



Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

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

REGULAR MEETING

Date: Wednesday, November 14, 2018

Time: 2:00 pm

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

AGENDA

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Self-Introductions**
4. **Comments from the Public**
5. **Approval of Agenda**
6. **Approval of Meeting Summary**
 - *August 22, 2018 Regular Meeting*
7. **Action Items**
 - 7a. **Election of Vice Chairperson:** The vice chairperson for 2019 will be elected.

Action: Nominate candidates and elect a vice chairperson.
 - 7b. **2019 Meeting Schedule:** The dates and times of LCB meetings for 2019 will be determined.

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

7c. Annual Operating Report (AOR): The Community Transportation Coordinator (CTC) will present the results of the 2017 Draft Annual Operating Report (AOR) for review.

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

7d. Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan): The TDSP/Coordinated Plan, which addresses the transportation needs of older adults, persons with disabilities, low-income persons, and children at risk, will be reviewed.

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

7e. Coordination Agreements: The Community Transportation Coordinator (CTC) will present coordination agreements with public transportation providers for review.

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

7f. By-Laws Update: A revision to the LCB By-Laws to add a local representative of the Agency for Persons with Disabilities to the LCB will be reviewed.

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

8. Discussion Items

8a. Transit Development Plan (TDP) Major Update: Progress to date on the TDP Major Update will be presented.

Action: *Discuss and provide comments to staff.*

8b. Gulfstream Goodwill Mobility Management Program Update: Progress to date on achieving the objectives of the Gulfstream Goodwill Mobility Management Program will be presented.

Action: Discuss and provide comments to staff.

9. Informational Items

- Transportation Disadvantaged State-Wide Service Analysis
- CTC Quality Assurance Review Report

10. FDOT Comments

11. Recommendations/Comments by Members

12. Staff Comments

13. Comments from the Public

14. Next Meeting: The next LCB meeting is scheduled for 2:00 pm on Wednesday, February 20, 2019.

15. 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 welcomed without regard to race, color, national origin, age, sex, religion, disability, income, or family status. Persons wishing to express their concerns about nondiscrimination should contact Marceia Lathou, the Title VI/ADA Coordinator of the St. Lucie TPO, at 772-462-1593 or via email at lathoum@stlucieco.org.

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

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

Date: Wednesday, August 22, 2018

Time: 2:00 pm

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

MEETING SUMMARY

1. **Call to Order**

Chairwoman Townsend called the meeting to order at 2:00 pm.

2. **Pledge of Allegiance**

Chairwoman Townsend led the Pledge of Allegiance.

3. **Self-Introductions**

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

Members Present

Commissioner Cathy Townsend, Chair
Kathryn Hensley, Vice Chair
Shelly Batton
Robert Dadiomoff
Dalia Dillon
Marie Dorismond
Robnet Dukes

Representing

St. Lucie County
St. Lucie Co. School Board
CareerSource Research Coast
Veterans Community
FL Dept. of Elder Affairs
FDOT
FL Dept., Children & Families

Jim Dwyer
 Emily Hough
 Kevin Howard
 Alan Love
 Stacy Malinowski
 Carolyn Niemczyk
 David Rodriguez

Children's Services Council
 FL Div. of Vocational Rehab
 FL Dept. of Health
 Disabled Community
 Economically Disadvantaged
 Elderly Community
 Community Transit

Others Present

Peter Buchwald
 Marceia Lathou
 Rachel Harrison
 Tomas Boiton
 Murriah Dekle
 Bolivar Gomez
 Malcolm Gowdie-Harris
 Melody Hearn
 Cathi Petagno
 Milory Senat
 Krystal Sims
 Chris Stephenson

Representing

St. Lucie TPO
 St. Lucie TPO
 Recording Specialist
 Gulfstream Goodwill
 St. Lucie County
 Martin MPO
 Stand Up for Independence
 Family Care Council
 St. Lucie County Transit
 APD
 Stand Up for Independence
 Indian River GoLine

4. **Comments from the Public** – Ms. Hearn raised concerns about funding for the transportation disadvantaged community, remarking that a lack of transportation services in local counties was a significant barrier to those with disabilities, especially with respect to employment. She also shared a letter from Grace Way Village Executive Director Cathie Mouring, who had likewise expressed concern regarding area bus service, asserting in particular that many riders had been prevented from taking advantage of employment opportunities because of what were in her opinion infrequent pickup times and inconvenient locations. Ms. Hearn concluded with the remark that Florida is an employment-first state and invited the TPO staff to meet with her to discuss the matter further. Mr. Buchwald indicated that he would contact her to set up a meeting.

5. **Approval of Agenda**

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

** **SECONDED** by Ms. Dillon

Carried **UNANIMOUSLY**

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6. Approval of Meeting Summary

- May 23, 2018 Regular Meeting

* **MOTION** by Ms. Niemczyk to approve the Meeting Summary.

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

7. Action Items

7a. Amendments to Coordination Agreements: Review of coordination agreements with transportation providers presented by the Community Transportation Coordinator (CTC).

Ms. Petagno explained that the CTC staff had been working closely during the previous year with the Florida Commission for the Transportation Disadvantaged (FCTD) to improve the procedures for organizations to become Coordinated Contractors. She further explained how the CTC had modified the intake application process to ensure that potential contractors were more aware of their responsibilities before being approved as providers and then presented the revised intake form. She indicated that the State had approved the intake form and reported that 11 agencies had submitted the necessary documentation for a CTC agreement for fiscal year 2019.

* **MOTION** by Vice Chairwoman Hensley to approve the amendments to coordination agreements.

** **SECONDED** by Mr. Rodriguez Carried **UNANIMOUSLY**

7b. By-Laws Update: Review of the annual update of the By-Laws which provide a framework for the operation of the LCB.

Ms. Lathou explained that the By-laws, which are based on guidelines developed by the FCTD, are intended as a guide for the LCB in its mission of identifying local service needs and providing information, advice and direction to the CTC. She reported that the By-laws were reviewed in accordance with the State-mandated annual update and that a change was proposed to clarify that agency members are appointed by their respective agencies rather than by the TPO Board.

* **MOTION** by Mr. Rodriguez to approve the annual update of the By-laws.

** **SECONDED** by Ms. Niemczyk Carried **UNANIMOUSLY**

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

Ms. Lathou explained that the development and updating of Grievance Procedures is one of the LCB's responsibilities as an extension of the FCTD, and that a Grievance Committee is required to be established to assist in implementing the grievance function. She outlined the various steps involved in the problem-solving process and reported that no changes to the Grievance Procedures were being proposed for FY 2018-19. Ms. Lathou listed the members of the current Grievance Committee and indicated the need to appoint a committee for the new fiscal year.

In response to Mr. Rodriguez's question, Ms. Lathou clarified that the Grievance Procedures were based on FCTD guidelines and were therefore consistent with procedures used by other agencies in Florida.

* **MOTION** by Vice Chairwoman Hensley to approve the Grievance Procedures Update.

** **SECONDED** by Ms. Niemczyk Carried **UNANIMOUSLY**

* **MOTION** by Vice Chairwoman Hensley to re-appoint the following members to the 2018-19 Grievance Committee: Vice Chairwoman Hensley, Ms. Malinowski, and Ms. Niemczyk.

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

8. Discussion Items

8a. Transit Development Plan (TDP) Major Update: Review of the TDP Major Update schedule and public involvement process.

Ms. Lathou explained that the TDP is required by the Florida Department of Transportation (FDOT) and functions as the public transportation provider's strategic plan, serving as the planning, development, and operational guidance document for a 10-year interval. Ms. Lathou indicated that a Major Update is required every five years, with the present update scheduled for completion in June 2019. She detailed some of the analyses that would be included in the TDP along with the responsibilities of the various entities involved in

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the Major Update, and then described the plan for soliciting public involvement.

In response to Ms. Niemczyk's question, Ms. Lathou clarified that, in addition to the Major Update conducted every five years, annual updates to the TDP are developed in the form of progress reports. Mr. Rodriguez added that the TDP is a blueprint rather than a rigid document and emphasized the importance of public input, encouraging those present to help spread the word about public input opportunities.

Chairwoman Townsend initiated a discussion regarding a potential bus stop at Tradition Medical Center. Ms. Dekle reported that a site visit had been scheduled to analyze the addition of a stop. Ms. Lathou added that another purpose of the site visit would be to gather information in preparation for a focus group that would be held to discuss the transportation needs of Keiser University.

Ms. Dekle reported that two surveys were in development to assist with gathering public input, one for bus riders and one for non-riders. In response to Ms. Dorismond's question, Ms. Dekle indicated that the surveys would be made available on the buses themselves, and Mr. Buchwald added that TPO staff would also assist with distributing the surveys. Ms. Dekle clarified that the surveys would be distributed to LCB members as soon as they were finalized.

Mr. Boiton announced that a micro-grant had been awarded in the sum of \$400 to assist the TPO with obtaining outreach supplies.

Vice Chairwoman Hensley asserted the importance of the TDP for future economic development, noting that many businesses take public transportation into account when considering new locations. She also observed that organizing bus routes around employment centers encourages employees to take mass transit to work as opposed to personal vehicles.

8b. Direct Connect Program Update: An update on the program to provide "after hours" transportation services using taxis, car services, and rideshare providers.

Ms. Dekle explained how the Direct Connect program was started and summarized the ridership statistics for the twelve-month pilot period beginning April 2017. She announced that an additional sum of \$100,000 had just been received from the FCTD to continue the program and listed some of the improvements planned for Direct

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Connect 2.0. She concluded with plans to identify a consistent source of funding for the program going forward.

Ms. Dorismond praised the Direct Connect program and shared some positive feedback she had heard about it at FDOT. Mr. Rodriguez likewise praised the program for its innovation and uniqueness, and Chairwoman Townsend noted that her colleagues at the Florida Association of Counties had made similar comments.

Mr. Boiton observed that the employment trips provided by the Direct Connect program during its pilot period did not just offer convenience to riders, but rather enabled them to take advantage of employment opportunities to which they otherwise would not have had access. Because the higher employment rate leads to an increase in the local tax base, Mr. Boiton encouraged the LCB to support the development of additional transportation options, particularly Transportation Network Companies.

9. **FDOT Comments** – Ms. Dorismond notified the members that there was still funding available from FDOT for programs like Direct Connect.
10. **Recommendations/Comments by Members** – Mr. Love expressed the need for property managers in general to offer greater accommodation for those with disabilities and then advocated for more disabled parking spots in the Coco Vista Centre in particular. He also cautioned the LCB that local car dealerships were taking advantage of the elderly, the disabled community, and women, citing his own recent experiences with purchasing a vehicle as support.
11. **Staff Comments** – Mr. Buchwald noted that he and Mr. Love had appeared on a local radio show that morning to discuss the potential benefits of the sales tax increase to be voted on in November. Mr. Buchwald requested that LCB members educate themselves on the referendum and direct others to the informational website on the topic created by local agencies.
12. **Comments from the Public** – Ms. Sims remarked that people with disabilities need help to go to school and work, and that she was able to go to college because of local transit. She requested that LCB members continue working to ensure that people with disabilities have access to transportation.

Mr. Boiton reported that he had been collaborating with Palm Tran to investigate the reliability and suitability of various paratransit vehicles and indicated he would share the results when they became available. He also informed the LCB that he, together with FDOT, had been researching the possibility of group purchasing for maintenance and insurance. In particular, he notified the group of efforts to secure fixed prices for standard maintenance services as well as the completion of a new maintenance manual to advise local providers on the recommended service schedule. Mr. Boiton also reported that many agencies have insurance policies through several different companies, which is less efficient and more expensive than consolidating them. He therefore advised the LCB that he was working to identify an insurance company that could offer various policies at a subsidized cost. Mr. Boiton concluded with the results of the situational appraisal conducted on human service agencies in the tri-county area, sharing that the feedback on transportation services was very positive.

Mr. Gowdie-Harris inquired about the possibility of Saturday bus service, as he was having difficulties getting transportation to his practices for Special Olympics. Mr. Buchwald stated that he would investigate some options to meet his needs on the matter. Ms. Malinowski also offered to assist in researching options.

13. **Next Meeting:** The next LCB Meeting is scheduled for 2:00 pm on Wednesday, November 14, 2018.
14. **Adjourn** – The meeting was adjourned at 3:05 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman

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AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 14, 2018
Item Number:	7a
Item Title:	Election of Vice Chairperson
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Nominate candidates and elect a vice chairperson.
Staff Recommendation:	Because the proposed election of the Vice Chairperson meets the requirements of the LCB By-Laws and facilitates the conduct of business by the LCB, it is recommended that the LCB nominate candidates and elect a vice chairperson.

Attachment

- Staff report



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MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: November 7, 2018

SUBJECT: Election of Vice Chairperson

BACKGROUND

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

ANALYSIS

The current LCB Vice Chairperson is Ms. Kathryn Hensley.

RECOMMENDATION

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

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 14, 2018
Item Number:	7b
Item Title:	Meeting Schedule
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve, approve with conditions, or do not approve.
Staff Recommendation:	Because the proposed 2019 Meeting Schedule meets the requirements of Florida law and facilitates the conduct of business by the LCB, it is recommended that the proposed 2019 Meeting Schedule be approved.

Attachments

- Staff Report
- Draft Meeting Schedule



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MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: November 7, 2018

SUBJECT: **2019 Meeting Schedule**

BACKGROUND

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

ANALYSIS

LCB meetings generally are held on Wednesdays, once a quarter. Although all LCB meetings are open to the public, the LCB traditionally also schedules an annual public hearing to coincide with the first, regular LCB meeting of the year to comply with Florida statutes. In 2019, the first, regular LCB meeting and annual public hearing are scheduled for Wednesday, February 20, 2019.

RECOMMENDATION

Because the proposed 2019 Meeting Schedule meets the requirements of Florida law and facilitates the conduct of business by the LCB, it is recommended that the proposed 2019 Meeting Schedule be approved.

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**Local Coordinating Board for the Transportation Disadvantaged (LCB)
2019 Meeting Schedule**

<u>Date</u>	<u>Type</u>
February 20, 2019	Annual Public Hearing/ Regular Meeting
May 15, 2019	Regular Meeting
August 21, 2019	Regular Meeting
November 13, 2019	Regular Meeting

Meeting Notes

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

Location

All meetings are held at the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida

NOTICES

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AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 14, 2018
Item Number:	7c
Item Title:	Annual Operating Report (AOR)
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve, approve with conditions, or do not approve.
Staff Recommendation:	Because the draft AOR is consistent with state guidelines, it is recommended that the draft AOR be approved.

Attachments

- Staff report
- Annual Operating Report (AOR)



COMMUNITY SERVICES
MEMORANDUM
19-014

TO: Members of the Local Coordination Board

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

FROM: Cathi Petagno, Senior Transit Program Specialist

DATE: October 30, 2018

SUBJECT: Florida Commission for the Transportation Disadvantaged (FCTD)
2018 Annual Operating Report (AOR)

The Community Transportation Coordinator submits an Annual Operating Report (AOR) to the Florida Commission for the Transportation Disadvantaged (FCTD). The data contained within the report is incorporated into the allocation formula for the Trip and Equipment Grant, which provides funding for transportation disadvantaged individuals.

Annually, the County compiles the trip related data which is generated via reporting requirements for those agencies with valid coordination agreements with the County. The Coordinated Contractors collect and report the information to the County. Providers are encouraged to maintain accurate records on a daily basis and submit the reports quarterly. The figures below are based upon the AOR, which is currently being finalized for submittal to the FCTD.

Annual Operating Report Figures				
	SFY2015	SFY2016	SFY2017	SFY2018
Trips	265,326	260,952	274,521	238,731
Revenue Miles	1,059,337	1,066,102	1,163,772	1,350,918
Vehicle Miles	1,426,016	1,403,366	1,348,596	1,520,226

Variation in the 2018 trips are due to the following reasons:

- St. Lucie County transit system becoming fare free
- A decrease in the number of Coordinated Contractors
- Increased changes and demands to become a Coordinated Contractor

STAFF RECOMMENDATION:

Staff recommends Board approval of the Annual Operating Report with the ability to revise figures when provided and authorize the Chair to sign the necessary documents.

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 14, 2018
Item Number:	7d
Item Title:	Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan)
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve, approve with conditions, or do not approve.
Staff Recommendation:	Because the draft 2018 TDSP/Coordinated Plan is consistent with state and federal guidelines, it is recommended that the draft 2018 TDSP/Coordinated Plan be approved.

Attachments

- Staff report
- Draft 2018 TDSP/Coordinated Plan



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MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: November 7, 2018

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

BACKGROUND

The Florida Transportation Disadvantaged (TD) Program was created to ensure the delivery of efficient, cost-effective and quality transportation services for TD persons. TD persons are those who cannot obtain transportation on their own, either because of a physical or mental disability, income limitations, or age. Locally, the TD planning program is administered by the St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB) with support provided by the St. Lucie Transportation Planning Organization (TPO). Transportation is provided by St. Lucie County, the Community Transportation Coordinator (CTC), through the County's contracted public transportation provider, Community Transit, a division of the Council on Aging of St. Lucie, Inc. (COASL).

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that the TPO designate or re-designate a Community Transportation Coordinator (CTC) every five years. The St. Lucie Board of County Commissioners (BOCC), the CTC for St. Lucie County since 1990, was re-designated by the FCTD effective July 1, 2018. This re-designation requires the development of a Transportation Disadvantaged Service Plan (TDSP) to address the public transportation needs of the TD population.

The TDSP covers a five-year period, with annual updates required for the interim years. The TDSP also fulfills the federal requirement for a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The TDSP/Coordinated Plan is jointly developed by the TPO, CTC, and COASL. The TDSP/Coordinated Plan requires approval by the LCB by roll call vote.

ANALYSIS

The re-designation of St. Lucie County as the CTC launched a new cycle for the development of a TDSP and annual updates. Because the LCB adopted an annual update at its February 2018 meeting, minimal changes were required to transition the February 2018 update into a new TDSP. Notable additions include the following:

- The General TD Population in St. Lucie County is approximately 120,587 or 39% of the total population compared to 130,745 or 43% of the total population as documented in the TDSP annual update.
- The Critical Need-Severely Disabled TD Population is approximately 12,446 compared to 11,775 as documented in the TDSP annual update.
- A section on the special needs population was added. The estimated number of adults who experience cognitive difficulty in St. Lucie County is approximately 5% of the population aged 18 and older.
- An estimate of unmet need resulting from the approved eligibility criteria was added.
- Recommendations of the *Transportation Disadvantaged State-Wide Service Analysis* (December 2017), prepared by the Center for Urban Transportation Research (CUTR) for the Agency for Persons with Disabilities, are incorporated into the TDSP/Coordinated Plan.
- Recommendations of the *Transit Operations Analysis and New Mobility Planning* (July 2018), conducted by RSM consultants for St. Lucie County, are incorporated into the TDSP/Coordinated Plan.

RECOMMENDATION

Because the draft 2018 TDSP/Coordinated Plan is consistent with state and federal guidelines, it is recommended that the draft 2018 TDSP/Coordinated Plan be approved.



St. Lucie County Transportation Disadvantaged Service Plan (TDSP)

A Coordinated Public Transit-Human Services Transportation Plan

Prepared by:
St. Lucie Transportation Planning Organization (TPO)
St. Lucie County Community Services Department
Community Transit

November 14, 2018

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

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INTRODUCTION

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

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

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

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

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

DEVELOPMENT PLAN

A. Introduction to Service Area

1. Background of the TD Program

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

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

2. CTC Designation Date/History

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

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

3. Organization Chart

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

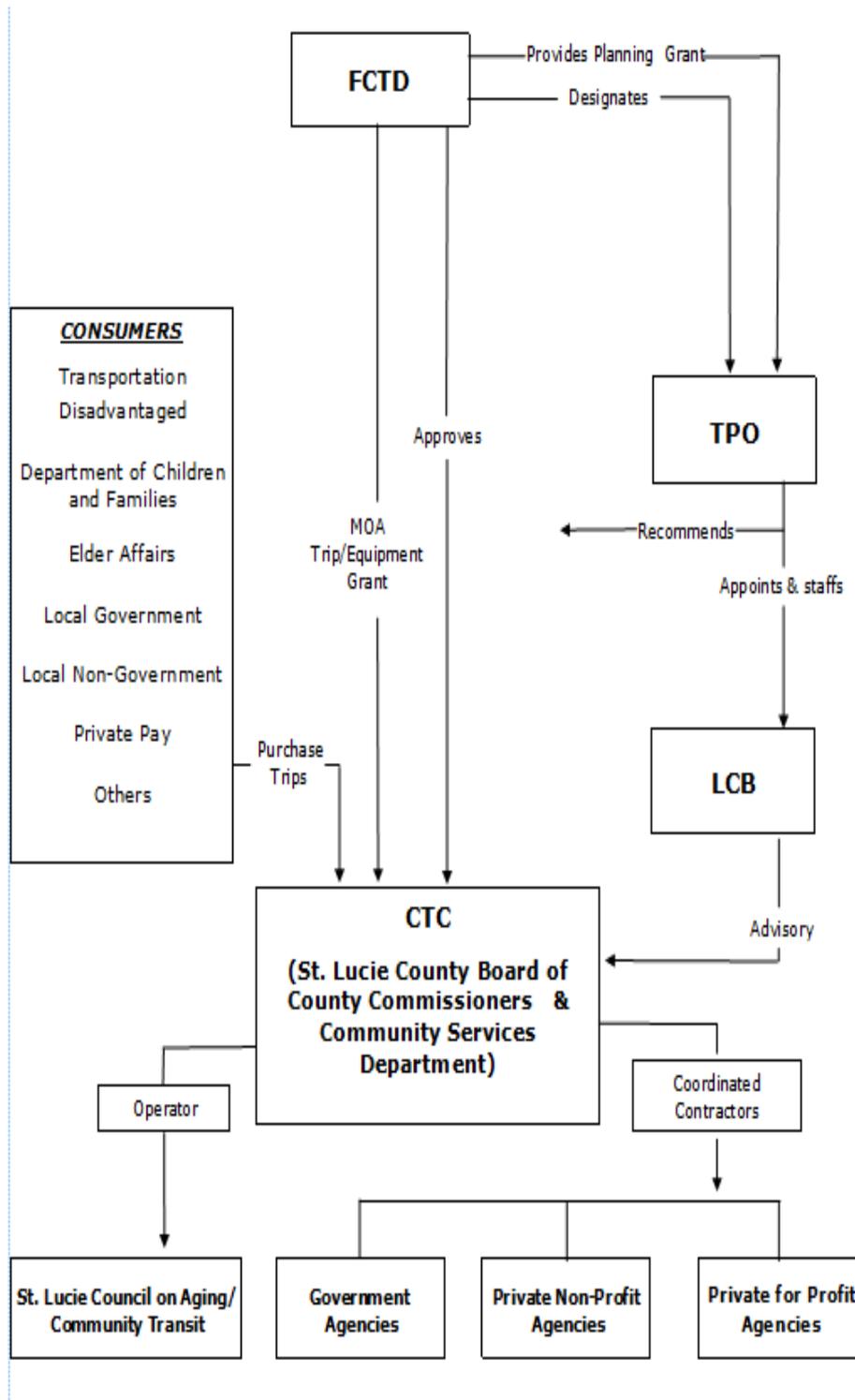


Figure 1: St. Lucie County TD Services Organization Chart

4. Consistency Review of Other Plans

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

St. Lucie County Comprehensive Plan

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

City of Port St. Lucie Comprehensive Plan

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

City of Fort Pierce Comprehensive Plan

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

Go2040 Long Range Transportation Plan (LRTP)

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

St. Lucie County Transit Development Plan

The St. Lucie County Bus Blueprint, St. Lucie County's 2015–2024 Transit Development Plan (TDP), functions as the strategic guide for public transportation in St. Lucie County. It identifies public transportation service improvement priorities for the County, determines the operating and capital costs to implement these service improvement priorities, and outlines a strategy for implementation.

Transportation Improvement Program

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

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

Treasure Coast Regional Planning Council Strategic Regional Policy Plan

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

FCTD Five/Twenty Year Plan

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

Transportation Connectivity Study

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

2060 Florida Transportation Plan

The Florida Transportation Plan (FTP) is the long-range transportation plan for all of Florida and guides investment of state and federal transportation funds. One of the goals of the FTP is "Transportation Solutions that Support Quality Places to Live, Learn, Work, and Play."

5. Public Participation

Development of the TDSP represents a coordinated and collaborative effort among transportation providers, passengers, advocates, social service agencies, and other community groups. The public involvement process has been mainly accomplished through the LCB and the Treasure Coast Transit Meetings (TCTM). The LCB consists of elected officials, social services representatives, and citizen advocates who guide and assist the CTC in the coordination of TD services. The TCTM is a quarterly meeting of Indian River, Martin, and St. Lucie transit/human services staff.

The TDSP was prepared with input from the general public which was gathered through meetings with the above-mentioned partners and at a regular meeting of the LCB in November 2018. A Summary of Comments on the TDSP is included in Appendix K. Public notice was provided for the November LCB meeting in the local newspaper of largest general circulation.

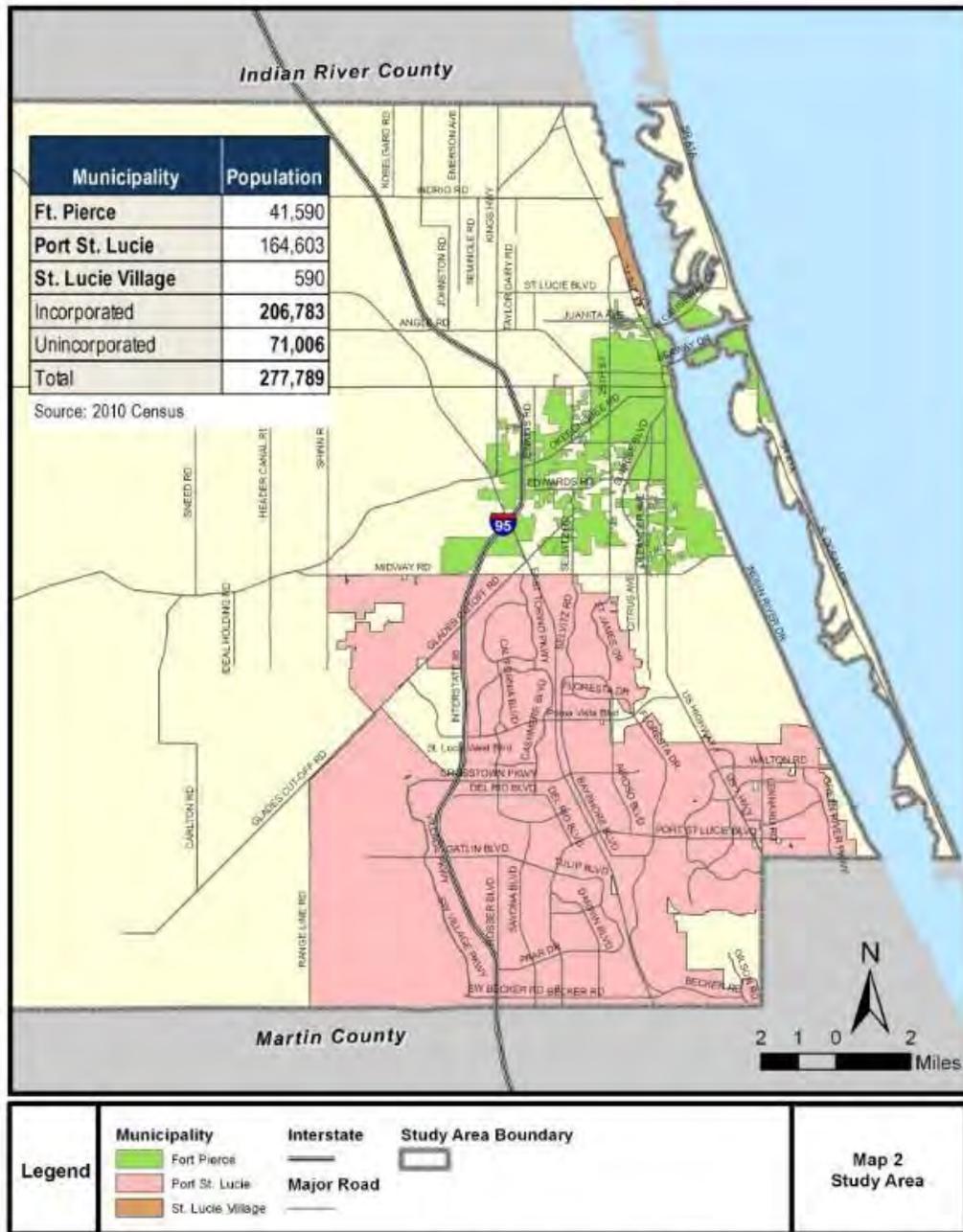
B. Service Area Profile/Demographics

1. Service Area Description

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



Figure 2: St. Lucie County Location



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

Figure 3: TDSP Study Area

2. Demographics

a) Land Use

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

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

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

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

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

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

b) Population/Composition

The U.S. Census Bureau provides annual estimates of population and other demographics at the local level. In 2017, the St. Lucie County population was estimated at approximately 313,500, which represents a 13 percent increase from the 2010 estimate of approximately 277,300. The percentage of persons 65 years and older in 2017 was 24 percent, which is higher than the statewide percentage of 20 percent. The estimated median household income for St. Lucie County was approximately \$44,100 compared to approximately \$48,900 statewide. Persons living below the poverty level comprised 17 percent of the population of St. Lucie County and 14 percent statewide.

Based on a land area of 572 square miles and a 2017 estimated population of approximately 313,500, St. Lucie County has a population density of approximately 548 persons per square mile. While this number would seem to indicate that 548 persons live on each square mile of land area, the density within the county varies dramatically because the majority of the population lives in the eastern part of the County. Therefore, density is only a raw gauge to measure a population's distribution across a land area.

