



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

Regular Meeting

Date and Time: Wednesday, November 29, 2023, 2:00 pm

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

Public Participation/Accessibility

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

Participation by Webconference: Using a computer or smartphone, register at <https://attendee.gotowebinar.com/register/124508032300571735>. After the registration is completed, a confirmation will be emailed containing instructions for joining the webconference. Public comments may be provided through the webconference chatbox during the meeting.

Written and Telephone Comments: Comment by email to TPOAdmin@stlucieco.org; by regular mail to the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida 34953; or call 772-462-1593 until 1:00 pm on November 29, 2023.

AGENDA

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Roll Call/Self-Introductions**
4. **Comments from the Public**
5. **Approval of Agenda**
6. **Approval of Meeting Summary**
 - *August 16, 2023 Regular Meeting*

7. Action Items

- 7a. Election of Vice Chairperson:** The Vice Chairperson for 2024 will be elected.

Action: Nominate candidates and elect a Vice Chairperson.

- 7b. 2024 Meeting Schedule:** The dates and times of LCB meetings for 2024 will be determined.

Action: Approve the 2024 Meeting Schedule, approve with conditions, or do not approve.

- 7c. Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan):** The draft TDSP/Coordinated Plan, which addresses the transportation needs of older adults, persons with disabilities, low-income persons, and children at risk, will be reviewed. A roll call vote is required.

Action: Approve the TDSP/Coordinated Plan, approve with conditions, or do not approve.

- 7d. 2023 Annual Operating Report (AOR):** The results of the 2023 Annual Operating Report (AOR) which summarizes trip-related statistics for the coordinated system will be reviewed.

Action: Approve the 2023 AOR, approve with conditions, or do not approve.

- 7e. Area Regional Transit (ART) Title VI Program:** The program to ensure nondiscrimination in ART activities will be presented.

Action: Approve the Title VI Program, approve with conditions, or do not approve.

8. Discussion Items

- 8a. FY 2024/25 – 2025/26 Unified Planning Work Program (UPWP) Call for Planning Projects:** Initial discussion of the development of the FY 2024/25 – 2025/26 two-year business plan for the St. Lucie TPO.

Action: Discuss and propose planning projects for potential inclusion in the FY 2024/25 – 2025/26 UPWP.

- 8b. Transit Development Plan (TDP) Major Update Status Report:** Results of the TDP Major Update public involvement efforts and preliminary data collection will be presented.

Action: Discuss and provide comments to Staff.

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

12. Next Meeting: Subject to the approval of Agenda Item 7b, the next St. Lucie LCB meeting is a regular meeting and public hearing scheduled for 2:00 pm on February 21, 2024.

13. Adjourn**NOTICES**

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

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

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

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



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

REGULAR MEETING

Date: Wednesday, August 16, 2023
Time: 2:00 pm
Location: St. Lucie TPO
 Coco Vista Centre
 466 SW Port St. Lucie Boulevard, Suite 111
 Port St. Lucie, Florida

MEETING SUMMARY

1. **Call to Order**

The meeting was called to order at 2:00 pm.

2. **Pledge of Allegiance**

Chairwoman Townsend led the Pledge of Allegiance.

3. **Roll Call**

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

Members Present

Commissioner Cathy Townsend, Chair
 Carolyn Niemczyk, Vice Chair
 Noah Brown
 Dorothy Cobb
 Robert Dadiomoff
 Dalia Dillon
 Robert Driscoll

Representing

Elected Official, TPO-appointed
 Elderly Community
 FDOT
 Economically Disadvantaged
 Veterans Community
 Florida Dept. of Elder Affairs
 Local Private For-Profit
 Transportation Industry

Zachary Hoge

Florida Division of Vocational Rehabilitation
Citizen Advocate
Local Medical Community
Citizen Advocate-Transit User
Agency for Persons with Disabilities

Nelson Merchan-Cely
Stefanie Myers
Anna Santacroce
Milory Senat

Others Present

Kyle Bowman
Peter Buchwald
Marceia Lathou
Rachel Harrison
Lakeshia Brown
Adolfo Covelli
Melody Hearn
Tracy Jahn
Anthony Johnson
Cathi Petagno
Anthony Rodriguez

Representing

St. Lucie TPO
St. Lucie TPO
St. Lucie TPO
Recording Specialist
MV Transportation
St. Lucie County
Family Care Council
St. Lucie County
MV Transportation
St. Lucie County
MV Transportation

4. **Comments from the Public** – Ms. Hearn introduced herself as the co-chair of the local Family Care Council regional office and announced an upcoming Transition Fair hosted by the Treasure Coast Interagency Transition Council. She described the event, providing details regarding its location and schedule, and requested that the members share the information with potential vendors and attendees.

5. **Approval of Agenda**

* **MOTION** by Mr. Driscoll to approve the agenda.

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

6. **Approval of Meeting Summary**

- May 3, 2023 Regular Meeting

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

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

7. Action Items

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

Ms. Lathou described how the By-Laws govern the operation of the LCB. She indicated that the By-Laws had been reviewed by TPO staff and that a change had been made to reflect the current contact information for Area Regional Transit (ART).

* **MOTION** by Ms. Myers to approve the By-Laws.

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

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

Ms. Lathou described the Grievance Procedures as consisting of a two-step process. She indicated that no changes to the Procedures were presently being recommended and then noted the current membership of the Grievance Committee.

Vice Chairwoman Niemczyk, Ms. Dillon, and Ms. Senat volunteered to serve on the Grievance Committee.

* **MOTION** by Ms. Dillon to approve the Grievance Procedures.

** **SECONDED** by Mr. Dadiomoff Carried **UNANIMOUSLY**

* **MOTION** by Ms. Myers to appoint Vice Chairwoman Niemczyk, Ms. Dillon, and Ms. Senat to the Grievance Committee.

** **SECONDED** by Vice Chairwoman Niemczyk Carried **UNANIMOUSLY**

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

Ms. Petagno explained that the LCB annually approves Community Transportation Coordinator (CTC) agreements for organizations providing transportation trips within the County. She indicated that the Coordinated Contractors would provide the County's Transit Department

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with ridership figures and that eight contractors had been approved for the current year.

In response to Vice Chairwoman Niemczyk's question regarding whether the new agreements included any price increases, Ms. Petagno explained that no financial value was involved in the agreements.

* **MOTION** by Ms. Myers to approve the coordination agreements.

** **SECONDED** by Mr. Dadiomoff Carried **UNANIMOUSLY**

8. Discussion Items

8a. Title VI Program: A presentation on the program to ensure nondiscrimination in the TPO's plans, programs, and activities.

Ms. Lathou began by describing the legal provisions underlying the TPO's Title VI program. She presented the U.S. Department of Transportation's stance on equity, explained why the TPO maintains a Title VI program, and outlined the program's general requirements. Ms. Lathou described the public involvement efforts conducted in connection with the Title VI program and concluded with an overview of the update process.

Ms. Lathou noted that the Transit Development Plan Major Update process was beginning, which would include additional public involvement activities.

Chairwoman Townsend commended Ms. Lathou's presentation.

In answer to Vice Chairwoman Niemczyk's question regarding the satisfaction of Justice40 requirements, Ms. Lathou described how projects from the Transportation Improvement Program (TIP) were cross-referenced with Environmental Justice (EJ) areas within St. Lucie County using a map overlay to ensure the equitable distribution of benefits and burdens. Ms. Lathou explained that calculations were also conducted for highway mileage and transit routes.

Mr. Hoge inquired about the possibility of conducting school-related transit outreach and outreach activities targeted toward communities with low transit ridership. Ms. Lathou indicated that staff had conducted some school-related activities in the past and noted that the recently hired Bicycle-Pedestrian Manager could facilitate such outreach in the future. Mr. Covelli described several recent outreach events attended by

Transit and welcomed the members to suggest additional activities, with Ms. Petagno clarifying that Transit buses could not go to public schools.

8b. Regional Commuter Bus First-Last Mile Options: A presentation on shared-ride access to a proposed regional bus route.

Ms. Lathou noted the economic and social reasons for implementing a future regional commuter bus service from Port St. Lucie to West Palm Beach, presenting data on regional commuting patterns from the 2020 Census. She then reviewed a presentation recently provided by the intended service operator Palm Tran, which included the project's geographic span, funding considerations, planned outreach activities, tentative schedule, ridership potential, and continuing development. Ms. Lathou concluded with several considerations regarding first-last mile access to the route's Port St. Lucie stop at the Jobs Express Terminal (JET).

Mr. Covelli indicated that the on-demand microtransit service operating in the zone encompassing the JET currently started at 6 a.m. He noted that Transit was seeking approval from the Board of County Commissioners to expand the microtransit zone and to begin the service at 5 a.m. to better accommodate the commuter service schedule.

Chairwoman Townsend described the online conversation that had been generated when she shared the TPO's social media post regarding the commuter bus service and urged the members to also share it with their social networks.

Mr. Buchwald elaborated upon the history of the regional bus service and its importance to the TPO area.

8c. Community Transportation Coordinator (CTC) Mobility Project Updates: An update on Advantage Ride, Direct Connect, and the expansion of microtransit services.

Mr. Covelli began with an update on the County's microtransit service, describing the geographical boundaries, service times, and ridership statistics for each of the two microtransit zones presently in operation. Mr. Covelli then recounted the development of the Freebee program recently implemented in Fort Pierce. Ms. Jahn subsequently provided an overview of the Direct Connect and Advantage Ride programs along with their eligibility requirements.

In response to Vice Chairwoman Niemczyk's question, Mr. Covelli indicated that anyone who was 12 or more years old could schedule a microtransit ride, clarifying that the service could not be used to transport riders to a St. Lucie County public school.

Mr. Merchan-Cely commended the Transit staff for their management and outreach efforts, questioning whether any of the outreach activities had been aimed toward the local Hispanic community. Mr. Covelli enumerated several of the venues visited by the staff and invited Mr. Merchan-Cely to suggest additional locations and events.

Ms. Lathou requested a combined map of the two microtransit zones, and Ms. Myers suggested that information on the service be posted at the County's Health Department office.

In answer to Mr. Brown's question, Mr. Covelli explained how the three points connecting the two microtransit zones had been selected.

Vice Chairwoman Niemczyk initiated a discussion regarding the Advantage Ride Customer Satisfaction Survey, congratulating the staff on the high scores that had been received for each of the five evaluation measures. Ms. Myers inquired about the size of the respondent pool, and Ms. Jahn indicated that she would ask the staff at the Senior Resource Association (SRA), who administered the survey. Mr. Driscoll noted SRA's emphasis on driver sensitivity training and on retaining the same driver for each individual using the service, both of which likely contributed to the high satisfaction rating. Ms. Jahn concurred, remarking that driver sensitivity and safety were important especially to the parents of individuals using the Advantage Ride service. She then noted that Advantage Ride was the only program of its type in Florida.

Discussion ensued regarding the continuing evolution of the County's Transit program, with Mr. Buchwald noting the recent kickoff of the Transit Development Plan (TDP) Major Update, which had been branded "Reimagine Transit." He and Ms. Lathou described the development process for the Update, indicating that the item would be included on the November LCB meeting agenda. Mr. Buchwald expressed his appreciation for the transportation partners that would be collaborating on the TDP Major Update and requested that the members inform the TPO staff of potential outreach opportunities. Ms. Jahn announced the TDP Major Update public workshop, noting that the details had already been posted on social media.

Chairwoman Townsend encouraged the members to contact the Transit staff regarding outreach opportunities to specific communities within the

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TPO area. She suggested that Mr. Merchan-Cely interview Mr. Covelli for an article in his newsletter, noting that Mr. Covelli had previously attended one of her homeowners’ association meetings. Ms. Senat then suggested that the Transit team reach out to organizations serving the Haitian community.

9. Recommendations/Comments by Members – None.

10. Staff Comments – Ms. Lathou noted that LCB member Malcom Harris-Gowdie had not been able to participate in a meeting in more than a year. Ms. Hearn explained that Mr. Harris-Gowdie had been too busy to attend since obtaining consistent transportation via the County’s programs, noting that he had maintained his involvement with sports broadcasting and disability advocacy in addition to his regular employment. Ms. Lathou indicated that she would contact the TPO’s transportation partners for a recommendation regarding a new member representative.

Mr. Buchwald announced that it was Mr. Bowman’s birthday. Mr. Buchwald enumerated several of Mr. Bowman’s responsibilities at the TPO and asked the members to join him in wishing him a happy day.

11. Comments from the Public – Ms. Brown expressed her gratitude at being part of the Transit team and led the members in a round of applause in the staff’s honor.

12. Next Meeting: The next St. Lucie LCB meeting is a regular meeting scheduled for 2:00 pm on November 8, 2023.

13. Adjourn – The meeting was adjourned at 3:00 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman



AGENDA ITEM SUMMARY

| | |
|------------------------------|---|
| Board/Committee: | St. Lucie LCB |
| Meeting Date: | November 29, 2023 |
| 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 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

- TPO Staff Report



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 26, 2023

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. Carolyn Niemczyk.

RECOMMENDATION

Because the 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 29, 2023 |
| Item Number: | 7b |
| Item Title: | 2024 Meeting Schedule |
| Item Origination: | Florida Commission for the Transportation Disadvantaged (FCTD) |
| UPWP Reference: | Task 3.8 – Transportation Disadvantaged (TD) Program |
| Requested Action: | Approve the 2024 Meeting Schedule, approve with conditions, or do not approve. |
| Staff Recommendation: | Because the draft 2024 Meeting Schedule meets the requirements of Florida law and facilitates the conduct of business by the LCB, it is recommended that the draft 2024 Meeting Schedule be approved. |

Attachments

- TPO Staff Report
- Draft 2024 Meeting Schedule



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 26, 2023

SUBJECT: **2024 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 2024, the first, regular LCB meeting and annual public hearing are scheduled for Wednesday, February 21, 2024.

RECOMMENDATION

Because the draft 2024 Meeting Schedule meets the requirements of Florida law and facilitates the conduct of business by the LCB, it is recommended that the draft 2024 Meeting Schedule be approved.

| | | |
|---|--|--|
|  | <p>St. Lucie Transportation Planning Organization</p> | <p>Coco Vista Centre 466 SW Port St. Lucie Blvd, Suite 111 Port St. Lucie, Florida 34953 772-462-1593 www.stlucietpo.org</p> |
|---|--|--|

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**Local Coordinating Board for the Transportation Disadvantaged (LCB)
2024 Meeting Schedule**

| <u>Date</u> | <u>Type</u> |
|-------------------|---|
| February 21, 2024 | Annual Public Hearing/ Regular Meeting |
| May 8, 2024 | Regular Meeting |
| August 14, 2024 | Regular Meeting |
| November 6, 2024 | Regular Meeting |

Meeting Notes

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

Location

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

NOTICES

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Items not included on the agenda may also be heard in consideration of the best interests of the public’s health, safety, welfare, and as necessary to protect every person’s right of access. If any person decides to appeal any decision made by the St. Lucie TPO 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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AGENDA ITEM SUMMARY

| | |
|------------------------------|---|
| Board/Committee: | St. Lucie LCB |
| Meeting Date: | November 29, 2023 |
| Item Number: | 7c |
| Item Title: | Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Annual Update |
| Item Origination: | Florida Commission for the Transportation Disadvantaged (FCTD) |
| UPWP Reference: | Task 3.8 – Transportation Disadvantaged (TD) Program |
| Requested Action: | Approve the TDSP, approve with conditions, or do not approve. Roll call vote required. |
| Staff Recommendation: | Because the TDSP/Coordinated Plan helps to meet the needs of the transportation disadvantaged community and is consistent with state and federal guidelines, it is recommended that the draft 2023 TDSP/Coordinated Plan be approved. |

Attachments

- TPO Staff Report
- Draft 2023 TDSP/Coordinated Plan



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 26, 2023

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

BACKGROUND

Florida's 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, MV Transportation.

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that the TPO designate or re-designate a 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, 2023. This re-designation required 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, which fulfills the federal requirement for a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan), is jointly developed by the TPO, CTC, and MV Transportation. The TDSP/Coordinated Plan and annual updates require approval via roll call vote.

ANALYSIS

Notable demographic changes to the current TDSP in comparison to the 2018 TDSP include the following:

Demographic Changes

- The General TD Population in St. Lucie County is approximately 143,900 or 41% of the total population compared to 120,587 or 39% of the total population as documented in the 2018 TDSP.
- The Critical Need-Severely Disabled TD Population is approximately 13,100 compared to 12,446 as documented in the 2018 TDSP.
- The percentage of zero-vehicle households is five percent compared to 6 percent in the 2018 TDSP.
- The percentage of St. Lucie County residents with incomes below the poverty level is 11 percent compared to 18 percent in the 2018 TDSP.

Notable service changes to the current TDSP compared to the 2023 TDSP Annual Update include the following:

Service Changes

- Changes to implementation plan -- addition of new microtransit North Zone.
- Minor changes in paratransit application including office address and fax number.
- Updated Annual Operating Report (AOR) information.
- Changes in Coordinated Contractors.

The CTC will provide additional details on the service changes during the presentation of this item at the LCB meeting.

RECOMMENDATION

Because the TDSP/Coordinated Plan helps to meet the needs of the transportation disadvantaged community and is consistent with state and federal guidelines, it is recommended that the draft 2023 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 Transit Department

November 8, 2023

Draft

TITLE VI STATEMENT: The St. Lucie TPO satisfies the requirements of various non-discrimination 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 non-discrimination 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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- Appendix L: St. Lucie County LCB Membership Certification

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, 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 on July 1, 2023.

This TDSP was jointly developed by staff from the St. Lucie Transportation Planning Organization (TPO) and the St. Lucie County CTC. 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 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 2010/2011*.

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. The Florida Department of Transportation (FDOT) provides administrative and fiscal services to the FCTD.

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 Transit Department, contracts service providers to deliver the public transportation trips and transportation disadvantaged services.

In 2023, 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.

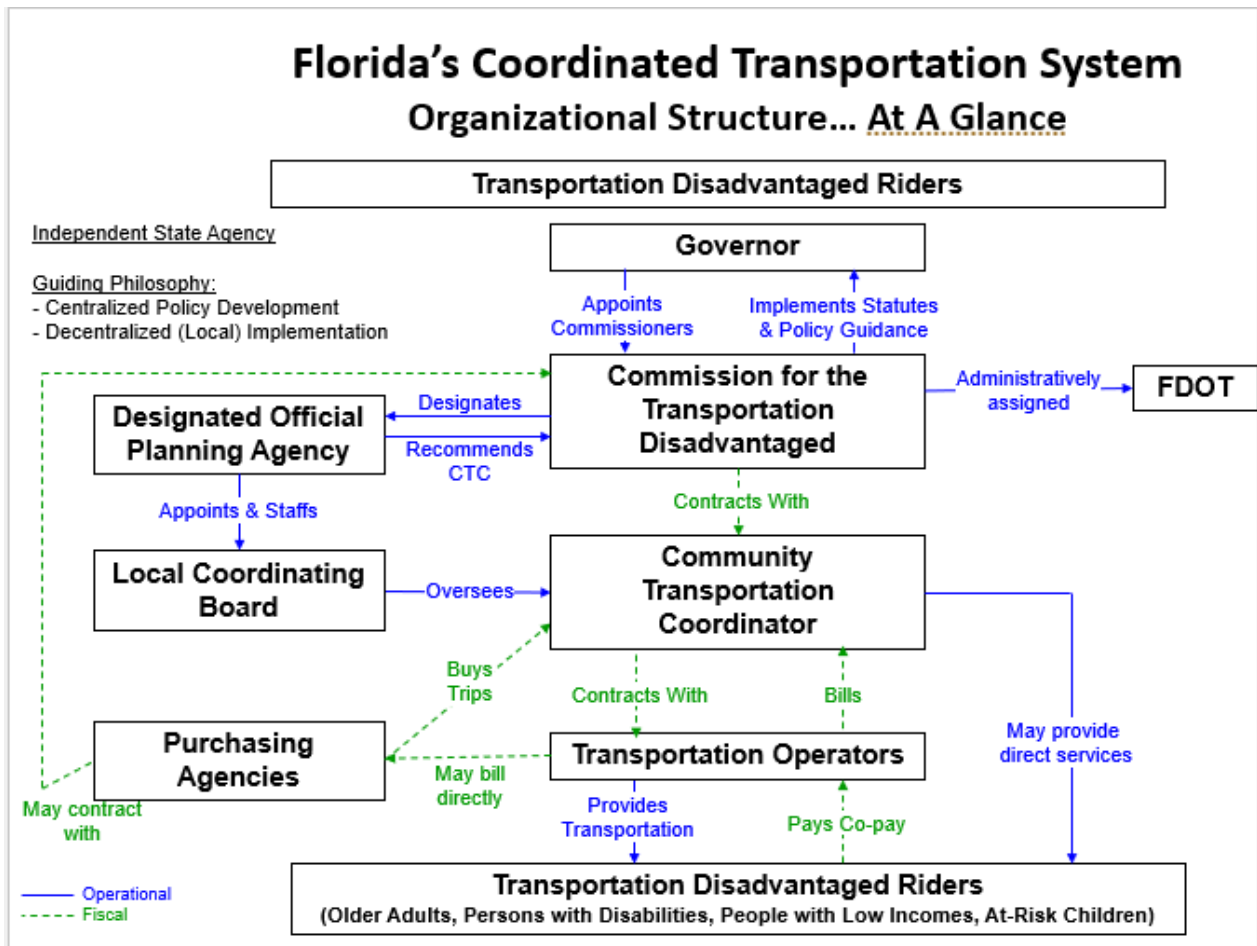


Figure 1: TD Services Organization Chart

4. Consistency Review of Other Plans

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

St. Lucie County Comprehensive Plan

One of the goals of the St. Lucie County Comprehensive Plan is to provide a safe and efficient integrated multi-modal transportation system which addresses the future needs of St. Lucie County for movement of people and goods, and which considers social, economic, energy and environmental effects including greenhouse gas emissions of the transportation system. Another goal of the Plan is to provide public transportation for the transportation disadvantaged population of St. Lucie County in a safe and convenient manner.

