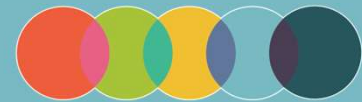


Innovative Service Development Grant Update



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ASSOCIATION

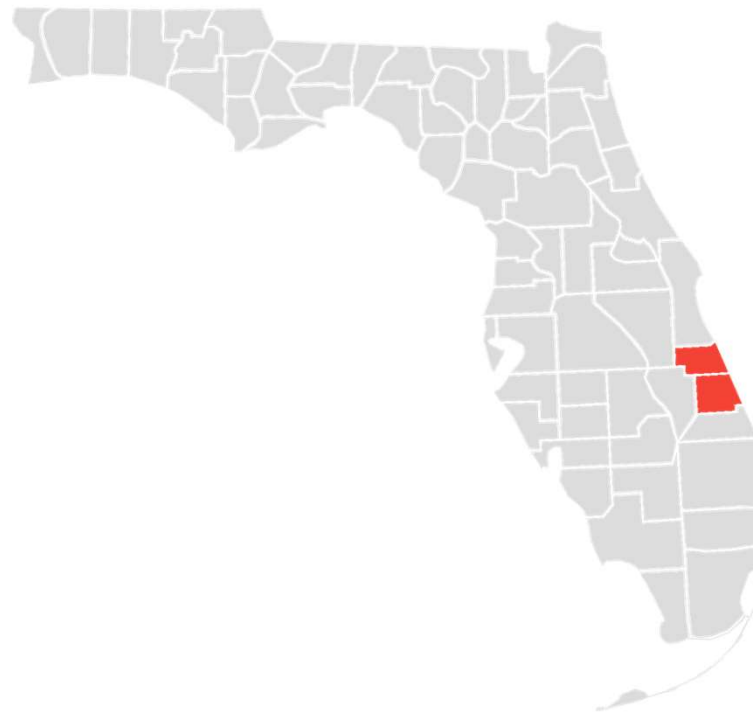
Promoting Independence in Our Community

Treasure Coast Advantage Ride Program 2023– 2024



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Current Award
\$1,500,000



History

The Treasure Coast Developmental Mobility Advantage Ride Program began as a partnership in October of 2020 between:

- Senior Resource Association
- The Florida Developmental Disabilities Council
- The Florida Commission for Transportation Disadvantaged
- St. Lucie County



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Goals of the 2023-24 ISD Grant



- Provide 41,153 trips to developmentally disabled individuals
- Provide transportation to 600 unduplicated passengers
- No “Wait List” for qualified users of the system
- 90% of passengers report a favorable evaluation of the service



