



## TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Ellen Higinbotham, <i>FDC&amp;F Representative</i>	Barbara Patten, <i>FACA Representative</i>
Ruth Freeman-Wheeler, <i>Public Education Representative</i>	Joel Herman, <i>VA Representative</i>
Carolyn Geck, <i>FDOT Representative</i>	Ann Viens, <i>FDEA Representative</i>
Dr. Harry Hurst, <i>Citizen's Advocate</i>	Cindy Barnes, <i>FAHCA Representative</i>
Toni Teresi, <i>Senior Community Representative</i>	Catherine Viggiano, <i>FDVR Representative</i>
William Parden, <i>Disabled Community Representative</i>	James Granse, <i>Citizen's Advocate</i>

**Commissioner Sandra Bowden, Chairman**

### AGENDA

**The Transportation Disadvantaged Local Coordinating Board will meet at 10:00AM on Thursday, February 28, 2008, Conference Room B1-501, County Administration Building B, 1800 27<sup>th</sup> St., Vero Beach, FL.**

1. Call to Order
2. Election of Vice Chair and Confirmation of Yearly Calendar of Meetings
3. Approval of minutes of the November 15, 2007 meeting

#### Unfinished Business

4. None

#### New Business

5. TDLCB Chairman's Report
6. Planning Status Report
7. Community Transportation Coordinator Status Report
8. Review of Progress Report and Reimbursement Invoice #2 for the 2008 Planning Grant
9. Designation of Community Transportation Coordinator (CTC) Evaluation Sub-Committee
10. Other New Business
11. Adjournment

**Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board, will be on May 22, 2008 at 10:00 AM, Conference Room B1-501, County Administration Building B, 1800 27<sup>th</sup> 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**  
**ANNUAL PUBLIC HEARING**

TDLCB MINUTES

**Thursday, November 15, 2007**

Building B, Conference Room B1-501  
1800 27th Street  
Vero Beach, FL 32960-3365

**MEMBERS PRESENT:**

Joel Herman	Veteran's Service Office, Vice Chairman
Cathy Viggiano	FL Department of Education, Div. Voc. Rehab.
William Lundy Parden	Representative for the Handicapped
Ann Viens	FL Department of Elder Affairs
Barbara Patten	FL Association of Community Action
Dr. Harry Hurst	Citizen Advocate Representative
Jim Granse	Citizen Advocate Representative
Cindy Barnes	FL Agency for Health Care Administration

**MEMBERS ABSENT:**

Sandra Bowden	Indian River County Commissioner, Chair
Ruth Freeman Wheeler	Public Education Representative
Toni Purvis Teresi	Senior Representative

**OTHERS PRESENT**

Phil Matson	IRC Metropolitan Planning Organization
Karen Hamilton	IRC Metropolitan Planning Organization
Billy O. Lay	Handicapped Citizen
Karen Wood	Senior Resource Association
Linda Mystic, MSW	Renal Care Center
April Haergett	IRC Volunteer Ambulance Squad
Beth Casano	Assistant/District 5/ Commissioner Bowden

*(Note: The new format of the written minutes will only consist of the following items: agenda order, motions, and decisions requiring action. The numbers in parenthesis correspond to the approximate location of these items in the audio recording of the meeting. The recording is available at [www.ircgov.com/Boards/PSAC/2007.htm](http://www.ircgov.com/Boards/PSAC/2007.htm).)*

**CALL TO ORDER (00:00:20)**

Vice-Chair William Parden called the meeting to order.

**APPROVAL OF MINUTES (00:00:28)**

**ON MOTION BY** Mr. Parden and **SECONDED BY** Ms. Patten, the Board voted unanimously for approval of the Aug. 8, 2007 minutes.

DRAFT

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UNFINISHED BUSINESS (00:00:58)

None

OPEN DISCUSSION/PUBLIC INPUT (00:01:15 – 00:34:08)

Mr. Bill O'Lay, who is wheelchair bound and ineligible for Medicaid, addressed the board concerning the difficulties he has encountered trying to obtain transportation to his dialysis treatments on weekends and holidays. Linda Mistic, from the Renal Care Center gave examples of other patients with the same problem. Discussion ensued concerning the various options available; funding restraints; and statistical comparisons with the consensus being that an additional option may be needed to cover the citizens like Mr. O'Lay who are falling through the cracks of the system.

