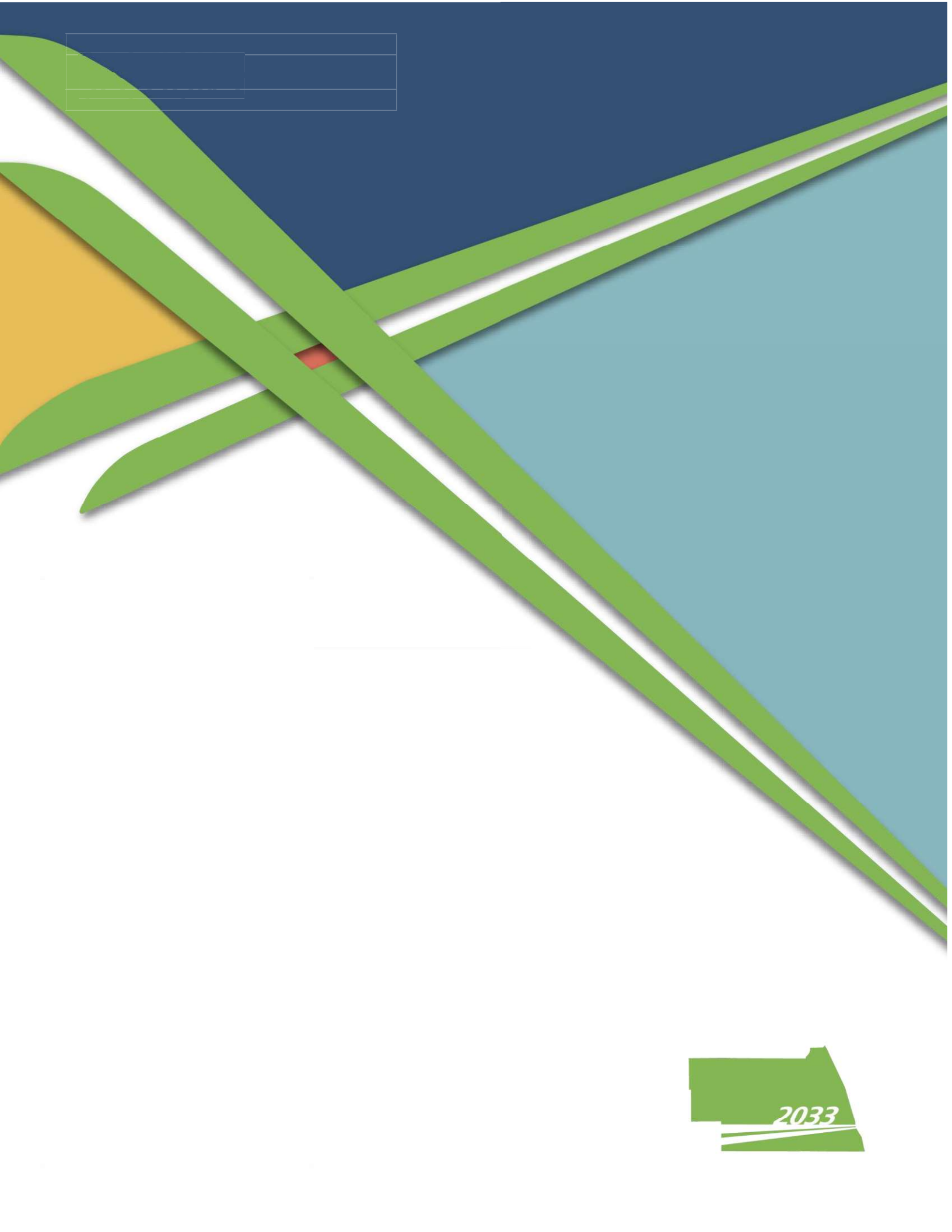
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CHAPTER 1
INDIAN RIVER COUNTY BASELINE CONDITIONS ASSESSMENT

Assessment of Existing Conditions

Developing a Transit Development Plan (TDP) is an important process for any transit agency seeking to improve and expand their transit services. A TDP serves as a blueprint for the transit agency, outlining the short-term and long-term goals, objectives, and strategies to improve transit services and meet the changing needs of the communities they serve. However, a successful TDP is not just about designing better transit services or improving infrastructure. It must also take into account the diverse needs and characteristics of the people who use the transit system.

Demographic, socioeconomic, and commuting behavior are three crucial factors that must be considered when developing a TDP. Demographic information helps identify the characteristics of the transit market, such as age, gender, income, and race. This information is important because it helps the transit agency understand the diverse needs of their users and tailor their services accordingly.

Socioeconomic factors, such as income and employment status, can affect the demand for transit services. For instance, people with low income may be more reliant on public transit as their primary mode of transportation, while those with higher incomes may have more options and choose to drive instead. Understanding these differences can help the transit agency identify areas where more transit service is needed and design services that are more affordable and accessible to a wider range of people.

Commuting behavior is also an important factor to consider when developing a TDP. Commuting patterns can affect the demand for transit services and influence the design of the transit network. For example, if a significant number of people commute to a central business district, the transit agency may need to focus on providing high-frequency, direct routes to and from that area.

This section will assess existing conditions and help Indian River County begin to identify and improve the transportation needs and quality of life of current and future residents. Key findings from this section will be incorporated in the development of alternatives for the final TDP.

Description of Study Area

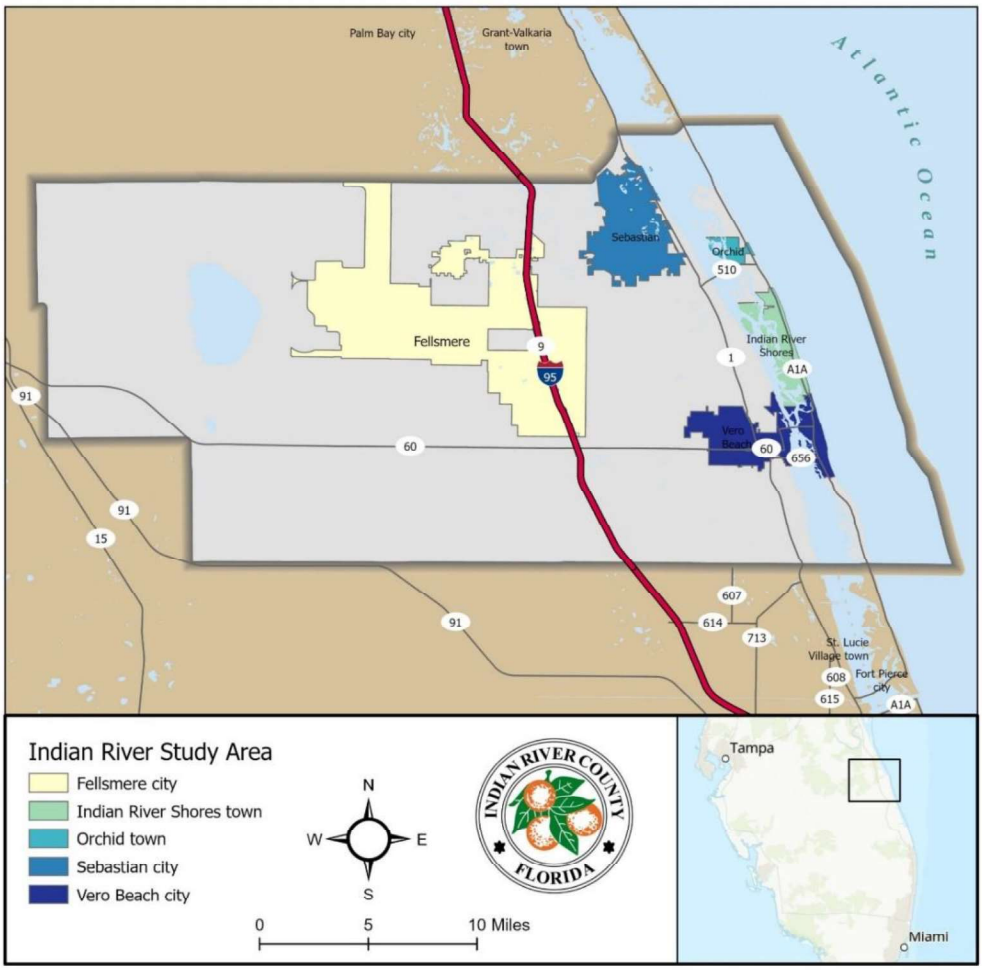
The Indian River County TDP study area includes all of Indian River County and incorporated areas within the county, including the cities of Vero Beach, Sebastian, and Fellsmere and the towns of Orchid and Indian River Shores. Map 1-1 below illustrates the Indian River County transit service area. The study area serves as the geographic region where the transit agency's services operate or where they plan to expand in the future. Understanding the limits and characteristics of the study area is essential for developing a successful TDP because it provides the necessary context for the transit agency to make

informed decisions about the design and implementation of transit services. By examining the study area, the transit agency can identify areas with high transit demand and locations that may be underserved. This information serves as a starting point for conducting a demographic analysis.

Population and Housing Characteristics

Public transit plays a crucial role in the development of cities and their surrounding regions, and it is an essential tool for promoting sustainable transportation, reducing traffic congestion, and improving mobility for all residents. However, to design effective transit service, it is critical to understand the population and housing conditions in the areas where the service will be provided. The demographic and housing characteristics of an area affect the demand for transit, the type of transit service needed, and the potential impacts of transit on the community. By considering these factors, Indian River County can ensure that transit service is responsive to the needs of the community and supports broader social, economic, and environmental goals. This section will explore the key population and housing factors that influence transit demand and identify strategies for designing transit service that meets the needs of diverse communities.

Map 1-1. Indian River Study Area



County Wide Characteristics

In addition to informing policies and programs, understanding the socio-economic and demographic conditions of Indian River County can also play a crucial role in transit planning. By analyzing data from the U.S. Census American Community Survey (ACS), the Longitudinal Employment Household Dynamics (LEHD), and the University of Florida's Bureau of Economic and Business Research (BEBR), we can gain insights into population density, commuting patterns, and employment trends, among other factors, that can inform decisions about transit service levels, routes, and infrastructure investments. For instance, data on population density and commuting patterns can help identify areas of high demand for transit services, while information on employment trends can guide decisions about the timing and frequency of transit services. Additionally, BEBR's data on population projections can help identify trends to target investments for transit alternatives and prioritize new transit infrastructure. Overall, by leveraging data, we can develop a better understanding of the unique transportation needs of Indian River County and develop a transit system that is efficient, effective, and serves the needs of the County's residents.

Indian River County's demographics are changing in ways that reflect broader trends in the state of Florida, and these changes have significant implications for public transportation demand and services. Over the past decade, Indian River County's population has grown by over 10% to reach over 160,000 residents. The population is projected to continue to rise, but just at a slower rate than previously, according to the University of Florida's Bureau of Economic and Business Research (BEBR). As of 2021, the county's estimated population was 161,702, and BEBR projects that the county's population will continue to grow in the coming years. By 2025, the county is expected to add around 10,000 more residents, bringing the population to 171,500. The population is projected to reach 206,800 by 2050.

The age distribution in Indian River County is an important factor that can influence transit demand and usage. As Figure 1-1 shows, the percentage of the population aged 65 and over has been increasing over the years, from 28.6% in 2012 to 34.5% in 2021. This demographic is likely to have more mobility issues, making them more dependent on transit services for their transportation needs.

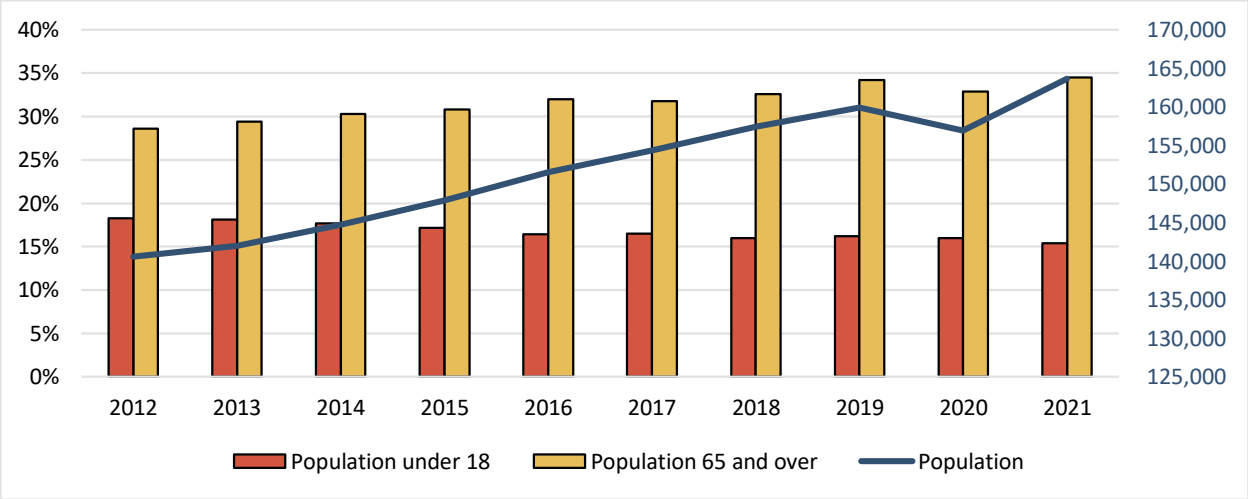
In contrast, the percentage of the population under 18 has been decreasing over the years, from 18.3% in 2012 to 15.4% in 2021. This demographic is less likely to have a driver's license and a car, making them potential users of transit services.

Furthermore, the aging of the population has implications for the types of services that are required. For instance, older individuals may require more accessible and comfortable transit vehicles, such as low-floor buses or paratransit services, which cater to individuals with disabilities. This may necessitate the deployment of specialized transit services that cater to this specific demographic.

The Indian River County population has also become more educated with the share of high school graduates increasing 6.6% and the share of those with a bachelor's degree or higher increasing 27.0%. Citizens with lower levels of educational attainment may be more likely to use public transportation if

they are in lower-paying jobs or cannot afford a car. Workers with higher levels of education may be more likely to have access to higher-paying jobs that require a car for commuting.

Figure 1-1. Population Trends in Indian River County, FL



Along with population increases, there was a 237% increase in building permits issues in the Sebastian/Vero Beach Metropolitan Statistical Area between 2012 and 2021, and a 10.7% increase in housing units. Figure 1-2 displays the trends in both housing units in Indian River County, Florida, and building permits issued in the Sebastian-Vero Beach Metropolitan Statistical Area, which is encompassed in Indian River County, Florida.

While the pandemic affected the 2020 values, the increases in both housing units and building permits are proof that Indian River County, Florida is an area of significant growth, both in terms of the population change shown in Figure 1-2 and the increased units shown in Figure 1-2.

Figure 1-2. Housing Units and Building Permits in Indian River County, FL

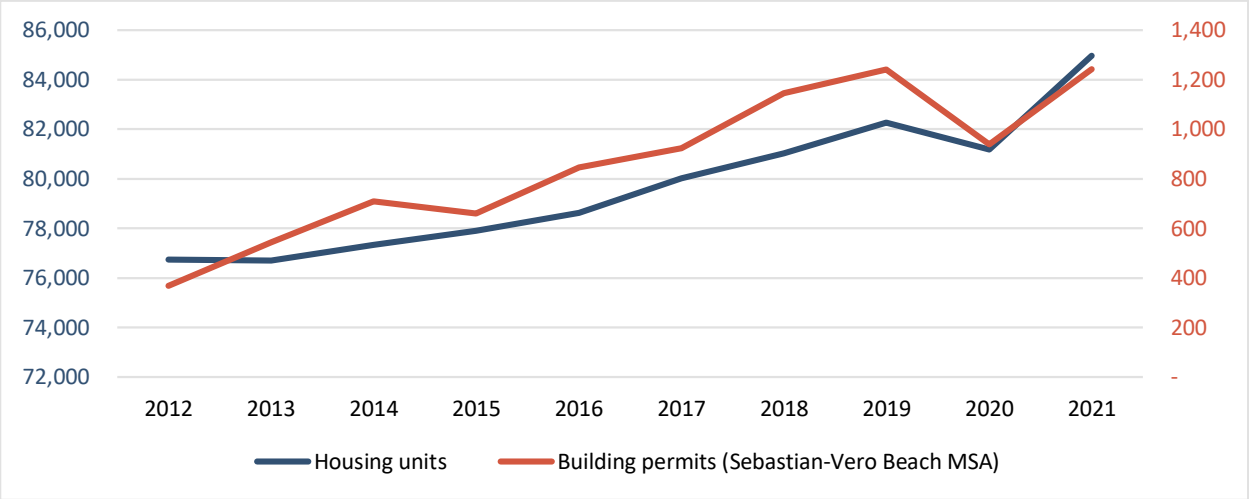


Figure 1-3 displays economic and employment related metrics and their trends over the past decade. When considering some of the economic and employment characteristics in Indian River County, the share of persons living in poverty increased 17.5% from 2020, however that is still 29.7% lower than the share of people that were living in poverty in 2012. The median household income has increased 45.9% in the past decade while total employer establishments increased 13.2% and total employment increased 23.2%.

Figure 1-3 shows that the share of persons in poverty has decreased from values from a decade ago, however, the share has increased in the past year. The median household income per year has increased from last year, and from a decade prior, as shown with the red line.

Figure 1-3. Percent of Persons in Poverty in Indian River County compared to the Median Annual Household Income, 2012 – 2021

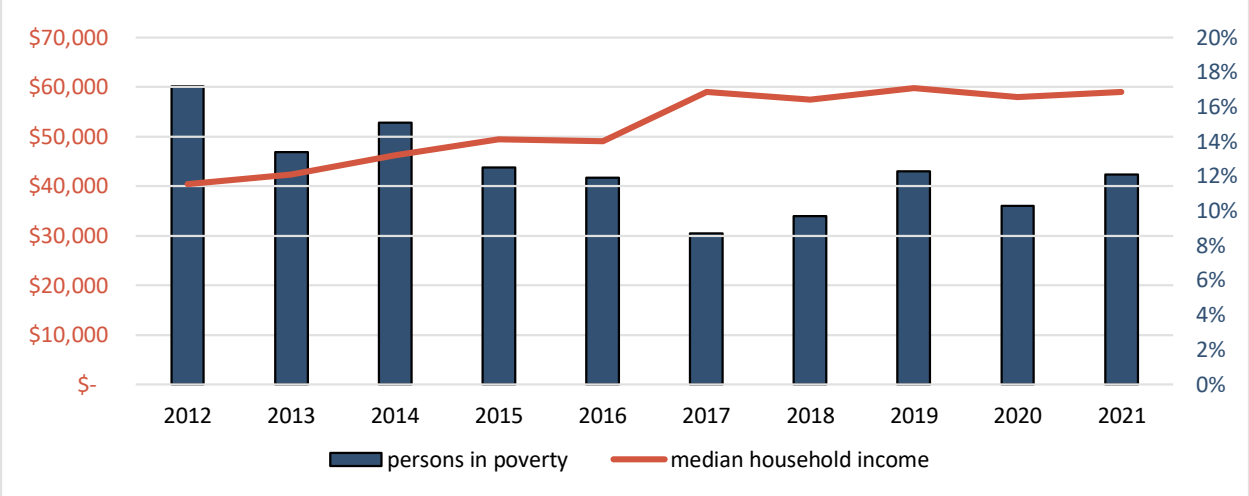
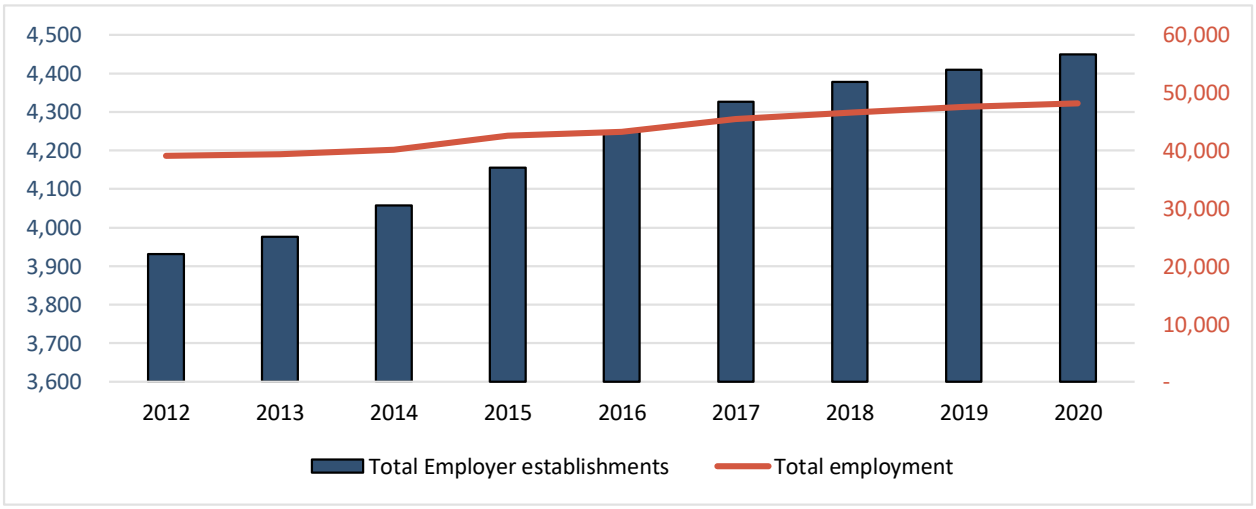


Figure 1-4 shows the trends in both employer establishments and total employment in Indian River County, Florida in the past decade. Both the number of total employer establishments and the total employees has increased annually. The number of employer establishments has increased 13 percent in the past decade while the share of employees in Indian River County has increased 23 percent.

Figure 1-4. Employer Establishments and Total Employment in Indian River County, FL. 2012-2021



Community and Municipal Characteristics

Indian River County encompasses several municipalities, including Fellsmere, Indian River Shores, Orchid, Sebastian, and Vero Beach. Understanding the population trends within these municipalities is essential for identifying the areas of growth and planning for future development (see Table 1-1).

In 2020, the largest municipality in Indian River County was Sebastian, with a population of 25,054 people. Vero Beach had the second largest population, with 16,354people. The smallest municipality in terms of population was Orchid, with 516 people. Fellsmere had a population of 4,834 people, while Indian River Shores had a population of 4,241 people.

Compared to the 2010 population numbers, four of the five municipalities in Indian River County experienced population growth between 2010 and 2020, with the largest percentage increase seen in Sebastian, which grew by 20.7%, while Indian River Shores saw the smallest increase, growing by just 9.8%.

In terms of population density, Indian River Shores had the highest density with 1,723 persons per square mile, followed closely by Sebastian with 1,891 persons per square mile. Vero Beach city had a density of 1,279 persons per square mile, while Fellsmere and Orchid had densities of 901 and 489 persons per square mile, respectively.

Overall, Indian River County had a population of 159,788 people in 2020, with an overall population density of approximately 318 persons per square mile. This reflects a modest increase in population since 2010, when the county had a population of 138,028 people and a density of approximately 271.8 persons per square mile. The cities that are located within Indian River County are shown in Table 1-1.

Table 1-1: Municipal Population Trends

Municipality Name	Total population (2010)	Total Population (2015)	Total Population (2020)
Fellsmere	5,059	5,390	4,834
Indian River Shores	3,876	4,026	4,241
Orchid	399	374	516
Sebastian	21,238	22,920	25,054
Vero Beach	15,866	15,788	16,354

Current demographic trends are outlined in Table 1-2. Forecasted increases in population for both Indian River County, Florida, and for the state as a whole are also projected (see Table 1-3) Indian River County (see Map 1-2) is projected to increase by over 31 percent by 2045, while the state population is projected to increase just over 26 percent in that same timeframe.

Map 1-2. Cities of Indian River

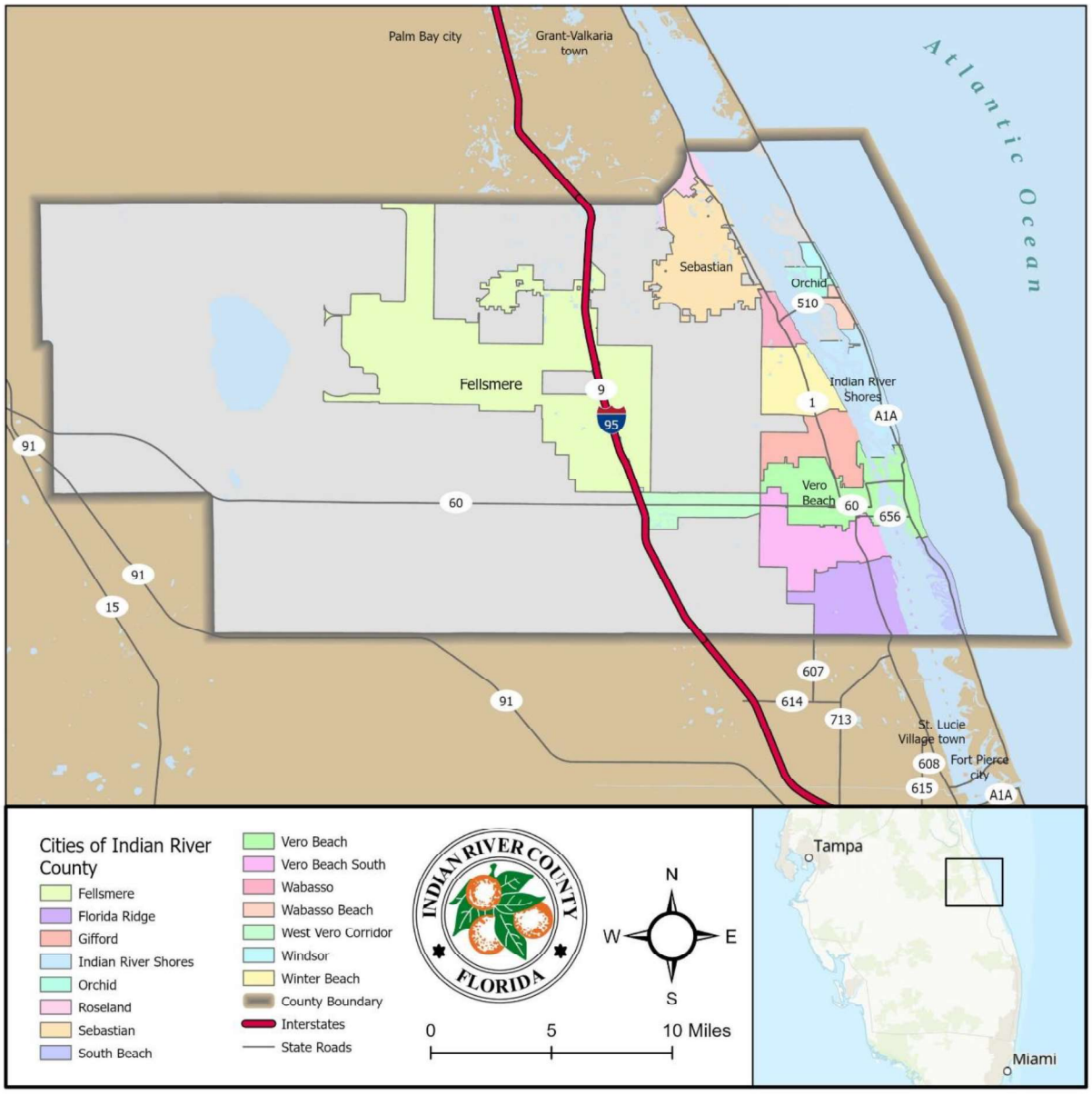


Table 1-2: Indian River County Trends

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Population	140,567	141,994	144,755	147,919	151,563	154,383	157,413	159,923	159,788	163,662
Population under 18	18.3%	18.1%	17.7%	17.2%	16.4%	16.5%	16.0%	16.2%	16.0%	15.4%
Population 65 and over	28.6%	29.4%	30.3%	30.8%	32.0%	31.8%	32.6%	34.2%	32.9%	34.5%
Percent Female	52.4%	51.7%	52.1%	52.9%	52.1%	52.5%	51.4%	51.2%	52.0%	52.1%
White	87.4%	87.1%	87.7%	89.3%	88.4%	89.4%	89.0%	87.6%	87.9%	84.7%
Black	10.3%	10.3%	10.0%	10.0%	9.1%	9.9%	9.9%	10.2%	9.8%	10.2%
Hispanic	11.7%	11.7%	11.9%	12.1%	12.0%	12.5%	12.7%	12.7%	12.5%	13.3%
Housing units	76,734	76,710	77,342	77,905	78,629	80,017	81,037	82,262	81,185	84,973
Building permits (Sebastian-Vero Beach MSA)	369	543	710	659	847	924	1,145	1,240	938	1,243
High school graduate (25 and older)	86.3%	88.5%	88.4%	89.2%	87.3%	90.4%	88.6%	90.9%	90.1%	92.0%
Bachelor's degree or higher	26.7%	26.2%	27.3%	25.5%	28.7%	30.4%	29.9%	31.3%	30.6%	33.9%
Persons in poverty	17.2%	13.4%	15.1%	12.5%	11.9%	8.7%	9.7%	12.3%	10.3%	12.1%
In civilian labor force	50.9%	50.9%	50.1%	46.7%	44.1%	48.5%	48.5%	49.6%	47.6%	48.5%
Mean travel time to work (minutes)	23.1	22.3	21.3	22.1	21.4	24.1	22.1	23.0	22.9	23.4
Median household income	$40,413	$42,401	$46,238	$49,379	$49,072	$58,972	$57,508	$59,782	$57,945	$58,972
Total Employer establishments	3,931	3,976	4,058	4,156	4,249	4,326	4,377	4,409	4,449	
Total employment	39,077	39,372	40,165	42,560	43,224	45,434	46,563	47,529	48,131	

Source: U.S. Census Bureau American Community Survey

Table 1-3: Population projections 2020-2045

Geography	2020	2025	2030	2035	2040	2045	Projected % change 2020-2045
Indian River County, FL	157,700	169,800	180,800	190,400	199,100	207,300	31.45%
Florida	21,556,000	23,130,900	24,426,200	25,498,000	26,428,700	27,266,900	26.49%

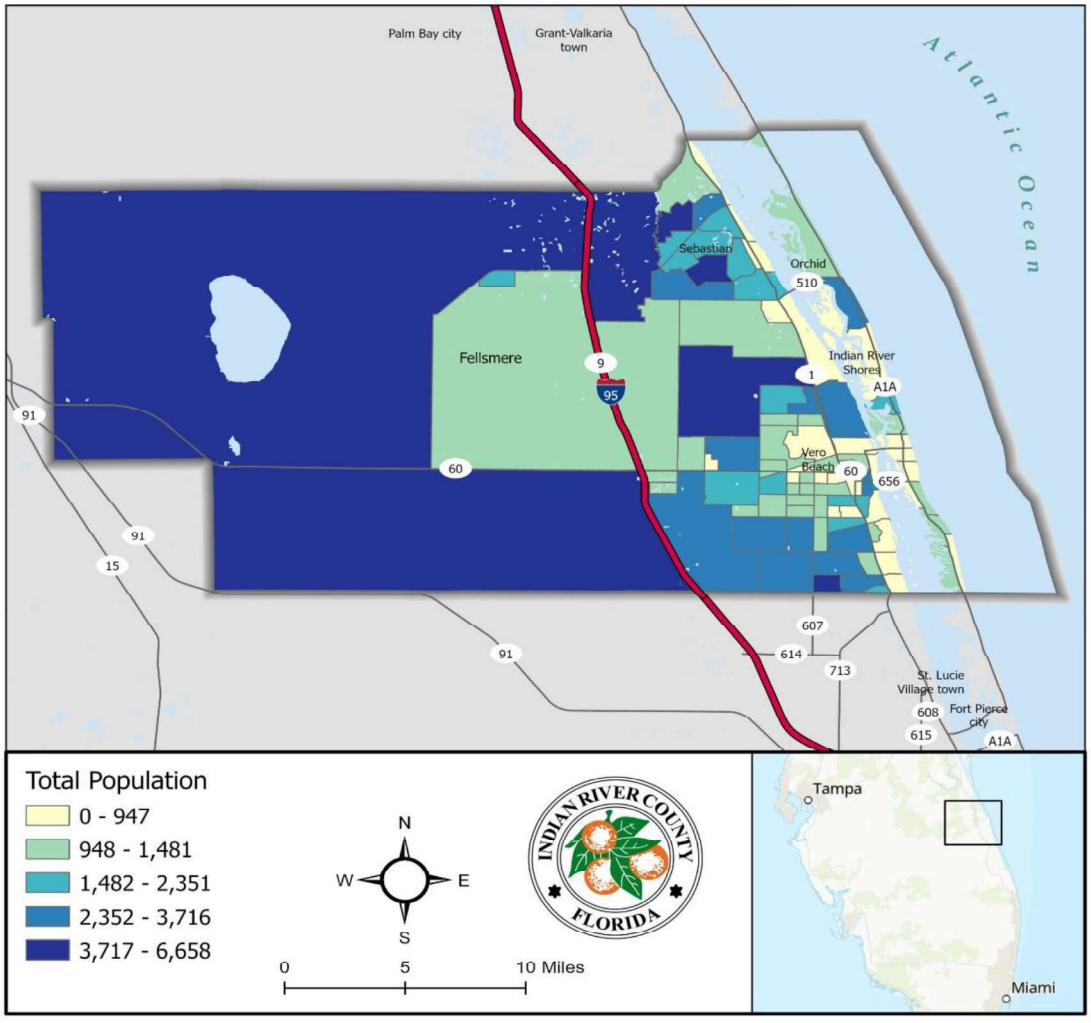
Source: Projections of Florida Population by County, 2020-2070[1]

[1] https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/planning/demographic/2070popprojection111720.pdf?sfvrsn=4d9f8d94_2

Examining census data at a smaller geographic detail than countywide can be better to measure transit demand because transit demand is not uniformly distributed across a county. Using data at the census block group level can provide more detailed insights into transit demand patterns. A block group typically consists of several blocks and has a population between 600 and 3,000 people. Analyzing census data at this level of detail can provide a more localized understanding of transit needs and identify specific areas where demand may be highest.

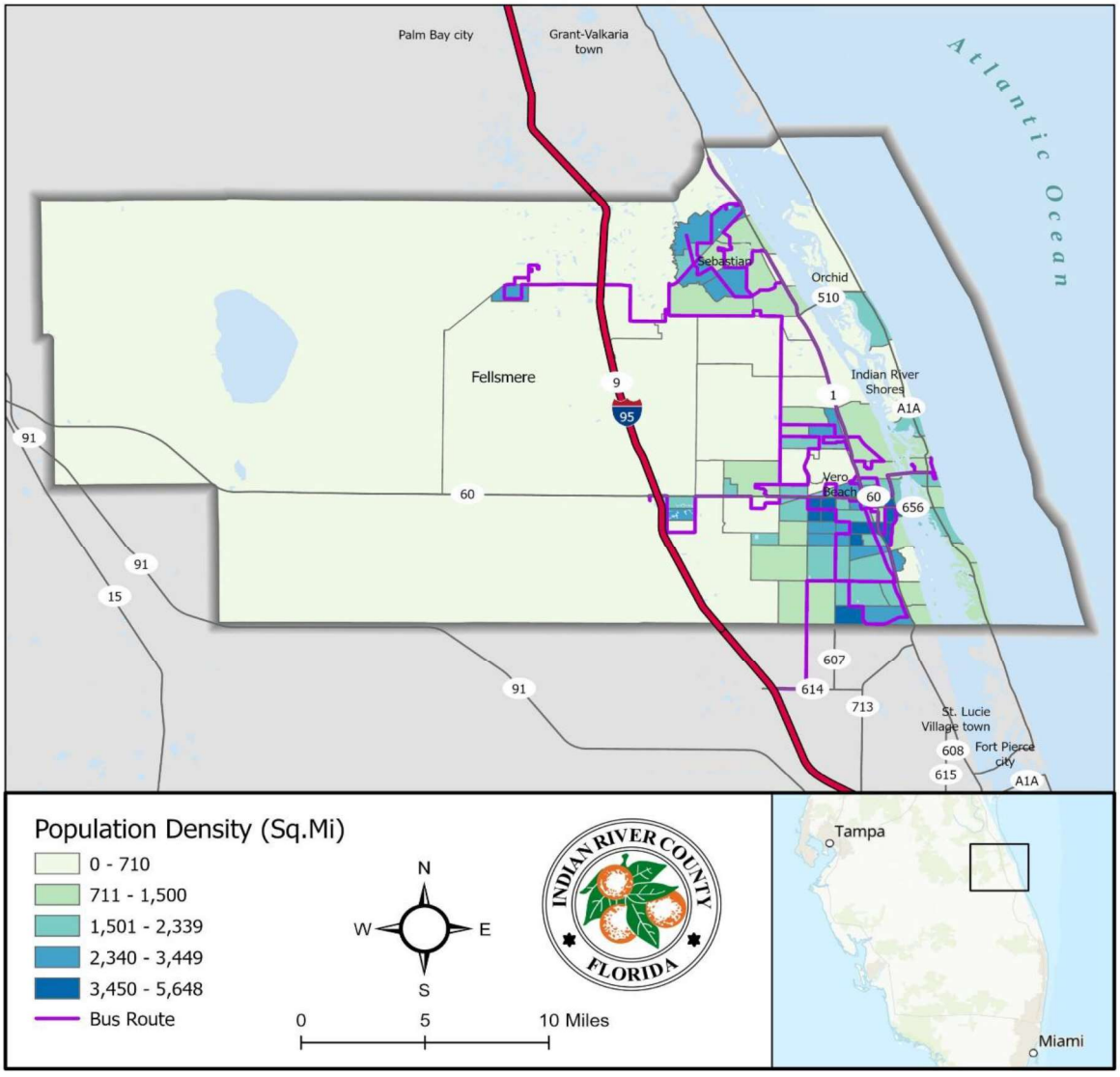
The following maps show population totals to help highlight potential transit demand hotspots. Map 1-3 shows the total population with the larger values represented with darker shades of blue and the lower population Census block groups shown with the lighter shades of yellow. Some of the darker shades are darker because of the size of the block. Using population and housing density maps can be a valuable complement to total population maps in transportation planning. While total population maps provide an overall view of the population distribution across an area, they do not account for variations in population density, which can greatly affect transit demand.

