



St. Lucie County Transportation Disadvantaged Service Plan (TDSP)

A Coordinated Public Transit-Human Services Transportation Plan

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

November 29, 2023

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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, 2023.

This TDSP was jointly developed by staff from the St. Lucie Transportation Planning Organization (TPO) and the St. Lucie County CTC. The Local Coordinating Board for the Transportation Disadvantaged (LCB) approves the TDSP, and it is submitted to the Florida Commission for the Transportation Disadvantaged for final action. The TDSP is used by the CTC and the LCB to maintain and improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

This TDSP was developed in accordance with the requirements outlined in the FCTD *Instruction Manual for the Memorandum of Agreement and the Transportation Disadvantaged Service Plan* 2010/2011.

DEVELOPMENT PLAN

A. Introduction to Service Area

1. Background of the TD Program

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

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

2. CTC Designation Date/History

The St. Lucie Board of County Commissioners (BOCC) has been the designated CTC since 1990. The County, through its Transit Department, contracts service providers to deliver the public transportation trips and transportation disadvantaged services.

In 2023, the FCTD approved the continuation of the County as the St. Lucie County CTC and subsequently entered into a new five-year Memorandum of Agreement with the County.

3. Organization Chart

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

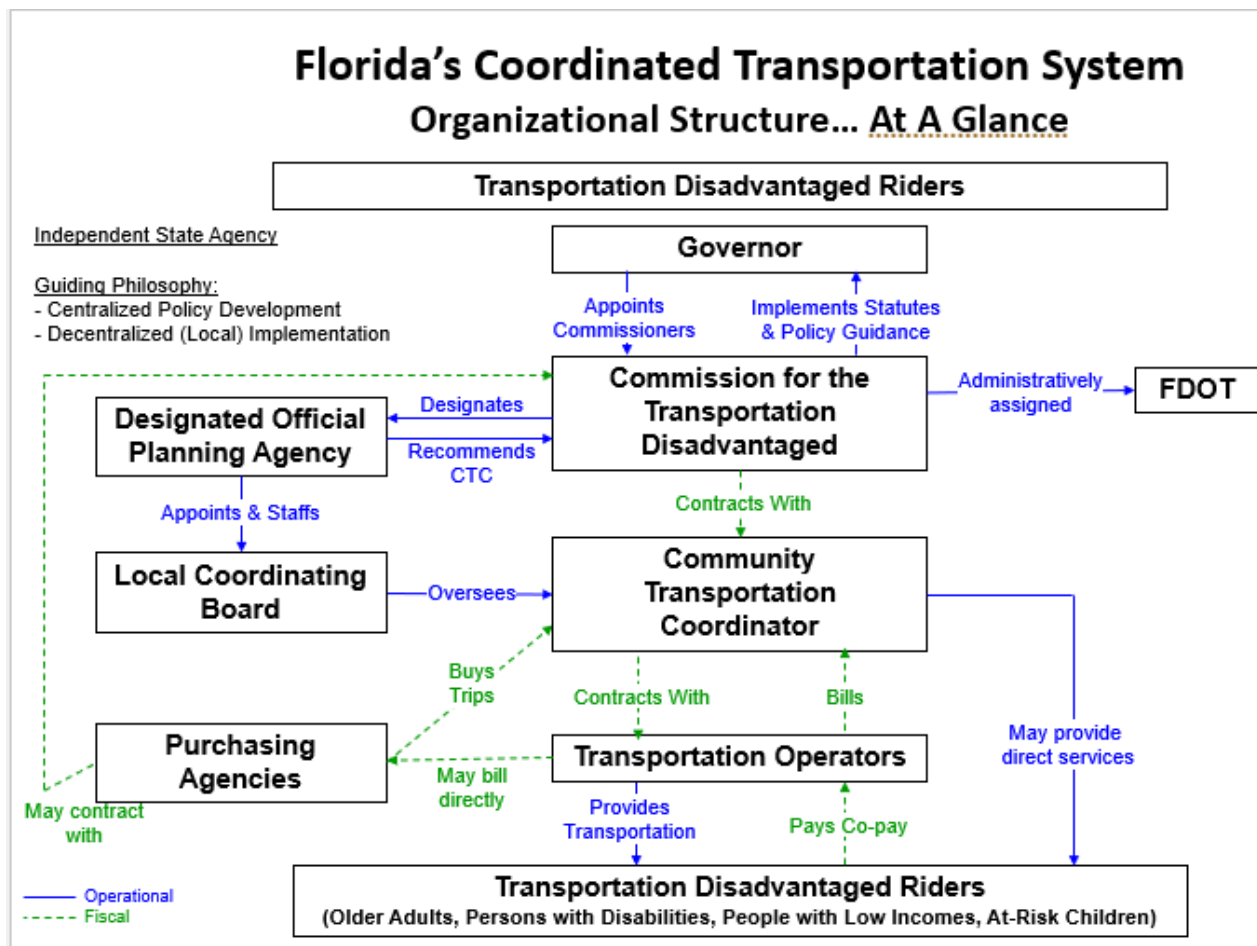


Figure 1: TD Services Organization Chart

4. Consistency Review of Other Plans

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

St. Lucie County Comprehensive Plan

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

City of Port St. Lucie Comprehensive Plan

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

City of Fort Pierce Comprehensive Plan

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

Smart Moves 2045 Long Range Transportation Plan (LRTP)

A review of all relevant local and regional transportation studies was conducted during the preparation of the Smart Moves 2045 LRTP. The LRTP summarizes the TDSP and discusses the current, and future needs of the transportation disadvantaged, mainly the need to travel across county lines and regionally.

St. Lucie County Transit Development Plan

The County's Transit Development Plan, branded the Bus Plus Plan, represents the community's vision and public transportation goals. It is to be used as a strategic guide for the Fiscal Year 2020–2029 planning horizon. It identifies public transportation service improvement priorities for the County, determines the operating and capital costs to implement these service improvement priorities, and outlines a strategy for implementation.

Transportation Improvement Program

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

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

Treasure Coast Regional Planning Council Strategic Regional Policy Plan

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

FCTD Five/Twenty Year Plan

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

Transportation Connectivity Study

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

Florida Transportation Plan

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

Sustainable Transportation Plan

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

5. Public Participation

The development of the TDSP represents a coordinated and collaborative effort among transportation providers, passengers, advocates, social service agencies, and other community groups. The public involvement process has been mainly accomplished through the LCB, the County's ongoing outreach strategies through social media, travel training, and project-specific stakeholder engagement. The LCB consists of elected officials, social services representatives, and citizen advocates who guide and assist the CTC in the coordination of TD services.

The TDSP was prepared with input from the general public, which was gathered through meetings with the above-mentioned partners and at a regular meeting of the LCB on November 8, 2023. A Summary of Comments on the TDSP is included in Appendix J. Public notice was provided for the November 8, 2023 LCB meeting in the local newspaper of the largest general circulation.

B. Service Area Profile/Demographics

1. Service Area Description

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



Figure 2: St. Lucie County Location

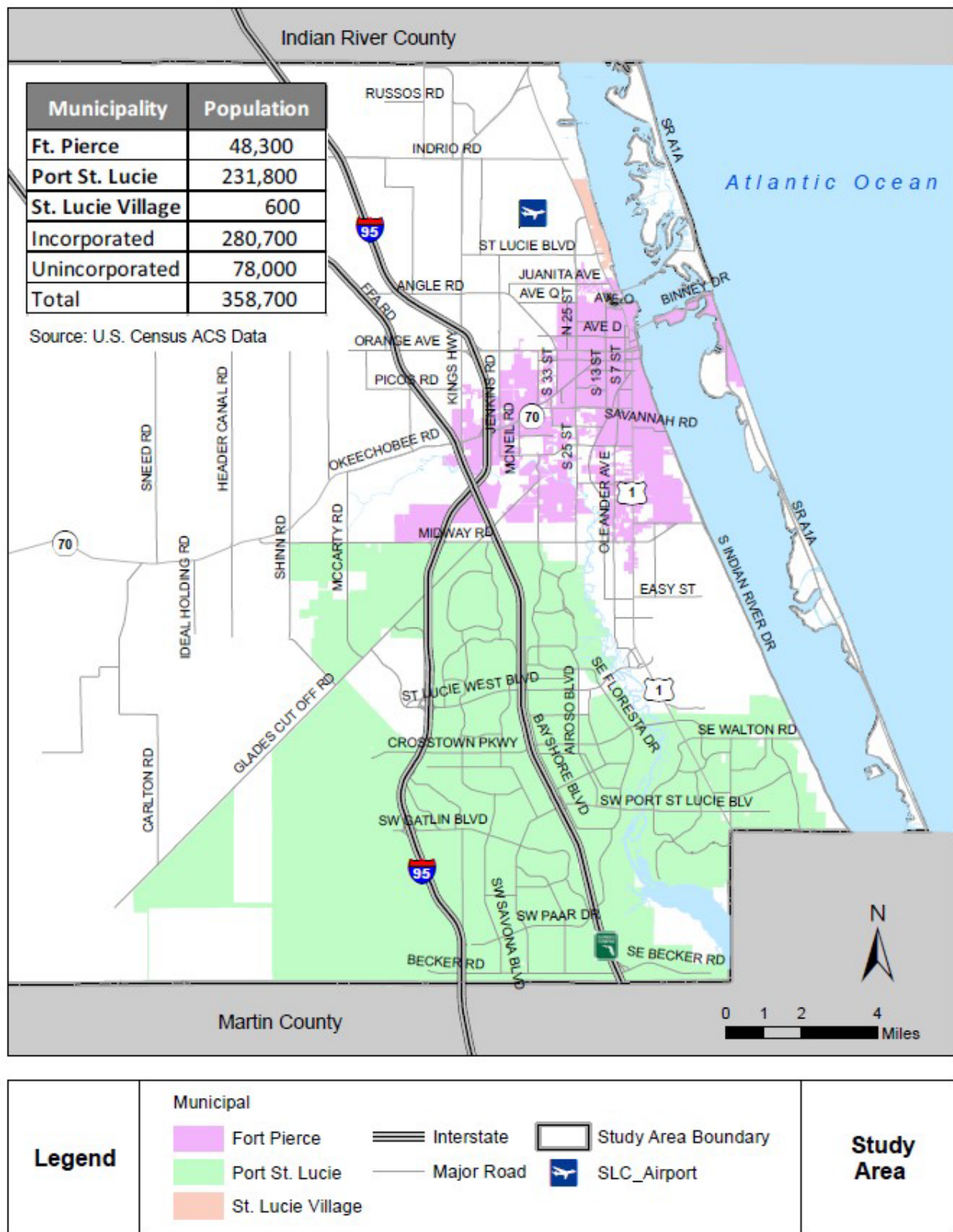


Figure 3: TDSP Study Area

2. Demographics

a) Land Use

Of the three municipalities in the County, Port St. Lucie is the most populated. Port St. Lucie is comprised largely of residential uses, accommodated mostly within low-density, single-use areas. Major commercial roadways include US 1, Port St. Lucie Boulevard, Gatlin Boulevard/Tradition Parkway, and Prima Vista Boulevard/St. Lucie West Boulevard. Various gated communities are located in the St. Lucie West and Tradition Parkway areas.

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

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

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

The large geographic size of St. Lucie County combined with the dominance of low-density residential land uses presents a challenge to providing demand response service.

b) Population/Composition

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

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

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

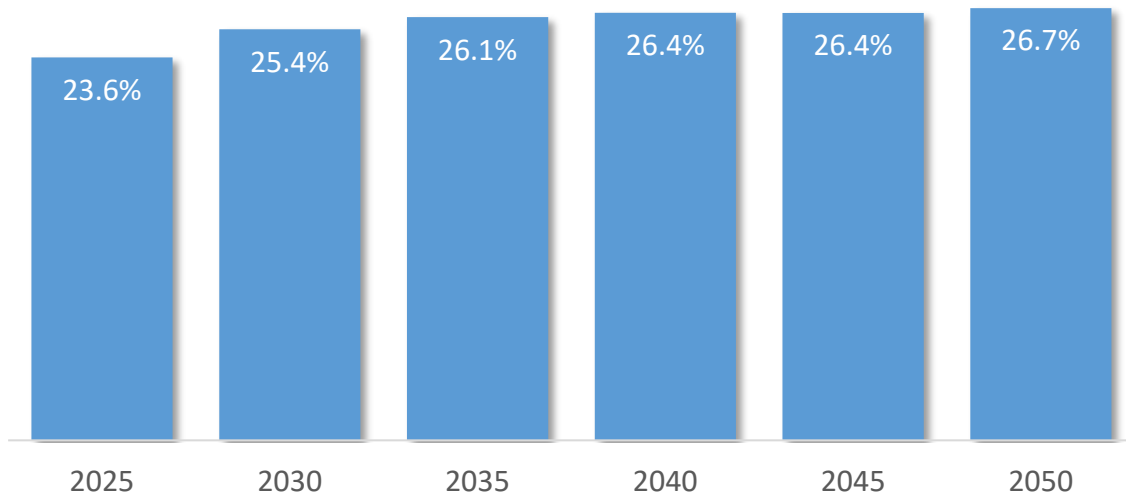
c) Socio-Demographic Characteristics and Trends

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

Age | Older Adults

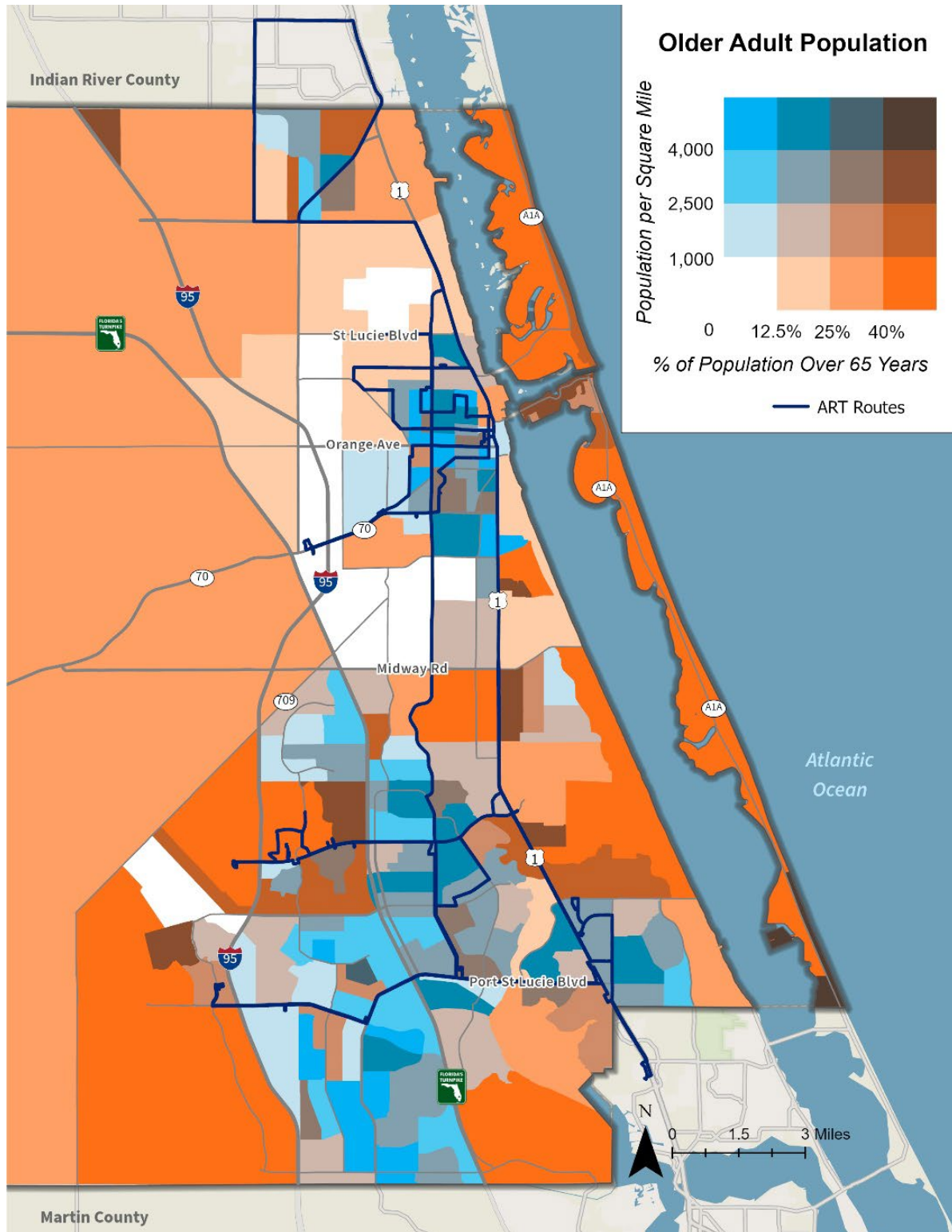
By 2050, the percentage of older adult residents (65 or older) is expected to increase by 3%, to approximately 27% of the County's population. This is an important consideration for transit as a person's ability to drive is often reduced with age, leading to demand for other transportation options.

