



**ST. LUCIE LOCAL COORDINATING BOARD FOR THE
TRANSPORTATION DISADVANTAGED (LCB)
PUBLIC HEARING & TRAINING WORKSHOP**

Date: Wednesday, March 8, 2017

Time: 2:00pm

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

AGENDA

- 1. Call to Order**
- 2. Pledge of Allegiance**
- 3. Self-Introductions**
- 4. Opening Public Comment**
- 5. Florida Commission for the Transportation Disadvantaged (FCTD)/Local Coordinating Board (LCB) Overview**

TPO staff will present an overview of the FCTD and LCB.
- 6. Transportation Disadvantaged (TD)/Coordinated Transportation Overview**

The Community Transportation Coordinator (CTC) will present an overview of the coordinated transportation system.
- 7. TD Operator Overview on TD Services and Public Transportation**

Community Transit staff will present information regarding operations of the bus system.
- 8. Closing Public Comment**
- 9. Adjourn**

NOTICES

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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 LCB with respect to any matter considered at this 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.

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

Date: Wednesday, March 8, 2017

Time: 2:00pm; immediately following the Public Hearing/Training Workshop

Location: St. Lucie Transportation Planning Organization (TPO)
466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie

AGENDA

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Self-Introductions**
4. **Approval of Minutes**
 - *December 21, 2016 Regular Meeting*
5. **Comments from the Public**
6. **Approval of Agenda**
7. **Action Items**
 - 7a. **Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Minor Update:** The minor update of the TDSP/Coordinated Plan, which addresses the transportation needs of older adults, persons with disabilities, low-income persons, and children at risk, will be reviewed.

Action: Approve, approve with conditions, or do not approve.
 - 7b. **Community Transportation Coordinator (CTC) Evaluation Committee Appointments:** A committee of the LCB will be selected to assist with the annual evaluation of the CTC in meeting the needs of the transportation disadvantaged population.

Action: Appoint a CTC Evaluation Committee.

- 8. FDOT Comments**
- 9. Recommendations/Comments by Members**
- 10. Staff Comments**
- 11. Comments from the Public**
- 12. Next Meeting:** The next LCB meeting is scheduled for Wednesday, June 21, 2017, 2:00 pm, at the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida.
- 13. Adjourn**

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

Regular Meeting

DATE: Wednesday, December 21, 2016

TIME: 2:00 p.m.

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

MEETING SUMMARY

1. Call to Order

The meeting was called to order at 2:02 p.m.

2. Pledge of Allegiance

3. Self-Introductions/Roll Call

The roll call was taken via sign-in sheet. A quorum was noted with the following members in attendance:

Members Present:

Cathy Townsend, Chair
 Marie Dorismond
 Kathryn Hensley, Vice Chair
 Steve Palumbo
 Roy Brewer
 Stacy Malinowski
 Carolyn Niemczyk
 Jim Dwyer

Representing:

Elected Official, TPO-appointed
 Florida Department of Transportation, 4
 Public Education Community
 Florida Division of Voc Rehab
 Veteran's Community
 Economically Disadvantaged Community
 Elderly Community
 Children at Risk

Arlease Hall
Marianne Arbore

Local Medical Community
Community Transit

Others Attending:

Peter Buchwald
Marceia Lathou
Holly Woodcock
Natasha Serra
Don Jasmin
Ricardo Vazquez
Murriah Dekle
Beth Ryder
Heather Young
Jayne Pietrowski

Representing:

St. Lucie TPO
St. Lucie TPO
Recording Specialist
Gulfstream Goodwill Industries
Gulfstream Goodwill Industries
Martin MPO
St. Lucie County Mass Transit
St. Lucie County
St. Lucie County Attorney
FDOT

4. Approval of Meeting Summary

Approval-MOVED by Ms. Hensley to approve the minutes of the September 14, 2016 meeting.

**** SECONDED** by Carolyn Niemczyk and carried **unanimously**.

5. Comments from the Public - None

6. Approval of Agenda

* **MOTION – MOVED** by Ms. Hensley to approve the agenda.

**** SECONDED** by Carolyn Niemczyk. Carried **UNANIMOUSLY**

7. Action Items

7a. Election of Vice Chairperson: The vice chairperson for 2017 will be elected.

* **NOMINATION - MOVED** by Stacy Malinowski to nominate Kathryn Hensley to serve as the Vice Chairperson.

**** SECONDED** by Carolyn Niemczyk. The floor was opened for nominations.

DRAFT

- * **NOMINATION – MOVED** Roy Brewer to nominate himself.
- ** **SECONDED** by Cathy Townsend.
- ** A hand count was held and Ms. Hensley was re-elected 7 to 3.

7b. 2017 Meeting Schedule

March 8, 2017	Annual Public Hearing/ Regular Meeting
June 21, 2017	Regular Meeting
September 6, 2017	Regular Meeting
December 20, 2017	Regular Meeting

- * **MOTION – MOVED** by Mr. Dwyer to approve the meeting dates as set forth.
- ** **SECONDED** by Chairwoman Townsend. Carried **UNANIMOUSLY**

8. Discussion Items

8a. Transportation Connectivity/Complete Streets Studies:
Information on a study of transportation connectivity which gives residents more options to access major activity centers and a study of complete streets which support transportation connectivity will be presented.

Ms. Lathou explained the connectivity study as it relates to jobs, shopping and healthcare needs. The Transportation Connectivity Study Map will be overlain by the Complete Streets Study Map to identify gaps in transportation services. Areas such as downtown Fort Pierce, Tradition, St. Lucie West, Port St. Lucie City Hall, Port St. Lucie City Center and IRSC should be available to everyone. Activity center locations will also be overlain by bus route maps. The studies should be wrapped up by June, 2017. Mr. Palumbo asked if it could change existing bus route maps and Ms. Lathou responded that it possibly could. Mr. Brewer brought up damaged/blocked sidewalks on A1A and asked if the County was doing anything to repair them. Chairwoman Townsend said she would check into that.

8b. Direct Connect Rides Program: A concept to provide after-hours rides through taxi companies will be presented.

Mr. David Engel presented the Direct Connect Rides Program. A voucher system is being proposed to help people get to work, school and health care appointments. The target population to use the voucher system are people who are sixty plus years of age, physically disabled or income constrained. Partner agencies will sell vouchers and provide much needed staffing. The taxi carriers in the County will provide the service. The taxis will not be able to handle wheelchairs at this time. Ms. Hensley asked that consideration for wheelchair transport be considered for the future. Mr. Palumbo asked about the validity of the disability determination. Mr. Engel explained that Direct Connect will make that determination. Mr. Brewer asked if there was a tracking system in place to track the vehicles and the length of time they are being used. Mr. Engel stated not at this time, but there are several different kinds of software that can be used in the future to track the cars. He stated there will not be a central number to call. A person will buy his own voucher and make his own reservation. The Direct Connect Ride Program is scalable and can potentially open up into an expanded transportation network.

8c. Bike Share Program: The County's Bike Share Program will be described and proposed bike share locations will be presented.

Mr. Engel described the Bike Share Program. The County has received 2 bids from bike share companies. The goal is to have 45 bikes in 5 to 7 stations throughout St. Lucie County. The winning bike share bidder will provide turnkey level service, software and bike maintenance. The County is seeking input on the best places to locate the bike stations.

9. FDOT Comments

Ms. Jayne Pietrowski gave an overview of the Mobility Management Section 5310 grant. The managers will be working on a plan to expand available services and improve coordination of transportation services. Examples of projects they are working on include supporting a volunteer driver program; outreaching to human service agencies and increasing service planning, such as new Sunday paratransit service. The two mobility managers were introduced: Natasha Serra and Don Jasmin. Ms. Pietrowski asked if a slot could be made on future LCB agendas so the managers could report on both plans and progress and receive input.

10. Recommendations/Comments by Members

Mr. Brewer said it was very nice to see the new bus shelters with seating. Chairwoman Townsend complimented the Board for their service.

Ms. Lathou also thanked the Board for their support and Mr. Brewer for the delicious fruit arrangement.

11. Staff Comments-none

12. Comments from the Public—none

13. Next Meeting: The next meeting will be a public hearing and regular meeting on March 8, 2017, 2:00 pm, at the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida.

14. ADJOURN - The meeting was adjourned at 3:30 pm.

Respectfully Submitted:

Approved by:

Holly Woodcock
Recording Specialist

Cathy Townsend
Chairwoman

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	March 8, 2017
Item Number:	7a
Item Title:	Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Minor Update
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the TDSP/Coordinated Plan Minor Update, approve with conditions, or do not approve.
Staff Recommendation:	Because the draft 2017 TDSP/Coordinated Plan Minor Update is consistent with state and federal guidelines, it is recommended that the draft 2017 TDSP/Coordinated Plan be approved with changes as indicated.

Attachment

- Staff Report
- 2017 TDSP/Coordinated Plan Minor Update

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: February 17, 2017

SUBJECT: **Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Minor Update**

BACKGROUND

The Florida Transportation Disadvantaged (TD) Program was created to ensure the delivery of efficient, cost-effective and quality transportation services for TD persons. TD persons are those who cannot obtain transportation on their own, either because of a physical or mental disability, income limitations, or age. Locally, the TD planning program is administered by the St. Lucie Local Coordinating Board (LCB) with support provided by the St. Lucie Transportation Planning Organization (TPO).

The St. Lucie Transportation Disadvantaged Service Plan (TDSP) addresses the public transportation needs of the TD population in the TPO area. In September 2013, the most recent major update to the TDSP was jointly developed by staff from the TPO, the Community Transportation Coordinator (CTC), and the contracted public transportation provider, Community Transit, a division of the Council on Aging of St. Lucie, Inc. (COASL). The TDSP covers a five-year period, with annual minor updates required for the interim years. The TDSP also fulfills the federal requirement for a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan).

ANALYSIS

Updates and amendments may occur in any one of the components of the TDSP; however, at a minimum, annual updates are required of the Needs Assessment, Goals, Objectives, and Strategies, Implementation Plan, and Cost/Revenue Allocation and Rate Structure Justification.

The 2017 TDSP/Coordinated Plan Minor Update shows the General TD Population in St. Lucie County is approximately 125,203 or 42% of the total population and the Critical Need TD Population is approximately 11,582. The above TD population percentages and forecasted future trends are consistent with the 2013 Major Update estimates. Therefore, the Needs Assessment; Goals, Objectives, and Strategies; Implementation Plan; and Cost/Revenue Allocation and Rate Structure Justification were updated but not significantly changed as part of the 2017 TDSP Minor Update.

Changes were made to the 2017 TDSP Minor Update to reflect the addition of a survey of Mustard Seed Ministries clients, the taxi cab voucher program, bike share project, and coordination with the FDOT mobility management program. These changes are shown on pages 24, 26, 27, 43, 46, 88, and 92 of the document.

RECOMMENDATION

Because the draft 2017 TDSP/Coordinated Plan Minor Update is consistent with state and federal guidelines, it is recommended that the draft 2017 TDSP/Coordinated Plan be approved with changes as indicated.



St. Lucie County Transportation Disadvantaged Service Plan (TDSP) Minor Update

A Coordinated Public Transit-Human Services Transportation Plan

Prepared by:

St. Lucie Transportation Planning Organization (TPO)

St. Lucie County Community Services Department

Community Transit

March 2017

TITLE VI STATEMENT: 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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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, and includes elderly, low-income, and disabled persons and at-risk children.

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 Major Update covers a five-year period with annual minor updates required for years two through five. The initial 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, 2013, therefore the following report is a TDSP minor update.

This TDSP Minor Update 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 Minor Update 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. Community Transportation Coordinator Designation Date/History

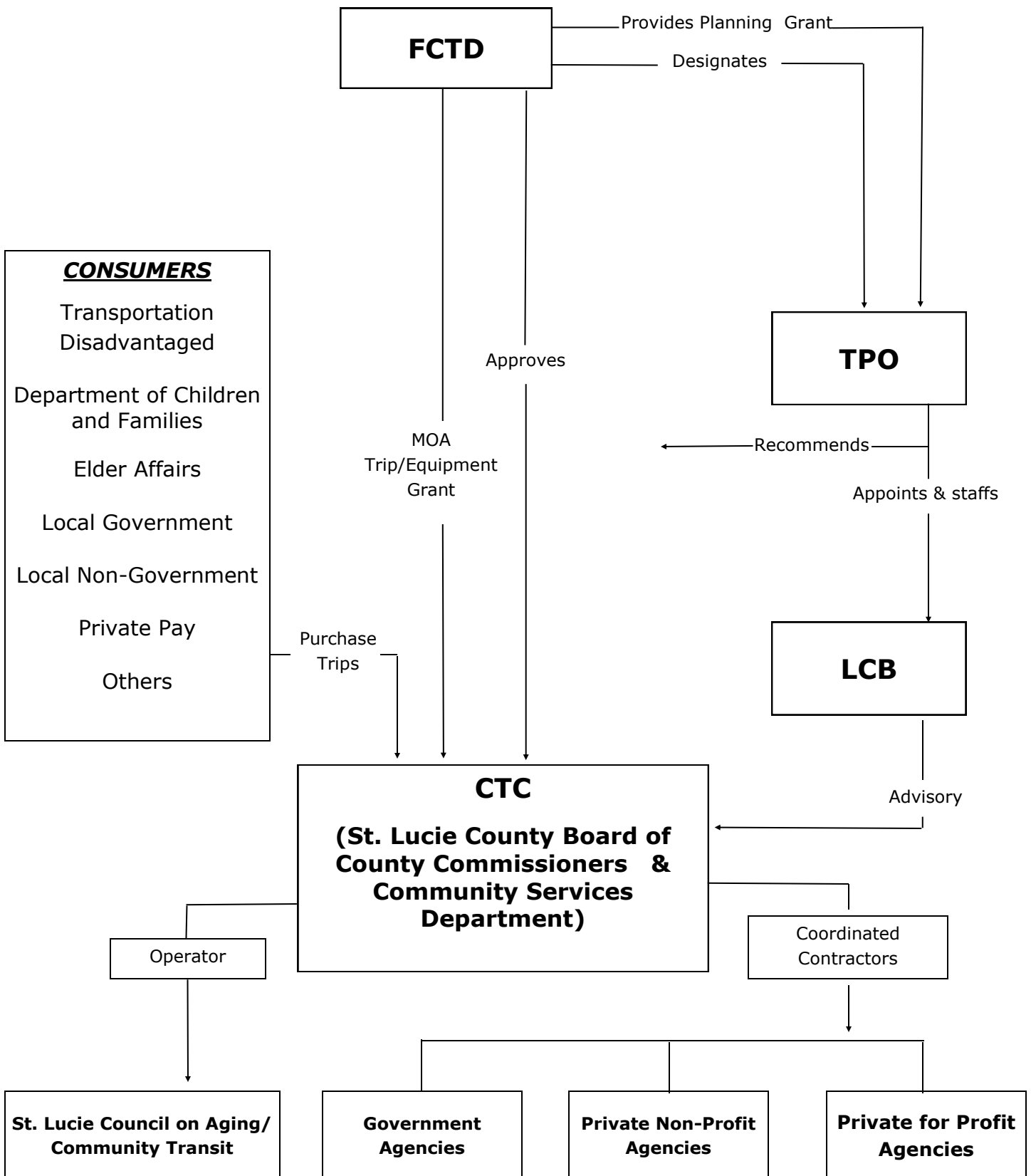
The St. Lucie Board of County Commissioners (BOCC) has been the designated CTC since 1990. The County, through its Community Services Department, contracts with Community Transit/COASL to provide public transportation and transportation disadvantaged services.

