Niceville to Destin
- Transit Circulator along scenic Gulf Drive
- Waterborne Transit Service

5.1.3.2 Okaloosa-Walton Transportation Improvement Program FY 2021-2025

The TIP²⁸ is a five-year plan for transportation improvements within the Okaloosa-Walton Transportation Planning Organization (TPO) area. It contains information about the type of work to be completed, project phasing, estimated costs, and funding sources. The January 21, 2021, TIP Amendment lists the following transit investments in Okaloosa County:

²⁶ FDOT. (2014, October). Florida Intelligent Transportation Systems (ITS) Strategic Plan. Retrieved from <https://www.fdot.gov/traffic/ITS/Projects-Deploy/Strategic-Plan.shtm>

²⁷ https://www.ecrc.org/document_center/Programs/Okaloosa%20Walton%20TPO/Long%20Range%20Transportation%20Plan/2045%20Plan%20Documents/OW_NeedsTable_10June2021.pdf

²⁸ <http://owtpo.dtstiptool.com/>



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- Capital funding for fixed route service
- Funding for commuter transportation assistance
- Transit operating/administrative assistance funding
- Transit operating assistance for fixed route service
- Urban transit corridor improvements

5.1.3.3 OWTPO Congestion Management Process Plan

The congestion management process plan (CMPP) is a state and federally mandated document used to improve traffic operations and safety. The management process monitors congestion levels and implements strategies and operational improvements to manage congestion. The goals of the OWTPO CMPP as they pertain to the TDP are:

- Promote alternate modes of transportation
- Enhance the safety for motorized and non-motorized users
- Preserve the existing transportation system

5.1.4 Local Documents

Table 47 summarizes the local plans and studies that were reviewed and provides an overview of the relevant goals and policies and key considerations for the EC Rider service.



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Table 47 | Summary of Reviewed Local Documents

Document	Overview	Key Consideration for Situational Appraisal
Okaloosa County Comprehensive Plan (2009)	Guides development, land use decisions, preservation of existing transportation infrastructure, and transportation improvements	<ul style="list-style-type: none"> • Provide a safe, economic, and efficient transportation system that maximizes the mobility of people and goods • Provide a cooperative, continuing, and comprehensive transportation process • Provide a transportation system in harmony with environmental, social, economic, and aesthetic features of the area • Provide an energy efficient transportation system • Effectively coordinate with adjacent local governments, regulatory agencies, and service and facility providers to ensure a comprehensive approach to planning
Okaloosa County Land Development Regulations (LDR)	The LDRs contain specific and detailed provisions necessary or desirable to implement the adopted comprehensive plan.	<ul style="list-style-type: none"> • Public transit facilities, amenities and other improvements that support alternative modes of transportation may be required for developments based on the intensity of the development • Consultation with EC Rider is required for developments located along transit routes • Developments with 50+ multi-family residential units may be required to provide transit shelters compliant with the Americans with Disabilities Act (ADA) • Non-residential developments greater than 200,000 sf, non-residential developments of 50,000–200,000 sf, and non-residential developments or single- or multi-tenant office buildings of less than 50,000 sf may be required to provide the following: Pedestrian/bicycle improvements; bus stop w/curb cut; transit stop shelter w/seating



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Document	Overview	Key Consideration for Situational Appraisal
Okaloosa County Transportation Disadvantage Service Plan (TDSP) FY 2018-2022	The TDSP provides agencies, coordinators, planners, and citizens with a blueprint for coordinated service, a framework for service performance evaluation and a means to project vision in the transportation disadvantaged services for the future.	<ul style="list-style-type: none"> Continue to efforts to move customers from dial-a-ride door-to-door service onto the fixed route system Offer incentives such as free passes for transitioning dial-a-ride users to fixed route Pursue educational and marketing opportunities for the dial-a-ride system through training, new applicant education, brochures, and presentations to community and civic groups
City of Crestview Comprehensive Plan	Primary policy document concerning land use, transportation, and other planning matters for Crestview.	<ul style="list-style-type: none"> Provide a safe, cost effective and functional roadway and transportation system for all residents and visitors to the City of Crestview The timely and efficient provision of public facilities using sound fiscal policies
City of Crestview Comprehensive Transportation Plan 2020	The over-riding objective of the plan is to identify strategies to reduce demand for local traffic using SR 85, and to provide options in routing and use of nonauto modes for all travelers. As such, Crestview's Comprehensive Transportation Plan addresses roadways, transit, and bicycle and pedestrian modes.	<ul style="list-style-type: none"> Establish a complete streets policy in cooperation with the Okaloosa-Walton TPO to ensure transportation projects are fully designed to comfortably accommodate all users, including bicycling, walking, and transit projects Increase the percentage of households in Crestview that are within ¼ mile distance (or five-minute walk) of Okaloosa County Transit service Work with Okaloosa County Transit to ensure the integration of transit facility improvements into site development and roadway projects Establish policies that support the development of existing and planned activity centers in locations with existing or planned transit service In cooperation with Okaloosa County Transit, encourage employers and developers to implement strategies, such as site development, reduced on-site parking, bus pass programs, guaranteed ride home programs and other demand management efforts, to help increase transit ridership



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Document	Overview	Key Consideration for Situational Appraisal
City of Crestview Community Redevelopment Plan (CRA)	The Community Redevelopment Agency Plan is an extension of the City of Crestview Strategic Plan 2020. The goals found in this plan, though specific to the district, are consistent with the overall strategic plan for the City of Crestview.	<ul style="list-style-type: none"> Strategies to revitalize downtown include streetscape plan, marketing, a main street program, expand free parking, and single-family infill housing No provisions regarding transit included in the CRA plan
City of Ft. Walton Beach Comprehensive Plan	Primary policy document concerning land use, transportation, and other planning matters for Fort Walton Beach.	<ul style="list-style-type: none"> The city has implemented a Transportation Concurrency Exception Area (TCEA) in Fort Walton Community Redevelopment Area that promotes construction of transit in certain districts as optional
City of Ft. Walton Beach Community Redevelopment Plan (CRA)	The 2018 CRA Plan update, documents the assessment to evaluate the 2012 strategic goals and priorities and the CRA's planning and programming initiatives.	<ul style="list-style-type: none"> Reclaim excess right-of-way space dedicated to cars, particularly along Eglin Parkway through road dieting to expanding mobility to other modes, such as providing on-street parking, bike lanes, dedicated bus lanes, landscape areas, and pedestrian crossing bulb-outs/islands Coordinate with EC Rider to extend existing bus routes and include additional transit stops in the CRA Enhance the transit stops to improve safety (bus shelters, benches, and signage), meet Americans with Disabilities Act requirements and appearance of the CRA
City of Valparaiso Comprehensive Plan	Primary policy document concerning land use, transportation, and other planning matters for the Valparaiso.	<ul style="list-style-type: none"> There is no mass transit system within the City of Valparaiso nor is one planned during the planning period. Similarly, there are no airports, rail lines or deep-water ports located within the City. Therefore, there are no goals, objectives or policies relating to these issues within this plan.
City of Destin Comprehensive Plan (2020)	Primary policy document concerning land use, transportation, and other planning matters for Destin.	<ul style="list-style-type: none"> Future Land Use Element designates transit-supportive development patterns with high densities, intensities and mix use in Calhoun, Harbor CRA, North and South Harbor, East Harbor, Holiday Isle, Town Center CRA, Gulf Resort, Bay Resort, and Crystal Beach.



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Document	Overview	Key Consideration for Situational Appraisal
City of Niceville Comprehensive Plan: 2035	Primary policy document concerning land use, transportation, and other planning matters for Niceville.	<ul style="list-style-type: none"> Currently contains no transit-specific policies, aside from coordinating with the appropriate agencies to plan for transit. No mass transit within city, nor is any planned during the planning period.
Town of Shalimar Comprehensive Plan	Primary policy document concerning land use, transportation, and other planning matters for Shalimar.	<ul style="list-style-type: none"> Currently contains no transit-specific policies, aside from coordinating with the appropriate agencies to plan for transit. No mass transit within city, nor is any planned during the planning period. There is a transit stop within the Town and additional express service routes are identified in the Okaloosa-Walton Transportation Planning Organization (TPO) Transit Development Plan.
Bob Sikes Airport Master Plan Update	Planning guidance to ensure that airport facilities within the region meet both short- and long-term demand for services.	<ul style="list-style-type: none"> Continue to provide and enhance the level of service provided to all Airport users. Provide planning and development guidance to satisfy anticipated aviation demand and stimulate Airport development and the local economy. Develop an Airport that supports local and regional economic goals while accommodating new opportunities or shifts in development patterns. Ensure adequate and convenient ground access to the Airport.
Destin-Fort Walton Beach Airport Master Plan Update	The Master Plan provides an understanding the future of aviation demand, and how VPS would need to meet that demand with design criteria and facility requirements.	<ul style="list-style-type: none"> Provide planning and development guidance to satisfy anticipated aviation demand and stimulate Airport development and the local economy. Develop an Airport that supports local and regional economic goals while accommodating new opportunities or shifts in development patterns.
Eglin Air Force Base Joint Land Use Study	Promotes cooperative land use planning between the military installations of the area with adjacent communities.	<ul style="list-style-type: none"> Involve local cities and counties within the project study area that will include portions of Okaloosa, Santa Rosa, and Walton Counties. Identify appropriate regulatory and non-regulatory measures to ensure compatibility between existing and future land uses. Increase communication and cooperation between Eglin AFB and neighboring local governments.



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5.2 Socioeconomic Trends

To better assess the impact of the growth in population on public transportation needs, it is important to understand the trends and markets that could be impacted or may benefit from public transportation services. Key findings for the EC Rider service area from the assessment of socioeconomic trends are summarized as follows:

- Based on data from the Northwest Florida Regional Planning Model V3.1 (NWFRPM), population density is expected to slightly increase through 2035 in the Fort Walton Beach-Navarre-Wright urbanized area and portions of Destin, Niceville, and Crestview.
- The population is predominantly white and non-Hispanic. Racial minorities currently account for more than 20% of the County's population, and 9% of the population is of Hispanic origin.
- Poverty rates within the EC Rider service area increased from 8.8% in 2010 to 11.5% in 2018.
- From 2000 to 2010, the percent of households owning zero or one vehicle dropped significantly, while the percent owning three or more vehicles nearly doubled.
- The percentage of younger adults is expected to fall slightly by 2035, while senior citizens are projected to gain 5% of the population share over time.
- Areas with affordable housing concentrations include Crestview, Niceville, and Fort Walton Beach.
- Seasonal housing units are projected to grow by 25%, though the growth would primarily occur in Destin, Niceville, and portions of Fort Walton Beach and Crestview.
- The hotel/motel density for 2035 is projected to experience a modest gain resulting in an increase in hotel/motel concentration in the urban areas, including Crestview.
- Employment is primarily concentrated in Fort Walton Beach, with pockets along the Destin coast, in Niceville, and in Crestview. Growth in these latter three areas is projected into 2035.

5.2.1 Implications

EC Rider already captures major areas with potentially high transit demand. However, transit service for the Crestview area is limited, with only one express route operating between Crestview and the Fort Walton Beach area. Areas in Crestview with a high tendency to use transit could benefit from a circulator service that connects residential areas and its downtown.

EC Rider should continue efforts to grow traditional markets such as elderly and low-income populations and should also continue efforts to increase its share of discretionary and regional riders, particularly young adults. An enhanced transit service to travel between cities provides



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opportunities to connect with other transit systems regionally and may be an attractive travel option for existing and potential riders.

Additionally, the economic and traffic impacts generated by the tourism industry point to the need to improve transit service for the beach area in Destin and Fort Walton Beach. Improved access to major tourist destinations and to areas with high concentration of hotels/motels, could benefit not only tourist and seasonal populations but also workers in the hospitality industry.

5.3 Travel Behavior

Understanding how and when workers travel to their workplace and utilize transportation amenities and infrastructure can help inform decisions about mobility needs for the region. Travel behavior for the EC Rider service area was analyzed using data from the 2018 American Community Survey while travel patterns were assessed using On-The-Map analysis. Key findings are summarized as follows:

- Okaloosa County has an 83% drive-alone rate. Private automobile comprises nearly 92% of total work trips.
- Regarding departure time to work, over 60% of the population leaves during the AM peak period of 6:00-8:59 AM.
- Okaloosa County has about 50,000 people residing and working within the area, and another approximately 65,000 people travelling in and outside of the County for work trips.
- There is a high concentration of trips from homeplaces in Crestview to major employment centers located within Fort Walton Beach and Destin.
- Residents in Fort Walton Beach and Destin generally stay in those two areas for their work trips.

5.3.1 Implications

The nature of the EC Rider service area presents certain challenges in the provision of service. Longer distances between origins and destinations translate into longer routes, longer travel times, and more operating expenses per passenger. As economic development gradually grows, Okaloosa County should continue efforts to capture new riders and new transit markets by improving efficiency for routes serving major employment centers and residential areas.

EC Rider could add stops and improve route alignments to efficiently serve key destinations and provide better job access for the region and particularly for the Crestview area. Additionally, with such a large percentage of Okaloosa County residents using private vehicles to commute, there



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is the potential for a significant reduction in congestion by providing a robust transit service that offers a more attractive service for the choice rider.

5.4 Land Use

Effective land use planning can significantly support public transit with the implementation of strategies that reshape land use to increase mobility and quality of life for residents, creating an efficient, effective, and balanced intermodal system. Transit-supportive land use traits include greater density of development, features to support ease of access to and from transit, and features that give priority to modes that are alternatives to auto travel.

Lower density development in much of the service area will continue to present mobility challenges and opportunities to design new services that are effective and cost efficient. Local governments within Okaloosa County have begun to implement strategies that support transit. For example, the City of Destin has adopted strong multimodal modal polices in its comprehensive plan, including high densities, intensities and mixed use in Calhoun, Harbor Community Redevelopment Area (CRA), North and South Harbor, East Harbor, Holiday Isle, Town Center CRA, Gulf Resort, Bay Resort, and Crystal Beach.

5.4.1 Implications

The County should encourage and possibly guide local governments in adopting more multimodal-supportive land uses to enhance the overall transportation network and connectivity within the county. Having cooperation with local municipalities can account for a more cohesive and efficient transit system across the region and provide EC Rider ways to garner additional ridership in the future.

As development continues to grow and densify in areas within Crestview, Destin and Fort Walton Beach, Okaloosa County should consider focusing its future resources on improving service efficiency and access to transit in these areas. Redevelopment opportunities along corridors with the potential for high transit use, such as Highway 98, would require Okaloosa County to stay engaged in planning efforts to ensure that land development policies and land development codes require transit infrastructure to support transit services. Additionally, Eglin Air Force Base provides a major trip generator within the region for Okaloosa County, and EC Rider should continue its efforts to identify transit options that could accommodate transportation needs for military workers and their families.



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5.5 Regional Coordination

The EC Rider service currently provides limited connectivity with neighboring counties. A review of regional travel behavior shows the need for more regionally connected transit services. Almost 37,000 workers are employed in Okaloosa County but live outside of the County. Similarly, approximately 28,000 workers work outside of Okaloosa County but reside in the County.

5.5.1.1 Implications

As the Crestview-Fort Walton Beach-Destin area expands to neighboring counties, the County should consider expanding its travel options regionally in the future with more connections to neighboring counties such as Santa Rosa and Walton counties. Express bus routes connecting important regional markets through park-and-ride facilities is a potential way to capture regional travel going to Okaloosa County. Additionally, providing transit options to connect the Destin-Fort Walton Beach Airport may capture choice riders and can facilitate regional travel while providing congestion relief for areas with high number of visitors and tourists.

5.6 Community Feedback

Feedback from current users and non-users of EC Rider services provided valuable input regarding the most important transit needs for the county and the region. As part of the public engagement process, in-person and online surveys were developed. A Steering Committee was formed, and interviews with local policy leaders and stakeholders were conducted to discuss existing and future service needs and to understand where system improvements could be made. General conclusions drawn from public involvement efforts include the following:

- There is a general lack of awareness about the EC Rider service in the community.
- Transit service to and from the airport is needed to enhance mobility for the region.
- The increase in visitors and tourists staying at hotels/motels within the City of Crestview has created a high demand for additional transportation options connecting the City of Crestview with the beach area. Future land development plans for the City of Crestview include new hotels and tourist attractions that would benefit from public transit services;
- Restaurant and convenience stores in Mary Esther and Fort Walton Beach have experienced an increasing need to hire workers residing in Crestview, including high school and college students. However, the limited public transportation options between Crestview and the south portion of Okaloosa County, as well as within Crestview itself, reduces employment opportunities for transit dependent populations.



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- Tourists and visitors would benefit from better access to tourist destinations along Highway 98. Tourist season traffic significantly increases congestion during the summer months.
- Based on responses to the public surveys:
 - The most common trip purpose in Okaloosa County is traveling to and from work, and the most utilized transportation mode is the personal vehicle.
 - The most common reason for not using EC Rider is not having a route or stop close to the trip origin. The second most common reason was a general lack of understanding regarding how the EC Rider transit system works.
 - Regarding future improvements for the EC Rider system, most survey respondents indicated they would rather improve the existing system before expanding the transit system to new service areas.
 - The most desired improvements to the EC Rider system included increases in service frequency and updated/current information on the EC Rider website.

5.6.1 Implications

EC Rider should implement a communication/marketing program to inform and educate the public as well as the business community about the value that transit provides to the region. As part of this communication plan, the EC Rider should create an attractive and clear brand that makes it easily recognizable within the region by both users and non-users, as well as residents and tourists. Information being communicated, as well as the branding efforts, should extend to both in person and online engagement. Online engagement and the EC Rider website should be continuously updated to provide clear and up-to-date information regarding travel times and services.

Several potential improvements were identified across all public involvement efforts, including better connectivity to the airport and additional transportation options for visitors and tourists. A more efficient transit service for the beach area, particularly along Highway 98, could attract tourists while potentially lowering congestion along the corridor. Service improvements and better access to the Crestview area could improve access to jobs in Mary Esther and Fort Walton Beach. A Comprehensive Operational Analysis (COA) that identifies operational efficiencies and how to best reallocate resources from underperforming services is a major consideration for the EC Rider system.

5.7 Organizational Issues

The Okaloosa County Board of County Commissioners (BCC) entered in a partnership with MV Transportation, Inc. for public transportation services. The Contract, which began on January 1st



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of 2019, provides MV with the responsibility of running paratransit and fixed route services within the county.

The Okaloosa Transit Cooperative (Co-op) was created between Okaloosa County and participating jurisdictions, which currently include Cinco Bayou, Crestview, Destin, Fort Walton Beach, Niceville, and Okaloosa County. The purpose of the Co-op is to provide for the coordination of fixed route transit service and to formulate and implement consistent plans, programs, policies and procedures in the operation, maintenance, and development of transit service. The Co-op reviews the operation of the public transit system and recommends changes to the Okaloosa County BCC regarding routes, stops, or other components of the fixed route system.

5.7.1 Implications

The creation of the Okaloosa Transit Cooperative (Co-op) allows for multiple government agencies to collaborate in developing an operating transit services for Okaloosa County. While continuing the current organizational structure as part of a County department, EC Rider should explore opportunities to improve service and manage efficiencies.

It is important to understand what potential revenue sources may be available to support transit service improvements. Whereas maintaining the existing funding sources for transit services is important, the ability to expand service coverage relies heavily on identifying new funding sources. The addition of more routes and/or the enhancement of existing service by leveraging more federal and State funds typically requires local matching funds. Therefore, applicable local mechanisms such as impact fees, Transportation Increment Financing (TIF), ad-valorem taxes, mobility fees, private public partnerships, and other available mechanisms for the community to support transit should be considered.

5.8 Technology

Transit agencies must be strategic in their decisions for adding new technologies that could support the provision of more efficient service, assist in providing better customer service, and generate data for future planning activities. It is important to carefully consider the overall costs for start-up, operation, and maintenance of any technology enhancements.

5.8.1 Intelligent Transportation Systems (ITS)

Several tools are being developed that apply advanced sensor, computer, and communication technologies in an integrated manner to improve the safety, efficiency, and convenience of the



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transportation system. These tools are generally referred to as Intelligent Transportation Systems (ITS). Existing EC Rider technology components include:

- General Transit Feed Specification (GTFS) data. GTFS contains schedule, fare, and geographic transit information as well as arrival predictions, vehicle positions and service advisories.
- All vehicles used for transit services in Okaloosa County are equipped with two-way radios, allowing immediate communication with bus operators, administrative staff, and emergency personnel.
- GPS on buses to track data. This includes applications that allow people to track bus locations and the agency to track client calls

5.8.2 Implications

EC Rider should implement technologies such as Automatic Passenger Counters (APCs), voice announcement systems, and other technology upgrades to enhance its quality of service. Such technologies generally are funded by federal capital grants and their deployment can contribute to ridership data collection/performance monitoring efforts, thus improving system efficiency and revenues. Future technology considerations include:

- **Automated Vehicle/Connected Vehicle (AC/CV):** The concept of connected vehicles relates to the application of technology for vehicles to communicate amongst themselves to enhance safety and increase mobility. The overarching goal of the Transit Connected Vehicle for Mobility program, sponsored by the United States Department of Transportation Joint Program Office, is to improve public transportation by increasing transit productivity, efficiency, and accessibility; mitigating congestion in an integrated transportation environment; and providing travelers with better transportation information and transit services.
- **Transportation Network Companies (TNC):** The experience of transit agencies that have proactively partnered with TNCs suggest that potential for complementary relationships. The ability to complement transit service, and possibly reach new areas and new transit markets, may be afforded by the exploration of these new mode technologies.

5.9 Situational Appraisal Summary

As economic development gradually grows, Okaloosa County should continue efforts to capture new riders and new transit markets by improving efficiency for routes serving major employment centers and residential areas. As the Crestview-Fort Walton Beach-Destin area expands to neighboring counties, the County should consider expanding its travel options



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regionally in the future with more connections to neighboring counties such as Santa Rosa and Walton counties.

Additionally, the economic and traffic impacts generated by the tourism industry point to the need to improve transit service for the beach area in Destin and Fort Walton Beach. Improved access to major tourist destinations and to areas with high concentration of hotels/motels, could benefit not only tourist and seasonal populations but also workers in the growing hospitality industry. A more efficient transit service for the beach area, particularly along Highway 98 could attract tourists while potentially lowering congestion along the corridor.

The County should continue to encourage and possibly guide local governments in adopting more multimodal-supportive land uses to enhance the overall transportation network and connectivity within the county. Having cooperation with local municipalities can account for a more cohesive and efficient transit system across the region and provide EC Rider additional ways to garner additional ridership in the future.

EC Rider should also explore opportunities to improve service and manage efficiencies while understanding what potential revenue sources may be available to support transit service improvements. Whereas maintaining the existing funding sources for transit services is important, the ability to expand service coverage relies heavily on identifying new funding sources.

The implementation of new technologies that could support the provision of more efficient public transit service, assist in providing better customer service, and generate data for future planning activities should be strategically planned. It is important to carefully consider the overall costs for start-up, operation, and maintenance of any technology enhancements.



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6.0 Demand and Mobility Needs

This section focuses on future directions for the EC Rider system over the next 10 years. It begins by forecasting background growth assuming no service changes. It then discusses transit challenges needing to be addressed in the EC Rider service area, proposes both transit system and complete street improvements, models the effects of these changes, discusses the implications of the results, and outlines longer term needs.

6.1 Growth Trends

An analysis of growth trends was conducted to ensure this plan addresses both present and future needs. Any growth in transit ridership resulting from service improvements must be distinguished from growth that would have occurred regardless due to rises in population and employment. To forecast this background growth, the modeling platform Transit Boardings Estimation and Simulation Tool (TBEST) is applied. This software was developed by ServiceEdge Solutions for the Florida Department of Transportation's (FDOT's) Public Transit Office. It provides a relatively quick estimation of transit ridership based on demographics, land uses, and transit service characteristics. Understanding background growth is useful in assessing the transit needs of the area.

6.1.1 The Forecasting Process

Prior to forecasting, the model must be validated to the most recent applicable dataset available. The COVID-19 pandemic reduced transit ridership to below normal levels in 2020. Because the pandemic is assumed to be temporary, ridership from 2020 is not used for planning purposes. The year 2019 is modeled and validated instead. Validation efforts are focused in the summer months of May through September, as that is the peak season for EC Rider's service area. Ridership then is forecasted to the base year 2021 and to 2031 which is the last year in this 10-year TDP time frame of 2022-2031.

Background growth is based on annual growth rates for population, employment, households, average household income, per-capita income, and median household income. Growth rate ranges by county and time period are provided with the TBEST software. The "Medium" value for Okaloosa County is applied. Socioeconomic values for 2019 are grown to 2021 at a 0.73% annual rate and to 2031 at a 0.45% annual rate.

6.1.2 Background Growth Results

Table 48 shows the modeled growth from 2019 to 2021 assuming the absence of a pandemic. Ridership is projected to fall slightly due to fare increases that took effect in November 2019.



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The single ride fare for local bus rose from \$1.50 to \$2.00 and for express bus rose from \$2.00 to \$3.00. Route 14 is express, while the other routes are local. **Table 49** shows the projected ridership between 2021 and 2031. With no service changes, overall ridership is expected to grow by 3% over 10 years, performing just shy of its 2019 levels.

Table 48 | 2019 to 2021 Modeled Ridership

Route	2019	2021	Absolute Difference	Percent Difference
1	65	64	-1	-2%
2	29	28	-1	-3%
3	23	23	0	0%
4	46	44	-2	-4%
5	4	4	0	0%
14	16	15	-1	-6%
20	67	64	-3	-4%
30	32	30	-2	-6%
32	56	54	-2	-4%
33	23	22	-1	-4%
Total	361	348	-13	-4%

Table 49 | 2021 to 2031 Modeled Ridership

Route	2021	2031	Absolute Difference	Percent Difference
1	64	66	2	3%
2	28	29	1	4%
3	23	24	1	4%
4	44	46	2	5%
5	4	4	0	0%
14	15	15	0	0%
20	64	68	4	6%
30	30	31	1	3%
32	54	54	0	0%
33	22	22	0	0%
Total	348	359	11	3%

6.2 Service Area Needs

The existing EC Rider system is not well known to the general public. Those who do know about it have difficulty utilizing it for their needs. Bus stops are limited, the US-98 corridor is divided among four short routes, and buses routes make frequent deviations from their main corridors. Cutaway buses making these parking lot deviations adds travel time to the route and gives the perception that they are private shuttles. Small changes to increase the visibility and usability of the EC Rider system could significantly grow ridership.



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Beyond the EC Rider system itself, the US-98 corridor in Destin has the potential to serve as a commercial, walkable main street for beachgoers. However, it is currently an automobile-oriented highway. It has the potential to become a more complete street, especially the stretch between the Destin Bridge and Gulf Shore Drive, known as Harbor Boulevard. There also exist land use redevelopment opportunities that could incorporate transit-oriented features and potentially increase transit ridership.

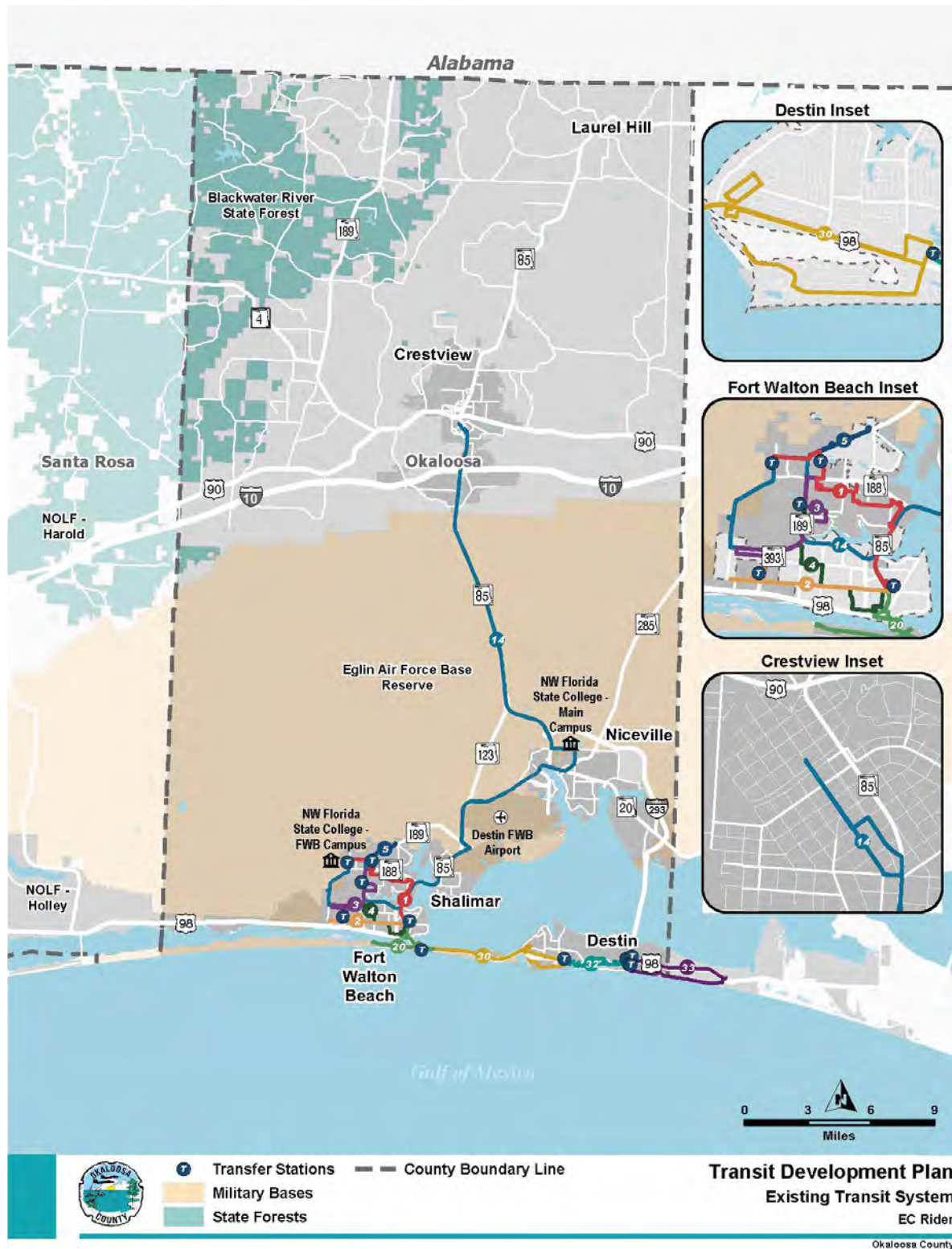
6.3 Reaching EC Rider's Potential

Potential improvements to the EC Rider system range from adding more bus stops to providing weekend service to adding coverage in new areas. This TDP, though, primarily focuses on improvements to solidify EC Rider's foundation as an important precursor to any expansion, and such solidification alone can provide a surprising boost to ridership. **Figure 78** shows the existing EC Rider System, and **Figure 79** shows the system with the proposed improvements discussed below.



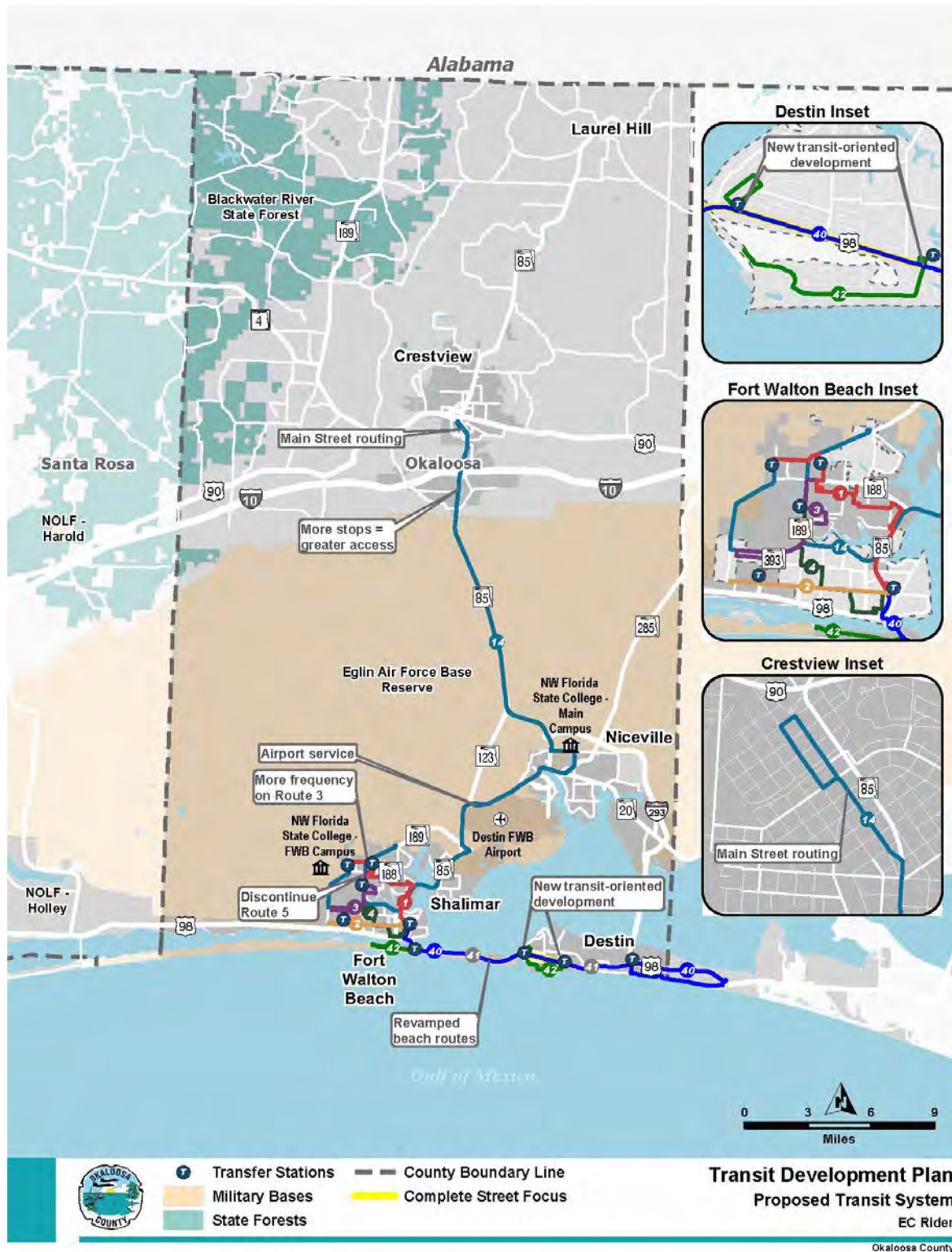
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Figure 78 | Existing EC Rider System



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Figure 79 | Proposed EC Rider System



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6.3.1 Streamline the Beach

The four existing routes running on US-98 along the coast, Routes 20 to 33, are shown in **Table 50** and **Figure 80**. They are four short “chain-linked” routes, making longer trips difficult to make. Furthermore, these routes make deviations, with those on Santa Rosa Blvd, Gulf Shore Dr, and Stahlman Ave being most significant.

The number of buses required to serve the existing beach routes ranges from 4 to 7, depending on season. With the same number of buses, new routes can be formed to enhance the travel experience of EC Rider users, as shown in **Table 51** and **Figure 81**. The new Route 40 would be a trunk-line route spanning the entire US-98 corridor. It would make no deviations, though it would continue to run on Scenic Highway 98 in the eastbound direction east of the Destin commons area. New Route 41 would be a similar trunk-line route that complements the new Route 40 in the summer, spanning from Fort Walton Beach to the Destin Commons area. Also, having a one-hour headway, new Routes 40 and 41 running together would provide half-hour headways. Finally, new Route 42 would be a local route, potentially a trolley bus. It would utilize one bus in the off-season and two buses in the summer to provide headways of 90 and 45 minutes, respectively. These three new routes would work together to streamline trips on US-98 while continuing to serve its spurs.

The existing routes make many more deviations than the three that would be served by the new Route 42. Often, these deviations are in parking lots. Such deviations may be attractive politically, as the public is sensitive about traffic congestion on US-98 and likely would not want stopping buses to cause greater interference with traffic flow. However, frequent deviations from the main corridor create significant efficiency and visibility issues. Deviations add run time resulting from increased mileage and turning movements, particularly when pulling out into traffic. Longer run times require more buses to serve the same amount of area at the same frequency, resulting in an increase in costs. At the same time, travel time increases are less attractive to riders and thus result in lower ridership. This “double whammy” effect results in inefficient spending of taxpayer money. Furthermore, because vehicles are often cutaway buses, these vehicles pulling into parking lots may give the perception that they are private shuttles for other people rather than fixed public transit routes. In contrast, when buses stop along the curbside of a road, as they do in most other urbanized areas, it is more recognizable that they are part of a public transit system and thus may attract riders. New stops are also proposed to increasing access to transit routes.



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Table 50 | Existing Beach Routes

Route	Description	Headway (mins)		Number of Buses	
		Off-Season	Summer	Off-Season	Summer
20	Runs from Fort Walton Beach's Elder Services to Boardwalk/Wayside Park in Okaloosa Island. Serves the Santa Rosa Blvd spur	60	30	1	2
30	Runs from Boardwalk/Wayside Park in Okaloosa Island to 98 Palms Plaza in Destin. Serves the Gulf Shore Dr spur	60	30	1	2
32	Runs from 98 Palms Plaza to the Destin Commons area.	60	30	1	2
33	Runs from the Destin Commons area to the Silver Sands Premium Outlets in Miramar Beach. Utilizes Scenic Hwy 98 in the eastbound direction and US-98 in the westbound direction.	60	60	1	1
Total				4	7

Table 51 | Proposed Beach Routes

Route	Description	Headway (mins)		Number of Buses	
		Off-Season	Summer	Off-Season	Summer
40	Trunk-line route on US-98 from Fort Walton Beach's Elder Services to the Silver Sands Premium Outlets in Miramar Beach. Eastbound direction also would utilize Scenic Hwy 98 east of the Destin Commons area. Route would make no deviations.	60	60	3	3
41	Trunk-line route on US-98 that would complement Route 40 in the Summer, giving much of the corridor a 30-minute headway. The route would span from Elder Services in Fort Walton Beach to the Destin Commons area.	--	60	--	2
42	Local trolley bus serving the existing Santa Rosa Blvd, Gulf Shore Dr, and Stahlman Ave spurs, along with the Harbor Blvd complete street	90	45	1	2
Total				4	7



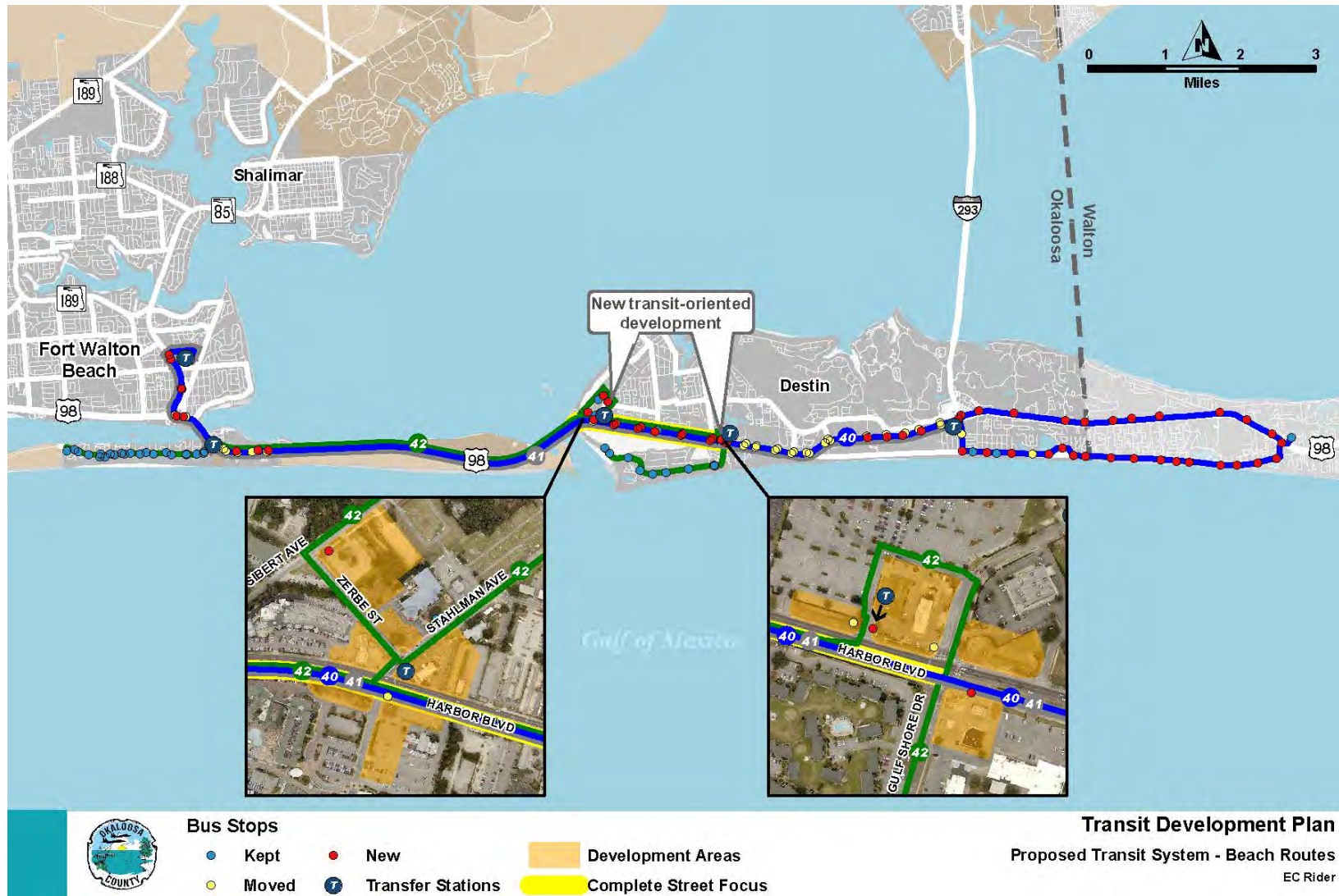
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Figure 80 | Existing Beach Routes



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Figure 81 | Proposed Beach Routes



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6.3.2 Maximize the 14

The existing Route 14, as shown in **Figure 82**, is a longer-distance express route spanning Crestview to Fort Walton Beach and making stops in Niceville. The limited stop nature of the route may be attractive from a speed perspective, but it limits the potential market served. When demand is concentrated around the limited points served, this type of route is productive. The existing Route 14 has the second lowest ridership in the system at just 15 boardings per day and 1.05 riders per revenue hour. North of Fort Walton Beach, Route 14 is the only bus route in the communities through which it runs. There are large pockets of potential ridership that could be served simply by adding more stops.

Figure 83 shows the new stops that would be added to the new Route 14 in the developed areas through which it runs, which includes Fort Walton Beach, Wright, Shalimar, Valparaiso, Niceville, and Crestview.

In Crestview, stops would be added both in its downtown and along the SR 85 strip, south of downtown. The bus also would be slightly rerouted in its downtown to serve Main Street. South of downtown, destinations served with the addition of stops include the North Okaloosa Medical Center and the Walmart Supercenter where SR 85 meets I-10.

In Niceville and Valparaiso, added stops would provide access to the Twin Cities Hospital along with residential and commercial areas. The stop for the Niceville Community Center would be moved to the curbside of Partin Dr in both directions to increase the route's efficiency. West of there, a stop would be added at the Destin-Fort Walton Beach Airport. This stop would facilitate visitor access to both the beaches and to Crestview without needing a private rental car.

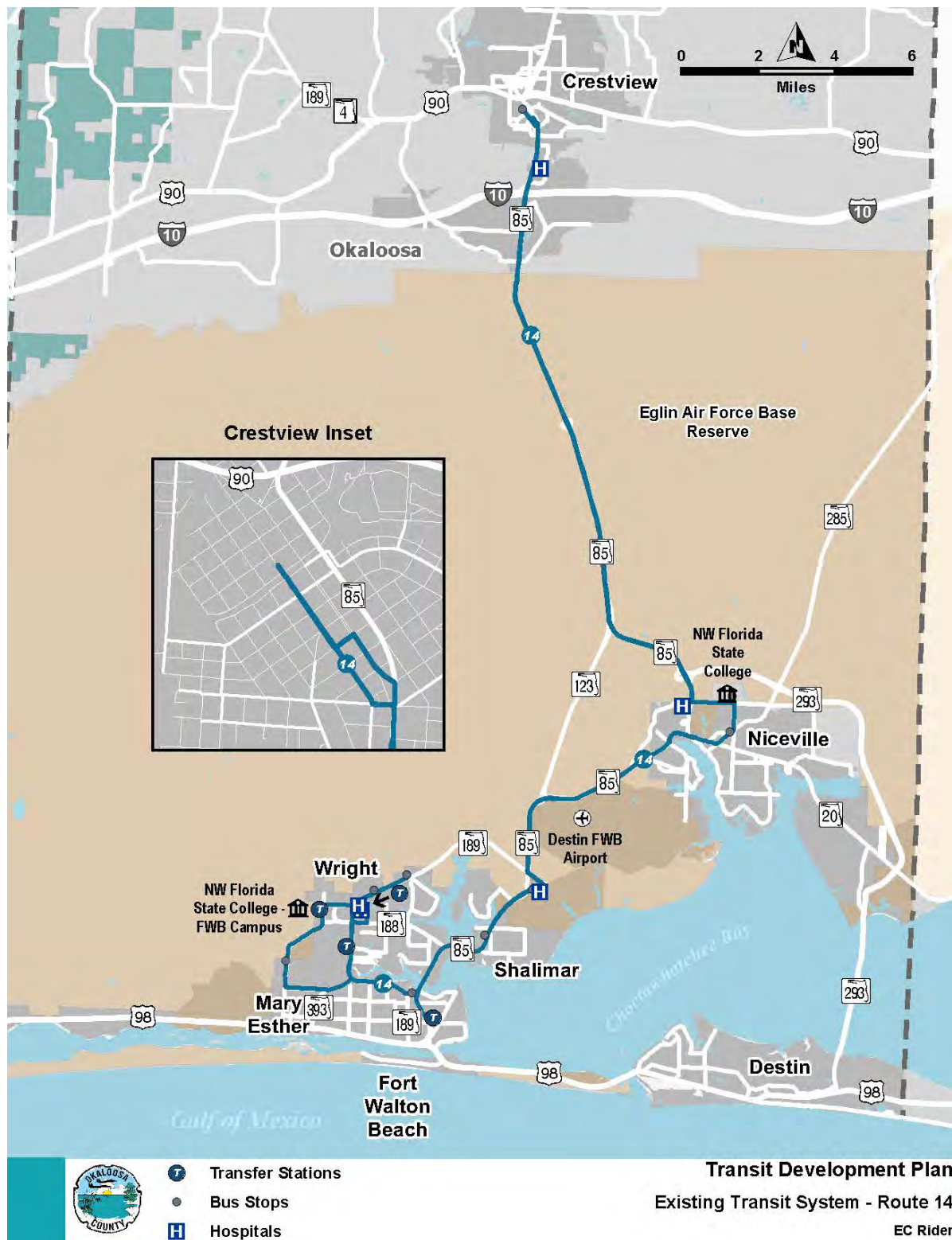
Many new stops would be added in Shalimar, Fort Walton Beach, and Wright as well, including stops served by other local routes and the Fort Walton Beach campus of Northwest Florida State College. While this campus would only be served in the morning, this would provide a connection between campuses of this College.

Existing parking lot stops would be moved to the road's curbside to increase the route's efficiency. These changes show a route's utilization can be greatly increased while largely preserving the existing routing.



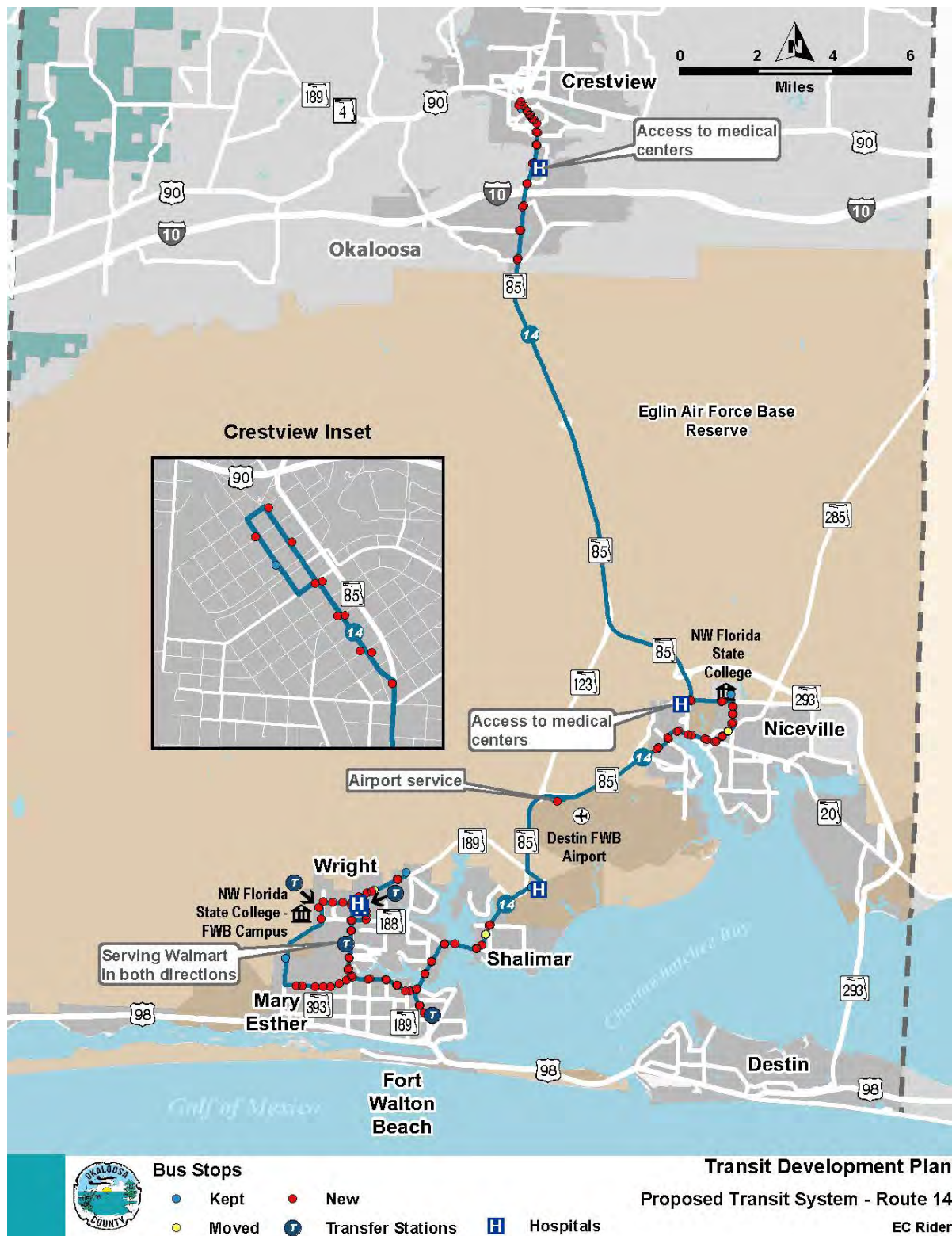
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Figure 82 | Existing Route 14



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Figure 83 | Proposed Route 14



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6.3.3 Tweaking the Fort Walton Beach Service

EC Rider currently serves Fort Walton Beach, Mary Esther, Cinco Bayou, and nearby unincorporated areas, not including Okaloosa Island. **Figure 84** shows the existing service, comprised of five local routes numbered 1 through 5, along with routes previously discussed. Proposed changes are shown in **Figure 85**.

