

**ST. LUCIE COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN
(Major Update)**

(A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)

Prepared for the:

St. Lucie Transportation Planning Organization

and

St. Lucie County Community Services Department

Prepared by:

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Tampa, Florida



December 16, 2008

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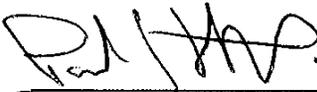
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TDSP CERTIFICATION

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.

12-16-08

Date



VICE CHAIR
FOR Commissioner Paula Lewis PAUL HOTT
Local Coordinating Board Chair

Approved by the Commission for the Transportation Disadvantaged:

Date

CTD Executive Director

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TD COORDINATING BOARD ROLL CALL
Approval of St. Lucie County's
Transportation Disadvantaged Service Plan Update

Name	Representing	Yes	No	Absent
Commissioner Paula Lewis	Chairperson			X
Charles Nergard	Elderly			X
Carl Miller	Citizens with Disabilities	X		
Sebastian Gomez	Citizen Advocate/User	X		
Mary Gamble	Citizen Advocate			X
Jim Dwyer	Children at Risk	X		
Stacey Malinowski	Economically Disadvantaged	X		
Kathryn Hensley	Public Education	X		
Arlene Tanis	Dept. of Transportation	X		
Ellen Higinbotham	Dept. of Children and Families			X
June Dunn	Local Mass Transit	X		
Steve Palumbo	Florida Division of Voc Rehab			X
Cindy Barnes	Dept. of Health Care Admin.	X		
Gwenda Thompson	Regional Workforce Dev. Board			X
Paul Hiott	Veteran Services	X		
Ann Viens	Department of Elder Affairs	X		
VACANT	Transportation Industry	--	--	--
Arlease Hall	Local Medical Community	X		

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1. DEVELOPMENT PLAN

1.1 INTRODUCTION TO THE SERVICE AREA

Background of the Transportation Disadvantaged Program

In 1989, the Florida Commission for the Transportation Disadvantaged (FCTD) was established under Chapter 427, Florida Statutes (F.S.). The Transportation Disadvantaged (TD) Program requires the coordination of federal, state and local government funds utilized for the provision of transportation services for the transportation disadvantaged. This coordination is accomplished through local programs established under Chapter 427 and Rule 41-2, Florida Administrative Code. Each county within the State of Florida has a Community Transportation Coordinator (CTC) whose primary responsibility is the arrangement or provision of transportation services to Florida's transportation disadvantaged population groups. Chapter 427, F.S. defines "transportation disadvantaged" as:

"those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202."

In St. Lucie County, the Board of County Commissioners is the designated CTC.

CTC Designation

The St. Lucie County Board of County Commissioners was originally designated the Community Transportation Coordinator for St. Lucie County in June 1990. The County, through its Community Services Division, contracts with Community Transit, a division of the Council on Aging of St. Lucie, Inc. (COASL) to provide public transportation and transportation disadvantaged services.

On August 25, 2008, the FCTD approved the continuation of the St. Lucie County Board of County Commissioners as the St. Lucie County CTC and subsequently entered into a new five year Memorandum of Agreement (MOA) with the county.

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

Transportation Disadvantaged Service Plan

The Transportation Disadvantaged Service Plan (TDSP) is an annually updated tactical plan jointly developed by the Local Planning Agency and the CTC which contains a development plan, service plan, and quality assurance components. The Local Coordinating Board (LCB) reviews and approves the TDSP and it is submitted to the FCTD for final action. The initial TDSP is due within 120 calendar days after the execution of the MOA. The TDSP must cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the TDSP and annual updates are the responsibility of the CTC, the Local Planning Agency and the LCB.

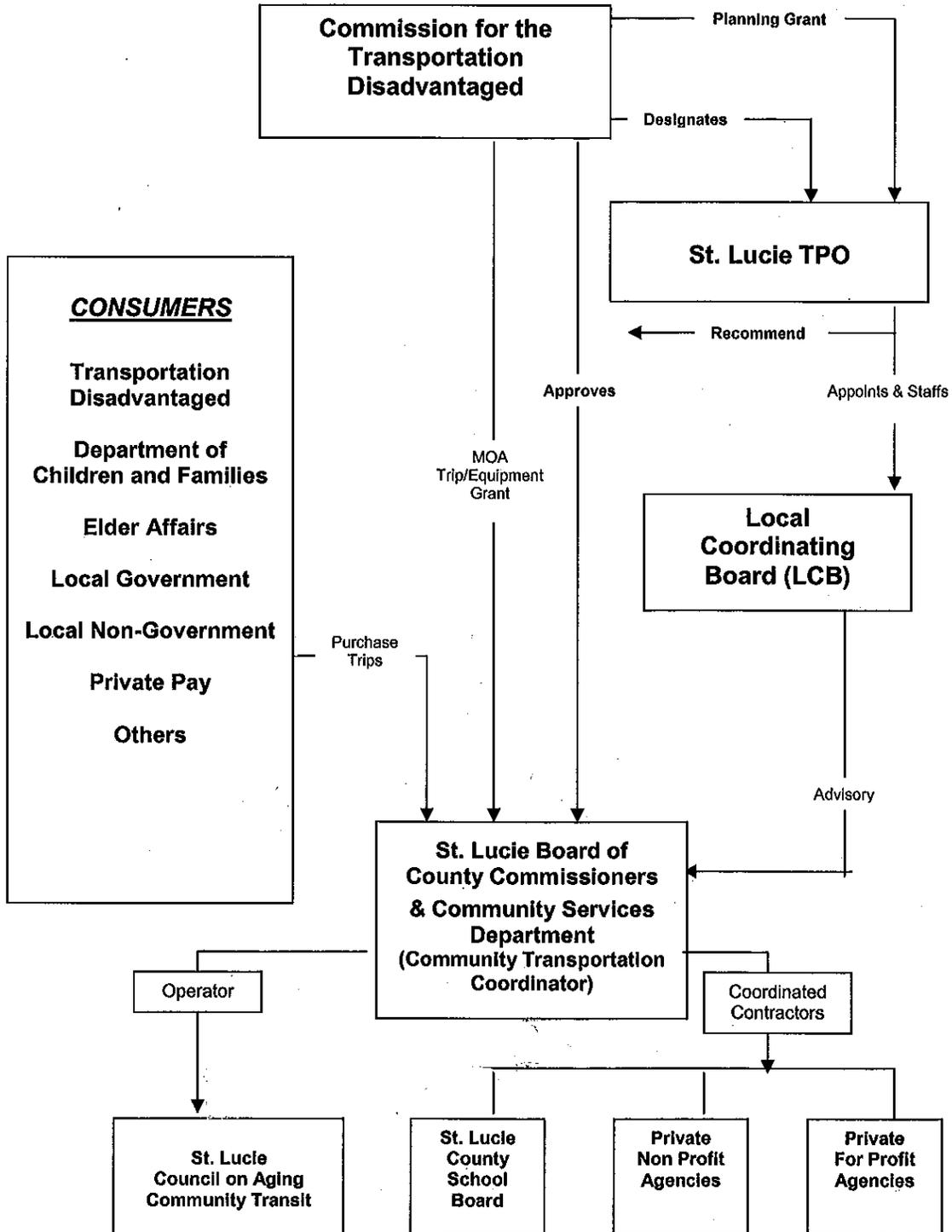
Consistency Review of Other Plans

Pertinent portions of the following plans were reviewed in order to determine consistency and identify existing goals, objectives and policies that support transit and paratransit issues.

- St. Lucie County's Growth Management Plan
- City of Ft. Pierce Comprehensive Plan
- City of Port St. Lucie Comprehensive Plan
- St. Lucie County 2008 Evaluation and Appraisal Report
- St. Lucie County 2005 Transit Development Plan and Annual Progress Reports
- St. Lucie County 2030 Regional Long-Range Transportation Plan
- St. Lucie County Americans With Disabilities Act (ADA) Paratransit Plan
- Commission for the Transportation Disadvantaged 5 and 20 Year Plan
- Transit 2020: Florida's Strategic Plan for Public Transportation
- St. Lucie County Medical Needs Shelter Plan
- FDOT Regional Transit Efficiency Study
- St. Lucie Transit Choice Ridership Study

This Service Plan is consistent with all of the above-referenced plans. By reducing the number of individual trips and vehicles on the road, the coordinated system helps to address concerns expressed in these plans regarding roadway safety and capacity constraints.

**Figure 1
St. Lucie County CTC Organizational Chart**



Local Coordinating Board Certification

See Appendix A for St. Lucie County Local Coordinating Board Membership Certification.

Public Participation/Outreach

Pursuant to Chapter 427, Florida Statutes, the purpose of a Local Coordinating Board (LCB) is to develop local service needs and to provide information, advice, and direction to the community transportation coordinator on the coordination of services to be provided to the transportation disadvantaged. In addition to the requirement of meeting on a quarterly basis, the LCB reviews and approves the TDSP, evaluates the services provided in its jurisdiction and assists the CTC with many issues related to the delivery of transportation disadvantaged services. Rule 41-2.012, Florida Administration Code (FAC) outlines the membership of the LCB to include the following:

- A Chairperson appointed by the MPO – elected official from the county that the LCB serves.
- A local representative of the Florida Department of Transportation;
- A local representative of the Florida Department of Children and Family Services;
- A local representative of the public education community which could include, but not be limited to, a representative of the district school board, school board transportation office, or Headstart Program in areas where the school district is responsible;
- A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- A person recommended by the local Veterans Service Office representing the veterans of the county;
- A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- A person over sixty representing the elderly in the county;
- A person with a disability representing the disabled in the county;
- Two (2) citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- A local representative for children at risk;
- The chairperson or designee of the local mass transit or public transit system's board, except in cases where they are also the Community Transportation Coordinator;
- A local representative of the Florida Department of Elderly Affairs;
- An experienced representative of the local private for profit transportation industry;
- A local representative of the Florida Agency for Health Care Administration;
- A representative of the Regional Workforce Development Board; and
- A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

The Local Coordinating Board meetings are held in accessible locations and open to the public. In addition to the membership listed above, the mailing list for the LCB quarterly agendas include transportation partners, transportation disadvantaged passengers and advocates, human service organizations, faith-based and community based organizations, local school districts and others. The St. Lucie County LCB seeks input from the public at all its meetings and makes a concerted effort to include many community partners and advocacy groups in the planning, evaluation, and service development processes throughout the year. In addition, two public hearings were held and advertised to the public as required under the CTD regulations. The first public hearing was conducted as part of the LCB's annual meeting on March 26, 2008. The most recent public hearing/workshop was held during the September 10, 2008 LCB meeting.

Informal public involvement and outreach is also conducted on a regular basis by members of the St. Lucie County staff assigned to the Transportation Disadvantaged Program, members and staff of the St. Lucie Transportation Planning Organization (TPO) and Community Transit.

As part of the development of this TDSP document, input was solicited from the St. Lucie County LCB and LCB/TDSP subcommittee. It was presented and discussed during the St. Lucie LCB subcommittee meetings on November 10, 2008 and December 1, 2008; and, went before the LCB on December 16, 2008 for final approval.

Both JARC and New Freedom require extensive public involvement/public participation and outreach. In accordance with the requirements of FTA Section 5316 and Section 5317 programs and grant application prerequisites, St. Lucie County will be developing a "Program Management Plan" to ensure the efficient management of these programs. This plan will include a description of St. Lucie County's public outreach efforts. These efforts may include, but not be limited to meetings with stakeholders, private transportation providers, social service agencies, and passengers. In addition, information will also be disseminated on available funding sources, and solicited on unmet needs.

1.2 SERVICE AREA PROFILE AND DEMOGRAPHICS

Description

St. Lucie County is located on the southeast coast of Florida. Adjacent counties include Indian River County to the north, Martin County to the south and Okeechobee County to the west. St. Lucie County is 688 square miles in size with just over 572 square miles of land area and the balance of over 116 square miles in water. Incorporated areas include Ft. Pierce, Port St. Lucie, and St. Lucie Village.

