TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Bob McPartlan, FDC&F Representative
Jennifer Idlette, Public Education Representative
Modeline Acreus, FDOT Representative
Cartier Murrill, FAHCA Representative
Laura Koursaris, FDVR Representative
William Parden, Disabled Representative
Milory Senat, APD Representative
Jennifer Sideregts, CSRC Representative

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

Vacant, Children at Risk Representative
Vacant, Medical Comm. Representative
Vacant, Sr. Community Representative

Deryl Loar, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00 AM on Thursday, February 27, 2025, in Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

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1. Call to Order
2. Election of Vice Chair
   Action Required
3. Approval of Meeting Minutes
   November 21, 2024
   Action Required
4. Senior Resource Association Recognition – Drivers of the Year Awards
   No Action Required
5. Planning Status Report
   No Action Required
6. Community Transportation Coordinator Status Report
   No Action Required

7. Review of Progress Report and Reimbursement Invoice #2 for the 2024/25 Planning Grant
   Action Required

8. Consideration of the 2025 Transportation Development Plan (TDP) Annual Update
   No Action Required

9. Review of the Community Transportation Coordinator Annual Evaluation Report for FY 2023/24
   Action Required

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

11. Public Comment

12. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on May 22, 2025, at 10 AM.

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

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

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

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MINUTES FOR NOVEMBER 21, 2024

A meeting of the Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) was held at 10:17 AM on Thursday, November 21, 2024, 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/2024.htm
.

Present were: Chairman **Deryl Loar,** Commissioner, District 4, Vice Chairman **William Lundy Parden**, Disabled Representative; **Bob McPartlan**, Florida Department of Children and Families (FDCF) Representative; **Modeline Acreus,** Florida Department of Transportation (FDOT) Representative; **Cartier Murrill,** Florida Agency for Health Care Administration (FAHCA) Representative; **Laura Koursaris**, Florida Division of Vocational Rehabilitation (FDVR) Representative; **Dale Shepperson**, CareerSource Research Coast Representative; **Wendy Grow,** Florida Association for Community Action (FACA) / Economic Opportunities Council (EOC) Representative; **Dalia Dillon,** Area Agency on Aging of Palm Beach/Treasure Coast Representative; **Dr. Harry Hurst**, Citizen Advocate Representative; and **Danica David**, Citizens Advocate and User.

Absent were: **Jennifer Idlette**, Public Education Representative; **Melissa Arndt,** Florida Department of Veterans' Affairs Representative; and **Milory Senat**, Agency for Persons with Disabilities (APD) Representative.

Present were IRC staff: **Brian Freeman**, Metropolitan Planning Organization (MPO) Staff Director; **Jim Mann**, MPO Senior Planner; **Mark Vietze,** MPO GIS Planner; **Patti Johnson**, MPO Staff Assistant and **Kim Moirano,** Recording Secretary. Also present were **Karen Deigl**, Executive Director, Senior Resource Association and **Chris Stephenson**

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

Call to Order

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

Approval of Minutes of the August 22, 2024, Regular Meeting – *Action Required*

Chairman Loar asked if there were any additions or corrections to the TDLCB Meeting Minutes of August 22, 2024.

ON MOTION by Dr. Harry Hurst, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (9-0) to approve the August 22, 2024, minutes as presented.

Planning Status Report – *No Action Required*

Mr. Brian Freeman stated that the MPO is working on a Safety Action Plan which is through the Safe Streets for All Program. They got a grant from USDOT to put together the action plan to look at our overall transportation network and different areas where we have crash rates that are higher. Whether there are things that are causing accidents like systemic issues that are contributing to intersections or roads where we might want to focus on having some safety projects. There is a website that's going to be launched next month, and we've got some workshops scheduled for January and February. After this meeting we will have our annual CTC evaluation subcommittee meeting.

Community Transportation Coordinator Status Report – *No Action Required*

Mr. Chris Stephenson, Transportation Director, Senior Resource Association presented an overview of the Fourth Quarter ending on September 30th, 2024, a copy of which is on file in the Commission Office.

Mr. Stephenson stated that the quarterly ridership for the fourth quarter was 11,813 passengers. It shows that the total ridership for the fiscal year for Community Coach was 43,958 trips, which is a 1% increase from last year. They continue to see the Community Coach numbers slightly increase year after year. They use 100% of the available trips and equipment grant money that was available to us. Going back to a decade ago, that wasn't happening, and it has happened every year for at least the last seven or eight years now. They're using all the grant money that they have, and their ridership numbers are showing that. 5,000 of those 43,000 trips were the same day trips, so people were able to call or get on the app and book it that day.

Mr. Stephenson stated the fiscal year ended on June 30th, so they used all of the grant money by June 30th, and they are now in the next fiscal year. They are currently working on the 2024-2025 grants fiscal year, and they have money through June 30th of that fiscal year. 2,000 of those 43,000 trips on Community Coach were booked through the app. They expect those numbers to continue to increase. On time performance for the quarter was 94.17%, which is a 4% increase compared to this time last year. For the fiscal year, it was at 92%, which was a 2% increase compared to last year. The standard is 75th percent. They always want that number to be as close to 100 as they can be. For the quarter they received 171 applications. They approved 134 of those and for the year they received 557 applications. They approved 475 of those, which is an approval percentage of 85%, which went up 2% from last year. The total number of active Community coach riders that they have is 3,618. So, 36 people took 43,000 trips in Indian River County last year which is a 16% increase from last year. So, more individuals are eligible for and using the service. You can see that 14,540 people called about either the Go Line or Community Coach and the average time they had to wait was only 13 seconds, whereas for the Advantage Ride they had 1,900 phone calls and those people had to wait an average of 22 seconds. The standard that they have to meet is under 60 seconds. For the fiscal year, they had less phone calls. For the fiscal year it went down by about 3,000 calls compared to last year. On the Advantage Ride, it went up to about 1,900 calls. Their wait times for both of those were faster. Their phone system is getting heavily utilized as it has been for the last few years. The Advantage Ride Program numbers are slightly decreased, which is expected. They got 9% less grant dollars this fiscal year compared to last fiscal year. So, they're making about 9% less trips. That is the Four-County Program that trips just people with developmental disabilities. They do trips in Martin, Indian River, St. Lucie and Okeechobee Counties, doing trips for the developmentally disabled. They just received less grant dollars this year because the State has less grant dollars available. The local businesses that have advertised on their buses like to make sure that this group gets to see those businesses that have chosen to advertise on the bus. The people are advertising on the federally funded buses, not the state funded buses. The Governor put a halt to advertising on state funded buses. Most of their Community Coach buses are appointed through the State, so you won't see any new ads going on Community Coach vehicles but the Go Line buses are funded with federal dollars and so they continue to advertise on the Go Line buses. The money they get from the advertisers goes towards a local match that they need for the grants. Moving on to talking about the goal line for the fourth quarter, our goal line ridership was 360,000 passenger trips, which is a 3% increase from last year and a 17% increase from the fourth quarter. They are operating until 9 p.m. at night. They've seen huge ridership growth on the Go Line since they did the hour expansion. The year to date is 1,357,438 passenger trips on the Go Line last fiscal year. That is an 8 percent increase from last year and that is an all-time Go Line record. Route 5 in Sebastian has a 14% increase for the fiscal year. Route 8 in Gifford is 12%. Route 7 is 10%. Route 15 which goes from the IG Center down to the Indian River State College that really depends on the classes that are offered. All 14 of their routes showed positive ridership growth. Routes 2 and 4 have always been the heaviest ridden routes. They do about 27% of the entire system's ridership, and then Gifford does 21% and North County does 18%. The South

County does 16%. Our service hours have expanded to operating later in the day, Monday through Friday, but they now operate from 7:00 AM to 7:00 p.m. on Saturdays. So, with that, we've seen big ridership growth on Saturdays as well, 160,000 trips on Saturdays and they expect that number to continue to grow this fiscal year as well. The three holidays that they do not operate on our Thanksgiving, Christmas and New Year's.

There's an industry standard in public transportation for having .25 trips per revenue mile. Their system is 1.3 trips per revenue mile so, well above that industry standard. With the extended ridership hours, you can see that the hours got extended on May the 6th and because of that, they've seen very strong ridership growth, not just from 7:00 PM to 9:00 PM when the hours expanded, but in the two hours leading up to that. So, from 5:00 PM to 7:00 PM, they've seen big ridership growth.

They had less road calls for the quarter and for the year they had less road calls. They had 20 road calls this fiscal year compared to 30 last year. The number of accidents they had did go up by one compared to last year, so they had two accidents this year and one last year. The main priorities they have at SRA when it comes to transportation are customer service and safety.

There are 15 new shelters going up. Of those 15, 6 of them are done and they've got 9 left to go that should be done by the end of this year. Of those 51 shelters they're actually going to have to have 66 shelters. They have a staff member at SRA. His only job is to go around to the 65 shelters, take the trash out and to keep the area around the bus shelters nice. He drives from the south end of the county to the north end of the county pretty much daily and checks all of their bus shelters.

For the quarter their complaints were up and for the fiscal year, their complaints were up. They made 1.35 million trips, and they had 43 complaints last fiscal year. It's about 1 complaint for every 28,000 passenger trips. The total number of unduplicated complaints in the fourth quarter was 10 so they had 10 people complaining 13 times last quarter and for the fiscal year, they had 37 people complain 43 times.

He stated their next quarter will have the month of October in it which was the month where they had Hurricane Milton. They were only closed for a day and a half. Their ridership numbers have been so high especially since their hours extended. When they report to the National Transit database, which is what Congress uses to do the apportionment they do ask you, was there any day that you had to be shut down because of a natural disaster. So last year they didn't have to shut down at all but this fiscal year coming up when they do their annual report, they'll put yes, there was 1 1/2 days that they were shut down and they normally will take your average per day ridership and add it on to it so that it doesn't negatively impact your apportionment from the federal government. Like the CTC in this county, they are responsible for helping transport people to the Special Needs Shelter and their animals too in the event of a hurricane. So, what happens is people register for the Special Needs Shelter all throughout the year. These are very vulnerable people who need electricity, or they need dialysis. They have special needs that they can't just go to a regular hurricane shelter. They have to go to the Special Needs Shelter, which is the Treasure Coast Elementary. They work very closely with the EOC every year whenever a storm is going to impact on our area. Their customer care agents made hundreds and hundreds of phone calls to the people registered. They found out exactly who needed to go to the shelter. They had a plan in place so that once the shelter opened, they were able to quickly pick up all those individuals. They did about 60 individuals this year that they picked up and took to the Special Needs Shelter. Chairman Loar stated without SRA's assistance, it would be a challenge. In addition, when they take these people to shelters, somebody has to get them back home.

<u>Review of Progress Report and Reimbursement Invoice #1 for the 2024/25 Planning Grant</u>

- *Action Required*

Mr. Brian Freeman stated this is the planning grant that the MPO receives to provide the planning and guidance for the TD system. This is just for the activities that were conducted last quarter.

ON MOTION by Mr. Bob McPartland, SECONDED by Ms. Dalia Dillon,

the Board voted unanimously (10-0) to move Progress Report and Reimbursement Invoice #1 for the 2024/25 Planning Grant.

Cartier Murrill arrived at 10:36 a.m.

<u>Review of the Annual Operating Report for FY 2023/24</u> - *Action Required*

Mr. Freeman stated that this is a report that SRA submits to CTD every year by September 15th. This is something that every CTC in the State has to submit by that date. This is a summary of the operating performance, and the financial costs and revenues associated with that.

