



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 Coursaris, 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
Wil Cunningham, Children at Risk
Representative
Vacant, Medical Comm. Representative
Vacant, Sr. Community Representative

Deryl Loar, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00 AM on Thursday, November 21, 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
August 22, 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 #1 for the 2024/25 Planning Grant
Action Required
6. Review of the Annual Operating Report for FY 2023/24
Action Required

7. Review of TDLCB Bylaws for FY 2024/25

Action Required

8. Review of TDLCB Grievance Procedures for FY 2024/25

Action Required

9. Review of Performance Measure and Administrative Cost Report

No Action Required

10. Other New Business

a. 2025 MPO & MPO Advisory Committees Meeting Schedule

11. Public Comment

12. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on February 27, 2025 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.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MINUTES FOR AUGUST 22, 2024

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 AM on Thursday, August 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 3, Vice Chairman **William Lundy Parden**, Disabled Representative; **Jennifer Idlette**, Public Education Representative; **Bob McPartlan**, Florida Department of Children and Families (FDCF) Representative; **Modeline Acreus**, Florida Department of Transportation (FDOT) Representative; **Cartier Murrill**, Florida Agency for Health Care Administration (FAHCA) Representative; **Laura Koursaris**, Florida Division of Vocational Rehabilitation (FDVR) Representative; **Wendy Grow**, Florida Association for Community Action (FACA) / Economic Opportunities Council (EOC) Representative; **Nancy Yamall**, Area Agency on Aging of Palm Beach/Treasure Coast Representative; and **Dr. Harry Hurst**, Citizen Advocate Representative;

Absent were: **Melissa Arndt**, Florida Department of Veterans' Affairs Representative, **Jennifer Sideregts**, Career Source Resource Center Representative; **Milory Senat**, Agency for Persons with Disabilities (APD) Representative; and **Danica 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.

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

Call to Order

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

Chairman Loar stated that he had information from staff that they were going to change the order of the meeting. Mr. Brian Freeman stated that there are three new Gillig buses that have all been delivered in the last two weeks. They're manufactured out in California, and they were driven across the country. They had brought one of the buses to be seen by the Board. Ms. Karen Deigl stated that this particular bus will be one of the last diesel buses that they'll purchase from this manufacturer. They're going to be doing low-no fuel emissions in the future.

Jennifer Idlette arrived at 10:07 a.m.

Chairman Loar stated as an overview, the new bus has 12 cameras. It has an automatic trip counter with some type of facial recognition. Ms. Deigl stated the buses will be on Routes 2 and 4. Mr. Freeman stated there are 14 routes and we already have 6 Gillig low floor buses either like that one or the smaller size but some of those are at the end of their useful life and so it was time to start replacing those. We first started running that size, like, a heavy-duty bus in 2013. The differences with those versus the other vehicles you see is that the useful life is much longer in terms of miles and years. Those are 12 years, 500,000-mile vehicles where the other ones are either 5- or 7-year vehicles that are like 150,000 or 200,000 miles. They're built to be used heavily for a long time. Mr. Freeman stated there were three Gilligs in the initial delivery in 2013 so the three that were just acquired are going to replace

the oldest buses. Ms. Deigl stated the Gilligs last the longest. She brought one down from Gainesville which Gainesville Transit System used and parked and it had 900,000 miles on it, and she used it for several years after that for training purposes. They keep going as long as you're maintaining them. Ms. Deigl stated the reason they went to the larger buses in the first place is because of the overloads. What was happening especially on Route 2 which was their heaviest ridership they were having to put two buses on. So, more frequency so by going to the bigger bus they could stay within their parameters of their spoken wheel type of an hour round trip headway and not have to put two buses on it. Mr. Freeman stated the reason which type of vehicle to put on which route, the number one criterion in determining that is the ridership and the ability to have a larger bus like that on a route. They would never be able to put something like that in Sebastian because they wouldn't be able to make the turns on the roads. Mr. Mark Vietze stated they have ten vehicles over ten years old but half of them are Community Coach.

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 May 23, 2024.

ON MOTION by Dr. Harry Hurst, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (9-0) to approve the May 23, 2024, minutes as presented.

Planning Status Report – *No Action Required*

Mr. Brian Freeman stated that the MPO has a draft of the final report for the Bicycle and Pedestrian Plan Master Plan Update and that's available on the MPO website. While the bicyclists tend to attract a lot of attention. We're also looking at this for kind of a list of sidewalk needs in the community and a lot of times these sidewalks also serve where we have Go Line bus stops. This is how the whole transportation system is kind of interconnected. If there is any area that you might be aware of that you need to address and haven't already addressed or just want to take a look at what's in the plan, he encouraged you to do so. The Board will be bringing the final version of the Plan to the MPO Board in October.

Presentation on the Newly Extended Operating Hours – *No Action Required*

Mr. Mark Vietze stated that last year we did the 2020-2023 Transit Development Plan Major Update and through that we found out that we're doing a lot of things already but that folks wanted more services specifically to extend weekday operating hours. In the TDP which was done by the Urban Transportation Research, Mr. Roberson came up with a number of items. The first things that we need to do was to increase our weekend spending service. That was planned for FY 2025 and we're getting to that in FY 2024. Increase service span on Saturdays which was planned for FY 2027 and add Saturday service for Route 13 which was also planned for FY 2027. Through a Service Development Grant with FDOT, FDOT gave us \$1.2 million dollars over the next three years through 2027 to do this and the Board of County Commissioners was very generous and wrote a check to match at \$1.2 to extend additional two hours in the evenings during the work week so Monday through Friday until 9 p.m. and until 7 p.m. on Saturdays as well as running Rt. 13 which is the Vero West corridor which runs from the mall out to the outlet mall. One more thing about this ten-year transit development plan we're not knocking out a lot of the items that it called for ahead of schedule so that we can provide better service to our end customers. So, to summarize new service 7 p.m. to 9 p.m., \$1.2 million dollars through FDOT. Service began on May 6th, 2024. Within the 35 days, they saw roughly an additional 8,000 riders in that 7 p.m. to 9 p.m. period but more importantly they saw 42 percent rides between 5 p.m. and 7 p.m. This is unusual because a lot of folks don't necessarily want to ride the last bus home and so it allows them to live better lives and mobility. We can slowly see people finding out about the 7 p.m. to 9 p.m. service and starting to pick up on it.

The data for April 2024 showed we had 125,000 riders. In April 2023 it was 100,000 so you're

looking at a 20 percent jump. When we break that data down hourly, first is Route 2 is just an absolute work horse. It's carrying a large amount of people. Most of the rest of the routes kind of all look the same except for Route 7. Route 7 runs from the IG Center which is South County up to the mall. The peak is from 4 p.m. to 5 p.m. so that could be kids going down for activities or possibly folks coming back from work or going out to the mall. It is concentric circles and the farther concentric circles you are up, the more ridership you have.

With the July data, July as a whole showed there was temporal changes with the seasons. In April we had a lot more visitors. Kids are still in school. In the summer, kids are out of school. They're not going to be riding the Go Line. Up to 116,000 riders from 94,000 the year before for year to date. This data includes 7 p.m. to 9 p.m. You can see temporal trends within the season as well. With this, you can see that folks are still going places but the afternoons there's a lot more variation within the data itself. Again, Route 15 is very similar. It's still a school route. Interestingly, Route 6 which runs from the main transit hub down to the IG Center and Route 12 which serves Sebastian both have significant growth rates in that 7 p.m. to 9 p.m. period. 5 percent and 7 percent of the total daily ridership respectively are in each of those groups. They are on the periphery and what that tells them is that folks are making more trips and then being able to go do things and get back to their more residential areas at the end of service. Now, Route 13 has now exploded since Saturday service has really helped out that route. We can see the regression of that 40 percent bump in the 5 p.m. to 7 p.m. It's not the exact same month but you can see that ridership grow in comparison because July still has lower ridership as a whole. As a whole pretty similar, but then of course we have the additional two hours.