St. Lucie County Demographics

Land Use

Land use in St. Lucie County is dominated by single family residential development and low density urban commercial development. Development is concentrated in the area of the county east of Interstate 95. Mixed use development is limited, although the County's Growth Management Plan, Land Use Map does include areas designated for mixed use development. The recent "Transit Choice Ridership Study," conducted by Kimley-Horn & Associates, Inc. and the Renaissance Planning Group for the St. Lucie TPO and Community Transit, indicates that there is a lack of connectivity within the county. Development is spread out and there are few areas with densities high enough to support viable transit service.

Population

According to the U.S. Census, 2007 American Community Survey, the most populous city in St. Lucie County is Port St. Lucie with an estimated population of 151,391. The City of Ft. Pierce is the second largest in St. Lucie County, with an estimated population of 40,195. The Town of St. Lucie Village is the third city/town in the county and smallest with an estimated population of 568. From 1990 to 2007, the population of St. Lucie County, as reported in the U.S. Census 2007 American Community Survey, increased from 150,171 to 260,939 individuals. This represents an increase of 73.8 percent.

It should be noted that St. Lucie County continues to grow in population, with the April 2008 estimate of 276,428 persons by the University of Florida Bureau of Economic and Business Research.

For the analysis in this report the 2007 U.S. Census data has been used to provide consistency between the demographic profiles presented.

Table 1 displays population, population growth, and population density for St. Lucie County and the State of Florida. From 1990 to 2007, St. Lucie County grew at a rate of 73.8 percent while population of the State of Florida grew at just over 41 percent. St. Lucie County grew at a much faster rate than the state. The population density of St. Lucie County is much similar to that of the state.

**Table 1
Population and Population Density**

Area	Population (1990)	Population (2000)	Population (2007)	Population Growth (1990-2007)	Density (2007) (persons per square mile)
St. Lucie County	150,171	192,695	260,939	73.8%	379.27
Florida	12,938,071	15,982,378	18,251,243	41.1%	311.67

Source: US Census Bureau, 2007 American Community Survey

Age

Table 2 charts the age group percentages for both Florida and St. Lucie County. According to the U.S. Census Bureau, 2007 American Community Survey, St. Lucie County is very closely aligned with the cohort percentages for the State of Florida.

**Table 2
Population Age Distribution, 2007**

Area	Age Cohorts				
	0-19	20-34	35-54	55-64	65 +
St. Lucie County	25.1%	19.0%	25.5%	10.5%	19.8%
Florida	24.8%	18.6%	28.2%	11.5%	17.0%

Source: US Census Bureau, 2007 American Community Survey

Income

Table 3 compares the distribution of household income in Florida and St. Lucie County. The percent of households in St. Lucie County with incomes over \$75,000 is lower than that for the state, with 23.9 percent of households in this bracket. St. Lucie is slightly higher than the state in the income brackets from \$50,000 to \$74,999. Overall, however, St. Lucie County's annual household income distribution is quite similar to that of the state.

**Table 3
Annual Household Income Distribution, 2007**

Area	\$0 - \$9,999	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 or more
St. Lucie County	4.9%	16.6%	14.4%	17.7%	22.5%	23.9%
Florida	6.8%	17.5%	11.8%	15.7%	19.5%	28.7%

Source: US Census Bureau, 2007 American Community Survey

Employment Characteristics

Table 4 compares the size of the civilian labor force, 16 years of age and older; to the actual percent of the labor force that is employed for both St. Lucie County and Florida (does not include members of the military). Over 94 percent of the St. Lucie County labor force is employed. This is just below the Florida labor force employment rate of 96 percent.

**Table 4
Employment Characteristics for St. Lucie County, 2007**

Area	Civilian Labor Force	Number Employed	Percentage of Labor Force Employed
St. Lucie County	118,002	111,344	94.4%
Florida	9,241,000	8,892,000	96.2%

Source: Economic Development Council of St. Lucie County, 2007

Largest Employers

Table 5 lists the ten largest employers in St. Lucie County.

**Table 5
St. Lucie County Largest Employers**

Employer	Total Employees
St. Lucie School Board	4,597
Liberty Medical Supplies	1,852
Wal-Mart Retail Stores	1,720
Indian River State College	1,547
Publix	1,163
QVC	1,137
City of Port St. Lucie	1,130
Lawnwood Regional Medical Center	1,082
Wal-Mart Distribution Center	1,070
Riverside Bank	1,023

Source: Economic Development Council of St. Lucie County, 2007

Vehicle Availability

Table 6 shows the number of households who have access to a vehicle. In St. Lucie County, over five percent of the households, representing an estimated 5,179 households, do not have access to a vehicle. In the State of Florida, just under three percent of households have no access to a vehicle.

**Table 6
Vehicle Availability Distribution, 2007**

Household Vehicle Availability		
Area	Zero Vehicles % of Total	1 or More Vehicles % of Total
St. Lucie County	5.2%	94.8%
Florida	2.7%	97.3%

Source: US Census Bureau, 2007 American Community Survey

Travel to Work

Table 7 compares the distribution of travel time to work for St. Lucie County and Florida. The majority of St. Lucie County residents have a commute of less than 30 minutes (60.3 percent) just less than that for the State of Florida where 61.2 percent of residents complete their commute in less than 30 minutes. From this table we can see that St. Lucie County residents typically spend slightly more time traveling to work than the average Florida resident.

**Table 7
Travel to Work – Commute Times for St. Lucie County**

Area	Less than 10 min	10-19 min	20-29 min	30-44 min	45-49 min	60 + min
St. Lucie County	9.1%	28.9%	22.3%	21.9%	9.1%	8.7%
Florida	10.9%	28.2%	22.1%	23.3%	8.3%	7.2%

Source: US Census Bureau, 2007 American Community Survey

Mode of Travel to Work

Table 8 shows the distribution of workers' mode of transportation to work in St. Lucie County and Florida. St. Lucie County has a slightly higher percentage of drive alone travel, and a slightly higher rate of carpool/vanpool travel when compared to statewide results. Public transportation use is lower than that of the State of Florida, with less than one percent of workers using it to travel to work.

Table 8
Mode of Travel to Work Distribution, 2006

Area	Drive Alone	Carpool/Vanpool	Public Transportation	Bike or Walk	Work at Home
St. Lucie County	85.7%	12.8%	<1%	0.8%	2.9%
Florida	82.6%	11.3%	2.0%	2.4%	4.2%

Source: US Census Bureau, 2006 American Community Survey (2007 ACS data was not available for this data set)
Totals are more than 100% reflecting the use of more than one mode of work related travel.

Common Transportation Disadvantaged Trip Destinations

Table 9 shows the common transportation disadvantaged trip destinations in St. Lucie County. Appendix H graphically depicts the locations of these destinations in map format.

Table 9
Common Transportation Disadvantaged Trip Destinations

Healthcare Facilities	
St. Lucie Medical Center	Florida Community Health Center
Martin Memorial Medical Center	CareNet Pregnancy Services, Fort Pierce
Lawnwood Regional Medical Center	CareNet Pregnancy Services, Port St. Lucie
St. Lucie County Health Department, Port St. Lucie	New Horizon of the Treasure Coast
St. Lucie County Health Department, Fort Pierce	
Shopping/Entertainment	
St. Lucie West	Downtown Fort Pierce
Tradition	Downtown Port St. Lucie
Schools/Government Centers	
County Administration Building	Florida Atlantic University, Port St. Lucie
Port St. Lucie Administrative Center	School District Administrative Center
Fort Pierce Administrative Center	Social Security Administration, Port St. Lucie
Indian River State College, Fort Pierce	Florida Dept. of Education Division of Vocational Rehabilitation, Fort Pierce
Indian River State College, Port St. Lucie	St. Lucie County Community Services Dept.
Florida Dept. of Children and Families	Fort Pierce Housing Authority
Other Generators/Attractors	
Workforce Development Board	Mustard Seed Ministries
The Salvation Army	Council on Aging of St. Lucie, Fort Pierce
Coalition for Independent Living Options, Inc.	Council on Aging of St. Lucie, Port St. Lucie
Catholic Charities of St. Lucie County	Consumer Credit Counseling Service
Love Center Regeneration, Inc.	

Sources:

St. Lucie County Transit Choice Ridership Study, November 2007, 211 Treasure Coast, and St. Lucie TPO Staff

1.3 SERVICE ANALYSIS/NEED ASSESSMENT

This section presents estimates regarding the need and demand for transportation services among the Transportation Disadvantaged (TD) population in St. Lucie County. It provides a quantitative transportation needs profile for the applicable TD populations and indicates unmet need for transportation in the St. Lucie County service area.

TD Population Forecasts

There are two categories of TD population in the State of Florida, the difference between which is specifically related to funding arrangements. The first group is the "potential TD population" (also known as TD Category I). This potential TD population includes disabled, elderly, low-income persons, and children who are "high-risk" or "at-risk."

The other group is a subset of the TD population (also known as TD Category II), includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. Thus, this population group is actually a subset of the potential TD population.

Tables 10, 11 and 12 break down the Potential TD Population and their sub-groups in St. Lucie County. Persons in either of these population groups may be heavily dependent on some form of public transportation.

Using the April 2008 University of Florida Bureau of Economic and Business Research St. Lucie County population estimate of 276,428, respectively Category 1 represents 38.0 percent and Category II represents 8.1% of the total county residents.

**Table 10
Forecasts of TD Populations in St. Lucie County**

TD Population	Year					
	2008	2009	2010	2011	2012	2013
Category I	105,059	107,875	110,772	113,752	116,817	119,970
Category II	22,452	23,012	23,588	24,180	24,787	25,411

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Table 11
2008 St. Lucie County Potential Transportation
Disadvantaged Population (Category I) Estimates

Segments	Population Estimates	Percent of Total Potential TD
Disabled, Non-Elderly, Low Income	2,353	2.2%
Disabled, Non-Elderly, Non-Low Income	13,543	12.9%
Disabled, Elderly, Low Income	1,655	1.6%
Disabled, Elderly, Non-Low Income	18,044	17.2%
Non-Disabled, Elderly, Low Income	3,861	3.7%
Non-Disabled, Elderly, Non-Low Income	42,103	40.1%
Non-Disabled, Non-Elderly, Low Income	23,500	22.4%
Total Potential Transportation Disadvantaged Population	105,059	100%

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Table 12
2008 St. Lucie County Transportation
Disadvantaged Population (Category II) Estimates

Segments	Population Estimates	Percent of Total TD
Transportation Disabled, Non-Elderly, Low Income	750	3.3%
Transportation Disabled, Non-Elderly, Non-Low Income	4,316	19.2%
Transportation Disabled, Elderly, Low Income	866	3.9%
Transportation Disabled, Elderly, Non-Low Income	9,443	42.1%
Non-Transportation Disabled, Low Income, No Auto, No Fixed-Route Transit	7,077	31.5%
Total Transportation Disadvantaged Category II Population	22,452	100%

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Demand for Program Trips

Individuals included in the Category I estimates are eligible to receive governmental and social service subsidies for program trips. A *program trip* is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are Medicaid trips, trips to congregate meal sites, or trips to job training facilities.

The forecasted demand for program trips is shown in Table 13. Program Trip demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs.

Table 13
Forecasts of Program Trip Demand and Supply
St. Lucie County

Year	Potential TD Population (Category I)	Demand for Program Trips	Supply of Program Trips
2008	105,059	118,880	118,880
2009	107,875	122,089	122,089
2010	110,772	125,386	125,386
2011	113,752	128,771	128,771
2012	116,817	132,248	132,248
2013	119,970	135,819	135,819

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

Demand for General Trips

General trips are trips made by Transportation Disadvantaged persons (Category II) to destinations of their choice (not to agency programs). TD Category II), includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive TD Trust Fund monies for non-sponsored general trips. Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Deriving the demand for general trips is different than for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived in a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates, Inc. and others (*San Francisco Bay Area Regional Paratransit Plan: Final Report*). The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration for estimating demand for ADA complementary paratransit.

Total demand for general trips is simply the TD population multiplied by the trip rates. The TD population (rather than the Potential TD population) was used to forecast demand, because the TD population is the pool of persons eligible for general trips funded by the state. Table 14 shows the forecasts of the St. Lucie County TD population, as well as demand and supply estimates for general trips by the TD population for the years 2008 through 2013.

