

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

Regular Meeting

Date and Time: Wednesday, November 6, 2024, 2:00 pm

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

Public Participation/Accessibility

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

Participation by Webconference: Using a computer or smartphone, register at <https://attendee.gotowebinar.com/register/3912828074101593687>. After the registration is completed, a confirmation will be emailed containing instructions for joining the webconference. Public comments may be provided through the webconference chatbox during the meeting.

Written and Telephone Comments: Comment by email to TPOAdmin@stlucieco.org; by regular mail to the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida 34953; or call 772-462-1593 until 1:00 pm on November 6, 2024.

AGENDA

1. **Call to Order**
2. **Pledge of Allegiance**
3. **Roll Call/Self-Introductions**
4. **Comments from the Public**
5. **Approval of Agenda**
6. **Approval of Meeting Summary**
 - *August 14, 2024 Regular Meeting*

7. Action Items

- 7a. Election of Vice Chairperson:** The Vice Chairperson for 2025 will be elected.

Action: *Nominate candidates and elect a Vice Chairperson.*

- 7b. 2025 Meeting Schedule:** The dates and times of LCB meetings for 2025 will be determined.

Action: *Approve the 2025 Meeting Schedule, approve with conditions, or do not approve.*

- 7c. Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update:** The draft TDSP/Coordinated Plan Update, which addresses the transportation needs of older adults, persons with disabilities, low-income persons, and children at risk, will be reviewed. A roll call vote is required.

Action: *Approve the TDSP/Coordinated Plan, approve with conditions, or do not approve.*

- 7d. 2024 Annual Operating Report (AOR):** The results of the 2024 Annual Operating Report (AOR) which summarizes trip-related statistics for the coordinated system will be reviewed.

Action: *Approve the 2024 AOR, approve with conditions, or do not approve.*

8. Discussion Items

- 8a. Commission for the Transportation Disadvantaged (FCTD) Training Workshop Presentation:** TPO staff will provide highlights from a presentation provided at the 2024 Florida Public Transportation Association/FCTD Annual Conference & Expo in West Palm Beach.

Action: *Discuss and provide comments.*

- 8b. Public Participation Plan (PPP) Major Update Status Report:** TPO staff will present proposed PPP strategies and evaluation methods.

Action: *Discuss and provide comments.*

9. Recommendations/Comments by Members**10. Staff Comments****11. Comments from the Public**

12. Next Meeting: Subject to the approval of the 2025 meeting calendar, the next St. Lucie LCB meeting is a regular meeting scheduled for February 19, 2025.

13. Adjourn

NOTICES

The St. Lucie TPO satisfies the requirements of various nondiscrimination laws and regulations including Title VI of the Civil Rights Act of 1964. Public participation is welcome without regard to race, color, national origin, age, sex, religion, disability, income, or family status. Persons wishing to express their concerns about nondiscrimination should contact Marceia Lathou, Title VI/ADA Coordinator, St. Lucie TPO, 772-462-1593 or lathoum@stlucieco.org. Persons who require special accommodations under the Americans with Disabilities Act (ADA) or persons who require translation services (free of charge) should contact Marceia Lathou at 772-462-1593 at least five days prior to the meeting. Persons who are hearing or speech impaired may use the Florida Relay System by dialing 711.

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

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

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



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

Regular Meeting

DATE: Wednesday, August 14, 2024

TIME: 2:00 pm

LOCATION: St. Lucie TPO
 Coco Vista Centre
 466 SW Port St. Lucie Boulevard, Suite 11
 Port St. Lucie, Florida

MEETING SUMMARY

1. Call to Order

The meeting was called to order at 2:00 pm.

2. Pledge of Allegiance

Chairwoman Townsend led the Pledge of Allegiance.

3. Roll Call

Self-introductions were made, and a quorum was confirmed with the following members present:

Members Present

Commissioner Cathy Townsend, Chair
 Robert Dadiomoff, Vice Chair
 Modeline Acreus
 Dorothy Cobb

Representing

TPO-Appointed Elected Official
 Veterans Community
 FDOT
 Economically Disadvantaged
 Community

Dalia Dillon	Florida Department of Elder Affairs
Robert Driscoll	Local Private For-Profit Transportation Industry
Gregory McDonald	CareerSource Research Coast
Anna Santacroce	Citizen Advocate – Transit User
Kelly Santos	Children at Risk
Milory Senat	Agency for Persons with Disabilities
Shameka Smith	Florida Division of Vocational Rehabilitation

Others Present

Peter Buchwald
 Marceia Lathou
 Stephanie Torres
 Rachel Harrison
 Adolfo Covelli
 Michelle Crews
 Glejuanda Demons
 Rubi Dial
 Melody Hearn
 Anthony Johnson
 Lateria Payne
 Cathi Petagno
 Anthony Rodriguez

Representing

St. Lucie TPO
 St. Lucie TPO
 St. Lucie TPO
 Recording Specialist
 St. Lucie County
 St. Lucie County
 St. Lucie County
 St. Lucie County Attorney
 Family Care Council
 MV Transportation
 MV Transportation
 St. Lucie County
 MV Transportation

4. Comments from the Public – None.

5. Approval of Agenda

* **MOTION** by Mr. Driscoll to approve the agenda.

** **SECONDED** by Ms. Santacroce Carried **UNANIMOUSLY**

6. Approval of Meeting Summary

- May 8, 2024 Regular Meeting

* **MOTION** by Mr. Driscoll to approve the Meeting Summary.

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

DRAFT

7. **Action Items**

7a. By-Laws Update: A review of the annual update of the By-Laws, which provide a framework for the operation of the LCB.

Ms. Lathou described how the By-Laws govern the operation of the LCB. She indicated that the By-Laws had been reviewed by TPO staff and that a change had been made to the language of Section 3.6 to clarify a reference.

In response to Mr. Driscoll's question regarding Section 2.1.6 of the By-Laws pertaining to the election of the LCB officers, Mr. Buchwald noted that the language of Section 2.1.6 could be changed to clarify that the Vice Chairperson shall be a regular member elected by majority vote of a quorum.

* **MOTION** by Mr. Driscoll to approve the By-Laws with the clarification identified.

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

7b. Grievance Procedures Update: A review of the annual update of the Grievance Procedures, which are used in dispute resolutions regarding the provision of transportation disadvantaged services, and the consideration of appointments to the Grievance Committee.

Ms. Lathou described the Grievance Procedures as consisting of a two-step process. She indicated that no changes to the Procedures were presently being recommended and then noted the current membership of the Grievance Committee.

Chairwoman Townsend commended the current Committee membership but noted that Carolyn Niemczyk might not be able to serve another year. Ms. Dillon and Ms. Senat volunteered to remain on the Committee, and Mr. McDonald volunteered to serve as the third member.

* **MOTION** by Mr. Driscoll to approve the Grievance Procedures and appoint Ms. Dillon, Ms. Senat, and Mr. McDonald to the Grievance Committee.

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

DRAFT

7c. Coordination Agreements: A review of the Community Transportation Coordinator's (CTC) coordination agreements with transportation providers.

Ms. Petagno introduced herself and indicated that the LCB annually approves Community Transportation Coordinator (CTC) agreements for organizations providing public transportation within the County. She explained why the CTC enters into such agreements with Coordinated Contractors and noted that six contractors had been approved for the current year.

* **MOTION** by Mr. McDonald to approve the coordination agreements.

** **SECONDED** by Ms. Dillon Carried **UNANIMOUSLY**

7d. Shirley Conroy Grant Application: A review of a grant application submitted by the CTC to upgrade transit software.

Mr. Covelli explained that the St. Lucie County Transit Department had applied for a Shirley Conroy Grant from the Florida Commission for the Transportation Disadvantaged (FCTD) to upgrade its transit software. Mr. Covelli outlined the benefits of the new TripSpark software, reported that the County had been awarded the entire \$250,000 in requested funding, and noted that the grant award entailed a 10 percent funding match from the County.

In response to Ms. Dillon's question, Mr. Covelli explained that the new software would allow for more automation in the trip scheduling process and would facilitate the goal of consolidating the various service platforms currently in use.

* **MOTION** by Ms. Dillon to approve the grant application.

** **SECONDED** by Mr. Driscoll Carried **UNANIMOUSLY**

8. Discussion Items

8a. Community Transportation Coordinator (CTC) Mobility Project Updates: A presentation on CTC mobility projects, such as Advantage Ride, Direct Connect, and the expansion of microtransit services.

Mr. Covelli provided an update on the County's Transit System, describing the expansion of the microtransit operating hours and zones,

DRAFT

the expansion of the Freebee service operating in Fort Pierce, and the ongoing Direct Connect and Advantage Ride programs. He reported on the tentative start date for the Port St. Lucie Express Bus service to West Palm Beach, outlined several near-term goals for the Transit department, and noted recent changes to bus stop locations along the U.S. 1 bus route. Mr. Covelli presented the design of the planned Port St. Lucie Intermodal Station as well as information regarding recent and upcoming Transit vehicle purchases before explaining the vanpool program currently under development. He announced the County Transit Department's recent receipt of the National Association of Counties Best in Transportation Category Achievement Award for the microtransit program and concluded with the new operating schedule for the U.S. Highway 1 bus route.

In answer to Chairwoman Townsend's questions, Mr. Covelli indicated that the wait time for the microtransit service was 22 minutes on average. He then clarified the Department's purchasing timeline for various transit vehicles and explained that the Department would still issue a request for proposals for the vanpool program even though Enterprise appeared to be the only rental company providing such vans locally.

In response to Mr. McDonald's questions, Mr. Covelli identified the employers who had expressed interest in the vanpool program and clarified that South Florida Commuter Services had verbally committed to funding the program for two years through a grant. Mr. McDonald suggested that CareerSource Research Coast partner with the Department to promote the vanpool program, and Mr. Covelli proposed they meet to discuss how to move forward. Mr. McDonald inquired about the status of the Port St. Lucie Intermodal Station, and Mr. Covelli explained that the facility was under design but not yet completely funded for construction.

Ms. Santos initiated a discussion regarding local bus shelters. Mr. Covelli explained that the Department had already procured 17 bus shelters that had not yet been installed. He noted that the bus stop locations for those shelters had already been identified, discussed the FDOT installation process, and indicated that funding was available for purchasing additional shelters once the first round of installations had been completed. Ms. Senat inquired about the possibility of using the bus system to generate advertising revenue, and Chairwoman Townsend explained the Board of County Commissioners' decision to only allow artwork on buses. Mr. Covelli then elaborated on the regulations surrounding transit advertising in Florida. Mr. Buchwald

subsequently suggested that TPO and Department staff meet to discuss the shelter installations.

Vice Chairman Dadiomoff questioned whether the Port St. Lucie Express bus service to West Palm Beach might lose potential riders once the Stuart Brightline station opened. Mr. Covelli and Mr. Buchwald explained that the two services were marketed to very different target audiences based on the fares and were unlikely to affect one another.

Upon Mr. Buchwald's invitation, Mr. Covelli described the recommendations made in the Transit Development Plan Major Update, which had been branded "Reimagine Transit." Mr. Covelli noted that the Update had been based on extensive public involvement, with Mr. Buchwald emphasizing the significance of the LCB's input to the overall planning effort.

At Chairwoman Townsend's request, Mr. Covelli introduced the Department staff in attendance.

Ms. Dillon remarked that a senior transit rider had complimented Ms. Demons on her professionalism and care during a recent interaction. Mr. Covelli thanked Ms. Dillon for the comment and praised his team for their efforts, noting that the Department received many more compliments than complaints. Chairwoman Townsend likewise commended the Department team.

8b. Public Participation Plan (PPP) Major Update Survey: A request for the LCB's input and participation with respect to a survey intended to inform the major update of the TPO's PPP.

Ms. Lathou noted that the TPO had initiated a major update of its PPP, the document outlining the organization's process for incorporating public involvement activities into transportation planning efforts. She indicated that a survey had been developed to help inform the PPP update and asked the members to both complete the survey and offer feedback on its content.

9. Recommendations/Comments by Members – None.

10. Staff Comments – Ms. Lathou provided an update on the marketing efforts for the Port St. Lucie Express bus service to West Palm Beach, which was anticipated to begin operating the following month. She described the planned route, operating schedule, vehicle style and

DRAFT

amenities, and service cost before explaining the marketing strategy designed by service provider Palm Tran. Ms. Lathou outlined the timeline of the service's implementation and then detailed how the members might assist with the marketing efforts. Responding to Ms. Dillon's question, Ms. Lathou clarified that the bus route would include a loop in the vicinity of the Palm Beach Intermodal station but would not include any stops before downtown West Palm Beach. Ms. Santos questioned whether the marketing efforts would be conducted in any languages other than English, and Ms. Lathou indicated that she would inquire at the next meeting of the marketing team.

Ms. Lathou announced several openings on the LCB's membership roster.

- 11. Comments from the Public** – Ms. Hearn introduced herself and thanked the members for their efforts to expand local transportation access. She noted that some residents traveled to West Palm Beach for rehabilitation services and asked if the Port St. Lucie Express bus would be accessible for riders with disabilities. Ms. Lathou replied in the affirmative.

Ms. Hearn announced an upcoming Family Care Council meeting and commended the Advantage Ride program in particular due to its support of individuals with disabilities and their families. Chairwoman Townsend likewise commended Ms. Hearn for her consistent advocacy efforts.

Vice Chairman Dadiomoff noted the need to correct the agenda's announcement of the next LCB meeting date.

- 12. Next Meeting:** The next St. Lucie LCB Meeting is a regular meeting scheduled for 2:00 pm on November 6, 2024.

- 13. Adjourn** – The meeting was adjourned at 3:15 pm.

Respectfully submitted:

Approved by:

Rachel Harrison
Recording Specialist

Commissioner Cathy Townsend
Chairwoman

DRAFT



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 6, 2024
Item Number:	7a
Item Title:	Election of Vice Chairperson
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Nominate candidates and elect a Vice Chairperson.
Staff Recommendation:	Because the election of the Vice Chairperson meets the requirements of the LCB By-Laws and facilitates the conduct of business by the LCB, it is recommended that the LCB nominate candidates and elect a Vice Chairperson.

Attachment

- TPO Staff Report

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 22, 2024

SUBJECT: **Election of Vice Chairperson**

BACKGROUND

The LCB By-Laws require the election of a Vice Chairperson each year. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting.

ANALYSIS

The current LCB Vice Chairperson is Mr. Robert Dadiomoff.

RECOMMENDATION

Because the election of the Vice Chairperson meets the requirements of the LCB By-Laws and facilitates the conduct of business by the LCB, it is recommended that the LCB nominate candidates and elect a Vice Chairperson.



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 6, 2024
Item Number:	7b
Item Title:	2025 Meeting Schedule
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the 2025 Meeting Schedule, approve with conditions, or do not approve.
Staff Recommendation:	Because the draft 2025 Meeting Schedule meets the requirements of state and federal law and facilitates the conduct of business by the LCB, it is recommended that the draft 2025 Meeting Schedule be approved.

Attachments

- TPO Staff Report
- Draft 2025 Meeting Schedule

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 22, 2024

SUBJECT: **2025 Meeting Schedule**

BACKGROUND

As required by Florida law, the LCB meets at least quarterly. The LCB meets at accessible locations as required by the federal Americans with Disabilities Act (ADA).

ANALYSIS

LCB meetings generally are held on Wednesdays, once a quarter. Although all LCB meetings are open to the public, the LCB traditionally also schedules an annual public hearing to coincide with the first, regular LCB meeting of the year to comply with Florida statutes. In 2025, the first, regular LCB meeting and annual public hearing are scheduled for Wednesday, February 19, 2025.

RECOMMENDATION

Because the draft 2025 Meeting Schedule meets the requirements of state and federal law and facilitates the conduct of business by the LCB, it is recommended that the draft 2025 Meeting Schedule be approved.

DRAFT

**Local Coordinating Board for the Transportation Disadvantaged (LCB)
2025 Meeting Schedule**

<u>Date</u>	<u>Type</u>
February 19, 2025	Annual Public Hearing/ Regular Meeting
May 7, 2025	Regular Meeting
August 13, 2025	Regular Meeting
November 5, 2025	Regular Meeting

Meeting Notes

LCB meetings generally start at 2:00 p.m.
Meetings are subject to change and/or cancellation.

Location

In-person meetings generally are held at the St. Lucie TPO, 466 SW Port St. Lucie Boulevard, Suite 111, Port St. Lucie, Florida.

NOTICES

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

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

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

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

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



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 6, 2024
Item Number:	7c
Item Title:	Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Annual Update
Item Origination:	Florida Commission for the Transportation Disadvantaged (FCTD)
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Approve the TDSP, approve with conditions, or do not approve. Roll call vote required.
Staff Recommendation:	Because the TDSP/Coordinated Plan helps to meet the needs of the transportation disadvantaged community and is consistent with state and federal guidelines, it is recommended that the draft 2024 TDSP/Coordinated Plan be approved.

Attachments

- TPO Staff Report
- Draft 2024 TDSP/Coordinated Plan

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 22, 2024

SUBJECT: **Transportation Disadvantaged Service Plan (TDSP)/Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) Update**

BACKGROUND

Florida's Transportation Disadvantaged (TD) Program was created to ensure the delivery of efficient, cost-effective and quality transportation services for TD persons. TD persons are those who cannot obtain transportation on their own, either because of a physical or mental disability, income limitations, or age.

