



St. Lucie County Transportation Disadvantaged Service Plan (TDSP)

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INTRODUCTION

The Florida Transportation Disadvantaged Program is a statewide program administered by the Florida Department of Transportation through the Florida Commission for the Transportation Disadvantaged (FCTD). The program provides shared-ride transportation to eligible residents who are unable to provide their own due to age, disability, or income status. This coordinated system operates in all 67 Florida counties to provide necessary transportation to medical appointments, employment, educational, and other life-sustaining services.

Development of a Transportation Disadvantaged Service Plan (TDSP) is required by the FCTD. St. Lucie County's TDSP addresses the public transportation needs of at-risk children, seniors, disabled and low-income residents in St. Lucie County. TDSP 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 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. In St. Lucie County, the St. Lucie County Board of County Commissioners (BOCC) is the CTC and the St. Lucie TPO is the planning agency.

2. CTC Designation Date/History

The St. Lucie 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.

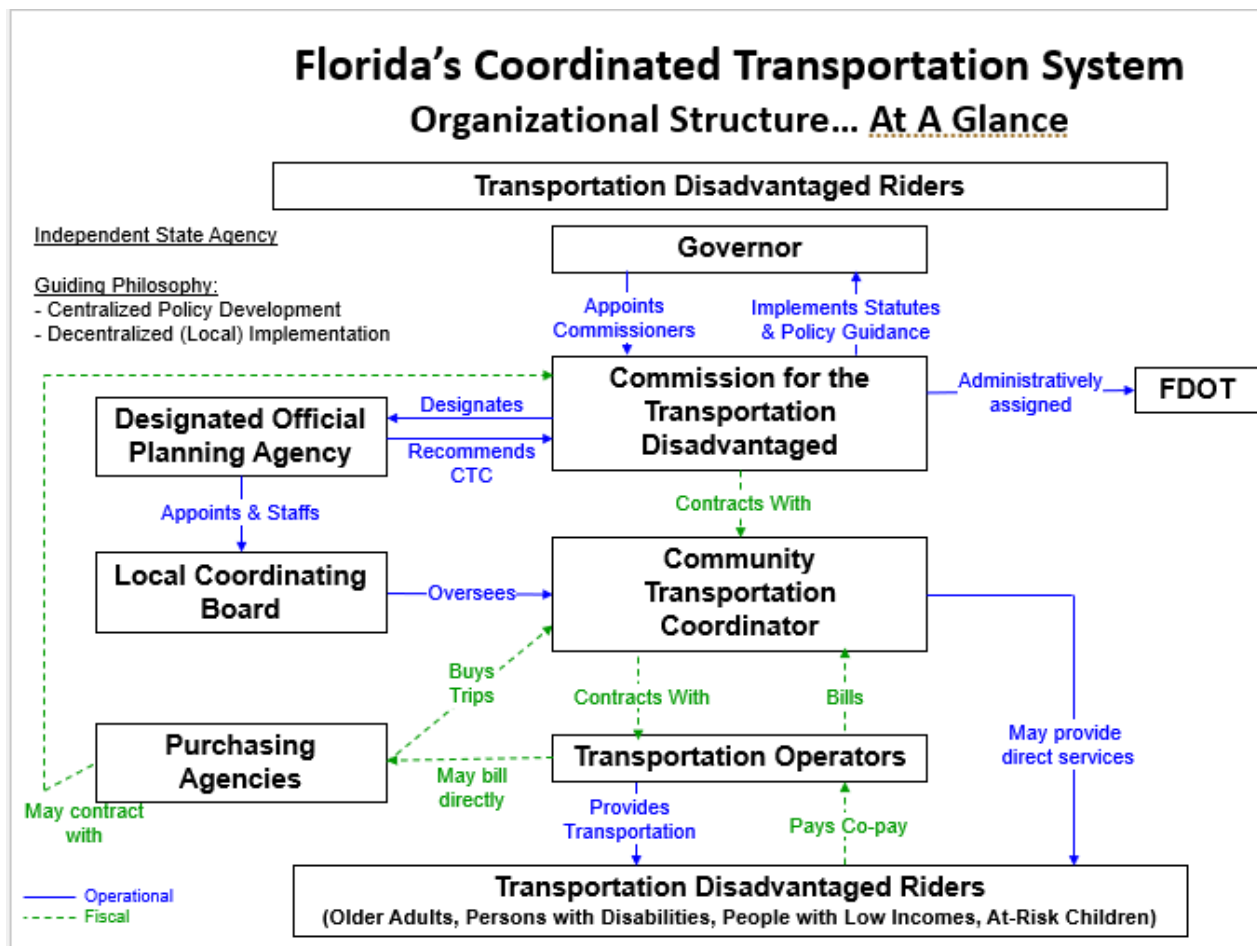


Figure 1: TD Services Organization Chart

4. Consistency Review of Other Plans

B. Local Comprehensive Plans

The purpose of a comprehensive plan is to provide a long-term vision for a community's future, and to guide decisions about development and preservation. The plan covers a wide range of topics, including land use, mobility, and public services, with the goal of improving quality of life.

The mobility element of a local comprehensive plan is a chapter that outlines a community's long-term transportation network, including plans for pedestrians, bicyclists, roads, highways, transit, rail, and aviation. The mobility element focuses on providing a multimodal transportation system that emphasizes public transportation systems, where feasible.

The TDSP is consistent, to the maximum extent feasible, with the comprehensive plans of the City of Port St. Lucie, the City of Fort Pierce, and St. Lucie County.

Local, Regional, and State Transportation Plans

A transportation plan outlines a state, region, or community's vision for its mobility future. The plan includes a comprehensive consideration of possible strategies; an evaluation process that encompasses diverse viewpoints; the collaborative participation of relevant transportation-related agencies and organizations; and open, timely, and meaningful public involvement.

The TDSP is consistent, to the maximum extent feasible, with applicable local, regional, and state transportation plans.

1. Public Participation

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

The TDSP was prepared with input from the general public, which was gathered through meetings with the above-mentioned partners and at a regular meeting of the LCB on February 25, 2026. A Summary of Comments on the TDSP is included in Appendix J. Public notice was provided for the February 25, 2026 LCB meeting in the local newspaper of the largest general circulation.

C. Service Area Profile/Demographics

1. Service Area Description

As shown in Figure 2, St. Lucie County is 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. The TDSP study area is shown in Figure 3.

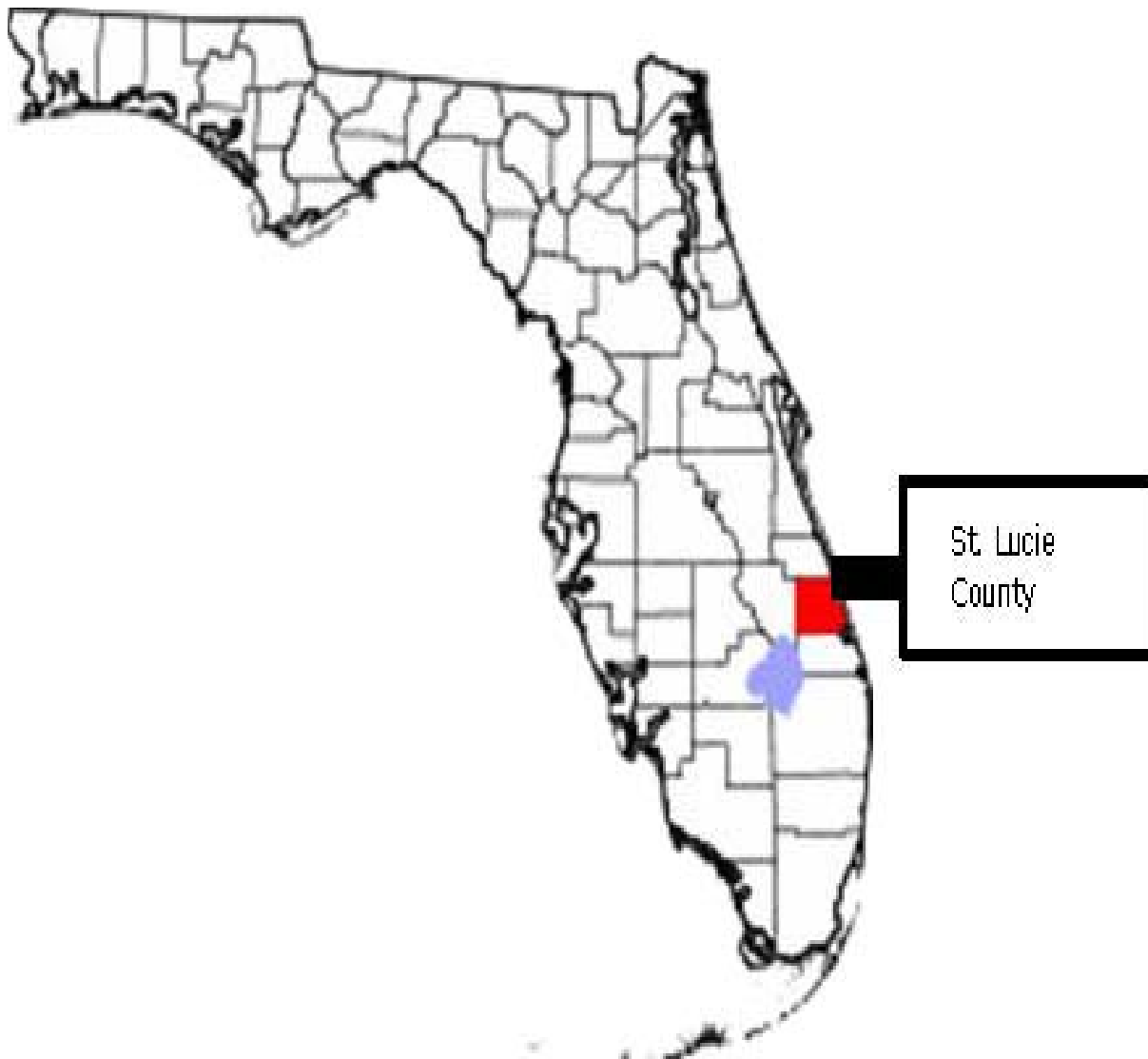
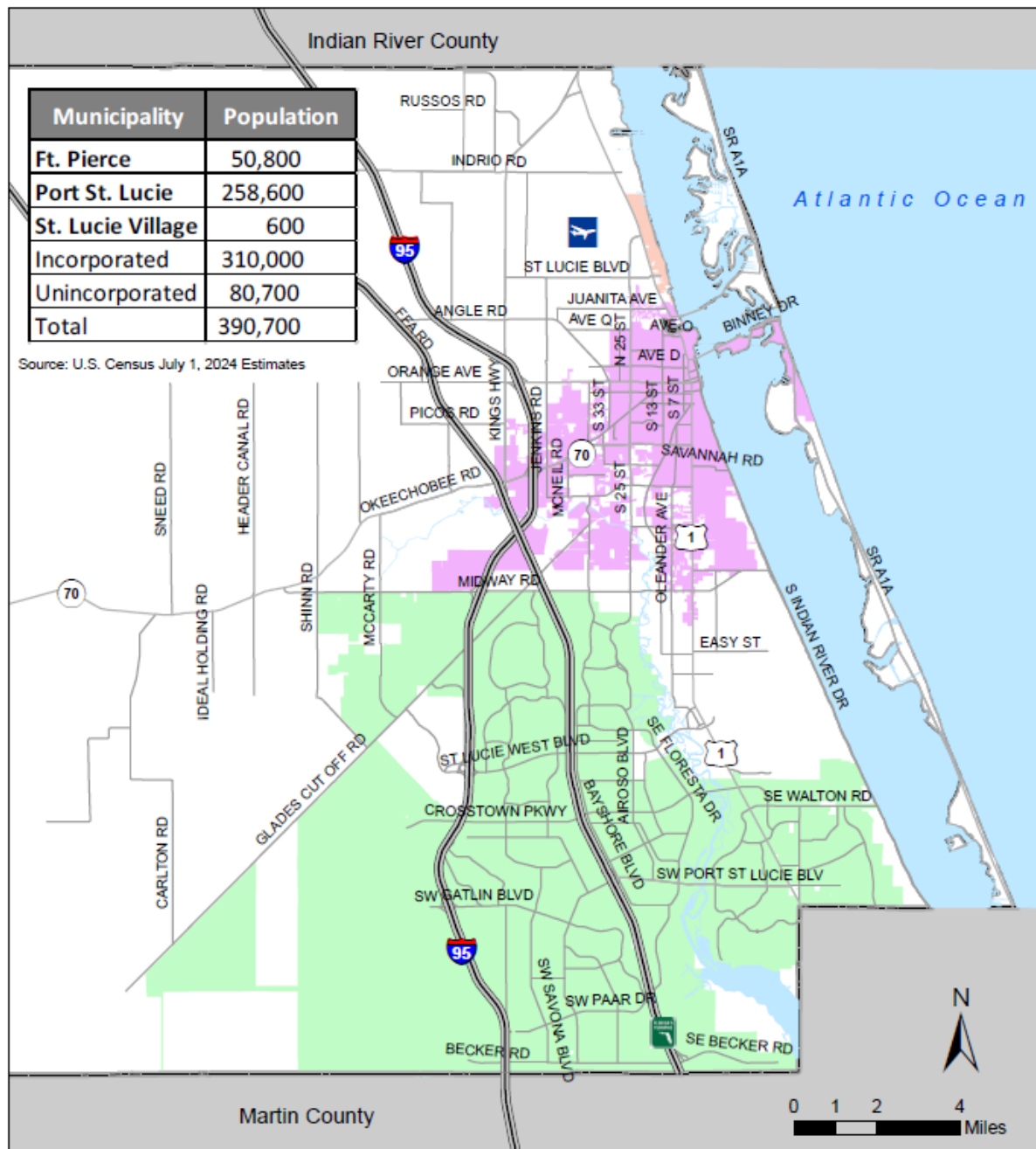