A gap exists between demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes.

Table 14
Forecasts of TD General Trip Demand and Supply
St. Lucie County

Year	TD Population (Category II)	Demand for General Trips	Supply of General Trips	Unmet Demand for General Trips
2008	22,452	323,309	57,948	265,361
2009	23,012	331,373	59,571	271,802
2010	23,588	337,667	61,239	276,428
2011	24,180	348,192	62,954	285,238
2012	24,787	356,933	64,716	292,217
2013	25,411	365,933	66,528	299,405

Source: 1993 CUTR Methodology, Florida's Commission for the Transportation Disadvantaged

It should be noted that the figures related to the demand and supply of TD general purpose trips in St. Lucie County include trips that will also fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons who cannot use the fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as TD general purpose trips. Therefore, the figures for unmet demand included in Table 14 are inflated and reflect some duplication in the calculation of trip demand.

St. Lucie County Fixed Route Transit Service

There are currently four fixed-routes providing public transportation service in St. Lucie County. One route runs along US 1, while two routes operate circulator service in the City of Ft Pierce. These three routes are interconnected and the service is provided Monday through Friday between the hours of 7:00 am and 6:00 pm. One route serves the City of Port St. Lucie.

Route 1:

Route 1 operates along US 1 from the City of Stuart in Martin County to downtown Fort Pierce. The service is provided on weekdays, between the hours of 7:00 am to 6:00 pm, with headways of one hour.

Route 2:

The Treasure Coast Connector “+” - Route 2, known as the “North Fort Pierce Residential Transit” route provides service in downtown Ft. Pierce and circulates within the City of Fort Pierce. The hours of service are from 7:00 am to 6:00 pm with headways of one hour.

Route 3:

The Treasure Coast Connector “+” - Route 3, known as the “South Fort Pierce Business Transit” route provides service in the downtown Fort Pierce area and circulates within the City of Fort Pierce. The hours of service are from 7:00 am to 6:00 pm with headways of one hour.

Route 4:

The newest route is Route 4, known as the Port St. Lucie Downtown Trolley. This route runs from 7:00 AM to 6:00PM with headways of one hour.

St. Lucie County Transit Dependency Analysis

Certain household characteristics derived from census data, when analyzed as a composite statistic, can produce quite reliable indicators of a population’s dependency on public transportation. This information can then be reviewed with other variables such as the availability of transit, as a fair assessment of whether there is adequate transit coverage for a given area. The demographics that prove to be key determinants of this dependency include the distribution of youth and elderly populations, household income and the availability of vehicles.

Methodology

The census data was collected by blockgroup for each of four demographic characteristics, namely youth (population under 18), elderly (population 60 and over), low-income households (under \$15,000) and zero-vehicle households. The population density of each block was also considered as part of the evaluation. For each block, a percentage distribution of each characteristic of the total for that data set was calculated and assigned. The mean percentage value was calculated for each set of data, and the deviation of each block’s statistic from its respective mean was designated as the index value for that block’s characteristic. This calculation was also performed for the population density data.

Finally, the index values (five in total) were summed to produce a composite index. These indices were then ranked from highest to lowest, and their mean and standard deviation were calculated. Blockgroups with a score of the mean plus two standard deviations were identified

as primary blockgroups. Those with a score of the mean plus one standard deviation were identified as secondary blockgroups and the remaining blockgroups at or above the mean value were categorized as tertiary blockgroups.

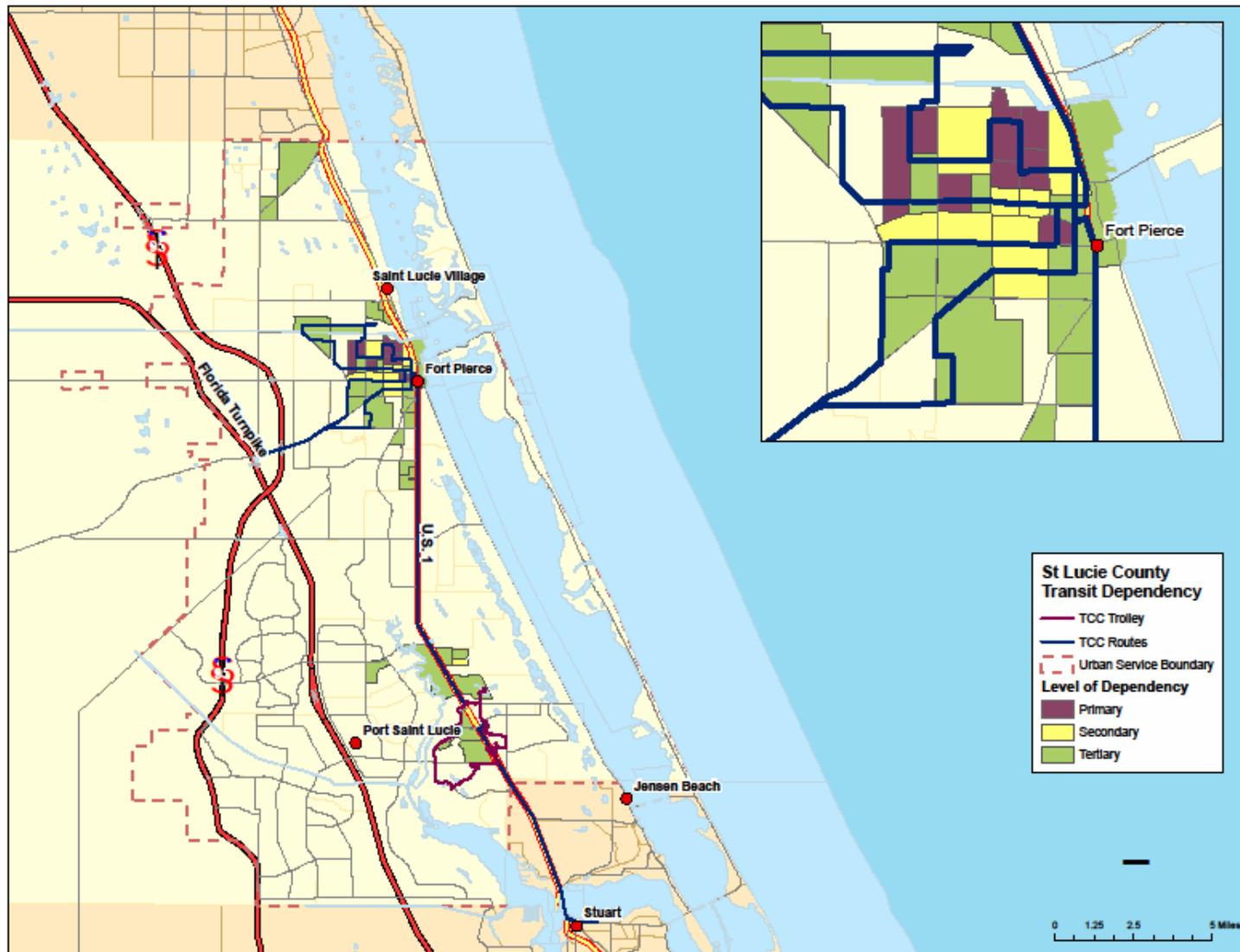
Results and Conclusions

Figure 2 provides an illustration of the distribution of the transit dependent blocks that qualified with a primary, secondary or tertiary level dependency on transit. In total, forty-three block groups demonstrated a propensity to being transit-dependent. The results display a significant cluster around Fort Pierce, with a second, less significant cluster in the eastern section of Port Saint Lucie, and a third comprising only two blocks in the north of the county, just west of Kings Highway.

Figure 2 also provides an overlay of the existing four fixed-routes providing public transportation service in St. Lucie County. This provides a graphic representation of how the current fixed-route transit system matches up with the transit dependent areas.

Overall, transit service is accessible and is within 0.5 miles for most of the transit dependent blocks. The service is very focused within the area of Fort Pierce and linearly aligned with US Highway 1. While the provided service may be the result of what was planned based on travel patterns, it is limiting and does not provide much access to areas outside of that main alignment. There is certainly opportunity to review the level and type of service provided to the areas identified as having strong transit dependent characteristics.

Figure 2
St. Lucie County Transit Dependency



Barriers to Coordination for Transportation Disadvantaged Services

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 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 the real estate industry and the property tax reform has resulted in budget cutbacks at the local government level. This has resulted in local financial pressure on the TD services, including opportunities to promote coordination.
- Local social services have been adversely impacted by the downturn of the economy and now face increased demand for services as their funding sources are being reduced. This has resulted in increased demand for transportation disadvantaged travel that can not 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 hospital complex in Stuart, there are no Community Transit transportation disadvantaged services outside St. Lucie County.
- Often the lack of adequate pedestrian access to and from the Treasure Coast Connector bus stops limits the ability of TD passengers to safely access the fixed route transit services.
- Limited travel training opportunities for TD passengers unfamiliar with the fixed route Treasure Coast Connector services discourages and limits the opportunity to move TD passengers to the fixed route transit services for some or all of their transportation needs.

1.4 MISSION, GOALS AND OBJECTIVES

The mission of the St. Lucie County CTC is:

To provide a safe, efficient, and accessible coordinated transportation system that enhances the mobility and accessibility of all residents and visitors traveling in St. Lucie County.

The following goals and objectives have been adopted to further the mission above.

GOAL 1: Maximize the coordination of transportation services for the transportation disadvantaged, and social service organizations.

Objective 1.1

Minimize the duplication of transportation disadvantaged services provided within and outside the county.

Objective 1.2

Bring all of the social service organizations that provide transportation into the coordinated system through purchase of service contracts, coordination contracts, and/or joint use agreements.

Objective 1.3

Identify and address actual or perceived barriers to coordination of transportation services in St. Lucie County.

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

Objective 2.1

Assure the provision of adequate vehicle capacity to meet the demand for transportation disadvantaged services.

Objective 2.2

Assure the provision of adequate personnel to operate, maintain, and administer the coordinated system to meet the demand for transportation disadvantaged services.

Objective 2.3

Identify and secure the necessary federal, state, local, and private funding to support the coordinated system in meeting the demand for transportation disadvantaged services.

Objective 2.4

Maintain or establish the necessary organizational structure and institutional arrangements necessary for the coordinated system to meet the demand for transportation disadvantaged services.

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

Objective 3.1

Encourage and promote the multi-loading of vehicle trips to reduce the cost per trip and maximize efficiency.

Objective 3.2

Seek to minimize the costs required to operate and administer transportation disadvantaged services.

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

Objective 4.1

Expand development review procedures to require the consideration of multi-modal transportation system impacts and infrastructure.

Objective 4.2

Consider the potential for sponsored transportation services, especially for developments with a significant elderly population.

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

Objective 5.1

Identify and accommodate opportunities for private sector participation in funding the coordinated transportation system.

Objective 5.2

Identify and accommodate opportunities for establishing and coordinating privately-sponsored transportation services in meeting the needs of the transportation disadvantaged.

Objective 5.3

Identify and accommodate public/private partnerships in the provision of coordinated transportation services.

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

Objective 6.1

Maximize the accessibility of service information including alternative delivery formats such as Braille, auditory enhanced and alternative languages.

Objective 6.2

Utilize the electronic dissemination of marketing and education materials, including, but not limited to the internet, e-mails, listservs, websites, etc.

Objective 6.3

Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998.

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 CTD, FDOT, and U.S. DOT standards and regulations, including: Chapter 14-90, Florida Administrative Code, *Equipment and Operational Safety Standards for Bus Transit Systems*; 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations; 49 CFR Part 40, Procedures for Transportation Workplace Drug and Alcohol Testing Programs; and, 49 CFR Part 655, Federal Transit Administration Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

Objective 7.2

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

Objective 7.3

Establish and maintain, as part of the bus system safety program, and an accident/incident procedure that ensures sufficient review, evaluation, and continual improvement.

Objective 7.4

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

1.5 IMPLEMENTATION SCHEDULE

Transportation Disadvantaged Improvement Program

St. Lucie County's implementation plan, as detailed in Tables 15 and 16, 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 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 15 and 16 provide an overview of the ongoing system improvements and review steps, as well as provide a timeline for actions and strategies to meet the above-stated goals.

