



**COMMUNITY SERVICES TRANSIT DIVISION
DIRECT CONNECT
AFTER HOURS PROGRAM**

**437 NORTH 7th STREET • FORT PIERCE, FL 34950
TELEPHONE (772)462-5153 FAX (772)462-2094**

Thank you for your interest in our After Hours Transportation Program. Please complete the application and return to Community Services – Transit Division.

Email: scottk@stlucieco.org
Fax: 772-462-2094 – Attention: Transit Division
Mail/Drop-off: Community Services – Transit Division
437 North 7th Street
Fort Pierce, FL 34950

Listed below are the items needed to qualify you for this program.

- **Photo ID**
- **Social Security Card**
- **Employment Income (Last 30 Days or letter with start date and shift times)**
- **Social Security Benefits**
- **Any Government Assistance (Including SSI and Disability)**
- **Food Stamps**
- **Child Support Court Order**
- **Alimony**
- **Utility Bill**
- **Housing Lease**

Please complete and include the attached **Letter of Support** if you live with someone who provides support for you.

St. Lucie County Public Transportation After-Hours

Direct Connect Version 2.0 for the Transportation Disadvantaged

Revised January 7, 2019

Program Guidelines

Effective January 22, 2019, St. Lucie County is reinstating the after-hours public transportation personal mobility program to provide transportation services for St. Lucie residents when the county's traditional fixed route bus and paratransit services are not in operation. The services will be provided through June 30, 2019. All services will be provided via third-party registered taxi, car service and ride-share operators. Direct-Connect will provide pick-up or drop-off in St. Lucie County for qualified trips for approved program participants. The program objective is to have after-hours early morning, evening and weekend transportation service, for qualified Transportation Disadvantaged residents, providing access to and from employment, education/job training, and nonemergency healthcare when the County's existing services do not operate. **Trips for shopping, leisure and social activities are not permitted using this transportation program.) The After Hours Program will operate, Monday-Friday 8 PM to 6 AM, Saturday from Midnight to 8 AM and 4 PM to Midnight, and all-day Sunday.**

Transportation Disadvantaged include people 60 years and older, physically handicapped, or income constrained. The After Hours Program will service county public and private healthcare facilities, such as (but not limited to) HANDS of St. Lucie County, Florida Community Health Centers, St. Lucie County Department of Health, higher education and job training services located within the county. Payments for using this program, will be made through St. Lucie County Community Services Transit Division.

When considering participating in this program, please observe the following eligibility requirements:

1. **No personal funding is available** for trips when existing public transportation services are in operation.
2. **No other means of transportation is available** including but not limited to relatives, friends, neighbors or free services offered by another institution or agency.
3. **Physical or Mental Disability/Age** – Disabled and/or Elderly (60 years or older) as required by Section 5317 of the New Freedom Act.
4. **Ability to Pay** – If a person cannot pay the fare for transportation service, the Community Transportation Coordinator (CTC), or a designated representative, will evaluate the client based on information collected via the CTC "Application for Assistance" and "Affidavit" stating the client's need for after-hours transportation assistance.
5. **Income Qualification:** Income Disadvantaged defined as 250 percent or less of the federal poverty level. **Note: The CTC, or its designated party, shall make all program eligibility determinations. No self-declarations are permitted under any circumstances. The CTC, at their discretion, can allow program participants, on a case-by-case basis, to use Direct Connect services outside of the posted operating hours if a participant demonstrates that regular fixed-bus or paratransit services provided through St. Lucie County cannot reasonably service their transportation needs.**

- 6. Program Eligibility** – Transportation Disadvantaged defined as Elderly (60 years or older), having a disability(s) that restricts mobility, *and/or* income constrained, as defined as a person whose income is 125% or less of the federal poverty level.

The St. Lucie County Transit System operates in accordance to Title VI Regulation, 49CFR, Part 21 which states: “No person or group of persons shall be discriminated against with regard to the routing, scheduling or quality of service of transportation on the basis of, color or national origin.” In addition, the St. Lucie County CTC will serve as the “Reasonable Modification Coordinator” in accordance with the United States Department of Transportation Reasonable Modification Final Rule, effective July 13, 2015. As the St. Lucie County Community Services Direct Connect Transportation Program is designed to provide supplementary third party car service targeting the Transportation Disadvantaged, persons who are qualified to participate in this program and have special needs and are not able to use the offered taxi service as a result of their handicap may contact the “Reasonable Modification Coordinator” at St. Lucie County Communities Services Transit at (772)-462-5163 or TDD (772) 462-1428, for trip planning assistance to have their specific special transportation needs met.

Eligible Trips - Access to and from Employment, Educational/Training and Healthcare. ***Payments cannot be used for any other type of trip.***

Best Practice Compliance:

1. It is the program participant’s responsibility to arrive at the designated pick-up location in a timely fashion, no later than five minutes beyond the time that you requested car service. Failure to comply will result in your removal from participating in this program at the County’s discretion. In the event a participant is reported by a provider as a ‘no-show’ more than once, the participant will be temporarily suspended from the program, and placed on the program waiting list to be recertified for participation.

Participants are encouraged to establish and maintain communication with the transportation providers to ensure proper pick-up scheduling.

2. Program participants are required to complete an anonymous satisfaction survey on a monthly basis and provide documentation of completion (screenshot or email) to the Community Services Transit Division. Hard copies are also available for completion.

