



# **St. Lucie County Transportation Disadvantaged Service Plan (TDSP)**

## **A Coordinated Public Transit-Human Services Transportation Plan**

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## INTRODUCTION

The St. Lucie Transportation Disadvantaged Service Plan (TDSP) addresses the public transportation needs of the transportation disadvantaged (TD) population in St. Lucie County. The TD population consists of persons who are unable to transport themselves or to purchase transportation, including persons who are elderly, low-income, with disabilities, or children who are at-risk.

Completion of a TDSP is a requirement for receiving certain public transportation funds. The TDSP complies with applicable state regulations as well as federal regulations for a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The TDSP is required for funding from the State TD program. The Coordinated Plan is required for funding from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. TDSP/Coordinated Plan elements include a development plan, service plan, and quality assurance component.

A TDSP covers a five-year period with annual updates required for years two through five. The TDSP is due within 120 calendar days after the execution of a Memorandum of Agreement (MOA) between the Florida Commission for the Transportation Disadvantaged (FCTD) and the Community Transportation Coordinator (CTC). The current MOA became effective July 1, 2018.

This TDSP was jointly developed by staff from the St. Lucie Transportation Planning Organization (TPO), the St. Lucie County CTC, and the contracted public transportation provider, Community Transit, a division of the Council on Aging of St. Lucie, Inc. (COASL). The Local Coordinating Board for the Transportation Disadvantaged (LCB) approves the TDSP, and it is submitted to the Florida Commission for the Transportation Disadvantaged for final action. The TDSP is used by the CTC and the LCB to maintain and/or improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

This TDSP was developed in accordance with the requirements outlined in the FCTD *Instruction Manual for the Memorandum of Agreement and the Transportation Disadvantaged Service Plan 2007/2008*.



## **DEVELOPMENT PLAN**

### **A. Introduction to Service Area**

#### *1. Background of the TD Program*

Chapter 427 of the Florida Statutes establishes the Florida Commission for the Transportation Disadvantaged (FCTD). The FCTD is an independent agency tasked with carrying out the mission of ensuring the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons. The FCTD appoints an Executive Director who serves under its direction and supervision. This position employs and oversees personnel who carry out the daily functions of the FCTD. The staff office is located in Tallahassee. Administrative and fiscal services are provided to the FCTD by the Florida Department of Transportation.

At the local level, the FCTD accomplishes its mission through qualified Community Transportation Coordinators (CTCs) and designated planning agencies. Each county within the State of Florida has a CTC whose primary responsibility is the arrangement or provision of transportation services to transportation disadvantaged persons within the service area. A planning agency may serve one or more CTCs. The planning agency provides an avenue to ensure that TD planning is accomplished within the service area and provides staff support and resources to enable the LCB to fulfill its responsibilities.

#### *2. CTC Designation Date/History*

The St. Lucie Board of County Commissioners (BOCC) has been the designated CTC since 1990. The County, through its Community Services Department, contracts with Community Transit/COASL to provide public transportation and transportation disadvantaged services.

In 2018, the FCTD approved the continuation of the County as the St. Lucie County CTC and subsequently entered into a new five-year Memorandum of Agreement with the County.

#### *3. Organization Chart*

Figure 1 provides an organization chart of the St. Lucie County CTC and FCTD process.

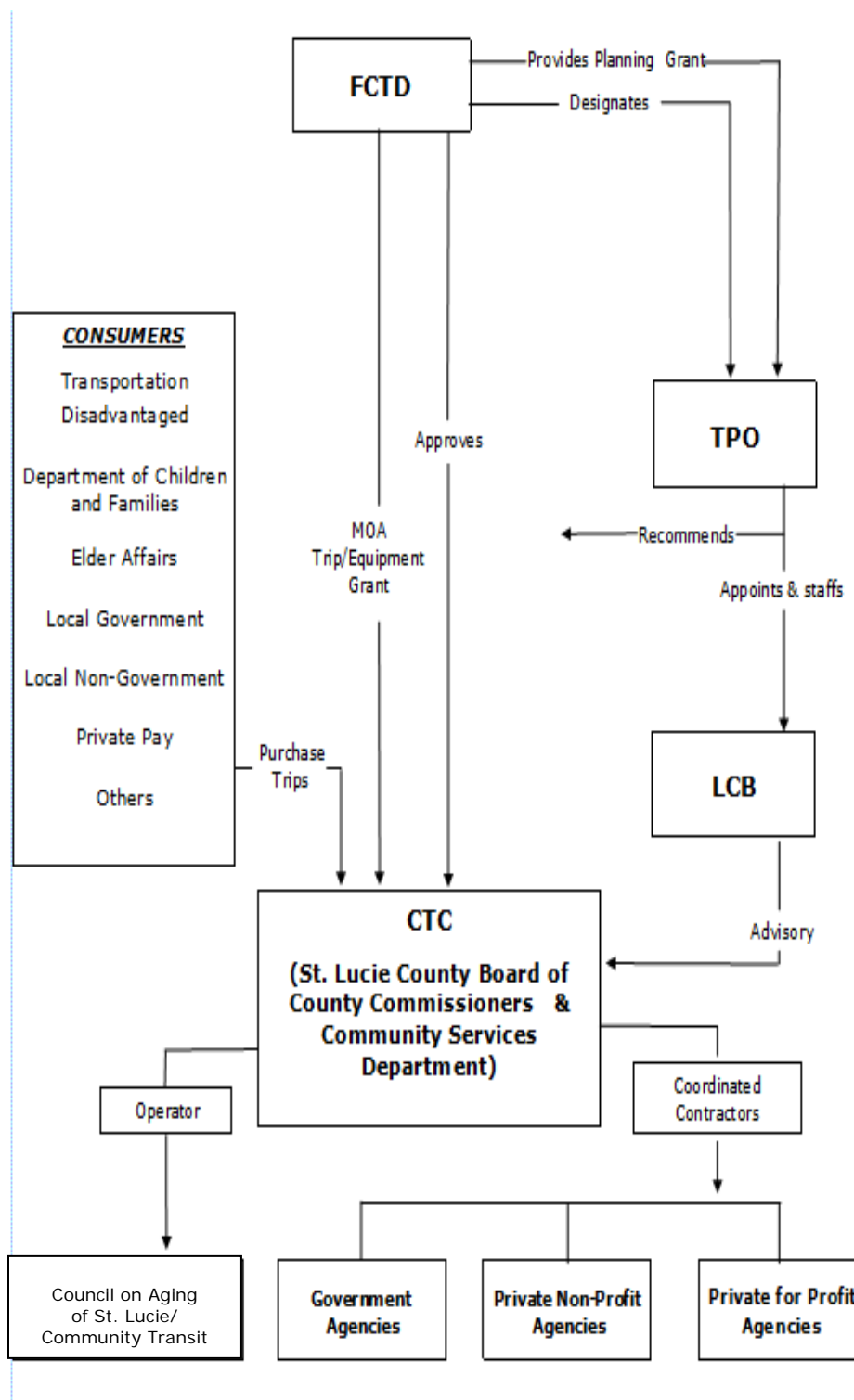


Figure 1: St. Lucie County TD Services Organization Chart

#### *4. Consistency Review of Other Plans*

The following plans were reviewed in order to determine consistency and identify existing goals, objectives and policies that support TD issues and brief descriptions are provided of selected goals, objectives, and policies related to transit:

##### **St. Lucie County Comprehensive Plan**

The Overall Goal of the County's Comprehensive Plan is to ensure the best living environment and community possible, built on the needs and desires of the residents of St. Lucie County. One of the objectives of the Plan is to maintain coordination and communication among agencies providing transportation to the TD community.

##### **City of Port St. Lucie Comprehensive Plan**

The purpose of the Transportation Element of the City's Comprehensive Plan is to plan for an efficient, safe, and coordinated multimodal transportation system that provides mobility for pedestrians, bicyclists, transit users, and motorized vehicle users. One of the policies of the Plan is to cooperate with other jurisdictions on the implementation of cost-effective transit service.

##### **City of Fort Pierce Comprehensive Plan**

The goal of the Transportation Element of the Fort Pierce Comprehensive Plan is to provide a safe, convenient, effective, and energy-efficient multimodal transportation system that is coordinated with future land use and provides mobility of people and goods. Several policies highlight the role of transit as an integral element of the transportation system.

##### **Go2040 Long Range Transportation Plan (LRTP)**

A review of all relevant local and regional transportation studies was conducted during the preparation of the Go2040 LRTP. The LRTP summarizes the TDSP and discusses the current and future needs of the transportation disadvantaged, mainly the need to travel across county lines and regionally.

##### **St. Lucie County Transit Development Plan (TDP)**

The County's Transit Development Plan, branded the Bus Plus plan, represents the community's vision and goals for public transportation and is to be used as a strategic guide for the Fiscal Year 2020–2029 planning horizon. It identifies public transportation service improvement priorities for the County, determines the operating and capital costs to implement these service improvement priorities, and outlines a strategy for implementation.

##### **Transportation Improvement Program**

The Transportation Improvement Program (TIP) prioritizes state-and federally-funded transportation projects for a 5-year time frame, including projects that improve the transportation system on a recurring basis such as road resurfacing, as well as specific one-time projects that build new sidewalks, bus terminals, and roadways.

Consistency with the TDSP is evident in the TIP's allocation of funds. All available TD funds are budgeted in the project priorities. The TIP includes a breakdown of the Transportation Disadvantaged (TD) Program funding. There is a list of transit priorities that support the equipment, service operations, and infrastructure needed for the continued and expanded transit system in St. Lucie County. In addition, there is a section on Transportation Alternatives (TA) including projects such as sidewalks. These TA projects support the TD population by enhancing the safety and walkability of a particular road or intersection for its users.

### **Treasure Coast Regional Planning Council Strategic Regional Policy Plan**

The Strategic Regional Policy Plan emphasizes transportation's relationship to the overall regional system, e.g., the complex interrelationship between land use and the achievement of mobility and accessibility goals.

### **FCTD Five/Twenty Year Plan**

Since the TDSP is a requirement of the FCTD, it stands to reason that the two planning documents are consistent. Furthermore, several of the goals and actions identified in the FCTD plan have been met or are underway in St. Lucie County.

### **Transportation Connectivity Study**

The Transportation Connectivity Study identified gaps in the multi-modal network that created barriers in access to essential services and developed solutions to address the gaps. The Study also identified Major Activity Centers (MACs), which are large geographic areas that contain clusters of essential services and thus attract large numbers of residents and non-residents.

### **Florida Transportation Plan**

The Florida Transportation Plan (FTP) is the long-range transportation plan for all of Florida and guides investment of state and federal transportation funds. Key considerations of the FTP include how to provide a more efficient and mobile transportation system, increase opportunities for access to transit and other modes of transportation, and address emerging issues such as the rapid changes in technology.

### **Automated/Connected/Electric/Shared-Use (ACES) Vehicles For Transit Study**

The Automated/Connected/Electric/Shared-Use (ACES) Vehicles for Transit Study acknowledged that though there is a great deal of uncertainty and speculation on the potential impacts of ACES, its influence must be factored into transit planning priorities. The Study's recommendations were based on a flexible approach.

## ***5. Public Participation***

Development of the TDSP represents a coordinated and collaborative effort among transportation providers, passengers, advocates, social service agencies, and other community groups. The public involvement process has been mainly accomplished through the LCB and the Treasure Coast Transit Meetings (TCTM). The LCB consists

of elected officials, social services representatives, and citizen advocates who guide and assist the CTC in the coordination of TD services. The TCTM is a quarterly meeting of Indian River, Martin, and St. Lucie transit/human services staff.

The TDSP was prepared with input from the general public which was gathered through meetings with the above-mentioned partners and at a regular meeting of the LCB on May 6, 2020. Public notice was provided for the May 6, 2020 LCB meeting in the local newspaper of largest general circulation.

## **B. Service Area Profile/Demographics**

### *1. Service Area Description*

St. Lucie County is located in the southeastern portion of Florida. The County is bordered to the north by Indian River County, to the west by Okeechobee County, to the south by Martin County, and to the east by the Atlantic Ocean. St. Lucie County consists of 572 square miles of land area. Incorporated areas include Fort Pierce, Port St. Lucie, and St. Lucie Village. Figure 2 below is a location map. The TDSP study area which corresponds with the St. Lucie TPO metropolitan planning area is shown as Figure 3.



**Figure 2: St. Lucie County Location**

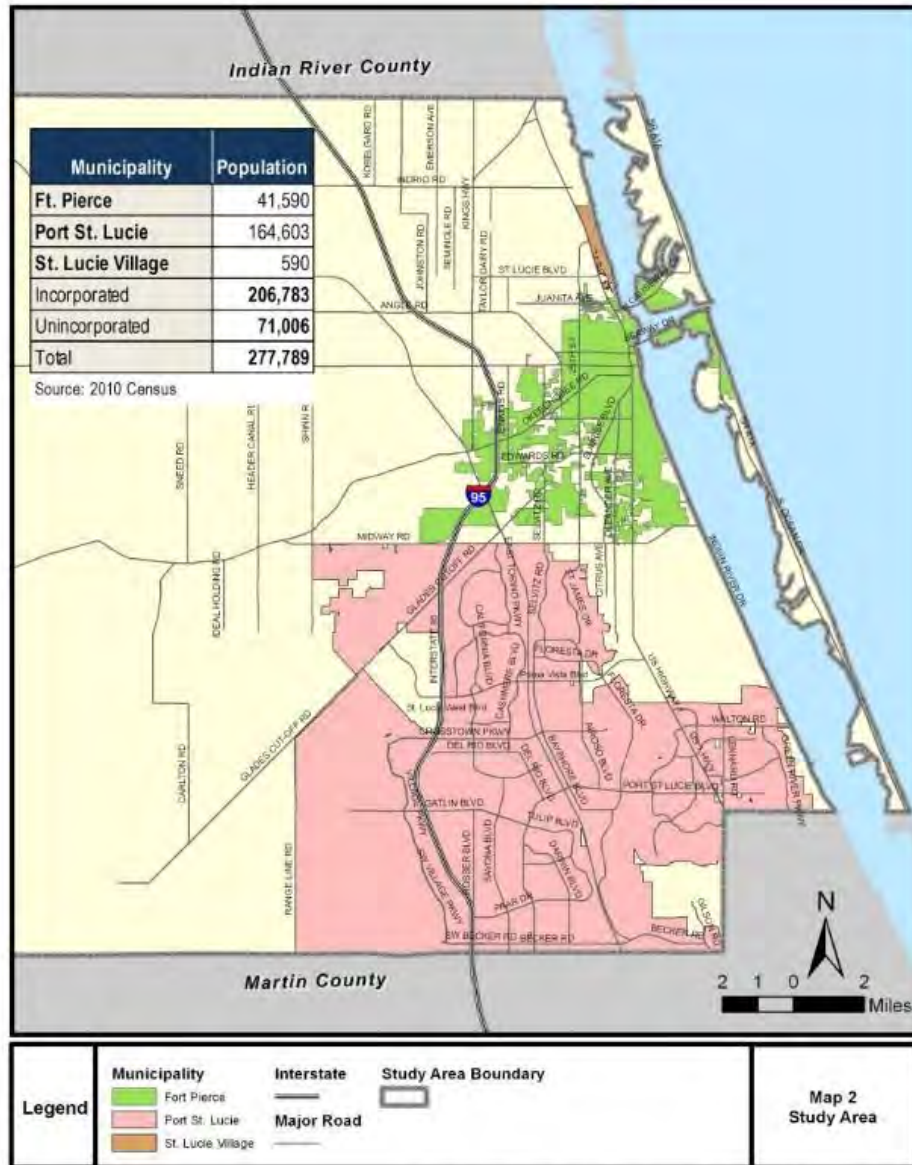


Figure 3: TDSP Study Area

## 2. Demographics

### a) Land Use

Of the three municipalities in the County, Port St. Lucie is the most populated. Port St. Lucie is comprised largely of residential uses, accommodated mostly within low density, single use areas. Major commercial roadways include U.S. 1, Port St. Lucie Boulevard, Gatlin Boulevard/Tradition Parkway, and Prima Vista

Boulevard/St. Lucie West Boulevard. Various gated communities are located in the St. Lucie West and Tradition Parkway areas.

The City of Fort Pierce also is characterized by low density single family residences, but the housing stock generally is older than in Port St. Lucie. U.S. 1, Okeechobee Road, Virginia Avenue, and Orange Avenue are the major commercial streets in Fort Pierce. Downtown Fort Pierce consists mostly of low-density commercial development near the waterfront.

St. Lucie Village is the third incorporated area in St. Lucie County. St. Lucie Village is an enclave of residences located along Old Dixie Highway.

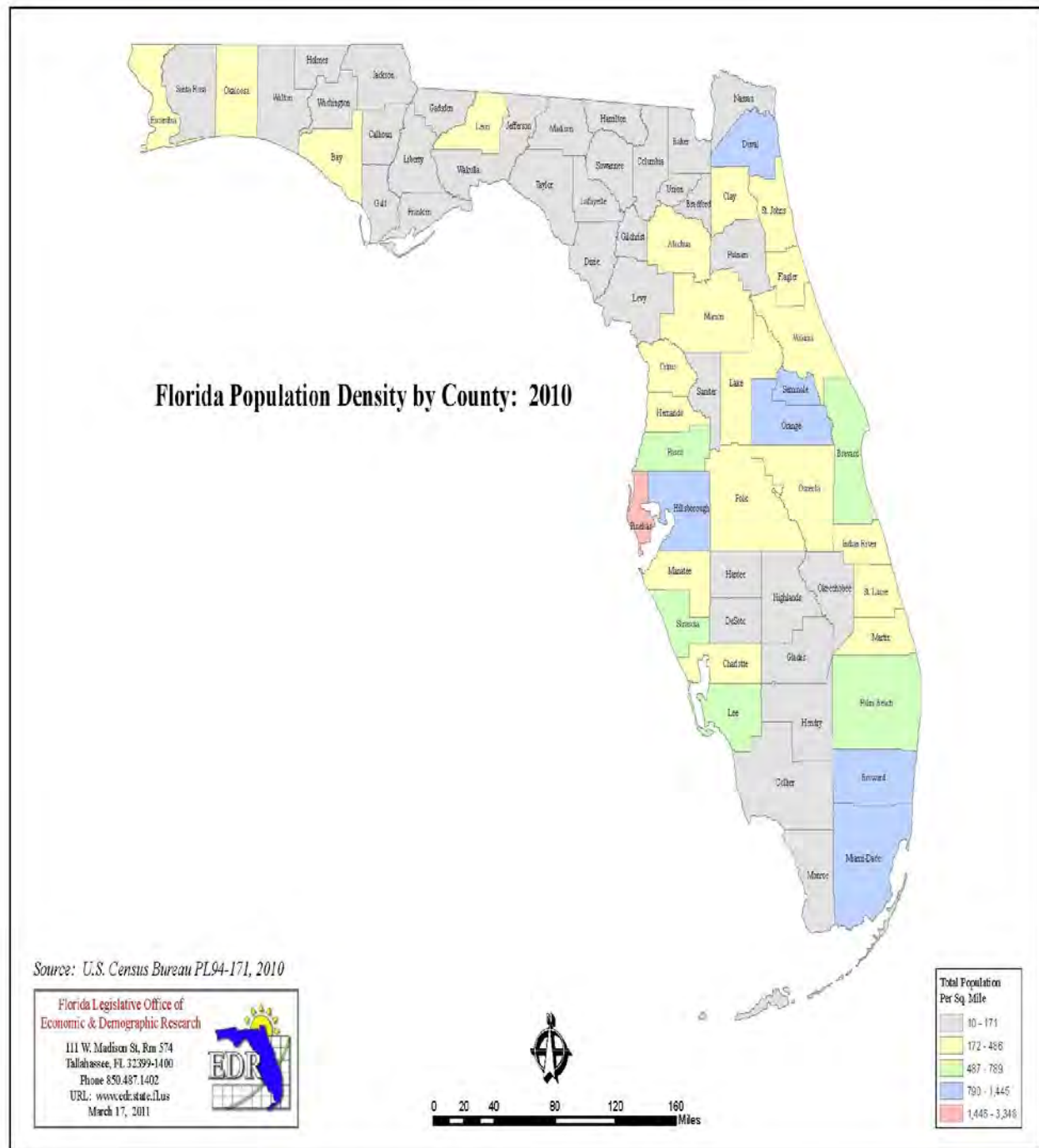
Unincorporated St. Lucie County includes various pockets of low-density residential land uses in the northern and central parts of the County and agricultural land uses in the western area of the County. A north/south barrier island known as Hutchinson Island generally separates the County from the Atlantic Ocean. Hutchinson Island is characterized by higher density development than that found on the mainland.

The large geographic size of St. Lucie County combined with the dominance of low density residential land uses presents a challenge to providing demand response service. Figure 4 shows the density of St. Lucie County in relationship to other Florida counties.

