

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

Regular Meeting

Date and Time: Wednesday, May 8, 2024, 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/1813234750643962711>. 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 8, 2024.

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 21, 2024 Regular Meeting*
 - *February 21, 2024 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.

- 7b. Transit Development Plan (TDP) Major Update:** Review of the transit needs and priorities in the draft TDP Major Update, the transit provider's strategic plan for the provision of bus services.

Action: Endorse, endorse with conditions, or do not endorse.

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

- 11. Next Meeting:** The next LCB meeting is scheduled for August 14, 2024.

12. 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.

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Kreyòl Aysisyen: Si ou ta renmen resevwa enfòmasyon sa a nan lang Kreyòl Aysisyen, 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 21, 2024
TIME: 2:00 pm
LOCATION: St. Lucie TPO
Coco Vista Centre
466 SW Port St. Lucie Boulevard, Suite 11
Port St. Lucie, Florida

MEETING SUMMARY

1. Call to Order

The meeting was called to order at 2:10 pm.

2. Pledge of Allegiance

Chairwoman Townsend led the Pledge of Allegiance.

3. Roll Call

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

Members Present

Commissioner Cathy Townsend, Chair

Robert Dadiomoff, Vice Chair

Modeline Acreus

Representing

Elected Official, TPO-
appointed

Veterans Community

FDOT

Dalia Dillon	Florida Department of Elder Affairs
Robert Driscoll	Local Private For-Profit Transportation Industry
Nicole Fogarty	Public Education Community
Celeste Miranda	Florida Division of Vocational Rehabilitation
Stefanie Myers	Local Medical Community
Anna Santacroce	Citizen Advocate – Transit User
Kelly Santos	Children at Risk
Milory Senat	Agency for Persons with Disabilities

Others Present

Peter Buchwald
Yi Ding
Marceia Lathou
Stephanie Torres
Rachel Harrison
Lina Aragon
Tony Brandin
Lakeshia Brown
Noah Brown

Adolfo Covelli
Tracy Jahn
Rubi Dial
Marie Dorismond
Kim Dubuc

Katie Efrece
Melody Hearn
Anthony Johnson
Stephanie Lewis

Jeremy Mullings

Anthony Rodriguez
Niccole Smith (via web)

Joe Storey
Travis Thompson
Frisco Weaver

Representing

St. Lucie TPO
St. Lucie TPO
St. Lucie TPO
St. Lucie TPO
Recording Specialist
Palm Tran
FDOT
MV Transportation
South Florida Commuter Services
St. Lucie County
St. Lucie County
St. Lucie County Attorney
FDOT
Pinellas Suncoast Transit Authority
Broward County Transit
Family Care Council
MV Transportation
USF Center for Urban Transportation Research
South Florida Commuter Services
MV Transportation
Area Agency of Aging
Palm Beach
Senior Resource Association
General Public
Jacksonville Transportation Authority

Jeff Weidner
Crystal Wilson (via web)
Amanda Wright

Marlin Engineering
TPO webmaster
Palm Tran

Mr. Buchwald welcomed the members of the Transit Immersion Leadership Experience.

4. Comments from the Public – None.

5. Approval of Agenda

* **MOTION** by Vice Chairman Dadiomoff to approve the agenda.

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

6. Approval of Meeting Summary

- November 29, 2023 Regular Meeting

Chairwoman Townsend indicated that an LCB member alternate, Noah Brown, had filed a Memorandum of Voting Conflict for County, Municipal, and Other Local Public Officers after abstaining from a vote at the previous LCB meeting. She explained that the form had been appended to the meeting summary and had to be included in the approval of the record. At her request, the LCB secretary presented the Disclosure of Local Officer's Interest portion of the form, which included a statement made by Mr. Brown explaining the nature of his voting conflict.

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

** **SECONDED** by Ms. Fogarty Carried **UNANIMOUSLY**

7. Discussion Items

7a. City of Fort Pierce Brightline Station Proposal: A presentation of the design of the proposed City of Fort Pierce Brightline Station by a representative from Marlin Engineering, a member of the proposal team.

Ms. Lathou introduced the agenda item as well as Mr. Weidner, who began by providing an overview of his team's proposal. He presented a

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regional location map along with Brightline's requirements for the station and then outlined the three potential sites meeting those criteria in downtown Fort Pierce. Explaining that the site along Depot Drive had been selected for submission, Mr. Weidner noted the location's benefits with respect to access, connectivity, and existing conditions and described the proposed design of the station and parking facilities. He highlighted the ridership and development potential of the site, detailed the funding considerations and partners involved with the project, and concluded with the next steps in the process.

Chairwoman Townsend questioned the submission of the Depot Drive station proposal given Brightline's minimum for acreage, and Mr. Weidner explained that the private individual who owned part of the site had agreed to cede enough land to make the available property at least two acres.

Chairwoman Townsend expressed concern regarding the design's proposed parking, noting that the Sunrise Theatre would need to use a portion of the facilities for loading and delivery. Mr. Weidner indicated that the Theatre's needs had been incorporated into the design. Ms. Fogarty likewise expressed concern at potential parking issues generated by courthouse traffic, and Chairwoman Townsend explained that the City of Fort Pierce would expand the nearby parking garage if the site were to be selected by Brightline.

Chairwoman Townsend reported that Brightline had been in discussions with a private entity regarding another potential Fort Pierce site south of the Citrus Avenue overpass. Mr. Buchwald thanked Mr. Weidner for his efforts and indicated that City of Fort Pierce staff were pleased with both proposals. Mr. Buchwald also thanked the TPO Board for funding the rail station planning, noting that the County had been a valuable partner throughout the development process. Mr. Weidner explained that much of the content of his presentation would also be applicable to the other site and assured those present that his team would be happy to provide assistance moving forward.

7b. Area Regional Transit (ART) On Demand Update: A presentation on the On Demand system and recent ridership numbers by a representative from ART.

Ms. Lathou clarified the difference between the County's paratransit and microtransit services and invited Mr. Covelli to continue. Mr. Covelli further described the microtransit service, including its operating hours and geographical extent, before presenting the program's recent ridership statistics. He reported on the partnership between the City of

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Fort Pierce and electric, on-demand transportation service provider Freebee, which allowed riders to travel between the downtown Fort Pierce area and South Hutchinson Island at no charge and concluded with an overview of the plans to expand the microtransit service to northern Fort Pierce.

