

## TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

### MINUTES FOR NOVEMBER 21, 2024

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:17 AM on Thursday, November 21, 2024, in the County Administration Building "B", Room B1-501, 1800 27<sup>th</sup> 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; **Dalia Dillon**, Area Agency on Aging of Palm Beach/Treasure Coast Representative; **Wendy Grow**, Florida Association for Community Action (FACA) / Economic Opportunities Council (EOC) Representative; 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 and **Chris Stephenson**

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

#### Call to Order

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

#### Approval of Minutes of the August 22, 2024, Regular Meeting – Action Required

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting Minutes of August 22, 2024.

**ON MOTION by Dr. Harry Hurst, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (9-0) to approve the August 22, 2024, minutes as presented.**

#### Planning Status Report – No Action Required

Mr. Brian Freeman stated that the MPO is working on a Safety Action Plan which is through the Safe Streets for All Program. They got a grant from USDOT to put together the action plan to look at our overall transportation network and different areas where we have crash rates that are higher. Whether there are things that are causing accidents like systemic issues that are contributing to intersections or roads where we might want to focus on having some safety projects. There is a website that's going to be launched next month, and we've got some workshops scheduled for January and February. After this meeting we will have our annual CTC evaluation subcommittee meeting.

## **Community Transportation Coordinator Status Report – No Action Required**

Mr. Chris Stephenson, Transportation Director, Senior Resource Association presented an overview of the Fourth Quarter ending on September 30<sup>th</sup>, 2024, a copy of which is on file in the Commission Office.

Mr. Stephenson stated that the quarterly ridership for the fourth quarter was 11,813 passengers. It shows that the total ridership for the fiscal year for Community Coach was 43,958 trips, which is a 1% increase from last year. They continue to see the Community Coach numbers slightly increase year after year. They use 100% of the available trips and equipment grant money that was available to us. Going back to a decade ago, that wasn't happening, and it has happened every year for at least the last seven or eight years now. They're using all the grant money that they have, and their ridership numbers are showing that. 5,000 of those 43,000 trips were the same day trips, so people were able to call or get on the app and book it that day.

Mr. Stephenson stated the fiscal year ended on June 30<sup>th</sup>, so they used all of the grant money by June 30<sup>th</sup>, and they are now in the next fiscal year. They are currently working on the 2024-2025 grants fiscal year, and they have money through June 30<sup>th</sup> of that fiscal year. 2,000 of those 43,000 trips on Community Coach were booked through the app. They expect those numbers to continue to increase. On time performance for the quarter was 94.17%, which is a 4% increase compared to this time last year. For the fiscal year, it was at 92%, which was a 2% increase compared to last year. The standard is 75<sup>th</sup> percent. They always want that number to be as close to 100 as they can be. For the quarter they received 171 applications. They approved 134 of those and for the year they received 557 applications. They approved 475 of those, which is an approval percentage of 85%, which went up 2% from last year. The total number of active Community coach riders that they have is 3,618. So, 36 people took 43,000 trips in Indian River County last year which is a 16% increase from last year. So, more individuals are eligible for and using the service. You can see that 14,540 people called about either the Go Line or Community Coach and the average time they had to wait was only 13 seconds, whereas for the Advantage Ride they had 1,900 phone calls and those people had to wait an average of 22 seconds. The standard that they have to meet is under 60 seconds. For the fiscal year, they had less phone calls. For the fiscal year it went down by about 3,000 calls compared to last year. On the Advantage Ride, it went up to about 1,900 calls. Their wait times for both of those were faster. Their phone system is getting heavily utilized as it has been for the last few years. The Advantage Ride Program numbers are slightly decreased, which is expected. They got 9% less grant dollars this fiscal year compared to last fiscal year. So, they're making about 9% less trips. That is the Four-County Program that trips just people with developmental disabilities. They do trips in Martin, Indian River, St. Lucie and Okeechobee Counties, doing trips for the developmentally disabled. They just received less grant dollars this year because the State has less grant dollars available. The local businesses that have advertised on their buses like to make sure that this group gets to see those businesses that have chosen to advertise on the bus. The people are advertising on the federally funded buses, not the state funded buses. The Governor put a halt to advertising on state funded buses. Most of their Community Coach buses are appointed through the State, so you won't see any new ads going on Community Coach vehicles but the Go Line buses are funded with federal dollars and so they continue to advertise on the Go Line buses. The money they get from the advertisers goes towards a local match that they need for the grants. Moving on to talking about the goal line for the fourth quarter, our goal line ridership was 360,000 passenger trips, which is a 3% increase from last year and a 17% increase from the fourth quarter. They are operating until 9 p.m. at night. They've seen huge ridership growth on the Go Line since they did the hour expansion. The year to date is 1,357,438 passenger trips on the Go Line last fiscal year. That is an 8 percent increase from last year and that is an all-time Go Line record. Route 5 in Sebastian has a 14% increase for the fiscal year. Route 8 in Gifford is 12%. Route 7 is 10%. Route 15 which goes from the IG Center down to the Indian River State College that really depends on the classes that are offered. All 14 of their routes showed positive ridership growth. Routes 2 and 4 have always been the heaviest ridden routes. They do about 27% of the entire system's ridership, and then Gifford does 21% and North County does 18%. The South County does 16%. Our service hours have expanded to operating later in the day, Monday through Friday, but they now operate from 7:00 AM to 7:00 p.m. on Saturdays. So, with that, we've seen big ridership growth on Saturdays as well, 160,000 trips on Saturdays and they expect that number to

