



St. Lucie County Transportation Disadvantaged Service Plan (TDSP)

A Coordinated Public Transit-Human Services Transportation Plan

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

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INTRODUCTION

The St. Lucie Transportation Disadvantaged Service Plan (TDSP) addresses the public transportation needs of the transportation disadvantaged (TD) population in St. Lucie County. The TD population consists of persons who are unable to transport themselves or to purchase transportation, including elderly, low-income, 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, 2018.

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 2007/2008*.

DEVELOPMENT PLAN

A. Introduction to Service Area

1. Background of the TD Program

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

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

3. Organization Chart

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

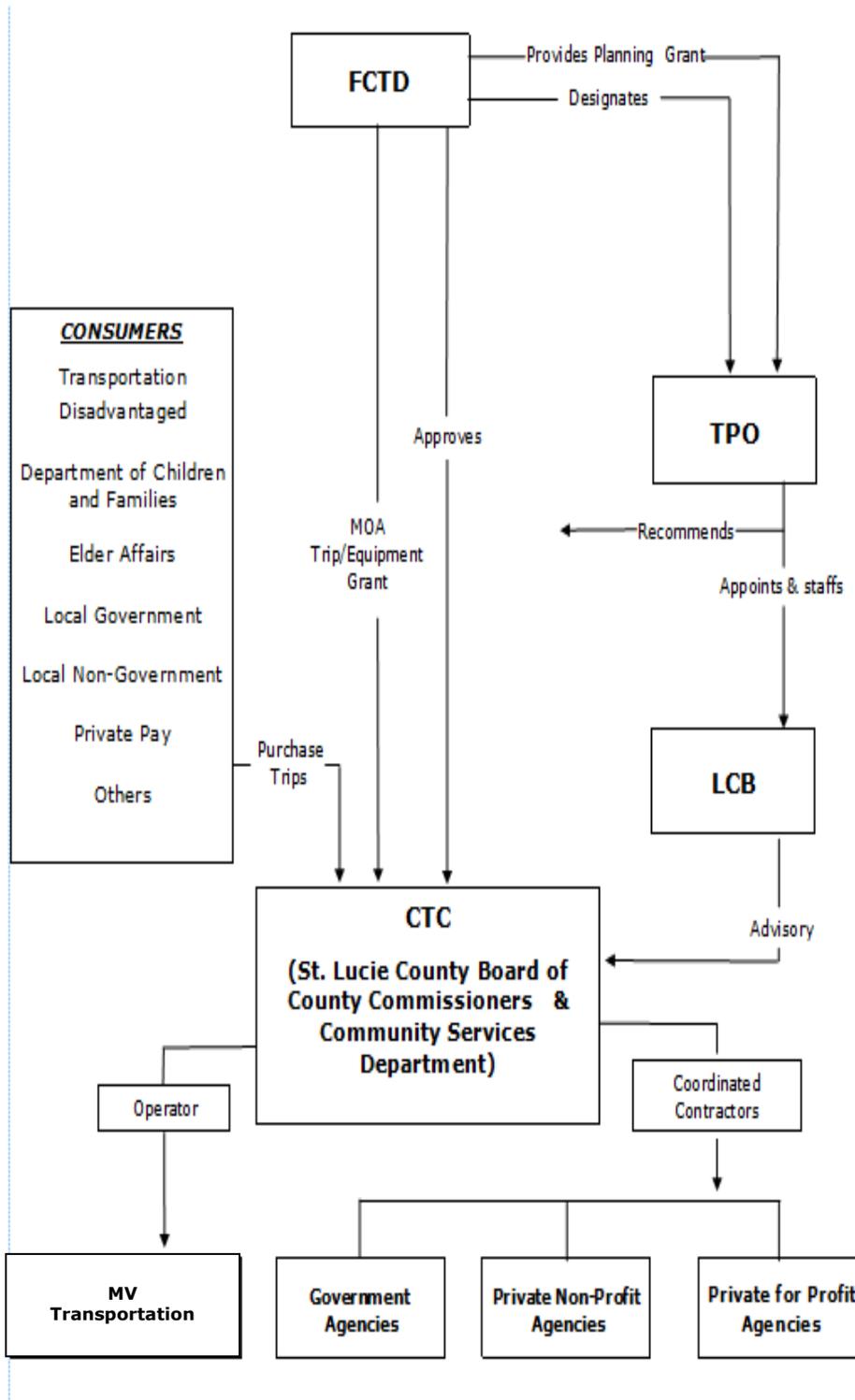


Figure 1: St. Lucie County TD Services Organization Chart

4. Consistency Review of Other Plans

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

St. Lucie County Comprehensive Plan

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.

Automated/Connected/Electric/Shared-Use (ACES) Vehicles For Transit Study

The Automated/Connected/Electric/Shared-Use (ACES) Vehicles for Transit Study acknowledged that though there is a great deal of uncertainty and speculation on the potential impacts of ACES, its influence must be factored into transit planning priorities. The Study's recommendations were based on a flexible approach.

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 February 16, 2022. A Summary of Comments on the TDSP is included in Appendix J. Public notice was provided for the February 16, 2022 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

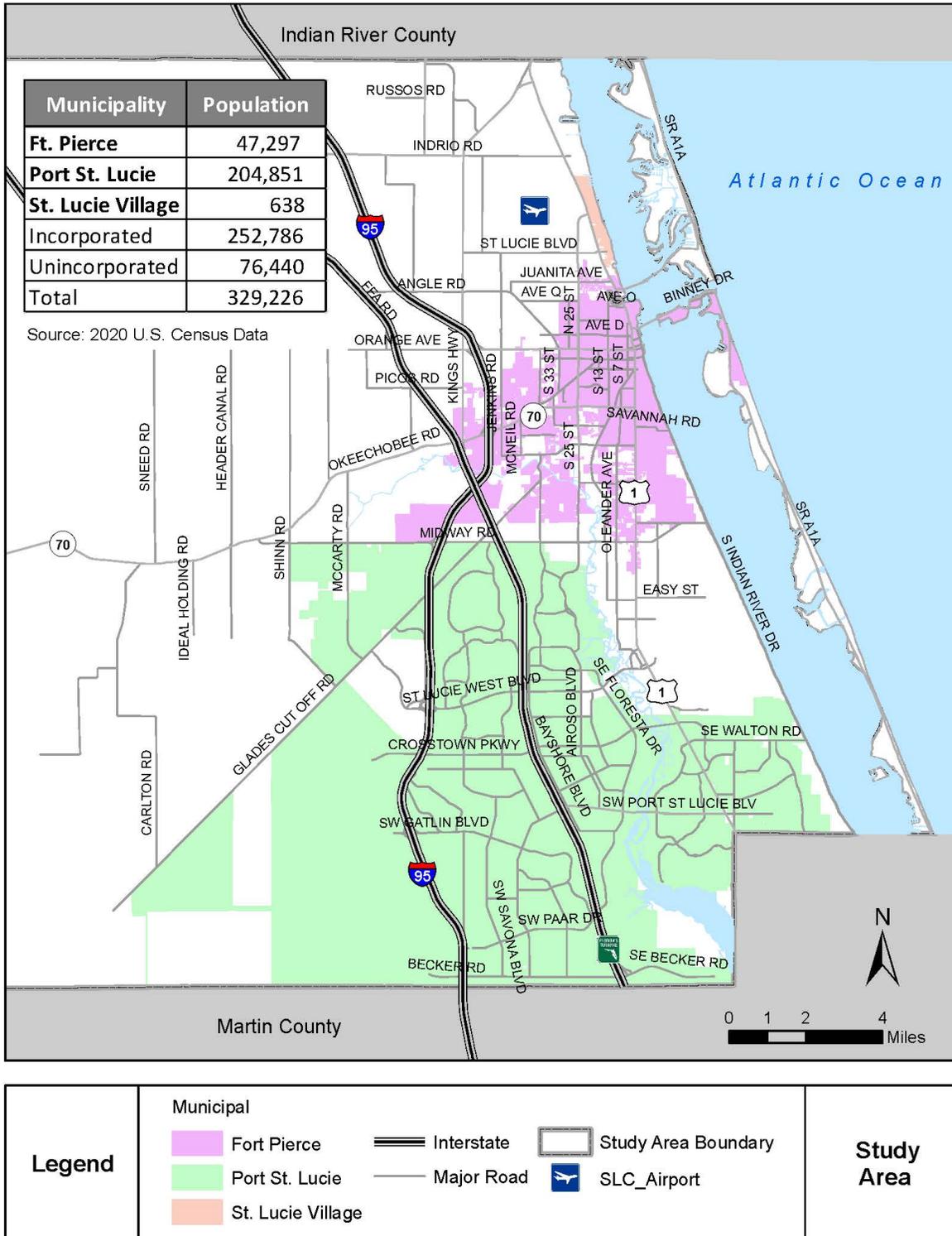


Figure 3: TDSP Study Area

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 2020 Census, the St. Lucie County population is approximately 329,200, which represents a 19 percent increase from the 2010 Census of 277,300. The percentage of persons 65 years and older in 2019 was estimated at 25 percent, which is higher than the statewide percentage of 21 percent. The estimated median household income for St. Lucie County was approximately \$52,300 compared to approximately \$55,700 statewide. Persons living below the poverty level comprised 12 percent of the population of St. Lucie County versus 12 percent statewide.

Based on a land area of 572 square miles and a 2020 Census population of approximately 329,200, St. Lucie County has a population density of approximately 576 persons per square mile. While this number would seem to indicate that 576 persons live on each square mile of land area, the density within the county varies dramatically because the majority of the population lives in the eastern part of the County. Therefore, density is only a raw gauge to measure a population's distribution across a land area.

c) Transit Orientation Analysis

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

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

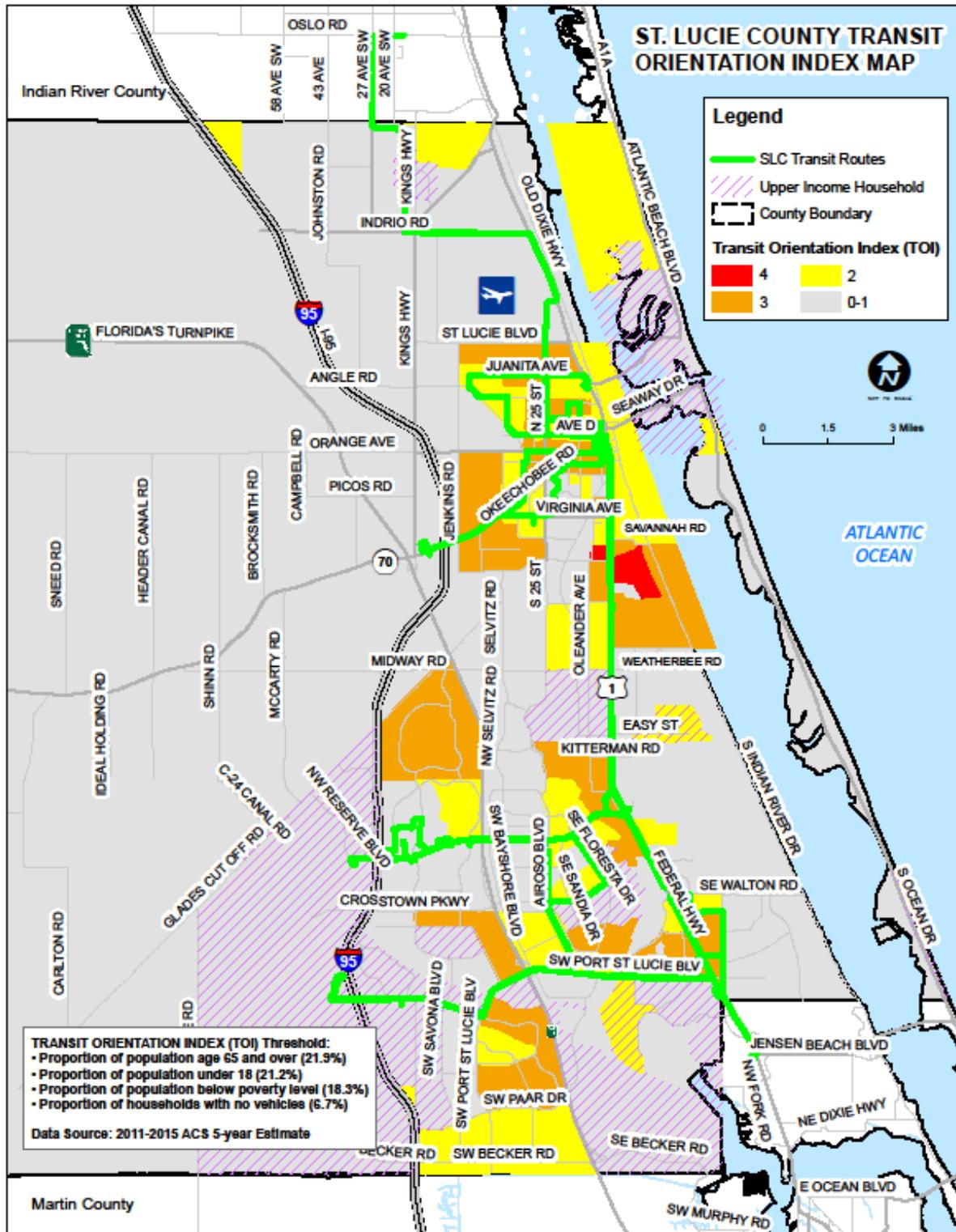
Using the 2019 U.S. Census estimates and the 2019 American Community Survey (ACS) as data sources yields the following countywide percentages:

- Youth – 20%
- Older adults - 25%
- Poverty – 12%
- Zero-vehicle households – 6%

Map 4 shows areas of St. Lucie County in which one or more of the above percentages are exceeded. For example, an area in orange indicates high concentrations of youth, older adults, persons living below the poverty level, or households without access to an automobile. The map indicates TOI levels (0–1: Low, 2: Medium, and 3: High). Areas with TOI levels of 3, the highest rating, have concentrations of persons who would be most likely to use public transportation and include areas near US-1, much of Fort Pierce, near Airoso Boulevard and Prima Vista Boulevard, and near Tulip Boulevard.

d) Employment

According to the US Census, the mean travel time to work for St. Lucie County workers age 16+ in 2019 in St. Lucie County was approximately 28 minutes, which compares with the average of 28 minutes for workers statewide. This reflects the fact that many workers in St. Lucie County travel outside the County for employment.