Dr. Hurst suggested the formation of a subcommittee to research ideas and funding sources for the dialysis patients. Mr. Matson concurred that a subcommittee would be a good idea and that valid statistical information would be important. Dr. Hurst, Ms. Wood, Ms. Haergett, and Ms. Mistic all volunteered to be on the subcommittee and will report back to the board at the next meeting.

DESIGNATED OFFICIAL PLANNING AGENCY STAFF PRESENTATION

*(00:34:15)*

Mr. Matson gave an overview of the purpose of TDLCB; a summary of the IRC Transit System; and a brief description of the TDLCB's relationship with the Senior Resource Association.

COMMUNITY TRANSPORTATION COORDIANTOR STATUS REPORT

*(00:45:00)*

Ms. Wood summarized the services provided by Community Coach Door to Door and GoLineIRT Public Transportation for July, August, and September 2007.

REVIEW OF PROGRESS REPORT AND REIMBURSEMENT INVOICE #1 FOR 2007 PLANNING GRANT (00:52:59)

*(00:56:33)*

**ON MOTION BY** Ms. Hamilton and **SECONDED BY** Mr. Herman, The Board voted unanimously to approve The Planning Grant Progress Report and Invoice #1 with direction to staff to forward the report and invoice to the MPO/DOPA for its concurrence prior to submittal to the state CTD.

TRANSPORTATION DISADVANTAGED ANNUAL OPERATING REPORT  
(00:56:43)

(00:58:14)

**ON MOTION BY** Ms. Hamilton and **SECONDED BY** Mr. Herman,  
The Board voted unanimously to approve the Annual Operating  
Report with direction to staff to forward the final report to CTD.


There being no further business, the meeting was adjourned. (00:58:25)

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

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**TO:** Transportation Disadvantaged Local Coordinating Board Members

**FROM:** Phillip J. Matson   
MPO Staff Director

**DATE:** February 14, 2008

**SUBJECT:** ELECTION OF VICE CHAIR AND CONFIRMATION OF YEARLY  
CALENDAR OF MEETINGS

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It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of February 28, 2008.

DESCRIPTION AND CONDITIONS:

On February 21, 1991, the Transportation Disadvantaged Local Coordinating Board (TDLCB) adopted a set of by-laws. These by-laws were structured to be consistent with the "LCB's Operating Guidelines" adopted by the State Commission for Transportation Disadvantaged on January 10, 1990. Subsequently, the county revised the TDLCB by-laws several times to reflect changes made by the State Commission for Transportation Disadvantaged to its rule.

Section 109 of the by-laws states that "The LCB voting membership shall hold an organizational meeting as part of their first calendar year meeting for the purpose of electing a Vice Chair from its meeting." Unlike other boards, the TDLCB does not elect a new chairman every year. LVB Operating Guidelines state that at least one elected official, representing the Designated Official Planning Agency (DOPA), shall be appointed to serve on the TDLCB and that appointee will serve as the chair until replaced by the DOPA.

ANALYSIS

The procedure for election of a Vice Chair, as stated in Section 109 of the by-laws, is as follows: The Chair shall accept nominations either in written or verbal form at the meeting. If a quorum (one half of the total membership, plus one) is in attendance, the Vice Chair shall be

elected by a majority of the members present at the organizational meeting and shall serve until the February, 2009 meeting.

Also, the TDLCB must discuss and confirm the yearly calendar of meetings. A copy of the TDLCB calendar of meetings and a copy of the Transportation Disadvantaged duties and deadlines matrix which specifies 2008 calendar year deadlines is enclosed.

RECOMMENDATION:

The staff recommends that the TDLCB elect a Vice Chair and review and confirm the 2008 calendar of meetings.

ATTACHMENTS:

1. Calendar of meetings for 2008
2. 2008 Transportation Disadvantaged duties and deadlines matrix

**Attachment 1:**

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATION BOARD 2008  
CALENDAR MEETING**

Conference room B1-501 in County Administration Building B is reserved for the following dates for the Transportation Disadvantaged Local Coordinating Board meetings with the exception of the November 20, 2008 meeting. This meeting will be held in Conference Room A1-411 in County Administration Building A.