City of Port St. Lucie Comprehensive Plan

The stated purpose of the Transportation Element of the City of Port St. Lucie Comprehensive Plan is to plan for a safe, convenient multimodal transportation system that places emphasis on public transportation systems, where feasible. One of the policies in the Transportation Element is to encourage transit services that address the needs of persons with disabilities, elderly persons, people with special needs, and people who depend on public transit for their mobility.

City of Fort Pierce Comprehensive Plan

One of the goals of the City of Fort Pierce Comprehensive Plan is to provide a safe, convenient, effective, and energy efficient multimodal transportation system which is coordinated with the future land use and provides mobility of people and goods. An objective related to this goal requires the City to coordinate with regional agencies and transit providers to support and enhance the transit service to increase transit use, increase the transit mode split, reduce vehicle miles traveled, reduce greenhouse gas emissions, and promote a multimodal transportation system.

Smart Moves 2045 Long Range Transportation Plan (LRTP)

A review of all relevant local and regional transportation studies was conducted during the preparation of the Smart Moves 2045 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 County's Transit Development Plan, branded the Bus Plus Plan, represents the community's vision and public transportation goals. It is to be used as a strategic guide for the Fiscal Year 2020–2029 planning horizon. 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

The 2005 State of Florida Transportation Disadvantaged Plan provides a framework for the growth of Florida's Transportation Disadvantaged program. The plan has been developed in cooperation with the Florida Commission for the Transportation Disadvantaged (CTD) and is designed to help the CTD fulfill its mission and achieve its vision.

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.

Florida Transportation Plan

The Florida Transportation Plan (FTP) is the single overarching plan guiding Florida's transportation future. Updated every five years, the FTP is a collaborative effort of state, regional, and local transportation partners in the public and private sectors.

Sustainable Transportation Plan

The Sustainable Transportation Plan seeks to connect environmentally friendly modes of transportation such as public transportation, walking, bicycling, and car sharing. The Plan recommends a network of mobility hubs near highway interchanges and major activity centers throughout St. Lucie County.

5. Public Participation

The development of the TDSP represents a coordinated and collaborative effort among transportation providers, passengers, advocates, social service agencies, and other community groups. The public involvement process has been mainly accomplished through the LCB, the County's ongoing outreach strategies through social media, travel training, and project-specific stakeholder engagement. 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 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 on November 8, 2023. A Summary of Comments on the TDSP is included in Appendix J. Public notice was provided for the November 8, 2023 LCB meeting in the local newspaper of the 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 in Figure 3.



Figure 2: St. Lucie County Location

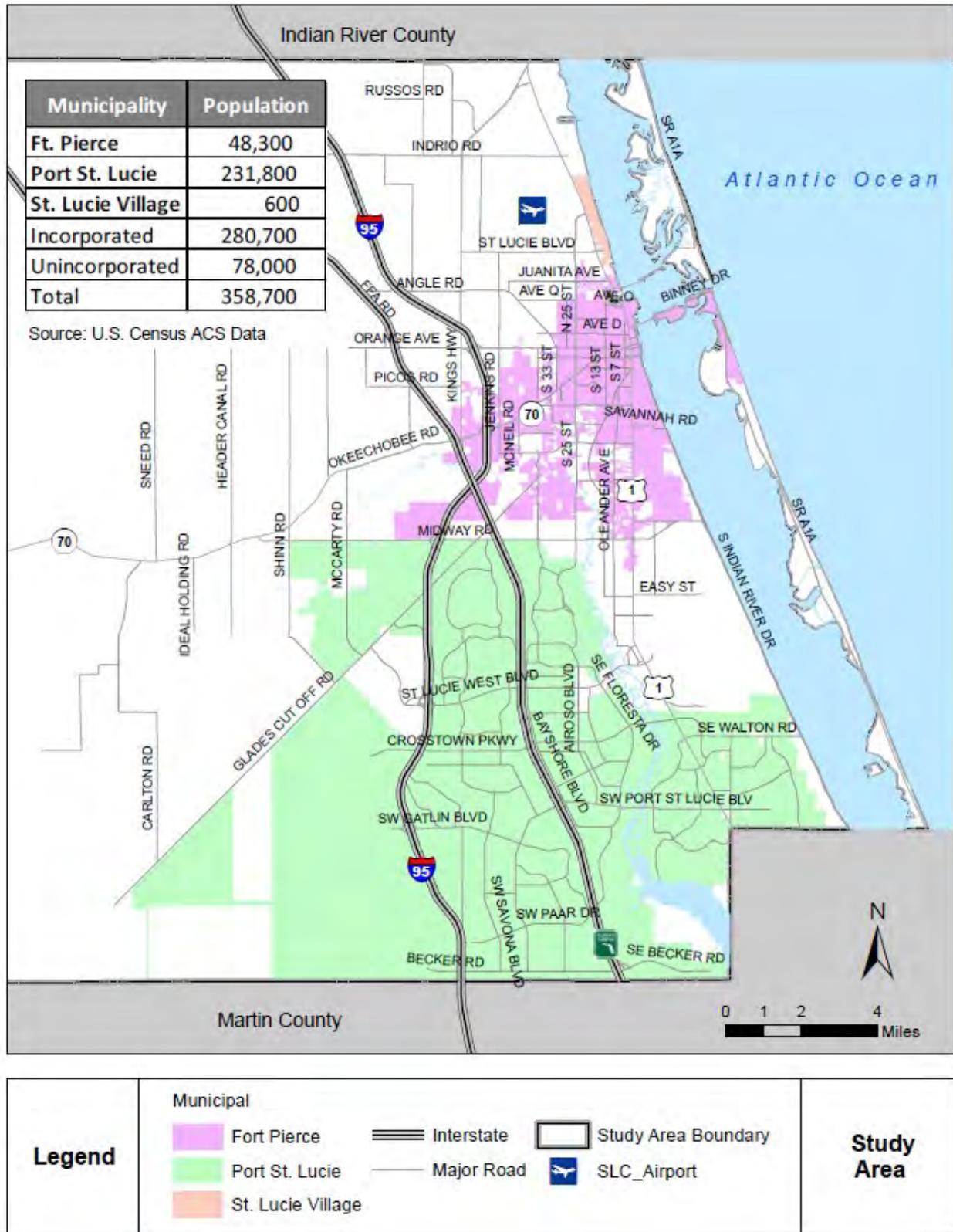


Figure 3: TDSP Study Area

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 US 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. US 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.

b) Population/Composition

The US Census Bureau provides annual estimates of population and other demographics at the local level. Based on the 2022 Census estimate, the St. Lucie County population is approximately 358,700, which represents a four percent increase from the 2021 Census of 343,600. The percentage of persons 65 years and older was 25 percent, which is higher than the statewide percentage of 22 percent. The median household income for St. Lucie County was approximately \$59,800 compared to approximately \$61,800 statewide. Persons living below the poverty level comprised 11 percent of the population of St. Lucie County versus 13 percent statewide.

Based on a land area of 572 square miles and a 2022 Census estimated population of approximately 358,700, St. Lucie County has a population density of approximately 627 persons per square mile. While this number would seem to indicate that 627 persons live on each square mile of land area, the density within the county varies dramatically because much of the population lives in the eastern

part of the County. Therefore, density is only a raw gauge to measure a population’s distribution across a land area.

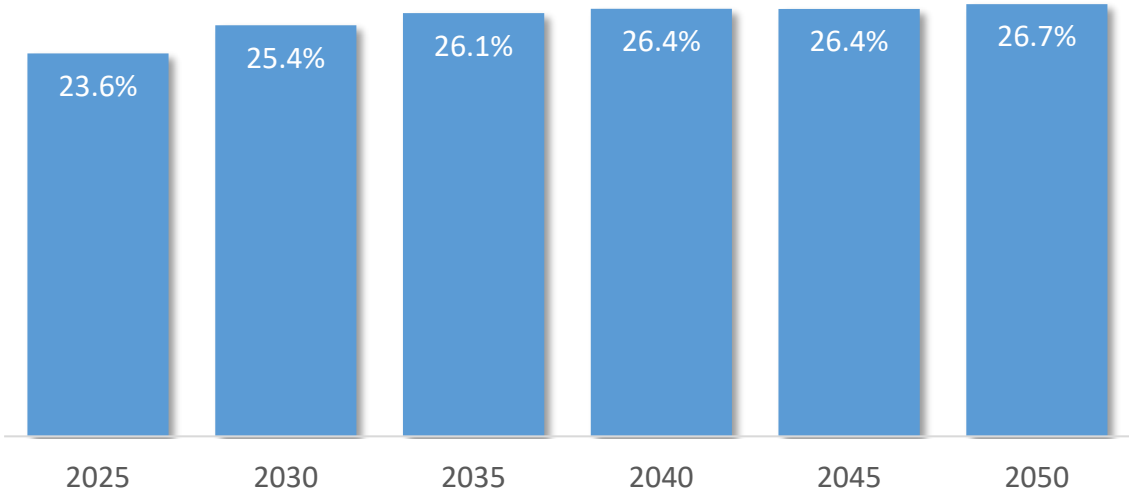
c) Socio-Demographic Characteristics and Trends

The following section is taken from the draft *Reimagine Transit* St. Lucie County Transit Development Plan.

Age | Older Adults

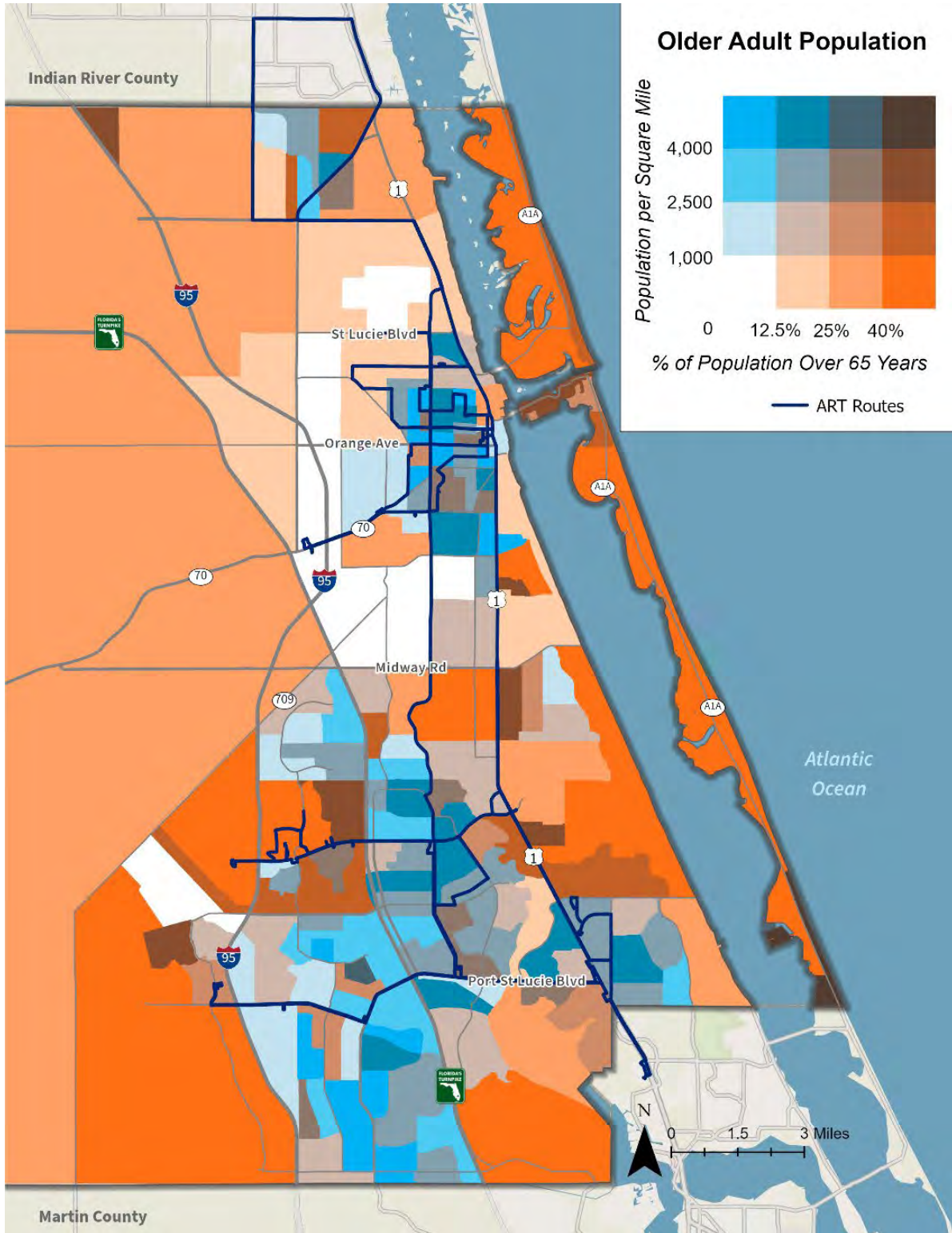
By 2050, the percentage of older adult residents (65 or older) is expected to increase by 3%, to approximately 27% of the County’s population. This is an important consideration for transit as a person’s ability to drive is often reduced with age, leading to demand for other transportation options.

In St. Lucie County, the high densities of older adult populations are primarily in Port St. Lucie west of I-95 and east of US-1 and on Hutchinson Island.



Source: BEBR

Figure 4: Percent of Older Adults (65+) | 2025-2050



Source: ACS 5-Year Estimates (2017-2021)

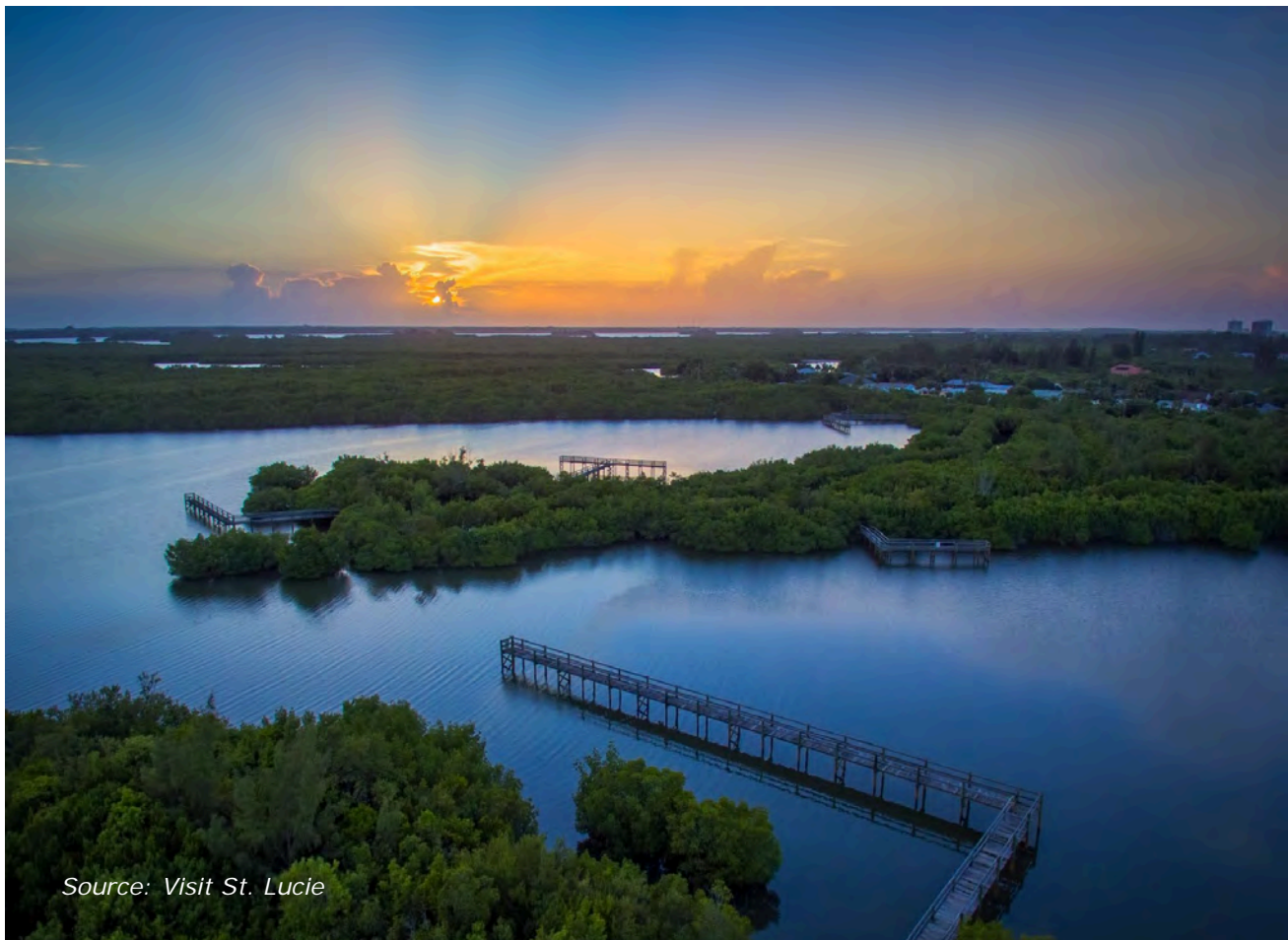
Figure 5: Older Adults

Age | Younger Adults

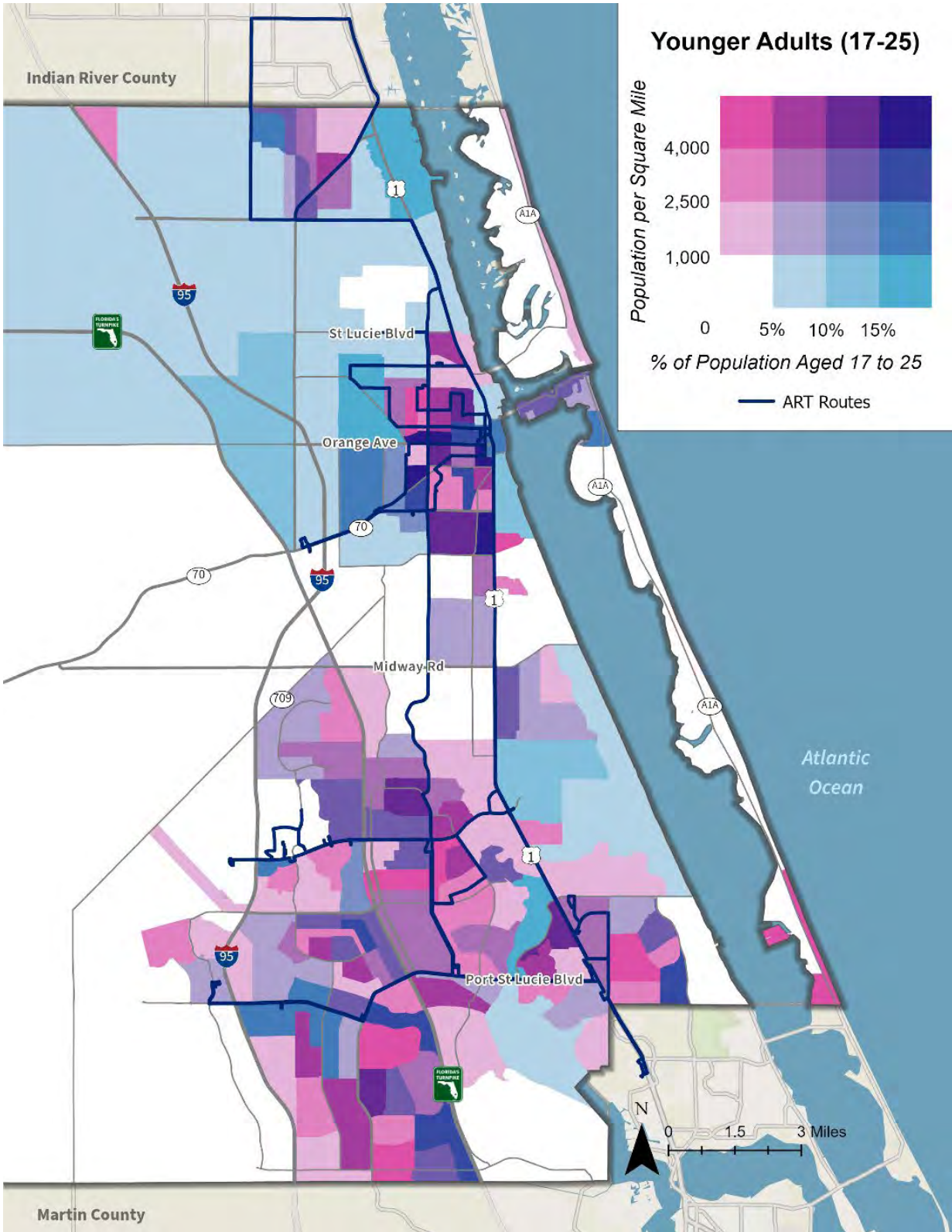
Millennials, or persons born between 1982 and 2000, generally exhibit a desire for different transportation modes and preferences than older generations. Millennials tend to drive less and desire more choices and flexibility in transit options. Younger adults born after Millennials, referred to as Generation Z, are continuing to exhibit these same preferences, indicating a more positive, long-term shift in transit habits.