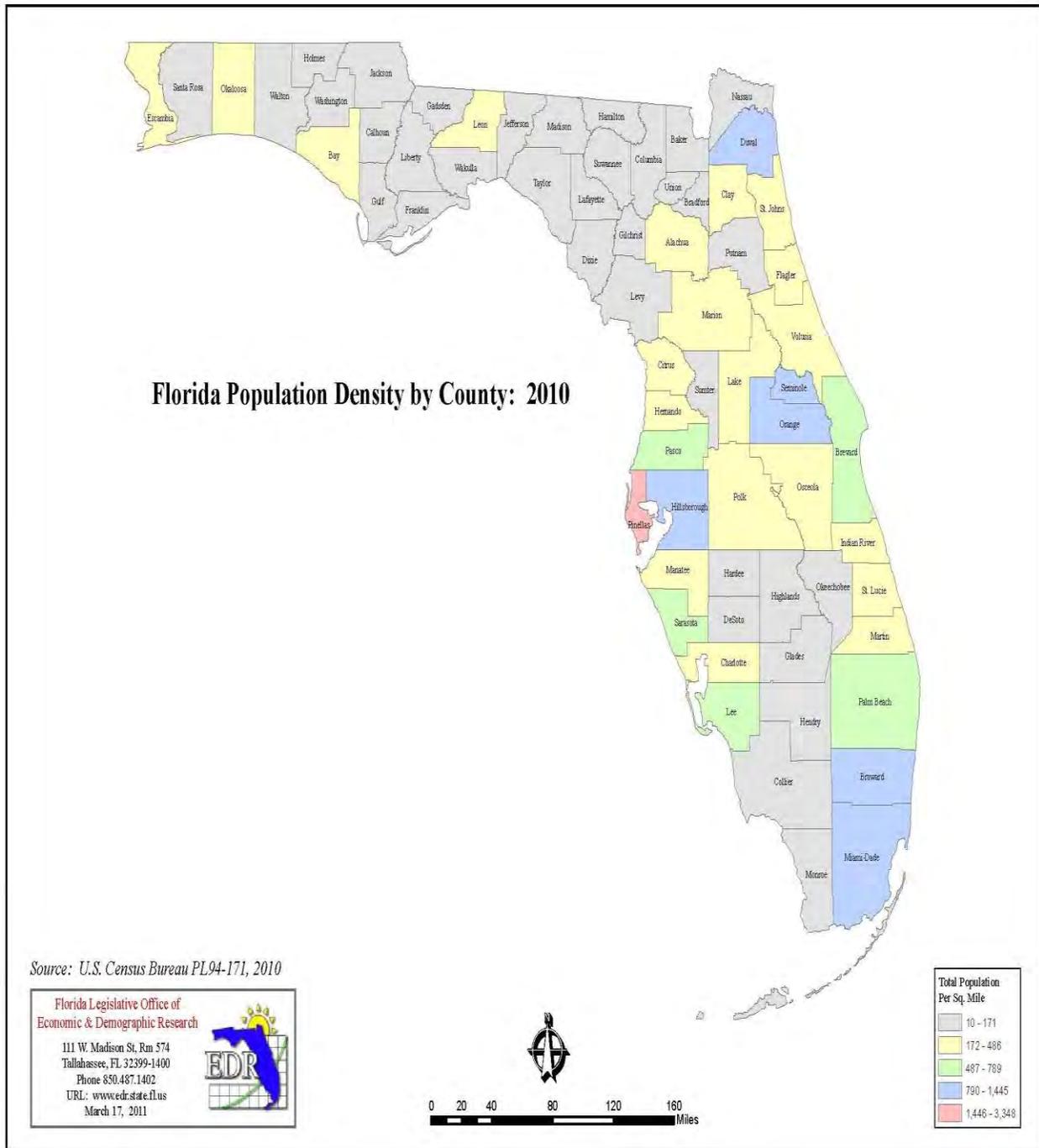


Figure 4: Florida Population Density by County in 2010

c) Transit Orientation Analysis

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

- Youth (age < 18)
- Elderly (age > 65)
- Poverty (Households with income at or lower than the poverty level)
- Zero-vehicle households

Using the 2012-2016 American Community Survey as a data source yields the following countywide percentages:

- Youth – 21%
- Elderly -23%
- Poverty – 18%
- Zero-vehicle households – 6%

The Transit Orientation Index map shows areas of St. Lucie County where one or more of the above percentages are exceeded. One point is assessed for each threshold exceeded. For example, an area with an index of “4”, would have high concentrations of all the following categories: youth, elderly persons, persons living below the poverty level, and households without access to an automobile.

As Map 4 shows, several areas have a Transit Orientation Index of “3” or “4”, the highest ratings and the darkest areas on the map. These areas, which have concentrations of persons who would be most likely to use public transportation, include areas along U.S. 1 and areas north of Juanita Avenue, near Torino Parkway, east of Jenkins Road, and north of Paar Drive.

d) Employment

According to the U.S. Census, the mean travel time to work for workers age 16+ for the period between 2012 and 2016 in St. Lucie County was approximately 28 minutes, which is slightly higher than the average of 27 minutes for workers statewide. This reflects the fact that many workers in St. Lucie County travel outside the County for employment.

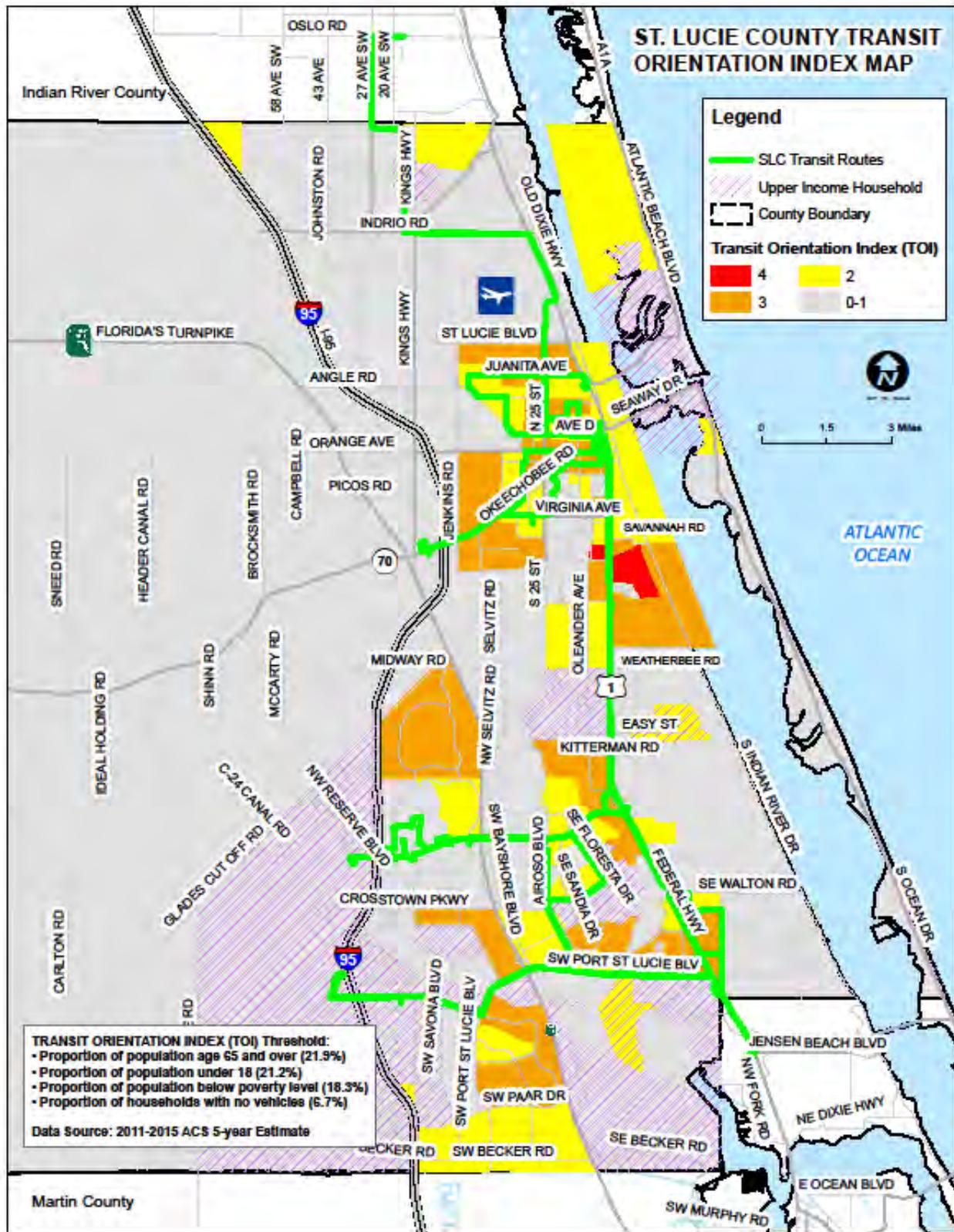


Figure 5: Transit Orientation Index Analysis

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

Company Name	Employees*	Product/Service	Location
School Board of St. Lucie County	5,471	Education	Countywide
Indian River State College	2,338	Higher education	Fort Pierce & Port St. Lucie
Lawnwood Regional Medical Center & Heart Institute	1,455	Healthcare services	Fort Pierce
Teleperformance	1,200	Call center	Port St. Lucie
City of Port St. Lucie	1,157	City government	Port St. Lucie
Walmart Distribution Center	890	Dry goods distribution center	Fort Pierce
Martin Health System	850	Healthcare services	Port St. Lucie
St. Lucie Medical Center	850	Healthcare services	Port St. Lucie
St. Lucie County	778	County government	Countywide
Florida Power & Light Co.	774	Electric utility	Port St. Lucie
McKesson/Change Healthcare	549	Call center	Port St. Lucie
Convey Healthcare Solutions	450	Call center	Fort Pierce

Includes fulltime and part-time.

Source: Economic Development Council of St. Lucie County, 12/21/17

Table 1: Major Employers

e) Major Trip Generators/Attractors

Major trip generators/attractors in St. Lucie County include Healthcare Facilities, Shopping/Entertainment, and Schools/Government Offices. Because St. Lucie County does not have a regional mall, residents in the southern part of the County generally shop at the Treasure Coast Square Mall located in Martin County, and residents in northern St. Lucie County shop in Indian River County. A list of Common Transportation Disadvantaged Trip Destinations is shown in Table 2.

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

Table 2: Common Transportation Disadvantaged Trip Destinations

f) Inventory of Available Transportation Services

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

C. Service Analysis

1. Estimates and Forecasts of Transportation Disadvantaged Population

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

As shown in Figure 6, TD population groups include all disabled, elderly and low-income persons, and children who are “high-risk” or “at-risk.” Disability refers to physical or mental limitations that may affect a person’s ability to access transportation. Income refers to the financial ability of a person to purchase transportation. As Figure 2 shows, there are overlaps among the disabled, elderly and low-income populations.

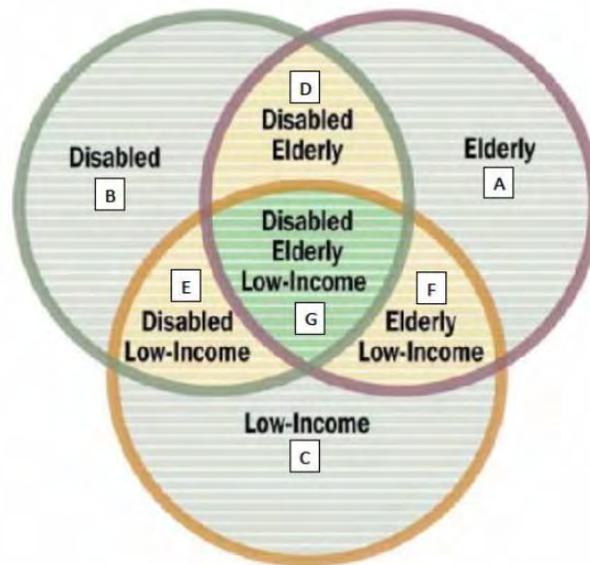


Figure 6: The TD Population

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

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

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	120,537	39%

Table 3: General TD Population

The Critical Need TD population includes persons who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation, and thus are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. The Critical Need-Severely Disabled TD population in St. Lucie County is estimated to be 12,446 as shown in Table 4.

Critical Need -Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	1,781	714	2,495
<i>Elderly</i>	8,787	1,164	9,951
TOTAL	10,568	1,878	12,446

Table 4: Critical Need-Severely Disabled Population

Daily trip rates are applied to the Critical Need-Severely Disabled TD population to calculate daily and annual travel demand. This methodology uses trip rates for persons who live in households without any vehicles available from the 2009 National Household Travel Survey (NHTS). As shown in Table 5, the Critical Need-Severely Disabled TD population daily trip demand is estimated to be 5,721 trips.

<u>Low Income & Not Disabled</u>	28,271		
27.2% without auto access	7,690		
25% without transit access	2,691		
		<u>Calculation of Daily Trips</u>	
		Daily Trip Rates	Total
Total Actual Critical TD Population		Per Person	Daily Trips
<i>Severely Disabled</i>	12,446	0.049	610
<i>Low Income ND</i>	2,692	1.899	5111
Totals	15,138		5721

Table 5: Daly Trips for the Critical Need Population

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

The Critical Need-Severely Disabled TD population is projected to increase to 16,610 by 2025 with a demand for 6,562 daily trips or almost 2 million annual trips.

2. Special Needs Population

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

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

The six disability types covered by the ACS are:

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

Table 6 shows the number of adults with cognitive disabilities in St. Lucie County. There is an estimated total of 12,968 persons with cognitive difficulty, or five percent of the total population aged 18 years and older.

Age 18-64	7,505
Age 65+	5,463
Total	12,968

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

As mentioned above, the Critical Need-Severely Disabled TD population includes persons who due to severe physical limitations are unable to transport themselves or purchase transportation on their own. That number is 12,446. Adding the number of persons with cognitive difficulties, or an additional 12,968, would total more than 25,000 persons in need of specialized transportation in St. Lucie County.

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

3. Transportation Disadvantaged State-Wide Service Analysis

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

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

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

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

1. Redesign of the APD Transportation Business Model
2. Develop and Implement Mobility Management Single Point Information Center (MIC) Pilot Projects

3. Establish an Innovative Service Development Discretionary Grant Program for Transportation Services for Persons with Intellectual and Developmental Disabilities
4. Establish a TD/IDD Transportation Sensitivity Training and Travel Training Resource Program

4. Mobility Survey

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

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

The relatively low percentage of Mustard Seed clients arriving by walking or bicycling is not surprising given the fact that there are numerous sidewalk gaps on this segment of U.S. 1. This condition will improve after the completion of the U.S. 1/Edwards Road resurfacing project. The project involves resurfacing the roadway and construction of sidewalks to fill sidewalk gaps on U.S. 1 from Midway Road to Edwards Road. The project is currently under construction by the Florida Department of Transportation (FDOT).

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

Likewise, in 2017, St. Lucie County established a fare-free policy for its transit system. The result has been a significant increase in transit ridership. A follow-up survey of Mustard Seed clients could indicate the impact of the fare-free system on client travel choices.

5. Barriers to Coordination

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

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

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

D. Mission Statement, Goals, Objectives and Strategies

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

E. Implementation Plan

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

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

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

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

Table 7: Ongoing System Improvements and Review

Action/Strategy	Responsible Agency	Timeframe
Adopt the Transportation Disadvantaged Service Plan.	LCB	November 2018
Maintain/renew existing and pursue additional Transportation Coordination Agreements.	CTC	Ongoing
Pursue alternative funding sources to provide additional transportation services and capital equipment.	CTC / TPO / Community Transit	Ongoing
Coordinate quarterly meetings of the Treasure Coast Transit Meeting (TCTM).	Community Transit	Ongoing
Advocate for the inclusion of TD considerations in local site plan and development review processes.	CTC / TPO / Community Transit	Ongoing
Submit Trip/Equipment and Planning grant applications for funding.	CTC / TPO	Annually
Complete Annual Operating Report and Annual Expenditure Report.	CTC / TPO	Annually
Implement innovative pilot programs for after-hours transportation service.	CTC	Ongoing
Conduct monitoring of Coordination Contractors.	CTC	Annually
Train social service organization staff to conduct travel training exercises with riders.	CTC / Community Transit	Ongoing
Coordinate with South Florida Commuter Services (SFCS) on continuing development of vanpools, carpools, and other transportation demand management.	CTC / TPO / Community Transit	Ongoing
Identify park and ride lots within St. Lucie County	CTC / TPO / SFCS / Community Transit	Ongoing
Pursue Section 5310 funding (transportation for elderly persons and persons with disabilities)	CTC	Ongoing
Select projects for 5310 funds using project selection committees	CTC / TPO	Ongoing
Install bus shelters	CTC / Community Transit	Ongoing
Promote transit services through various media	CTC / TPO / Community Transit	Ongoing
Maximize the efficiency of the transit system	CTC / Community Transit	Ongoing
Ensure the safety and security of the transit system	Community Transit	Ongoing

Table 8: Implementation Actions and Strategies

SERVICE PLAN

A. Operations

1. Type, Hours and Days of Service

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

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

The routes are described as follows:

Route 1

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

Route 2

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

Route 3

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

Route 4

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

Route 5

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

Route 6

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

Route 7

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

The COASL transportation disadvantaged program in St. Lucie County operates from 6:00 A.M. to 8:00 P.M. Monday through Friday & Saturdays from 8:00 A.M. to 4:00 P.M., except holidays.

Direct Connect

Direct Connect is St. Lucie County's new supplementary service program for the transportation disadvantaged. Beginning mid-2017, Direct Connect provides demand-response transportation, for trips to and from work, job training and school, non-emergency healthcare, and life sustaining activities such as food shopping. The program's service hours align with the County's public transit system to fill service gaps when regular transit services are not in operation. With the addition of Direct Connect to the traditional portfolio of transit services, county transportation disadvantaged residents now have twenty-four hours per day, seven days per week essential mobility service. Now with Direct Connect, St. Lucie County provides the most comprehensive transportation disadvantaged service coverage in Florida.

Direct Connect service is provided through third-party qualified contract carriers offering wheel chair accessible vehicles, conventional taxi service, and Lyft, a nationally known transportation network provider. Program clients are able to reserve trips on their own or, if needed, book trip reservations through the County CTC office. Trip fare subsidizes range from sixty to one-hundred percent based on an individual's ability to pay indexed through the annually reported national poverty level.

2. Accessing Services

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

- ADA complementary service for eligible individuals who are not able to use the fixed route system because of a disability or other limitations.
- Transportation Disadvantaged (TD) Service for senior, disabled or low income individuals who have no other means of transportation nor can afford to pay for private transportation. Because of limited funding and the number of

individuals in St. Lucie County qualifying for this service, trips must be prioritized.

- Rural Transportation for individuals who live outside the urbanized area in St. Lucie County.

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

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

a) Eligibility

In order to be considered for paratransit service, an individual is required to fill out an application (attached), verified by a physician, if disabled, regarding the nature of the disability and why the individual cannot use the fixed route system. Self-declarations shall not be allowed. The application comes in three different formats, English, Spanish and Creole. The application must be completed in its entirety by the individual seeking either ADA, TD or rural transportation. The first page of the application is for general information, name, address, phone number, date of birth, Medicaid number if applicable, etc. The second page of the application is specific for TD eligibility. This page ascertains whether the person has transportation by their own means or means of others and if their annual income exceeds 125% of the Federal Poverty Guidelines for households or individuals. The third and fourth page of the application addresses whether the person can use the fixed route and what type of disability they have to prevent them from using the fixed route. Page five through seven of the application asks questions to determine if there are any limits the applicant may have in using the fixed route. And lastly page eight and nine is the verification from the medical provider on the applicant's stated disability.

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

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

b) Transportation Disadvantaged (TD) Eligibility

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

If the person is under 17 or 60 or over, cannot manipulate the fixed route, income is below 125% of the Federal Poverty Guidelines for households or individuals and the trip cannot be funded or performed by themselves, another agency or person, than the eligibility would be approved.

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

If an individual has a problem paying the fare, St. Lucie County will evaluate the individual according to their ability to pay, and, if they qualify, provide them with a pass to ride the system.

c) Prioritization

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

The above prioritization could result in trip denials. According to the Annual Operating Report (AOR) for Fiscal Year July 1, 2017 -June 30, 2018, the number of unmet trip requests was 16,642 compared to 32,222 unmet trip requests in the previous fiscal year. The significant decrease could be due to the impact of the Direct Connect program.

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

d) Cancellations/No Shows

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

- First violation: Warning Letter
- Second violation: Five (5) day suspension
- Third violation: Ten (10) day suspension
- Fourth violation: Fifteen (15) day suspension
- Fifth and subsequent violation: Twenty (20) day suspension

3. Transportation Operators and Coordination Contractors

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

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

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

Appendix F contains the fleet inventory.

Name	Contact Person	Service
Transportation Operator		
Council on Aging of St. Lucie, Inc.	David Rodriguez	A/W
Coordinated Contractors		
ARC of St. Lucie County	Becca Tague	A/W
Aurora of the Treasure Coast	Ann F. Meier	A
Boys & Girls Club of St. Lucie, Inc.	William Armstead	A
Gulfstream Goodwill Ind. Inc.	Anthony Polito	A/W
Nativity Group Home, Inc.	Marie N. Pierre	A/W
New Horizons of the Treasure Coast	John Romano	A
Nikki's House	Art Henn	A/W
On Time Transportation & Mobility Service	Mallissa Newton	A/W
Scott's Cheerful Residence	Linnette Robinson	A
St. Lucie County Headstart (ALPI)	Myrna Rodriguez/William Hopkins	A
St. Lucie County Veterans Services	Wayne Teegartin	A

A= Ambulatory W= Wheelchair

Table 9: Transportation Operator and Coordination Contractors

7. System Safety Program Plan Certification

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

8. Inter-County Services

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

9. Emergency Preparedness and Response

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

10. Educational Efforts/Marketing

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

11. Acceptable Alternatives

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

12. Service Standards

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

Drug and Alcohol Testing

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

Escorts and Children

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

Child Restraints

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

Passenger Property

Passengers are responsible for all personal property. Only property that can be carried by the passenger in one boarding and safely stowed on the vehicle is allowed.

Transfer Points

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

Local Toll Free Phone Number/Consumer Comment

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

Out of Service Area Trips

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

Vehicle Cleanliness

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

Billing

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

Passenger/Trip Data

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

Seating

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

Driver Identification

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

Passenger Loading Assistance

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

Smoking, Drinking and Eating

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

Passenger No-Shows

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

- First violation: Warning Letter
- Second violation: Five (5) day suspension
- Third violation: Ten (10) day suspension
- Fourth violation: Fifteen (15) day suspension
- Fifth and subsequent violation: Twenty (20) day suspension

Communication Equipment

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

Vehicle Air Conditioning and Heating Equipment

All vehicles in the coordinated system must have working air conditioning and heating. Should a vehicle incur a problem, it will be repaired as soon as possible. If a vehicle's air conditioning or heating is not functioning properly and, if there are no

other vehicles available, the passengers will be transported, rather than canceling a trip. Passengers with health conditions affected by air conditioning or lack thereof will be notified if their vehicle's air conditioning is not working, and the passenger will be given an opportunity to decide whether or not to take the trip.

First Aid Policy

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

Cardiopulmonary Resuscitation

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

Pick-Up Window

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

On-Time Performance

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

Advance Reservations

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

Public Transit Ridership

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

Complaints

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

Accidents

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

Roadcalls

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

Call-Hold

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

Driver Background Checks

All drivers in the coordinated system must have a pre-employment background check through the Agency for Health Care Administration (AHCA). Only those

drivers with an "Eligible for Employment" background check from AHCA ("Eligible for Employment" as defined by AHCA policies and procedures) are hired.

Driver Training

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

Oxygen Transport

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

Service Animals

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

13. Local Complaint and Grievance Procedures/Process

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

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

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

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

The CTC completes annual coordination contractor onsite monitoring, including inspection of operations (vehicle maintenance, employee training and personnel records) and insurance documentation to ensure compliance with the FCTD System

Safety Program Plan and FDOT standards. The CTC notifies the contractors with recommendations and/or findings.

15. Coordination Contract Evaluation Criteria

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

B. Cost / Revenue Allocation and Rate Structure Justification

1. Cost Revenue Allocation

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

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

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

- Ambulatory \$18.35
- Wheelchair \$31.46

2. Passenger Fare Structures

Thanks to a generous grant from the Florida Department of Transportation (FDOT), all fares on the Treasure Coast Connector, Community Transit System are provided at no cost to the riders for the next two (2) years (2017 to 2019).

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

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

**Appendix B Mission
Statement,
Goals, Objectives and Strategies**

TDSP Mission Statement, Goals, Objectives, and Strategies

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

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

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

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

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

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

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

GOAL 3: Provide for the most cost-effective provision of transportation disadvantaged services.		
	Estimated Date of Completion	Responsible Agency
<i>Objective 3.1— Seek to minimize the costs required to operate and administer transportation disadvantaged services.</i>		
Strategy 3.1.1— Continue to transfer capable individuals to the fixed route system.	Ongoing	Community Transit/ Other Agencies
Strategy 3.1.2— Continue to enforce the no-show policy for the demand response service.	Ongoing	Community Transit
<i>Strategy 3.1.3— Continue travel training out-reach to the local community and mobility management training for agencies.</i>	Ongoing	Community Transit/ Other Agencies
GOAL 4: Promote land use planning which encourages multi-modal transportation services and minimizes energy consumption.		
	Estimated Date of Completion	Responsible Agency
Objective 4.1— Continue to support procedures that require the consideration of multi-modal transportation system impacts and infrastructure.		
Strategy 4.1.1— Continue involvement by transit agency staff in local development review processes and educate local agency staff on the needs of transit.	Ongoing	CTC
Strategy 4.1.2 – Raise awareness related to transit accessibility and the needs of the Transportation Disadvantaged population.	Ongoing	CTC/TPO/Community Transit

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

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

	Estimated Date of Completion	Responsible Agency
<i>Objective 6.1 – Maximize the accessibility of service information including alternative delivery formats such as auditory enhanced and alternative languages.</i>		
Strategy 6.1.1 – Provide service information according to the Limited English Proficiency (LEP) Plan.	Ongoing	Community Transit
<i>Objective 6.2 – Utilize the electronic dissemination of marketing and education materials, including, but not limited to the Internet, social media, e-mails, listservs, websites, etc.</i>		
Strategy 6.2.1 – Partner with other agencies to maximize the electronic dissemination of marketing and educational materials.	Ongoing	CTC/TPO/Community Transit
<i>Objective 6.3 – Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. (Under Section 508 of the Rehabilitation Act, 29 U.S.C. 794(d), agencies must give persons with disabilities, employees and members of the public access to information that is comparable to the access available to others. This includes access to electronic and information technology applications.)</i>		
Strategy 6.3.1 – Annually review websites and other media for compliance.	September 2019	CTC/Community Transit

GOAL 7: Operate a safe and secure transportation system.

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

Appendix C

Treasure Coast Connector Plus Rider's Guide



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

R I D E R ' S GUIDE

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

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

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

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

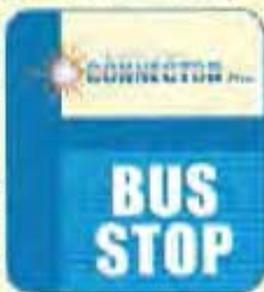
Effective / Efectivo September 1, 2017

WELCOME ABOARD!

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

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

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



RIDING WITH US

- No smoking, eating or drinking on the bus.
- Strollers are not permitted; except for umbrella strollers.
- Passengers must be able to carry on any packages. If using a shopping aid, you must be able to carry it on the bus.
- You must wear shoes and a shirt.
- You may use your cell phone, radio or CD player with headphones only and at a low volume.
- Cell phone conversations shall not distract drivers or other passengers.
- No motorized or electric bikes on bike racks.
- No bikes allowed inside bus.
- No pets are allowed except for trained personal assistance animals.
- Do not talk to drivers while they are driving the bus.
- Cursing or the use of profanity or vandalism will not be tolerated on the bus.

- Please leave the front seats of the bus for those riders who are elderly or disabled.
- Wait until the bus comes to a complete stop before standing.
- All service is wheelchair accessible. 
Lift will be deployed only for wheelchairs.

SERVICE SCHEDULE

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

FARE FREE

HOW TO USE THIS SCHEDULE

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

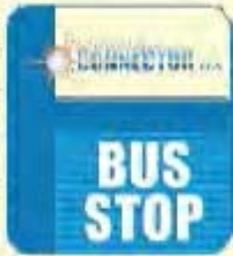
CONTACT US

Website__ www.treasurecoastconnector.com
Customer Service _____ (772) 464-8878
Lost & Found _____ (772) 464-8878

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

BIENVENIDO A BORDO!

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



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

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

CUANDO VIAJA CON NOSOTROS

- No se permite fumar, comer ni beber en el autobús.
- No se permiten cochecitos de bebe, con excepción de cochecitos tipo paraguas.
- Los pasajeros deben ser capaces de cargar sus paquetes. Si utiliza algo para asistirlo a llevar sus compras, usted debe ser capaz de subirlo al autobús.
- Se requiere llevar zapatos y camisa puestos.
- Solo se permite uso de teléfono celular, radio o reproductor de CD con audifonos o a bajo volumen. Las conversaciones de teléfono celular no deberán distraer al conductor o a los otros pasajeros.
- No se permiten bicidetas eléctricas o motorizadas en las monturas de bicicleta.
- No se permiten bicicletas dentro del autobús.
- No se permiten animales, excepto animales entrenados para asistencia personal.
- Los conductores no llevan cambio. Usted debe tener un pase, boleto o la cantidad exacta del pasaje en efectivo.

- No se tolerará lenguaje profano, obsceno o vandalismo en el autobús.
- Por favor deje los asientos delanteros del autobús libres para los pasajeros de mayores o con incapacidades físicas.
- Espere a que el autobús se detenga completamente para ponerse de pie.
- Todos los servicios tienen capacidad para sillas de ruedas. El ascensor se empleará solo para sillas de ruedas.

HORARIO DEL SERVICIO

Rutas 1, 2, 3, 4, 5 y 6 operan entre las horas de 6am a 8pm de Lunes a Vienes. Y los sabados entre las horas de 8am a 12pm / 1pm a 4pm.

