



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

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

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

Bob Solari, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00AM on Thursday, February 24, 2011, in 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 18, 2010 meeting
3. Election of Vice-Chair

Unfinished Business

None

New Business

4. TDLCB Chairman's Report
5. Planning Status Report
6. Community Transportation Coordinator Status Report
7. Review of Progress Report and Reimbursement Invoice #2 for the 2010/11 Planning Grant
8. Designation of Community Transportation Coordinator (CTC) Evaluation Sub-Committee

Other New Business

9. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board, will be held on Thursday, May 26, 2011 at 10:00 AM, Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

To view the TDLCB Agenda packet on-line please go to the following link:

<http://www.iregov.com/Boards/TDLCB/2011/agendas/TDLCB022411A.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

The Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) met at 10:00 a.m. on Thursday, November 18, 2010 in the Building A Conference Room "A1-102" of the County Administration Building, 1801 26th Street, Vero Beach, Florida.

Present were Chairman **Bob Solari**, IRC Commissioner; **Joel Herman**, Florida Department of Veterans' Affairs Representative, IRC; **Ellen Higinbotham**, Florida Department of Children and Families (FDC&F) Representative; **Cathy Viggiano**, Florida Department of Education (FDE) Representative; **Dr. Harry Hurst**, Citizen Advocate Representative; **Cindy Barnes**, Florida Agency for Health Care Administration (FAHCA) Representative; **Jayne Pietrowski**, Florida Department of Transportation (FDOT) Representative; **Sue Rux**, Economic Opportunities Council Representative; and **William Lundy Parden**, Handicapped Representative.

Absent were **Kathleen "Cookie" Geyer**, Citizen Advocate Representative; **George Millar**, Public Education Representative; **Toni Teresi**, Seniors Representative; **Laurie Sang**, State Coordinating Council of Early Childhood Services (CCECS); and **Dalia Dillon**, Florida Department of Economic Affairs (FDEA) Representative, (all excused).

Also present were IRC staff: Phil Matson, Metropolitan Planning Organization (MPO) Staff Director; Brian Freeman, MPO Senior Planner; Karen Wood, Senior Resource Association (SRA); and Beth Casano, Commissioner Assistant, District 5.

Call to Order

Chairman Solari called the meeting to order at 10:00 a.m.

Approval of Minutes of the August 26, 2010 Meeting

Ms. Rux wished the minutes be corrected to show she was present at the August 26, 2010 meeting and the agenda indicated she represented the Florida Association of Community Action (FACA); but should be corrected to state she represented the Economic Opportunities Council.

ON MOTION BY Ms. Rux, SECONDED BY Dr. Hurst, the Board voted unanimously (9-0) to approve the minutes of August 26, 2010 as amended.

Unfinished Business

There was none.

New Business

TDLCB Chairman's Report: There was not a report for this meeting.

Dr. Hurst brought forward a complaint he had heard regarding neighbors not being happy with the bus hub located in the Original Town neighborhood, on the property of the old Administration Building.

Chairman Solari replied there had been complaints coming to the County from the residents in Original Town stating they felt it increased crime, brought in undesirable people, and had asked for the hub location to be changed.

Mr. Phil Matson, MPO Staff Director, interjected the buses were now being parked behind the Health Department building which addressed the concerns of crime during the night, but the complaint regarding having the hub located where it was still existed.

Mr. Matson reported the County was trying to find a different hub location, although it was extremely difficult due to bus connections and a centralized location for a hub.

Other locations were discussed and the pros and cons for each of those. Mr. Matson noted the residents of Original Town had legitimate concerns, and they should be addressed; he also felt the TDLCB should provide their comments.

Chairman Solari asked to have the item on the next agenda and invite a member of the City of Vero Beach Council to see if there were alternatives.

ON MOTION BY Dr. Hurst, SECONDED BY Ms. Rux, the members voted unanimously (9-0) to ask staff to proceed with their efforts in finding solutions to the problem with the current hub location, while educating and informing the public the Transportation Disadvantaged Local Coordinating Board supports the current hub location and invite a member of the City of Vero Beach Council to attend our next meeting scheduled for February 24, 2011.

Planning Status Report:

Mr. Matson asked to defer this item until after Item #7, Annual CTC Evaluation Report.

