

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

### Regular Meeting

Wednesday, November 3, 2021  
2:00 pm

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#### Public Participation/Accessibility

**Participation in Person:** Public comments may be provided in person at the meeting. Persons who require special accommodations under the Americans with Disabilities Act (ADA) or persons who require translation services (free of charge) should contact the St. Lucie TPO at 772-462-1593 at least five days prior to the meeting. Persons who are hearing or speech impaired may use the Florida Relay System by dialing 711.

**Participation by Webconference:** Using a computer or smartphone, register at <https://attendee.gotowebinar.com/register/3872463878428356363>. After the registration is completed, a confirmation will be emailed containing instructions for joining the webconference. Public comments may be provided through the webconference chatbox during the meeting.

**Written and Telephone Comments:** Comment by email to [TPOAdmin@stlucieco.org](mailto:TPOAdmin@stlucieco.org); by regular mail to the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida 34953; or call 772-462-1593 until 1:00 pm on November 3, 2021.

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### AGENDA

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Roll Call/Self-Introductions**
4. **Comments from the Public**
5. **Approval of Agenda**
6. **Approval of Meeting Summary**
  - *September 22, 2021 Regular Meeting*
7. **Action Items**
  - 7a. **Election of Vice Chairperson:** The Vice Chairperson for 2022 will be elected.  
**Action:** *Nominate candidates and elect a Vice Chairperson.*

- 7b. 2022 Meeting Schedule:** The dates and times of LCB meetings for 2022 will be determined.

**Action:** *Approve the 2022 Meeting Schedule, approve with conditions, or do not approve.*

- 7c. 2021 Annual Operating Report (AOR):** The results of the 2021 Annual Operating Report (AOR) which summarizes trip-related statistics for the coordinated system will be reviewed.

**Action:** *Approve the 2021 AOR, approve with conditions, or do not approve.*

## **8. Discussion Items**

- 8a. Unified Planning Work Program (UPWP) Call for Projects:** TPO staff will initiate a discussion of projects proposed for the TPO's next two-year business plan.

**Action:** *Discuss and provide comments to Staff.*

- 8b. Advantage Ride Program Report:** The CTC will report statistics on Advantage Ride a program to increase transportation options for persons with intellectual or developmental disabilities.

**Action:** *Discuss and provide comments to Staff.*

## **9. Recommendations/Comments by Members**

## **10. Staff Comments**

## **11. Comments from the Public**

- 12. Next Meeting:** The next St. Lucie LCB meeting is a regular meeting scheduled for 2:00 pm on Wednesday, February 16, 2022 subject to approval of the 2022 meeting schedule.

## **13. Adjourn**

### **NOTICES**

The St. Lucie TPO satisfies the requirements of various nondiscrimination laws and regulations including Title VI of the Civil Rights Act of 1964. Public participation is welcome without regard to race, color, national origin, age, sex, religion, disability, income, or family status. Persons wishing to express their concerns about nondiscrimination should contact Marceia Lathou, the Title VI/ADA Coordinator of the St. Lucie TPO, at 772-462-1593 or via email at lathoum@stlucieco.org.

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Items not included on the agenda may also be heard in consideration of the best interests of the public's health, safety, welfare, and as necessary to protect every person's right of access. If any person decides to appeal any decision made by the St. Lucie TPO Advisory Committees with respect to any matter considered at a meeting, that person shall need a record of the proceedings, and for such a purpose, that person may need to ensure that a verbatim record of the proceedings is made which includes the testimony and evidence upon which the appeal is to be based.

**Kreyòl Ayisyen:** Si ou ta renmen resevwa enfòmasyon sa a nan lang Kreyòl Aisyen, tanpri rele nimewo 772-462-1593.

**Español:** Si usted desea recibir esta información en español, por favor llame al 772-462-1593.



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

**REGULAR MEETING**

**Date:** Wednesday, September 22, 2021

**Time:** 2:00 pm

**Location:** St. Lucie TPO  
 Coco Vista Centre  
 466 SW Port St. Lucie Boulevard, Suite 111  
 Port St. Lucie, Florida

**MEETING SUMMARY**

**1. Call to Order**

Vice Chairwoman Niemczyk called the meeting to order at 2:15 pm.

**2. Pledge of Allegiance**

Vice Chairwoman Niemczyk led the Pledge of Allegiance.

**3. Roll Call**

Self-introductions were made, and a quorum was noted.

**Members Present**

Carolyn Niemczyk, Vice Chair  
 Joe Azevedo  
 Dorothy Cobb  
 Marie Dorismond  
 Kevin Howard  
 Marty Sanders  
 Anna Santacroce  
 Milory Senat  
 Shakera Smith

**Representing**

Elderly Community  
 CareerSource Research Coast  
 Economically Disadvantaged  
 FDOT  
 Local Medical Community  
 Public Education  
 Citizen Advocate/User  
 APD  
 Vocational Rehabilitation

**Others Present**

Kyle Bowman  
 Peter Buchwald  
 Marceia Lathou (via web)  
 Rachel Harrison  
 Lakeshia Brown  
 Deidre Butler (via web)  
 Stephen Cooper (via web)  
 Adolfo Covelli  
 Consuela Cruz  
 Murriah Dekle (via web)  
 Krupa Gajjar  
 Malcom Harris-Gowdie (via web)  
 John Irvine (via web)

Nelson Merchan-Cely (via web)  
 Anthony Rodriguez  
 Emily Thomason (via web)  
 Caroline Valentin (via web)

**Representing**

St. Lucie TPO  
 St. Lucie TPO  
 St. Lucie TPO  
 Recording Specialist  
 MV Transportation  
 Private Transportation Industry  
 Stephen Cooper & Assoc.  
 St. Lucie County  
 Total Real Estate Consultants  
 St. Lucie County  
 FDOT  
 Disabled Community  
 Florida Commission for the  
 Transportation Disadvantaged  
 Citizen Advocate  
 MV Transportation  
 Jarrett Walker + Associates  
 St. Lucie County

**4. Comments from the Public – None.****5. Approval of Agenda**

\* **MOTION** by Mr. Howard to approve the agenda.

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

**6. Approval of Meeting Summary**

- May 5, 2021 Regular LCB Meeting

\* **MOTION** by Ms. Senat to approve the Meeting Summary.

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

**7. Action Items**

**7a. By-Laws Update:** A review of the annual update of the By-Laws, which provide a framework for the operation of the LCB.

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Mr. Buchwald introduced Ms. Lathou, who described how the By-Laws govern the operation of the LCB. She indicated that the By-Laws had been reviewed by TPO staff and that no changes were being recommended for the current update.

\* **MOTION** by Ms. Dorismond to approve the FY 2021/22 By-Laws.

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

**7b. Grievance Procedures Update:** A review of the annual update of the Grievance Procedures, which are used in dispute resolutions regarding the provision of transportation disadvantaged services, and the consideration of appointments to the Grievance Committee.

Mr. Buchwald introduced Ms. Lathou, and she explained the Grievance Procedures as consisting of a two-step process. She indicated that no changes to the Procedures were presently being recommended and then noted the current membership of the Grievance Committee, which included a vacancy left by the departure of an LCB member the previous year.

Discussion ensued regarding who should join Vice Chairwoman Niemczyk and Stacy Malinowski on the Grievance Committee, with Vice Chairwoman Niemczyk suggesting the vacancy be filled by a representative of the School Board. Ms. Lathou noted that the Grievance Procedures were very rarely initiated, in part due to the many opportunities the public had for their concerns to be heard by the LCB. Mr. Sanders recommended that Debbie Hawley serve as the third member and indicated that he would serve as her alternate.

\* **MOTION** by Ms. Senat to approve the FY 2021/22 Grievance Procedures and appoint Vice Chairwoman Niemczyk, Stacy Malinowski, and Debbie Hawley as members of the Grievance Committee, with Mr. Sanders acting as Ms. Hawley's alternate.

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

**7c. Coordination Agreements:** A review of coordination agreements with transportation providers as presented by the Community Transportation Coordinator (CTC).

Mr. Buchwald introduced the agenda item and invited Ms. Dekle to continue. Ms. Dekle explained that the LCB annually approves Community Transportation Coordinator (CTC) agreements for

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organizations providing transportation trips within the County. She described how such organizations receive funding and how they facilitated the County's efforts to provide trips for specific transportation disadvantaged communities. Ms. Dekle summarized the Florida statutes regulating the CTC's activities and noted that the agencies being proposed as providers for the current fiscal year had all been approved for a CTC agreement the year prior.

In response to Ms. Dorismond's question, Ms. Dekle explained that IMoveU, Inc. had completed all the necessary documentation for a CTC agreement and had been included with the rest of the contractors seeking approval.

\* **MOTION** by Ms. Dorismond to approve the coordination agreements.

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

**7d. Transit Route Optimization Study Draft Choices & Concept Report:** A presentation of alternative bus network designs described in the Transit Route Optimization Study Draft Choices & Concept Report.

Mr. Buchwald described the purpose of the Transit Route Optimization Study (TROS) and introduced Ms. Dekle, who elaborated on the CTC's motivations for initiating the Study. She asked the LCB members to provide feedback on the options to be presented and their vision for the transit system in the future before inviting Ms. Thomason to make the presentation. Ms. Thomason began by further explaining the rationale for the Study along with the tasks completed during its first phase. She detailed the two concepts being proposed, one aimed more toward frequency and ridership and the other toward coverage, and then outlined the success measures of proximity and access. Ms. Thomason presented several diagrams illustrating the differences in travel time and coverage between the existing network and the individual concepts and concluded with the next steps in the process.

Vice Chairwoman Niemczyk referenced the Amazon fulfillment center being built on Midway Road as well as several new boatbuilding businesses relocating to St. Lucie Boulevard, asking how such future employment hubs were accounted for during the transit planning process. Ms. Dekle indicated that the existing Transit Development Plan had included such development but that additional service would be needed to accommodate future growth. She explained how the Board of County Commissioners had enabled service improvements in the past through support from the County's General Fund and noted the need for

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a discussion regarding future funding to help guide transit planning decisions. Ms. Dekle further noted that the Transit Division had been coordinating with Amazon to include a bus stop in the site plan, subsequently explaining some of the challenges surrounding the service on St. Lucie Boulevard, where many 24-hour businesses were located.

In answer to Vice Chairwoman Niemczyk's question, Ms. Dekle described the process required to change a bus route, noting that doing so would remove service from somewhere else. At Vice Chairwoman Niemczyk's request, Ms. Dekle affirmed that the employment growth being projected for the Kings Highway corridor would be incorporated into the TDP.

