



**INDIAN RIVER COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
ANNUAL PUBLIC WORKSHOP**

**May 23, 2024 10:00 A.M.
CONFERENCE ROOM B1-501
COUNTY ADMINISTRATION BUILDING B**

AGENDA

1. Call to Order
2. Transportation Disadvantaged Program Presentation.
3. Open Discussion/Public Comment
4. Adjournment

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 Committee/Board action item 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 (TDLCB)

Bob McPartlan, FDC&F Representative
Jennifer Idlette, Public Education Representative
Modeline Acreus, FDOT Representative
Victoria Anderson, FAHCA Representative
Laura Koursaris, FDVR Representative
William Parden, Disabled Representative
Milory Senat, APD Representative
Danica David, Citizen's Advocate

Angela Davis-Green, FACA Representative
Melissa Arndt, VA Representative
Dalia Dillon, FDEA Representative
Dr. Harry Hurst, Citizen's Advocate
Jennifer Sideregts, CSRC Representative
Vacant, Medical Comm. Representative
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, May 23, 2024, in Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

1. Call to Order
2. Approval of Meeting Minutes
February 23, 2024
Action Required
3. Planning Status Report
No Action Required
4. Community Transportation Coordinator Status Report
No Action Required
5. Review of Progress Report and Reimbursement Invoice #3 for the 2023/24 Planning Grant
Action Required
6. Consideration of the FY 2024/25 Annual Update to the Indian River County Transportation Disadvantaged Service Plan (TDSP)
Action Required

Other New Business

7. Public Comment

8. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on August 22, 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.

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TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MINUTES FOR FEBRUARY 22, 2024

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 AM on Thursday, February 22, 2024, 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/2024.htm>.

Present were: Chairman **Deryl Loar**, Commissioner, District 4, Vice Chairman; **William Lundy Parden**, Disabled Representative; **Jennifer Idlette**, Public Education Representative; **Bob McPartlan**, FDC&F Representative; **Modeline Acreus**, Florida Department of Transportation (FDOT) Representative; **Victoria Anderson**, FAHCA Representative; **Angela David-Green**, FACA Representative; **Amber Young**, Florida Division of Vocational Rehabilitation (FDVR) Representative; **Dr. Harry Hurst**, Citizen Advocate Representative; **Milory Senat**, Agency for Persons with Disabilities (APD) Representative; **Danica David**, Citizen's Advocate; **Dalia Dillon**, Area Agency on Aging of Palm Beach/Treasure Coast Representative.; and **Jennifer Sideregts**, CSRC Representative.

Absent were: **Darlene Silverstein**, Medical Community Representative and **Melissa Arndt**, Florida Department of Veterans' Affairs Representative.

Present were IRC staff: **Brian Freeman**, Metropolitan Planning Organization (MPO) Staff Director; **Ryan Sweeney**, Assistant Planning and Development Services Director; **Jim Mann**, MPO Senior Planner; **Mark Vietze**, MPO GIS Planner; **Patti Johnson**, MPO Staff Assistant and **Kim Moirano**, Recording Secretary. Also present was **Karen Deigl**, Executive Director, Senior Resource Association, **Chris Stephenson**, Transportation Director, Senior Resource Association, **Marie Dorismond**, Florida Department of Transportation (FDOT), and a cohort from the Center Urban Transportation Research's (CUTR) *Transit Immersion Leadership Experience* (TILE).

TWO VACANCIES: Children at Risk and Senior Community Representatives.

Call to Order

Chairman Deryl Loar called the TDLCB meeting to order at 10:00 a.m. Chairman Loar requested that everyone identify themselves and who they are affiliated with.

Karen Deigl introduced Stephanie Lowe from the Tile Program. The Tile Program is a nine-month program. She works at the Center for Urban Transportation Research out of the University of South Florida. They are under contract with the Florida Department of Transportation Central Office to run the Statewide Transit Training and Technical Assistance. They host in partnership with FDOT the Transit Immersion Leadership Experience Program. Each transit leader from around the State were visiting transit agencies and also participating in monthly webinars to get exposed to what transit agencies are doing throughout the entire State. They had been to Jacksonville and this week they were visiting with SRA and with St. Lucie County. In April they'll be visiting the FDOT Central office in Tallahassee. The agencies may send their staff to participate in the program at no cost. The only expenses for the agency is the travel associated with that and there are no enrollment fees.

Danika David arrived at 10:03 a.m.

Election of Vice Chair – Action Required

ON MOTION by Dr. Harry Hurst, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (12-0) to re-elect Mr. William Lundy Parden as Vice Chairman for 2024.

Approval of Minutes of the November 16, 2023, Regular Meeting – Action Required

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting Minutes of November 16, 2023.

ON MOTION by Dr. Harry Hurst, SECONDED by Mrs. Wendy Grow, the Board voted unanimously (12-0) to approve the November 16, 2023, minutes as presented.

Planning Status Report – No Action Required

Mr. Brian Freeman stated that there is a workshop coming up at the end of the month that FDOT is hosting which is the County Road 510 improvement project. This includes County Road 510 with the US-1 intersection. There will be a virtual session on Tuesday, February 27th and an in-person workshop on Thursday, February 29th. There are some different concepts that are being looked at for that intersection, which is one of the busier intersections in the County. Some of the possibilities include doing a grade separated intersection with an overpass for 510 that would go over both the railroad crossing and US-1 and different degrees of having that.

Community Transportation Coordinator Status Report – No Action Required

Mr. Chris Stephenson, Transportation Director, Senior Resource Association presented an overview of the First Quarter that ended December 31st, 2023, a copy of which is on file in the Commission Office.