In response to Chairwoman Townsend's question, Mr. Covelli indicated that the future microtransit zone in northwestern Fort Pierce would extend westward to Kings Highway if not farther. Chairwoman Townsend commended Mr. Covelli and his team for being proactive with respect to the Freebee partnership in Fort Pierce. Mr. Covelli thanked her, acknowledging both MV Transportation and Transit staff for their dedication, and related an anecdote regarding a driver who had recently taken the time on her day off to assist one of her regular riders who appeared lost.

Ms. Myers inquired about the timeline for the microtransit expansion. Mr. Covelli indicated that he hoped to implement the new Fort Pierce service zone sometime in 2024 but explained that the timeframe depended upon funding.

At Mr. Buchwald's request, Mr. Covelli reported on the ongoing Transit Development Plan Major Update, branded as "Reimagine Transit." Mr. Covelli noted that the second phase of the public outreach efforts had been completed the previous week, resulting in considerable input from both residents and the Economic Development Council. He commented that the preliminary analysis demonstrated a need for expansion of various Transit services, particularly microtransit. At Chairwoman Townsend's request, Mr. Covelli introduced the Transit staff in attendance, and Mr. Buchwald remarked that their accomplishments were especially impressive given the relatively small size of the team.

7c. 2023 Public Participation Plan Evaluation: The annual analysis of the effectiveness of methods used by the TPO to involve the public in transportation decision-making.

Ms. Lathou began by providing an overview of the TPO's public participation efforts and their intended outcomes. She explained the rationale and methodology for reviewing their effectiveness as compared with the baseline figures and then presented the results of the evaluation with respect to the online, in-person, and Title VI/Environmental Justice outreach activities conducted during 2023. Ms. Lathou noted the intent to update the PPP in 2024 and concluded with an overview of best practices for public involvement programs.

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Mr. Buchwald expounded on the TPO's continual efforts to improve its outreach activities, commenting that the Community Profiles Update to be discussed later in the meeting served as one such effort.

In answer to Ms. Santos' question, Mr. Covelli indicated that minors could ride unaccompanied on Transit buses beginning at age 12. Ms. Santos suggested that Transit market its services to teenagers needing transportation over the summer break, especially those pursuing part-time employment. In response to Mr. Buchwald's question, Ms. Santos indicated that CareerSource Research Coast and the Boys and Girls Club might be effective conduits for communication with teenagers and their parents.

Ms. Myers noted an upcoming career fair and suggested that Transit reserve a spot as an exhibitor.

7d. Community Profiles Update: An analysis of data that informs and guides the TPO's public outreach to disadvantaged communities.

Ms. Lathou introduced the agenda item and invited Mr. Ding to continue. Mr. Ding noted the Federal Title VI requirement for MPOs to ensure that traditionally underserved communities were provided with opportunities to meaningfully engage in the transportation planning process, explaining that the development of Community Profiles assisted the TPO in providing those opportunities. He described the methodology by which the update had been completed, a process that included using Census data to identify geographical areas in St. Lucie County with a comparatively high percentage of minority residents, residents with limited English proficiency, residents living below the poverty line, residents living with disabilities, households without a vehicle, and senior residents. Mr. Ding then presented with the aid of a map the geographical areas that had been identified as disadvantaged according to these parameters.

Chairwoman Townsend commended Mr. Ding on his presentation.

8. Recommendations/Comments by Members – None.

9. Staff Comments – None.

10. Comments from the Public – None.

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11. Next Meeting: The next St. Lucie LCB Meeting is a regular meeting scheduled for 2:00 pm on May 8, 2024.

12. Adjourn – The meeting was adjourned at 3:15 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman

FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME Brown, Noah, Anthony	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE St. Lucie TPO LCB for the Transportation Disadvantaged
MAILING ADDRESS PO Box 261658 6200 NW 7th St.	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF: <input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input checked="" type="checkbox"/> OTHER LOCAL AGENCY
CITY COUNTY Miami Miami-Dade	NAME OF POLITICAL SUBDIVISION: St Lucie County
DATE ON WHICH VOTE OCCURRED November 29th, 2023	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input checked="" type="checkbox"/> APPOINTIVE

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office **MUST ABSTAIN** from voting on a measure which would inure to his or her special private gain or loss. Each elected or appointed local officer also **MUST ABSTAIN** from knowingly voting on a measure which would inure to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent, subsidiary, or sibling organization of a principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies (CRAs) under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a “relative” includes only the officer’s father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A “business associate” means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

* * * * *

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting; *and*

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

* * * * *

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you are not prohibited by Section 112.3143 from otherwise participating in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on page 2)

APPOINTED OFFICERS (continued)

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

DISCLOSURE OF LOCAL OFFICER'S INTEREST

I, Noah Anthony Brown, hereby disclose that on November 29th, 20 23 :

(a) A measure came or will come before my agency which (check one or more)

- inured to my special private gain or loss;
- inured to the special gain or loss of my business associate, _____ ;
- inured to the special gain or loss of my relative, _____ ;
- inured to the special gain or loss of _____, by whom I am retained; or
- inured to the special gain or loss of _____, which is the parent subsidiary, or sibling organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

South Florida Commuter Services (SFCS) is a program of the Florida Department of Transportation (FDOT), specifically District 4 and District 6. As a member of the SFCS team, is it our directive not to formerly vote on any matters on behalf of ourselves or of FDOT, being there representative program of the department.

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

December 13th, 2023
Date Filed


Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.

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

Public Hearing/Training Workshop

DATE: Wednesday, February 21, 2024
TIME: 2:00 pm; immediately following the LCB Regular Meeting
LOCATION: St. Lucie TPO
Coco Vista Centre
466 SW Port St. Lucie Boulevard, Suite 11
Port St. Lucie, Florida

MEETING SUMMARY

1. Call to Order

The meeting was called to order at 3:15 pm.

