

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

Regular Meeting

Date and Time: Wednesday, May 3, 2023, 2:00 pm

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

Public Participation/Accessibility

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

Participation by Webconference: Using a computer or smartphone, register at <https://attendee.gotowebinar.com/register/6422123603483148890>. After the registration is completed, a confirmation will be emailed containing instructions for joining the webconference. Public comments may be provided through the webconference chatbox during the meeting.

Written and Telephone Comments: Comment by email to TPOAdmin@stlucieco.org; by regular mail to the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida 34953; or call 772-462-1593 until 1:00 pm on May 3, 2023.

AGENDA

1. Call to Order
2. Pledge of Allegiance
3. Roll Call/Self-Introductions
4. Comments from the Public
5. Approval of Agenda
6. Approval of Meeting Summaries
 - February 15, 2023 Regular Meeting
 - February 15, 2023 Public Workshop

7. Action Items

- 7a. Community Transportation Coordinator (CTC) Evaluation:** The annual evaluation of the performance and operations of St. Lucie County (the CTC) in the provision of demand response bus service.

Action: Approve, approve with conditions, or do not approve.

8. Discussion Items

- 8a. Draft Sustainable Transportation Plan:** Review of findings of the Draft Sustainable Transportation Plan for the development of an Automated/Connected/Electric/Shared-Use (ACES) Network in St. Lucie County.

Action: Discuss and provide comments to Staff.

- 8b. Port St. Lucie Intermodal Bus Station Update:** The CTC will present an update on efforts to redesign the bus station located across from the Port St. Lucie Community Center and to secure funding for the project.

Action: Discuss and provide comments to Staff.

- 8c. Area Regional Transit (ART) Bus Services Promotion:** The CTC will present a marketing plan to raise public awareness of services available through the ART public transportation system.

Action: Discuss and provide comments to Staff.

- 8d. Transit Development Plan (TDP) Major Update Scope of Services:** Review of a consultant scope of services for a TDP Major Update, the transit provider's strategic plan for the provision of bus services.

Action: Discuss and provide comments to Staff.

9. Recommendations/Comments by Members**10. Staff Comments****11. Comments from the Public**

- 12. Next Meeting:** The next St. Lucie LCB meeting is a regular meeting scheduled for 2:00 pm on August 16, 2023.

13. Adjourn

NOTICES

The St. Lucie TPO satisfies the requirements of various nondiscrimination laws and regulations including Title VI of the Civil Rights Act of 1964. Public participation is welcome without regard to race, color, national origin, age, sex, religion, disability, income, or family status. Persons wishing to express their concerns about nondiscrimination should contact Marceia Lathou, Title VI/ADA Coordinator, St. Lucie TPO, 772-462-1593 or lathoum@stlucieco.org. Persons who require special accommodations under the Americans with Disabilities Act (ADA) or persons who require translation services (free of charge) should contact Marceia Lathou at 772-462-1593 at least five days prior to the meeting. Persons who are hearing or speech impaired may use the Florida Relay System by dialing 711.

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

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

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



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

REGULAR MEETING

Date: Wednesday, February 15, 2023

Time: 2:00 pm

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

MEETING SUMMARY

1. Call to Order

The meeting was called to order at 2:05 pm.

2. Pledge of Allegiance

Vice Chairwoman Niemczyk led the Pledge of Allegiance.

3. Roll Call

Self-introductions were made, and a quorum was noted with the following members present:

Members Present

Carolyn Niemczyk, Vice Chair
Robert Dadiomoff
Dalia Dillon
Marie Dorismond
Robert Driscoll

Stacy Malinowski
Nelson Merchan-Cely

Representing

Elderly Community
Veterans Community
Florida Dept. of Elder Affairs
FDOT
Local Private For-Profit
Transportation Industry
Economically Disadvantaged
Citizen Advocate

Stefanie Myers
Marty Sanders
Anna Santacroce
Milory Senat

Jennifer Sideregts
Danielle Jones

Kelly Santos

Local Medical Community
Public Education Community
Citizen Advocate-Transit User
Agency for Persons with
Disabilities
Regional Workforce Board
Florida Dept. of Vocational
Rehabilitation
Children's Services Council

Others Present

Kyle Bowman
Peter Buchwald
Yi Ding
Marceia Lathou
Rachel Harrison
Lakeshia Brown
Noah Brown

Adolfo Covelli
Ciara Forbes
Priscila Hanning

Melody Hearn
Tracy Jahn
Anthony Rodriguez
Anthony Johnson

Representing

St. Lucie TPO
St. Lucie TPO
St. Lucie TPO
St. Lucie TPO
Recording Specialist
MV Transportation
South Florida Commuter
Services
St. Lucie County
St. Lucie County
South Florida Commuter
Services
Family Care Council
St. Lucie County
MV Transportation
MV Transportation

4. **Comments from the Public** – Ms. Hearn introduced herself as the governor-appointed co-chair of the local Family Care Council regional office, noting that she had recently attended a meeting of the Treasure Coast Interagency Transition Council in which several of the agency representatives were unaware of the Advantage Ride program despite it having been in operation several years. She expressed her confident expectation that ridership numbers would increase as the fiscal year progressed and thanked the LCB for its support of the program. Ms. Hearn also asserted the importance of recognizing and accommodating the specific needs of developmentally disabled individuals, cautioning in particular against the overcrowding of vehicles due to its potential to cause additional anxiety for some riders.

5. Approval of Agenda

* **MOTION** by Ms. Myers to approve the agenda.

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

6. Approval of Meeting Summary

- November 16, 2022 Regular Meeting

* **MOTION** by Mr. Sanders to approve the Meeting Summary.

** **SECONDED** by Mr. Driscoll Carried **UNANIMOUSLY**

7. Action Items

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

Ms. Lathou indicated that Florida law required the TPO to develop a Transportation Disadvantaged Service Plan (TDSP) every five years, with annual updates required for the intervening years. She explained the purpose and scope of the TDSP, described how the estimates for the number of local TD individuals had changed since the last major update, and introduced Ms. Jahn, who summarized the various changes included in the present update.

* **MOTION** by Ms. Santacroce to approve the TDSP/Coordinated Plan Annual Update.

** **SECONDED** by Mr. Driscoll

** **A roll-call vote was conducted, and the motion was approved by all members.**

7b. Community Transportation Coordinator (CTC) Redesignation: Consideration of the St. Lucie County Board of County Commissioners (BOCC) continuing as the CTC for St. Lucie County.

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Ms. Lathou described Florida's Transportation Disadvantaged program, noting that St. Lucie County had been the local Community Transportation Coordinator (CTC) since 1990. She explained that Florida law required the CTC to be redesignated every five years and that the County had indicated a desire to renew its contract. Mr. Covelli then continued the presentation with a description of the types of transit services offered in St. Lucie County as well as the ridership statistics for each, a summary of recent projects, an overview of expenditures, and an update on upcoming initiatives.

Ms. Santacroce inquired as to whether the Advantage Ride program would be able to continue after the current grant funding ended. Mr. Covelli described efforts to obtain additional grant funding, noting that Transit staff had also approached the County about potentially funding the program if such efforts were not successful. He indicated that he was relatively confident that the program would be able to operate the following fiscal year, although it was not certain.

* **MOTION** by Mr. Dadiomoff to endorse the St. Lucie BOCC as the CTC for St. Lucie County.

** **SECONDED** by Ms. Myers Carried **UNANIMOUSLY**

8. Discussion Items

8a. Regional Commuter Bus Pilot Program: A presentation on proposed express bus service connecting St. Lucie County with Palm Beach County.

Ms. Lathou explained the purpose and amenities of the Jobs Express Terminal (JET) before providing an overview of statistics regarding regional commuting patterns. She noted the formation of a Regional Bus Coordinating Committee and then described the service that would be provided in the commuter bus pilot program if implemented. Ms. Lathou concluded with examples of the questions that might be included in the survey that would be deployed to gauge local interest in the commuter bus.

In response to Ms. Sideregts' question, Ms. Lathou clarified the likely hours of operation for the service if it were implemented.

In answer to Vice Chairwoman Niemczyk's questions, Ms. Lathou noted that the proposed provider, Palm Tran, had not yet established a fare for the service, which was slated to begin later in the year. Ms. Lathou

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explained that it would be open to the general public and marketed to both commuters and non-commuters. Vice Chairwoman Niemczyk remarked on the importance of signage at the JET given how soon the service was intended to start, and Mr. Brown noted that his upcoming presentation would include images of the permanent signage that had recently been installed. Referencing the length of time required for the development and installation of the JET signage, Ms. Lathou commented on the need for an interim solution like the pilot program while buses were being ordered and delivered for the permanent commuter service.

Mr. Brown described the comprehensive marketing efforts conducted by South Florida Commuter Services for the express buses operating in Broward County, indicating that the local commuter bus service would be promoted in a similar manner. In response to Mr. Buchwald's question, Mr. Brown clarified that such efforts included website promotion and outreach at various public events.

Ms. Myers asked for clarification regarding the timing of trips, and Ms. Lathou described the origin of the service in Palm Beach County. Mr. Buchwald explained that the service would initially be focused on providing a schedule that would accommodate the typical commuter, with early morning and early evening operation. He noted that the development of the service was still in the beginning stages but that it would eventually expand to accommodate non-commuting trips.

In response to Vice Chairwoman Niemczyk's question, Mr. Buchwald described the location of the West Palm Beach Intermodal Station, while Mr. Brown provided an overview of nearby multimodal connections.

9. **Recommendations/Comments by Members – None.**
10. **Staff Comments –** Mr. Buchwald described the purpose of the public hearing and training workshop scheduled to follow the regular LCB meeting.
11. **Comments from the Public – None.**
12. **Next Meeting:** The next St. Lucie LCB meeting is a regular meeting scheduled for 2:00 pm on May 3, 2023.