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



Source: BEBR

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



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

Figure 5: Older Adults

Age | Younger Adults

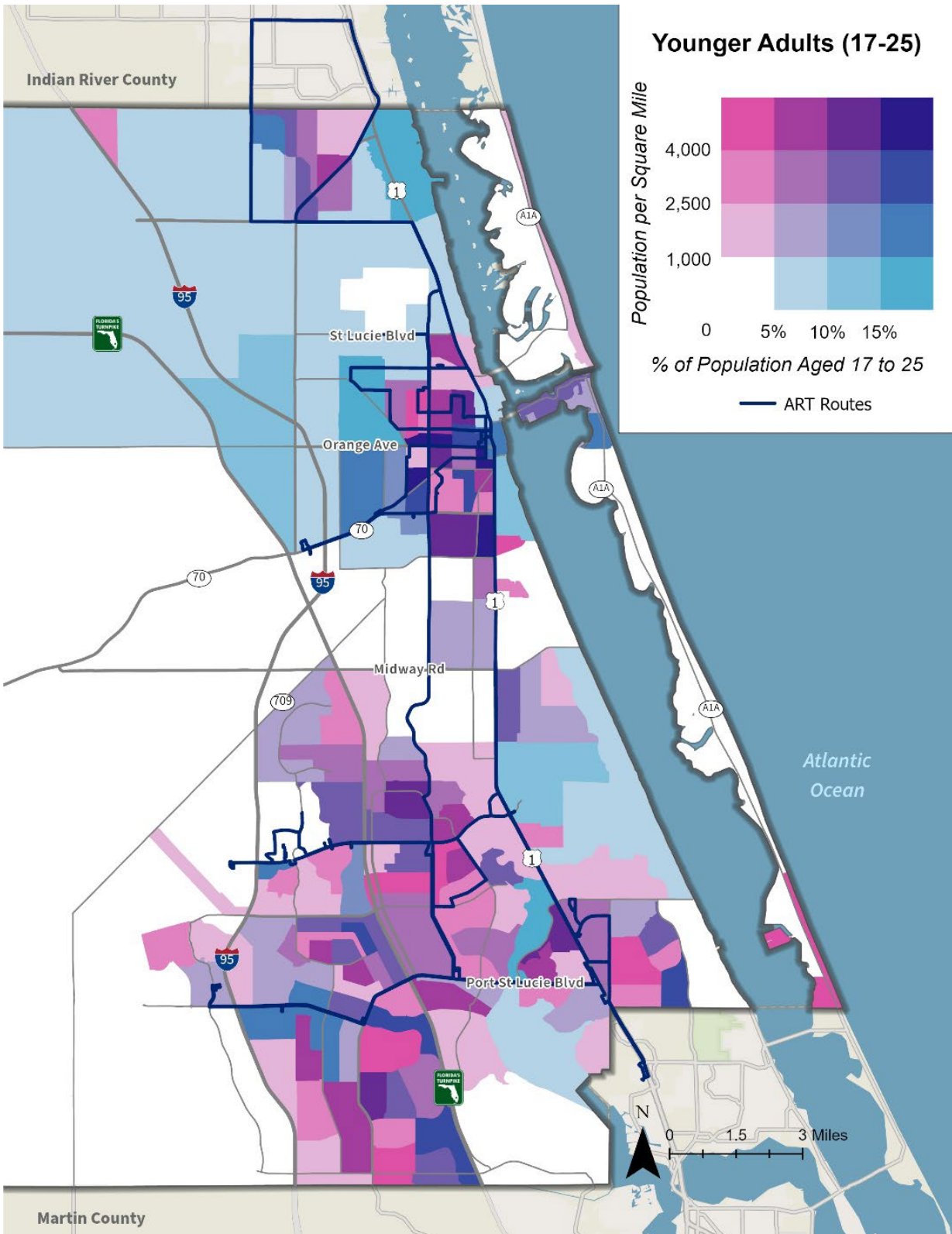
Millennials, or persons born between 1982 and 2000, generally exhibit a desire for different transportation modes and preferences than older generations. Millennials tend to drive less and desire more choices and flexibility in transit options. Younger adults born after Millennials, referred to as Generation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

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

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



Source: Visit St. Lucie



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

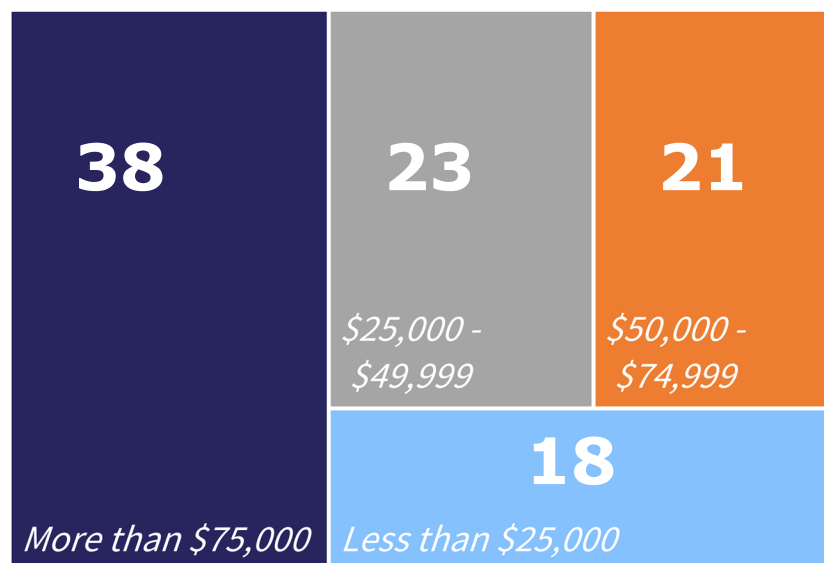
Figure 6: Younger Adults

Income Distribution

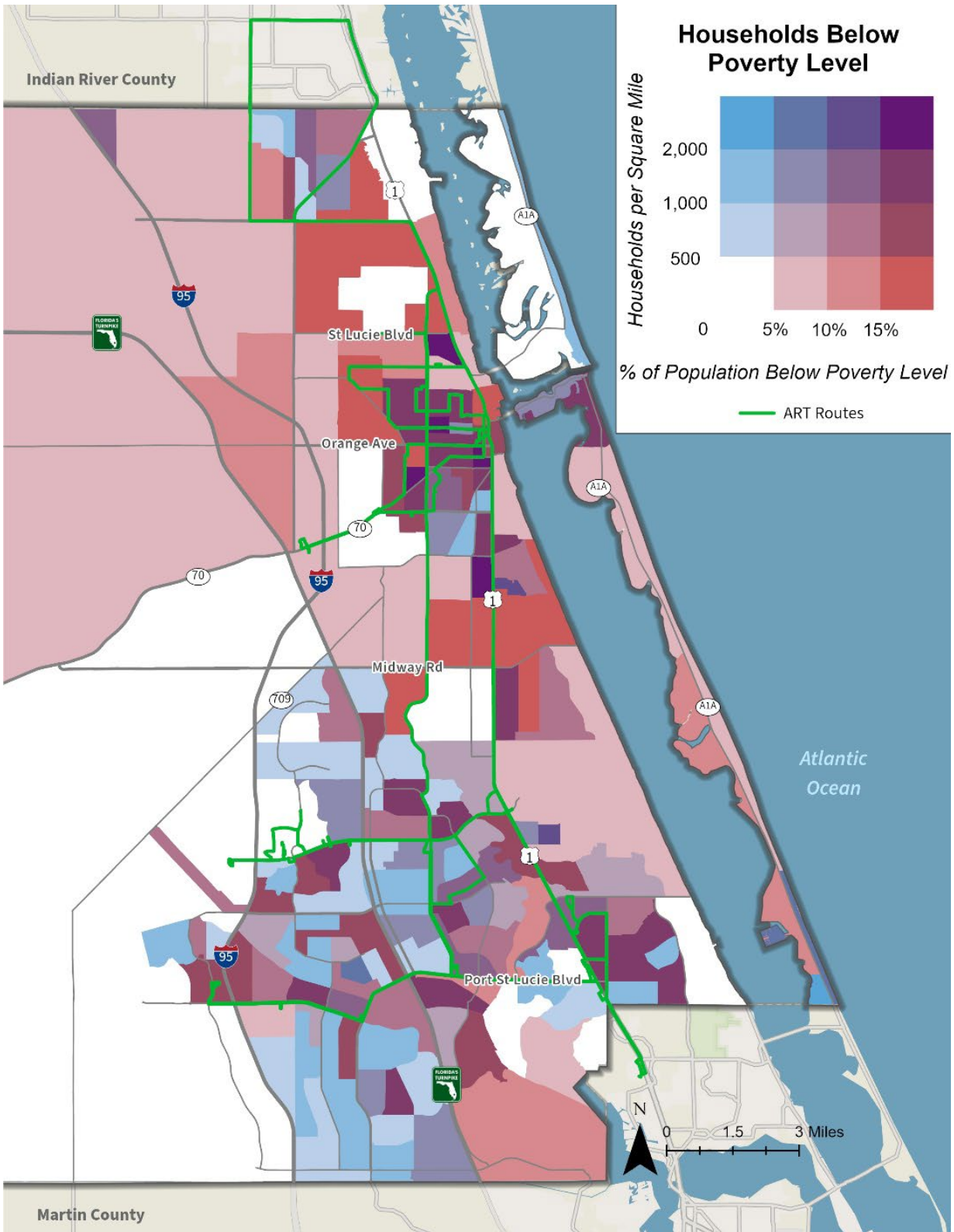
Annual household income also can be a key indicator of potential public transit need, as low-income populations tend to use transit more than higher income earners.

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

Figure 7: Household Income Distribution | 2021



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



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

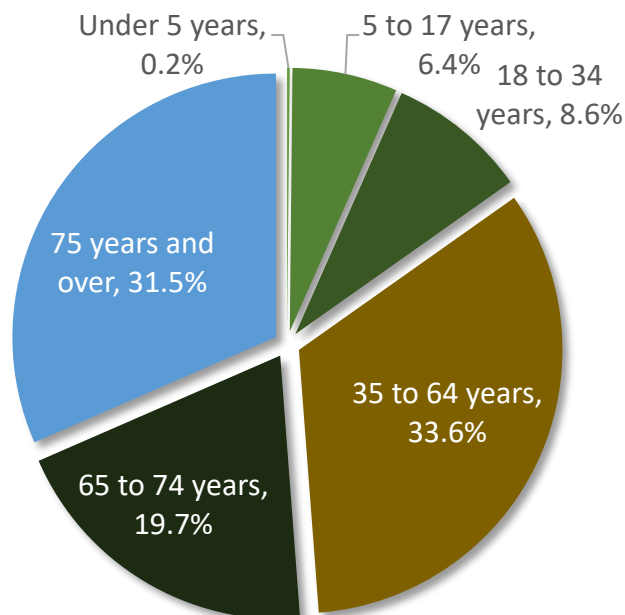
Figure 8: Poverty

Individuals with Disabilities

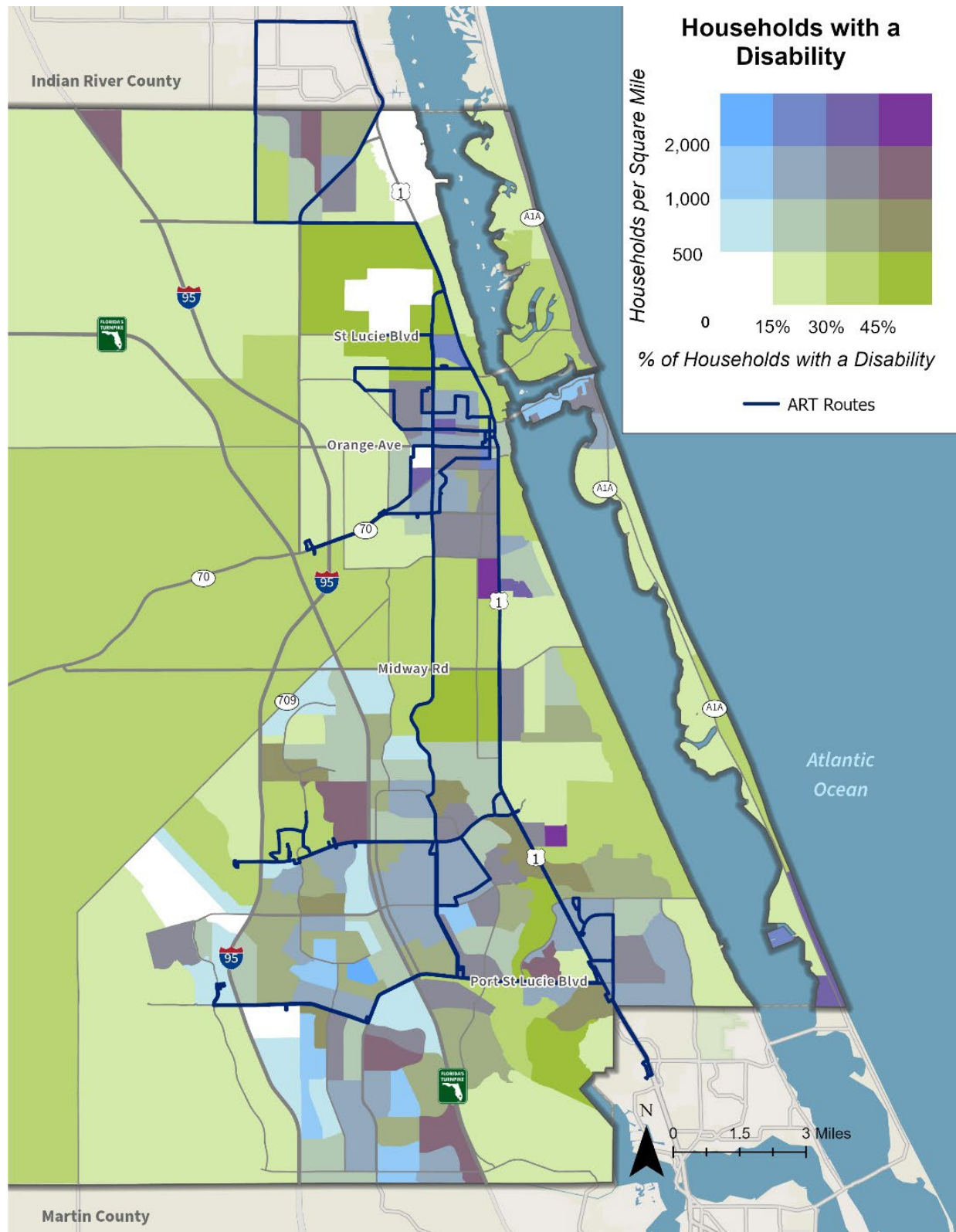
Persons with disabilities may need public transportation service for their mobility needs if they cannot drive or walk long distances. Monitoring changes in the number and where the population with disabilities are located is important to ensure they are properly served. According to ACS 5-Year Estimates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