Map 4 Transit Orientation Index

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

Table 1: Major Employers

Company Name	Employer	Product / Service	Location
School Board of St Lucie County	5,564	Education	Port St. Lucie
Indian River State College*	2,338	Higher education	Fort Pierce
Lawnwood Regional Medical Center & Heart Institute	1,615	Healthcare services	Fort Pierce
Teleperformance	1,600	Call center	Port St. Lucie
City of Port St Lucie	1,164	City government	Port St. Lucie
Wal-Mart Distribution Center	890	A dry goods distribution center	Fort Pierce
Cleveland Clinic Martin Health	850	Healthcare services	Stuart
St. Lucie Medical Center	850	Healthcare services	Port St. Lucie
St. Lucie County	797	County government	Countywide
Florida Power & Light Company	772	Electric utility	Port St. Lucie
Change Healthcare	549	Call center	Port St. Lucie
Convey Health Solutions	450	Call center	Fort Pierce
St. Lucie County Fire District	434	Fire protection	Fort Pierce
New Horizons of the Treasure Coast	408	Healthcare services	Countywide
Maverick Boat Co Inc	406	Boat manufacturer	Fort Pierce
Blue Goose Construction / Growers	400	Agriculture/ Contractors	Fort Pierce

Sources: Updates provided by employers to the Economic Development Council of St. Lucie County, 2/21/19.

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	
St. Lucie Medical Center	HANDS of St. Lucie County
Martin Emergency Center of St. Lucie West	Florida Community Health Centers, Inc.
Lawnwood Regional Medical Center	Treasure Coast Hospice
St. Lucie County Health Department	New Horizons of the Treasure Coast, Inc.
Cleveland Clinic Tradition Hospital	Lake Whitney Medical & Professional Campus
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
St. Lucie County Fairgrounds	Libraries-All Branches
Schools/Government Centers	
Port St. Lucie City Hall	St. Lucie County Administration Building
Fort Pierce City Hall	St. Lucie County Community Services 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	
Coalitions for Independent Living Options	Council on Aging of St. Lucie, Inc Port St. Lucie
Treasure Coast Food Bank	Council on Aging of St. Lucie, Inc. Fort Pierce
Mustard Seed Ministries	United Against Poverty

f) Inventory of Available Transportation Services

An inventory of transportation options is available at the Find a Ride Florida website <https://findarideflorida.org/> this site offers a listing of transportation service providers statewide. This resource is developed and maintained by the University of Florida.

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.

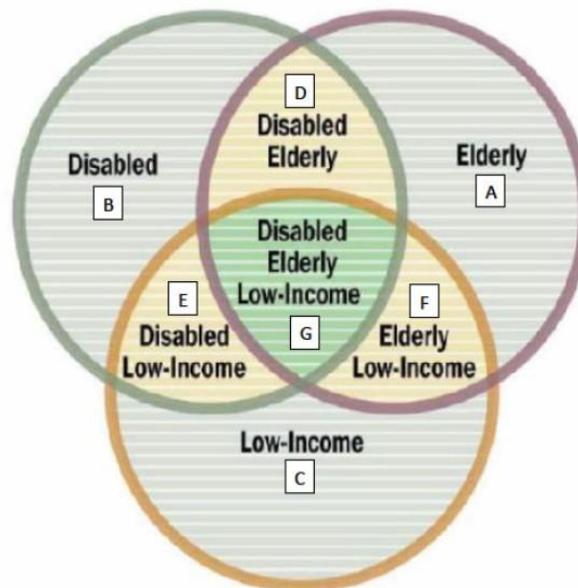


Figure 5: The TD Population

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 120,414 persons, or approximately 37 percent of the total population.

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	120,414	37%

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 13,287, as shown in Table 4.

Critical Need -Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,752	702	2,454
Elderly	9,566	1,267	10,833
TOTAL	11,318	1,969	13,287

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 4,711 trips.

Low Income & Not Disabled	22,458		
27.2% without auto access	6,109		
25% without transit access	2,138		
Calculation of Daily Trips			
		Daily Trip Rates	Total
Total Actual Critical TD Population		Per Person	Daily Trips
Severely Disabled	13,287	0.049	651
Low Income ND	2,138	1.899	4,060
Totals	15,425		4,711

Table 5: Daly Trips for the Critical Need Population

Within the CUTR tool, forecasts of the General TD population and the Critical Need-Severely Disabled TD population were developed based on 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 16,223 by 2025, with a demand for 5,218 daily trips or almost 1.5 million annual trips.

2. Special Needs Population

In addition to using the CUTR methodology to estimate overall disability needs, the ACS 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 ACS asks about six disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Respondents who report any one of the six disability types are considered to have a disability.

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

The six disability types covered by the ACS are:

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

Table 6 shows the number of adults with cognitive disabilities in St. Lucie County. There is an estimated total of 14,331 persons with cognitive difficulty or six percent of the total population aged 18 years and older.

Age 18-64	8,426
Age 65+	5,905
Total	14,331

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

As mentioned above, the Critical Need-Severely Disabled TD population includes persons who, due to severe physical limitations, are unable to transport themselves or purchase transportation on their own. That number is 13,287; adding the number of persons with cognitive difficulties or an additional 14,331 would total more than 27,618 persons in need of specialized transportation in St. Lucie County.

Public transportation is essential to being able to access employment, educational, health, and social opportunities to participate actively in the community. However, the demand for TD trips, as summarized in the 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 for the Agency for Persons with Disabilities (APD) by CUTR. The Analysis examines the design and provision of the state's TD services, identify "gaps" in service accessibility/connectivity and examine strategies of how to assist in addressing these gaps. The study also provides an examination of the state's transportation disadvantaged populations, with specific emphasis on individuals with intellectual and developmental disabilities (IDD). The APD, through its waiver transportation services, works with local communities and private providers to assist IDD individuals and their families.

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

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

The Transportation Task Force presented background on their areas of expertise, provided input to CUTR staff, and reviewed and commented on progress reports and drafts of the final report. Several preliminary recommendations were prepared and presented to the Task Force for discussion, refinement, and prioritization. The

following section describes the four (4) recommendations in order of priority approved by the Task Force:

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

4. 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. Property values in the County are gradually increasing the revenue generated from the County's Municipal Services Taxing Unit (MSTU), a dedicated transit-funding source.

E. Implementation Plan

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

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

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

Implementation Date	Ongoing System Improvements and Review
Ongoing	<ul style="list-style-type: none"> ➤ Increase fixed-route utilization ➤ Continue to monitor trip rates and adjust as needed ➤ Maintain or increase the number of passengers per vehicle hour ➤ Manage the cost per passenger trip ➤ Manage the cost per vehicle hour ➤ Pursue alternative funding sources to provide additional transportation services and 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 7: 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 8: 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, except for Route 1 (US 1 Corridor), which operates at a 30-minute frequency.

In addition to the eight fixed routes, ART is presently operating a pilot program, funded through the Florida Department of Transportation (FDOT), providing micro-transit door-to-door service on-demand. The "ART On-Demand" service operates in the South Port St Lucie/Gatlin/Tradition area (approximately a 10 square mile area). 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 1 operates on a 30-minute frequency.

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 Trolley," route provides service along Port St. Lucie Blvd to the eastern part of Port St. Lucie. This route connects with Route 1 at Town Center Plaza and Routes 5, 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 pilot program providing micro-transit service in the South Port St. Lucie/Gatlin Blvd. / Tradition area. This service provides door-to-door trips within a ten-mile area and includes bus stops on Route 5 to provide riders with access to the fixed-route system. 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 7:00 a.m. to 6:00 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. Now with Direct Connect, St. Lucie County provides the most comprehensive transportation disadvantaged service coverage in Florida.

Direct Connect service is provided through third-party qualified contract carriers offering wheelchair accessible vehicles and conventional taxi service. Program clients can reserve trips on their own or, if needed, book trip reservations through the County CTC office. Direct Connect copays are \$20 monthly.

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. 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.

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 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 Annual Operating Report (AOR) for Fiscal Year, July 1, 2020 -June 30, 2021, the number of unmet trip requests was 5,762 compared to 5,081 unmet trip requests in the previous fiscal year. The increase was reported by the CTC and Coordinated Contractors and attributed to several factors including COVID-19, funding and driver shortages to name a few.

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 9 shows the Transportation Operator and Coordinated Contractors in St. Lucie County.

2021-2022		
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
ARC of St Lucie County	Tara Goheen	A/W
Aurora of the Treasure Coast, Inc.	Ann Meier	A
Council of Aging of St Lucie, Inc	Darrell Drummond	A/W
Frontline For Kids	Jerome Gayman	A
I Move U, Inc.	Natasha Serra	A
JusTranzit School Bus, Inc.	Deidre Butler	A/W
Mactown, Inc.	Sabrina Dillard	A
Nursing Services of Palm Beach Mobility, LLC	George Walks	A/W/S
St. Lucie County Veterans	Jake Walton	A/W
A = Ambulatory W = Wheelchair S = Stretcher		

Table 9: 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 in 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 \$24.44
- Wheelchair \$41.90

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
Objective 3.1— Seek to minimize the costs required to operate and administer transportation disadvantaged services.		
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
Objective 4.1— Continue to support procedures that require the consideration of multi-modal transportation system impacts and infrastructure.		
Strategy 4.1.1— Continue involvement by transit agency staff in local development review processes and educate local agency staff on the needs of transit.	Ongoing	CTC
Strategy 4.1.2 – Raise awareness related to transit accessibility and the needs of the Transportation Disadvantaged population.	Ongoing	CTC/TPO/Transit Providers

<p>Objective 4.2 – Consider the potential for sponsored transportation services, especially for developments with a significant elderly population.</p>		
<p>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.</p>	Ongoing	CTC
<p>GOAL 5: Stimulate the use of private funds and services in meeting the needs of the transportation disadvantaged.</p>		
<p>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.</p>		
<p>Strategy 5.1.1 – Encourage major employers or major transit attractors to provide a safe bus waiting area for employees/passengers.</p>	Ongoing	CTC/Transit Providers
<p>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.</p>	Ongoing	CTC/Transit Providers
<p>Strategy 5.1.3 – Develop feasible projects utilizing public/private partnerships to fill service gaps.</p>	Ongoing	CTC/Transit Providers
<p>Strategy 5.1.4 – Promote the state Voluntary Dollar Program designed to encourage donations to the TD program when registering/renewing vehicle tags.</p>	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 2022	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

Appendix B
Area Regional Transit Formerly Called Treasure Coast
Connector Rider's Guide



Treasure Coast Connector

437 N. 7th Street

Fort Pierce, Florida 34950

St. Lucie County (772) 462-1778

www.SLCRide.org

R I D E R ' S GUIDE

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

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

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

If you feel you have been discriminated against in reference to the above and would like to register a complaint, please call (772) 462-1778.

Effective / Efectivo July 1, 2020

WELCOME ABOARD!

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

Connector buses stop only at designated bus stops. To find the stop closest to you, check the route map or call Customer Service (772) 462-1778.

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

RIDING WITH US

- No smoking, eating or drinking on the bus.
- Strollers are not permitted; except for umbrella strollers.
- Passengers must be able to carry on any packages. If using a shopping aid, you must be able to carry it on the bus.
- You must wear shoes and a shirt.
- You may use your cell phone, radio or CD player with headphones only and at a low volume.
- Cell phone conversations shall not distract drivers or other passengers.
- No motorized or electric bikes on bike racks.
- No bikes allowed inside bus.
- No pets are allowed except for trained personal assistance animals.
- Do not talk to drivers while they are driving the bus.
- Cursing or the use of profanity or vandalism will not be tolerated on the bus.
- Please leave the front seats of the bus for those riders who are elderly or disabled.
- Wait until the bus comes to a complete stop before standing.
- All service is wheelchair accessible. Lift will be deployed for all who request it.