ON MOTION by Ms. Wendy Grow, SECONDED by Mr. Bob McPartlan, the Board voted unanimously (10-0) to move the Consideration of the Annual Operating Reporting for FY 2023/24.

<u>Review of TDLCB Bylaws</u> - *Action Required*

Mr. Brian Freeman stated no changes are proposed to our Bylaws. We are required to review them each year.

ON MOTION by Mr. Bob McPartlan, SECONDED by Ms. Wendy Grow, the Board voted unanimously (10-0) to approve the TDLCB Bylaws for FY 2024/25.

<u>Review of TDLCB Grievance Procedures for FY 2024/25</u> - *Action Required*

Chairman Loar stated we have grievance procedures that are required for each subcommittee that the County and other municipalities have. Commissioner Loar stated that there were no major changes. Mr. Brian Freeman also stated there are no drastic changes in the grievance procedures proposed. We are required to review them each year.

ON MOTION by Mr. Bob McPartlan, SECONDED by Mr. Harry Hurst, the Board voted unanimously (10-0) to approve the TDLCB Grievance Procedures for FY 2024/25.

<u>Review of Performance Measure and Administrative Cost Report</u> – *No Action Required*

Mr. Brian Freeman stated this is a new requirement that the State Legislature added for this year. It took something that we were already required to do for the block grant, which is one of the grants that the County receives for the transportation system. For a number of years, we have to report the performance measures. What has been added to it for this year is that we also have to report on what the administrative costs are for the system including having a budget showing what the budget and actual costs are for the prior year. We also have to report on what the executive management level compensation packages are and if any gifts were received by Indian River County in exchange for contracts. We have to certify all that information each year on an annual basis and report on this at any publically noticed meeting. They will be posting the report on the Go Line website.

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

Chairman Loar stated that our schedule has been posted for next year. The next meeting will be on February 27, 2025.

Dr. Harry Hurst stated he would like to make a Motion that our Board send a letter of appreciation to SRA thanking Karen Deigl and her staff for their outstanding performance. Mr. Freeman stated that they would draft a letter and get the Chair to sign it.

ON MOTION by Mr. Bob McPartlan, SECONDED by Mr. Harry Hurst, the Board voted unanimously (10-0) to send a letter of appreciation to Karen Deigl and her staff at SRA thanking them for their outstanding performance.

Adjournment

There being no further business, the meeting adjourned at 10:42 a.m.

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **February 27, 2025, at 10:00 a.m.**

BOARD OF COUNTY COMMISSIONERS

December 31, 2024

Ms. Karen Deigl
Senior Resource Association
694 14th Street
Vero Beach, FL 32960

Dear Ms. Deigl,

On behalf of my colleagues on the Indian River Transportation Disadvantaged Local Board (TDLCB), I would like to take this opportunity to express our appreciation to Senior Resource Association (SRA) for its support and commitment to public transportation in Indian River County.

At its November 21, 2024 meeting, the TDLCB voted unanimously to express its appreciation of you and your team. Within the last year, SRA successfully implemented an expansion of weekday and Saturday operating hours, introduced new technology to enhance user experience, and provided essential transportation during Hurricane Milton.

The TDLCB appreciates SRA's decades long track record of outstanding performance in providing transportation to Indian River County's residents and visitors. Each year SRA continues to build upon its legacy of service to be a best-in-class transit system, which has received state and national recognition.

The TDLCB hears of your team's continued service, dedication, and care for our shared clients. The work of providing public transportation is noble, and enables lives of dignity, one of SRA's core values. The TDLCB is fortunate to have a partner like SRA.

Thank you to the entire SRA team for enabling excellence in public transportation within Indian River County. You are where the rubber meets the road of our endeavors.

With gratitude,

Deryl Loar
TDLCB Chairman

cc: TDLCB Board Members

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Promoting Independence in our Community

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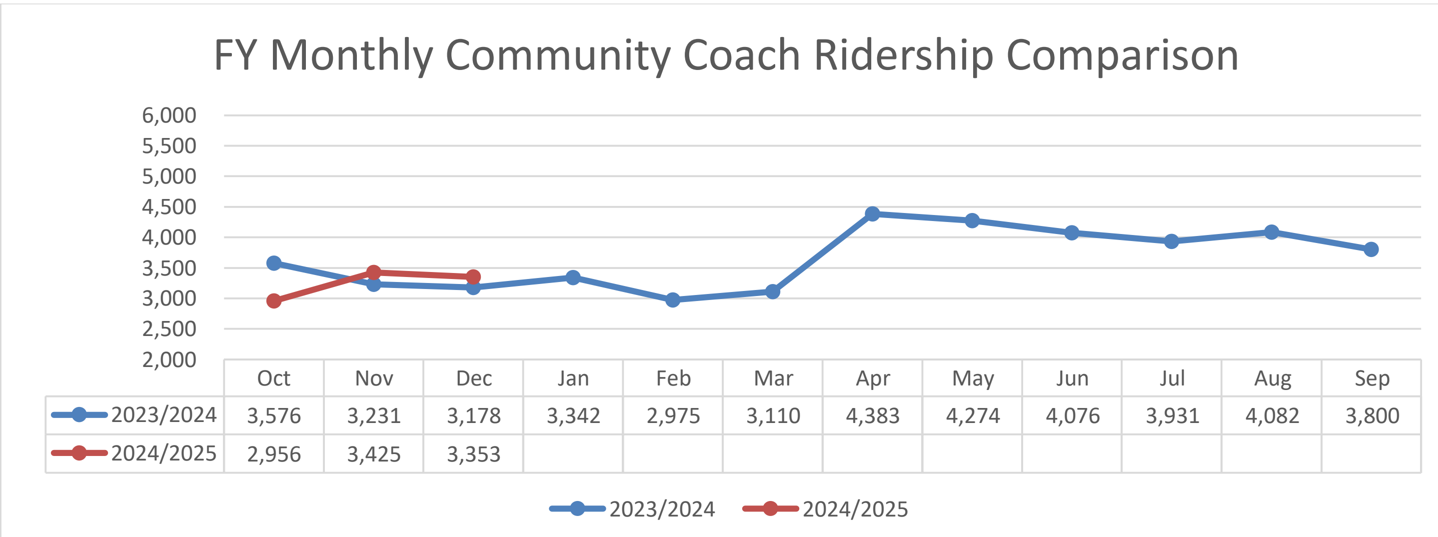
CTC Status Report -1st Quarter of 2024/2025 FY
Prepared February 17th, 2025

Community Coach Paratransit and Complimentary ADA Services

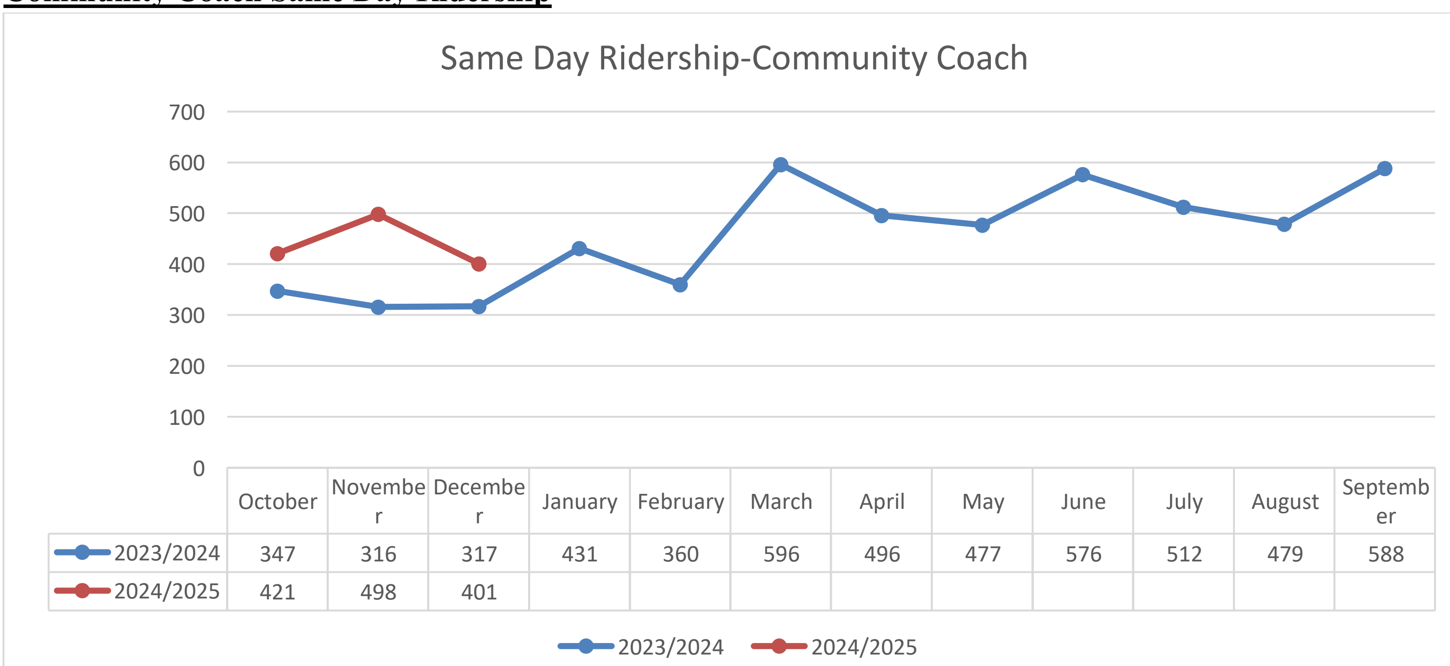
- Total Quarterly ridership: 9,734 passenger trips:
  - 2.5% decrease from 1st Quarter last FY



	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									

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

Community Coach Same Day Ridership



	October	November	December	January	February	March	April	May	June	July	August	September
2023/2024	347	316	317	431	360	596	496	477	576	512	479	588
2024/2025	421	498	401									

