

**ST. LUCIE LOCAL COORDINATING BOARD FOR THE  
TRANSPORTATION DISADVANTAGED (LCB)  
RE-SCHEDULED  
REGULAR MEETING**

**Date:** Wednesday, October 11, 2017

**Time:** 2:00 pm

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

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**AGENDA**

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Self-Introductions**
4. **Approval of Meeting Summary**
  - *June 21, 2017 Regular Meeting*
5. **Comments from the Public**
6. **Approval of Agenda**
7. **Action Items**
  - 7a. **Annual Operating Report (AOR):** The Community Transportation Coordinator (CTC) will present the results of the 2017 Draft Annual Operating Report (AOR) for review.  
  
**Action:** *Approve, approve with conditions, or do not approve.*
  - 7b. **Amendments to Coordination Agreements:** The CTC will present coordination agreements with public transportation providers for review.  
  
**Action:** *Approve, approve with conditions, or do not approve.*
  - 7c. **By-Laws Update:** The annual update of the By-Laws which provide a framework for the operation of the LCB will be reviewed.  
  
**Action:** *Approve, approve with conditions, or do not approve.*

- 7d. Grievance Procedures Update:** The annual update of the Grievance Procedures which are used in dispute resolutions regarding the provision of transportation disadvantaged services will be reviewed, and appointments to the Grievance Committee will be considered.

**Action:** *Approve, approve with conditions, or do not approve the Grievance Procedures and appoint a Grievance Committee.*

**8. Discussion Items**

- 8a. Fare-Free Transit Demonstration Project:** The CTC will present information concerning funding for a two-year, Fare-Free Demonstration Project for Fixed Route and Demand Response Public Transit Services.

**Action:** *Discuss and provide comments to staff.*

**9. FDOT Comments**

**10. Recommendations/Comments by Members**

**11. Staff Comments**

**12. Comments from the Public**

- 13. Next Meeting:** The next LCB meeting is scheduled for 2:00 pm on Wednesday, December 20, 2017.

**14. Adjourn**

**NOTICES**

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

Persons who require special accommodations under the Americans with Disabilities Act (ADA) or persons who require translation services (free of charge) should contact Marceia Lathou, 772-462-1593, at least five days prior to the meeting. Persons who are hearing or speech impaired may use the Florida Relay System by dialing 711.

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

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

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

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

**DATE:** Wednesday, June 21, 2017

**TIME:** 2:00 pm

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

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**MEETING SUMMARY**

**1. Call to Order**

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

**2. Pledge of Allegiance**

Chairwoman Townsend led the Pledge of Allegiance.

**3. Self-Introductions**

Self-introductions were made and a quorum was noted with 13 members present.

**Members Present**

Commissioner Cathy Townsend, Chair  
Kathryn Hensley, Vice-Chair

Alan Love  
Nelson Merchan-Cely  
Nancy Hess  
Marianne Arbore

**Representing**

St. Lucie County  
St. Lucie County School  
Board  
Disabled Community  
Citizens Advocate  
Citizens Advocate  
Mass Transit

Stacy Malinowski  
Carolyn Niemczyk  
Kevin Howard  
Donna Mihok

Steve Palumbo  
Dalia Dillon  
Marie Dorismond

**Others Present**

Peter Buchwald  
Marceia Lathou  
Holly Woodcock  
Murriah Dekle  
David Engel  
Ricardo Vazquez  
Krystal Sims  
Melody Hearn

Econ Disadvantaged  
Elderly Community  
Local Medical Community  
FL Dept. of Children &  
Families  
FL Division of Voc Rehab  
FL Dept. of Elder Affairs  
FDOT

**Representing**

St. Lucie TPO  
St. Lucie TPO  
Recording Specialist  
St. Lucie County  
St. Lucie County  
Martin MPO  
Stand UP for Independence  
Family Care Council Area 5

**4. Approval of Meeting Summaries**

- March 8, 2017 Public Hearing
- March 8, 2017 Regular Meeting

\* **MOTION** by Vice Chairwoman Hensley to approve the Meeting Summaries.

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

**5. Comments from the Public – None**

**6. Approval of Agenda**

\* **MOTION** by Vice Chairwoman Hensley to approve the agenda.

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

## 7. **Action Items**

### 7a. **Community Transportation Coordinator (CTC) Evaluation:**

Review of the evaluation of the CTC in meeting the needs of the transportation disadvantaged population.

