



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Bob McPartlan, FDC&F Representative
Jennifer Idlette, Public Education Representative
Modeline Acreus, FDOT Representative
Victoria Anderson, FAHCA Representative
Amber Young, FDVR Representative
William Parden, Disabled Representative
Milory Senat, APD Representative
Darlene Silverstein, Medical Comm.
Representative

Angela Davis-Green, FACA Representative
Melissa Arndt, VA Representative
Dalia Dillon, FDEA Representative
Dr. Harry Hurst, Citizen's Advocate
Jennifer Sideregts, CSRC Representative
Danica David, Citizen's Advocate
Vacant, Children at Risk Representative
Vacant, Sr. Community Representative

Deryl Loar, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00 AM on Thursday, February 22, 2024, in Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

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1. Call to Order
 2. Election of Vice Chair
Action Required
 3. Approval of Meeting Minutes
November 16, 2023
Action Required
 4. Planning Status Report
No Action Required
 5. Community Transportation Coordinator Status Report
No Action Required
 6. Review of Progress Report and Reimbursement Invoice #2 for the 2023/24 Planning Grant
Action Required

7. Review of the Community Transportation Coordinator Annual Evaluation Report for FY 2022/23

Action Required

8. Review of TDLCB Bylaws for FY 2023/24

Action Required

9. Review of TDLCB Grievance Procedures for FY 2023/24

Action Required

10. Review of the 2020 Community Characteristics Report

No Action Required

Other New Business

11. Public Comment

12. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on May 23, 2024 at 10 AM.

If you have any questions concerning the items on this agenda, please contact MPO staff at (772) 226-1455. Anyone who may wish to appeal any decision which may be made at this meeting will need to ensure that a verbatim record of the proceeding is made, which includes the testimony and evidence on which the appeal is based. Anyone who needs a special accommodation for this meeting must contact the County's Americans with Disabilities Act (ADA) Coordinator at 772 226-1223 at least 48 hours in advance of the meeting.

For complaints, questions or concerns about civil rights or nondiscrimination; or for special requests under the American with Disabilities Act, please contact MPO staff at (772) 226-1455 or mpo@indianriver.gov.

Except for those matters specifically exempted under State Statute and Local Ordinance, the Committee shall provide an opportunity for public comment prior to the undertaking by the Committee of any action on the agenda. Public comment shall also be heard on any proposition which the Committee is to take action which was either not on the agenda or distributed to the public prior to the commencement of the meeting. Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact MPO staff at (772) 226-1455 or mpo@indianriver.gov at least seven days prior to the meeting.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MINUTES FOR NOVEMBER 16, 2023

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 AM on Thursday, November 16, 2023, in the County Administration Building "B", Room B1-501, 1800 27th Street, Vero Beach, Florida.

Note: Audio and video recordings of the meeting can be found at <https://www.ircgov.com/Boards/TDLCB/2023.htm>.

Present were: Chairman **Deryl Loar**, Commissioner, District 4, Vice Chairman **William Lundy Parden**, Disabled Representative; **Bob McPartlan**, Florida Department of Children and Families (FDCF) Representative; **Victoria Anderson**, Florida Agency for Health Care Administration (FAHCA) Representative; **Zachary Hoge**, Florida Division of Vocational Rehabilitation (FDVR) Representative; **Wendy Grow**, Florida Association for Community Action (FACA) / Economic Opportunities Council (EOC) Representative; **Dr. Harry Hurst**, Citizen Advocate Representative; **Dale Shepperson**, CSRC Representative and **Dalia Dillon**, Area Agency on Aging of Palm Beach/Treasure Coast Representative; **Jennifer Idlette**, Public Education Representative; **John Birhanzi**, Florida Department of Veterans' Affairs Representative; and **Danica David**, Citizen Advocate & User.

Absent were: **Milory Senat**, Agency for Persons with Disabilities (APD) Representative, **Darlene Silverstein**, Medical Community Representative, and **Ismir Ripley**, FDOT Representative.

Present were IRC staff: **Brian Freeman**, Metropolitan Planning Organization (MPO) Staff Director; **Mark Vietze**, MPO GIS Planner; **Patti Johnson**, MPO Staff Assistant and **Kim Moirano**, Recording Secretary. Also, present were **Karen Deigl**, Executive Director, Senior Resource Association, **Chris Stephenson**, Transportation Director, **David Darm**, Executive Director of the Commission for the Transportation Disadvantaged (CTD), and **John Irvine**, CTD Project Manager.

TWO VACANCIES: Children at Risk and Senior Community Representatives.

Call to Order

Chairman Commissioner Deryl Loar called the TDLCB meeting to order at 10:00 a.m.

Recognition of the Florida TD Volunteer of the Year for 2023

Mr. Brian Freeman introduced John Irvine, who's our project manager with the Commission for the Transportation Disadvantaged in Tallahassee as well as David Darm who is the Executive Director of the Commission for the Transportation Disadvantaged. Mr. Freeman explained that the Annual Workshop for the Transportation Disadvantage Program and the Awards Banquet that would have been conducted as part of that workshop was canceled due to Hurricane Dalia and we had someone who was going to be receiving an award at that banquet. Mr. Darm gave a personal background on himself. He introduced Dr. Harry Hurst as Volunteer of the Year Award. He explained that Dr. Hurst was born and raised in Winter Beach and is a life-long resident of Indian River County. He earned his Doctorate in Special Education & Psychology and was a Charter Member of SUNA, which is now the Arc of Indian Vero County. Doctor Hurst has been a member of the local Transportation Disadvantage Board for the past 30 years. He started in the early 1990s. His volunteer work has also involved countless hours dedicated to the transportation disadvantage, advocacy, and funding solutions to the current and future barriers experienced in Indian River County. Moreover, Dr. Hurst has had a hand in the improvement of vital systems serving our population such as client eligibility, the trip overflow system, and the state-of-the-art phone system that handles the clients. Finally, his generosity has been paramount in the lives of Indian River senior citizens and his involvement in the community continues to make a difference in the lives of the transportation disadvantaged. They thanked Dr. Hurst for all his hours and years of service to

this board and to this community.

Approval of Minutes of the August 24, 2023, Regular Meeting – *Action Required*

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting minutes of August 24, 2023. Dr. Hurst said they were complete.

ON MOTION by Ms. Wendy Grow, SECONDED by Dr. Harry Hurst, the Board voted unanimously (11-0) to approve the August 24, 2023, Regular Meeting Minutes as amended.

Planning Status Report – *No Action Required*

Mr. Brian Freeman stated they have done an update on their Bicycle and Pedestrian Master Plan. The people who are transportation disadvantaged in the community they walk our sidewalks, they ride bikes and they may even ride bikes that they put on the buses. They did have some public workshops back in September and the consulting team has been busy working on that project.

Mr. Freeman mentioned the annual evaluation subcommittee. He stated we could also take more volunteers. He will be trying to schedule a meeting with everyone in the first part of January to meet with everyone. He will be presenting the evaluation subcommittee's evaluation at the next meeting of the TDLCB in February.

Community Transportation Coordinator Status Report – *No Action Required*

Mr. Chris Stephenson stated they're looking at the fourth quarter of 2022-2023 which ended on September 30th. Starting with our Community Coach Paratransit and the ADA numbers you can see last fiscal year we did 45,000 community coach trips, which was a 9% increase from two years ago. It was slightly less than last year, but we're happy to report that that decrease from last year all happened on the ADA side. You'll remember a few years ago we talked about how our ADA trips were out of control and we had to do something to curb that and with the direction of this Board that they put some processes in place to try and get those riders either on their fixed route or figure out ways that they could ride other means of mobility. They're very proud of those 45,000 trips. They did spend 100% of our trip and equipment grant money. John has to be happy about that because John processes that invoice for us every quarter or every month that has historically not always been the case. Going back eight or nine years ago, we weren't able to spend all of our tripping equipment grant money and so in the last few years they've been able to do that. So that is what they're going to see happen in the upcoming fiscal year as well. Their On-Time performance for the fiscal year was 90%. He thought the state standard that other systems have is like 75% which is really high above that. They're always looking to get as close to 100 as possible. For the fiscal year they received 661 applications for Community Coach, and they approved 464 of them which is about a 70% approval rate. There are currently 3100 passengers in Indian River County using the Community Coach service.

For the fiscal year the GoLine Community Coach received 64,000 phone calls last year, which is an increase of 2,300 from the year before that. They're really happy that the average wait time was only 21 seconds, which is 20 seconds faster than our average wait time last year. They added some more customer care agents in our call center, and they've put some new processes in place. The Advantage Ride Program they received 1,700 phone calls last year and that's an increase of 872 calls. It also was only a 25 second wait time as opposed to 42 seconds the year before. They have several customer care agents who are fluent in Spanish. If there's ever someone who calls in a language that is not English or Spanish, they have third party that they call, and someone translates for them to the passenger over the phone. There's a lot of languages on there and they charge them per minute. Occasionally they will get some people who speak Creole, but other than that it's mainly Spanish.

The Advantage Drive Program which is the program that they got started with the FDC a few years ago for the fiscal year they did 40,864 trips which is over a three-county area in Indian River, Martin and St. Lucie County. They actually also did about 200 trips in Okeechobee County as well.

For the fiscal year on their fixed GoLine Route, there were 1,261,408 passenger trips which is a ridership record for the GoLine. A lot of systems in Florida are still trying to recover some of their pre-COVID ridership levels and they are not in that case. They have surpassed their pre-COVID ridership levels. That's a 5% increase from last year and an 11% increase from two years ago. Brian and SRA staff all have to report all that to the National Transit Database and a very big annual report, very similar to the AOR that they do for the CTD. They have to report that by January 30th. About 27% of their ridership are coming from the main corridors of State Route 60 and U.S. 1, 21% are from the Gifford area, 18% are the North Counties like Fellsmere and Sebastian, 15% in the Southern Counties south of their hub and then 12% either going out to the outlet mall or out to the beach on their East and West routes and then Route 9 that goes in between Vero Beach and Sebastian and that is about 7% of their ridership. Each route experienced between a 3% and 7% growth, which is why we have that 5% total for the fiscal year. Only one route was down from last year to this year. Route 15 had a 31% increase which is the route that FDOT helps us provide that goes down to Indian River State College in Ft. Pierce. It's their one route that crosses county lines. It goes from the IG Center on Oslo Rd. down to Indian River State College. They also have stops in front of all those schools on Route 13. Route 13 ridership was about the same from this year to last year. They have stops in front of all the high schools, the charter schools and in front of the Indian River State College here in Vero Beach as well. Route 10 had about a 5% increase from last year to this year. Fellsmere, which is Route 10, had about a 5 percent increase from last year. It has always consistently been one of their high ridership areas, which was under 90,000 passenger trips for the year in a city of about 5,000 people.

Their Saturday ridership for the GoLine was 149,000 passenger trips, which is more than last year, but less than two years ago. What that shows them when they're looking at all the data is that most of the 5% increase, they see on the GoLine is happening on the weekdays, Monday through Friday, where we're getting a lot of ridership. About 96% of their stops are hit on time, about 3% are a little early and about 1% are late.

They currently have 51 shelters and have 504 bus stops. They're working on improving their bus shelter program. They have a meeting set up with the County in the next two weeks to decide where they're going to put their next batch of shelters. There are 11 locations that they've already chosen, and those shelters should start being installed here by the end of the year. They're going to go from 51 shelters up to 62 hopefully by the end of January of 2024. Ms. Deigl stated they normally put in their budget 10 shelters a year. That's been the typical in the past. They're hoping while they are on track to receive additional funding from FDOT with matching dollars from the County to extend the hours. Because they will be extending them into the evening, they want to also look at lighting up a lot of the bus stops. There's still a lot of people that are getting home from work, especially if they work shift jobs that they are always either using the GoLine or the Community Coach. They always like to point out the local businesses that advertise with them because that advertising revenue that they bring in helps pay some of the local match for some of their services. They always want this Board to be aware who is advertising on the sides of their buses. For the fiscal year they had a slight increase in the number of road calls. The number of chargeable accidents did not change from last year to this year. Even though they had a 5% increase in ridership, the number of complaints went down 28%. They went from 52 complaints last year to 37 complaints this year. 29 people complained 37 times. The reason why it's amazing is that last year they had 1 complaint for every 24,000 trips whether it be on the GoLine or the Community Coach. This year they had 1 complaint for every 35,000. He thought that speaks to their people on the phones, people on the vehicles, their frontline workers who are out there working with the public all day, every day. For the fiscal year they had 12 GoLine complaints, 24 Community Coach complaints and 16 complaints about a Community Coach vendor, which normally means they fall into the ADA Category.

Review of Memorandum of Agreement between the Senior Resource Association as the Indian

River Community Transportation Coordinator (CTC) and the Commission for the Transportation Disadvantaged (CTD) – Action Required

Mr. Freeman stated we had to go through a selection process earlier in the year. This committee unanimously recommended the SRA for another five-year term and the State Commission approved that recommendation at their June meeting. He stated we needed a recommendation to authorize the Chairman to sign the agreement. Dr. Hurst asked about transporting children. Ms. Deigl stated on the GoLine we don't transport anyone under the age of 12 without a parent. Anyone over the age of 12 can ride the GoLine to school. The TD Program is not for children.

ON MOTION by Mr. Bob McPartlan, SECONDED by Dr. Harry Hurst, the Board voted unanimously (11-0) to authorize the Chairman to sign the Agreement.

Review of Progress Report and Reimbursement Invoice #1 for the 2023/24 Planning Grant – Action Required

Mr. Brian Freeman stated this is the quarterly invoice for the quarter that ended September 30th and for the activities that they did for the TD Planning Grant. It varies a little bit from quarter to quarter. Last quarter was not as busy as some of the other quarters will be this year.

ON MOTION by Dr. Harry Hurst, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (11-0) to approve the Progress Report and Reimbursement Invoice #1 for the 2023/24 Planning Grant.

Review of the Annual Operating Report for FY 2022/23 – Action Required

Mr. Brian Freeman stated this is a report that SRA, as the CTC has to submit every year by September 15th and there's an online reporting system that all the agencies across the state use to submit that report. Between SRA and then the two nonprofit agencies that are also part of the coordinated system in the County, there were 71,000 total paratransit or door-to-door trips. SRA provided about two-thirds and the other third from the ARC and Camp Haven, mostly the ARC between those trips. 82% had some type of disability. The remainder were elderly users. A little bit over a third of trips were for medical appointments, a little bit over a third was for either education, training or daycare, and then the remaining amount were for either life sustaining or appointment trips. The overall cost per trip was down as a result, which was something that was good to see. If you compare 2023 to 2021 where in 2021, we were still feeling aftereffects of the COVID pandemic service is definitely up compared to where we were two years ago. Mr. Freeman stated we needed a Motion to Approve the Annual Operating Report for the fiscal year that ended June 30th.

ON MOTION by Ms. Wendy Grow, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (11-0) to approve the Annual Report for FY 2022/23.

Review of the Draft Transportation Disadvantaged Service Plan Major Update for F7 2023 – FY 2028 – No Action Required

Mr. Mark Vietze, MPO Staff introduced himself. The Transportation Disadvantaged Service Plan is a five-plan that outlines how we're going to carry out and serve the community. This plan is required by the CBD. It moves in tandem with the CDC selection and there is a yearly update. The last major update was in 2019/2020. The plan itself actually has four parts but we have the underlying socioeconomic data that gets fed into a formula that the Center for Urban Transportation Research set out in 2013 and that was set out in the last major update as well. With the population density, we want to think about where we're going to go pick up people and where we're going to take them. There's a portion of the plan that you

may have seen that speaks to petrol generators. There were 16 special generators this time around that include three new multifamily parcels and some new shopping centers. But as we can see everything kind of stays the same. The only item to note really is that Fellsmere based on the Census Bureau shows as it's low density, even though it's rather high in that downtown sector. So, when we think about the TD population, you can have elderly, disabled and low income, so we kind of take a peek and break this down a little bit better and you can see that the County has significantly higher populations of folks over the age of 65 at 35.5 years old. This is from the US Census Bureau. You can see how the barrier island is much older and then also the whole Vero West Corridor and Village Green. Households are below poverty because we see a lot of the same type of breakdowns as in the last report. Indian River County as a whole, 10% below the poverty line, 8% statewide so a little bit higher but that's pretty self-explanatory. Mr. Freeman noted you see the overlap with the areas of the county where we have higher concentrations of zero vehicle households. We also have more intense GoLine Service and that's we get a lot of the GoLine ridership not exclusively in these areas but higher concentrations. One thing to note is 47% of Indian River County residents live within 1/4 mile of GoLine. Mr. Freeman stated he suspected there are very few other counties that have a saturation level as high as what was on that slide. Almost half of everyone who lives in this county is within 1/4 mile of a GoLine route and then when you go out to 3/4 of a mile, which is your ADA service corridor, it's 83% of the population. Mr. Vietze stated there are three components to the TD population, elderly, disabled and low income and when you start stacking them together through the Center for Urban Transportation Research Formula, we get some interesting numbers. As a whole, close to 50% of the County's population could be considered part of the general TD population. That's actually up 6.4% compared to the last TSP major update, and that's the 2019/2020. The critical needs population and there's 13% of the TD population as a whole. That number has not changed. My understanding is that it's because the CUTR formula has stayed the same. Our TD goals are the exact same. We have a great program with Chris and Karen, and they carry out efficient transportation. It's timely and its service focus and they just do a great job. So, nothing is changing here. Looking forward, we are hoping to pick up a Service Development Grant from FDOT for the GoLine. We also just had our Federal Transit Administration Triangle review. There were no findings. That was our first for us.

Mr. Freeman stated we had a few presentations on the Transit Development Plan here to the TDLCB earlier in the year and with that Grant we're actually going to be able to implement the first two recommendations for service enhancements which are adding two additional hours Monday to Friday for the fixed route system and then on Saturday, the service which is currently 8:00 AM to 5:00 PM, is going to expand to 7:00 to 7:00. Chris had noted in his report earlier that we've seen ridership grow overall, but Saturday is staying kind of flat. He thought part of that's because the hours on Saturdays are somewhat limited.

Mr. Stephenson stated they have done a pilot over the last few months with an app on people's Smartphones for their paratransit service where they have opened it up to certain select TD passengers where they can get on their phone and book their trips that way without having to call their call center and it's gone very successful. They're hoping to open it up to more individuals in the upcoming year in 2024. Everyone will have a log in, and they will be able to get on their computer on their phone and book their own trip.

Ms. Deigl stated that every year they analyze where they should be expanding their services. Currently they feel very comfortable with what they are providing on the GoLine. Obviously the Community Coach as it expands their ridership continues to grow. What they will they likely do when there are pockets that are west of town and it's not efficient to have a fixed route in that area, they will probably start doing what they call micro transit which is like an on demand. It's part of the mass transit system.

Public Comment – No Action Required

Adjournment

There being no further business, the meeting adjourned at 11:13 a.m.

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **February 22, 2024, at 10:00 a.m.**

DRAFT

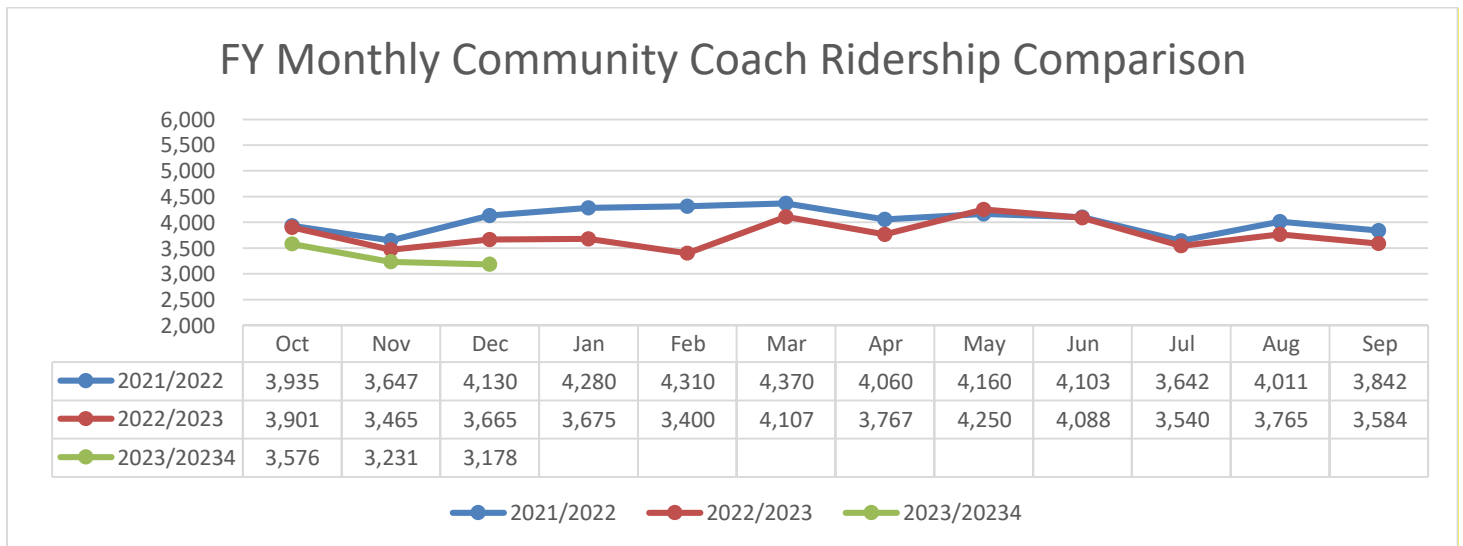
CTC Status Report

Prepared February 13th, 2024

Chris Stephenson, Transportation Director

Community Coach Paratransit and Complimentary ADA Services

- Total FYTD ridership: 9,985 passenger trips:
 - 9% decrease from last FY: ADA trips



100% of CTD's Trip and Equipment Grant spent.

Community Coach On-Time Performance

- 1st Quarter: 94%- 2% increase compared to last year

Community Coach Applications Received/Approved

Applications Received 1 st Qt.	Approved Applications 1 st Qt.	Approval %	YTD Received	YTD Approved	Approval %
129	123	95%	129	123	95%

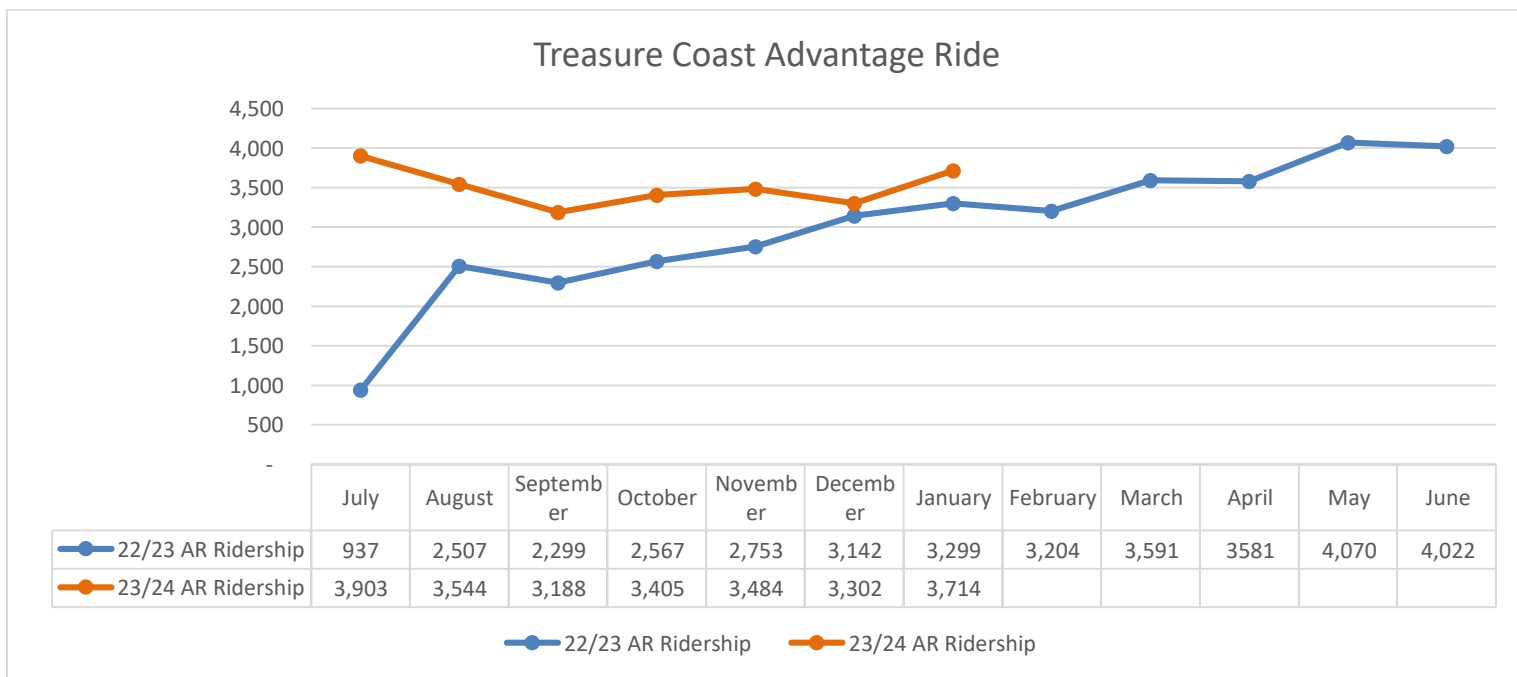
Total Active Riders Currently: 3,333 Passengers

Phone Reports: 1st Quarter

Service	# of Phone Calls	Avg. Wait Time
GoLine/Community Coach	16,416	17 seconds
Advantage Ride	728	17 seconds

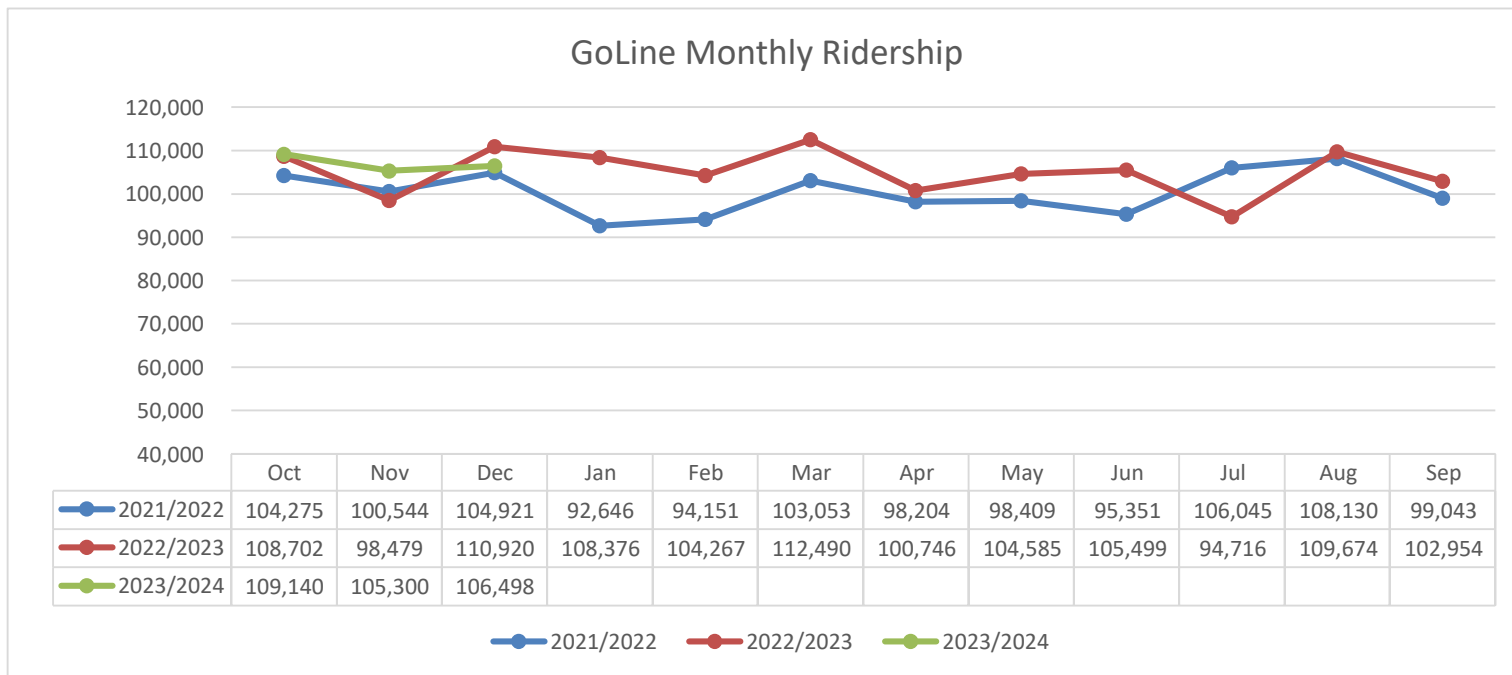
Treasure Coast Developmental Disabilities Advantage Ride Program This program began October 1st, 2020 will continue until at least June 30, 2024. The program serves all 4 counties along the Treasure Coast (Indian River, Martin, St. Lucie and Okeechobee). Anyone who has a developmental disability is eligible to book trips, and all trips are carried out by drivers with training specific for working with people with developmental disabilities.

- 3,714 passenger trips for people with developmental disabilities in January 2024.
 - This is a 12% increase from last month.
 - This is a 13% increase from January of 2023
- For the FY, Advantage Ride ridership is 24,540 trips. This is a 40% increase compared to last year.



GoLine Overview

- 1st Quarter ridership: 320,938 passenger trips
- 80 days in service:
 - 64 Weekdays
 - 3 Holidays: Veteran's Day, Black Friday, Day After Christmas (excluding route 15)
 - 13 Saturdays (excluding routes 13 & 15)
- YTD ridership: 320,938 passenger trips.
 - 1% increase from last year
 - 4% increase from 2 years ago



- National Transit Database Annual Report: Submitted January 30th, 2024

Ridership Geographical Breakdown

Area	Routes	% of All Ridership	Change from Last FY
SR60 and US 1	2 and 4	26%	No Change
Gifford	3, 8 and 14	22%	Up 1%
North County	5, 10, and 12	18%	Up 3%
South County	6, 7, 15	17%	Up 1%
East & West	1 and 13	10%	Up 1%
Between Cities	9	7%	No Change

Route By Route FYTD Ridership Comparison

Route	Fiscal year 23/24	Fiscal year 22/23	Change %
1	18,946	18,421	3%
2	47,973	47,866	0%
3	15,866	16,059	-1%
4	36,896	36,668	1%
5	19,942	19,285	3%
6	31,669	31,020	2%
7	16,530	16,876	-2%
8	31,258	30,624	2%
9	22,786	22,691	0%
10	23,633	22,993	3%
12	15,670	15,423	2%
13	11,931	12,248	-3%
14	21,809	22,355	-3%
15	6,029	5,572	8%
Totals	320,938	318,101	1%

Saturday Ridership

FY	Q1	Q2	Q3	Q4	Total
21/22	36,819	26,402	45,414	39,989	148,624
22/23	34,961	31,389	49,872	32,931	149,153
23/24	46,696				46,696

GoLine On-Time Performance: 2023/2024 First Quarter

- Early: 1,708 stops (6%)
- Late: 285 stops (2%)
- On time: 26,398 stops (92%)

GoLine Bus Shelters

Current # of Shelters and Simme Seats by route:

Route	# of Bus Stops	# of Shelters	# of Simme Seats
1	30	4	2
2	30	6	4
3	26	4	0
4	50	8	3
5	38	3	2
6	48	0	0
7	36	0	1
8	32	3	2
9	38	3	0
10	48	6	1
12	39	2	0
13	35	3	0
14	42	8	0
15	12	1	0
Total	504	51	15

In addition:

- North County Hub: 3 Shelters (Routes 5, 10 and 12)
- IG Center: 3 shelters (Routes 4, 6 and 7)
- Gifford Health Center: 1 shelter (Routes 3, 8 and 14)
- **Total number of shelters: 58**

11 locations chosen for future shelters:

- 37th St and 17th Ave. (Route 3)
- Highland Dr. and Old Dixie (Route 6)
- Old Dixie and Georgia (13th St SW) (Route 6)
- Old Dixie and 4th Pl SW (Route 6)
- Old Dixie and 1st St SW (Route 6)
- 27th Ave. and 5th St SW (Route 7)
- 27th Ave. at Dollar General (Route 7)
- Veterans Services building, St Lucie Blvd (Route 8)
- Elm Street and CR512 (Route 10)
- Empress and Schumann (Route 12)
- Schumann and Englar (Route 12)

Advertisers on the Bus

The following companies are partners with the transit system and advertise on the buses. This helps with the county's local match dollars for federal and state grants.

- ADCOM/Cleveland Clinic
- Frostings Cupcakes
- Integrity Dixie Oak Manor
- Longevity Rehab
- Palm Garden Vero Beach
- Pelican Dental
- Pelican Garden
- Rosewood Manor of Vero Beach
- The Ashley Lovell Team
- Substance Awareness Center of Indian River
- Sihle Insurance Group
- Senior Resource Association
- Mental Health Collaborative
- Ellington Air Conditioning
- EXP Realty Zach Coletti Team
- Solid Waste Disposal District
- Treasure Coast Community Health
- Ocean Research and Conservation
- Supervisor of Elections
- SunUp Caring for Seniors

Since July 1st, 2023 advertising revenue from local companies has contributed \$39,781 towards the local match needed for federal and state grant funds.

Road Calls/ Accidents

	October- December 2022	October- December 2023	Change %
Description			
Road Calls	11	8	(27%)
Chargeable Accidents	0	0	No change

Road Call Summary 1st Quarter:

- 1 dead battery
- 3 buses in low power mode
- 1 bus low on DEF
- 1 WC lift problem
- 1 passenger door problem
- 1 bus overheated.

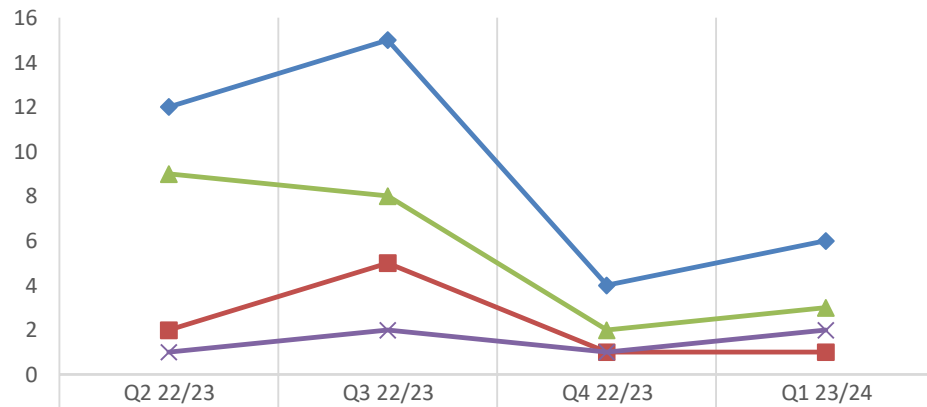
Transit System Complaints

Description	October-December 2023	October-December 2022	Change %
GoLine Complaints	1	1	-
Community Coach Complaints	3	3	-
Community Coach Vendor Complaint	2	2	-
Total Complaints	6	6	-
Reckless Driving/Speeding	0	1	(100%)
Timeliness	4	5	(20%)
Poor Customer Service	2	0	200%

- 1 complaint every 55,153 passenger trips.
 - Last year: 1 complaint every 54,855 passenger trips.
- Total unduplicated number of complainants in the 1st Quarter: 6 individuals.

SYSTEM COMPLAINTS LAST 12 MONTHS

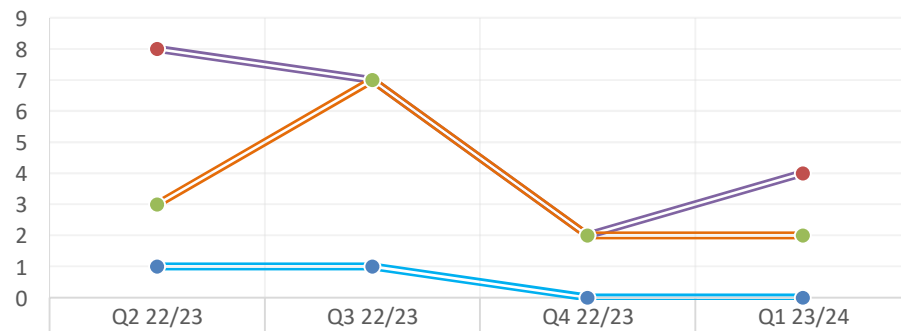
◆ Total Complaints ■ GoLine ▲ Community Coach × Vendor



◆ Total Complaints	12	15	4	6
■ GoLine	2	5	1	1
▲ Community Coach	9	8	2	3
× Vendor	1	2	1	2

COMPLAINT TYPE LAST 12 MONTHS

● Reckless Driving ● Timeliness ● Poor Customer Service



● Reckless Driving	1	1	0	0
● Timeliness	8	7	2	4
● Poor Customer Service	3	7	2	2

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Andrew Sobczak
Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: February 13, 2024

SUBJECT: **Review of Progress Report and Reimbursement Invoice #2 for the 2023/24 Planning Grant**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 22, 2024.

SUMMARY

The Indian River County Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) under the State of Florida Commission for the Transportation Disadvantaged (CTD). Periodic progress reports and reimbursement invoices for program activities are required to be submitted to the CTD as part of the Transportation Disadvantaged (TD) planning grant contract. To comply with the CTD's requirements, staff has prepared a progress report and invoice for the period from October 1, 2023 to December 31, 2023.

The attached invoice and progress report represent the second quarter of the 2023/24 planning grant period. This progress report and applicable finished products, such as the Local Coordinating Board (LCB) meeting agenda items, CTC reports, etc., are required to accompany all reimbursement invoices.

RECOMMENDATION

Staff recommends that the TDLCB approve the Planning Grant Progress Report and Invoice #2.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #2, 2023/24 Planning Grant.

County(ies) Name: **Indian River**

Indian River County MPO
1801 27th St
Vero Beach, FL 32960
772-226-1990

BILL TO:

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450

Invoice Number: **G2I93 Q2**

Invoice Date: **February 22, 2024**

Grant Number: **G2I93**

Dates of Services	October 1 - December 31, 2023
-------------------	-------------------------------

Task	Budgeted Amount	Cummulative Total % Of Task Prev Billed	% of Task Complete This Billing Period	YTD % Of Task Complete	Complete	YTD Billed	Billed This Period	Remaining Budget
1: TDSP	\$ 4,170.61	0%	100%	100.0%	YES	\$ 4,170.61	\$ 4,170.61	\$ -
2A: Evaluation (or) 2B: Selection	\$ 3,679.95	0%		0.0%		\$ -	\$ -	\$ 3,679.95
3: LCB Mtgs	\$ 9,813.20	25%	25%	50.0%		\$ 4,906.60	\$ 2,453.30	\$ 4,906.60
4: Public Workshop	\$ 981.32	0%		0.0%		\$ -	\$ -	\$ 981.32
5: By-Laws	\$ 981.32	0%		0.0%		\$ -	\$ -	\$ 981.32
6: Grievance Procedures	\$ 981.32	0%		0.0%		\$ -	\$ -	\$ 981.32
7: AOR Review	\$ 981.32	0%	100%	100.0%	YES	\$ 981.32	\$ 981.32	\$ -
8: AER	\$ 981.32	100%	0%	100.0%	YES	\$ 981.32	\$ -	\$ -
9: Quarterly Progress Rprt	\$ 981.32	25%	25%	50.0%		\$ 490.66	\$ 245.33	\$ 490.66
10: Training Workshop	\$ 981.32	0%		0.0%		\$ -	\$ -	\$ 981.32
Total	\$ 24,533.00					\$ 11,530.51	\$ 7,850.56	\$ 13,002.49

Total To Be Paid On This Invoice \$ 7,850.56

Add: Justification, notes, or explanation

Revision Date: 06/30/2021



SERVICE AREA/COUNTIES:

Indian River

INVOICE NUMBER:

G2193 Q2

INVOICE DATE: February 22, 2024

QUARTER SERVICE DATES:

October 1 - December 31, 2023

AGENCY

Indian River County MPO

PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	The FY 23-24 year is not a selection year. Most recently, the LCB recommended SRA as CTC on February 23, 2023. On April 12, 2023 the full MPO approved the recommendation. On June 15, 2023, the CTD approved SRA as the CTC until June 30, 2028.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Consistent with the requirements of Rule 41-2, FAC, the county maintained its TDLCB appointment and reappointment process.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	During the reporting period, staff prepared the agenda and agenda items for the November 16, 2023 TDLCB meeting.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	During the reporting period, staff prepared the minutes for the November 16, 2023 TDLCB meeting.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity during the reporting period.
F. Provide staff support for committees of the local coordinating board. (Task 3)	Staff support provided as needed.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity during the reporting period.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity during the reporting period.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	Membership roster updated as needed.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Public notices were provided. For the Reporting Period, the TDLCB meeting date was published in the local newspaper on October 15, 2023.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The AOR was reviewed and approved by the LCB at its regular November 16th meeting.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was reviewed and approved by the LCB at its regular November 16th meeting.
II. SERVICE DEVELOPMENT	
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	A major update to the TDSP was jointly written by MPO and CTC staff. The updated TDSP was adopted by the LCB at its regular meeting on November 16th.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida	Staff ensured integration of TD issues into planning documents. Staff also ensured activities of the TDLCB and the CTC were consistent with local and state comprehensive planning activities.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	The CTC provides fare-free transportation via GoLine to the the CareerSource Research Coast office in Vero Beach as well as numerous employment destinations throughout Indian River County.
III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	For the reporting period, the TDLCB was provided with quarterly reports of TD planning accomplishments and activities.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	MPO Staff registered for the Florida Commission for the Transportation Disadvantaged (CTD) 31st Annual Training Workshop & Expo, yet the event was canceled due to Hurricane Idalia. MPO Staff looks forward to attending any replacement activity.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO Staff registered for the Florida Commission for the Transportation Disadvantaged (CTD) 31st Annual Training Workshop & Expo, yet the event was canceled due to Hurricane Idalia. MPO Staff looks forward to attending any replacement activity.
D. Notify CTD staff of local TD concerns that may require special investigations.	Planning Staff coordinated with the CTD staff as needed.
E. Provide training for newly-appointed LCB members. (Task 3)	Planning Staff coordinated with the CTD staff as needed.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Planning staff coordinated with the CTC on a regular basis and provided technical assistance as needed.
G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Applicable TD funding applications completed and submitted to the appropriate agencies.

H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	Members of the evaluation subcommittee were selected at the November 16th LCB meeting. The evaluation subcommittee is scheduled to meet in January.
I. Assist the CTD in joint reviews of the CTC.	No activity during the reporting period.
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	Coordination contracts are reviewed by the TDLCB as needed.
K. Implement recommendations identified in the CTD's QAPE reviews.	No activity during the reporting period.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Mark Vietze // MPO Planner

Representative

Date: 2/1/2024

**INDIAN RIVER COUNTY, FLORIDA
M E M O R A N D U M**

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Andrew Sobczak
Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: February 13, 2024

SUBJECT: **Review of Community Transportation Coordinator (CTC) Annual Evaluation Report for FY 2022/23**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 22, 2024.

DESCRIPTION AND CONDITIONS

The CTC sub-committee evaluation of the county's Transportation Disadvantaged Community Transportation Coordinator was conducted on January 22, 2024. The committee was comprised of Dr. Harry Hurst, Danica David, and Wendy Grow. To aid in the completion of their evaluation, the committee members were given copies of the MPO's Evaluation Procedures and Standards for Community Transportation Coordinators and the CTC's Evaluation Workbook from the Florida Commission for the Transportation Disadvantaged.

The Evaluation Criteria were divided into four sections; (1) Coordination/Planning, (2) Operation, (3) Cost/Financial Management, (4) Utilization Review. Karen Deigl, Chief Executive Officer, and Chris Stephenson, Transportation Director, of the Senior Resources Association were asked questions from all four evaluation areas. The committee members ranked the performance of the SRA based on supporting documents provided and responses given at the meeting. The last part of the evaluation process consists of an on-board ride-along observation.