Discussion then turned to the LCB's preferred alternative, with Mr. Sanders commenting on the challenge of balancing the competing needs of frequency and coverage. He expressed a reluctance to reduce the number of routes, citing recent requests from the public to add routes, and suggested that frequency be increased as funding became available in the future. Ms. Senat likewise commented on recent requests to add bus stops, noting that transit users would become used to the transit schedule. Mr. Sanders indicated that the School Board had adjusted the work hours of employees commuting by transit to better accommodate the bus schedule. Several members agreed with the need to maintain coverage, with Ms. Dorismond remarking that many transit users could not afford private transportation. She inquired how users would get to work if their routes were discontinued, and Mr. Buchwald explained that there would be no replacement service in the absence of additional funding.

Mr. Buchwald noted that a coverage-oriented transit network often resulted in a perception of empty buses, which in turn negatively affected the pursuit of funding, a situation that would likely inhibit efforts to increase route frequency. In response to Mr. Azevedo's question, Mr. Buchwald explained that other TPO committees had declined to recommend one alternative over another in favor of further consideration. He elaborated on the funding considerations that were driving the issue and emphasized the importance of the LCB's input.

\* **MOTION** by Mr. Sanders to recommend acceptance of the Report and make no specific recommendation as to a preferred alternative while recognizing the need to maintain coverage and increase ridership as funding becomes available.

\*\* **SECONDED** by Ms. Dorismond

Carried **UNANIMOUSLY**

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## **8. Discussion Items**

### **8a. ADA Assessment of Bus Stops and Intermodal Stations:**

Review of a plan that outlines the County's compliance with Americans with Disabilities Act (ADA) requirements for bus stop boarding and alighting areas and transportation facilities.

Mr. Buchwald introduced the agenda item and invited Mr. Covelli to continue. Mr. Covelli described a number of features required to be included in ADA-compliant transit facilities. He explained that the St. Lucie County Transit Division had contracted with consultant Stephen Cooper to evaluate the County's bus stops and intermodal transfer stations for the purpose of completing an ADA assessment and transition plan. He outlined the goals of the evaluation and concluded with an overview of the transition plan.

In response to Vice Chairwoman Niemczyk's requests, Mr. Covelli indicated that he would share his contact information with the members and notify the LCB of upcoming public input opportunities.

Ms. Santacroce inquired about the specific disabilities the evaluation would address, and Mr. Covelli, together with Mr. Sanders, elaborated on the physical transit facilities required by the ADA.

### **8b. Voting Conflicts of Interest:** Review of laws and regulations related to transactions or arrangements that could benefit a board or committee member on a personal level.

Mr. Buchwald explained that Florida law requires LCB members to receive training on and comply with the requirements of Florida statutes concerning voting conflicts of interest. He introduced Ms. Valentin, who described what comprised a conflict of interest according to the relevant statutes. She outlined the appropriate steps for a member to take in the event of a conflict of interest, as well as how to proceed if a member still wished to participate in the discussion of the matter.

### **8c. Transit Development Plan (TDP) Annual Progress Report:**

Review of the status of public transportation improvements outlined in the Transit Development Plan Major Update adopted in 2019.

Mr. Buchwald introduced the agenda item as well as Ms. Dekle, who began by summarizing the key accomplishments of the previous fiscal year. She provided both historical and current information regarding the

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Transit Division's revenue sources before presenting various ridership statistics for the transit services offered in the County. Ms. Dekle highlighted several community benefits of transit in support of the County's vision, noted the estimated annual MSTU cost per household for 2021, and concluded with a number of upcoming initiatives.

In response to Mr. Sanders' question, Ms. Dekle indicated that the Transit Division had experienced a loss of less than ten percent of total revenue after going fare-free. She noted the intent to continue the fare-free service for the present but remarked that a fare may be reintroduced in the future. Mr. Sanders asked whether the revenue stream had followed the rise in the County's gross taxable value during the preceding decade. Ms. Dekle replied in the affirmative but noted that the millage rate had only been increased once during that time.

- 9. Recommendations/Comments by Members** – In response to Vice Chairwoman Niemczyk's comment, Mr. Buchwald noted that members could email any ideas to him or Ms. Lathou in between LCB meetings. At Vice Chairwoman Niemczyk's request, Mr. Buchwald indicated that he would provide members with contact information for all of the meeting's presenters.

Mr. Bowman read a chat-box comment previously made by Mr. Harris-Gowdie regarding the Transit Route Optimization Study agenda item that expressed Mr. Harris-Gowdie's opinion on the importance of maintaining transit coverage for those who cannot afford private transportation.

- 10. Staff Comments** – Mr. Buchwald announced that the Jobs Express Terminal (JET) Ribbon-Cutting Ceremony had been held September 9. He described some of the JET's amenities and services and encouraged members to explore the facility.

Mr. Buchwald thanked the members for their participation and for their patience in light of both the technical difficulties experienced at the beginning of the meeting and the surprise fire alarm event.

Ms. Lathou announced that Mr. Merchan-Cely's organization Hispanics in Action had received a proclamation by the Board of County Commissioners in honor of National Hispanic Heritage Month.

- 11. Comments from the Public** – None.

- 12. Next Meeting:** The next St. Lucie LCB meeting is a regular meeting scheduled for 2:00 pm on Wednesday, November 3, 2021.
  
- 13. Adjourn –** The meeting was adjourned at 4:15 pm.

Respectfully submitted:

Approved by:

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Rachel Harrison  
Recording Specialist

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Commissioner Cathy Townsend  
Chairwoman



## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	November 3, 2021
<b>Item Number:</b>	7a
<b>Item Title:</b>	Election of Vice Chairperson
<b>Item Origination:</b>	Florida Commission for the Transportation Disadvantaged (FCTD)
<b>UPWP Reference:</b>	Task 3.8 – Transportation Disadvantaged (TD) Program
<b>Requested Action:</b>	Nominate candidates and elect a Vice Chairperson.
<b>Staff Recommendation:</b>	Because the proposed election of the Vice Chairperson meets the requirements of the LCB By-Laws and facilitates the conduct of business by the LCB, it is recommended that the LCB nominate candidates and elect a Vice Chairperson.

### **Attachment**

- Staff Report

## **MEMORANDUM**

**TO:** St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

**THROUGH:** Peter Buchwald  
Executive Director

**FROM:** Marceia Lathou  
Transit Program Manager

**DATE:** October 21, 2021

**SUBJECT:** **Election of Vice Chairperson**

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### **BACKGROUND**

The LCB By-Laws require the election of a Vice Chairperson each year. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting.

### **ANALYSIS**

The current LCB Vice Chairperson is Ms. Carolyn Niemczyk.

### **RECOMMENDATION**

Because the proposed election of the Vice Chairperson meets the requirements of the LCB By-Laws and facilitates the conduct of business by the LCB, it is recommended that the LCB nominate candidates and elect a Vice Chairperson.



## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	November 3, 2021
<b>Item Number:</b>	7b
<b>Item Title:</b>	2022 Meeting Schedule
<b>Item Origination:</b>	Florida Commission for the Transportation Disadvantaged (FCTD)
<b>UPWP Reference:</b>	Task 3.8 – Transportation Disadvantaged (TD) Program
<b>Requested Action:</b>	Approve the draft 2022 Meeting Schedule, approve with conditions, or do not approve.
<b>Staff Recommendation:</b>	Because the draft 2022 Meeting Schedule meets the requirements of Florida law and facilitates the conduct of business by the LCB, it is recommended that the draft 2022 Meeting Schedule be approved.

### **Attachments**

- Staff Report
- Draft 2022 Meeting Schedule

## **MEMORANDUM**

**TO:** St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

**THROUGH:** Peter Buchwald  
Executive Director

**FROM:** Marceia Lathou  
Transit Program Manager

**DATE:** October 21, 2022

**SUBJECT:** **2022 Meeting Schedule**

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### **BACKGROUND**

As required by Florida law, the LCB meets at least quarterly at accessible locations as required by the Americans with Disabilities Act (ADA).

### **ANALYSIS**

LCB meetings generally are held on Wednesdays, once a quarter. Although all LCB meetings are open to the public, the LCB traditionally also schedules an annual public hearing and training workshop to coincide with the first, regular LCB meeting of the year to comply with Florida statutes. In 2022, the first regular LCB meeting, annual public hearing, and training workshop are scheduled for Wednesday, February 16, 2022.

### **RECOMMENDATION**

Because the draft 2022 Meeting Schedule meets the requirements of Florida law and facilitates the conduct of business by the LCB, it is recommended that the draft 2022 Meeting Schedule be approved.

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**Local Coordinating Board for the Transportation Disadvantaged (LCB)  
2022 Meeting Schedule**

<u>Date</u>	<u>Type</u>
February 16, 2022	Annual Public Hearing/ Regular Meeting
May 4, 2022	Regular Meeting
August 17, 2022	Regular Meeting
November 16, 2022	Regular Meeting

**Meeting Notes**

LCB meetings generally start at 2:00 p.m.  
Meetings are subject to change and/or cancellation.

**Location**

In-person meetings generally are held at the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida.

**NOTICES**

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Kreyol Ayisyen: Si ou ta renmen resevwa enfòmasyon sa a nan lang Kreyòl Ayisyen, tanpri rele nimewo (772) 462-1593.

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## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	November 3, 2021
<b>Item Number:</b>	7c
<b>Item Title:</b>	2021 Annual Operating Report (AOR)
<b>Item Origination:</b>	Community Transportation Coordinator (CTC)
<b>UPWP Reference:</b>	Task 3.8–Transportation Disadvantaged Program
<b>Requested Action:</b>	Approve the 2021 AOR, approve with conditions, or do not approve.
<b>Staff Recommendation:</b>	Because the AOR assists the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged in monitoring the performance of Florida’s coordinated system, it is recommended that the 2021 Annual Operating Report be approved.

### **Attachments**

- TPO Staff Report
- CTC Staff Report



## **MEMORANDUM**

**TO:** St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

**THROUGH:** Peter Buchwald  
Executive Director

**FROM:** Marceia Lathou  
Transit Program Manager

**DATE:** October 21, 2021

**SUBJECT: 2021 Annual Operating Report (AOR)**

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### **BACKGROUND**

Each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR) to the Florida Commission for the Transportation Disadvantaged (FCTD). The FCTD uses each CTC's operating data to provide a statewide operational profile of the Florida Coordinated Transportation System and to evaluate performance aspects of the System. The FCTD also uses data collected to substantiate the need to seek additional funds.