Community Transportation Coordinator Status Report

Ms. Karen Wood, Senior Resource Association (SRA), reviewed her handout, which is on file in the Commission Office. Highlights were as follows:

- Community Coach door-to-door services provided approximately 11,410 one way trips in this reporting quarter; a 6% decrease from the same reporting quarter as last year.
- GoLine public transportation provided approximately 219,548 one way trips in this reporting quarter; a 23% increase from the same reporting quarter as last year.
- In the 3rd quarter of 2010 Community Coach received five new Dodge minivans with wheelchair stations to transport Medicaid customers out of IRC for medical trips. Two of the vans were purchased with FDOT 5310 funds and three were purchased with County 5307 funds.
- The main transit hub location was still being disputed by the residents of Original Town. IRC, City of Vero Beach and SRA staff continue to look for a multi-use location to establish a main hub and overnight parking for seven to eight GoLine buses.

Chairman Solari inquired if ridership would increase over the next few months due to the northerners returning to Florida. Ms. Wood responded she recently added an overload bus to the routes and may need to add another bus between Thanksgiving and Christmas.

Dr. Hurst asked about increasing gas prices and how they affect the operating costs. Ms. Wood replied the prices have leveled off for the time being and had they had projected \$3.50 per gallon for budgeting purposes which would hopefully provide some cushion.

Review of Progress Report and Reimbursement of Invoice #1 for the 2010 Planning Grant

Mr. Brian Freeman, MPO Senior Planner, recapped this was a standard item which provided reimbursement, as part of the Transportation Disadvantaged Planning Grant contract between the IRC MPO as the Designated Official Planning Agency and the State of Florida Commission for the Transportation Disadvantaged (CTD). To comply with the CTD's requirements, staff prepared a progress report and an invoice for the period from July 1, 2010 to September 30, 2010. This information is included in the agenda packet and on file in the Commission Office.

ON MOTION BY Ms. Higinbotham, SECONDED BY Ms. Viggiano, the members voted unanimously (9-0) to approve the submitted progress report and Invoice #1 for the 2010 Planning Grant.

Annual CTC Evaluation Report

Mr. Freeman stated evaluation of the performance of the Community Transportation Coordinator (CTC) was one of the most important tasks given to the TDLCB. He reviewed the evaluation included in the agenda packet and on file in the Commission Office. A subcommittee was formed at the May, 2010 meeting and a review was conducted.

The four areas reviewed were:

- Coordination and Planning
- Operations
- Costs and Financial Management
- Utilization

Mr. Freeman noted the CTC earned high marks in all areas. Overall the subcommittee recommended the MPO retain the Senior Resource Association as IRC's CTC.

ON MOTION BY Ms. Viggiano, SECONDED BY Ms. Barnes, the members voted unanimously (9-0) to approve the Annual Evaluation Report as submitted by the subcommittee and recommend the MPO retain the Senior Resource Association as the Community Transportation Coordinator.

Other New Business

Calendars listing the 2011 TDLCB meetings were distributed and are on file in the Commission Office.

The meeting was adjourned at 10:21 a.m. to move on to the Annual Meeting of the Commission for the Transportation Disadvantaged Coordinating Board.

Part II – Annual Meeting of the Commission for the Transportation Disadvantaged (CTD) Coordinating Board

Mr. Matson called this portion of the meeting at 10:22 a.m. and explained the CTD was housed under FDOT and was an independent commission responsible for all things relating to Transportation Disadvantaged in the state. This agency was a grant funding and providing agency and was the agency the SRA had their contract with.

Mr. Matson gave an update on what was state-wide from the CTD and what had been accomplished locally. He noted Florida was the leader in transportation issues for the disabled and elderly and the population was projected to be 22 million people by 2020 with half that amount being transportation disadvantaged.

The state was concerned with regionalism and the CTD in July, 2010 directed their staff to perform a cross analysis of regionalizing transportation disadvantaged traffic by January, 2011.

Mr. Matson reported a few counties were refusing to sign their Medicaid provider contracts and the local CTC's were having to come up with the Medicaid service from other funding sources. The state was considering eliminating CTC status from anyone who does not sign the Medicaid contract.