13. Adjourn – The meeting was adjourned at 2:45 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman



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

PUBLIC HEARING/TRAINING WORKSHOP

Date: Wednesday, February 15, 2023
Time: 2:00 pm; immediately following the LCB Regular Meeting
Location: Coco Vista Centre
 466 SW Port St. Lucie Boulevard, Suite 111
 Port St. Lucie, Florida

MEETING SUMMARY

1. Call to Order

Vice Chairwoman Niemczyk called the meeting to order at 3:00 pm. Ms. Lathou explained the purpose of the annual public hearing and training workshop along with the rationale for holding it after the regularly scheduled LCB meeting rather than before.

The following LCB members and attendees were present.

Members Present

Carolyn Niemczyk, Vice Chair
 Robert Dadiomoff
 Dalia Dillon
 Marie Dorismond
 Robert Driscoll

Stacy Malinowski
 Nelson Merchan-Cely
 Danielle Jones

Stefanie Myers
 Marty Sanders

Representing

Elderly Community
 Veterans Community
 Florida Dept. of Elder Affairs
 FDOT
 Local Private For-Profit
 Transportation Industry
 Economically Disadvantaged
 Citizen Advocate
 Florida Dept. of Vocational
 Rehabilitation
 Local Medical Community
 Public Education Community

Anna Santacroce
Milory Senat

Citizen Advocate-Transit User
Agency for Persons with
Disabilities

Jennifer Sideregts
Kelly Santos

Regional Workforce Board
Children's Services Council

Others Present

Kyle Bowman
Peter Buchwald
Marceia Lathou
Rachel Harrison
Lakeshia Brown
Noah Brown

Adolfo Covelli
Ciara Forbes
Priscila Hanning

Melody Hearn
Tracy Jahn
Anthony Johnson
Anthony Rodriguez

Representing

St. Lucie TPO
St. Lucie TPO
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Recording Specialist
MV Transportation
South Florida Commuter
Services
St. Lucie County
St. Lucie County
South Florida Commuter
Services
Family Care Council
St. Lucie County
MV Transportation
MV Transportation

2. Pledge of Allegiance

As the Pledge had been conducted at the beginning of the preceding Regular Meeting, this agenda item was omitted.

3. Opening Public Comment – None.

4. Florida Commission for the Transportation Disadvantaged (FCTD)/Local Coordinating Board (LCB) Overview

Ms. Lathou began the presentation by identifying the people who are served as part of the TD community and the types of services they receive before describing the mission of the Florida Commission for the Transportation Disadvantaged (FCTD). She explained how the program is funded along with its organization at the local level and then transitioned to a discussion of the LCB's membership and duties. She concluded with a statement regarding the significance of the rider experience.

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5. Transportation Disadvantaged (TD)/Coordinated Transportation Overview

Ms. Jahn began by explaining the Community Transportation Coordinator's (CTC) role in coordinating TD services within the County, noting how its services benefit the community and reinforce the County's vision. She described how the CTC obtains and allocates funding before presenting a number of service and ridership statistics. Ms. Jahn noted several recent projects and upcoming initiatives and invited Mr. Rodriguez to continue. Mr. Rodriguez introduced himself as well as the members of his local operations team before providing details on the history and philosophy of MV Transportation, its various operations within Florida, and its accomplishments to date in St. Lucie County.

6. South Florida Commuter Services (SFCS) Overview

Mr. Brown introduced himself and his colleague before outlining the purpose and goals of South Florida Commuter Services (SFCS). He provided an overview of the FDOT District 4 and 6 Regional Transportation Demand Management (TDM) Program and then described how SFCS stays customer-focused through an approach that combines planning with marketing. Mr. Brown identified several sub-brands within the SFCS marketing umbrella, highlighting the Guaranteed Ride Home program, and explained how SFCS coordinates with local partners to promote various transit options. He presented metrics on the program's performance and concluded with remarks on how the SFCS mission intersects with planning and long-term solutions.

7. Voting Conflicts of Interest

Ms. Forbes explained that Florida statutes prohibit individuals serving on advisory bodies, such as LCB members, from voting on any issue that could result in their personal gain or loss, or the gain or loss of their employers, relatives, or business associates. She described the appropriate procedure for declaring a conflict of interest, which includes an abstention from voting on the issue, and then described the procedure for appropriately participating in the issue's discussion.

8. Closing Public Comment – None.

9. Adjourn – The meeting was adjourned at 3:40 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 3, 2023
Item Number:	7a
Item Title:	Community Transportation Coordinator (CTC) Evaluation
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged
Requested Action:	Approve the CTC evaluation, approve with conditions, or do not approve.
Staff Recommendation:	<p>The LCB will continue to work with the CTC on strategies to enhance the rider experience, address rider concerns, and increase ridership. Based on the results of the CTC evaluation, the following recommendations are provided for action by the LCB:</p> <ul style="list-style-type: none">• Approve the CTC Evaluation based on the CTC meeting or exceeding all FCTD standards during the reporting period.• Set an annual percentage goal increase of two percent for the number of trips provided on the fixed-route system, dependent upon COVID-19 Pandemic economic recovery efforts beyond the control of the transit provider.

Attachments

- Staff Report
- CTC Evaluation

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: April 19, 2023

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

BACKGROUND

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

The role of the CTC is to ensure that safe, quality, coordinated transportation is provided or arranged in a cost-effective manner to serve transportation disadvantaged persons. The St. Lucie Board of County Commissioners (BOCC) is the CTC for St. Lucie County.

The CTC evaluation consists of two parts: a qualitative analysis and a quantitative analysis. A demand response ride and a telephone survey of riders comprise the qualitative analysis. A quantitative analysis covering FCTD and local standards also was conducted. The results of the above analyses are documented in the attached CTC Evaluation.

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. The LCB has a current goal of two percent for the fixed route system.

ANALYSIS

The results of the rider survey indicate a high level of customer satisfaction with the demand response system. The survey was conducted by telephone during the week of April 3, 2023. When asked "Rate the Transportation You Have Been Receiving," on a scale of 1-10 with 10 being the highest, 25 percent of riders rated the service a "10" with the lowest rating being a "6". During the prior year survey 70 percent of riders rated the service a "10" with the lowest rating being an "8". For the current survey no riders noted encountering a problem with a recent trip, the same as the prior year.

Overall, the current rider survey indicates a high level of customer satisfaction although not as highly rated as the prior year. During the current survey comments were made regarding the following issues: late pickups, trip denials, and circuitous routing. It should be noted that the TPO area has experienced unprecedented population growth along with an unprecedented level of funding for roadway construction projects, both of which present challenges to on-time performance, provision of services, and expeditious routing of buses.

TPO staff conducted the On-Site Observation of the System on March 28, 2023. The result of the On-Site Observation indicates that the service is operated in a safe and efficient manner.

Based on the results of the CTC Evaluation as documented in the attached surveys and worksheets, the CTC met or exceeded all applicable FCTD standards during the review period.

Public Transportation Ridership Goal

Trips on the fixed-route bus system were analyzed. By the end of FY 20/21, a total of 440,125 trips were taken. By the end of FY 21/22, a total of 422,344 trips were taken. The result was an approximately four percent decrease. During the prior year's CTC review period, fixed route ridership decreased by approximately 33%.

The minor decrease during the current period of the analysis is attributed to the persistent effects of the Covid-19 Pandemic. In addition, riders have other service options offered by the County such as microtransit, Advantage Ride, and Direct Connect.

It is further noted that fixed route ridership remains significantly higher today in comparison to 2016. In 2016 before instituting fare-free service fixed route trips were 180,316. Comparison of the 2016 data to current fiscal year data shows a 134% increase in trips provided.

RECOMMENDATION

The LCB will continue to work with the CTC on strategies to enhance the rider experience, address rider concerns, and increase ridership. Based on the results of the CTC evaluation, the following recommendations are provided for action by the LCB:

- Approve the CTC Evaluation based on the CTC meeting or exceeding all FCTD standards during the reporting period.
- Set an annual percentage goal increase of two percent for the number of trips provided on the fixed-route system, dependent upon COVID-19 Pandemic economic recovery efforts beyond the control of the transit provider.

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

	Cover Page
	Entrance Interview Questions
	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
	Insurance
	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
	Commission Standards and Local Standards
	On-Site Observation
	Surveys
	Level of Cost - Worksheet 1
	Level of Competition – Worksheet 2
	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]
“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
"...shall adhere to Commission approved standards..."

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership Fixed Route: 2% annually	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance 90%	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows 2 no-shows per 30-day period per passenger	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents 1.5/100,000 miles	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Road calls Miles between roadcalls - 17,590	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints-1 per 1,000 trips	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time: Call picked up by 3rd ring.	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Yes No

Does the vehicle have working heat and air conditioning?

Yes No

Does the vehicle have two-way communications in good working order?

Yes No

If used, was the lift in good working order?

Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Alzheimer's CC				
ADA				
5311				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on _____?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Responses to CTC Evaluation Phone Surveys – April 5, 2022

Total phone numbers attempted: 27

Total completed surveys: 12

Questions:

1. Did you receive transportation service on March 28, 2023?
2. Were you charged an amount in addition to the co-payment?
3. How often do you normally obtain transportation?
4. Have you ever been denied transportation services?
5. What do you normally use the service for?
6. Did you have a problem with your trip on March 28, 2023?
7. On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8. What does transportation mean to you?
9. Additional Comments

Totals:

1. Yes: 12
2. No: 12
3. 3-5 Times/Week: 7; 1-2 Times/Week: 3; Other: 2
4. No: 9; Yes: 3 (None-Other; 1-2 Times-Space not available; 3-5 Times-Space not available)
5. Medical: 6; Educational/Training/Daycare: 5; Nutritional: 3) *Note: Some respondents gave more than one answer
6. No: 12
7. 10: 3 respondents; 9: 4 respondents; 8: 2 respondents; 7: 2 respondents; 6: 1 respondent
8. Various; frequent answers include a need for independence, need for medical care, and appreciation for safety
9. Various

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
1	Yes	No	3-5 times/week	Yes; None; Other	Medical/ Nutritional	No	10	Respondent can't drive but needs to get to the doctor	
2	Yes	No	3-5 times/week	No	Education/ Training/Daycare	No	7	Respondent likes to go to school	Once or twice per week drivers are late; respondent once sat on bus for two hours to get home with no bathroom breaks
3	Yes	No	1-2 times/week	Yes; 1-2 Times; Space not available	Medical/ Nutritional	No	10	Respondent is elderly and has no other transport	
4	Yes	No	3-5 times/week	No	Education/ Training/Daycare	No	8	Respondent is able to get to Alzheimer's Center	
5	Yes	No	1-2 times/week	No	Nutritional	No	9		Management is friendly
6	Yes	No	Other	No	Medical	No	7	The service helps people who can't get around	
7	Yes	No	3-5 times/week	No	Medical	No	8	Respondent needs to get to the doctor	
8	Yes	No	3-5 times/week	Yes; 3-5 Times; Space not available	Education/ Training/Daycare	No	6	Respondent is able to get to school and be independent	Sometimes routes don't make sense, i.e. are circuitous
9	Yes	No	1-2 times/week	No	Medical	No	9	Respondent is able to get around	
10	Yes	No	Other	No	Medical	No	9	Respondent doesn't have to depend on friends and family for transport but fears getting lost; transit makes respondent feel safer	Respondent had procedure done in February and transit did not return for pickup
11	Yes	No	3-5 times/week	No	Education/ Training/Daycare	No	10	Respondent appreciates transit's reliability and attention to security and safety	Respondent originally was concerned about new transit provider but was wrong; they're courteous, prompt, and on-the-ball
12	Yes	No	3-5 times/week	No	Education/ Training/Daycare	No	9	Convenience and safety	They work hard to satisfy customers but sometimes new people don't know PSL too well

Contractor Survey
St. Lucie County

MV Transportation

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes No

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

5. Does the CTC give your facility adequate time to report statistics?

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

It has been a pleasure and of full gratefulness to work along side CTC. It is sincerely appreciated.

Thank you,

Debbie Polignone
MV Transportation

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

County: Saint Lucie
 CTC: St. Lucie County Board of County Commissioners
 Contact: Adolfo Covelli
 437 North 7th Street
 Fort Pierce, FL 34950
 772-462-1798
 Email: covellia@stlucieco.org

Demographics	Number
Total County Population	324,599
Unduplicated Head Count	6,476



Trips By Type of Service	2020	2021	2022
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	134,349	97,411	135,574
TNC	0	3,907	10,984
Taxi	3,301	7,426	14,220
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	137,650	108,744	160,778

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	39,584	39,638	76,716
Employment	8,370	12,502	11,617
Ed/Train/DayCare	27,932	24,189	31,285
Nutritional	6,232	1,636	1,671
Life-Sustaining/Other	55,532	30,779	39,489
TOTAL TRIPS	137,650	108,744	160,778

Passenger Trips By Revenue Source	2020	2021	2022
CTD	33,660	47,174	27,567
AHCA	34,913	200	756
APD	697	22,377	19,791
DOEA	2,950	829	3,625
DOE	0	0	0
Other	65,430	38,164	109,039
TOTAL TRIPS	137,650	108,744	160,778

Trips by Provider Type	2020	2021	2022
CTC	0	0	0
Transportation Operator	87,817	72,982	122,555
Coordination Contractor	49,833	35,762	38,223
TOTAL TRIPS	137,650	108,744	160,778

Vehicle Data	2020	2021	2022
Vehicle Miles	721,210	778,697	1,440,348
Roadcalls	41	97	131
Accidents	0	12	25
Vehicles	184	139	123
Drivers	110	144	115

Financial and General Data	2020	2021	2022
Expenses	\$ 3,899,934	\$ 4,284,700	\$ 4,233,028
Revenues	\$ 3,899,929	\$ 4,290,394	\$ 4,233,027
Commendations	16	45	86
Complaints	1	3	24
Passenger No-Shows	3,304	4,484	3,769
Unmet Trip Requests	5,081	5,762	4,952

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0.00	1.54	1.74
Miles between Roadcalls	17,590	8,028	10,995
Avg. Trips per Passenger	12.17	13.41	24.83
Cost per Trip	\$28.33	\$39.40	\$26.33
Cost per Paratransit Trip	\$28.68	\$31.50	\$22.84
Cost per Total Mile	\$5.41	\$5.50	\$2.94
Cost per Paratransit Mile	\$5.45	\$3.94	\$2.54

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 3, 2023
Item Number:	8a
Item Title:	Draft Sustainable Transportation Plan
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.10 – Automated/Connected/Electric/ Shared-Use (ACES) Vehicles Planning
Requested Action:	Review and provide comments to Staff.
Staff Recommendation:	It is recommended that the Draft Sustainable Transportation Plan be discussed, and input provided to Staff.

Attachment

- Staff Report

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: April 19, 2023

SUBJECT: Draft Sustainable Transportation Plan

BACKGROUND

As part of its sustainable transportation strategy, the St. Lucie TPO has initiated various plans and studies related to ACES (Automated/Connected/Electric/Shared-Use) vehicles. ACES vehicles are expected to make travel safer and more efficient, but most importantly, greatly improve mobility, particularly for vulnerable and underserved populations.

The 2045 Smart Moves Long Range Transportation Plan (LRTP) recommends the development of an ACES Network at interchanges along I-95. The ACES Network is the foundation of ACES because these are park-and-ride lots incorporating Electric Vehicle (EV) charging stations and transit connections. The TPO's FY 2022/23 – FY 2023/24 Unified Planning Work Program (UPWP) includes a Sustainable Transportation Plan to further develop the ACES Network.

ANALYSIS

The Sustainable Transportation Plan is being conducted by the Corradino Group, one of the TPO's general planning consultants. The Plan is being developed based on:

- existing St. Lucie County ACES facilities;
- electric vehicle charging station plans in neighboring counties;

- planned transit facilities, park-and-ride facilities and other planned major mobility facilities;
- ability for projects to be funded in the short-term;
- technology readiness;
- existing and future demand;
- development opportunities; and
- barriers to implementation.

The proposed ACES Network map and descriptions of ACES hubs at downtown Fort Pierce and at the intersection of U.S. 1/Port St. Lucie Boulevard will be discussed.

RECOMMENDATION

It is recommended that the Draft Sustainable Transportation Plan be discussed, and input provided to Staff.



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 3, 2023
Item Number:	8b
Item Title:	Port St. Lucie Intermodal Bus Station Update
Item Origination:	Community Transportation Coordinator (CTC)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Discuss and provide comments to Staff.
Staff Recommendation:	It is recommended that the Port St. Lucie Intermodal Bus Station Update be discussed, and input provided to Staff.

Attachments

- TPO Staff Report
- CTC Staff Report

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: April 20, 2023

SUBJECT: **Port St. Lucie Intermodal Bus Station Update**

BACKGROUND

St. Lucie County maintains two bus transfer stations: the Fort Pierce Intermodal Station and the Port St. Lucie Intermodal Station. Both are housed in open-air structures. The Fort Pierce Station has a waiting area lined with benches capable of seating up to 150 people, five bus bays, park-and-ride spaces, bike racks, drivers' lounge, a staffed, enclosed ticket sales booth, and handicapped accessible public restrooms. The City of Port St. Lucie and St. Lucie County developed the Port St. Lucie Intermodal Facility in two phases. Phase I provided four bus bays, a concrete waiting area for passengers, bike racks, parking spaces for cars, sidewalk connections, and renovation of an existing pavilion. Phase II will enhance this facility.

ANALYSIS

St. Lucie County Transit Department staff and consultants will present a description of the enhancements to be made and an update of the status of funding for the Port St. Lucie Intermodal Bus Station Phase II project.


RECOMMENDATION


It is recommended that the Port St. Lucie Intermodal Bus Station Update be discussed, and input provided to Staff.



TRANSIT MEMORANDUM 23-018

TO: Members of the Local Coordination Board

THROUGH: Adolfo Covelli, Transit Director 

FROM: Tracy Jahn, Fiscal and Grants Supervisor 

DATE: April 18, 2023

SUBJECT: Port St. Lucie Intermodal Update

BACKGROUND:

As our County continues to grow, the need for transit services is more apparent every day. Our Port St. Lucie Intermodal Facility needs enhancement to help make transit more appealing to potential riders. The Port St. Lucie Community Hub project is Phase II of the Port St. Lucie Intermodal Facility development. Phase I, completed in 2013, includes 4 open bus bays, a platform for passengers, parking for 24 cars, pedestrian connectivity to the Community Center, and a 1,200 square foot covered seating area. The facility serves as a connection point for four fixed routes that serve the city and provides regional connectivity. Located strategically across from the City of Port St. Lucie Municipal Complex, this phase will transform the existing functional transit stop into a vibrant hub that enriches the surrounding neighborhoods and goes beyond moving people from “Point A” to “Point B.”

The Project Team includes a multi-disciplinary team of professional planners, designers, and engineers who were included throughout the planning process to ensure the final design meets the needs of all stakeholders. The project is headed by the St. Lucie County Transit Department and is located in the City of Port St. Lucie. Therefore, the outreach included numerous public meetings and a Multi-Discipline Steering Committee (MDSC) with members from both the City and the County. This resulted in gaining consensus for the final concepts. This partnership between the County and the City ensures the project aligns public transit services with community needs and the Strategic Plans for both municipalities.

