



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Bob McPartlan, <i>FDC&F Representative</i>	Angela Davis-Green, <i>FACA Representative</i>
Jennifer Idlette, <i>Public Education Representative</i>	Joel Herman, <i>VA Representative</i>
Marie Dorismond, <i>FDOT Representative</i>	Dalia Dillon, <i>FDEA Representative</i>
Calvin Smith, <i>FAHCA Representative</i>	Cathy Viggiano, <i>Senior Community Representative</i>
Danielle Jones, <i>FDVR Representative</i>	Dr. Harry Hurst, <i>Citizen's Advocate</i>
William Parden, <i>Disabled Representative</i>	<i>Vacant, Citizen's Advocate</i>
Jennifer Sideregts, <i>CSRC Representative</i>	Milory Senat, <i>APD Representative</i>
Darlene Silverstein, <i>Medical Comm. Representative</i>	<i>Vacant, Children at Risk Rep.</i>

Bob Solari, Chairman

AGENDA

The Transportation Disadvantaged Local Coordinating Board will meet at 10:00 AM on Thursday, May 23, 2019, in Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

1. Call to Order
2. Election of Vice-Chair
3. Approval of Minutes of the February 28, 2019 Public Hearing and the Regular Meeting

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 #3 for the 2018/19 Planning Grant
8. Review of the TDLCB Bylaws for FY 2018/19
9. Review of the TDLCB Grievance Procedures for FY 2018/19
10. Review of Shirley Conroy Rural Capital Assistance Program Grant for FY 2018/19
11. Consideration of TD Trip Reimbursement Rates for FY 2019/20 (TDSP Amendment)

Other New Business

12. Adjournment

Note: The next meeting of the Transportation Disadvantaged Local Coordinating Board, will be held on August 22, 2019 at 10 AM, Conference Room B1-501, County Administration Building B, 1800 27th St., Vero Beach, FL.

To view the TDLCB Agenda packet on-line please go to the following link:
<http://www.ircgov.com/Boards/TDLCB/2019/agendas/TDLCB052319A.pdf>

If you have any questions concerning the items on this agenda, please contact MPO staff at (772) 226-1455. 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 proceeding is made, which includes the testimony and evidence on which the appeal is based. Anyone who needs a special accommodation for this meeting must contact the County's Americans with Disabilities Act (ADA) Coordinator at 772 226-1223 at least 48 hours in advance of the meeting.

For complaints, questions or concerns about civil rights or nondiscrimination; or for special requests under the American with Disabilities Act, please contact: Phil Matson, Title VI Coordinator at (772) 226-1455 or pmatson@ircgov.com.

Except for those matters specifically exempted under State Statute and Local Ordinance, the Committee shall provide an opportunity for public comment prior to the undertaking by the Committee of any action on the agenda. Public comment shall also be heard on any proposition which the Committee is to take action which was either not on the agenda or distributed to the public prior to the commencement of the meeting. Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Phil Matson at (772) 226-1455 or pmatson@ircgov.com at least seven days prior to the meeting.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MINUTES FOR ANNUAL PUBLIC HEARING ON FEBRUARY 28, 2019

The Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) met at 10:14 a.m. on Thursday, February 28, 2019 in Building B, Conference Room B1-501 of the County Administration Complex, 1800 27th Street, Vero Beach, Florida for the Annual Public Hearing. You may hear an audio of the meeting; review the agenda and the minutes on the IRC website – <http://www.ircgov.com/Boards/TDLCB/2019.html>.

Present were: Vice Chairman **William Lundy Parden**, Disabled Representative; **Marie Dorismond**, Florida Department of Transportation (FDOT) Representative (arrived at 10:20 a.m.); **Bob McPartlan**, Florida Department of Children and Family Services (FDCFS) Representative; **Calvin Smith**, Florida Agency for Health Care Administration (FAHCA) Representative; **Dalia Dillon**, Florida Department of Elderly Affairs Representative; **Dr. Harry Hurst**, Citizen Advocate Representative; **John Birhanzi**, Florida Department of Veterans' Affairs Representative Alternate (via telephone at 10:30 a.m.); and **Wendy Grow**, Florida Association for Community Action (FACA) / Economic Opportunities Council (EOC) Representative (arrived at 10:25 a.m.).

Absent were; Chairman **Bob Solari**, Commissioner, District 5; **Joel Herman**, Florida Department of Veterans' Affairs Representative; **Jennifer Idlette**, Public Education Representative; **Danielle Jones**, Florida Division of Vocational Rehabilitation (FDVR), **Cathy Viggiano**, Seniors Representative and **Milory Senat**, Agency for Persons with Disabilities Representative, **Jennifer Sideregts**, Career Source Representative.

Present were IRC staff: **Phil Matson**, Metropolitan Planning Organization (MPO) Staff Director; **Brian Freeman**, MPO Senior Planner and **Kim Moirano**, Recording Secretary. Also present was **Karen Deigl**, Senior Resource Association Executive Director, **Paula Scott**, Florida Department of Transportation (FDOT) (arrived at 10:25 a.m.).

TWO VACANCIES: Citizen Advocate and User and Children at Risk Representatives.

Call to Order

Vice Chairman William Lundy Parden called the **Annual Public Hearing** meeting to order at 10:14 a.m. noted there was not a quorum; therefore, no motions or votes would occur until there was a quorum.

TDLCB Vice Chairman's Introductory Remarks and Welcome

Vice Chairman Parden noted a change in the agenda order; switching Agenda Item Number 3 and Number 4; beginning with the Community Transportation Coordinator Presentation.

Designated Official Planning Agency staff presentation – *No action required*

Phil Matson, Director of Indian River County MPO welcomed everyone present. We are conducting our annual public hearing for the Transportation Disadvantaged Local Coordinating Board. Mr. Matson introduced Brian Freeman, Senior Transportation Planner who is going to do a presentation that will encompass both the official planning Agency Staff Presentation and show what sort of changes MPO is proposing in our major plan, our Transit Services Disability Plans.

Community Transportation Coordinator presentation – *No action required*

Ms. Marie Dorismond, Ms. Paula Scott, Ms. Wendy Grow and Calvin Smith arrived at 10:25 a.m.

Mr. Brian Freeman, Metropolitan Planning Organization (MPO) Senior Planner, summarizes a PowerPoint presentation of the Transportation Disadvantage Service Plan which is one of the items on the regular meeting agenda.

Mr. Freeman gave an overview of the Transportation Disadvantaged (“TD”) program. Transportation Disadvantaged is a term that is laid out in state law so the State Legislature has set the definition that those persons who are either because of disability or because of income or age are unable to transport themselves. The key issue is that because of their limitations they’re unable to transport themselves and, are, therefore, transportation disadvantaged. That could be transportation to whether its’ access to health care or employment, shopping, education, social activities or just other categories would put you in that transportation disadvantaged umbrella.

Florida is unique in the State in that there is a Transportation Disadvantaged Program at which the State kind of sets the direction for it and also provides a lot of funding to the local jurisdictions to implement it. It’s all overseen by the State Commission for the Transportation Disadvantage who is located in Tallahassee. They’re a sub-agency of Florida DOT. Each county in the State has two entities that help plan and oversee the TD program in the County and to implement the TD Program in the County. So one is the planning agency or the designated official planning agency (DOPA). Locally in Indian River County that was at first the County itself for the first decade that there was a TD Program starting in 1990. Since the year 2000 it’s been the MPO that serves that function and the State now requires that the MPO serve as DOPA. Locally the entity that provides the service and implements it and makes sure this is really where it all happens is the Community Transportation Coordinator or the (CTC) which is the Senior Resource Association and they have

served as the CTC since 1990 and even going back before 1990 were very much involved providing transportation services to people within the community. The Transportation Disadvantaged Local Coordinating Board or is sometimes called the Local Coordinating Board is a Board that within each county is set up to both monitor the service, identify needs that exist in the Community for Transportation Disadvantaged Services and also they review and approve the TD Service Plan which is one of the things that we have on the Agenda.

Presentation is paused to acknowledge Ms. Marie Dorismond, Ms. Paula Scott, Ms. Wendy Grow and Calvin Smith who arrived after the meeting had started.

Presentation is reconvened. One other thing actually which is something that to Mr. Freeman's knowledge hasn't ever actually occurred at a TDLCB meeting but within the grievance process that exists they are kind of the final grievance that was to rise up to this level, you know, locally to hear that. Just because of the outstanding performance that's provided by the CTC in providing the service and when issues arise and not being able to resolve those situations we've never actually had one of those occur at the TDLCB so looking at the Transportation Disadvantaged Service Plan which is one of the items that's on the Agenda this is something that is required to be done and we have to do it every five years. In the intervening years, we look at the TDSP and just do an annual update of it. It's mainly just a few sections that may need to be updated on those intervening years. In developing this TD Service Plan which will cover the next five years it was jointly prepared by both the MPO and SRA Staff in putting this together. And the State also lays out the components of the TDSP that, you know, the parts to the plan that need to be there. One is the Development Plan which is just kind of the overall background and assessment of the community and the needs within the Community for Transportation Disadvantage Services. The second one is the Service Plan really more of an implementation plan in how, you know, over that five-year period we would proceed in providing those services to the TD Community and then the third of their required components is the quality assurance component which really just kind of lays out how the annual evaluations that are done each year are performed. Looking at the schedule the current five-year agreement for the CTC was approved back in late August and that runs through the end of June of 2023. There was a draft of this Service Plan. It was reviewed by the TDLCB at the last meeting in November and then today it's scheduled for adoption of the TDSP with the annual updates that Mr. Freeman mentioned in the future years.

