INDIAN RIVER COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
ANNUAL PUBLIC WORKSHOP

May 22, 2025 10:00 A.M.
FIRST FLOOR CONFERENCE ROOM B1-501
COUNTY ADMINISTRATION BUILDING B

AGENDA

1. Call to Order

2. Transportation Disadvantaged Program Presentation

3. Open Discussion/Public Comment

4. Adjournment

If you have any questions concerning the items on this agenda, please contact MPO staff at (772) 226-1455. Anyone who may wish to appeal any decision which may be made at this meeting will need to ensure that a verbatim record of the proceeding is made, which includes the testimony and evidence on which the appeal is based. Anyone who needs a special accommodation for this meeting must contact the County's Americans with Disabilities Act (ADA) Coordinator at 772 226-1223 at least 48 hours in advance of the meeting.

For complaints, questions or concerns about civil rights or nondiscrimination; or for special requests under the American with Disabilities Act, please contact MPO staff at (772) 226-1455 or mpo@indianriver.gov.

Except for those matters specifically exempted under State Statute and Local Ordinance, the Committee shall provide an opportunity for public comment prior to the undertaking by the Committee of any action on the agenda. Public comment shall also be heard on any Committee/Board action item which was either not on the agenda or distributed to the public prior to the commencement of the meeting. Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact MPO staff at (772) 226-1455 or mpo@indianriver.gov at least seven days prior to the meeting.

INDIAN RIVER COUNTY
MPO
METROPOLITAN PLANNING ORGANIZATION

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Bob McPartlan, FDC&F Representative
Jennifer Idlette, Public Education Representative
Modeline Acreus, FDOT Representative
Yvelouse Augustin-Lowe, FAHCA Representative
Laura Koursaris, FDVR Representative
William Parden, Disabled Representative
Milory Senat, APD Representative
Dale Shepperson, CSRC Representative

Angela Davis-Green, FACA Representative
Melissa Arndt, VA Representative
Dalia Dillon, FDEA Representative
Dr. Harry Hurst, Citizen's Advocate
Danica David, Citizen's Advocate

Vacant, *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, May 22, 2025, in the First Floor Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

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1. Call to Order

2. Approval of Meeting Minutes
   February 27, 2025
   Action Required

3. Planning Status Report
   No Action Required

4. Community Transportation Coordinator Status Report
   No Action Required

5. Review of Progress Report and Reimbursement Invoice #3 for the 2024/25 Planning Grant
   Action Required

6. Consideration of the FY 2025/26 Annual Update to the Indian River County Transportation Disadvantaged Service Plan (TDSP)
   Action Required

7. Other New Business

8. Public Comment

9. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on August 28, 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.

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TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MINUTES FOR FEBRUARY 27, 2025

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 AM on Thursday, February 27th, 2025, 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://indianriver.gov/government/boards_and_committees/transportation_disadvantaged_local_coordinating_board/agendas___minutes.php

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; **Yvelouse Augustin-Leow,** 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; **Milory Senat**, Agency for Persons with Disabilities (APD) Representative **Dale Shepperson**, Career Source Resource Center Representative;

Absent were: **Melissa Arndt,** Florida Department of Veterans' Affairs Representative; **Danica David**, Citizen's Advocate and **Dr. Harry Hurst**, Citizen Advocate Representative.

Present were IRC staff: **Ryan Sweeney**, Assistant Planning & Development Services Director; **Mark Vietze,** MPO Senior Planner; **Patti Johnson**, MPO Staff Assistant and **Kim Moirano,** Recording Secretary. Also present were **Karen Deigl**, Executive Director, Senior Resource Association and **Chris Stephenson,** Transportation Director.

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

Call to Order

Chairman Deryl Loar called the TDLCB meeting to order at 10:00 a.m. Mr. Sweeney stated that Brian Freeman had a scheduling conflict with the MPO Advisory Council and he was filling in.

Election of Vice Chair – *Action Required*

> **ON MOTION by Deryl Loar, SECONDED by Ms. Dalia Dillon, the Board voted unanimously (9-0) to re-elect Mr. William Lundy Parden as Vice Chairman for 2025.**

Approval of Minutes of the November 21, 2024, Regular Meeting – *Action Required*

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting Minutes of November 21, 2024.

> **ON MOTION by Mr. Bob McPartlan, SECONDED by Mr. William Lundy Parden, the Board voted unanimously (9-0) to approve the November 21, 2024, minutes as presented.**

Milory Senat arrived at 10:01 a.m.

Laura Koursaris arrived at 10:03 a.m.
Senior Resource Association Recognition – Drivers of the Year Awards – *No Action Required*

Mr. Chris Stephenson, Transportation Director, Senior Resource Association introduced their Go Line Driver of the Year for 2024. He announced that they were honoring Mr. Walter Cadavid. He is a competent professional at SRA. He actually used to be a professional soccer player in Colombia and when he moved to America, he got a CDL and has been driving for SRA since July of 2022. He drives Route Two in Vero. He has tripped more passengers in the last two and a half years than any other Go Line driver that we have. He's done 70,000 safe miles, which is accident-free miles since he started working for us two and a half years ago. He never had any type of accident and he's very reliable on the schedule. He always looks great and he he's a driver that we can point other drivers to and say we want you to be like Walter. Joe, their Training Manager will put new hires with Walter to train them to learn how to do the job correctly. That's just one of the things that they're proud of Walter about and something that really helped them qualify Walter for this award 2024 was during Hurricane Milton they needed drivers to help trip people to and from the Special Needs Shelter that were evacuating their homes because of that and Walter was one of our drivers who helped us do all that. He's very deserving of this award.

Planning Status Report – *No Action Required*

Mr. Mark Vietze stated that at the November 21st meeting Dr. Hurst requested to coordinate with the Chair to send out a letter of appreciation going into the holiday season. That letter was issued on December 31st of last year.

Additionally, the other big items that Planning staff has undertaken is the Safe Streets for All Program Study which they've done four workshops across the County. That program is going to open up some additional funding sources for some of the pedestrian stuff and how that affects us. The other big item to be aware of is they had a Hands-Free Resolution go forward both at the Board of County Commissioners and then the MPO Board. Current state law allows you to have your phone in your hand looking at maps or otherwise. It makes texting while driving or the existing law very difficult to enforce if there is not a Resolution to support it.

Community Transportation Coordinator Status Report – *No Action Required*

Mr. Chris Stephenson, Transportation Director, Senior Resource Association presented an overview of the First Quarter which was October, November and December of 2024, a copy of which is on file in the Commission Office.

Mr. Stephenson stated that the quarterly ridership for the first quarter was slightly down that mainly had to do with October's ridership, which was impacted by Hurricane Milton. They expect their Community Coach ridership to be slightly above where it was last fiscal year by the end of this fiscal year. For this first quarter it was just slightly decreased. As you can see every month since then it has been above last year's numbers.

Same day ridership they've been able to offer more same day ridership than they did last year. This is something that they take very seriously. They want to be a user friendly system. By offering same day trips to their passengers, that's something that they want them to rely on Senior Resource Associates. Mobile application bookings is something that they've really started implementing in the last year as their Community Coach passengers can use an app to book their trips.

Their on-time performance is very, very strong. It was at 96 percent in December. The industry standard was 75 percent. They hold themselves to a higher standard than that. They want it to be as close to 100 as possible. The total number of Community Coach unduplicated riders is 3,888 so this is the most vulnerable of Indian River County population. These are disabled and elderly individuals who have no other means of transportation.

Their call phone volume goes down whenever more people are using the app to book trips. As more people are using the technology to book their own trips, they don't have to go on to the Call Center to book trips. They've also seen the call wait times go down. These are all things that they track on a monthly basis just to be able to communicate to this Board how many people are using their service and the things they're doing to try and serve the Community.

The Advantage Ride Program has about 9.2 percent more riders than last year. This was expected because the State Commission for Transportation Disadvantage gave them 9.2 percent less funding so they knew going into this fiscal year that their ridership was going to be slightly decreased. It is still a very successful program. They've done 193,000 since the program started in 2020 and it's for the developmentally disabled on the Treasure Coast. It's a four-county program. It's Indian River, Martin, St. Lucie and Okeechobee Counties. They won that award for that program last year. They're always trying to find ways to continue that program because the funding for that program expires June 30th.

They listed the people who advertise on the bus. They wanted to make sure that the Board is aware of those organizations and individuals because that money that they get for having their ad on the side of the bus that goes towards the local match that they need to match State and Federal Grants. It has been over $42,000 that has been raised. Normally it's about $68,000 by the end of the fiscal year.