Map 1-3. Total Population by Census Blockgroup in Indian River County, Florida, 2021



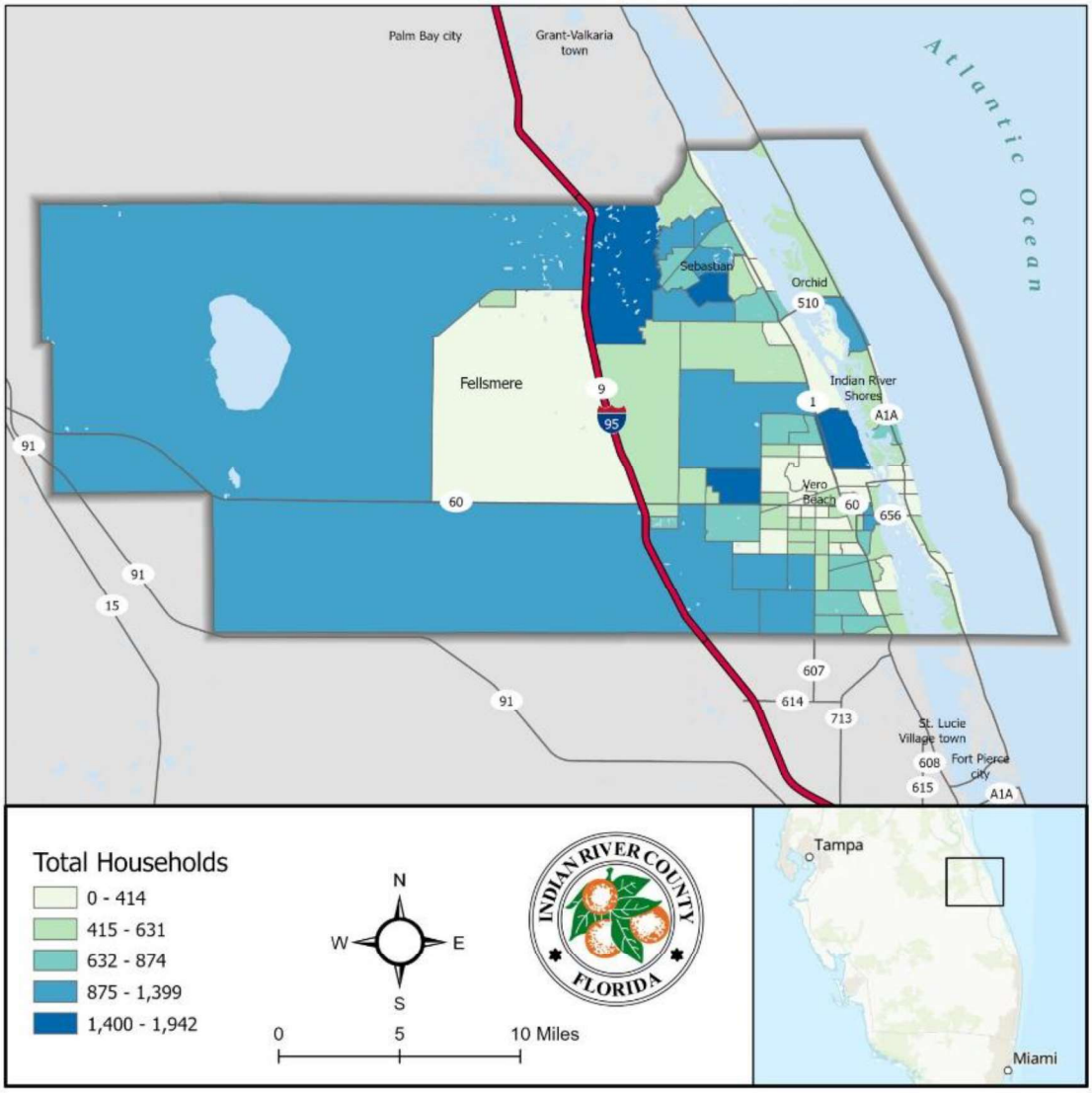
Map 1-4 shows the population density of each Census Block group in Indian River County, Florida, with the lower density areas depicted with lighter shades of green, while the higher density areas are shown with darker shades of blue. The density is displayed in units of people per square mile ranging from less than 710 people per square mile to more than 3,450 people per square mile. The majority of the population density is focused on the eastern side of the county, closest to the coast. The most densely populated block groups in the county are around Vero Beach and south. There are also select areas with increased population density along the northern section of the County's coast around Sebastian. Much of the less densely populated areas to the west is inclusive of the St. Sebastian River State Park and the Blue Cypress Conservation Area, preventing future growth in population. The current transit system overlay demonstrates the densest Census Block groups are served by the current fixed route bus service.

Map 1-4. Population Density in People per Square Mile in Indian River County, Florida, 2021



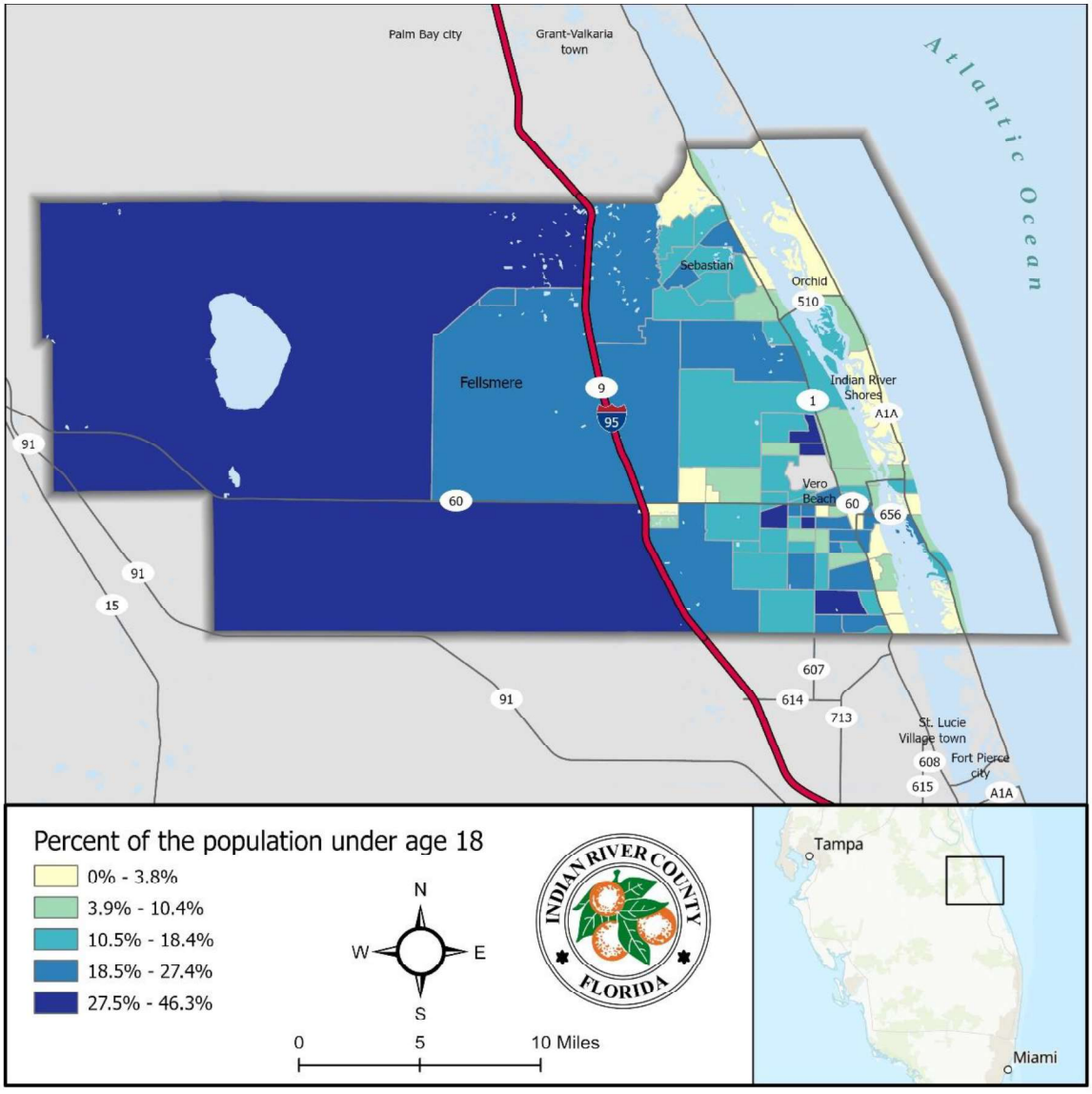
Map 1-5 shows the variation in total households by Census block group in Indian River County, Florida in 2021, with the Census block groups with the lowest number of households shown with lighter shades, and the blocks with the largest number of households are displayed as darker shaded blocks.

Map 1-5. Total Households by Census Block in Indian River County, Florida, 2021



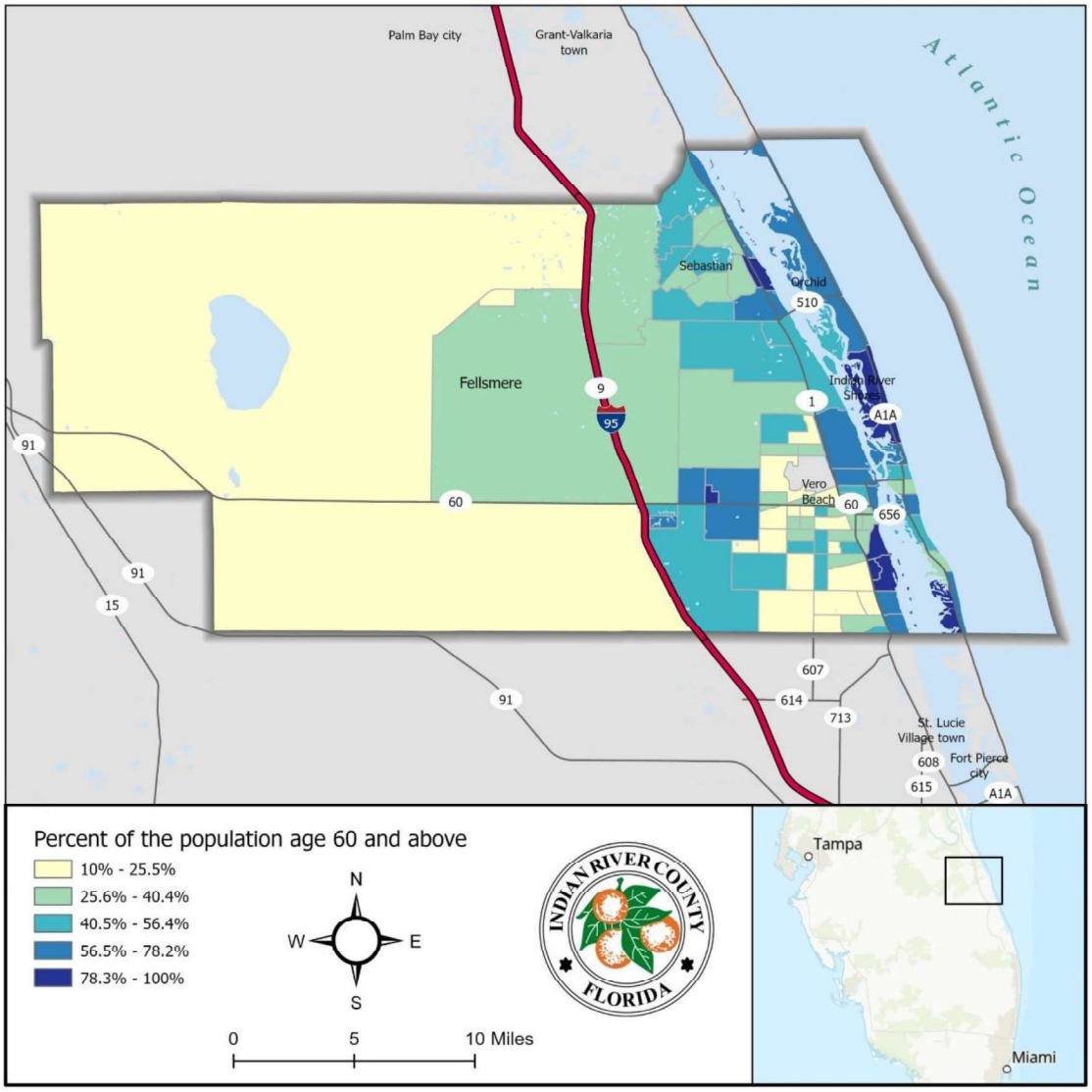
Map 1-6 displays the variations in the share of population that are children that live in Indian River County, Florida, with larger share of the population under 18 displayed as dark blue, and the shades get lighter as the share of children in that Census block group decreases. It is clear from the figure that there are less children that live closer to the water, and the share of children increases with progression westward.

Map 1-6. Indian River County, Florida Share of Population under 18 years of age, 2021



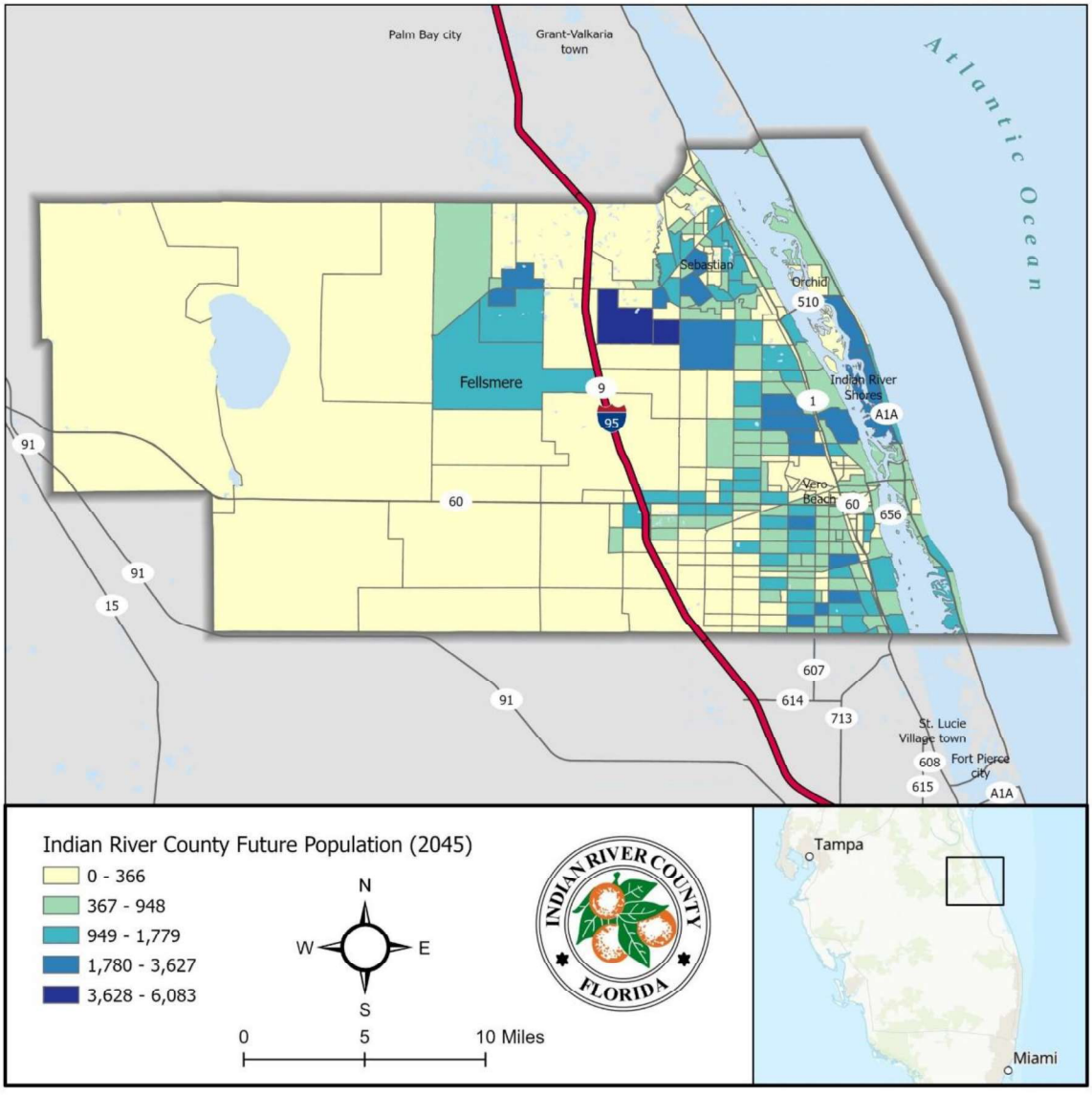
Map 1-7 displays a map of the Census block groups in Indian River County, Florida, which are color-coded to represent the various shares of the population that are aged 60 and above. The visible trend is how the population trends older toward the coast. It is also clear that a much smaller share of the population over 60 lives in the west portion of the county.

Map 1-7. Share of Population over 60 Years of Age in Indian River County, Florida, 2021



The projected population of Indian River County for the year 2045 as shown Map 1-8 with the tracts with the smallest nominal populations shown with the light-yellow color, and the darker shades indicate greater nominal population values. It is clear from the projections shown Map 1-8 that the population is projected to remain concentrated mostly east of Interstate 95.

Map 1-8. Projected Population for 2045



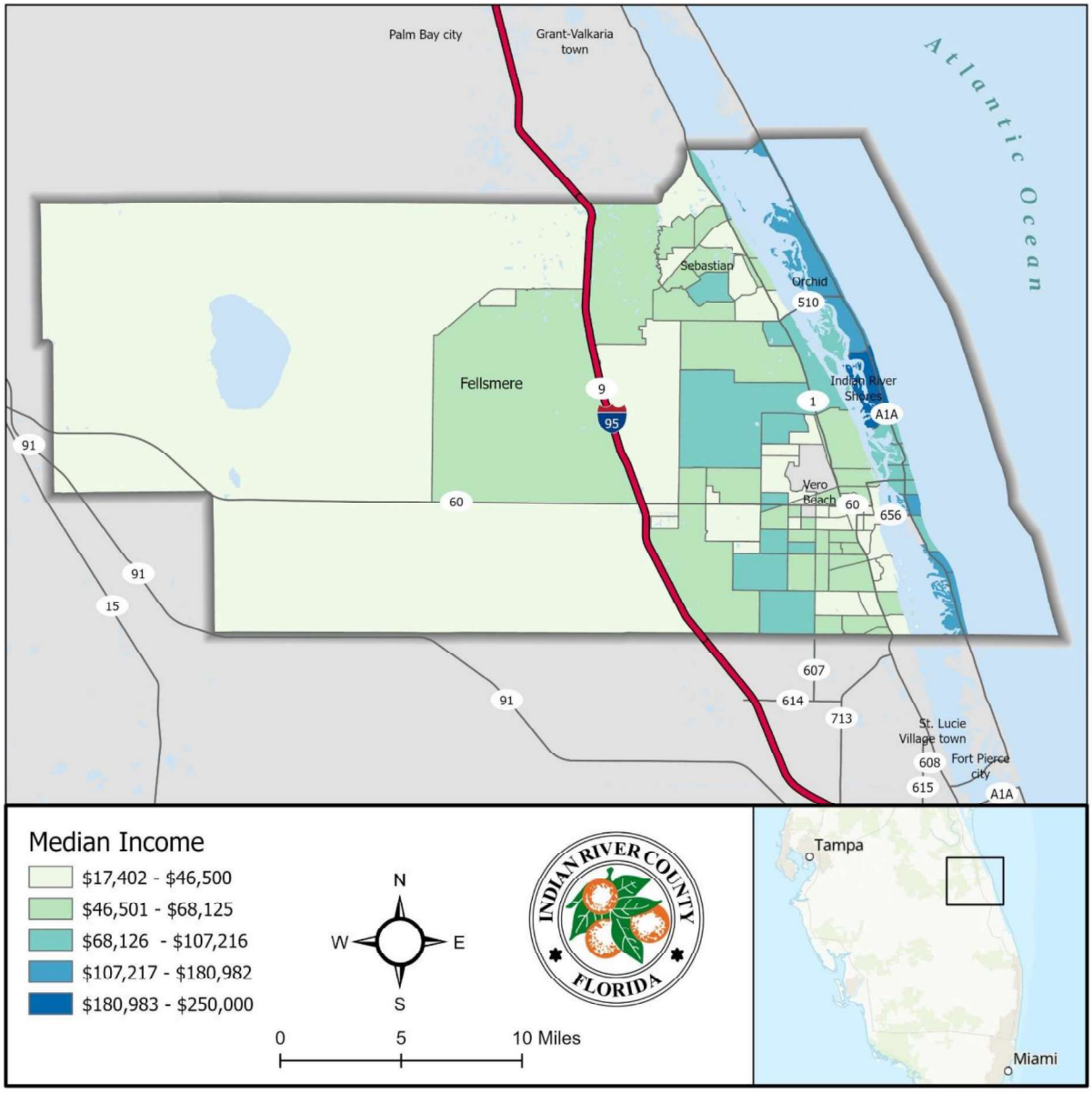
Socioeconomic Characteristics

Socioeconomic characteristics can significantly impact public transit demand, as they influence the travel behavior and transportation needs of different communities. Factors such as income, employment status, and education level can impact a person's ability to access and use public transportation, as well as their willingness to do so. The following section addresses income and poverty levels in the county. Communities with lower income levels and a higher proportion of the community living below the poverty level have a higher demand for public transportation usage.

Income

Perhaps the most fundamental measure of economic opportunity is the median income. The median income represents the “middle” income level, where one-half of the block group makes above and the other half is below that income level. Map 1-9 displays the variation in median household income for each Census block group in Indian River County, Florida. As one might expect, the higher income brackets are located along the coastal Census block groups of the county, while the median household income decreases westward. This is expected due to the increased cost of living along any coastal area as compared to the cost of living inland.

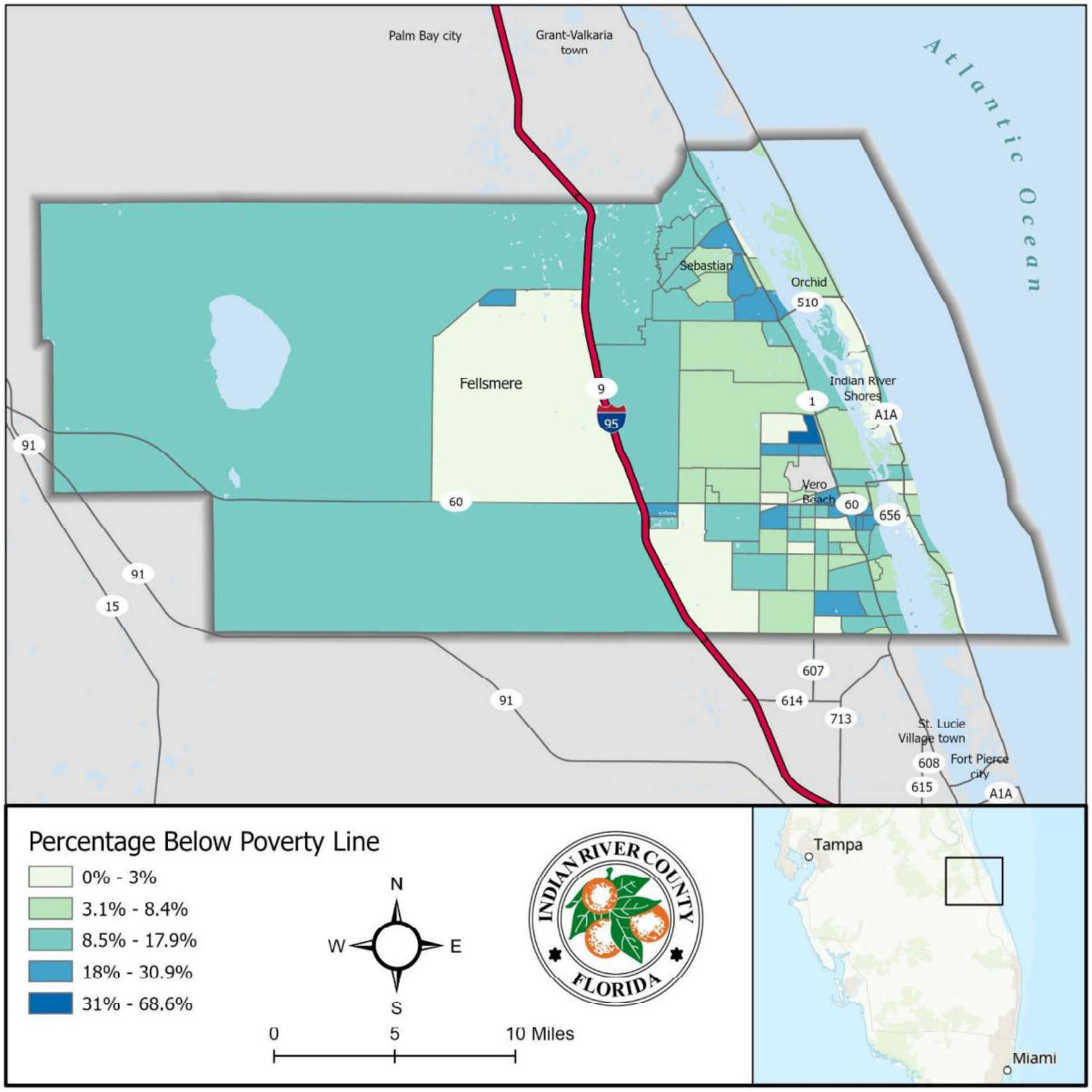
Map 1-9. Median Household Income by Census Block in Indian River County, Florida, 2021



Poverty

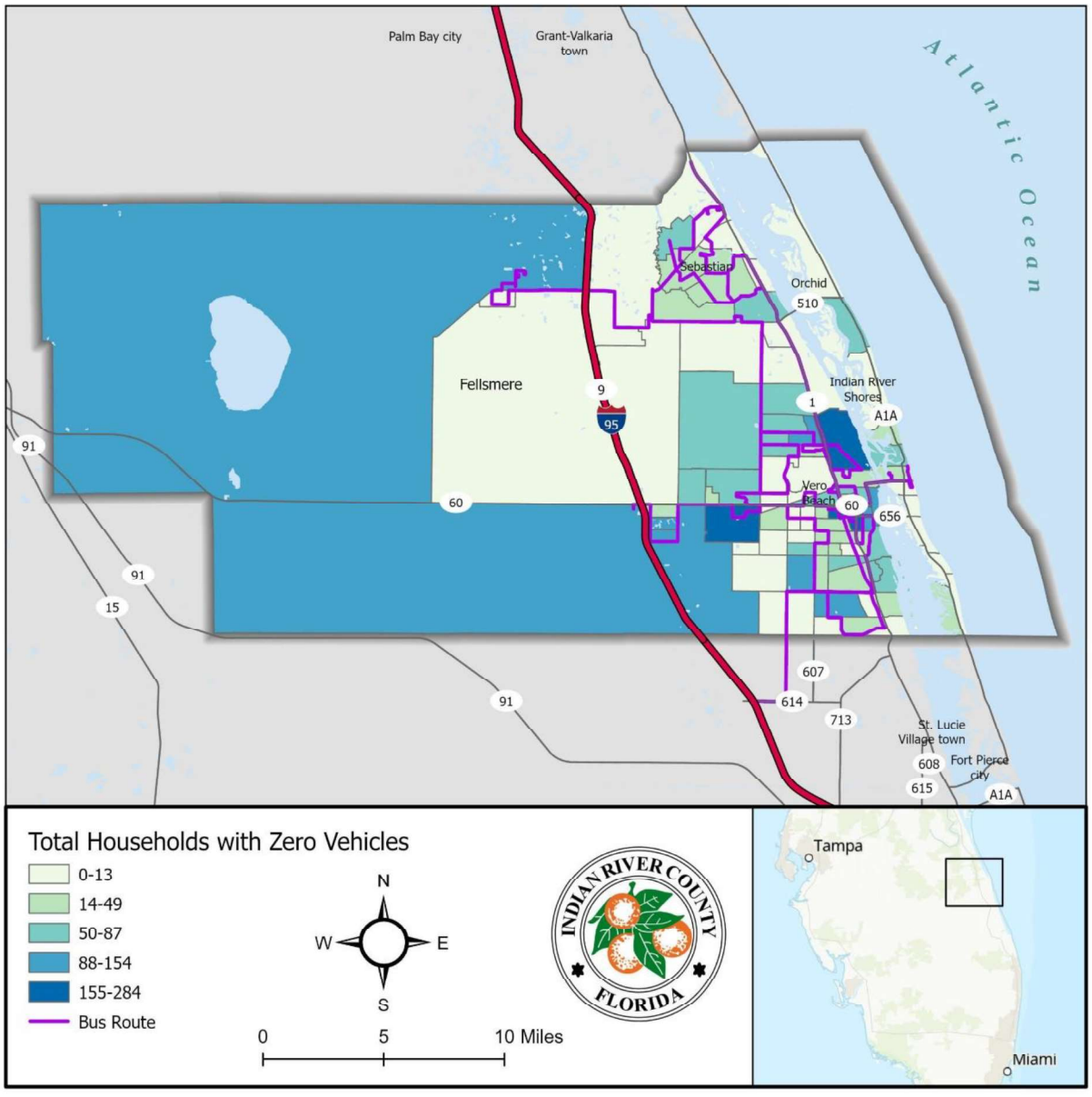
Another indicator of income is poverty. Map 1-10 shows the variation in the shares of population that live below the poverty line in Indian River County, Florida, by Census block group. The lighter shades in the figure represent lower shares of population who live below the poverty line, while the darker shades represent larger shares of the population that live in poverty. The areas with the highest shares of poverty are located around State Road 5.

Map 1-10. Percentage of Population in Indian River County, Florida that live Below the Poverty Line, 2021



Lower incomes and poverty levels are often linked to households with zero vehicles available. Accordingly, exploring areas of the county with low vehicle ownership can help identify transit markets. Map 1-11 displays a visual representation of the shares of households with no vehicles in Indian River County, Florida with the lighter shades representing lower shares of households with no vehicles, and the darker shades representing the areas that have higher shares of households with no vehicles. The current GoLine fixed transit system routes are included on the map. It is clear from Map 1-11 that the current transit system provides service to the areas (along State Road 5 and 60) that are the most densely populated with households that have no vehicles.

Map 1-11. Percent of Households with No Vehicles by Census Blockgroup in Indian River County, Florida, 2021

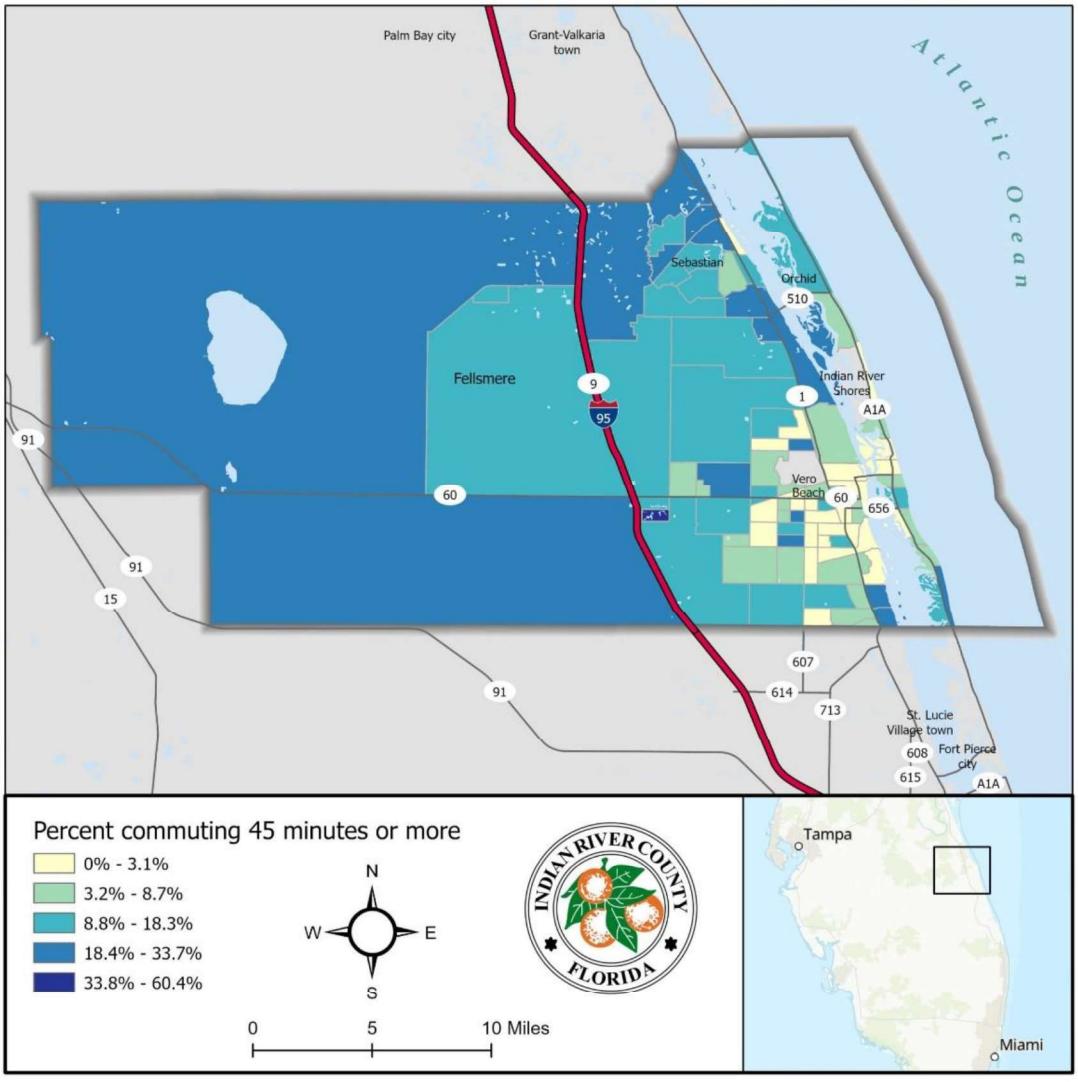


Labor and Employment Characteristics

Journey-to-Work Characteristics

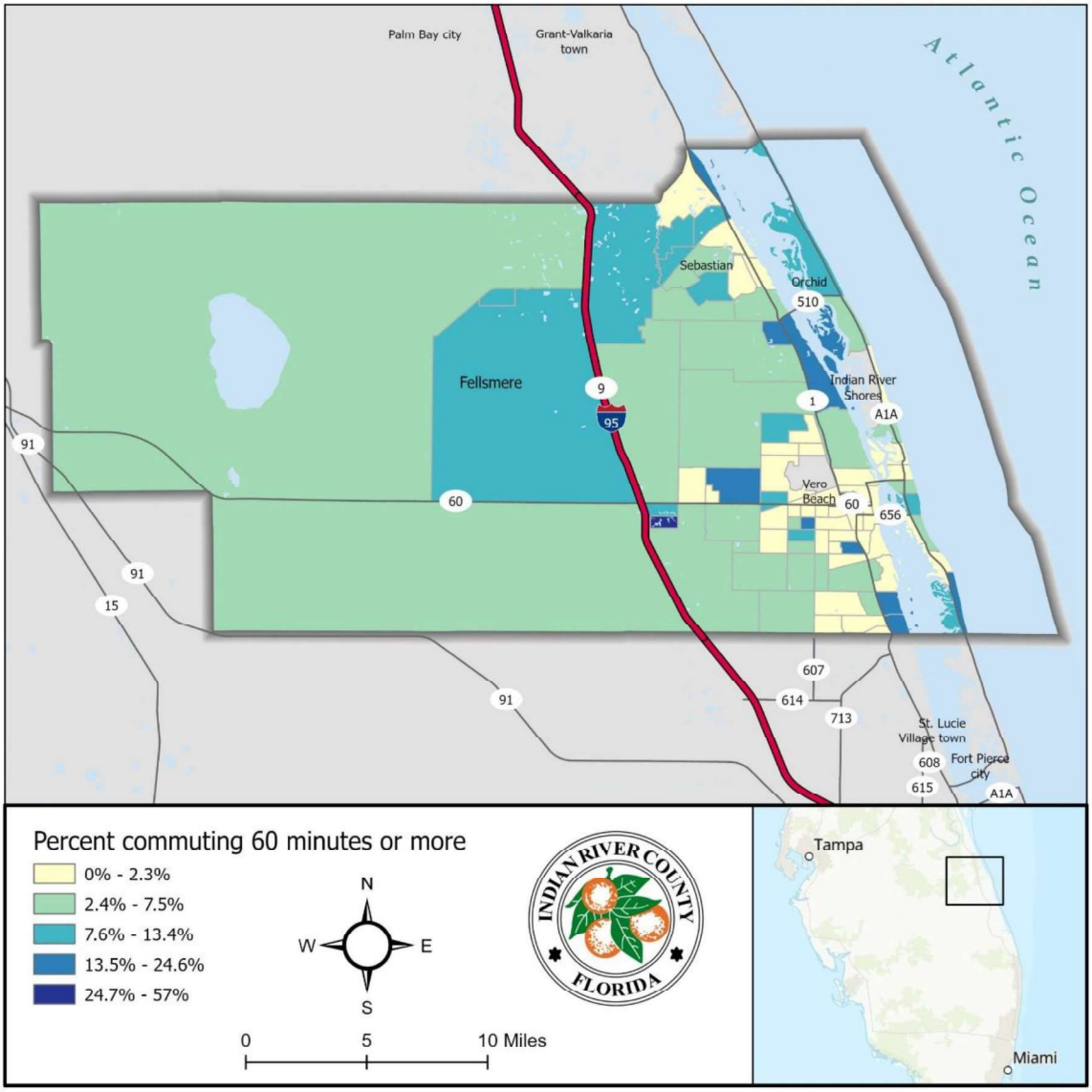
Map 1-12 shows the share of the population that commutes for 45 minutes or more for a one-way trip to work. The figure displays the smallest percentages with lighter colors and the larger percentages with darker blue colors. It is obvious from the figure that the lowest shares of commuters that commute 45 minutes or more are located around the Vero Beach area.