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

Figure 9: Age Distribution of Individuals with Disabilities | 2021



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



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

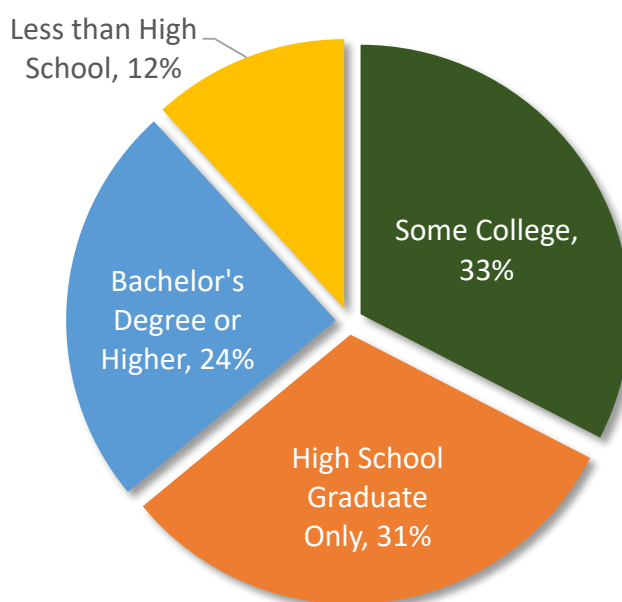
Figure 10: Households with Disabilities

Educational Attainment

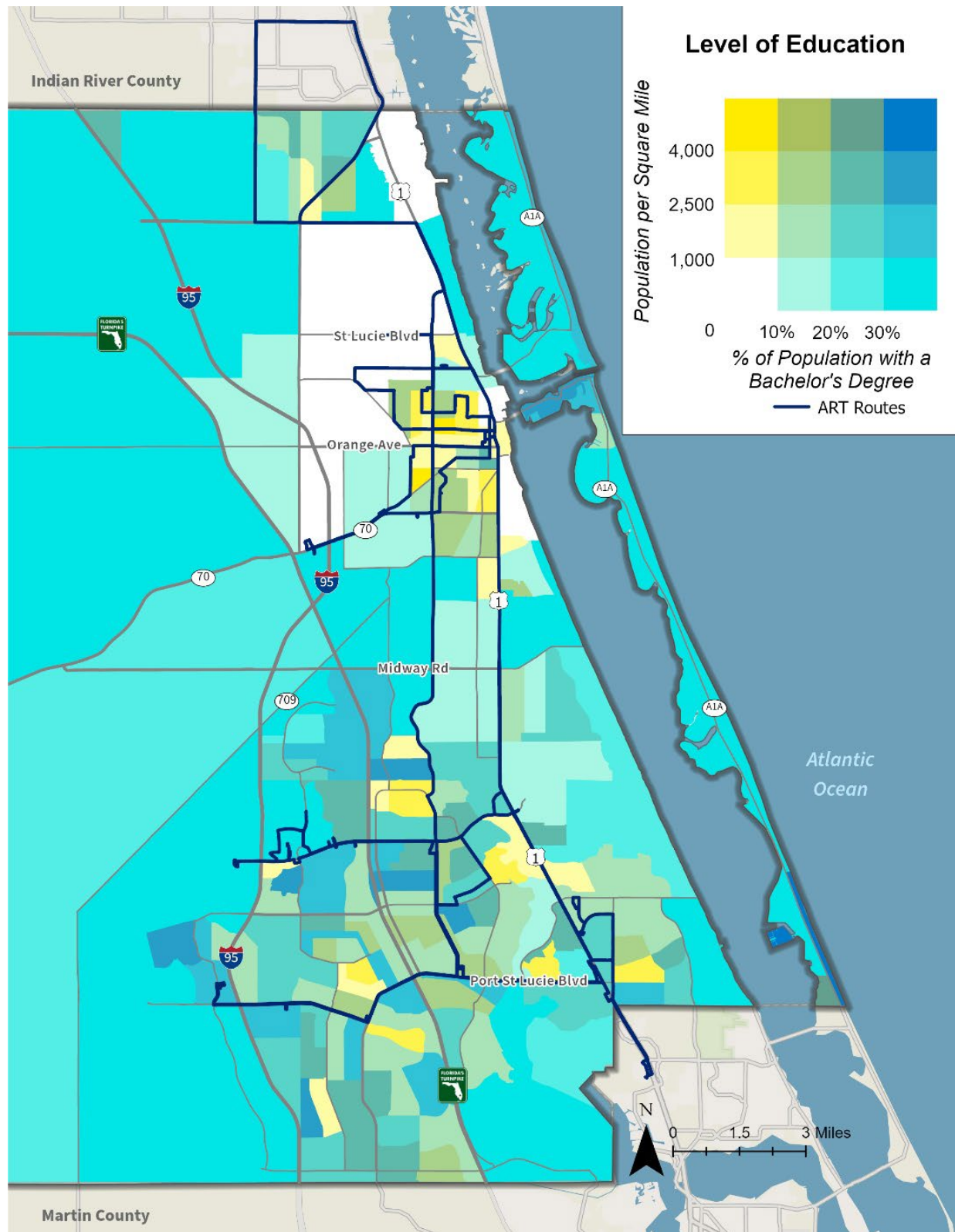
Education level is an important factor in understanding an area's demographics. The level of education has been shown to correlate with income, which affects the propensity of the population to use public transit.

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

Figure 11: Highest Educational Attainment



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



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

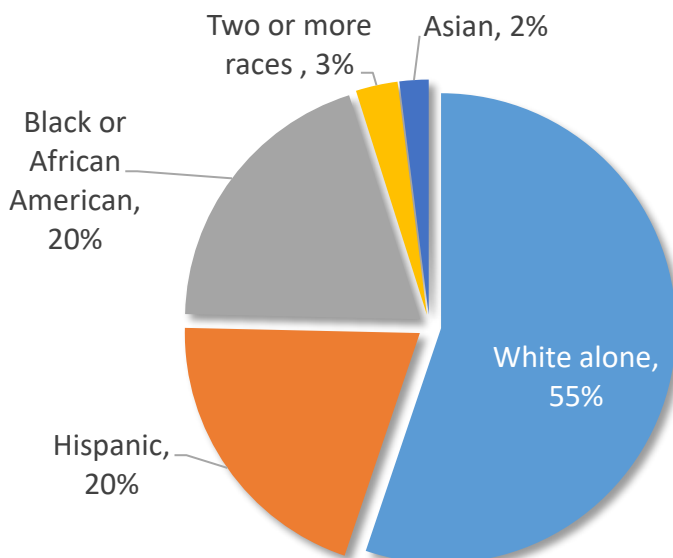
Figure 12: Educational Attainment

Race and Ethnic Origin

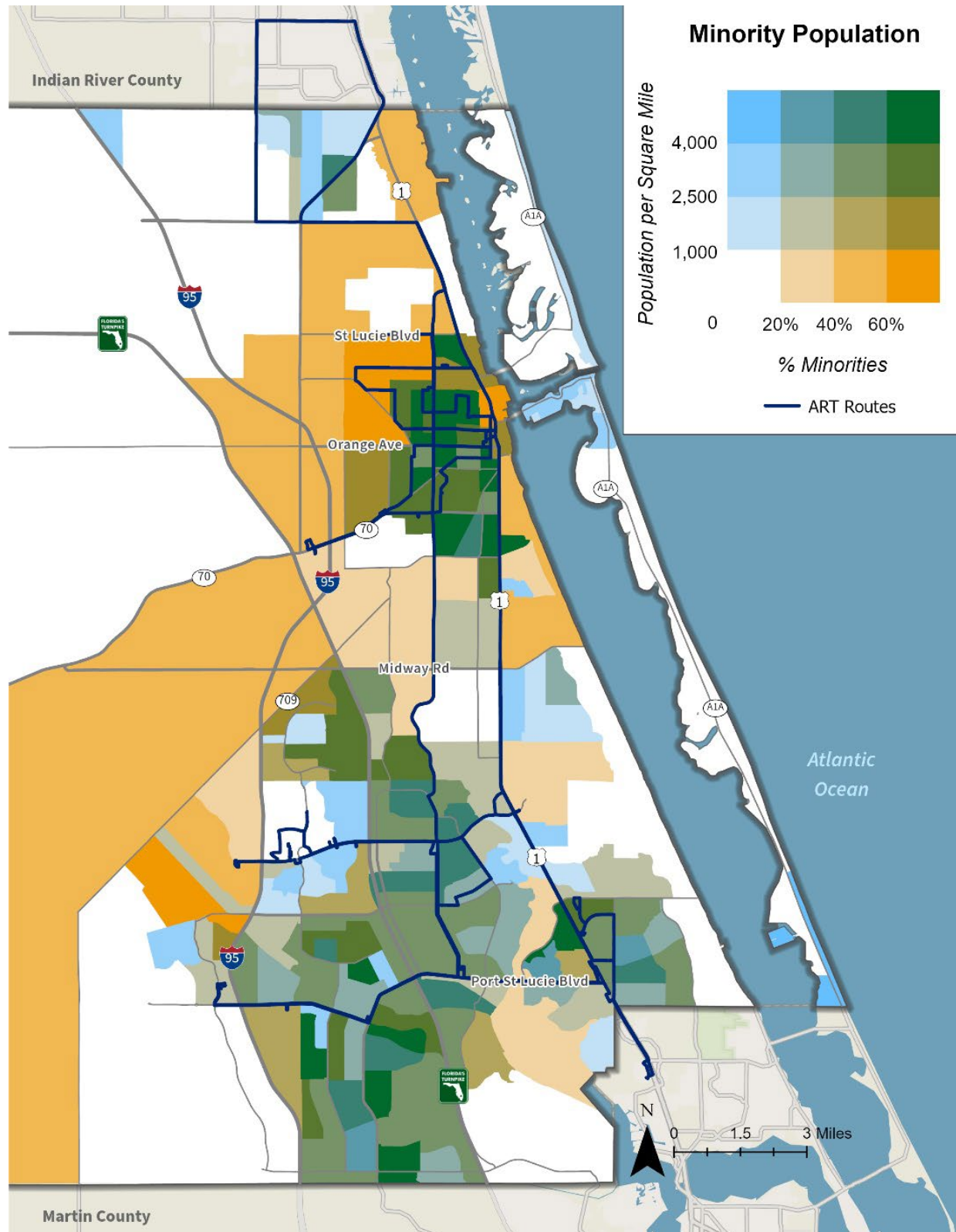
As transit remains a highly used mobility alternative among non-white and/or ethnic populations, it is important to identify the extent of those populations in St. Lucie. Currently, residents identifying as White alone (55%) comprise over half of St. Lucie County's racial profile. Map 2-14 shows the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

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

Figure 13: Race and Ethnicity | 2021



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



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

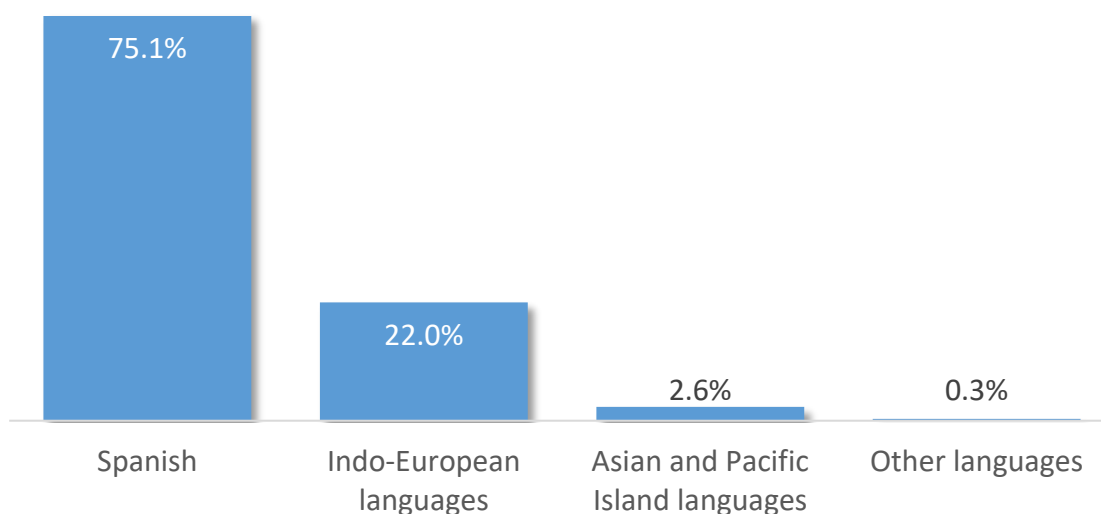
Figure 14: Race and Ethnicity

Limited English Proficiency

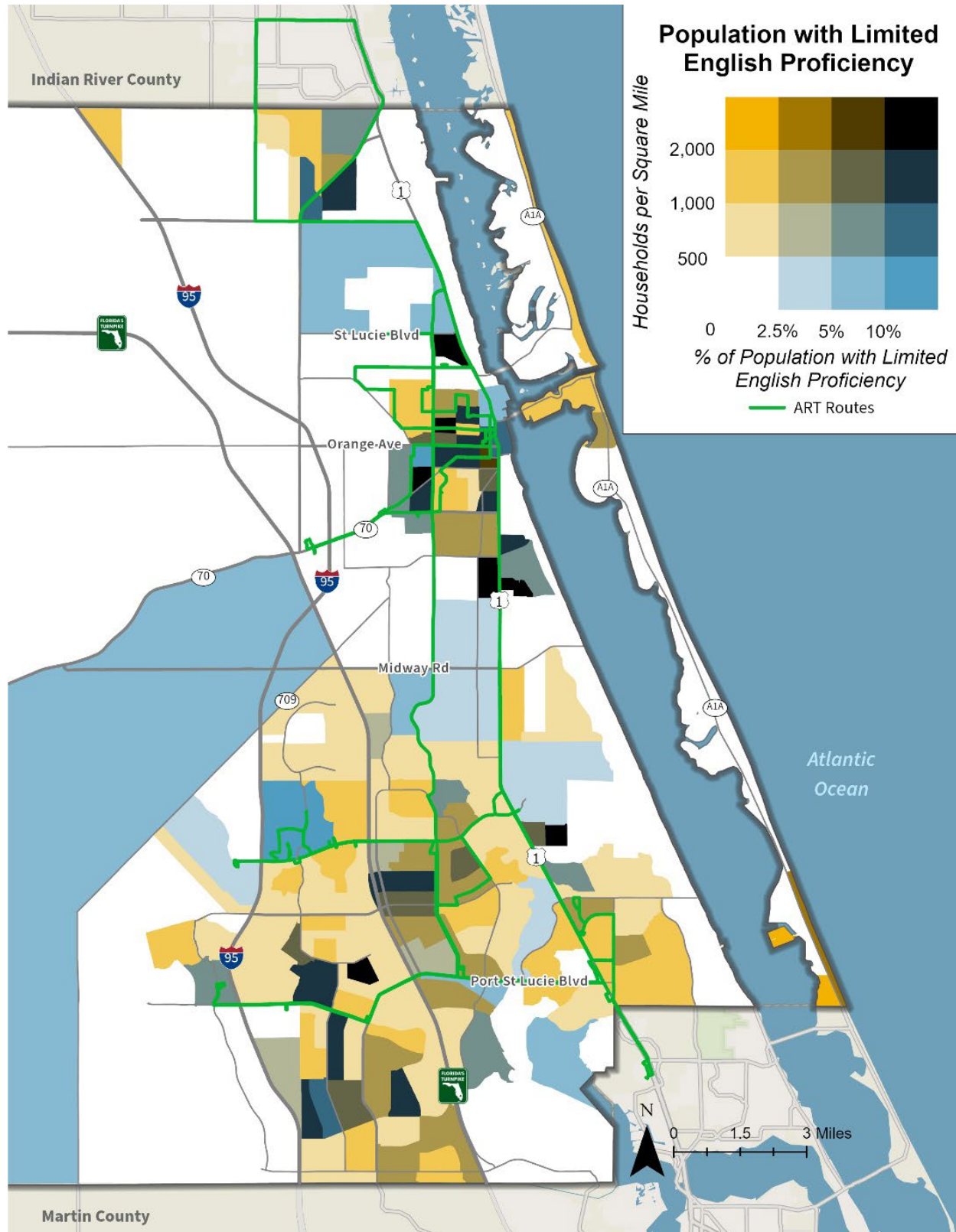
Transit may also provide St. Lucie County residents with Limited English Proficiency (LEP) additional travel options to services and jobs. According to the U.S. Census Bureau, LEP individuals are persons age 5 or older who self-identify as speaking English less than "very well." The total LEP population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