Locally, the TD planning program is administered by the St. Lucie Local Coordinating Board for the Transportation Disadvantaged (LCB) with support provided by the St. Lucie Transportation Planning Organization (TPO). Transportation is provided by St. Lucie County, the Community Transportation Coordinator (CTC), through the County's contracted public transportation provider, MV Transportation.

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that the TPO designate or re-designate a CTC every five years. The St. Lucie Board of County Commissioners (BOCC), the CTC for St. Lucie County since 1990, was re-designated by the FCTD effective July 1, 2023. This re-designation required the development of a Transportation Disadvantaged Service Plan (TDSP) to address the public transportation needs of the TD population.

The TDSP covers a five-year period with annual updates required for the interim years. The original TDSP was approved by the LCB at its November 29, 2023 meeting. The document being considered by the LCB at its November 6, 2024 meeting is an update to the 2023 TDSP.

The TDSP, which fulfills the federal requirement for a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan), is jointly developed by the TPO, CTC, and MV Transportation. The TDSP/Coordinated Plan and annual updates require approval via roll call vote.

ANALYSIS

Notable changes to the current TDSP in comparison to the 2023 TDSP include the following:

Demographic Changes

The U.S. Census Bureau provides annual estimates of population and other demographics at the local level. Based on the 2023 Census estimate, the St. Lucie County population is approximately 373,600, which represents a four percent increase from the 2022 Census estimate of 358,700. The percentage of persons 65 years and older was 25 percent, which is higher than the statewide percentage of 22 percent. The median household income for St. Lucie County was approximately \$67,000 compared to approximately \$73,000 statewide. Persons living below the poverty level comprised 10 percent of the population of St. Lucie County versus 12 percent statewide.

Service Changes

- Service frequency planned later this year - Route 1 will be enhanced to 30-minute frequency.
- Addition of new microtransit Zone 3.
- Change of microtransit zone names.
- Change in transfer point for Routes 4 and 1.
- Addition of extended hours for ART On Demand which now runs from 5 a.m. to 9 p.m. Monday through Friday.
- Updated Annual Operating Report (AOR) information.
- Changes in Coordinated Contractors.
- Addition of Port St. Lucie Express (PSLX) under Inter-County Services.

The CTC will provide additional details on the service changes during the presentation of this item at the LCB meeting.

RECOMMENDATION

Because the TDSP/Coordinated Plan helps to meet the needs of the transportation disadvantaged community and is consistent with state and federal guidelines, it is recommended that the draft 2024 TDSP/Coordinated Plan be approved.



St. Lucie County Transportation Disadvantaged Service Plan (TDSP)

A Coordinated Public Transit-Human Services Transportation Plan

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

November 6, 2024

Draft

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

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

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

Table of Contents

INTRODUCTION	1
DEVELOPMENT PLAN	2
A. Introduction to Service Area	2
1. Background of the TD Program	2
2. CTC Designation Date/History	2
3. Organization Chart	2
4. Consistency Review of Other Plans	4
B. Local Comprehensive Plans	4
1. Public Participation Plan.....	5
C. Service Area Profile/Demographics.....	6
1. Service Area Description.....	6
2. Demographics.....	8
a) <i>Land Use.....</i>	<i>8</i>
b) <i>Population/Composition.....</i>	<i>8</i>
c) <i>Socio-Demographic Characteristics and Trends.....</i>	<i>9</i>
d) <i>Major Employers</i>	<i>35</i>
e) <i>Major Trip Generators/Attractors.....</i>	<i>36</i>
f) <i>Inventory of Available Transportation Services.....</i>	<i>36</i>
D. Service Analysis	37
1. Estimates and Forecasts of Transportation Disadvantaged Population	37
2. Special Needs Population	39
3. Transportation Disadvantaged State-Wide Service Analysis	40
4. Barriers to Coordination	41
E. Mission Statement, Goals, Objectives, and Strategies.....	41
F. Implementation Plan	42
SERVICE PLAN	45
A. Operations	45
1. Type, Hours, and Days of Service	45
2. Accessing Services	48
a) <i>Eligibility.....</i>	<i>48</i>
b) <i>Transportation Disadvantaged (TD) Eligibility.....</i>	<i>49</i>
c) <i>Prioritization</i>	<i>49</i>
d) <i>Cancellations/No Shows</i>	<i>50</i>
3. Transportation Operators and Coordination Contractors.....	50
4. Public Transit Utilization	51
5. School Bus Utilization.....	51
6. Vehicle Inventory	51
8. Inter-County Services	51
9. Emergency Preparedness and Response.....	52
10. Educational Efforts/Marketing	52
11. Acceptable Alternatives	52
12. Service Standards	52
13. Local Complaint and Grievance Procedures/Process.....	56
14. Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors.....	56
15. Coordination Contract Evaluation Criteria	56
B. Cost / Revenue Allocation and Rate Structure Justification	56
1. Cost Revenue Allocation	56

2. Passenger Fare Structures	57
------------------------------------	----

List of Figures

Figure 1: St. Lucie County TD Services Organization Chart.....	3
Figure 2: St. Lucie County Location	6
Figure 3: TDSP Study Area	7
Figure 4: Population Projection	10
Figure 5: Study Area Map	11
Figure 6: Population Density Map 2025.....	12
Figure 7: Population Density Map 2034.....	13
Figure 8: Occupations	14
Figure 9: Employment Density Map 2025	15
Figure 10: Employment Density Map 2034	16
Figure 11: Housing Tenure.....	17
Figure 12: Household Density Map 2025	18
Figure 13: Household Density Map 2034	19
Figure 14: Percentage of Older Adults (65+) 2025-2050.....	20
Figure 15: Older Adults Map.....	21
Figure 16: Younger Adults Map	23
Figure 17: Household Income Distribution 2021.....	24
Figure 18: Poverty Map	25
Figure 19: Age Distribution of Individuals with Disabilities 2021.....	26
Figure 20: Households with Disabilities Map.....	27
Figure 21: Highest Educational Attainment	28
Figure 22: Educational Attainment Map.....	29
Figure 23: Race and Ethnicity 2021.....	30
Figure 24: Race and Ethnicity Map	31
Figure 25: LEP Household Language Breakdown 2021	32
Figure 26: Limited English Proficiency Map	33
Figure 27: Number of Vehicles Owned by Household 2021	34
Figure 28: Zero Vehicle Households Map	35
Figure 29: TD Population	38

List of Tables

Table 1: Top 10 Major Employers.....	36
Table 2: Common Transportation Disadvantaged Trip Destinations.....	37
Table 3: General TD Population	39
Table 4: Critical Need-Severely Disabled Population	39
Table 5: Daily Trips for the Critical Need Population	39
Table 6: Ongoing System Improvements and Review	44
Table 7: Implementation Actions and Strategies.....	45
Table 8: Transportation Operator and Coordination Contractors	52

Appendices

Appendix A: Mission Statement, Goals, Objectives, and Strategies
Appendix B: Area Regional Transit Rider’s Guide

Appendix C: TD Eligibility Application

Appendix D: TD Eligibility Criteria

Appendix E: Vehicle Inventory

Appendix F: System Safety Program Plan Certification

Appendix G: Local Coordinating Board (LCB) Grievance Procedures

Appendix H: Rate Model Calculation Spreadsheet

Appendix I: Glossary of Terms and Abbreviations

Appendix J: Summary of Comments

Appendix K: TDSP/Coordinated Plan LCB Roll Call Vote & Plan Certification

Appendix L: St. Lucie County LCB Membership Certification

INTRODUCTION

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

Completion of a TDSP is a requirement for receiving certain public transportation funds. The TDSP complies with applicable state regulations as well as federal regulations for a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The TDSP is required for funding from the State TD program. The Coordinated Plan is required for funding from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. TDSP/Coordinated Plan elements include a development plan, service plan, and quality assurance component.

A TDSP covers a five-year period with annual updates required for years two through five. The TDSP is due within 120 calendar days after the execution of a Memorandum of Agreement (MOA) between the Florida Commission for the Transportation Disadvantaged (FCTD) and the Community Transportation Coordinator (CTC). The current MOA became effective on July 1, 2023.

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

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

DEVELOPMENT PLAN

A. Introduction to Service Area

1. Background of the TD Program

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

At the local level, the FCTD accomplishes its mission through qualified Community Transportation Coordinators (CTCs) and designated planning agencies. Each county within 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.

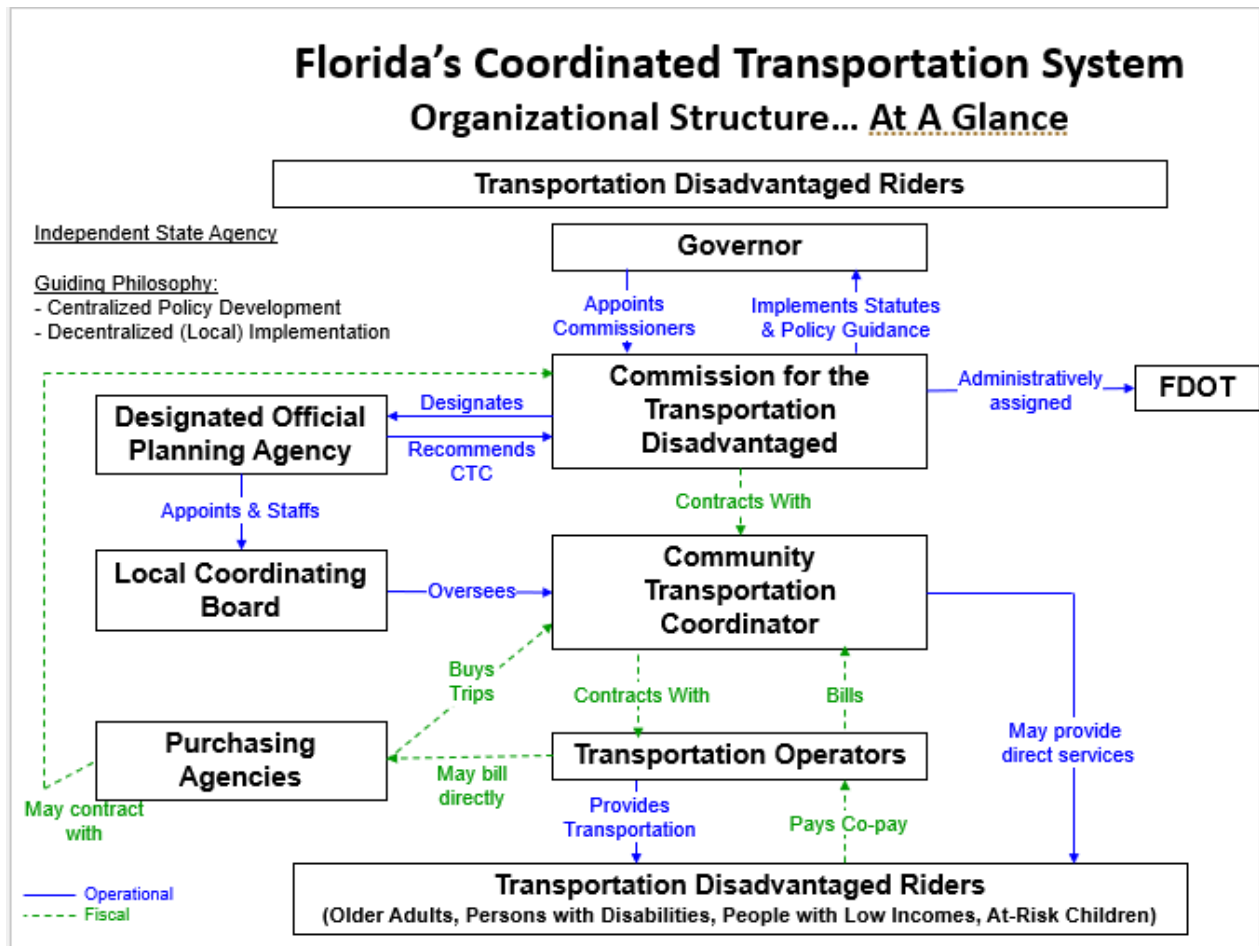


Figure 1: TD Services Organization Chart

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 November 6, 2024. A Summary of Comments on the TDSP is included in Appendix J. Public notice was provided for the November 6, 2024 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.

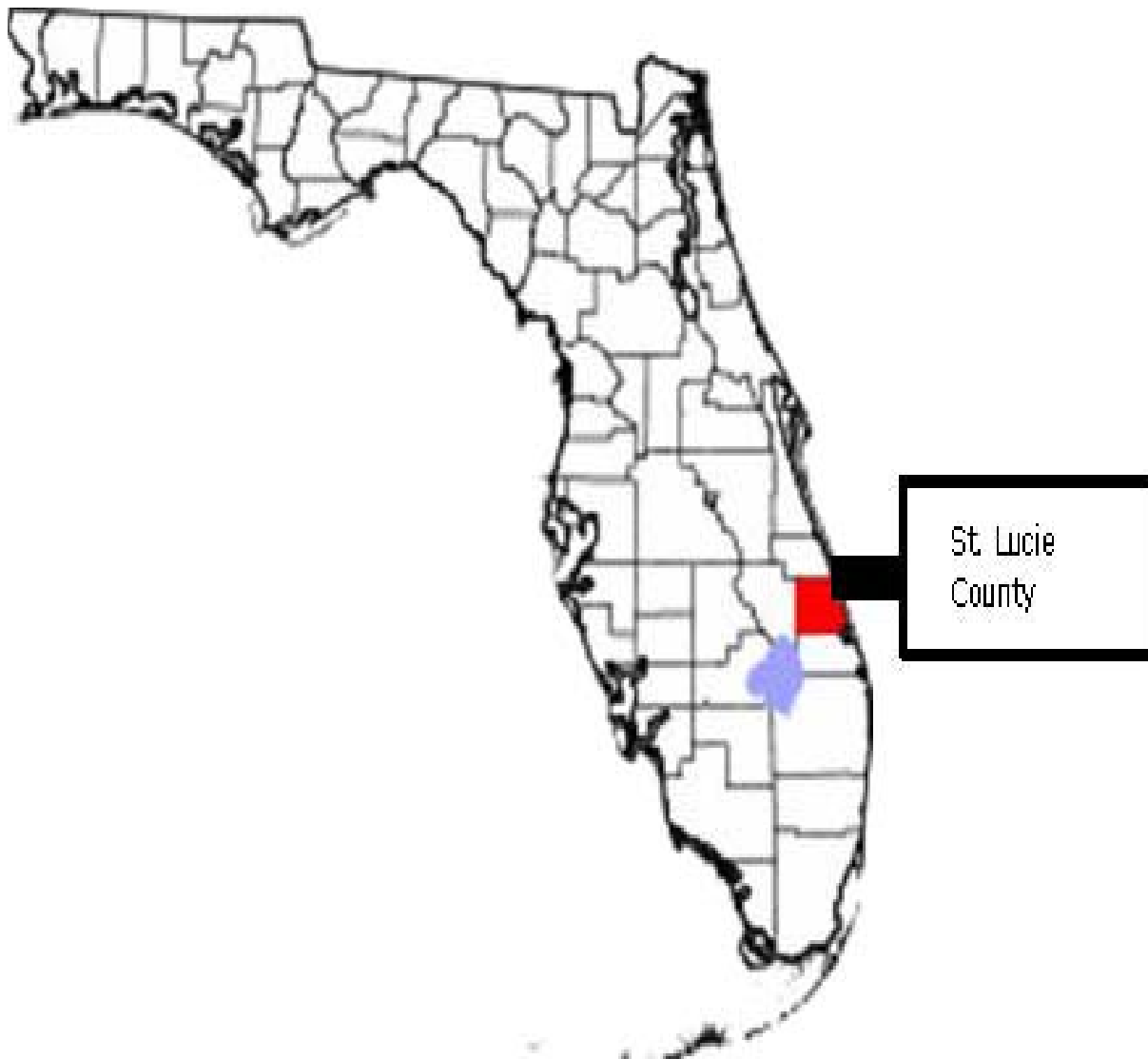
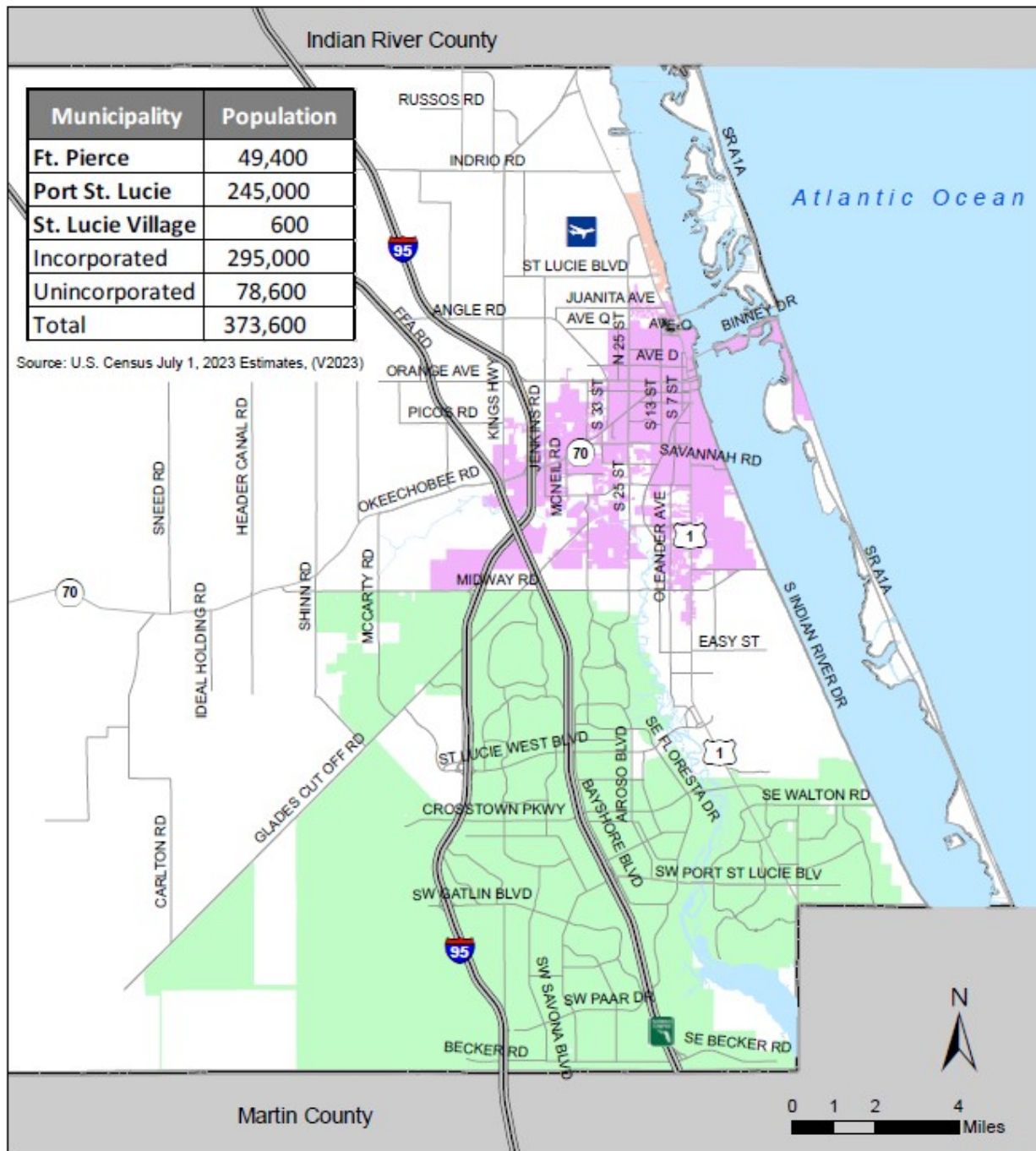


