



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, November 20, 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
August 28, 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 #1 for the 2025/26
Planning Grant
Action Required

6. **Review of the Annual Operating Report for FY 2024/25**
Action Required
7. **Review of TDLCB Bylaws for FY 2025/26**
Action Requested
8. **Review of TDLCB Grievance Procedures for FY 2025/26**
Action Requested
9. **Review of Performance Measure and Administrative Cost Report**
No Action Required
10. **Other New Business**
 - a. *2026 MPO & MPO Advisory Committees Meeting Schedule*
11. **Public Comment**
12. **Adjournment**

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on February 26, 2026, at 10 AM.

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

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

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

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
MINUTES FOR AUGUST 28, 2025**

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 AM on Thursday, August 28th, 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; **Gisela Ruiz** and **Yvelouse Augustin-Leow**, Florida Agency for Health Care Administration (FAHCA) Representative and alternate; **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 **Gregory McDonald**, Career Source Resource Center Representative; **Dr. Harry Hurst**, Citizen Advocate; **Danica David**, Citizen's Advocate; and **Jessica Staudt**, Children at Risk Representative.

Absent were: **Melissa Arndt**, Florida Department of Veterans' Affairs Representative.

Present were IRC staff: **Brian Freeman**, MPO Staff Director; **Mark Vietze**, MPO GIS Planner; **Patti Johnson**, Recording Secretary. Also present were **Karen Deigl**, Executive Director, Senior Resource Association and **Chris Stephenson**, Transportation Director; and **JoAnn Pagano**, Indian River State College.

TWO VACANCIES: Senior Community Representative and Medical Representative.

Call to Order

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

Approval of Meeting Minutes and Annual Public Workshop Minutes – Action Required

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting Minutes of May 22, 2025.

ON MOTION by Dr. Harry Hurst, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (10-0) to approve the Annual Public Workshop and Regular Meeting Minutes of May 22, 2025, minutes, with the correction of District 3 to District 4.

At 10:02 a.m. Yvelouse Augustin-Leow, Gisela Ruiz and Milory Senat appeared.

Planning Status Report – No Action Required

Mr. Brian Freeman conducted a presentation on the 2050 Long Range Transportation Plan Cost Feasible Draft. One of the most activities that the MPO does is update the Long-Range Transportation Plan every five years and we're pretty far along in the development of what's called "the cost feasible Plan" which is where we look at what we need over the 25-year planning horizon. What kind of revenues

are going to be available to do road widening, new road construction projects, what's our project we can work with. Then looking at the costs of the individual projects try to fit what we can afford into a 25-year plan. This is what we currently have put together. This will be coming in October as a draft of the overall plan. It includes the widening of 510 which is about to begin the first phase of it out by Sebastian River High School. Also widening U.S. 1 in the central part of the County from 53rd Street to 510. The whole 26th Street/Aviation Boulevard corridor widening it from two lanes to four lanes all the way from 66th Avenue by the mall over to U.S. 1. Then extending Aviation Boulevard as a two-lane road east of U.S. 1 over to the hospital so we can provide another access route into the hospital. Eventually later the plan would be some widening to 512 in the northern part of the County and eventually building 82nd Avenue as another north/south road that goes from State Road 60 all the way up to 510. Also, the 43rd Avenue widening is partially funded in the plan. There was discussion regarding new developments in Fellsmere. Already ridership in Fellsmere is pretty high. It has been pretty high ever since it really started way back in 2008. He could see that putting even more riders on Go Line Route 10. Mr. Loar stated that Oslo Road soon will become a state road and 510 in the future will become a state road so they will no longer be county roads. Someone asked them why you would give up your county roads and state roads. Well, it's pretty simple the overall maintenance and upkeep so to speak. We're on track for Oslo and 95. We get regular reports. He thought we may be a little ahead of schedule. That is going to change a lot of the patterns.

Community Transportation Coordinator Status Report – No Action Required

Mr. Chris Stephenson, Transportation Director, Senior Resource Association presented an overview of the Quarter which ended on June 30th, 2025, a copy of which is on file in the Commission Office.

Mr. Stephenson stated we will start with the Community Coach service that we provide. The quarterly ridership for the quarter that ended June 30th was 12,993 passengers, which is a 6 percent increase from last quarter and a 2 percent increase from this time last year. We always like to see the ridership improved there. On-time performance is 92 percent in the month of June. The total number of active Community Coach riders that we have right now was 4,008. It's a good chunk of individual riders that we have. Same day ridership continues to increase. That's something that they started offering back in 2021. They're trying to offer more same day trips to passengers so they can call them when they need them not having to book their trips in advance. Along with that on the same day ridership you also see an increase in ridership trips booked through the mobile application that they offer. A lot of their Community Coach passengers have that app on their phone and they don't have to call their call center. They can just pull out their app and request their trip that way. They're always happy to see the number of mobile application trips increasing as well. Most of those passengers are people who either get sick, and they need a ride to the doctor or to the pharmacy or its people who pick up an extra shift at work, and they use them because they were able to pick up a shift. Mr. Stephenson stated they have strong ridership numbers to the college. They trip a lot of the project stage kids to Indian River State College with their Advantage Ride Program. The charter school is really high. They don't have a public school at the Charter High School and so they use the Go Line pretty much exclusively for their high schoolers.

The applications received have hovered between 40 and 50 applications received every month and the number approved really depends on a lot of factors. In April and May 37 were approved. In June 29 were approved. It really just depends on whether people meet all the eligibility requirements. They also have a third party who helps us evaluate certain people's conditions so that they make sure only the people who really need the service are the ones receiving the service that they get.

The call volume they always get is between 4,000 and 5,000 calls a month. You can see there that a lot of the call numbers are decreased this year compared to last year and that's what they would expect whenever you see people using the mobile app to book trips and people don't have to call them to book a trip and they can just book the trip on the app. You would expect to see the number of calls go down. The same thing with the wait time. Obviously, they have less calls so the wait time on the phones has been less, so they always like to see that as well because they're always trying to make sure their passengers have a good experience with them.

The Advantage Ride Program 36,000 trips have been made on the Treasure Coast with the Advantage Ride Program this year. They are very proud of that program. All of their ridership numbers have slightly decreased compared to last year and that's because the amount of money they got from the Commission for Transportation Disadvantage was a little less this last year. It was 9.2 percent less, so they made about 9.2 percent fewer trips. But for the upcoming fiscal year that we're currently in started on July 1st they bumped their funding up to where it was two years ago. So, they expect their Advantage Ridership to rebound to where it was two years ago.

The local businesses that advertise on the sides of the Go Line and Community Coach buses they always like to give those companies a shout out because that's local funding that helps their system.

The Go Line had 370,000 passengers last quarter and that's an 8 percent increase from this time last year. They've seen some ridership growth over the last year, as much as 20 percent because of their expanded hours. They always like to see that every month on the Go Line has been higher than the same time last year. They've seen some really positive growth on the Go Line since they expanded their hours. 94 percent of their Go Line stops are hit on time, only 2 percent were early and only 4 percent were late so they're always trying to make sure their buses are timely because the conditions on the Go Line are so important. The 8 percent ridership growth by route shows that the Charter School on Route 13 has had 12 percent ridership growth. Fellsmere has had 8 percent ridership growth compared to last year. Their really busy routes have always been, historically, Routes 2 and Route 4. Route 2, 62,000 riders last quarter and Route 4 39,000. They're just really happy to see positive growth all across the board, all 14 routes and you can see Route 15 that goes down to Indian River State College in Fort Pierce had as much as 20 percent growth on Route 15. Their Saturday ridership has also increased so 56,000 passengers in the third quarter rode on Saturday which is the highest Saturday numbers they've had in a quarter in the last three years. When they expanded their hours on Saturday it definitely has caused more people to want to ride the Go Line on Saturdays as well. Routes 2 and Route 4 accounts for about 27 percent of all of their ridership and then Gifford accounts for about 22 percent and the North County 17 percent. The South County is 16 percent. The areas to the far east and far west of our service area are 12 percent and then Route 9 that goes in between Vero and Sebastian accounts for about 6 percent of their ridership. They really are getting a return on investment since they got the service development group through FDOT, and the local Board of County Commissioners also are helping fund that. They've had tremendous ridership growth because of the expansion of hours that began on May 6th of last year. 134,000 trips in the last 12 months because of the expanded hours.

Their trips for revenue mile are 1.3 trips per revenue mile. The industry standard is .25 trips, so they are well above the industry standard. They like everyone to see that the number of trips that they're doing per mile on the bus is really high.

They're happy to see that the number of road calls has slightly increased but it went from 4 last year to 6 this year so that's a really low number of road calls. They're really proud of their maintenance program for the buses so they like to see a really low number of road calls.

They are really proud of their shelter program, which they have put in 15 new shelters in the last year and so the total number of shelters they have now is 73 if you include the ones at the hubs that they have. Every route has at least one shelter on it and then some routes like Fellsmere have as many as 7 shelters on them. They've got the semi-seats as well on some of the routes that don't have enough right-of-way for a shelter. The shelter program is still doing very well.

They're doing more riders but they're getting less complaints so this time last year they had 13 complaints and this year they only had 6 in the third quarter. That's a 53 percent decrease. The cost per trip is \$3.41. They're still Number one in the State. They've been Number one for nine of the last ten years but consistently it's been six years they've been number one on the list. The weekend service that they offer, the extended hours that were done through a Service Development Grant that they got last year. It was a three-year service development grant so they're in the second year of it. We got the Service Development Grant for this year and for sure next year. Ms. Deigl stated the Advantage Ride Program they were able to secure the \$1.5 million this year again, however, they were not sure that was

going to happen again next year. They have started already doing some advocacy for those funds to see if they can get something more sustainable. The one that they were receiving is through the Innovative Service Grant through the CTD, Commission for Transportation Disadvantage and because its Innovative Service Development Grant is limited time. They were able to have it extended last year to do the fifth year. They could only do four and were successful in getting for the fifth and the additional funding. However, she thought it was going to sunset next year so they're going to working hard this year to find other funding. They're working with the Legislatures now and working with the associations at the state level. The counselors in the Vero Beach Office heavily rely on that program to get their participants to work and back. There are over 4,000 riders in the four counties that they do. Mr. Stephenson stated the annual report said 36,000 trips and 91 percent of those are taking people to work. They have had dozens and dozens of organizations, employers and families that have given them letters of support as they were trying to get that fifth year of funding and it was successful this last year. Hopefully they can make something work.

Mr. Stephenson stated at the ending points of their routes, they make the riders get off of the bus for a few minutes. It really cuts down on people falling asleep on the bus and spending long periods of time just riding around. Ms. Deigl stated it's a safety issue, but it has made a big difference in the safety and wellbeing of all of their riders.