The proportion of St. Lucie County residents age 25–54 is projected to decline marginally by 2050 (-1.3%). This age group represents most working-age residents and adult students, many of whom commute daily to school or work. This may indicate a need for additional transit mode options.

The most densely populated areas of the county (Fort Pierce and central Port St. Lucie) have a mix of block groups with both high and low concentrations of younger adults.



Source: Visit St. Lucie



Source: ACS 5-Year Estimates (2017-2021)

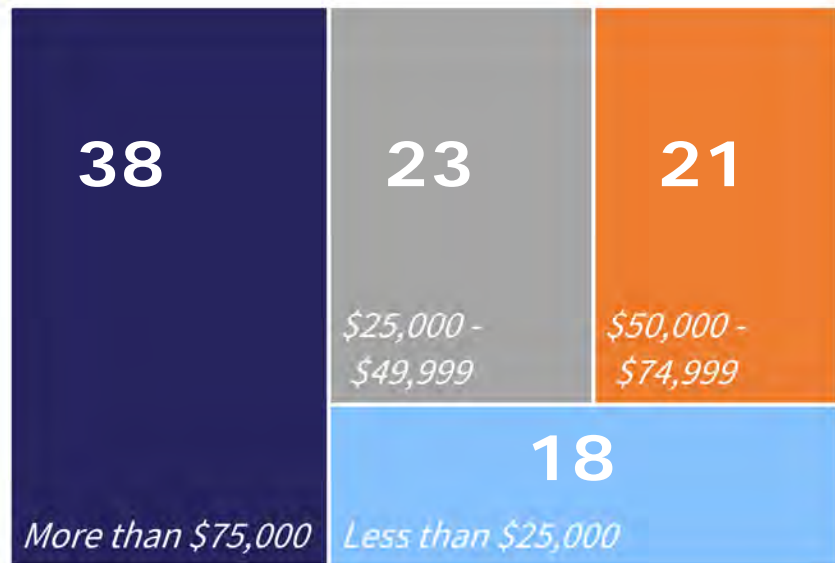
Figure 6: Younger Adults

Income Distribution

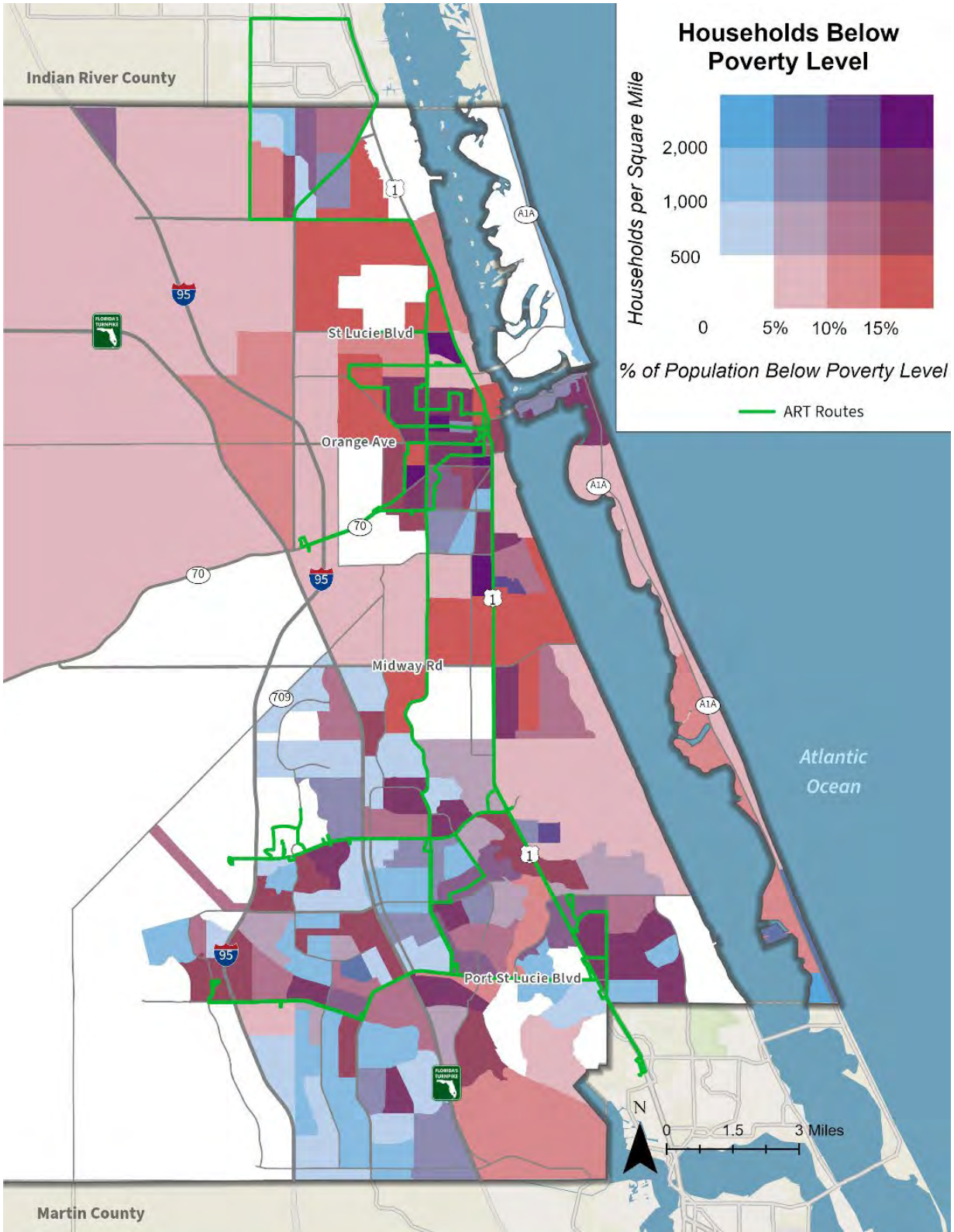
Annual household income also can be a key indicator of potential public transit need, as low-income populations tend to use transit more than higher income earners.

Approximately 38% of households earned more than \$75,000 and 18% earned less than \$25,000 in 2021. Fort Pierce is densely populated with households living below the poverty level. Port St. Lucie has a mix of block groups with both low and high concentrations of households living below the poverty level. Unincorporated St. Lucie County also has many areas with higher concentrations of households living below the poverty level, although less concentrated than in the municipalities.

Figure 7: Household Income Distribution | 2021



Source: ACS 5-Year Estimates (2017-2021)



Source: ACS 5-Year Estimates (2017-2021)

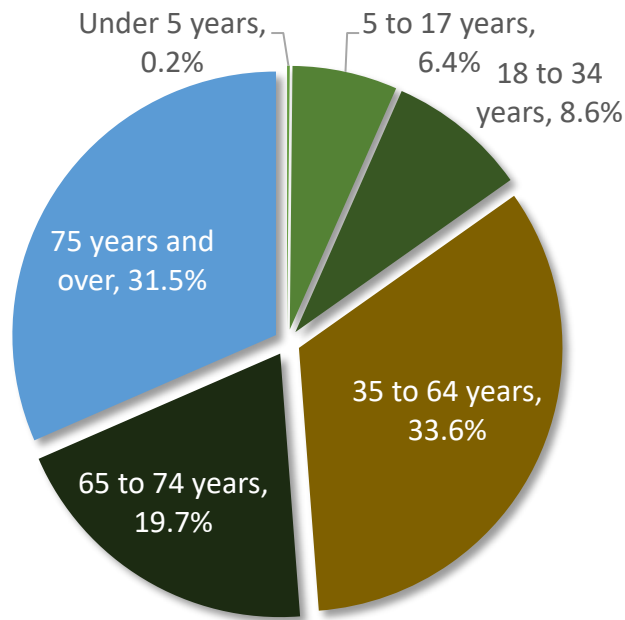
Figure 8: Poverty

Individuals with Disabilities

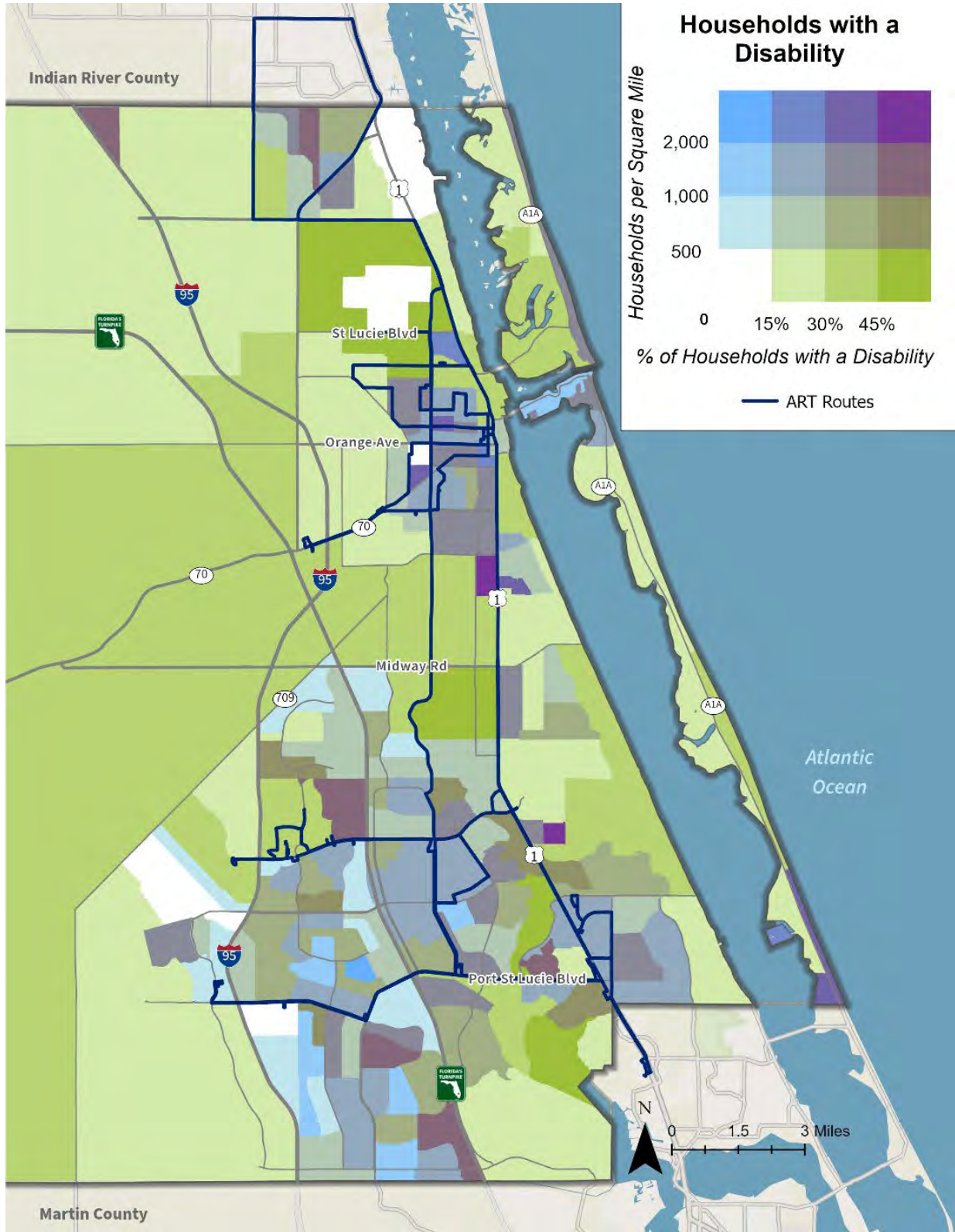
Persons with disabilities may need public transportation service for their mobility needs if they cannot drive or walk long distances. Monitoring changes in the number and where the population with disabilities are located is important to ensure they are properly served. According to ACS 5-Year Estimates (2017-2021), 15% of the Lucie County’s population has a disability.

Households with one or more individuals with a disability are geographically spread out in St. Lucie County. The central part has a considerable percentage of individuals with a disability, although the population is not as dense as the core areas of Fort Pierce and Port St. Lucie, which have a mix of areas with high and low percentages of individuals with a disability.

Figure 9: Age Distribution of Individuals with Disabilities | 2021



Source: ACS 5-Year Estimates (2017-2021)



Source: ACS 5-Year Estimates (2017-2021)

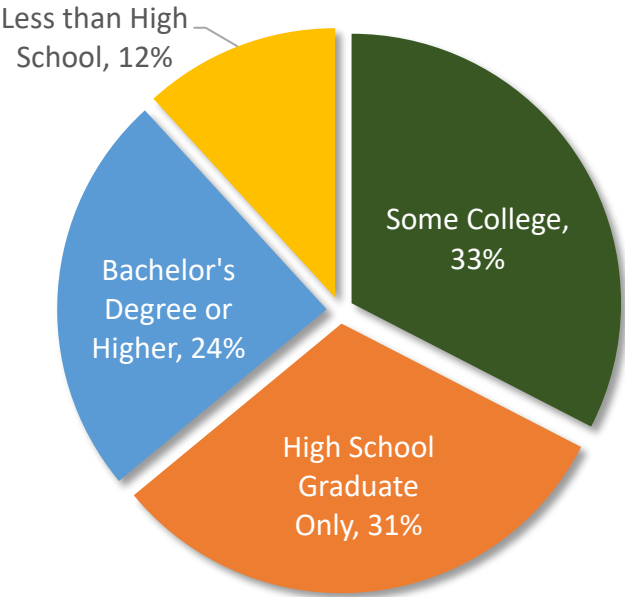
Figure 10: Households with Disabilities

Educational Attainment

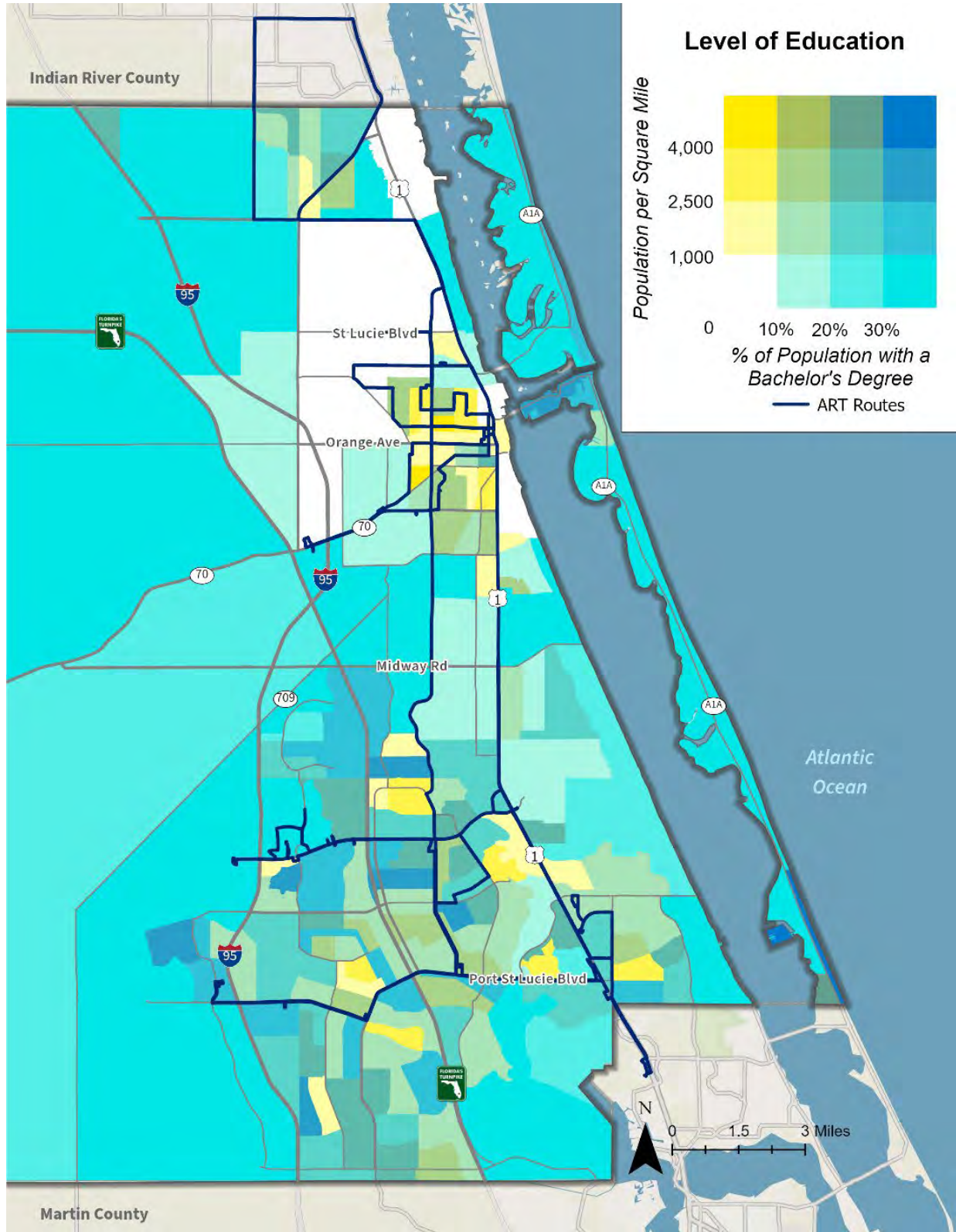
Education level is an important factor in understanding an area’s demographics. The level of education has been shown to correlate with income, which affects the propensity of the population to use public transit.

More than half of St. Lucie County residents, 57%, have some college credit or degree and 31% are high school graduates. Educational attainment at the bachelor’s degree level is highest on Hutchinson Island and west of I-95. It is lowest in central Fort Pierce and outlying areas of Port St. Lucie.