Figure 2: St. Lucie County Location

Figure 3: TDSP Study Area

Legend	Municipal			Study Area
	Fort Pierce	Interstate	Major Road	Study Area Boundary
	Port St. Lucie		SLC_Airport	
	St. Lucie Village			

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 St. Lucie County population has shown consistent growth, with the metropolitan area being among the fastest growing in the nation. The US Census Bureau provides annual estimates of population and other demographics at the local level. Based on the 2024 Census estimate, the St. Lucie County population is approximately 390,700, which represents a five percent increase from the 2023 Census of 373,600. The percentage of persons 65 years and older was 25 percent, which is higher than the statewide percentage of 22 percent. In St. Lucie County, the highest densities of older adult populations are primarily in Port St. Lucie west of I-95 and east of US 1, and on Hutchinson Island. The median household income for St. Lucie County was approximately \$70,000 compared to approximately \$75,000 statewide. Persons living below the poverty level comprised 12 percent of the population of St. Lucie County versus 12 percent statewide.

Based on a land area of 572 square miles and a 2024 Census estimated population of approximately 390,700, St. Lucie County has a population density of approximately 680 persons per square mile. While this number would seem to indicate density 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

St. Lucie County's distinct areas include the cities of Fort Pierce and Port St. Lucie, the sparsely populated western areas, and the populated barrier islands. 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 in the eastern areas. Unincorporated St. Lucie County also has many areas with higher concentrations of households living below the poverty level, although less concentrated than in the cities. The barrier islands and the rapidly developing western areas tend to have higher incomes.

According to the most recent American Community Survey (ACS) 5-Year Estimates (2019-2023), the percentage of St. Lucie County's population with a disability is approximately 17%. For comparison, the most recent data shows the statewide average for Florida is approximately 14%.

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.

Owning a vehicle can be a significant cost, particularly for households already near or below the poverty line. Households without a vehicle, either because of unaffordability or 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 live in zero or one-car households compared to all households. Most high-density areas of zero-vehicle households are in Fort Pierce.

Demographic characteristics are shown in the following maps and are sourced from the current Transit Development Plan, branded *Reimagine Transit*.