Mr. Stephenson stated they will hit the 1.5 million rider celebration on the Go Line this year for the first time ever for an annual ridership. Ms. Deigl stated the big concerns would be the CTD dollars and then the Advantage Ride dollars. Those are the two concerns that she has and what she has been working on this year. Aspirations continuing to provide as much service as they possibly can. They're hoping to maybe expand if they have additional funding with the Go Line and aspirations continue to get some sustainable funding for the IDD Program and hopefully look at the formula that the Commission for Transportation of Disadvantaged and have them take a look at the formula because it's not working. She stated seeing a need for Sunday service. In the TDP it proposed when Sunday service gets implemented, having it run from 8 a.m. to 5 p.m. Ms. Deigl stated they are ahead of schedule because they were able to check a few of the first ones. With any luck and maybe some kindness from the Commission additional funding might be able to improve.

Ms. JoAnn Pagano, Indian River State College thanked everyone very much for allowing their students who have cognitive disabilities to attend college classes. They would not be able to do that if it weren't for the progressive thinking of Ms. Stephenson and Ms. Deigl, who worked diligently with her five years ago to establish the transportation program. This has led to employment for their students. Most of their students do not have driver's licenses so for them this is their lifeline. Ms. Deigl stated that they are hoping that they can somehow find sustainable funding because this year to year is just not going to happen. It's not just here on the Treasure Coast. This kind of program is needed. It's necessary in the State of Florida and she thought it needed to be looked at as a State program rather than just local. Chairman Loar stated a 134,000 increase. Mr. Stephenson stated they have passenger counters on the buses. There is a forward-facing camera so there's an infrared beam that once they pass that infrared beam the camera picks up if it's a person or if it's like a bus, so they know they have accurate counts. Every month and every year they have do a lot of verification to make sure their counters are all working correctly.

Review of Progress Report and Reimbursement Invoice #4 for the 2024/25 Planning Grant

- *Action Not Required*

Mr. Brian Freeman stated this was the planning grant that the MPO receives for the activities for the fourth quarter that ended June 30th, 2025, and that was the fourth and final quarter of last state fiscal year and because that was required to be submitted to the Commission prior to this meeting they went on and submitted that already which they typically have to do for that fourth quarter invoice. The activities were the running of these meetings and the workshop they did back in May and also the update through the Transportation Disadvantaged Service Plan. This is not an action item since it has already been submitted.

Consideration of the Actual Expenditure Report (AER) - Action Required

Mr. Freeman indicated what they have to report to the State Commission are the amount of local dollars that were used as a match for the Trip and Equipment Grant, which is something they're actually going to be discussing with the next item and then the number of trips that were provided. Last year the local funding was \$41,165.66 and the number of trips was 9,668. After this is approved by this Committee they do submit it to the State Commission.

ON MOTION by Mr. Bob McPartlan, SECONDED by Ms. Dalia Dillon, the Board voted unanimously (13-0) to approve the Actual Expenditure Report (AER), as presented.

Consideration of an Amendment to the Transportation Disadvantaged Service Plan (TDSP) for FY 2025/26 - Action Required

Mr. Freeman stated they do a big update to the TDSP every five years and every year in between one of the items that they have to update is the trip rates. These are reimbursement rates that are paid to SRA by the State Commission for all of the TD trips that they provide. There's a rate for ambulatory passengers and a rate for wheelchair passengers. There was a change to the State formula which has negatively impacted Indian River County in the last years. They are going to be doing a midyear revision to the rates as a strategy to increase how much the County gets awarded through this grant program.

Mr. Stephenson stated there is a formula that was in 2021 when the new formula came out. Right now, they take the County's TD eligible population that accounts for 5 percent of the formula. The total number of roads in the County is 5 percent of the formula. Then 30 percent is based off the number of trips and miles that they did the previous year. Then there's a based funding amount. They're trying to get some clarification about what based funding looks like because it seems to vary from year to year. It doesn't seem very consistent but that was the way they changed the formula in 2021. It has not been very beneficial for us. The ridership that they've been able to offer through the Trip & Equipment Grant Program has gone down every year since that happened and the amount of money that they've gotten every year has gone down since that formula changed. This year is their lowest amount they've had in a long time, \$381,000, whereas four years ago they were at \$419,000. That's paid to the CTCs like Senior Resource Association through trip rates. The trip rates are approved by this body every year and they send their trip rates to the Commission for Transportation Disadvantaged and the number of rides that they do every year affects how much money they get the next year. They tried to come up with a strategy for a way that they could report more trips to the Trip & Equipment Grant this year so that their funding goes up next year. One of their strategies that they came up with was that if they add local funds to the TD Program, they could reduce the Trip & Equipment rate that they're charging the state so that they can report more trips to it this year. Ms. Stephenson stated the only trips that they're allowed to report to TD are those that are paid for by TD so if there is extra local funding and it's not part of that formula; those trips cannot be counted. So, if they have trips that are paid, if there is local funding they cannot put that as a report so what they want to do is if we take some local funding, lower the wrap amount and add to it subsidize is then they can count it.

Mr. Stephenson said this year they got the \$343,000 from Commission for Transportation Disadvantaged. They're charging \$37.59 for an ambulatory trip and \$64.44 for a wheelchair trip. With that amount of money, they're going to be able to provide 8,500 trips this year for the fiscal year that we're currently in for the Trip & Equipment Grant. What they are proposing is that they take some of the local funds that they get from the advertising that they do on the vehicles and give that to the TD Program. That total amount would be \$76,304 and that would reduce the amount they're charging the State rather than \$37.59 for a trip, it would be \$30.45 per trip and for a wheelchair trip it would be \$52.20 rather than \$64.44. That way they'll be able to charge more trips to that grant this year so rather than 8,500 trips they would be able to charge 9,700 trips to it this year and they believe it would raise the amount of money

they would get next year. Ms. Deigl stated it would help us. They're not sure it would help but they're anticipating because trips are 30 percent of the formula. In other words, they're still charging. It still costs them \$37.59 for an ambulatory trip but they're going to do the share cost \$30.45 from the TD dollars and then \$7.14 they'll subsidize to make it the \$37.59. Mr. Stephenson stated if we change our rates and reduce their rates to the Commission a little bit, they'll be able to provide 9,700 trips this year and if they don't, it's just going to continue to go down. That was the strategy that they came up with. It's being done in several other places in the state where they're taking local money and supplementing their trip rate with local money so that they can charge more trips to the Trip & Equipment Grant to bring down more money from the State in subsequent years. He hoped that the Board would approve them lowering their trip rate that they charge to the Commission. That money they already have it. It's in the advertising money. They normally put that towards certain things with the entire running of the Transit System, but they wanted to designate it specifically for the CTD Program. This year they're going to get \$80,000 from advertising. That is state law that went into effect last summer that's going to complicate some things down the line. Ms. Deigl stated the recommendation is going to have to be that the CTD have approval for ambulatory rate of \$30.45 and a wheelchair rate of \$52.20. Mr. Stephenson stated the number of road miles in the County is already a very small part of the formula. It's only 5 percent of the formula but the more roads they build in the County, the better it would be for the formula. It doesn't matter if it's a State road or County road. Ms. Deigl stated State and County roads count. Private roads do not. That's in the formula. Mr. Freeman stated that the main goal is because the number of trips provided the previous year is 30 percent. It's trying to stop this downward spiral. It's reenforcing in a negative way that every year as that number goes down, it causes the funding to go down which then drives the number down. Ms. Deigl stated this is what's happening on the State level, they have recognized that 82 percent of the CTCs in the State have had decreased funding so it's a big concern. At the last two Commission meetings she has requested that the Commission take a look at the formula. It's been five years. She just had meetings with the CTD Staff. She did a lot of graphs, a lot of analogy of numbers from systems that have increased, systems that have had their numbers up and down and systems that have decreased and to try and come up with a rhyme or reason. The next step is they're going to take it to FDOT and speak to the Florida Department of Transportation because they are under FDOT and then she is also wanting to meet with the Chair of the Commission for Transportation Disadvantaged and lay everything out and have that person see what's going on and probably also because the CTD is directly by the Governor's Office through legislation to have meetings with the Governor staff. There is something in place that they're working on to have a look at the whole formula. They're trying to hopefully do a little quick fix for Indian River County. She didn't know how successful it's going to be. They won't know until next year, but they need to give it a try and hopefully they will hear them and take a look at the formula and see if there are any issues and concerns and what should be done about it.

ON MOTION by Mr. McPartlan, SECONDED by Ms. Wendy Grow, the Board voted unanimously (13-0) to amend the Trip and Equipment Grant rates for the Ambulatory Rate to \$30.45 and the Wheelchair Rate to \$52.20.

Assign Community Transportation Coordinator Evaluation Subcommittee - Action Required

Mr. Freeman stated what they're looking for are some volunteers who are willing to stay after the next meeting which is on November 20th, 2025. That's the third Thursday of November and that's when they conduct their annual evaluation review. Four or five volunteers would be a great number to have at that meeting and then they'll present that evaluation to the full Committee in February and then that goes to the MPO Board following the February approval by this full committee. He knew several people had served on the Evaluation Subcommittee in the past.

Other New Business – No Action Required

None.

Adjournment

There being no further business, the meeting adjourned at 10:46 a.m.

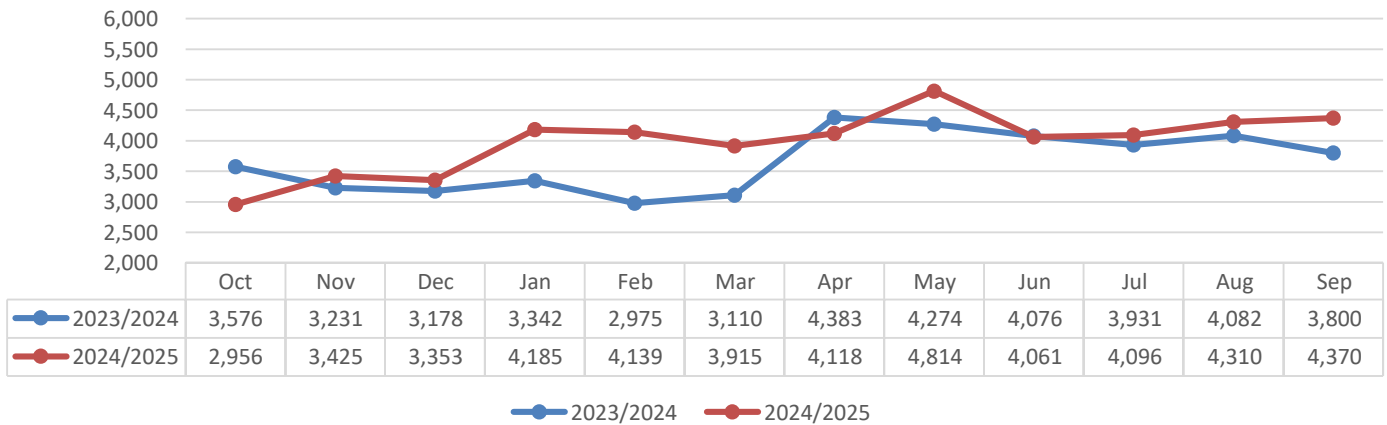
The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **November 20, 2025, at 10:00 a.m.**

