



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Ellen Higinbotham, *FDC&F Representative*
George Millar, *Public Education Representative*
Carolyn Geck, *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 Gransc, *Citizen's Advocate*

Bob Solari, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00AM on Thursday, February 26, 2009, Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

1. Call to Order
2. Approval of minutes of the November 20, 2008 meeting
3. Election of Vice-Chair and Confirmation of Yearly Calendar of Meetings
4. Appointment of Member to the Treasure Coast Transportation Council Regional Advisory Committee (RAC)

Unfinished Business

5. None

New Business

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

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board, will be held on May 28, 2009 at 10:00 AM, Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, F.

**To view the TDLCB Agenda packet on-line please go to the following link:
<http://www.irccgov.com/Boards/TDLCB/2009/agendas/TDLCB022609A.pdf>**

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

ANYONE WHO MAY WISH TO APPEAL ANY DECISION WHICH MAY BE MADE AT THIS MEETING WILL NEED TO ENSURE THAT A VERBATIM RECORD OF THE PROCEEDINGS IS MADE WHICH INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL WILL BE BASED.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

TDLCB MINUTES

Thursday, November 20, 2008
Building A, conference Room A1-102
1800 27th Street
Vero Beach, FL 32960-3365

MEMBERS PRESENT:

Joel Herman	Veteran's Service Office
William Lundy Parden	Rep. for the Handicapped, Vice Chair
Ann Viens	FL Dept. of elder Affairs
Dr. Harry Hurst	Citizen Advocate Representative
James Granse	Citizen Advocate Representative
Cindy Barnes	FL Agency for Health Care Administration
Ellen Higinbotham	Department of Children and Families
Toni Purvis Teresi	Representative for Seniors
Al Davis (alternate for George Millar)	Public Education Rep.
Carolyn Geck (via phone)	FL Dept. of Transportation

MEMBERS NOT PRESENT:

Barbara Patten	FL Association of Community Action
Catherine Viggiano	FL Dept. of Education, Div. Voc. Rehab.
Sandra L. Bowden	Commissioner Liaison

OTHERS PRESENT:

Phil Matson	IRC Metropolitan Planning Organization
Karen Deigl	Senior Resource Association (SRA)
Karen Wood	Senior Resource Association (SRA)
Linda G. Howard	Citizen
Beth Casano, Recording Secretary	Assistant/District 5/ Commissioner Solari

(NOTE: The following is a summary with emphasis on motions and decisions requiring action. An audio recording of the meeting can be heard at www.irc.gov/Boards/TDLCB/2008.htm .)

ANNUAL PUBLIC HEARING

UNAPPROVED

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1. Vice-Chair Parden called the Public Meeting to order at 10:00 a.m.

2. Introductory Remarks and Opening

Mr. Matson began the meeting by announcing that a new commissioner would be appointed in January by the BCC to chair future TDLCB meetings

3. DOPA Staff Presentation

Mr. Matson then proceeded with a PowerPoint presentation which gave a state and local overview of the transportation disadvantaged population and system in relation to the following key points: Who is considered transportation disadvantaged, the history of the system, and the future growth and challenges that will be faced. A copy of the PowerPoint presentation can be found on file in the BCC office. Mr. Matson stated that there was a lot to be proud of in terms of what is being done for the TD population in Florida and that IRC is considered a model for the state and that in research done by the National Center for Urban Transportation IRC was recognized as having an impressive operation.

Discussion points were as follows: Mr. Hurst felt the economic downturn would create a spike in the non-disabled low-income ridership and that providing resources would mean finding more sources for funding. Kudos went to the City of Fellsmere for assisting in funding the bus route to and from Sebastian and board members wondered aloud how such funding could be made a precedent with other municipalities. Mr. Hurst asked if the board could update and inform the other municipalities in hopes that they would "step up to the plate." Ms. Geck thought things were going very well in IRC and that the board might want to also consider getting health care providers to supply some vehicles and centralizing assistance. Mr. Matson felt that the Barefoot Bay route which was increasing in ridership should be a candidate for assistance from Brevard County. Ms. Geck agreed that the board should look for any possible sources of funding as Government assistance is going to be greatly reduced. Mr. Matson said that part of his plan to help involves the state pointing out that DOT district 4 has supported transportation for the last 3 years and that maybe DOT district 5 could do it now. Ms. Geck said to outline the plan in an e-mail, set an appointment with her in January and she would come here to meet and discuss the merits.