Figure 4: Population Density Map | 2025

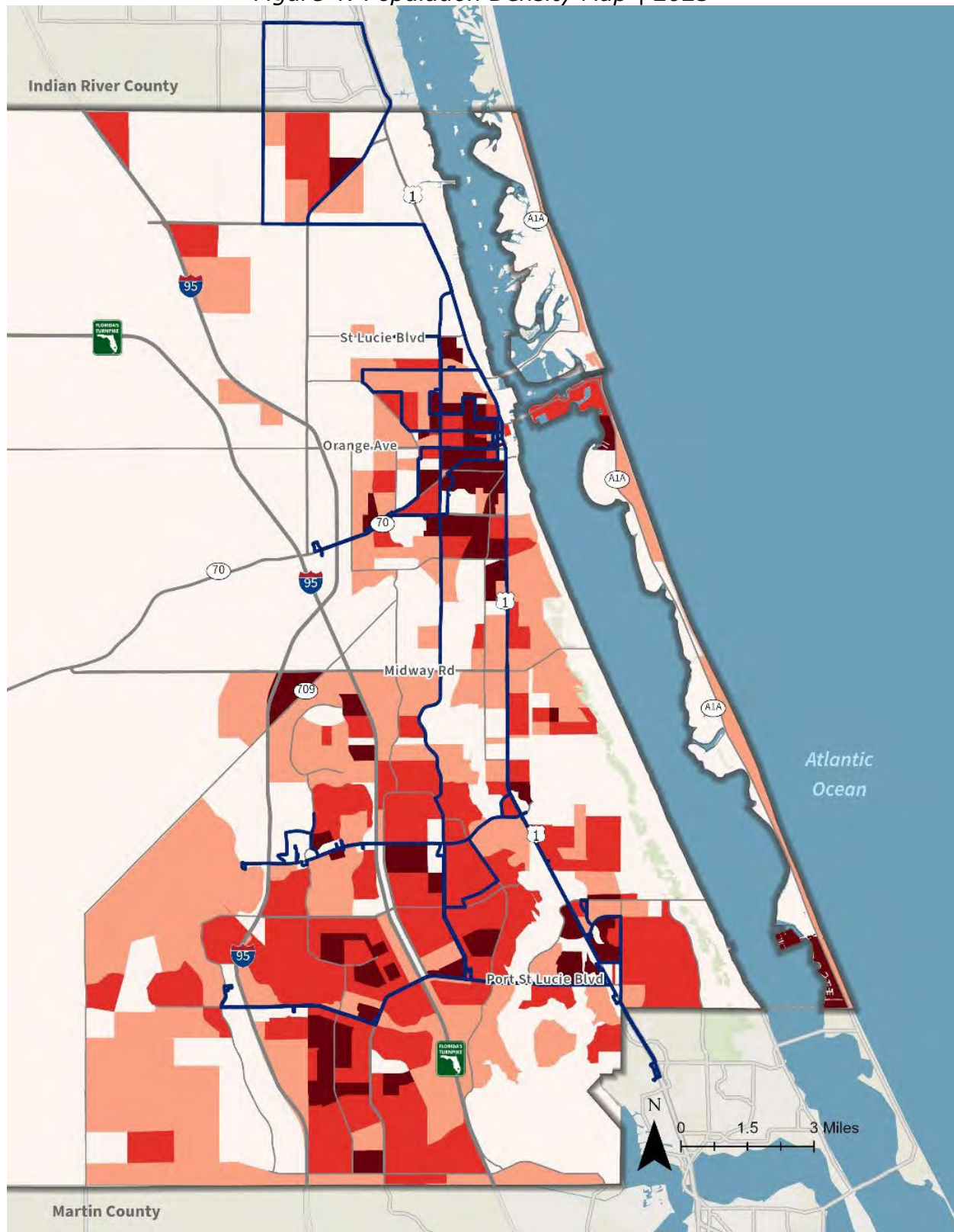


Figure 5: Employment Density Map | 2025

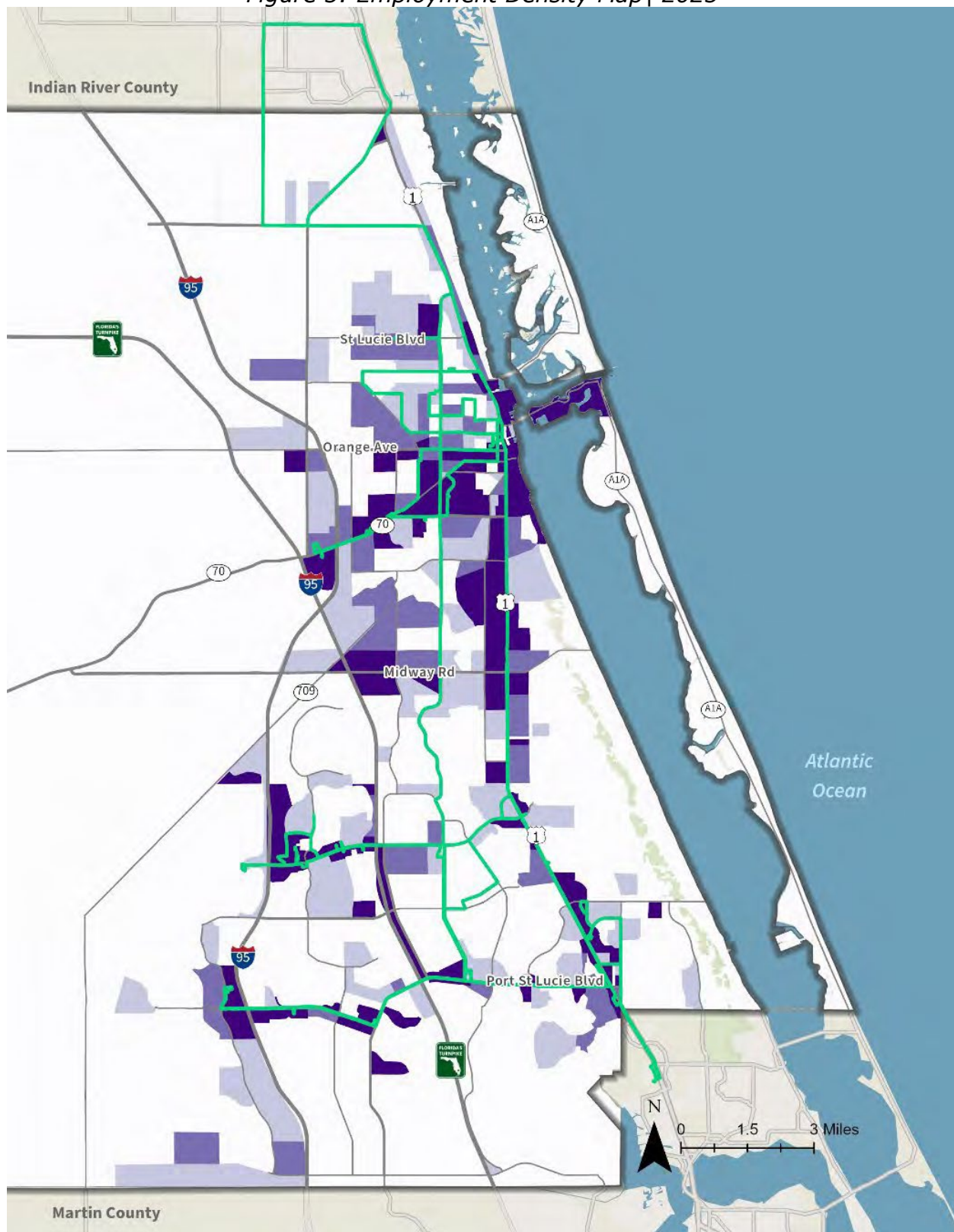


Figure 6: Household Density Map| 2025

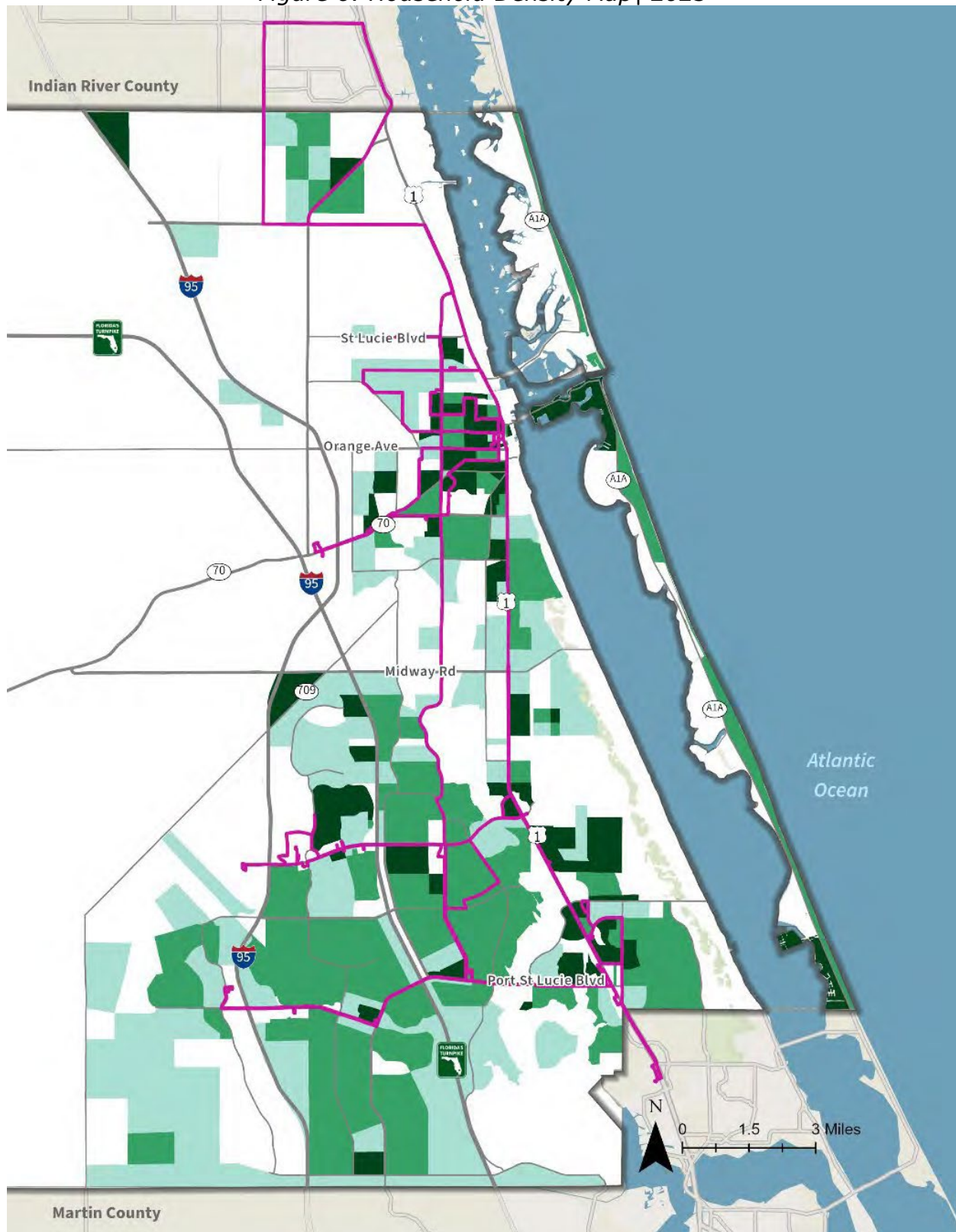


Figure 7: Poverty Map

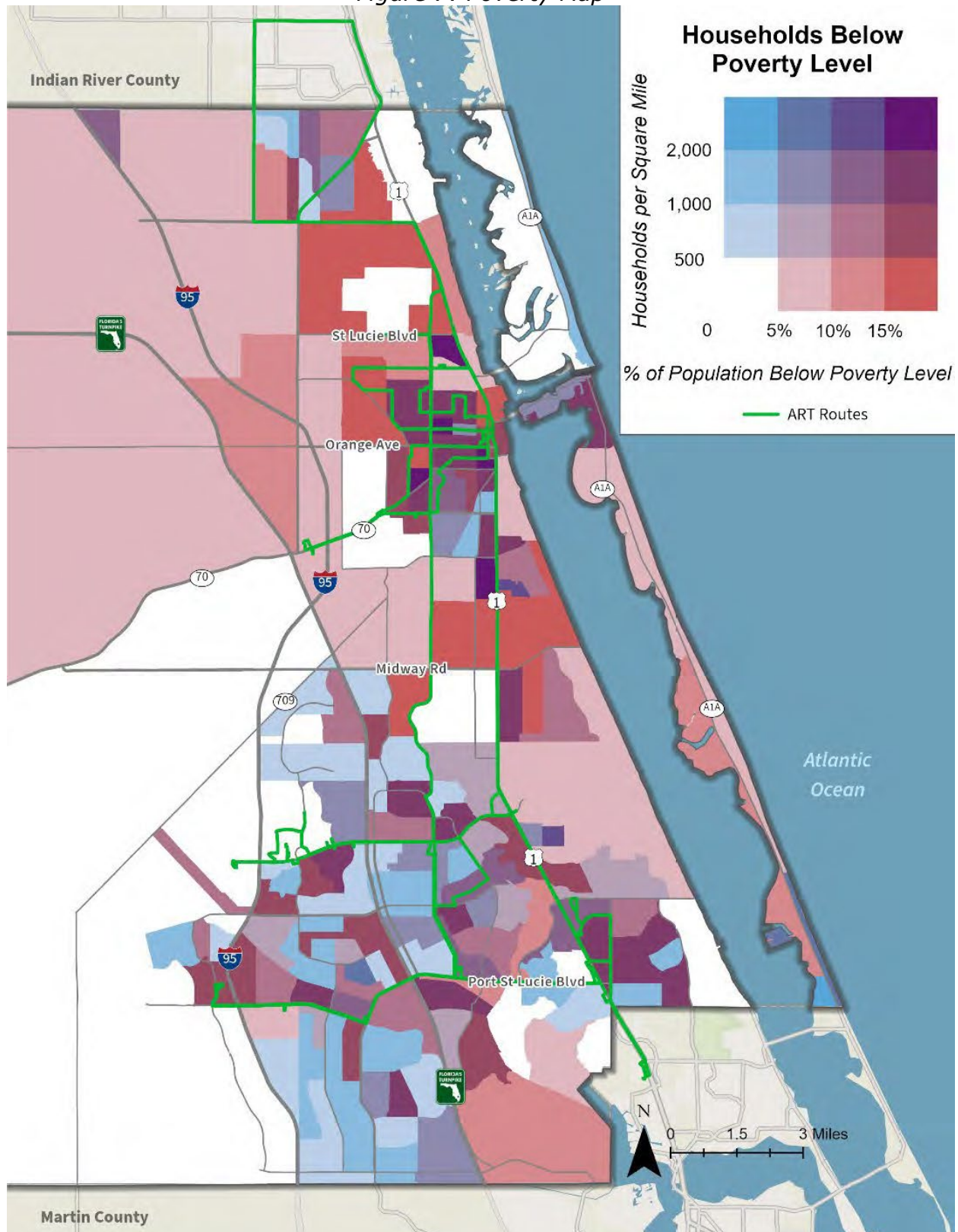


Figure 8: Households with Disabilities Map

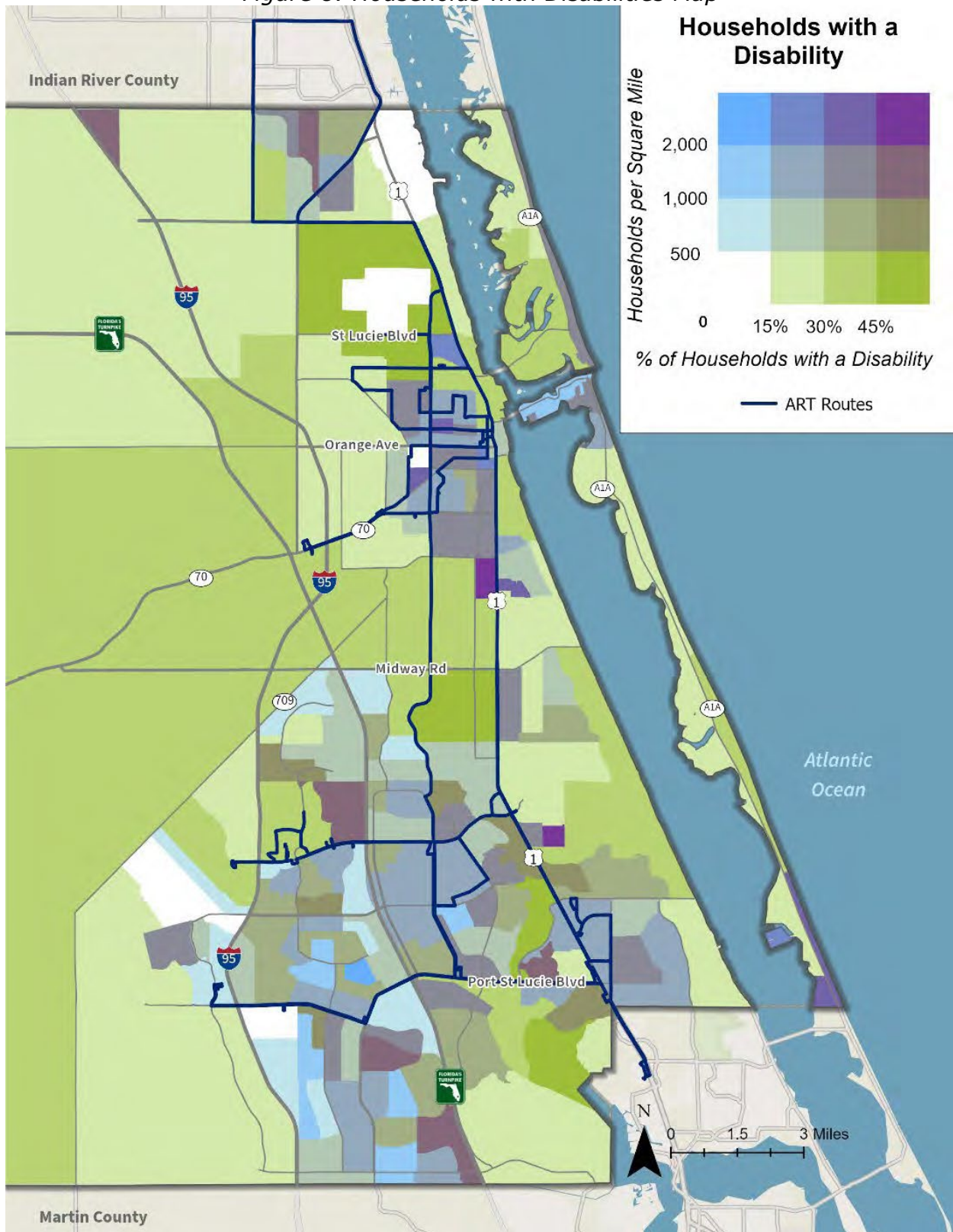
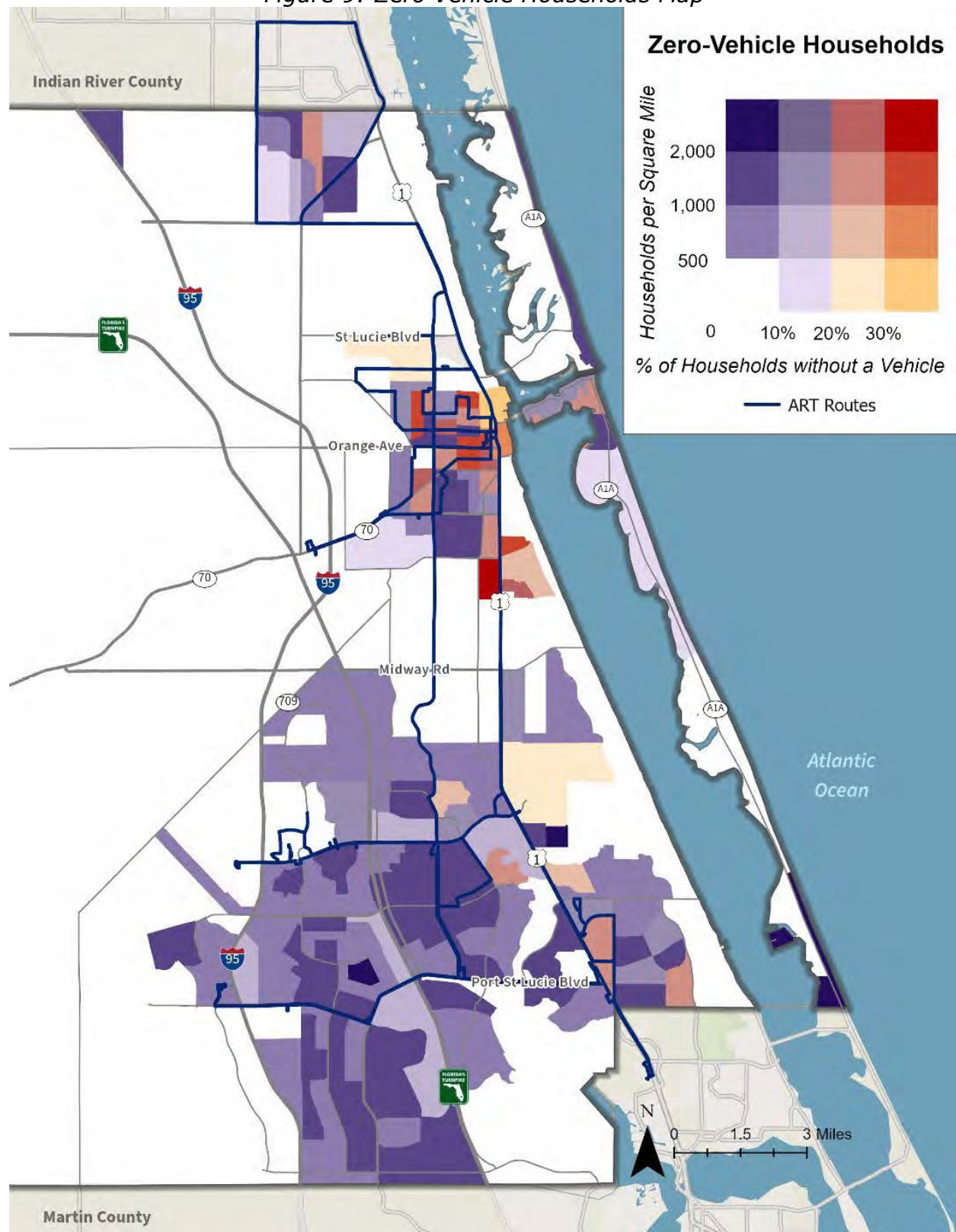


Figure 9: Zero Vehicle Households Map



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	1,896
Cleveland Clinic Martin Health	Healthcare	1,544
City of Port St Lucie	Government	1,363
Walmart Center	Distribution	1,273
HCA Florida St. Lucie Hospital	Healthcare	937
St. Lucie County	Government	791
Indian River State College	Education	734
Pursuit Boats	Manufacture	684

Source: Updates provided by employers to Economic Development Council of St. Lucie County, 2022-2023



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	Dialysis Centers
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.

D. 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.

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 10 shows, there are overlaps among the disabled, elderly, and low-income populations.

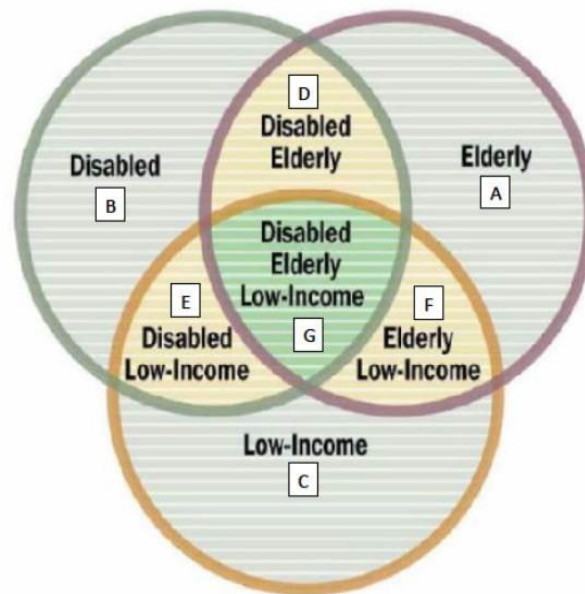


Figure 10: The TD Population

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 150,000 persons, or approximately 39 percent of the total population.

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	150,000	39%

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 14,169, as shown in Table 4.

Critical Need -Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	1,804	722	2,526
<i>Elderly</i>	10,281	1,362	11,643
TOTAL	12,085	2,084	14,169

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 8,134 trips.

<u>Low Income & Not Disabled</u>	48,010		
without auto access	13,059		
without transit access	3,918		
Calculation of Daily Trips			
		Daily Trip Rates	Total
Total Actual Critical TD Population		Per Person	Daily Trips
<i>Severely Disabled</i>	14,169	0.049	694
<i>Low Income ND</i>	3,918	1.899	7,440
Totals	18,087		8,134

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 20,500 by 2030, with a demand for 9,000 daily trips or more than 2.75 million annual trips.

2. Special Needs Population

The Census asks about six types of disability: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Respondents who report any one of the six disability types are considered to have a disability. It is important to note that many adults with 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 needs 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.

E. Mission Statement, Goals, Objectives, and Strategies

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

F. 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	➤ 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. Route 1 is scheduled to resume 30-minute frequencies later this year.