#### b) Population/Composition

The U.S. Census Bureau provides annual estimates of population and other demographics at the local level. In 2018, the St. Lucie County population was estimated at approximately 321,100, which represents an almost 16 percent increase from the 2010 Census of 277,300. The percentage of persons 65 years and older in 2018 was 24 percent, which is higher than the statewide percentage of 21 percent. The estimated median household income for St. Lucie County was approximately \$49,400 compared to approximately \$53,300 statewide. Persons living below the poverty level comprised 12 percent of the population of St. Lucie County and 14 percent statewide.

Based on a land area of 572 square miles and a 2018 estimated population of approximately 321,100, St. Lucie County has a population density of approximately 561 persons per square mile. While this number would seem to indicate that 561 persons live on each square mile of land area, the density within the county varies dramatically because the majority of the population lives in the eastern part of the County. Therefore, density is only a raw gauge to measure a population's distribution across a land area.

**Figure 4: Florida Population Density by County in 2010**



### c) Transit Orientation Index Analysis

A Transit Orientation Index (TOI) analysis was developed to assess the locations of persons who are more likely to use public transportation. Generally, this includes those who, because of their age, cannot drive (or prefer not to drive) and those who cannot afford to drive. The analysis is based on the following four demographic categories:

- Youth (age < 18)
- Older adult (age > 65)
- Poverty (households with incomes below poverty level)
- Zero-vehicle households

Using the 2013–2017 American Community Survey (ACS) -- the most currently available block group data -- as a data source yielded the following countywide percentages:

- Youth – 21%
- Older adult – 23%
- Poverty – 16%
- Zero-vehicle households – 6%

Figure 5 shows areas of St. Lucie County in which one or more of the above percentages are exceeded. For example, an area in orange indicates high concentrations of youth, older adults, persons living below the poverty level, or households without access to an automobile. The map indicates TOI levels (0–1: Low, 2: Medium, and 3: High). Areas with TOI levels of 3, the highest rating, have concentrations of persons who would be most likely to use public transportation and include areas near US-1, much of Fort Pierce, near Airoso Boulevard and Prima Vista Boulevard, and near Tulip Boulevard.

### d) Employment

According to the U.S. Census, the mean travel time to work for St. Lucie County workers age 16+ in 2018 in St. Lucie County was approximately 27 minutes, which compares with the average of 27 minutes for workers statewide. This reflects the fact that many workers in St. Lucie County travel outside the County for employment.

Table 1 lists the major employers in St. Lucie County. Much of this employment is located on sites scattered throughout the County.

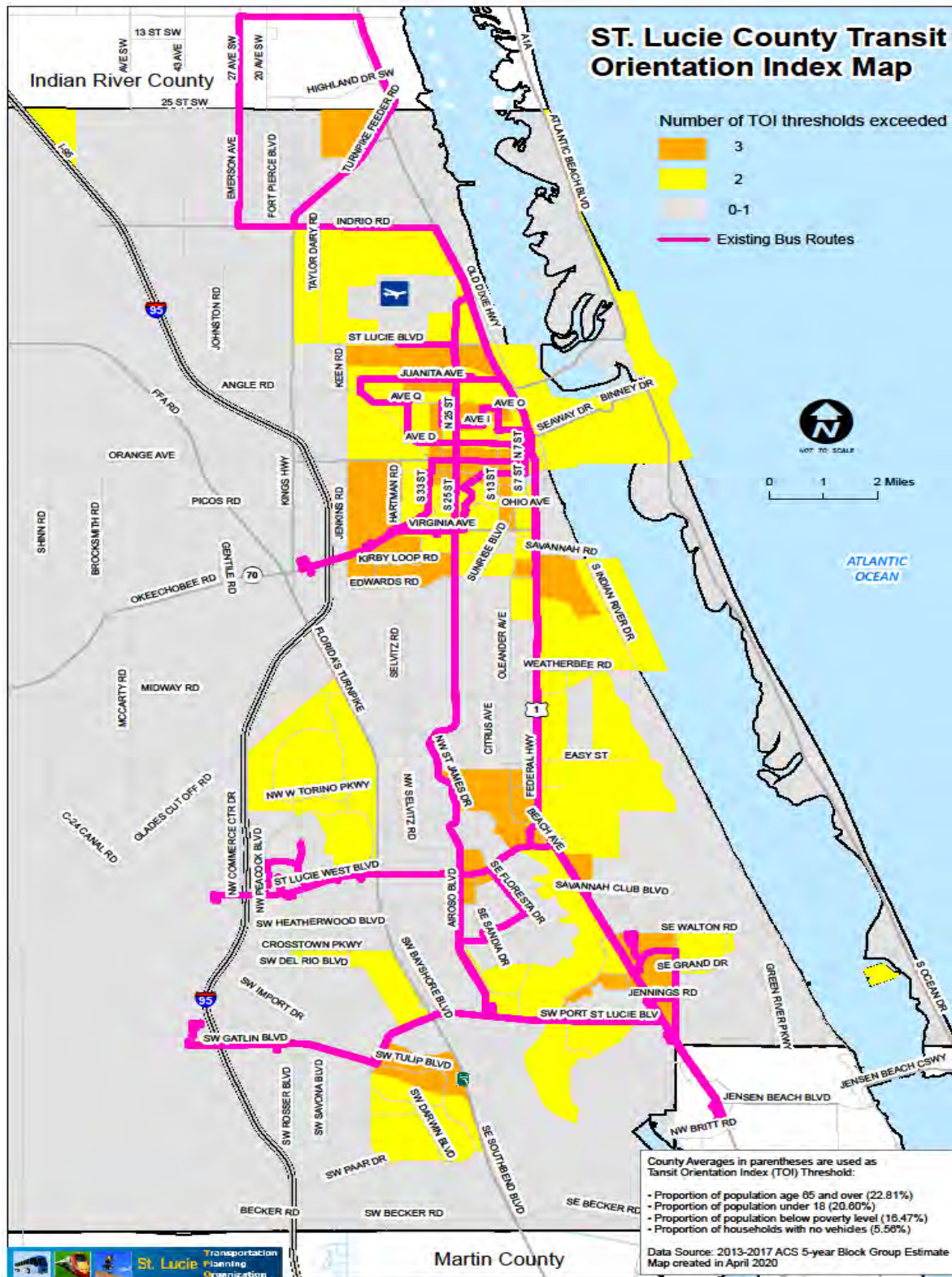


Figure 5: Transit Orientation Index

**Table 1: Major Employers**

<b>Company Name</b>	<b>Employer</b>	<b>Product / Service</b>	<b>Location</b>
School Board of St Lucie County	<b>5,564</b>	Education	Fort Pierce
Indian River State College	<b>2,338</b>	Higher education	Fort Pierce
Lawnwood Regional Medical Center & Heart Institute	<b>1,615</b>	Healthcare services	Fort Pierce
Teleperformance	<b>1,600</b>	Call center	Port St. Lucie
City of Port St Lucie	<b>1,164</b>	City government	Port St. Lucie
Wal-Mart Distribution Center	<b>890</b>	A dry goods distribution center	Fort Pierce
Cleveland Clinic Martin Health	<b>850</b>	Healthcare services	Stuart
St. Lucie Medical Center	<b>850</b>	Healthcare services	Port St. Lucie
St. Lucie County	<b>797</b>	County government	Countywide
Florida Power & Light Company	<b>772</b>	Electric utility	Port St. Lucie
Change Healthcare	<b>549</b>	Call center	Port St. Lucie
Convey Health Solutions	<b>450</b>	Call center	Fort Pierce
St. Lucie County Fire District	<b>434</b>	Fire protection	Fort Pierce
New Horizons of the Treasure Coast	<b>408</b>	Healthcare services	Countywide
Maverick Boat Co Inc	<b>406</b>	Boat manufacturer	Fort Pierce
Blue Goose Construction / Growers	<b>400</b>	Agriculture/ Contractors	Fort Pierce

Sources: *Updates provided by employers to the Economic Development Council of St. Lucie County, 2/21/19.*

e) Major Trip Generators/Attractors

Major trip generators/attractors in St. Lucie County include healthcare facilities, shopping/entertainment, and schools/government offices. Because St. Lucie County does not have a regional mall, residents in the southern part of the County generally shop at the Treasure Coast Square Mall located in Martin County and residents in northern St. Lucie County shop in Indian River County. A list of Common Transportation Disadvantaged Trip Destinations is shown in Table 2.

**Table 2: Common Transportation Disadvantaged Trip Destinations**

<b>Healthcare Facilities</b>	
St. Lucie Medical Center	HANDS of St. Lucie County
Martin Emergency Center at St. Lucie West	Florida Community Health Centers, Inc.
Lawnwood Regional Medical Center	Treasure Coast Hospice
St. Lucie County Health Department	New Horizons of the Treasure Coast, Inc.
Cleveland Clinic Tradition Hospital	Lake Whitney Medical & Professional Campus
<b>Shopping/Leisure</b>	
St. Lucie West	Fort Pierce ( commercial centers)
Port St. Lucie Community Center	Port St. Lucie (commercial centers)
Mid-Florida Credit Union Event Center	Treasure Coast Square Mall
St. Lucie County Fairgrounds	Libraries-All Branches
<b>Schools/Government Centers</b>	
Port St. Lucie City Hall	St. Lucie County Administration Building
Fort Pierce City Hall	St. Lucie County Community Services Department
Indian River State College Main Campus	Social Security Administration
Indian River State College, St. Lucie West	Florida Department of Children & Family Services
St Lucie County Administration Annex	St. Lucie Schools Administration Building
<b>Other Destinations</b>	
Coalition for Independent Living Options	Council on Aging of St. Lucie, Inc Port St. Lucie
Treasure Coast Food Bank	Council on Aging of St. Lucie, Inc. Fort Pierce
Mustard Seed Ministries	United Against Poverty

f) Inventory of Available Transportation Services

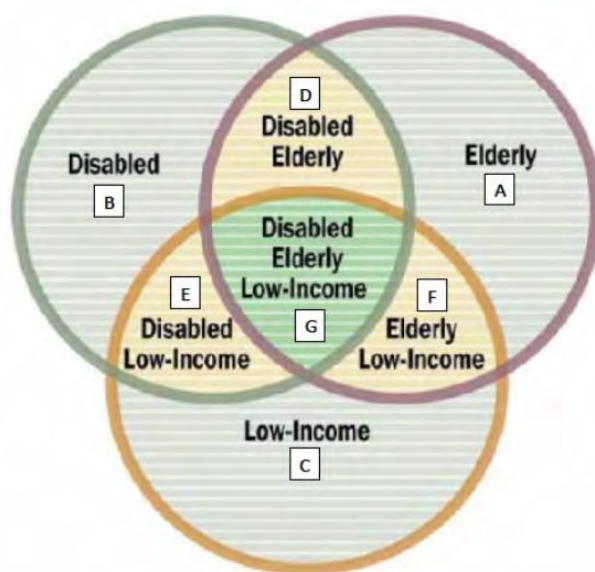
Appendix A contains information regarding transportation providers in St. Lucie County.

## C. Service Analysis

### 1. Estimates and Forecasts of Transportation Disadvantaged Population

One of the required elements of the service analysis section of the TDSP is the forecast of the TD population for the service area.

As shown in Figure 6, TD population groups include all disabled, elderly and low-income persons, and children who are “high-risk” or “at-risk.” Disability refers to physical or mental limitations that may affect a person’s ability to access transportation. Income refers to the financial ability of a person to purchase transportation. As Figure 6 shows, there are overlaps among the disabled, elderly and low-income populations.



**Figure 6: The TD Population**

To serve as an aid in the development of TD population and travel demand estimates, the University of South Florida Center for Urban Transportation Research (CUTR) developed a spreadsheet tool that enables users to input the most current U.S. Census Bureau socio-economic data. Once the user input is complete, a series of formulas are used to project TD population estimates and future travel demand.

The General TD population includes estimates of all disabled, elderly and low-income persons and children who are “high-risk” or “at-risk”. As shown in Table 3, the General TD population in St. Lucie County is estimated, using the CUTR tool, to be 120,587 persons or approximately 39 percent of the total population.

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	121,152	38%

**Table 3: General TD Population**

The Critical Need TD population includes persons who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation, and thus are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. The Critical Need-Severely Disabled TD population in St. Lucie County is estimated to be 12,549 as shown in Table 4.

<b>Critical Need -Severely Disabled TD Population</b>			
	<b><i>Not Low Income</i></b>	<b><i>Low Income</i></b>	<b><i>Totals</i></b>
<b><i>Non-Elderly</i></b>	1,824	731	2,555
<b><i>Elderly</i></b>	8,825	1,169	9,994
<b>TOTAL</b>	<b>10,649</b>	<b>1,900</b>	<b>12,549</b>

**Table 4: Critical Need-Severely Disabled Population**

Daily trip rates are applied to the Critical Need-Severely Disabled TD population to calculate daily and annual travel demand. This methodology uses trip rates for persons who live in households without any vehicles available from the 2009 National Household Travel Survey (NHTS). As shown in Table 5, the Critical Need-Severely Disabled TD population daily trip demand is estimated to be 5,428 trips.

<b><u>Low Income &amp; Not Disabled</u></b>	<b>26,623</b>		
<b>27.2% without auto access</b>	<b>7,241</b>		
<b>25% without transit access</b>	<b>2,535</b>		
<b><u>Calculation of Daily Trips</u></b>			
		<b>Daily Trip Rates</b>	<b>Total</b>
<b>Total Actual Critical TD Population</b>		<b>Per Person</b>	<b>Daily Trips</b>
<b><i>Severely Disabled</i></b>	<b>12,549</b>	<b>0.049</b>	<b>615</b>
<b><i>Low Income ND</i></b>	<b>2,534</b>	<b>1.899</b>	<b>4,813</b>
<b>Totals</b>	<b>15,083</b>		<b>5,428</b>

**Table 5: Daily Trips for the Critical Need Population**

Within the CUTR tool, forecasts of the General TD population and the Critical Need-Severely Disabled TD population were developed based on U.S. Census American Community Survey (ACS) data and projections by the Bureau of Economic and Business Research (BEBR).

The Critical Need-Severely Disabled TD population is projected to increase to 15,998 by 2025 with a demand for 6,118 daily trips or almost 2 million annual trips.

## 2. Special Needs Population

In addition to using the CUTR methodology to estimate overall disability need, the ACS was used to estimate the number of persons with cognitive disabilities. The term cognitive disabilities relates to a range of intellectual impairments that impact an individual's ability to perform daily functions. The ACS asks about six disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Respondents who report any one of the six disability types are considered to have a disability.

It is important to note that many adults with cognitive disabilities can live productive lives in the community with minimal support from family, friends and social services agencies while other adults require a high degree of support. Therefore, the presence of a disability does not necessarily mean an individual needs specialized paratransit services, nor does it mean that the individual meets the paratransit eligibility criteria based on a transportation provider's policies.

The six disability types covered by the ACS are:

- Hearing difficulty --deaf or having serious difficulty hearing.
- Vision difficulty --blind or having serious difficulty seeing, even when wearing glasses.
- Cognitive difficulty --because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
- Ambulatory difficulty --having serious difficulty walking or climbing stairs.
- Self-care difficulty --having difficulty bathing or dressing.
- Independent living difficulty --because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping.

Table 6 shows the number of adults with cognitive disabilities in St. Lucie County. There is an estimated total of 13,772 persons with cognitive difficulty, or six percent of the total population aged 18 years and older.

Age 18-64	8,111
Age 65+	5,661
Total	13,772

**Table 6: Adult Population with Cognitive Difficulty in St. Lucie County**

As mentioned above, the Critical Need-Severely Disabled TD population includes persons who due to severe physical limitations are unable to transport themselves or purchase transportation on their own. That number is 12,549. Adding the number of persons with cognitive difficulties, or an additional 13,772, would total more than 26,321 persons in need of specialized transportation in St. Lucie County.



Public transportation is essential to being able to access employment, educational, health and social opportunities to participate actively in the community. However, the demand for TD trips, as summarized in the needs assessments above, far outweighs the supply of trips. A result of this imbalance of supply/demand is that TD trips must be scheduled based on availability with preference given to serving riders with life essential needs. This process, known as trip prioritization, can lead to economic disadvantage and social exclusion for TD persons who are unable to access public transportation due to lack of availability.

### *3. Transportation Disadvantaged State-Wide Service Analysis*

In December 2017, a Transportation Disadvantaged State-Wide Service Analysis was prepared for the Agency for Persons with Disabilities (APD) by CUTR. The Analysis examines the design and provision of the state's TD services, identify "gaps" in service accessibility/connectivity and examine strategies of how to assist in addressing these gaps. The study also provides an examination of the state's transportation disadvantaged populations, with specific emphasis on individuals with intellectual and developmental disabilities (IDD). The APD, through its waiver transportation services, works with local communities and private providers to assist IDD individuals and their families.

Assisting in the development of the Analysis was a Transportation Task Force comprised of the following membership:

- a) The director of the Agency for Persons with Disabilities or his or her designee.
- b) The executive director of the Commission for the Transportation Disadvantaged or his or her designee.
- c) The community transportation coordinators for Alachua, Jackson, Miami-Dade, and Pinellas Counties.
- d) Two individuals who currently use transportation disadvantaged services, one appointed by the agency director and the other appointed by the executive director of the commission.
- e) A representative of the Florida Developmental Disabilities Council.
- f) A representative of Family Care Council Florida.

The Transportation Task Force presented background on their areas of expertise, provided input to CUTR staff, and reviewed and commented on progress reports and drafts of the final report. Several preliminary recommendations were prepared and presented to the Task Force for discussion, refinement and prioritization. The following section describes the four (4) recommendations in order of priority approved by the Task Force:

- 1. Redesign of the APD Transportation Business Model
- 2. Develop and Implement Mobility Management Single Point Information Center (MIC) Pilot Projects
- 3. Establish an Innovative Service Development Discretionary Grant Program for Transportation Services for Persons with Intellectual and Developmental Disabilities

4. Establish a TD/IDD Transportation Sensitivity Training and Travel Training Resource Program

#### *4. Barriers to Coordination*

While there are no federal, state or local government policies in place that prohibit, hinder or prevent the coordination of both inter-and intra-county coordination, several barriers currently exist that make coordination difficult at best. These include:

- Funding for transportation services has not kept up with the ever-increasing travel demand. The result is that CTCs are struggling to maintain their existing service levels and do not have the financial resources to expand inter-county service.
- Local, nonprofit and social services agencies are still being impacted by insufficient funding levels and continually face increased demand for their services, which resulted in increased demand for transportation-disadvantaged travel that cannot be met.
- Improved access to transit is needed along strategic corridors, which could be accomplished through the implementation of transit-supportive land use and complete street design.
- The implementation of new mobility options such as micro-transit and ride-sharing requires collaboration among a wide range of public and private partnerships.
- Many St. Lucie County TD clients desire to travel outside the County's boundaries. The Treasure Coast Connector Route #1 provides service into Martin County and Route #7 travels into Indian River County, both routes connect with either Martin or Indian River Counties' fixed-route transit system. Although the American with Disabilities Act (ADA) provides service within  $\frac{3}{4}$  mile surrounding the fixed route system, there are no demand response connections with transportation-disadvantaged services outside St. Lucie County.
- Often the lack of adequate pedestrian access to and from bus stops limits the ability of TD passengers to access the fixed-route transit services safely.

The elimination or reduction of the above barriers to enhanced integration of the paratransit and fixed-route systems is intended to be addressed through the TD program and other initiatives.

**D. Mission Statement, Goals, Objectives and Strategies**

The TDSP Mission Statement, Goals, Objectives, and Strategies shown in Appendix B were reviewed. Property values in the County are gradually increasing the revenue generated from the County's Municipal Services Taxing Unit (MSTU), a dedicated transit-funding source.

## **E. Implementation Plan**

The St. Lucie County TDSP Implementation Plan, as detailed in Tables 7 and 8, builds upon the County's program of providing services with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule.

Increasing system efficiency is a primary component of this Implementation Plan. If a paratransit trip has an origin and destination within the fixed-route corridor, it will be necessary for the passenger to use the fixed-route, unless that patron is unable to utilize the fixed-route system based on eligibility criteria. Diverting trips to the fixed-route system will help increase capacity on the paratransit system, and reduce trip costs within the coordinated system, resulting in a more efficient system.

Tables 7 and 8 provide an overview of ongoing system improvements and review steps and a timeline for actions and strategies to meet the TDSP goals.