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

Figure 15: LEP Household Language Breakdown | 2021



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



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

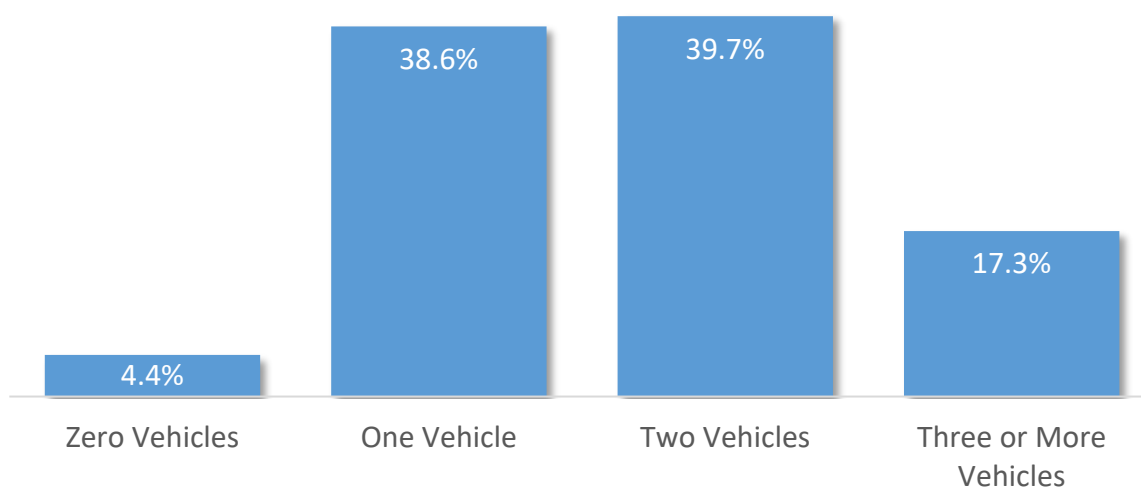
Figure 16: Limited English Proficiency

Automobile Ownership

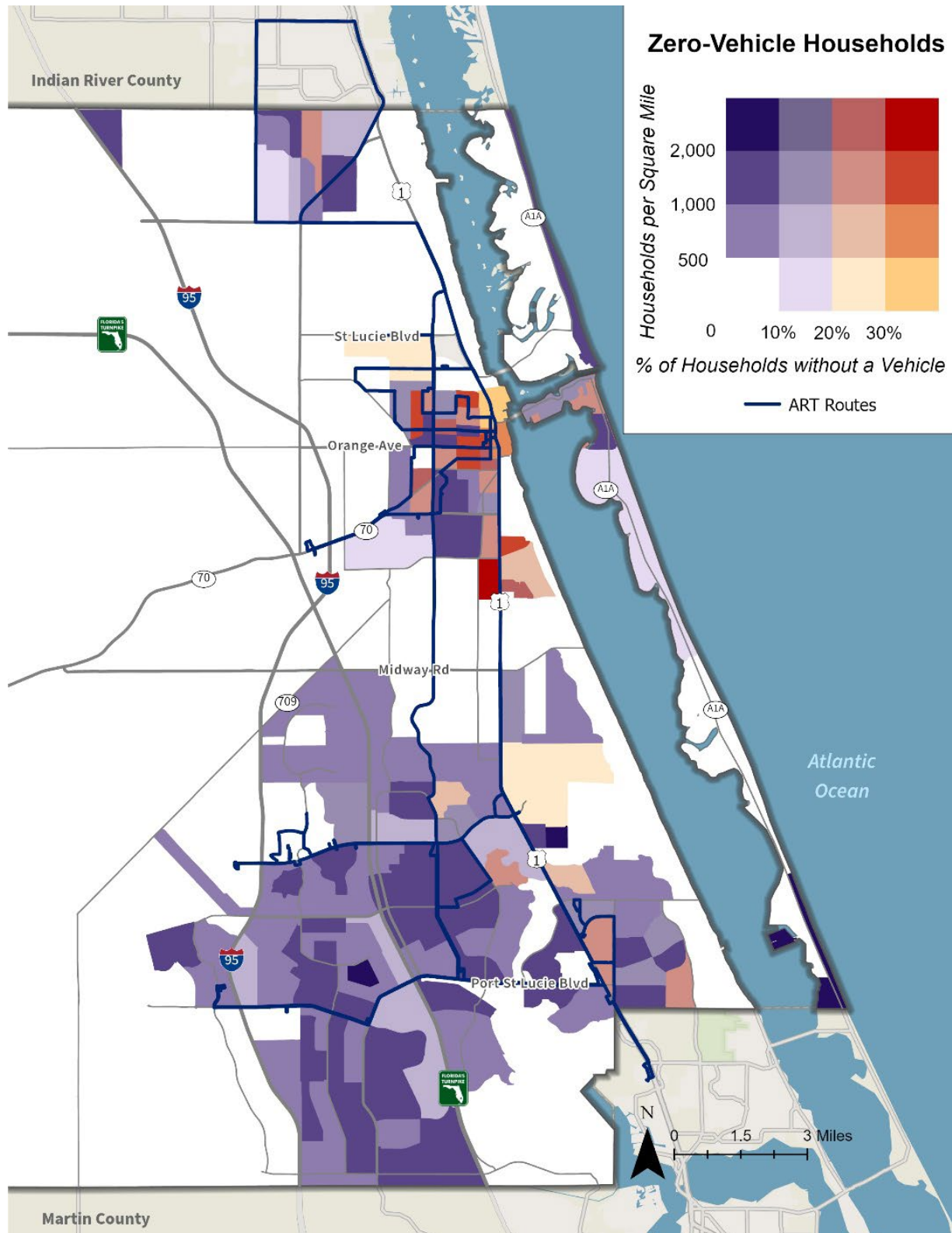
Owning a vehicle can be a significant cost, particularly for households already near or below the poverty line. Households that do not own a vehicle, either because of unaffordability or by choice, are considered “zero-vehicle households” and are more likely to use transit for work, education, and recreational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

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

Figure 17: Number of Vehicles Owned by Household | 2021



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



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

Figure 18: Zero Vehicle Households

d) Major Employers

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

Table 1: Top 10 Major Employers

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

Source: St. Lucie County EDC



Source: Benesch

e) Major Trip Generators/Attractors

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

Table 2: Common Transportation Disadvantaged Trip Destinations

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

f) Inventory of Available Transportation Services

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

C. Service Analysis

1. Estimates and Forecasts of Transportation Disadvantaged Population

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

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

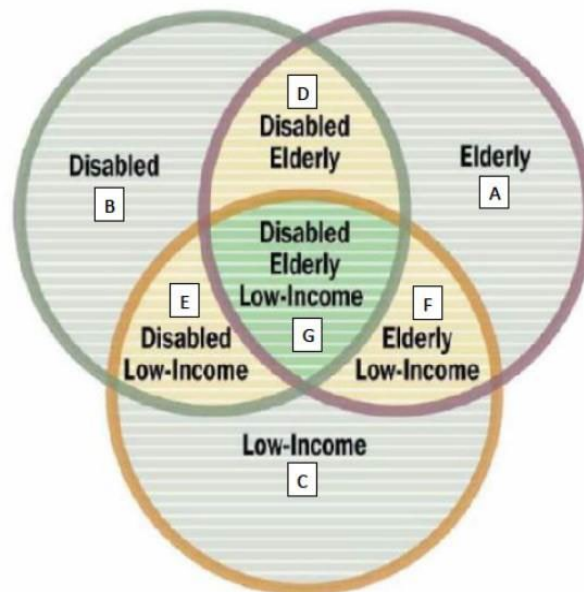


Figure 19: The TD Population

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

The General TD population includes estimates of all disabled, elderly, and low-income persons and children who are “high-risk” or “at-risk.” As shown in Table 3, the General TD population in St. Lucie County is estimated, using the CUTR tool, to be 143,900 persons, or approximately 41 percent of the total population.

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

Table 3: General TD Population

The Critical Need TD population includes persons who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and thus are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities. The Critical Need-Severely Disabled TD population in St. Lucie County is estimated to be approximately 13,100, as shown in Table 4.

Critical Need -Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,971	789	2,760
Elderly	9,142	1,211	10,353
TOTAL	11,113	2,000	13,113

Table 4: Critical Need-Severely Disabled Population

Daily trip rates are applied to the Critical Need-Severely Disabled TD population to calculate daily and annual travel demand. This methodology uses trip rates for persons who live in households without any vehicles available from the 2009 National Household Travel Survey (NHTS). As shown in Table 5, the Critical Need-Severely Disabled TD population daily trip demand is estimated to be 5,600 trips.

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

Table 5: Daily Trips for the Critical Need Population

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

The Critical Need-Severely Disabled TD population is projected to increase to 18,600 by 2030, with a demand for 6,400 daily trips or more than 1.9 million annual trips.

2. Special Needs Population

In addition to using the CUTR methodology to estimate overall disability needs, the Census data was used to estimate the number of persons with cognitive disabilities. The term cognitive disabilities are related to a range of intellectual impairments that impact an individual's ability to perform daily functions. The Census asks about six disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Respondents who report any one of the six disability types are considered to have a disability. According to the 2021 U.S. Census estimates, approximately ten percent of the population of St. Lucie County has some type of disability.

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

The six disability types covered by the Census are:

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

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

3. Transportation Disadvantaged State-Wide Service Analysis

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

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

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

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

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

4. Barriers to Coordination

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

- Funding for transportation services has not kept up with the ever-increasing travel demand. The result is that CTCs are struggling to maintain their existing service levels and do not have the financial resources to expand inter-county service.
- Local, nonprofit, and social services agencies are still being impacted by insufficient funding levels and continually face increased demand for their services, which resulted in increased demand for transportation-disadvantaged travel that cannot be met.
- Improved access to transit is needed along strategic corridors, which could be accomplished through the implementation of transit-supportive land use and complete street design.
- The implementation of new mobility options such as micro-transit and ridesharing requires collaboration among a wide range of public and private partnerships.
- Many St. Lucie County TD clients desire to travel outside the County's boundaries. The Area Regional Transit (ART) Route #1 provides service into Martin County, and Route #7 travels into Indian River County; both routes connect with either Martin or Indian River Counties' fixed-route transit system. In compliance with the Americans with Disabilities Act (ADA), TD service is provided service within $\frac{3}{4}$ mile surrounding the fixed-route system.
- Often the lack of adequate pedestrian access to and from bus stops limits the ability of TD passengers to access the fixed-route transit services safely.

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

D. Mission Statement, Goals, Objectives, and Strategies

The TDSP Mission Statement, Goals, Objectives, and Strategies shown in Appendix A were reviewed.

E. Implementation Plan

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

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

Tables 6 and 7 provide an overview of ongoing system improvements and review steps, and a timeline for actions and strategies to meet the TDSP goals.

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

Table 6: Ongoing System Improvements and Review

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

Table 7: Implementation Actions and Strategies

SERVICE PLAN

A. Operations

1. Type, Hours, and Days of Service

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

There are currently eight (8) fixed routes providing public transportation service in St. Lucie County. One route runs along US 1, two (2) routes operate circulator service in Fort Pierce, three (3) routes serve the Port St. Lucie area, one route connects with Indian River County, and one route operates as an express route between the Intermodal in Fort Pierce and the Intermodal at the Port St. Lucie Community Center. Routes 1, 2, 3, 4, 5 and 6 operate from 6:00 a.m. to 8:00 p.m. Monday - Friday, Saturday from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. Route 7 operates from 7:00 a.m. to 6:00 p.m. Monday - Friday only. Route 8 operates from 7:00 a.m. to 11:00 a.m. and 3:00 p.m. to 7:00 p.m. Monday - Friday. No service is provided on Sundays. All routes run at one-hour frequencies.

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

The routes are described as follows:

Route 1

Route 1 operates along US 1 from the Fort Pierce Intermodal Center to the Treasure Coast Square Mall connecting with Martin County. This route connects with Routes 2, 3, 7, and 8 at the Fort Pierce Intermodal Center, Route 4 at Town Center Plaza, and Route 6 at Rio Mar and Prima Vista Crossings.

Route 2

Route 2, known as the "North Fort Pierce Residential," route provides service from Ave D to Juanita Avenue. This route connects with Routes 1, 3, 7, and 8 at the Fort Pierce Intermodal Center.

Route 3

Route 3, known as the "South Fort Pierce Business" route, provides service along Orange Avenue and Okeechobee Road. This route connects with Routes 1, 2, 7, and 8 at the Fort Pierce Intermodal Center.

Route 4

Route 4, known as the "Port St. Lucie Downtown" route provides service along Port St. Lucie Blvd to the eastern part of Port St. Lucie. This route connects with Route 1 at Town Center Plaza and Routes 5, 6, and 8 at the Port St. Lucie Intermodal Center.

Route 5

Route 5, known as the "Port St. Lucie/Gatlin Blvd" route, provides service along Port St. Lucie Blvd west to Gatlin Blvd to Tradition. This route connects with Routes 4, 6, and 8 at the Port St. Lucie Intermodal Center. This Route also stops at the Jobs Express Terminal.

Route 6

Route 6, known as the "Prima Vista/St. Lucie West Blvd" route, provides service along Prima Vista Blvd east and west to St. Lucie West Blvd to I-95. This route connects with Routes 4, 5, and 8 at the Port St. Lucie Intermodal Center and Route 1 at the Rio Mar and Prima Vista Crossings stops.

Route 7

Route 7, known as the "Lakewood Park" route, connects with Indian River County at the Intergenerational Center. This route also connects with Route 1, 2, 3, and 8 at the Fort Pierce Intermodal.

Route 8

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

ART On-Demand

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

Paratransit

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

Direct Connect

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

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

Advantage Ride

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

2. Accessing Services

The demand response service through County's Contracted Provider is a shared-ride, paratransit, origin-to-destination service. The service provides:

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

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

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

Once an individual receives approval to use demand response services, transportation can be scheduled by calling 772-462-1778. Riders will be asked to provide the date, time, and address of their destination and contact phone number.

The County's Contracted Provider requests riders to provide at least twenty-four hours (24-hour) notice for trip reservations. Reservations can be made up to two weeks in advance.

a) Eligibility

To be considered for paratransit service, an individual is required to fill out an application (attached), verified by a physician, if disabled, regarding the nature of the disability and why the individual cannot use the fixed-route system. Self-declarations shall not be allowed. The application comes in two different formats, English, and Spanish. The individual seeking either ADA, TD, or rural transportation must complete the application in its entirety. The first page of the application is for general information, such as name, address, phone number, date of birth, Medicaid number if applicable and questions regarding TD eligibility. This page ascertains whether the person has transportation by their own means or means of others and if their annual income exceeds 200% of the Federal Poverty Guidelines for households or individuals. The second page of the application ascertains the person's type of disability, and what mobility aids are needed. Pages three through five of the application ask questions to determine if there are any limits the applicant may have in using the fixed route. The application also includes four separate medical verification forms to be completed by the applicant's medical provider. The forms are specific to the individual's type of disability.

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

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

b) Transportation Disadvantaged (TD) Eligibility

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

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

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

If the person has a disability according to ADA and cannot manipulate the fixed route, their income is below 200% of the Federal Poverty Guidelines for households or individuals and the trip cannot be funded or performed by themselves, another agency or person, then the eligibility would be approved.

If an individual has a problem paying the fare, St. Lucie County will evaluate the individual according to their ability to pay and, if they qualify, provide them with a pass to ride the system. Presently, this is not a factor due to the entire system being fare-free.

c) Prioritization

The County's Contract Providers manage trips that are funded by the Transportation Disadvantaged Trust Fund according to locally established prioritization policies. Medical trips have the highest priority for the trip schedule. Following medical trips, employment trips, and nutritional trips (including food-shopping trips) receive the next highest priority. Recreational trips may be accommodated if there is trip availability.

The above prioritization could result in trip denials. According to the draft Annual Operating Report (AOR) for Fiscal Year, July 1, 2022 -June 30, 2023, the number of unmet trip requests was 2,529 compared to 4,952 unmet trip requests in the previous fiscal year.

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

d) Cancellations/No Shows

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

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

3. *Transportation Operators and Coordination Contractors*

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

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

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

Table 8: Transportation Operator and Coordination Contractors

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

Appendix E contains the fleet inventory.

7. System Safety Program Plan Certification

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

8. Inter-County Services

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

9. Emergency Preparedness and Response

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

10. Educational Efforts/Marketing

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

11. Acceptable Alternatives

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

12. Service Standards

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

Drug and Alcohol Testing

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

Escorts and Children

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

Child Restraints

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

Passenger Property

Passengers are responsible for all personal property. Passengers traveling will be allowed to transport any personal property that can be placed in their lap or stowed under the seat in one boarding.

Transfer Points

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

Local Toll-Free Phone Number/Consumer Comment

The local number for compliments, comments, or complaints is 772-462-1778 ext#4. This number is posted on the bus with numbers three inches high. If complaints

cannot be resolved locally, individuals do have the option to contact either the CTC office at 772-462-1777 or the statewide Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

Vehicle Cleanliness

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

Billing

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

Passenger/Trip Data

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

Seating

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

Driver Identification

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

Passenger Loading Assistance

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

Smoking, Drinking, and Eating

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

Passenger No-Shows

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

- First violation: A phone call and warning letter

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

Communication Equipment

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

Vehicle Air Conditioning and Heating Equipment

All vehicles in the coordinated system must have working air conditioning and heating. Should a vehicle incur a problem, it will be repaired as soon as possible. If a vehicle's air conditioning or heating is not functioning properly and if there are no other vehicles available, the passengers will be transported, rather than canceling a trip. Passengers with health conditions affected by air conditioning or lack thereof will be notified if their vehicle's air conditioning is not working, and the passenger will be allowed to decide whether to take the trip.

First Aid Policy

All Transit vehicles are equipped with a first aid kit. County Transit drivers are instructed to request 9-1-1 assistance through their dispatcher for any significant passenger incident.

Cardiopulmonary Resuscitation

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

Pick-Up Window

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

On-Time Performance

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

Advance Reservations

There will be a minimum 24-hour notice requirement to schedule trips.

Public Transit Ridership

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

Complaints

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

Accidents

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

Road calls

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

Call-Hold

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

Driver Background Checks

All drivers in the coordinated system must have a pre-employment background check through the Agency for Health Care Administration (AHCA). Only those drivers with an "Eligible for Employment" background check from AHCA ("Eligible for Employment" as defined by AHCA policies and procedures) are hired.