Figure 11: Highest Educational Attainment



Source: ACS 5-Year Estimates (2017-2021)



Source: ACS 5-Year Estimates (2017-2021)

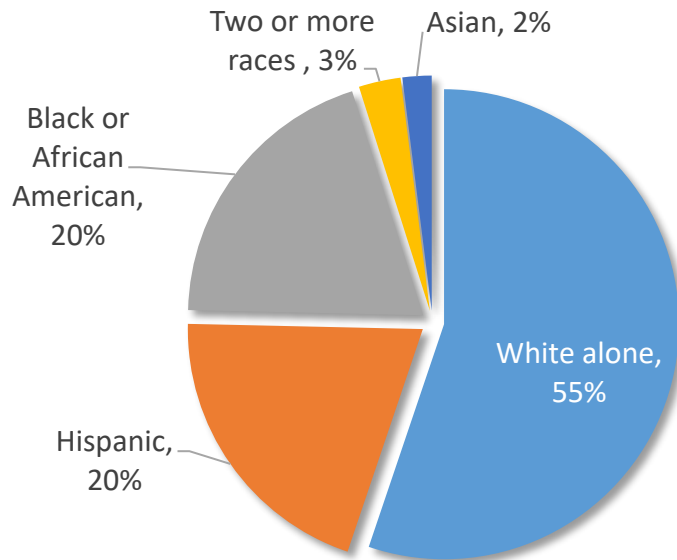
Figure 12: Educational Attainment

Race and Ethnic Origin

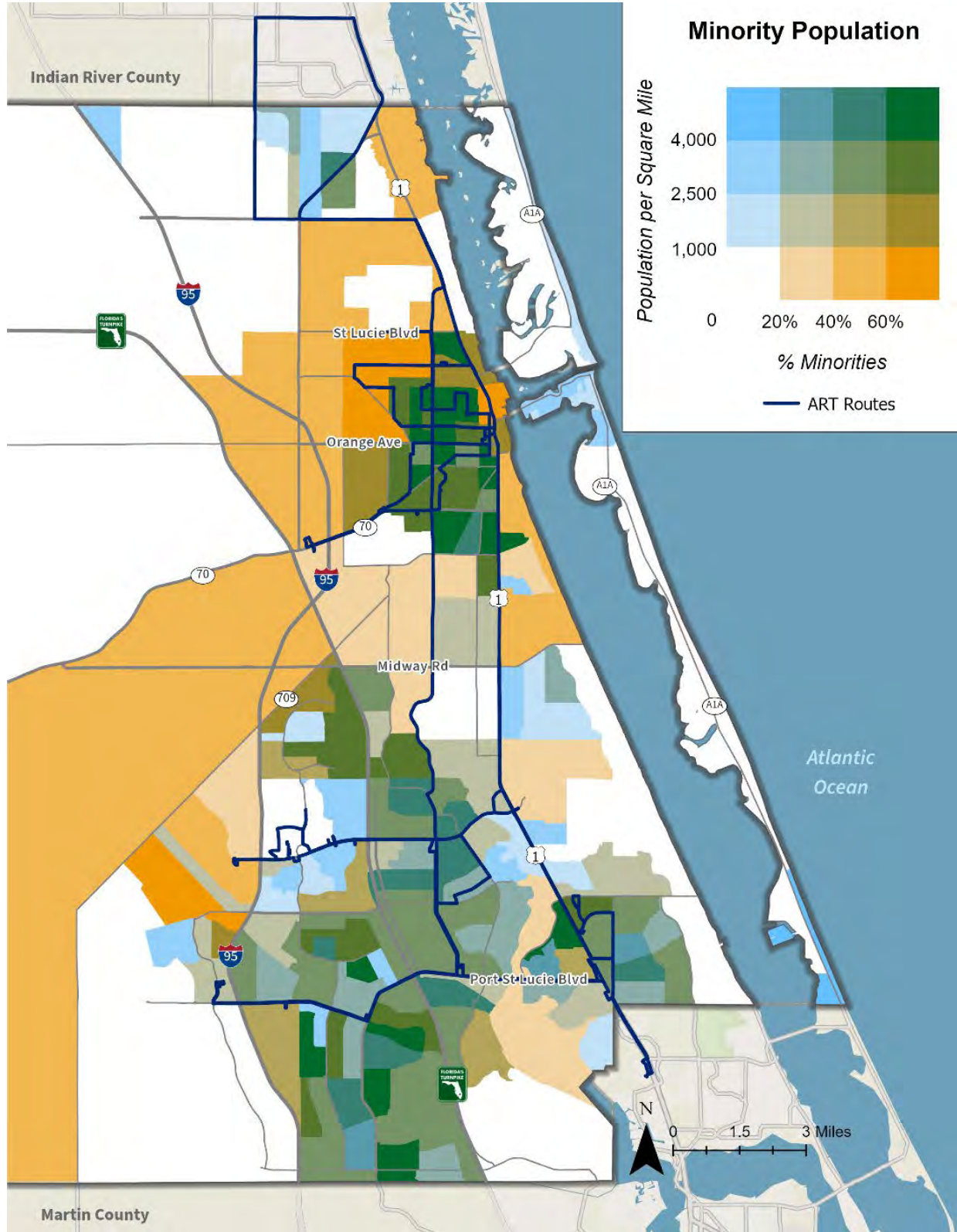
As transit remains a highly used mobility alternative among non-white and/or ethnic populations, it is important to identify the extent of those populations in St. Lucie. Currently, residents identifying as White alone (55%) comprise over half of St. Lucie County's racial profile. Map 2-14 shows the location of non-White minorities throughout the County.

Fort Pierce has the most densely populated areas of minority groups. Southwestern Port St. Lucie is also populated by minority groups, but to a lesser density than in Fort Pierce.

Figure 13: Race and Ethnicity | 2021



Source: ACS 5-Year Estimates (2017-2021)



Source: ACS 5-Year Estimates (2017-2021)

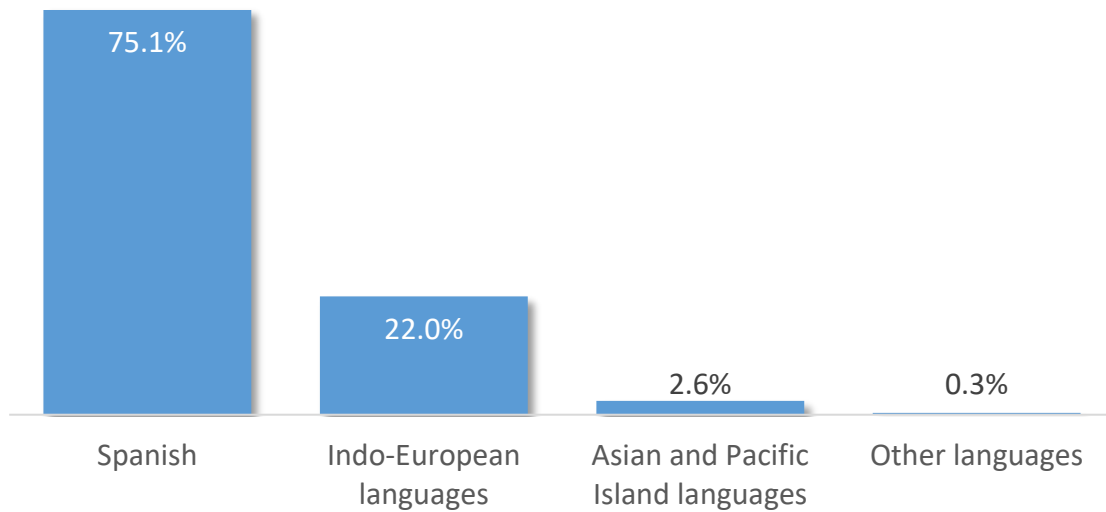
Figure 14: Race and Ethnicity

Limited English Proficiency

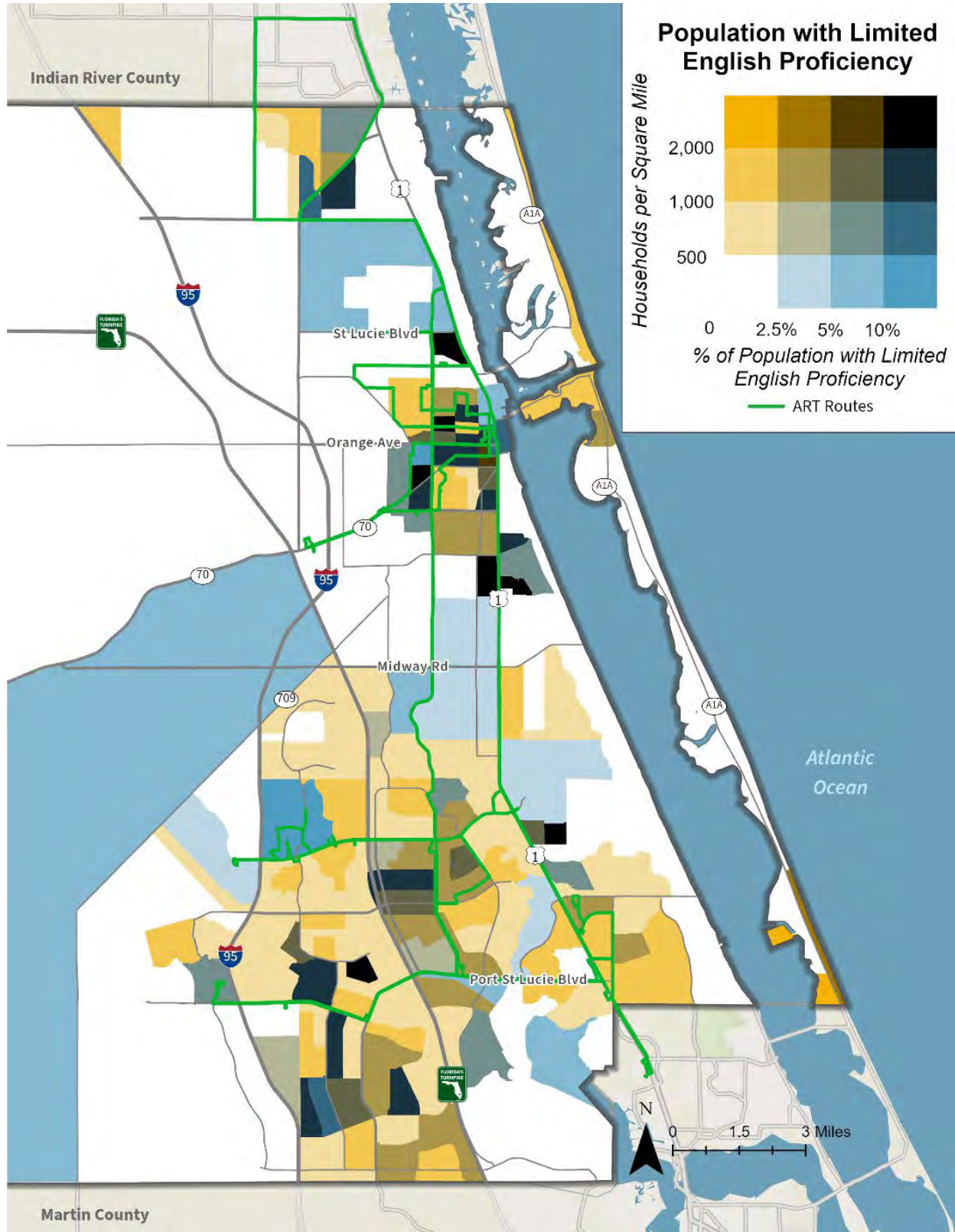
Transit may also provide St. Lucie County residents with Limited English Proficiency (LEP) additional travel options to services and jobs. According to the U.S. Census Bureau, LEP individuals are persons age 5 or older who self-identify as speaking English less than "very well." The total LEP population equals the sum of all individuals who speak a language other than English and speak English less than "very well."

The levels of LEP persons in St. Lucie County vary by block group. However, Fort Pierce and Port St. Lucie west of Florida's Turnpike contain a higher concentration of LEP households.

Figure 15: LEP Household Language Breakdown | 2021



Source: ACS 5-Year Estimates (2017-2021)



Source: ACS 5-Year Estimates (2017-2021)

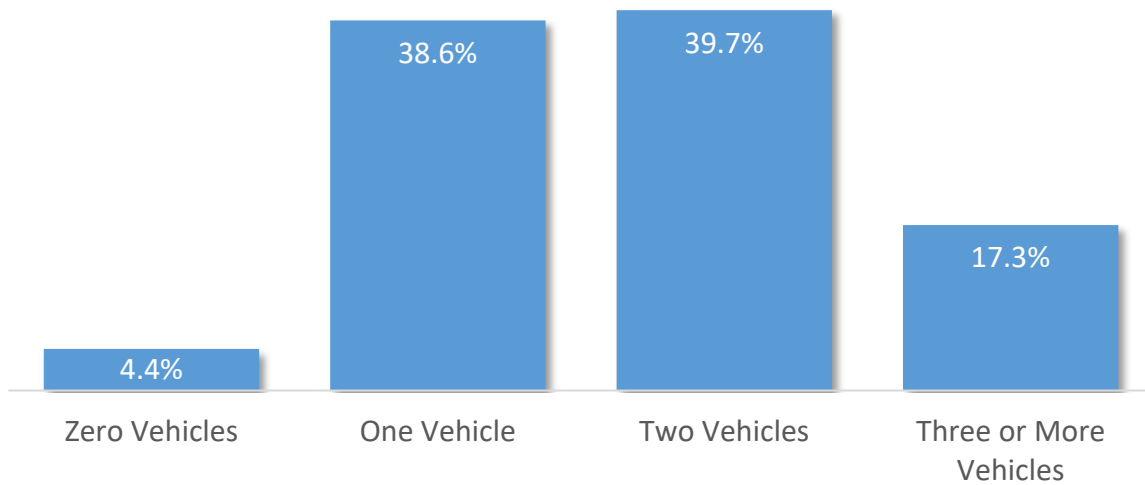
Figure 16: Limited English Proficiency

Automobile Ownership

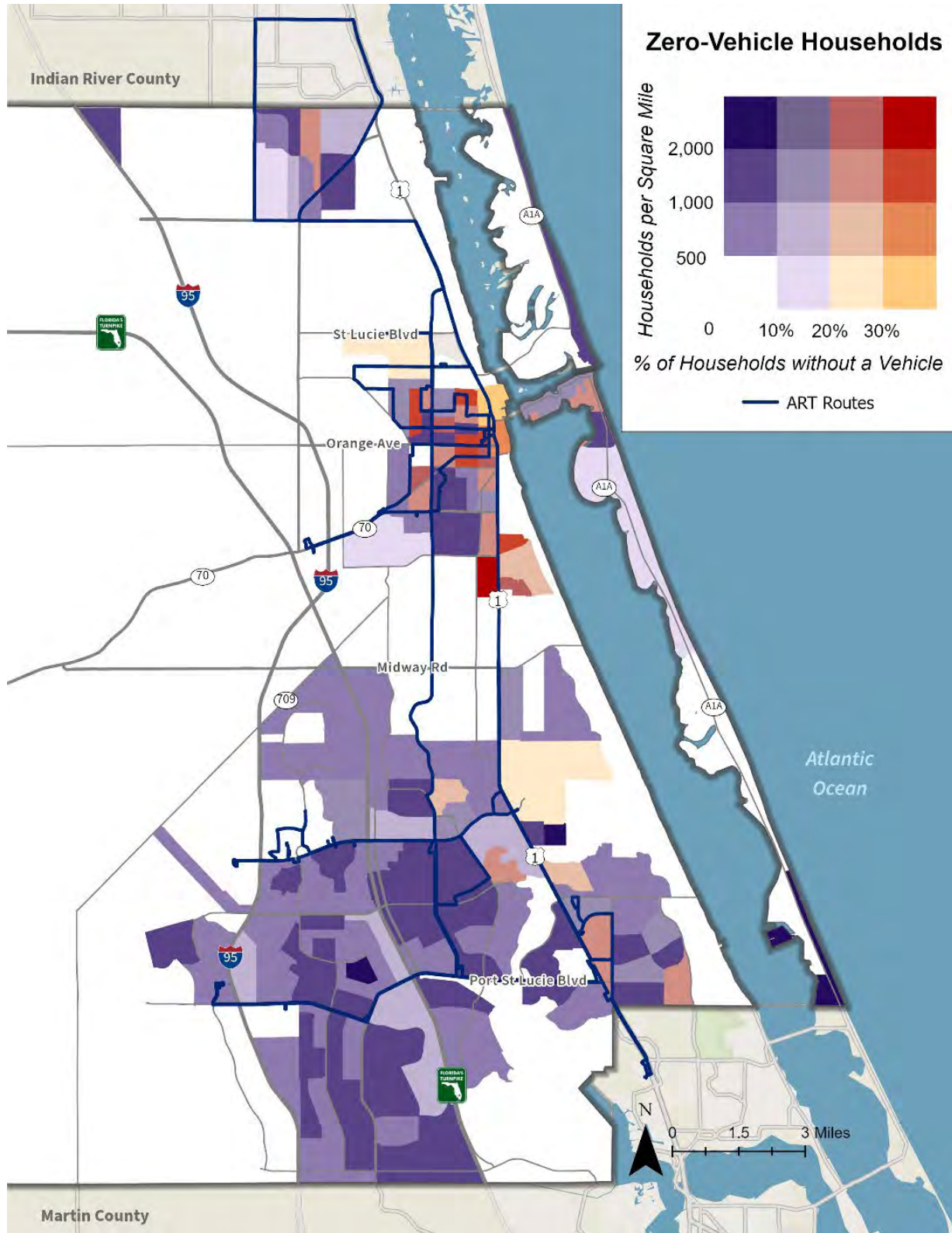
Owning a vehicle can be a significant cost, particularly for households already near or below the poverty line. Households that do not own a vehicle, either because of unaffordability or by choice, are considered “zero-vehicle households” and are more likely to use transit for work, education, and recreational trips.

Most households in St. Lucie County have access to at least one vehicle and transit users are more likely to be zero or one-car households compared to all households. Most high-density areas of zero-vehicle households are in Fort Pierce.

Figure 17: Number of Vehicles Owned by Household | 2021



Source: ACS 5-Year Estimates (2017-2021)



Source: ACS 5-Year Estimates (2017-2021)

Figure 18: Zero Vehicle Households

d) Major Employers

A key set of trip generators in an area is its major employers. Besides education, the top industry is healthcare, followed by local government. Some of the listed employers have multiple locations with employees distributed throughout the county, rather than in one location.

Table 1: Top 10 Major Employers

| Employer | Type | # of Employees |
|--------------------------------|--------------|----------------|
| St. Lucie Public Schools | Education | 5,253 |
| HCA Florida Lawnwood Hospital | Healthcare | 1,847 |
| Cleveland Clinic Martin Health | Healthcare | 1,500 |
| City of Port St Lucie | Government | 1,363 |
| Walmart Center | Distribution | 1,273 |
| HCA Florida St. Lucie Hospital | Healthcare | 937 |
| St. Lucie County | Government | 791 |
| Indian River State College | Education | 734 |
| Pursuit Boats | Manufacture | 684 |

Source: St. Lucie County EDC



Source: Benesch

e) Major Trip Generators/Attractors

Major trip generators/attractors in St. Lucie County include Healthcare Facilities, Shopping/Leisure, and Schools/Government Centers. 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.

Table 2: Common Transportation Disadvantaged Trip Destinations

| Healthcare Facilities | |
|--|--|
| HCA Florida St. Lucie Hospital | HANDS of St. Lucie County |
| Martin Health at St. Lucie West | Florida Community Health Centers, Inc. |
| HCA Florida Lawnwood Hospital | New Horizons of the Treasure Coast, Inc. |
| St. Lucie County Health Department | Lake Whitney Medical & Professional Campus |
| Cleveland Clinic Tradition Hospital | |
| Shopping/Leisure | |
| St. Lucie West | Fort Pierce (commercial centers) |
| Port St. Lucie Community Center | Port St. Lucie (commercial centers) |
| Mid-Florida Credit Union Event Center | Treasure Coast Square Mall |
| 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 Department |
| Indian River State College Main Campus | Social Security Administration |
| Indian River State College, St. Lucie West | Florida Department of Children & Family Services |
| St Lucie County Walton Road Annex | St. Lucie County Tradition Annex |
| Other Destinations | |
| United Against Poverty | Council on Aging of St. Lucie, Inc Port St. Lucie |
| Treasure Coast Food Bank | Mustard Seed Ministries |

f) Inventory of Available Transportation Services

An inventory of transportation options in St. Lucie County and statewide is available at the Find a Ride Florida website <https://findarideflorida.org/>. This resource is developed and maintained by the University of Florida and the Florida Department of Transportation.

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.

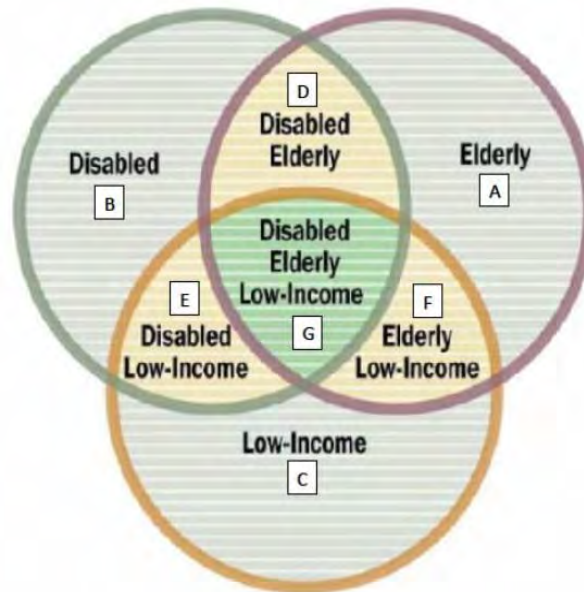


Figure 19: The TD Population

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 US 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 143,900 persons, or approximately 41 percent of the total population.

| General TD Population | % of Total | |
|---|-------------------|-----|
| Non-Duplicated General TD Population Estimate | 143,900 | 41% |

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 approximately 13,100, 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> | 1,971 | 789 | 2,760 |
| <i>Elderly</i> | 9,142 | 1,211 | 10,353 |
| TOTAL | 11,113 | 2,000 | 13,113 |

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 5,600 trips.

| | | | |
|---|---------------|-------------------------|--------------------|
| <u>Low Income & Not Disabled</u> | 36,500 | | |
| 27.2% without auto access | 10,500 | | |
| 25% without transit access | 2,600 | | |
| Calculation of Daily Trips | | | |
| | | Daily Trip Rates | Total |
| Total Actual Critical TD Population | | Per Person | Daily Trips |
| <i>Severely Disabled</i> | 13,113 | 0.049 | 642 |
| <i>Low Income ND</i> | 2,622 | 1.899 | 4,978 |
| Totals | 15,735 | | 5,620 |

Table 5: Daily 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 US 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 18,600 by 2030, with a demand for 6,400 daily trips or more than 1.9 million annual trips.