Figure 2: St. Lucie County Location



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

Figure 3: TDSP Study Area

2. *Demographics*

a) Land Use

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

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

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

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

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

b) Population/Composition

The US Census Bureau provides annual estimates of population and other demographics at the local level. Based on the 2023 Census estimate, the St. Lucie County population is approximately 373,600, which represents a four percent increase from the 2022 Census of 358,700. The percentage of persons 65 years and older was 25 percent, which is higher than the statewide percentage of 22 percent. The median household income for St. Lucie County was approximately \$67,000 compared to approximately \$73,000 statewide. Persons living below the poverty level comprised 10 percent of the population of St. Lucie County versus 12 percent statewide.

Based on a land area of 572 square miles and a 2023 Census estimated population of approximately 373,600, St. Lucie County has a population density of approximately 653 persons per square mile. While this number would seem to indicate that 653 persons live on each square mile of land area, the density within the county varies dramatically because much of the population lives in the eastern

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

c) Socio-Demographic Characteristics and Trends

The following sections are taken from *Reimagine Transit* St. Lucie County Transit Development Plan.

Section 2. Baseline Conditions

This section reviews the study area in the context of St. Lucie County and seeks to gain an understanding of the conditions in which ART is operating and potential influencing factors. This information provides the foundation upon which to review or analyze trends and helps identify areas of opportunity for future modified, enhanced, or expanded transit services.

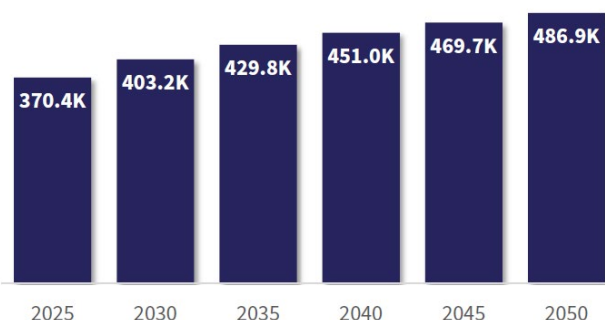
Study Area

St. Lucie County is located on the east coast of Florida and is bordered north by Indian River County, west by Okeechobee County, east by the Atlantic Ocean, and south by Martin County. The total land area of the county is 572 square miles with 21 miles of coastline. St. Lucie County's incorporated areas include the City of Fort Pierce (county seat), City of Port St. Lucie, and St. Lucie Village. Six major roadways intersect St. Lucie County: I-95, Florida's Turnpike, US1, SRA1A, SR68 (Orange Ave), SR70(Okeechobee Road and Virginia Ave), and SR709(Glades Cut Off Road). Figure 5 illustrates the study area for the *Reimagine Transit* TDP.

Population

Higher population density can be a key indicator of a healthy transit market. Areas with high population density often are associated with land uses that promote transit use and amenities that promote pedestrian and bicycle activity. St. Lucie County is expected to experience population growth over the next two decades, with population exceeding 400,000 residents by 2030, and more than 480,000 residents by 2050. However, it is expected that the annual population growth rate will slow down from 9% in 2030 to 4% in 2050. Areas with expected higher growth are concentrated west of I-95 in Port St. Lucie. Parts of Fort Pierce are also expected to see higher density growth (more than 1,000 people per square mile).

Figure 4: Population Projection | 2025-2050



Source: University of Florida Bureau of Economic and Business Research (BEBR) Medium Projections

Figure 5: Study Area Map | St. Lucie County

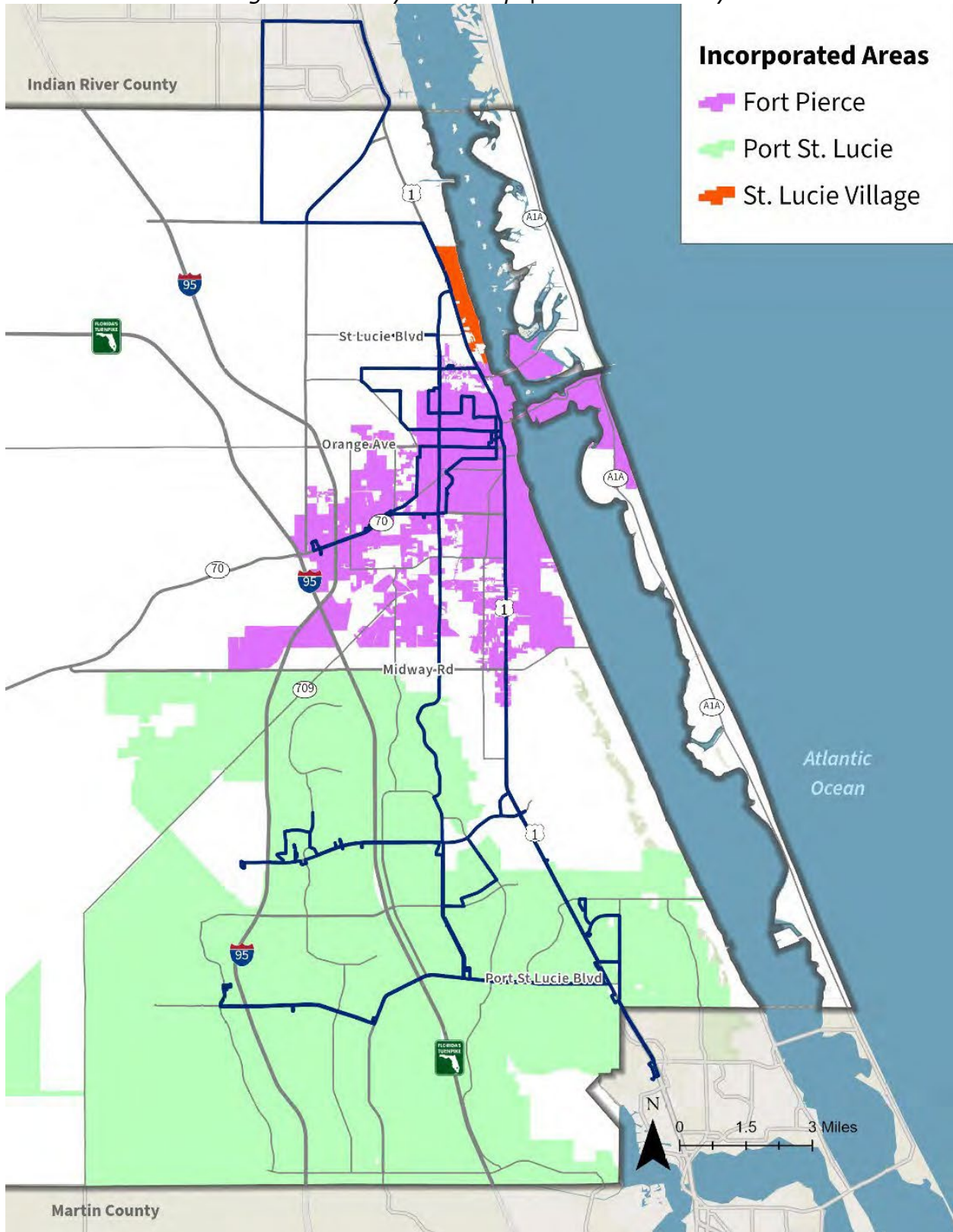


Figure 6: Population Density Map | 2025

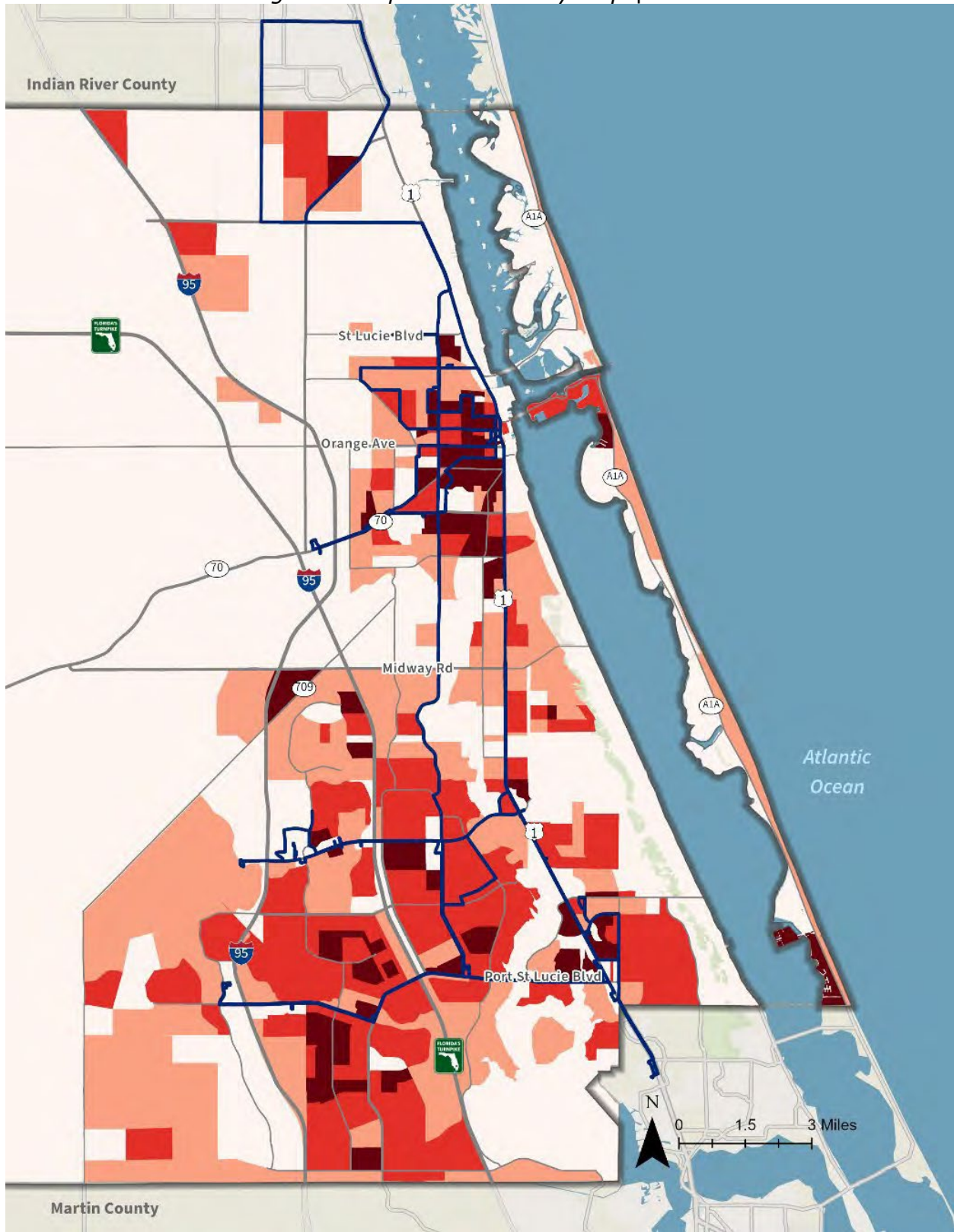
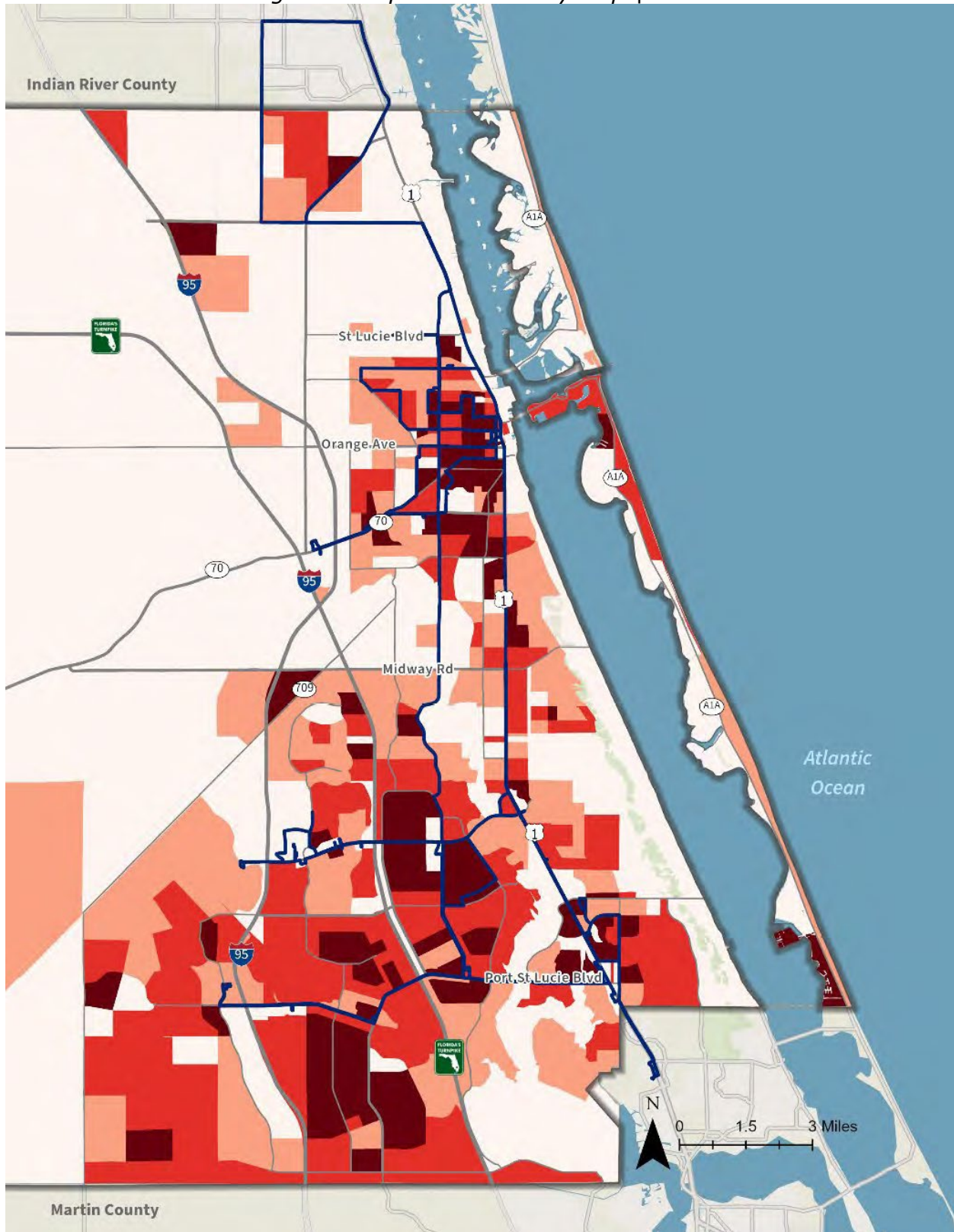


Figure 7: Population Density Map | 2034



Employment

Employment density is another important factor to consider when analyzing a transit market. Areas of high employment density often include activity centers that cluster shopping centers, medical offices, and/or educational centers that attract transit trips. Urban centers like downtowns also tend to have higher employment densities and more limited parking, which also can increase transit demand.