Ruta 7 operan unicamente entre las horas de 7am a 6pm de lunes a Viernes. No proveemos servicio los domingos, El Dia Año Nuevo, El Dia de Martin Luther King, El Dia de los Presidentes, Memorial Day, Dia de Independencia, Dia del Trabajo, Dia de Veteranos, Dia de Acción de Gracias y el Dia de Navidad.

PASEOS GRATIS

COMO USAR ESTE HORARIO

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

CONTACTENOS

Pagina de la red _____ www.treasurecoastconnector.com

Servicio al Cliente _____ (772) 464-8878

Objetos perdidos _____ (772) 464-8878

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

ROUTE 1 - SOUTHBOUND / SUR

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

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

ROUTE 1 - NORTHBOUND / NORTE

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

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

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

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

**Connection with routes 2, 3 & 7

***Connection with Route 6

ROUTE MAP / MAPA DE RUTA



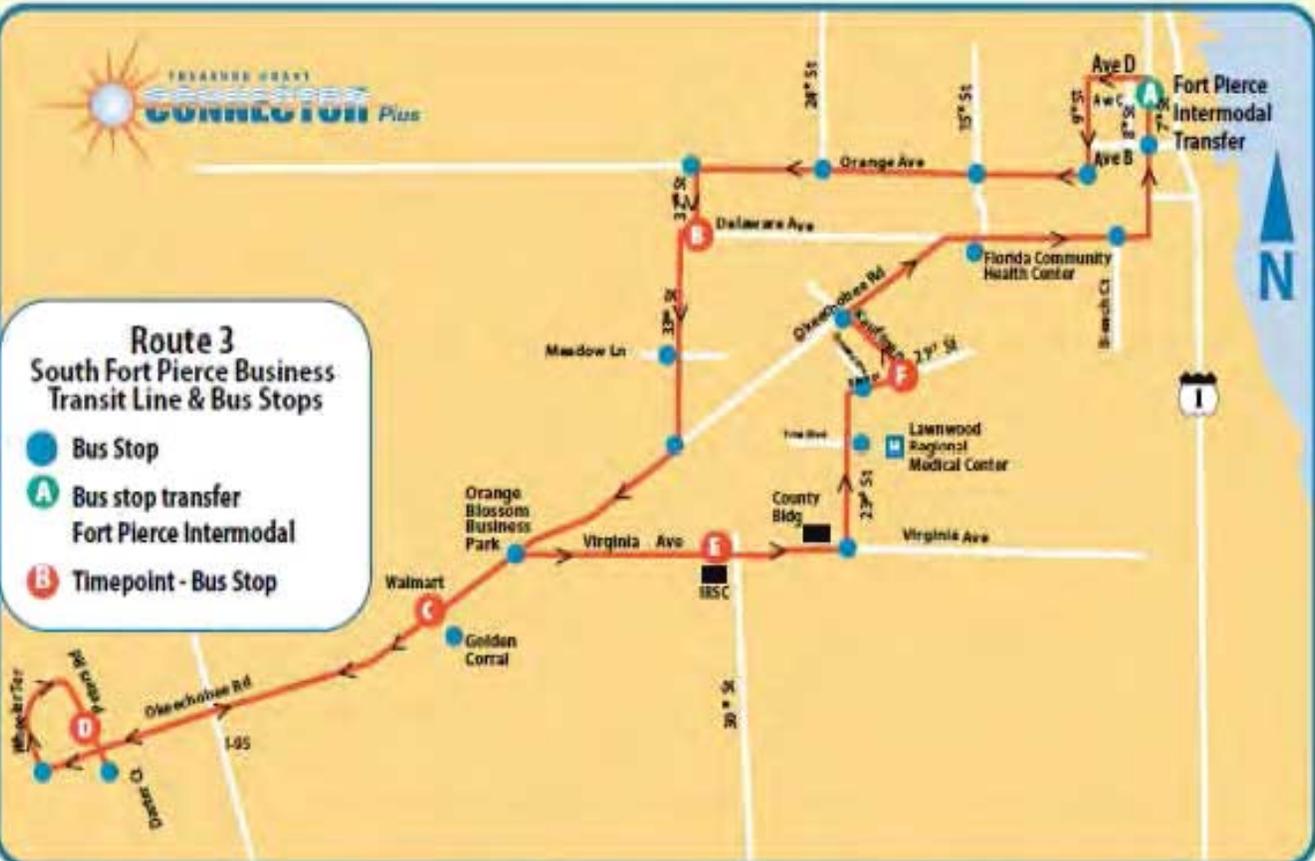
Route 1 US 1 Transit Line & Bus Stops

- Time Point / Bus Stop
Punto de tiempo
- Time Points / Bus Stop
Both Directions
- Bus stop transfer
- Northbound Stop
- Southbound Stop



Route 3 South Fort Pierce Business Transit Line & Bus Stops

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



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

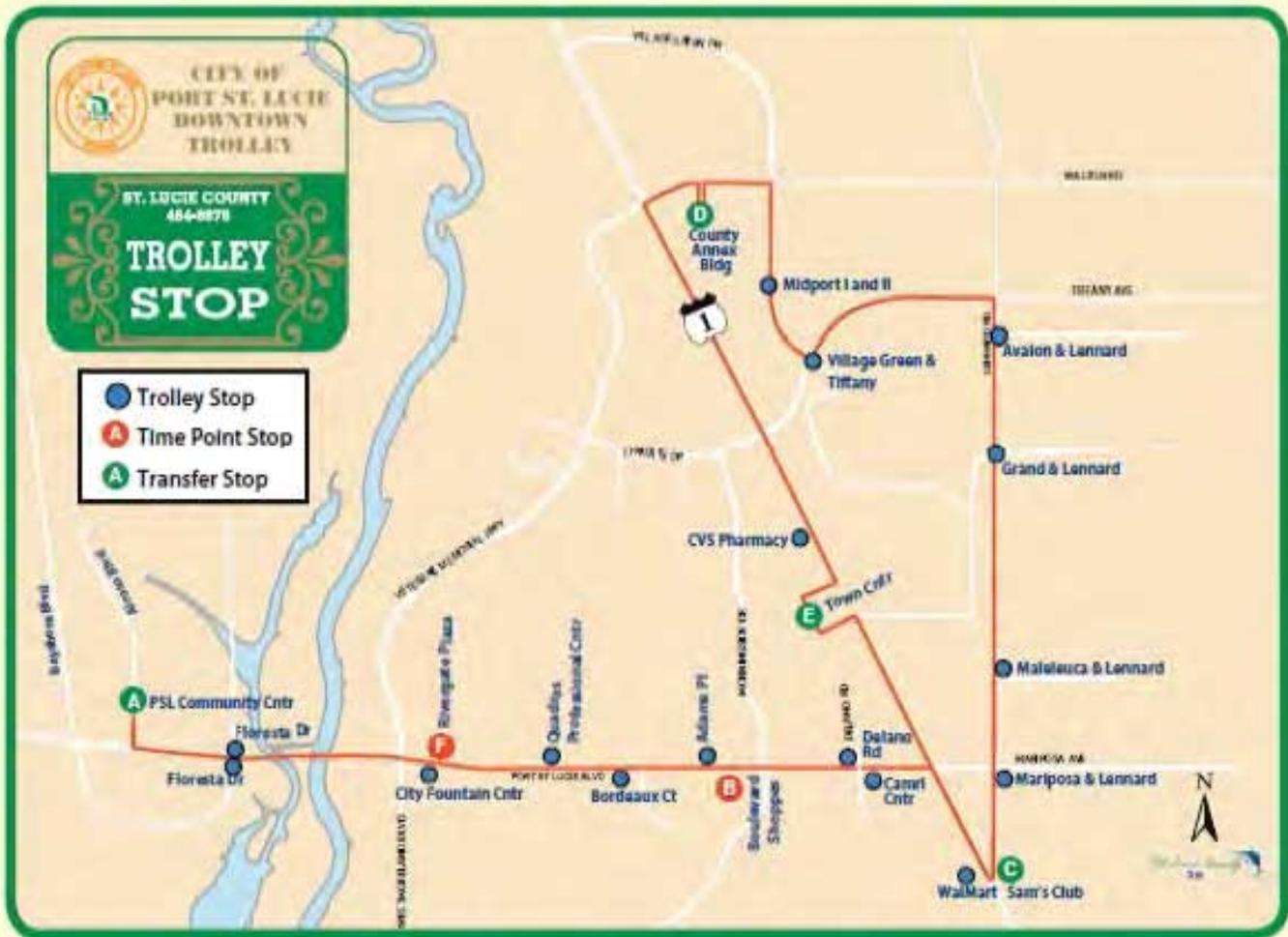
Saturday Service Hours: 8am-12pm / 1pm-4pm

Fort Pierce Intermodal Facility**	32nd St & Delaware Ave	Walmart	Peters Rd	IRSC	21st St/ Kaufman Ave
A	B	C	D	E	F
6:00	6:10	6:21	6:30	6:40	6:46
7:00	7:10	7:21	7:30	7:40	7:46
8:00	8:10	8:21	8:30	8:40	8:46
9:00	9:10	9:21	9:30	9:40	9:46
10:00	10:10	10:21	10:30	10:40	10:46
11:00	11:10	11:21	11:30	11:40	11:46
12:00	12:10	12:21	12:30	12:40	12:46
1:00	1:10	1:21	1:30	1:40	1:46
2:00	2:10	2:21	2:30	2:40	2:46
3:00	3:10	3:21	3:30	3:40	3:46
4:00	4:10	4:21	4:30	4:40	4:46
5:00	5:10	5:21	5:30	5:40	5:46
6:00	6:10	6:21	6:30	6:40	6:46
7:00	7:10	7:21	7:30	7:40	7:46

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

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

**CONNECTION WITH ROUTES 1, 2 & 7



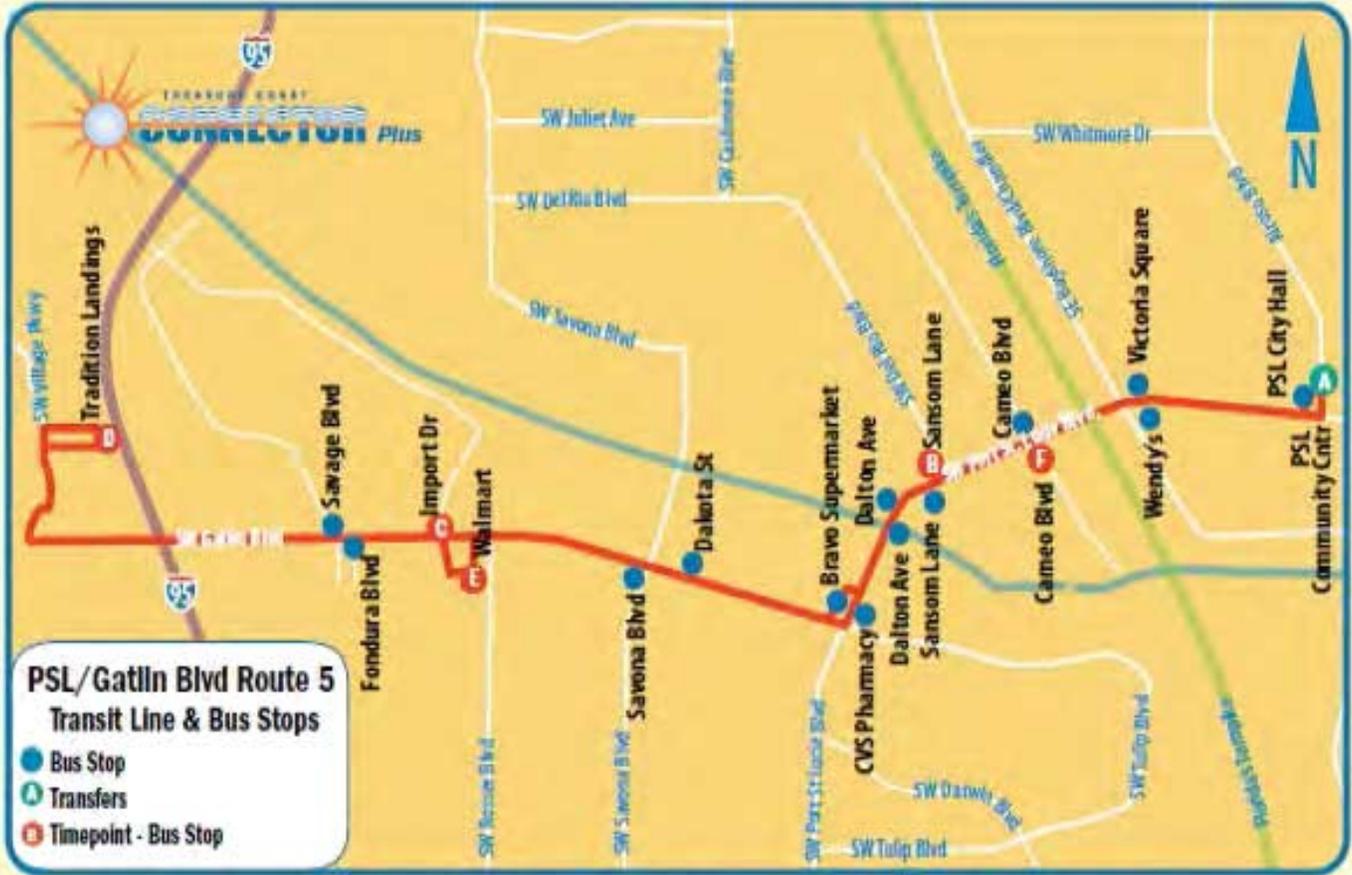
ROUTE 4 - CITY OF PORT ST. LUCIE TROLLEY AND STOPS

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

PSL Community Cntr**	Boulevard Shoppes	Sam's Club	County Annex Bldg	Town Cntr***	Rivergate Plaza/ PSL Blvd
A	B	C	D	E	F
6:00	6:11	6:20	6:32	6:45	6:51
7:00	7:11	7:20	7:32	7:45	7:51
8:00	8:11	8:20	8:32	8:45	8:51
9:00	9:11	9:20	9:32	9:45	9:51
10:00	10:11	10:20	10:32	10:45	10:51
11:00	11:11	11:20	11:32	11:45	11:51
12:00	12:11	12:20	12:32	12:45	12:51
1:00	1:11	1:20	1:32	1:45	1:51
2:00	2:11	2:20	2:32	2:45	2:51
3:00	3:11	3:20	3:32	3:45	3:51
4:00	4:11	4:20	4:32	4:45	4:51
5:00	5:11	5:20	5:32	5:45	5:51
6:00	6:11	6:20	6:32	6:45	6:51
7:00	7:11	7:20	7:32	7:45	7:51
*8:00					

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

*END OF THE LINE / AL FIN DE LA LINEA **CONNECTION WITH ROUTES 5 & 6 ***CONNECTION WITH ROUTE 1 SOUTHBOUND



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

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

PSL Community Cntr**	Sansom Ln	Import Dr	Tradition Landings	Walmart	Cameo Blvd
ⓐ	ⓑ	ⓒ	ⓓ	ⓔ	ⓕ
6:00	6:10	6:21	6:28	6:38	6:50
7:00	7:10	7:21	7:28	7:38	7:50
8:00	8:10	8:21	8:28	8:38	8:50
9:00	9:10	9:21	9:28	9:38	9:50
10:00	10:10	10:21	10:28	10:38	10:50
11:00	11:10	11:21	11:28	11:38	11:50
12:00	12:10	12:21	12:28	12:38	12:50
1:00	1:10	1:21	1:28	1:38	1:50
2:00	2:10	2:21	2:28	2:38	2:50
3:00	3:10	3:21	3:28	3:38	3:50
4:00	4:10	4:21	4:28	4:38	4:50
5:00	5:10	5:21	5:28	5:38	5:50
6:00	6:10	6:21	6:28	6:38	6:50
7:00	7:10	7:21	7:28	7:38	7:50
*8:00	-----	-----	-----	-----	-----

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

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

**CONNECTION WITH ROUTES 4 & 6

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

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

PSL Community Cntr ⁺⁺	San dia Dr	Rio Mar Ct/ US 1 ^{***}	Sportsman Pk	Publix	First Data Field
A	B	C	D	E	F
6:00	6:09	6:27	6:42	6:51	7:00
7:00	7:09	7:27	7:42	7:51	8:00
8:00	8:09	8:27	8:42	8:51	9:00
9:00	9:09	9:27	9:42	9:51	10:00
10:00	10:09	10:27	10:42	10:51	11:00
11:00	11:09	11:27	11:42	11:51	12:00
12:00	12:09	12:27	12:42	12:51	1:00
1:00	1:09	1:27	1:42	1:51	2:00
2:00	2:09	2:27	2:42	2:51	3:00
3:00	3:09	3:27	3:42	3:51	4:00
4:00	4:09	4:27	4:42	4:51	5:00
5:00	5:09	5:27	5:42	5:51	6:00
*6:00	6:09	6:27	6:42	6:51	7:00
7:00	7:09	7:27	7:42	7:51	
8:00					

First Data Field	Chillis	Walmart	CVS Pharmacy	PSL Library IRSC	S Thornhill Dr	PSL Community Cntr ⁺
F	G	H	I	J	K	A
6:00	6:05	6:24	6:30	6:45	6:50	7:00
7:00	7:05	7:24	7:30	7:45	7:50	8:00
8:00	8:05	8:24	8:30	8:45	8:50	9:00
9:00	9:05	9:24	9:30	9:45	9:50	10:00
10:00	10:05	10:24	10:30	10:45	10:50	11:00
11:00	11:05	11:24	11:30	11:45	11:50	12:00
12:00	12:05	12:24	12:30	12:45	12:50	1:00
1:00	1:05	1:24	1:30	1:45	1:50	2:00
2:00	2:05	2:24	2:30	2:45	2:50	3:00
3:00	3:05	3:24	3:30	3:45	3:50	4:00
4:00	4:05	4:24	4:30	4:45	4:50	5:00
5:00	5:05	5:24	5:30	5:45	5:50	6:00
6:00	6:05	6:24	6:30	6:45	6:50	7:00
7:00	7:05	7:24	7:30	7:45	7:50	
*8:00						

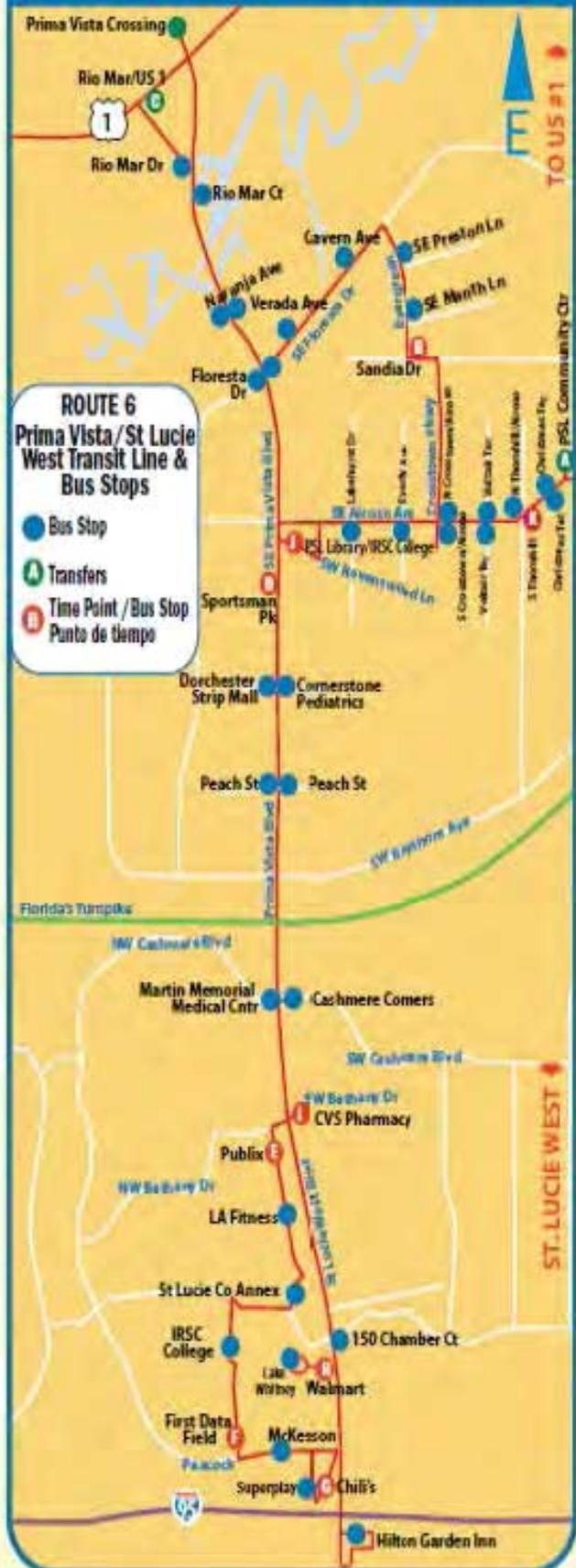
PM TIMES ARE INDICATED IN BOLD TYPE
LOS HORARIOS PM ESTAN INDICADOS EN NEGRITA

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

** CONNECTION WITH ROUTES 4 & 5

***SOUTHBOUND CONNECTION WITH ROUTE 1

ROUTE MAP / MAPA DE RUTA



Appendix D

TD Eligibility Application

SLATS

ST. LUCIE ALTERNATIVE
PUBLIC TRANSPORTATION
SYSTEM



PARATRANSIT
SERVICE
RIDER'S GUIDE

FARES FREE

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

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

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AN OVERVIEW

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

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

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

SERVICE PROVIDER

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

SERVICE AREA

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

ELIGIBILITY

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

Paratransit eligibility is not automatic nor is eligibility recertification.

Paratransit service is provided to:

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

CUSTOMER SERVICE HOURS

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

To reach the SLATS Call Center:

In the Fort Pierce Area –

772 464-RIDE (7433), Option 1

In the Port St. Lucie Area –

772 TRY-1BUS (879-1287),

Option 1

Telephone Service for the Deaf –

Florida Relay – 711

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

For Fixed Route information call 772 464-8878.

Website address

www.treasurecoastconnector.com

OPERATIONAL HOURS

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

MAKING A RESERVATION

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

Customers determined eligible to use SLATS need to register.

When you call, please have the following information ready:

NEW RIDERS NEED TO REGISTER

Simply phone

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

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

Telephone Service for the Deaf –
Florida Relay – 711

and provide us with the following information:

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

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

SCHEDULING TRANSPORTATION

Simply phone

In the Fort Pierce Area –

772 464-RIDE (7433), Option 1

In the Port St. Lucie Area –

772 TRY-1BUS (879-1287),

Option 1

Telephone Service for the Deaf –

Florida Relay – 711

and provide us with the following information:

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

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

PICK UP AND DROP OFF

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

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

CANCELLATIONS AND NO-SHOWS

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

LATENESS AND NO SHOWS

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

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

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

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

SUBSCRIPTION TRIP REQUESTS

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

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

SERVICE SCHEDULE

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

BOARDING EARLY

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

LATE PICK UPS

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

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

**CUSTOMER'S
RESPONSIBILITIES AND
SAFETY TIPS**

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

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

WHEELCHAIR SERVICE

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

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

AMBULATORY CUSTOMERS

Ambulatory customers may ride the lift if they request it.

COMPANIONS

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

PERSONAL CARE ATTENDANTS

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

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

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

OUT-OF-AREA VISITOR RIDING PRIVILEGES

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

SERVICE ANIMALS

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

OXYGEN REQUIREMENT

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

DRIVERS

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

Drivers are expected to:

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

Drivers are not permitted to enter homes.

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

**REPORTING COMMENTS,
COMPLIMENTS OR
COMPLAINTS**

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

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

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

LOST ITEMS

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

This brochure is available in other formats upon request.

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

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

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

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



**ST. LUCIE ALTERNATIVE
PUBLIC TRANSPORTATION
SYSTEM (SLATS)
1505 ORANGE AVENUE
FORT PIERCE, FL 34950
772 464-7433
772 879-1287
Florida Relay System - 711**

Appendix E
St. Lucie County TD Eligibility Policy

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

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

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

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

Appendix F
Vehicle Inventory

VEHICLE INVENTORY

VEH ●	Model Year	Vehicle Description	W/C EQUIPMENT	Avg Miles Per Year	Current Mileage	Anticipated Retirement Date	Source Funded By
44	2000	FORD - EXCURSION -SUPPORT	N	6569	118245	2005	5307
52	2002	FORD/F250 PICK- UP - SUPPORT	N	3432	54912	2007	5310
53	2003	CHEVY ASTRO VAN -SUPPORT	N	4423	66340	2008	5310
1201	2012	GILLIG 29' BUS	Y	15983	95900	2024	5309
1202	2012	GILLIG 29' BUS	Y	22077	132462	2024	5309
1203	2012	GILLIG 29' BUS	Y	32959	197751	2024	5309
1204	2012	GILLIG 29' BUS	Y	35140	210837	2024	5309
1205	2012	GILLIG 29' BUS	Y	29946	179674	2024	5309
1206	2012	GILLIG 29' BUS	Y	29306	175834	2024	5309
1207	2012	GILLIG 29' BUS	Y	29264	175556	2024	5309
1208	2012	GILLIG 29' BUS	Y	24757	148543	2024	5309
1209	2012	GILLIG 29' BUS	Y	27024	162146	2024	5309
1210	2012	GILLIG 29' BUS	Y	25942	155563	2024	5309
1211	2012	GILLIG 29' BUS	Y	24772	148634	2024	5309
1212	2012	GILLIG 29' BUS	Y	25635	153827	2024	5309
F1401	2014	ELDORADO 31' BUS	Y	21119	84477	2026	5307
F1402	2014	ELDORADO 31' BUS	Y	20724	82895	2026	5309
S-01	2007	FORD SOD - SUPPORT	N	10198	112175	2012	5307
S-02	2012	FORD ESCAPE - SUPPORT	N	6488	38926	2017	5307
S-03	2012	FORD ESCAPE - SUPPORT	N	3772	22631	2017	5307
S-04	2012	FORD ESCAPE - SUPPORT	N	2750	16501	2017	5307
08-02	2009	CLIAJ-PION 26' BUS	Y	14797	133175	2016	5310
08-03	2009	CLIAJ-PION 26' BUS	Y	17954	161588	2016	5310
08-04	2009	CLIAI-PION 26' BUS	Y	19000	170993	2016	5309
08-05	2009	CLIAJ-PION 26' BUS	Y	16230	146067	2016	5309
08-06	2009	CLIAJ-PION 26' BUS	Y	13462	121156	2016	5309
08-07	2009	CLIAI-PION 26' BUS	Y	15132	136185	2016	5309
08-08	2009	CLIAI-PION 26' BUS	Y	12367	111300	2016	5309
08-09	2009	CLIMPION 26' BUS	Y	16720	150451	2016	5309
08-10	2009	CLIMPION 26' BUS	Y	20269	182423	2016	5309
09-01	2009	CLIAI-PION 26' BUS	Y	17507	157560	2016	5310
09-02	2009	CLIMPION 26' BUS	Y	19615	176532	2016	5310
09-03	2010	CLIAI-PION 31' BUS	Y	17009	136073	2017	5311

VEHICLE INVENTORY

09-04	2010	CHAMPION 31'BUS	Y	14085	1.12681	2017	5310
13-01	2014	CHAMPION 27'BUS	Y	19518	78073	2021	5309
13-02	2014	CHAMPION 27 'BUS	Y	25602	102406	2021	5309
13-03	2014	CHAMPION 27'BUS	Y	27007	108028	2021	5309
13-04	2014	CHAMPION 27 'BUS	Y	23563	94250	2021	5307
13-05	2014	CHAMPION 27'BUS	Y	27324	109294	2021	5307
13-06	2014	CHAMPION 27 'BUS	Y	23237	92946	2021	5307
13-07	2014	CHAMPION 27BUS	Y	21859	87436	2021	5307
13-08	2014	CHAMPION 27 'BUS	Y	22540	90161	2021	5309
13-09	2014	CHAMPION 31'BUS	Y	22432	89729	2021	5307
13-10	2014	CHAMPION 31'BUS	Y	23251	93002	2021	5307
13-11	2014	CHAMPION 31BUS	Y	15838	63352	2021	5307
13-12	2014	CHAMPION 31'BUS	Y	20995	83981	2021	5307
13-13	2014	CHAMPION 31'BUS	Y	20104	80415	2021	5307
13-14	2014	CHAMPION 31'BUS	Y	24564	98256	2021	5307
13-15	2014	CHAMPION 31'BUS	Y	17987	71946	2021	5307
13-16	2014	CHAMPION 31'BUS	Y	6896	27582	2021	5307
13-17	2014	CHAMPION 31'BUS	Y	20605	82419	2021	5307
13-18	2014	CHAMPION 31'BUS	Y	21186	84744	2021	5307
13-19	2013	CHAMPION 23'BUS	Y	11982	59908	2020	5307
13-20	2013	CHAMPION 23'BUS	Y	7388	36942	2020	5307
13-21	2013	CHAMPION 23'BUS	Y	9350	46752	2020	5309
13-22	2013	CHAMPION 23'BUS	Y	8519	42595	2020	5307
13-23	2014	CHAMPION 27 'BUS	Y	22321	89283	2021	5310
13-24	2014	CHAMPION 27 'BUS	Y	22599	90393	2021	5310
14-01	2015	INTERNATIONAL 24' BUS	Y	21277	63831	2022	5310
14-02	2015	INTERNATIONAL 24' BUS	Y	16535	49605	2022	5310
14-03	2015	INTERNATIONAL 24' BUS	Y	13605	40816	2022	5310
14-04	2016	BRAUN CARAVAN	Y	516	1031	2023	5310
15-01	2016	GLJWAL 25' BUS	Y	14733	29465	2023	5310
15-02	2016	GLAVAL 25' BUS	Y	12963	25926	2023	5310
15-03	2016	GLAVAL 25' BUS	Y	19459	38918	2023	5310
15-04	2016	BRAUN CARAVAN	Y	364	728	2023	5310
15-05	2016	BRAUN CARAVAN	Y	573	1.145	2023	5310
16-01	2017	TURPLE TOP 31' BUS	Y	7534	7534	2024	5310
16-02	2016	BRAUN CARAVAN	Y	1702	3404	2023	5310
16-03	2016	BRAUN CARAVAN	Y	1.285	250	2023	5310

Appendix G
System Safety Program Plan Certification

SAFETY AND SECURITY CERTIFICATION

DATE: January 30, 2018

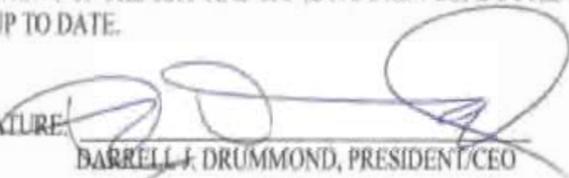
NAME: Council on Aging of St. Lucie, Inc./Community Transit

ADDRESS: 1505 Orange Avenue, Fort Pierce, Florida 34950

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

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

SIGNATURE


BARRELL J. DRUMMOND, PRESIDENT/CEO

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

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

Elpex/Hickmans
6101 Orange Avenue
Fort Pierce, Florida 34950

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

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

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

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

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

Appendix H
Local Coordinating Board Grievance
Procedures



St. Lucie Transportation
Planning
Organization

Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

**ST. LUCIE LOCAL COORDINATING BOARD FOR THE
TRANSPORTATION DISADVANTAGED (LCB)
FY 2018-2019 GRIEVANCE PROCEDURES**

August 22, 2018

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

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

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

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

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

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

The grievance shall include:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Appendix I
Rate Model Calculation Spreadsheet

Worksheet for Multiple Service Rates

CTC: St. Louis Bus Routes 1-4
 Council: St. Louis Council

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stroller	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Services	Go to Section II for Wheelchair Services	STOP! Do NOT Complete Section II - Y for Stroller Services	STOP! Do NOT Complete Section II - Y for Group Services

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stroller	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Skip B 2, 3 & 4 and Go to Section III for Ambulatory Services	Skip B 2, 3 & 4 and Go to Section III for Wheelchair Services	Do NOT Complete Section II for Stroller Services	Do NOT Complete Section II for Group Services

2. If you answered YES to B1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips? ...

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

3. If you answered YES to B1 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service?

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

Ambulatory	Wheelchair	Stroller	Group
Go to Section III for Ambulatory Services	Go to Section III for Wheelchair Services	Do NOT Complete Section II for Stroller Services	Do NOT Complete Section II for Group Services

4. If you answered YES to B1 and B2 and B3, what is the proposed rate per trip PLUS a per Mile allow for fee over services, INPUT the Desired per Trip Rate (but must be less than per trip rate in B3 above) Rate per Passenger Mile for Balance

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Services	Leave Blank and Go to Section III for Wheelchair Services	Do NOT Complete Section II for Stroller Services	Do NOT Complete Section II for Group Services

SECTION III: Escort Service

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

Yes
 No

Skip B 2 - 4 and Section IV and Go to Section V

2. If you answered Yes to B1, do you want to charge the fee per passenger trip OR per passenger mile?

Per Trip Leave Blank
 Per Mile

3. If you answered Yes to B1 and completed B2, how many of the projected Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?

