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
Gisela Ruiz, FAHCA Representative
Laura Koursaris, FDVR Representative
William Parden, Disabled Representative
Milory Senat, APD Representative
Gregory McDonald, 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
Jessica Staudt, 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, August 28, 2025, in 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 and Annual Public Workshop Minutes
   May 22, 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 #4 for the 2024/25 Planning Grant
   No Action Required

6. Consideration of the Actual Expenditure Report (AER)
   Action Required

7. Consideration of an Amendment to the Transportation Disadvantaged Service Plan (TDSP) for FY 2025/26
   Action Requested

8. Assign Community Transportation Coordinator Evaluation Subcommittee
   Action Requested

9. <u>Other New Business</u>

10. Public Comment

11. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on November 20, 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 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 3, Vice Chairman **William Lundy Parden**, Disabled Representative; **Bob McPartlan**, Florida Department of Children and Families (FDCF) 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; **Danica David**, Citizen's Advocate and **Dr. Harry Hurst**, Citizen Advocate Representative.

Absent were: **Jennifer Idlette**, Public Education Representative**, Modeline Acreus,** Florida Department of Transportation (FDOT) Representative, and **Melissa Arndt,** Florida Department of Veterans' Affairs Representative

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

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.**

MINUTES FOR ANNUAL PUBLIC WORKSHOP ON MAY 22, 2025

MINUTES FOR MAY 22, 2025

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 AM on Thursday, May 22, 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 3, Vice Chairman **William Lundy Parden**, Disabled Representative; **Bob McPartlan**, Florida Department of Children and Families (FDCF) 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; **Danica David**, Citizen's Advocate and **Dr. Harry Hurst**, Citizen Advocate Representative.

Absent were: **Jennifer Idlette**, Public Education Representative**, Modeline Acreus,** Florida Department of Transportation (FDOT) Representative, and **Melissa Arndt,** Florida Department of Veterans' Affairs Representative

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

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

Call to Order

Roll Call of the Transportation Disadvantaged Local Coordinating Board

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

TDLCB Chairman's Introductory Remarks and Welcome

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

Planning Status Report – *No Action Required*

Section 1 is why and how are we here. In 1979, Legislature created the Transportation Disadvantaged Program. It morphed into it's current formulation in 1989 and effectively the Commission for Transportation Disadvantaged also known as the CPD is a quasi-independent portion of FDOT and they have their own government board similar to the Transportation Disadvantaged Local Coordinating Board.

Section 2 is who do we serve. We serve older adults and our Transportation Disadvantaged Service Plan, the TDSP which are folks 55 years old or older. We also serve folks with disabilities mental and physical, people with low income. Their TDSP that is anyone that is lower than 100 percent of local median household income which is $71,000. With that said because they have the fare free fixed ride system it doesn't really apply and Children at Risk. By state statute the folks that are eligible for the TD System have some sort of disability age income. They can't provide transportation to themselves either because they have mobility issues or they can't afford it. The Center for Urban Transportation Research in 2013 they set out a diagram that helps us understand who we serve. In Indian River County the general TD populations are around 50 percent of the population. The TD population is anyone over 50 years old. The median age in Indian River County is 55.1 years old. The Critical Needs Assessment is right around 11,000. That's where you have folks that fit into multiple categories that the CTD refers to it as the TD stools. The TDSP the median age is 55.1 but a majority of the population fits into that on just age alone. Households at the poverty level though we have a fare free system it's very important to look at what the needs look like. When we look back at the 2018 TDP major update that 70 percent GoLine riders made less than $20,000 per year. Even though we don't look at that low of a number to be eligible for TD Programming it's important to understand who our user base is. Additionally, though this is not a true matrix, it's an access agent so if you have access to a car that usually means that you have the means or that you're able to drive based on age and if you have neither of those things, you're going to need either public transit or door-to-door service. The annual trip counts do include fixed route needs as well. Those folks could be utilizing the GoLine on the fixed route system and not just door to door. These folks could be going to medical services, boards, school, grocery store, any number of appointments. The whole purpose of the program is to keep them out and about in the community.

They started with the CTD which is part of the Florida Department of Transportation and they give out the planning grant funds and the trip and equipment grant funds that allow the Community Transportation Coordinator being Senior Resource Association to go out and serve the public. They also provide oversight and make sure that we are doing a good job with spending the public's funds. The CTD then appoints a DOPA. If you have a metropolitan area with a MPO, the MPO is automatically the DOPA. They help assist the selection of the CTC for the CTD. The MPO Board appoints members to the TDLCB.

The Board hears aggrievances. They give direction to MPO staff and the CTC provide oversite for the evaluation each year and help on the selection as well. They also ensure TD eligibility for any number of reasons and they schedule trips as well. It's a constantly strained environment. There is $52 million dollars for this fiscal year statewide for the TD Program. Indian River County got roughly $340,000 for TD trips this year which doesn't quite take care of everything. TD trips are a little bit different than ADA trips because an ADA trip can be any person with a disability within three quarters of a mile of the fixed route system. With the TD trips you can be over 55 years old but you have to be beyond a quarter mile of a fixed route stop. Additionally, because GoLine is a fare-free system, the cost doesn't play into it.

The trip and equipment grant they've got $340,000 of that. They've also got roughly $20,000 for the TD Planning Grant that pays for staffing for fees. Indian River County got a Service Development Grant a few years ago for the TCAR Program. Performance matrixes completed last year the largest shares were medical treatments followed by education, training and daycare. It is important to note that the vast majority of our TD users are folks with disabilities and are not just older adults. Close to 50 percent of the County's population lives within a quarter mile of the fixed route system and 83 percent live within that three quarter mile. There are 14 routes all around Indian River County. 83 percent of all residents in Indian River County are within a three-quarter distance of a GoLine Route. The 17 percent that we're not serving is on the barrier island. They have been able to design the transit system to get to where the users are most within the county. They would love to get to 100 percent but 83 percent is probably one of the best coverage matrixes that you would see in the State. We do have one GoLine route that goes over to the highland in the beach side area in Vero.

Looking forward to next year it's a cost constraint environment. One wonderful thing is that they have great utilization on the 74,000 trips last year but if the TD Equipment Grant doesn't keep on coming up to meet the cost of inflation. Additionally, the County is looking for some sort of funding to replace the Service Development Grant for the TD Card Program.