Employment markets and transit service hours can also influence transit use, particularly by those who are transit-dependent or work non-traditional work hours (e.g., third-shift workers). Based on 2021 data, the largest employment sectors in St. Lucie County are education/health care/social assistance (22%), retail (14%), professional/management/administrative (11%), and art/recreation/food services (11%), making up nearly 60% of employment in St. Lucie County.

Figure 8: Occupations | 2021



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

Figure 9: Employment Density Map | 2025

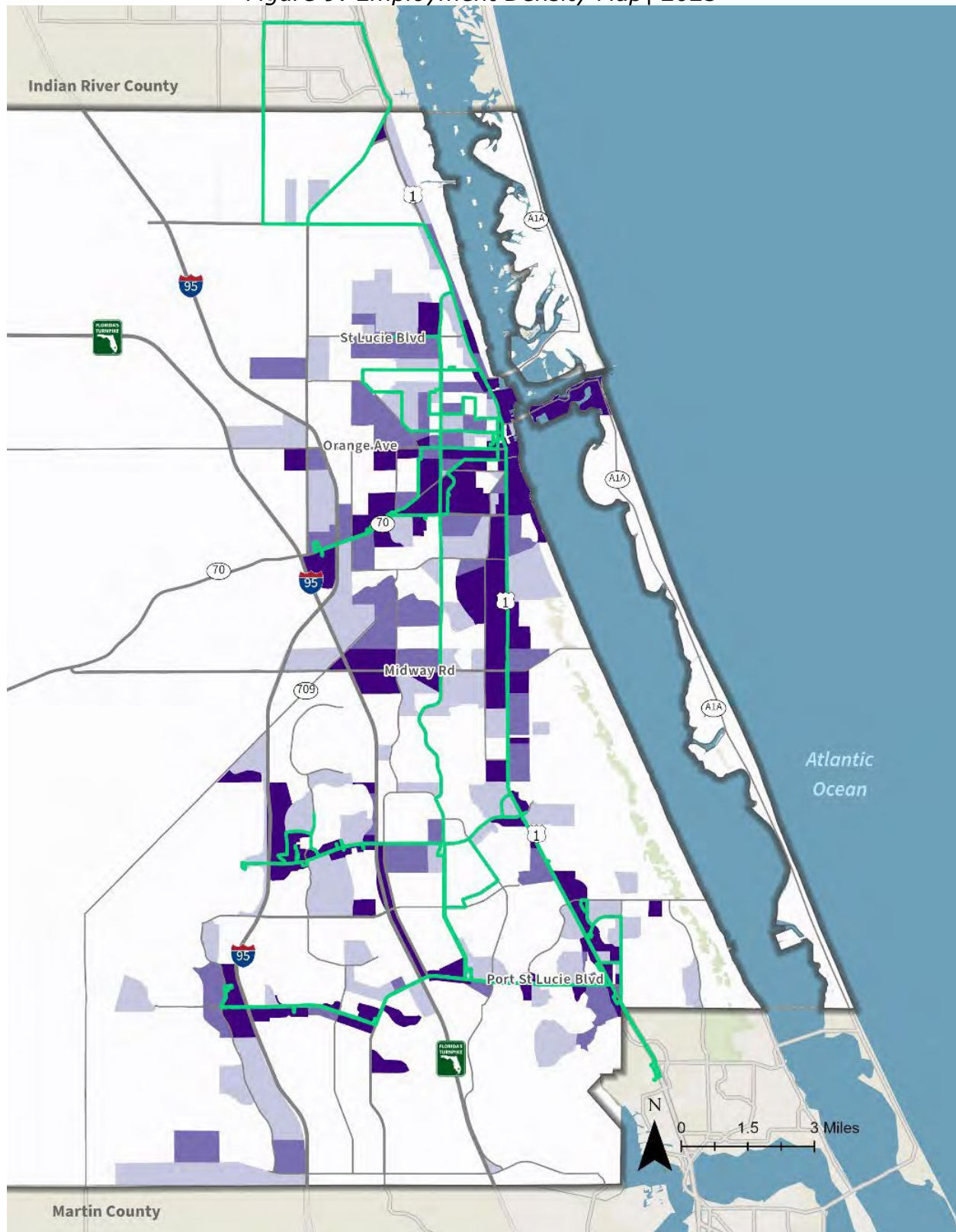
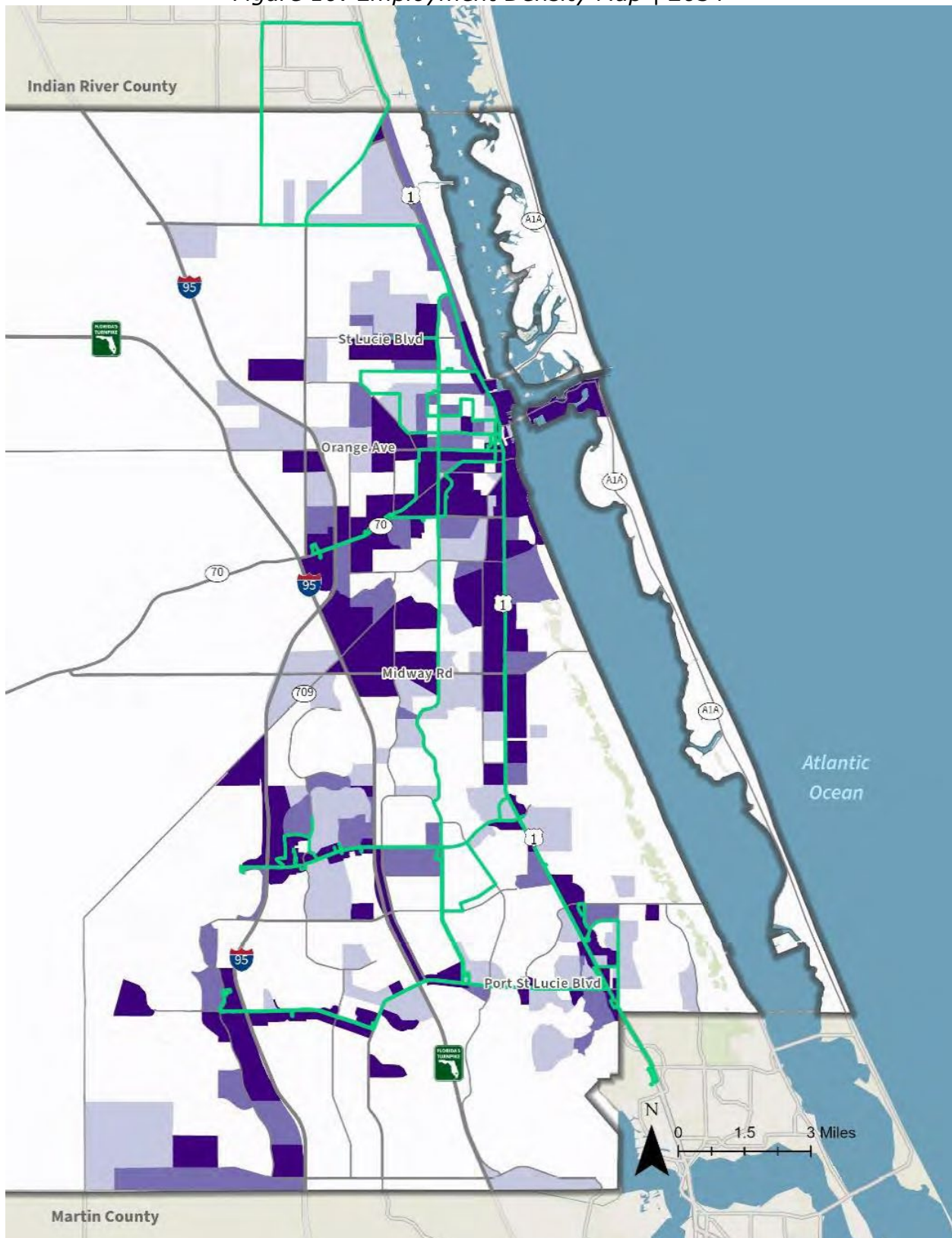


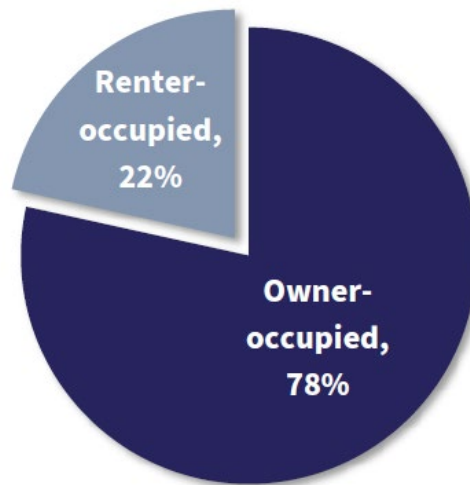
Figure 10: Employment Density Map | 2034



Households

Considering that transit demand is often correlated with housing density, it is important to evaluate this and the housing profile in ART's service area. St. Lucie County continues to grow, which is most noted by the continuous investment in housing developments in recent years. Higher projected growth, particularly in the Port St. Lucie area adjacent to Martin County, may be due to the proximity of economic opportunities and recreational activities and being more affordable than adjacent housing markets.

Figure 11: Housing Tenure | 2021



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



Source: Visit St. Lucie

Figure 12: Household Density Map | 2025

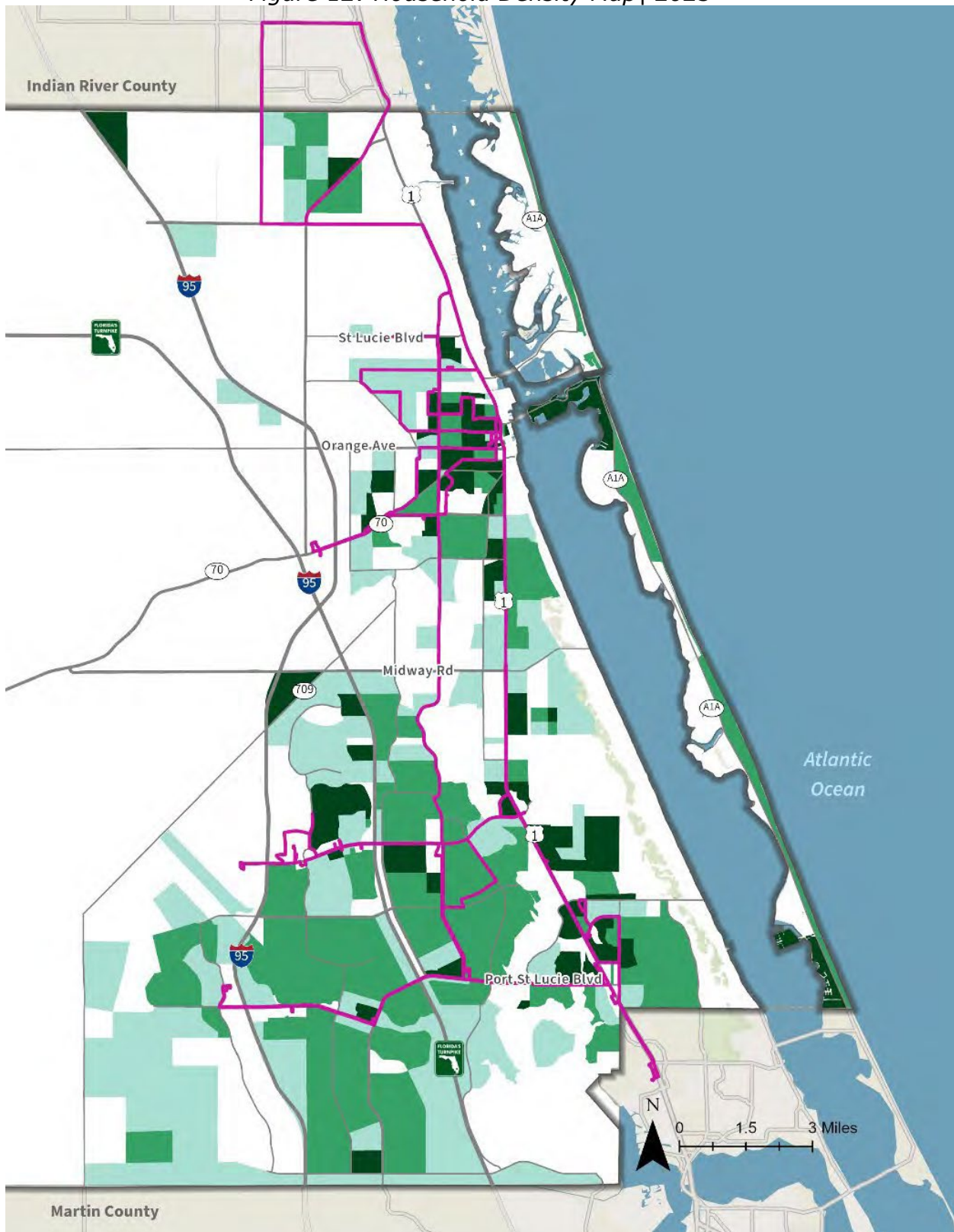
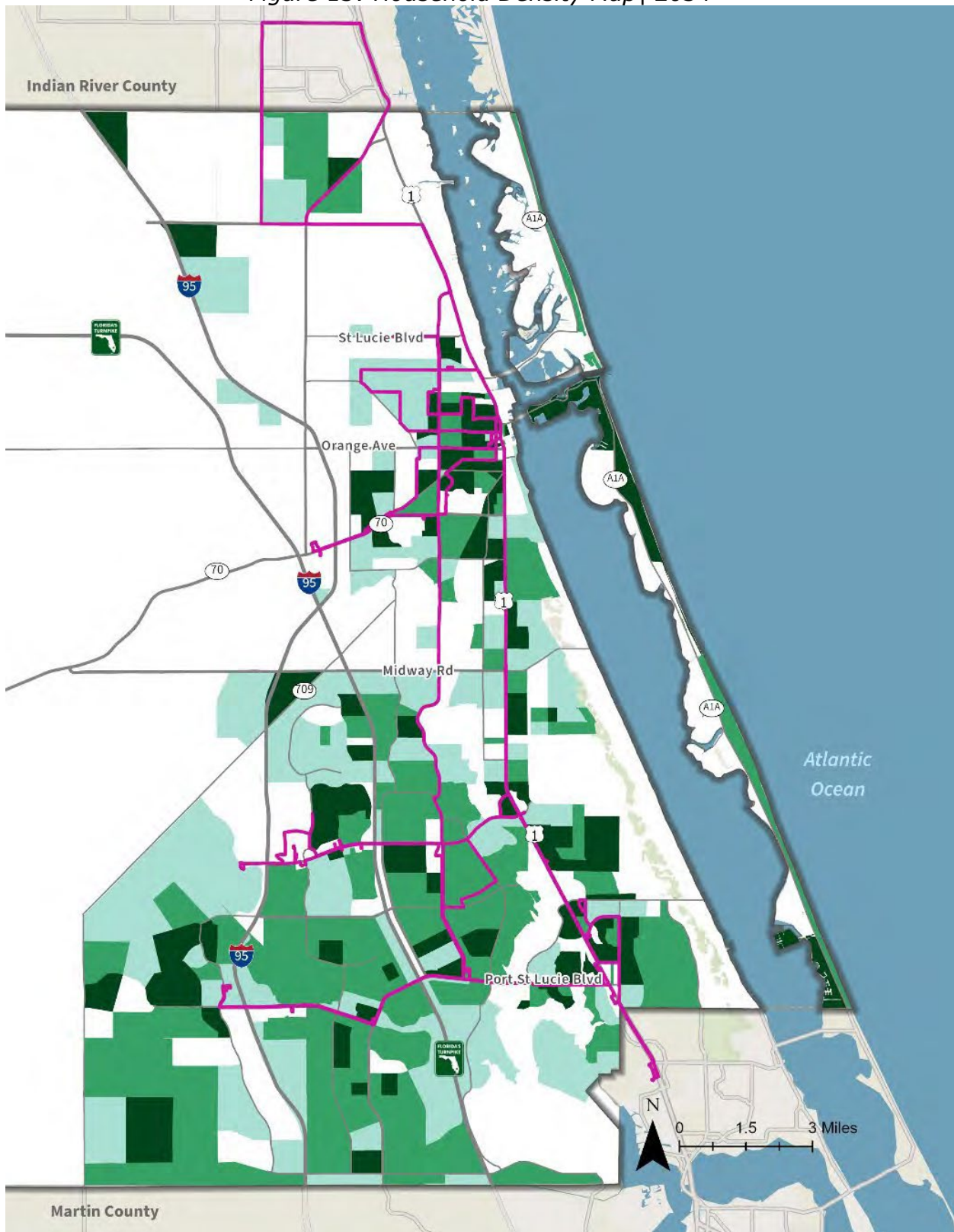


