INDIAN RIVER COUNTY
MPO
METROPOLITAN PLANNING ORGANIZATION

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Bob McPartlan, FDC&F Representative
Jennifer Idlette, Public Education Representative
Tatiana Gillyard, 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, February 26, 2026, in Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

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1. Call to Order
2. Election of Vice Chair
   Action Required
3. Approval of Meeting Minutes
   November 20, 2025
   Action Required
4. Planning Status Report
   No Action Required
5. Community Transportation Coordinator Status Report
   No Action Required

6. Review of Progress Report and Reimbursement Invoice #2 for the 2025/26 Planning Grant
   Action Required

7. Consideration of the 2026 Transportation Development Plan (TDP) Annual Update
   No Action Required

8. Review of the Community Transportation Coordinator Annual Evaluation Report for FY 2024/25
   Action Required

9. Other New Business

10. Public Comment

11. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on May 28, 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 NOVEMBER 20, 2025

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:00 AM on Thursday, November 20th, 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; **Gisela Ruiz,** Florida Agency for Health Care Administration (FAHCA) 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; **Dr. Harry Hurst**, Citizen Advocate Representative; **Gregory McDonald**, Career Source Resource Center Representative; **Jessica Staudt**, Children at Risk Representative, **Melissa Arndt,** Florida Department of Veterans' Affairs Representative, and **Danica David**, Citizen's Advocate.

Absent were **Modeline Acreus,** Florida Department of Transportation (FDOT) Representative; **Laura Koursaris**, Florida Division of Vocational Rehabilitation (FDVR) Representative

Present were IRC staff: **Brian Freeman**, MPO Staff Director; **Mark Vietze,** MPO Senior Planner; **Kimberly Moirano,** Recording Secretary; **Patricia Johnson**, MPO Staff Assistant III; **Ryan Sweeney**, Assistant Planning and Development Services Director. Also present were **Karen Deigl**, Chief Executive Officer, Senior Resource Association and **Chris Stephenson,** Transportation Director.

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 August 28, 2025.

> **ON MOTION by Dr. Harry Hurst, SECONDED by Dalia Dillon, the Board voted unanimously (12-0) to approve the Regular Meeting Minutes of August 28, 2025.**

Ms. Jennifer Idelette arrived at 10:04 a.m.

Planning Status Report – *No Action Required*

Mr. Brian Freeman stated they have two items that are currently out for public comment that are scheduled to be adopted in December at the MPO. One is their Long-Range Transportation Plan and that is through the year 2050 and what kind of improvements we need on our transportation network. Mainly they're talking about roads, but it is a multi-modal plan, so it also covers transit, bicycle and pedestrian systems as well. So, you can take a look at that on the MPO website. They also have an update to their

Public Participation Plan which is also up for public comment on the MPO website that's also scheduled to be adopted at the December meeting. They have been down a staff person in MPO for the last 6 to 7 months. They have a person coming on board the MPO Staff on December 1st, Jared McCarthy. The CTC evaluation of subcommittee is going to be meeting after this meeting. It's a fairly brief meeting which may be an extra 30 to 45 minutes. Several of the board members have already volunteered to participate.

<u>Community Transportation Coordinator Status Report</u> – *No Action Required*

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

Mr. Stephenson stated the Community Coach quarterly ridership for the quarter that ended September 30th was 12,776 passengers for the 4th Quarter. For the fiscal year for Community Coach, they had 47,742 passenger trips which is an 8% increase from last year. When we look at the on-time percentage, Community Coach for the whole year was 93%. Keep in mind the industry standard is 75% so well above the industry standard. They always want that number to be as close to 100 as they can get it. The total number of active Community Coach passengers that they have right now was about 3,900. Their same day ridership continues to increase above last year and the same with their mobile app bookings which is the people booking trips for Community Coach using their smart device so that they don't have to call them in advance and book a trip. The number of applications that they process varies between 45 and 60 every month but they keep track of that. They also keep track of how many get approved. They only want the people who are eligible for the service to take advantage of the service. They have an eligibility specialist who makes sure that only the people who really are needing the service. They also track their call volume. Their call center, even with the mobile app being used to book trips, they’re still getting over 4,500 calls every single month. They have 7 customer care agents that start as early as 5:00 a.m. in the morning and they go to as late as 9:00 p.m. The average wait time they want to keep that number under is 60 seconds so you can see that both last year and this year every month the phone wait time averaged less than a minute, which is what our standard is.

The Advantage Ride Program every month so far since the state fiscal year started in July has had higher ridership than the previous fiscal year. For the entire fiscal year so far, we've done 13,133 trips on the Advantage Ride Program and remember that's the program that's specifically for individuals with developmental disabilities. That's the program that they run in the four-county area Indian River, Martin, St. Lucie and Okeechobee Counties.

The local businesses that advertise on the bus they always like to give a shout out to them. That money helps them with the local grant dollars, and it helps to meet the local match for the state and federal grants that they use. It brings in roughly $80,000 a year. They use it to match stage grants, and they use state grants to match federal grants. Indian River County has a company that they've contracted to sell all the advertising on the bus. They have to go through a competitive procurement process. They did a RFP and got proposals. They chose the best company and their contract with that company is a 3-year contract. He thought they were in the first year of it. Mr. Freeman stated that it’s a 3-year contract and then it has the option to do a 3-year extension. It's the same company that did the previous contract as well so they're in probably their 7th or 8th year of running the advertising system. Each year it has been more than the year before. Eventually they're going to run into an issue that they can't issue any new advertising contracts on vehicles that were purchased with state grant dollars. That's mainly the Community Coach door to door vehicles not the Go Line fixed route vehicles so as existing contracts expire and are not renewed, they are not going to be able to replace those ads on the Community Coach vehicles. Community Coaches is 30% or 40% of the advertising revenue. The Go Line is still the larger share but that was a law that the Legislature passed about 2 years ago to restrict advertising on transit vehicles. Every single Go Line bus has an ad on it right now, so the advertising company works very hard. Every route has advertising on it right now and that helps with their local costs.

The Go Line for the 4th Quarter they made 445,000 passenger trips which is a 23% increase at the same time last year. For the fiscal year ridership, they did 1.59 million passenger trips on the Go Line which was an all-time ridership high for our system. The previous record before that was 1.35 million so when they extended their hours a couple of years ago that's really shown a big increase in ridership on the Go Line. Saturday ridership is up 15% as well compared to previous fiscal years.

All the routes are showing high ridership growth. Route 14 with 27% is the most but then the one with the lowest is around 12% and it still had a 20% growth in the 4th Quarter. They're happy to see that it's not just one specific route that's getting all this ridership growth. It's all of their routes all across Indian River County. You can see their Routes 2 and 4 do 27% of all the ridership. The Gifford routes do 21% of all the ridership. The routes in the North County do 18% of all the ridership. The South County does 16% and then the routes to the far East and far West of our service area they take up 12%. We have the one route that runs in between Vero Beach and Sebastian that accounts for 6% of our ridership.

On time performance for the Go Line was 93% for the 4th quarter. If you look at the entire fiscal year it was 92% for the entire fiscal year on the Go Line. Trips per revenue mile that's an industry standard that the State will compare us to every other system in the State. The industry standard is .25 trips per revenue mile. We're at 1.46 so they're well above the industry standard and that just shows that for the number of miles they're putting on the vehicle they have a lot of passengers riding per the miles that they're putting on there. They had slightly more road calls this year than last year in the 4th quarter but for the entire fiscal year the numbers stayed the exact same. The same with accidents so good to see that because their vehicles are older this year than they were last year but they're having the same permanent maintenance done.

The most recent phase of the bus shelters just got completed. They now have 73 bus shelters all over the community. The most recent batch of 12 went in within the last 5 months. They're real happy about that.

Their drug testing they're very pleased that they had no employees fail their random drug tests that they are required to do. They had some pre-employment people who didn't pass their drug screen, so they obviously didn't hire them. They didn't have any random drug screens positive this fiscal year. For the complaints this is something they're really happy about. They had a 17% increase in ridership this year compared to last year, but they had less complaints, so they had more ridership than they've ever had but they had less people complaining. So, for the entire fiscal year they only had 26 complaints, which is a decrease of 40% from the year before. Last year there were 43 complaints. The first week of September Karen Deigel accepted an award for our system. The Florida Public Transportation Association named our system as the top system in the State.

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

- *Action Required*

Mr. Brian Freeman stated this is the invoice for last quarter where the main activities were staffing the TDLCB meeting last quarter. There was also the Annual Workshop that Mark Vietze was able to attend where we got reimbursed for that from the State Commission.

ON MOTION by Ms. Wendy Grow, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (13-0) to approve the Progress Report and Reimbursement Invoice #1 for the 2025/26 Planning Grant and the Reimbursement of the Invoice in the amount of $5,000.

Review of the Annual Operating Report for FY 2024/25 - *Action Required*

Mr. Freeman indicated this is an annual report that SRA submits, and they're required to submit it by September 15th every year. Every CTC in the State submits these and then the State Commission puts out a report that essentially has the data for every system in the State. The one thing that was noteworthy this year is that he knew SRA was directed by the State Commission to include the trips from the Treasure Coast Advantage Ride Program which is the program that serves those with developmental disabilities on the Treasure Coast. When you compare the year-to-year numbers, you can see there was a growth from just 50,000 trips last year that were under the CTC to 84,546. That's 36,000 in trips. It is a significant amount of trips that are being provided through that program. A lot of the data is fairly consistent with previous years on what the trip purposes are, whether it's for a medical appointment, employment or life sustaining or education and training.

ON MOTION by Dr. Harry Hurst, SECONDED by Ms. Wendy Grow, the Board voted unanimously (13-0) to approve the Actual Operating Report for FY 2024/25, as presented.

Review of TDLCB Bylaws for FY 2025/26 - *Action Required*

Mr. Freeman stated that apparently they had not updated the address on Page 10 of the Bylaws which referenced the old address.

ON MOTION by Ms. Wendy Grow, SECONDED by Ms. Dalia Dillon voted unanimously (13-0) to amend the Bylaws.

Review of TDLCB Grievance Procedures for FY 2025/26 - *Action Required*

Mr. Freeman stated that they are not recommending any changes to the Grievance Procedures for FY 2025/26 so they would be the same as they have been for the last several years. They've never actually had a grievance rise to the point where they have to go through these procedures. There is a subcommittee that's called the Grievance Committee and there's five members who would serve on that if such a case or to come up in the future, so we are looking for the board to approve the grievance procedures for FY 2025/26. There is a subcommittee that's called the Grievance Committee and there are five members who would serve on that if such a case were to come up in the future. So, they are looking for the Board to approve the Grievance Procedures for FY 2025/26.

ON MOTION by Dr. Harry Hurst, SECONDED by Ms. Wendy Grow voted unanimously (13-0) to approve the Grievance Procedures for FY 2025/26.

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

This item is an information item and last year was the first year that they had to prepare this report for you and basically it summarizes some of the different performance measures. Some of these are like the number of passenger trips and the number of revenue miles provided for the year so you can see that these are the numbers that were the previous year that was complete so not the numbers that Chris just reported on but the year before where we had just over 1,357,000 on the Go Line and 26,837 on the door to door which are the ADA trips not the TD trips. One thing that they are required to report on is the share of the costs that are administrative costs and how they compare them to other systems in the State. Indian River County falls into what's called Tier 2 which are the smaller systems in the State. The average Tier 2 systems are 20.56% and Indian River County's cost was 19.8 percent, so it was below that. This is just something that they do provide each year as an informational item. Most systems in the State do have a fare to ride. They're also required to provide a discount on that fare so a lot of passengers who ride on the systems that charge a fare aren't paying the full fare. There are administrative costs associated with collecting the fare and all the accounting that goes into the fare. The Indian River County system has always been so successful being a fare-free system. St. Lucie County switched over to being fare free.

2026 MPO & MPO Advisory Committees Meeting Schedule – It is pretty much following the same schedule that we do every year where it's the fourth Thursday of the month.

Other New Business – *No Action Required*

There's always comments coming out of the Feds about cutting levels of funding. The most recent one is they're wanting to move the Federal Highway Safety Highway Funds which transit gets part of those funds. They think it should go just to highways and so there's a push from the Trump Administration to look at that.

Mr. Stephenson stated their Advantage Ride Programming is secure through June 30th of 2026. This is our 5th year receiving the Innovative Service Development Grant for that program. They are fairly confident they will not let us reapply for it again. One of the things Ms. Deigl and he works on daily is trying to figure out what is going to happen in that program after June 30th, so Karen has already got meetings set up with legislators in Tallahassee for the week after Thanksgiving because this is the time that they really start to let them know. It's a very successful program. Of all the ISD Grants that they gave out it's the most successful one. They're always talking about how successful it's been and how big of a blow to the Treasure Coast it will be for the developmentally disabled on the Treasure Coast if that program goes away after June 30th. Ms. Deigl stated they are staying in touch with the riders. They are going to be sending out a memo in December after she meets with all the local representatives in all four counties. They will be sending out a letter letting the clients know that there is a possibility and it gives them enough ample time if they want to reach out and make comments to their representatives and help us put a push on it. If the funding doesn't come through that they will have enough time to make plans for themselves to be able to manage their lives without it. Mr. Stephenson stated it's the Treasure Coast Developmental Disabilities Advantage Ride Program. They just call it the Advantage Ride Program but it's the primary transportation program for individuals with IDDs intellectual developmental disabilities on the Treasure Coast. It is a $1.5 million dollar grant that they will be losing. They are constantly through FPT the Florida Public Transportation Association trying to set something up. They're working with the Commission for Transportation Disadvantage is the formula. They changed their formula the last time they met. Right now, the funding that they're getting from the Commission for transportation disadvantage is decreasing each year for whatever reason and not just ourselves but for 70 percent of the CTCs in the State. There is a flaw in the formula that was developed back in 2021. That's the other thing that they will be working on in Tallahassee in a couple of weeks with the CTC to look at the numbers and see where the flaw is so that hopefully they can change that.

Adjournment

There being no further business, the meeting adjourned at 10:36 a.m.

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **February 26, 2026, at 10:00 a.m.**

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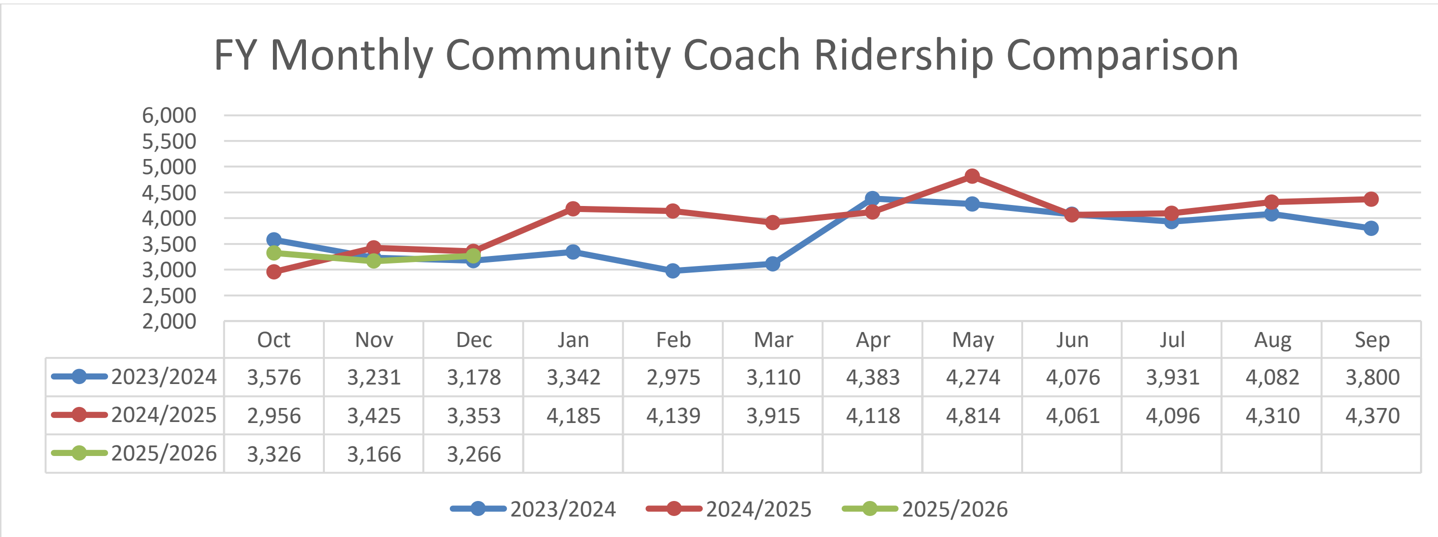
CTC Status Report -1st Quarter of 2025/2026 FY
Prepared February 3rd, 2026