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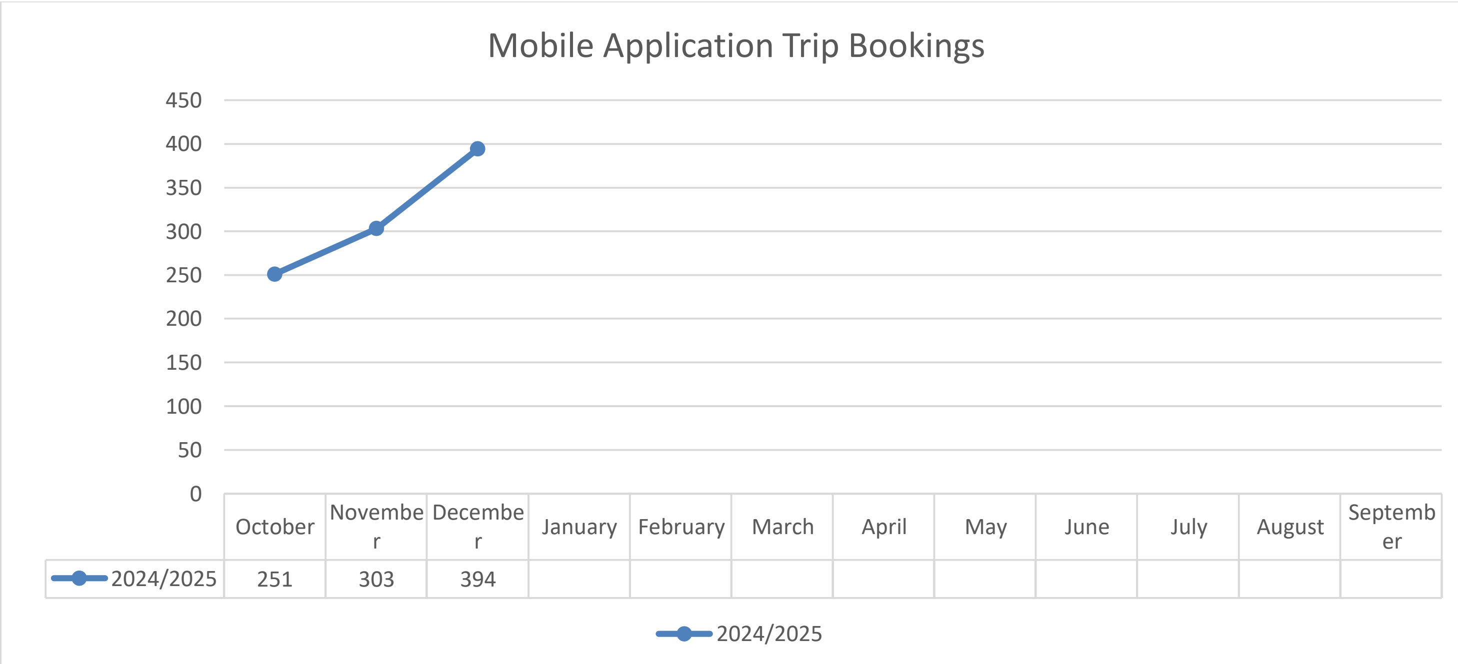
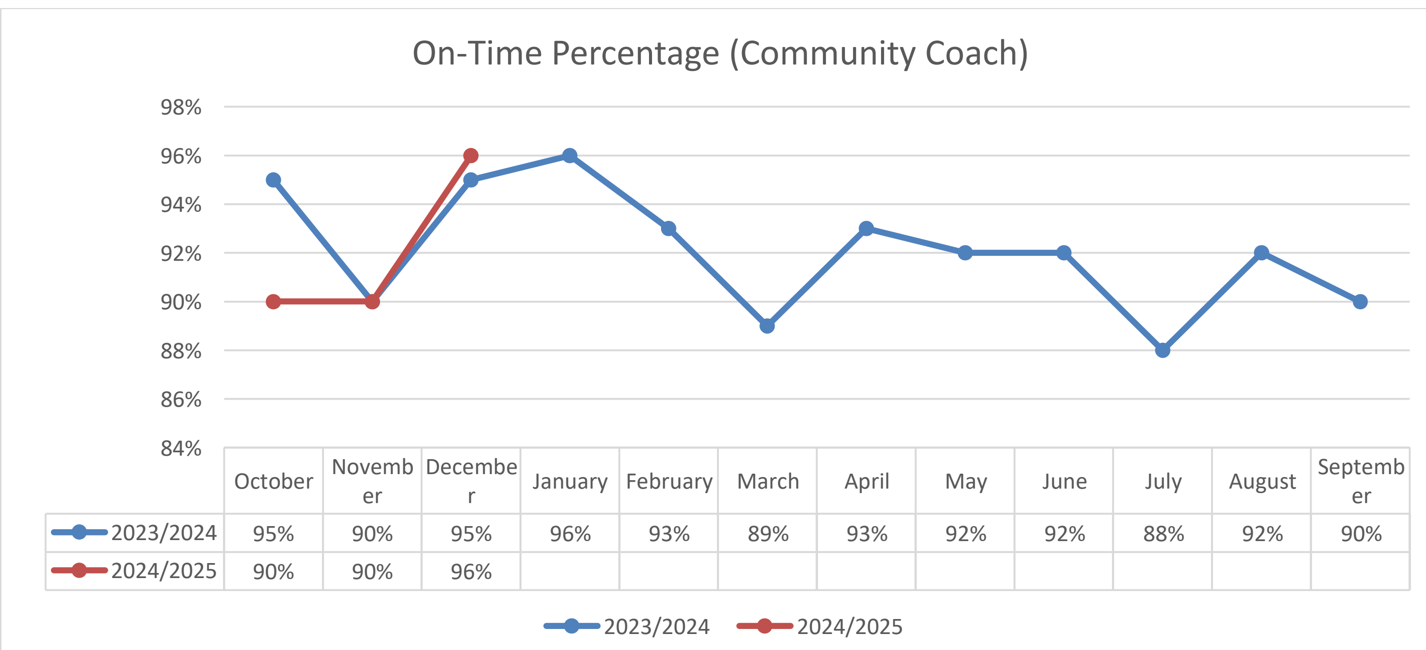
Community Coach Mobile Application Bookings

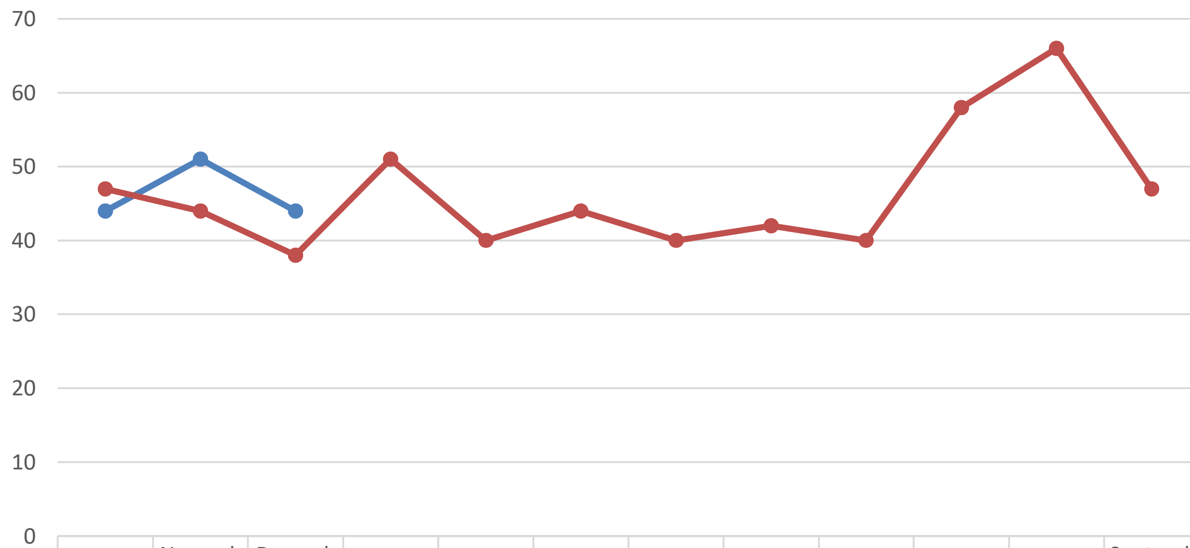


Community Coach On-Time Performance



Total Active Community Coach Riders: 3,888 Passengers

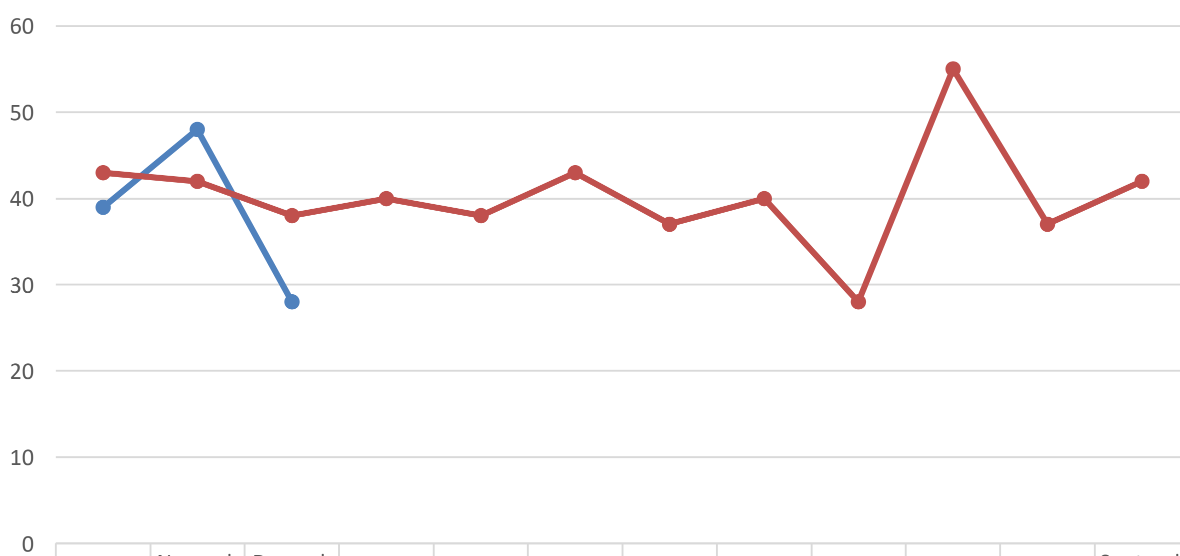
Community Coach Applications Received



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

Received 24/25 Received 23/24

Community Coach Applications Approved



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

Approved 24/25 Approved 23/24

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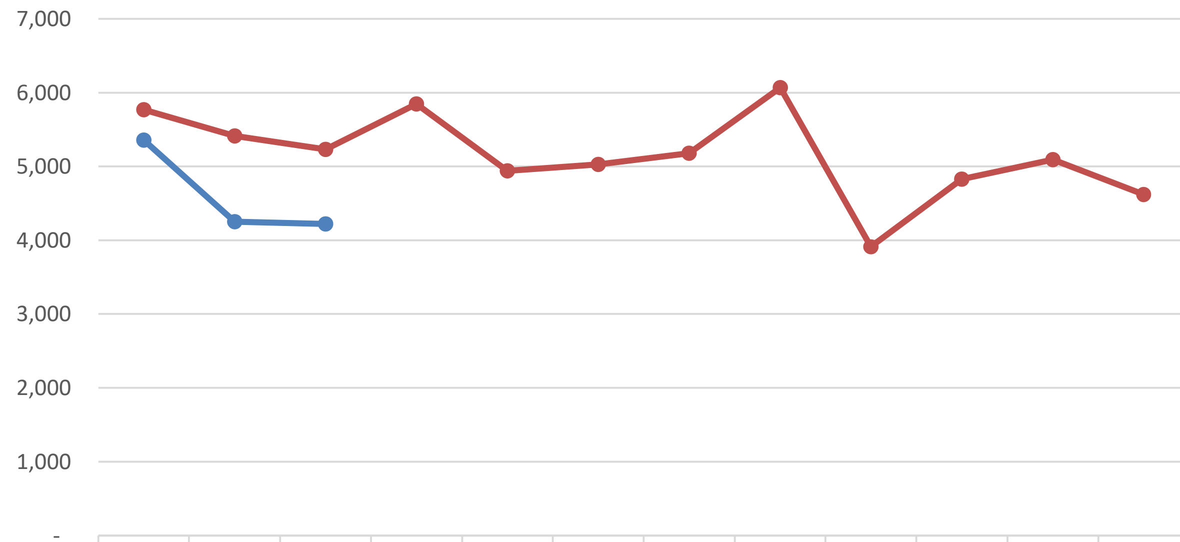
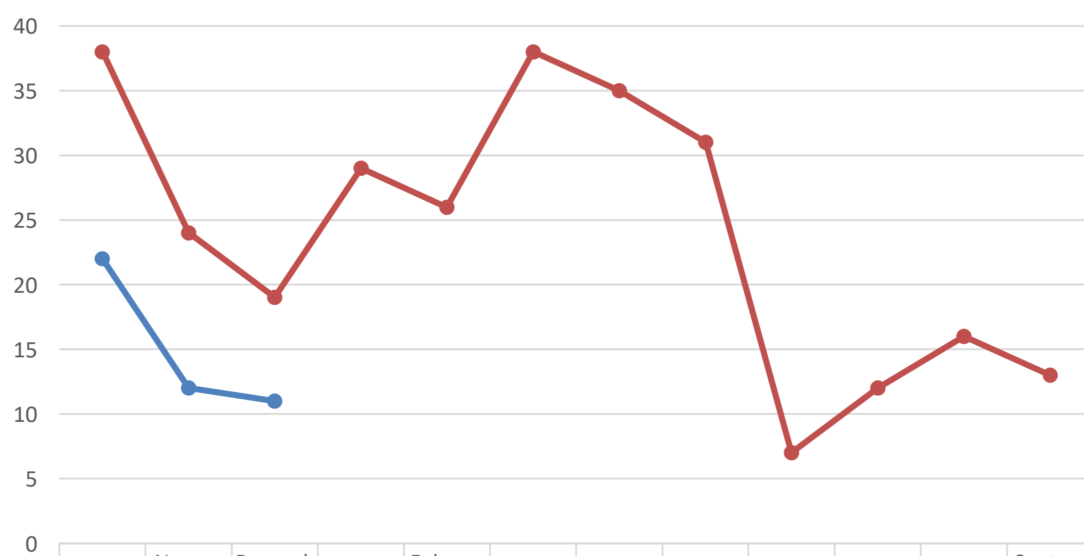
Phone Call Volume



