



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Bob McPartlan, FDC&F Representative
Jennifer Idlette, Public Education Representative
Modeline Acreus, FDOT Representative
Cartier Murrill, 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, August 22, 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 and Annual Public Workshop Minutes
May 23, 2024
Action Required
3. Planning Status Report
No Action Required
4. Presentation on the Newly Extended Operating Hours
No Action Required
5. Community Transportation Coordinator Status Report
No Action Required
6. Review of Progress Report and Reimbursement Invoice #4 for the 2023/24 Planning Grant
No Action Required
7. Review of the Actual Expenditures Report for FY 2023/24
Action Required

8. Assign Community Transportation Coordinator (CTC) Evaluation Subcommittee
Action Required

9. Gillig Low Floor Bus Demonstration
No Action Required

Other New Business

10. Public Comment

11. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on November 21, 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 comments 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.

MINUTES FOR ANNUAL PUBLIC WORKSHOP ON MAY 23, 2024

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 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 4, 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; **Ryan Sweeney**, Assistant Planning and Development Services 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.

Call to Order

Roll Call of the Transportation Disadvantaged Local Coordinating Board

Chairman Deryl Loar called the **Annual Public Workshop** meeting to order at 10:00 a.m. and noted there was a quorum.

TDLCB Chairman's Introductory Remarks and Welcome

Chairman Deryl Loar noted that the Public Workshop is required consistent with Chapter 427, Section 11-15, and Florida Statutes in the Transportation Disadvantaged Planning Grant Agreement that each designated official planning agency conduct an Annual Public Workshop.

Brian Freeman, MPO Staff Director, stated as part of the workshop we have a presentation that Mr. Vietz is going to be providing on the TD System.

Mr. Freeman just learned that the Senior Resource Association was recognized by FDOT and CUTR which is the Center for Urban Transportation Research. They are a research arm of the University of South Florida for the Treasure Coast Advantage Ride Program. Mr. Stephenson stated they were notified last week that the Florida Department of Transportation had these awards called the Travel Choice Awards and they notified the Senior Resource Associates that they had won one for the Advantage Ride Program. It was presented yesterday at something called the Florida Commuter Summit. The Advantage Ride Program the Senior Resource Associates has done over 160,000 trips and 93 percent of those were taking people to work. Mr. Freeman stated this is a program for people with developmental disabilities. Mr. Stephenson stated that 93 percent of those 160,000 trips have been taking people with developmental disabilities to work and day programs.

Presentation on Transportation Disadvantaged Program – *No action required*

Mr. Mark Vietze, Transit Planner stated that in 1989 the State of Florida created a CTD Program of the Commission for Transportation Disadvantaged. The fundamental idea is that the Board Members are all around the table because they represent for the most part different agencies that help support the TD population. Those are folks that are over the age of 60, disabled or economically disadvantaged and it's a true line from the National Security Act of 1947 that really starts the coordination of Government Services, and the State does this. He didn't believe any other State has a coordinated system the way that Florida does. As discussed, we have a basic understanding, duly served older adults, persons with disabilities, low-income folks and then children at risk although we don't really provide services. A lot of the slides you'll see come from the TDSP which is the Transportation Disadvantaged Service Plan. We did a major update last year. Fortunately, we also have a fixed route service that meets a lot of these needs.

There are a number of anchors in the CTD framework. Clearly, you have the Commission for the Transportation Disadvantage that provides the funding. Then we have the MPO as the DOPA. The Statute provides that if there is an MPO, there are 28 MPOs across the State. They're automatically the designated official planning agency. If there is no MPO, the Regional Planning Council becomes the DOPA. We went through the CTC evaluation selection and that's the main role of the DOPA as part of this CTC Program. You have the CTC which is Ms. Karen Deigl and Mr. Chris Stephenson. They're the folks who actually get out there and coordinate the trips and make it all happen and provide the wonderful service that we have. The Board gets together to figure out how we're going to meet those needs and we approve what's called the "ARO" and the "AER". So you have the Operating Report and the Expenditures Report which are the main two items that the Board is required to do yearly as part of the State Statute.