Community Coach Paratransit and Complimentary ADA Services

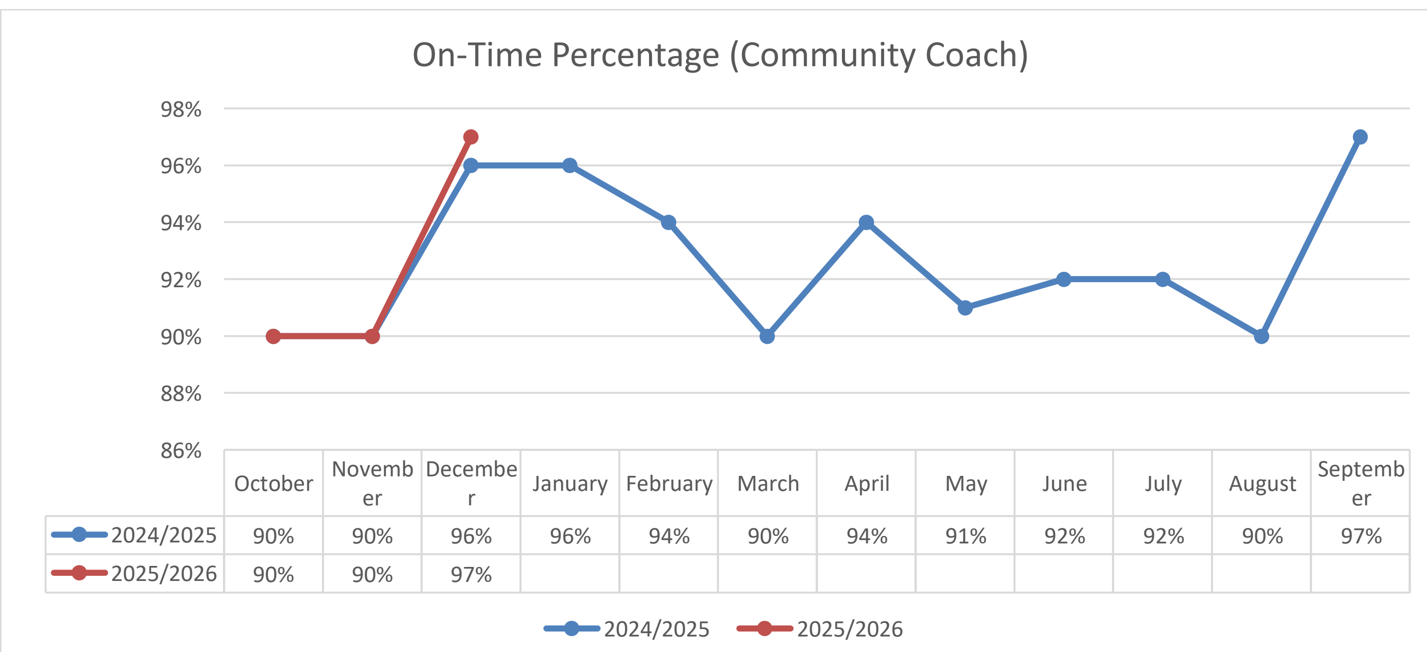
- Total Quarterly ridership: 9,758 passenger trips:
  - No Change from 1st Quarter last FY



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2023/2024	3,576	3,231	3,178	3,342	2,975	3,110	4,383	4,274	4,076	3,931	4,082	3,800
2024/2025	2,956	3,425	3,353	4,185	4,139	3,915	4,118	4,814	4,061	4,096	4,310	4,370
2025/2026	3,326	3,166	3,266									

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

Community Coach On-Time Performance



	October	November	December	January	February	March	April	May	June	July	August	September
2024/2025	90%	90%	96%	96%	94%	90%	94%	91%	92%	92%	90%	97%
2025/2026	90%	90%	97%									

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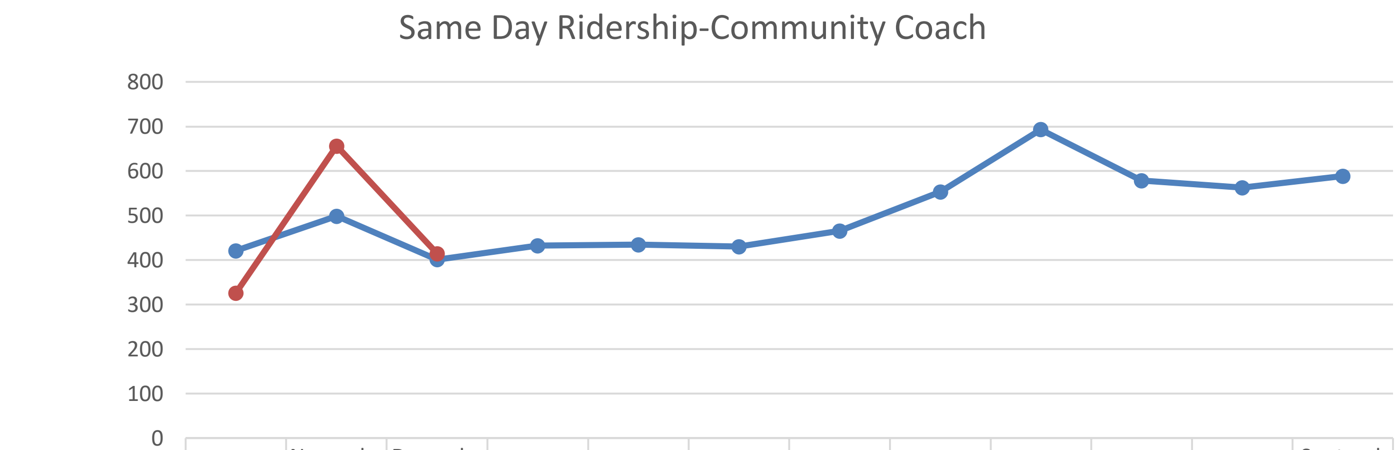
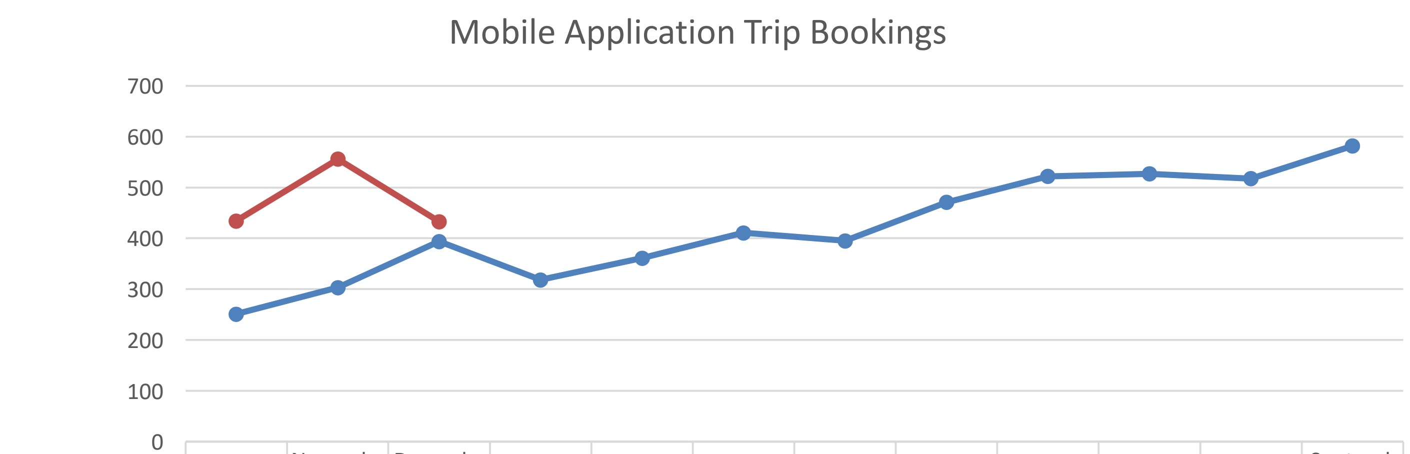
Total Active Community Coach Riders: 3,212 Passengers

Community Coach Same Day Ridership



	October	November	December	January	February	March	April	May	June	July	August	September
2024/2025	421	498	401	432	434	430	465	553	693	578	562	588
2025/2026	326	656	414									

Community Coach Mobile Application Bookings



	October	November	December	January	February	March	April	May	June	July	August	September
2024/2025	251	303	394	318	361	411	395	471	522	527	518	582
2025/2026	434	556	433									

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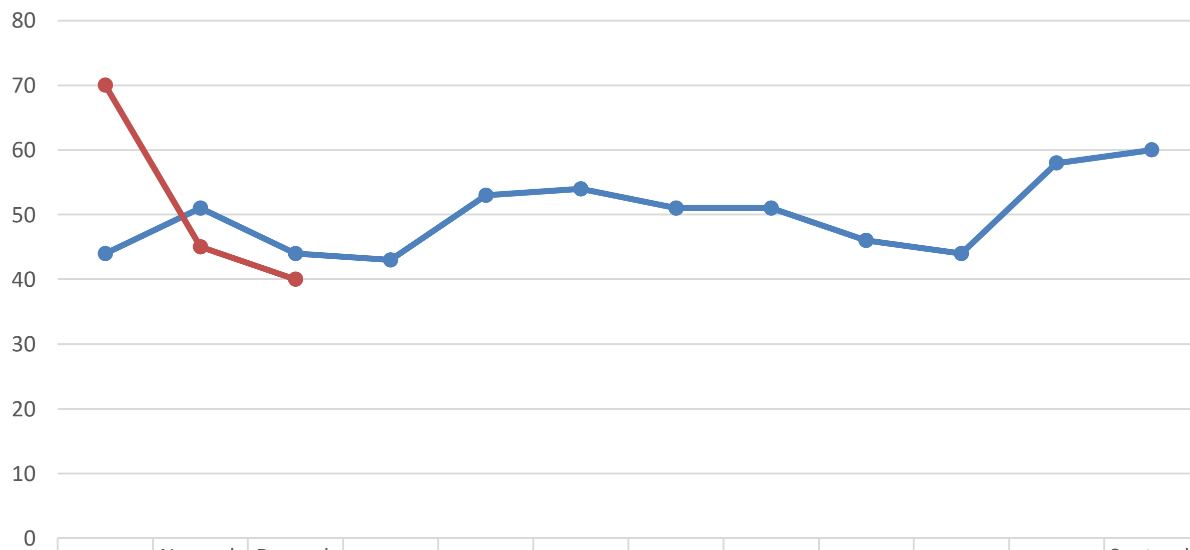
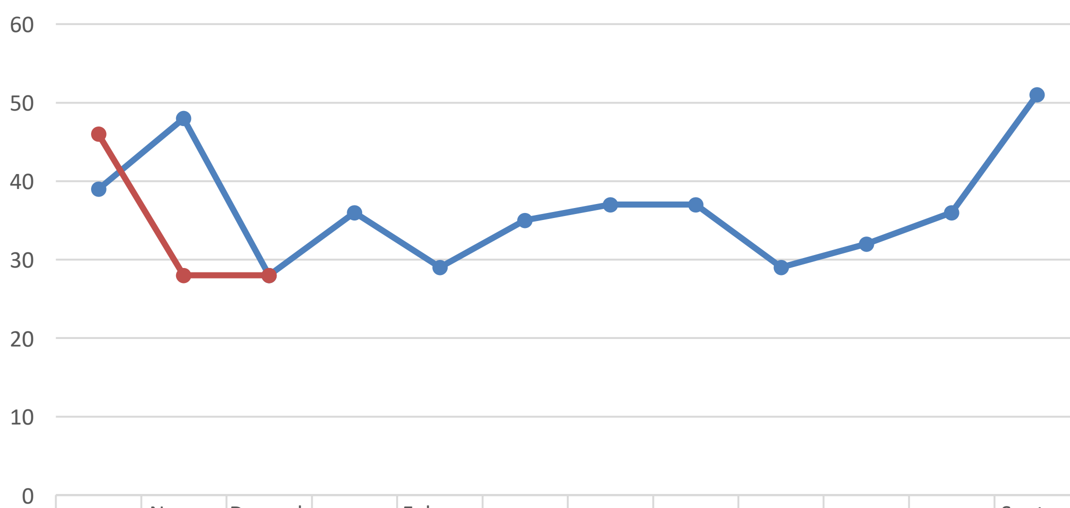
Community Coach Applications Received



	October	November	December	January	February	March	April	May	June	July	August	September
Received 24/25	44	51	44	43	53	54	51	51	46	44	58	60
Received 25/26	70	45	40									

Received 24/25 Received 25/26

Community Coach Applications Approved



	October	November	December	January	February	March	April	May	June	July	August	September
Approved 24/25	39	48	28	36	29	35	37	37	29	32	36	51
Approved 25/26	46	28	28									

Approved 24/25 Approved 25/26

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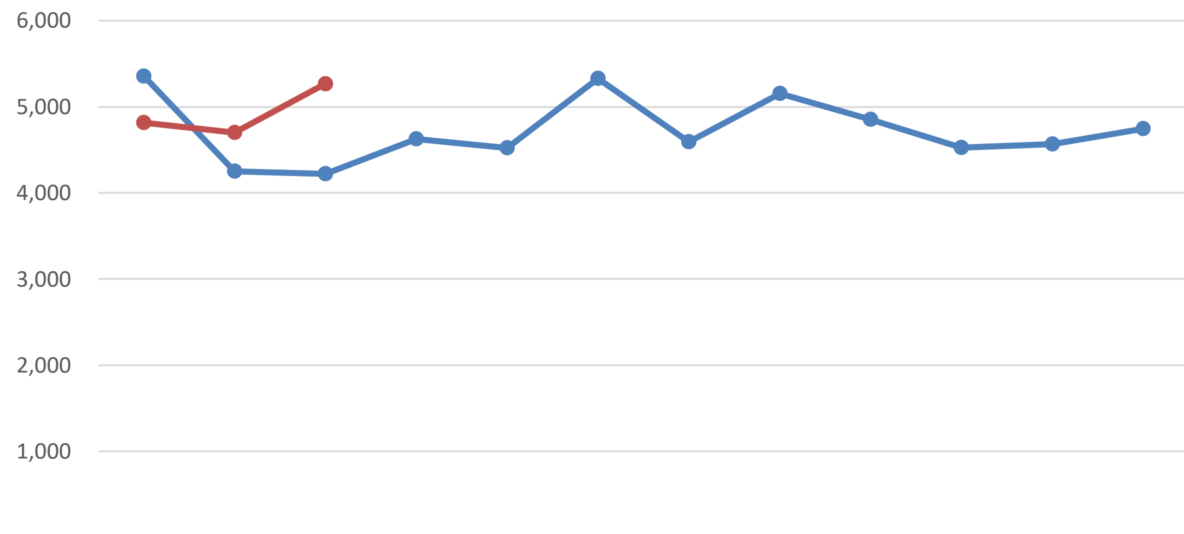
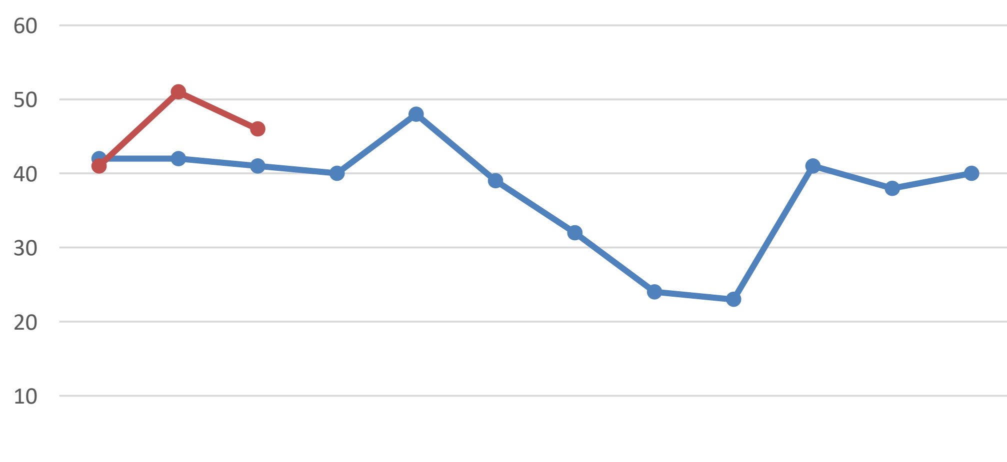
Phone Call Volume



	October	November	December	January	February	March	April	May	June	July	August	September
Calls Received 24/25	5,356	4,251	4,222	4,627	4,524	5,328	4,594	5,154	4,855	4,526	4,567	4,746
Calls Received 25/26	4,818	4,701	5,267									