CTC Status Report -4th Quarter of 2024/2025 FY Prepared November 5th, 2025

Community Coach Paratransit and Complimentary ADA Services

- Total Quarterly ridership: 12,776 passenger trips:
 - o No Change from last quarter
 - o 8% increase from 4th Quarter last FY
 - o Total CC Ridership for FY was 47,742 passenger trips
 - 8% increase from last FY

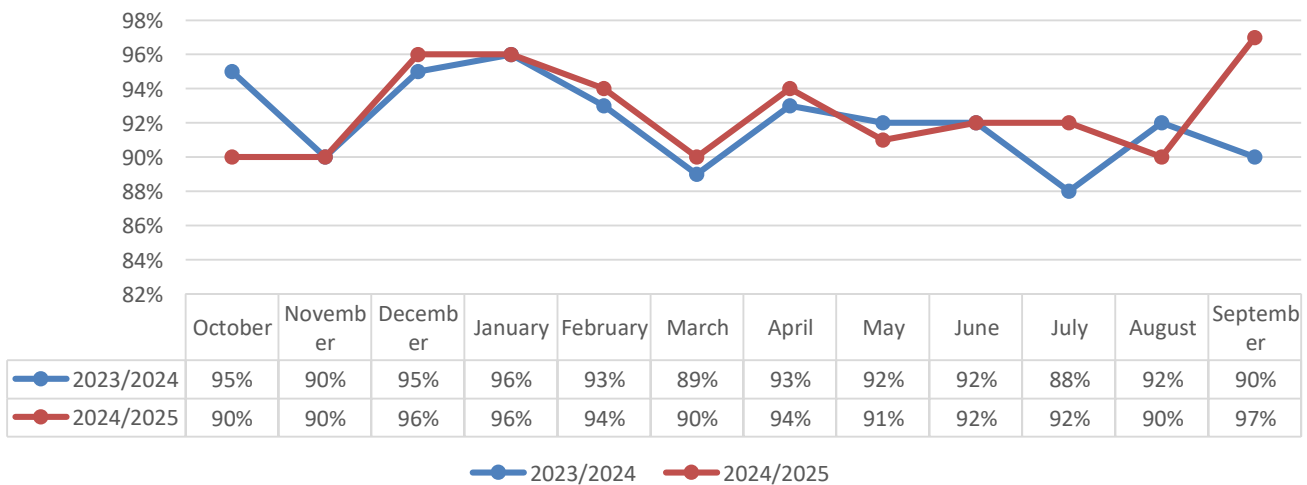
FY Monthly Community Coach Ridership Comparison



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

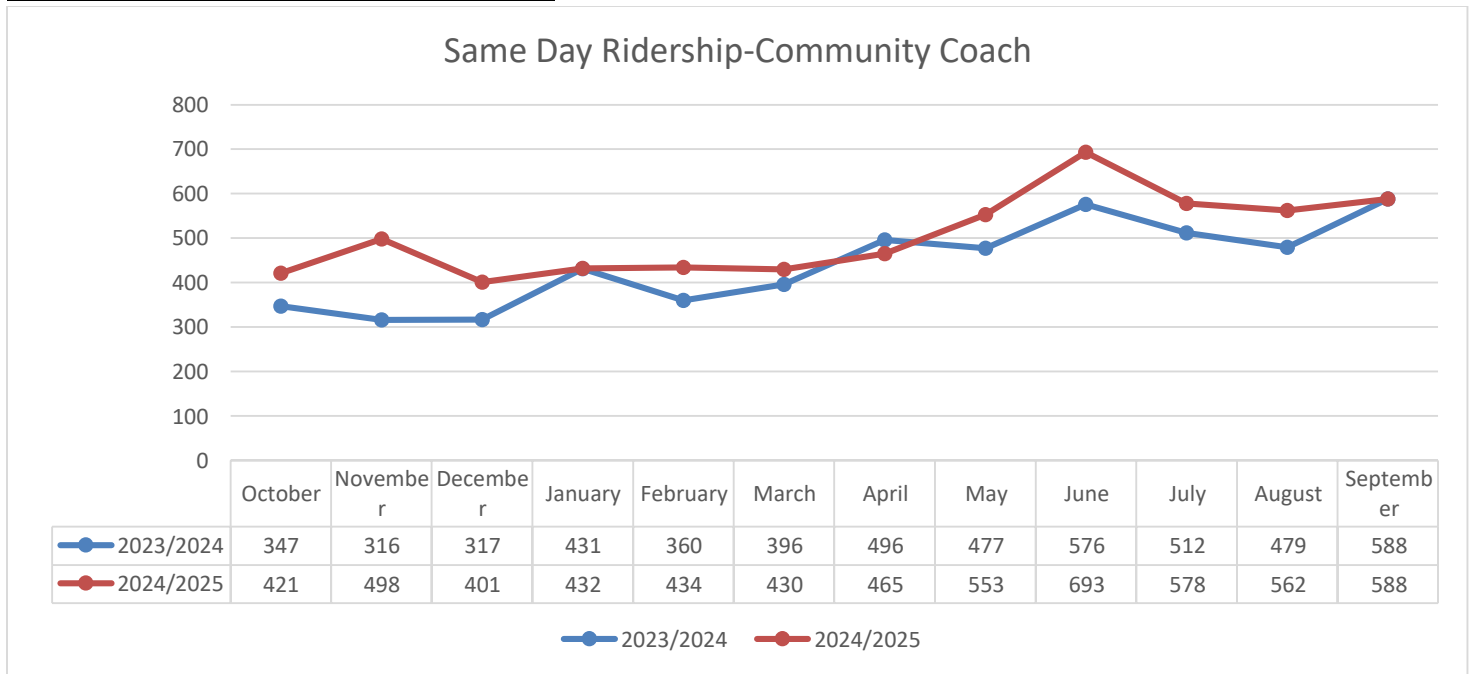
Community Coach On-Time Performance

On-Time Percentage (Community Coach)