Go Line had a six percent increase from the previous quarter and a 19 percent increase from this time last year. This was a huge ridership growth. They expected to see that because of the extended hours. In May of last year, they extended the hours on the Go Line so they don't stop at 7 p.m. Monday through Friday. They stop at 9:00 p.m. now. On Saturdays they're running from 8:00 a.m. to 5:00 p.m. and now they run from 7:00 a.m. to 7:00 p.m. so they've seen a very big ridership growth on the Go Line and they expect that to continue this entire fiscal year. It's been some very positive growth. It's not just during those extended hours that they've seen increased ridership. It's the hours leading up to the extended hours. They thought that a lot of that had to do with when someone feels confident going out at 7:00 p.m. because they know they're going to have to bus ticket them home and they might not felt competent going out that late before their hours were extended. Their Go Line on-time performance was 94 percent for the first quarter. All of the routes are having really strong ridership growth. These routes were designed with the entire community in mind. They like to see that all facets of the Community are using the extended hours and there's a lot strong ridership growth. They will have the highest Saturday ridership they've ever had by the end of this fiscal year.

The industry standard for the number of trips per revenue mile is .25 trips per revenue mile. They are 1.36 per revenue mile. For the number of miles they're putting on the vehicles they have a lot of riders on the bus during that time.

The number of road calls they had slightly went up. They had eight last year and nine this year.

They just finished all the bus shelters on Old Dixie. They have a couple more to install in Fellsmere and Sebastian but right now it says they have 55 shelters but the next time this group meets that number will be 70 because they've installed 13 since December and they will have a couple more between now and this next meeting. After about a three-year hiatus, they were able to get some bus shelters installed and so that number is now 70 bus shelters. The number of complaints you can see went up slightly. They had 6 complaints this time last year and this year they had 8. That means there was one complaint every 48,000 trips on the Go Line and Community coach. They do track those things and they want that number to be as low as possible.

<u>Review of Progress Report and Reimbursement Invoice #2 for the 2024/25 Planning Grant</u>

- *Action Required*

Mr. Ryan Sweeney stated this is the planning grant that the MPO receives to provide the planning and guidance for the TD system. This is for the activities for the second quarter period from October 1, 2024 to December 31, 2024.

ON MOTION by Mr. Bob McPartland, SECONDED by Ms. Wendy Grow, the Board voted unanimously (11-0) to move Progress Report and Reimbursement Invoice #2 for the 2024/25 Planning Grant.

<u>Consideration of the 2025 Transportation Development (TDP) Annual Update</u> - *No Action Required*

Mr. Vietze presented the Transit Development Plan Annual Update for 2025. The Transit Development Plan is a ten-year strategic planning document, both for the operational and capital needs of the transit system. Beyond the fact that it's just good housekeeping to have a ten-year plan, it's also a requirement for our State Block Grant. The State Block Grant gives us roughly $700,000 a year, and that becomes part of the local match for the 5307 Federal Transit Administration. In 2023 was their last major update. That was done by Center for Urban Transportation Research at the University of South Florida. This is the 2025 update and they didn't do a 2024 update. That was because last summer FDOT and the State Legislature changed Florida Administrative Codes so they pushed out that fifth year so their next one can be in 2029 and they're doing the first of the five incremental years.

They did the 2023 major update. The difference between a major update and an annual update, again in 2023 that's part of the Unified Planning & Work Program that MPO's overall work program it goes into the larger budget. The University of South Florida had some undergraduates come and they rode the bus and they did over 1,000 surveys. They did another 300 surveys on the internet and they did two public workshops for them as well. It ended up becoming about a 200-page planning document. In the intervening years they do an annual update and it's effectively a progress report or a report card. So, they look at the goals, objectives and performance measures that are outlined in the larger ten-year plan. They also add on a ten-year and intervening so there's always ten years.

One of the big things that Jonathan Roberson said to the Board was that everyone loves Go Line. There's a lot of support for it. They just wish there was more service. That's our Number one goal adding to the quantity and quality of the service. The transit system serves the community and it's really the transit system so that's building consensus because even though we do get a lot of funding from our partners both at the State and Federal level, of course, there's a local match. The third item is the coordination working with our partners and the fourth and final is ensuring that we have a safe transit system that's also accessible. We're doing a number of those things through the bus shelters, ADA transition and the like.

The Go Line ridership had a record ridership of 1.36 million riders for FY23-24. That is October 1 through September 30th. One of the objectives of goal 1 on the quantity of service was hitting 1.75 million riders by 2033 and with the ridership growth that we're seeing in theory we will hit that in FY27. There is 7.9 percent growth across the system, 7 of the 14 routes had over 9.1 percent or higher so 6 of the 10 are over 10 percent including some of our largest routes. We are the lowest cost per passenger trip system in the State. This is 2022 data. Two weeks ago FDOT released the 2023 data. The cost had gone up by 13 cents per passenger trip but the Go Line is still the most cost-efficient system in the State. This data was presented two weeks ago at the MPO Board meeting and a journalist from the TC Palm wrote a wonderful article about Go Line talking about how it's the most cost-efficient system in the State.

For the last year they've been talking about a Service Development Grant that the Board matched. It's $1.2 million dollars over three years and it enables that additional two hours of service on Monday through Friday and an additional three hours of service on Saturday and it allows Route 13 to run on Saturdays as well. Route 13 runs from the mall out to the outlet mall and it also runs by a number of our mobile home communities on the south side of Rt. 60 out west of town. It has also led to additional ridership in that 5:00 p.m. to 7 p.m. time. There was a delivery of three new Gallig Low four buses, some additional service vehicles that have been ordered for a number of years replacing 20-year-old vehicles.

They programmed a million dollars into their FY 2024 Section 5307 Grant that was recently awarded to them. A number of the items on the operational side going into FY27 were actually implemented in 2024 so they're tackling these items head on and they're trying to get in front of them. It is a cost constrained environment but they're trying to hit all of their goals. Part of the Florida Administrative Code Updates is the 2025 list of priority projects. This goes into the Transportation Improvement Program that is the five-year Work Program so you have the North County Hub Construction that will happen. FDOT is going to do all the horizontal work for them as part of the 510 widening. It will still early this Summer. There is also the addition of Sunday operating hours that will happen in the outer years of the decade.

The TDP was adopted by the MPO Board on February 12th.

<u>Review of Community Transportation Coordinator Annual Evaluation Report for FY 2023/24</u> - *Action Required*

Mr. Ryan Sweeney stated the annual evaluation which occurred after the regular meeting of November 21st, 2024. There was a subcommittee that conducted the evaluation of CTC, which is SRA. In the materials they received a glowing review, straight 10s across the board.

ON MOTION by Ms. Dalia Dillon, SECONDED by Mr. William Parden, the Board voted unanimously (11-0) to approve the Transportation Coordinator Annual Evaluation Report for FY 2023/24.

<u>Other New Business</u> – *No Action Required*

Mr. Bob McPartlan asked if there were any updates on the Transportation Development of Disabilities money coming for next year. Ms. Deigl stated that she had been working with St. Lucie County as a very close partner on that whole program and as Chris had mentioned earlier the funding is going away. It's $1.3 million dollar annual project and they do about 3,500 developmentally disabled people on the Treasure Coast unduplicated and that's four counties they trip them in and it's usually to work and/or to education. They have an appropriations put in with Senator Grall and Representative Trabulsy for a $1.35 million dollar appropriation. They're also looking at FDOT to see if there isn't any funds available. With the climate right now both at the Federal level and the State level they're not sure what's going to happen. There may be potential vouchers for IDD to use vouchers so that they could use any public transit or paratransit. The only concern on voucher situation is that these individuals need special attention and that any time you're tripping them the drivers need to have special training to be able. Mr. McPartlan asked if letters of support could be sent. Ms. Deigl stated that letters could actually be sent to SRA and they could pass it on to Senator Grall and Representative Trabulsy and Ken Pruitt.

<u>Adjournment</u>

There being no further business, the meeting adjourned at 10:49 a.m.

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **May 22, 2025, at 10:00 a.m.**

Senior Resource Association

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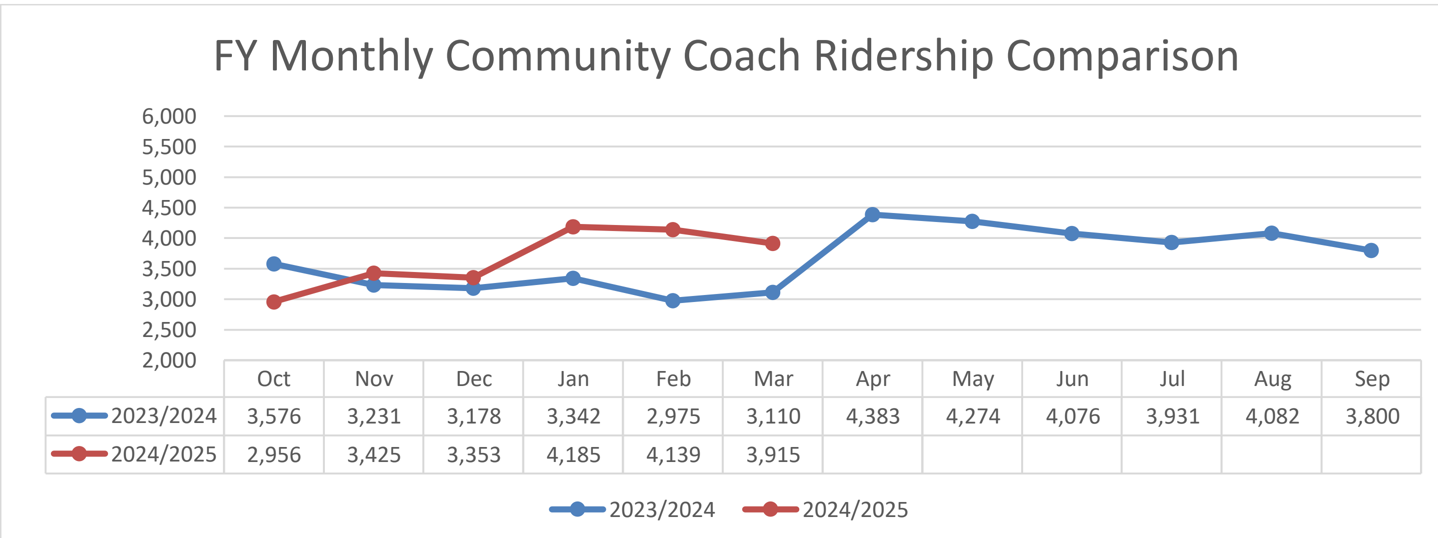
CTC Status Report -2nd Quarter of 2024/2025 FY