Program Fare Requirements

In order to deliver a sustainable program, St. Lucie County must lower its average cost per client trip. All Direct Connect clients are responsible to coordinate with their transportation provider to not exceed the maximum allowable monthly subsidy of \$300.00 per month and are required to provide a monthly co-pay of \$20.00. Failure to comply with the aforementioned criteria could result in suspension and/or termination of the clients’ participation in the program.

MAXIMUM SUBSIDY IS \$300.00 PER MONTH PER PARTICIPANT - The number of trips will be based on one-way mileage determined by GOOGLE Maps mileage calculator.

MANDATORY CO-PAY OF EACH PARTICIPANT IS \$20.00 PER MONTH - Check or money order only, payable to St. Lucie County Board of County Commissioners at 437 N. 7th Street, Fort Pierce, FL 34950. These payments are due the first Monday of each month (February 4, March 4, April 1, May 6, June 3, 2019). If the co-pay is not received within 10 days of the due date, participants may be suspended from the program.

2019 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA		
Persons in family/household	Poverty Guideline	
		125%
1		\$15,613
2		\$21,138
3		\$26,663
4		\$32,188
5		\$37,713
6		\$43,238
7		\$48,763
8		\$54,288
For families/households with more than 8 persons, add \$4,420 for each additional person.		

HHS Poverty Guidelines for 2019

TRANSIT DIVISION - DIRECT CONNECT AFTER HOURS PROGRAM – APPLICATION
ST. LUCIE COUNTY RESIDENTS ONLY

Community Services • 437 North 7th Street • Fort Pierce, FL 34950 •
Phone (772) 462-5153 - Fax (772) 462-2094

NO TRIPS WILL BE PROVIDED AFTER MIDNIGHT, SUNDAY, JUNE 30, 2019

IN ORDER TO PROCESS YOUR APPLICATION FOR ASSISTANCE MUST BE COMPLETED AND REQUIRED DOCUMENTATION PROVIDED
THIS APPLICATION CAN BE EMAILED, FAXED, MAILED OR DROPPED OFF

NAME: _____ Social Security No. _____ DOB: _____

Phone: _____ Other Phone Number: _____

ADDRESS:

Street _____ City _____ State _____ Zip Code _____

EMAIL:

Can your trip be funded or performed by another agency or person? Yes No

Can you used the Public Transportation for you trips? Yes No
Why not?

What will be your primary use for this transportation? (check all that apply)

EDUCATION

NON-EMERGENCY MEDICAL

WORK

Do you have a vehicle registered in your name? Yes No

Do you have a valid driver's license? Yes No

Could another person transport you to your appointment? Always Sometimes Never

If the trip is for medical purposes.....healthcare provider?

Number of individuals you support _____

Annual Income: \$ _____

REQUIRED DOCUMENTS TO QUALIFY FOR THIS SERVICE:

- Picture ID card
- Social Security Card
- Proof of Current Address - Lease, Utility Bill, Telephone Bill or Property Tax bill
- Proof of Income from ALL sources –
 - Wages, Social Security, SSI, Disability, Child Support, Alimony, Food Stamps, Contributions, Other
- Proof of Primary Use of Transportation
 - Education - paid class registration,
 - Medical - medical appointment card,
 - Employment - last 30 days of pay stubs or a letter from your employer with start date and shift times

Additional income may be requested at a later date based on applicant circumstances.

Please Read Before Signing

I understand that there is a twenty dollar (\$20.00) monthly copay, payable by check or money order to St. Lucie County Board of County Commissioners, due on the first Monday of each month. Remitted to 437 N. 7th Street, Fort Pierce, FL 34950

Your Social Security Number is being collected for the purpose of income certification. In addition, this information may be collected to verify unemployment benefits, social security/disability benefits, and other related information. Your Social Security Number will NOT be used for any other intended purposes. This information will be maintained by the County and is subject to public disclosure.

The information provided above is true and complete to the best of my knowledge and belief under penalty of perjury. I understand that willful misstatement of material fact will be grounds for disqualification.

WARNING: Florida Statute 817 provides that willful false statements or misrepresentation concerning income and assets or liabilities relating to financial condition is a misdemeanor of the first degree and is punishable by fines and imprisonment provided under S775.082 or 775.083.

Signature: _____

Date: _____



Letter of Support

To Whom It May Concern:

I am providing support to _____
(Direct Connect Applicant Name)

in the amount of \$ _____ per month.

\$ _____ Shelter

\$ _____ Food

\$ _____ Other _____

Applicant resides at same as address as person providing support. Yes No

Information from person providing support:

Name

Address

City

State

Zipcode

Phone

Signature _____
(Signature)

Date _____
(Today's Date)

OFFICE USE ONLY

ID Card Number _____

Applicant ID provided: **YES** **NO** . If no, why? _____

Eligibility: Age Disability Income

Denied Reason for Denial:

Incomplete Application: Date returned to client _____ Date returned to SLC _____

Staff Member

Signature _____ Date _____

APPLICATION CHECKLIST

Completed and signed application

Copy of Photo ID

Copy of Social Security Card

Proof of income

Proof of primary use of transportation

Copies of other eligibility documents

Signed acknowledgement of receipt of information packet

NOTES: _____