SERVICE SCHEDULE

Routes 1, 2, 3, 4, 5 and 6 operate from 6am to 8pm Monday - Friday, Saturday from 8am to 12pm and 1pm to 4pm. **Route 7** operates 7am to 6pm Monday - Friday only. **Route 8** operates from 7am to 11am and 3pm to 7pm Monday - Friday only. No service is provided on Sundays, New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and Christmas.

FARE FREE

HOW TO USE THIS SCHEDULE

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

CONTACT US

Website _____ www.SLCRide.org
Customer Service _____ (772) 462-1778
Lost & Found _____ (772) 462-1778

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

BIENVENIDO A BORDO!

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

Los autobuses del Connector solo se detienen en paradas designadas. Para encontrar la parada más cercana, verifique el mapa de ruta o llame a Servicio al cliente (772) 462-1778.

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

CUANDO VIAJA CON NOSOTROS

- No se permite fumar, comer ni beber en el autobús
- No se permiten cochecitos de bebe, con excepción de cochecitos tipo paraguas.
- Los pasajeros deben ser capaces de cargar sus paquetes. Si utiliza algo para asistirlo a llevar sus compras, usted debe ser capaz de subirlo al autobús.
- Se requiere llevar zapatos y camisa puestos.
- Solo se permite uso de teléfono celular, radio o reproductor de CD con audifonos o a bajo volumen. Las conversaciones de teléfono celular no deberán distraer al conductor o a los otros pasajeros.
- No se permiten bicicletas eléctricas o motorizadas en las monturas de bicicleta. No se permiten bicicletas dentro del autobús.
- No se permiten animales, excepto animales entrenados para asistencia personal.
- No hable al conductor mientras maneja.
- No se tolerará lenguaje profano, obsceno o vandalismo en el autobús.
- Por favor deje los asientos delanteros del autobús libres para los pasajeros de mayores o con incapacidades físicas.
- Espere a que el autobús se detenga completamente para ponerse de pie.
- Todos los servicios tienen capacidad para sillas de ruedas. El ascensor se empleará solo para sillas de ruedas.



HORARIO DEL SERVICIO

Rutas 1, 2, 3, 4, 5 y 6 operan entre las horas de 6am a 8pm de Lunes a viernes. Y los sábados entre las horas de 8am a 12pm / 1pm a 4pm. **Ruta 7** operan unicamente entre las horas de 7am a 6pm de lunes a viernes. **Ruta 8** opera de 7am a 11 am y 3pm 7pm de lunes a viernes solamente. No proveemos servicio los domingos, El Día Año Nuevo, El Día de Martin Luther King, El Día de los Presidentes, Memorial Day, Día de Independencia, Día del Trabajo, Día de Veteranos, Día de Acción de Gracias y el Día de Navidad.

PASEOS GRATIS

COMO USAR ESTE HORARIO

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

CONTACTENOS

Página de la red _____ www.SLCRide.org
Servicio al Cliente _____ (772) 462-1778
Objetos perdidos _____ (772) 462-1778

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

ROUTE 1 - NORTHBOUND / NORTE

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

Treasure Coast Square Mall	Jennings Rd	Savanna Club	Prima Vista Crossings***	Midway Rd/US1	Dollar General	Fort Pierce Intermodal Facility**
G	H	I	J	K	L	A
6:00	6:10	6:21	6:32	6:41	6:47	7:00
6:30	6:40	6:51	7:02	7:11	7:17	7:30
7:00	7:10	7:21	7:32	7:41	7:47	8:00
7:30	7:40	7:51	8:02	8:11	8:17	8:30
8:00	8:10	8:21	8:32	8:41	8:47	9:00
8:30	8:40	8:51	9:02	9:11	9:17	9:30
9:00	9:10	9:21	9:32	9:41	9:47	10:00
9:30	9:40	9:51	10:02	10:11	10:17	10:30
10:00	10:10	10:21	10:32	10:41	10:47	11:00
10:30	----	----	----	----	----	----
11:00	11:10	11:21	11:32	11:41	11:47	12:00
11:30	11:40	11:51	12:02	12:11	12:17	12:30
12:00	12:10	12:21	12:32	12:41	12:47	1:00
12:30	12:40	12:51	1:02	1:11	1:17	1:30
1:00	1:10	1:21	1:32	1:41	1:47	2:00
1:30	1:40	1:51	2:02	2:11	2:17	2:30
2:00	2:10	2:21	2:32	2:41	2:47	3:00
2:30	2:40	2:51	3:02	3:11	3:17	3:30
3:00	3:10	3:21	3:32	3:41	3:47	4:00
3:30	3:40	3:51	4:02	4:11	4:17	4:30
4:00	4:10	4:21	4:32	4:41	4:47	5:00
4:30	4:40	4:51	5:02	5:11	5:17	5:30
5:00	5:10	5:21	5:32	5:41	5:47	6:00
5:30	5:40	5:51	6:02	6:11	6:17	6:30
6:00	6:10	6:21	6:32	6:41	6:47	7:00
6:30	6:40	6:51	7:02	7:11	7:17	7:30
7:00	7:10	7:21	7:32	7:41	7:47	*8:00

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

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

**Connection with routes 2, 3, 7 & 8

***Connection with Route 6

ROUTE MAP / MAPA DE RUTA



ROUTE 1 - SOUTHBOUND / SUR

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

Fort Pierce Intermodal Facility**	K-Mart Plaza	Rio Mar Dr/ US1***	Chase Bank***	Veterans Memorial Pkwy	CVS Pharmacy	Treasure Coast Square Mall
A	B	C	D	E	F	G
6:00	6:10	6:28	6:30	6:36	6:40	7:00
6:30	6:40	6:58	7:00	7:06	7:10	7:30
7:00	7:10	7:28	7:30	7:36	7:40	8:00
7:30	7:40	7:58	8:00	8:06	8:10	8:30
8:00	8:10	8:28	8:30	8:36	8:40	9:00
8:30	8:40	8:58	9:00	9:06	9:10	9:30
9:00	9:10	9:28	9:30	9:36	9:40	10:00
9:30	9:40	9:58	10:00	10:06	10:10	10:30
10:00	10:10	10:28	10:30	10:36	10:40	11:00
10:30	----	----	----	----	----	----
11:00	11:10	11:28	11:30	11:36	11:40	12:00
11:30	11:40	11:58	12:00	12:06	12:10	12:30
12:00	12:10	12:28	12:30	12:36	12:40	1:00
12:30	12:40	12:58	1:00	1:06	1:10	1:30
1:00	1:10	1:28	1:30	1:36	1:40	2:00
1:30	1:40	1:58	2:00	2:06	2:10	2:30
2:00	2:10	2:28	2:30	2:36	2:40	3:00
2:30	2:40	2:58	3:00	3:06	3:10	3:30
3:00	3:10	3:28	3:30	3:36	3:40	4:00
3:30	3:40	3:58	4:00	4:06	4:10	4:30
4:00	4:10	4:28	4:30	4:36	4:40	5:00
4:30	4:40	4:58	5:00	5:06	5:10	5:30
5:00	5:10	5:28	5:30	5:36	5:40	6:00
5:30	5:40	5:58	6:00	6:06	6:10	6:30
6:00	6:10	6:28	6:30	6:36	6:40	7:00
6:30	6:40	6:58	7:00	7:06	7:10	7:30
7:00	7:10	7:28	7:30	7:36	7:40	*8:00

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

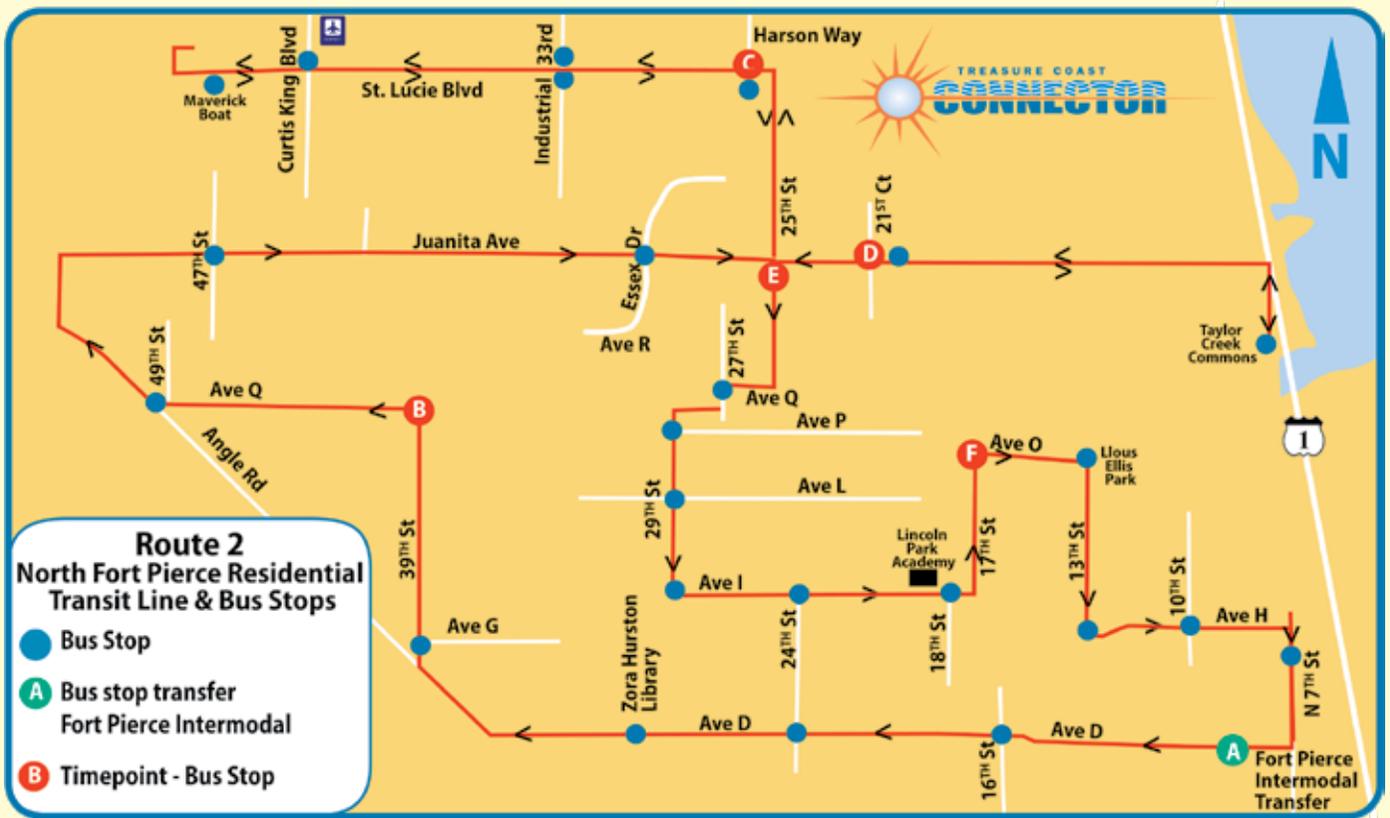
*End of the line / *Al fin de la Linea

**Connection with routes 2, 3, 7 & 8

***Connection with Route 6

ROUTE MAP / MAPA DE RUTA





ROUTE 2 - NORTH / NORTE FORT PIERCE RESIDENTIAL TRANSIT LINE & BUS STOPS

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

Fort Pierce Intermodal Facility**	Ave Q & N 39th St	Harson Way & St Lucie Blvd	Juanita Ave & 21st St	25th St & Juanita Ave	Ave O & 17th St
A	B	C	D	E	F
6:00	6:10	6:21	6:33	6:40	6:50
7:00	7:10	7:21	7:33	7:40	7:50
8:00	8:10	8:21	8:33	8:40	8:50
9:00	9:10	9:21	9:33	9:40	9:50
10:00	10:10	10:21	10:33	10:40	10:50
11:00	11:10	11:21	11:33	11:40	11:50
12:00	12:10	12:21	12:33	12:40	12:50
1:00	1:10	1:21	1:33	1:40	1:50
2:00	2:10	2:21	2:33	2:40	2:50
3:00	3:10	3:21	3:33	3:40	3:50
4:00	4:10	4:21	4:33	4:40	4:50
5:00	5:10	5:21	5:33	5:40	5:50
6:00	6:10	6:21	6:33	6:40	6:50
7:00	7:10	7:21	7:33	7:40	7:50
*8:00					