Calls Received 24/25 Calls Received 25/26

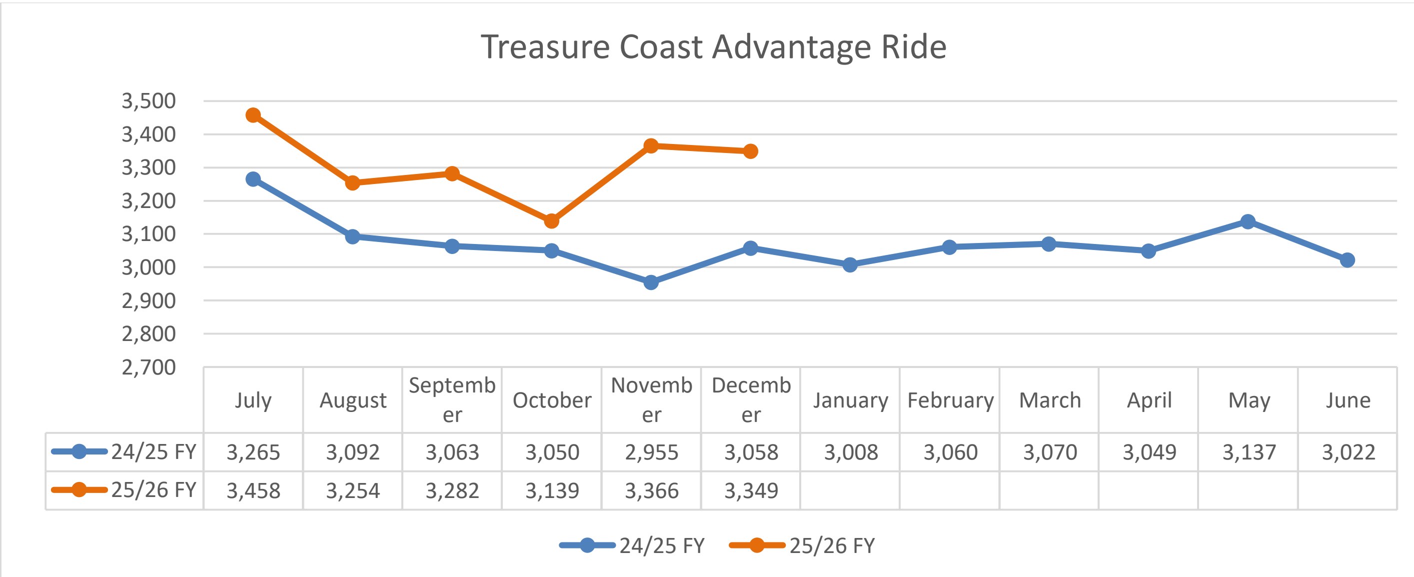
Phone Average Wait Time (Seconds)



	October	November	December	January	February	March	April	May	June	July	August	September
Wait time (seconds) 24/25	42	42	41	40	48	39	32	24	23	41	38	40
Wait time (seconds) 25/26	41	51	46									

Wait time (seconds) 24/25 Wait time (seconds) 25/26

Treasure Coast Developmental Disability Advantage Ride



	July	August	September	October	November	December	January	February	March	April	May	June
24/25 FY	3,265	3,092	3,063	3,050	2,955	3,058	3,008	3,060	3,070	3,049	3,137	3,022
25/26 FY	3,458	3,254	3,282	3,139	3,366	3,349						

- Fiscal Year Ridership: 19,848
    - 7% increase from last fiscal year

Advertisers on Buses

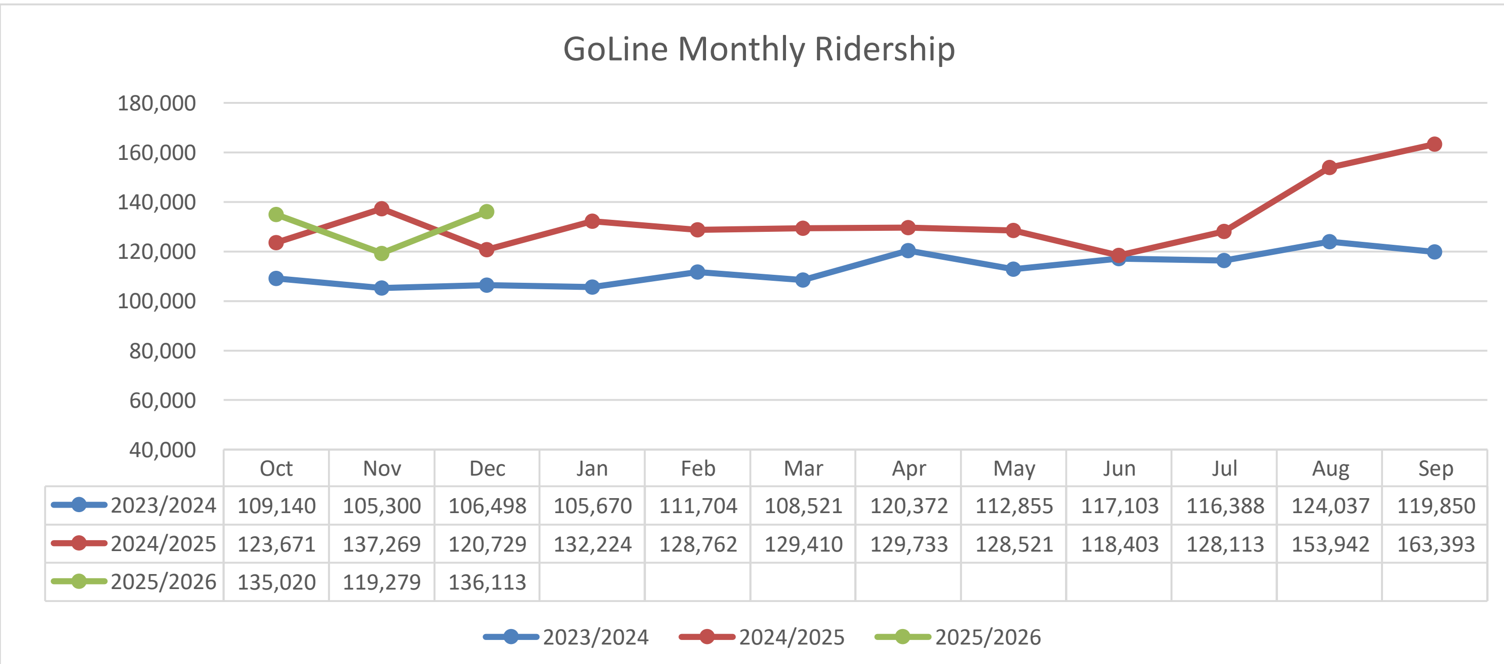
The following companies are partners with the transit system and advertise on the buses. This helps with the county's local match dollars for federal and state grants.

- 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, 2025 advertising revenue from local companies has contributed $40,000+ towards the local match needed for federal and state grant funds.

GoLine Overview

- FY 25/26 1st Quarter ridership: 390,412 passenger trips
  - 2% increase from 1st Quarter 24/25 fiscal year
- 77 days in service:
  - 61 Weekdays
  - 13 Saturdays (excluding route 15)
  - 3 Working Holidays (Excluding Route 15): Veterans Day, Black Friday, Christmas Eve
  - 2 Holidays (No Service): Thanksgiving Day, Christmas Day



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2023/2024	109,140	105,300	106,498	105,670	111,704	108,521	120,372	112,855	117,103	116,388	124,037	119,850
2024/2025	123,671	137,269	120,729	132,224	128,762	129,410	129,733	128,521	118,403	128,113	153,942	163,393
2025/2026	135,020	119,279	136,113									

Saturday Ridership

FY	Q1	Q2	Q3	Q4	Total
23/24	46,696	33,441	42,167	44,600	**166,904**
24/25	41,288	35,139	56,768	59,056	**192,251**
25/26	44,333				**44,333**

- GoLine Ridership on Saturdays was 44,333 passenger trips.
  - 7% increase from 24/25 FY

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Route By Route Ridership Comparison by Quarter

Route	Fiscal Year 25/26	Fiscal Year 24/25	Change
1	22,578	22,291	1%
2	58,732	58,690	0%
3	20,263	19,149	6%
4	43,371	43,494	0%
5	24,701	23,124	7%
6	37,885	37,149	2%
7	21,402	19,686	9%
8	38,220	37,525	2%
9	26,454	26,498	0%
10	29,239	27,495	6%
12	19,124	18,799	2%
13	13,704	13,628	1%
14	26,406	25,591	3%
15	8,333	8,550	-3%
Totals	**390,412**	**381,669**	2%

Ridership Geographical Breakdown

Area	Routes	% of All Ridership	Change from Last FY
SR60 and US 1	2 and 4	26%	Down 1%
Gifford	3, 8 and 14	22%	No Change
North County	5, 10, and 12	19%	Up 1%
South County	6, 7, 15	17%	No Change
East & West	1 and 13	9%	No Change
Between Cities	9	7%	No Change

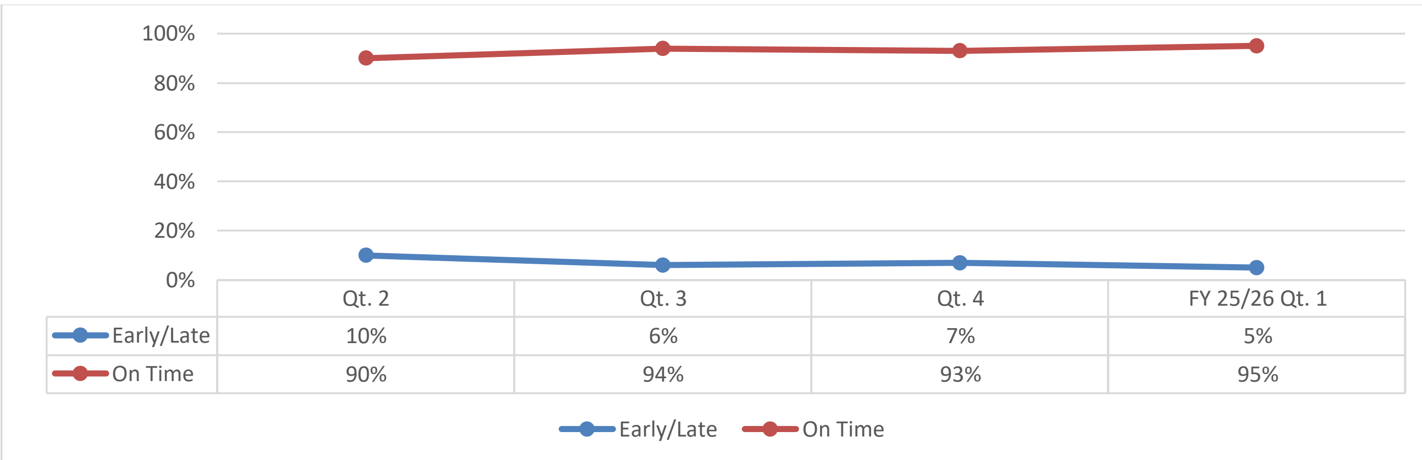
Senior Resource Association

Promoting Independence in our Community

GoLine

GoLine On-Time Performance:

- Early: 3%
- Late: 2%
- On time: 95%



Trips per Revenue Mile:

1st Qt. Trips	Revenue Miles	Trips Per Revenue Mile	Change from last FY
390,412	270,525	1.44	+0.08

- The industry standard is 0.25 trips per revenue mile.

Road Calls/ Accidents

Description	October-December 2024	October-December 2025	Change %
Road Calls	9	4	(55%)
Chargeable Accidents	0	1	100%

1st Quarter 2025-2026 FY: Employee Drug Testing Results

- Random drug testing was conducted December 3rd, 2025
- 12 employees tested.
    - 0 positive tests
- 8 potential new-hires tested.
    - 0 positive test

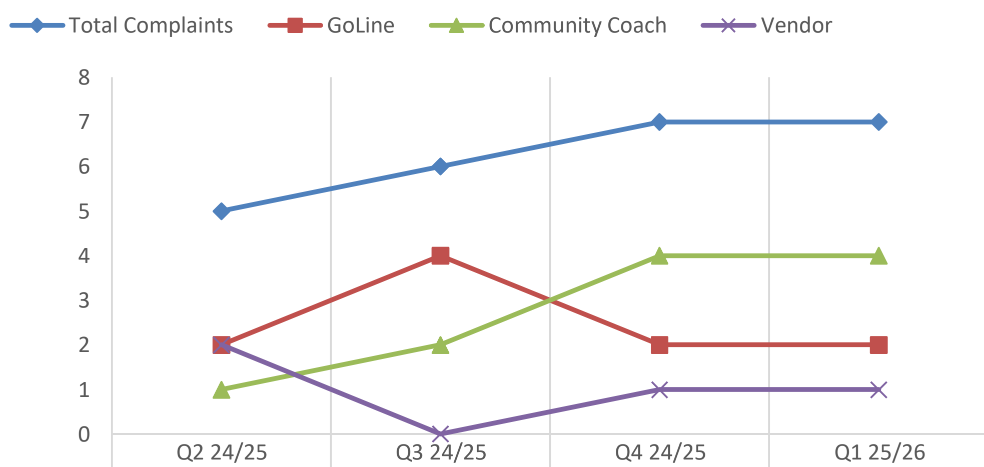
Transit System Complaints

Description	October-December 2025	October-December 2024	Change %
GoLine Complaints	2	4	(50%)
Community Coach Complaints	4	4	No Change
Community Coach Vendor Complaint	1	0	100%
Total Complaints	**7**	**8**	**(12.5%)**
Reckless Driving/Speeding	1	1	No Change
Timeliness	5	3	66%
Poor Customer Service	1	4	(75%)

1st Quarter Complaints

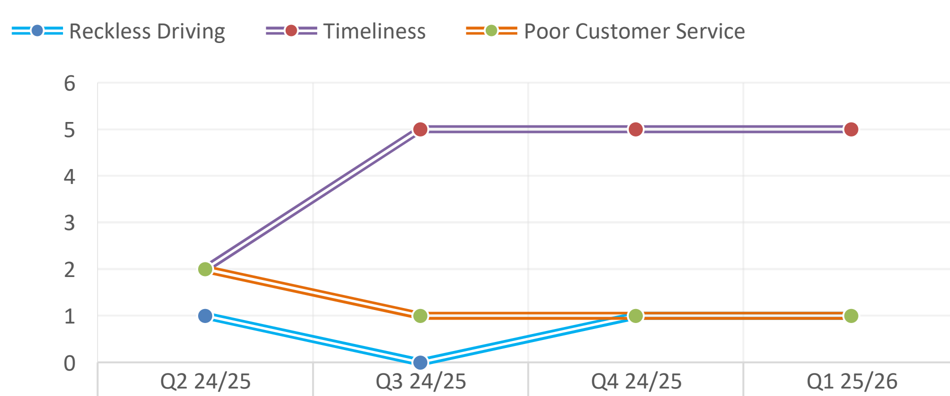
- 2 GoLine Complaints
    - 1 about Reckless Driving
    - 1 about Customer Service
- 5 Community Coach/Community Coach Vendor Complaints
    - 5 about Timeliness
- 1 complaint every 57,195 passenger trips in the 1st Quarter (GoLine and Community Coach)
    - Last year at this time: 1 complaint for every 48,925 passenger trips.
- Total unduplicated number of complainants in the 1st Quarter: 7 individuals.

SYSTEM COMPLAINTS LAST 12 MONTHS



	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26
Total Complaints	5	6	7	7
GoLine	2	4	2	2
Community Coach	1	2	4	4
Vendor	2	0	1	1

COMPLAINT TYPE LAST 12 MONTHS



	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26
Reckless Driving	1	0	1	1
Timeliness	2	5	5	5
Poor Customer Service	2	1	1	1

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Ryan Sweeney
Assistant Planning & Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
Senior Planner

DATE: February 19, 2026

SUBJECT: **Review of Progress Report and Reimbursement Invoice #2 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 February 26, 2026.

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 October 1, 2025 to December 31, 2025.

The attached invoice and progress report represent the second 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 #2.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #2, 2025/26 Planning Grant.

TD Planning Grant

CTD **INVOICE**

County(ies) Name: **Indian River**

Indian River County Metropolitan Planning Organization
1801 27th ST Vero Beach, FL 32960
Building A
772-226-1455

BILL TO:
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450

Invoice Number:	G3D14 Q2
Invoice Date:	February 26, 2026
Grant Number:	G3D14

Dates of Services	**October 1 - December 31, 2025**

Task	Budgeted Amount	Cummulative Total % Of Task Prev Billed	% of Task Complete This Billing Period	YTD % Of Task Complete	Complete	YTD Billed	Billed This Period	Remaining Budget
1: TDSP	$ 4,516.39	0%		0.0%		$ -	$ -	$ 4,516.39
2A: Evaluation (or) 2B: Selection	$ 3,985.05	0%		0.0%		$ -	$ -	$ 3,985.05
3: LCB Mtgs	$ 10,626.80	25%	25%	50.0%		$ 5,313.40	$ 2,656.70	$ 5,313.40
4: Public Workshop	$ 1,062.68	0%		0.0%		$ -	$ -	$ 1,062.68
5: By-Laws	$ 1,062.68	0%	100%	100.0%	YES	$ 1,062.68	$ 1,062.68	$ -
6: Grievance Procedures	$ 1,062.68	0%	100%	100.0%	YES	$ 1,062.68	$ 1,062.68	$ -
7: AOR Review	$ 1,062.68	0%	100%	100.0%	YES	$ 1,062.68	$ 1,062.68	$ -
8: AER	$ 1,062.68	100%		100.0%	YES	$ 1,062.68	$ -	$ -
9: Quarterly Progress Rprt	$ 1,062.68	25%	25%	50.0%		$ 531.34	$ 265.67	$ 531.34
10: Training Workshop	$ 1,062.68	100%		100.0%	YES	$ 1,062.68	$ -	$ -
Total	$ 26,567.00					$ 11,158.14	$ 6,110.41	$ 15,408.86

Total To Be Paid On This Invoice **$** **6,110.41**

Add: Justification, notes, or explanation

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

ATTACHMENT 1

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING SUMMARY REPORT

SERVICE AREA/COUNTIES:
Indian River

INVOICE NUMBER: G3D14 Q2
INVOICE DATE: *February 26, 2026*
QUARTER SERVICE DATES: *October 1 - December 31,* 2025

AGENCY
Indian River County Metropolitan Planning Organization
1801 27th ST Vero Beach, FL 32960
Building A
772-226-1455

SUMMARY REPORT - Invoice Support (A review of the Planning Grant Program Manual is recommended when submitting each task.)