Figure 13: Household Density Map | 2034



Socio-Demographic Characteristics and Trends

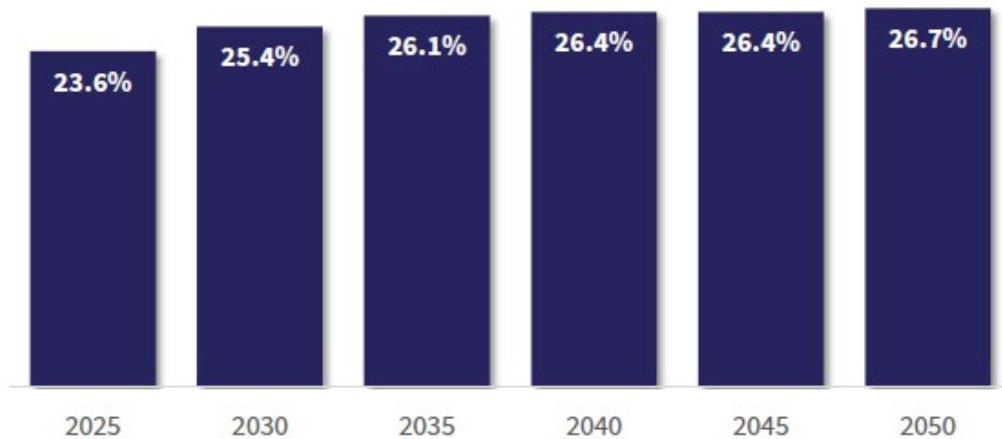
Age | Older Adults

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

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

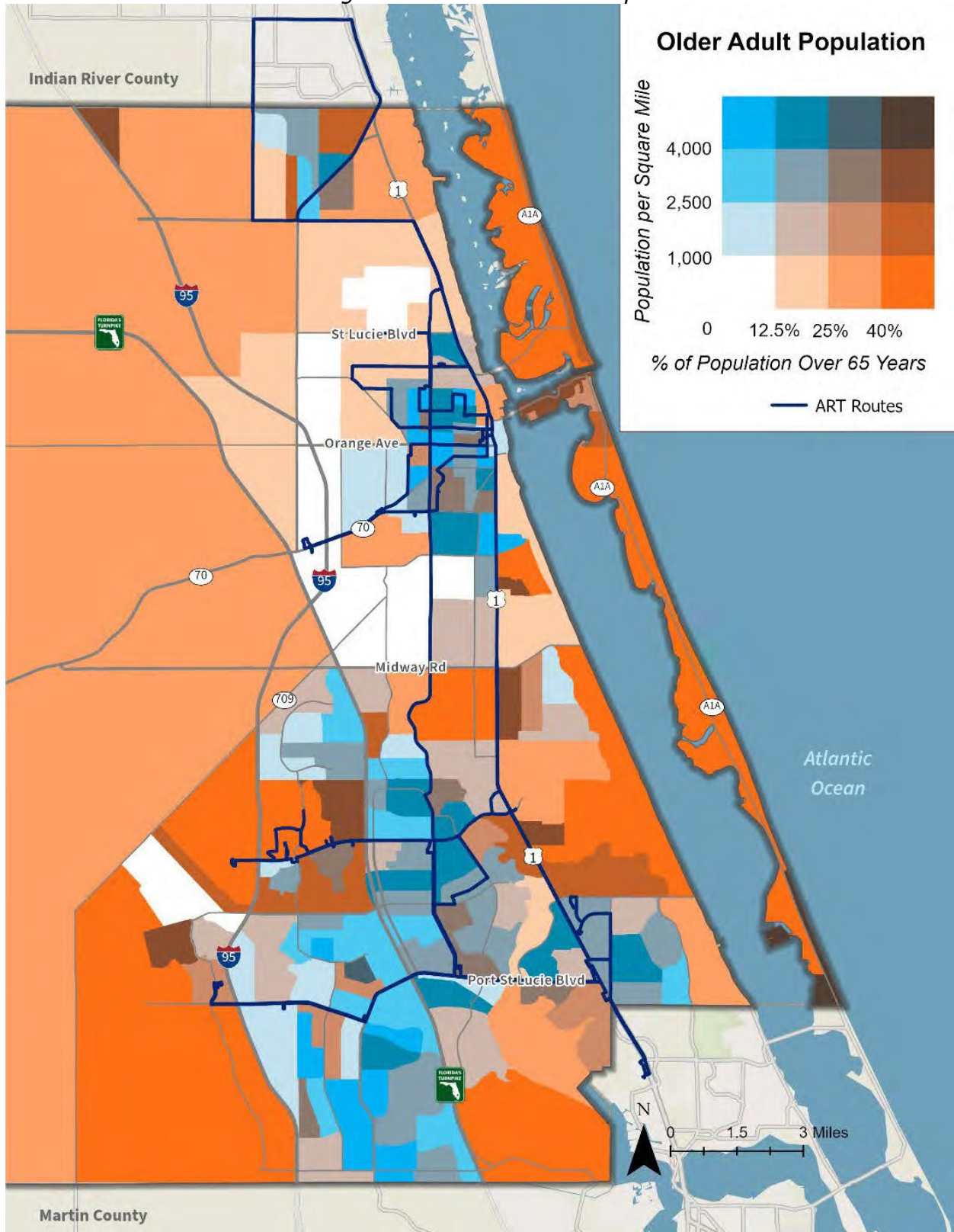
By 2050, 26.7% of the population will be 65+

Figure 14: Percentage of Older Adults (65+) | 2025-2050



Source: BEBR

Figure 15: Older Adults Map



Age | Younger Adults

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

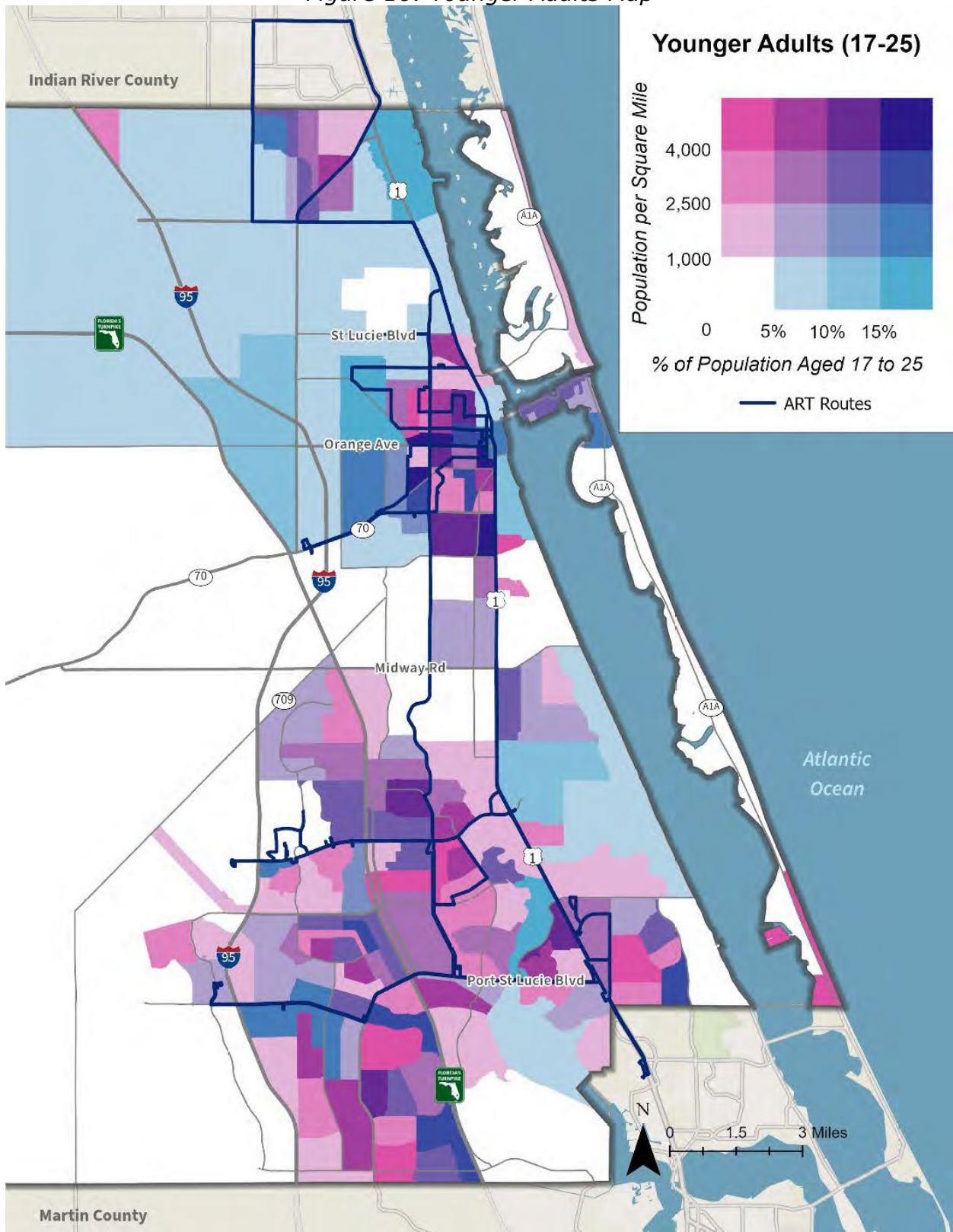
The proportion of St. Lucie County residents aged 25–54 is projected to decline marginally (-1.3%) by 2050. This age group represents most working-age residents and adult students, many of whom commute daily to school or work. This may indicate a need for additional transit mode options.

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



Source: Visit St. Lucie

Figure 16: Younger Adults Map



Income Distribution

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

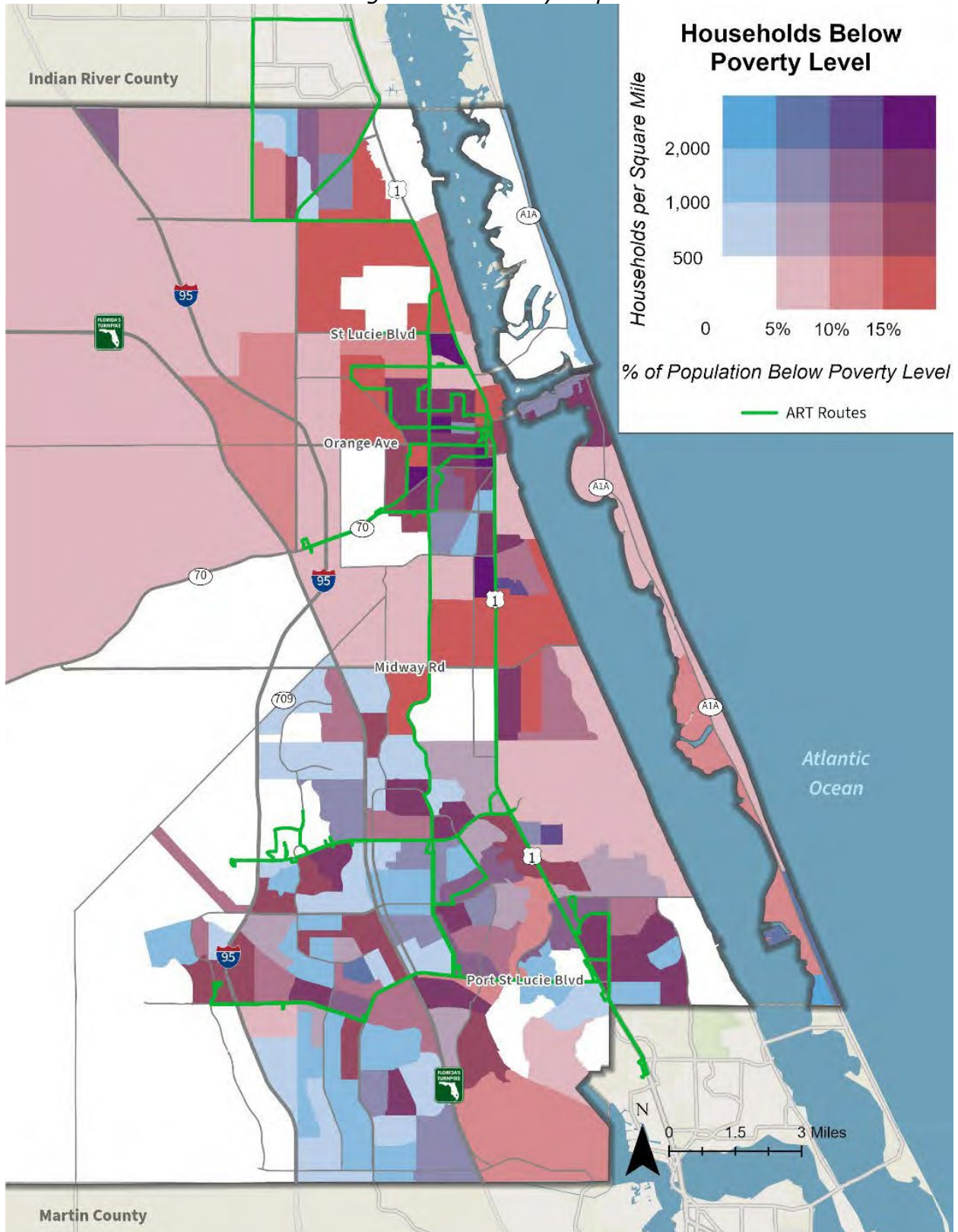
Approximately 38% of households earned more than \$75,000 and 18% earned less than \$25,000 in 2021. Fort Pierce is densely populated with households living below the poverty level. Port St. Lucie has a mix of block groups with both low and high concentrations of households living below the poverty level.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

Figure 17: Household Income Distribution | 2021



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

Figure 18: Poverty Map

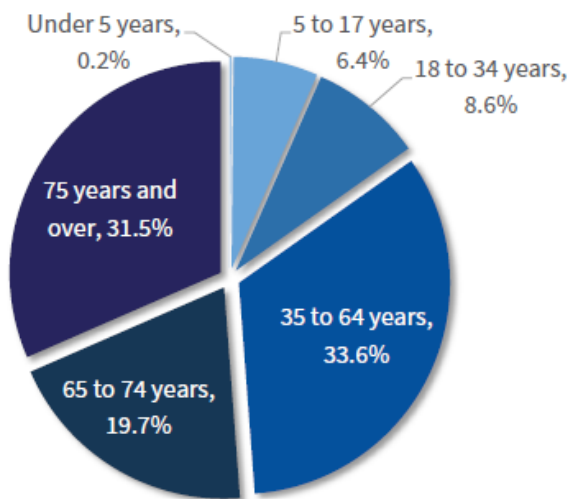


Individuals with Disabilities

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

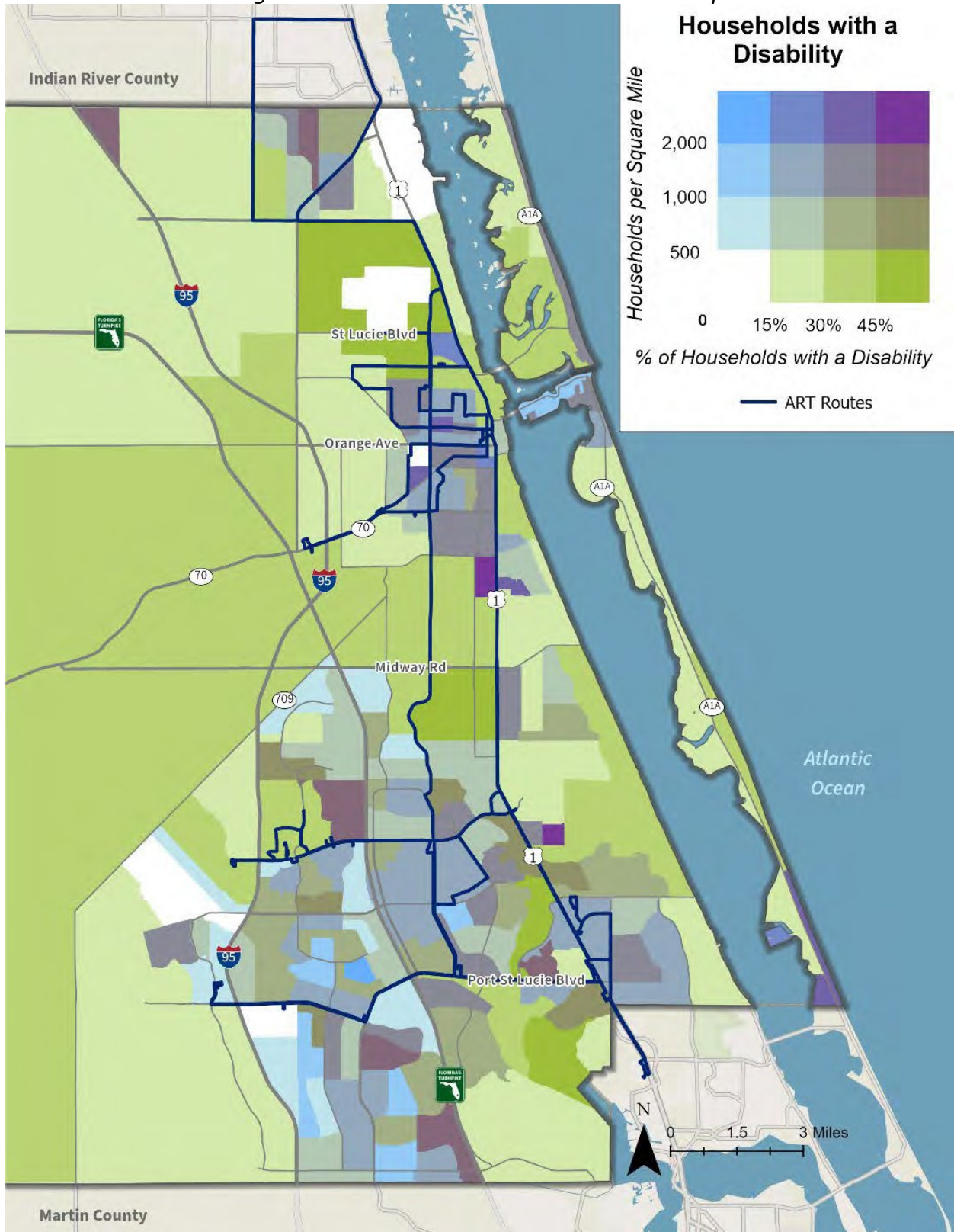
Households with one or more individuals with a disability are geographically spread out in St. Lucie County. The central part has a considerable percentage of individuals with a disability, although the population is not as dense as the core areas of Fort Pierce and Port St. Lucie, which have a mix of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