Locally, things are going well. IRC MPO was named the Designated Official Planning Agency (DOPA) for IRC in 1999 and the SRA was our Community Transportation Coordinator and provider and was recently renewed as our contracted provider with the CTD until 2013.

The population is growing but stabilizing in the County. According to research, IRC had an 18% increase in population since 2000 with a very high percentage of people aged 60 and up; a high percentage of disabled and low income residents.

Efficiency-wise IRC was doing well. Awards received by TDLCB members were announced and IRC won four Public Transit Association marketing awards.

Mr. Matson commended Sharon Schalm, MPO Staff Assistant, for the in-house work she does in producing the MPO brochures.

Chairman Solari opened the meeting up to the public for input at 10:37 a.m. After ample opportunity, and no response, the meeting resumed.

Other Matters

Dr. Hurst wished to return to the issue of the residents in Original Town objecting to the current location of the hub. He related he was a property owner in that area, living across from First Baptist Church, and he had not been contacted by anyone concerning the hub issue. He was also a member at the church and on many occasions people come in off the streets to get a meal. Some people were not comfortable around homeless people and he pointed out other community mission work the church provides such as a food bank, help with paying utilities, etc. Dr. Hurst wondered if working with the local law enforcement agencies in getting them to rotate more frequently in the areas where the transportation hub was located. He felt it was important to reassure everyone and let them know everyone was doing the best they could with the situation.

Chairman Solari also felt there was more and more NIMBY-ism (Not In My Backyard) with limited tolerance for anything new or changes in routines. Sometimes people forget by choosing to live the luxury of urban living also comes burdens and we must work together to tolerate the adjustments and changes needed to care for all residents.

Mr. Matson thanked Mr. Freeman for a job well done.

The meeting adjourned at 10:44 a.m.

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

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

DATE: February 15, 2011

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 24, 2011.

DESCRIPTION AND CONDITIONS:

On February 21, 1991, the Transportation Disadvantaged Local Coordinating Board (TDLCB) adopted a set of by-laws. Those 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 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, 2012 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 2011 calendar year deadlines are enclosed.

RECOMMENDATION:

The staff recommends that the TDLCB elect a Vice Chair and review and confirm the 2011 calendar of meetings.

ATTACHMENTS:

1. Calendar of meetings for 2011
2. 2011 Transportation Disadvantaged duties and deadlines matrix

Attachment 1:

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATION BOARD
2011 MEETING CALENDAR**

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 17, 2010 meeting. This meeting will be held in Conference Room A1-102 in County Administration Building A.

Confirmed Meetings

<u>MONTH</u>	<u>DATE</u>	<u>YEAR</u>	<u>TIME</u>
February	24	2011	10:00 AM
May	26	2011	10:00 AM
August	25	2011	10:00 AM
November	17	2011	10:00 AM

2011 Transportation Disadvantaged Duties and Deadlines Matrix Indian River County

TASK	REFERENCE	2011 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 26	May 1	April 15 CTC and all service providers	MPO Staff
CTC Evaluation	41-2.012(5)(b)	Annually	December	Nov. 17	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 25	-----	August 5	CTC Staff
MOA & TD Service Plan	41-2.011(3) 41-2.011(9) 41-2.009(4)	Annually (July 1)		May 26	May 3	May 4	CTC Staff/ MPO staff
Operator Contract	41-2.008(2)	Annually (Oct. 1)		August 25		August 5	CTC Staff
Coordination Contract	41-2.008(3)	Annually (Oct. 1)		August 25		August 5	CTC Staff
Progress Report & Reimbursement Invoice		Quarterly Report	March 2011 June 2011 September 2011 December 2011 March 2011	Feb. 24 May 26 August 25 Nov. 17 Feb. 2011	Feb. 5 May 3 Aug. 5 Oct. 27 Feb. 2011	-----	MPO Staff
Annual Public Hearing		Annually (November)	-----	Nov. 17	October 27 Advertisement	Oct. 15	CTC Staff/ MPO Staff
Annual Actual Budget Expenditures	41-2.007(5) 41-2.0162(6)	September 15		August 25	Aug. 5	August 5	CTC Staff/ MPO Staff
Transportation Improvement Program (TIP)	41-2.009(2) 41-2.0162(4)	September 15	July	May 26	May 3	-----	MPO Staff