The Board has been very generous to provide funds to run the service. How can we come up with additional funds to do the rest of the things that the TDP has charged us to do, and they looked to Section 5307 funds. Section 5307 funds are a Federal Program through Transit Administration, and it provides roughly \$7 billion dollars a year to every major transit system in the country. There's about 800 and it breaks down those \$7 billion dollars. They take about 6 percent off the top. We get 9 percent or so. 3.05 percent goes to low income and appropriate marginalized communities and then there's another 3 percent that goes to this program called "STIC" which is Small Transit Intensive Cities. For the first time ever, we finally qualified for it and it's going to have some really cool affects for us and we're hoping to keep on doing it and getting more money. This year our 5307 apportionment was a little bit more than \$6 million dollars. In previous years it was somewhere between \$2.5 and \$3.0 million. With the Small Transit Intensive Cities, basically how it works is each system reports a bunch of data at the end of the year as a performance measure defense. They want to make sure that they're getting value for their money. Then they compare all the systems and if you are performing better than a large urban area, then you get additional money. Each of these six indicators each one is eligible for an additional \$500,000 in funding which is not an insignificant amount of money especially when according to the most recent NTD data they spent roughly a \$5 million dollars for the entire year. Mr. Vietze indicated the good news is we picked up an extra million dollars in funding through the STIC program. We picked it up for passenger miles, for vehicle revenue miles that means we're keeping people on buses or we're getting people on buses and there's a large number of them compared to down in Stuart where they might have like four people on the entire bus for the entire hour which we don't do that here. Passenger miles per vehicle revenue hour, folks are riding the bus decent distances and again they're filled. Where we could see some growth and maybe pick up an additional \$500,000 if we're lucky might be with where we've extended our hours by 20 percent and so hopefully if the number to beat is 6.79 then we're still going to have 6.39. With these extended hours hopefully, we can hop above that and get an extra \$500,000 a year. A lot of this due is the broader strokes, Transit Environment of the United States. Even if everyone else kind of plateaus out and we do a little bit better, we should be in a healthy position. Mr. Freeman emphasized the three key points is (1) with these extended hours that we put into service not only are people using the service during those new hours but we're seeing an increase in the hours that lead up to it. So, it's not like we're cannibalizing the 6 p.m. hour so people can ride at 8 p.m. They're both growing. The second point is this bonus program which is only available to urban areas under 200,000 in population like us that by running a system that has a lot of use and utility and is done efficiently, there's a bonus that we can get an additional funding through doing that. Mr. Vietze stated there's roughly 800 transit agencies across the country. About 390 are small transit agencies. Out of all of them only 58 and 56 received STIC funding for the passenger miles for vehicle rider miles and passenger miles per vehicle

venue and hours.

Community Transportation Coordinator Status Report – *No Action Required*

Ms. Karen Deigl, Executive Director, Senior Resource Association presented an overview of the Third Quarter, a copy of which is on file in the Commission Office.

Ms. Deigl stated that their Community Coach Paratransit Complimentary ADA Services ridership is up 15 percent 12,733, an increase of 5 percent from last year at this time. That is basically due to funding. When we talked about the hours of operation for the Go Line, that also affected the Community Coach as well, so the hours are increased for both systems. The Community Coach ridership year to date is 32,145.

Same day ridership is kind of an area that they have really put a push on in the last year or so. They do have new software called Echo Lane Mobile Applications. So, people can download the app and be able to book Community Coach trips the day of. Right now about 11 percent of all of their trips are booked by this app and they're the same day. The on-time performance stands at 92.33 which is an increase compared to last year. The Applications that we've received in the last quarter is 122 of which 105 were approved. That's an 86 percent approval rate and year to date we have unduplicated 3,018 passengers using our system. Overall, there was 15,745 total phone calls that came in that their customer care agents took. Again, for Go Line the wait time was 24 seconds and our Advantage Ride Program and that's the program for the developmentally disabled tripping they received 587 of those calls and they were at 22 seconds. They do have a new phone system that they just put in place a couple of months ago. This next quarter you're going to see those numbers go down even. On the same site it had manager's meeting yesterday and our manager customer care agents they were talking about the fact that the new phone system has made such an improvement. There isn't the roll over of phone calls anymore. The phone calls coming in go directly to the customer care agents' line. That number will actually decrease hopefully in the next report.

The Advantage Ride Program for the Developmentally Disabled trips were at 47,136. This is a 31 percent increase compared to last year. Again, that has to do with funding. Whatever dollars we get that's what we can use for trips, and we use every penny. There is a major concern for this program. The funding that we have been receiving for IDD riders it was through the Innovative Service Development Grant that we were able to apply for 40 years continuing and that funding stops as of June 2025. Ms. Deigl is working with the State, with the Florida Developmentally Disabled Counsel. They just put together a paper together to send out to representatives and they're going to go after some sustainable funding for this program because it's necessary as proven in the last number of years. They're looking at Florida Department of Transportation. They're looking at the Governors' Office who actually have an allocation specifically for funding not just for Senior Resource Association, but this is a funding source for the State of Florida because the program itself should be duplicated as a new set of individuals. The type of program that it is to deliver services for individuals who are developmentally disabled to work to education and others but mostly to work and to work in education. It runs 24/7. They do use other vendors to provide the service and each of the drivers have to be trained. Anybody that's tripping individuals have to be trained very specifically to be able to do this program. They've proven that it is very successful. They cross county lines so this program that they're running they're operating it in four counties, Okeechobee, Martin, St. Lucie and Indian River County. A lot of the trips they're providing cross over and so their TD Program can't do that because when they trip, they only trip in Indian River as does St. Lucie, as does Martin. That's an important fact of this because a lot of the programs might operate in St. Lucie County, so we have to move people from Indian River, Martin or Okeechobee into St. Lucie vice versa. They're hoping that they'll get some movement on that. The County has individuals that they use. Florida Public Transportation Association who they are a member of they have a lobbyist as a State and are able to try to move things forward through that. A lot of the larger transit systems have their own. They are just not large enough to have their own. So, they rely on the County.

With the Go Line overview, the quarterly ridership is just over 350,000 trips, a 13 percent increase and a lot of that is due to the hours. Their on-time performance states that they're doing pretty good.

They're 95 percent on time. She is really on top of staff about making sure that they're not running hot because we don't want to leave anybody behind. Their ridership comparison shows that on Route 2 you can see that it's the one that generates the most trips. Probably because of the fact that of the stops that are on that route you have the Walmart, the Target, the courthouse, those are really heavy ridership trip generators.

Ridership geographic breakdown that's basically static that we report each month. Nothing has changed too much. Their Saturday ridership started August 3rd. They're running an average of about 1,000 more trips each Saturday because of the extended hours.

Ms. Deigl was thrilled to announce that they are in construction mode. They selected a new contractor; Bill Wright & Associates and they have started the four bus shelters on 27th Avenue. They did dig and the dig filled with water. So, they're kind of on hold for a little bit. It's going forward. She expected the 15 shelters that they have been waiting to have for the last three years will happen within the next six months.

Currently they have advertising on their Go Line and Community Coach buses. They have a third party that is selling the advertising. Of recent within the last Legislative session, there were a change to how they are operating with the advertising. In the Legislation it stated there was a bill that was past. It stated that they would not be able to expend any state dollars for purchase of advertising on buses. That was not what the Governor's Office was looking for and so of recent it was pushed down from the Governor's Office to FDOT that they will no longer be able to advertise on any buses that are paid by the bus itself is purchased with State dollars. That affects all of their Community Coach buses, their Go Line. The way they purchase the Go Line buses is through federal dollars, but their Community Coach is purchased through State dollars so any advertising as of July 1st. There cannot be any new contracts written for advertising on buses that are purchased with State dollars. You will still continue to see advertising on those buses for some time because whatever the contract prior to July 1st whenever that contract can run out you will see advertising on them but there will not be any new advertising written. Unfortunately, those dollars are used for match dollars for things. They purchased things that they cannot use Federal dollars or State dollars to purchase. Advertising companies are having conversations at the State level as well about this and it's going to be written in their contracts. It's not in the Legislation. It will be a contract between FDOT and the transit systems. Mr. Freeman stated that the value of the advertising revenue is that we can add it to the local dollars to use. It increases their local match that they use to draw down the state grants and federal grants. The State dollars only pay for ten percent of the vehicle.

Road calls they had four road calls which was a decrease of 43 percent from the year previous. Total complaints were down by 2. Total complaints of 13. Even though there's 13, 1 complaint every 27,927 passengers. There were 13 complaints, and 11 individuals were the ones that complained.

Review of Progress Report and Reimbursement Invoice #4 for the 2023/24 Planning Grant ***– No Action Required***

Mr. Brian Freeman stated that this is not an action item because it was the fourth and final invoice for the last State Fiscal year and they had to submit the invoice back in July so they could get it submitted on time. This is for reimbursement to the County for servicing this Board and the TD Program in general.

Review of the Actual Expenditures Report for FY 2023/24 – Action Required

Mr. Freeman stated that this is probably the shortest report that they have to do every year and its due next month. They're required to report to the State Commission two numbers. One is the amount of local funds that were used to support the TD System and that was \$40,820.77 and those funds were used to match the Trip & Equipment Grant which has a 10 percent match requirement. The other number they have report is the number of trips that were provided with that amount and that amount is \$11,743. That comprises everything that we have to report through the Actual Expenditure Report.