The State of Florida has a TD Trust Fund which is funded through the Tax Collector's Office. When you go and renew your vehicle, you pay \$1.50 that goes to the TD Trust Fund. Roughly \$25 million dollars a year comes from that. There's also State Block Grant money that's also associated. Those funds are then passed through the Trust Fund to private managers and then to the CTC to purchase transportation. It's a three-legged stool. Again, the elderly, the disabled, and low-income folks. They make up roughly 48-49 percent of the County. Those numbers were updated last year. Going into 2028, we're looking at roughly 12,000 critical needs TD users. Notably, 35 percent of the population is over 65 years old and

15 percent between is 55- and 64-year-old breakdown so you're looking at over 50 percent is above 55. The median age within the County is 55.1 which is significantly older than the rest of the State. On the map, you will notice that you've got an older portion on the barrier island but also as you get out West, it's broken down on the census tract level. You've got the Indian River Estates and some of the mobile homes out West. Those folks certainly meet kind of two legs of the TD stool. Broader stroke notions 16 percent of the County's population is disabled which is higher than the State at 12 percent. Poverty is relatively low within the County. It's gone down four percent since the last update. Again, there's what they called stratified hydrogenate of the data, so it's rather localized specifically as you'll note in Gifford and also, it's not as well shown in Fellsmere, but it is localized. They have relatively low numbers of folks that don't have access to a vehicle. Notably there's a lot of overlap between folks that don't have access to a vehicle and low income. The Center for Urban Transportation Research in 2013 produced a model where you put in the number of folks that kind of meet each leg of the diagram of the TD population and it pops out the number of trips that they're looking at providing. You will notice that the annual trips are rather large at 1.5 million. If you look at the AOR we ended up doing 71,000 trips last year for the Community Coach Program. This doesn't include, of course, your fixed route. Those numbers are not reflected in our AOR due to the fact that the CTC doesn't have to provide a bus pass. We of course look at where folks are taking transit and the TD Program too, and you will notice that almost 50 percent of those trips are for medical. A number of them are for dialysis. The evaluation in January and all of the trips were to dialysis spots so this is something to look at. You will notice that we have actually increased the number of folks using the TD System by an extra 10,000 trips a year. There is a three-quarter buffer around the fixed route system. That's important because there's ADA complimentary service and TD Service. If you're within the three-quarter mile buffer and you're disabled, you have access to that. There's no specific funding source. We get reimbursed by TD trips by the State through the CTD. 47 percent of the residents live within a quarter mile of a fixed route system and 83 percent within the three-quarter mile limit. TD Service has additional eligibility avenues specifically age and income rather than just disability alone. Interestingly, ADA trips have to start and end within the three-quarter mile buffer.

Dr. Hurst asked if an elderly person needs transportation to medical appointments and their income is too high, would their insurance reimburse the organization. Ms. Deigl stated that income is not an eligibility. Mr. Stephenson stated that we don't use income as an eligibility criterion because the Go Line is fare free. So, the people who get to use income as an eligibility criterion is because they won't charge people to ride their fixed route if they don't meet a certain level but because their fixed route has always been fare free, they don't use income as a criterion. That goes for Community Coach also. Mr. Stephenson stated they just use age and disability as criteria for Community Coach. Mr. Freeman stated there are a million and a half annual trips that the critical needs TD population which is 13 percent of the County's overall population. There are about 1.5 million trips annually that they need. Most of those trips are provided through the Go Line fixed route service not the official TD System through the Community Coach. Ms. Deigl stated systems that charge a fare are able to identify the ADA because they're charged different fare from the regular fixed route fare and so then they capture the numbers. We can't capture the numbers because we don't charge a fare so there's no way to identify those that are ADA or on the Go Line. Ms. Deigl stated we are no longer the only free ride in the State. St. Lucie County went no fare three years ago and there are a couple of others that are looking at it as well. Mr. Freeman stated they have seen their ridership have tripled.

Open Discussion/Public Comment

None.