The most significant proposed change is the discontinuing of existing Route 5. This route has an unusually low ridership of four boardings per day, or 0.83 boardings per revenue hour. Furthermore, the area covered by existing Route 5 is presently served by existing Routes 3, 4, and 14, so there would be no loss in coverage.²⁹ Discontinuing the existing Route 5 would allow increased service on Route 3.

Other proposed changes primarily consist of the addition of stops. Regular stop spacing ensures access to all who live or engage in activities along each route. There are also stops that are proposed to be moved from parking lots to the road's curbside to increase the route's efficiency. Regular stop spacing along the street makes the system predictable, accessible, and efficient.

²⁹ The only exception to this statement is a small segment on SR-393 between Anchors St and Lovejoy Rd. Only Route 5 serves this segment. However, it does not have any stops along it.



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Figure 84 | Existing Fort Walton Beach Service



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Figure 85 | Proposed Fort Walton Beach Service



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6.4 Ridership Forecasting

To predict the effects of the proposed short-term improvements for the EC Rider system, the TBEST modeling platform was used to estimate future ridership and identify operating costs. Because the proposed improvements are relatively small, they were all modeled in one scenario.

Table 52 shows the forecasted boardings, operating costs, and cost per passenger for each route in 2031 after the changes are implemented. **Table 53** through **Table 55** compares these numbers to the results of the 2031 No Build scenario. Substantial ridership growth is projected, especially along Route 14, which would experience more than an eightfold increase. This can be explained by the large number of new bus stops added in developed areas that are not currently served by transit. The beach routes experience more than a twofold increase. Such can be explained by the significant reduction in the number of transfers required to traverse US-98, the increase in bus stops, and the streamlining of the routing. The Fort Walton Beach routes see significant increases as well, even though the changes made were relatively small. The overall systemwide gain in ridership would be twofold.

The overall gain in operating costs, though, would only be 10%. The highest increase would occur along the beach routes. This is because currently, Routes 20 through 33 vary in span. With consolidation, though, the span would be uniform across the US 98 corridor. Nevertheless, the operating cost per passenger would drop significantly across the board. For both the beach routes and the systemwide level, it would be cut in half. The largest cost per passenger drop would be experienced on Route 14, which can be explained by its eightfold ridership increase with only small changes in its routing.

Table 52 | Build-Out Route-Level Ridership & Costs (2031)

Route	Boardings	Operating Cost	Cost per Passenger
1	104	\$615.00	\$5.91
2	36	\$575.60	\$15.99
3	39	\$654.40	\$16.78
4	66	\$629.80	\$9.54
14	129	\$792.10	\$6.14
40	161	\$1,948.30	\$12.10
41	135	\$1,372.70	\$10.17
42	122	\$1,353.00	\$11.09
Total	792	\$7,940.90	\$10.03



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Table 53 | Ridership Comparison - No Build versus Build Out (2031)

Route	2031 No Build	2031 Build Out	Absolute Difference	Percent Difference
1	66	104	38	58%
2	29	36	7	24%
3 & 5	28	39	11	39%
4	46	66	20	43%
14	15	129	114	760%
Beach Routes	175	418	243	139%
Total	359	792	433	121%

Table 54 | Operating Cost Comparison - No Build versus Build Out (2031)

Route	2031 No Build	2031 Build Out	Absolute Difference	Percent Difference
1	\$605.20	\$615.00	\$9.80	2%
2	\$575.60	\$575.60	\$-	0%
3 & 5	\$649.40	\$654.40	\$5.00	1%
4	\$629.80	\$629.80	\$-	0%
14	\$747.80	\$792.10	\$44.30	6%
Beach Routes	\$3,985.20	\$4,674.00	\$688.80	17%
Total	\$7,193.00	\$7,940.90	\$747.90	10%

Table 55 | Operating Cost Per Passenger Comparison - No Build versus Build Out (2031)

Route	2031 No Build	2031 Build Out	Absolute Difference	Percent Difference
1	\$9.17	\$5.91	\$(3.26)	-36%
2	\$19.85	\$15.99	\$(3.86)	-19%
3 & 5	\$23.19	\$16.78	\$(6.41)	-28%
4	\$13.69	\$9.54	\$(4.15)	-30%
14	\$49.85	\$6.14	\$(43.71)	-88%
Beach Routes	\$22.77	\$11.18	\$(11.59)	-51%
Total	\$20.04	\$10.03	\$(10.01)	-50%



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6.5 Comprehensive Operational Analysis

A comprehensive operational analysis (COA) is a separate study focusing on maximizing the performance of the existing transit service. It is short term in scope and involves little to no cost increases. The short-term changes proposed in this TDP can be perceived as a “COA-lite,” as it focused on relatively small changes to boost the performance of the existing system. However, it did not closely analyze the system’s operations. That is, it did not collect data on stop-level ridership, and on-time performance data was limited. Thus, no significant reroutings could be proposed. This TDP does recommend the discontinuation of Route 5 and shifting runs to Route 3, which is unusual for a TDP, though this recommendation is only possible because there would be no loss in coverage. A COA could recommend resource reallocation in a manner such that there may be a loss of coverage in some areas but would result in an overall gain for EC Rider and its constituents. Title VI analyses would be part of a COA. This comprehensive study could increase efficiency with existing resources and lead to improved political favorability of the system to garner the support needed for longer term pursuits.

6.6 Longer Term Needs

The short-term changes modeled and recommended in this TDP could potentially bring substantial ridership gains to the EC Rider system. However, there remains significant room for it to grow and to provide greater usability to the general public. This subsection discusses longer term changes that should be pursued in the second five years of the ten-year horizon.

Running only on non-holiday weekdays significantly limits the usability of the system which is important for addressing the traffic congestion on US 98. With tourism and service employment comprising a significant portion of the local economy, and given the low frequencies of the existing system, Saturday service levels should be the same as during the week. Expanding to Sunday and holidays should also be considered. Service should run later into the evening, as such would allow workers to access later shifts and for visitors to access the area’s nightlife.

Frequency should increase, as such would reduce the overall travel time for workers to access jobs, increase the usability of the system, and reduce automobile dependency. Doubling the frequency on all Fort Walton Beach Routes (1-4) on weekdays would provide a more efficient service in areas of high transit use.

A connection between Niceville and the Destin Commons area directly over the FL-293 bridge would improve travel times for transit users. In **Subsection 4.6**, the travel time matrix showed this connection to have the greatest disparity when comparing the automobile and transit travel



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times. Furthermore, if it extends into Crestview, it can double the overall frequency between Crestview and Niceville that is currently served by Route 14. Thus, this TDP recommends a new long-distance route spanning Crestview and the Destin Commons area. Furthermore, both this proposed route and Route 14 should extend north along FL-85 to the new Publix at Airport Road, as doing so would provide access to jobs and social services.

Finally, a local Crestview circulator in addition to the enhancements to Route 14 would improve Crestview's access to the rest of the County. The circulator would allow more local trips to be served and would provide a "first mile / last mile" connection to these long-distance routes.

These longer term changes would require more significant operational and capital investments but would greatly expand the number of trips that EC Rider can serve, fulfill equity goals, and make EC Rider a more viable alternative to the automobile.

6.7 Highway 98 Transit Corridor Plan

The Highway 98 / Harbor Boulevard corridor is a major activity generator for the beach area in Okaloosa County and generates significant mobility demand for visitors, commuters, and residents alike. With the high number of visitors to the beach area, the economic well-being of the County relies heavily on the strength of the tourism industry as it represents a large sector of employment. The Harbor Boulevard corridor faces challenges with increasing vehicular congestion. Visitors and residents looking at taking advantage of the area's many attractions often find mobility options limited and time-consuming.

To improve mobility options for this diverse set of travel markets, a comprehensive program of urban planning and design policies that complement the proposed enhancements to the EC Rider system should be implemented. Over time, these policies would help transition the corridor away from its current auto-oriented format to one that is much more dense, walkable, and transit-friendly. To help accomplish this, the following projects should be implemented.

6.7.1 TOD/Station Area Plans

Station area plans should be created for each of the primary bus stops along the corridor. These plans will identify opportunities for "sprawl retrofit" – where excess or marginally used property and little- or un-used parking can be converted into new urban-oriented uses, including residential and mixed-use building typologies. This would allow for an increase in "roof-tops" along the corridor, essentially helping build new ridership in place. The neighborhood shuttles would connect to the corridor at these locations, helping feed additional riders into the system. Two examples of "sprawl retrofit" have been highlighted.



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6.7.1.1 Harbor Boulevard and Stahlman Avenue

The station area concept plan for Harbor Boulevard at Stahlman Avenue is shown in **Figure 86** and **Figure 87**. It illustrates how this key intersection located adjacent to the Harbor Walk Village can be urbanized through the strategic infill development of several new buildings, including mixed-use buildings, apartments, and their associated parking structures. Several of these new buildings front onto a new central green and plaza and include ground floor retail. They would provide a destination for transit riders and help activate the public space.

6.7.1.2 Harbor Boulevard and Gulf Shore Drive

The station area concept plan for Harbor Boulevard at Gulf Shore Drive is shown in **Figure 88** and **Figure 89** and illustrates how the little-used frontage of a strip shopping center can be transformed into a pedestrian-oriented, mixed-use transit node. Two existing suburban format uses are shown utilizing their standard urban formats – an urban fast food restaurant that maintains its drive-thru and a gas station that “flips” its orientation so that the convenience store fronts the intersection and the pumps are to the rear, providing easier vehicular access. Mixed use buildings and a row of townhomes complete the concept, providing destination uses and additional rooftops.



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Figure 86 | Harbor Boulevard and Stahlman Avenue Concept Plan



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Figure 87 | Harbor Boulevard and Stahlman Avenue Concept Aerial View



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Figure 88 | Harbor Boulevard and Gulf Shore Drive Concept Plan



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Figure 89 | Harbor Boulevard and Gulf Shore Drive Concept Aerial View



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6.7.2 Re-Zoning

Property around the station areas should be re-zoned to accommodate the uses and development standards necessitated by the urban-format building typologies that will be encouraged. Additionally, parking requirements should be revised to reflect more accurately the transit-oriented nature of future uses in these station areas.

6.7.3 Urban Design Overlay District

An urban design overlay district should be incorporated along the entire corridor or at each of the station areas. At a minimum, the district should establish design guidelines that encourage the following:

- A mix of uses
- Pedestrian orientation
- Urban-format buildings, whereby buildings front onto the street, and active uses are encouraged on the ground floor
- Buildings with primary entrances along their frontage and secondary entrances from the rear
- Parking that is either on-street or off-street. Off-street parking should be located to the rear of buildings and can be either, surface lots or parking structures

The above development policies, in concert with the proposed transit enhancements, provide a potential transformation of the Highway 98 / Harbor Boulevard corridor. Over time, marginal uses will begin to transition, active nodes of new development at station areas will be developed, additional rooftops and residential typologies will be constructed, and transit ridership will increase. This not only will benefit EC Rider but will help position Okaloosa County well into the future in its efforts to attract and retain tourists and talent, which drive its economy.



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7.0 Public Involvement

This section summarizes the public involvement activities planned during the development of the EC Rider 10-Year Transit Development Plan including implementation and activities undertaken to date. These public involvement activities aim to increase active participation and receive input from citizens and stakeholder agencies during the development of the updated plan. Input from the public is critical since the TDP provides a strategic guide for public transportation in the community over the next 10 years.

Current state law, effective February 20, 2009, requires Okaloosa County to document its public involvement plan to be used in the TDP development process. Pertinent language from the TDP rule states: The TDP preparation process shall include opportunities for public involvement as outlined in a TDP public involvement plan approved by the Department or the local Metropolitan Planning Organizations (MPO) Public Involvement Plan approved by the Federal Transit Administration and the Federal Highway Administration. (FAC 14-73.001)

7.1 Public Involvement Plan

The Public Involvement Plan (PIP) outlines all the public events that took place during the development of the EC Rider TDP. The PIP included numerous opportunities for involvement by the general public and representatives of local agencies and organizations. A copy of the PIP developed for the EC Rider TDP is included in **Appendix D** along with supporting materials used as part of the public outreach process. The PIP was approved by FDOT on October 5, 2020. Under current FAC 14-73.001, the PIP is consistent with Okaloosa-Walton TPO's Public Participation Plan (PPP).

7.2 Branding: “Planning Your Future Ride”

Bringing a consistent look and feel to this project for outside promotion was vital for public involvement activities. A “microbrand” was created consistent with the current EC Rider brand by adding some imagery, colors, and fonts. The brand “Planning your Future Ride” embodies the efforts to build a transit network that meets the needs of current and future users.

7.3 Engagement Tools

Public outreach activities involved a variety of engagement tools encompassing in-person surveys and digital outlets. **Table 56** details each of the tools used during the outreach process by phase, with the corresponding comment period. All materials are provided in **Appendix D**.



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Table 56 | Engagement Tools

Tool	Details	Phase 1 September - December 2020	Phase 2 January – March 2021	Phase 3 April – June 2021
In Person Survey(s)	Teams were deployed to get in-person feedback at a different stop and transfer stations on the route. Locations included: <ul style="list-style-type: none"> • Crestview City Hall • Elder Services of Okaloosa County • Destin Commons Transfer 	X	X	X
Online Survey(s)	Each Phase included customized questions that reflected the feedback needed for that Phase.	X	X	X
Newspaper Ad(s)	Newspaper ads were placed in the <i>Northwest Florida Daily</i> for each Phase to promote public input opportunities such as in-person surveys and virtual meetings.		X	X
In Bus Promo	Custom posters were designed for promoting surveys, both in-person and online. <ul style="list-style-type: none"> • QR Codes were created to make it easy for riders to navigate to surveys via their mobile phones. • Virtual meetings were promoted when scheduled 	X	X	X
Social Media	Each Phase has its own social media strategy.	X	X	X
Web Page	A page was added to the current EC Rider website to communicate about the project. The web pages' messaging and survey were updated for each Phase. We also used the page to house our Newsletter	X	X	X
Newsletter	A newsletter was created and shared prior survey results. It also included a call to action to continue their involvement by taking the next Phases' survey or visiting the website to find more information. This was also shared with EC Rider upper-level staff to share with their peers, stakeholders or partners.		X	

7.4 Outreach Activities

Public outreach activities were conducted in three phases to get input from the public, existing EC Rider passengers, and stakeholders. Meetings were held on virtual platforms and telephone interviews were conducted. Public involvement efforts usually leverage community gatherings



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limited availability from elected community leaders also played a role in the scarcity of public participants. **Table 57** lists the number of participants reached in each of the public involvement activities undertaken as part of the EC Rider TDP development process.

Table 57 | Number of Participants for Public Outreach Activities

Phase 1, 2 and 3 People Engagement Totals	
In-Person and Online Surveys	Phase 1: 90 respondents Phase 2: 41 respondents Phase 3: 72 respondents
Stakeholder Meeting Attendance	20 stakeholders
Stakeholder Interviews	7 stakeholder interviews
Email Correspondence	80 +/- contacts

7.4.1 Stakeholder Outreach

7.4.1.1 Steering Committee

The steering committee was comprised of representatives from the Emerald Coast Regional Planning (ECRC), FDOT, MV Transportation, and Career Source of Okaloosa-Walton. The steering committee provided community insight and helped guide the TDP process. Additionally, members of this committee were notified of outreach events and assisted in promotion of the community surveys.

7.4.1.2 Phase 1

The outreach strategy for Phase 1 included interviews with the stakeholders and elected officials.

Table 58 lists stakeholders that were invited to participate. Stakeholders and elected officials who agreed to be interviewed were generally in support of the EC Rider service but were specifically interested in improvements to community awareness and mobility for workers and tourists.

United Way was contacted, and a virtual meeting was scheduled with 36 agencies but the meeting was cancelled and the project team was not able to reschedule a new date.

Table 58 | Phase 1 Stakeholder Outreach

Stakeholder / Elected Official	Interviewed
President/CEO Ted Corcoran of Fort Walton Chamber of Commerce	Yes
Mayor Margaret McLemore of Mary Ester	Yes
Mayor Mark Franks of Shalimar	Yes
Mayor JB Whitten of Crestview	Yes
Will Miles of CareerSource	Yes
Mayor Brent Smith of Valparaiso	No
Destin Chamber of Commerce	No
Okaloosa County Public Works Department/ Traffic Operations	No



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Stakeholder / Elected Official	Interviewed
Mayor Daniel Henkel of Niceville	No
Executive Director Nathan Sparks of Economic Development Council	No
Director Shannon Redfield-Capps of Crestview Chamber of Commerce	No
Commissioner Carolyn Ketchel of Okaloosa County	No
Commissioner Trey Goodwin of Okaloosa County	No

7.4.1.3 Phase 2

For Phase 2, virtual meetings were conducted with the Emerald Coast of Association of Realtors, the Greater Fort Walton Beach Chamber of Commerce, and the Greater Fort Walton Chamber's Board of Directors. Stakeholders from agencies representing the underprivileged were also invited to participate. Phone interviews were conducted with the representatives from the Catholic Charities, CareerSource of Okaloosa County, the Homelessness & Housing Alliance, and the Niceville Housing Authority.

Feedback received from stakeholders is summarized below:

- Transportation options connecting the north part of the county with the Fort Walton Beach area.
- Increasing need for better connectivity to and from main destinations for transit dependent population (homeless shelters, jobs, and medical facilities).
- Late and weekend service, particularly for hotels and restaurant workers.
- EC Rider users have expressed the need for a more reliable and frequent service.
- Transit users in Okaloosa County currently experience issues with understanding route schedules or finding up to date information.
- Tremendous need for transportation assistance programs. The already established assistance programs are not enough to meet the demand. Vulnerable and low-income populations cannot afford transit fares.

7.4.1.4 Phase 3

In Phase 3, stakeholders, elected officials and various other transportation professionals listed in **Table 59** were invited to respond to community survey questions. The Fort Walton Chamber also sent the invitation to participate in the survey to 100 businesses targeting the hotel and restaurant industries in that area.



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Table 59 | Phase 1 Stakeholder Outreach

Representative	Organization/Agency
Alexander Barthe	Okaloosa-Walton (OW) Citizens Committee (CAC)_
Alvin Blocker	OW CAC
Becky Brice-Nash	OW CAC
Don Cleveland	OW CAC
Charles Dean Covey III	Vice Chair, OW CAC
Matthew Cox	OW CAC
Steven J Czonstka	OW CAC
Yvonne Earle	OW CAC
James Penrod	OW CAC
Bill Readdy	OW CAC
Jim T Wood	Chair, OW CAC
Lowery A Woodall	OW CAC
Senida Oglesby	OW Technical Coordinating Committee (TCC)
Robert W Jenkins	TCC & City Planner City of Niceville
Sam Wall	TCC & Eglin AFB Traffic Engineer
James D Neilson	TCC & Midbay Bridge Authority
Randy Showers	TCC & Traffic Engineer Okaloosa County
Barry Henderson	Community Development Services
Kyle Lusk	TCC
Trae Duley	TCC
Joe Bodi	TCC
Latilda Hughes-Neel	TCC
Chris Frasseti	TCC & Interim Development Services Manager
Daniel Payne	TCC & Construction Manager City of Fort Walton Beach
Robert Herbstreith	TCC & Director City of Mary Esther
Johnathan Laird	TCC
Joel Paul	TCC Executive Director - Community Transportation Coordinator
Tom Tolbert	TCC & Eglin AFB Community Planner
Van Fuller	TCC Executive Director Midbay Bridge Authority
Abra McGill	TCC Grant Specialist
Scott Bitterman	TCC
Tracy Stage	TCC
Roger C Rogers, P.E.	TCC & Airports Project & General Aviation Manager Okaloosa County Airports



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Representative	Organization/Agency
Jeff Morgan	TCC Sergeant Vice Chair Okaloosa County Sheriff's Department
Dawn Aymami, P.E.,	TCC & Eglin AFB GS-13 Base Community Planner
JB Whitten	Transportation Planning Organization (TPO) & Mayor of Crestview
Joe Blocker	TPO & Councilman City of Crestview
Andrew Rencich	TPO & Council Member City of Crestview
Skip Overdier	TPO & Council Member City of Crestview
Amy Jamieson	TPO & Council Member Vice Chair City of Fort Walton
Dick Rynearson	TPO & Mayor City of Fort Walton
Judy Boudreaux	TPO & Council Member City of Niceville
Christine Wasdin	TPO & Commissioner City of Valparaiso
Nathan Boyles	TPO & Commissioner Chair Okaloosa County
Carolyn Ketchel	TPO & Commissioner Okaloosa County
Trey Nick	TPO & Commissioner Walton County
Danny Glidewell	TPO & Commissioner Walton County
Shannon Hayes	TPO & Council Member City of Crestview
Elizabeth Roy	TPO & City Clerk City of Crestview
Parker Destin	TPO & Council Member City of Destin
Russell Barley	TPO & Mayor City of Freeport
Eddie Farris	TPO & City Councilman City of Freeport
Nic Allegretto	TPO & Council Member City of Freeport
Brent Smith	TPO Mayor City of Valparaiso
Tony Anderson	TPO & Commissioner Walton County
Jean Hood	Mayor Cinco Bayou
Abner Williams	Councilman City of Niceville
Will Miles	CareerSource
Howard Vanselow	ECRC
Tyrone Parker	EC Rider
Crystal Meyers	MV Transit
Zach Balassone	Trans Systems
Debbie Prough	FDOT

Feedback received from stakeholders is summarized below:

- A new marketing strategy should be implemented to increase awareness of the EC Rider service.



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- Transit service connecting residential areas with employment centers within Crestview is needed. There is a significant number of military families living in Crestview.
- Increasing number of tourists that are staying in Crestview new hotels create a need for better connectivity with the airport and the beach area.
- Future growth in residential developments and tourist attractions coming to Crestview.

7.4.2 Community Surveys

As part of the effort to engage existing and potential transit riders and to better understand the needs of the community, in-person and online customer surveys were conducted as shown in **Table 60**.

Table 60 | Community Survey Dates

Phase	In-Person	Online
Phase 1	October 7, 2020 at the 98 Palms Plaza and the Elder Services of Okaloosa County stations	September 21, 2020 through November 16, 2020
Phase 2	February 3, 2021 at the 98 Palms Plaza, the Elder Services of Okaloosa County, and the Northwest Florida State College stations	January 5, 2021 through March 12, 2021
Phase 3	October 7, 2021 at the Destin Commons, the Elder Services of Okaloosa County, and the Crestview City Hall transfer stations	April 16, 2021 through June 11, 2021

Community surveys included questions regarding demographics, travel patterns, and motivations behind riding or choosing not to ride the EC Rider system. A comprehensive list of the results can be found in **Appendix E**. This section highlights key customer responses and feedback.

7.4.2.1 Phase 1 Survey

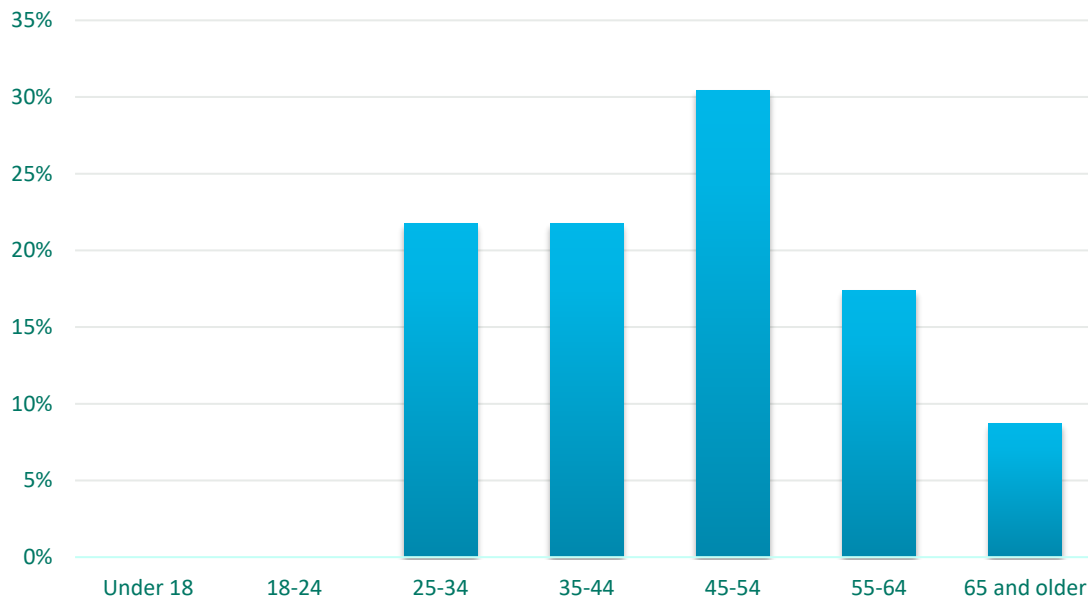
Demographics

Participants were asked to voluntarily provide demographic information to help in understanding the service population of the area. As shown in **Figure 90**, there is a good mix of survey respondent ages. The average age range is between 45-54 years old, with most respondents being under the age of 54.



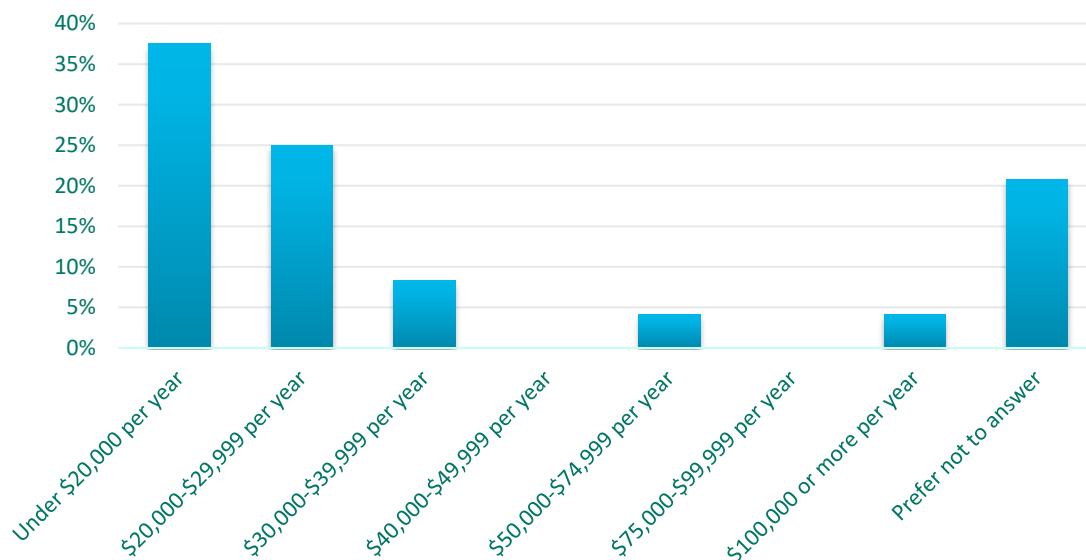
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Figure 90 | Passenger Survey Question: Under which age range do you fall?



Respondents typically had an income below \$40,000 with the most common response being under \$20,000 per year, as shown in **Figure 91**.

Figure 91 | Passenger Survey Question: In what range does your income fall?



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Passenger Travel Characteristics and Behaviors

A great majority of the respondents were permanent residents in Okaloosa County, largely from the City of Crestview, City of Fort Walton Beach, and Unincorporated Okaloosa County (**Figure 92**). **Figure 93** displays how frequently the respondents used the EC Rider system.

Figure 92 | Passenger Survey Question: What jurisdiction do you live in?

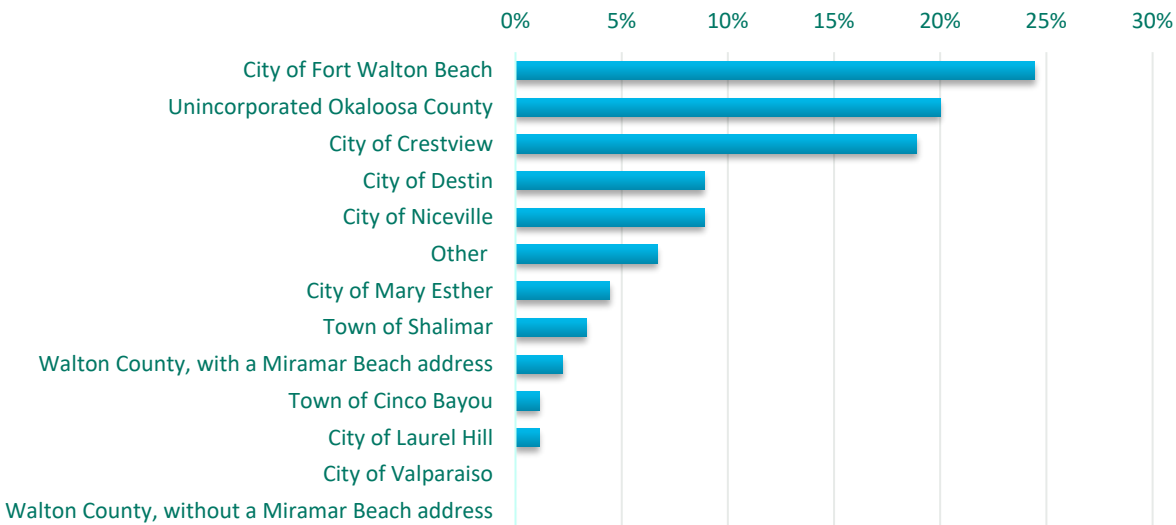
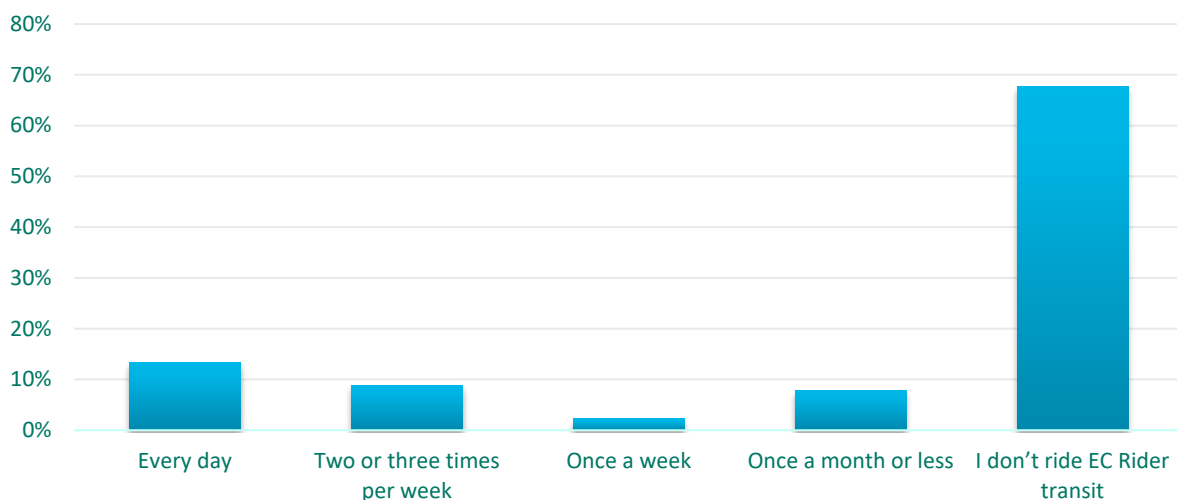


Figure 93 | Passenger Survey Question: How often do you ride EC Rider?



Existing EC Rider customers were asked why they chose to use public transportation.

Figure 94 indicates that limited access to personal vehicles and cost efficiency are the two predominant reasons for this choice.



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Figure 94 | Passenger Survey Question: What is the main reason you ride EC Rider transit?

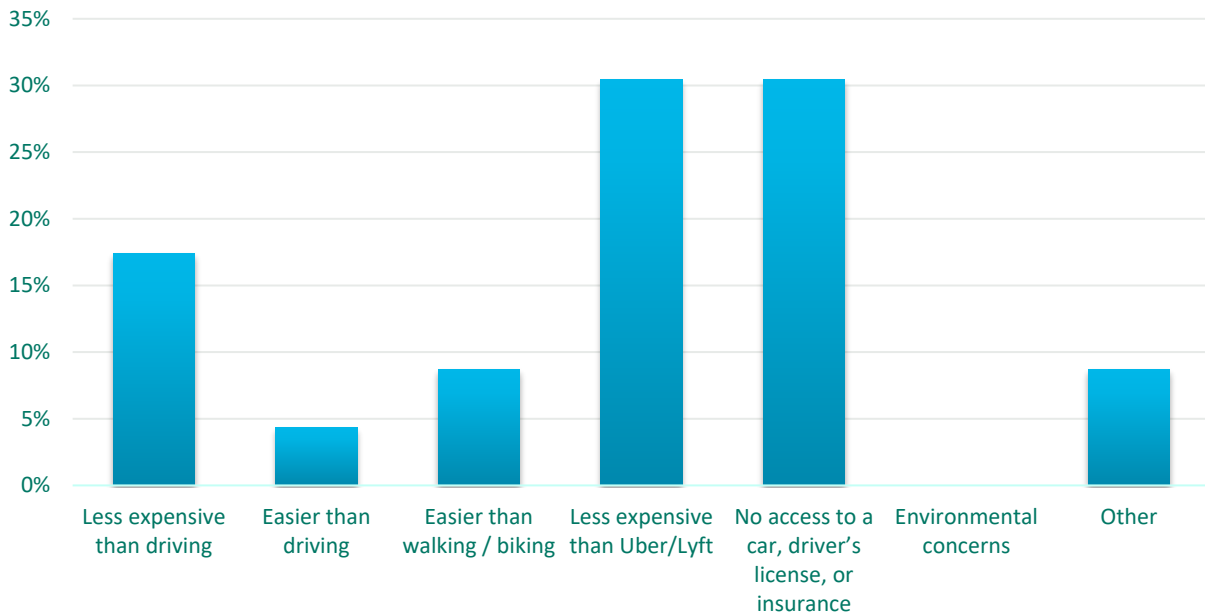
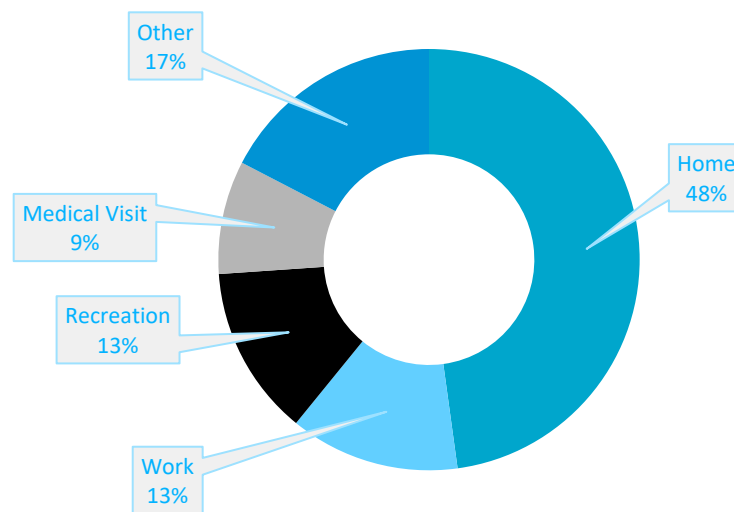


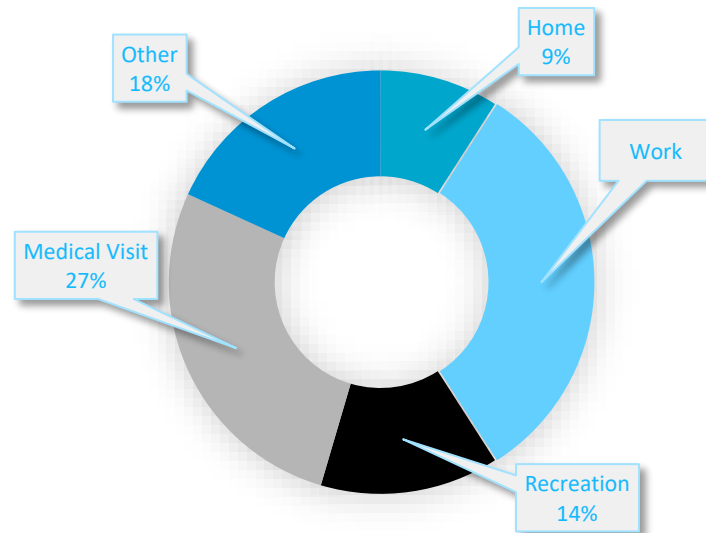
Figure 95 shows that roughly half of respondents began their trip from home, and **Figure 96** shows the most common destinations include work and medical visits. These results show the importance of connecting residential areas to key services including Fort Walton Beach, North Okaloosa, and White Wilson Medical Centers, as well as employment opportunities like Walmart, Lockheed Martin, and Boeing.

Figure 95 | Passenger Survey Question: For your most common trip, where do you start this trip?



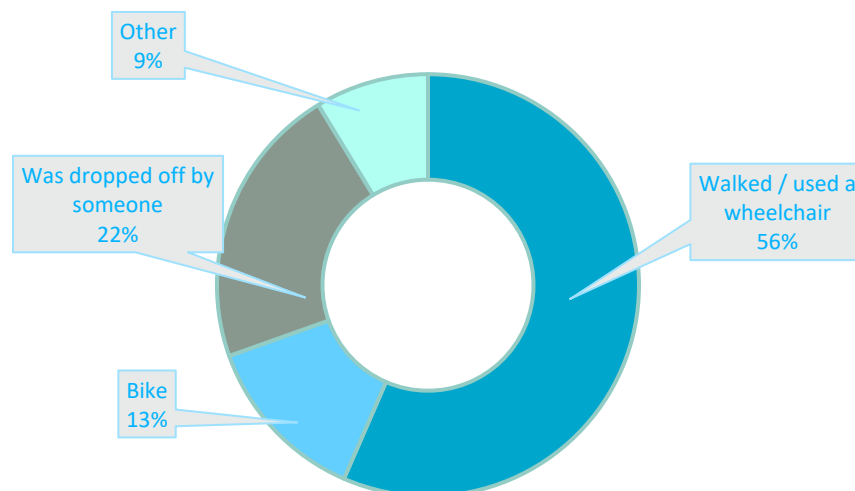
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Figure 96 | Passenger Survey Question: For your most common trip, where are you going?



Over half of respondents reported walking or using a wheelchair when asked what mode of transportation they commonly use to reach their initial transit stop as shown in **Figure 97**. Passengers were then asked what mode of transportation they commonly use to reach their final destination. The vast majority (72.73%) reported walking to their final destination; 4.5% reported biking; and 4.5% reported being picked up or carpooling.

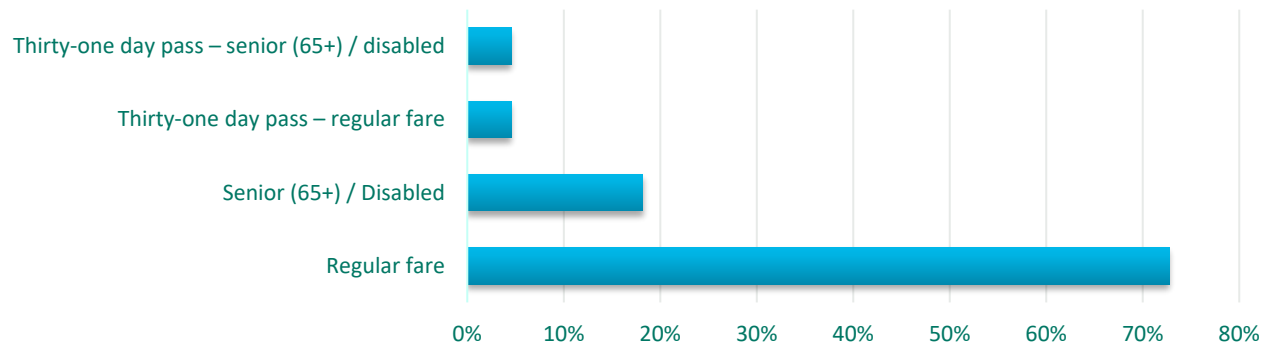
Figure 97 | Passenger Survey Question: For your most common trip, how did you get to your transit stop?



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EC Rider users were also asked which type of fare they paid for this one-way trip. As shown in **Figure 98**, most (73%) paid the regular cash-fare and 5% used a 31-day regular-fare pass. The reduced cash fare was paid by 18% with 5% using a 31-day reduced-fare pass.

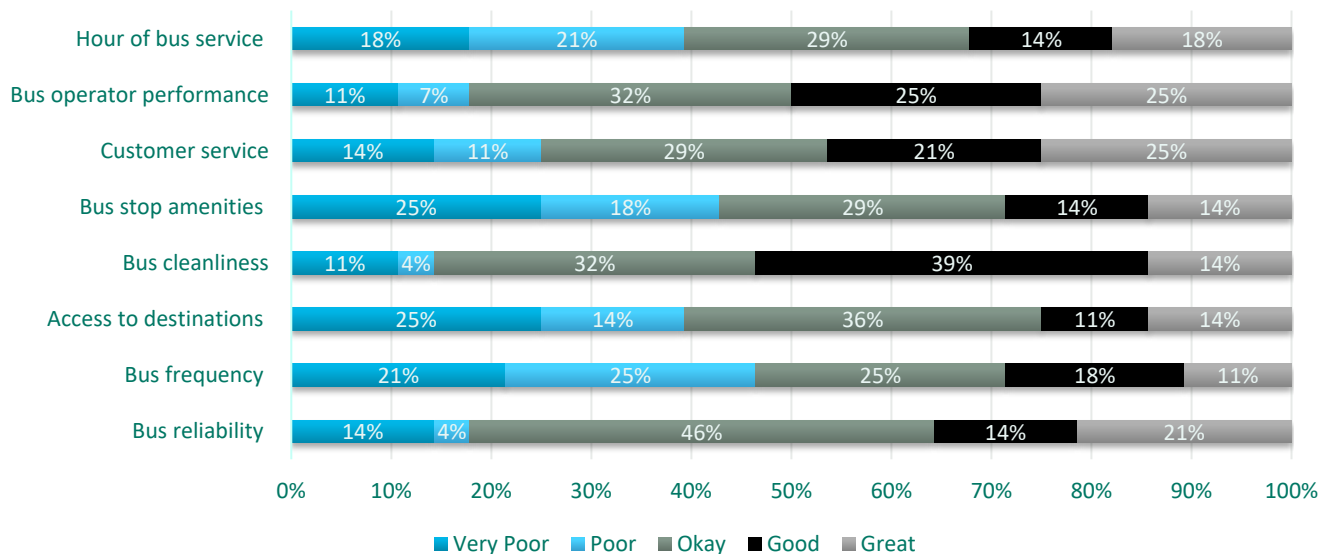
Figure 98 | Passenger Survey Question: What type of fare did you use for this trip?



Customer Satisfaction

Respondents were asked to share some ways that EC Rider is doing well and how they may be able to improve. **Figure 99** presents the customer satisfaction results of the EC Rider Survey. The survey responses indicate dissatisfaction with the quality and/or number of amenities offered at bus stops. EC Rider customers also expressed the desire for improvements to hours of bus service, bus frequencies, and access to destinations. Conversely, bus cleanliness, bus operator performance, customer service, and bus reliability generally received better ratings.

Figure 99 | Survey Question: Rate your experience on the following EC Rider features



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7.4.2.2 Phase 2 Survey

Travel Characteristics and Behaviors

To understand the existing system market, questions were asked about travel patterns, transportation mode choice, and the motivation behind these choices. Participants who did not ride EC Rider were asked additional questions to understand how the system could be adjusted to meet their needs. Most respondents are permanent residents in the EC Rider service area, as shown in **Figure 100**, with only 14% being seasonal or tourists. **Figure 101** and **Figure 102** show the breakdown of riding habits between permanent residents and visitors, respectively. In both groups, the majority do not ride EC Rider, with the non-rider percentage being 51% for permanent residents and 87.5% for visitors.

Figure 100 | Type of Resident/Visitor

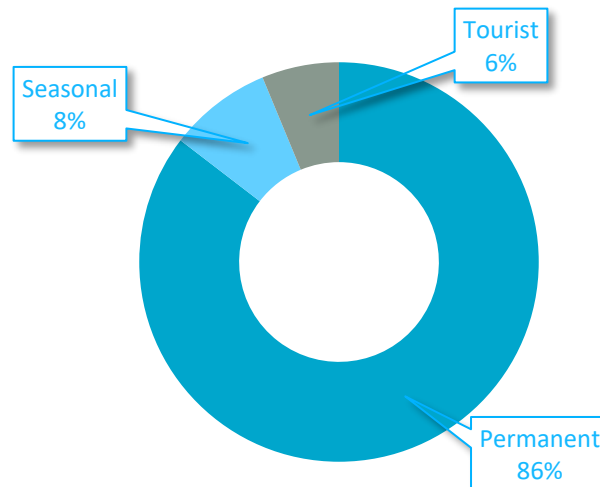
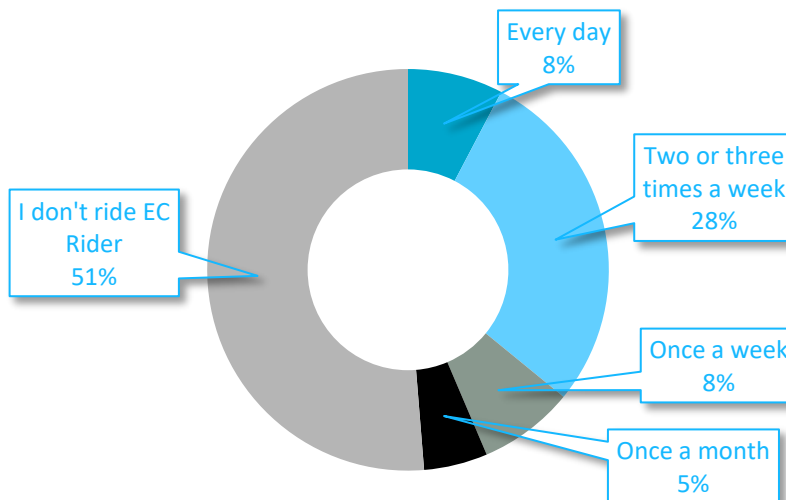


Figure 101 | Permanent Resident Riding Habit of EC Rider



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Figure 102 | Visitor Riding Habit of EC Rider

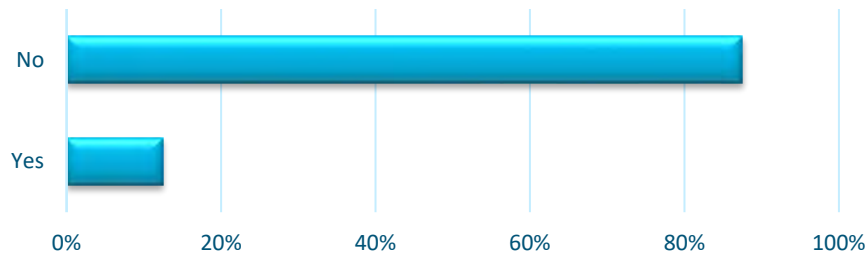
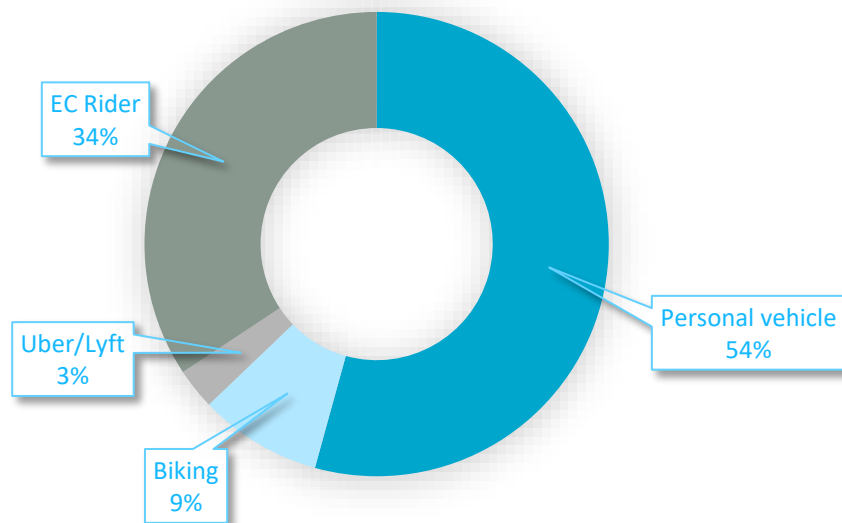


Figure 103 shows the mode of transportation used for respondents' most common trip. Over 50% said personal vehicle, with less than 35% using EC Rider. No respondent carpooled or walked to their most common trip.

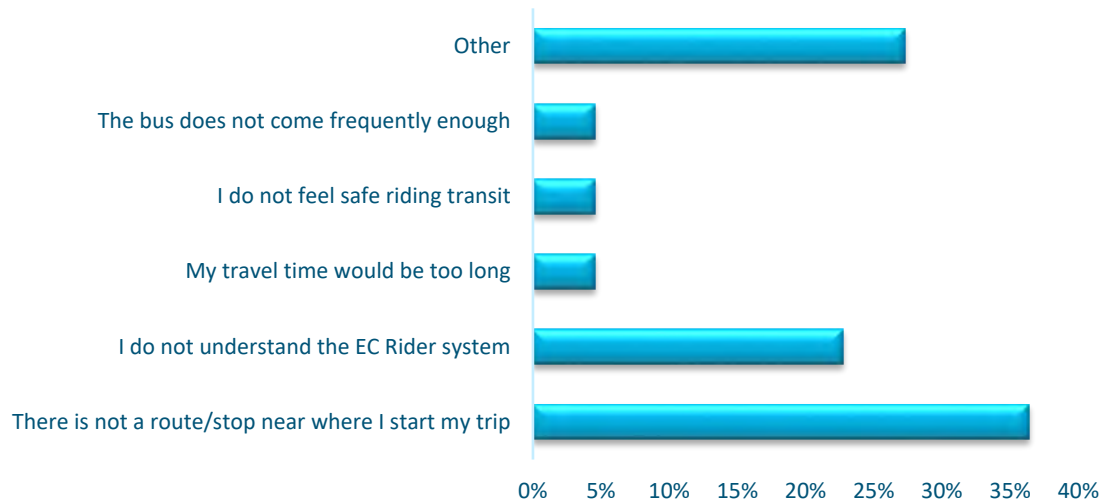
Figure 103 | Transportation Mode for Most Common Trip



For those who do not ride, the most common reason for this choice was that there is not a route or stops close by to the origin of their most common trip, as shown in **Figure 104**. The second most common reason is a lack of understanding for the system. Interestingly, no respondent indicated the option about not having a route or stop near where they started their trip.

