



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Ellen Higinbotham, *FDC&F Representative*
George Millar, *Public Education Representative*
Jayne Pietrowski, *FDOT Representative*
Dr. Harry Hurst, *Citizen's Advocate*
Toni Teresi, *Senior Community Representative*
William Parden, *Disabled Community Representative*
Laurie Sang, *CCECS Representative*

Sue Rux, *FACA Representative*
Joel Herman, *VA Representative*
Dalia Dillon, *FDEA Representative*
Cindy Barnes, *FAHCA Representative*
Catherine Viggiano, *FDVR Representative*
Kathleen Geyer, *Citizen's Advocate*

Bob Solari, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00AM on Thursday, November 18, 2010, Conference Room A1-102, County Administration Building A, 1801 27th St., Vero Beach, FL.

1. Call to Order
2. Approval of minutes of the August 26, 2010 meeting

Unfinished Business

None

New Business

3. TDLCB Chairman's Report
4. Planning Status Report
5. Community Transportation Coordinator Status Report
6. Review of Progress Report and Reimbursement Invoice #1 for the 2010 Planning Grant
7. Annual CTC Evaluation Report

Other New Business

8. Meeting Calendar for 2011
9. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board, will be held on Thursday, February 24, 2011 at 10:00 AM, Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

**To view the TDLCB Agenda packet on-line please go to the following link:
<http://www.ircgov.com/Boards/TDLCB/2010/agendas/TDLCB111810A.pdf>**

ANYONE WHO NEEDS A SPECIAL ACCOMMODATION FOR THIS MEETING MAY CONTACT THE COUNTY'S ADA COORDINATOR AT 567-8000, EXT. 223 AT LEAST 48 HOURS IN ADVANCE OF THE MEETING.

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 PROCEEDINGS IS MADE WHICH INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL WILL BE BASED.



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

MEETING MINUTES

Thursday – August 26, 2010 – 10:00 a.m.

Building B, Conference Room B1-501, 1800 27th Street, Vero Beach, FL 32960

NOTE: Audio/Video Records of the meeting can be found at <http://www.ircgov.com/Boards/TDLCB/2010.htm>

Also, reports referenced with an asterisk * are on file at the Board of County Commissioners and are available upon request.

MEMBERS PRESENT:

Bob Solari, Chairman	IRC Commissioner District 5
Joel Herman	Veteran's Service Office
William Lundy Parden, Vice Chairman	Rep. for the Handicapped
Cindy Barnes	FL Agency for Health Care Administration
Catherine Viggiano	FL Dept. of Education, Div. Voc. Rehab.
Dr. Harry Hurst	Citizen Advocate Representative
Kathleen "Cookie" Geyer	Citizen Advocate Representative
Laurie Sang	Early Childhood Services
Dalia Dillon	Florida Department of Elder Affairs
George Millar	Public education Representative
Ellen Higinbotham	Department of Children and Families

MEMBERS ABSENT:

Jaelyn Meli	FL Dept. of Transportation
Toni Purvis Teresi	Representative for Seniors
Sue Rux	Economic Opportunities Council

OTHERS PRESENT:

Phil Matson	IRC Metropolitan Planning Organization
Karen Wood	Senior Resource Association
Beth Casano	Recording Secretary
April Hargett	IRC Volunteer Ambulance Squad
Karen Deigl	Senior Resource Association

1. The Meeting was called to order by Commissioner Solari at 10:00 a.m.

2. Presentation of Awards

Commissioner Solari announced that the Indian River County MPO had been awarded with the Florida Commission for Transportation Disadvantaged 2010 Designated Official Planning Agency of the Year Award. Mr. Matson was presented with the award on July 14th at the 18th Annual Awards Dinner for being instrumental in administering 100% growth in fixed route transit ridership from 2007 to 2009. The number of costly door-to-door public transportation trips has fallen commensurate with the growth

of the fixed route ridership. With a population of only 140,000, no major transit attractors, low overall densities, and a relatively affluent population, Indian River County's experience is unique. Customer satisfaction, measured continuously, rates the system 4.9 out of 5 for overall satisfaction.

TDLCB Board members, Mr. Pardon and Dr. Hurst were also given awards by the Florida Commission for their dedicated volunteer work. Mr. Matson stated that both gentlemen have worked long and hard for the rights of the transportation disadvantaged in IRC and also pointed out that Mr. Lundy had not missed a single meeting in six years while Dr. Hurst's involvement predates the organization of the board itself.

