



**St. Lucie County
Transportation Disadvantaged Service Plan
(TDSP)
Major Update**

**A Coordinated Public Transit-Human Services
Transportation Plan**

Prepared by:

St. Lucie Transportation Planning Organization (TPO)

St. Lucie County Community Services Department

Community Transit

September 2013

This page intentionally left blank

Table of Contents

INTRODUCTION	1
DEVELOPMENT PLAN	
A. Introduction to Service Area.....	2
1. Background of the Transportation Disadvantaged (TD) Program	2
2. Community Transportation Coordinator (CTC) Designation Date/History	2
3. Organization Chart	2
4. Consistency Review of Other Plans	4
5. Public Participation	7
B. Service Area Profile / Demographics	8
1. Service Area Description.....	8
2. Demographics.....	8
a. Land Use.....	8
b. Population / Composition	10
c. Transit Orientation Analysis.....	12
d. Employment	12
e. Major Trip Generators / Attractors.....	12
f. Inventory of Available Transportation Services	12
C. Service Analysis	16
1. Estimates and Forecasts of TD Population	16
2. Needs Assessment.....	19
a. Transportation Coordination Network (TCN) Public Survey	19
b. Access to Prenatal Care Public Survey	24
3. Barriers to Coordination	25
D. Mission Statement, Goals, Objectives, and Strategies	26
E. Implementation Schedule	26

Table of Contents (continued)

SERVICE PLAN

A. Operations..... 29

 1.Types, Hours and Days of Service..... 29

 2.Accessing Services 30

 3.Transportation Operators and Coordination Contractors 32

 4.Public Transit Utilization 32

 5.School Bus Utilization..... 32

 6.Vehicle Inventory 32

 7.System Safety Program Plan Certification 32

 8.Inter-County Services 34

 9.Emergency Preparedness and Response 34

 10.Educational Efforts / Marketing 34

 11.Acceptable Alternatives 34

 12.Service Standards 34

 13.Local Complaint and Grievance Procedures / Process 38

 14.CTC Monitoring Procedures of Operators and Coordination Contractors..... 39

 15.Coordination Contract Evaluation Criteria 39

B. Cost / Revenue Allocation and Rate Structure Justification..... 39

 1.Cost Revenue Allocation 39

 2.Passenger Fare Structures 39

MAPS, FIGURES, and TABLES

Map 1—St. Lucie County Location Map.....8

Map 2—Transportation Disadvantaged Service Plan (TDSP) Study Area9

Map 3—Florida Population Density by County..... 11

Map 4—Transit Orientation Analysis 13

Map 5—St. Lucie County Zip Code Boundaries 25

Figure 1—St. Lucie County TD Services Organization Chart.....3

Figure 2—TD Population 16

Figure 3—TCN Survey: Times Transportation Needed 20

Table of Contents (continued)

Figure 4—TCN Survey: Current Mode to Destination 21

Figure 5—TCN Survey: Trip Purpose..... 21

Figure 6—TCN Survey: Unable to Travel Reason 22

Figure 7—TCN Survey: Assistance Needed for Transportation 23

Figure 8—TCN Survey: One-way Ride Trip Cost Willing to Pay..... 23

Figure 9—TCN Survey: Method of Contact 24

Table 1—Major Employers in St. Lucie County 14

Table 2—Common TD Trip Destinations 15

Table 3—General TD Population 17

Table 4—Critical Need-Severely Disabled TD Population 17

Table 5—Daily Trips for the Critical Need TD Population 18

Table 6—Ongoing System Improvements and Review 27

Table 7—Implementation Plan—Actions and Strategies 28

Table 8—Transportation Operators and Coordinated Contractors 33

Table 9—Fixed Route Fares 40

Table 10—Demand Response System Fares..... 40

APPENDICES

Appendix A—St. Lucie County Inventory of Available Transportation Services..... 41

Appendix B—TD Estimates and Forecast Tables..... 44

Appendix C—Mission Statement, Goals, Objectives and Strategies 49

Appendix D—Treasure Coast Connector Plus Rider’s Guide..... 56

Appendix E—Vehicle Inventory 67

Appendix F—System Safety Program Plan Certification 69

Appendix G—Local Coordinating Board (LCB) Grievance Procedures 71

Appendix H—Rate Model Calculation Spreadsheet..... 77

Appendix I—Glossary of Terms and Abbreviations 80

Appendix J—TDSP/Coordinated Plan Certification 86

Appendix K—TDSP/Coordinated Plan LCB Roll Call Vote..... 88

Appendix L—St. Lucie County LCB Membership Certification 90

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, and includes elderly, low-income, and 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 Major Update covers a five-year period with annual updates required for years two through five. The initial 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 July 1, 2013, therefore the following report is a TDSP major update.

This TDSP Major Update was jointly developed by staff from the St. Lucie Transportation Planning Organization (TPO), the St. Lucie County CTC, and the contracted public transportation provider, Community Transit, a division of the Council on Aging of St. Lucie, Inc. (COASL). 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/or improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

This TDSP Major Update was developed in accordance with the requirements outlined in the FCTD *Instruction Manual for the Memorandum of Agreement and the Transportation Disadvantaged Service Plan* revised November 2007.

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. Administrative and fiscal services are provided to the FCTD by the Florida Department of Transportation.

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

2. Community Transportation Coordinator Designation Date/History

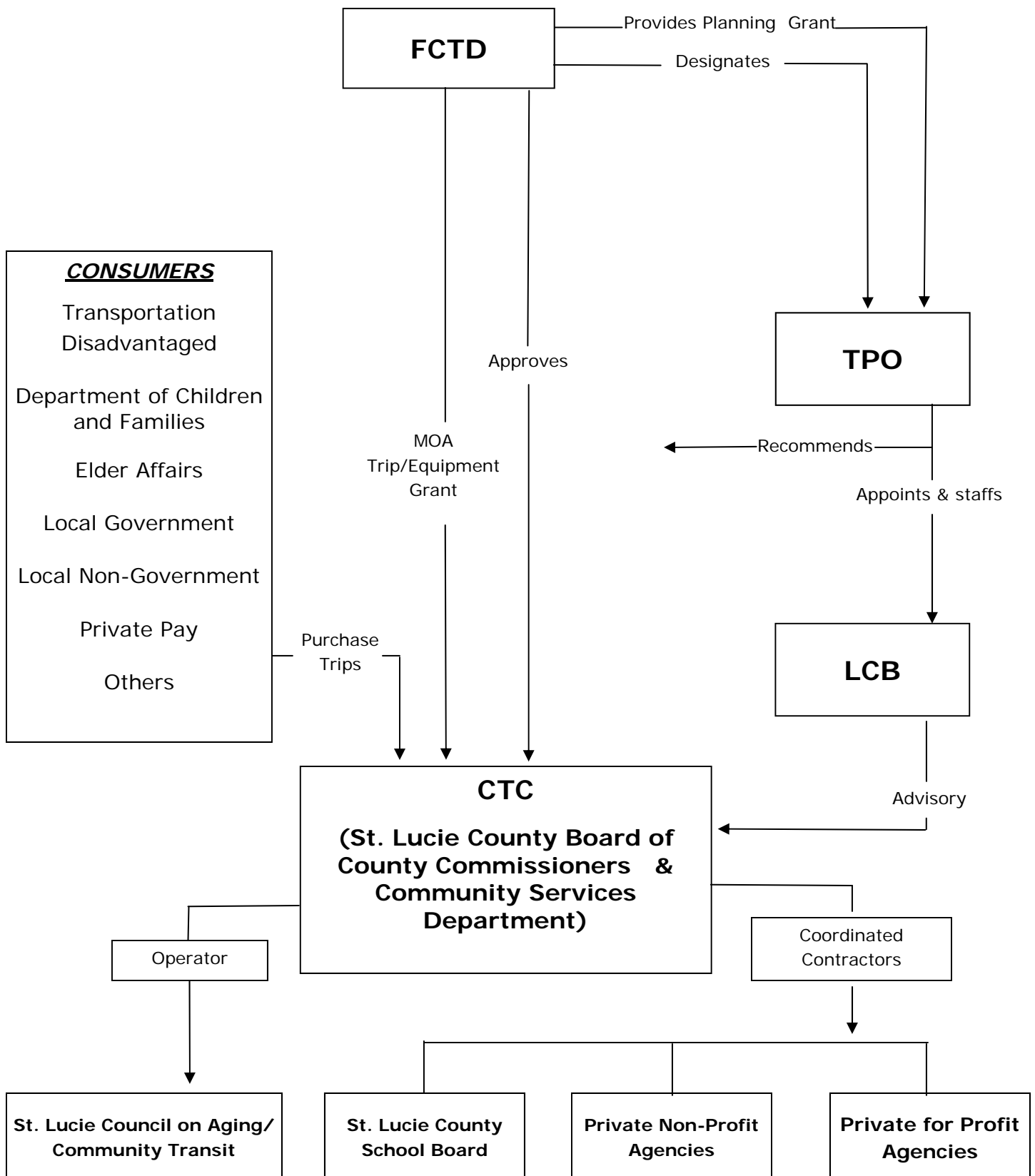
The St. Lucie Board of County Commissioners (BOCC) has been the designated CTC since 1990. The County, through its Community Services Department, contracts with Community Transit/COASL to provide public transportation and transportation disadvantaged services.

In 2013, 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: St. Lucie County Transportation Disadvantaged Services



4. Consistency Review of Other Plans

The following plans were reviewed in order to determine consistency and identify existing goals, objectives and policies that support TD issues. Below is a list of the documents as well as details on specific policies, where applicable.

- St. Lucie County Growth Management Plan
- City of Ft. Pierce Comprehensive Plan
- City of Port St. Lucie Comprehensive Plan
- 2035 St. Lucie/Martin Regional Long Range Transportation Plan
- St. Lucie/Martin Regional Transit Development Plan
- Transportation Improvement Program
- Treasure Coast Regional Planning Council Strategic Regional Policy Plan
- Commission for the Transportation Disadvantaged 5 and 20 Year Plan
- 2060 Florida Transportation Plan
- U.S. E.P.A. Report: Creating Equitable, Sustainable, and Healthy Communities
- Transportation Coordination Network (TCN) Vision Statement

St. Lucie County Comprehensive Plan (2010)

Recognizing the need for continued mobility of County residents, as a supplement to road building, the Plan explores multiple scenarios which improve transit service and ridership that were developed as part of the St. Lucie/Martin Regional Transit Development Plan. Scenarios range from expanded hours and days of operation to expanded routes.

The Goals, Objectives, and Policies are consistent with the TDSP as well. Objective 2.5.1 specifically addresses the TD population:

“Address the provision of efficient public transit services based upon existing and proposed major trip generators and attractors, safe and convenient public transit terminals, land uses and accommodation of the special needs of the transportation disadvantaged in St. Lucie County.”

City of Port St. Lucie Comprehensive Plan (2012)

There is a focus on the effort to add more sidewalks in the City. Recognizing that sidewalk construction is critical to transit use, the number of bus stops on a road segment is one of the factors used in prioritizing sidewalk construction locations.

Specific policy language addressing transit is found in the following Transportation Element Objectives and Policies:

Objective 2.2.2: "In cooperation with the County, review and revise as needed plans to provide transportation services to the transportation disadvantaged."

Policy 2.2.2.1: "In coordination with the St. Lucie County Council on Aging, the City may continue to plan to provide effective service for work, meals, and other necessary trips to the transportation disadvantaged within the City."

Policy 2.2.2.4: "Ensure that all new parking facilities, pedestrian facilities, transit amenities, and all other transportation infrastructure is in compliance with ADA standards."

Policy 2.3.3.3: "Encourage transit services that address the needs of persons with disabilities, elderly, people with special needs, and people who depend on public transit for their mobility."

City of Fort Pierce Comprehensive Plan (2011)

The following policies address St. Lucie County transit and accessibility.

Policy 2.12.6: "The LOS [Level of Service] standard for transit shall be consistent with St. Lucie County's adopted LOS standard for the St. Lucie County Transit System."

Policy 2.13.6: "The City shall prioritize sidewalk improvements within a one-mile area around schools to enhance its "safe routes to school" and to provide handicapped accessible pedestrian connections around all transit stops."

2035 Regional Long Range Transportation Plan (RLRTP) (2011)

In preparation of the 2035 RLRTP, a review of all relevant local and regional transportation studies was conducted. Chapter 3 summarizes the 2008 TDSP and discusses the current and future needs of the transportation disadvantaged, mainly the need to travel across county lines and regionally.

St. Lucie/Martin Regional Transit Development Plan (2010)

The Regional Transit Development Plan (TDP) is based on demographics such as elderly and low-income populations and the needs of those using transit for travel to work. The transportation disadvantaged population is identified by these demographics. Because the Regional TDP covers St. Lucie County and Martin County, it helps to serve those who live in one county and have essential needs for travel to the other.

Transportation Improvement Program (FY 2012-13 to FY 2016-17)

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

Consistency with the TDSP is evident in the TIP's allocation of funds. All available TD funds are budgeted in the project priorities. Section B.11 of the TIP breaks down the Transportation Disadvantaged (TD) Program funding. There is a list of transit priorities that support the equipment, service operations, and infrastructure needed for the continued and expanded transit system in St. Lucie County. In addition, there is a section on Transportation Alternatives (TA) including projects such as sidewalks and traffic signal preemption technology. These TA projects often support the TD population by enhancing the safety and walkability of a particular road or intersection for its users.

Treasure Coast Regional Planning Council Strategic Regional Policy Plan (1995)

Over the next 20 years, the region is expected to see an increase in the elderly population and youth under 16 years old. To accommodate them as well as others in the Transportation Disadvantaged population, there are many design features such as sidewalk ramps, and other accommodations for disabled individuals which are being incorporated into the regional transportation system.

Florida Commission for the Transportation Disadvantaged Five/Twenty Year Plan (2005)

Since the TDSP is a requirement of the FCTD, it stands to reason that the two planning documents are consistent. Furthermore, several of the goals and actions identified in the FCTD plan have been met or are underway in St. Lucie County.

2060 Florida Transportation Plan (2010)

One of the 2060 Florida Transportation Plan's implementation strategies is to "Provide reliable transportation options to meet the unique mobility needs of persons with disabilities, older adults, low income persons, and others without ready access to automobiles".

United States Environmental Protection Agency: Creating Equitable, Sustainable, and Healthy Communities (2013 report)

Chapter 3 of the EPA report discusses access to public transportation and

implementing equitable transit oriented development. The report recognizes that “public transportation is especially critical for low-income people, older adults, youth, and individuals with disabilities who might not have other ways of getting around”. In addition, the report encourages Transit Oriented Development (TOD), “Providing affordable housing near transit can significantly lower combined housing and transportation costs”.

Vision of the Transportation Coordination Network (TCN) (2012)

Established under a technical assistance grant from the Easter Seals Project Action, the TCN is a local network of social service agencies and transportation providers working to bridge gaps in transportation for the transportation disadvantaged.

The vision of the TCN is “to develop a safe, comprehensive and accessible transportation network that delivers regional coverage on a sustainable basis by coordinating public, private and non-profit partnerships.”

This vision is consistent with the TDSP in that it strives to meet the needs of the TD population by setting up a system that may remain in place indefinitely while utilizing available resources most efficiently.

5. Public Participation

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 Transportation Coordination Network (TCN), the Treasure Coast Transit Meeting (TCTM), and South Florida Commuter Services (SFCS). 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 TCN is a collaborative of social service agencies and transportation providers. The TCTM is a quarterly meeting of Indian River, Martin, and St. Lucie transit and human services transportation staff. SFCS promotes ride sharing and transit use to improve the public’s access to jobs and job training.

The TDSP was prepared with input from the general public which was gathered through meetings with the above-mentioned partners and at the annual LCB public hearing in March 2013. At the public hearing an overview of the TD program and transit operations was provided and the TDSP mission statement, goals, and objectives were reviewed. Public participation also was solicited at the LCB June 2013 and September 2013 regular meetings. Notice was provided for both the public hearing and regular meetings.