The following LCB members and attendees were present:

Members Present

Commissioner Cathy Townsend, Chair

Robert Dadiomoff, Vice Chair
Modeline Acreus
Dalia Dillon

Robert Driscoll

Nicole Fogarty
Celeste Miranda

Stefanie Myers
Anna Santacroce

Representing

Elected Official, TPO-
appointed
Veterans Community
FDOT
Florida Department of Elder
Affairs
Local Private For-Profit
Transportation Industry
Public Education Community
Florida Division of Vocational
Rehabilitation
Local Medical Community
Citizen Advocate – Transit
User

Kelly Santos
Milory Senat

Children at Risk
Agency for Persons with
Disabilities

Others Present

Peter Buchwald
Yi Ding
Marceia Lathou
Stephanie Torres
Rachel Harrison
Lina Aragon
Tony Brandin
Lakeshia Brown
Noah Brown

Adolfo Covelli
Tracy Jahn
Rubi Dial
Marie Dorismond
Kim Dubuc

Katie Efrece
Melody Hearn
Anthony Johnson
Stephanie Lewis

Jeremy Mullings

Anthony Rodriguez
Niccole Smith (via web)

Joe Storey
Travis Thompson
Frisco Weaver

Jeff Weidner
Crystal Wilson (via web)
Amanda Wright

Representing

St. Lucie TPO
St. Lucie TPO
St. Lucie TPO
St. Lucie TPO
Recording Specialist
Palm Tran
FDOT
MV Transportation
South Florida Commuter
Services
St. Lucie County
St. Lucie County
St. Lucie County Attorney
FDOT
Pinellas Suncoast Transit
Authority
Broward County Transit
Family Care Council
MV Transportation
USF Center for Urban
Transportation Research
South Florida Commuter
Services
MV Transportation
Area Agency of Aging
Palm Beach
Senior Resource Association
General Public
Jacksonville Transportation
Authority
Marlin Engineering
TPO webmaster
Palm Tran

3. Opening Public Comment – None.

4. Florida Commission for the Transportation Disadvantaged (FCTD)/Local Coordinating Board (LCB): An overview of the FCTD and LCB by a member of the TPO staff.

Ms. Lathou began the presentation by identifying the persons 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.

5. Transportation Disadvantaged (TD)/Coordinated Transportation: An overview of the coordinated transportation system by the Community Transportation Coordinator (CTC).

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.

In response to Ms. Myers' question, Ms. Jahn indicated that the final site had not yet been selected for the future Transit Operations and Maintenance Facility.

Chairwoman Townsend commended MV Transportation for providing a consistently high level of service and for being a valuable partner to the County.

6. South Florida Commuter Services (SFCS): An overview of shared-ride options for employment transportation by a representative from SFCS.

Ms. Lathou introduced the agenda item and invited Mr. Mullings to continue. Mr. Mullings outlined the history, purpose, and goals of South Florida Commuter Services (SFCS) as a Regional Commuter Assistance

Program overseen by FDOT. He explained how SFCS stays customer-focused before providing an overview of the FDOT District 4 and 6 Regional Transportation Demand Management (TDM) Program. Mr. Mullings described the challenges presented by recent nationwide transit ridership trends and then detailed several strategies that had been developed both regionally and locally to address those challenges. He concluded with an invitation for the members to attend the upcoming 2024 Florida Commuter Transportation Summit to be held in Fort Lauderdale.

In response to Chairwoman Townsend's question, Mr. Covelli clarified that the Express Bus service between Port St. Lucie and West Palm Beach would cost approximately \$3 per fare. He further clarified FDOT's role in providing funding for the service along with other details regarding the operating hours and locations.

Discussion ensued regarding the possibility of offering free fares after the commencement of the Express Bus service to encourage ridership. Ms. Aragon indicated that she was not aware of any planned fare reductions, although she noted that she was not part of the division overseeing the service. Mr. Mullings explained that SFCS had helped promote similar express services in the past by purchasing a certain number of trip tickets from the relevant transit agency and then distributing them to the public free of charge. Chairwoman Townsend opined that such a procedure would be an expedient use of funding if it resulted in long-term ridership, and Mr. Mullings affirmed that SFCS would assist with promotion efforts if no introductory fare reduction were offered.

Ms. Santos suggested that SFCS direct its marketing for the On Demand microtransit service toward parents of teenagers, citing a need for safe places for youth to engage in extracurricular activities and safe methods of transportation to and from those places. Mr. Mullings indicated that he would contact Ms. Santos and her organization to discuss the issue.

Responding to Mr. Buchwald's question, Mr. Mullings explained that an express bus service operating in Miami-Dade County had been suspended due to funding issues and changing priorities, among other reasons. Mr. Buchwald asked about potential replacement services, and Mr. Mullings indicated that the matter was under discussion.

Chairwoman Townsend thanked the SFCS team for attending the LCB meeting and annual workshop.

- 7. Voting Conflicts of Interest:** A presentation by a representative of the St. Lucie County Attorney's Office regarding the appropriate separation between the roles of persons who are both committee members and private citizens.

Ms. Dial explained that Florida statutes prohibited 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 included an abstention from voting on the issue, and then described the procedure for appropriately participating in the issue's discussion.

Mr. Buchwald remarked on the legal distinction between elected officials and appointed members of advisory bodies. Upon his request, Ms. Dial summarized the provisions of the Florida Sunshine Law.

Chairwoman Townsend commented that it would be prudent for LCB members to refrain from discussing any official LCB business outside of LCB meetings. Ms. Dial likewise advised the members to limit what they discussed with one another outside of LCB meetings, citing as an example of appropriate caution a hypothetical scenario in which two members attending the same event might sit apart. Ms. Lathou asked if only one LCB member should attend the Florida Commuter Transportation Summit in light of the preceding discussion, and Ms. Dial clarified that members could attend the same event as long as they did not discuss anything that might come before the LCB.

- 8. Closing Public Comment** – None.

- 9. Adjourn** – The meeting was adjourned at 4:10 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman

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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.

- 7b. Transit Development Plan (TDP) Major Update Status Report:** Review of the transit needs and priorities in the draft TDP Major Update, the transit provider's strategic plan for the provision of bus services.

Action: Endorse, endorse with conditions, or do not endorse.

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

- 11. Next Meeting:** The next LCB meeting is scheduled for August 14, 2024.