In addition to the eight fixed routes, ART is presently operating ART On Demand, which is a microtransit service in three different zones. Zone 1 is in the southwestern portion of Port St. Lucie. Zone 2 is in the northwestern part of Port St. Lucie. Zone 3 is in the south-central area of Fort Pierce. Zones 2 and 3 are expansions from the original zone. Zone 2 launched on September 26, 2023 and Zone 3 launched on July, 15, 2024. These expansion zones are currently funded through a Service Development grant from 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 Zone 2 covers the area to the north of Zone 1 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. Zone 3 covers the area north of Midway Road to the Treasure Coast International Airport on St. Lucie Blvd. Riders can travel between Zones 1 and 2 through three connection points: the Port St. Lucie Intermodal Facility, the Bayshore Park and Ride, or the Jobs Express Terminal on Gatlin Blvd. Riders can travel between Zones 2 and 3 through two connections points at the entrance to White City Park on Midway Road or on Ralls Road. This service operates from 5:00 a.m. to 9:00 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 US1 and SE Lyngate Dr., 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 US1 and SE Lyngate Dr. 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 Port St. Lucie Intermodal on Deacon Ave. near 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 three zones. Zone 1 is in the South Port St. Lucie/Gatlin Blvd. / Tradition area. Zone 2 is in the St. Lucie

West, Torino area. Zone three is in Fort Pierce from Midway Rd. north to the Treasure Coast International Airport. 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 travel between zones 1 and 2 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. Riders can also travel between zones 2 and 3 by booking a trip to the transfer point at the White City Park entrance or on Ralls Rd. Once a rider has reached one of these transfer points, they can then book a ride in the adjoining zone. Trips are scheduled and dispatched via an app, or they can be arranged via the phone. This service operates from 5:00 a.m. to 9:00 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, 2023, 2024, and 2025 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 Annual Operating Report (AOR) for Fiscal Year, July 1, 2024 -June 30, 2025, there were no unmet trip requests, which was also the case 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

In any calendar month, any customer who has booked ten trips or more and has "no-showed" or "late canceled" at least 10% of those trips will receive a suspension notice. (A trip canceled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.) Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

A "No-Show" occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window. Each No-Show is counted as one penalty point.

A "Late Cancellation" occurs when a customer cancels a trip less than two hours before the start of the 30-minute pick-up window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

All suspension periods will begin on Monday. The length of a customer's suspension will adhere to the following schedule:

- First violation: a customer receives a warning letter
- Second violation: Passenger will receive 7-day (1) week suspension of service
- Third violation: Passenger will receive a 14-day (2) week suspension of service
- Fourth violation: Passenger will receive a 21-day (3) week suspension of service
- Fifth and subsequent violations: Passenger will receive a 28-day (4) week suspension of service

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 to five years, the County publishes a Request for Proposals 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.

2025-2026		
Name	Contact Person	Service(s)
<i>Transportation Operator</i>		
MV Transportation	Smirlys Perez	A/W
<i>Coordinated Contractors</i>		
An Answer to Care	Grace Walter	A/W
Council of Aging of St Lucie, Inc	Lacinda Mouton	A/W
St. Lucie County Veterans	Jose Capellan	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.

The Port Saint Lucie Express began service on September 23, 2024. This service offers two non-stop trips in the morning and afternoon on Monday through Friday from the Jobs Express Terminal on Gatlin Blvd to the Intermodal Transit Center in West Palm Beach. The service is operated by Palm Tran and funded through the Florida Department of Transportation.

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 772-462-1778 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

In any calendar month, any customer who has booked ten trips or more and has "no-showed" or "late canceled" at least 10% of those trips will receive a suspension notice. (A trip canceled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.) Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

A "No-Show" occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window. Each No-Show is counted as one penalty point.

A "Late Cancellation" occurs when a customer cancels a trip less than two hours before the start of the 30-minute pick-up window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

All suspension periods will begin on Monday. The length of a customer's suspension will adhere to the following schedule:

- First violation: a customer receives a warning letter
- Second violation: Passenger will receive 7-day (1) week suspension of service
- Third violation: Passenger will receive a 14-day (2) week suspension of service
- Fourth violation: Passenger will receive a 21-day (3) week suspension of service

- Fifth and subsequent violations: Passenger will receive a 28-day (4) week suspension of service

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 91% 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 20,000 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 in 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 772-462-1778 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 annual operating reports from the coordination contractors to gauge performance throughout the year. If service levels are determined to be ineffective, the CTC may opt to exclude the provider from future contract renewal.

B. Cost / Revenue Allocation and Rate Structure Justification

1. Cost Revenue Allocation

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

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

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

- Ambulatory \$24.90
- Wheelchair \$42.68

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 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 expanding outreach to the local community through various organizations and agencies.	Ongoing	CTC

GOAL 2: Plan for the expansion of the coordinated transportation system as necessary to meet the demand and needs of the transportation disadvantaged.		
	Estimated Date of Completion	Responsible Agency
<i>Objective 2.1— Assure the provision of adequate vehicle capacity to meet the demand for transportation disadvantaged services.</i>		
Strategy 2.1.1— Continue to compare current capacity with needed capacity identified in transit capital acquisition/replacement plans.	Ongoing	Transit Providers/ Other Agencies
<i>Objective 2.2 Assure the provision of adequate operating capacity to meet the demand for transportation disadvantaged services.</i>		
Strategy 2.2.1— Continue to compare current personnel to needed personnel to provide for the overall efficiency of the system and conduct employee training that optimizes the use of resources.	Ongoing	Transit Providers/ Other Agencies

GOAL 3: Provide for the most cost-effective provision of transportation disadvantaged services.		
	Estimated Date of Completion	Responsible Agency
Objective 3.1— Seek to minimize the costs required to operate and administer transportation disadvantaged services.		
Strategy 3.1.1— Continue to transfer capable individuals to the fixed route system.	Ongoing	Transit Providers/ Other Agencies
Strategy 3.1.2— Continue to enforce the no-show policy for the demand response service.	Ongoing	Transit Providers
Strategy 3.1.3— Continue travel training outreach to the local community and mobility management training for agencies.	Ongoing	Transit Providers/ Other Agencies
GOAL 4: Promote land use planning which encourages multi-modal transportation services and minimizes energy consumption.		
	Estimated Date of Completion	Responsible Agency
Objective 4.1— Continue to support procedures that require the consideration of multi-modal transportation system impacts and infrastructure.		
Strategy 4.1.1— Continue involvement by transit agency staff in local development review processes and educate local agency staff on the needs of transit.	Ongoing	CTC
Strategy 4.1.2 – Raise awareness related to transit accessibility and the needs of the transportation disadvantaged population.	Ongoing	CTC/TPO/Transit Providers

Objective 4.2 – Consider the potential for sponsored transportation services, especially for developments with significant elderly populations.		
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 2025	CTC/TPO/Transit Providers

GOAL 7: Operate a safe and secure transportation system.

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.

Estimated Date of
Completion

Responsible Agency

Strategy 7.1.1 – Continually review regulations and update operations plans and procedures on equipment, bus safety, drugs, and alcohol, wheelchair, maintenance manual, and System Safety Program Plan.

As needed

CTC/Transit
Providers

Strategy 7.1.2 – Develop, implement, maintain, and annually update a System Safety Program Plan and Security Program Plan.

As needed

CTC/Transit
Providers

Strategy 7.1.3 – Monitor coordinated contractors to ensure compliance with FCTD regulations.

Ongoing

CTC

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.

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

Objective 7.3 – Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.

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

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 St James Blvd & US Hwy 1	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
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 Hands Clinic & 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 Entrada 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

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 29th 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
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 St Lucie Blvd & A-1 Industries Industrial 33rd St & St Lucie Blvd - S St Lucie Blvd S & Harrison Way - S Juanita Ave & E 21st St Hwy A1A & North US 1

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 & S 11th St N 7th St & Avenue B Avenue D & N 8th St
Route 3 West Avenue D & N 8th St Orange Ave & N 9th St Orange Ave & N 15th St	Orange Ave & N 26th 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

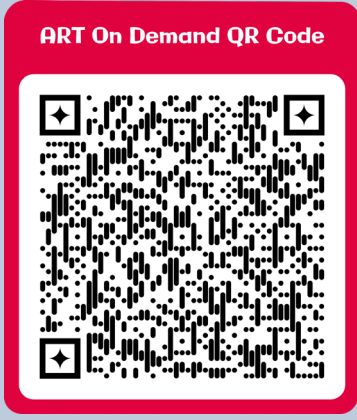
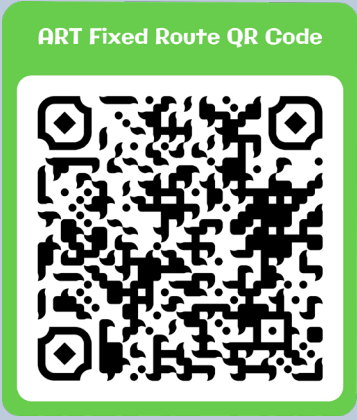
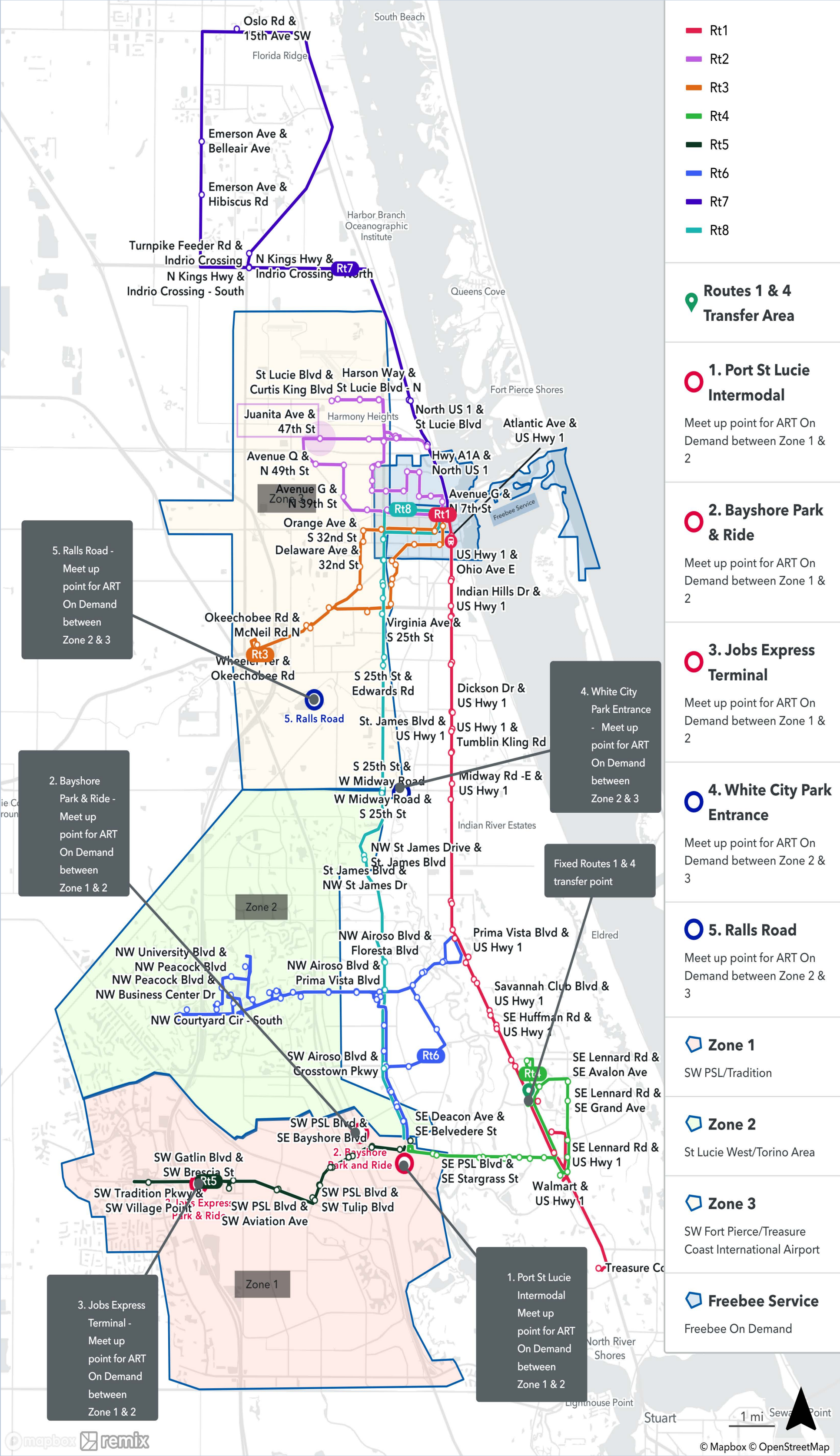
Route 4 East SE Deacon Ave & SE Belvedere St SE PSL Blvd & SE Stargrass St SE PSL Blvd & SE Sherlock Ln	SE PSL Blvd & SE Bordeaux Ct SE PSL Blvd & SE Morningside Blvd SE PSL Blvd & SE Delano Rd South Walmart & US Hwy 1 SE Lennard Rd & US 1	SE Lennard Rd & SE Mariposa Ave SE Lennard Rd & SE Melaleuca Blvd SE Lennard Rd & SE Grand Ave SE Lennard Rd & SE Avalon Ave
Route 4 West SE Lennard Rd & SE 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 North	SE PSL Blvd & SE Montauk St SE PSL Blvd & SE Shipping Rd SE PSL Blvd & SE Midport Rd SE PSL Blvd & Floresta Dr (West) SE Deacon Ave & SE Belvedere St