Transit Development Plan 2022-2031

Figure 104 | Reasons for Not Choosing EC Rider

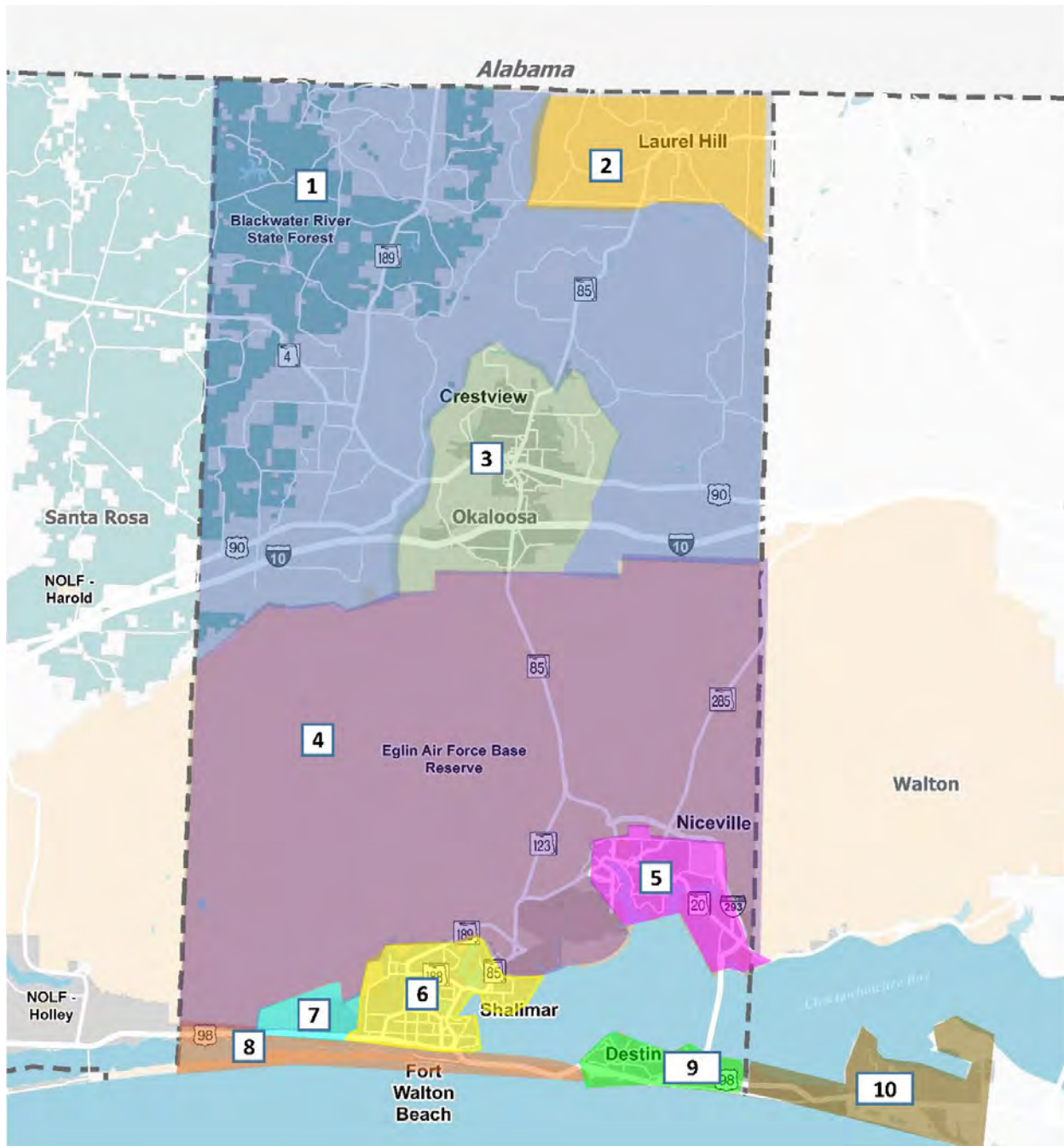


Participants who chose EC Rider as their mode of transportation and those who used other transportation methods were asked to identify which zone the origin of the trip would be in and which zone the destination is in based on the zones as mapped in **Figure 105**. Based on the response, the most common origin zones for respondents included the areas of Crestview, Shalimar, and Destin. The most common destinations included Shalimar and Niceville as shown in **Figure 106** and **Figure 107**.



Transit Development Plan 2022-2031

Figure 105 | Passenger Survey Question: Zone Map



Transit Development Plan 2022-2031

Figure 106 | Passenger Survey Question: In what zone do you typically begin your trip?

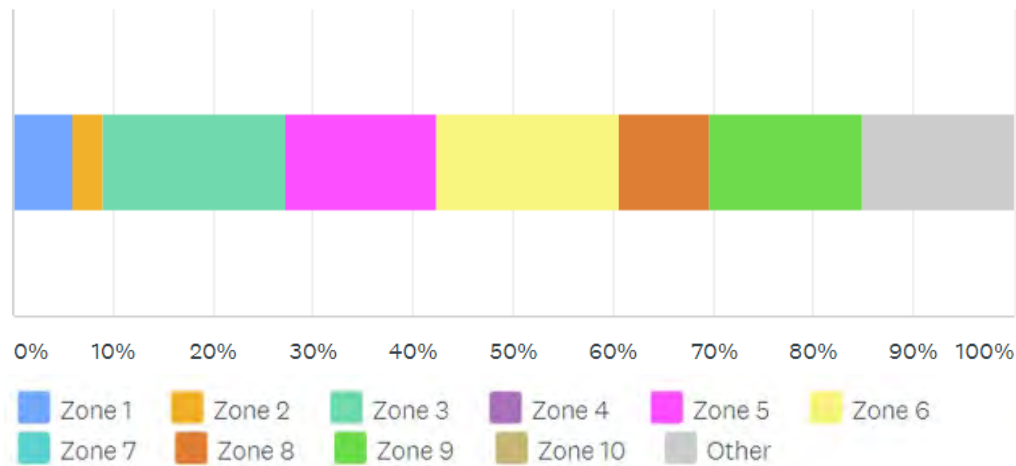
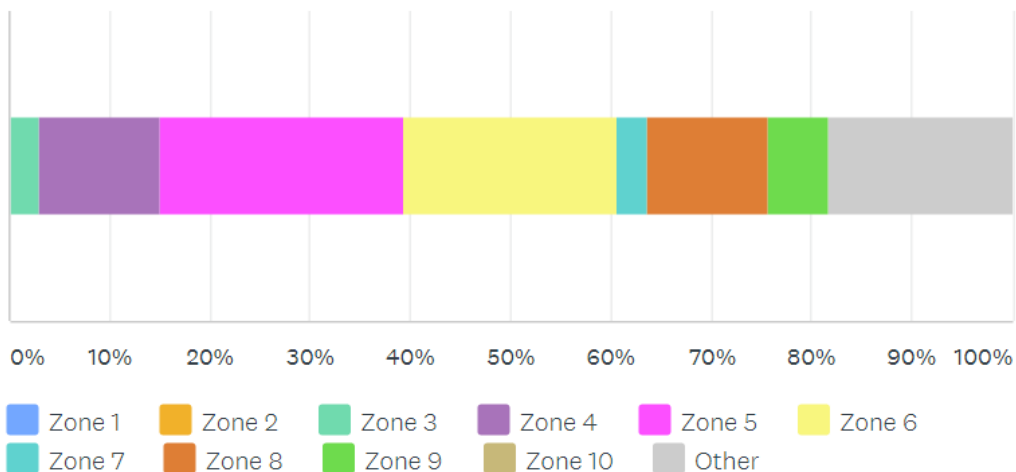


Figure 107 | Passenger Survey Question: In what zone is your destination?



Future Improvements

Developing a relationship to garner feedback from the community is an important aspect of planning for the future. Asking questions about where improvements should be made and how these goals can be accomplished assists in fulfilling the community's vision.

Respondents were asked if they would prioritize improving the existing system or expanding the system to new service areas. The results indicated that 55% of those surveyed would rather improve the existing system to include frequency improvements and extended service hours rather than to expand the system to new areas (**Figure 108**).



Transit Development Plan 2022-2031

Figure 108 | Preference on Prioritization of Resources

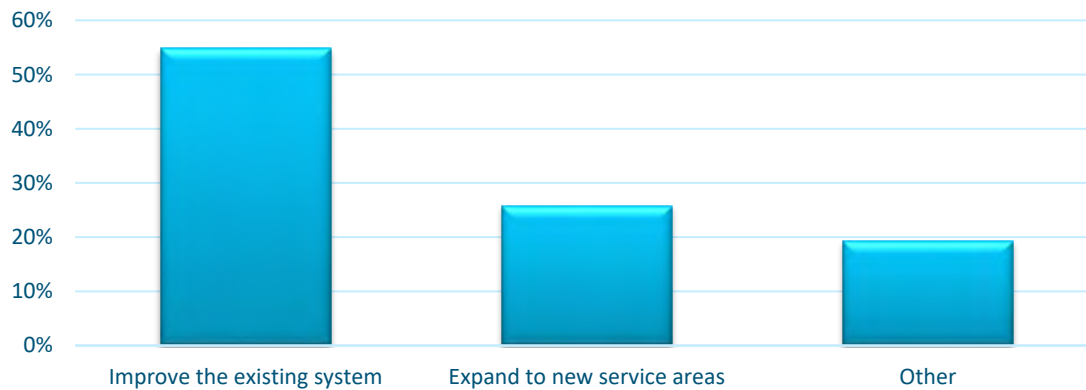
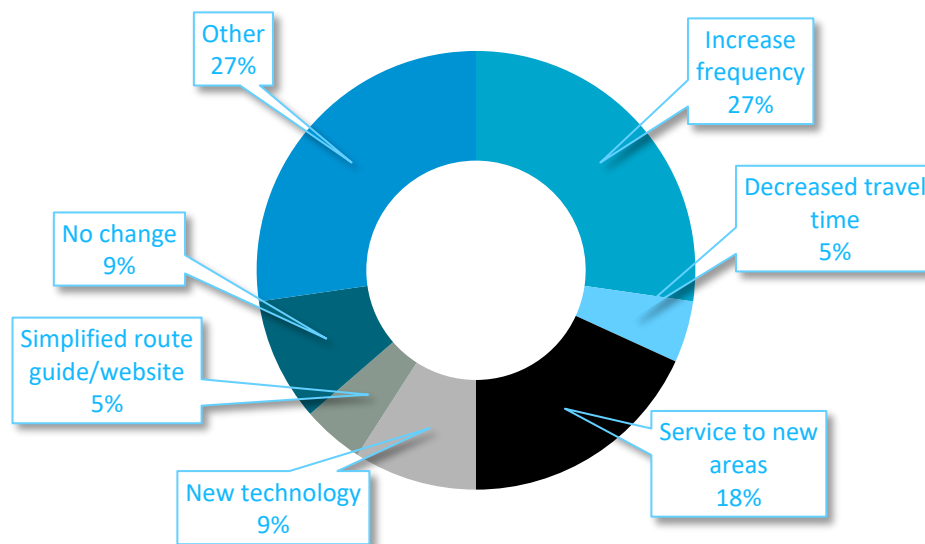


Figure 109 presents the improvements respondents would like to see made to the system, with 27% suggesting increased route frequency and 18% providing service to new areas. "Other" responses accounted for 27% of the responses, which included asking for updated information about routes and service hours on the website and improved payment reliability. While additional amenities were also an option on the survey, none of the respondents selected it.

Figure 109 | Most Desired Improvements

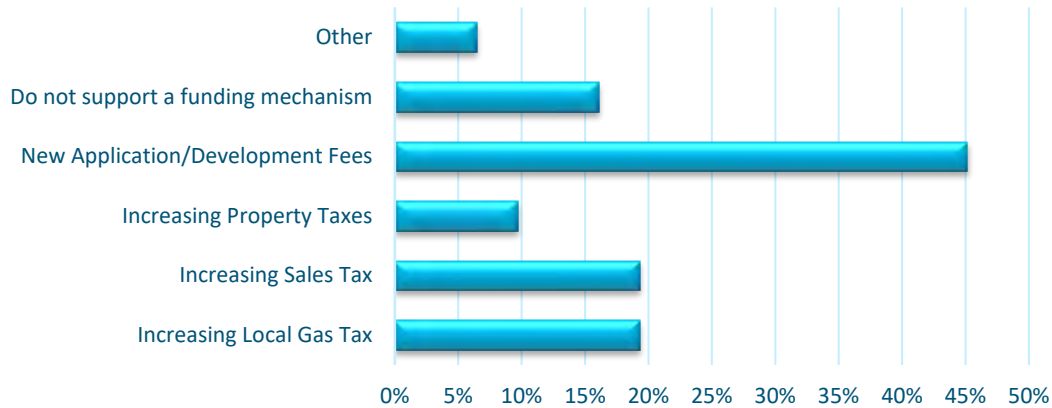


When asked which funding mechanism they would support to implement these changes, almost half of those who responded said they would support new application and/or development fees. Increasing local gas tax and increasing sales tax also show a high level of support, each at 17%, according to **Figure 110**.



Transit Development Plan 2022-2031

Figure 110 | Supported Funding Mechanisms

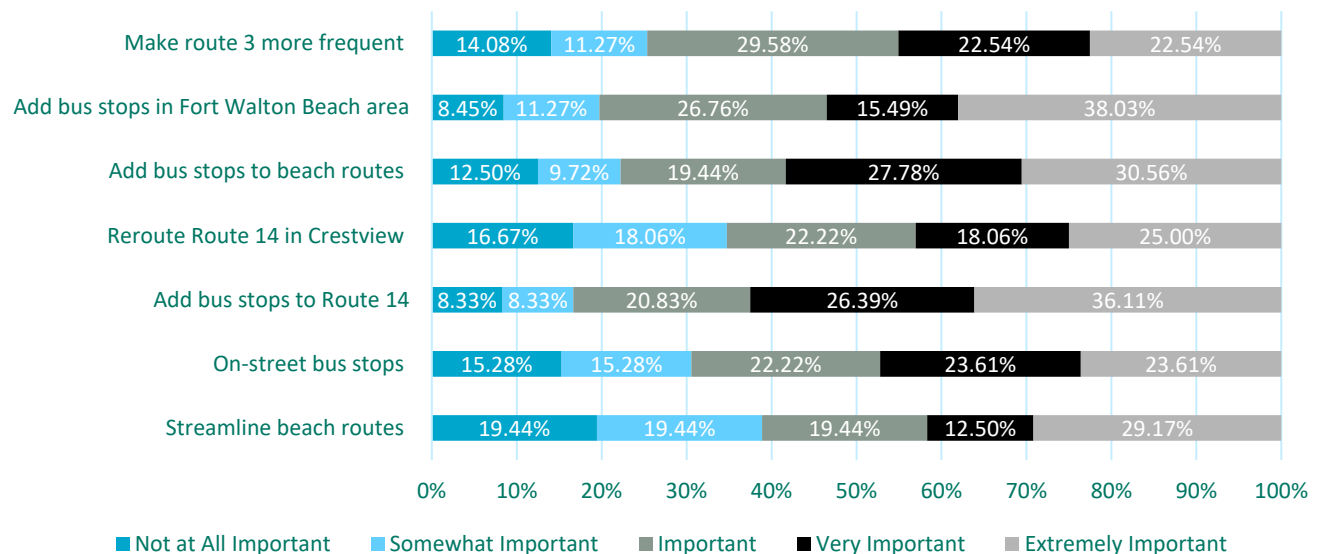


7.4.2.3 Phase 3 Survey

Potential Improvements

Respondents were asked to provide input regarding how to prioritize potential improvements for the EC Rider system. **Figure 111** presents the results based on level of importance for each proposed improvement. The survey responses indicate that adding bus stops to improve access for the beach area, along Route 14, and the Fort Walton Beach area is a priority for the Okaloosa County community. Streamlining the beach routes is also a high priority for the community as this could improve mobility for congested corridors such as Highway 98.

Figure 111 | Prioritize Future Improvements



Transit Development Plan 2022-2031

8.0 Ten-Year Plan

8.1 Implementation Timeline

The changes discussed in **Section 6.0** are proposed to be implemented according to the timeframe outlined in **Table 61**. The short-term changes could take place in the first three years. The smallest changes would occur in the first year. The discontinuation of Route 5 and the maximization of Route 14 would occur in the second year to allow time for outreach and installation of many bus stop signs. In the third year, the beach route transformation would take place. Such would allow time for outreach, the addition of new bus stop signs, and other agency actions needed for the transition. The five proposed longer-term changes would occur in the second five years of the ten-year horizon at one change per year. The first two changes would require significant operational investments but not involve capital costs. The latter three would require the purchase of additional vehicles. Funding is projected to be available for all changes to be implemented on this schedule, as subsequently discussed. The system's performance will be monitored annually in accordance with the Goals & Objectives in **Section 2.0**.

Table 61 | Implementation Schedule

Year	Changes
Short Term Changes	
2022	Routes 1, 2, & 4 – Stop additions and minor adjustments
2023	1. Route 3 – Increased frequency, stop additions, and minor adjustments 2. Route 5 – discontinued 3. Route 14 – Stop additions and slight routing adjustments
2024	Beach routes – Replace Routes 20-33 with new Routes 40-42
Long Term Changes	
2027	Saturday service – Run all routes on Saturdays at the same service levels as weekday
2028	Evening service – Add one full cycle to the existing span on weekdays for all routes
2029	Frequency improvements – Double the frequency of Routes 1-4
2030	1. New Crestview to Destin Commons route – add new route Crestview to the Destin Commons area via the FL-293 bridge. The northern terminus would be where FL-85 meets Airport Road, and the route would serve Crestview's Main Street, City Hall, and Northwest Florida State College (NWFSC) following the path of Route 14. 2. Extend Route 14 – extend Route 14 north to where FL-85 meets Airport Rd.
2031	Crestview Circulator – flex route providing local service in Crestview.



Transit Development Plan 2022-2031

8.2 Financial Plan

The financial plan for implementing these changes involves estimating costs and revenue sources. The Public Transit Office of the Florida Department of Transportation (FDOT) provides a spreadsheet tool that was used for this purpose. Additionally, the Okaloosa County Grants Administration provided a draft budget for Fiscal Year 2022 (FY 2022). Costs and revenues were estimated and projected into future years, in most cases based on an inflation rate of 2.1% per year from the Federal Reserve Bank of Atlanta.

Operating costs are estimated based on the 2019 transit agency profile for EC Rider from the National Transit Database (NTD). The profile reported that all expenditures for fixed route were operating. This differs significantly from the FY 2022 budget provided, so a scaling factor was applied to estimate an operating cost rate of \$33.77 per revenue hour for fixed route. This rate was used to estimate operating costs associated with both maintaining the existing fixed route system and with providing service improvements. For paratransit, operating costs were estimated at a rate of \$30.75 per revenue hour. The 2019 total annual revenue hours for paratransit were taken directly from the NTD profile. The total cost to maintain the service was calculated and projected into future years. This hourly rate was also used to calculate the cost of providing supporting paratransit for service that may require it.

Capital costs were estimated based on the FY 2022 budget and rates provided directly from EC Rider. Vehicles are replaced at an annual rate of 2-5 and each cost between \$75,000 and \$99,000. For this financial analysis, an average rate of \$87,000 per vehicle is assumed. The next ten years assume an alternating pattern of 3-4 vehicles replaced annually to maintain the existing system. Most other existing capital expenses were projected into the future at the rate of inflation. To install new bus stops for service improvements, the cost is assumed at a rate of \$1,000 per stop.

Grant revenues and local funds were estimated based on the FY 2022 budget. Many of them are simply grown at the rate of inflation. The amounts of the 5307 grant from the Federal Transit Administration (FTA) were computed based on state and local revenues, as it requires a 50% match from these for operating expenses and a 20% match for capital expenses. It was ensured that total 5307 expenditures would not exceed the most recent 2021 apportionment grown at the rate of inflation and 25% of the rate of population growth. The amounts of the State Block Grant were computed based on local sources excluding fare revenues, as a 50% match is required. It was ensured not to exceed the 2019 expenditure, grown year after year based on population and projected ridership. Notably, the State Block Grant is not currently being



Transit Development Plan 2022-2031

awarded to EC Rider but is expected to after CARES Act funding is exhausted in 2025. The other coronavirus-based grant – the American Rescue Plan (ARP), is assumed to be a one-time grant.

Fare revenues are projected based on values in the 2019 NTD report and changes in forecasted ridership. They are not grown at the rate of inflation, but the fare increase that took effect in November 2019 was considered. This increase is forecasted to result in lower ridership but a higher overall fare revenue. Demand response fare revenue is projected to grow with background fixed route ridership growth but not from growth based on service improvements, unless such an improvement would involve additional paratransit service. Because TBEST future year scenarios are in 2031, yet service improvements would be implemented sooner, ridership and resulting revenue growth is interpolated based on the computed annual exponential growth rate. For short term improvements, the ridership increase is expected to be substantially greater than the cost increase, to the point that the improvements often “pay for themselves” with respect to operating costs. For longer term improvements, although a focus on ridership increases is beyond the scope of this TDP, TBEST was used for most changes to estimate ridership changes and resulting fare revenue increases. For the Crestview Circulator, the fare revenue was estimated at 10% of the cost reported in the previous TDP and grown at the rate of inflation.

Table 62 provides a summary of the financial plan analysis. The rollover stated in 2022 is the difference between the allowed capital expenditures for the 5307 grant and what is stated in the FY 2022 budget. Expenditures of 5307 funds are often shown to be from previous years. For other years, funds are often rolled over into later years as more improvements are implemented and coronavirus-based grants run out. Surpluses become significantly smaller in later years. Nonetheless, a surplus is projected in every year, with an overall surplus of \$6.3 million over the next ten years.

The list of projects and their implementation does not address all needs in Okaloosa County.

Table 63 provides a list of unfunded needs. Nonetheless, they would help transit to play a more significant role in the life of Okaloosa County.



Transit Development Plan 2022-2031

Table 62 | Ten Year Financial Plan Summary

Cost/Revenue	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	10 Year Total
Operating Costs											
Maintain Existing Fixed Route	\$1,104,728.69	\$1,127,928.00	\$1,151,614.48	\$1,175,798.39	\$1,200,490.15	\$1,225,700.45	\$1,251,440.16	\$1,277,720.40	\$1,304,552.53	\$1,331,948.13	\$12,151,921.39
Maintain Paratransit	\$1,669,106.34	\$1,704,157.57	\$1,739,944.88	\$1,776,483.72	\$1,813,789.88	\$1,851,879.47	\$1,890,768.94	\$1,930,475.09	\$1,971,015.06	\$2,012,406.38	\$18,360,027.35
FWB Route Improvements	\$2,911.90	\$3,908.83	\$3,990.92	\$4,074.73	\$4,160.30	\$4,247.66	\$4,336.86	\$4,427.94	\$4,520.92	\$4,615.86	\$41,195.93
Route 14 Improvements	\$-	\$8,422.03	\$8,598.89	\$8,779.47	\$8,963.84	\$9,152.08	\$9,344.27	\$9,540.50	\$9,740.85	\$9,945.41	\$82,487.33
Beach Route Redesign	\$-	\$-	\$87,167.28	\$88,997.79	\$90,866.75	\$92,774.95	\$94,723.22	\$96,712.41	\$98,743.37	\$100,816.98	\$750,802.75
Saturday Service – Fixed Route	\$-	\$-	\$-	\$-	\$-	\$293,601.48	\$299,767.11	\$306,062.22	\$312,489.52	\$319,051.80	\$1,530,972.13
Saturday Service – Supporting Paratransit	\$-	\$-	\$-	\$-	\$-	\$73,400.37	\$74,941.78	\$76,515.55	\$78,122.38	\$79,762.95	\$382,743.03
Late Night Service	\$-	\$-	\$-	\$-	\$-	\$-	\$180,280.13	\$184,066.01	\$187,931.40	\$191,877.96	\$744,155.50
Frequency Increases	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$553,063.89	\$564,678.23	\$576,536.47	\$1,694,278.60
Destin Commons to Crestview Route	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$254,160.46	\$259,497.83	\$513,658.28
Crestview Circulator	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$135,390.17	\$135,390.17
Total Operating Costs	\$2,776,746.94	\$2,844,416.43	\$2,991,316.46	\$3,054,134.10	\$3,118,270.92	\$3,550,756.45	\$3,805,602.47	\$4,438,584.01	\$4,785,954.73	\$5,021,849.95	\$36,387,632.45
Capital Costs											
Replace Vehicles	\$1,305,000.00	\$355,308.00	\$272,077.10	\$370,387.63	\$283,624.33	\$386,107.25	\$295,661.63	\$402,494.03	\$308,209.80	\$419,576.27	\$4,398,446.03
New Bus Stops	\$38,000.00	\$91,890.00	\$91,734.81	\$-	\$-	\$-	\$-	\$-	\$108,641.00	\$-	\$330,265.81
New Vehicles for Increased Service	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$402,494.03	\$102,736.60	\$104,894.07	\$610,124.69
General Capital Expenses	\$1,149,414.60	\$1,173,552.31	\$1,198,196.91	\$1,500,581.48	\$1,249,049.58	\$1,275,279.62	\$1,302,060.49	\$1,329,403.76	\$1,664,900.54	\$1,385,824.99	\$13,228,264.27
Capital reserves	\$127,598.00	\$130,277.56	\$133,013.39	\$135,806.67	\$138,658.61	\$141,570.44	\$144,543.42	\$147,578.83	\$150,677.99	\$153,842.22	\$1,403,567.11
Surveillance/Security Equipment for Transit Building	\$22,500.00	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$22,500.00
Total Capital Costs	\$2,642,512.60	\$1,751,027.86	\$1,695,022.20	\$2,006,775.78	\$1,671,332.51	\$1,802,957.31	\$1,742,265.54	\$2,281,970.64	\$2,335,165.92	\$2,064,137.55	\$19,993,167.92
Revenues											
CARES Act	\$2,645,694.86	\$1,055,483.71	\$1,050,271.51	\$1,055,483.71	\$-	\$-	\$-	\$-	\$-	\$-	\$5,806,933.78
American Rescue Plan	\$38,000.00	\$707,418.00	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$745,418.00
Other Federal Grants	\$2,596,930.98	\$2,675,642.00	\$2,788,698.99	\$2,832,652.86	\$3,592,415.39	\$3,670,982.05	\$3,751,267.47	\$3,833,309.27	\$3,917,145.87	\$4,002,816.57	\$33,661,861.44
State Grants	\$598,262.00	\$610,825.50	\$623,652.84	\$636,749.55	\$1,079,126.72	\$1,101,788.38	\$1,124,925.93	\$1,148,549.38	\$1,172,668.91	\$1,197,294.96	\$9,293,844.17
Local General Revenue	\$57,500.00	\$58,707.50	\$59,940.36	\$61,199.11	\$62,484.29	\$63,796.46	\$65,136.18	\$66,504.04	\$67,900.63	\$69,326.54	\$632,495.09
Local Program	\$346,070.00	\$353,337.47	\$360,757.56	\$368,333.47	\$376,068.47	\$383,965.91	\$392,029.19	\$400,261.80	\$408,667.30	\$417,249.31	\$3,806,740.48
Fixed Route Fare Revenue	\$121,294.95	\$158,360.46	\$228,924.00	\$229,528.13	\$230,134.14	\$262,052.02	\$275,882.52	\$308,811.76	\$348,985.58	\$363,500.99	\$2,527,474.55
Demand Response Fare Revenue	\$578,400.94	\$580,203.73	\$582,012.13	\$583,826.17	\$585,645.86	\$614,236.50	\$616,150.53	\$618,070.52	\$619,996.49	\$621,928.47	\$6,000,471.34
Total Revenue	\$6,982,153.72	\$6,199,978.38	\$5,694,257.38	\$5,767,772.99	\$5,925,874.85	\$6,096,821.30	\$6,225,391.82	\$6,375,506.76	\$6,535,364.79	\$6,672,116.84	\$62,475,238.85
10 Year Cost-Feasible Plan											
Total Revenue	\$6,982,153.72	\$6,199,978.38	\$5,694,257.38	\$5,767,772.99	\$5,925,874.85	\$6,096,821.30	\$6,225,391.82	\$6,375,506.76	\$6,535,364.79	\$6,672,116.84	\$62,475,238.85
Total Cost	\$5,419,259.54	\$4,595,444.30	\$4,686,338.66	\$5,060,909.88	\$4,789,603.43	\$5,353,713.76	\$5,547,868.00	\$6,720,554.65	\$7,121,120.65	\$7,085,987.50	\$56,380,800.37
Rollover From Previous Year (To Future Year)	\$240,239.74	\$(3,693.57)	\$(415,239.78)	\$(125,685.54)	\$(123,936.66)	\$(59,480.44)	\$(659,268.65)	\$361,311.96	\$599,981.91	\$426,010.78	\$240,239.74
Surplus (Shortfall)	\$1,803,133.93	\$1,600,840.51	\$592,678.94	\$581,177.57	\$1,012,334.76	\$683,627.10	\$18,255.17	\$16,264.07	\$14,226.05	\$12,140.12	\$6,334,678.22



Transit Development Plan 2022-2031

Table 63 | Unfunded Needs

Need	Description
Sunday & Holiday Service	Providing service on Sundays and holidays would allow service workers to access jobs and also support the tourism economy, such that more people can visit without needing an automobile.
Regional Connections	Provide links to transit services in neighboring counties, such that there is a continual transit network from Pensacola to Panama City.
Bus stop upgrades	Upgrade bus stops with shelters and amenities.



Transit Development Plan 2022-2031

9.0 Appendix A. Future Land Use Maps



Town of Cinco Bayou Future Land Use Map

Legend

- Commercial (C)
- Medium Density Residential (MDR)
- Mixed Use Residential (MUR)
- Public Use (PU)
- Recreational/Conservation (REC)
- CITY (CITY)
- WATER

WATER

PU

MUR

C

REC

CITY



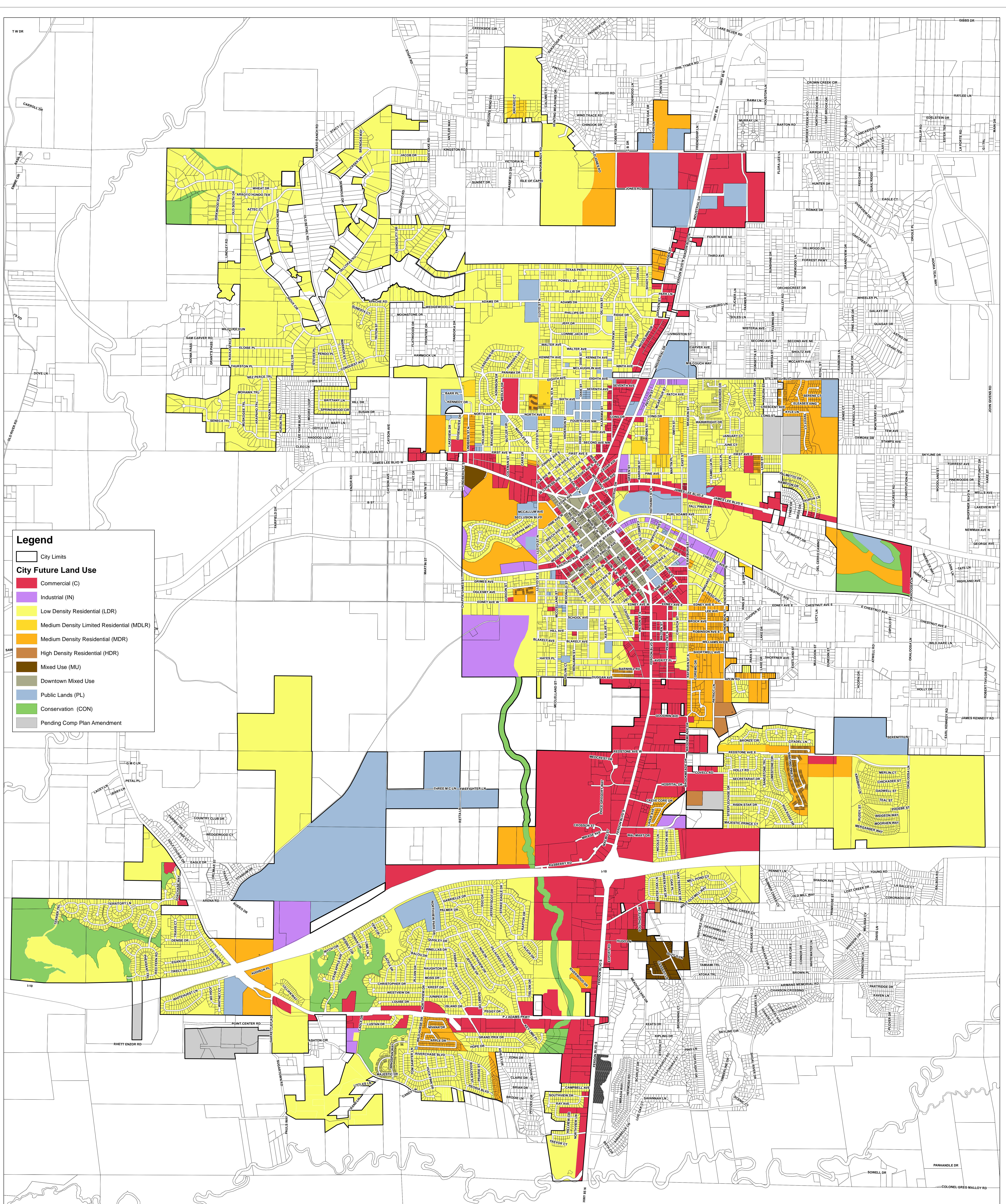
MAP PROJECTION:
Lambert Conformal Conic Projection
Stateplane: Florida North (2003)
NAD 1983/03, NAD 1983

PUBLIC RECORD:
This map was created by Okaloosa County GIS
and is in the public domain pursuant
to Chapter 119, Florida Statutes.

DISCLAIMER:
Okaloosa County hereby expressly disclaims
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these maps, indices or legends.



Town of
Cinco Bayou
Future Land Use is subject to change
check with Town Manager/Clerk for
the most current information. 3/01/2007



Legend

- City Limits
- City Future Land Use**
- Commercial (C)
- Industrial (IN)
- Low Density Residential (LDR)
- Medium Density Limited Residential (MDLR)
- Medium Density Residential (MDR)
- High Density Residential (HDR)
- Mixed Use (MU)
- Downtown Mixed Use
- Public Lands (PL)
- Conservation (CON)
- Pending Comp Plan Amendment

0 500 1,000 2,000 3,000 4,000 Feet

W N E S

FUTURE LAND USE - 2020

AS AMENDED BY ORDINANCE 1681 ADOPTED ON MARCH 11, 2019

PREPARED BY COMMUNITY DEVELOPMENT SERVICES
PARCEL INFORMATION PROVIDED BY OKALOOSA COUNTY GIS DEPARTMENT
NAD 1983 2011 FLA STATE PLANE, NORTH ZONE U S SURVEY FEET (FL83-NF)

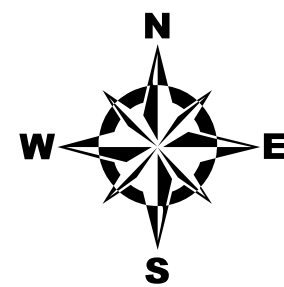
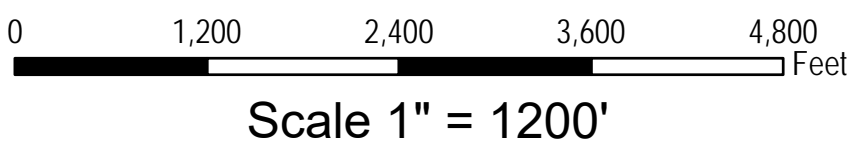


Map File: FLUM_03_28_2019.mxd
Prepared: March 28, 2019

FUTURE LAND USE

Adopted February 8, 2011

City of Fort Walton Beach
Public Works Department



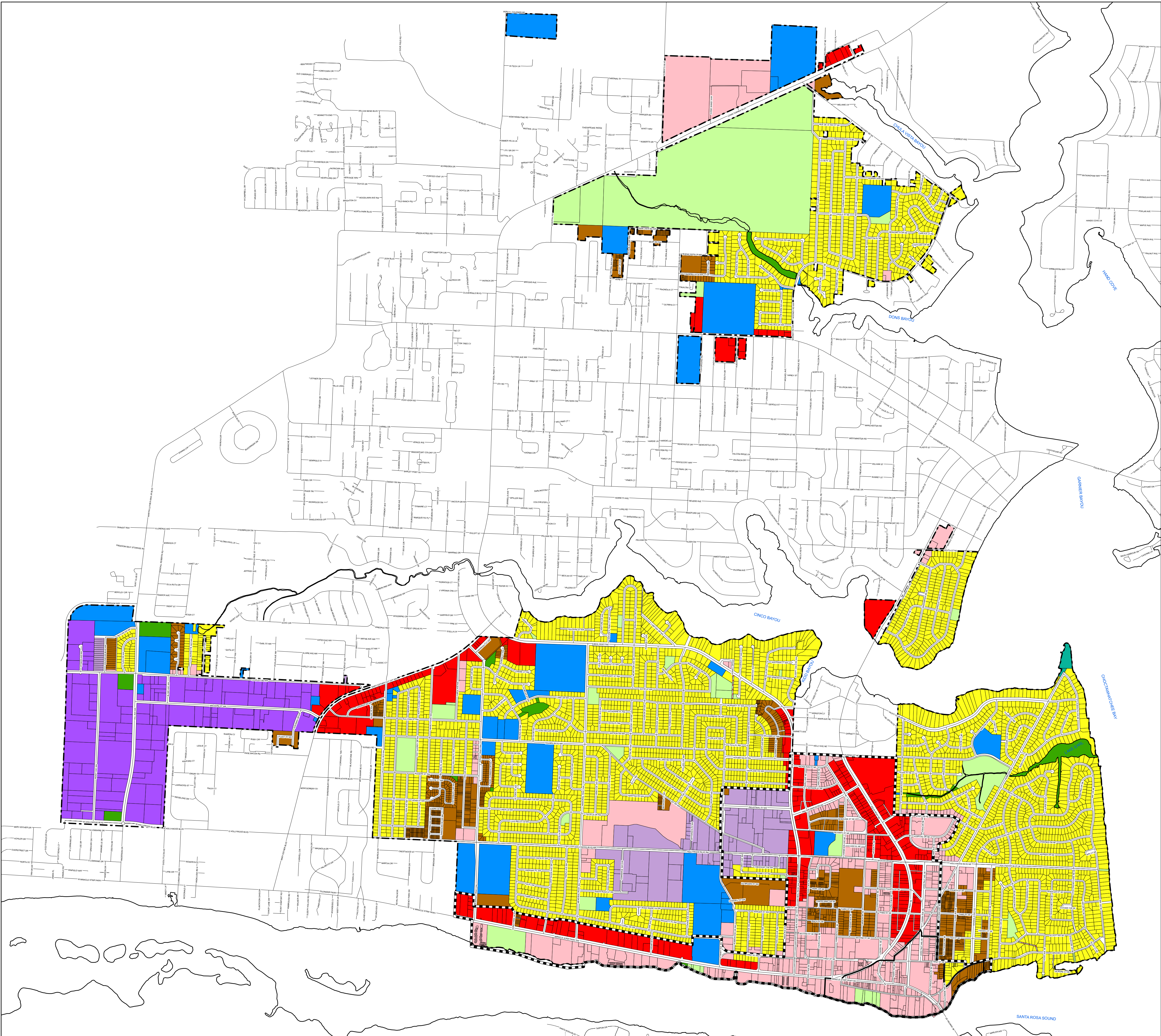
Prepared by the
City of Fort Walton Beach
GIS Division

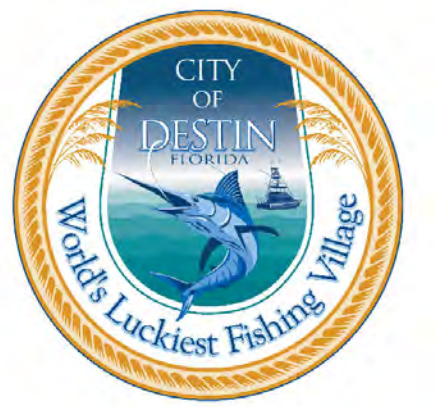
Legend

- Downtown Design Overlay District (DDO)
- Transportation Concurrence Exception Area
- City Limits
- FUTURE LAND USE**
- LDR - LOW DENSITY RESIDENTIAL
- MDR - MEDIUM DENSITY RESIDENTIAL
- MU - MIXED USE
- COM - COMMERCIAL
- MBI - MIXED BUSINESS/INDUSTRIAL
- IND - INDUSTRIAL
- CIU - CIVIC, INSTITUTIONAL & UTILITY
- REC - RECREATION
- CNS - CONSERVATION
- PC - PRIVATE CLUB
- NF - NOT FLUMED

REVISIONS

ORD. #	DATE	ORD. #	DATE
1848	4/12/2011	1984	3/13/2018
1862	4/10/2012	1992	8/28/2018
1863	4/10/2012	1994	9/25/2018
1882	12/10/2013	2009	4/9/2019
1901	8/26/2014	2018	9/24/2019
1907	10/28/2014		
1909	1/13/2015		
1912	4/28/2015		
1928	1/11/2016		
1938	3/22/2016		
1954	11/15/2016		
1962	12/20/2016		
1978	1/28/2018		





Map 1-1 Future Land Use Map 2020



NORTH
Scale 1" = 1000'

	City Limits
	CRA Boundaries
	Ocala County (Not in City Limits)

Residential

	BE - Bay Estates
	CBN - Crystal Beach Neighborhood
	HDR - High Density Residential
	LDR - Low Density Residential
	MDR - Medium Density Residential

Commercial

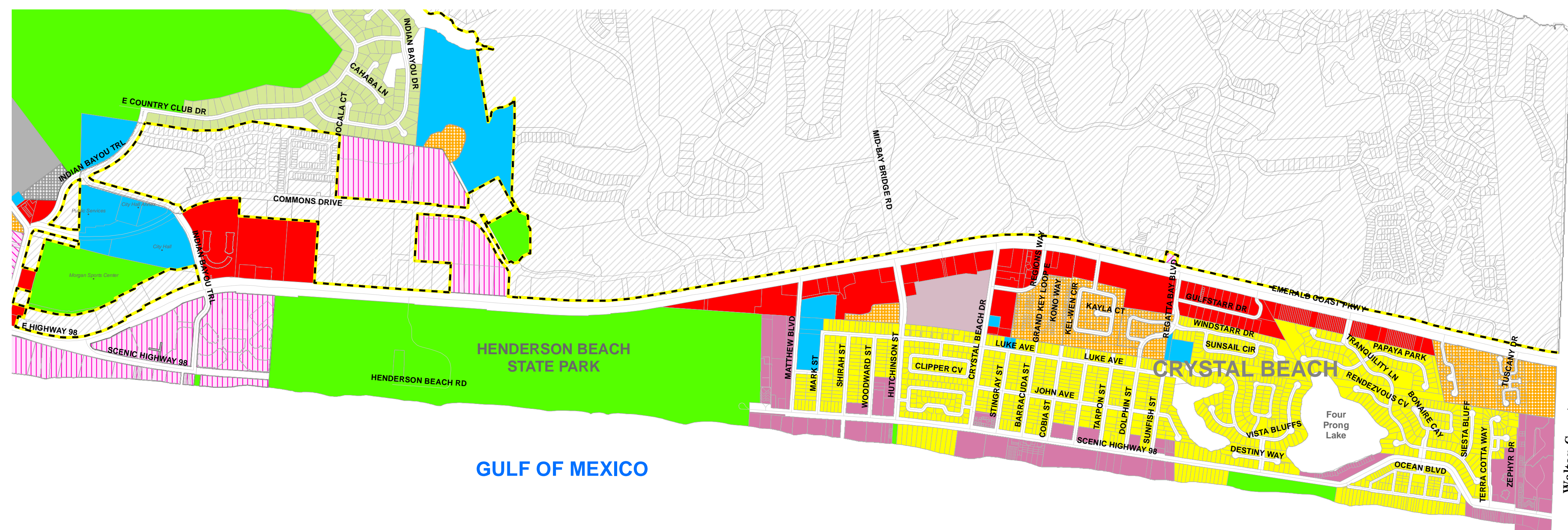
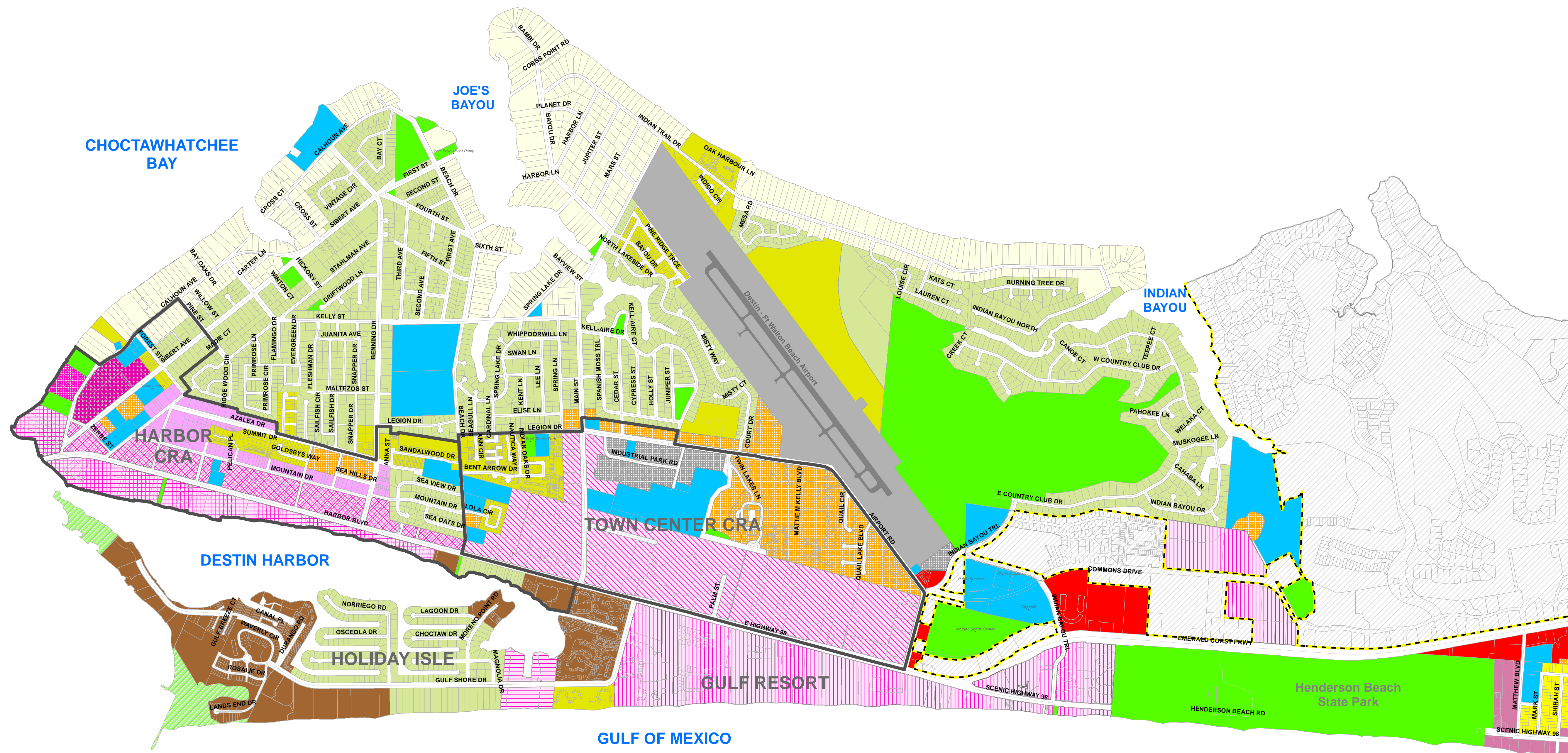
	CG - Commercial General
	CL - Commercial Limited
	CTS - Commercial Trades and Service

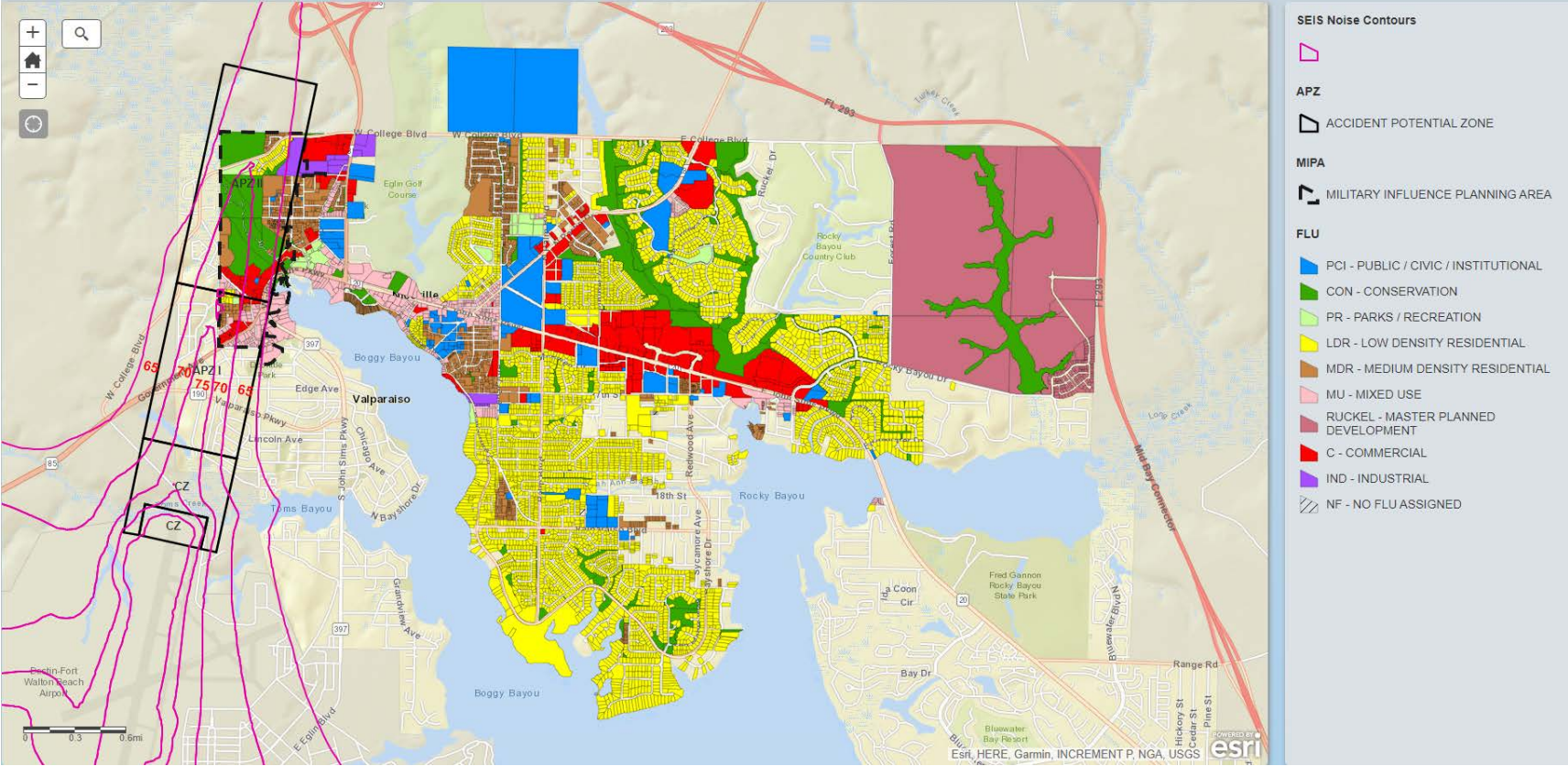
Mixed Use

	BRMU - Bay Resort Mixed Use
	CBR - Crystal Beach Resort
	CMU - Calhoun Mixed Use
	CMUV - Calhoun Mixed Use Village
	GRMU - Gulf Resort Mixed Use
	HIMU - Holiday Isle Mixed Use
	NHMu - North Harbor Mixed Use
	ROI - Residential, Office and Institutional
	SHMU - South Harbor Mixed Use
	TCMU - Town Center Mixed Use

	A - Airport
	CON - Conservation
	IN - Industrial
	INST - Institutional
	REC - Recreation

- Ord 16-21
- Ord 16-28
- Ord 17-29





Transit Development Plan 2022-2031

10.0 Appendix B. Route Profiles



ROUTE 1: NWFSC FWB to Elder Services

Characteristics¹

Span of Service	7:00 AM to 7:29 PM
Frequency	Every 75 minutes
Cycle Time	55 minutes
Route Distance	16.4 miles
Avg Operating Speed	17.9 miles per hour
Number of Buses	1 bus

Operating Statistics

Round Trips per Day	10
Annual Revenue-Miles	41,837
Annual Revenue-Hours	3,143
Annual Deadhead Hours	34.0
Annual Deadhead %	1.07%

Demographic Data²

Population	9,352
Jobs	8,276
Poverty	1,753
Minority	4,066
Seniors	1,452
Youth	2,133
W/ Disabilities	6,707
No Vehicles	440

Service Productivity³

Avg Daily Ridership	65
Riders/Revenue-Hour	5.3
Riders/Revenue-Mile	0.4
Riders/Round Trip	6.5

Financial Performance⁴

Avg Daily Revenue	\$52.2
Subsidy/Revenue-Hour	\$45.0
Subsidy/Revenue-Mile	\$3.4
Subsidy/Round Trip	\$55.4
Daily Operating Cost	\$606.4
Cost/Rider	\$9.3
Farebox Recovery Ratio	8.6%
Subsidy/Rider	\$8.5

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

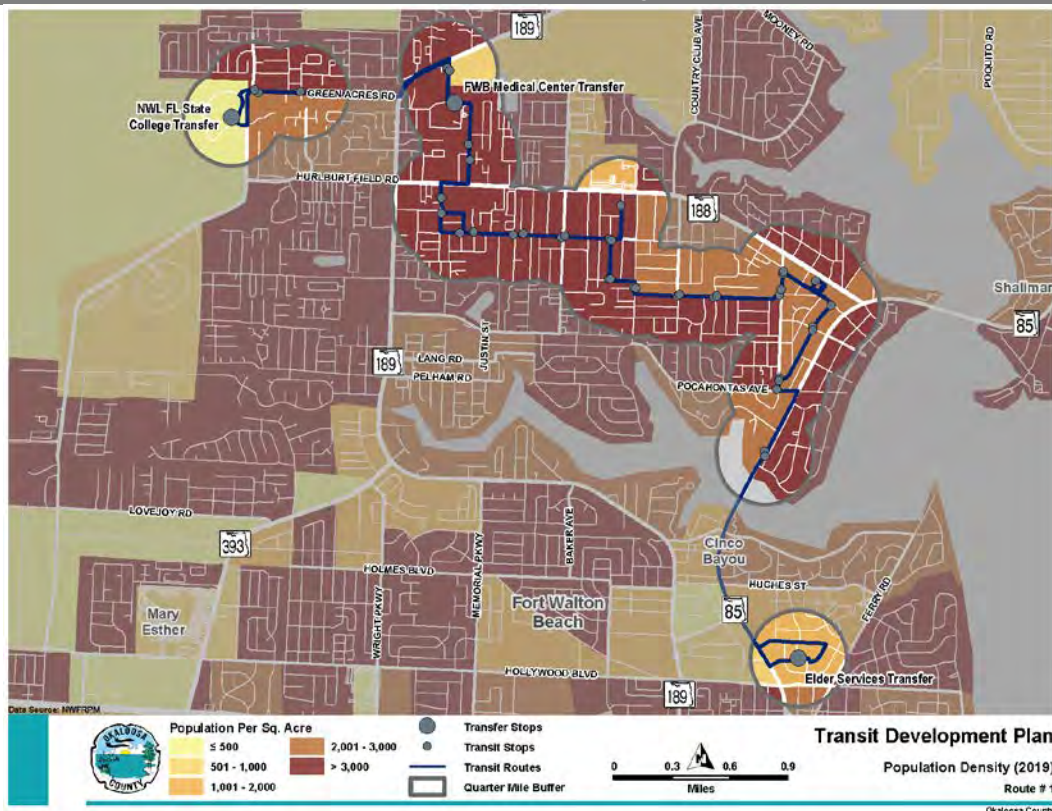
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

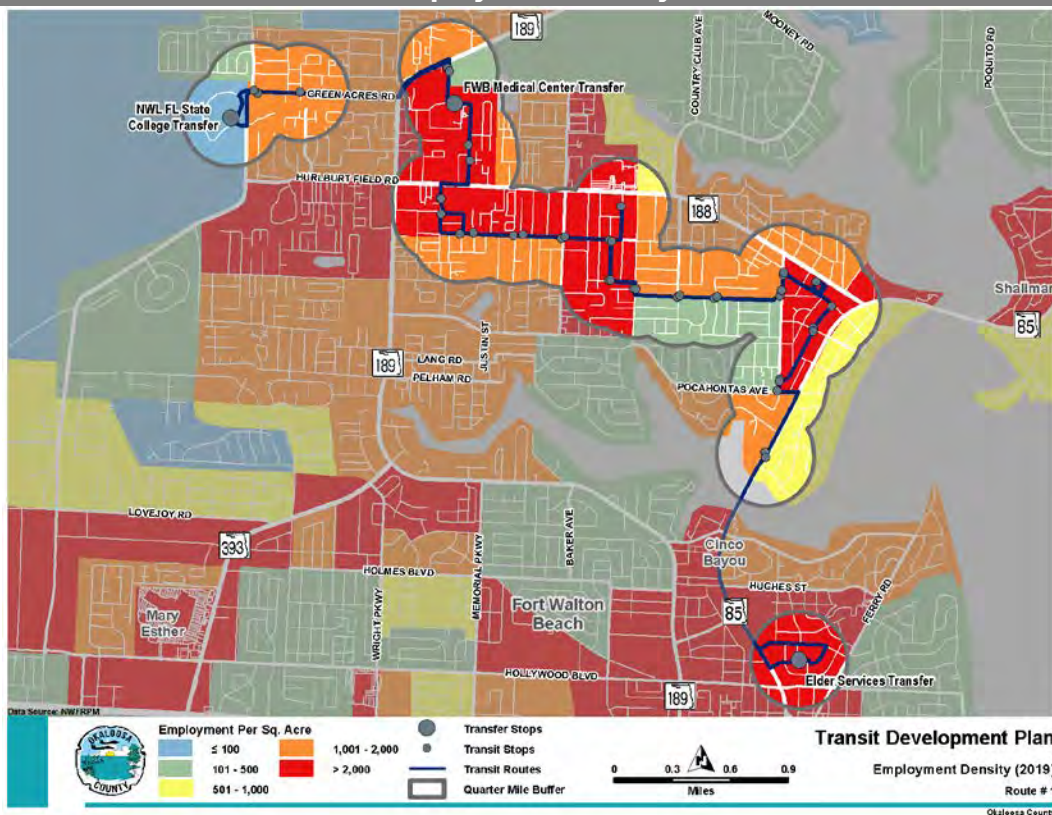
⁴ The metrics are for year 2019.