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

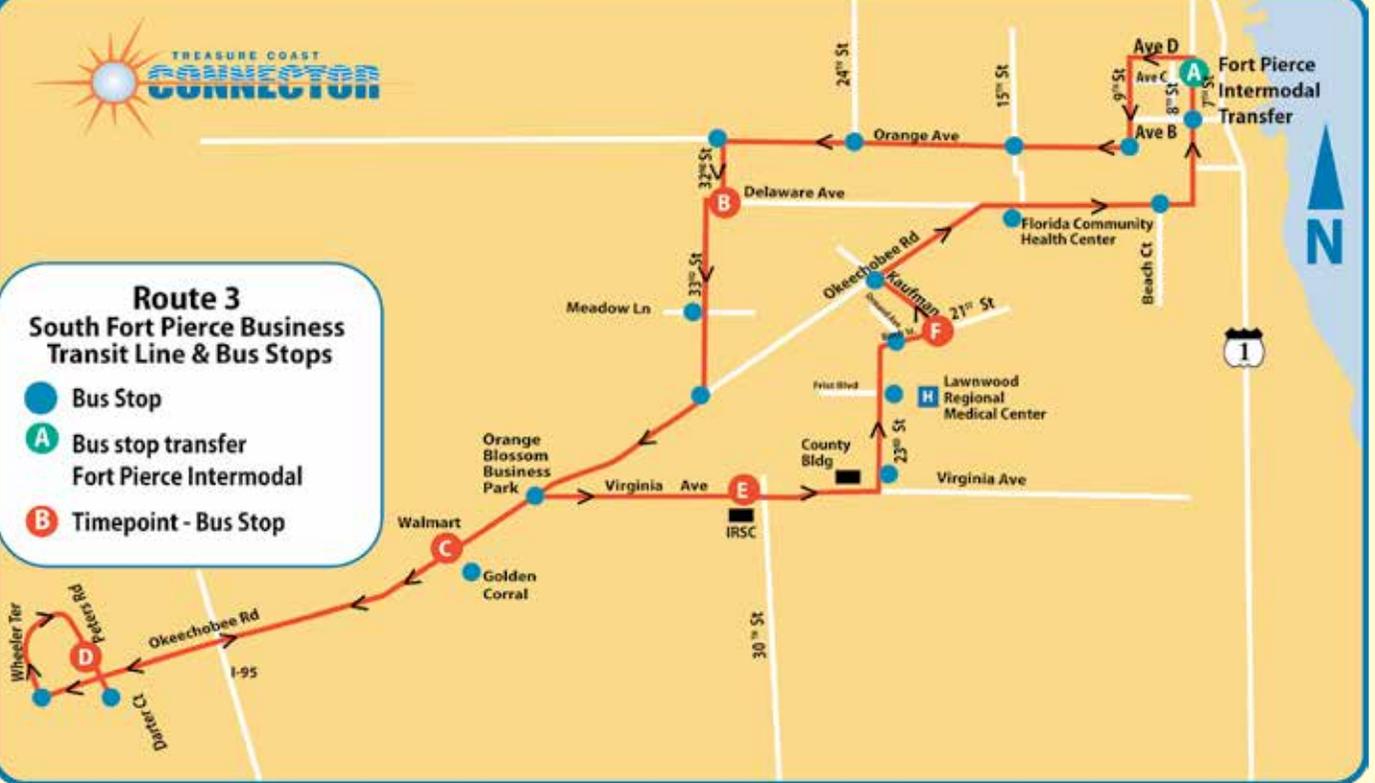
*END OF THE LINE / *AL FIN DE LA LINEA

**CONNECTION WITH ROUTES 1, 3, 7 & 8



Route 3 South Fort Pierce Business Transit Line & Bus Stops

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



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

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

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

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

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

**CONNECTION WITH ROUTES 1, 2, 7 & 8

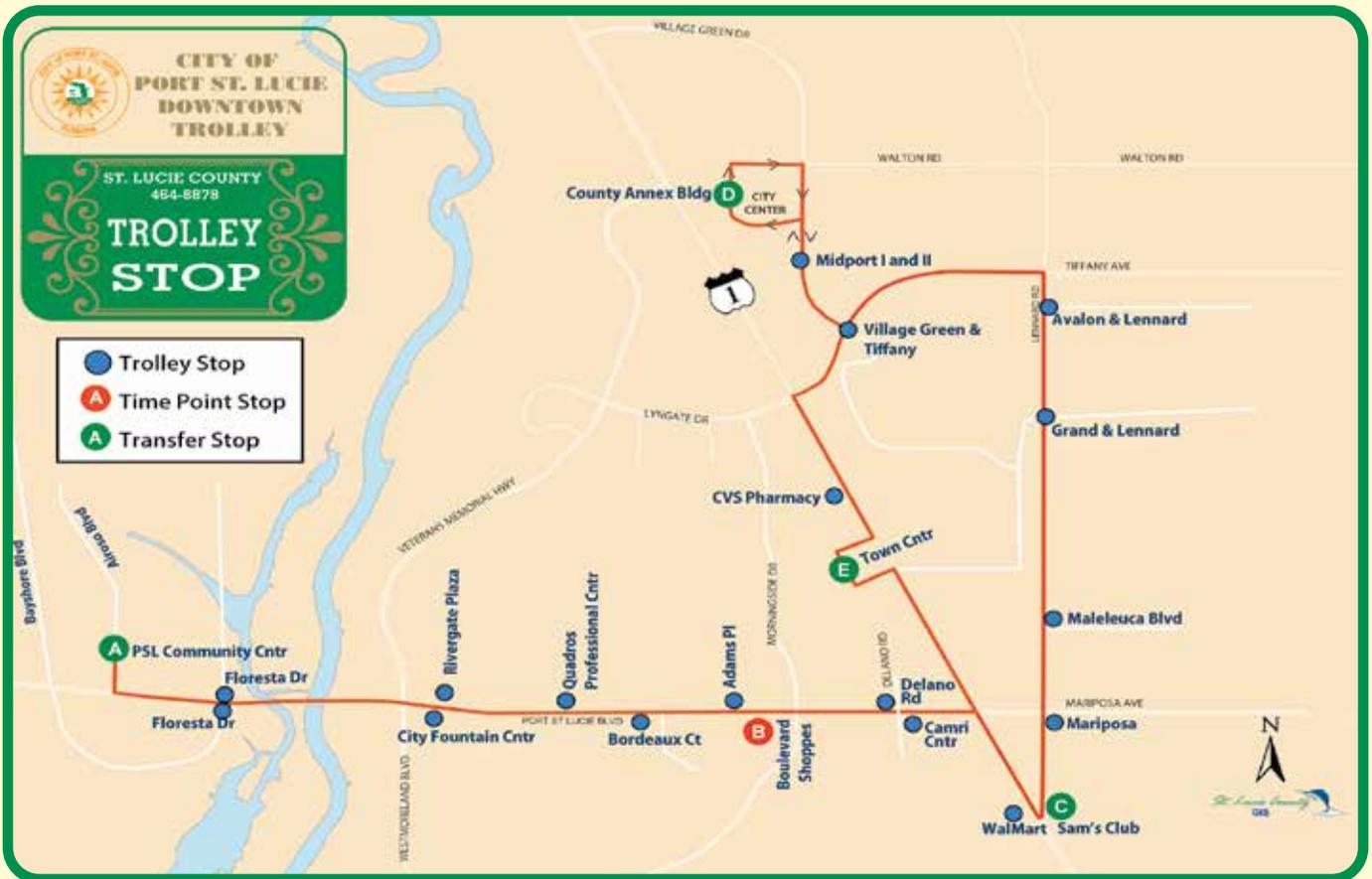


**CITY OF
PORT ST. LUCIE
DOWNTOWN
TROLLEY**

ST. LUCIE COUNTY
484-8878

**TROLLEY
STOP**

- Trolley Stop
- A Time Point Stop
- A Transfer Stop



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

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

PSL Community Cntr**	Boulevard Shoppes	Sam's Club	County Annex Bldg	Town Cntr***
A	B	C	D	E
6:00	6:09	6:20	6:32	6:45
7:00	7:09	7:20	7:32	7:45
8:00	8:09	8:20	8:32	8:45
9:00	9:09	9:20	9:32	9:45
10:00	10:09	10:20	10:32	10:45
11:00	11:09	11:20	11:32	11:45
12:00	12:09	12:20	12:32	12:45
1:00	1:09	1:20	1:32	1:45
2:00	2:09	2:20	2:32	2:45
3:00	3:09	3:20	3:32	3:45
4:00	4:09	4:20	4:32	4:45
5:00	5:09	5:20	5:32	5:45
6:00	6:09	6:20	6:32	6:45
7:00	7:09	7:20	7:32	7:45
*8:00	-----	-----	-----	-----

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

*END OF THE LINE / AL FIN DE LA LINEA **CONNECTION WITH ROUTES 5, 6 & 8 ***CONNECTION WITH ROUTE 1 SOUTHBOUND

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

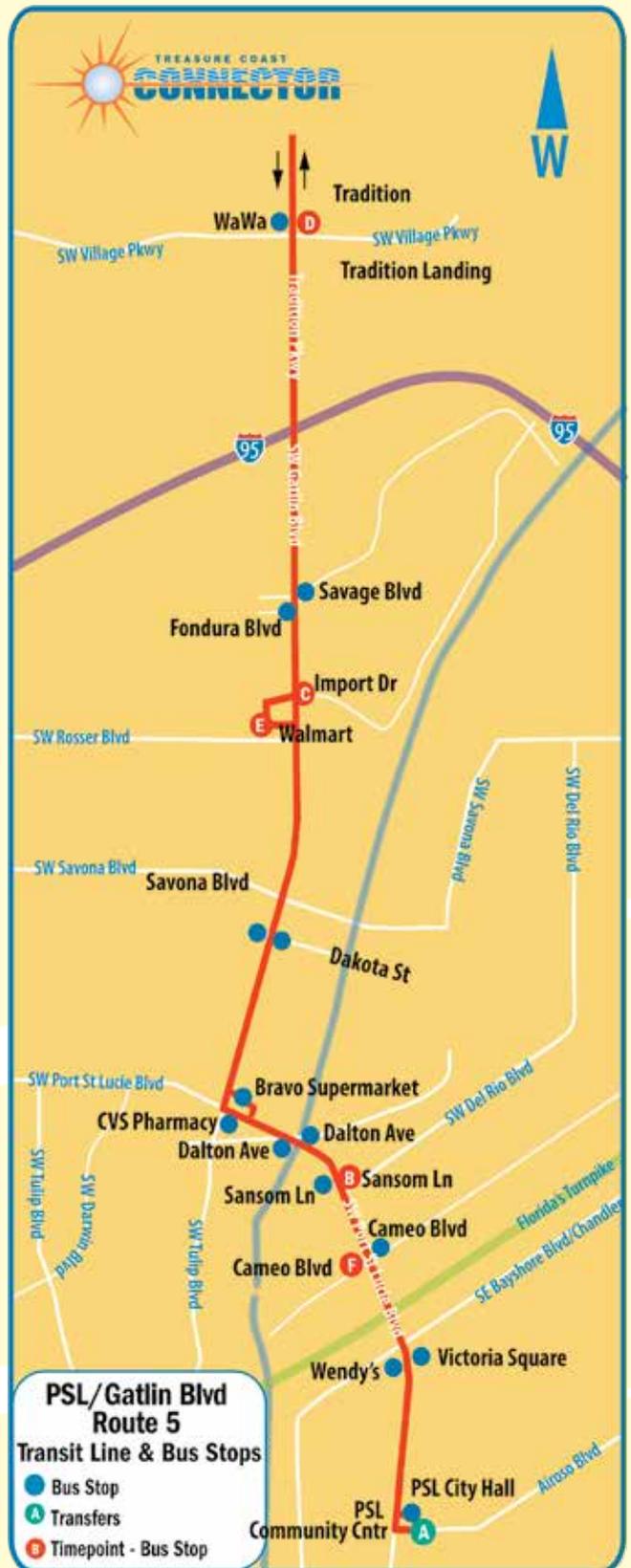
Saturday Service Hours: 8am-12pm / 1pm-4pm

PSL Community Cntr**	Sansom Ln	Import Dr	Tradition Pkwy	Walmart	Cameo Blvd
A	B	C	D	E	F
6:00	6:08	6:21	6:25	6:38	6:50
7:00	7:08	7:21	7:25	7:38	7:50
8:00	8:08	8:21	8:25	8:38	8:50
9:00	9:08	9:21	9:25	9:38	9:50
10:00	10:08	10:21	10:25	10:38	10:50
11:00	11:08	11:21	11:25	11:38	11:50
12:00	12:08	12:21	12:25	12:38	12:50
1:00	1:08	1:21	1:25	1:38	1:50
2:00	2:08	2:21	2:25	2:38	2:50
3:00	3:08	3:21	3:25	3:38	3:50
4:00	4:08	4:21	4:25	4:38	4:50
5:00	5:08	5:21	5:25	5:38	5:50
6:00	6:08	6:21	6:25	6:38	6:50
7:00	7:08	7:21	7:25	7:38	7:50
*8:00	-----	-----	-----	-----	-----