continue to grow this fiscal year as well. The three holidays that they do not operate on our Thanksgiving, Christmas and New Year's.

There's an industry standard in public transportation for having .25 trips per revenue mile. Their system is 1.3 trips per revenue mile so, well above that industry standard. With the extended ridership hours, you can see that the hours got extended on May the 6<sup>th</sup> and because of that, they've seen very strong ridership growth, not just from 7:00 PM to 9:00 PM when the hours expanded, but in the two hours leading up to that. So, from 5:00 PM to 7:00 PM, they've seen big ridership growth.

They had less road calls for the quarter and for the year they had less road calls. They had 20 road calls this fiscal year compared to 30 last year. The number of accidents they had did go up by one compared to last year, so they had two accidents this year and one last year. The main priorities they have at SRA when it comes to transportation are customer service and safety.

There are 15 new shelters going up. Of those 15, 6 of them are done and they've got 9 left to go that should be done by the end of this year. Of those 51 shelters they're actually going to have to have 66 shelters. They have a staff member at SRA. His only job is to go around to the 65 shelters, take the trash out and to keep the area around the bus shelters nice. He drives from the south end of the county to the north end of the county pretty much daily and checks all of their bus shelters.

For the quarter their complaints were up and for the fiscal year, their complaints were up. They made 1.35 million trips, and they had 43 complaints last fiscal year. It's about 1 complaint for every 28,000 passenger trips. The total number of unduplicated complaints in the fourth quarter was 10 so they had 10 people complaining 13 times last quarter and for the fiscal year, they had 37 people complain 43 times.