Route 5 East 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 (East)	SW PSL Blvd & Sansom Ln (East) SW PSL Blvd & Cameo Blvd (East) SW PSL Blvd & SE Bayshore Blvd SE Deacon Ave & SE Belvedere St
Route 5 West SE Deacon Ave & SE Belvedere St SW PSL Blvd & SW Best St SW PSL Blvd & SW Trenton Ln	SW PSL Blvd & SW Cameo Blvd (West) SW PSL Blvd & SW Sansom Ln (West) SW PSL Blvd & SW Dalton Ave (West) SW PSL Blvd & SW Aviation Ave	SW Gatlin Blvd & SW Dakota St SW Gatlin Blvd & SW Import Dr SW Gatlin Blvd & SW Savage Blvd

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 South 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 (East) Prima Vista Blvd & SW Dorchester St SW Irving St & IRSC Adult Education Center	NW Prima Vista Blvd & SW Ravenswood Ln SW Airoso Blvd & Lakehurst Dr SW Airoso Blvd & SW Eyerly Ave Crosstown Pkwy & SW Airoso Blvd SW Airoso Blvd & SW Voltair Ter SW Airoso Blvd & SW Thornhill Dr SW Airoso Blvd & SW Christmas Ter SE Deacon Ave & SE Belvedere St
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 Crosstown Pkwy & SE Sandia Dr 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 (East) Prima Vista Blvd & Rio Mar Ct (East) Rio Mar Dr S & US Hwy 1 Prima Vista Blvd & US 1 Prima Vista Blvd & Rio Mar Ct (West) Prima Vista Blvd & Naranja Ave (West) 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 (West) 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

Route 7 North Avenue D & N 8th St	N Causeway & North US 1 North US 1 & St Lucie Blvd N Kings Hwy & Indrio Crossing - N	Emerson Ave & Hibiscus Rd Emerson Ave & Belleair Ave Oslo Rd & 15th Ave SW (IG Center)
Route 7 South Oslo Rd & 15th Ave SW (IG Center)	Turnpike Feeder Rd & Indrio Crossing N Kings Hwy & Indrio Crossing - S St Lucie Blvd & North US 1	Hwy A1A & North US 1 Avenue D & N 8th St

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
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 (West) 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 Crosstown Pkwy & SW Airoso Blvd SE Deacon Ave & SE Belvedere St



ROUTE 1 NORTHBOUND
(Runs Monday through Friday from 6:00 am to 8:00 pm, Saturday hours are shown in 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 Lenmar Rd & US Hwy 1	6:04 AM	7:04 AM	8:04 AM	9:04 AM	10:04 AM	11:04 AM	12:04 PM	1:04 PM	2:04 PM	3:04 PM	4:04 PM	5:04 PM	6:04 PM	7:04 PM
Jennings Rd & US Hwy 1	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
SE Tiffany Ave & SE Hillmoor Dr	6:11 AM	7:11 AM	8:11 AM	9:11 AM	10:11 AM	11:11 AM	12:11 PM	1:11 PM	2:11 PM	3:11 PM	4:11 PM	5:11 PM	6:11 PM	7:11 PM
Walton Rd & US Hwy 1	6:13 AM	7:13 AM	8:13 AM	9:13 AM	10:13 AM	11:13 AM	12:13 PM	1:13 PM	2:13 PM	3:13 PM	4:13 PM	5:13 PM	6:13 PM	7:13 PM
SE Huffman Rd & US Hwy 1	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
Savannah Club Blvd & 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
Spanish Lakes Rd & E US Hwy 1	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
Prima Vista Blvd & US Hwy 1	6:32 AM	7:32 AM	8:32 AM	9:32 AM	10:32 AM	11:32 AM	12:32 PM	1:32 PM	2:32 PM	3:32 PM	4:32 PM	5:32 PM	6:32 PM	7:32 PM
US Hwy 1 & Rio Mar Dr - N	6:33 AM	7:33 AM	8:33 AM	9:33 AM	10:33 AM	11:33 AM	12:33 PM	1:33 PM	2:33 PM	3:33 PM	4:33 PM	5:33 PM	6:33 PM	7:33 PM
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US Hwy 1 & Tumblin Kling Rd N	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
St James Blvd & US Hwy 1	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
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Indian Hills 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
US Hwy 1 & Ohio Ave E	6:51 AM	7:51 AM	8:51 AM	9:51 AM	10:51 AM	11:51 AM	12:51 PM	1:51 PM	2:51 PM	3:51 PM	4:51 PM	5:51 PM	6:51 PM	7:51 PM
Atlantic Ave & US Hwy 1	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 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
(Runs Monday through Friday from 6:00 am to 8:00 pm, Saturday hours are shown in 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	6:10 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
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
Rands Clinic & US Hwy 1	6:19 AM	7:19 AM	8:19 AM	9:19 AM	10:19 AM	11:19 AM	12:19 PM	1:19 PM	2:19 PM	3:19 PM	4:19 PM	5:19 PM	6:19 PM	7:19 PM
Tumblin Kling Rd & 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
SE Entrada 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	6:31 AM	7:31 AM	8:31 AM	9:31 AM	10:31 AM	11:31 AM	12:31 PM	1:31 PM	2:31 PM	3:31 PM	4:31 PM	5:31 PM	6:31 PM	7:31 PM
La Buena Vista Dr & US Hwy 1	6:32 AM	7:32 AM	8:32 AM	9:32 AM	10:32 AM	11:32 AM	12:32 PM	1:32 PM	2:32 PM	3:32 PM	4:32 PM	5:32 PM	6:32 PM	7:32 PM
US Hwy 1 & SE Huffman Rd W	6:33 AM	7:33 AM	8:33 AM	9:33 AM	10:33 AM	11:33 AM	12:33 PM	1:33 PM	2:33 PM	3:33 PM	4:33 PM	5:33 PM	6:33 PM	7:33 PM
Veteran's Memorial Pkwy & US Hwy 1	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
SE Lyngate Dr & W US Hwy 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
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	6:53 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
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 EASTBOUND
(Runs Monday through Friday from 6:00 am to 8:00 pm, Saturday hours are shown in blue)

Hwy A1A & North US 1	6:33 AM	7:33 AM	8:33 AM	9:33 AM	10:33 AM	11:33 AM	12:33 PM	1:33 PM	2:33 PM	3:33 PM	4:33 PM	5:33 PM	6:33 PM	7:33 PM
Juanita Ave E, 21st Ct	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 & 25th St	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
Avenue Q & N 27th St	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
Avenue P & N 29th St	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
Avenue L & N 29th St	6:39 AM	7:39 AM	8:39 AM	9:39 AM	10:39 AM	11:39 AM	12:39 PM	1:39 PM	2:39 PM	3:39 PM	4:39 PM	5:39 PM	6:39 PM	7:39 PM
Avenue I & N 29th 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 I & N 24th 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 I & N 19th St	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
Avenue O & N 17th 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 O & 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 E & 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

ROUTE 2 WESTBOUND
(Runs Monday through Friday from 6:00 am to 8:00 pm, Saturday hours are shown in 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	6:10 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
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. & Esser 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	6:21 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
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
St Lucie Blvd & A-1 Industries	6:25 AM	7:25 AM	8:25 AM	9:25 AM	10:25 AM	11:25 AM	12:25 PM	1:25 PM	2:25 PM	3:25 PM	4:25 PM	5:25 PM	6:25 PM	7:25 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 & 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 & E, 21st St	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

SLATS RIDER GUIDE





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: October 2024

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An Overview:

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

Fixed-route buses are fully accessible. 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.

Please note that demand for SLATS transit service is high, it is essential that each customer carefully follows 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 Assistance:

*****ART - reservations can be placed from 8:00 a.m. to 5:00 p.m.***

Monday - Friday; to make an appointment please call

772-462-1778 and pressing option #1**. The reservationist will assist with customer service questions and reservations.

ART Dispatchers are responsible for scheduling vehicles and dispatching trips within St. Lucie County.

***** If you need to cancel or check on a pending trip, call 772-462-1778 and press option#2. *****

- When speaking with the Dispatcher, let them know if you are canceling all trips or just one of the trips.
- Cancellation calls should be made at least **2 hours** before the ride time.
- If the cancellation is **less than 2 hours** before the ride time, the rider will be marked a "**no-show**".