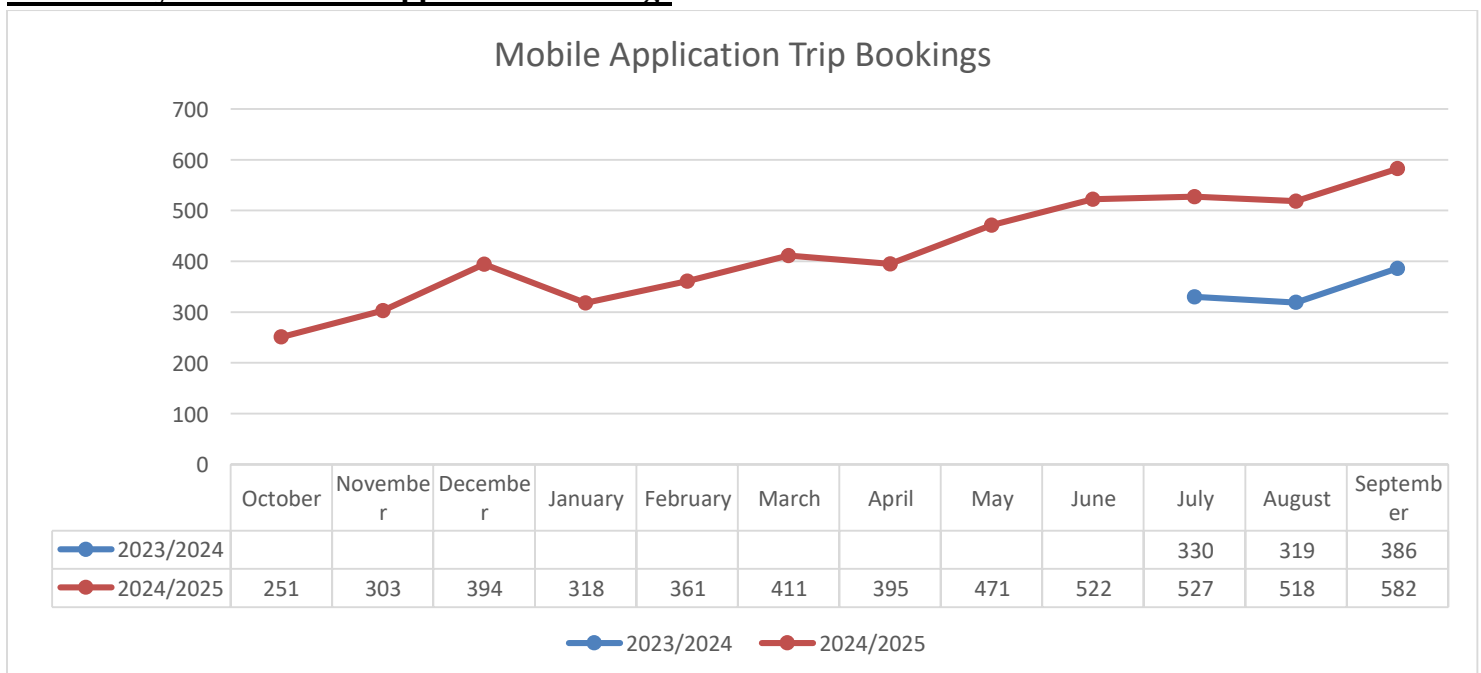


Total Active Community Coach Riders: 3,993 Passengers

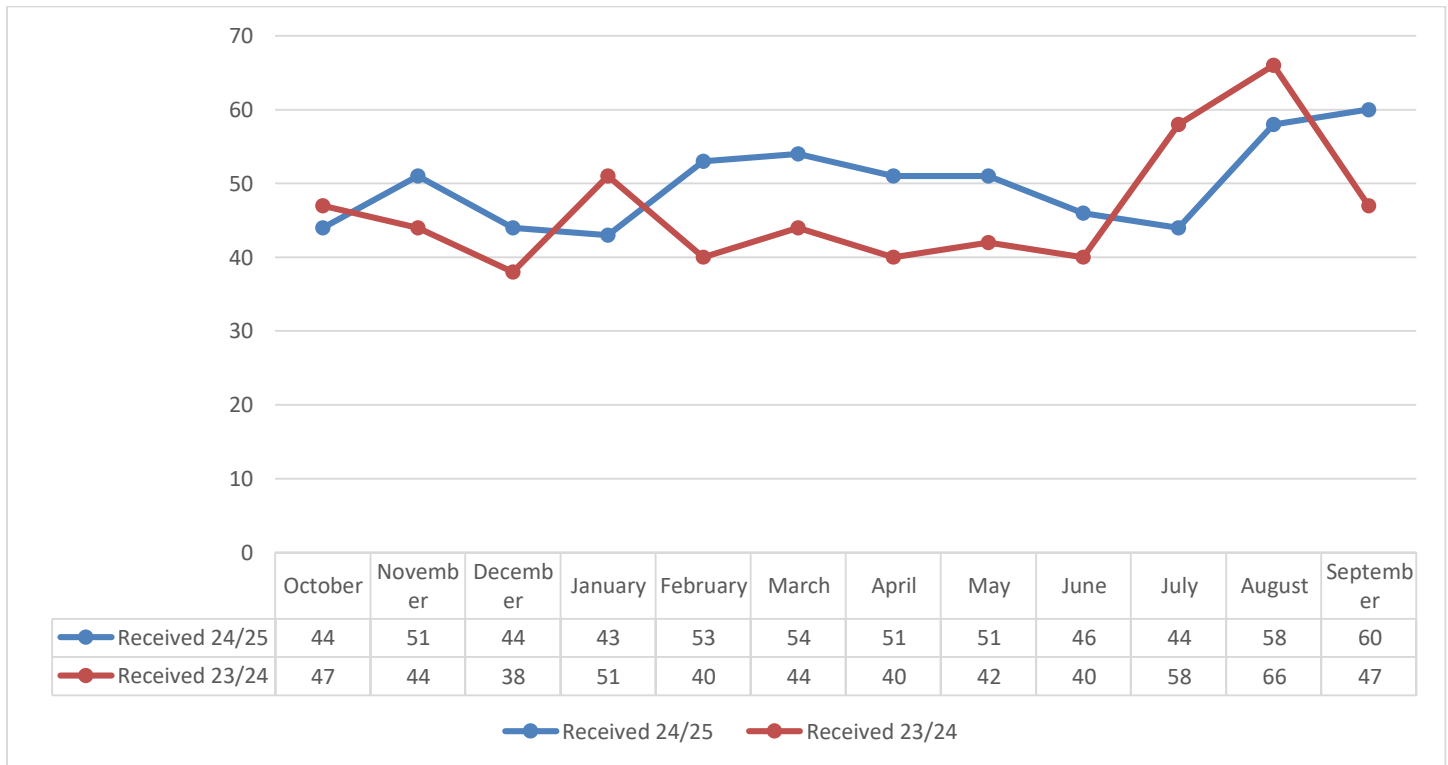
Community Coach Same Day Ridership



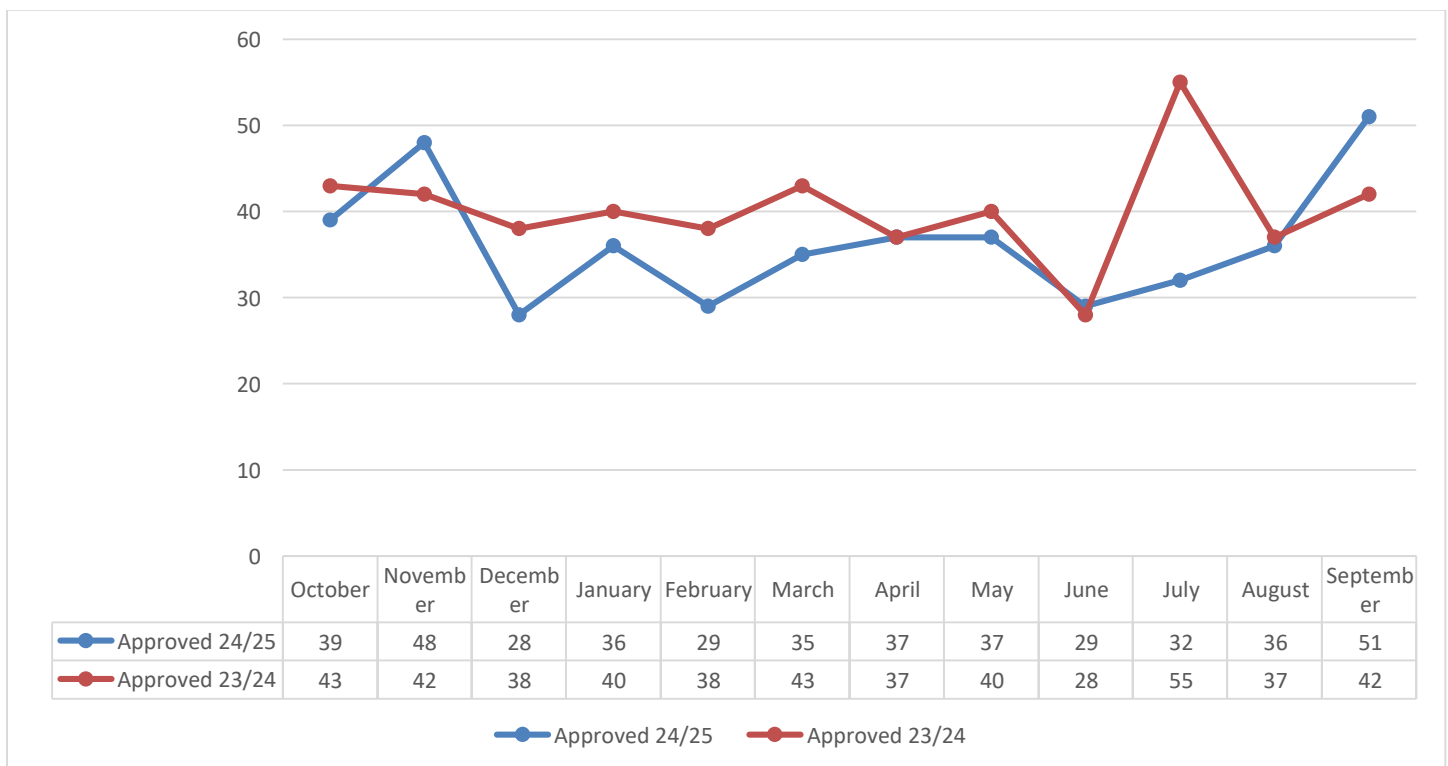
Community Coach Mobile Application Bookings