Implementation Date	Ongoing System Improvements and Review
Ongoing	<ul style="list-style-type: none"> <li>➤ Increase fixed-route utilization</li> <li>➤ Continue to monitor trip rates and adjust as needed</li> <li>➤ Maintain or increase the number of passengers per vehicle hour</li> <li>➤ Manage the cost per passenger trip</li> <li>➤ Manage the cost per vehicle hour</li> <li>➤ Pursue alternative funding sources to provide additional transportation services and/or capital equipment</li> <li>➤ Continue to coordinate with Martin County and Indian River County regarding the provision of inter-county transportation services</li> <li>➤ Continue to educate passengers on the cancellation and no-show policies</li> <li>➤ Ensure that transportation services are provided following the FCTD and FDOT safety standards and recommendations</li> <li>➤ Ensure that all system drivers are adequately trained in system safety and security preparedness and response</li> <li>➤ Continually review current training, available training opportunities, mandatory annual training requirements, and safety/security best practices</li> <li>➤ Conduct annual safety reviews</li> <li>➤ Ensure the drug and alcohol testing requirements are being implemented</li> <li>➤ Continue to maintain existing and pursue additional transportation coordination agreements</li> <li>➤ Raise awareness of Transportation Disadvantaged population needs for accessibility</li> <li>➤ Identify needs and opportunities for the private sector, public sector, and non-governmental organizations to participate in funding the coordinated transportation system</li> <li>➤ Partner with agencies to maximize the electronic dissemination of marketing and educational materials</li> <li>➤ Coordinate with FDOT Mobility Managers and APD.</li> </ul>

**Table 7: Ongoing System Improvements and Review**

<b>Action/Strategy</b>	<b>Responsible Agency</b>	<b>Timeframe</b>
Adopt the TDSP Annual Updates.	LCB	Annually
Maintain/renew existing and pursue additional Transportation Coordination Agreements.	CTC	Ongoing
Pursue alternative funding sources to provide additional transportation services and capital equipment.	CTC /TPO/Transit Provider	Ongoing
Coordinate quarterly meetings of the Treasure Coast Transit Meeting (TCTM).	Community Transit	Ongoing
Advocate for the inclusion of TD considerations in local site plan and development review processes.	CTC/TPO/Transit Provider	Ongoing
Submit Trip/Equipment and Planning grant applications for funding.	CTC/TPO	Annually
Complete Annual Operating Report and Annual Expenditure Report.	CTC/TPO	Annually
Implement innovative pilot programs for after-hours transportation service.	CTC	Ongoing
Conduct monitoring of Coordination Contractors.	CTC	Annually
Train social service organization staff to conduct travel training exercises with riders.	CTC/Transit Provider	Ongoing
Coordinate with South Florida Commuter Services (SFCS) on continuing development of vanpools, carpools, and other transportation demand management.	CTC/Transit Provider	Ongoing
Identify park and ride lots within St. Lucie County	CTC/TPO/SFCS/ Transit Provider	Ongoing
Pursue Section 5310 funding (transportation for elderly persons and persons with disabilities)	CTC	Ongoing
Select projects for 5310 funds using project selection committees	CTC/TPO	Ongoing
Install bus shelters	CTC/Transit Provider	Ongoing
Promote transit services through various media	CTC/TPO/Transit Provider	Ongoing
Maximize the efficiency of the transit system	CTC/Transit Provider	Ongoing
Ensure the safety and security of the transit system	Transit Provider	Ongoing

**Table 8: Implementation Actions and Strategies**

## SERVICE PLAN

### A. Operations

#### 1. Type, Hours and Days of Service

The fixed-route service is called the Treasure Coast Connector (TCC). Information on this service is provided below. Additional information on services is provided in the Treasure Coast Connector Plus *Rider's Guide* in Appendix C of this document and on the website [www.treasurecoastconnector.com](http://www.treasurecoastconnector.com).

There are currently eight (8) fixed routes providing public transportation service in St. Lucie County. One route runs along U.S. 1, two (2) routes operate circulator service in Fort Pierce, three (3) routes serve the Port St. Lucie area, one route connects with Indian River County, and one route operates as an express route between the Intermodal in Fort Pierce and the Intermodal at the Port St. Lucie Community Center. Routes 1, 2, 3, 4, 5 and 6 operate from 6:00 a.m. to 8:00 p.m. Monday - Friday, Saturday from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. Route 7 operates from 7:00 a.m. to 6:00 p.m. Monday - Friday only. Route 8 operates from 7:00 a.m. to 11:00 a.m. and 3:00 p.m. to 7:00 p.m. Monday - Friday. No service is provided on Sundays. All routes run at one-hour frequencies, except for Route 1 (US 1 Corridor), which operates at a 30-minute frequency.

In addition to the eight fixed routes, TCC is presently operating a pilot program, funded through the Florida Department of Transportation (FDOT), providing micro-transit door-to-door service on-demand. The "TCC On-Demand" service operates in the South Port St Lucie/Gatlin/Tradition area (approximately a 10 square mile area). This service operates from 6:00 a.m. to 8:00 p.m. Monday - Friday and 7:00 a.m. to 5:00 p.m. on Saturdays. There is no service on Sundays.

The routes are described as follows:

#### **Route 1**

Route 1 operates along U.S. 1 from the Fort Pierce Intermodal Center to the Treasure Coast Square Mall connecting with Martin County. This route connects with Routes 2, 3, 7 and 8 at the Fort Pierce Intermodal Center, Route 4 at Town Center Plaza and Route 6 at Rio Mar and Prima Vista Crossings. Route 1 operates on a 30-minute frequency.

#### **Route 2**

Route 2, known as the "North Fort Pierce Residential" route provides service from Ave D to Juanita Avenue. This route connects with Routes 1, 3, 7 and 8 at the Fort Pierce Intermodal Center.

#### **Route 3**

Route 3, known as the "South Fort Pierce Business" route provides service along Orange Avenue and Okeechobee Road. This route connects with Routes 1, 2, 7 and 8 at the Fort Pierce Intermodal Center.

**Route 4**

Route 4, known as the “Port St. Lucie Downtown Trolley” route provides service along Port St. Lucie Blvd to the eastern part of Port St. Lucie. This route connects with Route 1 at Town Center Plaza and Routes 5, 6, and 8 at the Port St. Lucie Intermodal Center.

**Route 5**

Route 5, known as the “Port St. Lucie/Gatlin Blvd” route provides service along Port St. Lucie Blvd west to Gatlin Blvd to Tradition. This route connects with Routes 4, 6, and 8 at the Port St. Lucie Intermodal Center.

**Route 6**

Route 6, known as the “Prima Vista/St. Lucie West Blvd” route provides service along Prima Vista Blvd east and west to St. Lucie West Blvd to I-95. This route connects with Routes 4, 5, and 8 at the Port St. Lucie Intermodal Center and Route 1 at the Rio Mar and Prima Vista Crossings stops.

**Route 7**

Route 7, known as the “Lakewood Park” route connects with Indian River County at the Intergenerational Center. This route also connects with Route 1, 2, 3 and 8 at the Fort Pierce Intermodal.

**Route 8**

Route 8 is TCC’s newest route and is referred to as the “25<sup>th</sup> Street/St. James/Airoso” express route. Presently, this route provides service between the Fort Pierce Intermodal and the Intermodal at the Port St. Lucie Community Center. It operates Monday through Friday from 7:00 a.m. to 11:00 a.m. and 3:00 p.m. to 7:00 p.m. This route also connects with Route 1, 2, 3 and 7 at the Fort Pierce Intermodal. This route connects with Routes 4, 5, and 6 at the Port St. Lucie Intermodal Center.

**TCC On-Demand**

“TCC On-Demand” is a pilot program providing micro-transit service in the South Port St. Lucie/Gatlin Blvd. / Tradition area. This service provides door-to-door trips within a ten-mile area and includes bus stops on Route 5 to provide riders with access to the Fixed Route system. Trips are scheduled and dispatched via an app, or they can be arranged via the phone. This service operates from 6:00 a.m. to 8:00 p.m. Monday - Friday, and 7:00 a.m. to 5:00 p.m. on Saturdays.

**Paratransit**

The COASL transportation disadvantaged program in St. Lucie County operates from 6:00 a.m. to 8:00 p.m. Monday - Friday and from 8:00 a.m. to 4:00 p.m. Saturday, except holidays.

**Direct Connect**

Direct Connect is St. Lucie County’s new supplementary service program for the transportation disadvantaged. Beginning mid-2017, Direct Connect provides demand-response transportation, for trips to and from work, job training and school, non-emergency healthcare. The program’s service hours align with the County’s



public transit system to fill service gaps when regular transit services are not in operation. With the addition of Direct Connect to the traditional portfolio of transit services, county transportation disadvantaged residents now have twenty-four hours per day, seven days per week essential mobility service. Now with Direct Connect, St. Lucie County provides the most comprehensive transportation disadvantaged service coverage in Florida.

Direct Connect service is provided through third-party qualified contract carriers offering wheelchair accessible vehicles and conventional taxi service. Program clients can reserve trips on their own or, if needed, book trip reservations through the County CTC office. Trip fare subsidies range from sixty to one-hundred percent based on an individual's ability to pay indexed through the annually reported national poverty level.

## *2. Accessing Services*

The demand response service through Community Transit is a shared-ride, paratransit, origin-to-destination service. The service provides:

- ADA complementary service for eligible individuals who are not able to use the fixed-route system because of a disability or other limitations
- Transportation Disadvantaged (TD) Service for senior, disabled or low-income individuals who have no other means of transportation nor can afford to pay for private transportation. Because of limited funding and the number of individuals in St. Lucie County qualifying for this service, trips must be prioritized
- Rural Transportation for individuals who live outside the urbanized area in St. Lucie County

Once an individual receives approval to use demand response services, transportation can be scheduled by calling 772-464-RIDE (7433), for those residing in Fort Pierce and 772-879-1BUS (1287), for those residing in Port St. Lucie. Riders will be asked to provide the date, time, and address of their destination and contact phone number.

Community Transit requests riders to provide at least twenty-four hours (24-hour) notice for trip reservations. Reservations can be made up to two weeks in advance. The effort will be made to provide service for same-day requests, within schedule availability.

### a) Eligibility

In order to be considered for paratransit service, an individual is required to fill out an application (attached), verified by a physician, if disabled, regarding the nature of the disability and why the individual cannot use the fixed-route system. Self-declarations shall not be allowed. The application comes in three different formats, English, Spanish and Creole. The individual seeking either ADA, TD or rural transportation must complete the application in its entirety. The first page of the application is for general information, such as name, address, phone number, date

of birth, Medicaid number if applicable, etc. The second page of the application is specific for TD eligibility. This page ascertains whether the person has transportation by their own means or means of others and if their annual income exceeds 125% of the Federal Poverty Guidelines for households or individuals. The third and fourth pages of the application address whether the person can use the fixed route and what type of disability they have to prevent them from using the fixed route. Page five through seven of the application asks questions to determine if there are any limits the applicant may have in using the fixed route. Pages 8 and 9 are the verification from the medical provider on the applicant's stated disability.

Community Transit will review the applications to determine which program if any the individual is qualified. All programs have a three (3) year certification period. After three (3) years, the individual needs to recertify with Community Transit. If an individual is incapable of filling out the application himself or herself, Community Transit's staff will assist them in filling out the application. The eligibility determination process for the application takes approximately twenty-one (21) days to complete. If the individual qualifies for ADA service, a membership card is mailed to the individual indicating that they are qualified for ADA service for three years and identifies the individual to receive a discounted rate. If the individual is qualified for other services, the individual will be notified.

Should an individual be denied services, a notification will be provided explaining the reason for denial and advising the individual of the procedures to follow should they wish to appeal.

#### b) Transportation Disadvantaged (TD) Eligibility

The application process enables the reviewer to determine if the trip can be funded or performed by another agency or person or if the applicants can transport themselves. If this is, the case TD eligibility is denied. The reviewer can also determine the person's age, disability according to ADA, income and if the person can use the fixed-route system.

If the person is under 17 or 65 or over, cannot manipulate the fixed route, income is below 125% of the Federal Poverty Guidelines for households or individuals and the trip cannot be funded or performed by themselves, another agency or person, then the eligibility would be approved.

If the person has a disability according to ADA and cannot manipulate the fixed route, their income is below 125% of the Federal Poverty Guidelines for households or individuals and the trip cannot be funded or performed by themselves, another agency or person, then the eligibility would be approved.

If an individual has a problem paying the fare, St. Lucie County will evaluate the individual according to their ability to pay, and, if they qualify, provide them with a pass to ride the system. Presently, this is not a factor due to the entire system being fare-free.

### c) Prioritization

Community Transit manages trips that are funded by the Transportation Disadvantaged Trust Fund according to locally established prioritization policies. Medical trips have the highest priority for the trip schedule. Following medical trips, employment trips and nutritional trips (including food-shopping trips) receive the next highest priority. Recreational trips may be accommodated if there is trip availability.

The above prioritization could result in trip denials. According to the Annual Operating Report (AOR) for Fiscal Year, July 1, 2018 -June 30, 2019, the number of unmet trip requests was 6,374 compared to 16,642 unmet trip requests in the previous fiscal year. The significant decrease was due to the impact of increased funding.

As required under federal law, ADA trips are not included in the prioritization process. ADA eligible trips are provided without prioritization and cannot be denied. In addition, trips that are provided with FTA Section 5311 funds may not be prioritized and must be made available to the "general public" that lives in a rural area

### d) Cancellations/No Shows

All scheduled trips (reservations) must be canceled at least two hours before the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes a misuse of the service and will be classified as a "no-show." No-show/late cancellations represent 10 percent (10%) or more of a passenger scheduled trips and the rider has four (4) or more no-shows in a calendar month, this will result in a violation. The "No Show" penalties are as follows:

- First violation: Warning Letter
- Second violation: A phone call and Warning Letter
- Third violation: Email, Phone call, and Warning Letter
- Fourth violation: Seven (7) day suspension and Warning Letter
- Fifth and subsequent violation: Twenty-five (25) day suspension and Warning Letter

## *3. Transportation Operators and Coordination Contractors*

St. Lucie County has an agreement with one transportation operator that provides public transportation services for the fixed route and demand response services. Every five years, the County publishes a Request for Qualifications to identify and select the public transportation provider.

St. Lucie County has established coordinated contractual service agreements with specialized transportation providers that offer transportation services to their individual clientele. Table 9 shows the Transportation Operator and Coordinated Contractors in St. Lucie County.

<b>2019-2020</b>		
<b>Name</b>	<b>Contact Person</b>	<b>Service(s)</b>
<i>Transportation Operator</i>		
Council on Aging of St. Lucie, Inc.	David Rodriguez	A/W
<i>Coordinated Contractors</i>		
2 <sup>nd</sup> Chance Community Health Services	Johnny Brown	A
ARC of St Lucie County	Daisy Velaquez	A/W
Aurora of the Treasure Coast	Ann Meier	A
Boys & Girls Club	William Armstead	A
Care Pilot	Randall Panckeri	A
Frontline For Kids	Jerome Gayman	A
Heavenly Place Home, LLC, Inc.	Rolande Lazarre	A/W
I Move U, Inc.	Natasha Serra	A
JusTranzit	Deidre Butler	A/W
Mactown, Inc.	Odile DaSilva	A
Nikki's House aka Pinnacle Care, Inc.	Art Henn	A/W
Nursing Services fo Palm Beach Mobility, LLC	George Walks	A/W/S
Scott Cheerful Resident	Linette Robinson	A
Veteran's/ United Veterans of St. Lucie County	Bob Dadiomoff	A/W
A = Ambulatory    W = Wheelchair    S = Stretcher		

**Table 9: Transportation Operator and Coordination Contractors**

#### *4. Public Transit Utilization*

Public transit utilization is an integral part of the overall CTC network. TD clients, who can utilize the fixed route and whose origin and destination are within the fixed route service area are required to use the fixed-route as their primary mode of transportation.

#### *5. School Bus Utilization*

The County School Board buses are utilized on a limited basis under the coordination system. Services provide trips for summer camp activities and disaster emergency evacuations.

#### *6. Vehicle Inventory*

Appendix F contains the fleet inventory.

#### *7. System Safety Program Plan Certification*

Appendix G contains the System Safety Program Plan certification of Community Transit.

### *8. Inter-County Services*

St. Lucie County shares an urbanized boundary with Martin County. Federal Transit Administration (FTA) funding allocations are shared between the counties. Fixed route services are offered by COASL on the U.S. 1 corridor into Martin County, terminating services at the Treasure Coast Mall in Jensen Beach. COASL also connects with Indian River County in Vero Beach via Route 7.

### *9. Emergency Preparedness and Response*

The CTC participates with the St. Lucie County Public Safety, Division of Emergency Management for natural disaster/emergency preparedness, response, and recovery. In addition, the County has developed the "St. Lucie Medical Needs Shelter Plan" that specifically delineates the roles and responsibilities of various County departments in the evacuation and sheltering of special needs residents. Community Transit, working with the St. Lucie County Emergency Operations Center, assists in the provision of transport of special needs residents to shelter locations.

### *10. Educational Efforts/Marketing*

The St. Lucie County CTC attends both formal and informal meetings with sponsoring social service agencies, community associations, advocacy groups, and others to educate potential users and sponsoring agencies. There are brochures/rider guides describing the available transportation services. These materials are distributed to social service agencies, doctors' offices, and riders.

### *11. Acceptable Alternatives*

St. Lucie County continues to investigate and implement acceptable alternatives to address existing transportation barriers.

### *12. Service Standards*

In order to assess the quality assurance of the delivery of transportation services, it is necessary to have service standards and policies established. The FCTD has several requirements for its transportation providers. The requirements are the basis for the following standards and policies, which are used in the annual review of the CTC by the FCTD and reviewed by the LCB.

**Drug and Alcohol Testing**

The St. Lucie County CTC complies with applicable Federal Transit Administration requirements for all those in safety-sensitive positions. In addition, the CTC Maintains a Drug-Free Workplace policy.

**Escorts and Children**

Children under age 12 or individuals requiring special assistance must have an escort/personal care attendant (PCA). The escort/PCA must be an adult and must be able to provide necessary assistance to the passenger.

**Child Restraints**

All passengers under the age of five (5) and/or under 45 pounds must be secured in a child restraint device. If the assigned vehicle does not have a child restraint device, a device must be provided by the passenger's family or sponsoring agency.

**Passenger Property**

Passengers are responsible for all personal property. Passengers traveling will be allowed to transport any personal property that can be placed in their lap or stowed under the seat in one boarding.

**Transfer Points**

Vehicle transfer points will be located in a safe, secure place.

**Local Toll-Free Phone Number/Consumer Comment**

The local number for compliments, comments or complaints in Fort Pierce is 772-464-RIDE (7433). In Port St. Lucie, the number is 772-879-1BUS (1287). This number is posted on the bus with numbers three inches high. If complaints cannot be resolved locally, individuals do have the option to contact either the CTC office at 772-462-1777 or the statewide Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

**Out of Service Area Trips**

Community Transit does not arrange for out of service area trips.

**Vehicle Cleanliness**

The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials that could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

**Billing**

All payments to transportation contractors will be made in a timely manner.

**Passenger/Trip Data**

For demand response services, the CTC management entity will collect and store in a database the name, phone number, address, funding source, eligibility, and special requirements of each passenger.

**Seating**

Vehicle seating will not exceed the manufacturer's recommended capacity.

**Driver Identification**

Drivers are required to wear identification badges. Drivers are also required to wear uniforms. Drivers are required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, except in situations where the driver regularly transports the rider repeatedly.

**Passenger Loading Assistance**

For demand response services, drivers will assist passengers to and from the ground floor and door-to-door when requested. Drivers will assist all passengers needing assistance from the threshold of their homes to a securely seated position on the vehicle. Drivers will offer their assistance to any passenger who appears to need assistance or who requests assistance with boarding or alighting from the vehicle.

**Smoking, Drinking, and Eating**

Smoking, eating or drinking onboard the vehicle is prohibited. Exceptions are permitted when required due to an existing medical condition.

**Passenger No-Shows**

All scheduled trips (reservations) must be canceled at least two hours before the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes a misuse of the service and will be classified as a "no-show." No-show/late cancellations represent 10 percent (10%) or more of a passenger scheduled trips and the rider has four (4) or more no-shows in a calendar month, this will result in a violation. The "No Show" penalties are as follows:

- First violation: Warning Letter
- Second violation: A phone call and Warning Letter
- Third violation: Email, Phone call, and Warning Letter
- Fourth violation: Seven (7) day suspension and Warning Letter
- Fifth and subsequent violation: Twenty-five (25) day suspension and Warning Letter

**Communication Equipment**

All vehicles will be equipped with two-way communication devices.

**Vehicle Air Conditioning and Heating Equipment**

All vehicles in the coordinated system must have working air conditioning and heating. Should a vehicle incur a problem, it will be repaired as soon as possible. If a vehicle's air conditioning or heating is not functioning properly and, if there are no other vehicles available, the passengers will be transported, rather than canceling a trip. Passengers with health conditions affected by air conditioning or lack thereof will be notified if their vehicle's air conditioning is not working, and the passenger will be allowed to decide whether to take the trip.

**First Aid Policy**

Each Community Transit paratransit vehicle is equipped with a first aid kit. Community Transit drivers are instructed to request 9-1-1 assistance through their dispatcher for any significant passenger incident.

**Cardiopulmonary Resuscitation**

Drivers are instructed to request 9-1-1 assistance through their dispatcher for any significant passenger incident.

**Pick-Up Window**

The pick-up window is 60 minutes before the scheduled appointment time.

**On-Time Performance**

The locally developed standard for on-time performance is that 90% of all completed trips will be completed on time.

**Advance Reservations**

There will be a minimum 24-hour notice requirement to schedule trips. Same-day trip requests cannot be guaranteed; however, Community Transit will attempt to accommodate the request.