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

Calls Received 24/25 Calls Received 23/24

Phone Average Wait Time (Seconds)



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

Wait time (seconds) 24/25 Wait time (seconds) 23/24

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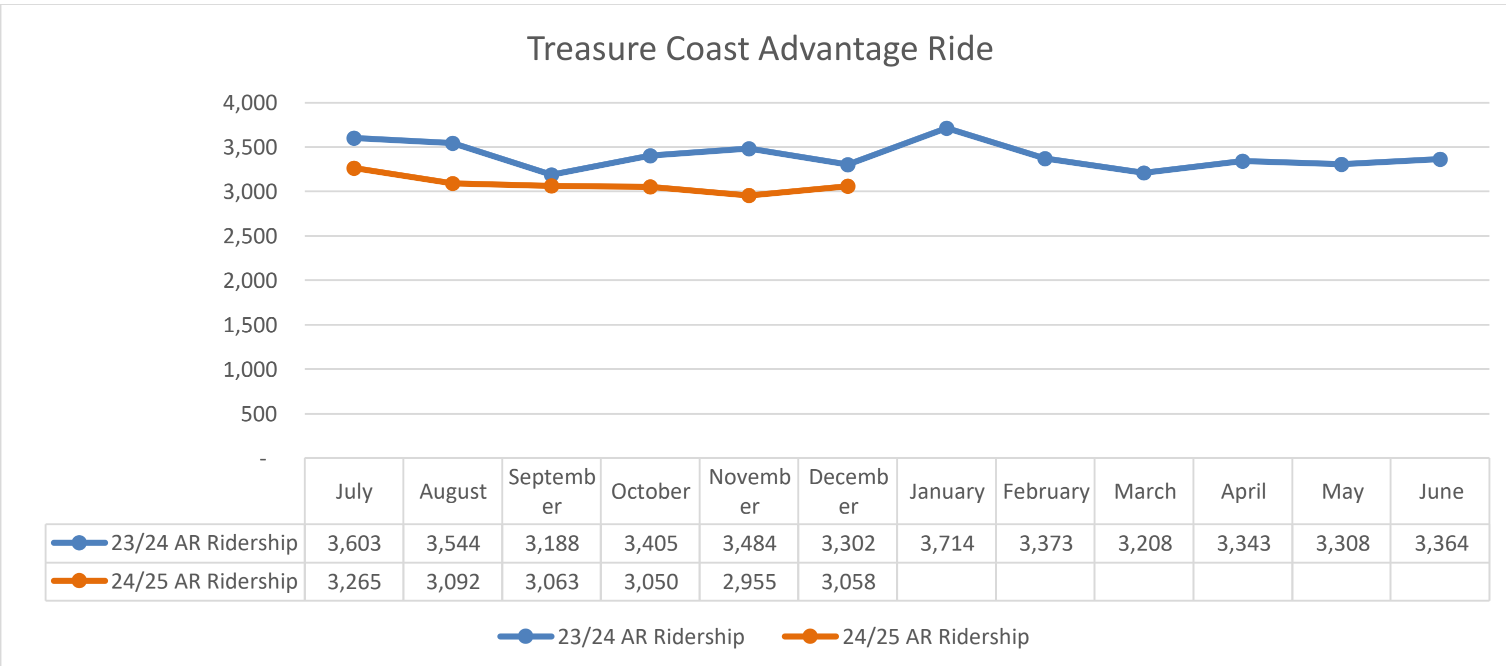
Treasure Coast Developmental Disabilities Advantage Ride Program

- 9,420 passenger trips for people with developmental disabilities in the 2024/2025 FY.
- The Advantage Ride ISD Grant award was 9.2% less in FY24/25 than FY23/24. This is why we have done less trips this year.



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

Advertisers on the Bus

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

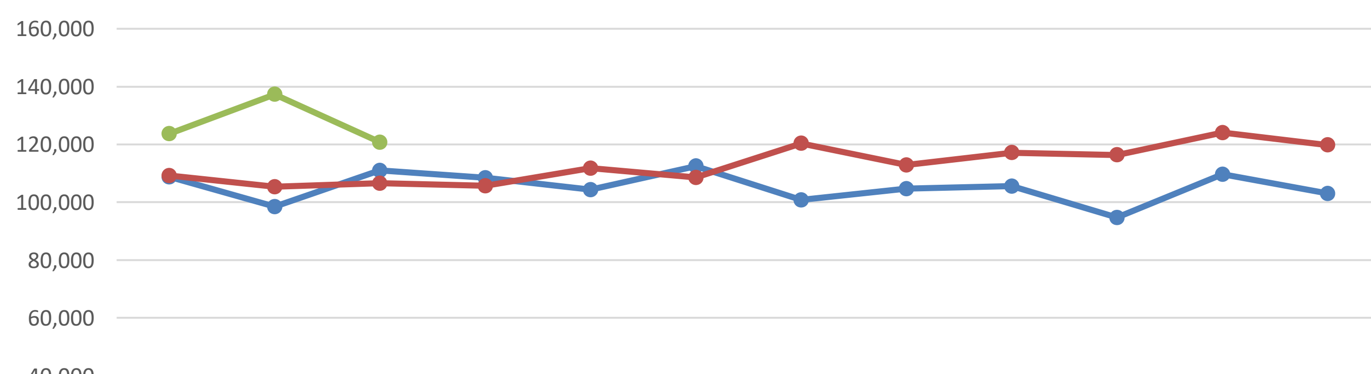
- ABS Insurance
- ADCOM/Cleveland Clinic
- CERTUS Senior Living
- Frostings Cupcakes
- Harbor Branch
- IRC Healthy Start
- Longevity Rehab
- Palm Garden Vero Beach
- Pelican Dental
- Pelican Garden
- Rosewood Manor of Vero Beach
- Sebastian River Medical/Orlando Health
- The Ashley Lovell Team
- Substance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

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

GoLine Overview

- 1st Quarter ridership: 381,669 passenger trips
  - 6% increase from last quarter
  - 19% increase from 1st quarter 23/24 fiscal year
- 77 days in service:
  - 61 Weekdays
  - 13 Saturdays (excluding route 15)
  - 3 Working Holidays (Excluding Route 15): Veterans Day, Black Friday and Christmas Eve
  - 2 Holidays (No transit service): Thanksgiving and Christmas

GoLine Monthly Ridership



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

2022/2023 2023/2024 2024/2025

GoLine On-Time Performance: 2024/2025 First Quarter

- Early: 1,320 stops (4%)
- Late: 661 stops (2%)
- On time: 31,097 stops (94%)

Route By Route Ridership Comparison

Route	1st Quarter Fiscal Year 24/25	1st Quarter Fiscal Year 23/24	Change
1	22,291	18,946	18%
2	58,690	47,973	22%
3	19,149	15,866	21%
4	43,494	36,896	18%
5	23,124	19,942	16%
6	37,149	31,669	17%
7	19,686	16,530	19%
8	37,525	31,258	20%
9	26,498	22,786	16%
10	27,495	23,633	16%
12	18,799	15,670	20%
13	13,628	11,931	14%
14	25,591	21,809	17%
15	8,550	6,029	42%
Totals	**381,669**	**320,938**	**19%**

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Ridership Geographical Breakdown

Area	Routes	% of All Ridership	Change from Last FY
SR60 and US 1	2 and 4	27%	Up 1%
Gifford	3, 8 and 14	22%	No Change
North County	5, 10, and 12	18%	No Change
South County	6, 7, 15	17%	Down 1%
East & West	1 and 13	9%	Down 1%
Between Cities	9	7%	Up1%

Saturday Ridership

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

Trips per Revenue Mile:

Trips in 1st Qt	Revenue Miles	Trips Per Revenue Mile	Change from last Quarter	Change from last FY
381,669	280,634	1.36	+0.06	-0.05

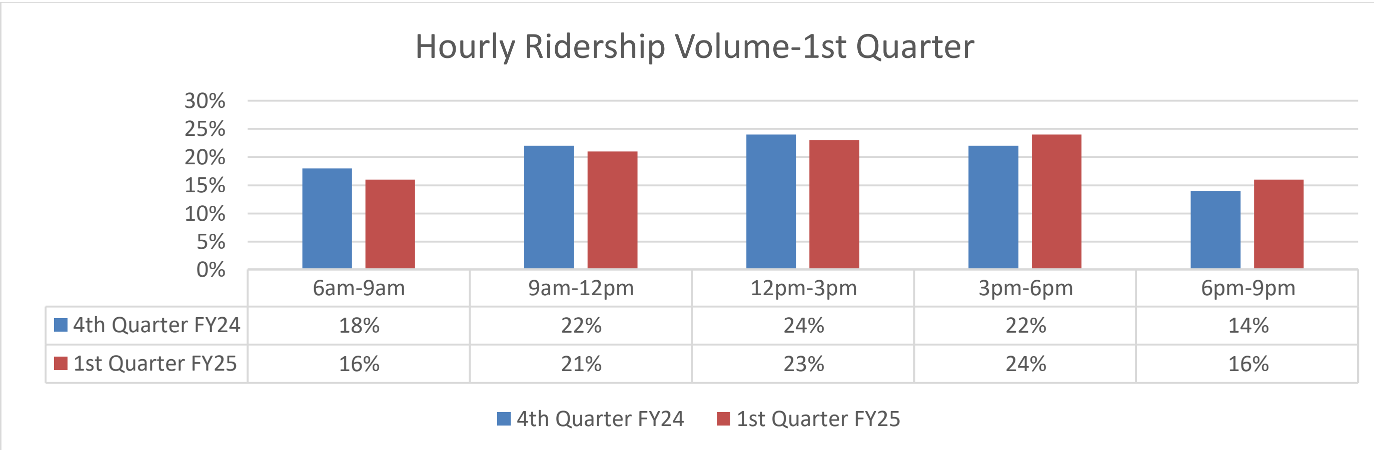
- The industry standard is 0.25 trips per revenue mile.