Mr. Bob McPartlan asked what our oversite on the Medicaid system because there's a lot of individuals on Medicaid. Mr. Chris Stephenson stated that this is something that they hear a lot about as the Community Transportation Coordinator. The Medicaid System in Florida is a broker system so there are brokers who broker out the trips for people who are Medicaid to go to medical appointments. His office hears complaints about it all the time. People saying their ride was four hours late or they never showed up. They had to call three months in advance just to get an appointment. It's really unfortunate because they have no oversight over that at all. They're using taxi companies. They have been petitioning on the State level to let the CTCs have some more oversight over this. It used to be handled through the CTCs and Tallahassee took that out of their purview. It is all handled by the Medicaid providers. Mr. Stephenson stated there are only two brokers in the State of Florida and then these massive companies.

Open Discussion/Public Comment

None.

Annual Public Workshop Adjournment

There being no further business, the Annual Public Hearing meeting adjourned at 10:18 a.m.

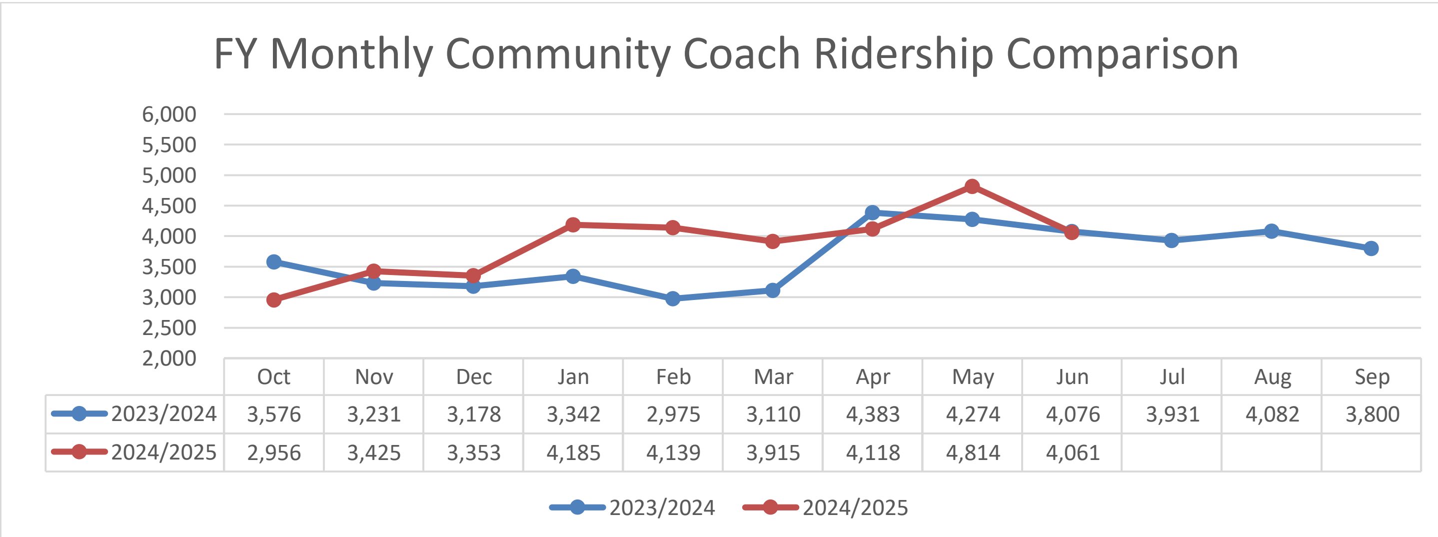
Senior Resource Association
Promoting Independence in our Community

GoLine

CTC Status Report -3rd Quarter of 2024/2025 FY
Prepared August 5th, 2025

Community Coach Paratransit and Complimentary ADA Services

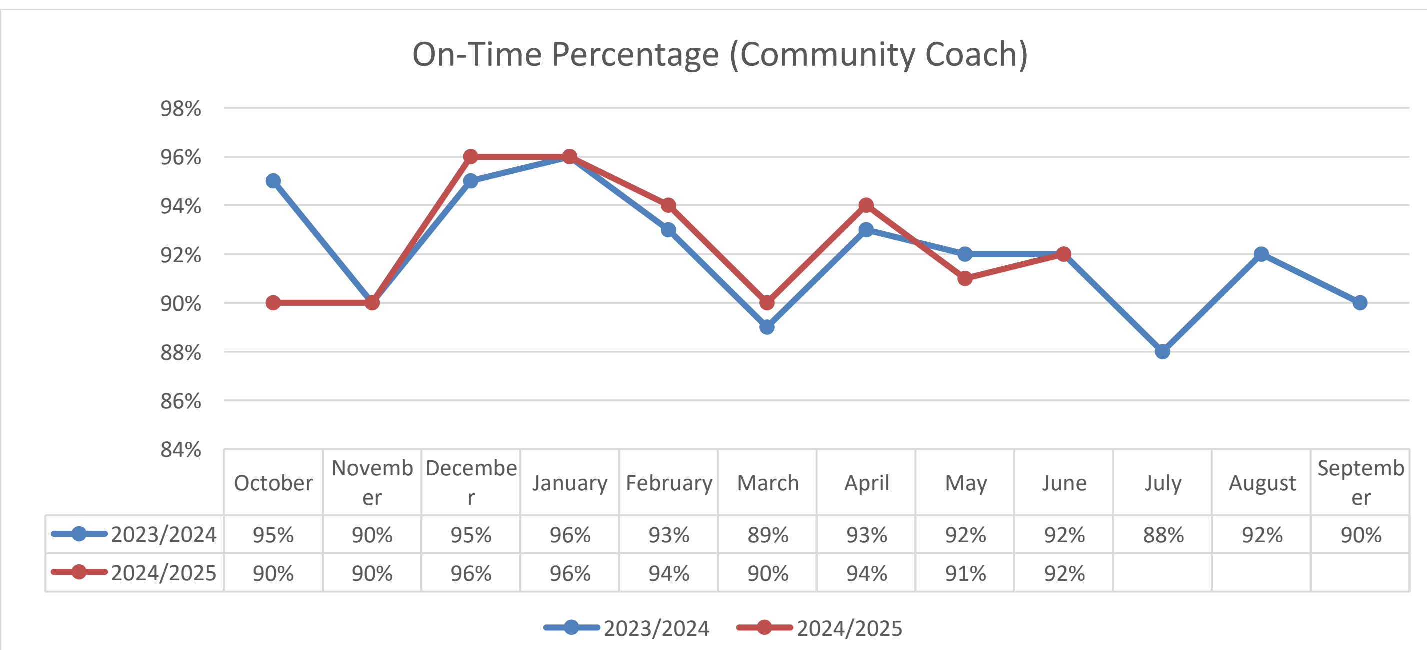
- Total Quarterly ridership: 12,993 passenger trips:
  - 6% increase from last quarter
  - 2% increase from 3rd Quarter last FY