### **ANALYSIS**

The St. Lucie County Transit Division performs the daily functions of the CTC in St. Lucie County. Transit Division Staff prepares the AOR and submits it to the FCTD for incorporation into the State's reporting system. The AOR is prepared using information provided by the contracted public transportation provider and coordination contractors.

### **RECOMMENDATION**

Because the AOR assists the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged in monitoring the performance of Florida's coordinated system, it is recommended that the 2021 Annual Operating Report be approved.

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TO: Members of the Local Coordinating Board

THROUGH: Diana Wesloski, Community Services Department Director *DW*  
Murriah Dekle, Transit Division Director *MSD*

FROM: Cathi Petagno, Transit Senior Program Specialist

DATE: October 20, 2021

SUBJECT: Florida Commission for the Transportation Disadvantaged (FCTD)  
2021 Annual Operating Report (AOR)

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**Background:**

In St. Lucie County, the Board of County Commissioners is the designated Community Transportation Coordinator. As such, the Transit Division prepares and submits the Annual Operating Report (AOR) as required by the Florida Commission for the Transportation Disadvantaged (FCTD). The data contained within the report is one of the many factors incorporated into the allocation formula for the Trip and Equipment Grant, which provides funding for transportation-disadvantaged individuals.

Annually, the County compiles a multitude of trip-related data such as the number of passengers, trip purpose, revenues, expenses, etc. all of which is contained in the attached AOR Detailed Summary Report for 20/21.

The data is generated from several sources including those agencies with current coordination agreements with the county, known as coordinated contractors. Coordinated contractors are contractually obligated to collect and report the information to the county and must maintain accurate records on a daily basis and transmit yearly reports.

**Analysis:**

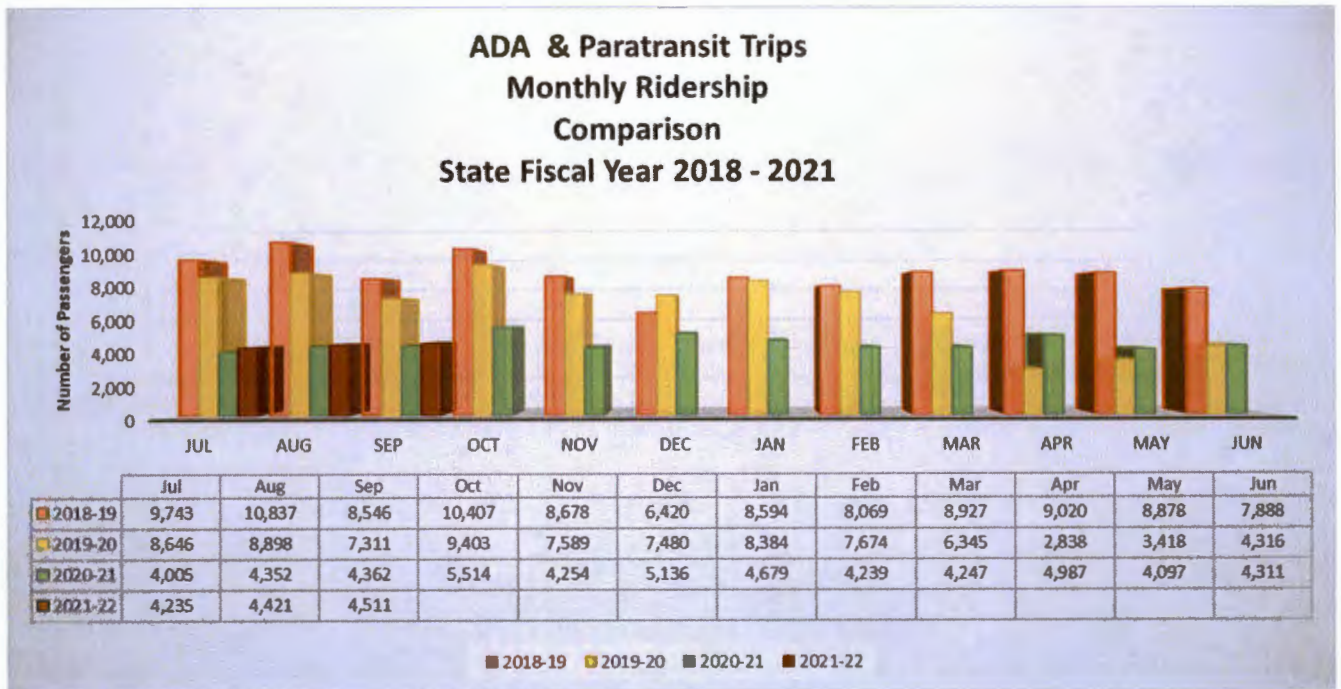
The figures below are a summary from the AOR, which is currently under review by the FCTD. For SFY 20/21, the St. Lucie CTC submitted the following:

- Master Contract Service Provider = 72,982 trips
- Coordinated Contractors = 35,762 trips
- Total trips = 108,744 trips

In fiscal year 20-21, the county’s TD ridership trends have slight dips and elevations due to the impact of the Covid-19 decline and resurgence. St. Lucie County is providing trips in compliance with the FTA mandates in place. The trip data above only reflects trips that qualify through the state Transportation Disadvantaged (TD) program.

A noteworthy change in how trips were recorded took place in July 2020. The previous vendor utilized a method of counting and reporting trips that included direct and indirect trips which included the use of a centralized hub between Port Saint Lucie and Fort Pierce. What is now counted as two trips, previously (with using the hub) causes the count to be recorded as four trips. By changing this methodology, St Lucie County is able to reduce the inflated number of trips reported in years past.

The St. Lucie County Transit system, which includes the fixed-route/ADA and paratransit has experienced decreases in overall ridership. The goal of any transit system is to maximize the use of the fixed-route and therefore, the overall decrease in TD trips is not alarming to the CTC.



**STAFF RECOMMENDATION:**

Staff recommends Board approval of the state fiscal year 20-21 Annual Operating Report with the ability to revise figures as requested by the CTD and authorize the Chair to sign all documents as approved by the county attorney.

County: Saint Lucie  
 CTC: St. Lucie County Board of County Commissioners  
 Contact: Muriiah S. Dekle  
 437 North 7th Street  
 Fort Pierce, FL 34950  
 772-462-3065  
 Email: [deklem@st.lucieco.org](mailto:deklem@st.lucieco.org)

Demographics	Number
Total County Population	0
Unduplicated Head Count	8,109



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	175,752	134,349	97,411
TNC	0	0	0
Taxi	710	3,301	11,333
School Board (School Bus)	0	0	0
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>176,462</b>	<b>137,650</b>	<b>108,744</b>

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	47,469	39,584	39,638
Employment	10,860	8,370	12,502
Ed/Train/DayCare	47,522	27,932	24,189
Nutritional	7,655	6,232	1,636
Life-Sustaining/Other	62,956	55,532	30,779
<b>TOTAL TRIPS</b>	<b>176,462</b>	<b>137,650</b>	<b>108,744</b>

Passenger Trips By Revenue Source	2019	2020	2021
CTD	40,494	33,660	47,174
AHCA	253	34,913	200
APD	52,412	697	22,377
DOEA	3,950	2,950	829
DOE	269	0	0
Other	79,084	65,430	38,164
<b>TOTAL TRIPS</b>	<b>176,462</b>	<b>137,650</b>	<b>108,744</b>

Trips by Provider Type	2019	2020	2021
CTC	0	0	0
Transportation Operator	108,363	87,817	72,982
Coordination Contractor	68,099	49,833	35,762
<b>TOTAL TRIPS</b>	<b>176,462</b>	<b>137,650</b>	<b>108,744</b>

Vehicle Data	2019	2020	2021
Vehicle Miles	1,144,824	721,210	778,697
Roadcalls	60	41	97
Accidents	1	0	12
Vehicles	109	184	139
Drivers	145	110	144

Financial and General Data	2019	2020	2021
Expenses	\$ 3,790,772	\$ 3,899,934	\$ 2,280,222
Revenues	\$ 3,790,772	\$ 3,899,929	\$ 2,539,915
Commendations	10	16	45
Complaints	11	1	3
Passenger No-Shows	3,015	3,304	4,484
Unmet Trip Requests	9,319	5,081	5,762

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0.09	0.00	1.54
Miles between Roadcalls	19,080	17,590	8,028
Avg. Trips per Passenger	37.82	12.17	13.41
Cost per Trip	\$21.48	\$28.33	\$20.97
Cost per Paratransit Trip	\$21.46	\$28.68	\$19.90
Cost per Total Mile	\$3.31	\$5.41	\$2.93
Cost per Paratransit Mile	\$3.31	\$5.45	\$2.49



## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	November 3, 2021
<b>Item Number:</b>	8a
<b>Item Title:</b>	FY 2022/23 – 2023/24 Unified Planning Work Program (UPWP) Call for Planning Projects
<b>Item Origination:</b>	Unified Planning Work Program (UPWP)
<b>UPWP Reference:</b>	Task 1.2 – UPWP Development
<b>Requested Action:</b>	Discuss and provide comments to Staff.
<b>Staff Recommendation:</b>	Because comments received from the TPO Board and its Advisory Committees, the LCB, and the public will be incorporated into the draft UPWP, it is recommended that the draft UPWP be discussed and comments be provided to Staff.

### **Attachment**

- Staff Report

## **MEMORANDUM**

**TO:** St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

**THROUGH:** Peter Buchwald  
Executive Director

**FROM:** Marceia Lathou  
Transit Program Manager

**DATE:** October 21, 2021

**SUBJECT:** **FY 2022/23 – 2023/24 Unified Planning Work Program (UPWP) Call for Planning Projects**

---

### **BACKGROUND**

The Unified Planning Work Program (UPWP) is the two-year program of transportation planning activities supported by State and Federal funds undertaken by the TPO. The UPWP includes a description of the planning work and resulting products, who will perform the work, timeframes for completion, costs, and funding sources. The UPWP serves as the foundational document for carrying out the continuing, cooperative, and comprehensive transportation planning process within the TPO area.

The UPWP is required for the TPO to receive funding from the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), the Florida Commission for the Transportation Disadvantaged (FCTD), and the Florida Department of Transportation (FDOT).