Extended Hours Ridership

Extended Hours Began May 6th, 2024

	October 1-December 31 2024	July 1- September 30 2024	October 1-December 31 2023
M-F Ridership 5pm-7pm	41,412 trips	36,108 trips	29,559
M-F Ridership 7pm-9pm	22,172 trips	18,064 trips	N/A
Route 13 Ridership on Saturdays	3,216 trips	3,040 trips	N/A
7am-8am Ridership on Saturdays	3,440 trips	3,140 trips	N/A
5pm-7pm ridership on Saturdays	5,001 trips	3,908 trips	N/A

Hourly Ridership Volume



Timeframe	This Quarter	Last Quarter
6am-9am	61,067	63,059
9am-12pm	80,150	77,072
12pm-3pm	87,783	84,079
3pm-6pm	91,600	77,074
6pm-9pm	61,069	49,046
Total	**381,669**	**350,330**

Road Calls/ Accidents

Description	October-December 2023	October-December 2024	Change %
Road Calls	8	9	12.5%
Chargeable Accidents	0	0	No Change

Road Call Summary 1st Quarter:

- 1 coolant leak
- 1 brake chamber locked up
- 1 passenger door broke
- 2 vehicles needed to regen
- 2 vehicles having transmission/shifting issues
- 1 flat tire
- 1 starter died

GoLine Bus Shelters

Current # of Shelters and Simme Seats by route:

Route	# of Bus Stops	# of Shelters	# of Simme Seats
1	30	4	2
2	30	6	4
3	26	4	0
4	50	8	3
5	38	3	2
6	48	0	0
7	36	4	1
8	32	3	2
9	38	3	0
10	48	6	1
12	39	2	0
13	35	3	0
14	42	8	0
15	12	1	0
Total	**504**	**55**	**15**

In addition:

- North County Hub: 3 Shelters (Routes 5, 10 and 12)
- IG Center: 3 shelters (Routes 4, 6 and 7)
- Gifford Health Center: 1 shelter (Routes 3, 8 and 14)
- *Total number of shelters: 62*
- 2024 Shelter Construction: Began October 16th, 2024:
    - Bill Bryant and Associates
    - 15 shelters in 11 locations

Transit System Complaints

Description	October-December 2024	October-December 2023	Change %
GoLine Complaints	4	1	300%
Community Coach Complaints	4	3	33%
Community Coach Vendor Complaint	0	2	(100%)
Total Complaints	**8**	**6**	**33%**
Reckless Driving/Speeding	1	0	
Timeliness	3	4	(25%)
Poor Customer Service	4	2	100%

1st Quarter Complaints

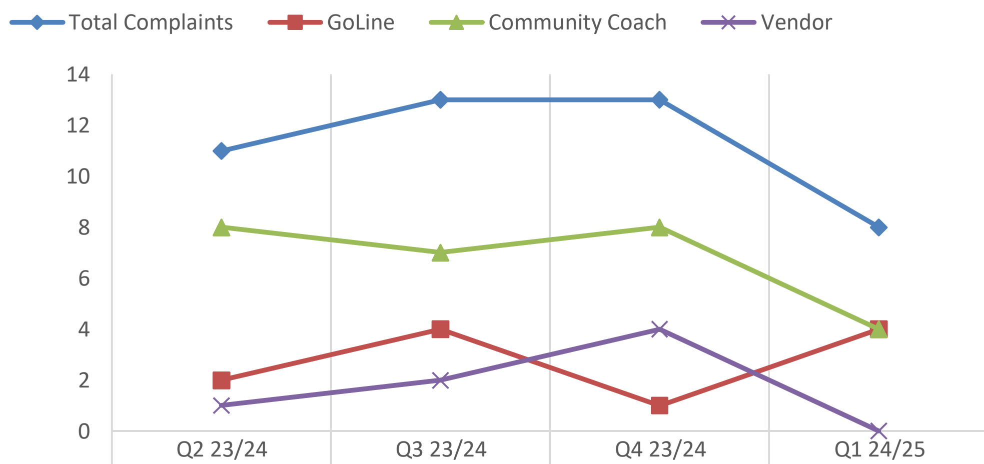
- 4 GoLine Complaints
    - 1 about Reckless Driving
    - 3 about Customer Service
- 4 Community Coach Complaints
    - 3 about Timeliness
    - 1 about Customer Service
- 1 complaint every 48,925 passenger trips in the 1st Quarter.
    - Last year at this time: 1 complaint every 55,153 passenger trips.
- Total unduplicated number of complainants in the 1st Quarter: 8 individuals.

Senior Resource Association

Promoting Independence in our Community

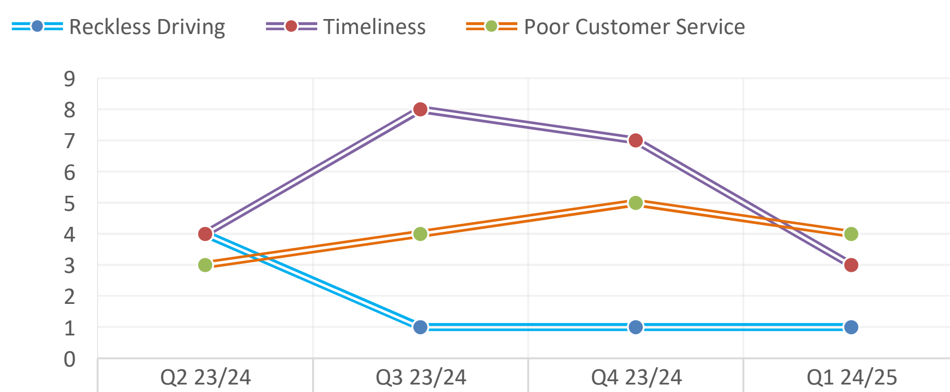
GoLine

SYSTEM COMPLAINTS LAST 12 MONTHS



	Q2 23/24	Q3 23/24	Q4 23/24	Q1 24/25
Total Complaints	11	13	13	8
GoLine	2	4	1	4
Community Coach	8	7	8	4
Vendor	1	2	4	0

COMPLAINT TYPE LAST 12 MONTHS



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

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
MPO Senior Planner

DATE: February 19, 2025

SUBJECT: **Review of Progress Report and Reimbursement Invoice #2 for the 2024/25 Planning Grant**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 27, 2025.

SUMMARY

The Indian River County Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) under the State of Florida Commission for the Transportation Disadvantaged (CTD). Periodic progress reports and reimbursement invoices for program activities are required to be submitted to the CTD as part of the Transportation Disadvantaged (TD) planning grant contract. To comply with the CTD's requirements, staff has prepared a progress report and invoice for the period from October 1, 2024 to December 31, 2024.

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

RECOMMENDATION

Staff recommends that the TDLCB approve the Planning Grant Progress Report and Invoice #2.

ATTACHMENT

1. Progress Report and Reimbursement Invoice #2, 2024/25 Planning Grant.

TD Planning Grant

INVOICE

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

Indian River County Metropolitan Planning Organization
1801 27th Street
Vero Beach, FL 32960
772-226-1222

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

Invoice Number: G3015 Q2
Invoice Date: February 27, 2025
Grant Number: G3015

Dates of Services	**October 1 - December 31, 2024**

Task	Budgeted Amount	Cummulative Total % Of Task Prev Billed	% of Task Complete This Billing Period	YTD % Of Task Complete	Complete	YTD Billed	Billed This Period	Remaining Budget
1: TDSP	$ 4,382.26	0%		0.0%		$ -	$ -	$ 4,382.26
2A: Evaluation (or) 2B: Selection	$ 3,866.70	0%		0.0%		$ -	$ -	$ 3,866.70
3: LCB Mtgs	$ 10,311.20	25%	25%	50.0%		$ 5,155.60	$ 2,577.80	$ 5,155.60
4: Public Workshop	$ 1,031.12	0%		0.0%		$ -	$ -	$ 1,031.12
5: By-Laws	$ 1,031.12	0%	100%	100.0%	YES	$ 1,031.12	$ 1,031.12	$ -
6: Grievance Procedures	$ 1,031.12	0%	100%	100.0%	YES	$ 1,031.12	$ 1,031.12	$ -
7: AOR Review	$ 1,031.12	0%	100%	100.0%	YES	$ 1,031.12	$ 1,031.12	$ -
8: AER	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
9: Quarterly Progress Rprt	$ 1,031.12	25%	25%	50.0%		$ 515.56	$ 257.78	$ 515.56
10: Training Workshop	$ 1,031.12	100%		100.0%	YES	$ 1,031.12	$ -	$ -
Total	$ 25,778.00					$ 10,826.76	$ 5,928.94	$ 14,951.24

Total To Be Paid On This Invoice **$ 5,928.94**

Add: Justification, notes, or explanation

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

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES:		INVOICE NUMBER:	G3015 Q2
Indian River		INVOICE DATE:	*February 27, 2025*
		QUARTER SERVICE DATES:	*October 1 - December 31,* 2024

AGENCY

Indian River County Metropolitan Planning Organization

I	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 21, 2024 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 21, 2024 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 support provided after the Novermber 21, 2024 meeting. Staff supported CTC evaluation sub-committee.
G. Develop and update annually **by-laws** for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The annual by-laws were reviewed and approved at the November 21, 2024 regular meeting of the TDLCB.
H. Develop, annually update, and implement local coordinating board **grievance procedures** in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The grievance procedures were reviewed and approved at the November 21, 2024 regular meeting of the TDLCB.
I. Provide the Commission with a current **membership roster and mailing list** of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	Membership roster updated as needed.
J. Provide **public notice** of local coordinating board meetings and local public workshops in accordance with the *Coordinating Board and Planning Agency Operating Guidelines* . (Task 3)	Public notices were provided. For the Reporting Period, the TDLCB meeting date was published in the local newspaper on November 17th, 2024.
K. Review and comment on the **Annual Operating Report** for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The AOR was reviewed and approved at the November 21, 2024 regular meeting of the TDLCB
L. Report the **actual expenditures** (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER was presented and adopted by the LCB at its regular meeting on August 22, 2024.

II.	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 the Career Source Research Coast office in Vero Beach as well as numerous employment destinations throughout Indian River County.

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with **quarterly reports** of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	For the reporting period, the TDLCB was provided with quarterly reports of TD planning accomplishments and activities.
B.	Attend at least one **Commission-sponsored training**, including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	Mark Vietze attended the CTD expo and 2024 TD Planner's Session in West Palm Beach on September 23, 2024.
C.	Attend at least one **CTD meeting** each year within budget/staff/schedule availability.	No activity to report.

D.	Notify CTD staff of local **TD concerns** that may require special investigations.	Planning Staff coordinated with the CTD staff as needed.
E.	Provide **training** for newly-appointed LCB members. (Task 3)	Staff provided training as needed.
F.	Provide **assistance** to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Planning staff coordinated with the CTC on a regular basis and provided technical assistance as needed.
G.	To the extent feasible, collect and review **proposed funding applications** involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Applicable TD funding applications completed and submitted to the appropriate agencies.
H.	Ensure the local coordinating board conducts, as a minimum, **an annual evaluation** of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	At the regular August 22 LCB meeting, the LCB selected members for the evaluation subcommittee. The subcommittee met after the regular November 21 TDLCB meeting.
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.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

____

Representative

Date: 2/27/2025

Revised: 06/30/2021

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board

THROUGH: Ryan Sweeney
Assistant Planning and Development Services Director

Brian Freeman, AICP
MPO Staff Director

FROM: Mark Vietze
MPO Senior Planner

DATE: February 19, 2025

SUBJECT: **Consideration of the 2025 Transit Development Plan (TDP) Annual Update**

It is requested that the information presented herein be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its meeting of February 27, 2025.