The St. Lucie County Transit Department currently has \$1.5 million in FTA 5307 CARES funding set aside for this project. The total estimated cost for this construction project cost is \$4-5 million. The Transit Department has also applied for additional funding from FDOT.

When constructed this project will meet the St. Lucie County Transit Department’s vision to create a destination. This project also aligns with the City of Port St. Lucie’s vision to create high performing public spaces and the desire to create neighborhood green spaces/parks as indicated in the City’s Parks & Recreation Master Plan.

Adolfo Covelli | Director | Transit

STAFF RECOMMENDATION:

Staff recommends that the Local Coordinating Board discuss and provide comments.



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 3, 2023
Item Number:	8c
Item Title:	Area Regional Transit (ART) Bus Services Promotion
Item Origination:	Community Transportation Coordinator (CTC)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Discuss and provide comments to Staff.
Staff Recommendation:	It is recommended that the ART marketing methods be discussed, and input provided to Staff.

Attachments

- TPO Staff Report
- CTC Staff Report

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: April 20, 2023

SUBJECT: **Area Regional Transit (ART) Bus Services Promotion**

BACKGROUND

Transit agencies use a variety of methods to market their public transportation services. According to the National Rural Transit Assistance Program, the two basic communication strategies that every transit system should use are branding and passenger awareness.

ANALYSIS

St. Lucie County's Transit Department oversees the operation of Area Regional Transit (ART) public transportation services. County Transit staff will present the methods the County uses to identify the bus service to the community and to provide guidance on how to use the service.


RECOMMENDATION


It is recommended that the ART marketing methods be discussed, and input provided to Staff.



**TRANSIT
MEMORANDUM
23-019**

TO: Members of the Local Coordination Board

THROUGH: Adolfo Covelli, Transit Director 

FROM: Cathi Petagno, Senior Program Specialist 

DATE: April 19, 2023

SUBJECT: ART Service Promotion Plan

BACKGROUND:

With the rebranding project entering its final phase, continued methods to market public transportation services are being developed by staff. According to the National Rural Transit Assistance Program, the two basic communication strategies that every transit system should use are branding and passenger awareness.

STAFF RECOMMENDATION:

Staff recommends that the Local Coordinating Board discuss and provide comments on the transit marketing development plan for bus services. We are striving to tailor this initiative to meet the needs of the community.

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 3, 2023
Item Number:	8d
Item Title:	Transit Development Plan (TDP) Major Update Scope of Services
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.2 – Transit Planning
Requested Action:	Discuss and provide comments to Staff.
Staff Recommendation:	It is recommended that the TDP Major Update Scope of Services be discussed, and comments provided to Staff.

Attachments

- Staff Report
- Draft TDP Major Update Scope of Services
- UPWP Excerpt

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: April 19, 2023

SUBJECT: **Transit Development Plan (TDP) Major Update Scope of Services**

BACKGROUND

A Transit Development Plan (TDP) is required by the Florida Department of Transportation (FDOT) for the receipt of funding through the Public Transit Block Grant Program. A TDP is the public transportation provider's planning, development, and operational guidance document and is based on a 10-year planning horizon. A Major Update is required every five years. Annual updates in the form of progress reports on the 10-Year Implementation Program of the TDP are also required.

In St. Lucie County, the Board of County Commissioners (BOCC) contracts with MV Transportation for public transportation services. A TDP Major Update is adopted by the BOCC and endorsed by the TPO Board.

Task 3.2 of the St. Lucie TPO FY 2022/23 - 2023/24 Unified Planning Work Program (UPWP) includes activities related to the provision of technical and planning assistance to the BOCC to maintain the BOCC's eligibility for the continued receipt of federal and state transit funds. These activities include supporting the TDP Major Update and Annual Progress Reports as identified in the attached excerpt from the UPWP.

ANALYSIS

The UPWP identifies the need for consultant assistance in the preparation of the TDP Major Update, which is due for submittal to FDOT by September 1, 2024. The attached Scope of Services for the TDP Major Update was prepared by Benesch (formerly Tindale Oliver), one of the TPO's General Planning Consultants. The proposed cost of \$149,317 and June 2024 completion date of the TDP Major Update are consistent with the cost and completion date specified in the UPWP.

The TDP Major Update Scope of Services was reviewed by the St. Lucie County Transit Department and their comments were incorporated. FDOT District 4 staff was provided with the Scope for review.

RECOMMENDATION

It is recommended that the TDP Major Update Scope of Services be discussed, and comments provided to Staff.

ST. LUCIE COUNTY
MAJOR UPDATE OF 10-YEAR TRANSIT DEVELOPMENT PLAN (2025-2034)
SCOPE OF SERVICES
Benesch (April 7, 2023)

Introduction

The St. Lucie Transportation Planning Organization (TPO) has requested Benesch (Consultant) to prepare a Scope of Services and estimated budget to complete a 10-Year Transit Development Plan (TDP) Major Update for FYs 2025-2034. The adopted TDP must be submitted to the Florida Department of Transportation (FDOT) by September 1, 2024. This TDP guides the transit development in St. Lucie County for the County owned transit system, the Area Regional Transit (ART) operated under contract with MV Transportation.

The St. Lucie County Board of County Commissioners is the governing board for the transit system and will be the approving authority for the TDP. St. Lucie TPO conducts the transportation planning activities in St. Lucie County; therefore, it will coordinate with the County regarding the oversight and guidance of the TDP development and the TDP will be reviewed by the TPO's Committees and Board.

10-Year Transit Development Plan Major Update

The Consultant will prepare a TDP Major Update ensuring the preparation of a practical and implementable plan that truly reflects the near-term vision for a transit agency's growth and improvement over time. A primary goal identified for the TDP update is the identification of strategies to increase ridership and efficiency for current services and enhance connectivity to other services, local and/or regional. The resulting TDP will be compliant with the TDP Rule outlined in Chapter 14-73, F.A.C.

As a strategic plan, a TDP will identify needs in an unconstrained fashion and identify service improvements for which currently there is no funding anticipated. The 10-year vision that will be generated during this plan update provides a beneficial tie and consistency with the St. Lucie TPO's long range transportation goals and plans.

Specifically, a TDP includes the following major elements:

- Public involvement plan and process
- Base data compilation and analysis (review of demographic and travel behavior characteristics of the service area)
- Performance evaluation of existing services
- Situation appraisal (transit agency strengths and weaknesses; external barriers and opportunities; estimation of community demand for transit)
- Goals and objectives
- Transit demand and mobility needs
- Development of proposed transit enhancements (funded and unfunded)
- 10-year implementation plan
- 10-year financial plan (projected costs and revenues)
- Other strategic issues specific to a given study area

An additional requirement for the TDP was added by the Legislature in 2007, when it adopted House Bill 985, amending s. 341.071, F.S., requiring transit agencies to "... specifically address potential enhancements to productivity and performance which would have the effect of increasing the farebox recovery ratio." FDOT subsequently issued guidance requiring the TDP and each annual update to include an appendix containing a summary report on the farebox recovery ratio and strategies implemented and planned to improve it. This scope of services ensures that the major update of St. Lucie's TDP will comply with all requirements of the TDP rule.

The activities to be completed during the TDP major update are listed below and detailed in the remainder of this scope of services.

- Task 1: Initiate & Manage Project
- Task 2: Establish Baseline Conditions
- Task 3: Facilitate Public Involvement
- Task 4: Identify & Evaluate Existing Transit Services
- Task 5: Conduct Situation Appraisal
- Task 6: Estimate & Evaluate Demand & Mobility Needs
- Task 7: Review & Update Goals & Objectives
- Task 8: Prepare 10-Year Transit Development Plan

Task 1: Initiate & Manage Project

Upon Notice to Proceed, the Consultant will prepare for and facilitate a virtual kickoff meeting with TPO and County staff. In addition, the Consultant will assist in establishing a project management team comprised of TPO, County, and Consultant staff, or other parties, as agreed upon. This project management team will participate in up to four (4) other virtual coordination meetings. The Consultant will be responsible for preparing meeting materials. Three meetings are anticipated to focus on coordinating project activities, schedule, deliverables, and reviews. The Consultant will also provide monthly progress reports with invoices, indicating current activities, upcoming actions, and any changes or impacts to the work plan. Summaries of project management team meetings will be prepared by the Consultant and provided to the TPO and County for review.

Responsibilities of the Consultant:

- Prepare for and facilitate virtual kickoff teleconference meeting.
- Coordinate with the TPO and County to establish the project management team.
- Prepare for and facilitate up to four (4) virtual project management team meetings.
- Provide monthly progress reports.

Responsibilities of the TPO and/or County:

- Participate in virtual kickoff meeting.
- Coordinate with Consultant to establish the project management team.
- Participate in up to four (4) virtual project management team meetings.
- Review monthly progress reports.

Task 2: Establish Baseline Conditions

As with any strategic planning process, understanding the current conditions of the transit agency's operating environment is critical. This task establishes the baseline conditions, providing a foundation of understanding of the current socio-economic, demographics and other characteristics of St. Lucie County that will be used throughout the TDP analysis.