4. Community Transportation Coordinator (SRA) Presentation

Ms. Deigl gave a brief overview of their marketing efforts which included: creating visual differences between the Go-Line and the Community coach, creating a marketing program with an awareness speaking segment. Board members discussed voluntary donations from riders, i.e. signs that read suggested donations \$1 or Adults, .50 for children/seniors tied in with jingles.

Mr. Matson showed the public service announcement being shown on channel 27.

5. Open Discussion Public Input

None.

6. There being no further business, the Public Hearing Meeting closed at 10:40 a.m.

REGULAR SCHEDULED MEETING

1. Vice-Chair Lundy Parden called the meeting to order at 10:41 a.m.

2. Approval of the minutes of the August 28, 2008 meeting

ON MOTION BY Ms. Barnes and **SECONDED** by Mr. Hurst the Board voted unanimously to approve the minutes

4. TDLCB Chairman's Report

None

5. Planning Status Report

Mr. Matson provided the board with the 2009 meeting schedule.

6. Community Transportation Coordinator Status Report

UNAPPROVED

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Ms. Wood stated that there had been a 12% decrease which included the reduction of services due to budget cuts which mostly affected the door to door shopping. Ms. Deigl interjected that they were monitoring denials from particular areas and if funding becomes available they will put back into those areas with greatest need. Ms. Wood continued her report stating that they would be doubling up on some rides with a "floating" assistant to help with wheelchairs and that the Fellsmere to Sebastian GoLine had an 85% ridership increase. Mr. Hurst wanted to be sure to point out that Ms. Deigl's GoLine marketing plan had been very helpful to the success of GoLine and Ms. Deigl pointed out that MPO had been most valuable to the line's success. With that being said Ms. Wood continued her report and discussion turned to a new GoLine Route 12 to be funded by state that would be first regional route going to the south due to a large need for charter and college students to get to the main campus as well as shopping needs for Westside residents – Ms. Deigl said they were looking into cost sharing and details of the route were discussed. Mr. Hurst then inquired as to whether there were funds available that would be similar to funds that are available for regular school transportation. Ms. Deigl said that she had unofficial notice that they would have funding that would tie into the schedule needs of the schools (i.e., Graduate Route.) A discussion ensued concerning vouchers and Ms. Geck explained that they were used for different providers and Mr. Matson added that transportation vouchers were more of a "big city phenomena" and there just weren't that many transportation options in IRC. At this point, various grants were discussed, specifically the 5317 GRANT (for additional extended hours on route 6 and 7; total \$150,000 - approx.\$ 50,000 over 3 years) and the FREEDOM GRANT (which would fund the Graduate Route for a total of \$548,000 over three years - \$241,000 in '09 \$150,00 in '10 , and \$157,000 in '11.) Ms. Geck said that GRANT 5316 (job access and reverse commute) could be available with a match like the United Way while emphasizing that all groups needed to work together and share statistics on riders. Mr. Hurst suggested that Ms. Wood talk to Mr. Kint from the United Way and Ms. Geyer, Director of school transportation. Discussion returned to the Graduate Route and school age transportation issues. Mr. Davis elaborated on the current busing situation with local Charter schools. Though they service the elementary and middle charters, he said they stopped servicing the High School Charter and Ms. Wood remembered that they had adjusted their routes 6 and 7 to accommodate that change.

7. CTC Evaluation Report

Mr. Matson introduced, Brian Freeman, MPO Planner for IRC. Mr. Freeman explained the purpose of the annual report is to review the performance of the Community Transportation Coordinator (Senior Resource Association) and the action required from the board as to whether or not to continue with or replace SRA. Mr. Freeman summarized the report contents provided by the TDLCB subcommittee, pointing out that overall the subcommittee was very impressed with many of the SRA's innovative procedures, staff, budgeting decisions and vehicle maintenance. Mr. Hurst, a subcommittee member, praised the SRA for how far they have come in the past couple of years and how proud he is of their work.

ON MOTION BY Ms. Barnes and **SECONDED** by Mr. Higinbotham, the Board voted unanimously to accept the CTC Evaluation Report and to Retain the services of the Senior Resource Association for another year.