Map 1-12. Percent of Commuters that Commute 45 minutes or more



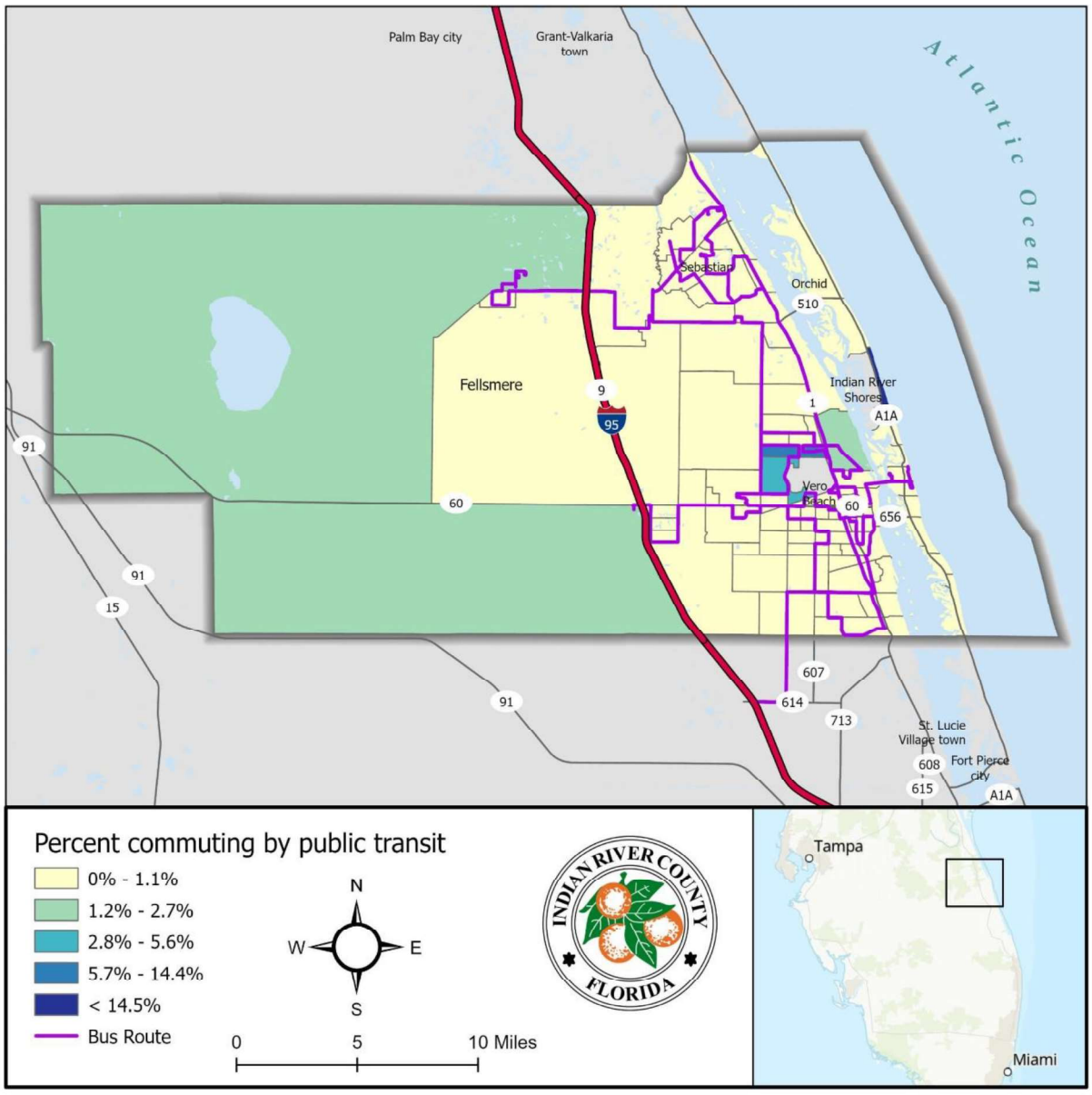
Similar to Map 1-12, the lighter colors displayed in Map 1-13 represent the smaller shares of commuters that commute 60 minutes or more to work one-way, while the darker blue colors represent the larger shares of commuters that have a travel time to work of 60 minutes or more. The majority of Indian River County residents do not commute more than 60 minutes.

Map 1-13. Percent of Commuters that Commute 60 minutes or more



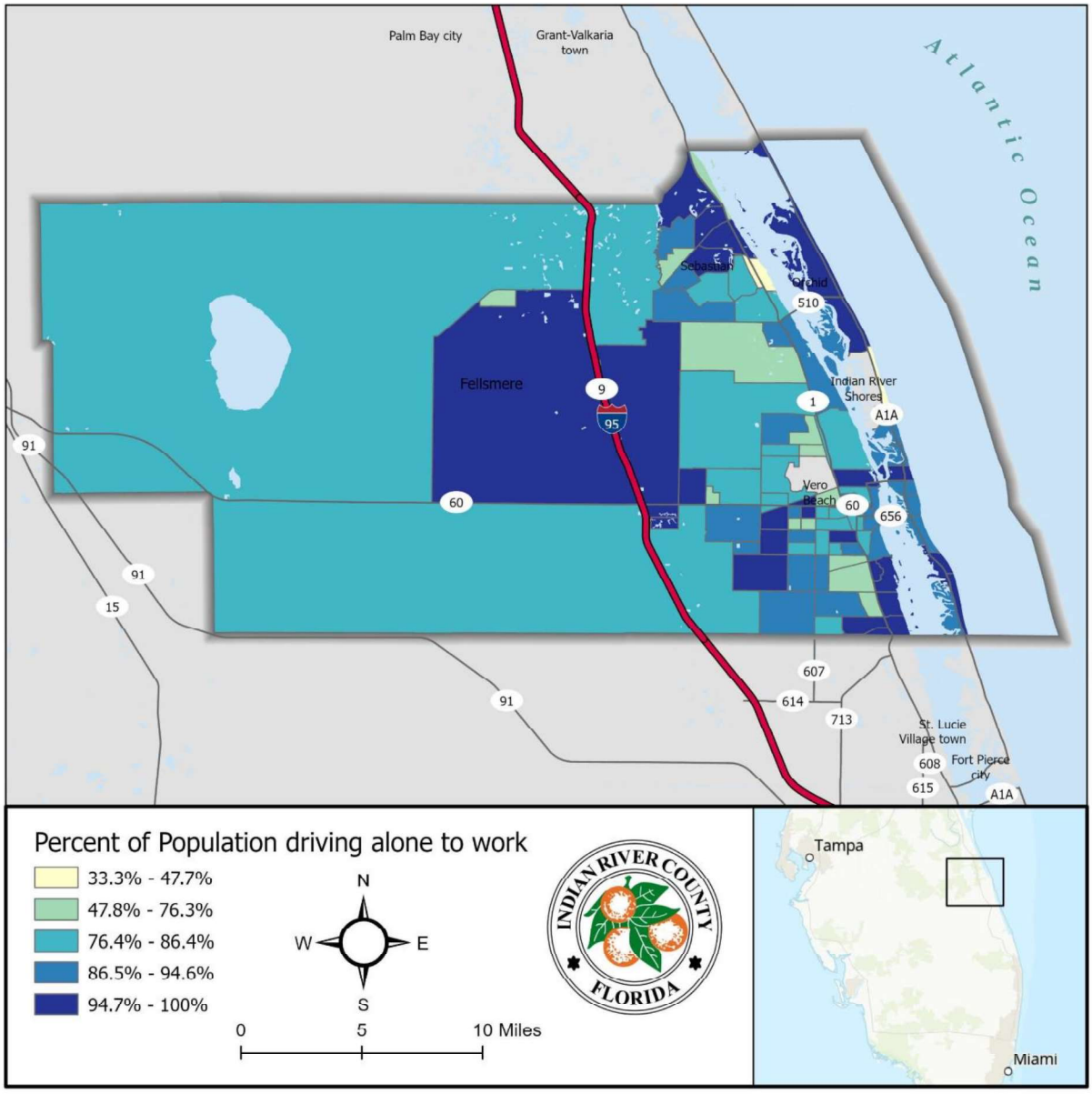
The variations in the percent of commuters that commute via public transit are shown in Map 1-14. The lower shares are displayed as the lightest shaded color, while the larger shares of transit commuters are shown in blue.

Map 1-14. Percent of Commuters that Commute via Public Transit



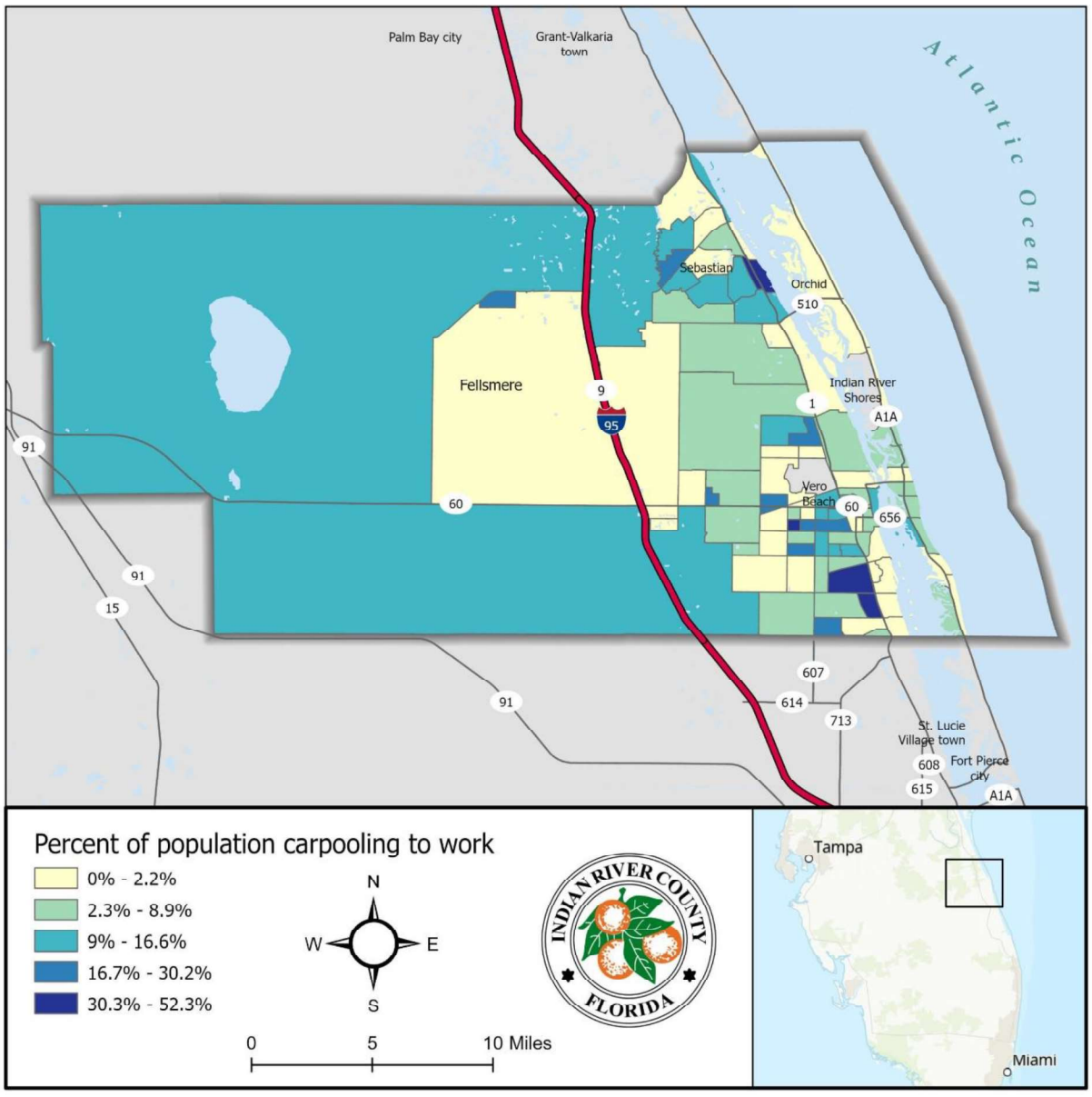
The variation in the percentage of commuters who drive alone to work are shown in Map 1-15, with the darkest blue colors representative of the largest shares of commuters who drive alone. It is clear from the figure that the majority of the Indian River County commuters drive alone to work.

Map 1-15. Percent of Population that Drives Alone to Work



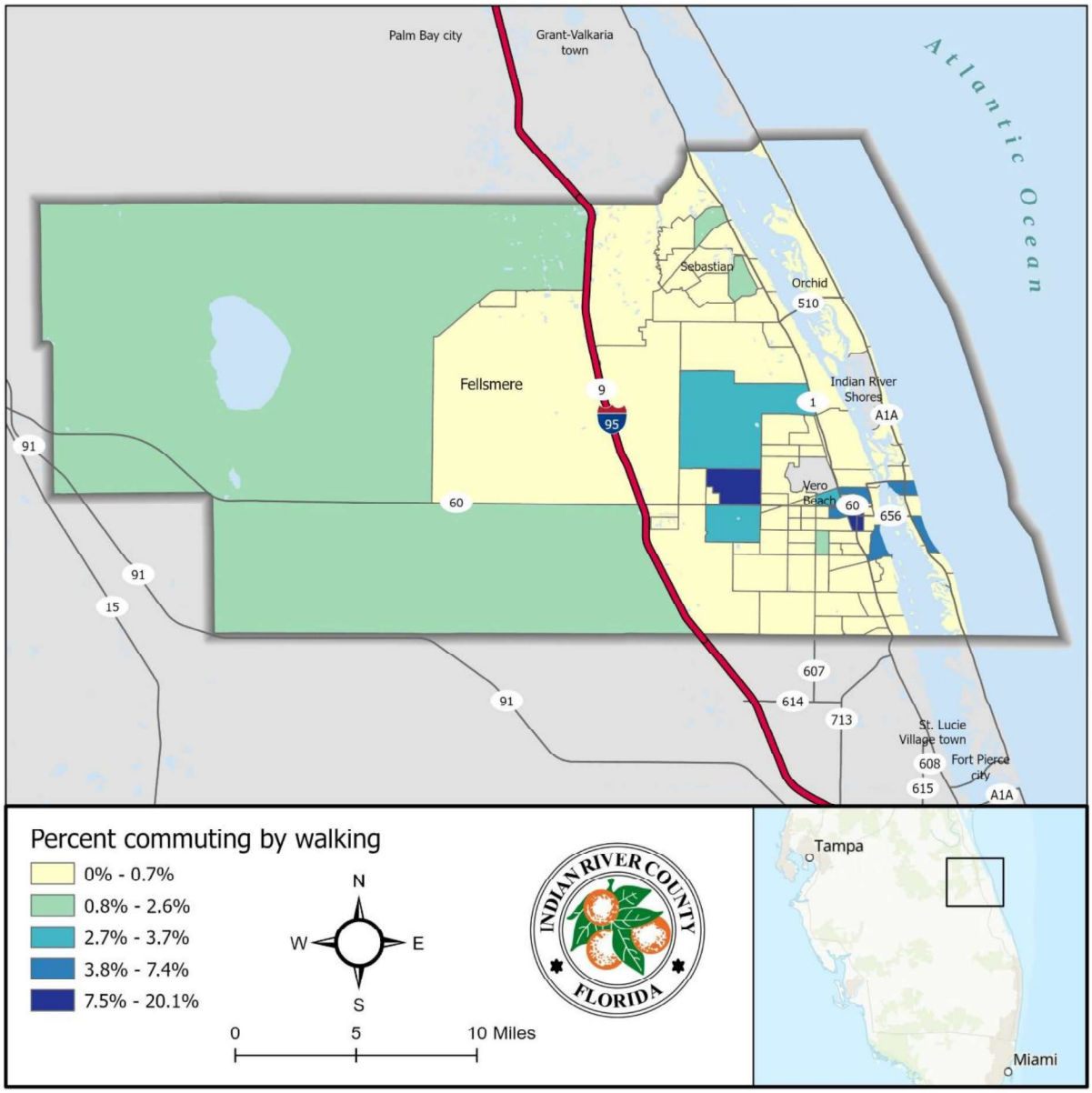
The range in percentages of commuters who carpool to work are shown in Map 1-16, with the lighter colors' representative of smaller shares of carpooling commuters. The darker shades of blue indicate areas that have higher shares of carpooling commuters.

Map 1-16. Percent of Commuters that Carpool



Map 1-17 displays the variation in shares of commuters that walk to work, with the smaller shares shown as light yellow and larger shares shown with darker blues. The figure clearly shows that the highest shares of walking commuters are in the Vero Beach vicinity.

Map 1-17. Percent of Commuters that Commute by Walking

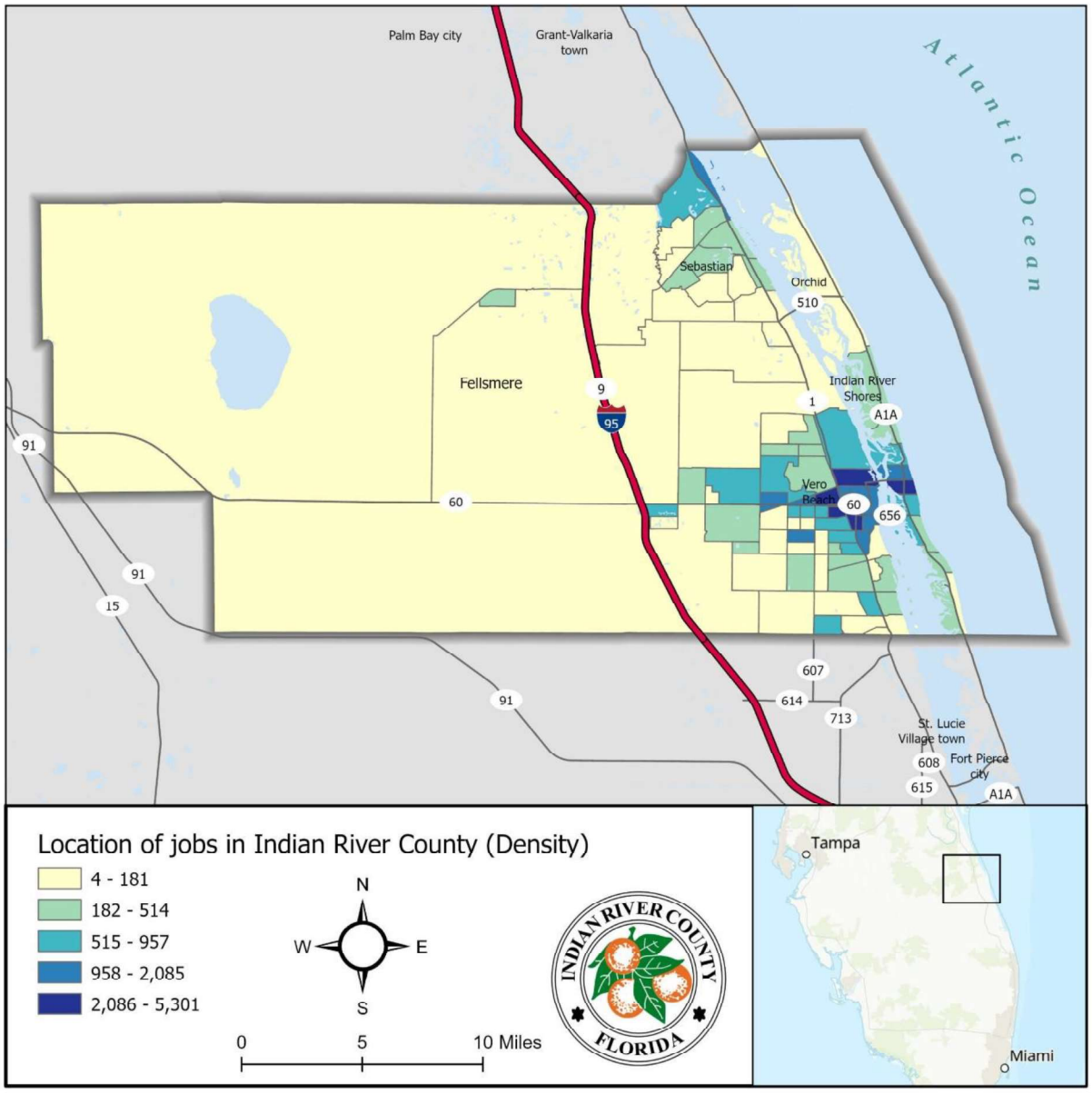


Work Force Characteristics

The Longitudinal Employer-Household Dynamics (LEHD) database, which is produced by the United States Census Bureau, provides detailed information on workers' employment and commuting patterns. By using data from state unemployment insurance wage records, the LEHD database can identify where workers live and work, as well as the industries they are employed in and their earnings. This information can be used to understand the commuting patterns, origins, and destinations of workers in Indian River County. In this section, we summarize key findings from the LEHD dataset for Indian River County, including the total number of private primary jobs, worker age, earnings, industry sector, race, ethnicity, educational attainment, and sex. Further, we examine the origin and destinations of the workers in Indian River County. Together, these data illustrate the employment and commuting patterns of workers in the county, a key transit user segment.

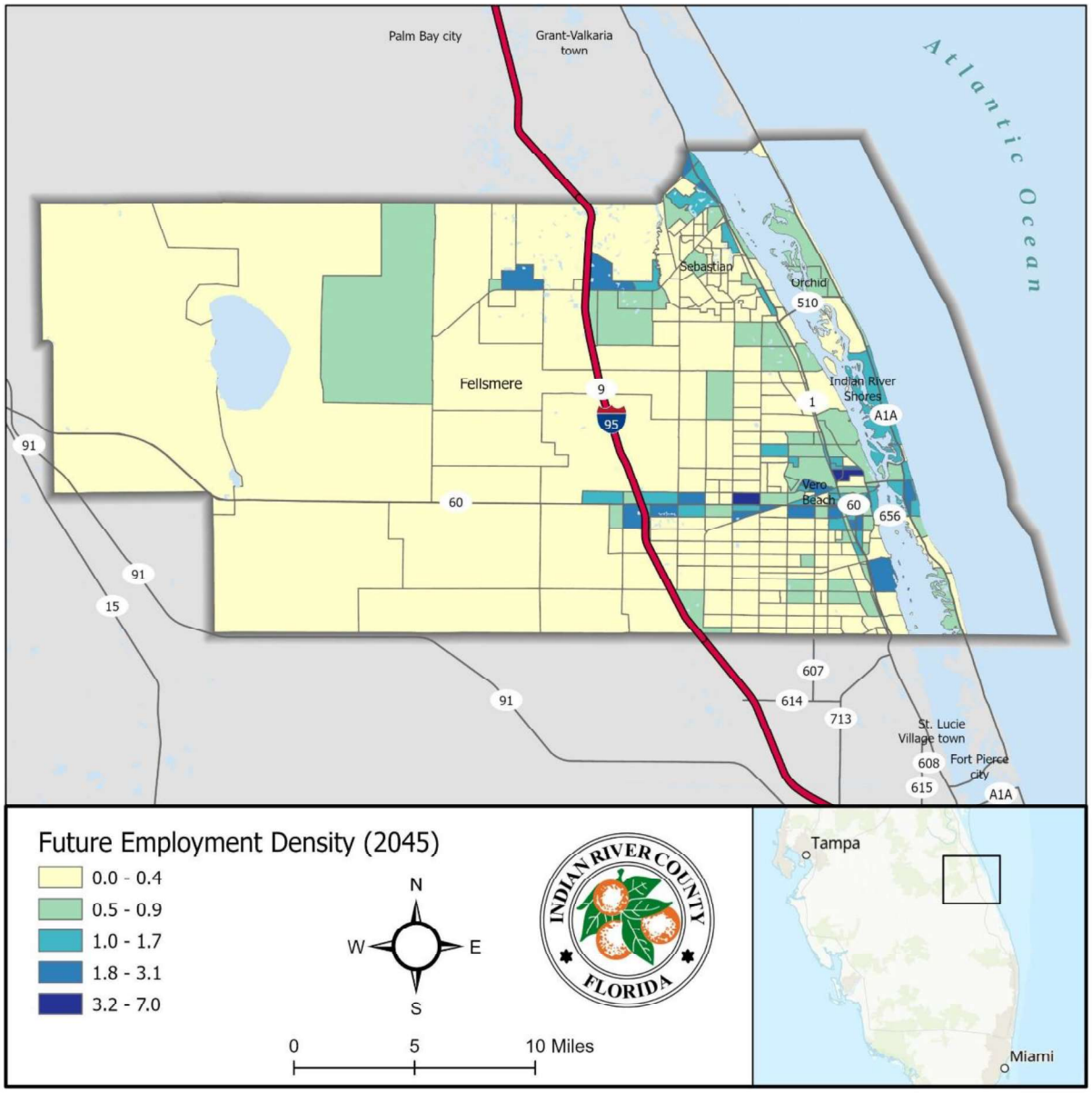
Employment density refers to the concentration of jobs in each area. Areas with higher job density have an impact on transit demand. Prioritizing transit service in areas with high employment density will have the greatest impact on GoLine riders. Map 1-18 illustrates areas in Indian River that have higher jobs per square mile. Employment density is most highly concentrated in and around the Vero Beach and central barrier island communities.

Map 1-18. Employment Density



Future employment growth is another indicator of transit demand, with areas of greater projected employment growth offering potential opportunities for public transit service to succeed. Map 1-19 displays the projected number of employed people in Indian River County for the year 2045, with the lighter shaded colors representing the smaller numbers of employed people, and the darker colors represent the larger numbers of employed people. It is clear from the figure that employment is concentrated along the coastal areas and along State Road 60 towards Interstate 95.

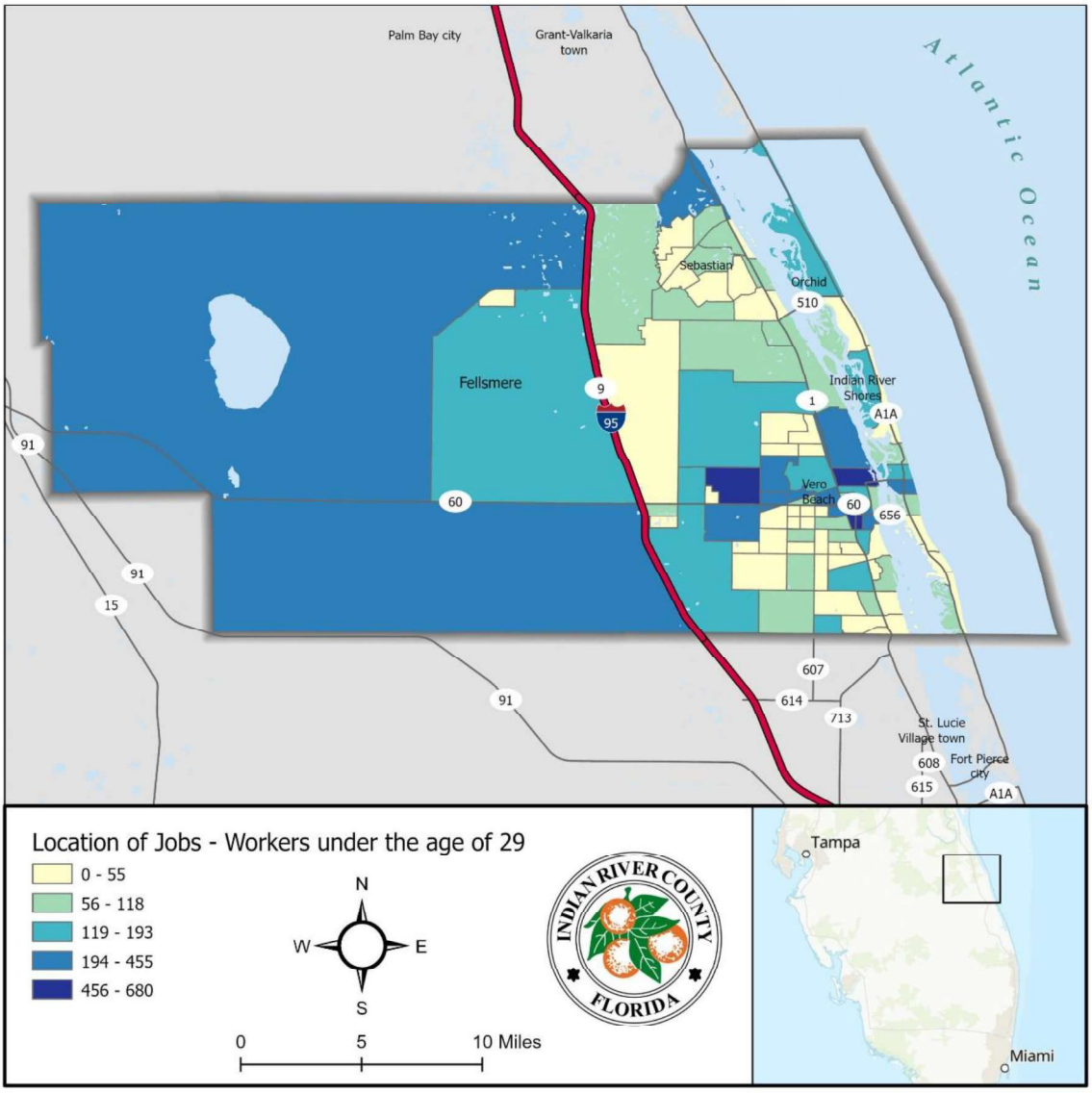
Map 1-19. Projected Employment in 2045



Worker Age

Workers who are younger or older may be more likely to use public transportation than those in the middle age group. Younger workers may not yet have a car or may prefer the convenience and affordability of public transportation, while older workers may prefer not to drive or may no longer be able to do so. Slightly more than twenty-one percent (21.4%) of workers with jobs in Indian River County are aged 29 or younger, and 30.1% are aged 55 or older. This suggests that there may be some demand for public transportation among these age groups, who may be less likely to own a car or prefer not to drive. However, the largest age group is workers aged 30-54, who may be more likely to own a car and commute during peak hours. Map 1-20 below shows the location of jobs held by workers aged 29 and below.

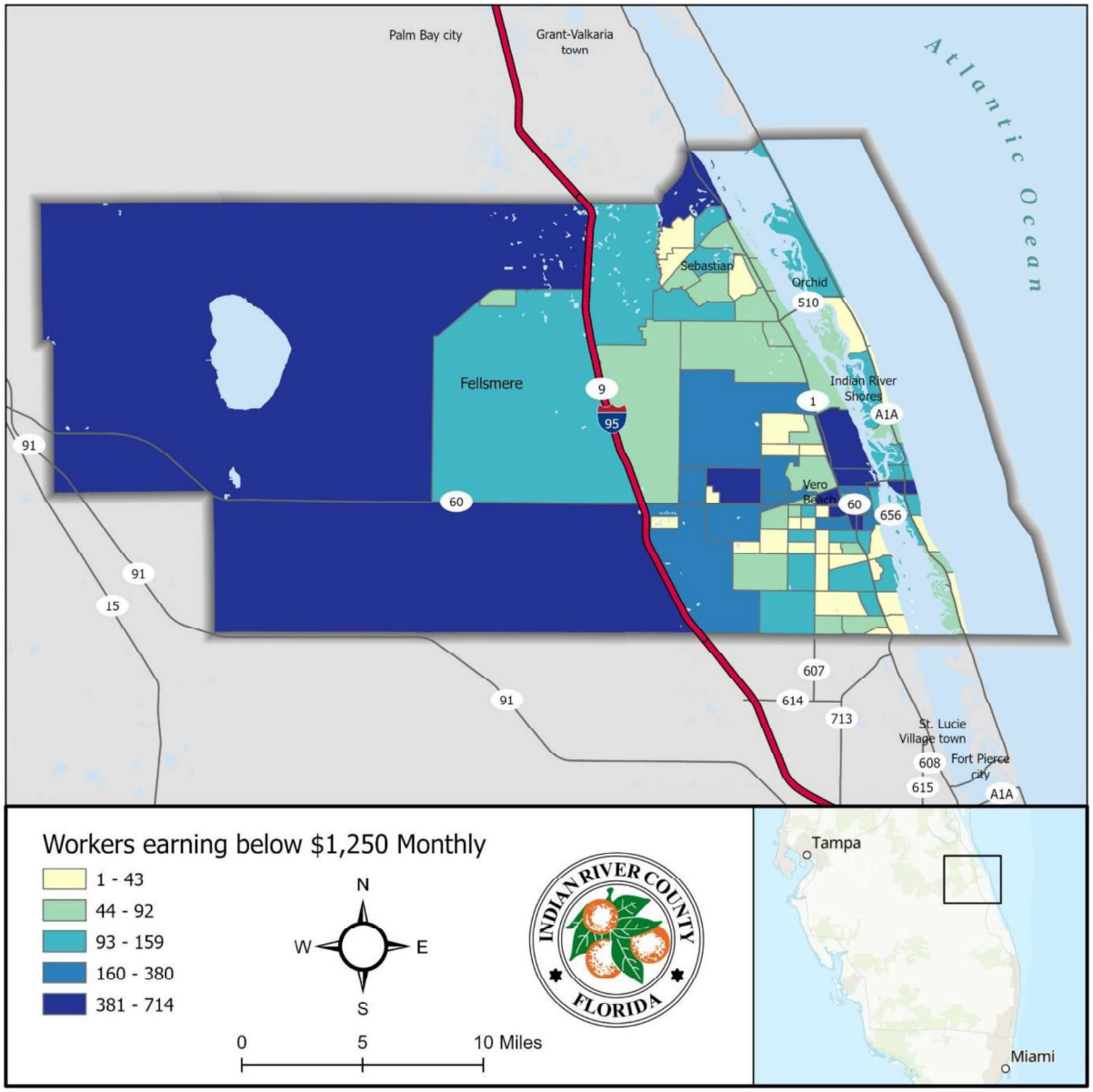
Map 1-20. Work Location of Employed Residents under Age 29



Worker Earnings

Workers who earn less income may be more likely to use public transportation as it is often more affordable than owning and operating a car. Therefore, knowing where the highest densities of lower income workers reside often gives an indication of where public transportation is most in demand (see Map 1-21). In Indian River County, 21.8% of workers earn $1,250 per month or less, while 34.4% earn more than $3,333 per month. The largest share of workers in Indian River County earns between $1,251 and $3,333 per month (43.8%).

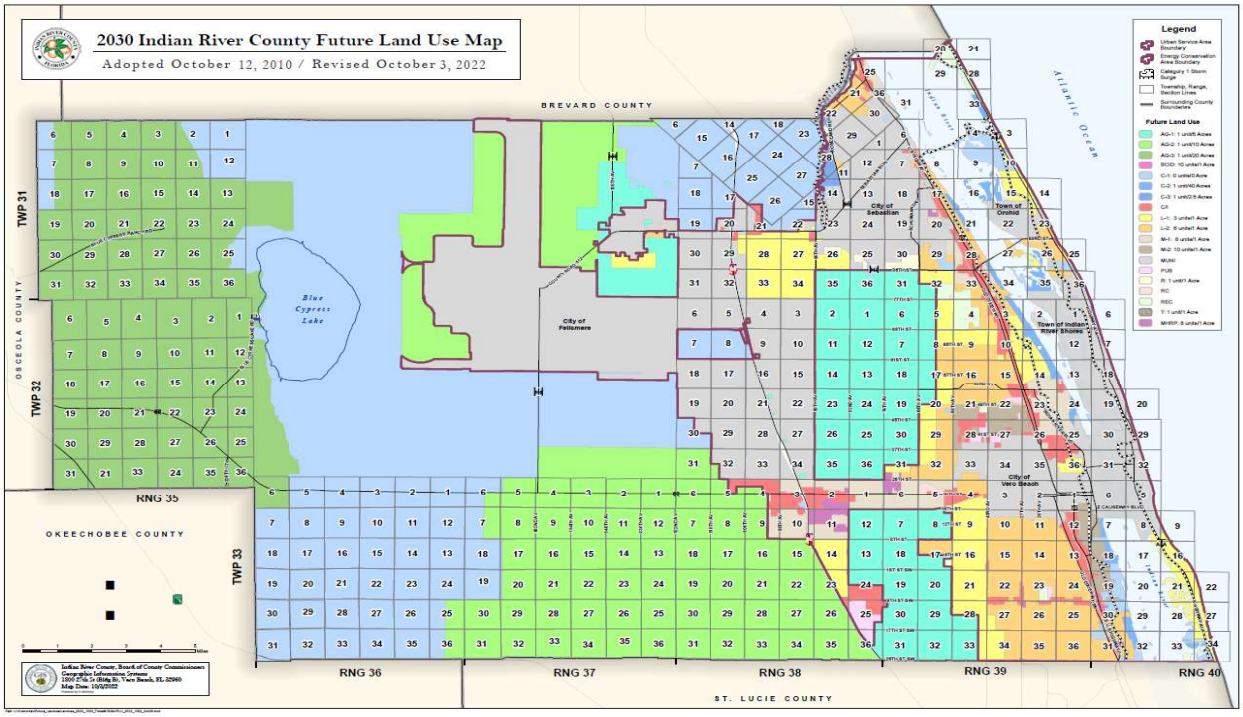
Map 1-21. Home Location of Indian River Residents Earning Less $1,250 a Month



Land Use

The pattern of land use in Indian River County is reflected in the most recent 'future' land use map (see Map 1-22). Currently, the areas east of I-95 contain most of the urban areas and some agricultural uses, while the western half of the county remains mostly designated as agricultural and natural areas. In addition, most of the urban and economic/industrial zoned areas in the eastern part of the county have followed the historic development of the transportation (roadway, rail) networks. In general, residential zones are in areas that offer close access to employment, education, or recreational opportunities. In addition, there are multiple higher density residential and commercial zones east of I-95, allowing for infill and redevelopment opportunities that can act as attractors for current and future public transportation users.