In 2013, 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 Transportation Disadvantaged Services



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. Below is a list of the documents as well as brief descriptions of selected goals, objectives, and policies related to transit.

- St. Lucie County Comprehensive Plan
- City of Fort Pierce Comprehensive Plan
- City of Port St. Lucie Comprehensive Plan
- Go2040 St. Lucie Long Range Transportation Plan
- St. Lucie Transit Development Plan
- Transportation Improvement Program
- Treasure Coast Regional Planning Council Strategic Regional Policy Plan
- Commission for the Transportation Disadvantaged Five/Twenty Year Plan
- 2060 Florida Transportation Plan

St. Lucie County Comprehensive Plan (2010)

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 (2012)

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 (2011)

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 which 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.

2040 Long Range Transportation Plan (LRTP) - 2016

A review of all relevant local and regional transportation studies was conducted during the preparation of the 2040 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 (2014)

The St. Lucie County Bus Blueprint, St. Lucie County's 2015–2024 Transit Development Plan (TDP), is the strategic guide for public transportation in St. Lucie County over the next 10 years. 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 (FY 2016-17 to FY 2020-21)

The Transportation Improvement Program (TIP) prioritizes state- and federally-funded transportation projects for a 5-year time frame. This includes 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 (1995)

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.

Florida Commission for the Transportation Disadvantaged Five/Twenty Year Plan (2005)

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.

2060 Florida Transportation Plan (2010)

The Vision Element of the Florida Transportation Plan describes the vision for Florida's transportation system over the next 50 years. The Plan supports efficient and reliable mobility for people and freight as well as more transportation choices.

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, the Transportation Coordination Network (TCN), the Treasure Coast Transit Meetings (TCTM), and South Florida Commuter Services (SFCS). 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 TCN is a collaborative of social service agencies and transportation providers. The TCTM is a quarterly meeting of Indian River, Martin, and St. Lucie transit and human services transportation staff. SFCS promotes ride sharing and transit use to improve the public's access to jobs and job training.

The TDSP was prepared with input from the general public which was gathered through meetings with the above-mentioned partners and at the annual LCB public hearing in March 2017. At the public hearing an overview of the TD program and transit operations was provided and the TDSP mission statement, goals, and objectives were reviewed. Public notice was provided for both the public hearing and regular 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. Map 1 below is a location map. The TDSP study area is shown as Map 2.

Map 1: St. Lucie County Location



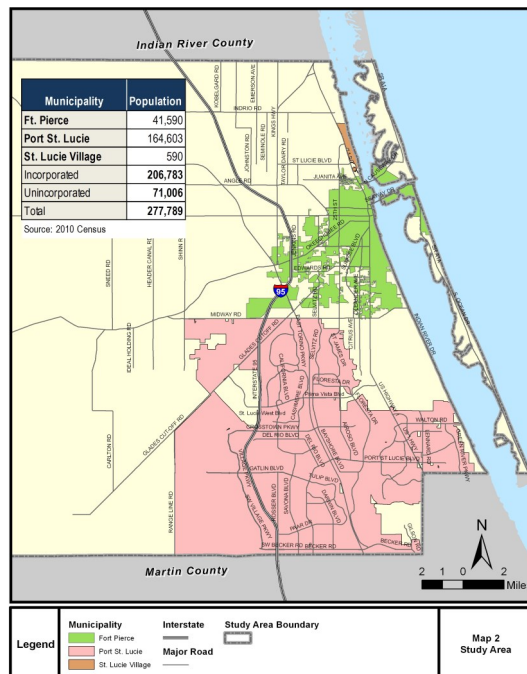
2. Demographics

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 area.

The City of Fort Pierce 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 is mostly low-density commercial development on the waterfront.

Map 2: TDSP Study Area



Source: St. Lucie County Bus Blueprint, Tindale-Oliver & Associates, Inc)

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 part 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 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. Map 3 shows the density of St. Lucie County in relationship to other Florida counties.

b. Population / Composition

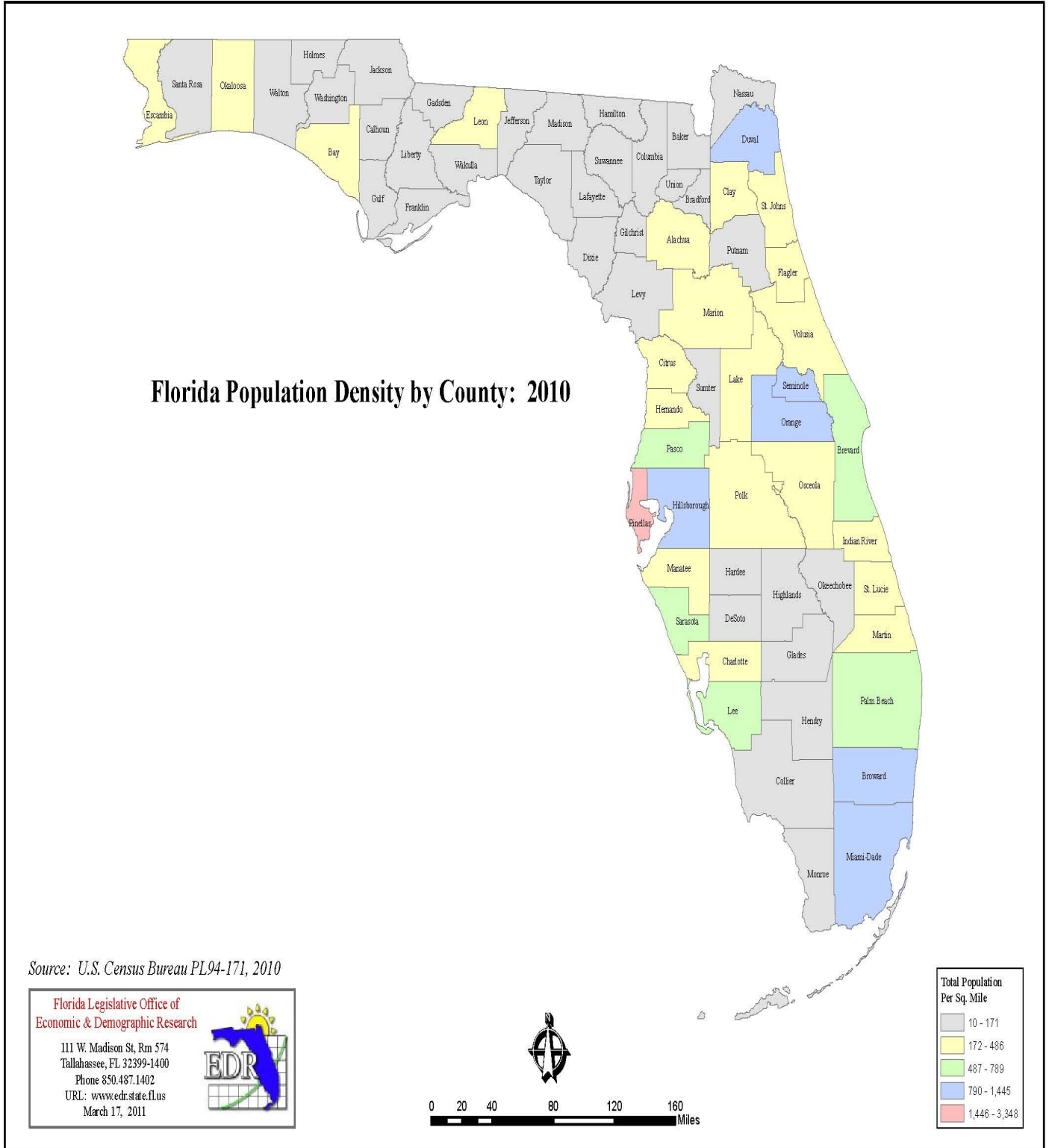
The U.S. Census Bureau provides annual estimates of population and other demographics at the local level. The 2015 estimated population for St. Lucie County was approximately 298,500 compared with a 2010 population of approximately 278,000 which represents a seven percent increase. The percentage of persons 65 years and older was 23 percent, which is slightly higher than the statewide percentage of 19 percent. The estimated median household income for St. Lucie County was approximately \$43,000 compared to approximately \$47,500 statewide. Persons living below the poverty level were 16 percent of the populations for St. Lucie County and 16 percent statewide.

Based on a land area of 572 square miles and a 2015 estimated population of approximately 298,500, St. Lucie County has a population density of approximately 522 persons per square mile. While this number would seem to indicate that 522 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.

c. Transit Orientation Analysis

A transit orientation analysis was developed to assess the locations of those 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) automobiles. It also includes those who cannot afford to drive. The analysis is based on the following four demographic categories:

Map 3: Florida Population Density by County in 2010



- Youth (age < 15)
- Elderly (age > 60)
- Poverty (Households with income at or lower than the poverty level)
- Zero-vehicle households

As Map 4 shows, an area north of Midway Road, particularly in Fort Pierce, has a concentration of persons who would be most likely to use public transportation. In Port St. Lucie, an area with a high concentration of persons likely to use public transportation is located east of U.S. 1.

d. Employment

According to the U.S. Census, the mean travel time to work for workers age 16+ for the period between 2011-2015 in St. Lucie County was approximately 27 minutes compared to 26 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.

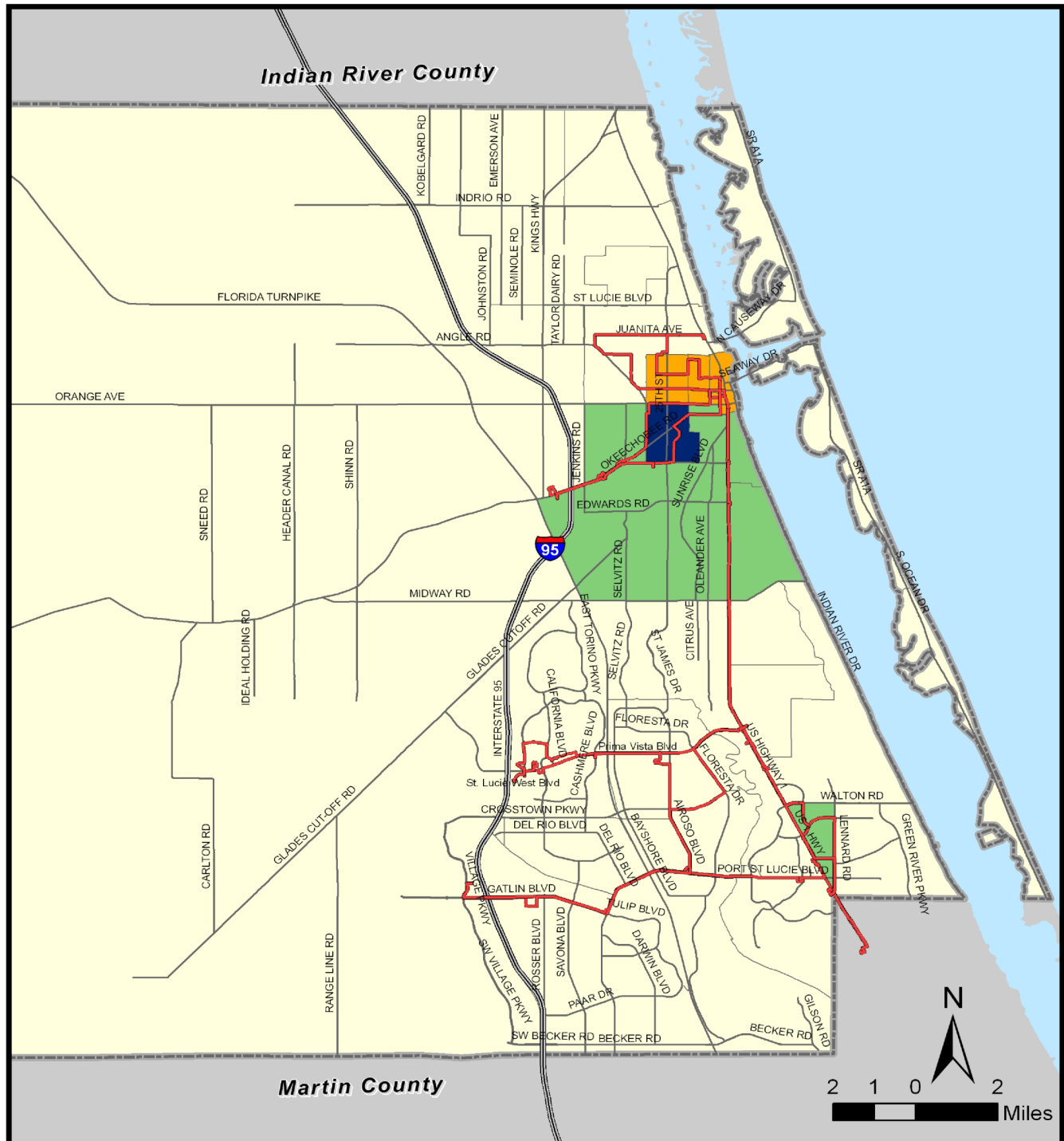
e. Major Trip Generators/Attractors

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 south 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.

f. Inventory of Available Transportation Services

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

Map 4: Transit Orientation Analysis



Legend	TOI	Existing Service	Interstate
	Very High	Existing Service	Interstate
	High	Study Area Boundary	Major Road
	Medium		
	Low		

Map 4
Transit Orientation Index (TOI)

Source: St. Lucie County Bus Blueprint, Tindale-Oliver & Associates, Inc)

Table 1: Major Employers

Employer	Employees
School Board of St. Lucie County	5,416
Indian River State College	2,400
Lawnwood Medical Center	1,339
City of Port St. Lucie	1,086
Convey Health Solutions	950
Walmart Distribution Center	890
St. Lucie Medical Center	850
Martin Health Systems	850
Florida Power & Light	829
Teleperformance	800

Source: St. Lucie Economic Development Council, February 2016

Table 2: Common Transportation Disadvantaged Trip Destinations

Healthcare Facilities	
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.
Tradition Medical Center	Lake Whitney Medical & Professional Campus
Shopping / Leisure	
St. Lucie West (commercial centers)	Fort Pierce (commercial centers)
Port St. Lucie Community Center	Port St. Lucie (commercial centers)
Port St. Lucie Civic Center	Treasure Coast Square Mall
St. Lucie County Fairgrounds	Libraries—All Branches
Schools / Government Centers	
Port St. Lucie City Hall	St. Lucie County Administration Building
Fort Pierce City Hall	St. Lucie County Community Services Dept.
Indian River State College, Main Campus	Social Security Administration
Indian River State College, St. Lucie West	Florida Dept. of Children & Family Services
St. Lucie County Administration Annex	
Other Destinations	
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

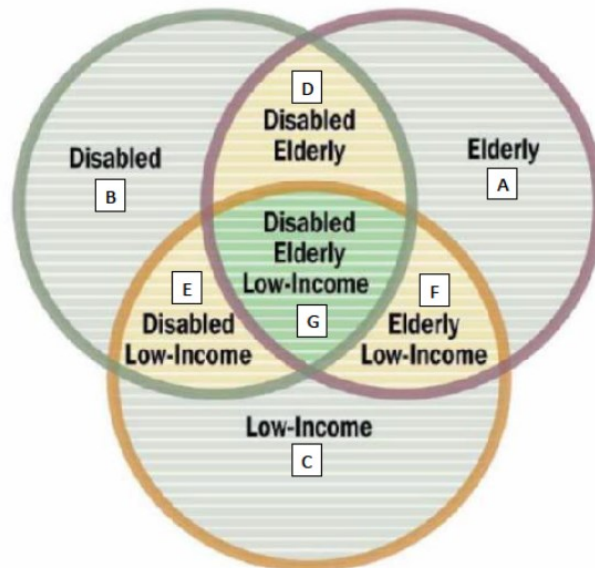
C. Service Analysis

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 2, 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 2 shows, there are overlaps among the disabled, elderly and low-income populations.