**Table 15
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 • Continue to actively seek federal and state transit grants to support the timely purchase of replacement vehicles • 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 Intercounty 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

**Table 16
Actions and Strategies**

Action/Strategy	Responsible Agency	Timeframe
Adopt the Transportation Disadvantaged Service Plan (TDSP)	LCB	DECEMBER 2008
Maintain existing and pursue additional Transportation Coordination Agreements	CTC	ONGOING
Coordinate with South Florida Commuter Services (SFCS) on the continuing development of vanpools, carpooling and any Transportation Demand Management Efforts	CTC/TPO/COMMUNITY TRANSIT	ONGOING
Identify Park and Ride Lots within St. Lucie County (SLC).	CTC/TPO/COMMUNITY TRANSIT	ONGOING
Continue to actively seek Federal and State grants for operation and capital funding.	CTC/TPO/COMMUNITY TRANSIT	ONGOING
Pursue alternative funding sources to provide additional transportation services and capital equipment.	CTC/TPO/COMMUNITY TRANSIT	ONGOING
Continue to seek funding for the Ave D Intermodal Transfer Facility	CTC/TPO/COMMUNITY TRANSIT	ONGOING
Develop a Request for Qualifications (RFQ) for the Conceptual Design of the Ave D Intermodal Transfer Facility.	CTC	DECEMBER 2008
Advertise and receive RFQs from interested professionals for the Conceptual Design of the Ave D Intermodal Transfer Facility	CTC	JAN/FEB 2009
Select and contract with the firm that will create the Conceptual Design for the Ave D Intermodal Transfer Facility.	CTC	MARCH 2009
Receive the final Conceptual Design for the Ave D Intermodal Transfer Facility.	CTC	JANUARY 2010
Receive approval for the Conceptual Design for the Ave D Intermodal Transfer Facility.	CTC	MARCH 2010
Develop the Program Management Plan for the 5316 and 5317.	CTC	APRIL 2010
Pursue the 5316 and 5317 funds from FTA.	CTC	FEBRUARY 2010
Organize a committee to determine the projects of the 5316 and 5317 funds.	CTC	MARCH 2010
Implement projects determined by the 5316 and 5317 committee.	CTC	SEPTEMBER 2009
Conduct detailed Transit Operations Plan to design and schedule bus routes.	COMMUNITY TRANSIT	JULY-DECEMBER 2008
Intergrate Transit Operations Plan into TPO's Transportation Improvement Plan.	TPO	FEBRUARY 2009
Prepare and paint buses for new routes.	COMMUNITY TRANSIT	JULY-DEC 2008
Purchase Bus Stop Signs and install them.	COMMUNITY TRANSIT	JANUARY 2009
Implement new fixed routes.	COMMUNITY TRANSIT	FEBRUARY 2009
Prepare Request for Proposal for Bus Shelters at identified stops.	CTC	DECEMBER 2008
Select and contract with vendor from Request for Proposal for bus shelters.	CTC	FEBRUARY 2009
Construct Bus Shelters.	CTC	JUNE 2009
Coordinate quarterly meetings for the Public Transportation Committee.	COMMUNITY TRANSIT	ONGOING
Review major developments and site plans in the context of public transit.	CTC/TPO/COMMUNITY TRANSIT	ONGOING
Order five (5) vehicles.	COMMUNITY TRANSIT	DECEMBER 2008
Receive ordered vehicles.	COMMUNITY TRANSIT	JUNE 2009
Coordinate with Martin County in the Development of the Regional TDP.	CTC/TPO/COMMUNITY TRANSIT	DEC-SEPT 2009
Adopt the Regional Transit Development Plan (TDP).	TPO	SEPTEMBER 2009
Implement ADA Plan	COMMUNITY TRANSIT	AUGUST 2009

Funding Sources

Sources of funding available for paratransit services in St. Lucie County include FTA Section 5310, 5311, 5316 and 5317 funding and program funds, such as Transportation Disadvantaged Trip/Equipment grants. These funding categories are discussed briefly below.

FTA Section 5310 Elderly and Persons with Disabilities

This program (49 U.S.C. 5310) provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people.

In Florida, the Section 5310 Program is administered by the FDOT. Program funds are distributed to each FDOT district office based on its percentage of the state's elderly and disabled population. An annual application and award cycle is conducted within each district. Program funds are awarded through a discretionary process based on those applications.

FDOT obligates program funds from FTA based on the annual program of projects included in a statewide grant application. FDOT ensures that local applicants and project activities are eligible and in compliance with federal requirements, that private not-for-profit transportation providers have an opportunity to participate as feasible, and that the program provides for as much coordination of federally assisted transportation services, assisted by other federal sources. Once FTA approves the application, funds are available for state administration of its program and for allocation to each FDOT district office to be distributed to individual sub-recipients within those districts.

FTA Section 5311 Non-Urbanized Area Formula Program

This program (49 U.S.C. 5311) provides formula funding to states for the purpose of supporting public transportation in non-urbanized areas of less than 50,000 in population. Program funds are apportioned to each state in an amount proportional to each state's non-urbanized population. Program funds may be used for capital, operating, state administration, and project administration expenses. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the states, including American Indian reservations, and must provide for maximum feasible coordination with transportation services assisted by other federal sources. The state must use 15 percent of its annual apportionment to support intercity bus service, unless the governor certifies that these needs of the state are adequately met.

In Florida, the Section 5311 Program is administered by the FDOT. Program funds are distributed to each FDOT district office based on its percentage of the state's rural population. Each district office allocates program funds to designated eligible recipients through an annual grant application process.

FTA Section 5316 Job Access Reverse Commute (JARC)

The Job Access and Reverse Commute (JARC) Program provides funding to develop transportation services for welfare recipients and low income individuals to and from jobs, and to develop transportation services from urban centers to suburban employment opportunities. JARC Program funds are distributed by formula to designated recipients in urbanized areas with over 200,000 in population and to states through an application process. Funds awarded to the states must be allocated through a competitive grant solicitation process to eligible recipients in urbanized areas between 50,000 – 200,000 in population and rural areas.

Eligible activities for Job Access grants include capital and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs. Also included are the costs of promoting the use of transit by workers with nontraditional work schedules, promoting the use of transit vouchers, and promoting the use of employer-provided transportation including transit benefits. Eligible activities for JARC funding includes operating costs, capital costs, and other costs associated with job access and reverse commute by bus, train, carpool, vans or other transit service. Grants require a 50 percent local match for operating assistance and a 20 percent local match for capital assistance.

FTA Section 5317 New Freedom Program

This formula program provides funding for services that are developed beyond that required by the American's with Disabilities Act to assist persons with disabilities. Sixty percent of the apportionment under the program is allocated directly to large urbanized areas (over 200,000 population), and the remaining 40 percent is allocated to states for use in urbanized areas of less than 200,000 population and in rural areas. Recipients are required to provide a 50 percent local match for this program.

Both JARC and New Freedom require extensive and focused public involvement/public participation and outreach. In accordance with the requirements of FTA Section 5316 and Section 5317 programs, St. Lucie County will be developing a "Program Management Plan" to ensure the efficient management of the program. Included in this plan will be a public outreach efforts document. These public outreach efforts include meetings with stakeholders, private transportation providers, social service agencies, and passengers. In addition, information is also disseminated on available funding sources, information is solicited on unmet needs, and staff members actively engage the community in identifying solutions to mobility needs.

For the Section 5316, Job Access and Reverse Commute (JARC) and the Section 5317 New Freedom program coordination with the Commission for the Transportation Disadvantaged is required, as well as the other programs identified above. In addition, both the JARC and New Freedom programs require the development and adoption of a “Coordinated Public Transit-Human Services Transportation Plan” (CPHSTP). The State of Florida has received approval from the Federal Transit Administration to allow the Transportation Disadvantaged Service Plan to fulfill this requirement. Consistent with the direction given by the State of Florida Department of Transportation and the Commission for Transportation Disadvantaged, as approved by the Federal Transit Administration, this Transportation Disadvantaged Service Plan has been prepared as a CPHSTP.

Transportation Disadvantaged Non-Sponsored Trip and Equipment Grant Program

The Transportation Disadvantaged Non-Sponsored Trip and Equipment Grant Program is available to local community transportation coordinators to provide transportation to those individuals who are not sponsored by any other sponsoring program. Grant funds may be used to either provide trips or to purchase equipment needed in order to serve the transportation disadvantaged in a community. This is a formula based funding program. The majority of the trip/equipment grant funds statewide are used for the actual provision of service.

Transit Service Development Program (FDOT)

The Public Transit Service Development Program was enacted by the Florida Legislature to provide initial funding for special projects. The Public Transit Service Development Program is authorized in Chapter 341, Florida Statutes and specific program guidelines are provided in FDOT Procedure Topic Number 725-030-005. The program is selectively applied to determine whether a new or innovative technique or measure can be used to improve or expand public transit services. Service Development Projects specifically include projects involving the use of new technologies; services, routes, or vehicle frequencies; the purchase of special transportation services; and other such techniques for increasing service to the riding public. Projects involving the application of new technologies or methods for improving operations, maintenance, and marketing in public transit systems are also eligible for Service Development Program funding. Service Development Projects are subject to specified times of duration, but no more than three years. If determined to be successful, Service Development Projects must be continued by the public transit provider without additional Public Transit Service Development Program funds.

2. SERVICE PLAN

2.1 OPERATIONS ELEMENT

Types, Hours, and Days of Service

The St. Lucie County Board of County Commissioners serves as the Community Transportation Coordinator (CTC) for St. Lucie County. The responsibility for the day-to-day operation of the coordinated system has been given to the St. Lucie County Community Services Office, Transit Division. The County operates a complete brokerage system. The County also contracts with St. Lucie County Community Transit, a division of the Council on Aging of St. Lucie, Inc. (COASL), to provide transportation disadvantaged services. The fixed route service is provided by Treasure Coast Connector (TCC) and was previously described in the Service Analysis/Needs Assessment section. Additional information on services is provided in the Treasure Coast Connector *Rider's Guide* provided in Appendix B of this document.

The coordinated 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. As of that date, Community Transit no longer has any responsibility for any Medicaid transportation services provided in St. Lucie County. Medicaid transportation services are provided 24 hours per day, 7 days a week through contracted transportation providers.

Accessing Services

In order to access demand responsive services through Community Transit, riders must first register with Community Transit. New riders must contact Community Transit and provide the following information:

- Name, address, and telephone number
- Date of birth and Social Security number
- Need for special assistance
- Mobility aides used (i.e., wheelchair, walker, etc.)
- Emergency contact number

Once registered, transportation can be scheduled by calling 772-464-RIDE (7433), for those residing in the City of Ft. Pierce and 772-879-1BUS (1287), for those residing in the City of 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.

For Medicaid transportation, MV Transportation requires seventy-two hours (72-hour) advance notice to transport residents within St. Lucie County.

Eligibility

There is an eligibility requirement for those individuals traveling on Community Transit under the Transportation Disadvantaged Program. Those individuals who need complementary paratransit services provided under the Americans' with Disabilities Act through Community Transit must apply for and be certified as eligible for this program. Community Transit's St. Lucie Alternative Transportation System (SLATS) will take applications and determine eligibility. If eligible, SLATS will assign eligibility within three categories: unconditional, transitional, and conditional.

Prioritization

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."

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.

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.

Transportation Operators and Coordination Contractors

St. Lucie County is a complete brokerage system with one transportation operator responsible for the provision of all public transportation services, both fixed-route and paratransit. Table 17 lists all transportation providers currently under contract.

Table 17
Transportation Operators and Coordination Contractors

Name	Contact Person	Service
TRANSPORTATION OPERATOR		
Council on Aging of St. Lucie, Inc.	Marianne Arbore	A / W
COORDINATION CONTRACTS		
Healing Hands	Charlene Bien-Aime	A
Loving Touch	Zulia Brenovia	A
Lighthouse	Ruben Cancel	A
Divine Hands	Dan Darisaw	A
Mt. Zion	Vivian Gaston	A
Gulfstream Goodwill	Cinda Hare	A / W
St. Lucie County Veterans	Paul Hiott	A
ARC of St. Lucie County	Cheryl King	A / W
Aurora	Maria Niemi	A
New Horizons	Jose Rocha	A
ALPI	Myrna Rodriguez	A
New Beginnings	Majorie Taylor-West	A

Service: A = Ambulatory; W = Wheelchair; S = Stretcher

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.