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, 2025. Adoption of a TDP is required in order to receive grant funding under the Public Transportation Block Grant (PTBG) program. That program provides approximately $700,000 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 2025 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 2023/24, total ridership on the GoLine was 1,360,438, which was an increase of 7.9% from the previous year. During FY 2023/24, several service improvements were implemented: extended weekday operating hours, extended Saturday service, and the addition of Saturday service for Route 13. Moreover, SRA also introduced new technology to better assist on-demand riders and provided service in support of hurricane response.

RECOMMENDATION

This is an informational item. No action is required.

ATTACHMENT

1. 2025 Transit Development Plan Annual Update

Indian River County
Transit Development Plan
2025 Annual Update

Indian River County
Metropolitan Planning Organization
1801 27th Street
Vero Beach, FL 32960

February 2025

Introduction

In 1995, the Indian River County Metropolitan Planning Organization (MPO) prepared its first Transit Development Plan (TDP), which covered Fiscal Years 1995/1996 through 1999/2000. That TDP described the area's transit needs for the next five years. The 1995 TDP was prepared to comply with section 341.052, Florida Statutes, which requires that transit providers who receive a Public Transit Block Grant (PTBG) must complete a Transit Development Plan.

To remain eligible for PTBG funds, the MPO has prepared either a major or minor update to the adopted TDP each year beginning in 1996. A major update is required every five years, with annual (or minor) updates in the interim years. The most recent major update to the TDP was adopted in 2023. As a result of recent changes to the Florida Administrative Code (FAC), the next major update is now due in 2029. These changes aim to enhance the TDP Major Update's value in crafting local Long-Range Transportation Plans (LRTPs).

Earlier this year, FDOT issued an updated rule to amend 14-73.001 F.A.C, which governs the statutory requirements of the TDP annual update. This report exceeds these new requirements, while also providing background information on routes, ridership, and fares. The guidance published earlier this year provides the following requirements for TDP annual updates:

> (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	13
B	A financial plan	21-22
C	A list of priority projects	12
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	13
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	15-19

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 the last year. 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 6:00 AM – 9:00 PM on weekdays (two additional hours). On Saturdays, thirteen routes now operate from 7:00 AM – 7:00 PM (previously twelve routes operated from 8:00 – 5:00 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).

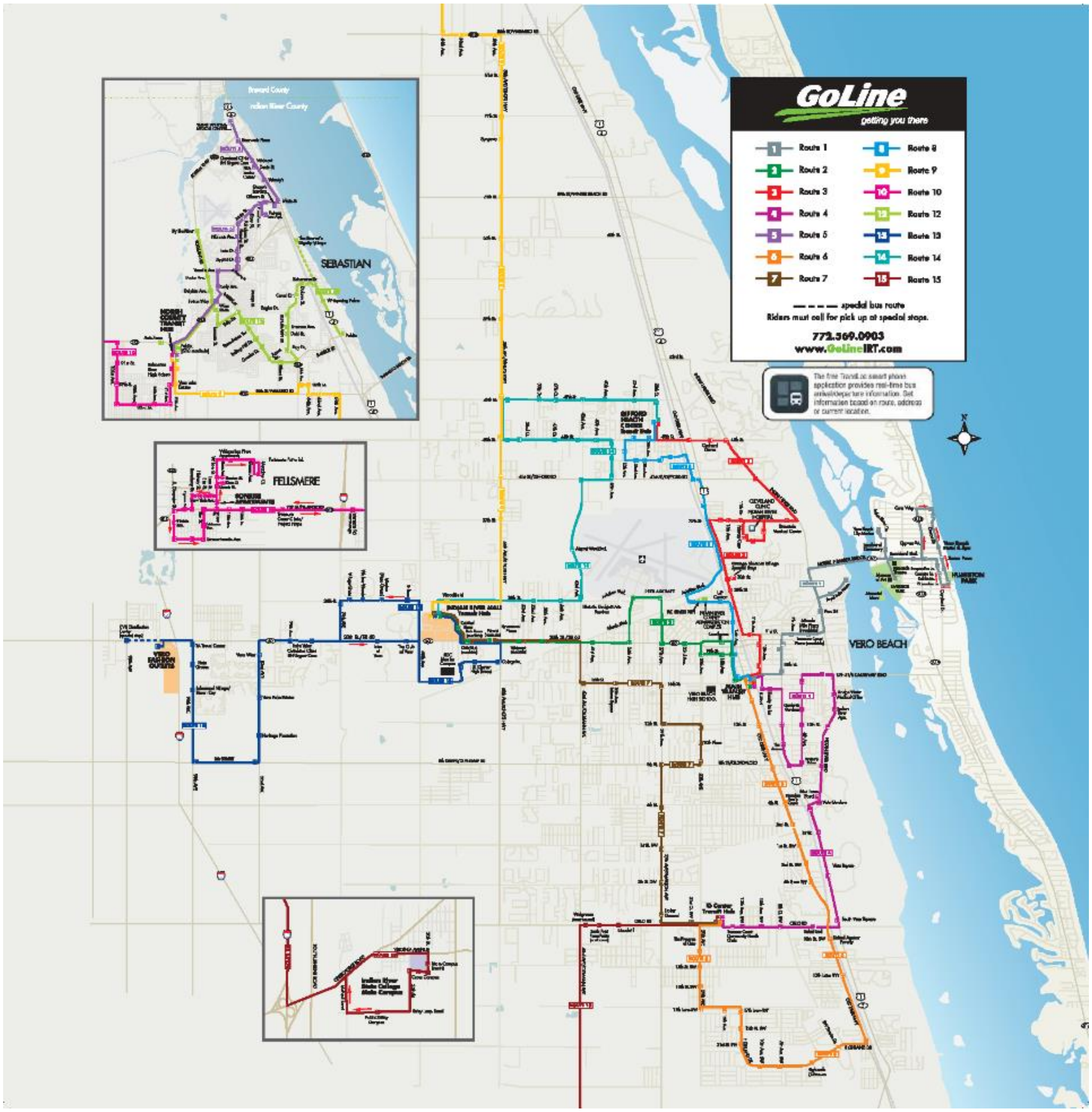
In April 2017, the Main Transit Hub moved into its permanent facility, located in Vero Beach on the south side of 16th Street adjacent to the FEC Railroad. The Main Transit Hub provides restrooms and covered passenger waiting areas. Six GoLine routes connect at the Main Transit Hub, and the hub facility 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) 8 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) 8 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) 8 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) 8 AM – 7 PM (Sat)	1, 2, 3, 6, 7, 8 & 15	US 1 Corridor, Publix
5	Sebastian (North)	6 AM – 9 PM (Mon – Fri) 8 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) 8 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) 8 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) 8 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) 8 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) 8 AM – 7 PM (Sat)	5, 9, & 12	Fellsmere, Vero Lake Estates, Sebastian River HS
12	Sebastian (South)	6 AM – 9 PM (Mon – Fri) 8 AM – 7 PM (Sat)	5, 9 & 10	Winn-Dixie, Publix, South Sebastian
13	Indian River Mall to Vero Beach Outlets	6 AM – 9 PM (Mon – Fri) 8 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) 8 AM – 7 PM (Sat)	3, 7, & 8	Indian River Mall, West Gifford
15	Intergenerational Center to IRSC Main Campus (Ft. Pierce)	7 AM – 9 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 6:00 AM to 9:00 PM and on Saturdays from 7:00 AM to 7:00 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 in FY 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 2023/24 for the GoLine fixed-route transit system.

Table 3. Ridership by Route for FY 2023/24 (October 2023-September 2024)

Route	FY 23/24				FY 23/24 Total	FY 22/23 Ridership	Percent Change
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
1	18,946	29,696	31,402	32,642	112,686	105,991	6.3%
2	47,973	55,647	59,335	47,841	210,796	191,232	10.2%
3	15,866	14,780	23,294	23,859	77,799	74,657	4.2%
4	36,896	37,816	37,006	43,191	154,909	152,501	1.6%
5	19,942	20,173	24,717	26,939	91,771	80,275	14.3%
6	31,669	25,546	27,742	33,171	118,128	116,098	1.7%
7	16,530	14,523	22,530	23,453	77,036	70,026	10.0%
8	31,258	29,126	33,201	34,774	128,359	114,527	12.1%
9	22,786	24,960	21,265	23,308	92,319	89,135	3.6%
10	23,633	25,175	21,857	23,429	94,094	89,986	4.6%
12	15,670	15,950	12,999	14,168	58,787	53,868	9.1%
13	11,931	10,570	9,836	12,340	44,677	42,817	4.3%
14	21,809	19,557	19,888	19,508	80,762	71,709	12.6%
15	6,029	2,376	5,258	4,652	18,315	8,586	113.3%
Total	320,938	325,895	350,330	363,275	1,360,438	1,261,408	7.9%

Ridership Trends

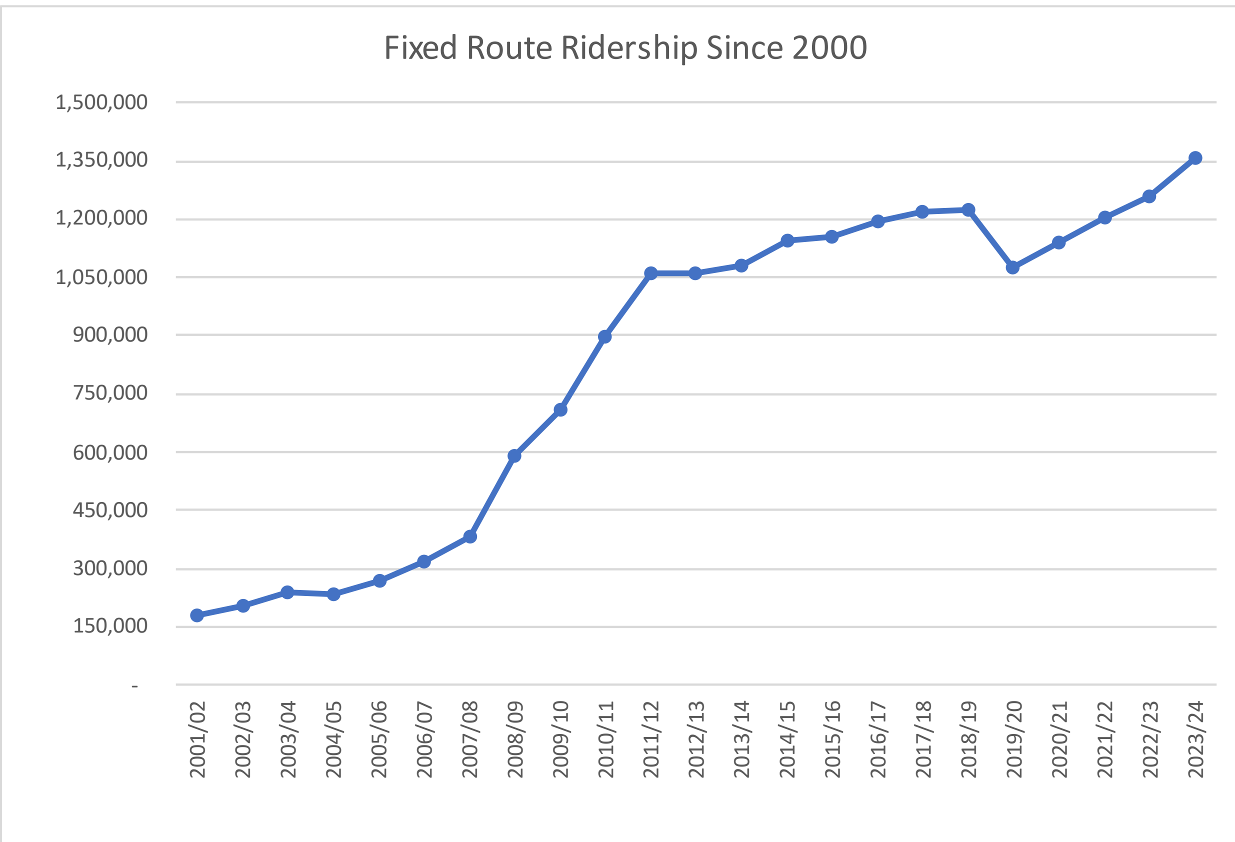
In FY 2023/24, total ridership on the GoLine was 1,360,438, which was an increase of 7.9% from the previous year.