Annual Public Workshop Adjournment

There being no further business, the Annual Public Hearing meeting adjourned at 10:17 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MINUTES FOR MAY 23, 2024

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Present were: Chairman **Deryl Loar**, Commissioner, District 4, 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 **Danica David**, Citizen's Advocate.

Present were IRC staff: **Brian Freeman**, Metropolitan Planning Organization (MPO) Staff Director; **Ryan Sweeney**, Assistant Planning and Development Services 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 Dr. Harry Hurst, the Board voted unanimously (8-0) 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 Route 15 which runs to IRSC in Fort Pierce. Ms. Deigl stated the extended weekend 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 RFP 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 (8-0) 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 (8-0) 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 (8-0) to adjourn the meeting.

Adjournment

There being no further business, the meeting adjourned at 10:45 a.m.

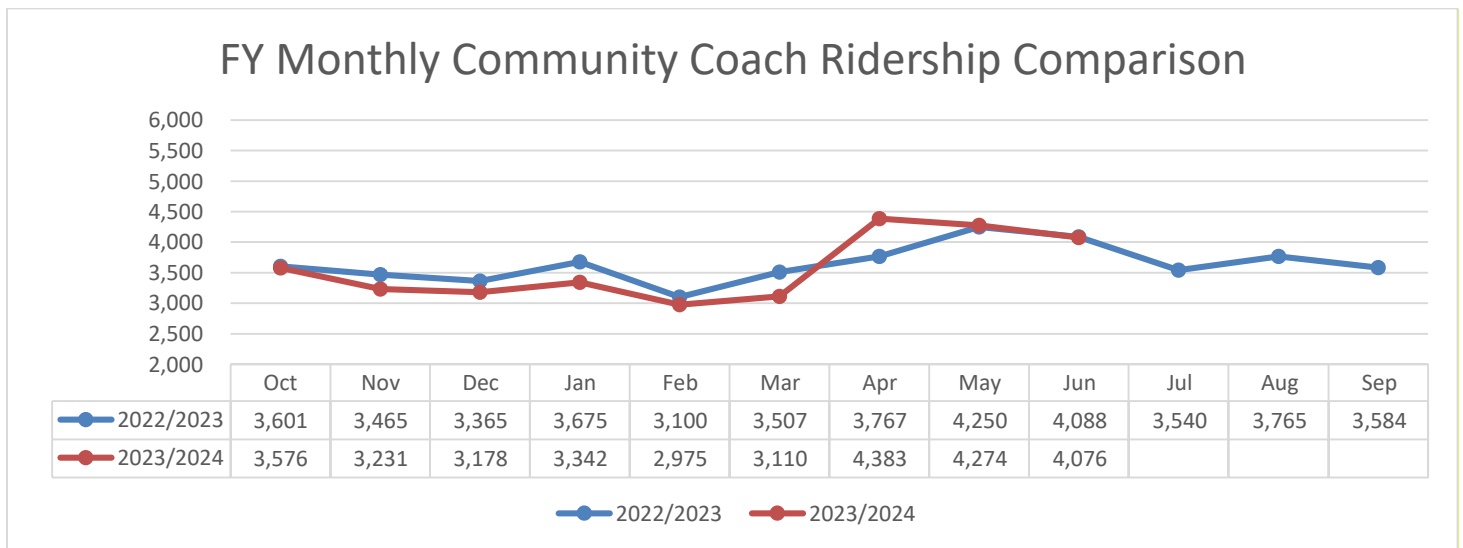
The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **August 22, 2024, at 10:00 a.m.**

CTC Status Report

Prepared August 13th, 2024

Community Coach Paratransit and Complimentary ADA Services

- Total Quarterly ridership: 12,733 passenger trips:
 - 15% increase from last QT
 - 5% increase from 3rd Quarter last FY



100% of available CTD Trip and Equipment Grant has been spent.