School Bus Utilization

School buses are utilized on a limited basis within the coordinated system. Services are primarily limited to summer camp activities and emergency evacuation.

Vehicle Inventory

Appendix C contains the fleet inventory for Community Transit.

System Safety Program Plan Certification

Appendix D contains the System Safety Program Plan certification of Community Transit.

Inter-County Services

St. Lucie County shares an urbanized area boundary with Martin County. Federal Transit Administration funding allocations are divided among the two counties. Fixed-route services provided by COASL along the US 1 corridor and go into Martin County terminating service at the hospital complex in Stuart.

Complementary ADA paratransit services traveling between St. Lucie and Martin counties are coordinated between Community Transit and Community Coach at the Treasure Coast Mall.

Community Transit's transportation disadvantaged services currently are all within St. Lucie County.

Coordination will continue between the Martin and St. Lucie counties in order to apply for and secure Federal Transit Administration Section 5316 and Section 5317 funding.

Natural Disaster/Emergency Preparedness and Response

The CTC participates with the St. Lucie County Public Safety, Division of Emergency Management (EOC) 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 All County Ambulance and the EOC provide the transport of special needs residents to shelter locations.

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 a myriad of 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 new riders.

2.2 SERVICE STANDARDS AND POLICIES

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, which is 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 Ft. Pierce is 772-464-RIDE (7433) in Port St. Lucie the number is 772-879-1BUS (1287). This number is posted on the right visor of 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 at 1-800-983-2435.

Vehicle Cleanliness

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

Billing

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

Passenger/Trip Data

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

Seating

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

Driver Identification

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

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% for 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

The FCTD and the local LCB establish annual goals to increase the utilization of the fixed-route for transportation disadvantaged residents.

Accidents

The locally developed standard for accidents is no more than of 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

Guide dogs or other service animals are allowed on-board when accompanying individuals with disabilities.

Consumer Comments/Complaints

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 Ft. Pierce is 772-464-RIDE (7433) in Port St. Lucie the number is 772-879-1BUS (1287). This number is posted on the right visor of 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 St. Lucie LCB Grievance Procedures is provided in Appendix E. 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/docs.

CTC Monitoring Procedures of Operators and Coordination Contractors

The CTC monitors contractors using the LCB evaluation process and the FDOT System Safety Program Plan Inspection review checklist. Service effectiveness is monitored by utilizing and reviewing various operational and financial data that is customarily accepted by the transportation industry. The CTC will provide technical assistance, as needed, and report any outstanding findings to the Local Coordinating Board.

Coordination Contract Evaluation Criteria

An evaluation of coordination contracts is conducted on an annual basis to determine if existing coordination contracts should be maintained and to determine if other agencies should be offered coordination contracts. The agencies are evaluated based on the ability to provide transportation services, availability of equipment and drivers, the ability to ensure satisfactory continuing control of vehicles procured with Federal Transit Administration funding, i.e., Section 5310 Program funds, and the fiscal and managerial capacity of the organization.

3. COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

3.1 COST REVENUE ALLOCATION

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

Individual trips individuals are the most costly, with group and subscription costing less due to shared origins and destinations.

Demand Response Rates

The demand response rates represent the actual per cost trip of providing the services.

Appendix F contains the October 2008 proposed Cost Revenue Allocation and Fare Structure Justification worksheets. The current rates are:

- Ambulatory \$ 8.46
- Wheelchair \$14.51

3.2 PASSENGER FARE STRUCTURES

The passenger fares on the fixed-route and the paratransit systems are summarized in the following tables. 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.

Passenger Fare

The co-pay is determined by which transportation program the trip is conducted under. ADA, TD and Medicaid programs all require different co-pays as outlined below.

ADA Program Fare

The fare for this service is \$2.00.

Transportation Disadvantaged Fare

The fare for transportation disadvantaged sponsored trips of \$1.00 is consistent with the fare charged for the fixed-route system and general public trips.

**Table 18
Fixed Route Fares**

Single ride	\$1.00
Senior, Disabled, Children 5-11	\$.50
Medicare Card Holders	\$.50
A.D.A. Paratransit	\$2.00
Children under 5	Free
10-Ride Ticket Book	\$7.00
Senior, Disabled 10-Ride Ticket Book	\$3.50
Monthly Pass	\$25.00
Senior, Disabled Monthly Pass	\$15.00

**Table 19
Demand Response System Fares**

Single ride	\$1.00
Seniors / Disabled	\$.50
Medicare Card Holders	\$.50
Children 12 and under	\$.50
Children under 6	Free
Medicaid recipients	\$1.00 co-pay

4. QUALITY ASSURANCE

4.1 LOCAL GRIEVANCE PROCEDURE/ PROCESS

The grievance procedure for St. Lucie County developed and adopted by the St. Lucie County LCB is provided in Appendix E.

4.2 CTC EVALUATION PROCESS

An annual evaluation of the St. Lucie County CTC is conducted by the LCB Evaluation Subcommittee, based on the Standards, Goals, and Objectives contained within the local TDSP and using the Evaluation Workbook of the CTD. The Evaluation Subcommittee conducts surveys and interviews as part of the evaluation process.

In addition, the Commission for the Transportation Disadvantaged conducts triennial Quality Assurance and Program Evaluation (QAPE) Reviews as a part of the Commission's oversight and monitoring activities. The review is conducted by the Commission's QAPE staff and includes a series of interviews with the CTC staff and a review of the system's records. The review includes a survey of riders and the operators of service. Further, the QAPE evaluates the system based on compliance with Chapter 427, F.S., Rule 41-2, F.A.C., Commission standards, local standards, and ADA Requirements.

5. TREND AND PEER ANALYSIS

5.1 CTC TREND ANALYSIS

A trend comparison was completed to compare the performance of the St. Lucie County CTC over the last five years. The trend comparison analyzed data for Fiscal Years 2003 through 2007. Table 19 shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC, including TD, Medicaid paratransit, and subscription service. The source for each of these data sets is the Annual Operating Reports released by the Commission for Transportation Disadvantaged. The Annual Operating Reports are based upon locally reported data.

Table 20
Trend Analysis for St. Lucie County CTC

Indicator/Measure	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	Percent Change (2003 – 2007)
Total Passenger Trips	523,097	655,393	513,406	515,846	436,453	-16.6%
Paratransit Passenger Trips	523,097	655,393	513,406	515,846	436,453	-16.6%
Total Vehicle Miles	1,565,144	1,632,153	1,473,254	1,457,948	1,817,632	16.1%
Total Revenue Miles	1,343,090	1,355,567	1,192,389	1,153,354	1,527,735	13.7%
Vehicle Miles per Paratransit Passenger Trip	2.99	2.49	2.87	2.83	4.16	39.1%
Vehicle Miles per Passenger Trip	2.99	2.49	2.87	2.83	4.16	39.1%
Revenue Miles per Paratransit Passenger Trip	2.57	2.07	2.32	2.24	3.50	36.2%
Revenue Miles per Passenger Trip	2.57	2.07	2.32	2.24	3.50	36.2%
Operating Expense per Paratransit Passenger Trip	\$6.14	\$5.09	\$6.61	\$6.78	\$8.51	38.6%
Operating Expense Per Passenger Trip	\$6.14	\$5.09	\$6.61	\$6.78	\$8.51	38.6%
Operating Expense per Vehicle Miles	\$2.05	\$2.04	\$2.30	\$2.40	\$2.04	-0.5%
Passenger Trips/TD Capita	5.66	7.10	5.29	5.18	4.27	-24.6%
Accidents per 100,000 Miles	0.51	0.55	0.61	0.69	0.33	-35.3%
Vehicle Miles Between Roadcalls	22,683	23,316	21,666	20,828	51,932	129.0%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2003 – 2007

The first two measures shown in Table 20 are total annual passenger trips and annual paratransit passenger trips. The first measure includes all passenger trips provided or coordinated by the CTC. The number of total passenger and paratransit passenger trips remained somewhat consistent through the reporting period. However, there was a significant decrease in total passenger trips from 2006 to 2007. There was a relatively minor increase in total vehicle and revenue miles. This increase coupled with the corresponding decrease of passenger trips over the reporting period, significantly raised the number of vehicle and revenue miles per passenger trip for the system.

Revenue miles per paratransit passenger trip and revenue miles per passenger trip are measures that identify cost recovery for each trip. Revenue miles are a subset of total vehicle miles, representing the miles that are associated with a trip and do not include deadheading or other downtime. The trend for both of these measures increased over the period, representing greater revenues associated with the miles traveled.

The next two measures in Table 20 calculate the cost efficiency of the services provided and coordinated by the CTC. Operating expense per paratransit passenger trip has experienced a slight increase over the analysis period, from \$6.14 in FY 2003 to \$8.51 in FY 2007. Operating expense per vehicle mile has remained constant over the trend period, from \$2.05 in FY 2003 to \$2.04 in FY 2007.

Passenger trips per TD Capita (Potential TD Population), the next measure in Table 20, have decreased by 24.6 percent since FY 2003. This trend demonstrates a slight service decrease provided to the transportation disadvantaged population in St. Lucie County by the CTC. Considering the decrease in total passenger trips, the decrease in this measure is understandable.

Quality of service and safety measures are also included in Table 20. Accidents per 100,000 and Vehicle Miles between Roadcalls both trended in a positive direction, reflecting a decrease in accidents per 100,000 miles and an increase in miles between roadcalls.

These trends illustrate the performance of the CTC over a five-year trend period. Many factors and policies can affect these numbers. As such, they are presented for information purposes only.

5.2 CTC PEER REVIEW ANALYSIS

In this section, demographic characteristics of St. Lucie County will be compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review will compare performance measures within the Transportation Disadvantaged program. All data contained in Table 21, the demographic comparison peer data, was obtained from the 2007 AOR, the most current information available. The actual performance measures for peer CTCs were obtained from the individual systems' Annual Operating Reports for 2007.

The St. Lucie County CTC was compared to its CTC peers, which were selected based on its similarity with peers in the following five categories:

- Demographic characteristics.
- System size (measured in terms of annual TD ridership).
- Operating environment (urban or rural service area designation).
- Organization type (transit agency, government, private non-profit, or private for-profit).
- Network type (sole provider, partial brokerage, or complete brokerage).
- Proximity (Indian River and Martin Counties are also included)

The four counties that were selected for the St. Lucie County CTC peer review include: Indian River, Lake, Marion, and Martin counties. Although these CTCs are not identical to St. Lucie County's system, they generally share similar demographic and systemic characteristics, as shown in Table 21. All five (including St. Lucie) peer CTCs operate in urban service areas.

Comparative Demographics

Table 21 contains information for each of the four peer counties on total population, potential transportation disadvantaged population, population density, median age, percentage of households with annual incomes less than \$10,000, median household income, and percentage of households with no access to a vehicle. St. Lucie is above the mean of the peer group in all indicators with the exception of median age. On average, St. Lucie County residents are younger than their counterparts in the peer CTC areas. The percentage of households in St. Lucie County that have no access to a vehicle is higher than the average for the peer group and also greater than the percentage reflected for three of the four peer counties. Only Indian River County has a larger percentage of household that have no access to a vehicle. No access to a vehicle is an indicator of transit dependency.

Table 21
Demographic Comparison of Peer CTCs (2007)

Characteristics	Indian River	Lake	Marion	Martin	St. Lucie	Mean
Total Population	131,837	290,435	316,183	139,393	260,939	227,757
Potential TD Population	56,483	111,097	138,818	63,102	102,322	94,364
Population Density (pop/square mile)	213.7	251.2	190.1	185.1	379.27	243.9
Median Age	45.6	44.2	43.2	46.4	40.7	44.0
% of Households with less than \$10,000	5.2%	6.3%	8.5%	3.3%	4.9%	5.6
Median Household Income	\$43,685	\$41,871	\$40,062	\$50,939	\$44,974	\$44,306
% of Households with No Access to a Vehicle	5.5%	4.2%	4.8%	3.6%	5.2%	4.7%

Source: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2003 – 2007 and US Census Bureau, 2007 American Community Survey

Comparative Performance

Performance measures for FY 2007 were calculated for St. Lucie County and each of its peer CTCs and are shown in Table 22. St. Lucie County is significant above the mean in the number of vehicle and revenue miles. As a result, St. Lucie County also falls well below the mean in vehicle miles per paratransit passenger trip and passenger trip. Operating expense per paratransit passenger trip and passenger trip are also considerably below the mean.