**Confirmed Meetings**

<b><u>MONTH</u></b>	<b><u>DATE</u></b>	<b><u>YEAR</u></b>	<b><u>TIME</u></b>
<b>February</b>	<b>28</b>	<b>2008</b>	<b>10:00 a.m.</b>
<b>May</b>	<b>22</b>	<b>2008</b>	<b>10:00 a.m.</b>
<b>August</b>	<b>28</b>	<b>2008</b>	<b>10:00 a.m.</b>
<b>November</b>	<b>20</b>	<b>2008</b>	<b>10:00 a.m.</b>

TASK	REFERENCE	2008 DEADLINE					RESPONSIBILITY FOR PREPARATION OF REPORT/DOCUMENT
		CTD* DUE DATES	DOPA** (MPO) MEETINGS	TDLCB*** MEETINGS	PLANNING STAFF REPORTS DUE DATES	CTC (SRA) REPORTS DUE DATES	
Maintenance & Update of:							
*By-Laws	-----	Annually		Annually (Aug. 28)	August 5		MPO Staff
*Membership List	-----	Ongoing		Annually (Aug. 28)	August 5		MPO Staff
*Grievance Comm.	41-2.012(5)(c)	Annually	-----	Annually (Aug. 28)	August 5	-----	MPO Staff
*CTC Evaluation Sub-Committees Appointments	41-2.012(5)(b)	Annually		Annually (Feb. 28)	Feb. 4		MPO Staff
Trip/Equipment Grant Application	41-2.014(2)(a)	Annually		May 22	-----	May 3	CTC Staff
Planning Grant Application	41-2.014(2)(b)	Annually	September	Aug. 28	Aug. 5	-----	MPO Staff
Elect the Vice Chairperson/ Confirmation of yearly calendar of meetings	41-2.012(2)	Annually (February)	-----	Feb. 28	Feb. 4	-----	-----
Local, State or Federal Fund Applications	41-2.011(6)	Ongoing		Ongoing	Ongoing	Ongoing	MPO Staff/CTC Staff
CTC Selection	41-2.010	Every five years			Every five years		MPO Staff/CTD Staff

\* CTD = State Commission for the Transportation Disadvantaged. Deadlines as outlined in Rule 41-2 F.A.C.

\*\* DOPA = Designated Official Planning Agency (Indian River County Metropolitan Planning Organization)

\*\*\* TDLCB = Transportation Disadvantaged Local Coordinating Board

TDLCB confirmed meetings: February 28, 2008; May 22, 2008; August 28, 2008; and November 20, 2008, at 10:00 a.m., in Conference Room B1-501, County Administration Building B, 1800 27<sup>th</sup> Street, Vero Beach, FL 32960. (with the exception of the Nov. 20<sup>th</sup> meeting which will be held in Conference Room A1-411, Bldg A).



**2008 Transportation Disadvantaged Duties and Deadlines Matrix  
Indian River County**

TASK	REFERENCE	2008 DEADLINE					RESPONSIBILITY FOR PREPARATION OF REPORT/DOCUMENT
		CTD* DUE DATES	DOPA** (MPO) MEETINGS	TDLCB*** MEETINGS	PLANNING STAFF REPORTS DUE DATES	CTC (SRA) REPORTS DUE DATES	
Annual Budget Estimates	41-2.007(3) 41-2.007(4) 41-2.009(5) 41-2.0162(2)	June 30		May 22	May 3	April 15 CTC and all service providers	MPO Staff
CTC Evaluation	41-2.012(5)(b)	Annually	December	Nov. 20	Oct 27	October 19	Evaluation Sub- Committee
Annual Operating Report	41-2.007(7) 41-2.007(8) 41-2.0011(4) 41-2.0162(3)	Sept. 15		August 28	-----	August 5	CTC Staff
MOA & TD Service Plan	41-2.011(3) 41-2.011(9) 41-2.009(4) 41-2.008(1)	Annually  (July 1)		May 22	May 3	May 4	CTC Staff/ MPO staff
Operator Contract	41-2.008(2)	Annually (Oct. 1)		August 28		August 5	CTC Staff
Coordination Contract	41-2.008(3)	Annually (Oct. 1)		August 28		August 5	CTC Staff
Progress Report & Reimbursement Invoice		Quarterly Report	March 2008 June 2008 September 2008 December 2008 March 2009	Feb. 28 May 22 August 28 Nov. 20 Feb. 2009	Feb. 5 May 3 Aug. 5 Oct. 27 Feb. 2009	-----	MPO Staff
Annual Public Hearing		Annually (November)	-----	Nov. 20	October 27 Advertisement	Oct. 15	CTC Staff/ MPO Staff
Annual Actual Budget Expenditures	41-2.007(5) 41-2.0162(6)	September 15		August 28	Aug. 5	August 5	CTC Staff/ MPO Staff
Transportation Improvement Program (TIP)	41-2.009(2) 41-2.0162(4)	September 15	July	May 22	May 3	-----	MPO Staff