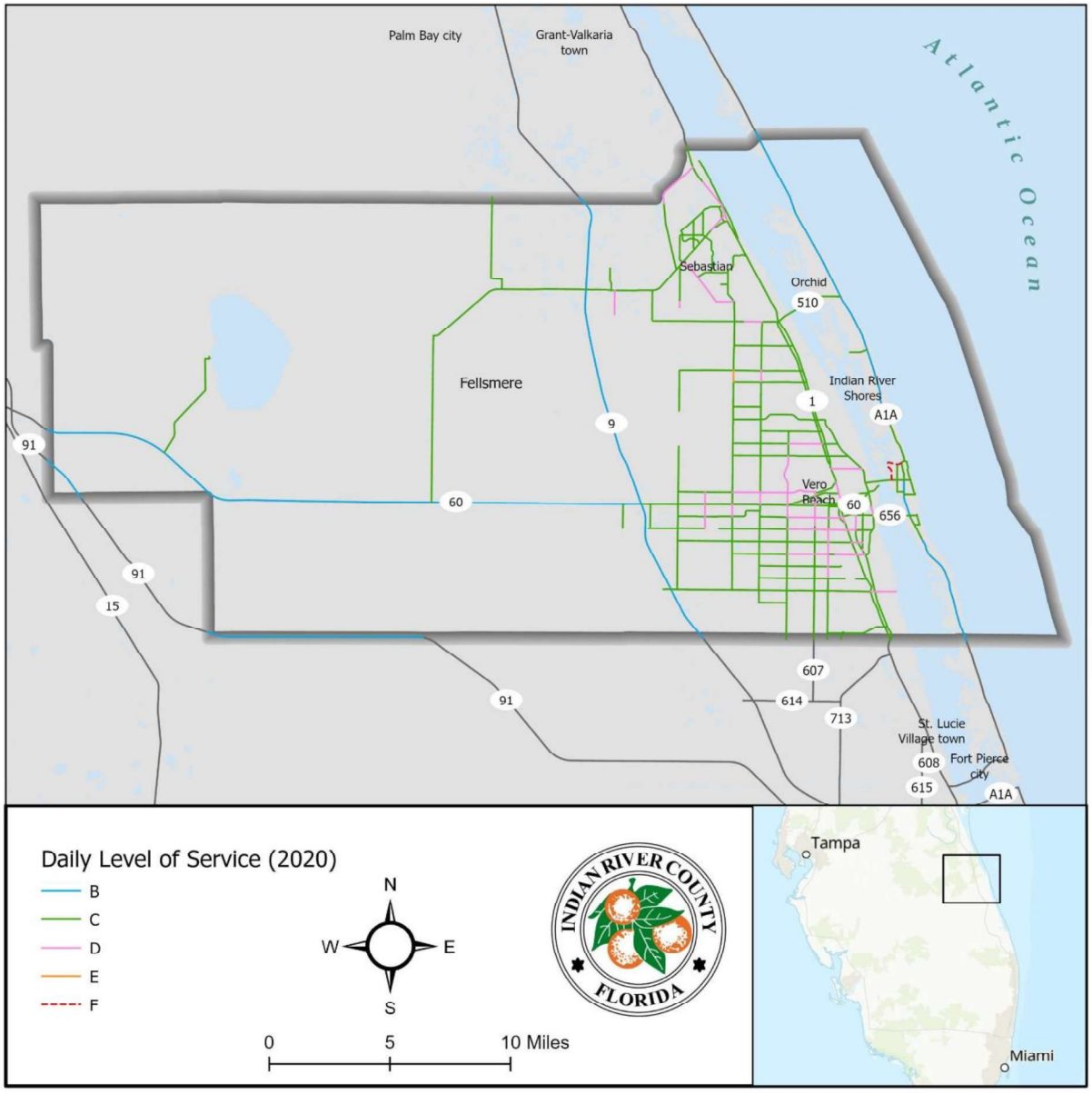
Map 1-22. Indian River County Future Land Use Map



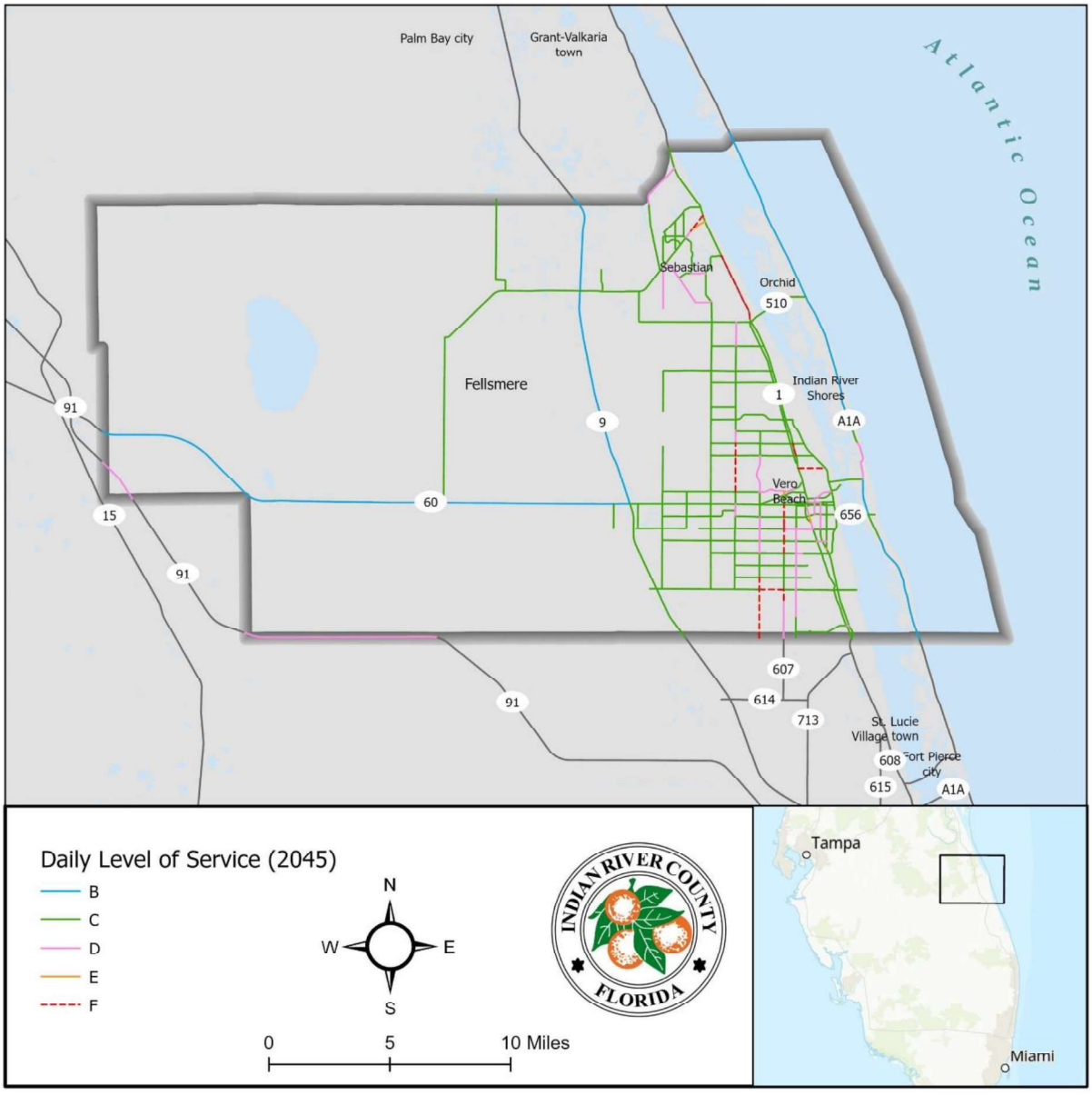
Roadway Conditions

Roadway conditions illustrate congested areas in Indian River County. The FDOT produces the Level of Service for roads, which grades the congestion levels on an A – F scale. Roads operating below C are typically indicators of congestion. Map 1-23 reflects the daily level of service for 2020. There is only one roadway in the County that operates with a daily level of service of F. This roadway is on the barrier island within the City of Vero Beach. The projected congestion provides insight into roadways where congestion is expected. Map 1-24 below accents these patterns. Compared to 2020, the 2045 data indicates that 14 Roadway segments will be classified as Level of Service F.

Map 1-23. Indian River Daily Level of Service (LOS) 2020



Map 1-24. Indian River Daily Level of Service (LOS) 2045



CHAPTER 2
EXISTING SERVICES & PERFORMANCE EVALUATION

Overview

This section includes a review of existing transit services in Indian River County and an evaluation of performance including a five-year trend analysis and a peer analysis that compares the County with similar transit systems based on size and other characteristics. A review of the existing transit service offered in India River County serves as a baseline of the service operating today and any supporting capital equipment used to provide the service. The performance evaluation was conducted using a sample of peers, which were selected based on similar urbanized area demographics and operating statistics to Indian River County.

A performance review is one method of evaluating transit performance and consists of those aspects of the transit agency's operation that can be measured quantitatively with data from a standard reporting instrument, in this case the National Transit Database (NTD). The NTD provides a consistent reporting format over a period of years, allowing for the measurement of performance indicators over time and a comparison of performance indicators between transit systems. However, a performance review does not provide insight into the quality of service or the level of passenger satisfaction. On-board surveys and other surveying techniques must complement the performance review in order to get a complete picture of the value of transit to the community.

In addition to understanding the limits of this analysis, caution should be exercised in interpreting the meaning of the various measures. The performance review does not provide information regarding what aspects of performance are within the control of the agency and what measures are not. For instance, local policy decisions on land use, zoning, and parking can greatly dictate the types of services that will work for the community and therefore greatly impact performance. Another example is the operating expense measure, which can vary greatly between transit systems based on work rules and collective bargaining agreements.

Trend Analysis

The trend analysis comprises several performance measures, effectiveness measures, and efficiency measures for both Indian River's fixed-route (GoLine) and demand-response (Community Coach) services. The years covered include fiscal years (FYs) 2017 through 2022. It should be noted that the latest closed out National Transit Database (NTD) data are from FY 2021; however, Indian River's preliminary FY 2022 data are also included (Indian River's fiscal year runs from October 1 through September 30). The study team gathered the data used in the trend analysis via a viewer role for Indian River's profile in the NTD online reporting system which is accessed through the Federal Transit Administration's (FTA) web portal.

Fixed-Route Service

Table 2-1 and 2-2 display NTD data for GoLine' s fixed route motorbus service and Indian River's demand-response service from FY 2017 through FY 2022. Initially, this trend analysis was to show a five-year period from FY 2017 to FY 2021. However, preliminary FY 2022 data became available during the time period of the TDP and can be updated as appropriate before the final TDP is prepared. As such, the tables show the percentage change for the six-year period from FY 2017 to FY 2022, as well as the percentage change from FY 2020 to FY 2021 and the percentage change from FY 2021 to FY 2022. These latter two percent changes illustrate recent changes as well as the recovery from Covid-19 ridership declines.

Table 2-1 focuses on the GoLine fixed-route services. Regarding the general performance measures, the data show that GoLine has maintained relatively stable ridership over the trend period. The years 2017 through 2019, ahead of the Covid-19 pandemic, saw ridership declining nationwide. Of course, the pandemic brought much more significant ridership declines for transit agencies around the country. However, during this time, GoLine's ridership decline was minimal, compared to 30 percent and more for some transit agencies in Florida. Between FY 2020 and FY 2021, GoLine's ridership increased more than five percent, while ridership continued to decline for many transit agencies in Florida. Preliminary FY 2022 data show another more than a five percent increase from FY 2021. Ridership increases between FY 2020 and FY 2021 occurred along with slight decreases in miles and hours of service, vehicles, and route miles.

For FY 2022, revenue miles of service have increased approximately five percent. Total operating expense varied over the trend period, increasing only two percent from FY 2017 to FY 2021; however, it did increase more than six percent from FY 2020 to FY 2021, and nearly 20 percent between FY 2021 and FY 2022 (recall FY 2022 data are preliminary). Operating revenue comprises passenger fare revenue and any directly generated revenues. GoLine does not charge a fare, so the operating revenue shown in Table 5 represents other directly generated revenue, which is system-wide and not mode-specific.

One effectiveness measure for transit service supply is vehicles miles per capita. According to Table 2-1, the value for this measure has decreased over the trend period but increased approximately five percent from FY 2021 to FY 2022. The effectiveness measures related to service consumption have mostly increased from FY 2017 to FY 2022 and all have increased from FY 2020 to FY 2021 and again from FY 2021 to FY 2022. These numbers indicate that GoLine's service continues to increase in productivity. The number of revenue miles between failures increased significantly over the trend period, but the value was low in FY 2017 (and FY 2018). The number of revenue miles between failures increased from FY 2021 to FY 2022. An increasing number of revenue miles between failures indicated a lower number of revenue service failures. The final effectiveness measure considered in this analysis is the average age of the vehicle fleet. GoLine's average fleet age declined over the trend period but increased from FY 2021 to FY 2022.

Efficiency measures are also included in Table 2-1. The operating expense ratios have mostly increased over the trend period, as well as between FY 2020 and FY 2021 and between FY 2021 and FY 2022. There is an exception, with operating expense per passenger mile decreasing 11 percent from FY 2020 to FY 2021, before increasing slightly again in FY 2022. There are two vehicle utilization measures included in this analysis. Both revenue miles per vehicle miles (which can be used to calculate deadhead miles) and revenue miles per total vehicles increased over the trend period and in the last two to three years. The only exception is revenue miles per total vehicles, which declined approximately three percent between FY 2021 and FY 2022. Finally, as GoLine does not charge a fare, there is no fare data to report, and no farebox report to include in the TDP. Providing fare free transit is a policy decision by Indian River County; however, donations are encouraged.

Demand-Response Service

Table 2-2 examines trend data for Indian River's demand-response services. Among the general performance indicators, demand-response ridership declined over the trend period, but has increased over 42 percent from FY 2021 to FY 2022. Miles and hours of service increased as well, while the number of vehicles available for maximum service has remained the same since FY 2020, and the number of vehicles operated in maximum service has remained the same since FY 2021. There has been a commensurate increase in total operating expenses from FY 2021 to FY 2022, although over the trend period these expenses were relatively stable. Operating revenue is not included in this table as it is a system-wide measure and so it is included in Table 2-2 with the GoLine data. As with GoLine, the demand-response service is fare free.

Effectiveness measures for service supply and service consumption have been relatively stable over the trend period, with the exception of the per-capita measures. All of these measures have increased between FY 2021 and FY 2022. The increase in revenue miles between failures, both over the trend period and between FY 2021 and FY 2022, translates to fewer revenue service failures.

For the efficiency measures, both operating expense per passenger trip and per passenger mile decreased approximately four percent from FY 2021 to FY 2022, while the remaining operating expense ratios increased. From FY 2016 to FY 2018, it should be noted that there was a small amount of fare revenue, but no fares from FY 2019 going forward and the fares are not shown in the table. The two vehicle utilization measures, revenue miles per vehicle mile and revenue miles per total vehicles increased during the trend period with only revenue miles per vehicle mile declining slightly between FY 2021 and FY 2022.

Table 2-1: GoLine Trend Data FY 2017 – FY 2022

Fiscal Year	2017	2018	2019	2020	2021	2022*	% Change 2017-2022	% Change 2020-2021	% Change 2021-2022
General Performance Measures									
Service Area Population	143,696	151,825	151,825	151,825	159,923	163,662	13.89%	5.33%	2.34%
Service Area Population Density	665.3	702.9	702.9	702.9	761.5	754.2	13.36%	8.34%	-0.96%
Passenger Trips	1,205,677	1,220,339	1,226,631	1,078,079	1,138,698	1,204,772	-0.08%	5.62%	5.80%
Passenger Miles	6,081,890	5,626,596	5,383,004	4,417,326	5,319,168	6,111,998	0.50%	20.42%	14.91%
Average Trip Length	5.1	4.6	4.4	4.1	4.7	5.1	-0.53%	13.93%	8.60%
Vehicle Miles	1,073,788	1,047,852	1,011,129	900,764	873,741	943,463	-12.14%	-3.00%	7.98%
Revenue Miles	990,238	978,431	941,584	872,784	852,841	894,712	-9.65%	-2.28%	4.91%
Vehicle Hours	62,976	60,624	57,559	52,920	52,761	52,760	-16.22%	-0.30%	0.00%
Revenue Hours	55,459	54,992	51,950	50,122	50,020	49,880	-10.06%	-0.20%	-0.28%
Vehicles Available for Maximum Service	26	27	23	22	21	20	-23.08%	-4.55%	-4.76%
Vehicles Operated in Maximum Service	16	15	15	15	14	14	-12.50%	-6.67%	0.00%
Route Miles	385.0	348.0	355.0	357.0	337.0	342.0	-11.17%	-5.60%	1.48%
Total Operating Expense	$3,058,360	$3,001,948	$3,007,526	$2,930,043	$3,122,983	$3,730,226	21.97%	6.58%	19.44%
Operating Revenue	$4,952	$19,673	$146,435	$631	$48,463	$32,151	549.25%	7580.35%	-33.66%
Total Capital Expense	$248,449	$644,539	$269,512	$272,982	$808,016	$340,128	n/a	n/a	n/a
Effectiveness Measures									
Service Supply									
Vehicle Miles per Capita	7.47	6.90	6.66	5.93	5.46	5.76	-22.86%	-7.91%	5.51%
Service Consumption									
Passenger Trips per Revenue Mile	1.22	1.25	1.30	1.24	1.34	1.35	10.37%	7.68%	0.85%
Passenger Trips per Revenue Hour	21.74	22.19	23.61	21.51	22.76	24.15	11.10%	5.83%	6.10%
Passenger Trips per Vehicle Hour	19.15	20.13	21.31	20.37	21.58	22.83	19.27%	5.94%	5.80%
Passenger Trips per Capita	8.39	8.04	8.08	7.10	7.12	7.36	-12.26%	0.29%	3.39%
Quality of Service									
Revenue Miles Between Failures	76,172	69,888	188,317	174,557	142,140	298,237	291.53%	-18.57%	109.82%
Average Fleet Age (years)	5.35	5.38	5.22	5.63	4.29	4.90	-8.41%	-23.80%	14.22%
Efficiency Measures									
Operating Ratios									
Operating Expense per Passenger Trip	$2.54	$2.46	$2.45	$2.72	$2.74	$3.10	21.90%	0.83%	12.89%
Operating Expense per Passenger Mile	$0.50	$0.53	$0.06	$0.66	$0.59	$0.61	22.06%	-11.04%	3.95%
Operating Expense per Capita	$21.28	$19.77	$19.81	$19.30	$19.53	$22.79	7.11%	1.18%	16.72%
Operating Expense per Revenue Mile	$3.09	$3.07	$3.19	$3.36	$3.66	$4.17	34.93%	8.98%	13.85%
Operating Expense per Revenue Hour	$55.15	$54.59	$57.89	$58.46	$62.43	$74.78	35.60%	6.80%	19.78%
Vehicle Utilization									
Revenue Miles per Vehicle Mile	0.92	0.93	0.93	0.97	0.98	0.95	2.83%	0.74%	-2.84%
Revenue Miles per Total Vehicles	38,086	36,238	40,938	39,672	40,611	44,736	17.46%	2.37%	10.16%

Source: NTD Online Reporting Tool (viewer access) *2022 data are preliminary

Table 2-2: Demand-Response Trend Data FY 2017 – FY 2022

							% Change	% Change	% Change
Fiscal Year	**2017**	**2018**	**2019**	**2020**	**2021**	**2022***	**2017-2022**	**2020-2021**	**2021-2022**
General Performance Measures									
Service Area Population	143,696	151,825	151,825	151,825	159,923	163,662	13.89%	5.33%	2.34%
Service Area Population Density	665.3	702.9	702.9	702.9	761.5	754.2	13.36%	8.34%	-0.96%
Passenger Trips	49,459	32,501	32,947	28,169	24,207	34,469	-30.31%	-14.07%	42.39%
Passenger Miles	515,498	346,280	255,102	213,711	189,408	267,065	-48.19%	-11.37%	41.00%
Average Trip Length	10.4	10.7	7.7	7.6	7.8	7.7	-25.66%	3.13%	-0.98%
Vehicle Miles	608,810	476,240	330,312	339,315	311,988	411,824	-32.36%	-8.05%	32.00%
Revenue Miles	538,800	385,784	268,547	261,422	239,132	316,209	-41.31%	-8.53%	32.23%
Vehicle Hours	35,137	27,140	21,654	23,820	21,031	25,447	-27.58%	-11.71%	21.00%
Revenue Hours	30,909	20,703	17,543	19,954	17,497	21,317	-31.03%	-12.31%	21.83%
Vehicles Available for Maximum Service	32	27	22	16	16	16	-50.00%	0.00%	0.00%
Vehicles Operated in Maximum Service	18	17	15	14	13	13	-27.78%	-7.14%	0.00%
Total Operating Expense	$1,616,137	$1,271,460	$1,088,728	$1,223,008	$1,234,243	$1,671,782	3.44%	0.92%	35.45%
Total Capital Expense	$74,849	$152,755	$96,665	$0	$159,291	$126,750	69.34%	n/a	-20.43%
Effectiveness Measures									
Service Supply									
Vehicle Miles per Capita	4.24	3.14	2.18	2.23	1.95	2.52	-40.61%	-12.71%	28.98%
Service Consumption									
Passenger Trips per Revenue Mile	0.09	0.08	0.12	0.11	0.10	0.11	18.75%	-6.05%	7.68%
Passenger Trips per Revenue Hour	1.60	1.57	1.88	1.41	1.38	1.62	1.05%	-2.00%	16.88%
Passenger Trips per Vehicle Hour	1.41	1.20	1.52	1.18	1.15	1.35	-3.77%	-2.67%	17.68%
Passenger Trips per Capita	0.34	0.21	0.22	0.19	0.15	0.21	-38.81%	-18.42%	39.14%
Quality of Service									
Revenue Miles Between Failures	76,971	96,446	134,274	130,711	79,711	158,105	105.41%	-39.02%	98.35%
Average Fleet Age (years)	7.88	7.29	7.46	6.47	7.00	7.53	-4.44%	8.19%	7.57%
Efficiency Measures									
Operating Ratios									
Operating Expense per Passenger Trip	$32.68	$39.12	$33.04	$43.42	$50.99	$48.50	48.43%	17.44%	-4.88%
Operating Expense per Passenger Mile	$3.14	$3.67	$4.27	$5.72	$6.52	$6.26	99.67%	13.87%	-3.94%
Operating Expense per Capita	$11.25	$8.37	$7.17	$8.06	$7.72	$10.21	-9.18%	-4.19%	32.36%
Operating Expense per Revenue Mile	$3.00	$3.30	$4.05	$4.68	$5.16	$5.29	76.26%	10.33%	2.43%
Operating Expense per Revenue Hour	$52.29	$61.41	$62.06	$61.29	$70.54	$78.42	49.99%	15.09%	11.18%
Vehicle Utilization									
Revenue Miles per Vehicle Mile	0.89	0.81	0.81	0.77	0.77	0.77	-13.24%	-0.51%	0.18%
Revenue Miles per Total Vehicles	16,838	14,288	12,207	16,339	14,946	19,763	17.38%	-8.53%	32.23%

Source: NTD Online Reporting Tool (viewer access) *2022 data are preliminary

Existing Service Evaluation

Indian River County oversees the GoLine Transit system (GoLine), which is the major public transportation provider in the County. GoLine public transportation provides service throughout Indian River County, with an express service connection to Indian River State College in neighboring St. Lucie County. Fixed route and Express bus services include 14 weekday routes and 12 Saturday routes. Fixed routes provide connections to the community's multimodal transportation network as well as to system-wide connections to the following major hubs: Main Transit Hub (downtown Vero Beach), Indian River Mall Transit Hub, IG Center Transit Hub, Gifford Center Transit Hub, and the North County Transit Hub (Sebastian). Other major destinations and trip generators include the United Poverty (UP) Center, Indian River County Administration Complex, Cleveland Clinic/Indian River Hospital, Vero Fashion Outlets, Indian River State College (Mueller and Main Campuses), and Fellsmere (see Map 2-1).

GoLine fixed route services have been fare-free since the service was started in 1994. Services operate from 6:00 a.m. to 7:00 p.m. Monday through Friday. Additionally, Saturday service is offered on several routes from 8:00 am. To 5:00 p.m., (exceptions include Route 13 & 15). All GoLine routes currently operate at 60-minute headways on both Weekdays and Saturdays. For more details see Table 2-3.

Map 2-1. GoLine Fixed Route System Map

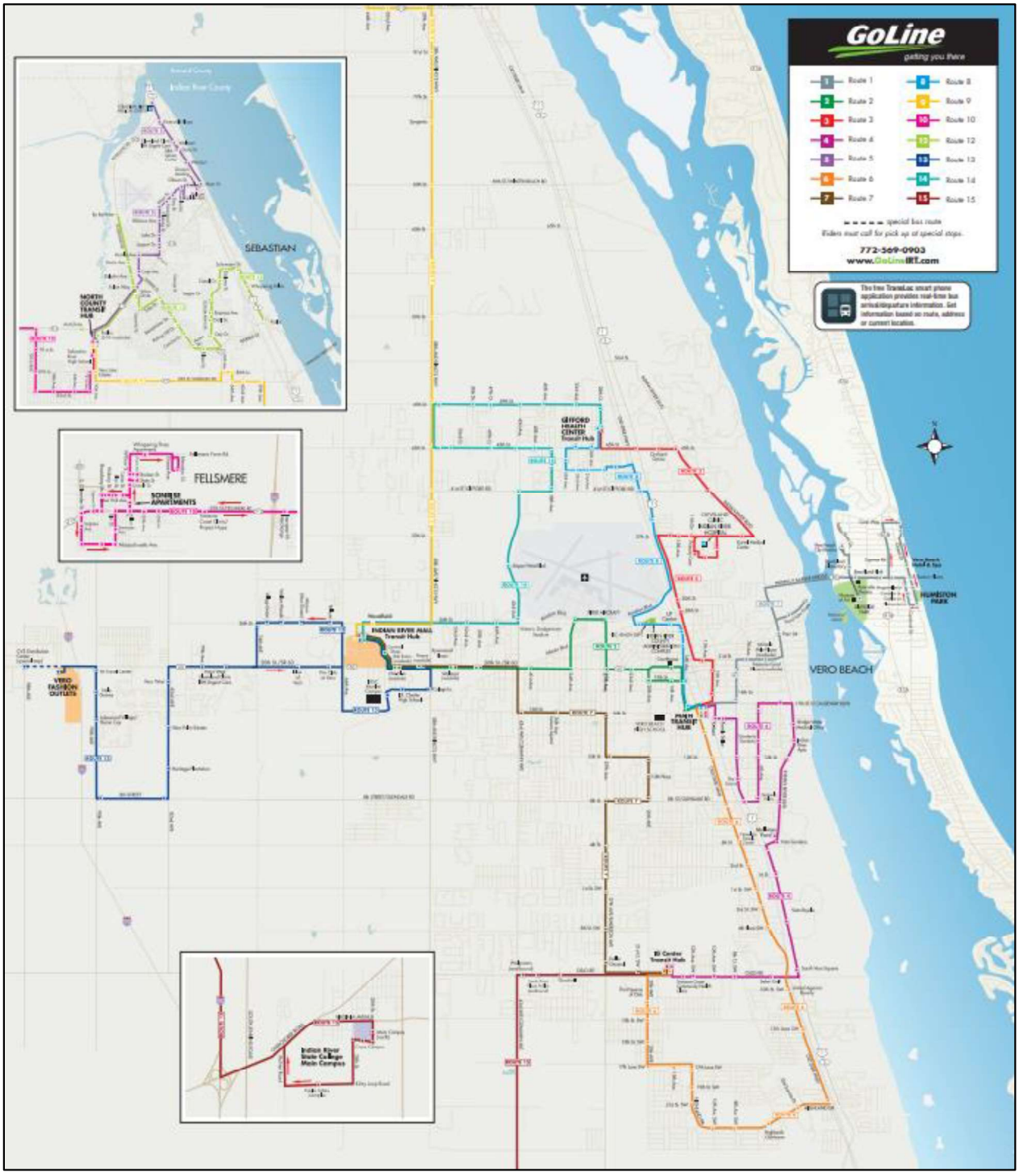


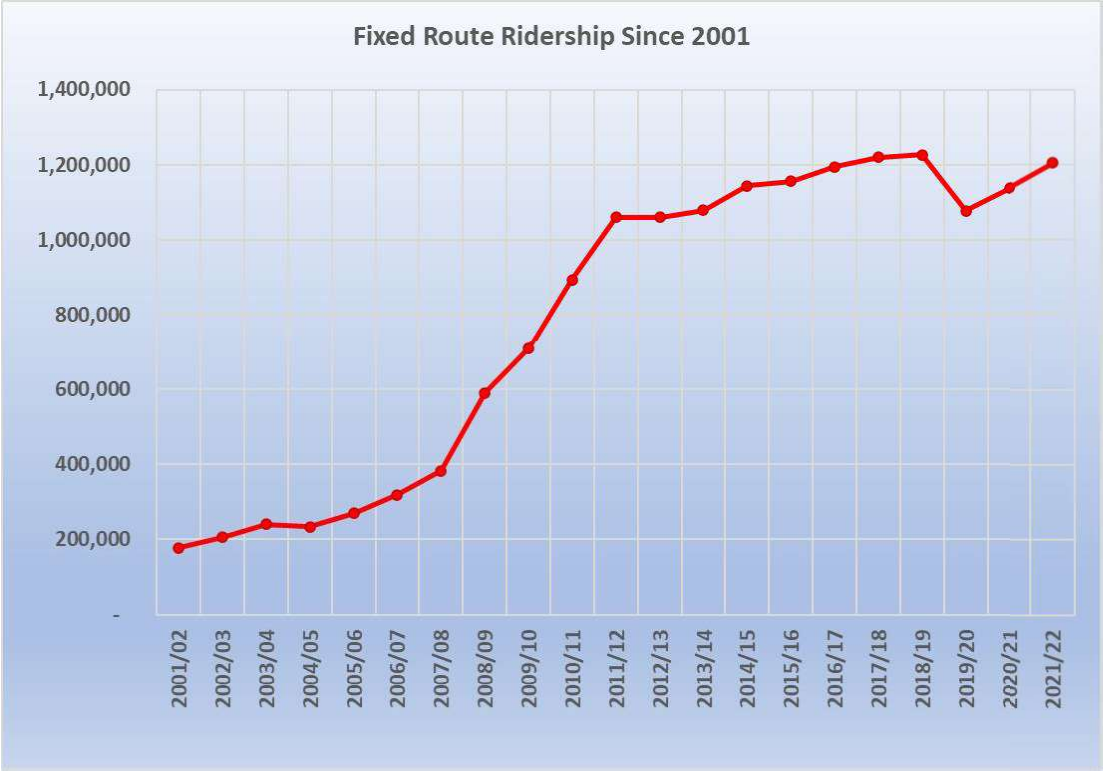
Table 2-3: GoLine Route Characteristics

Route	Route Description	Days of Service	Service Span	Headways	Connecting Routes	Annual Ridership (2021/22)
1	Beachside to Main Transit Hub	Mon-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	2, 3, 4, 6, 8	100,873
2	Indian River Mall to Main Transit Hub	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	1, 3, 4, 6, 8, 9, 13 & 14	179,467
3	Gifford Health Ctr. to Main Transit Hub	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	1, 2, 4, 6, 8, & 14	71,112
4	IG Center to Main Transit Hub	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	1, 2, 3, 6, 7, 8, & 15	142,871
5	Sebastian (North Area)	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	9, 10, & 12	77,354
6	IG Center to Main Transit Hub	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	1, 2, 3, 4, 7, 8, & 15	112,264
7	IG Center to Indian River Mall	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	2, 4, 6, 9, 13, 14, & 15	65,841
8	Gifford Health Ctr. to Main Transit Hub	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	1, 2, 3, 4, 6, & 14	110,201
9	North Co. Transit Hub to Indian River Mall	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	2, 5, 10, 12, 13 & 14	83,810
10	Fellsmere to North County Transit Hub	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	5, 9, & 12	85,553
12	Sebastian (South Area)	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	5, 9, & 10	54,070
13	Indian River Mall to Vero Fashion Outlets	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. *not in service	60 minutes *not in service	2, 9, & 14	42,630
14	Gifford Health Ctr. to Indian River Mall	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. 8:00 a.m. – 5:00 p.m.	60 minutes 60 minutes	2, 3, 7, 8, 9, & 13	72,167
15	IG Ctr. to Indian River St. Co. Main Campus	Mon.-Fri. Sat.	6:00 a.m. – 7:00 p.m. *not in service	60 minutes *not in service	4, 6, & 7	6,559

Source: GoLine (2023)

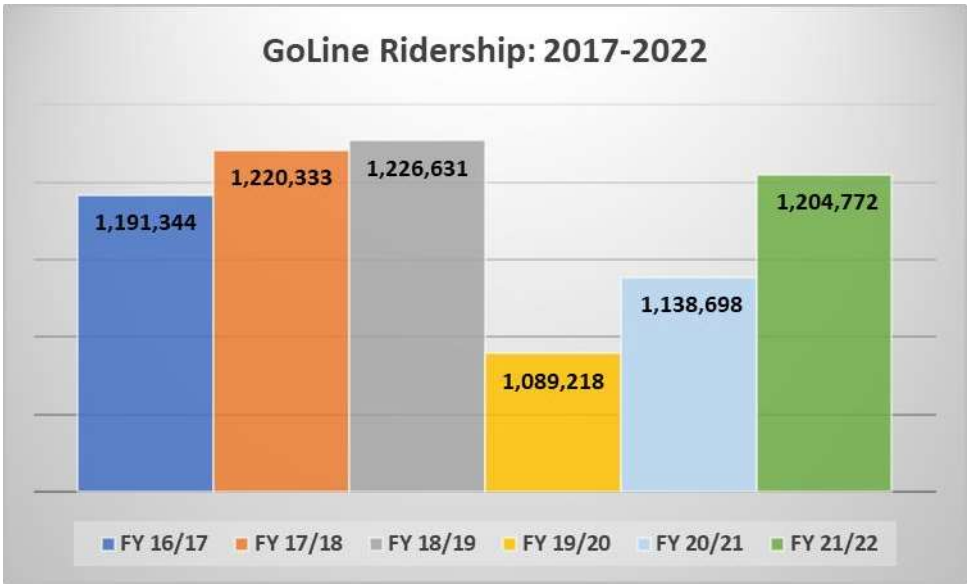
GoLine's historical ridership trends demonstrate a continual rise since 2001 (see Figure 2-1 and Figure 2-2). The only period of ridership decline occurred with the advent of the COVID-19 pandemic in FY 2019/20 and 2020/21.

Figure 2-1. GoLine Historical Ridership: 2001-2022



GoLine's growth in ridership in the years leading up to the pandemic period of FY 19/20 and portions of FY 20/21 are notable. Also significant is the strong rebound in ridership in FY 21/22 (see Figure 2-2).

Figure 2-2. GoLine Ridership: 2017-2022



GoLine's top five most utilized fixed routes (Route's 1, 2, 4, 6, & 8) represent nearly 54% of total annual system ridership when looking at the most recent fiscal year of 2021/22 (see Table 2-4). Most of these top-five routes (1, 2, 4, & 8), have been the highest performers since 2016/17. It is notable that Route 6 has more than doubled its annual ridership since 2016/17.