He stated their next quarter will have the month of October in it which was the month where they had Hurricane Milton. They were only closed for a day and a half. Their ridership numbers have been so high especially since their hours extended. When they report to the National Transit database, which is what Congress uses to do the apportionment they do ask you, was there any day that you had to be shut down because of a natural disaster. So last year they didn't have to shut down at all but this fiscal year coming up when they do their annual report, they'll put yes, there was 1 1/2 days that they were shut down and they normally will take your average per day ridership and add it on to it so that it doesn't negatively impact your apportionment from the federal government. Like the CTC in this county, they are responsible for helping transport people to the Special Needs Shelter and their animals too in the event of a hurricane. So, what happens is people register for the Special Needs Shelter all throughout the year. These are very vulnerable people who need electricity, or they need dialysis. They have special needs that they can't just go to a regular hurricane shelter. They have to go to the Special Needs Shelter, which is the Treasure Coast Elementary. They work very closely with the EOC every year whenever a storm is going to impact on our area. Their customer care agents made hundreds and hundreds of phone calls to the people registered. They found out exactly who needed to go to the shelter. They had a plan in place so that once the shelter opened, they were able to quickly pick up all those individuals. They did about 60 individuals this year that they picked up and took to the Special Needs Shelter. Chairman Loar stated without SRA's assistance, it would be a challenge. In addition, when they take these people to shelters, somebody has to get them back home.

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

##### ***- Action Required***

Mr. Brian Freeman stated this is the planning grant that the MPO receives to provide the planning and guidance for the TD system. This is just for the activities that were conducted last quarter.

**ON MOTION by Mr. Bob McPartland, SECONDED by Ms. Dalia Dillon,  
the Board voted unanimously (10-0) to move Progress Report and  
Reimbursement Invoice #1 for the 2024/25 Planning Grant.**

Cartier Murrill arrived at 10:36 a.m.

**Review of the Annual Operating Report for FY 2023/24 - Action Required**

Mr. Freeman stated that this is a report that SRA submits to CTD every year by September 15th. This is something that every CTC in the State has to submit by that date. This is a summary of the operating performance, and the financial costs and revenues associated with that.

**ON MOTION by Ms. Wendy Grow, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (10-0) to move the Consideration of the Annual Operating Reporting for FY 2023/24.**

**Review of TDLCB Bylaws - Action Required**

Mr. Brian Freeman stated no changes are proposed to our Bylaws. We are required to review them each year.

**ON MOTION by Mr. Bob McPartlan, SECONDED by Ms. Wendy Grow, the Board voted unanimously (10-0) to approve the TDLCB Bylaws for FY 2024/25.**

**Review of TDLCB Grievance Procedures for FY 2024/25 - Action Required**

Chairman Loar stated we have grievance procedures that are required for each subcommittee that the County and other municipalities have to app. Mr. Brian Freeman stated there are no drastic changes in the grievance procedures proposed. We are required to review them each year.

**ON MOTION by Mr. Bob McPartlan, SECONDED by Mr. Harry Hurst, the Board voted unanimously (10-0) to approve the TDLCB Grievance Procedures for FY 2024/25.**

**Review of Performance Measure and Administrative Cost Report – No Action Required**

Mr. Brian Freeman stated this is a new requirement that the State Legislature added for this year. It took something that we were already required to do for the block grant, which is one of the grants that the County receives for the transportation system. For a number of years, we have to report the performance measures. What has been added to it for this year is that we also have to report on what the administrative costs are for the system including having a budget showing what the budget and actual costs are for the prior year. We also have to report on what the executive management level compensation packages are and if any gifts were received by Indian River County in exchange for contracts. We have to certify all that information each year on an annual basis and report on this at any publically noticed meeting. They will be posting the report on the Go Line website.

**Other New Business – No Action Required**

Chairman Loar stated that our schedule has been posted for next year. The next meeting will be on February 27, 2025.

Dr. Harry Hurst stated he would like to make a Motion that our Board send a letter of appreciation to SRA thanking Karen Deigl and her staff for their outstanding performance. Mr. Freeman stated that they would draft a letter and get the Chair to sign it.

**ON MOTION by Mr. Bob McPartlan, SECONDED by Mr. Harry Hurst,  
the Board voted unanimously (10-0) to send a letter of appreciation to Karen  
Deigl and her staff at SRA thanking them for their outstanding performance.**

**Adjournment**

There being no further business, the meeting adjourned at 10:42 a.m.

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on  
**February 27, 2025, at 10:00 a.m.**