# Planning Status Report

**Phil Matson**

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**From:** Revell, Laurie [Laurie.Revell@dot.state.fl.us]  
**Sent:** Friday, February 08, 2008 3:42 PM  
**To:** Undisclosed recipients:  
**Subject:** Legislative Update

**TO: COMMISSIONERS, ADVISORS, CTC'S, PLANNERS, STP'S**  
**CC: INFORMATION LIST**

## LEGISLATIVE UPDATE:

The budget process has begun!

Governor Crist has presented his Recommended Budget for FY 2008-09. It is important to note that this is the second major step in the budget development process. The first step was our submittal of the Legislative Budget Request on October 15, 2007. The Governor has considered our request and is required to submit a recommended budget for the Legislature to consider as they craft the appropriations bill for FY 2008-09. There is still a long way to go before an appropriations bill will be passed by the Legislature.

While the state and the nation are going through some tough times economically, the Governor clearly understands that transportation is important to the economy and has held our Grant Program dollars harmless. His Recommended Budget includes no sweeps from the Transportation Disadvantaged Trust Fund. However, he also recognizes that average citizens are having to tighten their fiscal belts, and he believes government should do the same. As a result, the Governor is recommending reductions to our base budget for operating expenses.

On the Health side of the Budget, there were no recommendations for budget decreases. There is a recommendation to increase fee's for Dentists and Specialty Physicians. Which could mean that more dentists and physicians would accept Medicaid beneficiaries.

Again, this is only the beginning stages of the budget process. As always, we will keep you updated as the legislative process continues.


Laurie Revell, M.S.W  
Legislative Affairs  
Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Fl 32399  
(850)410-5704  
e-mail laurie.revell@dot.state.fl.us

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

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**TO:** Transportation Disadvantaged Local Coordinating Board Members

**FROM:** Phillip J. Matson  
MPO Staff Director 

**DATE:** February 4, 2008

**SUBJECT:** PROGRESS REPORT & REIMBURSEMENT INVOICE #2  
FOR 2008 PLANNING GRANT

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It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of February 28, 2008.

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 October 1, 2007 to December 31, 2007.

The attached invoice and progress report represent the second quarter of the 2008 planning grant period and invoice #2 for the 2008 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 #2 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 #2, 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 #2, 2008 Planning Grant.

PLANNING RELATED GRANT AGREEMENT TASKS  
QUARTERLY PROGRESS REPORT

IRC Metropolitan Planning Organization  
(Agency Name)

Invoice # 2

FDOTFM # 23704021401

Contract # AOR83

Indian River County  
(County)

Reporting Period: 10/1/2007 to 12/31/2007

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 November 15, 2007 TDLCB meeting.**

**Year to Date:**

**Staff prepared the agenda and agenda items for the August 23, 2007 and November 15, 2007 and TDLCB meetings.**

- 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 November 15, 2007 TDLCB meeting were prepared.**

**Year to Date:**

**Official minutes for the August 23, 2007 and November 15, 2007 and TDLCB meetings.**

- 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:**

**A public hearing was held on November 15, 2007. The public hearing meeting was advertised in the local newspaper (Press Journal).**

- 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:**

**The TDLCB grievance procedure was maintained.**

- 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 on November 8, 2007.**

**Year to Date:**

**Public notice was published in the local newspaper on August 16 and November 8, 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:**

**N/A**

- 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 15<sup>th</sup> 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 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 provides assistance in development of innovation transportation services for WAGES participants.