2. Special Needs Population

In addition to using the CUTR methodology to estimate overall disability needs, the Census data was used to estimate the number of persons with cognitive disabilities. The term cognitive disabilities are related to a range of intellectual impairments that impact an individual's ability to perform daily functions. The Census 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. According to the 2021 U.S. Census estimates, approximately ten percent of the population of St. Lucie County has some type of 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 Census 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 difficulties doing errands alone such as visiting a doctor's office or shopping.

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 need's 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 by CUTR for the Agency for Persons with Disabilities (APD). The Analysis examines the design and provision of the state's TD services, identifies "gaps" in service accessibility/connectivity and examines 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. *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 street design.
- The implementation of new mobility options such as micro-transit and ridesharing 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 Area Regional Transit (ART) 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. In compliance with the Americans with Disabilities Act (ADA), TD service is provided service within $\frac{3}{4}$ mile surrounding the fixed-route system.
- Often the lack of adequate pedestrian access to and from bus stops limits the ability of TD passengers to access the fixed-route transit services safely.

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 A were reviewed.

E. Implementation Plan

The St. Lucie County TDSP Implementation Plan, as detailed in Tables 6 and 7, builds upon the County's program of providing services with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule.

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

Tables 6 and 7 provide an overview of ongoing system improvements and review steps, 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 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 following 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 the 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 6: Ongoing System Improvements and Review

| Action/Strategy | Responsible Agency | Timeframe |
|--|-------------------------------------|------------------|
| Adopt the Transportation Disadvantaged Service Plan | LCB | Annually |
| 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 / Transit Provider | Ongoing |
| Coordinate quarterly meetings of the Treasure Coast Transit Meeting (TCTM) | Transit Provider | Ongoing |
| Advocate for the inclusion of TD considerations in local site plan and development review processes | CTC / TPO / Transit Provider | 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 / Transit Provider | Ongoing |
| Coordinate with South Florida Commuter Services (SFCS) on continuing development of vanpools, carpools, and other transportation demand management | CTC / TPO / Transit Provider | Ongoing |
| Identify park and ride lots within St. Lucie County | CTC / TPO / SFCS / Transit Provider | 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 / Transit Provider | Ongoing |
| Promote transit services through various media | CTC / TPO / Transit Provider | Ongoing |
| Maximize the efficiency of the transit system | CTC / Transit Provider | Ongoing |
| Ensure the safety and security of the transit system | CTC / Transit Provider | Ongoing |

Table 7: Implementation Actions and Strategies

SERVICE PLAN

A. Operations

1. Type, Hours, and Days of Service

The fixed route service is called Area Regional Transit (ART). Information on this service is provided below. Additional information on services is provided in the St. Lucie Alternative Transportation System *Rider's Guide* in Appendix B of this document and on the website SLCART.org.

There are currently eight (8) fixed routes providing public transportation service in St. Lucie County. One route runs along US 1, two (2) routes operate circulator service in Fort Pierce, three (3) routes serve the Port St. Lucie area, one route connects with Indian River County, and one route operates as an express route between the Intermodal in Fort Pierce and the Intermodal at the Port St. Lucie Community Center. 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. Route 8 operates from 7:00 a.m. to 11:00 a.m. and 3:00 p.m. to 7:00 p.m. Monday - Friday. No service is provided on Sundays. All routes run at one-hour frequencies.

In addition to the eight fixed routes, ART is presently operating ART On Demand, which is a microtransit service in western portion of Port St. Lucie. In addition to the original South Zone, an expansion of the program which is called the North Zone started on September 26, 2023. This expansion zone is currently funded through the Florida Department of Transportation (FDOT). The original ART On-Demand service operates in the South Port St Lucie/Gatlin/Tradition area (approximately a 10 square mile area). The North Zone covers the area to the north of the South Zone through St. Lucie West and the Torino Area, all the way to Midway Road and connects to Route 8 on Midway Road and 25th Street. Riders can travel between zones through three connection points: the Port St. Lucie Intermodal Facility, the Bayshore Park and Ride, or the Jobs Express Terminal on Gatlin Blvd. This service operates from 6:00 a.m. to 7:45 p.m. Monday - Friday and 7:00 a.m. to 4:45 p.m. on Saturdays. There is no service on Sundays.

The routes are described as follows:

Route 1

Route 1 operates along US 1 from the Fort Pierce Intermodal Center to the Treasure Coast Square Mall connecting with Martin County. This route connects with Routes 2, 3, 7, and 8 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, 3, 7, and 8 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, 2, 7, and 8 at the Fort Pierce Intermodal Center.

Route 4

Route 4, known as the “Port St. Lucie Downtown” 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, 6, and 8 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 to Tradition. This route connects with Routes 4, 6, and 8 at the Port St. Lucie Intermodal Center. This Route also stops at the Jobs Express Terminal.

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, 5, and 8 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, 3, and 8 at the Fort Pierce Intermodal.

Route 8

Route 8 is TCC’s newest route and is referred to as the “25th Street/St. James/Airosa” express route. Presently, this route provides service between the Fort Pierce Intermodal and the Intermodal at the Port St. Lucie Community Center. It operates Monday through Friday from 7:00 a.m. to 11:00 a.m. and from 3:00 p.m. to 7:00 p.m. This route also connects with Route 1, 2, 3, and 7 at the Fort Pierce Intermodal. This route connects with Routes 4, 5, and 6 at the Port St. Lucie Intermodal Center.

ART On-Demand

“ART On-Demand” is a program providing microtransit service in two zones. The South Zone is in the South Port St. Lucie/Gatlin Blvd. / Tradition area. The North Zone is in the St. Lucie West, Torino area. This service provides door-to-door trips within two separate ten-mile areas and includes the Port St. Lucie Intermodal Facility where riders can connect with 4 different fixed routes. Riders can also travel between zones by booking a trip to one of three transfer points; the Port St. Lucie Intermodal Facility, The Bayshore Park and Ride, and the Jobs Express Terminal. Once a rider has reached one of these transfer points, they can then book a ride in either zone. Trips are scheduled and dispatched via an app, or they can be arranged via the phone. This service operates from 6:00 a.m. to 7:45 p.m. Monday - Friday, and 7:00 a.m. to 4:45 p.m. on Saturdays.

Paratransit

The door-to-door service in St. Lucie County operates from 6:00 a.m. to 8:00 p.m. Monday - Friday and from 8:00 a.m. to 4:00 p.m. Saturday, except holidays.

Direct Connect

Direct Connect is St. Lucie County's supplementary service program for the transportation disadvantaged. Beginning mid-2017, Direct Connect provides demand-response transportation for trips to and from work, job training, school, and non-emergency healthcare. 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.

Direct Connect service is provided through third-party qualified contract carriers offering wheelchair accessible vehicles and conventional taxi service, or Uber for Business. Program clients can reserve trips on their own or, if needed, book trip reservations through the County CTC office.

Advantage Ride

In 2020, the County developed and achieved competitive grant funding to deploy a new transportation service, Advantage Ride Treasure Coast. In March 2021, Advantage Ride merged with a similar program operated through Senior Resource Association (SRA). The combined program is called the Treasure Coast Developmental Mobility Advantage Ride Program. This regional transportation program provides rides to qualified individuals with intellectual and developmental disabilities (IDD) within St. Lucie, Martin, Indian River, and Okeechobee counties. The program supports greater access and cross-county mobility through on-demand, door-to-door, scheduled trips and has a reciprocity component allowing Martin, Indian River, and Okeechobee qualified riders the same services. The grant funding for Advantage Ride was not renewed in July 2020, due to the repeal of the MCORES bill. The program was continued with funding from St. Lucie County BOCC and SRA's grant from the Florida Developmental Disabilities Council. In 2022 and 2023, SRA in partnership with St. Lucie County received an Innovation and Service Development grant from the Florida Commission for the Transportation Disadvantaged (CTD) to continue the Advantage Ride program. This allowed St. Lucie County to serve all riders who were previously on the waiting list.

2. Accessing Services

The demand response service through County's Contracted Provider 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 772-462-1778. Riders will be asked to provide the date, time, and address of their destination and contact phone number.

The County's Contracted Provider 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.

a) Eligibility

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 two different formats, English, and Spanish. The individual seeking either ADA, TD, or rural transportation must complete the application in its entirety. The first page of the application is for general information, such as name, address, phone number, date of birth, Medicaid number if applicable and questions regarding TD eligibility. This page ascertains whether the person has transportation by their own means or means of others and if their annual income exceeds 200% of the Federal Poverty Guidelines for households or individuals. The second page of the application ascertains the person's type of disability, and what mobility aids are needed. Pages three through five of the application ask questions to determine if there are any limits the applicant may have in using the fixed route. The application also includes four separate medical verification forms to be completed by the applicant's medical provider. The forms are specific to the individual's type of disability.

The County's Eligibility Specialist will review the applications to determine which program, if any, the individual is qualified. All programs have a three (3) year certification period. After three (3) years, individuals with permanent disabilities will be contacted by the County's Eligibility Specialist to update their information. If an individual is incapable of filling out the application himself or herself, the County's Eligibility Specialist will assist them in filling out the application. The eligibility determination process for the application takes approximately twenty-one (21) days to complete. If an individual is qualified for other services, the individual will be notified.

Should an individual be denied services, a 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 applicants 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 can use the fixed route system.

A person with one of the following conditions would qualify for services:

- If the person is 67 or over or;
- Cannot manipulate the fixed route due to disability or;
- Income is below 200% of the Federal Poverty Guidelines for households or individuals,
- All the above must also demonstrate that the trip cannot be funded or performed by themselves, sponsored by another agency or person, then the eligibility would be approved.

If the person has a disability according to ADA and cannot manipulate the fixed route, their income is below 200% of the Federal Poverty Guidelines for households or individuals and the trip cannot be funded or performed by themselves, another agency or person, then 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. Presently, this is not a factor due to the entire system being fare-free.

c) Prioritization

The County's Contract Providers manage trips that are funded by the Transportation Disadvantaged Trust Fund according to locally established prioritization policies. Medical trips have the highest priority for the trip schedule. 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 draft Annual Operating Report (AOR) for Fiscal Year, July 1, 2022 -June 30, 2023, the number of unmet trip requests was 2,529 compared to 4,952 unmet trip requests in the previous fiscal year.

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

All scheduled trips (reservations) must be canceled at least two hours before the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes a misuse of the service and will be classified as a “no-show.” No-show/late cancellations represent 10 percent (10%) or more of a passenger scheduled trips, and the rider has four (4) or more no-shows in a calendar month, this will result in a violation. The “No Show” penalties are as follows:

- First violation: A phone call and warning letter
- Second violation: Passenger will receive two (2) weeks suspension of service and a phone call and letter by mail
- Third violation: Passenger will receive a 30-day suspension and, if applicable, loss of subscription of service. (They will have to call for all future reservations and will not have automatic time and dates for standing orders). This will be done by a phone call and letter by mail.

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 three years, the County publishes a Request for Qualifications to identify and select the public transportation provider.

St. Lucie County has established coordinated contractual service agreements with specialized transportation providers that offer transportation services to their individual clientele. Table 8 shows the Transportation Operator and Coordinated Contractors in St. Lucie County.

| 2023-2024 | | |
|---|-----------------------|-------------------|
| Name | Contact Person | Service(s) |
| <i>Transportation Operator</i> | | |
| MV Transportation | Anthony Rodriguez | A/W |
| <i>Coordinated Contractors</i> | | |
| 2 nd Chance Community Health Services | Johnny Brown | A |
| An Answer to Care | Grace Walter | A/W |
| Aurora of the Treasure Coast, Inc. | Ann Meier | A |
| Council of Aging of St Lucie, Inc | Darrell Drummond | A/W |
| JusTranzit School Bus, Inc. | Deidre Butler | A/W |
| St. Lucie County Veterans | Jake Walton | A/W |
| A = Ambulatory W = Wheelchair S = Stretcher | | |

Table 8: Transportation Operator and Coordination Contractors

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 E contains the fleet inventory.

7. System Safety Program Plan Certification

Appendix F contains the System Safety Program Plan certification of the County's Contract Provider.

8. Inter-County Services

St. Lucie County shares an urbanized boundary with Martin County. Federal Transit Administration (FTA) funding allocations are shared between the counties. Fixed route services are offered by the County's Contract Provider on the US 1 corridor into Martin County, terminating services at the Treasure Coast Mall in Jensen Beach. St. Lucie County also connects with Indian River County in Vero Beach via Route 7.

9. Emergency Preparedness and Response

The CTC participates with the St. Lucie County Public Safety, Division of Emergency Management for natural disaster/emergency preparedness, response, and recovery. The county has also 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. The County's Contract Provider, working with the St. Lucie County Emergency Operations Center, assists in transporting 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 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, medical 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 for its transportation providers. The requirements are the basis for the following criteria and guidelines 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) 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. Passengers traveling will be allowed to transport any personal property that can be placed in their lap or stowed under the seat in one boarding.

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 is 772-462-1778 ext#4. 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.

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 repeatedly.

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 canceled at least two hours before the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes a misuse of the service and will be classified as a "no-show." No-show/late cancellations represent 10 percent (10%) or more of a passenger scheduled trips, and the rider has four (4) or more no-shows in a calendar month, this will result in a violation. The "No Show" penalties are as follows:

- First violation: A phone call and warning letter

- Second violation: Passenger will receive two (2) weeks suspension of service and a phone call and letter by mail
- Third violation: Passenger will receive a 30-day suspension and, if applicable, loss of subscription of service. (They will have to call for all future reservations and will not have automatic time and dates for standing orders). This will be done by a phone call and letter by mail.

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 allowed to decide whether to take the trip.

First Aid Policy

All Transit vehicles are equipped with a first aid kit. County 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

Please be ready at least ninety (90) minutes before your scheduled appointment. When you have booked your trip, the reservationist will give you a service window of 30 minutes after the bus is due to arrive during that time. For example, if your Service Window is 9:00 a.m. to 9:30 a.m., the earliest time your ride will come will be 9:00 a.m., and the latest is 9:30 a.m. The bus may arrive at any time in between, so you must be ready and waiting for the vehicle's arrival. Drivers operate on a schedule allowing a maximum of five (5) minutes to wait after arriving at the pick-up location.

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.

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.

Road calls

The locally developed standard for road calls is there should be no less than 10,000 miles between each road call.

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 providing it can be managed by the passenger, is self-administered, and is small enough that it can be safely stowed when the vehicle is en 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 is 772-462-1778 extension #4. This number is posted inside 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 or email CTDOmbudsman@dot.state.fl.us.

The St. Lucie County Local Coordinating Board has adopted a grievance procedure. A copy of the Grievance Procedures is provided in Appendix G. 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 <http://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 or findings.

15. Coordination Contract Evaluation Criteria

The CTC requests semi-annual 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 costliest due to the amount of time to board and disembark wheelchair individuals.

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

- Ambulatory \$25.01
- Wheelchair \$42.88

2. Passenger Fare Structures

The ongoing support of the St. Lucie County Board of County Commissioners has made it possible for the County's fixed route and paratransit buses to provide service at no cost to the riders.

Appendix A
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, APD, and coordinated contractors. | Ongoing | CTC/TPO/Transit Providers |
| 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 | Transit Providers/ 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 | Transit Providers/ 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 | Transit Providers/ Other Agencies |
| Strategy 3.1.2— Continue to enforce the no-show policy for the demand response service. | Ongoing | Transit Providers |
| Strategy 3.1.3— Continue travel training outreach to the local community and mobility management training for agencies. | Ongoing | Transit Providers/ Other Agencies |
| GOAL 4: Promote land use planning which encourages multi-modal transportation services and minimizes energy consumption. | | |
| | Estimated Date of Completion | Responsible Agency |
| <i>Objective 4.1— Continue to support procedures that require the consideration of multi-modal transportation system impacts and infrastructure.</i> | | |
| 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/Transit Providers |

| | | |
|---|---------|---------------------------|
| Objective 4.2 — Consider the potential for sponsored transportation services, especially for developments with a significant elderly population. | | |
| Strategy 4.2.1 — In cooperation with local jurisdictions, include the consideration of the potential for sponsored transportation services in the goals, objectives and policies of the adopted comprehensive plans. | Ongoing | CTC |
| GOAL 5: Stimulate the use of private funds and services in meeting the needs of the transportation disadvantaged. | | |
| Objective 5.1 – Identify the needs and accommodate opportunities for private sector, public sector, and non-governmental organization participation in funding the coordinated transportation system. | | |
| Strategy 5.1.1 –Encourage major employers or major transit attractors to provide a safe bus waiting area for employees/passengers. | Ongoing | CTC/Transit Providers |
| 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/Transit Providers |
| Strategy 5.1.3 – Develop feasible projects utilizing public/private partnerships to fill service gaps. | Ongoing | CTC/Transit Providers |
| Strategy 5.1.4 – Promote the state Voluntary Dollar Program designed to encourage donations to the TD program when registering/renewing vehicle tags. | Ongoing | CTC/TPO/Transit Providers |

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 | Transit Providers |
| <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/Transit Providers |
| <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 2024 | CTC/Transit Providers |

| GOAL 7: Operate a safe and secure transportation system. | | |
|--|------------------------------|-----------------------|
| <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> | | |
| | Estimated Date of Completion | Responsible Agency |
| Strategy 7.1.1 – Continually review regulations and update operations plans and procedures on equipment, bus safety, drugs, and alcohol, wheelchair, maintenance manual, and System Safety Program Plan. | As needed | CTC/Transit Providers |
| Strategy 7.1.2 – Develop, implement, maintain, and annually update a System Safety Program Plan and Security Program Plan. | As needed | CTC/Transit Providers |
| Strategy 7.1.3 – Monitor coordinated contractors to ensure compliance with FCTD regulations. | Ongoing | CTC |
| <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> | | |
| Strategy 7.2.1 – Continue to review and evaluate accidents and provide the necessary equipment or training. Incorporate improved procedures in the System Safety Program Plan based on the reviews and evaluations. | Ongoing | CTC/Transit Providers |
| <i>Objective 7.3 – Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.</i> | | |
| Strategy 7.3.1 – Continue to review accidents/incidents to identify trends and provide the necessary equipment or training based on the review. | Ongoing | CTC/Transit Providers |



AGENDA ITEM SUMMARY

| | |
|------------------------------|--|
| Board/Committee: | St. Lucie LCB |
| Meeting Date: | November 29, 2023 |
| Item Number: | 7d |
| Item Title: | 2023 Annual Operating Report (AOR) |
| Item Origination: | Community Transportation Coordinator (CTC) |
| UPWP Reference: | Task 3.8–Transportation Disadvantaged Program |
| Requested Action: | Approve the 2023 AOR, approve with conditions, or do not approve. |
| Staff Recommendation: | Because the AOR assists the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged in monitoring the performance of Florida’s coordinated system, it is recommended that the 2023 Annual Operating Report be approved. |

Attachments

- TPO Staff Report
- CTC Staff Report



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 26, 2023

SUBJECT: **2023 Annual Operating Report (AOR)**

BACKGROUND



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

ANALYSIS

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

RECOMMENDATION

Because the AOR assists the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged in monitoring the performance of Florida's coordinated system, it is recommended that the 2023 Annual Operating Report be approved.

TO: Members of the Local Coordinating Board
THROUGH: Adolfo Covelli, Transit Director 
FROM: Cathi Petagno, Transit Senior Program Specialist 
DATE: October 26, 2023
SUBJECT: Florida Commission for the Transportation Disadvantaged (FCTD)
2023 Annual Operating Report (AOR)

Background:

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

Annually, the County compiles a multitude of trip-related data such as the number of passengers, trip purpose, revenues, expenses, etc. all of which are contained in the attached AOR Detailed Summary Report for 22/23.