Figure 2: 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.

Table 3: General TD Population

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	125,203	42%

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 125,203 persons or approximately 42 percent of the total population.

Table 4: Critical Need-Severely Disabled TD Population

Critical Need - Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	1,765	707	2,472
<i>Elderly</i>	8,044	1,066	9,110
TOTAL	9,809	1,773	11,582

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 11,582 as shown in Table 4.

Table 5: Daily Trips for the Critical Need TD Population

<u>Low Income & Not Disabled</u>	40,851		
27.2% without auto access	11,111		
25% without transit access	3,889		
<u>Calculation of Daily Trips</u>			
		Daily Trip Rates	Total
Total Actual Critical TD Population		Per Person	Daily Trips
<i>Severely Disabled</i>	11,582	0.049	568
<i>Low Income ND</i>	3,889	1.899	7,385
Totals	15,471		7,953

Daily trip rates are applied to the Critical Need 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 TD population daily trip demand is estimated to be 7,953 trips.

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 TD population is projected to increase to 19,775 by 2025 with a demand for 9,430 daily trips or more than 2.8 million annual trips.

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 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.

2. Needs Assessment

a. Transportation Coordination Network (TCN) Public Survey

The TCN conducted a public survey to determine needs related to the delivery of regional transportation services within the community. Promotion and distribution of the survey was funded by the Veterans Transportation and Community Living Initiative (VTCLI) grant. The data was compiled by Florida Department of Transportation consultants. Over 500 surveys were returned.

The resulting analysis of the survey data follows, accompanied by relevant graphs to further explain key details.

In an effort to ensure that the survey reached a mix of demographics, several questions were asked such as race, age, income, and gender.

Almost half of the respondents are White, followed by 30% African-American, 11% identifying themselves as Hispanic, and the remaining were Asian, "Other", or did not respond. In comparison with the Census data for St. Lucie County, the share is consistent.

The age groups who responded were almost all above 18, with almost 30% above 55. The 25-34 and 35-44 year old groups together made up 45% of the respondents. There was a smaller number of respondents in the 45-54 age group.

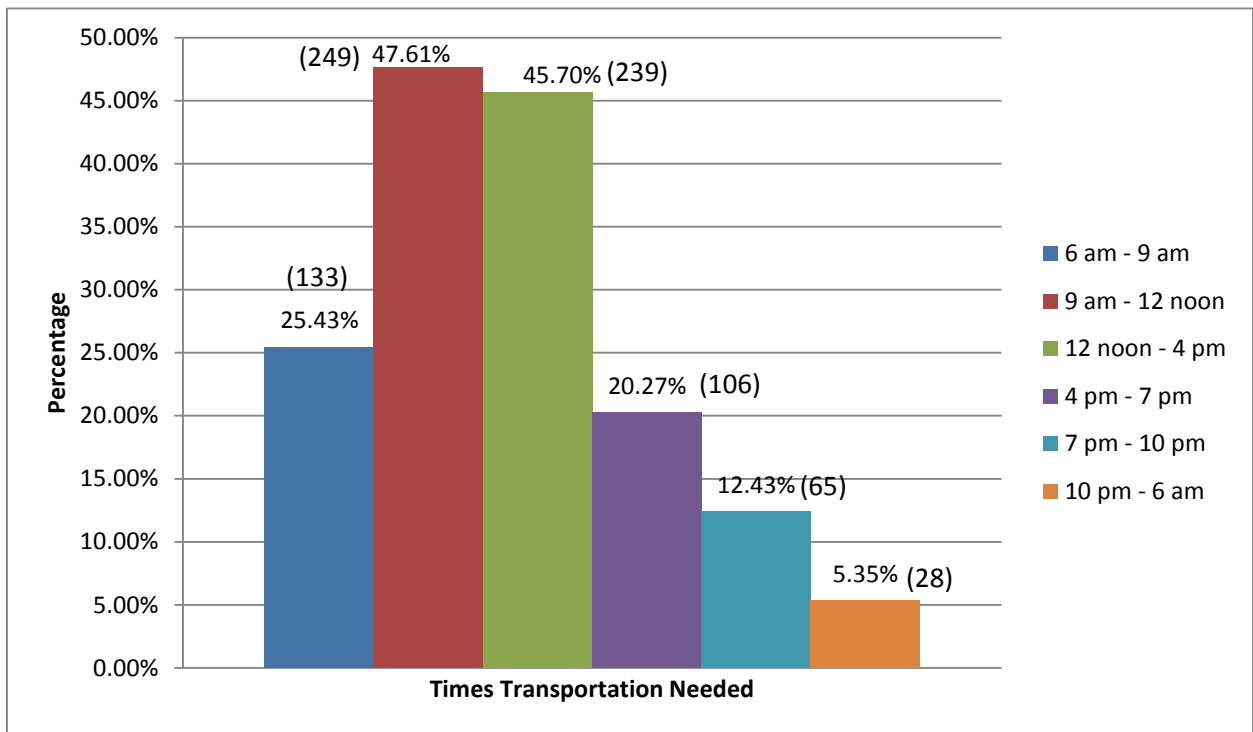
One of the main methods of survey distribution was through social service agencies. Therefore, it was expected that many respondents would fall in the lower income categories. Ten percent earned no income, 44% earned below \$10,000 followed by 13% earning \$10,000 to \$19,999. The categories of \$20,000 to \$29,999 and \$30,000 to \$39,999 each captured about 8% of the respondents. There were respondents in higher income categories, a total of 11% who earned above \$40,000.

Twenty-five percent more females responded to the survey than males. Almost 84% of the respondents live in either Port St. Lucie or Fort Pierce. There were respondents from areas in Martin County as well, but minimal compared to St. Lucie County.

The following graphs display data that may exceed 100% due to questions that allow for multiple responses by the same person.

When asked what times people most need transportation service, the majority indicated times within the current transit system operating hours of 7 a.m. to 6 p.m. However, as seen in Figure 3, some of the respondents would prefer hours past 7 p.m.

Figure 3: Times Transportation Needed



Similar to the previous response about the times of service, the days of week people most likely will use transportation services is consistent with the current Monday through Friday operating days of the transit system. However, there are respondents who would like Saturday and Sunday service. Each day, Monday through Friday, received about 65% of the responses, and Saturday and Sunday received about 20% each.

Figure 4 answers how respondents currently travel to their destinations. More than 40 percent travel by car and an additional 18.4% receive rides from a family member, friend or neighbor. A significant number walk, ride bicycles, or use "other" means to get around.

Figure 4: Current Mode to Destination

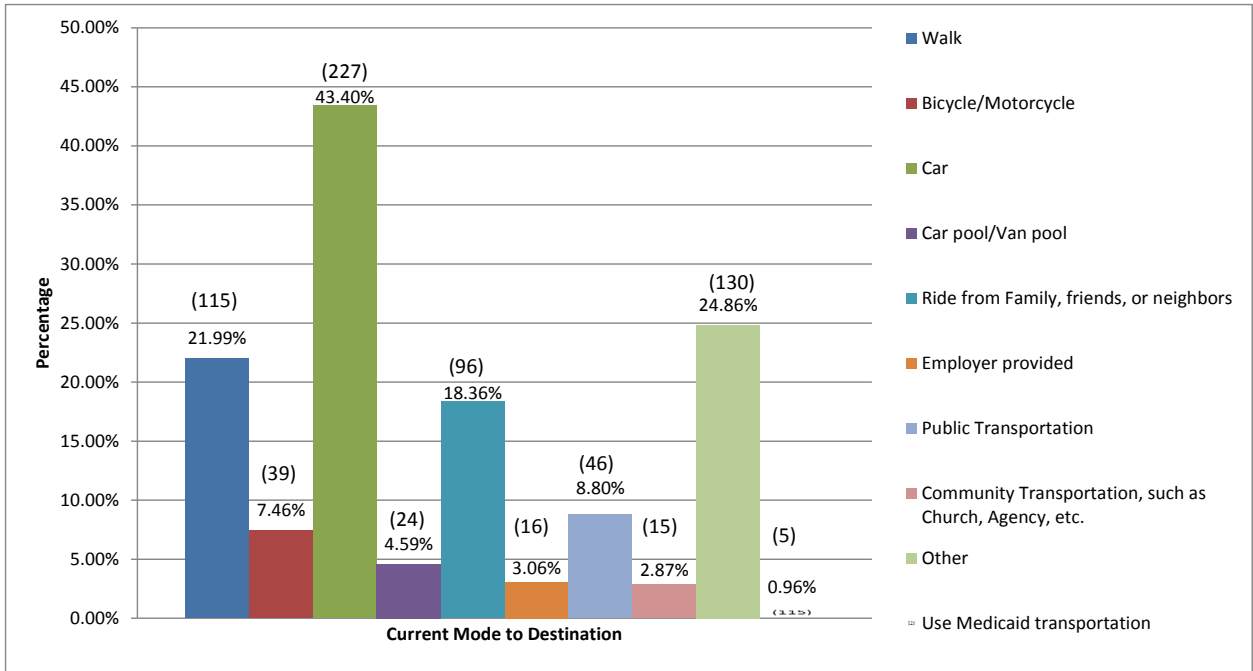
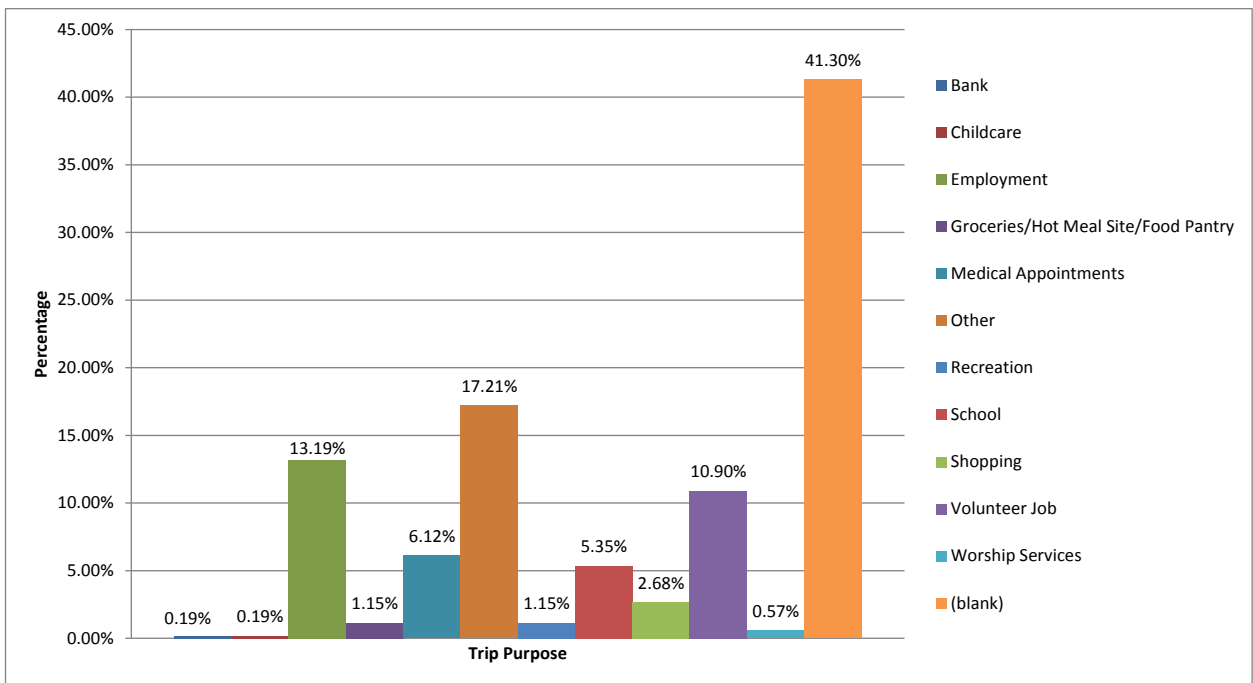


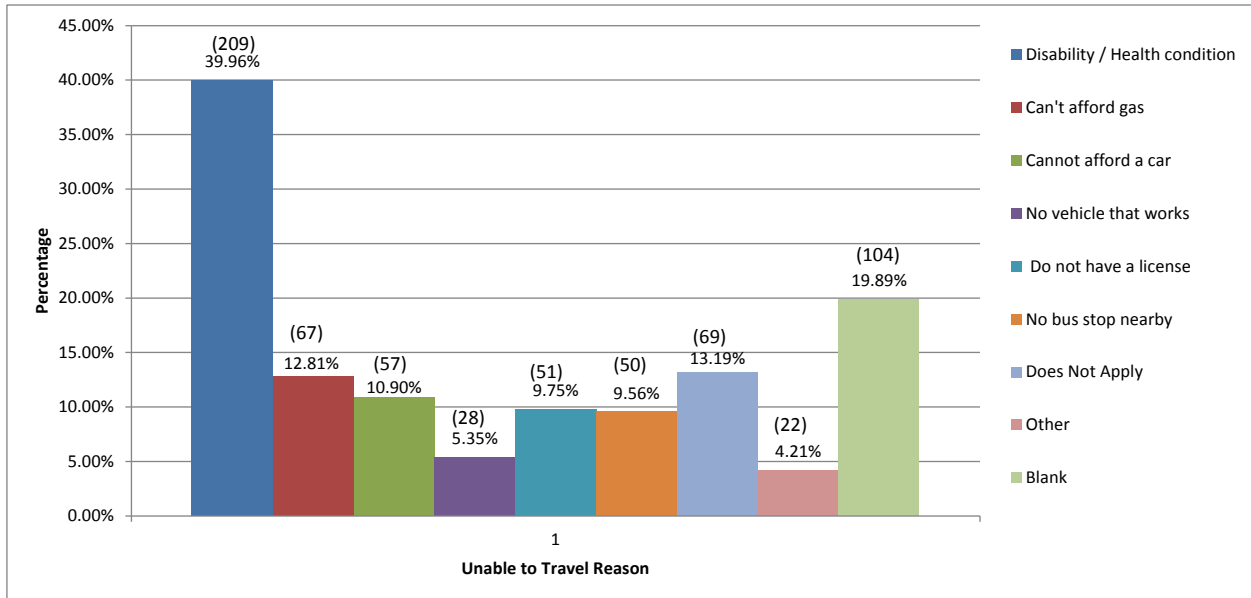
Figure 5: Trip Purpose



The main purpose of the trip varies, and many respondents chose "other" or left this question blank, as seen in Figure 5.