Prepared May 5th, 2025

Community Coach Paratransit and Complimentary ADA Services

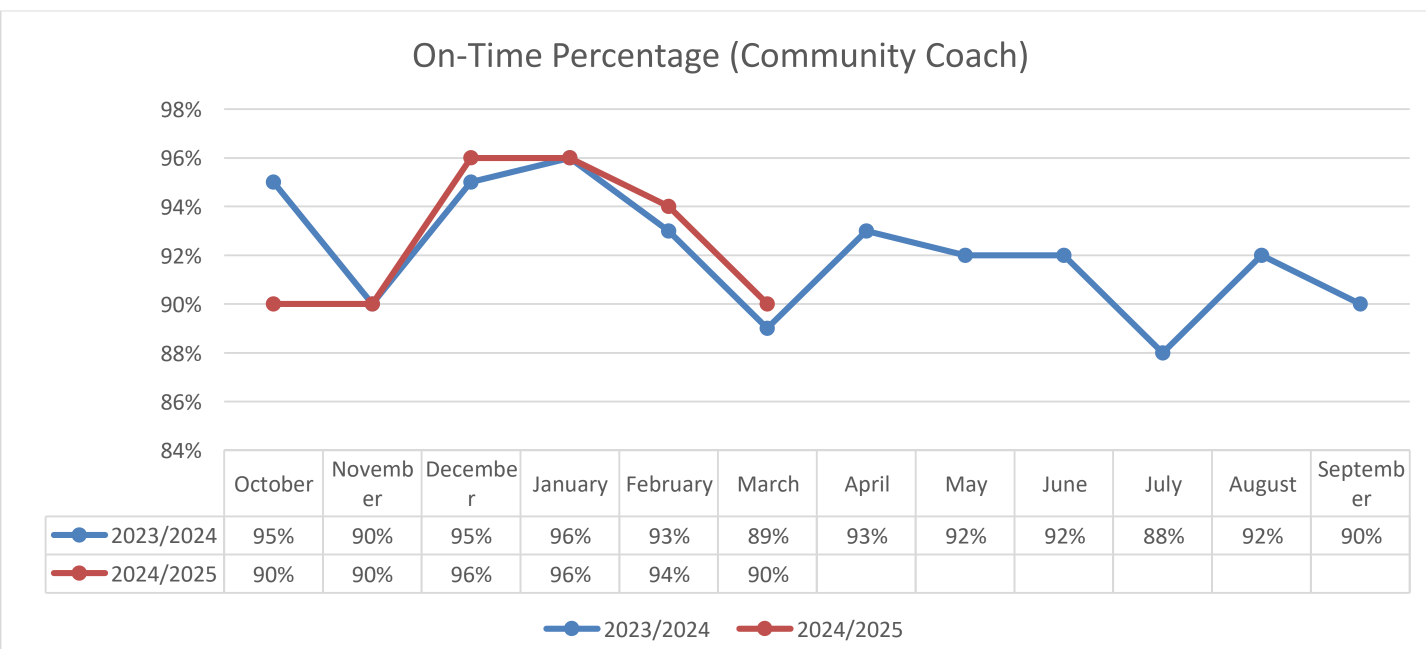
- Total Quarterly ridership: 12,239 passenger trips:
  - 25% increase from last quarter
  - 29% increase from 2nd Quarter last FY



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2023/2024	3,576	3,231	3,178	3,342	2,975	3,110	4,383	4,274	4,076	3,931	4,082	3,800
2024/2025	2,956	3,425	3,353	4,185	4,139	3,915						

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

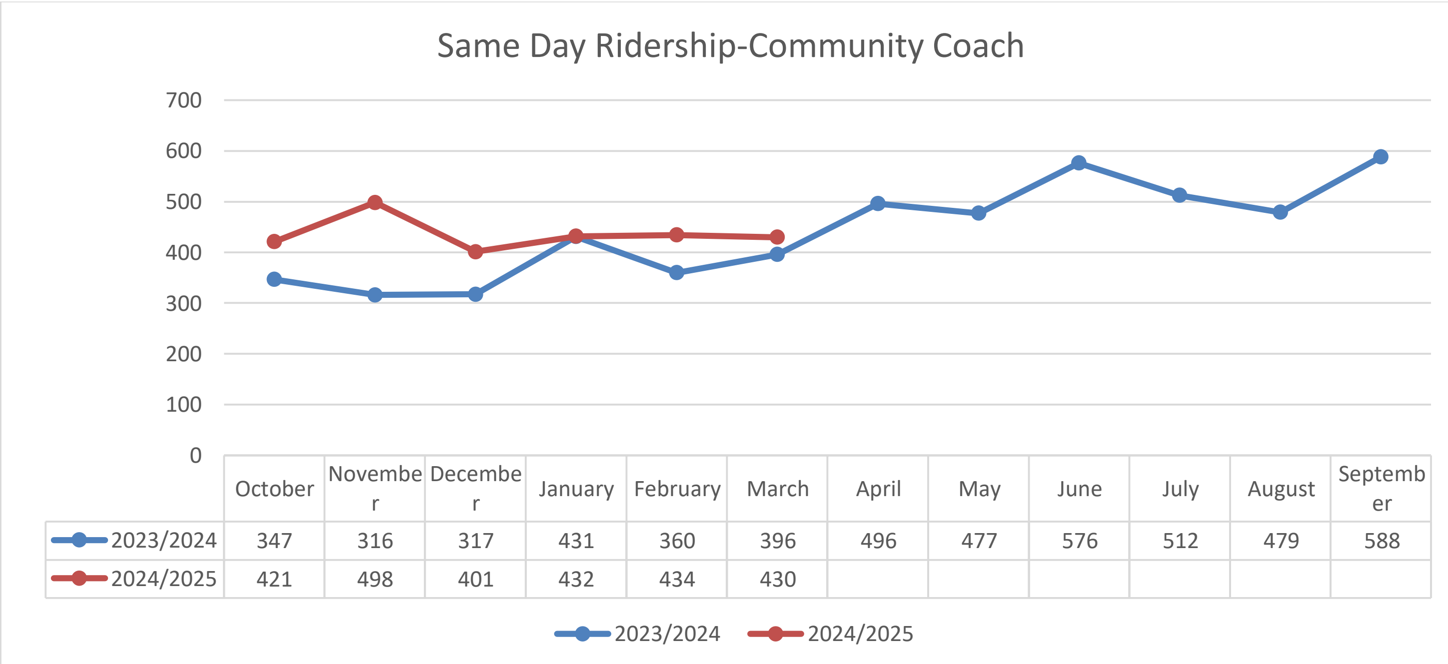
Community Coach On-Time Performance



	October	November	December	January	February	March	April	May	June	July	August	September
2023/2024	95%	90%	95%	96%	93%	89%	93%	92%	92%	88%	92%	90%
2024/2025	90%	90%	96%	96%	94%	90%						