Planning projects are included in the UPWP based on TPO priorities, the need to satisfy State/Federal requirements, and funding constraints. Projects may involve any aspect of surface transportation including roads, transit, bicycle/pedestrian, and the needs of the transportation disadvantaged.

The current UPWP for FY 2020/21 – FY 2021/22 ends on June 30, 2022. Therefore, it is necessary to initiate the development of the UPWP for FY 2022/23 – FY 2023/24.

## **ANALYSIS**

An initial discussion of the proposed FY 2022/23 – FY 2023/24 UPWP is requested at this time consisting of the identification and discussion of the planning priorities, tasks, projects, and activities that should comprise the proposed UPWP. The discussion should consist of the identification and discussion of the planning priorities, tasks, projects, and activities that should comprise the proposed UPWP. The Call for Projects is being announced to the public through social media and discussions at meetings.

The Call for UPWP Projects has already resulted in several project ideas which are proposed to be included in the draft FY 2022/23 – FY 2023/24 UPWP. These projects include:

- **Sustainable Transportation Plan** - planning for and encouraging less gasoline-dependent and single-occupancy methods of transportation.
- **Transit Development Plan Major Update** – assisting the St. Lucie County Transit Division in developing its strategic plan for the future bus network.
- **Community Profile Updates** – an update of the existing Community Profiles based on the most current U.S. Census data.
- **Transit Center Visioning Workshop** – an exploration of concepts to improve the public transportation system and to build consensus for funding strategies.
- **Transportation Performance Measures 2.0** – development of a UPWP task devoted to transportation and public transportation performance measures.

The draft UPWP will be submitted to various federal agencies for their review and comment, and a formal public comment period will be initiated. The TPO Board will review the draft UPWP for adoption at its April 2022 meeting.

## **RECOMMENDATION**

Because comments received from the TPO Board and its Advisory Committees, the LCB, and the public will be incorporated into the draft UPWP, it is recommended that the draft UPWP be discussed and comments be provided to Staff.



## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	November 3, 2021
<b>Item Number:</b>	8b
<b>Item Title:</b>	Advantage Ride Program Report
<b>Item Origination:</b>	Community Transportation Coordinator (CTC)
<b>UPWP Reference:</b>	Task 3.8–Transportation Disadvantaged Program
<b>Requested Action:</b>	Discuss and provide comments to Staff.
<b>Staff Recommendation:</b>	Because the Advantage Ride Program enhances mobility options for persons with intellectual or developmental disabilities and their caregivers, it is recommended that discussion ensue and comments be provided to Staff.

### **Attachments**

- TPO Staff Report
- CTC Staff Report
- Advantage Ride Treasure Coast Performance Report



## **MEMORANDUM**

**TO:** St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB)

**THROUGH:** Peter Buchwald  
Executive Director

**FROM:** Marceia Lathou  
Transit Program Manager

**DATE:** October 21, 2021

**SUBJECT: Advantage Ride Program Report**

---

### **BACKGROUND**

Through the Advantage Ride Program, transportation disadvantaged-eligible riders can travel throughout St. Lucie, Martin, Indian River, or Okeechobee Counties if the trip begins or ends in St. Lucie County. Advantage Ride started as a pilot program funded by a Commission for the Transportation Disadvantaged grant. St. Lucie County received the grant award because of Advantage Ride's focus on filling regional service gaps through innovative on-demand transportation service.

### **ANALYSIS**

The St. Lucie County Transit Division Staff will provide a status report on the Advantage Ride Program.

### **RECOMMENDATION**

Because the Advantage Ride Program enhances mobility for persons with intellectual or developmental disabilities and their caregivers, it is recommended that the Program be discussed and comments be provided to Staff.

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TO: Members of the Local Coordinating Board

THROUGH: Diana Wesloski, Community Services Department Director *DW*  
Murriah Dekle, Transit Division Director *MSD*

FROM: Adolfo Covelli, Transit Operations Manager

DATE: October 19, 2021

SUBJECT: Advantage Ride Program Report

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**Background:**

St. Lucie County Transit was awarded competitive funding to develop a pilot program branded as Advantage Ride. The objective of the program was to provide safe, reliable, and accessible transportation for persons with intellectual or developmental disabilities in the four-county area. The pilot program was funded by the State of Florida and administered by the Commission for the Transportation Disadvantaged (CTD).

The program officially began on November 1, 2020 and was slated to last through June 30, 2021. The St. Lucie Transportation Disadvantaged Service Plan identifies transportation priorities advocated for by various disability agencies including the Florida Developmental Disabilities Council, Florida Self-Advocates Network'D (FL SAND), etc.

The program started as a partnership with UZURV, an adaptable Transportation Network Company. UZURV recruited drivers who already worked in a helping profession. The Treasure Coast Advantage Ride training was being delivered live through advocacy groups and via webinar.

Prior to services being launched, St. Lucie County staff was contacted by CTD regarding a recent award for similar services to the Senior Resource Association (SRA) in Indian River and Martin Counties funded by the Florida Developmental Disability Council (FDDC). SLC was asked to partner with SRA and modify Advantage Ride to maximize available funding.

On February 2, 2021, the County entered into an agreement with Senior Resource Association, Inc. to coordinate transit services provided to residents. The program was funded in part by the Innovation and Service Development Grant Program administered by the Florida Commission for the Transportation Disadvantaged. As indicated from the FCTD, the funding for the Innovation and Service Development Grant Program was eliminated with the adoption of Senate Bills 100 and 1126 and another grant would not be awarded for July 1, 2021. The Transit Division identified other funding sources for the provision of trips under the agreement but had negotiated a revised rate schedule to continue the program with the available funding.

**Recommendation:**

This item is being presented for discussion. It is recommended that the LCB provide feedback on the report of the Advantage Ride Program that has increased transportation for persons with intellectual or developmental disabilities.

# Advantage Ride Treasure Coast Performance Report

## End of Year Report

August 2021

Prepared for: St. Lucie County



Prepared by:

Center for Urban Transportation Research at the University of South Florida

4202 East Fowler Avenue

Tampa, Florida 33620



**USF** UNIVERSITY OF  
SOUTH FLORIDA.

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## Acronyms

APD	Agency for Persons with Disabilities
CTD	Commission for the Transportation Disadvantaged
CTC	Community Transportation Coordinators
CUTR	Center for Transportation Research
ISD	Innovative Service Development
TD	Transportation Disadvantaged
TNC	Transportation Network Company
USF	University of South Florida

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## Background

The Florida Commission for the Transportation Disadvantaged (CTD) offers an Innovative Service Development (ISD) grant program for Community Transportation Coordinators (CTC) to provide services that achieve three legislative objectives:

- Increase a transportation disadvantaged (TD) person's access to and departure from job training, employment, health care and other life sustaining services;
- Enhance regional connectivity and cross-county mobility; or
- Reduce the difficulty in connecting TD persons to a transportation hub and from the hub to their final destination.

St. Lucie County CTC applied for an ISD grant to serve qualified individuals with Intellectual and Developmental Disabilities. Eligibility was confirmed by the Agency for Persons with Disabilities (APD) and the CTC in the county where the individual resides. To be qualified for service, individuals must reside in St. Lucie, Martin, Indian River or Okeechobee counties and seek service to or from St. Lucie County.

Eligible trips are on-demand or prescheduled trips provided by a transportation network company (TNC) to job training, employment, health care and other activities within and into St. Lucie County. Trips are scheduled through a call center. Initially the call center was operated by the TNC but in March 2021, a partnership with the Senior Resource Center resulted in a change to the scheduling process. Customers were directed to the SRA call center which assigned the trip to the TNC company. The primary focus was for job training and employment. Transportation was for direct, non-stop, door-to-door service and will be available seven days a week from 6:00 am - 8:00 pm.

On August 24, 2020, the Florida CTD awarded an ISD grant in the amount of \$225,000 to St. Lucie County CTC. The service was named Advantage Ride Treasure Coast and the grant application was for the period of August 24, 2020, to June 30, 2021 (11 months).

## Advantage Ride Treasure Coast Performance Metrics

Evaluating the Advantage Ride Treasure Coast service levels and characteristics provides St. Lucie County and the CTD an opportunity to examine ridership trends and service performance. At the onset of the project targeted performance measures were established to best assess the Advantage Ride Treasure Coast service. Initially the grant proposal anticipated 7,300 trips over a 12 month period. However, contracting delays with the CTD and the TNC provider resulted in reduced service delivered over the course of the project. Nevertheless, over the 8 months of service while the TNC was providing services with the enhanced on-demand service, the project was able to provide nearly 7,000 trips. The ISD Grant is intended to increase access to job training, employment, healthcare, and other life-sustaining activities. The Advantage Ride Treasure Coast service is designed to fulfill the ISD grant's objectives by increasing access through extended service hours and weekend service and providing cross county trips. The performance metrics demonstrate the extent of Advantage Ride Treasure Coast's impact towards the ISD objectives. The performance measures are divided into three categories: performance, service demand and customer satisfaction. The performance and service demand measures are derived from trip level itineraries. The customer satisfaction measures are based on customer surveys.



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**Transit Performance Measures:**

1. Ridership – Number of trips
2. Ridership – Number of unduplicated riders transported
3. On-Time Performance – Percentage of pickups made within the designated service window
4. Average Trip Lengths and Durations – Average length (miles) of trips provided  
an average duration (time) of trips provided

**Service Demand Measures:**

1. Trips by Time of Day
2. Trips by Day of the Week
3. Ambulatory versus Non-Ambulatory Trips

**Customer Satisfaction Measures:**

1. Ease of scheduling a ride
2. Reliable vehicles that arrive on schedule
3. Courteous, friendly, helpful, and sensitive drivers and call center personnel
4. Safe rider experience from pickup through arrival at the destination
5. Vehicle meets the accessibility needs of the rider

## Transit Performance

### *Ridership Trends*

The ridership analysis is based on trip level itineraries between November 1, 2020, and June 30, 2021. The analysis does not include all trips invoiced during the entire project period (August 24, 2020 – June 30, 2021). The analysis does not include 452 trips provided and invoiced between August 24, and October 31, 2020, by St. Lucie County CTC while the county was securing the RFP for the TNC service provider. Further, an additional 131 trips were invoiced and provided by St. Lucie County CTC between November 1, 2020, and June 30, 2021, when demand exceeded UZURV's capacity, that are not part of the analysis. The analysis is based on data provided by the TNC (UZURV) which contains all data required for the evaluation of the service quality and levels. The statistics, trends, and data in this report, reflect only the 5,509 trips of the 66 unique customers provided by UZURV. Figure 1 shows the daily ridership and the cumulative trend. The total trips per day increased dramatically with the average daily ridership growing over the eight-month period of service from 4.9 trips per day in November 2020 to 35.9 trips per day in June 2021. Figure 2 below shows the increase in average daily ridership as the program has progressed.