An LCB steering committee provided additional input into the development of the TDSP. The Steering Committee reviewed and commented on the Plan during the development of the mission statement, goals, objectives and strategies, and the implementation program. The Steering Committee was composed of TPO staff, the CTC, Community Transit staff, and two LCB members, including one citizen's advocate. The efforts of the TDSP Steering Committee were coordinated with the process for the Major Update of the St. Lucie County Transit Development Plan which began in Spring 2013 and will conclude in mid 2014.

B. Service Area Profile/Demographics

1. Service Area Description

St. Lucie County is located in the southeastern portion of Florida. The County is bordered to the north by Indian River County, to the west by Okeechobee County, to the south by Martin County, and to the east by the Atlantic Ocean. St. Lucie County consists of 572 square miles of land area and 118 square miles of water. Incorporated areas include Fort Pierce, Port St. Lucie, and St. Lucie Village. Map 1 below is a location map. The TDSP study area is shown as Map 2.

Map 1: St. Lucie County Location

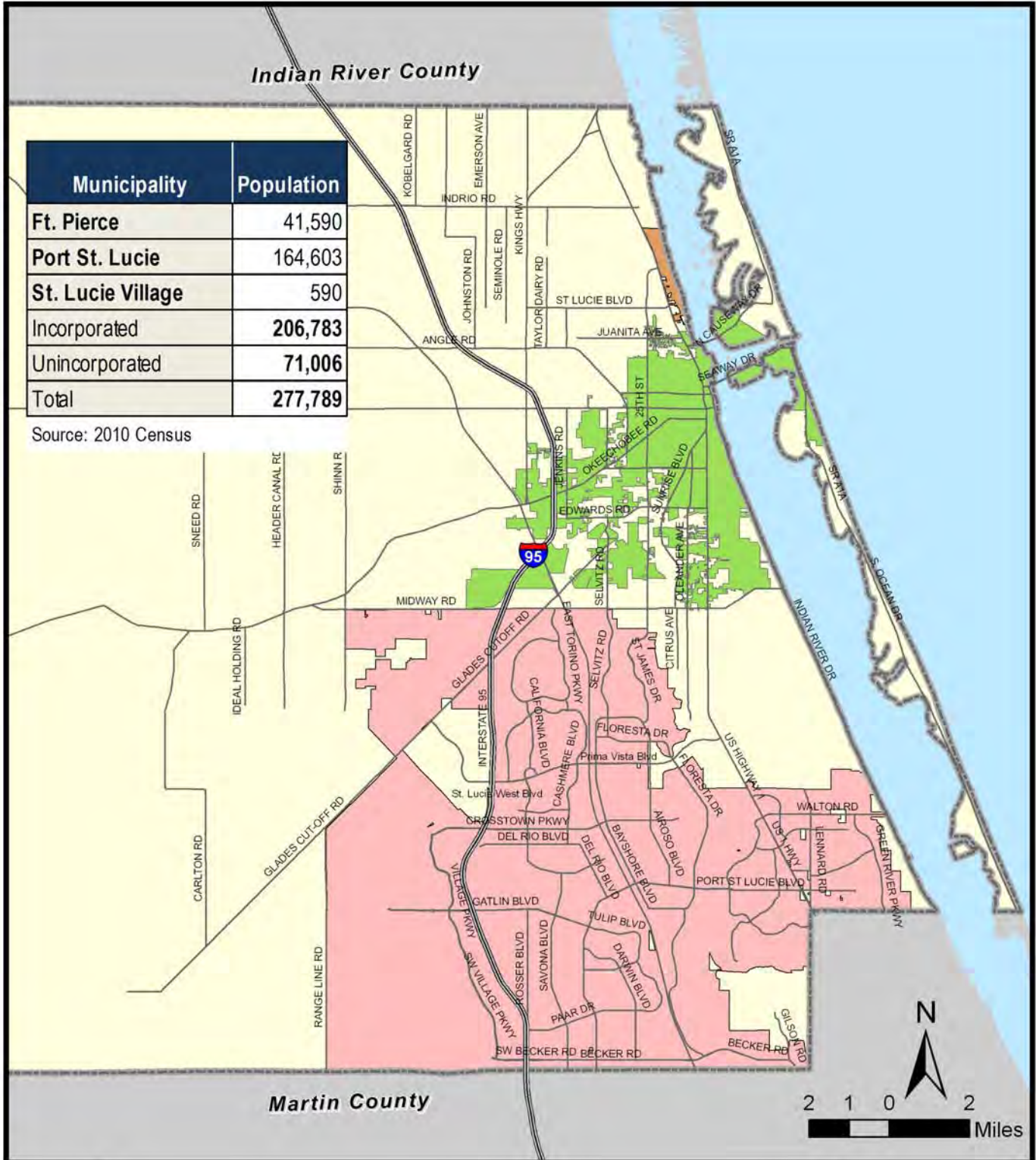


2. Demographics

a. Land Use

Of the three municipalities in the County, Port St. Lucie is the most populated and is among the top ten most populated cities in Florida. Port St. Lucie is comprised largely of residential uses, accommodated mostly within low density, single use areas. Major commercial roadways include U.S. 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 area.

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. U.S. 1, Okeechobee Road, and Orange Avenue are the major commercial streets in Fort Pierce. Downtown Fort Pierce is mostly low-density commercial development.



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

Map 2
Study Area

Source: St. Lucie County Bus Blueprint, Tindale-Oliver & Associates, Inc)

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 part 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 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. Map 3 shows the density of St. Lucie County in relationship to other Florida counties.

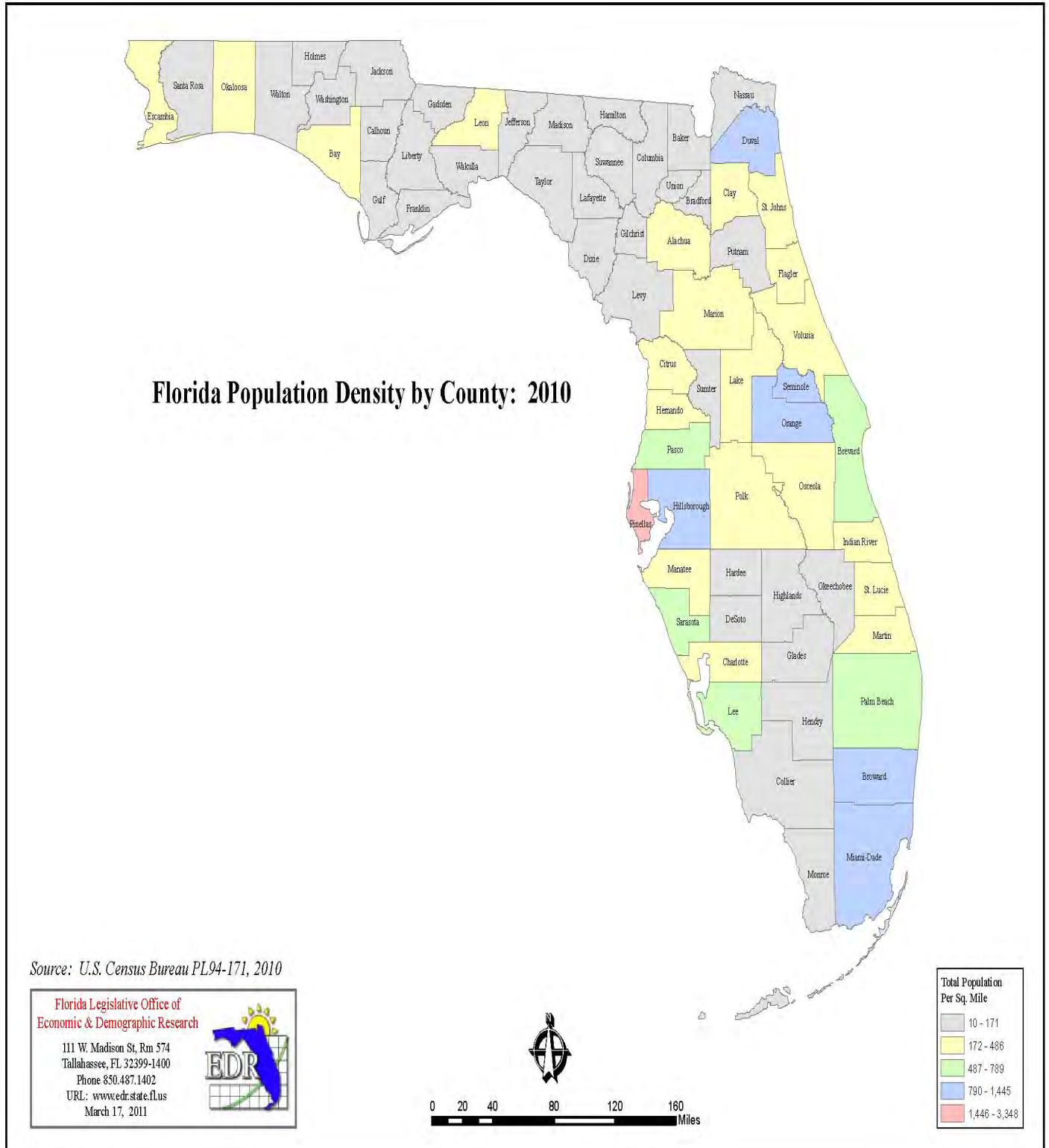
b. Population / Composition

The U.S. Census Bureau provides annual estimates of population and other demographics at the local level. The 2012 estimated population for St. Lucie County was approximately 284,000 compared with a 2010 population of approximately 278,000 which represents a two percent increase. The percentage of persons 65 years and older was 21 percent, which is slightly higher than the statewide percentage of 18 percent. Nonwhite persons accounted for 40 percent of the County population which is slightly lower than 43 percent statewide. The estimated median household income for St. Lucie County was approximately \$45,000 compared to approximately \$48,000 statewide. Persons living below the poverty level were 15 percent of the populations both for St. Lucie County and statewide.

Based on a land area of 572 square miles and a 2012 estimated population of approximately 284,000, St. Lucie County has a population density of approximately 495 persons per square mile. While this number would seem to indicate that 495 persons live on each square mile of land area, the density within the county varies dramatically because the majority 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. Map 3 shows the density of St. Lucie County in relationship to other Florida counties.

The Bureau of Economic and Business Research (BEBR) provides selected trend statistics for St. Lucie County. According to BEBR, the working age population increased from approximately 146,000 in 2006 to approximately 160,000 in 2010, a ten percent increase. During the same time period, the number of 60+ year olds living in poverty increased from approximately 5,500 to approximately 5,700, a four percent increase. Medicare enrollment jumped from approximately 48,000 to approximately 55,000 for a 15 percent increase. And the number of Medicaid

Map 3: Florida Population Density by County in 2010



recipients increased from approximately 48,000 to 51,000, a six percent increase.

c. Transit Orientation Analysis

A transit orientation analysis was developed to assess the locations of those persons who are more likely to use public transportation. Generally this includes those who, because of their age, cannot drive (or prefer not to drive) automobiles. It also includes those who cannot afford to drive. The analysis is based on the following four demographic categories:

- Youth (age < 15)
- Elderly (age > 60)
- Poverty (Households with income at or lower than the poverty level)
- Zero-vehicle households

As Map 4 shows, an area north of Midway Road, particularly in Fort Pierce, has a concentration of persons who would be most likely to use public transportation. In Port St. Lucie, an area with a high concentration of persons likely to use public transportation is located east of U.S. 1.

d. Employment

According to the U.S. Census, the mean travel time to work for workers age 16+ for the period between 2007-2011 was 28.2 minutes compared to 25.7 minutes for workers statewide. This reflects the fact that many workers in St. Lucie County travel outside the County for employment.

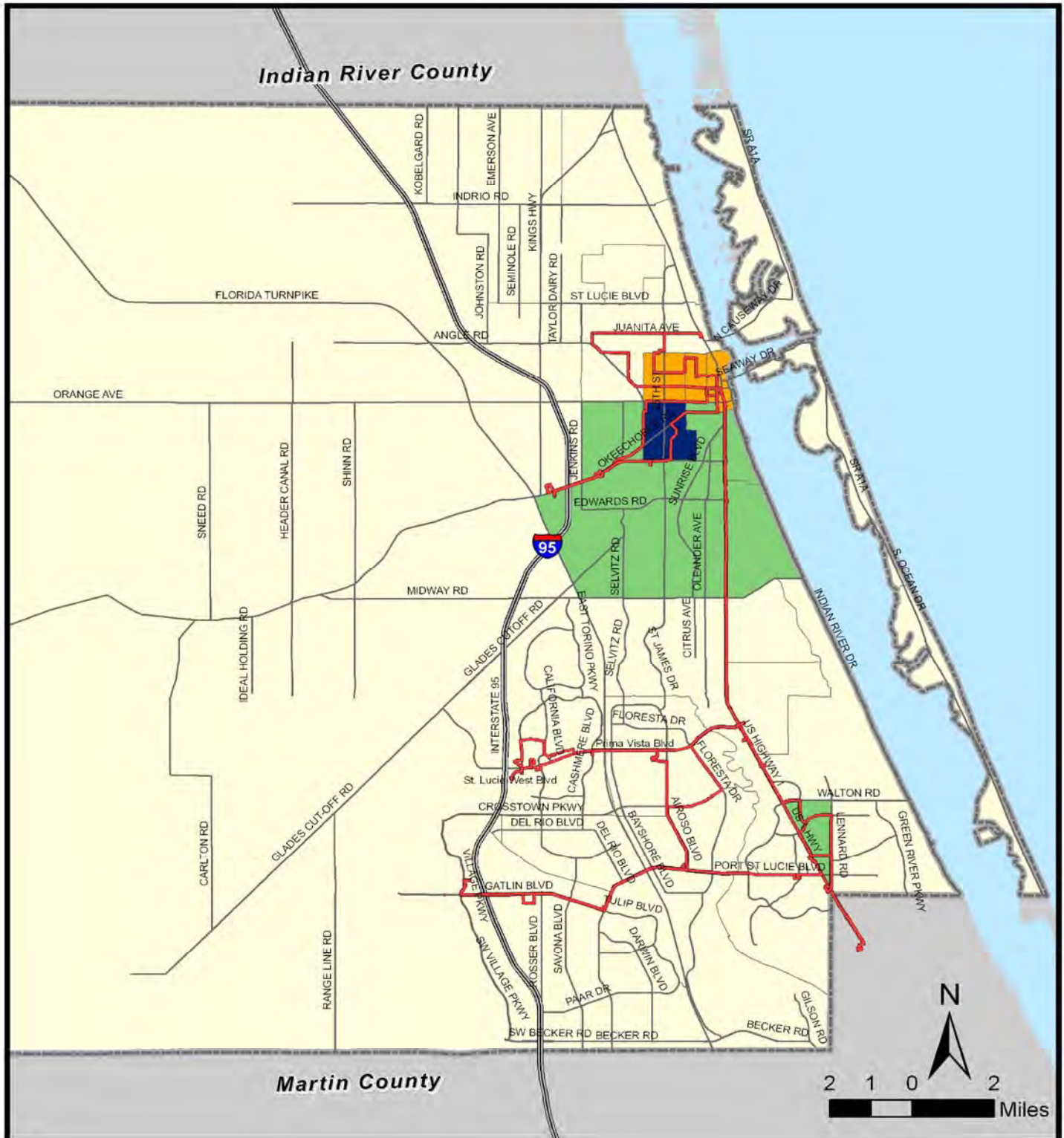
Table 1 lists the major employers in St. Lucie County. Much of this employment is located on sites scattered throughout the County.

e. Major Trip Generators/Attractors

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

f. Inventory of Available Transportation Services

Appendix A contains a list of transportation providers in St. Lucie County.



