

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MINUTES FOR MAY 23, 2024

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:17 AM on Thursday, May 23, 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 3, Vice Chairman **William Lundy Parden**, Disabled Representative; **Victoria Anderson**, Florida Agency for Health Care Administration (FAHCA) Representative; **Laura Koursaris**, Florida Division of Vocational Rehabilitation (FDVR) Representative; **Dalia Dillon**, Area Agency on Aging of Palm Beach/Treasure Coast Representative; **Wendy Grow**, Florida Association for Community Action (FACA) / Economic Opportunities Council (EOC) Representative; **Dr. Harry Hurst**, Citizen Advocate Representative; and **Milory Senat**, Agency for Persons with Disabilities (APD) Representative.

Absent were: **Jennifer Idlette**, Public Education Representative, **Dale Shepperson**, CSRC Representative; **Bob McPartlan**, Florida Department of Children and Families (FDCF) Representative; **Marie Dorismond**, Florida Department of Transportation (FDOT) Representative; **Melissa Arndt**, Florida Department of Veterans' Affairs Representative, **Jennifer Sideregts**, Career Source Resource Center Representative and **Danika David**, Citizen's Advocate.

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 and **Chris Stephenson**, Transportation Director, Senior Resource Association.

THREE VACANCIES: Children at Risk and Senior Community Representatives. Medical Community Representative.

Call to Order

Chairman Deryl Loar called the TDLCB meeting to order at 10:17 a.m.

Approval of Minutes of the May 23, 2024, Regular Meeting – Action Required

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting Minutes of February 23, 2024.

ON MOTION by Jennifer Sideregts, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (7-0) to approve the February 23, 2024, minutes as presented.

Planning Status Report – No Action Required

Mr. Brian Freeman stated that in the minutes it showed that we had two vacancies. We now have a third vacancy on the committee. Darlene Silverstine, who is the Medical Community Representative, has retired from the Cleveland Clinic where she had represented on the Committee. It doesn't have to be

someone associated with the Cleveland Clinic. It has to be someone in the medical community overall for that position. We also have Children at Risk, and Senior Community Representative spots are available. For each of those positions if we have a nominee or someone who is interested, we will just have to have them approved by the MPO. The openings are listed on the website.

Mr. Freeman noted that the County is conducting an Urban Service Boundary Study.

Community Transportation Coordinator Status Report – *No Action Required*

Mr. Chris Stephenson, Transportation Director, Senior Resource Association presented an overview of the Second Quarter, a copy of which is on file in the Commission Office.

Mr. Stephenson stated that their Community Coach ridership is up five percent from where it was this time last year. They have used 100 percent of their available CTD funding each month.

Their Community Coach on time performance was 93 percent, which is an increase compared to last year, but a decrease compared to last quarter. They try and get that number as high as possible. The standard in the industry is 75 percent so they're well above that standard. There is a new report that shows the number of same day trips that are provided to the population. In the past, people have to call and book their trips in advance but one of the things that they're trying to do is try to adapt with the industry. The industry is really changing. You hear about Uber and Lyft that offer same day trips to people, so they've started doing that over the last fiscal year. You can see 11 percent of the trips that they've provided this year have been same-day trips for people who call them that day and need to have a trip. They expect that percentage to continue to grow as they continue on.

The number of applications that they've approved in the same quarter was 113 with 83 percent approval rating and for the year 89 percent of their applications have been approved. The total number of active riders on the Community Coach Program is 3,200 and that's an increase from this time last year but it is always around that number. Their eligibility specialist works really hard every month adding people to their service.

The Community Coach and Go Line phone report lines received 15,000 calls and the Advantage Ride line 700 calls. Their average wait time, the standard that they're supposed to meet is under 60 seconds. They're well underneath that average wait time. For the Advantage Ride Program every month of this fiscal year had higher ridership on Advantage Ride than last fiscal year. That's the program that they got the award for developmentally disabled.

The Go Line ridership last quarter stayed very consistent with where it had been last year at the same time. They expect that to change drastically in the upcoming quarter, but it stayed very status quo last quarter. SRA did 325,000 trips on the Go Line and for the fiscal year SRA had done 646,000 which is just a one percent increase.

SRA's route by route comparison is very consistent from last year to this year. The only route that really had huge ridership growth was Route 15 which is the one that FDOT pays us to take people down to Indian River State College in Fort Pierce. May 6th started their expanded hours. SRA is now operating to 9 p.m. on weekdays and on Saturdays they have Route 13 running which previously did not run. They expect to see all of their ridership graphs really increase as they continue on in the subsequent months of this fiscal year because of that expansion. They're very thankful to FDOT for finding that Service Development Grant. They're thankful to the County for matching it. Mr. Freeman stated that's two additional hours every weekday where the buses used to stop running at 7 p.m. They now run to 9 p.m. and on Saturdays one of the routes that didn't run on Saturdays now runs on Saturdays. The only route that doesn't run on Saturdays is the one that goes down to the college in Fort Pierce. Ms. Deigl stated the extended hours have not been implemented but are coming within the next month or so. That does include Community Coach as well. As their hours on the fixed routes expand so will the Community Coach as well.