TASK	REFERENCE	2011 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	41-2.012(5)(a)	Annually		Annually (Aug. 25)	August 5		MPO Staff
*Membership List	41-2.012(5)(a)	Annually		Annually (Aug. 25)	August 5		MPO Staff
*Grievance Comm.	41-2.012(5)(c)	Annually	-----	Annually (Aug. 25)	August 5	-----	MPO Staff
*Meeting Minutes	41-2.012(5)(a)	Quarterly		Quarterly			MPO Staff
*CTC Evaluation Sub-Committees Appointments	41-2.012(5)(b)	Annually		Annually (Feb. 24)			MPO Staff
Trip/Equipment Grant Application	41-2.014(2)(a)	Annually		May 26	-----	May 3	CTC Staff
Planning Grant Application	41-2.014(2)(b)	Annually	September	August 25	Aug. 5	-----	MPO Staff
Elect the Vice Chairperson	41-2.012(2)	Annually (February)	-----	Feb. 24	Feb. 4	-----	MPO Staff
LCB Schedule - calendar of yearly meetings	41-2.012(2)	Annually (February)					
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 24, 2011; May 26, 2011; August 25, 2011; and November 17, 2011, at 10:00 a.m., in Conference Room B1-501, County Administration Building B, 1800 27th Street, Vero Beach, FL 32960.



Florida Commission for the
Transportation Disadvantaged

605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450
www.dot.state.fl.us/ctd

Phone 850 410 5700
Toll Free 800 983 2435
Fax 850 410 5752

2011 Legislative Platform:



- Ensure the funding for the Medicaid Non-Emergency Transportation (NET) Program is maintained in Florida's Coordinated Transportation System and managed by the Commission; clearly identify funding in the General Appropriations Act.
- Ensure that the current Transportation Disadvantaged Trust Fund level is maintained and support all opportunities to increase revenue for transportation services.
- Monitor all Legislation and take actions to ensure program integrity is maintained.

2010 Performance Statistics:

- Total Trips Provided Statewide- 51,596,487
- Medical Unmet Trips- 29,391
- Employment Unmet Trips- 37,455
- Education/Training Unmet Trips- 25,116
- Nutritional Unmet Trips- 13,124
- Life-Sustaining/Other Unmet Trips- 572,824
- Unduplicated Passenger Head Count- 827,469

***TDLCB REPORT FOR OCTOBER – NOVEMBER – DECEMBER
2010***

Community Coach door to door service provided 9,643 one way trips in 4th quarter of 2010 compared to 11,374 in the 4th quarter of 2009 showing a 15% decrease.

GoLine Public Transportation provided 216,345 one way trips in 4th quarter of 2010 compared to 172,874 in the 4th quarter of 2009 showing a 25% increase.

General Transportation

Community Coach and GoLine will be getting new shirts. The new color for Community Coach is Classic Navy with white lettering above the pocket with the American flag on the sleeve and GoLine is Sky Blue with black lettering above the pocket with the American flag on the sleeve.

Goline and RSVP teamed up for the Martin Luther King parade on January 17th with RSVP volunteers walking and handing out candy.

Goline now has 8 bus shelters installed. The locations are one at Parc 24, two at the 777 Kurtell Bldg, one at Indian River Medical Center, two at Kyles Run Apartments, two at SR 512 & New Hope/Treasure Coast Medical Center. The next 12 shelters are now being site planned and permitted.

Proposals have gone out for a general contractor to build the new transit facility (43 Ave & 45 St) the contract will be awarded on March 9th, 2011.

High Traffic Alert!!! Be Safe!!!

INDIAN RIVER COUNTY, FLORIDA

MEMORANDUM

TO: Transportation Disadvantaged Local Coordinating Board Members

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

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

DATE: February 16, 2011

**SUBJECT: REVIEW OF PROGRESS REPORT & REIMBURSEMENT INVOICE #2
FOR 2010/11 PLANNING GRANT**

It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of February 24, 2011.

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, 2010 to December 31, 2010.

