



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

Regular Meeting

Date and Time: Wednesday, May 6, 2026, 2:00 pm

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

Public Participation/Accessibility

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

Participation by Webconference: Using a computer or smartphone, register at <https://attendee.gotowebinar.com/register/6842329483807785305>. After the registration is completed, a confirmation will be emailed containing instructions for joining the webconference. Public comments may be provided through the webconference chatbox during the meeting.

Written and Telephone Comments: Comment by email to TPOAdmin@stlucieco.org; by regular mail to the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida 34953; or call 772-462-1593 until 1:00 pm on May 6, 2026.

AGENDA

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Roll Call/Self-Introductions**
4. **Comments from the Public**
5. **Approval of Agenda**
6. **Approval of Meeting Summaries**
 - *February 25, 2026 Regular Meeting*
 - *February 25, 2026 Public Workshop*

7. **Action Items**

- 7a. Community Transportation Coordinator (CTC) Evaluation:** Review of findings related to the annual review of the CTC performance statistics and quality of service evaluation.

***Action:** Approve the CTC Evaluation, approve with conditions, or do not approve and set an annual percentage goal increase for trips on the fixed-route system.*

- 7b. 2026-2027 Transportation Disadvantaged Trip Rates:** The CTC will present the proposed rates for the reimbursement of transportation disadvantaged trips.

***Action:** Approve the 2026-2027 Trip Rates, approve with conditions, or do not approve.*

8. **Discussion Items**

- 8a. Community Participation Plan – Empower Level of Influence:** Examples of LCB-initiated changes to TPO processes, plans, and activities will be presented.

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

- 8b. Community Transportation Coordinator (CTC) Mobility Project Updates:** The CTC will present updates on mobility projects such as microtransit, vanpools, and fixed-route bus systems.

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

- 8c. Vehicle Sharing Program:** A presentation on self-service, short-term car rentals.

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

9. **Comments from the Public**

10. **Recommendations/Comments by Members**

11. **Staff Comments**

- 12. Next Meeting:** The next St. Lucie LCB meeting is a regular meeting scheduled for 2:00 pm on August 19, 2026.

13. **Adjourn**

NOTICES

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



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)

Regular Meeting

DATE: Wednesday, February 25, 2026
TIME: 2:00 pm
LOCATION: St. Lucie TPO
 Coco Vista Centre
 466 SW Port St. Lucie Boulevard, Suite 111
 Port St. Lucie, Florida

MEETING SUMMARY

1. Call to Order

The meeting was called to order at 2:01 pm.

2. Pledge of Allegiance

Chairwoman Lowry led the Pledge of Allegiance.

3. Roll Call

Roll was conducted via sign-in sheet. Members introduced themselves, and a quorum was confirmed with the following members present:

Members Present

Commissioner Erin Lowry, Chair
 Robert Dadiomoff, Vice Chair
 Lacinda Mouton

Representing

Elected Official
 Veterans Community
 Local Private For-Profit
 Transportation Industry

Dorothy Cobb	Economically Disadvantaged Community
Gregory McDonald	CareerSource Research Coast
Kelly Santos	Children At Risk
Milory Senat	Agency for Persons with Disabilities
Mayor Robert McPartlan	Florida Department of Children and Family Services
Tatiana Gillyard	Florida Department of Transportation District 4
Anna Santacroce	Citizen Advocate – Transit User
Dalia Dillon	Florida Department of Elder Affairs
Carolyn Niemczyk	Elderly Community

Others Present

Peter Buchwald
 Marceia Lathou
 Stephanie Torres
 Teresa Lane
 Adolfo Covelli
 Tracy Jahn
 Diego Guillen
 Smirlys Perez
 Robert Driscoll
 Ciara Forbes

Representing

St. Lucie TPO
 St. Lucie TPO
 St. Lucie TPO
 Recording Specialist
 St. Lucie County Transit
 St. Lucie County Transit
 MV Transportation
 MV Transportation
 Council on Aging of St. Lucie
 St. Lucie County Attorney

4. Comments from the Public – Mr. Buchwald introduced Ms. Mouton as the new CEO of the Council on Aging of St. Lucie.

5. Approval of Agenda

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

** **SECONDED** by Vice Chairman Dadiomoff Carried **UNANIMOUSLY**

6. Approval of Meeting Summary

- November 5, 2025 Regular Meeting

* **MOTION** by Vice Chairman Dadiomoff to approve the Meeting Summary.

** **SECONDED** by Mr. McDonald Carried **UNANIMOUSLY**

7. Action Items

7a. Transportation Disadvantaged Service Plan (TDSP) Annual Update: Review of the draft Annual TDSP Update, which addresses the transportation needs of transportation disadvantaged persons.

Ms. Lathou noted that one of the LCB's duties is to approve a service plan to address the public transportation needs of the Transportation Disadvantaged (TD) population, defined as people who cannot obtain rides on their own because of physical or mental disability, income limitations or age. The TDSP covers a five-year period but is updated annually, and is developed jointly by the TPO, St. Lucie County and service provider MV Transportation, she explained. The plan covers such topics as service analysis, quality assurance, goals and implementation schedule, Ms. Lathou added, and she introduced Ms. Jahn to present the TDSP Annual Update. Ms. Jahn explained changes have been made to the No-Show Policy, list of coordinated contractors and the standard for on-time performance and miles between road calls. Transit staff has also updated the Paratransit Riders Guide, vehicle inventory and TD rates, she noted.

* **MOTION** by Ms. Santacroce to approve the TDSP Update.

** **SECONDED** by Ms. Dillon

** **A roll-call vote was conducted, and the motion was approved by all members.**

7b. St. Lucie County Transit Development Plan (TDP) 2026 Annual Update: A presentation of the St. Lucie County TDP Major Update by a representative from Area Regional Transit (ART).