Board members applauded the three award winners and discussed the strides made by the board over the years. Mr. Matson and Dr. Hurst emphasized that IRC's success is due to the hard work and professional involvement of everyone including: all board members past and present, IRC staff, SRA staff, Volunteer Ambulance Squad, and the voluntary support from Fellsmere and Sebastian.

3. APPROVAL OF MINUTES

Clarification of attribution on Page 3, "Dr. Herman believed..." resulted in a correction reading "Mr. Herman believed..."

ON MOTION BY Dr. Hurst and **SECONDED BY Mr. Herman**, the Board unanimously accepted, with correction, the minutes of May 27, 2010 meeting.

UNFINISHED BUSINESS

Ms. Deigl gave a brief update on the bus shelters project. She stated that they are set to have ten manufactured for ten predetermined locations within the county and are thinking of offering sponsorship opportunities to businesses and individuals. Her initial thoughts were two levels of participation, one at six thousand and one at twelve thousand, with five year renewal stipulations.

Dr. Hurst wondered aloud if Publix still had programs set aside with funds for community benefit projects. Ms. Deigl and Ms. Wood discussed their intention to look into various aspects of sponsorships and liabilities. Both stressed that they weren't headed in any one particular marketing direction until the first shelter is installed and functioning. Board members agreed to keep an eye out for Foundations that might wish to support the project.

4. TDLCB CHAIRMAN'S REPORT

(Refer to Agenda Item 1: Presentation of Awards)

5. PLANNING STATUS REPORT

Mr. Matson acknowledged and the board welcomed newest members Cookie Geyer and Dalia Dillon.

6. CTC STATUS REPORT

Ms. Wood gave the CTC Status Report * reflecting a one percent decrease for Community Coach Door to Door service and a twenty percent increase in same for GoLine's Public Transportation while announcing a ten percent reduction of the 5307 county funding for the coming fiscal year even though national trends are showing increased usage of public transportation. She updated the board on the growing opposition of residents of Original Town to the GoLine's Main Transit Hub and assured members that they would address the problems brought to their attention and do their best to alleviate the situation until a permanent site is decided upon.

In conclusion, Ms. Wood felt they were keeping up well with demands and looking forward to the completion of the new maintenance facility

Commissioner Solari emphasized his support of the transportation system and thanked Ms. Wood for working effectively with the public on their concerns with the CTC's expansion efforts.

7. REVIEW OF PROGRESS REPORT*

Mr. Matson reviewed the Progress Report and Reimbursement Invoice #4 for the 2010 Planning Grant.

8. REVIEW OF DRAFT ANNUAL ACTUAL EXPENDITURES REPORT*

Mr. Matson reviewed the draft explaining that the report would now be annual and proceeded to point out statistics that reveal the high level of proficiency in IRC's transportation services.

ON MOTION BY Ms. Viggiano and **SECONDED BY Ms. Barnes**, the Board was unanimous in their approval of the Expenditures Report as presented.

NEW BUSINESS

Mr. Matson encouraged the board members to attend the upcoming 2035 Long Range Transportation Plan Public Workshops scheduled for Fri. Aug. 27th from 1:30 to 3:30 and Wed. Sept. 8th from 2 to 4. Commissioner Solari reiterated Mr. Matson's encouragement and also suggested that in the coming year, each member try to bring a friend to one or two of the TDLCB meetings in order for more folks to see the efforts behind the results.

As there was no further business, the meeting was **ADJOUNED** at 10:37 a.m.

Attention: An educational tool for present and potential committee members regarding government in the sunshine, public records, and ethics is now available for review on the IRC website –

<http://www.ircgov.com/Boards/SunshinePresentation.pdf>

TDLCB REPORT FOR JULY – AUGUST – SEPTEMBER 2010

Community Coach Door to Door service provided approx 11,410 one way trips in this reporting quarter this is a 6% decrease from the same reporting quarter as last year.

GoLine Public Transportation provided approx 219,548 one way trips in this reporting quarter this is a 23% increase from the same reporting quarter as last year.