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

Attached is a copy of invoice #2 and the quarterly progress report. This report, along with the appropriate supporting documents, will be submitted to the CTD upon MPO/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, 2010/11 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: 2/15/2011

Vendor FEID Number: 23704021401

Dates of Services	Contract #	Project #	Grant Execution Date	CSFA #	Grant Termination Date
10/01/10 - 12/31/10	AQ040			55.002	6/30/2011

Type of Budgeted Expenditure	Budget Amount	Year to Date Total	This Billing
1. Direct Costs			
Personnel (salaries)	\$ 12,324.00	\$ 6,597.64	\$ 3,418.81
Fringe Benefits	\$ 7,551.00	\$ 3,566.46	\$ 1,774.29
Contractual	\$ -	\$ -	\$ -
Travel	\$ -	\$ -	\$ -
One Day Travel/Meals	\$ -	\$ -	\$ -
Other Travel	\$ -	\$ -	\$ -
Supplies	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ -
2. Indirect Costs	\$ -	\$ -	\$ -
3. In Kind	\$ -	\$ -	\$ -

Total Project Cost	\$ 5,193.10
<i>Less: Amount over Exhibit "B" of Contract</i>	\$ 225.10
Subtotal	\$ 4,968.00
<i>Add: Justification or explanation</i>	\$ -
TOTAL	\$ 4,968.00

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

TD MPO Cost Summary

Quarterly Total (10/1/10 - 12/31/2010)

Salaries & Benefits	\$5,193.10
Direct	\$0.00
Consultant	\$0.00
Total	\$5,193.10

PERSONNEL	INS.	DEPT	TASK	PP END	PP END	PP END	PP END	PP END	PP END	PP END	TOTAL	BENEFITS:				LIFE	HEALTH	TOTAL	TOT SALARY	15.5925%	TOTAL	
				10/14	10/28	11/11	11/25	12/09	12/23	12/30	HOURS	SALARY	SOC SEC	RETIRE	W.C.	MEDICARE	INSUR.	INSUR.	BENES			& BENEFITS
PHIL MATSON		124-204										0.062	0.1077	0.002	0.0145	0.0029	4.523076923					
			D																			
			4.1	5.00	5.00	5.00	5.00	2.00	2.00		24.00	1036.32	64.25	111.61	2.07	15.03	2.98	108.55	304.49	1,340.81	161.59	1,502.40
			PAY SCALE/TOTALS	43.18	43.18	43.18	43.18	43.18	43.18	43.18												
SHARON SCHALM		124-204										0.062	0.1077	0.002	0.0145	0.0029	4.523076923					
			D																			
			4.1	4.00	15.50	12.00	7.00	10.50	10.50	12.00	71.50	1183.33	73.37	127.44	2.37	17.16	3.41	323.40	547.15	1,730.48	184.51	1,914.99
			PAY SCALE/TOTALS	16.55	16.55	16.55	16.55	16.55	16.55	16.55												
BRIAN FREEMAN		124-204										0.062	0.1077	0.002	0.0145	0.0029	4.523076923					
			D																			
			4.1			30.00	6.00				36.00	1199.16	74.35	129.15	2.40	17.39	3.45	162.83	389.57	1,588.75	186.98	1,775.71
			PAY SCALE/TOTALS	33.31	33.31	33.31	33.31	33.31	33.31	33.31												
Total																					5,193.10	

PLANNING RELATED GRANT AGREEMENT TASKS
QUARTERLY PROGRESS REPORT

IRC Metropolitan Planning Organization
(Agency Name)

Invoice # 2

FDOTFM # 23704021401

Indian River County
(County)

Contract # AQ040

Reporting Period: 10/01/2010 to 12/31/2010

I. Program Management

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

N/A

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

Reporting Period and Year to Date:

Consistent with the requirements of Rule 41-2, F.A.C. the county maintained its TDLCB appointment and reappointment process.

- C. Prepare agendas for local coordinating board meetings consistent with the *Local Coordinating Board and Planning Agency Operating Guidelines*. Ensure that operator payments are addressed as standard agenda item.

Reporting Period:

In this period, staff prepared the agenda and agenda items for the November 18, 2010 TDLCB meeting.

Year to Date:

In this period, staff prepared the agenda and agenda items for the August 26, 2010 and November 18, 2010 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 18, 2010 TDLCB meeting were prepared.