TASK	SUBMITTED	Deliverable & support documentation provided with invoice includes:	AMOUNT	FLCTD Reviewer's Initials
			$0.00	
			$0.00	
3: LCB Mtgs	YES	Local Coordinating Board (LCB) has met for the quarter. Documentation for this meeting has been provided including but not limited to: meeting agenda; minutes; membership roster; notice of meetings.	$2,656.70	
			$0.00	
5: By-Laws	YES	Local Coordinating Board has reviewed and approved by-laws. Cover page of document has been updated to reflect date of update.	$1,062.68	
6: Grievance Procedures	YES	Local Coordinating Board has reviewed and approved Grievance Procedures. Cover page of document has been updated to reflect date of update.	$1,062.68	
7: AOR Review	YES	The Annual Operation Report has been reviewed by LCB. The cover page of the AOR, signed by CTC representative and LCB Chair has been provided.	$1,062.68	
			$0.00	
9: Quarterly Progress Rpt.	YES	A complete Quarterly Progress Report has been submitted with invoices. Quarterly report has been signed by planning agency representative. Electronic signatures are acceptable.	$265.67	
			$0.00	
TOTAL			**$6,110.41**	

Certification from Planner
By submission of this form, Grantee certifies that the above listed tasks have been completed and the required deliverables have been submitted in their entirety.

Revised: 06/30/2021

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES: Indian River

QUARTER SERVICE DATES: October 1 – December 31, 2025

AGENCY: Indian River County Metropolitan Planning Organization

INVOICE NUMBER: G3D14 Q2

INVOICE DATE: February 26, 2026

PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, **solicit and recommend a CTC**. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	This year is not a selection year. Most recently, the LCB recommended SRA as CTC on February 23, 2023. On April 12, 2023 the full MPO approved the recommendation. On June 15, 2023, the CTD approved SRA as the CTC until June 30, 2028.
B. Develop and maintain a process for the **appointment and reappointment of voting and non-voting members** to the local coordinating board. (41-2.012, FAC)	Consistent with the requirements of Rule 41-2, FAC, the county maintained its TDLCB appointment and reappointment process.
C. Prepare **agendas** for local coordinating board meetings consistent with the *Local Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)	During the reporting period, staff prepared the agenda and agenda items for the November 20, 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 November 20, 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 November 20, 2025 meeting.

G. Develop and update annually **by-laws** for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The LCB approved and updated the bylaws at their November 20, 2025 regular meeting.
PROGRAM MANAGEMENT	**PROGRESS**
H. Develop, annually update, and implement local coordinating board **grievance procedures** in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The LCB approved and updated the grievance procedures at their November 20, 2025 regular meeting.
I. Provide the Commission with a current **membership roster and mailing list** of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	Membership roster updated as needed.
J. Provide **public notice** of local coordinating board meetings and local public workshops in accordance with the *Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)	Public notices were provided. For the Reporting Period, the TDLCB meeting date was published in the local newspaper on November 16, 2025.
K. Review and comment on the **Annual Operating Report** for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The LCB approved the AOR at their November 20, 2025 regular meeting.
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 of TD planning accomplishments and activities.
B. Attend at least one **Commission-sponsored training**, including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	A member of staff attended the CTD annual workshop in St. Petersburg 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 *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	At the regular August 28, 2025 LCB meeting, the LCB selected members for the evaluation subcommittee. The subcommittee meet after the regular November 20 TDLCB meeting and select members of the subcommittee conducted a ride along after the meeting. The CTC evaluation will be presented at the February 26, 2026 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.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Members of the Indian River County MPO Transportation Disadvantaged Local Coordinating Board (TDLCB)

THROUGH: Ryan Sweeney
Assistant Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Jarrod McCarthy
MPO Senior Planner

DATE: February 19, 2026

SUBJECT: **Consideration of the 2026 Transit Development Plan (TDP) Annual Update**

It is requested that the information presented herein be given formal consideration by the Metropolitan Planning Organization TDLCB at its meeting of February 26, 2026.

DESCRIPTION, CONDITIONS, & ANALYSIS

Since 1995, Indian River County has annually applied for and received a Public Transit Block Grant (PTBG) from FDOT. Those block grant funds are then forwarded by the county to the Senior Resource Association, which uses them in combination with other federal, state, and local funds to provide fixed route and demand response transit service within the county.

According to state and federal regulations, the Indian River County MPO must prepare and adopt an annual update of its Transit Development Plan (TDP) by March 1, 2026. Adoption of a TDP is required in order to receive grant funding under the Public Transportation Block Grant (PTBG) program. That program provides approximately $800,000 annually in operating assistance.

To receive funding through the Florida PTBG program, applicants must prepare and adopt a Transit Development Plan (TDP). The requirements for TDPs are set forth in Section 14.73.001 of the Florida Administrative Code (FAC). Major TDP updates must be completed every five years, while annual progress updates are required in the interim years. For Indian River County, the most recent major TDP update was approved in 2023. A required component of TDP major updates is an implementation plan for proposed service modifications along with an accompanying financial plan. Both the implementation plan and financial plan are to cover a ten-year period.

ANALYSIS

The 2026 Transit Development Plan Annual Update contains information on current transit service, an evaluation of transit performance, a discussion of the transit goals and objectives, and updated ten-year implementation and financial plans. Within these sections, the following elements are required by Florida state regulations 14.73.001 FAC:

- A formatted table presenting the ten-year schedule of projects.
- A financial plan.
- A list of priority projects.
- Any updated modifications to the previous year's ten-year operating and capital program and extending this ten-year operating and capital program to a new tenth year.
- The Annual TDP Update shall include a brief narrative overview of the TDP process specifically addressing progress, and achievements of the Metropolitan Transportation Planning Process Coordination Program.

In FY 2024/25, total ridership on the GoLine was 1,594,170, which was an increase of 17% from the previous year. During FY 2024/25, GoLine experienced robust growth in the extended evening hours, 11 new bus shelters were installed throughout the community, and a work order was issued for the transit maintenance facility expansion. Additionally, GoLine retained its position as the most cost-efficient public transit system in the State of Florida during the reporting cycle, and was recognized as "System of the Year" by the Florida Public Transportation Association in September of 2025.

RECOMMENDATION

This is an informational item. No action is required.

ATTACHMENT

1. 2026 Transit Development Plan Annual Update

Indian River County
Transit Development Plan
2026 Annual Update

February 2026

Senior Resource ASSOCIATION

INDIAN RIVER COUNTY MPO METROPOLITAN PLANNING ORGANIZATION

GoLine

ATTACHMENT 1

Introduction

Florida's Public Transit Block Grant (PTBG) is one of the primary sources of operating funding for Indian River County's public transportation system. Agencies that receive PTBG funds must prepare a Transit Development Plan (TDP). Major TDP updates must be completed every five years, while annual progress updates are required in the interim years. For Indian River County, the most recent major TDP update was approved in 2023.

In 2024, FDOT issued an updated rule to amend 14-73.001 Florida Administrative Code (FAC), which governs the statutory requirements of TDP major and annual updates. As a result of these changes, the next major update is now due in 2029. For TDP annual updates, the updated administrative rule provides the following requirements:

> (4) Annual TDP Updates. The Annual TDP Update shall be an update of the ten-year operating and capital program. This update shall include a formatted table presenting the ten-year schedule of projects, financial plan, and list of priority projects, and any updated modifications to the previous year's ten-year operating and capital program and extending this ten-year operating and capital program to a new tenth year. The Annual TDP Update shall include a brief narrative overview of the TDP process specifically addressing progress, and achievements of the Metropolitan Transportation Planning Process Coordination Program.

These requirements are summarized below in Table 1.

Table 1. FAC Requirements for TDP Annual Updates

Item	FAC Requirement	Page/Table #
A	A formatted table presenting the ten-year schedule of projects	16
B	A financial plan	24-25
C	A list of priority projects	15
D	Any updated modifications to the previous year's ten-year operating and capital program and extending this ten-year operating and capital program to a new tenth year	16
E	The Annual TDP Update shall include a brief narrative overview of the TDP process specifically addressing progress, and achievements of the Metropolitan Transportation Planning Process Coordination Program	18-22

This report exceeds these new requirements for annual updates, while also providing background information on routes, ridership, and system performance.

STATE OF THE SYSTEM - CURRENT TRANSIT SERVICE

Indian River County's transit system is operated under contract by the Senior Resource Association (SRA). SRA has served as the Indian River County's Community Transportation Coordinator (CTC) and transit operator since 1990. As such, SRA provides and coordinates paratransit and fixed-route transit services. In 1994, a fixed-route service was first offered. Since 2007, SRA has operated the fixed-route service under the name of GoLine to differentiate the fixed-route service from paratransit service. Paratransit (demand response) service is offered under the name of Community Coach.

Currently, the public transit system is comprised of a 14-route fixed route system which operates on one-hour headways six days per week (Monday- Saturday). Additionally, the paratransit fleet operates up to 13 vehicles during the same hours as the fixed route system. See Table 2 and Figure 1 below.

FIXED-ROUTE SERVICE

GoLine is Indian River County's fixed-route public transportation system and is operated by the Senior Resource Association. Based on recommendations in the 2023 Major Update to the Transit Development Plan, several service enhancements were made to the fixed route service in 2024. Those changes included extending evening hours of operation on weekdays and increasing service on Saturdays. As a result of this service improvement, GoLine now operates from 6 AM – 9 PM on weekdays (two additional hours). On Saturdays, thirteen routes now operate from 7 AM – 7 PM (previously twelve routes operated from 8 AM – 5 PM). Service is still free to riders of all ages.

GoLine's service area covers most of the urban area of Indian River County (including Vero Beach, Sebastian, Gifford, and Wabasso) as well as the rural community of Fellsmere. Via Route 15, GoLine provides regional intercity bus service from southern Indian River County to the Indian River State College (IRSC) Main Campus in Fort Pierce (St. Lucie County).

In April 2017, the Main Transit Hub moved into its permanent facility, located in Vero Beach on the south side of 16th Street adjacent to the FEC Railroad. The Main Transit Hub provides restrooms and covered passenger waiting areas. Six GoLine routes connect at the Main Transit Hub, and the hub facility is used by approximately 950 passengers each day.

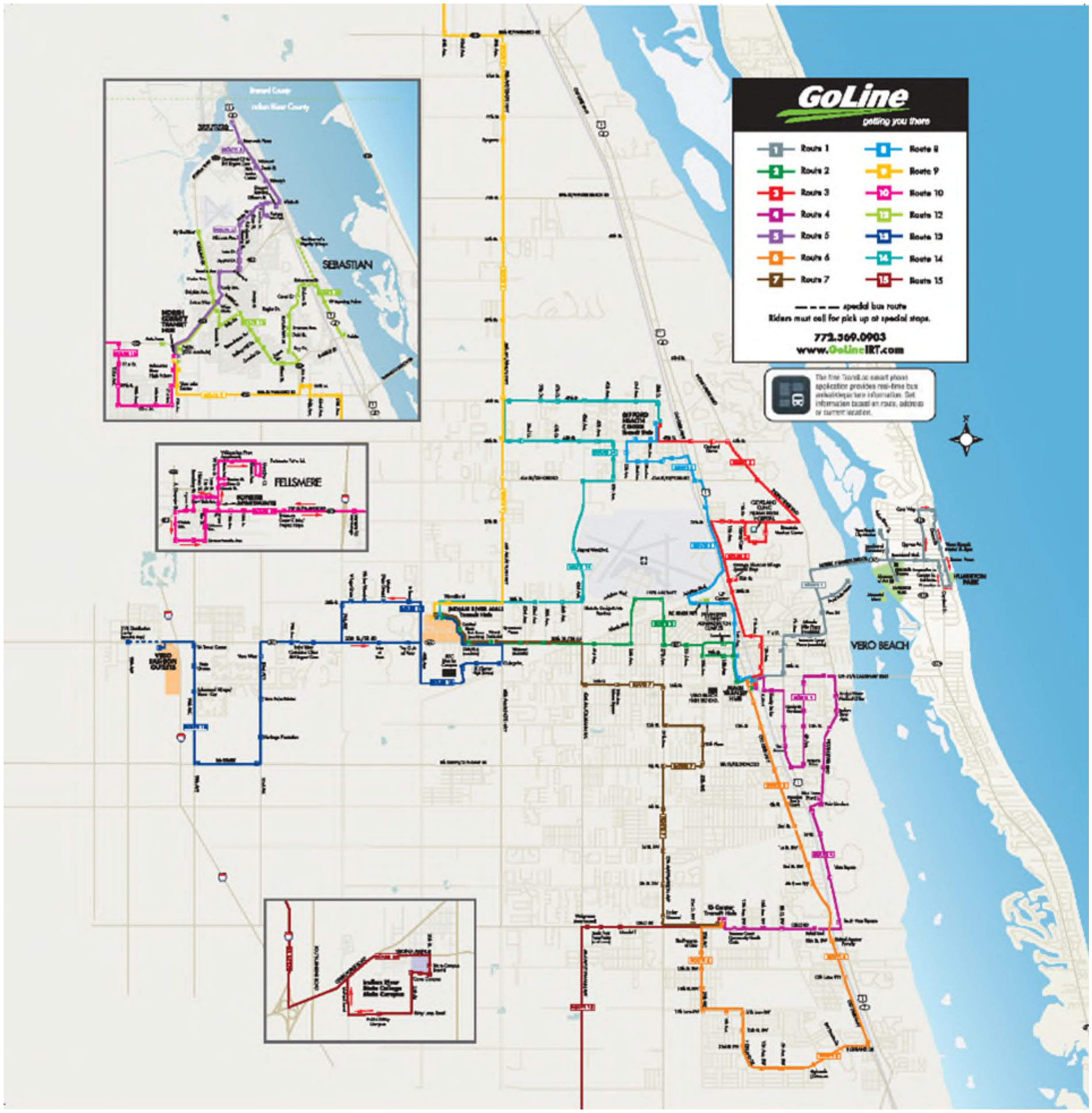
In addition to the Main Transit Hub, the GoLine route network also includes four additional hubs. Those hubs are the Indian River Mall, North County Transit Hub, Gifford Health Center, and the South County Park Intergenerational Center. At each hub, the connecting buses arrive at the same time, which allows for easy transfers from one route to another. A description of each of the GoLine routes and hours of operations is provided in Table 2. The Go Line route system map is depicted above as Figure 1.

Table 2. GoLine Routes (Effective Aug 2024)

Route No.	Route Description	Days/Hours of Service	Connecting Routes	Major Destinations
1	Beachside to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	2, 3, 4, 8, & 14	Miracle Mile, Walmart Neighborhood Market, Vero Beach City Marina, Beach District
2	Indian River Mall to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	1, 3, 4, 6, 8, 9 & 13	Indian River Mall, Courthouse, Wal-Mart (Vero Beach), SR 60 commercial area
3	Gifford Health Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	1, 2, 4, 6, 8 & 14	Indian River Medical Center, 37th Street Medical Offices
4	Intergenerational Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	1, 2, 3, 6, 7, 8 & 15	US 1 Corridor, Publix
5	Sebastian (North)	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	9, 10, & 12	Wal-Mart (Sebastian), North Sebastian
6	Intergenerational Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	1, 2, 3, 4, 7, 8, & 15	Vero Beach Highlands, Old Dixie Hwy
7	Intergenerational Center to Indian River Mall	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	4, 6, 14, & 15	Indian River Mall, Walmart (Vero Beach), Winn-Dixie
8	Gifford Health Center to Main Transit Hub	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	1, 2, 3, 4, 6, & 14	Health Dept., East Gifford
9	North County Transit Hub to Indian River Mall	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	2, 5, 10, 12, & 13	Indian River Mall, Sebastian River HS, Wabasso
10	Fellsmere to North County Transit Hub	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	5, 9, & 12	Fellsmere, Vero Lake Estates, Sebastian River HS
12	Sebastian (South)	6 AM – 9 PM (Mon – Fri)	5, 9 & 10	Winn-Dixie, Publix, South Sebastian

Route No.	Route Description	Days/Hours of Service	Connecting Routes	Major Destinations
		7 AM – 7 PM (Sat)		
13	Indian River Mall to Vero Beach Outlets	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	2 & 9	IRSC Mueller Campus, Indian River Charter HS, Vero Beach Outlets
14	Gifford Health Center to Indian River Mall	6 AM – 9 PM (Mon – Fri) 7 AM – 7 PM (Sat)	3, 7, & 8	Indian River Mall, West Gifford
15	Intergenerational Center to IRSC Main Campus (Ft. Pierce)	7 AM – 11 AM & 2 PM – 6 PM (Mon – Fri)	4, 6, & 7	Publix, IRSC Main Campus

Figure 1. Go-Line Route System Map (Current Route Configuration, Effective Aug 2024)



DEMAND RESPONSE/PARATRANSIT SERVICE

Paratransit services meet numerous transportation needs, including the provision of access to adult day care, congregate meal sites, nutrition sites, medical facilities, as well as social, employment, and recreational appointments. Throughout Indian River County, door-to-door service is provided Monday through Friday, from 6 AM to 9 PM and on Saturdays from 7 AM to 7 PM. The paratransit service is available to eligible TD and/or ADA paratransit-eligible persons in Indian River County. Prior to receiving service for the first time, persons must register with SRA. The registration process is used to determine the client's eligibility to receive this service. The one-way fare for TD passenger trips is $2, while ADA trips are provided free of charge. To reduce costs and increase efficiency, clients are often asked to share a vehicle.