General Transportation

In the 3rd quarter of 2010 Community Coach received 5 new Dodge Minivans with wheelchair stations to transport Medicaid customers out of Indian River County for medical trips. Two of the vans were purchased with FDOT 5310 funds and three were purchased with County 5307 funds.

The Main Transit Hub location is still being disputed by the residents of Original Town. IRC, City of Vero and SRA staff, continue to look for a multi use location to establish a Main Hub and overnight parking for 7 to 8 GoLine buses.

Watch the traffic – and **enjoy the turkey!**

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Phillip J. Matson; MPO Staff Director *OM*

FROM: Brian Freeman, AICP; Senior Transportation Planner *BF*

DATE: November 8, 2010

**SUBJECT: REVIEW OF PROGRESS REPORT & REIMBURSEMENT INVOICE #1
FOR 2010/11 PLANNING GRANT**

It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of November 18, 2010.

DESCRIPTION AND CONDITIONS:

It is required, as part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County Metropolitan Planning Organization (MPO) as the Designated Official Planning Agency (DOPA) and the State of Florida Commission for the Transportation Disadvantaged (CTD), that periodic progress reports and reimbursement invoices be submitted. To comply with the CTD's requirements, staff has prepared a progress report and invoice for the period from July 1, 2010 to September 30, 2010.

The attached invoice and progress report represent the first quarter of the 2010/11 planning grant period. This progress report and applicable finished products, such as the Local Coordinating Board (LCB) meeting agenda items, CTC reports, etc., are required to accompany all reimbursement invoices.

Attached is a copy of draft invoice #1 and the quarterly progress report. This report, along with the appropriate supporting documents, will be submitted to the CTD upon Metropolitan Planning Organization/DOPA approval.

RECOMMENDATION:

The staff recommends that the TDLCB approve the Planning Grant Progress Report and Invoice #1, and direct staff to forward the report and invoice to the MPO/DOPA for its concurrence prior to submittal to the state CTD.

ATTACHMENTS:

1. Progress Report and Reimbursement Invoice #1, 2010/11 Planning Grant.

PLANNING RELATED GRANT AGREEMENT TASKS
QUARTERLY PROGRESS REPORT

IRC Metropolitan Planning Organization
(Agency Name)

Invoice # 1

FDOTFM # 23704021401

Indian River County
(County)

Contract # AQ040

Reporting Period: 07/01/2010 to 09/30/2010

I. Program Management

- A. Where necessary and in cooperation with the Local Coordinating Board, solicit and recommend a community transportation coordinator, in conformity with Chapter 287 and 427, Florida Statutes.

N/A

- B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the Local Coordinating Board (LCB).

Reporting Period and Year to Date:

Consistent with the requirements of Rule 41-2, F.A.C. 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*. Ensure that operator payments are addressed as standard agenda item.

Reporting Period:

In this period, staff prepared the agenda and agenda items for the August 26, 2010 TDLCB meeting.

Year to Date:

In this period, staff prepared the agenda and agenda items for the August 26, 2010 TDLCB meeting.

- D. Prepare official minutes of Local Coordinating Board meetings. 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 three years.

Reporting Period:

Official minutes for the August 26, 2010 TDLCB meeting were prepared.

Year to Date:

Official minutes for the August 26, 2010 TDLCB meetings were prepared.

- E. Provide at least one public hearing annually by each Local Coordinating Board, and assist the Commission, as requested, in co-sponsoring public hearings.

Reporting Period and Year to Date:

NA

- F. Provide staff support for committees of the Local Coordinating Board.

Reporting Period and Year to Date:

Staff support was provided as needed. Staff closely worked with and supported the CTC evaluation sub-committee.

- G. Annually develop and update by-laws for Local Coordinating Board approval.

Reporting Period and Year to Date:

N/A

- H. Develop, annually update, and implement Local Coordinating Board grievance procedures in accordance with the Commission guidelines, which includes a step within the local complaint and/or grievance procedure that advises a dissatisfied

person about the Commission's Ombudsman Program.

Reporting Period and year to date:

N/A

- I. Maintain a current membership roster and mailing list of local coordinating board members.

Reporting Period:

TDLCB membership list was updated as needed.

Year to Date:

The TDLCB membership list was updated as needed.

- J. Provide public notice of local coordinating board meetings and local public hearings in accordance with the *Coordinating Board and Planning Agency Operating Guidelines*.