12. Adjourn**NOTICES**

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

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



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 8, 2024
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.• Based on consultations with staff at transit peer agencies, set an annual percentage goal increase of two percent for the number of trips provided on the fixed-route system.

Attachments

- TPO 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 30, 2024

**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 March 11, 2024. When asked "Rate the Transportation You Have Been Receiving," on a scale of 1-10 with 10 being the highest, 40 percent of riders rated the service a "10" with the lowest rating being a "5". During the prior year survey 25 percent of riders rated the service a "10" with the lowest rating being a "6".

During the current year survey, four riders reported encountering a problem with a recent trip. The following issues were described: "Trip home too long; Driver was rude/aggressive and pickup too early; Rider has COPD and had to walk too far to front door; Driver had trouble securing the wheelchair and ran late". For the prior year survey, no riders noted encountering a problem with a recent trip.

Overall, the current rider survey indicates a higher level of customer satisfaction than the previous year although as noted above, more riders reported having problems than during the previous year. 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 12, 2024. 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 21/22, a total of 422,344 trips were taken. By the end of FY 22/23, a total of 531,465 trips were taken. The result was an approximately 26 percent increase. During the prior year's CTC review period, fixed route ridership decreased by approximately 4%.

The significant increase during the current period of the analysis is attributed to the conclusion of Covid 19 Pandemic impacts along with the increased awareness of the transit system due to the rebranding and marketing efforts

of the CTC. 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 195% 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.
- Based on consultations with staff at transit peer agencies, set an annual percentage goal increase of two percent for the number of trips provided on the fixed-route system.

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 - 15,296	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 within 35 seconds	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				
5311				
ADA				
Alzheimer's Com Care				
Public Transportation				
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 2024 CTC Evaluation Phone Surveys

Surveys conducted: March 14-15, 2024

Total phone numbers attempted: 55

Total completed surveys: 19

Questions:

1. Did you receive transportation service on March 12, 2024?
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 12, 2024?
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: 19
2. No: 19
3. 3-5 Times/Week: 18; Other: 1
4. No: 19
5. Education/Training/Daycare: 12; Medical: 6; Employment: 2; Life-Sustaining/Other: 1 *Note: Some respondents gave more than one answer
6. No: 15; Yes: 4 (Trip home too long; Driver was rude/aggressive and pickup too early; Rider has COPD and had to walk too far to front door; Driver had trouble securing the wheelchair and ran late)
7. Range: 5-10; Average: 8.8
8. Various; frequent answers include 'only means of transportation' and 'help for caregiver.'
9. Various; frequent comments include the lateness or earliness of pickups and the friendliness of drivers.

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
1	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	10	Caregiver of Alzheimer's patient works, so it is difficult to get patient to daycare facility	Staff takes good care of riders
2	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	9	Transportation means everything. Peace of mind and flexibility. We depend on it.	Staff does a good job and has good communication.
3	Yes	No	3-5 Times	No	Medical	Yes: Trip Home too long	5	Only means of transportation	Very long wait times for pickup; one time the driver did not pick up during scheduled window.
4	Yes	No	3-5 Times	No	Medical	No	10	Transportation means everything. Only means of transportation.	
5	Yes	No	3-5 Times	No	Medical	No	7	N/a	Sometimes pickup is late or early.
6	Yes	No	3-5 Times	No	Medical	No	8.5	The service gets me where I need to go.	It's a good company.
7	Yes	No	3-5 Times	No	Medical, Employment	No	9	Only means of transportation and access to job.	
8	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	10	Only access to Alzheimer's Day Center, which provides community. Going there is enjoyable and preserves independence.	
9	Yes	No	3-5 Times	No	Ed/Training/Daycare, Medical	No	10	Transportation is a life-saver. It gives caregivers of Alzheimer's patient the ability to continue living as normally as possible and patient enjoys going.	Very pleased with drivers (Dawn).
10	Yes	No	Other	No	Ed/Training/Daycare, Life-Sustaining/Other	Yes: Driver was rude/aggressive	7	Transportation gives me purpose to get up in the morning.	Sometimes the ride comes way too early and sometimes way too late.

						and pickup too early			Some drivers are friendly but some are not.
11	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	8	The service keeps the caregiver of Alzheimer's patient from having to drive to Day Center.	Sometimes there is an issue with lateness on Thursdays.
12	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	7	Caregiver of Alzheimer's patient has to work and is thankful for the service. The transportation means a lot.	Liked previous driver better.
13	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	10	Transportation means everything. Can't drive.	
14	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	9	Transportation means a whole lot and is very much needed.	The company is good at providing the service; it's a good service for us.
15	Yes	No	3-5 Times	No	Ed/Training/Daycare	Yes: Rider has COPD and had to walk too far to the front door of house.	9	Transportation is very important for obtaining services for dementia patient.	
16	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	9	The transportation means giving help to the caregiver.	Employees are very patient, sweet, and safety-conscious. One driver per bus may not be enough; there is maybe a need for an assistant to ensure the safety of passengers with additional needs.
17	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	10	The transportation means everything; it is the only way for the Alzheimer's patient to get to the Day Center.	The drivers are extremely nice.
18	Yes	No	3-5 Times	No	Medical	No	10	Only way to get to dialysis.	I wish I could go straight home after dialysis.
19	Yes	No	3-5 Times	No	Employment	Yes: Driver had trouble securing the	10	The transportation means everything; the rider is	The drivers are very friendly and accommodating. Using the

						wheelchair and ran late because of it, but not her fault		quadriplegic but still able to go to work.	service has been a great experience.
--	--	--	--	--	--	--	--	---	---

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 an amazing experience with CTC and their staffing. Everyone cares about their community and their partners. We appreciate the opportunity to work with such great people

**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 8, 2024
Item Number:	7b
Item Title:	Transit Development Plan (TDP) Major Update
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.2 – Transit Planning
Requested Action:	Endorse the TDP Major Update, endorse with conditions, or do not endorse.
Staff Recommendation:	Because a ten-year strategic vision is essential to support the operation and growth of St. Lucie County's transit system and to qualify for public transportation funds administered by FDOT, it is recommended that the LCB endorse the TDP Major Update.