Legend	TOI	Existing Service	Interstate
	Very High	Existing Service	Interstate
	High	Study Area Boundary	Major Road
	Medium	Study Area Boundary	
	Low		

Map 4
Transit Orientation Index (TOI)

Source: St. Lucie County Bus Blueprint, Tindale-Oliver & Associates, Inc)

Table 1: Major Employers in St. Lucie County

Employer	Total Employees
School Board of St. Lucie County	4,478
St. Lucie County	1,594
Lawnwood Regional Medical Center and Heart Institute	1,350
Florida Power & Light Company	1,000
QVC St. Lucie, Inc.	994
City of Port St. Lucie	975
Liberty Healthcare Group, Inc	920
St. Lucie Medical Center	850
Wal-Mart Distribution Center	669
Aegis Communications Group, Inc	650
Indian River State College	625

Source: St. Lucie County Economic Development Council March 2013

Table 2: Common Transportation Disadvantaged Trip Destinations

Healthcare Facilities	
St. Lucie Medical Center	HANDS of St. Lucie County
Martin Emergency Center at St. Lucie West	Florida Community Health Centers, Inc.
Lawnwood Regional Medical Center	Treasure Coast Hospice
St. Lucie County Health Department	New Horizons of the Treasure Coast, Inc.
Tradition Medical Center	Lake Whitney Medical & Professional Campus
Shopping / Leisure	
St. Lucie West (commercial centers)	Fort Pierce (commercial centers)
Port St. Lucie Community Center	Port St. Lucie (commercial centers)
Port St. Lucie Civic Center	Treasure Coast Square Mall
St. Lucie County Fairgrounds	Libraries—All Branches
Schools / Government Centers	
Port St. Lucie City Hall	St. Lucie County Administration Building Area
Fort Pierce City Hall	St. Lucie County Community Services Dept.
Indian River State College, Main Campus	Social Security Administration
Indian River State College, St. Lucie West	Florida Dept. of Children & Family Services
St. Lucie County Administration Annex	
Other Destinations	
Coalition for Independent Living Options	Council on Aging of St. Lucie, Inc. Port St. Lucie
Treasure Coast Food Bank	Council on Aging of St. Lucie, Inc. Fort Pierce
Mustard Seed Ministries	

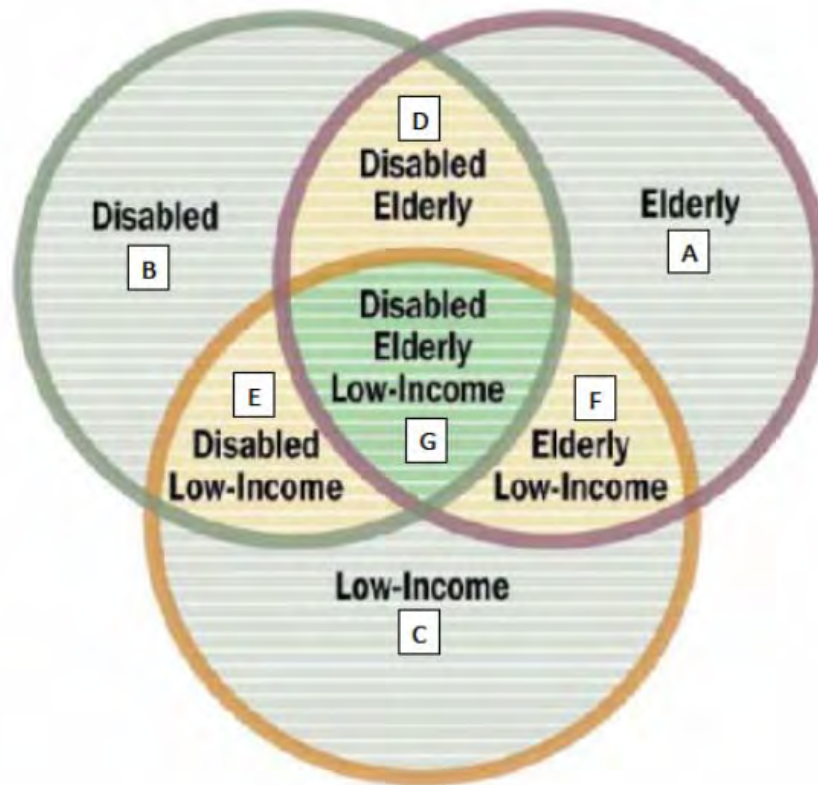
C. Service Analysis

1. Estimates and Forecasts of Transportation Disadvantaged Population

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

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

Figure 2: 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 U.S. 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.

Table 3: General TD Population

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	116,768	42.6%

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 116,768 persons or approximately 43 percent of the total population. A detailed analysis of the General TD population is shown in Appendix B.

Table 4: Critical Need-Severely Disabled TD Population

Critical Need - Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	1,820	729	2,549
<i>Elderly</i>	6,240	827	7,066
TOTAL	8,060	1,556	9,616

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 9,616 as shown in Table 4. A more detailed analysis is shown in Appendix B.

Table 5: Daily Trips for the Critical Need TD Population

<u>Low Income & Not Disabled</u>	41,958		
27.2% without auto access	11,413		
42% without transit access	4,793		
<u>Calculation of Daily Trips</u>			
		Daily Trip Rates	Total
Total Actual Critical TD Population		Per Person	Daily Trips
<i>Severely Disabled</i>	9,616	0.049	471
<i>Low Income ND</i>	4,793	1.899	9,102
Totals	14,409		9,574

Daily trip rates are applied to the Critical Need 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 TD population daily trip demand is estimated to be 9,574 trips.

Within the CUTR tool, forecasts of the General TD population and the Critical Need-Severely Disabled TD population were developed based on U.S. Census American Community Survey (ACS) data and projections by the Bureau of Economic and Business Research (BEBR). The General TD population is projected to increase to 153,301 by 2021 as further described in Appendix B.

The Critical Need TD population is projected to increase to 18,917 by 2021 with a demand for 11,352 daily trips and 2,849,229 annual trips as further described in Appendix B.

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 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.

2. Needs Assessment

a. Transportation Coordination Network (TCN) Public Survey

The TCN conducted a public survey to determine needs related to the delivery of regional transportation services within the community. Promotion and distribution of the survey was funded by the Veterans Transportation and Community Living Initiative (VTCLI) grant. The data was compiled by Florida Department of Transportation consultants. Over 500 surveys were returned.

The resulting analysis of the survey data follows, accompanied by relevant graphs to further explain key details.

In an effort to ensure that the survey reached a mix of demographics, several questions were asked such as race, age, income, and gender.

Almost half of the respondents are White, followed by 30% African-American, 11% identifying themselves as Hispanic, and the remaining were Asian, "Other", or did not respond. In comparison with the Census data for St. Lucie County, the share is consistent.

The age groups who responded were almost all above 18, with almost 30% above 55. The 25-34 and 35-44 year old groups together made up 45% of the respondents. There was a smaller number of respondents in the 45-54 age group.

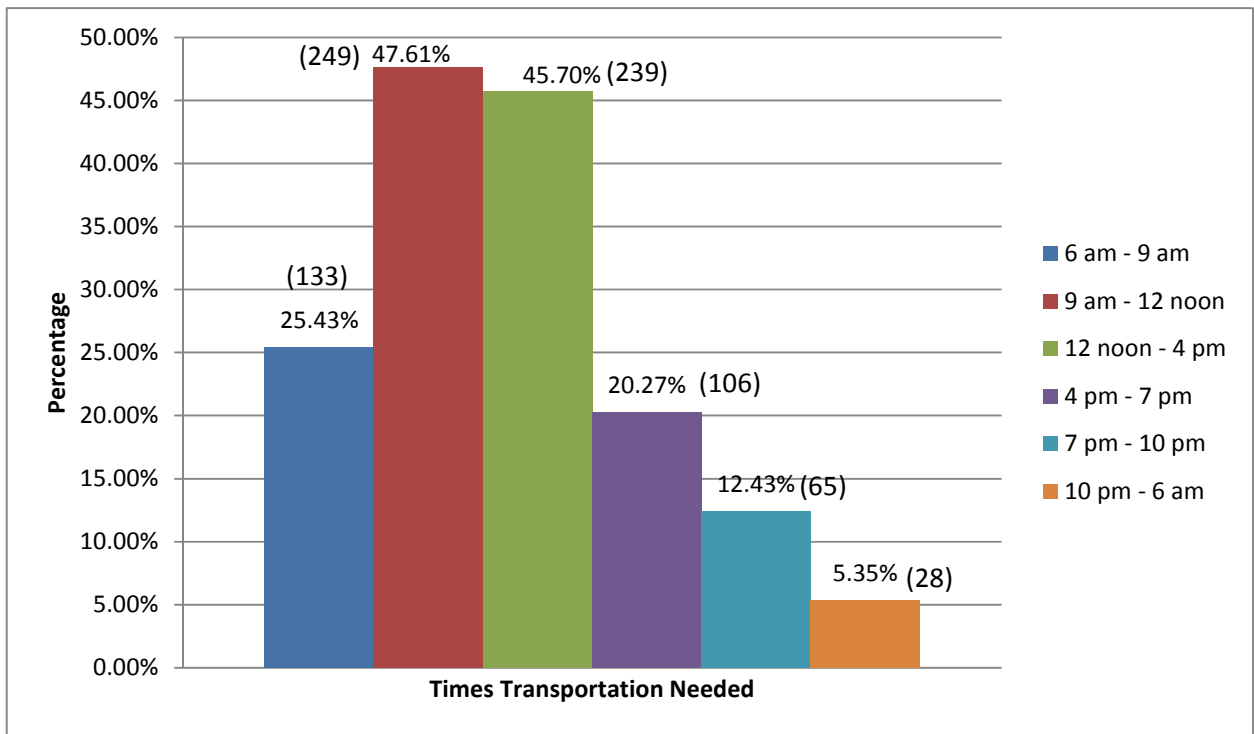
One of the main methods of survey distribution was through social service agencies. Therefore, it was expected that many respondents would fall in the lower income categories. Ten percent earned no income, 44% earned below \$10,000 followed by 13% earning \$10,000 to \$19,999. The categories of \$20,000 to \$29,999 and \$30,000 to \$39,999 each captured about 8% of the respondents. There were respondents in higher income categories, a total of 11% who earned above \$40,000.

Twenty-five percent more females responded to the survey than males. Almost 84% of the respondents live in either Port St. Lucie or Fort Pierce. There were respondents from areas in Martin County as well, but minimal compared to St. Lucie County.

The following graphs display data that may exceed 100% due to questions that allow for multiple responses by the same person.

When asked what times people most need transportation service, the majority indicated times within the current transit system operating hours of 7 a.m. to 6 p.m. However, as seen in Figure 3, some of the respondents would prefer hours past 7 p.m.

Figure 3: Times Transportation Needed



Similar to the previous response about the times of service, the days of week people most likely will use transportation services is consistent with the current Monday through Friday operating days of the transit system. However, there are respondents who would like Saturday and Sunday service. Each day, Monday through Friday, received about 65% of the responses, and Saturday and Sunday received about 20% each.

Figure 4 answers how respondents currently travel to their destinations. More than 40 percent travel by car and an additional 18.4% receive rides from a family member, friend or neighbor. A significant number walk, ride bicycles, or use "other" means to get around.

Figure 4: Current Mode to Destination

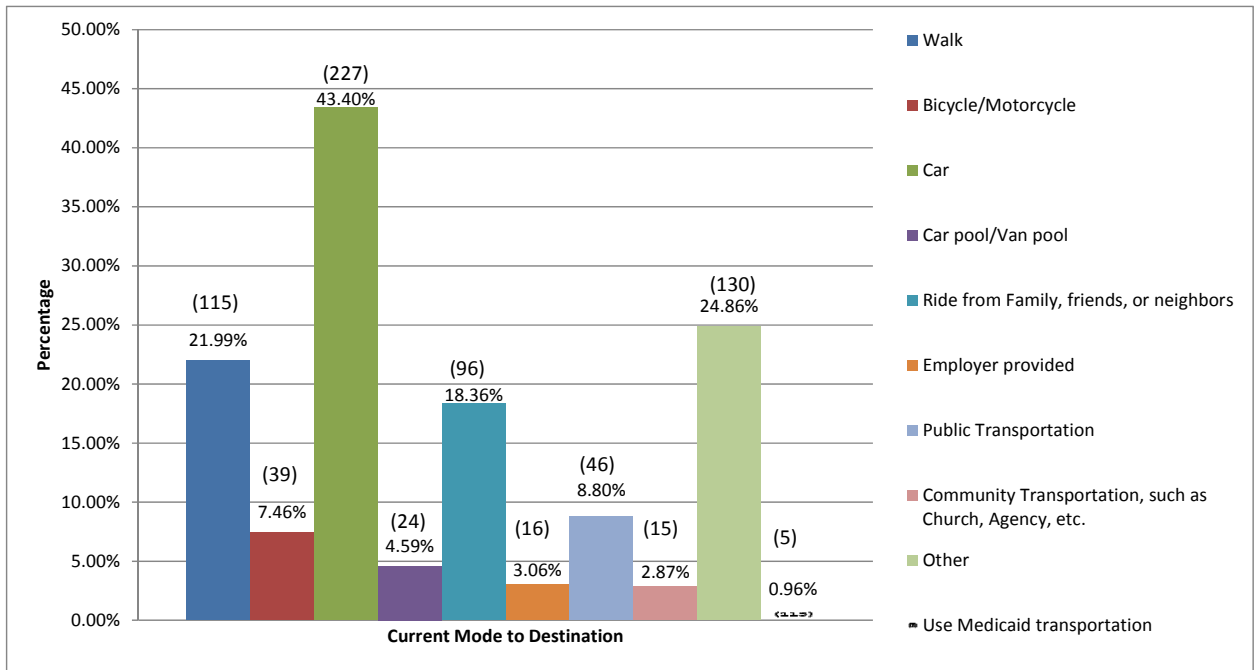
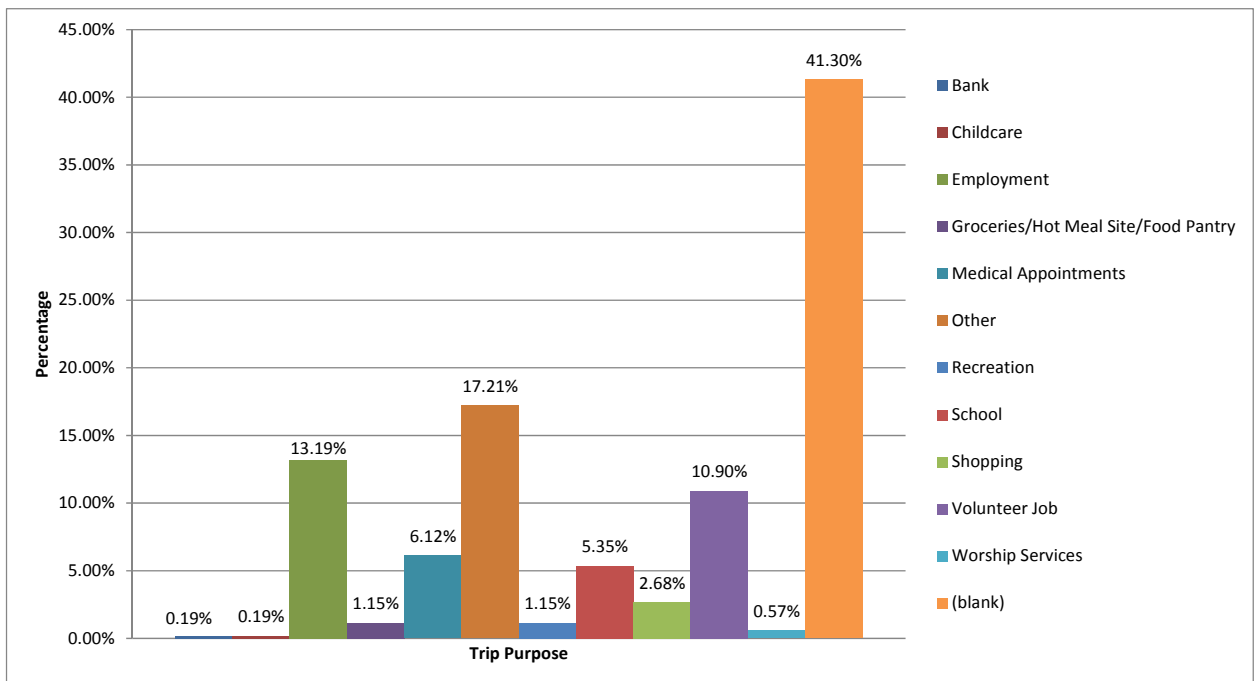


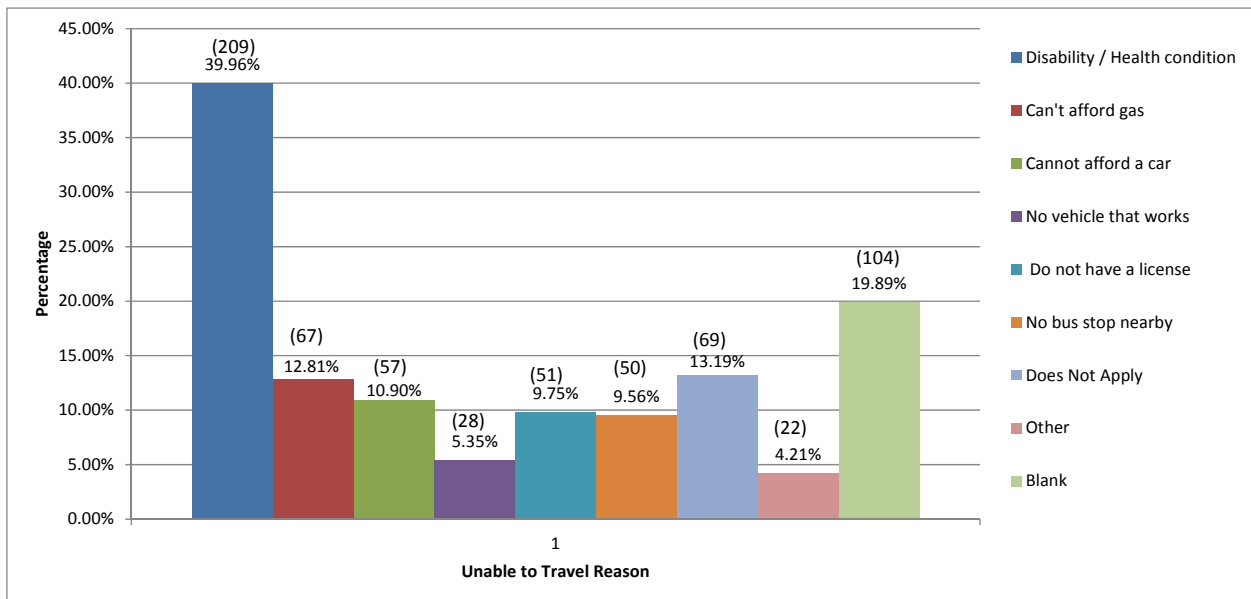
Figure 5: Trip Purpose



The main purpose of the trip varies, and many respondents chose "other" or left this question blank, as seen in Figure 5.