Reporting Period:

Public notices were provided. For this period, the TDLCB meeting date was published in the local newspaper in August 2010.

Year to Date:

Public notice was published in the local newspaper (*Press-Journal*) in August 2010.

- 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.

Reporting Period and Year to Date:

The Community Transportation Coordinator Annual Operation Report was submitted for approval at the TDLCB meeting of August 26, 2010.

- L. Review the Transportation Disadvantaged Service Plan (TDSP), and recommend action to the Local Coordinating Board.

Reporting Period and Year to Date:

N/A

- M. Report the actual expenditures of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th.

Reporting Period and Year to Date:

Report of actual expenditures was prepared and submitted to the CTD during the reporting period.

- N. Report the annual budget estimates of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th and as required by Chapter 427, Florida Statutes.

Reporting Period and Year to Date:

Annual budget estimates were reported to the CTD during the reporting period.

II. Service Development

The planning agency shall develop the following service development items.

- A. Jointly, with the Community Transportation Coordinator and the Local Coordinating Board, develop the Transportation Disadvantaged Service Plan (TDSP) by preparing the planning section following Commission guidelines.

Reporting Period and Year to Date:

N/A

- 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.

Reporting Period and Year to Date:

Staff ensured integration of “transportation disadvantaged” 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 local WAGES coalitions established in Chapter 414, Florida Statutes, and provide assistance in the development of innovative transportation services for WAGES participants.

Staff encouraged the CTC to work with local WAGES coalition.

III. Technical Assistance, Training, and Evaluation

The planning agency shall provide technical assistance and training for the Local Coordinating Board, and shall assist the Local Coordinating Board in monitoring and evaluating the Community Transportation Coordinator.

- A. Provide the Local Coordinating Board with quarterly reports of Transportation Disadvantaged planning accomplishments and expenditures as outlined in the planning grant agreement or any other activities related to the Transportation Disadvantaged program including but not limited to, consultant contracts, special studies, and marketing efforts.

Reporting Period:

The LCB was provided with quarterly reports of TD planning accomplishments and activities.

Year to Date:

The LCB 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 Commission's quarterly regional meetings, and the Commission's annual training workshop, or other sponsored training.

Reporting Period and Year to Date:

N/A

- C. Attend at least one Commission meeting each year within budget/staff/schedule availability.

Reporting Period and Year to Date:

Staff attended a quarterly CTD Meeting July 2010.

- D. Notify Commission staff of local Transportation Disadvantaged concerns that may require special investigations.

Reporting Period and Year to Date:

Planning Staff coordinated with the CTD staff as needed.

- E. Provide training for newly-appointed Local Coordinating Board members.

Reporting Period and Year to Date:

N/A

- F. Provide assistance to the Community Transportation Coordinator, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss Transportation Disadvantaged needs, service evaluation and opportunities for service improvement.

Reporting Period and Year to Date:

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 "Transportation Disadvantaged" funds consistent with Chapter 427, Florida

Statutes, and Rule 41-2 of the Florida Administrative Code, and provide recommendation to the Local Coordinating Board.

Reporting Period and Year to Date:

Applicable TD funding applications completed and submitted to the appropriate agencies.

- H. Ensure the Local Coordinating Board conducts, at 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.

Reporting Period and Year to Date:

The TDLCB designated a CTC Evaluation Subcommittee at its February 25, 2010 meeting. The CTC evaluation subcommittee met on August 26, 2010 and conducted a review of the CTC's performance during FY 2009/10.

- I. Assist the Commission for the Transportation Disadvantaged in joint reviews of the Community Transportation Coordinator.

Reporting Period:

N/A

Year to Date:

N/A

- J. Ensure the Local Coordinating Board annually reviews coordination contracts to advise the Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, Florida Administrative Code.

Reporting period and Year to Date:

Coordination contracts have been reviewed by the TDLCB as needed.

K. Implement recommendations identified in the Commission's QAPE reviews.

Reporting period and Year to Date:

N/A

IV. Special Consideration by Planning Agency:

V. Special Consideration by Commission:

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



Signature of Individual Submitting Report

11/8/2010

Date

Phillip J. Matson

Typed name of Individual Submitting Report

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Robert M. Keating, AICP *RMK*
Community Development Director

Phillip J. Matson *PJ*
MPO Staff Director

FROM: Brian Freeman, AICP *BF*
Senior Transportation Planner

DATE: October 29, 2010

SUBJECT: COMMUNITY TRANSPORTATION COORDINATOR (CTC) ANNUAL
EVALUATION REPORT (FY 2009-2010)

It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of November 18, 2010.