Ms. Lathou reviewed the state-mandated requirements for conducting a CTC Evaluation which consists of quantitative and qualitative components. She noted that the CTC and Community Transit have met or exceeded all state and local standards with the exception of the percentage goal increase for transit ridership. Ms. Lathou stated that based on phone surveys of riders there is a high level of customer satisfaction although some riders expressed customer service concerns.

Mr. Love initiated a discussion regarding the types of customer service concerns expressed. Ms. Dekle said excessive wait times were the main concern. She noted that the CTC will work on syncing their monthly call monitoring questions with the TD Commission's CTC evaluation questions for more comparable data collection.

Mr. Palumbo asked whether the ten percent increase goal in ridership was aggressive considering last year's four percent decrease in ridership. Ms. Arbore responded that current ridership data supports meeting and exceeding a ten percent goal. She provided additional statistics on ridership.

Ms. Hensley asked if there were any penalties if the ridership goal were not met. Ms. Lathou responded there were no penalties.

\* **MOTION** by Vice Chairwoman Hensley to approve the CTC Evaluation and to set a percentage goal increase of ten percent for transit ridership.

\*\* **SECONDED** by Mr. Palumbo Carried **UNANIMOUSLY**

7b. **Trip and Equipment Grant Allocation and Trip Rate:** Review of the Trip and Equipment Grant Allocation and Trip Rate which support public transportation access for transportation disadvantaged persons who are not sponsored by any other available funding source.

Ms. Dekle explained that Trip and Equipment Grant funding is received from the TD Commission and these funds help purchase trips for those who qualify under the transportation disadvantaged criteria. She described the current reimbursement rate for these trips and noted the

proposed rate increases were due to factors such as annual inflation and increased insurance costs.

Ms. Dekle answered questions from the Board regarding per trip cost, co-pays, and cost increases.

\* **MOTION** by Vice Chairwoman Hensley to approve the Trip and Equipment Grant Allocation and Trip Rate.

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

## 8. **Discussion Items**

**8a. Direct Connect Program Update:** An update on the program to provide “after hours” transportation services using taxis, car services, and rideshare providers to destinations within St. Lucie County and adjacent counties.

Mr. Engel described the Direct Connect Program, a new initiative developed to fill gaps in the existing public transportation system by providing service at times when bus service is not in operation. He explained how qualified individuals could book trips on their own, through contracted County service providers; these trips would be subsidized by the County based on the rider’s income.

Mr. Engel answered questions from the Board regarding vendor agreements, performance standards, rider eligibility, fraud control, program funding, driver qualifications, and public outreach.

Mr. Merchan-Cely volunteered to assist with outreach to the Hispanic community.

Mr. Buchwald suggested that evaluation for the Direct Connect program be included as part of the annual CTC evaluation.

9. **FDOT Comments** - Ms. Dorismond noted FDOT’s support for the Direct Connect Program.

10. **Recommendations/Comments by Members** - Mr. Love stated he and Mr. Buchwald had appeared on a radio talk show and another talk show was planned later in June. Mr. Love said the upcoming segment

included Q&A and the Board members were urged to spread the word to maximize public input.

Ms. Hensley discussed a previous shuttle for the HANDS clinic and how much the effort to provide direct service for the Clinic had been appreciated.

- 11. Staff Comments** – Ms. Lathou provided follow-up to the Board on their directive from the last meeting to send a letter to Ms. Lisa Sanders to determine her interest in remaining on the LCB. Ms. Lathou said Ms. Sanders confirmed her interest and appointed an alternate; however, neither Ms. Sanders nor her alternate could attend today.

Ms. Lathou announced this was the last meeting for two members who are retiring. She presented certificates of appreciation to Ms. Arbore and Mr. Palumbo. Commissioner Townsend expressed the Board's appreciation for the dedication Ms. Arbore and Mr. Palumbo had exhibited during their many years of service.

- 12. Comments from the Public** – Ms. Sims described problems she and some of her friends were having accessing public transportation. Commissioner Townsend assured Ms. Sims the transit staff present would consult with her after the meeting regarding strategies to resolve these issues.

- 13. Next Meeting:** The next LCB meeting is scheduled for Wednesday, September 6, 2017, 2:00 pm, at the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida.

- 14. Adjourn** – The meeting was adjourned at 2:45 pm.