In terms of safety and quality of service, St. Lucie County's measure for accidents per 100,000 vehicle miles is considerably less than the mean for the peer group. St. Lucie County performed better than the mean for the peer group for vehicle miles between roadcalls. This is a positive quality of service measure.

Table 22
Performance Measures for Peer CTCs (2007)

Measure	Indian River	Lake	Marion	Martin	St. Lucie	Mean
Total Passenger Trips	106,386	242,314	179,300	144,881	436,453	221,867
Paratransit Passenger Trips	106,386	241,704	179,300	121,903	436,453	217,149
Total Vehicle Miles	715,778	2,362,523	1,860,893	799,541	1,817,632	1,511,273
Total Revenue Miles	682,685	2,022,152	1,472,577	643,186	1,527,735	1,269,667
Passenger Trips per TD Capita	1.88	2.18	1.29	2.25	4.27	2.37
Vehicle Miles per Paratransit Passenger Trip	6.73	9.77	10.38	5.64	4.16	7.34
Vehicle Miles per Passenger Trip	6.73	9.75	10.38	5.64	4.16	7.33
Revenue Miles per Paratransit Passenger Trip	6.42	8.37	8.21	4.53	3.50	6.21
Revenue Miles per Passenger Trip	6.42	8.35	8.21	4.53	3.50	6.20
Operating Expense per Paratransit Passenger Trip	\$17.01	\$22.82	\$22.60	\$18.02	\$8.51	\$17.79
Operating Expense per Passenger Trip	\$17.01	\$22.76	\$22.60	\$18.02	\$8.51	\$17.78
Operating Expense per Vehicle Mile	\$2.53	\$2.33	\$2.18	\$3.20	\$2.04	\$2.46
Accidents per 100,000 Miles	0.7	1.9	0.05	0.25	0.33	0.67
Vehicle Miles Between Roadcalls	DNA	25,403	132,921	51,932	51,932	58,042

Sources: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2007

5.3 CONCLUSIONS

Overall, the peer comparison reveals that St. Lucie County is performing well above the mean for the peer group for several indicators, including measures such as operating expense per passenger trip and per vehicle mile.

These comparisons provide helpful insight into how well St. Lucie County appears to be performing statistically. However, since many factors affect performance, they should not be used as the sole measures to make inferences about the quality of St. Lucie County's system.

Many of these statistics can be improved with increased use of the fixed-route services available to those individuals whose trips are provided under the Transportation Disadvantaged Non-Sponsored funding program or other agency sponsored transportation. Use of the fixed-route services can be accomplished at little or no additional cost to the community since the services are already being provided. Transitioning passengers to fixed-route services also frees up capacity on the TD system that can be reallocated to help meet unmet demand.

Strategies to promote greater utilization of the fixed-route services include: promoting the use of bus passes for TD passengers, travel training, and improved access to and from the bus stops.

Better utilization and efficiencies can be realized with the implementation of alternative methods to provide trips to the greatest number of passengers.

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Appendix A
St. Lucie County Local Coordinating Board Membership Certification

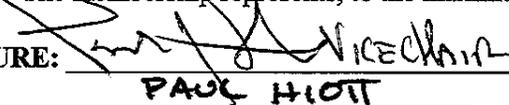
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ST. LUCIE COUNTY LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name: St. Lucie Transportation Planning Organization
Address: 2300 Virginia Avenue, Ft. Pierce, Florida 34982
Phone: 772-462-1593

The St. Lucie Transportation Planning Organization (Transportation Disadvantaged Designated Official Planning Organization) hereby certifies 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.

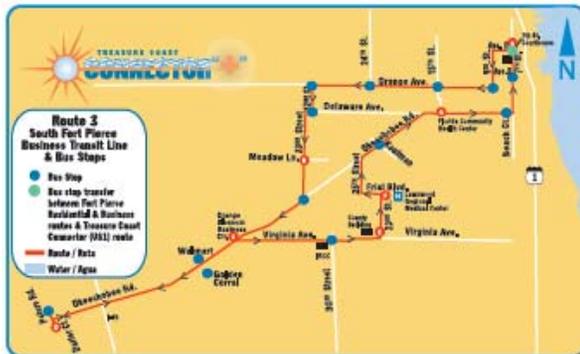
SIGNATURE:  **TITLE:** St. Lucie County Commissioner **DATE:** December 16, 2008
PAUL HIOTT

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
1. Chair	Paula Lewis	None	Indefinite
2. Elderly	Charles Nergard	None	Indefinite
3. Disabled	Carl Miller	NoNo Boren	Indefinite
4. Citizen Advocate/User	Sebastian Gomez	None	Indefinite
5. Citizen Advocate	Mary Gamble	Ethel Burnett	Indefinite
6. Veterans' Affairs	Paul Hiott	Eileen Hagerhorst	Indefinite
7. Economically Disadvantaged	Stacy Malinowski	None	Indefinite
8. Public Education Community	Kathryn Hensley	None	Indefinite
9. FDOT - District 4	Carolyn Geck	None	Indefinite
10. Florida Department of Children & Families	Ellen Higinbotham	None	Indefinite
11. Florida Department of Vocational Rehabilitation	Steve Palumbo	Tina Herzik	Indefinite
12. Florida Department of Elder Affairs	Ann Viens	None	Indefinite
13. Agency for Health Care Administration.	Cindy Barnes	Janice Myers	Indefinite
14. Children at Risk	Jim Dwyer	None	Indefinite
15. Private for Profit Transportation Industry	Vacant	None	Indefinite
16. Public Transit Industry	June Dunn	Rogelio Gonzalez	Indefinite
17. Medical Community	Arlease Hall	None	Indefinite
18. Regional Workforce Development Board	Gwenda Thompson	Richard Stetson	Indefinite

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Appendix B
St. Lucie Rider's Guide

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

7th St. Courthouse	32nd Street & Meador Lane	Orange Blossom Business Center	Dorler Court & Overholser St.	Virginia Ave. & 23rd Street	First St. & 23rd Street	15th Street & Delaware Avenue
A	B	C	D	E	F	G
7:00	7:15	7:20	7:30	7:40	7:45	7:50
8:00	8:15	8:20	8:30	8:40	8:45	8:50
9:00	9:15	9:20	9:30	9:40	9:45	9:50
10:00	10:15	10:20	10:30	10:40	10:45	10:50
11:00	11:15	11:20	11:30	11:40	11:45	11:50
12:00	12:15	12:20	12:30	12:40	12:45	12:50
1:00	1:15	1:20	1:30	1:40	1:45	1:50
2:00	2:15	2:20	2:30	2:40	2:45	2:50
3:00	3:15	3:20	3:30	3:40	3:45	3:50
4:00	4:15	4:20	4:30	4:40	4:45	4:50
5:00	5:15	5:20	5:30	5:40	5:45	5:50
*6:00						

PM times are indicated in bold type / Los horarios PM están indicados en negrita
*End of the Line / Al fin de la Línea

BIENVENIDO A BORDO!
Bienvenido al Treasure Coast Connector, que sirve a las comunidades de los condados de St. Lucie. ¡Haremos nuestro esfuerzo para asegurar que tengan un viaje estupendo!

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

Por favor, llegue a la parada unos 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 o beber en el autobús.
 - Debe llevar zapatos y camisa.
 - Puede usar su radio o reproductor de CD con auriculares y a un volumen bajo.
 - No se permite llevar animales domesticados, con excepción de animales entrenados para asistencia personal.
 - Los conductores no tienen cambio. Usted debe tener un pase, un boleto o el cambio exacto.
 - No se tolera lenguaje procaz o profano o vandalismo en el autobús.
 - Por favor, deje libres los asientos delanteros del autobús, para los pasajeros mayores o incapacitados.
 - Espere a que el autobús se detenga por completo antes de ponerse de pie.
 - El Servicio es accesible para silla 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, Martín Luther King Día, Presidents' Día, Memorial Día, Independence Día, Labor Día, Veterans Día, Thanksgiving y el día después, y Navidad.

BOLETOS Y PASES
Se encuentran disponibles libretas con boletos para 10 viajes y pases mensuales. También ofrecemos pases con descuento a envejecidos y personas incapacitadas calificadas. Llame al Departamento de Servicio para boletos y pases.

TARIFAS

Viaje único _____ \$1.00
 Personas mayores, incapacitadas,
 Niños de 5 a 11 años _____ \$5.50
 Servicio de Transporte Especial _____ \$2.00
 Niños menores de 5 años _____ Gratis
 Libreta de boletos de 10 viajes _____ \$7.00
 o personas incapacitadas
 Libreta de boletos de 10 viajes _____ \$3.50
 Pase mensual _____ \$25.00
 Pase mensual para envejecidos
 o personas incapacitadas _____ \$15.00
 Pase mensual para envejecidos

CÓMO USAR ESTE HORARIO
Ubique en el mapa el punto de tiempo más cercano a su parada. Miré 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

Condado de St. Lucie _____ (772)464-8878
 Objetos perdidos _____ Llame al número del condado mencionado arriba

Los Representantes del Departamento de Servicio están a su disposición de Lunes a Viernes, de 8 am a 5 pm menos días de fiesta.

WELCOME ABOARD!

Welcome to the Treasure Coast Connecto serving the communities of St. Lucie County. We will make every effort to ensure that your trip is a great one!

Connecto 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 a few 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.
- You must wear shoes and a shirt.
- You may play your radio or CD player with headphones only and at a low volume.
- No pets are allowed except for trained personal assistance animals.
- Drivers do not carry change. You must have a pass, ticket or exact fare.
- 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.

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, Veterans Day, Thanksgiving and the day after, and Christmas.

TICKETS AND PASSES

10-ride ticket books 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	\$1.00
Elderly, Disabled, Children 5-11	\$.50
A.D.A. Paratransit	\$2.00
Children under 5	Free
10-Ride Ticket Book	\$7.00
Senior, Disabled 10-Ride Ticket Book	\$3.50
Monthly Pass	\$25.00
Senior, Disabled Monthly Pass	\$15.00

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

St. Lucie County (772)464-8878
 Lost & Found: Call county number above
 Customer Service Representatives are available Monday – Friday, 8 am - 5 pm except holidays.