Leave Blank

SECTION IV: Group Service Loading

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

Do NOT Complete Section IV

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

Loading Rate
 8.00 1.11

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2017 - 2018			
		Ambul	Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	212,520	161,515	51,005	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$2.44	\$4.18	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	28,223	21,449	6,774	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$18.35	\$31.46	\$0.00	\$0.00
				per passenger	per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
..INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.44	\$4.18	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.55	\$4.37	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$19.21	\$32.93	\$0.00	\$0.00
				per passenger	per group

Program: These Rates Into Your Medicaid Encounter Data

Appendix J
Glossary of Terms and Abbreviations

Glossary of Terms and Abbreviations

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Microtransit: a technology-enabled form of transit service that offers flexible routing and/or flexible scheduling using smaller vehicles such as vans or mini-buses.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Vehicle Inventory: an inventory of vehicles used by the community transportation

coordinator, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

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

Appendix K
Summary of Comments



2018 Transportation Disadvantaged Service Plan Summary of Comments

Comment	Commenter	Date/Method Received	Incorporation into Study
The inter-county coordination policy was clarified.	TCTM members	October 12, 2018 Treasure Coast Transit Meeting (TCTM)	Inter-county trip coordination was eliminated in the Barriers to Coordination section due to policies in place to address these trips.
	LCB members	November 14, 2018 LCB meeting	
	General public	November 14, 2018 LCB meeting	

Summary Completion Date: _____

Appendix L
TDSP/Coordinated Plan Roll Call Vote
and Certification

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

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Cathy Townsend			
Elderly Community	Carolyn Niemczyk			
Disabled Community	Alan Love			
Citizen Advocate	Nelson Merchan-Cely			
Citizen Advocate/User	Nancy Hess			
Children At Risk	Jim Dwyer			
Economically Disadvantaged	Stacy Malinowski			
Public Education	Kathryn Hensley			
FL Dept. of Transportation	Marie Dorismond			
FL Dept of Children & Families	Donna Mihok			
FL Dept of Elder Affairs	Dalia Dillon			
FL Dept of Vocational Rehabilitation	Emily Hough			
FL Dept of Health Care Admin	Vacant			
Regional Workforce Board	Shelly Batton			
Veterans Community	Robert Dadiomoff			
Local Mass Transit	Roje Gonzalez			
Private Transportation Industry	Lisa Sanders			
Local Medical Community	Arlease Hall			

The St. Lucie County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained

herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on November 14, 2018.

Date

Commissioner Cathy Townsend
Local Coordinating Board Chair

Approved by the Florida Commission for the Transportation Disadvantaged:

Date

Steve Holmes
FCTD Executive Director

Appendix M
St. Lucie County Local Coordinating
Board Membership Certification



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 Port St. Lucie, Florida 34953
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St. Lucie County Local Coordinating Board Membership Certification

Name: St. Lucie Transportation Planning Organization
 Address: 466 SW Port St. Lucie Boulevard, Suite 111
 Port St. Lucie, Florida 34953
 Phone: 772-462-1593

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

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

SIGNATURE: _____, TPO Executive Director

DATE: _____

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

AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 14, 2018
Item Number:	7e
Item Title:	Coordination Agreements
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve, approve with conditions, or do not approve.
Staff Recommendation:	Because coordination agreements assist in reducing duplication of services to the transportation disadvantaged community, it is recommended that the LCB approve the coordination agreements.

Attachment

- Staff Report

TO: Members of the St. Lucie County Local Coordination Board

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

FROM: Cathi Petagno, Senior Transit Program Specialist

DATE: October 30, 2018

SUBJECT: Florida Commission for the Transportation Disadvantaged (FCTD)
Annual Coordination Agreements State Fiscal Year 2019

Background:

On August 22, 2018, the St. Lucie County Local Coordination Board met to review and approved the recommended Coordinated Agreements based on the following guidelines:

The Florida Commission for the Transportation Disadvantaged (FCTD) contracts directly with the Community Transportation Coordinator (CTC) in each county/service area for the coordination of transportation services. Annually, the Local Coordinating Board approves the Community Transportation Coordinator agreements with businesses and agencies that provide transportation trips for specific disadvantaged populations. The goal of the CTC is to coordinate the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged people as outlined in section 427.0155 of the Florida Statute.

Establishing contracts with local transportation providers under a Coordinated Contractor Agreement enables the CTC to include performance and safety standards. Collaboration with local agencies also aids in reducing potential duplication of services within the County. The operational data from the Coordinated Contractors is submitted to the Commission for the Transportation Disadvantaged Annual Operating Report (AOR).

During the past year, the CTC staff has worked closely with the FCTD to improve the procedures for organizations to become Coordinated Contractors. With the assistance of the FCTD grant liaison, the CTC has revised the intake application process, which ultimately generates the most viable candidates to become members of the Coordinated System. For State fiscal year 2019, the following agencies have submitted the necessary documentation for a CTC agreement, subject to Board approval:

- Aurora of the Treasure Coast
- Boys and Girls Club of St. Lucie, Inc.
- Gulfstream Goodwill Industries, Inc.
- Mac Town, Inc.
- Pinnacle Care Inc., dba Nikki's House
- United Veterans of St. Lucie County
- ARC of St. Lucie County, Inc.
- Council on Aging of St. Lucie
- Just Tranzit School Bus, Inc.
- On Time Transportation & Mobility Services, LLC
- Scott Cheerful Residence, Inc.

STAFF RECOMMENDATION:

Staff recommends approval of **Heavenly Place Home, LLC, Inc.** to be reinstated as a Coordinated Contractor. Heavenly Place Home, LLC, Inc. has submitted all required documents. In addition, they have demonstrated a willingness to provide services as well as adhere to the requirements to be a Coordinated Contractor. As such, staff requests their coordination agreement be authorized and the Chair to sign all required documents.



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AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 14, 2018
Item Number:	7f
Item Title:	By-Laws Update
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the By-laws Update, approve with conditions, or do not approve.
Staff Recommendation:	Because the draft FY 2018-19 By-Laws are consistent with state guidelines, it is recommended that the draft FY 2018-19 By-Laws be approved.

Attachments

- Staff Report
- Excerpt from October 15, 2018 FCTD business meeting agenda package
- Draft FY 2018-19 By-Laws



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Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: November 7, 2018

SUBJECT: By-laws Update

BACKGROUND

The Transportation Disadvantaged (TD) program structure establishes a framework to balance local flexibility with comprehensive state planning, policy and oversight. Specific roles and responsibilities of this structure are provided in Chapter 427.013 F.S. and Rule 41-2 F.A.C.

The LCB By-Laws guide the Board in fulfilling its purpose of identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services for the transportation disadvantaged. The By-Laws are based on Florida statutes and administrative rules, and the *Local Coordinating Board and Planning Agency Operating Guidelines* developed by the Florida Commission for the Transportation Disadvantaged (FCTD). Florida law requires that the LCB By-Laws be updated annually.

ANALYSIS

Rule 41-2 F.A.C. was recently revised to establish a local representative of the Agency for Persons with Disabilities (APD) membership on local coordinating boards. APD is a statewide agency that works in partnership with local communities and private providers to assist people who have developmental disabilities and their families. APD also provides assistance in identifying the needs of people with developmental disabilities for supports and services.

According to the agency's website, the APD serves Floridians with the following disabilities:

- People severely impaired by autism
- Cerebral palsy
- Spina bifida
- Intellectual disabilities
- Down syndrome
- Prader-Willi syndrome
- Phelan-McDermid syndrome
- Children age 3-5 who are at a high risk of a developmental disability

The local office of APD is part of the agency's Southeast Region, headquartered in West Palm Beach. APD Southeast Region representatives attend local meetings in St. Lucie County.

The St. Lucie LCB By-Laws have been revised to include a local APD representative. This revision can be found on Page 5 of the attached draft FY 2018-19 By-Laws, in bold font and underlined.

RECOMMENDATION

Because the draft FY 2018-19 By-Laws are consistent with state guidelines, it is recommended that the draft FY 2018-19 By-Laws be approved.



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

FY 2018-19 BY-LAWS, RULES, AND PROCEDURES

November 14, 2018

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1.0 OVERVIEW

1.1 ESTABLISHMENT

The St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB) was established pursuant to Section 427.0157, Florida Statutes (FS).

1.2 PURPOSE

The purpose of the LCB is to develop local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services within their local service area to be provided to the transportation disadvantaged.

1.3 AUTHORITY

The LCB is recognized as an advisory body in its service area to the Florida Commission for the Transportation Disadvantaged (FCTD).

2.0 STRUCTURE

2.1 BOARD

2.1.1 Composition & Membership

In accordance with Section 47.0157, FS, all members of the St. Lucie LCB shall be appointed by the TPO Board, with the exception of agency representatives who shall be appointed by their agencies. The composition, membership, and terms of membership of the LCB are established in Rule 41-2, Florida Administrative Code (FAC) and follows.

- a) An elected official from the service area, serving as the chairperson;
- b) A local representative of the Florida Department of Transportation;
- c) A local representative of the Florida Department of Children and Family Services;
- d) A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- f) A person who is recognized by the Veterans Service Office representing the veterans of the county;
- g) A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
- h) A person over sixty representing the elderly in the county;
- i) A person with a disability representing the disabled in the county;
- j) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- k) A local representative for children at risk;
- l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC;
- m) A local representative of the Florida Department of Elder Affairs;
- n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be

appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB;

- o) A local representative of the Florida Agency for Health Care Administration;
- p) **A local representative of the Agency for Persons with Disabilities;**
- q) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- r) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

2.1.2 Terms of Membership

Except for the state agency representatives, the members of the LCB shall serve for three-year terms. Individuals can serve for more than one term.

2.1.3 Attendance

The TPO may review and consider rescinding the appointment of any member of the LCB who fails to attend or send an alternate for three consecutive meetings. The LCB shall notify the FCTD if any state agency voting member or their alternate fails to attend three consecutive meetings.

2.1.4 Vacancy

If a vacancy occurs, individuals may request appointment to the LCB for consideration by the TPO Board. These requests shall be in writing and addressed to the TPO Executive Director. Any requests will be included, by the TPO Executive Director, on the subsequent TPO Board's agenda, and the applicant will receive a written or email response as appropriate from the TPO.

2.1.5 Alternates

LCB members are encouraged to appoint alternates. An LCB alternate may be appointed according to the following terms:

- a) Alternates are to be appointed in writing or email.
- b) Alternates may be recommended by TPO staff.
- c) Each alternate may vote only in the absence of the primary member on a one vote per member basis.
- d) Alternates must be a representative of the same interest as the primary member.

2.1.6 Officers

- a) Chairperson

The TPO Board shall appoint an elected official to serve as the official Chairperson for all LCB meetings. The appointed chairperson shall be an elected official who resides in the county that the LCB serves (41-2.012(1) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise is replaced by the Designated Official Planning Agency. The TPO Board shall replace or reappoint the Chairperson at the end of his/her term.

- b) Vice Chairperson

The LCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum, defined in Section 2.1.9, of the LCB members. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

2.1.7 Minutes

The staff of the TPO shall maintain the minutes and other records of the Board. The minutes shall accurately reflect the proceedings of the Board.

2.1.8 Voting

As long as it does not constitute a conflict of interest, all members of the Board that are present, including the Chairperson, shall be required to vote on any question involving LCB action.

An affirmative vote of fifty percent (50%) of the quorum plus one will be required in order for a motion to pass. In the event of a tie vote, the motion will fail.

2.1.9 Quorum

A majority of the voting members of the Board must be present for the LCB to conduct business.

3.0 OPERATING PROCEDURES

3.1 ADMINISTRATIVE OPERATIONS

The administrative operations of the LCB shall be in accordance with the *Local Coordinating Board and Planning Agency Operating Guidelines* dated August 2017, developed by the FCTD; applicable state and federal regulations; and as directed by the Board or delegated by the Board to the Executive Director of the TPO.

3.2 MEETINGS

The LCB shall meet as often as necessary in order to meet its responsibilities. However, the LCB shall meet at least quarterly with a quorum of its membership. Meetings by teleconference are prohibited since these meetings are "local."

3.3 PUBLIC ACCESS

All public records of the LCB are available for inspection and examination in accordance with applicable state and federal regulations. Public records inquiries may be submitted during regular business hours to the offices of the St. Lucie TPO, 466 Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida 34953, (772) 462-1593.

Anyone with a disability requiring accommodation to attend a meeting, workshop, and/or proceeding should contact the St. Lucie County Community Services Director at (772) 462-1777 or TDD (772) 462-1428 at least forty-eight (48) hours prior to the meeting.

All meetings, workshops and proceedings shall be open to the public. All meetings will provide opportunity for public comments on the agenda in accordance with the following policy:

1. Prior to the approval of the agenda near the start of an LCB Board meeting and prior to the meeting adjournment, time will be reserved for comment by members of the general public. The duration of comments from the public are limited to not more than three minutes per person, although the speaker is permitted to submit commentary in writing of any length provided that copies are made for all members of the Board being addressed by the speaker and the Board Secretary. The speaker shall state the speaker's name and address for the record at the beginning of the speaker's comment period. No members of the public may lend speaking time to another speaker. The "Public Comment" period is limited to not more than 30 minutes duration. The Chairperson

of the LCB, as applicable, may provide for additional public comment for good cause shown.

2. During a presentation by a member of the public, other members of the public, LCB members, or LCB staff members (other than the meeting Chairperson in said individual's role as the presiding officer) shall avoid interrupting the speaker. After all of the speakers have completed their comments or presentations or the "Public Comment" period has elapsed, the Chairperson, LCB members, and LCB staff may question the speakers.

3. Members of the public seeking to address the LCB should prepare their remarks in advance in an effort to be concise and to the point. Speakers must come to the podium to speak. Members of the public shall not address individual members of the LCB or staff but shall address the Board being addressed as a whole through the presiding Chairperson. Any speaker who becomes unruly, screams, uses profanity, or shows poor conduct may be asked to leave the podium and return to the speaker's seat by the presiding Chairperson. Should the speaker refuse to leave the podium and return to the speaker's seat, the Chairperson, as the presiding officer, may rule the speaker "out of order." Should the speaker still refuse to leave the podium and return to the speaker's seat, the Chairperson may ask a law enforcement officer to remove the speaker from the meeting.

The LCB reserves the right to modify or terminate the Public Comment Policy. Any modifications to the Public Comment Policy become effective upon their adoption by the LCB.

3.4 NOTICE OF MEETINGS AND WORKSHOPS

All LCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting a minimum of seven days prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and request accessible formats.

Staff shall provide the agenda and meeting packet to the FCTD, LCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the Transportation Disadvantaged Service

Plan, shall be given for additional review time. The agenda shall include a public participation opportunity.

3.5 AGENDA

Generally, at least seven (7) days prior to a Board meeting or workshop at which policy-making decisions will be made, an agenda shall be available for distribution on request by any interested person. The agenda shall list the items in the general order they are to be considered provided, however, that for cause stated in the record by the Chairperson, items may be considered at the Board meeting out of their listed order. The agenda shall be specific as to items to be considered. All matters involving the exercise of Board discretion and policy making shall be listed on the agenda.

Any person desiring to have an item placed on the agenda of a regular Board meeting shall request of the Board in person or in writing that the item be considered for placement on the agenda. Requests in person shall be made at a regular Board meeting, and the Board will consider whether to place the item on the agenda for a subsequent regular meeting. Requests in writing must be received by the TPO at least fourteen (14) days in advance of a scheduled regular Board meeting and must describe and summarize the item. The written requests shall be mailed or delivered to the TPO at the address shown in Section 3.3. The Board then will consider at the scheduled regular meeting whether to place the item requested in writing on the agenda for a subsequent regular meeting.

Upon approval by the Chairperson or the Board, additional items not included on the meeting agenda may be considered at a meeting by the Board for the purpose of acting upon matters affecting the public health, safety, or welfare or which are in the best interests of the public.

3.6 EMERGENCY MEETINGS, WORKSHOPS & COMMITTEE MEETINGS

The LCB may conduct an emergency meeting or workshop for the purpose of acting upon matters affecting the public health, safety, or welfare or which are in the best interests of the public. Whenever an emergency Board meeting or workshop is scheduled to be held, the TPO shall provide public notice of such meeting or workshop as soon as possible. Such notice shall contain the information specified in Section 3.4. Emergency/committee meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

Staff shall give the FCTD, LCB members and all interested parties one week notice, if possible, of the date, time, location, and proposed agenda for the LCB committee meetings and emergency meetings. Meeting materials shall be provided as early as possible.

3.7 MEETING RULES & PROCEDURES

All meetings of the Board and the Committees shall be governed by the rules and procedures contained in Robert's Rules of Order which are applicable and which are not inconsistent with these By-Laws, Rules, and Procedures or with any special rules of order that the Board may adopt. The By-Laws, Rules, and Procedures shall be reviewed, updated (if necessary), and adopted annually. It is recommended that the By-Laws, Rules and Procedures are reviewed and approved during the first quarter (July-September). Approved By-Laws, Rules, and Procedures shall be submitted to the FCTD.

3.8 AMENDMENTS

These By-Laws, Rules, and Procedures may be amended at any Board meeting by the affirmative vote of the majority of the voting members of the Board provided that a copy of the proposed amendment(s) shall have been mailed or e-mailed to each Board member at least four calendar days prior to the meeting.

3.9 FLORIDA GOVERNMENT IN THE SUNSHINE LAW

All LCB meetings, including committee meetings, shall be conducted in conformance with the Florida "Government in the Sunshine Law". Failure of an LCB member to follow Florida Government in the Sunshine laws may result in disciplinary action including suspension or termination of participation on the LCB.

ST. LUCIE COUNTY LOCAL COORDINATING
BOARD FOR THE TRANSPORTATION DISADVANTAGED

Cathy Townsend
Chairwoman

ATTEST:

Marceia Lathou
Transit Program Manager

Date



Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

AGENDA ITEM SUMMARY

Board/Committee: St. Lucie LCB

Meeting Date: November 14, 2018

Item Number: 8a

Item Title: Transit Development Plan (TDP) Major Update

Item Origination: Florida statutes

UPWP Reference: Task 3.2 – Transit Planning

Requested Action: Discuss and provide comments to staff.

Staff Recommendation: Discuss and provide comments to staff.

Attachment

- Staff Report



Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: November 7, 2018

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 also are required.

In St. Lucie County, the Board of County Commissioners (BOCC) contracts with Community Transit, a division of the Council on Aging of St. Lucie, Inc., for public transportation services. The St. Lucie TDP Major Update is adopted by the BOCC and endorsed by the TPO Board.

Task 3.2 of the St. Lucie TPO FY 2018/19 – FY 2019/20 Unified Planning Work Program (UPWP) includes activities related to the provision of technical and planning assistance to the transit provider in order to maintain the BOCC's eligibility for the continued receipt of federal and state transit funds. These activities include support of the TDP Major Update and Annual Progress Reports.

ANALYSIS

St. Lucie County initiated its TDP Major Update process in August 2018. The project's extensive public outreach includes focus groups, surveys, and community meetings. The presentation at the LCB meeting will include the TDP Major Update logo and brand, preliminary results of public outreach, and a discussion of transit route concepts.

RECOMMENDATION

Discuss and provide comments to staff.



Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
772-462-1593 www.stlucietpo.org

AGENDA ITEM SUMMARY

Board/Committee: St. Lucie LCB

Meeting Date: November 14, 2018

Item Number: 8b

Item Title: Gulfstream Goodwill Mobility Management Update

Item Origination: St. Lucie LCB

UPWP Reference: Task 3.8 – Transportation Disadvantaged (TD) Program

Requested Action: Discuss and provide comments to staff.

Staff Recommendation: Discuss and provide comments to staff.

Attachment

- Staff report

Agenda Item 9 – Informational Items



Transportation Disadvantaged State-Wide Service Analysis



Prepared for
The Agency for Persons with Disabilities

December 2017



Center for Urban Transportation Research
University of South Florida
4202 E. Fowler Ave., CUT100, Tampa, FL 33620-5375

Transportation Disadvantaged State-Wide Service Analysis

Prepared for:

The Agency for Persons with Disabilities



Prepared by:



University of South Florida
Center for Urban Transportation Research

USF Center for Urban Transportation Research
Rob Gregg, Director, Transit Management and Innovation
Jay Goodwill, Senior Research Associate
Ann Joslin, Senior Research Associate

Final Report

December 2017

List of Acronyms

ACS	American Community Survey
ADA	Americans with Disabilities Act
AHCA	Agency for Health Care Administration
APD	Agency for Persons with Disabilities
ASD	Autism Spectrum Disorder
ATI	Association of Travel Instructors
AVL	Automatic Vehicle Locator
BEBR	Bureau of Economic and Business Research
CTC	Community Transportation Coordinator
CTD	Commission for the Transportation Disadvantaged
CUTR	Center for Urban Transportation Research
DART	Dallas Area Regional Transit
DOPA	Designated Official Planning Agency
FDDC	Florida Developmental Disabilities Council
FDOH	Florida Department of Health
FDOT	Florida Department of Transportation
FPTA	Florida Public Transportation Association
FS	Florida Statutes
FR	Fixed Route Transit
FTA	Federal Transit Administration
FY	Fiscal Year
HART	Hillsborough Area Regional Transit Authority
IDD	Intellectual and Developmental Disabilities
ITS	Intelligent Transportation Systems
LCB	Local Coordinating Board
MDT	Mobile Data Terminal
MIC	Mobility Information Centers
MMA	Managed Medical Agencies
MPO	Metropolitan Planning Organization
MOA	Memorandum of Agreement

NADTC	National Aging and Disabilities Transportation Center
NCMM	National Center for Mobility Management
NCSL	National Conference of State Legislatures
NCTR	National Center for Transit Research
NET	Non-Emergency Transportation
NTD	National Transit Database
PSTA	Pinellas Suncoast Transit Authority
QR	Quick Response Code
RPC	Regional Planning Council
RTAP	Rural Transit Assistance Program
RTC	Regional Transit Connection
SMMC	Statewide Medicaid Managed Care
SOW	Statement of Work
STS	Special Transportation Services
TD	Transportation Disadvantaged
TD/IDD	Transportation Disadvantaged/Intellectual and Development Disabilities
TDS	Transportation Disadvantaged Services
TDSP	Transportation Disadvantaged Service Plan
TNC	Transportation Network Companies
TRB	Transportation Research Board
USF	University of South Florida
VTA	Santa Clara Valley Transportation Authority

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Executive Summary

Project Overview

The Florida Agency for Persons with Disabilities (APD) was directed by the Florida Legislature to contract with an independent consultant to examine the state's transportation disadvantaged services (TDS), how such services are provided in urban and non-urbanized areas and how to assist in the development and use of different provider models. APD subsequently engaged the University of South Florida's Center for Urban Transportation Research (CUTR) which has broad experience and knowledge in the subject matter. This project was designed to examine the design and provision of the state's transportation disadvantaged services in urban and non-urbanized areas, identify "gaps" in service accessibility/connectivity and examine strategies of how to assist in the development of integrated services that include the use of the different provider service models.

The study service goal was to provide an examination of the state's transportation disadvantaged populations, with specific emphasis on individuals with intellectual and developmental disabilities (IDD).

Legislative Proviso Charge

Effective upon this act becoming a law, to implement Specific Appropriation 249 of the 2017-2018 520 General Appropriations Act:

- (1) The Agency for Persons with Disabilities shall contract with an independent consultant to examine the state's transportation disadvantaged services, how such services are provided in urban and non-urbanized areas and how to assist in the development and use of different provider models.
- (2) There is created the Task Force on Transportation Disadvantaged Services, a Task Force as defined in s. 20.03, Florida Statutes. The Task Force is assigned to the Agency for Persons with Disabilities; however, the Commission for the Transportation Disadvantaged shall also assist the Task Force in carrying out its duties and responsibilities. The purpose of the Task Force is to examine the design and use of transportation disadvantaged services, considering at least the following:
 - (a) The use of regional fare payment systems;
 - (b) The improvement of transportation disadvantaged services in both urban and non-urbanized areas;
 - (c) The use of intercity and inter-county bus transportation; and
 - (d) The use of private providers or transportation network companies.
- (3) The Task Force is composed of the following members:

-
- (a) The director of the Agency for Persons with Disabilities or his or her designee.
 - (b) The executive director of the Commission for the Transportation Disadvantaged or his or her designee.
 - (c) The community transportation coordinators for Alachua, Jackson, Miami-Dade, and Pinellas Counties.
 - (d) Two individuals who currently use transportation disadvantaged services, one appointed by the agency director and the other appointed by the executive director of the commission.
 - (e) A representative of the Florida Developmental Disabilities Council.
 - (f) A representative of Family Care Council Florida.
- (4) At a minimum, the Task Force shall consider:
- (a) Routing improvement to minimize passenger transfers or wait times;
 - (b) The ability to provide transportation disadvantaged services between specific origins and destinations selected by the individual user at a time that is agreed upon by the user and the provider of the service; and,
 - (c) The provision of transportation disadvantaged services to individual users to allow them to access health care, places of employment, education, and other life-sustaining activities in a cost-effective and efficient manner, while reducing fragmentation and duplication of services.
- (5) The Task Force shall submit a report that, at a minimum, includes its findings and recommendations to the Governor, the President of the Senate, and the Speaker of the House of Representatives by December 15, 2017, at which time the Task Force shall terminate.

Transportation Task Force

A Task Force on transportation was established and assigned to the Agency for Persons with Disabilities (APD) along with the Florida Commission for the Transportation Disadvantaged (CTD). The APD and CTD assisted the Task Force in carrying out its duties and responsibilities. The Transportation Task Force was organized in late June 2017 and was convened for four meetings. Task Force members presented background on their areas of expertise, provided input to CUTR staff, and reviewed and commented on progress reports and drafts of the final report.

CUTR Project Approach

CUTR's approach to the project was a three-phase effort: assessment of the issues and operating environment; research of national and state best practices and identification of innovative examples of mobility options; and, definition and

development of opportunities for mobility approaches that provide potential to serve the Florida IDD community.

Florida Mobility

The second chapter provides an overview of the existing public transportation services in Florida that are available to provide mobility options to the transportation disadvantaged community, including the IDD population. Additionally, it details the trends of the transportation disadvantaged population groups and the differences between Florida's urban and rural areas.

There are a variety of public transportation services and systems in the State of Florida that have the potential to provide mobility options for individuals with intellectual and developmental disabilities.