Respectfully submitted:

Approved by:

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Holly Woodcock  
Recording Specialist

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Commissioner Cathy Townsend  
Chairwoman

**DRAFT**

## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	October 11, 2017
<b>Item Number:</b>	7a
<b>Item Title:</b>	Annual Operating Report (AOR)
<b>Item Origination:</b>	Florida Commission for the Transportation Disadvantaged (FCTD)
<b>UPWP Reference:</b>	Task 3.8 – Transportation Disadvantaged (TD) Program
<b>Requested Action:</b>	Approve the AOR, approve with conditions, or do not approve.
<b>Staff Recommendation:</b>	Based on the compliance of the AOR with all applicable FCTD standards, it is recommended that the AOR be approved.

### Attachment

- Staff report



COMMUNITY SERVICES  
MEMORANDUM  
17-279

**TO:** Members of the Local Coordination Board

**THROUGH:** Beth Ryder, Community Services Director *BR*

**FROM:** Murriah Dekle, Transit Manager *MSD*

**DATE:** September 5, 2017

**SUBJECT:** Florida Commission for the Transportation Disadvantaged (FCTD)  
2017 Draft Annual Operating Report (AOR)

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The Community Transportation Coordinator (CTC) submits an Annual Operating Report (AOR) to the Florida Commission for the Transportation Disadvantaged (FCTD). The data contained within the report is incorporated into the allocation formula for the Trip and Equipment Grant, which provides funding for transportation disadvantaged individuals. Annually, the County compiles the data generated from local agencies with valid coordination agreements. Agencies are encouraged to submit the data on a quarterly basis and provided with training. On March 22<sup>nd</sup>, the CTC facilitated a training session for the coordinated contractors to share reporting methodology and best practices. The figures below will be submitted to the FCTD for final review and approval.

Annual Operating Report				
	SFY14	SFY2015	SFY2016	SFY2017
<b>Trips</b>	270,164	265,326	260,952	274,521
<b>Revenue Miles</b>	921,932	1,059,337	1,066,102	1,163,772
<b>Vehicle Miles</b>	1,241,056	1,426,016	1,403,366	1,348,596

**STAFF RECOMMENDATION:**

Staff recommends Board approval the Annual Operating Report with the ability to revise figures as instructed by the FCTD and authorization of the Chair to sign the necessary documents.

## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	October 11, 2017
<b>Item Number:</b>	7b
<b>Item Title:</b>	Amendments to Coordination Agreements
<b>Item Origination:</b>	Florida Commission for the Transportation Disadvantaged (FCTD)
<b>UPWP Reference:</b>	Task 3.8 – Transportation Disadvantaged (TD) Program
<b>Requested Action:</b>	Approve, approve with conditions, or do not approve.
<b>Staff Recommendation:</b>	Because the coordination agreements assist in reducing duplication of services to the transportation disadvantaged community, it is recommended that the LCB approve the coordination agreements.

### Attachment

- Staff Report



COMMUNITY SERVICES  
MEMORANDUM  
17-280

**TO:** Members of the Local Coordination Board

**THROUGH:** Beth Ryder, Community Services Director

**FROM:** Murriah Dekle, Transit Manager

**DATE:** September 25, 2017

**SUBJECT:** Florida Commission for the Transportation Disadvantaged (FCTD) State Fiscal Year 18 Annual Coordination Agreements

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Annually, the Local Coordinating Board approves the Community Transportation Coordinator agreements with businesses and agencies that provide transportation trips for specific disadvantaged populations. Collaboration with these agencies provide an accurate count of disadvantaged trips provided in the County. The data is included in the Commission for the Transportation Disadvantaged Annual Operating Report. The community coordination also aids in reducing potential duplication of services. For fiscal year 18, fourteen agencies have agreed to participate in the coordinated system. The following agreements are submitted for board approval:

- St. Lucie County Head Start (ALPI)
- Aurora of the Treasure Coast
- Boys and Girls Club of St. Lucie, Inc.
- Gulfstream Goodwill Industries, Inc.
- New Horizons of the Treasure Coast, Inc.
- Pinnacle Care Inc., dba Nikki's House
- School Board of St. Lucie County
- Angels of Hope Outreach Ministries
- ARC of St. Lucie County, Inc.
- Council on Aging of St. Lucie
- Nativity Group Home, Inc.
- On Time Transportation and Mobility Services, LLC
- Scott Cheerful Residence, Inc.
- United Veterans of St. Lucie County

**STAFF RECOMMENDATION:**

Approve coordination agreements and authorize the Chair to sign all required documents.

## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	October 11, 2017
<b>Item Number:</b>	7c
<b>Item Title:</b>	By-Laws Update
<b>Item Origination:</b>	Florida Commission for the Transportation Disadvantaged (FCTD)
<b>UPWP Reference:</b>	Task 3.8 – Transportation Disadvantaged (TD) Program
<b>Requested Action:</b>	Approve the By-laws Update, approve with conditions, or do not approve.
<b>Staff Recommendation:</b>	Because the draft FY 2017-18 By-Laws are consistent with current LCB operating guidelines developed by the FCTD, it is recommended that the draft FY 2017-18 By-Laws be approved.

### Attachments

- Staff Report
- Draft FY 2017-18 By-Laws

## **MEMORANDUM**

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

**THROUGH:** Peter Buchwald  
Executive Director

**FROM:** Marceia Lathou  
Transit Program Manager

**DATE:** October 3, 2017

**SUBJECT:** **By-laws Update**

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### **BACKGROUND**

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

### **ANALYSIS**

The FY 2016-17 By-laws were reviewed. No changes to the By-laws are proposed.

### **RECOMMENDATION**

Because the draft FY 2017-18 By-Laws are consistent with current LCB operating guidelines developed by the FCTD, it is recommended that the draft FY 2017-18 By-Laws be approved.



**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](http://www.stlucietpo.org)

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

### **FY 2017-18 BY-LAWS, RULES, AND PROCEDURES**

October 11, 2017

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## **1.0 OVERVIEW**

### **1.1 ESTABLISHMENT**

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

### **1.2 PURPOSE**

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

### **1.3 AUTHORITY**

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

## **2.0 STRUCTURE**

### **2.1 BOARD**

#### **2.1.1 Composition & Membership**

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

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

cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB;

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

### **2.1.2 Terms of Membership**

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

### **2.1.3 Attendance**

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

### **2.1.4 Vacancy**

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

### **2.1.5 Alternates**

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

- a) Alternates are to be appointed in writing or email.
- b) Alternates may be recommended by TPO staff.

- c) Each alternate may vote only in the absence of the primary member on a one vote per member basis.
- d) Alternates must be a representative of the same interest as the primary member.

#### **2.1.6 Officers**

##### **a) Chairperson**

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

##### **b) Vice Chairperson**

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

#### **2.1.7 Minutes**

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

#### **2.1.8 Voting**

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

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

#### **2.1.9 Quorum**

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

## **3.0 OPERATING PROCEDURES**

### **3.1 ADMINISTRATIVE OPERATIONS**

The administrative operations of the LCB shall be in accordance with the *Local Coordinating Board and Planning Agency Operating Guidelines* dated April 2014, developed by the FCTD; applicable state and federal regulations; and as directed by the Board or delegated by the Board to the Executive Director of the TPO.

### **3.2 MEETINGS**

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

### **3.3 PUBLIC ACCESS**

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

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

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

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

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

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

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

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

### **3.4 NOTICE OF MEETINGS AND WORKSHOPS**

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

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

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

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

### **3.5 AGENDA**

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

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

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

### **3.6 EMERGENCY MEETINGS, WORKSHOPS & COMMITTEE MEETINGS**

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

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

### **3.7 MEETING RULES & PROCEDURES**

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

### **3.8 AMENDMENTS**

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

### **3.9 FLORIDA GOVERNMENT IN THE SUNSHINE LAW**

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

ST. LUCIE COUNTY LOCAL COORDINATING  
BOARD FOR THE TRANSPORTATION DISADVANTAGED

\_\_\_\_\_  
Cathy Townsend  
Chairwoman

ATTEST:

\_\_\_\_\_  
Marceia Lathou  
Transit Program Manager

\_\_\_\_\_  
Date

## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	October 11, 2017
<b>Item Number:</b>	7d
<b>Item Title:</b>	Grievance Procedures Update
<b>Item Origination:</b>	Florida Commission for the Transportation Disadvantaged (FCTD)
<b>UPWP Reference:</b>	Task 3.8 – Transportation Disadvantaged (TD) Program
<b>Requested Action:</b>	Approve the Grievance Procedures Update, approve with conditions, or do not approve and appoint a Grievance Committee.
<b>Staff Recommendation:</b>	Because the draft FY 2017-18 Grievance Procedures meet the requirements of the FCTD and facilitate the conduct of business by the LCB, it is recommended that the draft FY 2017-18 Grievance Procedures be approved and that a Grievance Committee be appointed or re-appointed.