Mr. Stephenson stated that their Community Coach had done 9,985 trips on the ADA side. 100 percent of their Trip and Equipment Grant money has been used. Those are for the TD passengers in the County. 94% is their on-time performance for the first quarter so far and that's a 2% increase compared to the same time last year. They received 129 applications and 123 of them were approved. The total number of active riders on the Community Coach this year was 3,333. For the first quarter of the fiscal year, they received 16,416 phone calls on the Go-Line Community Coach side of the Call Center, 728 calls for the Advantage Ride. Their average wait time on the phones for both of those lines was only 17 seconds. The standard is we need to answer in under a minute.

The Advantage Ride Program was the program which started in October of 2020. In January, we did 3,714 passengers for that program. It's by far the busiest paratransit program on the Treasure Coast. Since its inception in October of 2020, SRA has done over 130,000 trips for people with developmental disabilities on the Treasure Coast. For the quarter, SRA has done 24,540 trips and that's a 40% increase compared to the same time last year. SRA has gotten some Innovative Service Development Grant money to run that program and is it benefiting individuals with developmental disabilities, not just in Indian River County, but in St. Lucie County and Martin County as well.

In the first quarter of the fiscal year on their fixed routes, SRA did 320,000 passenger trips which is a 1 percent increase from last year and a 4 percent increase from 2 years ago. Last year was their highest ridership ever on the fixed route. So far for the first quarter of the fiscal year, SRA continued to see growth. SRA has a big annual report that the staff and County MPO have to work on together which has to get submitted to the National Transit database which got submitted at the end of January.

SRA's ridership breakdown for the Go Line showed about 26 percent of their riders are riding Routes 2 and 4, which are their main corridor routes on State Road 60 and US 1. 22 percent are in Gifford, 18 percent are in the North County, either Fellsmere or Sebastian and then 17 percent are from the South County and 10 percent are going to the routes that either go to the far east or far west end of the service area either out to the beach or out to the CVS Distribution Center and then 7 percent of their ridership comes from Route 9 which is the route that connects the south end of the County with the north

end of the County. Year to date ridership comparison shows their biggest growth is on Route 15, which is the route that connects Indian River County with St. Lucie County going down to the Indian River State College. That's a route that FDOT has given SRA a Corridor Grant for. Saturday ridership is to the beach or out to the CVS Distribution Center in the West side of the County and then 7% of our ridership comes from Route 9, which is the route that connects the South. 22% of their ridership came from Gifford and that's actually up 1% from where it was this time last year. Gifford has three fixed routes running through it actually shows that they have a lot of transit service for the actual size of Gifford. Mr. Freeman stated the way the routes are laid out each originate in Gifford and then they provide service through different areas of Gifford and then go to different areas of the County where they connect to other routes. Ms. Deigl stated our highest ridership has always been between the ages of 20 and 35, right in that range more so than any other age group. Mr. Freeman stated that every five years when we do our Transit Development Plan is when we get that profile through the Onboard Passenger Surveys that are conducted. There were around 1,200 surveys that were conducted at this time last year. That was the highest survey response rate they've gotten compared to previous efforts. Mr. Stephenson states there are people in their 60s and 70s that ride the Go Line. It offers them a lot of independence if they can physically and cognitively navigate the system, which is what they prefer to ride. They want the Community Coach to be for people who have physical limitations or cognitive limitations. We see a lot of people that are elderly that are still able to get out and use the bus system to go where they're trying to get. Ms. Deigl stated that they will include in their report the demographics of the elderly people. Mr. Stephenson stated Saturday ridership is very high. 46,000 people rode on Saturdays in the first quarter of the fiscal year. The Go Line on time performance showed 92% of their stops were met on time and only 6% were slightly early and 2% were slightly later than that.

The bus shelter program shows they have 504 bus stops, 51 of them have shelters at them and 15 of them have semi seats at them. SRA has 58 shelters total in the community because there are some stops that have multiple shelters per stop. They do have 11 locations that they're hoping here this Spring they'll get 15 new bus shelters. They will have a total of 74 shelters.

Mr. Stephenson discussed the local advertisers who advertise on the bus system. Those agencies are helping them with their local match that they need every year, and this money gets contributed towards the local match that they need to run their service. More than a decade Frosting's has been advertising on the Route 1 bus.

Road calls have had a decrease from last year. There was a 27% decrease in the number of road calls. Most of those were things that did not sideline a bus for very long at all. They had six complaints in the first quarter of the fiscal year. Last year they had one complaint for every 54,000 passenger trips and this year they had one complaint for every 55,000 passenger trips. The 6 complaints were from 6 different individuals. SRA has an eligibility specialist whose job is to walk someone through how they can become part of the Community Coach Program. If there is a reason why they're not eligible, they will connect them with what they can do to ride the Go Line. Some people are just not made eligible because they haven't given us all of the information they need to. They have a third-party assessment that they can send someone to if they're trying to qualify as an ADA person. They take them to the Treasure Coast Community Health in Fellsmere and they have to go through a physical and cognitive assessment to see if they actually can ride the fixed route or if they do need that door-to-door trip because what they're tasked with doing as the CTC is they want to make sure that the most vulnerable demographic of people in the County get the services so the Community Coach is for the people who cannot access the Go Line either because of physical or cognitive disability. If there's people who have the physical and cognitive ability to ride the Go Line that's where they're going to try and move them. So, if TCCH's assessment does say these people can ride the Go Line they'll go out and teach them how to ride it so that they don't have to use up one of their Community Coach spots. Mr. McPartlan states that one of his concerns is the 130,000 developmental disability rides that have been done through the Treasure Coast. He inquired whether there is funding there to continue that service because again these are the individuals who are the most vulnerable. Ms. Deigl stated that SRA is eligible to apply for the grant for one more year. This past year the CTD approved an Innovative Service development Grant for three years. They will be applying for \$1.5 million for both St. Lucie County and ourselves because they operate for both Counties for this program. What they have been told is that they are unsure whether