- Fixed Route Services – traditional bus service that transports the general public on a regular basis on vehicles that travel a designated route on a fixed schedule.
- Demand Response and Dial-a-Ride Service – transit agencies dispatch vehicles in response to a patron's request while accommodating other patrons with similar geographical requests.
- Taxi Services – vehicles usually fitted with a taximeter that may be hired, along with its driver, to carry passengers to any specified destination.
- Flex Route and Route Deviation Services – a hybrid service that combines fixed route and paratransit by operating on a set course, but has the ability to go off route and provide door-to-door or curb-to-curb service.
- Coordinated Systems – a collaboration of various transportation providers, local officials, and those working for customer interests to collectively use limited resources to provide transportation services. In Florida, coordination is achieved through the active involvement of the Commission for the Transportation Disadvantaged as the policy development and implementation agency, local governments, Community Transportation Coordinators, and metropolitan planning organizations to balance local flexibility and comprehensive state planning.
- Voucher Systems – a method of payment that enables people to obtain and afford transportation. Federal, state or local agencies that fund transportation develop a "purchase of service agreement" with a voucher site or broker. The funding source reimburses the voucher site at an agreed-upon rate. Vouchers are an effective solution for the challenges of high cost and inadequate resources that impact many seniors, people with disabilities, and/or those with limited income who do not have a personal vehicle or the ability to drive.

-
- Volunteer Services – a service where the passenger has the opportunity to utilize a volunteer driver (could include family members), who is then reimbursed for transporting the person.
 - Transportation Network Companies (TNC) – On-demand ride services such as Uber or Lyft, also called transportation network companies (TNCs) or “ride-sourcing,” that use smartphone applications to connect drivers with passengers.

Additional background and detail is provided for Florida’s urbanized fixed route and rail services, Americans with Disabilities Act (ADA) complementary paratransit services, the Florida Commission for the Transportation Disadvantaged services, and Florida Medicaid services.

Florida Agency for Persons with Disabilities

The third chapter provides an overview of the APD waiver transportation services. The Florida Agency for Persons with Disabilities (APD) works with local communities and private providers to assist people who have intellectual and developmental disabilities and their families. APD also provides assistance in identifying the needs of people with developmental disabilities for support and services. The agency serves more than 50,000 Floridians with intellectual and developmental disabilities (IDD).

As of July 2017, 34,095 customers were served on the waiver with 20,707 customers on the waiting list. The factors that affect enrollment include: funding availability, legislative requirements, and people in crisis given first priority and children in the child welfare system given second priority.

APD waiver transportation is transportation to and from the customer’s home and community-based waiver services when such services cannot be accessed through natural or unpaid supports.

The APD provides \$28 million in transportation services for slightly more than 11,000 customers, spending approximately \$2,556 per client per year. The cost per customer varies by APD region and county.

Assessment of Issues

The fourth chapter provides an assessment and findings in response to the specific issues detailed by the Legislative Proviso language as well as the issues and concerns raised by members of the Transportation Task Force during their deliberations.

The Transportation Task Force convened four times to discuss and provide insight on the mobility service issues facing the transportation disadvantaged and particularly IDD customers. Each Task Force member was asked to provide a presentation to share a brief overview of their organization, describe mobility issues for the transportation disadvantaged population and suggest opportunities that might improve accessibility and mobility services. A number of issues were discussed among the Task Force that enhanced or expanded upon the issues presented in the Proviso language.

Recommendations

The approach taken in formulating recommendations was to first broaden the bandwidth to understand all the issues. Building upon the Legislative Proviso language the Transportation Task Force provided insight on related issues and potential solutions. Recommendations were then developed by categorizing the issues and refining recommendations that would address bundles of issues.

A significant finding that addressed early study interests of potentially formulating a new overall transportation disadvantaged process model was that Florida has the nationally leading model concept for coordinated services and that the TD Program structure affords opportunities to address the identified issues.

A common theme embedded within all the recommendations is Mobility Management – a basic approach of focusing on the needs of the customers and providing various options of travel that push the envelope for creative transportation services. Transportation services for the transportation disadvantaged and particularly the IDD customer can be especially complex and require expertise in matching the right service for the customer that may be challenged by different operating environments.

Several preliminary recommendations were prepared and presented to the Transportation Task Force on Transportation Disadvantaged Services for discussion, refinement and prioritization. The following section describes the four (4) recommendations in order of priority approved by the Task Force:

1. Redesign of the APD Transportation Business Model
2. Develop and Implement Mobility Management Single Point Information Center (MIC) Pilot Projects
3. Establish an Innovative Services Development Discretionary Grant Program for Transportation Services for Persons with Intellectual and Developmental Disabilities
4. Establish a TD / IDD Transportation Sensitivity Training and Travel Training Resource Program

Prioritized Recommendations

- 1. Redesign of the APD Transportation Business Model Toward a Collaborative Partnership with the TD Coordinated System and Community Transportation Coordinators Providing Mobility Management Services.**

Brief Description: As noted in the introduction of this chapter, APD provides transportation services to a limited IDD customer base (approximately 11,000 existing eligible consumers) and represents a small percentage of statewide



coordinated service trips (7.62%). APD, however, has a great understanding of the IDD customer's travel purpose and needs through its close relationships in

coordinating eligible Medicaid services to IDD customers. This recommendation is the result of an open and transparent exchange of information that allowed a better understanding of how APD IDD customers utilize transportation services, generalized types of trips, mobility need challenges and business relationships with Community Transportation Coordinators (CTCs) throughout the state.

Currently, APD waiver support coordinators arrange for individualized customer transportation services. APD has six regions that independently assign and negotiate transportation without a formal rate structure process, consistent definition of trip types, a detailed data collection process that could proactively address transportation needs and sustainable rates, and without the capacity to effectively provide oversight management of contracted transportation services. There is limited coordination with the CTCs throughout the state, due in part to the low trip rates. The waiver support coordinators have the challenging responsibility of managing APD customer iBudgets for various essential living, social, residential, and behavioral services. Transportation service management requires a unique expertise. It is recommended that a thorough reassessment of APD transportation service responsibilities be conducted in accordance with state and federal requirements. A new APD transportation business model should be developed in collaboration with the CTCs.

The detailed analysis of data CUTR has conducted could provide significant insight in changing APD's business model and build a mobility management role with the CTCs. In developing a new business approach, APD should seek consultant support for APD transportation services management and work in collaboration with CTD leadership to provide a detailed implementation plan. Consultant services should address a complete analysis of the existing transportation services provided by APD, an assessment of service performance requirements and particular care in addressing current service providers which include private for profit operators and non-profit providers, particularly group facility providers. This assessment would be a foundation for developing contractual relationships between APD and CTCs, promoting use of services directly operated by CTCs as well as CTC's performing a mobility manager role in securing and managing services from existing APD operators or new providers with the objective of providing the appropriate level of service for specific customer needs in the most effective and efficient coordinated manner.

Issues Addressed and Outcomes

This recommendation contributes to the overall set of recommendations to address the Proviso language and enhance the coordinated system.

Resources: In 2017, APD budgeted \$28 million for transportation services for approximately 11,000 customers with a continuing demand from new customers in need of transportation to access waiver funded services. It is imperative to refine the APD transportation model and a collaborative effort should be established by APD with the support of the CTD.

Funding Estimates: An assessment and development of a new transportation business model to establish a collaborative partnership with CTCs should be conducted with additional internal staff and consultant support provided to APD at the funding level of \$250,000.

2. Develop and Implement Mobility Information Center (MIC) Pilot Projects that would provide a Single Point of Contact for Transportation Disadvantaged Customers with Particular Care for Persons with Disabilities / Intellectual and Developmental Disabilities.

Brief Description: Single point of contact mobility information centers (MIC) would be established with selected Community Transportation Coordinators (CTCs) and provide mobility management and travel planning services specifically for TD / IDD customers. Personnel would be trained with a focus on customer care and sensitivity protocols and etiquette for persons with disabilities. Training guidance created by the Florida Developmental Disabilities Council could be utilized if



available. Customers would be provided with personalized travel planning options and eligibility opportunities for available transportation programs. These MIC travel centers would be an asset to existing APD regional districts in providing service options for APD transportation clients. A Mobility Management program approach would be established to explore and develop expanded service options for customers including opportunities that may be available for on demand services such as those provided by transportation network companies (TNCs) and other private providers. Centers would be appropriately equipped with necessary hardware, software, telecommunication and internet accessibility features. A minimum of one (1) urban and one (1) rural candidate pilot CTC would be selected to design and implement a comprehensive mobility management program and travel center. Eligible funding activities would include technical support to design, develop, equip, staff and implement the mobility management program and travel planning center services.

Issues Addressed and Outcomes

1. Minimize passenger transfer or wait times; ✓
2. Provide timely transportation as agreed upon by the user and provider; ✓
3. Allow access to health care, employment, education and other life-sustaining activities; ✓
4. Improve the design and use of transportation disadvantaged services in both urban and non-urbanized areas; ✓
5. Utilize intercity and inter-county bus transportation; and ✓
6. Utilize regional fare payment systems or develop fare payment processes that are seamless to customers and easily utilized operationally from one mode or service operator to another. ✓

The MIC would have the potential to address numerous issues including customer care and sensitivity, coordination among and between localized programs and

providers, simplified and compatible fare payment, and seamless transitions in various operational environments. A single point of contact for customer travel information would assist both the customer and the provider of transportation services of the specific travel expectations and requirements for the trip requested. Travel information supports the fundamental reason for establishing a coordinated service and the Proviso language regarding providing access to various life endeavors and actually promotes awareness of the coordinated service to new customers. This recommendation may be especially helpful for rural regional travel to facilitate an understanding of existing services over county lines and the availability of intercity services. Travel centers would enhance the understanding of consumer needs for fare payment options and service provider fare acceptance exchanges. Anticipated outcomes of this recommendation would be model travel information centers that would provide one stop customer information, promote a regional perspective for service opportunities between and beyond jurisdictional boundaries, develop seamless fare processes, coordinate between service modes and service providers, and support existing CTC efforts for overall service coordination and collaboration among CTCs.

Resources: Pilot MICs would be developed utilizing the existing TD Coordinated System by selecting candidate CTCs that would provide an organizational structure foundation that is service and customer oriented. Built upon existing CTC functions would be this expanded mobility management services and single point travel planning functions.

Funding Estimates: Based upon a minimum of two (2) pilot projects and consultant technical support to design, develop and support the implementation of a mobility management / single point of contact travel center to include necessary staffing, communication equipment and technology, it is estimated that a budget of up to \$500,000 for each pilot project, or a total of \$1,000,000 would be required to implement this recommendation.

3. Establish an Innovative Service Development Discretionary Grant Program for Transportation Services for Persons with Intellectual and Developmental Disabilities.

Brief Description: The 2016 Florida Legislature authorized \$1,750,000 of non-recurring funds to be competitively awarded by the CTD to support projects that address several of the issues identified in this study.



It is recommended that a similar program be established but with recurring multi-year discretionary grant program allocations for innovative service development projects specifically relevant to the IDD customer market.

The focus of this new grant program would address the cognitive and communication disability issues that customers face in utilizing transportation services. Competitive grants would be awarded to proposals that target the needs of the IDD customer market and enhances operator procedures that improve the customer's travel experience. Technology improvements would also be considered within the grant program particularly those that contribute to improved customer care, safety and mobility management coordination. The program would be housed in the CTD because of the existing experience with such a grant program and to optimize overall system coordination, however, an advisory selection committee partnership would be established with the APD and FDDC to be included in the grant evaluation and selection recommendation process. This program would have a significant impact on improving mobility services as a commitment to innovation and incubation of service improvements for IDD customers throughout Florida.

Issues Addressed and Outcomes

1. Minimize passenger transfer or wait times; ✓
2. Provide timely transportation as agreed upon by the user and provider; ✓
3. Allow access to health care, employment, education and other life-sustaining activities; ✓
4. Enhance the design and use of transportation disadvantaged services in both urban and nonurban areas; ✓
5. Utilize intercity and inter-county bus transportation; ✓
6. Utilize regional fare payment systems or specifically develop fare payment processes that are seamless to customers and easily utilized operationally from one mode or service operator to another; and ✓
7. Utilize private providers or TNCs. ✓

The grant program selection criteria could address the following types of objectives:

-
1. Enhancement of the access of persons with intellectual and developmental disabilities to healthcare, shopping, education, employment, public services, and recreation;
 2. Assistance in the development, improvement, and use of transportation systems in non-urbanized areas;
 3. Improvement to the travel experience of persons with IDD, this would include personal safety of customers and perception / awareness of surroundings from trip origin to destination;
 4. Demonstration of the use of technology to improve service operations and customer information and care; and
 5. Encouragement of private transportation provider participation.

Resources: The CTD staff would administer this grant program and establish a formal process in which APD and FDDC would participate in the evaluation and recommendation of grant proposals.

Funding Estimates: It is recommended that this grant program be provided with additional funding above existing resources and not impact formula allocations currently provided at the county level. This new IDD focused program would be funded at the level of \$500,000 annually allowing awarded grant projects to be active up to three (3) years.

4. Establishment of a Persons with Disabilities Transportation Sensitivity Training and Travel Training Resource Program to Include Specific Modules to Address Persons with Intellectual and Developmental Disabilities.

Brief Description: A comprehensive sensitivity and travel training program should be developed that serves as a Florida standard resource for persons with disabilities that includes a specific module oriented to persons with IDD. Sensitivity training must go beyond just transportation operator training and include all transportation personnel functions serving the customer, from customer care reservationist, dispatch, outreach programs and community communications. When asked to describe high quality public transportation services, individuals often cite characteristics such as high frequency, reliability, convenience, affordability, and safety. While these are important features of any transportation system and desired by all customers, successfully meeting the specialized communication and disability etiquette needs of seniors and persons with disabilities are sometimes overlooked.



The clear emphasis of this program would be a resource for sensitivity training and travel training focused on transportation providers and customers in Florida.

Issues Addressed and Outcomes

1. Allow access to health care, employment, education and other life-sustaining activities; and ✓
2. Enhance the design and use of transportation disadvantaged services in both urban and nonurban areas. ✓

This program specifically addresses issues related to customer care and the relationship between customers and all service provider personnel. Relative to the Proviso issues, this program would have an impact on better understanding and communication with customers to facilitate improved awareness of service options, access to destinations and tailored service design for IDD customers.

Resources: There are numerous national and local resource examples that will support the development of such a training program. Additionally, there may be collaborative opportunities with FDOT, CTD and the Florida Public Transportation Association (FPTA) to partner with this program, including opportunities for grant applications.

Consistent with its state plan objective to enhance travel training services, it is recommended that the Florida Developmental Disabilities Council (FDDC) would take the lead role in establishing and implementing a sensitivity and travel training curriculum program.

Funding Estimates: The development of a curriculum, training modules and an initial course and instructional materials is estimated to be a one-time expense of \$150,000. The basis for this estimate is comparisons to similar training program development.

This estimate does not address the delivery of the training program which would be dependent upon the training techniques utilized (i.e. workshops, classes, computer based modules, remote training, etc.). There are opportunities for a collaborative training program between the major transportation stakeholders and advocates for IDD customers.

Chapter 1 Background

Project Overview

The Florida Agency for Persons with Disabilities (APD) was directed by the Florida Legislature to contract with an independent consultant to examine the state's transportation disadvantaged (TD) services, how such services are provided in urban and non-urbanized areas and how to assist in the development and use of different provider models. APD subsequently engaged the University of South Florida's Center for Urban Transportation Research (CUTR) which has broad experience and knowledge in the subject matter. This project was designed to examine the design and provision of the state's TD services in urban and non-urbanized areas, identify "gaps" in service accessibility/connectivity and examine strategies of how to assist in the development of integrated services that include the use of the different provider service models.

The study's goal is to provide an examination of the state's transportation disadvantaged populations, with specific emphasis on individuals with intellectual and developmental disabilities (IDD).

The following definitions of service specific terms were detailed in the project contract document:

- Transportation Disadvantaged – As per Chapter 427.01, F.S., those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.
- Developmental Disability – As per Chapter 393.063, a disorder or syndrome that is attributable to intellectual disability, cerebral palsy, autism, spina bifida, Down syndrome, Phelan-McDermid syndrome, or Prader-Willi syndrome; that manifests before the age of 18; and that constitutes a substantial handicap that can reasonably be expected to continue indefinitely.
- Intellectual Disability – As per Chapter 393.063, significantly sub average general intellectual functioning existing concurrently with deficits in adaptive behavior which manifests before the age of 18 and can reasonably be expected to continue indefinitely. For the purposes of this definition, the term:
- "Adaptive behavior" means the effectiveness or degree with which an individual meets the standards of personal independence and social responsibility expected of his or her age, cultural group, and community.

-
- “Significantly sub average general intellectual functioning” means performance that is two or more standard deviations from the mean score on a standardized intelligence test specified in the rules of the agency.

Legislative Proviso Charge

Effective upon this act becoming a law, to implement Specific Appropriation 249 of the 2017-2018 520 General Appropriations Act:

(1) The Agency for Persons with Disabilities shall contract with an independent consultant to examine the state's transportation disadvantaged services, how such services are provided in urban and non-urbanized areas and how to assist in the development and use of different provider models.

(2) There is created the Task Force on Transportation Disadvantaged Services, a Task Force as defined in s. 20.03, Florida Statutes. The Task Force is assigned to the Agency for Persons with Disabilities; however, the Commission for the Transportation Disadvantaged shall also assist the Task Force in carrying out its duties and responsibilities. The purpose of the Task Force is to examine the design and use of transportation disadvantaged services, considering at least the following:

- (a) The use of regional fare payment systems;
- (b) The improvement of transportation disadvantaged services in both urban and non-urbanized areas;
- (c) The use of intercity and inter-county bus transportation; and
- (d) The use of private providers or transportation network companies.

(3) The Task Force is composed of the following members:

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

(4) At a minimum, the Task Force shall consider:

- (a) Routing improvements to minimize passenger transfers or wait times;
- (b) The ability to provide transportation disadvantaged services between specific origins and destinations selected by the individual user at a time that is agreed upon by the user and the provider of the service; and,
- (c) The provision of transportation disadvantaged services to individual users to allow them to access health care, places of employment, education, and other life-sustaining activities in a cost-effective and efficient manner, while reducing fragmentation and duplication of services.

(5) The Task Force shall submit a report that, at a minimum, includes its findings and recommendations to the Governor, the President of the Senate, and the Speaker of the House of Representatives by December 15, 2017, at which time the Task Force shall terminate.

Transportation Task Force

- The Transportation Task Force members included: Barbara Palmer, Director, Agency for Persons with Disabilities (APD)
- Steve Holmes, Executive Director, Commission for Transportation Disadvantaged
- Valerie Breen, Executive Director, Florida Developmental Disabilities Council
- Mary Smith, Chair, Family Care Council
- Edward Griffin, MV Transportation, Inc. (Alachua County) - CTC contact
- Sharon Peeler, JTrans (Jackson County) - CTC contact
- Ross Silvers – Pinellas Suncoast Transit Authority (Pinellas County) - CTC Contact
- Robert Villar (Miami-Dade Board of County Commissioners) - CTC contact
- David Darm – User appointed by Commission for Transportation Disadvantaged
- Danielle McGill – User appointed by Agency for Persons with Disabilities

The Transportation Task Force was organized in late June 2017 and was convened for four meetings:

- July 6, 2017 – Via Conference Call

-
- August 2, 2017 – Face-to-Face Meeting in Tallahassee
 - October 5, 2017 – Face-to-Face Meeting in Tallahassee
 - November 28, 2017 – Face-to-Face Meeting in Tallahassee

During these meetings, the Transportation Task Force members presented background on their areas of expertise, provided input to CUTR staff, and reviewed and commented on progress reports and drafts of the final report.

CUTR Project Approach

Figure 1-1 displays CUTR's approach to the project: assessment of the issues and operating environment; conduct of research regarding national and state best practices and identification of innovative examples of mobility options; and, definition and development of opportunities for mobility approaches that offer the potential to serve the Florida IDD community.



Figure 1-1. Project Approach

Chapter 2 Florida Mobility

This chapter provides an overview of existing public transportation services available in Florida that provide mobility options to the TD community, including the IDD population. The demographic and socio-economic trends of TD population groups and the differences between Florida's urban and rural areas are also detailed.

Transportation Disadvantaged Definitions

Chapter 427, Florida Statutes defines "transportation disadvantaged" as "those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes."

The general TD populations are those individuals who fall within the transportation categories of elderly, disabled or low income. These individuals, however, may or may not meet the second criteria of being unable to transport themselves.

Elderly has been defined as individuals 65 years of age and older. Disability refers to physical or mental limitations that may prevent a person from transporting him or herself, while income refers to the financial capacity of a person to purchase transportation. Similar relationships associated with age that limit mobility are not as apparent. Age alone should not affect a person's ability to transport him or herself. It may, however, relate to other factors that are associated with the aging process or to the demographic characteristics of the elderly population; namely, the higher incidence of disability and poverty among the elderly.

The Venn diagram in Figure 2-1 details the three primary TD population groups and their overlap.



Figure 2-1. TD Population

Emerging Environment for Transportation Disadvantaged Populations

In a June 2017 report prepared for the CTD entitled “Florida Transportation Disadvantaged Program Strategic Planning Assessment Framework”, the emerging trends in Florida’s general TD population were examined. Several key findings are summarized below.

Population Trends

The growth and change of specific demographic groups impact the TD population as well as the type of mobility service necessary and the type of service provided (e.g. fixed route bus service versus paratransit services). The demographic characteristics in Florida offer unique conditions that are important to examine. Rapid population growth and increasing elderly, disabled and impoverished populations affect the delivery and availability of TD services.

An article from the Pepper Institute on Aging and Public Policy at Florida State University titled Florida’s Aging Population states, “Florida experienced tremendous population growth from 1970 to 2010, growing from just under 16 million residents in 2000 to almost 19 million residents in 2010. In fact, Florida’s population is expected to grow to over 23 million people by 2030.”

Aging Population

The demographics of the nation and Florida have changed dramatically in the past two decades. In the Administration on Aging’s A Profile of Older Americans: 2016, the population of the United States age 65 years and older increased from 36.6 million in 2005 to 47.8 million in 2015. Studies based on census data project the 65 years and older segment to continue to increase to 55 million in 2020, 72.1 million in 2030 and 98 million in 2060. The impact is compounded by the increased longevity with the over age 80 segment increasing by 180% by 2060.

Florida’s senior population growth is more pronounced than the nation. “In 2010, 51 of Florida’s 67 counties exceeded the U.S. percent of the population aged 65 and older.” Projections from the Florida Bureau of Economic and Business Research (BEBR), produce population projections for the State through 2045. The BEBR projections reveal Florida’s over 65 population (see Figure 2-2) will increase by approximately 3 million to over 7 million by 2045, and the 85-year-old and above population is projected to increase to nearly 1.5 million increasing by nearly 1 million by 2045.

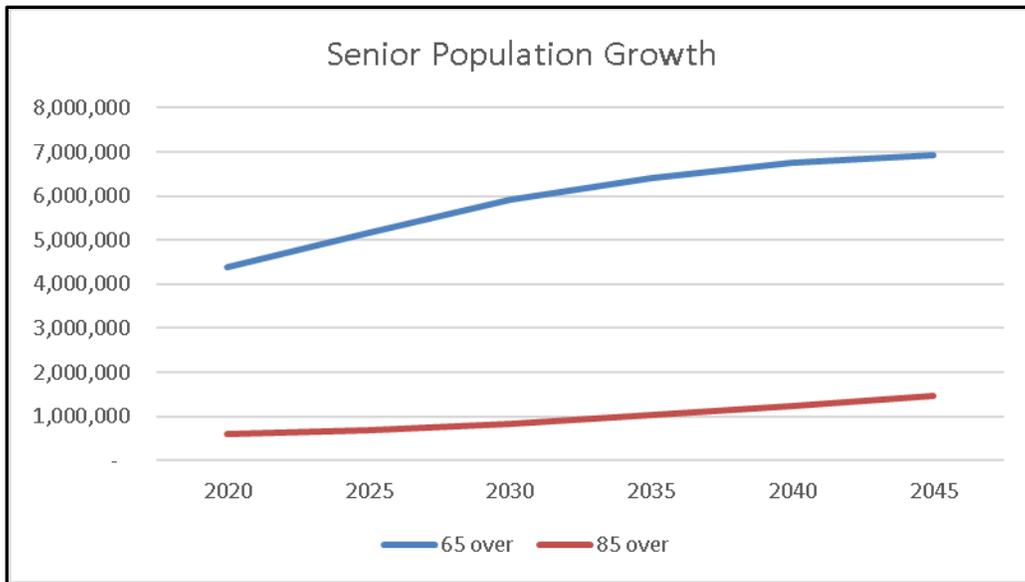


Figure 2-2. Projected Senior Population Growth

Populations with Disabilities

A person can have a disability at any age. Whether these individuals live by themselves or in a family setting, the household may not be able to accommodate a person who is disabled without the aid of public transportation services. "Transportation provides a vital lifeline for people with disabilities to access employment, education, healthcare, and community life. Transportation services allow individuals with disabilities to live independently within their communities." The 2000 Census found that 12 percent of people that have a disability have difficulty finding transportation due to limited public transportation, no access to a vehicle, inability to use regular fixed route service because of their disability or no one they can depend on for transportation. According to the 2015 Cornell University Disability Statistics Report for the state of Florida, 13.3% of Floridians have a disability.

Research by the National Academies' Institute on Health reports that the disability rates in the United States are expected to increase. Figure 2-3 below illustrates the disability projections for the State of Florida.

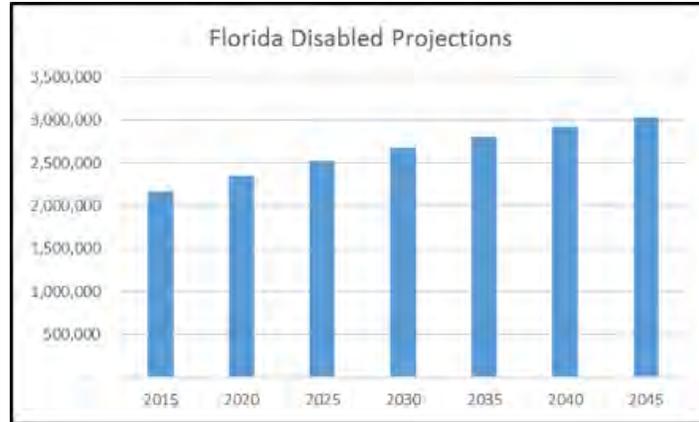


Figure 2-3. Florida Disabled Projections

Low Income Population Distribution

People living below the poverty level are a target market of the TD Commission. According to the 2015 American Community Survey (ACS), Florida's poverty rate is higher (16.5%) than the U.S. poverty rate (15.5%). This pattern holds true among older populations in the state. Slightly more than 10% of persons over age 65 are living in poverty in Florida compared to 9.4% in the U.S. In Florida, 3.4% or 205,000 persons living below the poverty level work full time; another 669,000 work part-time. Given that 16% of the state's TD trips are for employment purposes, TD services are critical to the working poor.

Florida's Urbanization

Providers of TD transportation services confront unique situations when operating in urban and rural counties. To illuminate the conditions, challenges and needs associated with urban and rural environments, the population and demographic patterns in urban and rural counties were examined.

Accompanying Florida's population growth is the expansion of Florida's urban population. In 2000, 89% of Florida's 15.9 million people lived in urban areas. Florida's total urban population increased to 17.1 million in 2010, representing 91% of the population.

An increase in the urban geographic areas is associated with the population growth and urbanization trend. Since 2000, Florida's urban areas have increased by 23%. Forty-two of Florida's 67 counties have more than 50% of the population living in urban areas and 27 counties have more than 85% living in urban areas (Figure 2-4).

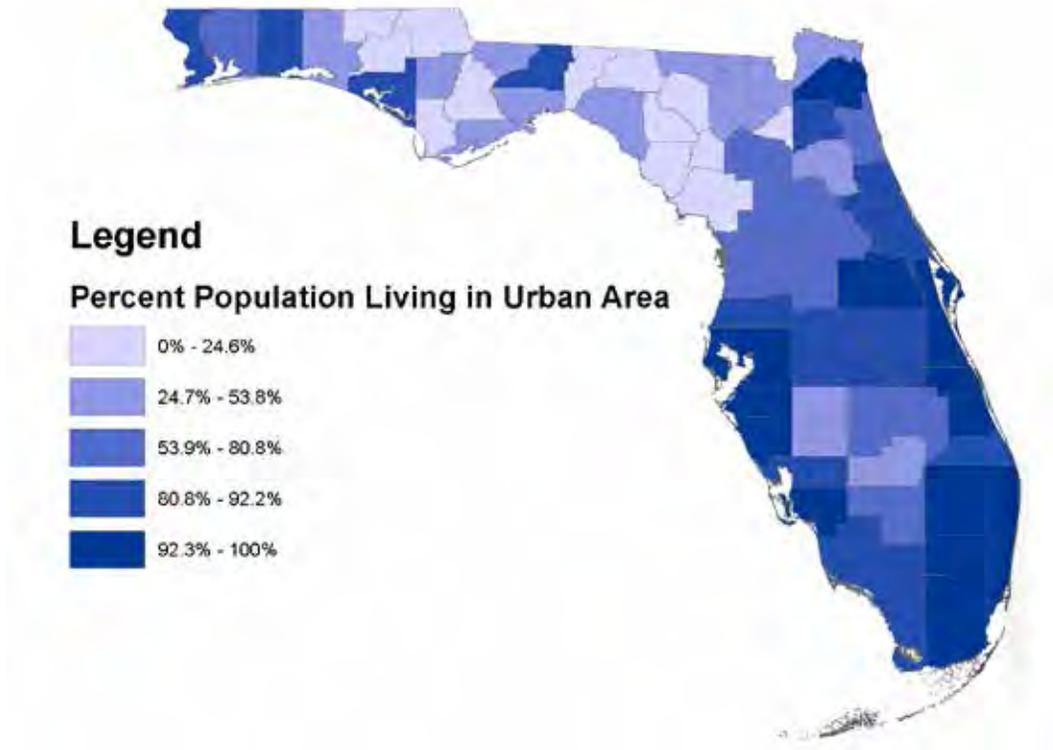


Figure 2-4. Urban/Rural Demographics

To classify the Florida counties as either primarily urban or rural, the Florida Department of Health's (FDOH) definition of rural counties was utilized (see Figure 2-5). The FDOH uses the 100+ persons per square mile threshold for the urban designation. The FDOH designation classifies 37 of Florida's counties as urban and 30 as rural.