ON MOTION by Mr. Bob McPartlan, SECONDED by Ms. Wendy Grow, the Board voted unanimously (9-0) to move the Consideration of the Actual Expenditures Report FY 2023/24.

Assign Community Transportation Coordinator (CTC) Evaluation Subcommittee - Action Required

Mr. Brian Freeman stated that they're looking for some volunteers. This is something that we do four out of every five years which is an evaluation of the Senior Resource Association which is the Community Transportation Coordinator (CTC). On the Staff Memo, they have kind of a draft schedule where they're looking to have four or five volunteers to serve on the subcommittee. That subcommittee will stay after the November meeting. The meeting will probably take about an hour right after the regular meeting next month. They'll go over the evaluation form at that November meeting and then they'll present it to the entire TDLCB in February and then to the MPO Board in the Spring of next year. Dr. Harry Hurst, Wendy Grow and Laura Koursaris volunteered.

Other New Business – No Action Required

Chairman Loar stated that Brian's birthday is Saturday, and he shares it with his wife. Chairman thanked everyone for being at the meeting. He stated on Friday morning he saw a student getting off a Go Line at Sebastian River High School at 6:30 a.m. in the morning. Sometimes we forget that our students are using those buses as well.

Adjournment

There being no further business, the meeting adjourned at 11:02 a.m.

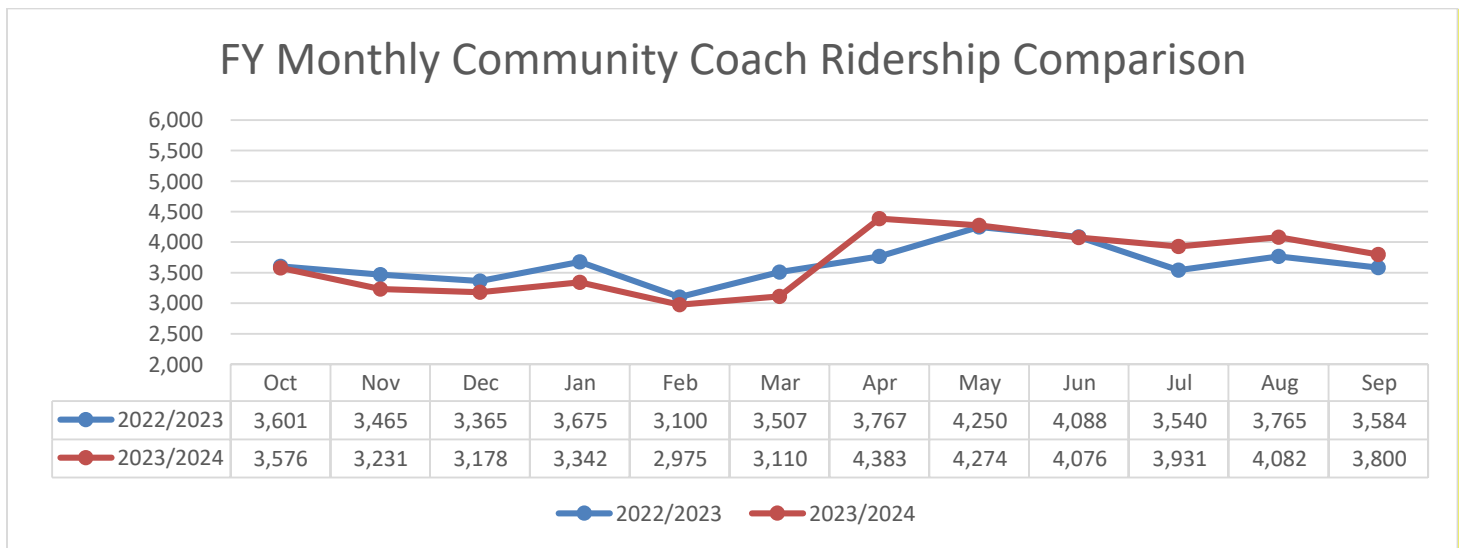
The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **November 21, 2024, at 10:00 a.m.**

CTC Status Report

Prepared November 5th, 2024

Community Coach Paratransit and Complimentary ADA Services

- Total Quarterly ridership: 11,813 passenger trips:
 - 7% decrease from last QT
 - 8% increase from 4th Quarter last FY



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

- Total Community Coach Ridership: 43,958
 - 1% increase from last FY

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%
July	512	16%
August	479	12%
September	588	15%
Total	5,495	12%

Additionally, 2,023 Community Coach trips were booked using the EcoLane Mobile Application this FY

Community Coach On-Time Performance

- 4th Quarter: 94.17%
 - 4% increase compared to this time last year
 - 1% increase compared to last quarter
- Fiscal Year: 92%
 - 2% increase compared to last year

Community Coach Applications Received/Approved

Applications Received 4th Qt.	Approved Applications 4th Qt.	Approval %	YTD Received	YTD Approved	Approval %
171	134	78%	557	475	85%

- Total number of approved applications went up 2% compared to last fiscal year

Total Active Community Coach Riders: 3,618 Passengers (a 16% increase from last year)

Phone Reports: 4th Quarter

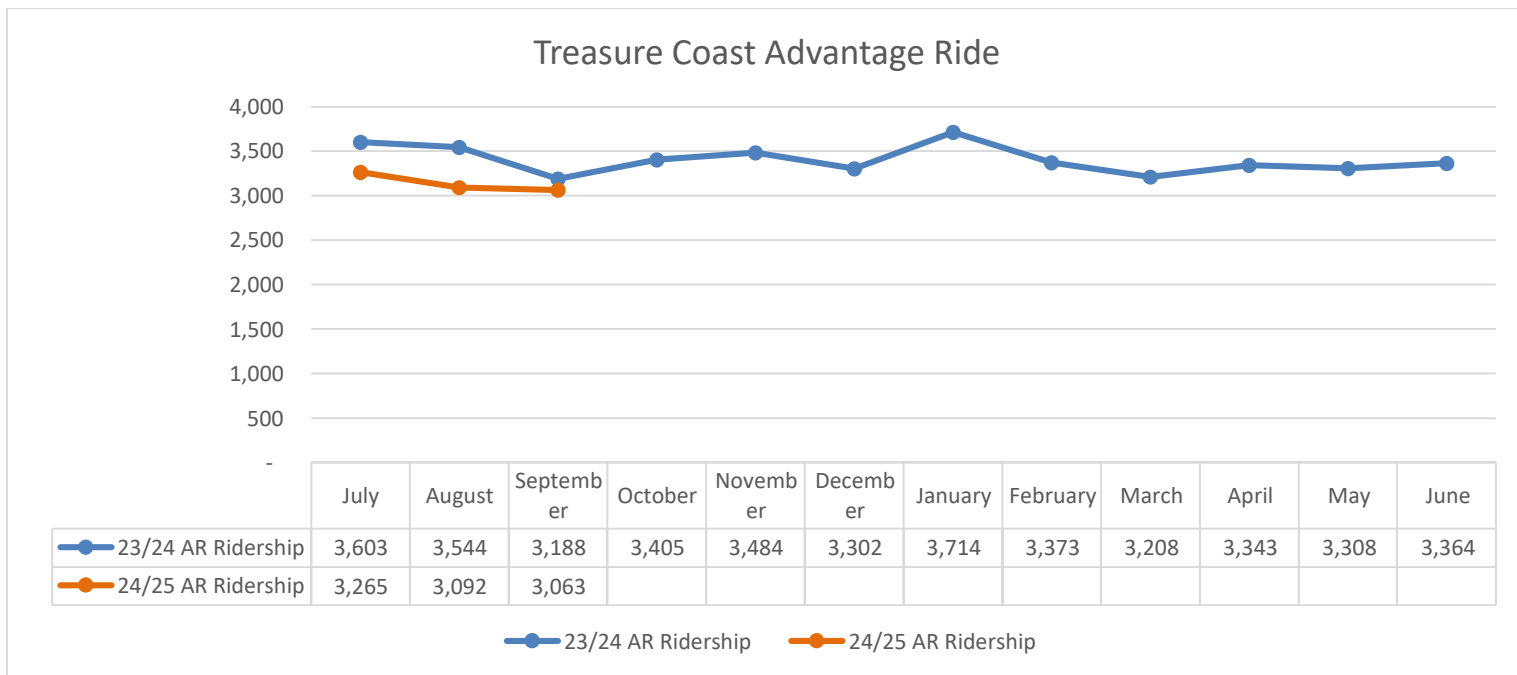
Service	# of Phone Calls	Avg. Wait Time
GoLine/Community Coach	14,540	13 seconds
Advantage Ride	1,940	22 seconds

Phone Reports-YTD

Service	# of Phone Calls	Change from Last Year	Avg. Wait Time	Change from Last Year
GoLine/Community Coach	61,931	- 3,033 calls	20 seconds	1 seconds faster
Advantage Ride	3,694	+ 1,920 calls	19 seconds	6 seconds faster

Treasure Coast Developmental Disabilities Advantage Ride Program

- 9,420 passenger trips for people with developmental disabilities in the 2024/2025 FY.
- The Advantage Ride ISD Grant award was 9.2% less in FY24/25 than FY23/24. This is why we have done less trips this year.