or not they will be getting the full amount. There's some movement in the Legislation. There's a House Bill that limits the amount of dollars for that program. They have it on the books that the CTD will have an approval of \$59 million for the Trip and Equipment Grant and although the Innovative Service Development Grant has been approved for \$4 million, they are only going to allow \$3 million for it and if they want the additional million, they have to take it out of the Trip and Equipment Grant and it is the feeling of a lot of systems. They've had some meetings, and they want to keep the Trip and Equipment Grant whole to the \$59 million because if they take it away, it will affect all Counties, whereas the Innovative Service Development Grant will only affect a few that have applied for it. What they're advocating is to ask them to give us \$1 additional million, like go to \$60 million for the Trip and Equipment Grant and then they will take \$1 million from that and put it towards the Innovative Service Development Grant. Right now, it's in the Appropriations Committee. They're having a lot of meetings with the committee members and where it's going to fall Ms. Deigl was not sure. Their funding no matter what, they'll take a hit because they receive funding for Innovative Service Development. They also get the T&E so if they don't get the extra million, they're going to take a hit in this community.

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

– Action Required

Mr. Brian Freeman stated that this is the quarterly progress report and reimbursement invoice in the amount of \$7,850 for the Planning Grant that reflects the activities that were done to support this committee and the program overall for the quarter of October through December 31st. The major project that was completed last quarter was the Transportation Disadvantaged Service Plan Update which this Board approved at the November meeting. After review and approval, they will submit it to the State Commission for reimbursement.

ON MOTION by Mr. Bob McPartlan, SECONDED by Ms. Dalia Dillon, the Board voted unanimously (12-0) to approve the Progress Report and Reimbursement Invoice #2 for the 2023/24 Planning Grant as presented.

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

Action Required

Mr. Freeman stated that this is something that we do annually or four out of every five years and in that fifth year we go through a selection process which is actually something we just did last year. It has been two years since we last conducted the annual evaluation. The practice of the TDLCB for many years has been to designate a subcommittee of the members of the TDLCB to serve as the evaluation subcommittee. The evaluation subcommittee works with MPO staff, and they put together the evaluation workbook that comes from the State Commission. We have an Evaluation Form that we use that breaks the review up into four areas that are coordination planning, operations cost, financial management and utilization of the four areas that they conduct to review. Mr. Freeman stated that SRA does an exceptional job functioning as the CTC and it's the recommendation for the subcommittee that the entire TDLCB approve the Annual Evaluation and recommend that the MPO approve it as well. It will be on their next meeting agenda for the MPO Board.

ON MOTION by Dr. Harry Hurst, SECONDED by Ms. Wendy Grow, the Board voted unanimously (12-0) to move the Community Transportation Coordinator (CTC) Annual Evaluation Report for FY 2022/23.

Review of TDLCB Bylaws for FY 2023/24 – Action Required

Mr. Brian Freeman stated that this is something that TDLCB is required every year is to review their Bylaws, to see if there are any changes that need to be made. There are no changes being proposed for this year, so we just need the action of the Board to keep the Bylaws the same.

ON MOTION by Mr. Bob McPartlan, SECONDED by Ms. Milory Senat, the Board voted unanimously (12-0) to move to keep the TDLCB Bylaws the same for FY 2023/24.

Review of TDLCB Grievance Procedures for FY 2023/24 – Action Required

Mr. Brian Freeman stated that another activity that TDLCB is required to undertake each year is to look at the grievance procedures, to see if there are any changes that need to be made. There are no changes proposed for this year. He was not aware of any case where a grievance has worked its way up to this Committee but one of the functions of this Committee is to hear grievances and first that grievance would go to a subcommittee of the committee which is five members.

ON MOTION by Ms. Milory Senat, SECONDED by Dr. Harry Hurst, the Board voted unanimously (12-0) to approve the TDLCB Grievance Procedures for FY 2023/24.

Review of the 2020 Community Characteristics Report – No Action Required

Mr. Brian Freeman indicated that this is an activity that MPO Staff undertook last year and presented to the MPO Board at its December meeting. This is the Community Characteristics Report but it's basically using data from the 2020 Census as well as what's called the American Community Survey or ACS which is a supplemental program to the Census that is run by the Census Bureau where every year 1 in 40 households receive that questionnaire that is mandatory that you fill it out.

Mr. Mark Vietze provided an overview of the 2020 Community Characteristics Report. Starting in 2003, MPO has produced this report and what they do is they aggregate the data at the track level, and they assign those values to communities within the County.

Other New Business – No Action Required

No public comments.

ON MOTION by Dr. Harry Hurst, SECONDED by Ms. Dalia Dillon, the Board voted unanimously (12-0) to adjourn the meeting.

Adjournment

There being no further business, the meeting adjourned at 10:55 a.m.