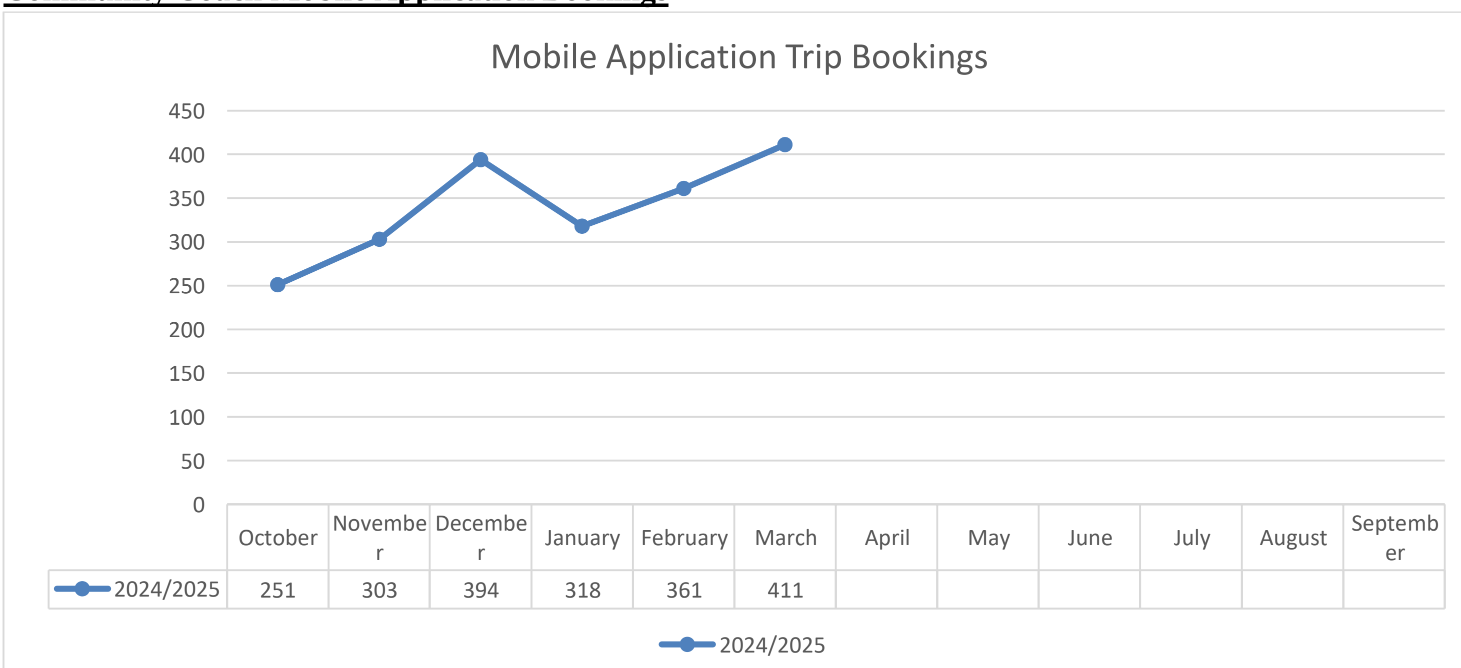
Total Active Community Coach Riders: 4,102 Passengers

Community Coach Same Day Ridership



	October	November	December	January	February	March	April	May	June	July	August	September
2023/2024	347	316	317	431	360	396	496	477	576	512	479	588
2024/2025	421	498	401	432	434	430						

Community Coach Mobile Application Bookings



	October	November	December	January	February	March	April	May	June	July	August	September
2024/2025	251	303	394	318	361	411						

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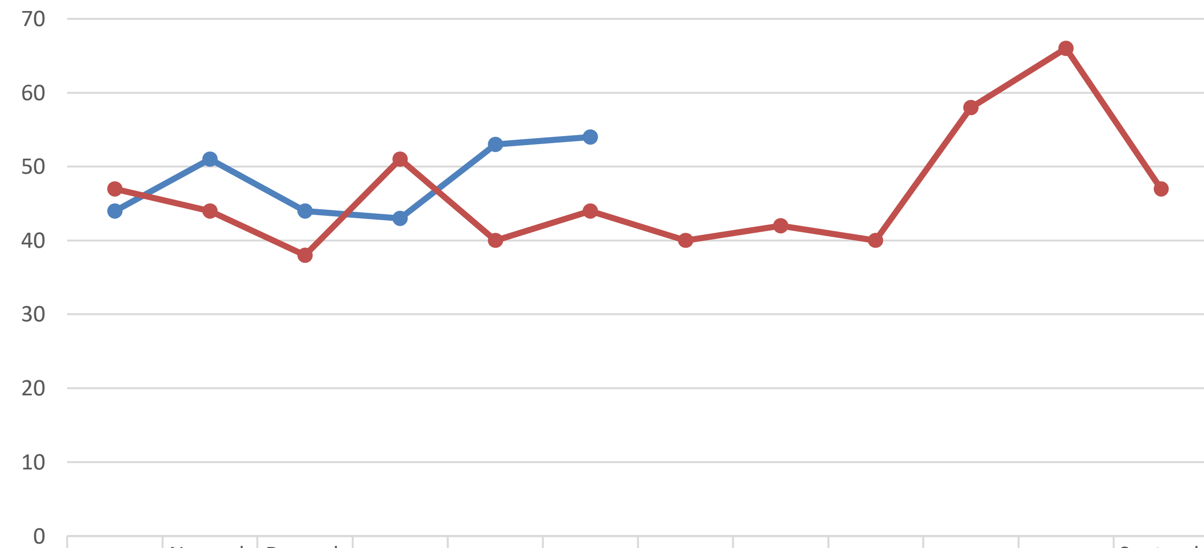
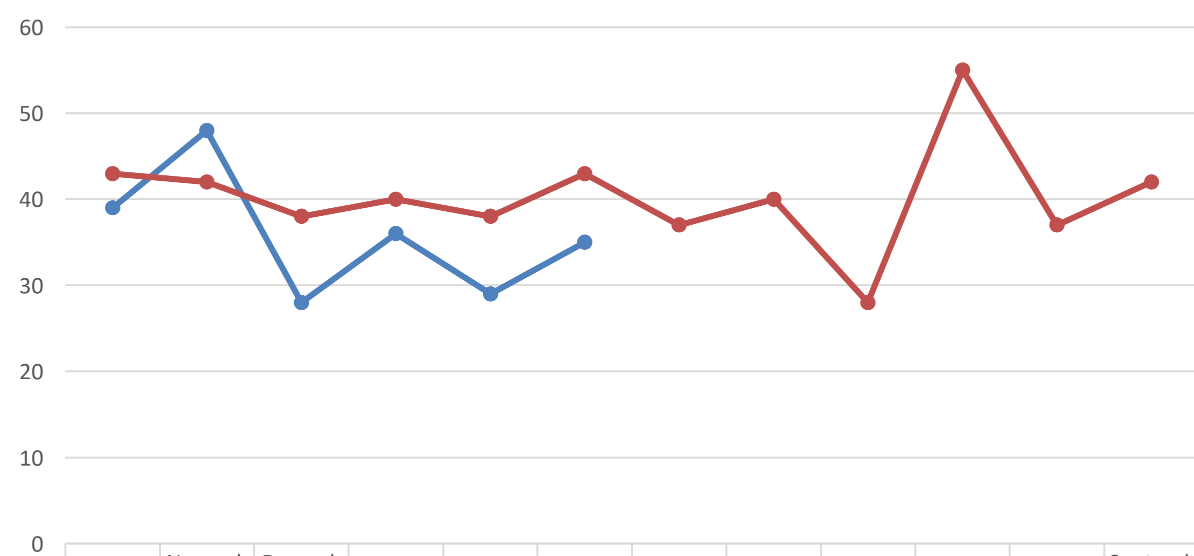
Community Coach Applications Received



	October	November	December	January	February	March	April	May	June	July	August	September
Received 24/25	44	51	44	43	53	54						
Received 23/24	47	44	38	51	40	44	40	42	40	58	66	47

Received 24/25 Received 23/24

Community Coach Applications Approved



	October	November	December	January	February	March	April	May	June	July	August	September
Approved 24/25	39	48	28	36	29	35						
Approved 23/24	43	42	38	40	38	43	37	40	28	55	37	42