- Total Community Coach Ridership: 32,145
 - 2% decrease from last FY: all ADA Trips

Community Coach Same Day Ridership

Month	Same Day Trips	% of All Trips
October	347	10%
November	316	10%
December	317	10%
January 2024	431	13%
February	360	9%
March	596	14%
April	496	11%
May	477	11%
June	576	14%
Total	3,916	11.33%

Additionally, 865 Community Coach trips were booked using the EcoLane Mobile Application in the 3rd quarter

Community Coach On-Time Performance

- 3rd Quarter: 92.33%
 - 3% increase compared to this time last year
 - The same as last QT

Community Coach Applications Received/Approved

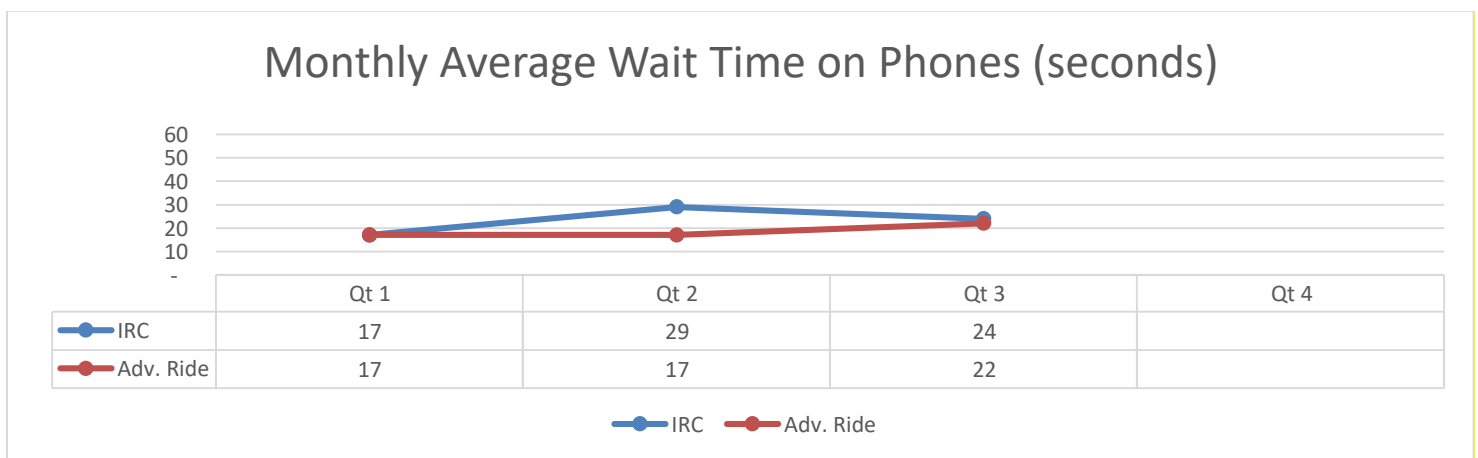
Applications Received 3rd Qt.	Approved Applications 3rd Qt.	Approval %	YTD Received	YTD Approved	Approval %
122	105	86%	386	341	88%