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.

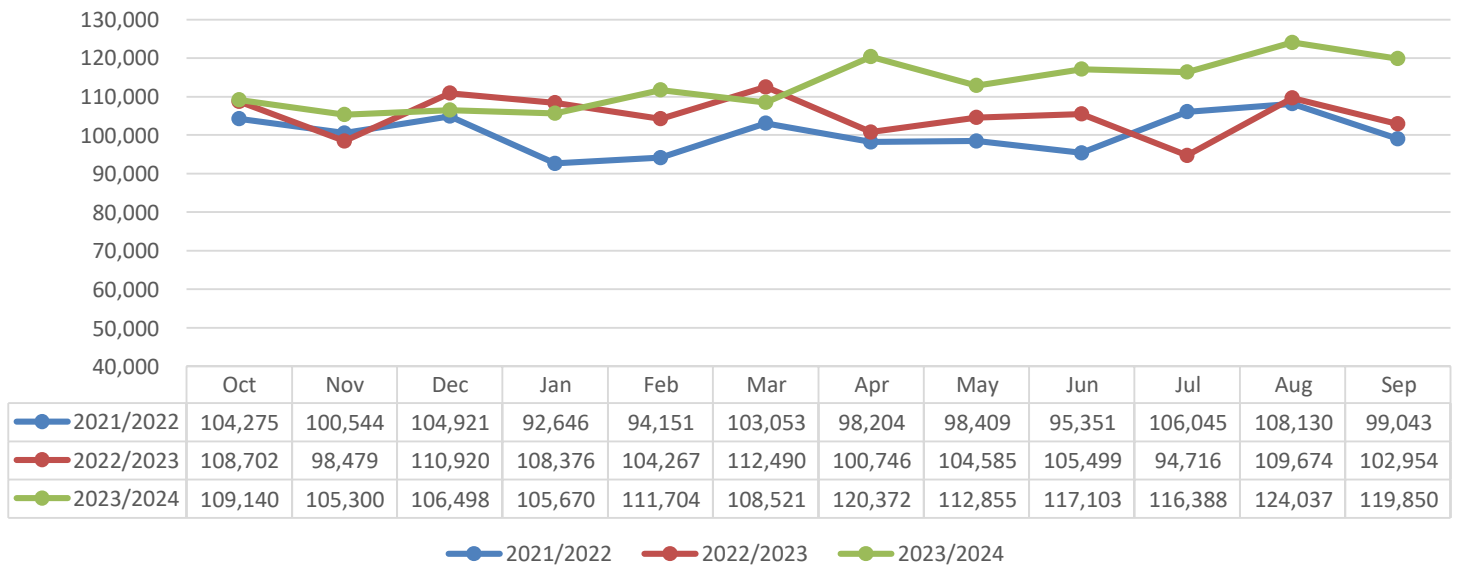
- ADCOM/Cleveland Clinic
- Frostings Cupcakes
- Integrity Dixie Oak Manor
- Longevity Rehab
- Palm Garden Vero Beach
- Pelican Dental
- Pelican Garden
- Rosewood Manor of Vero Beach
- The Ashley Lovell Team
- Substance Awareness Center of Indian River
- Sihle Insurance Group
- Senior Resource Association
- 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, 2024 advertising revenue from local companies has contributed \$26,508 towards the local match needed for federal and state grant funds.

GoLine Overview

- 4th Quarter ridership: 360,275 passenger trips
 - 3% increase from last quarter
 - 17% increase from 4th quarter last year
- 78 days in service:
 - 64 Weekdays
 - 2 Holiday: Independence Day and Labor (excluding route 15)
 - 13 Saturdays (excluding route 15)
- YTD ridership: 1,357,438 passenger trips.
 - 8% increase from last year

GoLine Monthly Ridership



- 13% increase from two years ago

GoLine On-Time Performance: 2023/2024 Fourth Quarter

- Early: 1,098 stops (4%)
 - For the Fiscal Year: 6,834 stops (6%)
- Late: 130 stops (<1%)
 - For the Fiscal Year: 1,140 stops (1%)
- On time: 27,572 stops (96%)
 - For the Fiscal Year: 105,594 stops (93%)

Route By Route Ridership Comparison

Route	4 th Quarter 23/24	4 th Quarter 22/23	Change %	Fiscal year 23/24	Fiscal year 22/23	Change %
1	32,642	29,430	11%	112,686	105,991	6%
2	47,841	39,830	20%	210,796	191,232	10%
3	23,859	21,739	10%	77,799	74,657	4%
4	43,191	34,027	27%	154,909	152,501	2%
5	26,939	22,700	19%	91,771	80,275	14%
6	33,171	25,798	29%	118,128	116,098	2%
7	23,453	20,953	12%	77,036	70,026	10%
8	34,774	30,831	13%	128,359	114,527	12%
9	23,308	20,020	16%	92,319	89,135	4%
10	23,429	20,348	15%	94,094	89,986	5%
12	14,168	12,025	18%	58,787	53,868	9%
13	12,340	9,300	33%	44,677	42,817	4%
14	19,508	18,309	7%	80,762	71,709	13%
15	4,652	2,034	129%	18,315	8,586	113%
Totals	363,275	307,344	18%	1,357,438	1,261,408	8%

Ridership Geographical Breakdown

Area	Routes	% of All Ridership	Change from Last FY
SR60 and US 1	2 and 4	27%	No Change
Gifford	3, 8 and 14	21%	Down 1%
North County	5, 10, and 12	18%	Up 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	44,600	166,904

Trips per Revenue Mile:

Trips in 4 th Qt	Revenue Miles	Trips Per Revenue Mile	Change from last Quarter	Change from last FY
360,275	277,359	1.30	-0.02	-0.1

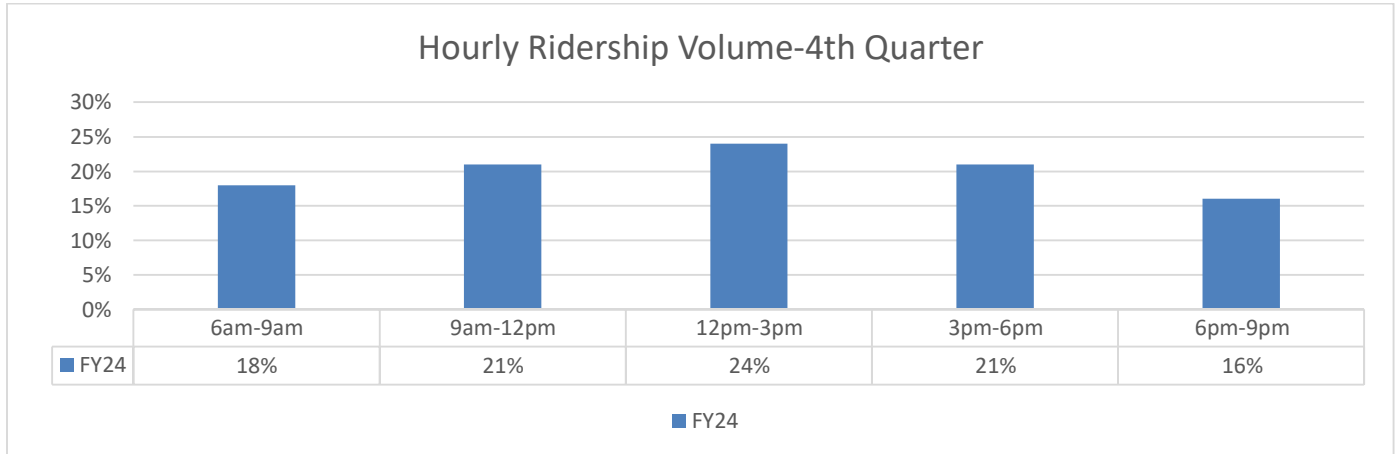
- The industry standard is 0.25 trips per revenue mile.