**TD staff encouraged 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 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 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:**

**General training for all members was provided as needed.**

- F. Provide assistance to the community transportation coordinator, purchasing agencies, and others, as needed which may include participation, 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.**

- II. 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:**

**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. The TDLCB considered the evaluation subcommittee's evaluation report at its November 15, 2007 meeting. At that time, the TDLCB unanimously approved the report and recommended the MPO (DOPA) retain the Council on Aging as the county's CTC. The MPO approved the evaluation report at its December 12, 2007 meeting.**

- I. Assist the Commission for the Transportation Disadvantaged in any requested joint reviews of the community transportation coordinator.

**Reporting Period:**

N/A

**Year to Date:**

**Same as Above**

- J. Ensure the local coordinating board annually reviews coordination contracts to advise the Coordinator whether the continuation of said contract provides the most





## TDP MPO Cost Summary

Quarterly Total (10/1/07 - 12/31/2007)

Salaries & Benefits	\$1,900.29
Direct	\$0.00
Consultant	\$0.00
<b>Total</b>	<b>\$1,900.29</b>




INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

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**TO:** Transportation Disadvantaged Local Coordinating Board Members

**FROM:** Phillip Matson  
MPO Staff Director 

**DATE:** February 14, 2008

**RE:** DESIGNATION OF COMMUNITY TRANSPORTATION COORDINATOR (CTC)  
EVALUATION SUB-COMMITTEE

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It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of February 28, 2008.

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 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 (Council on Aging). The state, however, requires that a portion of the state CTD's evaluation workbook be used as part of the CTC's performance evaluation. The appropriate portion of the state CTD's evaluation workbook is attached.

To conduct the annual CTC evaluation, the Transportation Disadvantaged Local Coordinating Board (TDLCB) must designate an evaluation subcommittee. The purpose of the subcommittee is to meet with the coordinator and evaluate the coordinator's performance, using both local and state evaluation criteria.

ANALYSIS

As stated in the Evaluation Procedures and Standards for Community Transportation Coordinator



(copy attached), the TDLCB shall designate an evaluation sub-committee on an annual basis consisting of at least three voting members of the TDLCB to evaluate the previous year's performance of the Community Transportation Coordinator and to provide a written report to the TDLCB.

The evaluation report must cover the period from July 1, 2007 to June 30, 2008, the period corresponding to the timeframe of the Annual Operating Report (AOR). Since the TDLCB meets on a quarterly basis (February, May, August, November), the CTC's evaluation subcommittee written report must be submitted to planning staff by October 11, 2008; that will allow the TDLCB to consider the evaluation report at the November 15, 2008, meeting.

### RECOMMENDATION

The staff recommends that the TDLCB designate a CTC evaluation subcommittee consisting of at least three voting members of the TDLCB to evaluate the CTC's performance and provide a written evaluation report to the TDLCB for consideration at the November 2008 TDLCB meeting.

### Attachment

1. County's CTC evaluation procedures and standards
2. Appropriate portion of the state CTD's evaluation workbook

**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 July 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					
2) CTC's effort toward expansion of the coordinated system (signing additional contract with providers)					
3) CTC's effort to make the most effective use of existing TD services					
4) CTC's effort for obtaining additional funding					

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
5) CTC's reservation and scheduling system					
6) CTC's promotional and marketing campaign					
7) CTC's effort to coordinate participation in inter-county trips					
8) Others (please specify)					

Reporting Period: July 1, \_\_\_\_\_ - June 30, \_\_\_\_\_ Date: \_\_\_\_\_

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					
2) CTC's effort to provide services on a 24 hours per day, seven days per week basis					
3) CTC's available insurance					
4) CTC's accessibility (how easy it is to contact CTC)					
5) CTC's method of recording, resolving complaints and reporting to the TDLCB					
6) CTC's system to ensure that all equipment used complies with federal, state, TD Commission and local policies					