Just kind of looking at the Transportation Disadvantaged Community locally, part of it is they're looking at where people live in the county and where there is concentrations within the population. Those are shown in the darker areas of the map here. Some of the neighborhoods around the downtown or older areas of Vero Beach, also the core of Fellsmere is also a higher density area but one thing you'll notice is that the blue lines on this map tend to concentrate in those areas where the darker colors are shown so our fixed route bus system serves the areas where most of the population lives. In looking at the portion of population that is aged 65 and above, the first thing noted is that compared to state-wide you'll see that Indian River County does

have an older population in the State as a whole. Again, there are concentrations of persons who are aged 65 and above in different areas throughout the county. Looking at also where households that are below the poverty level live just note that the poverty, you know, income levels within the County are fairly similar to the State as a whole. There are concentrations in the Gifford area, around Fellsmere, also some of the neighborhoods around the downtown area of Vero Beach. Also, you will notice that there is a lot of concentration of transit service in those areas also. Lastly, this is where our households within the County are located that have zero vehicles or have no access to a vehicle. Overall, levels of vehicle access are similar to the State as a whole. Again, you will see a lot of overlap in the areas of where we have concentrations of households without vehicle access with looking at both the poverty and the age, maps that we were just looking at.

John Birhanzi, Veterans Service (via telephone at 10:30 a.m.)

Quorum for meeting is met.

Mr. Freeman continues with the presentation. This is the route map for the Go Line System. Go Line has 15 routes. They run six days a week. In addition to the Go Line, there's the paratransit or door-to-door service which is through Community Coach. The level of coverage that our fixed route system has, you know, within the County and just over half of all residents of Indian River County live within a quarter mile of a Go Line Route. Even within that if you expand out a little bit further to three quarters of a mile you get to 84 percent of the County's population. The vast majority of people within the County, if not very close, are somewhat close to a bus route or a bus stop.

The TD population within the County is broken down into two groups. There's the general TD population which consists of those who are at risk of being in a situation where they can't transport themselves and then there's the critical needs TD population who are those who because of either a severe disability or low income are in a situation where they are unable to transport themselves. Again, there's those three main categories of the disabled, the elderly and the low income. There's a lot of overlap between those groups where people could fall within two or three of those which are shown on the diagram. The State has given us a methodology that we're supposed to use using census data to calculate the TD population. In using that methodology from the State, we get to an estimate of a general TD population. So those are people are either currently unable to transport themselves or could find themselves in that situation. Around 43 percent of the county population that's around 65,000 current residents and as the population of the County grows, that's expected to grow to be over 70,000 people in the County and then those who are in the critical needs group which are those who currently are in a situation where they're unable to transport themselves is just over 8,000 residents in the County or 13 percent of the County's population and that's expected to grow to just under 9,000 in the next five years. And as part of the Service Plan we're supposed to look at that critical needs population group and the amount of service that they would need on a daily basis

today and then how that's expected to grow and right now we're getting to on a daily basis that's around 2,500 trips each day or over 784,000 trips annually. A lot of these trips are provided on the Go Line. I would say most of these trips actually do occur on the Go Line but some of them are on the door to door or Community Coach system. One thing to keep in mind is because we do operate the Go Line as a fare free service and definitely want to continue doing that. We only get reimbursed for the paratransit trips or the door-to-door trips locally. The Service Plan that we're adopting today also identifies goals for the Transportation Disadvantaged System and the first one is to efficiently and effectively serve the mobility needs of the TD population within the available funding constraints. The second goal is to efficiently and effectively serve the mobility needs of the TD population within the available funding constraints. The second goal is to efficiently and effectively coordinate the existing and plan services for the TD population both in the County and out of the County. The third is to provide safe reliable timely and courteous transportation services. The fourth and fifth goals get a little more away from transportation and looking at the overall land use and accessibility. The fourth one is encourage land use development patterns that support transit services for the provision of a more cost effective and efficient transportation system. Number 5 is to improve pedestrian accessibility to multi-modal transportation options locally. Those are kind of the overarching goals for the system. Within the plan itself there's individual strategies and an implementation schedule to put those in place. A few of the major ones is to continue to emphasize the use of the Fair Free Go Line System for serving the TD population in the community. Just within all of the recognitions that we received from the State for the system that shows how well that service has served the TD Community and how successful it's been. Another is to continue with the implementation of the ADA eligibility certification procedures. This was recommended by the Transit Development Plan update from last year. Another one was to use advertising or other revenues as a potential source for additional funding to serve the system. Happy to see that we've got an advertising program getting it restarted again and hopefully it will be successful. The last one is to just to have a safe and reliable fleet through implementing a vehicle replacement schedule. Again, it's the same vehicle replacement schedule that was developed for the Trans Development Plan last year. No reason to reinvent the wheel.

Looking at the Service Plan basically it's very similar to the Service Plan that we've had from before. It sets forth the standards and policies. It lays out the prioritization of trips for serving the TD Community and it's the same prioritization that we've had before with medical trips being the most important and making sure we serve those before we then serve grocery and shopping trips. The Plan does identify that these trips are coordinated through the CTC which is the Senior Resource Association and some of those trips are provided by the Senior Resource Association itself and some are contracted out to three different private providers that they use for serving those trips. All trips are scheduled through SRA whether it's provided by SRA or one of their contractors. Some of the recent highlights for the public transportation system in the county. The Saturday service hours were expanded a year and an half ago. We have seen a lot of ridership increase on Saturdays with the additional hours. The main transit hub successfully opened in April of 2017 with a major reconfiguration

of the routes to be able to serve the new hub location. Have heard lots of compliments about the hub and the way it was put and the service that was put in place for the hub. We've also been able to improve two of our transfer centers in the South County and the North County. The South County one is at the Intergenerational Center on Oslo Road. The North County is just north of Sebastian River High School on the west side of 510. It's been seven years running that we have had over a million riders on the Go Line. Every single year it has continued to increase. We're hoping that that trend can continue. We have a recommendation that during the regular meeting when we get to that agenda item that the TDLCB approve the Service Plan so we can submit it for final approval by the State Commission.

No comments from the public.

Mr. Matson added that he thought that it was a great presentation since there was no comments. We show the normal statistics here and we know that we have a lot seniors in Indian River County and it will be incumbent upon the rest of us in the working age population to take care of the seniors. One out of two people in the County is over age 60, disabled or low income. It's literally one out of two people in this County are potentially transportation disadvantaged. My traditional take on this that we are in a very disadvantaged position in this County by way of having the support population for our seniors and disabled really changed a lot. Mr. Matson attended a retirement seminar and they used Social Security actuarial tables and if our normal framework is based on average life expectancy which is 82 for women, 78 for men, we are one out of 2. In fact, if you live to a certain point, you have a very probability of living longer than the previous generations. This means we're probably going to be looking at a much higher ratio of seniors to the general population here just because if you live to a senior age, you're probably going to live longer and longer. Statistics say that if you're a woman who is 65 years old, you have a 75 percent chance of living to 80. You have a 35 percent chance of living to 90. You have even a 20 percent chance of making 100. So it's a sobering thought to think about that each of us, you know, at this stage in our lives are probably going to live longer than we ever did before. Yes, you have people at the advanced age that are still driving. So what will that pertain for transportation in the future in a county like this that already has a lot of seniors. The healthcare systems are excellent here. A fairly affluent county that we can take care of ourselves and do that. We're going to be looking at a problem that needs to be taken on at a larger level. Our demand is going to be greater and greater for Ms. Deigl's type of services.

Dr. Harry Hurst shared that his First Baptist Church decided to honor those people in their church who were 90 or older. There were 42 people in the church that were in this category. They had 14 people who were 90 or older that attended the event. One was 99. Two or three at 93, 94 and several at 91.

Mr. Matson indicated that Brian Freeman, Chris Stephenson and Karen Deigl calculate how many buses we will need and how many drivers we will need on a horizon year based on what we think the senior population will be knowing that a lot of

the seniors after age 90 probably do not have the ability to drive anymore. The calculus of what we will have to provide might well change. The Senior Coalition of Indian River County is taking on all of the various issues we're going to be challenged with uniquely. It's something we need to watch and we need to kind of make sure the State provides for this.

Dr. Harry Hurst views that the Plan is extremely well done. There was a discussion regarding the development of the Winter Beach area.

Mr. Matson indicated there's been a lot of progressive hospital transportation access improvements. Extending Aviation Boulevard for people coming from the south directly to the hospital and extending a new road between Indian River Boulevard and U.S. 1 to take the burden off of those roads. We're fairly well positioned in that respect.

Mr. Freeman indicated that we have two of our fixed routes that go on the north and south corridors through Winter Beach. We have Route 9 on 58th Avenue. We have Route 11 on U.S. 1 with stops through there.

Mr. Matson indicates that Ms. Deigl's administrative headquarters and bus depot and where they dispatch from is on 43rd Avenue between 45th and 49th. We're only looking at a dispatch center that's right in the middle of the County. Only about five minutes from some of the new populations.

Open discussion/Public Input

There was none.

Annual Public Hearing Adjournment

There being no further business, the Annual Public Hearing meeting adjourned at 10:44 a.m.

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
MINUTES FOR FEBRUARY 28, 2019**

The Indian River County (IRC) Transportation Disadvantaged Local Coordinating Board (TDLCB) met at 10:45 a.m. on Thursday, February 28, 2019 in Building B, Conference Room B1-501 of the County Administration Complex, 1800 27th Street, Vero Beach, Florida. You may review the agenda and the minutes on the IRC website – <http://www.ircgov.com/Boards/TDLCB/2019.html>.

Present were; Vice Chairman **William Lundy Parden**, Disabled Representative; **Marie Dorismond**, Florida Department of Transportation (FDOT) Representative (arrived at 10:20 a.m.); **Bob McPartlan**, Florida Department of Children and Family Services (FDCFS) Representative; **Calvin Smith**, Florida Agency for Health Care Administration (FAHCA) Representative; **Dalia Dillon**, Florida Department of Elderly Affairs Representative; **Dr. Harry Hurst**, Citizen Advocate Representative; **John Birhanzi**, Florida Department of Veterans' Affairs Representative Alternate (via telephone at 10:30 a.m.); and **Wendy Grow**, Florida Association for Community Action (FACA) / Economic Opportunities Council (EOC) Representative (arrived at 10:25 a.m.).