Total Active Riders Currently: 3,018 Passengers

Phone Reports: 3rd Quarter

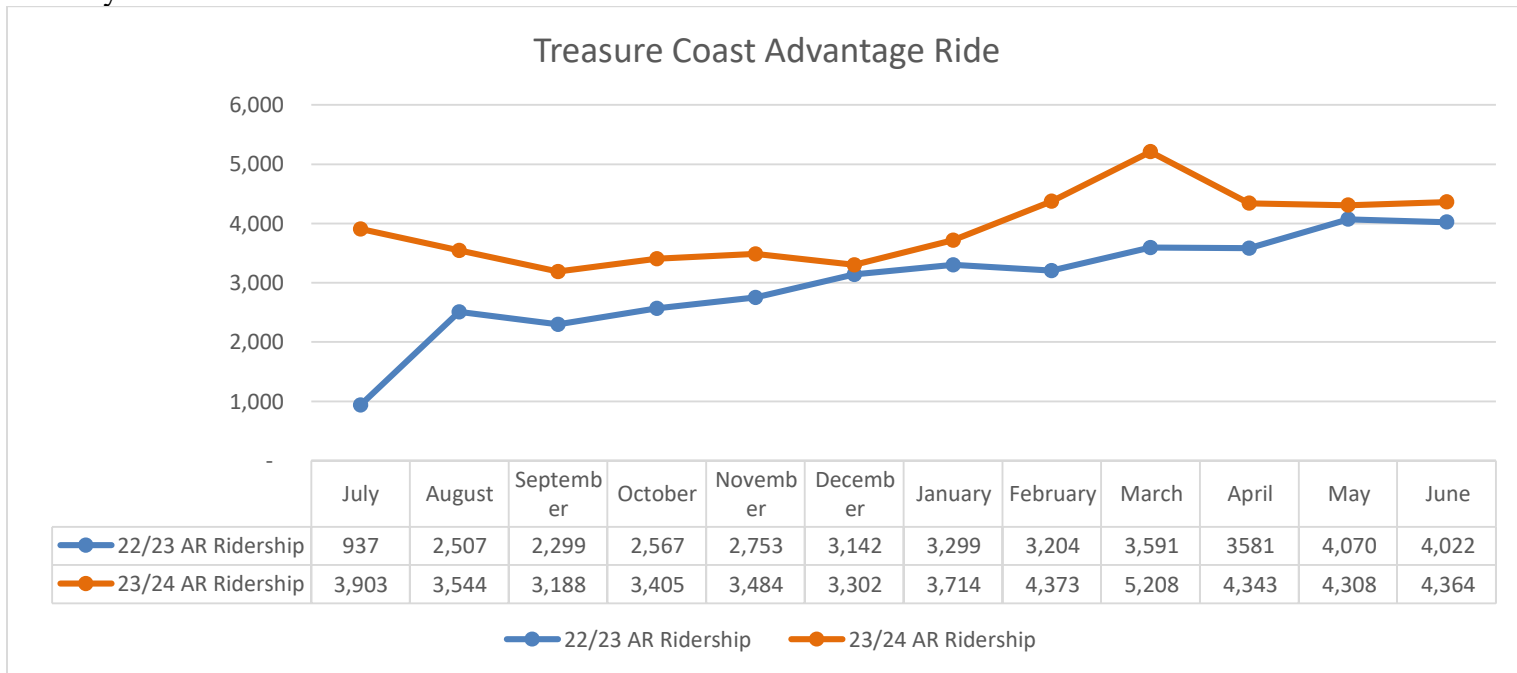
Service	# of Phone Calls	Avg. Wait Time
GoLine/Community Coach	15,158	24 seconds
Advantage Ride	587	22 seconds

Phone Wait Times



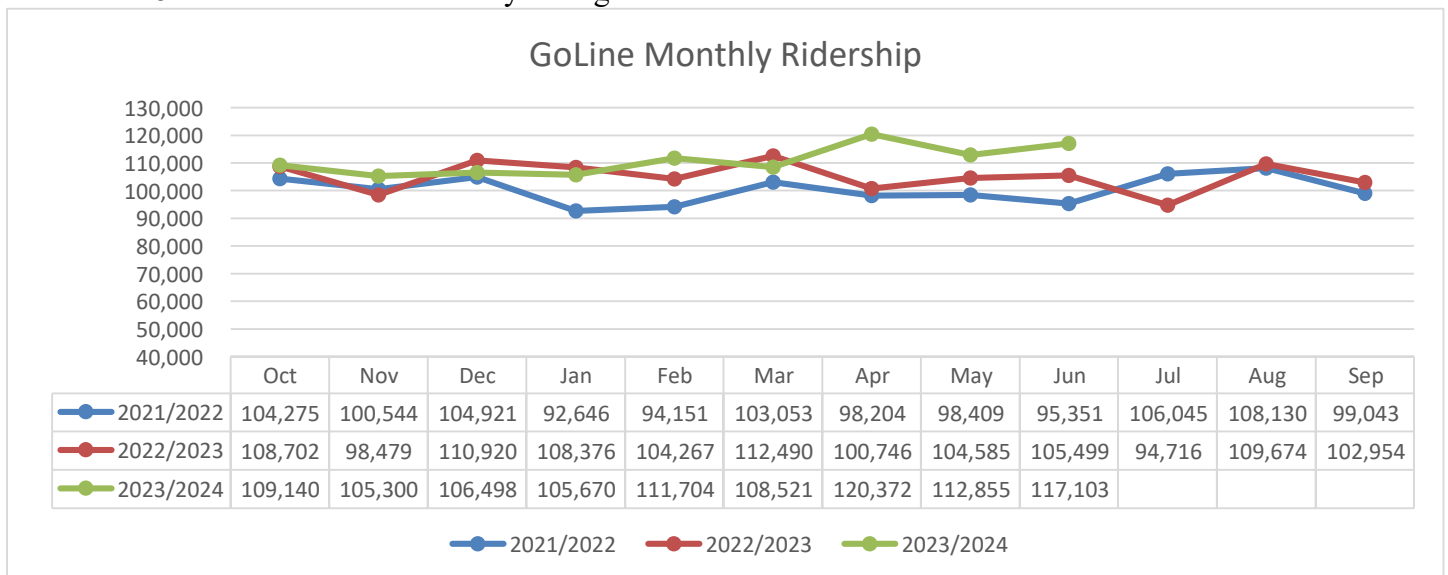
Treasure Coast Developmental Disabilities Advantage Ride Program