The committee members commended SRA on its outstanding performance and reliability. Further, they noted SRA's commitment to expanding mobility access and their steadfast commitment to excellence.

RECOMMENDATION

The CTC evaluation subcommittee recommends that the TDLCB approve the attached CTC annual evaluation report and that the TDLCB recommend that the MPO/DOPA retain the Senior Resource Association as the county's CTC.

Attachment

1. Community Transportation Coordinator Evaluation for FY 2022/23
2. CTC Evaluation Workbook

QUALITY ASSURANCE

The Transportation Disadvantaged Local Coordinating Board (TDLCB) shall evaluate the performance of the Community Transportation Coordinator and provide a recommendation to the DOPA for continuation or replacement of the Community Transportation Coordinator. To facilitate this evaluation process, the TDLCB developed a set of criteria for the coordinator evaluation. On September 11, 1992, the Board of County Commissioners, acting as the county's Designated Official Planning Agency (DOPA), approved the CTC's evaluation procedures and standards.

According to state requirements, the county can utilize its own CTC evaluation criteria to evaluate the performance of the CTC. The state, however, is requiring that the following modules from the CTD's evaluation workbook be used as part of the CTC's performance evaluation:

- Competition
- Cost Effectiveness and Efficiency
- Availability of Service

CTC Evaluation Process

Florida Rule Chapter 41-2, implementing the provisions of Chapter 427, Florida Statutes, places upon the Community Transportation Coordinator (CTC) the responsibility for the overall planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged (TD) services within its designated service area (Rule 41-2.011 (1)). This rule also requires that the Local Coordinating Board (LCB) on a continuous basis evaluate the services provided by the County Transportation Coordinator and provide an evaluation of the Coordinator's performance in general and relative to Transportation Disadvantaged Commission's standards.

Responsibilities and Timeframe

The Transportation Disadvantaged Local Coordinating Board (LCB) must evaluate the performance of the Community Transportation Coordinator (CTC) on an annual basis and provide a recommendation to the Designated Official Planning Agency (DOPA) for continuation or replacement of the Community Transportation Coordinator.

Evaluation Subcommittee

The LCB shall designate an Evaluation Subcommittee on an annual basis consisting of three voting members of the LCB to evaluate the previous year's performance of the Community Transportation Coordinator and to provide a written report to the LCB.

Timeframe

- a) The evaluation report must cover the period from July 1 to June 30, corresponding to the timeframe of the Annual Operating Report (AOR). The evaluation subcommittee's report must be submitted for the TDLCB's consideration at the November meeting of the LCB.
- b) One additional evaluation report per year may be requested by the LCB members. The request for additional evaluation reports must be approved by the majority vote of the LCB members.

Evaluation Criteria

The following evaluation standards have been developed to allow the Local Coordinating Board to assess the performance of the Coordinator using locally developed criteria which incorporate those performance criteria provided by the Transportation

Disadvantaged Commission. These standards address four areas: coordination/planning, operation, costs/financial management, and utilization. In addition to a Quantitative Performance Ranking (meeting standards for each area) the LCB has developed a number of Qualitative Criteria to assess the effectiveness of the service. Quantitative and Qualitative Criteria are shown below.

Coordination/Planning

Coordination is defined by Chapter 427, Florida Statutes, as "the arrangement for the provision of transportation service to the transportation disadvantaged in a manner that is cost effective, efficient, and reduces fragmentation and duplication of services". These standards are intended to measure how well the County Transportation Coordinator (CTC) manages to bring together operators and consumers to ensure quality transportation for transportation disadvantaged persons at a reasonable cost.

Table 23: Coordination/Planning Evaluation Criteria

Quantitative Performance Measures												
Criteria	Standard					Score				Standard Achieved		
CTC’s record for submittal of the MOA to the CTD on time	Submits MOA within 1 week of due date					MOA submitted in 2023.				Yes		
Qualitative Performance Ranking												
Criteria	Excellent		Good		Average		Poor		Comments			
CTC’s effort to prioritize trips	(10) 9 8 7 6 5 4 3 2 1								There have been no TD trip denials, and the CTC follows all established guidelines in TDSP.			
CTC’s promotional and marketing campaign	(10) 9 8 7 6 5 4 3 2 1								This CTC markets via videos, web, social media, speaking engagements, uses a language line services, and has a smartphone app.			

CTC's effort to coordinate inter-county trips	(10) 9 8 7 6 5 4 3 2 1	The CTC created the Advantage Ride program (TCAR), which serves 4 counties on the Treasure Coast (Indian River, Martin, St. Lucie, and Okeechobee). The TCAR program has provided over 130,000 trips so far through an Innovative Service development Grant.
CTC's data base regarding routes, schedules, facilities, vehicles, locations	(10) 9 8 7 6 5 4 3 2 1	The CTC utilizes TransLoc and EcoLane SAAS platforms to ensure prompt service.

CTC evaluation sub-committee's chairman initials: _____

Operation

Operation involves the actual delivery of services to the transportation disadvantaged. It is considered to be the aspect of the overall evaluation most indicative of the coordinator's performance. The standards in this area measure what service is available to the TD public and how well it is provided. Many of the standards in this section are specific requirements required within Rule Chapter 41-2.

Table 24: Operation Evaluation Criteria

Quantitative Performance Measures											
Criteria	Standard					Score			Standard Achieved		
CTC’s safety plan as measured by a declining accidents rate	< 1 accident/ 100,000 miles					1 accident per 852,841 miles			Yes		
CTC’s effort to avoid missing scheduled trips	< 1 Missed Trip/Week					Less than 1 Trip/Month			Yes		
Qualitative Performance Ranking											
Criteria	Excellent		Good		Average		Poor		Comments		
CTC’s system to ensure that all equipment used complies with federal, state, TD Commission and local policies	(10)	9	8	7	6	5	4	3	2	1	The SRA went through many audits successfully. Vehicles are serviced every 6K miles. The drivers are responsible and keep the vehicles clean and presentable. All vendors for compliance.

CTC's effort to provide services 24 hours per day/7 day a week	(10) 9 8 7 6 5 4 3 2 1	Service levels are dictated by funding and needs. Service levels are adjusted to meet needs of clients. The TCAR program is a 24/7 program.
CTC's available insurance	(10) 9 8 7 6 5 4 3 2 1	The proper limits of insurance is kept on all vehicles.
CTC's system of resolving complaints performing client satisfaction surveys	(10) 9 8 7 6 5 4 3 2 1	CTC's record of complaints is very low. Every 5 years, extensive rider surveys are conducted as part of preparation of Transit Development Plan.
CTC's effort on reducing the clients waiting time	(10) 9 8 7 6 5 4 3 2 1	The notification module gives riders updates the night before and when the bus is on its way.
CTC's reservation and scheduling system	(10) 9 8 7 6 5 4 3 2 1	Transit software (EcoLane) applications assist with scheduling, dispatching and on-time performance.
CTC's on time performance	(10) 9 8 7 6 5 4 3 2 1	National standard is 75%, GoLine averages 92%. The SRA is very efficient.
CTC's system to ensure that service is provided on a non-discriminatory basis	(10) 9 8 7 6 5 4 3 2 1	All buses are ADA compliant and equipped with wheelchair lifts or ramps. CTC maintains a Title VI Program, and it is noted on our CTC website. All complaints are logged, and the overall level of complaints is low. Language line services are available.
CTC's effort to identify unmet needs	(10) 9 8 7 6 5 4 3 2 1	The CTC utilizes feedback from the TDP, LCB, and riders to constantly plan to meet unmet needs.

CTC evaluation sub-committee's chairman initials: _____

Cost/Financial Management

Costs and Financial Management standards reflect requirements for proper methods of calculating, recording and reporting of service costs. Standards contained in this section reflect guidance contained in Rule Chapter 41-2.

Table 25: Cost/Financial Management Evaluation Criteria

Quantitative Performance Measures											
Criteria	Standard					Score			Standard Achieved		
CTC’s fully allocated one-way passenger trip cost compared to the statewide average	Statewide average					IRC cost is \$2.74, which is well below the statewide average of \$15.15.			Yes		
Qualitative Performance Ranking											
Criteria	Excellent		Good		Average		Poor		Comments		
CTC’s system of cost/revenue allocation and reporting to the TDLCB	(10)	9	8	7	6	5	4	3	2	1	The fixed route rate is the lowest in the state of Florida at \$2.74.
CTC’s effort to raise local funds	(10)	9	8	7	6	5	4	3	2	1	St. Lucie County is providing funding for TCAR in the County, and the CTD provides funding in the other 3 Counties. The advertising program supplements local match, and new bus shelters have been paid for by developers, and donations are accepted.
CTC’s effort to develop an equitable fare structure and solicit client contributions as appropriate	(10)	9	8	7	6	5	4	3	2	1	The GoLine is fare free and the TD fare is \$2, but no one is turned away if unable to pay. CTC has donation boxes to assist in helping clients cover costs.
CTC’s effort to utilize all federal, state, and local funds	(10)	9	8	7	6	5	4	3	2	1	The CTC utilizes all federal, state, and local funds. The CTC also looks for new service development grant opportunities as available.

CTC evaluation sub-committee's chairman initials: _____ Utilization Review

Utilization, like Operation, represents the practical aspect of the Coordinator's responsibilities. These standards are intended to measure the degree to which the Coordinator has provided coordinated transportation services, which include the greatest possible involvement of local agencies and the most effective use of resources and funding.

Table 26: Utilization Evaluation Criteria

Quantitative Performance Measures													
Criteria	Standard					Score				Standard Achieved			
CTC maintains a system for review and inventory of its organization and equipment/ensures availability of adequate equipment	Service Denials due to Lack of Equipment = 0					Zero (All vehicles are equipped with wheelchair lifts or ramps)				Yes, all vehicles are ADA accessible.			
Qualitative Performance Ranking													
Criteria	Excellent			Good		Average			Poor		Comments		
CTC’s effort to utilize volunteers’ time and vehicles	(10)	9	8	7	6	5	4	3	2	1	The SRA is limited due to insurance limitations and unable to have volunteer drivers. Volunteers are utilized in admin roles as available.		
CTC’s effort to utilize the vehicles of all non-profit organizations	(10)	9	8	7	6	5	4	3	2	1	If needed, SRA has a list of approved outside partners to assist when needed to continue to provide for their clients.		
CTC’s system of matching clients with appropriate vehicles	(10)	9	8	7	6	5	4	3	2	1	Works with riders to accommodate needs and wants, within reason. The vehicles on certain routes can be adjusted as needed.		
CTC’s flexibility to rotate vehicles based on the number of reservations and the clients’ origins and the destinations	(10)	9	8	7	6	5	4	3	2	1	The demand-response software (EcoLane) has improved trip planning, and the CTC monitors and adapts to any special needs or requests.		

CTC evaluation sub-committee's chairman initials: _____

CTC ***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: SENIOR RESOURCE ASSOCIATION, INC.

COUNTY (IES): INDIAN RIVER

ADDRESS: 4385 43RD AVENUE, VERO BEACH, FLORIDA, 32967

CONTACT: KAREN DEIGL **PHONE:** 772-569-0760

REVIEW PERIOD: FY23 **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: BRIAN FREEMAN

CONTACT INFORMATION: 772-226-1990

REVISED JULY 2014

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	4
ENTRANCE INTERVIEW QUESTIONS _____	5
GENERAL QUESTIONS _____	7
CHAPTER 427, F.S. _____	10
RULE 41-2, F.A.C. _____	19
COMMISSION STANDARDS _____	27
LOCAL STANDARDS _____	28
AMERICANS WITH DISABILITIES ACT _____	32
FY GRANT QUESTIONS _____	38
STATUS REPORT _____	39
ON-SITE OBSERVATION _____	41
SURVEYS _____	43
LEVEL OF COST WORKSHEET # 1 _____	46
LEVEL OF COMPETITION WORKSHEET #2 _____	47
LEVEL OF AVAILABILITY WORKSHEET #3 _____	49

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- | | | |
|--|---|---|
| ☐ APR Data Pages | ☐ QA Section of TDSP | ☐ Last Review (Date: _____) |
| ☐ List of Omb. Calls | ☐ QA Evaluation | ☐ Status Report (from last review) |
| ☐ AOR Submittal Date | ☐ TD Clients to Verify | ☐ TDTF Invoices |
| ☐ Audit Report Submittal Date | | |

ITEMS TO REVIEW ON-SITE:

- | | |
|--|--|
| ☐ SSPP or PTASP | ☐ Policy/Procedure Manual |
| ☐ Complaint Procedure | ☐ Drug & Alcohol Policy (see certification) |
| ☐ Grievance Procedure | ☐ Driver Training Records (see certification) |
| ☐ Contracts | ☐ Other Agency Review Reports |
| ☐ Budget | ☐ Performance Standards |
| ☐ ~~Medicaid Documents~~ | |

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- | | |
|---|-------------------------------------|
| ☐ Measuring Tape | ☐ Stop Watch |
|---|-------------------------------------|

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
 - ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.
- The LCB will be reviewing the following areas:
- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☐ Monitoring of contractors.
 - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: ☐ RURAL ☒ URBAN
2. ORGANIZATION TYPE: ☐ PRIVATE-FOR-PROFIT
 ☒ PRIVATE NON-PROFIT
 ☐ GOVERNMENT
 ☐ TRANSPORTATION AGENCY
3. NETWORK TYPE: ☐ SOLE PROVIDER
 ☒ PARTIAL BROKERAGE
 ☐ COMPLETE BROKERAGE
4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

In the 2020/2021 fiscal year we had contracts with

1. Council on Aging of St. Lucie County
2. ROUND THE CLOCK TRANSPORTATION
3. SKYTOP TRANSPORTATION
4. Ultimate Comfort Transportation
5. Treasure Coast Transportation Services

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION ~~CONTRACTS~~

AGREEMENTS WITH:

The Abilities Resource Center of Indian River County
Camp Haven Inc.

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
None at this time			

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: 1992

2. WHAT IS THE COMPLAINT PROCESS? When a customer care agent receives a call from someone who wants to file a complaint, they forward that person to the Fixed route or paratransit Supervisor whose job responsibility involves handling complaints. The Supervisor will fill out a report form and enter it into the database. If warranted, the complaint is forwarded to the Safety and Training Supervisor or the Director of Transportation who will investigate, view tape from the buses, and speak with the drivers and/or passengers involved. If warranted, discipline action may be taken and the complainant may be called back and given more information.

IS THIS PROCESS IN WRITTEN FORM?	X	Yes	☐	No
Is the process being used?	X	Yes	☐	No

3. DOES THE CTC HAVE A COMPLAINT FORM? **X** Yes ☐ No

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
X Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
X Yes ☐ No

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
X Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE? After the CTC has exhausted all reasonable means to resolve the complaint. To date, no party has had to be referred to the TD helpline

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
X Yes ☐ No

 If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
X Yes ☐ No If yes, what type? TD brochure

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
X Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

All passengers must have an approved TD application on file before they can book trips with the CTC. Eligibility is renewed every 3 years.

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM? We have agreements with Brevard and St. Lucie County so we can do trips in their counties. We have even received a special grant from the Florida Developmental Disabilities Council to do special trips for the developmentally disabled all along the Treasure Coast. Also, we use Ecolane scheduling software to ensure schedule efficiency. In addition, we have started offering same day trips to clients when possible, and we are partners with the hospital to get ER patients home if they do not have a ride. We have started contracting out work to transportation vendors so we can provide more services. Also, a Paratransit Eligibility Specialist is on staff at the CTC to conduct interviews for new and current clients. These interviews are conducted in person.
14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED? Having more drivers during peak times of the day.
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM? There is a lack of other transportation vendors to coordinate with.
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH? Not at this time. The commission has always been supportive with new ideas and ways to improve coordination.
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM? All funding sources. We would love if we could get funding for ADA trips.
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR? Voluntary dollar marketing is done by a check box on the back of all IR county vehicle registrations.

GENERAL QUESTIONS

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? **X** Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? **X** Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

X Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

X Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

Operator Name	Exp. Date	PTASP	AOR Reporting	Insurance
Council on Aging of St. Lucie County	June 30, 2025	Follows the CTC’s PTASP	The trips they provide are reported in the AOR	X
Round the Clock Transportation	June 30, 2025	Follows the CTC’s PTASP	The trips they provide are reported in the AOR	X
Ultimate Comfort Transportation	June 30, 2025	Follows the CTC’s PTASP	The trips they provided are reported in the AOR	X
Council Transportation	12/31/2023	Follows the CTC’s PTASP	The trips they provided are reported in the AOR	X
TMC Transport	June 30, 2025	Follows the CTC’s PTASP	The trips they provided are reported in the AOR	X

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

- | | | | | |
|-------------------------------------|-------------------------------------|-----|-------------------------------------|----|
| a. Annual Operating Report | ☒ | Yes | ☐ | No |
| Any issues that need clarification? | ☐ | Yes | ☒ | No |

Any problem areas on AOR that have been re-occurring?

List:

- | | | | | |
|---|-------------------------------------|-----|--------------------------|----|
| b. Memorandum of Agreement | ☒ | Yes | ☐ | No |
| c. Transportation Disadvantaged Service Plan | ☒ | Yes | ☐ | No |
| d. Grant Applications to TD Trust Fund | ☒ | Yes | ☐ | No |
| e. All other grant application (____%) ☐ | ☒ | Yes | ☐ | No |

IS THE CTC IN COMPLIANCE WITH THIS SECTION?	☒	Yes	☐	No
---	-------------------------------------	-----	--------------------------	----

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

SRA’s direct involvement in day-to-day operations of service for transportation operators might include, but is not limited to:

1. On-street monitoring of drivers and vehicles
 - SRA’s on-street monitoring shall include, but is not limited to:
 - on-time performance
 - knowledge of service area and routing
 - driver assistance
 - manifest accuracy and completeness
 - driver appearance
 - vehicle appearance
 - wheelchair lift condition and operation
 - wheelchair securement systems condition and use
 - safety equipment
 - compliance with Florida Motor Vehicle Regulations.
2. Inspections of equipment
3. Customer service functions
4. Contract compliance oversight
5. Quality control.
6. SRA reserves the right, through its agreements with the Providers, in its sole discretion, **at any time**, to inspect vehicles and maintenance facilities during normal working hours and review Provider’s maintenance records.
 - SRA staff inspect all vehicles, wheelchair lifts or ramps and wheelchair securement devices at least annually.
 - Any vehicle found in violation of any contractual standard is removed from service until violation is remedied.
 - Any corrective action for Provider must take place before SRA will send more trips to provider

SRA also performs **annual** evaluations of Providers every December, ensuring compliance with

1. Locally approved standards
 2. Florida Commission for the Transportation Disadvantaged (CTD) standards
 3. Florida Department of Transportation (FDOT) standards
 4. SRA insurance requirements
- a. Providers are required to provide SRA with Driver Files.
- Each file shall indicate:
 - driver's name
 - relevant training

- Drug and Alcohol test results
 - Motor Vehicle Record review
 - Latest criminal record check.
- b. Providers are required to maintain updated Driver Rosters.
- c. Providers must provide SRA with evidence all drivers have completed a training program
- d. Provider must have procedures to review periodically their drivers' Motor Vehicle Reports.
- SRA staff monitors compliance
 - SRA requests State of Florida Motor Vehicle Reports for Provider's drivers on a periodic basis.
 - If a report shows evidence of violations SRA will promptly notify Provider.
 - Any corrective action must take place before SRA will send more trips to provider

Is a written report issued to the operator? **X** Yes ☐ No

If NO, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

We communicate regularly with them, but we have a coordination agreement with them. This is separate from a coordination contract. We get an annual report from the Coordination agreement partners once a year, and FDOT does a triennial review of them every 3 years to ensure compliance

Is a written report issued? **X** Yes ☐ No

If NO, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

Their 5310 grant vehicles and funds could be taken away from them if they are not compliant

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.
--

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM? Due to insurance constraints this is not an acceptable application. Senior Resource Association will coordinate any trips provided by SRA owned/driven vehicles if possible in conjunction with the school bus trips.

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

The CTC operates Indian River County's demand response system (Community Coach) and fixed route system (GoLine). In recent years, GoLine service has continued to expand service hours and service to new areas. Community Coach hours have also been increased in the recent years.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal? 2% of paratransit clients per year

Is the CTC accomplishing the goal? ☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☒ Yes ☐ No

If Yes, describe the application review process.

The CEO reviews and submits all TD fund applications and has input for approval or denial of funds. The TD Commission has the last ruling as to how funds are distributed.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

Page 43 b. Prioritization Section

- 1) Medical Trips
- 2) Grocery Shopping/Congregate Meal Trips
- 3) Social Service Agency Trips
- 4) Employment/Job Training/Volunteer Service Trips
- 5) Social Trips
- 6) Other non-grocery shopping trips
- 7) Other trips

HOW ARE THESE PRIORITIES CARRIED OUT? All bookings are done on a first come first serve basis with respect to order of prioritization

IS THE CTC IN COMPLIANCE WITH THIS SECTION?

☒ Yes

☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service: 6am-7pm Monday-Friday. 8am-5pm Saturdays
2. Hours of Intake: 6am-7pm Monday-Friday. 8am-5pm Saturdays
3. Provisions for After Hours Reservations/Cancellations? For after hour reservations, there is a voicemail system in place where clients can leave their reservation information or trip cancellations.
4. What is the minimum required notice for reservations? Day before for complementary ADA and 48 hours for TD. However, when available the CTC is offering same day trip reservations for TD clients
5. How far in advance can reservations be place (number of days)? 14 days

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

We have no arrangement, but we have continuous contact with the coalition and will work with them when allowable.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

We attempted to get a grant to pay for training for the drivers, but the grant was not in the scope of work we needed for training.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

Comments:

CHAPTER 427

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

"...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$100,000 per person and \$300,000 per incident

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

\$100,000 per person and \$300,000 per incident

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
Senior Resource Association	Vehicle: \$142,500 Gen. Liability: \$112,143

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☒ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.

“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Date of last SSPP Compliance Review March 2019, Obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW:

FTA: July 2023

FDOT: November 2022

CTD: January 2023

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	COA	RTC	Ultimate	Council	TMC
Flat contract rate (s)	Amb. \$33.56	Amb. \$25.00	Amb. \$20.00	Amb. \$20.00	Amb. \$20.00	Amb. \$20.00
(\$ amount / unit)	W/C \$57.52	W/C \$40.00	W/C \$25.00	W/C \$25.00	W/C \$25.00	W/C \$25.00
		+\$2/mile after 10 miles	+\$2/mile after 10 miles	+\$2/mile after 10 miles	+\$2/mile after 10 miles	+\$2/mile after 10 miles

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

RULE 41-2

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards *"...shall adhere to Commission approved standards..."*

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	772-569-0903-Collect, page 55 of the TDSP
Vehicle Cleanliness	Page 55 of the TDSP
Passenger/Trip Database	Page 56 of the TDSP
Adequate seating	Page 56 of the TDSP
Driver Identification	Page 56 of the TDSP
Passenger Assistance	Page 56 of the TDSP
Smoking, Eating and Drinking	Page 56 of the TDSP
Two-way Communications	Page 56 of the TDSP
Air Conditioning/Heating	Page 57 of the TDSP
Billing Requirements	Page 56 of the TDSP

COMMISSION STANDARDS

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

"...shall adhere to Commission approved standards..."

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Page 55 of the TDSP
Use, Responsibility, and cost of child restraint devices	Page 55 of the TDSP
Out-of-Service Area trips	Page 53 of the TDSP
CPR/1st Aid	Page 57 of the TDSP
Driver Criminal Background Screening	Page 57 of the TDSP
Rider Personal Property	Page 55 of the TDSP
Advance reservation requirements	Page 57 of the TDSP
Pick-up Window	Page 57 of the TDSP

<i>Measurable Standards/Goals</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
<1 accident per 100,000 miles	Averaging 1 accident every 365,201 miles on Community Coach	x
<1 missed trip each week	Average <1/month	x
Submits MOA within 1 week of due date	Yes	x
1 way passenger trip cost is low, compared to state average	Yes	x
0 service denials due to lack of equipment	0 service denials	x
Passenger No-shows: No more than 5% increase from previous year	No shows went down 5% from FY22 to FY22	x
Roadcalls: The average number of vehicle miles between emergency road calls will be more than 90,000 miles	Averaging 1 roadcall every 94,346 miles	x
Complaints: No more than 2 defined TD complaints per year	0 TD complaints	x
Call Hold Time: No longer than 2 minutes	2023 Hold Time Averaged 26 seconds	x

LOCAL STANDARDS

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?

☒ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☒ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

SRA Transportation has all materials on file with Braille Works and can have formats printed within 72 hours of the request. We also have the ability to record all information in house on tape and send within 24 hours of the request.

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

☒ Yes ☐ No

ARE THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?

☒ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids	X		
Accommodating Life Support Systems (O ₂ Tanks, IV's...)		Only portable carried by customer	
Passenger Restraint Policies	X	Community Coach riders must wear seat belts	
Standee Policies (persons standing on the lift)		Person may stand on the lift	
Driver Assistance Requirements	X	Yes	
Personal Care Attendant Policies		Yes	
Service Animal Policies	All service animals allowed		
Transfer Policies (From mobility device to a seat)	Customer must transfer unassisted	Yes	
Equipment Operation (Lift and securement procedures)	X	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers	X	Yes	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? **X** Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? **X** Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.
- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.

- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
Senior Resource Association	18	18	Indian River County North St Lucie Southern Brevard

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☒ Yes ☐ No

ADA COMPLIANCE

Findings:

NA

Recommendations:

NA

FY _____/_____ GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY _____/_____ Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

X Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

X Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

X Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?

☐

Yes

☐

No, how many minutes late/early?

Did the driver provide any passenger assistance?

☐

Yes

☐

No

Was the driver wearing any identification?

☐

Yes:

☐ Uniform

☐ Name Tag

☐ ID

Badge

☐

No

Did the driver render an appropriate greeting?

☐

Yes

☐

No

☐

Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐

Yes

☐

No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐

Yes

☐

No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐

Yes

☐

No

Does the vehicle have working heat and air conditioning?

☐

Yes

☐

No

Does the vehicle have two-way communications in good working order?

☐

Yes

☐

No

If used, was the lift in good working order?

☐

Yes

☐

No

Was there safe and appropriate seating for all passengers?

☐

Yes

☐

No

Did the driver properly use the lift and secure the passenger?

☐

Yes

☐

No

If no, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENFICIARY SURVEY

Staff making call: _____
Date of Call: / /

County: _____
Funding Source: _____

- 1) Did you receive transportation service on _____? ☐ Yes or ☐ No
- 2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No If so, how much?

3) How often do you normally obtain transportation?

- ☐ Daily 7 Days/Week ☐ Other
☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

- ☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

- ☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other _____

5) What do you normally use the service for?

- ☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

- | | |
|---|--|
| ☐ Advance notice | ☐ Cost |
| ☐ Pick up times not convenient | ☐ Late pick up-specify time of wait |
| ☐ Assistance | ☐ Accessibility |
| ☐ Service Area Limits | ☐ Late return pick up - length of wait |
| ☐ Drivers - specify | ☐ Reservations - specify length of wait |
| ☐ Vehicle condition | ☐ Other |

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments: _____

Contractor Survey
_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐Yes ☐No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐Yes ☐No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐Yes ☐No

If yes, is the phone number posted the CTC's?

☐Yes ☐No

4. Are the invoices you send to the CTC paid in a timely manner?

☐Yes ☐No

5. Does the CTC give your facility adequate time to report statistics?

☐Yes ☐No

6. Have you experienced any problems with the CTC?

☐Yes ☐No

If yes, what type of problems?

Comments: _____

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	3	3	26,236	37%
Private For-Profit	8	4	13,275	19%
Government	0	0	0	
Public Transit Agency (SRA)	1	1	31,541	44%
Total	12	8	71,052	100%

2. How many of the operators are coordination contractors? The 3 private non-profits are organizations SRA has a coordination agreement with or a non profit that is one of our operators. The private FOR profits are transportation providers that the CTC contracts with to do TD and ADA work when the CTC is unable to provide the trips.
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 2 of the 7
Does the CTC have the ability to expand? Yes
4. Indicate the date the latest transportation operator was brought into the system. TMC Transport was brought in on January of 2023
5. Does the CTC have a competitive procurement process? Yes, but for contractors we don't go out to bid. We negotiate with any of the agencies that want to do work for us, and go with the safest, most reliable, and most cost-feasible option in the event we can't do the trip ourselves.
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
x	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Negotiation only. We don't advertise for transportation operators, but never turn anyone away without listening to them and evaluating if their services could work for the TD program.

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator
	Age of company
X	Previous experience
	Management
X	Qualifications of staff
X	Resources
	Economies of Scale
X	Contract Monitoring
X	Reporting Capabilities
X	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
X	Safety Program
X	Capacity
X	Training Program
X	Insurance
	Accident History
X	Quality
	Community Knowledge
	Cost of the Contracting Process
X	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? Yes, we have looked into it.

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Indian River County Transportation Disadvantage Service Plan
Indian River County Transit Development Plan (2023 Major Update)

Public Information – How is public information distributed about transportation services in the community?

Information about transportation services are provided through printed materials and website. In addition, transportation staff meet with local groups interested in transportation offerings.

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

SRA has an eligibility specialist who makes sure the TD application is up to date with eligibility information in the TDSP. She coordinates the certifications and registrations of TD clients and potential clients.

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

SRA has an eligibility specialist who keeps track of each clients' information in a software called Ecolane. Ecolane keeps track of their eligibility dates, and which programs they are eligible for.

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

SRA has a reservation call center in the main transportation building. If a call comes in during our business hours it will stay in the "que" until a customer care agent picks it up.

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

When a client calls in and makes a reservation, that information is put into a software called Ecolane. The software keeps track of the clients' information, as well as the drivers/vehicles SRA has available. We use the software to build each drivers' run for the next day.

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Transportation providers only get the trips the CTC is unable to provide. A report is run from Ecolane showing which trips were not scheduled on a Community Coach bus. That report is emailed to the vendors/contractors on a "as needed" basis; taking into consideration things like

- Vendor costs
- Vendor capabilities
- Vendor capacity
- Vendor history with certain clients
- etc

Scheduling – How is the trip assignment to vehicles coordinated?

When a client calls in and makes a reservation, that information is put into a software called Ecolane. The software keeps track of the clients' information, as well as the drivers/vehicles SRA has available. We use the software to build each drivers' run for the next day.

Transport – How are the actual transportation services and modes of transportation coordinated?

Each vehicle is outfitted with GPS and Ecolane technology. Each vehicle can be tracked in the system as it performs pick up/drop offs. Every vehicle is ADA accessible, and can handle 2 WC at a time. The system knows this, so a driver will never be dispatched to pick up a 3rd wc if two are already on board.

Dispatching – How is the real time communication and direction of drivers coordinated?

There is a full time dispatcher in the office who handles the dispatching of vehicles using the Ecolane software, the tablets in the buses, and radio capabilities.

General Service Monitoring – How is the overseeing of transportation operators coordinated?

There is a verification system in Ecolane that keeps track of on time performance, and vehicle locations. This is monitored by operators' supervisors. Also, there is a reporting module in the phone system that allows supervisors to monitor how long callers are waiting or on hold.

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

The dispatcher or paratransit supervisor monitors real time performance, and if any issues arise they can dispatch more/less vehicles. Also, we have a customer care agent in charge of complaints who records any/all complaints that come in. These complaints are investigated and action is taken if necessary. Complaints are reported to the TDLCB each quarter.

Trip Reconciliation – How is the confirmation of official trips coordinated?

When a driver completes a trip, they mark it on their tablet and the information is sent back to transit HQ. This information goes through a verification process each day for the previous day.

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

When a customer makes an appointment they are told if they have a co pay or not. The driver is supposed to collect the co pay, but SRA has an "everyone rides" policy, so will never turn someone away for not having the nominal copay. The money is collected each night. The trips are billed to the CTD each month when a verified trip report is run using the Ecolane system. The standard CTD invoices/backup is used.

Reporting – How is operating information reported, compiled, and examined?

SRA employees report each day, and the Ecolane technology collects and reports on the trip/vehicle data. Each month, the CTC meets with the county MPO staff to go over the reports and analyze the data. Reports are also given to the TDLCB once every 3 months.

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

The CTC has an annual budget approved each year, vendor/operator costs are a line item in the budget. The budget is determined by the amount of money available from the local, state and federal governments each year.

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Reporting at the LCB level

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

We have coordination agreements with 2 non profits in town, as well as contracts with 5 providers who do trips on our behalf. The contracts, and our service monitoring, ensure the standards the CTD and LCB have, are met.

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Andrew Sobczak
Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: February 13, 2024

SUBJECT: Review of the TDLCB Bylaws for FY 2023/24

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 22, 2024.

DESCRIPTION AND CONDITIONS:

It is required, as part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County Metropolitan Planning Organization (MPO) as the Designated Official Planning Agency (DOPA) and the Florida Commission for the Transportation Disadvantaged (CTD), that the TDLCB review its bylaws on an annual basis.

For FY 2023/24, no changes are proposed by staff.

RECOMMENDATION:

Staff recommends that the TDLCB review its bylaws, recommend any changes or modifications, and approve its bylaws for FY 2023/24.

ATTACHMENTS:

1. Bylaws for the Transportation Disadvantaged Local Coordinating Board (TDLCB).



**By-Laws for the
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

**Indian River County MPO
1801 27th Street
Vero Beach, FL 32960**

Updated 02/22/2024

I hereby certify that the Bylaws have been reviewed in entirety by the Indian River County Transportation Disadvantaged Local Coordinating Board.

Coordinating Board Chairperson's Signature

Section 101	Short Title
Section 102	Authority
Section 103	Jurisdiction
Section 104	Effective Date
Section 105	Preamble
Section 106	Purpose & Functions
Section 107	Membership
Section 108	Appointment, Qualifications and Terms of Office
Section 109	Officers and Duties
Section 110	Regular TDLCB Meetings
Section 111	Special TDLCB Meetings
Section 112	Emergency TDLCB Meetings
Section 113	Public Hearings and Workshops
Section 114	TDLCB Meeting Agenda
Section 115	TDLCB Motions
Section 116	Conduct of TDLCB Meetings
Section 117	Subcommittees
Section 118	Administration

Section 101 **Short Title**

This chapter, the terms and provisions contained herein, shall be known as the "By-laws for the Transportation Disadvantaged Local Coordinating Board (TDLCB)" of Indian River County, Florida.

Section 102 **Authority**

- (1) These by-laws are adopted pursuant to the authority contained in Chapter 427, Florida Statutes and Rule Chapter 41-2, Florida Administrative Code.
- (2) Whenever any provision of these by-laws refer to or cite a section of Chapter 427, Florida Statutes or Rule Chapter 41-2, Florida Administrative Codes it shall be deemed to refer to those sections, as amended.

Section 103 **Jurisdiction**

These by-laws shall be effective throughout Indian River County. Indian River County includes the unincorporated area as well as the municipalities.

Section 104 **Effective Date**

The provisions in this chapter were adopted on February 21, 1991 and became effective on same.

Section 105 **Preamble**

The Local Coordinating Board has been created pursuant to Chapter 427, Florida Statutes and Rule Chapter 41-2, Florida Administrative Code. The following sets forth the by-laws, policies and procedures which shall serve to guide the proper functioning of the Local Coordinating Board (TDLCB). The intent is to provide guidance for the operation of the TDLCB to ensure the accomplishment of transportation disadvantaged planning and development of tasks to create an efficient and safe public transportation system.

Section 106 **Purpose and Functions**

- (1) The citizens of the area shall be involved in the transportation disadvantaged planning process by the establishment of a Local Coordinating Board. The purpose of the TDLCB shall be to identify local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged population.
- (2) The Board shall meet at least quarterly and shall perform the following duties:
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official action and provide a copy of same to the State Commission for the Transportation Disadvantaged and the Chairperson of the Designated Official Planning Agency (DOPA).
 - (b) Review and approve the Memorandum of Agreement including the Transportation Disadvantaged Service Plan.
 - (c) On a continuing basis, evaluate services provided under the designated service plan. Annually, prior to the Coordinator's annual evaluation, provide the Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA) with an evaluation of the Coordinator's performance in general and relative to the State Transportation Disadvantaged Commission standards and the completion of the annual service plan. Recommendations relative to performance and the renewal of the Coordinator's contract shall be included in the report.
 - (d) In cooperation with the CTC, review and provide recommendations to the Commission and the MPO or DOPA on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner.
 - (e) Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area

Community Transportation Coordinators and consolidation or adjacent designated service areas when it is appropriate and cost effective to do so.

- (f) Appoint a Grievance Subcommittee as outlined in the TDSPlan to process, investigate and resolve complaints and make recommendations to the Local Coordinating Board for improvement of service from agencies, users or potential users of the system in the designated service area. The TDLCB shall establish procedures to provide regular opportunities for issues to be brought before such subcommittee and to resolve them in a timely manner.
- (g) In coordination with the CTC, jointly develop applications for funds that may become available.
- (h) Review and approve the Coordinator's Annual Operating Report, outlining the accomplishments and activities or other areas of interest to the Commission and the MPO or DOPA for the most recent operating year period.
- (i) Develop and maintain a vehicle inventory and utilization plan of those vehicles purchased with transportation disadvantaged funds for inclusion in the Board Annual Report to the Commission.

Section 107 **Membership**

- (1) TDLCB voting membership may be attained in the following ways:
 - (a) An elected official may be chosen by his peers to serve as Chair;
 - (b) A representative may be selected by a state or local agencies and be recommended to the Designated Official Planning Agency to serve on the Board.
- (2) The TDLCB membership shall include the following voting members:
 - (a) Chairperson - Representative of the Designated Official Planning Agency (DOPA);
 - (b) A representative of the Florida Department of Transportation (FDOT);
 - (c) A representative of the Florida Department of Children and Families (FDC&F);
 - (d) A representative of the Public Education Community;
 - (e) A representative of the Florida Division of Vocational Rehabilitation (FDVR);
 - (f) A person who is recognized by the Florida Department of Veterans Affairs, representing the veterans in the county;
 - (g) A person who is recognized by the Florida Association for Community Action, representing the economically disadvantaged in the county;
 - (h) A person over sixty, representing the elderly in the county;
 - (i) A handicapped person, representing the handicapped in the county;
 - (j) Two citizen advocate representatives in the county; one who must be a user of the system;
 - (k) A representative of the Florida Department of Elder Affairs (FDEA);

- (l) A representative for children at risk;
 - (m) A representative of the Florida Agency for Health Care Administration (FAHCA);
 - (n) A representative of the Regional Workforce Development Board;
 - (o) 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;
 - (p) A representative of the Agency for Persons with Disabilities
 - (q) A representative of the Private Transportation Industry; and
 - (r) A representative of the Mass/Public Transit industry, if applicable.
- (3) Additionally, the DOPA may appoint persons who apply for non-voting membership appointments. Should the county have a public mass transit operator he or she shall be appointed as a non-voting member by the DOPA.
 - (4) Non-voting members shall sit with same rights and privileges as other members, except that non-voting members shall not have the right to present motions or second same, or to vote upon any motion of the TDLCB.

Section 108 **Appointment, Qualifications and Terms of Office**

- (1) The TDLCB shall encourage affected state/local agencies, the DOPA and interested citizens in Indian River County to nominate representatives to serve as voting members on the TDLCB.
- (2) Each TDLCB member is expected to demonstrate his or her interest in the TDLCB activities through regular attendance at scheduled TDLCB meetings. If any voting member misses three (3) consecutive meetings for unexcused reasons, the TDLCB Chairman shall review and determine if a recommendation for removal should be provided to the DOPA. If that voting member is an agency representative rather than a citizen member, the DOPA shall send written communication to the agency head to report the three consecutive unexcused absences, and request a recommendation for a replacement to be appointed by that agency.
- (3) In the event a member resigns, such member shall submit his/her resignation in writing to the DOPA. The resignation shall take effect upon receipt of the letter.
- (4) TDLCB members shall be appointed to terms as follows:
 - (a) Except for the Chair, and state agency representatives, the members of the Board shall be appointed for three (3) year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until replaced by the DOPA.
- (5) Vacancies shall be filled in the same manner as the initial appointment.

- (6) The DOPA shall recommend that alternates be nominated by the agency representatives to serve in their place should they be absent.
- (7) Each member of the TDLCB may request that the DOPA recognize one designated alternate who may vote in the absence of that member on a one-vote-per-member basis.

Section 109 **Officers and Duties**

- (1) The TDLCB voting membership shall hold an organizational meeting as part of their first meeting of each year for the purpose of electing a Vice Chair from its voting membership. At the last meeting of each calendar year, the TDLCB will confirm the yearly calendar of meetings for the following year.
- (2) The Chair shall accept nominations either in written or verbal form at the meeting specified in Section (1) above.
- (3) If a quorum is in attendance, Vice Chair shall be elected by a majority of the members present at the organizational meeting and shall serve a term of one year.
- (4) The Chair shall preside at all meetings. In the event of his or her absence, or at his or her direction, the Vice Chair shall preside.
- (5) In the event of the permanent incapacitation or removal from the TDLCB of the Chair or Vice Chair, a new Chair will be chosen from his or her peers of elected officials and named by the DOPA, or a new Vice Chair elected from the membership at the next scheduled meeting.
- (6) The Chair shall sign all appropriate forms and letters.

Section 110 **Regular TDLCB Meetings**

- (1) TDLCB meetings shall be held at least quarterly or on an as-needed basis at a date, time and place to be designated by the Chair. Regular meeting dates and times may be changed by the Chair or Vice Chair to accommodate holidays or for other reasons.
- (2) In the event that the Chair or Vice Chair wishes to cancel or change the meeting time and/or date of a regular meeting, advance notice of such cancellation or change shall be given at least seven (7) working days before such meeting was to have taken place.
- (3) No less than fourteen (14) working days prior to a regular TDLCB meeting, notice and tentative agendas shall be sent to the members of the TDLCB and local media services.

Section 111 **Special TDLCB Meetings**

- (1) A special meeting of the TDLCB may be called by the Chair or a majority of the voting members by a phone vote. Each voting and non-voting member of the TDLCB will receive

a notification of such special meeting stating the date, hour and place of the meeting and the purpose for which such meeting is called, and no other business shall be transacted at that meeting.

- (2) No less than forty-eight (48) hours before such special meeting, the TDLCB shall give notice of the date, hour and place of the special meeting including a statement of the subject matter to be considered and public notice provided to the print media (press box at the Board of County Commissioners office) and posted at the site of the special meeting.

Section 112 **Emergency TDLCB Meetings**

- (1) An emergency meeting of the TDLCB may be called by the Chair when, in his or her opinion, an emergency exists which requires immediate action by the TDLCB. When such a meeting is called, each TDLCB member will be notified, stating the date, hour and place of the meeting and the purpose for which it is called, and no other business shall be transacted at that meeting. Every attempt shall be made to give a twenty-four (24) hour advance notice of such emergency meeting before the meeting is held.
- (2) If, after reasonable diligence, it becomes impossible to give notice to each member, such failure shall not affect the legality of the emergency meeting if a quorum (one-half of the voting membership, plus one) is present. The minutes of each emergency meeting shall show that proper notice was given to each member of the TDLCB, or shall show a waiver of notice.

Section 113 **Public Hearings and Workshops**

- (1) Public hearings and workshops may be called by the TDLCB and may be scheduled before or after regular meetings at the same meeting place or may be scheduled at other times and places, provided:
 - (a) The TDLCB shall give notice of the date, hour and place of the hearing or workshop including a statement of the general subject matter to be considered no less than ten (10) working days (or as required by Federal and State Regulations) before the event; and
 - (b) No formal business, for which notice has not been given, shall be transacted at such workshops or hearings.