Absent were; Chairman **Bob Solari**, Commissioner, District 5; **Joel Herman**, Florida Department of Veterans' Affairs Representative **Jennifer Idlette**, Public Education Representative; **Danielle Jones**, Florida Division of Vocational Rehabilitation (FDVR), **Cathy Viggiano**, Seniors Representative and **Milory Senat**, Agency for Persons with Disabilities Representative, **Jennifer Sideregts**, Career Source Representative.

Present were IRC staff: **Phil Matson**, Metropolitan Planning Organization (MPO) Staff Director; **Brian Freeman**, MPO Senior Planner and **Kim Moirano**, Recording Secretary. Also present was **Karen Deigl**, Executive Director, **Paula Scott**, Florida Department of Transportation (FDOT) Representative (arrived at 10:25 a.m.).

TWO VACANCIES: Citizen Advocate and User and Children at Risk Representatives.

Call to Order

Vice Chairman William Lundy Parden called the TDLCB meeting to order at 10:45 a.m.

Election of Vice-Chairman Chair – *Action Required*

ON MOTION by Bob McPartlan, SECONDED by Ms. Dillon, the Board voted unanimously (8-0) to re-elect Mr. William Lundy Parden as Vice Chairman for 2019.

Approval of Minutes of the November 15, 2018 Meeting – *Action Required*

ON MOTION by Bob McPartlan, **SECONDED** by Dalia Dillon, the Board voted unanimously (8-0) to approve the minutes of November 15, 2018, as presented.

Mr. Birhanzi was disconnected via telephone and was reconnected.

7. Review of Progress Report and Reimbursement Invoice #2 for the 2018/19 Planning Grant

ON MOTION by Dr. Harry Hurst, **SECONDED** by Bob McPartlan, the Board voted unanimously (8-0) to approve the Progress Report and Reimbursement Invoice #2 for the 2018/19 Planning Grant.

8. Review of the Final Transportation Disadvantaged Service Plan for FY 2020 – FY 2024

ON MOTION by Marie Dorismond, **SECONDED** by Calvin Smith, the Board voted unanimously (8-0) to approve the Progress Report and Reimbursement Invoice #2 for the 2018/19 Planning Grant.

TDLCB Chairman's Report – *No Action Required*

There was none.

Planning Status Report – *No Action Required*

There was none.

Community Transportation Coordinator Status Report – *No Action Required*

Ms. Karen Deigl, Senior Resource Association (SRA) reviewed the Transportation Report dated October 30, 2018, through December 2018, a copy of which is on file in the Commission Office.

Other Business

Mr. Phil Matson announces after 13 years with the MPO, Sharon Schalm is undertaking a well-deserved retirement.

Adjournment

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

The next meeting of the Transportation Disadvantaged Local Coordinating Board will be held on **May 23, 2019 at 10:00 a.m.**

DRAFT

CTC Status Report: 2nd Quarter

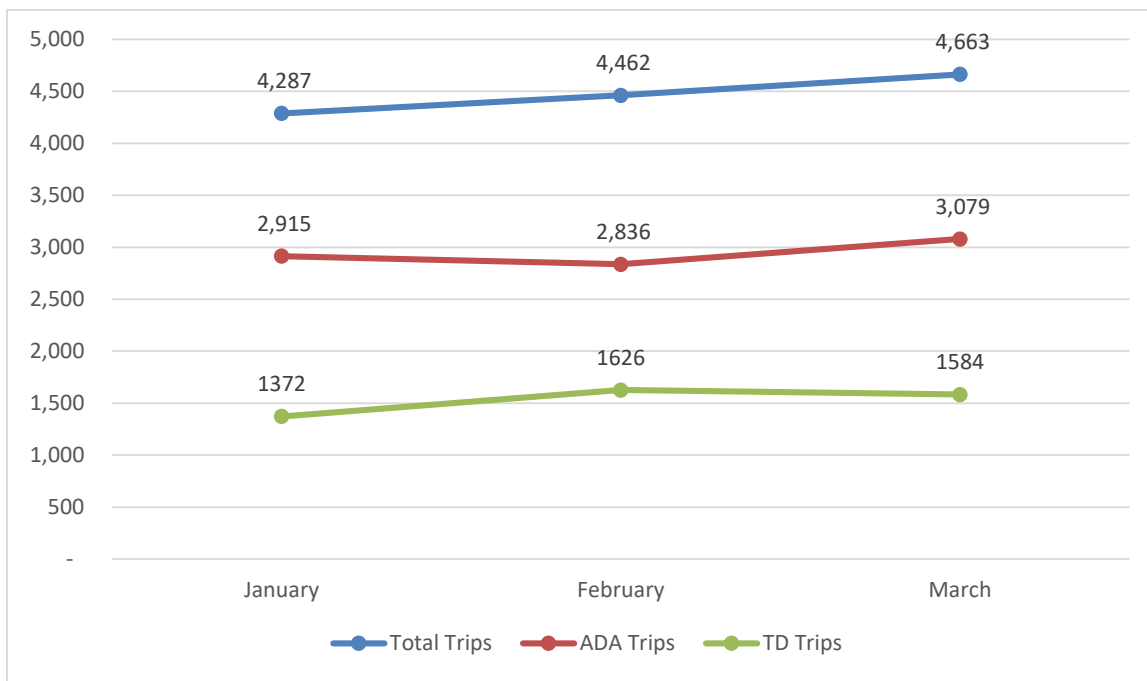
Prepared: May 7th, 2019

By Chris Stephenson, Transportation Director

Community Coach Trips

The Community Coach reported the following trip numbers for the 2nd Quarter of the 2018-2019 fiscal year:

	January-March 2018	January-March 2019	Change
Total Trips	10,465	13,412	+28%
ADA Trips	8,352	8,830	+5.7%
TD Trips	2,113	4,582	+116%



- In addition, SRA has done 33 trips for IRMC in the last quarter helping them discharge patients from hospital
- Of the 4,582 TD trips in the last quarter; 2,900 of them were outsourced to transportation vendors
 - o Quality Transportation
 - o Executive Non-Emergency Shuttle
 - o Stellar Transportation
- Of the 13,412 trips provided last quarter:
 - o 6,710 were to Medical Appointments
 - o 5,353 were Shopping trips in Vero Beach or Sebastian
 - o 1,349 were to an Adult Day Care facility

Transportation Report: 2nd Quarter

Prepared: May 7th, 2019

By Chris Stephenson, Transportation Director

Community Coach On-Time Performance

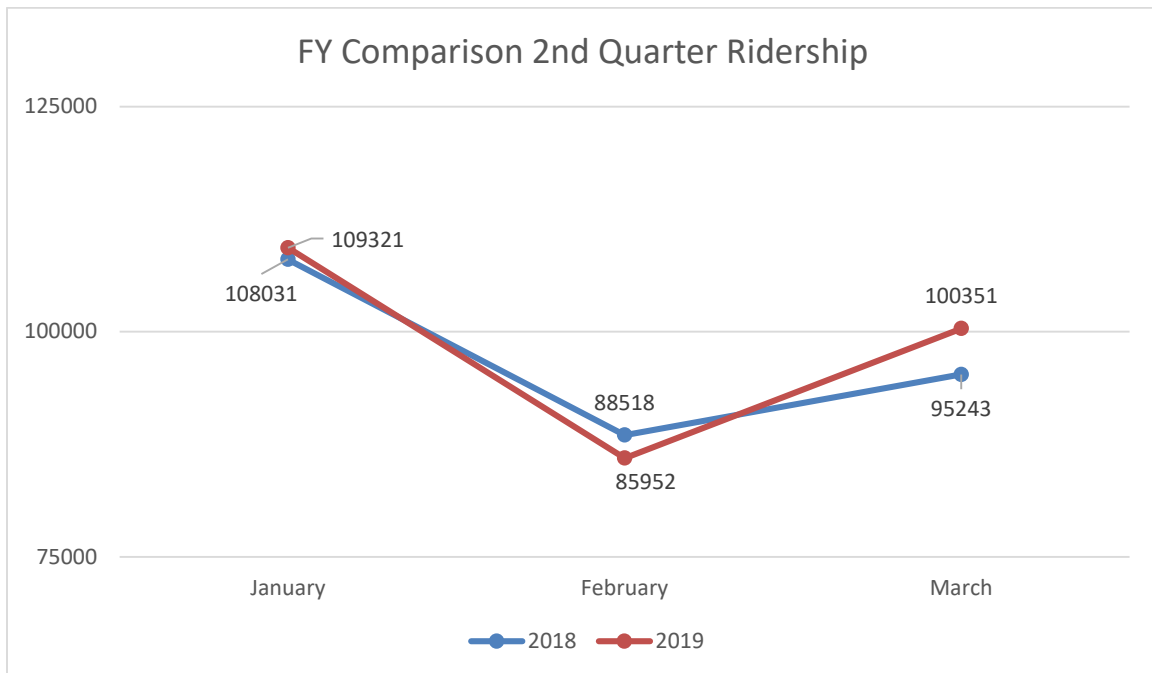
Community Coach On-Time Performance was reported at 94.19% this quarter

- FTA says anything over 75% is excellent

GoLine: January-March (2nd Quarter) Ridership

- The GoLine ran for 76 days during the 2nd Quarter of the 2018-2019 Fiscal Year:
 - 61 Weekdays
 - 2 Holidays (excluding routes 11 and 15)
 - 13 Saturdays (excluding routes 11, 13 and 15)
- The 2nd Quarter of the 2018-2019 FY had an increase of 3,832 riders (1.3%) compared to the same time last year.