**Public Transit Ridership**

As part of the CTC Evaluation, the LCB is required to establish an annual percentage goal increase for trips provided within the public transit system.

**Complaints**

The complaint procedure is outlined in the Local Complaint and Grievance Procedures/Process section.

**Accidents**

The locally developed standard for accidents is no more than 1.5 accidents per 100,000 miles.

**Road calls**

The locally developed standard for road calls is there should be no less than 10,000 miles between each road call.

**Call-Hold**

The locally developed standard for answering telephone calls is that all calls should be answered within three rings.

**Driver Background Checks**

All drivers in the coordinated system must have a pre-employment background check through the Agency for Health Care Administration (AHCA). Only those drivers with an "Eligible for Employment" background check from AHCA ("Eligible for Employment" as defined by AHCA policies and procedures) are hired.



**Driver Training**

All operators, supervisors and safety-sensitive positions shall receive drug and alcohol safety training. Additional training shall consist of driver safety, passenger relations, wheelchair securement, fire safety, and other topics, as deemed necessary. At a minimum, passenger relations and driver safety training shall be conducted annually.

**Oxygen Transport**

Passengers may travel with portable oxygen equipment provided that it can be managed by the passenger, is self-administered, and is small enough that it can be safely stowed when the vehicle is in route.

**Service Animals**

Service animals are allowed on-board when accompanying individuals with disabilities.

*13. Local Complaint and Grievance Procedures/Process*

The locally developed standard for complaints is no more than one complaint per 1,000 trips. The LCB annually evaluates the CTC based upon the number of complaints.

The local number for compliments, comments or complaints in Fort Pierce is 772-464-RIDE (7433). In Port St. Lucie, the number is 772-879-1BUS (1287). This number is posted inside all vehicles with numbers three inches high. If complaints cannot be resolved locally, individuals do have the option to contact either the CTC office at 772-462-1777 or the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435 or email [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us).

The St. Lucie County Local Coordinating Board has adopted a grievance procedure. A copy of the Grievance Procedures is provided in Appendix H. There has also been a formal grievance process developed by the Florida Commission for Transportation Disadvantaged. This grievance process may be used if all local options have been attempted without resolution. The Commission's grievance <http://www.dot.state.fl.us/ctd/>

*14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors*

The CTC completes annual coordination contractor onsite monitoring, including inspection of operations (vehicle maintenance, employee training, and personnel records) and insurance documentation to ensure compliance with the FCTD System Safety Program Plan and FDOT standards. The CTC notifies the contractors with recommendations and/or findings.

### *15. Coordination Contract Evaluation Criteria*

The CTC requests quarterly operating reports from the coordination contractors to gauge performance throughout the year. If service levels are determined to be ineffective, the CTC may opt to exclude the provider from future contract renewal.

## **B. Cost / Revenue Allocation and Rate Structure Justification**

### *1. Cost Revenue Allocation*

A rate structure is developed to show fully allocated costs of providing transportation-disadvantaged trips. The rate structure is based on the type of trip in the service area.

Wheelchair trips are the most costly due to the amount of time to board and disembark wheelchair individuals.

Appendix I contains the proposed Cost Revenue Allocation and Fare Structure Justification worksheets. The current rates are:

- Ambulatory \$16.15
- Wheelchair \$27.68

### *2. Passenger Fare Structures*

Thanks to a generous grant from the Florida Department of Transportation (FDOT), all fares on the Treasure Coast Connector, Community Transit System are provided at no cost to the riders for two (2) years (2017 to 2019). The grant was extended to provide free fares through August 2020. Presently, a study is being conducted to determine the feasibility of free fares continuing or the implementation of a new fare structure, which will be presented to the St. Lucie County Board of County Commissioners for a decision.

## **Appendix A**

### **St. Lucie County Inventory of Available Transportation Services**

An inventory of transportation options is available at the Find a Ride Florida website, an online listing of transportation service providers statewide. The website address is [findarideflorida.com](http://findarideflorida.com). This resource is developed and maintained by the University of Florida.

## **Appendix B**

### **Mission Statement, Goals, Objectives and Strategies**

## TDSP Mission Statement, Goals, Objectives, and Strategies

The mission of the St. Lucie Transportation Disadvantaged Program is:

**To provide a safe, efficient, and affordable coordinated transportation system that enhances mobility and accessibility for all users.**

The following goals, objectives and strategies have been adopted to achieve the mission above.

<b>GOAL 1: Maximize the coordination of transportation services for the transportation disadvantaged and social services organizations.</b>		
	Estimated Date of Completion	Responsible Agency
<b><i>Objective 1.1— Minimize the duplication of transportation disadvantaged services provided within and outside the County.</i></b>		
<b>Strategy 1.1.1—</b> Continue to work with CTCs and coordinated contractors in the region to facilitate inter-county trips.	Ongoing	CTC
<b><i>Objective 1.2— Bring the social service organizations that provide transportation into the coordinated system through purchase of services contracts, coordination contracts, and/or joint use agreements.</i></b>		
<b>Strategy 1.2.1—</b> Annually advise transportation providers about the nature and benefits of coordinated transportation services and request that the providers enter into purchase of service contracts, coordination contracts, and/or joint use agreements.	Ongoing	CTC

	Estimated Date of Completion	Responsible Agency
<b><i>Objective 1.3— Identify and address actual or perceived barriers to coordination of transportation services.</i></b>		
<b>Strategy 1.3.1</b> — Participate in programs and activities conducted by FDOT, APD, and coordinated contractors.	Ongoing	CTC/TPO/Transit Providers
<b>Strategy 1.3.2</b> — Meet with the local medical community to advocate the prioritization of TD trips.	As needed	CTC
<b>Strategy 1.3.3</b> — Continue networking and expand outreach to the local community through various organizations and agencies.	Ongoing	CTC

**GOAL 2: Plan for the expansion of the coordinated transportation system as necessary to meet the demand and needs of the transportation disadvantaged.**

	Estimated Date of Completion	Responsible Agency
<b><i>Objective 2.1— Assure the provision of adequate vehicle capacity to meet the demand for transportation disadvantaged services.</i></b>		
<b>Strategy 2.1.1—</b> Continue to compare current capacity with needed capacity identified in transit capital acquisition/replacement plans.	Ongoing	Transit Providers/ Other Agencies
<b><i>Objective 2.2 Assure the provision of adequate operating capacity to meet the demand for transportation disadvantaged services.</i></b>		
<b>Strategy 2.2.1—</b> Continue to compare current personnel to needed personnel to provide for the overall efficiency of the system and conduct employee training that optimizes the use of resources.	Ongoing	Transit Providers/ Other Agencies



**GOAL 3: Provide for the most cost-effective provision of transportation disadvantaged services.**

	Estimated Date of Completion	Responsible Agency
<b><i>Objective 3.1— Seek to minimize the costs required to operate and administer transportation disadvantaged services.</i></b>		
<b>Strategy 3.1.1—</b> Continue to transfer capable individuals to the fixed route system.	Ongoing	Transit Providers/ Other Agencies
<b>Strategy 3.1.2—</b> Continue to enforce the no-show policy for the demand response service.	Ongoing	Transit Providers
<b>Strategy 3.1.3—</b> Continue travel training outreach to the local community and mobility management training for agencies.	Ongoing	Transit Providers/ Other Agencies

**GOAL 4: Promote land use planning which encourages multi-modal transportation services and minimizes energy consumption.**

	Estimated Date of Completion	Responsible Agency
<b><i>Objective 4.1— Continue to support procedures that require the consideration of multi-modal transportation system impacts and infrastructure.</i></b>		
<b>Strategy 4.1.1—</b> Continue involvement by transit agency staff in local development review processes and educate local agency staff on the needs of transit.	Ongoing	CTC
<b>Strategy 4.1.2 –</b> Raise awareness related to transit accessibility and the needs of the Transportation Disadvantaged population.	Ongoing	CTC/TPO/Transit Providers

<b><i>Objective 4.2 — Consider the potential for sponsored transportation services, especially for developments with a significant elderly population.</i></b>		
<b>Strategy 4.2.1</b> — In cooperation with local jurisdictions, include the consideration of the potential for sponsored transportation services in the goals, objectives and policies of the adopted comprehensive plans.	Ongoing	CTC
<b>GOAL 5: Stimulate the use of private funds and services in meeting the needs of the transportation disadvantaged.</b>		
<b><i>Objective 5.1 – Identify the needs and accommodate opportunities for private sector, public sector, and non-governmental organization participation in funding the coordinated transportation system.</i></b>		
<b>Strategy 5.1.1</b> –Encourage major employers or major transit attractors to provide a safe bus waiting area for employees/passengers.	Ongoing	CTC/Transit Providers
<b>Strategy 5.1.2</b> – Identify transit opportunities by advertising available funding matches for privately-sponsored transportation services and advise on the benefits of the coordinated system and the opportunities to join.	Ongoing	CTC/Transit Providers
<b>Strategy 5.1.3</b> – Develop feasible projects utilizing public/private partnerships to fill service gaps.	Ongoing	CTC/Transit Providers
<b>Strategy 5.1.4</b> – Promote the state Voluntary Dollar Program designed to encourage donations to the TD program when registering/renewing vehicle tags.	Ongoing	CTC/TPO/Transit Providers

**GOAL 6: Provide education and marketing of TD services to current riders, the general public, agency sponsored clients, visitors, and other potential customers.**

	Estimated Date of Completion	Responsible Agency
<b><i>Objective 6.1 – Maximize the accessibility of service information including alternative delivery formats such as auditory enhanced and alternative languages.</i></b>		
<b>Strategy 6.1.1</b> – Provide service information according to the Limited English Proficiency (LEP) Plan.	Ongoing	Transit Providers
<b><i>Objective 6.2 – Utilize the electronic dissemination of marketing and education materials, including, but not limited to the Internet, social media, e-mails, listservs, websites, etc.</i></b>		
<b>Strategy 6.2.1</b> – Partner with other agencies to maximize the electronic dissemination of marketing and educational materials.	Ongoing	CTC/TPO/Transit Providers
<b><i>Objective 6.3 –Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. (Under Section 508 of the Rehabilitation Act, 29 U.S.C. 794(d), agencies must give persons with disabilities, employees and members of the public access to information that is comparable to the access available to others. This includes access to electronic and information technology applications.)</i></b>		
<b>Strategy 6.3.1</b> – Annually review websites and other media for compliance.	September 2020	CTC/Transit Providers

<b>GOAL 7: Operate a safe and secure transportation system.</b>		
<b><i>Objective 7.1 – Ensure that services are provided in a safe and secure manner in accordance with all FCTD, FDOT, and U.S. DOT standards and regulations.</i></b>		
	Estimated Date of Completion	Responsible Agency
<b>Strategy 7.1.1</b> – Continually review regulations and update operations plans and procedures on equipment, bus safety, drugs, and alcohol, wheel-chair, maintenance manual, and System Safety Program Plan.	As needed	CTC/Transit Providers
<b>Strategy 7.1.2</b> – Develop, implement, maintain, and annually update a System Safety Program Plan and Security Program Plan.	As needed	CTC/Transit Providers
<b>Strategy 7.1.3</b> – Monitor coordinated contractors to ensure compliance with FCTD regulations.	Ongoing	CTC
<b><i>Objective 7.2 – Establish and maintain, as part of the bus system safety program, an accident/incident procedure that ensures sufficient review, evaluation, and continual improvement.</i></b>		
<b>Strategy 7.2.1</b> – Continue to review and evaluate accidents and provide the necessary equipment or training. Incorporate improved procedures in the System Safety Program Plan based on the reviews and evaluations.	Ongoing	Transit Providers
<b><i>Objective 7.3 – Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.</i></b>		
<b>Strategy 7.3.1</b> – Continue to review accidents/incidents to identify trends and provide the necessary equipment or training based on the review.	Ongoing	CTC/Transit Providers

## **Appendix C**

### **Treasure Coast Connector Plus Rider's Guide**



Treasure Coast Connector  
1505 Orange Avenue  
Ft. Pierce, FL 34950  
St. Lucie County (772)464-8878  
[www.treasurecoastconnector.com](http://www.treasurecoastconnector.com)

Sponsored in part by the  
Board of County Commissioners,  
St. Lucie County, Florida

# R I D E R ' S GUIDE

The Treasure Coast Connector operates  
according to the Title VI regulation,  
49 CFR, Part 21 which states:

"No person or group of persons shall be  
discriminated against with regard to the  
routing, scheduling or quality of service of  
transportation on the basis of race, color,  
national origin, age, sex, religion,  
disability or family status."

If you feel you have been discriminated  
against in reference to the above  
and would like to register a complaint,  
please call (772) 345-8229.

Effective / Efectivo March 2, 2020



## WELCOME ABOARD!

Welcome to the Treasure Coast Connector, serving the community of St. Lucie County. We will make every effort to ensure that your trip is a great one!

Connector buses stop only at designated bus stops. To find the stop closest to you, check the route map or call Customer Service.

Please arrive at your stop five minutes ahead of schedule. Our drivers make every attempt to be at a stop at the designated time, but traffic flow and weather conditions may cause slight variations in schedule times.

## RIDING WITH US

- No smoking, eating or drinking on the bus.
- Strollers are not permitted; except for umbrella strollers.
- Passengers must be able to carry on any packages. If using a shopping aid, you must be able to carry it on the bus.
- You must wear shoes and a shirt.
- You may use your cell phone, radio or CD player with headphones only and at a low volume.
- Cell phone conversations shall not distract drivers or other passengers.
- No motorized or electric bikes on bike racks.
- No bikes allowed inside bus.
- No pets are allowed except for trained personal assistance animals.
- Do not talk to drivers while they are driving the bus.
- Cursing or the use of profanity or vandalism will not be tolerated on the bus.
- Please leave the front seats of the bus for those riders who are elderly or disabled.
- Wait until the bus comes to a complete stop before standing.
- All service is wheelchair accessible. Lift will be deployed only for wheelchairs.



## SERVICE SCHEDULE

**Routes 1, 2, 3, 4, 5 and 6** operate from 6am to 8pm Monday - Friday, Saturday from 8am to 12pm and 1pm to 4pm. **Route 7** operates from 7am to 6pm Monday - Friday only. No service is provided on Sundays, New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and Christmas.

## FARE FREE

## HOW TO USE THIS SCHEDULE

Locate the time point on the map that is closest to your stop. Look at the schedule, and find the corresponding time point. Listed below it are the times that the bus will be at that location. Use these times to estimate when the bus will be arriving at intermediate stops.

## CONTACT US

Website \_\_\_\_\_ [www.treasurecoastconnector.com](http://www.treasurecoastconnector.com)  
Customer Service \_\_\_\_\_ (772) 464-8878  
Lost & Found \_\_\_\_\_ (772) 464-8878

Customer Service Representatives are available  
Monday – Friday, 7 am - 5 pm except holidays.

## BIENVENIDO A BORDO!

Bienvenido al Treasure Coast Connector, que sirve al condado de St. Lucie. Haremos el mayor esfuerzo en garantizarle un viaje estupendo.

Los autobuses del Connector solo se detienen en paradas designadas. Para encontrar la parada más cercana, verifique el mapa de ruta o llame a Servicio al cliente.

Por favor, llegue a la parada cinco minutos antes del horario. Nuestros conductores hacen todo lo posible para llegar a la parada al horario designado, pero el flujo de tráfico y las condiciones climáticas pueden producir leves variaciones en los horarios.

## CUANDO VIAJA CON NOSOTROS

- No se permite fumar, comer ni beber en el autobús
- No se permiten cochecitos de bebe, con excepción de cochecitos tipo paraguas.
- Los pasajeros deben ser capaces de cargar sus paquetes. Si utiliza algo para asistirlo a llevar sus compras, usted debe ser capaz de subirlo al autobús.
- Se requiere llevar zapatos y camisa puestos.
- Solo se permite uso de teléfono celular, radio o reproductor de CD con audifonos o a bajo volumen. Las conversaciones de teléfono celular no deberán distraer al conductor o a los otros pasajeros.
- No se permiten bicicletas eléctricas o motorizadas en las monturas de bicicleta. No se permiten bicicletas dentro del autobús.
- No se permiten animales, excepto animales entrenados para asistencia personal.
- No hable al conductor mientras maneja.
- No se tolerará lenguaje profano, obsceno o vandalismo en el autobús.
- Por favor deje los asientos delanteros del autobús libres para los pasajeros de mayores o con incapacidades físicas.
- Espere a que el autobús se detenga completamente para ponerse de pie.
- Todos los servicios tienen capacidad para sillas de ruedas. El ascensor se empleará solo para sillas de ruedas.



## HORARIO DEL SERVICIO

**Rutas 1, 2, 3, 4, 5 y 6** operan entre las horas de 6am a 8pm de Lunes a Viernes. Y los sábados entre las horas de 8am a 12pm / 1pm a 4pm. **Ruta 7** operan únicamente entre las horas de 7am a 6pm de lunes a Viernes. No proveemos servicio los domingos, El Día Año Nuevo, El Día de Martin Luther King, El Día de los Presidentes, Memorial Day, Día de Independencia, Día del Trabajo, Día de Veteranos, Día de Acción de Gracias y el Día de Navidad.

## PASEOS GRATIS

## COMO USAR ESTE HORARIO

Ubique en el mapa el punto de tiempo más cercano a su parada. Mire el horario y encuentre el punto de tiempo correspondiente. Debajo encontrará una lista de las horas en que el autobús estará en esa ubicación. Use estos horarios para estimar las horas en que el autobús llegará a las paradas intermedias.

## CONTACTENOS

Página de la red \_\_\_\_\_ [www.treasurecoastconnector.com](http://www.treasurecoastconnector.com)  
Servicio al Cliente \_\_\_\_\_ (772) 464-8878  
Objetos perdidos \_\_\_\_\_ (772) 464-8878

Los Representantes de Servicio al Cliente están a su disposición de Lunes a Viernes, de 7am a 5pm con excepción de los días feriados.



## ROUTE 1 - NORTHBOUND / NORTE

Saturday Service Hours: 8am-12pm / 1pm-4pm

Treasure Coast Square Mall	Jennings Rd	Savanna Club	Prima Vista Crossings***	Midway Rd/US1	Dollar General	Fort Pierce Intermodal Facility**
<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>A</b>
6:00	6:10	6:21	6:32	6:41	6:47	7:00
6:30	6:40	6:51	7:02	7:11	7:17	7:30
7:00	7:10	7:21	7:32	7:41	7:47	8:00
7:30	7:40	7:51	8:02	8:11	8:17	8:30
8:00	8:10	8:21	8:32	8:41	8:47	9:00
8:30	8:40	8:51	9:02	9:11	9:17	9:30
9:00	9:10	9:21	9:32	9:41	9:47	10:00
9:30	9:40	9:51	10:02	10:11	10:17	10:30
10:00	10:10	10:21	10:32	10:41	10:47	11:00
10:30	----	----	----	----	----	----
11:00	11:10	11:21	11:32	11:41	11:47	<b>12:00</b>
11:30	11:40	11:51	<b>12:02</b>	<b>12:11</b>	<b>12:17</b>	<b>12:30</b>
<b>12:00</b>	<b>12:10</b>	<b>12:21</b>	<b>12:32</b>	<b>12:41</b>	<b>12:47</b>	<b>1:00</b>
<b>12:30</b>	<b>12:40</b>	<b>12:51</b>	<b>1:02</b>	<b>1:11</b>	<b>1:17</b>	<b>1:30</b>
<b>1:00</b>	<b>1:10</b>	<b>1:21</b>	<b>1:32</b>	<b>1:41</b>	<b>1:47</b>	<b>2:00</b>
<b>1:30</b>	<b>1:40</b>	<b>1:51</b>	<b>2:02</b>	<b>2:11</b>	<b>2:17</b>	<b>2:30</b>
<b>2:00</b>	<b>2:10</b>	<b>2:21</b>	<b>2:32</b>	<b>2:41</b>	<b>2:47</b>	<b>3:00</b>
<b>2:30</b>	<b>2:40</b>	<b>2:51</b>	<b>3:02</b>	<b>3:11</b>	<b>3:17</b>	<b>3:30</b>
<b>3:00</b>	<b>3:10</b>	<b>3:21</b>	<b>3:32</b>	<b>3:41</b>	<b>3:47</b>	<b>4:00</b>
<b>3:30</b>	<b>3:40</b>	<b>3:51</b>	<b>4:02</b>	<b>4:11</b>	<b>4:17</b>	<b>4:30</b>
<b>4:00</b>	<b>4:10</b>	<b>4:21</b>	<b>4:32</b>	<b>4:41</b>	<b>4:47</b>	<b>5:00</b>
<b>4:30</b>	<b>4:40</b>	<b>4:51</b>	<b>5:02</b>	<b>5:11</b>	<b>5:17</b>	<b>5:30</b>
<b>5:00</b>	<b>5:10</b>	<b>5:21</b>	<b>5:32</b>	<b>5:41</b>	<b>5:47</b>	<b>6:00</b>
<b>5:30</b>	<b>5:40</b>	<b>5:51</b>	<b>6:02</b>	<b>6:11</b>	<b>6:17</b>	<b>6:30</b>
<b>6:00</b>	<b>6:10</b>	<b>6:21</b>	<b>6:32</b>	<b>6:41</b>	<b>6:47</b>	<b>7:00</b>
<b>6:30</b>	<b>6:40</b>	<b>6:51</b>	<b>7:02</b>	<b>7:11</b>	<b>7:17</b>	<b>7:30</b>
<b>7:00</b>	<b>7:10</b>	<b>7:21</b>	<b>7:32</b>	<b>7:41</b>	<b>7:47</b>	<b>*8:00</b>