Table 2-4: Ridership by Route: 2017-2022

Route	FY 21/22	FY 20/21	FY 19/20	FY 18/19	FY 17/18	FY 16/17
1	100,873	96,059	68,884	79,954	81,524	83,951
2	179,467	173,283	164,786	191,309	200,328	193,693
3	71,112	65,038	60,628	65,475	62,883	79,601
4	142,871	130,621	115,255	125,100	109,908	108,337
5	77,354	76,813	73,388	72,251	70,474	56,330
6	112,264	102,571	98,350	86,244	78,364	49,824
7	65,841	63,329	60,746	66,427	69,375	62,654
8	110,201	108,711	119,040	121,327	128,183	127,003
9	83,810	79,873	72,338	94,866	97,568	96,091
10	85,553	81,054	70,668	91,011	95,842	95,905
12	54,070	51,359	46,354	54,943	53,427	49,594
13	42,630	39,129	39,550	49,099	46,309	56,309
14	72,167	70,181	79,808	86,814	83,519	75,646
15	6,559	677	6,683	13,448	11,746	24,895
Total	**1,204,772**	**1,138,698**	**1,089,218**	**1,226,631**	**1,220,333**	**1,191,344**

Transit Facilities

GoLine's fixed route services principally operate out of five transfer stations across Indian River County. The development of these five hubs aims to maximize connectivity in the system while providing service coverage throughout the County. In 2017, with help of a $1.2 Million in transit grant funding, the Main Transit Hub was relocated to its current location at 1225 16th St. in Vero Beach. The move to this location subsequently converted 50% of their services to a wheel and hub system, where six buses meet, allowing passengers to transfer from one bus to another. In addition, four additional transfer centers also serve as a wheel and hub system for other routes. The five transfer centers include:

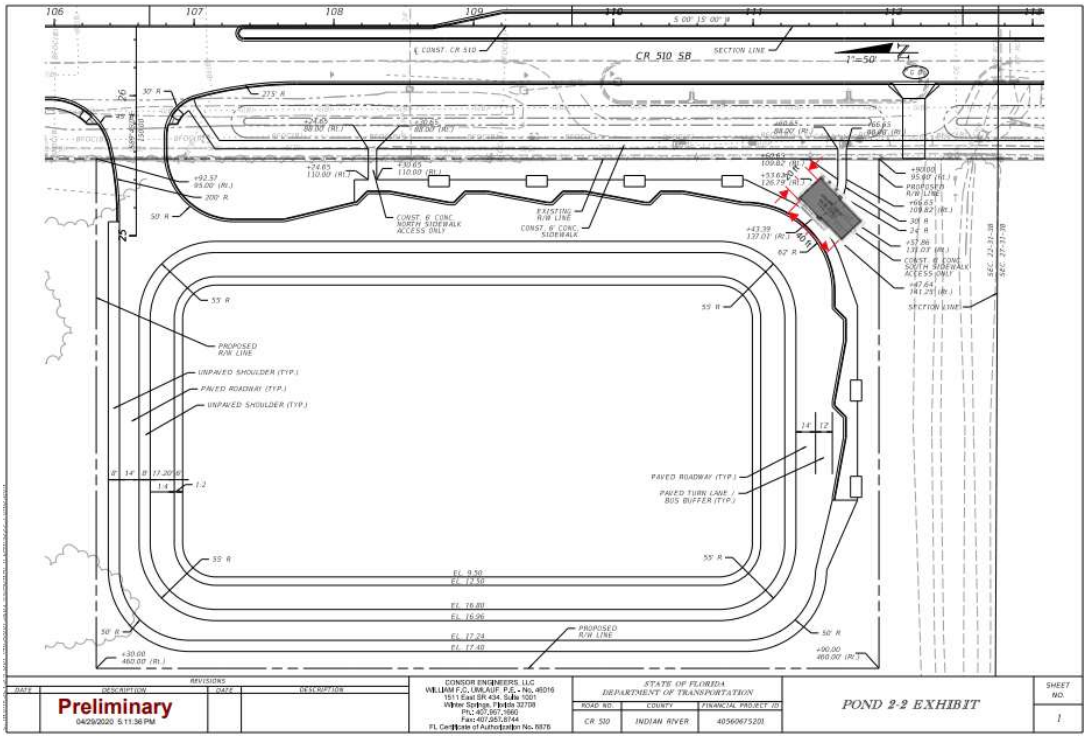
- Main Transit Hub (1225 16th St., Vero Beach)
  - Served by Route's 1, 2, 3, 4, 6, & 8
- IG Center Transit Hub (1590 9th St SW, Vero Beach)
  - Served by Route's 4, 6, 7, & 15
- Indian River Mall Transit Hub (6200 20th St, Vero Beach)
  - Served by Route's 2, 7, 9, 13, & 14
- Gifford Health Center Transit Hub (4675 28th Ct., Vero Beach)

- Served by Route's 3, 8, & 14

- North County Transit Hub (along SR 510, Sebastian)
  - Served by Route's 5, 9, 10, & 12

Indian River County has partnered with the Florida Department of Transportation (FDOT) to upgrade the existing North County Hub. It is anticipated that a new hub will be constructed in conjunction with the widening of CR 510, scheduled to begin in 2025. The new hub will be situated around one of the drainage ponds for the road project and is near the current hub location (see Figure 2-3). The Florida Department of Transportation (FDOT) will construct all of the site improvements for the new hub, such as the driveways and bus parking spaces. In addition, Indian River County will use Federal Transit Administration (FTA) 5307 capital funding will be used to construct the covered shelters and a small restroom building.

Figure 2-3. Preliminary North Hub Site Concept



The GoLine system has 289 total bus stops distributed systemwide. Currently, 50 of these bus stops have bus shelters in place. At this time, the MPO is coordinating with the SRA to construct additional shelters at important bus stop locations throughout the system in the next few years.

Transit Fleet and Maintenance Facility

Indian River County contracts with the Senior Resource Association, Inc. (SRA) to operate both GoLine and Community Coach transportation services utilizing 27 Type I vehicles (> 22' in length) and 33 Type II vehicles (< or + = to 22' in length), for a total of 60 vehicles all of which are wheelchair accessible. All SRA services, including maintenance, are conducted from their facility located at 4385 43rd Avenue, Vero Beach, Florida. This facility was built in 2012 and houses all operational and administrative offices for the SRA.

Other Public Transportation Providers

Area Regional Transit (ART) is the public transportation system that operates in and is managed by St. Lucie County. ART provides or supports the funding for the following transportation services or programs: fixed route (8 routes provided), on-demand microtransit service, and door-to-door paratransit services. The ART Route 7 is a fixed route that currently provides service to the southern portions of Indian River County, and provides direct connections to GoLine Route's 4, 6, 7 and 15 at the Intergenerational Recreation Center (stop location is at Oslo Rd. & 15th Ave. SW). The ART Route 7 operates Monday through Friday from 7:00 a.m. to 6:00 p.m.

Space Coast Area Transit (SCAT) is the public transportation system that operates in and is managed by neighboring Brevard County. Currently, there are no existing SCAT public transportation services that provide connections in Indian River County.

Other Transportation Services and Providers

There are several other transportation options available to residents or visitors to Indian River County (see Table 2-5). Elderly and ambulatory options vary by client group(s), including several organizations that have a Coordination Agreement with the SRA or are a Transportation Provider for the SRA. Further, there are number of other nonprofit and private organizations that provide medical and ambulatory trips for residents who may not be eligible for SRA's ADA or TD services. In addition, there are numerous options for Intercity Bus, Taxi/Shuttle, and on-demand or Transportation Network Companies (TNCs) common to many urbanized areas.

Table 2-5: Existing Transportation Providers in Indian River County

Agency	Service	Clients Served	Contact	Website/Contact Info.
Transportation Coordinators for Community Coach				
Council Transportation	Ambulatory & Wheelchair	TD & ADA	Arthur Council	N/A
Round the Clock Transportation	Ambulatory & Wheelchair	TD	Kenyia Johnson	https://roundtheclocktransportation.com/home
Ultimate Comfort Transportation	Ambulatory & Wheelchair	TD	Ray Williams	N/A
SRA Coordination Agreement Agencies				
ARC of Indian River County	Ambulatory	ADA	Heather Dales	https://www.arcir.org/transportation.html
Camp Haven	Ambulatory	ADA	Chuck Bradley	https://camphaven.net
Other Transporation Providers				
All County Ambulance	Emergency Medical Transport	General Public	Jenni Pettigout	https://allcountyambulance.com
American Cancer Society	Medical Transport	General Public	Michelle Oesterle	https://www.indianriverchamber.com/inforeq/contactmembers
Stellar Transport	Local & Regional Medical Transport	General Public		https://www.stellartransport.com/
Veterans Council of Indian River County	Medical Transport to VA Hospital in WePB & Medical Trips	U.S. Veterans	N/A	https://www.veteranscirc.com/about-3-1
Volunteer Ambulance Squad of Indian River County	Non-Emergency Ambulatory & Wheelchair Service	General Public	N/A	http://ridevas.org/
Intercity Bus Services				
FlixBus	Intercity Bus Service (out of Sebastian & Vero Beach)	General Public	N/A	https://www.flixbus.com/
Greyhound Bus Lines	Intercity Bus Service (out of Vero Beach)	General Public	N/A	https://www.greyhound.com/en-us/bus-stations-in-vero-beach
Red Coach Bus	Intercity Bus Service (out of Ft. Pierce)	General Public	N/A	https://www.redcoachusa.com/destinations/fort-pierce/
Major Shuttle/Taxi Companies				
Indian River Yellow Cab	Taxi/Airport Service	General Public	N/A	(772) 589-3186
Klub Kar	Taxi/Airport Service	General Public	N/A	(772) 778-8287
Vero Beach Aiport Shuttle	Taxi/Airport Service	General Public	N/A	https://verobeachairportshuttle.com/
Yellow Cab	Taxi/Airport Service	General Public	N/A	(772) 563-2277
Transportation Network Companies (TNC's)				
LYFT	On-Demand Service	General Public	N/A	https://www.lyft.com/
Uber	On-Demand Service	General Public	N/A	https://www.uber.com/

Trend and Peer Analysis/Performance Evaluation

For the peer review analysis, several performance measures for GoLine's fixed-route services are compared with those for a group of selected peer transit agencies. In addition to a typical peer review, this TDP includes an aspirational peer review representing a possible future level of performance for Indian River's GoLine services. Two other brief peer analyses are presented, a regional comparison and a national comparison. In the regional analysis, Indian River is compared with St. Lucie and Martin Counties, and Indian River's key performance measures are compared with the national total for all bus services.

The determination of an appropriate peer group is part formulaic and part judgment. The peers used in the regular peer analysis were determined by first going back to the peers used in the last major TDP update. Most of those peers are still used in this analysis. Then, the methodology presented in TCRP Report 141, *A Methodology for Performance Measurement and Peer Comparison in the Public Transit Industry*, was also used (CUTR was a co-author). The Florida Transit Information System (FTIS) has a tool for applying the TCRP methodology based on pre-determined factors and/or factors chosen by the analyst. The use of this tool introduced some new peer transit systems to consider. The TCRP tool was also used to develop an aspirational peer group of systems similar in many ways to GoLine but with higher levels of service and ridership. One of the main criteria for peer selection was geography; only southeastern states were considered including several Florida agencies. The groups contain a mix of agencies that directly operate their service and those who contract for service. Population density was another factor, as some transit agencies with similar populations and some similar service supply characteristics were significantly much denser than GoLine's service area (density is associated with service consumption). Finally, it should be noted that the most recent information available for all the peers included in this section is the closed-out FY 2021 NTD data.

Performance measures and indicators from the following categories are used in this peer analysis.

- Agency type and governance
- Operating expenses by category
    - Vehicle operations
    - Maintenance
    - Administration
- Maintenance performance
- Service supply
- Service consumption

Current Peer Analysis

First, data and information for the first peer group, most like GoLine's current services, is presented. Some information about the transit systems included in this group is listed below in Table 2-6.

Table 2-6. Current Peer Group

Agency	Organizational Type	Motorbus DO or PT*	Service Area Population Density (persons per sq. mi.)	Primary UZA Population Density (persons per sq. mi.)	Peak Vehicles
Pasco County, FL	County government	DO	752	2,552	25
Collier County, FL	County government	PT	190	1,660	23
Manatee County, FL	County government	DO	538	1,969	22
Bay County, FL	MPO	PT	231	1,559	17
Indian River, FL	***County government***	***PT***	***762***	***1,546***	***14***
Jackson, MS	City government	PT	1,590	1,450	14
Huntsville, AL	City government	DO	2,046	1,367	13
High Point, NC	City government	DO	1,202	1,473	12
Johnson City, TN	City government	DO	1,615	1,096	12

*DO = Directly-Operated; PT = Purchased Transportation

As shown in Table 2-6 above, there are some differences among typical Florida transit agencies and those from out of state. Most Florida transit agencies operate as a form of county government, while peers from outside Florida tend to be operated by a city government. This partially explains the differences in population density. The city transit agencies from outside Florida have service areas that are approximately twice as dense as GoLine's and the other Florida systems. Additionally, NTD service area population and size are calculated system wide so that the mode with the largest service area becomes the NTD reported service population and size. For Florida, systems operated by a county, most also operate paratransit services countywide, resulting in a lower reported service area population density. However, when looking at the primary urbanized area (UZA) served by the transit agency, the population densities are more comparable among the peers. Regarding the number of peak vehicles, the largest is Pasco County Public Transportation with 25, and the least is both High Point, North Carolina and Johnson City, Tennessee with 12 vehicles each. GoLine is at the median with 14 peak vehicles.

Table 2-7 and Figure 2-4 below show the peer group mean and GoLine's difference from that mean. Data were gathered from FTIS, which includes information from the NTD. The data below represent FY 2021.

Regarding total operating expense categories shown in Table 2-7 below and in Figure 2-4 and Figure 2-5, GoLine performs well against this peer group. While total operating expense is approximately 35

percent below the peer mean, GoLine is well under the mean for the efficiency measures of operating expense per trip, per passenger mile, per revenue mile, and per revenue hour. Despite the differences in population densities, GoLine is 14 percent below the mean for operating expense per service area capital. GoLine is also significantly below the mean for the operating expense categories of total vehicle operations expenses and total general administration expenses. These data show that GoLine is overall very cost efficient.

Table 2-7: Operating Expenses

Performance Indicator	Peer Group Mean	GoLine % from Mean
Total Operating Expense	$4,794,889	-34.9%
Operating Expense per Passenger Trip	$8.44	-67.5%
Operating Expense per Passenger Mile	$2.18	-72.9%
Operating Expense per Revenue Mile	$5.62	-34.9%
Operating Expense per Revenue Hour	$88.55	-29.5%
Operating Expense per Service Area Capita	$22.71	-14.0%
Total Vehicle Operations Expenses	$3,440,306	-46.5%
Total General Administration Expenses	$1,045,127	-37.4%

Figure 2-4. Operating Expense per Passenger Trip

Figure 2-5. Operating Expense per Revenue Mile

Table 2-8 below presents maintenance expense categories and maintenance performance. GoLine's total maintenance expense is approximately 12 percent below the peer group mean, although maintenance expenses per operating expenses are about 20 percent above the average of the group. Maintenance expense per revenue mile is nine percent below the peer group mean. GoLine performs well in each of the other maintenance categories listed, when compared to the peer group mean. In addition, GoLine's average fleet age is 26 percent below the peer group mean. Regarding revenue service failures, GoLine performs significantly better than the peer group mean.

Table 2-8: Maintenance Expenses and Maintenance Performance

Performance Indicator	Peer Group Mean	GoLine % from Mean
Total Maintenance Expenses	$724,646	-12.1%
Maintenance Expense per Operating Expense	17.0%	+19.7%
Maintenance Expense per Revenue Mile	$0.69	+9.1%
Total Vehicle Maintenance Expenses	$805,872	-27.8%
Total Facility Maintenance Expenses	$125,789	-56.3%
Average Fleet Age	5.8 years	-26.1%
Revenue Miles Between Failures	36,947	+284.7%

Table 2-9 below provides data on service supply measures. For vehicle miles and hours, GoLine is about 23 percent and 25 percent, respectively, below the peer mean. However, they are 20 percent above the mean for vehicles miles per capita. However, revenue miles and hours are just 6 and 12 percent below

the peer mean average. This is notable in that GoLine provides a relatively high level of service given the size of its service area and in relation to measures such as total operating expenses. GoLine's vehicle utilization measures compare favorably among the peers, as well.

Table 2-9: Service Supply

Performance Indicator	Peer Group Mean	GoLine % from Mean
Vehicle Miles	1,127,098	-22.5%
Vehicle Hours	70,074	-24.7%
Vehicle Miles per Capita	4.53	+20.42%
Revenue Miles	908,142	-6.09%
Revenue Hours	56,723	-11.8%
Revenue Hours per Total Vehicle	2,325	+2.5%
Revenue Miles per Total Vehicle	36,803	+10.4%
Revenue Miles per Vehicle Miles	0.95	+3.2%

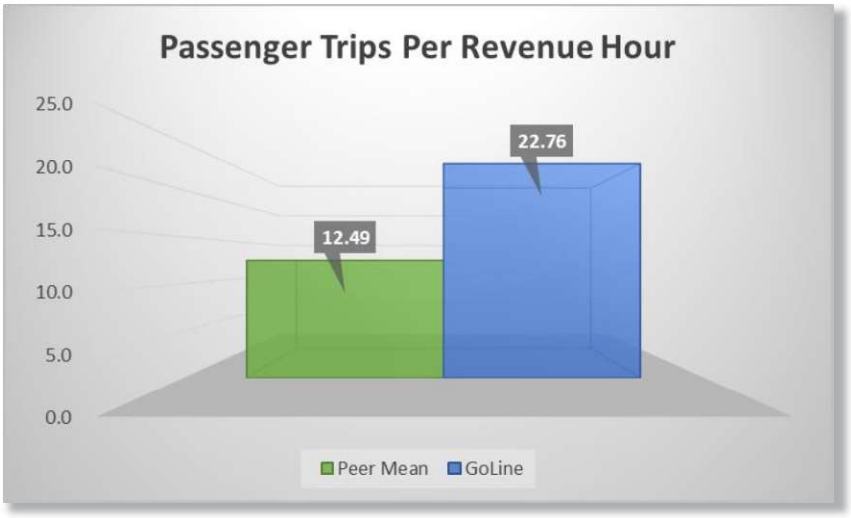
Service consumption is summarized in Table 2-10 and Figure 2-6 & Figure 2-7 . GoLine has significantly higher ridership compared to the peer systems; 85 percent above the mean for FY 2021. According to the data in the table, GoLine's service is significantly more productive than the average of its peers, in terms of passenger trips per revenue mile, per revenue hour, and per service area capita. These numbers reflect GoLine's resilience during the Covid-19 pandemic, although the system still compares favorably when looking at FY 2019 data, for example. In FY 2021, many transit agencies across the country, and especially those in Florida, were still experiencing ridership declines. GoLine has countered that trend by increasing ridership five percent in each year from FY 2020 to FY 2021 and from FY 2021 to FY 2022 (preliminary FY 2022 data are available for GoLine).

Table 2-10: Service Consumption

Performance Indicator	Peer Group Mean	GoLine % from Mean
Passenger Trips	614,783	+85.2%
Passenger Miles	3,277,899	+62.3%
Passenger Trips per Revenue Mile	0.79	+70.1%
Passenger Trips per Revenue Hour	12.49	+82.2%
Passenger Trips per Capita	3.36	+111.6%

Figure 2-6. Passenger Trips Per Revenue Mile

Figure 2-7. Passenger Trips Per Revenue Hour



This peer review analysis also examined various funding sources received by the peer agencies. The information on funding sources is not separated by mode (except for passenger fares) and so the data shown in Table 2-11 below represents system total information. First, Indian River earned $48,463 in directly generated funds in FY 2021, which is 90 percent below the peer group average of $492,909. This is partially due to Indian River's services not having fare revenue, which is a component of directly-

generated revenue in the NTD. Regarding local funds allocated out of general revenues, Indian River is approximately 80 percent below the mean. Of the agencies included in the peer group, only Huntsville, (AL) did not receive any state funding in FY 2021, and two agencies did not receive local funding (High Point, NC and Johnson City, TN).

Table 2-11: Funding Sources

Funding by Source	Peer Group Mean	Indian River % from Mean
Directly-Generated Funds Earned	$492,909	-90.2%
Local Funds out of General Revenue	$2,364,805	-80.2%
Total Local Funds	$2,566,993	-81.7%
Total State Funds	$870,202	-54.5%
Total Federal Funds	$5,877,650	-25.0%

Overall, Indian River's GoLine service compares very well with its current peer group. After examining the available NTD data, it is clear that GoLine is quite cost-efficient compared with its peers. The total operating expenses are much lower than the peer average, and the number of passenger trips is higher. In addition, the GoLine fixed route services are very productive in terms of passenger trips per revenue mile, per revenue hour, and per capita.

Aspirational Peer Analysis

This section provides data for what may be the next larger peer group for Indian River. This aspirational peer group of relatively larger transit systems can indicate what the transit services provided by Indian River might look like in the future as the system expands.

The methodology from TCRP Report 141 was used again to determine a set of aspirational peers. Population, population density, operating budget, revenue miles, and passenger trips were all considered, albeit at higher levels. Systems were selected with these higher levels of service but also having low "likeness" scores with Indian River (the lower the likeness score, the more similar an agency is to Indian River). Only southeastern states were considered.

Some information about the transit systems included in this group is provided below in Table 2-12.

Table 2-12: Aspirational Peer Group

Agency	Organizational Type	Motorbus DO or PT*	Service Area Population Density (persons per sq. mi.)	Primary UZA Population Density (persons per sq. mi.)	Peak Vehicles
Greensboro, NC	City government	PT	2,123	1,684	41
Sarasota County, FL	County government	DO	857	1,969	36
Brevard County, FL	County government	DO	400	1,952	35
Shreveport, LA	City government	DO	4,512	1,611	35
Asheville, NC	City government	PT	2,074	1,060	19
Fayetteville, NC	City government	DO	1,757	1,567	18
Indian River, FL	***County government***	***PT***	***762***	***1,546***	***14***

*DO = Directly-Operated; PT = Purchased Transportation

Table 2-12 above, as with the group of current peers, there are some differences among typical Florida transit agencies and those from out of state. Most Florida transit agencies operate as a form of county government, while those peers from out of state tend to be operated by a city government. This also provides a partial explanation for the differences in service area population density. Furthermore, as a reminder, NTD service area population and size are calculated system wide so that the mode with the largest service area becomes the NTD reported service population and size. For Florida, systems operated by a county government, most also operate demand response services countywide, which results in a lower reported service area population density. Using FY 2021 data, the largest system is Greensboro, North Carolina with 41 vehicles operated in maximum service, and the smallest is Asheville, North Carolina, with 18 vehicles. Indian River's GoLine operates 14 peak vehicles as of FY 2021.

Table 2-13 through Table 2-17 below show the peer group mean for this larger group and, for comparison, GoLine's percentage difference from the mean. As with the first peer group, data for FY 2021 were gathered from FTIS, which includes information from the NTD. Because Indian River is not yet part of this aspirational group, GoLine's data are not included in the peer group means.

Table 2-13: Operating Expenses – Aspirational Peer Group

Performance Indicator	Peer Group Mean	GoLine % from Mean
Total Operating Expense	$11,814,264	-73.6%
Operating Expense per Passenger Trip	$7.71	-64.5%
Operating Expense per Passenger Mile	$1.83	-67.7%
Operating Expense per Revenue Mile	$6.91	-47.0%
Operating Expense per Revenue Hour	$98.96	-36.9%
Operating Expense per Service Area Capita	$49.92	-60.9%
Total Vehicle Operations Expenses	$6,832,720	-73.1%
Total General Administration Expenses	$2,089,680	-69.2%

Table 2-13 above shows operating expense data for this aspirational peer group. As expected, GoLine is also significantly below the mean for total expenses. However, GoLine is also significantly below the mean for the operating expense ratios. As with the first peer group, GoLine's services are very cost-efficient compared with this second group.

Table 2-14 below exhibits maintenance expense categories and maintenance performance. GoLine's total maintenance expense is approximately 78 percent below the aspirational peer group mean. GoLine has a 33 percent younger average fleet age than this second group, and the system performs exceptionally well with revenue miles between vehicle failures.

Table 2-14: Maintenance Expenses and Performance – Aspirational Peer Group

Performance Indicator	Peer Group Mean	GoLine % from Mean
Total Maintenance Expenses	$2,891,865	-78.0%
Maintenance Expense per Operating Expense	25.6%	-20.2%
Maintenance Expense per Revenue Mile	$1.76	-57.5%
Total Vehicle Maintenance Expenses	$2,010,340	-71.0%
Total Facility Maintenance Expenses	$881,524	-93.8%
Average Fleet Age	6.45 years	-33.5%
Revenue Miles Between Failures	14,324	+892.3%

Table 2-15 below provides some data on service supply measures. GoLine is well below the peer group mean for vehicle miles, vehicle hours, vehicle miles per capita, revenue miles, revenue hours, and revenue hours per total vehicle. GoLine services are above the peer group mean for revenue miles per total vehicle and per vehicle miles, demonstrating GoLine's existing vehicle utilization and deadhead mileage trends.

Table 2-15: Service Supply – Aspirational Peer Group

Performance Indicator	Peer Group Mean	GoLine % from Mean
Vehicle Miles	1,813,172	-51.8%
Vehicle Hours	123,146	-57.2%
Vehicle Miles per Capita	7.23	-24.5%
Revenue Miles	1,731,191	-50.7%
Revenue Hours	119,189	-58.0%
Revenue Hours per Total Vehicle	2,633	-9.5%
Revenue Miles per Total Vehicle	37,565	+8.1%
Revenue Miles per Vehicle Miles	0.96	+2.4%

Service consumption is summarized in Table 2-16. The peer mean of this group for passenger trips is nearly one million trips greater than in the first peer group. Despite providing 50 percent fewer revenue miles, GoLine's ridership is only 26 percent below the aspirational peer group mean. Interestingly, GoLine's service remains significantly more productive than the mean of this second group, as with the first. GoLine's value for passenger trips per revenue hour is 63 percent greater than this peer group mean. GoLine's passenger trips per capita are two percent above the mean of this group. Ridership productivity is clearly a strength for Indian River and GoLine, even when looking at larger peers. It should be noted, however, that increasing service might come at the expense of some efficiency, particularly if the service increase is geographic rather than frequency.

Table 2-16: Service Consumption – Aspirational Peer Group

Performance Indicator	Peer Group Mean	GoLine % from Mean
Passenger Trips	1,540,202	-26.1%
Passenger Miles	6,943,735	-23.4%
Passenger Trips per Revenue Mile	0.96	+39.3%
Passenger Trips per Revenue Hour	13.95	+63.2%
Passenger Trips per Capita	6.98	+2.0%

As with the first group, funding sources are examined for this second group. As was discussed previously, the NTD information on funding sources is not separated by mode (except for passenger fares). Therefore, the data represents a system total. It is important to note that passenger fare revenue is a component of directly generated revenue in the NTD; as such, GoLine's value is lower due partially to the fact that no fares are collected. Each of the other systems does charge a fare.

Table 2-17: Funding Sources – Aspirational Peer Group

Performance Indicator	Peer Group Mean	GoLine % from Mean
Directly-Generated Funds Earned	$908,038	-94.7%
Local Funds out of General Revenue	$5,205,179	-91.0%
Total Local Funds	$7,184,624	-93.5%
Total State Funds	$934,465	-57.6%
Total Federal Funds	$9,360,424	-52.9%

This second (aspirational) peer group analysis provides insight into the possible scale of service for SRA in the future. While it is understandable that SRA would not have the same levels of service or ridership as this second peer group, it is interesting to see that they were still well above the peer group average for the service productivity and cost efficiency measures. Cost efficiency and service productivity are certain strengths for Indian River and its GoLine service. Sometimes increasing scale does reduce efficiency, particularly if the increase is geographic in nature, but GoLine has already demonstrated high levels of efficiency.

Regional Peer Analysis

This TDP includes an examination of two peer systems that are near or adjacent to Indian River, as these systems operate under similar conditions. The systems included for a brief regional peer review analysis are St. Lucie and Martin Counties. They do not fit in with either of the peer groups already discussed, and so are presented separately here. Table 2-18 provides some general statistics for these two systems as well as Indian River. Table 2-19 show a selection of cost efficiency, cost effectiveness, and service effectiveness measures. Both tables utilize FY 2021 NTD data.

Table 2-18: Regional Peer Data

Performance Indicator	Martin County	St. Lucie County	Indian River County
Service Area Population	158,598	336,584	***159,923***
Service Area Population Density	2,440	558	***762***
Total Operating Expense	$2,060,463	$3,214,167	***$3,122,983***
Total Directly-Generated Revenue	$87,649	$59,848	***$48,463***
Total Revenue Miles	448,557	552,007	***852,841***
Total Revenue Hours	24,094	36,082	***50,020***
Vehicles Operated in Maximum Service	7	13	***14***

Table 2-19: Regional Peer Performance Measures

Performance Indicator	Martin County	St. Lucie County	Indian River County
Operating Expense Per Revenue Mile	$4.59	$5.82	***$3.66***
Operating Expense Per Revenue Hour	$85.52	$89.08	***$62.43***
Operating Expense Per Passenger Trip	$32.49	$7.44	***$2.74***
Operating Expense Per Passenger Mile	$5.31	$1.74	***$0.59***
Operating Expense Per Capita	$12.99	$9.55	***$19.53***
Passenger Trips Per Revenue Mile	0.14	0.78	***1.34***
Passenger Trips Per Revenue Hour	2.63	11.97	***22.76***
Passenger Trips Per Capita	0.40	1.28	***7.12***
Revenue Miles Between Failures	89,711	9,200	***142,140***

National Performance Comparison

It can be instructive to compare Indian River's performance, based on a few measures, with national data. Annually, FTA/NTD publishes the National Transit Summary and Trends. The FY 2021 version of this document (the most recent available) was used for this analysis. Data are presented in total for all modes and by mode. The document also noted that national bus transit ridership has declined more than 59 percent between 2012 and 2021. Indian River's fixed-route ridership was 1,063,465 in FY 2012 and 1,138,698 in FY 2021, an increase of approximately 7 percent. Figure 2-9, Figure 2-8, and Figure 2-10 show performance measures for GoLine and for all motorbus systems of all sizes across the country. GoLine continues to offer ridership increases and cost efficiencies that compare favorably to the national averages.

Figure 2-8. Operating Cost Ratios – National Comparison

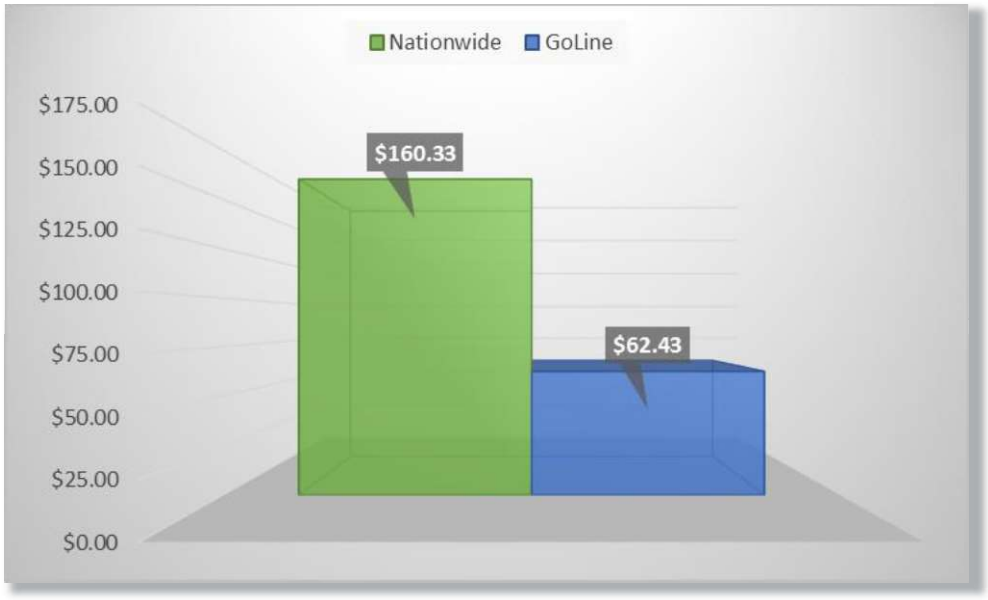
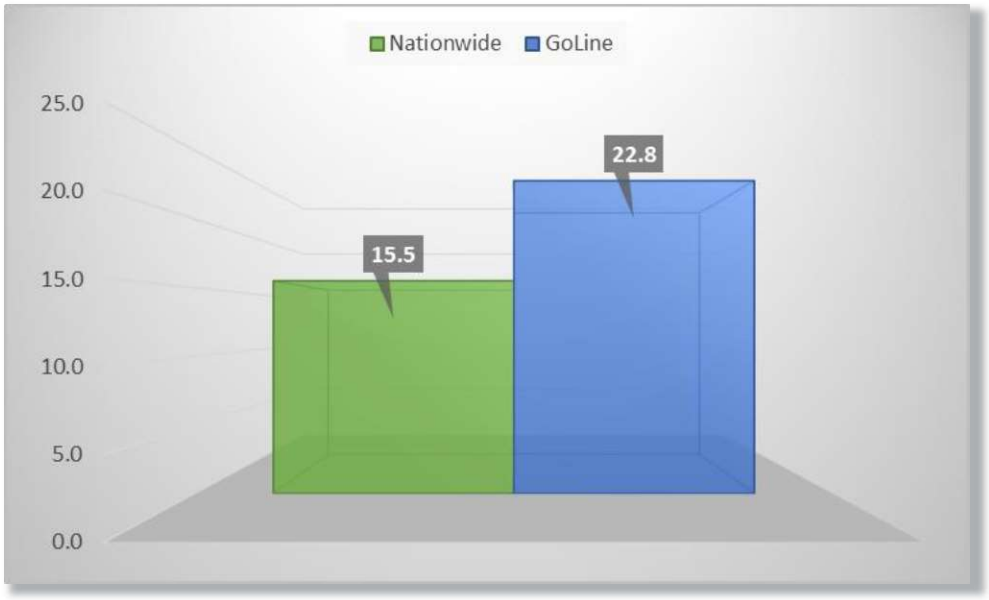


Figure 2-10. Passenger Trips per Revenue Hour – National Comparison



CHAPTER 3
PUBLIC INVOLVEMENT PLAN (PIP)

Public Outreach Summary

This section documents the public outreach activities that occurred to support the development and findings, and strategic direction of the final Indian River County 2023-32 Transit Development Plan (TDP). A Public Involvement Plan (PIP) was developed for the TDP and approved by FDOT in December of 2022 (see Appendix A).

The following sections highlight the specific public involvement activities that occurred and inform the 2032-33 TDP.

In-Person Public Outreach Meetings

The TDP was presented at a number of in-person meetings in order to gather input from citizens and stakeholders to provide information and opportunities for public input into the TDP (see Table 3-1 and Figure 3-1).

Table 3-1: In-Person Public Outreach Meetings/Activities Completed

ACTIVITY	DATE(S)
IN-PERSON MEETINGS	
MPO Board of Directors	2/8/23, 6/14/23, 9/13/23
MPO Technical Advisory Committee (TAC)	1/27/23, 6/2/23, 8/25/23
MPO Citizen Advisory Committee (CAC)	2/7/23, 6/6/23, 9/5/23
MPO Transportation Disadvantaged Coord. Board	2/23/23, 5/25/23, 8/24/23
Gifford Activity Center	6/1/2023
United Against Poverty (UAP) Center	6/1/2023

In addition, several public comments were received in the public meetings, adding a number of key insights and suggestions on the state of the GoLine system and suggested improvements (see Table 3-2).

Table 3-2: Comments Received at In-Person Public Outreach Meetings/Activities

ACTIVITY	DATE	COMMENTS/ACTIONS RECEIVED
IN-PERSON MEETINGS		
MPO TAC Meeting	1/27/2023	The TDP Team should reach out to the City of Fellsmere for additional public outreach activities.
		Will Autonomous Vehicles (AV) be considered as a future option?
		Bilingual surveys should be provided for the on-board survey effort, espcially for the routes serving Fellsmere.
		Can the CUTR Team provide examples of how efficient GoLine services are nationally?
MPO CAC Meeting	2/7/2023	Is GoLine experiencing any overcapacity issues on any routes?
		Rep. from Fellsmere noted that he thinks service works well, sees people using the bus to get to the Health Dept. in Fellsmere.
		Rep. from Fellsmere added that the only complaint he has heard about GoLine is that is should operate earlier in the AM & later in the PM.
		Will this TDP look at the needs and costs of maintaining, upgrading, or building new capital facilities that support the service?
		If GoLine transitions to an EV fleet, it should be cost effective for the agency.
		This is a good time to take advantage of the EV grants now available from the FTA and overall Infrastructure Bill.
		When will the new North County Hub at the new high school be opened/completed?
		There should be a bus serving the Museum out on the beach.
MPO Board Meeting	2/8/2023	The TDP Team needs to reach out/survey major employers in Indian River County.
MPO LCB Meeting	5/25/2023	LCB Member supports options # 1 (Weekday Span) and # 3 (Sat. Span)
		Another LCB Member supports Option #4 (more shelters and seating).
		A LCB Member asked why Medicaid reecipients cannot use Community Coach.
MPO CAC Meeting	6/6/2023	One member mentioned support for more bus shelters and benches/seating.
		One CAC member asked what we thought the trip purpose might be for Sunday Saervice users?
		One CAC Member mentioned that GoLine should serve Miracle Mile Shopping Ctr.
		One Member asked if Frequency would be for Peak Only? Response: probably would run in AM, Midday, & PM periods past 5:00 p.m.
		Would new service span or frequency operate all year?
MPO Board Meeting	6/14/2023	Consider adding some kind of transit service to areas in the County currently not served.
		Expanding evening service should be the first priority of this TDP so people can more easily access work and transfer to the northern routes.
MPO LCB Meeting	8/24/2023	Is it possible for the Community Coach system to receive donations to support the cost of operations?
		Were any disabled riders able to complet the onboard survey (response: yes, surveyors read the questions and/or filled out surveys when needed)
		The draft FY 2024-33 TDP was unanimnously recommended for approval by the LCB Board at the 8/24/23 meeting.
MPO TAC Meeting	8/25/2023	***The draft FY 2024-33 TDP was unanimnously recommended for approval by the TAC at the 8/25/23 meeting.***
MPO CAC Meeting	9/5/2023	Please explain the rise in hourly operating costs between 2017-2021 (see pg. 36 of the TDP draft).
		GoLine should consider adding 30-min. frequencies during the AM & PM Peak periods.
		The draft FY 2024-33 TDP was unanimnously recommended for approval by the CAC at the 9/5/23 meeting.
MPO Board Meeting	9/13/2023	It was recommended that he Weekday Service Span enhancement priority be implmeneted in FY 2024 & included in the County budget currently under developlment.
		The draft FY 2024-33 TDP was unanimnously recommended for approval by the MPO Board at the 9/13/23 meeting.