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

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

****CONNECTION WITH ROUTES 4, 6 & 8**



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

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

PSL Community Cntr*** A	Sandia Dr B	Rio Mar Ct / US1*** C	Sportsman Pk D	Publix E	Clover Park F
6:00	6:07	6:27	6:42	6:51	7:00
7:00	7:07	7:27	7:42	7:51	8:00
8:00	8:07	8:27	8:42	8:51	9:00
9:00	9:07	9:27	9:42	9:51	10:00
10:00	10:07	10:27	10:42	10:51	11:00
11:00	11:07	11:27	11:42	11:51	12:00
12:00	12:07	12:27	12:42	12:51	1:00
1:00	1:07	1:27	1:42	1:51	2:00
2:00	2:07	2:27	2:42	2:51	3:00
3:00	3:07	3:27	3:42	3:51	4:00
4:00	4:07	4:27	4:42	4:51	5:00
5:00	5:07	5:27	5:42	5:51	6:00
*6:00	6:07	6:27	6:42	6:51	7:00
7:00	7:07	7:27	7:42	7:51	-----
8:00	-----	-----	-----	-----	-----

Clover Park F	Chil's G	Walmart H	CVS Pharmacy I	PSL Library IRSC J	S Thornhill Dr K	PSL Community Cntr* A
6:00	6:05	6:24	6:30	6:45	6:50	7:00
7:00	7:05	7:24	7:30	7:45	7:50	8:00
8:00	8:05	8:24	8:30	8:45	8:50	9:00
9:00	9:05	9:24	9:30	9:45	9:50	10:00
10:00	10:05	10:24	10:30	10:45	10:50	11:00
11:00	11:05	11:24	11:30	11:45	11:50	12:00
12:00	12:05	12:24	12:30	12:45	12:50	1:00
1:00	1:05	1:24	1:30	1:45	1:50	2:00
2:00	2:05	2:24	2:30	2:45	2:50	3:00
3:00	3:05	3:24	3:30	3:45	3:50	4:00
4:00	4:05	4:24	4:30	4:45	4:50	5:00
5:00	5:05	5:24	5:30	5:45	5:50	6:00
6:00	6:05	6:24	6:30	6:45	6:50	7:00
7:00	7:05	7:24	7:30	7:45	7:50	-----
*8:00	-----	-----	-----	-----	-----	-----

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

*END OF THE LINE / *AL FIN DE LA LINEA
** CONNECTION WITH ROUTES 4, 5 & 8
***SOUTHBOUND CONNECTION WITH ROUTE 1

ROUTE MAP / MAPA DE RUTA



ROUTE 7 - NORTHBOUND / NORTE

Fort Pierce Intermodal Facility**	Indrio Crossings	Intergenerational Recreation Cntr***
A	C	D
7:00	7:16	7:30
8:00	8:16	8:30
9:00	9:16	9:30
10:00	10:16	10:30
11:00	11:16	11:30
12:00	12:16	12:30
1:00	1:16	1:30
2:00	2:16	2:30
3:00	3:16	3:30
4:00	4:16	4:30
5:00	5:16	5:30
*6:00	-----	-----

ROUTE 7 - SOUTHBOUND / SUD

Intergenerational Recreation Cntr***	Indrio Crossings	Taylor Creek Commons	Fort Pierce Intermodal Facility**
D	C	E	A
7:30	7:41	7:50	8:00
8:30	8:41	8:50	9:00
9:30	9:41	9:50	10:00
10:30	10:41	10:50	11:00
11:30	11:41	11:50	12:00
12:30	12:41	12:50	1:00
1:30	1:41	1:50	2:00
2:30	2:41	2:50	3:00
3:30	3:41	3:50	4:00
4:30	4:41	4:50	5:00
5:30	5:44	5:50	*6:00

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

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

**Connection with Route 1, 2, 3 & 8

*** Connection with Vero Beach GO LINE

ROUTE MAP / MAPA DE RUTA



ROUTE 8 - NORTHBOUND / NORTE

Port St. Lucie Community Ctr.***	St. James Blvd.	25th St & Virginia Ave.	Fort Pierce Intermodal Facility**
A	B	C	D
7:00	7:14	7:26	8:00
8:00	8:14	8:26	9:00
9:00	9:14	9:26	10:00
10:00	10:14	10:26	11:00
3:00	3:14	3:26	4:00
4:00	4:14	4:26	5:00
5:00	5:14	5:26	6:00
6:00	6:14	6:26	7:00

ROUTE 8 - SOUTHBOUND / SUD

Fort Pierce Intermodal Facility**	25th St & Indiana Ave.	St. Andrews Publix	Port St. Lucie Community Ctr.***
D	E	F	A
7:00	7:08	7:20	8:00
8:00	8:08	8:20	9:00
9:00	9:08	9:20	10:00
10:00	10:08	10:20	11:00
3:00	3:08	3:20	4:00
4:00	4:08	4:20	5:00
5:00	5:08	5:20	6:00
6:00	6:08	6:20	7:00

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

***Connection with Routes 1, 2, 3 & 7

***Connection with Routes 4, 5 & 6

ROUTE MAP / MAPA DE RUTA



Route 8 - 25th St. Transit Bus Stops

- A** Time Point / Bus Stop
Punto de tiempo
- B** Time Points / Bus Stop
Both Directions
- C** Northbound Stop
- D** Southbound Stop

This is a pilot program that may come to your neighborhood.

ON DEMAND

TREASURE COAST



Need a Ride?

Free and Easy

Our drivers can take you door-to-door within the designated service area at no cost.

Download the TransLoc App

Passengers without a smart phone can get real-time arrival predictions via SMS text.



Request a Ride

Welcome aboard! Our van is ADA compliant and will pick you up within the designated service area.



BE ON YOUR WAY IN MINUTES

Benefits:

- Track in real-time
- Get accurate arrival predictions
- Save favorite stops
- ADA compliant
- Ride sharing
- Reduced wait time



www.slcride.org
772-462-1778



SLATS RIDER GUIDE AREA REGIONAL TRANSIT





This brochure was created to
"Help you Ride" SLATS
(St. Lucie Alternative Transportation System)

The information in this brochure contains policies that are pertinent to making your trip as convenient as possible.

For information on eligibility, contact us at 772-462-1778, press option #3 To speak to our Eligibility Specialist.

If you have any concerns regarding the service, please contact SLATS Customer Relations at 772-462-1778 press option #4.

Last Updated: December 2021
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AN OVERVIEW

SLATS is a shared ride paratransit, origination to destination service provided by St. Lucie County and the contracted service provider, MV Transportation. The program offers complimentary service for eligible individuals who are not able to use the regular bus service (also known as the "fixed route") because of a disability or other limitations.

Fixed route buses are fully accessible. Currently, the SLATS and Fixed route transit bus systems are "Fare-Free." If, in the future, fare's return, bus passes for customers with disabilities will be available at a discounted rate.

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

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

SERVICE PROVIDER

MV Transportation's Reservationists take reservations from 8:00 a.m. to 5:00 p.m. Monday to Friday. They take all reservation requests along with answering customer service questions. MV Transportation's Dispatchers are responsible for scheduling and the dispatching of trips within St. Lucie County. If you need to cancel a trip, you should call 772-462-1778 and press option #2.

SERVICE AREA

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

ELIGIBILITY

Individuals interested in using SLATS Paratransit Service must apply through a written/paper or the online application process. Individuals under the age of 67 are required to provide a medical qualifier from the doctor. SLATS is responsible for determining eligibility for paratransit service. SLATS provides transportation under various programs. Program determination is based on verification of the application (which can take up to 3 weeks). All programs have a three-year (3) certification period. Paratransit eligibility is not automatic, nor is eligibility recertification.

Paratransit service is provided to:

Serve individuals with a disability who cannot utilize the fixed route system because of physical or mental impairments.

The Eligibility Specialist can be reached Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. by calling 772-462-1778 and press option #3

Additional information can be obtained by utilizing the Telephone Service for the Deaf - Florida Relay-711 and by going to the SLATS website at www.slcart.org

CUSTOMER SERVICE

Customer service operates between 8:00 a.m. and 5:00 p.m., Monday through Friday (except holidays). Customer Service is available to make reservations, check on your trip, or cancel a trip.

To reach the SLATS Customer Service, please call: 772 462-1778 press option #1.

OPERATIONAL HOURS

SLATS services are available Monday through Friday between the hours of 7 a.m. to 6 p.m. and Saturdays from 8 a.m. to 4 p.m. (Except on Holidays). Operational hours and services are subject to change due to circumstances beyond our control. SLATS will not operate on the following holidays: (Unless additional grant funding becomes available to allow for services.)

New Year's Day
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Christmas Day

MAKING A RESERVATION

Reservations are accepted a maximum of fourteen (14) days prior to the travel date. Next day reservations must be completed before 5 p.m. Same day service is **NOT** available.

A minimum of 60 minutes wait is required between your appointment time and your next pick-up time.

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

Companions:

One (1) companion may accompany an ADA paratransit rider. Both must be picked up and dropped off at the same address at the same time. SLATS must know in advance that a companion is traveling with you.

****Personal Care Attendants:**

A PCA is a person designated or explicitly employed by the rider, traveling as an aide to assist with life functions, facilitate safe travel or meet the rider's personal needs. The PCA must be approved to be eligible to travel with a rider. If your PCA has not been authorized, they may travel as a companion. Both must be picked up and dropped off at the same address at the same time. SLATS must know in advance that a PCA is traveling with you. When making your reservation indicate a PCA will accompany you.

When reserving a ride(s), please have the following information ready:

- Name
- Address
- Telephone Number- the one you want us to use to contact you about your trips.
- Client ID Number (provided when eligible)
- Complete Pick-up address (apartment/suite number/building number (gate/security code) and zip code
- Complete destination address (apartment/suite number/building number (gate/security code) and zip code
- Indicate Mobility Aids (Wheelchair, Walker, Service Animal, or other aids)
- Indicate if a companion or PCA (Personal Care Attendant) will be traveling with you (1 per eligible rider)
- Companion pays fare when applicable

- Persons with particular dietary concerns **NEED** to advise the reservationist prior to your trip of such situations to bring a snack and allowed only if documented in your eligibility file.
- You will receive an automated call the night before your scheduled booked trip, advising you of the information confirmed and provided to you by the reservationist on the day of your booking.

SUBSCRIPTION ORDERS

Subscription orders are trips provided **at least twice a week** to and from the same locations, at the same time, on the same days of the week—examples of standing orders subscriptions: work, school, medical treatments, and dialysis. Subscription orders are scheduled for a maximum of 3 months. Once arranged, subscription orders are automatic for those 3 months, and additional telephone calls are not necessary unless of a cancellation. They are subject to be canceled on holidays where there is no service or reduced service because of circumstances beyond our control.

RIDING SLATS

SLATS services are a door-to-door service, which is the standard for all passengers. Door-to-door refers to the outside of the main entrance locations only. Passengers are not escorted beyond the ground floor lobby of any public building or threshold of a residence. Drivers do **NOT** go upstairs, into houses, nursing homes, doctor's offices, or business places to locate or drop off riders. Suppose the pick-up address is located inside a gated community or requires special access. In that case, it is the rider's responsibility to arrange entry for the vehicle. If you need to be escorted past the outside of the main entrance, be sure to have a companion or PCA added when booking your trip.

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 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.

SLATS does **NOT** guarantee early pick-ups from your original booked service window.

TRANSPORTING PACKAGES

Drivers are **not required** to assist with rider's packages or personal belongings. Other riders share vehicles, many of whom travel with large mobility devices such as power scooters. Space is not available for bulky or numerous items. You are allowed up to (4) bags with a weight limit of 10 pounds each. Riders may not transport explosives, illegal substances, flammable liquids, or materials hazardous to themselves, the driver, or other riders. Riders may transport self-carrying portable oxygen containers. Riders in possession or using illegal drugs will be denied paratransit transportation.

TRANSPORTING SERVICE ANIMALS

All service animals must be controlled appropriately. Service animals must ride on the floor or, if appropriate, in the rider's lap and may not use vehicle seats. Riders are responsible for the behavior and hygiene of service animals. Service may be refused or discontinued if a service animal is disruptive. All other animals may travel only in a properly secured cage or travel container. There is no additional charge for animals.

RIDERS RESPONSIBILITIES

- 1) Seat belts must be worn at all times
- 2) No eating or drinking unless required for dietary/medical purposes, and documentation is on file with SLATS
- 3) No smoking (including electronic smoking devices)
- 4) No riding under the influence of alcohol or illegal drugs
- 5) No littering

- 6) No physical or verbal abuse of others will be tolerated
- 7) Specific providers and drivers cannot be requested
- 8) Requests for specific vehicle type cannot be accommodated
- 9) No sound generating equipment is to be played aloud. Riders must use earphones or headphones
- 10) Disruptive, physically, or verbally abusive riders will be subject to service suspension
- 11) Riders may not allow their paratransit privileges to be utilized by others
- 12) Riders cannot change schedules or locations while being transported

RIDERS DISORDERLY CONDUCT POLICY

- Penalties

- 1st Violation – Passenger will receive a phone call and a warning letter by mail

- 2nd Violation – Passenger will receive two (2) weeks suspension of service and a phone call and letter by mail

- 3rd 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.

