



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Vacant, FDC&F Representative

Ruth Freeman-Wheeler, Public Education Representative

Vacant, FDOT Representative

Dr. Harry Hurst, Citizen's Advocate

Toni Teresi, Senior Community Representative

William Parden, Disabled Community Representative

Barbara Patten, FACA Representative

Joel Herman, VA Representative

Ann Viens, FDEA Representative

Cindy Barnes, FAHCA Representative

Catherine Viggiano, FDVR Representative

James Granse, Citizen's Advocate

Commissioner Sandra Bowden, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00AM on Thursday, November 15, 2007, Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

1. Call to Order
2. Approval of minutes of the August 23, 2007 meeting

Unfinished Business

3. None

New Business

4. TDLCB Chairman's Report
5. Planning Status Report
6. Community Transportation Coordinator Status Report
7. Review of Progress Report and Reimbursement Invoice #1 for the 2007 Planning Grant
8. Annual CTC Evaluation Report
9. Annual Operating Report
10. Other New Business
11. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board, will be on February 28, 2008 at 10:00 AM, Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

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 MINUTES

Thursday, August 23, 2007

Building B, Conference Room B1-501

1800 27th Street

Vero Beach, FL 32960

MEMBERS PRESENT:

Sandra Bowden	Indian River County Commissioner, Chair
Ronald Tesnow	FL Department of Veteran's Affairs, Vice Chair
Cathy Viggiano	FL Department of Education, Div. Voc. Rehab.
William Lundy Parden	Representative for the Handicapped
Paula Scott	FL Department of Transportation
Ann Viens	FL Department of Elder Affairs
Barbara Patten	FL Association of Community Action
Ruth Freeman Wheeler	Public Education Representative

MEMBERS ABSENT:

Toni Purvis Teresi	Senior Representative
Dr. Harry Hurst	Citizen Advocate Representative
Jim Granse	Citizen Advocate Representative
Pearlie Clark (unexcused)	FL Department of Children and Families
Cindy Barnes (unexcused)	FL Agency for Health Care Administration

OTHERS PRESENT

Phil Matson	IRC Metropolitan Planning Organization
Karen Deigl	Senior Resource Association
Stephen MacNamee	IRC Volunteer Ambulance Squad
Beth Casano	Assistant/District 5/ Commissioner Bowden
Darcy Versilas	Assistant/District 2/ Commissioner Wheeler

** Numbers in italicized parentheses correlate to audio recording*

1. **CALL TO ORDER (00:11)**
Chair Bowden called the meeting to order.
2. **APPROVAL OF MINUTES (01:44)**
By unanimous vote the minutes of the February 22, 2007 regular meeting were approved as presented. There was no comment or discussion.
3. **ELECTION OF NEW VICE CHAIR (01:57)**

Mr. Tesnow has resigned from the board. Joel Herman will replace him as the Veteran's Association liaison. Mr. Tesnow recommended Mr. Parden for Vice Chair.

(03:07)

ON MOTION BY Mr. Tesnow and **SECONDED BY** Ms. Patten, the Board voted unanimously for Mr. Parden to become the New Vice Chairman.

4. RAC APPOINTMENT *(03:27)*

Mr. Matson gave a brief overview of the Treasure Coast Transportation Council (TCTC.) He described it as a form of "Super MPO" that convenes two to four times a year; discusses urgent issues that affect multiple jurisdictions; and is comprised of officials from the tri-county area. Mr. Matson then defined the Regional Advisory Committee (RAC) as a technical board that would advise the TCTC. He added that RAC would consist of two engineers, one citizen, and one member of the TDLCB. Mr. Matson asked if anyone on the board would like to serve on RAC. Ms. Viens volunteered to serve.

(06:06)

ON MOTION by Chairman Bowden and **SECONDED BY** Mr. Tesnow, the board voted unanimously to approve the appointment of Ms. Viens as the TDLCB liaison to RAC.

UNFINISHED BUSINESS

5. None

NEW BUSINESS

6. CHAIRMAN'S REPORT

None

7. PLANNING STATUS REPORT *(06:27)*

Mr. Matson summarized the Transit Section of the Transportation Element Evaluation and Appraisal Report. He was pleased to report the success of the fixed route Service. He requested that all members review maps and comparison data within the report; and urged them to bring any new ideas to the table.