Section 114 **TDLCB Meeting Agenda**

- (1) There shall be an official agenda for every meeting of the TDLCB, which shall determine the order of business conducted at the meeting.
- (2) Requests for agenda changes to any TDLCB meeting may be presented to the Chair at the meeting.
- (3) The TDLCB shall not take action upon any matter, proposal or item of business not listed on the official agenda, unless a majority of the voting members present shall have first consented to the presentation thereof for consideration and action; however, the Chair may add new business to the agenda under other business, or reports.
- (4) No agenda item listed on the agenda for public hearings or vote thereon may be deferred until a later time unless a majority of the voting members present shall vote in favor of such deferral.
- (5) The agenda shall be prepared by the County staff, except for special or emergency meetings.

Section 115 **TDLCB Motions**

- (1) All actions of the TDLCB shall be by motion. These actions may include but are not limited to:
 - (a) Endorsement of transportation disadvantaged plans and programs and amendments thereto;
 - (b) Endorsement of goals and objectives;
 - (c) Endorsement of policy directives;
 - (d) Approval of administrative matters including directives or authorizations of the Chairman, TDLCB Subcommittees, or the technical staff;
 - (e) Amendments to the TDLCB By-laws, subject to the approval of the DOPA; and
 - (f) Any other matters deemed by the TDLCB to be of sufficient importance to require a motion.
- (2) All official and formal motions of the TDLCB shall be recorded in the minutes and kept in the MPO's permanent files.

Section 116 **Conduct of TDLCB Meetings**

- (1) All TDLCB meetings will be open to the public and members of the press.
- (2) The procedures of Indian River County's Board of County Commissioners shall be used at all TDLCB meetings as set forth in Chapter 102 of the Indian River County Code.

- (3) Seven members of the TDLCB shall constitute a quorum. No official action shall be taken without a quorum. No motion shall be adopted by the TDLCB except upon the affirmative vote of a simple majority of the voting members present.
- (4) Should no quorum attend within fifteen (15) minutes after the hour appointed for the meeting of the TDLCB, the Chair or Vice Chair may adjourn the meeting. In that event, those members present may, by unanimous agreement, select another hour or day with provision of adequate notice. The names of the members present and their action at such meeting shall be recorded in the minutes.
- (5) All meetings of the TDLCB shall be conducted in accordance with the following:
 - (a) The Chair shall preside at all meetings at which he or she is present;
 - (b) In the absence of the Chair, the Vice Chair shall preside. If both the chair and the vice-chair are absent, the person designated by the chair shall preside;
 - (c) The Chair shall state every question coming before the TDLCB and announce the position of the TDLCB on all matters coming before it;
 - (d) A simple majority vote of the voting members present shall govern and conclusively determine all questions of order not otherwise covered. Individual dissent shall be recorded and represented as such;
 - (e) No individual member shall represent an individual opinion to the press, State, Federal or local officials or any other party as being the consensus/findings of the TDLCB unless previous discussion and a majority vote was taken at TDLCB meeting;
 - (f) The Chair shall call the TDLCB meeting to order at the appointed hour;
 - (g) In the absence of the Chair and Vice Chair, the County staff representative shall determine whether a quorum is present and in that event shall call for election of a temporary Chair. The temporary Chair shall preside at the meeting and relinquish the chair upon conclusion of the meeting;
 - (h) Any TDLCB member who must be absent from any TDLCB meeting shall notify the TDLCB secretary of the absence as soon as convenient;
 - (i) Any TDLCB member who is presented with a voting conflict of interest under Section 112.3143, Florida Statutes must file a "Form 8B Memorandum of Voting Conflict for County, Municipal and other Local Public Officers" and comply with the instructions contained therein. A voting conflict occurs when the measure to be voted on could inure to the TDLCB members special private gain or to the special gain of a principal (other than a governmental agency) by whom the Board member is retained. The secretary of the Board shall provide any member with form 8B upon request.
 - (j) Any TDLCB member who has disagreement with Committee or Board policies shall state same in a letter to the TDLCB Chair and the DOPA chair prior to seeking a resolution;
 - (k) The vote upon any resolution, motion or other matter shall be a voice vote, unless the Chair or any member requests that a roll call be taken;
 - (l) Upon every roll call vote, the TDLCB secretary shall call the roll, tabulate the votes, and announce the results;

- (m) The minutes of prior meetings may be approved by a majority of the voting members present, and upon approval shall become the official minutes;
- (n) Any citizen who is not a member of the TDLCB can be placed on an agenda upon prior written request of a regular meeting of the TDLCB and be heard concerning any matter within the scope of the jurisdiction of the TDLCB;
- (o) Any citizen who is not a member of the TDLCB shall not be permitted to address the TDLCB on any matter not appearing on the agenda, unless the TDLCB shall first grant permission to be heard by a majority of the voting members present;
- (p) Any citizen who is not a member of the TDLCB shall not be entitled as a matter of right to address the TDLCB on any matter listed on the official agenda which is not scheduled for public hearing, discussion or debate, unless the TDLCB shall first grant permission to be heard by the majority of the voting members present at the meeting.
- (q) Each person, other than the TDLCB members and County staff members who address the TDLCB shall give the following information for the minutes:
 - 1. Name;
 - 2. Address;
 - 3. Representing;
 - 4. Whether or not he or she is being compensated by the person(s) for whom he or she speaks; and whether he or she, or any member of his or her immediate family, has a personal financial interest in the pending matter.
- (r) Unless further time is granted by the TDLCB, each person shall limit his or her address to five (5) minutes; and
- (s) All remarks shall be addressed to the TDLCB as a body and not to any member thereof. No person, other than TDLCB members and the person having the floor, shall be permitted to enter into any discussion, either directly or through a member, without permission of the presiding officer. No question shall be asked of a TDLCB member except through the presiding Chair.

Section 117 **Subcommittees**

- (1) TDLCB Subcommittees shall be designated by the TDLCB as necessary to investigate and report on specific subject areas of interest to the TDLCB. These subcommittees shall include, but are not limited to:
 - (a) Paratransit, Intercounty travel and future public transportation development;
 - (b) Fare structure and service area needs assessment; and
 - (c) Directions for future growth and funding sources
- (2) TDLCB Subcommittees may be designated as necessary to deal with administrative and legislative procedures. These subcommittees may include, but are not limited to:
 - (a) Administrative matters (CTC evaluation, etc.);
 - (b) By-law amendments, and
 - (c) Grievance matters.

Section 118**Administration**

- (1) The MPO staff director, or designee, shall be the direct liaison between the TDLCB Chair and the DOPA.
- (2) MPO staff, Community Development Department staff, BCC office staff, and Legal Department staff shall serve as the support staff of the TDLCB.
- (3) MPO staff is responsible for the minutes of all meetings and all notices and agendas for future meetings.
- (4) MPO staff shall furnish recording capability for all meetings.
- (5) MPO staff will assist the Chair in the preparation, duplication and distribution of all printed materials necessary for meetings.
- (6) All official actions of the TDLCB are to be recorded and kept in permanent minute files by MPO staff. These files shall be open to public inspection during regular office hours of the County staff office located at 1840 25th Street in Vero Beach, Florida.

Originally Adopted On February 21, 1991.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Andrew Sobczak
Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: February 13, 2024

SUBJECT: Review of the TDLCB Grievance Procedures for FY 2023/24

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 22, 2024.

DESCRIPTION AND CONDITIONS

One of the roles of the Transportation Disadvantaged Local Coordinating Board is to hear grievances regarding the operation or administration of transportation disadvantaged services in the county. To provide for a local process for reviewing grievances, Rule 41-2.012(5)(c), FAC requires local coordinating boards to establish a Grievance Committee to process and investigate such complaints.

Attached are the grievance procedures of the TDLCB. As part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County Metropolitan Planning Organization (MPO) as the Designated Official Planning Agency (DOPA) and the Florida Commission for the Transportation Disadvantaged (CTD), the TDLCB is required to review its grievance procedures on an annual basis. For 2023/24, no changes are being proposed by staff.

RECOMMENDATION

Staff recommends that the TDLCB review its grievance procedures, recommend any changes or modifications, and approve its grievance procedures for FY 2023/24.

Attachments

1. Grievance Procedures for the Transportation Disadvantaged Local Coordinating Board (TDLCB).



**Grievance Procedures for the
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

**Indian River County MPO
1801 27th Street
Vero Beach, FL 32960**

Updated 02/22/2024

I hereby certify that the Grievance Procedures have been reviewed in their entirety by the Indian River County Transportation Disadvantaged Local Coordinating Board.

Coordinating Board Chairperson's Signature

The Indian River County Transportation Disadvantaged Local Coordinating Board has adopted the following grievance procedures. The purpose for this framework is to have complaints resolved in an expedient and fair procedure.

The creation of a procedure for formal resolution by a grievance committee is mandated by law under Chapter 427, Florida Statutes, and Rule 41, Florida Administrative Code. Membership of the Grievance Committee is appointed by the Transportation Disadvantaged Local Coordinating Board. The Grievance Committee is composed of the following five Board members:

1. A veterans' representative, recognized by the Florida Department of Veterans' Affairs;
2. A Florida Department of Transportation representative;
3. A public education community representative;
4. A disabled person representing the disabled in the County or a person over 60 representing the elderly in the County; and
5. A citizen advocate representative and user of the system.

The Grievance Committee meets as often as is required to resolve complaints but only after the first line of the resolution process has been completed and the grievance pursues the formal procedures.

Grievance Procedures

TIME FRAME (work days)	STEPS
---------------------------	-------

First line of resolution process (informal)

- | | |
|--------|---|
| 5 days | 1. Complainant notifies the Community Transportation Coordinator of the grievance and any documentation related to the matter. This may be in the verbal or written form, preferably written. |
| 5 days | 2. Coordinator creates a standard file on the grievance which includes all available information, dates, history, etc. for reviewing grievance. |
| 5 days | 3. Coordinator meets with appropriate parties to discuss grievance. |
| | 4. Coordinator documents their decision on the resolution of the grievance and forwards copy of document to complainant, Chairperson of the Transportation Disadvantaged Local Coordinating Board and Metropolitan Planning Organization Director. The written decision will include a statement of the complainant's rights to file a formal grievance with the Grievance Committee. |

Second line of resolution process (formal)

- 5 days 5. Upon receipt of the Coordinator's decision for resolution of the grievance, the Complainant has five working days to decide if the proposed resolution is agreeable. If not, the Complainant may submit a written request for a formal Grievance Committee review of the complaint. This request should be addressed to the Coordinator with a copy to the Transportation Disadvantaged Local Coordinating Board Chairperson and the Metropolitan Planning Organization Director. The written complaint must include the following:
- 1) Name and address of the Complainant;
 - 2) A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner; and
 - 3) An explanation by the Complainant of the improvements needed to address the complaint.
- Up to 15 6. Upon receipt of the Complainant's formal request, the Coordinator will have up to fifteen (15) working days to set up a Grievance Committee meeting. The meeting must be scheduled within fifteen (15) working days from the date the Coordinator receives the request. The Coordinator will contact the appropriate persons to participate in the meeting and make available all documents to the Grievance Committee members at least three (3) working days before the scheduled meeting.
- 5 days 7. The Grievance Committee shall meet with the Coordinator and Complainant. There shall be a minimum of three Committee members present. The Committee shall consider the issues.
8. The Grievance Committee will have five (5) working days to reach a majority recommendation for resolution of the grievance. A written decision will be forwarded to the Complainant, the full Transportation Disadvantaged Local Coordinating Board, the Metropolitan Planning Organization Director, and the Community Transportation Coordinator. The decision shall also include a statement of the Complainant's rights to file a grievance with the State Commission for the Transportation Disadvantaged Grievance Committee.

Final line of resolution (formal)

9. If the Complainant is still not satisfied with the action of the Grievance Committee, they may file a formal complaint with the State's Commission for the Transportation Disadvantaged Ombudsman Program. Contact information for the Ombudsman Program is listed below.

By Telephone: (800) 983-2435

By Mail: Florida Commission for the Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL 32399-0450

All records of the grievance, including the Coordinator's and Grievance Committee reports, will be maintained by the Coordinator and made available upon request by the Commission for the Transportation Disadvantaged Ombudsman.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Andrew Sobczak
Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: February 13, 2024

SUBJECT: **Consideration of the 2020 Community Characteristics Report**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 22, 2024.

DESCRIPTION & CONDITIONS

In 2003, FDOT implemented its automated system of environmental review known as Efficient Transportation Decision Making (ETDM). Through ETDM, environmental reviews may be conducted using Geographic Information System (GIS) data and aerial photography. According to FDOT guidance, MPOs are responsible for identifying potential Socio-Cultural impacts of transportation projects. To assist in identifying potential impacts, the Indian River County MPO in 2004 undertook a project known as the "Socio-Cultural Effects/Community Profile Report" for Indian River County. Updates to the community profiles report were prepared by the MPO in 2012 using 2010 data and in 2019 with 2015 data. In 2019, the report was also renamed the Community Characteristics Report to be consistent with FDOT terminology.

Since the publication of the first community profiles report in 2004, it has been a useful resource for the MPO, county planners, and roadway designers by providing an easily accessible demographic profile of the different areas within Indian River County. Along with providing a better understanding of communities within Indian River County, the Community Characteristics Report also helps the MPO to comply with the requirements of Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin in programs or activities receiving federal financial assistance.

ANALYSIS

Recently, MPO staff compiled an update to the Community Characteristics Report using data from the 2020 Census and American Community Survey (ACS). As with previous reports, community boundaries were established using census tract boundaries. For this effort, census tracts are used because they are the smallest geographic unit at which most ACS data is available. Using this methodology, the MPO was able to divide the county into 24 census tract-based communities. For each community, the report includes data on population, age, race/ethnicity, disability, Limited English Proficiency (LEP), educational attainment, income, poverty, housing, vehicle ownership, and travel time to work.

Overall, the 2020 data show that the population of Indian River County continues its trend of growing in size and growing older. The county's population grew from 112,947 in the 2000 Census to 159,788 in 2020, according to the U.S. Census Bureau. During that period, the median age of Indian River County's population increased by 8.2 years (from 46.9 years in 2000 to 55.1 years in 2020).

RECOMMENDATION

This is an information item; no recommendation is necessary.

ATTACHMENTS

1. 2020 Community Characteristics Report

Indian River County MPO

Community Characteristics Report

2020

Sources:

United States Census Bureau – Decennial Census of Population and Housing, 2000
United States Census Bureau – Decennial Census of Population and Housing, 2010
United States Census Bureau – American Community Survey, Five Year Survey, 2010
United States Census Bureau – Decennial Census of Population and Housing, 2020
United States Census Bureau – American Community Survey, Five Year Survey, 2020

Funding assistance for this report was by the Federal Highway Administration, Federal Transit Administration, and the Florida Department of Transportation.

**Indian River County MPO
1801 27th Street
Vero Beach, FL 32967
Indianriver.gov/MPO**

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Introduction

In 2003, the Florida Department of Transportation (FDOT) implemented its automated system of environmental review known as Efficient Transportation Decision Making, or ETDM. Through ETDM, environmental review may be conducted, to the extent possible, using Geographic Information System (GIS) data and aerial photography. This “early and proactive” engagement extended beyond environmental impacts to socio-cultural impacts of projects. According to FDOT guidance, however, the socio-cultural dimension of ETDM was to be the responsibility of the local MPOs. In response, the Indian River County MPO published its first Community Profile Report in late 2003 (2000 data). The MPO then published follow on reports in 2013 (2010 data) and 2019 (2015 data).

This report is the fourth and latest update on community profiles and relies on data from the U.S Census Bureau’s 2020 Decennial Census and the 5-Year American Community Survey for 2020.

This update of the Indian River County MPO Community Characteristics Report was prepared with the best available year 2020 socio-economic data. These data are useful in a number of transportation planning applications, including transit, transportation disadvantaged, and context-sensitive highway design. Along with providing a better understanding of communities within Indian River County, the Community Characteristics Report also helps the MPO to comply with the requirements of Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin in programs or activities receiving federal financial assistance.

Methodology

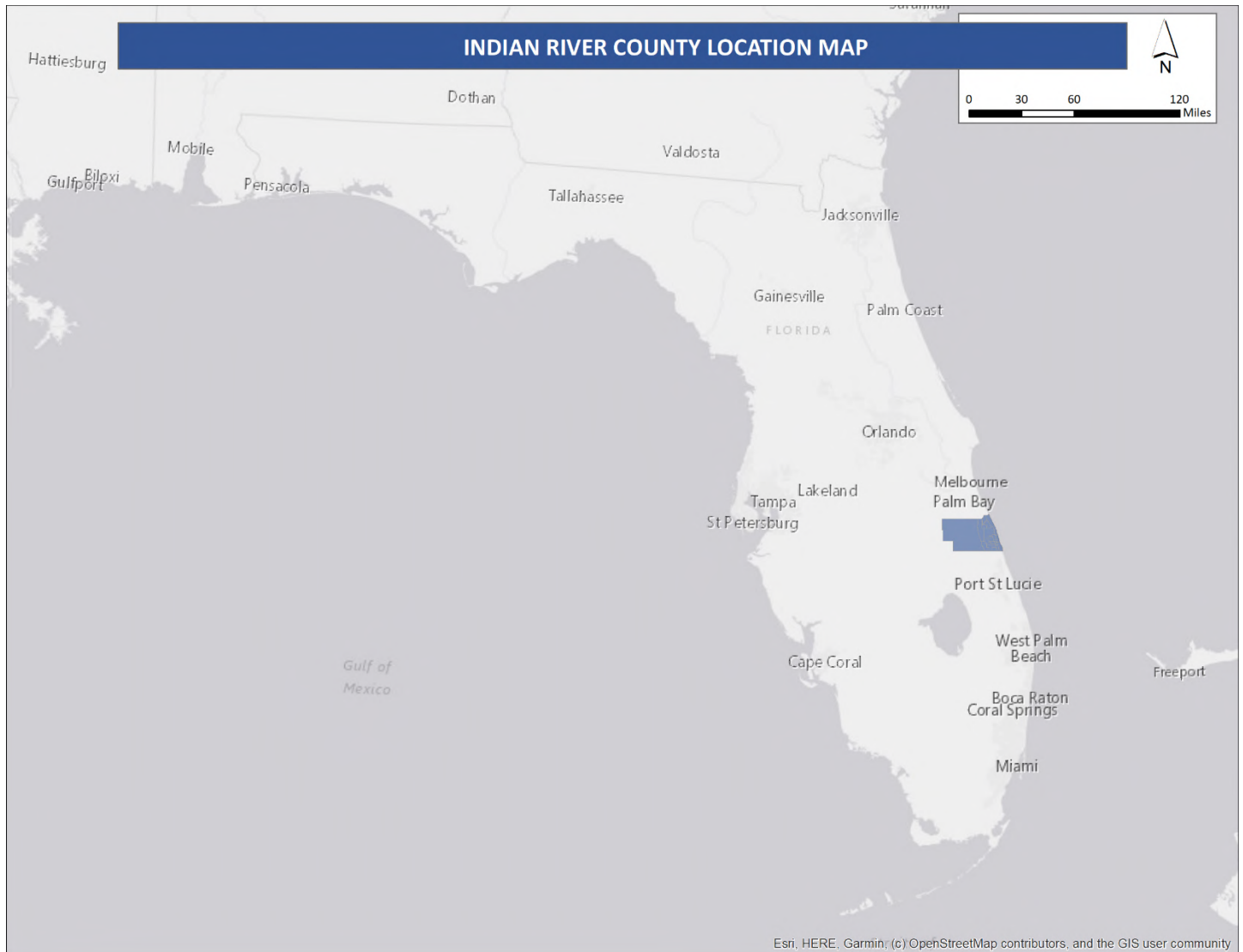
The data within this report comes from the U.S. Census and American Community Survey (ACS). As with the 2010 and 2015 reports, the 2020 community boundaries are based on census tract boundaries. This is because the census tract is the smallest geographical unit at which most ACS data is available. According to the Census Bureau, census tracts typically have a population between 1,200 and 8,000, with an optimal population of 4,000. Using census tract boundaries, the MPO has divided the urbanized area of the county into 24 communities.

According to the Census Bureau, about one in forty households each year receive the ACS questionnaire. In Indian River County, over 1,000 households participate each year in the ACS. ACS data is available in two formats: 1-year estimates and 5-year estimates. One-year estimates consist of survey results collected during a single year, while 5-year estimates are based on surveys conducted over a five-year period. The 2020 ACS 5-year estimate consists of data collected during 2016-2020. For smaller geographical units, such as census tracts, only 5-year ACS data is available.

Comparing Indian River County to Florida

The population of Indian River County is both growing in size and growing older. Between 2010 and 2020, over 21,000 new residents moved to Indian River County. The county's population grew from 138,028 in 2010 to 159,788 in 2020, according to the U.S. Census Bureau's decennial Census. During that period, the median age of Indian River County's population increased by 4.9 years (from 49.1 years in 2010 to 54 years in 2020). Median age represents the point at which half of the population is above and half of the population is below that age.

While there was a substantial increase in the County's population and median age between 2010 and 2020, changes in most other demographic categories, such as the racial and ethnic composition of the county, have been modest. In 2020, as in 2000 and 2010, Indian River County's median age and non-Hispanic white percentage of the population exceeded statewide averages, while the county's median household income tracked closely above the statewide average. With regards to the black, Hispanic, foreign born population and average household size, Indian River County continues to remain below the statewide average.



Comparison of 2000, 2010 & 2020

	Indian River County			Florida		
	2000	2010	2020	2000	2010	2020
Population	112,947	138,028	159,788	15,982,378	18,801,310	21,538,187
Race and Foreign Born Status						
White	87.4%	84.3%	77.8%	78.0%	75.0%	57.7%
Black	8.2%	9.0%	8.7%	14.6%	16.0%	15.1%
Hispanic	6.5%	11.2%	11.7%	16.8%	22.5%	26.5%
Foreign Born	8.1%	10.5%	10.5%	16.7%	19.2%	20.4%
Median Age (Years)	46.9	49.1	55.1	38.7	40.7	43.0
Household Size (Average)	2.25	2.26	2.55	2.46	2.48	2.62

Source: 2000 Census, 2010 Census, 2010 ACS 5-Year Estimate, 2020 Census, and 2020 ACS 5-Year Estimate

As these tables show, the population of Indian River County is older and less diverse than the rest of the state of Florida. The median Indian River County resident is 55.1 years old, which is twelve years above the median age for the entire state (43 years). Seniors (age 65+) account for 33% of Indian River County residents, compared to 23% statewide. Given its older population, it is unsurprising that persons with a disability comprise a larger share of the Indian River County population (16%) than the state overall (14%).

In 2020, minorities comprised nearly half of the state's population (43%) but just under a quarter of Indian River County's population (23%). In Indian River County, the share of residents born outside the United State is lower than the state overall (11% vs. 20%). The segment of the population with Limited English Proficiency (LEP) is nearly equal in Indian River County to the statewide average (5% vs. 6%).

While a significant portion of Indian River County's population is relatively affluent, the median household income in Indian River County (\$57,945) is only slightly above the statewide average (\$57,703). Two factors likely contribute to a median household income similar to the statewide average. The first reason is the large number of retirees in Indian River County who are no longer part of the workforce. Second, much of the workforce is employed in lower-wage retail and service sector jobs. Although the median household income is just above the statewide average, the share of residents below the poverty level in Indian River County (10.1%) is well below the statewide average of 13.3%.

Levels of vehicle ownership in Indian River County are above the statewide average. In Indian River County, 4.7% of households do not have access to a vehicle, which is below the statewide average of 6.1%

Comparing Indian River County and Florida

	Minorities	Avg. Household Size	Median Age	Persons 65+	Median Household Income (\$)	Persons With a Disability	Persons With LEP	Zero Vehicle Households
Florida	42.3%	2.62	43.0	23%	\$57,703	14%	6%	6.1%
Indian River County	17.2%	2.26	55.1	33%	\$57,945	16%	5%	4.7%

Source: 2020 Census and 2020 ACS 5-Year Estimate

Educational attainment levels of Indian River County residents are generally equal to the state overall. As the table below shows, 30% of Indian River County residents have earned a Bachelor's degree or higher, while statewide 30.6% have attained a bachelors degree. In Indian River County, 89% of residents have a high school diploma, which is just above the statewide average of 88.5%. These data do suggest that the state and county are becoming better educated with each iteration of this report.

Educational Attainment Indian River County and Florida

	Below High School	High School Diploma	Some College	College Degree or Higher
Florida	12%	28%	30%	31%
Indian River County	11%	28%	31%	30%

Source: 2020 ACS 5-Year Estimate

For Indian River County residents, commute travel times are shorter than the state average. About a third of Indian River County residents travel less than 15 minutes to work, and 74% have commutes of less than 30 minutes. In comparison to the state, only 20% travel less than 15 minutes to work, and 57% commute less than 30 minutes. These data reflect that statewide commute differences have increased in the 15-29-minute range by 5%. Interestingly, while statewide commutes increased county commutes decreased.

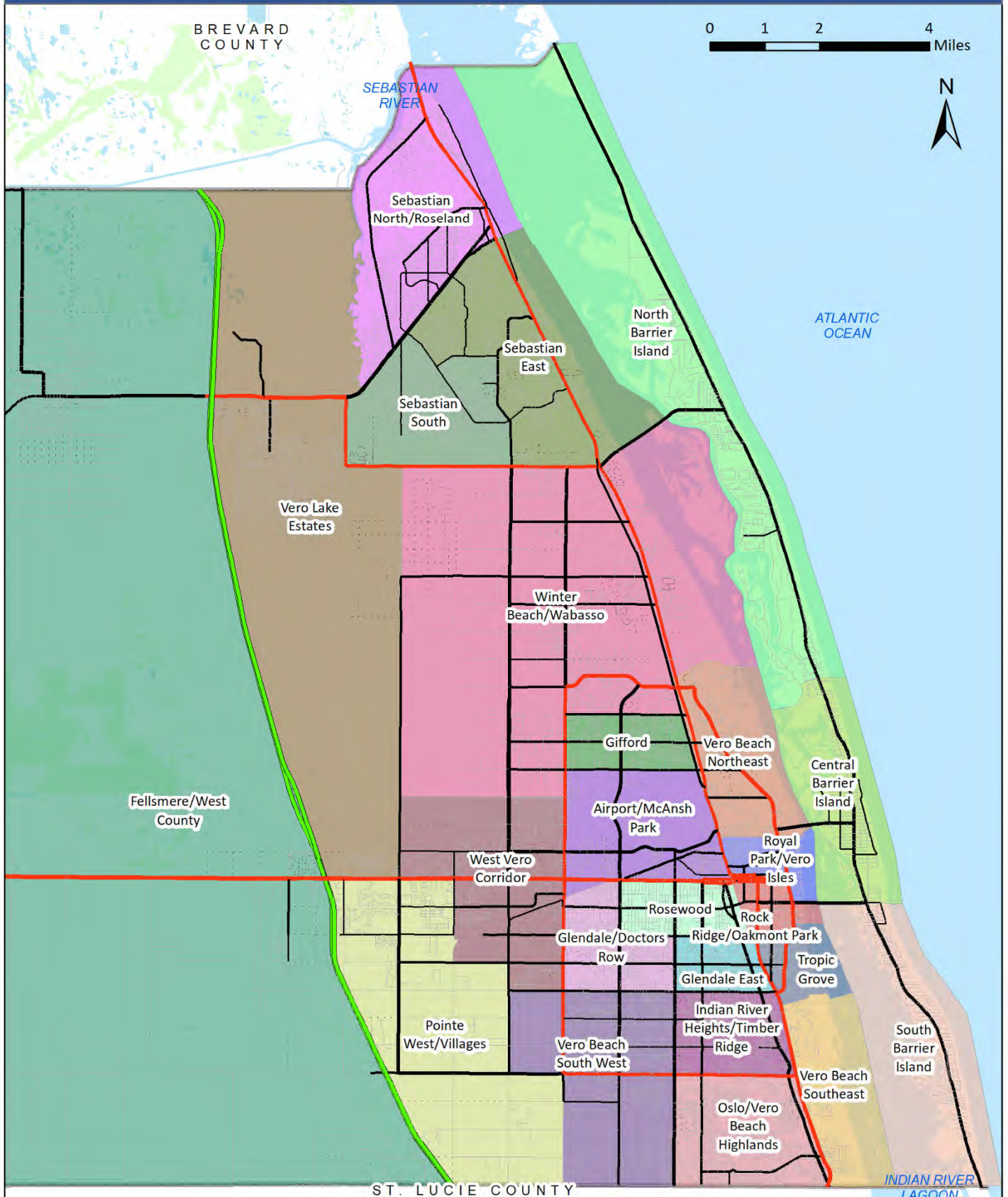
Commute Travel Times Indian River County and Florida

	< 15 Minutes	15-29 Minutes	30-59 Minutes	60+ Minutes
Florida	20%	37%	34%	7%
Indian River County	33%	41%	21%	6%

Source: 2020 ACS 5-Year Estimate

COMMUNITY MAP

Source: 2020 ACS 5 - Year Estimates and 2020 Decennial Census



Summary of Indian River County Communities

For this report, the Metropolitan Planning Area (MPA) of Indian River County was divided into planning areas (or communities) along census tract boundaries. Using this method, 24 separate communities have been identified (see page 8 for a map of the census tract-based communities).

With a 2020 population of 12,399, the Oslo/Vero Beach Highlands community, located in southern Indian River County, is the largest of the 24 communities. While minorities account for 23% of the overall county population, they comprise a majority of residents in two communities: Gifford (78%) and Fellsmere/West County (67%). In addition, another community is close to a minority-majority status: Oslo/Vero Beach Highlands (42%).

Community Name	Population	Minorities	Households	Avg. Household Size	Median Age	Persons 65+
Airport/McAnsh Park	4,378	17%	1,727	2.54	44.4	22%
Central Barrier Island	5,025	5%	2,695	1.86	67.3	56%
Fellsmere/West County	7,777	67%	1,771	4.39	33.9	11%
Gifford	5,319	78%	1,253	4.25	35.3	16%
Glendale East	4,836	22%	1,780	2.72	47.4	25%
Glendale/Doctors Row	5,193	17%	2,013	2.58	50.1	26%
Indian River Heights/ Timber Ridge	6,790	27%	1,936	3.51	45.8	24%
North Barrier Island	6,069	1%	2,690	2.26	72.0	72%
Oslo/Vero Beach Highlands	12,399	42%	3,269	3.79	39.0	16%
Pointe West/Villages	5,893	15%	2,750	2.14	62.9	47%
Rock Ridge/Oakmont Park	3,589	27%	1,634	2.20	44.4	25%
Rosewood	6,684	18%	2,973	2.25	43.3	22%
Royal Park/Vero Isles	2,557	7%	1,237	2.07	58.5	39%
Sebastian East	8,960	12%	4,332	2.07	60.6	40%
Sebastian North/Roseland	9,764	5%	4,375	2.23	59.4	38%
Sebastian South	9,778	13%	3,652	2.68	55.5	32%
South Barrier Island	5,014	3%	2,101	2.39	64.1	48%
Tropic Grove	2,808	18%	1,296	2.17	62.3	45%
Vero Beach Northeast	5,057	23%	2,160	2.34	64.6	56%
Vero Beach Southeast	3,413	8%	2,027	1.68	71.1	69%
Vero Beach Southwest	10,770	14%	3,762	2.86	51.6	29%
Vero Lake Estates	8,697	25%	2,702	3.22	40.2	18%
West Vero Corridor	9,177	10%	3,892	2.36	65.3	52%
Winter Beach/Wabasso	9,841	17%	2,932	3.36	57.9	37%

Source: 2020 Census

Population Growth of Communities

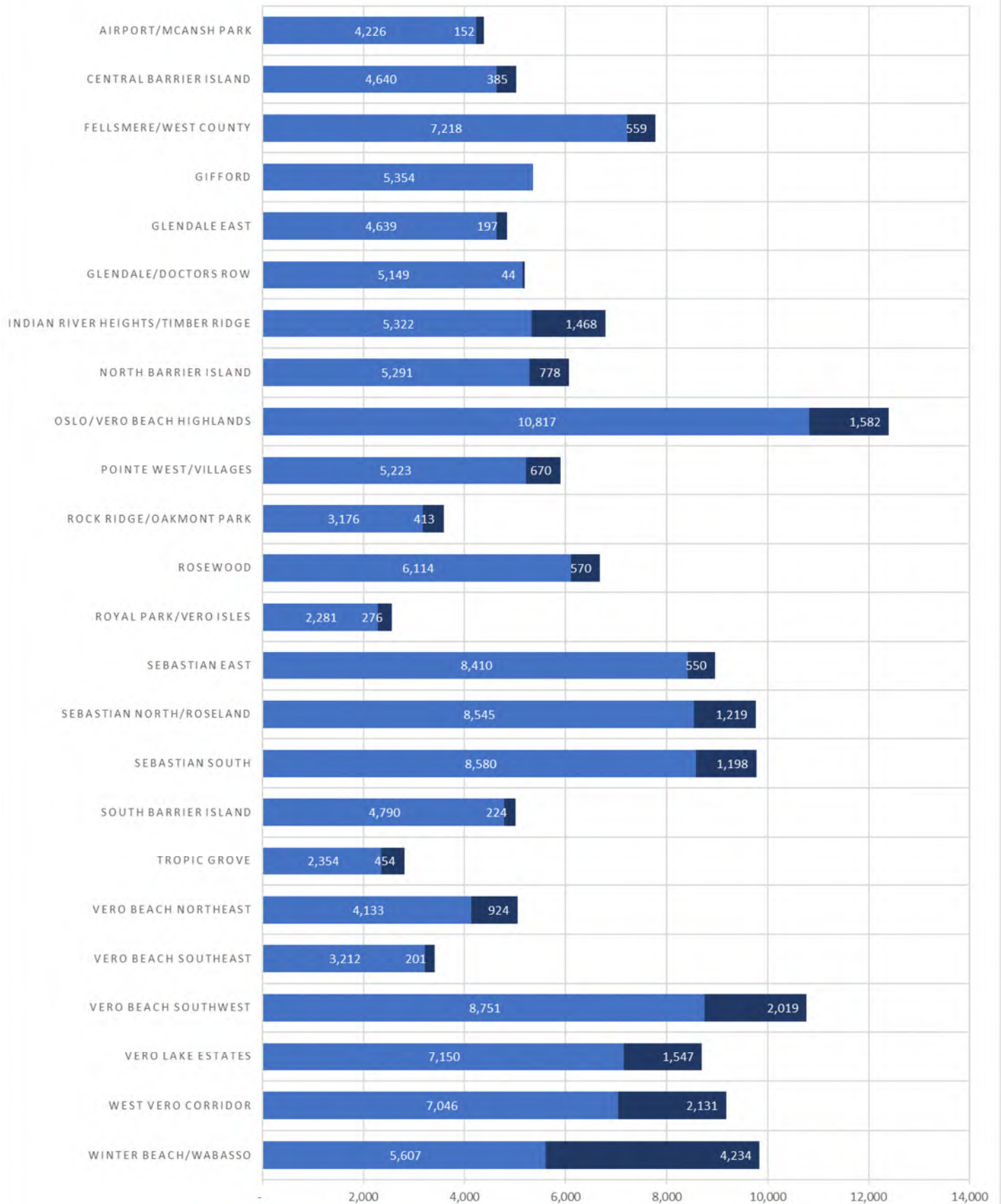
Between 2010 and 2020, the population of Indian River County increased by 21,760 residents. The county's population growth occurred in nearly all of the 24 communities identified in this report. The five communities with the largest increases in population were Winter Beach/Wabasso (4,234 new residents), West Vero Corridor (2,131 new residents), Vero Beach Southwest (2,019 new residents), Oslo/Vero Beach Highlands (1,582 new residents), and Vero Lake Estates (1,547 new residents).

Rank	Community	2010 Population	2020 Population	Population Change	% Change (2010-2020)
1	Winter Beach/Wabasso	5,607	9,841	4,234	75.50%
2	West Vero Corridor	7,046	9,177	2,131	30.20%
3	Vero Beach Southwest	8,751	10,770	2,019	23.10%
4	Oslo/Vero Beach Highlands	10,817	12,399	1,582	14.60%
5	Vero Lake Estates	7,150	8,697	1,547	21.60%
6	Indian River Heights/ Timber Ridge	5,322	6,790	1,468	27.60%
7	Sebastian North/Roseland	8,545	9,764	1,219	14.30%
8	Sebastian South	8,580	9,778	1,198	14%
9	Vero Beach Northeast	4,133	5,057	924	22.40%
10	North Barrier Island	5,291	6,069	778	14.70%
11	Pointe West/Villages	5,223	5,893	670	12.80%
12	Rosewood	6,114	6,684	570	9.30%
13	Fellsmere/West County	7,218	7,777	559	7.70%
14	Sebastian East	8,410	8,960	550	6.50%
15	Tropic Grove	2,354	2,808	454	19.30%
16	Rock Ridge/Oakmont Park	3,176	3,589	413	13%
17	Central Barrier Island	4,640	5,025	385	8.30%
18	Royal Park/Vero Isles	2,281	2,557	276	12.10%
19	South Barrier Island	4,790	5,014	224	4.70%
20	Vero Beach Southeast	3,212	3,413	201	6.30%
21	Glendale East	4,639	4,836	197	4.20%
22	Airport/McAnsh Park	4,226	4,378	152	3.60%
23	Glendale/Doctors Row	5,149	5,193	44	0.90%
24	Gifford	5,354	5,319	-35	-0.70%

Source: 2010 Census & 2020 Census

TOTAL POPULATION: 2010 VS. 2020

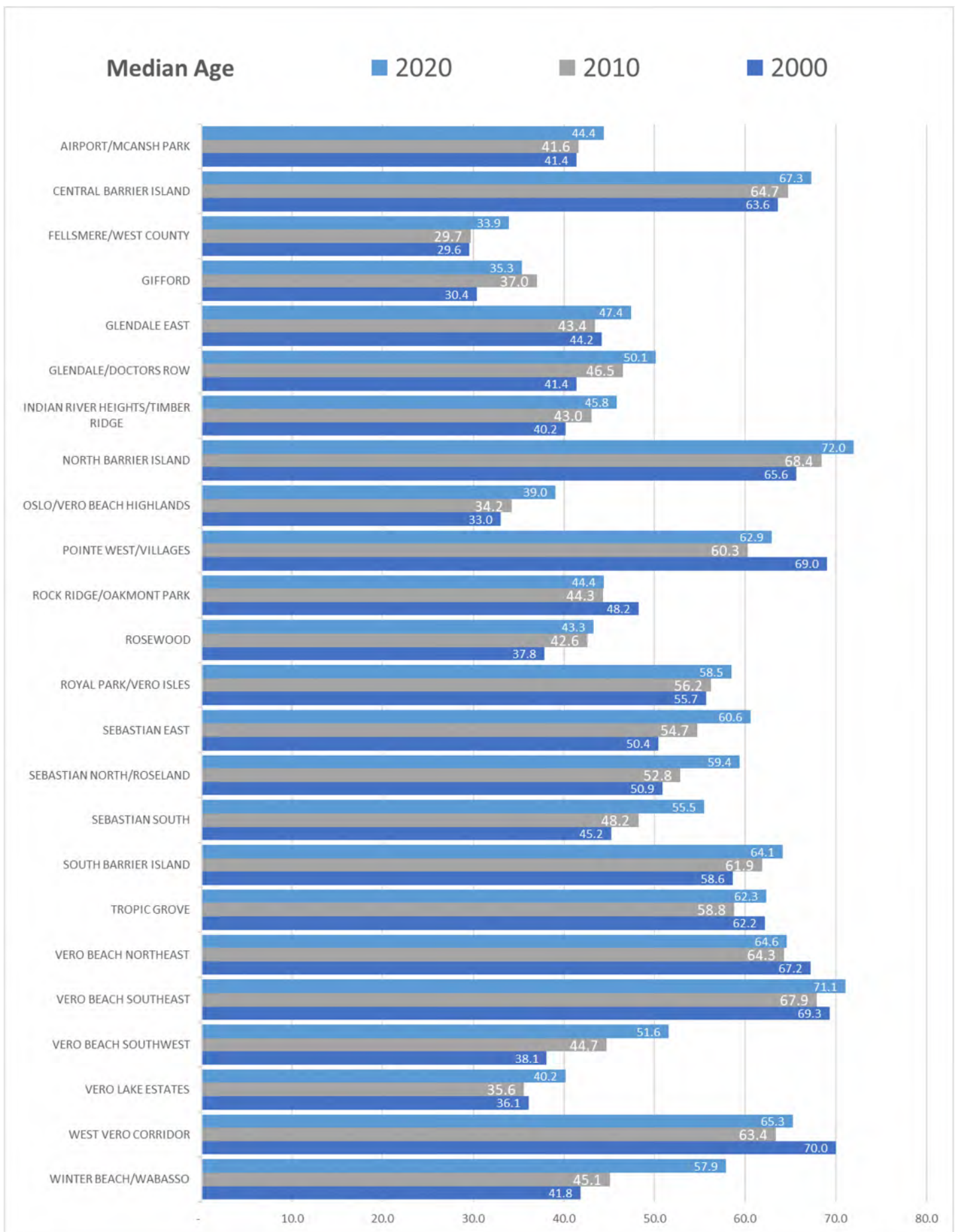
■ 2010 Population ■ 2020 Population



Aging Communities

With its year-round warm climate and coastal location, Indian River County is an attractive location for many retirees. As a result, seniors (age 65 and up) comprise a significant portion of Indian River County's population (32.4% in 2020). In five communities, seniors are a majority of residents: North Barrier Island (72%), Vero Beach Southeast (69%), Vero Beach Northeast (56%), Central Barrier Island (56%), and West Vero Corridor (52%). With the exception of the West Vero Corridor, these communities are located on the barrier island or east of US 1.

In 2020, the median age of Indian River County's population was 55.1 years. In four of 24 communities, the median age is above 65 years. Those communities are North Barrier Island (72.0), Vero Beach Southeast (71.1), and Vero Beach Northeast (66.2), and Central Barrier Island (66.0). Two additional communities have a median age just below 65: Vero Beach Northeast (64.6) and South Barrier Island (64.1). From 2000 to 2020, the median age of county residents increased by 8.2 years (from 46.9 years in 2000 to 54 years in 2020). As Indian River County continues to attract retirees in the years ahead, the median age of county residents will also continue to rise.



Socio-Economic Characteristics of Communities

Community	Median Household Income	Persons Below Poverty Level	Persons With a Disability	Persons With LEP	Zero Vehicle Households
Airport/McAnsh Park	\$59,131	5%	10%	2%	5%
Central Barrier Island	\$90,754	4%	14%	1%	1%
Fellsmere/West County	\$46,022	14%	10%	22%	5%
Gifford	\$21,876	38%	16%	3%	10%
Glendale East	\$59,741	6%	14%	12%	3%
Glendale/Doctors Row	\$64,375	22%	15%	6%	4%
Indian River Heights/ Timber Ridge	\$58,226	25%	13%	9%	4%
North Barrier Island	\$161,265	5%	23%	0%	7%
Oslo/Vero Beach Highlands	\$52,348	15%	15%	8%	5%
Pointe West/Villages	\$55,959	18%	18%	6%	6%
Rock Ridge/Oakmont Park	\$31,077	22%	15%	4%	17%
Rosewood	\$43,711	19%	18%	3%	9%
Royal Park/Vero Isles	\$41,051	15%	18%	5%	10%
Sebastian East	\$45,592	13%	17%	2%	2%
Sebastian North/Roseland	\$51,988	8%	16%	1%	2%
Sebastian South	\$57,570	8%	20%	2%	2%
South Barrier Island	\$135,539	5%	12%	1%	1%
Tropic Grove	\$43,111	5%	25%	5%	4%
Vero Beach Northeast	\$72,471	8%	24%	1%	18%
Vero Beach Southeast	\$43,697	3%	26%	1%	4%
Vero Beach Southwest	\$68,043	6%	11%	4%	2%
Vero Lake Estates	\$45,898	19%	17%	6%	0%
West Vero Corridor	\$54,324	5%	24%	3%	6%
Winter Beach/Wabasso	\$78,189	5%	16%	6%	1%
Airport/McAnsh Park	\$59,131	5%	10%	2%	5%

Source: 2020 Census and 5-Year ACS Estimate

Persons with Disabilities

Countywide, 16% of residents reported living with a disability in 2020. Vero Beach Southeast, which includes Vista Royale, is the community with the highest levels of disability within the population (26%). At 10% of its population, Fellsmere/West County had the lowest share of persons with disabilities.