Providing service from the Main Transit Hub to Indian River Mall, Route 2 continues to be the busiest GoLine route. During FY 2023/24, Route 2 transported 210,796 passengers, which was a 10.2% increase from the previous year. Routes 4 and 8, which provide service to the Main Transit Hub from the Intergenerational Center and the Gifford Health Center, transported 154,909 passengers and 128,359 passengers, respectively.

In the North County area, the busiest routes were Routes 5, 9, and 10 and represent 19% of all ridership. Route 5 provides service from the North County Hub to the Sebastian River Medical Center and carried 91,771 passengers, which was an annual increase of 14.3%. Route 9 provides service from the North County Hub to Indian River Mall and carried 92,319 passengers during FY 2023/24. Route 10 provides service from Fellsmere to the North County Hub and carried 94,094 passengers.

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 over 1.3 million.

Figure 2. GoLine Ridership Since 2001



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 5 summarizes the effectiveness and efficiency performance measures for each GoLine route and the GoLine system overall during fiscal year 2023/24.

Passengers per Revenue Mile (effectiveness)

The minimum standard for passengers per mile is 0.25. All routes met this standard. Overall, GoLine provided service to 1.37 passengers per revenue mile. At the high end, Route 2 averaged 4.19 passengers per revenue mile. At the low end, Route 15 provided service to 0.25 passengers per revenue mile.

Table 4. Passenger Trips, Revenue Miles, Revenue Hours, and Operating Costs by Route FY 2023/24 (October 2023-Sep 2024)

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	112,686	50,407	4,539	347,583	2.24	0.25	Yes	24.83	3.08
2	210,796	50,350	4,539	347,583	4.19	0.25	Yes	46.44	1.65
3	77,799	38,159	4,539	347,583	2.04	0.25	Yes	17.14	4.47
4	154,909	44,151	4,539	347,583	3.51	0.25	Yes	34.13	2.24
5	91,771	71,400	4,539	347,583	1.29	0.25	Yes	20.22	3.79
6	118,128	81,129	4,539	347,583	1.46	0.25	Yes	26.03	2.94
7	77,036	70,433	4,539	347,583	1.09	0.25	Yes	16.97	4.51
8	128,359	60,361	4,539	347,583	2.13	0.25	Yes	28.28	2.71
9	92,319	112,919	4,539	347,583	0.82	0.25	Yes	20.34	3.77
10	94,094	93,822	4,539	347,583	1.00	0.25	Yes	20.73	3.69
12	58,787	87,615	4,539	347,583	0.67	0.25	Yes	12.95	5.91
13	44,677	65,671	4,011	307,150	0.68	0.25	Yes	11.14	6.87
14	80,762	91,012	4,539	347,583	0.89	0.25	Yes	17.79	4.30
15	18,315	73,838	2,520	192,974	0.25	0.25	Yes	7.27	10.54
Total	1,360,438	991,264	60,999	4,671,122	1.37	0.25	Yes	22.30	3.43

Passengers per Revenue Hour (effectiveness)

Overall, GoLine provided service to 22.3 passengers per revenue hour. At the high end, Route 2 provided service to 46.44 passengers per revenue hour. As Table 5 shows, 11 out of 14 GoLine routes provide service to over 15 passengers per revenue hour. At the low end, Route 15 provided service to an average of 7.27 passengers per revenue hour.

Cost per Passenger (efficiency)

Table 5 shows the cost per passenger for the GoLine system and for each route. For FY 2023/24, the overall cost per GoLine passenger was $3.43. For each route, the cost per passenger decreases as ridership increases. During FY 20/21, Route 2 carried the most passengers and had the lowest cost per passenger trip with a total of $1.65 per rider.

TRANSIT VEHICLE INVENTORY

In order 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 6. Fixed route (GoLine) vehicles are highlighted in blue.

Table 5. Vehicle Inventory (2024)

Vehicle #	Year	Make/Model	Length (Ft)	Seats	Mileage (10/1/2024)	Replacement Year	Service
278	2024	Gillig	29	28	8,072	2036	GoLine
277	2024	Gillig	35	32	4,584	2036	GoLine
276	2024	Gillig	35	32	6,345	2036	GoLine
270	2021	Champion	31	20	165,509	2028	GoLine
269	2021	Champion	31	20	138,426	2028	GoLine
268	2021	Turtle Top	28	20	164,607	2028	GoLine
267	2021	Turtle Top	28	20	211,601	2028	GoLine
266	2021	Turtle Top	28	20	259,563	2028	GoLine
264	2021	Turtle Top	20	12	94,728	2026	Community Coach
263	2019	Champion	31	20	305,312	2026	GoLine
260	2018	Champion	22	8	215,000	N/A	Community Coach
259	2018	Champion	22	8	178,966	N/A	Community Coach
258	2018	Champion	24	12	209,025	N/A	Community Coach
257	2018	Braun	17	5	79,668	N/A	Community Coach
255	2018	Champion	31	20	356,163	2025	GoLine
254	2018	Champion	27	16	355,821	2025	GoLine
253	2018	Champion	27	16	375,421	2025	GoLine
252	2017	Turtle Top	20	12	225,482	N/A	Community Coach
251	2017	Champion	24	12	247,094	N/A	Community Coach
250	2016	Turtle Top	29	20	279,460	N/A	GoLine
249	2016	Turtle Top	29	20	269,085	N/A	GoLine
248	2016	Turtle Top	24	16	451,161	N/A	GoLine
247	2016	Turtle Top	24	16	388,512	N/A	GoLine
246	2016	Turtle Top	24	16	368,778	N/A	GoLine
245	2016	Gillig	29	28	457,393	2028	GoLine
244	2015	Turtle Top	20	11	251,024	N/A	Community Coach
243	2015	Turtle Top	20	11	270,009	N/A	Community Coach
242	2015	Gillig	29	28	737,701	2027	GoLine
241	2015	Gillig	29	28	689,911	2027	GoLine
239	2013	Champion	24	16	259,438	N/A	Community Coach
238	2012	VPG	17	3	88,995	N/A	Community Coach
235	2012	VPG	17	3	87,369	N/A	Community Coach
234	2013	Gillig	35	32	506,909	N/A	GoLine
233	2013	Gillig	35	32	399,190	N/A	GoLine
232	2013	Gillig	29	28	609,633	N/A	GoLine

Figures 3 through 7 show examples of the different types 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: 3-5

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 (7:00 PM to 9:00 PM).
- Extending Saturday service hours from by three additional hours (7:00 AM to 8:00 AM and 5:00 PM to 7:00 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 6. List of Priority Projects:

2025 List of Priority Projects (Transit)		
Ranking	**Project**	**Funding Source**
1	Construction of North County Hub	Federal/State
2	Initiate Sunday Operating Hours (8am-5pm)	Federal/State/Local
3	Construct Shelters and Benches	Federal

Table 7. Implementation Program:

Project Status	Complete	Funded

Need	Planned Improvement	FY 25	FY 26	FY 27 FY 28	FY 28	FY 29	FY 30	FY 31	FY 32	FY 33	FY 34	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	1
	Additional Bus Shelters & Seating	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 2025 through 2034.

Table 8. Vehicle Replacement Schedule

Year	Vehicle Type	Service	# Vehicles	Vehicle Replacement Cost	Total Cost
FY 2025	Large Cutaway	GoLine	1	$197,842	$197,842
	Medium Cutaway	GoLine	2	$151,478	$302,956
	Small Cutaway	Community Coach	2	$126,134	$252,268
FY 2026	Large Cutaway	GoLine	1	$201,799	$201,799
	Small Cutaway	Community Coach	1	$128,657	$128,657
	Minivan	Community Coach	1	$69,025	$69,025
FY 2027	Heavy Duty Bus	GoLine	2	$581,446	$1,162,893
	Small Cutaway	Community Coach	2	$131,230	$262,460
FY 2028	Heavy Duty Bus	GoLine	1	$593,075	$593,075
	Large Cutaway	GoLine	2	$209,952	$419,904
	Medium Cutaway	GoLine	2	$160,750	$321,500
	Small Cutaway	Community Coach	2	$133,855	$267,709
FY 2029	Small Cutaway	Community Coach	2	$136,532	$273,063
FY 2030	Small Cutaway	Community Coach	1	$139,262	$139,262
FY 2030	Minivan	Community Coach	1	$74,715	$74,715
FY 2031	Small Cutaway	Community Coach	2	$142,048	$284,095
FY 2032	Large Cutaway	GoLine	1	$227,259	$227,259
	Medium Cutaway	GoLine	2	$174,001	$348,002
	Small Cutaway	Community Coach	2	$144,889	$289,778
FY 2033	Large Cutaway	GoLine	1	$231,804	$231,804
	Small Cutaway	Community Coach	2	$147,786	$295,573
FY 2034	Small Cutaway	Community Coach	2	$150,742	$301,484

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 93% 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 93% 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 two 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 in the coming two years.

Table 9. 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 2027/28.	**(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 2023/24 was 93%. This is 2% 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 4 of the last 5 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 (991,264) total of 2 chargeable accidents for FY 2023/24. 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 2025 through FY 2034. The updated 10-Year Financial Plan includes the anticipated costs of the vehicle replacement program provided in Table 10.

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 7), including changes to that plan introduced this year.