8. COMMUNITY TRANSPORTATION COORDINATOR REPORT *(09:01)*

Ms. Deigl reported route statistics for Community Coach Door to Door Service and the Indian River Public Transportation System (IRPTS.) She informed the board on Community Transportation's current projects and applicable funding. She stated that the purchase of two new replacement buses (31 feet and 24 seats) would be delivered in September. Cost approx. 170,000.

Ms. Deigl emphasized her pleasure with the increase of the amount of passengers riding the #10 route from Fellsmere to Sebastian. She is presently awaiting a response, from the Fellsmere City Council, to IRPTS's request for assistance with funding to meet increases of ridership.

Ms. Deigl unveiled their new marketing campaign which will be incorporating: mobile advertising to generate funds; a new logo (GoLine) to create distinction; and tropically themed bus "wraps" to enhance visual recognition of the bus line and each particular route.

Mr. Matson said that he would contact County Webmaster, Scott Johnson, to insert a copy of the campaign prototype into the County Web site.

9 &10. Draft Annual Operating Report and Draft Annual Actual Budget Expenditures Report (21:15)

Mr. Matson gave the report. He stated that it was a required annual exercise where total operational and budget statistics are synopsised in order to give a full picture of the Senior Resources Association.

(22:23)

ON MOTION by Mr. Tesnow and **SECONDED BY** Ms. Viggiano, the board voted unanimously (8-0) to accept the Draft Annual Actual Budget Expenditures Report.

11. Other New Business

None.

Mr. Tesnow expressed how much he has enjoyed being a part of the board. Board Members applauded him.

Responding to an inquiry by Ms. Viggiano, Mr. Matson said that the subcommittee would meet before the next TDLCB meeting.


(25:54)

12. There being no further business, the meeting was adjourned.

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Phillip J Matson 
MPO Staff Director

FROM: Karen D. Hamilton 
MPO Planner

DATE: October 21, 2007

SUBJECT: PROGRESS REPORT & REIMBURSEMENT INVOICE #1
FOR 2007 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 15, 2007.

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, 2007 to September 30, 2007.

The attached invoice and progress report represent the first quarter of the 2007 planning grant period and invoice #1 for the 2007 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 TIDLCB 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, 2007 Planning Grant.

F:\Community Development\Users\MPO\Meetings\TIDLCB\2007\111507\Progress Staff Report.doc

TDP MPO Cost Summary

Quarterly Total (7/1/07 - 9/30/2007)

Salaries & Benefits	\$5,340.25	
Direct	(\$12.46)	Incorrect billing for period 1/1/07-3/31/07.
Consultant	\$0.00	
Total	\$5,327.79	

PERSONNEL	INS	DEPT	TASK	PP END	PP END	PP END	PP END	PP END	PP END	PP END	PP END	TOTAL	BENEFITS:				LIFE	HEALTH	TOTAL	TOT SALARY	17%	TOTAL	
				07/05	07/19	08/02	08/16	08/30	09/13	09/27	09/30	HOURS	SALARY	SOC SEC	RETIRE	W.C.	MEDICARE	INSUR.	INSUR.	BENES			& BENEFITS
PHIL MATSON		124-204											0.062	0.0985	0.0046	0.0145	0.0042	4.58461538					
	D		4.1			2.50	5.00	10.00	2.50	2.50		22.50	949.73	58.88	93.55	4.37	13.77	3.99	103.15	277.71	1,227.44	161.45	1,388.89
			PAY SCALE/TOTALS	42.21	42.21	42.21	42.21	42.21	42.21	42.21	42.21												
														0.062	0.0985	0.0046	0.0145	0.0042	4.58461538				
SHARON SCHALM		124-204																					
	D		4.1			10.00	7.50	10.00	5.00	7.50	5.00	45.00	660.15	40.93	65.02	3.04	9.57	2.77	206.31	327.64	987.79	112.23	1,100.02
			PAY SCALE/TOTALS	14.67	14.67	14.67	14.67	14.67	14.67	14.67	14.67												
														0.062	0.0985	0.0046	0.0145	0.0042	3.10769231				
KAREN HAMILTON		124-204																					
	S		4.1	7.50	12.50		26.50	34.00	2.50			83.00	1915.64	118.77	188.69	8.81	27.78	8.05	257.94	610.04	2,525.68	325.66	2,851.34
			PAY SCALE/TOTALS	23.08	23.08	23.08	23.08	23.08	23.08	23.08	23.08												
																					Grand Total		5,340.25

PLANNING RELATED GRANT AGREEMENT TASKS
QUARTERLY PROGRESS REPORT

IRC Metropolitan Planning Organization
(Agency Name)

Invoice # 1

FDOTFM # 23704021401

Indian River County
(County)

Contract # AOR83

Reporting Period: 07/01/2007 to 06/30/2008

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 23, 2007 TDLCB meeting.