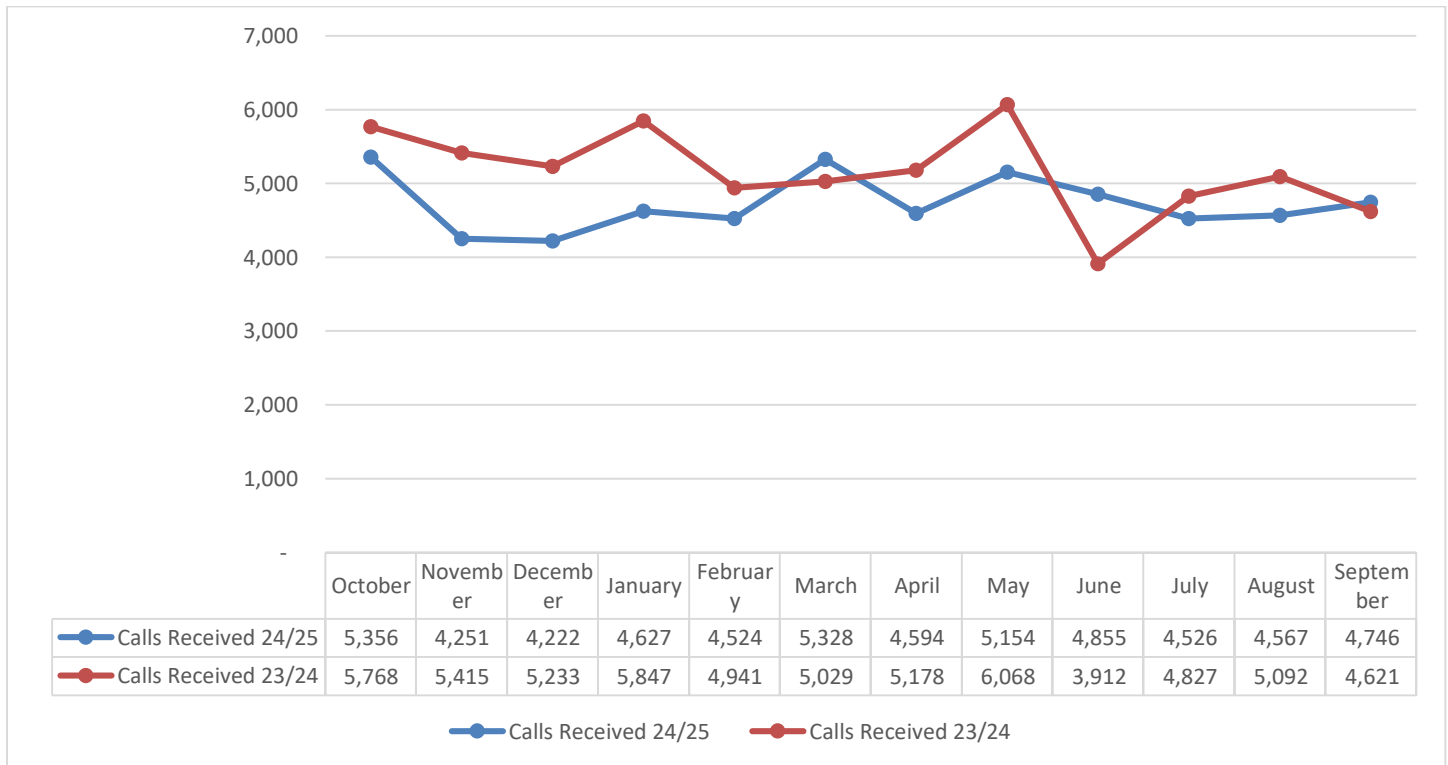
Community Coach Applications Received



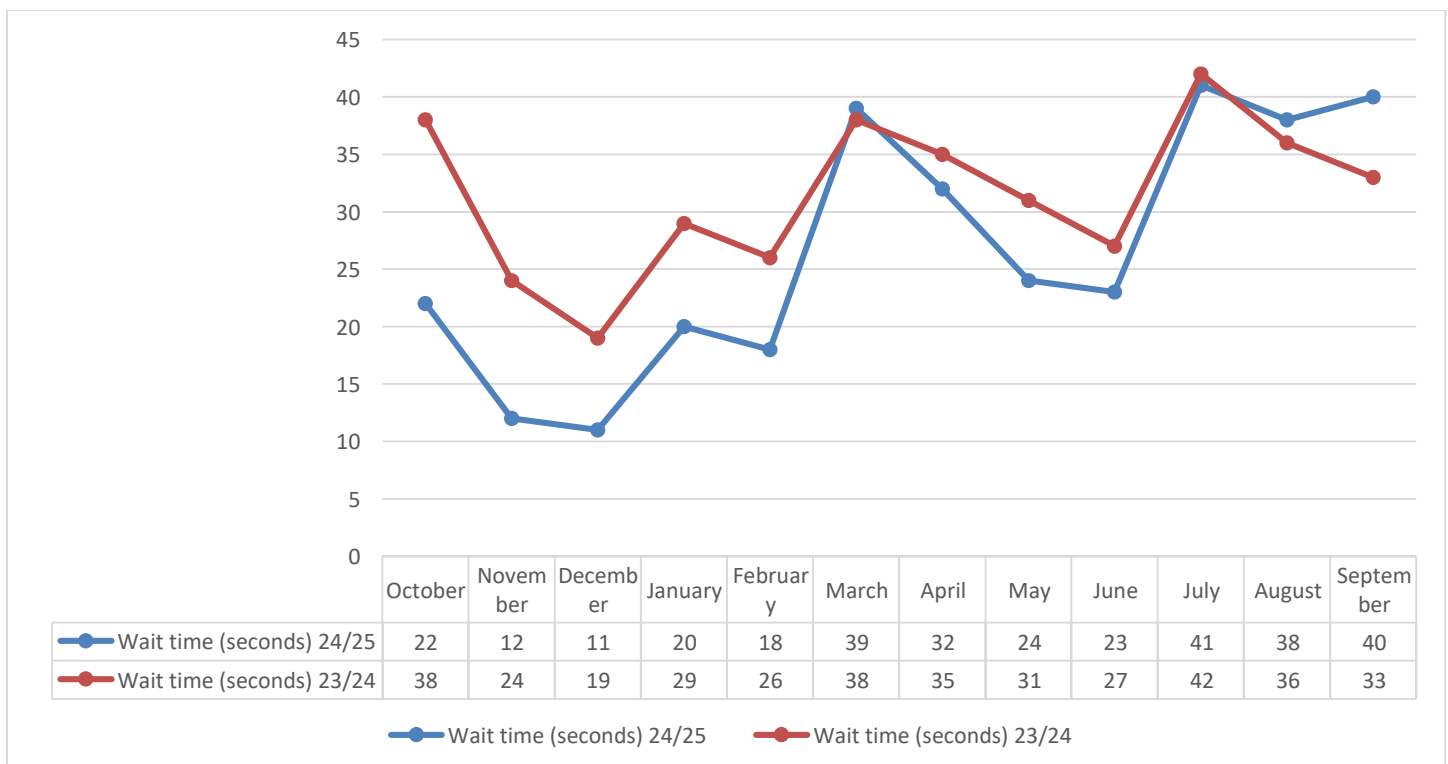
Community Coach Applications Approved



Phone Call Volume

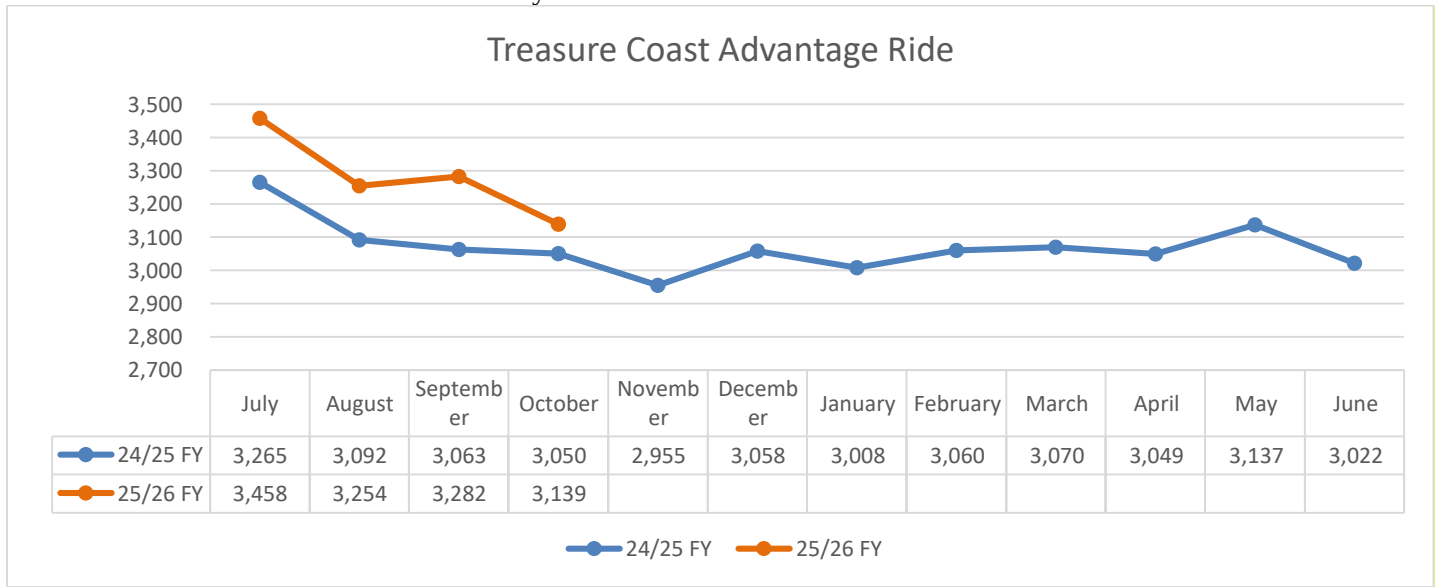


Phone Average Wait Time (Seconds)



Treasure Coast Developmental Disability Advantage Ride

- October, 2025 Ridership: 3,050
 - 3% increase from October, 2024
- State Fiscal Year Ridership: 13,133
 - 5% increase from last fiscal year



Advertisers on Buses

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.

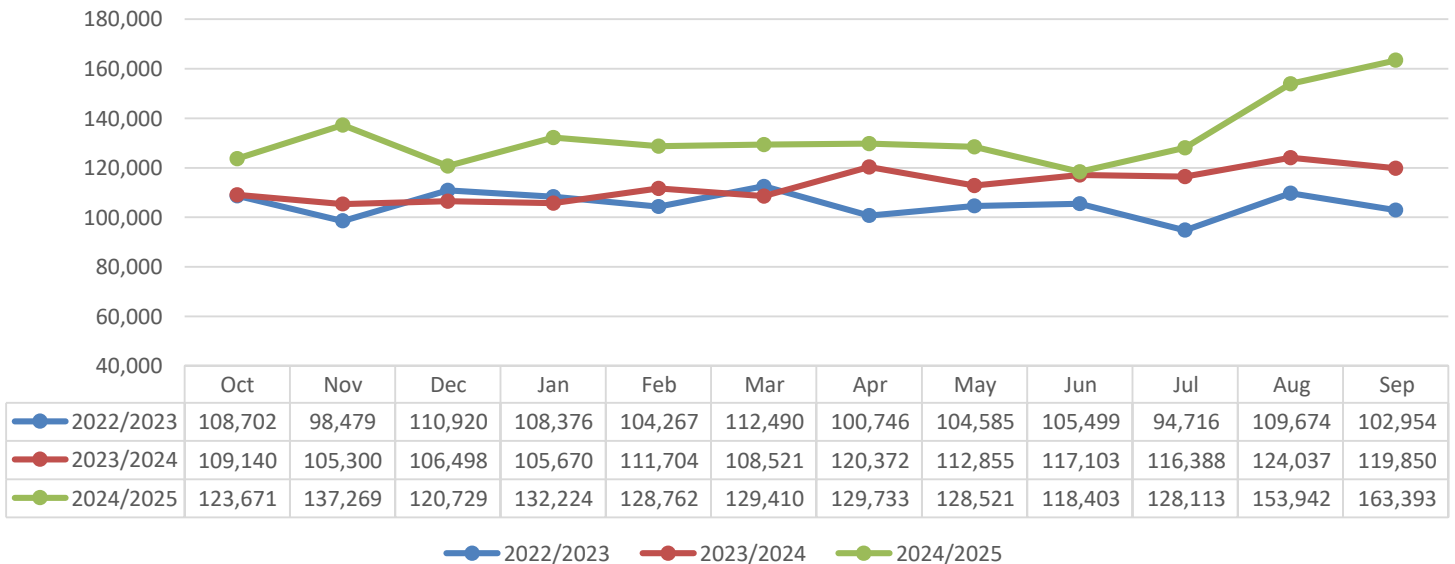
- ABS Insurance
- ADCOM/Cleveland Clinic
- CERTUS Senior Living
- Frostings Cupcakes
- Harbor Branch
- IRC Healthy Start
- Longevity Rehab
- Palm Garden Vero Beach
- Pelican Dental
- Pelican Garden
- Rosewood Manor of Vero Beach
- Sebastian River Medical/Orlando Health
- The Ashley Lovell Team
- Substance 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 \$80,000+ towards the local match needed for federal and state grant funds.

GoLine Overview

- FY 24/25 4th Quarter ridership: 445,448 passenger trips
 - 23% increase from 4th Quarter 23/24 fiscal year
- 79 days in service:
 - 64 Weekdays
 - 13 Saturdays (excluding route 15)
 - 2 Working Holidays (Excluding Route 15): July 4th, Labor Day

GoLine Monthly Ridership



- For the FY, GoLine Ridership was 1,594,170 passenger trips.
 - 17% increase from 23/24 FY

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	59,056	192,251

- For the FY, GoLine Ridership on Saturdays was 192,251 passenger trips.
 - 15% increase from 23/24 FY

Route By Route Ridership Comparison by Quarter and FY

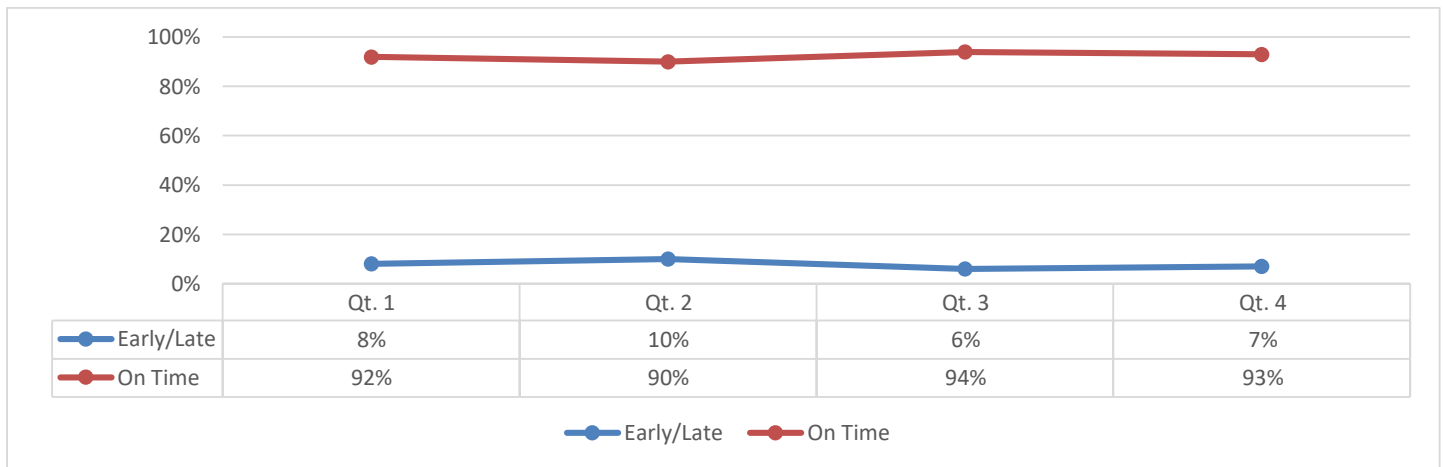
Route	4th Quarter 24/25	4 th Quarter 23/24	Change %	Fiscal Year 24/25	Fiscal year 23/24	Change %
1	39,406	32,642	21%	134,192	112,686	19%
2	58,735	47,841	23%	241,508	210,796	15%
3	28,993	23,859	22%	89,541	77,799	15%
4	52,728	43,191	22%	181,479	154,909	17%
5	32,919	26,939	22%	108,245	91,771	18%
6	40,671	33,171	23%	142,252	118,128	20%
7	28,624	23,453	22%	91,064	77,036	18%
8	43,367	34,774	25%	150,036	128,359	17%
9	28,432	23,308	22%	108,295	92,319	17%
10	28,603	23,429	22%	108,981	94,094	16%
12	17,023	14,168	20%	68,661	58,787	17%
13	15,336	12,340	24%	52,912	44,677	18%
14	24,766	19,508	27%	93,632	80,762	16%
15	5,845	4,652	26%	23,372	18,315	28%
Totals	445,448	363,275	23%	1,594,170	1,357,438	17%

Ridership Geographical Breakdown

Area	Routes	% of All Ridership	Change from Last FY
SR60 and US 1	2 and 4	27%	No Change
Gifford	3, 8 and 14	21%	Down 1%
North County	5, 10, and 12	18%	Up 1%
South County	6, 7, 15	16%	No Change
East & West	1 and 13	12%	No Change
Between Cities	9	6%	No Change

GoLine On-Time Performance: 2024/2025 Fourth Quarter

- Early: 3%
- Late: 4%
- On time: 93%



Trips per Revenue Mile:

Trips	Revenue Miles	Trips Per Revenue Mile	Change from last FY
1,594,170	1,086,590	1.46	+0.08

- The industry standard is 0.25 trips per revenue mile.