Extended Hours Ridership

Extended Hours Began May 6th, 2024

- Total M-F Ridership 5pm-7pm May 6th – September 30th: 61,885 trips
 - A 23% increase from this time last year
- Total M-F Ridership 7pm-9pm May 6th – June 30th: 30,924 trips
 - Averaging over 1,472 trips a week
- Total Route 13 Ridership on Saturdays: 3,040 trips
- 7am-7pm Saturday Hours started August 3rd, 2024
 - 6am-8am Ridership: 3,140
 - 5pm-7pm ridership: 3,908

Hourly Ridership Volume



Timeframe	This Quarter	Last Quarter
6am-9am	64,849	63,059
9am-12pm	75,657	77,072
12pm-3pm	86,466	84,079
3pm-6pm	75,657	77,074
6pm-9pm	57,645	49,046
Total	360,274	350,330

Road Calls/ Accidents

Description	July-September 2023	July-September 2024	Change %	FY 23	FY24	Change %
Road Calls	8	4	(50%)	30	20	(33%)
Chargeable Accidents	0	1	100%	1	2	100%

Road Call Summary 4th Quarter:

- 2 Transmissions not shifting correctly
- 2 Broken Fan Belt

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*
- 2024 Shelter Construction: Began Shelter assemblies October 16th, 2024: Bill Bryant and Associates
- 15 shelters in 11 locations

Transit System Complaints

Description	July-September 2024	July-September 2023	Change %	Total 2024 FY	Total 2023 FY	Change %
GoLine Complaints	1	1	No Change	8	9	(11%)
Community Coach Complaints	8	2	300%	26	22	18%
Community Coach Vendor Complaint	4	1	300%	9	4	125%
Total Complaints	13	4	225%	43	37	16%
Reckless Driving/Speeding	1	0		6	3	100%
Timeliness	7	2	250%	23	22	4%
Poor Customer Service	5	2	150%	14	12	16%

4th Quarter Complaints

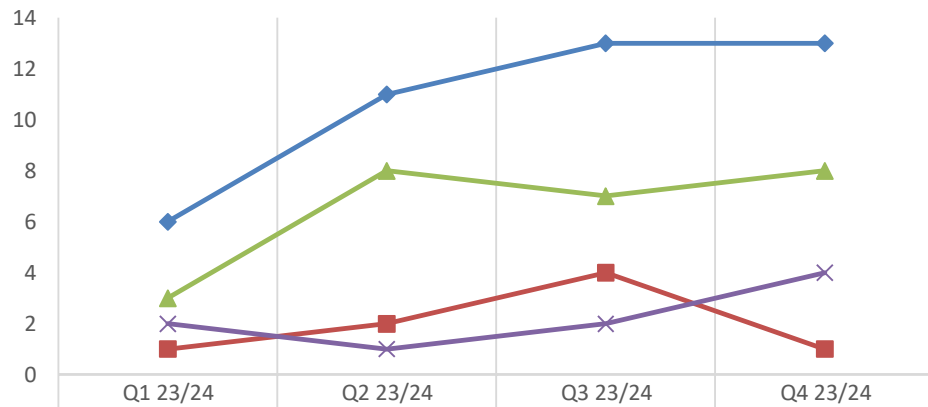
- 1 GoLine Complaints
 - 1 about Reckless Driving
- 8 Community Coach Complaints
 - 5 about Timeliness
 - 3 about Customer Service
- 4 Community Coach Vendor Complaints
 - 2 about Timeliness
 - 2 about Customer Service
- 1 complaint every 28,852 passenger trips in the 4th Quarter.
 - Last year at this time: 1 complaint every 79,558 passenger trips.
- Total unduplicated number of complainants in the 4th Quarter: 10 individuals.

FY Complaints

- 1 complaint every 32,590 passenger trips
 - Last year: 1 complaint every 35,273 passenger trips.
- Total unduplicated number of complainants this year: 37 individuals.

SYSTEM COMPLAINTS LAST 12 MONTHS

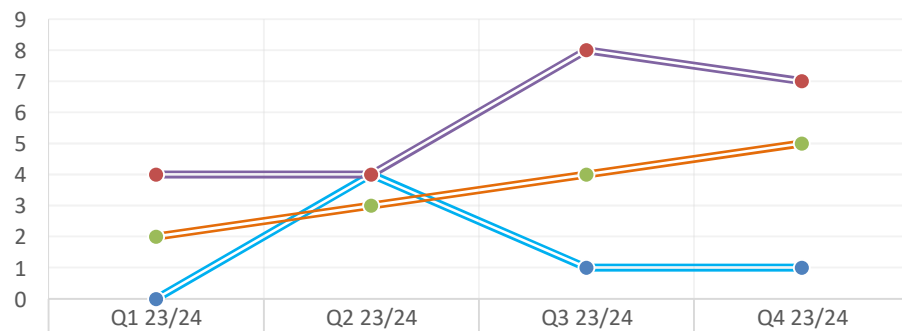
◆ Total Complaints ■ GoLine ▲ Community Coach × Vendor



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

COMPLAINT TYPE LAST 12 MONTHS

● Reckless Driving ● Timeliness ● Poor Customer Service



● Reckless Driving	0	4	1	1
● Timeliness	4	4	8	7
● Poor Customer Service	2	3	4	5

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Chris Balter
Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
MPO GIS Planner

DATE: November 13, 2024

SUBJECT: **Review of Progress Report and Reimbursement Invoice #1 for the 2024/25 Planning Grant**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 21, 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 July 1, 2024 to September 30, 2024.

The attached invoice and progress report represent the first quarter of the 2024/24 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 #1.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #1, 2024/25 Planning Grant.

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

Indian River County Metropolitan Planning Organization
 1801 27th Street
 Vero Beach, FL 32960
 772-226-1222

BILL TO:

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

Invoice Number: G3015 Q1

Invoice Date: November 21, 2024

Grant Number: G3015

Dates of Services	July 1 - September 30, 2024
-------------------	-----------------------------

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	\$ 4,382.26	N/A		0.0%		\$ -	\$ -	\$ 4,382.26
2A: Evaluation (or) 2B: Selection	\$ 3,866.70	N/A		0.0%		\$ -	\$ -	\$ 3,866.70
3: LCB Mtgs	\$ 10,311.20	N/A	25%	25.0%		\$ 2,577.80	\$ 2,577.80	\$ 7,733.40
4: Public Workshop	\$ 1,031.12	N/A		0.0%		\$ -	\$ -	\$ 1,031.12
5: By-Laws	\$ 1,031.12	N/A		0.0%		\$ -	\$ -	\$ 1,031.12
6: Grievance Procedures	\$ 1,031.12	N/A		0.0%		\$ -	\$ -	\$ 1,031.12
7: AOR Review	\$ 1,031.12	N/A		0.0%		\$ -	\$ -	\$ 1,031.12
8: AER	\$ 1,031.12	N/A	100%	100.0%	YES	\$ 1,031.12	\$ 1,031.12	\$ -
9: Quarterly Progress Rprt	\$ 1,031.12	N/A	25%	25.0%		\$ 257.78	\$ 257.78	\$ 773.34
10: Training Workshop	\$ 1,031.12	N/A	100%	100.0%	YES	\$ 1,031.12	\$ 1,031.12	\$ -
Total	\$ 25,778.00					\$ 4,897.82	\$ 4,897.82	\$ 20,880.18

Total To Be Paid On This Invoice \$ 4,897.82

Add: Justification, notes, or explanation

Revision date: 06/30/2022
 Template correction: 10/11/2022

PLANNING
SUMMARY REPORT

SERVICE AREA/COUNTIES:

Indian River

INVOICE NUMBER: G3015 Q1

INVOICE DATE: November 21, 2024

QUARTER SERVICE DATES: July 1 - September 30, 2024

AGENCY

Indian River County Metropolitan Planning Organization

1801 27th Street

Vero Beach, FL 32960

772-226-1222

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

				FLCTD Reviewer's Initials
TASK	SUBMITTED	Deliverable & support documentation provided with invoice includes:	AMOUNT	
			\$0.00	
			\$0.00	
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.	\$2,577.80	
			\$0.00	
			\$0.00	
			\$0.00	
			\$0.00	
8: AER	YES	A completed AER in accordance with the most recent Commission's AER instructions.	\$1,031.12	
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.	\$257.78	
10: Training Workshop	YES	Documentation related to attendance from training event(s) has been provided; including but not limited to sign in sheets.	\$1,031.12	
TOTAL			\$4,897.82	

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:

G3015 Q1

INVOICE DATE:

November 21, 2024

QUARTER SERVICE DATES:

July 1 - September 30, 2024

AGENCY

Indian River County Metropolitan Planning Organization

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)	This 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 August 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 August 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 to report.

F. Provide staff support for committees of the local coordinating board. (Task 3)	Staff support provided as needed.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity to report.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity to report.
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 August 18th, 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)	No activity to report.
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 presented and adopted by the LCB at its regular meeting on August 22, 2024.

II. SERVICE DEVELOPMENT	PROGRESS
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A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No activity to report.
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	PROGRESS
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)	Mark Vietze attended the CTD expo and 2024 TD Planner’s Session in West Palm Beach on September 23, 2024.
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 Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	At the regular August 22 LCB meeting, the LCB selected members for the evaluation subcommittee. The subcommittee is scheduled to meet after the regular November 21 TDLCB meeting.
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.