Two wheelchairs can be accommodated in each of the SRA's lift-equipped vehicles. Beginning in fiscal year 2023/24, SRA rolled out same day paratransit service through a smartphone application and also via the SRA call center. Demand response trips are scheduled as follows:

- When demand response requests are received, the scheduler determines the need for a lift-equipped vehicle. If necessary, a patient's appointment is changed to conform to transportation availability. The scheduler will notify a client of any changes in appointment times.
- Clients are assigned to the appropriate vehicle in accordance with their geographic location and zone.
- Trips are scheduled by software, which sends vehicle manifests directly to the paratransit vehicle for routing.

Drivers are provided manifests via the scheduling software, which are validated for quality assurance purposes. The following information is recorded on each manifest:

- Beginning and ending mileage
- Beginning and ending hours
- First passenger pickup time and mileage
- Last passenger drop off time and mileage
- Gallons of gas purchased
- Verification of service for each client, including:
    - Each one-way trip
    - No-show clients
    - Cancellations
    - Denials
    - Fare collection

ANALYSIS OF EXISTING SERVICE

GoLine Ridership data is collected on a Federal Fiscal Year (FY) schedule which begins on October 1 and ends September 30 each year. Table 3 presents ridership for FY 2024/25 for the GoLine fixed-route transit system.

Table 3. Ridership by Route for FY 2024/25 (October 2024-September 2025)

Route	FY 24/25 Ridership	FY 23/24 Ridership	Percent Change
1	134,192	112,686	19.1%
2	241,508	210,796	14.6%
3	89,541	77,799	15.1%
4	181,479	154,909	17.2%
5	108,245	91,771	18.0%
6	142,252	118,128	20.4%
7	91,064	77,036	18.2%
8	150,036	128,359	16.9%
9	108,295	92,319	17.3%
10	108,981	94,094	15.8%
12	68,661	58,787	16.8%
13	52,912	44,677	18.4%
14	93,632	80,762	15.9%
15	23,372	18,315	27.6%
Total	1,594,170	1,360,438	17.2%

Ridership Trends

In FY 2024/25, total ridership on the GoLine was 1,594,170, which was an increase of 17.2% from the previous year; this represents the largest increase in ridership since FY 2011/12 (18.43%).

The most utilized GoLine route, Route 2, recorded a robust 14.6% growth over the last fiscal year, bringing the total ridership to over 240,000 riders in a year. This represents a record number of riders for the busiest route GoLine operates. At the same time, the newest and least utilized route, Route 15, experienced the largest increase in ridership for an individual route that GoLine experienced in FY24/25 with a 27.6% increase compared to FY23/24. Route 15 similarly experienced the largest growth of any route in the prior fiscal year, FY23/24, notching a 113% increase over FY22/23.

The increase in GoLine's total ridership is also reflected in the continued growth of Saturday service, as shown in Table 4 below. Saturday service growth continued to rebound in FY24/25 as it had in FY23/24 after two years of stagnant ridership.

Table 4. Ridership on Saturdays for FY 2024/25 (October 2024-September 2025)

FY	Total Saturday Ridership	Percent Change from prior FY
16/17	103,446	(n/a)
17/18	128,277	**24.00%**
18/19	149,874	**16.84%**
19/20	109,682	**-26.82%**
20/21	150,387	**37.11%**
21/22	148,624	**-1.17%**
22/23	149,153	**0.36%**
23/24	166,904	**11.90%**
24/25	192,251	**15.19%**

GoLine's extended hours similarly contributed to the increase in ridership in FY24/25. Starting in May of 2024, GoLine began staying in service for two additional hours, from 7 PM to 9 PM, on weekdays.

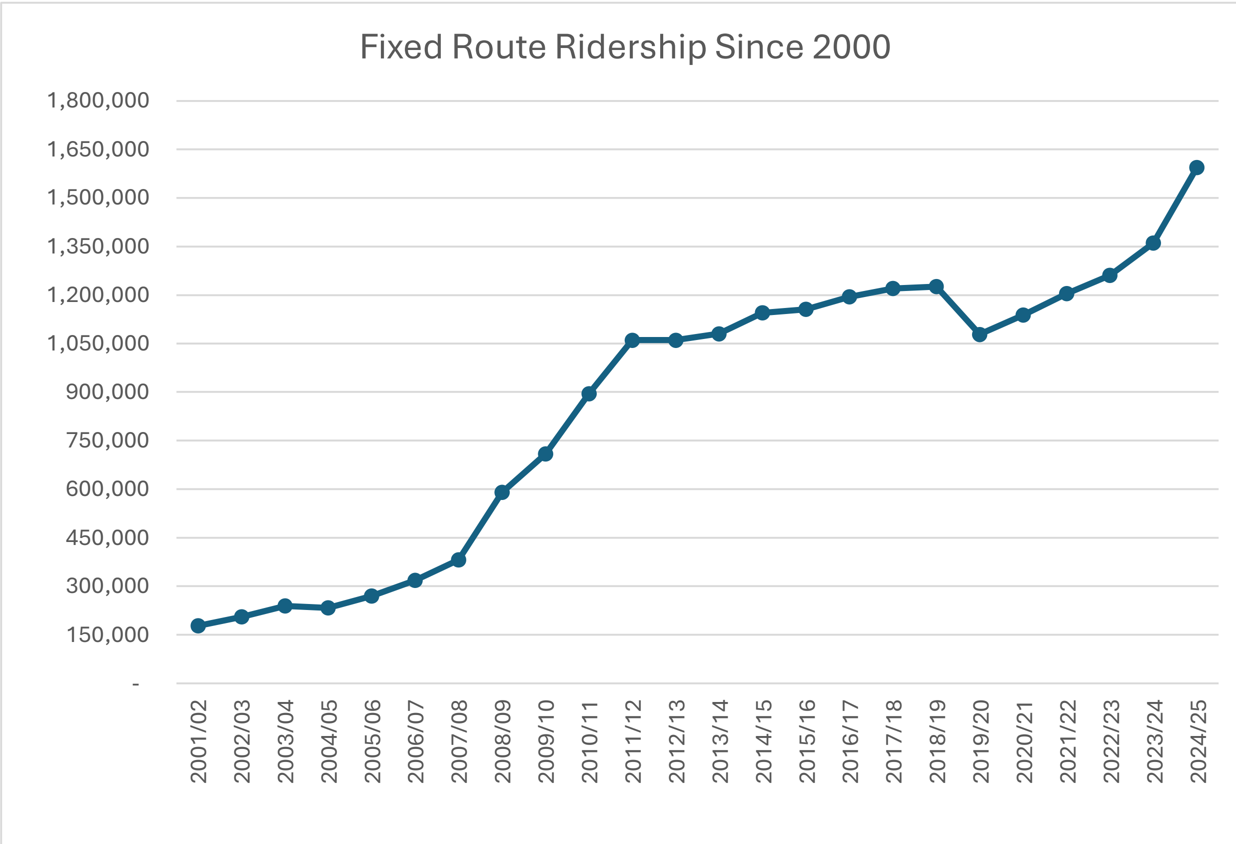
As shown in Table 5 below, the new ridership in the extended evening hours from 7 PM to 9 PM did not correlate with a reduction in ridership from 5 PM to 7 PM. In fact, the GoLine has recorded an increase of 78.49% in total ridership across the 5 PM to 7 PM window in the two years since implementing the extended hours.

Therefore, the extension of GoLine hours has not simply shuffled a similar number of riders across the new expanded operating time; rather, GoLine has seen a 172% increase in ridership across all evening hours after implementing the extended hours.

Table 5. Ridership before and after the GoLine Service Hours Extension

	FY22/23	FY24/25	Percent Change
M-F 5pm - 7pm Ridership	**112,166**	**200,206**	**78.49%**
M-F 7pm - 9pm Ridership	n/a	**105,284**	n/a
Total Evening Ridership	**112,166**	**305,490**	**172.36%**

Figure 2. GoLine Ridership Since 2001



As is shown in Figure 2, GoLine has experienced continuous growth in fixed-route ridership, except for a decline in FY 2019/20 caused by the COVID-19 Pandemic. Since 2000, ridership has increased from below 200,000 passengers annually to almost 1.6 million in the last fiscal year.

Performance Standards

Throughout the transit industry, passenger trips per revenue mile and passenger trips per revenue hour are used to measure the effectiveness of a transit system, while cost per passenger trip is a common measure of the efficiency of a transit system. Table 6 summarizes the effectiveness and efficiency performance measures for each GoLine route and the GoLine system overall during fiscal year 2024/25.

Table 6. Passenger Trips, Revenue Miles, Revenue Hours, and Operating Costs by Route FY 2024/25 (October 2024-Sep 2025)

					Effectiveness/Efficiency Measures				
Route	Annual Ridership	Annual Revenue Miles	Annual Revenue Hours	Annual Operating Cost ($)	Passengers per Revenue Mile	Passengers per Mile Standard	Met Standard (Y/N)	Passengers per Revenue Hour	Cost per Passenger ($)
1	134,192	54,177	4,509	387,049	2.48	0.25	Yes	29.76	2.88
2	241,508	54,108	4,509	387,049	4.46	0.25	Yes	53.56	1.60
3	89,541	36,065	4,509	387,049	2.48	0.25	Yes	19.86	4.32
4	181,479	39,527	4,509	387,049	4.59	0.25	Yes	40.25	2.13
5	108,245	76,653	4,509	387,049	1.41	0.25	Yes	24.01	3.58
6	142,252	87,074	4,509	387,049	1.63	0.25	Yes	31.55	2.72
7	91,064	75,618	4,509	387,049	1.20	0.25	Yes	20.20	4.25
8	150,036	68,794	4,509	387,049	2.18	0.25	Yes	33.27	2.58
9	108,295	120,136	4,509	387,049	0.90	0.25	Yes	24.02	3.57
10	108,981	100,719	4,509	387,049	1.08	0.25	Yes	24.17	3.55
12	68,661	94,022	4,509	387,049	0.73	0.25	Yes	15.23	5.64
13	52,912	82,148	4,509	387,049	0.64	0.25	Yes	11.73	7.31
14	93,632	101,622	4,509	387,049	0.92	0.25	Yes	20.77	4.13
15	23,372	95,926	2,285	196,142	0.24	0.25	No	10.23	8.39
Total	1,594,170	1,086,590	60,902	5,227,774	1.47	0.25	Yes	26.18	**3.28**

Passengers per Revenue Mile (effectiveness)

The minimum standard for passengers per mile is 0.25. All routes except Route 15 met this standard. Overall, GoLine provided service to 1.47 passengers per revenue mile. At the high end, Route 4 averaged 4.59 passengers per revenue mile. At the low end, Route 15 provided service to 0.24 passengers per revenue mile (it should be noted that Route 15 includes many miles on I-95).

Passengers per Revenue Hour (effectiveness)

Overall, GoLine provided service to 26.18 passengers per revenue hour. At the high end, Route 2 provided service to 53.56 passengers per revenue hour. As Table 6 shows, 10 out of 14 GoLine routes provide service to over 20 passengers per revenue hour. At the low end, Route 15 provided service to an average of 10.23 passengers per revenue hour.

Cost per Passenger (efficiency)

Table 6 shows the cost per passenger for the GoLine system and for each route. For FY 2024/25, the overall cost per GoLine passenger was $3.28. For each route, the cost per passenger decreases as ridership increases. During FY 24/25, Route 2 carried the most passengers and had the lowest cost per passenger trip with a total of $1.60 per rider.

TRANSIT VEHICLE INVENTORY

To operate fixed-route and paratransit services, the SRA maintains a fleet of low-floor buses, cutaway buses, and vans. All vehicles are fully accessible for patrons in wheelchairs. An inventory of vehicles is provided in Table 7. Note the "Service Type" field indicates whether it is a GoLine vehicle operating Fixed Route service (FR), or a Community Coach vehicle used for Demand Response (DR).

Table 7. Vehicle Inventory (2025)

Vehicle #	Year	Make/Model	Length (Ft)	Seats	Mileage (10/1/2025)	Service
283	2025	Champion	20	14	0	Community Coach
282	2025	Turtle Top	20	12	3,710	Community Coach
281	2025	Turtle Top	20	12	3,007	Community Coach
280	2024	Braun	12	4	7,429	Community Coach
278	2024	Gillig	29	28	10,341	GoLine
277	2024	Gillig	35	32	54,078	GoLine
276	2024	Gillig	35	32	77,072	GoLine
270	2021	Champion	31	20	222,281	GoLine
269	2021	Champion	31	20	192,313	GoLine
268	2021	Turtle Top	28	20	211,028	GoLine
267	2021	Turtle Top	28	20	283,440	GoLine
266	2021	Turtle Top	28	20	347,825	GoLine
264	2021	Turtle Top	20	12	124,788	Community Coach
263	2019	Champion	31	20	366,138	GoLine

Vehicle #	Year	Make/Model	Length (Ft)	Seats	Mileage (10/1/2025)	Service
260	2018	Champion	22	8	243,994	Community Coach
259	2018	Champion	22	8	208,363	Community Coach
258	2018	Champion	24	12	238,383	Community Coach
255	2018	Champion	31	20	397,507	GoLine
254	2018	Champion	27	16	440,002	GoLine
253	2018	Champion	27	16	444,618	GoLine
252	2017	Turtle Top	20	12	258,525	Community Coach
251	2017	Champion	24	12	276,201	Community Coach
250	2016	Turtle Top	29	20	307,886	GoLine
246	2016	Turtle Top	24	16	391,635	GoLine
245	2016	Gillig	29	28	518,163	GoLine
244	2015	Turtle Top	20	11	275,896	Community Coach
243	2015	Turtle Top	20	11	283,116	Community Coach
242	2015	Gillig	29	28	794,446	GoLine
241	2015	Gillig	29	28	772,160	GoLine
239	2013	Champion	24	16	280,983	Community Coach
234	2013	Gillig	35	32	515,652	GoLine
233	2013	Gillig	35	32	418,229	GoLine
232	2013	Gillig	29	28	673,410	GoLine

Figures 3 through 7 show examples of the different types of vehicles comprising the public transportation fleet: heavy duty buses, cutaways, and vans. Cutaways are divided into three categories (large, medium, and small) based on the seating capacity and the type of chassis (medium-duty and light-duty).

Figure 3. Heavy Duty Bus

Length: 29-35 ft. Passengers: 28-32

Figure 4. Large Cutaway

Length:29+ ft. Passengers: 20-24
Chassis: Medium-duty or Light-duty

Figure 5. Medium Cutaway

Length: 24-27 ft. Passengers: 13-16
Chassis: Medium-duty or Light-duty

Figure 6. Small Cutaway

Length:20-24 ft. Passengers: 12 or less
Chassis: Light-duty

Figure 7. Wheelchair-Accessible Van

Passengers: 6

IMPLEMENTATION PROGRAM

In the 2023 TDP Major Update, recommended enhancements were organized into a staged implementation plan over the next ten years (Table 9). The implementation program is utilized to inform the List of Priority Projects (LOPP), which guides resource allocations within the Transportation Improvement Program (TIP). In tandem with the implementation plan is a copy of the vehicle replacement schedule (Table 10).

Since the adoption of the 2023 Major Update, three of the recommended service expansion activities have been implemented ahead of schedule. Those service expansions include:

- Extending weekday service hours by two additional hours (7 PM to 9 PM).
- Extending Saturday service hours from by three additional hours (7 AM to 8 AM and 5 PM to 7 PM).
- Adding Saturday service to Route 13.

Further service additions are proposed in the later years of the TDP's 10-year program. These include:

- Addition of Sunday service.
- On-demand/deviated fixed route pilot on Sundays.
- Weekday frequency improvements.
- Inter-County U.S. 1 transit service enhancements.

Finally, the following projects are included in the MPO's LOPP, which is used to develop the MPO's Transportation Improvement Program (TIP). The capital items listed below can be funded without local matching dollars, while operating improvements require local funds as a match for any state/federal funds.

Table 8. List of Priority Projects

2026 Draft List of Priority Projects (Transit)		
Ranking	**Project**	**Funding Source**
1	Vehicle Maintenance Building Addition	Federal/State
2	Construction of North County Hub	Federal/State
3	Initiate Sunday Operating Hours (8am-5pm)	Federal/State/Local
4	Construct Shelters and Benches	Federal

Table 9. Implementation Program:

Project Status	Complete	Funded

Need	Planned Improvement	Before FY26	FY 26	FY 27	FY 28	FY 29	FY 30	FY 31	FY 32	FY 33	FY 34	FY 35	Priority
NEW SERVICE	Weekday Service Span Expansion (from 7:00 p.m. to 9:00 p.m.)	X											1
	Saturday Service Span Expansion (from 8:00 a.m. - 5:00 p.m to 7:00 a.m. to 7:00 p.m.)			X									2
	Saturday Service for Route 13			X									2
	Addition of Sunday Service (8:00 a.m. - 5:00 p.m.)					X							3
	On-Demand/Deviated Fixed Route Pilot on Sundays					X							1
	Weekday Frequency Improvements (Phase One): Route's 2, 4, 6, 8						X						2
	On-Demand Service Pilot (Area TBD)							X					3
	Weekday Frequency Improvements (Phase Two): Route's 1, 5, 9, & 10								X				4
	Weekday Frequency Improvements (Phase Three): Route's 3, 7, & 14									X			5
CAPITAL & INFRASTRUCTURE	Replacement Vehicles - Existing Service	X	X	X	X	X	X	X	X	X	X	X	1
	Additional Bus Shelters & Seating	X		X		X		X		X		X	2
	North County Transit Hub Improvements		X										3
	Low Emission Fleet Pilot Project		X										4
	Next Bus App & APC System Upgrades						X						5
	Scheduling System Updates (including Same-Day Scheduling)						X						6
	Maintenance Facility Upgrades		X										1
	Fleet Expansion (for Frequency Improvements)						X		X	X			2
	New/Upgraded Transfer Facility							X					3
	Low-Emission Fleet (Electric & Propane) Conversion							X					5

Vehicle Replacement Schedule:

All vehicles are kept in active service through the end of their useful life, as established by FTA. Depending on the type of vehicle, useful life ranges from 5 to 12 years. Vehicles that have reached their respective useful life benchmark and are still in good condition are kept as spares. Table 10 provides a vehicle replacement schedule based on useful life benchmarks for the years 2026 through 2035.