Service Area:

Federal regulations define the ADA paratransit service area as being within three-quarters (3/4) of a mile on either side of a fixed bus route.

Eligibility:

Individuals interested in using SLATS Paratransit Service must apply through a paper or on-line 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 21 business days). 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 from 8:00 a.m. and 3:30 p.m. by calling 772-462-1778 and pressing 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 assist you in making reservations. To reach Customer Service, please call: 772 462-1778 and press option #1.**

Hours of Operation:

Services are available Monday through Friday between the hours of 6:00 a.m. to 8:00 p.m. and Saturdays from 8:00 a.m. to 4:00 p.m. (except 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 before the travel date. Next-day reservations must be completed before 5:00 p.m.

Same-day service is NOT available for the SLATS program.

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

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

Client ID Number – (rider account 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)

Persons with dietary concerns NEED to advise the reservationist before their trip of such situations to bring a snack and this is only allowed only if documented in your eligibility file.

You will receive an automated call the night before your scheduled trip, advising you of the information confirmed and provided to you by the reservationist on the day of your booking.

Standing Order Reservations:

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. Example; 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. Foreexample, 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 of 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 Policies: **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 aid 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 press option #4**

Cancellation and No-Show Policy:

To cancel your reservation, make sure to call the customer service line at **772-462-1778 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.

Example; 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.**

Example 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 should call customer service to rebook a return trip. **Keep in mind another vehicle may take up to two (2) or more hours to reach you.**

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

In any calendar month, any customer who has booked ten trips or more and has "no-showed" or "late canceled" at least 10% of those trips will receive a suspension notice. (A trip canceled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.) Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

A "No-Show" occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window. Each No-Show is counted as one penalty point.

A "Late Cancellation" occurs when a customer cancels a trip less than two hours before the start of the 30-minute pick-up window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

All suspension periods will begin on Monday. The length of a customer's suspension will adhere to the following schedule:

Upon a first violation in the calendar year, a customer receives a warning letter.

Second violation:

- **7-day (1-week) suspension**

Third violation:

- **14-day (2-week) suspension**

Fourth violation:

- **21-day (3-week) suspension**

Fifth and subsequent violations:

- **28-day (4-week) suspension**

Boarding Early:

If your vehicle arrives before your scheduled pick-up window and you are ready, you may board immediately. Example, The SLATS vehicle arrives at 8:50 a.m. for a pick-up window that runs from 9:00 a.m.-9:30 a.m. if 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 a.m.)*

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 a wheelchair and 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 use the vehicle lift if they request it. An ambulatory rider is a person who 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:

All SLATS drivers receive specific training required to provide service to the community. 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 **call 772-462-1778 and press option #4**. Please report any transit you are experiencing, we cannot improve the service if we are not aware of such situations.

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 about the routing, scheduling, or quality of service of transportation based on race, color, national origin, age, sex, religion, disability or family status."

If you feel you have been discriminated against 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



Appendix C
TD Eligibility Application



BOARD OF COUNTY COMMISSIONERS ST LUCIE COUNTY, FLORIDA

Paratransit Application

Please submit a copy of your valid Florida Driver's license/ID or government issued ID card with this 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 by email to rideslc@stlucieco.org. 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.gov

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 Ave
Fort Pierce, FL 34982
Fax: 772-462-1684
Email: rideslc@stlucieco.gov

**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: _____

Rider ID #: _____

New Applicant Yes: ☐

Part 1 - General Information

First Name: _____ Last 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: _____

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

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.**

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

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

☐ Oxygen	☐ Cane	☐ Powered scooter
☐ Leg braces	☐ Walker	☐ Powered wheelchair
☐ Long white cane	☐ Crutches	☐ Manual wheelchair
☐ Service animal - Describe: _____		
☐ 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

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



Area Regional Transit Paratransit Eligibility Medical Verification Forms

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

Note to Medical Provider: By completing and signing the medical documents, you certify 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 client's eligibility.

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

Category 1: Individuals who, as a result of 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.gov, you may submit additional completed verification forms as applicable:

Form A - General Medical

Form B - Vision

Form C - Epilepsy or Seizure Disorders

Form D - Cognitive or Mental Health Conditions

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



Area Regional Transit Paratransit Eligibility

Form A: General Medical

To be completed by a Licensed Health Care Provider:

Applicant's Name:

Date of Birth:

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

2. Date of onset?

3. Is the applicant's functional limitation permanent? Yes ☐ No ☐
If no, expected duration? Number of Months , Number 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 the applicate be left unattended at pick-up or drop-off locations? Yes ☐ No ☐
If no, please explain:

I certify that the information provided above is correct:

Signature of Licensed Health Care Provider

Date

Clearly print your contact information below:

Name

Board cert # or License #

Phone#

Fax#

Business address:

Fax: 772-462-1684



Email: rideslc@stlucieco.gov



Area Regional Transit Paratransit Eligibility - Form B: Vision

To be completed by a Licensed Health Care Provider:

Applicant's Name:

Date of Birth:

1. Please state the applicant's Visual Impairments.

2. Date of onset?

3. Applicant's best corrected Visual Acuity: OS OD

4. Is the applicant's functional limitation permanent? ☐ Yes No ☐
In no, expected duration: Number of Months Number of Years

5. How does the 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 paratransit at all times with a PCA?
Yes ☐ No ☐
If yes, please explain:

7. For safety reasons, can the applicate be left unattended at pick-up or drop-off locations?
Yes ☐ No ☐
If no, please explain:

I certify that the information provided above is correct:

Signature of Licensed Health Care Provider

Date

Clearly print your contact information below:

Name

Board cert # or License #

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. Is the applicant's functional limitation permanent? ☐ Yes ☐ No
In no, expected duration: Number of Months Number of Years

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

7. For safety reasons, can the applicate be left unattended at pick-up or drop-off locations?
Yes ☐ No ☐
If no, please explain:

I certify that the information provided above is correct:

Signature of Licensed Health Care Provider

Date

Clearly print your contact information below:

Name

Board cert # or License #

Phone#

Fax#

Business address:





Area Regional Transit Paratransit Eligibility

Form D: Cognitive or Mental Health Conditions

To be completed by a Licensed Health Care Provider:

Applicant's Name:

Date of Birth:

1. Please state the applicant's diagnosis from the DSM.

2. Date of onset?

3. Check any of the following that pertain to the individual's disability:

☐	Orientation	☐	Concentration	☐	Monitoring time
☐	Problem-solving	☐	Coping Skills	☐	Judgment
☐	Short term memory	☐	Communication	☐	Gait or balance

I certify that the information provided above is correct:

Signature of Licensed Health Care Provider

Date

Print your contact information below:

Name

Board cert # or License #

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**

February 2026

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 25-26 Vehicle Inventory

Vehicle #	Year	Vehicle Make Size Type	VIN	WC	Current Mileage	Expect ed Retire Date	Funding Source
1201	2012	Gillig 29'	15GGE2711C1092446	yes	255,151	2026	5309
1203	2012	Gillig 29'	15GGE2719C 1092436	yes	448,882	2026	5309
1204	2012	Gillig 29'	15GGE2710C1092437	yes	463,988	2026	5309
1205	2012	Gillig 29'	15GGE2712C1092438	yes	475,196	2026	5309
1206	2012	Gillig 29'	15GGE2714C1092439	yes	452,228	2026	5309
1207	2012	Gillig 29'	15GGE2710C1092440	yes	479,759	2026	5309
1208	2012	Gillig 29'	15GGE2712C1092441	yes	391,144	2026	5309
1209	2012	Gillig 29'	15GGE2714C1092442	yes	453,217	2026	5309
1210	2012	Gillig 29'	15GGE2716C1092443	yes	395,725	2026	5309
1211	2012	Gillig 29'	15GGE2718C1092444	yes	427,110	2026	5309
1401	2014	Eldorado 31'	1N9MNAC62EC084384	yes	241,809	2026	5307
1402	2014	Eldorado 31'	1N9MMAC64EC084385	yes	252,414	2026	5309
1801	2019	Gillig 40'	15GGD271XK3190039	yes	282,150	2031	5307
1802	2019	Gillig 40'	15GGD2716K3190040	yes	290,610	2031	5307 5339
F2201	2022	Eldorado 31' bus	1N9MNABM9NC084074	yes	189,740	2032	5307
F2202	2022	Eldorado 31' bus	1N9MNABM0NC084075	yes	153,942	2032	5307
F2203	2022	Eldorado 31' bus	1N9MNABM2NC084076	yes	164,050	2032	5307
F2401	2024	Gillig 35'	15GGB2716R3200386	yes	70,546	2036	5307
F2402	2024	Gillig 35'	15GGB2718R3200387	yes	92,459	2036	5307
F2403	2024	Arboc- Chev Expr 4500	1HA6GUB71PN016952	yes	43,229	2029	5307
F2404	2024	Arboc- Chev Expr 4500	1HA6GUB78PN016821	yes	34,324	2029	5307
F2405	2024	Arboc- Chev Expr 4500	1HA6GUB70PN016957	yes	33,138	2029	5339
F2406	2024	Arboc- Chev Expr 4500	1HA6GUB77PN016907	yes	59,391	2029	5307
13 01	2014	Champion 27'	5WEXWSKK8 EH775871	yes	227,520	2026	5309
13 02	2014	Champion 27'	5WEXWSKKX EH775872	yes	230,883	2026	5309
13 03	2014	Champion 27'	5W EXWSKK 1EH775873	yes	245,429	2026	5309