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

Analysis:

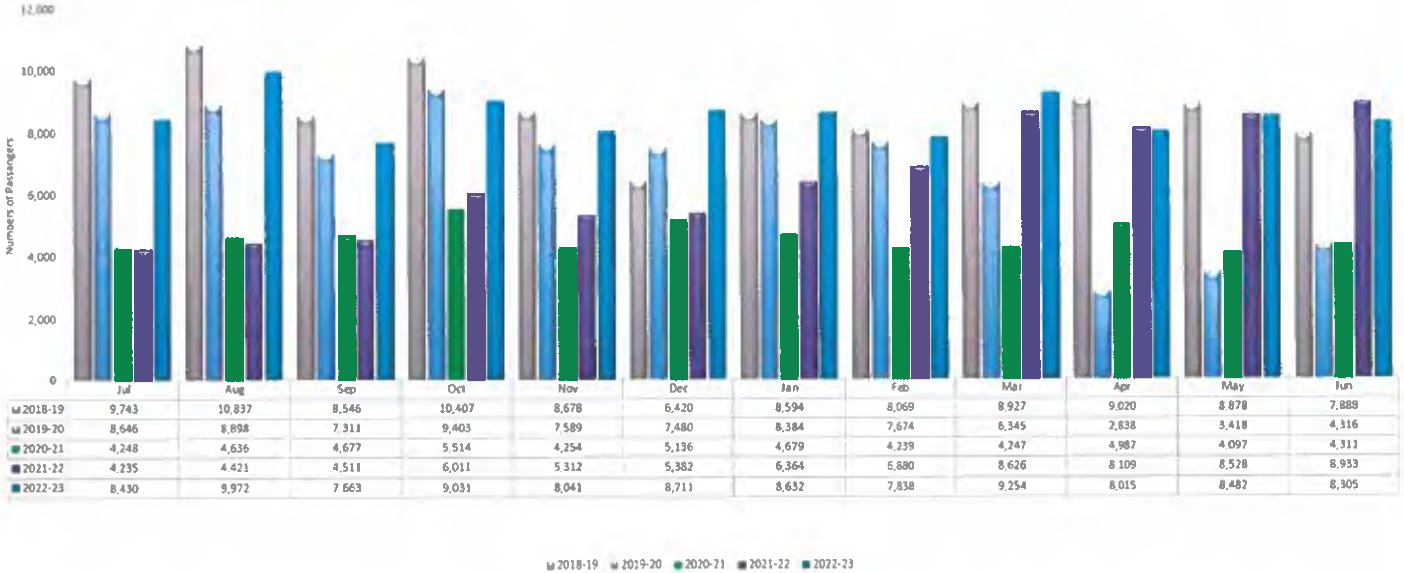
The figures below are a summary from the AOR, which is currently under review by the FCTD. For SFY 22/23, the St. Lucie CTC submitted the following:

- Master Contract Service Provider = 144,913 trips
- Coordinated Contractors = 32,152 trips
- Total trips = 177,065 trips

In fiscal year 22-23, the county’s TD ridership trends are on the rise due to the impact of the COVID-19 effects declining. The current trend for ridership is increasing as riders are utilizing the service options offered by ART. St. Lucie County is providing trips in compliance with the FTA mandates in place. The trip data above only reflects trips that qualify through the state Transportation Disadvantaged (TD) program.

The St. Lucie County Transit system, which includes the fixed route/ADA and paratransit has experienced an increase in overall ridership.

**ADA & Paratransit Trips
Monthly Ridership Comparison
State Fiscal Year 2018 - 2023**



STAFF RECOMMENDATION:

Staff recommends Board approval of the state fiscal year 22-23 Annual Operating Report with the ability to revise figures as requested by the CTD and authorize the Chair to sign all documents as approved by the county attorney.

County: Saint Lucie
 CTC: St. Lucie County Board of County Commissioners
 Contact: Adolfo Covelli
 2300 Virginia Avenue
 Fort Pierce, FL 34982
 772-462-1798
 Email: covellia@stlucieco.org

| Demographics | Number |
|-------------------------|--------|
| Total County Population | 0 |
| Unduplicated Head Count | 7,966 |



| Trips By Type of Service | 2021 | 2022 | 2023 | Vehicle Data | 2021 | 2022 | 2023 |
|---------------------------|----------------|----------------|----------------|---------------|---------|-----------|-----------|
| Fixed Route (FR) | 0 | 0 | 0 | Vehicle Miles | 778,697 | 1,440,348 | 1,739,136 |
| Deviated FR | 0 | 0 | 0 | Roadcalls | 97 | 131 | 58 |
| Complementary ADA | 0 | 0 | 0 | Accidents | 12 | 25 | 14 |
| Paratransit | 97,411 | 135,574 | 119,940 | Vehicles | 139 | 123 | 115 |
| TNC | 3,907 | 10,984 | 33,521 | Drivers | 144 | 115 | 111 |
| Taxi | 7,426 | 14,220 | 23,604 | | | | |
| School Board (School Bus) | 0 | 0 | 0 | | | | |
| Volunteers | 0 | 0 | 0 | | | | |
| TOTAL TRIPS | 108,744 | 160,778 | 177,065 | | | | |

| Passenger Trips By Trip Purpose | 2021 | 2022 | 2023 |
|---------------------------------|----------------|----------------|----------------|
| Medical | 39,638 | 76,716 | 74,268 |
| Employment | 12,502 | 11,617 | 18,182 |
| Ed/Train/DayCare | 24,189 | 31,285 | 39,898 |
| Nutritional | 1,636 | 1,671 | 6,521 |
| Life-Sustaining/Other | 30,779 | 39,489 | 38,196 |
| TOTAL TRIPS | 108,744 | 160,778 | 177,065 |

| Financial and General Data | 2021 | 2022 | 2023 |
|----------------------------|-------------|-------------|-------------|
| Expenses | \$4,284,700 | \$4,233,028 | \$4,740,308 |
| Revenues | \$4,290,394 | \$4,233,027 | \$4,689,897 |
| Commendations | 45 | 86 | 92 |
| Complaints | 3 | 24 | 19 |
| Passenger No-Shows | 4,484 | 3,769 | 10,498 |
| Unmet Trip Requests | 5,762 | 4,952 | 2,529 |

| Passenger Trips By Revenue Source | 2021 | 2022 | 2023 |
|-----------------------------------|----------------|----------------|----------------|
| CTD | 47,174 | 27,567 | 27,808 |
| AHCA | 200 | 756 | 612 |
| APD | 22,377 | 19,791 | 361 |
| DOEA | 829 | 3,625 | 15,622 |
| DOE | 0 | 0 | 0 |
| Other | 38,164 | 109,039 | 132,662 |
| TOTAL TRIPS | 108,744 | 160,778 | 177,065 |

| Performance Measures | 2021 | 2022 | 2023 |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 1.54 | 1.74 | 0.80 |
| Miles between Roadcalls | 8,028 | 10,995 | 29,985 |
| Avg. Trips per Passenger | 13.41 | 24.83 | 22.23 |
| Cost per Trip | \$39.40 | \$26.33 | \$26.77 |
| Cost per Paratransit Trip | \$31.50 | \$22.84 | \$28.09 |
| Cost per Total Mile | \$5.50 | \$2.94 | \$2.73 |
| Cost per Paratransit Mile | \$3.94 | \$2.54 | \$2.80 |

| Trips by Provider Type | 2021 | 2022 | 2023 |
|-------------------------|----------------|----------------|----------------|
| CTC | 0 | 0 | 0 |
| Transportation Operator | 72,982 | 122,555 | 144,913 |
| Coordination Contractor | 35,762 | 38,223 | 32,152 |
| TOTAL TRIPS | 108,744 | 160,778 | 177,065 |



AGENDA ITEM SUMMARY

| | |
|------------------------------|---|
| Board/Committee: | St. Lucie LCB |
| Meeting Date: | November 29, 2023 |
| Item Number: | 7e |
| Item Title: | Area Regional Transit (ART) Title VI Program |
| Item Origination: | Community Transportation Coordinator (CTC) |
| UPWP Reference: | Task 3.8 – Transportation Disadvantaged Program |
| Requested Action: | Approve the Title VI Program, approve with conditions, or do not approve. |
| Staff Recommendation: | Because a Title VI Program supports nondiscrimination, it is recommended that the LCB approve the Area Regional Transit (ART) Title VI Program. |

Attachments

- TPO Staff Report
- CTC Staff Report
- ART Title VI Program



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/ACES Program Manager

DATE: October 26, 2023

SUBJECT: **Area Regional Transit (ART) Title VI Program**

BACKGROUND

All agencies that receive federal funds are required to incorporate Title VI considerations into their missions. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. A Title VI Plan establishes guidelines to effectively monitor and ensure that an agency is in compliance with all Title VI requirements and regulations.

ANALYSIS

The St. Lucie County Area Regional Transit's (ART) public participation activities are designed to provide equal opportunities for the public to express its views and to become active participants in the planning process regardless of race, color, religion, income status, national origin, age, family status, gender, or disability. ART Staff has developed a Title VI Program to ensure non-discrimination in the public transportation decision-making process.

RECOMMENDATION

Because a Title VI Program supports nondiscrimination, it is recommended that the LCB approve the Area Regional Transit (ART) Title VI Program.



**TRANSIT
MEMORANDUM
24-003**

TO: Members of the Local Coordinating Board

THROUGH: Adolfo Covelli, Transit Director 

FROM: Tracy Jahn, Fiscal & Grants Supervisor 

DATE: October 26, 2023

SUBJECT: St. Lucie County Title VI Plan

Background:

Title VI of the Civil Rights Act of 1964 prohibits exclusion from participation, denial of benefits, or being subject to discrimination under any program or activity receiving federal financial assistance on the grounds of race, color, or national origin. As a recipient of Federal Transit Administration (FTA) funds, St. Lucie County's Transit Department is required to have a Title VI Plan on file with the FTA and the Florida Department of Transportation (FDOT). The Title VI Plan must be updated every three years with input from FDOT, the St. Lucie County Board of County Commissioners, and the Local Coordinating Board (LCB).

Analysis:

The Title VI Plan outlines St. Lucie County's efforts to prevent discrimination in public transportation services. The plan specifies the procedures in place to investigate and track Title VI complaints. The plan contains information about its public participation plan, which includes outreach to engage minority and limited English proficient (LEP) populations. Section seven describes the language assistance plan, which uses four factor analysis to identify LEP populations that may use St. Lucie County BOCC's Area Regional Transit services and the need for language assistance.

Recommendation:

Staff recommends Board approval of the St. Lucie County Title VI plan.

St. Lucie County BOCC- Area Regional Transit



Title VI Program

Date Adopted: 10/3/2023



Title VI Program Activity Log

| Date | Activity (Review/Update/Addendum/ Adoption/Distribution) | Concerned Person (Signature) | Remarks |
|-----------|--|---------------------------------|---------|
| 10/3/2023 | St. Lucie County BOCC Meeting-Adoption | <i>Adolfo Cavelli</i> | none |
| | | | |
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APPENDIX A FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS

APPENDIX B TITLE VI PROGRAM ADOPTION MEETING MINUTES AND FDOT CONCURRENCE LETTER

APPENDIX C OPERATING AREA LANGUAGE DATA: ST. LUCIE COUNTY BOCC SERVICE AREA

APPENDIX D DEMOGRAPHIC MAPS

APPENDIX E SAFETY PLAN

1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Program

49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

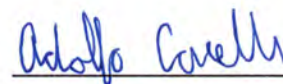
St. Lucie County BOCC assures the Florida Department of Transportation that no person shall, on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

St. Lucie County BOCC further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this program into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against St. Lucie County BOCC.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this program)

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature



Adolfo Covelli

Transit Director, St. Lucie County BOCC, Date: 8/18/2023

2.0 Introduction & Description of Services

St. Lucie County BOCC submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

St. Lucie County BOCC is a recipient of FTA funds and provides service in St. Lucie County.

St. Lucie County Board of County Commissioners (BOCC) is St. Lucie County's elected governing body. The BOCC provides public transit services for its jurisdiction, consisting of fixed-route bus and paratransit services. The County also offers non-traditional, off-hours, demand response service for Transportation Disadvantaged (TD) residents. The fixed-route and paratransit services are operated by MV Contract Transportation Inc., under contract by the BOCC. The county also contracts the TD demand off-hours services with local vendors and Uber for Business.

The St. Lucie County official mission statement is "to provide excellent customer service that advances a safe community, maintain a high quality of life and protects the natural resources". As a result, the BOCC has identified the delivery of public transit services as a means to serve the needs of the local labor force including access to job-skills training, promote economic development, increase the employment opportunities for its residents, and improve the quality of life in the county by reducing traffic congestion and air pollution. In recent years, the county's public transit system has grown to become part of a regional transit network interconnecting with the adjoining Indian River and Martin Counties' transit systems.

St. Lucie County is a government authority and contracts the operations to MV Transportation Inc, is a private for-profit company. The combined transit dedicated staff is approximately 102 employees including all administration and operations. Transit is a department of St. Lucie County. The Transit Department consists of 7 dedicated staff members.

St. Lucie County BOCC's Transit Director is responsible for all aspects of the county's transit system's operations. MV Contract Transportation's General Manager, is responsible for insurance, training, administration and management of the fixed bus and paratransit system. St. Lucie County BOCC's Safety Plan is included in Appendix E.

Vehicle Maintenance is the responsibility of the contracted provider, MV Contract Transportation. Drivers perform pre and post trip inspections of their vehicles upon the start and finish of their day. Deficiencies found in the vehicles are reported to the Supervisor and Vehicle Maintenance Director. Should a vehicle be deemed unsafe to operate, a replacement vehicle will be provided or if the vehicle can be put into operations the defect will be repaired at a later date. Drivers add the necessary fluids the vehicle needs.

St. Lucie County Board of County Commissioners maintains all program databases and spreadsheets including client information, trip logs, provider detailed invoicing and program financial records.

MV Transportation has 73 drivers, 42 of these drivers maintain CDL certifications. The Area Regional Transit (ART) bus service consists of eight fixed routes. Two Area Regional Transit routes provide regional transit connections with Martin and Indian River Counties' transit systems. Routes 1,2,3,4,5 and

6 operate from 6am to 8pm Monday through Friday, and Saturday from 8am to 12pm and 1pm to 4pm. Route 7 operates from 7am to 6pm Monday through Friday only. Route 8 is an express route that operates from 6am to 11am and from 3pm to 6pm Monday through Friday only. There is no fixed-route bus service on Sundays.

Route 1 was initiated in 2002. Route 1 begins near Downtown Fort Pierce at the Ft. Pierce Intermodal Facility located at North 8th Street and Avenue D. This route terminates at the Treasure Coast Mall in the Jensen Beach in Martin County which connects to the Marty service. Route 1 is the systems most heavily used bus-route and it connects with every Area Regional Transit bus route except Route 5.

Route 2 began service in 2005. Route 2 connects commercial and residential areas in North Fort Pierce with the route commencing and ending at the Fort Pierce Intermodal Facility providing immediate connections to Routes 1, 3, 7 and 8.

Route 3 was implemented concurrently with Route 2, serving South Fort Pierce. Route 3 connects densely developed suburban-urban residential areas with important community shopping and governmental service centers including Walmart and the Florida Department of Health. Route 3 commences and terminates at the Fort Pierce Intermodal providing immediate connections to Route 1, 2, 7 and 8.

Route 4 began operating in 2006 serving the downtown St. Lucie Boulevard and City Center areas. Route 4 serves as a transit connector for many important Port St. Lucie destinations, including the County Annex Building, Town Center, PSL Community Center and City Hall complex. Route 4 connects with Routes 1, 5, 6 and 8.

Route 5 commenced operations in 2009 adding fixed route bus service along SW Gatlin and SW Port St. Lucie Boulevards. Route 5 is designed to connect the rapidly developing Tradition Planned Unit Development with the Port St. Lucie City Hall and Community Center serving residential, municipal government, and community shopping destinations. Route 5 connects with Routes 4, 6 and 8.

Route 6 also began operating in 2009. Route 6 connects important major activity centers along the Prima Vista Boulevard/St. Lucie West Boulevard corridor including community shopping centers, recreational areas, library and community resources, and medical services. Route 6 connects with Routes 1,4, 5 and 8.

Route 7 began operating in 2015. Route 7, begins and ends at the Fort Pierce Intermodal Facility, and extends into adjacent Indian River County providing an immediate connection to their GoLine transit system. Route 7 connects with Route 1, 2, 3 and 8.

Route 8 is the newest bus route and is an express route from the Fort Pierce Intermodal Facility to the Port St. Lucie Intermodal Facility. Route 8 connects with Route 1,2,3 and 7 at the Fort Pierce Intermodal Facility and Route 4, 5 and 6 at the Port St. Lucie Intermodal Facility.

“ART On-Demand” provides micro-transit service in the South Port St. Lucie/ Gatlin Blvd./ Tradition area. This service provides door-to-door trips within the outlined zone and includes bus stops on Route 5 and the Port St. Lucie Intermodal Facility to provide riders with access to the fixed-route system. Trips are scheduled and dispatched via the ART On-Demand app, or they can be arranged via the phone. The service operates from 6am to 7:45pm Monday through Friday, and Saturday from 7am to 4:45pm.

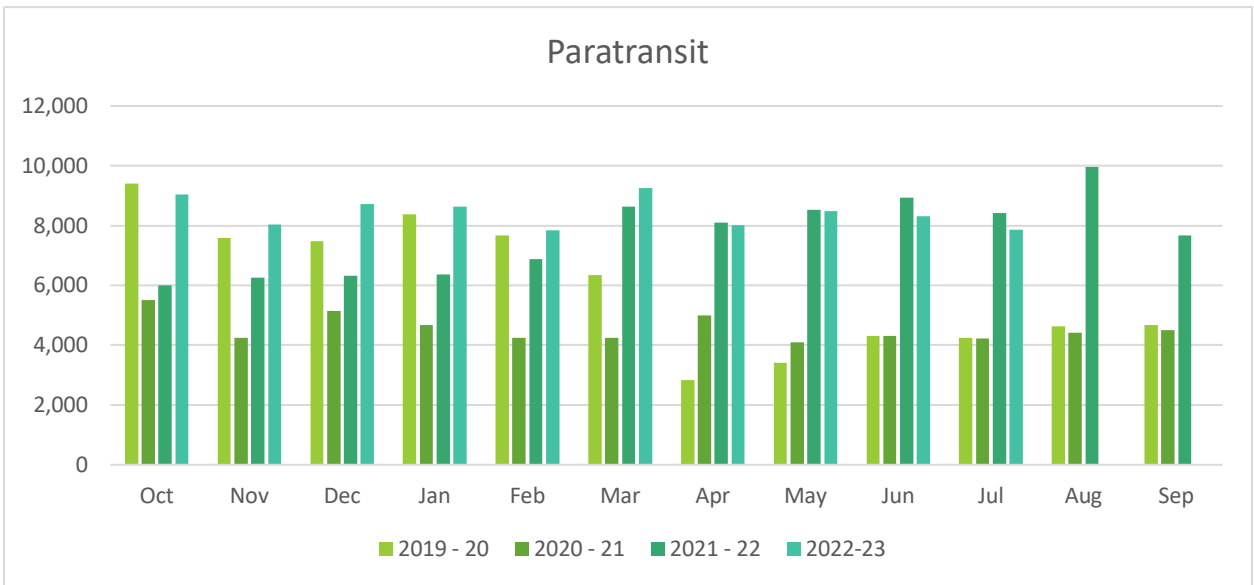
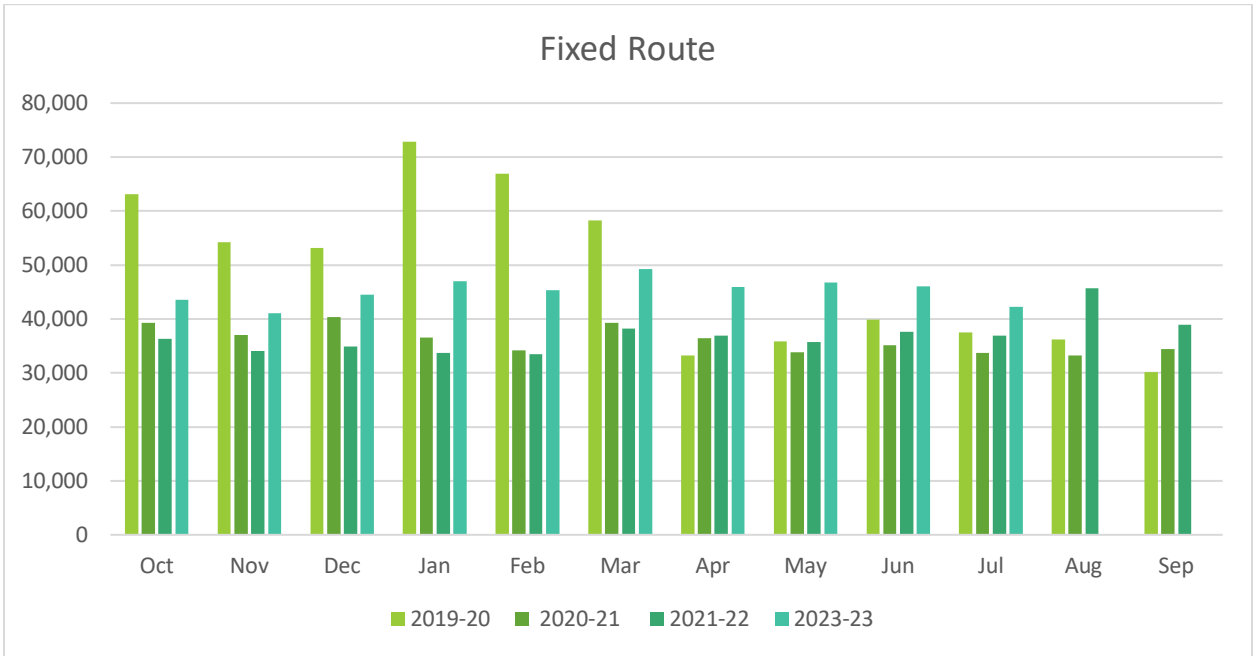
The Florida Commission for the Transportation Disadvantaged has designated St. Lucie County as the Community Transportation Coordinator (CTC) for the county service area. The CTC is responsible for coordinating and/or providing transportation services to individuals that meet the requirements of Transportation Disadvantaged (TD) as a result of age, income or a disability, where the individual cannot drive or have access to other transportation options.