PM TIMES ARE INDICATED IN BOLD TYPE  
LOS HORARIOS PM ESTAN INDICADOS EN NEGRITA

\*End of the line / \*Al fin de la Linea

\*\*Connection with routes 2, 3, 7 & 8

\*\*\*Connection with Route 6

## ROUTE MAP / MAPA DE RUTA





## ROUTE 1 - SOUTHBOUND / SUR

Saturday Service Hours: 8am-12pm / 1pm-4pm

Fort Pierce Intermodal Facility**	K-Mart Plaza	Rio Mar Dr/US1***	Chase Bank***	Veterans Memorial Pkwy	CVS Pharmacy	Treasure Coast Square Mall
A	B	C	D	E	F	G
6:00	6:10	6:28	6:30	6:36	6:40	7:00
6:30	6:40	6:58	7:00	7:06	7:10	7:30
7:00	7:10	7:28	7:30	7:36	7:40	8:00
7:30	7:40	7:58	8:00	8:06	8:10	8:30
8:00	8:10	8:28	8:30	8:36	8:40	9:00
8:30	8:40	8:58	9:00	9:06	9:10	9:30
9:00	9:10	9:28	9:30	9:36	9:40	10:00
9:30	9:40	9:58	10:00	10:06	10:10	10:30
10:00	10:10	10:28	10:30	10:36	10:40	11:00
10:30	----	----	----	----	----	----
11:00	11:10	11:28	11:30	11:36	11:40	<b>12:00</b>
11:30	11:40	11:58	<b>12:00</b>	<b>12:06</b>	<b>12:10</b>	<b>12:30</b>
<b>12:00</b>	<b>12:10</b>	<b>12:28</b>	<b>12:30</b>	<b>12:36</b>	<b>12:40</b>	<b>1:00</b>
<b>12:30</b>	<b>12:40</b>	<b>12:58</b>	<b>1:00</b>	<b>1:06</b>	<b>1:10</b>	<b>1:30</b>
<b>1:00</b>	<b>1:10</b>	<b>1:28</b>	<b>1:30</b>	<b>1:36</b>	<b>1:40</b>	<b>2:00</b>
<b>1:30</b>	<b>1:40</b>	<b>1:58</b>	<b>2:00</b>	<b>2:06</b>	<b>2:10</b>	<b>2:30</b>
<b>2:00</b>	<b>2:10</b>	<b>2:28</b>	<b>2:30</b>	<b>2:36</b>	<b>2:40</b>	<b>3:00</b>
<b>2:30</b>	<b>2:40</b>	<b>2:58</b>	<b>3:00</b>	<b>3:06</b>	<b>3:10</b>	<b>3:30</b>
<b>3:00</b>	<b>3:10</b>	<b>3:28</b>	<b>3:30</b>	<b>3:36</b>	<b>3:40</b>	<b>4:00</b>
<b>3:30</b>	<b>3:40</b>	<b>3:58</b>	<b>4:00</b>	<b>4:06</b>	<b>4:10</b>	<b>4:30</b>
<b>4:00</b>	<b>4:10</b>	<b>4:28</b>	<b>4:30</b>	<b>4:36</b>	<b>4:40</b>	<b>5:00</b>
<b>4:30</b>	<b>4:40</b>	<b>4:58</b>	<b>5:00</b>	<b>5:06</b>	<b>5:10</b>	<b>5:30</b>
<b>5:00</b>	<b>5:10</b>	<b>5:28</b>	<b>5:30</b>	<b>5:36</b>	<b>5:40</b>	<b>6:00</b>
<b>5:30</b>	<b>5:40</b>	<b>5:58</b>	<b>6:00</b>	<b>6:06</b>	<b>6:10</b>	<b>6:30</b>
<b>6:00</b>	<b>6:10</b>	<b>6:28</b>	<b>6:30</b>	<b>6:36</b>	<b>6:40</b>	<b>7:00</b>
<b>6:30</b>	<b>6:40</b>	<b>6:58</b>	<b>7:00</b>	<b>7:06</b>	<b>7:10</b>	<b>7:30</b>
<b>7:00</b>	<b>7:10</b>	<b>7:28</b>	<b>7:30</b>	<b>7:36</b>	<b>7:40</b>	<b>*8:00</b>

PM TIMES ARE INDICATED IN BOLD TYPE  
LOS HORARIOS PM ESTAN INDICADOS EN NEGRITA

\*End of the line / \*Al fin de la Linea

\*\*Connection with routes 2, 3, 7 & 8

\*\*\*Connection with Route 6

## ROUTE MAP / MAPA DE RUTA







## ROUTE 2 - NORTH / NORTE FORT PIERCE RESIDENTIAL TRANSIT LINE & BUS STOPS

Saturday Service Hours: 8am-12pm / 1pm-4pm

Fort Pierce Intermodal Facility**	Ave Q & N 39th St	Harson Way & St Lucie Blvd	Juanita Ave & 21st St	25th St & Juanita Ave	Ave O & 17th St
Ⓐ	Ⓑ	Ⓒ	Ⓓ	Ⓔ	Ⓕ
6:00	6:10	6:21	6:33	6:40	6:50
7:00	7:10	7:21	7:33	7:40	7:50
8:00	8:10	8:21	8:33	8:40	8:50
9:00	9:10	9:21	9:33	9:40	9:50
10:00	10:10	10:21	10:33	10:40	10:50
11:00	11:10	11:21	11:33	11:40	11:50
<b>12:00</b>	<b>12:10</b>	<b>12:21</b>	<b>12:33</b>	<b>12:40</b>	<b>12:50</b>
<b>1:00</b>	<b>1:10</b>	<b>1:21</b>	<b>1:33</b>	<b>1:40</b>	<b>1:50</b>
<b>2:00</b>	<b>2:10</b>	<b>2:21</b>	<b>2:33</b>	<b>2:40</b>	<b>2:50</b>
<b>3:00</b>	<b>3:10</b>	<b>3:21</b>	<b>3:33</b>	<b>3:40</b>	<b>3:50</b>
<b>4:00</b>	<b>4:10</b>	<b>4:21</b>	<b>4:33</b>	<b>4:40</b>	<b>4:50</b>
<b>5:00</b>	<b>5:10</b>	<b>5:21</b>	<b>5:33</b>	<b>5:40</b>	<b>5:50</b>
<b>6:00</b>	<b>6:10</b>	<b>6:21</b>	<b>6:33</b>	<b>6:40</b>	<b>6:50</b>
<b>7:00</b>	<b>7:10</b>	<b>7:21</b>	<b>7:33</b>	<b>7:40</b>	<b>7:50</b>
*8:00					

PM TIMES ARE INDICATED IN BOLD TYPE / LOS HORARIOS PM ESTAN INDICADOS EN NEGRITA

\*END OF THE LINE / \*AL FIN DE LA LINEA

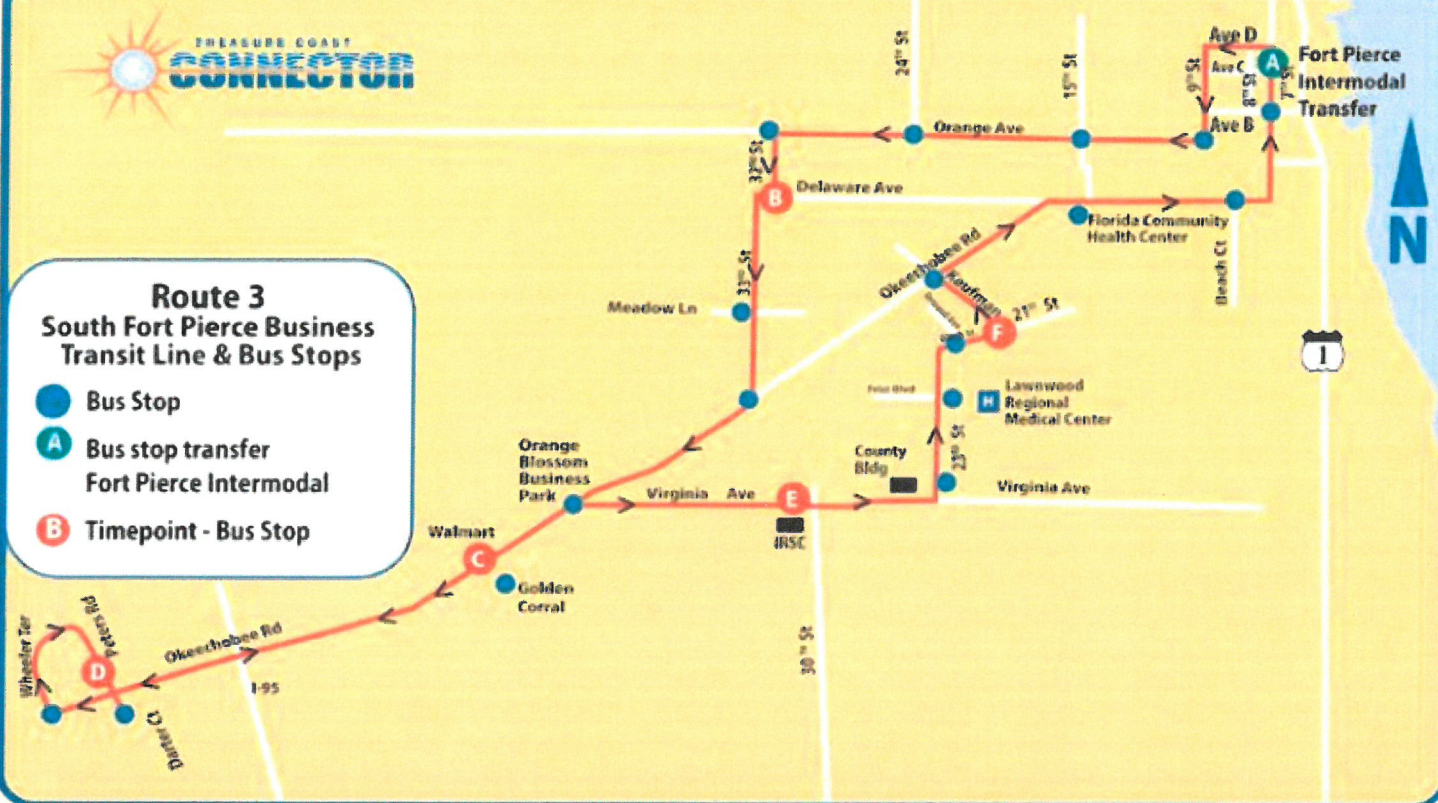
\*\*CONNECTION WITH ROUTES 1, 3, 7 & 8





### Route 3 South Fort Pierce Business Transit Line & Bus Stops

- Bus Stop
- A Bus stop transfer  
Fort Pierce Intermodal
- B Timepoint - Bus Stop



### ROUTE 3 - SOUTH / SUR FORT PIERCE BUSINESS TRANSIT LINE & BUS STOPS

Saturday Service Hours: 8am-12pm / 1pm-4pm

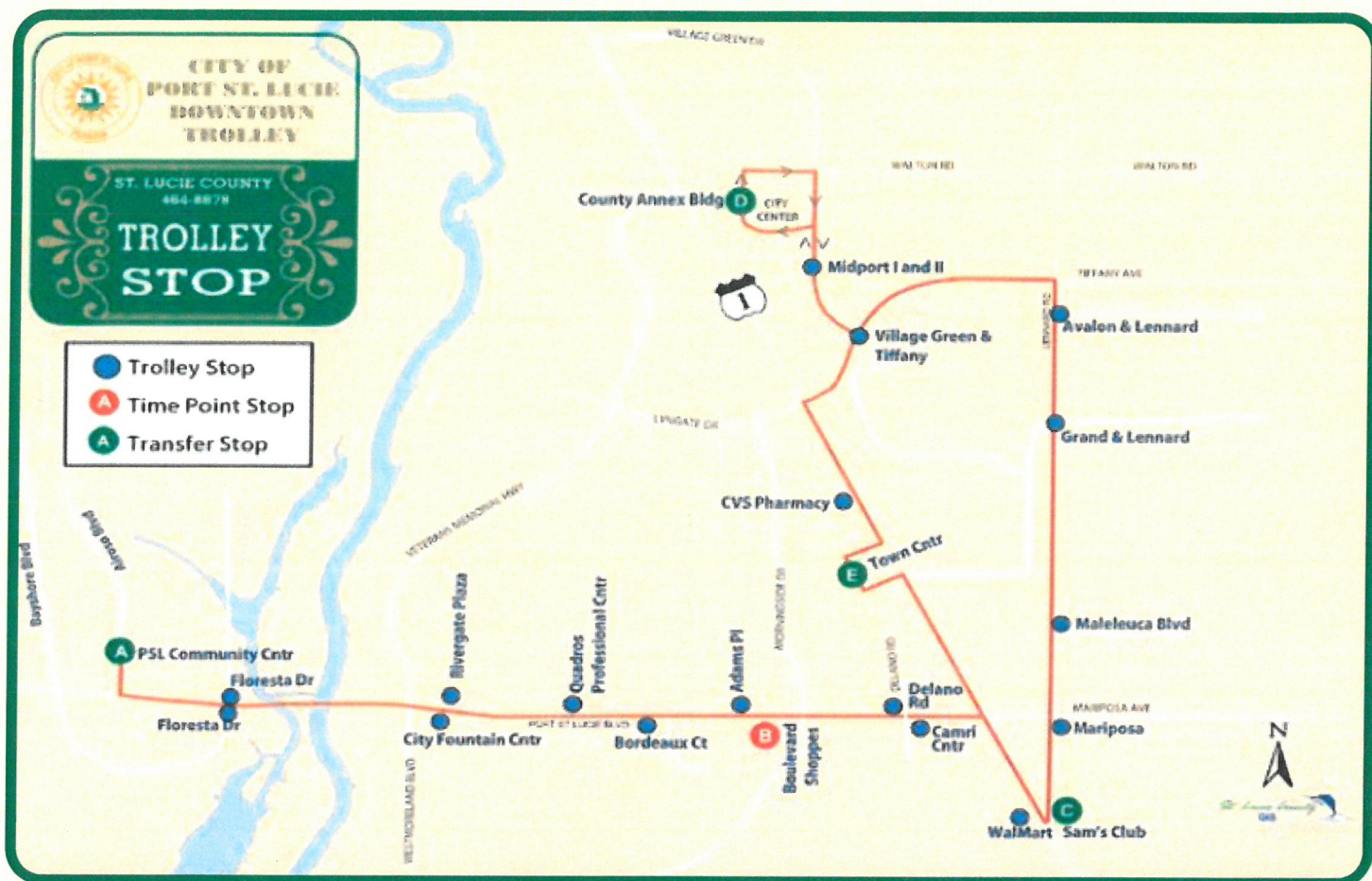
Fort Pierce Intermodal Facility**	32nd St & Delaware Ave	Walmart	Peters Rd	IRSC	21st St/ Kaufman Ave
<span style="color: blue; border: 1px solid blue; border-radius: 50%; padding: 2px;">A</span>	<span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">B</span>	<span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">C</span>	<span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">D</span>	<span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">E</span>	<span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">F</span>
6:00	6:10	6:21	6:30	6:40	6:46
7:00	7:10	7:21	7:30	7:40	7:46
8:00	8:10	8:21	8:30	8:40	8:46
9:00	9:10	9:21	9:30	9:40	9:46
10:00	10:10	10:21	10:30	10:40	10:46
11:00	11:10	11:21	11:30	11:40	11:46
<b>12:00</b>	<b>12:10</b>	<b>12:21</b>	<b>12:30</b>	<b>12:40</b>	<b>12:46</b>
<b>1:00</b>	<b>1:10</b>	<b>1:21</b>	<b>1:30</b>	<b>1:40</b>	<b>1:46</b>
<b>2:00</b>	<b>2:10</b>	<b>2:21</b>	<b>2:30</b>	<b>2:40</b>	<b>2:46</b>
<b>3:00</b>	<b>3:10</b>	<b>3:21</b>	<b>3:30</b>	<b>3:40</b>	<b>3:46</b>
<b>4:00</b>	<b>4:10</b>	<b>4:21</b>	<b>4:30</b>	<b>4:40</b>	<b>4:46</b>
<b>5:00</b>	<b>5:10</b>	<b>5:21</b>	<b>5:30</b>	<b>5:40</b>	<b>5:46</b>
<b>6:00</b>	<b>6:10</b>	<b>6:21</b>	<b>6:30</b>	<b>6:40</b>	<b>6:46</b>
<b>7:00</b>	<b>7:10</b>	<b>7:21</b>	<b>7:30</b>	<b>7:40</b>	<b>7:46</b>

PM TIMES ARE INDICATED IN **BOLD TYPE** / LOS HORARIOS PM ESTAN INDICADOS EN **NEGRITA**

\*END OF THE LINE / \*AL FIN DE LA LINEA

\*\*CONNECTION WITH ROUTES 1, 2, 7 & 8





## ROUTE 4 - CITY OF PORT ST. LUCIE TROLLEY AND STOPS

Saturday Service Hours: 8am-12pm / 1pm-4pm

PSL Community Cntr**	Boulevard Shoppes	Sam's Club	County Annex Bldg	Town Cntr***
A	B	C	D	E
6:00	6:09	6:20	6:32	6:45
7:00	7:09	7:20	7:32	7:45
8:00	8:09	8:20	8:32	8:45
9:00	9:09	9:20	9:32	9:45
10:00	10:09	10:20	10:32	10:45
11:00	11:09	11:20	11:32	11:45
<b>12:00</b>	<b>12:09</b>	<b>12:20</b>	<b>12:32</b>	<b>12:45</b>
<b>1:00</b>	<b>1:09</b>	<b>1:20</b>	<b>1:32</b>	<b>1:45</b>
<b>2:00</b>	<b>2:09</b>	<b>2:20</b>	<b>2:32</b>	<b>2:45</b>
<b>3:00</b>	<b>3:09</b>	<b>3:20</b>	<b>3:32</b>	<b>3:45</b>
<b>4:00</b>	<b>4:09</b>	<b>4:20</b>	<b>4:32</b>	<b>4:45</b>
<b>5:00</b>	<b>5:09</b>	<b>5:20</b>	<b>5:32</b>	<b>5:45</b>
<b>6:00</b>	<b>6:09</b>	<b>6:20</b>	<b>6:32</b>	<b>6:45</b>
<b>7:00</b>	<b>7:09</b>	<b>7:20</b>	<b>7:32</b>	<b>7:45</b>
<b>*8:00</b>	-----	-----	-----	-----

PM TIMES ARE INDICATED IN **BOLD TYPE** / LOS HORARIOS PM ESTAN INDICADOS EN **NEGRITA**

\*END OF THE LINE / AL FIN DE LA LINEA

\*\*CONNECTION WITH ROUTES 5, 6 & 8

\*\*\*CONNECTION WITH ROUTE 1 SOUTHBOUND



## ROUTE 5 - PORT ST LUCIE / GATLIN BLVD TRANSIT LINE & STOPS

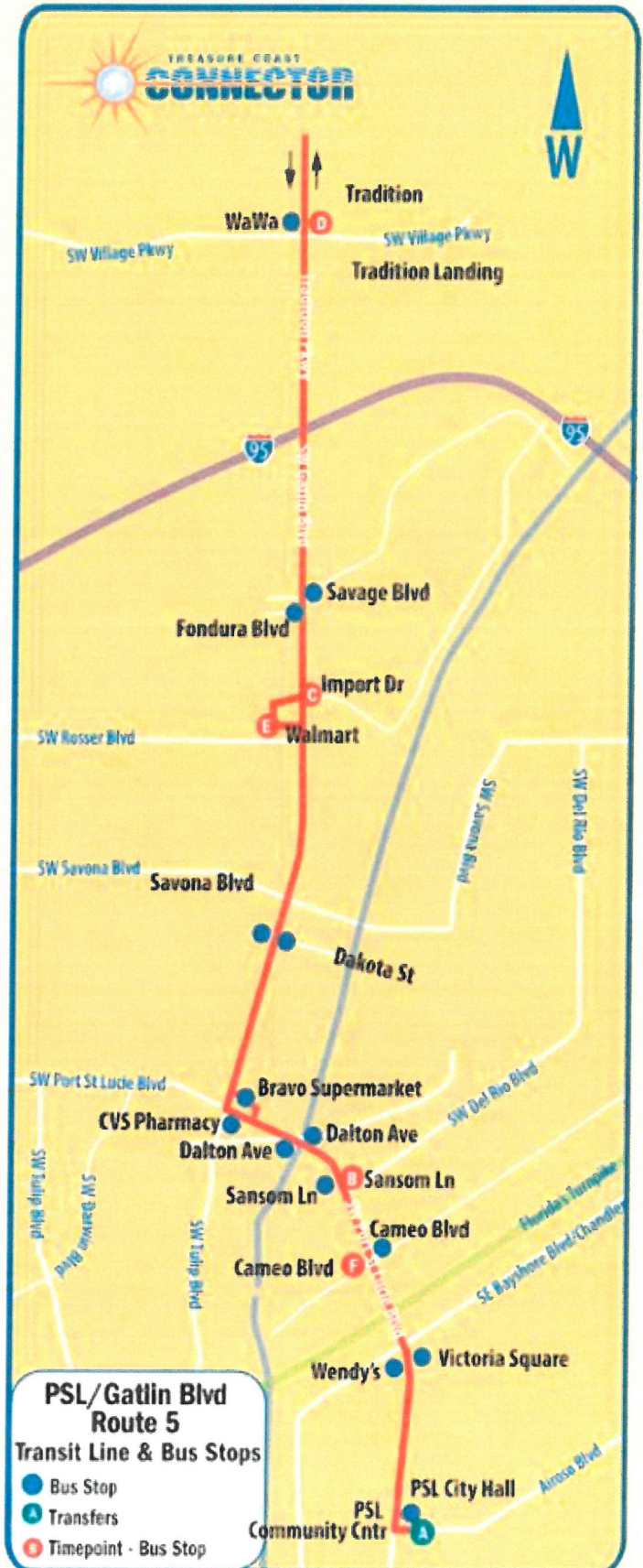
Saturday Service Hours: 8am-12pm / 1pm-4pm