	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	4,118	4,814	4,061			

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

Community Coach On-Time Performance

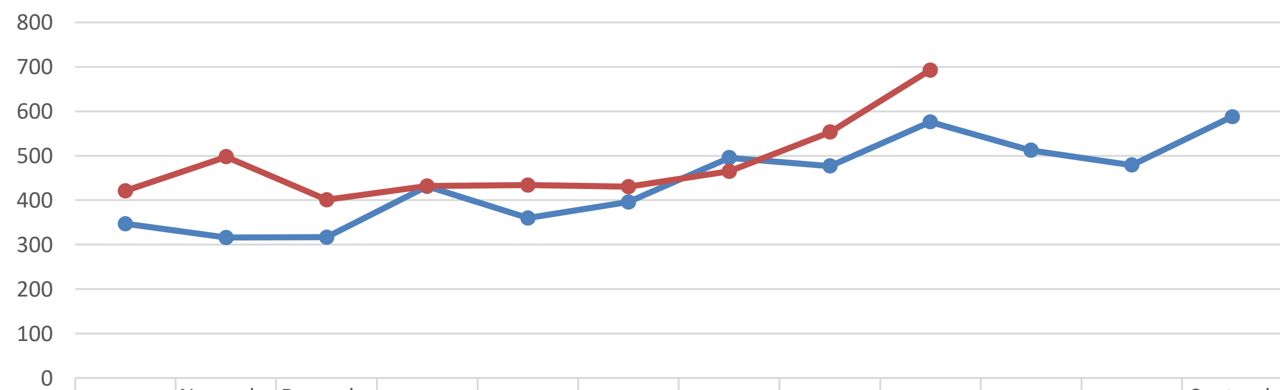


	October	November	December	January	February	March	April	May	June	July	August	September
2023/2024	95%	90%	95%	96%	93%	89%	93%	92%	92%	88%	92%	90%
2024/2025	90%	90%	96%	96%	94%	90%	94%	91%	92%			

Total Active Community Coach Riders: 4,008 Passengers

Community Coach Same Day Ridership

Same Day Ridership-Community Coach

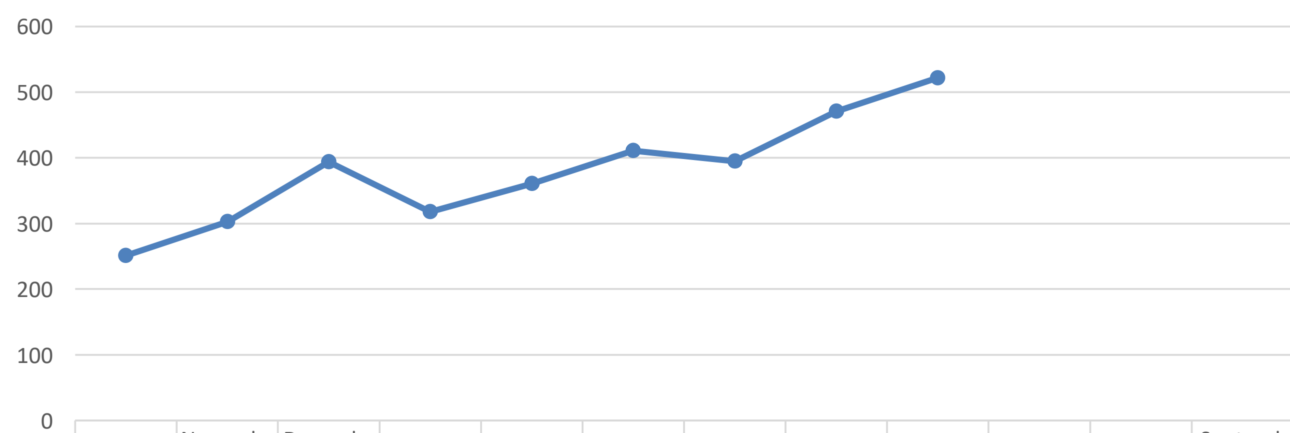


	October	November	December	January	February	March	April	May	June	July	August	September
2023/2024	347	316	317	431	360	396	496	477	576	512	479	588
2024/2025	421	498	401	432	434	430	465	553	693			

2023/2024 2024/2025

Community Coach Mobile Application Bookings

Mobile Application Trip Bookings



	October	November	December	January	February	March	April	May	June	July	August	September
2024/2025	251	303	394	318	361	411	395	471	522			