When asked if the respondent or any of their household members are unable to travel alone or purchase transportation due to a variety of situations, disability or health conditions was the main reason as shown in Figure 6. Other reasons chosen were financial (cannot afford a car or gas), and logistical (no license or not near a bus stop).

Figure 6: Unable to Travel Reason



Often people need assistance when they travel. Figure 7 shows that a travel companion is the most needed type of assistance, followed by assistance with carrying packages (groceries).

Respondents noted that walkers, followed by canes, and then wheelchairs are the top three mobility aids used. The majority of the respondents did not use any aids.

Figure 7: Assistance Needed for Transportation

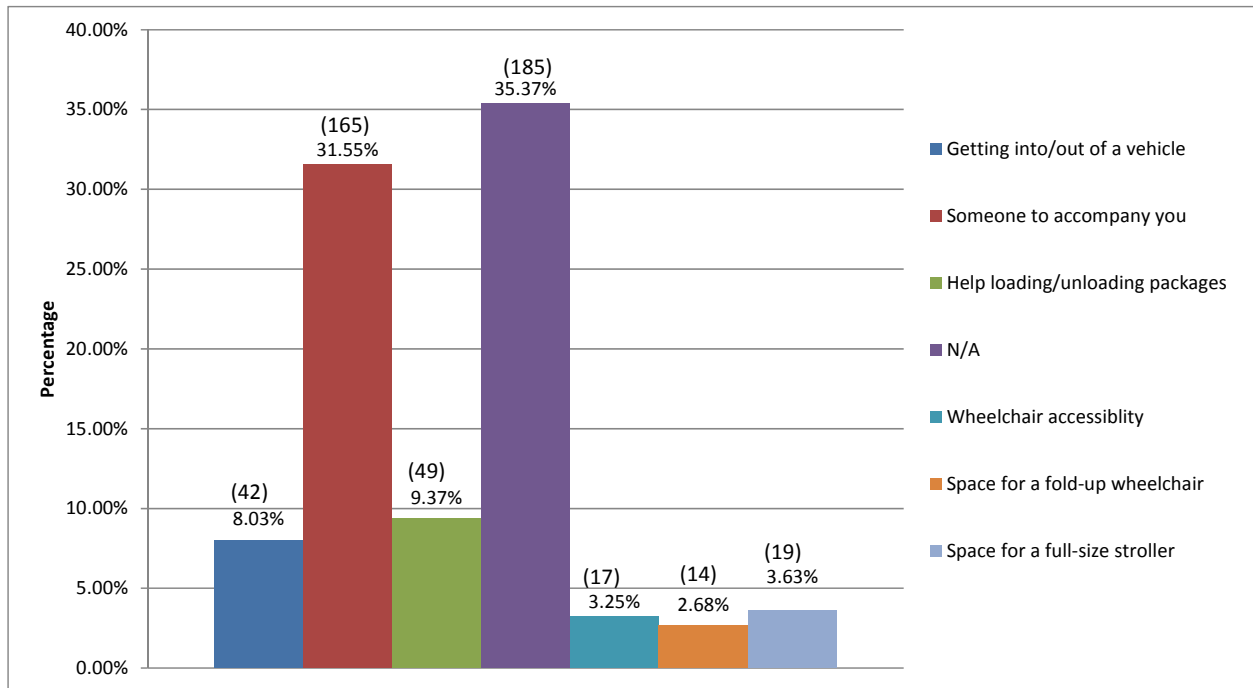
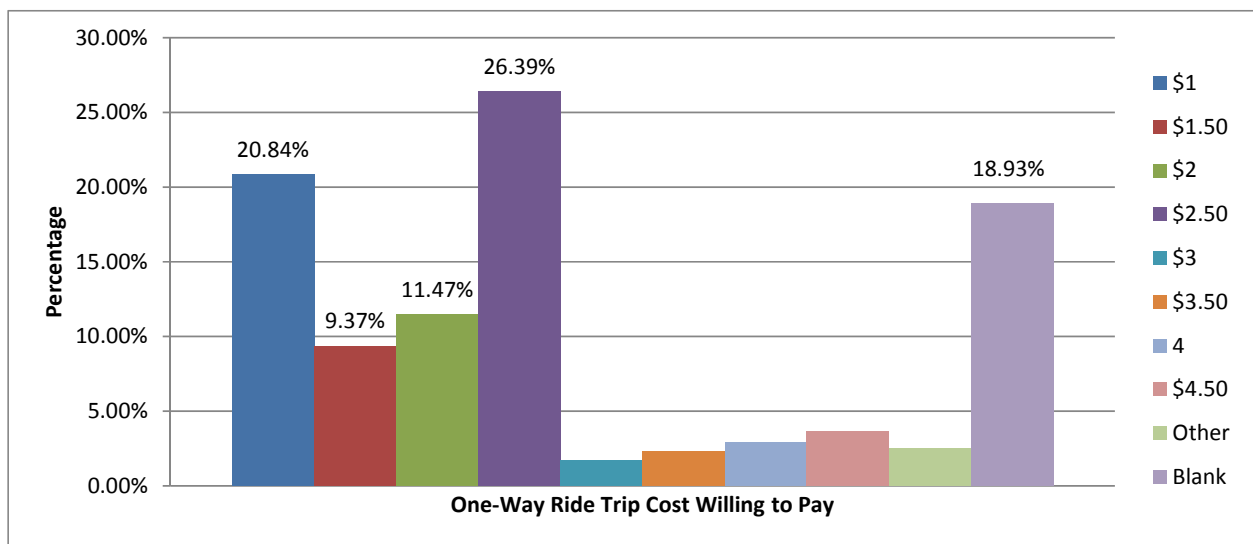


Figure 8: One-way Ride Trip Cost Willing to Pay



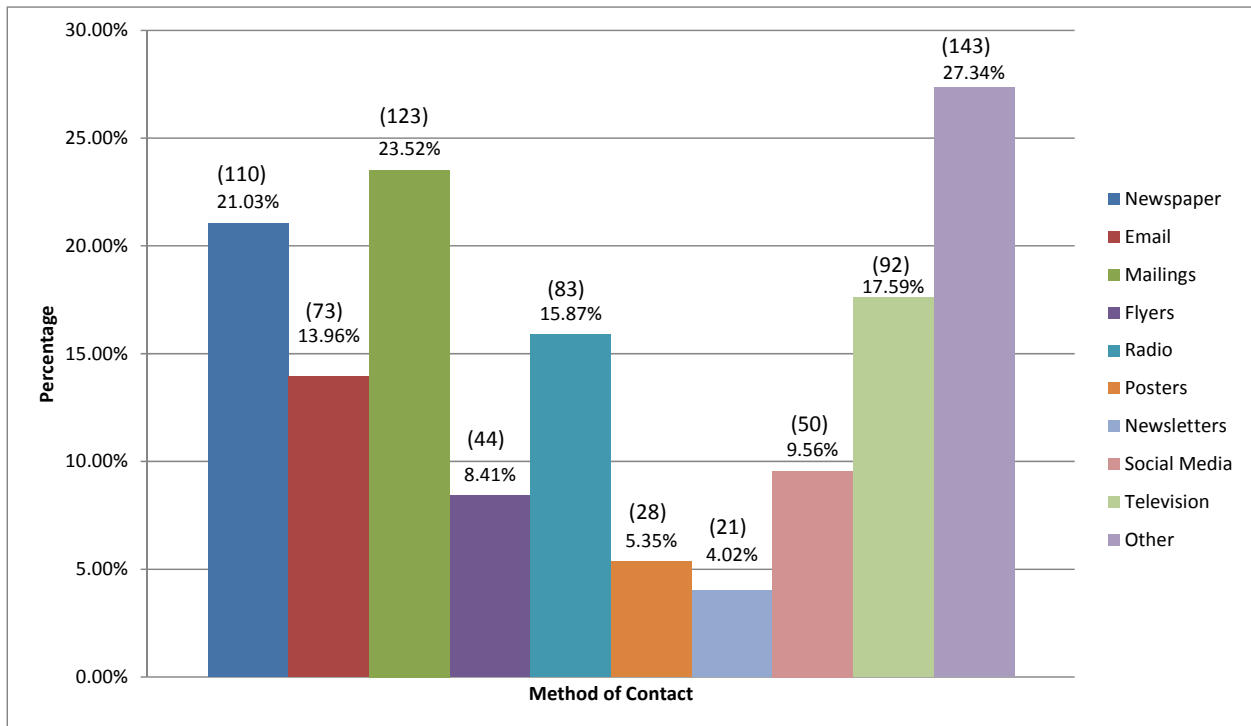
When asked the maximum fare someone is willing to pay for a one way trip, there are some who are willing to pay up to \$4.50; however the majority stop at \$2.50. Figure 8 indicates the responses.

Another way to fund or subsidize transportation services would be through

taxes. The results on this were split, with 49.5% of the respondents supporting an increase in sales or property tax to support transportation.

A question was asked regarding the best method(s) of contact. The results are shown in Figure 9. The respondents want mailings and newspaper ads, followed by television, radio and Email. This question allowed the respondent to choose multiple methods of contact.

Figure 9: Method of Contact



b. Access to Prenatal Care Public Survey

An access to prenatal care survey was administered between November 2012 and January 2013 by Kids Connected by Design, Inc. through program staff to 196 high-risk pregnant women participating in the Healthy Start, Healthy Families or SOBRA programs. One goal of the survey was to assess barriers to prenatal care. The following survey results pertain to transportation as a barrier.

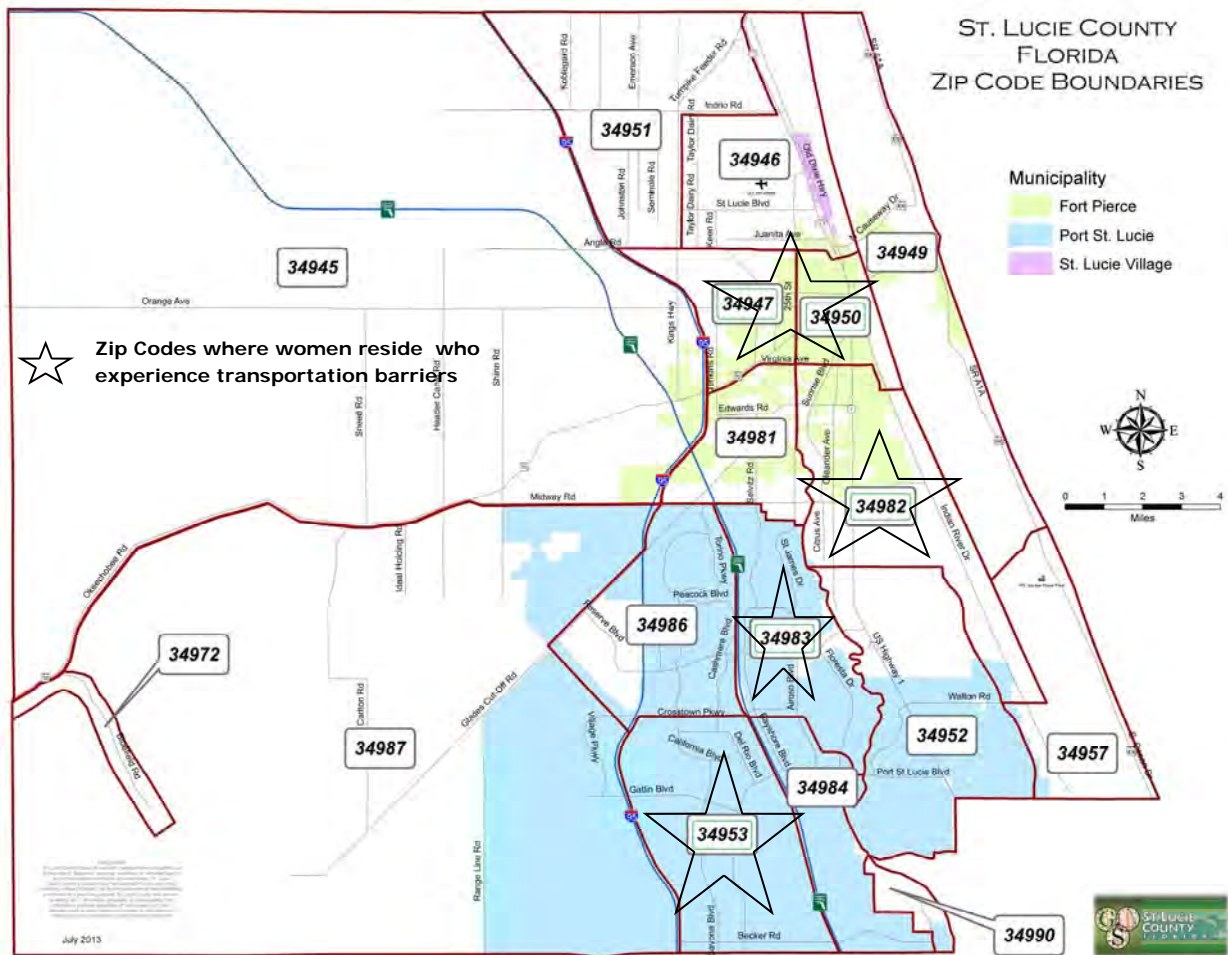
The survey found that transportation barriers to accessing prenatal care vary according to race/ethnicity. No white women surveyed reported difficulties. Black women expressed the most difficulty in accessing care (seven percent), followed by Hispanic women (five percent), and Haitian women (three percent).

Income likewise was a factor. Approximately 11 percent of women surveyed, who have Medicaid as a payment source, reported transportation barriers in accessing prenatal care.

Disparities are evident by geographic location as well. More than half of the women who experienced transportation barriers live in the following Fort Pierce and unincorporated County zip codes: 34947, 34950, 34982 or the following Port St. Lucie zip codes: 34953 and 34983. Map 5 displays these zip codes.

