

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
MINUTES FOR MAY 22, 2025**

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:17 AM on Thursday, May 22nd, 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://www.ircgov.com/Boards/TDLCB/2025.htm>.

Present were: Chairman **Deryl Loar**, Commissioner, District 4, 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 GIS Planner; **Patti Johnson**, MPO Staff Assistant and **Kim Moirano**, Recording Secretary. Also present were **Karen Deigl**, Executive Director, Senior Resource Association and **Chris Stephenson**, Transportation Director.

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

Call to Order

Chairman Deryl Loar called the TDLCB meeting to order at 10:18 a.m.

Approval of Minutes of the February 27, 2025, Regular Meeting – *Action Required*

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting Minutes of February 27, 2025.

**ON MOTION by Mr. Bob McPartlan, SECONDED by Ms. Wendy Grow,
the Board voted unanimously (9-0) to approve the February 27, 2025,
minutes as presented.**

Community Transportation Coordinator Status Report – *No Action Required*

Mr. Chris Stephenson, Transportation Director, Senior Resource Association presented an overview of the Quarter which was January, February and March of 2025, a copy of which is on file in the Commission Office.

Mr. Stephenson stated that the quarterly ridership for the first quarter continues to be very strong, especially compared to last quarter and the same time last year. A lot of that has to do with their operating hours changing. Back in May of last year they extended their operating hours, so they run later

on in the day now and on the weekends. They now run from 9 p.m. at night, Monday through Friday and from 7 a.m. to 7 p.m. on Saturdays. They're operating longer so they're obviously doing more trips.

Their on-time performance is well above the standard of 75 percent so they're well above that. They hold themselves to a higher standard than that. They want it to be as close to 100 as possible. They're always in the 90s so that's what they think their passengers deserve. There were 4,100 passengers. There are 11,000 people in the County who could be considered like critical need TD individuals and we're serving at least 4,100 of them right now. That number is always going up.

Same day ridership is something they just started offering last year where they started offering people trips the same day. In the past it has been where you have to call in advance to book a trip but when they started to realize if someone gets sick, they're not going to be able to schedule for that ahead of time. For the last year, year and a half they've been tracking how many same day trips they're able to provide and that's something that they do for their passengers so that they can handle those unexpected emergencies or opportunities that they get. They just started mobile applications last year. They have a mobile app on the Community Coach. All Community Coach passengers are made aware of it and if they have an email address they can sign up to book trips through the App. If someone gets off work at 10 p.m. every night and they don't have the ability to call when their call center is open, they can pull out their phone and book their trips that way. Where if someone wakes up at 2 a.m. in the morning and forgets that they had a doctor's appointment they could pull up their phone and book their trip that way. That is another avenue that they have created so their passengers can book trips.

They have received 289 applications this fiscal year and they've approved 215 of them. The reasons why applications might not be approved most of the time it has to do with incomplete information. Someone will send in an application that's not complete with information about their disability or their age. You're not allowed to self-certify so someone can't just tell us that they're over 55 years old. They have to show some type of document that proves that they're licensed or their Birth Certificate. The vast majority of the reasons why someone might not get approved right away is because we're just lacking information that our eligibility specialist works through with them to get them where they can start using the system.

Call volume they do between 4,200 and 5,300 calls a month. They're averaging about 20 seconds for wait time in their call center and that includes the recording that people have to listen to when they first call. Their standard is they're supposed to answer in under a minute so they're well within the standard, but they are always trying to make sure all of their passengers have a friendly experience with them and that includes not having to wait long on the phone when they call their call center to book a trip or to ask general questions.

Advantage Ride Program which is the program that the SRA has received an innovative service development grants the last four years to fund they're not sure what's going to happen to that program as of June 30th. It is specifically for individuals with developmental disabilities. It's been the most successful ISD project that the State has funded for the last three years. There was one year they only had \$4 million dollars available in the whole State, and they gave \$2 million dollars to Senior Resource Association for this program. It has been very successful but in Tallahassee they're still very far apart when it comes to their budget for next fiscal year. The House has \$6 million dollars for it. The Senate has zero dollars for it and the Government's budget has \$3 million dollars for it. They're all on very different pages. It is very much up in the air right now what's going to happen to the Advantage Ride Program. They have already started communicating with their passengers because 91 percent of the trips that they do through the Advantage Ride Program are taking individuals with developmental disabilities to work. It was primarily designed to be an employment vehicle for people to get people with developmental disabilities to work. They have already started communicating to their passengers that they need to make other arrangements because they're still very far apart right now on what the future of that program might look like. It's really unfortunate because they've been the most successful and the Treasure Coast Project has been the most successful.