Approved 24/25 Approved 23/24

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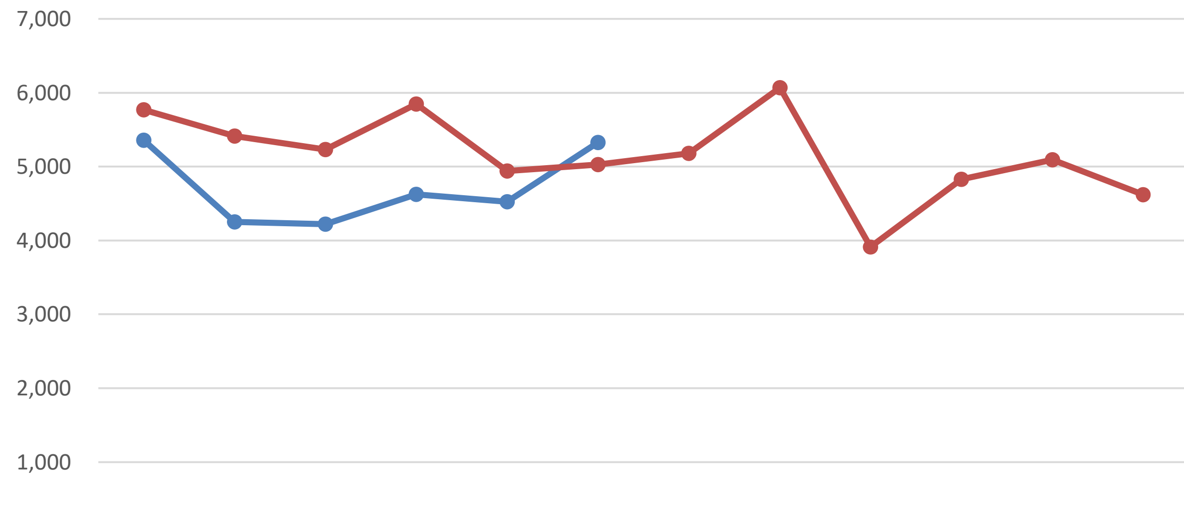
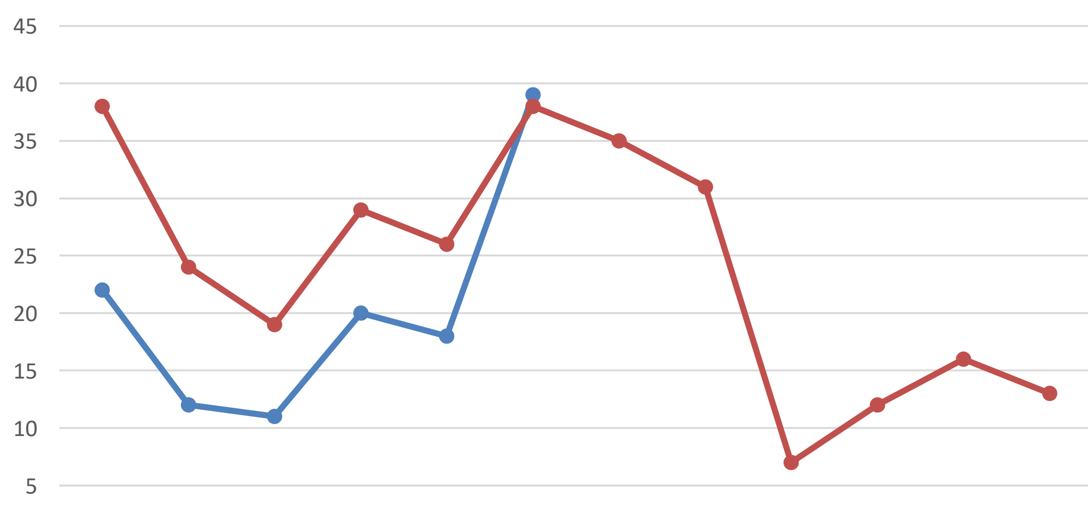
Phone Call Volume



	October	November	December	January	February	March	April	May	June	July	August	September
Calls Received 24/25	5,356	4,251	4,222	4,627	4,524	5,328						
Calls Received 23/24	5,768	5,415	5,233	5,847	4,941	5,029	5,178	6,068	3,912	4,827	5,092	4,621

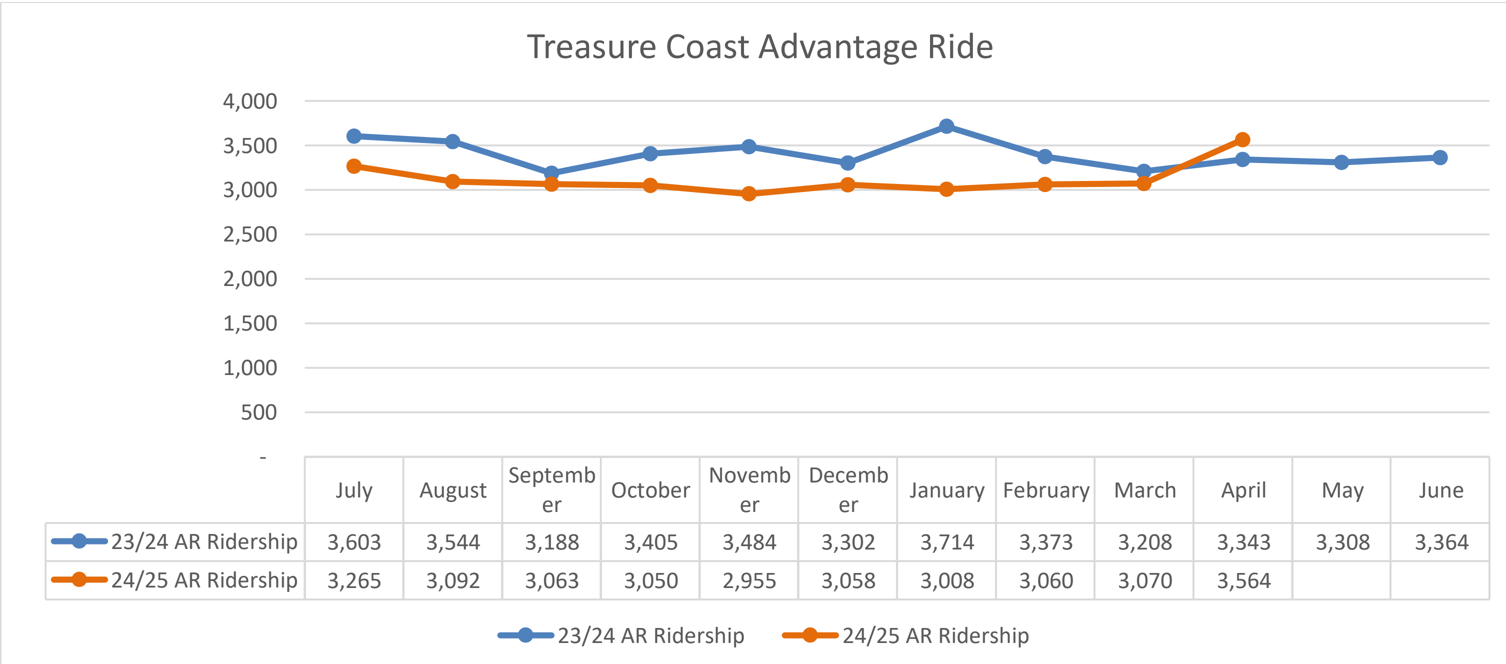
Phone Average Wait Time (Seconds)



	October	November	December	January	February	March	April	May	June	July	August	September
Wait time (seconds) 24/25	22	12	11	20	18	39						
Wait time (seconds) 23/24	38	24	19	29	26	38	35	31	7	12	16	13

Treasure Coast Developmental Disability Advantage Ride

- 31,185 passenger trips for people with developmental disabilities.
- Our 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.



	July	August	September	October	November	December	January	February	March	April	May	June
23/24 AR Ridership	3,603	3,544	3,188	3,405	3,484	3,302	3,714	3,373	3,208	3,343	3,308	3,364
24/25 AR Ridership	3,265	3,092	3,063	3,050	2,955	3,058	3,008	3,060	3,070	3,564		

Advertisers on the Bus

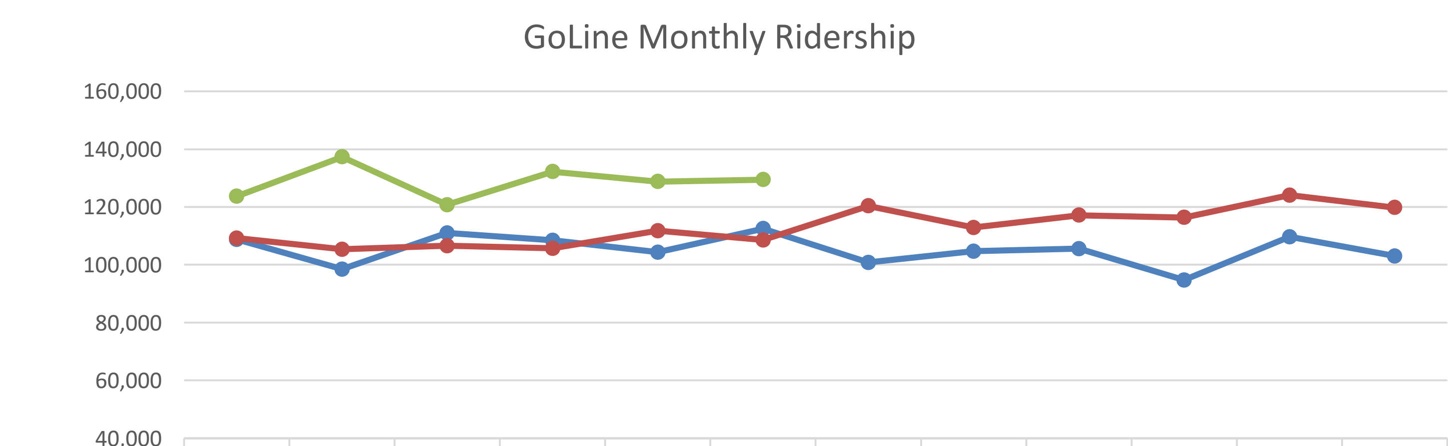
The following companies are partners with the transit system and advertise on the buses. This helps with the county's local match dollars for federal and state grants.