Transportation barriers can lead to missed medical appointments which in turn can lead to unhealthy outcomes. A conservative estimate by Kids Connected by Design is that approximately 340 infants a year are impacted as a result of these barriers.

Map 5: St. Lucie County Zip Code Boundaries



3. 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 remained relatively constant over the past several years and has not kept up with the ever increasing travel demands. The result is that CTCs are struggling to maintain their existing service levels and do not have the financial resources to pursue and/or expand inter-county service.
- The recent downturn in Florida and St. Lucie County economies due to the collapse of real estate values has resulted in budget cutbacks at the local government level. This has resulted in local financial pressure on TD services, including opportunities to promote coordination.
- Local, nonprofit and social services agencies also have been adversely impacted by the downturn of the economy and now face increased demand for their services as their funding sources are being reduced. This has resulted in increased demand for transportation disadvantaged travel that cannot be met.
- Many St. Lucie County TD clients desire to travel outside the county boundaries. Whereas the Treasure Coast Connector Route #1 provides service into Martin County terminating at the Treasure Coast Square Mall in Jensen Beach, there are no Community Transit transportation disadvantaged services outside St. Lucie County.
- Often the lack of adequate pedestrian access to and from bus stops limits the ability of TD passengers to safely access the fixed route transit services.

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

D. Mission Statement, Goals, Objectives and Strategies

The TDSP Mission Statement, Goals, Objectives, and Strategies shown in Appendix C were reviewed in light of several factors that have led to declines in funding for public transportation in St. Lucie County over the past several years. A major factor has been the decline in property values in the County, which has negatively impacted revenue generated from the County's Municipal Services Taxing Unit (MSTU), a dedicated transit funding source.

E. Implementation Schedule

St. Lucie County's 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 corridor, it will be necessary for the passenger to use the fixed-route, unless that patron is unable to utilize the fixed-route system. Diverting trips to the fixed-route system 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, as well as a timeline for actions and strategies to meet the TDSP goals.

Table 6: Ongoing System Improvements and Review

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/or 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 in accordance with 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 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

Additional update information is summarized in the 2013 TDSP Implementation Plan shown as Table 7. Increasing system efficiency is a primary component of the Implementation Plan. Specific capital projects and activities are listed. A timeline for projects and activities is included as well as notes regarding progress made.

Table 7: Implementation Plan - Actions and Strategies

Action/Strategy	Responsible Agency	Timeframe
Adopt the Transportation Disadvantaged Service Plan.	LCB	October 2014
Maintain/renew existing and pursue additional Transportation Coordination Agreements.	CTC	September 2014
Pursue alternative funding sources to provide additional transportation services and capital equipment.	CTC / TPO / Community Transit	Ongoing
Coordinate quarterly meetings of the Treasure Coast Transit Meeting (TCTM).	Community Transit	Ongoing
Advocate for the inclusion of TD considerations in local site plan and development review processes.	CTC / TPO / Community Transit	Ongoing
Submit Trip/Equipment and Planning grant applications for funding.	CTC/TPO	Annually
Complete Annual Operations Report and Annual Expenditure Report.	CTC / TPO	Annually
Conduct an evaluation of transportation providers.	CTC	Annually
Conduct an evaluation of Coordination Contractors.	CTC	Annually
Train social service organization staff to conduct travel training exercises with riders.	CTC / Community Transit	Ongoing
Coordinate with South Florida Commuter Services (SFCS) on continuing development of vanpools, carpools, and other transportation demand management.	CTC / TPO / Community Transit	Ongoing
Identify park and ride lots within St. Lucie County	CTC / TPO / SFCS / Community Transit	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 / Community Transit	Ongoing
Promote transit services through various media	CTC / TPO / Community Transit	Ongoing
Maximize the efficiency of the transit system	CTC / Community Transit	Ongoing
Ensure the safety and security of the transit system	Community Transit	Ongoing

SERVICE PLAN

A. Operations

1. Type, Hours and Days of Service

The fixed route service is called the Treasure Coast Connector (TCC). Information on this service is provided below. Additional information on services is provided in the Treasure Coast Connector Plus *Rider's Guide* in Appendix D of this document.

There are currently six (6) fixed routes providing public transportation service in St. Lucie County. One route runs along U.S. 1, two (2) routes operate circulator service in Fort Pierce, and three (3) routes serve the Port St. Lucie area. The fixed route service is provided Monday through Friday, except Council on Aging of St. Lucie, Inc.'s holidays, between the hours of 7:00 am and 6:00 pm. All routes run at one hour frequencies.

The routes are described as follows:

Route 1:

Route 1 operates along U.S. 1 from the Fort Pierce Intermodal Center to the Treasure Coast Square Mall in Martin County. This route connects with Routes 2 and 3 at the Fort Pierce Intermodal Center.

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 and 3 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 and 2 at the Fort Pierce Intermodal Center.

Route 4:

Route 4, known as the "Port St. Lucie Downtown Trolley" route provides service along Port St. Lucie Blvd to the eastern part of Port St. Lucie. This route connects with Route 1 at the Staples stop and Routes 5 and 6 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 all the way to Tradition. This route connects with Routes 4 and 6 at the Port St. Lucie Intermodal Center.

Route 6:

Route 6, known as the "Prima Vista/St. Lucie 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 and 5 at the Port St. Lucie Intermodal Center and Route 1 at the Rio Mar and Prima Vista Crossings stops.

The COASL transportation disadvantaged system in St. Lucie County operates from 7:00 a.m. to 6:00 p.m. Monday through Friday, except holidays.

MV Transportation, Inc. was awarded the Medicaid contract by the Florida Commission for Transportation Disadvantaged on November 1, 2008. Medicaid transportation services are provided through contracted transportation providers.

2. Accessing Services

The demand response service through Community Transit 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 772-464-RIDE (7433), for those residing in Fort Pierce and 772-879-1BUS (1287), for those residing in Port St. Lucie. Riders will be asked to provide the date, time, and address of their destination and contact phone number.

Community Transit 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. Effort will be made to provide service for same day requests, within schedule availability.

Eligibility

In order to be considered for ADA complementary service, an individual is

required to fill out an application, verified by a physician regarding the nature of the disability and why the individual cannot use the fixed route system. A part of the application process is a TD section.

Community Transit will review the application and determine which program if any the individual is qualified for. All programs have a three (3) year certification period. After three (3) years, the individual needs to recertify with Community Transit. If an individual is incapable of filling out the application himself or herself, Community Transit's staff will assist them in filling out the application. The application eligibility determination process takes approximately twenty-one (21) days to complete. If the individual qualifies for ADA service, a membership card is mailed to the individual indicating that they are qualified for ADA service for three years and identifies the individual to receive a discounted rate. If the individual is qualified for other services, the individual will be notified.

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

Prioritization

Trips that are funded by the Transportation Disadvantaged Trust Fund are managed by Community Transit according to locally established prioritization policies. Medical trips have the highest priority for trip scheduling. 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.

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.

Cancellations/No Shows

Cancellations should be made a minimum of two hours prior to the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes misuse of the service and will be classified as a "no-show." If a passenger incurs two (2) no-shows within a thirty (30) day period, the passenger's transportation services with Community Transit may be suspended for thirty (30) days.

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 five 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.

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 Community Transit.

Table 8: Transportation Operators and Coordination Contractors

Name	Contact Person	Service
Transportation Operator		
Council on Aging of St. Lucie, Inc.	Marianne Arbore	A/W
Coordinated Contractors		
ARC of St. Lucie County	Cheryl King	A/W
Agricultural and Labor Program Inc.	Myrna Rodriguez	A
Arbor Helpers	Lucien Saintil	A
Aurora of the Treasure Coast	Maria Niemi	A
Country Living Assisted Care Center	Carol Cammarasana	A
Divine Hands Group Home	Dan Darrisaw	A
Gulfstream Goodwill Ind. Inc.	Cinda Hare	A/W
Mt. Zion Group Home	Vivian Gaston	A
Nativity Group Home, Inc.	Marie N. Pierre	A/W
New Horizons of the Treasure Coast	John Romano	A
St. Lucie County School Board	Donald Carter	
St. Lucie County Veterans Services	Wayne Teegartin	A
Safe Haven Group Home, Inc.	Marilyn Noel	A
Treasure Coast Food Bank	Judy Cruz	
Universal Home Care	Aldy Lilavois	A

A = Ambulatory; W = Wheelchair; S = Stretcher

8. Inter-County Services

St. Lucie County shares an urbanized boundary with Martin County. Federal Transit Administration funding allocations are shared between the counties. Fixed route services are offered by COASL on the U.S. 1 corridor into Martin County, terminating services at the Treasure Coast Mall in Jensen Beach.

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. In addition, the County has 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. Community Transit, working with the County, assists in the provision of transport of 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 in order 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, doctors' offices, and riders.

11. Acceptable Alternatives

Acceptable alternatives have been established by the CTC to address existing transportation barriers, through continuing coordination agreements with specialized transportation providers. These additional providers assist in a reduction of duplication of transportation services. In addition, the Florida Department of Transportation is establishing a regulated taxi-service certification process that will provide price-structured options for those with transportation challenges via local private taxi operators.

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 of its transportation providers. The requirements are the basis for the following standards and policies, which are used in the annual review of the Community Transportation Coordinator 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) and/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. Only property that can be carried by the passenger in one boarding and safely stowed on the vehicle is allowed.

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 in Fort Pierce is 772-464-RIDE (7433). In Port St. Lucie the number is 772-879-1BUS (1287). 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.

Out of Service Area Trips

Community Transit does not arrange for out of service area trips.

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 on a recurring basis.

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 cancelled at least two hours prior to the scheduled arrival of the bus. Failure to give adequate notice that a trip will not be taken constitutes misuse of the service and will be classified as a "no-show." If a passenger incurs two (2) no-shows within a thirty (30) day period, the passenger's transportation services with Community Transit will be suspended for thirty (30) days.

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 given an opportunity to decide whether or not to take the trip.

First Aid Policy

Each Community Transit paratransit vehicle is equipped with a first aid kit. Community 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

The pick-up window is 60 minutes prior to the scheduled appointment time.

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. Same day trip requests cannot be guaranteed; however, Community Transit will attempt to accommodate the request.

Public Transit Ridership

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

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.

Roadcalls

The locally developed standard for roadcalls is there should be no less than 10,000 miles between each roadcall.

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 Florida Department of Law Enforcement (FDLE). Only those drivers with a “favorable” background check from the FDLE (“favorable” as defined by the Department of Children and Families 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 provided that it can be managed by the passenger, is self-administered, and is small enough that it can be safely stowed when the vehicle is in route.

Service Animals

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

13. Local Complaint and Grievance Procedures / Process

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

The local number for compliments, comments or complaints in Fort Pierce is 772-464-RIDE (7433). In Port St. Lucie the number is 772-879-1BUS (1287). This number is posted on 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.

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 procedures are available at 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 and insurance documentation to ensure compliance with the FCTD System Safety Program Plan and FDOT standards. The CTC notifies the contractors with recommendations and/or findings.

15. Coordination Contract Evaluation Criteria

The CTC requests quarterly 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 most costly 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 \$15.27
- Wheelchair \$26.18

2. Passenger Fare Structures

The passenger fares on the fixed-route and the demand response systems are summarized in Tables 9 and 10 below. The passenger fare is the amount the passenger pays for the service and only covers a small part of the true cost of providing the service.

**Table 9
Fixed Route Fares**

Single ride	\$2.00
Senior, Disabled, Children 5-11	\$1.00
Medicare Card Holders	\$1.00
Children under 5	Free
Single Day Pass	\$5.00
Senior, Disabled Single Day Pass	\$2.50
10-Ride Ticket Book	\$14.00
Senior, Disabled 10-Ride Ticket Book	\$7.00
Monthly Pass	\$50.00
Senior, Disabled Monthly Pass	\$25.00

**Table 10
Demand Response System Fares**

Single ride	\$2.00
Seniors / Disabled/Children 12 & Under	\$1.00
Medicare Card Holders	\$1.00
Children under 5	Free
Medicaid recipients	\$1.00 co-pay

Appendix A
**St. Lucie County Inventory of Available
Transportation Services**

The following businesses are transportation providers in St. Lucie County. This list does not represent an endorsement of these services. The list of taxi cabs includes those companies which on August 1, 2013 were listed on the St. Lucie County Contractor Licensing website as having active Motor Carrier licenses, those listed on the St. Lucie County Tax Collector's website as having business licenses for the 2014 tax year, or members of the TCN. Other services were listed based on local knowledge. The list of Non-Emergency Medical Transportation Services providers was obtained from the St. Lucie County Public Safety & Communications Department.

Additional alternative transportation options may be found at the Florida Senior Safety Resource Center website: www.SafeandMobileSeniors.org/FindaRide.htm.

Bus Services:

Acadiana Destination Services
Council on Aging/Community Transit
Greyhound
Smart Shuttle

Specialized Transportation Services:

MTM
MV Transportation
The ARC of St. Lucie

Taxi Cab/Shuttle Services:

24/7 Shuttle & Courier Service LLC

A1A Airport Transportation
AAA Taxi Cabs
Adrian Robert Dockeray
All City Transportation
Allen, Fleeton
Angel Taxicabs
Any Place Anytime Transportation
Arroyo Transportation Services

BD Home Transportation Services
Beach Cab
Best Shuttle Service

Checker Cab
Choice Transportation
Comfort Care Transportation

Designated Driver Service
Discount Shuttle

Elegant Airport Shuttle & Private Service

Gable, Charles, Jr.
Gerhard, Ivana
God's Chariots Transportation

J and R Car Service LLC
J.I.M.B.O.Y! Transportation Services
Jimmie Nettles Limo Service Inc

Linkages Courier and Transport

Maffei Transportation
Martinez Taxi

PAC Transportation
Platinum Limousine Service Inc

Regina Byrne Inc.
Rocky Chauffer Service
Run-An-Errand

St. Lucie Yellow Cab
Stone's Transportation Service

TGFB Services
Tim's Limo & Taxi Service
Treasure Coast Taxi

Zen Transportation

Non-Emergency Medical Transportation Services

American Ambulance/All County Ambulance
Council on Aging/Community Transit
Golden Years Senior Care Inc
 d/b/a Grannie Nannies
Martin Health System
 d/b/a Advance Medical Transport
MV Transportation
Nativity Group Home
Port St. Lucie Volunteer Ambulance
The ARC of St. Lucie County
We Care

Appendix B
TD Estimate and Forecast Tables

General TD Population

County Pop. By Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	15,876	5.8%	4,634	1.7%	212	0.5%	17	0.21%
5-17	44,545	16.2%	13,251	4.8%	2,951	1.1%	1,223	0.45%
18-34	50,792	18.5%	10,401	3.8%	3,331	1.2%	856	0.31%
35-64	107,976	39.4%	17,146	6.3%	15,945	5.8%	4,056	1.48%
Total Non Elderly	219,189	79.9%	45,432	16.6%	22,439	8.2%	6,152	2.24%
65-74	29,553	10.8%	2,608	1.0%	6,789	2.5%	793	0.29%
75+	25,496	9.3%	2,199	0.8%	11,225	4.1%	1,336	0.49%
Total Elderly	55,049	20.1%	4,807	1.8%	18,014	6.6%	2,129	0.78%
Total	274,238	100%	50,239	18.3%	40,453	14.8%	8,281	3.02%

General TD Population (continued)

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	6,152
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	16,287
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,129
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	15,885
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	2,678
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	34,357
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	39,280
Total - Non-Duplicated		116,768

General TD Population	% of Total
Non-Duplicated General TD Population Estimate	42.6%
116,768	

General TD Population Forecast	2011	2012	2013	2014	2015
Overlapping Circle Component					
E - Estimate non-elderly/disabled/ low income	6,152	6,322	6,496	6,675	6,860
B - Estimate non-elderly/ disabled/not low income	16,287	16,736	17,198	17,673	18,161
G - Estimate elderly/disabled/low income	2,129	2,188	2,248	2,310	2,374
D- Estimate elderly/ disabled/not low income	15,885	16,323	16,774	17,237	17,712
F - Estimate elderly/non-disabled/low income	2,678	2,752	2,828	2,906	2,986
A - Estimate elderly/non-disabled/not low income	34,357	35,305	36,279	37,280	38,309
C - Estimate low income/not elderly/not disabled	39,280	40,364	41,478	42,622	43,799
TOTAL GENERAL TD POPULATION	116,768	119,990	123,301	126,704	130,200
TOTAL POPULATION	274,238	281,806	289,582	297,573	305,785