Year to Date:

Official minutes for the August 26, 2010 and November 18, 2010 TDLCB meetings were prepared.

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

Reporting Period and Year to Date:

A public hearing was held at the November 18, 2010 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 Fate:

N/A

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

Reporting Period and 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 2010.

Year to Date:

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

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

Reporting Period and Year to Date:

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

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

Reporting Period and Year to Date:

N/A

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

Reporting Period and Year to Date:

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

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

Reporting Period and Year to Date:

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

II. Service Development

The planning agency shall develop the following service development items.

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

Reporting Period and Year to Date:

N/A

- B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans. Ensure activities of the Local Coordinating Board and Community Transportation Coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan.

Reporting Period and Year to Date:

Staff ensured integration of "transportation disadvantaged" issues into

planning documents. Staff also ensured activities of the TDLCB and the CTC were consistent with local and state comprehensive planning activities.

- C. Encourage the local Community Transportation Coordinator to work cooperatively with local WAGES coalitions established in Chapter 414, Florida Statutes, and provide assistance in the development of innovative transportation services for WAGES participants.

Staff encouraged the CTC to work with local WAGES coalition.

III. Technical Assistance, Training, and Evaluation

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

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

Reporting Period:

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

Year to Date:

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

- B. Attend at least one Commission-sponsored training, including but not limited to, the Commission's quarterly regional meetings, and the Commission's annual training workshop, or other sponsored training.

Reporting Period and Year to Date:

Staff will attend the February 22, 2011 regional meeting.

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

Reporting Period and Year to Date:

Staff attended a quarterly CTD Meeting July 2010.

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

Reporting Period and Year to Date:

Planning Staff coordinated with the CTD staff as needed.

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

Reporting Period and Year to Date:

N/A

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

Reporting Period and Year to Date:

Planning staff coordinated with the CTC on a regular basis and provided technical assistance as needed.

- G. To the extent feasible, collect and review proposed funding applications involving "Transportation Disadvantaged" funds consistent with Chapter 427, Florida Statutes, and Rule 41-2 of the Florida Administrative Code, and provide recommendation to the Local Coordinating Board.

Reporting Period and Year to Date:

Applicable TD funding applications completed and submitted to the

appropriate agencies.

- H. Ensure the Local Coordinating Board conducts, at a minimum, an annual evaluation of the Community Transportation Coordinator. The Local Coordinating Board shall evaluate the coordinator using the Commission's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum, using the modules concerning Competition in Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan.

Reporting Period and Year to Date:

The TDLCB designated a CTC Evaluation Subcommittee at its February 25, 2010 meeting. The CTC evaluation subcommittee met on August 26, 2010 and conducted a review of the CTC's performance during FY 2009/10. At its November 18, 2010 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 QAPF 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:


_____	<u>2/15/2010</u>
Signature of Individual Submitting Report	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 15, 2011

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 24, 2011.

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 (Senior Resource Association). 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, 2010 to June 30, 2011, 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 14, 2011; that will allow the TDLCB to consider the evaluation report at the November 17, 2011 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 2011 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, 2010 - June 30, 2011 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					

Performance Ranking					
Criteria	Excellent	Good	Average	Poor	Comments
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					
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, 2010 - June 30, 2011 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 TDI/CB					
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, 2010 - June 30, 2011 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, 2010 - June 30, 2011 Date:

CTC evaluation sub-committee's chairman initials: _____

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: FY **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

REVISED JANUARY 2010

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

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

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 (per operator)?

Operator	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 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	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 ALTERNATIVES? Yes No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

- IS THE CTC IN COMPLIANCE WITH THIS SECTION? 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	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Average age of fleet:	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Number filed:	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

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 both a local phone number and the TD Helpline for comments/complaints/commendations? Yes No

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

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

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

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
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 select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company

	Scope of Work
	Safety Program

Previous experience
Management
Qualifications of staff
Resources
Economies of Scale
Contract Monitoring
Reporting Capabilities
Financial Strength
Performance Bond
Responsiveness to Solicitation

Capacity
Training Program
Insurance
Accident History
Quality
Community Knowledge
Cost of the Contracting Process
Price
Distribution of Costs
Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (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?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?