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

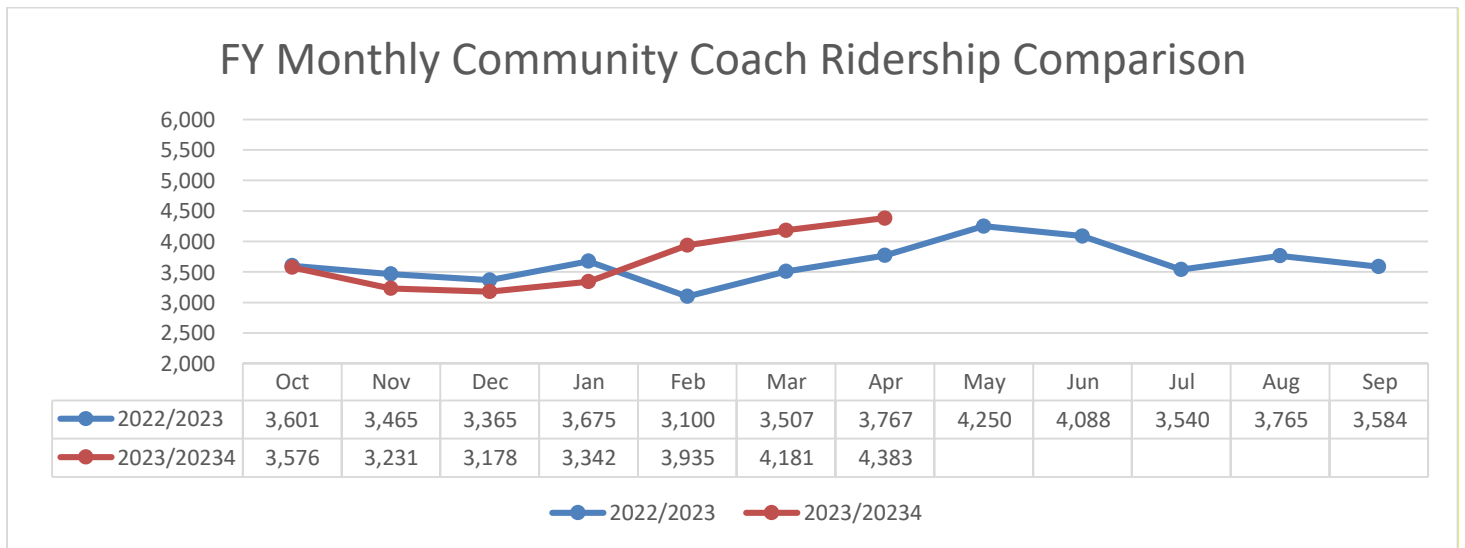
CTC Status Report

Prepared May 8th, 2024

Chris Stephenson, Transportation Director

Community Coach Paratransit and Complimentary ADA Services

- Total FY ridership: 25,826 passenger trips:
 - 5% increase from last FY



100% of available CTD Trip and Equipment Grant spent.

Community Coach On-Time Performance

- 2nd Quarter: 93%
 - 1% increase compared to last year
 - 1% decrease compared to last QT

Community Coach Same Day Ridership

Month	Same Day Trips	% of All Trips
October 2023	347	10%
November	316	10%
December	317	10%
January 2024	431	13%
February	360	9%
March	596	14%
April	496	11%
Total	4,069	11%

Community Coach Applications Received/Approved

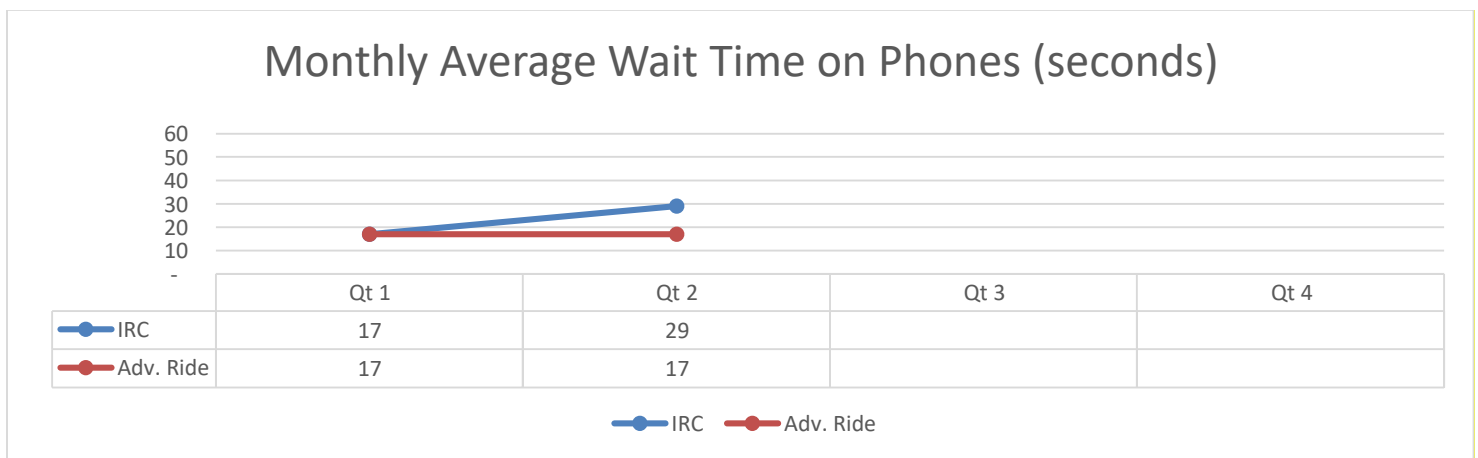
Applications Received 2nd Qt.	Approved Applications 2nd Qt.	Approval %	YTD Received	YTD Approved	Approval %
135	113	83%	264	236	89%

Total Active Riders Currently: 3,264 Passengers

Phone Reports: 2nd Quarter

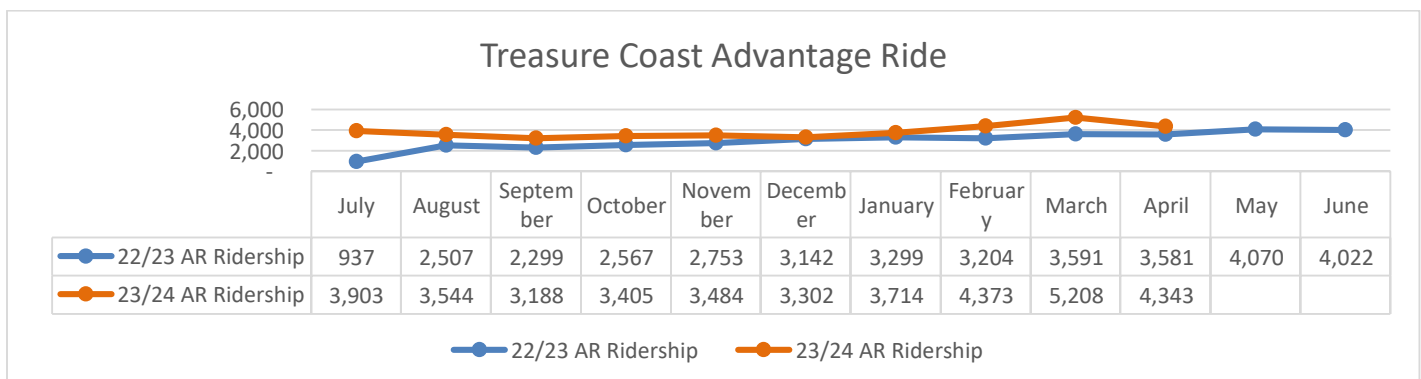
Service	# of Phone Calls	Avg. Wait Time
GoLine/Community Coach	15,817	29 seconds
Advantage Ride	703	17 seconds