ROUTE 1: NWFSC FWB to Elder Services

Population Density⁵



Employment Density



⁵ Population and employment densities are based on the NWFSPM projected to 2019.

ROUTE 2: Mary Esther Post Office to Elder Services

Characteristics¹

Span of Service	7:10 AM to 6:46 PM
Frequency	Every 60 minutes
Cycle Time	34 minutes
Route Distance	10.3 miles
Avg Operating Speed	18.2 miles per hour
Number of Buses	1 bus

Operating Statistics

Round Trips per Day	12
Annual Revenue-Miles	31,599
Annual Revenue-Hours	2,980
Annual Deadhead Hours	37.5
Annual Deadhead %	1.24%

Demographic Data²

Population	5,622
Jobs	7,021
Poverty	1,014
Minority	2,082
Seniors	942
Youth	1,218
W/ Disabilities	3,492
No Vehicles	137

Service Productivity³

Avg Daily Ridership	29
Riders/Revenue-Hour	2.52
Riders/Revenue-Mile	0.24
Riders/Round Trip	2.45

Financial Performance⁴

Avg Daily Revenue	\$23.3
Subsidy/Revenue-Hour	\$47.2
Subsidy/Revenue-Mile	\$4.5
Subsidy/Round Trip	\$46.0
Daily Operating Cost	\$575.0
Cost/Rider	\$19.8
Farebox Recovery Ratio	4.1%
Subsidy/Rider	\$19.0

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

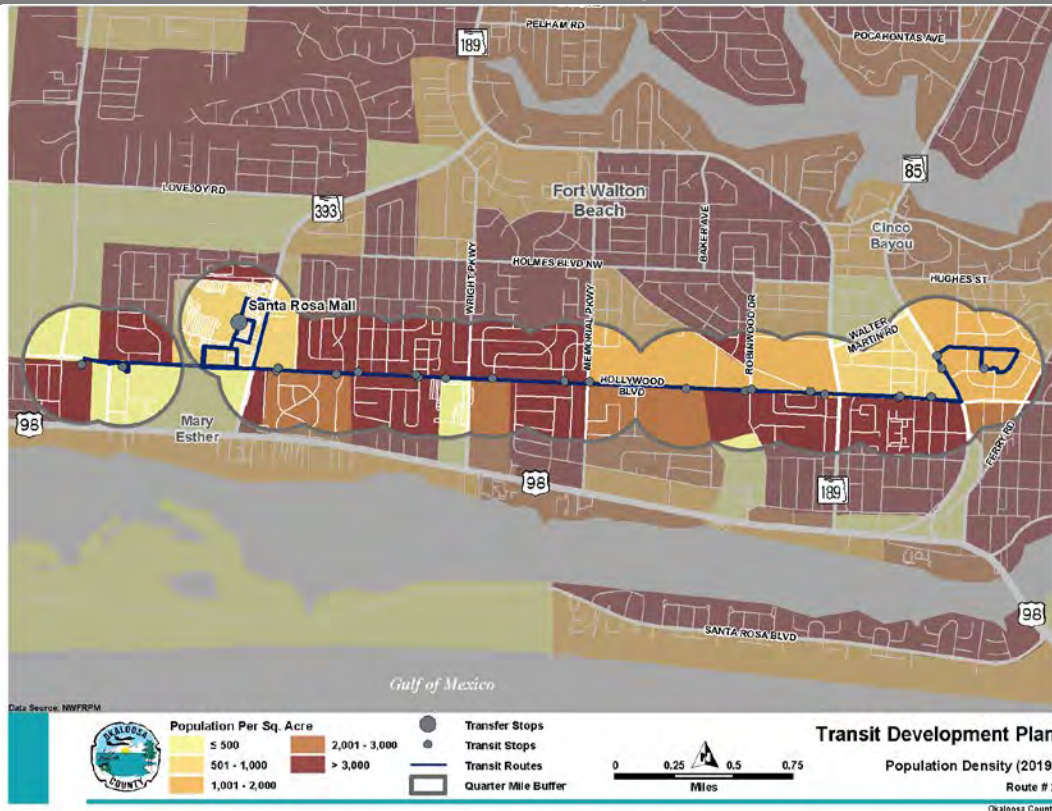
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

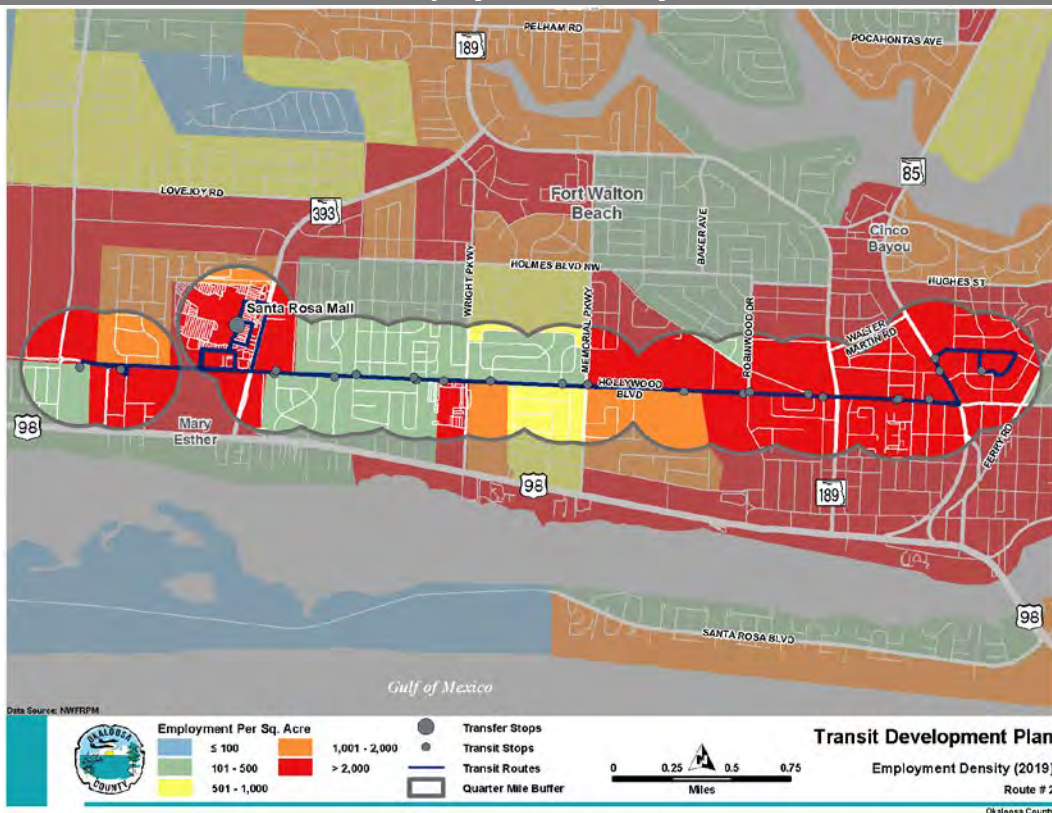
⁴ The metrics are for year 2019.

ROUTE 2: Mary Esther Post Office to Elder Services

Population Density⁵



Employment Density



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

ROUTE 3: Santa Rosa Mall to NWFSC FWB

Characteristics¹

Span of Service	6:30 AM to 7:42 PM
Frequency	Every 80-160 minutes
Cycle Time	64 minutes
Route Distance	16.9 miles
Avg Operating Speed	16 miles per hour
Number of Buses	1 bus

Operating Statistics

Round Trips per Day	7
Annual Revenue-Miles	30,186
Annual Revenue-Hours	3,628
Annual Deadhead Hours	41.1
Annual Deadhead %	1.12%

Demographic Data²

Population	7,955
Jobs	10,384
Poverty	1,412
Minority	3,103
Seniors	1,487
Youth	1,612
W/ Disabilities	5,481
No Vehicles	421

Service Productivity³

Avg Daily Ridership	23
Riders/Revenue-Hour	1.6
Riders/Revenue-Mile	0.2
Riders/Round Trip	3.3

Financial Performance⁴

Avg Daily Revenue	\$18.5
Subsidy/Revenue-Hour	\$47.9
Subsidy/Revenue-Mile	\$5.8
Subsidy/Round Trip	\$97.4
Daily Operating Cost	\$700.0
Cost/Rider	\$30.4
Farebox Recovery Ratio	2.6%
Subsidy/Rider	\$29.6

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

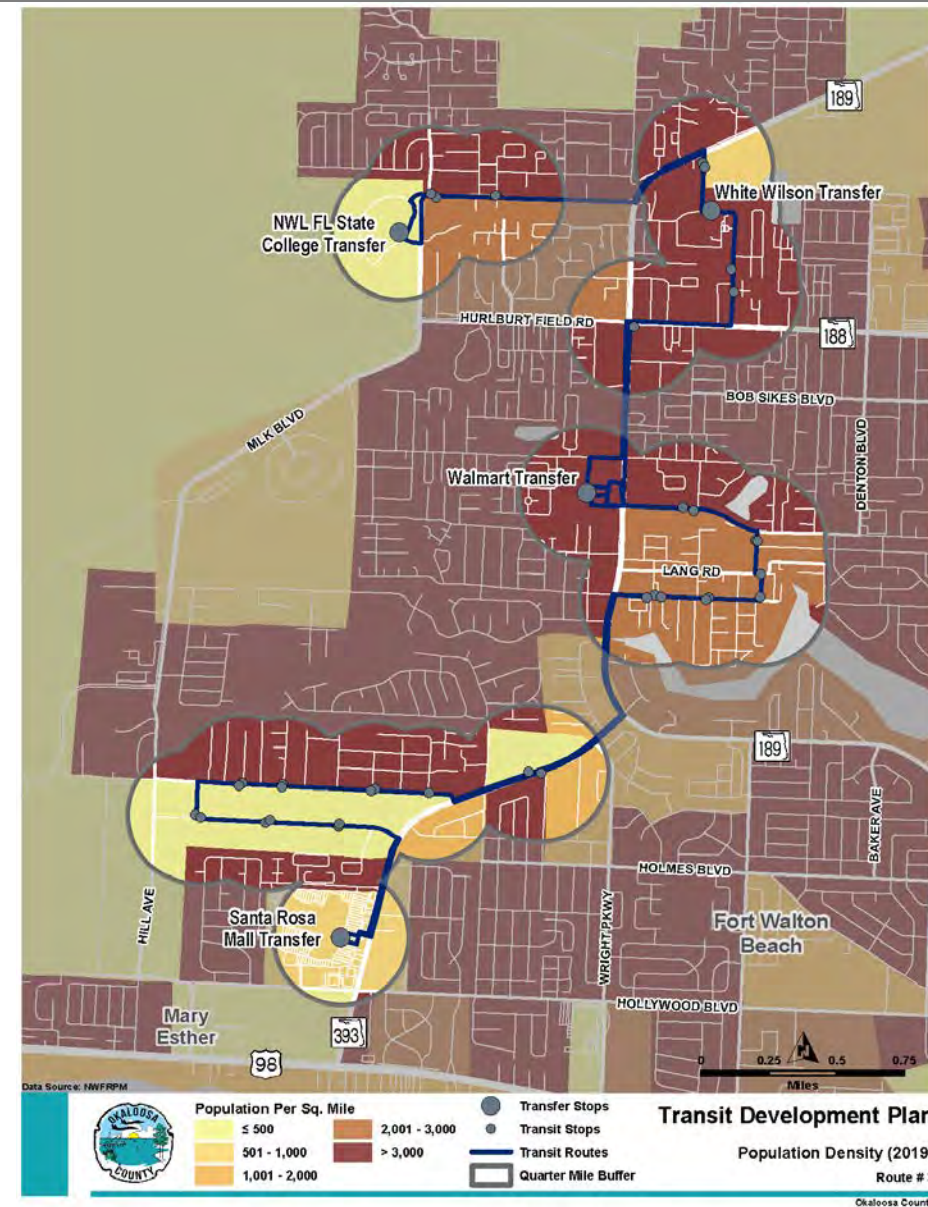
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

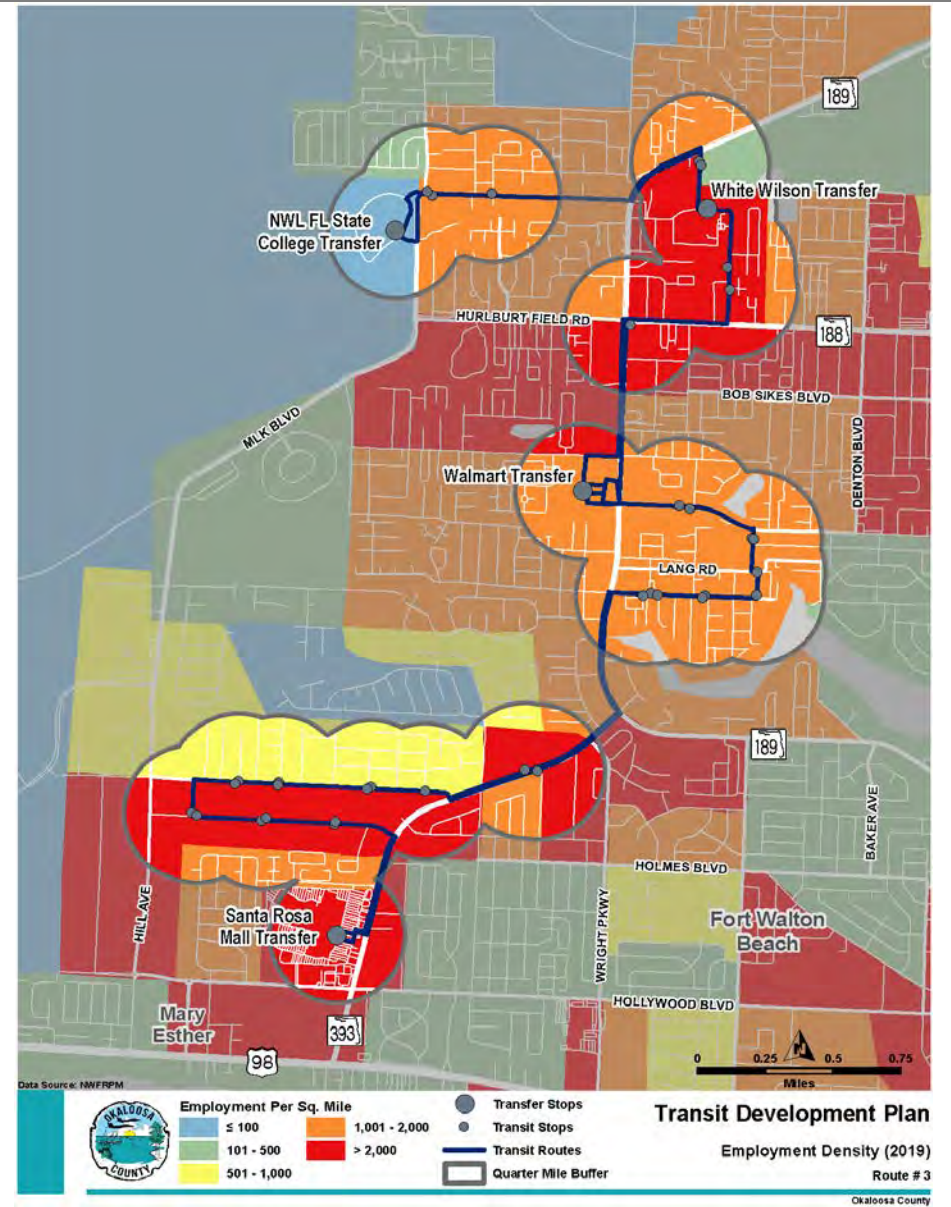
⁴ The metrics are for year 2019.

ROUTE 3: Santa Rosa Mall to NWFSC FWB

Population by TAZ (2019)⁵



Employment by TAZ (2019)



⁵ Population and employment densities are based on the NWFSPM projected to 2019.

ROUTE 4: Walmart to Elder Services

Characteristics¹

Span of Service	6:50 AM to 7:28 PM
Frequency	Every 70 minutes
Cycle Time	44 minutes
Route Distance	11.1 miles
Avg Operating Speed	15.2 miles per hour
Number of Buses	1 bus

Operating Statistics

Round Trips per Day	11
Annual Revenue-Miles	31,189
Annual Revenue-Hours	3,273
Annual Deadhead Hours	48.9
Annual Deadhead %	1.47%

Demographic Data²

Population	6,371
Jobs	10,950
Poverty	1,258
Minority	2,560
Seniors	1,218
Youth	1,382
W/ Disabilities	4,427
No Vehicles	190

Service Productivity³

Avg Daily Ridership	45
Riders/Revenue-Hour	3.5
Riders/Revenue-Mile	0.4
Riders/Round Trip	4.1

Financial Performance⁴

Avg Daily Revenue	\$36.1
Subsidy/Revenue-Hour	\$46.4
Subsidy/Revenue-Mile	\$4.9
Subsidy/Round Trip	\$54.1
Daily Operating Cost	\$631.5
Cost/Rider	\$14.0
Farebox Recovery Ratio	5.7%
Subsidy/Rider	\$13.2

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

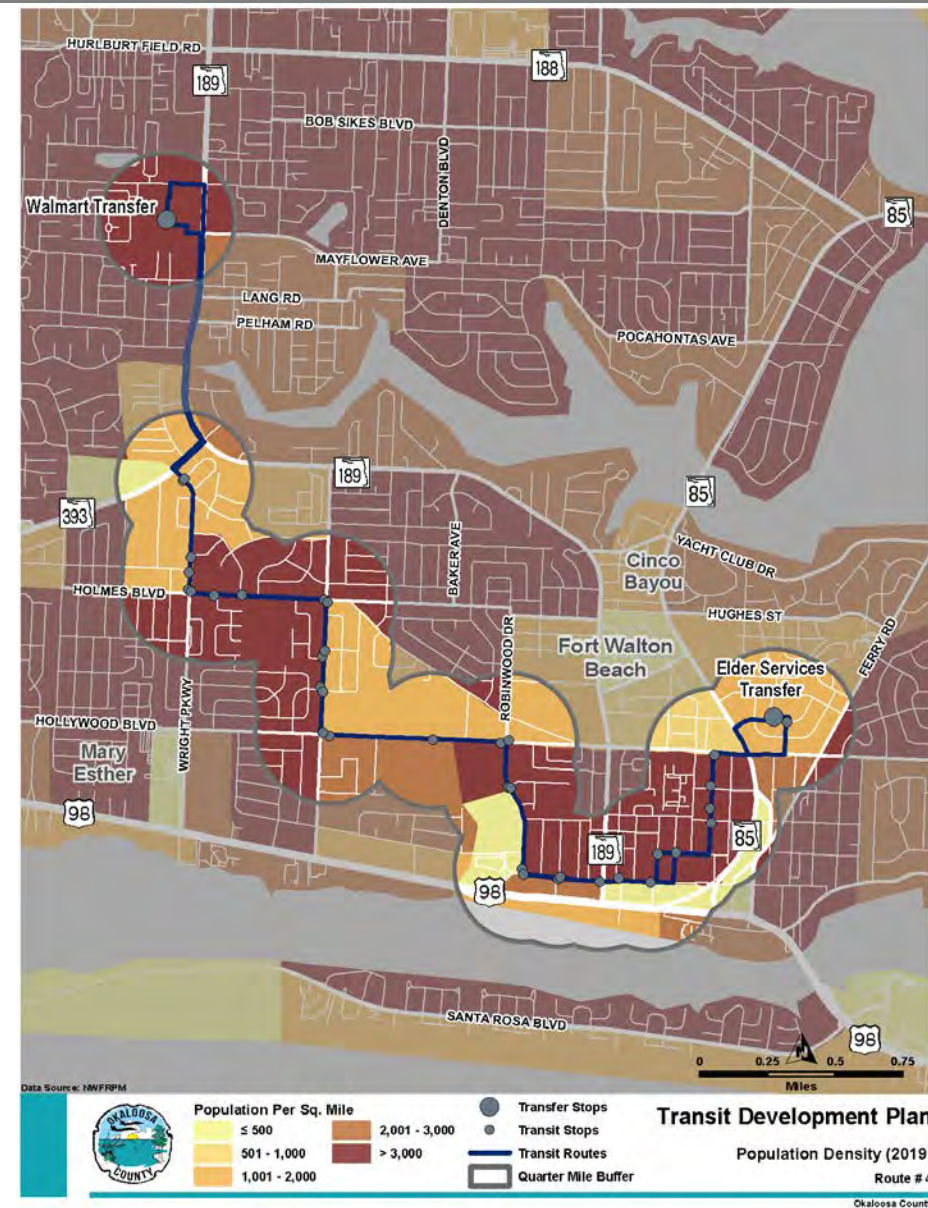
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

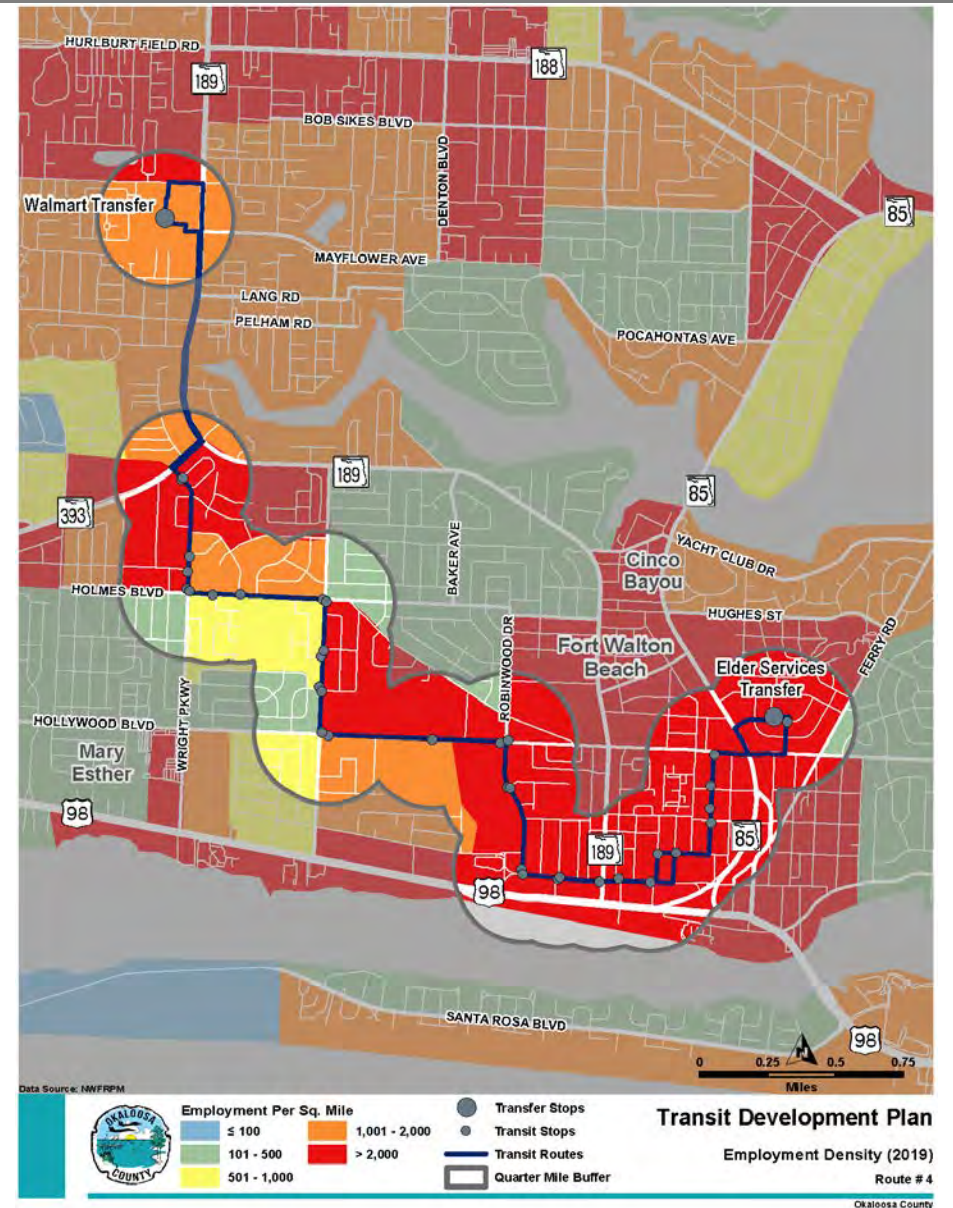
⁴ The metrics are for year 2019.

ROUTE 4: Walmart to Elder Services

Population by TAZ (2019)⁵



Employment by TAZ (2019)



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

ROUTE 5: Santa Rosa Mall to CHOICE High School

Characteristics¹

Span of Service	7:50 AM to 4:45 PM
Frequency	Every 4 hours
Cycle Time	52 minutes
Route Distance	11.7 miles
Avg Operating Speed	12.8 miles per hour
Number of Buses	1 bus

Operating Statistics

Round Trips per Day	3
Annual Revenue-Miles	8,941
Annual Revenue-Hours	1,275
Annual Deadhead Hours	0
Annual Deadhead %	0%

Demographic Data²

Population	3,355
Jobs	5,130
Poverty	620
Minority	1,405
Seniors	789
Youth	722
W/ Disabilities	2,238
No Vehicles	236

Service Productivity³

Avg Daily Ridership	4
Riders/Revenue-Hour	0.8
Riders/Revenue-Mile	0.1
Riders/Round Trip	1.4

Financial Performance⁴

Avg Daily Revenue	\$3.2
Subsidy/Revenue-Hour	\$48.6
Subsidy/Revenue-Mile	\$6.9
Subsidy/Round Trip	\$80.9
Daily Operating Cost	\$246.0
Cost/Rider	\$61.5
Farebox Recovery Ratio	1.3%
Subsidy/Rider	\$60.7

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

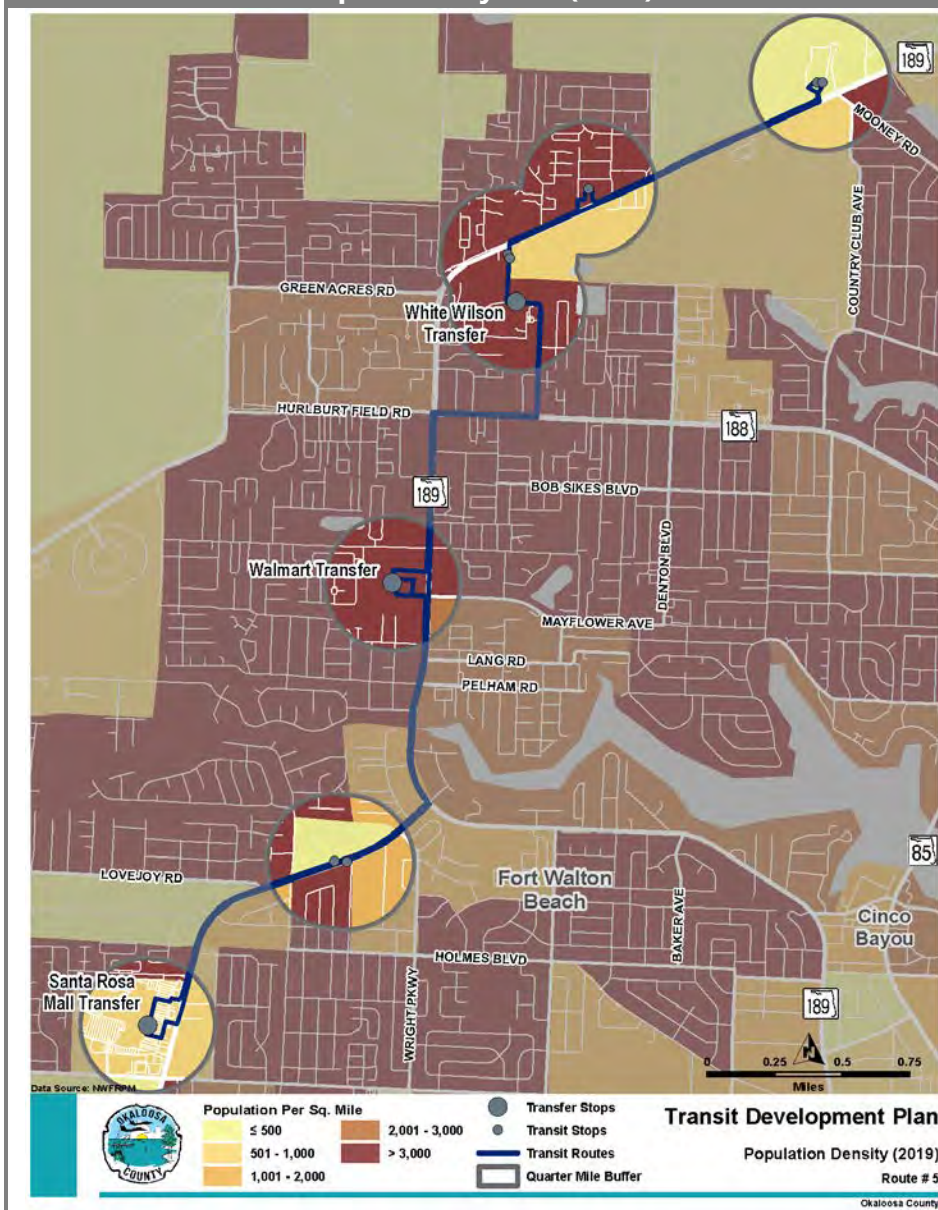
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

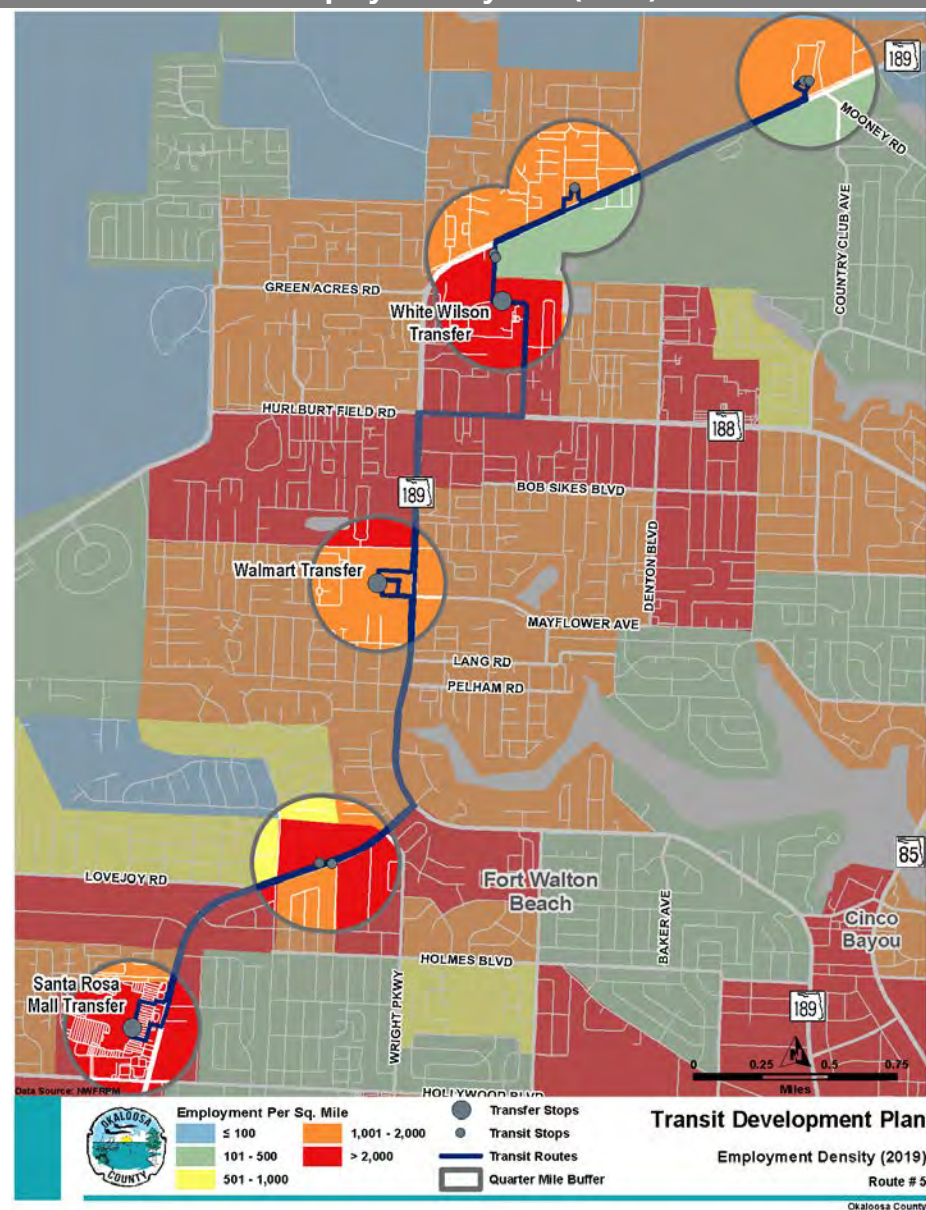
⁴ The metrics are for year 2019.

ROUTE 5: Santa Rosa Mall to CHOICE High School

Population by TAZ (2019)⁵



Employment by TAZ (2019)



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

ROUTE 14: Elder Services to Crestview

Characteristics¹

Span of Service	4:50 AM to 7:00 PM
Frequency	Every 3.5-4 hours
Cycle Time	180 to 205 minutes
Route Distance	63.7 to 85.8 miles
Avg Operating Speed	24.3 miles per hour
Number of Buses	1

Operating Statistics

Round Trips per Day	4
Annual Revenue-Miles	80,004
Annual Revenue-Hours	3,868
Annual Deadhead Hours	230.2
Annual Deadhead %	5.6%

Demographic Data²

Population	4,664
Jobs	6,659
Poverty	750
Minority	1,542
Seniors	932
Youth	915
W/ Disabilities	2,926
No Vehicles	254

Service Productivity³

Avg Daily Ridership	16
Riders/Revenue-Hour	1.1
Riders/Revenue-Mile	0.1
Riders/Round Trip	4.2

Financial Performance⁴

Avg Daily Revenue	\$12.9
Subsidy/Revenue-Hour	\$48.4
Subsidy/Revenue-Mile	\$2.3
Subsidy/Round Trip	\$183.4
Daily Operating Cost	\$746.3
Cost/Rider	\$46.6
Farebox Recovery Ratio	1.7%
Subsidy/Rider	\$45.8

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

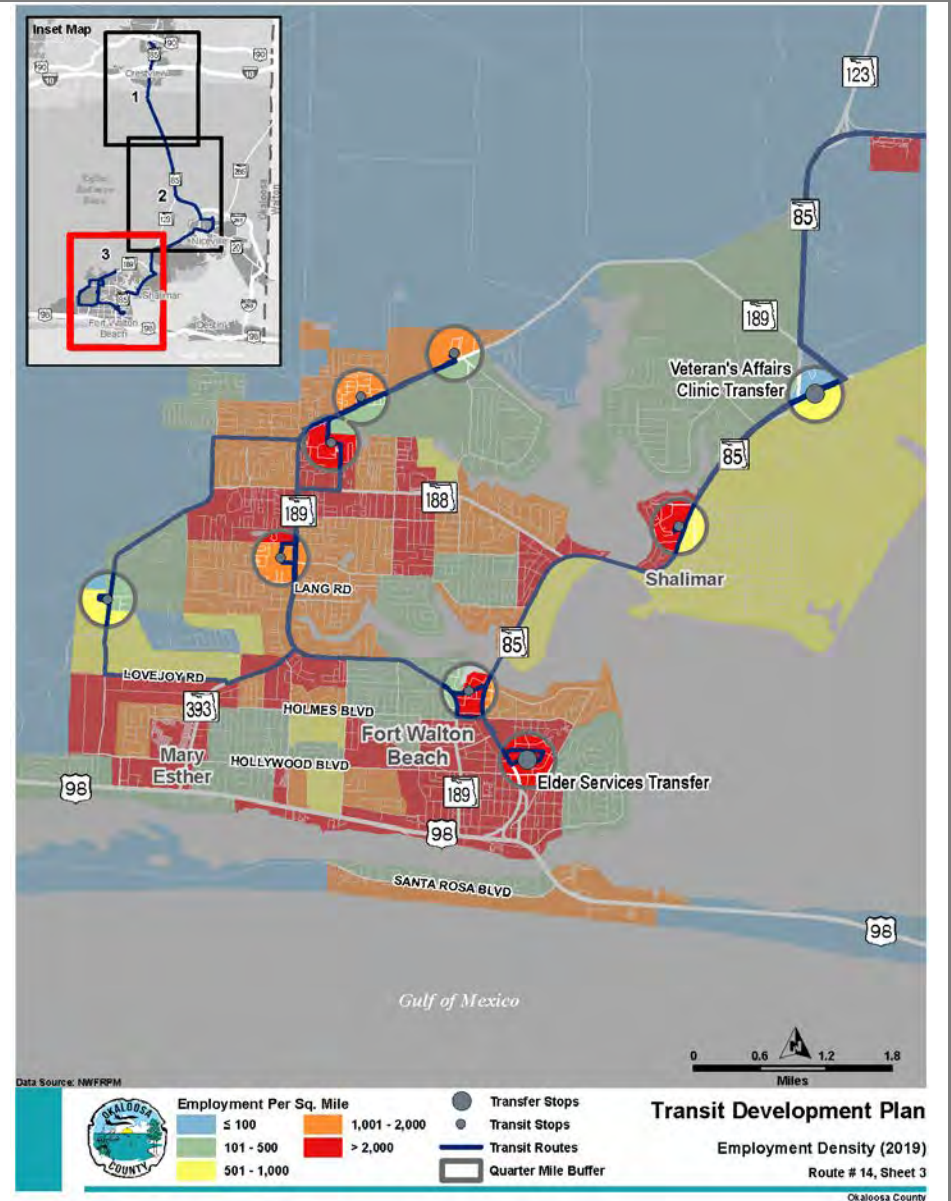
⁴ The metrics are for year 2019.

ROUTE 14: Elder Services to Crestview

Population by TAZ (2019)⁵



Employment by TAZ (2019)



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

ROUTE 20: Elder Services to Okaloosa Island

Characteristics¹

Span of Service	7:30 AM to 7:20/7:40 PM
Frequency	Every 30-60 minutes (season-depending)
Cycle Time	39-50 minutes
Route Distance	11 miles
Avg Operating Speed	13.8 miles per hour
Number of Buses	1-2 buses

Operating Statistics

Round Trips per Day	12-24
Annual Revenue-Miles	42,704
Annual Revenue-Hours	3,876
Annual Deadhead Hours	143.2
Annual Deadhead %	3.7%

Demographic Data²

Population	2,784
Jobs	4,763
Poverty	287
Minority	626
Seniors	417
Youth	230
W/ Disabilities	1,339
No Vehicles	47

Service Productivity³

Avg Daily Ridership	49
Riders/Revenue-Hour	2.1
Riders/Revenue-Mile	0.2
Riders/Round Trip	2.1

Financial Performance⁴

Avg Daily Revenue	\$39.4
Subsidy/Revenue-Hour	\$46.6
Subsidy/Revenue-Mile	\$4.2
Subsidy/Round Trip	\$39.4
Daily Operating Cost	\$747.8
Cost/Rider	\$15.3
Farebox Recovery Ratio	5.3%
Subsidy/Rider	\$14.5

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

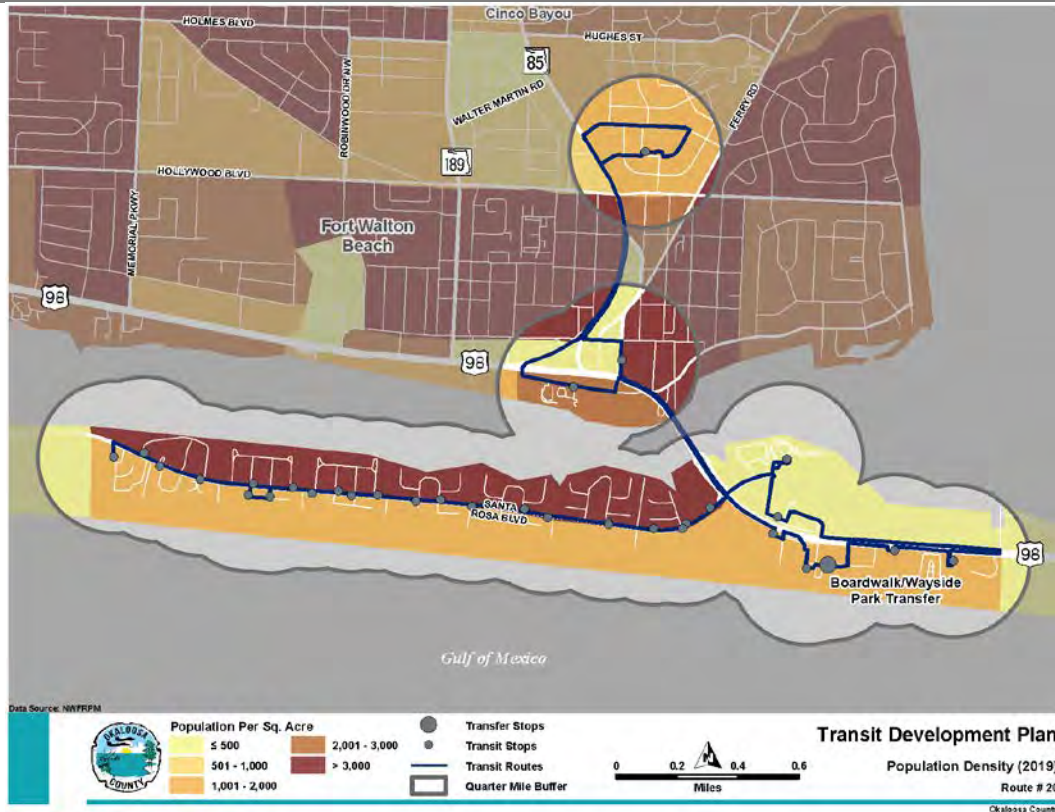
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

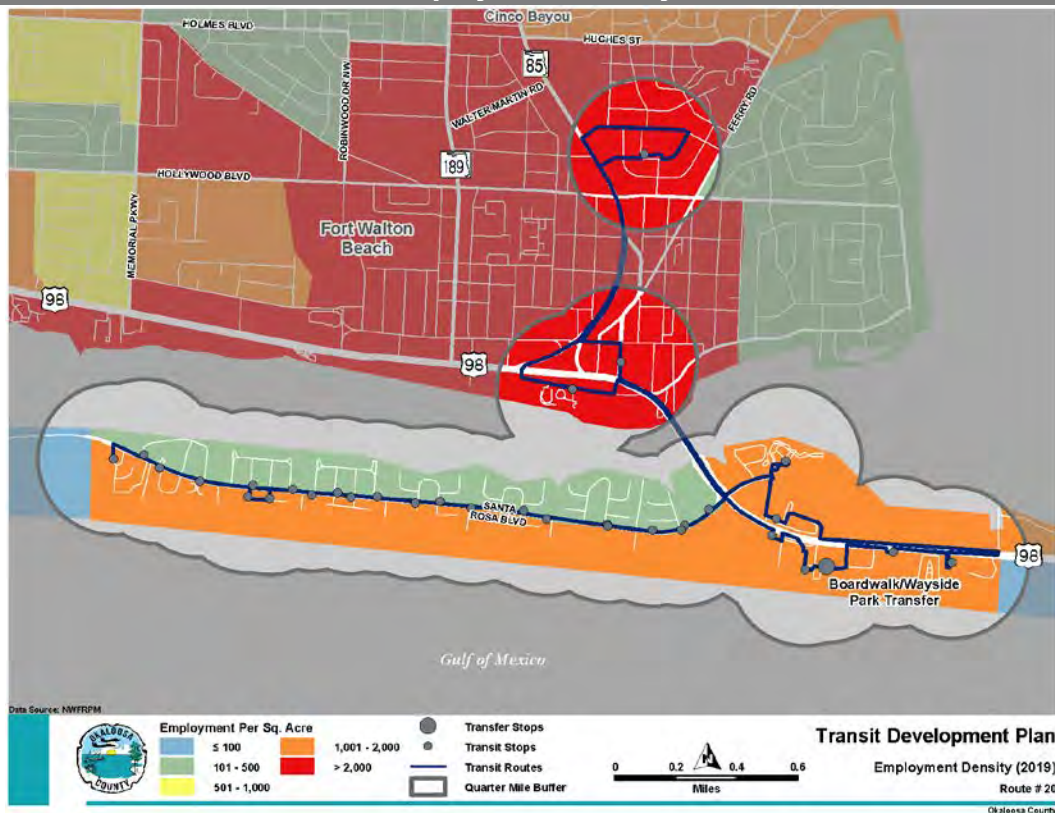
⁴ The metrics are for year 2019.