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
7) CTC's system to ensure that contractors' performance meets required specifications					
8) CTC's system of performing client satisfaction surveys and reporting to the TDLCB					
9) CTC's effort on reducing the clients waiting time consistent with the plan					
10) CTC's on time performance record					
11) CTC's effort to avoid missing scheduled trips					
12) CTC's system of recording all refusals caused by system limitation and reporting to the TDLCB					
13) CTC's employee training program					
14) CTC's system to ensure that service is provided on a non-discriminatory basis					
15) CTC's effort to prioritize trips					

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
16) CTC's data base regarding routes, schedules, facilities, vehicles, locations, and number of clients					
17) CTC's effort to identify unmet needs					
18) CTC's vehicle inventory and maintenance system					
19) CTC's record for submittal of the MOA to the CDT on time					
20) Others (please specify)					

Reporting period: July 1, \_\_\_\_\_ - June 30, \_\_\_\_\_ Date: \_\_\_\_\_

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					
2) CTC's system of cost/revenue allocation and reporting to the TDLCB					
3) CTC's account system concurrence with a uniform accounting system for rural and specialized transportation providers					
4) CTC's effort to raise local funds					
5) CTC's effort to develop an equitable fare structure and solicit client contributions as appropriate					
6) CTC's effort to utilize all federal, state, and local funds					
7) CTC's effort to reduce one-way passenger trip cost					



Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
8) Others (please specify)					

Reporting period: July 1, \_\_\_\_\_ - June 30, \_\_\_\_\_ Date: \_\_\_\_\_

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.

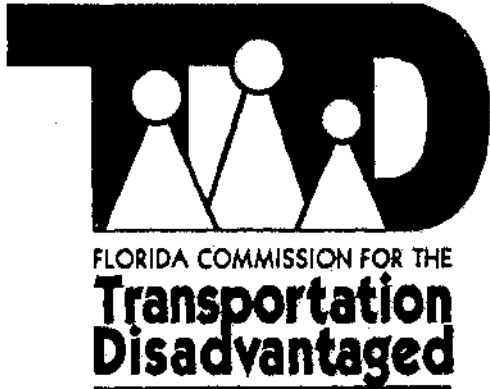
Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
1) CTC's system to ensure provision of most effective and efficient service					
2) CTC's effort to utilize volunteers' time and vehicles					
3) CTC's effort to utilize the vehicles of all non-profit organizations					
4) CTC's system of matching clients with appropriate vehicles					
5) CTC's flexibility to rotate vehicles based on the number of reservations and the clients' origins and the destinations					
6) CTC's system for regular review of its organization and equipment					
7) CTC's efforts to utilize school buses					
8) Others (please specify)					

Reporting Period: July 1, \_\_\_\_\_ - June 30, \_\_\_\_\_ Date: \_\_\_\_\_

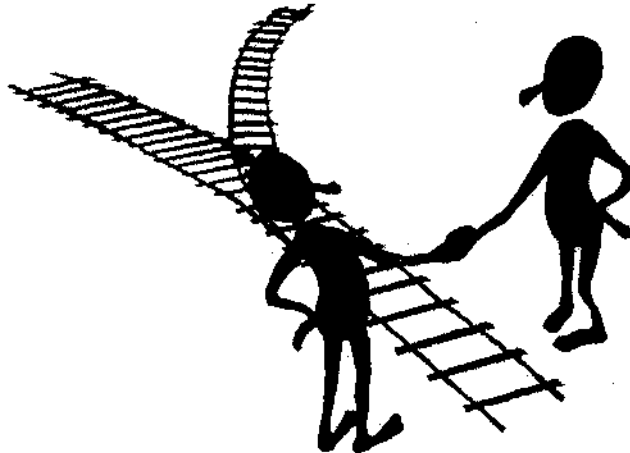
CTC evaluation sub-committee's chairman initials: \_\_\_\_\_

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For the TDLCB Review  
of the CTC



**QAPE/LCB  
CTC EVALUATION  
WORKBOOK**



CTC BEING REVIEWED: \_\_\_\_\_

COUNTY: \_\_\_\_\_ TYPE OF REVIEW: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT: \_\_\_\_\_ PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_ REVIEW DATES: \_\_\_\_\_