### **Attachments**

- Staff Report
- Draft FY 2017-18 Grievance Procedures

## **MEMORANDUM**

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

**THROUGH:** Peter Buchwald  
Executive Director

**FROM:** Marceia Lathou  
Transit Program Manager

**DATE:** October 3, 2017

**SUBJECT:** **Grievance Procedures Update**

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### **BACKGROUND**

As an extension of the Florida Commission for the Transportation Disadvantaged (FCTD), the LCB is tasked with implementing the Transportation Disadvantaged program at the local level. This includes the development of written procedures to hear and advise on grievances and the annual update of these procedures.

The purpose of the grievance function is to process, investigate, and make recommendations in a timely manner on issues for which a local resolution has not occurred. Filing a complaint 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.

To assist in implementing the grievance function, the LCB is required to establish a Grievance Committee consisting of voting members of the LCB.

### **ANALYSIS**

The LCB Grievance Procedures were reviewed by TPO staff. No changes to the Grievance Procedures are proposed.

The current members of the Grievance Committee are Ms. Kathryn Hensley and Ms. Carolyn Niemczyk. Mr. Steve Palumbo, a former LCB member, also was a Grievance Committee member.

### **RECOMMENDATION**

Because the draft FY 2017-18 Grievance Procedures meet the requirements of the FCTD and facilitate the conduct of business by the LCB, it is recommended that the draft FY 2017-18 Grievance Procedures be approved and that a Grievance Committee be appointed.



**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](http://www.stlucietpo.org)

**ST. LUCIE LOCAL COORDINATING BOARD FOR THE  
TRANSPORTATION DISADVANTAGED (LCB)  
FY 2017-2018 GRIEVANCE PROCEDURES**

October 11, 2017

**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](mailto: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 11th day of October 2017.

ST. LUCIE COUNTY LOCAL COORDINATING  
BOARD FOR THE TRANSPORTATION DISADVANTAGED

\_\_\_\_\_  
Cathy Townsend  
Chairwoman

ATTEST:

\_\_\_\_\_  
Marceia Lathou  
Transit Program Manager

\_\_\_\_\_  
Date

## AGENDA ITEM SUMMARY

<b>Board/Committee:</b>	St. Lucie LCB
<b>Meeting Date:</b>	October 11, 2017
<b>Item Number:</b>	8a
<b>Item Title:</b>	Fare-Free Transit Demonstration Project
<b>Item Origination:</b>	Community Transportation Coordinator (CTC)
<b>UPWP Reference:</b>	Task 3.8 – Transportation Disadvantaged (TD) Program
<b>Requested Action:</b>	Discuss and provide comments to staff.
<b>Staff Recommendation:</b>	Discuss and provide comments to staff.

### Attachment

- Staff report

**TO:** Members of the Local Coordination Board

**THROUGH:** Beth Ryder, Community Services Director 

**FROM:** Murriah Dekle, Transit Manager 

**DATE:** August 21, 2017

**SUBJECT:** Fare Free Transit Pilot Program

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**Background:**

On August 12, 2014, the BOCC approved the County's Transit Development Plan (TDP) 2015-2024 Major Update, "Bus Blueprint." The TDP serves as a guiding document and provides methodology for prioritization and implementation of transit improvements including operations and infrastructure investments. Chapter 9 of the TDP prescribes Planning and Policy Priorities for public transportation improvements in the County.

The needs associated with transit services evolve with County land uses and demographics, which require adjustments to the public transportation network. Fare policy is critical for any transit agency for two key reasons: balancing ridership and revenue levels and providing good value to the customer base. The current fare for riding the Treasure Coast Connector is \$2.00. The average fare for St. Lucie County is \$1.00. Both fare amounts rank among the highest for all transit agencies in Florida based on 2011 National Transit Database (NTD) data. County staff have examined various strategies to achieve a balanced system, including the execution of ridership forecast models using the Florida Department of Transportation (FDOT) Transit Boarding Estimation Simulation Tool (TBEST), the examination and collaboration with other transit agencies including the fare-free system, Go-Line in Indian River County and the examination of numerous resources and the impacts of fare elimination (details are provided in the attached white-paper.) As a result, County staff and the FDOT developed performance measures for the demonstration program. These are outlined in the attached Joint Participation Agreement (JPA).