Attachments

- TPO Staff Report
- TDP Major Update PowerPoint Presentation

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: May 2, 2024

SUBJECT: Transit Development Plan (TDP) Major Update

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 after endorsement 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.

ANALYSIS

As the intent of the TDP Major Update is to reimagine the current transit system in the TPO area, the Update is branded *Reimagine Transit*. The County Transit Department and consultants have conducted extensive public

outreach, trend and peer analyses, and data collections efforts which have resulted in the prioritization of transit needs. The results of these efforts will be presented.

RECOMMENDATION

Because a ten-year strategic vision is essential to support the operation and growth of St. Lucie County's transit system and to qualify for public transportation funds administered by FDOT, it is recommended that the LCB endorse the TDP Major Update.



Reimagine Transit 10-Year TDP Update

Local Coordinating Board Meeting

May 2024



1

Presentation Overview

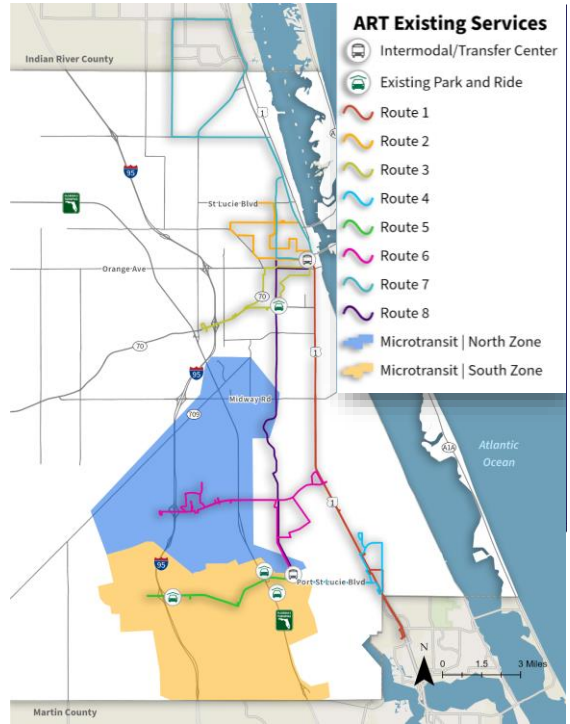
- Existing ART Service
- Public Outreach
- 10-Year Transit Needs Plan
- Evaluation Process
- *Reimagine Transit* Plan
- Implementation Timeline
- What's Next



2

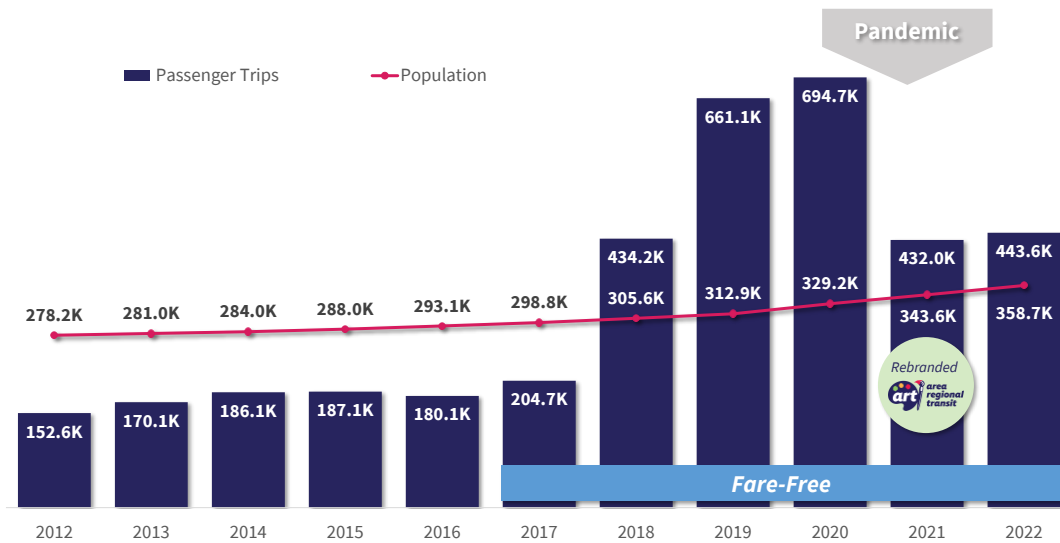
Bus Service Today

- Eight bus routes
- Two microtransit zones
- Fare-free!
- Connects to Marty & GoLine!
- Most routes operate Monday through Saturday
- Weekday
 - 6 AM - 8 PM every hour
- Saturday
 - 8 AM -12 PM and 1 PM - 4 PM every hour