Phone Wait Times



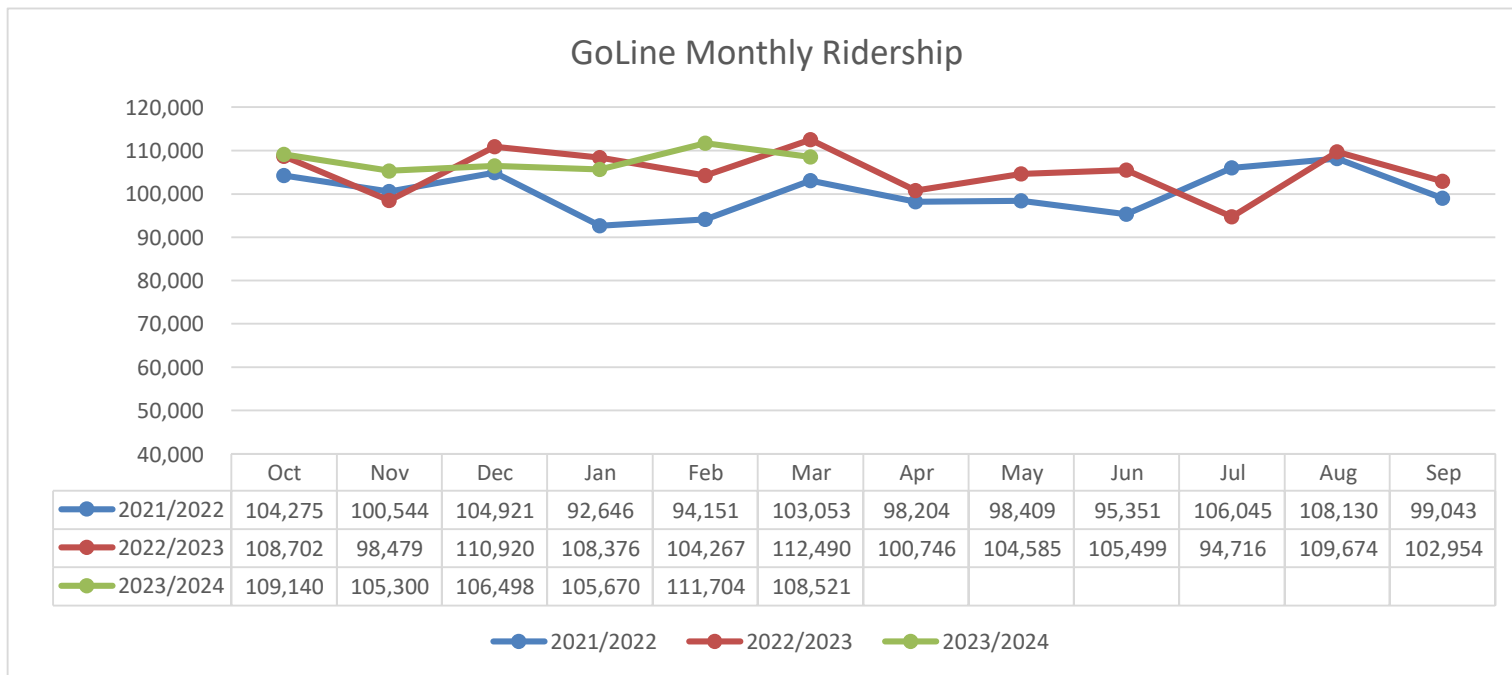
Treasure Coast Developmental Disabilities Advantage Ride Program

For the FY, Advantage Ride ridership is 38,464 trips. This is a 38% increase compared to last year.



GoLine Overview

- 2nd Quarter ridership: 325,895 passenger trips
 - No change from last year
- 77 days in service:
 - 61 Weekdays
 - 3 Holidays: MLK Day, President's Day, Good Friday (excluding route 15)
 - 13 Saturdays (excluding routes 13 & 15)
- YTD ridership: 646,833 passenger trips.
 - 1% increase from last year
 - 8% increase from 2 years ago



Ridership Geographical Breakdown

Area	Routes	% of All Ridership	Change from Last FY	Change From Last QT
SR60 and US 1	2 and 4	29%	Up 2%	Up 3%
Gifford	3, 8 and 14	19%	No Change	Down 3%
North County	5, 10, and 12	19%	No Change	Up 1%
South County	6, 7, 15	13%	No Change	Down 4%
East & West	1 and 13	12%	Down 1%	Up 2%
Between Cities	9	8%	Down 1%	Up 1%

Route By Route Ridership Comparison

Route	Fiscal year 23/24	Fiscal year 22/23	Change %
1	29,696	29,732	0%
2	55,647	55,625	0%
3	14,780	14,635	1%
4	37,816	37,874	0%
5	20,173	20,108	0%
6	25,546	25,529	0%
7	14,523	14,483	0%
8	29,126	29,012	0%
9	24,960	25,006	0%
10	25,175	25,027	1%
12	15,950	15,876	0%
13	10,570	10,487	1%
14	19,557	19,592	0%
15	2,376	2,147	11%
Totals	325,895	325,133	0%

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	33,441			80,137

GoLine On-Time Performance: 2023/2024 Second Quarter

- Early: 280 stops (1%)
- Late: 1,961 stops (7%)
- On time: 26,028 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)

GoLine Ridership Demographics

Age

Age	Percent of Riders
<19	20.63%
20-29	18.58%
65+	15.30%
30-39	12.84%
40-49	12.16%
50-59	12.02%
60-64	8.47%

Reason for Using GoLine

Reason	Percent
I don't drive a car	41%
Car is not available	28%
Bus is more convenient	11%
I don't have a valid driver's license	9%
Bus is more economical	6%
Traffic is too bad	4%
Parking is difficult/expensive	1%

Frequency of Using GoLine

Frequency	Percent
4 or more days a week	54%
2-3 days a week	29%
1 day a week	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 \$59,998 towards the local match needed for federal and state grant funds.