	2017/2018 Fiscal Year	2018/2019 Fiscal Year	Change %
January Ridership	108,031	109,321	+1.1%
February Ridership	88,518	85,952	(2.8%)
March Ridership	95,243	100,351	+5.3%
Total:	291,792	295,624	+1.3%



Transportation Report: 2nd Quarter

Prepared: May 7th, 2019

By Chris Stephenson, Transportation Director

GoLine Ridership Geographical Breakdown

Geographical Area	GoLine Routes	Percentage of All Ridership on System
SR60 and US1	2 and 4	25%
Gifford	3, 8 and 14	21%
North County (Sebastian and Fellsmere)	5, 10, and 12	18%
South County	6, 7 and 15	13%
Extreme East (Beachside) & West (Outlet Mall) of System	1 and 13	12%
Allowing Travel Between North and South ends of County	9 and 11	11%

GoLine On-Time Performance

Of the 27,578 time points in the schedule, the GoLine was

- More than 5 minutes late to 1,296 of them (4.6%)
- More than 5 minutes early to 910 of them (3.2%)
- On time to **92.2%** of stops in the 2nd Quarter

GoLine Shelter Projects

Location	Status	Notes
IRSC Vero	In progress	Waiting for agreement between county and IRSC
Orange Blossom	In progress	Building Permit in hand. Construction to start when more plans are ready
US1 and Oslo Road	In progress	Waiting on plans from engineers
US1 and Vista Royale	In progress	Waiting on plans from engineers
US1 and 38 th Ave	In progress	Waiting on plans from engineers
United Against Poverty (new site)	In progress	Agreement between County and City of VB in place. Pads will be poured by COVB
Target @SR60	In progress	Waiting on plans from engineers
Bob Evans@SR60	In progress	Waiting on plans from engineers
58 th Ave and 65 th street	In progress	Part of County plans to widen 58 th Avenue
58 th Ave @ Syngenta	In progress	Part of County plans to widen 58 th Avenue
58 th Ave and 77 th street	In progress	Part of County plans to widen 58 th Avenue
43 rd Avenue and Aviation Blvd	Completed	January 2017
43 rd Avenue @ Airport West	Completed	January 2017
North County Hub	Completed	February 2018

Transportation Report: 2nd Quarter

Prepared: May 7th, 2019

By Chris Stephenson, Transportation Director

Road Calls/ Accidents 2nd Quarter

Road Calls are defined as unscheduled maintenance requiring: emergency repair or service of a piece of equipment in the field or the towing of the unit to the garage or shop. Senior Resource Association is committed to resolving Road Call issues in a timely manner. Timely resolution is reached by tracking each situation and correcting the problem while limiting the impact of service interruption.

Road Calls/Accidents 2nd Quarter

Description	January-March 2018	January-March 2019	Notes
Road Calls	16	8	(50%)
Chargeable Accidents	0	0	-

Driver Demographic Breakdown (as requested by the TDLCB at the last TDLCB meeting)

Driver Type	Male	Female	Full Time	Part Time	Open Positions
GoLine	16	14	21	9	13
Community Coach	9	4	10	3	7
Totals	25	18	31	12	20

Transportation Report: 2nd Quarter

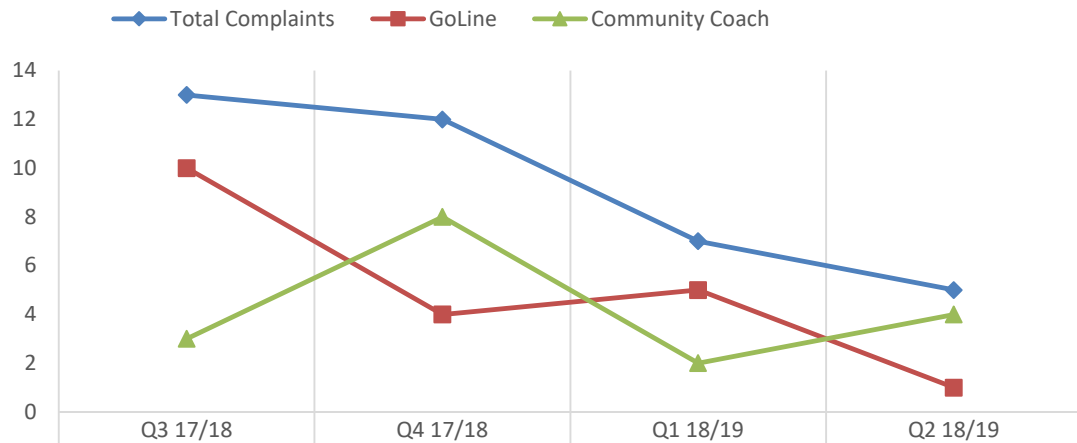
Prepared: May 7th, 2019

By Chris Stephenson, Transportation Director

System Complaints

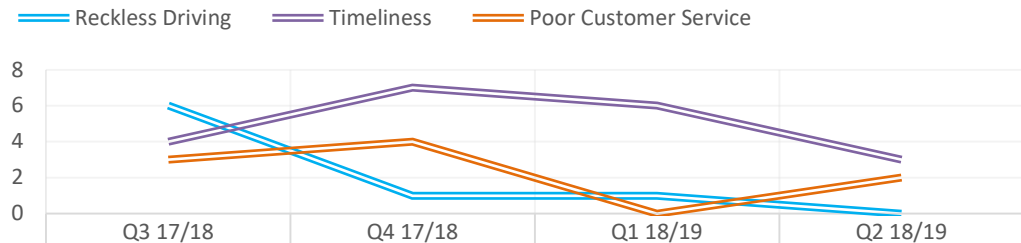
System Complaints 2 nd Quarter			
Description	January-March 2018	January-March 2019	Difference
GoLine Complaints	8	1	(87%)
Community Coach Complaints	0	4	∞
Total Complaints	8	5	(37%)
Reckless Driving/Speeding	2	0	(100%)
Timeliness/Trip availability	1	3	200%
Poor Customer Service	5	2	(60%)

SYSTEM COMPLAINTS LAST 12 MONTHS



Total Complaints	13	12	7	5
GoLine	10	4	5	1
Community Coach	3	8	2	4

COMPLAINT TYPE LAST 12 MONTHS



Reckless Driving	6	1	1	0
Timeliness	4	7	6	3
Poor Customer Service	3	4	0	2

Transportation Report: 2nd Quarter

Prepared: May 7th, 2019

By Chris Stephenson, Transportation Director

Driver of the Quarter Awards-1st quarter of 2019

Community Coach: Leda Belizaire

- *1 year veteran*
- *Drives the Adult Day Care bus every afternoon*
- *44,000 miles driven in Indian River County*
- *3,124 elderly and disabled passengers served in Indian River County*

GoLine: Christine Mage

- *1 year veteran*
- *Drives Route 5 (North Side of Sebastian)Monday-Friday*
- *65,472 miles driven in Indian River County*
- *Over 75,044 passengers served*

2018 Driver of the Year Awards

Community Coach: Mr. Pierre Francois

- *18 month veteran*
- *52,000+ miles driven in Indian River County*
- *4,680 elderly and disabled passengers served in Indian River County*

GoLine: Miss Annie Shelly

- *2 year veteran*
- *Drives Route 3 (Gifford to IRMC to the Main Transit Hub)Monday-Friday*
- *103,424 miles driven in Indian River County*
- *Over 122,568 passengers served*

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Stan Boling, AICP
Community Development Director

Phillip J. Matson, AICP
MPO Staff Director

FROM: Brian Freeman, AICP
Senior Transportation Planner

DATE: May 9, 2019

SUBJECT: Review of Progress Report and Reimbursement Invoice #3 for the 2018/19 Local Program Administrative Support 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 May 23, 2019.

DESCRIPTION AND CONDITIONS

It is required, as part of the Transportation Disadvantaged (TD) Local Program Administrative Support 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 January 1, 2019 to March 31, 2019.

The attached invoice and progress report represent the third quarter of the 2018/19 local program administrative support 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 #3 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 Local Program Administrative Support Grant Progress Report and Invoice #3, and direct staff to forward the report and invoice to the MPO/DOPA for its concurrence prior to submittal to the state CTD.

Attachment

1. Progress Report and Reimbursement Invoice #3, 2018/19 Local Program Administrative Support Grant.

**Local Program Administrative Support Grant Agreement Tasks
Quarterly Progress Report**

Local Program Administrative Support Program Agency	Indian River MPO	County	Indian River
		Invoice #	3
Reporting Period	1/1/2019 - 3/31/2019	Grant #	GOY13

I	PROGRAM MANAGEMENT	PROGRESS
A.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Consistent with the requirements of Rule 41-2, FAC, the county maintained its TDLCB appointment and reappointment process.
B.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 2)	During the Reporting Period, staff prepared the agenda and agenda items for the November 15, 2018 TDLCB meeting.
C.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. 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 five years. (Task 2)	During the Reporting Period, staff prepared the agenda and agenda items for the February 28, 2019 TDLCB meeting.
D.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 3)	A public workshop was conducted on February 28, 2019, in conjunction with the regular TDLCB meeting.
E.	Provide staff support for committees of the local coordinating board. (Task 2)	Staff support provided as needed.
F.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 4)	No Activity During the Reporting Period
G.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 5)	No Activity During the Reporting Period
H.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 2)	Membership roster and mailing list updated as needed.
I.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 2)	Public notices were provided. For the Reporting Period, the TDLCB meeting date was published in the local newspaper in February 2019.
J.	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. (Task 6)	The Annual Operating Report was reviewed and approved by the TDLCB at its November 15, 2018 meeting.
K.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 7)	The report of actual expenditures was reviewed by the TDLCB at its August 23, 2018 meeting.

II. SERVICE DEVELOPMENT		PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	A new Transportation Disadvantaged Service Plan (TDSP) was jointly prepared by MPO and CTC staff. The TDLCB approved the TDSP at its February 28, 2019 meeting.
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. (427.015, FS)	Staff ensured integration of TD 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 regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	Staff encouraged the CTC to work with local WAGES coalition.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION		PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 8)	For the Reporting Period, the TDLCB 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 CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 9)	MPO staff attended the CTD’s annual training workshop on October 16-17, 2018.
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO staff participated in the CTD teleconference meeting on August 31, 2018.
D.	Notify CTD staff of local TD concerns that may require special investigations.	Planning Staff coordinated with the CTD staff as needed.
E.	Provide training for newly-appointed LCB members. (Task 2)	Planning Staff coordinated with the CTD staff as needed.
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	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 “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Applicable TD funding applications completed and submitted to the appropriate agencies.
H.	Assist the CTD in joint reviews of the CTC.	No Activity During the Reporting Period
I.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	Coordination contracts have been reviewed by the TDLCB as needed.
J.	Implement recommendations identified in the CTD’s QAPE reviews.	No Activity During the Reporting Period

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

NA

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

3/5/19

Date

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Stan Boling, AICP
Community Development Director

Phillip J. Matson, AICP
MPO Staff Director

FROM: Brian Freeman, AICP
Senior Transportation Planner

DATE: May 10, 2019

SUBJECT: **Review of the TDLCB Bylaws for FY 2018/19**

It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of May 23, 2019.