Table 10. Vehicle Replacement Schedule:

Year	Vehicle Type	Service	# Vehicles	Vehicle Replacement Cost	Total Cost
FY 2026	Small Cutaway	Community Coach	1	$186,150	$186,150
	Minivan	Community Coach	1	$70,866	$70,866
FY 2027	Heavy Duty Bus	GoLine	2	$593,075	$1,186,151
	Small Cutaway	Community Coach	2	$189,873	$379,746
FY 2028	Heavy Duty Bus	GoLine	1	$604,937	$604,937
	Large Cutaway	GoLine	3	$291,832	$875,497
	Medium Cutaway	GoLine	2	$269,641	$539,283
	Small Cutaway	Community Coach	2	$193,670	$387,341
FY 2029	Small Cutaway	Community Coach	2	$197,544	$395,088
FY 2030	Small Cutaway	Community Coach	1	$201,495	$201,495
	Minivan	Community Coach	1	$76,707	$76,707
FY 2031	Small Cutaway	Community Coach	2	$205,525	$411,049
FY 2032	Large Cutaway	GoLine	1	$315,889	$315,889
	Medium Cutaway	GoLine	2	$297,706	$595,412
	Small Cutaway	Community Coach	2	$209,635	$419,270
FY 2033	Small Cutaway	Community Coach	2	$213,828	$427,656
FY 2034	Small Cutaway	Community Coach	1	$218,104	$218,104
	Minivan	Community Coach	1	$83,030	$83,030
FY 2035	Large Cutaway	GoLine	3	$335,223	$1,005,670
	Medium Cutaway	GoLine	2	$309,733	$619,466
	Small Cutaway	Community Coach	2	$222,466	$444,933

GOALS AND OBJECTIVES – PERFORMANCE MEASURES

This section contains a summary and evaluation of the transit goals and objectives contained in the 2023 TDP Major Update. As part of this TDP annual update, Table 11 provides a status update on each of the adopted TDP objectives.

The Major Update identified four goals:

1) Enhancing the quantity and quality of transit service.
2) Continue to build consensus and community support for funding of existing and planned GoLine service needs.
3) Engage in coordination activities with transportation providers and jurisdictions at the local, regional, state, and federal level.
4) Ensure the provision of a safe and accessible public transportation system in Indian River County.

Each of these goals is broken into specific objectives which serve as performance metric benchmarks to attain these broader goals. The listed performance measures are principally being met and or exceeded. The two objectives which are off target are associated with objectives well above industry standard or in place as a commitment to zero safety failures. Further discussion of these off-target objectives is discussed more broadly below:

The current industry standard for on time performance is 75%, meaning that 75% of vehicles arrive within 5 minutes of their scheduled arrival. Currently, GoLine has a 92% on time arrival performance measure. While below the stated goal of 95%, it is well above the national average. GoLine continues to deploy technology solutions to help inform our riders of the locations of buses in real time to include the phone application TransLoc. This application may help mitigate the risks of 92% on time performance as customers are able to gauge the arrival time of their vehicle on an individual basis.

Safety is GoLine's top priority. Therefore, the 2023 TDP Major Update established an ambitious goal of 1 chargeable accident per 1,000,000 revenue miles. The reporting period reflects a total of 2 chargeable accidents. As the system completes less than 1,000,000 vehicle revenue miles each year, any chargeable accident automatically places this performance measure off target.

The system at large is robust, highly utilized, and continues to grow at pace. Challenges do exist for the system, specifically higher operating costs which have steadily increased over the last five years. This challenge will be the greatest barrier to implementing new service especially once the FDOT service development grant to extend weekday and Saturday hours FDOT is depleted.

Table 11. Performance Measures: Goal and Objectives

Goal	*Objective*	Action/ Performance Measures	Targets	Current Performance	FY 2024 Status
Goal 1: Enhance the quantity and quality of service	***1.1***	*Increase Annual Ridership from 1.2M to 1.75M by 2033*	*Annual Increase In Ridership*	On target. If current growth continues on pace, this performance measure will be met in FY 2026/27.	**(On Target)**
	1.2	*Achieve On-Time Performance of 95% or Better*	*Observe OTP of 95% or Better*	The industry standard for on time performance is 75%. GoLine's on time performance for FY 2025/26 was 92%. This is 3% below the goal performance measure identified in the 2023 TDP Major Update.	**(Off Target)**
	1.3	*Maintain Vehicles & Facilities in State of Good Repair*	*Meet or Exceed Annual Asset Performance Measures*	On target. All vehicles, capital items, and capital purchases on schedule.	**(On Target)**

Goal	*Objective*	**Action/ Performance Measures**	**Targets**	**Current Performance**	**Status**
Goal 2: Continue to build consensus and community support for funding of existing and planned GoLine service needs	***2.1***	*Maintain or Increase Local Investment into GoLine Operations*	*Maintain Previous FY County General Fund Levels*	Local funding levels remain stable.	**(On Target)**
			Increase Annual County Investment in GoLine Svc. Expansion	Indian River County has committed and matched additional service development grant dollars during the reporting period.	**(On Target)**
			Increase Annual State Investment in GoLine Svc. Expansion	FDOT has awarded additional service development grants during reporting period.	**(On Target)**
	2.2	*Continue Cost-Effective & Efficient Transit Service Analysis & Reporting*	*Continue Monitoring of System to Maintain Annual Service Performance Efficiencies*	GoLine continues to remain the most cost-efficient fixed route system in the state. GoLine has been the most cost-efficient system in the state for 7 consecutive years.	**(On Target)**

Goal	*Objective*	Action/ Performance Measure	Targets	Current Performance	Status
Goal 3: Engage in coordination activities with transportation providers and jurisdictions at the local, regional, state, and federal level	***3.1***	*Continue to Engage in and Implement Public Involvement and Regional Coordination Elements of the Transportation Process*	*Maintain or Increase Annual Coordination Meetings/Events*	MPO Staff and SRA Staff continue to work with partners to promote coordination of the transit system.	**(On Target)**
			Maintain Unfunded TDP Project Priorty List in MPO Process	A list of unfunded TDP projects is listed in tabular format below.	**(On Target)**
			Ensure Transit-Supportive Infrastructure Considered in MPO Plans	MPO staff continue to include transit-oriented designs in work products.	**(On Target)**
			Work with municipal & county governments to include transit-inclusive designs & infrastructure in development review process	MPO Staff continues to work with county and municipal staff to incorporate transit-oriented design.	**(On Target)**

Goal	*Objective*	**Action/ Performance Measures**	**Targets**	**Current Performance**	**Status**
Goal 4: Ensure the provision of a safe and accessible public transportation system in Indian River County	***4.1***	*Ensure that Public Transportation Services and Facilities in Indian River County are Accessible*	*Maintain Accessibility of GoLine System & Facilities*	All facilities and vehicles remain ADA accessible and in good repair.	**(On Target)**
			Ensure Accessibility of New GoLine Services & Facilities	New extended operating hours rolled out within the reporting period.	**(On Target)**
	4.2	*Ensure that GoLine Services are Maintained and Operated in a Safe and Secure Environment.*	*Meet or Exceed Annual Safety (PTASP) Performance Measures*	Total Annual Vehicle Revenue Miles (1,086,590) total of 2 chargeable accidents for FY 2024/25. This metric falls nearly twice above the performance target of 1 accident per 1,000,000 vehicle revenue miles.	**(Off Target)**

FINANCIAL PLAN

One of the requirements of a Transit Development Plan is a financial plan which identifies the amount and sources of funding necessary to implement the plan's recommendations over the next ten years. While the improvements plan component of a TDP is allowed to be a listing of needs rather than a financially constrained plan, the improvements plan in this TDP Annual Update is based upon a realistic estimate of future transit funding for Indian River County. That approach produces a financially feasible improvement plan, the results of which may be readily evaluated in future TDPs to determine what additional resources are needed to provide transit service to the County. Table 10 lists the projected capital and operation costs as well as funding available to Indian River County for the period from FY 2026 through FY 2035. The updated 10-Year Financial Plan includes the anticipated costs of the vehicle replacement program provided in Table 12.

This financial plan has been revised to add a new tenth year to the Financial Plan in the TDP major update. That tenth year contains sufficient funding for all improvements included in the staged implementation plan (Table 9), including changes to that plan introduced this year.

Table 12. Updated 10-Year Financial Plan

Cost/Revenue Description	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	10-Year Total
OPERATING AND CAPITAL COSTS ($)											
Operating Costs											
Maintain Existing Service	7,461,816	7,611,052	7,763,273	7,918,538	8,076,909	8,238,447	8,403,216	8,571,281	8,742,706	8,917,560	81,704,799
New Service Modifications	0	0	0	296,485	302,415	308,463	314,632	320,925	327,343	333,890	2,204,154
Total Operating Costs	***7,461,816***	***7,611,052***	***7,763,273***	***8,215,023***	***8,379,324***	***8,546,910***	***8,717,849***	***8,892,206***	***9,070,050***	***9,251,451***	***83,908,952***
Capital Costs											
Replacement of Existing Vehicles	257,016	1,565,897	2,407,057	395,088	278,202	411,049	1,318,896	427,656	301,135	1,064,399	8,426,393
Existing Transit Capital	313,592	2,069,864	326,261	332,786	339,442	346,231	353,156	360,219	367,423	374,771	5,183,745
New Transit Capital	1,500,000	1,750,000	0	0	0	0	0	0	0	0	3,250,000
Total Capital Costs	***2,070,608***	***5,385,761***	***2,733,318***	***727,874***	***617,644***	***757,280***	***1,672,051***	***787,874***	***668,558***	***1,439,171***	***13,610,138***
Total Costs	**9,532,423**	**12,996,813**	**10,496,591**	**8,942,897**	**8,996,968**	**9,304,191**	**10,389,900**	**9,680,080**	**9,738,607**	**10,690,621**	**97,519,091**
OPERATING REVENUE ($)											
Operating Revenues											
Federal											
Section 5307	2,610,609	2,901,217	3,190,166	3,265,379	3,321,470	3,397,499	3,475,049	3,554,150	3,634,833	3,717,130	33,067,502
Section 5307 Preventive Maint.	800,000	816,000	832,320	848,966	865,946	883,265	900,930	918,949	937,328	956,074	8,759,777
Section 5307 ADA	501,724	511,759	521,994	532,434	543,082	553,944	565,023	576,323	587,850	599,607	5,493,739
Section 5311	134,774	110,375	114,455	121,801	126,673	129,206	131,791	134,426	137,115	139,857	1,280,474
Section 5310	75,000	76,500	78,030	79,591	81,182	82,806	84,462	86,151	87,874	89,632	821,229
State											
FDOT Block Grant	875,535	795,220	819,077	819,077	851,840	868,877	886,254	903,979	922,059	940,500	8,682,419
FDOT Service Development Grant	400,000	232,500	0	300,000	300,000	300,000	300,000	300,000	300,000	300,000	2,732,500
FDOT Corridor Grant	150,000	180,000	180,000	180,000	180,000	180,000	180,000	180,000	180,000	180,000	1,770,000
TD Commission Funds	343,379	385,271	392,977	400,836	408,853	417,030	425,371	433,878	442,556	451,407	4,101,557
Local											
County General Fund	1,459,794	1,488,990	1,518,770	1,549,145	1,580,128	1,611,731	1,643,965	1,676,844	1,710,381	1,744,589	15,984,337
Client Co-Pays/Donations, Other	15,000	15,300	15,606	15,918	16,236	16,561	16,892	17,230	17,575	17,926	164,246
Advertising Revenue	96,000	97,920	99,878	101,876	103,913	105,992	108,112	110,274	112,479	114,729	1,051,173
Total Operating Revenue	**7,461,816**	**7,611,052**	**7,763,273**	**8,215,023**	**8,379,324**	**8,546,910**	**8,717,849**	**8,892,206**	**9,070,050**	**9,251,451**	**83,908,952**

Cost/Revenue Description	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	10-Year Total
Total Operating Cost	**7,461,816**	**7,611,052**	**7,763,273**	**8,215,023**	**8,379,324**	**8,546,910**	**8,717,849**	**8,892,206**	**9,070,050**	**9,251,451**	**83,908,952**
Net Operating (Contingency/Need)	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Cost/Revenue Description	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	10-Year Total
CAPITAL REVENUE ($)											
Capital Revenues											
Section 5307	1,104,908	888,610	675,458	677,557	700,326	704,732	709,227	713,811	718,488	723,257	7,616,374
Section 5339	282,472	288,121	293,884	299,761	305,756	311,872	318,109	324,471	330,961	337,580	3,092,986
Section 5310	257,016	379,746	387,341	395,088	278,202	411,049	411,049	427,656	301,135	444,933	3,693,215
New Fed. Discretionary Capital (TBD)	0	0	0	0	0	0	0	0	0	0	0
Total Capital Revenue	**1,644,395**	**1,556,477**	**1,356,682**	**1,372,406**	**1,284,284**	**1,427,653**	**1,438,385**	**1,465,939**	**1,350,583**	**1,505,770**	**14,402,575**
Total Capital Cost	**2,070,608**	**5,385,761**	**2,733,318**	**727,874**	**617,644**	**757,280**	**1,672,051**	**787,874**	**668,558**	**1,439,171**	**16,860,138**
Net Capital (Contingency/Need)	**-426,212**	**-3,829,283**	**-1,376,636**	**644,532**	**666,640**	**670,373**	**-233,666**	**678,064**	**682,026**	**66,600**	**-2,457,563**
Capital Reserve (Starting = $9,084,622)	**8,658,410**	**4,829,127**	**3,452,491**	**4,097,023**	**4,763,663**	**5,434,036**	**5,200,369**	**5,878,434**	**6,560,459**	**6,627,059**	**6,627,059**
TOTAL REVENUE ($)											
Total Revenue	**9,106,211**	**9,167,529**	**9,119,955**	**9,587,430**	**9,663,608**	**9,974,563**	**10,156,233**	**10,358,144**	**10,420,633**	**10,757,221**	**98,311,527**
Total Cost	**9,532,423**	**12,996,813**	**10,496,591**	**8,942,897**	**8,996,968**	**9,304,191**	**10,389,900**	**9,680,080**	**9,738,607**	**10,690,621**	**100,769,091**
Net Total (Contingency/Need)	**-426,212**	**-3,829,283**	**-1,376,636**	**644,532**	**666,640**	**670,373**	**-233,666**	**678,064**	**682,026**	**66,600**	**-2,457,563**
Reserve Balance	**8,658,410**	**4,829,127**	**3,452,491**	**4,097,023**	**4,763,663**	**5,434,036**	**5,200,369**	**5,878,434**	**6,560,459**	**6,627,059**	**6,627,059**
Local Govt. Share of Revenue	**16%**	**16%**	**17%**	**16%**	**16%**	**16%**	**16%**	**16%**	**16%**	**16%**	**16%**

INDIAN RIVER COUNTY, FLORIDA
M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Ryan Sweeney
Assistant Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
MPO Senior Planner

DATE: February 19, 2026

SUBJECT: **Review of Community Transportation Coordinator (CTC) Annual Evaluation Report for FY 2024/25**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 26, 2026.

DESCRIPTION AND CONDITIONS

The CTC sub-committee evaluation of the county's Transportation Disadvantaged Community Transportation Coordinator was conducted on November 20, 2025. The committee comprised of Dr. Harry Hurst, Dallia Dillon, Danica David, Wendy Grow, Jessica Staudt, and Greg McDonald. To aid in the completion of their evaluation, the committee members were given copies of the MPO's Evaluation Procedures and Standards for Community Transportation Coordinators and the CTC's Evaluation Workbook from the Florida Commission for the Transportation Disadvantaged.

The Evaluation Criteria were divided into four sections; (1) Coordination/Planning, (2) Operation, (3) Cost/Financial Management, (4) Utilization Review. Karen Deigl, Chief Executive Officer, and Chris Stephenson, Transportation Director, of the Senior Resources Association were asked questions from all four evaluation areas. The committee members ranked the performance of the SRA based on supporting documents provided and responses given at the meeting. The last part of the evaluation process consists of an on-board ride-along observation, which was conducted by two members of the CTC sub-committee and MPO staff.