Persons with Limited English Proficiency

Countywide, persons with Limited English Proficiency (LEP) comprise 5% of the population. In Fellsmere/West County, LEP persons are 22% of the population. Additionally, Glendale East has an LEP population of 12%. In the remaining 22 communities, LEP persons account for less 10% of the population.

Persons Living in Poverty

In Indian River County, 10% of residents lived below the poverty level in 2020. In two communities, persons below the poverty level accounted for over a quarter of the population in 2020. Those communities are Gifford (38%) and Indian River Heights/Timber Ridge (25%). Notably, the median household income in Indian River Heights/Timber Ridge is slightly above the county average despite 25% of persons living below the poverty level.

Educational Attainment

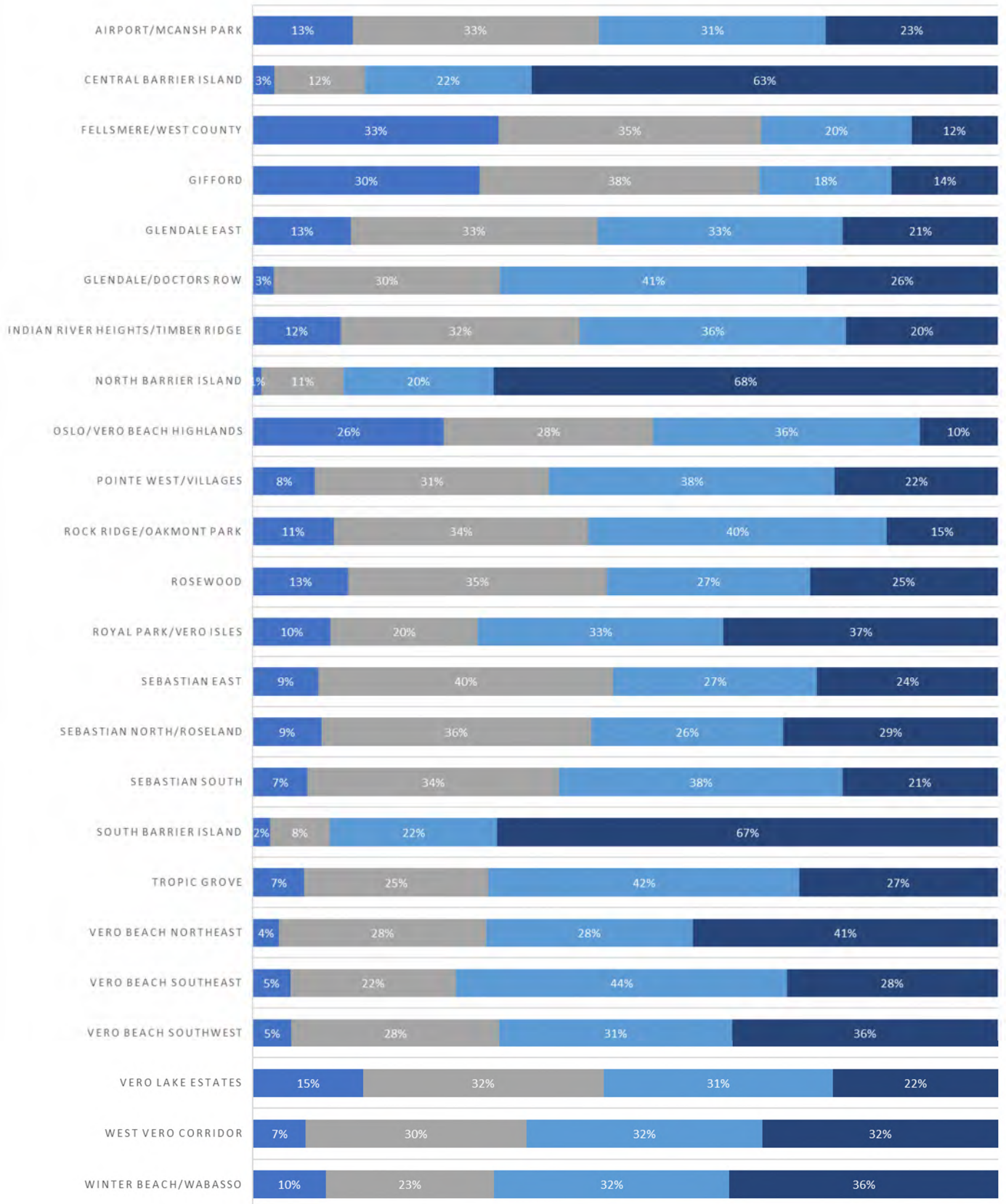
For the adult population age 25 and above, levels of educational attainment vary across Indian River County. Countywide, 11% of the adult population did not complete high school, while 89% have a high school diploma. Thirty percent of the county's adult population age 25 and above has a Bachelor's degree or higher.

Community	Below High School	High School Diploma	Some College	College Degree or Higher
Airport/McAnsh Park	13%	33%	31%	23%
Central Barrier Island	3%	12%	22%	63%
Fellsmere/West County	33%	35%	20%	12%
Gifford	30%	38%	18%	14%
Glendale East	13%	33%	33%	21%
Glendale/Doctors Row	3%	30%	41%	26%
Indian River Heights/Timber Ridge	12%	32%	36%	20%
North Barrier Island	1%	11%	68%	68%
Oslo/Vero Beach Highlands	26%	28%	10%	10%
Pointe West/Villages	8%	31%	22%	22%
Rock Ridge/Oakmont Park	11%	34%	15%	15%
Rosewood	13%	35%	25%	25%
Royal Park/Vero Isles	10%	20%	37%	37%
Sebastian East	9%	40%	24%	24%
Sebastian North/Roseland	9%	36%	29%	29%
Sebastian South	7%	34%	21%	21%
South Barrier Island	2%	8%	67%	67%
Tropic Grove	7%	25%	27%	27%
Vero Beach Northeast	4%	28%	41%	41%
Vero Beach Southeast	5%	22%	28%	28%
Vero Beach Southwest	5%	28%	31%	36%
Vero Lake Estates	15%	32%	31%	22%
West Vero Corridor	7%	30%	32%	32%
Winter Beach/Wabasso	10%	23%	32%	36%

Source: 2020 ACS 5- Year Estimate

EDUCATIONAL ATTAINMENT

Below HS HS Diploma Some College College Degree



Households without Access to a Vehicle

Across Indian River County, 4.7% of households do not have access to a vehicle. In four communities, at least 10% of households are without access to a vehicle. Those communities are Vero Beach Northeast (18% of households are without access to a vehicle), Rock Ridge/Oakmont Park (17%), Gifford (10%), and Royal Park/Vero Isles (10%).

Commute Travel Times

Community	< 15 Minutes	15-29 Minutes	30-59 Minutes	60+ Minutes
Airport/McAnsh Park	42%	31%	20%	7%
Central Barrier Island	56%	34%	6%	3%
Fellsmere/West County	22%	25%	47%	6%
Gifford	63%	26%	9%	2%
Glendale East	42%	43%	10%	6%
Glendale/Doctors Row	40%	44%	10%	6%
Indian River Heights/ Timber Ridge	29%	46%	21%	4%
North Barrier Island	43%	46%	6%	6%
Oslo/Vero Beach Highlands	11%	76%	13%	0%
Pointe West/Villages	21%	35%	34%	11%
Rock Ridge/Oakmont Park	60%	30%	10%	0%
Rosewood	41%	39%	17%	3%
Royal Park/Vero Isles	71%	23%	5%	1%
Sebastian East	28%	31%	38%	3%
Sebastian North/Roseland	30%	30%	30%	10%
Sebastian South	19%	36%	37%	8%
South Barrier Island	42%	50%	5%	4%
Tropic Grove	65%	19%	11%	5%
Vero Beach Northeast	41%	54%	4%	2%
Vero Beach Southeast	13%	46%	19%	11%
Vero Beach Southwest	35%	47%	13%	4%
Vero Lake Estates	7%	40%	39%	14%
West Vero Corridor	39%	42%	9%	9%

Source: 2020 ACS 5- Year Estimate

Countywide, commute times remained short in Indian River County, with 74% of the population commuting less than 30 minutes to work and 33% commuting less than 15 minutes. In three communities, at least 90% of workers report traveling less than 30 minutes to work: Vero Beach Northeast (94%), Royal Park/Vero Isles (94%), and South Barrier Island (91%). These communities are located near central Vero Beach or along the Indian River Lagoon. Generally, north county residents report longer commutes to work than residents of other areas of Indian River County. Three of the four communities with the highest share of residents traveling 30 minutes or more to work are located in northern Indian River County: Fellsmere/West County (53% travel 30 or more minutes to work), Vero Lake Estates (53%), Sebastian South (45%), and Pointe West/Villages (45%).

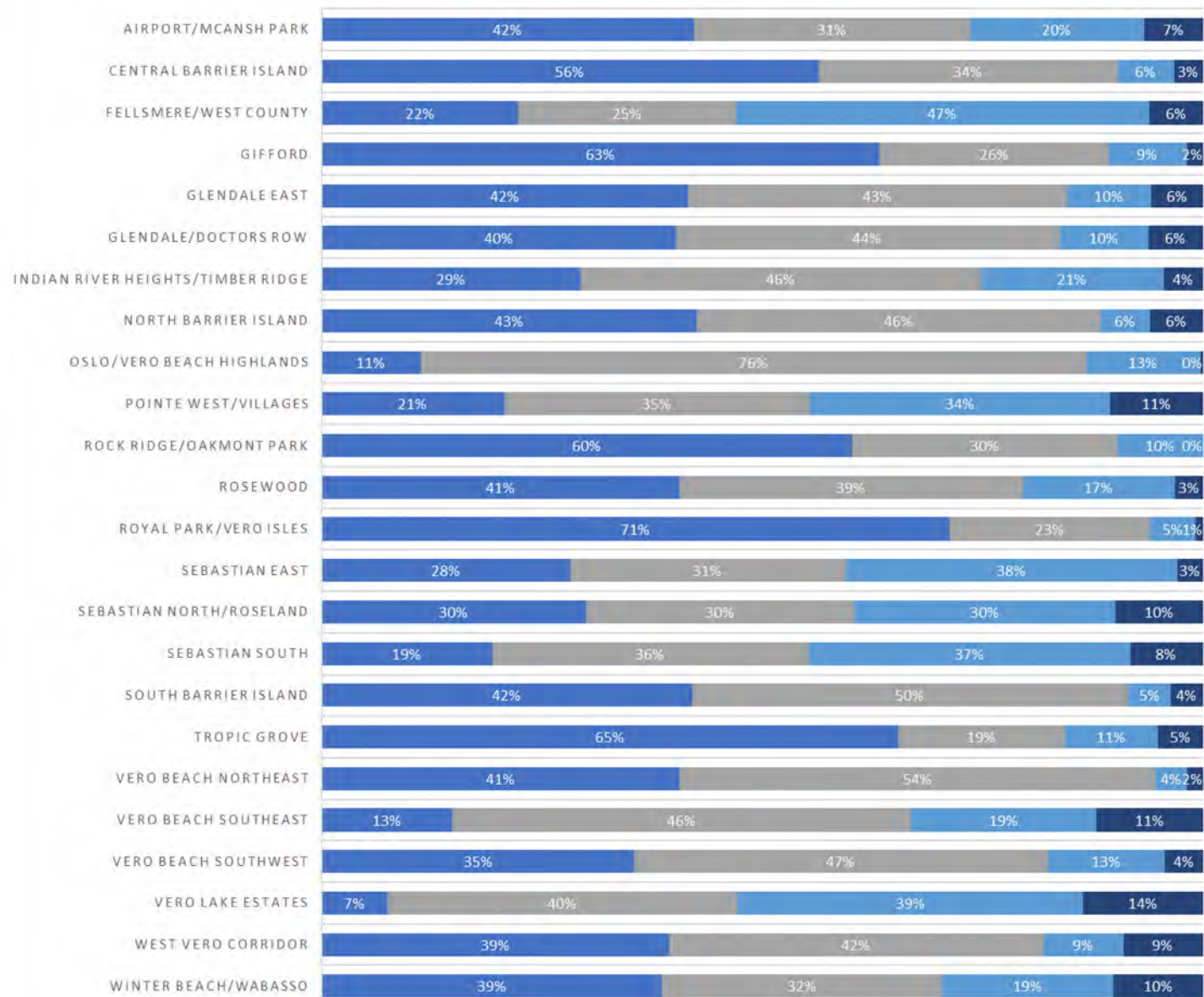
COMMUTE TIMES

■ < 15 Min

■ 15-29 Min

■ 30-59 Min

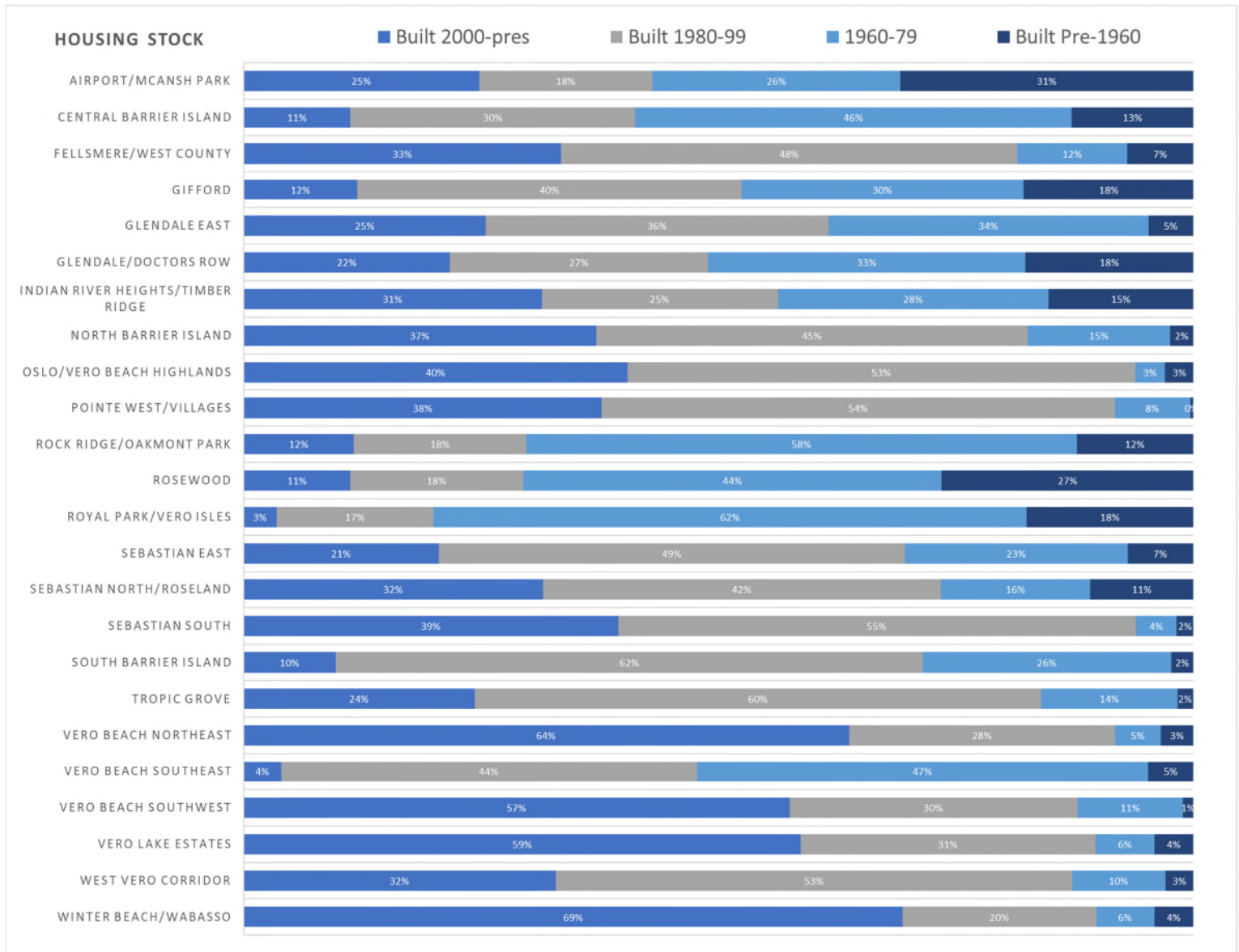
■ 60+ Min



Housing

Countywide, 31% of all housing was constructed in 2000 or later, 39% was constructed in the 1980s/1990s, 21% was constructed in the 1960s/1970s, and 6.4% was constructed prior to 1960. In four communities, new construction (i.e. built 2000 or later) accounts for a majority of housing units: Winter Beach/Wabasso (69%), Vero Beach Northeast (64%), Vero Lake Estates (59%), and Vero Beach Southwest (57%).

Communities with the highest share of housing from the 1980-1999 period include South barrier Island (62%), Tropic Grove (60%), Sebastian South (55%), and Oslo/Vero Beach Highlands (53%). Communities with the highest share of housing from the 1960-1979 period include Royal Park/Vero Isles (62%) and Rock Ridge/Oakmont Park (58%). In Airport/McAnsh Park, the largest share of housing constructed prior to 1960 (31%).



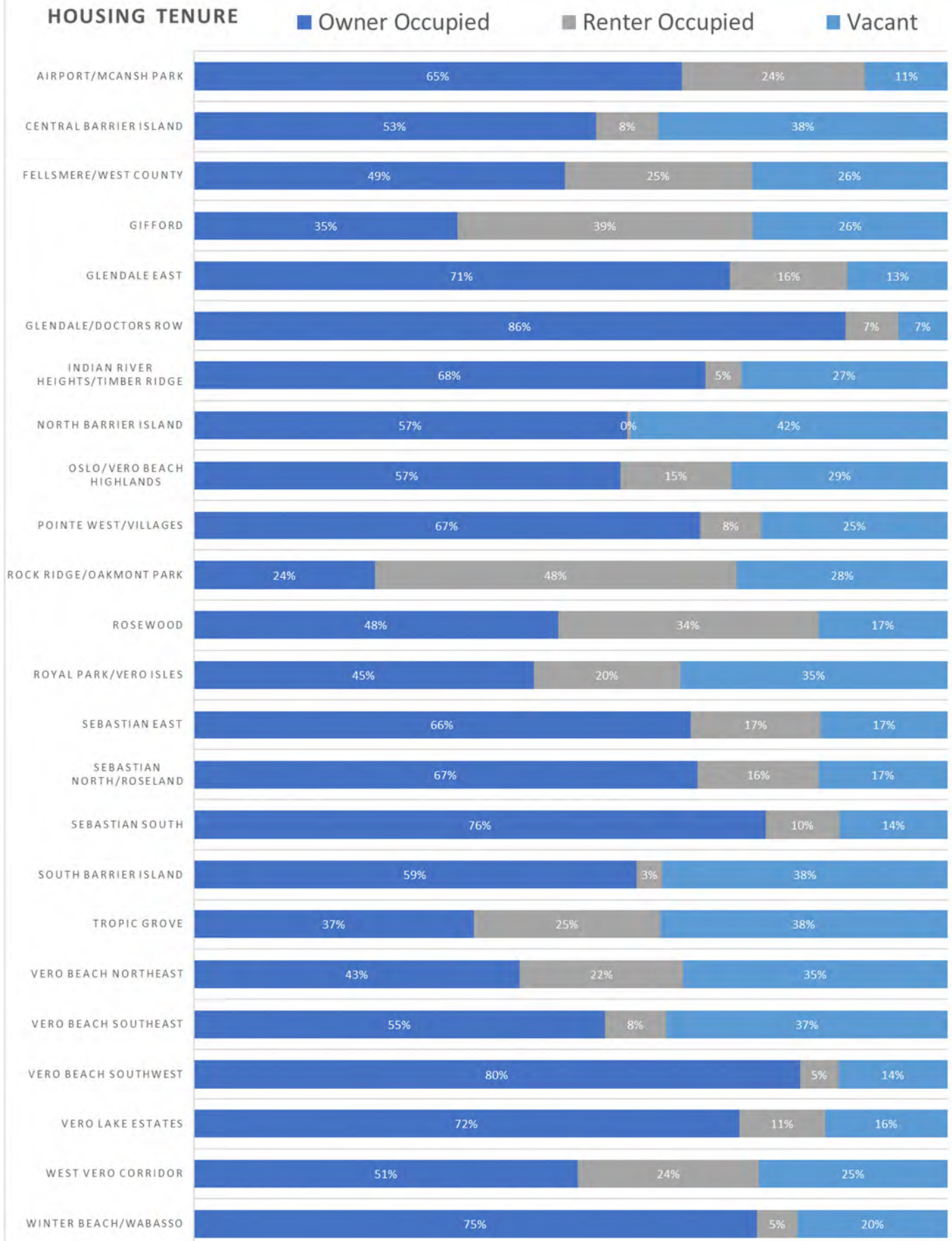
Community	Owner Occupied	Renter Occupied	Vacant	Built 2000-Present	Built 1980-1999	Built 1960-1979	Built Pre-1960
Airport/McAnsh Park	65%	24%	11%	25%	18%	26%	31%
Central Barrier Island	53%	8%	38%	11%	30%	46%	13%
Fellsmere/West County	49%	25%	26%	33%	48%	12%	7%
Gifford	35%	39%	26%	12%	40%	30%	18%
Glendale East	71%	16%	13%	25%	36%	34%	5%
Glendale/Doctors Row	86%	7%	7%	22%	27%	33%	18%
Indian River Heights/Timber Ridge	68%	5%	27%	31%	25%	28%	15%
North Barrier Island	57%	0%	42%	37%	45%	15%	2%
Oslo/Vero Beach Highlands	57%	15%	29%	40%	53%	3%	3%
Pointe West/Villages	67%	8%	25%	38%	54%	8%	0%
Rock Ridge/Oakmont Park	24%	48%	28%	12%	18%	58%	12%
Rosewood	48%	34%	17%	11%	18%	44%	27%
Royal Park/Vero Isles	45%	20%	35%	3%	17%	62%	18%
Sebastian East	66%	17%	17%	21%	49%	23%	7%
Sebastian North/Roseland	67%	16%	17%	32%	42%	16%	11%
Sebastian South	76%	10%	14%	39%	55%	4%	2%
South Barrier Island	59%	3%	38%	10%	62%	26%	2%
Tropic Grove	37%	25%	38%	24%	60%	14%	2%
Vero Beach Northeast	43%	22%	35%	64%	28%	5%	3%
Vero Beach Southeast	55%	8%	37%	4%	44%	47%	5%
Vero Beach Southwest	80%	5%	14%	57%	30%	11%	1%
Vero Lake Estates	72%	11%	16%	59%	31%	6%	4%
West Vero Corridor	51%	24%	25%	32%	53%	10%	3%
Winter Beach/Wabasso	75%	5%	20%	69%	20%	6%	4%

Source: 2020 ACS 5- Year Estimate

Housing Tenure

Across Indian River County, three-quarters of housing units are occupied as a primary residence. Of those occupied units, 60% are owner-occupied and 15% are renter-occupied. The communities with the highest share of owner-occupied units are Glendale/Doctors Row (86% of units are owner-occupied), Vero Beach Southwest (80%), and Sebastian South (76%). Interestingly, these communities were the exact same communities as shown in the 2015 data. The communities with the highest share of renter-occupied units are Rock Ridge/Oakmont Park (48% of units are renter-occupied), Gifford (39%), and Rosewood (39%).

Vacant units account for 25% of all housing in Indian River County. This is the same percentage as the 2015 data. In addition to unoccupied dwellings, vacant units also include second homes and seasonally-occupied housing. The communities with the most vacant housing units are North Barrier Island (42%), Central Barrier Island (38%), South Barrier Island (38%), and Tropic Grove (38%). Vacant units account for the lowest share of housing in the following communities: Glendale/Doctors Row (7% of housing is vacant), Airport/McAnsh Park (11%), Glendale East (13%), and Sebastian South (14%).



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Community Description

The AIRPORT/MCANSH PARK community, Census Tracts 502.01 & 502.02, is located in central Indian River County. The community includes neighborhoods located along the north side of SR 60 between downtown Vero Beach and 58th Avenue.

Population and Demographic Trends

From 2010 to 2020, the population of the AIRPORT/MCANSH PARK community remained relatively unchanged, while the median age of residents increased by 2.8 years. During that decade, the average household size in AIRPORT/MCANSH PARK increased from 2.27 to 2.54 persons.

General			
	2000	2010	2020
Population	3,781	4,226	4,378
Households	1,610	1,610	1,727
Average Household Size	2.24	2.27	2.54
Median Age	41.4	41.6	44.4

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	94%	86%	77%
Black	2%	7%	7%
Hispanic	6%	11%	10%
Born Outside US	11%	16%	9%

Age Distribution			
AGE	2000	2010	2020
< 18	19%	17%	14%
18 - 24	9%	10%	9%
25 - 34	13%	15%	15%
35 - 44	14%	12%	12%
45 - 54	13%	15%	12%
55 - 64	10%	13%	15%
65 - 74	10%	8%	13%
75 - 84	9%	6%	7%
85 +	2%	3%	3%

The percent of residents reporting a disability (10%) in the AIRPORT/MCANSH PARK community is well below the county average of 16%. Educational attainment levels are slightly below county averages. Thirteen percent of adults lack a high school diploma, which is the 5th highest of 24 communities. Twenty-three percent of adults have a college degree, which is below the county average of 29%.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	23%	NA	10%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	5%	7%	2%

Educational Attainment

	2000	2010	2020
Less than High School	18%	19%	13%
High School Diploma	30%	25%	33%
College, Less than 4 Years	32%	35%	31%
College Degree	21%	21%	23%

Economic and Housing Trends

The median household income of the AIRPORT/MCANSH PARK community is \$59,131, just above the countywide median household income of \$57,945. Five percent of residents are below the poverty level, which is 5th lowest of out of 24 communities. Thirty-one percent of housing was built prior to 1960, which ranks the highest out of 24 communities.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	35,375	42,589	59,131
Percent Below Poverty Level	8%	21%	5%

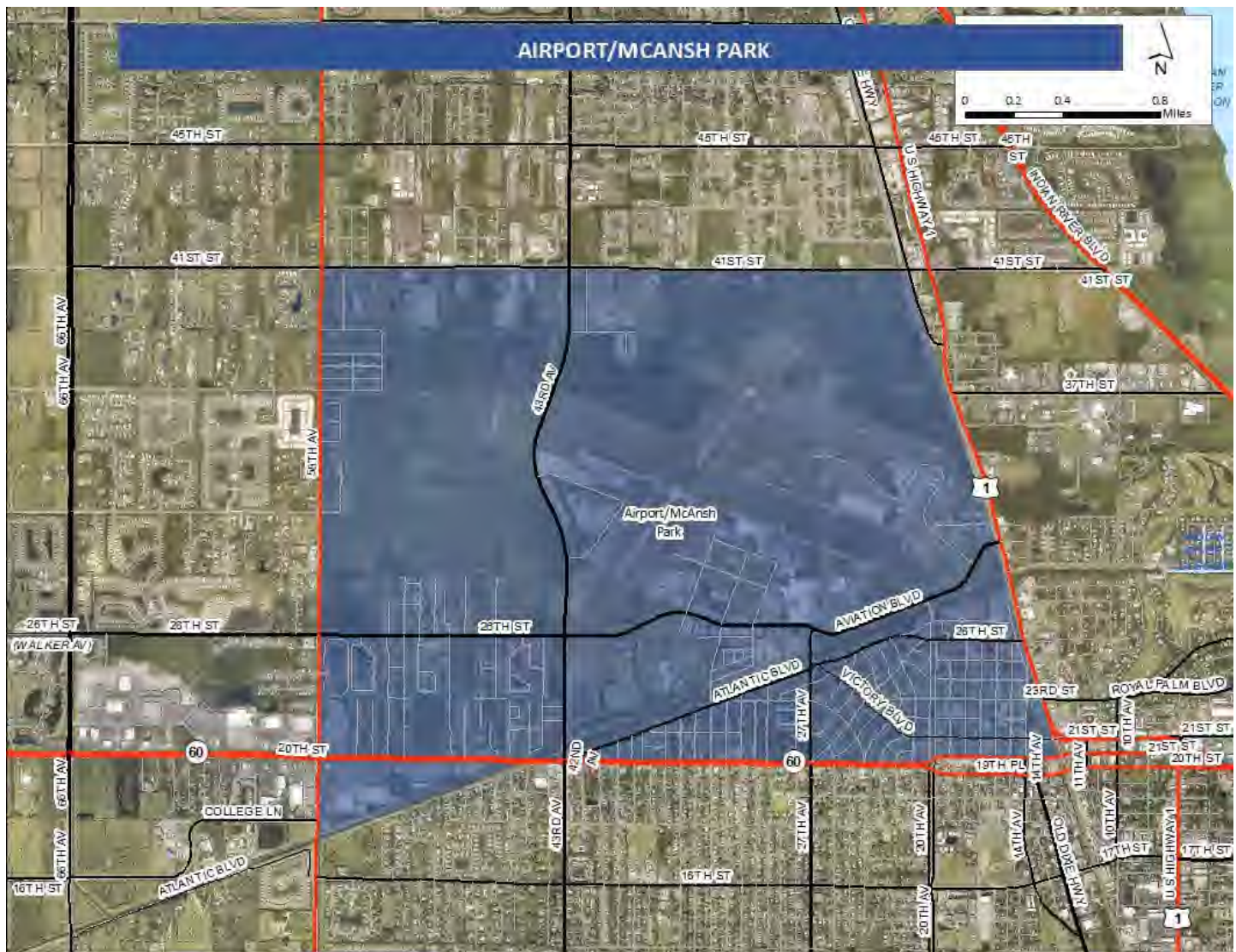
Housing Characteristics			
	2000	2010	2020
Owner Occupied	66%	60%	65%
Renter Occupied	24%	21%	24%
Vacant	11%	19%	11%
Single Family	78%	82%	78%
Multi-family	15%	14%	19%
Mobile Home, Other	7%	4%	3%
Built 2000-Present	0%	11%	25%
Built 1980-1999	30%	28%	18%
Built 1960-1979	32%	30%	26%
Built Before 1960	38%	31%	31%

Travel Trends

In 2020, AIRPORT/MCANSH PARK residents had much shorter than average commute times, with 42% of residents traveling less than 15 minutes to work (vs. 33% countywide). Finally, 5% of households had no access to a vehicle, which is just above the county average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	5%	6%	5%
1 Vehicles	47%	40%	39%
2 Vehicles	39%	37%	46%
3 or More Vehicles	9%	17%	10%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	54%	55%	42%
15 - 29 Minutes	37%	30%	31%
30 - 59 Minutes	5%	10%	20%
60 + Minutes	4%	4%	7%



COMMUNITY FACILITIES IN AIRPORT/MCANSI PARK

Church

Name	Address
Community Church	1901 23rd St, Vero Beach, FL 32960
First Baptist Church	2206 16th Ave, Vero Beach, FL 32960
First Church of Christ Science	1602 23rd St, Vero Beach, FL 32960
First United Methodist Church	1750 20th St, Vero Beach, FL 32960
Ryanwood Fellowship	2196 54th Ave, Vero Beach, FL 32960
St. Helen's Catholic Church	2025 20th Ave, Vero Beach, FL 32960
Vero Beach Church of Christ	3306 20th St, Vero Beach, FL 32960

Park

Name	Address
Jackie Robinson Training Complex	3901 26th St, Vero Beach, FL 32960
Pocahontas Park	2140 14th Ave, Vero Beach, FL 32960
Troy Moody Park	Victory Blvd, Vero Beach, FL 32960
Vero Beach Community Center	2266 14th Ave, Vero Beach, FL 32960

Retirement Center

Name	Address
Orchid Island Manor Assisted Living	1914 21st St, Vero Beach FL, 32960

Public Transportation

GoLine Routes 2 & 8

Employment Center

Name	Address
Skyborne Airline Academy	2805 Airport Dr, Vero Beach, FL 32960
Indian River County Government	1801 27th St, Vero Beach, FL 32960
Indian River County Courthouse	2000 16th Ave, Vero Beach, FL 32960
Piper Aircraft	2926 Piper Dr, Vero Beach, FL 32960
Publix Supermarkets, Inc	2040 58th Ave, Vero Beach, FL 32966
Ryanwood Shopping Center	2040 58th Ave, Vero Beach, FL 32966
Vero Beach Airport	3400 Cherokee Dr, Vero Beach, FL 32960
Wal-Mart Supercenter	5555 20th St, Vero Beach, FL 32966

Cultural Facilities

Name	Address
Citrus Museum	2140 14th Ave, Vero Beach, FL 32960
Indian River County Main Library	1600 21st St, Vero Beach, FL 32960
Vero Beach Historical Society	2336 14th Ave, Vero Beach, FL 32960
Vero Beach Theatre Guild	2020 San Juan Ave, Vero Beach, FL 32960

Private School K-12

Name	Address
Saint Helen School	2050 Vero Beach Ave, Vero Beach, FL 32960

CENTRAL BARRIER ISLAND

Community Description

The CENTRAL BARRIER ISLAND community, Census Tracts 505.04 & 505.05, is located on the barrier island. The community is bounded by Fred Tuerk Dr. to the north and 17th Street (East Causeway Blvd.) to the south.

Population and Demographic Trends

From 2010 to 2020, the population of the CENTRAL BARRIER ISLAND community increased by about 8%. During that time, the median age of residents increased by 2.6 years to 67.7 years. In 2020, children (under 18) comprised only 6% of residents, which is the 3rd lowest out of 24 communities. Seniors (age 65+) accounted for 56% of residents in 2020.

General			
	2000	2010	2020
Population	5,453	4,640	5,025
Households	2,882	2,505	2,695
Average Household Size	1.89	1.85	1.86
Median Age	63.6	64.7	67.3

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	99%	98%	94%
Black	0%	0%	0%
Hispanic	2%	2%	4%
Born Outside US	8%	8%	8%

Age Distribution			
AGE	2000	2010	2020
< 18	10%	9%	6%
18 - 24	2%	3%	3%
25 - 34	4%	3%	4%
35 - 44	9%	5%	5%
45 - 54	13%	12%	7%
55 - 64	15%	18%	19%
65 - 74	24%	21%	29%
75 - 84	19%	21%	20%
85 +	4%	7%	8%

The percent of residents reporting a disability (14%) in the CENTRAL BARRIER ISLAND community is just below the county average of 16%. Educational attainment levels are among the highest in the county. Sixty-three percent of adults have a college degree, which is well above the county average of 29% and ranks 3rd highest out of 24 communities.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	18%	NA	14%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	1%	5%	1%

Educational Attainment

	2000	2010	2020
Less than High School	4%	5%	3%
High School Diploma	18%	21%	12%
College, Less than 4 Years	30%	26%	22%
College Degree	48%	48%	63%

Economic and Housing Trends

The median household income of the CENTRAL BARRIER ISLAND community is \$90,754, which ranks 3rd highest out of 24 communities. About half of housing units in the community are single family residences, and about half are multi-family dwellings. Approximately half of housing in the CENTRAL BARRIER ISLAND community was constructed during the 1960s and 1970s. Thirty-eight percent of housing units are vacant, which is 2nd highest out of 24 communities.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	69,620	69,758	90,754
Percent Below Poverty Level	3%	1%	6%

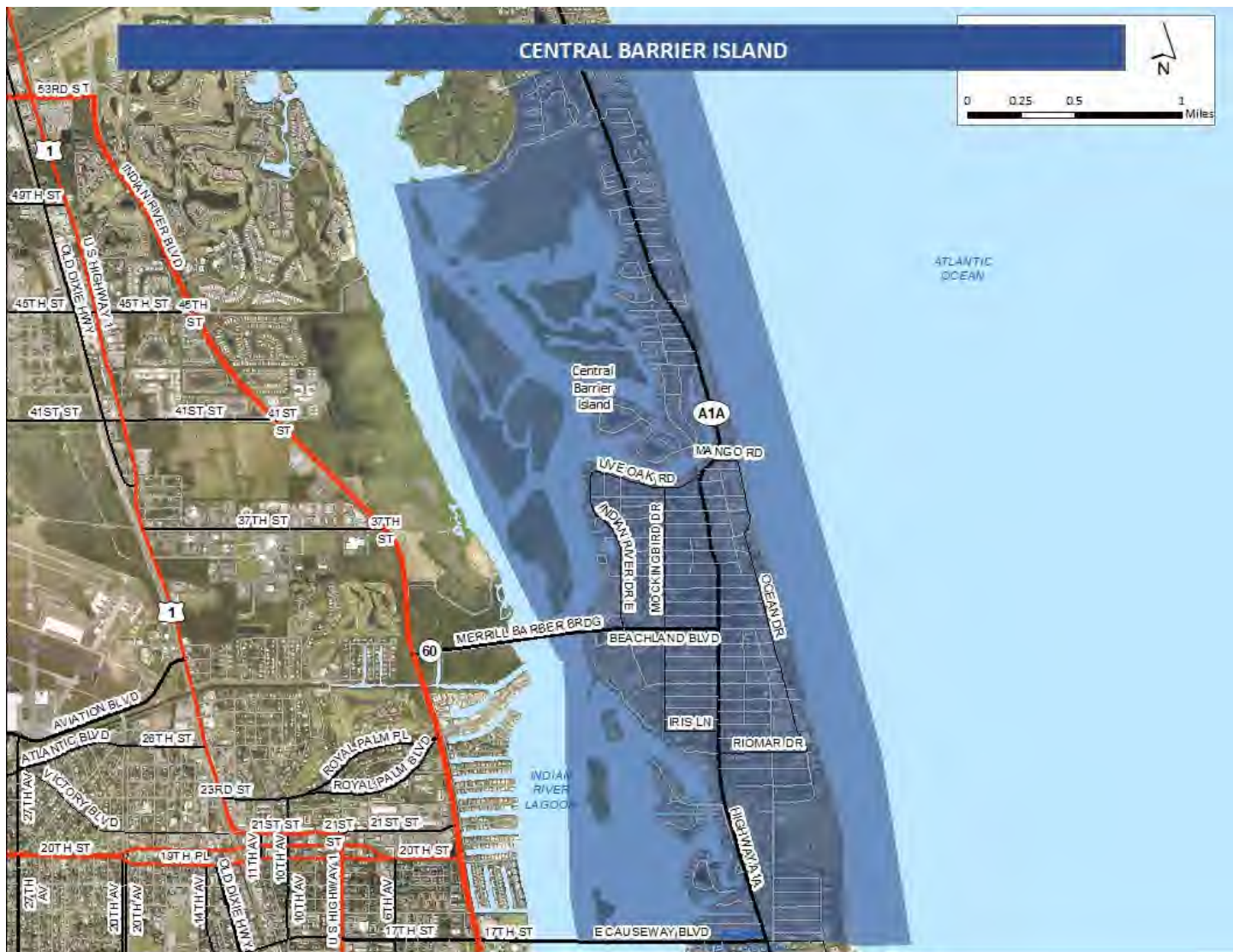
Housing Characteristics			
	2000	2010	2020
Owner Occupied	63%	52%	53%
Renter Occupied	11%	7%	8%
Vacant	27%	41%	38%
Single Family	48%	51%	51%
Multi-family	51%	47%	48%
Mobile Home, Other	1%	2%	1%
Built 2000-Present	0%	6%	11%
Built 1980-1999	32%	46%	30%
Built 1960-1979	58%	37%	46%
Built Before 1960	10%	11%	13%

Travel Trends

In 2020, CENTRAL BARRIER ISLAND residents had much shorter than average commute times, with 56% of residents traveling less than 15 minutes to work (vs. 33% countywide). Notably, only 9% of residents traveled in excess of half an hour to work, which is well below the county average of 27%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	4%	4%	1%
1 Vehicles	47%	53%	44%
2 Vehicles	43%	34%	44%
3 or More Vehicles	6%	9%	11%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	63%	79%	56%
15 - 29 Minutes	28%	12%	34%
30 - 59 Minutes	5%	4%	6%
60 + Minutes	5%	5%	3%



COMMUNITY FACILITIES IN CENTRAL BARRIER ISLAND

Church

Name	Address
Christ By The Sea Methodist Church	3755 Hwy A1A, Vero Beach, FL 32963
Holy Cross Catholic Church	500 Iris Lane, Vero Beach, FL 32963
St. Paul's Church	999 Flamevine Dr, Vero Beach, FL 32963

Park

Name	Address
Bethel Creek House	4405 Hwy A1A, Vero Beach, FL 32963
Humiston Park	3000 Ocean Dr, Vero Beach, FL 32963
MacWilliam Park	3451 Indian River Dr E, Vero Beach, FL 32963
Jaycee Park	4200 Ocean Dr, Vero Beach, FL 32963
Riverside Park	3200 Riverside Park Dr, Vero Beach, FL 32963
South Beach Park	1704 Ocean Dr, Vero Beach, FL 32963
Tracking Station Park	800 46th Pl, Vero Beach, FL 32963

Public Transportation

GoLine Route 1

Employment Center

Name	Address
Pelican Plaza	4725 Hwy A1A, Vero Beach, FL 32963
Vero Beach Hotel & Spa	3500 Ocean Dr, Vero Beach, FL 32963

Cultural Facilities

Name	Address
Riverside Theater	3250 Riverside Park Dr, Vero Beach, FL 32963
Vero Beach Art Museum	3001 Riverside Park Dr, Vero Beach, FL 32963
Veterans Memorial Island	3200 Riverside Park Dr, Vero Beach, FL 32963

Public School K-12

Name	Address
Beachland Elementary School	3350 Indian River Dr, Vero Beach, FL 32963

Community Description

The FELLSMERE community, Census Tracts 509.08 & 509.09, is located in northern Indian River County. The community includes the city of Fellsmere and surrounding areas.

Population and Demographic Trends

From 2010 to 2020, the population of the FELLSMERE/WEST COUNTY community increased by 8%. From 2010 to 2020, the average household size increased from 3.59 to 4.39 persons, which is also the highest in the county. At 33.9 years, the median age of FELLSMERE/WEST COUNTY residents is the lowest in the county. At 62%, the Hispanic population is the highest out of 24 communities. Children comprise 28% of the population, which is 2nd highest out of 24 communities.

General				
	2000	2010	2020	
Population	5,594	7,218	7,777	
Households	1,522	1,984	1,771	
Average Household Size	3.40	3.59	4.39	
Median Age	29.6	29.7	33.9	

Race, Ethnicity & Place of Birth				
	2000	2010	2020	
White	68%	64%	47%	
Black	6%	5%	5%	
Hispanic	55%	64%	62%	
Born Outside US	32%	40%	25%	

Age Distribution				
AGE	2000	2010	2020	
< 18	30%	31%	28%	
18 - 24	13%	11%	10%	
25 - 34	17%	15%	12%	
35 - 44	15%	15%	12%	
45 - 54	10%	13%	14%	
55 - 64	7%	8%	11%	
65 - 74	5%	4%	8%	
75 - 84	2%	2%	3%	
85 +	1%	0%	1%	

The percent of residents reporting a disability (10%) in the FELLSMERE/WEST COUNTY community is the lowest in the county. The percent of residents with Limited English Proficiency (22%) is the highest out of all communities. Educational attainment levels are well below county averages. Thirty-three percent of adults lack a high school diploma, which is the highest out of all communities.

Persons with Disabilities				
	2000	2010	2020	
Percent of Population with a Disability	21%	NA	10%	

Language				
	2000	2010	2020	
Percent of Population with Limited English Proficiency	33%	45%	22%	

Educational Attainment

	2000	2010	2020
Less than High School	54%	51%	33%
High School Diploma	26%	20%	35%
College, Less than 4 Years	15%	21%	20%
College Degree	5%	8%	12%

Economic and Housing Trends

The median household income of the FELLSMERE/WEST COUNTY community is \$46,022, which is well below the county median of \$57,945. Fourteen percent of residents are below the poverty level, which is above the county average of 10%. Mobile homes account for 23% of housing units, which is above the county average of 7%.