Road Calls/ Accidents

	January- March 2023	January- March 2024	Change %
Description			
Road Calls	4	4	No Change
Chargeable Accidents	0	0	No change

Road Call Summary 2nd Quarter:

- 1 Broken Fan Pulley
- 1 Broken Hose
- 1 Broken Shifter Cable
- 1 Bus Overheated.

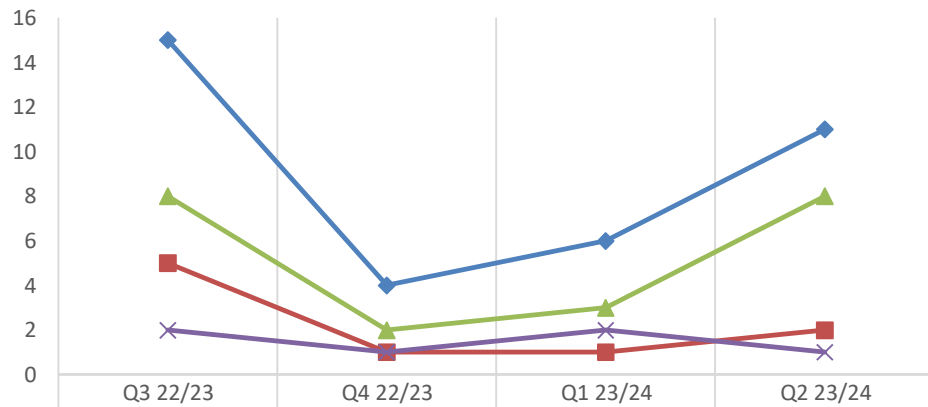
Transit System Complaints

	January- March 2024	January- March 2023	Change %
Description			
GoLine Complaints	2	2	No Change
Community Coach Complaints	8	9	(11%)
Community Coach Vendor Complaint	1	1	No Change
Total Complaints	11	12	(8%)
Reckless Driving/Speeding	4	1	300%
Timeliness	4	8	(50%)
Poor Customer Service	3	3	No Change

- 1 complaint every 30,483 passenger trips.
 - Last year: 1 complaint every 27,951 passenger trips.
- Total unduplicated number of complainants in the 2nd Quarter: 11 individuals.
- There were zero instances in the 2nd quarter when SRA had to call IRCSSO because of a security concern on the buses.

SYSTEM COMPLAINTS LAST 12 MONTHS

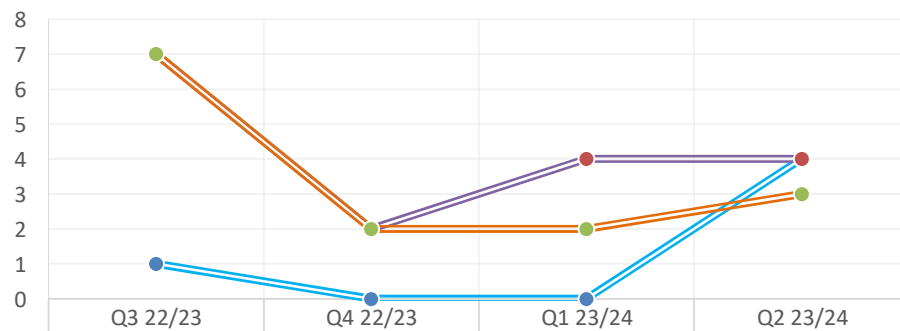
◆ Total Complaints ■ GoLine ▲ Community Coach ✕ Vendor



◆ Total Complaints	15	4	6	11
■ GoLine	5	1	1	2
▲ Community Coach	8	2	3	8
✕ Vendor	2	1	2	1

COMPLAINT TYPE LAST 12 MONTHS

● Reckless Driving ● Timeliness ● Poor Customer Service



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

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 & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: May 16, 2024

SUBJECT: Consideration of the FY 2024/25 Annual Update to the Indian River County Transportation Disadvantaged Service Plan (TDSP)

SUMMARY

One of the roles of the TDLCB is to develop and update annually the county's Transportation Disadvantaged Service Plan (TDSP). According to the Florida Commission for the Transportation Disadvantaged (CTD), the TDSP is a tactical service delivery plan which contains development, service, and quality assurance components.

The Indian River County TDSP update occurred in 2023, and is required every five years, after the completion of the Community Transportation Coordinator (CTC) selection process. During intervening years, the state Commission for the Transportation Disadvantaged requires that only certain sections be updated, as appropriate.

TDSP UPDATE

For FY 2023/24, the annual update to the Transportation Disadvantaged Service Plan must be submitted to the Commission for the Transportation Disadvantaged prior to July 1, 2024. Recently, the county and the county's CTC, the Senior Resource Association, updated the Transportation Disadvantaged Service Plan for FY 2024/25.