The committee members commended SRA on its continued outstanding performance and reliability. Further, they noted SRA's commitment to expanding mobility access and their steadfast commitment to excellence.

RECOMMENDATION

The CTC evaluation subcommittee recommends that the TDLCB approve the attached CTC annual evaluation report and that the TDLCB recommend that the MPO/DOPA retain the Senior Resource Association as the county's CTC.

Attachment

1. Community Transportation Coordinator Evaluation for FY 2024/25
2. CTC Evaluation Workbook

QUALITY ASSURANCE

The Transportation Disadvantaged Local Coordinating Board (TDLCB) shall evaluate the performance of the Community Transportation Coordinator and provide a recommendation to the DOPA for continuation or replacement of the Community Transportation Coordinator. To facilitate this evaluation process, the TDLCB developed a set of criteria for the coordinator evaluation. On September 11, 1992, the Board of County Commissioners, acting as the county's Designated Official Planning Agency (DOPA), approved the CTC's evaluation procedures and standards.

According to state requirements, the county can utilize its own CTC evaluation criteria to evaluate the performance of the CTC. The state, however, is requiring that the following modules from the CTD's evaluation workbook be used as part of the CTC's performance evaluation:

- Competition
- Cost Effectiveness and Efficiency
- Availability of Service

CTC Evaluation Process

Florida Rule Chapter 41-2, implementing the provisions of Chapter 427, Florida Statutes, places upon the Community Transportation Coordinator (CTC) the responsibility for the overall planning, administration, monitoring, coordination, arrangement and delivery of transportation disadvantaged (TD) services within its designated service area (Rule 41-2.011 (1). This rule also requires that the Local Coordinating Board (LCB) on a continuous basis evaluate the services provided by the County Transportation Coordinator and provide an evaluation of the Coordinator's performance in general and relative to Transportation Disadvantaged Commission's standards.

Responsibilities and Timeframe

The Transportation Disadvantaged Local Coordinating Board (LCB) must evaluate the performance of the Community Transportation Coordinator (CTC) on an annual basis and provide a recommendation to the Designated Official Planning Agency (DOPA) for continuation or replacement of the Community Transportation Coordinator.

Evaluation Subcommittee

The LCB shall designate an Evaluation Subcommittee on an annual basis consisting of three voting members of the LCB to evaluate the previous year's performance of the Community Transportation Coordinator and to provide a written report to the LCB.

Timeframe

a) The evaluation report must cover the period from July 1 to June 30, corresponding to the timeframe of the Annual Operating Report (AOR). The evaluation subcommittee's report must be submitted for the TDLCB's consideration at the November meeting of the LCB.

b) One additional evaluation report per year may be requested by the LCB members. The request for additional evaluation reports must be approved by the majority vote of the LCB members.

Evaluation Criteria

The following evaluation standards have been developed to allow the Local Coordinating Board to assess the performance of the Coordinator using locally developed criteria which incorporate those performance criteria provided by the Transportation

Disadvantaged Commission. These standards address four areas: coordination/planning, operation, costs/financial management, and utilization. In addition to a Quantitative Performance Ranking (meeting standards for each area) the LCB has developed a number of Qualitative Criteria to assess the effectiveness of the service. Quantitative and Qualitative Criteria are shown below.

Coordination/Planning

Coordination is defined by Chapter 427, Florida Statutes, as "the arrangement for the provision of transportation service to the transportation disadvantaged in a manner that is cost effective, efficient, and reduces fragmentation and duplication of services". These standards are intended to measure how well the County Transportation Coordinator (CTC) manages to bring together operators and consumers to ensure quality transportation for transportation disadvantaged persons at a reasonable cost.

Table 23: Coordination/Planning Evaluation Criteria

Quantitative Performance Measures			
Criteria	**Standard**	**Score**	**Standard Achieved**
CTC's record for submittal of the MOA to the CTD on time	Submits MOA within 1 week of due date	MOA submitted in 2023.	Yes

Qualitative Performance Ranking					
Criteria	**Excellent**	**Good**	**Average**	**Poor**	**Comments**
CTC's effort to prioritize trips	(10) 9	8 7	6 5	4 3 2 1	All requested trips have been provided during the reporting period without denials.
CTC's promotional and marketing campaign	(10) 9	8 7	6 5	4 3 2 1	The CTC uses social media, web, community events, printed materials, and radio to promote fixed route and door to door service.

CTC's effort to coordinate inter-county trips	(10) 9 8 7 6 5 4 3 2 1	The CTC created the Advantage Ride program (TCAR), which serves 4 counties on the Treasure Coast (Indian River, Martin, St. Lucie, and Okeechobee). The TCAR program has provided over 166,000 trips so far through an Innovative Service development Grant.
CTC's data base regarding routes, schedules, facilities, vehicles, locations	(10) 9 8 7 6 5 4 3 2 1	The CTC utilizes TransLoc and Ecolane software as a service platforms to maintain routes, scheduling , vehicle location, and safety monitoring.

CTC evaluation sub-committee's chairman initials: ____

Operation

Operation involves the actual delivery of services to the transportation disadvantaged. It is considered to be the aspect of the overall evaluation most indicative of the coordinator's performance. The standards in this area measure what service is available to the TD public and how well it is provided. Many of the standards in this section are specific requirements required within Rule Chapter 41-2.

Table 24: Operation Evaluation Criteria

Quantitative Performance Measures					
Criteria	Standard		Score		Standard Achieved
CTC's safety plan as measured by a declining accidents rate	< 1 accident/ 100,000 miles		Less than 1/ 500,000 Miles		Yes
CTC's effort to avoid missing scheduled trips	< 1 Missed Trip/Week		Less than 1 Trip/Month		Yes
Qualitative Performance Ranking					
Criteria	**Excellent**	**Good**	**Average**	**Poor**	**Comments**
CTC's system to ensure that all equipment used complies with federal, state, TD Commission and local policies	(10) 9 8 7 6 5 4 3 2 1				All equipment inspected an approved as part of FDOT Triennial review in October 2025.

CTC's effort to provide services 24 hours per day/7 day a week	(10) 9 8 7 6 5 4 3 2 1	Service levels are dictated by funding and needs. Service levels are adjusted to meet needs of clients. The TCAR program is a 24/7 program.
CTC's available insurance	(10) 9 8 7 6 5 4 3 2 1	Proper insurance coverages are kept on all vehicles.
CTC's system of resolving complaints performing client satisfaction surveys	(10) 9 8 7 6 5 4 3 2 1	CTC's record of complaints is very low. Every 5 years, extensive rider surveys are conducted as part of preparation of Transit Development Plan. Staff responds individually to all complainants.
CTC's effort on reducing the clients waiting time	(10) 9 8 7 6 5 4 3 2 1	The notification module in the EcoLane gives riders updates the night before and when the bus is on its way.
CTC's reservation and scheduling system	(10) 9 8 7 6 5 4 3 2 1	Transit software (EcoLane) applications assist with scheduling, dispatching and on-time performance.
CTC's on time performance	(10) 9 8 7 6 5 4 3 2 1	National standard is 75%, GoLine averages 94%. The SRA is very efficient.
CTC's system to ensure that service is provided on a non-discriminatory basis	(10) 9 8 7 6 5 4 3 2 1	All buses are ADA compliant and equipped with wheelchair lifts or ramps. CTC maintains a Title VI Program, and it is noted on our CTC website. All complaints are logged, and the overall level of complaints is low. Language line services are available.
CTC's effort to identify unmet needs	(10) 9 8 7 6 5 4 3 2 1	The CTC utilizes feedback from the TDP, LCB, and riders to constantly plan to meet unmet needs.

CTC evaluation sub-committee's chairman initials: ____

Cost/Financial Management

Costs and Financial Management standards reflect requirements for proper methods of calculating, recording and reporting of service costs. Standards contained in this section reflect guidance contained in Rule Chapter 41-2.

Table 25: Cost/Financial Management Evaluation Criteria

Quantitative Performance Measures			
Criteria	**Standard**	**Score**	**Standard Achieved**
CTC's fully allocated one-way passenger trip cost compared to the statewide average	Statewide average ($8.78)	IRC cost is $3.42, which is the lowest cost per passenger trip in the state.	Yes

Qualitative Performance Ranking					
Criteria	**Excellent**	**Good**	**Average**	**Poor**	**Comments**
CTC's system of cost/revenue allocation and reporting to the TDLCB	(10) 9 8	7 6 5	4 3	2 1	the fixed route cost per passenger trip is the lowest in the state of Florida at $3.42.
CTC's effort to raise local funds	(10) 9 8	7 6 5	4 3	2 1	St. Lucie County is providing funding for TCAR in the County, and the CTD provides funding in the other 3 Counties. The advertising program supplements local match, and new bus shelters have been paid for by developers, and donations are accepted.
CTC's effort to develop an equitable fare structure and solicit client contributions as appropriate	(10) 9 8	7 6 5	4 3	2 1	The GoLine is fare free and the TD fare is $2, but no one is turned away if unable to pay. CTC has donation boxes to assist in helping clients cover costs.
CTC's effort to utilize all federal, state, and local funds	(10) 9 8	7 6 5	4 3	2 1	The CTC utilizes all federal, state, and local funds. The CTC also looks for new service development grant opportunities as available.

CTC evaluation sub-committee's chairman initials: ____Utilization Review

Utilization, like Operation, represents the practical aspect of the Coordinator's responsibilities. These standards are intended to measure the degree to which the Coordinator has provided coordinated transportation services, which include the greatest possible involvement of local agencies and the most effective use of resources and funding.

Table 26: Utilization Evaluation Criteria

Quantitative Performance Measures			
Criteria	**Standard**	**Score**	**Standard Achieved**
CTC maintains a system for review and inventory of its organization and equipment/ensures availability of adequate equipment	Service Denials due to Lack of Equipment = 0	Zero (All vehicles are equipped with wheelchair lifts or ramps)	Yes, all vehicles are ADA accessible.

Qualitative Performance Ranking					
Criteria	**Excellent**	**Good**	**Average**	**Poor**	**Comments**
CTC's effort to utilize volunteers' time and vehicles	(10) 9 8 7 6 5 4 3 2 1				The SRA is limited due to insurance limitations and unable to have volunteer drivers. Volunteers are utilized in admin roles as available.
CTC's effort to utilize the vehicles of all non-profit organizations	(10) 9 8 7 6 5 4 3 2 1				If needed, SRA has a list of approved outside partners to assist when needed to continue to provide for their clients.
CTC's system of matching clients with appropriate vehicles	(10) 9 8 7 6 5 4 3 2 1				Works with riders to accommodate needs and wants, within reason. The vehicles on certain routes can be adjusted as needed.
CTC's flexibility to rotate vehicles based on the number of reservations and the clients' origins and the destinations	(10) 9 8 7 6 5 4 3 2 1				The demand-response software (EcoLane) has improved trip planning, and the CTC monitors and adapts to any special needs or requests.

CTC evaluation sub-committee's chairman initials: ____

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CTC
EVALUATION WORKBOOK

Florida Commission for the

Transportation Disadvantaged

CTC BEING REVIEWED: Senior Resource Association, Inc.

COUNTY (IES): Indian River

ADDRESS: 4385 43rd Avenue, Vero Beach, Florida, 32967

CONTACT: Karen Deigl **PHONE:** 772-569-0760

REVIEW PERIOD: FY25 **REVIEW DATES:** ______________

PERSON CONDUCTING THE REVIEW: Brian Freeman

CONTACT INFORMATION: 772-226-1990

Revised July 2014

ATTACHMENT 2

LCB EVALUATION WORKBOOK

ITEM **PAGE**

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ List of Omb. Calls
- ☐ AOR Submittal Date
- ☐ Audit Report Submittal Date
- ☐ QA Section of TDSP
- ☐ QA Evaluation
- ☐ TD Clients to Verify
- ☐ Last Review (Date:______)
- ☐ Status Report (from last review)
- ☐ TDTF Invoices

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP or PTASP
- ☐ Complaint Procedure
- ☐ Grievance Procedure
- ☐ Contracts
- ☐ Budget
- ☐ ~~Medicaid Documents~~
- ☐ Policy/Procedure Manual
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Driver Training Records (see certification)
- ☐ Other Agency Review Reports
- ☐ Performance Standards

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)

- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)

- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)

- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).

- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).

- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

  The LCB will be reviewing the following areas:

  - ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
  - ☐ Monitoring of contractors.
  - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors

- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.

- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: ☐ **RURAL** **X** URBAN

2. ORGANIZATION TYPE:
   - ☐ PRIVATE-FOR-PROFIT
   - **X** PRIVATE NON-PROFIT
   - ☐ GOVERNMENT
   - ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:
   - ☐ SOLE PROVIDER
   - **X** PARTIAL BROKERAGE
   - ☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

In the 2024/2025 fiscal year we had contracts with

1. ROUND THE CLOCK TRANSPORTATION
2. Ultimate Comfort Transportation
3. TMC Transportation

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION ~~CONTRACTS~~ AGREEMENTS WITH:

The Abilities Resource Center of Indian River County
Camp Haven Inc.

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
None at this time			

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: 1992

2. WHAT IS THE COMPLAINT PROCESS? When a customer care agent receives a call from someone who wants to file a complaint, they forward that person to the Fixed route or paratransit Supervisor whose job responsibility involves handling complaints. The Supervisor will fill out a report form and enter it into the database. If warranted, the complaint is forwarded to the Safety and Training Supervisor or the Director of Transportation who will investigate, view tape from the buses, and speak with the drivers and/or passengers involved. If warranted, discipline action may be taken and the complainant may be called back and given more information.

IS THIS PROCESS IN WRITTEN FORM?	X	Yes	☐	No
Is the process being used?	X	Yes	☐	No

3. DOES THE CTC HAVE A COMPLAINT FORM? X Yes ☐ No

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

   X Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

   X Yes ☐ No

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

   X Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE? After the CTC has exhausted all reasonable means to resolve the complaint. To date, no party has had to be referred to the TD helpline

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

   X Yes ☐ No

   If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

   X Yes ☐ No If yes, what type? TD brochure

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

    X Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

X Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

All passengers must have an approved TD application on file before they can book trips with the CTC. Eligibility is renewed every 3 years.

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM? We have agreements with Brevard and St. Lucie County so we can do trips in their counties. We have an ISD Grant from the CTD to do special trips for the developmentally disabled all along the Treasure Coast. Also, we use Ecolane scheduling software to ensure schedule efficiency. In addition, we have started offering same day trips to clients when possible, and we are partners with the hospital to get ER patients home if they do not have a ride. We have started contracting out work to transportation vendors so we can provide more services. Also, a Paratransit Eligibility Specialist is on staff at the CTC to conduct interviews for new and current clients. These interviews are conducted in person.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
Having more drivers during peak times of the day.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM? There is a lack of other transportation vendors to coordinate with.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH? Not at this time. The commission has always been supportive with new ideas and ways to improve coordination.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM? All funding sources. We would love if we could get funding for ADA trips.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR? Voluntary dollar marketing is done by a check box on the back of all IR county vehicle registrations.

GENERAL QUESTIONS

Findings:
NA

Recommendations:
NA

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.
"Execute uniform contracts for service using a standard contract, which includes performance standards for operators."

ARE YOUR CONTRACTS UNIFORM? X Yes ☐ No

IS THE CTD'S STANDARD CONTRACT UTILIZED? X Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

X Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

X Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

Operator Name	Exp. Date	PTASP	AOR Reporting	Insurance
Round the Clock Transportation	June 30, 2026	Follows the CTC's PTASP	The trips they provide are reported in the AOR	X
Ultimate Comfort Transportation	June 30, 2026	Follows the CTC's PTASP	The trips they provided are reported in the AOR	X
TMC Transport	June 30, 2026	Follows the CTC's PTASP	The trips they provided are reported in the AOR	X

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
"Collect Annual Operating Data for submittal to the Commission."

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report — X Yes ☐ No

Any issues that need clarification? — ☐ Yes X No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement — X Yes ☐ No

c. Transportation Disadvantaged Service Plan — X Yes ☐ No

d. Grant Applications to TD Trust Fund — X Yes ☐ No

e. All other grant application (____%) ☐ — X Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? — X Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.
"Review all transportation operator contracts annually."

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

SRA's direct involvement in **day-to-day operations** of service for transportation operators might include, but is not limited to:

1. On-street monitoring of drivers and vehicles
    - SRA's on-street monitoring shall include, but is not limited to:
        - on-time performance
        - knowledge of service area and routing
        - driver assistance
        - manifest accuracy and completeness
        - driver appearance
        - vehicle appearance
        - wheelchair lift condition and operation
        - wheelchair securement systems condition and use
        - safety equipment
        - compliance with Florida Motor Vehicle Regulations.
2. Inspections of equipment
3. Customer service functions
4. Contract compliance oversight
5. Quality control.
6. SRA reserves the right, through its agreements with the Providers, in its sole discretion, **at any time**, to inspect vehicles and maintenance facilities during normal working hours and review Provider's maintenance records.
    - SRA staff inspect all vehicles, wheelchair lifts or ramps and wheelchair securement devices at least **annually**.
        - Any vehicle found in violation of any contractual standard is removed from service until violation is remedied.
        - Any corrective action for Provider must take place before SRA will send more trips to provider

SRA also performs **annual** evaluations of Providers every December, ensuring compliance with

1. Locally approved standards
2. Florida Commission for the Transportation Disadvantaged (CTD) standards
3. Florida Department of Transportation (FDOT) standards
4. SRA insurance requirements

a. Providers are required to provide SRA with Driver Files.
- Each file shall indicate:
    - driver's name
    - relevant training

- Drug and Alcohol test results
- Motor Vehicle Record review
- Latest criminal record check.

b. Providers are required to maintain updated Driver Rosters.
c. Providers must provide SRA with evidence all drivers have completed a training program
d. Provider must have procedures to review periodically their drivers' Motor Vehicle Reports.