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 Florida Commission for the Transportation Disadvantaged (CTD), that the TDLCB review its bylaws on an annual basis.

For FY 2018/19, one change to the bylaws is proposed. Last year, the Florida Administrative Code was modified to add a representative of the Agency for Persons with Disabilities to the Transportation Disadvantaged Local Coordinating Board. With the proposed modification (see Attachment #1, page 4), the bylaws will be consistent with the recent change to state requirements. No other changes to the bylaws are proposed.

RECOMMENDATION:

The staff recommends that the TDLCB review its bylaws, recommend any changes or modifications, and approve its bylaws for FY 2018/19.

ATTACHMENTS:

1. Bylaws for the Transportation Disadvantaged Local Coordinating Board (TDLCB).

**By-Laws for the Indian River County
Transportation Disadvantaged Local Coordinating Board (TDLCB)
Updated 5/23/2019**

Section 101	Short Title
Section 102	Authority
Section 103	Jurisdiction
Section 104	Effective Date
Section 105	Preamble
Section 106	Purpose & Functions
Section 107	Membership
Section 108	Appointment, Qualifications and Terms of Office
Section 109	Officers and Duties
Section 110	Regular TDLCB Meetings
Section 111	Special TDLCB Meetings
Section 112	Emergency TDLCB Meetings
Section 113	Public Hearings and Workshops
Section 114	TDLCB Meeting Agenda
Section 115	TDLCB Motions
Section 116	Conduct of TDLCB Meetings
Section 117	Subcommittees
Section 118	Administration

Section 101 **Short Title**

This chapter, the terms and provisions contained herein, shall be known as the "By-laws for the Transportation Disadvantaged Local Coordinating Board (TDLCB)" of Indian River County, Florida.

Section 102 **Authority**

- (1) These by-laws are adopted pursuant to the authority contained in Chapter 427, Florida Statutes and Rule Chapter 41-2, Florida Administrative Code.
- (2) Whenever any provision of these by-laws refer to or cite a section of Chapter 427, Florida Statutes or Rule Chapter 41-2, Florida Administrative Codes it shall be deemed to refer to those sections, as amended.

Section 103 **Jurisdiction**

These by-laws shall be effective throughout Indian River County. Indian River County includes the unincorporated area as well as the municipalities.

Section 104 **Effective Date**

The provisions in this chapter were adopted on February 21, 1991 and became effective on same.

Section 105 Preamble

The Local Coordinating Board has been created pursuant to Chapter 427, Florida Statutes and Rule Chapter 41-2, Florida Administrative Code. The following sets forth the by-laws, policies and procedures which shall serve to guide the proper functioning of the Local Coordinating Board (TDLCB). The intent is to provide guidance for the operation of the TDLCB to ensure the accomplishment of transportation disadvantaged planning and development of tasks to create an efficient and safe public transportation system.

Section 106 Purpose and Functions

- (1) The citizens of the area shall be involved in the transportation disadvantaged planning process by the establishment of a Local Coordinating Board. The purpose of the TDLCB shall be to identify local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged population.
- (2) The Board shall meet at least quarterly and shall perform the following duties:
 - (a) Maintain official meeting minutes, including an attendance roster, reflecting official action and provide a copy of same to the State Commission for the Transportation Disadvantaged and the Chairperson of the Designated Official Planning Agency (DOPA).
 - (b) Review and approve the Memorandum of Agreement including the Transportation Disadvantaged Service Plan.
 - (c) On a continuing basis, evaluate services provided under the designated service plan. Annually, prior to the Coordinator's annual evaluation, provide the Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA) with an evaluation of the Coordinator's performance in general and relative to the State Transportation Disadvantaged Commission standards and the completion of the annual service plan. Recommendations relative to performance and the renewal of the Coordinator's contract shall be included in the report.
 - (d) In cooperation with the CTC, review and provide recommendations to the Commission and the MPO or DOPA on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner.

- (e) Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation or adjacent designated service areas when it is appropriate and cost effective to do so.
- (f) Appoint a Grievance Subcommittee as outlined in the TDSPlan to process, investigate and resolve complaints and make recommendations to the Local Coordinating Board for improvement of service from agencies, users or potential users of the system in the designated service area. The TDLCB shall establish procedures to provide regular opportunities for issues to be brought before such subcommittee and to resolve them in a timely manner.
- (g) In coordination with the CTC, jointly develop applications for funds that may become available.
- (h) Review and approve the Coordinator's Annual Operating Report, outlining the accomplishments and activities or other areas of interest to the Commission and the MPO or DOPA for the most recent operating year period.
- (i) Develop and maintain a vehicle inventory and utilization plan of those vehicles purchased with transportation disadvantaged funds for inclusion in the Board Annual Report to the Commission.

Section 107 Membership

- (1) TDLCB voting membership may be attained in the following ways:
 - (a) An elected official may be chosen by his peers to serve as Chair;
 - (b) A representative may be selected by a state or local agencies and be recommended to the Designated Official Planning Agency to serve on the Board.
- (2) The TDLCB membership shall include the following voting members:
 - (a) Chairperson - Representative of the Designated Official Planning Agency (DOPA);
 - (b) A representative of the Florida Department of Transportation (FDOT);
 - (c) A representative of the Florida Department of Children and Families (FDC&F);
 - (d) A representative of the Public Education Community;
 - (e) A representative of the Florida Division of Vocational Rehabilitation (FDVR);
 - (f) A person who is recognized by the Florida Department of Veterans Affairs, representing the veterans in the county;

- (g) A person who is recognized by the Florida Association for Community Action, representing the economically disadvantaged in the county;
- (h) A person over sixty, representing the elderly in the county;
- (i) A handicapped person, representing the handicapped in the county;
- (j) Two citizen advocate representatives in the county; one who must be a user of the system;
- (k) A representative of the Florida Department of Elder Affairs (FDEA);
- (l) A representative for children at risk;
- (m) A representative of the Florida Agency for Health Care Administration (FAHCA);
- (n) A representative of the Regional Workforce Development Board;
- (o) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services;
- (p) A representative of the Agency for Persons with Disabilities
- (q) A representative of the Private Transportation Industry; and
- ~~(q)~~(r) A representative of the Mass/Public Transit industry, if applicable.

- (3) Additionally, the DOPA may appoint persons who apply for non-voting membership appointments. Should the county have a public mass transit operator he or she shall be appointed as a non-voting member by the DOPA.
- (4) Non-voting members shall sit with same rights and privileges as other members, except that non-voting members shall not have the right to present motions or second same, or to vote upon any motion of the TDLCB.

Section 108 Appointment, Qualifications and Terms of Office

- (1) The TDLCB shall encourage affected state/local agencies, the DOPA and interested citizens in Indian River County to nominate representatives to serve as voting members on the TDLCB.
- (2) Each TDLCB member is expected to demonstrate his or her interest in the TDLCB activities through regular attendance at scheduled TDLCB meetings. If any voting member misses three (3) consecutive meetings for unexcused reasons, the TDLCB Chairman shall review and determine if a recommendation for removal should be provided to the DOPA. If that voting member is an agency representative rather than a citizen member, the DOPA shall send written communication to the agency head to report the three consecutive un-excused absences, and request a recommendation for a replacement to be appointed by that agency.
- (3) In the event a member resigns, such member shall submit his/her resignation in writing to the DOPA. The resignation shall take effect upon receipt of the letter.
- (4) TDLCB members shall be appointed to terms as follows:

- (a) Except for the Chair, and state agency representatives, the members of the Board shall be appointed for three (3) year staggered terms with initial membership being appointed equally for one, two and three years. The Chair shall serve until replaced by the DOPA.
- (5) Vacancies shall be filled in the same manner as the initial appointment.
- (6) The DOPA shall recommend that alternates be nominated by the agency representatives to serve in their place should they be absent.
- (7) Each member of the TDLCB may request that the DOPA recognize one designated alternate who may vote in the absence of that member on a one-vote-per-member basis.

Section 109 **Officers and Duties**

- (1) The TDLCB voting membership shall hold an organizational meeting as part of their first meeting of each year for the purpose of electing a Vice Chair from its voting membership. The TDLCB will also confirm the yearly calendar of meetings at the January meeting.
- (2) The Chair shall accept nominations either in written or verbal form at the meeting specified in Section (1) above.
- (3) If a quorum (one-half of the total membership, plus one) is in attendance, Vice Chair shall be elected by a majority of the members present at the organizational meeting and shall serve a term of one year.
- (4) The Chair shall preside at all meetings. In the event of his or her absence, or at his or her direction, the Vice Chair shall preside.
- (5) In the event of the permanent incapacitation or removal from the TDLCB of the Chair or Vice Chair, a new Chair will be chosen from his or her peers of elected officials and named by the DOPA, or a new Vice Chair elected from the membership at the next scheduled meeting.
- (6) The Chair shall sign all appropriate forms and letters.

Section 110 **Regular TDLCB Meetings**

- (1) TDLCB meetings shall be held at least quarterly or on an as-needed basis at a date, time and place to be designated by the Chair. Regular meeting dates and times may be changed by the Chair or Vice Chair to accommodate holidays or for other reasons.
- (2) In the event that the Chair or Vice Chair wishes to cancel or change the meeting time and/or date of a regular meeting, advance notice of such cancellation or change shall be given at least seven (7) working days before such meeting was to have taken place.

- (3) No less than fourteen (14) working days prior to a regular TDLCB meeting, notice and tentative agendas shall be sent to the members of the TDLCB and local media services.