3

ART Ridership & County Population



4

TDP Public Outreach Update



25

Stakeholder Interviews



4

Open House Public Workshops



3

Discussion Group Workshops



2

Public Input Surveys



Bus Operator Interviews & Survey

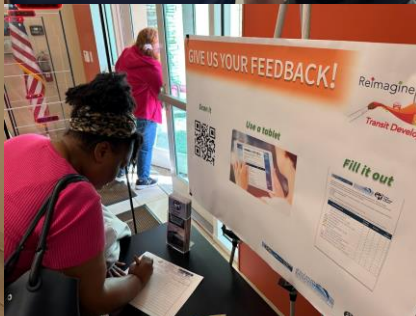


Website & Social Media Outreach

Ongoing

5

Public Workshops



6

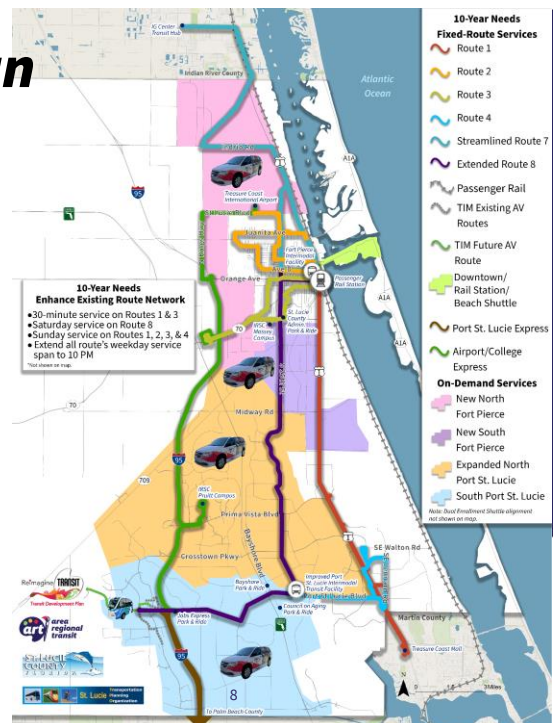
Phase I Public Input Summary

Improvement	Bus Operator Interviews	Bus Rider Discussion Group	Health/Social Services Discussion Group	Business/Education Discussion Group	Public Workshops	Stakeholders Interviews	Public Input Survey
Expanded Service Area	1	1	1	1	1	1	1
Early/Later Service	2	2	2	3	4	2	3
Increased Frequency	3	3	3	2	2	4	2
More Weekend Service	4	4	4	4	3	3	4

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10-Year Transit Needs Plan

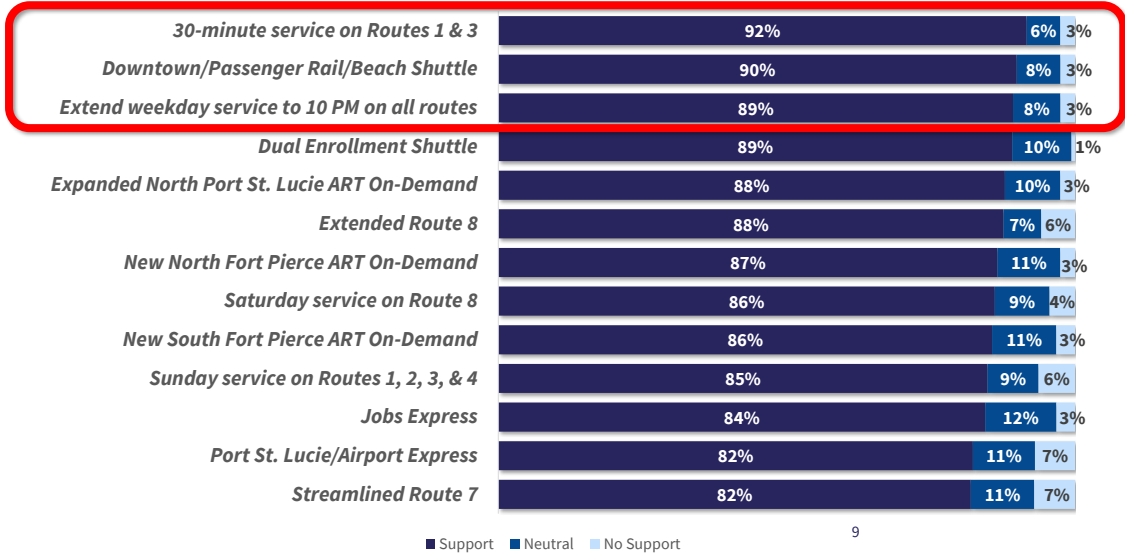
- Expanded ART On-Demand
- Fixed-route on major corridors/connectors
- High frequency bus on high demand areas/corridors
- Extended weekday hours
- Limited Sunday service
- Downtown/rail station/beach shuttle



8

Transit Priorities Survey

Level of support for service improvements over the next 10 years



9

Evaluation Process

Criteria	Measure	Measure Description	Measure Weight	Criteria Weight
Public Support	Public Input	Priority rankings/outreach data on specific strategies	15%	35%
	Stakeholder Vision/Direction	Input/level of interest in specific strategies and general direction/vision on transit	20%	
Ridership Potential	Traditional Market Coverage	Areas with "High" or "Very High" transit orientation	10%	25%
	Discretionary Market Coverage	Areas with 4 or more jobs or dwelling units per acre	10%	
	Ridership Productivity	TBEST model simulated 2034 normalized ridership	5%	
Activity Center Connectivity	Connections to Key Destinations	Connections to key population and employment hubs	10%	10%
Financial Feasibility	Cost Efficiency	Operating cost per trip	30%	30%

10

10

Evaluation Results

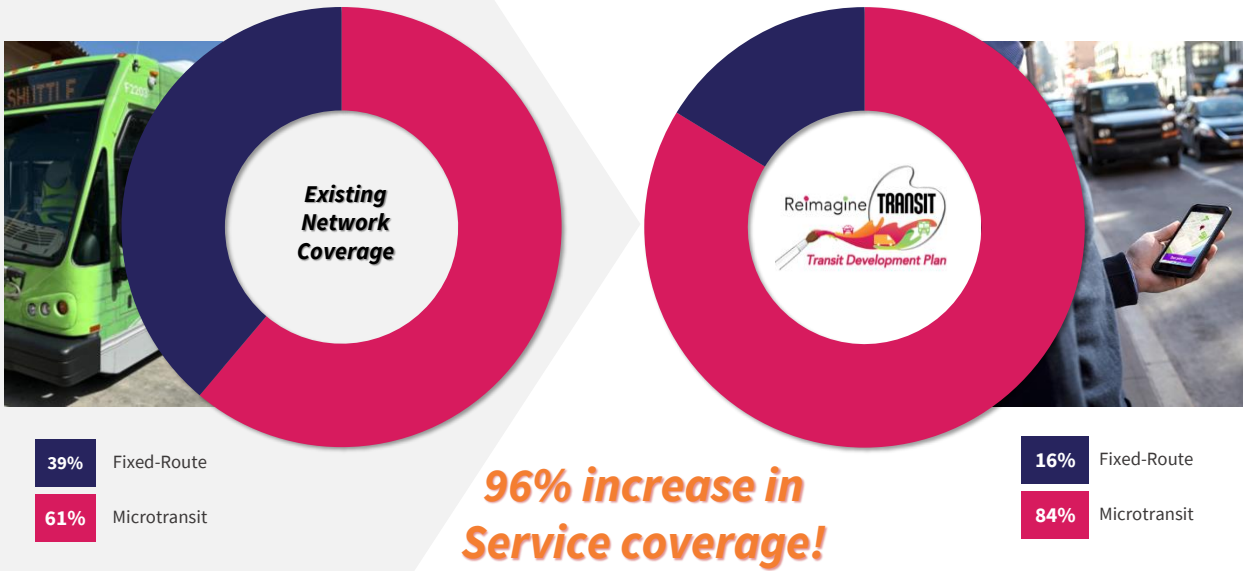
Rank	Description of Improvement	General Public Input	Stakeholder Input	Traditional Market Coverage	Discretionary Market Coverage	Ridership Productivity	Connections to Key Destinations	Cost Efficiency	Score
1	Expanded North Port St. Lucie	Very High	High	Moderate	Low/None	Very High	High	Very High	6.8
2	30-minute Frequency on Routes 1 and 3	Very High	High	Moderate	Low/None	Very High	High	Very High	6.8
3	New North Fort Pierce	Very High	High	Moderate	Low/None	Very High	High	Very High	6.6
4	Extend Weekday Service Span to 10PM	Very High	High	Moderate	Low/None	Very High	High	Very High	6.4
5	New South Fort Pierce	Very High	High	Moderate	Low/None	Very High	High	Very High	6.3
6	Downtown/Rail Station/Beach Shuttle	Very High	High	Moderate	Low/None	Very High	High	Very High	6.1
7	Add Sun. Service on Routes 1, 2, 3, & 4	Very High	High	Moderate	Low/None	Very High	High	Very High	5.7
8	Extended Route 8	Very High	High	Moderate	Low/None	Very High	High	Very High	5.0
9	Dual Enrollment Shuttle	Very High	High	Moderate	Low/None	Very High	High	Very High	5.0
10	Add Saturday Service on Route 8	Very High	High	Moderate	Low/None	Very High	High	Very High	4.4
11	Streamline Route 7	Very High	High	Moderate	Low/None	Very High	High	Very High	3.9
12	Port St. Lucie Express	Very High	High	Moderate	Low/None	Very High	High	Very High	3.6
13	College/Airport Express	Very High	High	Moderate	Low/None	Very High	High	Very High	2.0