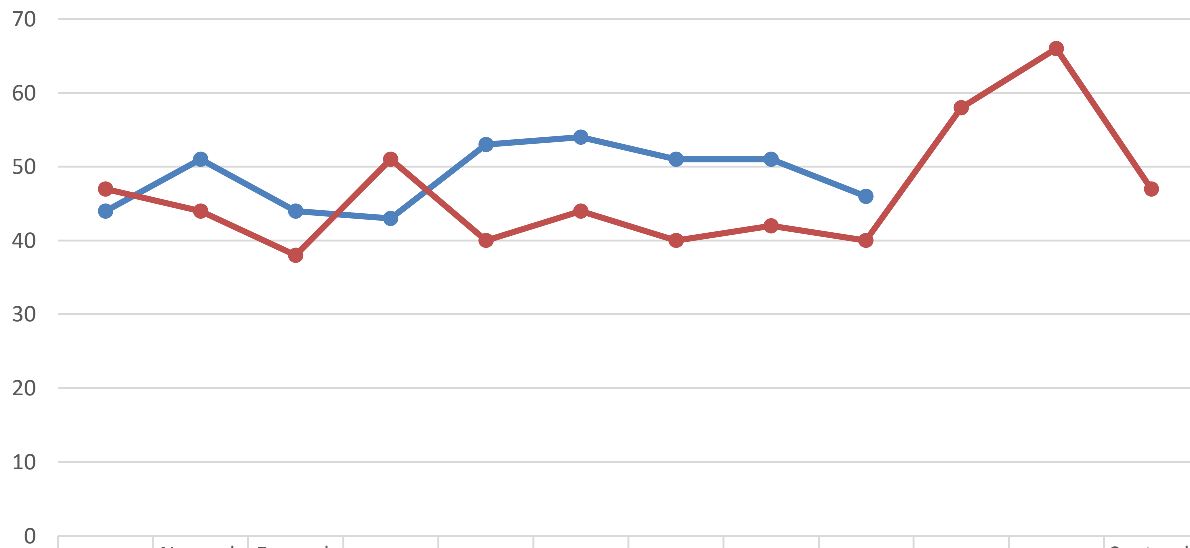
2024/2025

Senior Resource ASSOCIATION

Promoting Independence in our Community

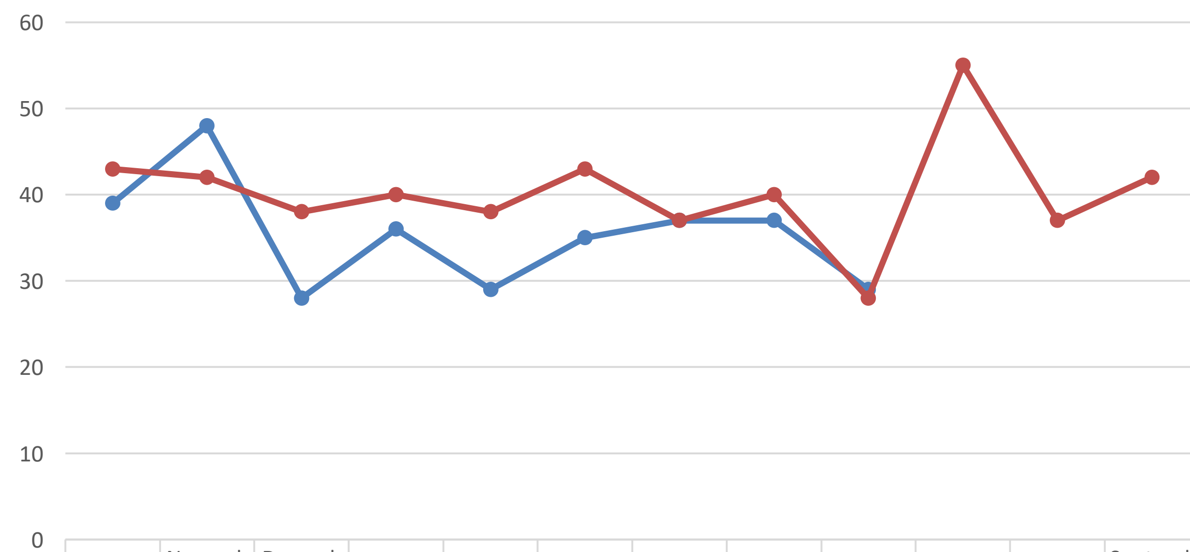
GoLine

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	51	51	46			
Received 23/24	47	44	38	51	40	44	40	42	40	58	66	47

Community Coach Applications Approved



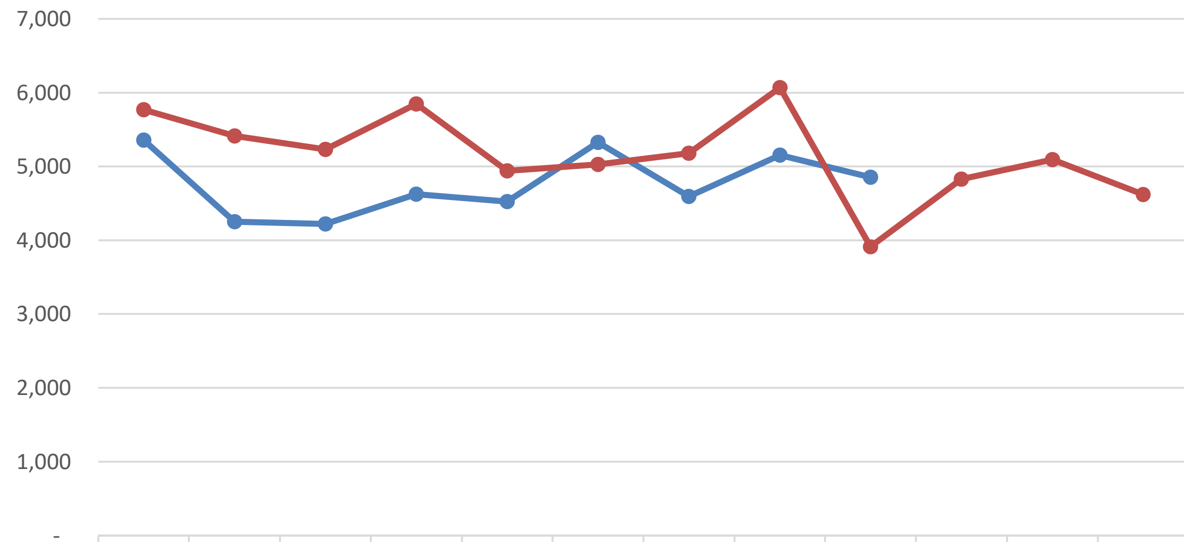
	October	November	December	January	February	March	April	May	June	July	August	September
Approved 24/25	39	48	28	36	29	35	37	37	29			
Approved 23/24	43	42	38	40	38	43	37	40	28	55	37	42