Section 111 **Special TDLCB Meetings**

- (1) A special meeting of the TDLCB may be called by the Chair or a majority of the voting members by a phone vote. Each voting and non-voting member of the TDLCB will receive a notification of such special meeting stating the date, hour and place of the meeting and the purpose for which such meeting is called, and no other business shall be transacted at that meeting.
- (2) No less than forty-eight (48) hours before such special meeting, the TDLCB shall give notice of the date, hour and place of the special meeting including a statement of the subject matter to be considered and public notice provided to the print media (press box at the Board of County Commissioners office) and posted at the site of the special meeting.

Section 112 **Emergency TDLCB Meetings**

- (1) An emergency meeting of the TDLCB may be called by the Chair when, in his or her opinion, an emergency exists which requires immediate action by the TDLCB. When such a meeting is called, each TDLCB member will be notified, stating the date, hour and place of the meeting and the purpose for which it is called, and no other business shall be transacted at that meeting. Every attempt shall be made to give a twenty-four (24) hour advance notice of such emergency meeting before the meeting is held.
- (2) If, after reasonable diligence, it becomes impossible to give notice to each member, such failure shall not affect the legality of the emergency meeting if a quorum (one-half of the voting membership, plus one) is present. The minutes of each emergency meeting shall show that proper notice was given to each member of the TDLCB, or shall show a waiver of notice.

Section 113 **Public Hearings and Workshops**

- (1) Public hearings and workshops may be called by the TDLCB and may be scheduled before or after regular meetings at the same meeting place or may be scheduled at other times and places, provided:
 - (a) The TDLCB shall give notice of the date, hour and place of the hearing or workshop including a statement of the general subject matter to be considered no less than ten (10) working days (or as required by Federal and State Regulations) before the event; and
 - (b) No formal business, for which notice has not been given, shall be transacted at such workshops or hearings.

Section 114 **TDLCB Meeting Agenda**

- (1) There shall be an official agenda for every meeting of the TDLCB, which shall determine the order of business conducted at the meeting.
- (2) Requests for agenda changes to any TDLCB meeting may be presented to the Chair at the meeting.
- (3) The TDLCB shall not take action upon any matter, proposal or item of business not listed on the official agenda, unless a majority of the voting members present shall have first consented to the presentation thereof for consideration and action; however, the Chair may add new business to the agenda under other business, or reports.
- (4) No agenda item listed on the agenda for public hearings or vote thereon may be deferred until a later time unless a majority of the voting members present shall vote in favor of such deferral.
- (5) The agenda shall be prepared by the County staff, except for special or emergency meetings.

Section 115 **TDLCB Motions**

- (1) All actions of the TDLCB shall be by motion. These actions may include but are not limited to:
 - (a) Endorsement of transportation disadvantaged plans and programs and amendments thereto;
 - (b) Endorsement of goals and objectives;
 - (c) Endorsement of policy directives;
 - (d) Approval of administrative matters including directives or authorizations of the Chairman, TDLCB Subcommittees, or the technical staff;
 - (e) Amendments to the TDLCB By-laws, subject to the approval of the DOPA; and
 - (f) Any other matters deemed by the TDLCB to be of sufficient importance to require a motion.
- (2) All official and formal motions of the TDLCB shall be recorded in the minutes and kept in the MPO's permanent files.

Section 116 **Conduct of TDLCB Meetings**

- (1) All TDLCB meetings will be open to the public and members of the press.
- (2) The procedures of Indian River County's Board of County Commissioners shall be used at all TDLCB meetings as set forth in Chapter 102 of the Indian River County Code.

- (3) One-half of the total membership of the TDLCB shall constitute a quorum. No official action shall be taken without a quorum. No motion shall be adopted by the TDLCB except upon the affirmative vote of a simple majority of the voting members present.
- (4) Should no quorum attend within fifteen (15) minutes after the hour appointed for the meeting of the TDLCB, the Chair or Vice Chair may adjourn the meeting. In that event, those members present may, by unanimous agreement, select another hour or day with provision of adequate notice. The names of the members present and their action at such meeting shall be recorded in the minutes.
- (5) All meetings of the TDLCB shall be conducted in accordance with the following:
 - (a) The Chair shall preside at all meetings at which he or she is present;
 - (b) In the absence of the Chair, the Vice Chair shall preside. If both the chair and the vice-chair are absent, the person designated by the chair shall preside;
 - (c) The Chair shall state every question coming before the TDLCB and announce the position of the TDLCB on all matters coming before it;
 - (d) A simple majority vote of the voting members present shall govern and conclusively determine all questions of order not otherwise covered. Individual dissent shall be recorded and represented as such;
 - (e) No individual member shall represent an individual opinion to the press, State, Federal or local officials or any other party as being the consensus/findings of the TDLCB unless previous discussion and a majority vote was taken at TDLCB meeting;
 - (f) The Chair shall call the TDLCB meeting to order at the appointed hour;
 - (g) In the absence of the Chair and Vice Chair, the County staff representative shall determine whether a quorum is present and in that event shall call for election of a temporary Chair. The temporary Chair shall preside at the meeting and relinquish the chair upon conclusion of the meeting;
 - (h) Any TDLCB member who must be absent from any TDLCB meeting shall notify the TDLCB secretary of the absence as soon as convenient;
 - (i) Any TDLCB member who is presented with a voting conflict of interest under Section 112.3143, Florida Statutes must file a "Form 8B Memorandum of Voting Conflict for County, Municipal and other Local Public Officers" and comply with the instructions contained therein. A voting conflict occurs when the measure to be voted on could inure to the TDLCB members special private gain or to the special gain of a principal (other than a governmental agency) by whom the Board member is retained. The secretary of the Board shall provide any member with form 8B upon request.
 - (j) Any TDLCB member who has disagreement with Committee or Board policies shall state same in a letter to the TDLCB Chair and the DOPA chair prior to seeking a resolution;
 - (k) The vote upon any resolution, motion or other matter shall be a voice vote, unless the Chair or any member requests that a roll call be taken;
 - (l) Upon every roll call vote, the TDLCB secretary shall call the roll, tabulate the votes, and announce the results;

- (m) The minutes of prior meetings may be approved by a majority of the voting members present, and upon approval shall become the official minutes;
- (n) Any citizen who is not a member of the TDLCB can be placed on an agenda upon prior written request of a regular meeting of the TDLCB and be heard concerning any matter within the scope of the jurisdiction of the TDLCB;
- (o) Any citizen who is not a member of the TDLCB shall not be permitted to address the TDLCB on any matter not appearing on the agenda, unless the TDLCB shall first grant permission to be heard by a majority of the voting members present;
- (p) Any citizen who is not a member of the TDLCB shall not be entitled as a matter of right to address the TDLCB on any matter listed on the official agenda which is not scheduled for public hearing, discussion or debate, unless the TDLCB shall first grant permission to be heard by the majority of the voting members present at the meeting.
- (q) Each person, other than the TDLCB members and County staff members who address the TDLCB shall give the following information for the minutes:
 - 1. Name;
 - 2. Address;
 - 3. Representing;
 - 4. Whether or not he or she is being compensated by the person(s) for whom he or she speaks; and whether he or she, or any member of his or her immediate family, has a personal financial interest in the pending matter.
- (r) Unless further time is granted by the TDLCB, each person shall limit his or her address to five (5) minutes; and
- (s) All remarks shall be addressed to the TDLCB as a body and not to any member thereof. No person, other than TDLCB members and the person having the floor, shall be permitted to enter into any discussion, either directly or through a member, without permission of the presiding officer. No question shall be asked of a TDLCB member except through the presiding Chair.

Section 117 **Subcommittees**

- (1) TDLCB Subcommittees shall be designated by the TDLCB as necessary to investigate and report on specific subject areas of interest to the TDLCB. These subcommittees shall include, but are not limited to:
 - (a) Paratransit, Intercounty travel and future public transportation development;
 - (b) Fare structure and service area needs assessment; and
 - (c) Directions for future growth and funding sources
- (2) TDLCB Subcommittees may be designated as necessary to deal with administrative and legislative procedures. These subcommittees may include, but are not limited to:
 - (a) Administrative matters (CTC evaluation, etc.);
 - (b) By-law amendments, and
 - (c) Grievance matters.

Section 118

Administration

- (1) The MPO staff director, or designee, shall be the direct liaison between the TDLCB Chair and the DOPA.
- (2) MPO staff, Community Development Department staff, BCC office staff, and Legal Department staff shall serve as the support staff of the TDLCB.
- (3) MPO staff is responsible for the minutes of all meetings and all notices and agendas for future meetings.
- (4) MPO staff shall furnish recording capability for all meetings.
- (5) MPO staff will assist the Chair in the preparation, duplication and distribution of all printed materials necessary for meetings.
- (6) All official actions of the TDLCB are to be recorded and kept in permanent minute files by MPO staff. These files shall be open to public inspection during regular office hours of the County staff office located at 1840 25th Street in Vero Beach, Florida.

Originally Adopted On February 21, 1991.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Stan Boling, AICP; Community Development Director
Phillip J. Matson, AICP; MPO Staff Director

FROM: Brian Freeman, AICP; Senior Transportation Planner

DATE: May 10, 2019

SUBJECT: **Review of the TDLCB Grievance Procedures for FY 2018/19**

It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of May 23, 2019.

DESCRIPTION AND CONDITIONS:

One of the roles of the Transportation Disadvantaged Local Coordinating Board is to hear grievances regarding the operation or administration of transportation disadvantaged services in the county. To provide for a local process for reviewing grievances, Rule 41-2.012(5)(c), FAC requires local coordinating boards to establish a Grievance Committee to process and investigate such complaints.

Attached are the grievance procedures of the TDLCB. 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 Florida Commission for the Transportation Disadvantaged (CTD), the TDLCB is required to review its grievance procedures on an annual basis. For 2018/19, no changes are being proposed by staff.

RECOMMENDATION:

Staff recommends that the TDLCB review its grievance procedures, recommend any changes or modifications, and approve its grievance procedures for FY 2018/19.