When asked if the respondent or any of their household members are unable to travel alone or purchase transportation due to a variety of situations, disability or health conditions was the main reason as shown in Figure 6. Other reasons chosen were financial (cannot afford a car or gas), and logistical (no license or not near a bus stop).

Figure 6: Unable to Travel Reason



Often people need assistance when they travel. Figure 7 shows that a travel companion is the most needed type of assistance, followed by assistance with carrying packages (groceries).

Respondents noted that walkers, followed by canes, and then wheelchairs are the top three mobility aids used. The majority of the respondents did not use any aids.

Figure 7: Assistance Needed for Transportation

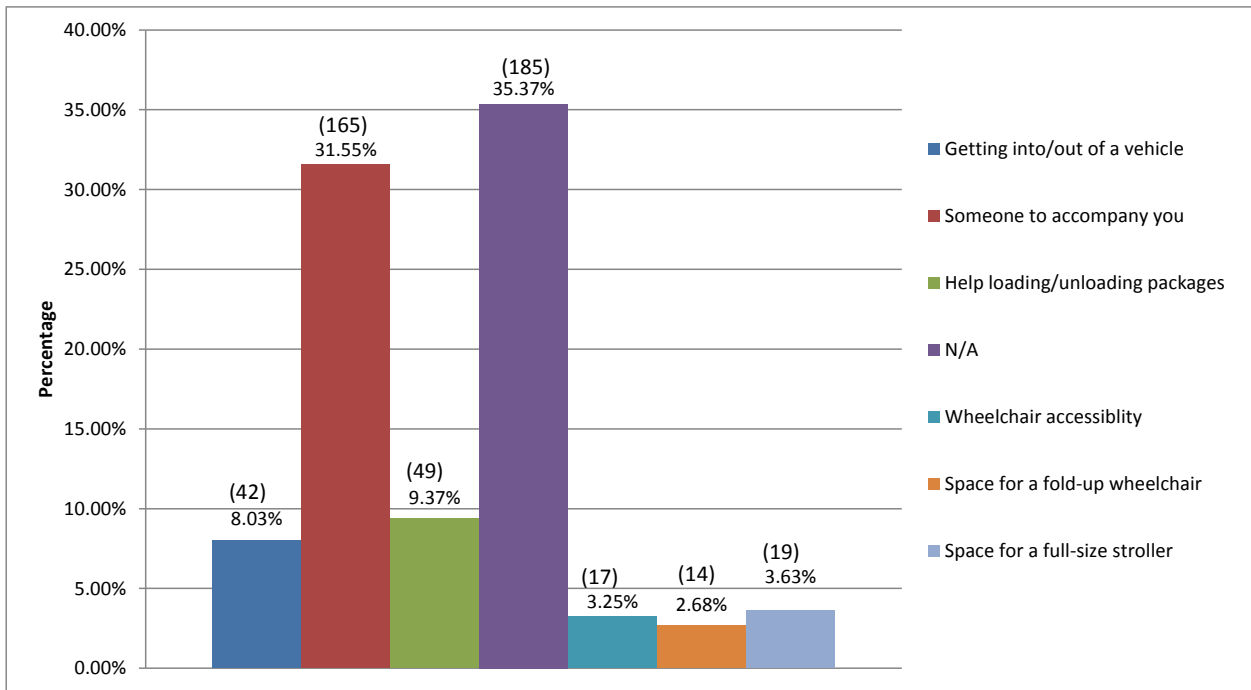
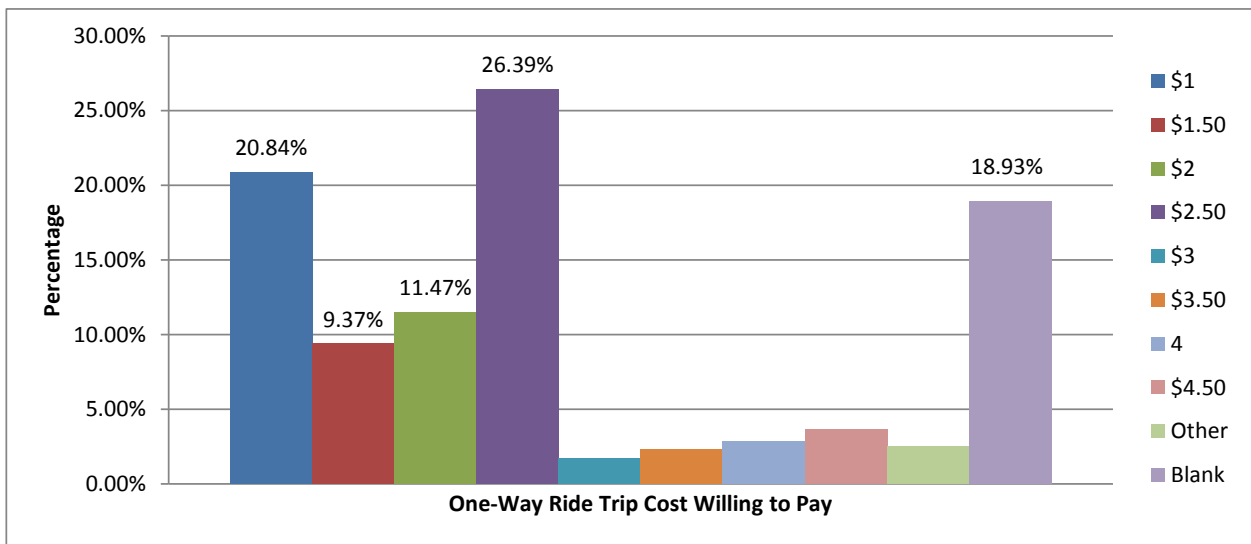


Figure 8: One-way Ride Trip Cost Willing to Pay



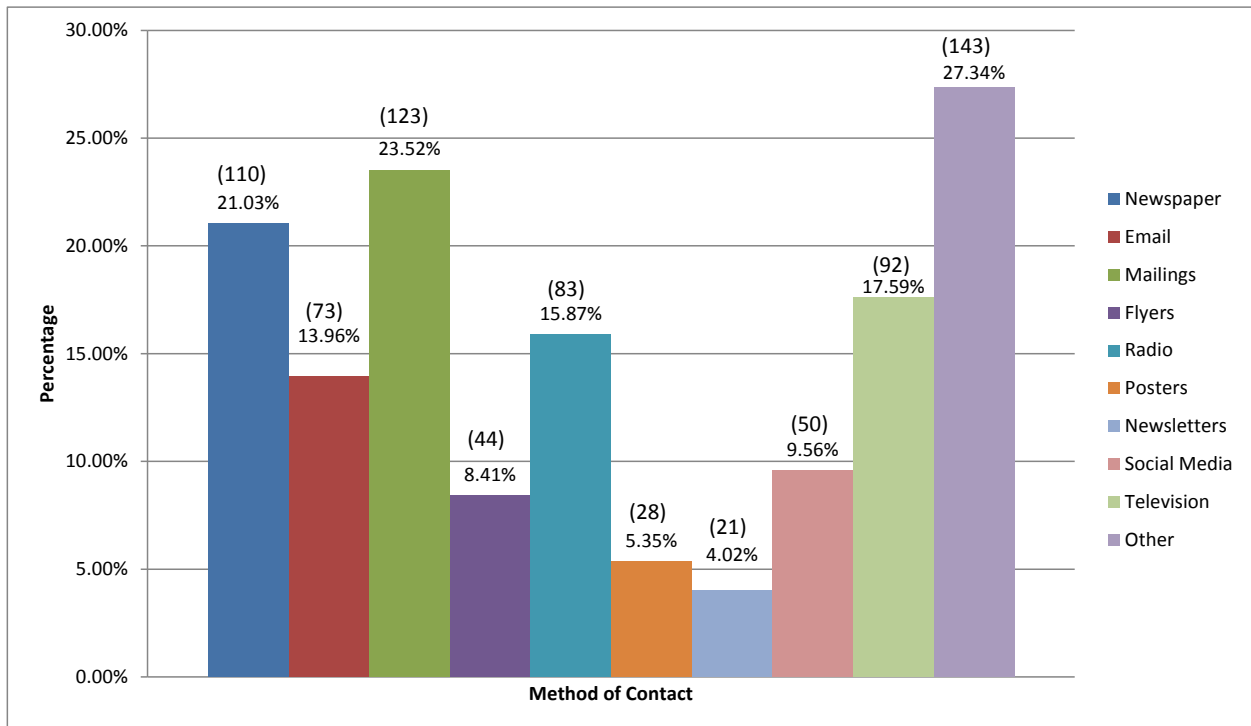
When asked the maximum fare someone is willing to pay for a one way trip, there are some who are willing to pay up to \$4.50; however the majority stop at \$2.50. Figure 8 indicates the responses.

Another way to fund or subsidize transportation services would be through

taxes. The results on this were split, with 49.5% of the respondents supporting an increase in sales or property tax to support transportation.

A question was asked regarding the best method(s) of contact. The results are shown in Figure 9. The respondents want mailings and newspaper ads, followed by television, radio and Email. This question allowed the respondent to choose multiple methods of contact.

Figure 9: Method of Contact



b. Access to Prenatal Care Public Survey

An access to prenatal care survey was administered between November 2012 and January 2013 by Kids Connected by Design, Inc. through program staff to 196 high-risk pregnant women participating in the Healthy Start, Healthy Families or SOBRA programs. One goal of the survey was to assess barriers to prenatal care. The following survey results pertain to transportation as a barrier.

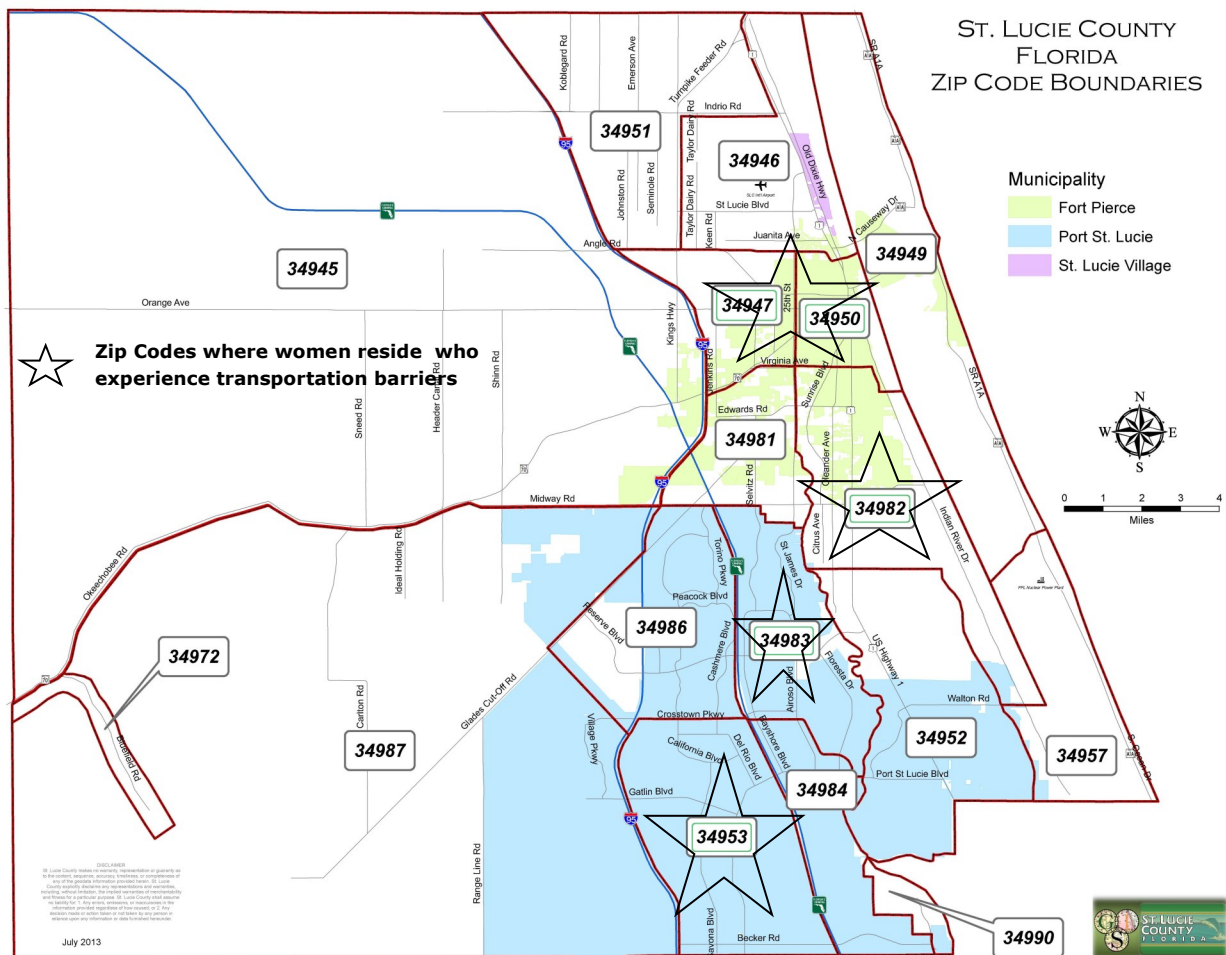
The survey found that transportation barriers to accessing prenatal care vary according to race/ethnicity. No white women surveyed reported difficulties. Black women expressed the most difficulty in accessing care (seven percent), followed by Hispanic women (five percent), and Haitian women (three percent).

Income likewise was a factor. Approximately 11 percent of women surveyed, who have Medicaid as a payment source, reported transportation barriers in accessing prenatal care.