Status Report

GOALS

Provide 41,153 trips

On pace to provide 42,000 trips

Provide transportation to
600 individuals

On pace to have 1,537 individual riders

No Wait List

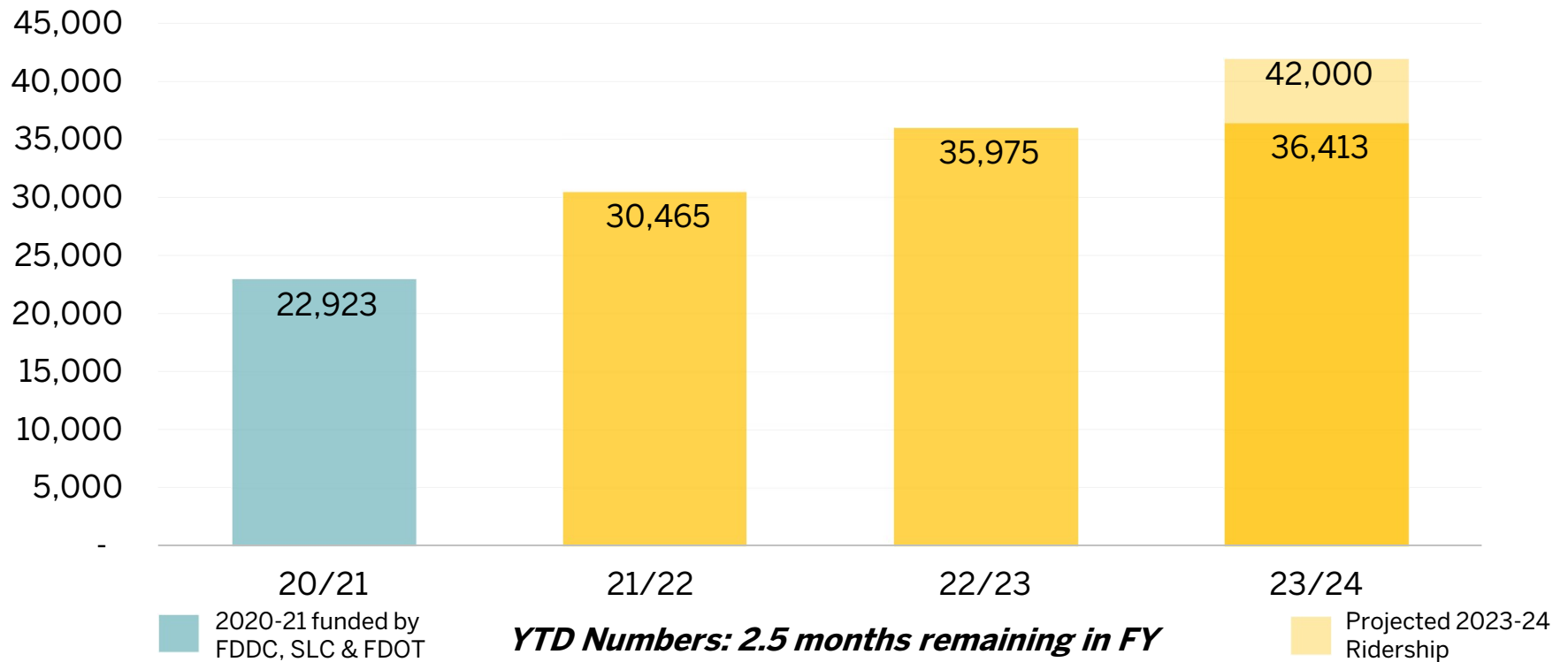
✓ Achieved no wait list

90% of unduplicated
passengers report a
favorable service
evaluation

✓ Achieved 94% as of March 2024

YTD Numbers: 2.5 months remaining in FY

Trips Provided Since Program Inception

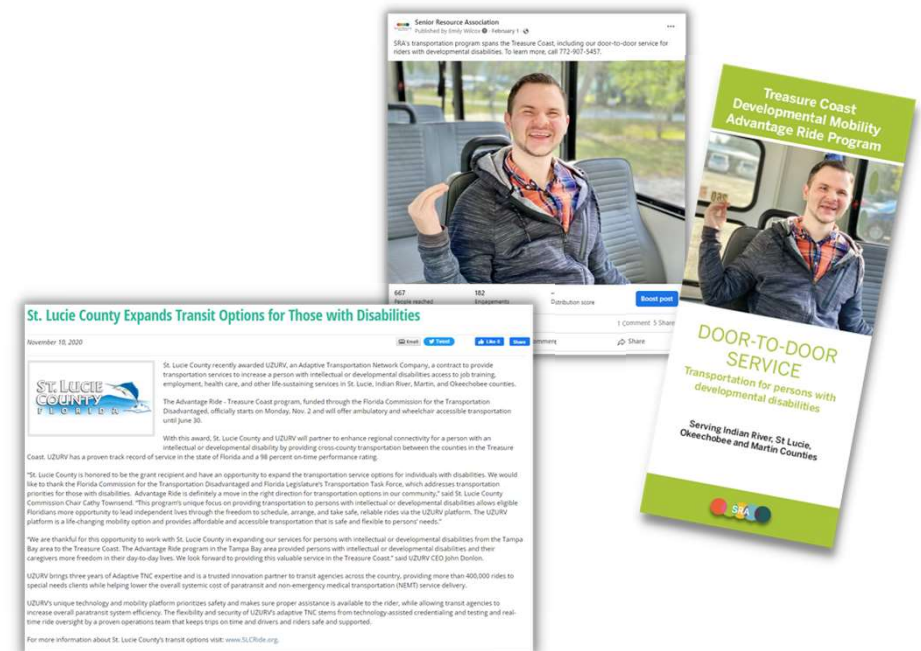




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Marketing

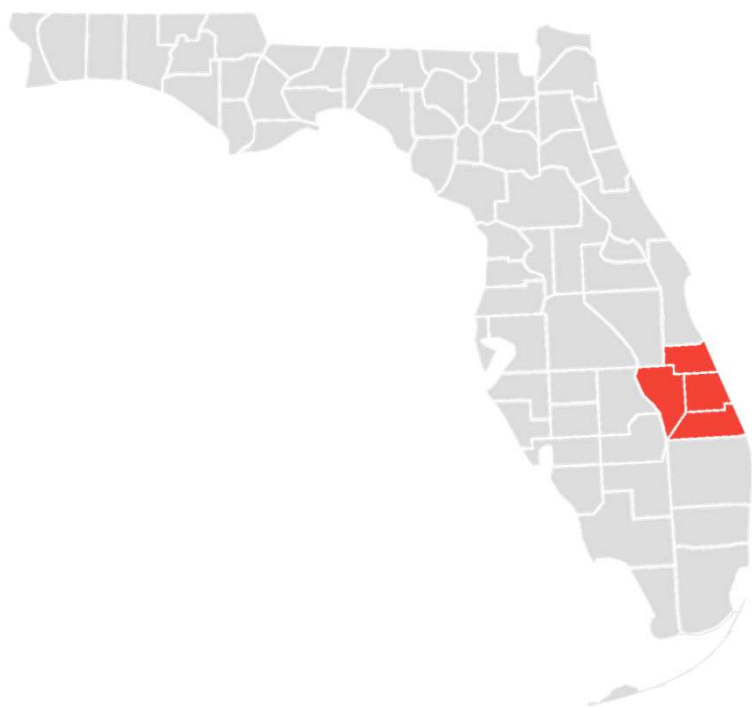
- 5,000 promotional brochures printed and distributed
- Social media advertisements
- Local media publications
- Travel training at local disability resource centers





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Ridership per County for Entire Advantage Ride Program



- Indian River – 7,282
- St. Lucie – 29,130
- Okeechobee – 5,644