Senior Resource ASSOCIATION

Promoting Independence in our Community

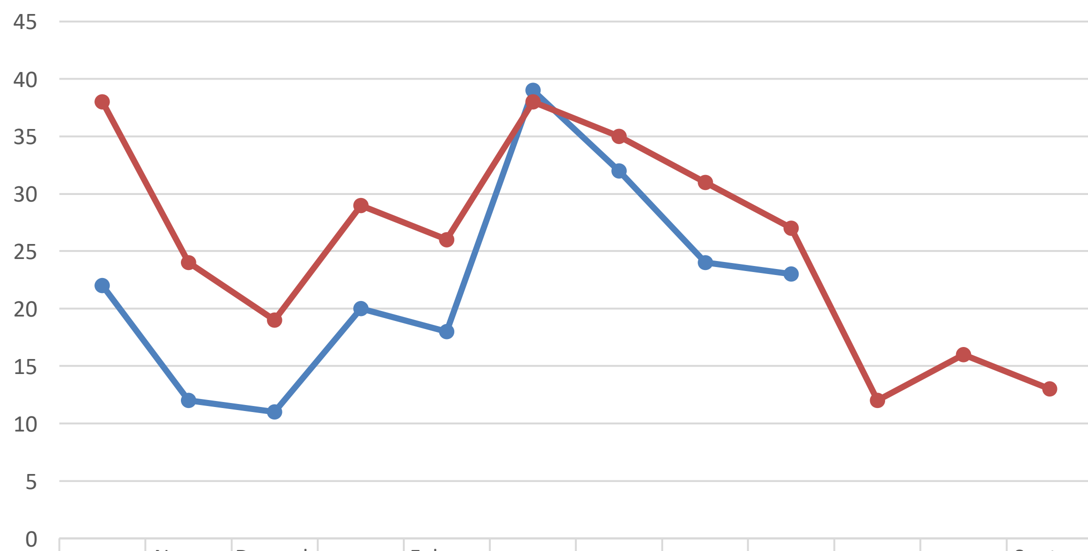
GoLine

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	4,594	5,154	4,855			
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

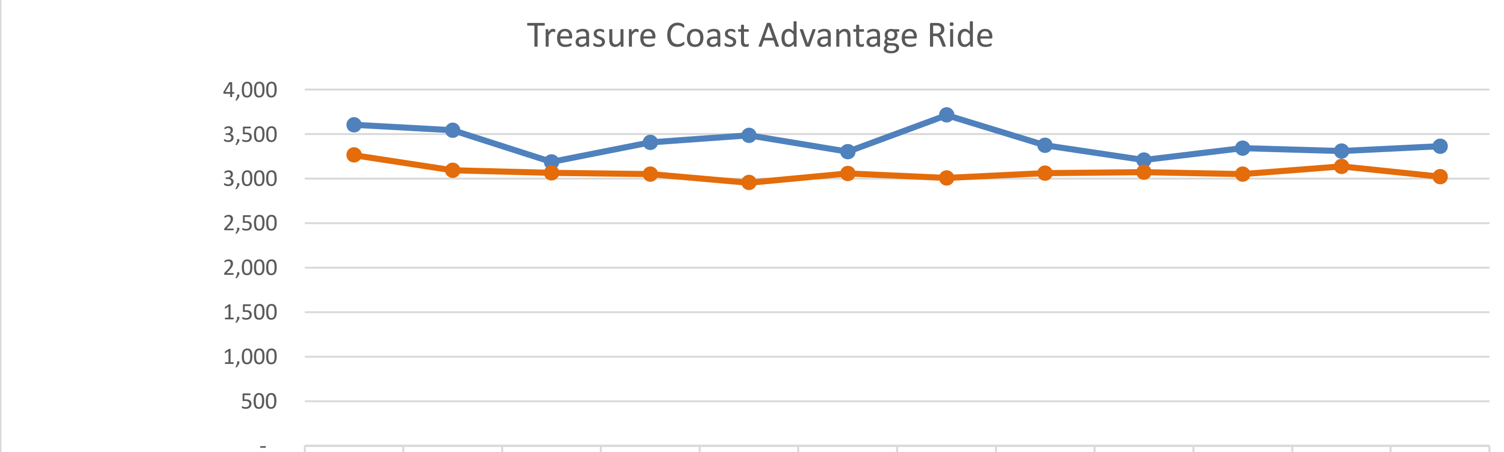
Phone Average Wait Time (Seconds)



	October	November	December	January	February	March	April	May	June	July	August	September
Wait time (seconds) 24/25	22	12	11	20	18	39	32	24	23			
Wait time (seconds) 23/24	38	24	19	29	26	38	35	31	27	12	16	13

Treasure Coast Developmental Disability Advantage Ride

- 36,829 passenger trips for people with developmental disabilities.
- The Advantage Ride ISD Grant award was 9.2% less in State FY24/25 than FY23/24. This is why we did less trip. Thankfully, funding went back up to FY 23/24 levels for FY 25/26



	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	3,049	3,137	3,022

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 $60,000+ towards the local match needed for federal and state grant funds.