- ABS Insurance
- ADCOM/Cleveland Clinic
- CERTUS Senior Living
- Frostings Cupcakes
- Harbor Branch
- IRC Healthy Start
- Longevity Rehab
- Palm Garden Vero Beach
- Pelican Dental
- Pelican Garden
- Rosewood Manor of Vero Beach
- Sebastian River Medical/Orlando Health
- The Ashley Lovell Team
- Substance Awareness Center of Indian River
- Sihle Insurance Group
- Solid Waste Disposal
- Senior Resource Association
- Ocean Research and Conservation
- SunUp Caring for Seniors

Since July 1st, 2024 advertising revenue from local companies has contributed $42,000+ towards the local match needed for federal and state grant funds.

GoLine Overview

- FY 24/25 2nd Quarter ridership: 390,396 passenger trips
  - 2% increase from last quarter
  - 20% increase from 2nd quarter 23/24 fiscal year
- 77 days in service:
  - 61 Weekdays
  - 13 Saturdays (excluding route 15)
  - 2 Working Holidays (Excluding Route 15): MLK Day and President's Day
  - 1 Holidays (No transit service): New Year's Day



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2022/2023	108,702	98,479	110,920	108,376	104,267	112,490	100,746	104,585	105,499	94,716	109,674	102,954
2023/2024	109,140	105,300	106,498	105,670	111,704	108,521	120,372	112,855	117,103	116,388	124,037	119,850
2024/2025	123,671	137,269	120,729	132,224	128,762	129,410						

2022/2023 2023/2024 2024/2025

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Route By Route Ridership Comparison by FY

Route	Fiscal year 24/25	Fiscal year 23/24	Change %
1	38,364	29,696	29%
2	61,278	55,647	10%
3	15,960	14,780	8%
4	45,813	37,816	21%
5	25,334	20,173	26%
6	34,586	25,546	35%
7	19,027	14,523	31%
8	33,512	29,126	15%
9	31,000	24,960	24%
10	29,242	25,175	16%
12	19,015	15,950	19%
13	12,971	10,570	23%
14	21,628	19,557	11%
15	2,666	2,376	12%
Totals	**390,396**	**325,895**	20%

Senior Resource Association
Promoting Independence in our Community

GoLine

Saturday Ridership

FY	Q1	Q2	Q3	Q4	Total
22/23	34,961	31,389	49,872	32,931	**149,153**
23/24	46,696	33,441	42,167	44,600	**166,904**
24/25	41,288	35,139			**76,427**

Extended Hours Ridership: Extended Hours Began May 6th, 2024

Service Expansion	January 1-March 31 2025	October 1-December 31 2024	July 1-September 30 2024	October 1-December 31 2023
M-F Ridership 5pm-7pm	42,358 trips	41,412 trips	36,108 trips	29559 trips
M-F Ridership 7pm-9pm	22,678 trips	22,172 trips	18,064 trips	N/A
Route 13 Saturday Ridership	3,060 trips	3,216 trips	3,040 trips	N/A
GoLine 7am-8am Ridership (Saturdays)	2,927 trips	3,440 trips	3,140 trips	N/A
GoLine 5pm-7pm Ridership (Saturdays)	4,256 trips	5,001 trips	3,908 trips	N/A

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	18%	Down 4%
North County	5, 10, and 12	19%	Up 1%
South County	6, 7, 15	14%	Down 3%
East & West	1 and 13	13%	Up 4%
Between Cities	9	9%	Up 2%

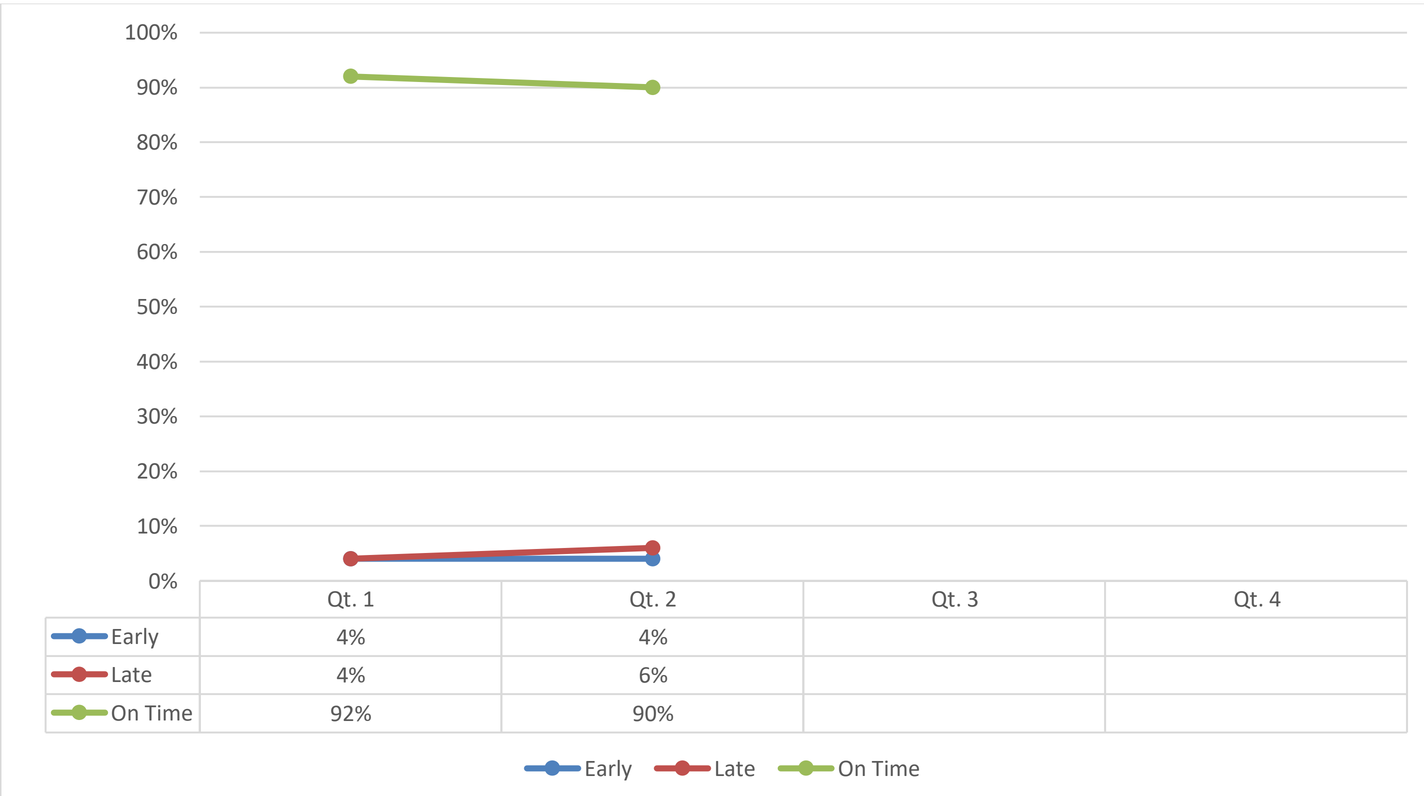
Trips per Revenue Mile:

Trips in 1st Qt	Revenue Miles	Trips Per Revenue Mile	Change from last Quarter	Change from last FY
390,396	266,335	1.47	+0.11	No Change

- The industry standard is 0.25 trips per revenue mile.

GoLine On-Time Performance: 2024/2025 Second Quarter

- Early: 4%
- Late: 6%
- On time: 90%



Road Calls/ Accidents

Description	January-March 2024	January-March 2025	Change %
Road Calls	4	3	(25%)
Chargeable Accidents	0	0	No Change

Road Call Summary 2nd Quarter:

- 1 broken hose
- 1 broken belt
- 1 engine shutdown

GoLine Bus Shelters

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	10	0
7	36	4	1
8	32	3	2
9	38	3	0
10	48	7	1
12	39	2	0
13	35	3	0
14	42	8	0
15	12	1	0
Total	**504**	**66**	**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: 73*

Transit System Complaints

Description	January-March 2025	January-March 2024	Change %
GoLine Complaints	2	2	No Change
Community Coach Complaints	1	8	(87.5%)
Community Coach Vendor Complaint	2	1	100%
Total Complaints	**5**	**11**	**(54.5%)**
Reckless Driving/Speeding	1	4	(75%)
Timeliness	2	4	(50%)
Poor Customer Service	2	3	(33.33%)