Ms. Lathou gave a brief overview of ART before introducing Mr. Covelli to outline the major annual update. He stated the TDP is a 10-year plan that allows agencies to identify and define short-term public transit needs in their area. The plan is required by FDOT of transit agencies receiving State funds and is used as a service provider's planning,

development and operational guidance document, Mr. Covelli added. ART is operated by a contracted service provider, who is responsible for regulatory compliance, delivering trips and operations tasks such as reservations, dispatch and vehicle maintenance, he explained. As of July 1, 2020, MV Transportation is the public transit provider for St. Lucie County through a master contract with the St. Lucie County Board of County Commissioners, Mr. Covelli continued. In February 2025, a Request for Proposals was advertised for ART fixed route, paratransit and microtransit services, and MV Transportation was selected to continue as the operator, he remarked.

Mr. Covelli summarized ART's existing transit services, including eight fixed routes with 200 bus stops, door-to-door paratransit service and three on-demand, microtransit zones where customers use an Uber-style app to book trips within their zone. Riders can link to neighboring zones by traveling to transfer points within each microtransit zone, he explained. Demand for microtransit trips has grown exponentially, Mr. Covelli advised, with drivers now completing roughly 9,000 trips monthly.

Transit staff has switched paratransit and microtransit users to a new software app called TripSpark and expects to migrate fixed-route passengers to the app in 2026, Mr. Covelli announced. Using a single app for all rides will improve system efficiency and ensure riders use the most cost-effective transit vehicle possible, he reported. Mr. Covelli also gave brief updates on a planned operations and maintenance facility, upgrades to the Port St. Lucie Intermodal Facility, vanpool service and Port St. Lucie Express, which shuttles commuters from Port St. Lucie to West Palm Beach and back twice each weekday. When told there are an average of 66 daily boardings on the four weekday buses, Ms. Santos inquired about the maximum capacity of each bus. Each bus holds approximately 50 people, Mr. Covelli responded.

When asked about bus stops for the new soccer stadium planned in eastern Port St. Lucie, Mr. Covelli reported staff is working with the City of Port St. Lucie to include stops in the roadway design. Streamlining Route 7 and combining Routes 5 and 8 will also be explored in the coming year, Mr. Covelli reported, along with erecting additional bus shelters at fixed-route stops. Chairwoman Lowry thanked Mr. Covelli for his presentation and stated she rode public transportation around the County and witnessed firsthand the passion that MV Transportation has for its customers.

* **MOTION** by Vice Chairman Dadiomoff to recommend the Annual TDP Update for endorsement by the TPO Board.

** **SECONDED** by Ms. Santos Carried **UNANIMOUSLY**

7c. Selection of Community Transportation Coordinator (CTC) Evaluation Committees: Selection of ridership and telephone survey committees as part of the CTC Evaluation.

Ms. Lathou reported one of the LCB's duties is to advise, guide and evaluate the CTC, which is the St. Lucie County Board of County Commissioners. The CTC evaluation consists of two parts: a qualitative analysis conducted by the TPO, and a quantitative analysis conducted by LCB members, she explained. Members will serve as mystery riders on the transit system and poll actual customers via telephone to gauge the level of service they received on a recent ride, Ms. Lathou stated. The CTC Evaluation is scheduled to be presented at the May 6 LCB meeting, she announced. Ms. Lathou recounted members of last year's telephone and ridership committees and asked for volunteers to serve on this year's committees. Ms. Senat volunteered to serve on both committees, while Ms. Dillon and Ms. Niemczyk agreed to sit on the ridership committee and Ms. Santacroce and Mr. McDonald agreed to serve on the telephone committee.

8. Discussion Items

8a. Community Participation Plan (CPP) Annual Evaluation: A review of performance measures and targets for public involvement in transportation decisions.

Ms. Lathou explained that every year, the TPO evaluates its effectiveness in implementing public outreach strategies in the Community Participation Plan by focusing on two measurable categories – outputs and outcomes. Target goals are set in each category to gauge effectiveness, she noted, and the CPP is evaluated monthly and quarterly by TPO staff.

Output performance measures are based on metrics like event attendance and online engagements, Ms. Lathou stated, while outcome measures identify the level of influence of the participation methods, including how public input was used by the TPO to affect a product. Online strategies included website content, social media posts and e-blasts, she reported, with 11,723 unique participations in 2025 that

exceeded the target goal of 10,000. In-person techniques included public meetings, advisory committee meetings, focus groups and attendance at events hosted by others, Ms. Lathou noted. Combined, this participation resulted in 1,920 interactions that fell just short of the target of 2,000, she added.

Outcome measures were assessed by summarizing the level of influence of each participation method, she remarked. The levels are to inform, consult, involve, collaborate and empower the community, Ms. Lathou noted. Although the TPO's goal was to use an equal number of participation methods at each influence level, Ms. Lathou stated, some of the levels fell below that goal because of inherent constraints. The CPP annual evaluation assists the TPO in tailoring its approach to community participation in the transportation decision-making process, she stated.

- 9. Comments from the Public** – Mr. Covelli announced he had just been informed of the first vanpool created in St. Lucie County – a group of Port St. Lucie residents who will share a vanpool ride to work at the VA Medical Center in Palm Beach County each weekday.
- 10. Recommendations/Comments by Members** – Mr. Buchwald observed that the public was involved in adopting the 2050 Long Range Transportation Plan in February, when \$34 million was allocated to implement the services identified in the TDSP and TDP annual updates discussed earlier in the meeting. Ms. Santos asked if vanpools are promoted solely to employers, noting she has seen many parents on social media requesting rides for their children to reach school and other activities. Mr. Covelli related that he will research that possibility.
- 11. Staff Comments** – None.
- 12. Next Meeting:** The next St. Lucie LCB Meeting is a regular meeting scheduled for 2:00 pm on Wednesday, May 6, 2026.
- 13. Adjourn** – The meeting was adjourned at 2:52 pm.