Table 10. Updated 10-Year Financial Plan

Cost/Revenue Description	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	10-Year Total
OPERATING AND CAPITAL COSTS ($)											
Operating Costs											
Maintain Existing Service	7,474,140	7,623,622	7,776,095	7,931,617	8,090,249	8,252,054	8,417,095	8,585,437	8,757,146	8,932,289	81,839,744
New Service Modifications	0	0	0	0	296,485	302,415	308,463	314,632	320,925	327,343	1,870,263
Total Operating Costs	***7,474,140***	***7,623,622***	***7,776,095***	***7,931,617***	***8,386,734***	***8,554,469***	***8,725,558***	***8,900,069***	***9,078,071***	***9,259,632***	***83,710,007***
Capital Costs											
Replacement of Existing Vehicles	753,067	399,481	1,425,353	1,602,188	273,063	213,978	284,095	865,037	527,376	301,484	6,645,124
Existing Transit Capital	307,443	313,592	2,069,864	326,261	332,786	339,442	346,231	353,155	360,218	367,423	5,116,415
New Transit Capital	150,000	2,500,000	156,000	0	162,240	320,000	168,730	0	175,479	0	3,632,448
Total Capital Costs	***1,060,510***	***713,073***	***3,495,217***	***1,928,449***	***605,850***	***553,420***	***630,326***	***1,218,193***	***887,595***	***668,907***	***11,761,539***
Total Costs	**8,534,650**	**8,336,696**	**11,271,312**	**9,860,066**	**8,992,584**	**9,107,888**	**9,355,884**	**10,118,262**	**9,965,666**	**9,928,539**	**95,471,546**
OPERATING REVENUE ($)											
Operating Revenues											
Federal											
Section 5307	2,561,155	2,770,014	2,904,807	3,079,138	3,449,940	3,533,213	3,620,587	3,709,709	3,800,613	3,878,335	33,307,513
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	491,746	501,581	511,613	521,845	532,282	542,928	553,786	564,862	576,159	587,682	5,384,485
Section 5311	264,965	106,122	110,375	114,455	121,801	126,673	129,206	131,791	134,426	137,115	1,376,929
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	807,784	848,856	970,220	819,077	819,077	835,459	852,168	869,211	886,595	904,327	8,612,774
FDOT Service Development Grant	400,000	400,000	232,500	300,000	300,000	300,000	300,000	300,000	300,000	300,000	3,132,500
FDOT Corridor Grant	150,000	150,000	150,000	150,000	165,000	165,000	165,000	165,000	165,000	180,000	1,605,000
TD Commission Funds	370,496	370,496	370,496	370,496	370,496	370,496	370,496	370,496	370,496	370,496	3,704,960
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	78,199	79,763	81,358	82,985	84,645	86,338	88,065	89,826	91,623	93,455	856,257
Total Operating Revenue	**7,474,140**	**7,623,622**	**7,776,095**	**7,931,617**	**8,386,734**	**8,554,469**	**8,725,558**	**8,900,069**	**9,078,071**	**9,259,632**	**83,710,007**
Total Operating Cost	**7,474,140**	**7,623,622**	**7,776,095**	**7,931,617**	**8,386,734**	**8,554,469**	**8,725,558**	**8,900,069**	**9,078,071**	**9,259,632**	**83,710,007**
Net Operating (Contingency/Need)	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Cost/Revenue Description	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	10-Year Total
CAPITAL REVENUE ($)											
Capital Revenues											
Section 5307	1,064,561	928,217	867,388	768,501	474,652	469,871	462,558	455,100	447,492	454,732	6,393,071
Section 5339	276,814	282,350	287,997	293,757	299,632	305,625	311,737	317,972	324,331	330,818	3,031,033
Section 5310	252,268	197,682	262,460	267,709	273,063	213,978	284,095	289,777	295,573	301,484	2,638,090
New Fed. Discretionary Capital (TBD)	150,000	2,500,000	156,000	0	162,240	320,000	168,730	0	175,479	0	3,632,448
Total Capital Revenue	**1,743,643**	**3,908,249**	**1,573,845**	**1,329,968**	**1,209,587**	**1,309,473**	**1,227,120**	**1,062,849**	**1,242,875**	**1,087,034**	**15,694,643**
Total Capital Cost	**1,060,510**	**713,073**	**3,495,217**	**1,928,449**	**605,850**	**553,420**	**630,326**	**1,218,193**	**887,595**	**668,907**	**11,761,539**
Net Capital (Contingency/Need)	**683,133**	**3,195,176**	**-1,921,371**	**-598,481**	**603,738**	**756,054**	**596,794**	**-155,344**	**355,280**	**418,127**	**3,933,104**
Capital Reserve (Starting = $6,342,389)	**7,025,522**	**10,220,698**	**8,299,327**	**7,700,845**	**8,304,583**	**9,060,636**	**9,657,431**	**9,502,087**	**9,857,367**	**10,275,493**	**10,275,493**
TOTAL REVENUE ($)											
Total Revenue	**9,217,783**	**11,531,871**	**9,349,940**	**9,261,584**	**9,596,321**	**9,863,942**	**9,952,679**	**9,962,918**	**10,320,945**	**10,346,666**	**99,404,650**
Total Cost	**8,534,650**	**8,336,696**	**11,271,312**	**9,860,066**	**8,992,584**	**9,107,888**	**9,355,884**	**10,118,262**	**9,965,666**	**9,928,539**	**95,471,546**
Net Total (Contingency/Need)	**683,133**	**3,195,176**	**-1,921,371**	**-598,481**	**603,738**	**756,054**	**596,794**	**-155,344**	**355,280**	**418,127**	**3,933,104**
Reserve Balance	**7,025,522**	**10,220,698**	**8,299,327**	**7,700,845**	**8,304,583**	**9,060,636**	**9,657,431**	**9,502,087**	**9,857,367**	**10,275,493**	**10,275,493**
Local Govt. Share of Revenue	**16%**	**13%**	**16%**	**17%**	**16%**	**16%**	**17%**	**17%**	**17%**	**17%**	**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 13, 2024

SUBJECT: **Review of Community Transportation Coordinator (CTC) Annual Evaluation Report for FY 2023/24**

It is requested that the information herein presented be given formal consideration by the TDLCB at its regular meeting of February 27, 2025.

DESCRIPTION AND CONDITIONS

The CTC sub-committee evaluation of the county's Transportation Disadvantaged Community Transportation Coordinator was conducted on November 11, 2024. The committee was comprised of Dr. Harry Hurst, Laura Koursaris and Wendy Grow. 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 2023/24
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	There have been no TD trip denials, and the CTC follows all established guidelines in TDSP.
CTC's promotional and marketing campaign	(10) 9	8 7	6 5 4	3 2 1	This CTC markets via videos, web, social media, speaking engagements, uses a language line services, and has a smartphone app.

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 ensure prompt service.

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	1 accident per 943,981 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				The SRA went through many audits successfully. Vehicles are serviced every 6K miles. The drivers are responsible and keep the vehicles clean and presentable. All vendors reviewed for compliance.

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	The proper limits of insurance is 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.
CTC’s effort on reducing the clients waiting time	(10) 9 8 7 6 5 4 3 2 1	The notification module 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 92%. 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	IRC cost is $3.23, which is well below the statewide average of $9.54.	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 $3.23.
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

<table>
<tr><th colspan="6">Quantitative Performance Measures</th></tr>
<tr><th>Criteria</th><th colspan="2">Standard</th><th colspan="2">Score</th><th>Standard Achieved</th></tr>
<tr><td>CTC maintains a system for review and inventory of its organization and equipment/ensures availability of adequate equipment</td><td colspan="2">Service Denials due to Lack of Equipment = 0</td><td colspan="2">Zero (All vehicles are equipped with wheelchair lifts or ramps)</td><td>Yes, all vehicles are ADA accessible.</td></tr>
<tr><th colspan="6">Qualitative Performance Ranking</th></tr>
<tr><th>Criteria</th><th>Excellent</th><th>Good</th><th>Average</th><th>Poor</th><th>Comments</th></tr>
<tr><td>CTC's effort to utilize volunteers' time and vehicles</td><td colspan="4">(10) 9 8 7 6 5 4 3 2 1</td><td>The SRA is limited due to insurance limitations and unable to have volunteer drivers. Volunteers are utilized in admin roles as available.</td></tr>
<tr><td>CTC's effort to utilize the vehicles of all non-profit organizations</td><td colspan="4">(10) 9 8 7 6 5 4 3 2 1</td><td>If needed, SRA has a list of approved outside partners to assist when needed to continue to provide for their clients.</td></tr>
<tr><td>CTC's system of matching clients with appropriate vehicles</td><td colspan="4">(10) 9 8 7 6 5 4 3 2 1</td><td>Works with riders to accommodate needs and wants, within reason. The vehicles on certain routes can be adjusted as needed.</td></tr>
<tr><td>CTC's flexibility to rotate vehicles based on the number of reservations and the clients' origins and the destinations</td><td colspan="4">(10) 9 8 7 6 5 4 3 2 1</td><td>The demand-response software (EcoLane) has improved trip planning, and the CTC monitors and adapts to any special needs or requests.</td></tr>
</table>

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: **FY24** **REVIEW DATES:** ______________

PERSON CONDUCTING THE REVIEW: **BRIAN FREEMAN**

CONTACT INFORMATION: **772-226-1990**

REVISED JULY 2014

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 2023/2024 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, 2025	Follows the CTC's PTASP	The trips they provide are reported in the AOR	X
Ultimate Comfort Transportation	June 30, 2025	Follows the CTC's PTASP	The trips they provided are reported in the AOR	X
TMC Transport	June 30, 2025	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 **<u>day-to-day operations</u>** 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 **<u>annually</u>**.
        - 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.

- 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: $129,200 Gen. Liability: $110,851

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: November 2022
CTD: January 2023

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

Comments:

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

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. $36.07 W/C $61.83	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 423,000 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 2% from FY23 to FY24	x
Roadcalls: The average number of vehicle miles between emergency road calls will be more than 90,000 miles	Averaging 1 roadcall every 106,000 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	2024 Hold Time Averaged 18 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: 11/21/24

Please list any special guests that were present: Mark Vietze, Wendy Grow, Laura Koursaris

Location: 1801 27th ST > Clevland Clinic IRC Hospital > 6885 20th ST > 1801 27th ST

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

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

Did the driver provide any passenger assistance? **X** Yes ☐ No

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

Did the driver render an appropriate greeting?
X Yes ☐ 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?
X Yes ☐ No

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

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

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

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

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

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

CTC: SRA County: Indian River

Date of Ride: 11/21/24

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

County:	Indian River	Demographics	Number
CTC:	Senior Resource Association, Inc.		
Contact:	Karen Deigl 694 14th St. Vero Beach, FL 32960 772-569-0111	Total County Population	0
		Unduplicated Head Count	3,898
Email:	kdeigl@sramail.org		

Florida Commission for the Transportation Disadvantaged

Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	32,900	31,541	37,832
Paratransit	28,477	39,511	36,163
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**61,377**	**71,052**	**73,995**

Passenger Trips By Trip Purpose			
Medical	25,005	25,237	24,809
Employment	5,312	5,449	8,204
Ed/Train/DayCare	18,731	26,155	27,326
Nutritional	0	250	1,280
Life-Sustaining/Other	12,329	13,961	12,376
TOTAL TRIPS	**61,377**	**71,052**	**73,995**

Passenger Trips By Revenue Source			
CTD	13,834	13,275	10,882
AHCA	0	0	0
APD	12,480	23,438	23,917
DOEA	0	0	0
DOE	0	0	0
Other	35,063	34,339	39,196
TOTAL TRIPS	**61,377**	**71,052**	**73,995**

Trips by Provider Type			
CTC	32,900	31,541	39,489
Transportation Operator	13,834	13,275	10,086
Coordination Contractor	14,643	26,236	24,420
TOTAL TRIPS	**61,377**	**71,052**	**73,995**

Vehicle Data	2022	2023	2024
Vehicle Miles	514,407	522,929	475,106
Roadcalls	5	6	9
Accidents	1	1	0
Vehicles	62	63	56
Drivers	58	69	66

Financial and General Data			
Expenses	$2,639,210	$2,499,143	$2,980,246
Revenues	$3,166,256	$3,037,795	$2,784,625
Commendations	16	22	44
Complaints	13	15	24
Passenger No-Shows	207	134	111
Unmet Trip Requests	7	0	0

Performance Measures			
Accidents per 100,000 Miles	0.19	0.19	0
Miles between Roadcalls	102,881	87,155	52,790
Avg. Trips per Passenger	15.26	17.32	18.98
Cost per Trip	$43.00	$35.17	$40.28
Cost per Paratransit Trip	$43.00	$35.17	$40.28
Cost per Total Mile	$5.13	$4.78	$6.27
Cost per Paratransit Mile	$5.13	$4.78	$6.27

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.