- For the FY, Advantage Ride ridership was 47,136 trips. This is a 31% increase compared to last fiscal year.



GoLine Overview

- 3rd Quarter ridership: 350,330 passenger trips
 - 13% increase from last year
- 78 days in service:
 - 64 Weekdays
 - 1 Holiday: Memorial Day (excluding route 15)
 - 13 Saturdays (excluding route 15)
- YTD ridership: 997,163 passenger trips.
 - 5% increase from last year
 - 12% increase from two years ago



GoLine On-Time Performance: 2023/2024 Third Quarter

- Early: 277 stops (1%)
- Late: 1,130 stops (4%)
- On time: 26,855 stops (95%)

Route By Route Ridership Comparison

Route	Fiscal year 23/24	Fiscal year 22/23	Change %
1	31,402	29,430	7%
2	59,335	43,316	37%
3	23,294	21,739	7%
4	37,006	34,027	9%
5	24,717	22,700	9%
6	27,742	25,798	8%
7	22,530	20,953	8%
8	33,201	30,831	8%
9	21,265	20,020	6%
10	21,857	20,348	7%
12	12,999	12,025	8%
13	9,836	9,300	6%
14	19,888	18,309	9%
15	5,258	2,034	159%
Totals	350,330	310,830	13%

Ridership Geographical Breakdown

Area	Routes	% of All Ridership	Change from Last FY
SR60 and US 1	2 and 4	27%	Up 2%
Gifford	3, 8 and 14	22%	Down 1%
North County	5, 10, and 12	17%	Down 1%
South County	6, 7, 15	16%	No Change
East & West	1 and 13	12%	No Change
Between Cities	9	6%	No Change

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	42,167		122,304

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

Since July 1st, 2023 advertising revenue from local companies has contributed \$61,000 towards the local match needed for federal and state grant funds.

Road Calls/ Accidents

	April-June 2023	April-June 2024	Change %
Description			
Road Calls	7	4	(43%)
Chargeable Accidents	0	0	No change

Road Call Summary 3rd Quarter:

- 1 Air Regulator Line blew
- 1 Broken Fan Belt
- 2 Buses Overheated.