ATTACHMENTS:

1. Grievance Procedures for the Transportation Disadvantaged Local Coordinating Board (TDLCB).

**INDIAN RIVER COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

**GRIEVANCE PROCEDURES
Updated 5/23/2019**

The Indian River County Transportation Disadvantaged Local Coordinating Board has adopted the following grievance procedures. The purpose for this framework is to have complaints resolved in an expedient and fair procedure.

The creation of a procedure for formal resolution by a grievance committee is mandated by law under Chapter 427, Florida Statutes, and Rule 41, Florida Administrative Code. Membership of the Grievance Committee is appointed by the Transportation Disadvantaged Local Coordinating Board. The Grievance Committee is composed of the following five Board members:

1. A veterans' representative, recognized by the Florida Department of Veterans' Affairs;
2. A Florida Department of Transportation representative;
3. A public education community representative;
4. A disabled person representing the disabled in the County or a person over 60 representing the elderly in the County; and
5. A citizen advocate representative and user of the system.

The Grievance Committee meets as often as is required to resolve complaints but only after the first line of the resolution process has been completed and the grievance pursues the formal procedures.

Grievance Procedures

TIME FRAME (work days)	STEPS
---------------------------	-------

First line of resolution process (informal)

- | | |
|--------|--|
| | 1. Complainant notifies the Community Transportation Coordinator of the grievance and any documentation related to the matter. This may be in the verbal or written form, preferably written. |
| 5 days | 2. Coordinator creates a standard file on the grievance which includes all available information, dates, history, etc. for reviewing grievance. |
| 5 days | 3. Coordinator meets with appropriate parties to discuss grievance. |
| | 4. Coordinator documents their decision on the resolution of the grievance and forwards copy of document to complainant, Chairperson of the Transportation Disadvantaged Local Coordinating Board and Metropolitan |

Planning Organization Director. The written decision will include a statement of the complainant's rights to file a formal grievance with the Grievance Committee.

Second line of resolution process (formal)

5 days 5. Upon receipt of the Coordinator's decision for resolution of the grievance, the Complainant has five working days to decide if the proposed resolution is agreeable. If not, the Complainant may submit a written request for a formal Grievance Committee review of the complaint. This request should be addressed to the Coordinator with a copy to the Transportation Disadvantaged Local Coordinating Board Chairperson and the Metropolitan Planning Organization Director. The written complaint must include the following:

- 1) Name and address of the Complainant;
- 2) A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner; and
- 3) An explanation by the Complainant of the improvements needed to address the complaint.

Up to 15 6. Upon receipt of the Complainant's formal request, the Coordinator will have up to fifteen (15) working days to set up a Grievance Committee meeting. The meeting must be scheduled within fifteen (15) working days from the date the Coordinator receives the request. The Coordinator will contact the appropriate persons to participate in the meeting and make available all documents to the Grievance Committee members at least three (3) working days before the scheduled meeting.

5 days 7. The Grievance Committee shall meet with the Coordinator and Complainant. There shall be a minimum of three Committee members present. The Committee shall consider the issues.

8. The Grievance Committee will have five (5) working days to reach a majority recommendation for resolution of the grievance. A written decision will be forwarded to the Complainant, the full Transportation Disadvantaged Local Coordinating Board, the Metropolitan Planning Organization Director, and the Community Transportation Coordinator. The decision shall also include a statement of the Complainant's rights to file a grievance with the State Commission for the Transportation Disadvantaged Grievance Committee.

Final line of resolution (formal)

9. If the Complainant is still not satisfied with the action of the Grievance Committee, they may file a formal complaint with the State's Commission

for the Transportation Disadvantaged Ombudsman Program. Contact information for the Ombudsman Program is listed below.

By Telephone: (800) 983-2435

By Mail: Florida Commission for the Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL 32399-0450

All records of the grievance, including the Coordinator's and Grievance Committee reports, will be maintained by the Coordinator and made available upon request by the Commission for the Transportation Disadvantaged Ombudsman.

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board Members

THROUGH: Stan Boling, AICP
Community Development Director

Phillip J. Matson, AICP
MPO Staff Director

FROM: Brian Freeman, AICP
Senior Transportation Planner

DATE: May 13, 2019

SUBJECT: **Review of Shirley Conroy Rural Capital Assistance Program Grant for FY 2018/19**

It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of May 23, 2019.

DESCRIPTION, CONDITIONS & ANALYSIS

One of the roles of the Transportation Disadvantaged Local Coordinating Board is to review grant applications for funding through the Shirley Conroy Rural Area Capital Assistance Program.

The purpose of the Shirley Conroy grant program, which is administered by the state Commission for the Transportation Disadvantaged (CTD), is to provide additional funding for capital needs in rural areas of the state. Funding for the Shirley Conroy grant program comes from the state's Transportation Disadvantaged Trust Fund. For FY 2018/19, approximately \$1.4 million has been made available for rural capital needs throughout the state of Florida.

As Indian River County's Community Transportation Coordinator (CTC), the Senior Resource Association (SRA) has submitted an application through the Shirley Conroy grant program to provide funding for an upgrade to the computer system used for scheduling Community Coach trips (a copy of the grant application is attached). The grant application includes funding for new computer hardware and a software module that will allow for automated notifications the day prior to scheduled trips. As part of the notification system, passengers will be able to cancel or confirm the trip reservation. The new notification system should reduce the number of passenger "no shows" (during FY 2017/18, 2,069 passenger no shows occurred on Community Coach). The project cost is \$34,563.42.

For eligible projects, the Shirley Conroy grant program will provide 90% funding, with the remaining 10% coming from local sources. With regard to SRA's grant application, SRA would receive \$31,707.07 in Shirley Conroy funds. Required matching funds in the amount of \$3,456.35 would come from the County's normal transit allocation.

RECOMMENDATION

Staff recommends that the TDLCB review and approve the application for funding through the Shirley Conroy Rural Area Capital Assistance grant program.

ATTACHMENTS

1. Shirley Conroy Rural Area Capital Assistance grant program application.



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION APPLICATION FORM

- 1. DATE SUBMITTED: April 30th, 2019
- 2. LEGAL NAME OF APPLICANT: Senior Resource Association, Inc.
- 3. FEDERAL IDENTIFICATION NUMBER: 59-1539957
- 4. REGISTERED ADDRESS: 694 14th Street
CITY AND STATE: Vero Beach, Florida ZIP CODE: 32960
- 5. CONTACT PERSON FOR THIS GRANT: Chris Stephenson
- 6. PHONE NUMBER: 772-469-3151
- 7. E-MAIL ADDRESS: cstephenson@sramail.org
- 8. PROJECT LOCATION [County(ies)]: Indian River County and Martin County
- 9. PROPOSED START DATE: July 1st, 2019 ENDING DATE: June 30, 2020

10. I hereby certify that this document has been duly authorized by the governing body of the applicant, and the applicant intends to complete the project, and to comply with any attached assurances if the assistance is awarded.

Karen Deigl, President and CEO

TYPED NAME OF AUTHORIZED REPRESENTATIVE AND TITLE

SIGNATURE OF AUTHORIZED REPRESENTATIVE

4.29.19

DATE

11. Local Coordinating Board Approval

I hereby certify that this grant has been reviewed in its entirety by the

Indian River County Coordinating Board.

COORDINATING BOARD CHAIRPERSON'S SIGNATURE

DATE



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT SCOPE

Describe the Capital Equipment Requested:

This application is for two different capital needs.

The first is for a "notifications module" through the paratransit technology company Routematch. The Routematch Notification Module is software that automates the communication and notification of key transportation, passenger, and service information without the need for additional computer infrastructure, additional third-party software, or integration into the physical phone system. The Notification Module uses a flexible, customizable approach to proactively manage SRA initiated messages to riders about trips or general service updates. SRA will be able to easily provide customers and regional mobility partners with:

- Cancel and Confirm Trip Requests
- Service Change Alerts
- System Change Alerts
- Real time Trip Arrival
- Night Before Reminders

Delivery options include: phone, email, SMS text, or Post to Web Portal. No IVR or complex telephone hardware or integration required.

This is all done through the existing Routematch software SRA is already utilizing. The Notification Module extends functionally to allow organizations to assign specific notifications and alerts to customers. SRA will be able to specify which alerts are assigned and how the message will be delivered to the user. The Notification Module also allows for messages to be pre-scheduled, start on a date, time, end date, recurrence pattern, and/or time window to notify. This software provides a console to track the status of notifications and the status of each messages delivery. This monitor function in the software lists all notification messages that have been sent or are in the message queue during a given date range.

All notification information and data is stored in the Routematch Database for reporting, auditing, and trouble shooting. Major Benefits include: Unlimited Messages or Alerts to TD Customers, Reduced No Shows and Late Cancellations, and Improved Customer Satisfaction. The second capital need is for two laptops. Both are 14" Dell Latitude E5480 BTX Notebooks, Intel i5 CPU with 8 GB of RAM, 128 GB Drive, HD Graphics, Wireless AC 8265 WiFi, Windows 10 operating system. Including a DTI-D3100 Docking Station so the SRA employees utilizing them can hook them up to larger monitors in their offices. This includes 3 years accidental service and 3 years of hardware service

Explain Why the Equipment is Needed.

(If appropriate, please state that this is a repeat request for an unfunded FY 2018-19 CTD approved RACAP project).

The notifications module will be used to reduce service no shows. Senior Resource Association had 2,069 no shows reported on last year's AOR. Of this number, 70% (1,448) came from the rural areas in Wabasso and Fellsmere. In addition, the number of no shows SRA is currently experiencing in Martin County comes predominately from the rural area of Indiantown. This module will help curtail these numbers, due to the fact that passengers will have the ability to let SRA staff know in advance if they will not be able to take a trip.

Also, the module will help improve on time performance, as passengers will have up to date notifications about their vehicle's status, and can plan accordingly when to be ready for their trip. Although SRA's on time performance is currently 93%, we believe this number can be improved to above 97% with the notifications module's implementation.