Road Calls/ Accidents

	July-September 2024	July-September 2025	Change %	FY 24	FY 25	Change %
Description						
Road Calls	4	6	50%	24	24	No Change
Chargeable Accidents	1	0	(100%)	2	2	No Change

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:

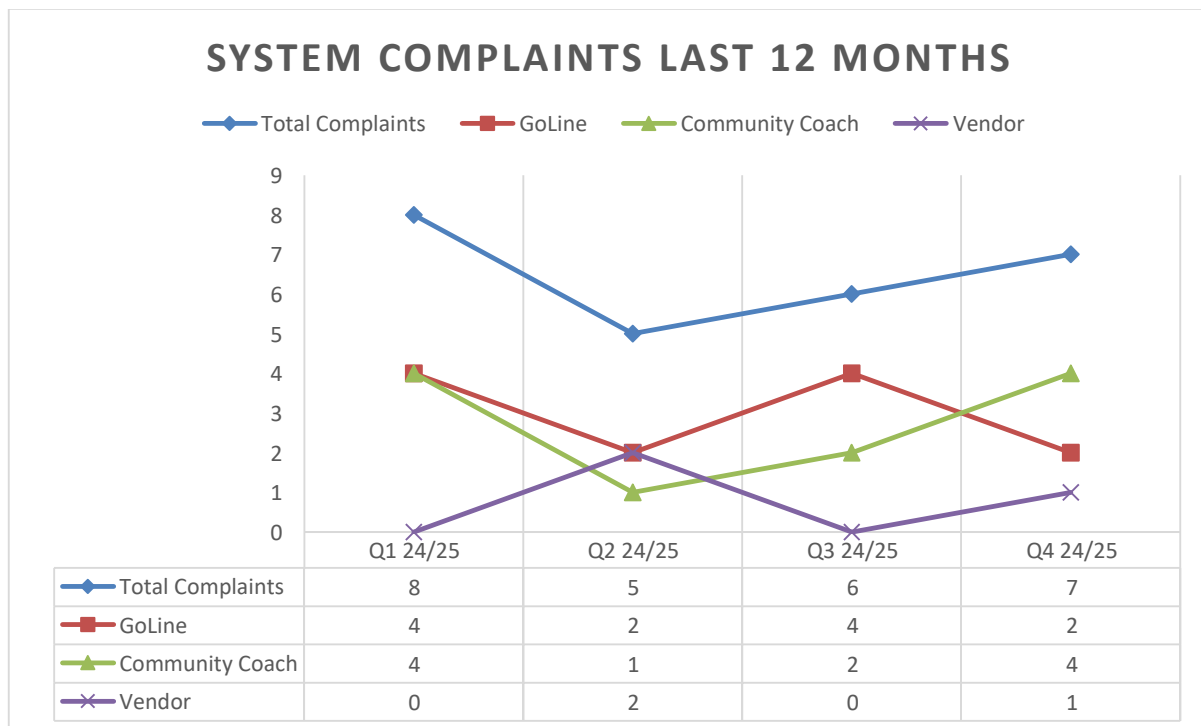
- North County Hub: 3 Shelters (Routes 5, 9, 10 and 12)
- IG Center: 3 shelters (Routes 4, 6, 7 and 15)
- Gifford Health Center: 1 shelter (Routes 3, 8 and 14)
- *Total number of shelters: 73*

4th Quarter 2024-2025 FYTD: Employee Drug Testing Results

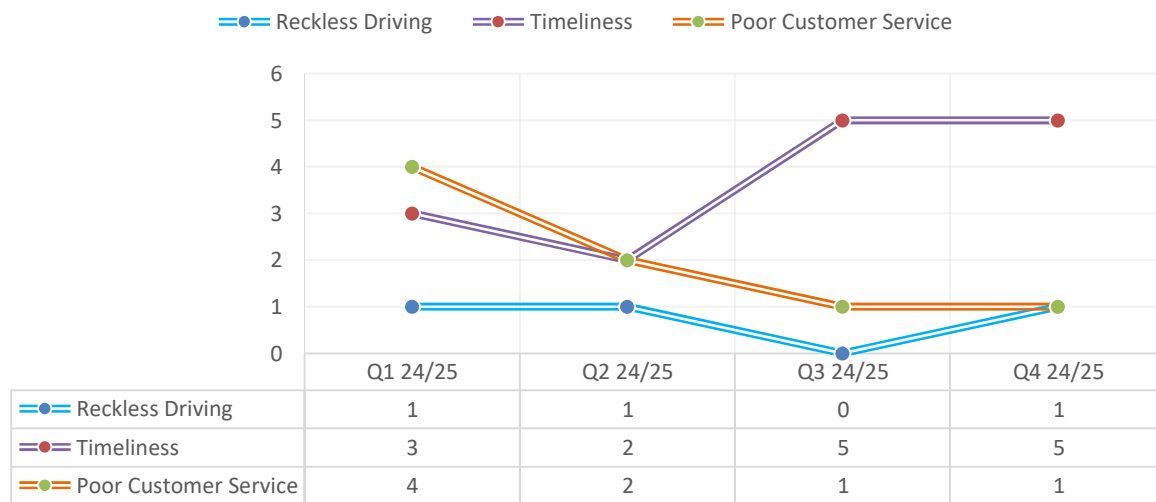
- Random drug testing was conducted July 14th, 2025
- 12 employees tested.
 - 0 positive tests
- 6 potential new-hires tested.
 - 0 positive test

Transit System Complaints

Description	July-September 2025	July-September 2024	Change %	Total 2025 FY	Total 2024 FY	Change %
GoLine Complaints	2	1	100%	12	8	50%
Community Coach Complaints	4	8	(50%)	11	26	(57%)
Community Coach Vendor Complaint	1	4	(75%)	3	9	(66%)
Total Complaints	7	13	(46%)	26	43	(40%)
Reckless Driving/Speeding	1	1	No Change	3	6	(50%)
Timeliness	5	7	(28%)	15	23	(34%)
Poor Customer Service	1	5	(80%)	8	14	(42%)



COMPLAINT TYPE LAST 12 MONTHS



4th Quarter Complaints

- 2 GoLine Complaints
 - 1 about Reckless Driving
 - 1 about Customer Service
- 5 Community Coach Complaints
 - 5 about Timeliness
- 1 complaint every 65,474 passenger trips in the 4th Quarter.
 - Last year at this time: 1 complaint for every 28,622 passenger trips.
- Total unduplicated number of complainants in the 4th Quarter: 7 individuals.

Fiscal Year 24/25 Total Complaints

- 12 GoLine Complaints
- 14 Community Coach Complaints
- 1 complaint every 63,150 passenger trips in the FY.
 - Last year at this time: 1 complaint for every 32,590 passenger trips.
- Total unduplicated number of complainants in the FY: 23 individuals.

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: November 10, 2025

SUBJECT: **Review of Progress Report and Reimbursement Invoice #1 for the 2025/26 Planning Grant**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 20, 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 July 1, 2025 to September 30, 2025.

The attached invoice and progress report represent the first quarter of the 2025/26 planning grant period. This progress report and applicable finished products, such as the Local Coordinating Board (LCB) meeting agenda items, CTC reports, etc., are required to accompany all reimbursement invoices.

RECOMMENDATION

Staff recommends that the TDLCB approve the Planning Grant Progress Report and Invoice #1.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #1, 2025/26 Planning Grant.

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES: Indian River

QUARTER SERVICE DATES: July 1 - September 30, 2025

AGENCY: Indian River County Metropolitan Planning Organization

INVOICE NUMBER: G3D14 Q1

INVOICE DATE: November 5, 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 <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	During the reporting period, staff prepared the agenda and agenda items for the August 28, 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 August 28, 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 August 28, 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)	No activity to report.

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)	No activity to report.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	Membership roster updated as needed.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Public notices were provided. For the Reporting Period, the TDLCB meeting date was published in the local newspaper on August 3, 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)	No activity to report.
L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was presented and adopted by the LCB at its regular meeting on August 28, 2025.
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 on 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 2025 TD Planner's Session in St. Pete Beach on September 2-4, 2025.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity to report.
D. Notify CTD staff of local TD concerns that may require special investigations.	Planning Staff coordinated with the CTD staff as needed.
E. Provide training for newly-appointed LCB members. (Task 3)	Staff provided training as needed.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating, when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Planning staff coordinated with the CTC on a regular basis and provided technical assistance as needed.
G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Applicable TD funding applications completed and submitted to the appropriate agencies.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	At the regular August 28 2025 LCB meeting, the LCB selected members for the evaluation subcommittee. The subcommittee is scheduled to meet after the regular November 20 TDLCB meeting.
I. Assist the CTD in joint reviews of the CTC.	No activity during the reporting period.
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	Coordination contracts are reviewed by the TDLCB as needed.
K. Implement recommendations identified in the CTD's QAPE reviews.	No activity during the reporting period.