General TD Population Forecast	2016	2017	2018	2019	2020	2021
Overlapping Circle Component						
E - Estimate non-elderly/disabled/ low income	7,049	7,244	7,443	7,649	7,860	8,077
B - Estimate non-elderly/ disabled/not low income	18,662	19,177	19,706	20,250	20,808	21,383
G - Estimate elderly/disabled/low income	2,439	2,507	2,576	2,647	2,720	2,795
D- Estimate elderly/ disabled/not low income	18,201	18,703	19,220	19,750	20,295	20,855
F - Estimate elderly/non-disabled/low income	3,068	3,153	3,240	3,330	3,421	3,516
A - Estimate elderly/non-disabled/not low income	39,366	40,453	41,569	42,716	43,895	45,106
C - Estimate low income/not elderly/not disabled	45,007	46,249	47,525	48,837	50,185	51,569
TOTAL GENERAL TD POPULATION	133,793	137,485	141,279	145,178	149,184	153,301
TOTAL POPULATION	314,223	322,894	331,805	340,961	350,370	360,039

Critical Need TD Population Forecast	2011	2012	2013	2014	2015
Total Critical TD Population					
Disabled	9,616	9,881	10,154	10,434	10,722
Low Income Not Disabled No Auto/Transit	4,793	4,926	5,061	5,201	5,345
Total Critical Need TD Population	14,409	14,807	15,215	15,635	16,067
Daily Trips - Critical Need TD Population					
Severely Disabled	471	484	498	511	525
Low Income - Not Disabled - No Access	9,102	9,354	9,612	9,877	10,150
Total Daily Trips Critical Need TD Population	9,574	9,735	9,900	10,067	10,237
Annual Trips	2,402,979	2,443,589	2,484,886	2,526,881	2,569,585

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021
Total Critical TD Population						
Disabled	11,018	11,322	11,634	11,955	12,285	12,624
Low Income Not Disabled No Auto/Transit	5,492	5,644	5,799	5,960	6,124	6,293
Total Critical Need TD Population	16,510	16,966	17,434	17,915	18,409	18,917
Daily Trips - Critical Need TD Population						
Severely Disabled	540	555	570	586	602	619
Low Income - Not Disabled - No Access	10,430	10,717	11,013	11,317	11,629	11,950
Total Daily Trips Critical Need TD Population	10,419	10,603	10,791	10,982	11,176	11,352
Annual Trips	2,615,067	2,661,353	2,708,459	2,756,399	2,805,187	2,849,229

Appendix C
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 St. Lucie County residents and visitors.

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— Annually update an inventory of transportation resources for the transportation disadvantaged available in or planned for the service area.	September 2014	CTC
Strategy 1.1.2— Continue to work with CTCs and coordinated contractors in the region to facilitate inter-county trips.	Ongoing	CTC
<i>Objective 1.2— Bring all of the social service organizations that provide transportation into the coordinated system through purchase of services contracts, coordination contracts, and/or joint use agreements.</i>		
Strategy 1.2.1— Annually advise transportation providers about the nature and benefits of coordinated transportation services and request that the providers enter into purchase of service contracts, coordination contracts, and/or joint use agreements.	September 2014	CTC

	Estimated Date of Completion	Responsible Agency
<i>Objective 1.3— Identify and address actual or perceived barriers to coordination of transportation services in St. Lucie County.</i>		
Strategy 1.3.1 — Continue holding TCN Meetings with coordinated contractors, social service agencies, and contracted transportation operators.	Every Other Month	CTC
Strategy 1.3.2 — Meet with the local medical community to advocate the prioritization of TD clients.	As needed	CTC
Strategy 1.3.3 — Continue networking and expand outreach to the local community through the TCN and other organizations and individuals.	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.

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

	Estimated Date of Completion	Responsible Agency
<i>Objective 2.3— Encourage nonprofit and private sector participation in the identification and implementation of solutions to the mobility needs of St. Lucie County residents.</i>		
Strategy 2.3.1— Pursue potential funding opportunities at the federal, state and local levels as well as from private or non-traditional sources.	Ongoing	CTC/ COASL/TPO
Strategy 2.3.2— Continue to work with the Florida Legislature, the Commission for Transportation Disadvantaged, and other entities to increase transportation disadvantaged funding.	Ongoing	CTC/COASL/TPO

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

<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	COASL
Strategy 3.1.2— Continue to enforce the no-show policy for the demand response service.	Ongoing	COASL
Strategy 3.1.3— Continue travel training outreach to the local community and mobility management training for agencies.	Ongoing	CTC/COASL

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

<i>Objective 4.1— Expand development review procedures to require the consideration of multi-modal transportation system impacts and infrastructure.</i>		
---	--	--

	Estimated Date of Completion	Responsible Agency
Strategy 4.1.1 — Increase involvement by transit agency staff in local development review processes and educate local agency staff on the needs of transit.	Ongoing	CTC/COASL/TPO
Strategy 4.1.2 – Raise awareness related to transit accessibility and the needs of the Transportation Disadvantaged population.	Ongoing	CTC/COASL/TPO
Objective 4.2 — <i>Consider the potential for sponsored transportation services, especially for developments with a significant elderly population.</i>		
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.	June 2014	CTC

GOAL 5: Stimulate the use of private funds and services in meeting the needs of the transportation disadvantaged.

Objective 5.1 – <i>Identify the needs and accommodate opportunities for private sector, public sector, and non-governmental organization participation in funding the coordinated transportation system.</i>		
Strategy 5.1.1 –Encourage major employers or major transit attractors to provide a safe bus waiting area for employees/passengers.	Ongoing	CTC/COASL
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/COASL

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	COASL
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/COASL
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 2014	CTC/COASL

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.	June 2014	COASL
Strategy 7.1.2 – Develop, implement, maintain, and annually update a System Safety Program Plan and Security Program Plan.	September 2014	CTC/COASL
Strategy 7.1.3 – Monitor coordinated contractors to ensure compliance with FCTD regulations.	Ongoing	CTC
<i>Objective 7.2 – Establish and maintain, as part of the bus system safety program, an accident/incident procedure that ensures sufficient review, evaluation, and continual improvement.</i>		
Strategy 7.2.1 – Continue to review and evaluate accidents and provide the necessary equipment or training. Incorporate improved procedures in the System Safety Program Plan based on the reviews and evaluations.	Ongoing	COASL
<i>Objective 7.3 – Continually review accident/incident data to identify trends that may need to be addressed through training or procedural changes.</i>		
Strategy 7.3.1 – Continue to review accidents/incidents to identify trends and provide the necessary equipment or training based on the review.	Ongoing	COASL

Appendix D
Treasure Coast Connector Plus Rider's Guide



Treasure Coast Connector *Plus*

1505 Orange Avenue
Ft. Pierce, FL 34950
St. Lucie County (772)464-8878
www.treasurecoastconnector.com

**R I D E R ' S
GUIDE**

Sponsored in part by the
Board of County Commissioners,
St. Lucie County, Florida



Effective / Efectivo June 17, 2013

WELCOME ABOARD!

Welcome to the Treasure Coast Connector *Plus*, serving the community of St. Lucie County. We will make every effort to ensure that your trip is a great one!

Connector *Plus* buses stop only at designated bus stops. To find the stop closest to you, check the route map or call Customer Service.

Please arrive at your stop five minutes ahead of schedule. Our drivers make every attempt to be at a stop at the designated time, but traffic flow and weather conditions may cause slight variations in schedule times.



RIDING WITH US

- No smoking, eating or drinking on the bus.
- Strollers are not permitted; except for umbrella strollers.
- Passengers must be able to carry on any packages. If using a shopping aid, you must be able to carry it on the bus.
- You must wear shoes and a shirt.
- You may use your cell phone, radio or CD player with headphones only and at a low volume.
- Cell phone conversations shall not distract drivers or other passengers.
- No motorized or electric bikes on bike racks.
- No bikes allowed inside bus.
- No pets are allowed except for trained personal assistance animals.
- Drivers do not carry change. You must have a pass, ticket or exact fare.
- Do not talk to drivers while they are driving the bus.
- Cursing or the use of profanity or vandalism will not be tolerated on the bus.
- Please leave the front seats of the bus for those riders who are elderly or disabled.
- Wait until the bus comes to a complete stop before standing.
- All service is wheelchair accessible. Lift will be deployed only for wheelchairs.



SERVICE SCHEDULE

This service operates Monday – Friday only. No service is provided on weekends, New Year’s Day, Martin Luther King Day, Presidents’ Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving and the day after, and Christmas.

TICKETS AND PASSES

10-ride ticket books, single day and monthly passes are available. We also offer discount passes to Seniors and those with qualified disabilities. Call Customer Service for tickets and passes.

FARES

Single ride _____	\$ 2.00
Elderly, Disabled, Children 5-11 _____	\$ 1.00
Medicare Card Holders _____	\$ 1.00
Children under 5 _____	Free
Single Day Pass _____	\$ 5.00
Senior, Disabled Single Day Pass _____	\$ 2.50
10-Ride Ticket Book _____	\$14.00
Senior, Disabled 10-Ride Ticket Book _____	\$ 7.00
Monthly Pass _____	\$50.00
Senior, Disabled Monthly Pass _____	\$25.00

HOW TO USE THIS SCHEDULE

Locate the time point on the map that is closest to your stop. Look at the schedule, and find the corresponding time point. Listed below it are the times that the bus will be at that location. Use these times to estimate when the bus will be arriving at intermediate stops.

CONTACT US

Website __ www.treasurecoastconnector.com
Customer Service _____ (772)464-8878
Lost & Found _____ (772) 464-8878

Customer Service Representatives are available Monday – Friday, 8 am - 5 pm except holidays.

¡BIENVENIDO A BORDO!

Bienvenido al Treasure Coast Connector *Plus*, que sirve a las comunidades de lo condado de St. Lucie. ¡Haremos nuestro esfuerzo para asegurar que tengan un viaje estupendo!

Los autobuses del Connector *Plus* solo se detienen en paradas designadas. Para encontrar la parada más cercana, verifique el mapa de ruta o llame al Departamento de Servicio.



Por favor, llegue a la parada cinco minutos antes del horario. Nuestros conductores hacen todo lo posible para llegar a la parada en el horario designado, pero el flujo de tráfico y las condiciones climáticas pueden producir leve variaciones en los horarios.

AL VIAJAR CON NOSOTROS

- No se permite fumar, comer ni beber en el autobús.
- No se permiten cochecitos de bebe, a excepción de cochecitos para paraguas.
- Los pasajeros deben ser capaces de cargar cualquier paquete. Si utiliza algo para llevar sus compras, usted debe ser capaz de llevarlo qel autobús.
- Debe llevar zapatos y camisa.
- Usted puede juega su telefono celular radio o reproductor de CD con los audífonos solo en un bajo volumen.
- Las conversaciones de telefono celular no deberan distraer control adores o pasajefos.
- No motorizados o electricas bicicletas en los racks de bicicleta.
- No hay bicicletas permitidas dentro del bus.
- No se permiten animales, excepto animales entrenados para ayuda personal.
- Los choferes no llevan cambio. Debe tener un pase, un boleto o la cantidad exacta del pasaje en efectivo.
- No hable con el chofer mientras esté manejando el autobús.
- En el autobús no se tolerarán palabrotas, lenguaje obsceno o vandalismo.
- Deje los asientos delanteros del autobús para los pasajeros de más edad o con incapacidades físicas.
- Espere a que el autobús pare completamente para ponerse de pie.
- Todo el servicio tiene capacidad para sillas de ruedas. El ascensor se desplegará sólo para sillas de ruedas.

HORARIO DEL SERVICIO

Este servicio funciona únicamente de Lunes a Viernes. No se brinda el servicio los fines de semana, los días de Año Nuevo, Martin Luther King Día, Presidents' Día, Memorial Día, Independence Día, Labor Día, Veteran's Día, Thanksgiving y el día despues, y Navidad.

BOLETOS Y PASES

Se encuentran disponibles libretas con boletos para 10 viajes y un dia pases mensuales. También ofrecemos pases con descuento a envejecidos y personas incapacitadas calificados. Llame al Departamento de Servicio para boletos y pases.

TARIFAS

Un viaje _____	\$ 2.00
Ancianos, Incapacitados, Niños de 5 a 11 _____	\$ 1.00
Con tarjeta de Medicare _____	\$ 1.00
Niños de menos de 5 años _____	Gratis
Pase de un dia _____	\$ 5.00
Pase de un dia para Ancianos e Incapacitados __	\$ 2.50
Talonario de pasajes para 10 viajes _____	\$14.00
Talonario de pasajes para 10 viajes para Ancianos e Incapacitados _____	\$ 7.00
Pase Mensual _____	\$50.00
Pase Mensual para Ancianos e Incapacitados __	\$25.00

CÓMO USAR ESTE HORARIO

Ubique en el mapa el punto de tiempo más cercano a su parada. Mire el horario y encuentre el punto de tiempo correspondiente. Debajo encontrará una lista de las horas en que el autobús estará en esa ubicación. Use estos horarios para estimar las horas en que el autobús llegará a las paradas intermedias.

CONTÁCTENOS

Website _____ www.treasurecoastconnector.com
Los Representantes del Departamento de Servicio _____ (772)464-8878
Objetos perdidos _____ (772)464-8878
Los Representantes del Departamento de Servicio están a su disposición de Lunes a Viernes, de 8 am a 5 pm menos dias de fiesta.

ROUTE 1 - SOUTHBOUND / SUR

Fort Pierce Intermodal Facility**	K-Mart Plaza	Rio Mar Dr./ US1***	Chase Bank***	County Annex Building	CVS Pharmacy	Treasure Coast Square Mall
A	B	C	D	E	F	G
7:00	7:10	7:28	7:30	7:43	7:50	8:00
8:00	8:10	8:28	8:30	8:43	8:50	9:00
9:00	9:10	9:28	9:30	9:43	9:50	10:00
10:00	10:10	10:28	10:30	10:43	10:50	11:00
11:00	11:10	11:28	11:30	11:43	11:50	12:00
12:00	12:10	12:28	12:30	12:43	12:50	1:00
1:00	1:10	1:28	1:30	1:43	1:50	2:00
2:00	2:10	2:28	2:30	2:43	2:50	3:00
3:00	3:10	3:28	3:30	3:43	3:50	4:00
4:00	4:10	4:28	4:30	4:43	4:50	5:00
5:00	5:10	5:28	5:30	5:43	5:50	*6:00

ROUTE 1 - NORTHBOUND / NORTE

Treasure Coast Square Mall	Jennings Road	County Annex Building	Prima Vista Crossings***	Midway Rd./ US 1	CVS Pharmacy	Fort Pierce Intermodal Facility**
G	H	E	I	J	K	A
7:00	7:10	7:20	7:32	7:41	7:52	8:00
8:00	8:10	8:20	8:32	8:41	8:52	9:00
9:00	9:10	9:20	9:32	9:41	9:52	10:00
10:00	10:10	10:20	10:32	10:41	10:52	11:00
11:00	11:10	11:20	11:32	11:41	11:52	12:00
12:00	12:10	12:20	12:32	12:41	12:52	1:00
1:00	1:10	1:20	1:32	1:41	1:52	2:00
2:00	2:10	2:20	2:32	2:41	2:52	3:00
3:00	3:10	3:20	3:32	3:41	3:52	4:00
4:00	4:10	4:20	4:32	4:41	4:52	5:00
5:00	5:10	5:20	5:32	5:41	5:52	*6:00