DRIVER'S RESPONSIBILITIES

- Drivers offer assistance to all riders and assist riders when entering and debarking the vehicle. This includes providing aid to the rider when walking, bringing the rider's wheelchair or other mobility devices to/from the main door, and, if requested, assisting with unlocking or opening the main entrance door of a building or residence.
- Drivers must follow the assigned service schedule

DRIVER'S ARE NOT ALLOWED TO

- Lift or carry riders
- Enter residence
- Accept tips or gratuities
- Play loud music
- Maneuver wheelchairs up or downstairs
- Perform any personal care assistance for riders, including dressing, giving medications, or operating medical equipment.
- Smoke in vehicles (includes electronic smoking devices)
- Chew tobacco
- Use telephone while driving
- Text while driving
- Eat while driving

If a driver acts unreasonably (or contrary to our policies and procedures), the problem should be reported by calling 772-462-1778, press option #4

CANCELLATIONS AND NO-SHOW POLICY

To cancel your reservation, make sure to call the customer service line and let them know you will not need your ride.

Trips are to be canceled at least 2 hours before the beginning of your service window. If not, that would be considered a no-show.

Suppose the operator arrives within the agreed-upon service window time. In that case, if the rider fails to board the vehicle within the full five minute allotted, the trip is considered a no-show.

Suppose the rider has traveled to a destination using SLATS and has been "no-showed" from within that destination's trip pick up service window. In that case, the rider calls customer service and rebook a return trip. Keep in mind that another vehicle's availability may take up to two (2) or more hours.

If a rider is a no-show from home, SLATS does **NOT** send another vehicle to pick up the rider from home, but we do **NOT** cancel the return trip if the rider has one. The rider is responsible for calling and canceling the rest of the day's trips, if not needed.

NO-SHOW POLICY

No-show/late cancellations represent 10 percent or more of a passenger scheduled trips. The rider has three (3) no-shows in a calendar month, which may result in a violation. Violations are as follows: (subject to change at any time)

PENALTIES

- **First No-Show:** The passenger will receive a warning letter and phone call

- **Second No-Show:** The passenger will receive a warning letter and a call to review the No-Show & Late Cancellation policy via phone.

- **Third No-Show:** The passenger will receive a phone call and written letter noting service suspension for seven calendar days. The suspension will begin five days following the No Show determination to ensure receipt of notification.

- **Fourth No-Show:** The passenger will receive a phone call and written letter of a suspension of service for 30 calendar days. The suspension will begin five days following the No Show determination

BOARDING EARLY

If your vehicle arrives before your scheduled pick-up window and you are ready, you may board immediately (i.e., SLATS arrives at 8:50 a.m. for a pick-up window that runs from 9:00 a.m.-9:30 a.m. Suppose you are not ready, and the vehicle arrives early. In that case, the driver must wait five (5) minutes into the pick-up window before leaving (Using the example above, the driver must wait until 9:05).

WHEELCHAIR SERVICE

Our service is an origin to destination service. When you make your reservation, be sure to mention if you have difficulties walking, use a mobility device, or use a wheelchair. The passenger must provide wheelchairs, and you must be on the ground floor when you are to be picked up. A wheelchair is a mobility aid designed for and used by individuals with mobility impairments, whether operated manually or powered.

AMBULATORY CUSTOMERS

Ambulatory customers may ride the lift if they request it. An ambulatory rider is a person that does not require the use of a wheelchair or similar equipment.

OUT-OF-AREA VISITOR RIDING PRIVILEGES

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

OXYGEN REQUIREMENT

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

DRIVERS

MV Transportation trains all SLATS drivers. Drivers must meet these requirements. They need to have a safe driving record, pass a criminal background check, be able to pass a Florida Department of Transportation physical, and test negative for drugs and alcohol. They are also trained in defensive driving and to safely assist and be sensitive to passenger's special needs. Drivers are selected based on their ability to provide the specialized service needed for the SLATS program. Drivers are not required to carry the passenger's belongings, assist wheelchairs, push wheelchairs through grass or sand, or do any lifting of the passenger into or out of their mobility device.

REPORTING COMMENTS, COMPLIMENTS, OR COMPLAINTS

If you have a comment, compliment, or complaint, please phone our office at 772-462-1778 press option #4.

LOST ITEMS

If you have lost a personal item and believe, it may be in a SLATS vehicle, please contact Customer Service at 772 462-1778, press option #1, to report it. If the item is found, you may be asked to travel to a central pick-up point to retrieve it. If the item is not located on the vehicle, SLATS nor the driver will be held responsible for replacement.

This brochure is available in other formats upon request.

SLATS operates according to the Title VI regulation, 49 CFR, Part 21, which states: "No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation on the basis of race, color, national origin, age, sex, religion, disability or family status."

If you feel, you have been discriminated against in reference to the above and would like to register a complaint, please call (772) 462-5114 to speak with Tracy Jahn, the Title VI Coordinator.

The Rider's Guide summarizes:

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

ST. LUCIE ALTERNATIVE TRANSPORTATION SYSTEM (SLATS)

437 North 7th Street, FORT PIERCE, FL 34950

772 462-1778

Florida Relay System - 711

Appendix C
TD Eligibility Application



Dear Applicant:

Thank you for your interest in the St. Lucie County Alternative Transportation System (SLATS). SLATS provides shared-ride, door-to-door transportation programs for individuals who are prohibited from using the Area Regional Transit (ART) fixed route bus service due to physical and/or mental disabilities.

ADA Paratransit Service Program is for eligible individuals with physical, cognitive, emotional, visual or other disabilities which functionally prevent them from using the ART fixed route bus system permanently or temporarily.

SUBMIT A COPY OF A CURRENT/VALID FLORIDA DRIVER'S LICENSE OR STATE OF FLORIDA IDENTIFICATION CARD WITH THE COMPLETED ADA APPLICATION.

Complete your portion of the ADA application for door-to-door transportation service (complete online before printing). Give the Medical Section to your Florida, licensed health care provider to be completed. The application **MUST** be signed by a Florida, licensed health care provider. The completed ADA application must contain all requested information, be legible and have all required identification and applicable supporting documents included when submitted.

DO NOT SUBMIT THE APPLICATION UNTIL ALL SECTIONS ARE COMPLETE AND REQUIRED DOCUMENTS ARE ATTACHED!

Return to: Paratransit Eligibility Services
St. Lucie County Transit
437 N 7th Street
Fort Pierce, FL 34950

Information: 772-462-1778 Ext. 3

ADA Paratransit Service
Eligibility Criteria
GUIDELINES

Please read completely before
completing and submitting application

ADA Paratransit Service

ADA Paratransit Service is in accordance with the Americans with Disabilities Act (ADA) of 1990.

Disability alone does not create eligibility for ADA Paratransit Service. The decision is based solely on the applicant's functional ability to use fixed route buses. The ART fixed route bus system is 100% accessible with wheelchair available buses and major transfer facilities. The unavailability of fixed route service, difficulties using fixed route or long travel times does not constitute eligibility for Paratransit.

ADA Eligibility Criteria

The law is specific in defining eligibility for ADA complementary paratransit services.

Category 1: Individuals who, as the result of physical (including visual impairments), mental or emotional impairment and without the assistance of another individual (except the operator), cannot board, ride or disembark from an accessible vehicle some or all of the time.

Category 2: An individual who can independently use an accessible vehicle, but none is available on his/her route some or all of the time.

Category 3: Individuals who have a specific impairment-related condition that **prevents** getting to/from a stop within the service area some or all of the time.

Eligibility criteria does NOT include:

Age, lack of service in your town beyond $\frac{3}{4}$ mile from fixed bus service, inconvenience, discomfort, inability to drive or any financial/income status/limits. A diagnosis of a potential limiting illness or condition is not sufficient; you and a Florida licensed physician must describe how your disability prevents you from **getting to, boarding/d disembarking and/or riding on** fixed route bus service independently.

When completing the application, assess your potential travel throughout the entire ART fixed route bus system during all seasons. Do not limit your travel to your immediate neighborhood or community.

The Application Process

All applicants seeking eligibility for ADA Paratransit Service must undergo an eligibility determination process. The application process includes, but is not limited to, medical verification of the disability; review of applicant's own assessment of their ability to use fixed route buses and a functional assessment. Information provided by treating health care facilities or medical professionals may also be considered. Incomplete applications will be returned for completion and/or additional information may be requested during the processing of an eligibility request.

The application process must be completed before eligibility is determined

Categories of Eligibility

Once determined eligible for ADA Paratransit service you will be assigned an eligibility category. The eligibility category is consistent with your ability to use fixed route transit. These categories include:

Unconditional - Individual is not able to use accessible fixed-route transit under any circumstances and is eligible for all trips on the paratransit service.

Conditional - Individual is able to use fixed route buses most of the time but would, under certain circumstances, be prevented from using fixed route buses independently.

Temporary - Individual is not able to use accessible fixed route buses at this time, however the condition(s) or circumstance(s) leading to eligibility is reasonably expected to improve in the future.

Mobility Aid Requirements

Service vehicles are equipped with lifts accommodating mobility devices no longer than 52-inches and wider than 33-inches, with the combined weight of the passenger and device not to exceed 1,000 lbs. Devices exceeding these standards may not be transportable.

WC-19 compliant mobility devices are the newest transit safety technology. Mobility devices built to this standard have suitable points for attaching tie-down straps and it is recommended mobility aids used in Paratransit be WC-19 compliant.

Alternative Programs and Appeals

“Travel Training” service is available free-of-charge to those who need help in learning how to use the ART bus system.

In addition, other accommodations such as accessible bus stops, route announcements and easy-to-read signs make using the ART fixed route bus system possible for many people with disabilities.

Individuals who do not meet eligibility criteria for ADA Paratransit service or do not complete the ADA eligibility process may be eligible for alternative programs going to specific destinations such as medical appointments, work, or education. Please contact the Eligibility Specialist for more information regarding these programs.

Information regarding the ADA eligibility appeals process is available from the ART ADA Paratransit eligibility unit. Applicants who are determined not eligible or who do not agree with the conditions established for their use of ADA Paratransit Service, may request a review at an informal or formal hearing level.

Customer Service and Travel Training 772-462-1778 Ext. 3

TTY Access.....772-462-1428



BOARD OF COUNTY COMMISSIONERS ST LUCIE COUNTY, FLORIDA

Paratransit Application

Instructions for completing the Eligibility Application process

Please fill out the application completely, sign all the pages requiring your signature and return it to us by mail or fax. You can also submit the form electronically by clicking the submit button. Your **Florida licensed** healthcare provider most familiar with your disabling condition(s) is to complete and sign the Medical Verification form(s). **Applicants 67 years of age or older do not need to submit a Medical Verification form.**

Riders who are 14 years of age and older may travel unaccompanied. Approved riders **13 years of age or younger** must travel with a Personal Care Attendant (PCA). A PCA is someone you hire or designate to help you and/or your child meet your daily living needs. St. Lucie County Area Regional Transit (ART) does not provide PCA's. If you use one please indicate so on your application.

If you need additional information please contact customer service: 772-462-1778 press option #3 (Voice), 772-462-1428 (TTY), or visit us on the web at: www.slcart.org

When completed please mail, or fax the entire application to:

SLC BOCC
Transit Division
437 North 7th Street
Fort Pierce, FL 34950
Fax: 772-462-2094
Email: jahnt@stlucieco.org

Please submit a copy of your valid Florida Driver's license/ID or government issued ID card with this application.

**PLEASE PRINT
LEGIBLY**

DO NOT WRITE IN THIS SPACE - OFFICE USE ONLY

Received Date: _____ Process Date: _____
Closest Bus Stop (Feet): _____ ADA Category: 1 2 3 Equip/
Disability: _____ PCA H2H
Reviewed By: _____
Assessment Date: _____ Approval Date: _____
ADA Conditions: _____ Exp Date: _____

Client ID #: _____

New Applicant Yes:

Part 1 - General Information

Last Name: _____ First Name: _____ MI: _____

Street Address: _____ Apt: _____ Bldg.: _____

Bldg./Subdivision Name: _____

City: _____ State: _____ Zip Code: _____

Primary Phone: _____ Other Phone: _____

Email Address: _____ Gender: F M N/A

Date of Birth: _____ Medicaid Number: _____

Number of individuals in your household: _____ Annual income: _____

Do you own a vehicle? Yes No Do you drive? Yes No

Could another person transport you to appointments?