The people who advertise on the bus are very helpful to the County because they get to use that money from the advertisers for local matches for the State and Federal Grants that they get.

Go Line ridership is up 20 percent from this time last year. They are projecting for their fiscal year they're going to have over \$1.5 million riders on the Go Line. That will be a high watermark number for their system. Ridership is very high right now. They're proud of the fact that every month this fiscal year has had higher ridership than the same time last year. A lot of that has to do with the operating hours that they extended. They just continue to see a lot of people using the Go Line. It's not just one route that's driving it. Every single route has big increases in ridership. That's what they like to see is that people all over the County, whether it's Fellsmere, North County or in the South County, are utilizing the Go Line. Saturday ridership is really high; 35,000 riders use the Go Line on Saturdays, which is higher than the same time as the last two years. A lot of that has to do with those extended hours and so if they have a breakdown there. It's just how they're able to track not only how many people are riding but when they're riding. You can see how they're able to track that whether it be the 5 p.m. to 7 p.m. numbers or the 7 p.m. to 9 p.m. numbers. They have the ability to track all of their ridership growth. Geographically about 27 percent of all of their ridership comes on two routes, Routes 2 and 4 and those are the ones that you would expect. They run on U.S. 1 and State Road 60 where all the trip generators in this County are. That historically has been the two routes that are their highest ridden routes. Gifford does 18 percent of their ridership. North County Routes 5, 10 and 12 do almost 20 percent of their ridership. The South County Routes do 14 percent of their ridership and then the routes that go to the far east and far west side of their service area is 13 percent of their ridership. Route 9, which goes back and forth between Vero and Sebastian, does almost 10 percent.

Trips for revenue miles, the industry standard for the number of trips per revenue mile is .25 trips per revenue mile. They are 1.47 per revenue mile. Well above the industry standard. That is one of the ways transit systems gauge the effectiveness of their routes is by how many trips are you providing per revenue mile.

Their on-time performance for the Go Line, 90 percent of their stops are on time with about 6 percent being late, which means more than 5 minutes and then 4 percent being early.

They had three road calls last quarter, which is down from the same time last year where they had four and they had no chargeable accidents so they're always proud of that. They're running longer than they did this time last year, but they had less vehicle breakdowns so it's just a testament to their vehicle maintenance program that they run.

They have 13 new bus shelters in the community, and they have 2 more that will be installed probably by the end of this month. They have 70 bus shelters in the community. They have 504 stops and 70 of them have bus shelters at them. They're already working on locations for their next bus shelters.

They had only 5 complaints last quarter, which is down from 11 complaints at the same time last year. Again, it's something where they're running longer than they used to, but they've got less complaints. It meant they had one complaint every 80,000 trips that they did. They always want everyone to have a safe and friendly ride with them. For 9 of the last 10 years, they've had the lowest cost per trip in the State of Florida.

Review of Progress Report and Reimbursement Invoice #3 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 for the activities for the third quarter period from January 1, 2024, to March 31, 2024.

ON MOTION by Mr. Bob McPartland, SECONDED by Ms. Dalia Dillon, the Board voted unanimously (11-0) to move Progress Report and Reimbursement Invoice #3 for the 2024/25 Planning Grant.

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

Mr. Freeman indicated every five years we have to do a major update through their Transportation Disadvantaged Service Plan and in those other four years in between there's a couple of sections through the TDSP that they have to review and update as needed so there were a few changes made to the implementation program. Some of that had to do with some of the activities that are now scheduled for the next few years. They updated some of the costs on the Lost Replacement Schedule. One other change that they have to make each year is updating the Trip Rate Reimbursement for the new fiscal year. The reimbursement rates for the trips are divided into ambulatory or wheelchair reimbursement. This is through the Trip & Equipment Grant that the Senior Resource Association received from the CTD.

Mr. Stephenson stated that the Senior Resource Association always have to input all of their numbers into a formula that the CTD gives out and that's what spits out what their rate is for an ambulatory trip and for a wheelchair trip. Their project manager stated their rates are in the bottom third. Their trip rates are lower than two thirds of the State.

ON MOTION by Ms. Wendy Grow, SECONDED by Mr. William Lundy Parden, the Board voted unanimously (11-0) to approve the FY 2025/26 Annual Update to the Indian River County Transportation Disadvantaged Service Plan (TDSP) Annual Update.

Other New Business – No Action Required

None.

Adjournment

There being no further business, the meeting adjourned at 10:40 a.m.

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **August 28, 2025, at 10:00 a.m.**