Year to Date:

In this period, staff prepared the agenda and agenda items for the August 23, 2007 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 23, 2007 TDLCB meeting were prepared.

Year to Date:

Official minutes for the August 23, 2007 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 2007.

Year to Date:

Public notice was published in the local newspaper (TC Palm) in August 2007.

- 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 will be submitted for approval at the TDLCB meeting of November 15, 2007.

- 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:

Staff attended the Annual CTD Conference in Orlando from August 6-8. Training was provided.

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

Reporting Period and Year to Date:

Staff attended the Annual CTD Conference in Orlando from August 6-8. Staff also participated in a TD teleconference.

- 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 22, 2007 meeting. The CTC evaluation subcommittee met on September 14, 2007 and conducted a review of the CTC's performance during FY 2006/07.

- 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.

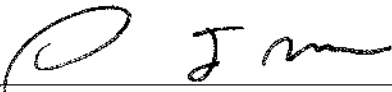
Reporting period and Year to Date:

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


10/23/2007
Date


Phillip J. Matson
Typed name of Individual Submitting Report

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Phillip J. Matson 
MPO Staff Director

FROM: Karen D. Hamilton 
MPO Planner

DATE: November 7, 2007

SUBJECT: Consideration of Transportation Disadvantaged Annual Operating Report

It is requested that the information herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board (TDLCB) at its regular meeting of November 15, 2007.

SUMMARY

To receive yearly allocations from the Commission for the Transportation Disadvantaged (CTD), recipients must submit an Annual Operating Report. In order to comply with the CTD's September 15 deadline, a draft report was submitted online by the Community Transportation Coordinator. Staff recommends the Transportation Disadvantaged Local Coordinating Board (TDLCB) approve the final FY 2006/2007 Annual Operating Report and authorize staff to send the approved report to the CTD.

DESCRIPTION AND CONDITIONS

As part of the Transportation Disadvantaged (TD) Planning Grant contract between the Indian River County Metropolitan Planning Organization (MPO) and the State of Florida Commission for the Transportation Disadvantaged (CTD, an Annual Operating Report (AOR) must be submitted to the CTD annually. To comply with the CTD's requirements, a draft version of the AOR was submitted to

the CTD in September by the Senior Resources Association (SRA) as the Community Transportation Coordinator.

The attached report covers demand response operations for the July 1, 2006 through June 30, 2007 fiscal year. This report includes information about passenger trips, vehicles, and revenue and expense sources. Information, such as population, vehicle miles, and passenger miles captured by this report, is used to determine yearly allocations by the CTD.

ANALYSIS

The attached Annual Operating Report is a summary of paratransit operations for FY 2006/2007. Through the SRA, the county provided 106,386 one-way paratransit trips. Of those trips, 26% were funded with CTD dollars. Over half of the passenger trips were made by the elderly, ages 65 and older. Forty-three percent of passengers used paratransit services for medical appointments. In the last fiscal year 679 trips were denied. Of those trips, 565 were denied due to lack of funding.

Attached is a copy of Annual Operating Report. The AOR will be submitted to the CTD upon TDLCB approval.

RECOMMENDATION

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

ATTACHMENTS

1. FY 2006/2007 Annual Operating Report.

FLCTD
Annual Operations Report
Section I: Face Sheet

County: Indian River	Fiscal Year: July 1, 2006 - June 30, 2007
Status: Complete	
FLCTD Status: Approved	
Report Date:	08/07/2007
Period Covered:	July 1, 2006 - June 30, 2007
Coordinator's Name:	Senior Resource Association, Inc.
Address:	692 14th Street
City:	Vero Beach
Zip Code:	32960
Service Area:	Indian River
Contact Person:	Karen Wood
Title:	Transportation Director
Phone:	(772) 469 - 2057
Fax:	(772) 569 - 8469
Email:	kwood@sramail.org
Network Type:	Partial Brokerage
Organization Type:	Private Non-Profit
CTC Certification:	
I, Karen A Wood, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.	
CTC Representative (signature) Karen A Wood - 07/19/2007	
LCB Statement:	
I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.	
LCB Signature _____	