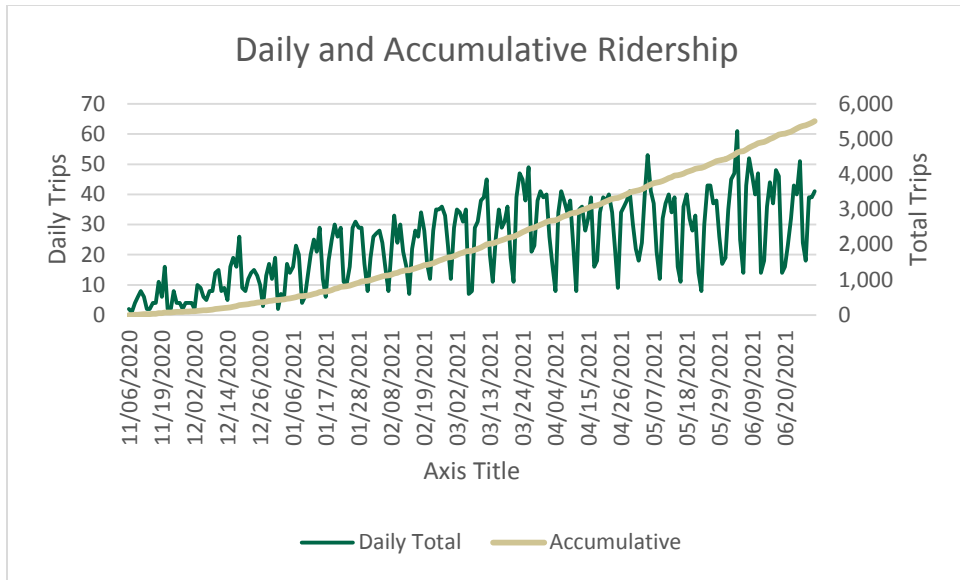


Figure 1: Ridership Trends

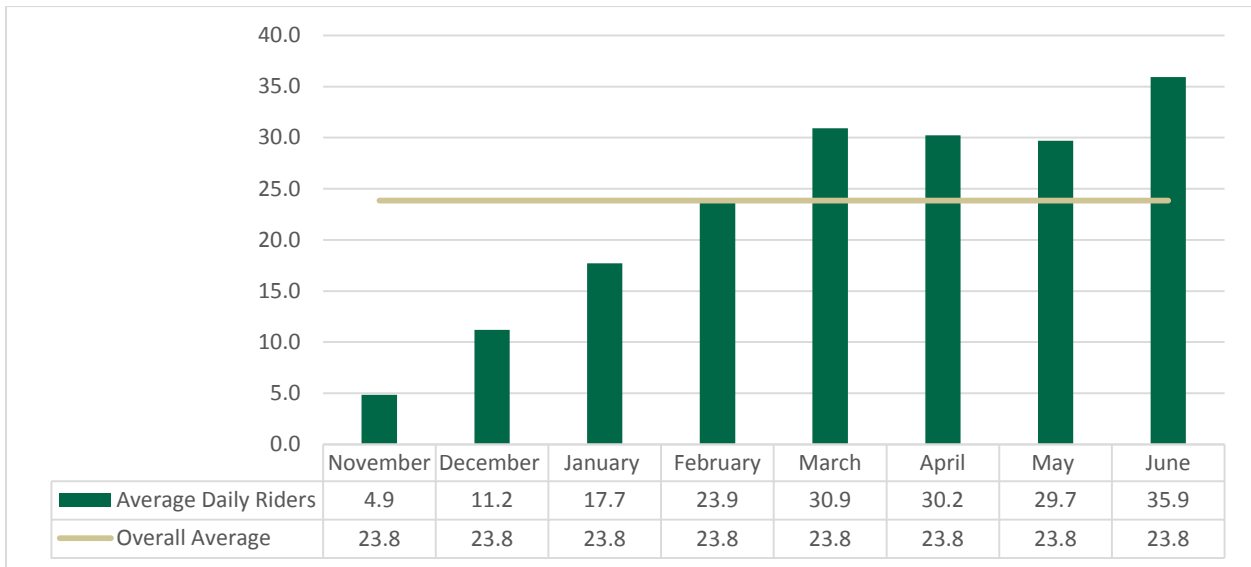


Figure 2: Average Daily Ridership

Advantage Ride Treasure Coast provided service across a 4-county region. Figure 3 shows the distribution of trips according to the trip’s county of origin. The overwhelming majority of trips (4,900 or 89%) originated in St. Lucie County.

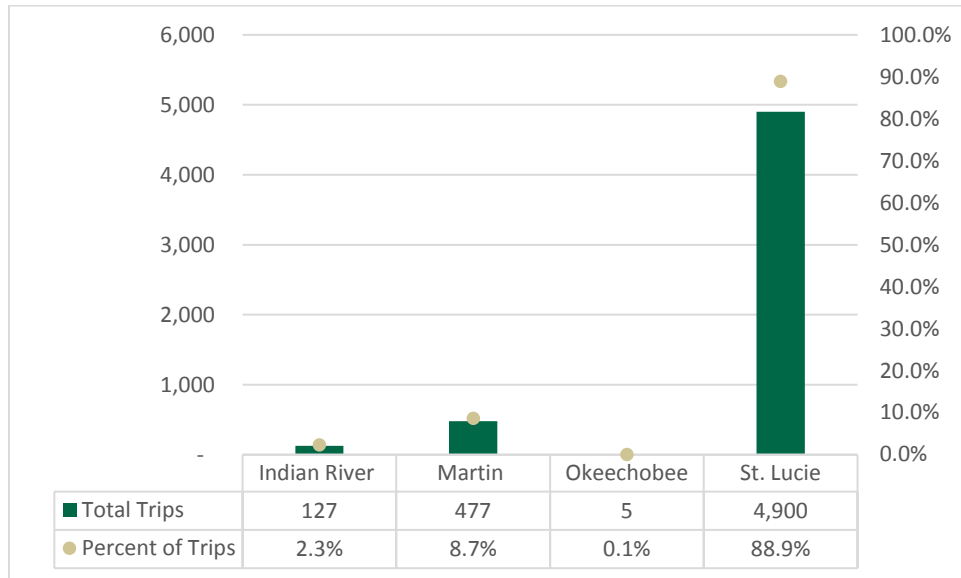


Figure 3: Trips by Location of Origin

### Travel Patterns

Table 1 shows the trip origins and destinations by county of the 5,509 trips that were provided between November 1, 2020, and June 30, 2021. St. Lucie County accounts for a vast majority of the trip origins and destinations (roughly 89%). Figure 4 illustrates the flows and volume of trips between the counties and the intra-county activity.

Table 1: Trip Origin and Destination by County

County		Origin County				Grand Total
		Indian River	Martin	Okeechobee	St. Lucie	
Destination County	Indian River	2			122	<b>124</b>
	Martin		38		451	<b>489</b>
	Okeechobee			1	3	<b>4</b>
	St. Lucie	125	439	4	4,324	<b>4,892</b>
Grand Total		<b>127</b>	<b>477</b>	<b>5</b>	<b>4,900</b>	<b>5,509</b>

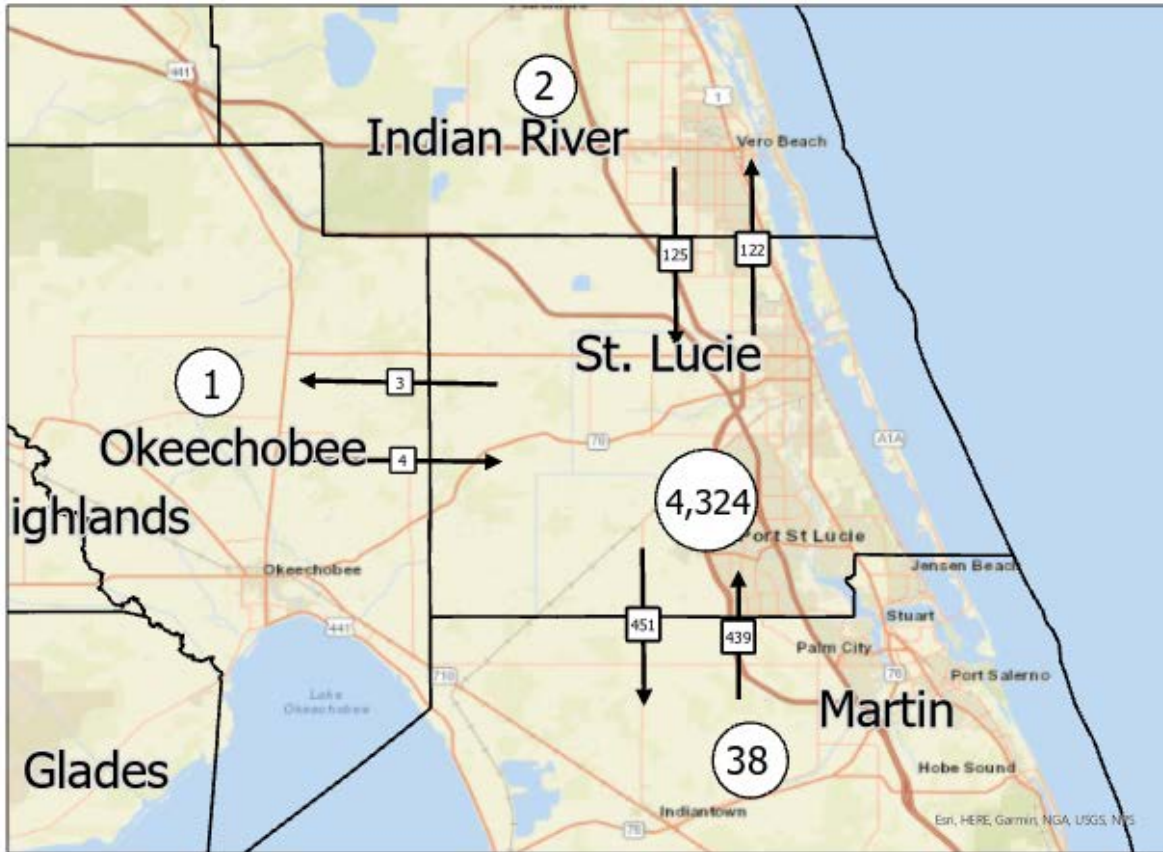


Figure 4: Advantage Rider Treasure Coast Flows

### On-Time Performance

Trips arriving early or no later than 30 minutes from the scheduled pick-up time are deemed on time. The overall on-time performance rate for Advantage Ride Treasure Coast was 95.6%. Ambulatory trips were on-time 96% of the time, while wheelchair accessible vehicle (WAV) trips were on-time 86.8% of the time. Figure 5 illustrates a breakdown of on-time performance of each service type.