Representative

Date: 11/21/2024

Revised: 06/30/2021

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Chris Balter
Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: November 8, 2024

SUBJECT: Review of Transportation Disadvantaged Annual Operating Report for FY 2023/24

It is requested that the information herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board (TDLCB) at its regular meeting of November 21, 2024.

SUMMARY

Each year, Senior Resource Association (SRA) is required to submit an Annual Operating Report (AOR), which summarizes its activity as the Community Transportation Coordinator (CTC), to the State Commission for the Transportation Disadvantaged (CTD). The AOR covers the previous state fiscal year and must be submitted via the CTD's online reporting system by September 15. In order to comply with the CTD's September 15, 2024 deadline, the Community Transportation Coordinator submitted a draft report online. As part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County MPO and the CTD, the AOR must be reviewed by the TDLCB.

The attached report covers demand response operations for the July 1, 2023 through June 30, 2024 state fiscal year. This report includes information about passenger trips, vehicles, and revenue and expense sources. Data, such as population, vehicle miles, and passenger miles, captured by this report is used to determine annual funding allocations by the CTD. Data for each coordination contractor is provided on separate pages.

ANALYSIS

A summary of all passenger trips is provided on pages 4-5 of the AOR. SRA and two coordination contractors, The ARC and Camp Haven, provided 73,995 one-way paratransit trips in Indian River County. Of those trips, 49,575 were provided by the CTC and 24,420 by coordination contractors

(mostly The ARC).

As noted on page 5, 75% of all trips were made by persons with disabilities, 24% were made by the elderly, and 1% by persons of low income. These data have shifted approximately 10% away from disability trips to elderly person trips as compared to the previous reporting period. Trip purposes included the following: 34% Medical, 37% Education/Training/daycare, 17% Life-sustaining, 11% Employment, and 2% nutritional.

Passenger and trip data are reported on pages 5-12 for SRA and each of the coordination contractors.

Also, on page 13, the largest funding sources for trips this period were from the federal government (68%), the Commission for the Transportation Disadvantaged (13%), local government public transportation funds (11%), and the Agency for Persons with Disabilities (APD) (7%).

Complementary ADA trips are required trips for eligible persons whose origin and destination are both within ¾ mile of a fixed route (GoLine). During the reporting year, 37,832 ADA one-way trips were provided in Indian River County. A draft of the county profile is included on page 19. A summary of vehicle and driver information is provided on pages 10-12, and a summary of revenues and expenses is provided on pages 13-18.

RECOMMENDATION

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

ATTACHMENTS

1. FY 2023-24 Annual Operating Report



CTC Organization

County: Indian River
Fiscal Year: 7/1/2023 - 6/30/2024

CTC Status: Complete
CTD Status: Complete

Date Initiated: 7/23/2024

CTC Organization Name: Senior Resource Association, Inc.
Address: 694 14th St.
City: Vero Beach
State: FL
Zip Code: 32960
Organization Type: Private Non Profit
Network Type: Partial Brokerage
Operating Environment: Urban
Transportation Operators: Yes
Number of Transportation Operators: 3
Coordination Contractors: Yes
Number of Coordination Contractors: 2
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Deryl Loar
CTC Contact: Karen Deigl
CTC Contact Title: CEO/President
CTC Contact Email: kdeigl@sramail.org
Phone: (772) 569-0111

CTC Certification

I, Karen Deigl, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Deryl Loar, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 7/1/2023 - 6/30/2024

Upload Date: 7/25/2024

Coordination Contractor Name: Camp Haven Inc.
Address: 3256 US Highway 1
City: Vero Beach
State: FL
Zip Code: 32960
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Residents of Camp Haven
Contact Person: Chuck Bradley
Contact Title: Executive Director
Contact Email: chuckb@camphaven.net
Phone: (772) 999-3625

Coordination Contractor Certification

By submission of this form, I, Chuck Bradley, as the authorized representative of Camp Haven Inc. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 7/1/2023 - 6/30/2024

Upload Date: 7/29/2024

Coordination Contractor Name: The Arc of IRC
Address: 1375 16th Ave
City: Vero Beach
State: FL
Zip Code: 32960
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: Adults with intellectual or developmental disabilities
Contact Person: Debbie VanSlooten
Contact Title: Administrative Services Director
Contact Email: debbiev@arcir.org
Phone: (772) 562-6854

Coordination Contractor Certification

By submission of this form, I, Debbie VanSlooten, as the authorized representative of The Arc of IRC , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	37,832	N/A	37,832	31,541	N/A	31,541
Paratransit						
Ambulatory	9,946	21,048	30,994	11,194	23,056	34,250
Non-Ambulatory	1,797	3,372	5,169	2,081	3,180	5,261
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	49,575	24,420	73,995	44,816	26,236	71,052
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	10,086	N/A	10,086	13,275	N/A	13,275
Total - Contracted Transportation Operator Trips	10,086	0	10,086	13,275	0	13,275
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	23,917	23,917	0	23,438	23,438
Comm for the Transportation Disadvantaged (CTD)	10,882	N/A	10,882	13,275	N/A	13,275
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	38,693	0	38,693	31,541	0	31,541
Local Non-Government	0	503	503	0	2,798	2,798
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	49,575	24,420	73,995	44,816	26,236	71,052



CTC Trips (cont'd)

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	17,965	0	17,965	11,653	0	11,653
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	31,610	23,917	55,527	33,163	25,784	58,947
Low Income	0	503	503	0	452	452
Other	0	0	0	0	0	0
Total - Passenger Type	49,575	24,420	73,995	44,816	26,236	71,052
Trip Purpose - One Way						
Medical	24,767	42	24,809	24,648	589	25,237
Employment	8,078	126	8,204	4,929	520	5,449
Education/Training/Daycare	3,401	23,925	27,326	2,711	23,444	26,155
Nutritional	1,280	0	1,280	250	0	250
Life-Sustaining/Other	12,049	327	12,376	12,278	1,683	13,961
Total - Trip Purpose	49,575	24,420	73,995	44,816	26,236	71,052
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	3,801	97	3,898	3,986	116	4,102
Total - UDPHC	3,801	97	3,898	3,986	116	4,102
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	111	N/A	111	134	N/A	134
Customer Feedback						
Complaints	24	N/A	24	15	N/A	15
Commendations	44	N/A	44	22	N/A	22



Coordination Contractor Trips

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/25/2024

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	503	452
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	503	452
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	503	452
Other Federal & State Programs	0	0
Total - Revenue Source	503	452



Coordination Contractor Trips (cont'd)

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/25/2024

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	0	0
Low Income	503	452
Other	0	0
Total - Passenger Type	503	452
Trip Purpose - One Way		
Medical	42	35
Employment	126	131
Education/Training/Daycare	8	6
Nutritional	0	0
Life-Sustaining/Other	327	280
Total - Trip Purpose	503	452
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	39	48
Total - UDPHC	39	48
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/29/2024

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	20,545	22,604
Non-Ambulatory	3,372	3,180
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	23,917	25,784
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	23,917	23,438
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	2,346
Other Federal & State Programs	0	0
Total - Revenue Source	23,917	25,784



Coordination Contractor Trips (cont'd)

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/29/2024

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	23,917	25,784
Low Income	0	0
Other	0	0
Total - Passenger Type	23,917	25,784
Trip Purpose - One Way		
Medical	0	554
Employment	0	389
Education/Training/Daycare	23,917	23,438
Nutritional	0	0
Life-Sustaining/Other	0	1,403
Total - Trip Purpose	23,917	25,784
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	58	68
Total - UDPHC	58	68
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	246,852	N/A	246,852	277,480	N/A	277,480
Paratransit Miles	70,645	157,609	228,254	87,721	157,728	245,449
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	317,497	157,609	475,106	365,201	157,728	522,929
Roadcalls & Accidents						
Roadcalls	2	7	9	4	2	6
Chargeable Accidents	0	0	0	0	1	1
Vehicle Inventory						
Total Number of Vehicles	30	26	56	37	26	63
Number of Wheelchair Accessible Vehicles	26	8	34	33	10	43
Drivers						
Number of Full Time & Part Time Drivers	37	29	66	40	29	69
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/25/2024

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	44,242	38,662
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	44,242	38,662
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	4	4
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/29/2024