Figure 3-1. Public Meeting Notice and Event


GoLine

You Are Invited to Help Us Plan the Future of Public Transportation in Indian River County

Transit Development Plan Public Workshop

Thursday, June 1st
10:00 AM - 11:00 AM
Gifford Youth Achievement Center
4875 43rd Avenue
Vero Beach, FL 32967

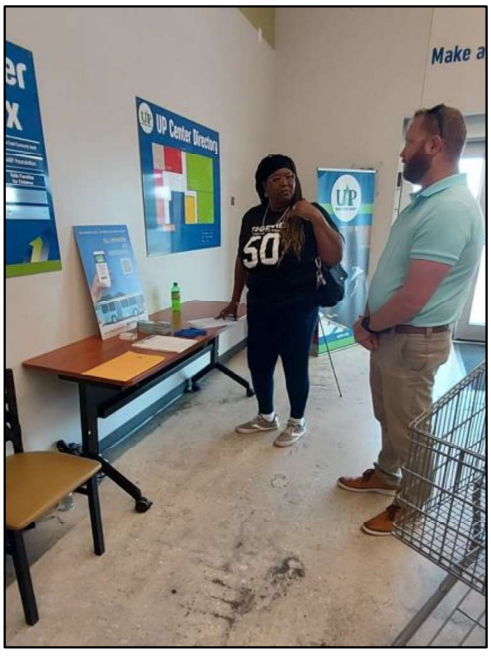
The Indian River Metropolitan Planning Organization (MPO) is in the process of developing a transit development plan for the community. If you are interested in the future of Indian River County's transit system, please plan to attend this workshop. We need to hear from you so we can incorporate your ideas, goals and values.

For more information visit **www.irmpo.com** *or call Brian Freeman at (772) 226-1455*

For complaints, questions or concerns about civil rights or nondiscrimination; or for special requests under the American with Disabilities Act, please contact: Dylan Reingold, Title VI Coordinator at (772) 226-1427 or dreingold@ircgov.com.

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 Brian Freeman at (772) 226-1455 or bfreeman@ircgov.com at least seven days prior to the meeting.

MPO Indian River County



On-Board Survey Findings

In February-April of 2023, an onboard survey of all GoLine fixed routes was completed. The purpose of conducting both an on-board survey and an online survey for GoLine transit service in Indian River County was to gather comprehensive data on the quality of service from the perspective of both current passengers and the public. Surveys were managed by on-board surveyors during Weekdays (Tuesday-Thursday only) and Saturday (all day) service periods. Passengers were asked to fill out a survey instrument and return to the surveyor on each bus. Surveys were provided in English or Spanish. In total, 870 on-board surveys were collected and tabulated as part of this effort. Over 13% of the total surveys returned were completed via the Spanish language survey instrument.

The Indian River County TDP on-board surveys were designed based on the frameworks provided in two key documents: "Making Transit Count: Performance Measures That Move Transit Projects Forward" by The National Association of City Transportation Officials (NACTO) and the Transit Cooperative Research Program (TCRP) "Transit Capacity and Quality of Service Manual, 3rd Edition - Chapter 4: Quality of Service Concepts".

The NACTO document emphasizes the importance of focusing on the daily experience of people using public transportation, rather than solely on vehicle-based data points. It suggests that metrics should prioritize the movement of people and the quality of their experience. This perspective informed the design of our surveys, which included questions about passengers' experiences with GoLine transit service, such as comfort, cleanliness, safety, and information availability.

The "Transit Capacity and Quality of Service Manual" provides a comprehensive framework for understanding the factors that influence the quality of transit service. It identifies key factors such as frequency, reliability, wait time, access, and service span that influence passengers' perceptions of transit service quality. These factors were used to develop the questions for the GoLine surveys, allowing us to gather detailed data on passengers' satisfaction with each of these aspects of the service.

The on-board survey provided insights into the experiences and perceptions of current GoLine passengers (see below and Appendix B). By conducting the survey on-board, we were able to reach passengers who are regular users of the service and understand their specific needs and concerns. This data is crucial for identifying areas of the service that are working well and those that may need improvement.

The online survey, on the other hand, allowed us to reach a broader audience, including people who may not currently use GoLine, but could potentially be served by it. This survey provided valuable data on the perceptions and needs of the wider Indian River County community, which can inform efforts to attract new passengers to the service. Appendix B provides the online survey instrument questions.

Figure 3-2. Onboard Surveys

Together, the results of these surveys provide a comprehensive picture of the current state of GoLine transit service and the needs and perceptions of its passengers and the wider community. By aligning these results with the frameworks provided in the NACTO and Transit Capacity and Quality of Service Manual documents, we can make data-driven decisions about how to improve the service and better meet the needs of our passengers and community. The following sections will present and discuss the results of the surveys in detail.

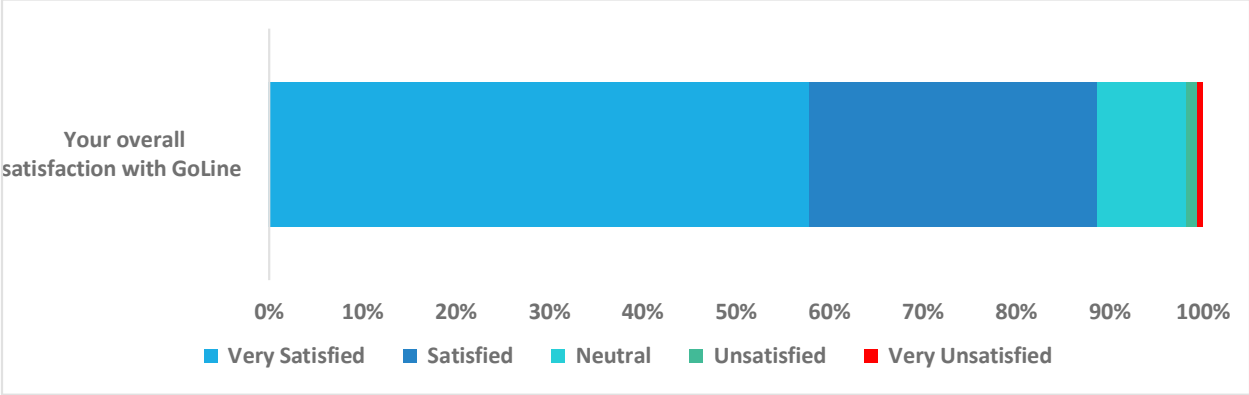
On-Board Survey Results

The on-board survey is a crucial tool for understanding the needs and preferences of transit riders, providing valuable insights into various aspects of the service, including trip purposes, frequency and length of usage, and reasons for riding. In addition, the survey can provide feedback on the overall quality of the service, such as its reliability, comfort, and safety, as well as the availability of alternatives to riders. For the GoLine bus service, the on-board survey can be instrumental in identifying potential areas for improvement to better meet the needs of its ridership. In this section, we will analyze and summarize the results of the on-board survey for GoLine Transit Riders, with a particular focus on the trip purposes of riders, ridership patterns and service preferences and any notable differences based on age group. We will also discuss the implications of these findings for transit planning and service delivery and explore potential areas for improvement in the GoLine bus service based on the survey results.

Overall Satisfaction

Figure 3-3 provides rider opinions of their overall satisfaction with GoLine public transportation services. Nearly 90% of those surveyed were Very Satisfied or Satisfied with the services provided.

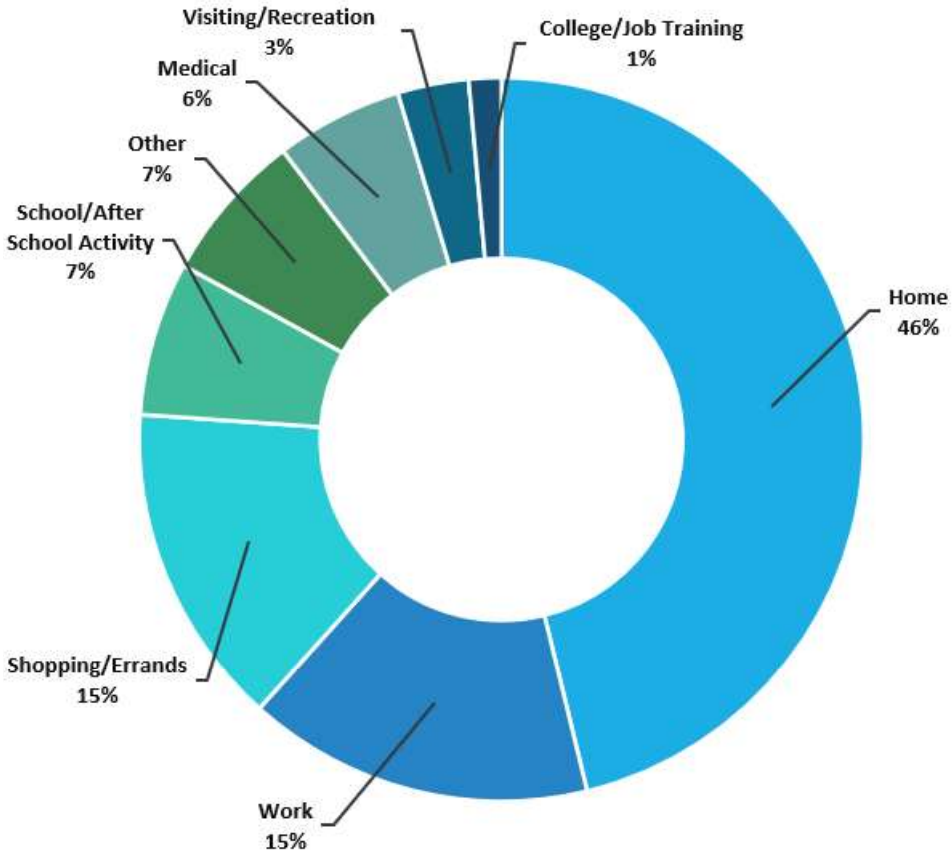
Figure 3-3. Overall Satisfaction of GoLine On-Board Survey Respondents



Trip Purpose

When it comes to public transportation, understanding the diverse needs of riders is essential for creating a system that truly works for everyone. In the case of GoLine Transit Riders, the on-board survey results have provided a wealth of information about the trip purposes of its ridership, with notable differences based on age group. Figure 3-4 below highlights that most trips are connecting users from or to their homes with 46% of all trips surveyed were home based, meaning either the end or the beginning of trip included their home. Work and Shopping/Errands constituted 30% of the other trips with each representing 15% of the state trip purpose.

Figure 3-4. Trip Purpose of GoLine On-Board Survey Respondents



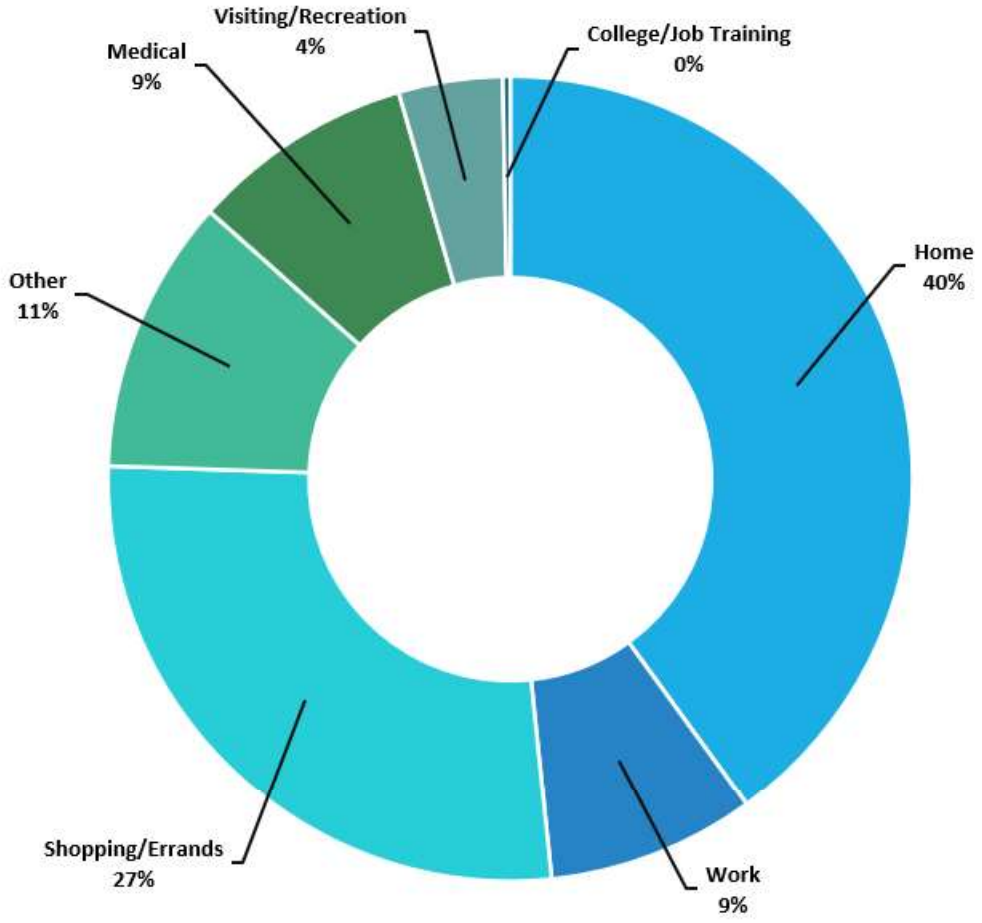
Uncovering the unique needs and travel patterns of segments of riders is consistent with the principles of Transit Capacity Quality of Service, as outlined in the Third Edition Manual. The manual emphasizes the importance of providing high-quality service that is aligned to the needs of different ridership segments, with a focus on meeting the needs of all riders and providing a reliable transportation experience.

By understanding the trip purposes and travel habits of different segments of riders, including those most reliant on public transit like riders under age 19 and over age 60, GoLine Transit can make informed decisions about how to allocate resources and improve the overall quality of the service. This may include providing additional routes or services to support the unique travel needs of young people or seniors or making changes to schedules or frequencies to better accommodate the needs of all riders.

For seniors over age 60, the survey results reveal a different travel pattern. While "Home" remains a common trip purpose for this age group, the data shows that they are much more likely to use public transit for shopping and medical trips, and much less likely to use it for work or college/job training purposes. These findings shed light on the unique challenges facing seniors in Indian River County and the critical role that public transit plays in helping them access essential services.

In particular, the fact that "Shopping/Errands" was the second most common trip purpose for seniors over 60 underscores the importance of providing access to retail and other essential services through public transit. Similarly, the higher percentage of "Medical" trips for this age group highlights the importance of providing access to healthcare and medical services through public transit. Figure 3-5 portrays the breakdown of the trip purposes of riders over the age of 60.

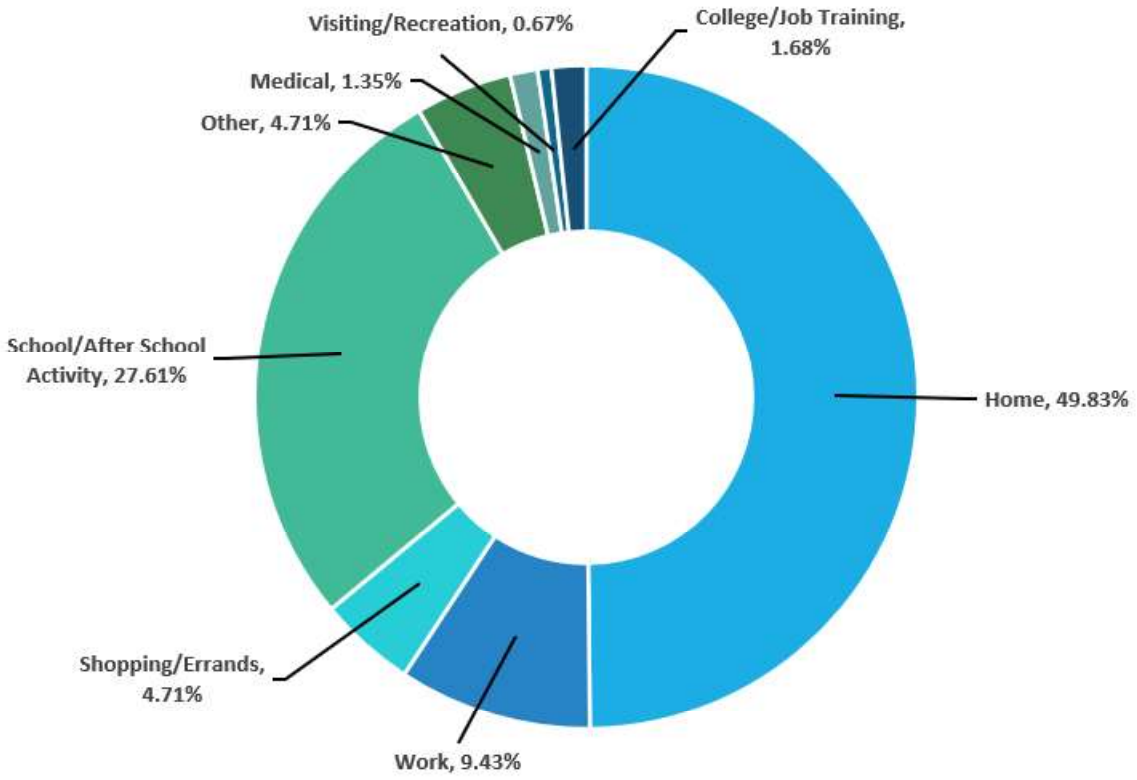
Figure 3-5. Trip Purpose of GoLine Riders Over Age 60



Similarly, riders under age 19, illustrate the unique needs of this segment of riders. The survey results revealed "Home" is the most common trip purpose for riders under 19, representing nearly half of all trips. This finding suggests that transportation plays a critical role in supporting family life and other domestic activities for young people in Indian River County. Meanwhile, the high percentage of "School/After School Activity" trips highlights the importance of providing safe and reliable transportation options for young people to access educational and extracurricular opportunities.

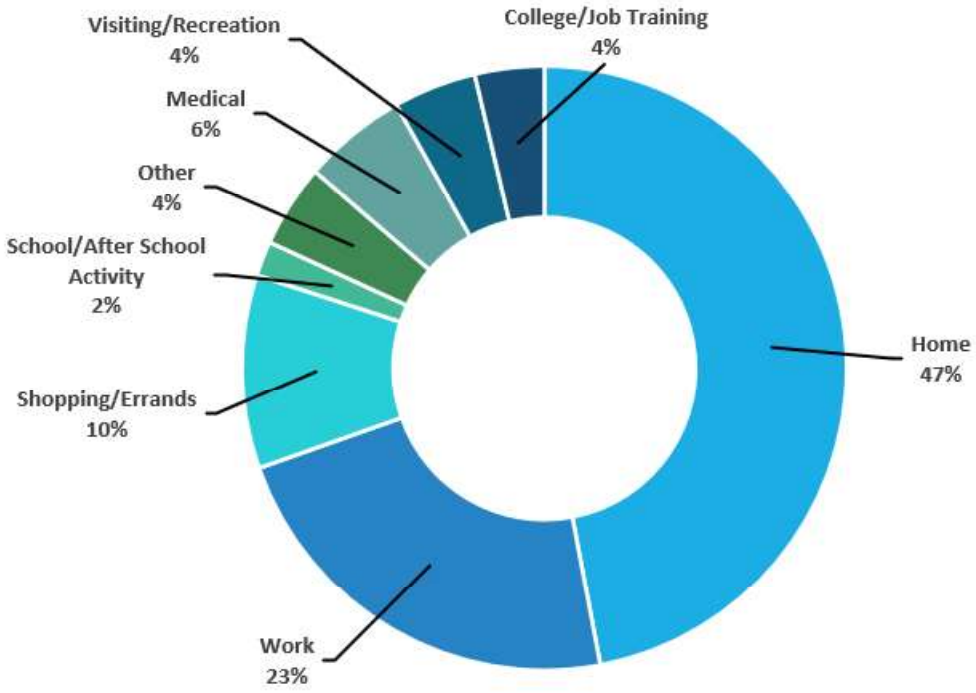
Interestingly, "Work" is a less common trip purpose for riders under 19, representing only 9.43% of all trips. This finding may reflect the fact that many young people are still in school and have not yet entered the workforce, or that they have access to alternative transportation options for work-related trips. Figure 3-6 below accents the distribution of trip purpose of the surveyed riders under the age 19.

Figure 3-6. Trip Purpose of GoLine Riders Under Age 19



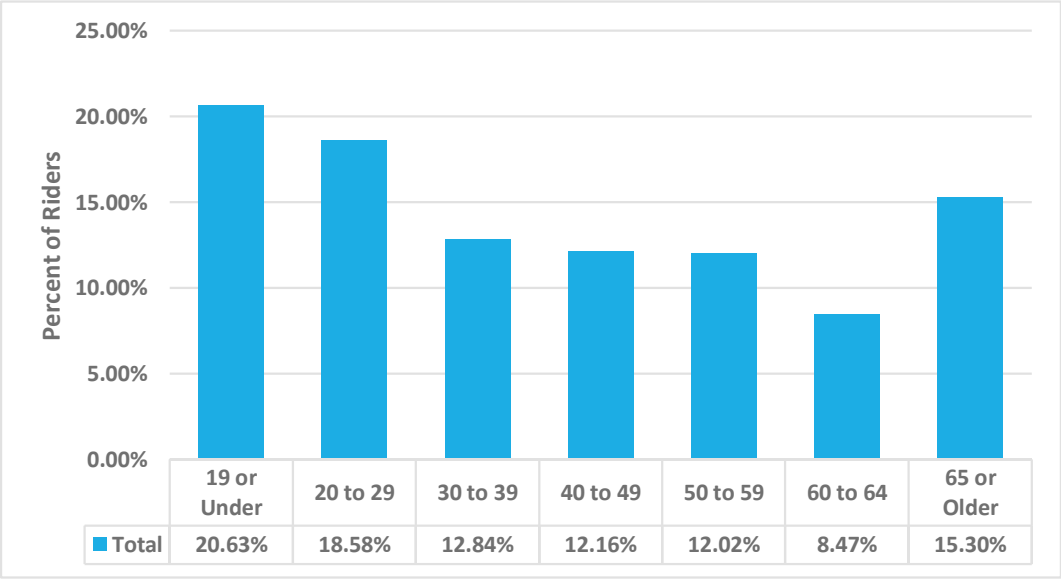
Responses of riders aged 20-29 years reveal that GoLine Transit plays a significant role in connecting these individuals with employment opportunities. Approximately 22.59% of respondents in this age bracket reported using the transit service for work purposes, indicating a substantial reliance on public transportation for commuting. This highlights the value of GoLine Transit in facilitating access to employment locations for individuals in the 20-29 age range. Furthermore, the data also shows that a percentage of respondents in this category utilized GoLine Transit for college or job training, indicating its role in supporting educational pursuits. Figure 3-7 highlights the trip purposes of the riders in their twenties.

Figure 3-7. Trip Purpose of Riders Age 20-29



The multiple trip purposes of GoLine Transit Riders under age 19 and over age 60 provide key insights into the unique needs of different segments of riders. Understanding these age segments is critical since they represent a large portion of the current riders. The age of the survey respondents varied, with a significant portion being 19 years old or under (20.63%) or 60 years old or older (23.77%, including 60 to 64-year-olds and those 65 or older). The age breakdown is important to consider when analyzing the survey results because the transportation needs and preferences of riders can vary significantly depending on their age. For example, seniors may have different mobility and accessibility needs than younger riders. Similarly, younger riders may be more likely to use the transit service for recreational purposes, while older riders may be more likely to use it for medical appointments or shopping trips. Understanding the age breakdown of the survey respondents is crucial to ensuring that GoLine is meeting the needs of all of its riders, regardless of age. Figure 3-8 below accents the distribution of users by age.

Figure 3-8. Age of GoLine Riders



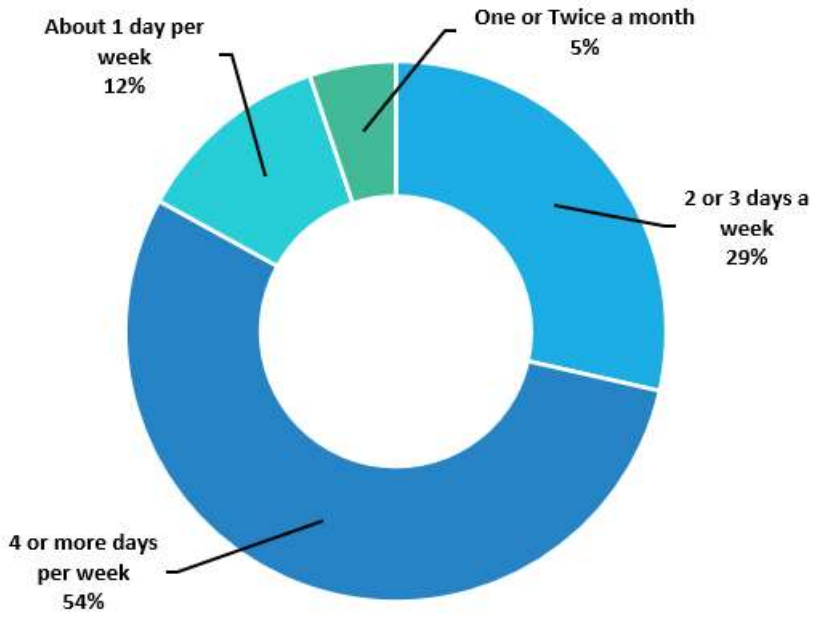
Frequency of Use

There are additional factors that can shed light on rider loyalty, satisfaction, and overall usage patterns. Specifically, the length of time that riders have used the service and the frequency with which they use it can provide important insights into rider behavior and preferences. By analyzing the results of the on-board survey for these two factors, valuable information can be obtained that can inform decisions about resource allocation and service improvements.

Analyzing the frequency of usage for GoLine Transit Riders, we see that a significant portion of riders rely heavily on the service. Figure 3-9 shows that 54.48% of riders use the service four or more days per week, while 28.53% use it two or three days per week. A smaller percentage of riders use the service on a more sporadic basis, with 11.82% using it about one day per week and 5.16% using it one or twice a month.

This data underscores the importance of providing reliable service that meets the needs of these regular riders, who depend on GoLine Transit as a vital mode of transportation. However, it may also be worth exploring other ways to encourage more sporadic riders to use the service more frequently, such as by identifying the barriers to usage and addressing them through targeted improvements or outreach efforts.

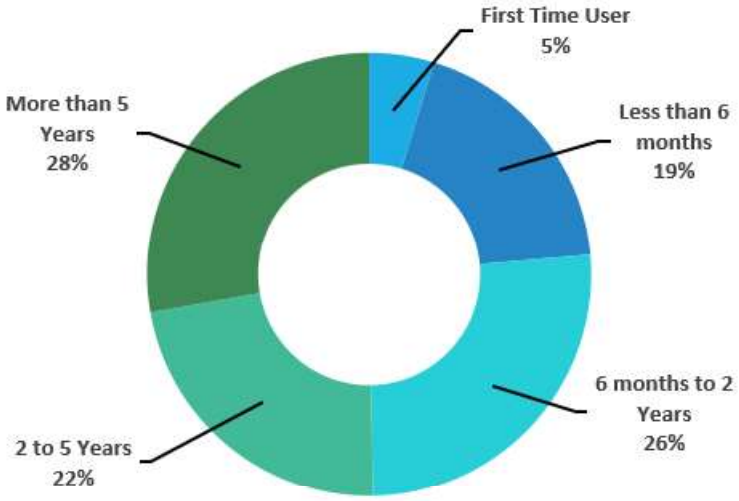
Figure 3-9. Frequency of Use by GoLine Riders



Length of Time Using GoLine

Analyzing the length of time that riders have used GoLine Transit provides important insights into rider loyalty, satisfaction, and overall usage patterns. The survey indicates that a significant percentage of riders have been using the service for several years, with 27.78% reporting that they have been using the service for more than five years. An additional 22.50% of riders have been using the service for 2 to 5 years, and 26.11% have been using it for 6 months to 2 years. Figure 3-10 highlights the full breakdown of survey results.

Figure 3-10. Length of Time Using GoLine Service



These data suggest that GoLine Transit has a strong base of loyal riders who have been using the service for several years, which may reflect positively on the overall quality of service provided. However, it's also worth noting that nearly one-fifth of riders are relatively new to the service, which presents an opportunity to capture their feedback and address any issues they may have early on. By prioritizing the needs and feedback of both new and long-time riders, GoLine Transit can continue to improve its service and meet the evolving needs of its ridership.

Service Quality and Customer Satisfaction

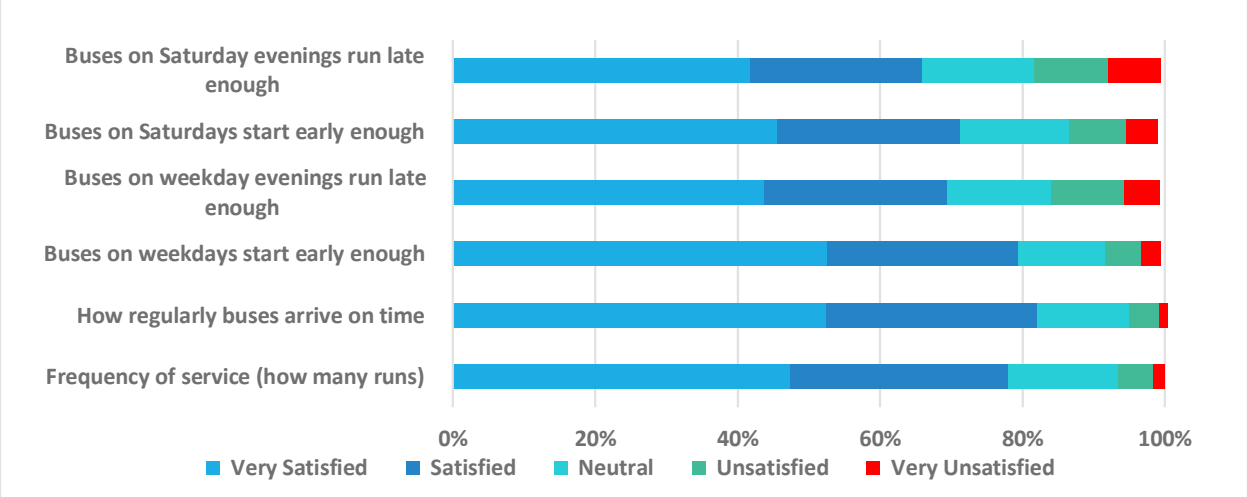
In addition to the previously discussed survey data, this section of the report delves deeper into the on-board survey results by examining customer satisfaction across various aspects of service quality delivered by GoLine. By categorizing the data into distinct areas, such as Overall Satisfaction, Service Frequency & Timing, Accessibility & Convenience, Reliability, Information Accessibility, Cleanliness, Safety, Comfort, and Driver Performance, we can gain a more comprehensive understanding of GoLine's performance. This detailed analysis serves as a crucial component of the overall evaluation, as it allows us to identify the strengths and areas for improvement within GoLine's service offerings. Furthermore, these insights will help inform data-driven decisions aimed at enhancing customer satisfaction and loyalty, ultimately contributing to a more complete assessment of GoLine's service quality.

Service Frequency & Timing

Figure 3-11 presents the Service Frequency & Timing category, a crucial aspect of customer satisfaction in public transportation services. Service frequency and timing directly impact the convenience and reliability of the service, affecting passengers' ability to plan their journeys and meet their daily schedules.

These data are helpful in prioritizing which service changes are most important by highlighting the areas where customer satisfaction scores are comparatively lower, indicating room for improvement. Additionally, focusing on the unsatisfied and very unsatisfied customer responses can provide valuable insights into areas that need immediate attention. The average scores and dissatisfaction levels for each question in the Service Frequency & Timing category are as follows:

Figure 3-11. Customer Evaluation of Service Frequency, Span of Service and Days of Service



Accessibility and Ease of Use

The Accessibility and Ease of Use category plays a significant role in determining customer satisfaction with GoLine's services. Analyzing the survey results from this category allows us to identify the customer centered service characteristics that illustrate how easily its customers can navigate and access the GoLine service.

The survey data for the Accessibility and Ease of Use category includes the following questions:

1. Your ability to get where you want to
2. Ease of transferring between buses
3. Easy access to bus route & schedule info
4. Ease of using the GoLine real time app

The average scores for these questions indicate that customers are generally satisfied with GoLine's accessibility and ease of use, with all scores above 4.0. However, there are some areas where improvements can be made to further enhance customer satisfaction.

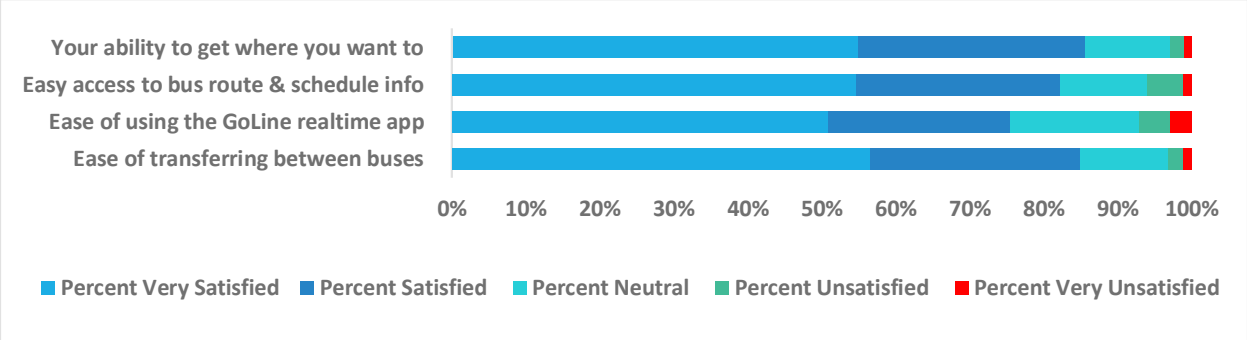
Ease of using the GoLine real time app has the lowest average score (4.163) among the questions in this category, suggesting that there may be room for improvement in the app's user experience or its

features. Addressing issues with the app could have a positive impact on customer satisfaction, as it is an essential tool for accessing real-time transit information.

On the other hand, "Your ability to get where you want to" and "Ease of transferring between buses" have the highest average scores in this category (4.367 and 4.372, respectively), indicating that these aspects of GoLine's service are meeting customer expectations. It is essential to maintain these high satisfaction levels and continue to monitor and improve these areas as needed. The distribution and scores can be found in Figure 3-12 below.

The Accessibility and Ease of Use category reveals that GoLine is generally meeting customer needs in terms of accessibility and ease of use. However, there is potential for improvement, particularly with the GoLine real time app. By addressing these areas and maintaining high satisfaction levels in other aspects, GoLine can continue to deliver a convenient and accessible service that meets the needs of its customers.

Figure 3-12. Satisfaction Rating Related to Accessing and Utilizing GoLine Services



Cleanliness of Amenities and Facilities

The Cleanliness category is a crucial aspect of customer satisfaction with GoLine's services. By examining the survey results for this category, we can gain insights into how well the current system is performing in terms of cleanliness and identify areas that may require improvement. This information helps prioritize the necessary steps to enhance customer experience and maintain a high level of service quality.

The survey data for the Cleanliness category includes the following questions:

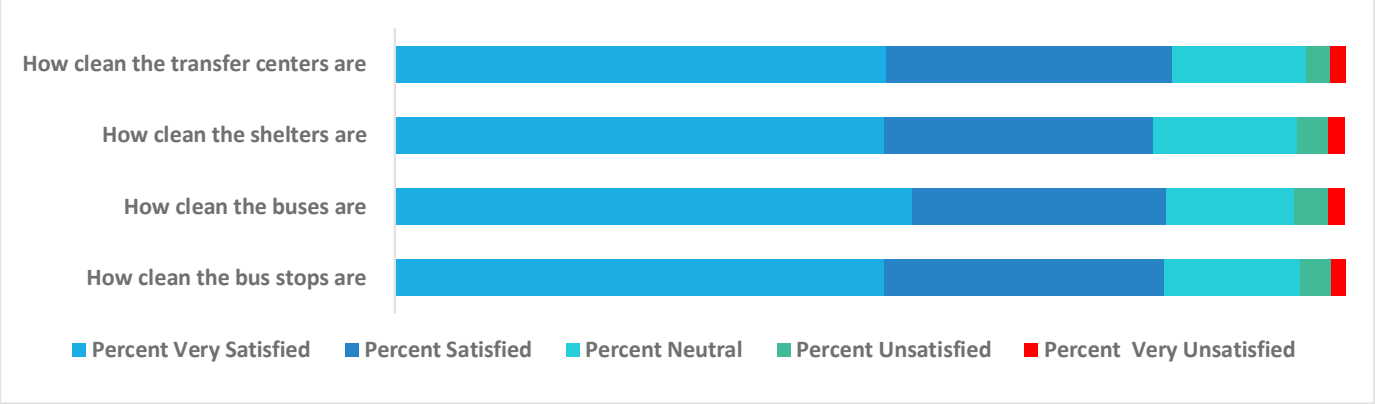
1. How clean the buses are
2. How clean the shelters are
3. How clean the transfer centers are
4. How clean the bus stops are

The average scores for these questions suggest that customers are generally satisfied with the cleanliness of GoLine's services, as all scores are above 4.0. Nevertheless, there is always room for improvement to ensure that customer expectations are met and exceeded.

Among the questions in this category, "How clean the shelters are" has the lowest average score (4.244), which might indicate a need for more frequent or thorough cleaning of the shelters. By addressing this issue, GoLine can improve the overall customer experience and maintain a high level of satisfaction.

On the other hand, the highest average score in this category is for "How clean the buses are" (4.286), indicating that this aspect of GoLine's service is generally meeting customer expectations. It is essential to continue monitoring and maintaining these high satisfaction levels and make improvements as needed. Figure 3-13 below highlights the cleanliness ratings of GoLine services and facilities. The data from the Cleanliness category show that GoLine is generally meeting customer needs regarding cleanliness. However, there is potential for improvement, particularly in the area of shelter cleanliness. By addressing these areas and maintaining high satisfaction levels in other aspects, GoLine can ensure a clean and comfortable environment for its customers, contributing to a positive overall experience.

Figure 3-13. Satisfaction Rating of GoLine Cleanliness



Bus Features and Amenities

In the ongoing assessment of customer satisfaction with GoLine's services, attention is now turned to the Bus Features and Amenities category. By examining the survey results for this category, insights can be gained into the performance of the current system in terms of bus features and amenities, as well as identifying areas that may benefit from improvement. This information is essential for prioritizing enhancements to boost customer experience and maintain a high level of service quality.