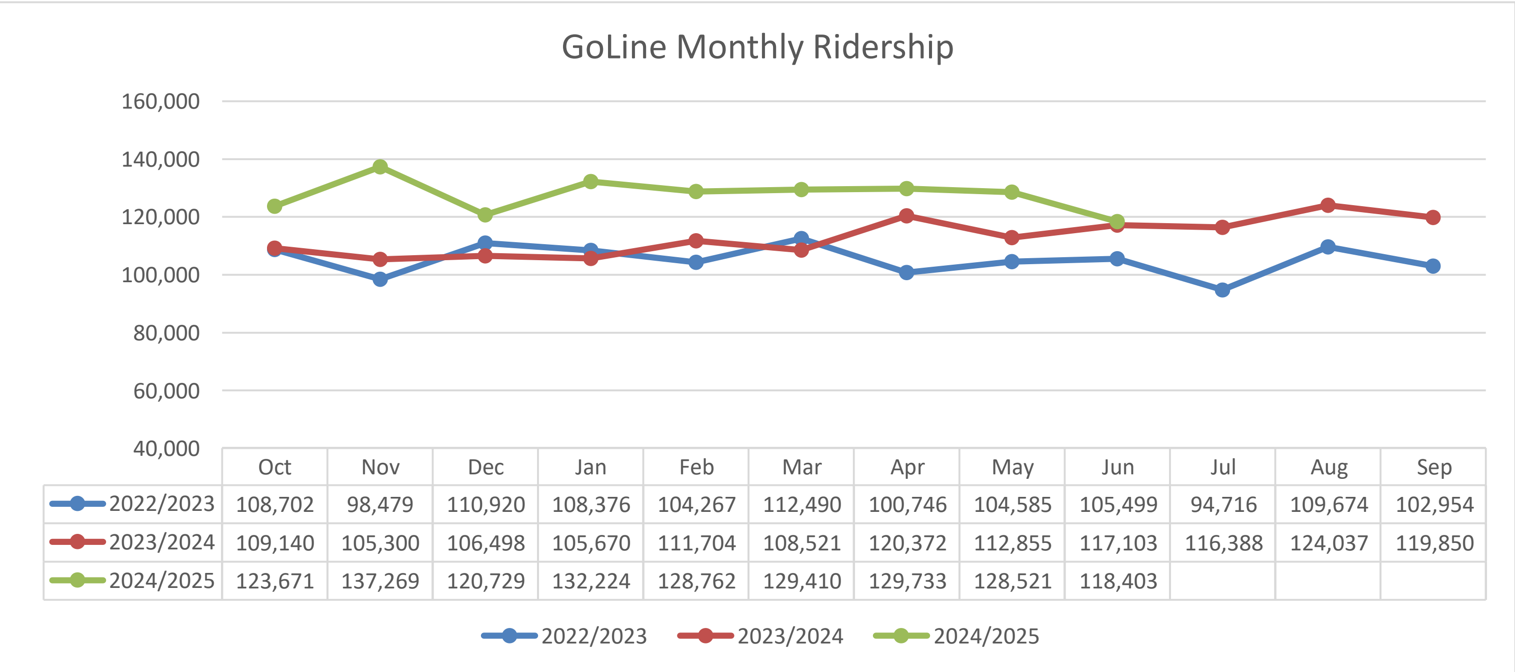
Senior Resource Association

Promoting Independence in our Community

GoLine

GoLine Overview

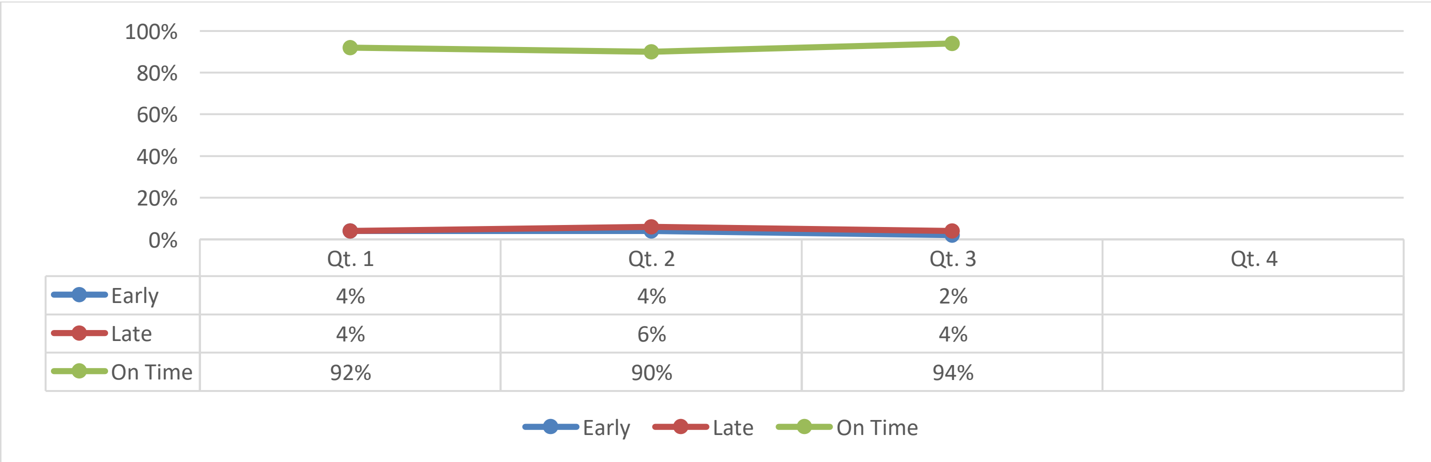
- FY 24/25 3rd Quarter ridership: 376,657 passenger trips
  - 8% increase from 3rd Quarter 23/24 fiscal year
- 78 days in service:
  - 62 Weekdays
  - 13 Saturdays (excluding route 15)
  - 3 Working Holidays (Excluding Route 15): Good Friday, Memorial Day, Juneteenth



	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	129,733	128,521	118,403			

GoLine On-Time Performance: 2024/2025 Third Quarter

- Early: 2%
- Late: 4%
- On time: 94%



	Qt. 1	Qt. 2	Qt. 3	Qt. 4
Early	4%	4%	2%	
Late	4%	6%	4%	
On Time	92%	90%	94%	

Senior Resource Association
Promoting Independence in our Community

GoLine

Route By Route Ridership Comparison by FY

Route	3rd Qt 24/25	3rd Qt 23/24	Change %
1	34,131	31,402	9%
2	62,805	59,335	6%
3	25,439	23,294	9%
4	39,444	37,006	7%
5	26,868	24,717	9%
6	29,846	27,742	8%
7	23,727	22,530	5%
8	35,632	33,201	7%
9	22,365	21,265	5%
10	23,641	21,857	8%
12	13,824	12,999	6%
13	10,977	9,836	12%
14	21,647	19,888	9%
15	6,311	5,258	20%
Totals	**376,657**	**350,330**	8%

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	56,768		**133,195**

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	22%	Up 4%
North County	5, 10, and 12	17%	Down 2%
South County	6, 7, 15	16%	Up 2%
East & West	1 and 13	12%	Down 1%
Between Cities	9	6%	Down 3%

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

Service Expansion	3rd QT. 2025	2nd QT. 2025	1st QT. 2025	4th QT. 2024	3rd QT. 2024
M-F 5pm-7pm	47,169	42,358	41,412	36,108	32,883
M-F 7pm-9pm	25,823	22,678	22,172	18,064	12,301
Route 13 Saturday	3,829	3,060	3,216	3,040	N/A
GL 7am-8am (Saturdays)	4,165	2,927	3,440	3,140	N/A
GL 5pm-7pm (Saturdays)	5,290	4,256	5,001	3,908	N/A

134,009 trips have taken place during the last 12 months during GoLine expanded hours

Trips per Revenue Mile:

Trips in 3rd Qt	Revenue Miles	Trips Per Revenue Mile	Change from last Quarter	Change from last FY
390,396	273,285	1.38	-0.09	+0.06

- The industry standard is 0.25 trips per revenue mile.