PSL Community Cntr**	Sansom Ln	Import Dr	Tradition Pkwy	Walmart	Cameo Blvd
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
6:00	6:08	6:21	6:25	6:38	6:50
7:00	7:08	7:21	7:25	7:38	7:50
8:00	8:08	8:21	8:25	8:38	8:50
9:00	9:08	9:21	9:25	9:38	9:50
10:00	10:08	10:21	10:25	10:38	10:50
11:00	11:08	11:21	11:25	11:38	11:50
<b>12:00</b>	<b>12:08</b>	<b>12:21</b>	<b>12:25</b>	<b>12:38</b>	<b>12:50</b>
<b>1:00</b>	<b>1:08</b>	<b>1:21</b>	<b>1:25</b>	<b>1:38</b>	<b>1:50</b>
<b>2:00</b>	<b>2:08</b>	<b>2:21</b>	<b>2:25</b>	<b>2:38</b>	<b>2:50</b>
<b>3:00</b>	<b>3:08</b>	<b>3:21</b>	<b>3:25</b>	<b>3:38</b>	<b>3:50</b>
<b>4:00</b>	<b>4:08</b>	<b>4:21</b>	<b>4:25</b>	<b>4:38</b>	<b>4:50</b>
<b>5:00</b>	<b>5:08</b>	<b>5:21</b>	<b>5:25</b>	<b>5:38</b>	<b>5:50</b>
<b>6:00</b>	<b>6:08</b>	<b>6:21</b>	<b>6:25</b>	<b>6:38</b>	<b>6:50</b>
<b>7:00</b>	<b>7:08</b>	<b>7:21</b>	<b>7:25</b>	<b>7:38</b>	<b>7:50</b>
<b>*8:00</b>	-----	-----	-----	-----	-----

PM TIMES ARE INDICATED IN BOLD TYPE / LOS HORARIOS PM ESTAN INDICADOS EN NEGRITA

\*END OF THE LINE / \*AL FIN DE LA LINEA

\*\*CONNECTION WITH ROUTES 4, 6 & 8





## ROUTE 6 PRIMA VISTA/ ST. LUCIE WEST BLVD. TRANSIT LINE & STOPS

Saturday Service Hours: 8am-12pm / 1pm-4pm

PSL Community Cntr**	Sandia Dr	Rio Mar Ct / US1***	Sportsman Pk	Publix	Clover Park
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
6:00	6:07	6:27	6:42	6:51	7:00
7:00	7:07	7:27	7:42	7:51	8:00
8:00	8:07	8:27	8:42	8:51	9:00
9:00	9:07	9:27	9:42	9:51	10:00
10:00	10:07	10:27	10:42	10:51	11:00
11:00	11:07	11:27	11:42	11:51	12:00
<b>12:00</b>	<b>12:07</b>	<b>12:27</b>	<b>12:42</b>	<b>12:51</b>	<b>1:00</b>
<b>1:00</b>	<b>1:07</b>	<b>1:27</b>	<b>1:42</b>	<b>1:51</b>	<b>2:00</b>
<b>2:00</b>	<b>2:07</b>	<b>2:27</b>	<b>2:42</b>	<b>2:51</b>	<b>3:00</b>
<b>3:00</b>	<b>3:07</b>	<b>3:27</b>	<b>3:42</b>	<b>3:51</b>	<b>4:00</b>
<b>4:00</b>	<b>4:07</b>	<b>4:27</b>	<b>4:42</b>	<b>4:51</b>	<b>5:00</b>
<b>5:00</b>	<b>5:07</b>	<b>5:27</b>	<b>5:42</b>	<b>5:51</b>	<b>6:00</b>
<b>*6:00</b>	<b>6:07</b>	<b>6:27</b>	<b>6:42</b>	<b>6:51</b>	<b>7:00</b>
<b>7:00</b>	<b>7:07</b>	<b>7:27</b>	<b>7:42</b>	<b>7:51</b>	-----
<b>8:00</b>	-----	-----	-----	-----	-----

Clover Park	Chilis	Walmart	CVS Pharmacy	PSL Library IRSC	S Thornhill Dr	PSL Community Cntr*
<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>A</b>
6:00	6:05	6:24	6:30	6:45	6:50	7:00
7:00	7:05	7:24	7:30	7:45	7:50	8:00
8:00	8:05	8:24	8:30	8:45	8:50	9:00
9:00	9:05	9:24	9:30	9:45	9:50	10:00
10:00	10:05	10:24	10:30	10:45	10:50	11:00
11:00	11:05	11:24	11:30	11:45	11:50	12:00
<b>12:00</b>	<b>12:05</b>	<b>12:24</b>	<b>12:30</b>	<b>12:45</b>	<b>12:50</b>	<b>1:00</b>
<b>1:00</b>	<b>1:05</b>	<b>1:24</b>	<b>1:30</b>	<b>1:45</b>	<b>1:50</b>	<b>2:00</b>
<b>2:00</b>	<b>2:05</b>	<b>2:24</b>	<b>2:30</b>	<b>2:45</b>	<b>2:50</b>	<b>3:00</b>
<b>3:00</b>	<b>3:05</b>	<b>3:24</b>	<b>3:30</b>	<b>3:45</b>	<b>3:50</b>	<b>4:00</b>
<b>4:00</b>	<b>4:05</b>	<b>4:24</b>	<b>4:30</b>	<b>4:45</b>	<b>4:50</b>	<b>5:00</b>
<b>5:00</b>	<b>5:05</b>	<b>5:24</b>	<b>5:30</b>	<b>5:45</b>	<b>5:50</b>	<b>6:00</b>
<b>6:00</b>	<b>6:05</b>	<b>6:24</b>	<b>6:30</b>	<b>6:45</b>	<b>6:50</b>	<b>7:00</b>
<b>7:00</b>	<b>7:05</b>	<b>7:24</b>	<b>7:30</b>	<b>7:45</b>	<b>7:50</b>	-----
<b>*8:00</b>	-----	-----	-----	-----	-----	-----

PM TIMES ARE INDICATED IN **BOLD TYPE**  
LOS HORARIOS PM ESTAN INDICADOS EN **NEGRITA**

\*END OF THE LINE / \*AL FIN DE LA LINEA

\*\* CONNECTION WITH ROUTES 4, 5 & 8

\*\*\*SOUTHBOUND CONNECTION WITH ROUTE 1

## ROUTE MAP / MAPA DE RUTA





## ROUTE 7 - NORTHBOUND / NORTE

Fort Pierce Intermodal Facility**	Indrio Crossings	Intergenerational Recreation Cntr***
<b>A</b>	<b>C</b>	<b>D</b>
7:00	7:16	7:30
8:00	8:16	8:30
9:00	9:16	9:30
10:00	10:16	10:30
11:00	11:16	11:30
<b>12:00</b>	<b>12:16</b>	<b>12:30</b>
1:00	1:16	1:30
2:00	2:16	2:30
3:00	3:16	3:30
4:00	4:16	4:30
5:00	5:16	5:30
*6:00	-----	-----

## ROUTE 7 - SOUTHBOUND / SUD

Intergenerational Recreation Cntr***	Indrio Crossings	Taylor Creek Commons	Fort Pierce Intermodal Facility**
<b>D</b>	<b>C</b>	<b>E</b>	<b>A</b>
7:30	7:41	7:50	8:00
8:30	8:41	8:50	9:00
9:30	9:41	9:50	10:00
10:30	10:41	10:50	11:00
11:30	11:41	11:50	<b>12:00</b>
<b>12:30</b>	<b>12:41</b>	<b>12:50</b>	1:00
1:30	1:41	1:50	2:00
2:30	2:41	2:50	3:00
3:30	3:41	3:50	4:00
4:30	4:41	4:50	5:00
5:30	5:44	5:50	*6:00

PM TIMES ARE INDICATED IN **BOLD TYPE**  
LOS HORARIOS PM ESTAN INDICADOS EN **NEGRITA**

\*End of the line / \*Al fin de la Linea

\*\*Connection with Route 1, 2, 3 & 8

\*\*\* Connection with Vero Beach GO LINE

## ROUTE MAP / MAPA DE RUTA





## ROUTE 8 - NORTHBOUND / NORTE

Port St. Lucie  
Community  
Ctr.\*\*\*



7:00

8:00

9:00

10:00

**3:00**

**4:00**

**5:00**

**6:00**

St. James Blvd.



7:14

8:14

9:14

10:14

**3:14**

**4:14**

**5:14**

**6:14**

25th St &  
Virginia Ave.



7:26

8:26

9:26

10:26

**3:26**

**4:26**

**5:26**

**6:26**

Fort Pierce  
Intermodal  
Facility\*\*



8:00

9:00

10:00

11:00

**4:00**

**5:00**

**6:00**

**7:00**

## ROUTE 8 - SOUTHBOUND / SUD

Fort Pierce  
Intermodal  
Facility\*\*



7:00

8:00

9:00

10:00

**3:00**

**4:00**

**5:00**

**6:00**

25th St &  
Indiana Ave.



7:08

8:08

9:08

10:08

**3:08**

**4:08**

**5:08**

**6:08**

St. Andrews  
Publix



7:20

8:20

9:20

10:20

**3:20**

**4:20**

**5:20**

**6:20**

Port St. Lucie  
Community  
Ctr.\*\*\*



8:00

9:00

10:00

11:00

**4:00**

**5:00**

**6:00**

**7:00**

PM TIMES ARE INDICATED IN BOLD TYPE  
LOS HORARIOS PM ESTAN INDICADOS EN NEGRITA

\*\*Connection with Routes 1, 2, 3 & 7

\*\*\*Connection with Routes 4, 5 & 6

## ROUTE MAP / MAPA DE RUTA



### Route 8 - 25th St. Transit Bus Stops



Time Point / Bus Stop  
Punto de tiempo



Northbound Stop



Time Points / Bus Stop  
Both Directions



Southbound Stop



This is a pilot program that may come to your neighborhood.

# ON DEMAND

TREASURE COAST

CONNECTION

## Need a Ride?

### Free and Easy

Our drivers can take you door-to-door within the designated service area at no cost.

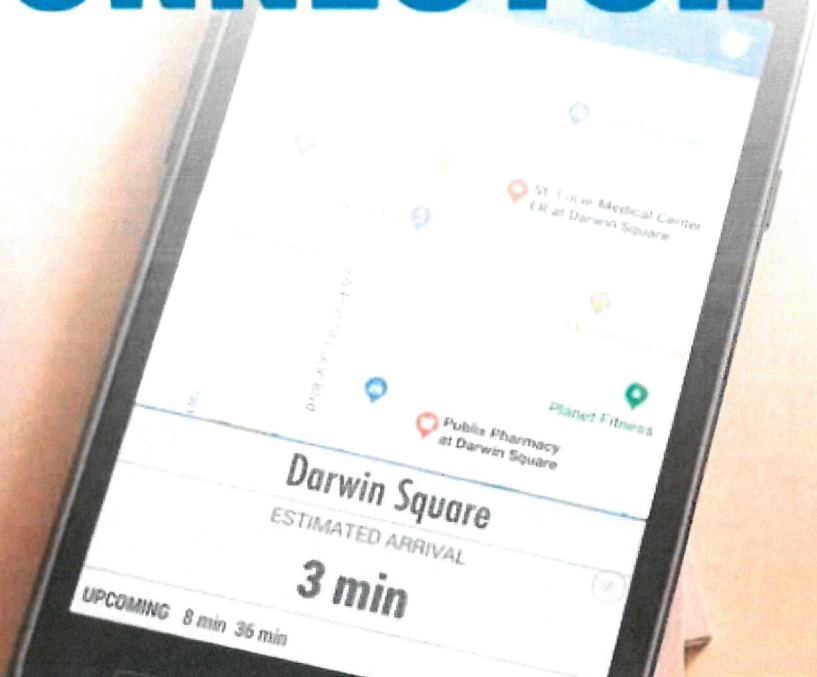
### Download the TransLoc App

Passengers without a smart phone can get real-time arrival predictions via SMS text.



### Request a Ride

Welcome aboard! Our van is ADA compliant and will pick you up within the designated service area.



## BE ON YOUR WAY IN MINUTES

### Benefits:

- Track in real-time
- Get accurate arrival predictions
- Save favorite stops
- ADA compliant
- Ride sharing
- Reduced wait time



[www.slcride.org](http://www.slcride.org)  
772-464-7433

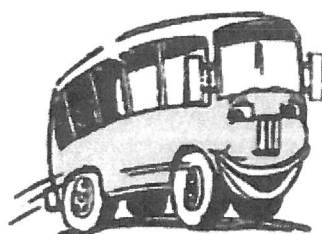
**ST. LUCIE  
COUNTY**  
FLORIDA

## **Appendix D**

### **TD Eligibility Application**

# SLATS

ST. LUCIE ALTERNATIVE  
PUBLIC TRANSPORTATION  
SYSTEM



PARATRANSIT  
SERVICE  
RIDER'S GUIDE

**FARES FREE**

This brochure is designed to  
"Help you Ride" SLATS  
(St. Lucie Alternative  
Transportation System).  
In it you will find a wealth  
of information regarding  
policies and information that  
are pertinent to making your  
trip as convenient and hassle  
free as possible.

For information on  
eligibility, contact us at  
772 464-7433, Option 1  
and ask for the Eligibility  
Specialist. If you have  
any concerns regarding  
the service, please contact  
SLATS Customer Relations  
at 772 345-8229.

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## **AN OVERVIEW**

SLATS is a shared ride paratransit, origination to destination service provided by Community Transit. The program provides complementary service for eligible individuals who are not able to use the regular bus service (also called "fixed route") because of a disability or other limitations. However, many customers find the fixed route service is often the best, most economical way for disabled or disadvantaged customers to get to where they need to go. All our fixed route buses are fully accessible.

Because the demand for SLATS special transit service is high, it is very important that each customer carefully follow the guidelines in this booklet.

Your cooperation and flexibility will allow SLATS to serve you better and help make it possible for us to serve others.

### **SERVICE PROVIDER**

Community Transit's Reservationists handle the Customer Call Center, which takes all reservation requests and customer service calls (where is my trip, cancellations, etc.). Community Transit's Dispatchers handle scheduling and the dispatching of trips within St. Lucie County.

### **SERVICE AREA**

Federal regulations define the ADA paratransit service area as being within three-quarters of a mile on either side of a fixed bus route.



## **ELIGIBILITY**

Individuals who are interested in using SLATS Paratransit Service must apply through a written application process. SLATS is responsible for determining eligibility for paratransit service. SLATS provides transportation under various programs. Program determination is based on verification of the application. All programs have a three year (3) certification period.

Paratransit eligibility is not automatic nor is eligibility recertification.

Paratransit service is provided to:

“Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.”

## CUSTOMER SERVICE HOURS

Between the hours of 7 AM and 6 PM. Monday through Friday (except holidays). Customer Service is available to make reservations, check on your trip or cancel a trip. If possible, the best time to call to make trip requests is between 9 AM – 11 AM and 2 PM – 4 PM.

To reach the SLATS Call Center:

*In the Fort Pierce Area –*

772 464-RIDE (7433), Option 1

*In the Port St. Lucie Area –*

772 TRY-1BUS (879-1287).

Option 1

*Telephone Service for the Deaf –*

Florida Relay – 711

You may reach Eligibility Monday through Friday between the hours of 8 AM and 5 PM at the above numbers. Ask for the Eligibility Specialist.

For Fixed Route information call  
772 464-8878.

Website address

[www.treasurecoastconnector.com](http://www.treasurecoastconnector.com)

## **OPERATIONAL HOURS**

SLATS services are available Monday through Friday (except holidays) between the hours of 6 AM to 7 PM. Saturdays from 8 AM to 12 PM and 1 PM to 4 PM.

## **MAKING A RESERVATION**

If you are in an emergency situation, please call 911. SLATS cannot provide same day service or assume liability if you are in a distress situation.

Customers determined eligible to use SLATS need to register.

When you call, please have the following information ready:

### ***NEW RIDERS NEED TO REGISTER***

Simply phone

*In the Fort Pierce Area –*  
772 464-RIDE (7433). Option 1

*In the Port St. Lucie Area –*  
772 TRY-1BUS (879-1287).  
Option 1

*Telephone Service for the Deaf –*  
Florida Relay – 711

and provide us with the following information:

- Name, Address and Telephone Number
- Date of Birth and Social Security Number
- Medicaid Number (Medicaid Eligible Recipients)
- Need for Special Assistance
- Mobility Aids (Wheelchair, Walker, etc.)
- Emergency Contact Number

Persons with special dietary concerns need to bring a snack or a small meal as a precaution.

#### ***SCHEDULING TRANSPORTATION***

Simply phone

*In the Fort Pierce Area –*

772 464-RIDE (7433), Option 1

*In the Port St. Lucie Area –*

772 TRY-1BUS (879-1287).

Option 1

*Telephone Service for the Deaf –*

Florida Relay – 711

and provide us with the following information:

- Give us the date, time, address of your destination and a phone contact.
- Inform us again of any special assistance you may require.

24 Hour notice is requested for trip reservations. We can take reservations up to two (2) weeks in advance.

#### **PICK UP AND DROP OFF**

- Please be ready at least sixty (60) minutes before your scheduled appointment (unless otherwise instructed during scheduling).
- Watch for the bus. The driver will beep the horn for you to come out.
- Shoppers, because of space constraints, please limit yourself to four (4) grocery bags with a limit not to exceed ten (10) pounds per bag.

- When your appointment is concluded, it is your responsibility (or ask office staff) to call us when you are ready and a bus will be dispatched as soon as possible.

### **CANCELLATIONS AND NO-SHOWS**

If you need to cancel your reservation, whatever the reason, please make sure that you call the office and notify us at least two (2) hours in advance of the bus arriving at your home. Failure to do so results in a "No-Show". SLATS tracks the number of "No-Shows" that occur each month. If a passenger incurs two (2) "No-Shows" within a thirty (30) day period, the passenger's services with SLATS could be suspended. Please be sure to cancel your reservations to avoid disruption in your service.

## **LATENESS AND NO SHOWS**

Because you will be sharing your ride, it is important that you are ready to go when your vehicle arrives. SLATS will wait only five (5) minutes, because there are other customers either on board or waiting for their scheduled ride. If a vehicle arrives to pick you up and you are not there or you do not get in the vehicle by the scheduled time, you will be considered a "No-Show".

**TIP:** When you are calling to be picked up, you must tell the reservationist exactly where you will be waiting. However, at larger facilities, we may tell you to wait in a common pick up area that has been pre-arranged with the facility.

The driver will be given the same information that you supply to the reservationist and will look for you there. Do not leave the area as you might miss your ride.

If the driver is not able to find you within five (5) minutes of arriving, or if you did not cancel at least two (2) hours before your scheduled pick up, you will be considered a "No-Show".



## SUBSCRIPTION TRIP REQUESTS

A "Subscription Trip Request" is for customers who travel to the same place at the same time on the same day(s) of the week. If you have a regular appointment that you need to go to, you may want to ask the reservationist to submit a "Subscription Trip Request" for service. Depending on the funding source of your trip, this request may be granted.

Please remember, however, that you cannot change your "Subscription Trip Request" more than once per month, or this privilege will be revoked. If you have a "Subscription Trip Request" and will not be using it for one or multiple days, please contact us to avoid having "No-Shows" recorded in your file.

## **SERVICE SCHEDULE**

SLATS operates Monday through Saturday only. No service is provided on Sundays, New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, and Christmas.