Figure 19: Age Distribution of Individuals with Disabilities | 2021



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

Figure 20: Households with Disabilities Map

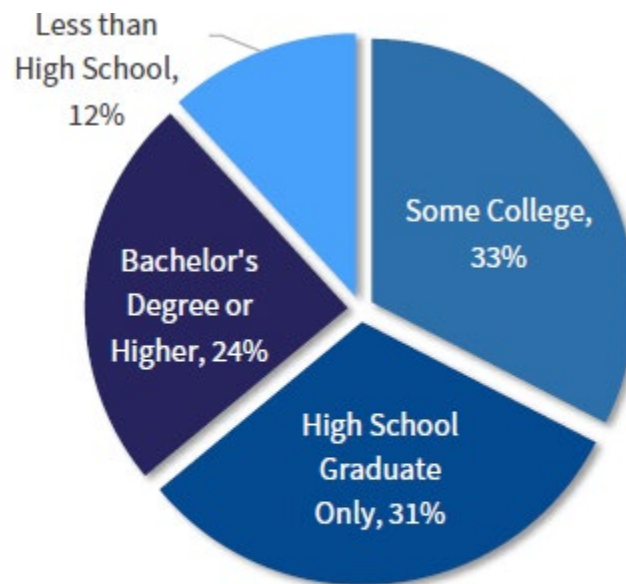


Educational Attainment

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

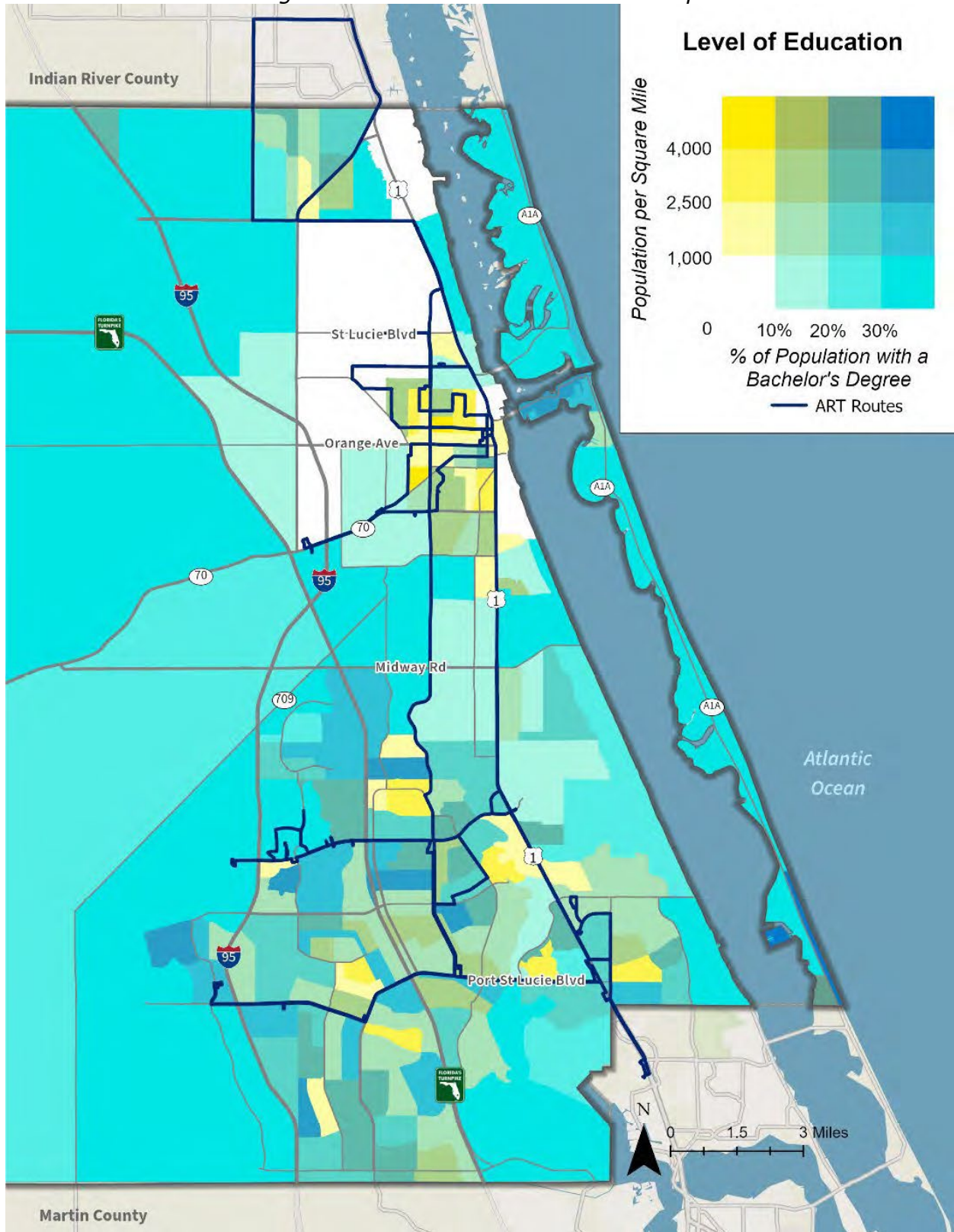
More than half of St. Lucie County residents, 57%, have some college credit or degree and 31% are high school graduates only. Educational attainment at the bachelor's degree level is highest on Hutchinson Island and west of I-95. It is lowest in central Fort Pierce and outlying areas of Port St. Lucie.

Figure 21: Highest Educational Attainment



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

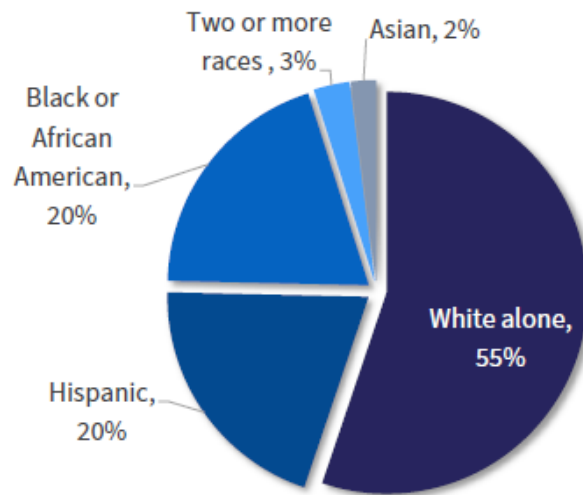
Figure 22: Educational Attainment Map



Race and Ethnic Origin

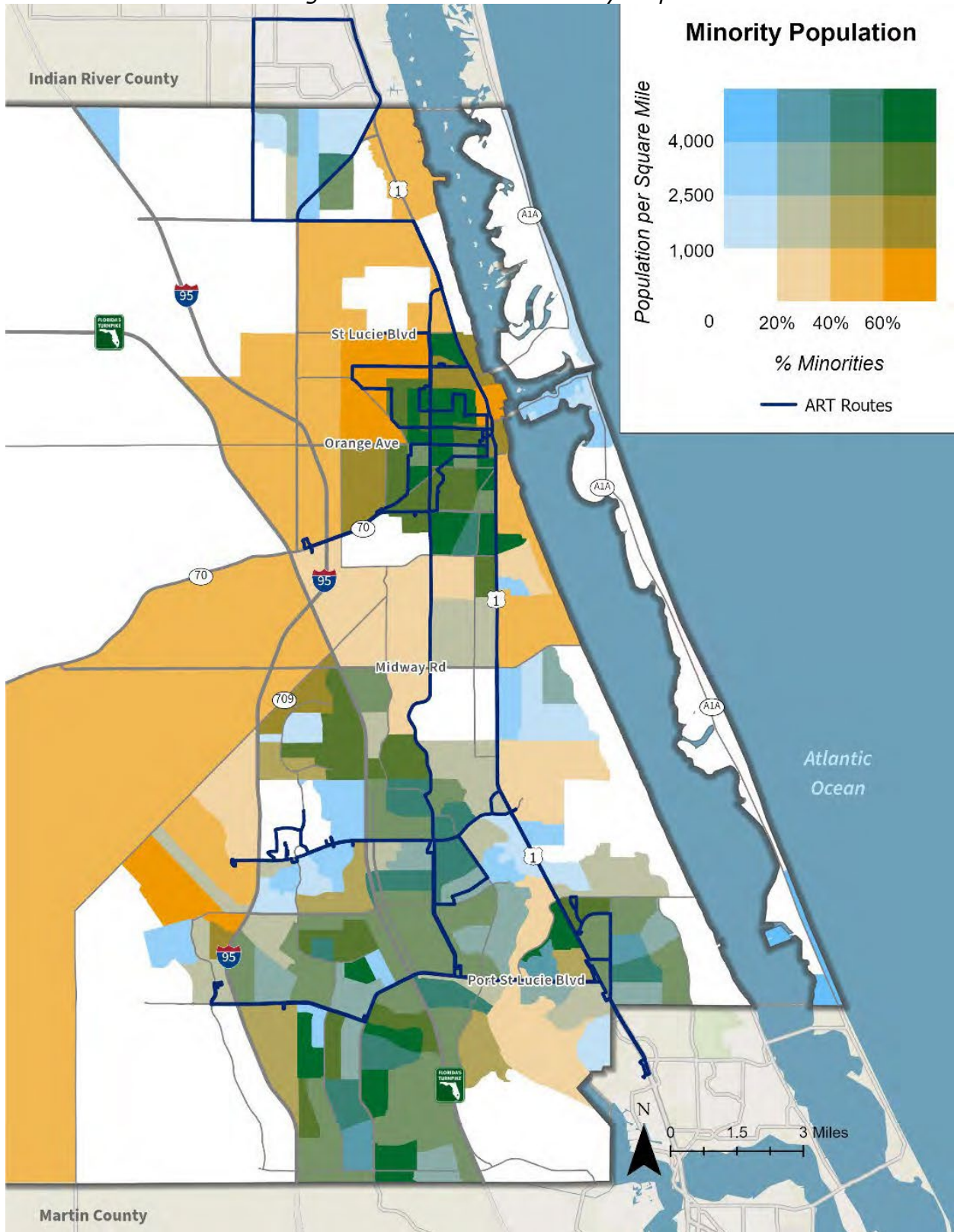
Historically non-white and ethnic groups represent a higher proportion of transit riders compared to the overall population. Currently, residents identifying as White alone comprise 55% of St. Lucie County’s population. Map 2-14 shows the location of non-White minorities throughout the county. Fort Pierce has the most densely populated areas of minority groups. Southwestern Port St. Lucie is also populated by minority groups, but to a lesser density than in Fort Pierce.

Figure 23: Race and Ethnicity | 2021



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

Figure 24: Race and Ethnicity Map

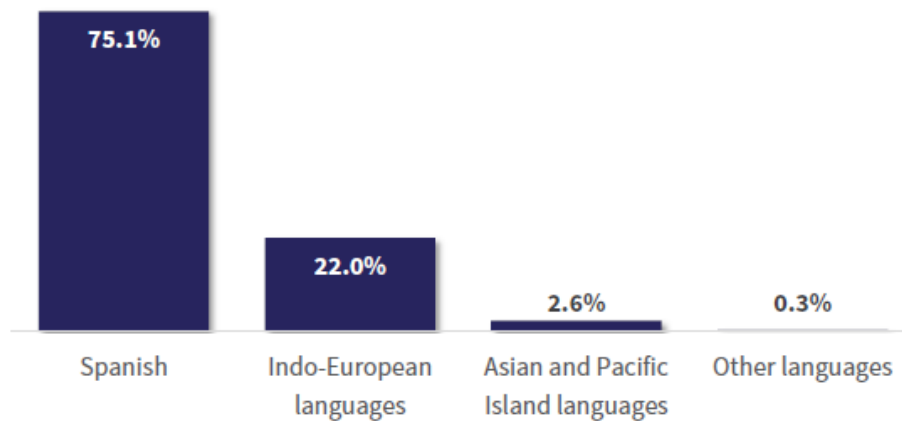


Limited English Proficiency

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

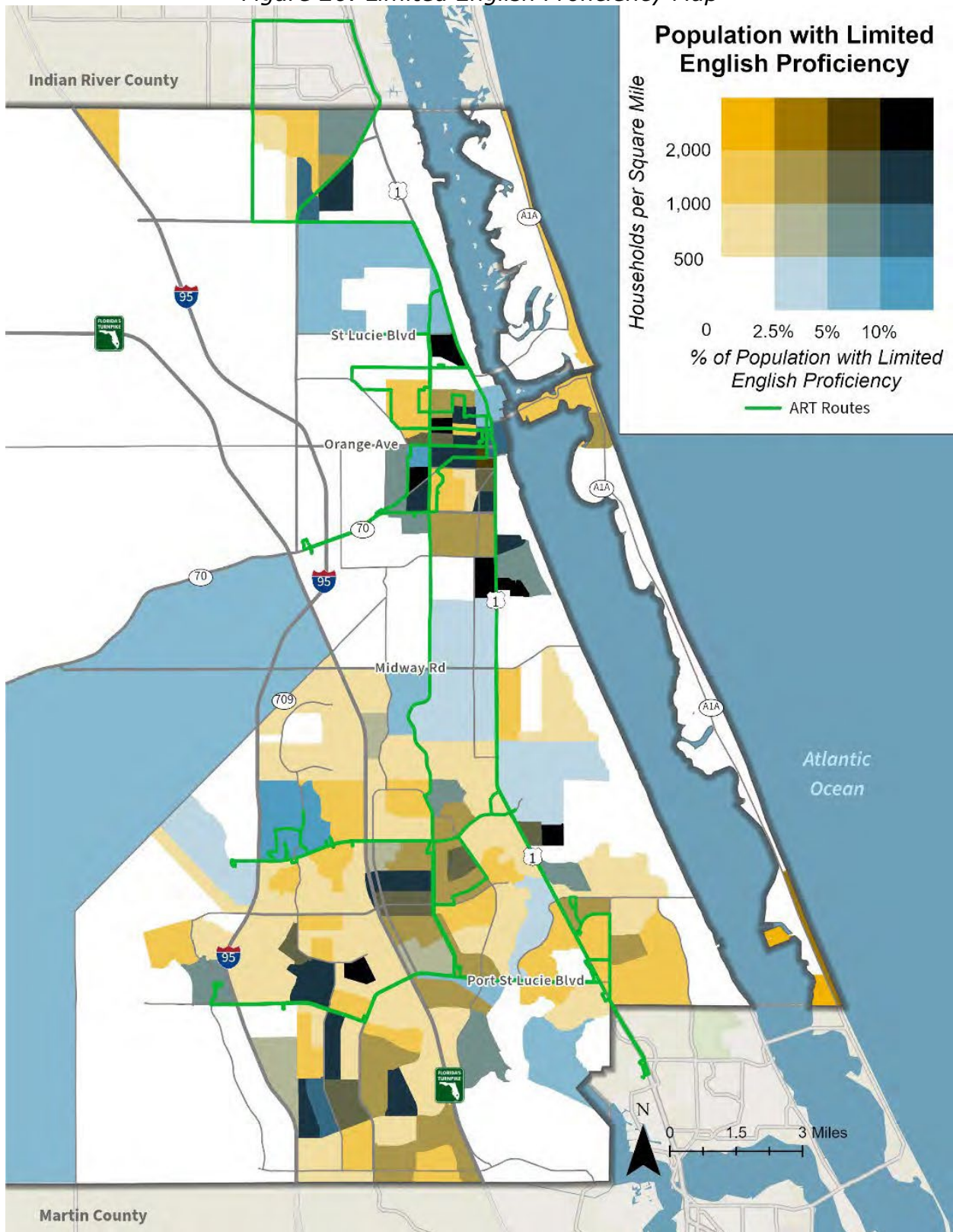
The levels of LEP persons in St. Lucie County vary by block group. However, Fort Pierce and Port St. Lucie west of Florida's Turnpike contain a higher concentration of LEP households.

Figure 25: LEP Household Language Breakdown | 2021



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

Figure 26: Limited English Proficiency Map

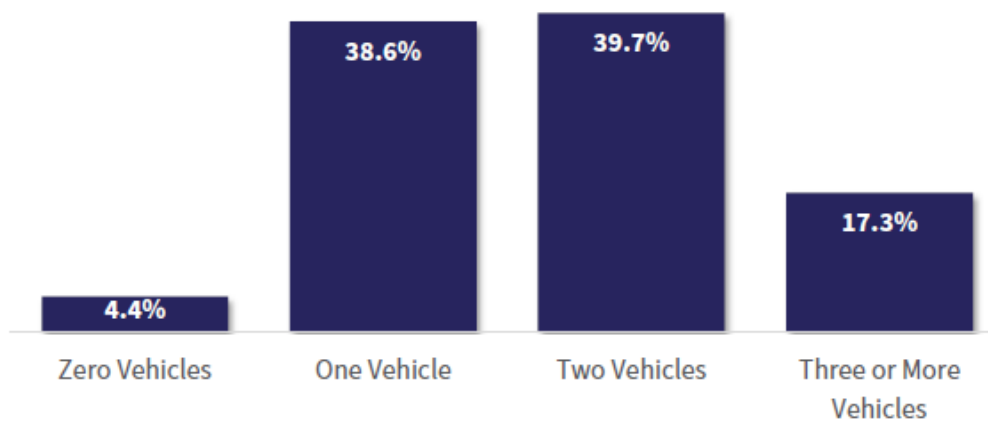


Automobile Ownership

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.