Economic Characteristics				
	2000	2010	2020	
Median Household Income (Dollars)	34,600	39,029	46,022	
Percent Below Poverty Level	20%	26%	14%	

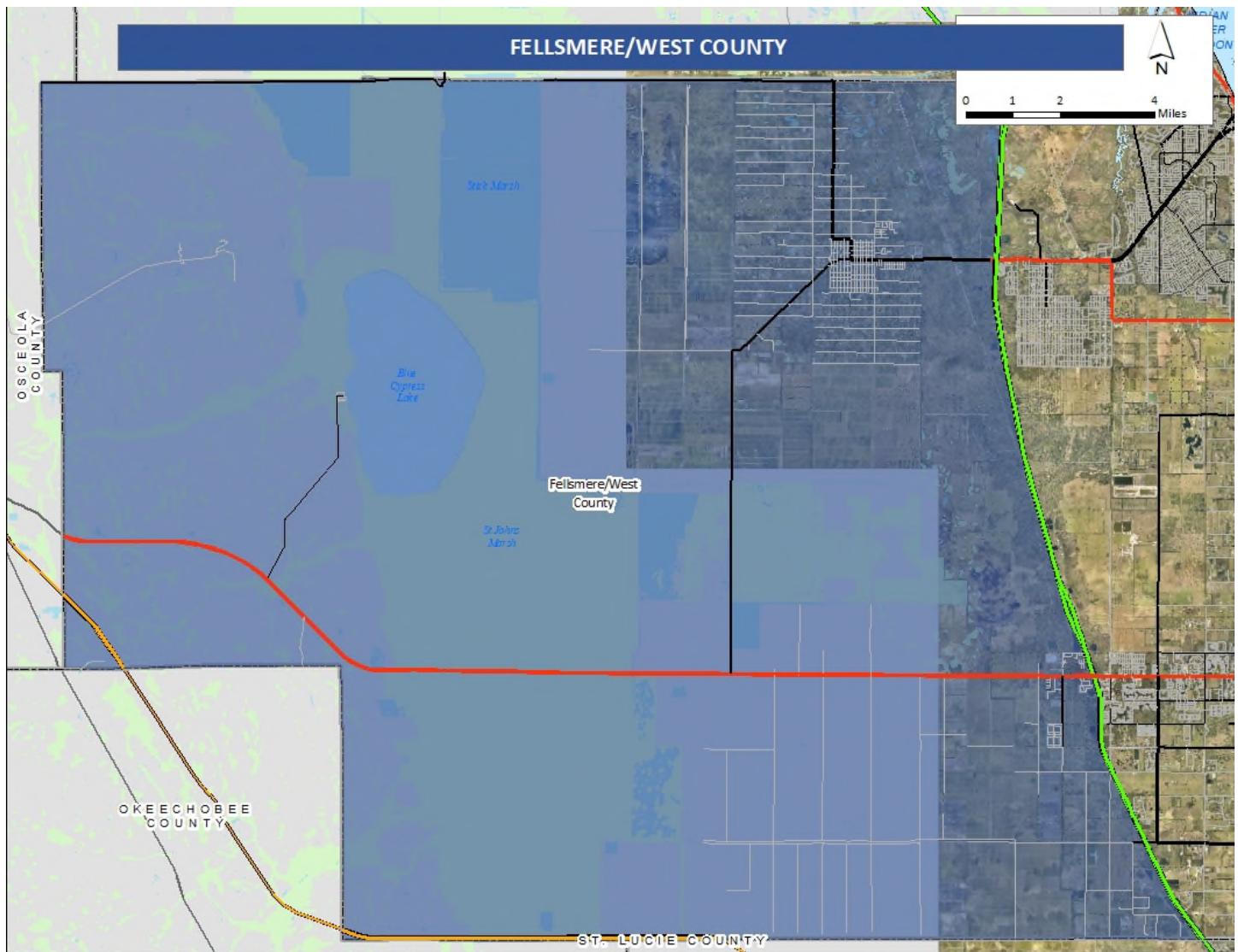
Housing Characteristics				
	2000	2010	2020	
Owner Occupied	66%	56%	49%	
Renter Occupied	22%	25%	25%	
Vacant	12%	19%	26%	
Single Family	68%	72%	58%	
Multi-family	2%	14%	19%	
Mobile Home, Other	31%	14%	23%	
Built 2000-Present	0%	31%	33%	
Built 1980-1999	61%	38%	48%	
Built 1960-1979	26%	18%	12%	
Built Before 1960	13%	12%	7%	

Travel Trends

In 2020, FELLSMERE/WEST COUNTY residents had much longer than average commute times, with nearly half of residents traveling over 30 minutes to work (vs. 27% countywide). Finally, 5% of households had no access to a vehicle, which is similar to the countywide average of 4.7%.

Vehicles per Household				
	2000	2010	2020	
0 Vehicles	5%	12%	5%	
1 Vehicles	28%	24%	34%	
2 Vehicles	45%	45%	43%	
3 or More Vehicles	22%	20%	17%	

Travel Time to Work				
	2000	2010	2020	
< 15 Minutes	20%	21%	22%	
15 - 29 Minutes	37%	30%	25%	
30 - 59 Minutes	37%	38%	47%	
60 + Minutes	6%	12%	6%	



COMMUNITY FACILITIES IN FELLSMERE/WEST COUNTY

Church		Employment Center	
Name	Address	Name	Address
Bethel AME Church	1056 Lincoln St, Fellsmere, FL 32948	B&W Quality Growers	7798 CR 512, Fellsmere, FL 32948
Church of God in Christ	1001 Lincoln St, Fellsmere, FL 32948	Parabel	7898 Headwaters Commerce St, Fellsmere, FL 32948
Fellsmere Church of God	81 N Pine St, Fellsmere, FL 32948	Sun Ag, Inc.	7735 CR 512, Fellsmere, FL 32948
Fellsmere Community Bible Church	12 N. Hickory St, Fellsmere, FL 32948	Treasure Coast Community Health	12196 CR 512, Fellsmere, FL 32948
Fellsmere First Baptist Church	107 N. Magnolia St, Fellsmere, FL 32948		
Fellsmere Historical Church	43 North Broadway, Fellsmere, FL 32948		
Our Lady of Guadalupe	12896 CR 512, Fellsmere, FL 32948		
Mt. Olive Missionary Baptist Church	1023 Lincoln St, Fellsmere, FL 32948		
Park		Public School K-12	
Name	Address	Name	Address
Grant Park	1040 W Grant Ave, Fellsmere, FL 32948	Fellsmere Elementary School	50 N. Cypress St, Fellsmere, FL 32948
Lions Club Park	Broadway St, Fellsmere, FL 32948		
Little League Park Complex	4 S Broadway St, Fellsmere, FL 32948		
Senior League Recreation Complex	224 S Oleander St, Fellsmere, FL 32948		
Tennis and Handball Court	57 N Cypress St, Fellsmere, FL 32948		
Washington park	29 N Orange St, Fellsmere, FL 32948		
		Public Transportation	
		GoLine Route 10	

Community Description

The GIFFORD community, Census Tracts 503.03 & 503.04, is located in central Indian River County. The community spans from U.S. 1 to 58th Ave between 41st and 49th Streets.

Population and Demographic Trends

From 2010 to 2020, the population of the GIFFORD community remained within 1% of its previous population. From 2000 to 2020, the average household size increased from 2.75 to 4.25 persons, which is also the 2nd highest in the county. At 35.3 years, the median age of GIFFORD residents is the 2nd lowest out of 24 communities. Children comprise 28% of the population, which is 2nd highest out of 24 communities.

General			
	2000	2010	2020
Population	5,123	5,354	5,319
Households	1,854	2,017	1,253
Average Household Size	2.75	2.64	4.25
Median Age	30.4	37.0	35.3

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	13%	21%	14%
Black	82%	68%	75%
Hispanic	7%	13%	3%
Born Outside US	8%	12%	13%

Age Distribution			
AGE	2000	2010	2020
< 18	33%	28%	30%
18 - 24	10%	9%	8%
25 - 34	13%	12%	12%
35 - 44	14%	10%	11%
45 - 54	11%	14%	11%
55 - 64	8%	12%	13%
65 - 74	6%	9%	9%
75 - 84	3%	5%	5%
85 +	1%	1%	2%

The percent of residents reporting a disability (16%) in the GIFFORD community is equal to the county average of 16%. Three percent of residents have Limited English Proficiency. Educational attainment levels are below county averages. Thirty percent of adults lack a high school diploma. Fourteen percent of adults have a college degree, which is among the lowest of all communities.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	29%	NA	16%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	6%	7%	3%

Educational Attainment			
	2000	2010	2020
Less than High School	57%	30%	30%
High School Diploma	23%	31%	38%
College, Less than 4 Years	14%	23%	18%
College Degree	6%	17%	14%

Economic and Housing Trends

The median household income of the GIFFORD community is \$21,176, which ranks the lowest out of all communities. About 38% of residents are below the poverty level, which is the highest out of 24 communities. About 18% of housing units were built before 1960. An additional 70% of housing stocks were built between 1960 and 1999.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	19,967	23,462	21,876
Percent Below Poverty Level	29%	29%	38%

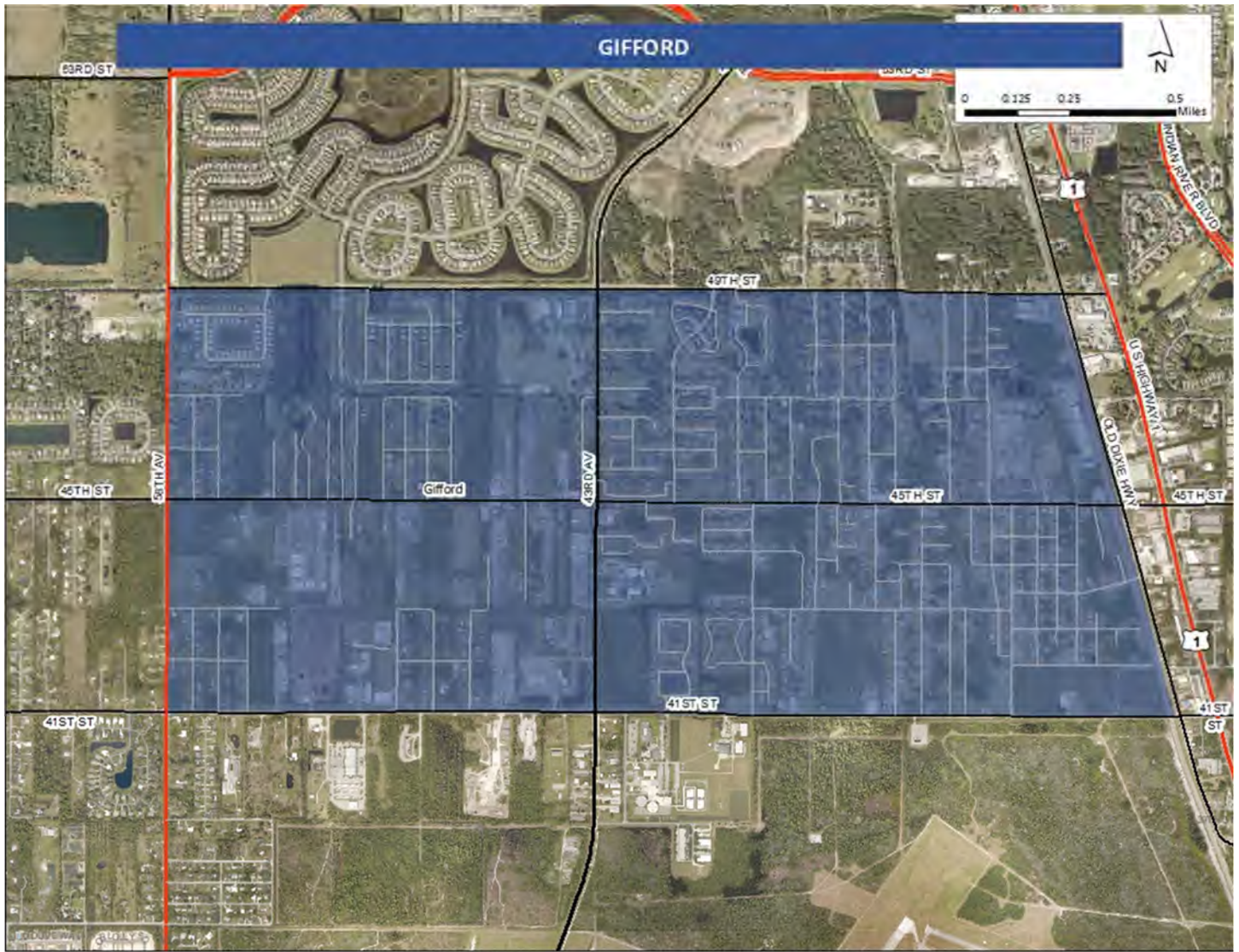
Housing Characteristics			
	2000	2010	2020
Owner Occupied	41%	48%	35%
Renter Occupied	52%	42%	39%
Vacant	7%	10%	26%
Single Family	59%	78%	55%
Multi-family	35%	18%	40%
Mobile Home, Other	5%	4%	5%
Built 2000-Present	0%	22%	12%
Built 1980-1999	47%	44%	40%
Built 1960-1979	33%	21%	30%
Built Before 1960	19%	13%	18%

Travel Trends

In 2020, GIFFORD residents had much shorter than average commute times, with 63% of residents traveling less than 15 minutes to work (vs. 33% countywide). Nearly 90% of residents commute less than 30 minutes to work. Finally, 10% of households had no access to a vehicle, which is 3rd highest out of 24 communities.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	20%	15%	10%
1 Vehicles	45%	48%	50%
2 Vehicles	25%	24%	32%
3 or More Vehicles	10%	13%	7%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	42%	43%	63%
15 - 29 Minutes	38%	43%	26%
30 - 59 Minutes	18%	10%	9%
60 + Minutes	2%	4%	2%



COMMUNITY FACILITIES IN GIFFORD

Park

Name	Address
Gifford Aquatic Center	4895 43rd Ave, Vero Beach, FL 32967
Gifford Park	4715 43rd Ave, Vero Beach FL 32967

Employment Center

Name	Address
IMG Citrus	2600 45th Street, Vero Beach, FL 32967
Indian River Transit	4385 43rd Ave, Vero Beach, FL 32967
United Parcel Service	4555 41st St, Vero Beach, FL 32967

Public School K-12

Name	Address
Alternative Center for Education	4680 28th Court, Vero Beach FL 32967
Dodgertown Elementary School	4350 43rd Ave, Vero Beach FL 32967
Gifford Middle School	4530 28th Court Vero Beach FL 32967
St. Peter's Academy	4250 38th Ave, Vero Beach FL 32967

Public Transportation

Gifford Health Center Transit Hub
GoLine Routes 3, 8, 9 & 14

Church

Name	Address
Apostolic Faith Revival Center	2485 45th St, Vero Beach FL 32967
Bible Way Mission Center	3235 45th St, Vero Beach FL 32967
Bible way Church of God in Christ	4586 34th Ave, Vero Beach FL 32967
Church of God in Christ	4241 30th Ave, Vero Beach, FL 32967
Church of God Tabernacle	3990 41st St, Vero Beach, FL 32967
Community Baptist Church	4229 29th Ave, Vero Beach, FL 32967
Friendship Baptist Church	4545 30th Ave, Vero Beach FL 32967
Macedonia Baptist Church	2506 42nd Ave, Vero Beach FL 32967
Mount Olive Primitive Baptist	2506 42nd St, Vero Beach FL 32967
Mount Sinai Baptist Church	4455 28th Ave, Vero Beach FL 32967
Mt. Zion AME Church	4221 28th Ave, Vero Beach FL 32967
Mt. Zion Missionary Baptist Church	4405 43rd Ave, Vero Beach, FL 32967
New Beginnings Church	4380 58th Ave, Vero Beach, FL 32967
Northside Agape Ministries	3790 45th St, Vero Beach, FL 32967
St Peter's Missionary Baptist Church	4250 38th Ave, Vero Beach FL 32967
St Elizabeth Church of Deliverance	4475 29th Ave, Vero Beach FL 32967

Community Description

The GLENDALE EAST community, Census Tract 506.02, is located in southern Indian River County. The community boundaries are 12th Street to the north, US 1 to the east, 4th Street to the south, and 27th Avenue to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the GLENDALE EAST community increased by 4%. From 2000 to 2020, the Hispanic population increased from 2% to 17%. Notably, the percentage of residents born outside the U.S. has more than doubled over the last decade to 19%. At 47.4 years, the median age of GLENDALE EAST residents is gradually increasing (+4 years between 2010 and 2020), yet the percentage of children remains steady around 20%.

General

	2000	2010	2020
Population	3,767	4,639	4,836
Households	1,580	1,862	1,780
Average Household Size	2.38	2.41	2.72
Median Age	44.2	43.4	47.4

Race, Ethnicity & Place of Birth

	2000	2010	2020
White	95%	90%	78%
Black	2%	5%	5%
Hispanic	2%	11%	17%
Born Outside US	5%	8%	19%

Age Distribution

AGE	2000	2010	2020
< 18	20%	21%	19%
18 - 24	6%	7%	7%
25 - 34	9%	11%	10%
35 - 44	16%	12%	11%
45 - 54	14%	15%	13%
55 - 64	11%	14%	16%
65 - 74	13%	10%	14%
75 - 84	8%	7%	8%
85 +	2%	2%	3%

The percent of residents reporting a disability in the GLENDALE EAST community is 14%, just below the county average of 16%. In 2020, 12% of residents reported limited proficiency with English, which is 2nd highest out of 24 communities. From 2010 to 2020, the percent of adults without a high school diploma remained steady at 13%. Twenty-one percent of adults have a college degree, which is below the county average of 29%.

Persons with Disabilities

	2000	2010	2020
Percent of Population with a Disability	20%	NA	14%

Language

2000 2010 2020

Percent of Population with Limited English Proficiency	3%	5%	12%
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Educational Attainment

	2000	2010	2020
Less than High School	18%	13%	13%
High School Diploma	32%	35%	33%
College, Less than 4 Years	33%	31%	33%
College Degree	17%	22%	21%

Economic and Housing Trends

The median household income of the GLENDALE EAST community is \$59,741, which is slightly above the countywide median household income of \$57,945. Six percent of residents are below the poverty level. At 91%, housing units in the community are predominantly single-family dwellings. Vacant dwellings account for 13% of residential units.

Economic Characteristics

	2000	2010	2020
Median Household Income (Dollars)	37,250	44,856	59,741
Percent Below Poverty Level	10%	6%	6%

Housing Characteristics

	2000	2010	2020
Owner Occupied	77%	68%	71%
Renter Occupied	17%	21%	16%
Vacant	6%	10%	13%
Single Family	92%	92%	91%
Multi-family	4%	5%	8%
Mobile Home, Other	4%	2%	1%
Built 2000-Present	0%	18%	25%
Built 1980-1999	45%	39%	36%
Built 1960-1979	46%	37%	34%
Built Before 1960	9%	7%	5%

Travel Trends

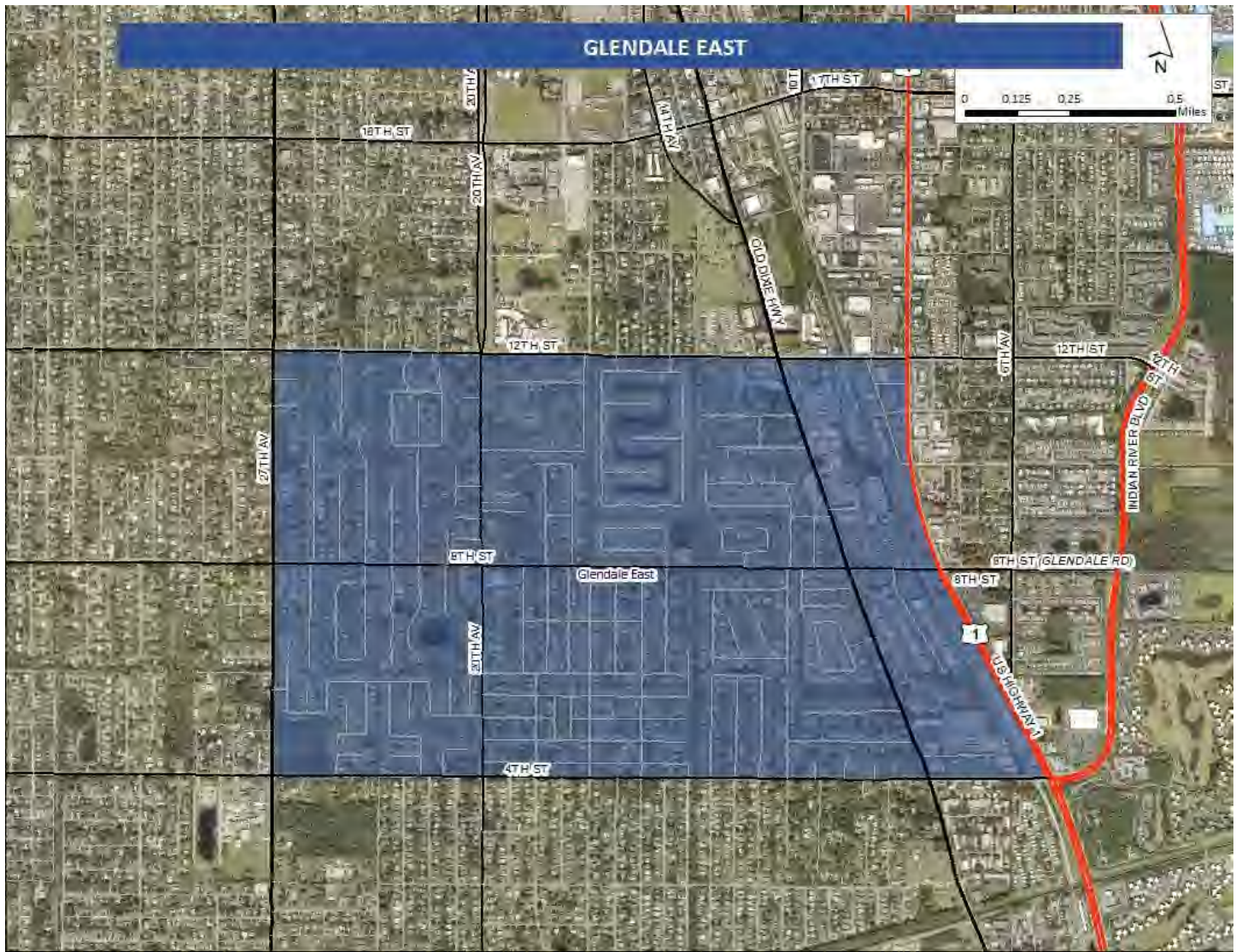
In 2020, GLENDALE EAST residents had shorter than average commute times, with 42% of residents traveling less than 15 minutes to work (vs. 33% countywide). Finally, 3% of households had no access to a vehicle.

Vehicles per Household

	2000	2010	2020
0 Vehicles	4%	4%	3%
1 Vehicles	36%	37%	38%
2 Vehicles	41%	44%	38%
3 or More Vehicles	19%	15%	20%

Travel Time to Work

	2000	2010	2020
< 15 Minutes	48%	54%	42%
15 - 29 Minutes	43%	29%	43%
30 - 59 Minutes	7%	9%	10%
60 + Minutes	2%	7%	6%



COMMUNITY FACILITIES IN GLENDALE EAST

Church

Name	Address
20th Avenue Church of God	775 20th Ave, Vero Beach, FL 32962
Glendale Baptist Church	790 27th Ave, Vero Beach, FL 32962
Grace Life of Vero Beach	796 20th Ave, Vero Beach, FL 32962
Jehovah Witness Kingdom Hall	2126 8th St, Vero Beach, FL 32962
Lighthouse Church of God	1190 27th Ave, Vero Beach, FL 32960
Lutheran Church of the Redeemer	900 27th Ave, Vero Beach, FL 32960

Private School K-12

Name	Address
Glendale Christian School	790 27th Ave, Vero Beach, FL 32968

Public Transportation

GoLine Routes 4, 6 & 7

Community Description

The GLENDALE/DOCTORS ROW community, Census Tract 507.02, is located southern Indian River County.

Population and Demographic Trends

From 2010 to 2020, the population of the GLENDALE/DOCTORS ROW community increased by less than 1%. During that time, the median age of residents increased by 3.6 years to 50.1 years. During that decade, children (under 18) decreased from 22% to 18% of residents, while seniors (age 65+) increased from 18% to 26% of the population. From 2000 to 2020, the Hispanic population increased from 3% to 15%.

General			
	2000	2010	2020
Population	4,333	5,149	5,193
Households	1,621	1,993	2,013
Average Household Size	2.67	2.58	2.58
Median Age	41.4	46.5	50.1

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	96%	92%	82%
Black	1%	2%	2%
Hispanic	3%	6%	15%
Born Outside US	6%	5%	10%

Age Distribution			
AGE	2000	2010	2020
< 18	26%	22%	18%
18 - 24	5%	7%	7%
25 - 34	8%	7%	9%
35 - 44	17%	12%	10%
45 - 54	17%	17%	12%
55 - 64	11%	17%	17%
65 - 74	9%	10%	16%
75 - 84	5%	6%	7%
85 +	1%	2%	3%

The percent of residents reporting a disability (15%) in the GLENDALE/DOCTORS ROW community is below the county average of 16%. At 6%, the share of residents with Limited English Proficiency is just above the county's average of 5%. Educational levels are similar to the county overall. Only 3% of adults lack a high school diploma.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	18%	NA	15%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	3%	1%	6%

Educational Attainment			
	2000	2010	2020
Less than High School	10%	9%	3%
High School Diploma	27%	30%	30%
College, Less than 4 Years	36%	29%	41%
College Degree	27%	32%	26%

Economic and Housing Trends

The median household income of the GLENDALE/DOCTORS ROW community is \$64,375, above the countywide median household income of \$57,945. Twenty two percent of residents are below the poverty level, which is above the countywide average of 10%. At 94%, housing units are predominantly single-family dwellings. A significant portion (55%) of housing in the community was built during the 1960-1999 period.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	50,908	60,028	64,375
Percent Below Poverty Level	3%	4%	22%

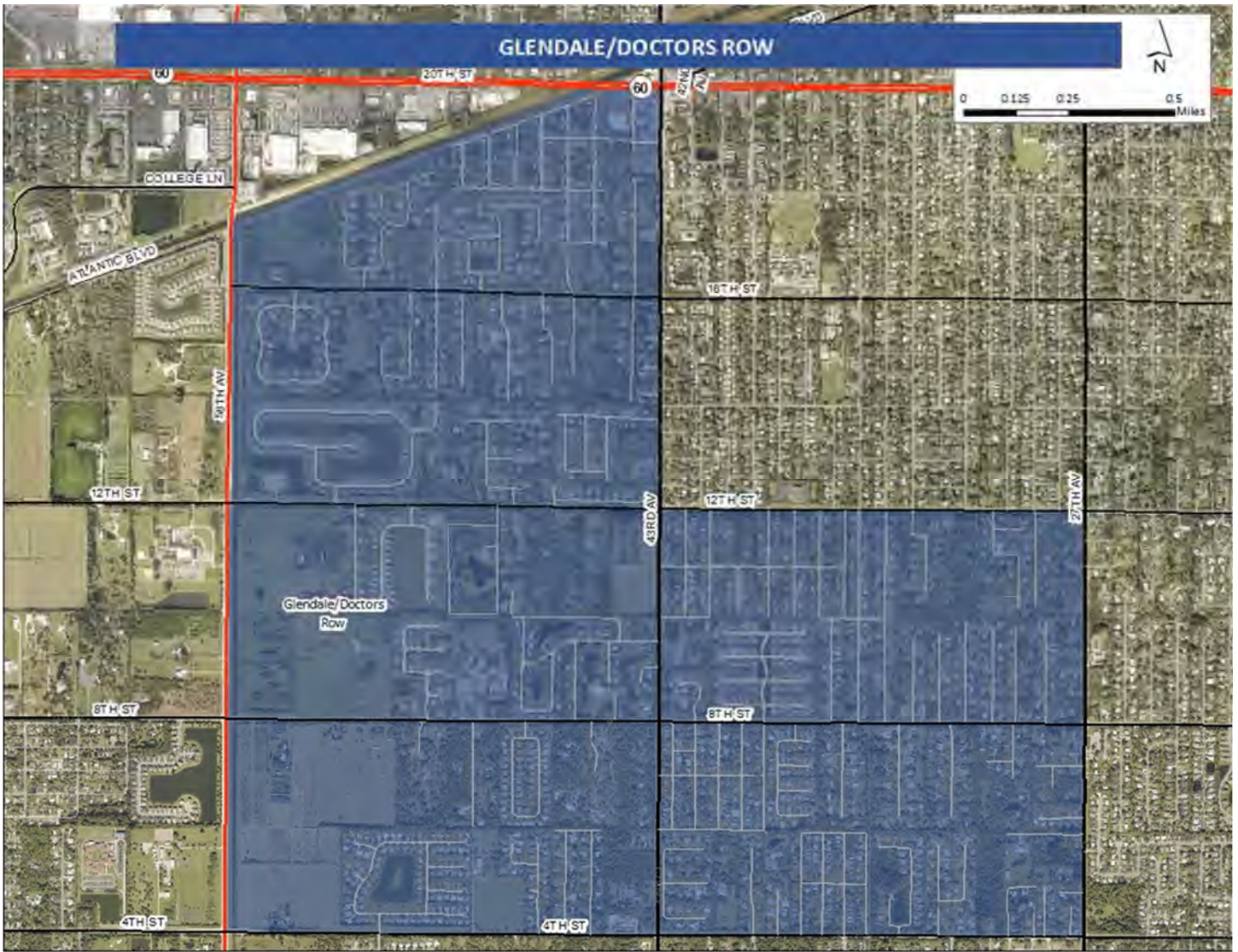
Housing Characteristics			
	2000	2010	2020
Owner Occupied	83%	74%	86%
Renter Occupied	11%	13%	7%
Vacant	6%	13%	7%
Single Family	99%	99%	94%
Multi-family	0%	1%	3%
Mobile Home, Other	1%	0%	3%
Built 2000-Present	0%	24%	22%
Built 1980-1999	50%	35%	27%
Built 1960-1979	37%	29%	33%
Built Before 1960	13%	12%	18%

Travel Trends

In 2020, GLENDALE/DOCTORS ROW residents had below average commute times, with 40% of residents traveling less than 15 minutes to work. Four percent of residents had no access to a vehicle, similar to the countywide average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	3%	3%	4%
1 Vehicles	27%	27%	31%
2 Vehicles	55%	51%	45%
3 or More Vehicles	16%	20%	20%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	48%	47%	40%
15 - 29 Minutes	37%	35%	44%
30 - 59 Minutes	12%	12%	10%
60 + Minutes	4%	7%	6%



COMMUNITY FACILITIES IN GLENDALE/DOCTORS ROW

Church

Name	Address
Grace Baptist Church	1285 43rd Ave, Vero Beach, FL 32966
Grace Lutheran	1150 41st Ave, Vero Beach, FL 32960
St Augustine Episcopal Church	475 43rd Ave, Vero Beach, FL 32968
Unity Church of Vero Beach	950 43rd Ave, Vero Beach, FL 32960
Vero Beach Alliance Church	1701 43rd Ave, Vero Beach, FL 32966

Public School K-12

Name	Address
Glendale Elementary School	4940 8th St, Vero Beach, FL 32966

Private School K-12

Name	Address
The Willow School	960 43rd Ave, Vero Beach, FL 32960

Public Transportation

GoLine Route 7

Community Description

The INDIAN RIVER HEIGHTS/TIMBER RIDGE community, Census Tract 506.03, is located in southern Indian River County. The community boundaries are 4th Street to the north, US 1 to the east, Oslo Road to the south, and 27th Avenue to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the INDIAN RIVER HEIGHTS/TIMBER RIDGE community increased by 28% (3rd highest out of 24 Communities). During that time, the median age of residents increased by 2.8 years. Since 2010, the community has become more diverse with 15% of the population born outside the U.S. In 2020, the average household size was 3.51 persons, which is 4th highest out of 24 communities.

General			
	2000	2010	2020
Population	5,182	5,322	6,790
Households	1,991	2,127	1,936
Average Household Size	2.60	2.50	3.51
Median Age	40.2	43.0	45.8

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	83%	79%	70%
Black	13%	14%	11%
Hispanic	5%	11%	16%
Born Outside US	6%	8%	15%

Age Distribution			
AGE	2000	2010	2020
< 18	25%	22%	20%
18 - 24	6%	8%	7%
25 - 34	10%	11%	11%
35 - 44	17%	12%	11%
45 - 54	14%	16%	12%
55 - 64	10%	14%	15%
65 - 74	10%	9%	15%
75 - 84	6%	6%	7%
85 +	1%	2%	2%

The percent of residents reporting a disability (25%) in the community is well above the county average of 16%. At 9%, the share of residents with Limited English Proficiency is the third highest out of all communities.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	29%	NA	25%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	2%	4%	9%

Educational Attainment

	2000	2010	2020
Less than High School	20%	18%	12%
High School Diploma	32%	24%	32%
College, Less than 4 Years	30%	32%	36%
College Degree	18%	26%	20%

Economic and Housing Trends

The median household income of the INDIAN RIVER HEIGHTS/TIMBER RIDGE community is \$58,226, just above the countywide median household income of \$57,945. Twenty five percent of residents are below the poverty level, which is the 2nd highest level of 24 communities. At 80%, housing units are predominantly single-family dwellings. Nearly a third (31%) of housing in the community was built in 2000 or later.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	40,696	50,971	58,226
Percent Below Poverty Level	8%	8%	25%

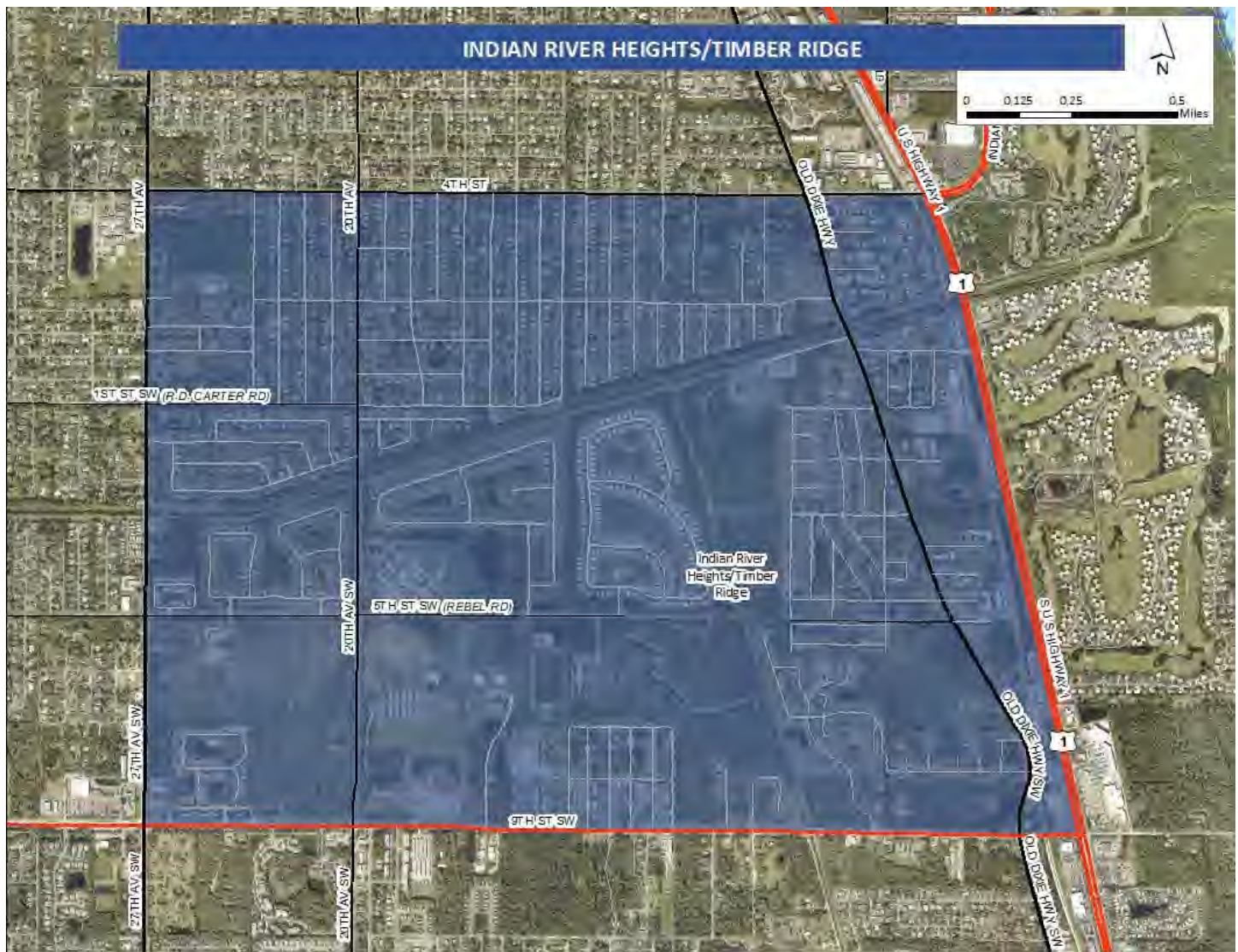
Housing Characteristics			
	2000	2010	2020
Owner Occupied	80%	69%	68%
Renter Occupied	14%	14%	5%
Vacant	5%	17%	27%
Single Family	87%	89%	80%
Multi-family	6%	9%	17%
Mobile Home, Other	7%	2%	3%
Built 2000-Present	0%	11%	31%
Built 1980-1999	48%	43%	25%
Built 1960-1979	40%	34%	28%
Built Before 1960	12%	13%	15%

Travel Trends

In 2020, INDIAN RIVER HEIGHTS/TIMBER RIDGE residents had commute times close to the countywide average. Four percent of residents had no access to a vehicle, similar to the countywide average.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	2%	5%	4%
1 Vehicles	41%	41%	32%
2 Vehicles	44%	37%	45%
3 or More Vehicles	13%	17%	20%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	39%	44%	29%
15 - 29 Minutes	45%	43%	46%
30 - 59 Minutes	14%	11%	21%
60 + Minutes	2%	2%	4%



COMMUNITY FACILITIES IN INDIAN RIVER HEIGHTS/TIMBER RIDGE

Church Name	Address	Park Name	Address
Faith United Fellowship	186 27th Ave, Vero Beach, FL 32962	Intergenerational Center	1590 9th St SW, Vero Beach, FL 32962
Gates of Praise Church of God	295 Old Dixie Hwy, Vero Beach, FL 32962	South County Regional Park	800 20th Ave SW, Vero Beach, FL 32962
Morning Star Reformed Pres. Church	698 Timber Ridge Trl SW, Vero Beach, FL 32962		
Pioneer Baptist Church	175 Old Dixie Hwy, Vero Beach, FL 32962	Public School K-12	
Salvation Army	2655 5th St SW, Vero Beach, FL 32962	Name	Address
Tabernacle Baptist Church	51 Old Dixie Hwy, Vero Beach, FL 32962	Oslo Middle School	480 20th Ave SW, Vero Beach, FL 32962

Public Transportation

IG Center Transit Hub
GoLine Routes 4, 6, 7 & 15

NORTH BARRIER ISLAND

Community Description

The NORTH BARRIER ISLAND community, Census Tracts 505.06 & 505.07, is located on the barrier island. The community is bounded by Fred Tuerk Dr. to the south and by the Sebastian Inlet to the north.

Population and Demographic Trends

From 2010 to 2020, the population of the NORTH BARRIER ISLAND community increased by 15%. During that time, the median age of residents increased by 3.6 years to 72.0 years, which also ranks highest out of 24 communities. Seniors (age 65+) accounted for 72% of residents in the community in 2020, an increase from 62% in 2010. In 2020, children (under 18) comprised only 3% of the population, which is the lowest out of 24 communities.

General				
	2000	2010	2020	
Population	3,698	5,291	6,069	
Households	1,866	2,815	2,690	
Average Household Size	1.98	1.88	2.26	
Median Age	65.6	68.4	72.0	

Race, Ethnicity & Place of Birth				
	2000	2010	2020	
White	99%	99%	95%	
Black	0%	0%	0%	
Hispanic	1%	1%	1%	
Born Outside US	5%	7%	4%	

Age Distribution				
AGE	2000	2010	2020	
< 18	7%	5%	3%	
18 - 24	1%	1%	2%	
25 - 34	1%	1%	1%	
35 - 44	6%	3%	2%	
45 - 54	11%	7%	4%	
55 - 64	21%	21%	16%	
65 - 74	33%	34%	35%	
75 - 84	16%	24%	29%	
85 +	2%	5%	8%	

The percent of residents reporting a disability (23%) in the community is well above the county average of 16%. Educational attainment levels are among the highest in the county. Over two-thirds of adults (68%) have a college degree, which ranks the highest out of 24 communities.

Persons with Disabilities				
	2000	2010	2020	
Percent of Population with a Disability	13%	NA	23%	

Language				
	2000	2010	2020	
Percent of Population with Limited English Proficiency	0%	0%	0%	

Educational Attainment

	2000	2010	2020
Less than High School	2%	1%	1%
High School Diploma	11%	10%	11%
College, Less than 4 Years	27%	23%	20%
College Degree	61%	65%	68%

Economic and Housing Trends

The median household income of the NORTH BARRIER ISLAND community is \$161,265, which ranks the highest out of 24 communities. Over two-thirds of housing units in the community are single family residences. In 2020, 42% of residences were vacant, which ranks highest out of 24 communities. Nearly all residences (98%) were built after 1960.