Disparities are evident by geographic location as well. More than half of the women who experienced transportation barriers live in the following Fort Pierce and unincorporated County zip codes: 34947, 34950, 34982 or the following Port St. Lucie zip codes: 34953 and 34983. Map 5 displays these zip codes.

Transportation barriers can lead to missed medical appointments which in turn can lead to unhealthy outcomes. A conservative estimate by Kids Connected by Design is that approximately 340 infants a year are impacted as a result of these barriers.

Map 5: St. Lucie County Zip Code Boundaries



C. Mustard Seed Ministries Survey

In August 2016, a mobility survey was conducted for clients of Mustard Seed Ministries. Mustard Seed is an outreach organization working cooperatively to provide assistance for low income individuals and families. Many Mustard Seed clients are vulnerable road users, e.g., mothers with toddlers, persons with disabilities, or senior citizens. Mustard Seed is located on U.S. 1 in Fort Pierce, near Edwards Road.

The survey instrument was distributed by Mustard Seed staff to Mustard Seed clients. The survey contained four questions, three of which pertained to what form of transportation the client used to arrive at Mustard Seed. Of the 360 clients who responded, almost 90 percent arrived by car. (The survey did not ask whether the clients drove themselves or were driven by family, friends or neighbors.) Six percent arrived by bicycle, approximately two percent walked, and less than two percent rode the bus.

The higher percentage of Mustard Seed clients arriving by bicycle versus walking is not surprising given the fact that there are numerous sidewalk gaps on this segment of U.S. 1. This condition will improve after the completion of the U.S. 1/Edwards Road resurfacing project. The project involves resurfacing the roadway and construction of sidewalks to fill sidewalk gaps on U.S. 1 from Midway Road to Edwards Road. The estimated start of construction is FY 2017/18. The project is being constructed by the Florida Department of Transportation (FDOT).

The relatively small percentage of Mustard Seed clients who rode the bus to the site is noteworthy given the close proximity of northbound and southbound bus stops for the Treasure Coast Connector Route 1 which serves both Fort Pierce and Port St. Lucie. As stated above, the survey was conducted in August 2016, when both stops were designated by bus signs only. A bus bench was recently added at the northbound stop. The southbound stop lacks sidewalk but this condition will change after completion of the U.S. 1 resurfacing project. Projects that fill sidewalk gaps and therefore improve access to transit tend to increase transit ridership. A follow-up survey of mode of travel for Mustard Seed clients could reveal the impact of the U.S. 1 resurfacing project after its completion.

3. 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 slightly increased over the past year-and has not kept up with the ever increasing travel demands. The result is that CTCs are struggling to maintain their existing service levels and do not have the financial resources to pursue and/or 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.
- 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.
- The current lack of an Operational Plan between St. Lucie County, Martin and Indian River Counties to establish a mid-point meeting location for a regional demand response connection network.
- Often the lack of adequate pedestrian access to and from bus stops limits the ability of TD passengers to safely access the fixed route transit services.

The elimination of 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. The property values in the County are beginning to recover from the recession, slowly increasing the revenue generated from the County's Municipal Services Taxing Unit (MSTU), a dedicated transit funding source.

E. Implementation Schedule

St. Lucie County's implementation plan, as detailed in Tables 6 and 7, 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. 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 6 and 7 provide an overview of ongoing system improvements and review steps, as well as a timeline for actions and strategies to meet the TDSP goals.

Table 6: Ongoing System Improvements and Review

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

Additional update information is summarized in the 2016 TDSP Implementation Plan shown as Table 7. Increasing system efficiency is a primary component of the Implementation Plan. Specific capital projects and activities are listed. A timeline for projects and activities is included as well as notes regarding progress made.

Table 7: Implementation Plan - Actions and Strategies

Action/Strategy	Responsible Agency	Timeframe
Adopt the Transportation Disadvantaged Service Plan.	LCB	March 2017
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 / Community Transit	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 / Community Transit	Ongoing
Submit Trip/Equipment and Planning grant applications for funding.	CTC/TPO	Annually
Complete Annual Operations Report and Annual Expenditure Report.	CTC / TPO	Annually
Implement a Pilot Program for an After Hours Taxi Cab Voucher Program.	CTC	Ongoing
Conduct monitoring of Coordination Contractors.	CTC	Annually
Train social service organization staff to conduct travel training exercises with riders.	CTC / Community Transit	Ongoing
Coordinate with South Florida Commuter Services (SFCS) on continuing development of vanpools, carpools, and other transportation demand management.	CTC / TPO / Community Transit	Ongoing
Identify park and ride lots within St. Lucie County	CTC / TPO / SFCS / Community Transit	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 / Community Transit	Ongoing
Promote transit services through various media	CTC / TPO / Community Transit	Ongoing
Maximize the efficiency of the transit system	CTC / Community Transit	Ongoing
Ensure the safety and security of the transit system	Community Transit	Ongoing

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.

There are currently seven (7) 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 and one route running along Fort Pierce Blvd connects with Indian River County. The fixed route service is provided Monday through Friday, except Council on Aging of St. Lucie, Inc.'s holidays, between the hours of 7:00 am and 6:00 pm for Routes 4, 5, 6, and 7. Service for Routes 1, 2 and 3 is from 6:00 am to 8:00 pm Monday - Friday and on Saturday 8:00 am - 12:00 noon and 1:00 pm - 4:00 pm. All routes run at one hour frequencies.

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 and 3 at the Fort Pierce Intermodal Center, route 4 at Staples and route 6 at Rio Mar and Prima Vista Crossings.

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 and 3 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 and 2 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 the Staples stop and Routes 5 and 6 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 all the way to Tradition. This route connects with Routes 4 and 6 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 and 5 at the Port St. Lucie Intermodal Center and Route 1 at the Rio Mar and Prima Vista Crossings stops.

Route 7:

Route 7, know as the "Lakewood Park" route provides service along Fort Pierce Blvd connecting with Indian River County at the Intergenerational Center. This route also connects with Route 1, 2 and 3 at the Fort Pierce Intermodal.

The COASL transportation disadvantaged program in St. Lucie County operates from 7:00 a.m. to 6:00 p.m. Monday through Friday, except holidays.

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. Effort will be made to provide service for same day requests, within schedule availability.

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 (3) different formats, English, Spanish and Creole. The application must be completed in its entirety by the individual seeking either ADA, TD or rural transportation. The first page of the application is for general information, 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 page of the application addresses 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. And lastly page eight and nine is the verification from the medical provider on the applicant's stated disability

Community Transit will review the application and determine which program if any the individual is qualified for. 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 application eligibility determination process 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, notification will be provided explaining the reason for denial and advising the individual of the procedures to follow should they wish to appeal.

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 applicant 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 is able to use the fixed route system.

If the person is under 17 or 60 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, than 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, than the eligibility would be approved.

Should an individual have 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.

Prioritization

Trips that are funded by the Transportation Disadvantaged Trust Fund are managed by Community Transit according to locally established prioritization policies. Medical trips have the highest priority for trip scheduling. 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.

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.

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 applicant 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 is able to use the fixed route system.

If the person is under 17 or 60 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, than 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, than the eligibility would be approved.

Should an individual have 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.

Prioritization

Trips that are funded by the Transportation Disadvantaged Trust Fund are managed by Community Transit according to locally established prioritization policies. Medical trips have the highest priority for trip scheduling. 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.

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.

Cancellations/No Shows

Cancellations should be made a minimum of two hours prior to the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes misuse of the service and will be classified as a “no-show.” If a passenger incurs two (2) no-shows within a thirty (30) day period, the passenger’s transportation services with Community Transit may be affected as follows:

First violation: Warning Letter

Second violation: Five (5) day suspension

Third violation: Ten (10) day suspension

Fourth violation: Fifteen (15) day suspension

Fifth and subsequent violation: Twenty (20) day suspension

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 8 Shows the Transportation Operator and Coordinated Contractors in St. Lucie County.

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.

Table 8: Transportation Operator & Coordination Contractors

Name	Contact Person	Service
Transportation Operator		
Council on Aging of St. Lucie, Inc.	Marianne Arbore	A/W
Coordinated Contractors		
Angels of Hope, Outreach Ministries, Inc.	David Long	A
ARC of St. Lucie County	Richard J. Bradley	A/W
Aurora of the Treasure Coast	Ann F. Meier	A
Boys & Girls Club of St. Lucie, Inc.	William Armstead	A
Gulfstream Goodwill Ind. Inc.	Anthony Polito	A/W
Love Center Regeneration Ministries, Inc.	Jerome Rhyant	A
Mt. Zion Group Home	Vivian Gaston	A
Nativity Group Home, Inc.	Marie N. Pierre	A/W
New Horizons of the Treasure Coast	John Romano	A
Scott's Cheerful Residence	Linnette Robinson	A
St. Lucie County Headstart (ALPI)	Deloris Johnson	A
St. Lucie County Veterans Services	Wayne Teegartin	A

A= Ambulatory W= Wheelchair

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 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 at 9th Street in Vero Beach with its 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 in order 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 of 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. Only property that can be carried by the passenger in one boarding and safely stowed on the vehicle is allowed.

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 on a recurring basis.

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 on board the vehicle is prohibited. Exceptions are permitted when required due to an existing medical condition.

Passenger No-Shows

All scheduled trips (reservations) must be cancelled at least two hours prior to the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes misuse of the service and will be classified as a "no-show." If a passenger incurs two (2) no-shows within a thirty (30) day period, the passenger's transportation services with Community Transit may be affected as follows:

First violation: Warning Letter

Second violation: Five (5) day suspension

Third violation: Ten (10) day suspension

Fourth violation: Fifteen (15) day suspension

Fifth and subsequent violation: Twenty (20) day suspension

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 given an opportunity to decide whether or not 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 prior to 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 the number of 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.

Roadcalls

The locally developed standard for roadcalls is there should be no less than 10,000 miles between each roadcall.

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. Only those drivers with an "Eligible for Employment" background check from the AHCA ("Eligible for Employment" as defined by the Agency for Health Care Administration 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 on 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.

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 procedures are available at 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 G contains the proposed Cost Revenue Allocation and Fare Structure Justification worksheets. The current rates are:

- Ambulatory \$15.27
- Wheelchair \$26.18

2. Passenger Fare Structures

The passenger fares on the fixed-route and the demand response systems are summarized in Tables 9 and 10 below. The passenger fare is the amount the passenger pays for the service and only covers a small part of the true cost of providing the service.

**Table 9
Fixed Route Fares**

Single ride	\$2.00
Senior, Disabled, Children 5-11*	\$1.00
Medicare Card Holders	\$1.00
Children under 5	Free
Single Day Pass	\$5.00
Senior, Disabled Single Day Pass	\$2.50
10-Ride Ticket Book	\$14.00
Senior, Disabled 10-Ride Ticket Book	\$7.00
Monthly Pass	\$50.00
Senior, Disabled Monthly Pass	\$25.00

**Table 10
Demand Response System Fares**

Single ride	\$2.00
Seniors / Disabled/Children 12 & Under	\$1.00
Medicare Card Holders	\$1.00
Children under 5	Free

*For FY 16 (July 1 – June 30, 2017), the St. Lucie County Board of County Commissioners will provide free transportation on the fixed route to children 18 years and under that show a school ID or a St. Lucie County Library card.

Appendix A
**St. Lucie County Inventory of Available
Transportation Services**

An inventory of transportation options may be found at the Florida Senior Safety Resource Center website: www.SafeandMobileSeniors.org/FindaRide.htm and at the Independent Transportation Network of America (ITNAmerica) website: www.ridesinsight.org. The FDOT Mobility Managers are in the process of creating an inventory as well.

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 St. Lucie County residents and visitors.

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

GOAL 1: Maximize the coordination of transportation services for the transportation disadvantaged and social services organizations.		
	Estimated Date of Completion	Responsible Agency
<i>Objective 1.1— Minimize the duplication of transportation disadvantaged services provided within and outside the County.</i>		
Strategy 1.1.1— Continue to work with CTCs and coordinated contractors in the region to facilitate inter-county trips.	Ongoing	CTC
<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>		
Strategy 1.2.1— 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
Objective 1.3— Identify and address actual or perceived barriers to coordination of transportation services in St. Lucie County.		
Strategy 1.3.1— Participate in TCN Meetings conducted by FDOT Mobility Managers, which include coordinated contractors, social service agencies, and transportation operators.	Quarterly	CTC/TPO/Community Transit
Strategy 1.3.2— Meet with the local medical community to advocate the prioritization of TD clients.	As needed	CTC
Strategy 1.3.3— Continue networking and expand outreach to the local community through various organizations, committees, Boards and individuals.	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.

Objective 2.1— Assure the provision of adequate vehicle capacity to meet the demand for transportation disadvantaged services.		
Strategy 2.1.1— Continue to compare current capacity with needed capacity identified in transit capital acquisition/replacement plans.	Ongoing	Community Transit/ Other Agencies
Objective 2.2 Assure the provision of adequate operating capacity to meet the demand for transportation disadvantaged services.		
Strategy 2.2.1— 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	Community Transit/ Other Agencies

	Estimated Date of Completion	Responsible Agency
<i>Objective 2.3— Encourage nonprofit and private sector participation in the identification and implementation of solutions to the mobility needs of St. Lucie County residents.</i>		
Strategy 2.3.1— Pursue potential funding opportunities at the federal, state and local levels as well as from private or non-traditional sources.	Ongoing	CTC/ TPO/Community Transit
Strategy 2.3.2— Continue to work with the Florida Legislature, the Commission for Transportation Disadvantaged, and other entities to increase transportation disadvantaged funding.	Ongoing	CTC/TPO/Community Transit

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

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

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

<i>Objective 4.1— Continue review procedures to require the consideration of multi-modal transportation system impacts and infrastructure.</i>		
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	Estimated Date of Completion	Responsible Agency
Strategy 4.1.1 — Continue involvement by transit agency staff in local development review processes and educate local agency staff on the needs of transit.	Ongoing	CTC
Strategy 4.1.2 – Raise awareness related to transit accessibility and the needs of the Transportation Disadvantaged population.	Ongoing	CTC/TPO/Community Transit
Objective 4.2 — <i>Consider the potential for sponsored transportation services, especially for developments with a significant elderly population.</i>		
Strategy 4.2.1 — 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
GOAL 5: Stimulate the use of private funds and services in meeting the needs of the transportation disadvantaged.		
Objective 5.1 – <i>Identify the needs and accommodate opportunities for private sector, public sector, and non-governmental organization participation in funding the coordinated transportation system.</i>		
Strategy 5.1.1 –Encourage major employers or major transit attractors to provide a safe bus waiting area for employees/passengers.	Ongoing	CTC/Community Transit
Strategy 5.1.2 – 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/Community Transit
Strategy 5.1.3 – Develop feasible projects utilizing public/private partnerships to fill service gaps	Ongoing	CTC/TPO/Community Transit

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
Objective 6.1 – Maximize the accessibility of service information including alternative delivery formats such as auditory enhanced and alternative languages.		
Strategy 6.1.1 – Provide service information according to the Limited English Proficiency (LEP) Plan.	Ongoing	Community Transit
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.		
Strategy 6.2.1 – Partner with other agencies to maximize the electronic dissemination of marketing and educational materials.	Ongoing	CTC/TPO/Community Transit
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.)		
Strategy 6.3.1 – Annually review websites and other media for compliance.	September 2016	CTC/Community Transit

GOAL 7: Operate a safe and secure transportation system.