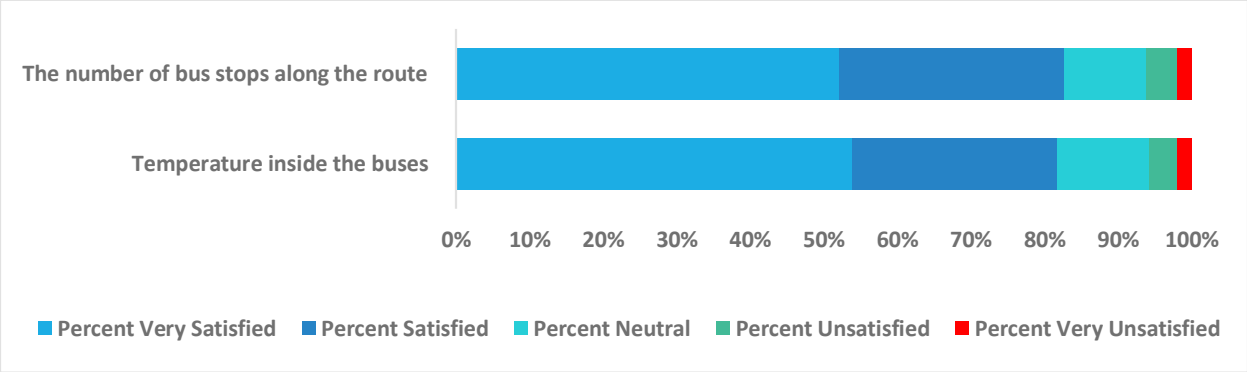
The survey data for the Bus Features and Amenities category includes the following questions:

1. The number of bus stops along the route
2. Temperature inside the buses

The average scores for these questions indicate that customers are generally satisfied with the bus features and amenities provided by GoLine, with both scores above 4.0. Among the questions in this category, both "The number of bus stops along the route" and "Temperature inside the buses" have identical average scores (4.266), suggesting that customers are generally content with these aspects of

GoLine's service. However, it is important to continue monitoring and addressing any concerns that may arise in these areas, to maintain and improve upon these satisfaction levels. The full distribution of the responses can be found in Figure 3-14 below.

Figure 3-14. Satisfaction Rating of Select Bus Features and Amenities



The data from the Bus Features and Amenities category reveal that GoLine is generally meeting customer needs in terms of bus stop availability and in-bus temperature control. While the current satisfaction levels are commendable, there is always room for improvement. By addressing any concerns and maintaining high satisfaction levels in these and other aspects, GoLine can continue to deliver a comfortable and convenient service that meets the needs of its customers.

Bus Driver's Performance

In the process of evaluating customer satisfaction with GoLine's services, the focus is now directed to the Bus Drivers' Performance category. By examining the survey results for this category, valuable insights can be gained into the performance of bus drivers in terms of their driving skills, courtesy, and knowledge of the routes. This information is crucial for identifying areas of improvement and ensuring that GoLine maintains a high level of service quality.

The survey data for the Bus Drivers' Performance category includes the following questions:

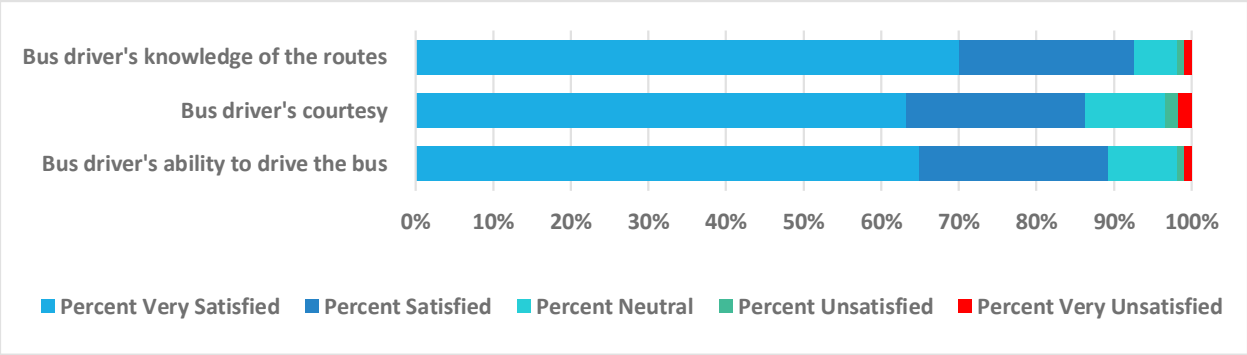
1. Bus driver's ability to drive the bus
2. Bus driver's courtesy
3. Bus driver's knowledge of the routes

The average scores for these questions indicate that customers are highly satisfied with the performance of GoLine's bus drivers, with all scores above 4.4. This suggests that the drivers are meeting, and in some cases exceeding, customer expectations in terms of their skills, courtesy, and route knowledge.

Among the questions in this category, "Bus driver's knowledge of the routes" received the highest average score (4.599), indicating that customers are particularly pleased with the drivers' expertise in navigating the routes. The scores for "Bus driver's ability to drive the bus" (4.495) and "Bus driver's

courtesy" (4.438) also demonstrate a high level of satisfaction with the drivers' performance. Figure 3-15 is illustrative the satisfaction with the drivers' performance.

Figure 3-15. Satisfaction of Bus Driver's Performance



In conclusion, the data from the Bus Drivers' Performance category show that GoLine is effectively meeting customer needs with regard to the abilities and demeanor of its bus drivers. While the current satisfaction levels are impressive, it is important to continue monitoring and addressing any concerns that may arise, ensuring that the drivers maintain their high standards of service. This will contribute to a comfortable and pleasant experience for GoLine's customers.

As we have examined the on-board survey results, providing valuable insights into the experiences and preferences of GoLine riders, it is important to broaden our understanding by incorporating the perspectives of not only the riders, but also the public. To achieve this broader perspective, an online survey was conducted, encompassing GoLine riders as well as individuals who may not have utilized the service. This online survey allows us to gather insights from a wider range of individuals, capturing the opinions and expectations of both frequent riders and potential riders. By analyzing the responses from the public, we can gain valuable insights into the overall perception of public transportation, identify potential areas for improvement, and ensure that the GoLine Transit service continues to meet the needs of its ridership while attracting new users.

Phase One Public Online Survey Results

Following the insights gathered from the on-board survey with existing GoLine passengers, we expanded our efforts to gauge the views of the broader Indian River County community via an online survey. This survey aimed to capture the perceptions, needs, and potential concerns of those who may not currently use GoLine but could potentially benefit from the service and current users of the GoLine that may have not been surveyed by the on-board survey.

Understanding the views of the public is crucial for several reasons. First, it provides a broader perspective on the overall transportation needs of the community. Second, it helps identify barriers that may be preventing potential passengers from using the service. Finally, it offers valuable insights into

how GoLine is perceived by the wider community, which can inform our marketing and communication efforts.

In total 357 online surveys were collected. The following section presents a detailed summary of the results from the public online survey, providing a comprehensive view of the community's perceptions and expectations of GoLine transit service. These findings, combined with the insights from the on-board survey, will guide our ongoing efforts to improve, expand service, and address the needs of all residents of Indian River County.

As seen in Figure 3-16 below, this survey's respondent demographics offer a fine representation of the Indian River community as it covers a broad age range, which ensures that the survey captures a wide spectrum of transit needs, usage patterns, and perspectives. Different age groups typically have distinct transportation preferences and needs, making this wide representation crucial for an inclusive and efficient transit service. For instance, the needs of younger individuals who might prioritize speed and digital conveniences are captured, as well as the preferences of older individuals who might emphasize comfort, safety, and accessibility.

The significant representation from the 40-59 and 60-69 age groups, which collectively make up over 50% of respondents, is particularly important as these groups often include active workers and retirees, who might heavily rely on public transit for commuting and other essential travel. Meanwhile, the presence of younger respondents in the 18-24 age group and those under 18 years old ensures that the transit system's future needs are taken into consideration, as these individuals are potential long-term users. Their input can help shape the transit system to continue serving the community effectively as they grow older. Furthermore, the 16.25% of respondents who are aged 70 and over give insights into the needs of older residents, for whom public transit can be especially critical due to possible limitations in driving ability or other mobility constraints. This diverse age distribution provides a more comprehensive understanding of the needs within the Indian River community, aiding planners to effectively adapt and improve their services.

Figure 3-16. Age of Online Survey Respondents

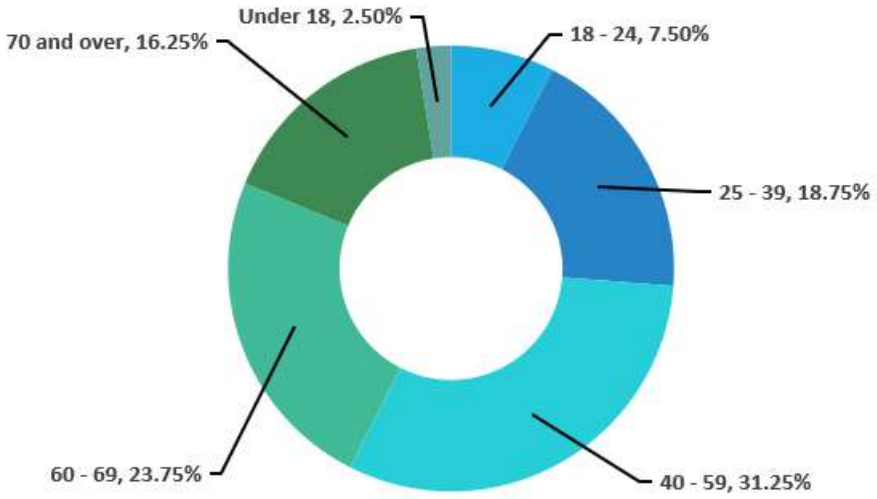


Figure 3-15 outlines the customer satisfaction rating related to the bus driver's performance while using the GoLine system.

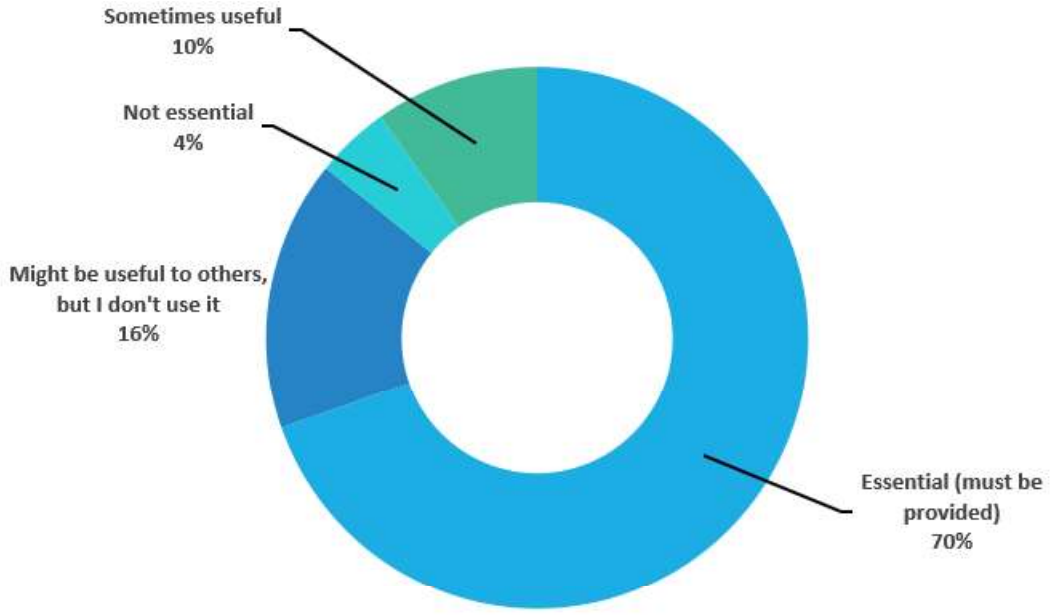
Perception of Service

An important component of the online survey was the public's perception of the value of the GoLine Transit service. Understanding the opinions of current riders, potential riders, and the public is crucial for GoLine Transit in enhancing its service offerings, attracting new users, and ensuring that the transportation needs of the population in Indian River County are met effectively. The following shows the online survey results of asked respondents to indicate the value of GoLine by aligning with these insights, GoLine Transit can make informed decisions to improve its services, increase awareness, and further establish itself as an essential and reliable mode of transportation in the county.

Opinion of Service

Figure 3-17 shows that among all respondents, 70% consider GoLine Transit as an essential service that must be provided. This indicates a significant majority of respondents who recognize the importance and necessity of the service. Additionally, 10% of respondents mentioned that GoLine Transit is sometimes useful, suggesting that they perceive its value in specific circumstances. Furthermore, 16% of respondents indicated that while the service might be useful to others, they personally do not use it. Lastly, 4% of respondents expressed that GoLine Transit is not considered essential.

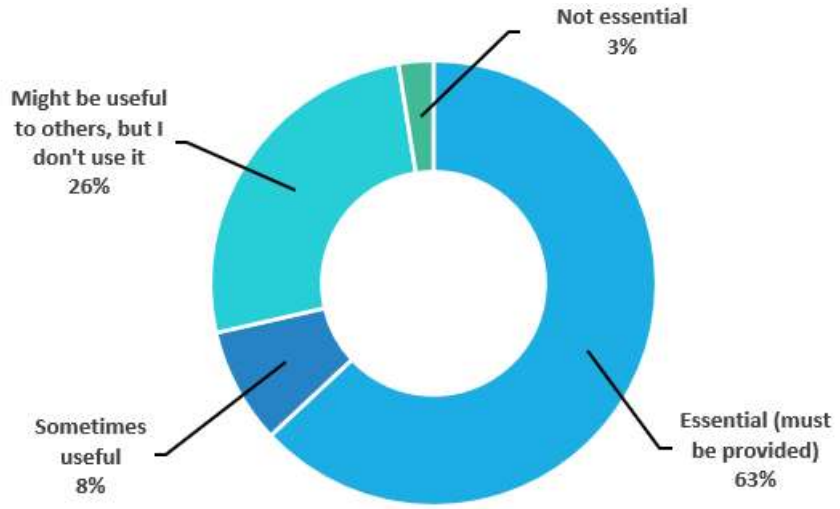
Figure 3-17. Perception of GoLine Services



Opinion of GoLine Service (Non-Users)

For respondents who do not currently use GoLine Transit, Figure 3-18 reveals that 63.0% consider the service as essential and something that must be provided. This suggests that even among non-users, there is a recognition of the importance of GoLine Transit as a public service. Additionally, 8% mentioned that the service is sometimes useful, indicating that they see potential value in certain situations. Furthermore, 26% of non-users believed that GoLine Transit might be useful to others, even if they don't personally utilize it. A small percentage of 3% expressed that the service is not essential.

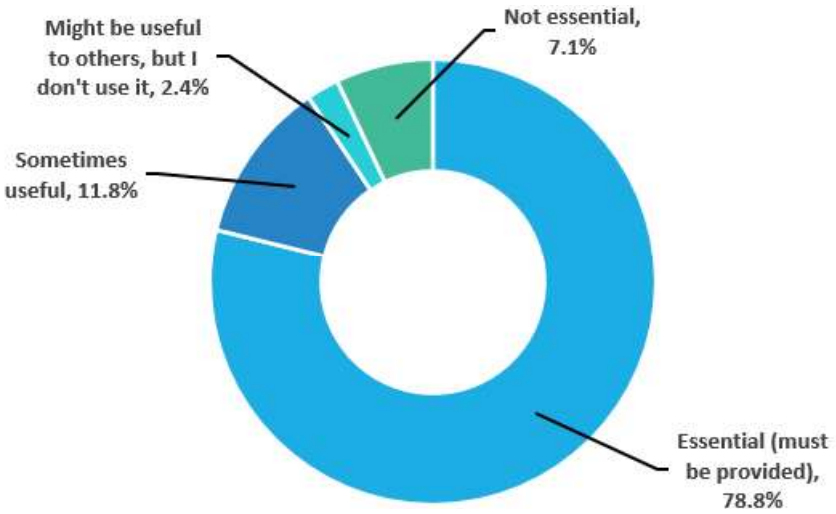
Figure 3-18. Perception of Non-GoLine Users



Opinion of GoLine Service Users of Service

Among current users of GoLine Transit, Figure 3-19 demonstrates a higher level of appreciation for the service. A significant majority of 78.8% of users consider GoLine Transit as an essential service that must be provided. This reinforces the notion that the service is highly valued by those who actively use it. Additionally, 11.8% mentioned that the service is sometimes useful, acknowledging its relevance in specific situations. Only a small percentage of 2.4% believed that GoLine Transit might be useful to others, despite not being a personal user. Lastly, 7.1% of users expressed that the service is not considered essential.

Figure 3-19. GoLine Service Users of Service



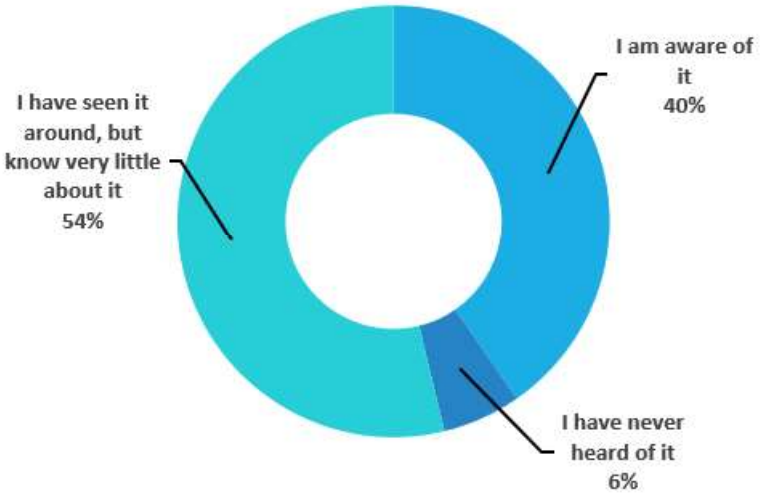
Awareness of GoLine Services

Understanding the level of awareness is crucial in assessing the effectiveness of outreach efforts and the overall visibility of GoLine Transit. It provides valuable insights into how well-known the service is among the target audience and the general public. By gauging the level of awareness, GoLine Transit can identify potential gaps in knowledge and tailor its communication strategies to reach those who may not be familiar with the service. Additionally, understanding the level of awareness helps GoLine Transit evaluate the effectiveness of existing awareness campaigns and make informed decisions on how to enhance visibility, improve brand recognition, and attract new riders. Ultimately, by increasing awareness and knowledge about GoLine Transit, the service can broaden its reach, engage a wider audience, and ensure that the community has access to the benefits and convenience of reliable public transportation.

Figure 3-20 depicts the level of awareness data indicates the respondents' familiarity with GoLine Transit. Among all respondents, 40% mentioned being aware of GoLine Transit, suggesting a significant level of familiarity with the service. A small percentage of 6% reported never having heard of GoLine Transit, indicating a need for increased awareness efforts. Additionally, 54% of respondents stated they have seen GoLine Transit around, but know very little about it, demonstrating a moderate level of exposure to the service without extensive knowledge.

This data underscores the importance of ongoing awareness campaigns to reach those who have not yet heard of GoLine Transit and to provide more information to those who have seen the service but are not fully familiar with it. By increasing awareness and knowledge about GoLine Transit, the service can attract new riders, expand its user base, and further establish itself as a reliable and accessible transportation option in Indian River County.

Figure 3-20. GoLine Community Awareness



Priority of Improvements

The online public survey conducted among GoLine users provided valuable insights into the service improvements that customers prioritize. The survey results are instrumental in understanding the needs and preferences of our riders, which can guide the development of our transit plan.

The survey data was analyzed in two ways: by examining the percentage of responses in each priority category and by calculating the average rank score for each service improvement. Both analyses provided a comprehensive view of the priorities of GoLine users.

The category analysis revealed that the most critical service improvements for customers are "More Frequent Service" and "Expansion into areas not served", which received 31.76% and 20.00% respectively in the "Critical" category. This suggests that customers highly value the frequency of the service and the coverage of the service area. The "Earlier/later Weekday Service" improvement also emerged as a high priority, receiving the highest percentage in the "High Priority" category, with 28.24%.

On the other hand, the average rank score analysis (see Table 3-3), which provides a measure of the overall priority given to each service improvement, identified "More Frequent Service", "Earlier/later Weekday Service", and "Expansion into areas not served" as the top three priorities, with average rank scores of 2.94, 3.04, and 3.96 respectively.

Table 3-3: Average Rank Score

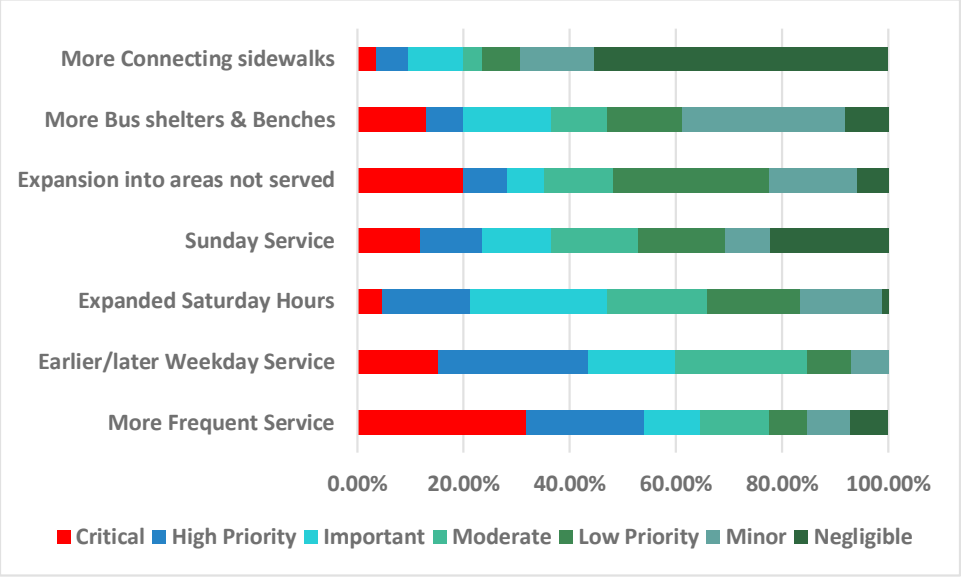
Rank	Average
More Frequent Service	2.94
Earlier/later Weekday Service	3.04
Expanded Saturday Hours	3.79
Expansion into areas not served	3.96
Sunday Service	4.28
More Bus shelters & Benches	4.31
More Connecting sidewalks	5.68

These findings suggest that increasing the frequency of service, extending service hours on weekdays, and expanding the service area are the most important improvements for GoLine users. Implementing these changes could lead to increased customer satisfaction and potentially attract more riders.

However, it is also important to note that the service improvements with the highest average rank scores, indicating lower overall priority, are "More Connecting Sidewalks" and "More Bus Shelters & Benches". While these improvements could still enhance the service, they are not as high a priority for customers as the other improvements.

The survey results displayed in Figure 3-21 provides direction for GoLine's service improvements to consider. Prioritizing the improvements that matter most to GoLine customers will help better meet their needs and continue to provide a service that is both convenient and reliable. As we move forward, we will also consider the feasibility and cost-effectiveness of each improvement to ensure the most efficient use of our resources.

Figure 3-21. Survey Results

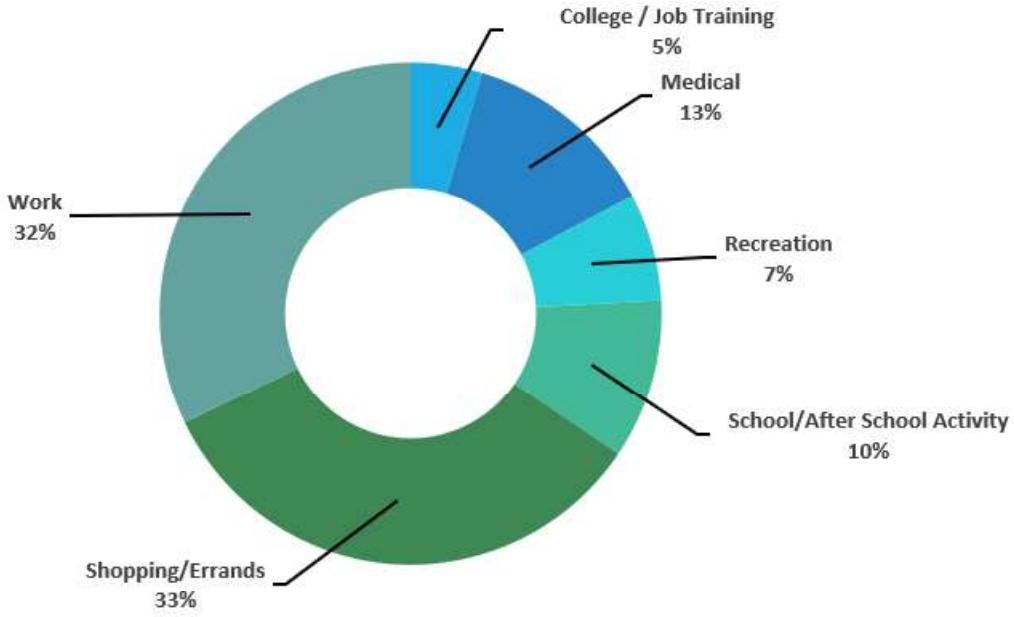


Trip Purpose of GoLine Users

Understanding the trip purpose data of respondents who have utilized GoLine services is essential for GoLine Transit to effectively cater to the diverse transportation needs of its riders. By analyzing the trip purpose information, GoLine Transit can gain valuable insights into the specific reasons why individuals rely on their services. This data enables GoLine Transit to tailor its routes, schedules, and service offerings to best accommodate the various trip purposes, ensuring a convenient and reliable transportation experience for its riders.

Figure 3-22 highlights the diverse range of trip purposes for which individuals utilize GoLine services. Shopping/errands and work-related trips emerge as the most common purposes, representing a significant portion of the respondents. Additionally, the data underscores the importance of GoLine Transit in facilitating access to medical appointments, school and after-school activities, and recreation.

Figure 3-22. Trip Purpose of GoLine Users



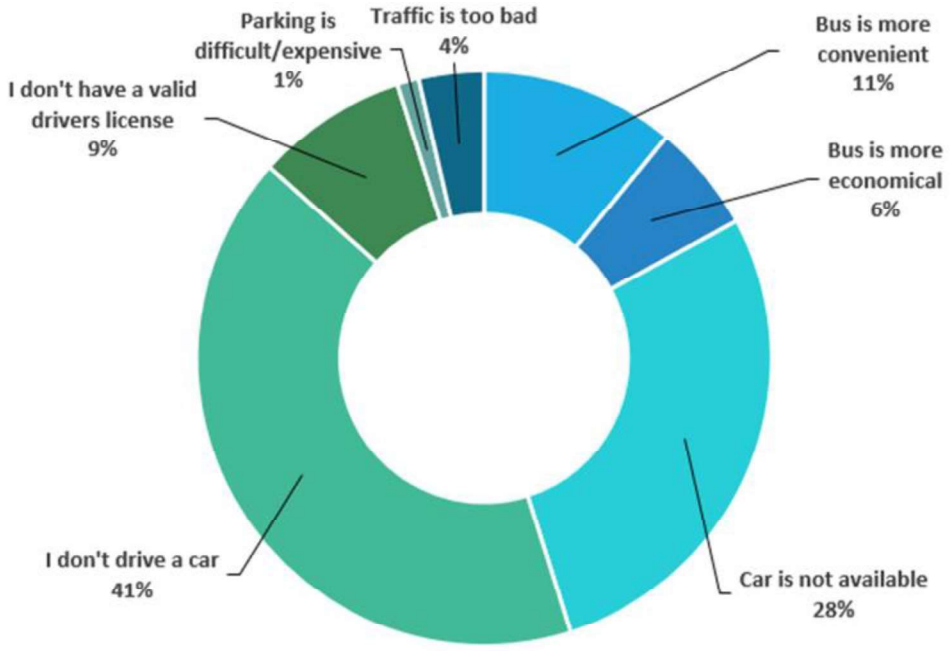
By considering this trip purpose data, GoLine Transit can make informed decisions in terms of service planning, route optimization, and resource allocation. It allows them to align their services with the specific needs and preferences of their ridership, ultimately enhancing the overall efficiency and customer satisfaction of GoLine Transit.

Reasons for Using GoLine Transit

Figure 3-23 lists the reasons why respondents use GoLine's public transit services. The largest percentage of users (41.46%) state that they use the service because they do not drive a car. The second most common reason (28.05%) is the unavailability of a car. The convenience of the bus is a factor for 10.98% of respondents, while 6.10% find it more economical than other means of transportation. A small number of respondents (8.54%) utilize GoLine because they do not possess a valid driver's license. Other minor factors include issues with parking (1.22%) and heavy traffic (3.66%).

In sum, these insights help GoLine better understand its user base, improve service provision based on user needs and preferences, and identify opportunities for expansion and targeted outreach.

Figure 3-23. Reason for Using GoLine Transit



Phase Two Online Survey and Results

Purpose

Following both the Phase One Onboard Survey and Online/Social Media Outreach efforts conducted in February-April of 2023, a Phase Two Online/Social Media outreach survey was made available to the public during the month of June 2023 (see Figure 3-24). For this survey, the public was asked to rank the proposed service and capital improvements identified in the previous survey and public outreach efforts. A total of 213 respondents completed the Phase Two survey.

Figure 3-24. Phase II Social Media Outreach Info.

Phase Two Online Survey Findings

The Phase Two Online survey was distributed to Indian River County residents through a targeted social media advertisement. The social media target ad, which was hosted by the University of South Florida's Center for Urban Transportation Research (CUTR), lasted from June 8, 2023, to June 30, 2023. During the online advertisement, 5,565 people were reached. This online survey/social media effort included social interactions of 177 survey link clicks, 241 post engagements, 51 post shares, and 10 post comments from citizens. Overall, the survey aimed to gather insights on the public's priority selections for proposed GoLine service improvements and supportive amenities, as well as an open-ended section for additional comments and areas of priorities.

Table 3-4 show the breakdown of the 213 survey responses that were collected and analyzed. Of the 60 respondents who have not used GoLine Transit, only 19% fully completed the online survey. Of the 149 respondents who have used GoLine Transit, 81% fully completed the online survey.

Table 3-4: Have you used GoLine Transit?

	Respondents
No	60
Yes	153
Total	**213**

Responses Collected

This section focuses on the responses collected from the second online GoLine transit survey, where respondents were asked to prioritize improvement choices for the transit system from most important to least important. The survey aimed to gather insights into the preferences and needs of transit users and non-transit users in terms of service improvements, including the addition of increase in span of service and frequency, added shelters and seats, and expansion of service to areas not served. Table 3-5 shows the results of the 213 survey responses that were analyzed and provides an idea of how highly respondents ranked each proposed improvement.

Table 3-5: Percentage of GoLine Transit Improvement Responses

Proposed Improvement	Extending Weekday Service Hours	Increasing Weekday Frequencies	Extending Saturday Service Hours	Additional Bus Shelters & Seating	Addition of Sunday Service	Adding Service to Unserved Areas
Total:	49.60%	17.80%	5.20%	9.60%	11.10%	6.70%

Extending Weekday Evening Service (7:00 p.m. to 9:00 p.m.):

A high number of respondents (49.6%) prioritized extending the current span of service on weekday evenings. This suggests a demand for later service hours, accommodating commuters returning home from work, students attending evening classes or related after-school activities, and individuals engaging in leisure activities or personal trips during those hours.

Increasing Weekday Frequency on Top-Performing Routes:

17.8% of respondents prioritized increasing the weekday frequency of buses on top-performing routes. This indicates a desire for more frequent service, reducing wait times and providing greater convenience for commuters. This percentage of respondents likely prioritize efficiency and reliability in their transit experience.

Expanding Saturday Service (7:00 a.m. to 7:00 p.m.):

5.2% of respondents highlighted the importance of expanding the current span of service on Saturdays. This indicates a low prioritization for extended service hours to accommodate weekend activities, including work, leisure, and shopping.

Adding More Bus Shelters and Seating:

9.6% of respondents emphasized the need for more bus shelters and seating at current bus stops. Respondents recognize the value of providing sheltered waiting areas and adequate seating to create a more enjoyable transit experience. Based on the response options, this improvement had relatively high support as a priority from the public.

Adding Services to Unserved Areas:

6.7% of respondents prioritized adding services to areas currently not served by the transit agency. This indicates a demand for expanding the transit network to reach areas where lack current GoLine fixed route service.

Adding Sunday Service:

11.1% of respondents prioritized adding Sunday service. Currently, there are no GoLine fixed route service operating on Sundays.

Qualitative Responses

The respondents who indicated that they would like to see service added to areas where there currently is no fixed route service (6.7% of respondents) were asked to write a location where they would like to see GoLine service extended to. The responses are repeated as they were given:

- Side roads where bus stops aren't currently located- residential neighborhoods
- Roseland Rd, Sebastian
- From 6th Ave to the County Complex
- Further into Sebastian Highlands, Indian River Drive Sebastian
- Oslo
- Fellsmere
- Close to Fellsmere elementary
- Everywhere
- US HWY 1 in-between Sebastian and Vero Beach
- Fort Pierce especially the college
- #7 bus
- Not too sure. With the lack of areas visited because of its limitations, I don't know what else is available. Penny in front of diners and pubs
- Bus Stop in front of the Indian River Public Library. Near the Vero Beach High School
- More stops on US 1. Restore the stop at 53rd and US 1
- Down 58th past Home Depot
- Commuter express between Sebastian and Vero and more coverage in the southeast section of Sebastian
- More along US 1 from Sebastian to Fort Pierce Route from US 1 down Roseland Rd to 512 More stops of #5 bus on US 1 going north around Walmart and McDonald's/Home Depot
- 130th Avenue & 83rd Street in Fellsmere
- Route 11 covered a lot of area that isn't accessible anymore also it would be nice to see a stop at Sebastian's Riverview Park.

- The corner of 16th street and 20th Ave by the high school.
- From Schumann Drive to the Family Dollar on Fleming

Phase Two Online Survey Conclusion and Recommendations

It is evident that online respondents value extending the current span of service on Weekday Evenings from 7:00 p.m. to 9:00 p.m. followed by an increased frequency to the current top routes. These priorities are followed by the addition of Sunday service and more bus shelters and seating at bus stops. While public responses to adding service to areas currently not served by a GoLine bus routes showed a low priority at 6.7%; respondents did provide several locations where they would like to see GoLine service extended to (see qualitative response section below). These findings will assist in the development of a set of final and prioritized improvements to the GoLine system (see Chapter 7).

Operator/Dispatcher Surveys

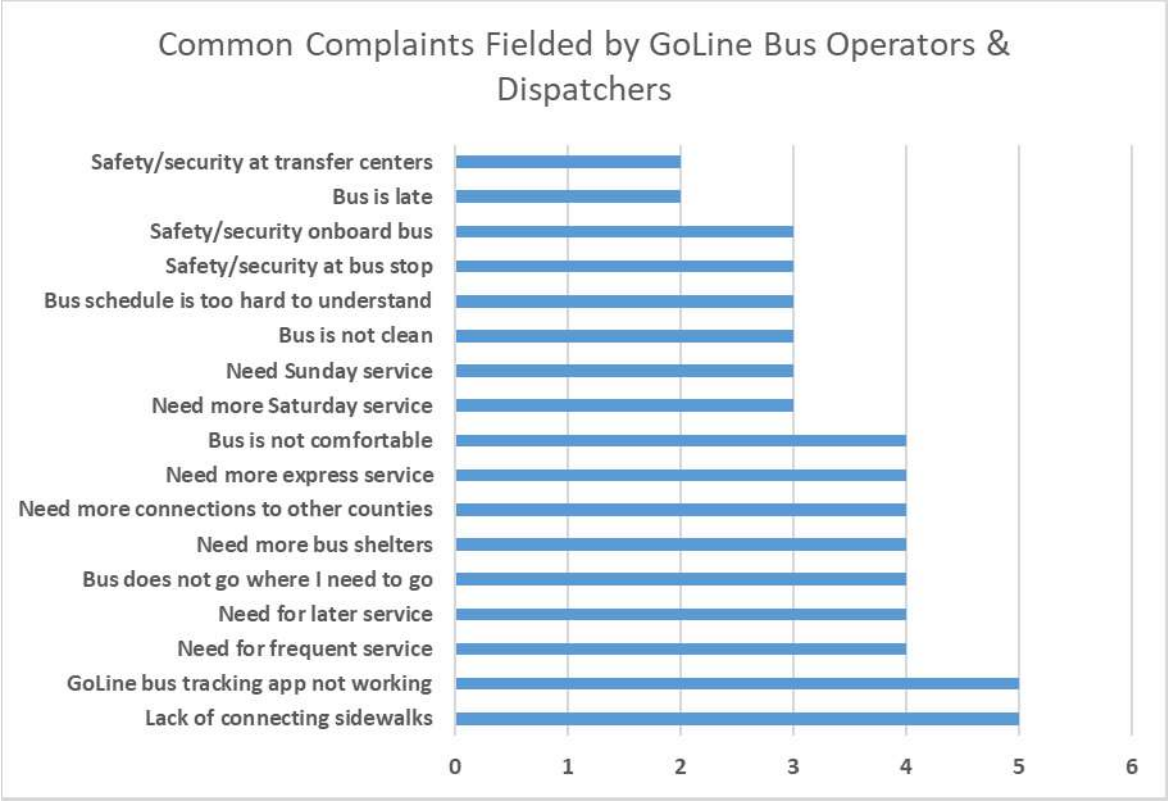
Operator/Dispatcher Survey Findings

GoLine bus Operators and Dispatchers were also surveyed during the February-April 2023 outreach timeline. The aim of this effort was to gain valuable input from the frontline employees that area active in the day-today operations of fixed routes services in Indian River County. Frequently, Operator and Dispatcher surveys lead to observations and suggestions for improvements that reflect on a variety of operational issues, customer needs, and route-specific characteristics. In this case, many of the suggestions for improvement identified by GoLine's Operators and Dispatchers match with feedback received from the public via the Onboard and Online/Social Media survey efforts. A copy of the GoLine Bus Operator & Dispatchers survey can be found in Appendix D.