Road Calls/ Accidents

Description	April-June 2024	April-June 2025	Change %
Road Calls	4	6	50%
Chargeable Accidents	0	1	100%

Road Call Summary 3rd Quarter:

- 1 wiper blade needed replacing
- 1 CEL
- 1 Fuel Leak
- 2 Engine Shutdown
- 1 Flat Tire

GoLine Bus Shelters

Route	# of Bus Stops	# of Shelters	# of Simme Seats
1	30	4	2
2	30	6	4
3	26	5	0
4	50	8	3
5	38	3	2
6	48	6	0
7	36	4	1
8	32	4	1
9	38	4	0
10	48	7	1
12	39	4	0
13	35	3	0
14	42	7	0
15	12	1	0
Total	**504**	**66**	**14**

In addition:

- North County Hub: 3 Shelters (Routes 5, 9, 10 and 12)
- IG Center: 3 shelters (Routes 4, 6, 7 and 15)
- Gifford Health Center: 1 shelter (Routes 3, 8 and 14)
- *Total number of shelters: 73*

3rd Quarter2024-2025 FYTD: Employee Drug Testing Results

- Random drug testing was conducted June 15th, 2025
- 12 employees tested.
    - 0 positive tests
- 9 potential new-hires tested.
    - 0 positive test

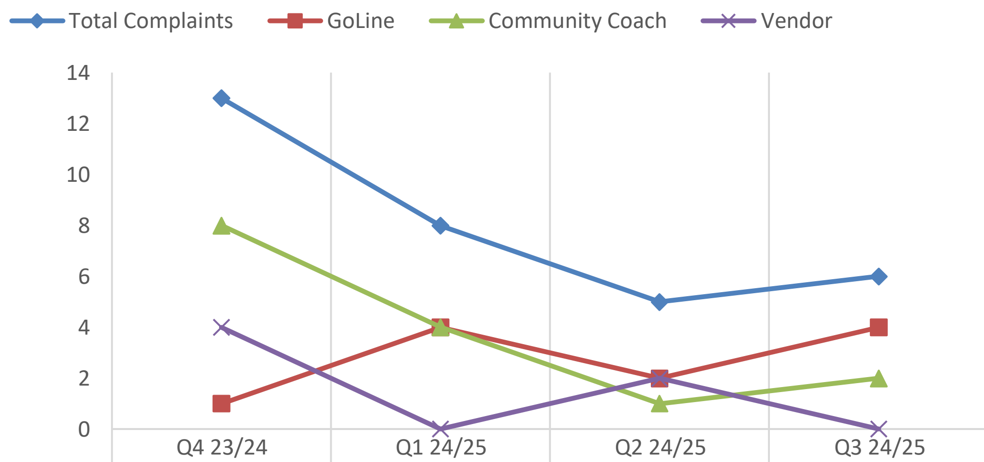
Transit System Complaints

Description	April-June 2025	April-June 2024	Change %
GoLine Complaints	4	4	No Change
Community Coach Complaints	2	7	(71%)
Community Coach Vendor Complaint	0	2	(100%)
Total Complaints	**6**	**13**	**(53.8%)**
Reckless Driving/Speeding	0	1	(100%)
Timeliness	5	8	(37.5
Poor Customer Service	1	4	(75%)

3rd Quarter Complaints

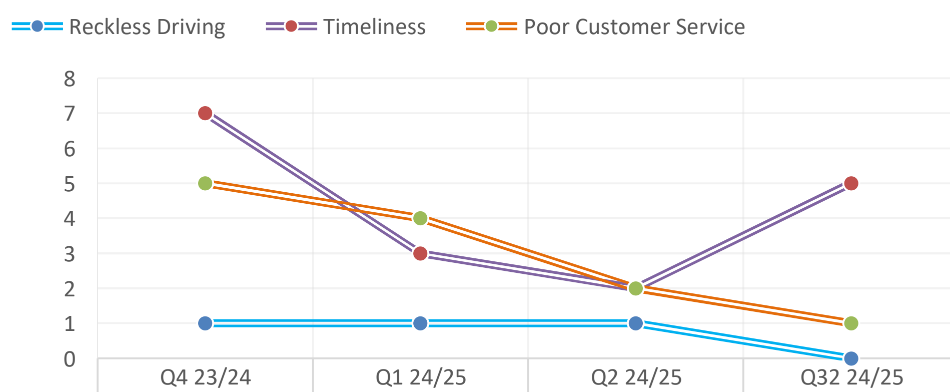
- 4 GoLine Complaints
    - 3 about Timeliness
    - 1 about Customer Service
- 2 Community Coach Complaints
    - 2 about Timeliness
- 1 complaint every 64,941 passenger trips in the 2nd Quarter.
    - Last year at this time: 1 complaint for every 27,927 passenger trips.
- Total unduplicated number of complainants in the 2nd Quarter: 6 individuals.

SYSTEM COMPLAINTS LAST 12 MONTHS



	Q4 23/24	Q1 24/25	Q2 24/25	Q3 24/25
Total Complaints	13	8	5	6
GoLine	1	4	2	4
Community Coach	8	4	1	2
Vendor	4	0	2	0

COMPLAINT TYPE LAST 12 MONTHS



	Q4 23/24	Q1 24/25	Q2 24/25	Q32 24/25
Reckless Driving	1	1	1	0
Timeliness	7	3	2	5
Poor Customer Service	5	4	2	1

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
Acting Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Senior Planner

DATE: August 15, 2025

SUBJECT: **Review of Progress Report and Reimbursement Invoice #4 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 August 28, 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 April 1, 2025 to June 30, 2025.

The attached invoice and progress report represent the fourth 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.