Always Never Sometimes

If someone assisted you to complete this form, please identify below:

Name: _____ Phone Number: _____

In case of emergency, who do we contact? (Required)

Name: _____ Phone: _____

Relationship: _____

Other Phone or E-mail: _____

Additional Contact: _____

Part 2 – Information About Applicant’s Disability

1. Please check the box of all conditions that stop you from riding the ART fixed route service independently. Then submit the Medical Form A, **to your medical provider to complete and sign unless directed otherwise in parenthesis.**

Arteriosclerosis	Heart Attack	Peripheral Vascular Disease
Asthma	Hearing Impairment	Quadriplegia
Cancer	Intellectual Disability (D)	Stroke/Cerebral Trauma
Cerebral Palsy	Kidney Disease/Dialysis	Surgery (Date) _____
Chronic Obstructive/ Pulmonary Disease	Lupus	Thrombosis
Cognitive (D)	Mental Illness (D)	Visual Impairment (B)
Congestive Heart Failure	Multiple Sclerosis	Other: _____
Developmental Disability (D)	Paraplegia	N/A
Epilepsy/Seizure Disorder (C)	Parkinson’s Disease	

2. Do you use any of the following mobility aids or equipment? (*Required*)

<input type="checkbox"/> Oxygen	<input type="checkbox"/> Cane	<input type="checkbox"/> Powered scooter
<input type="checkbox"/> Leg braces	<input type="checkbox"/> Walker	<input type="checkbox"/> Powered wheelchair
<input type="checkbox"/> Long white cane	<input type="checkbox"/> Crutches	<input type="checkbox"/> Manual wheelchair
<input type="checkbox"/> Service animal - Describe: _____		
<input type="checkbox"/> Other: _____	None of these	

3. Do you require the assistance of a Personal Care Attendant* (PCA)?

** Personal Care Attendant (PCA) is someone who is designated or employed by you specifically to help you, the eligible client, meet your personal needs, including traveling. A PCA may always travel with an eligible client. A PCA is not provided by ART.*

Yes, I need assistance with: (*check all that apply*)

Mobility	Reading	Transfers
Other: _____		

No, I do not need assistance when traveling.

Part 3 – Questions About Using ART Fixed Route Buses

4. Have you ever used ART fixed route buses?

Yes, I typically use the fixed route buses _____ times a week.

Yes, I did but stopped on _____ because _____

No

5. What might help you ride ART fixed route buses? *(check all that apply)*

- A communication aid
- Route and schedule information
- If someone would teach me how to travel on the buses
- If the bus stops were closer to where I live and where I need to go
- Other, describe: _____
- None of these would help

6. Can you ask for and follow written / oral instructions to use ART buses?

- Yes No Sometimes

If you choose No or Sometimes, *(check all that apply)*

- I probably could with instruction
- I get confused and might get lost
- Other people cannot understand me
- Other: _____

7. Are you able to get to and from bus stops on your own?

- Yes No Sometimes

If you choose No or Sometimes, *(check all that apply)*

- I probably could if someone shows me how
- I get confused and cannot find my way
- I cannot travel outside when it is too hot
- I cannot if the street or sidewalk is too steep
- I cannot cross busy streets and intersections
- I cannot get to places if there are no curbs-cuts
- I cannot see well at night
- Other: _____

8. How far can you travel on your own or using your mobility aid?

- I cannot get outside my residence
- I can get to the curb in front of my residence
- I can get up to ___ blocks

9. Can you wait outside up to 30 minutes for a fixed route bus?

Yes

Yes, but only if the stop has a bench and shelter

No, explain: _____

10. Are you able to use a bus ramp or lift?

Yes No Sometimes I do not know

If you choose No or Sometimes, *(check all that apply)*

- I am not familiar with bus ramps or lifts
- I probably could if someone shows me how
- I do not want to use the lift
- Other: _____

11. If you are able to get on and off a fixed route bus, can you get to a seat or wheelchair position by yourself and ride the bus?

Yes No Sometimes I do not know

If you choose No or Sometimes, *(check all that apply)*

- I have a balance problem
- I need a seat nearest the door
- I have trouble finding a seat
- Other: _____

12. If you use a wheelchair or scooter, is it more than 33 inches wide or more than 52 inches long? Yes No When occupied, does the wheelchair weigh more than 1000 pounds? Yes No

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

Yes No

14. If you are able to get on and off a fixed route bus, do you know where to get off or can you find out by yourself?

Yes No Sometimes I do not know

If you choose No or Sometimes, *(check all that apply)*

- I get confused and cannot remember where I am going
- I can if the driver calls out the stops
- I probably could with travel training

15. Check the box(es) that reflect(s) the reason why you can't ride the bus.

Busy street to cross

Inclines

Time of day

Lack of curb cuts

No crosswalk light

Construction

Distance

No sidewalk/Sidewalk condition (Describe): _____

16. Is your condition affected by temperature or weather? Yes No

If yes, please write the upper and lower temperature where your condition is affected: _____

17. Provide names and address of places you currently go or plan to go:

Please Sign and Date Part 4 and Part 5

Part 4 - Applicant Certification

By signing below you agree the information you provided is correct to the best of your knowledge. *(If you are unable to sign, your power of attorney may sign for you; attach proof of POA).*

I understand the purpose of this application is to determine if there are times when I cannot use the ART fixed route service and must use ADA Paratransit services. I certify, to the best of my knowledge, that the information in this application is true and correct. I understand providing false or misleading information or making false statements on behalf of others constitutes fraud, is considered a felony under the laws of the State of Florida and may result in a reevaluation or revocation of my eligibility.

Applicant's Signature

Date

Part 5 - Applicant Medical Information Release

By signing below I give permission for my Health Care Provider(s) to release information for the purpose of facilitating my eligibility determination or providing me with transportation. *(If you are unable to sign, your power of attorney may sign for you; attach proof of POA).*

Applicant's Signature

Date

Area Regional Transit Paratransit Eligibility Medical Verification Forms

Please ask your Florida Licensed/Certified Health Care Provider to complete the medical form that best describes your need for Paratransit services.

Note to Medical Provider: *By completing and signing the medical documents, you certify to the truth and accuracy of the information provided on the application, to the best of your professional knowledge. The Americans with Disabilities Act of 1990 requires ART to provide services to persons who are unable to use the fixed route bus system due to a disability. The information you provide will allow ART to make an appropriate evaluation of your clients' eligibility.*

To qualify for Paratransit service, an individual must meet the criteria as set forth in one of the following categories:

Category 1: Individuals who, as a result of a physical or mental impairment (including visual impairments) and without the assistance of another individual (except the operator) cannot board, ride or disembark from an accessible transit vehicle.

Category 2: Individuals who can independently use accessible vehicles, but none are available on their route.

Category 3: Individuals who have a specific impairment-related condition that prevents them from independently getting to/from a stop.

Located at www.slcart.org, you may submit additional completed verification forms as applicable:

Form A - General Medical

Form B - Vision

Form C - Epilepsy or Seizure Disorders

Form D - Cognitive or Mental Health Conditions

ATTACH A COPY OF YOUR VALID FLORIDA DRIVER'S LICENSE/ID OR CURRENT GOVERNMENT ISSUED ID WITH THIS APPLICATION.

Area Regional Transit Paratransit Eligibility

Form A: General Medical

To be completed by a Licensed Health Care Provider

Applicant's Name: _____ Date of Birth: _____

1. Please explain how the applicant's disability impairs their ability to walk to bus stops, wait at bus stops, or navigate bus routes.

2. Date of onset? _____

3. Is applicant's functional limitation permanent? Yes No
If no, expected duration? # of Months _____ # of Years _____

4. For safety reasons, does the applicant need to travel on paratransit at all times, with a PCA? Yes No If yes, please explain:

5. For safety reasons, can applicant be left unattended at pickup or drop-off locations? Yes No If no, please explain:

I certify the information provided above is correct.

Signature of Licensed Health Care Provider

Date

Clearly print your contact information below:

Name: _____ Board cert. # or Lic. #: _____

Phone #: _____ Fax #: _____

Business address: _____

Area Regional Transit Paratransit Eligibility Medical Verification Forms

Please ask your Florida Licensed/Certified Health Care Provider to complete the medical form that best describes your need for Paratransit services.

Note to Medical Provider: *By completing and signing the medical documents, you certify to the truth and accuracy of the information provided on the application, to the best of your professional knowledge. The Americans with Disabilities Act of 1990 requires ART to provide services to persons who are unable to use the fixed route bus system due to a disability. The information you provide will allow ART to make an appropriate evaluation of your clients' eligibility.*

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Note to Medical Provider: *By completing and signing the medical documents, you certify to the truth and accuracy of the information provided on the application, to the best of your professional knowledge. The Americans with Disabilities Act of 1990 requires ART to provide services to persons who are unable to use the fixed route bus system due to a disability. The information you provide will allow ART to make an appropriate evaluation of your clients' eligibility.*

To qualify for Paratransit service, an individual must meet the criteria as set forth in one of the following categories:

Category 1: Individuals who, as a result of a physical or mental impairment (including visual impairments) and without the assistance of another individual (except the operator) cannot board, ride or disembark from an accessible transit vehicle.

Category 2: Individuals who can independently use accessible vehicles, but none are available on their route.

Category 3: Individuals who have a specific impairment-related condition that prevents them from independently getting to/from a stop.

Located at www.slcart.org, you may submit additional completed verification forms as applicable:

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Form B - Vision

Form C - Epilepsy or Seizure Disorders

Form D - Cognitive or Mental Health Conditions

ATTACH A COPY OF YOUR VALID FLORIDA DRIVER'S LICENSE/ID OR CURRENT GOVERNMENT ISSUED ID WITH THIS APPLICATION.

Area Regional Transit Paratransit Eligibility Medical Verification Forms

Please ask your Florida Licensed/Certified Health Care Provider to complete the medical form that best describes your need for Paratransit services.

Note to Medical Provider: *By completing and signing the medical documents, you certify to the truth and accuracy of the information provided on the application, to the best of your professional knowledge. The Americans with Disabilities Act of 1990 requires ART to provide services to persons who are unable to use the fixed route bus system due to a disability. The information you provide will allow ART to make an appropriate evaluation of your clients' eligibility.*

To qualify for Paratransit service, an individual must meet the criteria as set forth in one of the following categories:

Category 1: Individuals who, as a result of a physical or mental impairment (including visual impairments) and without the assistance of another individual (except the operator) cannot board, ride or disembark from an accessible transit vehicle.

Category 2: Individuals who can independently use accessible vehicles, but none are available on their route.

Category 3: Individuals who have a specific impairment-related condition that prevents them from independently getting to/from a stop.

Located at www.slcart.org, you may submit additional completed verification forms as applicable:

Form A - General Medical

Form B - Vision

Form C - Epilepsy or Seizure Disorders

Form D - Cognitive or Mental Health Conditions

ATTACH A COPY OF YOUR VALID FLORIDA DRIVER'S LICENSE/ID OR CURRENT GOVERNMENT ISSUED ID WITH THIS APPLICATION.

Appendix D
TD Eligibility Criteria

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

January 2022

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

- **No other funding is available** for appropriate trips as defined in the approved Prioritization Policy when another purchasing agency is usually responsible for transportation or;
- **No other means of transportation is available**, including but not limited to relatives, friends, neighbors, or free services offered by some institutions or;
- **Public Transit** - The client cannot use fixed-route public transit or is not available.
- **Physical or Mental Disability/Age** – All clients referred for TDTF trips shall meet the referring agency's minimum requirements and or may be frail or elderly (67 years or older) or might have a physical or mental disability as outlined in the Americans with Disabilities Act.
- **Income Status** – All clients referred for TDTF trips shall not exceed 200% of the Federal Poverty Guidelines for households or individuals if they do not meet the referring agency's minimum requirements.
- **No Self-declarations** to the Community Transportation Coordinator shall be allowed. The application process used by the referring agency shall substantiate the client's ability to meet the criteria established therein as well as in their individual criteria.
- **Ability to Pay** – If a client cannot pay the fare for transportation, the CTC will evaluate the client based on information collected via the CTC 'Application for Assistance' and Affidavit.

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

Appendix E
Vehicle Inventory

St. Lucie County Board of County Commissioners

FY 21-22 Vehicle Inventory

Vehicle #	Year	Vehicle Make Size Type	VIN	WC	Current Mileage	Expected Retire Date	Funding Source
1201	2012	Gillig 29'	15GGE2711C1092446	yes	217,419	2024	5309
1202	2012	Gillig 29'	15GGE2713C 1092447	yes	227,324	2024	5309
1203	2012	Gillig 29'	15GGE2719C 1092436	yes	317,136	2024	5309
1204	2012	Gillig 29'	15GGE2710C1092437	yes	322,035	2024	5309
1205	2012	Gillig 29'	15GGE2712C1092438	yes	346,798	2024	5309
1206	2012	Gillig 29'	15GGE2714C1092439	yes	328,990	2024	5309
1207	2012	Gillig 29'	15GGE2710C 1092440	yes	317,059	2024	5309
1208	2012	Gillig 29'	15GGE2712C1092441	yes	273,333	2024	5309
1209	2012	Gillig 29'	15GGE2714C1092442	yes	91,313	2024	5309
1210	2012	Gillig 29'	15GGE2716C1092443	yes	307,346	2024	5309
1211	2012	Gillig 29'	15GGE2718C1092444	yes	297,286	2024	5309
1401	2014	Eldorado 31'	1N9MNAC62EC084384	yes	202,749	2026	5307
1402	2014	Eldorado 31'	1N9MMAC64EC084385	yes	208,709	2026	5309
1801	2019	Gillig 40'	15GGD271XK3190039	yes	142,906	2031	5307
1802	2019	Gillig 40'	15GGD2716K3190040	yes	149,283	2031	5307 5339
08 04	2009	Champion 26'	1GBE4V1968F414708	yes	215,206	2022	5309
08 09	2009	Champion 26'	1GBE4V 19X8F414484	yes	183,459	2022	5309
08 10	2009	Champion 26'	1GBE4V1958 F414439	yes	231,168	2022	5309
13 01	2014	Champion 27'	5WEXWSKK8 EH775871	yes	107,995	2023	5309
13 02	2014	Champion 27'	5WEXWSKKX EH775872	yes	144,602	2022	5309
13 03	2014	Champion 27'	5W EXWSKK 1EH775873	yes	149,938	2023	5309
13 05	2014	Champion 27'	5W EXWSKK5EH775875	yes	162,700	2023	5307
13 06	2014	Champion 27'	5WEXWSKK7EH775876	yes	146,793	2022	5307
13 12	2014	Champion 31'	5W EASSKM2EH768434	yes	144,461	2022	5307
13 13	2014	Champion 31'	5WEASSKM4EH768435	yes	124,017	2022	5307
13 14	2014	Champion 31'	5WEASSKM6EH768436	yes	143,820	2023	5307
13 15	2014	Champion 31'	5W EASSKM8EH768437	yes	139,667	2022	5307
13 16	2014	Champion 31'	5WEASSKMXEH768438	yes	49,819	2022	5307