ROUTE 20: Elder Services to Okaloosa Island

Population Density⁵



Employment Density



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

ROUTE 30: Okaloosa Island to 98 Palms

Characteristics¹

Span of Service	8:00 AM to 7:39/8:09 PM
Frequency	Every 30-60 minutes (season depending)
Cycle Time	39 minutes
Route Distance	19.8 miles
Avg Operating Speed	30.4 miles per hour
Number of Buses	1-2 buses

Operating Statistics

Round Trips per Day	12-24
Annual Revenue-Miles	76,635
Annual Revenue-Hours	4,020
Annual Deadhead Hours	143.9
Annual Deadhead %	3.6%

Demographic Data²

Population	2,347
Jobs	4,636
Poverty	118
Minority	241
Seniors	293
Youth	228
W/ Disabilities	948
No Vehicles	16

Service Productivity³

Avg Daily Ridership	61
Riders/Revenue-Hour	2.6
Riders/Revenue-Mile	0.1
Riders/Round Trip	2.6

Financial Performance⁴

Avg Daily Revenue	\$49.0
Subsidy/Revenue-Hour	\$46.1
Subsidy/Revenue-Mile	\$2.4
Subsidy/Round Trip	\$40.4
Daily Operating Cost	\$775.6
Cost/Rider	\$12.7
Farebox Recovery Ratio	6.3%
Subsidy/Rider	\$11.9

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

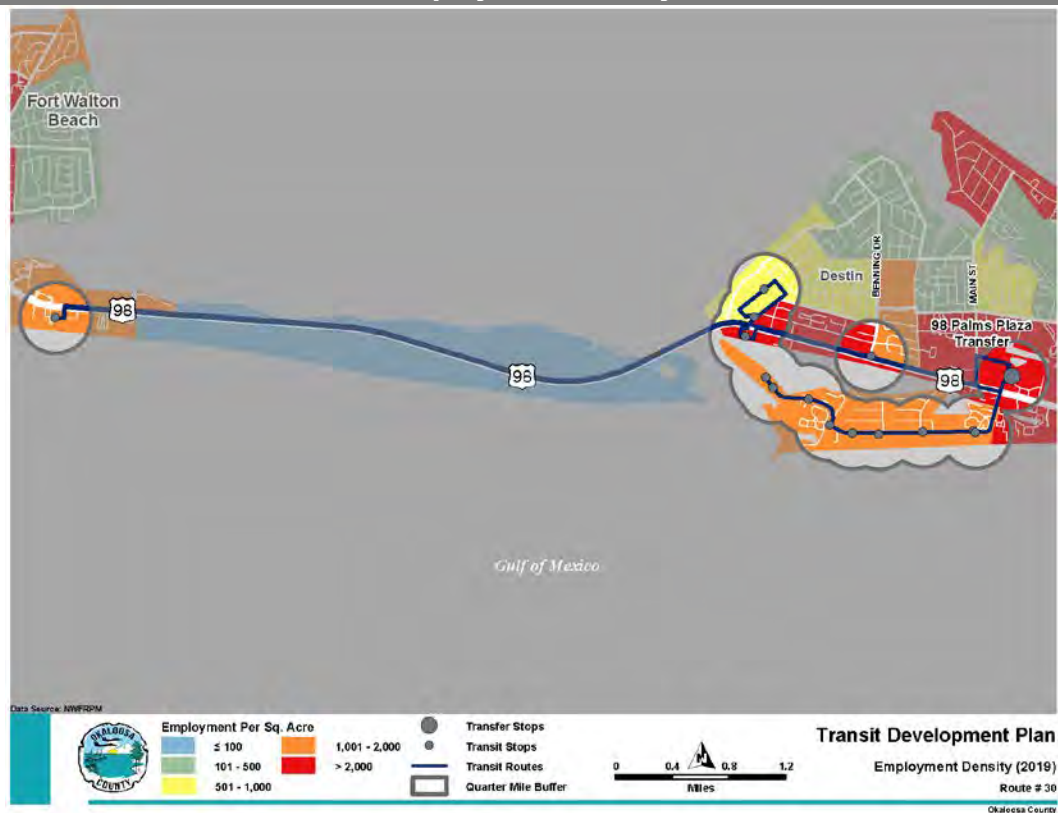
⁴ The metrics are for year 2019.

ROUTE 30: Okaloosa Island to 98 Palms

Population Density⁵



Employment Density



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

ROUTE 32: 98 Palms to Paradise Key

Characteristics¹

Span of Service	8:00 AM to 6:50/7:20 PM
Frequency	Every 30-60 minutes (season depending)
Cycle Time	50 minutes
Route Distance	11.3 miles
Avg Operating Speed	13.6 miles per hour
Number of Buses	1-2 buses

Operating Statistics

Round Trips per Day	11-22 trips
Annual Revenue-Miles	40,210
Annual Revenue-Hours	3,795
Annual Deadhead Hours	242.3
Annual Deadhead %	6.38 %

Demographic Data²

Population	1,874
Jobs	10,449
Poverty	304
Minority	707
Seniors	544
Youth	454
W/ Disabilities	2,035
No Vehicles	19

Service Productivity³

Avg Daily Ridership	48
Riders/Revenue-Hour	2.2
Riders/Revenue-Mile	0.2
Riders/Round Trip	2.2

Financial Performance⁴

Avg Daily Revenue	\$38.6
Subsidy/Revenue-Hour	\$46.6
Subsidy/Revenue-Mile	\$4.4
Subsidy/Round Trip	\$42.0
Daily Operating Cost	\$732.2
Cost/Rider	\$15.3
Farebox Recovery Ratio	5.3%
Subsidy/Rider	\$14.5

¹ Characteristics and Operating Statistics are based on the January 2021 schedule.

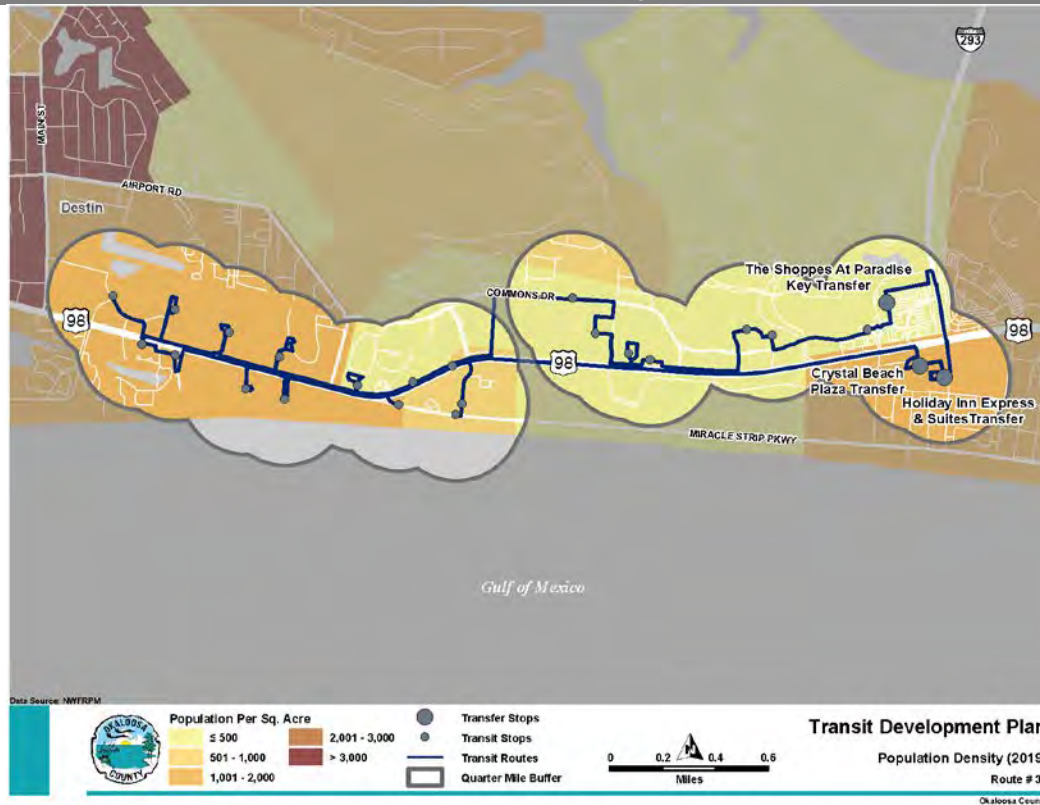
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

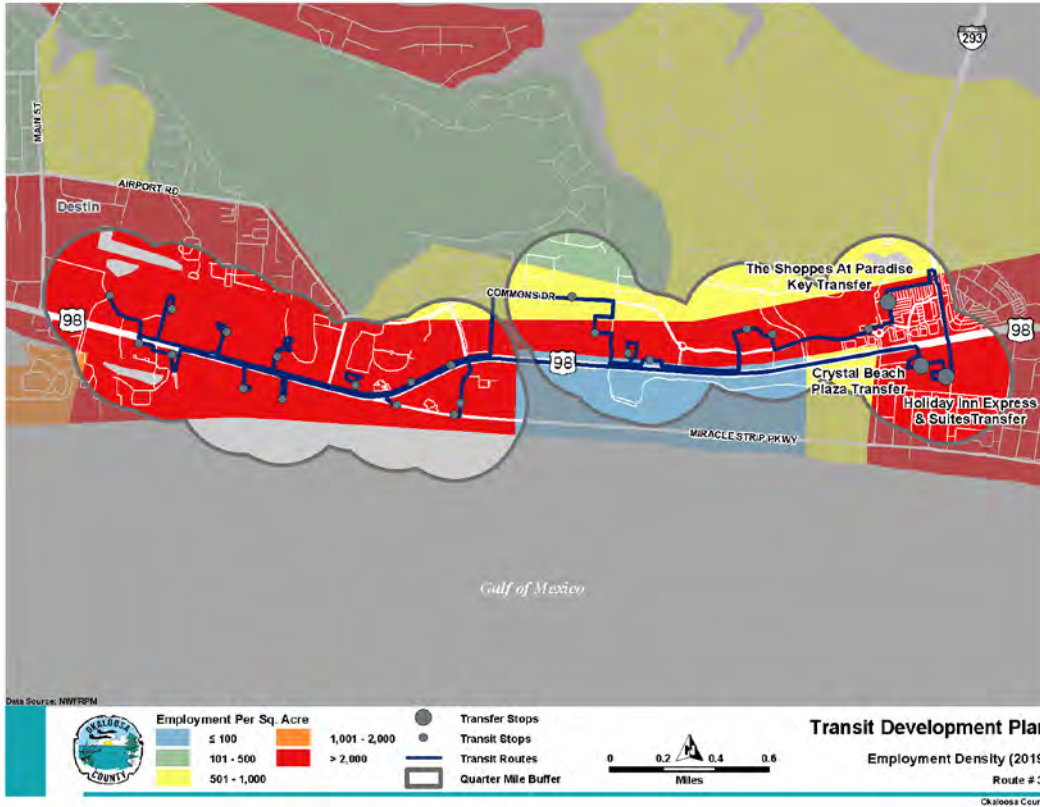
⁴ The metrics are for year 2019.

ROUTE 32: 98 Palms to Paradise Key

Population Density⁵



Employment Density



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

ROUTE 33: Paradise Key to Silver Sands Premium Outlets

Characteristics¹

Span of Service	7:30 AM to 6:30 PM
Frequency	Every 60 minutes
Cycle Time	59 minutes
Route Distance	11.1 miles
Avg Operating Speed	11.3 miles per hour
Number of Buses	1 bus

Operating Statistics

Round Trips per Day	11
Annual Revenue-Miles	33,027
Annual Revenue-Hours	2,805
Annual Deadhead Hours	209
Annual Deadhead %	5.1%

Demographic Data²

Population	1,222
Jobs	2,615
Poverty	90
Minority	117
Seniors	144
Youth	141
W/ Disabilities	479
No Vehicles	5

Service Productivity³

Avg Daily Ridership	21
Riders/Revenue-Hour	1.9
Riders/Revenue-Mile	0.2
Riders/Round Trip	1.9

Financial Performance⁴

Avg Daily Revenue	\$16.9
Subsidy/Revenue-Hour	\$47.7
Subsidy/Revenue-Mile	\$4.0
Subsidy/Round Trip	\$47.7
Daily Operating Cost	\$541.2
Cost/Rider	\$25.8
Farebox Recovery Ratio	3.1%
Subsidy/Rider	\$25.0

¹ Characteristics and Operating Statistics are based on the January 2021 schedule. Characteristics do not include the first and last trips of the day, though they are included in the Operating Statistics.

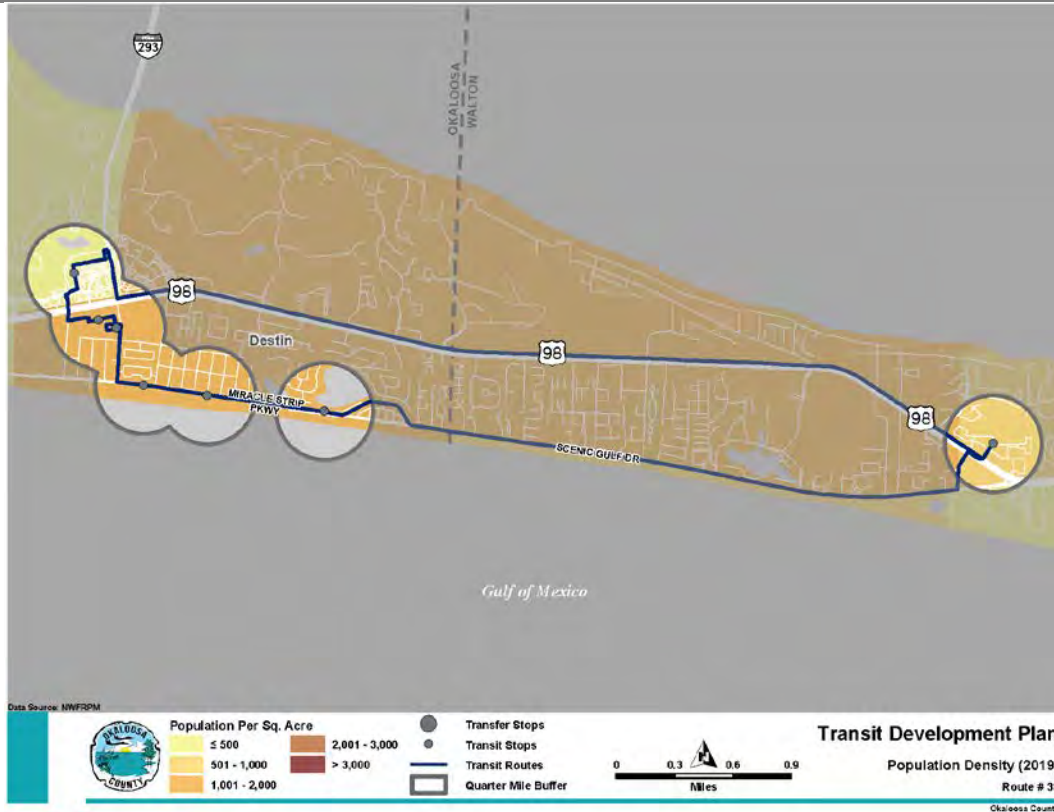
² Within ¼ mile of stops. Based on the Northwest Florida Regional Planning Model (NWFRPM) projected to 2019.

³ Based on ridership data from the summer of 2019.

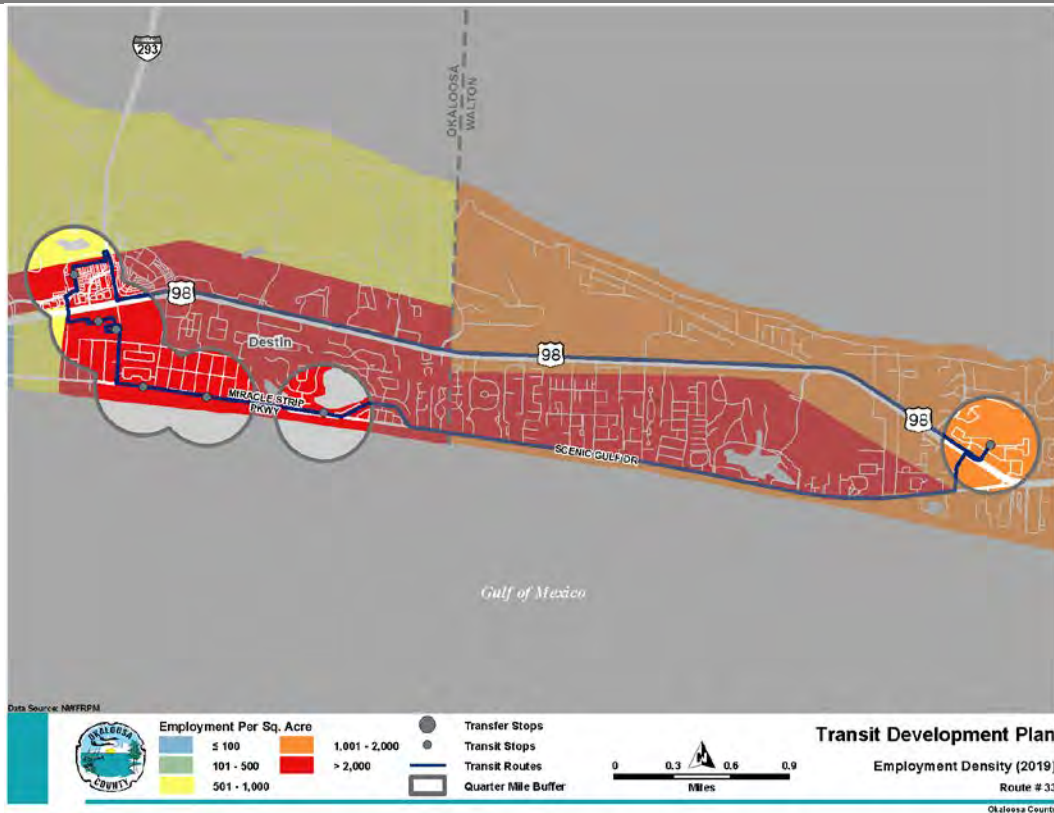
⁴ The metrics are for year 2019.

ROUTE 33: Paradise Key to Silver Sands Premium Outlets

Population Density⁵



Employment Density



⁵ Population and employment densities are based on the NWFRPM projected to 2019.

Transit Development Plan 2022-2031

11.0 Appendix C. Peer Selection Process

11.1 Peer Selection

The peer selection was conducted using validated 2018 NTD data. The methodology applied is based on the established standard methodology documented in Transit Cooperative Research Program (TCRP) Report 141, "A Methodology for Performance Measurement and Peer Comparison in the Public Transportation Industry." The goal is to identify transit agencies that are like EC Rider by comparing several characteristics that affect transit performance. Through this process, a "likeness score" is developed to determine the level of similarity between a potential peer agency and EC Rider with respect to individual factors and for the agencies overall.

The Integrated National Transit Database Analysis System (INTDAS) data access tool through the FDOT's FTIS online program was used for the selection of peer agencies. The first step in the peer selection process is to ensure that potential peers operate a similar mix of modes as EC Rider: Rail Operator (yes/no), Rail-Only Operator (yes/no), and Heavy-Rail Operator (yes/no). The following screening step scores each potential peer based on 14 peer-grouping factors including 5 factors pertaining to service characteristics and 9 factors comparing urban area characteristics. Complete definitions and scoring descriptions for each of the noted factors are documented in TCRP Report 141. The screening results provide likeness scores for each individual factor and a total likeness score for each potential peer agency, allowing for the identification of systems that have similar operating characteristics to EC Rider. The total likeness score is categorized as follows:

- Less than 0.50 – good match
- 0.50 – 0.74 – satisfactory match
- 0.75 – 0.99 – poor match
- Greater than 0.90 – unmatched



Transit Development Plan 2022-2031

Table A-1: Peer Selection Screening

Agency	Service Characteristics					Urban Area Characteristics*							Agency Likeness Score
	Vehicle Miles Operated	Operating Budget	Percent Demand Response	Percent Service Purchase	Service Area Type	Urban Area Population	Population Growth Rate	Population Density	State Capital	Percent Population with College Degree	Percent Poverty	Distance to Peer System	
Lake County Board of County Commissioners	1,547,263	\$7,264,189	0.7	1.0	2	139,522	32.31	1,477	No	20.14	14.6	315	0.48
Collier County	2,532,380	\$10,314,477	0.6	1.0	7	346,313	24.79	1,851	No	38.86	10.2	418	0.49
City of Jackson, MS	1,137,892	\$5,842,491	0.4	1.0	3	353,355	24.36	1,458	Yes	35.65	16.6	244	0.58
City of Fargo	1,332,888	\$7,817,280	0.4	1.0	3	199,055	34.15	2,833	No	39.37	12.1	1257	0.58
Davidson County	817,579	\$1,220,094	0.8	0.8	7	173,648	24.54	1,535	No	26.4	17.1	0.50	0.65
Peer Average	1,473,600	\$6,491,706	0.6	1.0	N/A	242,379	28	1,831	N/A	32.08	14.12	446.90	0.56

*Annual delay (hours) per traveler and Freeway Lane-Miles per Capita information not available in the 2018 NTD report.



Transit Development Plan 2022-2031

12.0 Appendix D. Public Involvement Plan and Engagement Materials





ECRIDER

**PLANNING YOUR
FUTURE RIDE**



10

**TRANSIT
DEVELOPMENT
PLAN**



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Introductions

Okaloosa County's Emerald Coast (EC) Rider transit has initiated a 10-year Transit Development Plan major update utilizing support from the Okaloosa-Walton Transportation Planning Organization (TPO).

A Transit Development Plan (TDP) is a Florida Department of Transportation (FDOT) required, 10-year horizon plan. The TDP is intended to support the development of an effective multimodal transportation system in Okaloosa County and serves as the basis for defining public transit needs, which is a prerequisite to receive state funds.

The focus of the TDP will be to identify transit service needs, prioritize improvements and determine the resources required for implementing modified or new service. The central objective of this effort is to improve transit opportunities and offer a robust, multimodal connection experience for the Okaloosa County EC Rider service area. In order to inform and assist with the facilitation of this study, a Public Involvement Plan (PIP) will be implemented and is comprehensively outlined in this document.

Purpose of the Public Involvement Plan (PIP)

The PIP is a strategic guide for the EC Rider public participation approach, in compliance with federal and state regulations. This PIP offers a platform for the public, existing EC Rider passengers, and stakeholders to engage with the planning process and obtain information on the progress and findings generated from the project. Once approved by EC Rider TDP Project Team (Project Team), this PIP will guide the outreach process for the length of the project. Each of the planned initiatives and outreach activities will inform EC Rider customers and the community about the benefits of transit and the new services that will be developed as part of the process.



Partners & Stakeholders

The impact of this project in Okaloosa County will guide the operation and growth of the transit system for the next 10 years. This study recognizes the importance of involving community leaders throughout the planning process. The EC Rider staff and Project Team are committed to engaging stakeholders, existing riders, and the general public; keeping them updated on progress and ensuring they have a voice.

A database of stakeholders will be maintained by the Project Team and include representation from the agencies described in the following sections. To ensure consistency and compliance with local jurisdiction requirements and community preparedness, this project will connect with stakeholders from the following:

County & Cities: Okaloosa County, Walton County, City of Destin, City of Crestview, City of Fort Walton Beach, City of Shalimar, City of Mary Esther, and City of Valparaiso.

Transportation Agencies: FDOT and Okaloosa-Walton Transportation Planning Organization (TPO).

Community Representatives: Community Redevelopment Agencies, CareerSource Okaloosa-Walton, Economic Development Councils, Tourism Development Councils, Social Service Agencies, Chambers of Commerce's, and area Public Housing Authorities.

Okaloosa County Mobility Plan: Coordination will occur between 10-year Transit Development Plan and the Okaloosa County Mobility Plan.



Objectives & Strategies

The Moving Ahead for Progress in the 21st Century Act (MAP-21), enacted in 2012, included provisions to make federal surface transportation more streamlined, performance-based, multimodal, and to address challenges facing the U.S. transportation system. This includes improving safety, maintaining infrastructure condition, reducing traffic congestion, improving efficiency of the system, freight movement, protecting the environment, and reducing delays in project delivery. The Fixing America's Surface Transportation (FAST) Act builds on changes made by MAP-21. This Act was signed into law on Dec. 4, 2015 and authorizes \$305 billion over fiscal year (FY) 2016 - 2020 for federal-aid highways, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, as well as, research, technology, and statistics programs.

The FAST Act allows states and local governments to move forward with critical transportation projects with confidence that they will have a federal partner long term. It also recognizes that public involvement in transportation planning is critical for a transparent community development process and is established in legal framework throughout jurisdictions. These legislative changes will improve innovation and efficiency in the development of projects from the planning and environmental review process, through project delivery.

In tandem with the above, the PIP was created to provide a quality public outreach process during the TDP process. This plan will ensure the community is offered ample opportunity to engage in the process, participate in project dialogue, and assist with informing leadership of the local perspective related to project elements. In accordance with established PIP standards from the FDOT TDP Handbook (2018) the goals of the EC Rider PIP include:

- Promote greater awareness and understanding of the EC Rider and the TDP process;
- Encourage inclusive and comprehensive public input throughout the TDP planning process;
- Develop the EC Rider TDP around the public feedback received through the process; and
- Enhance the EC Rider public participation process through continued observation and incorporation of new approaches.

Accompanying these goals are specific objectives and activity strategies which, will be completed over the course of the project timeline. These tasks range from presentations to key stakeholders and public meetings, surveys, social media, grassroots community outreach, and electronic engagement.



Stakeholder Engagement & Outreach Techniques

To accomplish the goals of the PIP, specific engagement and outreach strategies will be undertaken which include face-to-face interaction, presentations, ridership surveys, virtual meetings, visual content creation, and strategic digital communications. The following describes these efforts in more detail.

The project team will monitor local and state Covid-19 social distancing guidelines to ensure these guidelines are being followed regarding public engagement techniques.

Objective #1: Public Feedback

The PIP strives to obtain public input from the community, existing riders, and stakeholders on the current EC Rider transit experience through the following means. This objective will be divided into three phases:

- Phase one will focus on understanding current conditions through Origin & Destination Surveys, Customer Satisfaction Surveys, and stakeholder engagement.
- Phase two will focus on creating a better transportation system and developing different scenarios for analysis by meeting with stakeholders, Chambers of Commerce's, and organizations that represent the hospitality industry.
- Phase three will focus on TDP approval and will consist of showing the plan to existing and potential riders.
- Public comments will be encouraged during the entire TDP process.

Several communication methods will be used to garner public input. These methods include existing ridership surveys, one-on-one stakeholder interviews, virtual meetings, and engaging agency partners/civic organizations. Where opportunities exist, the PIP will also seek to piggyback on community events to garner public feedback throughout the process.



Public Engagement Tools

A variety of tools will be utilized to obtain public input. These tools include the following:

A. Public Engagement

i. In person

1. On the bus and/or at the EC Rider transfer points. Engagement to include information about the Planning Your Future Ride purpose and process, survey solicitation, and other open feedback opportunities. A 14 day period will be established for public comments.
2. Public engagement surveys during Phase 1 & 2. Surveys may be completed by one of three methods: online using the EC Rider website, in-person with someone from the Project Team, or by paper when surveys are being administered. Survey responses will be collected for 14 days.
3. Stakeholder engagement will include interviews that follow Florida Statute 14-73 3.
4. Optional Grassroots Public Engagement as they may come up, such as the Billy Bowlegs Pirate Festival or other similar events, where the team can educate attendees on the Planning Your Future Ride purpose and process, solicit open feedback, and explain additional opportunities to participate.

ii. Online

Each survey will remain active on the EC Rider website for a minimum of 14 days from any in-person events that administer the survey during Phase 1 and Phase 2.

iii. Social Service Agencies

Identify social service agencies to educate and promote the EC Rider within the community.

B. Promotion

Planning Your Future Ride TDP materials will be developed and distributed to the community.

These materials include:

- Informational flyers
- Newspaper articles/advertisements
- Website



Schedule of Public Outreach Activities

Table 1 provides the outreach schedule including details and tentative dates.

Phase	Target Audience	Activity	Timeframe	Promotion
Phase 1	Existing Riders	Online Surveys	Sept/Nov 2020	EC Rider Website
	Grassroots Public Outreach with United Way Agencies	Participate in existing Social Service Agencies	Sept/Nov 2020	Newspaper, EC Rider Website
	Stakeholders	Interviews	Sept/Nov 2020	Identified by EC Rider staff & Project Team, email, phone call, or in person interviews
Phase 2	Existing Riders	Surveys	Winter 2021	EC Rider Website & In-person interviews
	Outreach to Community Leaders, Hospitality Industry, and General Public	Participate in existing events or meetings	Winter 2021	Newspaper, EC Rider Website
	Stakeholders	Interviews	Winter 2021	Identified by EC Rider staff & Project Team, email, phone call, or in person interviews
Phase 3	Existing Riders	Transfer Point Engagement	Spring 2021	Website, Social media
	Grassroots Public Outreach with Hospitality Industry	Participate in existing events or meetings	Spring 2021	Newspaper, EC Rider Website

Promotion & Outreach

Objective #2: Promotion & Outreach

To create community interest and support for the EC Rider TDP.

Promotional Materials

The TDP will build awareness around the Planning Your Future Ride brand established during the TDP process. The Planning Your Future Ride TDP materials will be developed and distributed to the community. These materials include:

- Informational flyers
- Newspaper articles/advertisements
- Website

These materials will be distributed or displayed on Northwest Florida Daily News, community events, central bus stops, EC Rider website and/or Facebook page, and/or County government buildings. Additionally, presentation materials will be formulated using the brand and made available for all meetings and activities. Handout materials will include a note in Spanish directing them to the EC Rider website where Spanish accessibility will be available.

Survey and Website Information

An online survey will be developed, through which the public can engage and provide feedback. Surveys can be completed by one of three methods: online using the EC Rider's website, in-person with someone from the Project Team, or by paper when surveys are being administered.

Visually, the web page will be designed to maximize public engagement. An interactive call-to-action (i.e. survey completion) will be prominently placed on the EC Rider home page. The survey will capture participant contact information for continued follow-up and education with individuals throughout the project. Each survey will be made available on the EC Rider website for a minimum of 14 days during Phases 1 and 2. The EC Rider website will also include a dedicated space to highlight engagement opportunities.

As the project progresses, key reports and findings will be provided on the EC Rider website for resident review and feedback.

Measures of effectiveness for the website will include:

- Number of visitors to website
- Number of surveys completed via the website



Measures of Effectiveness

Table 2 provides measures of public engagement success.

Public Involvement Objective	Strategy	Activity	Measures	Targets
Objective 1: Public Feedback	Obtain public input from the community, existing riders, and stakeholders	In person: Surveys	Number of in person surveys completed	10 In person surveys completed
		Grassroots Public Outreach	Number of outreach activities	4 Outreach activities, meetings, or events
		Stakeholder Interviews	Interviews	10 Interviews completed
		Online: Surveys	Survey administered and operational	25 Online surveys completed
		Social Media	Facebook postings	10 Comments recorded
Objective 2: Promotion & Outreach	To create community interest and support for the EC Rider TDP	Promotional Materials	Branding TDP	Branding Package
			Distribution of informational flyers	200 Flyers distributed
		Website	Number of Website Updates	12 Website updates

Requirements

The public outreach process for this project will take place in compliance with federal law (§450.316, Code of Federal Regulation), and state law (Rule 14-73 (3)a and Section 286, Florida statutes) which, both require the public involvement process to provide reasonable opportunity for comment from a wide array of diverse groups represented in the community. This approach also aligns with the Okaloosa-Walton TPO Title VI Policy Statement and Public Participation Program guidelines. This includes the Okaloosa-Walton TPO's Title VI Plan which identifies the Limited English Proficient (LEP) populations in its service area and provides guidelines for TPO staff to help ensure that information and services are accessible to LEP persons.

The Project Team is committed to supporting and engaging Okaloosa County citizens within the public involvement process. Diverse public participation is crucial for quality decision-making regarding this project and efforts will be made to reach all members of the community, including traditionally underserved populations, opportunities for contribution to the planning process.

Public input will be assessable and encouraged throughout each phase of the project. Feedback will be incorporated into the development of the study and the final plan will be posted on the project website. Anyone requesting hard copies of the project documentation will be able to do so upon request to EC Rider staff.

Public Record of Meetings

The Sunshine Law requires minutes of local government meetings be recorded at all public meetings. Meetings with boards and commissions will also be open to the public and properly noticed. The Project Team will take minutes of public meetings and distribute them to associated board and committee members as well as post the minutes to the EC Rider website, once approved, and offer hard copies upon request.

Tyrone Parker

EC Rider
Transit Division Manager
(850) 683-6255
tparker@myokaloosa.com

Brian Waterman

Project Manager
HDR Senior Transportation | Transit Planner
(850) 329-1443
brian.waterman@hdrinc.com

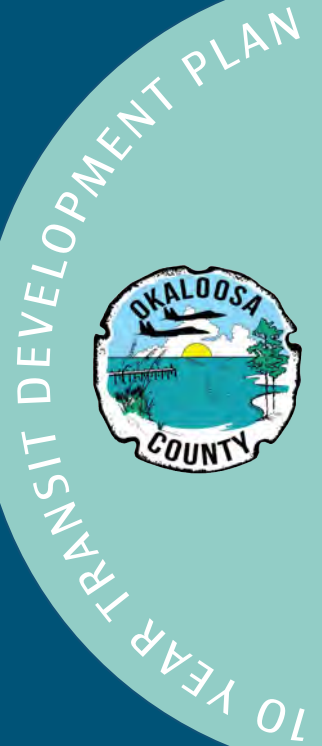
Lynn Cherry

Outreach Coordinator
Carpe Diem Community
Solutions President
(850) 215-4651
lcherry@cdc-s.com





PLANNING YOUR FUTURE RIDE



We're looking for feedback to help shape the future of the EC Rider transit system.

Let us know what kinds of updates you'd like to see for local transit in Okaloosa County. From local business owners and leaders to tourists and full-time community members, your feedback is important to us.

*Our survey is Easy and it takes less than 5 minutes. **SCAN THE QR CODE WITH YOUR PHONE AND TAKE IT DURING YOUR RIDE TODAY!***



ECRIDER
PLANNING YOUR
FUTURE RIDE

**TAKE THE SURVEY ON YOUR COMPUTER BY
VISITING [ECRIDER.ORG/10 YEAR PLAN](https://ecrider.org/10-year-plan)**





*You have a voice.
Help shape the future of EC Rider.*

**SCAN THE QR CODE WITH YOUR PHONE AND
TAKE IT DURING YOUR RIDE TODAY!
VISIT [ECRIDER.ORG/10YEARPLAN](https://ecrider.org/10yearplan)**






Our survey is easy and takes less than 5 minutes.

Let us know what updates you'd like to see for local transit in Okaloosa County. From local business owners and leaders to tourists and full-time community members, your feedback is important to us.

**Meet our teams on Wednesday, February 3, 2021
in person, socially distanced for your safety!**

Locations:

-  **Elder Services of Okaloosa County**
6 - 8:30 a.m.
-  **Northwest Florida State College**
10 a.m. - 12:30 p.m.
-  **Winn Dixie on US-98 Destin**
3:30 - 6:30 p.m.



HELP SHAPE THE FUTURE OF TRANSIT

ECRIDER.ORG/10YEARPLAN

EC Rider is planning for the future needs of the community.

Let us know what kinds of updates you'd like to see for local transit in Okaloosa County. From local business owners and leaders to tourists and full-time community members, your feedback is important to us.

**It takes less
than 5 minutes.**



Meet our teams on Wednesday, February 3, 2021. Visit our website for location details.

WE HEARD YOU.

We've worked to find solutions to make ECRider a better experience for you.

Learn about the options and give us your feedback by taking the survey.



**SCAN THE QR CODE WITH YOUR PHONE
AND TAKE IT DURING YOUR RIDE TODAY!
VISIT [ECRIDER.ORG/10YEARPLAN](https://ecrider.org/10yearplan)**






Our survey is easy and takes less than 5 minutes.

Let us know what updates you'd like to see for local transit in Okaloosa County. From local business owners and leaders to tourists and full-time community members, your feedback is important to us.

**Meet our teams on Tuesday, May 25, 2021
in person, socially distanced for your safety!**

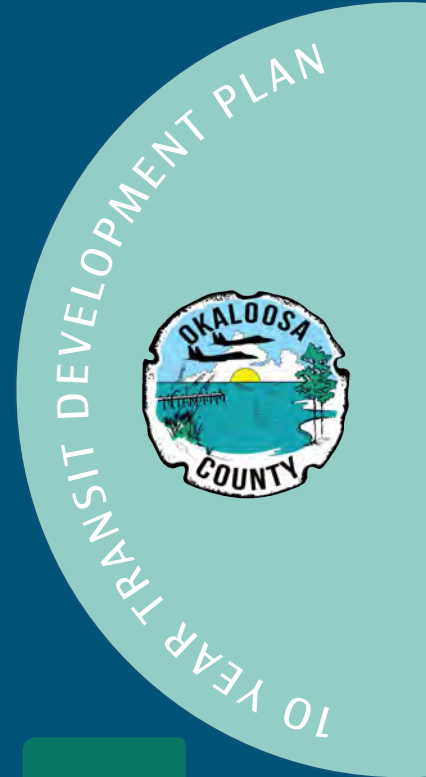
Locations:

-  **Crestview City Hall**
6 - 7 a.m.
-  **Elder Services of Okaloosa County**
9 - 11 a.m.
-  **Destin Commons Transfer**
1:30 - 3:30 p.m.



PLANNING YOUR FUTURE RIDE

At EC Rider, we want to ensure that our local transit system is safe, efficient, and meets our community's needs. Gaining feedback from the community helps guide the transit system's operations and growth. The "Planning your Future Ride" Initiative is a community inspired plan to enhance the current EC Rider system and to build a transit network that meets the needs of current and future users.



THANK YOU FOR YOUR FEEDBACK!

SURVEY RESULTS



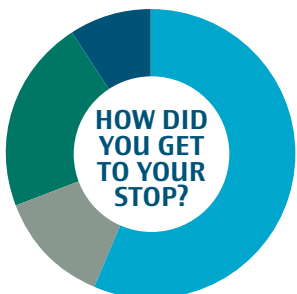
The EC Rider team launched rider-focused activities aimed at gathering feedback about existing conditions of the system. To supplement one-on-one interactions and on-board rider surveys, a website landing page was created with a digital survey. The digital survey was promoted using organic social media, paid online media, and public relations tactics.



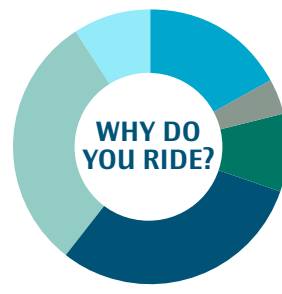
City of Fort Walton Beach
Unincorporated Okaloosa County
City of Crestview
City of Destin
City of Niceville
Other



Home
Work
Recreation
Medical Visit
Other



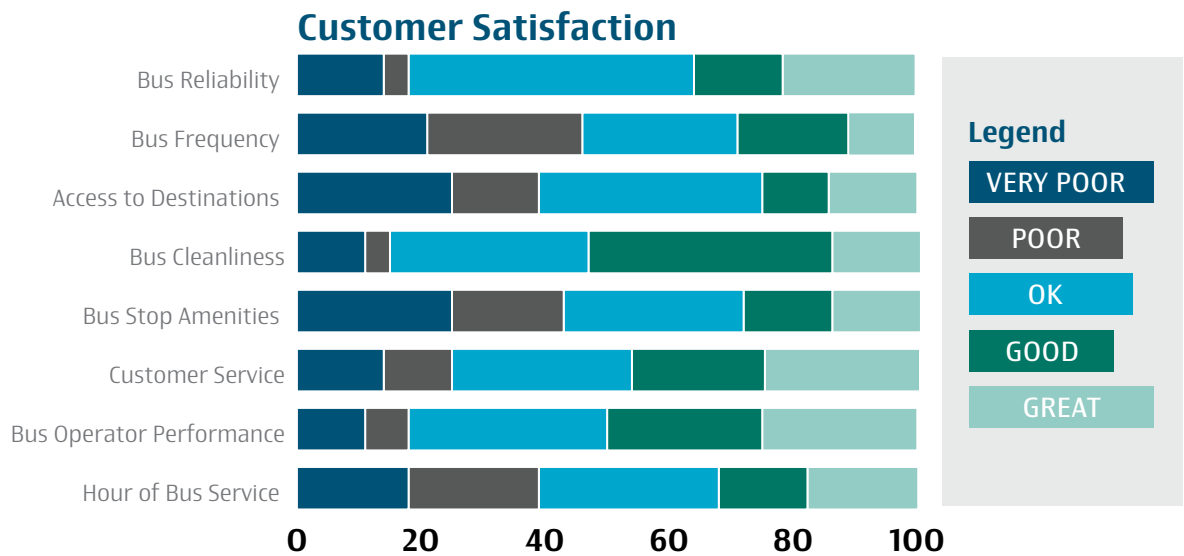
Walked/
Used Wheelchair
Bike
Was dropped
off by someone
Other



Less expensive than driving
Easier than driving
Easier than walking/biking
Less expensive than Uber/Lyft
No access to car, driver's license, or insurance
Other



Survey Results continued



Transit Development Plan (TDP)

The Plan your Future Ride initiative includes the EC Rider TDP Update which focuses on identifying opportunities to offer a reliable, efficient, and safe experience for the EC Rider service area.



TDP Goals

Awareness ✓	Effectively promote transit awareness
Performance ✓	Maximize the performance and quality of the transit system
Development ✓	Forge relationships with key regional partners and stakeholders
Connections ✓	Provide new connections within and beyond Okaloosa County
Innovation ✓	Pursue capital improvements and innovative technology

Get Involved!

We're looking for feedback to help shape the future of the EC Rider transit system. Take our short survey to let us know what kinds of updates you'd like to see for local transit in Okaloosa County. From local business owners and leaders to tourists and full-time community members, your feedback is important to us. <http://bit.ly/ECRider>

As always, we thank you for being a part of the EC Rider transit family, and we appreciate you helping us with Planning Your Ride!



For more information or if you have questions or comments about the Plan your Future Ride initiative, please contact the following representative:
 Tyrone Parker
 EC Rider , Transit Division Manager
 (850)683-6255
tparker@myokaloosa.com



PLANNING YOUR FUTURE RIDE

WE'RE LOOKING FOR FEEDBACK TO
HELP SHAPE THE FUTURE OF THE
EC RIDER TRANSIT SYSTEM.



Thursday, February 25th
9 AM or 1:30 PM



VIRTUAL MEETINGS

Presentation by: Brian Waterman, AICP
Senior Transportation Transit Planner with HDR



Emerald Coast Association of Realtors

Thursday, February 25th at 9 am

Zoom: bit.ly/33UuETD

Meeting ID: 822 1762 9952

Passcode: 226876



Greater Fort Walton Beach Chamber of Commerce

Thursday, February 25th at 1:30 pm

Zoom: bit.ly/3ay9U7C

Meeting ID: 897 5659 5673

Passcode: 347803

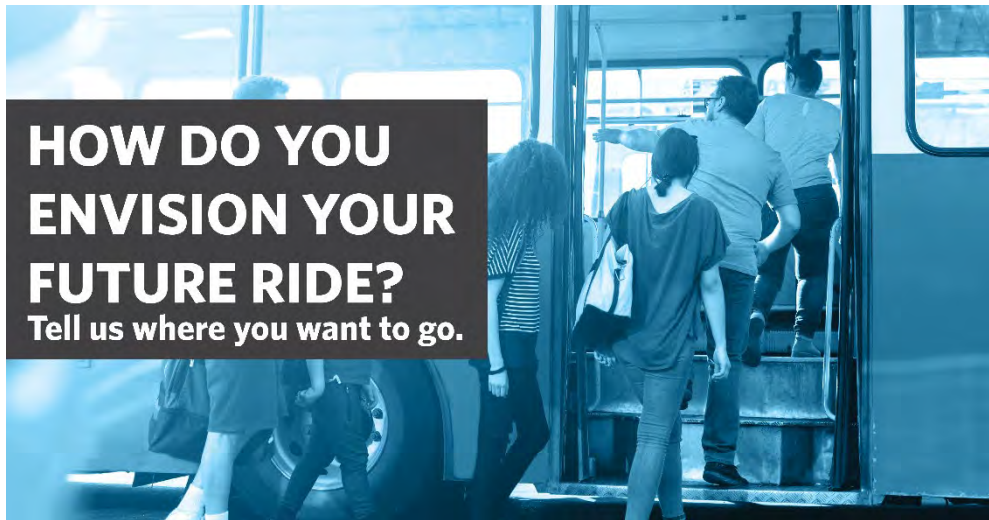
VISIT [ECRIDER.ORG/10YEARPLAN](https://ecrider.org/10yearplan)



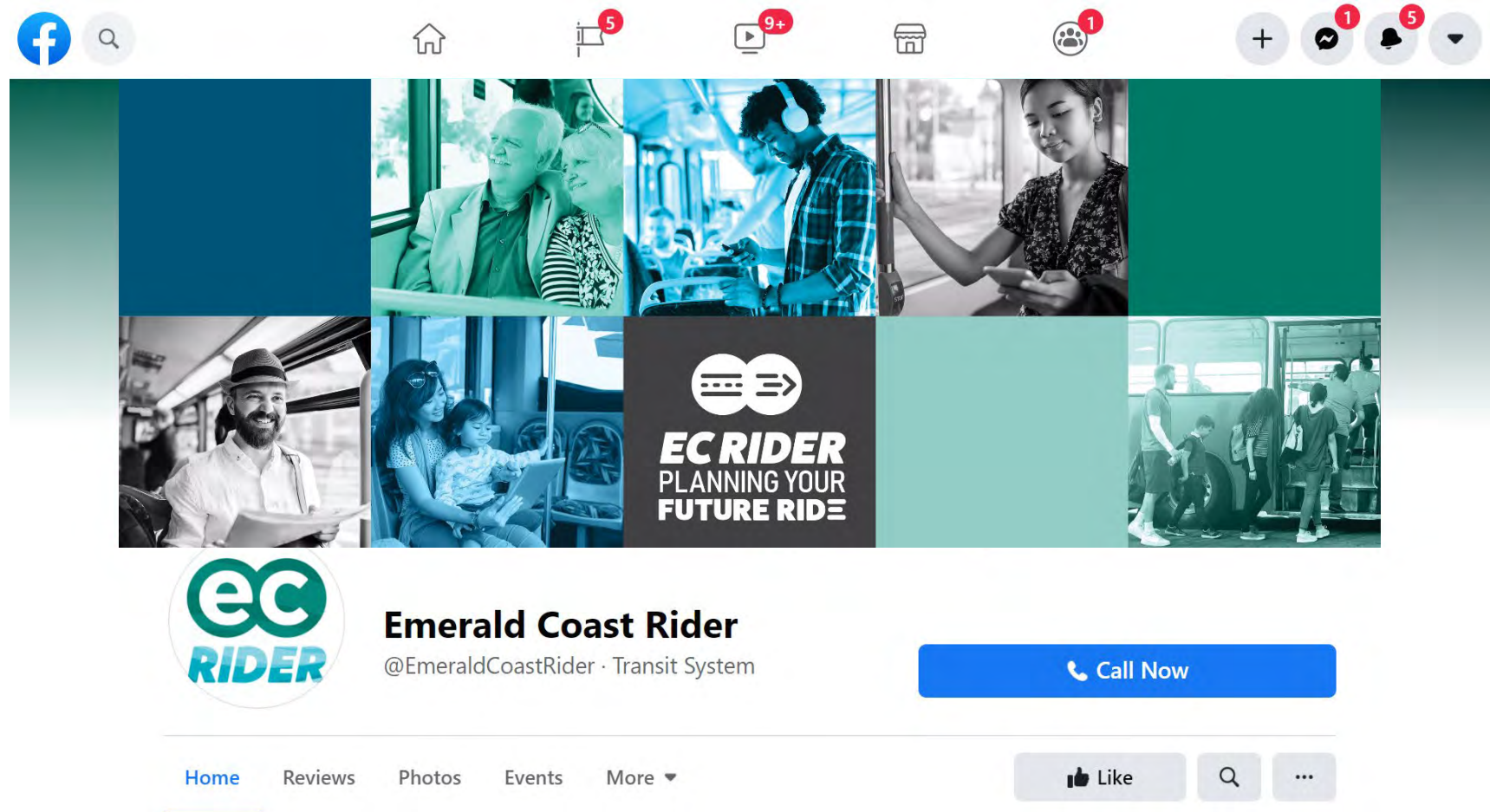
EC RIDER
PLANNING YOUR
FUTURE RIDE





Okaloosa TDP
EC Rider Facebook Content

Visual Graphics for Facebook Feed



New Image for Facebook Hero



MESSAGE	COPY	IMAGE LINKS	NOTES
EC Rider. Planning your future.	We're planning for the future now. Where do you and future generations want to go? Should we expand services? Help us figure it out with your feedback on our survey!	https://www.dropbox.com/sh/ycutwt3i8d3mzis/AADunSRjEZFHslvwXrBX_N4ba?dl=0	
How do you envision your future ride?	We envision better transportation options for our riders. How do you imagine your experience with us 5 to 10 years from now? Help us plan your future with our quick and easy survey.		
Reliable. Safe. Affordable.	We want the safest and most reliable experience for our riders. Could you help us make that a priority? We need your feedback!		
We value your opinion.	You matter, and your experience with EC Rider is important to us. We're here to make sure you enjoy getting to your destination. Help us plan for the future now by filling out our survey!		

**What if we could improve access to
Hospitals, Medical Centers, Shopping
Centers and other important destinations?**



WE HEARD YOU.

**You said you wanted to get
to your destination faster.**



What if ECRider streamlines the routes serving the beach?



What do you think
about better access
to main destinations
in **Crestview**?



You said you
wanted **safer**
and a **more**
reliable service,
and we have
ideas how to
make that
happen.



Date: _____

1. What type of resident or visitor are you?

- ☐ Permanent ☐ Seasonal ☐ Tourist
☐ Other (please specify) _____

2. What jurisdiction do you live in?

- ☐ Town of Cinco Bayou ☐ City of Niceville ☐ City of Crestview
☐ Town of Shalimar ☐ City of Destin ☐ City of Valparaiso
☐ City of Fort Walton Beach ☐ Unincorporated Okaloosa County ☐ City of Laurel Hill
☐ Walton County, with a Miramar Beach Address ☐ Walton County, without a Miramar address ☐ City of Mary Esther
☐ Other (please specify) _____

3. How often do you ride EC Rider?

- ☐ Every Day ☐ Two or three times per week ☐ Once a week
☐ Once a month or less

4. What is the main reason you ride EC Rider?

- ☐ Less expensive than driving ☐ Easier than driving ☐ Easier than walking/ biking
☐ Less expensive than Uber/Lyft ☐ No access to a car, driver's license, or insurance ☐ Environmental concerns
☐ Other (please specify) _____

5. For your most common trip, where do you start this trip?

- ☐ Home ☐ Work ☐ School/ College
☐ Recreation ☐ Medical Visit ☐ Church
☐ Library or Government
☐ Other (please specify) _____

6. For your most common trip, how did you get to your transit stop?

- ☐ Walked/used a wheelchair ☐ Bike ☐ Was dropped off by someone
☐ Taxi ☐ Uber/Lyft
☐ Other (please specify) _____

7. When you ride the bus, what route(s) do you use to get to your most common destination? Please list the route(s) in order.