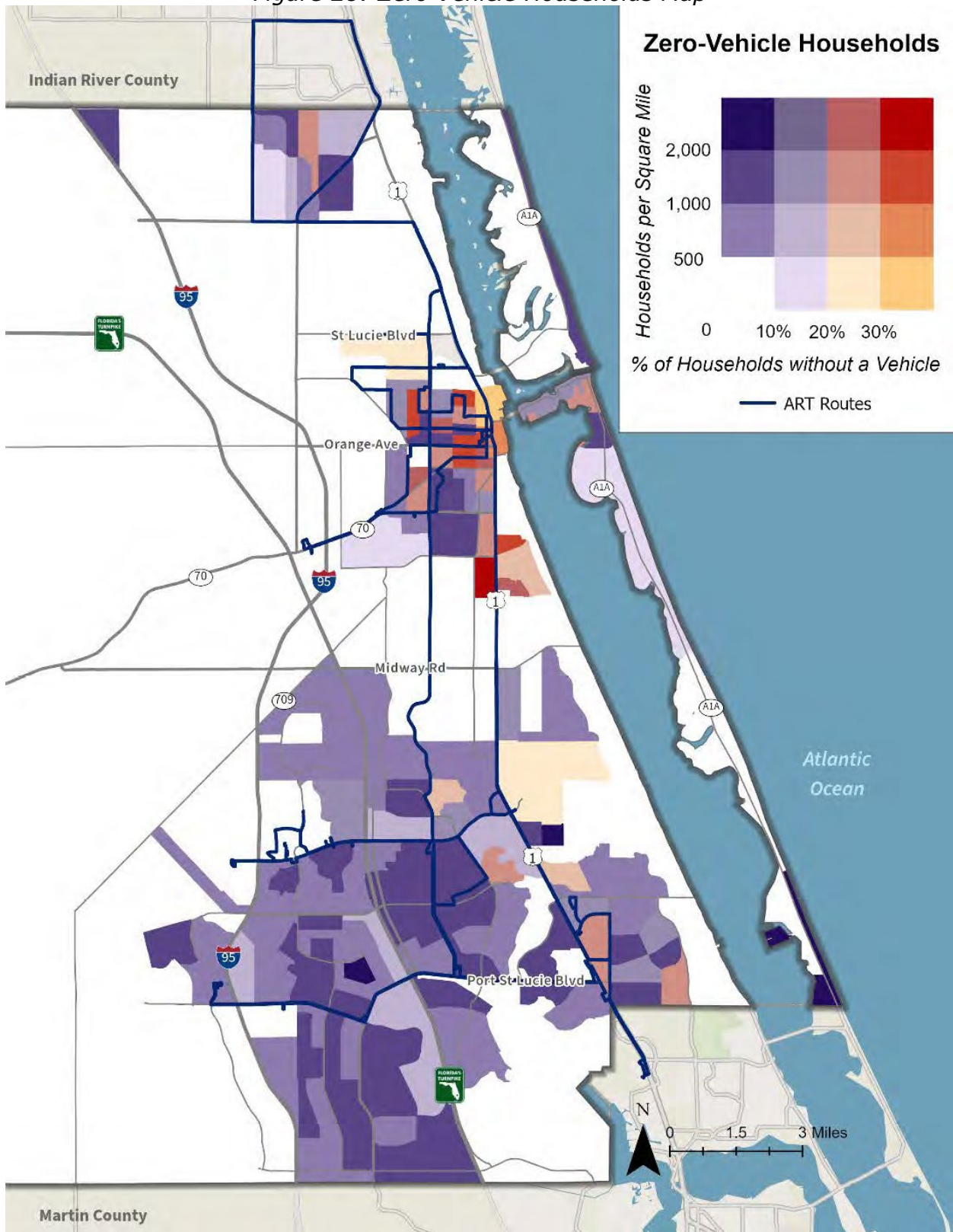
Most households in St. Lucie County have access to at least one vehicle and transit users are more likely to be zero or one-car households compared to all households. Most high-density areas of zero-vehicle households are in Fort Pierce.

Figure 27: Number of Vehicles Owned by Household | 2021



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

Figure 28: 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	
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.

As shown in Figure 29, 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 29 shows, there are overlaps among the disabled, elderly, and low-income populations.

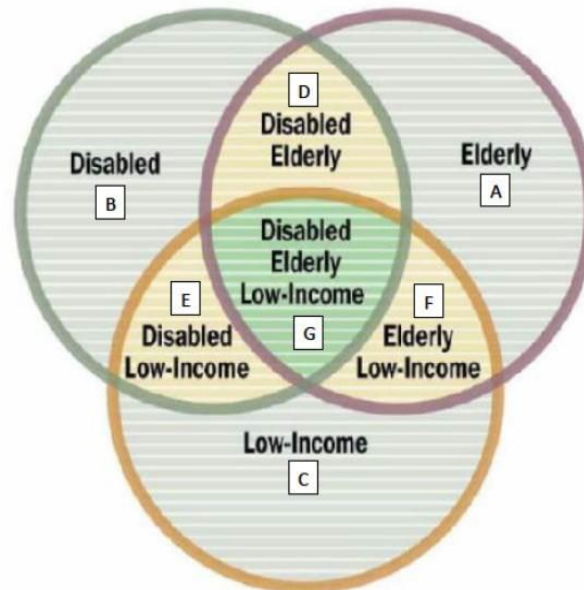


Figure 29: The TD Population

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 136,821 persons, or approximately 37 percent of the total population.

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	136,821	37%

Table 3: General TD Population

The Critical Need TD population includes persons who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and thus are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities. The Critical Need-Severely Disabled TD population in St. Lucie County is estimated to be approximately 14,830, as shown in Table 4.

Critical Need -Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	1,813	726	2,539
Elderly	10,853	1,438	12,291
TOTAL	12,666	2,164	14,830

Table 4: Critical Need-Severely Disabled Population

Daily trip rates are applied to the Critical Need-Severely Disabled TD population to calculate daily and annual travel demand. This methodology uses trip rates for persons who live in households without any vehicles available from the 2009 National Household Travel Survey (NHTS). As shown in Table 5, the Critical Need-Severely Disabled TD population daily trip demand is estimated to be 5,079 trips.

Low Income & Not Disabled	24,088		
without auto access	7,640		
without transit access	2,292		
Calculation of Daily Trips			
		Daily Trip Rates	Total
Total Actual Critical TD Population		Per Person	Daily Trips
Severely Disabled	14,830	0.049	727
Low Income ND	2,292	1.899	4,352
Totals	17,122		5,079

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 19,800 by 2030, with a demand for 5,700 daily trips or more than 1.75 million annual trips.

2. Special Needs Population

In addition to using the CUTR methodology to estimate overall disability needs, the Census data was used to estimate the number of persons with cognitive disabilities. The term cognitive disabilities are related to a range of intellectual impairments that impact an individual's ability to perform daily functions. The Census asks about six disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. Respondents who report any one of the six disability types are considered to have a disability. According to the 2023 U.S. Census estimates, approximately 15 percent of the total civilian noninstitutionalized population of St. Lucie County has some type of disability.

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

The six disability types covered by the Census are:

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

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

Table 6: Ongoing System Improvements and Review

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

Table 7: Implementation Actions and Strategies

SERVICE PLAN

A. Operations

1. Type, Hours, and Days of Service

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

There are currently eight (8) fixed routes providing public transportation service in St. Lucie County. One route runs along US 1, two (2) routes operate circulator service in Fort Pierce, three (3) routes serve the Port St. Lucie area, one route connects with Indian River County, and one route operates as an express route between the Intermodal in Fort Pierce and the Intermodal at the Port St. Lucie Community Center. Routes 1, 2, 3, 4, 5 and 6 operate from 6:00 a.m. to 8:00 p.m. Monday - Friday, Saturday from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. Route 7 operates from 7:00 a.m. to 6:00 p.m. Monday - Friday only. Route 8 operates from 7:00 a.m. to 11:00 a.m. and 3:00 p.m. to 7:00 p.m. Monday - Friday. No service is provided on Sundays. All routes run at one-hour frequencies. 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, and 2024 SRA in partnership with St. Lucie County received an Innovation and Service Development grant from the Florida Commission for the Transportation

Disadvantaged (CTD) to continue the Advantage Ride program. This allowed St. Lucie County to serve all riders who were previously on the waiting list.

2. Accessing Services

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

- ADA complementary service for eligible individuals who are not able to use the fixed route system because of a disability or other limitations
- Transportation Disadvantaged (TD) Service for senior, disabled, or low-income individuals who have no other means of transportation nor can afford to pay for private transportation. Because of limited funding and the number of individuals in St. Lucie County qualifying for this service, trips must be prioritized
- Rural Transportation for individuals who live outside the urbanized area in St. Lucie County

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

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

a) Eligibility

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

The County's Eligibility Specialist will review the applications to determine which program, if any, the individual is qualified. All programs have a three (3) year

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

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

b) Transportation Disadvantaged (TD) Eligibility

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

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

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

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

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

c) Prioritization

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

next highest priority. Recreational trips may be accommodated if there is trip availability.

The above prioritization could result in trip denials. According to the draft Annual Operating Report (AOR) for Fiscal Year, July 1, 2023 -June 30, 2024, there were no unmet trip requests compared to 2,529 unmet trip requests in the previous fiscal year.

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

d) Cancellations/No Shows

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

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

3. Transportation Operators and Coordination Contractors

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

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

2024-2025		
Name	Contact Person	Service(s)
<i>Transportation Operator</i>		
MV Transportation	Anthony Rodriguez	A/W
<i>Coordinated Contractors</i>		
2 nd Chance Community Health Services	Johnny Brown	A
An Answer to Care	Grace Walter	A/W
Council of Aging of St Lucie, Inc	Darrell Drummond	A/W
Re-Assure Non Medical Transportation	Paul Poteau	A/W
Skytop Transportation Inc	Jorge Munoz	A/W
St. Lucie County Veterans	Jake Walton	A/W
A = Ambulatory W = Wheelchair S = Stretcher		

Table 8: Transportation Operator and Coordination Contractors

4. Public Transit Utilization

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

5. School Bus Utilization

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

6. Vehicle Inventory

Appendix E contains the fleet inventory.

7. System Safety Program Plan Certification

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

8. Inter-County Services

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

Jensen Beach. St. Lucie County also connects with Indian River County in Vero Beach via Route 7.

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 772-462-1777 or the statewide Transportation Disadvantaged Ombudsman Hotline at 1-800-983-2435.

Vehicle Cleanliness

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

Billing

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

Passenger/Trip Data

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

Seating

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

Driver Identification

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

Passenger Loading Assistance

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

Smoking, Drinking, and Eating

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

Passenger No-Shows

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

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

Communication Equipment

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

Vehicle Air Conditioning and Heating Equipment

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

First Aid Policy

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

Cardiopulmonary Resuscitation

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

Pick-Up Window

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

On-Time Performance

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

Advance Reservations

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

Public Transit Ridership

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

Complaints

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

Accidents

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

Road calls

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

Call-Hold

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

Driver Background Checks

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

Driver Training

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

At a minimum, passenger relations and driver safety training shall be conducted annually.

Oxygen Transport

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

Service Animals

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

13. Local Complaint and Grievance Procedures/Process

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

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

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

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

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

15. Coordination Contract Evaluation Criteria

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

B. Cost / Revenue Allocation and Rate Structure Justification

1. Cost Revenue Allocation

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

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

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

- Ambulatory \$24.78
- Wheelchair \$42.47

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

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

Objective 4.2 – Consider the potential for sponsored transportation services, especially for developments with 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



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 6, 2024
Item Number:	7d
Item Title:	2024 Annual Operating Report (AOR)
Item Origination:	Community Transportation Coordinator (CTC)
UPWP Reference:	Task 3.8–Transportation Disadvantaged Program
Requested Action:	Approve the 2024 AOR, approve with conditions, or do not approve.
Staff Recommendation:	Because the AOR assists the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged in monitoring the performance of Florida’s coordinated system, it is recommended that the 2024 AOR be approved.

Attachments

- TPO Staff Report
- CTC Staff Report

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 22, 2024

SUBJECT: **2024 Annual Operating Report (AOR)**

BACKGROUND



Each Community Transportation Coordinator (CTC) must submit an Annual Operating Report (AOR) to the Florida Commission for the Transportation Disadvantaged (FCTD). The FCTD uses each CTC's operating data to provide a statewide operational profile of the Florida Coordinated Transportation System and to evaluate performance aspects of the System. The FCTD also uses data collected to substantiate the need to seek additional funds.

ANALYSIS

The St. Lucie County Transit Department performs the daily functions of the CTC in St. Lucie County. Transit Department Staff prepares the AOR and submits it to the FCTD for incorporation into the State's reporting system. The AOR is prepared using information provided by the contracted public transportation provider and coordination contractors.

RECOMMENDATION

Because the AOR assists the Community Transportation Coordinator and the Florida Commission for the Transportation Disadvantaged in monitoring the performance of Florida's coordinated system, it is recommended that the 2024 AOR be approved.

TO: Members of the Local Coordinating Board
THROUGH: Adolfo Covelli, Transit Director 
FROM: Cathi Petagno, Transit Senior Program Specialist 
DATE: October 22, 2024
SUBJECT: Florida Commission for the Transportation Disadvantaged (FCTD)
2024 Annual Operating Report (AOR)

Background:

In St. Lucie County, the Board of County Commissioners is the designated Community Transportation Coordinator (CTC). As such, the Transit Department prepares and submits the Annual Operating Report (AOR) as required by the Florida Commission for the Transportation Disadvantaged (FCTD). The data contained within the report is one of the many factors incorporated into the allocation formula for the Trip and Equipment Grant, which provides funding for transportation-disadvantaged individuals.

Annually, the County compiles a multitude of trip-related data, such as the number of passengers, trip purpose, revenues, expenses, etc., all of which are contained in the attached AOR Detailed Summary Report for State Fiscal Year (SFY) 23/24.

The data is generated from several sources including those agencies with current coordination agreements with the county, known as coordinated contractors. Coordinated contractors are contractually obligated to collect and report the information to the county and must maintain accurate records daily and transmit yearly reports.

Analysis:

The figures below are a summary from the AOR, which is currently under review by the FCTD. For SFY 23/24, the St. Lucie CTC submitted the following:

- Master Contract Service Provider = 152,270 trips
- Coordinated Contractors = 205,892 trips
- Total trips = 358,162 trips


In SFY 23-24, the county’s Transportation Disadvantaged (TD) ridership trends have increased by 102% from the previous year. The current trend for ridership is increasing as riders are utilizing the service options offered by Area Regional Transit (ART). St. Lucie County is providing trips in compliance with the Federal Transit Administration (FTA) mandates in place. The data above only reflects trips that qualify through the state Transportation Disadvantaged (TD) program.

The St. Lucie County Transit system, which includes the fixed-route/ADA and paratransit has experienced an increase in overall ridership.

STAFF RECOMMENDATION:

Staff recommends that the Board approve the SFY 23-24 Annual Operating Report, with the ability to revise figures as requested by the CTD and authorize the Chair to sign all documents as approved by the county attorney.

County:	Saint Lucie	Demographics		Number		
CTC:	St. Lucie County Board of County Commissioners	Total County Population		0		
Contact:	Adolfo Coveña 2300 Virginia Avenue Fort Pierce, FL 34982 772-462-1798	Unduplicated Head Count		6,793		
Email:	coveña@stlucieco.org					



Trips By Type of Service	2022	2023	2024	Vehicle Data	2022	2023	2024
Fixed Route (FR)	0	0	0	Vehicle Miles	1,440,348	1,739,136	2,719,410
Deviated FR	0	0	0	Roadcalls	131	58	172
Complementary ADA	0	0	54,521	Accidents	25	14	17
Paratransit	135,574	119,940	290,631	Vehicles	123	115	118
TNC	10,984	33,521	13,010	Drivers	115	111	115
Taxi	14,220	23,604	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	160,778	177,065	358,162				

Passenger Trips By Trip Purpose	2022	2023	2024	Financial and General Data			
Medical	76,716	74,268	234,008	Expenses	\$ 4,233,028	\$ 4,740,308	\$ 10,395,617
Employment	11,617	18,182	13,920	Revenues	\$ 4,233,027	\$ 4,689,897	\$ 11,459,310
Ed/Train/DayCare	31,285	39,898	49,085	Commendations	86	92	31
Nutritional	1,671	6,521	7,558	Complaints	24	19	29
Life-Sustaining/Other	39,489	38,196	53,591	Passenger No-Shows	3,769	10,498	7,788
TOTAL TRIPS	160,778	177,065	358,162	Unmet Trip Requests	4,952	2,529	0

Passenger Trips By Revenue Source	2022	2023	2024	Performance Measures			
CTD	27,567	27,808	97,749	Accidents per 100,000 Mile	1.74	0.80	0.63
AHCA	756	612	183,582	Miles between Roadcalls	10,995	29,985	15,811
APD	19,791	361	0	Avg. Trips per Passenger	24.83	22.23	52.73
DOEA	3,625	15,622	16,311	Cost per Trip	\$26.33	\$26.77	\$29.02
DOE	0	0	0	Cost per Paratransit Trip	\$22.84	\$28.09	\$30.12
Other	109,039	132,662	60,520	Cost per Total Mile	\$2.94	\$2.73	\$3.82
TOTAL TRIPS	160,778	177,065	358,162	Cost per Paratransit Mile	\$2.54	\$2.80	\$3.87

Trips by Provider Type	2022	2023	2024
CTC	0	0	0
Transportation Operator	122,555	144,913	152,270
Coordination Contractor	38,223	32,152	205,892
TOTAL TRIPS	160,778	177,065	358,162



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 6, 2024
Item Number:	8a
Item Title:	Florida Commission for the Transportation Disadvantaged (FCTD) Training Workshop Presentation
Item Origination:	FCTD
UPWP Reference:	Task 3.8 – Transportation Disadvantaged (TD) Program
Requested Action:	Discuss and provide comments.
Staff Recommendation:	Discuss and provide comments regarding the FCTD training workshop presentation.