Respectfully submitted:

Approved by:

Teresa Lane
Recording Specialist

Commissioner Erin Lowry
Chairwoman

			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)

Public Hearing/Training Workshop

DATE: Wednesday, February 25, 2026

TIME: 2:00 pm; immediately following the LCB Regular Meeting

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

MEETING SUMMARY

1. Call to Order

The meeting was called to order at 2:52 pm.

2. Opening Public Comment - None.

The following LCB members and attendees were present:

Members Present

Commissioner Erin Lowry, Chairperson
Robert Dadiomoff, Vice Chair
Lacinda Mouton

Dorothy Cobb

Gregory McDonald
Kelly Santos

Representing

Elected Official
Veterans Community
Local Private For-Profit
Transportation Industry
Economically Disadvantaged
Community
CareerSource Research Coast
Children At Risk

Milory Senat	Agency for Persons with Disabilities
Mayor Robert McPartlan	Florida Department of Children and Family Services
Tatiana Gillyard	Florida Department of Transportation District 4
Anna Santacroce	Citizen Advocate – Transit User
Dalia Dillon	Florida Department of Elder Affairs
Carolyn Niemczyk	Elderly Community

Others Present

Peter Buchwald
 Marceia Lathou
 Stephanie Torres
 Teresa Lane
 Adolfo Covelli
 Tracy Jahn
 Diego Guillen
 Smirlys Perez
 Robert Driscoll
 Ciara Forbes

Representing

St. Lucie TPO
 St. Lucie TPO
 St. Lucie TPO
 Recording Specialist
 St. Lucie County Transit
 St. Lucie County Transit
 MV Transportation
 MV Transportation
 Council on Aging of St. Lucie
 St. Lucie County Attorney

- 3. Florida Commission for the Transportation Disadvantaged (FCTD)/Local Coordinating Board:** TPO staff will present an overview of the FCTD and LCB.

Ms. Lathou gave an overview of the TD program, noting it serves people who are unable to obtain reliable transportation on their own due to disability, age or income. TD trips allow users to access health care, employment, education and other activities in the community. Ms. Lathou stated the program is implemented by three primary entities at the local level and briefly described the responsibilities of each: the Community Transportation Coordinator, the TPO acting as Planning Agency and the LCB. TD trips, also called paratransit or demand-response trips, involve shared rides in a van or car, Ms. Lathou explained. The St. Lucie County Board of County Commissioners serves as the CTC in the TPO area, and it contracts with MV Transportation to operate the transit system, she added. There was no discussion on the topic.

- 4. Transportation Disadvantaged (TD)/Coordinated Transportation**
– The Community Transportation Coordinator (CTC) will present an overview of the coordinated transportation system.

Ms. Lathou invited Ms. Jahn to describe the many transit and mobility services offered in St. Lucie County, including eight fixed bus routes, three on-demand Microtransit zones and door-to-door paratransit service. The service, operating as Area Regional Transit, relies on a special taxing district created by St. Lucie County in 2003 to leverage state and federal funds, Ms. Jahn explained. She reported there were an average of 2,638 daily trips last year and 809,828 trips overall in 2025, with 66,650 Advantage Ride and Direct Connect after-hours trips. Fixed-route ridership has increased 162 percent since fare-free service began, she noted, adding that ART connects with transit buses in adjacent Martin and Indian River Counties.

Upcoming transit initiatives include rolling out a vanpool program, expanding the Port St. Lucie Intermodal Center and securing construction funds for the St. Lucie Transit Operations and Maintenance Facility, she noted. Staff is also implementing new software for fixed-route riders and adding automatic passenger counters on buses, she reported.

Ms. Jahn introduced Ms. Perez, the new general manager of MV Transportation, the contracted provider of transit in St. Lucie County. Ms. Perez introduced her management team, many of whom are new in St. Lucie County to coincide with the new contract, she announced. Ms. Perez gave a brief overview of the company's history and goals and stressed that safety is the company's top priority. She stated that employees are passionate about serving the community and have big plans for St. Lucie County as it continues to grow. Ms. Santacroce asked how the company chose its name, prompting Ms. Perez to explain more about the background of the company.

- 5. Voting Conflicts of Interest** - A representative from the St. Lucie County Attorney's Office will present an overview regarding the appropriate separation between the roles of persons who are both committee members and private citizens.

Ms. Forbes, an Assistant St. Lucie County Attorney, informed members that all LCB members should be trained in and comply with the requirements of Florida State Statutes concerning voting conflicts of interest. She explained that public officers should abstain from voting on any measure that would lead to the private gain or loss of the public

officer, his employer, relative or business associate. Before abstaining, a member must publicly state to the Board the nature of his or her interest in the matter and file a memorandum of voting conflict with the recording specialist within 15 days. The abstention would then be included in the meeting summary.

- 6. Closing Public Comment** – Mayor McPartlan stated he has been involved in transportation for 15 years and inquired whether MV drivers are adequately rewarded for excellence. He also questioned how members can advocate for continuation of a state developmental disability grant that could leave thousands of disabled people without rides if it ends. Ms. Jahn reported that while the grant’s fate is still undecided, County Transit staff is exploring other ways to fund rides for the disabled in the interim. Staff recently received a grant to transport dialysis patients to treatment centers, she added.