On August 15, 2017, the St. Lucie County Board of County Commissioners accepted a Service Development grant from the Florida Department of Transportation (FDOT) which will provide fare box funding for a two year pilot program.

**Funds Available:**

County staff has identified grant funds from the FDOT to provide two years of fare-box revenue. The demonstration time period will provide staff with adequate data to determine if future modifications to the system are required. The total project cost is \$556,000 of which \$278,000 is the State share and will be matched with \$278,000 from the Transit Municipal Services Taxing Unit (MSTU). The estimated return on investment via increased ridership, block grant allocations and reallocated funding (\$20,000) to the County's General Fund from the existing Youth Ride Free program are all outlined with the attached white paper.

The project is slated to begin on September 1, 2017 and end August 31, 2019. Community Transit will be the sub recipient as the local transit provider.

**Staff Recommendation:**

This item is for informational purposes only.

# FY17/2018 Transit Budget Initiative

## Economic Development via Public Transportation



**ST. LUCIE** WORKS



### Introduction

According to a new [2017 demographic study released by the American Public Transportation Association \(APTA\)](#), public transit riders are part of the engine that powers America's economy. The study *Who Rides Public Transportation* reveals that 87% of public transit trips directly impact the economy, either connecting people to employers needing workers and to retail and entertainment ventures. In St. Lucie County, the public transportation system provides nearly 500,000 annual trips, impacts land use and development patterns, generates jobs, enables economic growth, and supports public policies regarding energy use, air quality and carbon emission. This analysis focuses on the economic opportunities and benefits that result in positive multipliers such as, improved accessibility to education, employment, and healthcare and the return on investment via a fare free transit system in St. Lucie County. To further the mission of the St. Lucie County Board of County Commissioners, the Transit Division seeks to improve the public transportation services and infrastructure of the county to advance the community and quality of life.

### Objective

For the FY17/18 budget year, the Transit Division requests funding to institute a twelve-month, fare free pilot program for both, the fixed route and demand response. A fare free service will eliminate financial and logistical barriers for residents who do not currently use public transportation, and render operational efficiency improvements to the existing system. To demonstrate a commitment to address identified gaps in the existing services and provide for the significant economically disadvantaged component of the county's population, the Transit Division will implement and examine the return on investment of a fare free pilot program for public transportation within St. Lucie County.

### Overview

The [St. Lucie County Transit Development Plan \(TDP\), for FY 2015-2024](#), specifies that an examination of the current county fare policies is necessary to determine whether reductions in fares will increase ridership and how reduced fares would impact the total system fare box revenues. The TDP also recommends evaluating the impact of fare paying versus a fare free service, from an operational efficiency perspective. The goal is to provide a fast and frequent service which connects people to opportunities by reducing barriers and promoting additional transit ridership.

A fare free public transportation system will generate return on investment including additional federal and state funding allocations as a result of increased ridership, elimination of existing expenses incurred by social service agencies to facilitate bus pass programs and the administrative hours associated with the existing fare collection process. If approved, the funds currently used to support fare collection (\$50k annually) would be reallocated for additional services such as weekend hours and/or a ride-share program to fill the gaps in the existing public transportation services as identified by the [Roundtable of St. Lucie County 2016 Assessment Report](#)

Currently, over 1,700 employee hours are required annually to account for system fare collections, preparation of ticket books, banking administration plus armored car service charges. Further, the county is currently examining a fare collection system/upgrade to allow credit, debit and smart cards which would require approximately \$370,000 in capital costs and an additional \$31,200 in annual maintenance.

A fare free system would eliminate the existing annual expense (\$10,484) incurred by the County and the community social service agencies who provide bus passes to residents via various financial aid programs. St. Lucie County facilitates a bus pass program, which provides free tickets to residents that have a proven financial hardship. Once an individual has been evaluated and qualified for this program, the county provides eligible riders with transit passes or a book of tickets free of charge. Additionally, many of the county's social service agencies have also purchased tickets for their qualified financially disadvantaged clients. Unfortunately, due to habitual social service funding shortfalls, many of the agencies are not able to capture all of the individuals in need. Further, the process for a fare free candidate to participate in the county programs requires the economically disadvantaged rider to travel to the SLC Community Services office in Ft. Pierce to qualify, posing a registration deterrent for program participation.