Sub-Task 2.1: Collect and Prepare Baseline Conditions

The Consultant will collect appropriate local data to document and assess the pertinent conditions in which the ART operates. The documentation process will include tables, maps, and graphics that describe and illustrate the operating environment in the county. Coordination will occur with TPO, County, and other local agencies to identify the most current local information. Other secondary sources will be used as available (e.g., American Community Survey, American Housing Survey, Florida Statistical Abstract, etc.). At a minimum, the following conditions will be collected for this task:

- Physical description of service area
- Population characteristics and trends
- Socio-demographic characteristics and trends
- Housing, employment/labor, and related densities
- Current and future land use and densities
- Major activity centers and trip generators
- Tourist and visitor levels
- Travel behavior and commuting trends
- Roadway and traffic conditions
- Current and planned transit services
- Other conditions as available and beneficial for additional context, including any impacts from reoccurring special events

Sub-Task 2.2: Prepare Technical Memorandum No. 1

The Consultant will prepare Draft Technical Memorandum No. 1 to report on all work completed for Task 2. The draft document will include a summary of the prevailing local conditions identified and analyzed in Task 2. As necessary, detailed data summaries will be provided in accompanying appendices. In addition, key findings, conclusions, and summary statistics will be presented in the report in a user-friendly manner with easy-to-understand charts, tables, and/or graphs.

Upon completion, the draft document will be provided to TPO and County staff and the project management team for review. Comments received will be incorporated as appropriate into the draft TDP document compiled from the individual technical memoranda prepared throughout the project.

Responsibilities of the Consultant:

- Compile data to support baseline conditions assessment.
- Analyze data and establish baseline conditions (maps and tables).
- Prepare Technical Memorandum No. 1.

Responsibilities of the TPO and/or County:

- Coordinate with Consultant as necessary.
- Review and comment on baseline data.
- Review and comment on draft Technical Memorandum #1.

Task 3: Facilitate Public Involvement

The Florida TDP Rule emphasizes public involvement, as follows:

The TDP preparation process shall include opportunities for public involvement as outlined in a TDP public involvement plan, approved by the Department, or the local Metropolitan/Transportation Planning Organization's (M/TPO) Public Involvement Plan, approved by both the Federal Transit Administration and the Federal Highway Administration.

The rule also indicates that:

- The TDP must include a description of the public involvement process and activities.
- Comments must be solicited from the Workforce Development Board.
- The Department, Workforce Development Board, and M/TPO must be advised of all public meetings where the TDP is to be presented or discussed.
- The Department, Workforce Development Board, and M/TPO must be given an opportunity to review and comment on the TDP during the development of the mission, goals, objectives, alternatives, and 10-year implementation program.

To ensure that the St. Lucie TPO and County meets these requirements, the Consultant will facilitate a public involvement process for the TDP effort that will encompass a wide range of activities as included in the TPO's Public Participation Program (PPP). The following sub-tasks highlight the specific activities that will occur as part of this task.

Sub-Task 3.01: Develop Public Involvement Plan

To accommodate the Rule requirements, the Consultant will develop a TDP-specific Public Involvement Plan (PIP) that will consider all applicable requirements, the unique needs and characteristics of the community, and previous and other public involvement activities, including any that have been completed recently by the TPO and/or County. This plan will be submitted to FDOT District 4 staff for review and approval per rule guidance.

The Consultant will develop three (3) scenarios for updating the branding of the TDP based on internal brainstorming and ideas with staff from the TPO and County. Ideas for the project brand will be reviewed and discussed as part of a virtual meeting with TPO and County staff. Maintaining the branding of the TDP is a critical step toward making the planning and public involvement process more user friendly and ensuring the brand recognition continues beyond the completion of the TDP.

Sub-Task 3.02: Conduct Stakeholder Interviews

Since the understanding of local conditions should include knowledge of the perceptions and attitudes of community decision-makers and leaders towards transit, 10 virtual stakeholder interviews will be conducted as part of the public involvement process. The Consultant will work with TPO and County

staff to identify and recruit appropriate individuals to interview. The Consultant will then schedule and conduct the interviews using an interview script that will be developed and submitted to the TPO and County for review prior to the first interview.

Sub-Task 3.03: Conduct Discussion Group Workshops

To obtain additional public input into the TDP process, the Consultant proposes to conduct a total of two discussion group workshops that will be held in different locations to ensure representation that is more geographically distributed. These workshops typically involve a smaller group of participants (8–12 persons) in an intimate meeting setting that permits more in-depth discussion about issues and needs. To generate interest and participation, the Consultant will work with TPO and County staff to identify and invite potential participants to each workshop. This coordination also will include the selection and scheduling of appropriate venues for the workshops. For budget purposes, it is assumed that the two workshops will be held on the same day.

Potential workshop candidates may include members from the business, health, social service, and education communities, as well as local chambers of commerce, the Hotel/Motel Association, and active stakeholder groups. Since representatives from these organizations most likely would represent “non-user” views, it will be important to notify current ART patrons of all the workshops so that the “user” perspective is represented as well. Although it may be preferable to focus rider input at a single workshop, it would be beneficial to attempt to get user participation at all of the workshops to enhance the discussion.

At the workshops, a variety of techniques will be used to encourage participation and elicit perceptions, ideas, preferences, and other input that is important to inform the TDP process. For example, the Nominal Group Technique could be used to identify potential transit improvement concepts and then dot-polling and/or resource allocation exercises can be applied to the identified concepts to help set preferences on improvement priorities.

Sub-Task 3.04: Conduct Public Listening Sessions

The Consultant will prepare for and facilitate two public listening sessions that are designed to go out to events or locations where people gather, such as a shopping mall. These sessions will include displays and interactive information exchange, public surveys, and enlistment for social media. They will be designed to capture information from seasonal and permanent residents about community values, needs, and priorities. The locations will be decided jointly with Consultant, TPO, and County staff, with logistical arrangements handled by Consultant staff and session materials developed by the Consultant.

Sub-Task 3.05: Conduct Public Input Survey

The Consultant will conduct a public survey to obtain information related to the attitudes, preferences, and goals of the community related to public transit services. The survey will be available on-line, through social media, and in a hard copy version at in-person TDP outreach events, such as the public listening sessions. Access to the on-line version will be via links on the TPO, County, and other partner agency or other stakeholder websites as identified and available.

Sub-Task 3.06: Engage Public through Website, Social Media, and Email Communications

The Consultant has found value in engaging citizens via social media and websites. It is proposed that the Consultant provide information to the TPO and County for their websites and social media, including public surveys, project information, meeting dates, and highlights about the ART system. Emailing news and informational blasts via email lists maintained by the TPO, County and other sources, will provide additional information and outreach to stakeholders, citizens, and riders. The PIP will outline planned social media posts and other marketing/communication tools.

Sub-Task 3.07: Prepare for County Operator Group Interviews

The Consultant will conduct interviews with a representative group of ART operators. As the first line of contact and interaction with ART riders, bus operators tend to understand the needs and concerns of the system users and can provide input into understanding comments received on surveys and through workshops. This will be accomplished at the County offices and will be no more than two group sessions on the same day to minimize impact to the operator schedule. Consultant staff will develop a script with 5-8 questions and submit to TPO and County staff for review prior to the interviews. The Consultant will work with County leadership to schedule and conduct the interviews. Should operator shortages or other schedule concerns impede operator participation in a discussion group, an operator survey will be prepared and distributed instead following discussion and agreement with TPO and County staff.

Responsibilities of the Consultant:

- Prepare Public Involvement Plan.
- Plan and conduct stakeholder interviews (10).
- Plan and conduct discussion group workshops (2).
- Plan and conduct public listening sessions (2).
- Plan and conduct operator group interviews (2).
- Provide website, social media, and email blast content.
- Conduct public input survey.

Responsibilities of the TPO and/or County:

- Review all materials and identify stakeholders.
- Assist in survey as needed.
- Schedule venues and participate in public listening sessions, discussion groups, and public workshops.
- Promote public listening sessions/workshops.
- Post on transit social media and other communication materials to County-managed platforms.

The results of this effort will be summarized and provided to TPO and County staff for review and comment; it later will be provided to the project management team for consideration as part of Technical Memorandum No. 3, to be prepared under Task 7.

Task 4: Identify & Evaluate Existing Transit Services

The Consultant will work with TPO and County staff to collect up-to-date information on existing ART services to support the review and evaluation of the transit services being provided in the county. Information also will be collected and reviewed for other transportation services operating within and connecting to the study area. The following sub-tasks are included in the identification and evaluation of existing transit services.

Sub-Task 4.01: Inventory Existing Transportation Services

The Consultant will document the public and private transportation service providers in the service area. Due the high level of tourism-related services, discussions will be held with the project management team regarding the direction and extent this effort will take to collect information. A survey form will be used to collect the requisite information from the providers. Both the form and list of providers to be contacted will be reviewed with County staff to ensure completeness and appropriateness. The survey will be completed by telephone and/or e-mail. It is envisioned that, by provider, the inventory will document facility and equipment information, type of operation, service area, operating characteristics (including frequency and ridership), and fee structure, among other data. It is important to recognize that the completeness of the final inventory will be dependent on the willingness to participate and degree of participation of the identified transportation providers.

Sub-Task 4.02: Conduct Trend Analysis of Existing Transit Service

The Consultant will conduct a performance review of ART over a five-year period using the Florida Transit Information System (FTIS) and validated National Transit Database (NTD) information. This review will help assess existing ART services in terms of system performance, effectiveness, and efficiency trends for the agency's fixed-route and ADA paratransit services.

This review will be undertaken to assess the performance of the system over time using measures falling into three major categories: system performance indicators, effectiveness measures, and efficiency measures (see Table 1). As part of the overall performance review of the system, this analysis will be used to help assess the extent to which the County is meeting the stated goals and objectives for transit service.

A similar review will be conducted, albeit on a reduced scale because of the availability of fewer indicators and measures, for complementary ADA paratransit service provided or funded by County. For this evaluation, the five-year NTD data will be used.