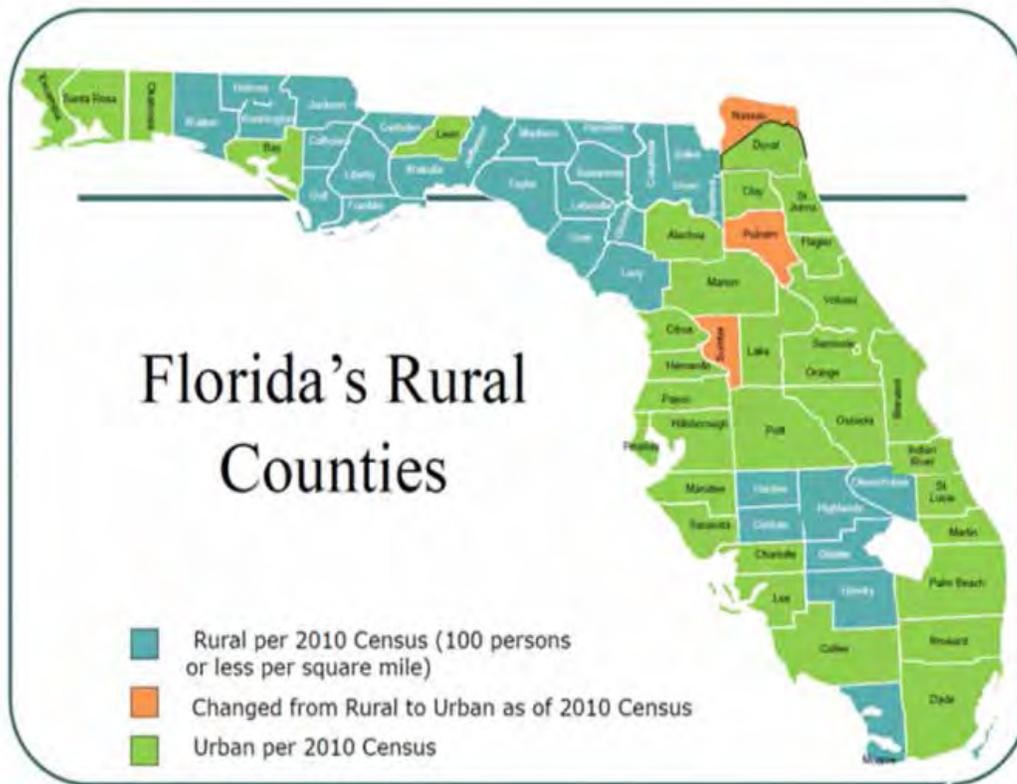


Figure 2-5. Florida's Rural Counties

Urban and rural populations have different experiences based on the availability and proximity to life sustaining activities. Rural areas have lower access to transportation due to the dispersed nature of rural environments and the limited local service opportunities.

Employment and income differences within urban and rural areas provide greater insight into where higher and lower income Floridians reside. The employment and population ratio reported by the U.S. Census indicates a higher employment rate among urban residents (65.8%) compared to rural residents (54.7%) in Florida. This challenge is compounded by the higher disability rate in rural areas (16.5%) compared to urban areas (13.1%). Perhaps because of the reduced access and availability to services, including employment opportunities, persons with disabilities in rural areas are employed at lower rates than their urban counterparts; 31% in urban areas compared to 26.3% in rural areas. Given that 16% of TD trips are for employment purposes these types of trips are vital for persons with disabilities to gain personal and financial independence.

Urban and rural areas of Florida are aging but there are differences in the percentage of older populations. The median age in rural areas is 4 years above the urban median age. The targeted demographic of 65 years and older continue to illustrate that trend. The percent of Florida's total population that are 65 years and over is higher in rural areas than in urban areas (21.3% and 19.3%) respectively. The urban areas still have far more of the older population; however, the rural population has limited access to local healthcare and employment opportunities.

When personal incomes are falling, the less likely a person is to be able to afford their own personal transportation. The employment and population ratio reported by the U.S. Census indicates a higher employment rate among urban residents (65.8%) compared to rural residents (54.7%) in Florida.

Mobility Options

As depicted in Figure 2-6, there are a variety of public transportation services and systems in the State of Florida that provide, or have the potential to provide mobility options for individuals with IDD.

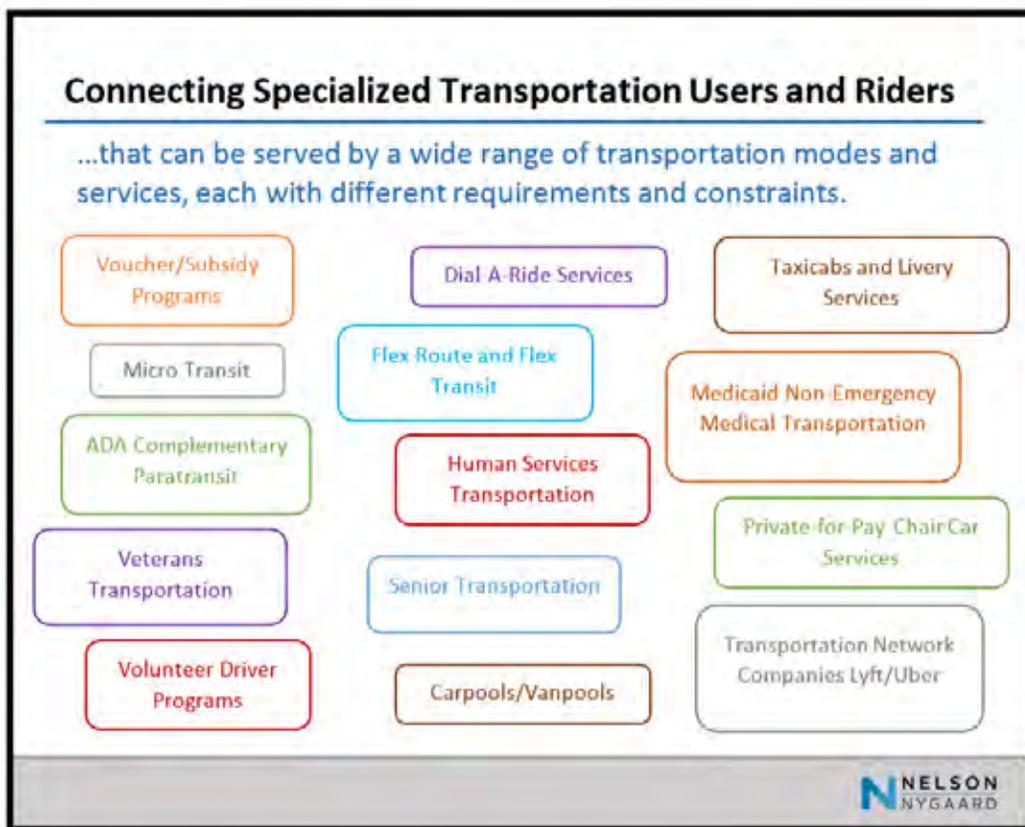


Figure 2-6. Connecting Specialized Transportation Users and Riders

-
- Fixed Route Services – traditional bus service that transports the general public on a regular basis on vehicles that travel a designated route on a fixed schedule.
 - Demand Response and Dial-a-Ride Service – vehicles dispatched by a transit agency in response to a patron’s request while accommodating other patrons requesting transportation to similar origins or destinations.
 - Taxi Services – vehicles usually fitted with a taxi meter that are hired, along with a driver, to carry passengers to any specified destination.
 - Flex Route and Route Deviation Services – a hybrid service that combines fixed route and paratransit by operating on a set course, but with the ability to go off route and provide door to door or curb to curb service.
 - Coordinated Systems – a collaboration of various transportation providers, local officials, and those working for customer interests to collectively use limited resources to provide transportation services.
 - Voucher Systems – a method of payment that enables people to obtain and afford transportation, subsidized by Federal, state or local agencies through “purchase of service agreement” based upon an agreed-upon rate.
 - Volunteer Services – transportation is provided by a volunteer (could include family members), who receive compensation in exchange for services provided.
 - Transportation Network Companies – On-demand ride services such as Uber or Lyft, also called transportation network companies (TNCs) or “ride-sourcing,” that use smartphone applications to connect drivers with passengers.

Urban Fixed-Route Transit and Rail Systems

Public transportation plays a critical role in meeting the mobility and accessibility needs of transit-dependent Floridians and visitors who, due to physical disability, age, or economic circumstances, cannot drive or own an automobile. By providing mobility and accessibility to millions of Florida’s residents and visitors, public transportation helps to improve the overall quality of life in Florida’s communities.

According to the Florida Department of Transportation’s 2016 Florida Transit Information and Performance Handbook, in 2015, there were 33 urban fixed-route systems operating in Florida that reported to the National Transit Database (NTD). During 2015, Florida’s transit agencies ranged in size from the four-vehicle system in Hernando County to the 1,028-vehicle system operating in Miami-Dade County.

Figure 2-7 below displays a summary of the 33 urbanized transit systems providing fixed route and rail transit services.

Florida's Transit Systems

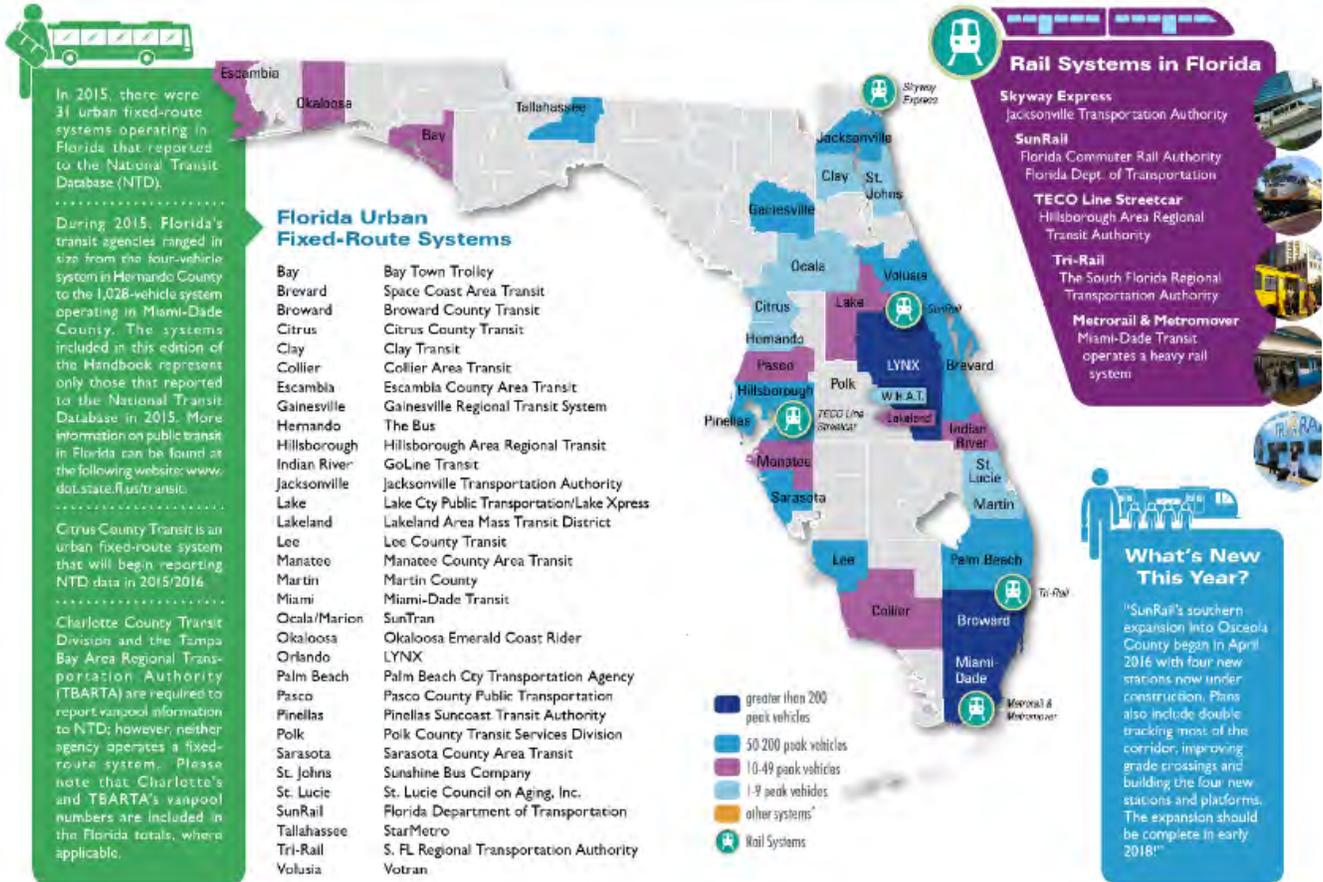


Figure 2-7. Florida's Transit System

The 2016 Florida Transit Information and Performance Handbook also provides a summary of a variety of performance measures from Fiscal Years 2014 and 2015. These are detailed in Figure 2-8 below. In Fiscal Year 2015, close to 271 million passenger trips were provided on Florida's fixed-route bus, rail and vanpool services.

GENERAL INFORMATION	Service Area Population	15,801,180	16,641,353
	Service Area Population Density	1,163.0	1,285.2
	Operating Expense	\$1,108,863,708	\$1,191,866,309
	Operating Revenue	\$313,981,819	\$315,765,393
SERVICE SUPPLIED	Total Annual Revenue Miles	143,421,564	145,701,039
	Total Annual Revenue Hours	9,861,182	10,054,298
	Total Revenue Vehicles	4,005	4,122
	Peak Vehicles	3,174	3,238
	Route Miles	15,945.0	15,612.6
SERVICE USAGE	Annual Passenger Trips	277,464,779	270,776,337
	Annual Passenger Miles	1,589,902,688	1,569,808,344
	Average Trip Length	5.7	5.8
QUALITY OF SERVICE	Resident Access to Transit ⁸	n/a	40.61%
	Weekday Span of Service (hours)	17.5	17.5
COST EFFICIENCY	Operating Expense per Revenue Mile	\$7.73	\$8.18
	Operating Expense per Revenue Hour	\$112.45	\$118.54
	Operating Revenue per Operating Expense	28.32%	26.49%
	Passenger Trips per Employee FTE	29,832	27,684
COST EFFECTIVENESS	Operating Expense per Passenger Trip	\$4.00	\$4.40
	Operating Expense per Passenger Mile	\$0.70	\$0.76
	Operating Expense per Capita	\$70.18	\$71.62
	Farebox Recovery Ratio	25.40%	23.29%
	Average Fare	\$1.02	\$1.03
SERVICE EFFECTIVENESS	Passenger Trips per Revenue Mile	1.93	1.86
	Passenger Trips per Revenue Hour	28.14	26.93
	Passenger Trips per Capita	17.56	16.27
	Revenue Miles Between Safety Incidents	142,425	149,437
	Revenue Miles Between Failures	3,974	3,965

Figure 2-8. Performance Measures

Americans with Disabilities Act (ADA) Complementary Paratransit Service

The Americans with Disabilities Act of 1990 (ADA) requires public transit agencies that provide fixed-route service to provide “complementary paratransit” service to people with disabilities who cannot use the fixed-route bus because of a disability.

Complementary ADA paratransit services must be provided by all transit systems receiving Federal assistance to provide fixed-route transit services. No additional Federal or state transit financial support is provided to transit agencies for the provision of the complementary ADA paratransit services.

The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. The ADA complementary paratransit trips must be provided as requested and cannot be limited or prioritized by trip purpose.

In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, during the same hours and days the fixed route operates and for no more than twice the regular fixed route fare.

While the transit agency is required to provide paratransit for trips with origins and destinations within 3/4 of a mile of a route/station, paratransit eligible customers who are outside the service area can still use the service if they are able to access the paratransit service area.

Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged (CTD) is an independent state agency serving as the policy development and implementation agency for Florida's Transportation Disadvantaged Program. The CTD is administratively housed within the Florida Department of Transportation. The CTD's mission is: "To ensure the availability of efficient, cost-effective and quality transportation services for TD persons."

The Legislature created Florida's Transportation Disadvantaged program in 1979 and re-enacted it in 1989. The 1989 legislation created the Florida Transportation Disadvantaged Commission (currently the Florida Commission for the Transportation Disadvantaged) and enhanced local participation in the planning and delivery of coordinated transportation services through the creation of local coordinating boards (LCBs) and Community Transportation Coordinators (CTCs). Each of Florida's 67 counties have designated CTCs and LCBs, providing local policy direction for the TD services in their communities.

The CTCs are business units or local public transportation providers that are responsible for providing or arranging the delivery of transportation services to the TD population. The designated CTC may provide all trips as a sole source, may provide some trips and subcontract some (partial brokerage), or may function as a complete brokerage subcontracting all trips to approved operators.

Local planning organizations, such as Metropolitan Planning Organizations and Regional Planning Councils, perform long-range planning, and assist the Commission and LCBs in implementing the TD program in designated service areas. In most situations, a designated service area is a single county. Figure 2-9 displays the organizational structure of the Florida CTD coordinated system.



Figure 2-9. Coordinated Transportation System Organization

In 2016, the CTD's Annual Performance Report (see Figure 2-10) indicated that statewide over 21 million trips were provided. Fixed route or deviated fixed route services constituted over 52% of the trips with the remaining 48% served via paratransit services. Thirty-four percent of the trips were for life sustaining/other purposes and nearly one-quarter of the trips were for medical purposes. Approximately 16% of the trips provided took clients to employment and another 16% were for education/training/daycare services. The remaining 9% of the trips served nutritional purposes. Additional details on county level categorical trips can be found at: <http://www.fdot.gov/ctd/docs/AORAPRDocs/AOR2015-16Final20161221.pdf>

County:	Florida Commission for the	<u>Demographics</u>		<u>Number</u>			
CTC:	Transportation Disadvantaged	Statewide Population		20,271,272			
Contact:	605 Suwannee Street, M-S 49 Tallahassee, FL 32399-0450 850.410.5700 800.983.2435	Potential TD Population		8,447,071			
Website:	www.fdot.state.fl.us/ctd	UDPHC		834,602			
<u>Trips By Type of Service</u>				<u>Vehicle Data</u>			
	2014	2015	2016		2014	2015	2016
Fixed Route (FR)	16,639,202	6,747,821	10,481,518	Vehicle Miles	117,941,581	88,717,630	93,048,270
Deviated FR	809,481	864,141	796,354	Revenue Miles	97,732,682	74,892,108	75,642,955
Ambulatory	9,105,589	8,295,589	8,431,669	Roadcalls	2,976	2,651	2,404
Non-Ambulatory	2,436,311	1,735,076	1,742,608	Accidents	1,311	1,243	1,601
Stretcher	27,103	7,419	2,591	Vehicles	5,296	4,691	4,142
School Board	137,473	130,908	167,398	Driver Hours	7,780,427	6,457,470	6,859,501
TOTAL TRIPS	29,155,159	17,780,954	21,622,138				
<u>Passenger Trips By Trip Purpose</u>				<u>Financial and General Data</u>			
Medical	7,356,578	5,440,070	5,164,765	Expenses	\$312,801,916	\$250,425,496	\$273,667,057
Employment	2,928,875	2,703,968	3,471,560	Revenues	\$324,987,622	\$252,248,677	\$267,320,111
Ed/Train/DayCare	3,251,236	3,210,375	3,433,064	Commendations	4,227	4,514	5,428
Nutritional	1,365,065	1,322,867	2,022,764	Complaints	15,048	9,603	5,910
Life-Sustaining/Other	14,253,405	5,103,674	7,529,985	Passenger No-Shows	295,588	231,708	242,049
TOTAL TRIPS	29,155,159	17,780,954	21,622,138	Unmet Trip Requests	169,577	155,607	726,932
<u>Passenger Trips By Funding Source</u>				<u>Performance Measures</u>			
CTD	6,543,611	4,706,186	8,487,760	Accidents per 100,000 Miles	1.11	1.40	1.72
AHCA	1,776,708	592,394	839,705	Miles between Roadcalls	39,631	33,466	38,706
APD	1,552,406	1,828,939	1,647,992	Avg. Trips per Driver Hour	1.61	1.71	1.62
DOEA	736,906	1,176,605	797,485	Avg. Trips per Para Pass.	44.65	30.26	25.67
DOE	334,279	274,893	202,449	Cost per Trip	10.73	14.08	12.66
Other	18,223,144	9,201,937	9,646,747	Cost per Paratransit Trip	24.17	21.91	23.19
TOTAL TRIPS	29,155,159	17,780,954	21,622,138	Cost per Driver Hour	38.88	37.44	37.66
				Cost per Total Mile	2.56	2.73	2.78

Figure 2-10. CTD Annual Performance Report

The Florida CTD established the Trip and Equipment Grant Program to provide opportunities for non-sponsored (not funded by other Federal, state or local sources) TD persons to obtain access to transportation for daily living needs. The CTCs use Trip and Equipment Grant funds to support operating and eligible capital expenses.

As depicted in Figure 2-11, over the past ten years the legislature increased funding for the Trip and Equipment Grant program from \$35,858,198 in Fiscal Year 2006-07 to \$47,877,372 (+34%) in Fiscal Year 2016-2017. Since FY 2013-2014 funding levels have remained relatively constant.

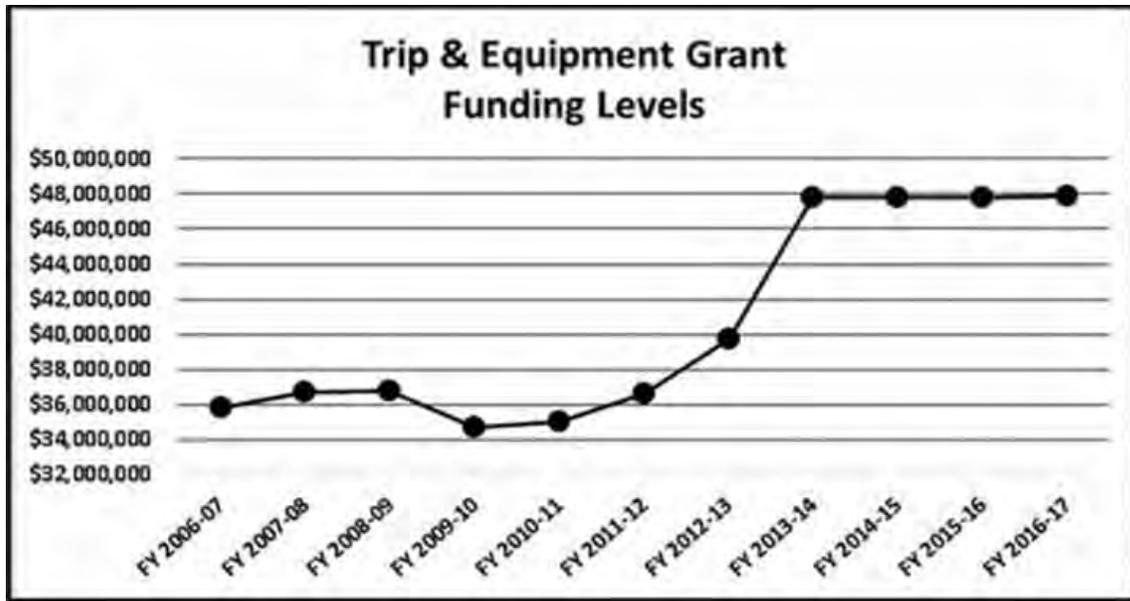


Figure 2-11. Trip & Equipment Grant Funding Levels

Florida Agency for Health Care Administration Non-Emergency Transportation (NET) Medicaid Program

Non-Emergency Transportation (NET) program services are provided to Medicaid recipients to access medical care if they are unable to drive, cannot afford to own or maintain a vehicle, or do not have access to affordable transportation. Multiple modes of transportation are available, including vans, wheelchair/stretchers, and public transportation.

From 2004 through 2014, the Florida Agency for Health Care Administration (AHCA) contracted with the CTD to provide NET services throughout Florida. The CTD, in turn, contracted with the CTCs or private for-profit transportation providers.

In 2011, the Florida Legislature created Part IV of Chapter 409, Florida Statutes, directing AHCA to develop the Statewide Medicaid Managed Care (SMMC) program for the purpose of providing Medicaid benefits in a more efficient and cost effective manner. The SMMC program was fully implemented in 2014 and requires mandatory enrollment in a managed care plan for most Medicaid recipients. Individuals enrolled in a managed care plan receive NET services through their plan as a covered service.

As a result of the transition to SMMC, the CTD and the local CTCs no longer have oversight of Medicaid-sponsored NET, unless the designated NET vendors elect to coordinate their services with the CTD or CTC.

The SMMC program is organized by eleven regions as detailed in Figure 2-12. Within each region, AHCA contracts with Managed Medical Agencies (MMA) to manage and provide the Medicaid services. For those Medicaid recipients requiring NET services to reach their medical appointments, each MMA contracts with transportation brokers to oversee the provision of the NET services. The NET brokers may provide the

transportation services directly, but normally contract with other non-profit, for-profit or private providers. Under this arrangement, the NET brokers are responsible for the provision of safe, reliable services to Medicaid clients.

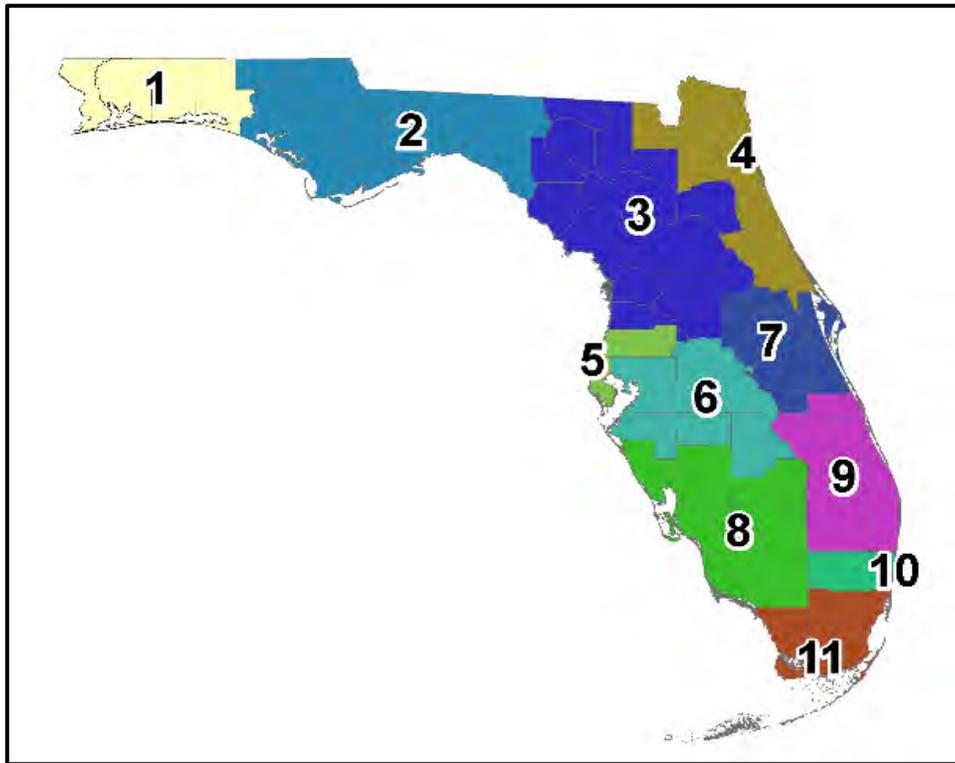


Figure 2-12. SMMC Regions

In addition to the SMMC program, there are additional Medicaid recipients who are not enrolled in Florida's SMMC program and who have no other means of transportation to access a Medicaid-covered service (see Figure 2-13). To serve these individuals, AHCA has contracted with two vendors - LogistiCare and Medical Transportation Management, Inc. [MTM]). These vendors must ensure the provision of NET services and provide oversight and quality improvement programs.

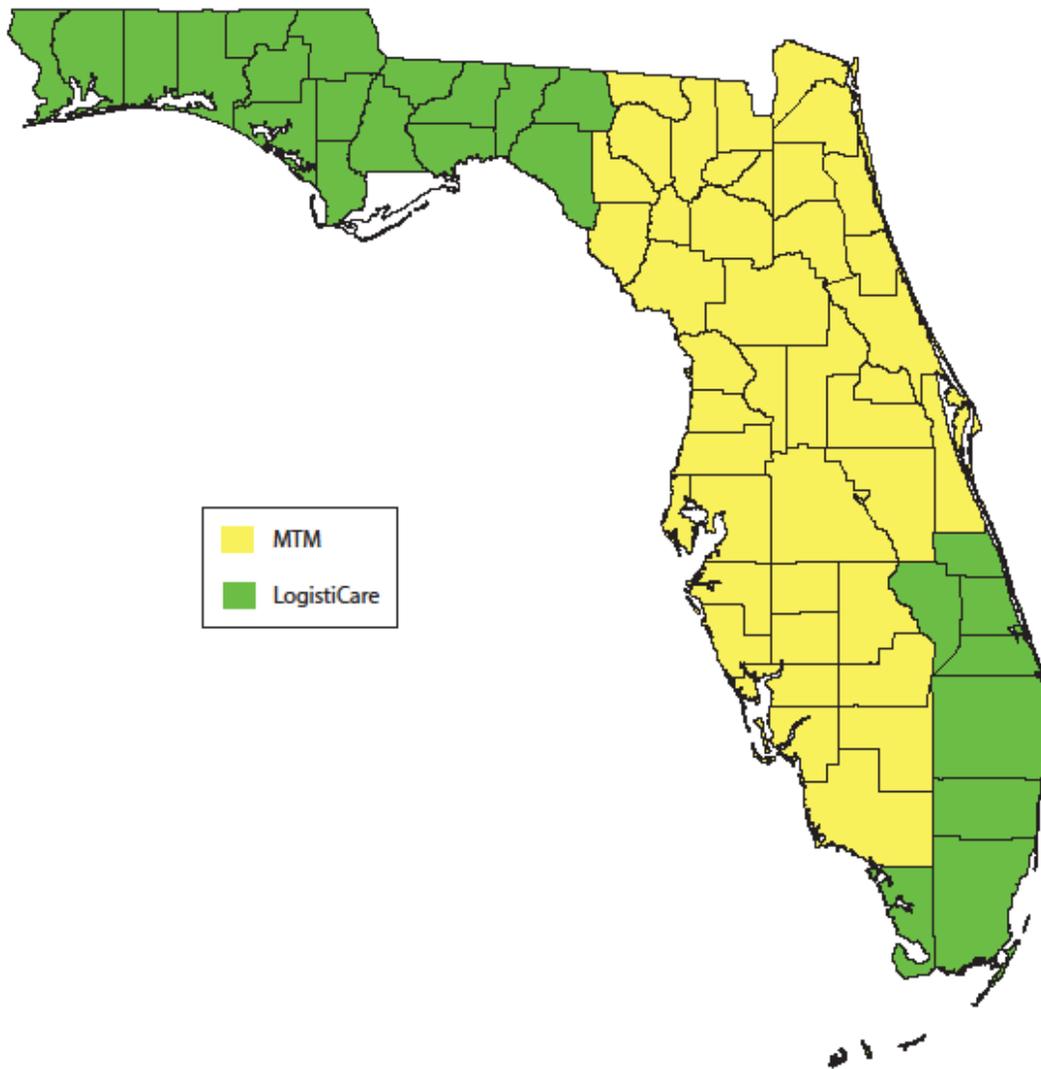


Figure 2-13. Non-SMMC NET Brokers

Chapter 3 APD Waiver Transportation

Florida Agency for Persons with Disabilities

The Florida Agency for Persons with Disabilities (APD) works with local communities and private providers to assist people who have intellectual and developmental disabilities and their families. APD also provides assistance in identifying the needs of people with developmental disabilities for support and services. The agency serves more than 50,000 Floridians.