In addition, bus ridership is one of the many variables which are factored into federal and state block grant allocations, which in turn would increase the annual allocation of funding received by St. Lucie County. Based on the ridership projection depicted in Table 1, an additional \$40k in operational allocations are estimated for St. Lucie County. Based on an analysis, using the Florida Department of Transportation Transit Boarding Estimation and Simulation Tool (TBEST), it is forecasted that the fixed route transit ridership will increase by 19.5% over a one year period once a fare free program is instituted.

The TBEST analysis forecasts significant improved system measures. If these improvements are realized as a result of the pilot program, County staff and Community Transit will be able to submit the improved operational results to various funding agencies such as the Federal Transit Administration, the Florida Department of Transportation, the Florida Commission for the Transportation Disadvantaged and the St. Lucie Board of County Commissioners for their investment in instituting a permanent free fare transit program in St. Lucie County. Additionally, increased system ridership, through fare free service, would generate additional operational and capital funding by impacting the current apportionment grants which factor overall ridership data within the funding formulas.

**Table 1** Contains a one-year scenario analysis using three measures: boarding, performance and cost. The table depicts two scenarios; Scenario A uses the current average fare paid per rider in St. Lucie County for the fixed route, which is \$1.19 per trip. Scenario B uses a zero fare variable, which will be implemented if the grant is awarded.

Table 1. Scenario Comparison Report											
Boardings, Performance and Cost Variables											
Scenario A:		Average fare per passenger \$1.19									
Scenario B:		Zero Fare									
Transit System:		TCC									
Summary Span:		Service Year									
Operating Cost Formula:		Cost Per Vehicle Hour (\$65) + Cost Per Vehicle Mile (\$0)									
Report Date:		8/10/2016 11:45									
Summary											
Route Name		Additional Boardings (+\ -)	Total Boardings			Boardings Per Service Mile			Cost Per Passenger Trip		
			A	B	% Change	A	B	% Change	A	B	% Change
Route 1		9,642	81,380	91,022	11.8%	0.7	0.8	14.3%	\$6.2	\$5.6	-9.7%
Route 2		5,782	17,836	23,618	32.4%	0.4	0.5	25%	\$15.5	\$11.7	-24.5%
Route 3		9,852	37,648	47,500	26.2%	0.8	1	25%	\$7.4	\$5.8	-21.6%
Route 4		4,649	13,520	18,169	34.4%	0.4	0.6	50%	\$14.5	\$10.8	-25.5%
Route 5		2,904	10,920	13,824	26.6%	0.3	0.4	33.3%	\$17.8	\$14.1	-20.8%
Route 6		4,420	28,860	33,280	15.3%	0.3	0.3	0%	\$20.3	\$17.6	-13.3%
Route 7		394	2,860	3,254	13.8%	0.1	0.1	0%	\$55.1	\$48.4	-12.2%
Totals		37,643	193,024	230,667	19.5%	0.4	0.5	25%	\$19.5	\$16.3	-16.4%

### **Current St. Lucie County Transportation System & Demographics**

St. Lucie County has two modes of public transportation. An origin to destination demand response system where passenger trips are generated through reservations originated by passengers (or their agents), by contacting a Transit Reservationist at least twenty-four (24) hours in advance to schedule trips. Eligibility for this system is required. The second mode of transportation is a fixed route service, along specific routes, with scheduled arrival times at predetermined bus stop areas. Currently, the system has seven (7) routes servicing SLC. Bus Route # 1 connects with Martin County to the south and Bus Route # 7 connects with Indian River County to the north.

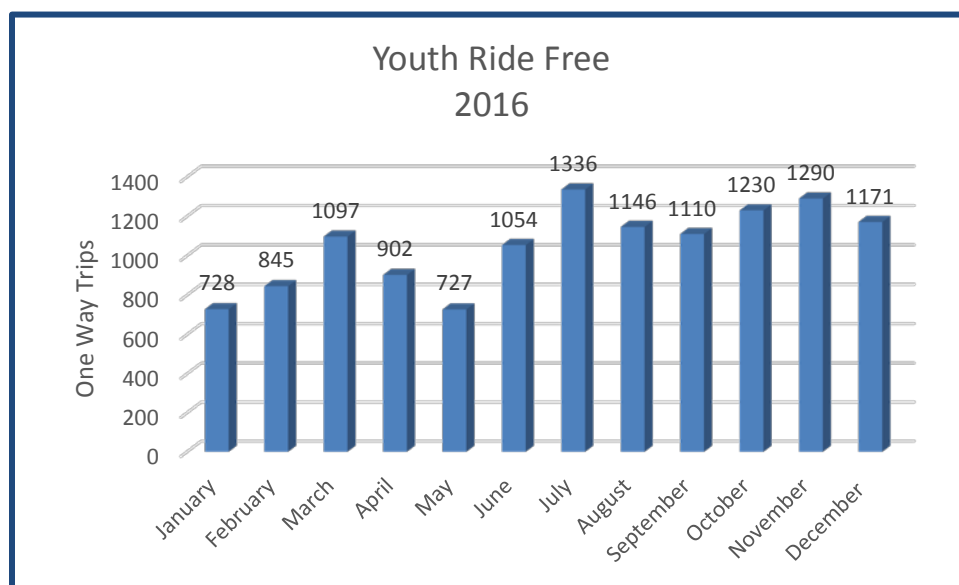
St. Lucie County (SLC) is, a rapidly developing area located in southeast Florida, adjoining Indian River and Martin Counties. The county's land area totals 571.93 square miles supporting