First Route Taken _____
 Second Route Taken _____
 Third Route Taken _____
 Fourth Route Taken _____

8. For your most common trip, where are you going?

- ☐ Home ☐ Work ☐ School/ College
☐ Recreation ☐ Medical Visit ☐ Church
☐ Library or Government ☐ Other (please specify) _____

9. For your most common trip, how will you get to your destination after you get off the bus?

- ☐ Walked/used a wheelchair ☐ Bike ☐ Was dropped off by someone
☐ Taxi ☐ Uber/Lyft
☐ Other (please specify) _____

10. When you are returning from your most common trip, do you use the same routes but in the opposite direction?

- ☐ Yes (if answered, go to #12) ☐ No (if answered, go to #11)

11. What is different about your return trip? (Did you take a different route(s) or leave from a different destination?)

12. What type of fare did you use for this trip?

- ☐ Regular Fare ☐ Thirty-one day pass – regular fare
☐ Senior (65+)/disabled ☐ Thirty-one day pass – senior (65+)/disabled

13. On a scale of 1 to 10, how satisfied are you with EC Rider?

Whole numbers please: _____



14. Rate your experience on the following EC Rider features:

	Very Poor	Poor	Okay	Good	Great
Bus Reliability (on time, predictable service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Frequency (time between buses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to Destinations (can you get to places you want to go?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Stop Amenities (bench, shelter, shade, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Operator Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hour of Bus Service (early, late, weekend service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Please comment on what EC Rider is doing well and how we can improve.

The following questions (#16 to #20) are optional but will help us ensure that we are providing equitable service. You can skip all of them if you would like.

16. Under which age range do you fall?

- ☐ Under 18 ☐ 18 - 24 ☐ 25 - 34
☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64
☐ 65 and older ☐ Prefer not to answer

17. In what range does your income fall?

- ☐ Under \$20,000 per year ☐ \$20,000-\$29,999 per year ☐ \$30,000-\$39,999 per year
☐ \$40,000-\$49,999 per year ☐ \$50,000-\$74,999 per year ☐ \$75,000-\$99,999 per year
☐ \$100,000 or more per year ☐ Prefer not to answer

18. As which gender do you identify?

- ☐ Male ☐ Female ☐ Prefer not to answer
☐ Other (please specify) _____

19. As which race do you identify?

- ☐ Caucasian (White) ☐ African or African American (Black) ☐ East Asian (Descending from China, Japan, Korea, Thailand, Vietnam, or the like)
☐ South Asian (Descending from India, Pakistan, Bangladesh, or the like) ☐ Middle Eastern ☐ Native American
☐ Mixed Race ☐ Prefer not to answer
☐ Other (please specify) _____

20. As which ethnicity do you identify?

- ☐ Hispanic ☐ Non-Hispanic ☐ Prefer not to answer

21. Your opinion matters, and we appreciate you taking the time to complete our survey. If you'd like to receive future updates on our transit development plan, please provide your email and/or phone number. Your email and phone number will be disassociated from your survey responses. Thank you very much.

Email: _____

Phone Number: _____

Scan QR Code below for the online version of this survey if preferred.



Date: _____

1. What type of resident or visitor are you?

☐ Permanent ☐ Seasonal ☐ Tourist ☐ Other (please specify) _____

2. What jurisdiction do you live in?

☐ Town of Cinco Bayou ☐ City of Niceville ☐ City of Crestview ☐ Town of Shalimar
☐ City of Destin ☐ City of Valparaiso ☐ City of Fort Walton Beach ☐ Unincorporated Okaloosa County
☐ City of Laurel Hill ☐ Walton County, with a Miramar Beach address ☐ Walton County, without a Miramar address ☐ City of Mary Esther
☐ Other (please specify) _____

3. How often do you ride EC Rider?

☐ Every Day ☐ Two or three times per week ☐ Once a week ☐ Once a month or less

4. On a scale of 1 to 10, how satisfied are you with EC Rider?

Whole numbers please: _____

5. Rate your experience on the following EC Rider features:

	Very Poor	Poor	Okay	Good	Great
Bus Reliability (on time, predictable service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Frequency (time between buses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to Destinations (can you get to places you want to go?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Stop Amenities (bench, shelter, shade, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Operator Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hour of Bus Service (early, late, weekend service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please comment on what EC Rider is doing well and how we can improve.



The following questions are optional but will help us ensure that we are providing equitable service. You can skip all of them if you would like.

7. Under which age range do you fall?

- | | | |
|---------------------------------------|---|----------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 18 - 24 | <input type="checkbox"/> 25 - 34 |
| <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| <input type="checkbox"/> 65 and older | <input type="checkbox"/> Prefer not to answer | |

8. In what range does your income fall?

- | | | |
|---|---|---|
| <input type="checkbox"/> Under \$20,000 per year | <input type="checkbox"/> \$20,000-\$29,999 per year | <input type="checkbox"/> \$30,000-\$39,999 per year |
| <input type="checkbox"/> \$40,000-\$49,999 per year | <input type="checkbox"/> \$50,000-\$74,999 per year | <input type="checkbox"/> \$75,000-\$99,999 per year |
| <input type="checkbox"/> \$100,000 or more per year | <input type="checkbox"/> Prefer not to answer | |

9. As which gender do you identify?

- | | | |
|---|---------------------------------|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Other (please specify) _____ | | |

10. As which race do you identify?

- | | | |
|---|--|---|
| <input type="checkbox"/> Caucasian (White) | <input type="checkbox"/> African or African American (Black) | <input type="checkbox"/> East Asian (Descending from China, Japan, Korea, Thailand, Vietnam, or the like) |
| <input type="checkbox"/> South Asian (Descending from India, Pakistan, Bangladesh, or the like) | <input type="checkbox"/> Middle Eastern | <input type="checkbox"/> Native American |
| <input type="checkbox"/> Mixed Race | <input type="checkbox"/> Prefer not to answer | |
| <input type="checkbox"/> Other (please specify) _____ | | |

11. As which ethnicity do you identify?

- | | | |
|-----------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> Non-Hispanic | <input type="checkbox"/> Prefer not to answer |
|-----------------------------------|---------------------------------------|---|

12. Your opinion matters, and we appreciate you taking the time to complete our survey. If you'd like to receive future updates on our transit development plan, please provide your email and/or phone number. Your email and phone number will be disassociated from your survey responses. Thank you very much.

Email: _____

Phone Number: _____

Scan QR Code below for the online version of this survey if preferred.





EC RIDER SURVEY

1. What type of resident or visitor are you?

- ☐ Permanent ☐ Seasonal ☐ Tourist

What city and state are you visiting from?

Did you ride the EC Rider during your visit? ☐ Yes ☐ No

Skip to Q12, bottom of page 2

2. What jurisdiction do you live in?

- ☐ Town of Cinco Bayou ☐ City of Crestview ☐ City of Destin ☐ City of Fort Walton Beach ☐ Unincorporated Okaloosa County
☐ City of Niceville ☐ Town of Shalimar ☐ City of Valparaiso ☐ City of Lauren Hill ☐ Other (please specify)

3. How often do you ride EC Rider?

- ☐ Every Day ☐ Two or three times a week ☐ Once a week ☐ Once a month ☐ I don't ride EC Rider

Think about your MOST COMMON TRIP you take (no matter what mode of transportation) and answer the following questions:

4. Where are you going on your most common trip?

- ☐ To/From Work ☐ To/From School ☐ Medical
☐ Shopping ☐ Recreation (visiting friends, leisure activities, etc.)
☐ Other (please specify) _____

5. What time of day is your most common trip?

- ☐ Early Morning (4-7am) ☐ Morning (7am-noon) ☐ Afternoon (noon-5pm)
☐ Evening (5-7pm) ☐ Night (7pm-midnight) ☐ Late Night (midnight-4am)

6. What zone are you traveling from and to on your most common trip? Look at the different color zones on the map to help you.

Use the square numbers on the zones to fill in the boxes below. Remember, this is your most common trip you take.

Traveling from ZONE:

Traveling to ZONE:

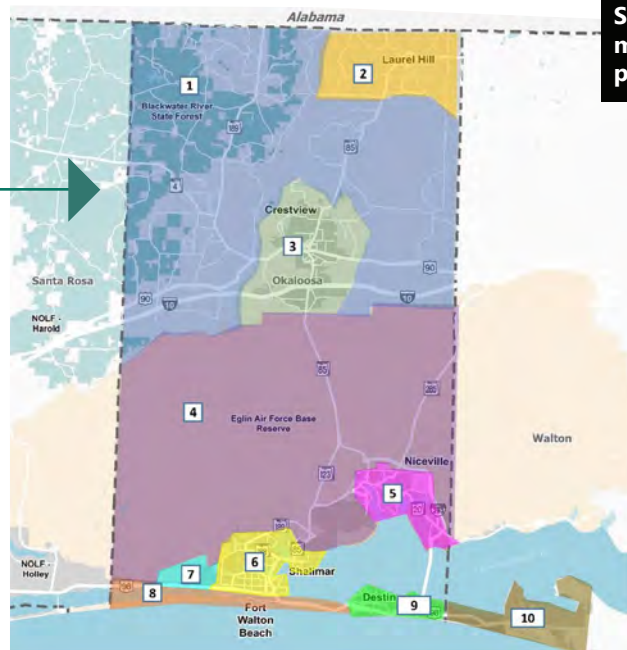
7. What is your approximate travel time on your most common trip?

- ☐ Less than 5 minutes ☐ 16-20 minutes
☐ 5-10 minutes ☐ 21-30 minutes
☐ 11-15 minutes ☐ More than 30 minutes

8. What mode of transportation do you use on your most common trip?

- ☐ Personal Vehicle ☐ Walking ☐ Biking
☐ Carpool/Vanpool ☐ Uber/Lyft ☐ EC Rider
☐ Other (please specify): _____

**If you choose EC Rider
Skip to Q10,
middle of
page 2**



IMPROVEMENTS AND FUNDING

9. What one change would encourage you to ride the bus?

- ☐ Increased route frequency (less time in between buses)
- ☐ New technology, such as mobile fare or real time bus location
- ☐ Decreased transit travel time
- ☐ Add more amenities like benches or shelters at bus stops
- ☐ Simplified transit guide or website
- ☐ Additional service

Where would you like more service?

- ☐ Navarre
- ☐ Santa Rosa Beach
- ☐ Laurel Hill
- ☐ Cities/Area in Walton County
- ☐ Other (please specify):

Which route/corridor would you like higher frequency?

- ☐ Fort Walton Beach Route 1: Green Acres Rd I Bob Sikes Blvd I Eglin Pkwy
- ☐ Fort Walton Beach Route 2: Hollywood Blvd
- ☐ Fort Walton Beach Route 3: Green Acres Rd I Beal Pkwy I Mary Esther Blvd
- ☐ Fort Walton Beach Route 4: Beal Pkwy I Holmes Blvd I Hollywood Blvd
- ☐ Fort Walton Beach Route 5: Lewis Turner Blvd I Beal Pkwy I Mary Esther Blvd
- ☐ Crestview / FWB Wave Express Route 14: Ferdon Blvd I College Blvd
- ☐ Okaloosa Route 20: Eglin Pkwy I Miracle Strip Pkwy I Santa Rosa Blvd
- ☐ Destin Route 30: Miracle Strip Pkwy I Harbor Blvd I Gulf Shore
- ☐ Destin Route 32: Harbor Blvd I Emerald Coast Pkwy
- ☐ Destin Route 33: Emerald Coast Pkwy I Scenic Gulf Dr

10. If improvements required additional funding for EC Rider. Which mechanisms would you support? Check all that apply.

- ☐ Local Gas Tax Increase
- ☐ Sales Tax Increase
- ☐ Property Tax increase
- ☐ New Application/Development Fees
- ☐ I would not support any of these
- ☐ Other (please specify):

11. EC Rider has limited financial resources, should they expand or improve services first?

- ☐ Prioritize improving the existing system, such as buses coming more often or in operation for more days/hours
- ☐ Expanding the system with additions service areas
- ☐ Other (please specify):



GENERAL INFORMATION

The following questions (#15 to #19) are optional but will help us ensure that we are providing equitable service.

12. What is your age?

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

13. What is your race/ethnicity?

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander

14. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer to not answer

15. What is your employment status?

- ☐ Full-Time (36+ hrs/week)
- ☐ Retired
- ☐ Part-Time (less than 36 hrs/wk)
- ☐ Student
- ☐ Unemployed

16. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME IN 2019 BEFORE taxes?

- ☐ Less than \$10,000
- ☐ \$10,000 - \$19,999
- ☐ \$20,000 - \$29,999
- ☐ \$30,000 - \$39,999
- ☐ \$40,000 - \$49,999
- ☐ \$50,000 - \$74,999
- ☐ \$75,000 - \$99,999
- ☐ \$100,000 or more

17. Your opinion matters, and we appreciate you taking the time to complete our survey. If you'd like to receive future updates on the Your Service, Your Say initiative, please provide your email and/or phone number.

Your email and phone number will be disassociated from your survey responses. Thank you very much.

Email: _____

Phone Number: _____

Scan QR Code for the online version of this survey.



SURVEY

MAY 2021

1. **Combine the shorter beach routes (Routes 20-33) into one long route and a spur route.** The main route would go from Fort Walton Beach to Miramar Beach along US-98, and the spur route would cover Santa Rosa Blvd in Okaloosa Island and Gulf Shore Dr in Destin.



2. **Have buses stop on the side of the road rather than pull into parking lots.** Where this would occur includes US-98 in Destin and Okaloosa Island, which currently has 27 parking lot stops and 2 roadside stops. This change would both speed up the routes and increase the visibility of the EC Rider system, which could convert car traffic into bus riders.



3. **Add bus stops to Route 14, which runs from Fort Walton Beach to Crestview via Niceville, to give more people access to it!** Places that would be served include the North Okaloosa Medical Center, the Crestview Walmart, the Twin Cities Hospital, and the Fort Walton Beach campus of Northwest Florida State College. Added stops would be in downtown and south Crestview, Niceville, Valparaiso, the Destin-FWB Airport, Shalimar, Ocean City, Cinco Bayou, Fort Walton Beach, and Wright. All stops except the Destin-FWB Airport would be roadside stops. Slightly reroute Route 14 in Crestview so that, on the way to City Hall, it also would serve Main Street up to Beech Ave.



4. **Slightly reroute Route 14 in Crestview** so that, on the way to City Hall, it also would serve Main Street up to Beech Ave. Add bus stops to routes in the Fort Walton Beach, Mary Esther, and Wright so that more people can access the system.



5. **Add bus stops to beach routes**, including various spots on Harbor Blvd in Destin, throughout Scenic Hwy 98 in Destin, and throughout Scenic Gulf Dr and US-98 in Miramar Beach. All added stops would be roadside stops, which would increase the visibility of the EC Rider system and potentially convert car traffic into bus riders.



6. **Add bus stops to routes in the Fort Walton Beach, Mary Esther, and Wright** so that more people can access the system.



7. **Make Route 3 more frequent by discontinuing Route 5**, which has very low ridership. Both, Route 3 and 5 connect Santa Rosa Mall in Mary Esther with the Wright area. There would be no loss in coverage.



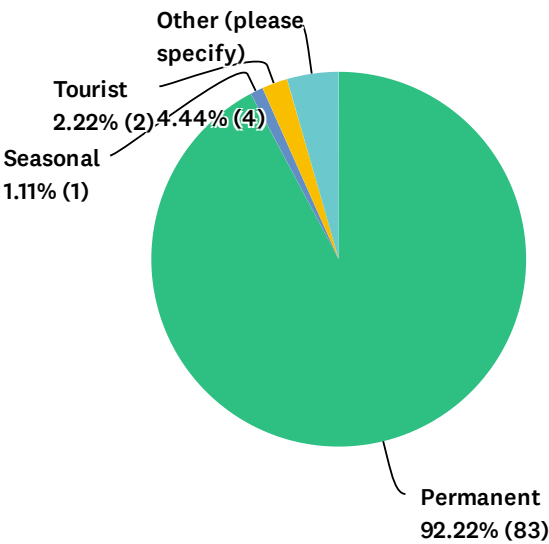
Transit Development Plan 2022-2031

13.0 Appendix E. Additional Survey Results



Q1 What type of resident or visitor are you?

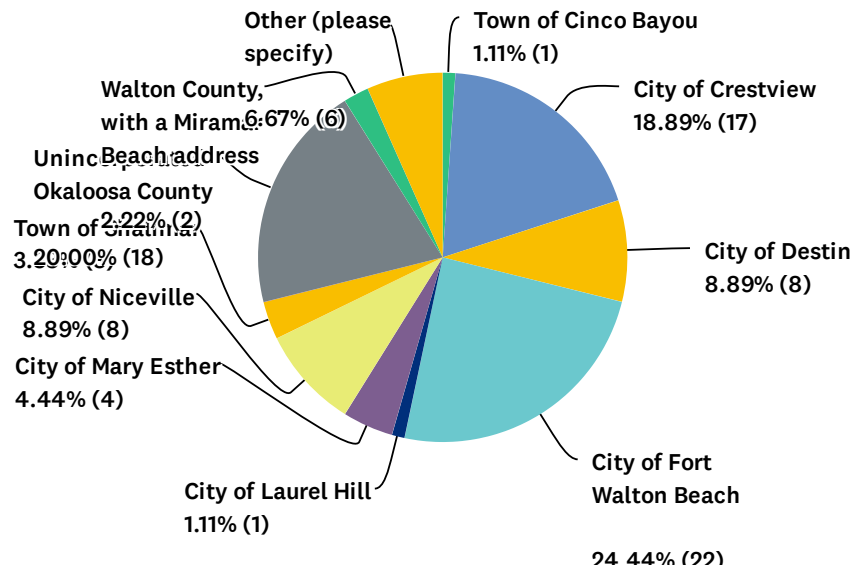
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Permanent	92.22%	83
Seasonal	1.11%	1
Tourist	2.22%	2
Other (please specify)	4.44%	4
TOTAL		90

Q2 What jurisdiction do you live in?

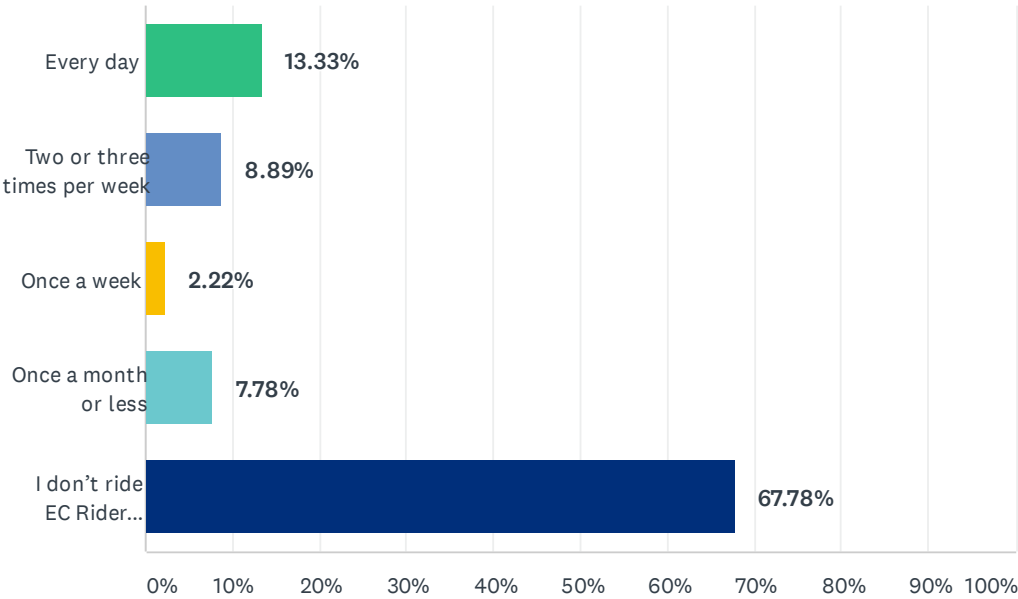
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Town of Cinco Bayou	1.11%	1
City of Crestview	18.89%	17
City of Destin	8.89%	8
City of Fort Walton Beach	24.44%	22
City of Laurel Hill	1.11%	1
City of Mary Esther	4.44%	4
City of Niceville	8.89%	8
Town of Shalimar	3.33%	3
City of Valparaiso	0.00%	0
Unincorporated Okaloosa County	20.00%	18
Walton County, with a Miramar Beach address	2.22%	2
Walton County, without a Miramar Beach address	0.00%	0
Other (please specify)	6.67%	6
TOTAL		90

Q3 How often do you ride EC Rider?

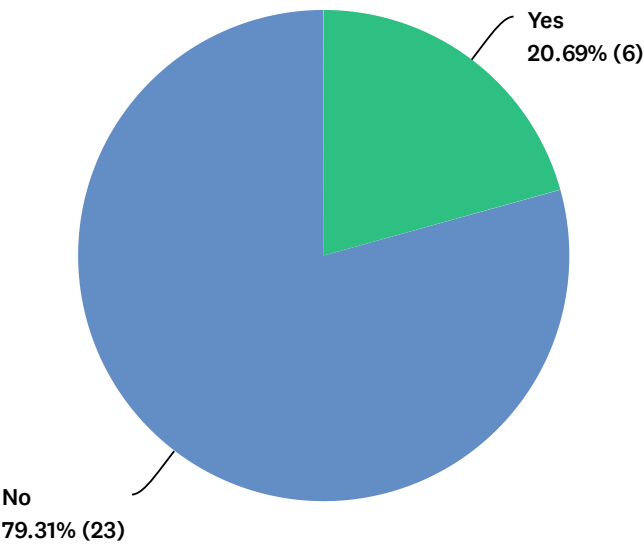
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Every day	13.33%	12
Two or three times per week	8.89%	8
Once a week	2.22%	2
Once a month or less	7.78%	7
I don't ride EC Rider transit	67.78%	61
TOTAL		90

Q4 Are you primarily a user of EC Rider's Dial-A-Ride paratransit service?

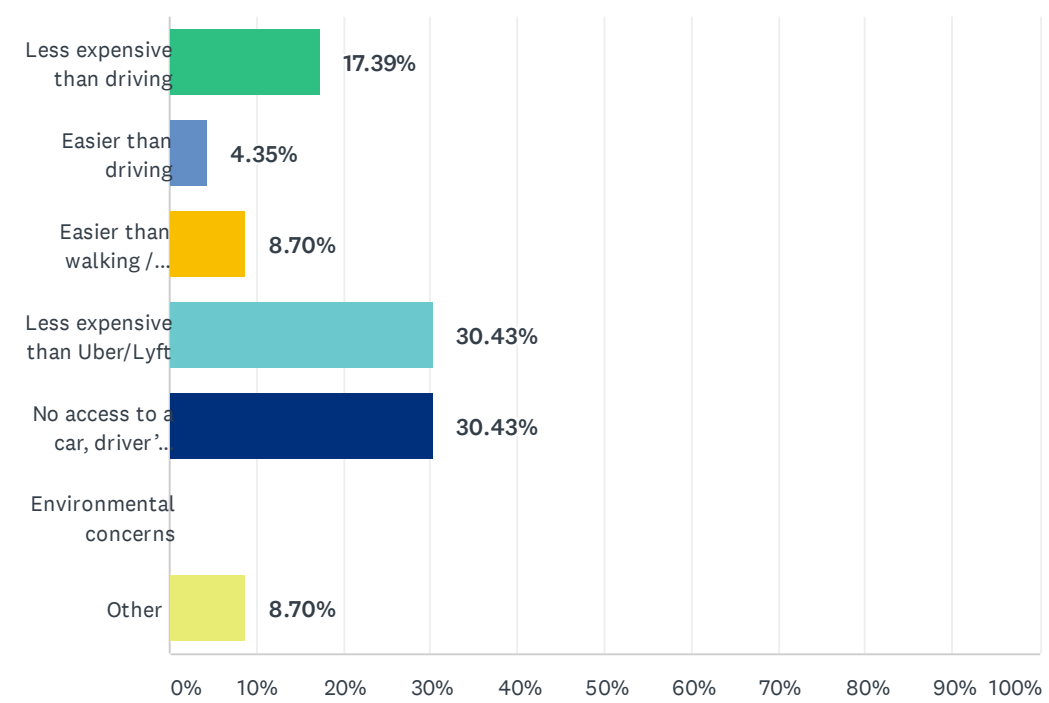
Answered: 29 Skipped: 61



ANSWER CHOICES	RESPONSES	
Yes	20.69%	6
No	79.31%	23
TOTAL		29

Q5 What is the main reason you ride EC Rider transit?

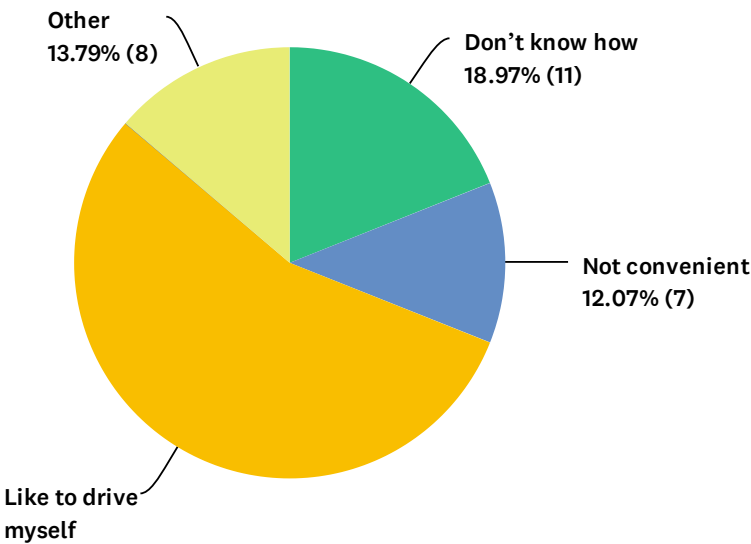
Answered: 23 Skipped: 67



ANSWER CHOICES	RESPONSES	
Less expensive than driving	17.39%	4
Easier than driving	4.35%	1
Easier than walking / biking	8.70%	2
Less expensive than Uber/Lyft	30.43%	7
No access to a car, driver's license, or insurance	30.43%	7
Environmental concerns	0.00%	0
Other	8.70%	2
TOTAL		23

Q6 If you do not use EC Rider transit service, why not?

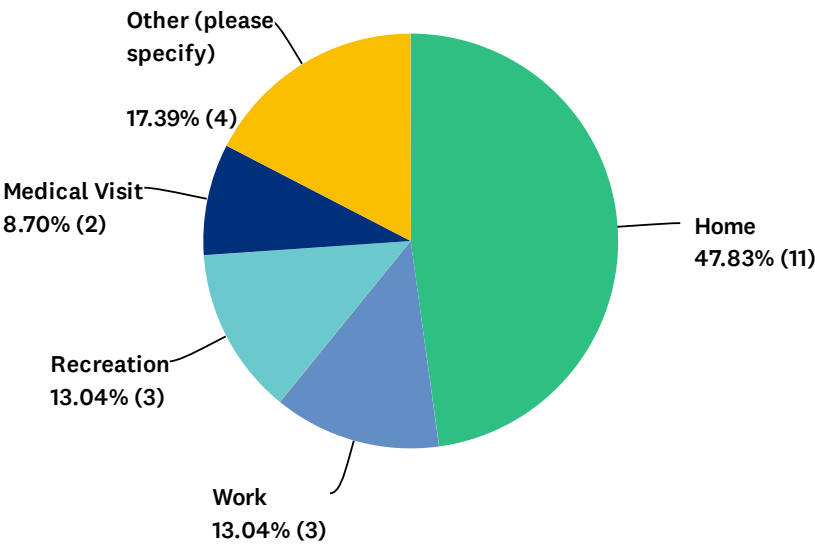
Answered: 58 Skipped: 32



ANSWER CHOICES	RESPONSES	
Don't know how	18.97%	11
Not convenient	12.07%	7
Like to drive myself	55.17%	32
Carpool	0.00%	0
Prefer Uber/Lyft	0.00%	0
Prefer to bike	0.00%	0
Other	13.79%	8
TOTAL		58

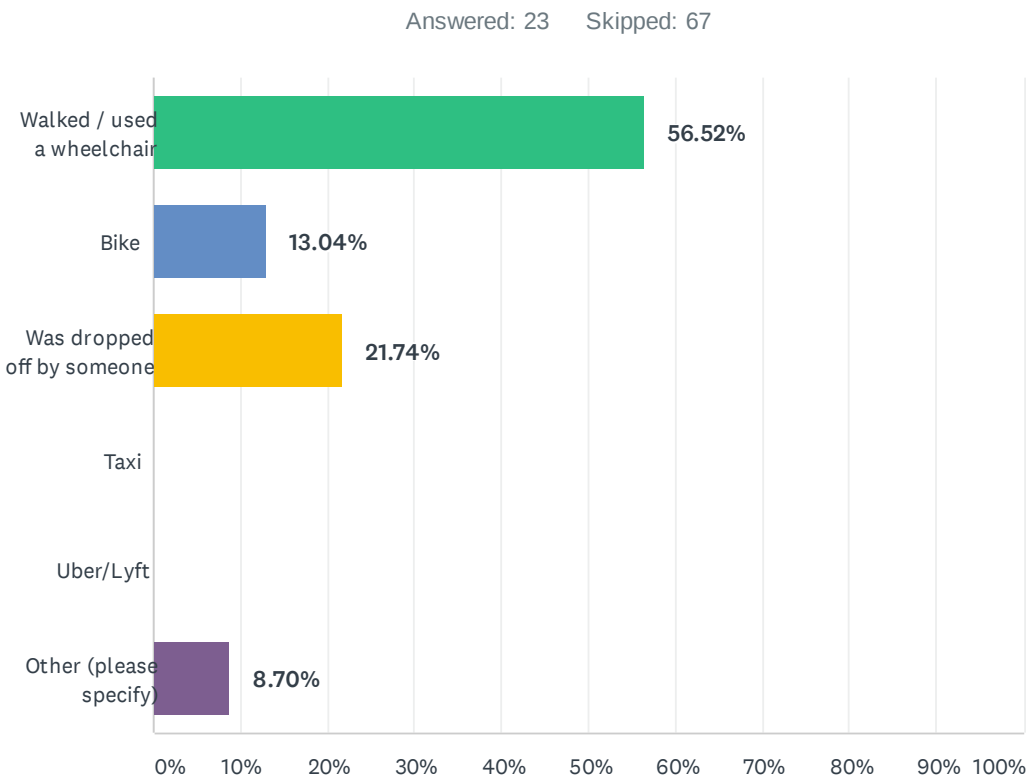
Q7 For your most common trip, where do you start this trip?

Answered: 23 Skipped: 67



ANSWER CHOICES	RESPONSES	
Home	47.83%	11
Work	13.04%	3
School/College	0.00%	0
Recreation	13.04%	3
Medical Visit	8.70%	2
Church	0.00%	0
Library or Government	0.00%	0
Other (please specify)	17.39%	4
TOTAL		23

Q8 For your most common trip, how did you get to your transit stop?



ANSWER CHOICES	RESPONSES	
Walked / used a wheelchair	56.52%	13
Bike	13.04%	3
Was dropped off by someone	21.74%	5
Taxi	0.00%	0
Uber/Lyft	0.00%	0
Other (please specify)	8.70%	2
TOTAL		23

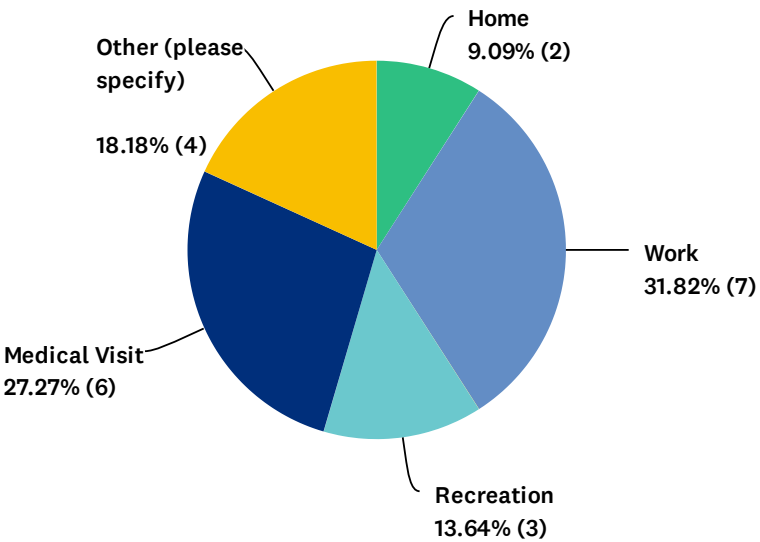
Q9 When you ride the bus, what route(s) do you use to get to your most common destination? Please list the route(s) in order.

Answered: 13 Skipped: 77

ANSWER CHOICES	RESPONSES	
First Route Taken	100.00%	13
Second Route Taken	76.92%	10
Third Route Taken	53.85%	7
Fourth Route Taken	53.85%	7

Q10 For your most common trip, where are you going?

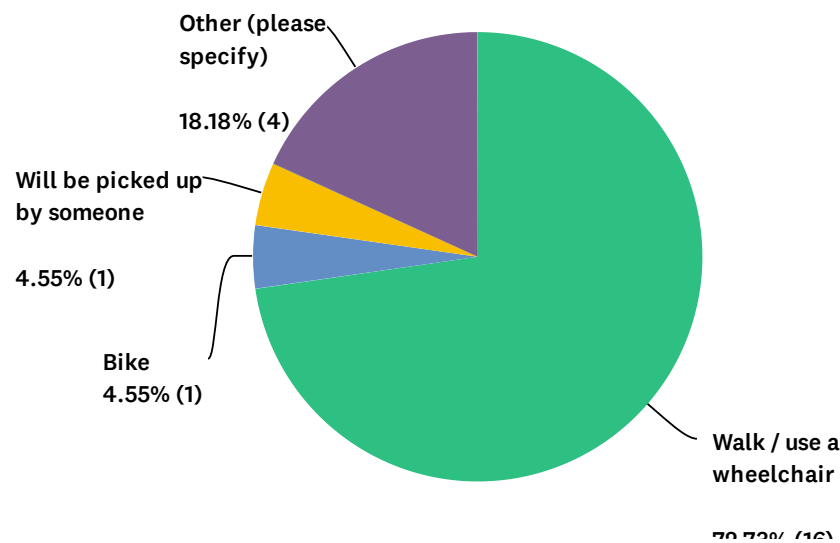
Answered: 22 Skipped: 68



ANSWER CHOICES	RESPONSES	
Home	9.09%	2
Work	31.82%	7
School/College	0.00%	0
Recreation	13.64%	3
Medical Visit	27.27%	6
Church	0.00%	0
Library or Government Facility	0.00%	0
Other (please specify)	18.18%	4
TOTAL		22

Q11 For your most common trip, how will you get to your destination after you get off the bus?

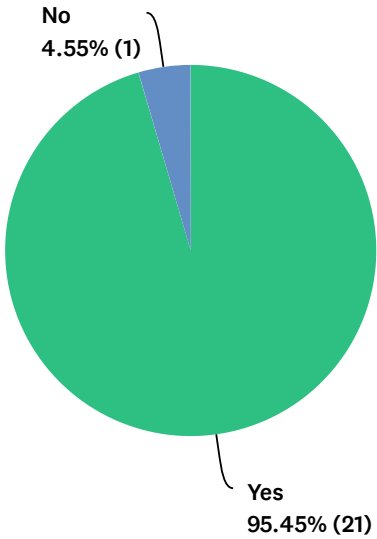
Answered: 22 Skipped: 68



ANSWER CHOICES	RESPONSES	
Walk / use a wheelchair	72.73%	16
Bike	4.55%	1
Will be picked up by someone	4.55%	1
Taxi	0.00%	0
Uber/Lyft	0.00%	0
Other (please specify)	18.18%	4
TOTAL		22

Q12 When you are returning from your most common trip, do you use the same routes but in the opposite direction?

Answered: 22 Skipped: 68



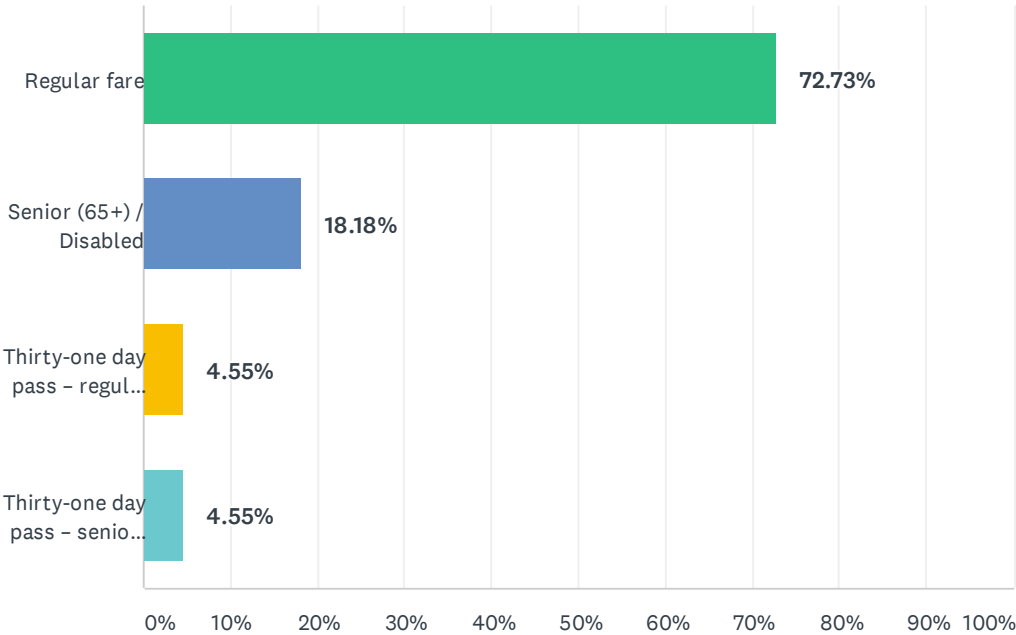
ANSWER CHOICES		RESPONSES	
Yes		95.45%	21
No		4.55%	1
TOTAL			22

Q13 What is different about your return trip? (Did you take a different route(s) or leave from a different destination?)

Answered: 1 Skipped: 89

Q14 What type of fare did you use for this trip?

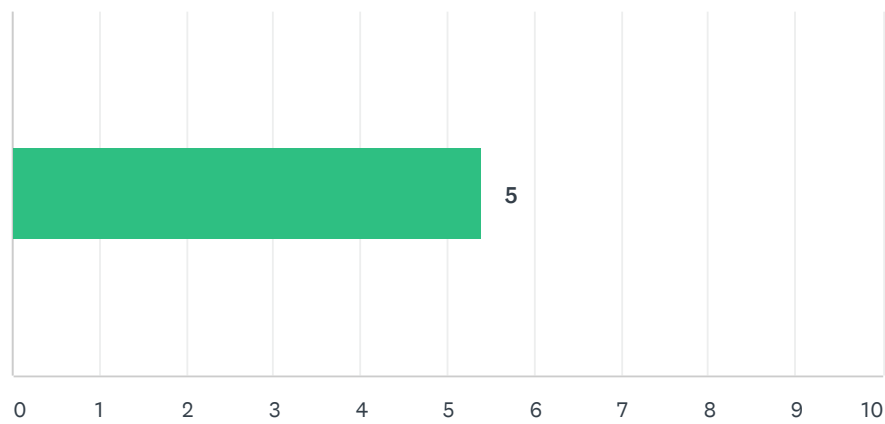
Answered: 22 Skipped: 68



ANSWER CHOICES	RESPONSES	
Regular fare	72.73%	16
Senior (65+) / Disabled	18.18%	4
Thirty-one day pass – regular fare	4.55%	1
Thirty-one day pass – senior (65+) / disabled	4.55%	1
TOTAL		22

Q15 On a scale of 1-10, how satisfied are you with EC Rider?

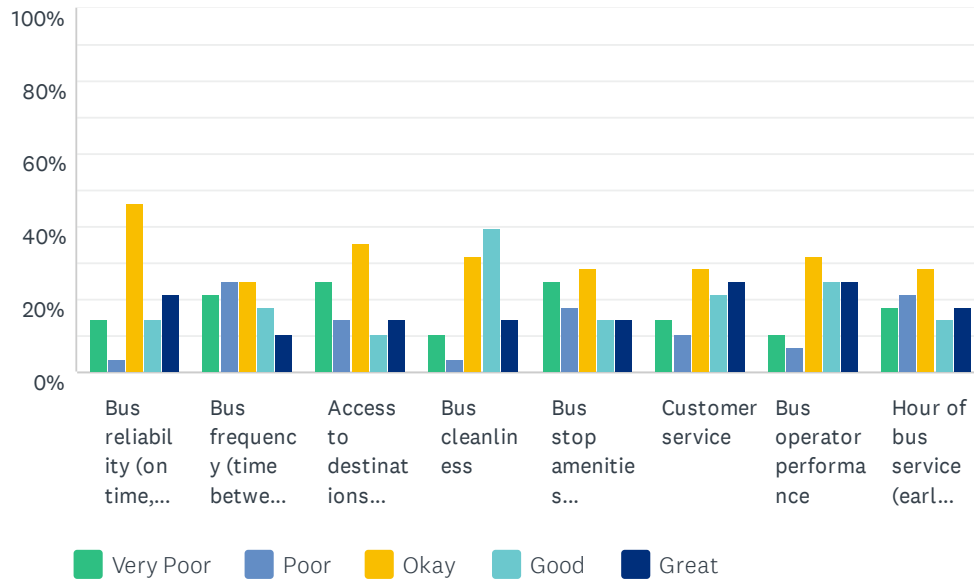
Answered: 28 Skipped: 62



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	5	151	28
Total Respondents: 28			

Q16 Rate your experience on the following EC Rider features

Answered: 28 Skipped: 62



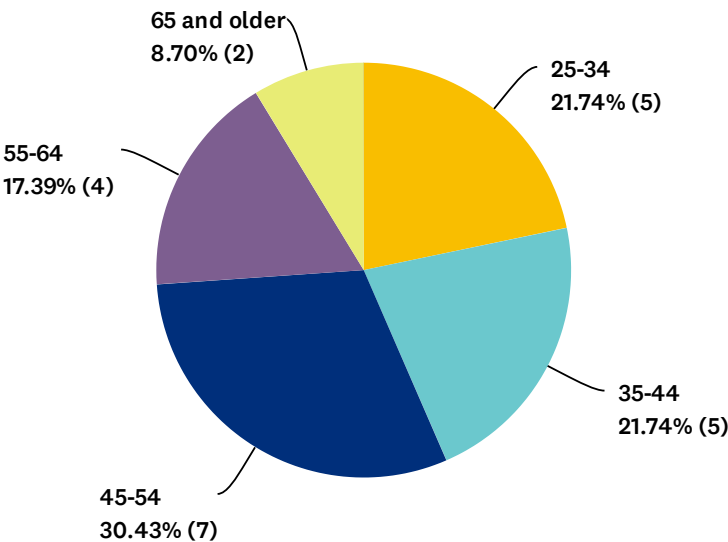
	VERY POOR	POOR	OKAY	GOOD	GREAT	TOTAL
Bus reliability (on time, predictable service)	14.29% 4	3.57% 1	46.43% 13	14.29% 4	21.43% 6	28
Bus frequency (time between buses)	21.43% 6	25.00% 7	25.00% 7	17.86% 5	10.71% 3	28
Access to destinations (can you get to places you want to go?)	25.00% 7	14.29% 4	35.71% 10	10.71% 3	14.29% 4	28
Bus cleanliness	10.71% 3	3.57% 1	32.14% 9	39.29% 11	14.29% 4	28
Bus stop amenities (bench, shelter, shade, etc.)	25.00% 7	17.86% 5	28.57% 8	14.29% 4	14.29% 4	28
Customer service	14.29% 4	10.71% 3	28.57% 8	21.43% 6	25.00% 7	28
Bus operator performance	10.71% 3	7.14% 2	32.14% 9	25.00% 7	25.00% 7	28
Hour of bus service (early, late, weekend service)	17.86% 5	21.43% 6	28.57% 8	14.29% 4	17.86% 5	28

Q17 Please comment on what EC Rider is doing well and how we can improve.

Answered: 28 Skipped: 62

Q18 Under which age range do you fall?

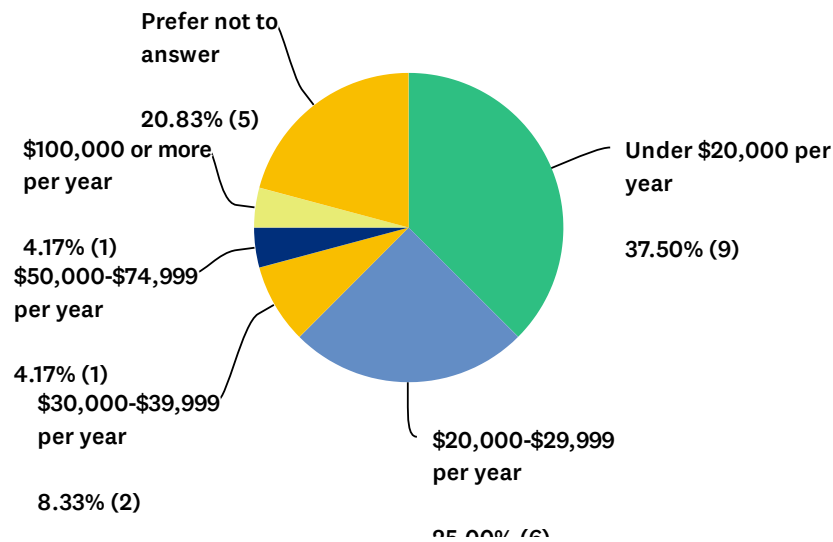
Answered: 23 Skipped: 67



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	21.74%	5
35-44	21.74%	5
45-54	30.43%	7
55-64	17.39%	4
65 and older	8.70%	2
Prefer not to answer	0.00%	0
TOTAL		23

Q19 In what range does your income fall?

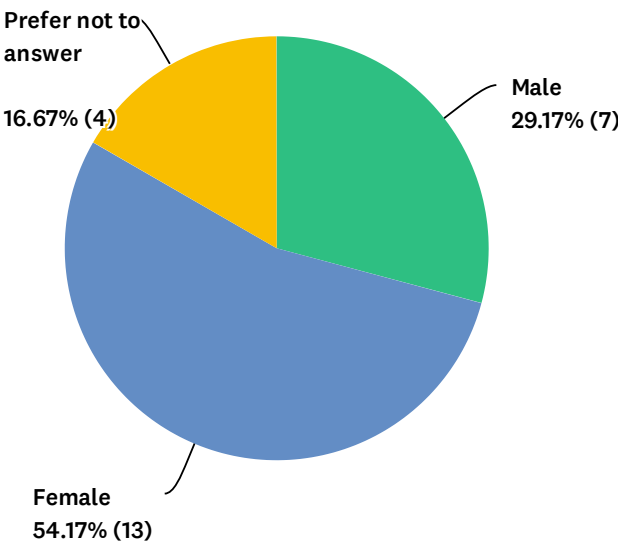
Answered: 24 Skipped: 66



ANSWER CHOICES	RESPONSES	
Under \$20,000 per year	37.50%	9
\$20,000-\$29,999 per year	25.00%	6
\$30,000-\$39,999 per year	8.33%	2
\$40,000-\$49,999 per year	0.00%	0
\$50,000-\$74,999 per year	4.17%	1
\$75,000-\$99,999 per year	0.00%	0
\$100,000 or more per year	4.17%	1
Prefer not to answer	20.83%	5
TOTAL		24

Q20 As which gender do you identify?

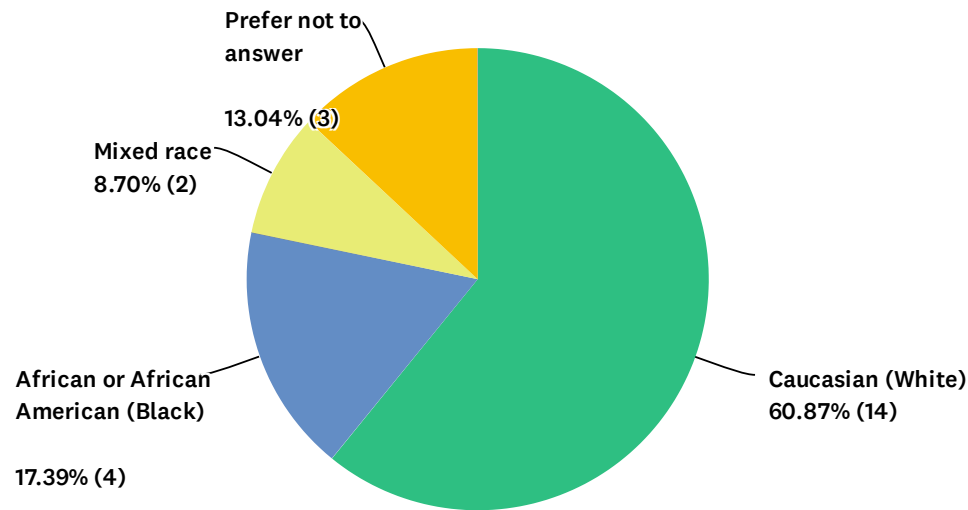
Answered: 24 Skipped: 66



ANSWER CHOICES	RESPONSES	
Male	29.17%	7
Female	54.17%	13
Prefer not to answer	16.67%	4
Other (please specify)	0.00%	0
TOTAL		24

Q21 As which race do you identify?

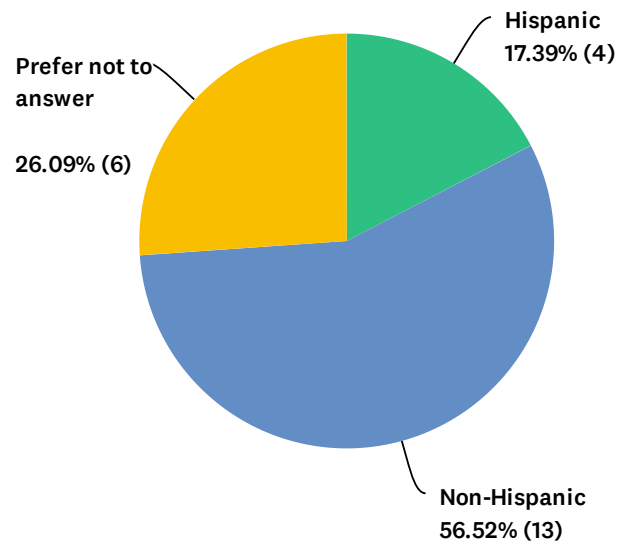
Answered: 23 Skipped: 67



ANSWER CHOICES	RESPONSES	
Caucasian (White)	60.87%	14
African or African American (Black)	17.39%	4
East Asian (Descending from China, Japan, Korea, Thailand, Vietnam, or the like)	0.00%	0
South Asian (Descending from India, Pakistan, Bangladesh, or the like)	0.00%	0
Middle Eastern	0.00%	0
Native American	0.00%	0
Mixed race	8.70%	2
Prefer not to answer	13.04%	3
Other (please specify)	0.00%	0
TOTAL		23

Q22 As which ethnicity do you identify?