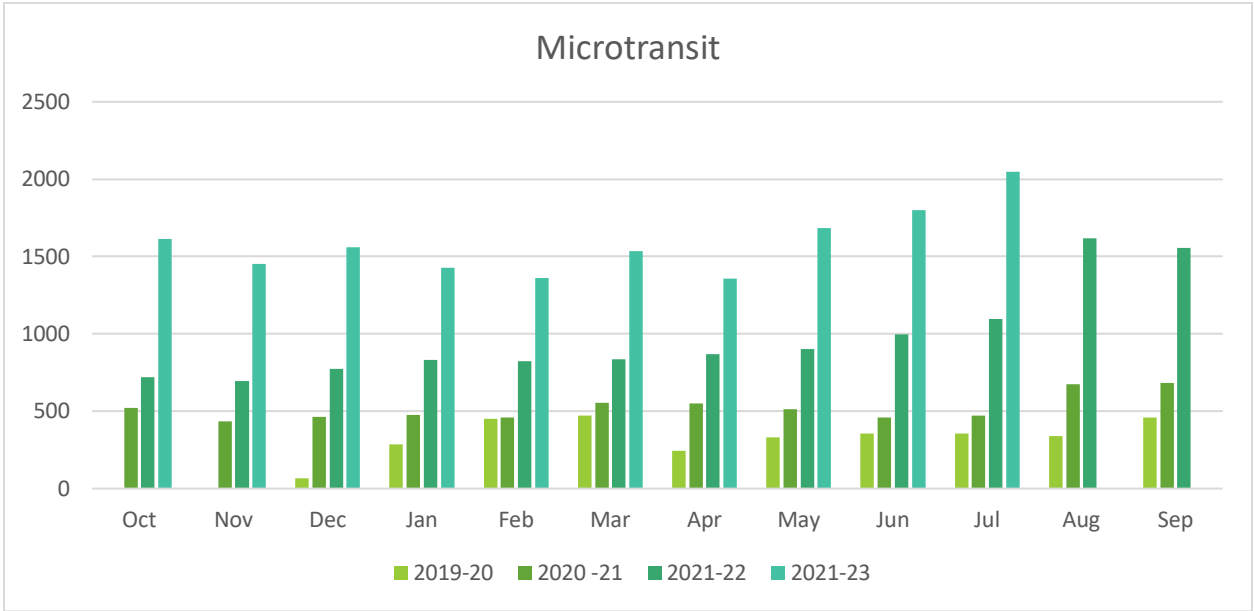
In St. Lucie County, a TD demand-response, ADA compliant paratransit service is delivered through the St. Lucie County Board of County Commissioners’ contract operator, MV Contract Transportation. This demand response service incorporates an origin to destination reservation system requiring qualified clients to contact reservationist at least twenty-four (24) in advance to schedule their requested trip. Trip reservations are accepted up to two-weeks in advance.

The Americans with Disability Act (ADA) requires that the county’s paratransit service compliment the service area’s fixed-route bus system. Federal Transit Administration guidelines stipulate this paratransit service be available to provide access to the fixed-route inside of $\frac{3}{4}$ -mile from each individual bus route. The Area Regional Transit paratransit service operates from 6am to 8pm Monday through Friday, and Saturday from 8am to 12pm and 1pm to 4pm.

Direct Connect is St. Lucie County’s supplementary service program for the transportation disadvantaged, for trips to and from work, job training and school, or non-emergency healthcare. The program’s service hours align with the County’s public transit system to fill gaps when the 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.

Advantage Ride is a regional program providing services to all neighboring counties, Indian River, Martin, and Okeechobee. Advantage Ride provides transportation for individuals with intellectual or developmental disabilities to access job opportunities, day programs, job training, educational programs, and other activities. This program is a partnership with Senior Resource Association in Indian River County. Grant funding is provided by the Florida Commission for the Transportation Disadvantaged (FCTD).





St. Lucie County BOCC must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender, and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

Tracy Jahn

Title VI Liaison, St. Lucie County BOCC- Transit Department

772-462-5114

2300 Virginia Ave, Fort Pierce, FL 34982

Hearing/Speech Impaired: 711 Florida Relay System

Adolfo Covelli

Title VI Contact

Transit Director, St. Lucie County BOCC

772-462-1798

2300 Virginia Ave, Fort Pierce, FL 34982

Hearing/Speech Impaired: 711 Florida Relay System

2.1 Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

St. Lucie County BOCC will remain in compliance with this requirement by annual submission of certifications and assurances as required by FDOT.

FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

2.2 Title VI Program Concurrence and Adoption

This Title VI Program was submitted to FDOT on August 18, 2023, for concurrence. The Program will be reviewed by St. Lucie County BOCC's Board of Directors during a meeting held on October 3, 2023. A copy of the meeting minutes and FDOT concurrence letter is included in Appendix B of this document.

3.0 Title VI Notice to the Public

FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

3.1 Notice to Public

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Program. The notice must include:

- A statement that the agency operates programs without regard to race, color and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

The following is St. Lucie County BOCC Title VI notice to the public:

St. Lucie County BOCC operates its transportation programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the St. Lucie County BOCC.

For more information on the civil rights program, and the procedures to file a complaint about the transportation program, contact the Title VI Liaison, Tracy Jahn, at (772) 462-5114, 2300 Virginia Ave, Fort Pierce, FL 34982, jahnt@stlucieco.org, or our website at SLCART.org.

A complainant may file a complaint directly with the Florida Department of Transportation by filing a complaint with the District 4 Title VI Coordinator, Sharon Singh Hagyan, 3400 W. Commercial Blvd, Fort Lauderdale, FL 33309, Sharon.SinghHagyan@dot.state.fl.us.

A complainant may also file a complaint directly with Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact Tracy Jahn at (772) 462-5114; jahnt@stlucieco.org.

Kreyol Ayisyen: Si ou ta renmen resevwa enfòmasyon sa a nan lang Kreyòl Aysiyen, tanpri rele nimewo (772) 462-5114.

Español: Si usted desea recibir esta información en Español, por favor llame al 772-462-5114.

El título VI aviso de St. Lucie County BOCC al público:

St. Lucie County BOCC opera sus programas de transporte y servicios, sin importar la raza, color, origen nacional y de conformidad con lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal en virtud del Título VI puede presentar una queja con St. Lucie County BOCC.

Para obtener más información sobre el St. Lucie County BOCC programa de derechos civiles, y los procedimientos para presentar una queja sobre el programa de transporte, contactar con Tracy Jahn, Título VI Enlace, a (772) 462-5114, jahnt@stlucieco.org o en nuestra oficina administrativa 2300 Virginia Ave, Fort Pierce, FL 34982, o nuestro sitio web en www.SLCART.org.

El demandante puede presentar una queja directamente con el Departamento de Transporte de la Florida mediante la presentación de una queja ante el Distrito 4 Título VI Coordinador (Sharon Singh Hagyan, Sharon.SinghHagyan@dot.state.fl.us).

Un demandante también puede presentar una queja directamente con la Administración Federal de Transporte mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Queja Team, East Building , 5th Floor - TCR , 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en otro idioma, contactar a Tracy Jahn al (772) 462-5114; jahnt@stlucieco.org.

BOCC's Tit VI St. Lucie County bay piblik la:

BOCC St. Lucie a opere pwogram ak sèvis transpò li yo san konsiderasyon ba ras, koulè, ak orijin nasyonal dapre Tit VI nan Lwa sou Dwa Sivil 1964 (Title VI of the Civil Rights Act of 1964). Nenpòt moun ki kwè ke yo te agrive pa nenpòt pratik diskriminatwa ilegal anba Tit VI ka depoze yon plent nan St Lucie County BOCC.

Pou jwenn plis enfòmasyon sou pwogram dwa sivil BOCC St. Lucie a, ak pwosedi yo pou pote yon plent kont pwogram transpò a, kontakte Tracy Jahn, Koòdonatè Tit VI, nan nimewo (772) 462-5114 jahnt@stlucieco.org oswa nan biwo administratif nou ki chita nan 2300 Virginia Ave, Fort Pierce, Florida 34950 oswa nan sitwèb nou lè ou ale nan www.SLCART.org.

Yon pleyan kapab pote yon plent avèk Depatman Transpò nan Eta Florida (Florida Department of Transportation) dirèkteman lè yo pote yon plent avèk Koòdonatè Tit VI Distri 4 la (Sharon Singh Hagyan, Sharon.SinghHagyan@dot.state.fl.us).

Epitou yon pleyan kapab pote yon plent dirèkteman avèk Administrasyon Federal Transpò Piblik (Federal Transit Administration) la lè yo pote yon plent avèk Biwo sou Dwa Sivil la (Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590).

Si yo bezwen jwenn enfòmasyon nan yon lòt lang, kontakte Tracy Jahn nan nimewo (772) 462-5114; jahnt@stlucieco.org

3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of St. Lucie County BOCC's obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of St. Lucie County BOCC's office(s) and in all vehicles.

St. Lucie County BOCC's notice to the public will be posted at the following locations:

| Location Name | Address | City |
|---------------------------------------|---------------------------|----------------|
| Fort Pierce Intermodal Facility | 825 Avenue D | Fort Pierce |
| Port St. Lucie Intermodal Facility | 395 SE Deacon Ave. | Port St. Lucie |
| MV Transportation Office | 8620 LTC Parkway Ste. A-2 | Fort Pierce |
| St. Lucie County Administration Annex | 2300 Virginia Avenue | Fort Pierce |

The Title VI notice and program information will also be provided on St. Lucie County BOCC's Transit website at www.SLCART.org.

4.0 Title VI Procedures and Compliance

FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.

4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin, by St. Lucie County BOCC may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form with St. Lucie County BOCC Transit Department Title VI Liaison, Tracy Jahn, at jahnt@stlucieco.org or by mail to 2300 Virginia Ave, Fort Pierce, FL 34982. St. Lucie County BOCC investigates complaints received no more than 180 days after the alleged incident. St. Lucie County BOCC will only process complaints that are complete. To be considered complete, complainants must, at a minimum, include their name, contact information, date of alleged incident, and a description of the incident.

Once the complaint is received, St. Lucie County BOCC will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

St. Lucie County BOCC has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, St. Lucie County BOCC may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, St. Lucie County BOCC can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedures and forms will be made available to the public on St. Lucie County BOCC's website (www.SLCART.org). The forms are also available in other formats upon request.

4.2 Complaint Form

| | | | |
|---|---|--|------------------------------|
| Section I: | | | |
| Name: | | | |
| Address: | | | |
| Telephone (Home): | | Telephone (Work): | |
| Electronic Mail Address: | | | |
| Accessible Format Requirements? | Large Print | | Audio Tape |
| | TDD | | Other |
| Section II: | | | |
| Are you filing this complaint on your own behalf? | | Yes* | No |
| *If you answered "yes" to this question, go to Section III. | | | |
| If not, please supply the name and relationship of the person for whom you are complaining: | | | |
| Please explain why you have filed for a third party: _____ | | | |
| Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. | | Yes | No |
| Section III: | | | |
| I believe the discrimination I experienced was based on (check all that apply): | | | |
| <input type="checkbox"/> Race | <input type="checkbox"/> Color | <input type="checkbox"/> National Origin | <input type="checkbox"/> Age |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Family or Religious Status | <input type="checkbox"/> Other (explain) _____ | |
| Date of Alleged Discrimination (Month, Day, Year): _____ | | | |
| Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____ | | | |
| Section IV | | | |
| Have you previously filed a Title VI complaint with this agency? | | Yes | No |

| | |
|---|---|
| Section V | |
| Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? | |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If yes, check all that apply: | |
| <input type="checkbox"/> Federal Agency: _____ | |
| <input type="checkbox"/> Federal Court _____ | <input type="checkbox"/> State Agency _____ |
| <input type="checkbox"/> State Court _____ | <input type="checkbox"/> Local Agency _____ |
| Please provide information about a contact person at the agency/court where the complaint was filed. | |
| Name: | |
| Title: | |
| Agency: | |
| Address: | |
| Telephone: | |
| Section VI | |
| Name of agency complaint is against: | |
| Contact person: | |
| Title: | |
| Telephone number: | |

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature Date

Please submit this form in person at the address below, or mail this form to:

Tracy Jahn, Title VI Liaison
St. Lucie County BOCC, Transit Department
2300 Virginia Ave
Fort Pierce, FL 34982

Forma De Queja

| | | | | |
|--|------------------|--|--------------------------------|----|
| Seccion I: | | | | |
| Nombre: | | | | |
| Direccion: | | | | |
| Telefono: | | | Telefono secundario(opcional): | |
| Direccion de correo electronico: | | | | |
| Reuistos de forma accesible? | Impresion grande | | Cinta de audia | |
| | TDD | | Otros | |
| Seccion II: | | | | |
| Esta presentado esta queja en su propio nombre? | | | Si* | No |
| *Si usted contesto "Si", vaya a la Seccion III. | | | | |
| Si usted contest "No", Nombre(s) del Individuo(s) Quien(es) Usted Allega Discrimino (naron) Contra Usted Si lo(s) Conoce: | | | | |
| Cual es su relacion con este individuo: _____ | | | | |
| Por favor, explique por que han presentado para una tecera parte: | | | | |
| Por favor, confirme que ha obtenido el permiso de la parte agraviada en el archive en su nombre. | | | Si | No |
| Seccion III: | | | | |
| Creo que la discriminacion que he experimentado fue basado en (marque todas las correspondan): | | | | |
| <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origin Nacional <input type="checkbox"/> Edad <input type="checkbox"/> Impedimento <input type="checkbox"/> Familia o Estatus Religioso <input type="checkbox"/> Otro (explicar) _____ | | | | |
| Fecha de supuesta discriminacion: (mm, dd, aaaa): _____ | | | | |
| Explica lo mas claramente posible lo que ocurrio y por que usted cree que son objeto discriminacion. Describir todas las personas que han participado. Incluir el nombre y la informacion de contacto de la(s) persona(s) que discrimina contra usted (si se conoce), asi como los nombres y la informacion de contacto de los testigos. Si se necesita mas espacio, por favor adjunte hojas adicionales de papel. | | | | |
| _____ | | | | |
| _____ | | | | |
| Seccion IV | | | | |
| Anteriormente ha presentado un Titulo VI denuncia con esta agencia? | | | Si | No |

| | |
|--|--|
| Seccion V | |
| Ha presentado esta queja con cualquier otro local, estado o federal, o con cualquier Federal o estado? | |
| <input type="checkbox"/> Si | <input type="checkbox"/> No |
| Si la respuesta es si, Marque todo lo que aplica: | |
| <input type="checkbox"/> Agencia Federal: _____ | |
| <input type="checkbox"/> Federal Tribunal _____ | <input type="checkbox"/> Agencia Estatal _____ |
| <input type="checkbox"/> Tribunal Estatal _____ | <input type="checkbox"/> Agencia Local _____ |
| Proporcionan informacion acerca de una persona de contacto en la agencia/tribunal donde se present la denuncia | |
| Nombre: | |
| Titulo: | |
| Organismo: | |
| Direccion: | |
| Telefono: | Correo electronico: |
| Seccion VI | |
| Nombre de organismo Transito denuncia es contra: | |
| Persona de contacto: | |
| Titulo: | |
| Telefono: | |

Usted puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamación.

Firma y fecha son necesarios para completar la forma siguiente:

Firma: _____ Fecha: _____

Por favor, envíe este formulario en persona o por correo este formulario a la siguiente dirección:

Tracy Jahn, Title VI Liaison
 St. Lucie County BOCC, Transit Department
 2300 Virginia Ave
 Fort Pierce, FL 34982

Fòmilè pou Pote Plent

| | | | | |
|---|--|--|---------------------------------|-----|
| Seksyon I: | | | | |
| Non: | | | | |
| Adrès: | | | | |
| Nimewo Telefòn (Lakay): | | | Nimewo Telefòn (Travay): | |
| Adrès Imèl: | | | | |
| Egzijans pou Fòm Aksesib? | Gwo Lèt | | Kasèt Odyo | |
| | TDD | | Lèt | |
| Seksyon II: | | | | |
| Èske ou ap pote plent sa a sou non pwòp tèt ou? | | | Wi* | No |
| *Si ou te bay yon repons "wi" pou kesyon sa a, ale nan Seksyon III. | | | | |
| Si se non, tanpri bay non ak relasyon moun an sou non ou ap pote plent la: | | | | |
| Tanpri eksplike rezon an poutèt ou ap pote yon plent sou non yon twazyèm pati: | | | | |
| Tanpri konfime ke ou te jwenn pèmisyon leze pati a si ou ap pote plent la sou non yon twazyèm pati. | | | Wi | Non |
| Seksyon III: | | | | |
| Mwen kwè ke diskriminasyon an mwen te eksperyans te baze sou (tcheke ti kare a pou tout rezon yo ki aplikab): | | | | |
| <input type="checkbox"/> Ras | <input type="checkbox"/> Koulè | <input type="checkbox"/> Orijin Nasyonal | <input type="checkbox"/> Laj | |
| <input type="checkbox"/> Enfimite | <input type="checkbox"/> Kondisyon Familyal oswa Relijye <input type="checkbox"/> Lèt (eksplike) _____ | | | |
| Dat Diskriminasyon Swadizan an te Rive (Mwa, Jou, Ane): _____ | | | | |
| Eksplike nan fason pi klè ke posib kisa ki te rive ak rezon poutèt ou kwè ou te eksperyans diskriminasyon. Dekri tout moun yo ki te enplike. Enkli non ak enfòmasyon kontak moun an (yo) ki te fè diskriminasyon kont ou (si ou konnen yo), osi byenke non ak enfòmasyon kontak nenpòt temwen. Si ou bezwen plis espas pou ekri, tanpri sèvi avèk do fòmilè sa a. | | | | |
| _____ | | | | |
| _____ | | | | |
| Seksyon IV | | | | |
| Èske ou te pote yon plent Tit VI avèk ajans sa a deja? | | | Wi | Non |

| | |
|---|--|
| Seksyon V | |
| Èske ou te pote yon plent avèk nenpòt lòt ajans Federal, Leta, oswa ajans lokal, oswa avèk nenpòt lòt tribinal Federal oswa Leta? | |
| <input type="checkbox"/> Wi | <input type="checkbox"/> Non |
| Si se wi, tcheke ti kare tout ki aplikab: | |
| <input type="checkbox"/> Ajans Federal: _____ | |
| <input type="checkbox"/> Tribinal Federal _____ | <input type="checkbox"/> Ajans Leta _____ |
| <input type="checkbox"/> Tribinal Leta _____ | <input type="checkbox"/> Ajans Lokal _____ |
| Tanpri bay enfòmasyon sou yon moun yo kapab kontakte nan ajans / tribinal la kote yo te pote plent. | |
| Non: | |
| Tit: | |
| Ajans: | |
| Adrès: | |
| Nimewo Telefòn: | |
| Seksyon VI | |
| Non ajans la kont ki yo pote plent la: | |
| Non moun yo kapab kontakte: | |
| Tit: | |
| Nimewo Telefòn: | |

Ou kapab kole nenpòt materyèl alekri oswa lòt enfòmasyon ou panse ki enpòtan konsènan plent ou nan dokiman sa a. Yo egzije siyati ak dat la anba

Siyati Dat

Tanpri soumèt fòmilè sa a nan adrès anba a, oswa voye li pa lapòs nan:

Tracy Jahn, Title VI Liaison
 St. Lucie County BOCC, Transit Department
 2300 Virginia Ave
 Fort Pierce, FL 34982

4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three (3) years. St. Lucie County BOCC will submit Title VI Programs to FDOT for concurrence on an annual basis or any time a major change in the Program occurs. Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to FDOT annually.