8. Review of Progress Report and Reimbursement Invoice #1 for the 2008 Planning Grant.

ON MOTION BY Mr. Davis and **SECONDED** by Ms. Barnes, the Board voted unanimously to approve Reimbursement Invoice #1.

9. New Business


None

10. There being no further business, the meeting was adjourned at 11:14 a.m.

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

FROM: Phillip J. Matson 
MPO Staff Director

DATE: February 14, 2009

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

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 26, 2009.

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. LCB 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, 2010 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 2009 calendar year deadlines is enclosed.

RECOMMENDATION:

The staff recommends that the TDLCB elect a Vice Chair and review and confirm the 2009 calendar of meetings.

ATTACHMENTS:

1. Calendar of meetings for 2009
2. 2009 Transportation Disadvantaged duties and deadlines matrix

Attachment 1:

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATION BOARD 2009
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

<u>MONTH</u>	<u>DATE</u>	<u>YEAR</u>	<u>TIME</u>
February	26	2009	10:00 a.m.
May	28	2009	10:00 a.m.
August	27	2009	10:00 a.m.
November	19	2009	10:00 a.m.

2009 Transportation Disadvantaged Duties and Deadlines Matrix Indian River County

TASK	REFERENCE	2009 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	
CTC Evaluation	41-2.012(5)(b)	Annually	December	Nov. 19	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 27	-----	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 28	May 3	May 4	CTC Staff/ MPO staff
Operator Contract	41-2.008(2)	Annually (Oct. 1)		August 27		August 5	CTC Staff
Coordination Contract	41-2.008(3)	Annually (Oct. 1)		August 27		August 5	CTC Staff
Progress Report & Reimbursement Invoice		Quarterly Report	March 2009 June 2009 September 2009 December 2009 March 2010	Feb. 26 May 28 August 27 Nov. 19 Feb. 2010	Feb. 5 May 3 Aug. 5 Oct. 27 Feb. 2010	-----	MPO Staff
Annual Public Hearing		Annually (November)	-----	Nov. 19	October 27 Advertisement	Oct. 15	CTC Staff/ MPO Staff
Annual Actual Budget Expenditures	41-2.007(5) 41-2.0162(6)	September 15		August 27	Aug. 5	August 5	CTC Staff/ MPO Staff
Transportation Improvement Program (TIP)	41-2.009(2) 41-2.0162(4)	September 15	July	May 28	May 3	-----	MPO Staff

TASK	REFERENCE	2009 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. 27)	August 5		MPO Staff
*Membership List	-----	Ongoing		Annually (Aug. 27)	August 5		MPO Staff
*Grievance Comm.	41-2.012(5)(c)	Annually	-----	Annually (Aug. 27)	August 5	-----	MPO Staff
*CTC Evaluation Sub-Committees Appointments	41-2.012(5)(b)	Annually		Annually (Feb. 26)	Feb. 4		MPO Staff
Trip/Equipment Grant Application	41-2.014(2)(a)	Annually		May 28	-----	May 3	CTC Staff
Planning Grant Application	41-2.014(2)(b)	Annually	September	August 27	Aug. 5	-----	MPO Staff
Elect the Vice Chairperson/ Confirmation of yearly calendar of meetings	41-2.012(2)	Annually (February)	-----	Feb. 26	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 26, 2009; May 28, 2009; August 27, 2009; and November 19, 2009, at 10:00 a.m., in Conference Room B1-501, County Administration Building B, 1800 27th Street, Vero Beach, FL 32960.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

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

FROM: Phillip J. Matson
MPO Staff Director 

DATE: February 18, 2009

SUBJECT: APPOINTMENT OF MEMBER TO THE TREASURE COAST TRANSPORTATION COUNCIL – REGIONAL ADVISORY COMMITTEE (RAC)

It is requested that the information presented herein be given formal consideration by the Indian River County MPO Transportation Disadvantaged Local Coordinating Board (TDLCB) at its meeting of February 26, 2009.