Transit System Complaints

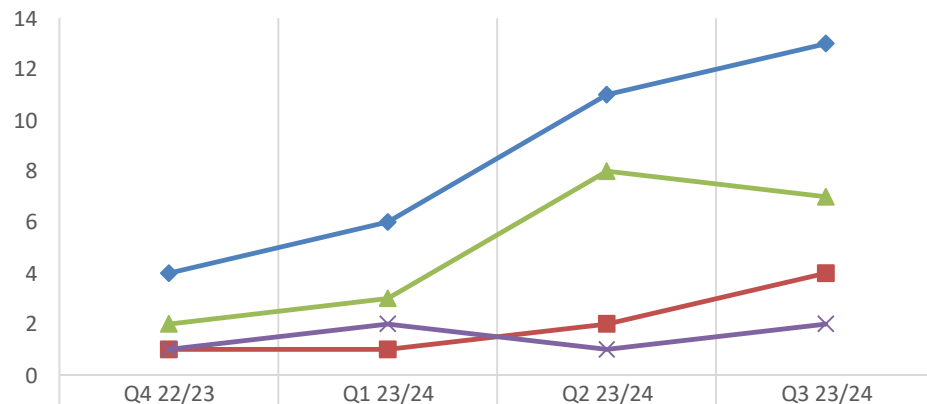
Description	April-June 2024	April-June 2023	Change %
GoLine Complaints	4	5	(20%)
Community Coach Complaints	7	8	(12.5%)
Community Coach Vendor Complaint	2	2	No Change
Total Complaints	13	15	(13.33%)
Reckless Driving/Speeding	1	1	No Change
Timeliness	8	7	14%
Poor Customer Service	4	7	(42%)

- 4 GoLine Complaints
 - 1 about Reckless Driving
 - 2 about Timeliness
 - 1 about Customer Service
- 7 Community Coach Complaints
 - 5 about Timeliness
 - 2 about Customer Service
- 2 Community Coach Vendor Complaints
 - 1 about Timeliness
 - 1 about Customer Service

- 1 complaint every 27,927 passenger trips in the 3rd Quarter.
 - Last year at this time: 1 complaint every 20,722 passenger trips.
- Total unduplicated number of complainants in the 3rd Quarter: 11 individuals.

SYSTEM COMPLAINTS LAST 12 MONTHS

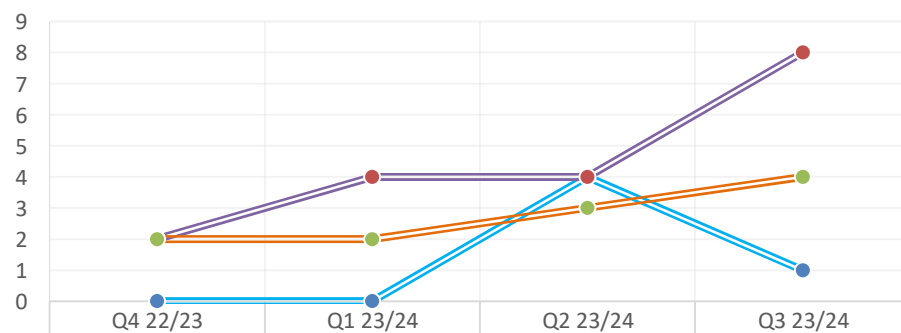
◆ Total Complaints ■ GoLine ▲ Community Coach ✕ Vendor



◆ Total Complaints	4	6	11	13
■ GoLine	1	1	2	4
▲ Community Coach	2	3	8	7
✕ Vendor	1	2	1	2

COMPLAINT TYPE LAST 12 MONTHS

● Reckless Driving ● Timeliness ● Poor Customer Service



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

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Nancy Bunt
Assistant County Administrator

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
MPO GIS Planner

DATE: August 14, 2024

SUBJECT: **Review of Progress Report and Reimbursement Invoice #4 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 August 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 April 1, 2024 to June 30, 2024.

The attached invoice and progress report represent the fourth 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.

Attached is a copy of invoice #4 and the quarterly progress report. In order to comply with CTD deadlines, this report, along with the appropriate supporting documents, was submitted on July 22, 2024. In accordance with MPO Resolution 99-02, the MPO Staff Director may approve minor plans, reports, and documents when such action is needed to obtain final state or federal approval of those documents.