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	113,367	119,066
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	113,367	119,066
Roadcalls & Accidents		
Roadcalls	7	2
Chargeable Accidents	0	1
Vehicle Inventory		
Total Number of Vehicles	25	25
Number of Wheelchair Accessible Vehicles	8	10
Drivers		
Number of Full Time & Part Time Drivers	25	25
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 192,130	\$ 192,130	\$ 0	\$ 198,560	\$ 198,560
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 367,387	N/A	\$ 367,387	\$ 377,430	N/A	\$ 377,430
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 1,561,172	\$ 0	\$ 1,561,172	\$ 1,271,002	\$ 0	\$ 1,271,002
49 USC 5310	\$ 33,000	\$ 0	\$ 33,000	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 309,907	\$ 0	\$ 309,907	\$ 106,260	\$ 0	\$ 106,260
Service Development	\$ 0	\$ 0	\$ 0	\$ 31,149	\$ 0	\$ 31,149
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 318,415	\$ 0	\$ 318,415	\$ 175,479	\$ 0	\$ 175,479
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 2,592	\$ 0	\$ 2,592	\$ 2,240	\$ 50,047	\$ 52,287
Donations/Contributions	\$ 10	\$ 0	\$ 10	\$ 39	\$ 825,589	\$ 825,628
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 12	\$ 0	\$ 12	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 2,592,495	\$ 192,130	\$ 2,784,625	\$ 1,963,599	\$ 1,074,196	\$ 3,037,795



Coordination Contractor Revenue Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/25/2024

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 792,089
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 0	\$ 792,089



Coordination Contractor Revenue Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/29/2024

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 192,130	\$ 198,560
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 50,047
Donations/Contributions	\$ 0	\$ 33,500
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 192,130	\$ 282,107



CTC Expense Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 888,826	\$ 118,484	\$ 1,007,310	\$ 806,266	\$ 107,004	\$ 913,270
Fringe Benefits	\$ 199,814	\$ 6,960	\$ 206,774	\$ 168,537	\$ 11,541	\$ 180,078
Services	\$ 247,410	\$ 53,664	\$ 301,074	\$ 221,386	\$ 61,655	\$ 283,041
Materials & Supplies Consumed	\$ 149,660	\$ 50,175	\$ 199,835	\$ 156,818	\$ 47,771	\$ 204,589
Utilities	\$ 15,487	\$ 14,151	\$ 29,638	\$ 11,479	\$ 3,053	\$ 14,532
Casualty & Liability	\$ 74,163	\$ 79,513	\$ 153,676	\$ 68,087	\$ 80,712	\$ 148,799
Taxes	\$ 329	\$ 158	\$ 487	\$ 348	\$ 13,312	\$ 13,660
Miscellaneous	\$ 32,166	\$ 0	\$ 32,166	\$ 21,770	\$ 32,529	\$ 54,299
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 32	\$ 32
Leases & Rentals	\$ 909	\$ 111	\$ 1,020	\$ 842	\$ 108	\$ 950
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 14,647	\$ 14,647	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 1,033,619	N/A	\$ 1,033,619	\$ 685,893	N/A	\$ 685,893
Total - Expense Sources	\$ 2,642,383	\$ 337,863	\$ 2,980,246	\$ 2,141,426	\$ 357,717	\$ 2,499,143



Coordination Contractor Expense Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/25/2024

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 30,906	\$ 6,600
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 2,900	\$ 0
Utilities	\$ 12,414	\$ 911
Casualty & Liability	\$ 5,898	\$ 5,538
Taxes	\$ 0	\$ 12,200
Miscellaneous	\$ 0	\$ 32,464
Interest	\$ 0	\$ 32
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 14,647	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 66,765	\$ 57,745



Coordination Contractor Expense Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2023 - 06/30/2024

Upload Date: 7/29/2024

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 87,578	\$ 100,404
Fringe Benefits	\$ 6,960	\$ 11,541
Services	\$ 53,664	\$ 61,655
Materials & Supplies Consumed	\$ 47,275	\$ 47,771
Utilities	\$ 1,737	\$ 2,142
Casualty & Liability	\$ 73,615	\$ 75,174
Taxes	\$ 158	\$ 1,112
Miscellaneous	\$ 0	\$ 65
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 111	\$ 108
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 271,098	\$ 299,972

County: Indian River
 CTC: Senior Resource Association, Inc.
 Contact: Karen Deigl
 694 14th St.
 Vero Beach, FL 32960
 772-569-0111
 Email: kdeigl@sramail.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	3,898



Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	32,900	31,541	37,832
Paratransit	28,477	39,511	36,163
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	61,377	71,052	73,995

Passenger Trips By Trip Purpose			
Medical	25,005	25,237	24,809
Employment	5,312	5,449	8,204
Ed/Train/DayCare	18,731	26,155	27,326
Nutritional	0	250	1,280
Life-Sustaining/Other	12,329	13,961	12,376
TOTAL TRIPS	61,377	71,052	73,995

Passenger Trips By Revenue Source			
CTD	13,834	13,275	10,882
AHCA	0	0	0
APD	12,480	23,438	23,917
DOEA	0	0	0
DOE	0	0	0
Other	35,063	34,339	39,196
TOTAL TRIPS	61,377	71,052	73,995

Trips by Provider Type			
CTC	32,900	31,541	39,489
Transportation Operator	13,834	13,275	10,086
Coordination Contractor	14,643	26,236	24,420
TOTAL TRIPS	61,377	71,052	73,995

Vehicle Data	2022	2023	2024
Vehicle Miles	514,407	522,929	475,106
Roadcalls	5	6	9
Accidents	1	1	0
Vehicles	62	63	56
Drivers	58	69	66

Financial and General Data			
Expenses	\$2,639,210	\$2,499,143	\$2,980,246
Revenues	\$3,166,256	\$3,037,795	\$2,784,625
Commendations	16	22	44
Complaints	13	15	24
Passenger No-Shows	207	134	111
Unmet Trip Requests	7	0	0

Performance Measures			
Accidents per 100,000 Miles	0.19	0.19	0
Miles between Roadcalls	102,881	87,155	52,790
Avg. Trips per Passenger	15.26	17.32	18.98
Cost per Trip	\$43.00	\$35.17	\$40.28
Cost per Paratransit Trip	\$43.00	\$35.17	\$40.28
Cost per Total Mile	\$5.13	\$4.78	\$6.27
Cost per Paratransit Mile	\$5.13	\$4.78	\$6.27

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Chris Balter
Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: November 13, 2024

SUBJECT: Review of the TDLCB Bylaws for FY 2024/25

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 21, 2024.

DESCRIPTION AND CONDITIONS:

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

For FY 2024/25, no changes are proposed by staff.

RECOMMENDATION:

Staff recommends that the TDLCB review its bylaws, recommend any changes or modifications, and approve its bylaws for FY 2024/25.

ATTACHMENTS:

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



**Bylaws for the
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

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

Updated 11/21/2024

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

Coordinating Board Chairperson's Signature

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

Section 101 **Short Title**

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

Section 102 **Authority**

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

Section 103 **Jurisdiction**

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

Section 104 **Effective Date**

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

Section 105 **Preamble**

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

Section 106 **Purpose and Functions**

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

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

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

Section 107 **Membership**

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

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

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

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

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

Section 109 **Officers and Duties**

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

Section 110 **Regular TDLCB Meetings**

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

Section 111 **Special TDLCB Meetings**

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

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

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

Section 112 **Emergency TDLCB Meetings**

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

Section 113 **Public Hearings and Workshops**

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

Section 114 **TDLCB Meeting Agenda**

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

Section 115 **TDLCB Motions**

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

Section 116 **Conduct of TDLCB Meetings**

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

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

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

Section 117 **Subcommittees**

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

Section 118**Administration**

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

Originally Adopted On February 21, 1991.

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Chris Balter
Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Transit Planner

DATE: November 13, 2024

SUBJECT: Review of the TDLCB Grievance Procedures for FY 2024/25

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 21, 2024.

DESCRIPTION AND CONDITIONS

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

Attached are the grievance procedures of the TDLCB. As part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County Metropolitan Planning Organization (MPO) as the Designated Official Planning Agency (DOPA) and the Florida Commission for the Transportation Disadvantaged (CTD), the TDLCB is required to review its grievance procedures on an annual basis. For 2024/25, no changes are being proposed by staff.

RECOMMENDATION

Staff recommends that the TDLCB review its grievance procedures, recommend any changes or modifications, and approve its grievance procedures for FY 2024/25.

ATTACHMENTS:

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



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

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

Updated 11/21/2024

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

Coordinating Board Chairperson's Signature

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

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

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

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

Grievance Procedures

TIME FRAME (work days)	STEPS
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First line of resolution process (informal)

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

Second line of resolution process (formal)

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

Final line of resolution (formal)

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

By Telephone: (800) 983-2435

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

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

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Chris Balter
Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
MPO GIS Planner

DATE: November 13, 2024

SUBJECT: Review of Performance Measure and Administrative Cost Report

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 21, 2024.