DESCRIPTION, CONDITIONS & ANALYSIS

At its May 9, 2007 meeting, the Indian River County MPO approved the Treasure Coast Transportation Plan (TCTP). One strategy contained in that plan was the development of a Regional Advisory Committee (RAC), a new multi-county committee that provides citizen and technical input on regional transportation planning issues. As stated in the TCTP, the RAC will be composed of one CAC member (the CAC Chairman), one TDLCB member, and two TAC members (the TAC Chairman and one other member) from each of the three Treasure Coast MPOs. In accordance with the TCTP, members will be re-appointed on an annual basis by their respective local boards. Currently, the RAC representative from the TDLCB is Ann Viens.

RECOMMENDATION

Staff recommends that the TDLCB nominate one of its members as a voting member of the RAC.

TDLCB REPORT FOR OCTOBER - NOVEMBER - DECEMBER 2008

Community Coach Door to Door service provided approx 11,843 one way trips in the reporting quarter this is a 37% decrease from the same reporting quarter as last year which includes the reduction of service.

GoLineIRT Public Transportation provided approx 154,212 one way trips in the reporting quarter this is a 75% increase from the same reporting quarter as last year.

GoLine Route# 10 (Fellsmere to Sebastian) had rider ship counts of 7,788 for this reporting quarter compared to 1,648 for the same quarter as last year. This is a 372% increase. Fellsmere continues to run strong!

Route# 11 Barefoot Bay to Pocahontas Park had ridership counts of 2,306 for this reporting quarter compared to 1,258 for the same reporting quarter as last year. This is an 83% increase. Barefoot Bay trips are steadily increasing!

Transportation has applied for Florida Department of Transportation 5310 (Capital-\$160,000.00) & 5311 (Operational-\$70,000) grants and should know by mid June of 2009 what amount we will receive for July 1, 2009. The capital dollars will be used to purchase three replacement and one additional Uplander minivans with W/C stations for Out of County Medicaid trips.


3 – New 31' Chevy buses are due for delivery the first week of February and will be used to replace smaller GoLine vehicles on routes that ridership has increased on causing overload situations.

Transportation was very busy with the increase in fuel prices and the influx of ridership has not made a drastic drop as fuel prices readjusted themselves to below \$1.75 a gallon. As the economy declines a steady increase in Transportation is expected.

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

FROM: Phillip J. Matson; MPO Staff Director 

DATE: February 18, 2009

**SUBJECT: REVIEW OF PROGRESS REPORT & REIMBURSEMENT INVOICE #2
FOR 2008/09 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 February 26, 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, 2008 to December 31, 2008.

The attached invoice and progress report represent the first quarter of the 2008/09 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, 2008/09 Planning Grant.

INVOICE

Indian River County Metropolitan Planning Organization
 1801 27th Street
 Vero Beach, FL 32960-3365
 (772) 226-1237

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

Invoice Number: 2
Invoice Date: 2/17/2009
Vendor FEID Number: 23704021401

Dates of Services	Contract #	Project #	Grant Execution Date	CSFA #	Grant Termination Date
10/01/08 - 12/31/08	AP620			55.002	6/30/2009

Type of Budgeted Expenditure	Budget Amount	Year to Date Total	This Billing
1. Direct Costs			
Personnel (salaries)	\$ 6,790.00	\$ 4,368.85	\$ 1,963.88
Fringe Benefits	\$ 3,051.00	\$ 1,508.78	\$ 678.22
Contractual	\$ -	\$ -	\$ -
Travel	\$ -	\$ -	\$ -
One Day Travel/Meals	\$ -	\$ -	\$ -
Other Travel	\$ -	\$ -	\$ -
Supplies	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -
2. Indirect Costs	\$ -	\$ -	\$ -
3. In Kind	\$ -	\$ -	\$ -

Total Project Cost	\$ 2,642.10
Less: Amount over Exhibit "B" of Contract	\$ 180.97
Subtotal	\$ 2,461.13
Add: Justification or explanation *	\$ -
TOTAL	\$ 2,461.13

Remit To: Indian River County
 1801 27th Street
 Vero Beach, FL 32960
 Phone: (772) 226-1237

* - Adjustment from Previous Invoices

PLANNING RELATED GRANT AGREEMENT TASKS
QUARTERLY PROGRESS REPORT

IRC Metropolitan Planning Organization
(Agency Name)

Invoice # 2

FDOTFM # 23704021401

Indian River County
(County)

Contract # AP620

Reporting Period: 10/01/2008 to 12/31/2008

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 November 20, 2008 TDLCB meeting.