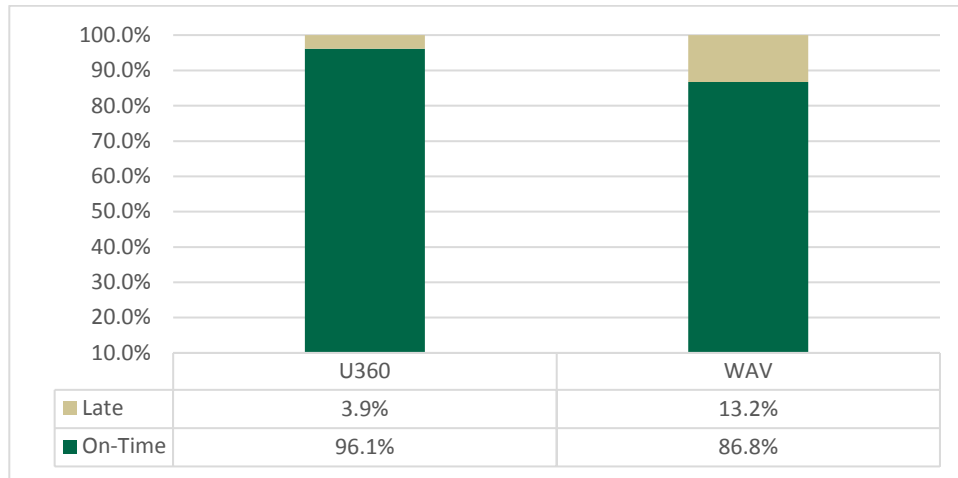


Figure 5: On-Time Performance by Service Type

### Average Trip Time and Distance

Figure 6 below shows average trip time and distance. The data are categorized by the county of trip origin. The overall systemwide average trip time was 19.2 minutes, and the overall systemwide average trip distance was 9.7 miles. Trips originating from Okeechobee County have the longest travel times and travel distances. St. Lucie County trips are the shortest and quickest, while Indian River and Martin Counties have trip times and distances in between the two extremes.

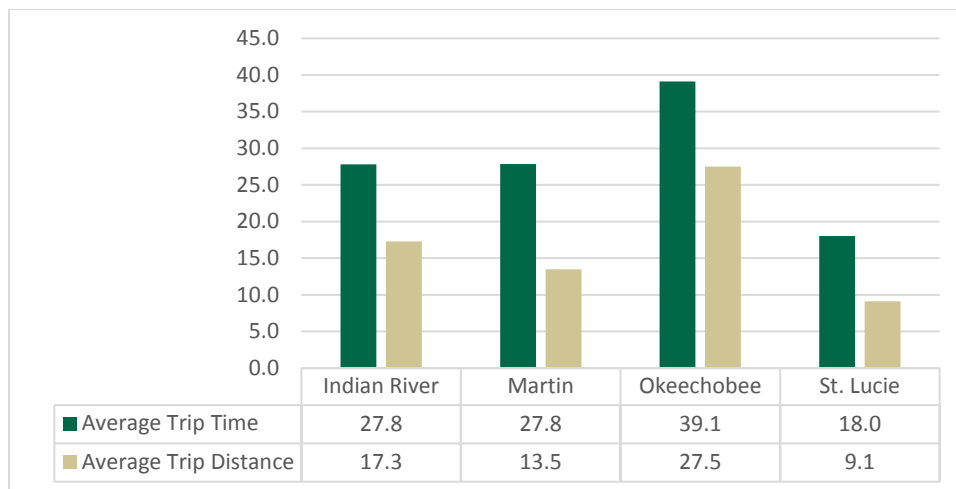


Figure 6: Average Trip Distance and Time

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## Service Demand

Service demand was examined in a number of ways. This included looking at the number of ambulatory versus non-ambulatory trips, time of day and days of the week that the service was used, and by looking at the stated trip purposes of the rides provided.

### ***Ambulatory vs. Non-Ambulatory Trips***

The distribution of ambulatory versus non-ambulatory trips reveals the level of demand for wheelchair service (non-ambulatory trips). As shown in Figure 7, most of the trips provided during the reporting period were ambulatory with the following rates: Indian River (98%), Martin (96%), St. Lucie (93%), and Okeechobee (80%).

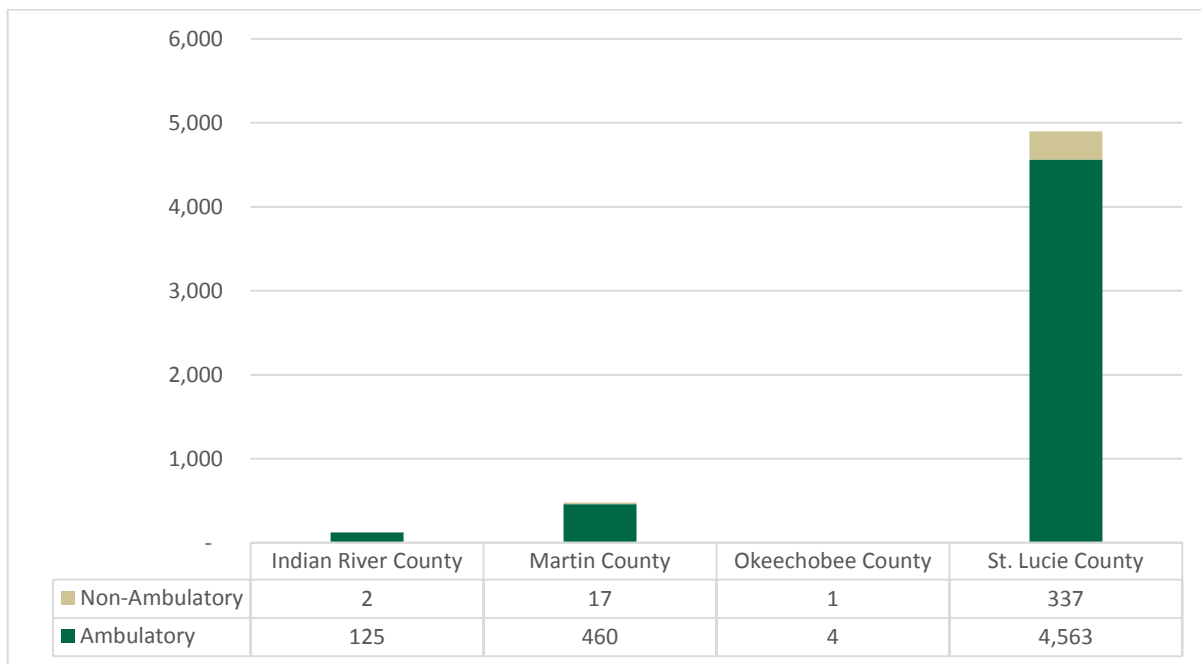


Figure 7: Ambulatory Status by County

### ***Trips by Day of the Week***

As stated before, there were 5,509 trips provided between November 1, 2020, and June 30, 2021. These trips were provided seven days a week. The activity levels by day of the week can be found in Figure 8 below. The greatest demand for service was on Wednesdays (998 trips) followed closely by Tuesdays, Thursdays, and Fridays (988, 977, and 954 trips, respectively). The number of trips on Mondays was surprisingly smaller than the other days of the week with only 779. Saturday trips were about half of the weekdays (484 trips) and Sunday trips were about one third of the weekdays (329 trips).

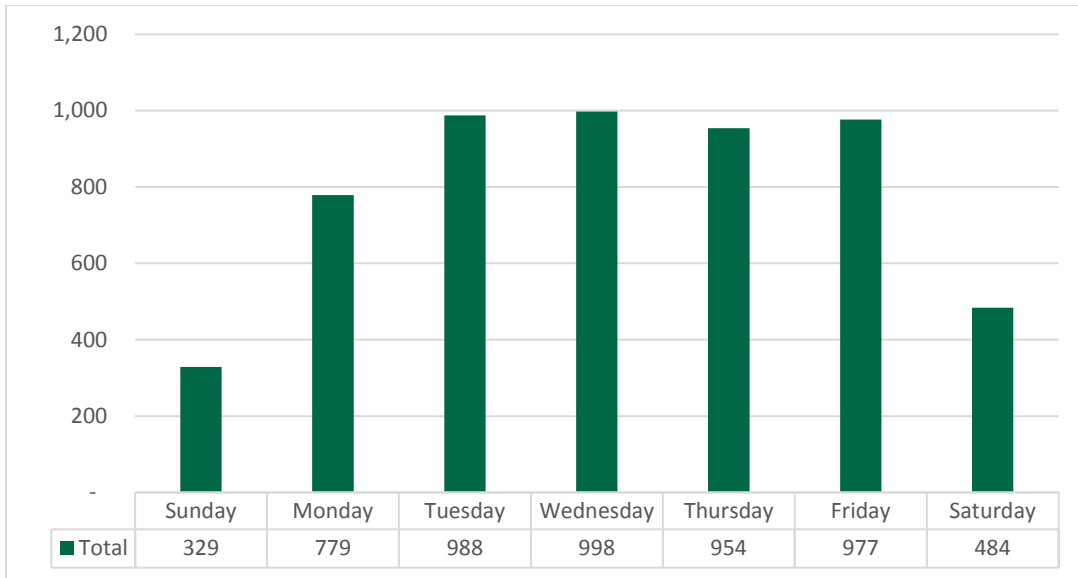


Figure 8: Trips by day of the Week

### *Trips by Time of Day*

Figure 9 illustrates the activity pattern of Advantage Ride Treasure Coast riders by the hour of the day. The distribution of trips by time of day was based on the time the trip was completed. The peak time of the day was in the afternoons between 2:00 and 3:00 p.m., with a smaller peak occurring between 7:00 and 11:00 a.m. in the morning. A vast majority of the trips (86%) occurred between the hours of 7:00 a.m. and 5 p.m.