PM TIMES ARE INDICATED IN **BOLD TYPE**
 LOS HORARIOS PM ESTAN INDICADOS **EN NEGRITA**

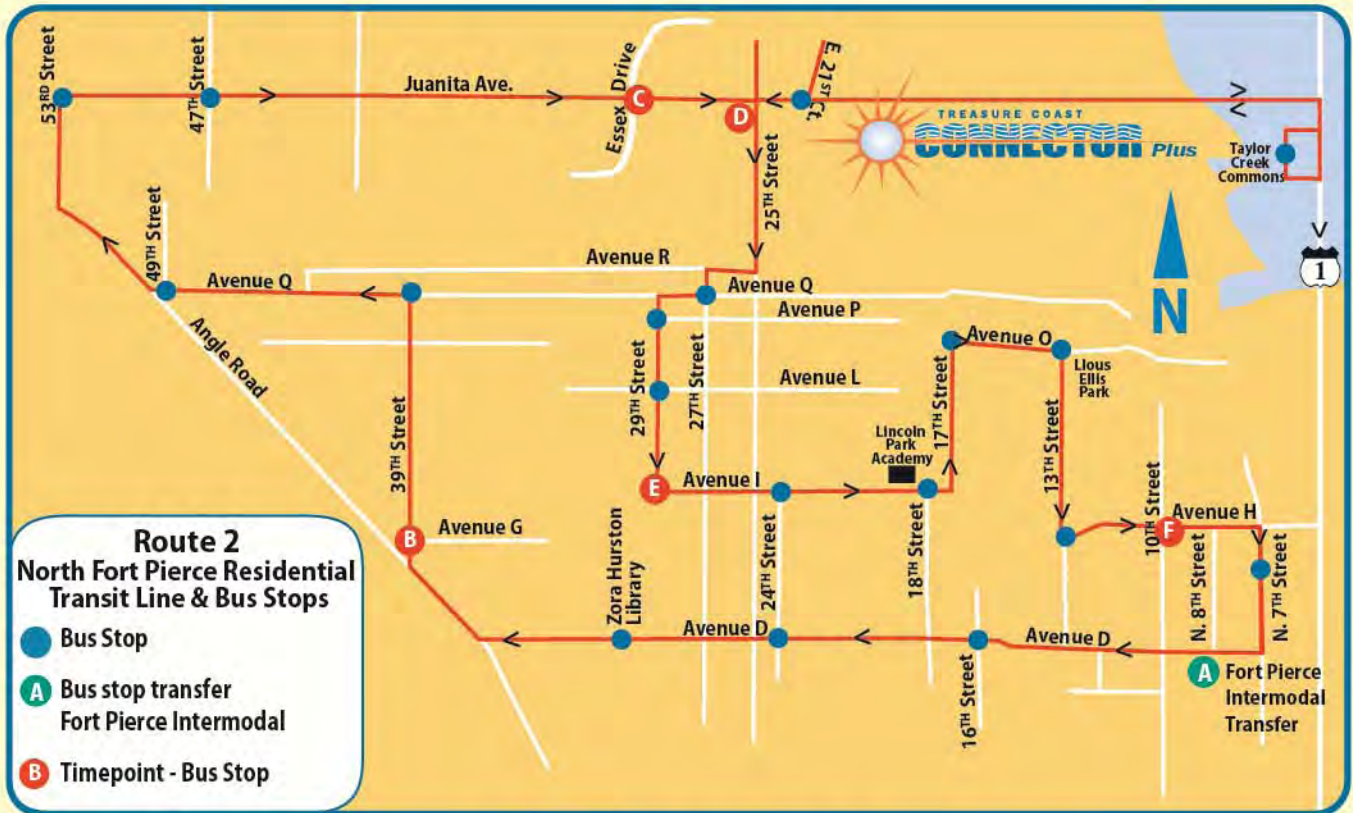
*End of the line / *Al fin de la Linea

**Connection with routes 2 & 3

***Connection with Route 6

ROUTE MAP / MAPA DE RUTA





**ROUTE 2 - NORTH / NORTE
FORT PIERCE RESIDENTIAL TRANSIT LINE & BUS STOPS**

Fort Pierce Intermodal Facility**	Avenue G & N. 39th Street	Essex Dr./ Juanita Ave.	Juanita Ave. & 25th St.	Avenue I & 29th Street	Avenue H & 10th Street
A	B	C	D	E	F
7:00	7:10	7:21	7:33	7:40	7:50
8:00	8:10	8:21	8:33	8:40	8:50
9:00	9:10	9:21	9:33	9:40	9:50
10:00	10:10	10:21	10:33	10:40	10:50
11:00	11:10	11:21	11:33	11:40	11:50
12:00	12:10	12:21	12:33	12:40	12:50
1:00	1:10	1:21	1:33	1:40	1:50
2:00	2:10	2:21	2:33	2:40	2:50
3:00	3:10	3:21	3:33	3:40	3:50
4:00	4:10	4:21	4:33	4:40	4:50
5:00	5:10	5:21	5:33	5:40	5:50
*6:00	-----	-----	-----	-----	-----

PM TIMES ARE INDICATED IN **BOLD** TYPE / LOS HORARIOS PM ESTAN INDICADOS **EN NEGRITA**

*END OF THE LINE / *AL FIN DE LA LINEA

**CONNECTION WITH ROUTES 1 & 3.



**Route 3
South Fort Pierce Business
Transit Line & Bus Stops**

- Bus Stop
- A Bus stop transfer Fort Pierce Intermodal
- B Timepoint - Bus Stop



**ROUTE 3 - SOUTH / SUR
FORT PIERCE BUSINESS TRANSIT LINE & BUS STOPS**

Fort Pierce Intermodal Facility** A	32nd Street & Delaware Avenue B	Walmart C	Peters Road D	IRSC E	21st Street/ Kaufman Avenue F
7:00	7:10	7:21	7:30	7:40	7:50
8:00	8:10	8:21	8:30	8:40	8:50
9:00	9:10	9:21	9:30	9:40	9:50
10:00	10:10	10:21	10:30	10:40	10:50
11:00	11:10	11:21	11:30	11:40	11:50
12:00	12:10	12:21	12:30	12:40	12:50
1:00	1:10	1:21	1:30	1:40	1:50
2:00	2:10	2:21	2:30	2:40	2:50
3:00	3:10	3:21	3:30	3:40	3:50
4:00	4:10	4:21	4:30	4:40	4:50
5:00	5:10	5:21	5:30	5:40	5:50
*6:00	-----	-----	-----	-----	-----

PM TIMES ARE INDICATED IN **BOLD** TYPE / LOS HORARIOS PM ESTAN INDICADOS **EN NEGRITA**

*END OF THE LINE / *AL FIN DE LA LINEA

**CONNECTION WITH ROUTES 1 & 2



ROUTE 4 - CITY OF PORT ST. LUCIE TROLLEY AND STOPS

PSL Community Center**	Boulevard Shoppes	Sam's Club	County Annex Building	Town Center (Staples)	Rivergate Plaza/ PSL Blvd.
A	B	C	D	E	F
7:00	7:11	7:20	7:32	7:39	7:51
8:00	8:11	8:20	8:32	8:39	8:51
9:00	9:11	9:20	9:32	9:39	9:51
10:00	10:11	10:20	10:32	10:39	10:51
11:00	11:11	11:20	11:32	11:39	11:51
12:00	12:11	12:20	12:32	12:39	12:51
1:00	1:11	1:20	1:32	1:39	1:51
2:00	2:11	2:20	2:32	2:39	2:51
3:00	3:11	3:20	3:32	3:39	3:51
4:00	4:11	4:20	4:32	4:39	4:51
5:00	5:11	5:20	5:32	5:39	5:51
*6:00	-----	-----	-----	-----	-----

PM TIMES ARE INDICATED IN **BOLD** TYPE / LOS HORARIOS PM ESTAN INDICADOS **EN NEGRITA**

*END OF THE LINE /AL FIN DE LA LINEA **CONNECTION WITH ROUTES 5 & 6



ROUTE 5 - PORT ST. LUCIE / GAT LIN BLVD. TRANSIT LINE & STOPS

PSL Community Center**	Sansom Lane Westbound	Import Drive	Tradition Landings LA Fitness Center	Walmart	Cameo Blvd. Eastbound
A	B	C	D	E	F
7:00	7:10	7:21	7:28	7:38	7:50
8:00	8:10	8:21	8:28	8:38	8:50
9:00	9:10	9:21	9:28	9:38	9:50
10:00	10:10	10:21	10:28	10:38	10:50
11:00	11:10	11:21	11:28	11:38	11:50
12:00	12:10	12:21	12:28	12:38	12:50
1:00	1:10	1:21	1:28	1:38	1:50
2:00	2:10	2:21	2:28	2:38	2:50
3:00	3:10	3:21	3:28	3:38	3:50
4:00	4:10	4:21	4:28	4:38	4:50
5:00	5:10	5:21	5:28	5:38	5:50
*6:00	-----	-----	-----	-----	-----

PM TIMES ARE INDICATED IN **BOLD** TYPE / LOS HORARIOS PM ESTAN INDICADOS **EN NEGRITA**

*END OF THE LINE / *AL FIN DE LA LINEA
 **CONNECTION WITH ROUTES 4 & 6

ROUTE 6 PRIMA VISTA/ ST. LUCIE WEST BLVD. TRANSIT LINE & STOPS

Port St. Lucie Community Center**	Crosstown Parkway / Sandia Drive	Rio Mar Drive / US 1***	Sportsman Park	Shoppes at St. Lucie West Publix
A	B	C	D	E
7:00	7:09	7:27	7:42	7:51
8:00	8:09	8:27	8:42	8:51
9:00	9:09	9:27	9:42	9:51
10:00	10:09	10:27	10:42	10:51
11:00	11:09	11:27	11:42	11:51
12:00	12:09	12:27	12:42	12:51
1:00	1:09	1:27	1:42	1:51
2:00	2:09	2:27	2:42	2:51
3:00	3:09	3:27	3:42	3:51
4:00	4:09	4:27	4:42	4:51
5:00	5:09	5:27	5:42	5:51
*6:00	-----	-----	-----	-----

Tradition Field	Chillis	Walmart	CVS Pharmacy	PSL Library IRSC	S. Thornhill Dr.
F	G	H	I	J	K
7:00	7:09	7:18	7:30	7:40	7:50
8:00	8:09	8:18	8:30	8:40	8:50
9:00	9:09	9:18	9:30	9:40	9:50
10:00	10:09	10:18	10:30	10:40	10:50
11:00	11:09	11:18	11:30	11:40	11:50
12:00	12:09	12:18	12:30	12:40	12:50
1:00	1:09	1:18	1:30	1:40	1:50
2:00	2:09	2:18	2:30	2:40	2:50
3:00	3:09	3:18	3:30	3:40	3:50
4:00	4:09	4:18	4:30	4:40	4:50
5:00	5:09	5:18	5:30	5:40	5:50
*6:00	-----	-----	-----	-----	-----

PM TIMES ARE INDICATED IN **BOLD TYPE**
LOS HORARIOS PM ESTAN INDICADOS **EN NEGRITA**

*END OF THE LINE / *AL FIN DE LA LINEA

** CONNECTION WITH ROUTES 4 & 5

***SOUTHBOUND CONNECTION WITH ROUTE 1

ROUTE MAP / MAPA DE RUTA





The Council on Aging is a private non-profit organization committed and dedicated to assisting senior adults and their families with information, opportunities, and services that promote independence and enhance quality of life.

772-336-8608

Your portal to independent living services

www.coasl.com



2501 SW Bayshore Blvd. Port St. Lucie, FL 34984



1505 Orange Ave. Fort Pierce, FL 34950



Treasure Coast Connector Plus

1505 Orange Avenue

Ft. Pierce, FL 34950

St. Lucie County (772)464-8878

www.treasurecoastconnector.com

The Treasure Coast Connector Plus operates according to the Title VI regulation, 49 CFR, Part 21 which states:

“No person or group of persons shall be discriminated against with regard to the routing, scheduling or quality of service of transportation on the basis of race, color, national origin, age, sex, religion, disability or family status.”

If you feel you have been discriminated against in reference to the above and would like to register a complaint, please call (772) 345-8229.

Appendix E
Vehicle Inventory

Model Year	Vehicle Description	W/C Equip	Avg. Miles/ Year	Miles	Anticipated Retire Year	Source Funded By
1998	FORD/SPC BUS – 25'	Y	15,903	174,930	2006	5307
1998	FORD/SPC BUS – 25'	Y	13,377	147,152	2006	5307
1999	FORD/SPC BUS – 25'	Y	16,329	162,394	2006	5307
2000	FORD EXCURSION -SUPPORT	N	6,684	60,155	2005	5307
2002	CHEVY ASTRO VAN -SUPPORT	N	9,597	67,179	2007	5307
2002	FORD/F250 PICK-UP -SUPPORT	N	3,413	23,888	2007	5310
2002	BLUEBIRD BUS – 25'	Y	22,575	158,025	2012	5307
2002	BLUEBIRD BUS – 25'	Y	22,274	155,919	2012	5307
2002	BLUEBIRD BUS – 25'	Y	30,021	210,145	2012	TCG
2002	BLUEBIRD BUS – 25'	Y	28,909	202,364	2012	TCG
2002	BLUEBIRD BUS – 25'	Y	29,046	203,325	2012	5310
2002	BLUEBIRD BUS – 25'	Y	21,188	148,315	2012	5307
2002	BLUEBIRD BUS – 25'	Y	23,546	164,950	2012	5307
2003	CHEVY ASTRO VAN-SUPPORT	N	3,805	22,828	2008	5310
2003	BLUEBIRD BUS – 25'	Y	17,671	106,029	2013	5310
2003	BLUEBIRD BUS – 25'	Y	22,458	134,747	2013	5307
2003	BLUEBIRD BUS – 25'	Y	16,404	98,424	2013	5310
2003	BLUEBIRD BUS – 25'	Y	17,404	104,424	2013	5310
2003	BLUEBIRD BUS – 25'	Y	17,668	106,010	2013	5307
2003	BLUEBIRD BUS – 25'	Y	16,983	101,900	2013	5310
2003	BLUEBIRD BUS – 25'	Y	21,326	127,958	2013	5310
2006	CHAMPION BUS – 26'	Y	25,903	77,705	2011	5310
2006	CHAMPION BUS – 26'	Y	26,437	79,311	2011	5310
2006	CHAMPION BUS – 26'	Y	22,502	67,507	2011	5310
2006	CHAMPION BUS – 26'	Y	25,993	77,980	2011	5310
2006	CHAMPION BUS – 26'	Y	23,787	71,362	2011	5310
2006	CHAMPION BUS – 26'	Y	26,150	78,452	2011	5309
2006	CHAMPION BUS – 26'	Y	23,017	69,050	2011	5309
2006	CHAMPION BUS – 26'	Y	24,688	74,065	2011	5309
2006	CHAMPION BUS – 26'	Y	26,925	80,775	2011	TD
2006	CHAMPION BUS – 26'	Y	27,397	82,191	2011	TD
2006	CHAMPION BUS – 26'	Y	26,828	80,484	2011	5307
2006	CHAMPION BUS – 26'	Y	26,048	78,144	2011	TD
2006	CHAMPION BUS – 26'	Y	29,488	88,463	2011	5307
2006	CHAMPION BUS – 26'	Y	28,262	84,786	2011	5309
2006	CHAMPION BUS – 26'	Y	28,087	84,261	2011	5309
2006	CHAMPION BUS – 26'	Y	25,758	77,275	2011	5307
2006	CHAMPION BUS – 26'	Y	25,977	77,929	2011	5307
2006	CHAMPION BUS – 26'	Y	25,946	77,840	2011	5307
2006	CHAMPION BUS – 26'	Y	27,148	81,444	2011	5307
2006	CHAMPION BUS – 26'	Y	29,186	87,557	2011	5307
2007	FORD 500 -SUPPORT	N	12,292	24,584	2012	5307
2007	CHAMPION BUS – 26'	Y	25,973	38,959	2012	TD
2007	CHAMPION BUS – 26'	Y	24,615	24,615	2012	5310
2007	CHAMPION BUS – 26'	Y	23,803	23,803	2012	5310
2007	CHAMPION BUS – 26'	Y	25,646	25,646	2012	5307
2007	CHAMPION BUS – 26'	Y	23,431	23,431	2012	5307
2008	CHAMPION BUS – 26'	Y	14,647	14,647	2014	TD
2009	CHAMPION BUS – 26'	Y	3,088	3,088	2014	5310
2009	CHAMPION BUS – 26'	Y	6,457	6,457	2014	5310
2009	CHAMPION BUS – 26'	Y	3,488	3,488	2014	5309
2009	CHAMPION BUS – 26'	Y	2,480	2,480	2014	5309

Appendix F
System Safety Program Plan Certification

SAFETY CERTIFICATION

DATE: January 11, 2013
NAME: Council on Aging of St. Lucie, Inc./Community Transit
ADDRESS: 1505 Orange Avenue, Fort Pierce, FL 34950

THE COUNCIL ON AGING OF ST. LUCIE, INC./COMMUNITY TRANSIT NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. THE ADOPTION OF SYSTEM SAFETY PROGRAM PLAN (SSPP) IN ACCORDANCE AT A MINIMUM, WITH ESTABLISHED FLORIDA DEPARTMENT OF TRANSPORTATION SAFETY STANDARDS SET FORTH IN RULE CHAPTER 14-90.
2. COMPLIANCE WITH THE ADOPTED STANDARDS OF THE SSPP.
3. PERFORMANCE OF SAFETY INSPECTIONS ON ALL BUSES OPERATED IN ACCORDANCE WITH RULE 14-90.009.