### **BOARDING EARLY**

If your vehicle arrives before your scheduled pick up window and you are ready, you may board immediately (i.e. SLATS arrives at 8:50 for a pick up window that runs from 9:00-10:00. If you are not ready and the vehicle arrives early, the driver must wait five (5) minutes into the pick-up window before leaving (Using the example above, the driver must wait until 9:05).

### **LATE PICK UPS**

It can be frustrating if a vehicle is late picking you up for a scheduled appointment, or to return you home. Please wait at least one (1) hour from the time you called to be picked up before again calling SLATS Customer Service. Your driver may arrive up to one hour after your phone call.

Please remember the pick up time is based on factors such as the time you need to be at your destination, traffic delays, inclement weather and multi-loading of other customers.

**CUSTOMER'S  
RESPONSIBILITIES AND  
SAFETY TIPS**

- Wait in a safe, well lit location.
- Choose a pick up and drop off location that allows the driver to not lose sight of his vehicle when assisting you.
- Let the vehicle come to a complete stop before approaching.
- Allow the driver to assist you in boarding the vehicle; ask for special assistance if you need it.
- Always wear a seat belt.
- All personal belongings are your responsibility.
- Do not speak to the driver while he is driving.
- Do not eat, drink or smoke in the vehicle, though we do encourage customers who will be away from home for an extended period of time to bring a snack, drink or medications with them.

- Do not use audio or video equipment that may distract the driver's attention.
- No disruptive behavior; you may risk suspension.
- No unscheduled stops.
- Proper dress is required, including shoes and shirts.
- No special requests for specific drivers or vehicles can be honored.
- No pets are allowed except for personal assistance animals.

#### **WHEELCHAIR SERVICE**

Our service is an origin to destination service. When you make your reservation, be sure to mention if you have difficulties walking, are using a mobility device or are using a wheelchair. Wheelchairs must be provided by the passenger and you must be on the ground floor at the time you are to be picked up.

A wheelchair is a mobility aid designed for and used by individuals with mobility impairments, whether operated manually or powered.

### **AMBULATORY CUSTOMERS**

Ambulatory customers may ride the lift if they request it.

### **COMPANIONS**

One companion may accompany an ADA paratransit eligible rider. Both must be picked up and dropped off at the same address. SLATS must know in advance if a companion is traveling with you. When making the reservation, indicate at that time that a companion will accompany you on the trip.

## **PERSONAL CARE ATTENDANTS**

A Personal Care Attendant (PCA) is a person traveling as an aide to assist with life-functions and to facilitate safe travel.

A PCA must be approved on the initial application in order to be eligible to travel with a rider. If your physical status changes after the application is approved without a PCA being authorized, and one is now required, a letter must be submitted from your physician.

Both the PCA and the rider must be picked up and dropped off at the same address. Both a companion and a PCA may accompany the rider.

## **OUT-OF-AREA VISITOR RIDING PRIVILEGES**

Paratransit provides service for persons with disabilities who are visiting from outside the service area, and who have been certified ADA paratransit eligible from another jurisdiction. Proof of ADA paratransit eligibility must be provided to obtain visitor status within SLATS program. Twenty-one days of visitor service may be used during one year. At the end of that time, the visitor must complete the local eligibility process to continue to use the service.

## **SERVICE ANIMALS**

Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability may travel with the customer. Service animals include, but are not limited to those that guide individuals with impaired hearing to an intruder or sounds, provide minimal protection or rescue work, pull a wheelchair or fetch dropped items.



## **OXYGEN REQUIREMENT**

Travel with oxygen equipment is permitted, but the equipment must be small enough so that the driver does not have to assist with the loading and unloading of it. The safety and use of this equipment is the responsibility of the passenger.

## **DRIVERS**

SLATS drivers are trained by Community Transit. Drivers must have a safe driving record, pass a criminal background check, be able to pass a Florida Department of Transportation physical and test negative for drugs and alcohol. Also, they are trained in defensive driving, and to safely assist and be sensitive to passenger's special needs. Drivers are selected based on their ability to provide the specialized service needed for the SLATS program. Drivers are not required to carry the passenger's belongings, assist wheelchairs down more than one step, push wheelchairs through grass or sand or do any lifting of the passenger into or out of their mobility device.

Drivers are expected to:

- Be courteous
- Drive Safely
- Wear a seat belt
- Securely tie down wheelchairs
- Have a SLATS photo I.D. attached to their uniform that can be easily seen by clients.
- Be properly uniformed
- Make a good faith effort to find a client

Drivers are not permitted to enter homes.

Traffic delays, tight schedules, weather conditions, passengers running late, and other factors can cause stressful situations that could affect the quality of service for SLATS customers. If a driver or passenger acts in an unreasonable manner (or contrary to our policies and procedures) the problem should be reported by calling 772 345-8229.

### **REPORTING COMMENTS, COMPLIMENTS OR COMPLAINTS**

If you have a comment, compliment or complaint, please phone our office at 772 345-8229.

If after notifying SLATS, filing your concerns and receiving your response, your comments have not been adequately addressed, you may contact the Community Transportation Coordinator (CTC) at 772 462-1777.

As a final step you may contact the State's Transportation Disadvantaged Helpline at 800 983-2435.

## LOST ITEMS

If you have lost a personal item and believe it may be in a SLATS vehicle, please contact Customer Service at 772 464-RIDE (7433), Option 1 to report it. If the item is found, you may be asked to travel to a central pick up point to retrieve it. If the item is not located on the vehicle, SLATS nor the driver will be held responsible for replacement.

**This brochure is available in other formats upon request.**

SLATS operates according to the Title VI regulation, 49 CFR, Part 21 which states:

“No person or group of persons shall be discriminated against with regard to the routing, scheduling or quality of service of transportation on the basis of race, color, national origin, age, sex, religion, disability or family status.”

If you feel you have been discriminated against in reference to the above and would like to register a complaint, please call (772) 345-8229.

## **No-Show Policy**

No-show/late cancellations represent 10 percent (10%) or more of a passenger scheduled trips and the rider has four (4) or more no-shows in a **calendar** month, this will result in a violation.

### **Penalties**

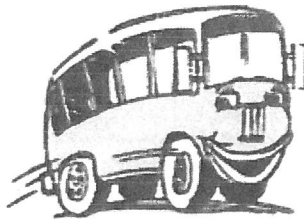
- 1st violation – Passenger will receive communication by phone alerting them of the no-show/late cancellation.
- 2nd second violation– passenger will receive a phone call and a warning letter via regular mail.
- 3rd violation- final warning, communicated by email, by phone and by certified letter.
- 4thviolation- 7 day suspension communicated by certified mail.
- 5thviolation – 25 days suspension communicated by certified mail.

Habitual no-shows will be addressed in accordance with the policy

### **No-Show Notifications**

Passengers will be notified of every no-show; passengers will receive written notification starting with the second no-show.

The Rider's Guide summarizes SLATS goals, objectives and general policies. It is not intended to create a contract; and violation or deviation of any of the goals, objectives and practices contained in this guide will not give rise to a cause of action nor create any presumption that a legal duty has been breached. In addition, SLATS may change the goals, objectives and policies set forth in the Rider's Guide at any time without liability to anyone.



**ST. LUCIE ALTERNATIVE  
PUBLIC TRANSPORTATION  
SYSTEM (SLATS)**

**1505 ORANGE AVENUE  
FORT PIERCE, FL 34950**

**772 464-7433**

**772 879-1287**

**Florida Relay System - 711**

**Appendix E**  
**TD Eligibility Criteria**



**St. Lucie County Policy as to the Eligibility of Clients Using  
Transportation Disadvantaged Trust Fund (TDTF) Services  
June 2016**

Transportation Disadvantaged Trust Fund (non-sponsored) monies may be used to fund trips for properly identified clients when:

- **No other funding is available** for appropriate trips as defined in the approved Prioritization Policy when another purchasing agency is usually responsible for transportation or,
- **No other means of transportation is available** including but not limited to relatives, friends, neighbors or free services offered by some institutions or;
- **Public Transit** - The client is not capable of using fixed route public transit, or it is not available.
- **Physical or Mental Disability/Age** - All clients referred for TDTF trips shall meet the minimum requirements of the referring agency and, or may be frail and elderly (60 years or older), or might have a physical or mental disability as outlined in the Americans with Disabilities Act.
- **Income Status** - All clients referred for TDTF trips shall not exceed 125% of Federal Poverty Guidelines for households or individuals if they do not meet the minimum requirements of the referring agency.
- **No Self declarations** to the Community Transportation Coordinator shall be allowed. The application process used by the referring agency shall substantiate the client's ability to meet the criteria established therein as well as in their individual criteria.
- **Ability to Pay** - If a client cannot pay the fare for transportation, the CTC will evaluate the client based on information collected via the CTC 'Application for Assistance' and Affidavit stating the clients' need for transportation.

Clients shall be enrolled by the agency which most appropriately meets his or her disability or age group.

**Appendix F**  
**Vehicle Inventory**

# COUNCIL ON AGING OF ST. LUCIE, INC./COMMUNITY TRANSIT

## FY 2020 CONTRACTOR-OWNED VEHICLE INVENTORY

VEHICLE#	YEAR	VEHICLE MAKE	VIN NUMBER	W/C Equip	Avg Miles Per Year	Current Mileage	Anticipated Retirement Date	Funding Source
08-02	2009	CHAMPION	1GBE4V1908F414753	Yes	11406.8	136881	2020	5310
08-03	2009	CHAMPION	1GBE4V1918F414776	Yes	16612.4	199349	2021	5310
09-01	2009	CHAMPION	1GBE4V1999F409763	Yes	16528.5	198342	2021	5310
09-02	2009	CHAMPION	1GBE4V1919F409644	Yes	15933.1	191197	2021	5310
09-04	2010	CHAMPION	1GBG5U1908F414574	Yes	13259.3	145852	2021	5310
13-23	2014	CHAMPION	5WEXWSKK2EH775879	Yes	18996.3	132974	2022	5310
13-24	2014	CHAMPION	5WEXWSKK9EH775880	Yes	17478.4	122349	2022	5310
14-01	2015	CHAMPION	4DRXWSKK9FH688545	Yes	16168.2	97009	2023	5310
14-02	2015	CHAMPION	4DRXWSKK0FH688546	Yes	15964.7	95788	2023	5310
14-03	2015	CHAMPION	4DRXWSKK2FH688547	Yes	14212.0	85272	2023	5310
14-04	2016	BRAUN CARAVAN	2C7WDGCG7GR144325	Yes	1118.0	5590	2023	5310
15-01	2016	GLAVAL	1GB6GVBL9G1137411	Yes	17347.6	86738	2024	5310
15-02	2016	GLAVAL	1GB6GVBL4G1137350	Yes	28206.0	141030	2024	5310
15-03	2016	GLAVAL	1GB6GVBL5G1137874	Yes	17006.6	85033	2024	5310
15-04	2016	BRAUN CARAVAN	2C7WDGCG0GR144327	Yes	1555.6	7778	2024	5310
15-05	2016	BRAUN CARAVAN	2C7WDGCG5GR144324	Yes	1329.8	6649	2024	5310
16-01	2017	TURTLE TOP	1FDAF5GT8GEB88646	Yes	2665.8	10663	2025	5310
17-01	2019	GOSHEN COACH	1FDAF5GT9HEF40862	Yes	17824.5	35649	2025	5310
18-03	2019	GOSHEN COACH	1FDAF5GT9KDA17847	Yes	3283.0	6566	2026	5310
18-04	2019	GOSHEN COACH	1FDAF5GT1KDA17848	Yes	2075.5	4151	2026	5310
52	2002	FORD/F250	1FTNW20F02EB53956	No	3135.4	59573	2020	5310
53	2003	CHEVY/ASTRO	1GNDM19X23B112326	No	4067.7	73219	2020	5310

Avg age of COASL Fleet= 5.55 years

# ST. LUCIE BOARD OF COUNTY COMMISSIONERS

## FY20 COUNTY-OWNED VEHICLE INVENTORY

VEHICLE#	YEAR	VEHICLE MAKE	VIN NUMBER	W/C Equip	Avg Miles Per Year	Current Mileage	Anticipated Retirement Date	Funding Source
44	2000	FRD/EXCURS	1FMSU41F7YEC79867	No	5993.3	125860	2020	5307
1201	2012	GILLIG	15GGE2711C1092446	Yes	19344.3	174099	2024	5309
1202	2012	GILLIG	15GGE2713C1092447	Yes	16889.4	152005	2024	5309
1203	2012	GILLIG	15GGE2719C1092436	Yes	26546.7	238920	2024	5309
1204	2012	GILLIG	15GGE2710C1092437	Yes	31630.7	284676	2024	5309
1205	2012	GILLIG	15GGE2712C1092438	Yes	28524.1	256717	2024	5309
1206	2012	GILLIG	15GGE2714C1092439	Yes	28800.6	259205	2024	5309
1207	2012	GILLIG	15GGE2710C1092440	Yes	27333.7	246003	2024	5309
1208	2012	GILLIG	15GGE2712C1092441	Yes	23269.9	209429	2024	5309
1209	2012	GILLIG	15GGE2714C1092442	Yes	22896.3	204267	2024	5309
1210	2012	GILLIG	15GGE2716C1092443	Yes	25090.9	225818	2024	5309
1211	2012	GILLIG	15GGE2718C1092444	Yes	24189.4	217705	2024	5309
1212	2012	GILLIG	15GGE271XC1092445	Yes	27948.3	251535	2024	5309
F1401	2014	ELDORADO	1N9MNA62EC084384	Yes	18973.7	132816	2026	5307
F1402	2014	ELDORADO	1N9MNA64EC084385	Yes	20460.4	143223	2026	5309
S-01	2007	FORD 500	1FAFP24127G114707	No	8326.7	116574	2021	5307
S-02	2012	FORD ESCAPE	1FMCU0C74CKB19586	No	5725.3	51528	2022	5307
S-03	2012	FORD ESCAPE	1FMCU0C72CKB19585	No	3266.0	29394	2022	5307
S-04	2012	FORD ESCAPE	1FMCU0C70CKB19584	No	2589.2	23303	2022	5307
S-05	2019	CHEVY MALIBU	1G1ZB5ST9KF195742	No	1059.5	2119	2025	5307
S-06	2019	CHEVY MALIBU	1G1ZB5STOLF022533	No	251.0	502	2025	5307
S-07	2019	CHEVY TRAVERSE	1GNERFKW2LJ121814	No	594.5	1189	2025	5307
08-04	2009	CHAMPION	1GBE4V1968F414708	Yes	16804.4	201653	2021	5309
08-05	2009	CHAMPION	1GBE4V1958F414635	Yes	12219.4	146633	2020	5309
08-06	2009	CHAMPION	1GBE4V1918F417709	Yes	10096.3	121156	2020	5309
08-07	2009	CHAMPION	1GBE4V1968F417785	Yes	11348.8	136185	2020	5309
08-08	2009	CHAMPION	1GBE4V1948F417879	Yes	9275.0	111300	2020	5309
08-09	2009	CHAMPION	1GBE4V19X8F414484	Yes	14913.0	178956	2021	5309
08-10	2009	CHAMPION	1GBE4V1958F414439	Yes	18292.9	219515	2021	5309
09-03	2010	CHAMPION	1GBG5U19X8F414694	Yes	13837.1	152208	2021	5311
13-01	2014	CHAMPION	5WEXWSKK8EH775871	Yes	19895.9	139271	2022	5309
13-02	2014	CHAMPION	5WEXWSKKXEH775872	Yes	19028.4	133199	2022	5309
13-03	2014	CHAMPION	5WEXWSKK1EH775873	Yes	15708.7	109961	2022	5309
13-04	2014	CHAMPION	5WEXWSKK3EH775874	Yes	15821.0	110747	2022	5307
13-05	2014	CHAMPION	5WEXWSKK5EH775875	Yes	19425.9	135981	2022	5307
13-06	2014	CHAMPION	5WEXWSKK7EH775876	Yes	19349.6	135447	2022	5307
13-07	2014	CHAMPION	5WEXWSKK9EH775877	Yes	18927.1	132490	2022	5307
13-08	2014	CHAMPION	5WEXWSKK0EH775878	Yes	16012.1	112085	2022	5309
13-09	2014	CHAMPION	5WEASSKM5EH768430	Yes	17829.0	124803	2022	5307
13-10	2014	CHAMPION	5WEASSKM9EH768432	Yes	17088.6	119620	2022	5307
13-11	2014	CHAMPION	5WEASSKM0EH768433	Yes	14651.9	102563	2022	5307
13-12	2014	CHAMPION	5WEASSKM2EH768434	Yes	19419.1	135934	2022	5307
13-13	2014	CHAMPION	5WEASSKM4EH768435	Yes	15945.9	111621	2022	5307
13-14	2014	CHAMPION	5WEASSKM6EH768436	Yes	18753.3	131273	2022	5307
13-15	2014	CHAMPION	5WEASSKM8EH768437	Yes	15745.4	110218	2022	5307
13-16	2014	CHAMPION	5WEASSKMXE768438	Yes	6673.0	46711	2022	5307
13-17	2014	CHAMPION	5WEASSKM1EH768439	Yes	15797.7	110584	2022	5307
13-18	2014	CHAMPION	5WEASSKM8EH768440	Yes	15669.9	109689	2022	5307
13-19	2013	CHAMPION	1GB6G5BL2D1172500	Yes	13743.9	109951	2022	5307
13-20	2013	CHAMPION	1GB6G5BL3D1173719	Yes	7425.1	59401	2022	5307
13-21	2013	CHAMPION	1GB6G5BL8D1174025	Yes	8437.6	67501	2022	5309
13-22	2013	CHAMPION	1GB6G5BL9D1173014	Yes	8004.8	64038	2022	5307
17-02	2019	GOSHEN	1HA6GVBG5HN009283	Yes	7376.0	14752	2025	5307
18-01	2019	GILLIG LLC	15GGD271XK3190039	Yes	12732.5	25465	2031	5307
18-02	2019	GILLIG LLC	15GGD2716K3190040	Yes	12273.5	24547	2031	5307

Average Age of SLC Fleet= 7.11 years

## **Appendix G**

### **System Safety Program Plan Certification**



## SAFETY AND SECURITY CERTIFICATION

**DATE:** January 2, 2020

**NAME:** Council on Aging of St. Lucie, Inc./Community Transit

**ADDRESS:** 1505 Orange Avenue, Fort Pierce, Florida 34950

THE COUNCIL ON AGING OF ST. LUCIE, INC./COMMUNITY TRANSIT NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. THE ADOPTION OF A SYSTEM SAFETY PROGRAM PLAN (SSPP) IN ACCORDANCE AT A MINIMUM, WITH ESTABLISHED FLORIDA DEPARTMENT OF TRANSPORTATION SAFETY STANDARDS SET FORTH IN RULE CHAPTER 14-90.
2. COMPLIANCE WITH THE ADOPTED STANDARDS OF THE SSPP AND SECURITY PROGRAM PLAN (SPP).
3. PERFORMANCE OF SAFETY INSPECTIONS ON ALL BUSES OPERATED IN ACCORDANCE WITH RULE 14-90.009.
4. REVIEWS OF THE SSPP AND SPP HAVE BEEN CONDUCTED TO ENSURE THEY ARE UP TO DATE.

SIGNATURE: 

DARRELL J. DRUMMOND, PRESIDENT/CEO

NAME AND ADDRESS OF ENTITY(IES) WHICH HAS (HAVE) PERFORMED SAFETY INSPECTIONS:

NAME: Casson's Auto And Truck, LLC  
3606 Oleander Avenue  
Fort Pierce, Florida 34982-6504

Elpex/Hickmans  
6101 Orange Avenue  
Fort Pierce, Florida 34950

Kenworth of South Florida  
1850 South US Hwy 1  
Fort Pierce, Florida 34950

Mark's Motors LLC  
2100 SW Hayworth Avenue, Unit 2106  
Port Saint Lucie, Florida 34953

Rechtien International  
1699 North US Hwy 1  
Fort Pierce, Florida 34950

Thermoking of Fort Pierce  
702 South Market Avenue  
Fort Pierce, Florida 34982

Tri-County Enterprises, LLC.  
3345 Okeechobee Road  
Fort Pierce, Florida 34947

## **Appendix H**

### **Local Coordinating Board (LCB) Grievance Procedures**

## **ST. LUCIE LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB)**

### **FY 2019-2020 GRIEVANCE PROCEDURES**

August 21, 2019



**Section 1: General** – The following procedures are established to provide regular opportunities for grievances to be brought before the Local Coordinating Board for the Transportation Disadvantaged (LCB) Grievance Committee.

A complaint and grievance are required to have two steps. Complaints are defined as any documented concerns from agencies, users, potential users of the system and the Community Transportation Coordinator (CTC) in the designated service area involving public transportation timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies under the Transportation Disadvantaged program. Grievances are defined as unresolved complaints.

Filing a complaint locally with the transit operator and/or CTC is always the first step in the problem-solving process. If the complaint is not resolved to the customer's satisfaction, generally the next step would be to file a written grievance with the LCB. Before hearing the grievance, the LCB Grievance Committee shall determine whether the information supplied by the Grievant constitutes an acceptable grievance. If formally accepted by the Grievance Committee, the grievance will be heard by the Grievance Committee and the LCB. The Florida Commission for the Transportation Disadvantaged (FCTD) would consider hearing the grievance if unresolved.