Driver Training

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

Oxygen Transport

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

Service Animals

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

13. Local Complaint and Grievance Procedures/Process

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

The local number for compliments, comments, or complaints is 772-462-1778 extension #4. This number is posted inside all vehicles with numbers three inches high. If complaints cannot be resolved locally, individuals do have the option to contact either the CTC office at 772-462-1777 or the statewide Transportation Disadvantaged Ombudsman Hotline. The number for the Ombudsman is 1-800-983-2435 or email CTDOmbudsman@dot.state.fl.us.

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

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

The CTC completes annual coordination contractor onsite monitoring, including inspection of operations (vehicle maintenance, employee training, and personnel records) and insurance documentation to ensure compliance with the FCTD System Safety Program Plan and FDOT standards. The CTC notifies the contractors with recommendations or findings.

15. Coordination Contract Evaluation Criteria

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

B. Cost / Revenue Allocation and Rate Structure Justification

1. Cost Revenue Allocation

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

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

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

- Ambulatory \$25.01
- Wheelchair \$42.88

2. Passenger Fare Structures

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

Appendix A
Mission Statement, Goals, Objectives, and Strategies

TDSP Mission Statement, Goals, Objectives, and Strategies

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

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

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

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

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

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

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

GOAL 3: Provide for the most cost-effective provision of transportation disadvantaged services.

	Estimated Date of Completion	Responsible Agency
<i>Objective 3.1— Seek to minimize the costs required to operate and administer transportation disadvantaged services.</i>		
Strategy 3.1.1— Continue to transfer capable individuals to the fixed route system.	Ongoing	Transit Providers/ Other Agencies
Strategy 3.1.2— Continue to enforce the no-show policy for the demand response service.	Ongoing	Transit Providers
Strategy 3.1.3— Continue travel training outreach to the local community and mobility management training for agencies.	Ongoing	Transit Providers/ Other Agencies

GOAL 4: Promote land use planning which encourages multi-modal transportation services and minimizes energy consumption.

	Estimated Date of Completion	Responsible Agency
<i>Objective 4.1— Continue to support procedures that require the consideration of multi-modal transportation system impacts and infrastructure.</i>		
Strategy 4.1.1— Continue involvement by transit agency staff in local development review processes and educate local agency staff on the needs of transit.	Ongoing	CTC
Strategy 4.1.2 – Raise awareness related to transit accessibility and the needs of the Transportation Disadvantaged population.	Ongoing	CTC/TPO/Transit Providers

Objective 4.2 — Consider the potential for sponsored transportation services, especially for developments with a significant elderly population.		
Strategy 4.2.1 — In cooperation with local jurisdictions, include the consideration of the potential for sponsored transportation services in the goals, objectives and policies of the adopted comprehensive plans.	Ongoing	CTC
GOAL 5: Stimulate the use of private funds and services in meeting the needs of the transportation disadvantaged.		
Objective 5.1 — Identify the needs and accommodate opportunities for private sector, public sector, and non-governmental organization participation in funding the coordinated transportation system.		
Strategy 5.1.1 – Encourage major employers or major transit attractors to provide a safe bus waiting area for employees/passengers.	Ongoing	CTC/Transit Providers
Strategy 5.1.2 – Identify transit opportunities by advertising available funding matches for privately-sponsored transportation services and advise on the benefits of the coordinated system and the opportunities to join.	Ongoing	CTC/Transit Providers
Strategy 5.1.3 – Develop feasible projects utilizing public/private partnerships to fill service gaps.	Ongoing	CTC/Transit Providers
Strategy 5.1.4 – Promote the state Voluntary Dollar Program designed to encourage donations to the TD program when registering/renewing vehicle tags.	Ongoing	CTC/TPO/Transit Providers

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

	Estimated Date of Completion	Responsible Agency
Objective 6.1 – Maximize the accessibility of service information including alternative delivery formats such as auditory enhanced and alternative languages.		
Strategy 6.1.1 – Provide service information according to the Limited English Proficiency (LEP) Plan.	Ongoing	Transit Providers
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.		
Strategy 6.2.1 – Partner with other agencies to maximize the electronic dissemination of marketing and educational materials.	Ongoing	CTC/TPO/Transit Providers
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.)		
Strategy 6.3.1 – Annually review websites and other media for compliance.	September 2024	CTC/Transit Providers

GOAL 7: Operate a safe and secure transportation system.		
<i>Objective 7.1 – Ensure that services are provided in a safe and secure manner in accordance with all FCTD, FDOT, and U.S. DOT standards and regulations.</i>		
	Estimated Date of Completion	Responsible Agency
Strategy 7.1.1 – Continually review regulations and update operations plans and procedures on equipment, bus safety, drugs, and alcohol, wheel-chair, 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 Rider's Guide

SLATS RIDER GUIDE AREA REGIONAL TRANSIT



2300 Virginia Avenue, Fort Pierce, FL 34982



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 eligibility information, 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 and press option #4.

Last Updated: July 2023

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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, fares 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 by calling 772-462-1778 and press option #1. They take all reservation requests along with answering customer service questions. MV Transportation's Dispatchers are responsible for scheduling and dispatching 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 qualification statement from their 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 SLATS Customer Service, please call: 772 462-1778 and press option #1.

OPERATIONAL HOURS

SLATS services are available Monday through Friday between the hours of 6 a.m. to 8 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 please provide the number 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 their 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 riders' 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 for the service animal if the 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 types 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

The passenger will receive a phone call and a warning letter by mail

2nd Violation

The passenger will receive two (2) weeks suspension of service and a phone call and letter by mail

3rd Violation

The passenger will receive a 30-day suspension and, if applicable, a loss of subscription to service. (They will have to call for all future reservations and will not have automatic times and dates for standing orders). This will be done by phone call and letter by mail.

DRIVER 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.

DRIVERS 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 (including electronic smoking devices)

Chew tobacco

Use the 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 and pressing option #4

CANCELLATIONS AND NO-SHOW POLICY

To cancel your reservation, make sure to call the customer service line at **772-462-1778** and **press option #2**, 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 minutes 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's 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 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 passengers' 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, 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 and 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, and 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 Summarization:

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)

2300 VIRGINIA AVENUE, FORT PIERCE, FL 34982

772 462-1778

Florida Relay System - 711

Route 1 North Treasure Coast Mall SE Lennard Rd & US Hwy 1 Jennings Rd & US Hwy 1 SE Tiffany Ave & SE Hillmoor Dr Walton Rd & US Hwy 1 SE Huffman Rd & US Hwy 1	Savannah Club Blvd & US Hwy 1 Spanish Lakes Rd E & US Hwy 1 Prima Vista Blvd & US Hwy 1 US Hwy 1 & Rio Mar Dr - N Kitterman Rd E & US Hwy 1 Midway Rd -E & US Hwy 1 US Hwy 1 & Tumblin Kling Rd - N	Dickson Dr & US Hwy 1 Edwards Rd E & US Hwy 1 Indian Hills Dr & US Hwy 1 US Hwy 1 & Ohio Ave - E Atlantic Ave & US Hwy 1 Avenue D & N 8th St
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Route 1 South Avenue D & N 8th St AE Backus Ave & US Hwy 1 Citrus Ave & US Hwy 1 Ohio Ave W & US Hwy 1 Virginia Ave & US Hwy 1 Gardenia Ave & US Hwy 1 US Hwy 1 & Edwards Rd W	Farmers Market Rd & US Hwy 1 Tumblin Kling Rd S & US Hwy 1 US Hwy 1 & Midway Rd -W US Hwy 1 & Kitterman Rd - W Rio Mar Dr S & US Hwy 1 S Entrata Ave & US Hwy 1 US Hwy 1 & Spanish Lakes Rd - W La Buona Vita Dr & US Hwy 1	US Hwy 1 & SE Huffman Rd - W Veteran's Memorial Pkwy & US Hwy 1 SE Lyngate Dr W & US Hwy 1 US Hwy 1 & SE Jennings Rd - W Walmart & US Hwy 1 Treasure Coast Mall
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Route 2 East Hwy A1A & North US 1 Juanita Ave E. 21st Ct Juanita Ave & 25th St Avenue Q & N 27th St Avenue P & N 29th St	Avenue L & N 29 St Avenue I & N 29th St Avenue I & N 24th St Avenue I & N 18th St Avenue O & N 17th St Avenue O & N 13th St	Avenue H & N 13th St Avenue H & 10th St Avenue G & N 7th St Avenue D & N 8th St
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Route 2 West Avenue D & N 8th St Avenue D & 16th St Avenue D & 24th St Avenue D & N 31st St Avenue G & N 39th St	Avenue Q & N 39th St Avenue Q & N 49th St Juanita Ave & 47th St Juanita Ave & Essex Dr Harrison Way & St Lucie Blvd - N St Lucie Blvd N & Industrial 33rd St - N	St Lucie Blvd & Curtis King Blvd Industrial 33rd St & St Lucie Blvd - S St Lucie Blvd S & Harrison Way - S Juanita Ave & E 21st St Hwy A1A & North US 1
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Route 3 East Okeechobee Rd & Peters Rd Okeechobee Rd & Darter Ct Okeechobee Rd & McNeil Rd - S Virginia Ave & 30th St	Virginia Ave & 23rd St Frist Blvd & S 23rd St Birch St & Ormond Ave S 21st St & Kaufman Ave Okeechobee Rd & Kaufman Ave	Delaware Ave & S 15th St Delaware Ave & Beach Ct N 7th St & Avenue B Avenue D & N 8th St
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Route 3 West Avenue D & N 8th St Orange Ave & N 9th St Orange Ave & N 15th St Orange Ave & N 24th St	Orange Ave & S 32nd St Delaware Ave & 32nd St Meadow Ln & S 33rd St Okeechobee Rd & S 33rd St Okeechobee Rd & Hartman Rd	Okeechobee Rd & McNeil Rd - N Wheeler Ter & Okeechobee Rd Peters Road & Okeechobee Rd
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Route 4 East SE Deacon Ave & SE Belvedere St SE PSL Blvd & SE Stargrass St SE PSL Blvd & SE Sherlock Ln SE PSL Blvd & SE Bordeaux Ct	SE PSL Blvd & SE Morningside Blvd SE PSL Blvd & SE Morningside Blvd Walmart & US Hwy 1 SE Lennard Rd & US 1 SE Lennard Rd & SE Mariposa Ave	SE Lennard Rd & SE Melaleuca Blvd SE Lennard Rd & SE Grand Ave SE Lennard Rd & SE Avalon Ave
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Route 4 West SE Lennard Rd & E Avalon Ave SE Tiffany Ave & Village Green Dr SE Village Green Dr & SE Royal Green Cir N SE Civic Center Pl & Walton Rd SE Village Green Dr & SE Royal Green Cir S	SE Lyngate Dr W & US 1 US Hwy 1 & SE Jennings Rd W SE PSL Blvd & SE Delano Rd SE PSL Blvd & SE Montauk St SE PSL Blvd & SE Shipping Rd SE PSL Blvd & SE Midport Rd	SE PSL Blvd & Floresta Dr - W SE Deacon Ave & SE Belvedere St
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Route 5 East SE Deacon Ave & SE Belvedere St SW PSL Blvd & SW Best St SW PSL Blvd & SW Trenton Ln	SW PSL Blvd & SW Cameo Blvd - W SW PSL Blvd & SW Sansom Ln - W SW PSL Blvd & SW Dalton Ave - W SW PSL Blvd & SW Aviation Ave	SW Gatlin Blvd & SW Dakota St SW Gatlin Blvd & SW Import Dr SW Gatlin Blvd & SW Savage Blvd
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Route 5 West SW Tradition Pkwy & SW Village Point SW Gatlin Blvd & SW Fondura Rd SW Gatlin Blvd & Walmart	SW Gatlin Blvd & SW Savona Blvd SW PSL Blvd & SW Tulip Blvd SW PSL Blvd & Dalton Ave - E SW PSL Blvd & Sansom Ln - E	SW PSL Blvd & Cameo Blvd - E SW PSL Blvd & SE Bayshore Blvd SE Deacon Ave & SE Belvedere St
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Route 6 East NW University Blvd & NW Peacock Blvd NW Peacock Blvd & NW Business Ctr Dr NW Courtyard Cir & NW Peacock Blvd NW Courtyard Cir - S Brandywine Ln & Holley Tree Trail Champions Way & Reserve Blvd St Lucie W Blvd & Walmart	Lake Charles Blvd & NW Lake Whitney Pl SW Chamber Court & SW California Blvd St Lucie W Blvd & SW Bethany Dr St Lucie W Blvd & SW Cashmere Blvd Prima Vista Blvd & SW Peach Street - E Prima Vista Blvd & SW Dorchester St Prima Vista Blvd & SW Ravenswood Ln SW Airoso Blvd & Lakehurst Dr	SW Airoso Blvd & SW Eyerly Ave Crosstown Pkwy & SW Airoso Blvd St Lucie W Blvd & SW Bethany Dr SW Airoso Blvd & SW Thornhill Dr SW Airoso Blvd & SW Christmas Ter SE Deacon Ave & SE Belvedere St
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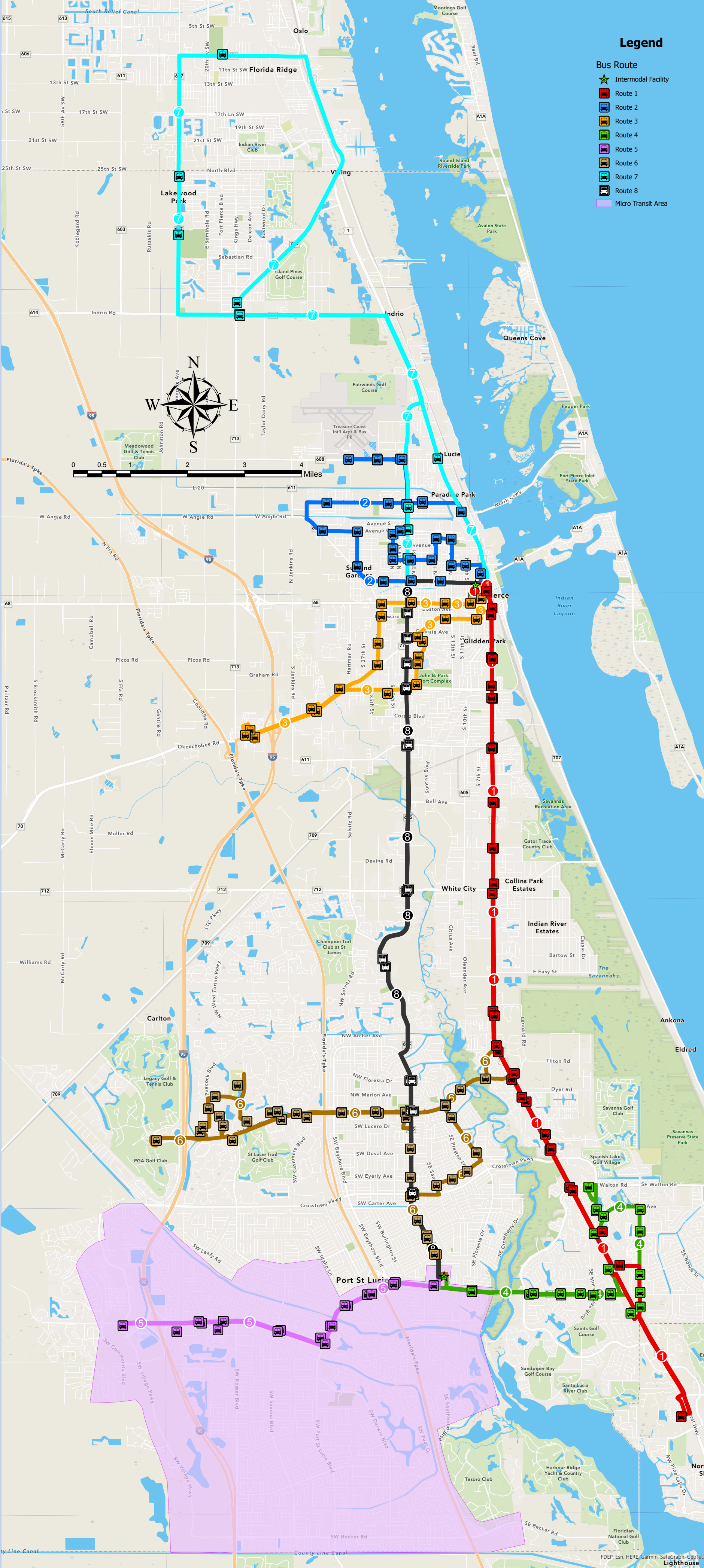
Route 6 West SE Deacon Ave & SE Belvedere St SW Airoso Blvd & SE Pisces Ter SW Airoso Blvd & SE Thornhill Dr SW Airoso Blvd & Voltair Ter SW Airoso Blvd & N Crosstown Pkwy SE Sandia Dr & Evergreen Ter SE Crosstown Pkwy & SE Preston Ln SE Floresta Dr & SE Cavern Ave SE Floresta Dr & SE Verada Ave	SE Floresta Dr & Prima Vista Blvd Prima Vista Blvd & SE Naranja Ave E Prima Vista Blvd & Rio Mar Ct - E Rio Mar Dr S & US Hwy 1 Prima Vista Blvd & US 1 Prima Vista Blvd & Rio Mar Ct - W Prima Vista Blvd & Naranja Ave - W SE Floresta Dr & Prima Vista Blvd NW Airoso Blvd & NW Prima Vista Blvd Prima Vista Blvd & NW Dorchester St	Prima Vista Blvd & NW Peach St - W St Lucie West Blvd & NW Cashmere Blvd St Lucie West Blvd & NW Bethany Dr St Lucie West Blvd & SW Palm Drive NW County Club Dr & NW Amherst Dr NW California Blvd & IRSC NW University Blvd & NW Peacock Blvd
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Route 7 North Avenue D & N 8th St N Causeway & North US 1	North US 1 & St Lucie Blvd Turnpike Feeder Rd & N Kings Hwy Emerson Ave & Hibiscus Rd	Emerson Ave & Belleair Ave Oslo Rd & 15th Ave SW
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Route 7 South Oslo Rd & 15th Ave SW Turnpike Feeder Rd & Indrio Crossing	N Kings Hwy & Indrio Crossing St Lucie Blvd & North US 1 Hwy A1A & North US 1	Avenue D & N 8th St
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Route 8 North SE Deacon Ave & SE Belvedere St SW Airoso Blvd & Crosstown Pkwy NW Airoso Blvd & Prima Vista Blvd	NW Airoso Blvd & Floresta Blvd NW St James Drive & St. James Blvd W Midway Road & S 25th St Edwards Road & S 25th St Virginia Ave & S 25th St	Frist Blvd & S 25th St Soltman Ave & S 25th St Delaware Ave & S 25th St Avenue D & N 8th St
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Route 8 South Avenue D & N 8th St Avenue D & 24th St S 25th St & Citrus Avenue	S 25th St & Indiana Avenue S 25th St & Ohio Avenue S 25th St & Virginia Avenue - W S 25th St & Edwards Rd	S 25th St & W Midway Road St James Blvd & NW St James Dr Floresta Blvd & NW Airoso Blvd Prima Vista Blvd & NW Airoso Blvd
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ROUTE 1 NORTHBOUND (Saturday hours are blue)														
Treasure Coast Mall	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM
SE Lennard Rd & US Hwy 1	6:05 AM	7:05 AM	8:05 AM	9:05 AM	10:05 AM	11:05 AM	12:05 PM	1:05 PM	2:05 PM	3:05 PM	4:05 PM	5:05 PM	6:05 PM	7:05 PM
Jennings Rd & US Hwy 1	6:10 AM	7:10 AM	8:10 AM	9:10 AM	10:10 AM	11:10 AM	12:10 PM	1:10 PM	2:10 PM	3:10 PM	4:10 PM	5:10 PM	6:10 PM	7:10 PM
SE Tiffany Ave & SE Hillmoor Dr	6:15 AM	7:15 AM	8:15 AM	9:15 AM	10:15 AM	11:15 AM	12:15 PM	1:15 PM	2:15 PM	3:15 PM	4:15 PM	5:15 PM	6:15 PM	7:15 PM
Watson Rd & US Hwy 1	6:20 AM	7:20 AM	8:20 AM	9:20 AM	10:20 AM	11:20 AM	12:20 PM	1:20 PM	2:20 PM	3:20 PM	4:20 PM	5:20 PM	6:20 PM	7:20 PM
SE Huffman Rd & US Hwy 1	6:23 AM	7:23 AM	8:23 AM	9:23 AM	10:23 AM	11:23 AM	12:23 PM	1:23 PM	2:23 PM	3:23 PM	4:23 PM	5:23 PM	6:23 PM	7:23 PM
Savannah Club Blvd & US Hwy 1	6:26 AM	7:26 AM	8:26 AM	9:26 AM	10:26 AM	11:26 AM	12:26 PM	1:26 PM	2:26 PM	3:26 PM	4:26 PM	5:26 PM	6:26 PM	7:26 PM
Spanish Lakes Rd & US Hwy 1	6:29 AM	7:29 AM	8:29 AM	9:29 AM	10:29 AM	11:29 AM	12:29 PM	1:29 PM	2:29 PM	3:29 PM	4:29 PM	5:29 PM	6:29 PM	7:29 PM
Prima Vista Blvd & US Hwy 1	6:30 AM	7:30 AM	8:30 AM	9:30 AM	10:30 AM	11:30 AM	12:30 PM	1:30 PM	2:30 PM	3:30 PM	4:30 PM	5:30 PM	6:30 PM	7:30 PM
US Hwy 1 & Rio Mar Dr - N	6:35 AM	7:35 AM	8:35 AM	9:35 AM	10:35 AM	11:35 AM	12:35 PM	1:35 PM	2:35 PM	3:35 PM	4:35 PM	5:35 PM	6:35 PM	7:35 PM
Kitterman Rd E & US Hwy 1	6:38 AM	7:38 AM	8:38 AM	9:38 AM	10:38 AM	11:38 AM	12:38 PM	1:38 PM	2:38 PM	3:38 PM	4:38 PM	5:38 PM	6:38 PM	7:38 PM
Midway Rd - E & US Hwy 1	6:41 AM	7:41 AM	8:41 AM	9:41 AM	10:41 AM	11:41 AM	12:41 PM	1:41 PM	2:41 PM	3:41 PM	4:41 PM	5:41 PM	6:41 PM	7:41 PM
US Hwy 1 & Turnbull Kling Rd N	6:43 AM	7:43 AM	8:43 AM	9:43 AM	10:43 AM	11:43 AM	12:43 PM	1:43 PM	2:43 PM	3:43 PM	4:43 PM	5:43 PM	6:43 PM	7:43 PM
Dickson Dr & US Hwy 1	6:45 AM	7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 AM	12:45 PM	1:45 PM	2:45 PM	3:45 PM	4:45 PM	5:45 PM	6:45 PM	7:45 PM
Edwards Rd & E US Hwy 1	6:47 AM	7:47 AM	8:47 AM	9:47 AM	10:47 AM	11:47 AM	12:47 PM	1:47 PM	2:47 PM	3:47 PM	4:47 PM	5:47 PM	6:47 PM	7:47 PM
Indian Hills Dr & US Hwy 1	6:50 AM	7:50 AM	8:50 AM	9:50 AM	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	5:50 PM	6:50 PM	7:50 PM
US Hwy 1 & Ohio Ave E	6:53 AM	7:53 AM	8:53 AM	9:53 AM	10:53 AM	11:53 AM	12:53 PM	1:53 PM	2:53 PM	3:53 PM	4:53 PM	5:53 PM	6:53 PM	7:53 PM
Atlantic Ave & US Hwy 1	6:55 AM	7:55 AM	8:55 AM	9:55 AM	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM	5:55 PM	6:55 PM	7:55 PM
Avenue D & N 8th St	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM

ROUTE 1 SOUTHBOUND (Saturday hours are blue)														
Avenue D & N 8th St	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM
AE Backus Ave & US Hwy 1	6:03 AM	7:03 AM	8:03 AM	9:03 AM	10:03 AM	11:03 AM	12:03 PM	1:03 PM	2:03 PM	3:03 PM	4:03 PM	5:03 PM	6:03 PM	7:03 PM
Citrus Ave & US Hwy 1	6:06 AM	7:06 AM	8:06 AM	9:06 AM	10:06 AM	11:06 AM	12:06 PM	1:06 PM	2:06 PM	3:06 PM	4:06 PM	5:06 PM	6:06 PM	7:06 PM
Ohio Ave W & US Hwy 1	6:08 AM	7:08 AM	8:08 AM	9:08 AM	10:08 AM	11:08 AM	12:08 PM	1:08 PM	2:08 PM	3:08 PM	4:08 PM	5:08 PM	6:08 PM	7:08 PM
Virginia Ave & US Hwy 1	6:09 AM	7:09 AM	8:09 AM	9:09 AM	10:09 AM	11:09 AM	12:09 PM	1:09 PM	2:09 PM	3:09 PM	4:09 PM	5:09 PM	6:09 PM	7:09 PM
Gardenia Ave & US Hwy 1	6:12 AM	7:12 AM	8:12 AM	9:12 AM	10:12 AM	11:12 AM	12:12 PM	1:12 PM	2:12 PM	3:12 PM	4:12 PM	5:12 PM	6:12 PM	7:12 PM
US Hwy 1 & Edwards Rd W	6:14 AM	7:14 AM	8:14 AM	9:14 AM	10:14 AM	11:14 AM	12:14 PM	1:14 PM	2:14 PM	3:14 PM	4:14 PM	5:14 PM	6:14 PM	7:14 PM
Farmers Market Rd & US Hwy 1	6:18 AM	7:18 AM	8:18 AM	9:18 AM	10:18 AM	11:18 AM	12:18 PM	1:18 PM	2:18 PM	3:18 PM	4:18 PM	5:18 PM	6:18 PM	7:18 PM
Turnbull Kling Rd S & US Hwy 1	6:21 AM	7:21 AM	8:21 AM	9:21 AM	10:21 AM	11:21 AM	12:21 PM	1:21 PM	2:21 PM	3:21 PM	4:21 PM	5:21 PM	6:21 PM	7:21 PM
US Hwy 1 & Midway Rd -W	6:24 AM	7:24 AM	8:24 AM	9:24 AM	10:24 AM	11:24 AM	12:24 PM	1:24 PM	2:24 PM	3:24 PM	4:24 PM	5:24 PM	6:24 PM	7:24 PM
US Hwy 1 & Kitterman Rd W	6:27 AM	7:27 AM	8:27 AM	9:27 AM	10:27 AM	11:27 AM	12:27 PM	1:27 PM	2:27 PM	3:27 PM	4:27 PM	5:27 PM	6:27 PM	7:27 PM
Rio Mar Dr S & US Hwy 1	6:28 AM	7:28 AM	8:28 AM	9:28 AM	10:28 AM	11:28 AM	12:28 PM	1:28 PM	2:28 PM	3:28 PM	4:28 PM	5:28 PM	6:28 PM	7:28 PM
S Entrata Ave & US Hwy 1	6:30 AM	7:30 AM	8:30 AM	9:30 AM	10:30 AM	11:30 AM	12:30 PM	1:30 PM	2:30 PM	3:30 PM	4:30 PM	5:30 PM	6:30 PM	7:30 PM
US Hwy 1 & Spanish Lakes Rd W	6:34 AM	7:34 AM	8:34 AM	9:34 AM	10:34 AM	11:34 AM	12:34 PM	1:34 PM	2:34 PM	3:34 PM	4:34 PM	5:34 PM	6:34 PM	7:34 PM
La Buena Vista Dr & US Hwy 1	6:36 AM	7:36 AM	8:36 AM	9:36 AM	10:36 AM	11:36 AM	12:36 PM	1:36 PM	2:36 PM	3:36 PM	4:36 PM	5:36 PM	6:36 PM	7:36 PM
US Hwy 1 & SE Huffman Rd W	6:37 AM	7:37 AM	8:37 AM	9:37 AM	10:37 AM	11:37 AM	12:37 PM	1:37 PM	2:37 PM	3:37 PM	4:37 PM	5:37 PM	6:37 PM	7:37 PM
Veteran's Memorial Plwy & US Hwy 1	6:38 AM	7:38 AM	8:38 AM	9:38 AM	10:38 AM	11:38 AM	12:38 PM	1:38 PM	2:38 PM	3:38 PM	4:38 PM	5:38 PM	6:38 PM	7:38 PM
SE Lyngate Dr W & US Hwy 1	6:45 AM	7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 AM	12:45 PM	1:45 PM	2:45 PM	3:45 PM	4:45 PM	5:45 PM	6:45 PM	7:45 PM
US Hwy 1 & SE Jennings Rd W	6:50 AM	7:50 AM	8:50 AM	9:50 AM	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	5:50 PM	6:50 PM	7:50 PM
Walmart & US Hwy 1	6:55 AM	7:55 AM	8:55 AM	9:55 AM	10:55 AM	11:55 AM	12:55 PM	1:55 PM	2:55 PM	3:55 PM	4:55 PM	5:55 PM	6:55 PM	7:55 PM
Treasure Coast Mall	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM

ROUTE 2 WESTBOUND (Saturday hours are blue)														
Avenue D & N 8th St	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM
Avenue D & 16th St	6:02 AM	7:02 AM	8:02 AM	9:02 AM	10:02 AM	11:02 AM	12:02 PM	1:02 PM	2:02 PM	3:02 PM	4:02 PM	5:02 PM	6:02 PM	7:02 PM
Avenue D & 24th St	6:03 AM	7:03 AM	8:03 AM	9:03 AM	10:03 AM	11:03 AM	12:03 PM	1:03 PM	2:03 PM	3:03 PM	4:03 PM	5:03 PM	6:03 PM	7:03 PM
Avenue D & N 31st St	6:05 AM	7:05 AM	8:05 AM	9:05 AM	10:05 AM	11:05 AM	12:05 PM	1:05 PM	2:05 PM	3:05 PM	4:05 PM	5:05 PM	6:05 PM	7:05 PM
Avenue G & N 39th St	6:07 AM	7:07 AM	8:07 AM	9:07 AM	10:07 AM	11:07 AM	12:07 PM	1:07 PM	2:07 PM	3:07 PM	4:07 PM	5:07 PM	6:07 PM	7:07 PM
Avenue Q & N 39th St	6:09 AM	7:09 AM	8:09 AM	9:09 AM	10:09 AM	11:09 AM	12:09 PM	1:09 PM	2:09 PM	3:09 PM	4:09 PM	5:09 PM	6:09 PM	7:09 PM
Avenue Q & N 49th St	6:12 AM	7:12 AM	8:12 AM	9:12 AM	10:12 AM	11:12 AM	12:12 PM	1:12 PM	2:12 PM	3:12 PM	4:12 PM	5:12 PM	6:12 PM	7:12 PM
Juanita Ave & 47th St	6:15 AM	7:15 AM	8:15 AM	9:15 AM	10:15 AM	11:15 AM	12:15 PM	1:15 PM	2:15 PM	3:15 PM	4:15 PM	5:15 PM	6:15 PM	7:15 PM
Juanita Ave & Essex Dr	6:18 AM	7:18 AM	8:18 AM	9:18 AM	10:18 AM	11:18 AM	12:18 PM	1:18 PM	2:18 PM	3:18 PM	4:18 PM	5:18 PM	6:18 PM	7:18 PM
Harson Way & St Lucie Blvd - N	6:20 AM	7:20 AM	8:20 AM	9:20 AM	10:20 AM	11:20 AM	12:20 PM	1:20 PM	2:20 PM	3:20 PM	4:20 PM	5:20 PM	6:20 PM	7:20 PM
St Lucie Blvd N & Industrial 33rd St -N	6:22 AM	7:22 AM	8:22 AM	9:22 AM	10:22 AM	11:22 AM	12:22 PM	1:22 PM	2:22 PM	3:22 PM	4:22 PM	5:22 PM	6:22 PM	7:22 PM
St Lucie Blvd & Curtis King Blvd	6:24 AM	7:24 AM	8:24 AM	9:24 AM	10:24 AM	11:24 AM	12:24 PM	1:24 PM	2:24 PM	3:24 PM	4:24 PM	5:24 PM	6:24 PM	7:24 PM
Industrial 33rd St & St Lucie Blvd -S	6:27 AM	7:27 AM	8:27 AM	9:27 AM	10:27 AM	11:27 AM	12:27 PM	1:27 PM	2:27 PM	3:27 PM	4:27 PM	5:27 PM	6:27 PM	7:27 PM
St Lucie Blvd S & Harson Way - S	6:28 AM	7:28 AM	8:28 AM	9:28 AM	10:28 AM	11:28 AM	12:28 PM	1:28 PM	2:28 PM	3:28 PM	4:28 PM	5:28 PM	6:28 PM	7:28 PM
Juanita Ave & S 21st St	6:29 AM	7:29 AM	8:29 AM	9:29 AM	10:29 AM	11:29 AM	12:29 PM	1:29 PM	2:29 PM	3:29 PM	4:29 PM	5:29 PM	6:29 PM	7:29 PM
Hwy A1A & North US 1	6:35 AM	7:35 AM	8:35 AM	9:35 AM	10:35 AM	11:35 AM	12:35 PM	1:35 PM	2:35 PM	3:35 PM	4:35 PM	5:35 PM	6:35 PM	7:35 PM