5.0 Title VI Investigations, Complaints, and Lawsuits

FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.

In accordance with 49 CFR 21.9(b), St. Lucie County BOCC must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by St. Lucie County BOCC in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Program when it is submitted to FDOT.

St. Lucie County BOCC has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

Table 1: Summary of Investigations, Lawsuits, and Complaints

| | Date (Month, Day, Year) | Summary (include basis of complaint: race, color, or national origin) | Status | Action(s) Taken |
|----------------|--|--|---------------|------------------------|
| Investigations | | | | |
| 1. | | | | |
| 2. | | | | |
| Lawsuits | | | | |
| 1. | | | | |
| 2. | | | | |
| Complaints | | | | |
| 1. | | | | |
| 2. | | | | |

6.0 Public Participation Plan

FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Program shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

Introduction

The Public Participation Plan (PPP) for St. Lucie County BOCC was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for St. Lucie County BOCC. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about St. Lucie County BOCC's plan, programs, and services and to provide a variety of convenient and efficient methods for receiving and considering public comment prior to implementing changes to plans, programs, and services. St. Lucie County BOCC also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, community-based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about St. Lucie County BOCC's Area Regional Transit and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** St. Lucie County BOCC will proactively reach out and engage low-income, minority, and LEP populations for the St. Lucie County BOCC service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, culturally, temporally, and linguistically.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** St. Lucie County BOCC will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions

- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

Public Participation Methods

- The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of St. Lucie County BOCC. St. Lucie County BOCC intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.
- St. Lucie County BOCC will conduct community meetings and listening sessions as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.
- The public will be invited to provide feedback on the St. Lucie County BOCC website (www.SLCART.org) and all feedback on the site will be recorded and passed on to St. Lucie County BOCC management. The public will also be able to call the St. Lucie County BOCC office at 772-462-5114 during its hours of operation. Feedback collected over the phone will be recorded and passed on to St. Lucie County BOCC management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.
- Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.
- For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.
- For community meetings and other important information, St. Lucie County BOCC will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements
- All information and materials communicating proposed and actual service adjustments will be provided in English and any other language that meets the “safe harbor” criteria.
- Public Hearings are conducted for input regarding any changes to transit services or program. Meetings are specifically designed to attract racial/ethnic minority and low-income populations and are held at times and locations that are most convenient for the communities served.
- LCB Meetings are organized by the St. Lucie County Transportation Planning Organization(TPO). LCB meetings are held quarterly and they are open to the public. The TPO’s outreach includes persons with disabilities and their service groups. The Local Coordinating Board for the Transportation Disadvantaged (LCB) includes persons with disabilities and disability group representatives. Several TPO advisory committee members also identify as persons with disabilities. Some TPO workshops are specifically designed to attract racial/ethnic minority and low-income populations and are thus held at times and locations that are most convenient for the communities served. In addition, members of these communities are recruited to participate in community-wide events.

In response to the current Covid-19 pandemic, the TPO’s in-person workshops have been replaced by virtual workshops. The TPO collects demographic data on participation in its online events and social media sites via surveys. Because the U.S. Census estimates that 10 percent of St. Lucie households lack broadband Internet subscriptions, telephone-only access is provided for all TPO online meetings and workshops.

St. Lucie County BOCC is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of St. Lucie County BOCC’s recent, current, and planned outreached activities.

- Public Surveys
- In person, interactive meetings
- Community outreach workshops

7.0 Language Assistance Plan

FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).

7.1 Overview

- The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis used to identify LEP needs and assistance measures.
- Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency’s programs and activities, including public participation opportunities.
- Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency,” forbids funding recipients from “restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program,” or from “utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin.”
- FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.
- Safe Harbor Provision, DOT has adopted the Department of Justice’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes **five percent (5%) or 1,000 persons**, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. St. Lucie County BOCC's language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

7.2 Four Factor Analysis

The analysis provided in this report has been developed to identify LEP populations that may use St. Lucie County BOCC's Area Regional Transit services and identify needs for language assistance. This analysis is based on the "Four Factor Analysis" presented in the Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter St. Lucie County BOCC's program, activity or service.
2. The frequency with which LEP persons come in contact with St. Lucie County BOCC's program, activity or service.
3. The nature and importance of programs, activities or services provided by St. Lucie County BOCC's program, activity or service to the LEP population.
4. The resources available to St. Lucie County BOCC's program, activity or service and overall cost to provide LEP assistance.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

St. Lucie County BOCC service area does have LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix C, 21,522 speakers qualify for the Safe Harbor Provision as the number of person which speak English less than "very well" is counted as 6.97% and 21,522 persons.

Of the 308,488 residents in the St. Lucie County BOCC service area 21,522 residents describe themselves as speaking English less than "very well". Spanish or Spanish Creole speakers are the primary LEP persons likely to utilize St. Lucie County BOCC's Treasure Coast Connector services. For the St. Lucie County BOCC service area, the American Community Survey of the U.S. Census Bureau shows that among the area's population 93% speak English "very well" For groups who speak English "less than very well", 69% speak Spanish or Spanish Creole and 15% speak French Creole.

Appendix C contains a table which lists the languages spoken at home by the ability to speak English for the population within the St. Lucie County BOCC service area. The following is a summary of St. Lucie County BOCC's Language Data Table:

| St. Lucie County, Florida | Estimate | Percentage |
|---|----------------|--------------|
| Total: | 308,488 | 100% |
| Speak only English | 237,252 | 76.9% |
| Spanish | 46,612 | 15.1% |
| Speak English "very well" | 31,655 | 10.3% |
| Speak English less than "very well". | 14,957 | 4.8% |
| French, Haitian, or Cajun Creole | 10,974 | 3.6% |
| Speak English "very well" | 7,685 | 2.5% |
| Speak English less than "very well". | 3,289 | 1.1% |

Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

St. Lucie County BOCC has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. As discussed above, Census data indicates that Phone inquiries and staff survey feedback indicated that St. Lucie County BOCC's contracted provider's dispatchers and drivers interact infrequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. St. Lucie County BOCC receives about requests for translated documents.

St. Lucie County BOCC's Area Regional Transit provides public transit service for visitors and residents of St. Lucie County. In evaluating call data, LEP persons are predominantly using the fixed route system. Transit receives an average of approximately 5 phone calls per month requesting Spanish and 1 call requesting Creole quarterly from a total of roughly 100 phone calls per week. The paratransit system creates an average of approximately 185 calls daily and of these calls, Spanish is requested approximately 2 times a month, or less than 1%. Therefore, there is a need for Spanish literature and bilingual staff to satisfy the needs of our LEP customers.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People's Lives

Public transportation and regional transportation planning is vital to many people's lives. According to the Department of Transportation's *Policy Guidance Concerning Recipient's Responsibilities to LEP Persons*, providing public transportation access to LEP persons is crucial. A LEP person's inability to utilize public transportation effectively, may adversely affect his or her ability to access health care, education, or employment.

Based upon the above data, St. Lucie County BOCC recognizes the importance of providing brochures and signs in Spanish and Creole.

Factor 4: The Resources Available to the Recipient and Costs

St. Lucie County BOCC assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: translated brochures, signs, riders guides and bilingual staff in the call center. Rider guides and pocket maps are available in Spanish and Creole. Paratransit applications and reider guides are provided in Spanish and Creole when requested. St. Lucie County BOCC provides a reasonable degree of services for LEP populations in its service area.

7.3 Language Assistance Plan

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The five elements are addressed below.

Element 1: Identifying LEP Individuals Who Need Language Assistance

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

St. Lucie County BOCC has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix C). As presented earlier, 76.9% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish (15.1%). Of those whose primary spoken language is Spanish, approximately 4.8% identify themselves as speaking less than “very well”. Those residents whose primary language is not English, or Spanish, who identify themselves as speaking English less than “very well” account for 0.02% of the service area population.

St. Lucie County BOCC may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

Element 2: Language Assistance Measures

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

St. Lucie County BOCC has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. Include statements clarifying that being bilingual is preferred on bus driver recruitment flyers and onboard recruitment posters.
4. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

St. Lucie County BOCC will utilize the demographic maps provided in Appendix D in order to better provide the above efforts to the LEP persons within the service area.

Element 3: Training Staff

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of St. Lucie County BOCC, the most important staff training is for customer service representatives and drivers. Several representatives are bilingual in English and Spanish.

The following training will be provided to customer service representatives and drivers:

1. Information on Title VI Procedures and LEP responsibilities
2. Documentation of language assistance requests
3. How to handle a potential Title VI/LEP complaint

Element 4: Providing Notice to LEP Persons

St. Lucie County BOCC will make Title VI information available in English, Spanish and Creole on the Agency's website. Key documents are written in English, Spanish and Creole. Notices are also posted in St. Lucie County BOCC's Transit office lobby, on vehicles, and at the intermodal facilities. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

Element 5: Monitoring and Updating the Plan

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether St. Lucie County BOCC's financial resources are sufficient to fund language assistance resources needed

St. Lucie County BOCC understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. St. Lucie County BOCC is open to suggestions from all sources, including customers, St. Lucie County BOCC staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

8.0 Transit Planning and Advisory Bodies

FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

The County's public involvement process is inclusive of all decision-makers and stakeholders. It includes as many groups and individuals as possible, especially those who will be most affected. The most appropriate tool is used for each audience.

County transit staff provide presentations to transit-related boards, advisory groups, and committees on a regular basis. These include the TPO and its advisory committees, the Local Coordinating Board for the Transportation Disadvantaged (LCB), the Economic Development Council, and CareerSource Research Coast. Although membership in these groups is not selected by the County, the St. Lucie County BOCC will make efforts to encourage minority participation on the board/committees. These efforts are made by distributing information about the participation on the board/committee at public meetings and throughout the transit system. St. Lucie County BOCC will utilize the minority population demographic maps included in Appendix D to focus on the areas in which the board/committee participation information is distributed.

9.0 Title VI Equity Analysis

FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, St. Lucie County BOCC will ensure the following:

1. St. Lucie County BOCC will complete a Title VI equity analysis for any facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. St. Lucie County BOCC will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, St. Lucie County BOCC will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If St. Lucie County BOCC determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, St. Lucie County BOCC may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. St. Lucie County BOCC must demonstrate and document how both tests are met. St. Lucie County BOCC will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

St. Lucie County BOCC has not recently constructed any facilities. St. Lucie County BOCC is in the planning stage of building an operations and maintenance facility. St. Lucie County BOCC is currently evaluating sites and will complete a Title VI equity analysis for this facility. St. Lucie County BOCC does not have any

Title VI Equity Analysis reports to submit with this Program. St. Lucie County BOCC will utilize the demographic maps included in Appendix D for future Title VI analysis.

10.0 System-Wide Service Standards and Service Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

St. Lucie County BOCC is a fixed route service provider.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Program. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

St. Lucie County BOCC has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

10.1 Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. St. Lucie County BOCC has prepared standards for all modes it operates including fixed route and paratransit.

a. Vehicle Load

| Vehicle Type | Average Passenger Capacities | | | Maximum Load Factor |
|-------------------|------------------------------|----------|-------|---------------------|
| | Seated | Standing | Total | |
| 29' Low Floor Bus | 28 | 9 | 37 | 1.3 |
| 40' Low Floor Bus | 38 | 12 | 50 | 1.3 |
| 31' Low Floor Bus | 32 | 10 | 42 | 1.3 |

b. Vehicle Headway

| POLICY HEADWAYS AND PERIODS OF OPERATION | | | | |
|--|-------------|-------------|----------------|--------------|
| <u>WEEKDAY</u> | <u>Peak</u> | <u>Base</u> | <u>Evening</u> | <u>Night</u> |
| Route 1 | 60 | 60 | 60 | -- |
| Route 2 | 60 | 60 | 60 | -- |
| Route 3 | 60 | 60 | 60 | -- |
| Route 4 | 60 | 60 | 60 | -- |
| Route 5 | 60 | 60 | 60 | -- |
| Route 6 | 60 | 60 | 60 | -- |
| Route 7 | 60 | 60 | 60 | -- |
| Route 8 | 60 | 60 | 60 | -- |
| <p><i>* Peak: 7-9 am and 4-6 pm; Base 6am - 4pm; Evening: 5-8:00 pm</i> <i>"--" means no service is provided during that time period.</i></p> | | | | |

| SATURDAY | Day | Evening | Night |
|--|-----|---------|-------|
| Route 1 | 60 | -- | -- |
| Route 2 | 60 | -- | -- |
| Route 3 | 60 | -- | -- |
| Route 4 | 60 | -- | -- |
| Route 5 | 60 | -- | -- |
| Route 6 | 60 | -- | -- |
| Route 7 | -- | -- | -- |
| Route 8 | -- | -- | -- |
| <p><i>* Day 8am - 4pm; Evening: 5-8pm;</i> <i>"--" means no service is provided during that time period</i></p> | | | |

c. On-Time Performance

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (5) minutes late. The St. Lucie County BOCC on-time performance objective is 90% or greater. St. Lucie County BOCC continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

d. Service Availability

St. Lucie County BOCC will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service.

10.2 Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. St. Lucie County BOCC has prepared the following policies for its transit system.

a. Distribution of Transit Amenities

Installation of transit amenities along bus routes are based on the number of passengers boarding at stops and stations along those routes.

b. Vehicle Assignment

Vehicles will be assigned to the South, North, and East depots such that the average age of the fleet serving each depot does not exceed useful life. Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement systems.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses.



AGENDA ITEM SUMMARY

| | |
|------------------------------|--|
| Board/Committee: | St. Lucie LCB |
| Meeting Date: | November 29, 2023 |
| Item Number: | 8a |
| Item Title: | FY 2024/25 – 2025/26 Unified Planning Work Program (UPWP) Call for Planning Projects |
| Item Origination: | Unified Planning Work Program (UPWP) |
| UPWP Reference: | Task 1.2 – UPWP Development |
| Requested Action: | Discuss and provide comments to Staff. |
| Staff Recommendation: | Because the UPWP is developed based on comments received from the LCB, the TPO Advisory Committees, the TPO Board, and other sources, it is recommended that the UPWP is discussed, and planning projects are proposed to Staff. |

Attachment

- TPO Staff Report



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: November 8, 2023

SUBJECT: **FY 2024/25 - 2025/26 Unified Planning Work Program (UPWP) Call for Planning Projects**

BACKGROUND

The Unified Planning Work Program (UPWP) is the two-year program supported by State and Federal funds of transportation planning activities undertaken by the TPO. The UPWP includes a description of the planning work and resulting products, who will perform the work, timeframes for completion, costs, and funding sources. The UPWP serves as the foundational document for carrying out the 3C (continuing, cooperative, and comprehensive) transportation planning process within the TPO area.

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

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

The current UPWP for FY 2022/23 – FY 2023/24 ends on June 30, 2024. Therefore, it is necessary to initiate the development of the UPWP for

FY 2024/25 – FY 2025/26 which is for the period from July 2024 through June 2026.

ANALYSIS

An initial discussion of the proposed FY 2024/25 – FY 2025/26 UPWP is requested at this time. The discussion should include the review and/or identification of the planning priorities, tasks, projects, and activities that should comprise the proposed UPWP. The Call for Planning Projects also is being announced to the public through the TPO website/social media and discussions at public meetings.

Through the tasks and activities represented in the UPWP, the TPO continues to apply its priorities in a 3C manner to assist in addressing local needs. The planning priorities proposed to be addressed during FY 2024/25 and FY 2025/26 are substantially the same as the planning priorities of the current UPWP and consist of the following:

- **Project Advancement:** Support the local agencies in advancing the implementation of projects in the 2045 Long Range Transportation Plan (LRTP), 2045 Regional LRTP, and Transportation Improvement Program (TIP).
- **Previous Planning Efforts:** Build upon and/or implement the results of previous UPWP planning efforts.
- **Safety and Security:** Provide for the consideration and implementation of projects, strategies, and services that increase the safety and security of the transportation system.
- **Performance-Based Multimodal Planning and Programming:** Continue to conduct performance-based multimodal planning which increases mobility options and ensures the most efficient investment of local, State, and Federal transportation funds by linking investment priorities to the achievement of adopted targets.
- **Alternative Transportation Facilities:** Support the development and implementation of alternative transportation facilities including sidewalks, bike paths/lanes, and transit, port, airport and ACES (Automated/Connected/Electric/Shared-Use) infrastructure.
- **Regional Efforts:** Build upon previous efforts and identify new opportunities for regional coordination and collaboration.

- **Public Involvement and Education:** Continue to enhance public involvement and education.
- **Livability and Sustainability:** Enhance the livability and sustainability of the local communities.
- **Transportation Demand Management:** Support efficient travel behaviors.

To address the proposed planning priorities, the following project ideas are proposed to be included in the draft FY 2024/25 – FY 2025/26 UPWP:

- **Public Participation Plan Update** – an update of the TPO’s goals, objectives, and strategies regarding public participation. This plan would identify new opportunities to enhance the public’s role in transportation decision-making and would help implement the TPO’s Title VI Program.
- **2050 LRTP** – the LRTP describes how the St. Lucie TPO area's multimodal transportation system will evolve over the next 25 years. The meeting of transportation goals will be applied to the prioritization of projects. The LRTP is updated every five years and amended as needed.
- **Mobility Data** - procurement of data, such as travel speeds, times, and reliability and vehicle volumes, from mobile device sources. In addition to supplementing the TPO's Traffic Count Data Management System, the data would assist in implementing recommendations in the TPO’s Sustainable Transportation Plan, Electric Vehicle Charging Station Plans, Transportation Connectivity Study, etc.
- **Vehicle Sharing Study** – analysis of methods to provide residents and visitors with short-term access to automobiles. Vehicle sharing, a common first-last mile option at mobility hubs, would support recommendations in the TPO’s Sustainable Transportation Plan. A Cornell University study revealed a reduction of 15 personal vehicles for every sharing vehicle; therefore, vehicle sharing also could support recommendations in the TPO’s Carbon Reduction Strategy and Congestion Management Process (CMP).
- **Autonomous Vehicle (AV) Study Update** – a status report on self-driving vehicle trends. Because the nationwide focus has shifted to robo-taxis and autonomous freight movement, this study could support recommendations in the TPO’s Sustainable Transportation Plan, Advanced Air Mobility Study Phase 2, CMP, etc.

- **Electric Bicycle Study** - electric bicycles compete with pedestrians and traditional bicycles for limited roadway space. As ebikes become more affordable and popular, these conflicts will increase. This study could result in enhancements to the TPO's Walk-Bike Network to make it safer for all users.

In addition to its review by the LCB, TPO Board, and TPO Board Advisory Committees, the draft UPWP will be submitted to FDOT and various Federal agencies for their review and comment, and a formal public comment period will be initiated. The TPO Board will consider the draft UPWP for adoption no later than at its April 2024 meeting.

RECOMMENDATION

It is recommended that the draft UPWP planning priorities are discussed, and planning projects and/or revisions to the planning priorities are proposed to Staff.



St. Lucie Transportation
Planning
Organization

Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, Florida 34953
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AGENDA ITEM SUMMARY

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| Board/Committee: | St. Lucie LCB |
| Meeting Date: | November 29, 2023 |
| Item Number: | 8b |
| Item Title: | Transit Development Plan (TDP) Major Update Status Report |
| Item Origination: | Unified Planning Work Program (UPWP) |
| UPWP Reference: | Task 3.2 – Transit Planning |
| Requested Action: | Discuss and provide comments to Staff |
| Staff Recommendation: | Because the preparation of a TDP Major Update is necessary for the future growth of the transit system, it is recommended that the TDP Major Update Status Report be discussed, and comments be provided to Staff. |

Attachment

- TPO 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/ACES Program Manager

DATE: October 26, 2023

SUBJECT: **Transit Development Plan (TDP) Major Update Status Report**

BACKGROUND

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

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

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

ANALYSIS

As the intent of the TDP Major Update is to reimagine the current transit system in the TPO area, the County Transit Department and consultants embarked on extensive public outreach and data collection efforts. The results of these efforts will be presented.

RECOMMENDATION

Because the preparation of a TDP Major Update is necessary for the future growth of the transit system, it is recommended that the TDP Major Update Status Report be discussed, and comments be provided to Staff.