- Martin – 10,150

Customer Feedback Collected March 2024

“Very Thankful for the rides! Don’t know what I would do without it!”

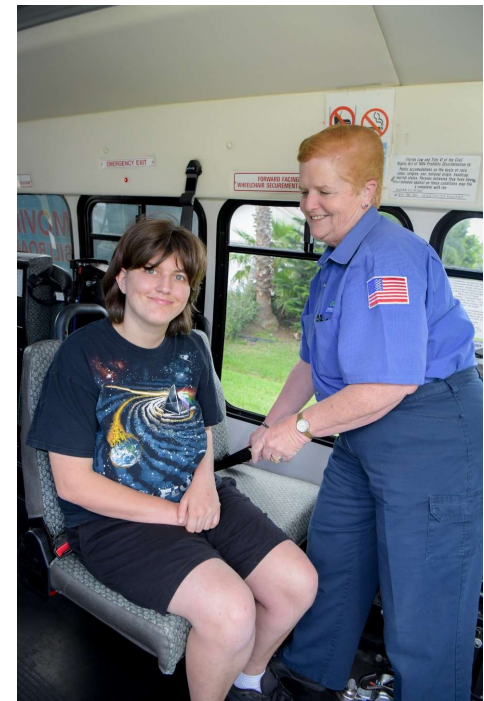
“I have used all the door-to-door programs on the Treasure Coast. The Advantage Ride Program is by far the best!”

“I love this program!”

“Without this program I would have a hard time getting to work every night.”

Customer Satisfaction Surveys:

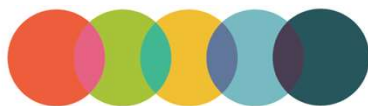
Customers expressed that safety was most important to them, followed by ride availability and reliability.



Program's Future

- FY 2024-25 will be about ensuring the program's sustainability
- Conversations were had with multiple funding partners during the 2024 legislative session and are ongoing

CONTACT US



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**THANK
YOU**



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QUESTIONS?