DESCRIPTION AND CONDITIONS

One requirement of the county's transportation disadvantaged service plan is that "the Transportation Disadvantaged Local Coordinating Board (TDLCB) shall evaluate the performance of the Community Transportation Coordinator and provide a recommendation to the Designated Official Planning Agency (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. While the Metropolitan Planning Organization (MPO) is now the DOPA, the approved CTC evaluation procedures and standards have not changed.

To conduct this year's CTC evaluation, the Transportation Disadvantaged Local Coordinating Board (TDLCB) established a subcommittee whose purpose was to meet with the coordinator and evaluate the coordinator's performance. Using the criteria established by the TDLCB as well as the Commission for the Transportation Disadvantaged's required evaluation criteria, the subcommittee assessed the performance of the Community Transportation Coordinator and prepared a report addressing the coordinator's performance in relation to each of the evaluation criteria. A copy of that report is attached.

ANALYSIS

The Indian River County Senior Resource Association, formerly known as the Indian River County Council on Aging, was designated the County's Community Transportation Coordinator (CTC) in October 1990. Since then, the Transportation Disadvantaged Local Coordinating Board (TDLCB) has reviewed the CTC performance each year and has consistently recommended that the DOPA retain the Senior Resource Association as the county's CTC.

This year, evaluation of the CTC was performed by an evaluation subcommittee appointed by the Local Coordinating Board. This evaluation was conducted according to the CTD's evaluation criteria, the CTC's evaluation procedures and criteria approved by the TDLCB and the DOPA. Based upon its assessment, the committee gave good marks to the Senior Resource Association, the county's CTC, and recommends that the Senior Resource Association be retained as the county's CTC.

The Transportation Disadvantaged Local Coordinating Board (TDLCB) has the following alternatives. The first alternative is to approve the CTC annual evaluation report and to recommend that the MPO/DOPA retain the Senior Resource Association as the county's CTC. A second alternative is to reject the CTC annual evaluation report and direct the evaluation sub-committee to re-evaluate the coordinator.

RECOMMENDATION

The evaluation sub-committee and staff recommend that the TDLCB approve the attached CTC annual evaluation report, recommend that the MPO/DOPA retain the Senior Resource Association as the county's CTC, and recommend that the TDLCB direct staff to forward the report to the MPO/DOPA for its approval prior to submittal of the report to the state CTD.


Attachment

1. Community Transportation Coordinator's (CTC) Annual Evaluation Report 2009-2010

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board

FROM: Harry Hurst, Chairperson 
Community Transportation Coordinator Evaluation Sub-Committee

DATE: August 27, 2010

SUBJECT: COMMUNITY TRANSPORTATION COORDINATOR EVALUATION (FY 2009-2010)

The CTC sub-committee evaluation of the county's Transportation Disadvantaged Community Transportation Coordinator was conducted on August 26, 2010. The committee was comprised of Dr. Harry Hurst, Cathy Viggiano, Dalia Dillon and Katherine Geyer. 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 Wood, Transportation Director of the Senior Resources Association, was asked questions from all four evaluation areas. The committee members ranked the performance of the SRA as excellent, good, average, or poor, based on supporting documents provided and Ms. Wood's responses. The last part of the evaluation process consisted of on-board bus observations by TDLCB Board members Katherine Geyer and Dalia Dillon. They volunteered to ride-along on a medical trip and document their experience.

The committee members were extremely impressed with the efficiency and excellence of the SRA's performance. They were also very appreciative of the efforts of Karen Wood, Karen Deigl, Executive Director and the entire SRA transportation staff. The CTC evaluation sub-committee recommends that the TDLCB approve the attached CTC annual evaluation report and to recommend that the MPO/DOPA retain the Senior Resource Associations as the county's CTC.

**EVALUATION PROCEDURES AND STANDARDS
FOR COMMUNITY TRANSPORTATION COORDINATOR
INDIAN RIVER COUNTY**

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. 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. The state is requiring that the following modules from the CTD's evaluation workbook be used as part of CTC performance evaluation.