Ms. Perez reported that MV celebrates drivers with regular awards at safety meetings, prompting Mayor McPartlan to advise that outstanding drivers are honored during public LCB and MPO meetings in Indian River County. Ms. Jahn noted drivers are also recognized during FPTA and FCTD banquets, and added drivers will participate in a rodeo in Orlando for the first time this year. Chairwoman Lowry mentioned that drivers could be recognized at BOCC meetings, and Ms. Jahn stated she can start sharing driver compliments from riders at public meetings. Chairwoman Lowry noted she has led efforts to create a Disability Advisory Board in St. Lucie County, like boards established in larger Florida counties.

- 7. Adjourn** – The meeting was adjourned at 3:31 pm.

Respectfully submitted:

Approved by:

Teresa Lane
Recording Specialist

Commissioner Erin Lowry
Chairwoman



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 6, 2026
Item Number:	7a
Item Title:	Community Transportation Coordinator (CTC) Evaluation
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.8: Transportation Disadvantaged Program
Requested Action:	Approve the CTC Evaluation, approve with conditions, or do not approve and set an annual percentage goal increase for the public transit system.
Staff Recommendations:	<p>Based on the results of the CTC evaluation, the following recommendations are provided for action by the LCB:</p> <p>Approve the CTC Evaluation based on the CTC meeting or exceeding all FCTD standards during the reporting period.</p> <p>Based on consultations with staff at transit peer agencies, set an annual percentage goal increase of four percent for the number of trips provided on the fixed-route system.</p>

Attachments

- TPO Staff Report
- Draft CTC Evaluation



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: April 22, 2026

SUBJECT: Community Transportation Coordinator (CTC) Evaluation

BACKGROUND

The LCB is required to conduct an annual evaluation of the operations and performance of the Community Transportation Coordinator (CTC). The Florida Commission for the Transportation Disadvantaged (FCTD) provides a workbook for this purpose.

The role of the CTC is to ensure that safe, quality, coordinated transportation is provided or arranged in a cost-effective manner to serve transportation disadvantaged persons. The St. Lucie Board of County Commissioners (BOCC) is the CTC for St. Lucie County. MV Transportation provides the services.

The CTC evaluation consists of two parts: a qualitative analysis and a quantitative analysis. A demand response ride and a telephone survey of riders comprise the qualitative analysis. A quantitative analysis covering FCTD and local standards also is conducted. The results of these analyses are documented in the attached CTC Evaluation.

During its February 2026 LCB meeting, the LCB selected the following CTC Evaluation Committee members to assist in conducting the qualitative analysis.

Demand Response Mystery Rides

Dalia Dillon
Marceia Lathou
Carolyn Niemczyk
Milory Senat

Rider Telephone Surveys

Gregory McDonald
Anna Santacroce
Milory Senat

In addition, as part of the CTC Evaluation, the LCB is required to establish an annual percentage goal increase for the number of trips provided within the public transit system. The LCB has a current goal of five percent for the fixed-route system.

ANALYSIS

Telephone Surveys

The surveys were conducted by telephone during April 2026; 40 calls were made resulting in 18 completed surveys. When asked "Rate the Transportation You Have Been Receiving," on a scale of 1-10 with 10 being the highest, 65 percent of riders rated the service a "10" with the lowest rating being a "5". During the prior year survey 39 percent of riders rated the service a "10" with the lowest rating being a "5". The results of the 2026 rider surveys indicate an increasingly high level of customer satisfaction with the demand response system. The riders consistently praised the drivers and their professionalism and noted the importance of the service.

During the current year survey, three riders reported encountering a problem with a recent trip; the most common reason was late pickups. For the prior year survey, four riders reported encountering a problem with a recent trip; the most common reason also was late pickups. Again, this is an indication of an increasingly high level of service.

The 2026 rider surveys indicate a level of customer satisfaction that exceeded the previous year. It should be noted that the TPO area has experienced unprecedented population growth along with an unprecedented level of funding for roadway construction projects, both of which present challenges to on-time performance, provision of services, and expeditious routing of buses. Nevertheless, the CTC has exhibited the ability to adjust to these conditions.

Mystery Rides

The CTC Evaluation Committee mystery riders rode “undercover” as regular passengers with their names and pickups/drop-offs appearing on the driver manifests with no special notations. The mystery riders conducted their observations individually between March 24 and March 31, 2026.

The CTC Evaluation mystery rider observations indicate that TD services are operated in a safe and efficient manner. The riders consistently praised the drivers and their professionalism.

Since demand response is a shared-ride system, in addition to experiencing the rides themselves, the mystery riders were able to observe regular riders of the system, most of whom required that the driver operate the vehicle’s wheelchair lift. Some used walkers instead of wheelchairs. Based on the individual mystery rider format, a total of ten regular riders of the system were observed.

The CTC Evaluation mystery riders complimented ART regarding its on-time performance. However, one rider experienced an early pick-up that resulted in the driver arriving prior to the designated 30-minute pick-up window with no phone or text notification of the significantly early arrival. Another mystery rider noted an issue with the A/C. These issues were reported to the CTC and are in the process of being corrected.

CTC Evaluation Results

Based on the results of the CTC Evaluation as documented in the attached CTC Evaluation Workbook, the CTC met or exceeded all applicable FCTD standards during the review period.

Public Transportation Ridership Goal

Trips on the fixed-route bus system were analyzed. By the end of FY 23/24, a total of 571,529 trips were taken. By the end of FY 24/25, a total of 564,947 trips were taken. The result was an approximate one percent decrease. During the prior year’s CTC review period, fixed-route ridership increased by approximately seven percent.