Economic Characteristics				
	2000	2010	2020	
Median Household Income (Dollars)	114,153	136,250	161,265	
Percent Below Poverty Level	2%	5%	5%	

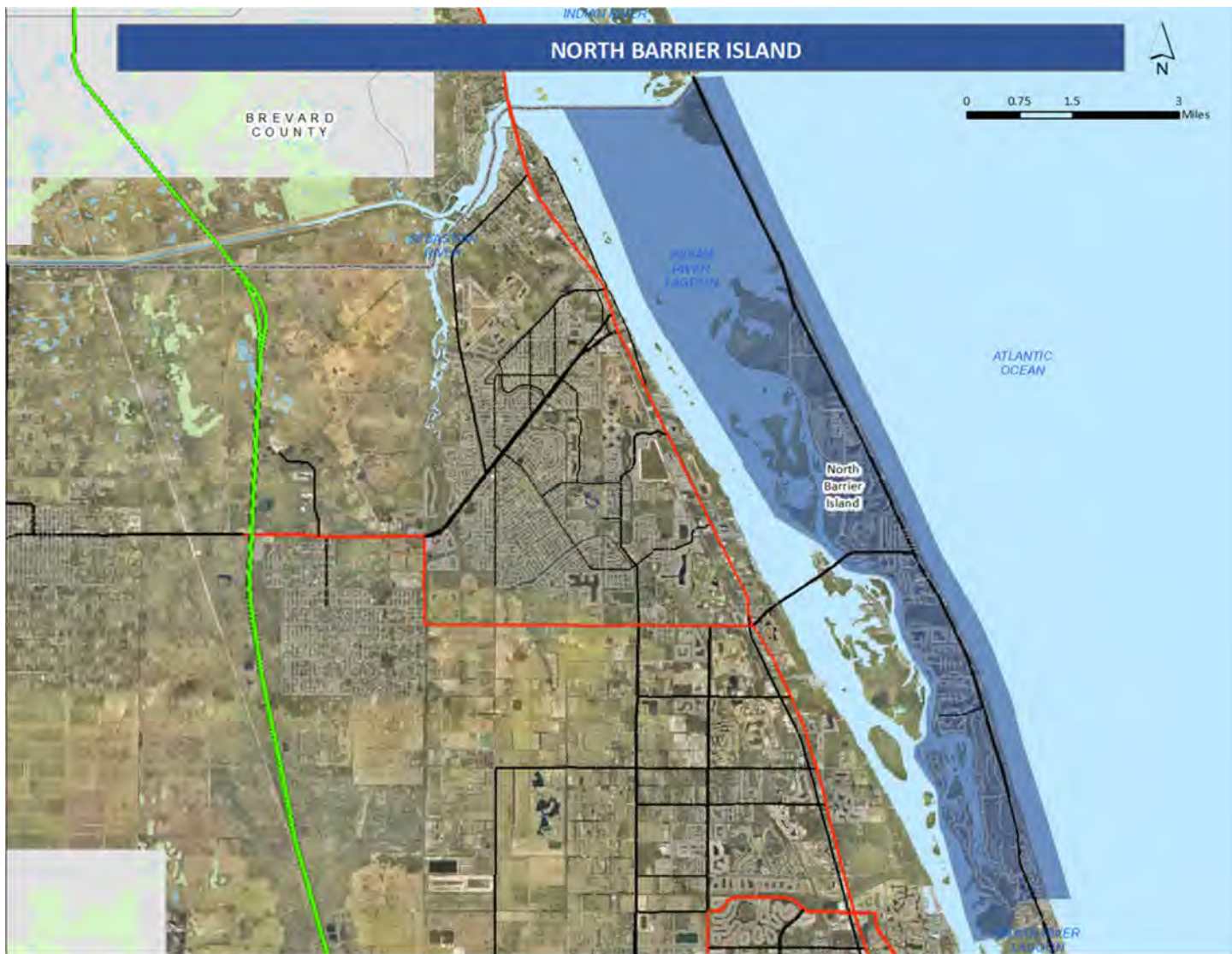
Housing Characteristics				
	2000	2010	2020	
Owner Occupied	58%	56%	57%	
Renter Occupied	3%	1%	0%	
Vacant	39%	44%	42%	
Single Family	69%	70%	68%	
Multi-family	31%	29%	31%	
Mobile Home, Other	0%	1%	0%	
Built 2000-Present	0%	34%	37%	
Built 1980-1999	77%	53%	45%	
Built 1960-1979	20%	13%	15%	
Built Before 1960	3%	0%	2%	

Travel Trends

In 2020, NORTH BARRIER ISLAND residents had lower than average commute times, with 43% of residents traveling less than 15 minutes to work (vs. 33% countywide). Finally, 7% percent of households had no access to a vehicle, which is above the county average of 4.7%.

Vehicles per Household				
	2000	2010	2020	
0 Vehicles	1%	1%	7%	
1 Vehicles	28%	33%	35%	
2 Vehicles	59%	59%	47%	
3 or More Vehicles	12%	7%	11%	

Travel Time to Work				
	2000	2010	2020	
< 15 Minutes	22%	30%	43%	
15 - 29 Minutes	56%	46%	46%	
30 - 59 Minutes	18%	16%	6%	
60 + Minutes	4%	8%	6%	



COMMUNITY FACILITIES IN NORTH BARRIER ISLAND

Park

Name	Address
Ambersands Beach Access	12566 Hwy A1A, Vero Beach, FL 32963
Golden Sands Park	10350 Hwy A1A, Vero Beach, FL 32963
Pelican Island National Wildlife Refuge	4055 Wildlife Way, Vero Beach, FL 32963
Seagrape Trail Beach Access	8302 Hwy A1A, Vero Beach, FL 32963
Sebastian Inlet State Park	9700 South A1A, Melbourne Beach, FL 32951
Treasure Shores Park	11300 Hwy A1A, Vero Beach, FL 32963
Turtle Trail Beach Access	8102 Hwy A1A, Vero Beach, FL 32963
Wabasso Beach Park	1820 Wabasso Beach Rd, Vero Beach, FL 32963

Employment Center

Name	Address
Disney's Vero Beach Resort	9250 Island Grove Terrace, Vero Beach, FL 32963
John's Island Club	3 Johns Island Dr, Indian River Shores, FL 32963
Village Shops	6100 Hwy A1A, Indian River Shores, FL 32963

Cultural Facilities

Name	Address
McLarty Treasure Museum	13180 Hwy A1A, Vero Beach, FL 32963

Community Description

The OSLO/VERO BEACH HIGHLANDS community, Census Tracts 506.07 & 506.08, is located in southern Indian River County. The community boundaries are Oslo Road to the north, US 1 to the east, St. Lucie County to the south, and 27th Avenue to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the OSLO/VERO BEACH HIGHLANDS community increased by 15%. During that time, the average household size increased from 2.78 to 3.79 persons, which is now the 3rd highest out of 24 communities. At 39.0 years, the median age of residents also ranks 3rd lowest out of 24 communities. In 2020, children (under 18) comprised 24% of the population, and seniors (age 65+) comprised 16%.

General			
	2000	2010	2020
Population	7,848	10,817	12,399
Households	2,813	3,891	3,269
Average Household Size	2.79	2.78	3.79
Median Age	33.0	34.2	39.0

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	82%	73%	60%
Black	14%	20%	19%
Hispanic	5%	12%	23%
Born Outside US	7%	14%	17%

Age Distribution			
AGE	2000	2010	2020
< 18	30%	28%	24%
18 - 24	8%	10%	8%
25 - 34	16%	14%	13%
35 - 44	18%	14%	12%
45 - 54	12%	15%	13%
55 - 64	7%	11%	14%
65 - 74	5%	6%	10%
75 - 84	3%	3%	5%
85 +	1%	1%	1%

The percent of residents reporting a disability (15%) in the community is just below the county average of 16%. At 9%, the share of residents with Limited English Proficiency is 4th highest out of 24 communities.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	23%	NA	15%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	4%	11%	8%

Educational Attainment

	2000	2010	2020
Less than High School	24%	20%	26%
High School Diploma	34%	27%	28%
College, Less than 4 Years	30%	37%	36%
College Degree	12%	16%	10%

Economic and Housing Trends

The median household income of the OSLO/VERO BEACH HIGHLANDS community is \$52,348, which is below the countywide median household income of \$57,945. Fifteen percent of residents are below the poverty level, which is above the countywide average of 10%. At 94%, housing units are predominantly single-family dwellings. Ninety-three percent of housing was constructed since 1980. Only 3% of housing was constructed prior to 1960.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	39,020	52,079	52,348
Percent Below Poverty Level	11%	13%	15%

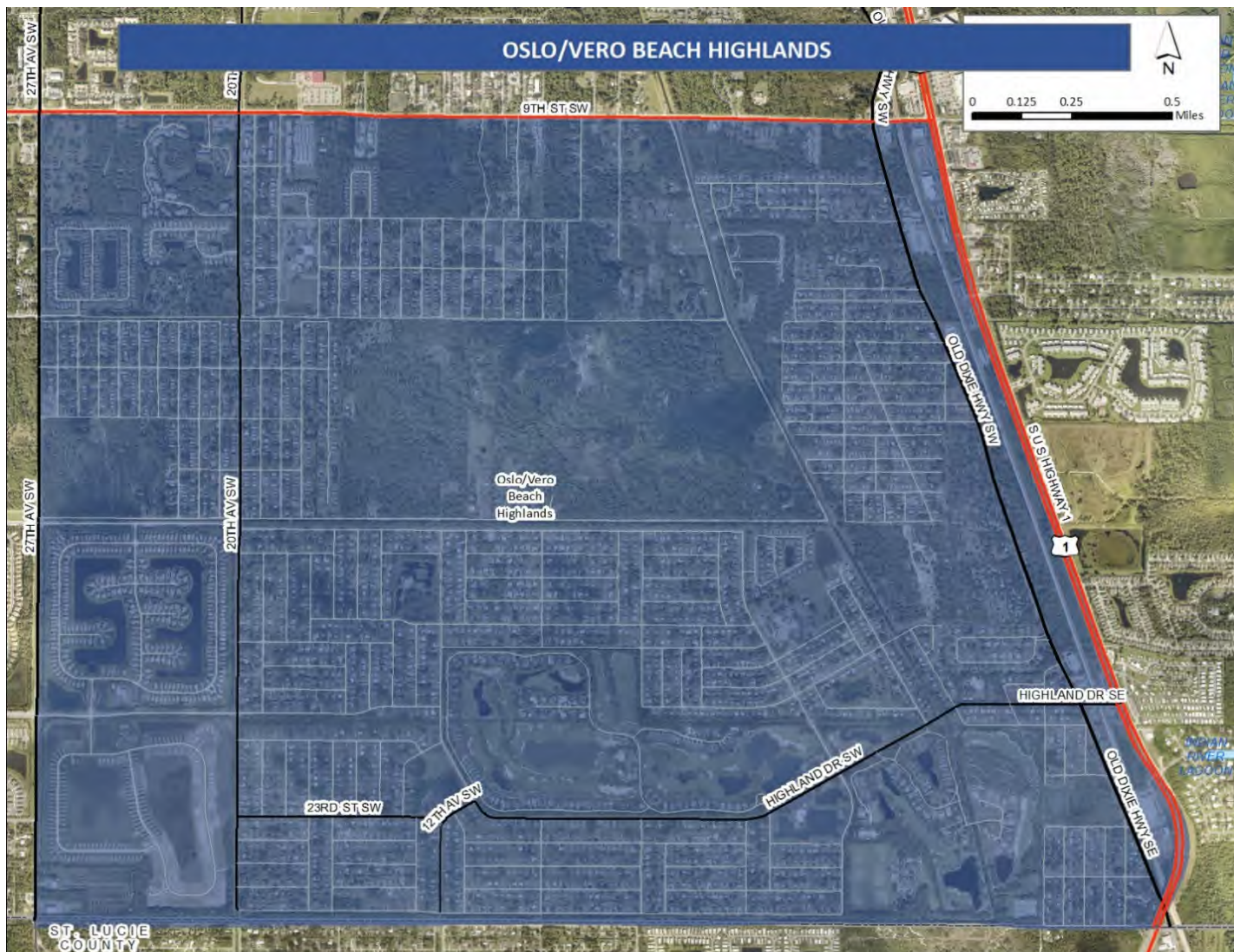
Housing Characteristics			
	2000	2010	2020
Owner Occupied	72%	57%	57%
Renter Occupied	22%	23%	15%
Vacant	6%	19%	29%
Single Family	95%	93%	94%
Multi-family	2%	5%	6%
Mobile Home, Other	4%	2%	0%
Built 2000-Present	0%	32%	40%
Built 1980-1999	76%	53%	53%
Built 1960-1979	15%	12%	3%
Built Before 1960	8%	3%	3%

Travel Trends

In 2020, OSLO/VERO BEACH HIGHLANDS residents had higher than average commute times, with only 11% of residents traveling less than 15 minutes to work (vs. 33% countywide). About three quarters (76%) of workers travel between 15-29 minutes to work. Finally, 5% of households had no access to a vehicle, which is close to the countywide average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	3%	3%	5%
1 Vehicles	35%	38%	31%
2 Vehicles	46%	43%	39%
3 or More Vehicles	15%	16%	25%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	26%	22%	11%
15 - 29 Minutes	57%	57%	76%
30 - 59 Minutes	15%	15%	13%
60 + Minutes	2%	5%	0%



COMMUNITY FACILITIES IN OSLO/VERO BEACH HIGHLANDS

Church

Name	Address
Destiny in Christ Fellowship	555 9th St SW, Vero Beach, FL 32962
House of God Church	685 9th St SW, Vero Beach, FL 32962
New Prospect Missionary Baptist Church	925 9th St SW, Vero Beach, FL 32962

Park

Name	Address
Vero Beach Highlands Park	625 Highlands Dr SW, Vero Beach, FL 32962

Public Transportation

IG Center Transit Hub
GoLine Routes 4, 6, 7 & 15

Employment Center

Name	Address
Novurania of America	2105 S US Hwy 1, Vero Beach, FL 32962

Public School K-12

Name	Address
Indian River Academy	500 20th St SW, Vero Beach, FL 32962
Osceola Magnet School	1110 18th Ave SW, Vero Beach, FL 32962

Community Description

The POINTE WEST/VILLAGES community, Census Tracts 509.05 & 509.06, is located in southern Indian River County. The community includes neighborhoods located along the south side of SR 60 between 74th Avenue and Interstate 95. The community includes several large mobile home communities as well the newer Pointe West mixed-use development.

Population and Demographic Trends

From 2010 to 2020, the population of the POINTE WEST/VILLAGES community increased by 13%. During that time, the median age of residents between increased by 2.6 years to 62.9 years, which is 7th highest out of 24 communities. Children (under 18) decreased from 13% of the population 2010 to 10% in 2020.

General			
	2000	2010	2020
Population	4,342	5,223	5,893
Households	2,188	2,508	2,750
Average Household Size	1.84	1.88	2.14
Median Age	69.0	60.3	62.9

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	93%	89%	88%
Black	5%	8%	2%
Hispanic	2%	6%	12%
Born Outside US	7%	8%	11%

Age Distribution			
AGE	2000	2010	2020
< 18	8%	13%	10%
18 - 24	6%	9%	4%
25 - 34	3%	5%	4%
35 - 44	6%	6%	6%
45 - 54	7%	10%	10%
55 - 64	11%	15%	19%
65 - 74	27%	17%	24%
75 - 84	27%	17%	16%
85 +	4%	8%	7%

The percent of residents reporting a disability (18%) in the community is above the county average of 16%. Twenty-two percent of adults have a college degree (vs. 30% countywide).

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	29%	NA	18%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	3%	2%	6%

Educational Attainment

	2000	2010	2020
Less than High School	18%	6%	8%
High School Diploma	41%	41%	31%
College, Less than 4 Years	28%	38%	38%
College Degree	14%	15%	22%

Economic and Housing Trends

The median household income of the POINTE WEST/VILLAGES community is \$55,959, below the countywide median household income of \$57,945. Eighteen percent of residents are below the poverty level, which is 7th highest out of 24 communities. In recent years, the development of Pointe West and other neighborhoods have caused an increase in the number of single-family and multi-family residences within the community. As a result, mobile homes have declined from 81% of residences in 2000 to 57% in 2020.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	30,371	38,542	55,959
Percent Below Poverty Level	5%	12%	18%

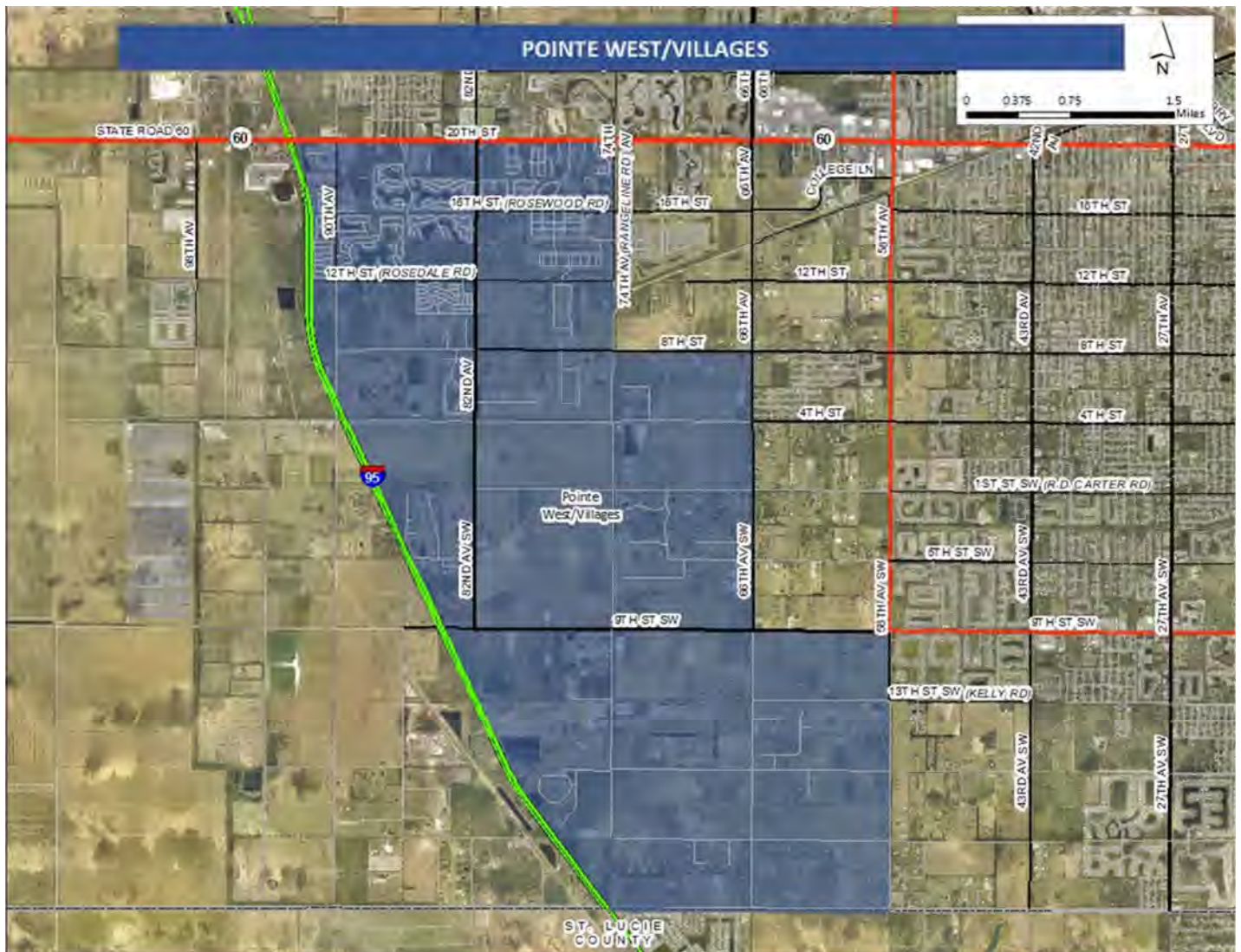
Housing Characteristics			
	2000	2010	2020
Owner Occupied	73%	56%	67%
Renter Occupied	4%	9%	8%
Vacant	22%	35%	25%
Single Family	19%	29%	28%
Multi-family	0%	6%	15%
Mobile Home, Other	81%	65%	57%
Built 2000-Present	0%	29%	38%
Built 1980-1999	79%	57%	54%
Built 1960-1979	19%	14%	8%
Built Before 1960	2%	0%	0%

Travel Trends

In 2020, POINTE WEST/VILLAGES residents had higher than average commute times, with 21% of residents traveling less than 15 minutes to work (vs. 33% countywide). Six percent of residents had no access to a vehicle, above the countywide average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	3%	4%	6%
1 Vehicles	73%	63%	55%
2 Vehicles	19%	24%	30%
3 or More Vehicles	5%	9%	9%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	33%	30%	21%
15 - 29 Minutes	54%	41%	35%
30 - 59 Minutes	9%	24%	34%
60 + Minutes	4%	4%	11%



COMMUNITY FACILITIES IN POINTE WEST/VILLAGES

Church

Name	Address
The Crossing Church	1198 90th Ave, Vero Beach, FL 32966

Retirement Center

Name	Address
Brennity at Vero Beach	7955 16th Manor, Vero Beach FL, 32966

Public Transportation

GoLine Route 13

Employment Center

Name	Address
Hale Groves	1650 90th Ave, Vero Beach, FL 32966
Seald Sweet International	1991 74th Ave, Vero Beach, FL 32966
Travel Center of America	8909 20th St, Vero Beach, FL 32966

Community Description

The ROCK RIDGE/OAKMONT PARK community, Census Tract 504.01, is located in southern Indian River County. The community boundaries are 21st Street to the north, Indian River Blvd. and the Indian River Lagoon to the east, 12th Street to the south, and the FEC Railroad to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the ROCK RIDGE/OAKMONT PARK community increased by 13%. During that time, the average household size increased from 1.87 to 2.20 persons. Since 2000, the community has become younger, reflected in the median age of residents decreasing by nearly 4 years since 2000.

General				
	2000	2010	2020	
Population	3,097	3,176	3,589	
Households	1,731	1,697	1,634	
Average Household Size	1.78	1.87	2.20	
Median Age	48.2	44.3	44.4	

Race, Ethnicity & Place of Birth				
	2000	2010	2020	
White	91%	78%	76%	
Black	5%	14%	14%	
Hispanic	6%	14%	13%	
Born Outside US	9%	8%	13%	

Age Distribution				
AGE	2000	2010	2020	
< 18	15%	19%	17%	
18 - 24	8%	8%	8%	
25 - 34	12%	14%	14%	
35 - 44	11%	11%	11%	
45 - 54	11%	13%	11%	
55 - 64	9%	11%	14%	
65 - 74	13%	11%	14%	
75 - 84	14%	10%	8%	
85 +	4%	4%	3%	

The percent of residents reporting a disability (15%) in the ROCK RIDGE/OAKMONT PARK community is just below the county average of 16%. Educational attainment levels are below county averages. Fifteen percent of adults have a college degree, compared to 30% countywide.

Persons with Disabilities				
	2000	2010	2020	
Percent of Population with a Disability	30%	NA	15%	

Language				
	2000	2010	2020	
Percent of Population with Limited English Proficiency	4%	6%	4%	

Educational Attainment

	2000	2010	2020
Less than High School	22%	21%	11%
High School Diploma	30%	29%	34%
College, Less than 4 Years	32%	35%	40%
College Degree	16%	15%	15%

Economic and Housing Trends

The median household income of the ROCK RIDGE/OAKMONT PARK community is \$31,107, which ranks 2nd lowest out of 24 communities. The number of residents below the poverty level (22%) is 3rd highest out of 24 communities. At 57%, a majority of housing units in the community are multi-family residences. Over half (58%) of dwellings were constructed in the 1960s or 1970s.

Economic Characteristics

	2000	2010	2020
Median Household Income (Dollars)	25,526	21,535	31,077
Percent Below Poverty Level	12%	47%	22%

Housing Characteristics

	2000	2010	2020
Owner Occupied	39%	24%	24%
Renter Occupied	46%	57%	48%
Vacant	15%	20%	28%
Single Family	30%	33%	27%
Multi-family	52%	52%	57%
Mobile Home, Other	19%	16%	16%
Built 2000-Present	0%	13%	12%
Built 1980-1999	30%	38%	18%
Built 1960-1979	52%	33%	58%
Built Before 1960	18%	16%	12%

Travel Trends

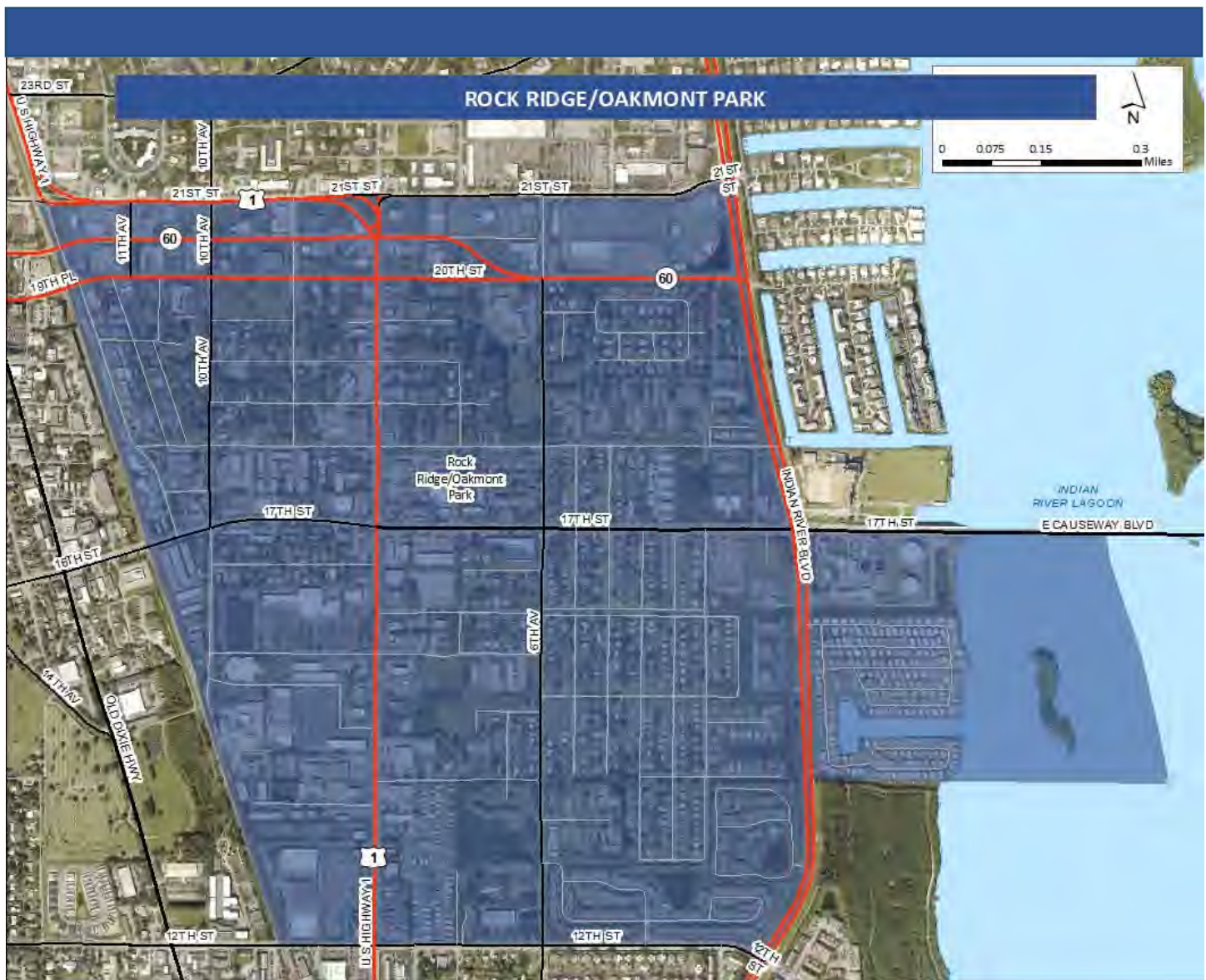
In 2020, ROCK RIDGE/OAKMONT PARK residents had much shorter than average commute times, with 60% of residents traveling less than 15 minutes to work (vs. 33% countywide). Finally, 17% of households had no access to a vehicle, which is 2nd highest out of 24 communities.

Vehicles per Household

	2000	2010	2020
0 Vehicles	16%	15%	17%
1 Vehicles	62%	64%	65%
2 Vehicles	19%	19%	11%
3 or More Vehicles	3%	3%	7%

Travel Time to Work

	2000	2010	2020
< 15 Minutes	55%	53%	60%
15 - 29 Minutes	33%	40%	30%
30 - 59 Minutes	9%	6%	10%
60 + Minutes	3%	1%	0%



COMMUNITY FACILITIES IN ROCK RIDGE/OAKMONT PARK

Church		Employment Center	
Name	Address	Name	Address
Calvary Chapel	941 18th St, Vero Beach, FL 32960	Walmart Neighborhood Market	1750 US Hwy 1, Vero Beach, FL 32960
Christ Church	667 20th St, Vero Beach, FL 32960	K-Mart	1501 US Hwy 1, Vero Beach, FL 32960
Our Savior Lutheran Church	1850 6th Ave, Vero Beach, FL 32960	Publix Supermarket	415 21st St, Vero Beach, FL 32960
		Publix Supermarket	1255 US Hwy 1, Vero Beach, FL 32960
		US Postal Service	1551 US Hwy 1, Vero Beach, FL 32960
Retirement Center			
Name	Address		
Senior Resource Association	692 14th St, Vero Beach, FL 32960		
Public Transportation			
GoLine Routes 1, 3 & 4			

Community Description

The ROSEWOOD community, Census Tracts 501.01 & 501.02, is located in southern Indian River County. The community boundaries are SR 60 to the north, the FEC Railroad to the east, 12th Street to the south, and the 43rd Avenue to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the ROSEWOOD community increased by 9%. Compared to 2000, the average household size is virtually unchanged. The median age of residents increased by 4.8 years from 2000 to 2010 but only 0.7 years from 2010 to 2020. Seniors (age 65+) comprise 22% of the population, which is 5th lowest out of 24 communities. From 2010 to 2020, the share of residents born outside the U.S. decreased from 13% to 7%.

General			
	2000	2010	2020
Population	6,774	6,114	6,684
Households	2,976	2,743	2,973
Average Household Size	2.26	2.22	2.25
Median Age	37.8	42.6	43.3

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	89%	81%	73%
Black	5%	8%	7%
Hispanic	9%	16%	11%
Born Outside US	11%	13%	7%

Age Distribution			
AGE	2000	2010	2020
< 18	22%	20%	19%
18 - 24	10%	9%	7%
25 - 34	14%	12%	14%
35 - 44	15%	11%	12%
45 - 54	12%	15%	11%
55 - 64	9%	13%	15%
65 - 74	8%	9%	12%
75 - 84	7%	6%	7%
85 +	2%	4%	3%

The percent of residents reporting a disability (18%) in the ROSEWOOD community is close to the county average of 16%. Educational attainment levels are slightly below county averages.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	26%	NA	18%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	6%	10%	3%

Educational Attainment

	2000	2010	2020
Less than High School	17%	13%	13%
High School Diploma	30%	38%	35%
College, Less than 4 Years	33%	37%	27%
College Degree	20%	12%	25%

Economic and Housing Trends

The median household income of the ROSEWOOD community is \$43,711, which is 6th lowest out of 24 communities. The number of residents below the poverty level (19%) is 6th highest out of 24 communities. At 59%, a majority of housing units in the community are single-family residences. Nearly half (44%) of dwellings were constructed in the 1960s and 1970s.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	29,936	37,475	43,711
Percent Below Poverty Level	14%	14%	19%

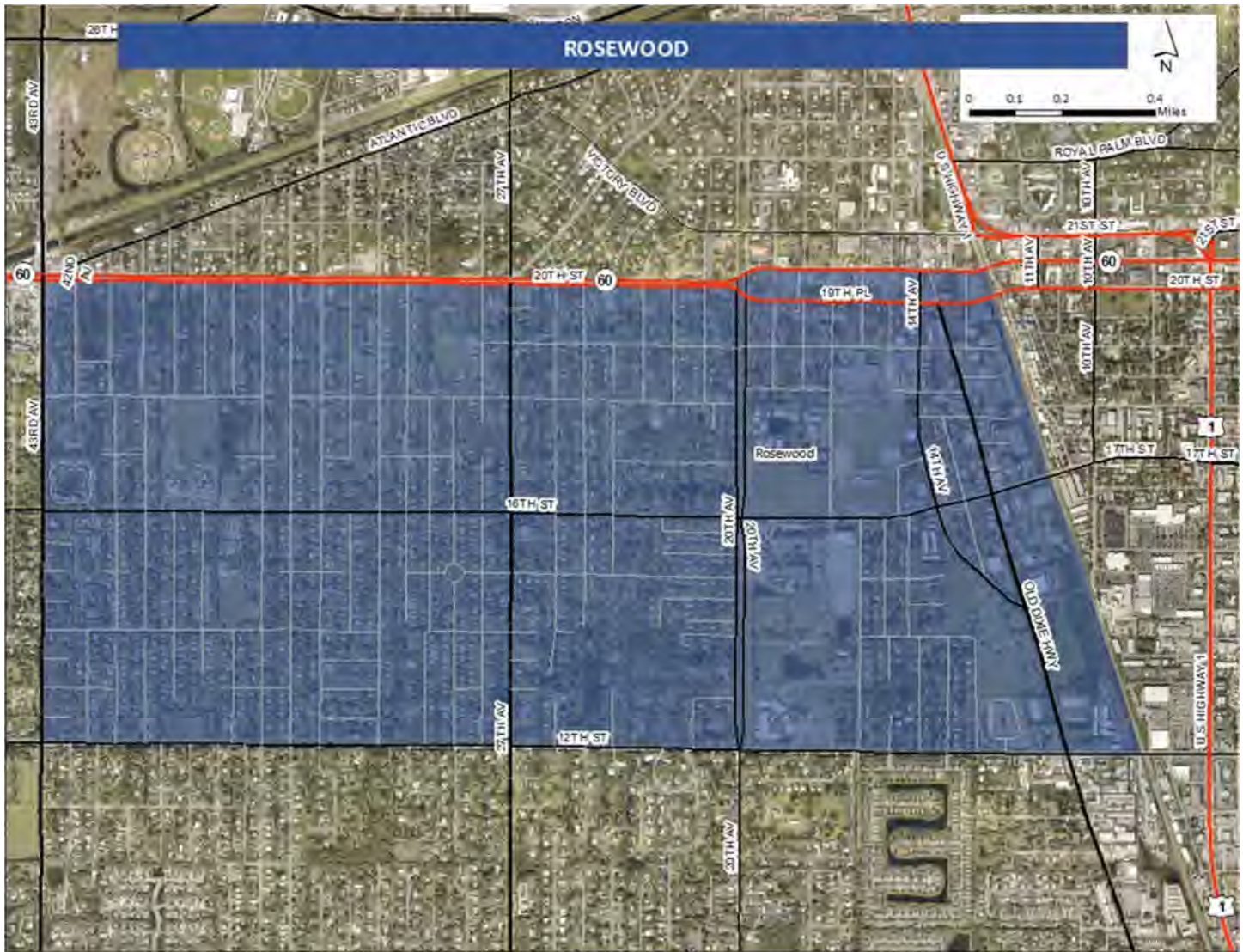
Housing Characteristics			
	2000	2010	2020
Owner Occupied	48%	49%	48%
Renter Occupied	45%	30%	34%
Vacant	7%	21%	17%
Single Family	65%	65%	59%
Multi-family	35%	35%	39%
Mobile Home, Other	0%	0%	2%
Built 2000-Present	0%	7%	11%
Built 1980-1999	23%	32%	18%
Built 1960-1979	39%	36%	44%
Built Before 1960	39%	25%	27%

Travel Trends

In 2020, ROSEWOOD residents had lower than average commute times, with 42% of residents traveling less than 15 minutes to work (vs. 33% countywide). Five percent of residents had no access to a vehicle, similar to the countywide average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	5%	6%	5%
1 Vehicles	47%	40%	39%
2 Vehicles	39%	37%	46%
3 or More Vehicles	9%	17%	10%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	54%	55%	42%
15 - 29 Minutes	37%	30%	31%
30 - 59 Minutes	5%	10%	20%
60 + Minutes	4%	4%	7%



COMMUNITY FACILITIES IN ROSEWOOD

Church		Public School K-12	
Name		Address	
Antioch Primitive Baptist Church		1210 Old Dixie, Vero Beach FL	
Asbury United Methodist		1708 43rd Ave, Vero Beach, FL 32960	
Church of Jesus Christ of Latter-Day Saints		3960 12th St, Vero Beach, FL 32960	
First Christian Church		1927 27th Ave, Vero Beach, FL 32960	
First Church of the Nazarene		2676 12th Street Vero Beach, FL 32960	
First Covenant Church		1955 20th Ave, Vero Beach, FL 32960	
Seventh Day Adventist Church		1644 27th Ave, Vero Beach FL 32960	
Treasure Coast Assembly of God		3660 16th St, Vero Beach, FL 32960	
Unitarian Universalist Fellowship		1590 27th Ave, Vero Beach, FL 32960	
Park		Retirement Center	
Name		Name	
Charles Park		Green Gables	
Jacoby Park		Rosewood Manor	
Leisure Square		Sonata Senior Living	
		St. Francis Manor	
		Public Transportation	
		Main Transit Hub	
		GoLine Routes 1, 2, 3, 4, 6, 7 & 8	
		Address	
		3850 16th St, Vero Beach, FL 32960	
		1507 19th St, Vero Beach FL 32960	
		1707 16th St, Vero Beach FL 32960	
		1770 12th St, Vero Beach, FL 32960	
		1934 22nd Ave, Vero Beach, FL 32960	
		3710 14th St, Vero Beach, FL 32960	
		2425 20th St, Vero Beach, FL 32960	
		1750 20th Ave, Vero Beach, FL 32960	

Community Description

The ROYAL PARK/VERO ISLES community, Census Tract 504.02, is located in central Indian River County. The community bounded by the Main Relief Canal to the north, the Indian River Lagoon to the east, 17th Street and 21st Street to the south, and US 1 to west.

Population and Demographic Trends

From 2010 to 2020, the population of the ROYAL PARK/VERO ISLES community increased by 12%. During that time, the median age of residents increased by 2.3 years to 58.5 years. Children (under 18) comprise 11% of the population (compared to 16% countywide), while Seniors (age 65+) comprise 39% (vs. 33% countywide). The average household size is 2.07 persons, which is the 3rd lowest out of 24 communities.

General			
	2000	2010	2020
Population	2,483	2,281	2,557
Households	1,349	1,265	1,237
Average Household Size	1.79	1.78	2.07
Median Age	55.7	56.2	58.5

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	95%	91%	90%
Black	3%	3%	4%
Hispanic	4%	9%	3%
Born Outside US	5%	4%	11%

Age Distribution			
AGE	2000	2010	2020
< 18	11%	12%	11%
18 - 24	4%	4%	5%
25 - 34	9%	9%	8%
35 - 44	12%	8%	9%
45 - 54	13%	15%	11%
55 - 64	14%	16%	17%
65 - 74	16%	15%	19%
75 - 84	16%	14%	12%
85 +	6%	6%	7%

The percent of residents reporting a disability (18%) in the ROYAL PARK/VERO ISLES community is just above the county average of 16%. Educational attainment levels are above county averages. Thirty-seven percent of adults have a college degree, which ranks 5th highest out of 24 communities.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	26%	NA	18%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	2%	1%	5%

Educational Attainment

	2000	2010	2020
Less than High School	14%	13%	10%
High School Diploma	26%	24%	20%
College, Less than 4 Years	30%	25%	33%
College Degree	29%	39%	37%

Economic and Housing Trends

The median household income of the ROYAL PARK/VERO ISLES community is \$41,051, below the countywide median household income of \$57,945 and 3rd lowest out of 24 communities. Fifteen percent of residents are below the poverty level, which is above the countywide average of 10%. A majority of dwellings in the community are multi-family residences (62%). Eighteen percent of dwellings were built prior to 1960, which is 5th highest out of 24 communities.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	36,000	36,711	41,051
Percent Below Poverty Level	7%	21%	15%

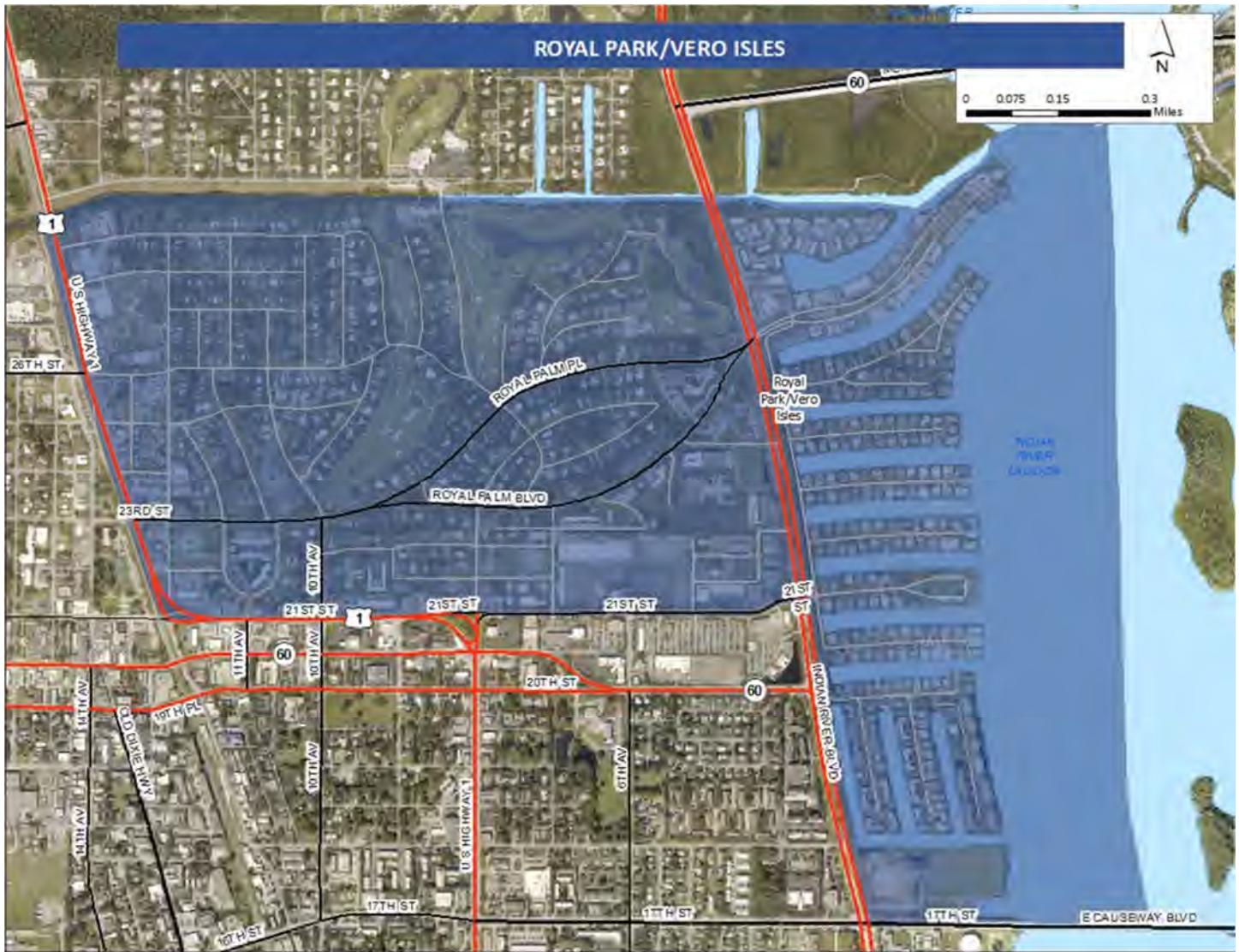
Housing Characteristics			
	2000	2010	2020
Owner Occupied	55%	57%	45%
Renter Occupied	25%	13%	20%
Vacant	20%	30%	35%
Single Family	42%	39%	37%
Multi-family	52%	56%	62%
Mobile Home, Other	6%	5%	1%
Built 2000-Present	0%	4%	3%
Built 1980-1999	21%	42%	17%
Built 1960-1979	61%	40%	62%
Built Before 1960	18%	14%	18%

Travel Trends

In 2020, ROYAL PARK/VERO ISLES residents had much shorter than average commute times, with 71% of residents traveling less than 15 minutes to work (highest out of 24 communities). Finally, 10% of households had no access to a vehicle, which is 4th highest out of 24 communities

Vehicles per Household			
	2000	2010	2020
0 Vehicles	10%	13%	10%
1 Vehicles	46%	47%	48%
2 Vehicles	37%	30%	33%
3 or More Vehicles	7%	10%	9%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	53%	65%	71%
15 - 29 Minutes	29%	27%	23%
30 - 59 Minutes	11%	4%	5%
60 + Minutes	8%	4%	1%



COMMUNITY FACILITIES IN ROYAL PARK/VERO ISLES

Church				
Name		Address	Employment Center	Address
First Presbyterian Church		520 Royal Palm Blvd, Vero Beach, FL 32960	Fresh Market	526 21st St, Vero Beach, FL 32960
Trinity Episcopal Church		2338 Granada Ave, Vero Beach, FL 32960	Kimley-Horn & Associates, Inc.	445 24th St, Vero Beach, FL 32960
			Medical Data Systems	939 14th Ln, Vero Beach, FL 32960
			Miracle Mile Shopping Plaza	600 21st St, Vero Beach, FL 32960
Park		Address	Public Transportation	
Name			GoLine Routes 1 & 3	
A.W. Young Park		2 Park Ave, Vero Beach, FL 32960		
Jake Owen Field		2665 12th Ave, Vero Beach, FL 32960		
Royal Palm Pointe		2 Royal Palm Pointe, Vero Beach, FL 32960		

Community Description

The SEBASTIAN EAST community, Census Tracts 508.06 & 508.05, is located in northern Indian River County. The community boundaries are CR 512 to the north, the Indian River Lagoon to the east, CR 510 to the south, and Schumann Dr., Englar Dr., and Barber St. to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the SEBASTIAN EAST community increased by about 7%. The average household size is 2.07 persons, which is 4th lowest out of 24 communities. From 2000 to 2020, the median age of residents increased by 10.2 years to 60.6 years. Seniors (age 65+) account for 40% of the population (vs. 33% countywide).