Table 1: Performance Evaluation Indicators and Measures

General Performance Indicators	Effectiveness Measures	Efficiency Measures
<ul style="list-style-type: none"> • Passenger trips • Passenger miles • Vehicle miles • Revenue miles • Vehicle hours • Route miles • Operating expenses • Capital expenses • Operating revenues • Total employees • Vehicles available for maximum service • Fuel consumption 	<ul style="list-style-type: none"> • Vehicle miles per capita • Passenger trips per capita • Passenger trips per revenue mile • Passenger trips per vehicle hour • Revenue mileage between incidents • Revenue mileage between roadcalls 	<ul style="list-style-type: none"> • Operating expenses per capita • Operating expenses per passenger trip • Operating expenses per passenger mile • Operating expenses per revenue mile • Farebox recovery ratio • Revenue miles per vehicle mile • Revenue miles per vehicle • Revenue hours per employee • Passenger trips per employee • Vehicle miles per gallon • Average fare

Sub-Task 4.03: Conduct Peer Review Analysis of Existing Transit Service

The Consultant also will use FTIS and NTD data to conduct a comparative peer review for the agency’s fixed-route and complementary ADA paratransit services. This review will be completed to compare various ART performance characteristics to a group of transit peers. Peers will be selected using a specific methodology based on selected operating parameters, which will be reviewed with TPO and County staff prior to the evaluation to ensure concurrence with the resulting peers. As in the trend analysis, the evaluation will include the indicators highlighted in Table 1 to reflect how efficiently the County supplies transit service and how effectively those services meet the needs of the area in relation to peer systems.

Responsibilities of the Consultant:

- Conduct inventory of existing services.
- Conduct trend analysis.
- Conduct peer review analysis.
- Coordinate with TPO and County staff as necessary.

Responsibilities of the TPO and/or County:

- Provide necessary data to complete evaluation of services.
- Confirm list of peer transit systems.
- Coordinate with Consultant as necessary.

The results of this effort will be summarized and provided to TPO and County staff for review and comment; it later will be provided to the project management team for consideration as part of Technical Memorandum No. 2, to be prepared under Task 5.

Task 5: Conduct Situation Appraisal

Transit systems function best in an environment when they intimately understand the regulatory, geographic, environmental, land use, developmental, political, and other factors that impact the provision of their services. The Consultant will conduct a situation appraisal to document such factors for the TPO and County so that staff will better understand its local environment. The following sub-tasks explain the work that will be conducted as part of this task.

Sub-Task 5.01: Review Local Plans & Documents

The Consultant will collect and review local plans and documents that may have a direct bearing on transit services in the county. The goal of this process will be to compile any existing transit-related community goals, objectives, and/or policies. The documents are expected to include the TPO's long range transportation goals and plans and other recent studies, previous TDP, Transportation Disadvantaged Service Plan (TDSP), various local government comprehensive plans, and other related local, County, regional, or State studies, policies, etc.

Sub-Task 5.02: Conduct Situation Appraisal

The Consultant will complete a situation appraisal to help assess and document the key aspects of the transit agency's operating environment. This appraisal will involve examining the strengths and weaknesses of the system, as well as any existing barriers or threats to the provision of service in the county and key opportunities for addressing threats and/or enhancing the transit-friendliness of the operating environment.

FDOT-required elements of such an appraisal will be included to ensure compliance. This will include an assessment of the effects of land use, government policies and plans, development and growth trends, tourism and visitors, organization, and technology trends on the County. Additionally, an estimation of the community's demand for transit services, including 10-year annual ridership projections, will be completed in Task 6, and referenced in the situation appraisal as appropriate. The results will provide an understanding of the challenges for transit service development focusing on current and planned development decisions and funding strategies.

Sub-Task 5.03: Prepare Technical Memorandum No. 2

The Consultant will prepare Draft Technical Memorandum No. 2 to report on the work completed for Tasks 4 and 5. As necessary, supporting information will be provided in accompanying appendices. As with the first technical memorandum, the report will be developed in a user-friendly manner with easy-to-understand charts, tables, and/or graphs.

Upon completion, the draft document will be provided to TPO and County staff and the project management team for review. Comments received will be incorporated as appropriate into the draft TDP document that will compile the individual technical memoranda prepared throughout the project.

Responsibilities of the Consultant:

- Review local plans/documents and identify community goals for transit services.
- Conduct situation appraisal.
- Prepare draft Technical Memorandum No. 2.

Responsibilities of the TPO and/or County:

- Review and comment on community goals summary and situation appraisal.
- Coordinate with Consultant as necessary.
- Review and comment on Technical Memorandum #2.

Task 6: Estimate & Evaluate Demand & Mobility Needs

The Consultant will estimate the demand for ART's fixed-route bus service over the 10-year horizon of the TDP. Then, this information, along with the results from the previous tasks, will be used to evaluate the transit needs of the county. The following sub-tasks detail the effort proposed to be completed during this task.

Sub-Task 6.01: Estimate Demand for Transit Services (TBEST)

The Consultant will develop fixed-route bus ridership demand estimates (at route and system levels) for the 10-year transit planning horizon. This will be done to reflect maintenance of existing service levels throughout the period, as well as the implementation of proposed TDP improvements. Since these projections must be developed using an FDOT-approved planning tool (TBEST) or demand estimation technique, the Consultant will use the latest TBEST version available (4.7), as developed and distributed by FDOT.

Sub-Task 6.02: Assess Demand with Additional GIS-Based Tools

Other GIS-based transit demand assessment tools that will be used include the following:

- Transit Orientation Index (TOI) – illustrates the potential for traditional transit use (residential-based index using demographic data by Block Group including low-income, vehicle ownership, youth population, older adults, and other populations).
- Density Threshold Assessment (DTA) – illustrates the potential for traditional and choice transit use by examining the relationship between population/employment density and propensity to choose to use transit).

Sub-Task 6.03: Identify & Assess Needs for Transit Services

The previous task efforts, particularly the results of the public involvement activities, will be critical in the assessment of potential future transit service improvement needs. The Consultant will use this information in conjunction with local conditions data to evaluate the need for new, improved, and/or expanded transit services. The GIS-based transit demand assessment tools discussed previously will be used as part of this process to assess traditional and discretionary transit markets in the county. The needs assessment also will include an examination of possible intermodal connections, coordination of service with other operators, and the potential implications for complementary ADA paratransit service. Alternative methods for potentially addressing gaps between identified needs and available services will be identified and assessed.

Sub-Task 6.04: Identify & Evaluate Alternatives

Using the results of the previous sub-task, the Consultant will work with TPO and County staff to identify and develop transit improvement alternatives that will best meet the desired vision over the next decade for ART services in the county without consideration of being cost feasible or a funded improvement. Alternatives may range from the status quo (maintaining the existing mix of services) to existing service changes, new service recommendations, and may even include consideration of future operational assessments, special event service, mobility on demand service, and Transportation Demand Management (TDM) measures for example. Route options identified in the Transit Route Optimization Study will also be considered. The Consultant then will prepare an evaluation methodology to support the development and evaluation of transit alternatives for the 10-year planning horizon. Evaluation criteria will be established and weighted in coordination with the TPO and County. The outcome of the evaluation will be transit improvement priorities.

Responsibilities of the Consultant:

- Estimate demand for transit services (TBEST).
- Assess demand with additional GIS-based tools.
- Identify and assess needs for transit services.
- Develop evaluation methodology and develop/evaluate potential alternatives.

Responsibilities of the TPO and/or County:

- Review ridership estimates.
- Review and provide feedback on proposed alternatives and the evaluation.
- Coordinate with Consultant as necessary.

The results of this effort will be summarized and provided to TPO and County staff for review and comment; it later will be provided to the project management team for consideration as part of Technical Memorandum No. 3, to be prepared in Task 7.

Task 7: Review & Update Goals & Objectives

Throughout the prior tasks, the Consultant will work with TPO and County staff and project management team to establish the desired 10-year vision for the agency. This overarching vision will then be used to guide the development of updated goals and objectives for the County related to its transit services. Goals and objectives will be consistent with the goals of the local community with respect to transportation and land use, in general, and specifically to transit service. The goals and objectives prepared for the previous major update of the TDP and the TPO's 2045 Long Range Transportation Plan will be used as a starting point, then updated as appropriate. The Consultant also will work closely with the TPO and County in delineating a vision of where transit wants to be in 10 years. The following sub-tasks reflect the work that will be completed during this task to establish the goals and objectives.

Sub-Task 7.01: Integrate Situation Appraisal and Previous Public Input

The Consultant will review the results of the public involvement activities, as well as the key aspects of the situation appraisal findings, to identify major themes, concepts, and focus areas to inform the transit

goals and objectives for St. Lucie County. The stakeholder interviews and input from the project management team will be especially important to the goal development process.

Sub-Task 7.02: Develop Draft Goals & Objectives

The Consultant will develop a set of draft goals and objectives for TPO and County staff and the project management team to consider. Existing goals and objectives from the previous TDP Major Update will provide a starting point for the update process. It is important to note that consistency with the transportation and land use goals of the local community will be an important consideration during this process. It is anticipated that the project management team will provide input in this regard.

Sub-Task 7.03: Prepare Technical Memorandum No. 3

The Consultant will prepare Draft Technical Memorandum No. 3 to report on the work completed for Tasks 3, 6, and 7. The draft document will also include the results from each of the public involvement activities completed as part of Task 3. Similar to the previous technical memoranda, the report will be developed in a user-friendly manner with easy-to-understand charts, tables, and/or graphs.

Upon completion, the draft document will be provided to TPO and County staff and the project management team for review. Comments received will be incorporated as appropriate into the draft TDP document that will compile the individual technical memoranda prepared throughout the project.

Responsibilities of the Consultant:

- Develop recommended goals and objectives.
- Prepare draft Technical Memorandum No. 3.
- Coordinate with TPO and County staff as necessary.

Responsibilities of the TPO and/or County:

- Review and provide feedback on goals and objectives.
- Review and comment on Technical Memorandum No. 3.
- Coordinate with Consultant as necessary.