The CTC has noted that the recent decrease in ridership numbers may have been partially due to the drivers manually counting riders. An increase of approximately four percent in ridership has occurred since the start of FY25/26, and that trend is expected to continue. The CTC plans to install automatic passenger counters on the fixed route buses later this year, which

will improve the accuracy of the ridership numbers. Additionally, the CTC's new TripSpark software will have an Intermodal Trip Planning app to help direct riders to use the more efficient fixed route service for longer trips and the microtransit for trips to access the fixed route or shorter trips within each microtransit zone. This will also help to make the microtransit more efficient by shortening the average time and distance per trip. The CTC continues to raise awareness of these options with its marketing efforts, outreach events, and the continuation of the transit system's rebranding of the vehicles and bus shelters.

The CTC further notes that fixed route ridership remains significantly higher today in comparison to 2016. In 2016, before instituting fare-free service, fixed route trips were 180,316. Comparison of the 2016 data to current fiscal year data shows a 213% increase in trips provided.

RECOMMENDATION

The LCB will continue to work with the CTC on strategies to enhance the rider experience, address rider concerns, and increase ridership. Based on the results of the CTC evaluation, the following recommendations are provided for action by the LCB:

- Approve the CTC Evaluation based on the CTC meeting or exceeding all FCTD standards during the reporting period.
- Based on consultations with staff at transit peer agencies, set an annual percentage goal increase of four percent for the number of trips provided on the fixed-route system.

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

	Cover Page
	Entrance Interview Questions
	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
	Insurance
	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
	Commission Standards and Local Standards
	On-Site Observation
	Surveys
	Level of Cost - Worksheet 1
	Level of Competition – Worksheet 2
	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

COMPLIANCE WITH CHAPTER 427, F.S.
--

<p>Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.</p>
--

<p><i>“Review all transportation operator contracts annually.”</i></p>

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.
--

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]
“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator’s performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
"...shall adhere to Commission approved standards..."

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership Fixed Route: 5% annually	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance 91%	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows 2 no-shows per 30-day period per passenger	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents 1.5/100,000 miles	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Road calls Miles between roadcalls - 20,000	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints-1 per 1,000 trips	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time: Call picked up within 35 seconds.	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

Was the driver wearing any identification? Yes: Uniform Name Tag
 ID Badge No

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No


Does the vehicle have working heat and air conditioning?
 Yes No

Does the vehicle have two-way communications in good working order?
 Yes No

If used, was the lift in good working order?
 Yes No

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

Four CTC Evaluation Committee mystery riders rode “undercover” as regular passengers with their names and pickups/drop-offs appearing on the driver manifests with no special notations. The mystery riders conducted their observations individually during March 2026 and noted that TD services are operated in a safe and efficient manner. One mystery rider was picked up much earlier than expected, without notice. 

CTC: St. Lucie Board of County Commissioners County: St. Lucie

Date of Ride: March 2026 various

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	114	85	9	15
Medicaid				
5311	12	10	1	5
ADA	186	39	4	20
Alzheimer's Com Care				
Public Transportation				
Totals	312	134	14	40

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on _____?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

- Drivers - specify
- Vehicle condition

- Reservations - specify length of wait
- Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Responses to 2026 CTC Evaluation Phone Surveys

Surveys conducted: April 1-15

Total phone numbers attempted: 40

Total completed surveys: 18

Questions:

1. Did you receive transportation service on March 30, 2026?
2. Were you charged an amount in addition to the co-payment?
3. How often do you normally obtain transportation?
4. Have you ever been denied transportation services? If so, how many times in the past month and for what reason?
5. What do you normally use the service for?
6. Did you have a problem with your trip on March 30, 2026? If so, what type?
7. On a scale of 1 to 10 (10 being the most satisfied) rate the transportation you have been receiving.
8. What does transportation mean to you?
9. Additional comments

Totals:

1. Yes: 18
2. No: 18
3. 3-5 Times a Week, 17; 1-2 Times a Week, 1.
4. No: 17; Yes: 1.
5. Medical, 12; Education/Training/Daycare, 5; Employment, 6; Life-Sustaining/Other, 5; Nutritional, 3. *Note: Some gave more than one answer.
6. No: 15; Yes: 3 (Late pickups)
7. Range: 5-10. One rider would not give numerical ranking. Average: 9.1
8. Various; frequent answers include "Service is very valuable," "Provides me independence," "Help for caregiver."
9. Various; frequent answers relate to helpful drivers and staff, benefits of free rides, timeliness of pickups, problems encountered.

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
1	Yes	No	3-5 Times	No	Medical	Yes, late pickups	6		
2	Yes	No	3-5 Times	No	Medical, Employment, Nutritional, Education/Training, Other	Yes, late pickups	8	Does not own car, needs the service for everything.	
3	Yes	No	3-5 Times	No	Medical, Employment, Nutritional, Other	Yes, late pickups	8	It is very helpful. He depends on it for everything.	
4	Yes	No	3-5 Times	No	Medical	No	10	He enjoys his trips and calls them "lifesaving" because he goes to dialysis three times weekly. He likes the driver named Mario.	Said he is not pleased with one driver whose name he does not know. He called the driver "rude."
5	Yes	No	3-5 Times	No	Medical/Employment	No	10	The bus means a lot. It gets him out of the house.	
6	Yes	No	3-5 Times	No	Employment	No	10	It gives me independence.	Comments translated by relative.