Their on-time performance for the Go Line at 92 percent of the stops were on time. Only 1 percent were early. You never want the fixed route to be early because then people are going to miss their bus whereas if it's a few minutes late people tend to still catch that bus. The Go Line shelter program there's 11 locations where 15 shelters are going to go. They're very happy to announce that SRA did an RFI for bids and they have chosen Bill Bryant & Associates as their contractor and they're going to by this summer get all 15 of those shelters built in those 11 locations. It's been a long-drawn-out process, but they have now chosen the contractor. The average cost per shelter is \$20,000. Mr. Freeman stated they have done all of the easier to install locations where it's just pouring a pad or putting the shelter up. Now, they're having to put in drainage culverts and retaining walls. Ms. Deigl stated that right now they're doing mostly rights-of-way, very few are private property. They still have enough inventory to continue with the rights-of-way. The few that they did have there have been properties that have actually asked them to include a shelter on them. Mr. Freeman stated that sometimes the right-of-way is not sufficient and there isn't an owner who is in support of having the shelter in place. The Walmart on State Road 60 where there are two shelters in front of the store there wasn't enough room behind the sidewalk to put the shelters completely in the right-of-way, so they had to coordinate with Walmart to get an easement in place to allow the shelter to kind of encroach into the Walmart property. Mr. Stephenson the City of Vero Beach's marina over on the island side they also give them an easement for their shelter. Ms. Deigl stated they are insured through their General Liability Insurance if there was an accident at one of the shelters. The insurance is for the transit system itself.

Mr. Stephenson discussed the information regarding the Go Line riders which comes from the Transit Development Plan major update that was done last summer where they had consultants riding the bus. They had consultants riding the bus. They did it six days a week all summer asking the passengers who they were, how old they were, where they were going, and received some good information that they collected about their Go Line passengers. He pointed out the advertisers on the bus which is the local revenue that they get to put back into the transit system, so they always like to acknowledge those local advertisers.

The number of road calls stayed the same from last year to this year which is impressive considering their fleet is a year older. They have some new vehicles that they're scheduled to get this summer. The number of complaints went down. They had 11 complaints in the second quarter of the fiscal year whereas last year they had 12 complaints. It went down 8 percent but it's still a very low number of complaints, which equals 1 complaint for every 30,480 passenger trips on their system. The 11 complaints were from 11 different individuals.

The Board had asked them how many times they had to call the Sheriff's Office because of a security concern on the bus during the last quarter. They're pleased to announce that there were zero times last quarter that that had to happen. They keep track of all of that information. They can report that regularly.

Commissioner Loar stated that their call center is kind of like a 911 Center. He stated that in less than 40 seconds' wait time the phone is answered. Ms. Deigl stated that the price per trip is \$4.38. The more trips you do the less it costs per trip. Mr. Freeman stated it ties into utilization. That cost to have the bus run for an out on the road is going to be the same cost rather it picks up 5 passengers or 50 passengers but on a per passenger basis you can really get more efficiency by having it carry more people. Having a system that gets to where people need to be picked up, takes them to where they want to go, accommodates very easy transfers at the hub, the fare free as well contributes to getting that excellent utilization rate.

Review of Progress Report and Reimbursement Invoice #3 for the 2023/24 Planning Grant ***– Action Required***

Mr. Brian Freeman stated that this is the quarterly progress report and reimbursement invoice that reflects the activities that were done to support this committee and the program overall for the quarter of January through March. In addition to the quarterly meeting there was the approval of Bylaws and

Grievance Procedures. This Committee also approved the CTC Evaluation but that didn't actually get to the MPO Board for their approval until April so that will show up on the 4th Quarter.

ON MOTION by Ms. Malory Senat, SECONDED by Ms. Dalia Dillon, the Board voted unanimously (12-0) to approve the Progress Report and Reimbursement Invoice #3 for the 2023/24 Planning Grant as presented.

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

Mr. Freeman stated that each year we have to conduct an update of our Transportation Disadvantaged Service Plan. Every five years we do a major update where we update the entire document which we completed just last year. For this annual update they updated the trip rates, which are based on the template from the CTD and then also some of the hour's information.

ON MOTION by Ms. Wendy Grow, SECONDED by Ms. Dalia Dillon, the Board voted unanimously (12-0) to move the Consideration of the FY 2024/25 Annual Update to the Indian River County Transportation Disadvantaged Service Plan (TDSP) Coordinator.

Other New Business – No Action Required

Mr. Freeman stated with the first week of the two additional hours about 800 passengers from that Monday through Friday. There was also an increase in the 5 p.m. to 7 p.m. hours. Ms. Deigl stated that at as many stops as they can they are installing solar lights as they possibly can. They're starting off with the stops that have the most ridership.

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 10:45 a.m.

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **November 21, 2024, at 10:00 a.m.**