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.		
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	Estimated Date of Completion	Responsible Agency
Strategy 7.1.1 – Continually review regulations and update operations plans and procedures on equipment, bus safety, drugs, and alcohol, wheelchair, maintenance manual, and System Safety Program Plan.	As needed	Community Transit
Strategy 7.1.2 – Develop, implement, maintain, and annually update a System Safety Program Plan and Security Program Plan.	As needed	CTC/Community Transit
Strategy 7.1.3 – Monitor coordinated contractors to ensure compliance with FCTD regulations.	Ongoing	CTC
Objective 7.2 – <i>Establish and maintain, as part of the bus system safety program, an accident/incident procedure that ensures sufficient review, evaluation, and continual improvement.</i>		
Strategy 7.2.1 – 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	Community Transit
Objective 7.3 – <i>Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.</i>		
Strategy 7.3.1 – Continue to review accidents/incidents to identify trends and provide the necessary equipment or training based on the review.	Ongoing	Community Transit

Appendix C
Treasure Coast Connector Plus Rider's Guide



Treasure Coast Connector *Plus*
1505 Orange Avenue
Ft. Pierce, FL 34950
St. Lucie County (772)464-8878
www.treasurecoastconnector.com

R I D E R ' S GUIDE

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

The Treasure Coast Connector Plus 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 January 16, 2017

WELCOME ABOARD!

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

Connector *Plus* 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.
- Drivers do not carry change. You must have a pass, ticket or exact fare.
- 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 and 3 operate from 6am to 8pm Monday - Friday, Saturday from 8am to 12pm and 1pm to 4pm. **Routes 4, 5, 6 and 7** operate from 7am to 6pm Monday - Friday only. No service is provided on Sundays, New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and Christmas.

TICKETS AND PASSES

10-ride ticket books, single day and monthly passes are available. We also offer discount passes to Seniors and those with qualified disabilities. Call Customer Service for tickets and passes.

FARES

Single ride _____	\$ 2.00
Elderly, Disabled, Children 5-11 _____	\$ 1.00
Medicare Card Holders _____	\$ 1.00
Children under 5 _____	Free
Single Day Pass _____	\$ 5.00
Senior, Disabled Single Day Pass _____	\$ 2.50
10-Ride Ticket Book _____	\$14.00
Senior, Disabled 10-Ride Ticket Book _____	\$ 7.00
Monthly Pass _____	\$50.00
Senior, Disabled Monthly Pass _____	\$25.00

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
Customer Service _____	(772)464-8878
Lost & Found _____	(772) 464-8878

Customer Service Representatives are available Monday – Friday, 8 am - 5 pm except holidays.

BIENVENIDO A BORDO!

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

Los autobuses del Connector Plus 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 audífonos 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.
- Los conductores no llevan cambio. Usted debe tener un pase, boleto o la cantidad exacta del pasaje en efectivo.
- No hable con el conductor mientras el autobús esta en movimiento.
- 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 y 3 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. **Rutas 4, 5, 6 y 7** operan únicamente entre las horas de 7am a 6pm de lunes a viernes. No proveemos servicio los domingos, El Día de 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.

BOLETOS Y PASES

Tenemos disponibles libretas con boletos para 10 viajes, para un día y pases mensuales. También ofrecemos pases con descuento a personas mayores o con incapacidad calificada. Llame a Servicio al cliente para boletos y pases.

TARIFAS

Un viaje _____	\$ 2.00
Personas mayores, incapacitadas, Niños de 5 a 11 _____	\$ 1.00
Con tarjeta de Medicare _____	\$ 1.00
Niños menores de 5 años _____	Gratis
Pase de un día _____	\$ 5.00
Pase de un día para personas mayores o incapacitadas _____	\$ 2.50
Talonario de pasajes para 10 viajes _____	\$14.00
Talonario de pasajes para 10 viajes para Personas mayores o incapacitadas _____	\$ 7.00
Pase Mensual _____	\$50.00
Pase Mensual para personas mayores o incapacitadas _____	\$25.00

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 llegara a las paradas intermedias.

CONTACTENOS

Página de la red _ 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 8am a 5pm con excepción de los días feriados.

ROUTE 1 - SOUTHBOUND / SUR

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

Fort Pierce Intermodal Facility**	K-Mart Plaza	Rio Mar Dr./ US1***	Chase Bank***	County Annex Building	CVS Pharmacy	Treasure Coast Square Mall
A	B	C	D	E	F	G
6:00	6:10	6:28	6:30	6:40	6:45	7:00
7:00	7:10	7:28	7:30	7:40	7:45	8:00
8:00	8:10	8:28	8:30	8:40	8:45	9:00
9:00	9:10	9:28	9:30	9:40	9:45	10:00
10:00	10:10	10:28	10:30	10:40	10:45	11:00
11:00	11:10	11:28	11:30	11:40	11:45	12:00
12:00	12:10	12:28	12:30	12:40	12:45	1:00
1:00	1:10	1:28	1:30	1:40	1:45	2:00
2:00	2:10	2:28	2:30	2:40	2:45	3:00
3:00	3:10	3:28	3:30	3:40	3:45	4:00
4:00	4:10	4:28	4:30	4:40	4:45	5:00
5:00	5:10	5:28	5:30	5:40	5:45	6:00
6:00	6:10	6:28	6:30	6:40	6:45	7:00
7:00	7:10	7:28	7:30	7:40	7:45	*8:00

ROUTE 1 - NORTHBOUND / NORTE

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

Treasure Coast Square Mall	Jennings Road	County Annex Building	Prima Vista Crossing***	Midway Rd./ US1	CVS Pharmacy	Fort Pierce Intermodal Facility**
G	H	E	I	J	K	A
6:00	6:10	6:20	6:32	6:41	6:50	7:00
7:00	7:10	7:20	7:32	7:41	7:50	8:00
8:00	8:10	8:20	8:32	8:41	8:50	9:00
9:00	9:10	9:20	9:32	9:41	9:50	10:00
10:00	10:10	10:20	10:32	10:41	10:50	11:00
11:00	11:10	11:20	11:32	11:41	11:50	12:00
12:00	12:10	12:20	12:32	12:41	12:50	1:00
1:00	1:10	1:20	1:32	1:41	1:50	2:00
2:00	2:10	2:20	2:32	2:41	2:50	3:00
3:00	3:10	3:20	3:32	3:41	3:50	4:00
4:00	4:10	4:20	4:32	4:41	4:50	5:00
5:00	5:10	5:20	5:32	5:41	5:50	6:00
6:00	6:10	6:20	6:32	6:41	6:50	7:00
7:00	7:10	7:20	7:32	7:41	7:50	*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 2 & 3

***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**	Avenue Q & N. 39th Street	Harson Way & St. Lucie Blvd.	Juanita Ave. & 21st St.	25th Street & Juanita Ave.	Avenue O & 17th Street
A	B	C	D	E	F
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
12:00	12:10	12:21	12:33	12:40	12:50
1:00	1:10	1:21	1:33	1:40	1:50
2:00	2:10	2:21	2:33	2:40	2:50
3:00	3:10	3:21	3:33	3:40	3:50
4:00	4:10	4:21	4:33	4:40	4:50
5:00	5:10	5:21	5:33	5:40	5:50
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					

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

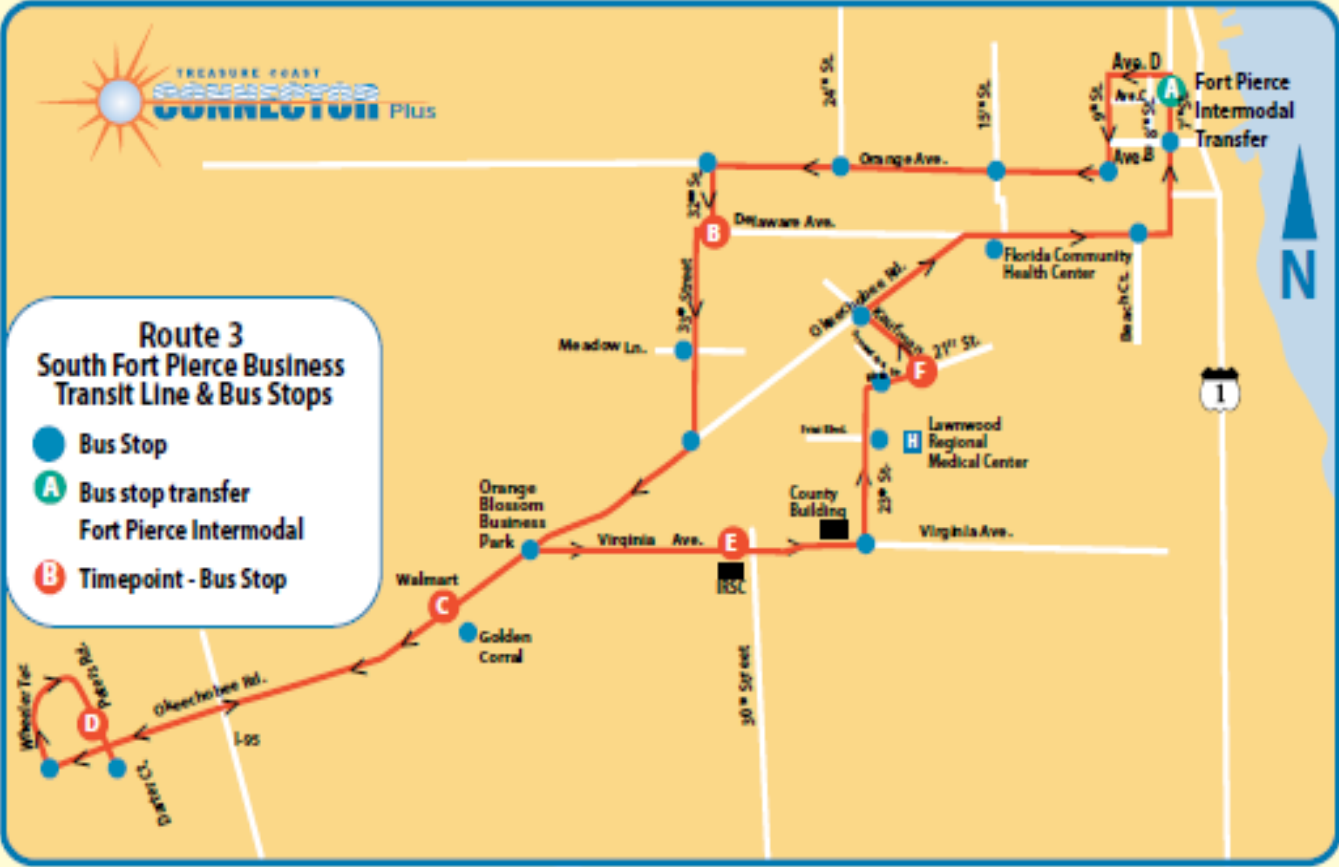
*END OF THE LINE / *AL FIN DE LA LINEA

**CONNECTION WITH ROUTES 1 & 3.



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 RESIDENTIAL TRANSIT LINE & BUS STOPS
 Saturday Service Hours: 8am-12pm / 1pm-4pm

Fort Pierce Intermodal Facility**	32nd Street & Delaware Avenue	Walmart	Peters Road	IRSC	21st Street/ Kaufman Avenue
A	B	C	D	E	F
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
12:00	12:10	12:21	12:30	12:40	12:46
1:00	1:10	1:21	1:30	1:40	1:46
2:00	2:10	2:21	2:30	2:40	2:46
3:00	3:10	3:21	3:30	3:40	3:46
4:00	4:10	4:21	4:30	4:40	4:46
5:00	5:10	5:21	5:30	5:40	5:46
6:00	6:10	6:21	6:30	6:40	6:46
7:00	7:10	7:21	7:30	7:40	7:46

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



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

PSL Community Center**	Boulevard Shoppes	Sam's Club	County Annex Building	Town Center***	Rivergate Plaza/ PSL Blvd.
A	B	C	D	E	F
7:00	7:11	7:20	7:32	7:45	7:51
8:00	8:11	8:20	8:32	8:45	8:51
9:00	9:11	9:20	9:32	9:45	9:51
10:00	10:11	10:20	10:32	10:45	10:51
11:00	11:11	11:20	11:32	11:45	11:51
12:00	12:11	12:20	12:32	12:45	12:51
1:00	1:11	1:20	1:32	1:45	1:51
2:00	2:11	2:20	2:32	2:45	2:51
3:00	3:11	3:20	3:32	3:45	3:51
4:00	4:11	4:20	4:32	4:45	4:51
5:00	5:11	5:20	5:32	5:45	5:51
*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 ROUTES 5 & 6 ***CONNECTION WITH ROUTE 1 SOUTHBOUND



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

PSL Community Center**	Sansom Lane Westbound	Import Drive	Tradition Landings LA Fitness Center	Walmart	Cameo Blvd. Eastbound
A	B	C	D	E	F
7:00	7:10	7:21	7:28	7:38	7:50
8:00	8:10	8:21	8:28	8:38	8:50
9:00	9:10	9:21	9:28	9:38	9:50
10:00	10:10	10:21	10:28	10:38	10:50
11:00	11:10	11:21	11:28	11:38	11:50
12:00	12:10	12:21	12:28	12:38	12:50
1:00	1:10	1:21	1:28	1:38	1:50
2:00	2:10	2:21	2:28	2:38	2:50
3:00	3:10	3:21	3:28	3:38	3:50
4:00	4:10	4:21	4:28	4:38	4:50
5:00	5:10	5:21	5:28	5:38	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 ROUTES 4 & 6

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

Port St. Lucie Community Center**	Crosstown Parkway / Sandia Drive	Rio Mar Drive / US 1***	Sportsman Park	Shoppes at St. Lucie West Publix
A	B	C	D	E
7:00	7:09	7:27	7:42	7:51
8:00	8:09	8:27	8:42	8:51
9:00	9:09	9:27	9:42	9:51
10:00	10:09	10:27	10:42	10:51
11:00	11:09	11:27	11:42	11:51
12:00	12:09	12:27	12:42	12:51
1:00	1:09	1:27	1:42	1:51
2:00	2:09	2:27	2:42	2:51
3:00	3:09	3:27	3:42	3:51
4:00	4:09	4:27	4:42	4:51
5:00	5:09	5:27	5:42	5:51
*6:00	---	---	---	---