Task 8: Prepare 10-Year Transit Development Plan

Upon completion of all the previous tasks, the Consultant will use the resulting information, from baseline conditions to public input to analytical results and priority alternatives, to prepare a 10-year TDP for St. Lucie County. The alternatives analysis will include an evaluation of on-demand services over fixed-route services, including planning level ridership and cost estimates considering potential shifting of riders from existing services/programs (e.g., Transportation Program) to on-demand. The strategic vision plan will be compiled from the previous technical memoranda with guidance and input from TPO and County staff and the project management team. It will contain guidance on the implementation of the plan, including considerations for potential new funding sources. The sub-tasks shown below outline the work that will be completed in this task.

Sub-Task 8.01: Prepare 10-Year Implementation & Finance Plans

The Consultant will prepare draft 10-year implementation and finance plans based on the three technical memoranda completed under the previous tasks. Among the key elements included in the

plans will be the documentation of recommended service alternatives and improvements to help address identified transit needs and deficiencies; a phased plan for 10-year service and capital improvements, including a vehicle replacement plan; and a 10-year financial plan, which will detail all projected operating and capital expenses and revenues. It also will include potential new funding sources, unfunded recommendations, a policy element with system goals and objectives, and an annual farebox recovery ratio report.

Sub-Task 8.02: Review/Enhance Performance Monitoring Program

The Consultant will work with TPO and County staff to review and enhance its performance monitoring program that will meet staff needs for tracking the performance of the agency's routes and overall system. The program will focus on efficiency and effectiveness of service and will be set up to use regularly collected operational data (such as those compiled for NTD reporting purposes). The program will provide step-level guidance and appropriate thresholds to trigger consideration for potential route modification and elimination and be based as consistently as possible with nationally emerging performance standards and reporting.

Sub-Task 8.03: Public Workshops

The Consultant will prepare for and conduct up to two (2) workshops to further support the TDP public participation process. It is anticipated that these workshops will occur later to gather input on potential alternative improvements and the implementation plan. The Consultant will coordinate with TPO and County staff to plan and schedule each workshop to target appropriate venues. To maximize opportunities for citizen participation, locations will be selected to ensure geographic coverage and, to the extent possible, piggyback on other community events to maximize participation. TPO or County staff will be responsible for securing any sites selected and for advertising and promoting the workshops.

Sub-Task 8.04: Board/Committee Presentations

The Consultant will prepare for and make six (6) presentations to the TPO Board and Committees, St. Lucie Board of County Commissioners, and the Local Coordinating Board requiring five trips (two Committee presentations to be held on the same day). For this purpose, the Consultant will develop user-friendly, graphical presentations to support first the development of a community vision or priorities for the transit system, and then secondly the communication and adoption of the TDP. The presentation files also will be available for use by TPO and County staff beyond the adoption of the TDP.

Sub-Task 8.05: Prepare Draft TDP Document

The Consultant will prepare a complete draft TDP document that integrates all previous task elements and results. The introduction to the TDP will include a checklist of all statutorily required TDP elements and their locations within the document to demonstrate compliance to the FDOT reviewer. The plan will then be submitted electronically to the TPO and County for review and comment. Any comments provided on the draft TDP will be addressed in the final TDP.

Sub-Task 8.06: Prepare Draft Executive Summary for TDP

The Consultant will prepare a draft Executive Summary of the TDP document. The Executive Summary will be concise, use graphics and easy-to-read bullets or highlights, and be a suitable size to enable the

TPO and County to distribute it easily and widely. An electronic copy of this draft document also will be provided to the project management team for review and comment. Comments on the draft TDP Executive Summary will be addressed in the final version.

Sub-Task 8.07: Prepare Final TDP Documents

Once the draft TDP and Executive Summary have been sufficiently reviewed and accepted, the Consultant will prepare and submit the final TDP and Executive Summary to the TPO and County electronically.

Responsibilities of the Consultant:

- Prepare 10-year implementation and finance plans.
- Review/enhance performance monitoring system.
- Prepare for and conduct public workshops (2).
- Prepare for and give six (6) presentations of the TDP.
- Prepare draft TDP document.
- Prepare draft Executive Summary for TDP.
- Prepare final TDP documents (1 printed copy and 1 CD/jump drive of the final documents and supporting files).

Responsibilities of the TPO and/or County:

- Review and comment on draft TDP.
- Review and comment on draft executive summary of the TDP.
- Coordinate logistics for board /committee presentations.
- Coordinate with Consultant as necessary.

The results of this effort will be summarized and provided to TPO and County staff for review and comment; it later will be provided to the project management team for consideration as part of Technical Memorandum No. 3, to be prepared under Task 7.

SUMMARY OF VISITS TO ST. LUCIE COUNTY

The Scope of Services assumes eight (8) visits with combined activities to St. Lucie County. The primary purpose of each visit is summarized below; however, other meetings and field work may be performed as part of these visits, as necessary.

1. Discussion Group Workshops (2 scheduled on 1 day)
2. Public Listening Sessions (2 scheduled on 1 day)
3. Public Workshops (2 scheduled on 1 day)
4. Presentations to the TPO Citizens Advisory Committee and Technical Advisory Committees (scheduled for 1 day)
5. Presentation to the TPO Bicycle Pedestrian Advisory Committee
6. Presentation to the TPO Local Coordinating Board
7. Presentation to the TPO Board
8. Presentation to the St. Lucie County Commission

PROJECT AGREEMENT

In accordance with the St. Lucie Transportation Planning Organization Agreement for General Transportation Planning Consultant Services, dated August 30, 2019, the TPO will authorize the Consultant's services outlined in the Agreement for the completion of the MAJOR UPDATE OF 10-YEAR TRANSIT DEVELOPMENT PLAN (2025-2034).

PROJECT BUDGET

A detailed project budget is provided in Table 2 (including hours by staff classification and costs by task and sub-task). The professional fees to update the St. Lucie Transit Development Plan is estimated at \$149,317 for Benesch's services outlined in Tasks 1-8. As outlined in the project agreement, this lump sum budget includes all direct and indirect costs for services described in this scope. This budget includes all directly incurred project travel, printing, and other expenses, as outlined in this scope. Benesch will submit a monthly invoice and progress report. Additionally, periodic conference calls with the TPO's Project Manager and other personnel will be scheduled to keep the TPO and St. Lucie County informed of the TDP progress and upcoming activities.

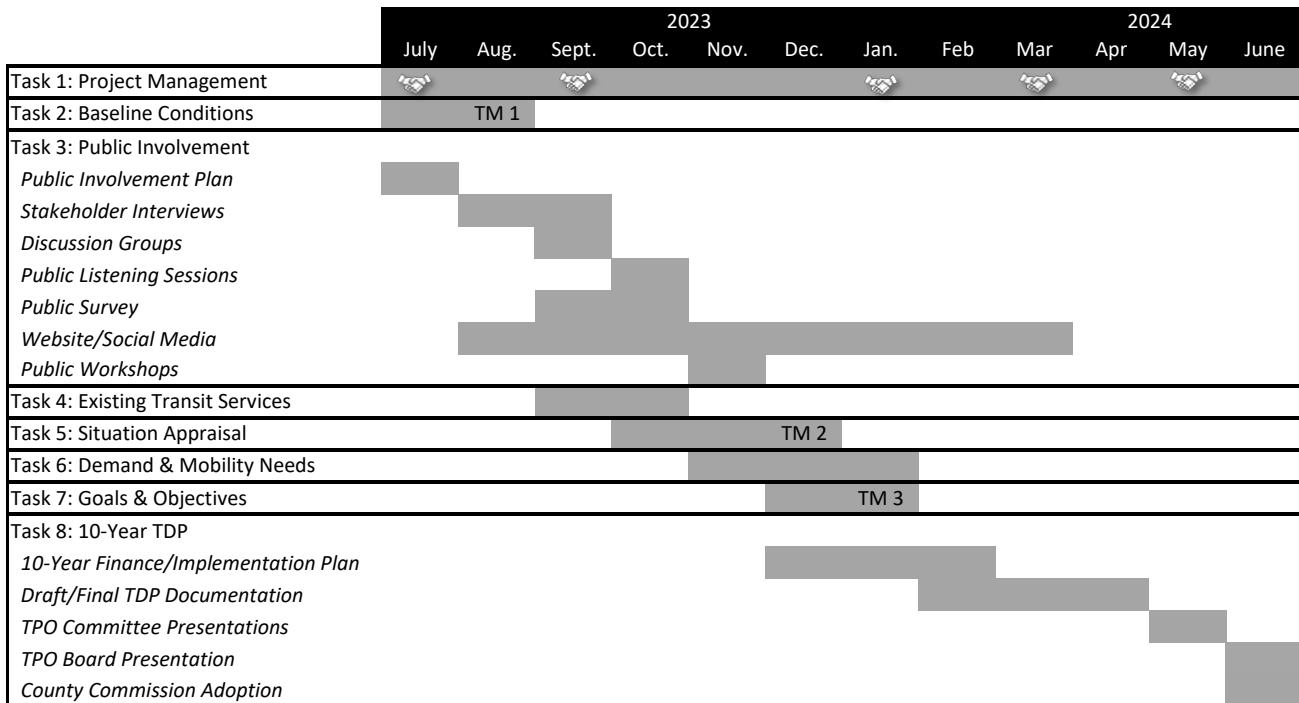
Table 2: St. Lucie 10-Year Transit Development Plan (2025-2034) Major Update Budget