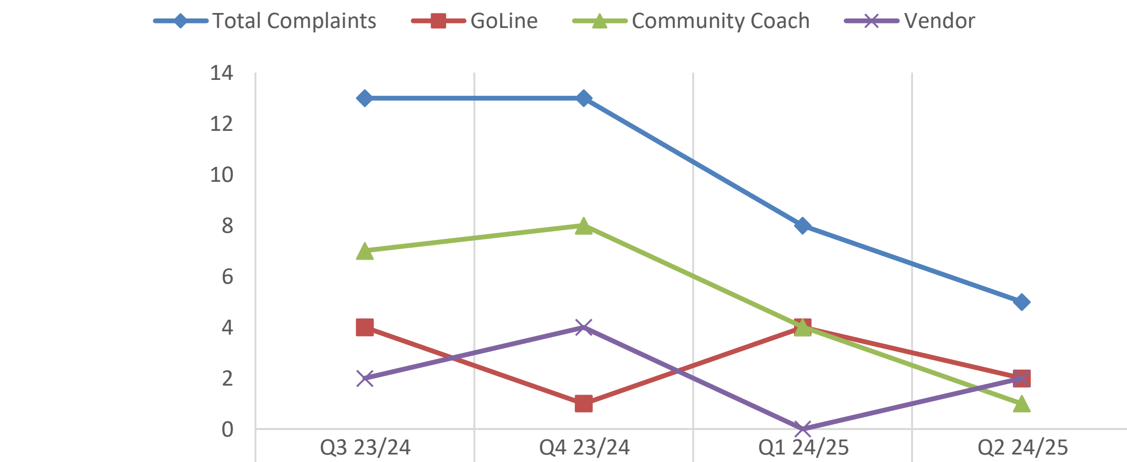
1st Quarter Complaints

- 2 GoLine Complaints
  - 1 about Reckless Driving
  - 1 about Customer Service
- 3 Community Coach/Community Coach Vendor Complaints
  - 2 about Timeliness
  - 1 about Customer Service
- 1 complaint every 80,527 passenger trips in the 2nd Quarter.
  - Last year at this time: 1 complaint every 27,951 passenger trips.
- Total unduplicated number of complainants in the 2nd Quarter: 5 individuals.

Senior Resource
ASSOCIATION
Promoting Independence in our Community

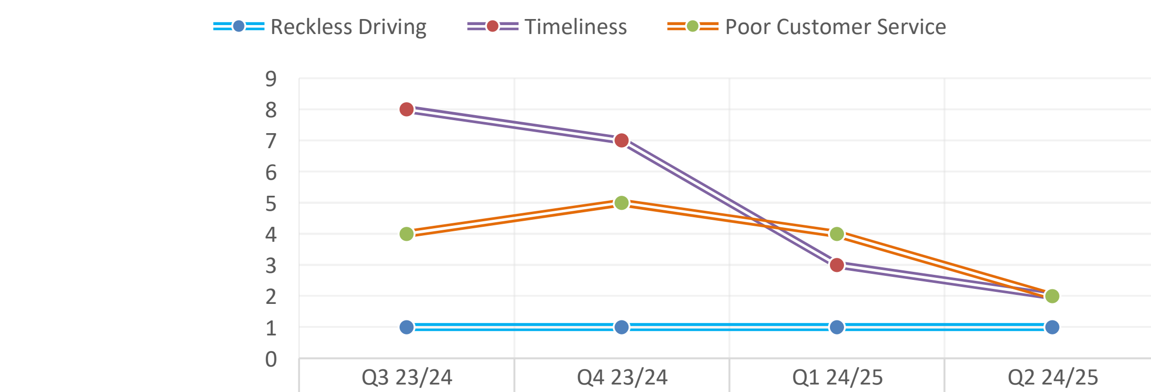
GoLine

SYSTEM COMPLAINTS LAST 12 MONTHS



	Q3 23/24	Q4 23/24	Q1 24/25	Q2 24/25
Total Complaints	13	13	8	5
GoLine	4	1	4	2
Community Coach	7	8	4	1
Vendor	2	4	0	2

COMPLAINT TYPE LAST 12 MONTHS



	Q3 23/24	Q4 23/24	Q1 24/25	Q2 24/25
Reckless Driving	1	1	1	1
Timeliness	8	7	3	2
Poor Customer Service	4	5	4	2

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Ryan Sweeney
Assistant Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Senior Planner

DATE: May 14, 2025

SUBJECT: **Review of Progress Report and Reimbursement Invoice #3 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 May 22, 2025.

SUMMARY

The Indian River County Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) under the State of Florida Commission for the Transportation Disadvantaged (CTD). Periodic progress reports and reimbursement invoices for program activities are required to be submitted to the CTD as part of the Transportation Disadvantaged (TD) planning grant contract. To comply with the CTD's requirements, staff has prepared a progress report and invoice for the period from January 1, 2025 to March 31, 2025.

The attached invoice and progress report represent the third quarter of the 2024/25 planning grant period. This progress report and applicable finished products, such as the Local Coordinating Board (LCB) meeting agenda items, CTC reports, etc., are required to accompany all reimbursement invoices.

RECOMMENDATION

Staff recommends that the TDLCB approve the Planning Grant Progress Report and Invoice #3.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #3, 2024/25 Planning Grant.

TD Planning Grant

INVOICE

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 Q3
Invoice Date:	
Grant Number:	G3015

Dates of Services	**January 1 - March 31, 2025**

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	0%		0.0%		$ -	$ -	$ 4,382.26
2A: Evaluation (or) 2B: Selection	$ 3,866.70	0%	100%	100.0%	YES	$ 3,866.70	$ 3,866.70	$ -
3: LCB Mtgs	$ 10,311.20	50%	25%	75.0%		$ 7,733.40	$ 2,577.80	$ 2,577.80
4: Public Workshop	$ 1,031.12	0%		0.0%		$ -	$ -	$ 1,031.12
5: By-Laws	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
6: Grievance Procedures	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
7: AOR Review	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
8: AER	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
9: Quarterly Progress Rprt	$ 1,031.12	50%	25%	75.0%		$ 773.34	$ 257.78	$ 257.78
10: Training Workshop	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
Total	$ 25,778.00					$ 17,529.04	$ 6,702.28	$ 8,248.96

Total To Be Paid On This Invoice $ 6,702.28

Add: Justification, notes, or explanation

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

ATTACHMENT 1

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING SUMMARY REPORT

SERVICE AREA/COUNTIES:
Indian River

INVOICE NUMBER: G3015 Q3
INVOICE DATE:
QUARTER SERVICE DATES: *January 1 - March 31,* 2025

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.)

TASK	SUBMITTED	Deliverable & support documentation provided with invoice includes:	AMOUNT	FLCTD Reviewer's Initials
			$0.00	
2A: Solicitation / 2B: Evaluation	YES	2A: Planning agency's letter of recommendation and signed resolution. 2B: LCB and planning agency selected CTC evaluation worksheets pursuant to the most recent version of the Commission's CTC Evaluation Workbook.	$3,866.70	
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	
			$0.00	
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	
			$0.00	
TOTAL			**$6,702.28**	

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.

Revised: 06/30/2021

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES: Indian River

QUARTER SERVICE DATES: January 1 - March 31, 2025

AGENCY: Indian River County Metropolitan Planning Organization

INVOICE NUMBER: G3015 Q3

INVOICE DATE: May 22, 2025

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 *Local Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)	During the reporting period, staff prepared the agenda and agenda items for the February 27, 2025 TDLCB meeting.
D. Prepare official **minutes** of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	During the reporting period, staff prepared the Minutes for the February 27, 2025 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 supported the February 27, 2025 meeting.
G. Develop and update annually **by-laws** for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The annual by-laws were reviewed and approved at the November 21, 2024 regular meeting of the TDLCB.

PROGRAM MANAGEMENT	PROGRESS
H. Develop, annually update, and implement local coordinating board **grievance procedures** in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The grievance procedures were reviewed and approved at the November 21, 2024 regular meeting of the TDLCB.
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 *Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)	Public notices were provided. For the Reporting Period, the TDLCB meeting date was published in the local newspaper on January 19th, 2025.
K. Review and comment on the **Annual Operating Report** for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The AOR was reviewed and approved at the November 21, 2024 regular meeting of the TDLCB
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.
SERVICE DEVELOPMENT	**PROGRESS**
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 Career Source Research Coast office in Vero Beach as well as numerous employment destinations throughout Indian River County.

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 *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (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 met after the regular November 21 TDLCB meeting. The entire LCB heard and evaluated the CTC at its regular meeting on February 27, 2025.
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.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Ryan Sweeney
Assistant Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Senior Planner

DATE: May 14, 2025

SUBJECT: **Consideration of the FY 2025/26 Annual Update to the Indian River County Transportation Disadvantaged Service Plan (TDSP)**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of May 22, 2025.

SUMMARY

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

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

TDSP UPDATE

For FY 2025/26, the annual update to the Transportation Disadvantaged Service Plan must be submitted to the Commission for the Transportation Disadvantaged prior to July 1, 2025. Recently, the county and the county's CTC, the Senior Resource Association, updated the Transportation Disadvantaged Service Plan for FY 2025/26.

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

- TDLCB Certification: *To be signed by the chair pending approval (Page vi).*
- Needs Assessment: *Updated to reflect extended operating hours (page 41)*.
- Goals, Objectives, and Strategies: *No changes*.
- Implementation Plan: *Updated to reflect out year procurement needs (pages 45 & 46).*
- Cost/Revenue Allocation and Rate Structure Justification: *Updated to include trip reimbursement rates for FY 2025/26. The proposed rates were calculated using the CTD's methodology (Page 61).*

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

RECOMMENDATION

Staff recommends that the TDLCB approve the updated Transportation Disadvantaged Service Plan for FY 2025/26 and direct staff to transmit the updated plan to the state Commission for the Transportation Disadvantaged.