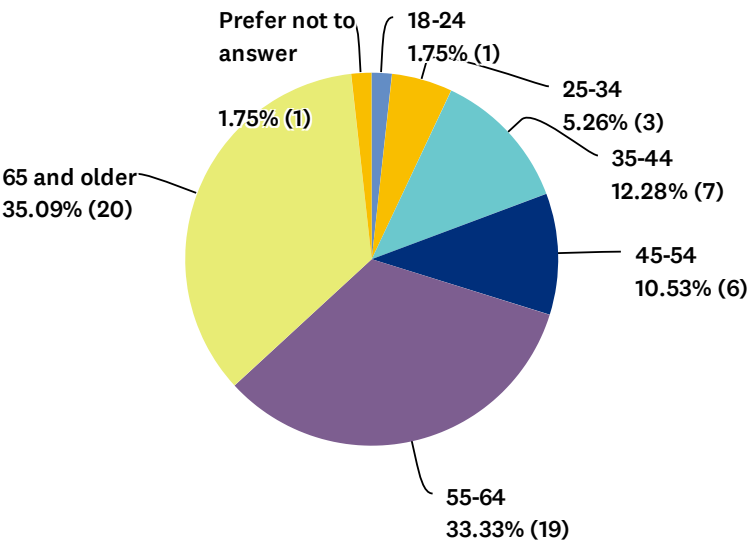
Answered: 23 Skipped: 67



ANSWER CHOICES	RESPONSES	
Hispanic	17.39%	4
Non-Hispanic	56.52%	13
Prefer not to answer	26.09%	6
TOTAL		23

Q23 Under which age range do you fall?

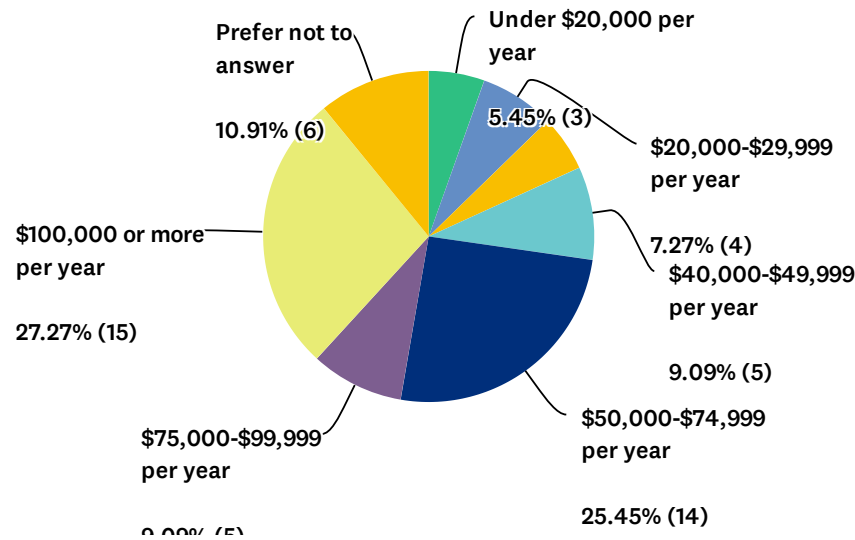
Answered: 57 Skipped: 33



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	1.75%	1
25-34	5.26%	3
35-44	12.28%	7
45-54	10.53%	6
55-64	33.33%	19
65 and older	35.09%	20
Prefer not to answer	1.75%	1
TOTAL		57

Q24 In what range does your income fall?

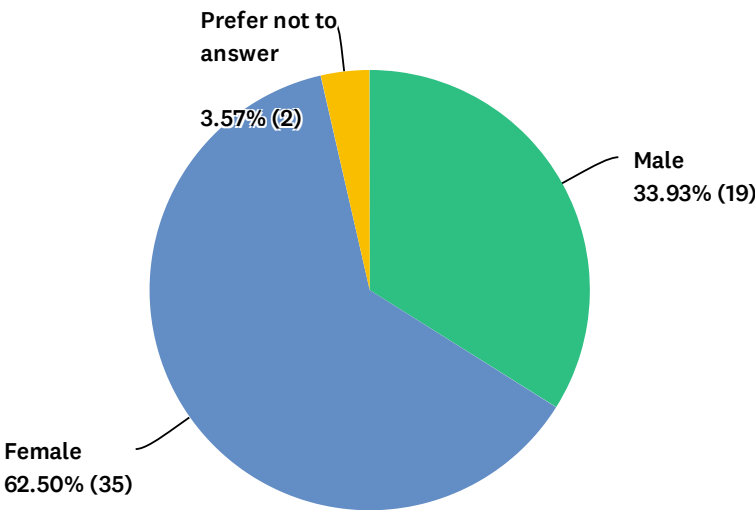
Answered: 55 Skipped: 35



ANSWER CHOICES	RESPONSES	
Under \$20,000 per year	5.45%	3
\$20,000-\$29,999 per year	7.27%	4
\$30,000-\$39,999 per year	5.45%	3
\$40,000-\$49,999 per year	9.09%	5
\$50,000-\$74,999 per year	25.45%	14
\$75,000-\$99,999 per year	9.09%	5
\$100,000 or more per year	27.27%	15
Prefer not to answer	10.91%	6
TOTAL		55

Q25 As which gender do you identify?

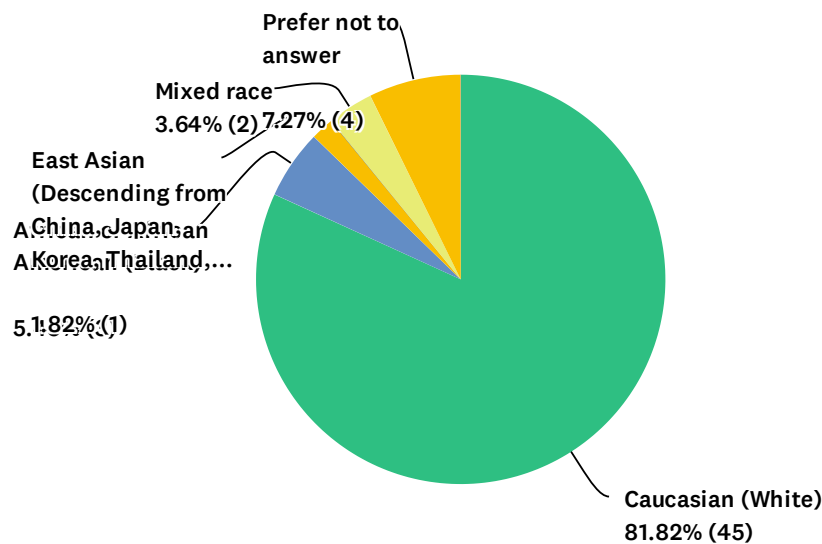
Answered: 56 Skipped: 34



ANSWER CHOICES		RESPONSES	
Male		33.93%	19
Female		62.50%	35
Prefer not to answer		3.57%	2
Other (please specify)		0.00%	0
TOTAL			56

Q26 As which race do you identify?

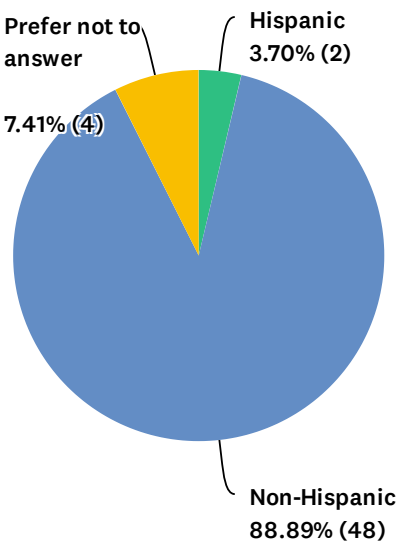
Answered: 55 Skipped: 35



ANSWER CHOICES	RESPONSES	
Caucasian (White)	81.82%	45
African or African American (Black)	5.45%	3
East Asian (Descending from China, Japan, Korea, Thailand, Vietnam, or the like)	1.82%	1
South Asian (Descending from India, Pakistan, Bangladesh, or the like)	0.00%	0
Middle Eastern	0.00%	0
Native American	0.00%	0
Mixed race	3.64%	2
Prefer not to answer	7.27%	4
Other (please specify)	0.00%	0
TOTAL		55

Q27 As which ethnicity do you identify?

Answered: 54 Skipped: 36



ANSWER CHOICES	RESPONSES	
Hispanic	3.70%	2
Non-Hispanic	88.89%	48
Prefer not to answer	7.41%	4
TOTAL		54

Q28 For Riders: Your opinion matters, and we appreciate you taking the time to complete our survey. If you'd like to receive future updates on our transit development plan, please provide your email and/or phone number. Your email and phone number will be disassociated from your survey responses. Thank you very much.

Answered: 8 Skipped: 82

ANSWER CHOICES	RESPONSES	
Email:	75.00%	6
Phone Number:	100.00%	8

Q29 For Non-Riders: While this survey is for current riders, there will be opportunities soon for potential riders to provide their input, and this process needs your thoughts at that time. Please provide your contact information so we can help keep you up to date with this process.

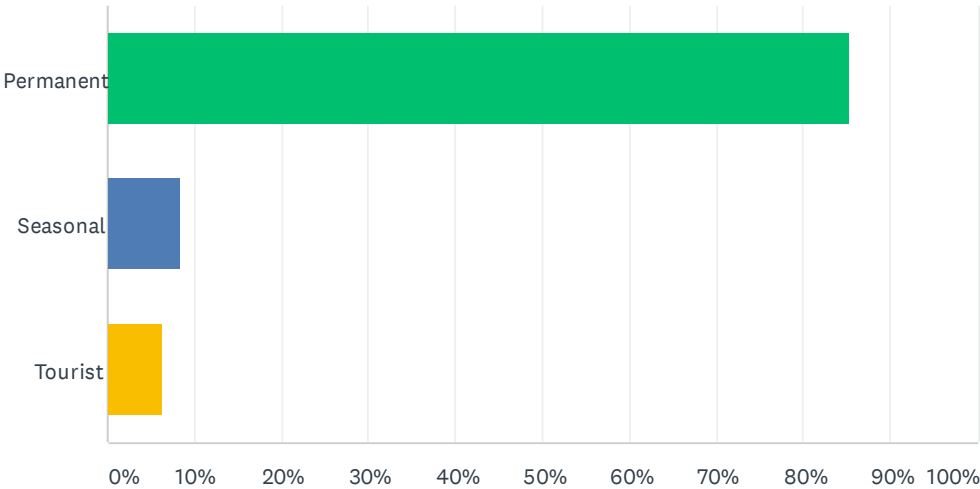
Answered: 15 Skipped: 75

ANSWER CHOICES	RESPONSES	
Email:	100.00%	15
Phone Number:	80.00%	12

Phase 2

Q1 What type of resident or visitor are you?

Answered: 48 Skipped: 0

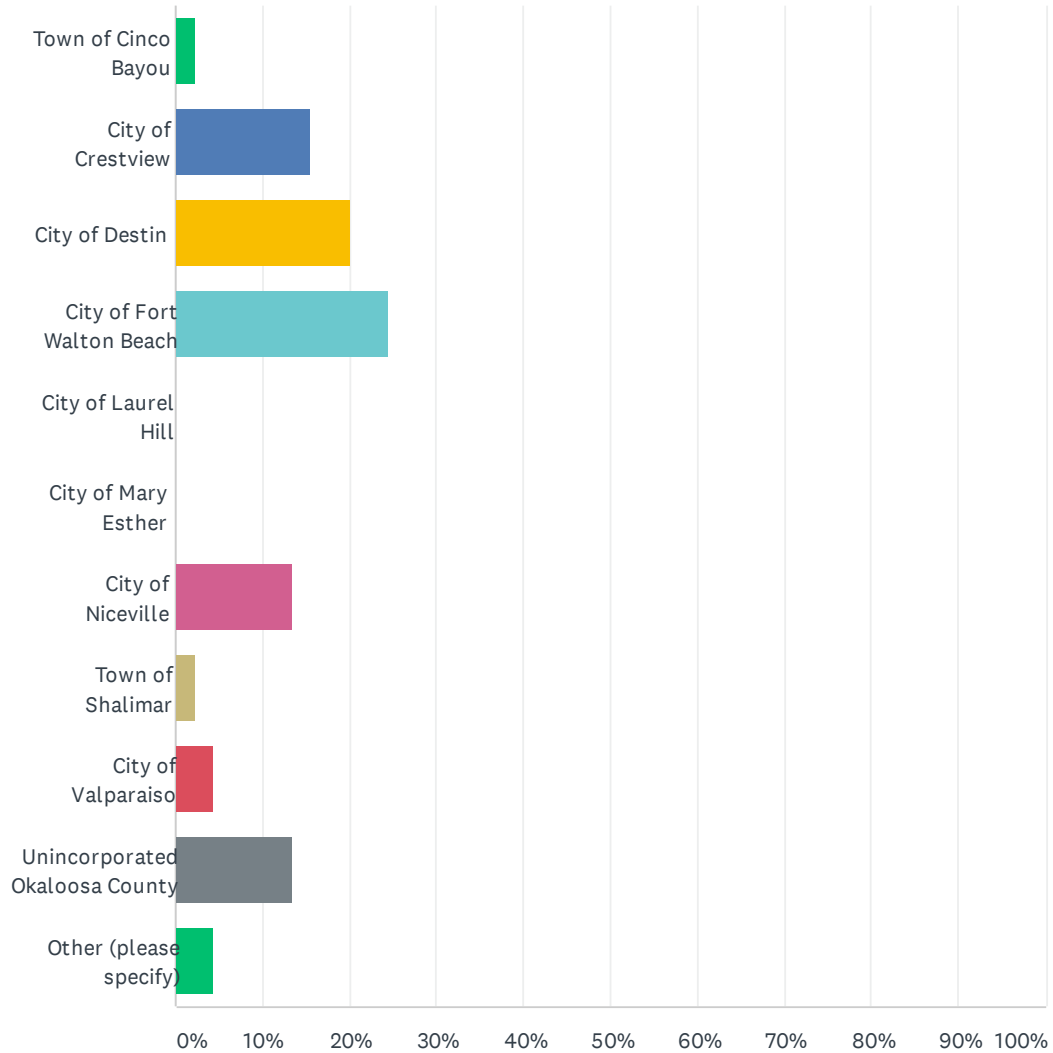


ANSWER CHOICES	RESPONSES	
Permanent	85.42%	41
Seasonal	8.33%	4
Tourist	6.25%	3
TOTAL		48

Phase 2

Q2 Where do you live?

Answered: 45 Skipped: 3



Phase 2

Planning your Future Ride: Where are we going? Survey responses will help us to identify new bus routes and service areas.

ANSWER CHOICES	RESPONSES	
Town of Cinco Bayou	2.22%	1
City of Crestview	15.56%	7
City of Destin	20.00%	9
City of Fort Walton Beach	24.44%	11
City of Laurel Hill	0.00%	0
City of Mary Esther	0.00%	0
City of Niceville	13.33%	6
Town of Shalimar	2.22%	1
City of Valparaiso	4.44%	2
Unincorporated Okaloosa County	13.33%	6
Other (please specify)	4.44%	2
TOTAL		45

Phase 2

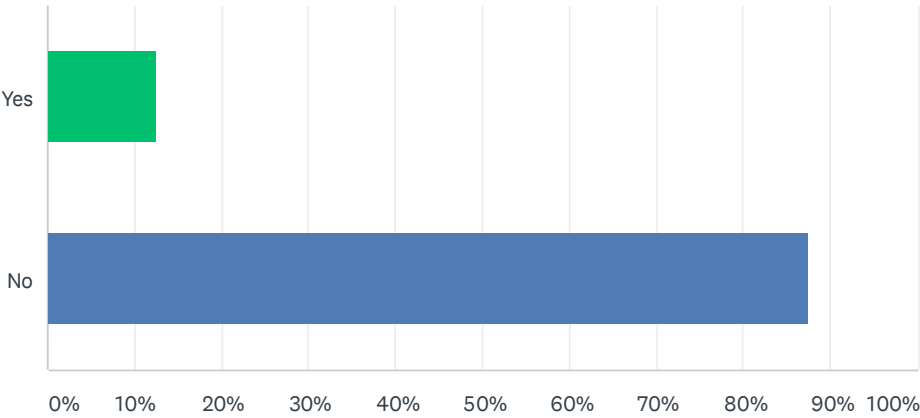
Q3 What city and state are you visiting from?

Answered: 8 Skipped: 40

Phase 2

Q4 During your visit, did you ride EC Rider?

Answered: 8 Skipped: 40



ANSWER CHOICES		RESPONSES	
Yes		12.50%	1
No		87.50%	7
TOTAL			8

Phase 2

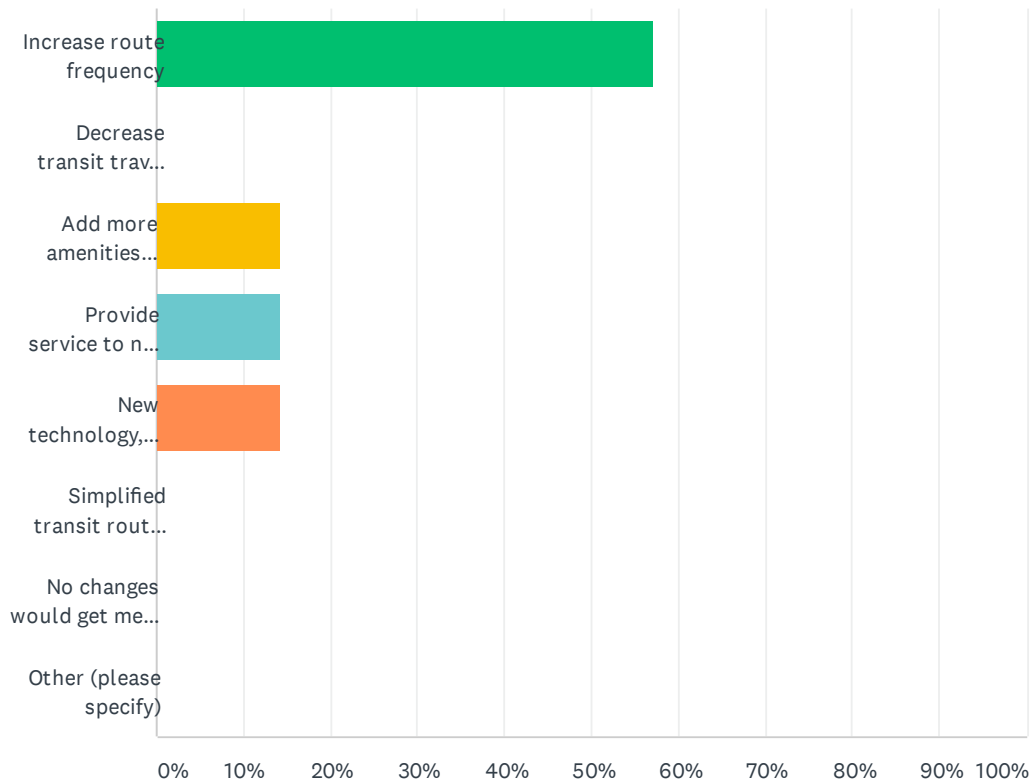
Q5 What improvements would you like to make to the EC Rider system?

Answered: 1 Skipped: 47

Phase 2

Q6 What is one change to the system that would need to be made for you to ride the bus?

Answered: 7 Skipped: 41

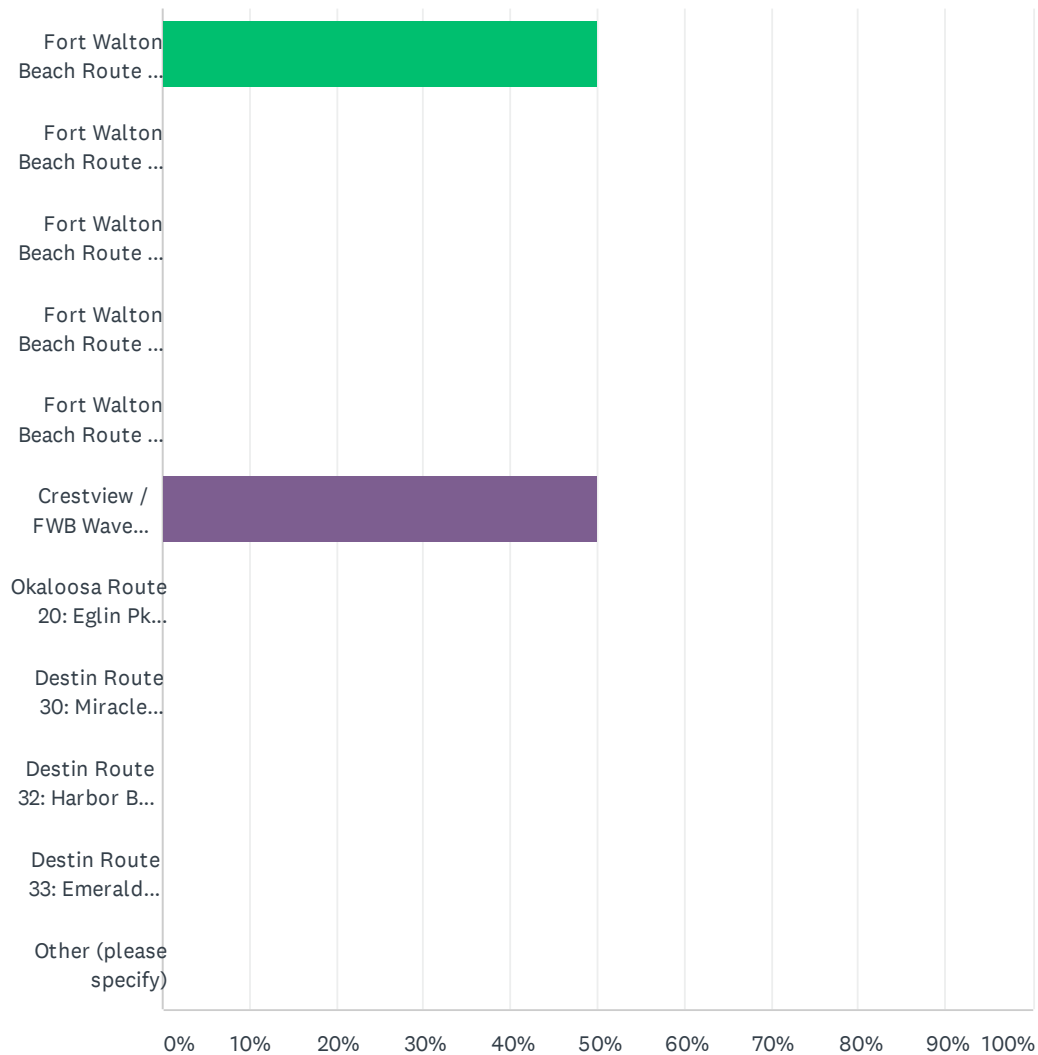


ANSWER CHOICES	RESPONSES	
Increase route frequency	57.14%	4
Decrease transit travel time between your origin (start) and destination (end)	0.00%	0
Add more amenities (benches or shelters) at bus stops	14.29%	1
Provide service to new areas	14.29%	1
New technology, such as mobile fare or realtime bus location	14.29%	1
Simplified transit route guide/website	0.00%	0
No changes would get me to ride the bus	0.00%	0
Other (please specify)	0.00%	0
TOTAL		7

Phase 2

Q7 Which route/corridor would you like higher frequency, i.e. less time between buses? Select one.

Answered: 2 Skipped: 46



Planning your Future Ride: Where are we going? Survey responses will help us to identify new bus routes and service areas.

Phase 2

ANSWER CHOICES	RESPONSES	
Fort Walton Beach Route 1: Green Acres Rd I Bob Sikes Blvd I Eglin Pkwy	50.00%	1
Fort Walton Beach Route 2: Hollywood Blvd	0.00%	0
Fort Walton Beach Route 3: Green Acres Rd I Beal Pkwy I Mary Esther Blvd	0.00%	0
Fort Walton Beach Route 4: Beal Pkwy I Holmes Blvd I Hollywood Blvd	0.00%	0
Fort Walton Beach Route 5: Lewis Turner Blvd I Beal Pkwy I Mary Esther Blvd	0.00%	0
Crestview / FWB Wave Express Route 14: Ferdon Blvd I College Blvd	50.00%	1
Okaloosa Route 20: Eglin Pkwy I Miracle Strip Pkwy I Santa Rosa Blvd	0.00%	0
Destin Route 30: Miracle Strip Pkwy I Harbor Blvd I Gulf Shore Dr	0.00%	0
Destin Route 32: Harbor Blvd I Emerald Coast Pkwy	0.00%	0
Destin Route 33: Emerald Coast Pkwy I Scenic Gulf Dr	0.00%	0
Other (please specify)	0.00%	0
TOTAL		2

Phase 2

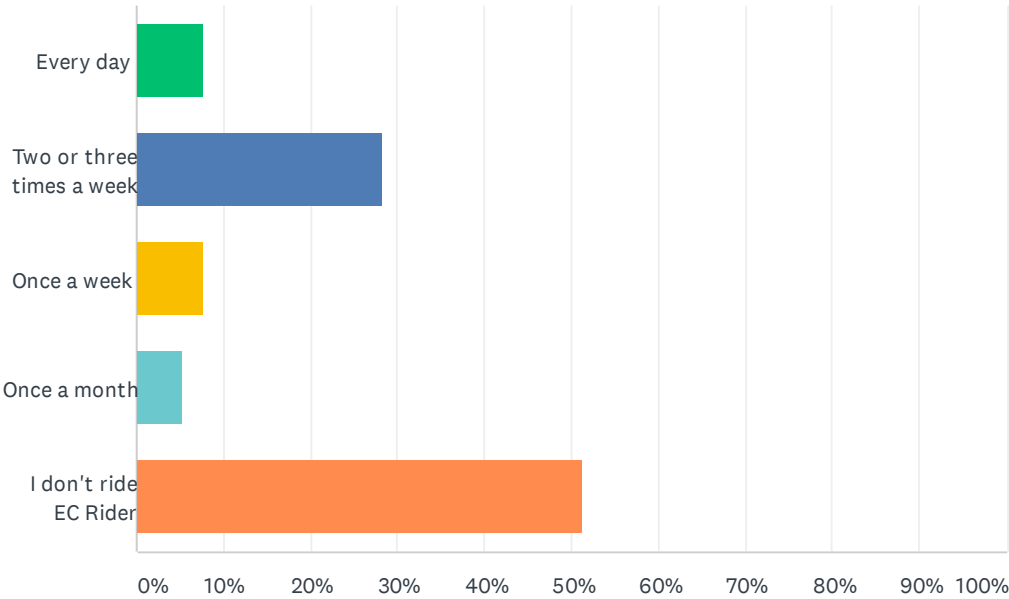
Q8 What additional improvements would you like to make to the EC Rider system?

Answered: 4 Skipped: 44

Phase 2

Q9 How often do you ride EC Rider?

Answered: 39 Skipped: 9

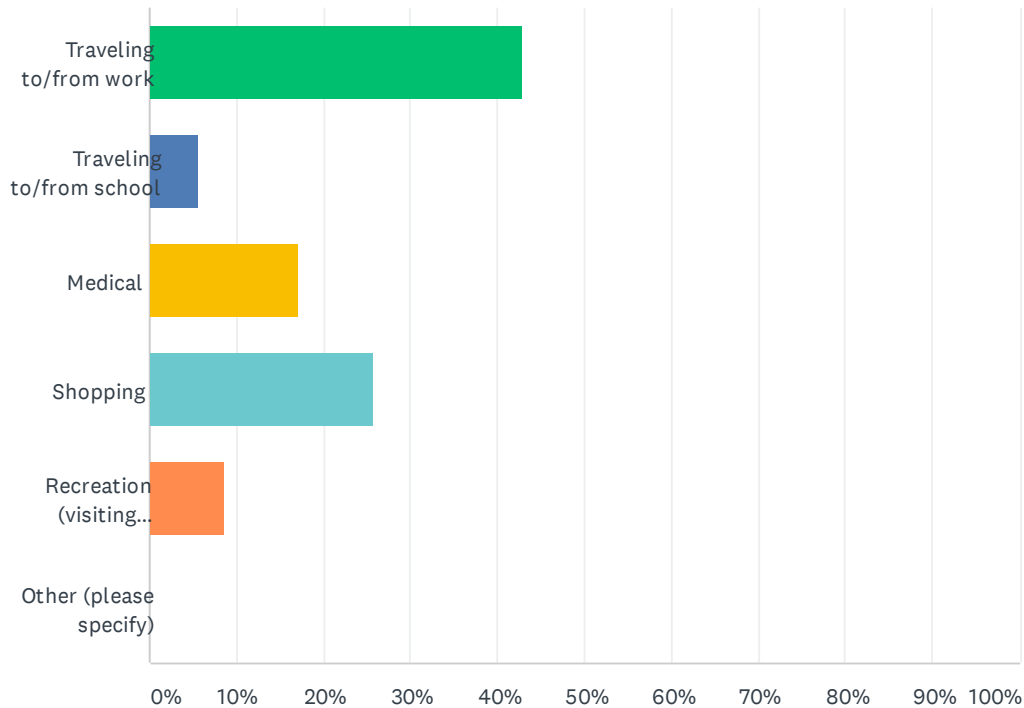


ANSWER CHOICES	RESPONSES	
Every day	7.69%	3
Two or three times a week	28.21%	11
Once a week	7.69%	3
Once a month	5.13%	2
I don't ride EC Rider	51.28%	20
TOTAL		39

Phase 2

Q10 What is your most common trip regardless of transportation mode?

Answered: 35 Skipped: 13

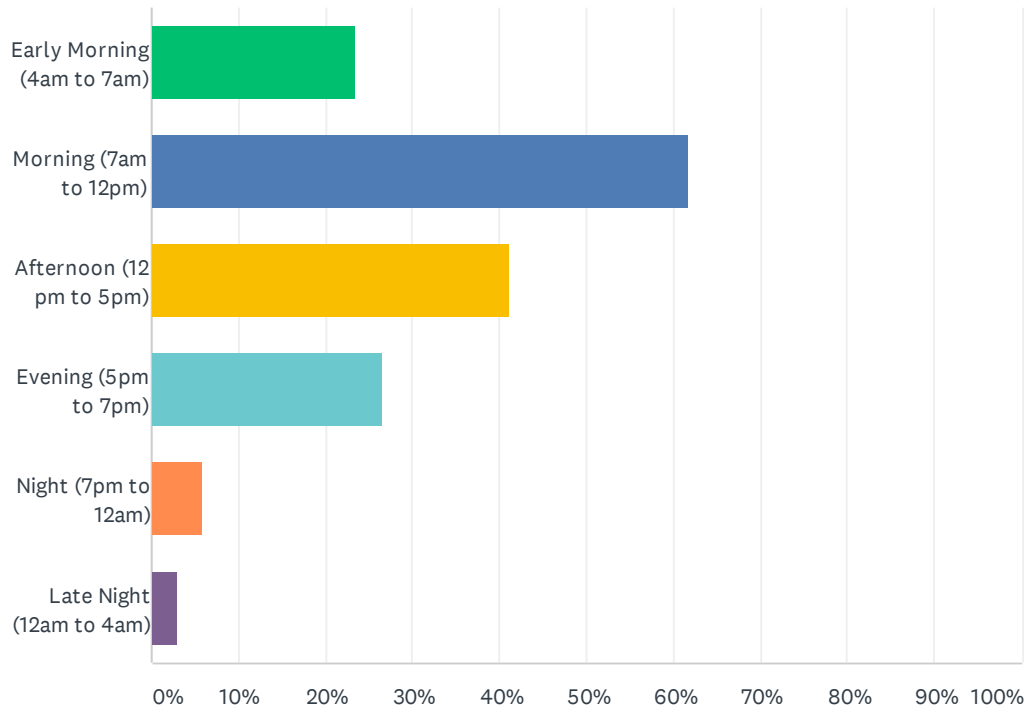


ANSWER CHOICES	RESPONSES	
Traveling to/from work	42.86%	15
Traveling to/from school	5.71%	2
Medical	17.14%	6
Shopping	25.71%	9
Recreation (visiting friends, doing leisure activities, etc.)	8.57%	3
Other (please specify)	0.00%	0
TOTAL		35

Phase 2

Q11 What time of day do you normally take this trip?

Answered: 34 Skipped: 14

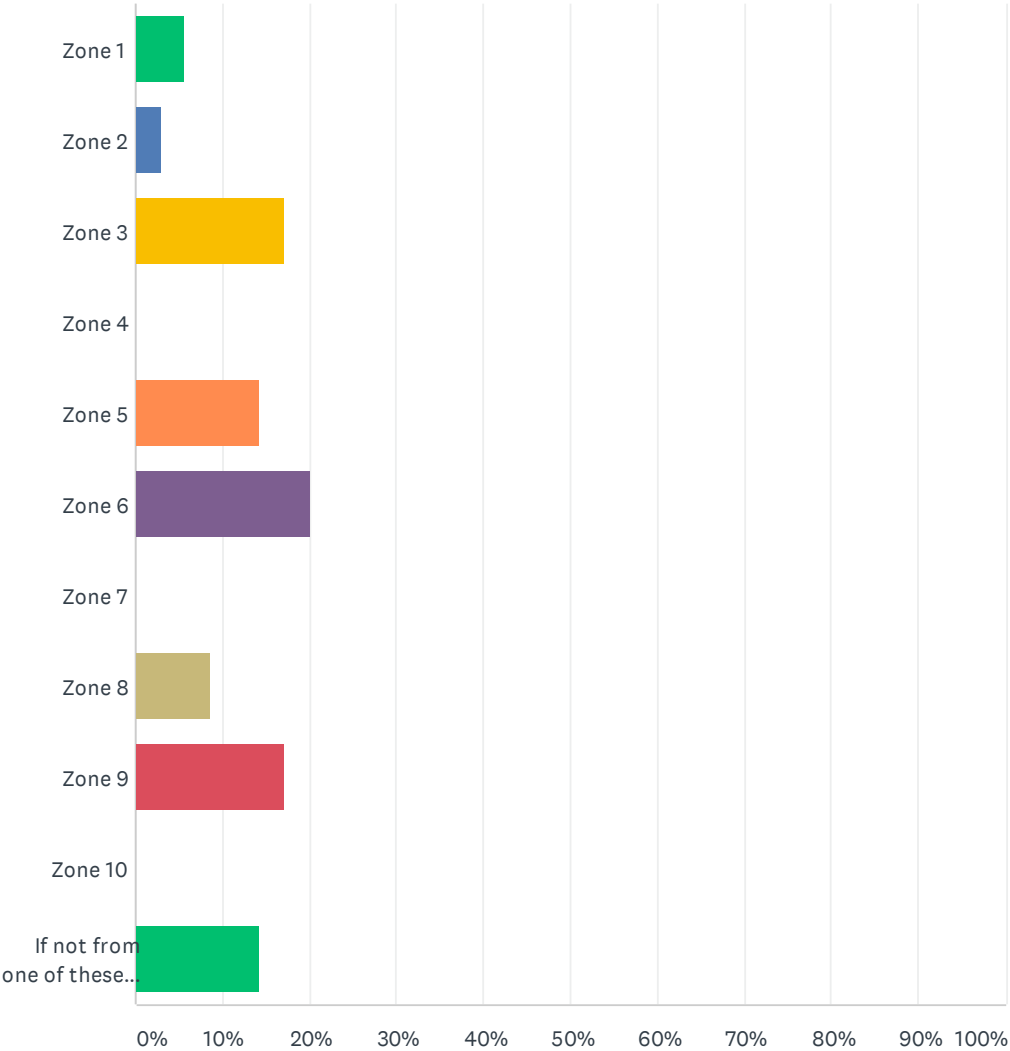


ANSWER CHOICES	RESPONSES	
Early Morning (4am to 7am)	23.53%	8
Morning (7am to 12pm)	61.76%	21
Afternoon (12 pm to 5pm)	41.18%	14
Evening (5pm to 7pm)	26.47%	9
Night (7pm to 12am)	5.88%	2
Late Night (12am to 4am)	2.94%	1
Total Respondents: 34		

Phase 2

Q12 For this trip, what zone are you traveling FROM?

Answered: 35 Skipped: 13



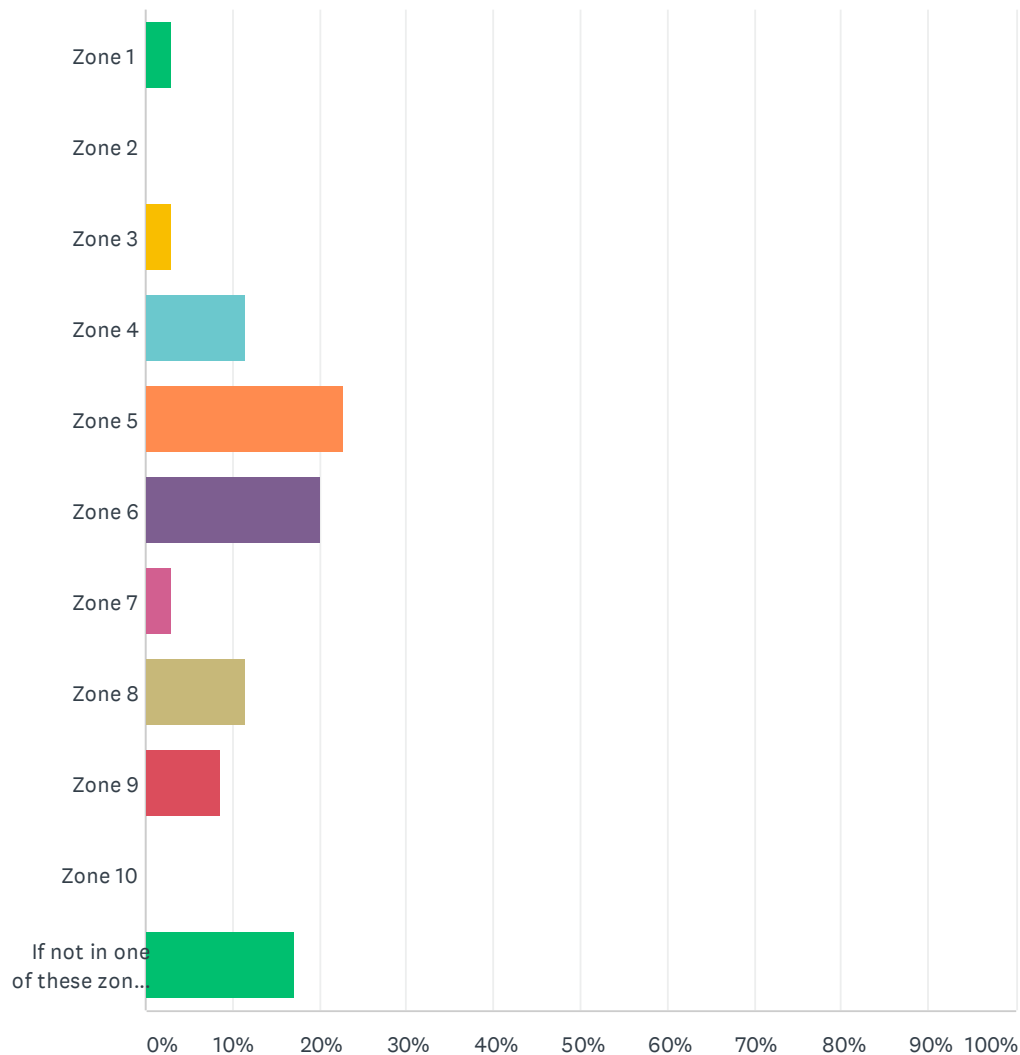
Planning your Future Ride: Where are we going? Survey responses will help us to identify new bus routes and service areas.

Phase 2

ANSWER CHOICES	RESPONSES	
Zone 1	5.71%	2
Zone 2	2.86%	1
Zone 3	17.14%	6
Zone 4	0.00%	0
Zone 5	14.29%	5
Zone 6	20.00%	7
Zone 7	0.00%	0
Zone 8	8.57%	3
Zone 9	17.14%	6
Zone 10	0.00%	0
If not from one of these zones, approximately where do you start your trip?	14.29%	5
TOTAL		35

Q13 For this trip, what zone are you traveling TO?

Answered: 35 Skipped: 13



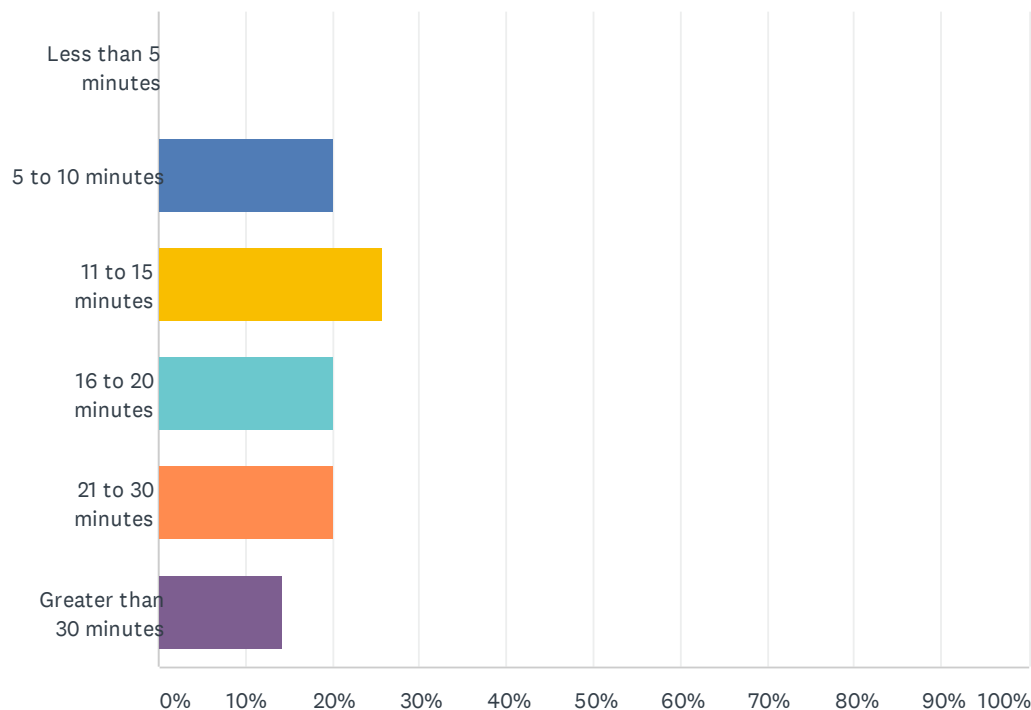
Planning your Future Ride: Where are we going? Survey responses will help us to identify new bus routes and service areas.

Phase 2

ANSWER CHOICES	RESPONSES	
Zone 1	2.86%	1
Zone 2	0.00%	0
Zone 3	2.86%	1
Zone 4	11.43%	4
Zone 5	22.86%	8
Zone 6	20.00%	7
Zone 7	2.86%	1
Zone 8	11.43%	4
Zone 9	8.57%	3
Zone 10	0.00%	0
If not in one of these zones, approximately where do you end your trip?	17.14%	6
TOTAL		35

Q14 For this trip, what is your approximate travel time?

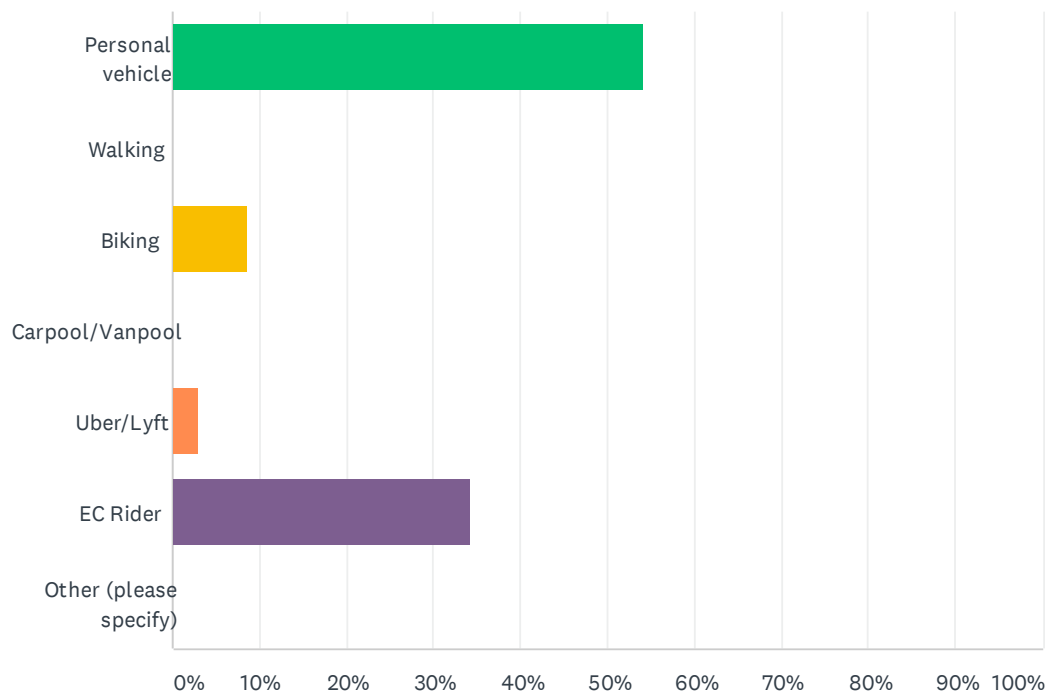
Answered: 35
 Skipped: 13



ANSWER CHOICES	RESPONSES	
Less than 5 minutes	0.00%	0
5 to 10 minutes	20.00%	7
11 to 15 minutes	25.71%	9
16 to 20 minutes	20.00%	7
21 to 30 minutes	20.00%	7
Greater than 30 minutes	14.29%	5
TOTAL		35

Q15 What is your mode of transportation for this trip?

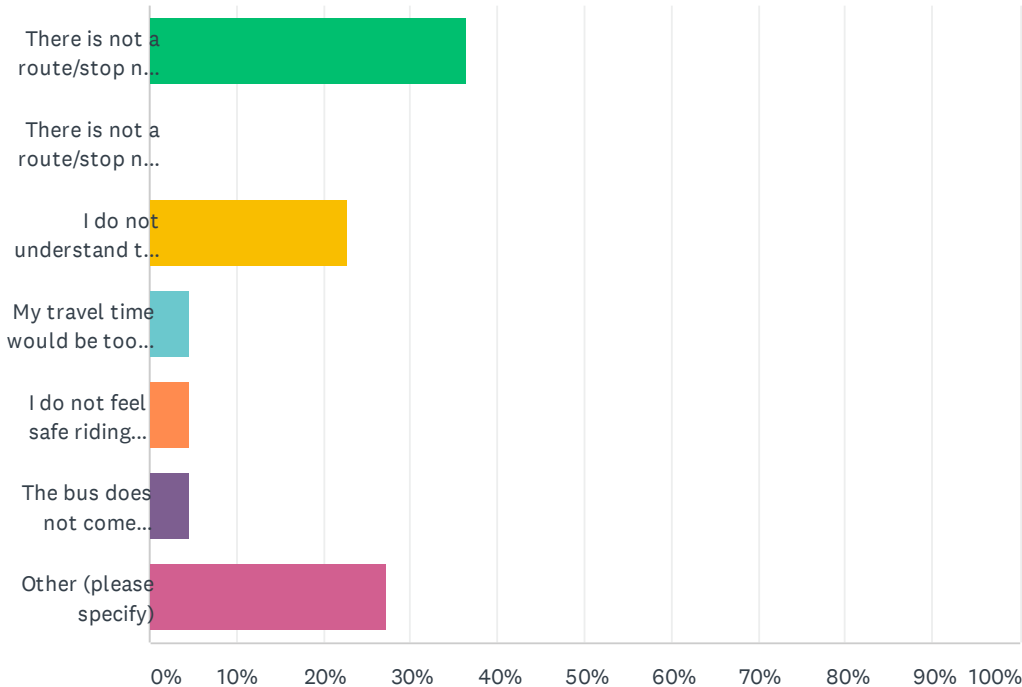
Answered: 35 Skipped: 13



ANSWER CHOICES	RESPONSES	
Personal vehicle	54.29%	19
Walking	0.00%	0
Biking	8.57%	3
Carpool/Vanpool	0.00%	0
Uber/Lyft	2.86%	1
EC Rider	34.29%	12
Other (please specify)	0.00%	0
TOTAL		35

Q16 Why are you not using EC Rider for this trip?

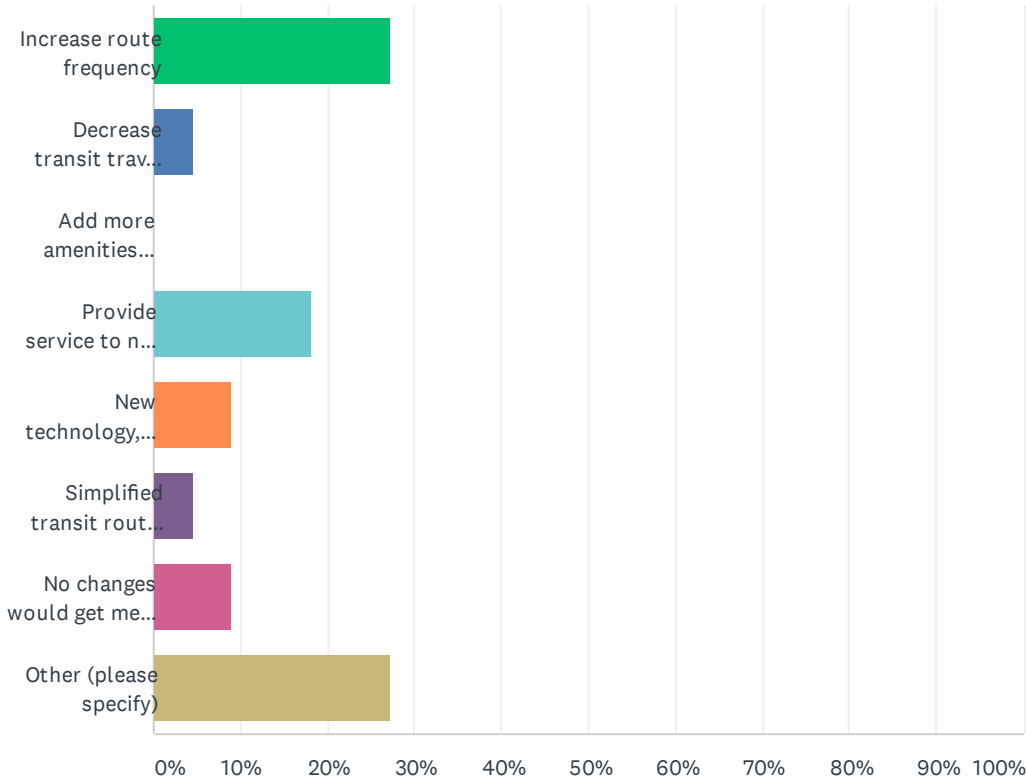
Answered: 22 Skipped: 26



ANSWER CHOICES	RESPONSES	
There is not a route/stop near where I start my trip	36.36%	8
There is not a route/stop near where I end my trip	0.00%	0
I do not understand the EC Rider system	22.73%	5
My travel time would be too long	4.55%	1
I do not feel safe riding transit	4.55%	1
The bus does not come frequently enough	4.55%	1
Other (please specify)	27.27%	6
TOTAL		22

Q17 What is one change to the system that would need to be made for you to ride the bus?