11

11

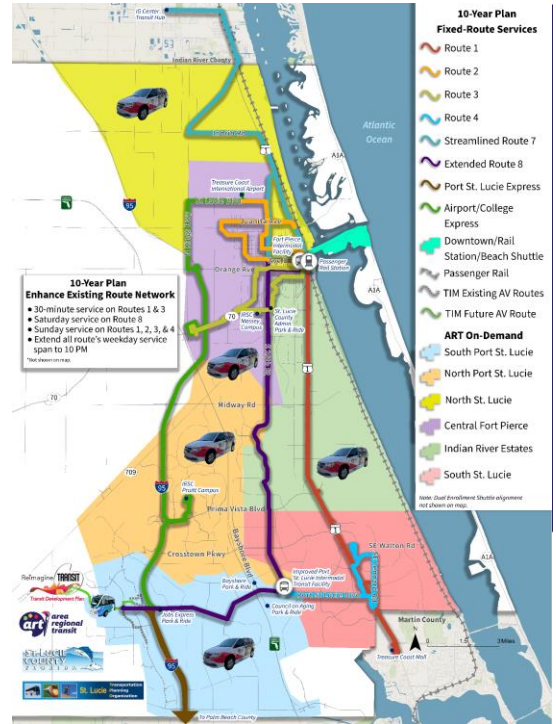
Reimagine Transit Plan



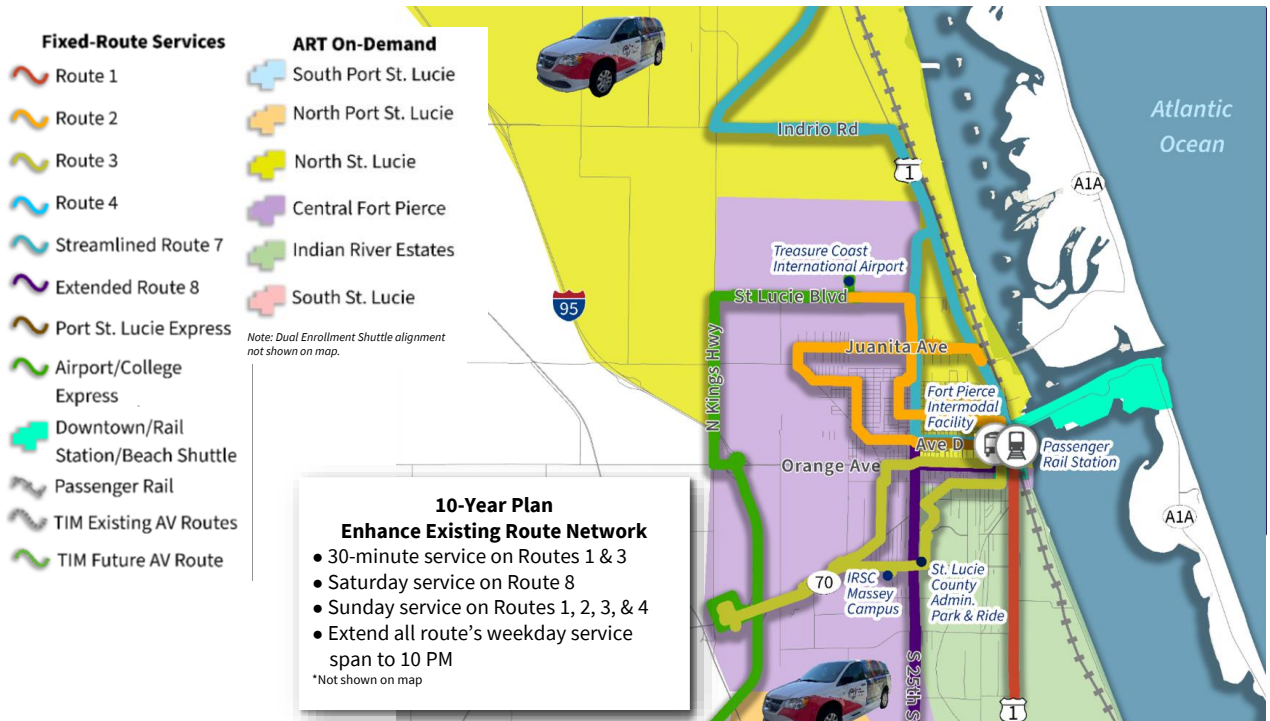
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Reimagine Transit Plan