FLCTD
Annual Operations Report
Section II: General Info

County: **Indian River**

Fiscal Year: **July 1, 2006 - June 30, 2007**

Status: **Complete**

FLCTD Status: **Approved**

Section II: Coordinated System General Information

1. Operator Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 3

Number of Private For-Profits: 0

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 3

2. How many of the operators listed in 1 are coordination contractors?

2

3. How many of the operators listed in 1 are Certified Minority Business Enterprises (CMBEs)?

0

4. How many other CMBE's are used in your system for services other than transportation?

0

FLCTD
Annual Operations Report
Section III: Passenger Trip Info

County: Indian River		Fiscal Year: July 1, 2006 - June 30, 2007	
Status: Complete			
FLCTD Status: Approved			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	0	0	0
Weekly Passes	0	0	0
Monthly Passes	0	0	0
Deviated Fixed Route Service	0	0	0
Paratransit			
Ambulatory	99406	367	99773
Non-Ambulatory	5488	553	6041
Stretcher	303	269	572
Other Services			
School Board Trips	0	0	0
Total Trips	105197	1189	106386
1b. How many of the total trips were provided by contracted transportation operators (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			30284
2. One-Way Trips by Funding Source			
Commission for the Transportation Disadvantaged			27812
Florida Department of Transportation			12527
Department of Children and Families			0
Agency for Persons with Disabilities			0
Agency for Health Care Administration			2761
Agency for Workforce Innovation			0
Department of Health			0
Department of Education			0

Department of Elder Affairs	5509
Department of Community Affairs	0
Department of Juvenile Justice	0
Other Federal Programs	43961
Local Government	6579
Local Non-Government	7237
Total:	106386
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	no
Elderly	
Low Income:	23201
Disabled:	5290
Low Income and Disabled:	31979
Other:	0
Children	
Low Income:	486
Disabled:	503
Low Income and Disabled:	521
Other:	0
Other	
Low Income:	12982
Disabled:	21711
Low Income and Disabled:	8904
Other:	809
Total:	106386
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	45834
Employment Purpose	5983
Education/Training/Daycare Purpose	26047
Nutritional Purpose	3799
Life-Sustaining/Other Purpose	24723
Total:	106386
5. Unduplicated Passenger Head Count	

5a. Paratransit/Deviated Fixed Route/ School Brd	18601
5b. Fixed Route	0
Total:	18601
6. Number of Unmet Trip Requests	
	679
Unmet Trip Requests by Type of Trip	
Unmet Medical	524
Unmet Employment	50
Unmet Education/Training/Daycare	24
Unmet Nutritional	0
Unmet Life-Sustaining/Other	81
Reason Trip was Denied (Optional)	
Lack of Funding:	565
Lack of Vehicle Availability:	38
Lack of Driver Availability:	54
Other:	22
7.) Number of Passenger No-shows	
	578
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	4
Complaints by Policy	1
Complaints by Vehicle	1
Complaints by Other	2
Complaint Total:	8
9. Commendations	

Commendations by CTC	11
Commendations by Transportation Operators	0
Commendations by Coordination Contractors	9
Total Commendations:	20

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Indian River	Fiscal Year: July 1, 2006 - June 30, 2007	
Status: Complete		
FLCTD Status: Returned		
Section IV: Vehicle Information		
1. Mileage Information		
	Vehicle Miles	Revenue Miles
CTC:	591563	561121
Transportation Operators:	0	0
Coordination Contractors:	124215	121564
School Bus Utilization Agreement:	0	0
Total:	715778	682685
2. Roadcalls		
	1	
3. Accidents		
	Chargeable	Non-Chargeable
Total Accidents Person Only:	0	0
Total Accidents Vehicle Only:	1	3
Total Accidents Person & Vehicle:	1	0
Total Accidents:	2	3
Grand Total:	5	
4. Total Number of Vehicles		
	66	
	Count	Percentage
a. Total vehicles that are wheelchair accessible:	57	86.00%
b. Total vehicles that are stretcher equipped:	0	0.00%

FLCTD
Annual Operations Report
Section V: Employee Info

County: Indian River		Fiscal Year: July 1, 2006 - June 30, 2007	
Status: Complete			
FLCTD Status: Approved			
Section V: Employee Information			
1. CTC and Transportation Operator Employee Information			
			Hours
Full-Time Drivers	21		42246
Part-Time Drivers	30		34980
Volunteer Drivers	0		0
Total Hours:			77226
Maintenance Employees	1		
Dispatchers	0		
Schedulers	0		
Call Intake/Reserv./Cust. Serv.	4		
Other Operations Employees	0		
			Hours
Other Volunteers	0		0
Administrative Support	1		
Management Employees	0		
Total	57		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	0		0
Part-Time Drivers	16		18528
Volunteer Drivers	0		0
Total Hours:			18528
Management Employees	1		
Dispatchers	0		
Schedulers	0		