PERSON CONDUCTING THE REVIEW: \_\_\_\_\_

CONTACT INFORMATION: \_\_\_\_\_

LOCAL COORDINATING BOARD: \_\_\_\_\_

REVISED SEPTEMBER 2003

## CTC EVALUATION SCHEDULE

Agency	MONTH					
	6	9	15	21	27	33
LCB *	X		X		X	
QAPE			X			
FDOT			X			
Other						

The LCB, CTD, and FDOT will evaluate the CTC on a regular basis. LCB Evaluations occur annually. QA and FDOT will perform evaluations triennially, unless otherwise noted. The recommended schedule above allows concurrent evaluations (LCB, QA, FDOT) each second year. This schedule reduces the burden on the CTC and fulfills the Commissions goal to perform evaluations in cooperation with the LCB and FDOT. In addition, this schedule allows sufficient time in the third year to issue an RFP for CTC when appropriate.

**Notes:**

1. The 6 month evaluation is designed to set benchmarks.
2. Allows nine (9) months for third LCB evaluation before RFP.
3. Complete cycle is five (5) years and three (3) months.
4. The cycle starts over when a new CTC is selected.

\*The LCB should use, but is not limited to the following pages:

1	Cover Page
11	Chapter 427.0155 (3) Review the CTC's monitoring of contracted operators
12	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
18	Insurance
22	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
26	Local Standards
41	On-Site Observation
42	Level of Cost - Worksheet 1
43	Level of Competition - Worksheet 2
45	Level of Coordination - Worksheet 3

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC's monitoring of its contracted operators in compliance with 427.0155(3).**

*[Review all transportation operator contracts annually.]*

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

Is a written report issued to the operator?            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?**

Is a written report issued?            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?**

IS THE CTC IN COMPLIANCE WITH THIS SECTION?            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?**

**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?**

N/A

**IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?**       Yes       No

If YES, what is the goal?

Is the CTC accomplishing the goal?       Yes       No

**IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?**       Yes       No

Comments:

**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?

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

HOW MUCH DOES THE INSURANCE COST?

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

Yes  No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

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

**☑ Compliance with 42-2.011(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	CC #1	CC #2	CC #3	CC #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:					

2. DO YOU HAVE TRANSPORTATION CHOICES?     Yes     No

(Those specific transportation services that are approved by rule or the Commission as a service that is not normally arranged by the Community Transportation Coordinator but is 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?     Yes     No



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

**☑ 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	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
Passenger No-shows	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	

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

**☑ Compliance with Local Standards**

*[...shall adhere to Commission approved standards...]*

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the Operator meeting the Standard?</i>
On-time performance	Operator A	Operator A	Operator A
	Operator B	Operator B	Operator B
	Operator C	Operator C	Operator C
	Operator D	Operator D	Operator D
Accidents	Operator A	Operator A	Operator A
	Operator B	Operator B	Operator B
	Operator C	Operator C	Operator C
	Operator D	Operator D	Operator D
Roadcalls	Operator B	Operator B	Operator B
	Operator C	Operator C	Operator C
	Operator A	Operator A	Operator A
	Operator D	Operator D	Operator D
Complaints	Operator A	Operator A	Operator A
	Operator B	Operator B	Operator B
	Operator C	Operator C	Operator C
	Operator D	Operator D	Operator D

# 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:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

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

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

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

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

**Level of Cost  
Worksheet 1**

Insert Cost page from the AOR.

# Level of Competition Worksheet 2

## 1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
<b>Private Non-Profit</b>				
<b>Private For-Profit</b>				
<b>Government</b>				
<b>Public Transit Agency</b>				
<b>Total</b>				

2. How many of the operators are coordination contractors? \_\_\_\_\_
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_  
Does the CTC have the ability to expand? \_\_\_\_\_
4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_
5. Does the CTC have a competitive procurement process? \_\_\_\_\_  
\_\_\_\_\_
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	<b>Low bid</b>
	<b>Requests for qualifications</b>
	<b>Negotiation only</b>

	<b>Requests for proposals</b>
	<b>Requests for interested parties</b>

**Which of the methods listed on the previous page was used to**

## **Level of Coordination Worksheet 3**

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

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

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

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

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

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

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