ROUTE 2 EASTBOUND (Saturday hours are blue)														
Hwy A1A & North US 1	6:35 AM	7:35 AM	8:35 AM	9:35 AM	10:35 AM	11:35 AM	12:35 PM	1:35 PM	2:35 PM	3:35 PM	4:35 PM	5:35 PM	6:35 PM	7:35 PM
Juanita Ave & S 21st Ct	6:37 AM	7:37 AM	8:37 AM	9:37 AM	10:37 AM	11:37 AM	12:37 PM	1:37 PM	2:37 PM	3:37 PM	4:37 PM	5:37 PM	6:37 PM	7:37 PM
Juanita Ave & S 25th St	6:40 AM	7:40 AM	8:40 AM	9:40 AM	10:40 AM	11:40 AM	12:40 PM	1:40 PM	2:40 PM	3:40 PM	4:40 PM	5:40 PM	6:40 PM	7:40 PM
Avenue Q & N 27th St	6:41 AM	7:41 AM	8:41 AM	9:41 AM	10:41 AM	11:41 AM	12:41 PM	1:41 PM	2:41 PM	3:41 PM	4:41 PM	5:41 PM	6:41 PM	7:41 PM
Avenue P & N 29th St	6:42 AM	7:42 AM	8:42 AM	9:42 AM	10:42 AM	11:42 AM	12:42 PM	1:42 PM	2:42 PM	3:42 PM	4:42 PM	5:42 PM	6:42 PM	7:42 PM
Avenue L & N 29 St	6:45 AM	7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 AM	12:45 PM	1:45 PM	2:45 PM	3:45 PM	4:45 PM	5:45 PM	6:45 PM	7:45 PM
Avenue I & N 29th St	6:45 AM	7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 AM	12:45 PM	1:45 PM	2:45 PM	3:45 PM	4:45 PM	5:45 PM	6:45 PM	7:45 PM
Avenue I & N 24th St	6:47 AM	7:47 AM	8:47 AM	9:47 AM	10:47 AM	11:47 AM	12:47 PM	1:47 PM	2:47 PM	3:47 PM	4:47 PM	5:47 PM	6:47 PM	7:47 PM
Avenue I & N 18th St	6:48 AM	7:48 AM	8:48 AM	9:48 AM	10:48 AM	11:48 AM	12:48 PM	1:48 PM	2:48 PM	3:48 PM	4:48 PM	5:48 PM	6:48 PM	7:48 PM
Avenue O & N 17th St	6:50 AM	7:50 AM	8:50 AM	9:50 AM	10:50 AM	11:50 AM	12:50 PM	1:50 PM	2:50 PM	3:50 PM	4:50 PM	5:50 PM	6:50 PM	7:50 PM
Avenue H & N 13th St	6:52 AM	7:52 AM	8:52 AM	9:52 AM	10:52 AM	11:52 AM	12:52 PM	1:52 PM	2:52 PM	3:52 PM	4:52 PM	5:52 PM	6:52 PM	7:52 PM
Avenue H & N 13th St	6:54 AM	7:54 AM	8:54 AM	9:54 AM	10:54 AM	11:54 AM	12:54 PM	1:54 PM	2:54 PM	3:54 PM	4:54 PM	5:54 PM	6:54 PM	7:54 PM
Avenue H & 10th St	6:56 AM	7:56 AM	8:56 AM	9:56 AM	10:56 AM	11:56 AM	12:56 PM	1:56 PM	2:56 PM	3:56 PM	4:56 PM	5:56 PM	6:56 PM	7:56 PM
Avenue G & N 7th St	6:58 AM	7:58 AM	8:58 AM	9:58 AM	10:58 AM	11:58 AM	12:58 PM	1:58 PM	2:58 PM	3:58 PM	4:58 PM	5:58 PM	6:58 PM	7:58 PM
Avenue D & N 8th St	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM



**Routes
&
Schedule**



Area Regional Transit (ART) is the St. Lucie County public transit system with bus service on eight fixed routes.

ART buses operate weekdays from 6:00am through 8:00pm.

In addition, Saturday service is offered from 8:00am until 4:00pm.

ART Fixed-Route, Paratransit, and Microtransit services are free for everyone.

ART Fiks-Route, Paratransit, ak sèvis Microtransit yo gratis pou tout moun.

Los servicios ART Fixed-Route, Paratransit y Microtransit son gratuitos para todos.

Visit SLCart.org
for more information!



ROUTE 1 NORTH

Treasure Coast Mall	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00
SE Lennard Rd & US Hwy 1	6:05	7:05	8:05	9:05	10:05	11:05	12:05	1:05	2:05	3:05	4:05	5:05	6:05	7:05
Jennings Rd & US Hwy 1	6:10	7:10	8:10	9:10	10:10	11:10	12:10	1:10	2:10	3:10	4:10	5:10	6:10	7:10
SE Tiffany Ave & SE Hillmoor Dr	6:13	7:13	8:13	9:13	10:13	11:13	12:13	1:13	2:13	3:13	4:13	5:13	6:13	7:13
Walton Rd & US Hwy 1	6:20	7:20	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20	4:20	5:20	6:20	7:20
SE Huffman Rd & US Hwy 1	6:23	7:23	8:23	9:23	10:23	11:23	12:23	1:23	2:23	3:23	4:23	5:23	6:23	7:23
Savannah Club Blvd & US Hwy 1	6:26	7:26	8:26	9:26	10:26	11:26	12:26	1:26	2:26	3:26	4:26	5:26	6:26	7:26
Spanish Lakes Rd E & US Hwy 1	6:29	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29	4:29	5:29	6:29	7:29
Prima Vista Blvd & US Hwy 1	6:30	7:30	8:30	9:30	10:30	11:30	12:32	1:30	2:30	3:30	4:30	5:30	6:30	7:30
US Hwy 1 & Rio Mar Dr - N	6:35	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35
Kitterman Rd E & US Hwy 1	6:38	7:38	8:38	9:38	10:38	11:38	12:38	1:38	2:38	3:38	4:38	5:38	6:38	7:38
Midway Rd - E & US Hwy 1	6:41	7:41	8:41	9:41	10:41	11:41	12:41	1:41	2:41	3:41	4:41	5:41	6:41	7:41
US Hwy 1 & Tumblin Kling Rd N	6:43	7:43	8:43	9:43	10:43	11:43	12:43	1:43	2:43	3:43	4:43	5:43	6:43	7:43
Dickson Dr & US Hwy 1	6:45	7:45	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	4:45	5:45	6:45	7:45
Edwards Rd E & US Hwy 1	6:47	7:47	8:47	9:47	10:47	11:47	12:47	1:47	2:47	3:47	4:47	5:47	6:47	7:47
Indian Hills Dr & US Hwy 1	6:50	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50
US Hwy 1 & Ohio Ave E	6:53	7:53	8:53	9:53	10:53	11:53	12:53	1:53	2:53	3:53	4:53	5:53	6:53	7:53
Atlantic Ave & US Hwy 1	6:55	7:55	8:55	9:55	10:55	11:55	12:55	1:55	2:55	3:55	4:55	5:55	6:55	7:55
Avenue D & N 8th St	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00

ROUTE 1 SOUTH

Avenue D & N 8th St	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00
AE Backus Ave & US Hwy 1	6:03	7:03	8:03	9:03	10:03	11:03	12:03	1:03	2:03	3:03	4:03	5:03	6:03	7:03
Citrus Ave & US Hwy 1	6:06	7:06	8:06	9:06	10:06	11:06	12:06	1:06	2:06	3:06	4:06	5:06	6:06	7:06
Ohio Ave W & US Hwy 1	6:08	7:08	8:08	9:08	10:08	11:08	12:08	1:08	2:08	3:08	4:08	5:08	6:08	7:08
Virginia Ave & US Hwy 1	6:09	7:09	8:09	9:09	10:09	11:09	12:09	1:09	2:09	3:09	4:09	5:09	6:09	7:09
Gardenia Ave & US Hwy 1	6:12	7:12	8:12	9:12	10:12	11:12	12:12	1:12	2:12	3:12	4:12	5:12	6:12	7:12
US Hwy 1 & Edwards Rd W	6:14	7:14	8:14	9:14	10:14	11:14	12:14	1:14	2:14	3:14	4:14	5:14	6:14	7:14
Farmers Market Rd & US Hwy 1	6:18	7:18	8:18	9:18	10:18	11:18	12:18	1:18	2:18	3:18	4:18	5:18	6:18	7:18
Tumblin Kling Rd S & US Hwy 1	6:21	7:21	8:21	9:21	10:21	11:21	12:21	1:21	2:21	3:21	4:21	5:21	6:21	7:21
US Hwy 1 & Midway Rd -W	6:24	7:24	8:24	9:24	10:24	11:24	12:24	1:24	2:24	3:24	4:24	5:24	6:24	7:24
US Hwy 1 & Kitterman Rd W	6:27	7:27	8:27	9:27	10:27	11:27	12:27	1:27	2:27	3:27	4:27	5:27	6:27	7:27
Rio Mar Dr S & US Hwy 1	6:28	7:28	8:28	9:28	10:28	11:28	12:28	1:28	2:28	3:28	4:28	5:28	6:28	7:28
S Entrata Ave & US Hwy 1	6:30	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30
US Hwy 1 & Spanish Lakes Rd W	6:34	7:34	8:34	9:34	10:34	11:34	12:34	1:34	2:34	3:34	4:34	5:34	6:34	7:34
La Buona Vita Dr & US Hwy 1	6:36	7:36	8:36	9:36	10:36	11:36	12:36	1:36	2:36	3:36	4:36	5:36	6:36	7:36
US Hwy 1 & SE Huffman Rd W	6:37	7:37	8:37	9:37	10:37	11:37	12:37	1:37	2:37	3:37	4:37	5:37	6:37	7:37
Veteran's Memorial Pkwy & US Hwy 1	6:38	7:38	8:38	9:38	10:38	11:38	12:38	1:38	2:38	3:38	4:38	5:38	6:38	7:38
SE Lyngate Dr W & US Hwy 1	6:45	7:45	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	4:45	5:45	6:45	7:45
US Hwy 1 & SE Jennings Rd W	6:50	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50
Walmart & US Hwy 1	6:55	7:55	8:55	9:55	10:55	11:55	12:55	1:55	2:55	3:55	4:55	5:55	6:55	7:55
Treasure Coast Mall	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00

ROUTE 2 EAST

Hwy A1A & North US 1	6:35	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35
Juanita Ave E. 21st Ct	6:37	7:37	8:37	9:37	10:37	11:37	12:37	1:37	2:37	3:37	4:37	5:37	6:37	7:37
Juanita Ave & 25th St	6:40	7:40	8:40	9:40	10:40	11:40	12:40	1:40	2:40	3:40	4:40	5:40	6:40	7:40
Avenue Q & N 27th St	6:41	7:41	8:41	9:41	10:41	11:41	12:41	1:41	2:41	3:41	4:41	5:41	6:41	7:41
Avenue P & N 29th St	6:42	7:42	8:42	9:42	10:42	11:42	12:42	1:42	2:42	3:42	4:42	5:42	6:42	7:42
Avenue L & N 29 St	6:45	7:45	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	4:45	5:45	6:45	7:45
Avenue I & N 29th St	6:45	7:45	8:45	9:45	10:45	11:45	12:45	1:45	2:45	3:45	4:45	5:45	6:45	7:45
Avenue I & N 24th St	6:47	7:47	8:47	9:47	10:47	11:47	12:47	1:47	2:47	3:47	4:47	5:47	6:47	7:47
Avenue I & N 18th St	6:48	7:48	8:48	9:48	10:48	11:48	12:48	1:48	2:48	3:48	4:48	5:48	6:48	7:48
Avenue O & N 17th St	6:50	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50
Avenue O & N 13th St	6:52	7:52	8:52	9:52	10:52	11:52	12:52	1:52	2:52	3:52	4:52	5:52	6:52	7:52
Avenue H & N 13th St	6:54	7:54	8:54	9:54	10:54	11:54	12:54	1:54	2:54	3:54	4:54	5:54	6:54	7:54
Avenue H & 10th St	6:56	7:56	8:56	9:56	10:56	11:56	12:56	1:56	2:56	3:56	4:56	5:56	6:56	7:56
Avenue G & N 7th St	6:58	7:58	8:58	9:58	10:58	11:58	12:58	1:58	2:58	3:58	4:58	5:58	6:58	7:58
Avenue D & N 8th St	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00

ROUTE 2 WEST

Avenue D & N 8th St	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00
Avenue D & 16th St	6:02	7:02	8:02	9:02	10:02	11:02	12:02	1:02	2:02	3:02	4:02	5:02	6:02	7:02
Avenue D & 24th St	6:03	7:03	8:03	9:03	10:03	11:03	12:03	1:03	2:03	3:03	4:03	5:03	6:03	7:03
Avenue D & N 31st St	6:05	7:05	8:05	9:05	10:05	11:05	12:05	1:05	2:05	3:05	4:05	5:05	6:05	7:05
Avenue G & N 39th St	6:07	7:07	8:07	9:07	10:07	11:07	12:07	1:07	2:07	3:07	4:07	5:07	6:07	7:07
Avenue Q & N 39th St	6:09	7:09	8:09	9:09	10:09	11:09	12:09	1:09	2:09	3:09	4:09	5:09	6:09	7:09
Avenue Q & N 49th St	6:12	7:12	8:12	9:12	10:12	11:12	12:12	1:12	2:12	3:12	4:12	5:12	6:12	7:12
Juanita Ave & 47th St	6:15	7:15	8:15	9:15	10:15	11:15	12:15	1:15	2:15	3:15	4:15	5:15	6:15	7:15
Juanita Ave. & Essex Dr	6:18	7:18	8:18	9:18	10:18	11:18	12:18	1:18	2:18	3:18	4:18	5:18	6:18	7:18
Harson Way & St Lucie Blvd - N	6:20	7:20	8:20	9:20	10:20	11:20	12:20	1:20	2:20	3:20	4:20	5:20	6:20	7:20
St Lucie Blvd N & Industrial 33rd St -N	6:22	7:22	8:22	9:22	10:22	11:22	12:22	1:22	2:22	3:22	4:22	5:22	6:22	7:22
St Lucie Blvd & Curtis King Blvd	6:24	7:24	8:24	9:24	10:24	11:24	12:24	1:24	2:24	3:24	4:24	5:24	6:24	7:24
Industrial 33rd St & St Lucie Blvd - S	6:27	7:27	8:27	9:27	10:27	11:27	12:27	1:27	2:27	3:27	4:27	5:27	6:27	7:27
St Lucie Blvd S & Harson Way - S	6:28	7:28	8:28	9:28	10:28	11:28	12:28	1:28	2:28	3:28	4:28	5:28	6:28	7:28
Juanita Ave & E. 21st St	6:29	7:29	8:29	9:29	10:29	11:29	12:29	1:29	2:29	3:29	4:29	5:29	6:29	7:29
Hwy A1A & North US 1	6:35	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35

ROUTE 3 EAST

Okeechobee Rd & Peters Rd	6:30	7:30	8:30	9:30	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30
Okeechobee Rd & Darter Ct	6:33	7:33	8:33	9:33	10:33	11:33	12:33	1:33	2:33	3:33	4:33	5:33	6:33	7:33
Okeechobee Rd & McNeil Rd - S	6:36	7:36	8:36	9:36	10:36	11:36	12:36	1:36	2:36	3:36	4:36	5:36	6:36	7:36
Virginia Ave & 30th St	6:39	7:39	8:39	9:39	10:39	11:39	12:39	1:39	2:39	3:39	4:39	5:39	6:39	7:39
Virginia Ave & 23rd St	6:41	7:41	8:41	9:41	10:41	11:41	12:41	1:41	2:41	3:41	4:41	5:41	6:41	7:41
Frist Blvd & S 23rd St	6:43	7:43	8:43	9:43	10:43	11:43	12:43	1:43	2:43	3:43	4:43	5:43	6:43	7:43
Birch St & Ormond Ave	6:44	7:44	8:44	9:44	10:44	11:44	12:44	1:44	2:44	3:44	4:44	5:44	6:44	7:44
S 21st St & Kaufman Ave	6:46	7:46	8:46	9:46	10:46	11:46	12:46	1:46	2:46	3:46	4:46	5:46	6:46	7:46
Okeechobee Rd & Kaufman Ave	6:48	7:48	8:48	9:48	10:48	11:48	12:48	1:48	2:48	3:48	4:48	5:48	6:48	7:48
Delaware Ave & S 15th St	6:51	7:51	8:51	9:51	10:51	11:51	12:51	1:51	2:51	3:51	4:51	5:51	6:51	7:51



Appendix C
TD Eligibility Application



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

Please note: If you are applying for Transportation Disadvantaged Services be sure to complete the information noted in Section 2 of the application. This information is not required if you are applying only for ADA paratransit service.

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

SLC BOCC
Transit Department
2300 Virginia Avenue
Fort Pierce, FL 34982
Fax: 772-462-1684

Email: rideslc@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

In case of emergency, who do we contact?