Attached is a copy of invoice #4 and the quarterly progress report. In order to comply with CTD deadlines, this report, along with the appropriate supporting documents, was submitted on August 4, 2025. In accordance with MPO Resolution 99-02, the MPO Staff Director may approve minor plans, reports, and documents when such action is needed to obtain final state or federal approval of those documents.

RECOMMENDATION

This is an information item; no recommendation is necessary.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #4, 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 Q4
Invoice Date:	August 4, 2025
Grant Number:	G3015

Dates of Services	**April 1 - June 30, 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%	100%	100.0%	YES	$ 4,382.26	$ 4,382.26	$ -
2A: Evaluation (or) 2B: Selection	$ 3,866.70	100%		100.0%	YES	$ 3,866.70	$ -	$ -
3: LCB Mtgs	$ 10,311.20	75%	25%	100.0%	YES	$ 10,311.20	$ 2,577.80	$ -
4: Public Workshop	$ 1,031.12	0%	100%	100.0%	YES	$ 1,031.12	$ 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	75%	25%	100.0%	YES	$ 1,031.12	$ 257.78	$ -
10: Training Workshop	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
Total	$ 25,778.00					$ 25,778.00	$ 8,248.96	$ -

Total To Be Paid On This Invoice $ 8,248.96

Add: Justification, notes, or explanation

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

ATTACHMENT 1

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

TD PLANNING SUMMARY REPORT

SERVICE AREA/COUNTIES:
Indian River

INVOICE NUMBER: G3015 Q4
INVOICE DATE: *August 4, 2025*
QUARTER SERVICE DATES: *April 1 - June 30,* 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
1: TDSP	YES	The new TDSP which has been completed and presented to the LCB; or the annual update has been completed and presented to the LCB.	$4,382.26	
			$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	
4: Public Workshop	YES	Public Workshop Meeting took place during this quarter. Documentation for this meeting has been provided including but not limited to: meeting agenda; minutes; notice of meetings.	$1,031.12	
			$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			**$8,248.96**	

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: April 1 - June 30, 2025

AGENCY: Indian River County Metropolitan Planning Organization

INVOICE NUMBER: G3015 Q4

INVOICE DATE: Aug 4, 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 May 22, 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 May 22, 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)	The LCB's Annual Public Workshop was held before the regularly scheduled LCB meeting on May 22, 2025.
F. Provide staff support for **committees** of the local coordinating board. (Task 3)	Staff supported the May 22, 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 May 18th, 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)	The TDSP annual update was developed between staff and the CTC (SRA). It was presented and adopted by the LCB at its regular meeting on May 22, 2025.
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 Members
THROUGH:	Ryan Sweeney Acting Planning Development Director Brian Freeman, AICP MPO Staff Director
FROM:	Mark Vietze Senior Planner
DATE:	August 15, 2025
SUBJECT:	**Review of Actual Expenditures Report for FY 2024/25**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of August 28, 2025.

SUMMARY

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

RECOMMENDATION

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

ATTACHMENTS

1. Actual Expenditures Report for FY 2024/25

Florida Commission for the
Transportation Disadvantaged

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

COUNTY: Indian River County

DUE: September 15, 2025

Coordinated Transportation

ACTUAL PRIOR YEAR			
Local Funding		**Direct Federal Funding**	
Expenditures	**# of Trips, Operating Subsidy or Capital**	**Expenditures**	**# of Trips, Operating Subsidy or Capital**
$ 41,165.66	9,668		

Transportation Alternatives

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

Other

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

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Ryan Sweeney
Acting Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze,
Senior Planner

DATE: August 15, 2025

SUBJECT: **Consideration of an Amendment to the Transportation Disadvantaged Service Plan for FY 2025/26**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of August 28, 2025.

SUMMARY

One of the roles of the TDLCB is to develop and update 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 that contains development, service, reimbursement rate, and quality assurance components. On May 22, 2025, the TDLCB approved an update to the TDSP which established the trip reimbursement rates for FY 2025/26.

Senior Resource Association (SRA), as the Community Transportation Coordinator (CTC), has proposed a mid-year revision to the trip reimbursement rates as part of a strategy to increase the amount of the Trip & Equipment Grant awarded to Indian River County in future years. As proposed, the reimbursement rates for FY 2025/26 would decrease from $37.59 to $33.83 for ambulatory trips and from $64.44 to $58.00 for wheelchair trips. These changes would reduce the amount paid to SRA by the Commission for the Transportation Disadvantaged. To make up for any shortfall resulting from the lower reimbursement rates, SRA proposes to use revenue from the transit advertising program.

Because the reimbursement rates are specified in the TDSP, an amendment to the TDSP is necessary to adjust the rates for FY 2025/26. MPO staff anticipates that the reimbursement rates for FY 2026/27 will be reviewed by the TDLCB in the spring of next year.

RECOMMENDATION

Staff requests that the TDLCB approve the proposed amendment to the FY 2025/26 TDSP.

ATTACHMENTS

1. Revised page to the Transportation Disadvantaged Service Plan

- 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 25/26

Type	Direction	Reimbursement Rate
Ambulatory	One-way	$~~37.59~~33.83
Wheelchair	One-way	$~~64.44~~58.00

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.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO:	Transportation Disadvantaged Local Coordinating Board Members
THROUGH:	Ryan Sweeney Acting Planning and Development Services Director
FROM:	Brian Freeman, AICP MPO Staff Director
DATE:	August 15, 2025
SUBJECT:	**Assign Community Transportation Coordinator Evaluation Subcommittee**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of August 28, 2025.

SUMMARY

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

Typically, the TDLCB appoints a subcommittee which conducts the evaluation after a regular TDLCB meeting. At this time, staff recommends that the TDLCB assign 4-5 members to the evaluation subcommittee. The proposed CTC evaluation schedule for FY 2025/26 is shown below.

Proposed CTC Evaluation Schedule

August 28, 2025	TDLCB assigns subcommittee members
November 20, 2025	Subcommittee conducts review after TDLCB meeting
February 26, 2026	TDLCB approves CTC evaluation
March/April 2026	MPO approves CTC evaluation

RECOMMENDATION

Staff requests that the TDLCB approve the proposed evaluation schedule and assign 4-5 members to serve on the CTC evaluation subcommittee for FY 2025/26.