Task #	SUBTASK DESCRIPTION	Principal \$269.00	Project Manager \$229.84	Senior Planner \$127.44	Project Planner \$101.44	Planner \$81.34	Graphics \$90.56	Total Task Hours	Cost Per Task
1.00	Initiate & Manage Project	1	22	38	20	1	1	83	\$12,369
1.01	Prepare for and facilitate kickoff meeting (virtual)		2	3	4			9	\$1,248
1.02	Coordinate with TPO & County to establish a project management team			2				2	\$255
1.03	Prepare for and support 4 project management team meetings								
	Project management team #1 (virtual)	1	8	12	1	1	1	24	\$3,910
	Project management team #2 (virtual)		2	3	3			8	\$1,146
	Project management team #3 (virtual)		2	3	3			8	\$1,146
	Project management team #4 (virtual)		2	3	3			8	\$1,146
1.04	Project communication/prepare monthly progress reports		6	12	6			24	\$3,517
2.00	Establish Baseline Conditions	1	3	12	76	28	20	140	\$14,286
2.01	Collect and compile data to support baseline conditions assessment		1	2	32	8	2	45	\$4,563
2.02	Analyze data and establish baseline conditions (maps and tables)		1	2	24	8	16	51	\$5,019
2.03	Prepare Technical Memorandum No. 1 (Task 2)	1	1	8	20	12	2	44	\$4,704
3.00	Facilitate Public Involvement	1	7	84	55	55	34	236	\$25,715
3.01	Develop public involvement plan and update TDP brand	1	1	4	8	12	2	28	\$2,977
3.02	Plan and conduct stakeholder interviews (10)		1	16	15	12		44	\$4,767
3.03	Prepare for and conduct discussion group workshops (2 on same day)		1	28	4	4		37	\$4,529
3.04	Plan and facilitate public listening sessions (2 on same day)		1	28	2	3		34	\$4,245
3.05	Conduct public survey		1	2	14	8	24	49	\$4,729
3.06	Engage public through website, social media, and email blasts		1	4	8	16	8	37	\$3,577
3.07	Prepare for operator interviews (conducted same trip as discussion group workshops)		1	2	4			7	\$890
4.00	Identify & Evaluate Existing Transit Services	0	3	12	24	64	4	107	\$10,221
4.01	Inventory existing transportation services		1	4	8	24		37	\$3,503
4.02	Conduct trend analysis of existing transit service		1	4	8	20	2	35	\$3,359
4.03	Conduct peer review analysis of existing transit service		1	4	8	20	2	35	\$3,359
5.00	Conduct Situation Appraisal	1	2	20	32	58	12	125	\$12,328
5.01	Review local plans/documents and identify community goals			8	8	24	4	44	\$4,145
5.02	Conduct situation appraisal		1	4	8	24	4	41	\$3,866
5.03	Prepare Technical Memorandum No. 2 (Tasks 4 and 5)	1	1	8	16	10	4	40	\$4,317
6.00	Estimate & Evaluate Demand & Mobility Needs	1	3	17	78	148	16	263	\$24,525
6.01	Estimate demand for transit services (TBEST)		1	10	30	80	4	125	\$11,417
6.02	Assess demand with additional GIS-based tools			1	12	20	4	37	\$3,334
6.03	Identify and assess needs for transit services		1	2	12	16	4	35	\$3,366
6.04	Develop methodology and identify/evaluate alternatives	1	1	4	24	32	4	66	\$6,408
7.00	Review & Update Goals & Objectives	1	2	20	36	44	14	117	\$11,776
7.01	Integrate situation appraisal and public input			4	8	12		24	\$2,297
7.02	Develop draft goals & objectives		1	8	12	16	2	39	\$3,949
7.03	Prepare Technical Memorandum No. 3 (Tasks 3, 6 and 7)	1	1	8	16	16	12	54	\$5,530
8.00	Prepare 10-Year Transit Development Plan	3	41	70	88	92	28	322	\$38,097
8.01	Prepare 10-year implementation and finance plans	1	1	8	24	24	8	66	\$6,630
8.02	Review/enhance performance monitoring program		1	4	4	6		15	\$1,633
8.03	Conduct public workshops (2) on same day			28	10	8	2	48	\$5,415
	Prepare for and give four (4) TPO Committee presentations (3 trips)		24	6	8	2	4	44	\$7,617
	Prepare for and give TPO Board and BCC presentations (2 trips)		12	8	12	0	0	32	\$4,995
8.04	Prepare draft TDP document	1	1	4	20	20	8	54	\$5,389
8.05	Prepare draft Executive Summary for TDP	1	1	10	2	24	4	42	\$4,291
8.06	Prepare final TDP documents		1	2	8	8	2	21	\$2,128
	TOTAL - TASKS 1-8	9	83	273	409	490	129	1,393	\$149,317

PROJECT SCHEDULE

The TDP Major Update will be finalized and adopted by the St. Lucie County Commission before September 1, 2024. The proposed project schedule provided in Figure 1 is based on a Notice to Proceed date of July 1, 2023 and adoption by the County Commission in June 2024. The project schedule will be reviewed and finalized as part of the project kickoff meeting.

Figure 1: St. Lucie 10-Year Transit Development Plan (2025-2034) Major Update Schedule



Task 3.2 Transit Planning

Purpose:

To provide technical assistance and guidance to local and regional transit providers, to support public transportation planning and transit grant administration activities, and to develop and implement analytical methods to identify gaps in the connectivity of the transportation system and develop infrastructure and operational solutions that provide the public, especially traditionally underserved populations, with adequate access to essential services.

Previous Work:

Intermodal planning and coordination was supported through transit planning activities in cooperation with Martin and Indian River MPOs and South Florida Commuter Services (SFCS). The St. Lucie County Origin and Destination Big Data Analysis was completed, a key step to identify areas for transit infrastructure development and improvements. The TPO Board adopted the PTASP Performance Targets for the St. Lucie TPO. The TPO Board accepted the Transit Route Optimization Study Draft Choices Report which is the first phase of a study to optimize the bus route network. TPO Staff assisted St. Lucie County in preparing its Transit Development Plan (TDP) Annual Progress Reports. The Micro-Mobility Study was conducted.

The TPO coordinated and facilitated a Park & Ride Lot Program by building upon the results of previous planning efforts. Construction of the Jobs Express Terminal was completed. Coordination with Palm Tran and FDOT resulted in commitments from those agencies to respectively operate and fund express bus service from St. Lucie County to Palm Beach County via the Jobs Express Terminal.

Other transit planning activities that were continued included providing technical and planning assistance to St. Lucie County in order to maintain the County’s eligibility for the continued receipt of federal and state transit grant funds. The performance of the transit system was monitored. Potential impacts caused by the extension of passenger rail service were monitored. The coordination of specialized transportation services continued through transit meetings.

Major Activities (performed continuously by the St. Lucie TPO unless otherwise noted):

- Provision of technical assistance to the transit providers
- Bus-related planning activities performed by St. Lucie County with its Section 5307 funds
- Continue coordination with FDOT, St. Lucie County Transit, and Palm Tran on the express bus service from the Jobs Express Terminal to the West Palm Beach Intermodal Center
- Transit Development Plan (TDP) Major Update
- TDP Annual Progress Reports
- Transit Center Visioning Workshop
- Support of intermodal planning, travel demand management, and transit planning coordination including implementation of the SFCS Workplan
- Park and ride lot program planning
- Passenger rail service program planning

End Product:	Completion Date:	Performed by: St. Lucie TPO
Transit Center Visioning Workshop (Consultant scope of services in Appendix F.)	December 2022	
TDP Annual Progress Report	September 2022	
TDP Annual Progress Report	September 2023	
TDP Major Update (Consultant scope of services in Appendix F.)	June 2024	

Task 3.2 Transit Planning Estimated Budget Detail for FY 2022/23							
Budget Category	Budget Category Description	PL ¹	SU ¹	FTA 5305D	FCTD	TPO Local	Total
Contract Number:				G1477 G2170			
A. Personnel Services:							
TPO Staff Salaries, fringe benefits, and other deductions		\$10,000	\$35,000	\$70,541	\$0	\$0	\$115,541
Subtotal:		\$10,000	\$35,000	\$70,541	\$0	\$0	\$115,541
B. Contract/Consultant Services:							
Transit Center Visioning Workshop		\$0	\$60,000	\$0	\$0	\$0	\$60,000
Subtotal:		\$0	\$60,000	\$0	\$0	\$0	\$60,000
C. Travel:							
		\$0	\$0	\$0	\$0	\$0	\$0
Subtotal:		\$0	\$0	\$0	\$0	\$0	\$0
D. Other Direct Expenses:							
		\$0	\$0	\$0	\$0	\$0	\$0
Subtotal:		\$0	\$0	\$0	\$0	\$0	\$0
Total:		\$10,000	\$95,000	\$70,541	\$0	\$0	\$175,541

¹Federal funds are soft matched by the FDOT non-cash match explained on page 3.

Task 3.2 Transit Planning Estimated Budget Detail for FY 2023/24						
Budget Category	Budget Category Description	PL ¹	SU ¹	FCTD	TPO Local	Total
Contract Number:						
A. Personnel Services:						
TPO Staff Salaries, fringe benefits, and other deductions		\$25,000	\$85,000	\$0	\$0	\$110,000
Subtotal:		\$25,000	\$85,000	\$0	\$0	\$110,000
B. Contract/Consultant Services:						
TDP Major Update		\$0	\$150,000	\$0	\$0	\$150,000
Subtotal:		\$0	\$150,000	\$0	\$0	\$150,000
C. Travel:						
		\$0	\$0	\$0	\$0	\$0
Subtotal:		\$0	\$0	\$0	\$0	\$0
D. Other Direct Expenses:						
		\$0	\$0	\$0	\$0	\$0
Subtotal:		\$0	\$0	\$0	\$0	\$0
Total:		\$25,000	\$235,000	\$0	\$0	\$260,000

¹Federal funds are soft matched by the FDOT non-cash match explained on page 3.