All communications of all parties, must be in writing, hand delivered and date stamped or sent by certified mail return receipt requested. The St. Lucie Transportation Planning Organization (TPO) staff will provide assistance with filing grievances upon request.

**Section 2: Filing a Grievance** – Should an interested party wish to file a grievance regarding service from the Transportation Disadvantaged Program, a grievance must be filed in writing to the Local Coordinating Board for the Transportation Disadvantaged (LCB). Upon request of the Grievant, the LCB shall provide information on filing a grievance. The Grievant must demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement, copies of which may be obtained from the CTC. The Grievant shall address and deliver the grievance to:

St. Lucie TPO  
466 SW Port St. Lucie Boulevard, Suite 111  
Port St. Lucie, Florida 34953

The grievance shall include:

- The name of the Grievant and address where the Grievant can be located
- A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation;
- The date of the alleged violation upon which the grievance is based which shall be no more than 180 days before the date of the receipt of the grievance at the St. Lucie TPO;
- An explanation of the relief desired by the Grievant;
- Grievance must be hand delivered or sent certified mail return receipt requested; and
- Copies of all grievances and back-up documentation shall be supplied to all interested parties, including the operator/broker, in a timely manner.

**Section 3: Grievance Committee** – According to the FCTD *Local Coordinating Board and Planning Agency Operating Guidelines*, the LCB shall appoint a Grievance Committee to serve as mediator to process and investigate service complaints and grievances from agencies, users, potential users of the system, and the CTC in the designated service area to make recommendations to the LCB. The LCB shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the LCB.

When a meeting of the Grievance Committee is necessary, staff to the LCB shall schedule a meeting for the Grievance Committee to hear grievances.

**Section 4: Grievance Process** - Once a grievance has been received the Grievance Committee shall meet, consider acceptance of the grievance, consider the grievance if accepted, and issue its recommendation within thirty days of the date the grievance was filed. The Grievant and all other affected parties shall be notified in writing of the date, time and place of the Grievance Committee meeting where the grievance shall be heard. This written notice shall be mailed at least ten working days in advance of the meeting. A written copy of the recommendation made by the Grievance Committee shall be presented to the LCB at its next regularly scheduled meeting and mailed to all parties involved within ten working days of the date of the issuance of the recommendation. Effort will be made to safeguard the privacy and rights of all persons involved.

**Section 5: Consideration by the LCB** – The recommendation of the Grievance Committee may be referred in writing by the Grievant to the LCB, within fifteen working days from the date when the Grievance Committee issued its recommendation.

Once a Referral has been received, the LCB shall meet and issue its recommendation within thirty days of the date the Referral was filed. The Grievant and all other affected parties shall be notified in writing of the date, time and place of the LCB meeting where the Referral shall be heard. This written notice shall be mailed at least ten working days in advance of the meeting. A written copy of the recommendation made by the LCB shall be mailed to all parties involved within ten days of the date the LCB issued its recommendation.

At all meetings of the LCB, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

**Section 6: Notification of Meetings to Hear Grievances** – the LCB shall send notice of the scheduled meeting to hear the grievance in writing to the Grievant and other interested parties. The notices shall clearly state:

- Date, time and location of the meeting;
- Purposes of the meeting and a statement of issues involved; and,
- Procedures to be followed during the meeting.

**Section 7: Written Recommendation** – Written recommendations shall include the following:

- A statement that a meeting was held, involving all parties, representatives, and witnesses. That all were given an opportunity to present their position, demonstrating the violation of a specific law, regulation or contractual agreement;
- A statement that clearly defines the issues discussed;
- A recommendation and reasons for the recommendation based on information presented; and
- A recommendation to improve the provisions of a cost efficient and effective service based on investigation and findings.

**Consideration by the Florida Commission for the Transportation Disadvantaged (FCTD)** - All referrals of LCB grievance recommendations must be submitted to the FCTD in writing. The Grievant may begin this process by contacting the FCTD through the TD Ombudsman Helpline at (800) 983-2435 or via mail at: Florida Commission for the Transportation Disadvantaged; 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or by email at [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us). Hearing and speech impaired persons call: 711 (Florida only) Florida Relay System. Upon request of the Grievant, the FCTD will provide the Grievant with an accessible copy of the FCTD's Grievance Procedures.

**Notification of Grievance Procedures** - Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process which include the publishing of the FCTD TD Helpline service for use when local resolution has not occurred. All materials shall be made available upon request by the citizen.

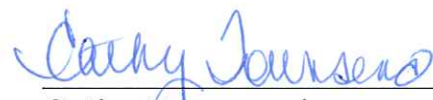
**Section 8: Additional Recourse** - Apart from the above grievance processes, aggrieved parties, with proper standing, may also have recourse through the Chapter 120, F.S. administrative hearings process or the judicial court system.

**Section 9: Amendments** – The LCB Grievance Procedures may be amended by a majority vote of members present, if a quorum exists.

### **CERTIFICATION**


The undersigned hereby certifies that he/she is the Chairperson of the St. Lucie County Local Coordinating Board for the Transportation Disadvantaged (LCB) and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the St. Lucie LCB this 21st day of August 2019.

ST. LUCIE COUNTY LOCAL COORDINATING  
BOARD FOR THE TRANSPORTATION DISADVANTAGED

  
Cathy Townsend  
Chairwoman

ATTEST:

  
Marceia Lathou  
Transit Program Manager

  
Date

## **Appendix I**

### **Rate Model Calculation Spreadsheet**

## Worksheet for Multiple Service Rates

CTC: St. Lucie Board  
County: St. Lucie County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year? .....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Section II - V for Stretcher Service	Go to Section II for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year? ....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips? ....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Leave Blank

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
How many of the total projected Passenger Miles relate to the contracted service?  
How many of the total projected passenger trips relate to the contracted service?

Effective Rate for Contracted Services:  
per Passenger Mile =  
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section III for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above)  
Rate per Passenger Mile for Balance =

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section III for Group Service



## Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: St. Lucie Board  
County: St. Lucie County

Version 1.4

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?

☒ Yes  
☐ No  
Skip # 2 - 4 and  
Go to Section IV

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?

☒ Per Trip  
☐ Per Mile  
Leave Blank

3. If you answered Yes to #1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?

Leave Blank

### SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)

You Must  
Complete This  
Section!

10,000

And what is the projected total number of Group Vehicle Revenue Miles?

9,000

Loading Rate  
1.11  
to 1.00

### SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
  - \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
  - \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY					2019 - 2020	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	Ambul	226,295	+	35,817	+	10,000
	Wheel Chair					
	Stretcher					
	Leaves Blank					
Rate per Passenger Mile =		\$2.15		\$3.69		\$1.74 per passenger per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) =				
	36,137			

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services...

INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Ambul	Wheel Chair	Stretcher	Group
\$2.15	\$3.69	\$0.00	\$1.74
per passenger			

Rates if No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group
\$2.15	\$3.69	\$0.00	\$1.74
per passenger			

Rate per Passenger Mile =

Rate per Passenger Trip =

**Worksheet for Multiple Service Rates**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: St. Lucie Board  
County: St. Lucie County

Version 1.4

Program: Enter Rates into Your Model and Encounter Data



## **Appendix J**

### **Glossary of Terms and Abbreviations**

## ACRONYMS

<b>ADA</b>	Americans with Disabilities Act
<b>BOCC</b>	St. Lucie Board of County Commissioners
<b>BPAC</b>	Bicycle-Pedestrian Advisory Committee
<b>CAC</b>	Citizens Advisory Committee
<b>CMP</b>	Congestion Management Process
<b>CTC</b>	Community Transportation Coordinator
<b>EJ</b>	Environmental Justice (pertains to low-income and minority communities)
<b>F.A.C.</b>	Florida Administrative Code
<b>FCTD</b>	Florida Commission for the Transportation Disadvantaged
<b>FDOT</b>	Florida Department of Transportation
<b>FHWA</b>	Federal Highway Administration
<b>F.S.</b>	Florida Statute
<b>FTA</b>	Federal Transit Administration
<b>FY</b>	Fiscal Year
<b>GIS</b>	Geographic Information Systems
<b>ITS</b>	Intelligent Transportation System
<b>LCB</b>	Local Coordinating Board for the Transportation Disadvantaged
<b>LEP</b>	Limited English Proficiency
<b>LRTP</b>	Long-Range Transportation Plan

<b>MPO</b>	Metropolitan Planning Organization
<b>PPP</b>	Public Participation Plan
<b>P&amp;R</b>	Park & Ride
<b>RLRTP</b>	Regional Long Range Transportation Plan
<b>SR</b>	State Road
<b>TAC</b>	Technical Advisory Committee
<b>TD</b>	Transportation Disadvantaged
<b>TDM</b>	Transportation Demand Management
<b>TDP</b>	Transit Development Plan
<b>TDSP</b>	Transportation Disadvantaged Service Plan
<b>TIP</b>	Transportation Improvement Program
<b>Title VI</b>	Civil Rights/nondiscrimination law
<b>TPO</b>	Transportation Planning Organization
<b>UPWP</b>	Unified Planning Work Program
<b>US DOT</b>	United States Department of Transportation

**Appendix K**  
**Summary of Comments**

## ST. LUCIE LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED (LCB)

### Virtual Meeting

**Date:** Wednesday, May 6, 2020

**Time:** 2:00 pm

**Location:** St. Lucie Transportation Planning Organization (TPO)  
Coco Vista Centre  
466 SW Port St. Lucie Boulevard, Suite 111  
Port St. Lucie, Florida

**In accordance with the Centers for Disease Control and Prevention (CDC) Guidelines and the Governor's Executive Orders pertaining to the COVID-19 Pandemic, this meeting was conducted by web and teleconference.**

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### MEETING SUMMARY

#### 1. **Call to Order**

Chairwoman Townsend called the meeting to order at 2:05 pm.

#### 2. **Pledge of Allegiance**

Chairwoman Townsend led the Pledge of Allegiance.

#### 3. **Roll Call**

The roll was called and the following members were present:

##### Members Present

Commissioner Cathy Townsend, Chair  
Kathryn Hensley, Vice Chair  
Tamika Butts  
Robert Dadiomoff

##### Representing

Elected Official, TPO-appointed  
Public Education  
Citizen Advocate-Transit User  
Veterans Community

Dalia Dillon  
Marie Dorismond  
Roje Gonzalez  
Kevin Howard  
Danielle Jones  
Stacy Malinowski  
Nelson Merchan-Cely  
Milory Senat

FL Dept. of Elder Affairs  
FDOT  
Local Mass Transit  
Local Medical Community  
Vocational Rehabilitation  
Economically Disadvantaged  
Citizen Advocate  
APD

**Others Present**

Kyle Bowman  
Peter Buchwald  
Yi Ding  
Marceia Lathou  
Rachel Harrison  
Patricia Auzenne  
Murriah Dekle  
Jayne Pietrowski  
David Rodriguez  
Claudia Sessing  
Heather Young

**Representing**

St. Lucie TPO  
St. Lucie TPO  
St. Lucie TPO  
St. Lucie TPO  
Recording Specialist  
ARA Bright Kidney Care  
St. Lucie County  
FDOT  
Community Transit  
St. Lucie County  
St. Lucie County

Note: A full list of meeting attendees is on file.

**4. Comments from the Public – None.**

**5. Approval of Agenda**

\* **MOTION** by Vice Chairwoman Hensley to approve the agenda.

\*\* **SECONDED** by Ms. Dillon Carried **UNANIMOUSLY**

**6. Approval of Meeting Summary**

- February 19, 2020 Public Hearing
- February 19, 2020 Regular Meeting

Mr. Gonzalez initiated a discussion of the wording of Community Transit's membership category. As a result of this discussion, Mr. Gonzalez and Mr. Rodriguez agreed to Mr. Buchwald's suggestion to change the wording from "local mass transit board" to "local mass transit."

**DRAFT**

\* **MOTION** by Mr. Howard to approve the Meeting Summary.

\*\* **SECONDED** by Ms. Dillon Carried **UNANIMOUSLY**

## 7. Action Items

### 7a. **Community Transportation Coordinator (CTC) Evaluation:**

A presentation of the results of the annual evaluation of the CTC in meeting the needs of the transportation disadvantaged population.

Ms. Lathou noted that the LCB is required by the State to conduct an annual evaluation of the CTC consisting of both qualitative and quantitative analyses. She outlined the performance measures used in the evaluation and explained that the LCB is also required to establish an annual percentage goal increase for the number of trips provided by public transit. Ms. Lathou presented the results of the evaluation, which indicated that the CTC and Community Transit met or exceeded all applicable standards in addition to eliciting a high level of customer satisfaction. She concluded with the recommendation that the LCB set an annual percentage goal increase of 10 percent for the number of trips provided.

\* **MOTION** by Vice Chairwoman Hensley to approve the CTC Evaluation.

\*\* **SECONDED** by Mr. Dadiomoff Carried **UNANIMOUSLY**

### 7b. **Trip and Equipment Grant Allocation and Trip Rate:**

A review of the acceptance of funding from the Florida Commission for the Transportation Disadvantaged and modification to the rate of reimbursement.

Ms. Sessing indicated the total project cost for the upcoming fiscal year as \$871,286 and explained the various sources of funding contributing to that amount. She noted that the reimbursement rate for wheelchair trips would be increasing to \$27.68 from the current rate of \$27.62, while the ambulatory rate would increase from \$16.11 to \$16.15.

\* **MOTION** by Ms. Dorismond to accept and approve the Trip and Equipment Grant Allocation and Trip Rate.

\*\* **SECONDED** by Mr. Dadiomoff Carried **UNANIMOUSLY**

**DRAFT**

- 7c. Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Annual Update:** A review of the annual update to the TDSP/Coordinated Plan, which addresses the transportation needs of older adults, persons with disabilities, low income persons, and children at risk.

Ms. Lathou explained that one of the LCB's responsibilities was to approve a Transportation Disadvantaged Service Plan every five years, with annual updates required for the interim years. She identified the persons typically served as part of the TD program and then described some of the services offered before explaining the purpose and requirements of the TDSP. Ms. Lathou outlined a number of components of the TDSP, highlighted several changes made to the TDSP for 2020, and noted that the update had to be approved by roll call vote.

**A roll-call vote was conducted and showed unanimous approval of the TDSP/Coordinated Plan Annual Update with the following members assenting: Commissioner Cathy Townsend, Nelson Merchan-Cely, Stacy Malinowski, Kathryn Hensley, Marie Dorismond, Dalia Dillon, Danielle Jones, Robert Dadiomoff, Roje Gonzalez, Kevin Howard, and Milory Senat.**

## **8. Discussion Items**

- 8a. Transportation Disadvantaged (TD) Voluntary Dollar Awareness Program:** Presentation of the campaign to increase TD voluntary dollar contributions in St. Lucie County.

Ms. Lathou explained the origin and purpose of the Voluntary Dollar Program as well as how donations are collected and subsequently distributed. She noted that the voluntary dollar contributions to the TD Trust Fund in St. Lucie County had historically been minimal, with \$27 collected during the most recent reporting period. Ms. Lathou highlighted several potential strategies to increase awareness of the program, including radio spots, social media outreach, press releases, and poster placement, and then presented a flyer developed by TPO staff to be inserted into utility, property tax and vehicle registration mailings. She thanked Ms. Harrison for providing graphics for the flyer.

Chairwoman Townsend complimented the staff for their enthusiastic work on the awareness campaign and offered to communicate with



County and City administrators regarding the development of press releases, public service announcements, and other efforts.

Ms. Dorismond noted that some Commission for the Transportation Disadvantaged staff had at one time placed Voluntary Dollar Program messaging in their email signature blocks and suggested that perhaps local agency employees could do the same.

Ms. Lathou indicated that she would send a PDF of the local Voluntary Dollar Program flyer to the LCB members and alternates.

**8b. Florida Transportation Plan (FTP) Update:** Presentation by the Florida Department of Transportation (FDOT) of the FTP Update.

Ms. Pietrowski began the presentation by explaining the FTP along with its significance to statewide transportation planning efforts. She described the FTP's scope in terms of vision, policy and implementation, outlined its seven goals, and noted several of the FTP's stakeholders before presenting a number of trends likely to affect the Florida transportation system in the future. She provided a timeline for the FTP's development and concluded with information on how to get more involved in the process.

**9. FDOT Comments – None.**

**10. Recommendations/Comments by Members – None.**

**11. Staff Comments –** Mr. Buchwald and Ms. Lathou each thanked the members for their participation, patience and support amid the challenges presented by the current public health crisis.

**12. Comments from the Public –** Ms. Auzenne described the hardships faced by kidney dialysis patients as a result of the interruption of Community Transit's service on holidays and during monthly Friday afternoon staff training sessions. Mr. Rodriguez stated that the monthly in-service training would henceforth be split into morning and afternoon sessions to allow paratransit to serve dialysis patients. Ms. Dekle added that Community Services had submitted a budget request to County administration to enable transportation for dialysis

patients whenever the dialysis centers were open. Chairwoman Townsend suggested that Mr. Rodriguez and Ms. Dekle individually discuss the matter further with Ms. Auzenne.

**13. Next Meeting:** The next LCB meeting is scheduled for 2:00 pm on Wednesday, August 26, 2020.

**14. Adjourn –** The meeting was adjourned at 3:00 pm.

Respectfully submitted:

Approved by:

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Rachel Harrison  
Recording Specialist

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Commissioner Cathy Townsend  
Chairwoman

**DRAFT**

## **Appendix L**

### **TDSP/Coordinated Plan LCB Roll Call Vote & Plan Certification**

**Transportation Disadvantaged Service Plan/Coordinated Plan  
Local Coordinating Board  
Roll Call Vote**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Cathy Townsend	X		
Elderly Community	Carolyn Niemczyk			X
Disabled Community	Alan Love			X
Citizen Advocate	Nelson Merchan-Cely	X		
Citizen Advocate/User	Tamika Butts			X
Children At Risk	Jim Dwyer			X
Economically Disadvantaged	Stacy Malinowski	X		
Public Education	Kathryn Hensley	X		
FL Dept. of Transportation	Marie Dorismond	X		
FL Dept of Children & Families	Vacant			
FL Dept of Elder Affairs	Dalia Dillon	X		
FL Dept of Vocational Rehabilitation	Danielle Jones	X		
FL Dept of Health Care Admin	Vacant			
Regional Workforce Board	Joe Azevedo			X
Veterans Community	Robert Dadiomoff	X		
Local Mass Transit	Roje Gonzalez	X		
Private Transportation Industry	Deidre Butler			X
Local Medical Community	Kevin Howard	X		
Agency for Persons with Disabilities	Milory Senat	X		

The St. Lucie County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on May 6, 2020.

May 6, 2020

Date



Cathy Townsend  
Chairwoman

Approved by the Florida Commission for the Transportation Disadvantaged:

Date

David Darm  
FCTD Executive Director

## **Appendix M**

### **St. Lucie County LCB Membership Certification**



## St. Lucie County Local Coordinating Board Membership Certification

Name: St. Lucie Transportation Planning Organization  
 Address: 466 SW Port St. Lucie Boulevard, Suite 111  
 Port St. Lucie, Florida 34953

The St. Lucie Transportation Planning Organization (Transportation Disadvantaged Designated Official Planning Agency) hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 42-2.012(3), FAC does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

SIGNATURE: Peter Buckwald, TPO Executive Director DATE: 5/12/2020

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
Chair	Cathy Townsend	None	Indefinite
Elderly Community	Carolyn Niemczyk	Nancy Hess	Indefinite
Disabled Community	Alan Love	Malcolm Harris-Gowdie	Indefinite
Citizen Advocate	Nelson Merchan-Cely	None	Indefinite
Citizen Advocate/User	Tamika Butts	None	Indefinite
Veterans Community	Robert Dadiomoff	Joseph Lusardi	Indefinite
Economically Disadvantaged	Stacy Malinowski	Dorothy Cobb	Indefinite
Public Education	Kathryn Hensley	Marty Sanders	Indefinite
FL Dept. of Transportation	Marie Dorismond	Wibet Hay	Indefinite
FL Dept. of Children & Families	Vacant		Indefinite
FL Dept. of Vocational Rehab	Lorena Reikenis	Danielle Jones	Indefinite
FL Dept. of Elder Affairs	Dalia Dillon	Nancy Yarnall	Indefinite
FL Agency for Health Care Administration	Vacant		Indefinite
Children At Risk	Jim Dwyer	Ronda Cerulli	Indefinite
Private Transportation Industry	Deidre Butler	John Williams	Indefinite
Local Mass Transit	Roje Gonzalez	David Rodriguez	Indefinite
Local Medical Community	Arlease Hall	Kevin Howard/Ronda Cerulli	Indefinite
Agency for Persons with Disabilities	Milory Senat	Mary Edwards	Indefinite
Workforce Development Board	Joe Azevedo	Tracey McMorris	Indefinite