With this update, the following changes have been made to the four sections that are to be reviewed annually:

- TDLCB Certification: *To be signed by the chair pending approval (Page vi).*
- Needs Assessment: *No changes.*
- Goals, Objectives, and Strategies: *No changes.*
- Implementation Plan: *No Changes.*
- Inventory of Available Transportation Services: *Updated to reflect extended GoLine operating hours (pages 30-32).*
- Cost/Revenue Allocation and Rate Structure Justification: *Updated to include trip reimbursement rates for FY 2024/25. The proposed rates were calculated using the CTD's methodology (Page 61).*

Attachment #1 contains the pages of the TDSP that have been revised. A copy of the entire Transportation Disadvantaged Service Plan is available on the county's website at the following address: [TDSP Link](#)

RECOMMENDATION

Staff recommends that the TDLCB approve the updated Transportation Disadvantaged Service Plan for FY 2024/25 and direct staff to transmit the updated plan to the state Commission for the Transportation Disadvantaged.

ATTACHMENT

1. Updated Pages to the Indian River County Transportation Disadvantaged Service Plan for FY 2024/25

Local Coordinating Board Certification

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

Date

Coordinating Board Chairman
Commissioner Deryl Loar

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

Map #	Name	Type of Facility	Location
41	12th Street Plaza (Publix)	Shopping Center	1255 US 1, Vero Beach
42	Shoppes of Sebastian	Shopping Center	1451 Sebastian Blvd., Sebastian
43	Walmart Neighborhood Market	Shopping Center	1750 US 1, Vero Beach
44	The Mason Apts	Multi-family Residential	20 th Street, Vero Beach
45	The Griffon Apts	Multi-family Residential	20 th Street, Vero Beach
46	Vero Beach Airport	Other	3400 Cherokee Drive, Vero Beach

Inventory of Available Transportation Services

This section summarizes the current transit services provided by the Senior Resource Association (SRA). Having served as the Community Transportation Coordinator (CTC) and as a transit operator for Indian River County since 1990, the SRA provides and coordinates paratransit services and fixed-route transit services in the county. Prior to 1994, the demand-response service had been the primary method of providing transportation for the transportation disadvantaged (TD) population of the county.

In 1994, a fixed-route service was established. Since 2007, the SRA has operated its fixed-route services under the name of the GoLine. This renaming of the fixed-route system was undertaken to differentiate the fixed-route service from demand-response service and to minimize the perception that services are for only the elderly.

➤ Fixed-Route Service (GoLine)

GoLine is Indian River County's fixed-route public transportation system and is operated by the Senior Resource Association. In recent years, several key changes were made to the fixed route service. Those included changing the appearance of buses, adding new routes, and increasing the hours of operation. In May 2024, weekday operating hours were increased from thirteen to fifteen hours per day. As a result of this service improvement, the GoLine now operates from 6 am – 9 pm on weekdays. In addition, fixed-route bus service is provided on Saturdays on thirteen routes. In December 2016, Saturday service hours were expanded to nine hours, from 8 am – 5 pm. Service is still free to riders of all ages.

In recent years, the introduction of new GoLine routes has expanded service coverage in Fellsmere, Sebastian, and the unincorporated area south of Vero Beach, while also implementing regional service from Indian River County to the Indian River State College (IRSC) Main Campus in Fort Pierce.

In April 2017, the Main Transit Hub moved into its new permanent facility, located in Vero Beach on the south side of 16th Street adjacent to the FEC Railroad. The new Main Transit Hub consists of a 1,732 sq. ft. structure with restrooms and open-air waiting areas, 3,410 sq. ft. of pre-manufactured aluminum structures that will provide covered walkways and shelters for riders, and 1.6 acres of site improvements that include parking, lighting, landscaping, and stormwater treatment. Six GoLine routes connect at the Main Transit Hub, and the hub facility is used by approximately 800 passengers each day.

Table 9: GoLine Routes

Route No.	Route Description	Days/Hours of Service	Connecting Routes	Major Destinations
1	Beachside to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	2, 3, 4, 8, & 14	Miracle Mile, Walmart Neighborhood Market, Vero Beach City Marina, Beach District
2	Indian River Mall to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	1, 3, 4, 6, 8, 9 & 13	Indian River Mall, Courthouse, Wal-Mart (Vero Beach), SR 60 commercial area
3	Gifford Health Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	1, 2, 4, 6, 8 & 14	Indian River Medical Center, 37th Street Medical Offices
4	Intergenerational Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	1, 2, 3, 6, 7, 8, & 15	US 1 Corridor, Publix
5	Sebastian (North)	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	9, 10, & 12	Wal-Mart (Sebastian), North Sebastian
6	Intergenerational Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	1, 2, 3, 4, 7, 8, & 15	Vero Beach Highlands, Old Dixie Hwy
7	Intergenerational Center to Indian River Mall	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	4, 6, 14, & 15	Indian River Mall, Walmart (Vero Beach), Winn-Dixie
8	Gifford Health Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	1, 2, 3, 4, 6, & 14	Health Dept., East Gifford
9	North County Transit Hub to Indian River Mall	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	2, 5, 10, 12, & 13	Indian River Mall, Sebastian River HS, Wabasso
10	Fellsmere to North County Transit Hub	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	5, 9, & 12	Fellsmere, Vero Lake Estates, Sebastian River HS
12	Sebastian (South)	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	5, 9, & 10	Winn-Dixie, Publix, South Sebastian
13	Indian River Mall to Vero Beach Outlets	6 AM – 7 PM (Mon – Fri)	2 & 9	IRSC Mueller Campus, Indian River Charter High School, Vero Beach Outlets
14	Gifford Health Center to Indian River Mall	6 AM – 9 PM (Mon – Fri) 8 AM – 5 PM (Sat)	3, 7, & 8	Indian River Mall, West Gifford
15	Intergenerational Center to IRSC Main Campus (Ft. Pierce)	7 AM – 7 PM (Mon – Fri)	4, 6, & 7	Publix, IRSC Main Campus

- Drug-free Workplace Policy
- Cost associated with service provision
- Vehicle conditions (cleanliness, handicapped accessible)
- Provision of operational and financial data to the CTC in a timely manner
- Insurance
- Accident data
- Drivers cleanliness, courtesy
- Environmental considerations such as recycling, energy saving, alternative fuels, pollution
- Others

Coordination Contract Evaluation Criteria

As part of the annual operation report and MOA all coordination contracts are reviewed by the CTC and LCB and continuation of the contract is recommended if contractors provide the most cost-effective and efficient utilization of TD funds. The CTC and LCB while providing contracts must ensure that the TD needs of the community are best served.