Year to Date:

In this period, staff prepared the agenda and agenda items for the August 28, 2008 and November 20, 2008 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 20, 2008 TDLCB meeting were prepared.

Year to Date:

Official minutes for the August 28, 2008 and November 20, 2008 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:

A public hearing was held at the November 20, 2008 TDLCB meeting.

Year to Date:

A public hearing was held at the November 20, 2008 TDLCB meeting.

- 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 November 2008.

Year to Date:

Public notice was published in the local newspaper (TC Palm) in August 2008 and November 2008.

- K. Review and comment on the Annual Operating Report for submittal to the Local Coordinating Board, and forward comments/concerns to the Commission for the Transportation Disadvantaged.

Reporting Period and Year to Date:

The Community Transportation Coordinator Annual Operation Report was submitted for approval at the TDLCB meeting of August 28, 2008.

- 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:

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

Reporting Period and Year to Date:

Staff attended a quarterly CTD Meeting May 21, 2008.

- 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 28, 2008 meeting. The CTC evaluation subcommittee met on August 28, 2008 and conducted a review of the CTC's performance during FY 2007/08. At its November 20, 2008 meeting, the TDLCB approved the subcommittee's CTC evaluation and recommended that the CTC be retained.

- 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.

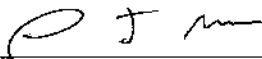
Reporting period and Year to Date:

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


2/17/2008
Date

Phillip J. Matson
Typed name of Individual Submitting Report

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

FROM: Phillip Matson 
MPO Staff Director

DATE: February 14, 2009

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

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 26, 2009.

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, 2008 to June 30, 2009, 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 16, 2009; that will allow the TDLCB to consider the evaluation report at the November 19, 2009, 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 2009 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 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					
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					
5) CTC's reservation and scheduling system					
6) CTC's promotional and marketing campaign					

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
7) CTC's effort to coordinate participation in inter-county trips					
8) Others (please specify)					

Reporting Period: July 1, 2008 - June 30, 2009 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					
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					

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
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					
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, 2008 - June 30, 2009 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					
8) Others (please specify)					

Reporting period: July 1, 2008 - June 30, 2009 Date:
CTC evaluation sub-committee's chairman initials: _____

UTILIZATION REVIEW

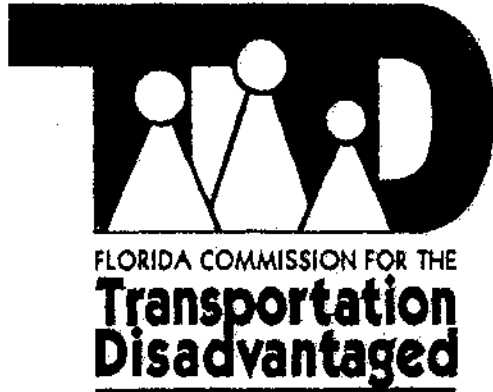
Utilization, like Operation, represents the practical aspect of the Coordinator's responsibilities. These standards are intended to measure the degree to which the Coordinator has provided coordinated transportation services, which include the greatest possible involvement of local agencies and the most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

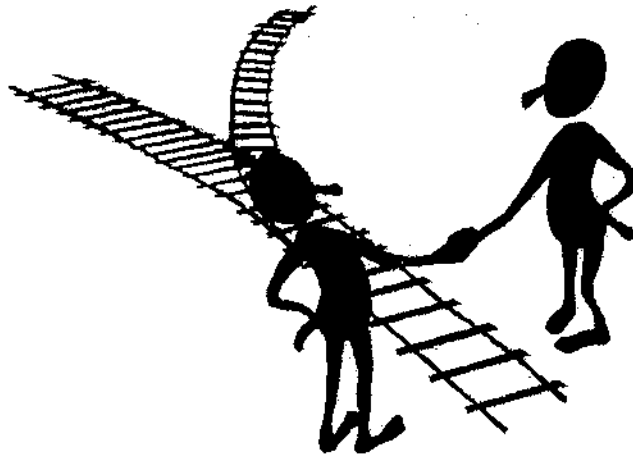
Reporting Period: July 1, 2008 - June 30, 2009 Date:

CTC evaluation sub-committee's chairman initials: _____

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?
If no, please explain: Yes No

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

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?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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?