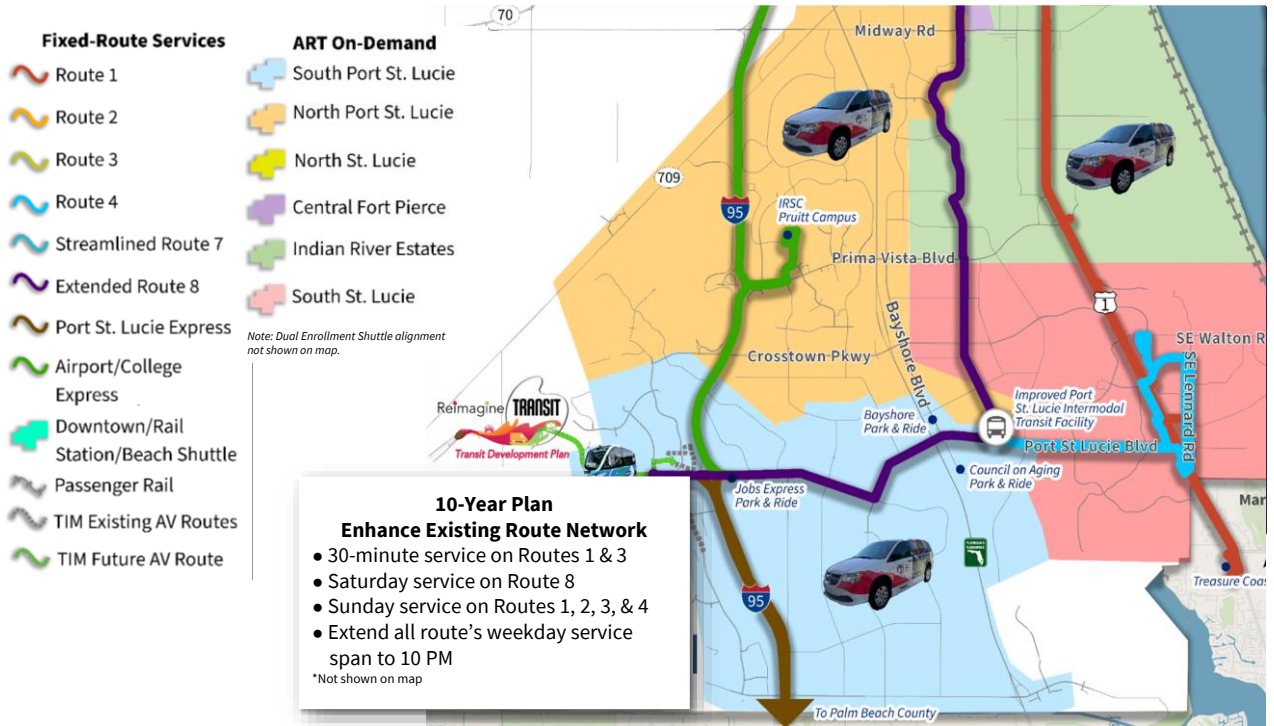
- Six app-based ART On-Demand microtransit zones
- 30-min. service on Routes 1 & 3
- Weekday hours until 10 PM
- Limited Sunday service
- Downtown/rail station/beach shuttle
- Direct Tradition-Fort Pierce connectivity
- Vanpool program
- Support infrastructure, programs, & policies



13



14



15

Capital Improvements

- New & expanded Port St Lucie Intermodal Facility
- New operations & maintenance facility
- Bus stop accessibility & amenities program
- Add bus shelters at high ridership stops
- New & replacement vehicles



16

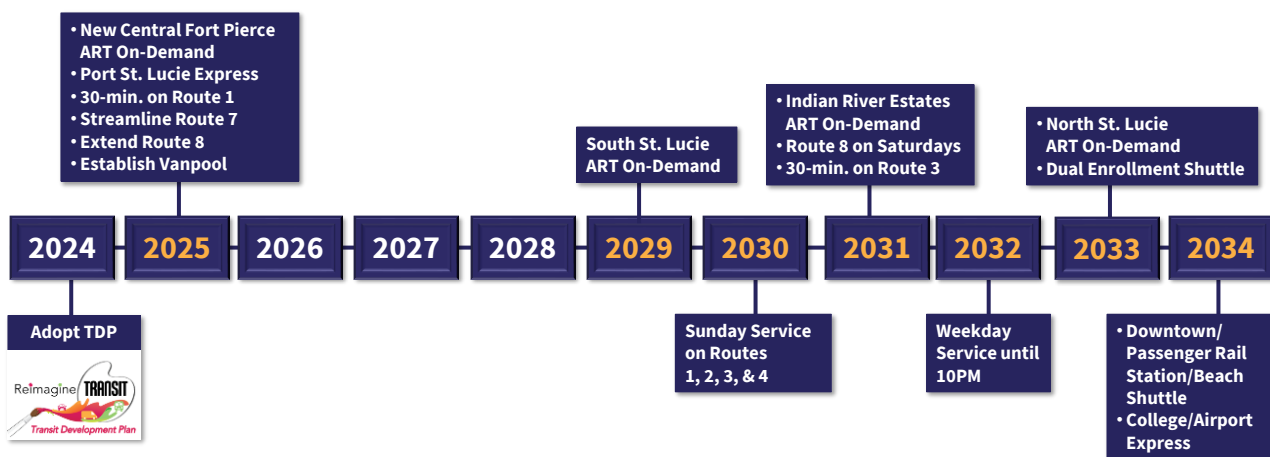
Technology & Policy Improvements

- Transit Signal Priority/Queue Jumps (11 intersections)
- Transit marketing & education program
- Fare policy/structure evaluation study
- Enhanced paratransit rider qualifying & recertifying process
- Wi-Fi on buses & selected bus stops



17

Implementation Plan & Timeline



18

What is Next?

- Finalize 10-Year Plan
- Prepare Draft TDP Report
- Committee & Board Presentations
- Develop Final TDP Report
- Prepare Executive Summary



Questions/Comments