SIGNATURE: 
 DARRELL J. DRUMMOND, PRESIDENT/CEO

NAME AND ADDRESS OF ENTITY(IES) WHICH HAS (HAVE) PERFORMED SAFETY INSPECTIONS:

NAME:	Kenworth of So. Florida	Elpex
	1850 S. US Hwy 1	5575 Okeechobee Road
	Fort Pierce, Florida 34950	Fort Pierce, Florida 34947

Appendix G
Local Coordinating Board Grievance
Procedures

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

GRIEVANCE PROCEDURES

September 12, 2012

2012 LCB GRIEVANCE PROCEDURES

Section 1: General – The following procedures are established to provide regular opportunities for grievances to be brought before the Local Coordinating Board for the Transportation Disadvantaged (LCB) Grievance Committee.

A complaint and grievance are required to have two steps. Complaints are defined as any documented concerns from agencies, users, potential users of the system and the Community Transportation Coordinator (CTC) in the designated service area involving public transportation timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies under the Transportation Disadvantaged program. Grievances are defined as unresolved complaints.

Filing a complaint locally with the transit operator and/or CTC is always the first step in the problem-solving process. If the complaint is not resolved to the customer's satisfaction, generally the next step would be to file a written grievance with the LCB. Before hearing the grievance, the LCB Grievance Committee shall determine whether the information supplied by the Grievant constitutes an acceptable grievance. If formally accepted by the Grievance Committee the grievance will be heard by the Grievance Committee and the LCB. The Florida Commission for the Transportation Disadvantaged (FCTD) would consider hearing the grievance if unresolved.

All communications of all parties, must be in writing, hand delivered and date stamped or sent by certified mail return receipt requested. The St. Lucie Transportation Planning Organization (TPO) staff will provide assistance with filing grievances upon request.

Section 2: Filing a Grievance – Should an interested party wish to file a grievance regarding service from the Transportation Disadvantaged Program, a grievance must be filed in writing to the Local Coordinating Board for the Transportation Disadvantaged (LCB). Upon request of the Grievant, the LCB shall provide information on filing a grievance. The Grievant must demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement, copies of which may be obtained from the CTC. The Grievant shall address and deliver the grievance to:

St. Lucie TPO Office
466 SW Port St. Lucie Boulevard, Suite 111
Port St. Lucie, Florida 34953

The grievance shall include:

- The name of the Grievant and address where the Grievant can be located
- A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation;
- The date of the alleged violation upon which the grievance is based which shall be no more than 180 days before the date of the receipt of the grievance at the St. Lucie TPO Office.
- An explanation of the relief desired by the Grievant;
- Grievance must be hand delivered or sent certified mail return receipt requested; and
- Copies of all grievances and back-up documentation shall be supplied to all interested parties, including the operator/broker, in a timely manner.

Section 3: Grievance Committee – According to the FCTD *Local Coordinating Board and Planning Agency Operating Guidelines*, the LCB shall appoint a Grievance Committee to serve as mediator to process and investigate service complaints and grievances from agencies, users, potential users of the system, and the CTC in the designated service area to make recommendations to the LCB. The LCB shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the LCB.

When a meeting of the Grievance Committee is necessary, staff to the LCB shall schedule a meeting for the Grievance Committee to hear grievances.

Section 4: Grievance Process - Once a grievance has been received the Grievance Committee shall meet, consider acceptance of the grievance, consider the grievance if accepted, and issue its recommendation within thirty days of the date the grievance was filed. The Grievant and all other affected parties shall be notified in writing of the date, time and place of the Grievance Committee meeting where the grievance shall be heard. This written notice shall be mailed at least ten working days in advance of the meeting. A written copy of the recommendation made by the Grievance Committee shall be presented to the LCB at its next regularly scheduled meeting and mailed to all parties involved within ten working days of the date of the issuance of the recommendation. Effort will be made to safeguard the privacy and rights of all persons involved.

Section 5: Consideration by the LCB – The recommendation of the Grievance Committee may be referred in writing by the Grievant to the LCB, within fifteen working days from the date when the Grievance Committee issued its recommendation.

Once a Referral has been received, the LCB shall meet and issue its recommendation within thirty days of the date the Referral was filed. The Grievant and all other affected parties shall be notified in writing of the date, time and place of the LCB meeting where the Referral shall be heard. This written notice shall be mailed at least ten working days in advance of the meeting. A written copy of the recommendation made by the LCB shall be mailed to all parties involved within ten days of the date the LCB issued its recommendation.

At all meetings of the LCB, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

Section 6: Notification of Meetings to Hear Grievances – the LCB shall send notice of the scheduled meeting to hear the grievance in writing to the Grievant and other interested parties. The notices shall clearly state:

- Date, time and location of the meeting;
- Purposes of the meeting and a statement of issues involved; and,
- Procedures to be followed during the meeting.

Section 7: Written Recommendation – Written recommendations shall include the following:

- A statement that a meeting was held, involving all parties, representatives, and witnesses. That all were given an opportunity to present their position, demonstrating the violation of a specific law, regulation or contractual agreement;
- A statement that clearly defines the issues discussed;
- A recommendation and reasons for the recommendation based on information presented; and
- A recommendation to improve the provisions of a cost efficient and effective service based on investigation and findings.

Consideration by the Florida Commission for the Transportation Disadvantaged (FCTD) - All referrals of LCB grievance decisions must be submitted to the FCTD in writing. The Grievant may begin this process by contacting the FCTD through the TD Ombudsman Helpline at (800) 983-2435 or via mail at: Florida Commission for the Transportation Disadvantaged; 605 Suwannee St., MS-49; Tallahassee, FL 32399-0450 or by email at www.dot.state.fl.us/ctd. Upon request of the Grievant the FCTD will provide the Grievant with an accessible copy of the FCTD's Grievance Procedures.

Notification of Grievance Procedures - Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process which include the publishing of the FCTD TD Helpline service for use when local resolution has not occurred. All materials shall be made available upon request by the citizen.

Section 8: Additional Recourse - Apart from the above grievance processes, aggrieved parties, with proper standing, may also have recourse through the Chapter 120, F.S. administrative hearings process or the judicial court system.

Section 9: Amendments - The LCB Grievance Procedures may be amended by a majority vote of members present, if a quorum exists.

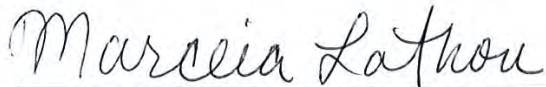
CERTIFICATION

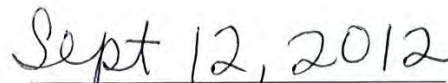
The undersigned hereby certifies that he/she is the Chairperson of the St. Lucie County Local Coordinating Board for the Transportation Disadvantaged (LCB) and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the St. Lucie LCB this 12th day of September, 2012.

ST. LUCIE COUNTY LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED


Paula Lewis
Chairperson

ATTEST:


Marceia Lathou
Transit Program Manager


Date

Appendix H
Rate Model Calculation Spreadsheet

Worksheet for Multiple Service Rates

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

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

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

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Effective Rate for **Contracted Services:**

per Passenger Mile =

per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

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

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
 Skip #2-4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort? Leave Blank

SECTION IV: Group Service Loading

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

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2013 - 2014			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	161,074	96,644	64,430	Leave Blank	0
Rate per Passenger Mile =		\$2.03	\$3.48	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	21,391	12,835	8,556	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$15.27	\$26.18	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ...					
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = <input type="text"/>					
Rate per Passenger Mile for Balance =		\$2.03	\$3.48	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.03	\$3.48	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$15.28	\$26.19	\$0.00	\$0.00
				per passenger	per group

Program These Rates Into Your Medicaid Encounter Data.

Appendix I
Glossary of Terms and Abbreviations

Glossary of Terms and Abbreviations

The following is derived primarily from a glossary developed by the Florida Commission for the Transportation Disadvantaged to coordinate terminology within the Florida Coordinated Transportation System.

ADA (Americans with Disabilities Act): a federal law which provides protection for persons with disabilities.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with a least prior day notification.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

CTC (Community Transportation Coordinator): a transportation entity competitively procured or recommended by the appropriate official planning agency and Local Coordinating Board and approved by the FCTD, to ensure that safe, quality, coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and its duties and responsibilities.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Complaint: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and Local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives which provides assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services. Also referred to as the **Local Coordinating Board**.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency that receives transportation disadvantaged funds and performs some, if not all of, its own services as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Critical Need TD Population: persons who due to severe physical limitations or low incomes are dependent upon others for their mobility needs.

Demand Response: a paratransit service that is readily delivered with prior notification.

Designated Service Area: a geographical area subject to approval by the FCTD which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger: anyone with a physical or mental impairment that substantially limits at least one of the major life activities (e.g., caring for one's self, walking, seeing, hearing, speaking, learning)

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by humans, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

FAC (Florida Administrative Code): a set of administrative codes regulating the state of Florida.

FCTD (Florida Commission for the Transportation Disadvantaged): an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged.

FDOT (Florida Department of Transportation): a governmental entity. The FCTD is housed under the Florida Department of Transportation for administrative purposes.

FS (Florida Statutes): the laws governing the state of Florida.

Fixed Route: service in which the vehicle repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g. conventional city bus).

General TD Population: all disabled, elderly and low-income persons, and children who are "high-risk" or "at-risk."

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process: a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, resulting in mediation, if necessary.

LCB (Local Coordinating Board): an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation disadvantaged services. Also referred to as the **Coordinating Board**.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

MPO (Metropolitan Planning Organization): the area-wide organization responsible for conducting the continuing, cooperative and comprehensive transportation planning process in a designated area. In some areas this entity is referred to as a **TPO (Transportation Planning Organization)**.

Memorandum of Agreement: the state contract between the FCTD and the community transportation coordinator which recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Mobility: The ability to move or be moved from place to place.

Mode: A specific form of transportation, such as automobile, walking, bicycle, or bus.

Objective: specific measurable conditions that the organization establishes to achieve its goals.

Official Planning Agency: the official body or agency designated by the Florida Commission for the Transportation Disadvantaged to fulfill the functions of transportation disadvantaged planning.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Prioritization: the process of scheduling TD trips based on availability with preference given to serving riders with life essential needs.

Public Transit: the transporting of people by conveyance or systems of conveyances traveling on land or water, local or regional in nature and available for use by the public. Public transit systems may be governmental or privately owned.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2 F.A.C.: the rule adopted by the Florida Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Shuttle: a transit service that operates on a short route or in a small geographical area often as an extension to the service of a longer route.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined by the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

System Safety Program Plan: a documented organized approach and guide to accomplishing a system safety program.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s. 427.018, F.S.

Transportation Disadvantaged: those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Service Plan: a plan with annual updates developed by the community transportation coordinator and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the Local Coordinating Board.

Transportation Operator: a public, private for profit, or private nonprofit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system/transportation disadvantaged service plan.

Transportation Operator Contract: the Florida Commission for the Transportation Disadvantaged's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Unmet Demand: the number of trips desired but not provided because of insufficient service supply.

Vanpool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Vanpools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the community transportation coordinator, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: persons who do selected tasks for the community transportation coordinator or its contracted operator for little or no compensation.

Appendix J
TDSP/Coordinated Plan Certification



St. Lucie

Transportation
Planning
Organization

Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, FL 34953
772-462-1593 www.stlucietpo.org

TDSP/COORDINATED PLAN CERTIFICATION

The St. Lucie County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on September 25, 2013.

Sept. 25, 2013
Date

Paula A. Lewis
Commissioner Paula Lewis
Local Coordinating Board Chair

Approved by the Florida Commission for the Transportation Disadvantaged:

Date

Steve Holmes
FCTD Executive Director

Appendix K
TDSP/Coordinated Plan
Local Coordinating Board Roll Call Vote



**Transportation Disadvantaged Service Plan/Coordinated Plan
Local Coordinating Board
Roll Call Vote**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson	Paula Lewis	X		
Elderly Community	Carolyn Niemczyk			.X
Disabled Community	Alan Love	X		
Citizen Advocate	Mary Thomas	X		
Citizen Advocate/User	Nancy Hess	X		
Children At Risk	Jim Dwyer	X		
Economically Disadvantaged	William Wilburni	X		
Public Education	Kathryn Hensley	X		
FL Dept. of Transportation	Jayne Pietrowski	X		
FL Dept of Children & Families	Eva Stokes	X		
FL Dept of Elder Affairs	Dalia Dillon	X		
FL Dept of Vocational Rehabilitation	Steve Palumbo			X
FL Dept of Health Care Administration	Cindy Barnes	X		
Regional Workforce Board	Brian Bauer	X		
Veterans Community	Roy Brewer	X		
Local Mass Transit	Marianne Arbore	X		
Private Transportation Industry	Lisa Sanders	X		
Local Medical Community	Arlease Hall	X		

The St. Lucie County Local Coordinating Board hereby certifies that an annual evaluation of the Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on September 25, 2013.

Appendix L
**St. Lucie County Local Coordinating
Board Membership Certification**



St. Lucie

**Transportation
Planning
Organization**

**Coco Vista Centre
466 SW Port St. Lucie Blvd, Suite 111
Port St. Lucie, FL 34953
772-462-1593 www.stlucietpo.org**

St. Lucie County Local Coordinating Board Membership Certification

Name: St. Lucie Transportation Planning Organization
Address: 466 SW Port St. Lucie Boulevard, Suite 111
Port St. Lucie, Florida 34953
Phone: 772-462-1593

The St. Lucie Transportation Planning Organization (Transportation Disadvantaged Designated Official Planning Agency) hereby certifies to the following:

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

SIGNATURE: Peter Buchwald, TPO Executive Director
DATE: 9/25/13

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
Chair	Paula Lewis	None	Indefinite
Elderly Community	Carolyn Niemczyk	None	Indefinite
Disabled Community	Alan Love	None	Indefinite
Citizen Advocate	Albert Birks, Jr.	Mary Thomas	Indefinite
Citizen Advocate/User	Nancy Hess	None	Indefinite
Veterans Community	Roy Brewer	Joseph Lusardi	Indefinite
Economically Disadvantaged	Stacy Malinowski	William Wilburn	Indefinite
Public Education	Kathryn Hensley	Marty Sanders	Indefinite
FL Dept. of Transportation	Jayne Pietrowski	Teresa Lane	Indefinite
FL Dept. of Children & Families	Donna Mihok	Eva Stokes	Indefinite
FL Dept. of Vocational Rehab	Steve Palumbo	Tina Herzik	Indefinite
FL Dept. of Elder Affairs	Dalia Dillon	Nancy Yarnall	Indefinite
FL Agency for Health Care Administration	Cindy Barnes	Kelly Martes	Indefinite
Children At Risk	Jim Dwyer	None	Indefinite
Private Transportation Industry	John Salvesen	Lisa Sanders	Indefinite
Local Mass Transit	Marianne Arbore	Roje Gonzalez	Indefinite
Local Medical Community	Arlease Hall	Mally Chrulski	Indefinite
Workforce Development Board	Richard Stetson	Brian Bauer/Odaly Victorio	Indefinite