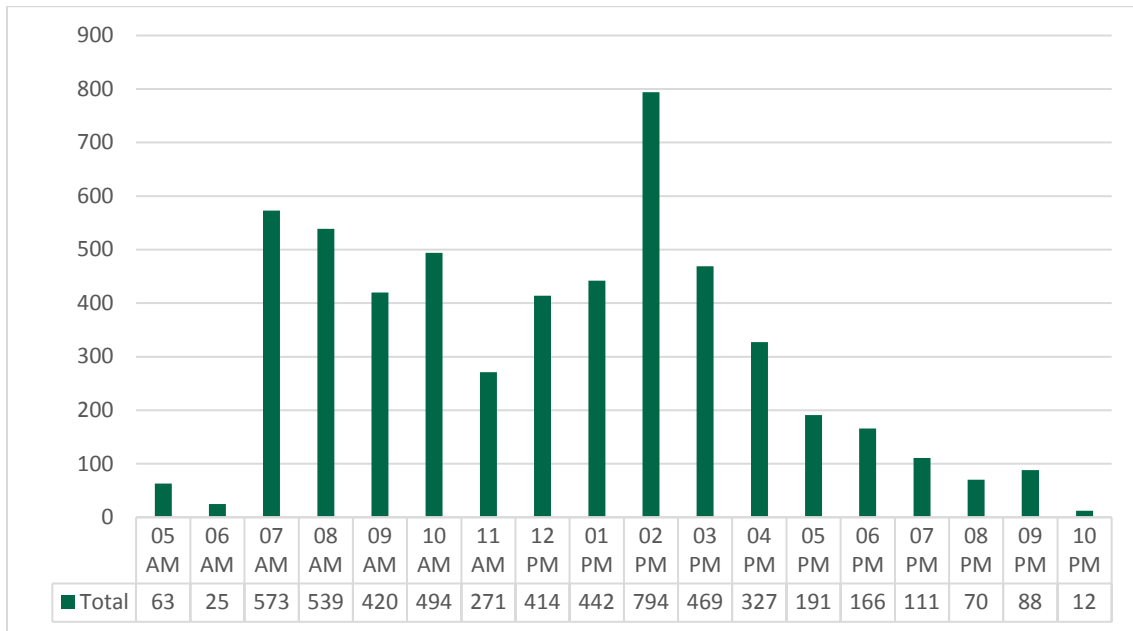


Figure 9: Trips by Time of Day

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## Customer Satisfaction

Customer satisfaction was measured through a mail back survey. There was a total of 60 surveys mailed out. Twenty-four (24) surveys were returned for a response rate of 40%.

### Question 1

The first question in the survey asked how the respondents heard about Advantage Ride. Of the 24 total respondents, 14 responded “Other”. A vast majority of the “Other” responses specified that they heard about the service through a friend, family member, social worker, or the agency that they frequent. This indicates that word about the system was travelling fast, and positive “word of mouth” resulted in more users who in turn referred others. Notification via email was the next most cited with 5 respondents, followed by the website and newsletter with 3 each. Text message and Flyer had 1 response each. See Figure 10 for the results.

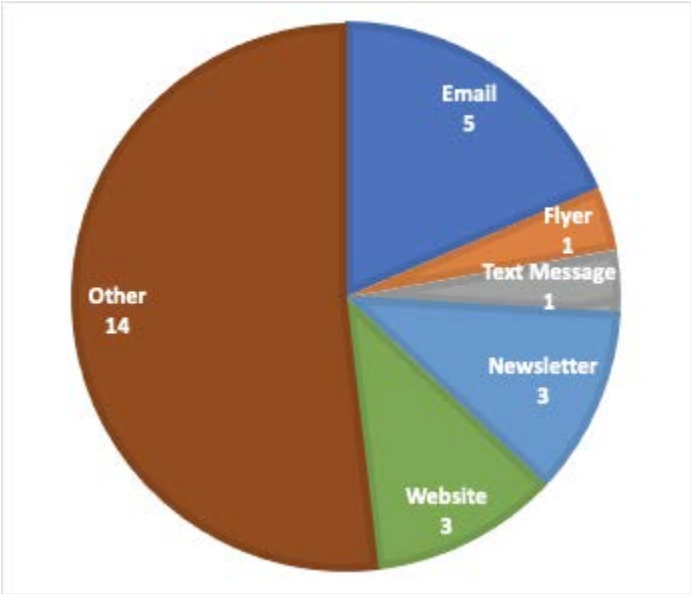


Figure 10: How did you hear about Advantage Ride?



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## Question 2

The second question asked respondents how they made cross county trips before using Advantage Ride. For this question, respondents were given the option to select multiple answers (all that apply). As a result, the total responses were 32, with some of the respondents selecting two or more answers. The most selected answer (44%) was “Rode with someone”, followed by “Did not take cross county trips” (25%). Public Transit was cited by 19% of respondents, with 6% selecting “other” and 3% each selecting “Uber/Lyft or other carsharing service” and “drove”. Those respondents that chose “other” specified their parents (which is technically rode with someone) and Humana transportation. See Figure 11 for the results.

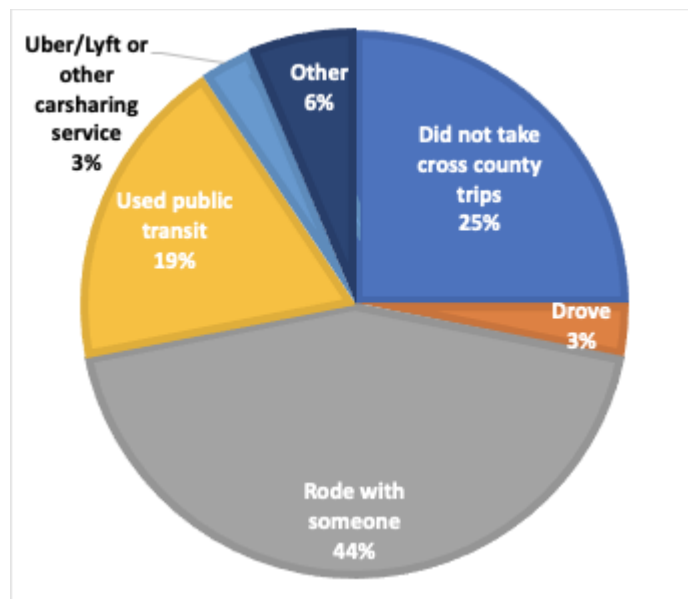


Figure 11: How did you make cross county trips before using Advantage Ride Treasure Coast?

## Question 3

Question 3 was similar to question 2, except it asked respondents how they made evening or weekend trips before using Advantage Ride. Like question 2, respondents were given the option to select multiple answers (all that apply). There was a total of 28 responses. The responses were similar to the responses received for question 2, with some variations. Once again, the most selected answer with 43% was “Rode with someone”. Where this one varied compared to question 2 was there were more respondents that chose “other” – 14%. Three of the four responses could have been labeled as “Rode with someone” which would have increased that percentage even higher. “Used public transit” was only cited by 2 respondents (7%). “Uber/Lyft or some other carsharing service” and “drove”, had 1 response each. See Figure 12 for the results.

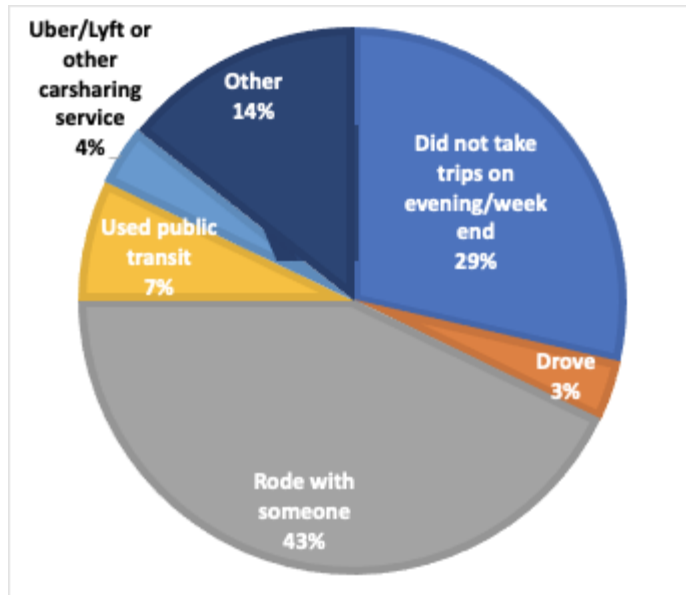


Figure 12: How did you make evening & weekend trips before using Adv. Ride Treasure Coast?

#### Question 4

Question 4 asked the respondents to rank 15 aspects of the Advantage Ride service on a scale from 1 to 5 with 1 being the worst or “very poor” and 5 being the best or “very good”. A rating of 2 was considered “poor”, a rating of 3 was considered “fair”, and a rating of 4 was considered “good”. The Advantage Ride service ranked very high among all respondents. Almost all of the individual scores were 4’s and 5’s. There was a single “1” score for “cross-county destinations” that brought that aspect’s average score down to a 4.5, which was the lowest of all the aspects rated. Quality of ride, door to door service, and overall satisfaction all ranked at a score of 4.9 which was almost perfect. It can be deduced from the results that the riders were extremely satisfied with all aspects of the Advantage Ride service. Figure 13 highlights the overall satisfaction rating.