ATTACHMENT

1. Updated Pages to the Indian River County Transportation Disadvantaged Service Plan for FY 2025/26

Local Coordinating Board Certification

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

______________________	______________________
Date	Coordinating Board Chairman Commissioner Deryl Loar

Approved by the Commission for the Transportation Disadvantaged

______________________	______________________
Date	Executive Director

Community Coach (door-to-door), the primary trip purposes are education/training/daycare, medical appointments, and life-sustaining shopping.

The Treasure Coast Developmental Mobility Advantage Ride (TCAR) is a program funded by the State of Florida to provide safe, reliable, and accessible transportation for persons with intellectual or developmental disabilities. This program began October 1st, 2020 and will continue through at least June 30, 2024. The program serves all 4 counties along the Treasure Coast (Indian River, Martin, St. Lucie and Okeechobee). Anyone who has a developmental disability is eligible to book trips, and all trips are carried out by drivers with training specific for working with people with developmental disabilities. In FY 22/23 the TCAR performed 59,084 trips. Notably, TCAR generation continues to grow with the length of the program.

Routes and Schedules

The GoLine route network consists of fifteen fixed routes throughout Indian River County including the communities of Vero Beach, Sebastian, Fellsmere, Gifford, and Wabasso. As shown in the analysis of existing conditions, the GoLine route network primarily provides service to areas of higher densities (for both population and employment), areas with concentrations of poverty, and to major trip generators and attractors.

Seven GoLine routes connect at the Main Transit Hub, which moved to a new facility in Vero Beach during the spring of 2017. In addition to the Main Transit Hub, the GoLine route network also includes four additional hubs. Those hubs are the Indian River Mall, North County Transit Hub, Gifford Health Center, and the South County Park Intergenerational Center. At each hub, the connecting buses arrive at the same time, which allows for easy transfers from one route to another. The route network is depicted in Map 9.

All fourteen routes operate on weekdays (generally from 6 a to ~~7~~9 PM), and ~~twelve~~thirteen routes operate on Saturdays from 7~~8~~ AM to 7~~5~~ PM. Door-to-door service is provided Monday through Friday, from 6:00 AM to 9~~7~~:00 PM, and on Saturdays from 7~~8~~:00 AM to 7~~5~~:00 PM.

Future Service Improvements

As previously mentioned, the 2023 TDP Major Update included extensive public outreach and public participation. Therefore, those interactions have guided planned future service improvements. The most requested service improvements were later service on weekdays ~~(currently ends at 7 PM)~~, longer service hours on Saturday ~~(currently 8 AM to 5 PM)~~, introducing Sunday service (proposed 8 AM to 5 PM) and more frequent buses (all routes operate on 60 minute headways). The first two of these requests (extended evening and weekend service) were able to be implemented via a Service Development Grant from FDOT in 2024. The~~se~~ other service improvements will be ~~will be~~ gradually rolled out ~~into the system over the coming decade~~as funding becomes available in the outer years of the TDP.

Year	Strategy	Responsible Party	Estimated Cost
Ongoing (FY 2024 – FY 2028)	Continue to emphasize the availability of fare-free fixed-route services to benefit local agencies and schools.	IRC/SRA	NA
	Continue to emphasize the availability of fare-free fixed-route services for TD populations to access regular medical care and life-sustaining needs.	IRC/SRA	NA
	Require the use of fixed-route service for all TD non-sponsored trips having an origin and destination within the fixed-route service area and a person who is capable of using the system.	IRC/SRA	NA
	Continue to increase revenue through on-board fixed-route advertising, promoting the voluntary dollar option on vehicle registration renewals, fuel tax refunds, etc.	IRC/SRA	NA
	Annually review the availability of other transportation providers in Indian River County that may meet existing needs and gaps in TD transportation services.	SRA	NA
	Continue to implement multi-loading such as grouping trips to major attractors.	SRA	NA
	Utilize off-peak capacity to serve more TD medical trips.	SRA	NA
	Encourage TD passengers to schedule non-life sustaining trips during off-peak days/hours when the Community Coach system provides fewer trips and has additional capacity.	SRA	NA
	Complete functional in-person assessments on off-peak days of the week to maximize service efficiency.	SRA	NA
	Conduct regular travel training workshops and share training approaches with organizations that serve persons with disabilities.	SRA	NA
	Continue to encourage ADA and TD passengers to transition to the fare-free fixed-route system.	IRC/SRA	NA
	Increase the use of "feeder" paratransit service to maximize use of the fixed-route system.	SRA	NA
	Maximize the effective transfer of ADA and TD passengers to the fare-free fixed-route system through the use of functional assessments, travel training, and paratransit "feeder" service.	SRA	NA
FY 2025	Complete procurement of new contract for management of transit advertising services.	IRC/SRA	NA
FY 2027	Complete procurement of a new contract for management and operations of fixed route transit services.	IRC	NA
FY 2028	Complete Selection of Community Transportation Coordinator (CTC)	IRC/CTD	NA
	Extend contract for management of transit advertising services or complete procurement of new contract.	IRC/SRA	NA
	Coordination		
Ongoing (FY 2024 – FY 2028)	Continue in-person assessment screening for new applicants for Community Coach service.	SRA	NA
	Continue to coordinate with large nursing home facilities to group TD trips to grocery stores and other destinations.	SRA	NA
	Review operating and financial information on a monthly basis for completion of the annual AOR and Service Plan updates.	SRA	NA

Year	Strategy	Responsible Party	Estimated Cost
	Continue to offer annual training sessions for coordination contractors on reporting data for the AOR.	SRA	NA
	Notify Coordination Contractors of available TD, FDOT, and Rural Transit Assistance Program training opportunities.	SRA	NA
	Continue to offer technical assistance to agencies in completing and reviewing their applications for vehicles through the Section 5310 program offered annually by USDOT.	SRA	NA
	Continue regularly-scheduled meetings with CTCs in adjacent counties to review opportunities for coordination of transportation services.	SRA	NA
	Contact at least three human services agencies each year to discuss potential coordination contract agreements.	SRA	NA
	Continue to cross-train operators on all modes to facilitate daily service delivery.	SRA	NA
Service Effectiveness			
Ongoing (FY 2024 – FY 2028)	Continue to effectively respond to customer service issues.	SRA	NA
	Continue to replace older paratransit vehicles and equipment, using the TDP vehicle replacement plan, to maintain an updated fleet and equipment using FTA Section 5310 program funding.	IRC/SRA	NA
	Continue active and ongoing implementation of the Public Transportation Agency Safety Plan (PTASP) and Transit Asset Management (TAM) program.	IRC/SRA	NA
	Measure and analyze performance standards as a basis for evaluating quality assurance.	SRA	NA
	Continue to apply for Section 5310 program and discretionary grant funds for new and replacement vehicles.	SRA	NA
FY 2024	Acquire vehicles according to TDP vehicle replacement plan: 2 Small Cutaways (Community Coach)	IRC/SRA	$162,365
FY 2025	Acquire vehicles according to TDP vehicle replacement plan: 3 Heavy Duty Bus (GoLine) 1 Large Cutaway Bus (GoLine) 2 Medium Cutaways (GoLine) 2 Small Cutaways (Community Coach)	IRC/SRA	$1,358,019 $155,675 $304,726 $165,612
FY 2026	Acquire vehicles according to TDP vehicle replacement plan: 1 Large Cutaway Bus (GoLine) 2 Small Cutaways (Community Coach) 1 Minivan (Community Coach)	IRC/SRA	$201,799~~158,789~~ $128,657~~168,924~~ $69,025~~48,425~~
FY 2027	Acquire vehicles according to TDP vehicle replacement plan: 2 Heavy Duty Bus 2 Small Cutaways (Community Coach)	IRC/SRA	$1,162,893~~941,922~~ $262,460~~172,303~~
FY 2028	Acquire vehicles according to TDP vehicle replacement plan: 1 Heavy Duty Bus (GoLine) 2 Large Cutaway Bus (Goline) ~~3~~ 2 Medium Cutaway Bus (GoLine) 2 Small Cutaways (Community Coach)	IRC/SRA	$593,075~~480,380~~ $419,904~~330,408~~ $321,500~~485,067~~ $267,709~~175,74~~9
Accessibility			
Ongoing	Continue to ensure a 100 percent accessible fleet.	IRC/SRA	NA

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

Coordination Contract Evaluation Criteria

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

Cost/Revenue Allocation and Rate Structure Justification

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

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

Table 21: Indian River County TD Reimbursement Rates for FY ~~24/25~~25/26

Type	Direction	Reimbursement Rate
Ambulatory	One-way	$~~36.07~~37.59
Wheelchair	One-way	$~~61.83~~64.44

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