General

	2000	2010	2020
Population	7,743	8,410	8,960
Households	3,474	3,862	4,332
Average Household Size	2.23	2.18	2.07
Median Age	50.4	54.7	60.6

Race, Ethnicity & Place of Birth

	2000	2010	2020
White	88%	87%	83%
Black	8%	9%	7%
Hispanic	5%	6%	5%
Born Outside US	7%	6%	4%

Age Distribution

AGE	2000	2010	2020
< 18	18%	16%	12%
18 - 24	5%	5%	5%
25 - 34	8%	7%	7%
35 - 44	13%	9%	7%
45 - 54	12%	14%	9%
55 - 64	13%	15%	19%
65 - 74	19%	17%	22%
75 - 84	11%	13%	14%
85 +	2%	3%	4%

The percent of residents reporting a disability (17%) in the SEBASTIAN EAST community is just above the county average of 16%. From 2000 to 2020, the share of adults without a high school diploma decreased from 22% to 9%, while the share of adults with a college degree increased from 16% to 24%.

Persons with Disabilities

	2000	2010	2020
Percent of Population with a Disability	24%	NA	17%

Language

	2000	2010	2020
Percent of Population with Limited English Proficiency	4%	4%	2%

Educational Attainment

	2000	2010	2020
Less than High School	22%	15%	9%
High School Diploma	34%	35%	40%
College, Less than 4 Years	28%	35%	27%
College Degree	16%	15%	24%

Economic and Housing Trends

The median household income of the SEBASTIAN EAST community is \$45,592, which is below the countywide median household income of \$57,945. Thirteen percent of residents are below the poverty level, which is above the countywide average of 10%. At 17%, the percent of housing units that are mobile homes is well above the county's 7% average.

Economic Characteristics

	2000	2010	2020
Median Household Income (Dollars)	36,065	45,721	45,592
Percent Below Poverty Level	9%	14%	13%

Housing Characteristics

	2000	2010	2020
Owner Occupied	69%	64%	66%
Renter Occupied	16%	13%	17%
Vacant	14%	23%	17%
Single Family	59%	63%	64%
Multi-family	17%	15%	19%
Mobile Home, Other	24%	22%	17%
Built 2000-Present	0%	25%	21%
Built 1980-1999	72%	60%	49%
Built 1960-1979	22%	12%	23%
Built Before 1960	6%	3%	7%

Travel Trends

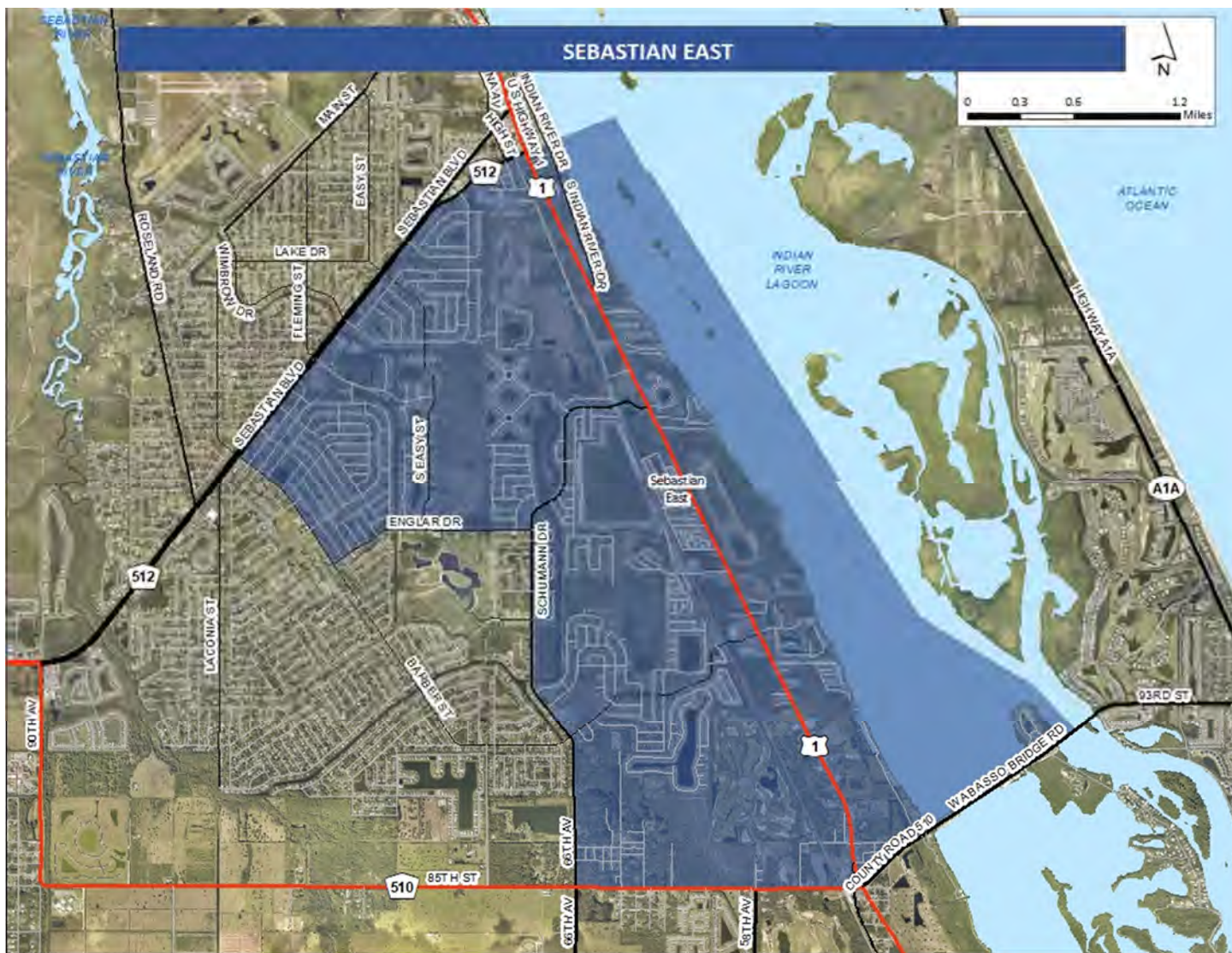
In 2020, SEBASTIAN EAST residents had longer than average commute times, with 28% of residents traveling less than 15 minutes to work (vs. 33% countywide). Forty-one percent of residents traveled in excess of 30 minutes to work (vs. 27% countywide). Finally, 2% of households had no access to a vehicle, which is below the countywide average of 4.7%.

Vehicles per Household

	2000	2010	2020
0 Vehicles	5%	2%	2%
1 Vehicles	47%	47%	45%
2 Vehicles	39%	41%	39%
3 or More Vehicles	9%	10%	14%

Travel Time to Work

	2000	2010	2020
< 15 Minutes	25%	29%	28%
15 - 29 Minutes	50%	36%	31%
30 - 59 Minutes	18%	30%	38%
60 + Minutes	7%	5%	3%



COMMUNITY FACILITIES IN SEBASTIAN EAST

Church

Name	Address
Christ the King Presbyterian Church	4050 77th St, Vero Beach, FL 32967
Cornerstone Baptist Church	1091 Schumann Dr, Sebastian, FL 32958
Crossroads Christian Fellowship	10205 US Hwy 1, Sebastian, FL 32958
Sebastian Christian Church	190 Day Dr, Sebastian, FL 32958
St. Elizabeth's Episcopal Church	901 Clearmont St, Sebastian, FL 32958
Trinity Lutheran Church	611 Schumann Dr, Sebastian, FL 32958

Park

Name	Address
Garden Club Park	Barber Street, Sebastian, FL 32958
Riverview Park	600 US Hwy 1, Sebastian, FL 32958
Schumann Drive Park	1096 Schumann Dr, Sebastian, FL 329578
Sebastian Harbor Preserve	184 Englar Dr, Sebastian, FL 32958

Employment Center

Name	Address
Publix Supermarket	9621 US Hwy 1, Sebastian, FL 32958

Public School K-12

Name	Address
Pelican Island Elementary School	1355 Schumann Dr, Sebastian, FL 32958
Wabasso School	8895 US 1, Sebastian, FL 32958
Sebastian Charter Jr. High School	782 Wave St, Sebastian, FL 32958

Public Transportation

GoLine Routes 9 & 12

Community Description

The SEBASTIAN NORTH/ROSELAND community, Census Tracts 508.07 & 508.08, is located in northern Indian River County. The community boundaries are the Sebastian River to the north and west, the Indian River Lagoon to the east, and CR 512 to the south.

Population and Demographic Trends

From 2010 to 2020, the population of the SEBASTIAN NORTH/ROSELAND community increased by 14%. During that time, the median age of residents increased by 6.6 years to 59.4 years. Since 2000, the average household size is relatively unchanged (2.18 persons in 2000 vs. 2.23 person in 2020).

General			
	2000	2010	2020
Population	7,187	8,545	9,764
Households	3,270	3,892	4,375
Average Household Size	2.18	2.18	2.23
Median Age	50.9	52.8	59.4

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	96%	93%	86%
Black	1%	3%	3%
Hispanic	2%	6%	3%
Born Outside US	6%	6%	5%

Age Distribution			
AGE	2000	2010	2020
< 18	96%	93%	86%
18 - 24	1%	3%	3%
25 - 34	2%	6%	3%
35 - 44	6%	6%	5%
45 - 54	96%	93%	86%
55 - 64	1%	3%	3%
65 - 74	2%	6%	3%
75 - 84	6%	6%	5%
85 +	96%	93%	86%

At 16%, the percent of residents reporting a disability in the SEBASTIAN NORTH/ROSELAND community is equal to the county average of 16%. From 2000 to 2020, the percent of adults without a high school diploma decreased from 21% to 9%, and the percent of adults with a college degree increased from 12% to 29%.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	29%	NA	16%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	4%	4%	1%

Educational Attainment			
	2000	2010	2020
Less than High School	21%	15%	9%
High School Diploma	37%	34%	36%
College, Less than 4 Years	30%	33%	26%
College Degree	12%	18%	29%

Economic and Housing Trends

The median household income of the SEBASTIAN NORTH/ROSELAND community is \$51,988, which is below the county-wide median household income of \$57,7945. Eight percent of residents are below the poverty level, which is below the countywide average of 10%. At 84%, most dwellings are single-family residences.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	32,326	40,985	51,988
Percent Below Poverty Level	9%	9%	8%

Housing Characteristics			
	2000	2010	2020
Owner Occupied	75%	62%	67%
Renter Occupied	16%	19%	16%
Vacant	9%	19%	17%
Single Family	78%	77%	84%
Multi-family	7%	15%	8%
Mobile Home, Other	15%	7%	7%
Built 2000-Present	0%	26%	32%
Built 1980-1999	60%	49%	42%
Built 1960-1979	32%	21%	16%
Built Before 1960	8%	3%	11%

Travel Trends

In 2020, SEBASTIAN NORTH/ROSELAND residents had longer than average commute times. Sixty percent of residents travel less than 30 minutes to work (vs. 74% countywide), while 40% of residents traveled in excess of 30 minutes to work (vs. 27% countywide). Finally, only 2% of households had no access to a vehicle, which is well below the countywide average of 4.73%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	5%	5%	2%
1 Vehicles	41%	41%	42%
2 Vehicles	43%	41%	44%
3 or More Vehicles	11%	13%	12%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	27%	28%	30%
15 - 29 Minutes	44%	36%	30%
30 - 59 Minutes	27%	29%	30%
60 + Minutes	2%	6%	10%



COMMUNITY FACILITIES IN SEBASTIAN NORTH/ROSELAND

Church

Name	Address
Community Baptist Church	12534 Roseland Rd, Sebastian, FL 32958
First Presbyterian Church of Sebastian	1405 Louisiana Ave, Sebastian, FL 32958
Jehovah Witness Kingdom Hall	490 Lake Dr, Sebastian, FL 32958
New Life Baptist Church	725 Commerce Center Dr, Sebastian, FL 32958
Riverside Assembly of God	11205 Roseland Rd, Sebastian, FL 32958
Roseland United Methodist Church	12962 Roseland Rd, Roseland, FL 32957
St Sebastian Catholic Church	13075 US Hwy 1, Sebastian, FL 32958
Sebastian River Worship Center	1117 US Hwy 1, Sebastian, FL 32958
Sebastian United Methodist Church	1029 Main St, Sebastian, FL 32958
Sebastian Church of Christ	1045 Main St, Sebastian, FL 32958

Park

Name	Address
Dale Wimbrow Park	11805 Roseland Rd, Sebastian, FL 32958
Donald McDonald Park	12315 Roseland Rd, Sebastian, FL 32958
Easy St Park	458 Easy St, Sebastian, FL 32958
Hardee Park	530 Barber St, Sebastian, FL 32958
North Sebastian Conservation Area	1499 Gibson St, Sebastian, FL 32958
Sebastian Community Center	1805 N Central Av, Sebastian, FL 32958
Roseland Community Center	12925 83rd Ave, Roseland, FL 32957

Public School K-12

Name	Address
Sebastian Elementary School	400 Sebastian Blvd, Sebastian, FL 32958

Retirement Center

Name	Address
Grace's Landing	1055 Grace's Landing Cir, Sebastian, FL 32958
Pelican Landing	13085 US 1, Sebastian, FL 32958

Employment Center

Name	Address
Captain Hiram's Resort	1606 Indian River Dr, Sebastian, FL 32958
By the River	11065 Ganga Way, Sebastian, FL 32958
Publix Supermarket	13435 US Hwy 1, Sebastian, FL 32958
Sebastian City Hall	1225 Main St, Sebastian, FL 32958
Sebastian Municipal Airport	210 Airport Dr, Sebastian, FL 32958
Sebastian River Medical Center	13695 US Hwy 1, Sebastian, FL 32958
Walmart Supercenter	2001 US Hwy 1, Sebastian, FL 32958

Public Transportation

GoLine Routes 5 & 12

Community Description

The SEBASTIAN SOUTH community, Census Tracts 508.09 & 508.10, is located in northern Indian River County. The community boundaries are CR 512 to the north, CR 510 to the west and south, and Schumann Dr., Englar Dr., and Barber St. to the east.

Population and Demographic Trends

From 2010 to 2020, the population of the SEBASTIAN SOUTH community increased by 14%. During that time, the median age of residents increased by 7.3 years to 55.5 years. From 2010 to 2020, Children decreased (under 18) from 20% to 15% of the population, while Seniors (age 65+) increased from 23% to 32%.

General				
	2000	2010	2020	
Population	5,883	8,580	9,778	
Households	2,378	3,556	3,652	
Average Household Size	2.47	2.41	2.68	
Median Age	45.2	48.2	55.5	

Race, Ethnicity & Place of Birth				
	2000	2010	2020	
White	94%	91%	83%	
Black	3%	5%	5%	
Hispanic	4%	7%	8%	
Born Outside US	7%	8%	6%	
	94%	91%	83%	

Age Distribution				
AGE	2000	2010	2020	
< 18	22%	20%	15%	
18 - 24	5%	6%	6%	
25 - 34	8%	8%	8%	
35 - 44	15%	11%	9%	
45 - 54	14%	16%	12%	
55 - 64	12%	15%	19%	
65 - 74	15%	13%	20%	
75 - 84	8%	8%	9%	
85 +	1%	3%	3%	

At 10%, the percent of residents reporting a disability in the SEBASTIAN SOUTH community is well below the county average of 16%. From 2000 to 2020, the percent of adults without a high school diploma decreased from 14% to 7%, and the percent of adults with a college degree increased from 16% to 21%.

Persons with Disabilities				
	2000	2010	2020	
Percent of Population with a Disability	23%	NA	10%	

Language				
	2000	2010	2020	
Percent of Population with Limited English Proficiency	5%	7%	2%	

Educational Attainment

	2000	2010	2020
Less than High School	14%	9%	7%
High School Diploma	39%	39%	34%
College, Less than 4 Years	32%	34%	38%
College Degree	16%	18%	21%

Economic and Housing Trends

The median household income of the SEBASTIAN SOUTH community is \$57,570, and is comparable to the county wide median of 57,945. Eight percent of residents are below the poverty level, which is below the countywide average of 10%. At 95%, single-family dwellings account for nearly all housing. Fourteen percent of residential units are vacant, which is 4th lowest out of 24 communities. Only 6% of residences were built prior to 1980.

Economic Characteristics				
	2000	2010	2020	
Median Household Income (Dollars)	45,536	53,750	57,570	
Percent Below Poverty Level	5%	7%	8%	

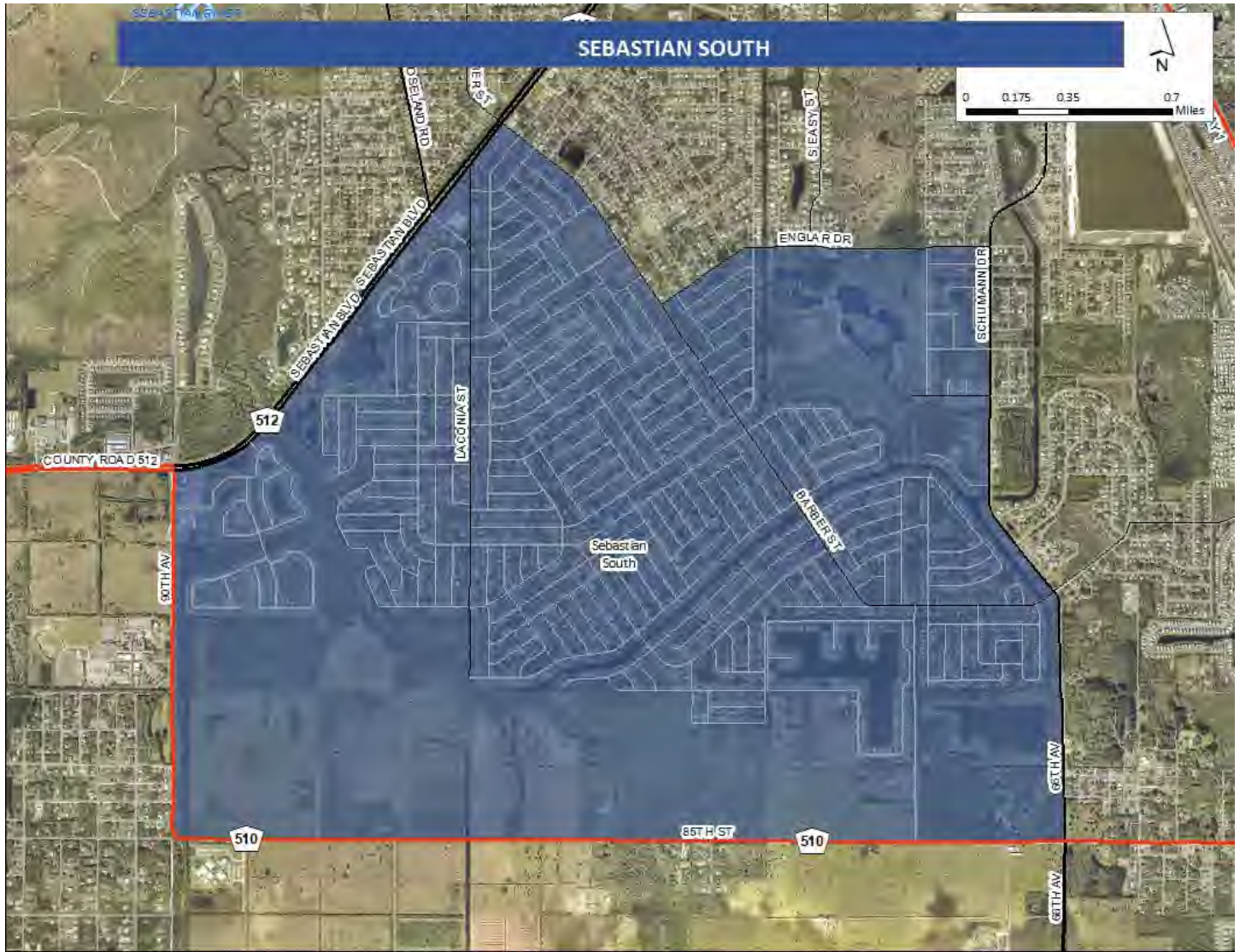
Housing Characteristics				
	2000	2010	2020	
Owner Occupied	87%	84%	76%	
Renter Occupied	8%	10%	10%	
Vacant	5%	6%	14%	
Single Family	97%	97%	95%	
Multi-family	3%	3%	4%	
Mobile Home, Other	0%	0%	0%	
Built 2000-Present	0%	38%	39%	
Built 1980-1999	95%	56%	55%	
Built 1960-1979	5%	6%	4%	
Built Before 1960	0%	0%	2%	

Travel Trends

In 2020, SEBASTIAN SOUTH residents had higher than average commute times, with 19% of residents traveling less than 15 minutes to work (vs. 33% countywide), while 45% of residents traveled in excess of 30 minutes to work (vs. 27% countywide). Finally, 2% of households had no access to a vehicle, which is below the countywide average of 4.75%.

Vehicles per Household				
	2000	2010	2020	
0 Vehicles	2%	1%	2%	
1 Vehicles	34%	31%	35%	
2 Vehicles	51%	51%	48%	
3 or More Vehicles	14%	16%	16%	

Travel Time to Work				
	2000	2010	2020	
< 15 Minutes	23%	19%	19%	
15 - 29 Minutes	53%	55%	36%	
30 - 59 Minutes	20%	22%	37%	
60 + Minutes	5%	5%	8%	



COMMUNITY FACILITIES IN SEBASTIAN SOUTH

Church		Employment Center	
Name	Address	Name	Address
Calvary Baptist Church	123 Thunderbird Dr, Sebastian, FL 32958	Publix Supermarket	1451 Sebastian Blvd, Sebastian, FL 32958
Christ the King Lutheran Church	1301 Sebastian Blvd, Sebastian, FL 32958	Winn-Dixie	995 Sebastian Blvd, Sebastian, FL 32958
United Church of Sebastian	1251 Sebastian Blvd, Sebastian, FL 32958		
Park		Cultural Facilities	
Name	Address	Name	Address
Barber Street Sports Complex	1101 Barber St, Sebastian, FL 32958	North Indian River County Library	1001 Sebastian Blvd, Sebastian, FL 32958
Bryant Court Park	117 Bryant Ct, Sebastian, FL 32958		
Filbert Street Park	170 Filbert St, Sebastian, FL 32958		
George Street Park	1270 George St, Sebastian, FL 32958	Retirement Center	Address
Sebastian Stormwater Park	297 Englar Dr, Sebastian, FL 32958	Name	
		Pelican Garden	177 Empress Ave, Sebastian, FL 32958
Public Transportation			
North County Transit Hub			
GoLine Route 5, 9, 10 & 12			

SOUTH BARRIER ISLAND

Community Description

The SOUTH BARRIER ISLAND community, Census Tracts 505.08 & 505.09, is located on the barrier island. The community is bounded by 17th Street (East Causeway Blvd.) to the north and St. Lucie County to the south.

Population and Demographic Trends

From 2010 to 2020, the population of the SOUTH BARRIER ISLAND community increased by 5%. During that time, the median age of residents increased by 2.1 years to 64.1 years, which is 6th highest out of 24 communities. The average household size increased from 2.10 persons in 2010 to 2.39 persons in 2020. Seniors (age 65+) accounted for 48% of residents in the community in 2020, which is 4th highest out of 24 communities.

General			
	2000	2010	2020
Population	4,766	4,790	5,014
Households	2,200	2,278	2,101
Average Household Size	2.16	2.10	2.39
Median Age	58.6	61.9	64.1

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	98%	98%	93%
Black	1%	0%	0%
Hispanic	2%	3%	3%
Born Outside US	6%	6%	9%

Age Distribution			
AGE	2000	2010	2020
< 18	15%	13%	12%
18 - 24	2%	3%	4%
25 - 34	3%	2%	3%
35 - 44	10%	6%	5%
45 - 54	14%	14%	10%
55 - 64	17%	17%	18%
65 - 74	21%	20%	24%
75 - 84	16%	17%	17%
85 +	2%	6%	6%

The percent of residents reporting a disability 12% in the SOUTH BARRIER ISLAND community is below the county average of 16%. Educational attainment levels are among the highest in the county. Sixty-seven percent of adults have a college degree, which is 2nd highest out of 24 communities.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	14%	NA	12%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	1%	1%	1%

Educational Attainment

	2000	2010	2020
Less than High School	4%	0%	2%
High School Diploma	11%	9%	8%
College, Less than 4 Years	26%	26%	22%
College Degree	59%	64%	67%

Economic and Housing Trends

The median household income of the SOUTH BARRIER ISLAND community is \$135,539, which is 2nd highest out of 24 communities. In 2020, 38% of residences were vacant, which is 4th highest out of 24 communities. In 2020, only 3% of residences in the community were renter occupied. A majority of residences (62%) of residences were built in the 1980s and 1990s.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	104,134	112,083	135,539
Percent Below Poverty Level	3%	4%	5%

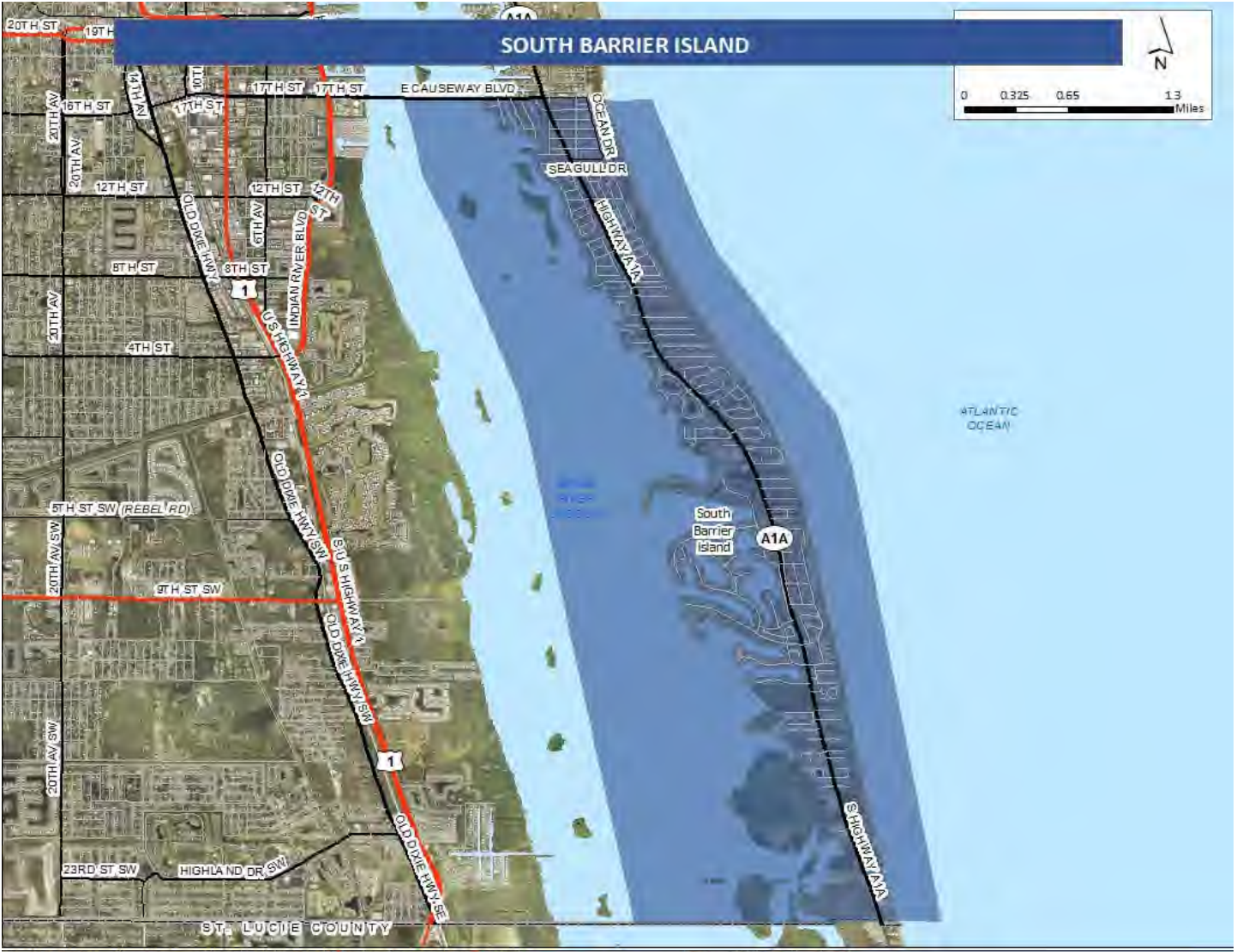
Housing Characteristics			
	2000	2010	2020
Owner Occupied	71%	66%	59%
Renter Occupied	6%	3%	3%
Vacant	23%	31%	38%
Single Family	66%	70%	55%
Multi-family	33%	30%	45%
Mobile Home, Other	0%	0%	0%
Built 2000-Present	0%	11%	10%
Built 1980-1999	61%	65%	62%
Built 1960-1979	32%	22%	26%
Built Before 1960	6%	3%	2%

Travel Trends

In 2020, SOUTH BARRIER ISLAND residents had shorter than average commute times, with 42% of residents traveling less than 15 minutes to work (vs. 33% countywide) and 92% commuting less than 30 minutes (vs. 74% countywide). Only 1% percent of households had no access to a vehicle, which is below the county average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	1%	2%	1%
1 Vehicles	30%	33%	39%
2 Vehicles	59%	51%	43%
3 or More Vehicles	9%	14%	17%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	54%	48%	42%
15 - 29 Minutes	32%	39%	50%
30 - 59 Minutes	8%	6%	5%
60 + Minutes	6%	8%	4%



COMMUNITY FACILITIES IN SOUTH BARRIER ISLAND

Park		Private School K-12	
Name	Address	Name	Address
Round Island Park	2200 South A1A, Vero Beach, FL 32963	Saint Edward's School	1895 St Edward's Dr, Vero Beach, FL 32963
South Beach Park	1704 Ocean Dr, Vero Beach, FL 32963		
Employment Center			
Name	Address		
Moorings Club	100 Harbour Dr, Vero Beach, FL 32963		

Community Description

The TROPIC GROVE community, Census Tract 506.01, is located in southern Indian River County. The community boundaries are 12th Street to the north, the Indian River Lagoon to the east, the South Relief Canal to the south, and US 1 to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the TROPIC GROVE community increased by 19%. During that time, the median age of residents increased by 3.5 years to 62.3 years, which is 8th highest out of 24 communities. The average household size increased from 1.66 persons in 2010 to 2.17 persons in 2020. In 2020, the average household size was 5th lowest out of 24 communities.

General			
	2000	2010	2020
Population	2,390	2,354	2,808
Households	1,372	1,410	1,296
Average Household Size	1.67	1.66	2.17
Median Age	62.2	58.8	62.3

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	91%	83%	77%
Black	6%	9%	10%
Hispanic	4%	15%	7%
Born Outside US	7%	19%	9%

Age Distribution			
AGE	2000	2010	2020
< 18	11%	12%	11%
18 - 24	6%	6%	5%
25 - 34	10%	9%	10%
35 - 44	8%	7%	7%
45 - 54	8%	10%	7%
55 - 64	11%	13%	15%
65 - 74	20%	17%	21%
75 - 84	21%	16%	16%
85 +	6%	8%	8%

At 25%, the share of residents reporting a disability in the TROPIC GROVE community is significantly higher the county average (16%) and 2nd highest out of 24 communities. Educational attainment levels are similar to the county.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	29%	NA	25%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	2%	11%	5%

Educational Attainment

	2000	2010	2020
Less than High School	14%	9%	7%
High School Diploma	28%	35%	25%
College, Less than 4 Years	37%	24%	42%
College Degree	22%	32%	27%

Economic and Housing Trends

The median household income of the TROPIC GROVE community is \$43,111, which is 4th lowest out of 24 communities. The percent of residents below the poverty level (5%), however, is well below the countywide average of 10%. At 90%, most residential units in the community are multi-family residences. In 2020, 38% of residences were vacant, which is 3rd highest out of 24 communities.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	25,625	30,000	43,111
Percent Below Poverty Level	13%	10%	5%

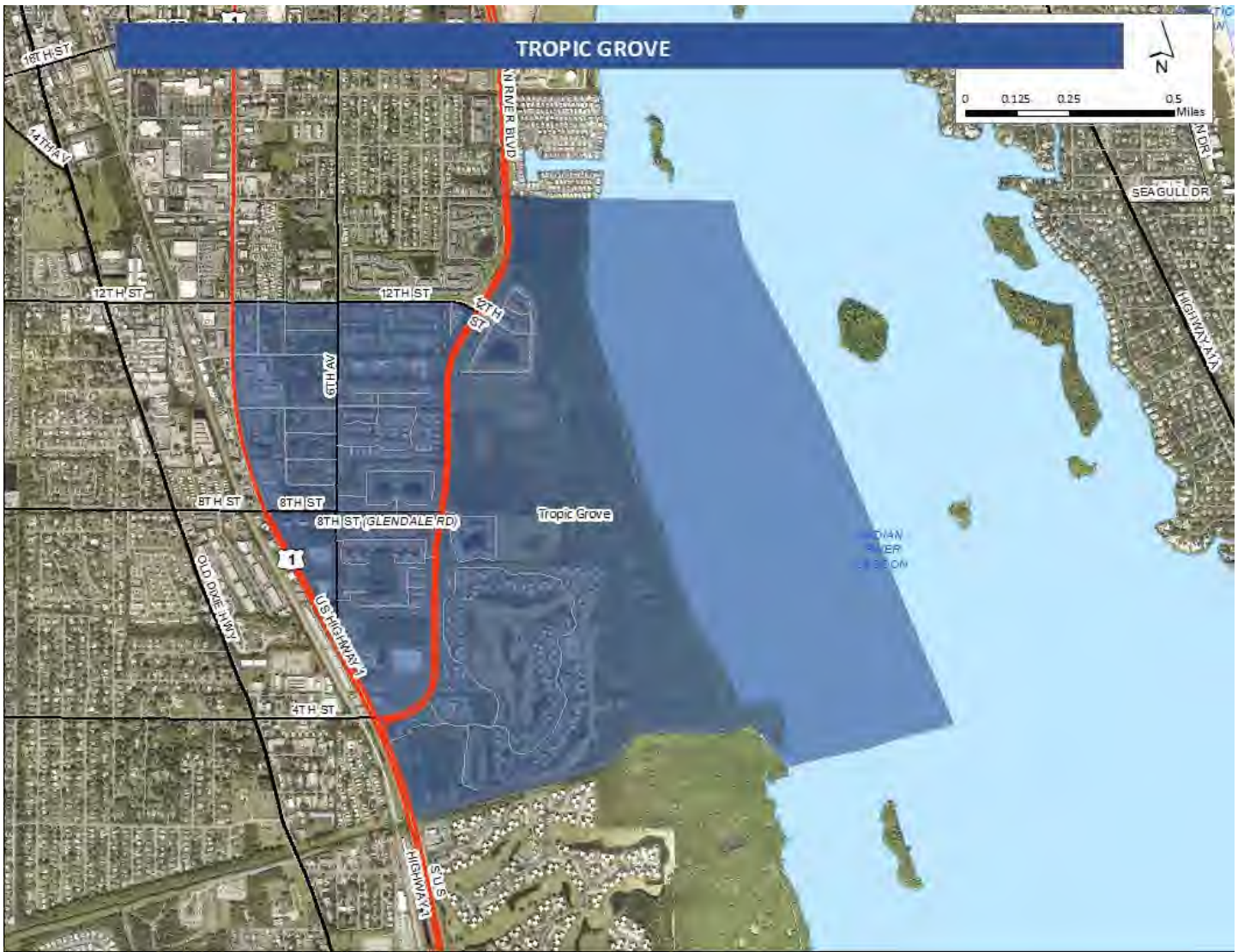
Housing Characteristics			
	2000	2010	2020
Owner Occupied	42%	37%	37%
Renter Occupied	38%	29%	25%
Vacant	20%	35%	38%
Single Family	16%	21%	10%
Multi-family	85%	79%	90%
Mobile Home, Other	0%	0%	0%
Built 2000-Present	0%	13%	24%
Built 1980-1999	86%	70%	60%
Built 1960-1979	13%	16%	14%
Built Before 1960	3%	1%	2%

Travel Trends

In 2020, TROPIC GROVE residents had much shorter than average commute times, with 65% of residents traveling less than 15 minutes to work (vs. 33% countywide), which is 2nd highest out of 24 communities. Finally, 4% of households had no access to a vehicle, which is similar to the county average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	6%	12%	4%
1 Vehicles	73%	63%	69%
2 Vehicles	19%	25%	24%
3 or More Vehicles	3%	0%	3%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	33%	41%	65%
15 - 29 Minutes	44%	56%	19%
30 - 59 Minutes	15%	3%	11%
60 + Minutes	8%	0%	5%



COMMUNITY FACILITIES IN TROPIC GROVE

Park	
Name	Address
Indian River Lagoon Greenway	850 Indian River Blvd, Vero Beach, FL 32962
McKee Botanical Gardens	350 US Hwy 1, Vero Beach, FL 32962

Retirement Center	
Name	Address
Brookdale Vero Beach South	410 4th Court, Vero Beach, FL 32962

Public Transportation	
GoLine Route 4	

VERO BEACH NORTHEAST

Community Description

The VERO BEACH NORTHEAST community, Census Tracts 503.05 & 503.06, is located in central Indian River County. The community bounded by the North Relief Canal to the north, the Indian River Lagoon to the east, the Main Relief Canal to the south, and the FEC Railroad to west.

Population and Demographic Trends

From 2010 to 2020, the population of the VERO BEACH NORTHEAST community increased by 22%. The median age of residents is 64.6 years, which is 5th highest out of 24 communities. The average household size increased from 1.76 persons in 2010 to 2.39 persons 2020. Children (under 18) comprise only 9% of the population, which is 4th lowest out of 24 communities. Seniors (age 65+) comprise 56% of the population, which is 6th highest out of 24 communities.

General			
	2000	2010	2020
Population	2,516	4,133	5,057
Households	1,140	2,237	2,160
Average Household Size	1.84	1.76	2.34
Median Age	67.2	64.3	64.6

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	83%	84%	80%
Black	16%	12%	12%
Hispanic	3%	6%	11%
Born Outside US	7%	11%	9%

Age Distribution			
AGE	2000	2010	2020
< 18	9%	11%	9%
18 - 24	3%	4%	4%
25 - 34	5%	8%	6%
35 - 44	7%	6%	5%
45 - 54	9%	8%	7%
55 - 64	13%	13%	12%
65 - 74	19%	17%	23%
75 - 84	19%	17%	20%
85 +	16%	15%	14%

At 24%, the share of residents reporting a disability in the VERO BEACH NORTHEAST community is significantly higher the county average (16%) and 3rd highest out of 24 communities. Forty-one percent of adults have a college degree, which is 4th highest out of 24 communities.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	33%	NA	24%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	4%	4%	1%

Educational Attainment

	2000	2010	2020
Less than High School	29%	12%	4%
High School Diploma	21%	21%	28%
College, Less than 4 Years	23%	21%	28%
College Degree	27%	46%	41%

Economic and Housing Trends

The median household income of the VERO BEACH NORTH-EAST community is \$72,471, which is 5th highest out of 24 communities. Eight percent of residents are below the poverty level. At 72%, a majority of housing units are multi-family residences. Sixty-four percent of residences were constructed in 2000 or later, which is 2nd highest out of 24 communities.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	47,917	50,833	72,471
Percent Below Poverty Level	11%	21%	8%

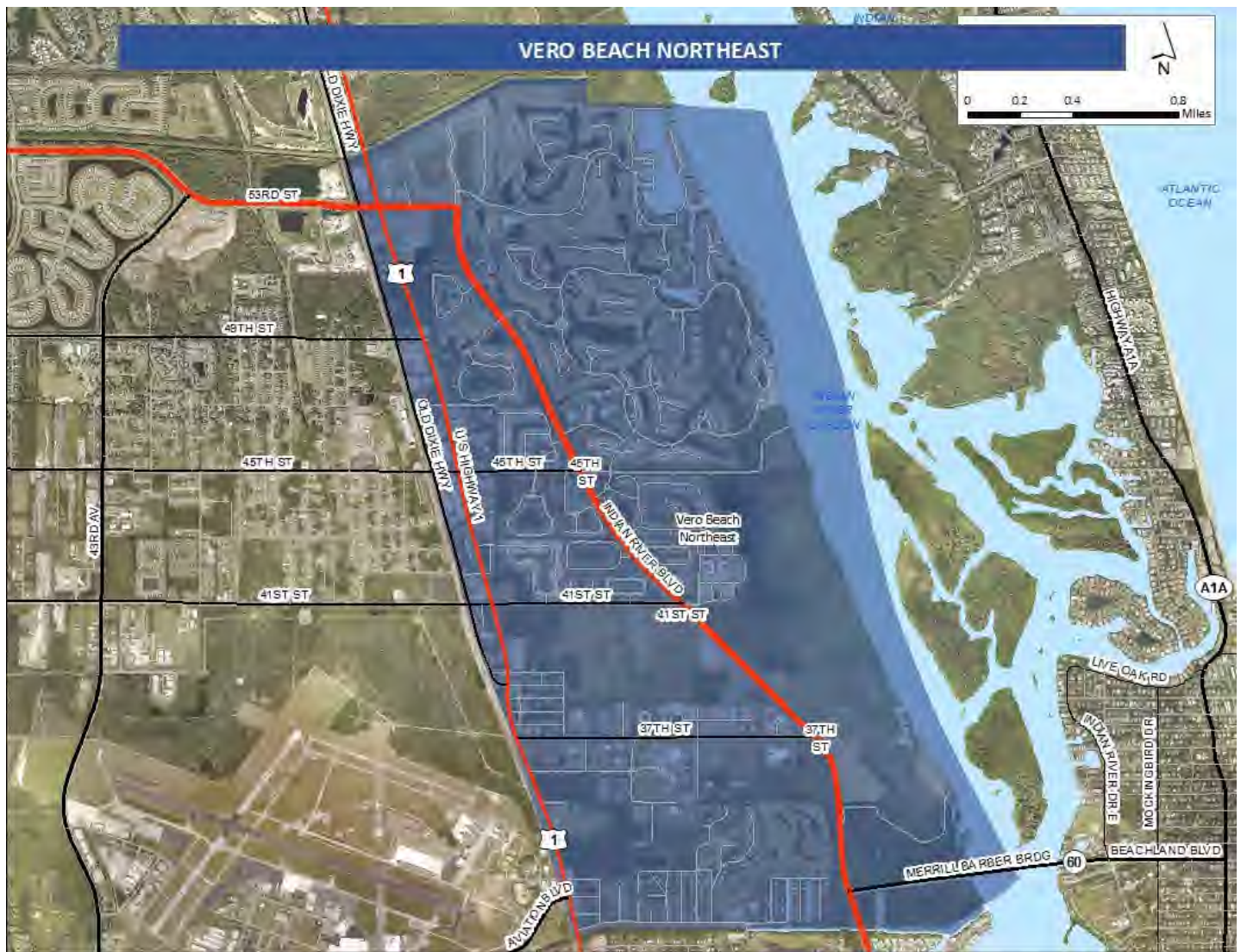
Housing Characteristics			
	2000	2010	2020
Owner Occupied	42%	37%	43%
Renter Occupied	30%	25%	22%
Vacant	28%	38%	35%
Single Family	55%	47%	27%
Multi-family	46%	53%	72%
Mobile Home, Other	1%	0%	1%
Built 2000-Present	0%	48%	64%
Built 1980-1999	75%	36%	28%
Built 1960-1979	12%	11%	5%
Built Before 1960	14%	5%	3%

Travel Trends

In 2020, VERO BEACH NORTHEAST residents had shorter than average commute times, with 42% of residents traveling less than 15 minutes to work (vs. 33% countywide). At 18%, the percent of households with no access to a vehicle is the highest out of 24 communities. This is likely attributable to the number of adult residential care facilities in the community.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	21%	11%	18%
1 Vehicles	36%	48%	43%
2 Vehicles	38%	39%	35%
3 or More Vehicles	6%	2%	3%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	54%	55%	42%
15 - 29 Minutes	37%	30%	31%
30 - 59 Minutes	5%	10%	20%
60 + Minutes	4%	4%	7%



COMMUNITY FACILITIES IN VERO BEACH NORTHEAST

Church

Name	Address
St. Mark's Anglican Church	1795 45th St, Vero Beach, FL 32967

Employment Center

Name	Address
Grand Harbor Golf & Beach Club	4985 Club Terrace, Vero Beach, FL 32967
Indian River Medical Center	1000 36th St, Vero Beach, FL 32960
Palm Garden of Vero Beach	1755 37th St Vero Beach FL 32960
Visiting Nurse Association	1110 35th Ln, Vero Beach, FL 32960
Leroy E. Smith Sons Inc	4776 Old Dixie Highway, Vero Beach FL 32967
Riverfront Groves Inc	4889 US Highway 1 Vero Beach FL 32967

Public Transportation

GoLine Routes 3 & 8

Retirement Center

Name	Address
Florida Baptist Retirement Center	1006 33rd St, Vero Beach, FL 32960
HarborChase of Vero Beach	4150 Indian River Blvd, Vero Beach, FL 32967
Palm Garden of Vero Beach	1755 37th St, Vero Beach, FL 32960
Regency Park	910 Regency Square, Vero Beach, FL 32967
Solaris Senior Living	3855 Indian River Blvd, Vero Beach, FL 32960
Somerset House at Oak Harbor	1540 Oak Harbor Blvd, Vero Beach, FL 32967

VERO BEACH SOUTHEAST

Community Description

The VERO BEACH SOUTHEAST community, Census Tracts 506.04 & 506.05, is located in southern Indian River County. The community is bounded by 1st Street. to the north, the Indian River Lagoon to the east, St. Lucie County to the south, and US 1 to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the VERO BEACH SOUTHEAST community increased by 6%. In 2020, the median household size was 1.68 persons, which is the lowest out of 24 communities. Children (under 18) comprise only 4% of the population, which is 2nd lowest out of 24 communities. Seniors (age 65+) comprise 69% of residents, which is highest out of 24 communities. The median age of residents is 71.1 years, which is 2nd highest out of 24 communities.