Tradition Field	Chili's	Walmart	CVS Pharmacy	PSL Library IRSC	S. Thornhill Dr.
F	G	H	I	J	K
7:00	7:05	7:24	7:30	7:45	7:50
8:00	8:05	8:24	8:30	8:45	8:50
9:00	9:05	9:24	9:30	9:45	9:50
10:00	10:05	10:24	10:30	10:45	10:50
11:00	11:05	11:24	11:30	11:45	11:50
12:00	12:05	12:24	12:30	12:45	12:50
1:00	1:05	1:24	1:30	1:45	1:50
2:00	2:05	2:24	2:30	2:45	2:50
3:00	3:05	3:24	3:30	3:45	3:50
4:00	4:05	4:24	4:30	4:45	4:50
5:00	5:05	5:24	5:30	5:45	5:50
*6:00	---	---	---	---	---

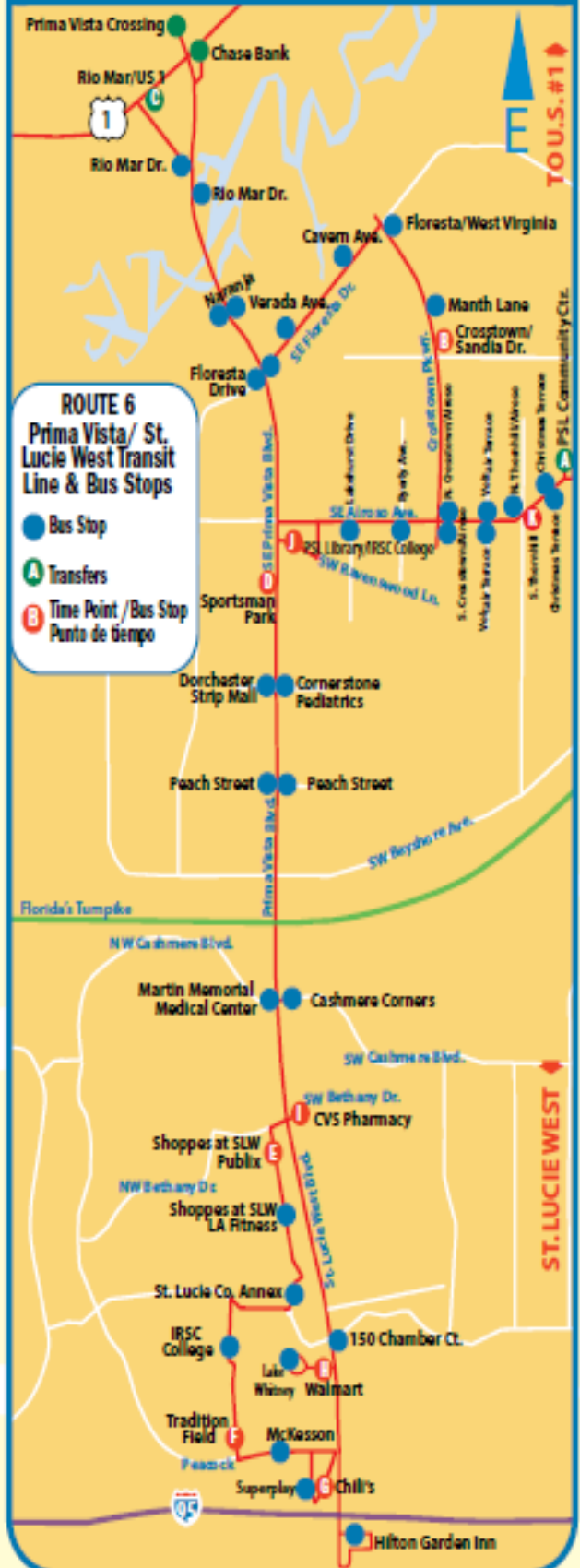
PM TIMES ARE INDICATED IN BOLD TYPE
LOS HORARIOS PM ESTAN INDICADOS EN NEGRITA

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

** CONNECTION WITH ROUTES 4 & 5

***SOUTHBOUND CONNECTION WITH ROUTE 1

ROUTE MAP / MAPA DE RUTA



ROUTE 7 - NORTHBOUND / NORTE

Fort Pierce Intermodal Facility**	Indrio Crossings	Ft. Pierce Blvd. & Hibiscus St.	Intergenerational Recreation Center***
A	B	C	D
7:00	7:16	7:20	7:30
8:00	8:16	8:20	8:30
9:00	9:16	9:20	9:30
10:00	10:16	10:20	10:30
11:00	11:16	11:20	11:30
12:00	12:16	12:20	12:30
1:00	1:16	1:20	1:30
2:00	2:16	2:20	2:30
3:00	3:16	3:20	3:30
4:00	4:16	4:20	4:30
5:00	5:16	5:20	5:30
*6:00			

ROUTE 7 - SOUTHBOUND / SUD

Intergenerational Recreation Center***	Indrio Crossings	Avenue Q & 25th Street	Fort Pierce Intermodal Facility**
D	B	E	A
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	12:00
12:30	12:41	12:50	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 Línea

**Connection with Route 1

ROUTE MAP / MAPA DE RUTA



Appendix D
TD Eligibility Application

COMMUNITY TRANSIT

ST. LUCIE COUNTY, FL

1505 ORANGE AVENUE, FT. PIERCE, FLORIDA 34950
 Phone: (772) 464-7433 * Fax: (772) 465-1682

**ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS)
 APPLICATION (PLEASE PRINT OR TYPE)**

*IF YOU NEED THIS APPLICATION IN SPANISH OR CREOLE,
 PLEASE CALL THE OFFICE AT (772-464-7433, OPTION 1.
 SI USTED NECESITA ESTA SOLICITUD EN ESPANOL. POR FAVOR
 LLAME A LA OFICINA EN (772) 464-7433, opcion 1.
 SI OU BEZWEN APLIKASYON SA A nan lang Panyol, tanpri,
 Rele biwo a nan (772) 464-7433, OPSYON 1.*

***** ALL QUESTIONS MUST BE ANSWERED *****

If you are the applicant requesting certification please skip to Part 1. If some other person on behalf of the applicant is filling out this application, please complete the following.

Name: _____

Relationship to Applicant: _____

Daytime Phone: _____

PART 1: GENERAL INFORMATION

Applicant's Name: _____

Street Address: _____ Apt. No. _____

City: _____ State: FL Zip Code: _____

Mobile Home Park/Apartment Name: _____

Home phone #: _____ Date of Birth: _____

Alternative phone #: _____ Social Security #: _____

Sex: _____ Medicaid #: _____

Are you a Veteran? Yes No or a Veteran's immediate family member? Yes No

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) APPLICATION

TRANSPORTATION DISADVANTAGED ELIGIBILITY
(YOU MUST ANSWER ALL QUESTIONS)

1. Do you have your own car? ___ YES ___ NO
2. Do you have a valid driver's license? ___ YES ___ NO
3. Could another person transport you to your appointment?
 ___ ALWAYS ___ SOMETIMES ___ NEVER
4. Number of individuals you support _____
5. Annual Income: \$ _____

<p>DO NOT WRITE IN THIS SPACE – OFFICIAL USE ONLY</p> <p>Eligibility: ___ Denied ___ Reason for Denial: _____ Reviewed by: _____</p>

EMERGENCY CONTACT:

Name: _____ Phone # _____

Alternative Phone # _____

Relationship: _____

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) APPLICATION

Part 2: Eligibility Information

Please indicate below the reasons why you are seeking ADA paratransit eligibility (check all that apply):

- I can use Treasure Coast Connector buses to go to some places, but in other places I cannot get to or from the bus stops.
- I can use Treasure Coast Connector buses if they are equipped with wheelchair lifts.
- Because of my disability, I can never use the Treasure Coast Connector bus service.

Part 3: Applicant's Disability

1. Describe your disability of health condition and explain in detail how it prevents you from using Treasure Coast Connector bus service some of the time or all of the time.

2. Is your disability/condition . . .

Permanent? Temporary? Expected duration: _____

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) APPLICATION

3. Do you use any of the following mobility aids? (Check all that apply)

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> None of These | <input type="checkbox"/> Braces |
| <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Crutches |
| <input type="checkbox"/> Service Animal | <input type="checkbox"/> Cane |
| <input type="checkbox"/> Electric Wheelchair | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Respirator |
| <input type="checkbox"/> Three-Wheeled Scooter/Wheelchair | |
| <input type="checkbox"/> Other Please Specify: _____ | |

4. Do you need to travel with someone who assists you? (*Personal Care Attendant*)

- Always Sometimes No (*If no proceed to Part 4*)

If you checked sometimes, please explain when you would need a PCA.

If you travel with someone who assists you, does this person assist you in:

- Getting to or from bus stops
- Getting on or off the bus
- To help me get where I am going
- Other Describe: _____

5. If you use a wheelchair or scooter, can you transfer from the wheelchair or scooter to a bus seat?

- Yes No Not Applicable

6. If you use a wheelchair or scooter, is it more than 30 inches wide, more than 48" long or does it, when occupied, weight more than 600 pounds?

- Yes No Not Applicable

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) APPLICATION

Part 4: BUS USAGE

1. Have you ever used the Treasure Coast Connector Bus?

_____ Yes _____ times a week

_____ Yes, Stopped because _____

_____ No

2. Can you follow written or oral instructions?

_____ Yes _____ No _____ Sometimes

If you checked no or sometimes, please explain. _____

3. If necessary, are you able to get on and off a transit bus with a wheelchair lift?

_____ Do not need to use a wheelchair lift.

_____ Yes _____ No Please explain: _____

4. If a bus stop was near you, are you able to walk to the bus stop?

_____ Yes _____ No Please explain: _____

5. Are you able to wait at the bus stop?

_____ Yes _____ No Please explain: _____

6. Are you able to identify the correct bus?

_____ Yes _____ No Please explain: _____

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS)_APPLICATION

7. Are you able to handle/grasp coins (*pay fare*), tickets, railings, handles?

Yes No Please explain: _____

8. Are you able to keep balance while seated on a moving vehicle?

Yes No Please explain: _____

9. Are you able to read, hear, understand and/or process information, schedules, or directions which are needed to make necessary decisions during a trip?

Yes No Please explain: _____

10. Are you able to deal with unexpected situations and unexpected changes in routine?

Yes No Please explain: _____

11. Are you prevented from walking to or from a bus stop for one or more of the following reasons?

- Extreme sensitivity to climatic conditions
- Allergic/environmental sensitivities
- Hyper-fatigue, frailty
- Night Blindness
- Inability to cross busy intersections
- Other Please explain: _____

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) APPLICATION

12. Are you able to find your way between familiar locations?

Yes No

13. Are you able to signal the bus driver to get off at a familiar bus stop and get off the bus there?

Yes No

14. At a bus stop served by more than one bus route, are you able to distinguish the correct bus to board and indicate intention to board?

Yes No

I hereby certify that the information given in this application is correct. I understand that the purpose of this form is to determine if there are times when I cannot use the Treasure Coast Connector bus service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility.

Signature: _____
Applicant

Date: _____

Signature of other person completing this form:

Signature: _____

Date: _____

In order to allow St. Lucie Alternative Transportation Systems (SLATS) to evaluate your request for ADA paratransit eligibility certification, it may be necessary to contact your health care or rehabilitation medical professional for additional information about your disability and ability to use regular bus service. Please complete and sign the following authorization.

Note: It is important that, if possible, you identify a medical professional who is familiar not only with your particular disability but who also understands your ability or inability to travel on the public transit system.

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) APPLICATION

**APPLICANTS 60 OR OLDER DO NOT NEED
TO COMPLETE PAGES 8 OR 9**

I, _____

Applicant's Name

authorize the following medical professional:

Name of Doctor: _____

Street Address: _____

City/Town: _____ *State:* _____ *Zip Code:* _____

Telephone Number: () _____

Fax Number: () _____

to release to ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) information about my disability and its effect on my ability to travel which may be needed in connection with my request for ADA paratransit eligibility certification. It is my understanding that the information released will be used solely to determine by ADA paratransit eligibility. I understand that I may revoke this authorization at any time. Unless earlier revoked, this form will permit the professional listed above to release information described until 60 days after the date appearing below.

Applicant's Signature: _____

Date: _____

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS) APPLICATION

MEDICAL VERIFICATION

****TO BE COMPLETED BY A LICENSED PHYSICIAN ONLY****

The Americans with Disabilities Act of 1990 (ADA) requires that St. Lucie County provide complementary paratransit service to anyone who cannot use the fixed route system because of a disability. The applicant who has asked you to review and sign this form is applying to be considered eligible for the paratransit service because of some disability. This service is intended only for those trips that the person cannot make using the fixed route system because of a disability.

Please carefully review the information provided in this application and answer the questions below:

Applicant's Name: _____

1. Please describe the disability which functionally prevents the applicant from using the fixed route bus system. Is this disability ___ permanent or ___ temporary?

If temporary, duration _____

2. How does this condition prevent the applicant from using the fixed route system?

3. To the best of your professional knowledge, is the information provided by the applicant in this application true and correct?