Attachments

- TPO Staff Report
- PowerPoint Slides

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 22, 2024

SUBJECT: **Florida Commission for the Transportation Disadvantaged (FCTD) Training Workshop Presentation**

BACKGROUND

Planning agencies provide support to Local Coordinating Boards (LCBs) and assist the Florida Commission for the Transportation Disadvantaged (FCTD) in its responsibilities at the local level. Planning agencies can be metropolitan planning organizations (MPOs), county or city governments, regional planning councils, local planning organizations or other planning providers such as health councils. The St. Lucie Transportation Planning Organization (TPO) is the designated official planning agency for the transportation disadvantaged program in St. Lucie County.

ANALYSIS

Planning agency staff are required to attend at least one FCTD sponsored training during each fiscal year, including but not limited to, the FCTD's regional meetings or annual training workshop. The 2024 annual training workshop was held in conjunction with the Florida Public Transportation Association in West Palm Beach on September 23, 2024. During the training workshop, TPO staff, along with Charlotte County-Punta Gorda MPO and MetroPlan Orlando panelists, presented information on LCB best practices.

TPO staff presented on the St. Lucie LCB's participation in the TPO's public involvement process, a presentation that was well-received by the 60+ workshop attendees. TPO staff will provide highlights from this presentation during the LCB meeting.

RECOMMENDATION

Discuss and provide comments regarding the FCTD training workshop presentation.



How to Dress Your LCB for Success

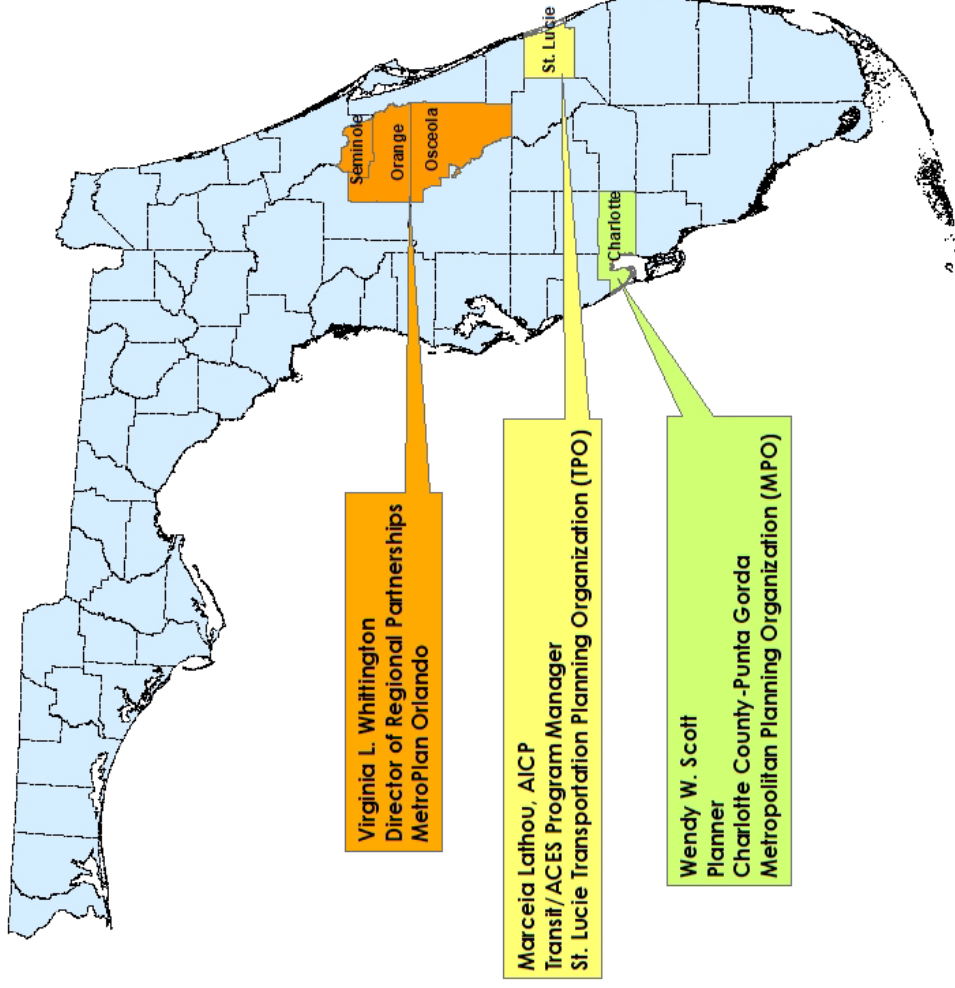


Presenters

Marceia Lathou/St. Lucie TPO

Wendy Scott/Charlotte County-
Punta Gorda MPO

Virginia Whittington/MetroPlan
Orlando



Participation

- The St. Lucie County LCB is an important component of the St. Lucie TPO's public involvement process. The LCB provides input on numerous TPO plans, programs, and activities.



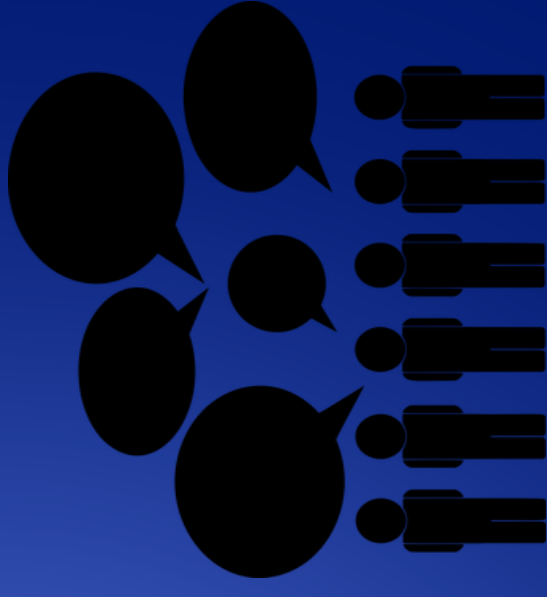
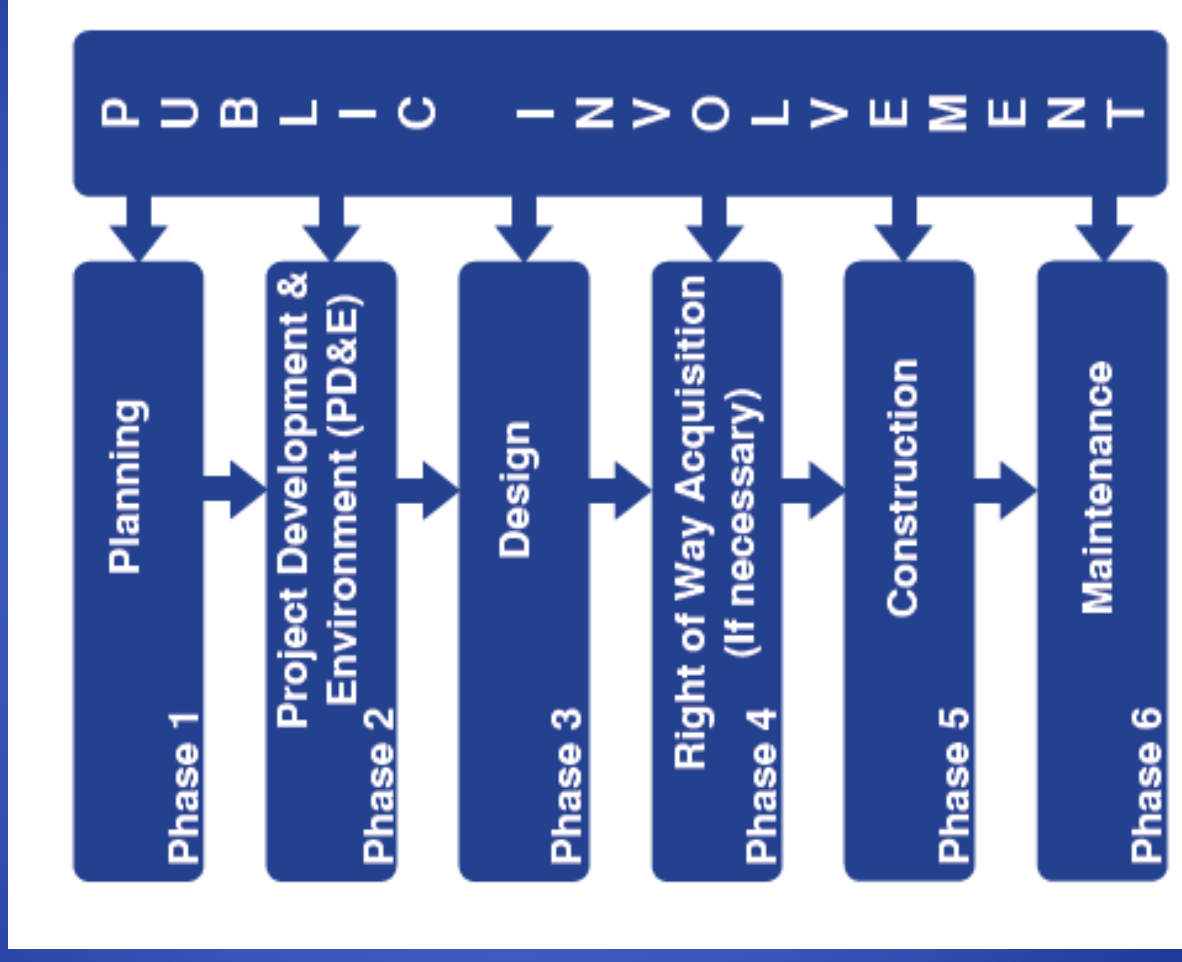
St. Lucie **Transportation**
Planning **Organization**

Public Participation Process

- Ensures that the public has full access to transportation decision-making
- Involves two-way communication
 - Inform, consult, involve, collaborate, empower
 - Build consensus/reach agreement
- Annually evaluate tools/techniques used



Plan, Program & Project Cycles



TPO Core Products

- **Long Range Transportation Plan**
- **Transportation Improvement Program**
- **List of Priority Projects**
- **Congestion Management Process**
- **Unified Planning Work Program**
- **Public Participation Plan**
- **Special Studies**



St. Lucie TPO

Example 1

8. Discussion Items

8a. Draft Sustainable Transportation Plan: Review of findings of the Draft Sustainable Transportation Plan for the development of an Automated/Connected/Electric/Shared-Use (ACES) Network in St. Lucie County.

Action: *Discuss and provide comments to Staff.*

8b. Port St. Lucie Intermodal Bus Station Update: The CTC will present an update on efforts to redesign the bus station located across from the Port St. Lucie Community Center and to secure funding for the project.

Action: *Discuss and provide comments to Staff.*

8c. Area Regional Transit (ART) Bus Services Promotion: The CTC will present a marketing plan to raise public awareness of services available through the ART public transportation system.

Action: *Discuss and provide comments to Staff.*

8d. Transit Development Plan (TDP) Major Update Scope of Services: Review of a consultant scope of services for a TDP Major Update, the transit provider's strategic plan for the provision of bus services.

Action: *Discuss and provide comments to Staff.*

9. Recommendations/Comments by Members

St. Lucie TPO

Example 2

8. Discussion Items

8a. Advantage Ride Program Report: Staff will present statistics on Advantage Ride, a program to increase transportation options for persons with intellectual or developmental disabilities

Action: *Discuss and provide comments to Staff.*

8b. Electric Vehicle Charging Station Plan Update: Review of a plan to identify the need for electric vehicle super-charging stations at various locations in the TPO area.

Action: *Discuss and provide comments to Staff.*

8c. Sustainable Transportation Plan Scope of Services: Review of a scope of services for consultant assistance to develop a Plan to implement an electric vehicle charging network along I-95.

Action: *Discuss and provide comments to Staff.*

9. Recommendations/Comments by Members

St. Lucie TPO

Example 3

8. Discussion Items

8a. Unified Planning Work Program (UPWP) Call for Projects: TPO staff will initiate a discussion of projects proposed for the TPO's next two-year business plan.

Action: *Discuss and provide comments to Staff.*

8b. Advantage Ride Program Report: The CTC will report statistics on Advantage Ride a program to increase transportation options for persons with intellectual or developmental disabilities.

Action: *Discuss and provide comments to Staff.*

9. Recommendations/Comments by Members

St. Lucie TPO

Example 4

8. Discussion Items

8a. SmartMoves 2045 Long Range Transportation Plan (LRTP) Development: Review of elements of the SmartMoves 2045 LRTP which will guide transportation improvement decision-making over the next 25 years.

Action: *Discuss and provide comments to Staff.*



AGENDA ITEM SUMMARY

Board/Committee:	St. Lucie LCB
Meeting Date:	November 6, 2024
Item Number:	8b
Item Title:	Public Participation Plan (PPP) Major Update Status Report
Item Origination:	Unified Planning Work Program (UPWP)
UPWP Reference:	Task 5.1 - Public Participation, Education & Outreach
Requested Action:	Discuss and provide comments.
Staff Recommendation:	It is recommended that comments be provided regarding the Public Participation Plan (PPP) Major Update status report.

Attachments

- TPO Staff Report
- PPP Strategy Matrix

MEMORANDUM

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

THROUGH: Peter Buchwald
Executive Director

FROM: Marceia Lathou
Transit/ACES Program Manager

DATE: October 22, 2024

SUBJECT: Public Participation Plan (PPP) Major Update Status Report

BACKGROUND

Public involvement is an intentional, dynamic process supported by all stages of development for TPO plans, programs, and activities. The public involvement process is outlined in the TPO's Public Participation Plan (PPP). The PPP acknowledges that no single public participation tool or strategy is likely to meet everyone's needs; success is generally found by combining in-person and digital strategies. The FY 2024/25 – FY 2025/26 Unified Planning Work Program (UPWP) includes a task to conduct a major update of the PPP.

ANALYSIS

Meaningful public participation is not simply public education; it is an opportunity for stakeholders to influence what will happen in their communities. TPO staff will present the first phase of the PPP Major Update for review and comment. This phase highlights the various strategies that will be used to engage the public as well as methods to evaluate specific outputs and outcomes.

An annual evaluation of the effectiveness of the PPP in accomplishing its goals will be conducted. Effectiveness will be determined by using performance targets for participation strategies grouped by category: inform, consult,

involve, collaborate, and empower. The attached PPP matrix shows how each strategy is categorized. Evaluating groups of strategies versus individual strategies allows for flexibility in meeting community needs.

Strategies will be updated as needed. Target increases will be updated based on yearly U.S. Census population estimates or other methods.

The PPP Evaluation also will analyze the willingness of individuals to interact with the TPO. Consent to interact implies the public's belief that their opinions are valued and could impact transportation decision-making.

RECOMMENDATION

It is recommended that comments be provided regarding the Public Participation Plan (PPP) Major Update status report.

Public Participation Plan (PPP) Strategy Matrix

Strategy	Public Participation Spectrum				
	Inform	Consult	Involve	Collaborate	Empower
Eblasts/Direct Mail	X				
Posters, Flyers, Brochures	X				
Information Repositories	X				
Visualization/Infographics	X				
Website/Website Accessibility	X				
Immersive Technologies	X				
Virtual Rooms	X				
Public Information Gallery	X				
3D Animations	X				
Events		X			
Library Outreach		X			
Questionnaires/Polls/Surveys		X			
Gamification		X			
Social Media		X			
Stakeholder Interviews		X			
Interactive Maps			X		
Public Events/Presentations			X		
Public Meetings			X		
Focus Groups (in-person and virtual)			X		
Workshops (in-person and virtual)				X	
Forums and Open Houses				X	
Advisory Committee Meetings				X	
Semi-Annual Public Participation Evaluations				X	
Comments Summaries					X
Environmental Justice Analysis of TPO Plans					X
Site Visits					X
Career Fairs					X
Justice40 Analysis of TPO Plans					X
NOTES:					
Inform: One-way distribution of information to the public					
Consult: Dialogue with staff but public not aware of input of others.					
Involve: Public sees its input and that of others. May or may not involve dialogue with staff.					
Collaborate: Could be anything that goes before the Advisory Committees; at or approaching TPO Board action.					
Empower: Public initiates a process, takes the lead in a process and/or public sees results of its participation in terms of end products.					