General			
	2000	2010	2020
Population	3,895	3,212	3,413
Households	2,307	2,000	2,027
Average Household Size	1.69	1.60	1.68
Median Age	71.8	71.0	71.1

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	99%	98%	94%
Black	1%	1%	1%
Hispanic	1%	2%	7%
Born Outside US	5%	6%	6%

Age Distribution			
AGE	2000	2010	2020
< 18	4%	4%	4%
18 - 24	1%	1%	1%
25 - 34	2%	2%	2%
35 - 44	4%	2%	3%
45 - 54	6%	7%	5%
55 - 64	13%	18%	17%
65 - 74	32%	25%	33%
75 - 84	31%	28%	25%
85 +	7%	13%	11%

At 26%, the share of residents reporting a disability in the VERO BEACH SOUTHEAST community is significantly higher the county average (16%) and highest out of 24 communities. Educational attainment levels are slightly above the countywide average.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	23%	NA	26%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	2%	4%	1%

Educational Attainment

	2000	2010	2020
Less than High School	12%	12%	5%
High School Diploma	31%	34%	22%
College, Less than 4 Years	29%	30%	44%
College Degree	28%	24%	28%

Economic and Housing Trends

The median household income of the VERO BEACH SOUTHEAST community is \$43,697, below the countywide median household income of \$57,945 and 5th lowest out of 24 communities. However, only 3% of residents are below the poverty level, which is the lowest out of 24 communities. Only 4% of housing units were built in 2000 or later, which is 2nd lowest out of 24 communities.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	35,168	34,890	43,697
Percent Below Poverty Level	4%	9%	3%

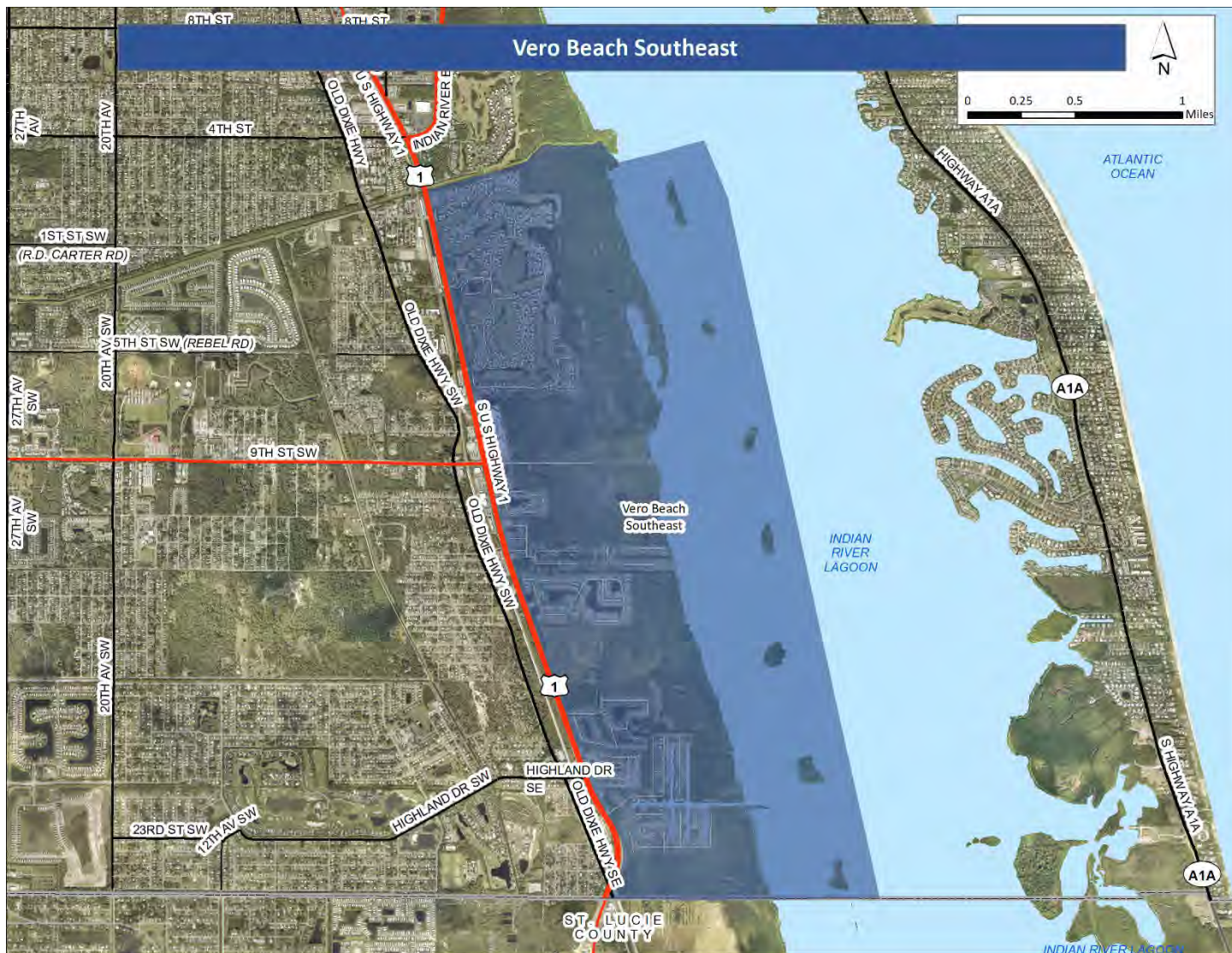
Housing Characteristics			
	2000	2010	2020
Owner Occupied	70%	56%	55%
Renter Occupied	8%	9%	8%
Vacant	22%	35%	37%
Single Family	27%	22%	28%
Multi-family	65%	71%	68%
Mobile Home, Other	8%	7%	4%
Built 2000-Present	0%	5%	4%
Built 1980-1999	48%	52%	44%
Built 1960-1979	50%	40%	47%
Built Before 1960	3%	3%	5%

Travel Trends

In 2020, VERO BEACH SOUTHEAST residents had higher than average commute times, with 13% of residents traveling less than 15 minutes to work (vs. 33% countywide). Additionally, 11% commute over an hour (nearly double the county average of 6%). Finally, 4% percent of households had no access to a vehicle, which is similar to the county average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	8%	8%	4%
1 Vehicles	66%	66%	65%
2 Vehicles	23%	23%	28%
3 or More Vehicles	3%	4%	3%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	36%	43%	13%
15 - 29 Minutes	51%	43%	46%
30 - 59 Minutes	11%	13%	19%
60 + Minutes	3%	2%	11%



COMMUNITY FACILITIES IN VERO BEACH SOUTHEAST

Park

Name	Address
Coastal Oaks Preserve	1650 South US 1, Vero Beach, FL 32962
Harmony Oaks Conservation Area	2485 South US 1, Vero Beach, FL 32962
Oslo Riverfront Conservation Area	150 9th St SE, Vero Beach, FL 32962
South Oslo Riverfront Conservation Area	455 9th St SE, Vero Beach, FL 32962

Employment Center

Name	Address
Publix Supermarket	810 S US Hwy 1, Vero Beach, FL 32962

Public Transportation

GoLine Route 4

Community Description

The VERO BEACH SOUTHWEST community, Census Tracts 507.06 & 507.07, is located southern Indian River County. The community is bounded by 4th Street to the north, 27th Avenue to the east, St. Lucie County to the south, and 66th Avenue to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the VERO BEACH SOUTHWEST community increased by 23%. During that time, the median age of residents increased by 6.9 years to 51.6 years, as the share of residents over age 65 increased from 18% to 29%. At the same time, children (under 18) decreased from 23% to 18% of residents. At 2.86 persons, the average household size is 7th highest out of 24 communities.

General				
	2000	2010	2020	
Population	5,134	8,751	10,770	
Households	1,879	3,406	3,762	
Average Household Size	2.73	2.57	2.86	
Median Age	38.1	44.7	51.6	

Race, Ethnicity & Place of Birth				
	2000	2010	2020	
White	95%	92%	89%	
Black	1%	3%	3%	
Hispanic	4%	8%	11%	
Born Outside US	5%	8%	8%	

Age Distribution				
AGE	2000	2010	2020	
< 18	27%	23%	18%	
18 - 24	6%	6%	7%	
25 - 34	12%	9%	8%	
35 - 44	18%	13%	10%	
45 - 54	16%	16%	12%	
55 - 64	9%	16%	16%	
65 - 74	7%	11%	18%	
75 - 84	4%	5%	9%	
85 +	1%	2%	2%	

The percent of residents reporting a disability (10%) in the VERO BEACH SOUTHWEST community is below the county average of 16%. Educational attainment levels are above county averages. At 36%, the share of adults with a college degree is 7th highest out of 24 communities.

Persons with Disabilities				
	2000	2010	2020	
Percent of Population with a Disability	23%	NA	10%	

Language				
	2000	2010	2020	
Percent of Population with Limited English Proficiency	5%	7%	2%	

Educational Attainment

	2000	2010	2020
Less than High School	11%	10%	5%
High School Diploma	26%	22%	28%
College, Less than 4 Years	40%	34%	31%
College Degree	23%	35%	36%

Economic and Housing Trends

The median household income of the VERO BEACH SOUTHWEST community is \$68,043, which is 6th highest out of 24 communities. Six percent of residents are below the poverty level, which is well below the county average of 10%. At 97%, housing in the community is almost entirely single-family residences. Fourteen percent of residential units are vacant, which is 5th lowest out of 24 communities. Over half of residences (57%) were constructed in 2000 or later, which is 4th highest out of 24 communities.

Economic Characteristics				
	2000	2010	2020	
Median Household Income (Dollars)	51,838	68,896	68,043	
Percent Below Poverty Level	6%	9%	6%	

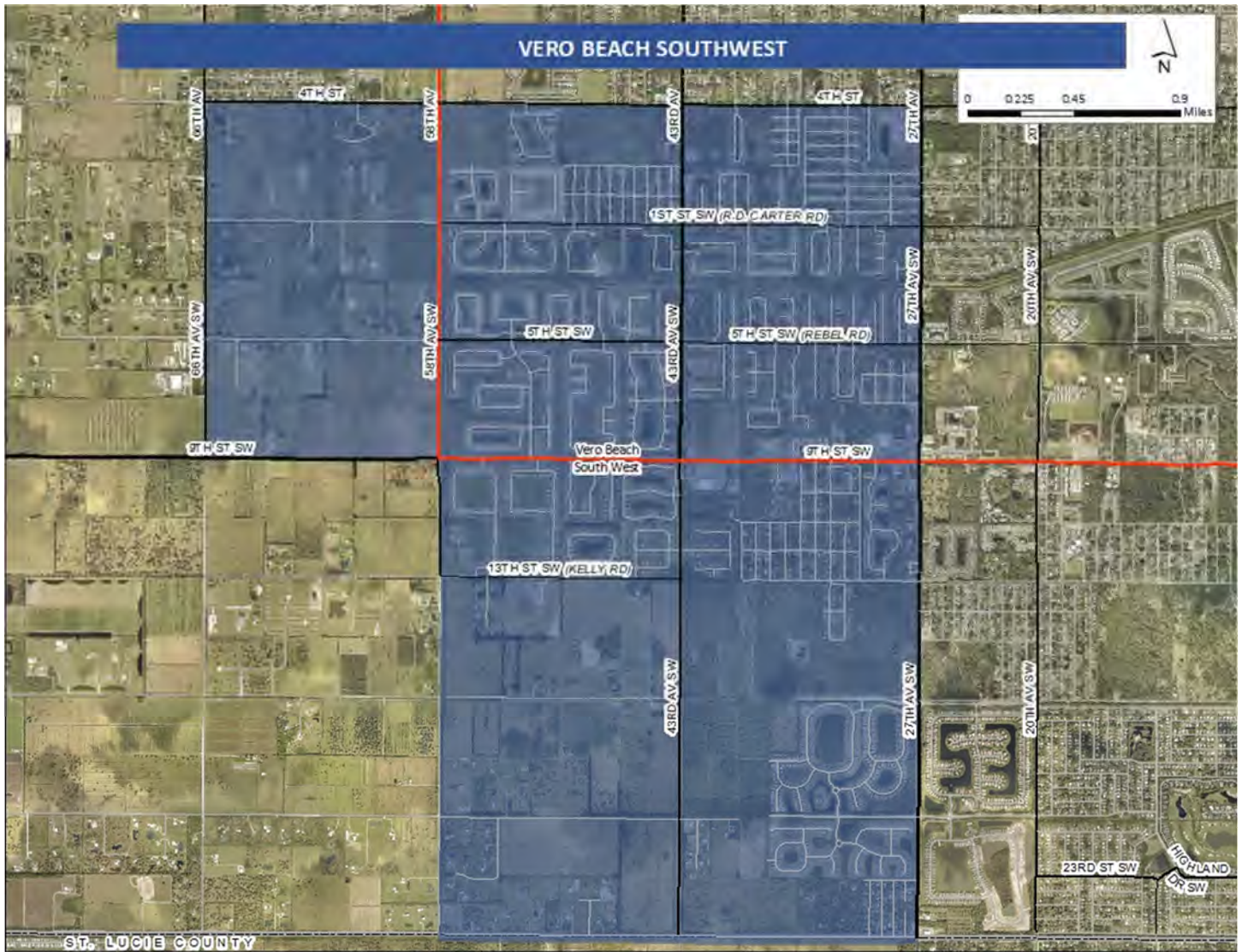
Housing Characteristics				
	2000	2010	2020	
Owner Occupied	83%	81%	80%	
Renter Occupied	14%	11%	5%	
Vacant	4%	8%	14%	
Single Family	95%	99%	97%	
Multi-family	1%	0%	3%	
Mobile Home, Other	3%	1%	0%	
Built 2000-Present	0%	48%	57%	
Built 1980-1999	72%	37%	30%	
Built 1960-1979	22%	13%	11%	
Built Before 1960	6%	2%	1%	

Travel Trends

In 2020, VERO BEACH SOUTHWEST residents had commute times slightly below the county average. Finally, only 2% of households had no access to a vehicle, which ranks 7th lowest out of 24 communities.

Vehicles per Household				
	2000	2010	2020	
0 Vehicles	3%	1%	2%	
1 Vehicles	24%	28%	38%	
2 Vehicles	58%	55%	41%	
3 or More Vehicles	15%	16%	19%	

Travel Time to Work				
	2000	2010	2020	
< 15 Minutes	36%	31%	35%	
15 - 29 Minutes	47%	54%	47%	
30 - 59 Minutes	12%	9%	13%	
60 + Minutes	5%	6%	4%	



COMMUNITY FACILITIES IN VERO BEACH SOUTHWEST

Church		Employment Center	
Name	Address	Name	Address
First United Pentecostal Church	25 27th Ave, Vero Beach, FL 32968	Publix Supermarket	4145 9th St SW, Vero Beach, FL 32968
Temple Beth Shalom	365 43rd Ave, Vero Beach, FL 32968	Winn-Dixie Supermarket	2950 9th St SW, Vero Beach, FL 32968
Vero Christian Church	3250 9th St SW, Vero Beach, FL 32968		
Park		Public School K-12	
Name	Address	Name	Address
Grovenor Estates Park	3205 10th St, Vero Beach, FL 32968	Citrus Elementary School	2771 4th Street, Vero Beach, FL 32968
Pine Hill Park	206 30th Ave, Vero Beach, FL 32968		
Public Transportation			
GoLine Routes 7 & 15			

Community Description

The VERO LAKE ESTATES community, Census Tracts 509.03 & 509.07, is located northern Indian River County. The community primarily consists of the Vero Lake Estates neighborhood.

Population and Demographic Trends

From 2010 to 2020, the population of the VERO LAKE ESTATES community increased by 22%. Since 2000, the population increased by 222%. At 40.2 years, the median age of residents is the 4th lowest out of 24 communities. Children (under 18) comprise 24% of residents (4th highest out of 24 communities), while Seniors (age 65+) comprise 18% of residents (17th out of 24 communities). At 3.22 persons, the average household size is 6th out of 24 communities.

General			
	2000	2010	2020
Population	2,697	7,150	8,697
Households	1,005	2,575	2,702
Average Household Size	2.68	2.78	3.22
Median Age	36.1	35.6	40.2

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	92%	89%	75%
Black	1%	4%	4%
Hispanic	8%	13%	21%
Born Outside US	3%	6%	12%

Age Distribution			
AGE	2000	2010	2020
< 18	27%	27%	24%
18 - 24	7%	8%	8%
25 - 34	15%	14%	12%
35 - 44	17%	14%	12%
45 - 54	13%	15%	13%
55 - 64	9%	11%	13%
65 - 74	8%	7%	12%
75 - 84	4%	3%	5%
85 +	1%	1%	1%

The percent of residents reporting a disability (17%) in the VERO LAKE ESTATES community is just above the county average of 16%. Educational attainment levels are below county averages. Twenty-two percent of adults have a college degree, which is below the countywide average of 30%.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	25%	NA	17%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	3%	7%	6%

Educational Attainment

	2000	2010	2020
Less than High School	21%	16%	15%
High School Diploma	41%	35%	32%
College, Less than 4 Years	32%	36%	31%
College Degree	6%	13%	22%

Economic and Housing Trends

The median household income of the VERO LAKE ESTATES community is \$45,898, which is below the countywide median household income of \$57,945. Nineteen percent of residents are below the poverty level, which is well above the county average of 10%. Over half of residences (59%) were constructed in 2000 or later.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	40,614	47,375	45,898
Percent Below Poverty Level	7%	12%	19%

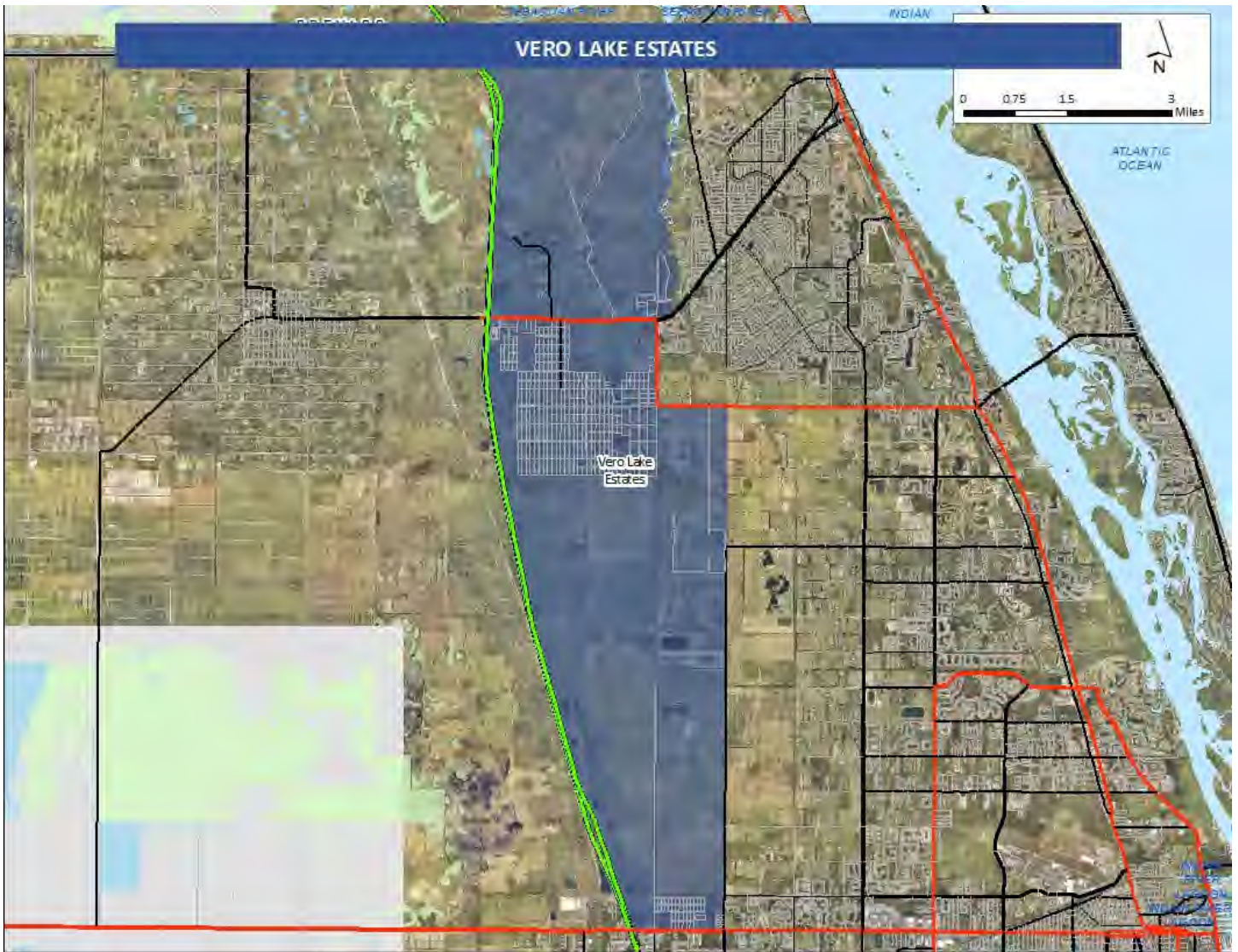
Housing Characteristics			
	2000	2010	2020
Owner Occupied	78%	61%	72%
Renter Occupied	10%	19%	11%
Vacant	11%	20%	16%
Single Family	81%	90%	89%
Multi-family	1%	0%	4%
Mobile Home, Other	18%	10%	7%
Built 2000-Present	0%	58%	59%
Built 1980-1999	81%	30%	31%
Built 1960-1979	14%	10%	6%
Built Before 1960	5%	2%	4%

Travel Trends

In 2020, VERO LAKE ESTATES residents had higher than average commute times, with only 7% of residents traveling less than 15 minutes to work (vs. 33% countywide). Over half (53%) traveled in excess of 30 minutes to work (vs. 27% countywide). Finally, 0% of households had no access to a vehicle, which is well below the countywide average of 4.7%.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	3%	1%	0%
1 Vehicles	30%	34%	31%
2 Vehicles	45%	47%	44%
3 or More Vehicles	23%	18%	25%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	19%	9%	7%
15 - 29 Minutes	49%	57%	40%
30 - 59 Minutes	26%	24%	39%
60 + Minutes	6%	10%	14%



COMMUNITY FACILITIES IN VERO LAKE ESTATES

Park

Name	Address
North County Regional Park	9450 CR 512, Sebastian, FL 32958
Sebastian Canoe Launch	9800 Canoe Launch Cove, Sebastian, FL 32958

Public School K-12

Name	Address
Treasure Coast Elementary School	8945 85th St, Sebastian, FL 32958
Sebastian River Middle School	9400 CR 512, Sebastian, FL 32958
Sebastian River High School	9001 90th Ave, Sebastian, FL 32958

Employment Center

Name	Address
Macho Products, Inc.	10045 102nd Ter, Sebastian, FL 32958
Profold	10300 99th Way, Sebastian, FL 32958
Triton Submarines	10055 102nd Ter, Sebastian, FL 32958

Public Transportation

North County Transit Hub
GoLine Route 5, 9, 10 & 12

Community Description

The WEST VERO CORRIDOR community, Census Tracts 507.04, 507.08, & 507.09 is located in central Indian River County. The community boundaries are 37th Street to the north, 58th Avenue to the east, 4th to the south, and 82nd Ave to the west.

Population and Demographic Trends

From 2010 to 2020, the population of the WEST VERO CORRIDOR community increased by 30%, which is 2nd highest out of 24 communities. During that time, the median age of residents increased by 1.9 years to 65.3 years, which is also 4th highest out of 24 communities. Seniors (age 65+) comprise 52% of WEST VERO CORRIDOR's population, which is 3rd highest out of 24 communities. Children (under 18) account for 9% of the population, which is 5th lowest out of 24 communities.

General				
	2000	2010	2020	
Population	5,356	7,046	9,177	
Households	2,801	3,800	3,892	
Average Household Size	1.86	1.83	2.36	
Median Age	70.0	63.4	65.3	

Race, Ethnicity & Place of Birth				
	2000	2010	2020	
White	98%	94%	87%	
Black	0%	3%	3%	
Hispanic	2%	5%	7%	
Born Outside US	6%	9%	7%	

Age Distribution				
AGE	2000	2010	2020	
< 18	10%	10%	9%	
18 - 24	3%	4%	4%	
25 - 34	5%	7%	7%	
35 - 44	7%	7%	5%	
45 - 54	8%	9%	8%	
55 - 64	9%	14%	15%	
65 - 74	17%	17%	23%	
75 - 84	27%	18%	18%	
85 +	13%	14%	11%	

At 24%, the share of residents reporting a disability in the WEST VERO CORRIDOR community is significantly higher the county average (16%) and 4th highest out of 24 communities. Educational attainment levels are similar to the countywide average.

Persons with Disabilities				
	2000	2010	2020	
Percent of Population with a Disability	28%	NA	24%	

Language				
	2000	2010	2020	
Percent of Population with Limited English Proficiency	1%	7%	3%	

Educational Attainment

	2000	2010	2020
Less than High School	15%	7%	7%
High School Diploma	32%	30%	30%
College, Less than 4 Years	30%	32%	32%
College Degree	24%	31%	32%

Economic and Housing Trends

The median household income of the WEST VERO CORRIDOR community is \$54,234, which is slightly below the countywide median household income of \$57,945. Five percent of residents are below the poverty level, which is 4th lowest out of 24 communities. Because of new residential construction in the community, the percent of housing units that are mobile homes has decreased from 23% in 2000 to 15% in 2020.

Economic Characteristics				
	2000	2010	2020	
Median Household Income (Dollars)	36,943	40,929	54,324	
Percent Below Poverty Level	7%	6%	5%	

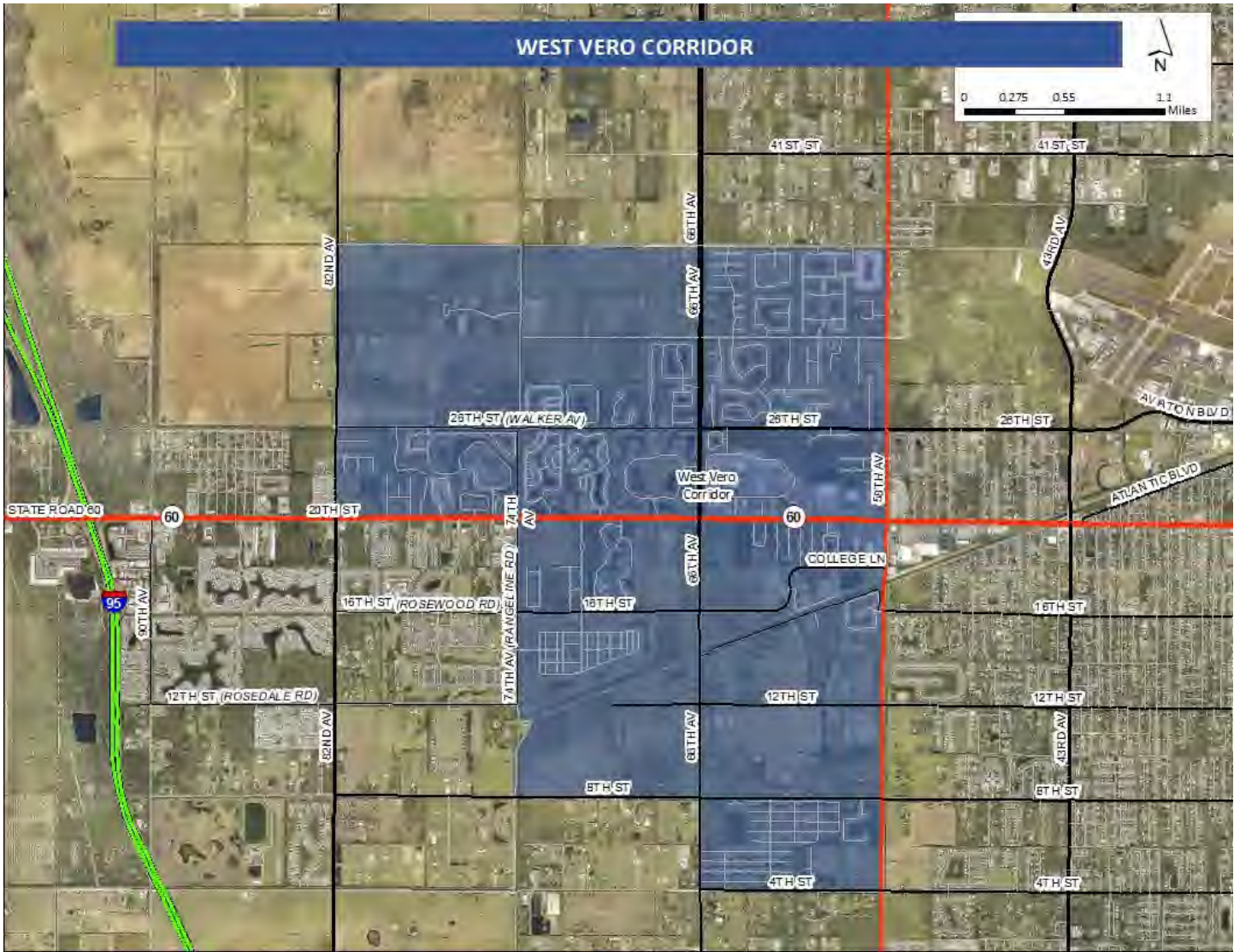
Housing Characteristics				
	2000	2010	2020	
Owner Occupied	61%	51%	51%	
Renter Occupied	24%	30%	24%	
Vacant	15%	20%	25%	
Single Family	34%	41%	38%	
Multi-family	43%	43%	46%	
Mobile Home, Other	23%	16%	15%	
Built 2000-Present	0%	27%	32%	
Built 1980-1999	78%	54%	53%	
Built 1960-1979	17%	16%	10%	
Built Before 1960	5%	2%	3%	

Travel Trends

In 2020, WEST VERO CORRIDOR residents had slightly shorter than average commute times, with 39% of residents traveling less than 15 minutes to work (vs. 34% countywide) and 81% of residents traveling less than 30 minutes to work (vs. 74% countywide). Six percent of households had no access to a vehicle (8th highest out of 24 communities).

Vehicles per Household				
	2000	2010	2020	
0 Vehicles	11%	10%	6%	
1 Vehicles	60%	56%	53%	
2 Vehicles	23%	27%	30%	
3 or More Vehicles	6%	7%	11%	

Travel Time to Work				
	2000	2010	2020	
< 15 Minutes	39%	32%	39%	
15 - 29 Minutes	40%	46%	42%	
30 - 59 Minutes	17%	14%	9%	
60 + Minutes	3%	7%	9%	



COMMUNITY FACILITIES IN WEST VERO CORRIDOR

Church		Cultural Facilities	
Name	Address	Name	Address
Central Assembly of God	6767 20th St, Vero Beach, FL 32966	Brackett Library	6155 College Lane, Vero Beach, FL 32966
Faith Baptist Church	7966 20th St, Vero Beach, FL 32966		
First Church of God	1105 58th Ave, Vero Beach, FL 32966	Retirement Center	
Immanuel Baptist Church	455 58th Ave, Vero Beach, FL 32968	Name	Address
Kings Baptist Church	3235 58th Ave, Vero Beach, FL 32966	Indian River Estates	2250 Indian Creek Blvd W, Vero Beach, FL 32966
Living Lord Lutheran Church	2725 58th Ave, Vero Beach, FL 32966	Isles of Vero Beach	1700 Waterford Dr, Vero Beach, FL 32966
St John of the Cross Catholic Church	7550 26th St, Vero Beach, FL 32968	Brennity at Vero Beach	7955 16th Manor, Vero Beach, FL 32966
Westminster Presbyterian Church	2555 58th Ave, Vero Beach, FL 32966		
Cornerstone Christian Church	5950 12th St, Vero Beach, FL 32966	Public School K-12	
		Name	Address
Employment Center		Indian River Charter High School	6055 College Lane, Vero Beach, FL 32966
Name	Address	Imagine Schools at South Vero	6000 4th St, Vero Beach, FL 32968
Indian River Mall	6200 20th St, Vero Beach, FL 32966		
Target	5800 20th St, Vero Beach, FL 32966	College	
		Name	Address
Public Transportation		Indian River State College	6155 College Lane, Vero Beach, FL 32966
Indian River Mall Transit Hub			
GoLine Routes 2, 7, 9, 13 & 14			

Community Description

The WINTER BEACH/WABASSO community, Census Tracts 508.10 & 508.11, is located in central Indian River County. In addition to the unincorporated communities of Winter Beach and Wabasso, the community includes neighborhoods along 58th Avenue and US 1.

Population and Demographic Trends

From 2010 to 2020, the population of the WINTER BEACH/WABASSO community increased by 76%, which was the highest out of 24 communities. During that decade, the median age of residents increased significantly by 12.8 years to 57.9 years. Despite the increase in median age of residents, the average household size of 3.36 persons is 5th highest out of 24 communities. In 2020, seniors (age 65+) comprised 37% of the WINTER BEACH/ WABASSO population.

General			
	2000	2010	2020
Population	3,905	5,607	9,841
Households	1,328	2,143	2,932
Average Household Size	2.60	2.62	3.36
Median Age	41.8	45.1	57.9

Race, Ethnicity & Place of Birth			
	2000	2010	2020
White	83%	85%	81%
Black	14%	10%	7%
Hispanic	4%	7%	11%
Born Outside US	6%	10%	13%

Age Distribution			
AGE	2000	2010	2020
< 18	20%	23%	15%
18 - 24	8%	6%	5%
25 - 34	11%	8%	6%
35 - 44	17%	13%	8%
45 - 54	16%	17%	11%
55 - 64	11%	16%	18%
65 - 74	10%	11%	23%
75 - 84	5%	5%	11%
85 +	1%	1%	2%

The percent of residents reporting a disability in the WINTER BEACH/WABASSO community is equal to the county average of 16%. Educational attainment levels are above the county-wide average. At 36%, the percent of adults with a college degree is above the county average of 30%.

Persons with Disabilities			
	2000	2010	2020
Percent of Population with a Disability	18%	NA	16%

Language			
	2000	2010	2020
Percent of Population with Limited English Proficiency	4%	6%	6%

Educational Attainment

	2000	2010	2020
Less than High School	20%	12%	10%
High School Diploma	29%	30%	23%
College, Less than 4 Years	29%	33%	32%
College Degree	22%	25%	36%

Economic and Housing Trends

The median household income of the WINTER BEACH/WABASSO community is \$78,189, which is 4th highest out of 24 communities. Five percent of residents are below the poverty level, which is below the countywide average of 10%. Single-family residences account for 94% of housing units in the community. Over two-thirds (69%) of residences were constructed in 2000 or later, which is the highest out of 24 communities.

Economic Characteristics			
	2000	2010	2020
Median Household Income (Dollars)	47,708	54,707	78,189
Percent Below Poverty Level	6%	13%	5%

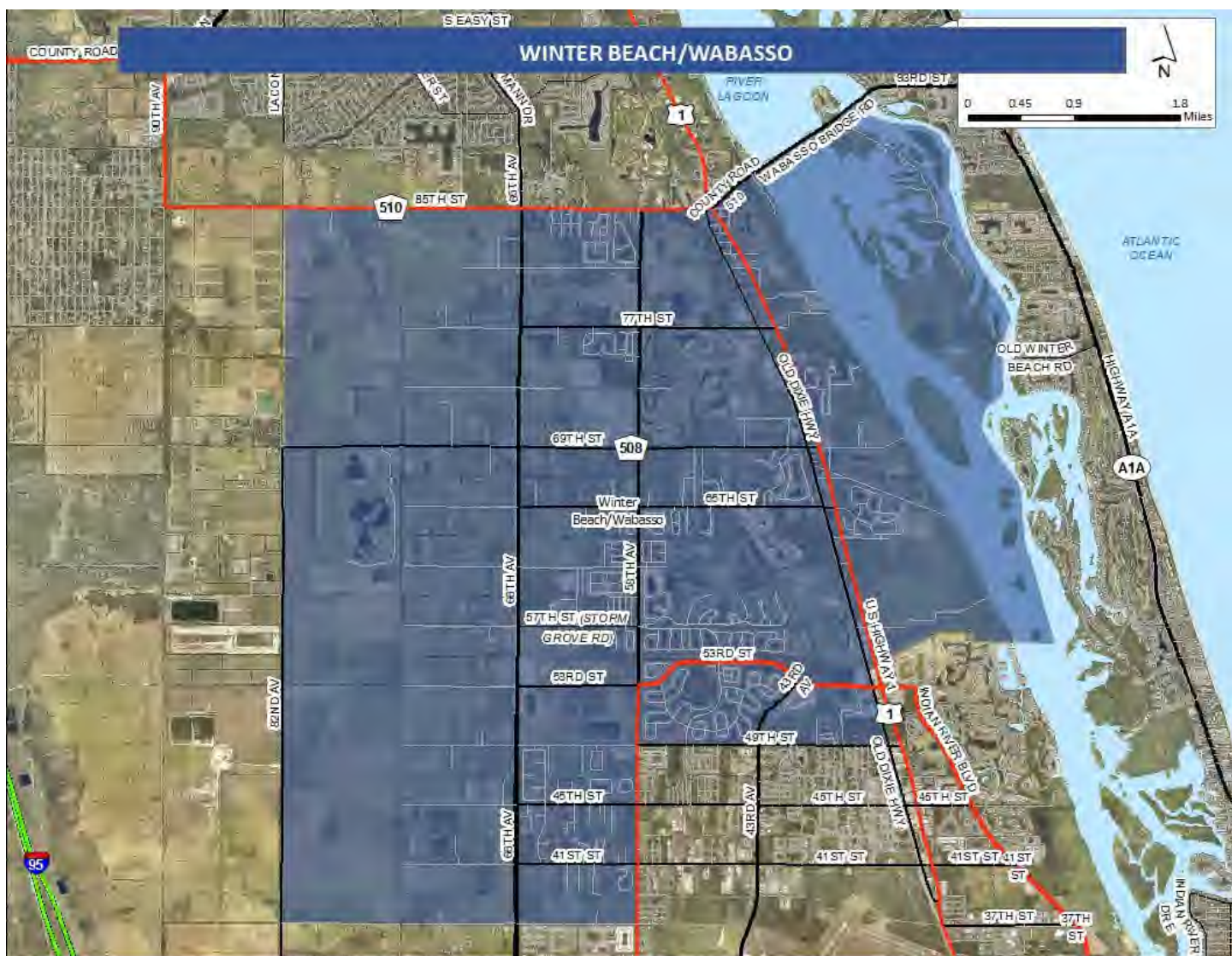
Housing Characteristics			
	2000	2010	2020
Owner Occupied	75%	66%	75%
Renter Occupied	13%	12%	5%
Vacant	11%	21%	20%
Single Family	86%	91%	94%
Multi-family	3%	2%	4%
Mobile Home, Other	11%	7%	3%
Built 2000-Present	0%	41%	69%
Built 1980-1999	52%	29%	20%
Built 1960-1979	36%	18%	6%
Built Before 1960	12%	11%	4%

Travel Trends

Although WINTER BEACH/WABASSO residents had commute times close to the countywide average in 2020, 10% reported commuting 60+ minutes to work, which is the 4th highest out of 24 communities. Only 1% of households had no access to a vehicle, which ranks among the lowest out of 24 communities.

Vehicles per Household			
	2000	2010	2020
0 Vehicles	1%	1%	1%
1 Vehicles	27%	29%	24%
2 Vehicles	50%	45%	55%
3 or More Vehicles	22%	24%	19%

Travel Time to Work			
	2000	2010	2020
< 15 Minutes	42%	42%	39%
15 - 29 Minutes	42%	46%	32%
30 - 59 Minutes	13%	8%	19%
60 + Minutes	4%	4%	10%



COMMUNITY FACILITIES IN WINTER BEACH/WABASSO

Church

Name	Address
Church of God by Faith	8550 68th Ave, Sebastian, FL 32970
First Baptist Church of Wabasso	4720 86th St, Wabasso, FL 32970
Good Shepherd Church of God	4325 65th St, Vero Beach, FL 32967
Lakeside Fellowship	8000 66th Ave, Vero Beach, FL 32958
Wabasso Church of God	8410 64th Ave, Wabasso, FL 32970

Park

Name	Address
Indian River County Fairgrounds	7955 58th Ave, Vero Beach, FL 32967
Kiwanis-Hobart Park	5350 77th St, Vero Beach, FL 32967
Toni Robinson Waterfront Trail	4290 79th St, Vero Beach, FL 32967
Wabasso Causeway Park	1820 Wabasso Beach Road, Vero Beach, FL 32963

Cultural Facilities

Name	Address
Environmental Learning Center	255 Live Oak Dr, Vero Beach, FL 32963

Public Transportation

GoLine Routes 9

Employment Center

Name	Address
Greene River Packing	6920 US Hwy 1, Wabasso, FL 32967
School District of Indian River County	6500 57th St, Vero Beach, FL 32967
Syngenta Corporation	7145 58th Ave, Vero Beach, FL 32967

Public School K-12

Name	Address
Liberty Magnet School	6850 81st St, Vero Beach, FL 32967
North County Charter School	6640 Old Dixie Hwy, Vero Beach, FL 32967
Storm Grove Middle School	6400 57th St, Vero Beach, FL 32967