___ Yes ___ No ___ Do not know.

Signature: _____ Date: _____

Print Name and Title: _____

State of Florida License #: _____

Business Address: _____

Telephone #: (_____) _____

Appendix E
St. Lucie County TD Eligibility Policy

**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

VEHICLE INVENTORY - 2017							
YER #	Model Year	Vehicle Description	MFC EQUIPMENT	Reg Miles Per Year	Current Mileage	Anticipated Retirement Yr	Source Funded By
44	2001	FORD-EXCURSION-SUPPORT	H	6634	143011	2005	5907
52	2002	FORD/F350 PICK-UP-SUPPORT	H	3430	22464	2007	5910
53	2001	CHEVY ASTRO VAN-SUPPORT	H	4056	63101	2001	5911
1201	2012	GILLIG 37 BUS	Y	15034	21255	2024	5903
1202	2012	GILLIG 37 BUS	Y	25014	112531	2024	5903
1203	2012	GILLIG 37 BUS	Y	16001	162003	2024	5903
1204	2012	GILLIG 37 BUS	Y	15622	160231	2024	5903
1205	2012	GILLIG 37 BUS	Y	24053	152503	2024	5903
1206	2012	GILLIG 37 BUS	Y	20011	150053	2024	5903
1207	2012	GILLIG 37 BUS	Y	22101	144101	2024	5903
1208	2012	GILLIG 37 BUS	Y	25023	116457	2024	5903
1209	2012	GILLIG 37 BUS	Y	23001	154461	2024	5903
1210	2012	GILLIG 37 BUS	Y	25014	116741	2024	5903
1211	2012	GILLIG 37 BUS	Y	24522	110251	2024	5903
1212	2012	GILLIG 37 BUS	Y	22211	162317	2024	5903
1401	2014	ELDORADO 37 BUS	Y	10641	15450	2026	5907
1402	2014	ELDORADO 37 BUS	Y	25405	21227	2026	5903
5-01	2007	FORD 300-SUPPORT	H	10665	106651	2012	5907
5-02	2012	FORD ESCAPE-SUPPORT	H	6240	31241	2017	5907
5-03	2012	FORD ESCAPE-SUPPORT	H	5015	11024	2017	5907
5-04	2012	FORD ESCAPE-SUPPORT	H	2400	13300	2017	5907
11-02	2003	CHAMPION 37 BUS	Y	15056	120051	2016	5910
11-03	2003	CHAMPION 37 BUS	Y	10103	145466	2016	5910
11-04	2003	CHAMPION 37 BUS	Y	20001	166162	2016	5903
11-05	2003	CHAMPION 37 BUS	Y	12403	152251	2016	5903
11-06	2003	CHAMPION 37 BUS	Y	15105	121151	2016	5903
11-07	2003	CHAMPION 37 BUS	Y	12023	156105	2016	5903
11-08	2003	CHAMPION 37 BUS	Y	15313	111911	2016	5903
11-09	2003	CHAMPION 37 BUS	Y	10403	142223	2016	5903
11-10	2003	CHAMPION 37 BUS	Y	21306	122267	2016	5903
11-11	2003	CHAMPION 37 BUS	Y	10103	144103	2016	5910
11-12	2003	CHAMPION 37 BUS	Y	21022	162277	2016	5910
11-13	2010	CHAMPION 37 BUS	Y	10221	122250	2017	5911
11-14	2010	CHAMPION 37 BUS	Y	14307	104341	2017	5910
11-15	2011	CHAMPION 37 BUS	Y	10301	56639	2021	5903
11-16	2011	CHAMPION 37 BUS	Y	24311	21259	2021	5903
11-17	2011	CHAMPION 37 BUS	Y	26101	21221	2021	5903
11-18	2011	CHAMPION 37 BUS	Y	22225	11101	2021	5907
11-19	2011	CHAMPION 37 BUS	Y	26001	01100	2021	5907
11-20	2011	CHAMPION 37 BUS	Y	23307	66321	2021	5907
11-21	2011	CHAMPION 37 BUS	Y	23244	21029	2021	5907
11-22	2011	CHAMPION 37 BUS	Y	21011	64326	2021	5903
11-23	2011	CHAMPION 37 BUS	Y	22456	62459	2021	5907
11-24	2011	CHAMPION 37 BUS	Y	21116	11439	2021	5907
11-25	2011	CHAMPION 37 BUS	Y	15117	45351	2021	5907
11-26	2011	CHAMPION 37 BUS	Y	15627	51101	2021	5907
11-27	2011	CHAMPION 37 BUS	Y	22423	62200	2021	5907
11-28	2011	CHAMPION 37 BUS	Y	23013	21209	2021	5907
11-29	2011	CHAMPION 37 BUS	Y	19202	52045	2021	5907
11-30	2011	CHAMPION 37 BUS	Y	3101	32502	2021	5907
11-31	2011	CHAMPION 37 BUS	Y	20301	61019	2021	5907
11-32	2011	CHAMPION 37 BUS	Y	21114	64421	2021	5907
11-33	2011	CHAMPION 37 BUS	Y	19210	31629	2020	5907
11-34	2011	CHAMPION 37 BUS	Y	12201	31200	2020	5907
11-35	2011	CHAMPION 37 BUS	Y	15504	46252	2020	5903
11-36	2011	CHAMPION 37 BUS	Y	14212	42626	2020	5907
11-37	2011	CHAMPION 37 BUS	Y	20007	62660	2021	5910
11-38	2011	CHAMPION 37 BUS	Y	21014	64421	2021	5910
14-01	2015	INTERNATIONAL 37 BUS	Y	12327	15054	2022	5910
14-02	2015	INTERNATIONAL 37 BUS	Y	12227	35339	2022	5910
14-03	2015	INTERNATIONAL 37 BUS	Y	0242	16424	2022	5910
15-01	2016	BRANH CARAVAN	Y	174	174	2025	5910
15-02	2016	GLAVAL 37 BUS	Y	2950	2950	2025	5910
15-03	2016	GLAVAL 37 BUS	Y	2972	2972	2025	5910
15-04	2016	GLAVAL 37 BUS	Y	1241	1241	2025	5910
15-05	2016	BRANH CARAVAN	Y	341	341	2025	5910
15-06	2016	BRANH CARAVAN	Y	675	675	2025	5910
16-02	2016	BRANH CARAVAN	Y	104	104	2025	5910
16-03	2016	BRANH CARAVAN	Y	105	105	2025	5910

Appendix G
System Safety Program Plan Certification

SAFETY AND SECURITY CERTIFICATION

DATE: January 3, 2017
NAME: Council on Aging of St. Lucie, Inc./Community Transit
ADDRESS: 1505 Orange Avenue, Fort Pierce, FL 34950

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

1. THE ADOPTION OF 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 ANNUAL 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: Kenworth of So. Florida
1850 S. US Hwy 1
Fort Pierce, Florida 34950

Appendix H
Local Coordinating Board Grievance
Procedures

**ST. LUCIE LOCAL COORDINATING BOARD FOR THE
TRANSPORTATION DISADVANTAGED (LCB)
FY 2015-2016 GRIEVANCE PROCEDURES**

September 23, 2015

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. Hearing and speech impaired persons call: 711 (Florida only) Florida Relay System or for TTY call (850) 410-5708. 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.

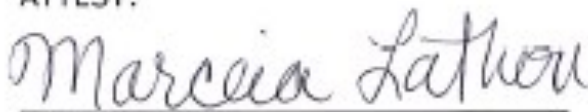
CERTIFICATION

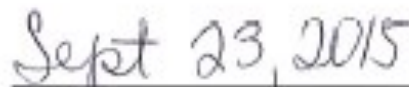
The undersigned hereby certifies that he/she is the Chairperson of the St. Lucie County Local Coordinating Board for the Transportation Disadvantaged (LCB) and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the St. Lucie LCB this 23rd day of September 2015.

ST. LUCIE COUNTY LOCAL COORDINATING
BOARD FOR THE TRANSPORTATION DISADVANTAGED


Paula Lewis
Chairperson

ATTEST:


Marceia Lathou
Transit Program Manager


Date

Appendix I
Rate Model Calculation Spreadsheet

Worksheet for Multiple Service Rates

CTC: **St. Lucie Board** Version 1.4
 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 checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V 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"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II 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"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

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?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group 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	Do NOT Complete Section II 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 =

Combination Trip and Mile Rate			
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	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **St. Lucie Board** Version 1.4
 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 III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2, 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
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).....
Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate **0.00** 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: 2013 - 2014			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	161,074	96,644	64,430	Leave Blank	0
Rate per Passenger Mile =		\$2.03	\$3.48	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	21,391	12,835	8,556	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$15.27	\$26.18	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services, ...					
Combination Trip and Mile Rate					
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.03	\$3.48	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.03	\$3.48	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$15.28	\$26.19	\$0.00	\$0.00
				per passenger	per group
Program These Rates Into Your Medicaid Encounter Data					

Appendix J
Glossary of Terms and Abbreviations

Glossary of Terms and Abbreviations

The following is derived primarily from a glossary developed by the Florida Commission for the Transportation Disadvantaged.

ADA (Americans with Disabilities Act): a federal law which provides protection for persons with disabilities.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with a least prior day notification.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bike Share: a service in which bicycles are made available to the public for shared use on a short term basis, allowing people to borrow a bike from point "A" and return it at point "B".

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

CTC (Community Transportation Coordinator): a transportation entity competitively procured or recommended by the appropriate official planning agency and Local Coordinating Board and approved by the FCTD, to ensure that safe, quality, coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and its duties and responsibilities.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and Local Coordinating Board.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives which provides assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services. Also referred to as the **Local Coordinating Board**.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency that receives transportation disadvantaged funds and performs some, if not all of, its own services as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Critical Need TD Population: persons who due to severe physical limitations or low incomes are dependent upon others for their mobility needs.

Demand Response: a paratransit service that is readily delivered with prior notification.

Designated Service Area: a geographical area subject to approval by the FCTD which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (e.g., caring for one's self, walking, seeing, hearing, speaking, learning)

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by humans, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

FAC (Florida Administrative Code): a set of administrative codes regulating the state of Florida.

FCTD (Florida Commission for the Transportation Disadvantaged): an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged.

FDOT (Florida Department of Transportation): a governmental entity. The FCTD is housed under the Florida Department of Transportation for administrative purposes.

FS (Florida Statutes): the laws governing the state of Florida.

Fixed Route: service in which the vehicle repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g. conventional city bus).

General TD Population: all disabled, elderly and low-income persons, and children who are "high-risk" or "at-risk."

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process: a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, resulting in mediation, if necessary.

LCB (Local Coordinating Board): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services. Also referred to as the **Coordinating Board**.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

MPO (Metropolitan Planning Organization): the area-wide organization responsible for conducting the continuing, cooperative and comprehensive transportation planning process in a designated area. In some areas this entity is referred to as a **TPO (Transportation Planning Organization)**.

Memorandum of Agreement: the state contract between the FCTD and the community transportation coordinator which recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Mobility: The ability to move or be moved from place to place.

Mode: A specific form of transportation, such as automobile, walking, bicycle, or bus.

Objective: specific measurable conditions that the organization establishes to achieve its goals.

Official Planning Agency: the official body or agency designated by the Florida Commission for the Transportation Disadvantaged to fulfill the functions of transportation disadvantaged planning.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Prioritization: the process of scheduling TD trips based on availability with preference given to serving riders with life essential needs.

Public Transit: the transporting of people by conveyance or systems of conveyances traveling on land or water, local or regional in nature and available for use by the public. Public transit systems may be governmental or privately owned.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2 F.A.C.: the rule adopted by the Florida Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Shuttle: a transit service that operates on a short route or in a small geographical area often as an extension to the service of a longer route.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined by the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

System Safety Program Plan: a documented organized approach and guide to accomplishing a system safety program.

Taxi Cab Voucher Program: offers transportation disadvantaged passengers a discount or full subsidy from the normal cab rate.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F.S.

Transportation Disadvantaged: those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Service Plan: a plan with annual updates developed by the community transportation coordinator and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the Local Coordinating Board.

Transportation Operator: a public, private for profit, or private nonprofit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system/transportation disadvantaged service plan.

Transportation Operator Contract: the Florida Commission for the Transportation Disadvantaged's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Unmet Demand: the number of trips desired but not provided because of insufficient service supply.

Vanpool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Vanpools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the community transportation coordinator, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Volunteers: persons who do selected tasks for the community transportation coordinator or its contracted operator for little or no compensation.

Appendix K
TDSP/Coordinated Plan Roll Call Vote
and Certification



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

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Cathy Townsend			
Elderly Community	Carolyn Niemczyk			
Disabled Community	Alan Love			
Citizen Advocate	Nelson Merchan-Cely			
Citizen Advocate/User	Nancy Hess			
Children At Risk	Jim Dwyer			
Economically Disadvantaged	Stacy Malinowski			
Public Education	Kathryn Hensley			
FL Dept. of Transportation	Marie Dorismond			
FL Dept of Children & Families	Donna Mihok			
FL Dept of Elder Affairs	Dalie Dillon			
FL Dept of Vocational Rehabilitation	Steve Palumbo			
FL Dept of Health Care Admin	Vacant			
Regional Workforce Board	Tracey McMorris			
Veterans Community	Roy Brewer			
Local Mass Transit	Marianne Arbore			
Private Transportation Industry	Lisa Sanders			
Local Medical Community	Arlease Hall			

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,

March 8, 2017

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evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on March 8, 2017.

Date

Commissioner Cathy Townsend
Local Coordinating Board Chair

Approved by the Florida Commission for the Transportation Disadvantaged:

Date

Steve Holmes
FCTD Executive Director

Appendix L
St. Lucie County Local Coordinating
Board 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
 Phone: 772-462-1593

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: _____, TPO Executive Director

DATE: _____



REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
Chair	Cathy Townsend	None	Indefinite
Elderly Community	Carolyn Niemczyk	Darrell Winfree	Indefinite
Disabled Community	Alan Love	Darrell Winfree	Indefinite
Citizen Advocate	Nelson Merchan-Cely	Darrell Winfree	Indefinite
Citizen Advocate/User	Nancy Hess	None	Indefinite
Veterans Community	Roy Brewer	Joseph Lusardi	Indefinite
Economically Disadvantaged	Stacy Malinowski	William Wilburn	Indefinite
Public Education	Kathryn Hensley	Marty Sanders	Indefinite
FL Dept. of Transportation	Marie Dorismond	Wibet Hay	Indefinite
FL Dept. of Children & Families	Donna Mihok	Eva Stokes/Eric Eckhardt	Indefinite
FL Dept. of Vocational Rehab	Steve Palumbo	Tina Herzik,/Emily Hough	Indefinite
FL Dept. of Elder Affairs	Dalia Dillon	Nancy Yarnall	Indefinite
FL Agency for Health Care Administration	William Albury	None	Indefinite
Children At Risk	Jim Dwyer	Ronda Cerulli	Indefinite
Private Transportation Industry	Lisa Sanders	None	Indefinite
Local Mass Transit	Marianne Arbore	Roje Gonzalez	Indefinite
Local Medical Community	Arlease Hall	Mally Chrulski/Kevin Howard	Indefinite
Workforce Development Board	Tracey McMorris	None	Indefinite

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	March 8, 2017
Item Number:	7b
Item Title:	Community Transportation Coordinator (CTC) Evaluation Committee Appointments
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Appoint a CTC Evaluation Committee consisting of at least one citizen advocate representative and two agency representatives from the LCB, in accordance with past practice.
Staff Recommendation:	Because the proposed appointment of a CTC Evaluation Committee facilitates the conduct of the CTC Evaluation, it is recommended that a CTC Evaluation Committee be appointed consisting of at least one citizen advocate representative and two agency representatives.

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: February 17, 2017

SUBJECT: **Community Transportation Coordinator (CTC) Evaluation Committee Appointments**

BACKGROUND

The LCB is required to conduct an annual evaluation of the Community Transportation Coordinator (CTC). The Florida Commission for the Transportation Disadvantaged (FCTD) provides a workbook for this purpose.

ANALYSIS

The CTC evaluation will be conducted by TPO staff with assistance from a CTC evaluation committee. Staff conducts the quantitative portion of the evaluation. Staff along with a committee of the LCB conducts the qualitative portion of the evaluation which consists of a demand response ride and surveys.

In the past, the LCB committee has consisted of at least one citizen advocate representative and two agency representatives, which has been effective. Ms. Dalia Dillon, Mr. Nelson Merchan-Cely, and Ms. Donna Mihok served on the 2016 CTC Evaluation Committee.

RECOMMENDATION

Because the proposed appointment of a CTC Evaluation Committee facilitates the conduct of the CTC Evaluation, it is recommended that a CTC Evaluation Committee be appointed consisting of at least one citizen advocate representative and two agency representatives.