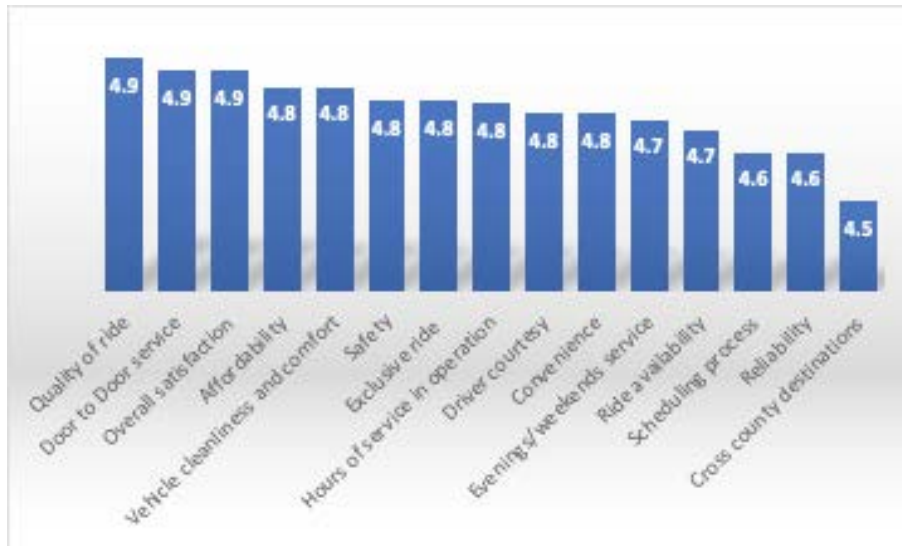


Figure 13: Rate the following aspects of the Advantage Ride Treasure Coast service

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### Question 5

Question 5 was an extension of Question 4. It asked respondents to rank the top three aspects of the service that were the most important to them. Aspects that were ranked 1<sup>st</sup> were assigned 3 points, aspects that were ranked 2<sup>nd</sup> were assigned 2 points, and aspects that were ranked 3<sup>rd</sup> were assigned 1 point. The points were then tabulated. The results are shown in Figure 14. Interestingly, Safety ranked significantly higher than any other aspect. This may imply that there is a conception by many that riding public transportation is inherently dangerous and the Advantage Ride riders felt safe comparatively. Ride availability, reliability, and door-to-door service ranked next highest. Four aspects were not mentioned as any respondent's top 3: Convenience, exclusive ride, quality of ride, and vehicle cleanliness and comfort. It is possible that those aspects are seen as more of a luxury and not a necessity.

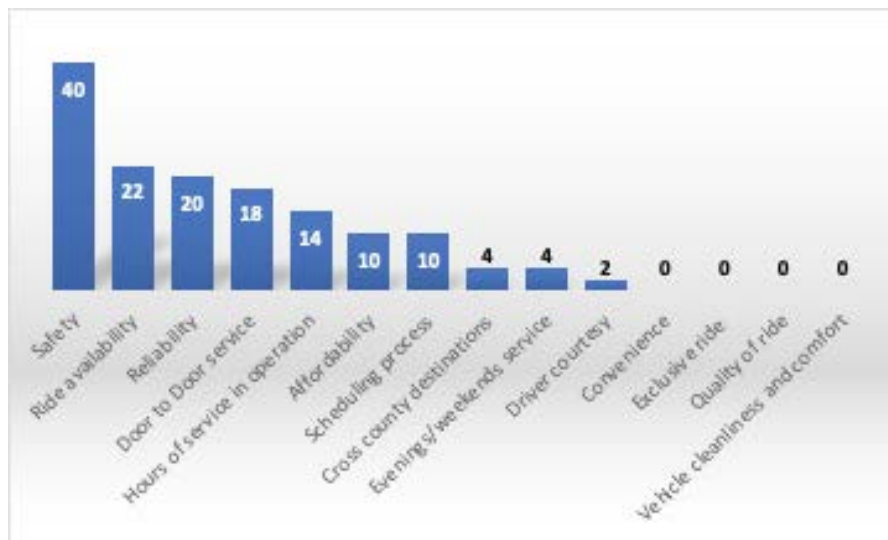


Figure 14: What are the 3 MOST important aspects of the Advantage Ride service?

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### Question 6

Question 6 was an open-ended question that allowed respondents to provide any additional comments about Advantage Ride. Of the 24 surveys returned, 17 of them responded with comments. Below are their responses grouped into categories:

#### Positive (13):

- I think highly of Advantage Ride - Treasure Coast. I wouldn't be able to work without them!
- I believe the services you provide are first rate. Thank you.
- Would recommend this valuable service to others.
- I am very happy to have this service. My mom works too much. I cannot go to my therapies if it wasn't for this ride.
- Love this program. It is a life-saver for me and my family.
- Good so far.
- The door-to-door service is excellent and very useful, helps out me and my family a lot. For someone who doesn't drive, this is a life saver!! The ease of use, advanced scheduling, and large coverage area, allows me to get to work on time, and live my life without always looking for and depending on parents or others for a ride. I don't know what I would do without it.
- It's a great company. They take me wherever I want to go.
- Very happy with service.
- Those other drivers always nice to me and I feel safe with them also get me to work on time.
- Love Barbara.
- Wonderful service.
- It was great using them and I plan to use them in the future.

#### Suggestions/Criticisms (4):

- The driver shouldn't be able to cancel a ride until a new ride is found for the client.
- I'm in hopes that all drivers are required to have a background check before employed.
- I need the van for clients in wheelchairs and they have been late 2x. Otherwise, very happy with service.
- Scheduling process needs to be more efficient to improve reliability.

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## **Advantage Ride Challenges/Lessons Learned**

The Innovation and Service Development grant program enabled St. Lucie County to pilot an on-demand service targeting work-based trips for individuals living with developmental disabilities. The results exceeded expectations and it positively impacted the community it served. Opportunities to gain insights from the experience and improve the execution of the program is a natural outgrowth of the effort to continuously improve the quality of services provided to CTD eligible customers.

The Advantage Ride program encountered multiple challenges which led to lessons learned that can improve the program's operations and administration of the service.

### ***Contracting and RFP***

The program was to begin on July 1, 2020. However, the funds were not made available until August 24<sup>th</sup>, 2020. This delay resulted in the program operating for 10 months instead of the full 12 months. Additionally, soliciting and selecting an on-demand service provider required an RFP that was not secured until November 1, 2020. This further delayed the implementation of an on-demand service which was a distinguishing feature of the project. Identifying opportunities to develop a partnership with an on-demand service provider simultaneously with the ISD grant award would have resulted in more trips and services that were lost during the RFP process.

### ***Eligibility Lists***

Rider eligibility was difficult to determine. A legacy database and vendor, that was being replaced, did not contain the most up-to-date records of eligible riders. Further, the Florida Agency for Persons with Disabilities (APD) did not share its list of eligible riders, hampering the program's ability to solicit and serve the intended customers. The program would have benefited if the eligibility process were established or straightforward.

### ***Leveraging Partnerships***

Some challenges were overcome through a partnership with the Senior Resource Center (SRA) that was providing similar services to the same population. The partnership streamlined the services and improved the utilization of the program. Further, SRA communicated with eligible customers and redirected them to the SRA call center which assigned rides to the TNC service that St. Lucie contracted. Initial confusion during the transition were overcome through a systematic communication strategy to reach all customers. The limited hours of service by SRA that ended service at 7:00 PM and did not provide Sunday service impacted customer's access to services. In these instances, the TNC provider was able to respond to service gaps with its call center and after hour and weekend services. Identifying mutually beneficial partnerships were key to the service's success and ultimately its continued support.

### ***Sustainability***

Due to the program's popularity and success, St. Lucie County was able to secure financial support from the BOCC to continue the program through a continued partnership with SRA. The partnership leveraged an existing grant, a reduced rate and widespread appeal of the program to gain the support of the St. Lucie County Board of County Commissioners (BOCC).

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**Appendix A Survey Instrument**

**Advantage Ride Treasure Coast Rider Survey**

The Advantage Ride Treasure Coast Program is a transportation disadvantaged service funded by the Florida Commission for the Transportation Disadvantaged. With this award, St. Lucie County and UZURV are partnering to enhance regional connectivity for persons with an intellectual or developmental disability by providing cross-county transportation between the counties in the Treasure Coast. This project provides cross-county transportation for the 4-county Treasure Coast area consisting of St. Lucie, Martin, Indian River, and Okeechobee counties. In addition, the project provides transportation after hours or on weekends when the Community Transportation Coordinator (CTC) for each respective county is not operating. As an Advantage Ride – Treasure Coast rider, your feedback is important to us. Please complete the following brief survey and return it to us using the self-addressed envelope provided.

1. How did you hear about the Advantage Ride – Treasure Coast Program?

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Email        | <input type="checkbox"/> Newsletter            |
| <input type="checkbox"/> Flyer        | <input type="checkbox"/> Website               |
| <input type="checkbox"/> Text Message | <input type="checkbox"/> Phone Call            |
| <input type="checkbox"/> Postcard     | <input type="checkbox"/> Other (specify) _____ |

2. How did you take cross county trips before using the Advantage Ride – Treasure Coast Program? Please select all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> Did not take cross county trips |  |
| <input type="checkbox"/> Drove                           | <input type="checkbox"/> Uber/Lyft or other carsharing service |
| <input type="checkbox"/> Rode with someone               | <input type="checkbox"/> Taxi                                  |
| <input type="checkbox"/> Used public transit             | <input type="checkbox"/> Other (specify) _____                 |

3. How did you make evening and/or weekend trips before using the Advantage Ride – Treasure Coast Program? Please select all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> Did not take trips in the evening and/or on the weekend |  |
| <input type="checkbox"/> Drove   | <input type="checkbox"/> Uber/Lyft or other carsharing service |
| <input type="checkbox"/> Rode with someone                                       | <input type="checkbox"/> Taxi                                  |

\_\_\_\_\_ Used public transit      \_\_\_\_\_ Other (specify) \_\_\_\_\_

4. In general, how would you rate each of the following aspects of Advantage Ride – Treasure Coast?

<i>Please circle the number that best reflects your opinion</i>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>
a. Hours of service in operation	5	4	3	2	1
b. Ride availability	5	4	3	2	1
c. Door to door service	5	4	3	2	1
d. Safety	5	4	3	2	1
e. Convenience (ease of use)	5	4	3	2	1
f. Affordability (cost)	5	4	3	2	1
g. Reliability (on-time)	5	4	3	2	1
h. Scheduling process	5	4	3	2	1
i. Access to cross county destinations	5	4	3	2	1
j. Access to transportation in evening and/or weekend hours	5	4	3	2	1
k. Exclusive ride (non-shared)	5	4	3	2	1
l. Quality of ride	5	4	3	2	1
m. Driver courtesy	5	4	3	2	1
n. Vehicle cleanliness and comfort	5	4	3	2	1
o. Overall satisfaction	5	4	3	2	1

5. Of the aspects in the table above (a-n), which ones are MOST IMPORTANT to you. List the letter of your top 3 in order of importance.

1<sup>st</sup> \_\_\_\_\_  
 2<sup>nd</sup> \_\_\_\_\_  
 3<sup>rd</sup> \_\_\_\_\_



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6. If you would like to provide any other comments about Advantage Ride – Treasure Coast, please use the space below:

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