ROUTE 1 - SOUTHBOUND / SUR

7th St. Inverness Courthouse	Webster	City Center	South Security Office	CVS/Pharmacy	Leaves & Returns	Treasure Coast Square Mall	Martin Memorial Medical Center
7:00	7:15	7:25	7:45	8:00	8:05	8:20	8:30
8:00	8:15	8:25	8:45	9:00	9:05	9:20	9:30
9:00	9:15	9:25	9:45	10:00	10:05	10:20	10:30
10:00	10:15	10:25	10:45	11:00	11:05	11:20	11:30
11:00	11:15	11:25	11:45	12:00	12:05	12:20	12:30
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3:00	3:15	3:25	3:45	4:00	4:05	4:20	4:30
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5:00	5:15	5:25	5:45	6:00	6:05	6:20	6:30
*6:00							

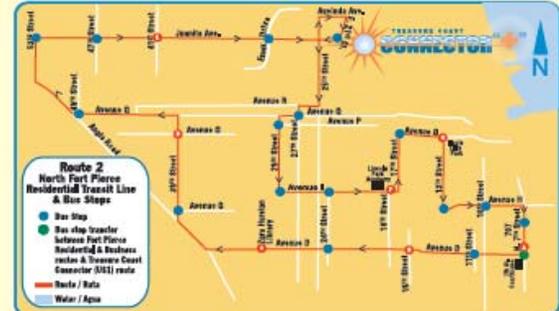
ROUTE 1 - NORTHBOUND / NORTE

Martin Memorial Medical Center	Treasure Coast Square Mall	Webster	City Center	South Security Office	CVS/Pharmacy	Leaves & Returns	Treasure Coast Square Mall	Martin Memorial Medical Center
7:25	7:40	8:00	8:15	8:30	8:45	9:00	9:05	9:20
8:25	8:40	9:00	9:15	9:30	9:45	10:00	10:05	10:20
9:25	9:40	10:00	10:15	10:30	10:45	11:00	11:05	11:20
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1:25	1:40	2:00	2:15	2:30	2:45	3:00	3:05	3:20
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3:25	3:40	4:00	4:15	4:30	4:45	5:00	5:05	5:20
4:25	4:40	5:00	5:15	5:30	5:45	6:00	6:05	6:20
5:25	5:40	6:00						

PM times are indicated in bold type / Los horarios PM están indicados en negrita

*End of the Line / Fin de la Línea

ROUTE MAP / MAPA DE RUTA



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

7th St. Jensen Beach	Avenue D & N. 56th Street	Zona Herman Library	Avenue D & N. 99th Street	Juanita Ave. & N. 41st Street	Avenue I & N. 18th Street	Avenue O & N. 13th Street
7:00	7:05	7:10	7:15	7:25	7:40	7:45
8:00	8:05	8:10	8:15	8:25	8:40	8:45
9:00	9:05	9:10	9:15	9:25	9:40	9:45
10:00	10:05	10:10	10:15	10:25	10:40	10:45
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3:00	3:05	3:10	3:15	3:25	3:40	3:45
4:00	4:05	4:10	4:15	4:25	4:40	4:45
5:00	5:05	5:10	5:15	5:25	5:40	5:45
*6:00						

PM times are indicated in bold type / Los horarios PM están indicados en negrita

*End of the Line / Fin de la Línea

Appendix C
Vehicle Inventory

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CURRENT VEHICLE AND OTHER TRANSPORTATION EQUIPMENT INVENTORY FORM

Name Of CTC: **St. Lucie County Community Services**

Model Year	Vehicle Description And Length	W/C EQUIP	Avg Miles Per Year	Miles	Anticipated Retire Date	Source Funded By
1998	FORD/SPC BUS - 25'	Y	15903	174930	2006	5307
1998	FORD/SPC BUS - 25'	Y	13377	147152	2006	5307
2000	FORD EXCURSION - SUPPORT	N	6684	60155	2005	5307
1999	FORD/SPC BUS - 25'	Y	16329	162394	2006	5307
2002	CHEVY/ASTRO VAN - SUPPORT	N	9597	67179	2007	5307
2002	BLUEBIRD BUS - 25'	Y	22575	158025	2012	5307
2002	BLUEBIRD BUS - 25'	Y	22274	155919	2012	5307
2002	FORD/F250 PICK-UP - SUPPORT	N	3413	23888	2007	5310
2003	CHEVY/ASTRO VAN - SUPPORT	N	3805	22828	2008	5310
2003	BLUEBIRD BUS - 25'	Y	17671	106029	2013	5310
2002	BLUEBIRD BUS - 25'	Y	30021	210145	2012	TCG
2002	BLUEBIRD BUS - 25'	Y	28909	202364	2012	TCG
2002	BLUEBIRD BUS - 25'	Y	29046	203325	2012	5310
2003	BLUEBIRD BUS - 25'	Y	22458	134747	2013	5307
2003	BLUEBIRD BUS - 25'	Y	16404	98424	2013	5310
2003	BLUEBIRD BUS - 25'	Y	17404	104424	2013	5310
2002	BLUEBIRD BUS - 25'	Y	21188	148315	2012	5307
2002	BLUEBIRD BUS - 25'	Y	23564	164950	2012	5307
2003	BLUEBIRD BUS - 25'	Y	17668	106010	2013	5307
2003	BLUEBIRD BUS - 25'	Y	16983	101900	2013	5310
2003	BLUEBIRD BUS - 25'	Y	21326	127958	2013	5310
2007	FORD 500 - SUPPORT	N	12292	24584	2012	5307
2006	CHAMPION BUS - 26'	Y	25903	77705	2011	5310
2006	CHAMPION BUS - 26'	Y	26437	79311	2011	5310
2006	CHAMPION BUS - 26'	Y	22502	67507	2011	5310
2006	CHAMPION BUS - 26'	Y	25993	77980	2011	5310
2006	CHAMPION BUS - 26'	Y	23787	71362	2011	5310
2006	CHAMPION BUS - 26'	Y	26150	78452	2011	5309
2006	CHAMPION BUS - 26'	Y	23017	69050	2011	5309
2006	CHAMPION BUS - 26'	Y	24688	74065	2011	5309
2006	CHAMPION BUS - 26'	Y	26925	80775	2011	TD
2006	CHAMPION BUS - 26'	Y	27397	82191	2011	TD
2006	CHAMPION BUS - 26'	Y	26828	80484	2011	5307
2006	CHAMPION BUS - 26'	Y	26048	78144	2011	TD
2006	CHAMPION BUS - 26'	Y	29488	88463	2011	5307
2006	CHAMPION BUS - 26'	Y	28262	84786	2011	5309
2006	CHAMPION BUS - 26'	Y	28087	84261	2011	5309
2006	CHAMPION BUS - 26'	Y	25758	77275	2011	5307
2006	CHAMPION BUS - 26'	Y	25977	77929	2011	5307
2006	CHAMPION BUS - 26'	Y	25946	77840	2011	5307
2006	CHAMPION BUS - 26'	Y	27148	81444	2011	5307
2006	CHAMPION BUS - 26'	Y	29186	87557	2011	5307
2007	CHAMPION BUS - 26'	Y	25973	38959	2012	TD
2007	CHAMPION BUS - 26'	Y	24615	24615	2012	5310
2007	CHAMPION BUS - 26'	Y	23803	23803	2012	5310
2007	CHAMPION BUS - 26'	Y	25646	25646	2012	5307
2007	CHAMPION BUS - 26'	Y	23431	23431	2012	5307
2008	CHAMPION BUS - 26'	Y	14647	14647	2013	TD
2009	CHAMPION BUS - 26'	Y	3088	3088	2014	5310
2009	CHAMPION BUS - 26'	Y	6457	6457	2014	5310
2009	CHAMPION BUS - 26'	Y	3488	3488	2014	5309
2009	CHAMPION BUS - 26'	Y	2480	2480	2014	5309

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Appendix D
St. Lucie County System Safety Program Plan Certification

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**COUNCIL ON AGING
OF ST. LUCIE, INC.**

1505 ORANGE AVENUE • FT. PIERCE, FL 34950 • PHONE (772) 465-5220 • (772) 465-3929
2501 S.W. BAYSHORE BLVD. • PORT ST. LUCIE, FL 34984 • PHONE (772) 336-8608 • FAX (772) 336-3314

April 8, 2008

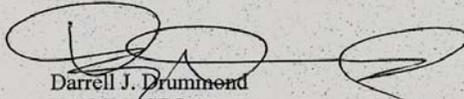
Ms. Carolyn Geck
Transit Grants Coordinator
Office of Modal Development
Florida Department of Transportation
District 14
3400 West Commercial Blvd.
Fort Lauderdale, FL 33309-3421

Ref: Annual Safety Certification

Dear Ms. Geck

Enclosed please find Community Transit's annual Safety Certification as required per Exhibit C of our open Joint Participation Agreements with the Department. Should you need any further information, please do not hesitate to contact Marianne Arbore, Transit Director, VP/CTO at 772 345-8228.

Respectfully,



Darrell J. Drummond
President/CEO

Enclosure

"ASSISTING THE ELDERLY IN REMAINING INDEPENDENT"

SAFETY CERTIFICATION

DATE: March 1, 2008

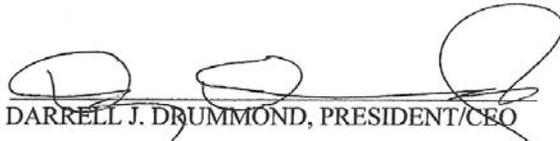
NAME: Council on Aging of St. Lucie, Inc./Community Transit

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 A 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: Truck Max
1850 S. US Hwy 1
Fort Pierce, Florida 34950

Elpex
5575 Okeechobee Road
Fort Pierce, Florida 34947

Appendix E
St. Lucie County Local Coordinating Board
Grievance Procedures

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St. Lucie LCB Grievance Process
Approved December 16, 2008

ARTICLE IV: GRIEVANCE PROCEDURES

Section 1: General – All communications, of all parties, must be in writing, hand delivered and date stamped or sent by certified mail return receipt requested. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.

Section 2: Filing a Grievance – Should an interested party wish to file a grievance in order to receive improved service from the Transportation Disadvantaged Program, a grievance must be filed in writing to the Transportation Disadvantaged Local Coordinating Board (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 Community Transportation Coordinator (CTC) and shall address the grievance to:

St. Lucie County
Transportation Disadvantaged Local Coordinating Board
St. Lucie County Administration Building
2300 Virginia Avenue
Ft. Pierce, FL 34982

The grievance shall include:

- The name and address of the Grievant
- A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation;
- 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.

Once a grievance has been received, the Grievance Committee shall meet 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.

Section 3: Appeal to the LCB – The recommendation of the Grievance Committee may be appealed in writing by the Grievant to the LCB, within fifteen working days from the date when the Grievance Committee issued its recommendation.

Once an Appeal has been received, the LCB shall meet and issue its recommendation within thirty days of the date the appeal 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 appeal 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.

Apart from these grievance processes, aggrieved parties, with proper standing, may also have recourse through Chapter 120, F.S. administrative hearings process or the judicial court system.

ARTICLE V: LCB GRIEVANCE PROCEDURES

According to the LCB by-laws, 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, and make recommendations to the LCB. The LCB shall establish procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the LCB.

A five-member Grievance Committee shall be reappointed for two-year terms at the appropriate December meeting. In December 2004, the following LCB members were appointed to the Grievance Committee: Mr. Paul Hiott, Mr. Carl Miller, Ms. Mary Gamble, Ms. Phyllis Clark, and Ms. Gwenda Thompson. In December 2006, Ms. Pearlie Clark replaced Ms. Phyllis Clark. In December 2007, Mr. Sebastian Gomez replaced Ms. Pearlie Clark. In the event a meeting of the Grievance Committee is called, a chairperson and vice chairperson of the Grievance Committee will be elected at the meeting. In December 2007, the LCB approved a motion to allow the LCB Grievance Committee to also serve as the Grievance Committee for the American with Disabilities Act (ADA) plan developed by Community Transit.

Section 1: Discussion Schedule – After receipt of the appealed grievance, the LCB shall schedule a discussion of the appealed grievance using the procedures set forth earlier.

Section 2: Notification – the LCB shall send notice of the scheduled discussion in writing to the Grievant and other interested parties. The notices shall clearly state:

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

Section 3: 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; explaining the violation of a specific law, regulation or contractual agreement;
- A statement that clearly defines the issues discussed;
- An opinion and reasons for the recommendation based on information presented; and
- A recommendation to improve the provisions of a cost efficient and effective service by the LCB based on investigation and findings.

ARTICLE VI: SCHEDULED MEETINGS

Section 1: General – When a meeting of the Grievance Committee is necessary, staff to the LCB shall schedule a meeting for the Grievance Committee to hear appealed grievances.

ARTICLE VII: AMENDMENTS

Section 1: General – The LCB Grievance Procedures may be amended by a majority vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven days in advance of the meeting.

Section 2: Quorum – 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.