Call Intake/Reserv./Cust. Serv.	2	
Other Operations Employees	0	
		Hours
Other Volunteers	0	0
Administrative Support	2	
Management Employees	0	
Total	21	
		TOTAL HOURS: 95754

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Indian River		Fiscal Year: July 1, 2006 - June 30, 2007	
Status: Complete			
FLCTD Status: Approved			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Operators	Coordination Contractors	TOTAL REVENUES
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$284,851.00	\$0.00	\$284,851.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$366,890.00	\$0.00	\$366,890.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$76,401.00	\$0.00	\$76,401.00
49 USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$183,573.00	\$0.00	\$183,573.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00

Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$153,849.00	\$153,849.00
Other (specify)Med-Waiver	\$0.00	\$0.00	\$0.00
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
Agency for Health Care Administration			
Medicaid Non-Emergency	\$196,667.00	\$0.00	\$196,667.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
County Public Health Unit	\$0.00	\$0.00	\$0.00

Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00
Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$35,090.00	\$0.00	\$35,090.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Other Federal or State Programs			
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$226,085.00	\$0.00	\$226,085.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00

Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$38,118.00	\$9,429.00	\$47,547.00
Donations, Contributions	\$165.00	\$4,280.00	\$4,445.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$0.00	\$0.00	\$0.00
GRAND TOTAL:			
	\$1,407,840.00	\$167,558.00	\$1,575,398.00

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: Indian River		Fiscal Year: July 1, 2006 - June 30, 2007	
Status: Complete			
FLCTD Status: Approved			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$681,294.00	\$0.00	\$681,294.00
Fringe Benefits (502):	\$172,646.00	\$0.00	\$172,646.00
Services (503):	\$133,347.00	\$0.00	\$133,347.00
Materials and Supplies Cons. (504):	\$166,290.00	\$0.00	\$166,290.00
Utilities (505):	\$28,675.00	\$0.00	\$28,675.00
Casualty and Liability (506):	\$120,857.00	\$0.00	\$120,857.00
Taxes (507):	\$1,302.00	\$0.00	\$1,302.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$0.00	\$0.00	\$0.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$244,584.00	\$244,584.00
Miscellaneous (509):	\$26,374.00	\$0.00	\$26,374.00
Interest (511):	\$0.00	\$0.00	\$0.00
Leases and Rentals (512):	\$28,722.00	\$0.00	\$28,722.00
Annual Depreciation (513):	\$205,359.00	\$0.00	\$205,359.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$0.00	\$0.00
GRAND TOTAL:	\$1,564,866.00	\$244,584.00	\$1,809,450.00

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

DIVISION HEAD CONCURRENCE

Robert M. Keating, AICP
Community Development Director

FROM: Phil Matson 
MPO Staff Director

DATE: November 7, 2007

RE: COMMUNITY TRANSPORTATION COORDINATOR (CTC) ANNUAL
EVALUATION REPORT (FY 2006-2007)

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 15, 2007.

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.

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 Senior Resource Association (SRA) 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 SRA 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, and the CTC evaluation procedures and criteria approved by the TDLCB and the DOPA. Based upon its assessment, the committee gave excellent marks to the Senior Resource Association, the county's CTC, and recommends that the SRA 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 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 2006-2007

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board

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

DATE: September 24, 2007

SUBJECT: COMMUNITY TRANSPORTATION COORDINATOR EVALUATION (FY 2006-2007)

The CTC sub-committee evaluation of the county's Transportation Disadvantaged Community Transportation Coordinator was conducted on September 14, 2007. The committee was comprised of Dr. Harry Hurst, Cathy Viggiano, and Ann Viens. 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. Ann Viens, volunteered to ride-along on a medical trip and document her 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	X X X X				
2) CTC's effort toward expansion of the coordinated system (signing additional contract with providers)	X X X X				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	X X X X				
4) CTC's effort for obtaining additional funding	X X X X				CTC obtains grant funding. The CTC will start selling advertising space on their buses.
5) CTC's reservation and scheduling system	X X X X				
6) CTC's promotional and marketing campaign	X X X X				The CTC provided bus information in English and Spanish for the Fellsmere routes. Information about the Fellsmere route was included in potential riders' water bills.
7) CTC's effort to coordinate participation in inter-county trips	X X X X				The CTC worked with Brevard County to initiate service to Barefoot Bay. The CTC also collaborated with St Lucie County on grant for inter-county service.
8) Others (please specify)					

Reporting Period: July 1, 2005 - June 30, 2006 Date: 8/24/06

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.