- Competition
- Cost effectiveness
- Availability of Services

RESPONSIBILITIES AND TIMEFRAME

The Transportation Disadvantaged Local Coordinating Board (TDLCB) 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 TDLCB shall designate an Evaluation Subcommittee on an annual basis consisting of three voting members of the TDLCB to evaluate the previous year's (July 1 - June 30) performance of the Community Transportation Coordinator and to provide a written report to the TDLCB.

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 August meeting of the TDLCB.
- b) One additional evaluation report per year may be requested by the TDLCB members. The request for additional evaluation reports must be approved by the majority vote of the TDLCB 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. Attached also is a copy of the state evaluation modules for competition, cost effectiveness and efficiency, and availability of services.

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.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
1) CTC's work toward implementation of the County's Transportation Disadvantaged Service plan	XXXX				
2) CTC's effort toward expansion of the coordinated system (signing additional contract with providers)	XXXX				The CTC works with the MPO to identify funding opportunities which would enable the CTC to expand services
3) CTC's effort to make the most effective use of existing TD services	XXXX				
4) CTC's effort for obtaining additional funding	XXXX				The CTC obtains additional funding from cities of Fellsmere and Sebastian, by installing donation boxes in buses, and by selling advertising space on their buses.
5) CTC's reservation and scheduling system	XXXX				The CTC is updating its scheduling software.
6) CTC's promotional and marketing campaign	XXXX				The CTC uses buses for marketing via bus wraps and advertising.
7) CTC's effort to coordinate participation in inter-county trips	XXXX				The CTC worked with Brevard County to initiate service to Barefoot Bay. The CTC is the sole provider of trips into Brevard Co. and will be doing same into St. Lucie Co.
8) Others (please specify)	XXXX				The CTC has discussed future coordination efforts with Volunteer Ambulance.

Reporting Period: July 1, 2009 - June 30, 2010 Date: 08/26/10

CTC evaluation sub-committee's chairman initials: JSWA

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.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
1) CTC's safety plan as measured annually by a declining number of no fault accidents per mile	XXXX				The CTC met safety goal. Less than 1 per 100,000 miles
2) CTC's effort to provide services on a 24 hours per day, seven days per week basis	XXXX				The CTC is able to provide 24-hour service for medical trips as needed.
3) CTC's available insurance	XXXX				All vehicles insured.
4) CTC's accessibility (how easy it is to contact CTC)					The CTC is easily accessible. The CTC uses Language Line for translation services.
5) CTC's method of recording, resolving complaints and reporting to the TDLCB	XXXX				
6) CTC's system to ensure that all equipment used complies with federal, state, TD Commission and local policies	XXXX				Most equipment is purchased through the State contract. Recently reviewed by the Feds.
7) CTC's system to ensure that contractors' performance meets required specifications	XXXX				Annual monitoring – yearly reviews performed by CTC.
8) CTC's system of performing client satisfaction surveys and reporting to the TDLCB	XXXX				The CTC conducts surveys plus extensive surveying for TDP.
9) CTC's effort on reducing the clients waiting time consistent with the plan	XXXX				The CTC uses floating drivers.
10) CTC's on time performance record	XXXX				New ADA bus helps keep fixed route buses on schedule.
11) CTC's effort to avoid missing scheduled trips	XXXX				Trip manifests are double checked.
12) CTC's system of recording all refusals caused by system limitation and reporting to the TDLCB	XXXX				Less than 1% of requests denied. The CTC coordinates with Volunteer Ambulance in such cases.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
13) CTC's employee training program	XXXX				Drivers receive complete retraining every 2 years.
14) CTC's system to ensure that service is provided on a non-discriminatory basis	XXXX				Medical trips are top priority. All other trips on first come, first served basis.
15) CTC's effort to prioritize trips	XXXX				Medical trips are top priority.
16) CTC's data base regarding routes, schedules, facilities, vehicles, locations, and number of clients	XXXX				A master file w/ all data, vehicles and employees is maintained electronically by the CTC.
17) CTC's effort to identify unmet needs	XXXX				The CTC coordinates with Volunteer Ambulance and medical providers.
18) CTC's vehicle inventory and maintenance system	XXXX				Detailed files are kept. Maintenance coordinated with county.
19) CTC's record for submittal of the MOA to the CDT on time	XXXX				Always on time.
20) Others (please specify)					CTC makes good use of technology