APD Waiver Transportation is transportation to and from the customer's home and community-based waiver services when such services cannot be accessed through normal support systems. Waiver support coordinators are responsible for making travel arrangements for the IDD customers.

The process to determine what type and amount of waiver transportation provided by APD include:

1. Customers receive individualized budgets based on an allocation formula or algorithm.
2. Customers choose transportation and other service providers based on their health and safety needs.
3. Waiver transportation providers must have valid service authorization prior to beginning services and billing via the Medicaid fiscal agent.
4. Transportation providers are reimbursed by month, mile or trip.
5. All transportation rates are negotiated.

Eligible waiver transportation providers include:

1. Community Transportation Coordinators
2. Community fixed-route and paratransit services
3. Group homes and residential facilities
4. Adult day programs
5. Private for-profit and not-for-profit entities
6. Limited transportation providers (relatives, friends and neighbors that are not "for hire" entities)

As of July 2017, 34,095 customers were served on the waiver with 20,707 customers on the waiting list. The factors that affect enrollment include: funding availability, legislative requirements, prioritization given to people in crisis (first) and children in the welfare system (second).

APD Waiver Transportation Services

The APD provides services to its customers on a regional level with six APD regions as detailed in Figure 3-1. Each region is responsible for determining and negotiating waiver transportation services and rates.



Figure 3-1. APD Regions

The APD provides \$28 million in transportation services for slightly more than 11,000 customers, spending approximately \$2,556 per client per year. The cost per customer varies by APD region and county. Table 3-1 illustrates the differences between the statewide rate and each of the six regions. Figure 3-2 is a map of the cost per customer for each county.

Table 3-1. Transportation Cost per APD Customer

Region	Total Customers	Total Costs	Cost Per Customer
Statewide	11,028	28,188,683.55	\$ 2,556.10
Suncoast	2,931	9,512,525.20	\$ 3,245.49
Central	2,156	5,211,552.91	\$ 2,417.23
Northeast	1,709	5,071,233.49	\$ 2,967.37
Northwest	1,073	2,715,960.63	\$ 2,531.18
Southeast	1,499	3,364,781.14	\$ 2,244.68
Southern	1,660	2,312,630.18	\$ 1,393.15

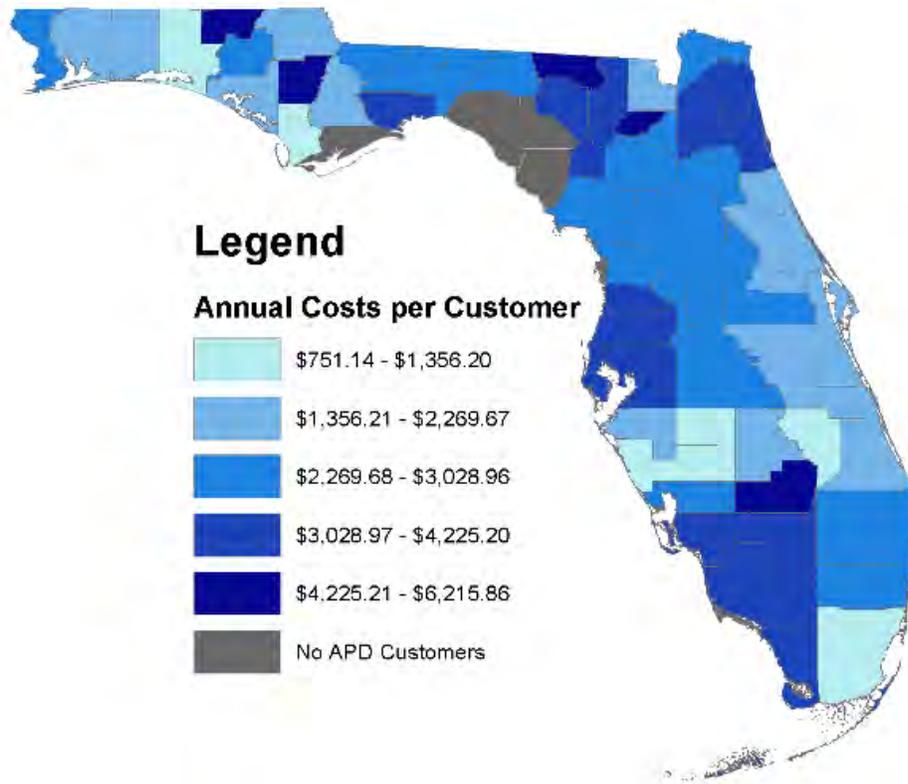


Figure 3-2. Map of Costs per Customer by County

Transportation costs are typically impacted by factors such as volume of passengers transported, trip distance, and the availability of services. In the case of the APD transportation services, the inconsistent impact of these factors on transportation costs reflects the non-typical needs of each of the customers served. This is compounded by the lack of a systematic approach by APD to select trip providers and set trip rates. The result is over 1,100 negotiated transportation statewide rates are currently being charged by the 354 service providers.

Understanding the forces that affect the cost per customer may offer insight into APD's transportation program and help identify opportunities to improve service. Factors such as urban and rural surroundings, number of transportation providers available, number of APD transportation clients, availability of group home transportation services and existing transportation systems impact the costs associated with delivering transportation services to APD customers.

An examination of the potential factors impacting transportation costs revealed inconsistent patterns. An analysis of the urban and rural environments revealed there was no correlation between the operating costs associated with urban and rural designations. The number of transportation providers in a region also had little impact on transportation expenditures per customer. Some counties with just one provider had higher than average costs per customer while other single provider counties had lower than average costs. Similarly, the counties with a greater number of providers revealed inconsistent impacts on the average cost per customer. To evaluate the

relationship between costs and APD service and customer characteristics, county average costs related to group homes were examined. Group home transportation services also revealed inconsistent influence on per passenger costs. In rural and urban areas, and in places where group home services were provided by a larger or smaller portion of the total number of providers in the region, as well as locations with few to many APD customers, there was no correlation in cost per customer with any combination of conditions.

Another significant factor contributing to the wide variety of trip rates is related to negotiations between local transportation providers and APD waiver support coordinators working within the financial limitations of the individual's Medicaid iBudget. The waiver support coordinators may be unaware of the various transportation options available in their region or county. The APD does not have a standard or centralized process for the assignment of transportation services and the negotiation of the associated rates.

Additionally, transportation services are often viewed as a secondary item in the iBudget decision process, with primary care services given priority. Transportation budgets are often limited resulting in low trip rates which may limit the availability of transportation providers. An example of this is that only 24 counties/CTCs currently have contractual arrangements with APD as shown in Figure 3-3.

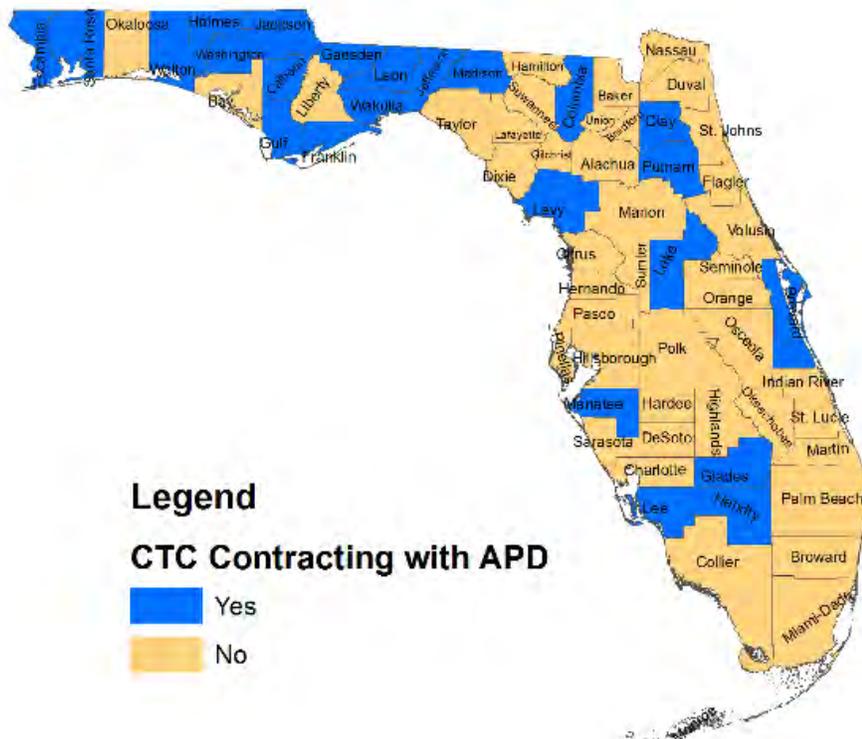


Figure 3-3. CTCs with APD Contracts – FY 2015-2016

Observations

Several observations related to APD waiver transportation services include:

- The APD is currently operating without a centralized procedure and structure to assign APD waiver transportation services to eligible providers.
- Transportation services are assigned by local waiver support coordinators who may have limited knowledge of available transportation services.
- There is limited coordination with the CTCs throughout the state, due in part to the low APD trip rate reimbursements.
- The lack of common definitions does not provide the ability to gather data on trip types, trips provided and costs on a statewide basis to provide a systematic assessment of the APD waiver transportation program.
- There is not a consistent process to assess the quality of transportation services provided to determine if minimum contractual standards are being met in regard to vehicles, driver training, and other related factors.

Chapter 4 Assessment of Issues

Section 13 of the 2017 Senate Bill 2502 established a Task Force on Transportation Disadvantaged Services assigned to the Agency for Persons with Disabilities (APD) for the purpose of examining the design and use of TD services. The Proviso language specified a number of issues to be addressed. The following section presents each issue and concisely describes the assessment and related findings. Chapters 5 of this report addresses opportunities for improvements and recommendations related to these issues.

1. Examination of State's Transportation Disadvantaged Services, How Services are Provided in Urban and Non-urban Areas, and How to Assist in the Development and Use of Different Provider Models.

Assessment 1

A thorough examination was conducted of the various stratifications of transportation service types and programs along with the TD population. As discussed in Chapter 2, the mission of the Florida Transportation Disadvantaged Program is "To ensure the availability of efficient, cost-effective and quality transportation services for TD persons." The service design of this program is somewhat unique and recognized nationally as a model of human services transportation coordination. The National Conference of State Legislatures (NCSL) has tracked state efforts to improve transportation options for people with mobility challenges. The national trend to achieve goals of coordination and enhanced TD services has been following the lead of Florida with the establishment of "coordinating councils" aligning all levels of Federal, state, regional and local governments.

The TD program structure establishes a framework to balance local flexibility with comprehensive state planning, policy and oversight. Specific roles and responsibilities of this structure are provided in Chapter 427.013 F.S. and Rule 41-2 F.A.C.

The TD structure respects local decision making regarding planning, coordination and operational implementation of TD services. Significant collaboration is generally required for Local Coordinating Boards (LCBs), Designated Official Planning Agencies (DOPAs) and Community Transportation Coordinators (CTCs). This localized approach allows for tailoring of TD services based upon specific demographics, trends, urban / rural environments, infrastructure, operational issues and resources. Urban counties generally have more infrastructure investments and public transportation resources with a greater and diverse population to serve. Rural counties generally have more significant challenges with infrastructure and the operational nature of rural geographies. Service provider models vary among all counties depending on local policies and resources.

The CTD requires specific reporting and monitoring of TD services. This has provided standardized information in assessing service performance, trip characteristics and customer comments / complaints. All CTC's are annually evaluated by the LCB's with

findings reported to the CTD. The LCBs are required to maintain and monitor a grievance procedure to address local customer issues and concerns.

In reviewing the TD system structure and annual operating reports, there appears to be great flexibility for local consideration of varied service delivery approaches and new innovative partnerships. These are addressed in a number of study recommendations, emphasizing a mobility management approach that includes a broader effort of coordination and customer care to improve TD services. Recognizing that there are essentially sixty-seven individualized “service systems” (i.e. 67 counties), a regional travel market perspective should be considered where applicable. This perspective is already recognized and being addressed in both urban and rural environments.

An in depth analysis was conducted of APD waiver transportation services to reveal service procedures and options for the IDD population. This study documented APD procedures, providers, and customer utilization throughout the six APD administrative regions. Refer to Chapter 3 for more details of the APD transportation service process.

Transportation services are critical for IDD customers to access vital healthcare, enrichment, social activities, employment and education. The process of identifying transportation providers and assigning transportation services are a critical task for APD staff. The APD provides \$28 million in transportation services for slightly more than 11,000 customers. There are six APD regions designated throughout the state with waiver support coordinators tailoring services to meet individual customer mobility needs. There are 354 transportation service providers and over 1,100 different transportation rates. The APD structure should be re-assessed and streamlined with consideration for further coordination with the TD structure and specifically the CTC representing each county in Florida. A number of recommendations in Chapter 5 are specifically related to re-evaluating and changing APD’s business procedures related to mobility services.

2. The Use of Regional Fare Payment Systems

Assessment 2

In response to the expressed interest in regional fare systems, an industry scan of regional fare policies and fare collection systems was conducted ranging from relatively simple interagency agreements that simplify travel for seniors and persons with disabilities to much more complex multi-agency technology based fare collection programs.

There are a wide variety of transit fare policies for persons with disabilities including but not limited to: federally regulated policies that mandate that no more than half of the regular peak hour fare can be charged on regular fixed services and no more than twice the regular fixed route fare on complementary paratransit services, Medicaid waiver services that do not require a co-payment, Medicaid transportation services which require a \$1.00 fare (co-payment) and a multitude of various fare policies for other community based/social service agency transportation services

provided to persons with disabilities. Due to the diversity of fare payment requirements and policies, there is inherent complexity in regional fare integration.

Similar to varying fare structures across the United States, many approaches to fare collection systems and technologies are utilized to collect fares from transit customers with and without disabilities. The most common reason for implementing fare coordination practices is to improve the quality of service to customers who travel through areas served by more than one agency, while ensuring the programs are revenue neutral to the participating agencies. Additional opportunities and benefits of regional fare coordination (particularly electronic fare programs) include improved data collection and reductions in cash handling expenses.

It should be noted that a regional fare system requires inter-agency cooperation and in many cases inter-operable technology. With regard to customer travel needs, an important issue is not only the demand to travel from one service area to another but the specific service type or mode that may be utilized. These are important considerations for persons with disabilities, based upon functional capabilities as well as transportation program eligibilities. A customer may be best served with a demand response service that may not require a transfer from vehicle to vehicle, or a specially designed fare system.

Increasingly, mobile payment applications are being implemented to simplify regional fare collection, although there are few examples of mobile based fare systems that accommodate paratransit fare payments at this time. Smart card and magnetic swipe card technology is more commonly used as a mechanism for paratransit fare payment. An even more simplified approach to regional fare payment for persons with disabilities is accomplished through the use of identification cards customers use to receive a discounted fare on multiple regional transportation systems.

Following is a brief overview of fare system approaches with relevance to service type and applicability to persons with IDD.

Regional Fare Payment System Identification Cards

In the Puget Sound region of the State of Washington 15 regional transportation agencies participate in a regional reduced fare permit as shown in Figure 4-1.

Regional Reduced Fare Permit for Senior and Disabled Persons



Figure 4-1. Puget Sound Reduced Regional Fare Permit

The Regional Reduced Fare Permit is an identification card that simplifies travel for senior and disabled riders of public transportation by allowing these riders to utilize the permit to receive reduced fares at any of the participating agencies without the need to be individually certified by each agency. The permit has no cash value and may not be used as a transfer between systems. The permit holder must pay the amount of the reduced fare on each system used, and use of the permit is subject to any time restrictions in effect by each system.

A similar program is offered in the San Francisco Bay area. The Regional Transit Connection (RTC) Card is available to qualified persons with disabilities. The RTC Card is issued and honored by fifteen transit providers in the region. The card entitles users to a reduced fare on fixed-route transit, rail and ferry systems throughout the region.

SmartCard/Magnetic Swipe Card Paratransit Fare Payment Technology

An industry scan of fare payment technology for paratransit services revealed several examples of smart-card/magnetic swipe card applications including: Spokane Transit, MARTA, METRA and SunLine.

Spokane Transit – Go Smart Card

In January 2009, Spokane Transit Paratransit began issuing new ADA eligible identification cards (Figure 4-2) that can be converted to smart card payment (Figure 4-3) media embedded with a chip that can be loaded and re-loaded with a monthly pass or as a stored value (pre-paid debit card) up to \$50.00 per transaction.



Figure 4-3. Identification Card Feature



Figure 4-2. Smart Card Feature

MARTA – Breeze Card

MARTA Mobility is the Metropolitan Atlanta Rapid Transit Authority’s ADA paratransit service available to anyone unable to ride or disembark from our regular MARTA transit services. For riders who qualify for MARTA Mobility, all fare and balances must be loaded onto a photo ID Breeze Cards or customers must pay the cash fare of \$4.00. The fares that can be loaded on the Breeze Card include: \$4.00 single one-way, \$68.00 mobility discounted pass (20 trips) or \$128.00 mobility discounted pass (30 days).

METRA Transit - Columbus, GA

METRA transit in Columbus, GA offers stored value magnetic swipe cards for purchase with a valid ID card (\$12.50/five rides or \$22.50/nine rides) and reloadable smart cards for a one-time fee of \$5.00 (Figure 4-4).

SWIPE CARDS - DIAL - A - RIDE

Value of Card	Number of Rides Stored on Card
\$12.50	5 Rides per Card (\$2.50 One-Way)
\$22.50	9 Rides per Card (\$2.50 One-Way)
\$ 5.00	Smart Card (Reloadable)

Figure 4-4. METRA Paratransit Fare Media

SunLine Transit - Taxi Voucher Smart Card

The SunLine Transit Taxi Voucher Program in Thousand Oaks, CA provides taxi services within the Coachella Valley at a 50% reduced price for seniors (60+) and persons with disabilities. With proof of qualifications, customers submit a voucher program application. Once approved SunLine will mail a taxi smart card. Value can then be loaded on the card which is then doubled by SunLine. Taxis are equipped with smart card readers.

National Examples of Regional Mobile Fare System Technology

Regional or multi-agency mobile payment systems are somewhat rare at this time. Two national agencies that have (or will soon) implement mobile fare payment options for regional travel through a multi-agency effort include: Dallas Area Regional Transit (DART) and Santa Clara Valley Transportation Authority (VTA). DART offers a regional mobile fare payment option for its services and those of three nearby transit agencies and in 2016, VTA was in the early stages of mobile fare payment integration with the Chicago area commuter rail system and the Pace Suburban bus system although neither system does (or plans) to offer a mobile payment feature for paratransit fare payment in the near future.

Florida Based Regional Fare Payment Systems

In Florida there are three technology based regional fare payment systems including: South Florida's EASY Card/EASY Ticket/EASY Pay system, the Tampa Bay Hillsborough / Pinellas Counties Flamingo Fares System, and a limited pilot deployment of the StarMetro/Gadsden Express E-Pass mobile payment app.

South Florida EASY Card/EASY Ticket/EASY Pay

Miami's Department of Transportation and Public Works was the first transit system in Florida to introduce a smart card fare payment system in 2009. The system was designed to allow for future integration with Tri-Rail, the commuter rail service operating in Miami-Dade, and the public transit systems operating in neighboring Palm Beach and Broward Counties. In 2011, the system was integrated with Tri-Rail in the first phase of a regionally integrated fare collection system.

The EASY Card is a reloadable fare card that may contain both cash value and pass products that can be used for parking payment, MetroBus, MetroRail, Tri-Rail and Special Transportation Services (STS) paratransit fare payment.

In 2016, Miami-Dade further enhanced its fare payment system by adding a mobile payment feature. EASY Pay is a mobile payment options that allows users to buy a one-day pass for travel on Miami's MetroBus and Metrorail systems. EASY Pay mobile tickets are visually validated by MetroBus operators and Quick Response (QR) code scanners are used at fair gates to validate train tickets. Currently, EASY Pay can't be used on Miami-Dade's STS paratransit system.

Tampa Bay Region Flamingo Fares

In September 2016, HART and PSTA rolled out the new HART and PSTA Flamingo Fares Mobile App (see Figure 4-5). Fares are valid on all HART and PSTA buses, including the HART flex-routes, trolleys and streetcars. Flamingo Fares is not available for payment on the agencies' paratransit services. Several pass options are available including seven and three-day regional passes, monthly passes and one-day passes.



Figure 4-5. Regional Fare Planning Partners

StarMetro E-Pass

StarMetro, is conducting a pilot project to test the E-Pass regional fare payment system. StarMetro operates the Gadsden Express on behalf of Big Bend Transit in neighboring Gadsden County. This is a limited regional demonstration due to the fact the Gadsden Express is the only regional route the two systems have in common. With relative ease, Big Bend Transit could choose to utilize the new app in the future to fully integrate fare payment on the two systems.

E-Pass allows users to purchase a variety of fare types (1-ride, daily, weekly, monthly etc.) but it is not currently available for fare payment on StarMetro's dial-a ride paratransit system.

Regional payment systems offer transportation agencies operating efficiencies such as reduced cash handling expenses and potentially shorter boarding times. Customers also experience added convenience when there is a need to travel across

multiple jurisdictions and transfer to another transportation system by eliminating the need to purchase different fare media.

In Summary, before any agency invests in a regional fare payment system, it must carefully analyze whether there are a sufficient number of regional trips to justify the expense of implementing a regional system, as implementation costs can be significant depending upon the selected technology. There must also be agency partners who can make a business case for investments in the system.

Although there is no widespread utilization of regional systems for paratransit fare payment at this time, customers who require bus to bus or bus to rail transfers are afforded a more seamless travel experience. For persons with disabilities who are able to access these modes, regional fare systems provide the same convenience.

3. The Improvement of Transportation Disadvantaged Services in both Urban and Non-urban Areas.

Assessment 3

There is clearly a difference in the mobility infrastructure of rural areas versus urban areas in Florida, just as other services and utilities are scaled based upon population, land use and funding investment.

Providers of transportation services for the TD population confront unique situations when operating in urban and rural counties. To illuminate the conditions, challenges and needs associated with urban and rural environments, the population and demographic patterns in urban and rural counties were examined.

The U.S. Census Bureau designates areas based on a variety of criteria, most notably population density and total population. The Census uses three types of designations; urbanized area, urban cluster and rural to more precisely describe the characteristics of a community. Each county may contain any combination of urbanized areas, urban clusters or rural areas.

Based upon these classifications, federal grant programs determine eligibility for funding. In effect, urban grant funding provides for greater investment in mobility infrastructure than state and local funding sources. Based on demographics, rural areas do not have access to the same funding levels to address public transportation infrastructure as urban areas can access.

As described in Chapters 2 and 3, there are layers of transportation services and various funding sources that differentiate urban and rural service. The TD program is progressive as a national model, as it provides “gap” support for eligible populations that have limited federal, state and local funding for non-sponsored trip needs.

Further improvements to transportation service in urban or rural areas are dependent upon additional state or local investments. Occasionally, there are opportunities for discretionary grants to enhance services.

4. The Use of Intercity and Inter-county Bus Transportation and the Use of Private Providers or Transportation Network Companies (TNC).

Assessment 4

A review of available information for intercity and inter-county bus transportation, as well as private sector providers of public transportation and TNCs was conducted. A concise overview of the analysis follows.

Intercity Bus Travel

Intercity service is distributed throughout the state and delivered by a mix of private and public providers. In recent years, intercity bus service has experienced a resurgence in popularity. A FDOT study, "Strategic Intercity Bus System for the State of Florida" reported intercity bus service growing between 5 and 10 percent every year from 2006 to 2012. Much of this resurgence has occurred in private sector service while much of the publicly supported service has experienced little growth. Examining public and private service illustrates the opportunities and challenges associated with utilization by the APD market.

Much of the growth is attributed to emerging privately operated curbside service. Curbside bus service does not operate out of a terminal, instead providing passengers stops along the "curb". Often the stops are in central business districts, parking lots, shopping plazas or other high volume destinations. Researchers have attributed the appeal of curbside service to lower prices, and other amenities such as wireless internet and power outlets. Lower cost fares are due to the lower capital and operating costs associated with curbside based service, with reservations and ticketing occurring online without the use of ticketing agents.

Alternatively, a separate study conducted by FDOT reported on the publicly supported service. In Florida, there are two publically supported intercity transit providers, Greyhound and Ride Solutions. The public support comes through section 5311(f) Federal grant money designated for connections between urban and rural areas. A 2009 study by FDOT reported that Greyhound had 52 locations in 28 counties connecting rural and urban areas. The Ride Solutions intercity service provides stops in five locations in the northeast region of the state. Researchers have indicated that the publicly supported service have begun to alter their service patterns and adopted a service model that more closely reflects the private corporate service by providing more service on express lines between more heavily populated areas that are connected by feeder line service operated by local providers.

As the intercity service is a growing industry, in certain corridors (see Figure 4-6), it presents challenges for persons with disabilities, primarily due to the limited locations served and unknown accessibility features unlike publicly operated services.

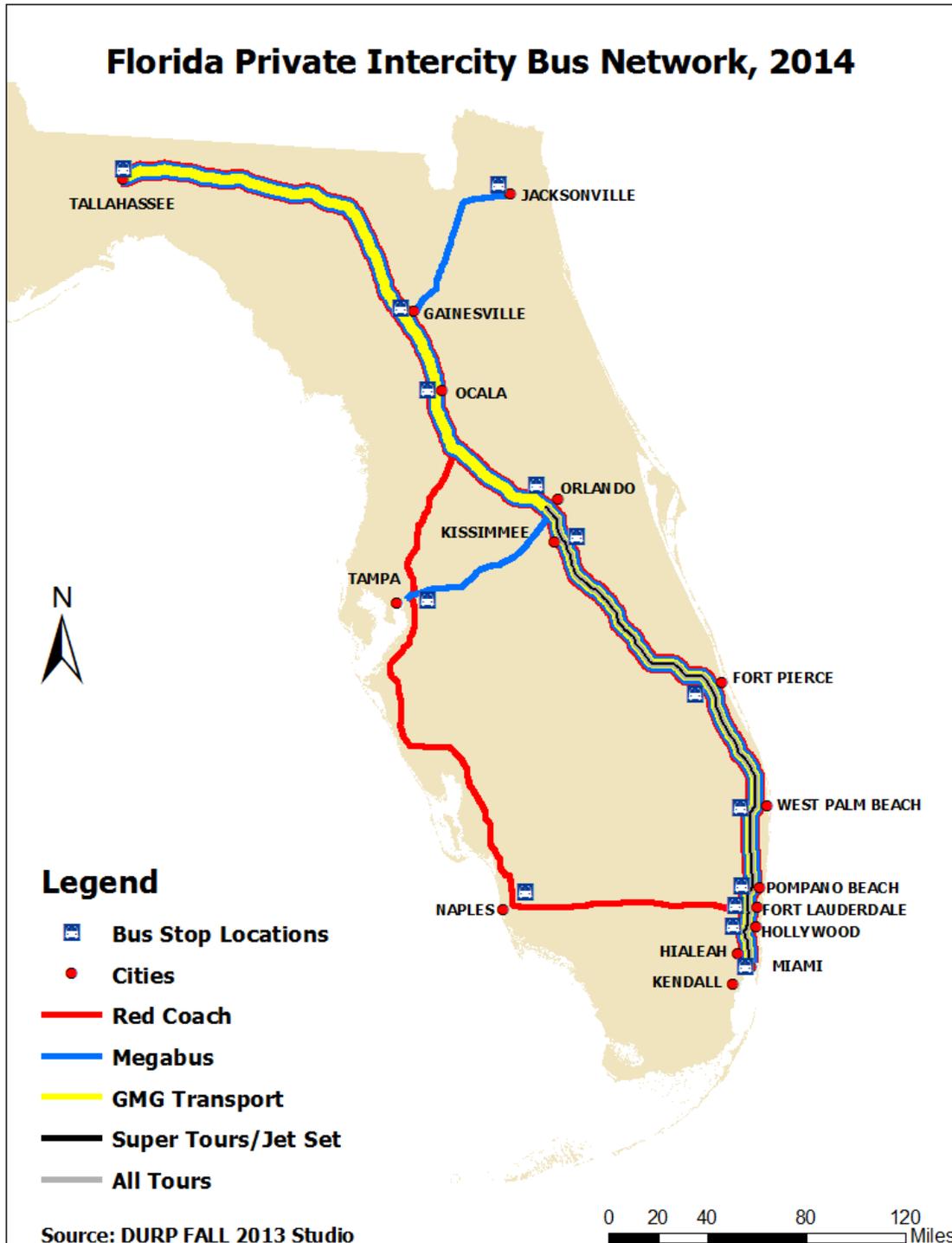


Figure 4-6. Florida Private Intercity Bus Network, 2014

Florida’s urban fixed route providers offer a better opportunity for connecting persons with disabilities across county and city lines where mutual political agreements exists. Twenty-five of Florida’s fixed route providers serve multiple counties. In some instances, particularly with regional transit providers there are multiple connections for cross county service. In these examples, persons with disabilities gain access to

a more integrated system that provides service to a greater number of destinations. Nevertheless, these services are limited and are often designed to serve targeted markets such as bedroom communities adjacent to larger urban areas.