7	Yes	No	3-5 Times	No	Employment	No	10	She would choose ART every time as she can guarantee an on-time pickup.	Passenger is a senior who does not drive.
8	Yes	No	3-5 Times	Yes, 3-5 times. Space not available and drivers too busy.	Medical, Employment, Other	No	5	It means my livelihood. I have to get to and from work and I don't drive because I have disabilities and can't afford Uber. My biggest concern is getting to work on time.	I schedule trips to arrive very early to work because I could get fired if I arrive late. They add passengers to the driver all the time and I have to worry about getting to work on time.
9	Yes	No	3-5 Times	No	Medical, Nutritional, Other	No	10	I wouldn't be able to go anywhere without it. It's very important to me.	I'm trying to find a job and then I would use it to get to work.
10	Yes	No	3-5 Times	No	Medical	No	9	It gets her to dialysis appointments on time.	
11	Yes	No	1-2 Times	No	Medical	No	10	Great service, but the app for same-day scheduling does not work.	He'd like to schedule same-day pickups for medical appointments.

12	Yes	No	3-5 Times	No	Medical, Other	No	10	It's a real blessing to have transportation. I have no real complaints. I had a car that broke down and now I can't drive myself. The drivers are the best, and also the ladies taking phone calls.	We have to go far out of our way 39 sometimes when passengers are added. Once I waited more than an hour for a van to arrive. I need to get to medical appointments on time.
13	Yes	No	3-5 Times	No	Medical	No	No rating	He uses it for doctor visits and would like the option to make same-day trips.	Passenger would not rate the service but stated "It's OK."
14	Yes	No	3-5 Times	No	Medical	No	10	ART means a lot. It is life changing. He just got out of the hospital, and it is an amazing service.	
15	Yes	No	3-5 Times	No	Education/Training/Day Care	No	10	It gets me out of the house.	
16	Yes	No	3-5 Times	No	Education/Training/Day Care	No	10	It is a big help.	

17	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	9	Client is in a wheelchair, and he relies on the service for all his transportation needs. It is very important.	The drivers are very nice.
18	Yes	No	3-5 Times	No	Ed/Training/Daycare	No	10	Transportation means everything to us. Client has dementia, and this service allows her family members to get to work each day while the client is taken care of.	Answers supplied by client's family member.

Contractor Survey
St. Lucie County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes No

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

5. Does the CTC give your facility adequate time to report statistics?

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

We are grateful for our strong partnership with CTC. Their professionalism, responsiveness, and collaborative approach make them a trusted and valued partner.

<p style="text-align: center;">Level of Cost Worksheet 1</p>

Insert Cost page from the AOR.

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

Demographics	Number
Total County Population	334,682
Unduplicated Head Count	6,304



Trips By Type of Service	2023	2024	2025
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	54,521	66,632
Paratransit	119,940	290,631	153,100
TNC	33,521	13,010	9,195
Taxi	23,604	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	177,065	358,162	228,927

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	74,268	234,008	127,749
Employment	18,182	13,920	15,650
Ed/Train/DayCare	39,898	49,085	27,491
Nutritional	6,521	7,558	31,624
Life-Sustaining/Other	38,196	53,591	26,413
TOTAL TRIPS	177,065	358,162	228,927

Passenger Trips By Revenue Source	2023	2024	2025
CTD	27,808	97,749	26,777
AHCA	612	183,582	0
APD	361	0	0
DOEA	15,622	16,311	19,678
DOE	0	0	0
Other	132,662	60,520	182,472
TOTAL TRIPS	177,065	358,162	228,927

Trips by Provider Type	2023	2024	2025
CTC	0	0	0
Transportation Operator	144,913	152,270	200,429
Coordination Contractor	32,152	205,892	28,498
TOTAL TRIPS	177,065	358,162	228,927

Vehicle Data	2023	2024	2025
Vehicle Miles	1,739,136	2,719,410	1,708,809
Roadcalls	58	84	96
Accidents	14	17	7
Vehicles	115	118	79
Drivers	111	115	89

Financial and General Data	2023	2024	2025
Expenses	\$ 4,740,308	\$ 9,985,536	\$ 8,643,056
Revenues	\$ 4,689,897	\$ 11,459,310	\$ 8,643,056
Commendations	92	31	29
Complaints	19	29	15
Passenger No-Shows	10,498	7,788	8,052
Unmet Trip Requests	2,529	0	0

Performance Measures	2023	2024	2025
Accidents per 100,000 Miles	0.80	0.63	0.41
Miles between Roadcalls	29,985	32,374	17,800
Avg. Trips per Passenger	22.23	46.38	36.31
Cost per Trip	\$26.77	\$27.88	\$37.75
Cost per Paratransit Trip	\$28.09	\$28.56	\$38.19
Cost per Total Mile	\$2.73	\$3.67	\$5.06
Cost per Paratransit Mile	\$2.80	\$3.67	\$5.17

<h2 style="margin: 0;">Level of Competition</h2> <h3 style="margin: 0;">Worksheet 2</h3>
--

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

Capabilities of operator
Age of company
Previous experience
Management
Qualifications of staff
Resources
Economies of Scale
Contract Monitoring
Reporting Capabilities
Financial Strength
Performance Bond
Responsiveness to Solicitation

Scope of Work
Safety Program
Capacity
Training Program
Insurance
Accident History
Quality
Community Knowledge
Cost of the Contracting Process
Price
Distribution of Costs
Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

Annual Quality Assurance Self-Certification

Drug and Alcohol Compliance	
• Date Completed	3/9/2026

Operator Monitoring (List each operator – use a separate sheet if necessary)	
• Operator Name	MV Transportation
• Date of Monitoring	January 26, 2026
• Finding (s)	None
• Recommendation(s)	N/A
• Current Status	N/A