13 17	2014	Champion 31'	5WEASSKM1EH768439	yes	142,425	2022	5307
13 18	2014	Champion 31'	5WEASSKM8EH768440	yes	128,421	2023	5307
13 20	2013	Champion 23'	1GB6G5BL3D1173719	yes	95,703	2022	5307
13 22	2013	Champion 23'	1GB6G5BL9D1173014	yes	94,435	2022	5307
17 02	2019	Goshen Coach 29'	1HA6GVBG5HN009283	yes	87,842	2026	5310
21 01	2021	Ford 23'	1FDFE4FN0MDC20433	yes	41,844	2028	5307
21 02	2021	Ford 23'	1FDFE4FN2MDC20434	yes	40,972	2028	5307
21 03	2021	Ford 23'	1FDFE4FN6MDC20436	yes	42,585	2028	5307
21 04	2021	Ford 23'	1FDFE4FN8MDC20437	yes	43,222	2028	5307
21 05	2021	Ford 23'	1FDFE4FNXMDC20438	yes	40,684	2028	5307
21 06	2021	Ford 23'	1FDFE4FN1MDC20439	yes	41,236	2028	5307
20 01	2019	Braun Van	2C7WDGBG3KR801017	yes	15,346	2025	5307
20 02	2019	Braun Van	2C7WDGBG1KR803056	yes	16,694	2025	5307
20 03	2019	Braun Van	2C7WDGBG9KR808280	yes	19,330	2025	5307
20 04	2019	Braun Van	2C7WDGBG6KR803070	yes	11,594	2025	5307
20 05	2019	Braun Van	2C7WDGBG0KR803064	yes	19,901	2025	5307
20 06	2019	Braun Van	2C7WDGBG2KR799390	yes	17,710	2025	5307
20 07	2019	Braun Van	2C7WDGBG4KR803021	yes	17,672	2025	5307
20 08	2019	Braun Van	2C7WDGBG5KR801147	yes	14,159	2025	5307
20 09	2019	Braun Van	2C7WDGBG4KR801088	yes	18,556	2025	5307
20 10	2019	Braun Van	2C7WDGBG5KR803013	yes	21,278	2025	5307
S - 01	2007	Ford 500	1FAFP24127G114707	s/v	132,619	2020	5307
S - 02	2012	Ford Escape	1FMCUOC74CKB19586	s/v	61,897	2022	5307
S - 03	2012	Ford Escape	1FMCUOC72CKB19585	s/v	38,327	2022	5307
S - 04	2012	Ford Escape	1FMCUOC70CKB19584	s/v	31,679	2022	5307
S - 05	2019	Chevy Malibu	1G1ZB5ST9KF195742	s/v	22,057	2024	5307

S - 06	2020	Chevy Malibu	1G1ZB5STOLF022533	s/v	19,554	2025	5307
S - 07	2020	Chevy Traverse	1GNERFKW2LJ121814	s/v	15,686	2025	5307

Appendix F
System Safety Program Plan Certification

SAFETY AND SECURITY CERTIFICATION

DATE: January 26, 2022
NAME: St. Lucie County Transit Division
ADDRESS: 437 N 7th Street
Ft Pierce, Fl, 34950

ST LUCIE COUNTY BOCC TRANSIT DIVISION NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

THE ADOPTION OF A SYSTEM SAFETY PROGRAM PLAN (SSPP) IN ACCORDANCE WITH AT A MINIMUM WITH ESTABLISHED FLORIDA DEPARTMENT OF TRANSPORTATION SAFETY STANDARDS SET FORTH IN RULE CHAPTER 14-90.

COMPLIANCE WITH THE ADOPTED STANDARDS OF THE SSPP AND SECURITY PROGRAM PLAN (SPP).

PERFORMANCE OF SAFETY INSPECTIONS ON ALL BUSES OPERATED IN ACCORDANCE WITH RULE 14-90.009.

REVIEWS OF THE SSPP AND THE SPP HAVE BEEN CONDUCTED TO ENSURE THEY ARE UP TO DATE.

THE SSPP IS AVAILABLE ON THE COUNTY MANAGED WEBSITE

SIGNATURE: Adolfo Covelli
Adolfo Covelli
Transit Operation Manager
St. Lucie County BOCC

Appendix G
Local Coordinating Board (LCB) Grievance Procedures



St. Lucie

Transportation
Planning
Organization

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

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

FY 2021-22 GRIEVANCE PROCEDURES

September 22, 2021

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

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

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

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

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

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

The grievance shall include:

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

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

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

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

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

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

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

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

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

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

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

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

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

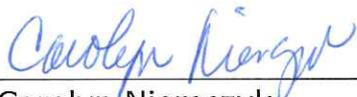
Section 8: Additional Recourse - Apart from the above grievance processes, aggrieved parties, with proper standing, may also have recourse through the Chapter 120, F.S. administrative hearings process or the judicial court system.

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

CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the St. Lucie County Local Coordinating Board for the Transportation Disadvantaged (LCB) and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the St. Lucie LCB this 22nd day of September 2021.

ST. LUCIE COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED

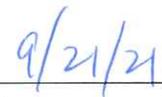


Carolyn Niemczyk
Vice Chairwoman

ATTEST:



Marceia Lathou
Transit Program Manager



Date

Appendix H
Rate Model Calculation Spreadsheet

Worksheet for Multiple Service Rates

CTC: **St. Lucie Board** Version 1.4
 County: **St. Lucie County**

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

SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOPI Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			
		Do NOT Complete Section II for Stretcher Service	

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Leave Blank

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

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section III for Group Service

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be **less** than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

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

Worksheet for Multiple Service Rates

CTC: **St. Lucie Board** Version 1.4
 County: **St. Lucie County**

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip # 2 - 4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... **You Must Complete This Section!**
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 1.11 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2020 - 2021			
		Ambul	Wheel Chair	Stretcher Leave Blank	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	573,255	= 444,971	+ 118,284	+ <input type="text"/>	+ 10,000
Rate per Passenger Mile =		\$4.79	\$8.20	\$0.00	\$3.86 \$4.29 <small>per passenger per group</small>

		Ambul	Wheel Chair	Stretcher Leave Blank	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	112,403	= 86,823	+ 23,080	+ <input type="text"/>	+ 2,500
Rate per Passenger Trip =		\$24.44	\$41.90	\$0.00	\$19.73 \$21.92 <small>per passenger per group</small>

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher Leave Blank	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> \$0.00
Rate per Passenger Mile for Balance =		\$4.79	\$8.20	\$0.00	\$3.86 \$4.29 <small>per passenger per group</small>

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$5.97	\$10.23	\$0.00	\$4.82 \$5.35 <small>per passenger per group</small>
Rate per Passenger Trip =		\$30.47	\$52.24	\$0.00	\$24.59 \$27.33 <small>per passenger per group</small>

Program These Rates Into Your Medicaid Encounter Data

Appendix I
Glossary of Terms and Abbreviations

ACRONYMS

ADA	Americans with Disabilities Act
BOCC	St. Lucie Board of County Commissioners
BPAC	Bicycle-Pedestrian Advisory Committee
CAC	Citizens Advisory Committee
CMP	Congestion Management Process
CTC	Community Transportation Coordinator
EJ	Environmental Justice (pertains to low-income and minority communities)
FAC	Florida Administrative Code
FCTD	Florida Commission for the Transportation Disadvantaged
FDOT	Florida Department of Transportation
FHWA	Federal Highway Administration
F.S.	Florida Statute
FTA	Federal Transit Administration
FY	Fiscal Year
GIS.	Geographic Information Systems
ITS	Intelligent Transportation System
LCB	Local Coordinating Board for the Transportation Disadvantaged
LEP	Limited English Proficiency
L RTP	Long-Range Transportation Plan
MPO	Metropolitan Planning Organization
PPP	Public Participation Plan
P&R	Park & Ride
RL RTP	Regional Long Range Transportation Plan
SR	State Road

TAC	Technical Advisory Committee
TD	Transportation Disadvantaged
TDM	Transportation Demand Management
TDP	Transit Development Plan
TDSP	Transportation Disadvantaged Service Plan
TIP	Transportation Improvement Program
Title VI	Civil Rights/nondiscrimination law
TPO	Transportation Planning Organization
UPWP	Unified Planning Work Program
US DOT	United States Department of Transportation

Appendix J
Summary of Comments



Transportation Disadvantaged Service Plan Annual Update Summary of Comments

Comment	Commenter	Date/Method Received	Incorporation into Study
Discussion regarding the methodology for TD population estimates.	LCB Member	February 16, 2022 LCB Meeting	N/A
Discussion regarding estimating trip demand.	LCB Member	February 16, 2022 LCB Meeting	N/A

Summary Completion Date: February 16, 2022

Appendix K

TDSP/Coordinated Plan LCB Roll Call Vote & Plan Certification



**Transportation Disadvantaged Service Plan/Coordinated Plan
Local Coordinating Board
February 16, 2022
Roll Call Vote**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Cathy Townsend			X
Elderly Community	Carolyn Niemczyk	X		
Disabled Community	Malcom Harris-Gowdie			X
Citizen Advocate	Nelson Merchan-Cely			X
Citizen Advocate/User	Anna Santacroce	X		
Children At Risk	Ronda Cerulli	X		
Economically Disadvantaged	Stacy Malinowski	X		
Public Education	Marty Sanders	X		
FL Dept. of Transportation	Marie Dorismond	X		
FL Dept of Children & Families	Vacant			
FL Dept of Elder Affairs	Dalia Dillon	X		
FL Dept of Vocational Rehabilitation	Danielle Jones			X
FL Dept of Health Care Admin	Vacant			
Regional Workforce Board	Jennifer Sideregts			X
Veterans Community	Robert Dadiomoff	X		
Local Mass Transit	Vacant			
Private Transportation Industry	Robert Driscoll	X		
Local Medical Community	Kevin Howard	X		
Agency for Persons with Disabilities	Milory Senat	X		

The St. Lucie County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on February 16, 2022.

2/16/2022
Date

Carolyn Memczyk
Carolyn Memczyk
Vice Chairwoman

Approved by the Florida Commission for the Transportation Disadvantaged:

Date

David Darm
FCTD Executive Director

Appendix L
St. Lucie County LCB Membership Certification



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

St. Lucie County Local Coordinating Board Membership Certification

Name: St. Lucie Transportation Planning Organization
 Address: 466 SW Port St. Lucie Boulevard, Suite 111
 Port St. Lucie, Florida 34953

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

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

SIGNATURE: *Peter Buchwald*, TPO Executive Director DATE: 2/16/22

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
Chair	Commissioner Cathy Townsend	None	Indefinite
Elderly Community	Carolyn Niemczyk	Peter Sobel	Indefinite
Disabled Community	Malcom Harris-Gowdie	Anna Santacroce	Indefinite
Citizen Advocate	Nelson Merchan-Cely	Bill Lindsey	Indefinite
Citizen Advocate/User	Anna Santacroce	James Lowenson	Indefinite
Veterans Community	Robert Dadiomoff	Vince La Valle/Joseph Lusardi	Indefinite
Economically Disadvantaged	Stacy Malinowski	Dorothy Cobb	Indefinite
Public Education	Debbie Hawley	Marty Sanders	Indefinite
FL Dept. of Transportation	Marie Dorismond	Wibet Hay/Krupa Gajjar	Indefinite
FL Dept. of Children & Families	Vacant		Indefinite
FL Dept. of Vocational Rehab	Danielle Jones	Shakera Smith	Indefinite
FL Dept. of Elder Affairs	Dalia Dillon	Nancy Yarnall	Indefinite
FL Agency for Health Care Administration	Vacant		Indefinite
Children At Risk	Jim Dwyer	Ronda Cerulli	Indefinite
Private Transportation Industry	Deidre Butler	John Williams/Darrell Drummond/Robert Driscoll	Indefinite
Local Mass Transit	Vacant		Indefinite
Local Medical Community	Kevin Howard	Ronda Cerulli	Indefinite
Agency for Persons with Disabilities	Milory Senat	Pauline Spence	Indefinite
Workforce Development Board	Jennifer Sideregts	Tracey McMorris	Indefinite