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	X X X X				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	X X X X				Medical
3) CTC's available insurance	X X X X				
4) CTC's accessibility (how easy it is to contact CTC)	X X X X				
5) CTC's method of recording, resolving complaints and reporting to the TDLCB	X X X X				
6) CTC's system to ensure that all equipment used complies with federal, state, TD Commission and local policies	X X X X				Most equipment is purchased through the State contract. Recently reviewed by the Feds

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
7) CTC's system to ensure that contractors' performance meets required specifications	X X X X				Annual monitoring – yearly reviews performed by CTC
8) CTC's system of performing client satisfaction surveys and reporting to the TDLCB	X X X X				
9) CTC's effort on reducing the clients waiting time consistent with the plan	X X X X				The CTC uses floating drives.
10) CTC's on time performance record	X X X X				The CTC uses floating drives.
11) CTC's effort to avoid missing scheduled trips	X X X X				Double checked
12) CTC's system of recording all refusals caused by system limitation and reporting to the TDLCB	X X X X				
13) CTC's employee training program	X X X X				Drivers receive complete retraining every 2 years.
14) CTC's system to ensure that service is provided on a non-discriminatory basis	X X X X				1 st come, 1 st served policy, priority medical
15) CTC's effort to prioritize trips	X X X X				
16) CTC's data base regarding routes, schedules, facilities, vehicles, locations, and number of clients	X X X X				A master file w/ all data, vehicles and employees is maintained electronically by the CTC
17) CTC's effort to identify unmet needs	X X X X				The CTC works with the MPO to conduct surveys
18) CTC's vehicle inventory and maintenance system	X X X X				Detailed files are kept. Recently reviewed by Feds.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
19) CTC's record for submittal of the MOA to the CTD on time	X X X X				Always on time
20) Others (please specify)	X X X X				CTC makes good use of technology

Reporting period: July 1, _2005_ - June 30, _2006_ Date: _8/24/06_

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.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
1) CTC's fully allocated one-way passenger trip cost compared to the previous year	X X X X				Standardized process
2) CTC's system of cost/revenue allocation and reporting to the TDLCB	X X X X				TD provides a rate template
3) CTC's account system concurrence with a uniform accounting system for rural and specialized transportation providers	X X X X				
4) CTC's effort to raise local funds	X X X X				Working with Fellsmere
5) CTC's effort to develop an equitable fare structure and solicit client contributions as appropriate	X X X X				No one denied if they can't pay,- \$1.00 fare for door-to-door (free fixed route service)
6) CTC's effort to utilize all federal, state, and local funds	X X X X				
7) CTC's effort to reduce one-way passenger trip cost	X X X X				The CTC purchases off of state contract and constantly monitors the cost of gasoline for the cheapest rate.
8) Others (please specify)					

Reporting period: July 1, 2005 - June 30, 2006 Date: 8/24/06
 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.

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
1) CTC's system to ensure provision of most effective and efficient service	X X X X				
2) CTC's effort to utilize volunteers' time and vehicles					N/A Volunteers not used because of liability issues.
3) CTC's effort to utilize the vehicles of all non-profit organizations	X X X X				
4) CTC's system of matching clients with appropriate vehicles	X X X X				All vehicles have lifts
5) CTC's flexibility to rotate vehicles based on the number of reservations and the clients' origins and the destinations	X X X X				
6) CTC's system for regular review of its organization and equipment	X X X X				The County conducts a yearly inventory of CTC equipment. The CTC just completed their Federal Tri-annual Review
7) CTC's efforts to utilize school buses	N/A				N/A
8) Others (please specify)	X X X X				Excellent overall effort

Reporting Period: July 1, 2005 - June 30, 2006 Date: 8/24/06

CTC evaluation sub-committee's chairman initials: _____

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: 9/14/07

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off: 1

Ambulatory yes

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 Badge
 No

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 a local phone number for comments/complaints/commendations?
 Yes No

n/a

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? *n/a* Yes No

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

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

Ann Viens
Ann Viens