CTC Organization

County: Indian River
Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Complete
CTD Status: Complete

Date Initiated: 7/18/2025

CTC Organization Name: Senior Resource Association, Inc.
Address: 694 14th St.
City: Vero Beach
State: FL
Zip Code: 32960
Organization Type: Private Non Profit
Network Type: Partial Brokerage
Operating Environment: Urban
Transportation Operators: Yes
Number of Transportation Operators: 4
Coordination Contractors: Yes
Number of Coordination Contractors: 2
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Deryl Loar
CTC Contact: Karen Deigl
CTC Contact Title: CEO/President
CTC Contact Email: kdeigl@sramail.org
Phone: (772) 569-0111

CTC Certification

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

CTC Representative (signature): _____

LCB Certification

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

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/6/2025

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

Coordination Contractor Certification

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

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/4/2025

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

Coordination Contractor Certification

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

CTC Representative (signature): _____



CTC Trips

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	38,051	N/A	38,051	37,832	N/A	37,832
Paratransit						
Ambulatory	40,764	25,347	66,111	9,946	21,048	30,994
Non-Ambulatory	5,731	2,962	8,693	1,797	3,372	5,169
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	84,546	28,309	112,855	49,575	24,420	73,995
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	46,495	N/A	46,495	10,086	N/A	10,086
Total - Contracted Transportation Operator Trips	46,495	0	46,495	10,086	0	10,086
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	27,784	27,784	0	23,917	23,917
Comm for the Transportation Disadvantaged (CTD)	46,495	N/A	46,495	10,882	N/A	10,882
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	38,051	0	38,051	38,693	0	38,693
Local Non-Government	0	525	525	0	503	503
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	84,546	28,309	112,855	49,575	24,420	73,995



CTC Trips (cont'd)

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	15,271	0	15,271	17,965	0	17,965
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	69,275	27,784	97,059	31,610	23,917	55,527
Low Income	0	525	525	0	503	503
Other	0	0	0	0	0	0
Total - Passenger Type	84,546	28,309	112,855	49,575	24,420	73,995
Trip Purpose - One Way						
Medical	24,336	555	24,891	24,767	42	24,809
Employment	36,203	79	36,282	8,078	126	8,204
Education/Training/Daycare	9,737	26,004	35,741	3,401	23,925	27,326
Nutritional	1,049	283	1,332	1,280	0	1,280
Life-Sustaining/Other	13,221	1,388	14,609	12,049	327	12,376
Total - Trip Purpose	84,546	28,309	112,855	49,575	24,420	73,995
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	6,211	91	6,302	3,801	97	3,898
Total - UDPHC	6,211	91	6,302	3,801	97	3,898
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	313	N/A	313	111	N/A	111
Customer Feedback						
Complaints	25	N/A	25	24	N/A	24
Commendations	66	N/A	66	44	N/A	44



Coordination Contractor Trips

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/6/2025

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	24,822	20,545
Non-Ambulatory	2,962	3,372
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	27,784	23,917
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	27,784	23,917
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	27,784	23,917

Coordination Contractor Trips (cont'd)

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource
Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/6/2025

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	27,784	23,917
Low Income	0	0
Other	0	0
Total - Passenger Type	27,784	23,917
Trip Purpose - One Way		
Medical	546	0
Employment	58	0
Education/Training/Daycare	26,004	23,917
Nutritional	283	0
Life-Sustaining/Other	893	0
Total - Trip Purpose	27,784	23,917
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	67	58
Total - UDPHC	67	58
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/4/2025

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	525	503
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	525	503
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	525	503
Other Federal & State Programs	0	0
Total - Revenue Source	525	503



Coordination Contractor Trips (cont'd)

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/4/2025

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	0	0
Low Income	525	503
Other	0	0
Total - Passenger Type	525	503
Trip Purpose - One Way		
Medical	9	42
Employment	21	126
Education/Training/Daycare	0	8
Nutritional	0	0
Life-Sustaining/Other	495	327
Total - Trip Purpose	525	503
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	24	39
Total - UDPHC	24	39
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	235,069	N/A	235,069	246,852	N/A	246,852
Paratransit Miles	518,918	166,079	684,997	70,645	157,609	228,254
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	753,987	166,079	920,066	317,497	157,609	475,106
Roadcalls & Accidents						
Roadcalls	5	3	8	2	7	9
Chargeable Accidents	1	0	1	0	0	0
Vehicle Inventory						
Total Number of Vehicles	49	28	77	30	26	56
Number of Wheelchair Accessible Vehicles	48	9	57	26	8	34
Drivers						
Number of Full Time & Part Time Drivers	62	49	111	37	29	66
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/6/2025

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	114,791	113,367
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	114,791	113,367
Roadcalls & Accidents		
Roadcalls	3	7
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	27	25
Number of Wheelchair Accessible Vehicles	9	8
Drivers		
Number of Full Time & Part Time Drivers	45	25
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/4/2025

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	51,288	44,242
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	51,288	44,242
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	4	4
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 237,549	\$ 237,549	\$ 0	\$ 192,130	\$ 192,130
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 370,491	N/A	\$ 370,491	\$ 367,387	N/A	\$ 367,387
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 1,225,238	N/A	\$ 1,225,238	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 1,476,762	\$ 0	\$ 1,476,762	\$ 1,561,172	\$ 0	\$ 1,561,172
49 USC 5310	\$ 112,526	\$ 0	\$ 112,526	\$ 33,000	\$ 0	\$ 33,000
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 301,053	\$ 0	\$ 301,053	\$ 309,907	\$ 0	\$ 309,907
Service Development	\$ 111,637	\$ 0	\$ 111,637	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 474,654	\$ 0	\$ 474,654	\$ 318,415	\$ 0	\$ 318,415
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 1,293	\$ 0	\$ 1,293	\$ 2,592	\$ 0	\$ 2,592
Donations/Contributions	\$ 50	\$ 0	\$ 50	\$ 10	\$ 0	\$ 10
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 18,879	\$ 52,000	\$ 70,879	\$ 12	\$ 0	\$ 12
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 4,092,583	\$ 289,549	\$ 4,382,132	\$ 2,592,495	\$ 192,130	\$ 2,784,625



Coordination Contractor Revenue Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/6/2025

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 237,549	\$ 192,130
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 237,549	\$ 192,130



Coordination Contractor Revenue Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/4/2025

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 52,000	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 52,000	\$ 0



CTC Expense Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 925,137	\$ 136,101	\$ 1,061,238	\$ 888,826	\$ 118,484	\$ 1,007,310
Fringe Benefits	\$ 233,392	\$ 10,304	\$ 243,696	\$ 199,814	\$ 6,960	\$ 206,774
Services	\$ 244,801	\$ 74,563	\$ 319,364	\$ 247,410	\$ 53,664	\$ 301,074
Materials & Supplies Consumed	\$ 118,679	\$ 40,227	\$ 158,906	\$ 149,660	\$ 50,175	\$ 199,835
Utilities	\$ 19,175	\$ 1,754	\$ 20,929	\$ 15,487	\$ 14,151	\$ 29,638
Casualty & Liability	\$ 79,220	\$ 84,610	\$ 163,830	\$ 74,163	\$ 79,513	\$ 153,676
Taxes	\$ 394	\$ 1,244	\$ 1,638	\$ 329	\$ 158	\$ 487
Miscellaneous	\$ 27,828	\$ 3,917	\$ 31,745	\$ 32,166	\$ 0	\$ 32,166
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 741	\$ 205	\$ 946	\$ 909	\$ 111	\$ 1,020
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 14,647	\$ 14,647
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 2,363,480	N/A	\$ 2,363,480	\$ 1,033,619	N/A	\$ 1,033,619
Total - Expense Sources	\$ 4,012,847	\$ 352,925	\$ 4,365,772	\$ 2,642,383	\$ 337,863	\$ 2,980,246



Coordination Contractor Expense Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/6/2025

Coordination Contractor: The Arc of IRC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 111,601	\$ 87,578
Fringe Benefits	\$ 8,304	\$ 6,960
Services	\$ 59,563	\$ 53,664
Materials & Supplies Consumed	\$ 40,227	\$ 47,275
Utilities	\$ 1,754	\$ 1,737
Casualty & Liability	\$ 83,310	\$ 73,615
Taxes	\$ 1,244	\$ 158
Miscellaneous	\$ 3,917	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 205	\$ 111
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 310,125	\$ 271,098



Coordination Contractor Expense Sources

County: Indian River

CTC Status: Complete

CTC Organization: Senior Resource Association, Inc.

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/4/2025

Coordination Contractor: Camp Haven Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 24,500	\$ 30,906
Fringe Benefits	\$ 2,000	\$ 0
Services	\$ 15,000	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 2,900
Utilities	\$ 0	\$ 12,414
Casualty & Liability	\$ 1,300	\$ 5,898
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 14,647
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 42,800	\$ 66,765

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

Demographics	Number
Total County Population	0
Unduplicated Head Count	6,302



Trips By Type of Service	2023	2024	2025	Vehicle Data	2023	2024	2025
Fixed Route (FR)	0	0	0	Vehicle Miles	522,929	475,106	920,066
Deviated FR	0	0	0	Roadcalls	6	9	8
Complementary ADA	31,541	37,832	38,051	Accidents	1	0	1
Paratransit	39,511	36,163	74,804	Vehicles	63	56	77
TNC	0	0	0	Drivers	69	66	111
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	71,052	73,995	112,855				
Passenger Trips By Trip Purpose				Financial and General Data			
Medical	25,237	24,809	24,891	Expenses	\$2,499,143	\$2,980,246	\$4,365,772
Employment	5,449	8,204	36,282	Revenues	\$3,037,795	\$2,784,625	\$4,382,132
Ed/Train/DayCare	26,155	27,326	35,741	Commendations	22	44	66
Nutritional	250	1,280	1,332	Complaints	15	24	25
Life-Sustaining/Other	13,961	12,376	14,609	Passenger No-Shows	134	111	313
TOTAL TRIPS	71,052	73,995	112,855	Unmet Trip Requests	0	0	0
Passenger Trips By Revenue Source				Performance Measures			
CTD	13,275	10,882	46,495	Accidents per 100,000 Miles	0.19	0	0.11
AHCA	0	0	0	Miles between Roadcalls	87,155	52,790	115,008
APD	23,438	23,917	27,784	Avg. Trips per Passenger	17.32	18.98	17.91
DOEA	0	0	0	Cost per Trip	\$35.17	\$40.28	\$38.68
DOE	0	0	0	Cost per Paratransit Trip	\$35.17	\$40.28	\$38.68
Other	34,339	39,196	38,576	Cost per Total Mile	\$4.78	\$6.27	\$4.75
TOTAL TRIPS	71,052	73,995	112,855	Cost per Paratransit Mile	\$4.78	\$6.27	\$4.75
Trips by Provider Type							
CTC	31,541	39,489	38,051				
Transportation Operator	13,275	10,086	46,495				
Coordination Contractor	26,236	24,420	28,309				
TOTAL TRIPS	71,052	73,995	112,855				

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

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: November 10, 2025

SUBJECT: Review of Transportation Disadvantaged Annual Operating Report for FY 2024/25

It is requested that the information herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board (TDLCB) at its regular meeting of November 20, 2025.