Safety Review	
• Inspecting Entity	FDOT
• Date of Monitoring	August 1, 2023
• Finding (s)	Title VI, Driver training, Emergency management and security, vehicle maintenance
• Recommendation(s)	Post Title VI Notice, include board approval documentation, provider refresher driver safety training, conduct pre and post trip refresher training and update inspection forms, update information in SPP and SDS binder, add oversight of maintenance and PMI schedule to SLC quarterly monitoring of contractor, update requirements for reporting of vehicle ramp and lift defects, update inspection of all vehicle fire suppression systems, update maintenance plan
• Current Status	Findings resolved

Driver Training	
• Civil Rights	Date (s): N/A
• CPR	Date (s): N/A
• Defensive Driving	Date (s): Provided in initial training and refresher- 12/25
• First Aid	Date (s): N/A
• Other	Date (s): Security Awareness 2/25, Distracted Driving 12/25, ADA Sensitivity and Customer Service 5/25, Bloodborne Pathogens 2/25, Mobility Device Securement 5/25, Emergency Vehicle Evac 4/25, Injury and Illness Prevention and Drugs and Alcohol Awareness 9/25

By signing this form, I certify that St. Lucie County has taken the above actions within the last year. I understand that providing false information may result in actions by the Commission.

Adolfo Covelli

Date: 4/21/2026

Adolfo Covelli, Transit Director



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 6, 2026
Item Number:	7b
Item Title:	2026-2027 Transportation Disadvantaged Trip Rates
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.8: Transportation Disadvantaged Program
Requested Action:	Approve the 2026-2027 Trip Rates, approve with conditions, or do not approve.
Staff Recommendation:	Because approval of the 2026-2027 trip rates is required for eligibility for transportation disadvantaged grant funding, it is recommended that the LCB review and approve the 2026-2027 trip rates.

Attachments

- TPO Staff Report
- CTC Staff Report
- Rate Model Worksheet



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: April 22, 2026

SUBJECT: **2026-2027 Transportation Disadvantaged Trip Rates**

BACKGROUND

The Transportation Disadvantaged Service Plan (TDSP) addresses the public transportation needs of individuals who are unable to transport themselves due to age, disability, or income. One of the action items in the TDSP is to continue to monitor trip rates and adjust as needed. Toward this end, 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, partly due to the amount of time to board and disembark persons using wheelchairs.

ANALYSIS



The CTC will present the proposed 2026-2027 trip rates. The rates are calculated using a rate model worksheet provided by the Florida Commission for the Transportation Disadvantaged for CTCs to use when adjusting rates.

RECOMMENDATION

Because approval of the 2026-2027 trip rates is required for eligibility for transportation disadvantaged grant funding, it is recommended that the LCB review and approve the 2026-2027 trip rates.



**TRANSIT
MEMORANDUM
26-016**

TO: Members of the Local Coordinating Board
 THROUGH: Adolfo Covelli, Transit Director 
 FROM: Tracy Jahn, Transit Operations Manager 
 DATE: April 16, 2026
 SUBJECT: 2026 – 2027 Trip Rates

Background:

St. Lucie County has completed an updated Rate Model for the Florida Commission for the Transportation Disadvantaged to set the trip rates for the Trip and Equipment grant for State Fiscal Year 2026 – 2027. The Trip and Equipment grant provides reimbursement for Transportation Disadvantaged trips based on these rates.

The proposed rates for the new fiscal year are \$38.17 for ambulatory trips and \$40.68 for wheelchair trips. This rate model has been submitted to the Commission for the Transportation Disadvantaged (CTD) and is awaiting final approval.

Recommendation:

It is recommended that the LCB review and approve the trip rates for 2026-2027. LCB approval is requested based on the condition that final CTD approval does not differ significantly from the proposed rates.

Adolfo Covelli | Director | Transit Department

 2300 Virginia Ave. | Fort Pierce, FL 34982

 (772) 462-1778

 (772) 462-1428

 (772) 462-1684

 Adolfo.Covelli@stlucieco.gov

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 type="radio"/> Yes <input checked="" 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	STOP! Do NOT Complete Sections II - V 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	Do Not Complete Section II 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 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
Complete Cells Below	Complete Cells Below	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group 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
\$ 8,744,753	\$ 2,186,188		
1,886,841	442,592		
229,085	53,736		

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

Ambulatory	Wheelchair	Stretcher	Group
\$ 4.63	\$ 4.94		
\$ 38.17	\$ 40.68		
Go to # 4 below for Ambulatory Service	Go to # 4 below for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II 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			
\$ 4.63	\$ 4.94		
STOP! Do NOT Complete Sections III - V for Ambulatory Service	STOP! Do NOT Complete Sections III - V for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II 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 Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate **0.00** to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2026 - 2027			
		Ambul	Wheel Chair	Stretcher	Group
		Leave Blank	Leave Blank	Leave Blank	Leave Blank
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	0	<input type="text"/>	<input type="text"/>	<input type="text"/>	0
Rate per Passenger Mile =		\$4.63	\$4.94	\$0.00	\$0.00
					per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
		Leave Blank	Leave Blank	Leave Blank	Leave Blank
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	0	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rate per Passenger Trip =		\$38.17	\$40.68	\$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	Leave Blank	Leave Blank	Leave Blank
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rate per Passenger Mile for Balance =		\$4.63	\$4.94	\$0.00	\$0.00
		See Sect. II	See Sect. II		per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Rate per Passenger Mile =					per passenger	per group
Rate per Passenger Trip =					per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

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



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 6, 2026
Item Number:	8a
Item Title:	Community Participation Plan – Empower Level of Influence
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 5.1: Public Participation, Education & Outreach
Requested Action:	Discuss and provide comments to Staff.
Staff Recommendation:	It is recommended that the LCB discuss the Community Participation Plan – Empower Level of Influence and provide comments to Staff.