The laptops are needed for the SRA Safety and Security Supervisor and the Accounting Manager. Both these positions play vital roles in ensuring the delivery of TD trips to Indian River County and Martin County. They are both currently using computers from 2011 that are very slow, and make it hard for them to be as efficient as they could be. An upgrade is desperately needed.

Identify Local Match Required and Source for Match:

The local match would be ten percent of the requested funds (\$3,456.35) and would come from SRA's existing match dollars received from Indian River County for capital purchases.

Describe the Procurement Process and Timeline:

The quotes for these capital items have already been received by SRA staff using FDOT and FTA's procurement methodology. RouteMatch was competitively procured by SRA for paratransit technology in 2010. Artemis was competitively procured by SRA for IT support in 2019.

The timeline would be as follows:

- July 1st, 2019: Agreement Effective
- July 2nd, 2019: Purchase Order signed for both the laptops, as well as for the Notifications Module. PO's sent to Artemis and Routematch
- July 31st, 2019: Laptops received
- August 5th, 2019: First invoices sent to CTD
- November 30th, 2019: Routematch completes Notifications Module Upgrade
- December 5th, 2019: Final invoice sent to CTD



SHIRLEY CONROY RURAL AREA CAPITAL ASSISTANCE GRANT APPLICATION PROPOSED PROJECT FUNDING

Project Description and Estimated Cost:

- Capital equipment - **Prioritize based on need.**
- If vehicle, specify type of vehicle.
- Include a copy of the TRIPS vehicle order form used to determine price or quote received for other capital equipment to document cost.

1.	Routematch Software "Notifications Module" for Paratransit Clients	\$29,880
2.	Dell E5480 BTX Laptop with docking station for Safety Supervisor	\$2,341.71
3.	Dell E5480 BTX Laptop with docking station for Accounting Manager	\$2,341.71
4.		\$
5.		\$
6.		\$

Total Project Cost \$34,563.42

Funding Participation

Transportation Disadvantaged Trust Funds	(90%)	31,107.07
Local Match	(10%) *	3,456.35
Total Project Cost		34,563.42

* If REDI, include 100% of the total project cost on the Transportation Disadvantaged Trust Funds line and "REDI" on the Local Match line.



**SHIRLEY CONROY RURAL AREA CAPITAL
ASSISTANCE GRANT APPLICATION
STANDARD ASSURANCES**

The recipient hereby assures and certifies that:

1. The recipient has the requisite fiscal, managerial, and legal capacity to carry out the Transportation Disadvantaged Program and to receive and disburse State funds.
2. The recipient intends to accomplish all tasks as identified in this grant application.
3. The recipient is aware that the Shirley Conroy Rural Area Capital Assistance Program Grant is a reimbursement grant. Reimbursement of funds will be approved for payment upon receipt of a properly completed invoice with supporting documentation. Examples of supporting documentation could be: vendor's invoice reflecting a zero-balance due or marked "Paid" and a copy of the cancelled check, or a copy of the bank statement reflecting the payment having cleared the bank account. If this project consists of a vehicle purchase, the application for title reflecting the Commission as the first lienholder is also required.
4. The recipient is aware that the approved project must be complete by June 30, 2020, which means the equipment must be received by the recipient by that date or reimbursement will not be approved.
5. Transportation Disadvantaged Trust Funds will not be used to supplant or replace existing federal, state, or local government funds.
6. Capital equipment purchased through this grant shall comply with the recipient's competitive procurement requirements or Chapter 287 and Chapter 427, Florida Statutes.

This certification is valid for the agreement period for which the grant application is filed.

Signature: 

Date: 4.29.19

Name: Karen Deigl

Title: President & CEO

Agency: Senior Resource Association, Inc.

Service Area: Indian River and Martin County



Shirley Conroy Rural Area Capital
Assistance Grant Application
Current Vehicle Inventory

Name of CTC: Senior Resource Association

Model Year	Chassis Make & Model	VIN	Max Amb/WC Passenger Seating	Average Miles/Year	Mileage as of 4/23/2019	Anticipated Retirement Date	Source of Funding
2006	Ford VAN TERRA	1FDWE35L56HA26499	12/2	16,133	209,730	2020	5307
2006	Ford VAN TERRA	1FDWE35L976HA43742	12/2	19,157	249,047	2020	5307
2005	Ford VAN TERRA	1FDWE35LX6HB24832	12/2	16,463	230,482	2020	5307
2007	Chevy TURTLE TOP	1GBJG31U371366835	12/2	23,445	281,335	2021	5310
2007	Chevy TURTLE TOP	1GBJG31U071137760	12/2	22,827	273,919	2021	5310
2009	Ford VAN TERRA	1GBJG31K191166301	12/2	24,062	288,747	2021	5310
2009	Ford VAN TERRA	1GBJG31K191166301	12/2	22,984	229,537	2022	5311-ARRA
2009	Ford VAN TERRA	1GBJG31K491167426	12/2	24,331	243,307	2022	5311-ARRA
2009	Ford VAN TERRA	1GBJG31K491167460	12/2	25,459	254,594	2022	5311-ARRA
2009	Ford VAN TERRA	1GBJG31K491166499	12/2	26,361	263,612	2022	5311-ARRA
2012	VPV MV1	523MFA65CM101230	3/1	9,800	68,599	2022	5310
2012	VPV MV2	523MFA62CM101556	3/1	9,442	66,092	2022	5310
2012	VPV MV3	523MFA60CM101572	3/1	10,050	70,350	2022	5310
2013	Ford Champion	1DFE4FS8DDA92981	12/2	18,453	110,716	2023	Commission for Transportation Disadvantaged
2015	Ford TURTLE TOP	1FDWE3FL3FDA28083	12/2	34,001	136,002	2025	5310
2015	Ford TURTLE TOP	1FDWE3FL7FDA28085	12/2	28,148	112,590	2025	5310
2017	Ford Champion	1DFE4FS2HDC03161	12/2	32,123	64,245	2027	5310
2017	Ford TURTLE TOP	1FDWE3F6XHC58874	12/2	24,257	48,513	2027	Commission for Transportation Disadvantaged
2018	Dodge Grand Caravan	2C7WDG8G7HR838533	4/1	6,638	6,638	2028	Commission for Transportation Disadvantaged
2018	Ford Champion	1DFE4FS2HDC80797	12/2	27,917	27,917	2028	Commission for Transportation Disadvantaged
2018	Chevy Defender	1HA3GRBG0HND09570	8/2	26,678	26,678	2028	5310
2018	Chevy Defender	1HA3GRBG7HND09487	8/2	28,599	28,599	2028	5310

INDIAN RIVER COUNTY, FLORIDA

M E M O R A N D U M

TO: Transportation Disadvantaged Local Coordinating Board (TDLCB) Members

THROUGH: Stan Boling, AICP
Community Development Director

Phillip J. Matson, AICP
MPO Staff Director

FROM: Brian Freeman, AICP
Senior Transportation Planner

DATE: May 13, 2019

SUBJECT: Consideration of TD Trip Reimbursement Rates for FY 2019/20 (TDSP Amendment)

It is requested that the data herein presented be given formal consideration by the Transportation Disadvantaged Local Coordinating Board at its regular meeting of May 23, 2019.

DESCRIPTION AND CONDITIONS

One of the roles of the Transportation Disadvantaged Local Coordinating Board is to develop and update annually the county's Transportation Disadvantaged Service Plan (TDSP). According to the Florida Commission for the Transportation Disadvantaged (CTD), the TDSP is a tactical service delivery plan which contains development, service, and quality assurance components. In Indian River County, the Senior Resource Association (SRA) is the Community Transportation Coordinator and is responsible for scheduling and/or providing all eligible trips for TD clients.

At its February 28, 2019 meeting, the TDLCB approved the TDSP for FY 2019/20 through 2023/24. Since that meeting, the CTD has issued its standard trip rate model for FY 2019/20 (the model is a spreadsheet used by CTCs to determine reimbursement rates for TD trips). SRA has updated its trip reimbursement rates for 2019/20 using the standard rate model. After approval by the TDLCB and submission to the CTD, the reimbursement rates will be used for all eligible TD trips from July 1, 2019 to June 30, 2020.

The TDLCB also needs to approve the proposed TDSP amendment, which lists the proposed reimbursement rates for FY 2019/20.

RECOMMENDATION

Staff recommends that the TDLCB approve the proposed trip reimbursement rates for FY 2019/20 and the proposed amendment to the TDSP.

Attachment

1. Transportation Disadvantaged Service Plan Amendment

Coordination Contract Evaluation Criteria

As part of the annual operation report and MOA all coordination contracts are reviewed by the CTC and LCB and continuation of the contract is recommended if contractors provide the most cost-effective and efficient utilization of TD funds. The CTC and LCB while providing contracts must ensure that the TD needs of the community are best served.

Cost/Revenue Allocation and Rate Structure Justification

The rate structure is the same for all TD trips within Indian River County. The TD rates presented in this section were determined using the CTD standardized rate model spreadsheets, which consider past and projected costs and revenues associated with Indian River County's TD transportation services. The rate model is updated annually by Indian River County to reflect changes in revenues and expenditures.

The rates in Table 21 were calculated using the CTD model and were approved by the LCB. The LCB will continue to monitor the rates on an ongoing basis to determine when (and if) these rates need to be modified due to changes in the cost of delivery of trips.

Table 21: Indian River County TD Reimbursement Rates for FY ~~18/19~~19/20

Type	Direction	Reimbursement Rate
Ambulatory	One-way	\$21.61 <u>\$24.64</u>
Wheelchair	One-way	\$37.04 <u>\$42.24</u>
<u>Group Trip "Per Passenger"</u> <u>(Same Origin or Destination)</u>	<u>One-way</u>	<u>\$18.22</u>
<u>Group Trip "Per Group"</u> <u>(Same Origin and Destination)</u>	<u>One-way</u>	<u>\$23.84</u>

According to the CTD, the "Per Group" trip rate is appropriate when three or more eligible TD customers are transported from a single origin to a single destination on one vehicle. In other cases, the "Per Passenger" group rate should be used.