Name: _____ Phone: _____

Relationship: _____

Other Phone or E-mail: _____

Additional Contact: _____

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

Name: _____ Phone Number: _____

Part 2- Transportation Disadvantaged Eligibility

Date of Birth: _____ Medicaid Number: _____

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

Could another person transport you to appointments:

Always Never Sometimes

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

Part 3 – 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.**

<input type="checkbox"/> Arteriosclerosis	<input type="checkbox"/> Heart Attack	<input type="checkbox"/> Peripheral Vascular Disease
<input type="checkbox"/> Asthma	<input type="checkbox"/> Hearing Impairment	<input type="checkbox"/> Quadriplegia
<input type="checkbox"/> Cancer	<input type="checkbox"/> Intellectual Disability (D)	<input type="checkbox"/> Stroke/Cerebral Trauma
<input type="checkbox"/> Cerebral Palsy	<input type="checkbox"/> Kidney Disease/Dialysis	<input type="checkbox"/> Surgery (Date) _____
<input type="checkbox"/> Chronic Obstructive/ Pulmonary Disease	<input type="checkbox"/> Lupus	<input type="checkbox"/> Thrombosis
<input type="checkbox"/> Cognitive (D)	<input type="checkbox"/> Mental Illness (D)	<input type="checkbox"/> Visual Impairment (B)
<input type="checkbox"/> Congestive Heart Failure	<input type="checkbox"/> Multiple Sclerosis	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Developmental Disability (D)	<input type="checkbox"/> Paraplegia	<input type="checkbox"/> N/A
<input type="checkbox"/> Epilepsy/Seizure Disorder (C)	<input type="checkbox"/> 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 4 – 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 curb-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 5 and Part 6

Part 5 - 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 6 - 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 write how the applicant's disability stops them from using the ART bus independently? *(Note: ART buses are 100% handicapped accessible).*

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
Form B: Vision

To be completed by a Licensed Eye Care Professional or
Certified Orientation and Mobility Specialist (OMS) Provider

Applicant's Name: _____ Date of Birth: _____

1. Please state applicant's Visual Impairment: _____
2. Applicant's best corrected Visual Acuity: OS _____ OD _____
3. Date of onset: _____
4. Is applicant's functional limitation permanent? ☐ Yes ☐ No
If no, expected duration: # of Months _____ # of Years _____
5. How does applicant's disability, combined with any environmental barriers, prevent independent use of the fixed route bus service?

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

7. 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 Eye Care Professional / OMS

Date

Clearly print your contact information below:

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

Phone #: _____ Fax #: _____

Business address: _____

**Area Regional Transit Paratransit Eligibility
Form C: Epilepsy or Seizure Disorder**

To be completed by a Licensed Health Care Provider

Applicant's Name: _____ Date of Birth: _____

1. Type of Seizure: _____

2. Seizure Frequency: _____

3. Does the seizure alter consciousness or awareness? ☐ Yes ☐ No

4. Please specify the behaviors exhibited during/following the applicant's seizure? _____

5. Would applicant be able to travel independently on fixed route buses if they are medication compliant? ☐ Yes ☐ No

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

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

8. 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
Form D: Cognitive or Mental Health Conditions

To be completed by a Licensed Mental Health Care Provider

Applicant's Name: _____ Date of Birth: _____

1. Please state the name of the applicant's diagnosis from the DSM? _____

2. Date of onset? _____

3. Would applicant be able to travel independently on fixed route buses if they are medication compliant? ☐ Yes ☐ No

4. Check any of the following that is affected by the individual's disability?

<input type="checkbox"/> Orientation	<input type="checkbox"/> Concentration	<input type="checkbox"/> Monitoring time
<input type="checkbox"/> Problem-solving	<input type="checkbox"/> Coping Skills	<input type="checkbox"/> Judgment
<input type="checkbox"/> Short term memory	<input type="checkbox"/> Communication	<input type="checkbox"/> Gait or balance
<input type="checkbox"/> Long term memory	<input type="checkbox"/> Consistency	<input type="checkbox"/> Social behavior
<input type="checkbox"/> Aggression	<input type="checkbox"/> Performance	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Other: _____		

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

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

7. 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 Mental Health Care Provider Date

Clearly print your contact information below:

Name: _____ Board cert. # or Lic. #: _____
Phone #: _____ Fax #: _____
Business address: _____

Appendix D

TD Eligibility Criteria

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

October 2023

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 23-24 Vehicle Inventory

Vehicle #	Year	Vehicle Make Size Type	VIN	WC	Current Mileage	Expected Retire Date	Funding Source
1201	2012	Gillig 29'	15GGE2711C1092446	yes	234,598	2024	5309
1202	2012	Gillig 29'	15GGE2713C 1092447	yes	303,736	2024	5309
1203	2012	Gillig 29'	15GGE2719C 1092436	yes	372,713	2024	5309
1204	2012	Gillig 29'	15GGE2710C1092437	yes	393,106	2024	5309
1205	2012	Gillig 29'	15GGE2712C1092438	yes	398,774	2024	5309
1206	2012	Gillig 29'	15GGE2714C1092439	yes	379,321	2024	5309
1207	2012	Gillig 29'	15GGE2710C 1092440	yes	398,856	2024	5309
1208	2012	Gillig 29'	15GGE2712C1092441	yes	346,268	2024	5309
1209	2012	Gillig 29'	15GGE2714C1092442	yes	381,134	2024	5309
1210	2012	Gillig 29'	15GGE2716C1092443	yes	311,502	2024	5309
1211	2012	Gillig 29'	15GGE2718C1092444	yes	341,684	2024	5309
1401	2014	Eldorado 31'	1N9MNAC62EC084384	yes	212,533	2026	5307
1402	2014	Eldorado 31'	1N9MMAC64EC084385	yes	221,874	2026	5309
1801	2019	Gillig 40'	15GGD271XK3190039	yes	234,647	2031	5307
1802	2019	Gillig 40'	15GGD2716K3190040	yes	222,130	2031	5307 5339
F2201	2022	Eldorado 31' bus	1N9MNABM9NC084074	yes	87,099	2032	5307
F2202	2022	Eldorado 31' bus	1N9MNABM0NC084075	yes	56,364	2032	5307
F2203	2022	Eldorado 31' bus	1N9MNABM2NC084076	yes	71,311	2032	5307
13 01	2014	Champion 27'	5WEXWSKK8 EH775871	yes	153,072	2023	5309
13 02	2014	Champion 27'	5WEXWSKKX EH775872	yes	180,078	2022	5309
13 03	2014	Champion 27'	5W EXWSKK 1EH775873	yes	192,475	2023	5309
13 05	2014	Champion 27'	5W EXWSKK5EH775875	yes	203,930	2023	5307
13 06	2014	Champion 27'	5WEXWSKK7EH775876	yes	189,900	2022	5307
13 12	2014	Champion 31'	5W EASSKM2EH768434	yes	173,517	2022	5307
13 14	2014	Champion 31'	5WEASSKM6EH768436	yes	176,443	2023	5307
13 15	2014	Champion 31'	5W EASSKM8EH768437	yes	154,292	2022	5307
13 16	2014	Champion 31'	5WEASSKMXE768438	yes	73,597	2022	5307
13 18	2014	Champion 31'	5WEASSKM8EH768440	yes	155,601	2023	5307

13 20	2013	Champion 23'	1GB6G5BL3D1173719	yes	117,340	2022	5307
17 02	2019	Goshen Coach 29'	1HA6GVBG5HN009283	yes	144,835	2026	5310
P2201	2020	Ford Transit Van 22'	1FDVU4X89LKB75784	Yes	54,649	2027	5310
P1101	2011	Gulfstream Goodwill	1GB6G5GXB1162698	yes	114,334	2028	5310
F0901	2009	Jewish Federation	1GBE4V1G07F425717	yes	19,933	2028	5310
P1601	2016	Ford E450	1FDFE4FS5GDC08403	yes	120,766	2028	5310
P1602	2016	Ford E450	1FDFE4FS9GDC08985	yes	120,268	2028	5310
P1603	2016	Ford E450	1FDFE4FS8GDC03275	yes	51,185	2028	5310
21 01	2021	Ford 23'	1FDFE4FN0MDC20433	yes	108,522	2028	5307
21 02	2021	Ford 23'	1FDFE4FN2MDC20434	yes	110,639	2028	5307
21 03	2021	Ford 23'	1FDFE4FN6MDC20436	yes	108,414	2028	5307
21 04	2021	Ford 23'	1FDFE4FN8MDC20437	yes	96,685	2028	5307
21 05	2021	Ford 23'	1FDFE4FNXMDC20438	yes	94,020	2028	5307
21 06	2021	Ford 23'	1FDFE4FN1MDC20439	yes	110,737	2028	5307
20 01	2019	Braun Van	2C7WDGBG3KR801017	yes	76,291	2025	5307
20 02	2019	Braun Van	2C7WDGBG1KR803056	yes	74,239	2025	5307
20 03	2019	Braun Van	2C7WDGBG9KR808280	yes	75,143	2025	5307
20 04	2019	Braun Van	2C7WDGBG6KR803070	yes	69,607	2025	5307
20 05	2019	Braun Van	2C7WDGBG0KR803064	yes	74,051	2025	5307
20 06	2019	Braun Van	2C7WDGBG2KR799390	yes	82,530	2025	5307
20 07	2019	Braun Van	2C7WDGBG4KR803021	yes	80,526	2025	5307
20 08	2019	Braun Van	2C7WDGBG5KR801147	yes	74,198	2025	5307
20 09	2019	Braun Van	2C7WDGBG4KR801088	yes	83,641	2025	5307
20 10	2019	Braun Van	2C7WDGBG5KR803013	yes	67,842	2025	5307
P2201	2021	Ford E450	1FDFE4FN0MDC20433	Yes	54,649	2027	5307
P2202	2022	Braun Van	2C4RC1CG7NR103796	yes	46,957	2028	5307
P2203	2022	Braun Van	2C4RC1CG7NR103801	yes	50,417	2028	5307

P2204	2022	Braun Van	2C4RC1CG7NR103779	yes	36,220	2028	5307
P2205	2022	Braun Van	2C4RC1CG7NR103782	yes	36,395	2028	5307
P2301	2022	Braun Van	2C4RC1CG8NR224126	yes	291	2029	FDOT Serv Dev
P2302	2022	Braun Van	2C4RC1CG8NR224207	yes	290	2029	FDOT Serv Dev
P2303	2022	Braun Van	2C4RC1CG8NR224210	yes	298	2029	FDOT Serv Dev
S - 01	2007	Ford 500	1FAFP24127G114707	s/v	146,215	2020	5307
S - 02	2012	Ford Escape	1FMCUOC74CKB19586	s/v	72,995	2022	5307
S - 03	2012	Ford Escape	1FMCUOC72CKB19585	s/v	51,953	2022	5307
S - 04	2012	Ford Escape	1FMCUOC70CKB19584	s/v	42,110	2022	5307
S - 05	2019	Chevy Malibu	1G1ZB5ST9KF195742	s/v	44,237	2024	5307
S - 06	2020	Chevy Malibu	1G1ZB5STOLF022533	s/v	44,308	2025	5307
S - 07	2020	Chevy Traverse	1GNERFKW2LJ121814	s/v	42,860	2025	5307

Appendix F
System Safety Program Plan Certification

SAFETY AND SECURITY CERTIFICATION

DATE: October 19, 2023
NAME: St. Lucie County Transit Department
ADDRESS: 2300 Virginia Ave
Ft Pierce, FL 34982

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

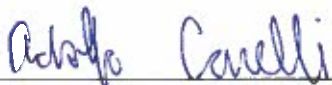
THE ADOPTION OF A PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP) IN ACCORDANCE WITH AT A MINIMUM WITH ESTABLISHED FLORIDA DEPARTMENT OF TRANSPORTATION SAFETY STANDARDS SET FORTH IN RULE CHAPTER 14-90.

COMPLIANCE WITH THE ADOPTED STANDARDS OF THE PUBLIC TRANSPORTATION AGENCY SAFETY PLAN AND SECURITY PROGRAM PLAN (SPP).

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

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

THE PTASP IS AVAILABLE ON THE COUNTY MANAGED WEBSITE.

SIGNATURE:  _____
Adolfo Covelli
Transit Director
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 2023-24 GRIEVANCE PROCEDURES

August 16, 2023

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 16th day of August 2023.

ST. LUCIE COUNTY LOCAL COORDINATING
BOARD FOR THE TRANSPORTATION DISADVANTAGED


Cathy Townsend
Chairwoman

ATTEST:


Marceia Lathou
Transit/ACES Program Manager


Date

Appendix H
Rate Model Calculation Spreadsheet

Worksheet for Multiple Service Rates

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

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	STOP! 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 type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Skip # 2, 3 & 4 and Go to Section III 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	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<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

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

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
per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

Leave Blank
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).....
..... And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate
0.00 to 1.00

You Must
Complete This
Section!

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: 2023 - 2024					
Ambul	Wheel Chair	Stretcher	Group		
		Leave Blank			
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 955,809 =					
764,647	191,162		0		
Rate per Passenger Mile =					
\$2.71	\$4.64	\$0.00	\$0.00	\$0.00	\$0.00
			per passenger		per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 103,431 =					
82,745	20,686				
Rate per Passenger Trip =					
\$25.01	\$42.88	\$0.00	\$0.00	\$0.00	\$0.00
			per passenger		per group
2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...					
Combination Trip and Mile Rate					
Ambul	Wheel Chair	Stretcher	Group		
		Leave Blank			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					
					\$0.00
Rate per Passenger Mile for Balance =					
\$2.71	\$4.64	\$0.00	\$0.00	\$0.00	\$0.00
			per passenger		per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$6.04	\$10.36	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$55.85	\$95.74	\$0.00	\$0.00	\$0.00
			per passenger	per group
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
LRTP	Long-Range Transportation Plan
MPO	Metropolitan Planning Organization
PPP	Public Participation Plan
P&R	Park & Ride
RLRTP	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

<div>  <div> St. Lucie Transportation Planning Organization </div> </div> 2023 Transportation Disadvantaged Service Plan (TDSP) Summary of Public Comments			
Comment	Commenter	Date/Method Received	Incorporation into Plan/Program/Study
Discussion related to meeting quorum requirements for the roll call vote.	Local Coordinating Board for the Transportation Disadvantaged (LCB) members	November 29, 2023 LCB Meeting	N/A

Summary Completion Date: November 2023

Appendix K

TDSP/Coordinated Plan LCB Roll Call Vote & Plan Certification

**Transportation Disadvantaged Service Plan/Coordinated Plan
Local Coordinating Board
November 29, 2023
Roll Call Vote**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING	ABSTAINED FROM VOTE
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 Santacrocce			X	
Children At Risk	Kelly Santos	X			
Economically Disadvantaged	Dorothy Cobb			X	
Public Education	Debbie Hawley			X	
FL Dept. of Transportation	Noah Brown				X
FL Dept of Children & Families	Vacant				
FL Dept of Elder Affairs	Dalia Dillon	X			
FL Dept of Vocational Rehabilitation	Zachary Hoge	X			
FL Dept of Health Care Admin	Vacant				
Regional Workforce Board	Gregory McDonald	X			
Veterans Community	Robert Dadiomoff	X			
Local Mass Transit	Vacant				
Private Transportation Industry	Robert Driscoll	X			
Local Medical Community	Stefanie Myers	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 November 29, 2023.

11/29/23
Date

Cathy Townsend
Cathy Townsend
Chairwoman

Approved by the Florida Commission for the Transportation Disadvantaged:

Date

David Darm
FCTD Executive Director

Appendix L

St. Lucie County LCB Membership Certification



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 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:

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

SIGNATURE: John Buchwald, TPO Executive Director DATE: 12/5/23

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
Chair	Commissioner Cathy Townsend	None	Indefinite
Elderly Community	Carolyn Niemczyk	None	Indefinite
Disabled Community	Malcom Harris-Gowdie	Erin Hyne	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	Nicole Fogarty	Indefinite
FL Dept. of Transportation	Marie Dorismond	Ismir Ripley/Wibet Hay/Noah Brown	Indefinite
FL Dept. of Children & Families	No Response		Indefinite
FL Dept. of Vocational Rehab	Zachary Hoge	Danielle Jones	Indefinite
FL Dept. of Elder Affairs	Dalia Dillon	Nancy Yarnall	Indefinite
FL Agency for Health Care Administration	No Response		Indefinite
Children At Risk	Kelly Santos		Indefinite
Private Transportation Industry	Deidre Butler	John Williams/Darrell Drummond/Robert Driscoll	Indefinite
Local Mass Transit	Not Applicable		Indefinite
Local Medical Community	Stefanie Myers	Kevin Howard/Ronda Cerulli	Indefinite
Agency for Persons with Disabilities	Milory Senat	Pauline Spence	Indefinite
Workforce Development Board	Gregory McDonald	Tracey McMorris	Indefinite