- o SRA staff monitors compliance
  - SRA requests State of Florida Motor Vehicle Reports for Provider's drivers on a periodic basis.
  - If a report shows evidence of violations SRA will promptly notify Provider.
  - Any corrective action must take place before SRA will send more trips to provider

Is a written report issued to the operator? X Yes ☐ No

If NO, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

We communicate regularly with them, but we have a coordination agreement with them. This is separate from a coordination contract. We get an annual report from the Coordination agreement partners once a year, and FDOT does a triennial review of them every 3 years to ensure compliance

Is a written report issued? X Yes ☐ No

If NO, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

Their 5310 grant vehicles and funds could be taken away from them if they are not compliant

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]
"Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM? Due to insurance constraints this is not an acceptable application. Senior Resource Association will coordinate any trips provided by SRA owned/driven vehicles if possible in conjunction with the school bus trips.

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?
The CTC operates Indian River County's demand response system (Community Coach) and fixed route system (GoLine). In recent years, GoLine service has continued to expand service hours and service to new areas. Community Coach hours have also been increased in the recent years.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

X Yes ☐ No

If YES, what is the goal? 2% of paratransit clients per year

Is the CTC accomplishing the goal? X Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? X Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).
"Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies."

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include *all* funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

X Yes ☐ No

If Yes, describe the application review process.

The CEO reviews and submits all TD fund applications and has input for approval or denial of funds. The TD Commission has the last ruling as to how funds are distributed.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).
"Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies."

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

Page 43 b. Prioritization Section

1) Medical Trips
2) Grocery Shopping/Congregate Meal Trips
3) Social Service Agency Trips
4) Employment/Job Training/Volunteer Service Trips
5) Social Trips
6) Other non-grocery shopping trips
7) Other trips

HOW ARE THESE PRIORITIES CARRIED OUT? All bookings are done on a first come first serve basis with respect to order of prioritization

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).
"Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2)."

Review the Operational section of the TDSP

1. Hours of Service: 6am-9pm Monday-Friday. 7am-7pm Saturdays

2. Hours of Intake: 6am-9pm Monday-Friday. 7am-7pm Saturdays

3. Provisions for After Hours Reservations/Cancellations? For after hour reservations, there is a voicemail system in place where clients can leave their reservation information or trip cancellations.

4. What is the minimum required notice for reservations? Day before for complementary ADA and 48 hours for TD. However, when available the CTC is offering same day trip reservations for TD clients

5. How far in advance can reservations be place (number of days)? 14 days

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).
"Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants."

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

We have no arrangement, but we have continuous contact with the coalition and will work with them when allowable.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

We attempted to get a grant to pay for training for the drivers, but the grant was not in the scope of work we needed for training.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

Comments:

CHAPTER 427

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
"...ensure compliance with the minimum liability insurance requirement of $100,000 per person and $200,000 per incident…"

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

$100,000 per person and $300,000 per incident

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

$100,000 per person and $300,000 per incident

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
Senior Resource Association	Vehicle: $152,000 Gen. Liability: $140,851

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED $1 MILLION PER INCIDENT?

☐ Yes X No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
"…shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C."

Date of last SSPP Compliance Review March 2019*, Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?
X Yes ☐ No

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

Driver Last Name	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-	Other-

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

Compliance with 41-2.006(3), Drug and Alcohol Testing
"…shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing…"

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- X FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW:

FTA: July 2023
FDOT: October 2025
CTD: January 2025

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

Comments:

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.
"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	**RTC**	**Ultimate**	**TMC**
Flat contract rate (s) ($ amount / unit)	Amb. $33.83 W/C $58	Amb. $20.00 W/C $25.00	Amb. $20.00 W/C $25.00	Amb. $20.00 W/C $25.00
		+$2/mile after 10 miles	+$2/mile after 10 miles	+$2/mile after 10 miles

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes **X** No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) ($ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

RULE 41-2

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
"...shall adhere to Commission approved standards…"

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	772-569-0903-Collect, page 55 of the TDSP
Vehicle Cleanliness	Page 55 of the TDSP
Passenger/Trip Database	Page 56 of the TDSP
Adequate seating	Page 56 of the TDSP
Driver Identification	Page 56 of the TDSP
Passenger Assistance	Page 56 of the TDSP
Smoking, Eating and Drinking	Page 56 of the TDSP
Two-way Communications	Page 56 of the TDSP
Air Conditioning/Heating	Page 57 of the TDSP
Billing Requirements	Page 56 of the TDSP

COMMISSION STANDARDS

Findings:

NA

Recommendations:

NA

Compliance with Local Standards
"...shall adhere to Commission approved standards..."

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Page 55 of the TDSP
Use, Responsibility, and cost of child restraint devices	Page 55 of the TDSP
Out-of-Service Area trips	Page 53 of the TDSP
CPR/1st Aid	Page 57 of the TDSP
Driver Criminal Background Screening	Page 57 of the TDSP
Rider Personal Property	Page 55 of the TDSP
Advance reservation requirements	Page 57 of the TDSP
Pick-up Window	Page 57 of the TDSP

Measurable Standards/Goals	***Latest Figures***	***Is the CTC/Operator meeting the Standard?***
<1 accident per 100,000 miles	Averaging 1 accident every 420,000 miles on Community Coach	x
<1 missed trip each week	Average <1/month	x
Submits MOA within 1 week of due date	Yes	x
1 way passenger trip cost is low, compared to state average	Yes	x
0 service denials due to lack of equipment	0 service denials	x
Passenger No-shows: No more than 5% increase from previous year	No shows went down 1% from FY24 to FY25	x
Roadcalls: The average number of vehicle miles between emergency road calls will be more than 90,000 miles	Averaging 1 roadcall every 103,000 miles	x
Complaints: No more than 2 defined TD complaints per year	Only 1 TD complaint this year	x
Call Hold Time: No longer than 2 minutes	2025 Hold Time Averaged 38 seconds	x

LOCAL STANDARDS

Findings:

NA

Recommendations:

NA

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?

X Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes X No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

SRA Transportation has all materials on file with Braille Works and can have formats printed within 72 hours of the request. We also have the ability to record all information in house on tape and send within 24 hours of the request.

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

X Yes ☐ No

ARE THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?

X Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	**Training Provided**	**Written Policy**	**Neither**
Accommodating Mobility Aids	X		
Accommodating Life Support Systems (O_2 Tanks, IV's...)		Only portable carried by customer	
Passenger Restraint Policies	X	Community Coach riders must wear seat belts	
Standee Policies (persons standing on the lift)		Person may stand on the lift	
Driver Assistance Requirements	X	Yes	
Personal Care Attendant Policies		Yes	
Service Animal Policies	All service animals allowed		
Transfer Policies (From mobility device to a seat)	Customer must transfer unassisted	Yes	
Equipment Operation (Lift and securement procedures)	X	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers	X	Yes	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC…).

IS A RAMP PROVIDED? **X** Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? **X** Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.
- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.

- The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- One securement system that can be either forward or rear-facing.
- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

Compliance with Americans with Disabilities Act

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
Senior Resource Association	18	18	Indian River County North St Lucie Southern Brevard

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

X Yes ☐ No

ADA COMPLIANCE

Findings:

NA

Recommendations:

NA

FY ______/____ GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY _______/______ Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _________)

X Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _________)

X Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN $1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY __________)

X Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW:___________ STATUS REPORT DATED:_____________

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 11/20/2025

Please list any special guests that were present: Danica David // Gregory McDonald // Mark Vietze

Location: 1801 27th ST > Staples (12th St) > Publix (Miracle Mile) > 1801 27th ST

Number of Passengers picked up/dropped off: 1

Ambulatory: Yes

Non-Ambulatory:

Was the driver on time? X Yes ☐ No, how many minutes late/early?

Did the driver provide any passenger assistance? Yes ☐ No

Was the driver wearing any identification? Yes: X Uniform Name Tag ID Badge
☐ No

Did the driver render an appropriate greeting?
Yes **X** No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
Yes **X** No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
Yes **X** No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
Yes **X** No

Does the vehicle have working heat and air conditioning? Yes **X** No

Does the vehicle have two-way communications in good working order? Yes **X** No

If used, was the lift in good working order? Yes ☐ No **(N/A)**

Was there safe and appropriate seating for all passengers? Yes **X** No

Did the driver properly use the lift and secure the passenger? Yes ☐ No **(N/A)**
If no, please explain:

CTC: SRA County: Indian River

Date of Ride: 11/20/2025

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	1	1		
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENFICIARY SURVEY

Staff making call: ___________ County:___________________________
Date of Call: / / Funding Source: ___________________

1) Did you receive transportation service on ________________? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No If so, how much?

3) How often do you normally obtain transportation?
☐ Daily 7 Days/Week ☐ Other
☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?
☐ Yes
☐ No. If no, skip to question # 4
A. How many times in the last 6 months have you been refused transportation services?
☐ None ☐ 3-5 Times
☐ 1-2 Times ☐ 6-10 Times
If none, skip to question # 4.
B. What was the reason given for refusing you transportation services?
☐ Ineligible ☐ Space not available
☐ Lack of funds ☐ Destination outside service area
☐ Other ________________

5) What do you normally use the service for?
☐ Medical ☐ Education/Training/Day Care
☐ Employment ☐ Life-Sustaining/Other
☐ Nutritional

6) Did you have a problem with your trip on ________________?
☐ Yes. If yes, please state or choose problem from below
☐ No. If no, skip to question # 6
What type of problem did you have with your trip?
☐ Advance notice ☐ Cost
☐ Pick up times not convenient ☐ Late pick up-specify time of wait
☐ Assistance ☐ Accessibility
☐ Service Area Limits ☐ Late return pick up - length of wait
☐ Drivers - specify ☐ Reservations - specify length of wait
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
____

8) What does transportation mean to you? (Permission granted by ___________________ for use in publications.)

Additional Comments: ____

Contractor Survey

____________County

____

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?
   ☐Yes ☐No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?
   ☐Yes ☐No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?
   ☐Yes ☐No

   If yes, is the phone number posted the CTC's?
   ☐Yes ☐No

4. Are the invoices you send to the CTC paid in a timely manner?
   ☐Yes ☐No

5. Does the CTC give your facility adequate time to report statistics?
   ☐Yes ☐No

6. Have you experienced any problems with the CTC?
   ☐Yes ☐No

   If yes, what type of problems?

Comments: ____

____

____

____

PURCHASING AGENCY SURVEY

Staff making call: ____
Purchasing Agency name: ____
Representative of Purchasing Agency: ____

1) Do you purchase transportation from the coordinated system?
☐ YES
☐ NO If no, why?
2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?
- ☐ Medical
- ☐ Employment
- ☐ Education/Training/Day Care
- ☐ Nutritional
- ☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?
- ☐ 7 Days/Week
- ☐ 1-2 Times/Week
- ☐ 3-5 Times/Week
- ☐ 1-3 Times/Month
- ☐ Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?
- ☐ Yes
- ☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?
- ☐ Advance notice requirement [specify operator (s)]
- ☐ Cost [specify operator (s)]
- ☐ Service area limits [specify operator (s)]
- ☐ Pick up times not convenient [specify operator (s)]
- ☐ Vehicle condition [specify operator (s)]
- ☐ Lack of passenger assistance [specify operator (s)]
- ☐ Accessibility concerns [specify operator (s)]
- ☐ Complaints about drivers [specify operator (s)]
- ☐ Complaints about timeliness [specify operator (s)]
- ☐ Length of wait for reservations [specify operator (s)]
- ☐ Other [specify operator (s)] ____

7) Overall, are you satisfied with the transportation you have purchased for your clients?
- ☐ Yes
- ☐ No If no, why? ____

Level of Cost
Worksheet 1

Insert Cost page from the AOR.

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	2	3	24,420	33%
Private For-Profit	7	2	11,743	16%
Government	0	0	0	
Public Transit Agency (SRA)	1	1	37,832	51%
Total	10	6	73,995	100%

2. How many of the operators are coordination contractors? The 3 private non-profits are organizations SRA has a coordination agreement with or a non profit that is one of our operators. The private FOR profits are transportation providers that the CTC contracts with to do TD and ADA work when the CTC is unable to provide the trips.

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 2 of the 9
Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system. TMC Transport was brought in on January of 2023

5. Does the CTC have a competitive procurement process? Yes, but for contractors we don't go out to bid. We negotiate with any of the agencies that want to do work for us, and go with the safest, most reliable, and most cost-feasible option in the event we can't do the trip ourselves.

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
x	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Negotiation only. We don't advertise for transportation operators, but never turn anyone away without listening to them and evaluating if their services could work for the TD program.

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator		Scope of Work
	Age of company	X	Safety Program
X	Previous experience	X	Capacity
	Management	X	Training Program
X	Qualifications of staff	X	Insurance
X	Resources		Accident History
	Economies of Scale	X	Quality
X	Contract Monitoring		Community Knowledge
X	Reporting Capabilities		Cost of the Contracting Process
X	Financial Strength	X	Price
	Performance Bond		Distribution of Costs
	Responsiveness to Solicitation		Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? ______

How many responded? ______
The request for bids/proposals was distributed:

____________ Locally ____________ Statewide ____________ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc…)? Yes, we have looked into it.

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Indian River County Transportation Disadvantage Service Plan
Indian River County Transit Development Plan (2023 Major Update)

Public Information – How is public information distributed about transportation services in the community?

Information about transportation services are provided through printed materials and website. In addition, transportation staff meet with local groups interested in transportation offerings.

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

SRA has an eligibility specialist who makes sure the TD application is up to date with eligibility information in the TDSP. She coordinates the certifications and registrations of TD clients and potential clients.

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

SRA has an eligibility specialist who keeps track of each clients' information in a software called Ecolane. Ecolane keeps track of their eligibility dates, and which programs they are eligible for.

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

SRA has a reservation call center in the main transportation building. If a call comes in during our business hours it will stay in the "que" until a customer care agent picks it up.

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

When a client calls in and makes a reservation, that information is put into a software called Ecolane. The software keeps track of the clients' information, as well as the drivers/vehicles SRA has available. We use the software to build each drivers' run for the next day.

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Transportation providers only get the trips the CTC is unable to provide. A report is run from Ecolane showing which trips were not scheduled on a Community Coach bus. That report is emailed to the vendors/contractors on a "as needed" basis; taking into consideration things like

- Vendor costs
- Vendor capabilities
- Vendor capacity
- Vendor history with certain clients
- etc

Scheduling – How is the trip assignment to vehicles coordinated?

When a client calls in and makes a reservation, that information is put into a software called Ecolane. The software keeps track of the clients' information, as well as the drivers/vehicles SRA has available. We use the software to build each drivers' run for the next day.

Transport – How are the actual transportation services and modes of transportation coordinated?

Each vehicle is outfitted with GPS and Ecolane technology. Each vehicle can be tracked in the system as it performs pick up/drop offs. Every vehicle is ADA accessible, and can handle 2 WC at a time. The system knows this, so a driver will never be dispatched to pick up a 3rd wc if two are already on board.

Dispatching – How is the real time communication and direction of drivers coordinated?

There is a full time dispatcher in the office who handles the dispatching of vehicles using the Ecolane software, the tablets in the buses, and radio capabilities.

General Service Monitoring – How is the overseeing of transportation operators coordinated?

There is a verification system in Ecolane that keeps track of on time performance, and vehicle locations. This is monitored by operators' supervisors. Also, there is a reporting module in the phone system that allows supervisors to monitor how long callers are waiting or on hold.

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

The dispatcher or paratransit supervisor monitors real time performance, and if any issues arise they can dispatch more/less vehicles. Also, we have a customer care agent in charge of complaints who records any/all complaints that come in. These complaints are investigated and action is taken if necessary. Complaints are reported to the TDLCB each quarter.

Trip Reconciliation – How is the confirmation of official trips coordinated?

When a driver completes a trip, they mark it on their tablet and the information is sent back to transit HQ. This information goes through a verification process each day for the previous day.

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

When a customer makes an appointment they are told if they have a co pay or not. The driver is supposed to collect the co pay, but SRA has an "everyone rides' policy, so will never turn someone away for not having the nominal copay. The money is collected each night. The trips are billed to the CTD each month when a verified trip report is run using the Ecolane system. The standard CTD invoices/backup is used.

Reporting – How is operating information reported, compiled, and examined?

SRA employees report each day, and the Ecolane technology collects and reports on the trip/vehicle data. Each month, the CTC meets with the county MPO staff to go over the reports and analyze the data. Reports are also given to the TDLCB once every 3 months.

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

The CTC has an annual budget approved each year, vendor/operator costs are a line item in the budget. The budget is determined by the amount of money available from the local, state and federal governments each year.

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Reporting at the LCB level

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

We have coordination agreements with 2 non profits in town, as well as contracts with 5 providers who do trips on our behalf. The contracts, and our service monitoring, ensure the standards the CTD and LCB have, are met.