a population of 298,563. St. Lucie County has a significant high proportion of transportation disadvantaged (TD) residents since 51% of the total population are elderly (23%), below poverty level (17.3%), and disabled under the age of 65 (10.8%) (Census St. Lucie County Quick Facts July 1, 2015) and according to the [United Way ALICE Report 2017 Update for Florida](#) St. Lucie County households are (46%) below the ALICE threshold.

Further, according to the 2016 update of the [St. Lucie County Transportation Disadvantaged Service Plan \(TDSP\)](#), TD within the county is estimated at 45%, of the general population, using the University of South Florida Center for Urban Transportation Research forecasting modeling tool. For 2015/16, St. Lucie County Transit was funded through a variety of sources including; 38% through Federal Funding, 35% provided by a Municipal Service Taxing Unit, 11% by a Transportation Disadvantaged Grant, 6% by the fare box, 6% through State Funding, and 4% by way of a Transportation Disadvantaged Grant.

### **Current Need**

The following programs were established to address the unmet transportation needs within the community and also serve as a ridership demonstration pertaining to the current fare structure: I. St. Lucie County, in partnership with the Roundtable of St Lucie, created a pilot program called the Youth Ride Free. This pilot program was designed to implement the National Gang Model targeting reducing crime through prevention, intervention and suppression. On June 4, 2015, the program began providing free transportation for St. Lucie County students (18 yrs. and under) to allow easy access to reading programs at local libraries, part-time employment and public recreational sites including sporting events, swimming pools, and music and drama activities. The goal is to keep students engaged in structured activities. To date, the pilot program has shown significant positive results, and generated a steady increase in ridership.



II. In the past, as a customer appreciation gesture, Community Transit offered a system wide fare free campaign during the month of December. As a result of this initiative, Community Transit experienced an approximate fifty percent increase in ridership for the promotional month.

### **Project Timeline**

September 1, 2017 Finalize marketing efforts.

October 1, 2017 Commence free fare pilot program.

October 1, 2017 September 30, 2018 Implement fare free public transportation.

September 2018 Complete study, compile performance measures, and prepare agenda item for St. Lucie County Board of County Commissioners to present study findings.

### **Project Outcomes**

I. Perform a comprehensive operational analysis on the monthly basis and compile a dataset which examines ridership statistics - identify trends, evaluate operating strategies and service standards by summarizing observed a projected service and performance levels at the route-level, and within defined spatial distributions and/or within high, medium and low density socio-economic areas.

II. Investigate if any unintended costs were incurred and how much staff time was devoted to this project.

III. Seek federal, state and private grant funding to continue the project.

### **Project Funding**

#### **General Fund Request**

12 Month Fare Box Replacement	\$243,328
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**Total General Fund New Budget Request \$243,328**

#### **Estimated Return on Investment**

Additional Block Grant Allocation Funding	-\$ 40,000
Bus Pass Purchases	-\$ 10,484
Existing Youth Ride Free	-\$ 20,000
Fare Collection Administration	<u>-\$ 50,000</u>

**Net Investment \$166,812**

**\*Note:** The total project funding request represents \$.81 per capita/12-month expenditure for the population of St. Lucie County.

**Other Return on Investment for Consideration**

- I. [Operational Improvements via Boarding Times Render Increased Quality of Service](#)
- II. [Extend Useful Life of Roadway and Maintenance Requirements](#)
- III. [Allow Residents to Invest in the Local Economy](#)