The biggest challenges for persons with disabilities related to inter-county and intercity bus service are connectivity to destinations and navigating multiple transfers to reach final destinations. Further, connectivity is severely limited in more rural areas.

The challenge related to demand response service is coordination between service areas and inter-county agreements. In the case of special program funding such as APD, cross jurisdictional travel is addressed by finding the appropriate service provider.

Private Sector Providers of Public Transportation

In Florida, a significant portion of paratransit service is contracted to the private sector. Throughout the state, there are approximately 20 systems that have contracts with companies including: MV Transportation, First Transit, McDonald Transit, Ameditrans, Crooms, Maruti Transportation, Care Ride, and Ride Right Transit. Using contracted paratransit service providers may help to manage operating costs, and may also have the potential to bring in more expertise to coordinate a complete trip for a passenger.

The public transportation industry is transitioning from service provider to mobility manager to address the mobility needs of its community. Transit agencies in Florida are utilizing new mobility models, recognizing opportunities to collaborate with Transportation Network Companies (TNCs) and other private operators as a way to provide paratransit service to those who may not need the accessibility features of a paratransit vehicle. One example of this is the Pinellas Suncoast Transit Authority (PSTA) in Pinellas County, FL. PSTA has created Direct Connect using private transportation providers which allow riders to request a vehicle to pick them up in one of eight designated zones and then drop them off at their destination. Either the pick up or drop off point must be at a bus stop to help connect people to fixed route services. Hillsborough Area Regional Transit (HART) is providing zone based flexible shuttle service to connect users to the transit network.

Throughout the state, Lyft provides service in 39 cities and surrounding areas, while Uber serves 13 regions. Both TNCs identify their regions and coverage areas as the entire state, however, while it is possible to use the service in almost all areas of the state, there may not be vehicles available at all times. More vehicles will be available for request in urban areas than in rural areas.

With the continued growth of the TNC market there are opportunities for TNCs to play a role in the overall mobility management system. This is recognized and included in recommendations cited in Chapter 5.

5. Routing Improvements to Minimize Passenger Transfers or Wait Times.

Assessment 5

There are basic variables that impact passenger transfer or wait times depending upon the service type/mode provided. Chapter 2 provides an overview of various service types. Routing issues, vehicle availability, traffic/time of day, passenger boarding and alighting, multi-loading, multiple destinations, and group trips all play a role in travel times.

When it comes to routing issues, every transportation service type is impacted. This can include unexpected detours and high traffic volume. In the case of demand response service time door-to-door service will take more time than curb-to-curb service.

In addition to routing issues, traffic volume and hours of operation impact travel time. If service is operating during peak hours when traffic volume is high, all service types will be impacted. In the early morning or later in the evening, most scheduled passenger services such as fixed route, demand response, flex route, voucher service, and volunteer service are scaled back, with fewer vehicles operating on greater headways. For TNCs such as Uber and Lyft, there may not be as many vehicles available during off-peak times.

Volunteer service, TNCs, and taxis are all impacted by vehicle availability. While fixed route, demand response, flex route, coordinated systems, and voucher services clearly established hours of operation, TNCs, volunteer services, and taxis all depend on vehicle and driver availability. TNCs and volunteer services also rely on drivers who establish their own schedules and availability to drive. While taxis have set hours of operation and can go almost anywhere, they are also dependent on having vehicles available to dispatch.

When it comes to passengers, each mode of travel is impacted in a unique way. For fixed and deviated routes, and voucher services, if the vehicle has reached capacity, it will have to pass stops and miss waiting passengers. Deviated routes, demand response, and volunteer services have the ability to do group pickups and multi-load but if passengers have different destination travel time is impacted. For taxis and TNCs, the time a vehicle is requested and its location at the time of trip request impacts travel times.

How can these variables be mitigated? At the operational level, fixed route, demand response, deviated routes, coordinated systems, voucher services, taxi services, and volunteer services must always have alternate route plans available, and monitor times when service typically runs behind schedule or over capacity in order to adjust accordingly. TNCs and volunteer services should monitor what times trips are requested, but not fulfilled, in order to recruit the necessary number of drivers. Scheduling staff, (which does not apply to TNCs although monetary incentives are provided to TNC drivers to incentivize service provision during peak times) need to be aware of traffic congestion or detours in order to dispatch additional vehicles or provide alternate routing information as needed.

The use of technology, such as real time traffic and vehicle location systems, can support operation's staff and provide data that can be used to immediately respond to changing conditions or support service planning efforts to enhance service availability and reliability.

6. The Ability to Provide Transportation Disadvantaged Services between Specific Origins and Destinations Selected by the Individual User at a Time Agreed Upon by the User and the Provider Service.

Assessment 6

As previously described in Chapter 2, fixed route services run a designated route usually with designated stops in accordance with a schedule for arrival at key time points along the route. Generally, industry standards call for a vehicle to be considered on time when it is not early and not more than approximately five minutes later than the scheduled arrival at the time point.

Demand response / paratransit services are usually designed to provide door-to-door customer service, however, in an effort to achieve efficiency and lower cost of operations, shared riding is a goal by appropriately multi-loading trips. This means customers are grouped by location and scheduled on a designated route each day. The norm for performance in demand response is based upon a "window" timetable that varies from zero to 30 minutes for pick-up.

Group trips are particularly efficient in that a group of customers are picked up at one location and transported to a common destination and then returned in the same manner. In addition, if a passenger is a no show, it does not impact the transit service or any other person who needs a ride. It also provides a scheduled return trip, where the person does not have to request a ride after an appointment is complete. Instead of waiting for a vehicle to become available, it is already scheduled to arrive at a specified time.

Flex routes and route deviation services also provide group trips that are more efficient than trips provided in individual vehicles for individual riders. Like fixed route service, flex and deviated services have established routes but may leave the route and provide door-to-door or curb-to-curb service when requested by a passenger. Transportation providers have the ability to pick up multiple people at a single meeting point in the event multiple people in the same area request a deviation.

There are options outside the realm of demand response service and group trips. Around the country, there are initiatives to provide a complete trip for persons still able to use fixed route transit, but unable to get to the bus stop on their own. Using transportation network company (TNC) applications such as Lyft and Uber or other local transportation providers, agencies and organizations have the ability to reimburse an individual for the cost of a trip (or up to a certain amount) from their origin to a bus stop or from a bus stop to their destination. An issue with this option, especially in rural areas, is that vehicles are not always guaranteed to be available and accessibility features are not available in every market. In response, taxi and other private transportation management companies are beginning to work with agencies and organizations to provide origin to destination services.

7. The Provision of Transportation Disadvantaged Services to Individual Users to Allow Them to Access Health Care, Places of Employment, Education, and other Life-sustaining Activities in a Cost-effective and Efficient Manner, while Reducing Fragmentation and Duplication of Services.

Assessment 7

Chapter 2 provides an overview of the existing public transportation services available in Florida that provide mobility options to the TD community. The creation of the TD program and its overall structure of state-wide guidance with local flexibility and coordination with CTCs, LCBs and DOPAs directly addresses mobility issues limited to funding availability which in 2017 reached \$49M. This again presents a national model that has a specific CTD and a dedicated funding source.

The APD Transportation Task Force convened four times to discuss and provide insight on the mobility service issues facing the TD population and particularly IDD customers. Each Task Force member was asked to provide a presentation to share a brief overview of their organization, describe mobility issues for the TD population and to suggest some opportunities that might improve accessibility and mobility services.

A number of issues were discussed among the Task Force that enhanced or expanded on the issues presented in the Proviso language and included concerns listed below:

1. Multiple Funding Sources
2. Complicated Transportation System
3. Limited Mobility Options and Providers
4. Limited Inter-County Connections
5. Reliable and Adequate Funding
6. Access and Expansion of Transportation Services
7. Transportation Cost, Quality and Collaboration
8. Client (Rider) Awareness and Understanding of the Transportation System
9. Other Accessibility Issues
10. Lack of Travel Training Education
11. Long Wait Times
12. Notification for Pick-up
13. Wrong Destinations
14. Secure Identification
15. Safety of Transfer/Bus Stops
16. Driver Courtesy
17. Equipment Maintenance
18. Travel time
19. APD Rate Structure and Business Procedures

These issues were captured and categorized in preparation for the development of recommendations that could address multiple issues in a comprehensive mobility management approach.

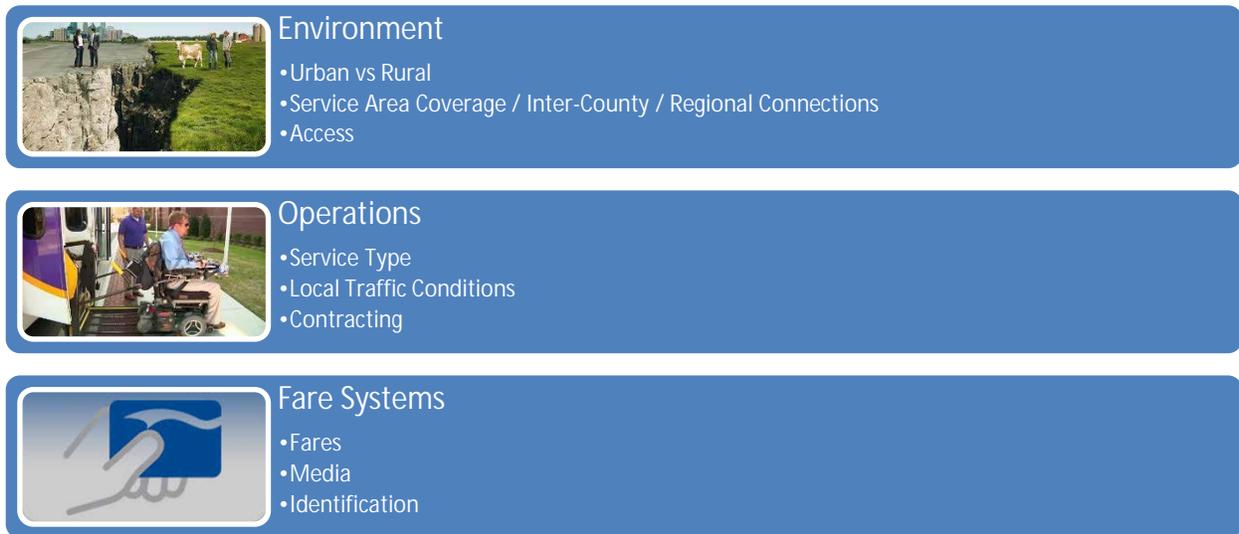


Figure 4-7. Environment



Figure 4-8. Customer Experience



Funding

- Eligibility
- Compliance Requirements
- Access
- Awareness



Management

- Budget
- Efficiency
- Contracting



Customer Care

- Driver Training
- Sensitivity and Etiquette
- Customer Service

Figure 4-9. Funding

Chapter 5 Recommendations

It should be noted that these are recommendations relative to the overall coordinated system created per Florida Legislature defined in Chapter 427, Florida Statutes to provide transportation disadvantaged services. A recommendation specifically for APD to consider redesigning their transportation service process is provided as a result of open and transparent exchanges of information of the very unique customer base APD serves. APD's customers are not inclusive of all existing or potential IDD customers and represent a small portion of the customer base served by the overall coordinated system. APD is part of the coordinated transportation system and provided valuable insight and understanding of the IDD customers who were the focus of this analysis.

The TD coordinated system has a very detailed structure as described in Chapter 2 as well as a comprehensive data reporting and oversight process. The structure and use of the coordinated system was utilized in developing recommendations to enhance coordination and customer services for the general TD population, including IDD customers.

In researching national concepts of serving this customer market and assessing the coordinated transportation system structure, it was found that the 1979 Florida legislation and the subsequent creation of the Commission for the Transportation Disadvantaged, the design of the coordinated system, and the establishment of dedicated funding for the TD Program is recognized as a national model.

Senate Bill 2502 provided specific Proviso language regarding the purpose of this study, the role of the Transportation Task Force and assessment and issues to consider toward improving the design and use of TD with an emphasis on individuals with IDD. Recommendations are cognizant of the strengths and challenges of the coordinated system recognizing statewide guidance and local flexibility. The TD Program emphasizes local flexibility provided to the combined responsibilities of the CTC, LCB and DOPA in formulating the appropriate service design and level of service for local communities.

Building upon the Legislative Proviso language the Transportation Task Force members provided insight on related issues and potential solutions. Recommendations were then developed by categorizing the issues and refining recommendations that would address bundles of issues. The common theme embedded within all the recommendations is Mobility Management – a basic approach to focus on the needs of the customer and provide various travel options that push the envelope for creative transportation services. The recommendations seek to advance innovative solutions that embrace technology and new approaches to transportation solutions. Transportation services for the TD population, and particularly IDD customers, can be especially complex and require expertise in matching the right service for customers that may be challenged by different operating environments.

Several preliminary recommendations were prepared and presented to the Transportation Task Force on Transportation Disadvantaged Services for discussion, refinement and prioritization. The following section describes the four (4) recommendations in order of priority approved by the Task Force:

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

Prioritized Recommendations

1. Redesign of the APD Transportation Business Model Toward a Collaborative Partnership with the TD Coordinated System and Community Transportation Coordinators Providing Mobility Management Services.

Brief Description: As noted in the introduction of this chapter, APD provides transportation services to a limited IDD customer base (approximately 11,000 existing eligible consumers) and represents a small percentage of statewide



coordinated service trips (7.62%). APD, however, has a great understanding of the IDD customer's travel purpose and needs through its close relationships in coordinating eligible Medicaid services to IDD customers. This recommendation is the result of an open and transparent exchange of information that allowed a better understanding of how APD IDD customers utilize transportation services, generalized types of trips, mobility need challenges and business relationships with CTCs throughout the state.

Currently, APD waiver support coordinators arrange for individualized customer transportation services. APD has six regions that independently assign and negotiate transportation without a formal rate structure process, consistent definition of trip types, a detailed data collection process that could proactively address transportation needs and sustainable rates, and without the capacity to effectively provide oversight management of contracted transportation services. There is limited coordination with the CTCs throughout the state, due in part to the low trip rates. The waiver support coordinators have the challenging responsibility of managing APD customer iBudgets for various essential living, social, residential, and behavioral services. Transportation service management requires a unique expertise. It is recommended that a thorough reassessment of APD transportation service responsibilities be conducted in accordance with state and federal requirements. A new APD transportation business model should be developed in collaboration with the CTCs.

The detailed analysis of data CUTR has conducted could provide significant insight in changing APD's business model and build a mobility management role with the CTCs. In developing a new business approach, APD should seek consultant support for APD transportation services management and work in collaboration with CTD leadership to provide a detailed implementation plan. Consultant services should address a complete analysis of the existing transportation services provided by APD, an assessment of service performance requirements and particular care in addressing current service providers which include private for profit operators and non-profit providers, particularly group facility providers. This assessment would be a foundation for developing contractual relationships between APD and CTCs, promoting use of services directly operated by CTCs as well as CTC's performing a mobility manager role in securing and managing services from existing APD operators or new providers with the objective of

providing the appropriate level of service for specific customer needs in the most effective and efficient coordinated manner.

Issues Addressed and Outcomes

This recommendation contributes to the overall set of recommendations to address the Proviso language and enhance the coordinated system.

Resources: In 2017, APD budgeted \$28 million for transportation services for approximately 11,000 customers with a continuing demand from new customers in need of transportation to access waiver funded services. It is imperative to refine the APD transportation model and a collaborative effort should be established by APD with the support of the CTD.

Funding Estimates: An assessment and development of a new transportation business model to establish a collaborative partnership with CTCs should be conducted with additional internal staff and consultant support provided to APD at the funding level of \$250,000.

2. Develop and Implement Mobility Information Center (MIC) Pilot Projects that would provide a Single Point of Contact for Transportation Disadvantaged Customers with Particular Care for Persons with Disabilities / Intellectual and Developmental Disabilities.

Brief Description: Single point of contact mobility information centers (MIC) would be established with selected Community Transportation Coordinators (CTCs) and provide mobility management and travel planning services specifically for TD / IDD customers. Personnel would be trained with a focus on customer care and sensitivity protocols and etiquette for persons with disabilities. Training guidance created by the Florida Developmental Disabilities Council could be utilized, if available.



Customers would be provided with personalized travel planning options and eligibility opportunities for available transportation programs. These MIC travel centers would be an asset to existing APD regional districts in providing service options for APD transportation clients. A Mobility Management program approach would be established to explore and develop expanded service options for customers including opportunities that may be available for on demand services such as those provided by transportation network companies (TNCs) and other private providers. Centers would be appropriately equipped with necessary hardware, software, telecommunication and internet accessibility features. A minimum of one (1) urban and one (1) rural candidate pilot CTC would be selected to design and implement a comprehensive mobility management program and travel center. Eligible funding activities would include technical support to design, develop, equip, staff and implement the mobility management program and travel planning center services.

Issues Addressed and Outcomes

1. Minimize passenger transfer or wait times; ✓
2. Provide timely transportation as agreed upon by the user and provider; ✓
3. Allow access to health care, employment, education and other life-sustaining activities; ✓
4. Improve the design and use of transportation disadvantaged services in both urban and non-urbanized areas; ✓
5. Utilize intercity and inter-county bus transportation; and ✓
6. Utilize regional fare payment systems or develop fare payment processes that are seamless to customers and easily utilized operationally from one mode or service operator to another. ✓

The MIC would have the potential to address numerous issues including customer care and sensitivity, coordination among and between localized programs and providers, simplified and compatible fare payment, and seamless transitions in various operational environments. A single point of contact for customer travel information would assist both the customer and the provider of transportation services of the specific travel expectations and requirements for the trip

requested. Travel information supports the fundamental reason for establishing a coordinated service and the Proviso language regarding providing access to various life endeavors and actually promotes awareness of the coordinated service to new customers. This recommendation may be especially helpful for rural regional travel to facilitate an understanding of existing services over county lines and the availability of intercity services. Travel centers would enhance the understanding of consumer needs for fare payment options and service provider fare acceptance exchanges. Anticipated outcomes of this recommendation would be model travel information centers that would provide one stop customer information, promote a regional perspective for service opportunities between and beyond jurisdictional boundaries, develop seamless fare processes, coordinate between service modes and service providers, and support existing CTC efforts for overall service coordination and collaboration among CTCs.

Resources: Pilot MICs would be developed utilizing the existing TD Coordinated System by selecting candidate CTCs that would provide an organizational structure foundation that is service and customer oriented. Built upon existing CTC functions would be this expanded mobility management services and single point travel planning functions.

Funding Estimates: Based upon a minimum of two (2) pilot projects and consultant technical support to design, develop and support the implementation of a mobility management / single point of contact travel center to include necessary staffing, communication equipment and technology, it is estimated that a budget of up to \$500,000 for each pilot project, or a total of \$1,000,000 would be required to implement this recommendation.

3. Establish an Innovative Service Development Discretionary Grant Program for Transportation Services for Persons with Intellectual and Developmental Disabilities.

Brief Description: The 2016 Florida Legislature authorized \$1,750,000 of non-recurring funds to be competitively awarded by the CTD to support projects that address several of the issues identified in this study.



It is recommended that a similar program be established but with a recurring multi-year discretionary grant program allocation for innovative service development projects specifically relevant to the IDD customer market.

The focus of this new grant program would address the cognitive and communication disability issues that customers face in utilizing transportation services. Competitive grants would be awarded to proposals that target the needs of the IDD customer market and enhances operator procedures that improve the customer's travel experience. Technology improvements would also be considered within the grant program particularly those that contribute to improved customer care, safety and mobility management coordination. The program would be housed in the CTD because of the existing experience with such a grant program and to optimize overall system coordination, however, an advisory selection committee partnership would be established with the APD and FDDC to be included in the grant evaluation and selection recommendation process. This program would have a significant impact on improving mobility services as a commitment to innovation and incubation of service improvements for IDD customers throughout Florida.

Issues Addressed and Outcomes:

1. Minimize passenger transfer or wait times; ✓
2. Provide timely transportation as agreed upon by the user and provider; ✓
3. Allow access to health care, employment, education and other life-sustaining activities; ✓
4. Enhance the design and use of transportation disadvantaged services in both urban and nonurban areas; ✓
5. Utilize intercity and inter-county bus transportation; ✓
6. Utilize regional fare payment systems or specifically develop fare payment processes that are seamless to customers and easily utilized operationally from one mode or service operator to another; and ✓
7. Utilize private providers or TNCs. ✓

The grant program selection criteria could address the following types of objectives:

-
1. Enhancement of the access of persons with intellectual and developmental disabilities to healthcare, shopping, education, employment, public services, and recreation;
 2. Assistance in the development, improvement, and use of transportation systems in non-urbanized areas;
 3. Improvement to the travel experience of persons with IDD, this would include personal safety of customers and perception / awareness of surroundings from trip origin to destination;
 4. Demonstration of the use of technology to improve service operations and customer information and care; and
 5. Encouragement of private transportation provider participation.

Resources: The CTD staff would administer this grant program and establish a formal process in which APD and FDDC would participate in the evaluation and recommendation of grant proposals.

Funding Estimates: It is recommended that this grant program be provided with additional funding above existing resources and not impact formula allocations currently provided at the county level. This new IDD focused program would be funded at the level of \$500,000 annually allowing awarded grant projects to be active up to three (3) years.

4. Establishment of a Persons with Disabilities Transportation Sensitivity Training and Travel Training Resource Program to Include Specific Modules to Address Persons with Intellectual and Developmental Disabilities.

Brief Description: A comprehensive sensitivity and travel training program should be developed that serves as a Florida standard resource for persons with disabilities that includes a specific module oriented to persons with IDD. Sensitivity training must go beyond just transportation operator training and include all transportation personnel functions serving the customer, from customer care reservationist, dispatch, outreach programs and community communications. When asked to describe high quality public transportation services, individuals often site characteristics such as high frequency, reliability, convenience, affordability, and safety. While these are important features of any transportation system and desired by all customers, successfully meeting the specialized communication and disability etiquette needs of seniors and persons with disabilities are sometimes overlooked.



The clear emphasis of this program would be a resource for sensitivity training and travel training focused on transportation providers and customers in Florida.

Issues Addressed and Outcomes

1. Allow access to health care, employment, education and other life-sustaining activities; and ✓
2. Enhance the design and use of transportation disadvantaged services in both urban and nonurban areas. ✓

This program specifically addresses issues related to customer care and the relationship between customers and all service provider personnel. Relative to the Proviso issues, this program would have an impact on better understanding and communication with customers to facilitate improved awareness of service options, access to destinations and tailored service design for IDD customers.

Resources: There are numerous national and local resource examples that will support the development of such a training program. Additionally, there may be collaborative opportunities with FDOT, CTD and FPTA to partner with this program, including opportunities for grant applications.

Consistent with its state plan objective to enhance travel training services, it is recommended that the Florida Developmental Disabilities Council (FDDC) would take the lead role in establishing and implementing a sensitivity and travel training curriculum program.

Funding Estimates: The development of a curriculum, training modules and an initial course and instructional materials is estimated to be a one-time expense of

\$150,000. The basis for this estimate is comparisons to similar training program development.

This estimate does not address the delivery of the training program which would be dependent upon the training techniques utilized (i.e. workshops, classes, computer based modules, remote training, etc.). There are opportunities for a collaborative training program between the major transportation stakeholders and advocates for IDD customers.

**Independent Accountants' Report on
Compliance Consulting Services**

2016-17 Compliance Monitoring Report

**St. Lucie County Board of County Commissioners
St. Lucie County Community Transportation Coordinator**

 **Thomas Howell
Ferguson P.A.**

Certified Public Accountants

**Compliance Consulting Services
St. Lucie County Board of County Commissioners
St. Lucie County Community Transportation Coordinator
2016-17 Compliance Monitoring Report**

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June 22, 2018

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

St. Lucie County Board of County Commissioners
St. Lucie County Community Transportation Coordinator
Ft. Pierce, Florida

We have performed specific compliance consulting services as enumerated in FCTD's 2016-17 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its programmatic oversight and monitoring responsibilities related to:

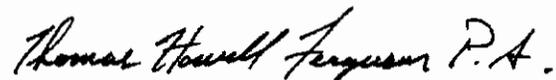
- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41.2*
- *Florida Administrative Code Rule 14.90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

These consulting services were conducted in accordance with the Statements on Standards for Consulting Services established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On June 21, 2018, we visited St. Lucie County Community Transportation Coordinator (CTC) and performed compliance consulting services as summarized in FCTD's 2016-17 compliance monitoring tool for the period of July 1, 2016 through June 30, 2017. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the CTC's compliance with the statutes, plans, and agreements identified above. Accordingly, we do not express such an opinion.

This report is intended solely for the information and use of FCTD, the CTC governing board and management, and is not intended to be and should not be used by anyone other than these specified parties.



Thomas Howell Ferguson P.A.
Tallahassee, Florida

**St. Lucie County Board of County Commissioners
St. Lucie County Community Transportation Coordinator
2016-17 Compliance Monitoring Report**

Executive Summary

Organization Environment: Rural
 Organization Type: Government
 Network Type: Complete brokerage

Findings

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD’s 2016-17 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

Monitoring Results/Issues	Prior Year Findings - Resolved	Prior Year Findings - Unresolved	Current Year Findings
General Information	-	-	-
Florida Statutes Chapter 427	-	-	-
Florida Administrative Code Rule 41-2	-	-	-
Florida Administrative Code Rule 14-90	-	-	-
Internal Control Survey	-	-	-
Financial Activity Analysis	-	-	-
TD Rate Calculation	-	-	-
TOTAL	-	-	-

Detailed information about these findings is provided in the following Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan response to FCTD within 30 days of receipt of this report. If you have questions about the Corrective Action Plan process, please contact your FCTD Regional Area Program Manager.

Suggestions

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestions is provided in the following Suggestions Letter. The suggestions resulting from our site visit are summarized as follows:

- **Suggestion #1 – Update written policies and procedures for preparation of the Annual Operating Report**
- **Suggestion #2 – Update written policies and procedures for preparing the Rate Model worksheet**

This report is intended solely for the information and use of FCTD, the CTC governing board and management, and is not intended to be and should not be used by anyone other than these specified parties.

**St. Lucie County Board of County Commissioners
St. Lucie County Community Transportation Coordinator
2016-17 Compliance Monitoring Report**

Schedule of Findings

Findings

We performed specific compliance consulting services based on the detailed testing tasks list in FCTD's 2016-17 monitoring tool. The monitoring procedures performed included sufficient tests of details of transactions, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support the current year findings and recommendations. Detailed information for these items is disclosed in the following section of this report.

Prior Year Findings

The most recent monitoring visit prior to this was completed in 2011. Therefore with respect to this report, any prior period findings were not included in the summary findings table on page 2.

Current Year Findings – Monitoring Period = July 1, 2016 – June 30, 2017

No findings were noted in the current monitoring period.

Suggestions Letter

June 22, 2018

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

St. Lucie County Board of County Commissioners
St. Lucie County Community Transportation Coordinator
Ft. Pierce, Florida

In planning and performing the specific compliance consulting services for St. Lucie County Board of County Commissioners, St. Lucie County Community Transportation Coordinator (CTC) for the period July 1, 2016 through June 30, 2017, we considered the CTC's program activities, its operating model, and disclosed internal controls in order to complete the tasks identified in FCTD's monitoring tool and not to provide assurance on the entity's internal control.

However, during this monitoring engagement, we became aware of certain matters that are opportunities for strengthening internal control and/or operating efficiency. In our report dated June 22, 2018, we reported on the CTC's instances of noncompliance with the types of compliance requirements that could have a significant effect on the state programs monitored by FCTD. This letter does not affect that report.

We recommend FCTD review the status of these comments during the next monitoring cycle. We have discussed these comments and suggestions with the Transit Manager and Transit Director. We would be pleased to discuss these comments, which are described below, in further detail at your convenience, to perform any additional study of these matters, or to assist you with implementation of the recommendations.

Suggestions from 2016-17 Onsite Monitoring Visit

Suggestion #1 – Update written policies and procedures for preparation of the Annual Operating Report

Our monitoring procedures included the inspection of the CTC's documentation supporting the passenger trips, passenger miles, and revenue and expense amounts included on Annual Operating Report (AOR). Supporting documentation could not be provided by the CTC to demonstrate the source of the farebox revenues reported on the AOR. The CTC does have written policies and procedures in regard to the preparation of the AOR, although those procedures do not indicate who will review the prepared AOR for accuracy and completeness or how such review will be evidenced. Additionally, the written AOR procedures do not indicate what documentation will be maintained or how such documentation will be maintained to support the submitted AOR. We recommend that the CTC update its written AOR policies and procedures to include such information..

Page Two

Suggestions from 2016-17 Onsite Monitoring Visit (continued)

Suggestion #2 – Update written policies and procedures for preparing the Rate Model worksheet

Our monitoring procedures included the inspection of the CTC's documentation supporting the passenger trips, passenger miles, and revenue and expense amounts included on the Rate Model worksheet. Supporting documentation could not be provided by the CTC to demonstrate the source of the projected miles entered on the Rate Model worksheet. The CTC does have written policies and procedures in regard to the preparation of the Rate Model worksheet, although those procedures do not indicate who will review the prepared Rate Model worksheet for accuracy and completeness or how such review will be evidenced. Additionally the written Rate Model worksheet procedures do not indicate what documentation will be maintained or how such documentation will be maintained to support amounts entered on the worksheet. We recommend that the CTC update its written Rate Model worksheet policies and procedures to include such information.

Thomas Howell Ferguson P.A.

Thomas Howell Ferguson P.A.
Tallahassee, Florida