SUMMARY

Each year, Senior Resource Association (SRA) is required to submit an Annual Operating Report (AOR), which summarizes its activity as the Community Transportation Coordinator (CTC), to the State Commission for the Transportation Disadvantaged (CTD). The AOR covers the previous state fiscal year and must be submitted via the CTD's online reporting system by September 15. In order to comply with the CTD's September 15, 2025 deadline, the Community Transportation Coordinator submitted a draft report online. As part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County MPO and the CTD, the AOR must be reviewed by the TDLCB.

The attached report covers demand response operations for the July 1, 2024 through June 30, 2025 state fiscal year. This report includes information about passenger trips, vehicles, and revenue and expense sources. Data, such as population, vehicle miles, and passenger miles, captured by this report is used to determine annual funding allocations by the CTD. Data for each coordination contractor is provided on separate pages.

ANALYSIS

A summary of all passenger trips is provided on pages 4-5 of the AOR. SRA and two coordination contractors, The ARC and Camp Haven, provided 112,855 one-way paratransit trips in Indian River County. Of those trips, 84,546 were provided by the CTC and 28,309 by coordination contractors

(mostly The ARC).

In this year's report, trips provided through the CTC's "Adavantage Ride" program for persons with developmental disabilities are now included as paratransit trips. As a result, the total trips provided by the CTC and Transportation Operators has increased 49,575 last year to 84,546 this year (a 71% increase). As noted on page 5, 82% of all trips were made by persons with disabilities and 18% were made by the elderly. Trip purposes included the following: 29% Medical, 12% Education/Training/daycare, 16% Life-sustaining, 43% Employment, and 1% nutritional.

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

Also, on page 13, the largest funding sources for trips this period were from the Commission for the Transportation Disadvantaged (36%), the federal government (36%), local government public transportation funds (11%), and the Agency for Persons with Disabilities (APD) (5%).

Complementary ADA trips are required trips for eligible persons whose origin and destination are both within $\frac{3}{4}$ mile of a fixed route (GoLine). During the reporting year, 38,051 ADA one-way trips were provided in Indian River County. A draft of the county profile is included on page 19. A summary of vehicle and driver information is provided on pages 10-12, and a summary of revenues and expenses is provided on pages 13-18.

RECOMMENDATION

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

ATTACHMENTS

1. FY 2024-25 Annual Operating Report

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

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: November 10, 2025

SUBJECT: Review of the TDLCB Bylaws for FY 2025/26

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 20, 2025.

DESCRIPTION AND CONDITIONS:

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

For FY 2025/26, two updates to Section 118 – Administration are requested (See Pg. 10). First is an update to subsection 6, which updates the MPO's mailing address to 1801 27th St, Vero Beach, FL. The second update is to reference the redesignation of the Planning and Development Services Department, which was formerly known as the Community Development Department. These updates are the only changes proposed by staff.

RECOMMENDATION:

Staff recommends that the TDLCB review its bylaws, recommend any changes or modifications, and approve its bylaws for FY 2025/26.

ATTACHMENTS:

1. Track changes to Bylaws Section 118- Administration
2. Bylaws for the Transportation Disadvantaged Local Coordinating Board (TDLCB).



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

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

Updated 11/20/2025

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

Coordinating Board Chairperson's Signature

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

Section 101 **Short Title**

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

Section 102 **Authority**

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

Section 103 **Jurisdiction**

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

Section 104 **Effective Date**

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

Section 105 **Preamble**

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

Section 106 **Purpose and Functions**

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

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

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

Section 107 **Membership**

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

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

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

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

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

Section 109 **Officers and Duties**

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

Section 110 **Regular TDLCB Meetings**

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

Section 111 **Special TDLCB Meetings**

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

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

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

Section 112 **Emergency TDLCB Meetings**

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

Section 113 **Public Hearings and Workshops**

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

Section 114 **TDLCB Meeting Agenda**

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

Section 115 **TDLCB Motions**

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

Section 116 **Conduct of TDLCB Meetings**

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

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

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

Section 117 **Subcommittees**

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

Section 118

Administration

- (1) The MPO staff director, or designee, shall be the direct liaison between the TDLCB Chair and the DOPA.
- (2) MPO staff, ~~Community Development Department staff~~, Planning and Development Services Department, BCC office staff, and Legal Department staff shall serve as the support staff of the TDLCB.
- (3) MPO staff is responsible for the minutes of all meetings and all notices and agendas for future meetings.
- (4) MPO staff shall furnish recording capability for all meetings.
- (5) MPO staff will assist the Chair in the preparation, duplication and distribution of all printed materials necessary for meetings.
- (6) All official actions of the TDLCB are to be recorded and kept in permanent minute files by MPO staff. These files shall be open to public inspection during regular office hours of the County staff office located at ~~1840 25th Street~~ 1801 27th Street in Vero Beach, Florida.

Originally Adopted On February 21, 1991.

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

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: November 10, 2025

SUBJECT: Review of the TDLCB Grievance Procedures for FY 2025/26

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 20, 2025.

DESCRIPTION AND CONDITIONS

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

Attached are the grievance procedures of the TDLCB. As part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County Metropolitan Planning Organization (MPO) as the Designated Official Planning Agency (DOPA) and the Florida Commission for the Transportation Disadvantaged (CTD), the TDLCB is required to review its grievance procedures on an annual basis. For 2025/26, no changes are being proposed by staff.

RECOMMENDATION

Staff recommends that the TDLCB review its grievance procedures, recommend any changes or modifications, and approve its grievance procedures for FY 2025/26.

ATTACHMENTS:

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



INDIAN RIVER COUNTY
MPO
METROPOLITAN PLANNING ORGANIZATION

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

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

Updated 11/20/2025

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

Coordinating Board Chairperson's Signature

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

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

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

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

Grievance Procedures

TIME FRAME (work days)	STEPS
---------------------------	-------

First line of resolution process (informal)

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

Second line of resolution process (formal)

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

Final line of resolution (formal)

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

By Telephone: (800) 983-2435

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

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

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Ryan Sweeney
Acting Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Senior Planner

DATE: November 10, 2025

SUBJECT: Review of Performance Measure and Administrative Cost Report

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of November 20, 2025.

SUMMARY

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

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

F.S. 341.071 also requires the performance measure and administrative cost report to be presented each year at a publicly noticed meeting and posted on the transit system website. Based on recent FDOT guidance, MPO staff coordinated with SRA to prepare the attached report on performance measures and administrative costs. In addition to being presented at the November 20 TDLCB meeting, the attached report will also be posted on the GoLine website (golineirt.com).

RECOMMENDATION

This is an information item; no recommendation is necessary.

ATTACHMENT

1. Performance Measures and Administrative Cost Report for FY 2024

Performance Measures and Administrative Costs

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

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

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

Tier 2 Average – 20.56% (FY 2024)

Indian River County – 19.80% (FY 2024)

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

See attached report.

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

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

John Titkanich, County Administrator: \$240,916.52 (Full-time county employees also receive Florida Retirement System, paid annual leave, and health/dental/vision insurance)

B) Ridership performance and metrics are listed below for FY 2023/24:

PERFORMANCE MEASURES	Fixed Route	Demand Response
SERVICE AREA POPULATION	174,292	174,292
PASSENGER TRIPS	1,357,438	26,837
REVENUE MILES	991,267	239,884
TOTAL OPERATING EXPENSE	\$4,641,729	\$2,329,375
TOTAL OPERATING REVENUE	\$83,517	-
VEHICLES OPERATED IN MAXIMUM SERVICE	14	12
REVENUE MILES PER SYSTEM FAILURES	198,253.4	59,971
OPERATING EXPENSE PER PASSENGER TRIP (\$)	3.42	86.80
BASE FARE	Free	Free
OPERATING HOURS (WEEKDAYS)	6:00 am to 9:00 pm	6:00 am to 9:00 pm
OPERATING HOURS (SATURDAYS)	7:00 am to 7:00 pm	7:00 am to 7:00 pm

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

Senior Resource Association

Statement of Activities (un-audited)

As of September 30, 2024

	Annually	Budget	
	Fiscal YTD 09/30/2024	Budget Fiscal Yr 2023-2024	Budget to Actual %
REVENUE			
Revenue - Operating			
Public Grants	\$6,324,184	\$6,867,875	92.08%
Private Pay	\$2,884	\$1,733	166.37%
Contributions	\$90	\$0	0.00%
Other Operating Revenue	\$16,351	\$0	0.00%
Total Revenue - Operating	\$6,343,509	\$6,869,608	92.34%
Revenue - Capital			
Public Grants - Capital	\$3,044,658	\$1,091,884	278.84%
Eqpt/land Gain/Loss - Capital	\$0	\$0	0.00%
Total Revenue - Capital	\$3,044,658	\$1,091,884	278.84%
TOTAL REVENUE	\$9,388,167	\$7,961,492	117.92%
EXPENSES			
Expenses - Operating			
Salaries & Wages	\$4,198,137	\$3,836,036	109.44%
Staff/Volunteer Development	\$68,395	\$45,715	149.61%
Community Outreach/Program Acti	\$50,212	\$29,014	173.06%
Outsourced Client Services	\$1,131,696	\$775,500	145.93%
Vehicle Expense	\$1,248,623	\$1,439,244	86.76%
Insurance - General/Vehicle	\$256,178	\$250,047	102.45%
Professional Fees	\$152,517	\$106,105	143.74%
Occupancy & Building Maintenance	\$87,068	\$131,914	66.00%
Utilities	\$52,772	\$38,502	137.06%
Office Expenses	\$274,908	\$270,518	101.62%
Total Expenses- Operating	\$7,520,505	\$6,922,594	108.64%
Depreciation			
Depreciation	\$709,135	\$752,584	94.23%
Total Depreciation	\$709,135	\$752,584	94.23%
TOTAL EXPENSES	\$8,229,640	\$7,675,179	107.22%
NET SURPLUS/(DEFICIT)	\$1,158,527	\$286,314	404.64%

Indian River County MPO and MPO Advisory Committees

January – December 2026 Meeting Schedule

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

Committee Name and Meeting Dates

Month	MPO	TAC	CAC	BPAC	TDLCB
	(Metropolitan Planning Organization)	(Technical Advisory Committee)	(Citizens Advisory Committee)	(Bicycle Pedestrian Advisory Committee)	(Transportation Disadvantaged Local Coordinating Board)
January	--	23 rd	--	27 th	--
February	11 th		3 rd		26 th
March	--	27 th	--	31 st	--
April	8 th		7 th	--	
May	--	29 th	--	--	28 th
June	10 th	--	2 nd	2 nd	
July	--	--	--	--	--
August	--	28 th	--	--	27 th
September	9 th	25 th	1 st	22 nd	--
October	14 th	--	6 th	--	--
November	--	--	--	--	19 th
December	9 th	4 th	1 st	1 st	--
	<i>*Meeting Date 2nd Wednesday of the month 10 AM</i>	<i>*Meeting Date 4th Friday of the month 10 AM</i>	<i>*Meeting Date 1st Tuesday of the month 2 PM</i>	<i>*Meeting Date Quarterly 4th Tuesday of the month 2 PM</i>	<i>*Meeting Date Quarterly 4th Thursday of the month 10 AM</i>

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