13 05	2014	Champion 27'	5W EXWSKK5EH775875	yes	265,932	2026	5307
13 14	2014	Champion 31'	5WEASSKM6EH768436	yes	220,992	2026	5307
13 15	2014	Champion 31'	5W EASSKM8EH768437	yes	191,728	2026	5307
13 18	2014	Champion 31'	5WEASSKM8EH768440	yes	191,751	2026	5307
13 20	2013	Champion 23'	1GB6G5BL3D1173719	yes	153,490	2026	5307
17 02	2019	Goshen Coach 29'	1HA6GVBG5HN009283	yes	213,620	2026	5310
P1101	2011	Chevy Express	1GB6G5GXB1162698	yes	146,115	2028	5310
P0901	2009	Chevy 5500	1GBE4V1G07F425717	yes	46,833	2028	5310
P1601	2016	Ford E450	1FDFE4FS5GDC08403	yes	212,074	2028	5310
P1603	2016	Ford E450	1FDFE4FS8GDC03275	yes	127,639	2028	5310
P1604	2016	Ford E450	1FDFE4FS5GDC03279	yes	141,225	2028	5310
P1901	2019	Ford E450	1FDFE4FS3KDC21644	yes	67,569	2031	5310
P2201	2020	Ford Transit Van 22'	1FDVU4X89LKB75784	yes	128,502	2027	5310
P2401	2024	Braun Van	2C4RC1CG4RR187890	yes	10,132	2029	5310
P2402	2024	Braun Van	2C4RC1CG4RR187968	yes	8,723	2029	5310
P2403	2024	Braun Van	2C4RC1CG9RR188033	yes	8,779	2029	5310
21 01	2021	Ford 23'	1FDFE4FN0MDC20433	yes	190,965	2028	5307
21 02	2021	Ford 23'	1FDFE4FN2MDC20434	yes	176,877	2028	5307
21 03	2021	Ford 23'	1FDFE4FN6MDC20436	yes	181,612	2028	5307
21 04	2021	Ford 23'	1FDFE4FN8MDC20437	yes	166,850	2028	5307
21 05	2021	Ford 23'	1FDFE4FNXMDC20438	yes	184,990	2028	5307
21 06	2021	Ford 23'	1FDFE4FN1MDC20439	yes	188,920	2028	5307
20 01	2019	Braun Van	2C7WDGBG3KR801017	yes	159,978	2026	5307
20 03	2019	Braun Van	2C7WDGBG9KR808280	yes	151,999	2026	5307
20 04	2019	Braun Van	2C7WDGBG6KR803070	yes	149,808	2026	5307
20 05	2019	Braun Van	2C7WDGBG0KR803064	yes	156,264	2026	5307
20 06	2019	Braun Van	2C7WDGBG2KR799390	yes	172,551	2026	5307
20 07	2019	Braun Van	2C7WDGBG4KR803021	yes	154,260	2026	5307
20 08	2019	Braun Van	2C7WDGBG5KR801147	yes	146,671	2026	5307
20 09	2019	Braun Van	2C7WDGBG4KR801088	yes	157,460	2026	5307
20 10	2019	Braun Van	2C7WDGBG5KR803013	yes	146,931	2026	5307
M2202	2022	Braun Van	2C4RC1CG7NR103796	yes	151,641	2028	5307
M2203	2022	Braun Van	2C4RC1CG7NR103801	yes	184,292	2028	5307

M2204	2022	Braun Van	2C4RC1CG7NR103779	yes	174,951	2028	5307
M2205	2022	Braun Van	2C4RC1CG7NR103782	yes	135,500	2028	5307
M2206	2022	Braun Van	2C4RC1CG8NR224126	yes	135,482	2028	FDOT Serv Dev
M2207	2022	Braun Van	2C4RC1CG8NR224207	yes	117,488	2028	FDOT Serv Dev
M2208	2022	Braun Van	2C4RC1CG8NR224210	yes	111,413	2028	FDOT Serv Dev
M2209	2022	Braun Van	2C4RC1CG7NR224313	yes	116,525	2028	FDOT Serv Dev
M2301	2023	Braun Van	2C4RC1CG3PR583340	yes	69,159	2029	5339
M2302	2023	Braun Van	2C4RC1CG3PR583354	yes	72,049	2029	5339
M2303	2023	Braun Van	2C4RC1CG3PR587579	yes	77,126	2029	5339
M2304	2023	Braun Van	2C4RC1CG3PR583371	yes	89,999	2029	5339
M2305	2024	Braun Van	2C4RC1CG0PR582677	yes	46,990	2028	FDOT Ser Dev
M2306	2024	Braun Van	2C4RC1CG0PR583117	yes	44,033	2028	5307
M2307	2024	Braun Van	2C4RC1CG2PR587590	yes	51,024	2028	FDOT Ser Dev
M2401	2024	Braun Van	2C4RC1CG4RR157952	yes	24,405	2029	5339
M2402	2024	Braun Van	2C4RC1CG4RR157928	yes	29,120	2029	5339
M2403	2024	Braun Van	2C4RC1CG4RR183614	yes	29,449	2029	5310
P835	2018	Dodge Caravan	2C7WDGBGXJR363031	yes	76,421	2027	5310
S - 01	2007	Ford 500	1FAFP24127G114707	s/v	152,773	2026	5307
S - 02	2012	Ford Escape	1FMCUOC74CKB19586	s/v	88,151	2026	5307
S - 03	2012	Ford Escape	1FMCUOC72CKB19585	s/v	66,395	2026	5307
S - 04	2012	Ford Escape	1FMCUOC70CKB19584	s/v	53,767	2026	5307
S - 05	2019	Chevy Malibu	1G1ZB5ST9KF195742	s/v	60,266	2026	5307
S - 06	2020	Chevy Malibu	1G1ZB5STOLF022533	s/v	56,673	2026	5307
S - 07	2020	Chevy Traverse	1GNERFKW2LJ121814	s/v	63,416	2026	5307
MV-2	2017	GMC	1GAWGFFF6H1316876	s/v	54,247	2026	5310
S - 08	2025	FORD F-350	1FD8W3GN4SED69790	s/v	1,815	2035	5307

Appendix F
System Safety Program Plan Certification

SAFETY AND SECURITY CERTIFICATION

DATE: January 13, 2026
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 2025-26 GRIEVANCE PROCEDURES

August 13, 2025

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 13th day of August 2025.

ST. LUCIE COUNTY LOCAL COORDINATING
BOARD FOR THE TRANSPORTATION DISADVANTAGED

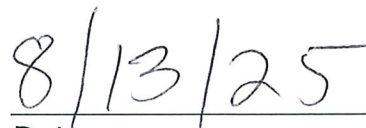


David Pickett
Chairman

ATTEST:



Marceia Lathou
Transit Program Manager



Date

Appendix H
Rate Model Calculation Spreadsheet

Worksheet for Multiple Service Rates

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

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
☒ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ 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
☒ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ 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
☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No

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	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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	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			
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	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

☒ Pass. Trip
☐ Pass. Mile

Leave Blank

per passenger 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: 2025 - 2026				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		1,256,123	294,646	Leave Blank	Leave Blank	0
Rate per Passenger Mile =		\$3.05	\$5.22	\$0.00	\$0.00	\$0.00
		per passenger per group				

		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		150,860	37,715	Leave Blank	Leave Blank	
Rate per Passenger Trip =		\$24.90	\$42.68	\$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	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$3.05	\$5.22	\$0.00	\$0.00	\$0.00
		per passenger per group				

Rates If No Revenue Funds Were Identified As Subsidy Funds

Worksheet for Multiple Service Rates

- 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

CTC: St. Lucie Board
County: St. Lucie

Version 1.4

	Rate per Passenger Mile =	Ambul	Wheel Chair	Stretcher	Group	
		\$6.85	\$11.74	\$0.00	\$0.00	\$0.00
					per passenger	per group
	Rate per Passenger Trip =	Ambul	Wheel Chair	Stretcher	Group	
		\$55.95	\$95.91	\$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

Glossary of Terms and Abbreviations

ADA	Americans with Disabilities Act
BOCC	St. Lucie Board of County Commissioners
CTC	Community Transportation Coordinator
FAC	Florida Administrative Code
FCTD	Florida Commission for the Transportation Disadvantaged
FDOT	Florida Department of Transportation
F.S.	Florida Statute
FY	Fiscal Year
LCB	Local Coordinating Board for the Transportation Disadvantaged
LRTP	Long Range Transportation Plan
MPO	Metropolitan Planning Organization
TD	Transportation Disadvantaged
TDP	Transit Development Plan
TDSP	Transportation Disadvantaged Service Plan
TPO	Transportation Planning Organization
UPWP	Unified Planning Work Program

Appendix J
Summary of Comments



St. Lucie

Transportation
Planning
Organization

2026 TDSP Update Summary of Comments

Comment	Commenter	Date/Method Received	Incorporation into Study
None	N/A	St. Lucie LCB/February 25, 2026 regular meeting	N/A

Summary Completion Date: February 25, 2026

Appendix K

TDSP/Coordinated Plan LCB Roll Call Vote & Plan Certification



**Transportation Disadvantaged Service Plan/Coordinated Plan
Local Coordinating Board
February 25, 2026
Roll Call Vote**

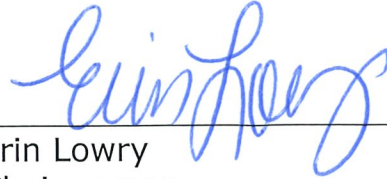
REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Commissioner Erin Lowry	X		
Elderly Community	Carolyn Niemczyk	X		
Disabled Community	Ted Agnew			X
Citizen Advocate	Nelson Merchan-Cely			X
Citizen Advocate/User	Anna Santacroe	X		
Children At Risk	Kelly Santos	X		
Economically Disadvantaged	Dorothy Cobb	X		
Public Education	Heather Roland			X
FL Dept. of Transportation	Tatiana Gillyard	X		
FL Dept of Children & Families	Robert McPartlan	X		
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	Lacinda Mouton	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 February 25, 2026.

Date

2/25/26

Erin Lowry
Chairwoman



Approved by the Florida Commission for the Transportation Disadvantaged:

Date

Karen Somerset
Interim 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: 3/12/26

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
Chair	Commissioner Erin Lowry	None	Indefinite
Elderly Community	Carolyn Niemczyk	None	Indefinite
Disabled Community	Ted Agnew	None	Indefinite
Citizen Advocate	Nelson Merchan-Cely	Bill Lindsey	Indefinite
Citizen Advocate/User	Anna Santacroce	James Lowenson	Indefinite
Veterans Community	Robert Dadiomoff	William Archibald	Indefinite
Economically Disadvantaged	Stacy Malinowski	Dorothy Cobb	Indefinite
Public Education	Heather Roland	Nicole Fogarty	Indefinite
FL Dept. of Transportation	Tatiana Gillyard	Ismir Ripley/Marie Dorismond	Indefinite
FL Dept. of Children & Families	Robert McPartlan	None	Indefinite
FL Dept. of Vocational Rehab	Zachary Hoge	None	Indefinite
FL Dept. of Elder Affairs	Dalia Dillon	Laurie Greco	Indefinite
FL Agency for Health Care Administration	No Response	None	Indefinite
Children At Risk	Kelly Santos	None	Indefinite
Private Transportation Industry	Robert Driscoll	Lacinda Mouton/Roje Gonzalez	Indefinite
Local Mass Transit	Not Applicable	None	Indefinite
Local Medical Community	Stefanie Myers	Stacy Pierre	Indefinite
Agency for Persons with Disabilities	Milory Senat	Pauline Spence	Indefinite
Workforce Development Board	Gregory McDonald	Tracey McMorris	Indefinite