SUMMARY

Indian River County's public transportation system, commonly known as GoLine and Community Coach is operated by the Senior Resource Association (SRA) under contract with the county. As such, Indian River County applies for and manages most grants from the Florida Department of Transportation (FDOT) and Federal Transit Administration (FTA). One of the principal funding mechanisms for the transit system is the state Public Transportation Block Grant.

For many years, F.S. 341.071 has required public transportation systems to establish performance measures which must be approved by FDOT and then published in a local newspaper. The annual reporting of performance measures is a requirement to receive the state Public Transportation Block Grant. In its 2024 session, the state legislature added general administrative costs to the performance measure reporting requirements. According to F.S. 341.071(4)(a), "general administrative costs" include, but are not limited to, "costs related to transit service development, injuries and damages, safety, personnel administration, legal services, data processing, finance and accounting, purchasing and stores, engineering, real estate management, office management and services, customer service, promotion, market research, and planning. The term does not include insurance costs."

F.S. 341.071 also requires the performance measure and administrative cost report to be

presented each year at a publicly noticed meeting and posted on the transit system website. Based on recent FDOT guidance, MPO staff coordinated with SRA to prepare the attached report on performance measures and administrative costs. In addition to being presented at the November 21 TDLCB meeting, the attached report will also be posted on the GoLine website (golineirt.com).

RECOMMENDATION

This is an information item; no recommendation is necessary.

ATTACHMENT

1. Performance Measures and Administrative Cost Report for FY 2023

Performance Measures and Administrative Costs

Florida Statutes Section 341.071 requires all public transit providers receiving State Public Transportation Block Grant funds to establish and publish productivity and performance measures annually. Beginning November 1, 2024, and annually thereafter, each public transit provider, during a publicly noticed meeting, shall:

1. Certify that its budgeted and general administrative costs are not greater than 20 percent above the annual state average of administrative costs for its respective tier.

Indian River County certifies that its budgeted and administrative are not greater than 20 percent above the annual state average for Tier 2 providers.

Tier 2 Average – 20.72% (FY 2023)

Indian River County – 23.7% (FY 2023)

2. Present a line-item budget report of its budgeted and actual general administrative costs.

See attached report.

3. Disclose all salaried executive management-level employees' total compensation packages, ridership performance and metrics, and any gift as defined in S. 112.312 accepted in exchange for contracts. This disclosure shall be posted annually on the public transit provider's website.

A) Executive management level employee's total compensation package:

John Titkanich, County Administrator: \$205,000 (Full-time county employees also receive Florida Retirement System, paid annual leave, and health/dental/vision insurance)

B) Ridership performance and metrics are listed below for FY 2022/23:

PERFORMANCE MEASURES	Fixed Route	Demand Response
SERVICE AREA POPULATION	165,559	165,559
PASSENGER TRIPS	1,261,556	31,363
REVENUE MILES	943,981	269,962
TOTAL OPERATING EXPENSE	\$4,072,838	\$1,835,506
TOTAL OPERATING REVENUE	\$ 66,609	-
VEHICLES OPERATED IN MAXIMUM SERVICE	14	13
REVENUE MILES PER SYSTEM FAILURES	314,660	134,981
OPERATING EXPENSE PER PASSENGER TRIP (\$)	3.23	58.52
BASE FARE	Free	Free
OPERATING HOURS (WEEKDAYS)	6:00 am to 7:00 pm	6:00 am to 7:00 pm
OPERATING HOURS (SATURDAYS)	8:00 am to 5:00 pm	8:00 am to 5:00 pm

C) No gifts have been received by Indian River County in exchange for contracts.

Senior Resource Association

Statement of Activities (un-audited)

As of September 30, 2023

	Annually	Budget	
	Fiscal YTD 09/30/2023	Budget Fiscal Yr 2022-2023	Budget to Actual %
REVENUE			
Revenue - Operating			
Federal Grants	\$3,537,737	\$3,705,179	95.48%
State Grants	\$1,239,146	\$1,744,301	71.04%
Local City/County Grants	\$844,476	\$880,638	95.89%
Client Co-Pay/Donations	\$2,043	\$1,072	190.58%
Private Pay Services	\$1,796	\$1,503	119.49%
Contributions	\$608	\$72	844.72%
Operating Revenue	\$10,530	\$0	0.00%
Realized Gain/Loss	(\$1,857)	\$0	0.00%
Total Revenue - Operating	\$5,634,480	\$6,332,766	88.97%
Revenue - Capital			
Federal Grants - Capital	\$956,915	\$490,937	194.92%
Total Revenue - Capital	\$956,915	\$490,937	194.92%
TOTAL REVENUE	\$6,591,394	\$6,823,703	96.60%
EXPENSES			
Expenses - Operating			
Salaries & Wages	\$2,745,978	\$2,929,315	93.74%
Temporary Labor	\$1,055	\$0	0.00%
Health Insurance	\$137,097	\$174,300	78.66%
Retirement	\$67,010	\$82,369	81.35%
Employee Uniforms	\$35,258	\$32,872	107.26%
Payroll Taxes	\$231,595	\$253,844	91.24%
Worker Compensation	\$84,127	\$129,763	64.83%
Vehicle Allowance	\$4,647	\$4,222	110.06%
Employee Screening	\$7,957	\$10,866	73.23%
Travel	\$537	\$6,594	8.14%
Staff Development	\$47,498	\$28,100	169.03%
Volunteer Development	\$2,712	\$875	309.98%
Community Outreach	\$12,421	\$6,025	206.16%
Program Activities/Supplies	\$19,957	\$28,697	69.54%
Program Client Services	\$63	\$7,397	0.85%
Purchased Transportation	\$692,910	\$484,328	143.07%
Fuel	\$647,663	\$869,100	74.52%
Vehicle Maintenance	\$570,631	\$501,034	113.89%
Vehicle Registration	\$359	\$1,121	32.03%
Insurance - Vehicle	\$207,178	\$209,354	98.96%
Insurance - General/Liability	\$32,624	\$29,792	109.51%
Professional Fees	\$276,833	\$119,644	231.38%
Occupancy & Building Maintenance	\$72,736	\$141,575	51.38%
Utilities	\$24,623	\$19,849	124.05%
Telephone/Communications	\$19,019	\$16,625	114.40%

Senior Resource Association

Statement of Activities (un-audited)

As of September 30, 2023

	Annually	Budget	
	Fiscal YTD 09/30/2023	Budget Fiscal Yr20 2022-2023	Budget to Actual %
Postage	\$5,693	\$3,103	183.46%
Office Supplies	\$17,953	\$17,022	105.47%
Small Equipment	\$5,137	\$1,953	263.03%
Equipment Repair	\$3,855	\$4,153	92.83%
Small Tools	\$7,505	\$2,753	272.63%
Printing & Publications	\$8,109	\$9,000	90.10%
Software Lease/Maintenance	\$101,980	\$91,650	111.27%
Copy Machine Lease	\$3,117	\$5,456	57.13%
Advertising	\$30,338	\$44,991	67.43%
Bank Charges	\$1	\$0	0.00%
Membership Dues	\$16,661	\$7,197	231.50%
License & Certifications	\$298	\$1,006	29.65%
Total Expenses- Operating	\$6,143,136	\$6,275,944	97.88%
TOTAL EXPENSES	\$6,143,136	\$6,275,944	97.88%
NET SURPLUS/(DEFICIT)	\$448,258	\$547,759	81.83%

Indian River County MPO and MPO Advisory Committees

January – December 2025 Meeting Schedule

(All meetings held in Conference Room B1-501, County Admin. Bldg. B,
1800 27th Street, Vero Beach, FL 32960)

Committee Name and Meeting Dates

Month	MPO	TAC	CAC	BPAC	TDLCB
	Metropolitan Planning Organization	Technical Advisory Committee	Citizens Advisory Committee	Bicycle Pedestrian Advisory Committee	Transportation Disadvantaged Local Coordinating Board
January		24 th		28 th	
February	12 th		4 th		27 th
March		28 th		25 th	
April	9 th		1 st		
May		30 th			22 nd
June	11 th		3 rd	3 rd	
July					
August	13 th	5 th	5 th	5 th	28 th
September					
October	29 th	28 th	28 th	28 th	
November					20 th
December	10 th	5 th	2 nd		
	<i>*Meeting Date 2nd Wednesday of the month 10 AM</i>	<i>*Meeting Date 4th Friday of the month 10 AM</i>	<i>*Meeting Date 1st Tuesday of the month 2 PM</i>	<i>*Meeting Date Quarterly 4th Tuesday of the month 2 PM</i>	<i>*Meeting Date Quarterly 4th Thursday of the month 10 AM</i>

*Due to holidays or other events, it may be necessary to adjust the usual meeting days.