RECOMMENDATION

This is an information item; no recommendation is necessary.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #4, 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 Q4
Invoice Date: July 11, 2024
Grant Number: G2I93

Dates of Services	April 1 - June 30, 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	75%	25%	100.0%	YES	\$ 9,813.20	\$ 2,453.30	\$ -
4: Public Workshop	\$ 981.32	0%	100%	100.0%	YES	\$ 981.32	\$ 981.32	\$ -
5: By-Laws	\$ 981.32	100%		100.0%	YES	\$ 981.32	\$ -	\$ -
6: Grievance Procedures	\$ 981.32	100%		100.0%	YES	\$ 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	75%	25%	100.0%	YES	\$ 981.32	\$ 245.33	\$ -
10: Training Workshop	\$ 981.32	0%	100%	100.0%	YES	\$ 981.32	\$ 981.32	\$ -
Total	\$ 24,533.00					\$ 24,533.00	\$ 8,341.22	\$ -

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

Add: Justification, notes, or explanation

Revision Date: 06/30/2021



SERVICE AREA/COUNTIES:

Indian River

INVOICE NUMBER:

G2I93 Q4

INVOICE DATE:

July 11, 2024

QUARTER SERVICE DATES:

April 1 - June 30, 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.)

Certification from Planner

Mark Vietze, Planner, Indian River County MPO

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 Q4

INVOICE DATE:

July 11, 2024

QUARTER SERVICE DATES:

April 1 - June 30, 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 May 23, 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 May 23, 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)	The LCB held its annual public workshop on May 23, 2024 at 10:00 AM. The public workshop was publicly noticed in the Indian River Press Journal.
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)	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 May 19, 2024. Additionally, the annual public workshop was publicly noticed in the Indian River Press Journal on May 6, 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 16, 2023.

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 Career Source 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)	On April 29, 2024, Brian Freeman, attended the FY23-24 TD Planner Training Session Webinar.
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)	Staff provided training 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. At the April 10, 2024 MPO Board meeting, the MPO approved the annual CTC evaluation.
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, Planner
Representative

Date:

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Nancy Bunt
Assistant County Administrator

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
MPO GIS Planner

DATE: August 14, 2024

SUBJECT: **Review of Actual Expenditures Report for FY 2023/24**

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

SUMMARY

As part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County Metropolitan Planning Organization (MPO) and the State of Florida Commission for the Transportation Disadvantaged (CTD), an Actual Expenditures Report (AER) must be submitted to the CTD annually. The attached AER summarizes the amount of local funds provided to support the Transportation Disadvantaged system in Indian River County. Those funds come from the County's General Fund and are used to provide the required 10% match for the state's TD Trip & Equipment Grant.

RECOMMENDATION

Staff recommends that the TDLCB approve the Actual Expenditures Report and direct staff to forward the final report to the CTD.

ATTACHMENTS

1. Actual Expenditures Report for FY 2023/24



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM
(One form for each county
Do not report funds from state agency sources)

COUNTY: Indian River County

DUE: September 15, 2024

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
\$ 40,820.77	11,743		

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Nancy Bunt
Assistant County Administrator

FROM: Brian Freeman, AICP
MPO Staff Director

DATE: August 14, 2024

SUBJECT: **Assign Community Transportation Coordinator Evaluation Subcommittee**

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

SUMMARY

One of the required tasks of the Transportation Disadvantaged (TD) Planning Grant contract between the Commission for the Transportation Disadvantaged and the Indian River County MPO is that the TDLCB shall perform an annual evaluation of the Community Transportation Coordinator (CTC). In Indian River County, the Senior Resource Association (SRA) is designated as the CTC.

Typically, the TDLCB appoints a subcommittee which conducts the evaluation after a regular TDLCB meeting. At this time, staff recommends that the TDLCB assign 4-5 members to the evaluation subcommittee. The proposed CTC evaluation schedule for FY 2024/25 is shown below.

Proposed CTC Evaluation Schedule

August 22, 2024	TDLCB assigns subcommittee members
November 21, 2024	Subcommittee conducts review after TDLCB meeting
February 27, 2025	TDLCB approves CTC evaluation
March/April 2025	MPO approves CTC evaluation

RECOMMENDATION

Staff recommends that the TDLCB approve the proposed evaluation schedule and assign 4-5 members to serve on the CTC evaluation subcommittee for FY 2024/25.