Reporting Period: July 1, 2009 - June 30, 2010 Date: 08/26/10

CTC evaluation sub-committee's chairman initials: JRW

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.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
1) CTC's fully allocated one-way passenger trip cost compared to the previous year	XXXX				Cost increase due to CTD formula; cost increase due to fuel, insurance, and maintenance.
2) CTC's system of cost/revenue allocation and reporting to the TDLCB	XXXX				CTD provides a rate template.
3) CTC's account system concurrence with a uniform accounting system for rural and specialized transportation providers	XXXX				CTC is changing software (both old and new software compliant).
4) CTC's effort to raise local funds	XXXX				Local funds from contributions by cities of Fellsmere and Sebastian, donations, and advertising revenues
5) CTC's effort to develop an equitable fare structure and solicit client contributions as appropriate	XXXX				No one denied if they can't pay, \$2.00 fare for door-to-door (free fixed route service).
6) CTC's effort to utilize all federal, state, and local funds	XXXX				Federal, state, and local funding sources utilized.
7) CTC's effort to reduce one-way passenger trip cost	XXXX				New software will cut costs up to 20% due to increased efficiency.
8) Others (please specify)	XXXX				Federal funds "capitalized" where allowed.

Reporting Period: July 1, 2009 - June 30, 2010 Date: 08/26/10

CTC evaluation sub-committee's chairman initials: JMN

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.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
1) CTC's system to ensure provision of most effective and efficient service	XXXX				Service efficiency and effectiveness recognized through DOPA of Year award for 2010.
2) CTC's effort to utilize volunteers' time and vehicles	XXXX				Volunteers assist in office where allowed by HIPPA; insurance does not permit volunteer drivers.
3) CTC's effort to utilize the vehicles of all non-profit organizations	XXXX				The CTC coordinates with ARC.
4) CTC's system of matching clients with appropriate vehicles	XXXX				All vehicles have lifts
5) CTC's flexibility to rotate vehicles based on the number of reservations and the clients' origins and the destinations	XXXX				Vehicle assignments scheduled in advance.
6) CTC's system for regular review of its organization and equipment	XXXX				The County conducts a yearly inventory of CTC equipment.
7) CTC's efforts to utilize school buses	-				Prohibited by insurance (CTC vehicles not rated for exclusive child service).
8) Others (please specify)	XXXX				Excellent overall effort

Reporting Period: July 1, 2009 - June 30, 2010 Date: 08/26/10

CTC evaluation sub-committee's chairman initials: AMM

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 8-24-10

Please list any special guests that were present: Cookie Geyer + Passenger Ruby

Location: County Admin Bldg

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting? 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? Yes No

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

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

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

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

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

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

2011

Transportation Disadvantaged Local Coordinating Board (TDLCB) Quarterly— 4th Thursday (Except Nov.) - 10 AM, Conference Room B1-501

January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1			1	2	3	4	5			1	2	3	4	5			3	4	5	6	7
2	3	4	5	6	7	8	6	7	8	9	10	11	12	6	7	8	9	10	11	12	10	11	12	13	14	15	16
9	10	11	12	13	14	15	13	14	15	16	17	18	19	13	14	15	16	17	18	19	17	18	19	20	21	22	23
16	17	18	19	20	21	22	20	21	22	23	24	25	26	20	21	22	23	24	25	26	24	25	26	27	28	29	30
23	24	25	26	27	28	29	27	28	27	28	29	30	31	27	28	29	30	31	24	25	26	27	28	29	30		
30	31																										

May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	5	6	7	8	9	10	11	3	4	5	6	7	8	9	1	2	3	4	5	6	
8	9	10	11	12	13	14	12	13	14	15	16	17	18	10	11	12	13	14	15	16	7	8	9	10	11	12	13
15	16	17	18	19	20	21	19	20	21	22	23	24	25	17	18	19	20	21	22	23	14	15	16	17	18	19	20
22	23	24	25	26	27	28	26	27	28	29	30	24	25	26	27	28	29	30	21	22	23	24	25	26	27		
29	30	31											31							28	29	30	31				

September							October							November							December									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10			
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17			
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24			
25	26	27	28	29	30	23	24	25	26	27	28	29	27	28	29	30	24	25	26	27	28	29	30	25	26	27	28	29	30	31
							30	31																						