Cost/Revenue Allocation and Rate Structure Justification

The rate structure is the same for all TD trips within Indian River County. The TD rates presented in this section were determined using the CTD standardized rate model spreadsheets, which consider past and projected costs and revenues associated with Indian River County's TD transportation services. The rate model is updated annually by Indian River County to reflect changes in revenues and expenditures.

The rates in Table 21 were calculated using the CTD model and were approved by the LCB. The LCB will continue to monitor the rates on an ongoing basis to determine when (and if) these rates need to be modified due to changes in the cost of delivery of trips.

Table 21: Indian River County TD Reimbursement Rates for FY 24/45

Type	Direction	Reimbursement Rate
Ambulatory	One-way	\$36.07
Wheelchair	One-way	\$61.83

According to the CTD, the "Per Group" trip rate is appropriate when three or more eligible TD customers are transported from a single origin to a single destination on one vehicle. In other cases, the "Per Passenger" group rate should be used.

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: May 16, 2024

SUBJECT: **Review of Progress Report and Reimbursement Invoice #3 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 May 23, 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 January 1, 2024 to March 31, 2024.

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 #3.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #3, 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 Q3**

Invoice Date: **May 22, 2024**

Grant Number: **G2I93**

Dates of Services	January 1 - March 31, 2024
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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	100%		100.0%	YES	\$ 4,170.61	\$ -	\$ -
2A: Evaluation (or) 2B: Selection	\$ 3,679.95	0%	100%	100.0%	YES	\$ 3,679.95	\$ 3,679.95	\$ -
3: LCB Mtgs	\$ 9,813.20	50%	25%	75.0%		\$ 7,359.90	\$ 2,453.30	\$ 2,453.30
4: Public Workshop	\$ 981.32	0%		0.0%		\$ -	\$ -	\$ 981.32
5: By-Laws	\$ 981.32	0%	100%	100.0%	YES	\$ 981.32	\$ 981.32	\$ -
6: Grievance Procedures	\$ 981.32	0%	100%	100.0%	YES	\$ 981.32	\$ 981.32	\$ -
7: AOR Review	\$ 981.32	100%		100.0%	YES	\$ 981.32	\$ -	\$ -
8: AER	\$ 981.32	100%		100.0%	YES	\$ 981.32	\$ -	\$ -
9: Quarterly Progress Rprt	\$ 981.32	50%	25%	75.0%		\$ 735.99	\$ 245.33	\$ 245.33
10: Training Workshop	\$ 981.32	0%		0.0%		\$ -	\$ -	\$ 981.32
Total	\$ 24,533.00					\$ 19,871.73	\$ 8,341.22	\$ 4,661.27

Total To Be Paid On This Invoice \$ 8,341.22

Add: Justification, notes, or explanation

Revision Date: 06/30/2021

PLANNING
SUMMARY REPORT

SERVICE AREA/COUNTIES:

Indian River

INVOICE NUMBER:

G2I93 Q3

INVOICE DATE:

May 22, 2024

QUARTER SERVICE DATES:

January 1 - March 31, 2024

AGENCY

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

SUMMARY REPORT - Invoice Support (A review of the Planning Grant Program Manual is recommended when submitting each task.)

TASK	SUBMITTED	Deliverable & support documentation provided with invoice includes	AMOUNT	FLCTD Reviewer's Initials
2A: Solicitation / 2B: Evaluation	YES	2A: Planning agency's letter of recommendation and signed resolution. 2B: LCB and planning agency selected CTC evaluation worksheets pursuant to the most recent version of the Commission's CTC Evaluation Workbook.	\$0.00 \$3,679.95	
3: LCB Mtgs	YES	Local Coordinating Board (LCB) has met for the quarter. Documentation for this meeting has been provided including but not limited to: meeting agenda; minutes; membership roster; notice of meetings.	\$2,453.30	
5: By-Laws	YES	Local Coordinating Board has reviewed and approved by-laws. Cover page of document has been updated to reflect date of update and LCB signature.	\$0.00 \$981.32	
6: Grievance Procedures	YES	Local Coordinating Board has reviewed and approved Grievance Procedures. Cover page of document has been updated to reflect date of update and LCB signature.	\$981.32	
9: Quarterly Progress Rpt.	YES	A complete Quarterly Progress Report has been submitted with invoices. Quarterly report has been signed by planning agency representative. Electronic signatures are acceptable.	\$0.00 \$0.00 \$245.33	
			\$0.00	
TOTAL			\$8,341.22	

Certification from Planner

By submission of this form, Grantee certifies that the above listed tasks have been completed and the required deliverables have been submitted in their entirety.



SERVICE AREA/COUNTIES:

Indian River

INVOICE NUMBER:

G2I93 Q3

INVOICE DATE:

May 22, 2024

QUARTER SERVICE DATES:

January 1 - March 31, 2024

AGENCY

Indian River County MPO

I. 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 February 22, 2024 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 February 22, 2024 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)	The LCB reviewed and approved its by-laws at the February 22, 2024 LCB meeting.
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)	During the current reporting period the LCB reviewed and approved its grievance procedures at the February 22, 2024 LCB meeting.
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 January 21, 2024
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, 2023 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, 2023 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 Transportation Plan. (427.015, FS)	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)	No activity to report
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity to report
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	Members of the evaluation subcommittee were selected at the November 16th LCB meeting. The evaluation subcommittee met on January 10th, and presented its findings to the entire LCB on February 22, 2024.
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 Transit Planner

Representative

Date: 5/8/2024