Attachment

- TPO Staff Report



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: April 22, 2026

SUBJECT: **Community Participation Plan – Empower Level of Influence**

BACKGROUND

The Community Participation Plan (CPP) defines the procedures and strategies used by the TPO to ensure the community has a direct voice in transportation decisions. Community includes anyone who lives, works, or otherwise spends time in St. Lucie County. The CPP emphasizes five levels of public influence to ensure that engagement is weighted effectively across all decision-making phases: Inform, Consult, Involve, Collaborate, and Empower.

The Empower level represents the highest degree of participation, where the TPO/LCB actions or decisions are conceived by the public or its representative committees. Implementing specific solutions and recommendations developed by the community creates a direct feedback loop where public comments aren't just heard, they are followed through on and documented as actual components of the transportation process.

ANALYSIS

Below are selected examples of recommendations made by LCB members that resulted in changes to TPO processes, plans, or activities.

Recommendation: LCB member Milory Senat noted that individual “mystery rides” by CTC Evaluation members could be more effective than the group

rides conducted in the past. **Result:** The CTC Evaluation demand response rides were changed to individual “mystery” rides.

Recommendation: LCB member Milory Senat requested TPO Staff assistance in securing a local venue for the Agency for Persons with Disabilities (APD) Southeast Region quarterly meetings. **Result:** TPO Staff arranged for the March 2026 APD quarterly meeting, attended by more than 200 persons, to be held at the Fenn Center; TPO Staff are in the process of securing a different local venue for the June 2026 APD meeting.

Recommendation: LCB member Mayor Robert McPartlan inquired about public recognition for outstanding drivers at LCB and TPO Board meetings. **Result:** The CTC will report on outstanding drivers at quarterly LCB meetings and at TPO Board meetings during County Transit’s presentations of its Annual TDP Updates.

The above examples demonstrate the critical role the LCB plays in influencing decisions related to serving the needs of transportation disadvantaged persons. Formally recognizing the LCB’s contributions reinforces the commitment to Empowerment outlined in the TPO’s Community Participation Plan.

RECOMMENDATION

It is recommended that the LCB discuss the Community Participation Plan – Empower Level of Influence and provide comments to Staff.



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 6, 2026
Item Number:	8b
Item Title:	Community Transportation Coordinator (CTC) Mobility Projects Updates
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.8: Transportation Disadvantaged Program
Requested Action:	Discuss and provide comments to Staff.
Staff Recommendation:	It is recommended that the LCB discuss the CTC Mobility Projects Updates and provide comments to Staff.

Attachment

- TPO Staff Report



MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: April 22, 2026

**SUBJECT: Community Transportation Coordinator (CTC)
Mobility Projects Updates**

BACKGROUND

The St. Lucie County Transit Department performs the daily functions of the Community Transportation Coordinator (CTC) in St. Lucie County. The CTC provides transportation disadvantaged and other public transportation services. The County contracts with MV Transportation for the provision of these services.

ANALYSIS

The CTC arranges for the provision of transportation services in a manner that is cost-effective and efficient and reduces fragmentation and duplication of services. Furthermore, the CTC has initiated several innovative mobility projects which have received statewide recognition as best practices. St. Lucie County Transit Staff will present statistics, updates, and announcements regarding these mobility projects.

RECOMMENDATION

It is recommended that the LCB discuss the CTC Mobility Project Updates and provide comments to Staff.



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	May 6, 2026
Item Number:	8c
Item Title:	Vehicle Sharing Program
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 3.10: Automated/ Connected/ Electric/ Shared-Use (ACES) Vehicles Planning
Requested Action:	Discuss and provide comments to Staff
Staff Recommendation:	It is recommended that the LCB discuss the proposed vehicle sharing program and provide comments to Staff.

Attachment

- TPO Staff Report

			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

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit Program Manager

DATE: April 22, 2026

SUBJECT: **Vehicle Sharing Program**

BACKGROUND

A vehicle sharing program, also known as car-share, provides on-demand, short-term vehicle access through a phone app. Users independently locate and unlock vehicles parked at designated neighborhood locations rather than at rental offices. Car-share rentals can be very brief, lasting an hour or less, and vehicles can be accessed 24/7.

Car-sharing offers a simple pay-as-you-go model and can be a substitute for car ownership. Leading companies like Zipcar and Enterprise Mobility include fuel and repairs in their rates, and users pay a flat rate for time driven.

Car-sharing can complement public transportation. Car-sharing is often used for regional trips that extend beyond the reach of local bus routes. Area Regional Transit (ART) fixed-route and On Demand vans could provide first/last mile access to car-share vehicles.

ANALYSIS

Both Zipcar and Enterprise Mobility have proposed car-sharing programs for St. Lucie County. Under these agreements, the providers would manage vehicle placement, maintenance, repairs, and cleaning in exchange for monthly minimum revenue guarantees. These monthly fees, paid by a local agency, would be offset by revenue generated from member usage. If driving

revenue met or exceeded the guarantee, no fee would be charged; otherwise, the local agency pays the remaining balance. High rider participation has the potential to fully offset the revenue guarantees, which could result in a net-zero financial impact for the local agency.

Strategic placement of car-share vehicles is critical to program awareness and success. Placement sites must be high-profile, accessible, well-lit, and located in densely populated or high-traffic areas. TPO staff have identified the Tradition area and downtown Fort Pierce as potential locations, as this would ensure coverage in both north and south St. Lucie County. Both areas are served by public transit and offer "first/last mile" connectivity. If a car-share program is implemented, the TPO would collaborate with the selected car-share provider(s), local partners, and the public in the selection of optimal sites.

RECOMMENDATION

It is recommended that the LCB discuss the proposed vehicle sharing program and provide comments to Staff.