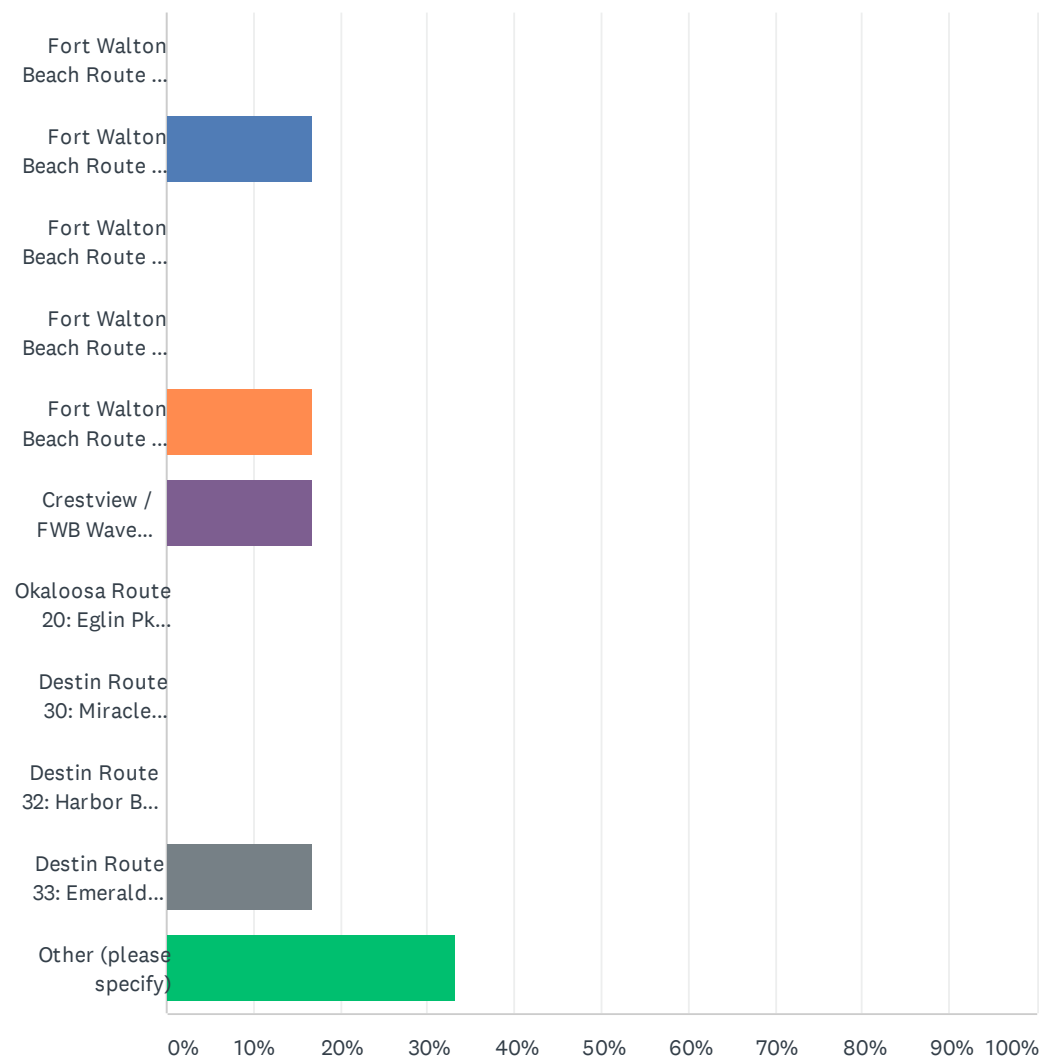
Answered: 22 Skipped: 26



ANSWER CHOICES	RESPONSES	
Increase route frequency	27.27%	6
Decrease transit travel time between your origin and destination	4.55%	1
Add more amenities (benches or shelters) at bus stops	0.00%	0
Provide service to new areas	18.18%	4
New technology, such as mobile fare or realtime bus location	9.09%	2
Simplified transit route guide/website	4.55%	1
No changes would get me to ride the bus	9.09%	2
Other (please specify)	27.27%	6
TOTAL		22

Q18 Which route/corridor would you like higher frequency, i.e. less time between buses? Select one.

Answered: 6 Skipped: 42

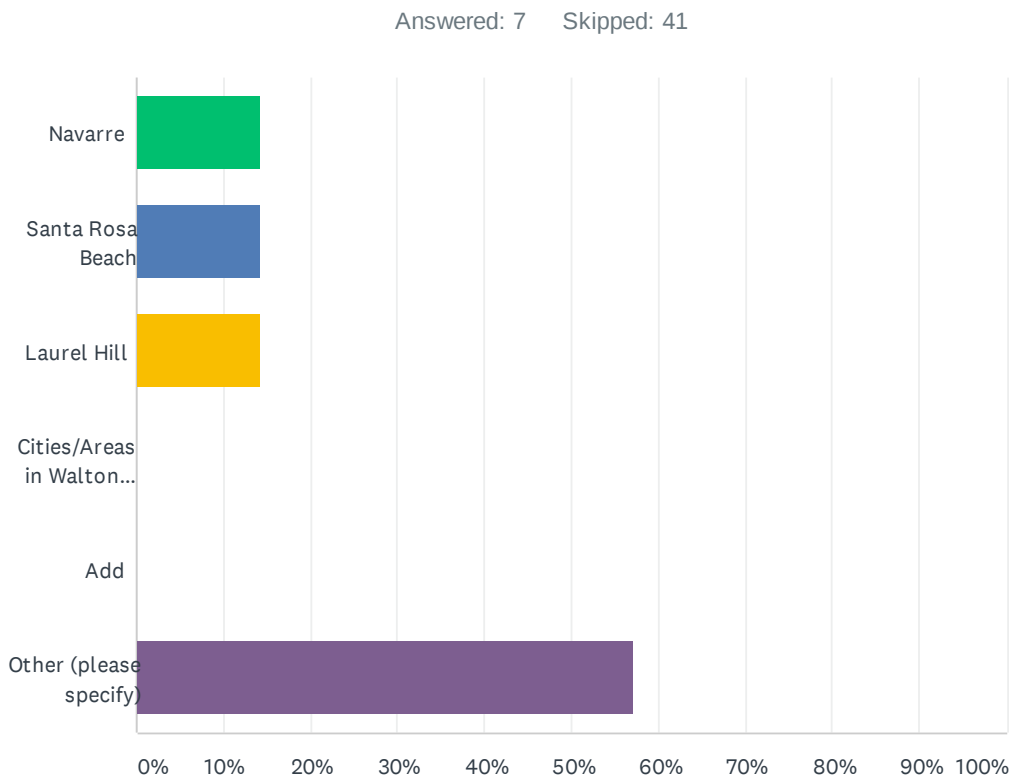


Planning your Future Ride: Where are we going? Survey responses will help us to identify new bus routes and service areas.

Phase 2

ANSWER CHOICES	RESPONSES	
Fort Walton Beach Route 1: Green Acres Rd I Bob Sikes I Eglin Pkwy	0.00%	0
Fort Walton Beach Route 2: Hollywood Blvd	16.67%	1
Fort Walton Beach Route 3: Green Acres Rd I Beal Pkwy I Mary Esther Blvd	0.00%	0
Fort Walton Beach Route 4: Beal Pkwy I Holmes Blvd I Hollywood Blvd	0.00%	0
Fort Walton Beach Route 5: Lewis Turner Blvd I Beal Pkwy I Mary Esther Blvd	16.67%	1
Crestview / FWB Wave Express Route 14: Ferdon Blvd I College Blvd	16.67%	1
Okaloosa Route 20: Eglin Pkwy I Miracle Strip Pkwy I Santa Rosa Blvd	0.00%	0
Destin Route 30: Miracle Strip Pkwy I Harbor Blvd I Gulf Shore Dr	0.00%	0
Destin Route 32: Harbor Blvd I Emerald Coast Pkwy	0.00%	0
Destin Route 33: Emerald Coast Pkwy I Scenic Gulf Dr	16.67%	1
Other (please specify)	33.33%	2
TOTAL		6

Q19 What new area should EC Rider extend transit service to ? Select one.



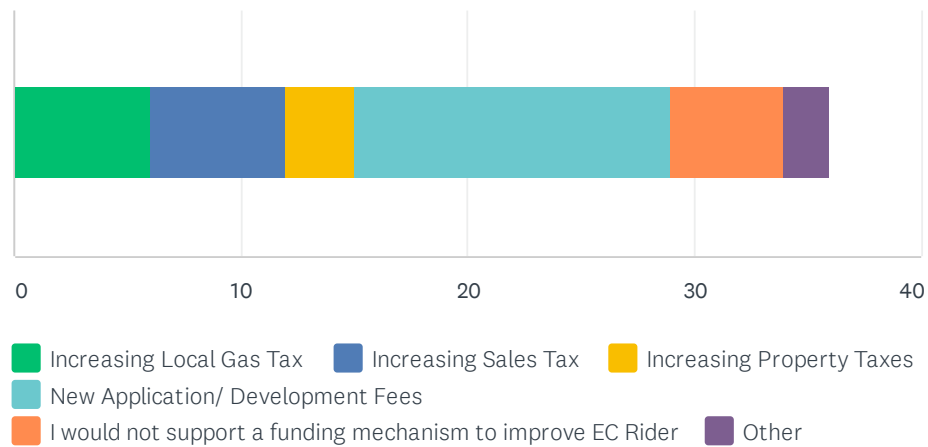
ANSWER CHOICES	RESPONSES	
Navarre	14.29%	1
Santa Rosa Beach	14.29%	1
Laurel Hill	14.29%	1
Cities/Areas in Walton County	0.00%	0
Add	0.00%	0
Other (please specify)	57.14%	4
TOTAL		7

Q20 What additional improvements would you like to make to the EC Rider system?

Answered: 31 Skipped: 17

Q21 Making the improvements you identified may require additional funding for EC Rider. Which funding mechanisms would you support? Check all that apply.

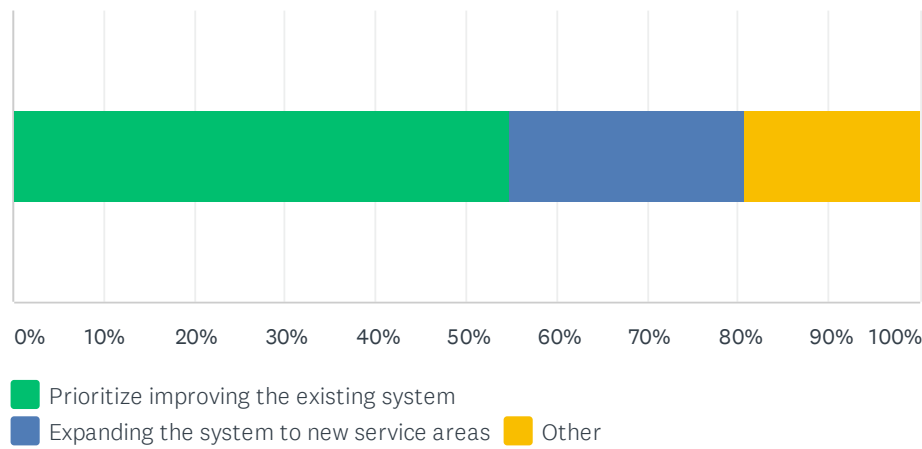
Answered: 31 Skipped: 17



ANSWER CHOICES	RESPONSES	
Increasing Local Gas Tax	19.35%	6
Increasing Sales Tax	19.35%	6
Increasing Property Taxes	9.68%	3
New Application/ Development Fees	45.16%	14
I would not support a funding mechanism to improve EC Rider	16.13%	5
Other	6.45%	2
Total Respondents: 31		

Q22 Due to limited financial resources, should EC Rider prioritize improving the existing system or expanding to new service areas?

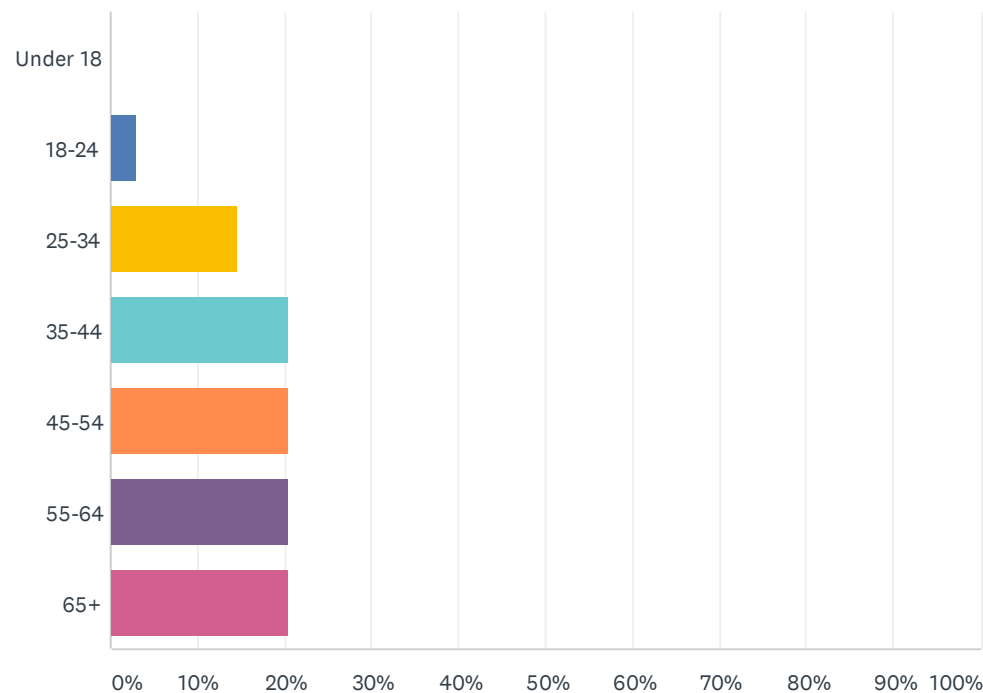
Answered: 31 Skipped: 17



ANSWER CHOICES	RESPONSES	
Prioritize improving the existing system	54.84%	17
Expanding the system to new service areas	25.81%	8
Other	19.35%	6
TOTAL		31

Q23 What is your age?

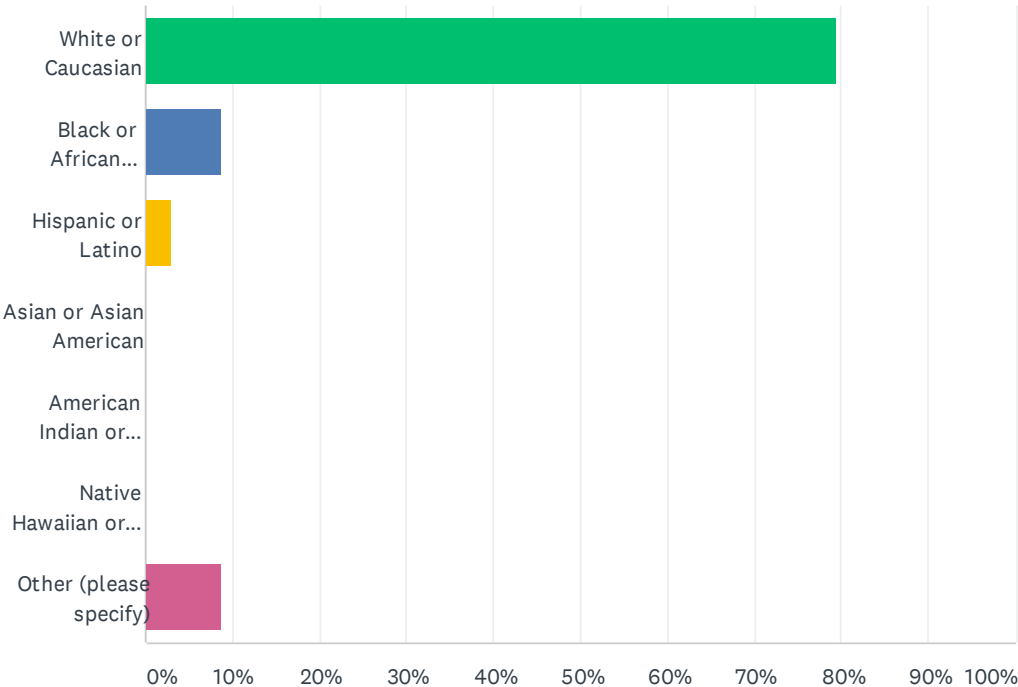
Answered: 34
 Skipped: 14



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	2.94%	1
25-34	14.71%	5
35-44	20.59%	7
45-54	20.59%	7
55-64	20.59%	7
65+	20.59%	7
TOTAL		34

Q24 What is your race/ethnicity?

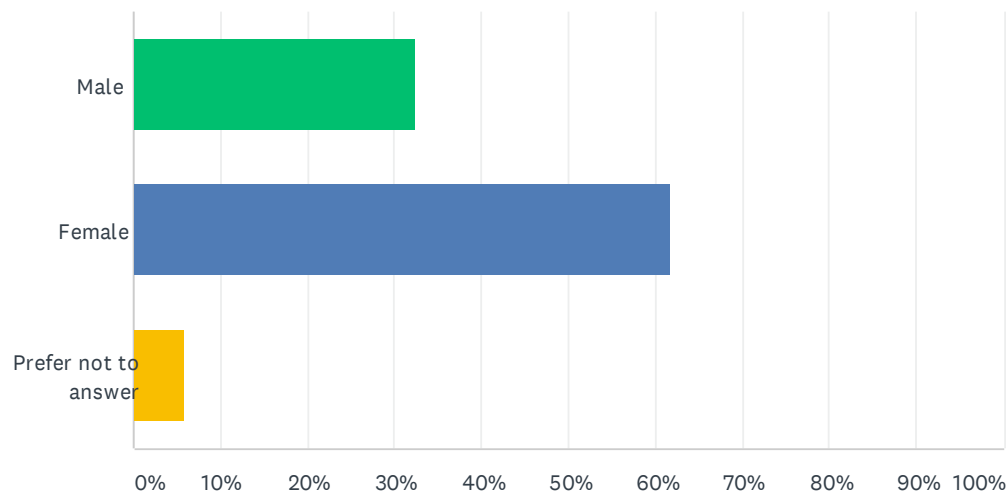
Answered: 34 Skipped: 14



ANSWER CHOICES	RESPONSES	
White or Caucasian	79.41%	27
Black or African American	8.82%	3
Hispanic or Latino	2.94%	1
Asian or Asian American	0.00%	0
American Indian or Alaska Native	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
Other (please specify)	8.82%	3
TOTAL		34

Q25 What is your gender?

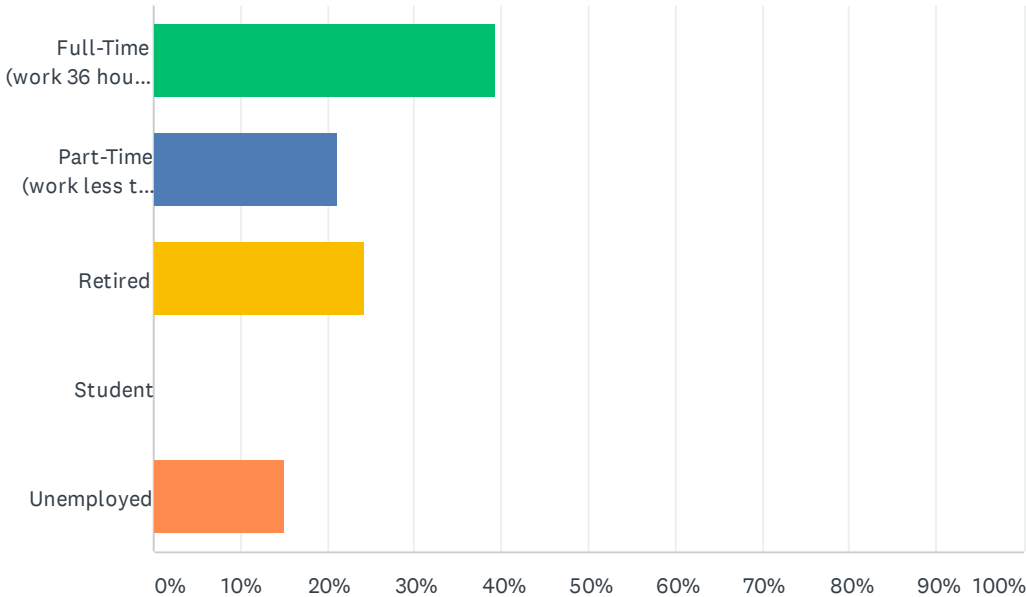
Answered: 34 Skipped: 14



ANSWER CHOICES	RESPONSES	
Male	32.35%	11
Female	61.76%	21
Prefer not to answer	5.88%	2
TOTAL		34

Q26 What is your employment status?

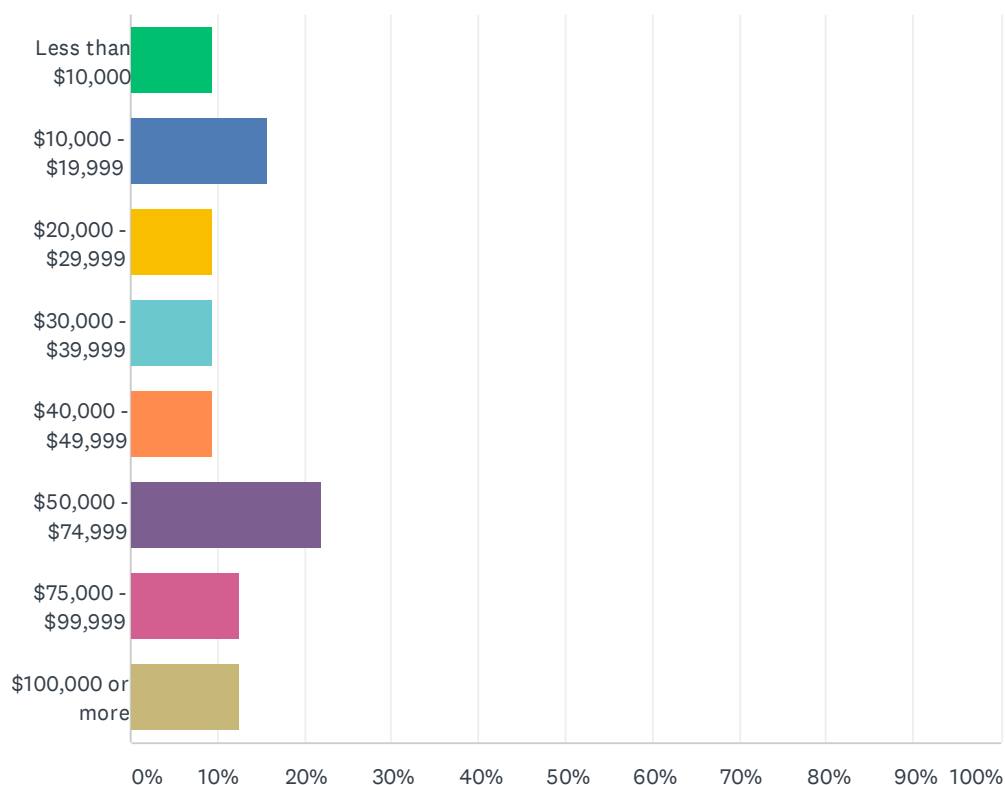
Answered: 33 Skipped: 15



ANSWER CHOICES	RESPONSES	
Full-Time (work 36 hours or more per week)	39.39%	13
Part-Time (work less than 36 hours a week)	21.21%	7
Retired	24.24%	8
Student	0.00%	0
Unemployed	15.15%	5
TOTAL		33

Q27 Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2019 before taxes?

Answered: 32 Skipped: 16



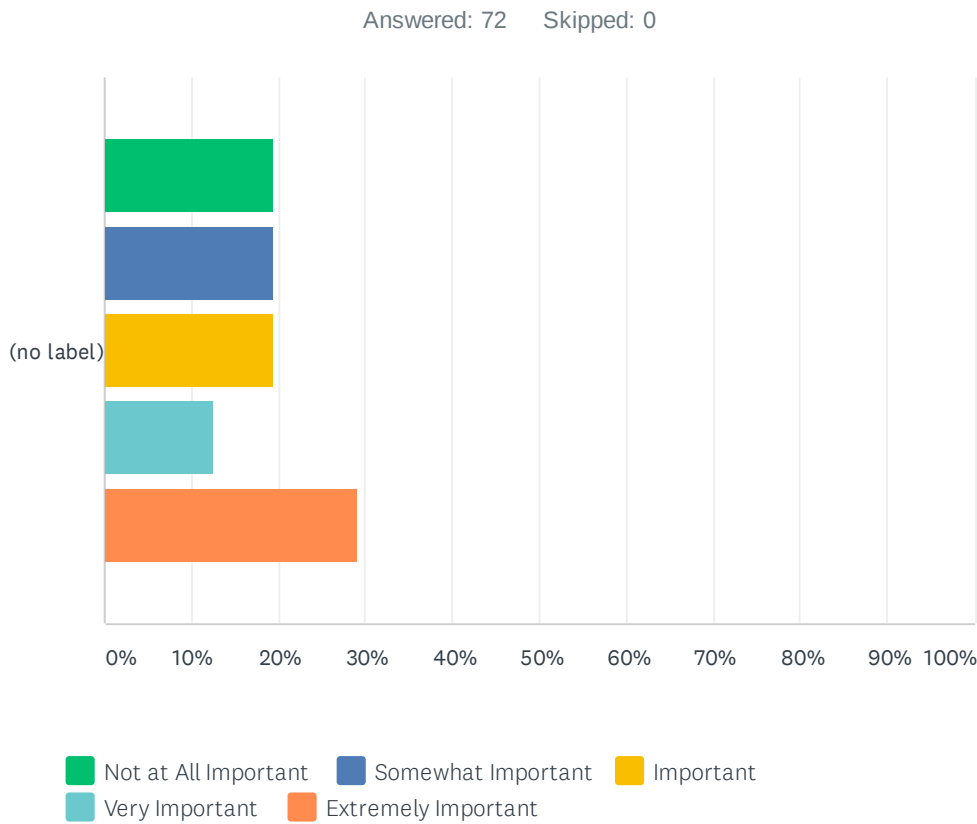
ANSWER CHOICES	RESPONSES	
Less than \$10,000	9.38%	3
\$10,000 - \$19,999	15.63%	5
\$20,000 - \$29,999	9.38%	3
\$30,000 - \$39,999	9.38%	3
\$40,000 - \$49,999	9.38%	3
\$50,000 - \$74,999	21.88%	7
\$75,000 - \$99,999	12.50%	4
\$100,000 or more	12.50%	4
TOTAL		32

Q28 Your opinion matters, and we appreciate you taking the time to complete our survey. If you'd like to receive future updates on the Your Service, Your Say initiative, please provide your email and/or phone number. Your email and phone number will be disassociated from your survey responses.

Answered: 15 Skipped: 33

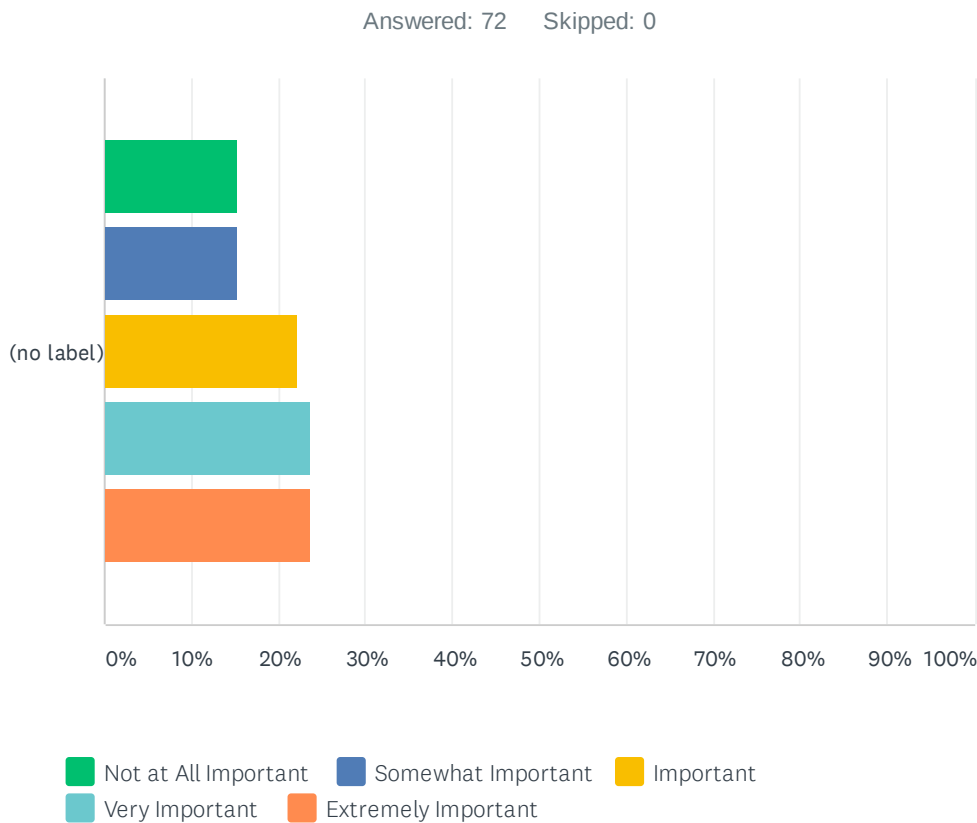
ANSWER CHOICES	RESPONSES	
Email:	100.00%	15
Phone Number:	86.67%	13

Q1 Combine the shorter beach routes (Routes 20-33) into one long route and a spur route. The main route would go from Fort Walton Beach to Miramar Beach along US-98, and the spur route would cover Santa Rosa Blvd in Okaloosa Island and Gulf Shore Dr in Destin.



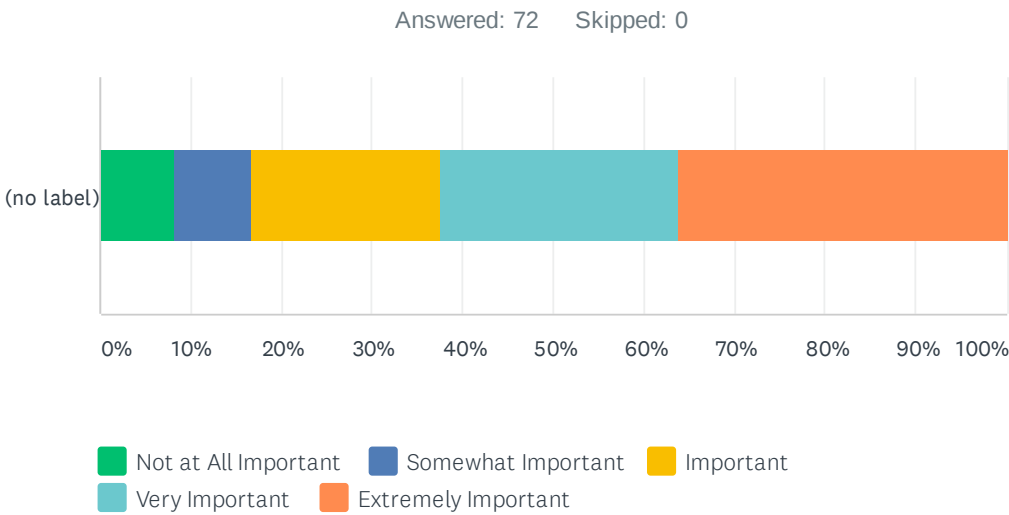
	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	19.44% 14	19.44% 14	19.44% 14	12.50% 9	29.17% 21	72	3.13

Q2 Have buses stop on the side of the road rather than pull into parking lots. Where this would occur includes US-98 in Destin and Okaloosa Island, which currently has 27 parking lot stops and 2 roadside stops. This change would both speed up the routes and increase the visibility of the EC Rider system, which could convert car traffic into bus riders.



	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	15.28% 11	15.28% 11	22.22% 16	23.61% 17	23.61% 17	72	3.25

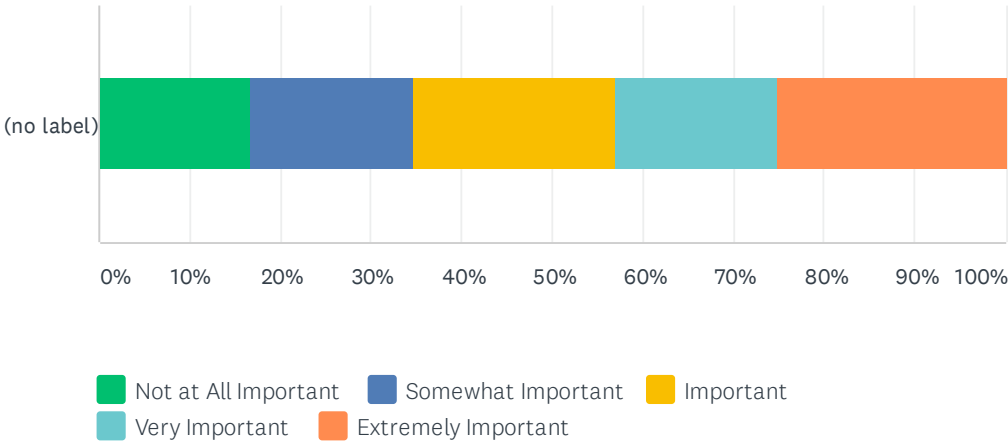
Q3 Add bus stops to Route 14, which runs from Fort Walton Beach to Crestview via Niceville, to give more people access to it!Places that would be served include the North Okaloosa Medical Center, the Crestview Walmart, the Twin Cities Hospital, and the Fort Walton Beach campus of Northwest Florida State College. Added stops would be in downtown and south Crestview, Niceville, Valparaiso, the Destin-FWB Airport, Shalimar, Ocean City, Cinco Bayou, Fort Walton Beach, and Wright. All stops except the Destin-FWB Airport would be roadside stops.



	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	8.33% 6	8.33% 6	20.83% 15	26.39% 19	36.11% 26	72	3.74

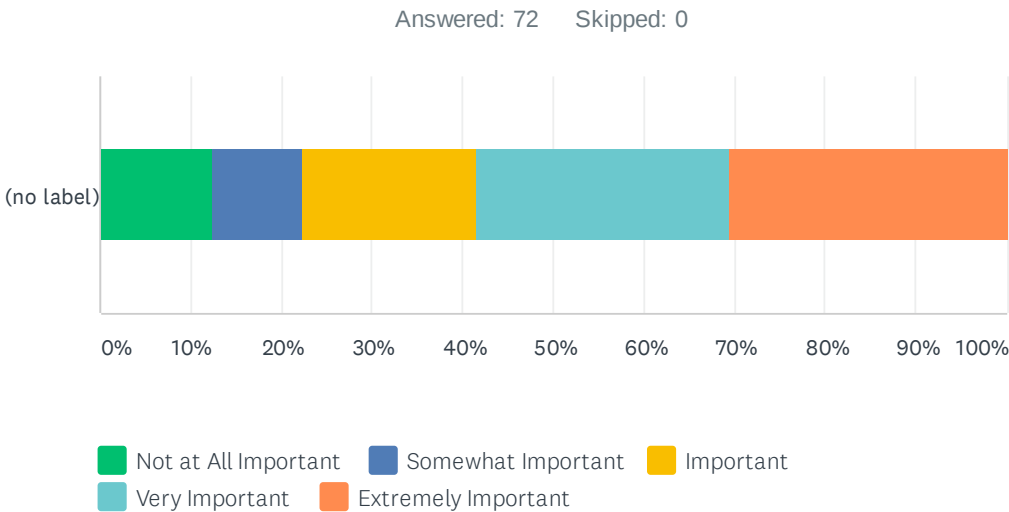
Q4 Slightly reroute Route 14 in Crestview so that, on the way to City Hall, it also would serve Main Street up to Beech Ave.

Answered: 72 Skipped: 0



	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	16.67% 12	18.06% 13	22.22% 16	18.06% 13	25.00% 18	72	3.17

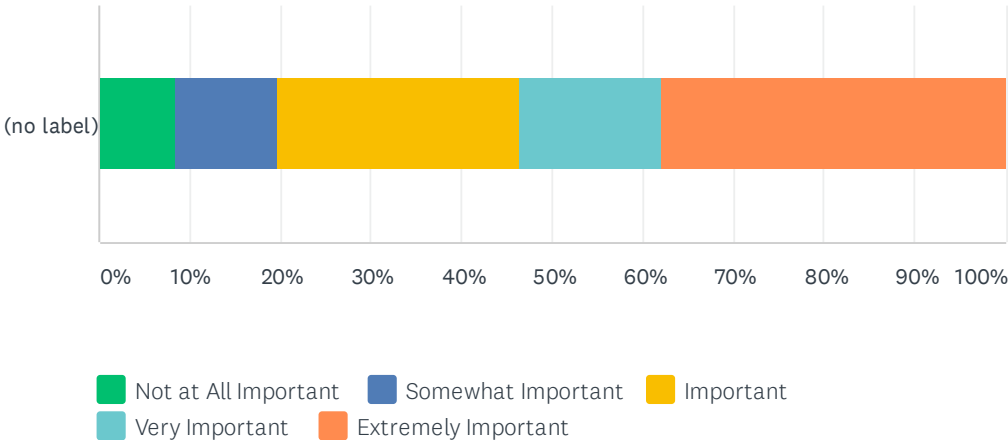
Q5 Add bus stops to beach routes, including various spots on Harbor Blvd in Destin, throughout Scenic Hwy 98 in Destin, and throughout Scenic Gulf Dr and US-98 in Miramar Beach. All added stops would be roadside stops, which would increase the visibility of the EC Rider system and potentially convert car traffic into bus riders.



	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	12.50% 9	9.72% 7	19.44% 14	27.78% 20	30.56% 22	72	3.54

Q6 Add bus stops to routes in the Fort Walton Beach, Mary Esther, and Wright so that more people can access the system.

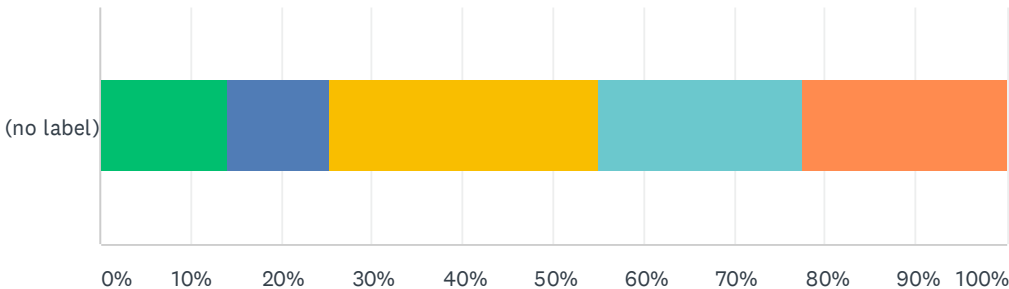
Answered: 71
 Skipped: 1



	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	8.45% 6	11.27% 8	26.76% 19	15.49% 11	38.03% 27	71	3.63

Q7 Make Route 3 more frequent by discontinuing Route 5, which has very low ridership. Both, Route 3 and 5 connect Santa Rosa Mall in Mary Esther with the Wright area. There would be no loss in coverage.

Answered: 71 Skipped: 1



Not at All Important

Somewhat Important

Important

Very Important

Extremely Important

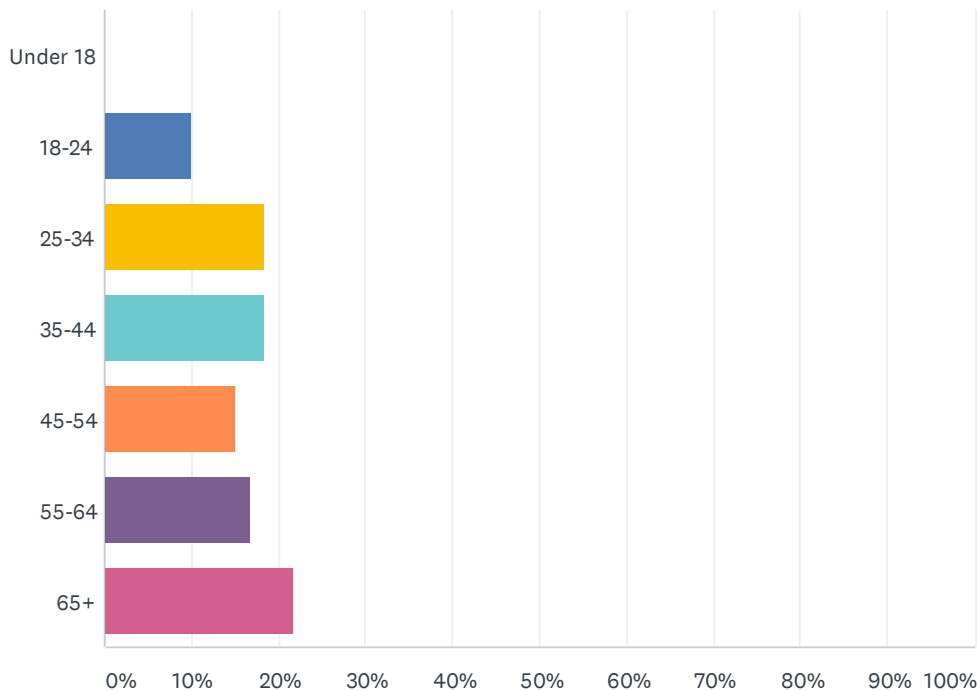
	NOT AT ALL IMPORTANT	SOMEWHAT IMPORTANT	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	14.08%	11.27%	29.58%	22.54%	22.54%	71	3.28
	10	8	21	16	16		

Q8 Any comments on these projects?

Answered: 40 Skipped: 32

Q9 What is your age?

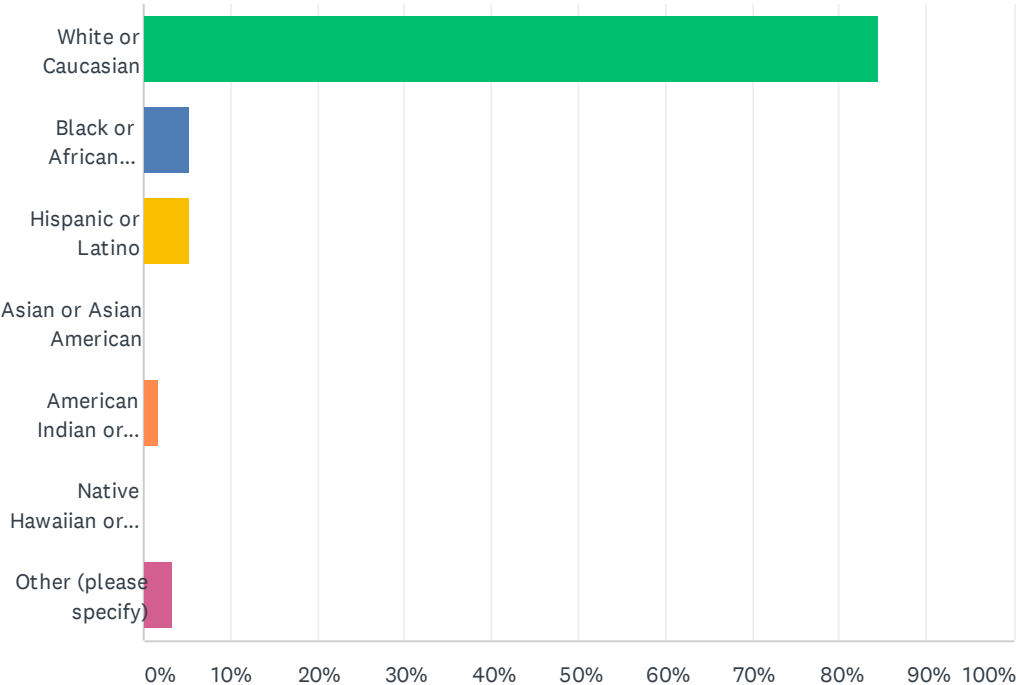
Answered: 60
 Skipped: 12



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	10.00%	6
25-34	18.33%	11
35-44	18.33%	11
45-54	15.00%	9
55-64	16.67%	10
65+	21.67%	13
TOTAL		60

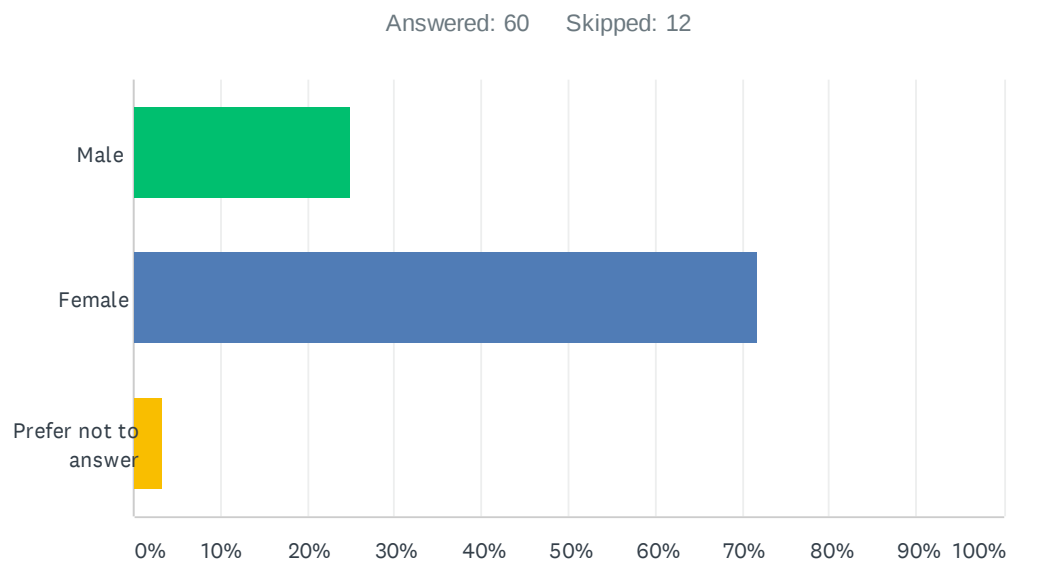
Q10 What is your race/ethnicity?

Answered: 58
 Skipped: 14



ANSWER CHOICES	RESPONSES	
White or Caucasian	84.48%	49
Black or African American	5.17%	3
Hispanic or Latino	5.17%	3
Asian or Asian American	0.00%	0
American Indian or Alaska Native	1.72%	1
Native Hawaiian or other Pacific Islander	0.00%	0
Other (please specify)	3.45%	2
TOTAL		58

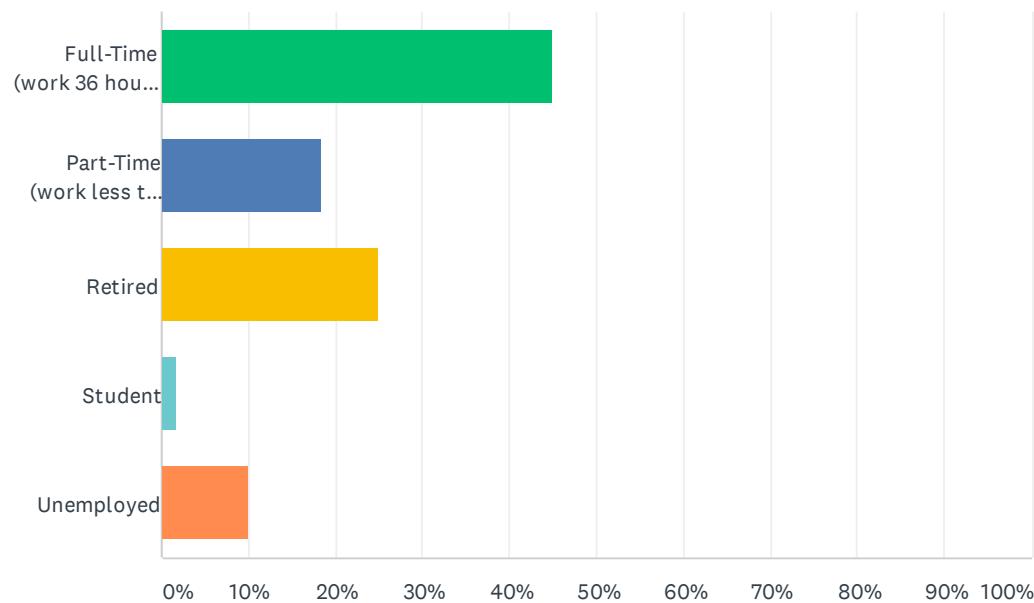
Q11 What is your gender?



ANSWER CHOICES	RESPONSES	
Male	25.00%	15
Female	71.67%	43
Prefer not to answer	3.33%	2
TOTAL		60

Q12 What is your employment status?

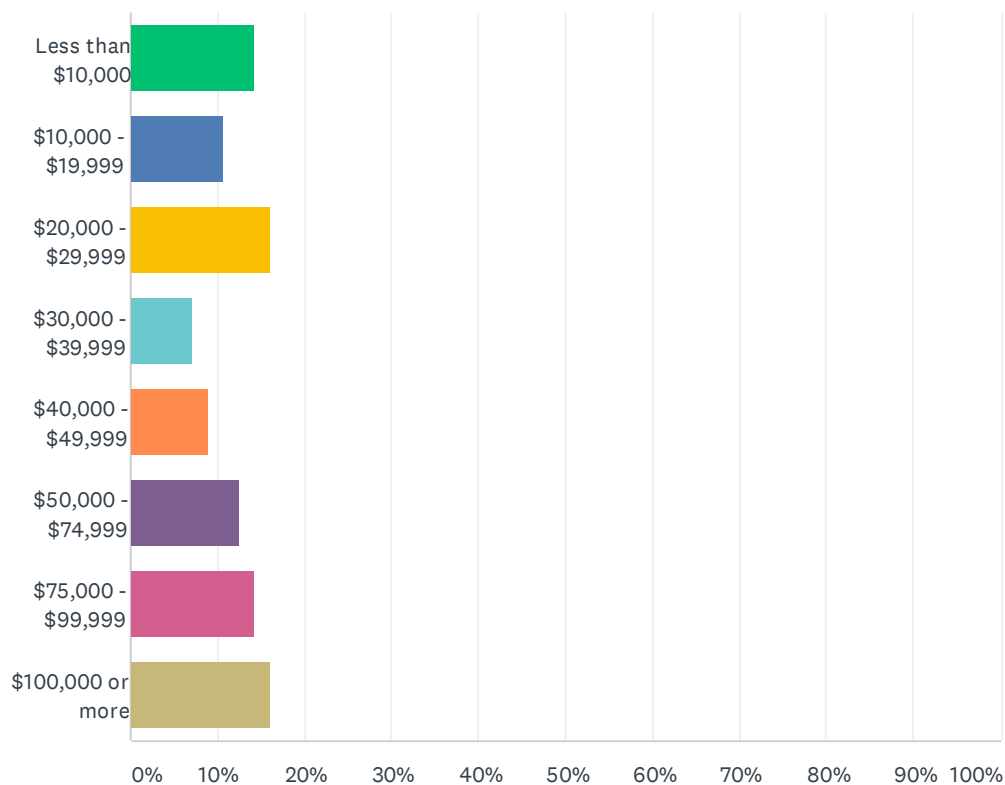
Answered: 60
 Skipped: 12



ANSWER CHOICES	RESPONSES	
Full-Time (work 36 hours or more per week)	45.00%	27
Part-Time (work less than 36 hours a week)	18.33%	11
Retired	25.00%	15
Student	1.67%	1
Unemployed	10.00%	6
TOTAL		60

Q13 Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2019 before taxes?

Answered: 56 Skipped: 16



ANSWER CHOICES	RESPONSES	
Less than \$10,000	14.29%	8
\$10,000 - \$19,999	10.71%	6
\$20,000 - \$29,999	16.07%	9
\$30,000 - \$39,999	7.14%	4
\$40,000 - \$49,999	8.93%	5
\$50,000 - \$74,999	12.50%	7
\$75,000 - \$99,999	14.29%	8
\$100,000 or more	16.07%	9
TOTAL		56

Q14 Your opinion matters, and we appreciate you taking the time to complete our survey. If you'd like to receive future updates on the Chart Our Course initiative, please provide your email and/or phone number. Your email and phone number will be disassociated from your survey responses.

Answered: 37 Skipped: 35

ANSWER CHOICES	RESPONSES	
Email:	100.00%	37
Phone Number:	78.38%	29



EC RIDER

PLANNING YOUR **FUTURE RID**



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