ARTICLE VIII: MEDICAID COMPLAINT & GRIEVANCE PROCEDURES

1. To issue a complaint, a customer must first contact the local transportation provider. The complaint may be made verbally over the telephone or may be sent in writing. All complaints, even if the problem is resolved while on the phone, must be recorded. The customer may obtain the local provider's contact information for filing a complaint from their local Rider's Guide or by calling the toll free TD Helpline 1-800-983-2435 or from the website www.dot.state.fl.us/ctd. All complaints will be documented by the provider to include the date/time, customer's name & contact information, Medicaid ID number, subject of the concern, provider's findings, response, and actions taken to resolve the concern. These complaint records will be forwarded to the Commission for the Transportation Disadvantaged on a quarterly basis.
2. After the local transportation provider receives the complaint, the provider will investigate the complaint and inform the customer of the findings, including any actions taken (either verbally or in writing, or both.) If the customer is not satisfied with the findings/actions, the customer may request to file a formal grievance with the Local Coordinating Board. The Local provider will be responsible for providing the customer with the local Coordinating Board's contact information and an accessible copy of the local Grievance Procedures.
3. The Local Coordinating Board will hear all customer grievances not resolved satisfactorily by the provider. If the Local Coordinating Board does not resolve the grievance, the customer will be informed of his/her right to file a formal grievance with the Commission for the Transportation Disadvantaged. The customer may begin this process by contacting the Commission through the TD Helpline at 1-800-983-2435 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 customer, the Commission will provide the customer with an accessible copy of the Commission's Grievance Procedures.
4. If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the listed order before a complaint or grievance will move to the next step. The customer should be sure to try and have as many details as possible, when filing a complaint, such as dates, times, names, vehicle numbers, etc.

There is an Ombudsman Program, provided by the Commission for the Transportation Disadvantaged, which is available to anyone who requests assistance in resolving complaints. The Ombudsman Program may be reached through the toll free TD Helpline at 1-800-983-2435 or via email at www.dot.state.fl.us/ctd. By requesting assistance of the Ombudsman Program in resolving complaints, the complaint will still follow, in order, all of the established steps listed above. The Ombudsman will document each complaint and upon request of the customer, file the complaint with the local provider on the customer's behalf, to begin the local complaint process. If the customer has already filed the complaint locally and remains unsatisfied, the Ombudsman will assist the customer with the next step in the complaint or grievance process.

The customer has the right to file a formal grievance with the Office of Administrative Appeals or other venues appropriate to the specific nature of the complaint.

Fair Hearing Requirements

In addition, the customer has the right to request a Medicaid fair hearing. A Medicaid compensable service provider acting on behalf of the customer and with the customer's written consent may request a Medicaid fair hearing. Parties to the Medicaid fair hearing include the Commission, as well as the customer and his or her representative or the representative of a deceased customer's estate.

1. Request Requirements

The customer or provider may request a Medicaid fair hearing within 90 calendar days of the date of the notice of action.

The customer or provider may request a Medicaid fair hearing by contacting Department of Children and Families at the Office of Public Assistance Appeals Hearings, 1317 Winewood Boulevard, Building 1, Room 309, and Tallahassee, Florida 32399-0700.

2. General Plan Duties

The Commission for the Transportation Disadvantaged will:

- a. Continue the customer's benefits while Medicaid fair hearing is pending if:
 - i. The Medicaid fair hearing is filed timely, meaning on or before the later of the following:
 1. Within 10 workdays of the date on the notice of action (add 5 workdays if the notice is sent via U.S. mail); and
 2. The intended effective date of the plan's proposed action.
 - ii. The Medicaid fair hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - iii. The services were ordered by an authorized provider;
 - iv. The authorization period has not expired; and
 - v. The customer requests extension of benefits.
- b. Ensure that punitive action is not taken against a provider who requests a Medicaid fair hearing on the customer's behalf or supports a customer request for a Medicaid fair hearing.

If the Commission for the Transportation Disadvantaged continues or reinstates customer benefits while the Medicaid fair hearing is pending, the benefits must be continued until one of the following occurs:

- a. The customer withdraws the request for a Medicaid fair hearing.
- b. 10 workdays pass from the date of the Commission's adverse decision and the customer has not requested a Medicaid fair hearing with continuation of benefits until a Medicaid fair hearing decision is reached. (Add 5 workdays if the notice is sent via U.S. mail.)
- c. A Medicaid fair hearing decision adverse to the customer is made.
- d. The authorization expires or authorized service limits are met.

The Commission must authorize or provide the disputed services promptly, and as expeditiously as the customer's health condition requires, if the services were not furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

The Commission must pay for disputed services, in accordance with state policy and regulations, if the services were furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the St. Lucie County Transportation Disadvantaged Local Coordinating Board 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 County Transportation Disadvantaged Local Coordinating Board this 16th day of December, 2008.

ST. LUCIE COUNTY LOCAL COORDINATING
BOARD FOR THE TRANSPORTATION DISADVANTAGED

Paula Lewis
Chairperson

ATTEST:

Sarah Howard, Secretary

Date

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Appendix F
Cost Revenue Allocation
Rate Structure Justification

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Worksheet for Program-wide Rates

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

1. Complete Total Projected Passenger Miles and Passenger Trips (GREEN cells) below

- Do **NOT** include passenger trips or passenger miles related to Coordination Contractors!
- Do **NOT** include School Board or other non-transportation disadvantaged passenger trips or passenger miles!
- Be sure to **INCLUDE** all contracted passenger trips and contracted passenger miles!
- Do **NOT** include trips or miles for services provided to the general public!
- Do **NOT** count escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** county bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	818,343
Rate Per Revenue Mile = \$ 1.78	
Total Projected Passenger Trips =	127,866
Rate Per Passenger Trip = \$ 11.36	

Fiscal Year

2008 - 2009

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 2.75	
Rate Per Passenger Trip = \$ 17.61	

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

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: 2008 - 2009				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	818,343	= 425,538	+ 392,804	+ Leave Blank	+ Leave Blank	0
Rate per Passenger Mile =		\$1.32	\$2.27	\$0.00	\$0.00	\$0.00
				per passenger	per group	

		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	127,866	= 66,490	+ 61,376	+ Leave Blank	+ Leave Blank	
Rate per Passenger Trip =		\$8.46	\$14.51	\$0.00	\$0.00	\$0.00
				per passenger	per group	

2. If you answered # 1 above and want a **COMBINED Rate per Trip PLUS a per Mile add-on** for 1 or more services,.....

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate					
Ambul	Wheel Chair	Stretcher	Group		
		Leave Blank	Leave Blank		\$0.00
\$1.32	\$2.27	\$0.00	\$0.00	\$0.00	\$0.00
		per passenger	per group		

Rates If No Revenue Funds Were Identified As Subsidy Funds					
Ambul	Wheel Chair	Stretcher	Group		
\$2.05	\$3.51	\$0.00	\$0.00	\$0.00	\$0.00
		per passenger	per group		
Ambul	Wheel Chair	Stretcher	Group		
\$13.12	\$22.48	\$0.00	\$0.00	\$0.00	\$0.00
		per passenger	per group		

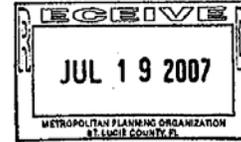
Appendix G
CTD QAPE/LCB
Evaluation Workbook
December 2007

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July 12, 2007

Ms. Marceia Lathou
St. Lucie MPO
2300 Virginia Avenue
Ft. Pierce, Florida 34982-5652



Jeb Bush
Governor

JR Harding Ed.D.
Chairperson

Donna Loggile
Vice Chairperson

Lisa M. Bacot
Executive Director

Dear Ms. Lathou:

Re: Planning Agency Review

The attached report summarizes the results of the Quality Assurance and program Evaluation (QAPE) review of the St. Lucie MPO, the Planning Agency (PA) for St. Lucie County.

The QAPE staff conducted the review on June 26, 2007. A finding and recommendation for the PA review was presented in the report. The system was evaluated based on the deliverables submitted to the Commission and the performance of planning tasks.

The PA shall provide a status report to the Commission by **August 2, 2007**, addressing the implementation of the recommendation.

Sincerely,

Lisa Bacot
Executive Director

LB:lr
Attachment

cc: Hon. Paula Lewis, St. Lucie County LCB
Ms. Corine Williams, St. Lucie County CTC
Karen Somerset, Assistant Executive Director of Oversight and Compliance
Robert Craig, Quality Assurance and Program Evaluation Manager
Erin Schepers, Regional Manager

St. Lucie MPO PA Review Report

PA Name: St. Lucie MPO
Date(s) of Review: 06/26/2007
TD Staff Assigned to Review: Laurie Revell
Review Period: 7/1/2005 – 6/30/2006

I. Records and Areas of Review

- A. General Information
- B. Deliverables
- C. Quality and Availability of Services
- D. Inventory of Local Transportation Services
- E. Level of Competition
- F. Performance of Planning Tasks
- G. LCB Meeting and PA Visit
- H. Surveys
- I. Follow-Up of the Status Report
- J. Additional Observations
- K. Current Year Planning Grant

II. Findings and Recommendations

A. General Information

The St. Lucie Metropolitan Planning Organization (MPO) serves as the Planning Agency (PA) for St. Lucie County. The PA utilizes one (1) full time staff person to accomplish the Transportation Disadvantaged (TD) program tasks. The PA advertises TD services in a variety of forums which include; newspapers, website, mailing lists, as well as press releases.

B. Deliverables

Area of Observation: The PA held four (4) local Coordinating Board (LCB) meetings as required for the contract period. Further, the PA held a public hearing; and submitted the Annual Budget Estimate, Actual Expenditure Report, and the Audit Report. The PA keeps all records for five years, and the PA's staff has attended Commission sponsored training. The PA works with the Florida Association of Counties for legislative activities. However, the PA does not notify local legislative delegation about LCB meetings.

Recommendation: The PA will include local legislative delegation in their mailing lists to receive LCB meeting packets.

Timeline for Compliance: Prior to the next scheduled LCB meeting.

C. Quality and Availability of Services

Area of Observation: The PA does use section 5303 funds to help support TD tasks.

Recommendation: None.

Timeline for Compliance: N/A

D. Inventory of Local Transportation Services

Area of Observation: The St. Lucie MPO has a current inventory of local transportation service providers.

Recommendation: None.

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Timeline for Compliance: N/A

E. Level of Competition

Area of Observation: The current CTC (St. Lucie County Community Services- Transit Division) operates a complete brokerage system for St. Lucie County. The St. Lucie County Community Services-Transit Division elected to remain the CTC for St. Lucie County, and the Commission for the Transportation Disadvantaged approved the recommendation provided by the St. Lucie MPO for the current CTC to continue providing services.

Recommendation: None.

Timeline for Compliance: N/A

F. Performance of Planning Tasks

Area of Observation: The St. Lucie MPO appoints members to the LCB, reviews the Annual Operating Report, and encourages the integration of transportation disadvantaged issues into the local and regional comprehensive plans. The PA maintains a current membership roster and mailing list of LCB members.

Recommendation: None

Timeline for Compliance: N/A

G. LCB Meeting and PA Visit (see attachment)

Area of Observation: Staff was unable to attend an LCB meeting or visit the PA's office during this review cycle. When staff is able to attend an LCB meeting and visit the PA's office, staff will issue an addendum to this report.

Recommendation: None

Timeline for Compliance: N/A

H. Surveys (see attachment)

Area of Observation: Review attachment.

Recommendation: None

Timeline for Compliance: N/A

I. Follow-Up and Status Report of Previous QAPE Review

Area of Observation: Completed.

Recommendation: None

Timeline for Compliance: N/A

J. Additional Observations

Area of Observation: None

Recommendation: N/A

Timeline for Compliance: N/A

K. Current Year Planning Agency Grant

Area of Observation: The PA's contract for this period ran from July 1, 2005, to June 30, 2006.

Recommendation: None

Timeline for Compliance: N/A

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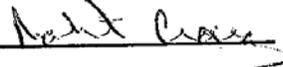
III. Conclusion

The St. Lucie MPO is doing a fine job of providing the required planning deliverables, services, and tasks as outlined in their contract with the Commission. The St. Lucie MPO should continue to provide staff support to the Local Coordinating Board and serve as the Official Planning Agency of St. Lucie County.

We have issued a recommendation for corrective action, which the PA should address in a status report. The PA should submit a status report to the Quality Assurance Manager within 15 days from the date of this report, which will be August 2, 2007. (The QAPE has attached the format for the status report.)

Report completed by: Laurie Revell 

Title: Quality Assurance Specialist

Report reviewed by: Robert Craig 

Title: Quality Assurance Manager

Executive Director: Lisa Bacot 

Date: 7-12-07

Appendix H
Common Transportation Disadvantaged
Trip Destinations

Please note: this appendix will be
added later