Rider Complaints and Compliments

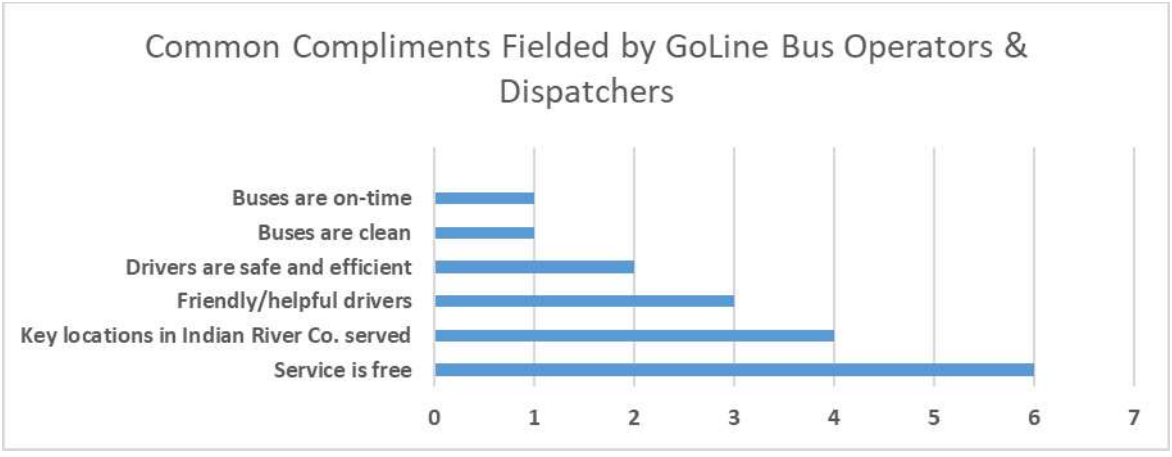
As frontline employees, GoLine's Operators and Dispatchers were asked to provide a comprehensive list of the three top complaints they received from riders and the public. A range of common complaints was provided in the survey and outlined in Figure 3-25.

Figure 3-25. Common Rider Complaints



In addition, the areas where Operators & Dispatchers receive compliments from riders were also provided (see Figure 3-26). The most common compliment received is that the service is free, followed by service coverage, friendliness of drivers, and safety/efficiency of drivers.

Figure 3-26. Common Rider Compliments



Operator Feedback

A series of free-response questions (Questions #4-7) were posed that allowed GoLine Operators or Dispatchers the ability to add a more specific response(s) to pressing issues and/or prospective changes to varying aspects of the public transportation system. A number of these suggestions correspond with comments received by the public in meetings/workshops and other survey efforts. Comments are provided as they were received.

Q 5 – Provide any specific service improvements to the GoLine bus routes. Include information for routes that you drive and that you don't drive.

- Provide later service.
- Provide better lighting at stops.
- Route 4 – add new shelter at US 1 & 10th.
- Route 5 – change Grace's Landing to a "request-only" stop.
- Route 6 – route should stop north of Oslo Rd. before 4th Pl.
- Route 7 – route should stop on 43rd Ave. by 7-11 area.
- Route 13 – route should have Saturday service.

Q 6 – What do you like best about being a GoLine Operator or Dispatcher?

- Meet nice people (4 responses).
- GoLine management is good to its employees (2 responses).
- GoLine customer service staff are very helpful to riders.
- Job provides schedule flexibility.
- Part-time work is available.

Q 7 – Provide any other comments that could help GoLine service.

- Buses are not always running properly (2 responses).
- Provide later service.
- Benefits package is helpful to employees.
- AC on buses needs to work consistently.
- Buses need to be cleaner.
- Need better pay.
- I love working for GoLine!
- Need more spare buses to make pullout.
- The tablet system for drivers is a major improvement but is often not accurate with bus stop locations and announcements.

CHAPTER 4
SITUATION APPRAISAL

Review of Plans and Studies

This section reviews transit policies and plans at local, regional, state, and federal levels of government to identify policies or issues that may have implications for the GoLine service. Findings from this review will ensure that Indian River is consistent with other local and regional planning efforts. In addition, the results of this plans review serve as a component of meeting the Situational Appraisal requirement of the TDP Rule.

As part of this effort, the following plans and programs were reviewed and highlighted below or in Table 4-1:

- Federal Plans/Programs
  - Bipartisan Infrastructure Law
  - Inflation Reduction Act
- State Plans/Programs
  - Florida Transportation Plan (FTP)
  - State of Florida Transportation Disadvantaged 5-Year/20-Year Plan
  - Florida's Strategic Intermodal System Policy Plan (2016)
  - Electric Vehicle Infrastructure Master Plan (2021)
  - Electric Vehicle Infrastructure Deployment Plan (2022)
  - The FDOT Source Book (2022)
- Regional Plans/Programs/Studies
  - Treasure Coast 2040 & 2045 Regional Long-Range Transportation Plan
  - Treasure Coast I-95 Multimodal Master Plan
  - Treasure Coast Comprehensive Economic Development Strategy (CEDS) 2022-2027 (2022 – see Table 4-1)
  - St. Lucie County 2020-29 Transit Development Plan (2019)
  - Space Coast Area Transit (SCAT) Transit Development Plan (2022)
- Local Plans/Programs/Studies
  - Connecting TRC: Indian River County 2045 Long Range Transportation Plan (LRTP)
  - Indian River County Transit Development Plan (TDP) FYs 2019-2028 – Major Update
  - Indian River County Transportation Disadvantaged Service Plan FY 2019/20 – 2023/24
  - The Indian River County MPO Transportation Improvement Program (TIP) FY 2022/23 – FY 2026/27
  - Indian River County 2022 Priority Projects Report

- GoLine Transit Electrification Route Modeling Analysis
- CR 512 Corridor Study (2023)
- Local Plans:
  - Comprehensive Plans: Indian River County, Fellsmere, Vero Beach, Sebastian, Orchid
  - City of Fellsmere Development and Resiliency Plan (2022 – see Table 4-1)

Federal Plans/Programs

Bipartisan Infrastructure Law (2022)

The Bipartisan Infrastructure Law (BIL) makes funding available for local governments to modernize the nation's transportation infrastructure, with more than $65 billion for infrastructure investment. The BIL includes over $6.5 billion in competitive grant funding for bridge investments, safe streets, multi-modal, multi-jurisdictional projects, railroad crossing elimination, charging and fueling infrastructure grants to support electric vehicles, resilient infrastructure improvements, and others. BIL also expands funding for Infrastructure for Rebuilding America (INFRA) Grants, Rebuilding American Infrastructure with Sustainability and Equity (RAISE) Grants, Surface Transportation Block Grants, and the Carbon Reduction Program. The bill also allocated funding for transit ADA investments, increased funding for the Capital Investment Grant program, and expansion of passenger rail.

Inflation Reduction Act (2022)

The Inflation Reduction Act (IRA) targets investments to decarbonize the transportation sector. The Act creates a tax credit that will provide $7,500 for new and $4,000 for used electric vehicles. $7.5 billion is being used to support the rollout of electric vehicle charging infrastructure to install over 500,000 charging stations. The Act also targets the heavy-duty vehicle sector by allocating $1 billion to support zero-emission heavy-duty vehicles, including buses.

State Plans/Programs

Florida Transportation Plan (2020)

The Florida Transportation Plan (FTP), updated every five years, provides a framework to guide the state's transportation future over a 50-year planning horizon. The Florida Department of Transportation (FDOT) provides guidance to entities involved in transportation planning and management, including state, regional, and local organizations. The FTP also plans how and where the state will allocate transportation funding.

The FTP has identified seven overarching goals for Florida's transportation system:

- Safety and security
- High-quality, resilient infrastructure
- Preserve the natural environment
- Enhance mobility

- Promote accessibility and equity
- Support the economy
- Support local communities

Portions of the TDP were updated in 2020, including updates to the Policy, Performance, and Vision Elements and publication of the new Implementation Element. Key implementation considerations include strategic alignment with goals, providing sustainable and reliable funding, developing and retaining a skilled workforce, committing to vision zero, identifying and mitigating risks, transforming major corridors and hubs, completing transportation networks, expanding transportation infrastructure, prioritizing people and freight, enhancing access to opportunity, integrating land use and transportation, and protecting natural environments.

State of Florida Transportation Disadvantaged 2020-21 Coordinated Transportation Operating Data Report

The Florida Transportation Disadvantaged (TD) Plan, created by the Florida Commission for the Transportation Disadvantaged (CTD), is legislatively mandated. Each year, the CTD publishes an annual operating report that provides an overview of all coordinated transportation services provided by the Community Transportation Coordinators (CTCs) in the state. The data in the Annual Operating Report (AOR) shows the aggregation of all trips, including total passenger head counts, number of trips and miles provided by service types, number of unmet trip requests, revenue, and qualitative data on performance and customer service.

Indian River CTC performed 57,620 trips in 2021, compared to 102,531 trips (2019) and 88,608 trips (2020). Total revenue for 2022 is $2.3 million.

Florida's Strategic Intermodal System Policy Plan (2016)

Florida's Strategic Intermodal System (SIS) Policy Plan creates the policy framework for managing Florida's Strategic Intermodal System (SIS), which includes designated high priority transportation facilities that contribute significantly to the state's economy.

The SIS Policy Plan highlights the following objectives:

- Ensure efficient and reliable interregional connectivity;
- Expand transportation options and integrate modes for interregional trips;
- Develop transportation systems that support Florida's economic development and growth.

Electric Vehicle Infrastructure Master Plan (2021)

Florida's Electric Vehicle Infrastructure Master Plan (EVMP) provides guidance for development of electric vehicle (EV) charging stations along the State Highway System. The EVMP establishes a framework that supports short- and long-range EV travel, encourages expansion of EV use, and serves major evacuation routes within and out of the state. The Plan identifies potential fast charging locations

along the state's major highways, including I-10, I-75, I-95, and I-4, as well as along expressways and principal and minor arterials.

Electric Vehicle Infrastructure Deployment Plan (2022)

Florida's Electric Vehicle Infrastructure Deployment Plan outlines the framework for instituting funding from the National Electric Vehicle Infrastructure (NEVI) program. This five-year Plan is consistent with the state's long-range planning goals contained in the Florida Transportation Plan (FTP) as well as the EVMP. Funding from NEVI will support the rollout of EV charging stations along highway corridors and within communities. The goals of this program are to facilitate short- and long-range travel by EVs, expand use of EVs in that state, and support evacuation routes.

The Florida Source Book (2022)

The FDOT Source Book is a resource guide that provides a compilation of factors affecting the measurement of Florida's multimodal transportation systems. The document details the methodologies used to develop measures and factors usable for performance measurement for different modes of transportation.

Regional Plans/Programs/Studies

Treasure Coast 2040 and draft 2045 Regional Long Range Transportation Plan

The Treasure Coast 2040 Regional Long Range Transportation Plan (RLRTP), adopted in 2017, was prepared by the three MPOs that constitute the Treasure Coast, including Martin County MPO, St. Lucie County MPO, and Indian River County MPO, as well as the Florida Department of Transportation (FDOT), and advised by the Treasure Coast Transportation Council (TCTC). The plan provides a framework for coordinating transportation planning activities and provide mechanisms for the MPOS to jointly pursue federal and state funding for priority transportation projects with regional impact.

The major objectives contained in the 2040 RLRTP include:

- The provision for a safe, connected, and efficient multimodal system to support regional movement of people and goods;
- Support for targeted regional investments that spur local economic development and preserve the existing system;
- Protect regional social and natural environment and minimizing adverse community impacts;
- Coordinate regional planning and decision-making;
- Enhance the quality of life in the Treasure Coast region.

Twenty regional transportation projects were identified as priority based on the Regional Needs Plan, which involve roadway widening, bike lane and sidewalk additions, new interchanges of roadways with regional significance. A BRT line from Hobe Sound to Sebastian (along US 1) is anticipated to have impact on Indian River County.

In 2021, Indian River MPO coordinated with Martin MPO and St. Lucie MPO to develop a scope of services and memorandum of understanding for the 2045 Treasure Coast Regional LRTP, an update to the 2040 RLRTP which is anticipated to be completed in late 2023. In September of 2023, an initial draft of the 2045 RLRTP was presented to the MPO Board and its supportive committees. In this effort, several existing regional transit services were identified, including GoLine's Route 15 and the Area Regional Transit (ART) Route 7, both of which serve southern Indian River County and St. Lucie County. In addition, the 2045 RLRTP draft identifies future transit needs that impact Indian River County, including the identification of transit enhancement needs on US 1 (between Sebastian and Hobe Sound).

Treasure Coast I-95 Multimodal Master Plan (2020)

Indian River MPO coordinated with Martin MPO, St. Lucie MPO, and FDOT to develop the Treasure Coast I-95 Multimodal Master Plan. I-95 is a 71-mile Strategic Intermodal System (SIS) highway facility that connects northern Indian River County to southern Martin County. The plan identifies short- and long-term capacity and operational improvements needed to ensure compliance with SIS standards and provides recommendations for local governments and FDOT to improve the corridor network. Key interchanges considered in the plan include:

- Bridge Road
- SR 76/Kanner Highway
- High Meadows Avenue
- SR 714/Martin Highway
- Becker Road
- Gatlin Boulevard/Tradition Parkway
- Crosstown Parkway
- Midway Road
- SR 70/Okeechobee Road
- SR 68/Orange Avenue
- SR 614/Indrio Road
- CR 606/Oslo Road
- SR 60
- CR 512/Fellsmere Road

Local Plans/Programs/Studies

Connecting IRC: Indian River County 2045 Long Range Transportation Plan (2021)

Connecting IRC is Indian River County's strategic plan. The plan provides guidance to the Indian River MPO for identifying key multimodal transportation needs and prioritizing multimodal transportation improvements to address expanding mobility needs and travel options as well as improving safety, quality of life, and economic vitality of Indian River County. *Connecting IRC* identifies goals, objectives, performance targets, and performance reports relevant to support federally-required transportation

plans and activities. The overarching goals contained in Connecting IRC include providing an efficient and responsive transportation system, enhancing mobility and freight, support alternative transportation modes, and design a safe transportation system that protects natural and social systems.

Key themes from plan include:

- Safe, efficient system in order and track transit safety measures including preventable accident rates
    - Adoption of FDOT statewide HSIP safety performance measures
    - Adoption of target zero for safety performance measures
- Infrastructure performance measures
    - Bridge, pavement, system performance
- Promote alternative modes of mobility and ensure that capital and operational improvements are consistent with the MPO's Transit Development Plan (TDP)
- Growing recognition of freight mobility and inclusion of freight issues and needs in transportation plans

Connecting IRC provides an estimate of the total projected revenues for the forecast period 2025-2045 at $732 million for roadway capacity projects, $179 million for roadway operations and maintenance, $192 million for transit with an estimate of total projected revenue at $1.07 billion from federal and state funding, product support funds, and local revenue generation.

A roadway needs assessment determined the following needed improvements:

- New or modified interchanges at I-95 at Oslo Road, I-95 at 53rd Street, CR 510 at US 1/SR 5, and 26th Street/Aviation Blvd at US 1/SR 5.
- Lane widening at CR 512 at Willow Street and I-95, CR 510 at CR 512, 87th Street, 82nd Avenue, and 58th Avenue; 66th Avenue at 49th Street, 69th Street, 81st Street, and CR 510; 26th Street/Aviation Blvd at 88th Avenue, 43rd Avenue; 43rd Avenues at St. Lucie County Line and Oslo Road, Roseland Road and CR 512; 27th Avenue and St. Lucie County Line; SR 60 at 43rd Avenue Intersection and 18th Street; US 1 and 53rd Street; CR 512 at I-95.
- Lane additions at Aviation Blvd Extension and US 1/SR 5; 53rd Street and 58th Avenue, 66th Avenue, and 82nd Avenue, 74th Avenue at Oslo Road; 69th Street at 82nd Avenue; 17th Street SW at 27th Avenue; 21st Street SW at 27th Avenue; St. John Heritage Park Extension at CR 512; 13th Street SW at 27th Avenue; Fellsmere N-S Rd 2 at 12th Street; 98th Avenue at 12th Street; Fellsmere N-S Rd 1 at CR 512; 4th Street at 66th Avenue; 25th Street SW at 27th Avenue; 26th Street at 82nd Avenue; 58th Avenue at Oslo Road; 12th Street at 74 Avenue; 82nd Avenue at 26th Street, 69th Street, and CR 510; 5th Street SW at 20th Avenue and 11th Square SW.

Public engagement was held to identify needs and priorities of communities. Key themes from the engagement include the significant of the relationship between land use and transportation, impacts of

emerging transportation technologies, bicycle/pedestrian infrastructure and safety, and providing of a variety of transportation options for the community.

Indian River County Transit Development Plan FYs 2019-2028 – Major Update

The *Indian River County Transit Development Plan (TDP) 2019-2028 Major Update* is a strategic assessment and planning document for the GoLine transit service required by FDOT to receive funding. The TDP is an evolving document that provides a framework for guidance over a ten-year period that provides a plan for transit and mobility needs, cost and revenue projections, and community transit goals, objectives, and policies. Major updates to this plan are conducted every five years, with a minor annual update done yearly.

Objectives include:

- Increasing transit ridership from 1 million riders in 2015 to more than 1.5 million riders by 2025;
- Achieve on-time performance of 95% or better;
- Apply quantitative analyses to demonstrate cost effectiveness of GoLine services;
- Implement and continue regional coordination and public involvement in all aspects of transportation planning;
- Ensure accessibility at all transit facilities;
- Ensure that transit-friendly and transit-supportive development is encouraged and codified.

Indian River County Transportation Disadvantaged Service Plan FY 2019/20 – 2023/24

The *Indian River County Transportation Disadvantaged Service Plan (TDSP) 2019-2028* is a federally required strategic assessment and planning document that is updated annually by the Indian River County MPO, who is the Designated Official Planning Agency (DOPA), in coordination with the Senior Resource Association (SRA) who is the county's Community Transportation Coordinator (CTC).

Indian River County's latest amendment of the current TDSP was completed in May 2021 and addresses the five-year planning period of FYs 2019/20 – 2023/24. The SRA coordinates transportation service for Indian River County's TD populations, including door-to-door paratransit and fixed-route bus service. The five-year TDSP guides Indian River's TD program and includes components such as the Development Plan, Service Plan, Quality Assurance Plan, and Cost/Revenue Allocations and Fare Justification.

The TDSP defines eligible transportation disadvantaged as those that are from low-income, senior, and/or disabled populations, which are estimated at 64,666 (43.4%) of the county's total population. The TD population is expected to increase by 9 percent by 2023. The plan addresses key priorities, including considerations to funding and efficiency, coordination, service effectiveness, and accessibility. Major goals and objectives are described below.

- Efficiently and effectively, serve the mobility needs of the TD population in Indian River County.
- Efficiently and effectively, coordinate existing and planned transit service for the TD populations.

- Provide safe, reliable, timely, and courteous transportation services.
- Encourage land use development patterns that support transportation services for a more cost-effective and efficient transportation system.
- Improve pedestrian access to multimodal transportation options.

The Indian River County MPO Transportation Improvement Program (TIP) FY 2022/23 – FY 2026/27

The *Indian River County MPO Transportation Improvement Program (TIP) FY 2022/23 – FY 2026/27* outlines a five-year program of multi-modal capital and noncapital surface transportation improvement projects eligible for funding under Title 23 U.S.C. and Title 49 U.S.C. Chapter 53. Projects include roadway capacity building; transportation operations, maintenance, and safety; transit and transportation disadvantaged services; bicycle, pedestrian, trail, and enhancement activities; aviation; and transportation planning studies.

The TIP identifies major goals and projects in the 2022/23 – 2026/27 plan:

- Consistency with other transportation plans in the MPO area.
- Priority roadway improvement projects including redesign of interchanges, new roadway construction, and roadway widening, intersection improvements, bridge replacements, and resurfacing projects along various roadways including I-95, CR 510, Oslo Road, US 1, 82nd Ave, Indian River Blvd., SR 60, 66th Ave, and others.
- Transportation disadvantaged planning.
- Management and monitoring systems, including pavement management, bridge, highway safety, public transportation, intermodal, and traffic monitoring management systems.
- Continue implementation of the Treasure Coast Transportation Systems Management and Operation Master Plan to enhance existing infrastructure, improve coordination between transportation operations, improve incident management response times, improve travel time reliability, and improve traffic flow through work zones.

Indian River County 2022 Priority Projects Report

The Indian River County MPO submits priority projects for each year to FDOT to be considered for funding. The report contains all priority projects for highways, congestion management processes, transportation alternatives, transit, and airport.

- The highway priority projects are developed in concert with the Indian River LRTP, local government comprehensive plans and guided by input provided by citizens, technical experts, and elected officials. The Oslo Road Interchange at I-95 is the county's top Strategic Intermodal System (SIS) project. The report lists the 66th Ave widening project as the primary candidate to receive TRIP funding to support. Other highway projects include various road widenings and/or intersection improvements along CR 510, Oslo Road, US 1, 82nd Ave, and Aviation Blvd.
- Priority Congestion Management Process (CMP) projects include intersection improvements at Indian River Blvd (SR 60), including adding turn lanes and replacing traffic signals.

- One Transportation Alterative project was submitted, which proposes an extension of the Trans-Florida Central Railroad Trail as a paved trail from St. Sebastian River State Park to Broadway Street.
- The MPO's Priority Transit Projects for 2022 include expanding weekday operating hours, expanding Saturday operating hours, construction of the North County Hub, initiating Sunday operating hours, and constructing shelters and benches.

GoLine Transit Electrification Route Modeling Analysis

In 2017, CALSTART performed a route modeling analysis and environmental benefit analysis for the Senior Resource Association (SRA) to assess impacts of transitioning the transit fleet to battery electric vehicles, including battery electric buses and shuttle vans. The analysis considers bus selection, bus battery capacity (kWH0, bus mileage/charge, energy consumption estimates, energy regeneration, and trip distance.

Out of GoLine's 15 fixed route lines, eight were considered for electric shuttle vans (routes 1, 3, 5, 7, 12 – 15) and six were considered for electric transit buses (routes 2, 4, 6, 8 – 10). Route 11 was not included in this analysis.

CALSTART also performed an emissions assessment; if GoLine were to be fully transitioned to a zero-emission electric fleet, this would result in over 13.6 million kilograms (kg) of CO_2 savings as well as an estimated 69% in fuel costs and 47% maintenance costs savings over the life cycle of the vehicles.

Local Comprehensive Plans

Indian River County 2030 Comprehensive Plan

The Indian River County 2030 Comprehensive Plan provides guidance and planning for land use decisions, preservation of transportation infrastructure, and transportation improvements. The latest updates to the Plan were completed in September 2019.

Indian River County will work with government agencies to ensure a safe, efficient, and accessible transportation system that supports mobility for residents and visitors while maintaining choice for a variety of travel modes. The County will coordinate with government agencies to provide efficient and accessible public transportation through 2030; maintain a fixed transit system and establish land use guidelines to ensure accessibility to public transit.

Key takeaways from the comprehensive plan include that Indian River County will:

- Ensure that the traffic circulation system will operate at or above minimum service levels;
- Adopt transportation capital improvement program, which is updated annually;
- Rank proposed roadway projects in order of priority;
- Require submission of a traffic impact study for all projects projected to generate 400+ average daily trips;

- Maintain traffic impact fees and update fee schedule every five years;
- Will consider imposing part of all of the one to five cent local option gas tax;
- Adopt MPO's Congestion Management Process Plan to recognize that the MPO is responsible for conducting an annual congestion management system analysis;
- Conduct traffic count data on all thoroughfare roads on annual basis;
- Establish design standards through land development regulations;
- Acknowledge that the MPO Long Range Transportation Plan is the means of maintaining level of service and mobility in Indian River County;
- Reduce crash and fatality rates by per vehicle miles traveled by at least 1 percent each year;
- Acquires right-of-way for all county collector and arterial roads and all mass transit corridors within the urban area;
- Ensure that by 2030, 80% of roadways in Indian River County will operate at Bike/Ped levels of service "D" or above;
- Ensure that all transportation requirements, procedures, and improvements are coordinated with government entities and will establish two new formal coordination agreements with adjacent local governments;
- Implement job-housing balance between .8 and 1.2 and work to restrict urban sprawl, limit strip commercial development, promote infill, promote public transportation, and encourage higher intensity uses along major corridors;
- Maintain that all future county aviation and intermodal facility expansion will be developed in a manner consistent with existing and future land use;
- Cap the total number of vehicle miles traveled in Indian River County at an increase by no more than the rate of growth of the overall county population.

City of Fellsmere Comprehensive Plan (2019)

The *City of Fellsmere Comprehensive Plan* contains policies concerning land uses, transportation, and other planning concerns for the city. The plan contains goals, objectives, and policies to shape planning efforts within the city and those coordinated with other local, regional, and state entities.

Key objectives in the plan related to transportation and land use include the following:

- Ensure that an integrated, safe, convenient, and efficient multi-model transportation system is developed and maintained that supports mobility and accessibility to move people and goods in accordance with land use, environmental protections goals, and economic development.
- Coordinate land uses, traffic circulation, and transit planning with efficiency, population densities, housing and employment patterns, land uses, and minimization of greenhouse gas emissions (GHGs).
- The city intends to reduce GHGs through implementation of strategies such as complete streets, dense grid systems, mandated interconnections between developments, alternative funding

sources to support and expand transit service, mixed use development, co-location of transportation dependent industries and transportation facilities, and residential and commercial development clustering.

- Coordination of transportation system services with the MPO and Indian River County.
- Support provision of efficient public transit services based on existed and proposed major trip generators and attractors, land uses, and accommodation for transportation disadvantaged.
- Implement a traffic circulation system that protects neighborhoods and ensure that the multimodal transportation system protects environmentally-sensitive areas, conserves natural resources, and promotes community aesthetic values.

City of Vero Beach Comprehensive Plan (2018)

The City of Vero Beach released its latest comprehensive plan in 2018, which contains the goals, objectives, and policies of the plan. Key objectives regarding land use and transportation include:

- Vero Beach plans to manage future development to maintain the small-town character of the community while protecting its natural resources by managing urban sprawl.
- Walkable communities and mixed-use development will be used to protect the surrounding natural resources from urban sprawl.
- Vero Beach aims to provide a safe, efficient, and financially feasible transportation system that will provide mobility for all residents and visitors by ensuring that the highway system surrounding the area is coordinated with new development as depicted on the Future Land Use Map.
- The city plans to provide multi-modal transportation in a manner that is consistent with existing and future land uses. This includes transportation modes such as bicycles and walking paths as well as investigating the potential of a passenger rail service in Vero Beach.
- The transportation system will protect environmentally sensitive areas, conserve energy and natural resources, and maintain community aesthetic values. This will be done by minimizing soil erosion and providing trees along roadways to act as sound buffers.

City of Sebastian Comprehensive Plan 2040

The City of Sebastian Comprehensive Plan 2040 provides an approach to the city's vision for redevelopment, growth, and well-being of the City. This plan contains the City's long-term vision through planning horizon 2040. Key elements related to transportation and land use are summarized below.

- Manage future growth in the city using sustainable and smart growth principles to accommodate development and future growth by establishing specific land use designations that support a variety of land uses and density.
- The city's growth will incorporate resource management principles to ensure safety, welfare,

economic stability, and sustainability during the city's growth. During this growth, areas within the Urban Service Boundary will transition from rural to urban uses in order to keep pace with the growth.

- Provide a safe, efficient, and convenient transportation system for multiple modes of travel within the city while increasing infrastructure for non-motorized modes of transportation to provide a safe and efficient multi-modal system and to reduce the need for individual motor vehicle travel.
- Emphasize safety for all modes of transportation to ensure that the entire transportation system is safe for all users by designing roadways that promote a multi-modal use and lowering the speed in areas where the desired speed is less than the posted limit.
- Utilize transportation system management principles to maximize the efficiency of existing transportation systems while reducing emissions and the need for increased lanes using multi-modal roadways that promote alternative modes of transportation besides motor vehicles.

Town of Orchid Comprehensive Plan (2020)

In 2020, the Town of Orchid updated its comprehensive plan and refreshed its goals, objectives, and policies. Key objectives in the plan related to transportation and land use include the following:

- Manage growth through 2027 and 2035 in a manner that is consistent with the capabilities of the natural resources and systems while meeting the residents' social and economic needs by ensuring that development orders are not issued unless the development is compatible with the physical constraints of the land.
- Protect the natural and historic resources in the town by designating areas that are protected from development.
- Provide a safe transportation system that meets the needs of motorized and non-motorized transportation modes by ensuring that adequate signage and roadway maintenance is provided. The city will also support the county in the development of a continuous pedestrian/bicycle system.
- Ensure that all development proposals for the town's transportation system are compatible with future land uses in order to improve traffic circulation throughout the town by amending the levels-of-service on specific roads when needed.
- Review the town's transportation element on a periodic basis to ensure compatibility with the FDOT 5 Year Plan in order to ensure that new standards are implemented as quickly as possible when necessary.

Table 4-1: Situational Appraisal

	Plan/Program/Study Reviewed	Latest Update	Responsible Agency	Overview	Key Considerations
Federal	Bipartisan Infrastructure Law	2022	USDOT	The Bipartisan Infrastructure Law (BIL) makes funding available for local governments to modernize the nation's transportation infrastructure, with more than $65 billion for infrastructure investment.	• Increased Urbanized Area Formula Grants to $33.5 billion. • Increased Rural Area Formula Grants to $4.5 billion. • Funded Capital Investment Grants up to $23 billion. • Funded State of Good Repair up to $23.1 billion. • Allocated $193 million for the Public Transportation Innovation Program. • $5.6 billion for Low-No grants • Supported technical assistance. accessibility, transportation planning, and enhanced mobility for seniors and individuals with disabilities.
	Inflation Reduction Act	2022	USDOT	The Inflation Reduction Act (IRA) targets investments to decarbonize the transportation sector.	• New funding to support electric vehicle (EV) adoption. • Invested $1 billion to transition to cleaner heavy-duty vehicles.
State	Florida Transportation Plan (FTP)	2020	FDOT	The FTP, updated every five years, provides a framework to guide the state's transportation future over a 50-year planning horizon. The Florida Department of Transportation (FDOT) provides guidance to entities involved in transportation planning and management, including state, regional, and local organizations. The FTP also plans how and where the state will allocate transportation funding.	The FTP has identified seven overarching goals for Florida's transportation system: • Safety and security. • High-quality, resilient infrastructure. • Preserve the natural environment. • Enhance mobility. • Promote accessibility and equity. • Support the economy. • Support local communities.
	Florida Transportation	2021	CTD	The Florida Transportation Disadvantaged (TD) Plan, created by	The data shows the aggregation of all trips, including total passenger head counts, number of trips and miles

	Disadvantaged 2020-21 Coordinated Transportation Operating Data Report			the Florida Commission for the Transportation Disadvantaged (CTD), is legislatively mandated. Each year, the CTD publishes an annual operating report that provides an overview of all coordinated transportation services provided by the Community Transportation Coordinators (CTCs) in the state.	provided by service types, number of unmet trip requests, revenue, and qualitative data on performance and customer service. Indian River CTC performed 57,620 trips in 2021, compared to 102,531 trips (2019) and 88,608 trips (2020). Total revenue for 2022 is $2.3 million.
	Florida's Strategic Intermodal System (SIS) Policy Plan	2016	FDOT	Florida's SIS Policy Plan creates the policy framework for managing Florida's Strategic Intermodal System (SIS), which include designated high priority transportation facilities that contribute significantly to the state's economy.	The SIS Policy Plan highlights the following objectives: • Ensure efficient and reliable interregional connectivity. • Expand transportation options and integrate modes for interregional trips. • Develop transportation systems that support Florida's economic development and growth.
	Electric Vehicle Infrastructure Master Plan (EVMP)	2021	FDOT	Florida's EVMP provides guidance for development of electric vehicle (EV) charging stations along the State Highway System.	The EVMP establishes a framework that supports short- and long-range EV travel, encourages expansion of EV use, and serves major evacuation routes within and out of the state. The Plan identifies potential fast charging locations along the state's major highways, including I-10, I-75, I-95, and I-4, as well as along expressways and principal and minor arterials.
	Electric Vehicle Infrastructure Deployment Plan	2022	FDOT	Five-year plan to implement funding from the National Electric Vehicle Infrastructure (NEVI) Program to build out Florida's EV charging network.	Funding from NEVI will support the rollout of EV charging stations along highway corridors and within communities. The goals of this program are to: - Facilitate short- and long-range travel by EVs. - Expand use of EVs in that state - Support evacuation routes.
	The FDOT Source Book	2022	FDOT	The FDOT Source Book is a resource guide that provides a compilation of	The FDOT Source Book is particularly useful for transit agencies and includes a number of insightful

				factors affecting the measurement of Florida's multimodal transportation systems. The document details the methodologies used to develop measures and factors usable for performance measurement for different modes of transportation.	methodologies FDOT utilizes for developing transit system performance measurement, including calculation methodologies for: • Transit Passenger Trips • Transit Revenue Miles between Failures • Transit Weekday Span of Service • Resident Access to Transit • Transit Passenger Trips per Revenue Mile
Regional	Treasure Coast 2040 Regional Long Range Transportation Plan (LRTP)	2017	Indian River MPO; Martin County MPO; St. Lucie County MPO; FDOT	The Treasure Coast 2040 RLRTP provides a framework for coordinating transportation planning activities and provide mechanisms for the MPOS to jointly pursue federal and state funding for priority transportation projects with regional impact.	The major objectives include: • The provision for a safe, connected, and efficient multimodal system to support regional movement of people and goods. • Support for targeted regional investments that spur local economic development and preserve the existing system. • Protect regional social and natural environment and minimizing adverse community impacts. • Coordinate regional planning and decision-making. • Enhance the quality of life in the Treasure Coast region. 20 regional transportation projects were identified as priority based on the Regional Needs Plan, which involve roadway widening, bike lane and sidewalk additions, new interchanges of roadways with regional significance.

	Treasure Coast 2045 Regional Long Range Transportation Plan (LRTP)	2023 (note: this section includes a review of a draft Sep. 2023 RLRTP)	Indian River MPO; Martin County MPO; St. Lucie County MPO; FDOT	The 2045 RLRTP offers a vision for the regional multimodal transportation network that considers the demand of roadway, transit, freight, bicycle, and pedestrian facility needs. This plan focuses on regional priority projects and offers a framework for maintaining and improving the current transportation systems in the three-county region.	The five goals of the 2045 RLRTP include: • Provide a safe, connected, & efficient multimodal transportation system for the regional movement of people and goods. • Support economic prosperity through targeted, equitable regional transportation improvements that preserve the existing system, while expanding modal options. • Protect the region's natural and social environment while minimizing adverse impacts. • Conduct coordinated regional planning and decision-making that improves transportation options for the region. • Protect and enhance the unique quality of life in the Treasure Coast region. In the draft 2045 LRTP, the GoLine Route 15 is identified as a transit route with regional impact. In addition, the draft 2045 RLRTP identifies transit enhancements on US 1 (from Hobe Sound to Sebastian) as a regional transit need that impacts Indian River County.
	Treasure Coast I-95 Multimodal Master Plan	2020	Indian River MPO; Martin County MPO; St. Lucie County MPO	Indian River MPO coordinated with Martin MPO, St. Lucie MPO, and FDOT to develop the Treasure Coast I-95 Multimodal Master Plan. The plan identifies short- and long-term capacity and operational improvements needed to ensure compliance with SIS standards and provides recommendations for local governments and FDOT to improve the corridor network	Key interchanges considered in the plan include: • Bridge Road • SR 76/Kanner Highway • High Meadows Avenue • SR 714/Martin Highway • Becker Road • Gatlin Boulevard/Tradition Parkway • Crosstown Parkway • Midway Road • SR 70/Okeechobee Road • SR 68/Orange Avenue •SR 614/Indrio Road

					• CR 606/Oslo Road • SR 60
	Comprehensive Economic Development Strategy (CEDS) 2022-2027	2022	Treasure Coast Regional Planning Council (TCRPC)	The TCRPC working with its member local governments, businesses, nonprofits, and community leaders, has developed this CEDS Plan to help the Region achieve long-term economic sustainability and regional competitiveness.	Regional Priorities and Values Identified in CEDS Plan include: • Promoting Healthy, Safe Neighborhoods • Providing Action-Oriented Local Governments • Encouraging Collaboration and Sustainable Investment • Advancing Thoughtful, Well-Planned Growth & Development • Providing Safe, Reliable, and Efficient Transportation Options • Expanding Housing Choices for All Citizens • Empowering an Informed, Self-Reliant Citizenry • Supporting Entrepreneurship • Aligning Policies and Funding Opportunities • Ensuring Policy Decisions are Predictable, Fair, and Forward-Looking • Expanding Broadband to Provide Equitable Access for All Users • Encouraging Career Training and Educational Opportunities
	St. Lucie County 2020-29 "Bus Plus" Transit Development Plan (TDP)	2019	St. Lucie County	This TDP sets out a 10-year program of improvements to serve the public transportation needs of St. Lucie County's residents, employees, and visitors. In the FY 2020-29 "Bus Plus" TDP, the transit agency defines needs, develops alternatives, and makes recommendations to address those needs using a flexible approach.	The "Bus Plus" plan outlines the following alternatives that may impact transit service availability in neighboring Indian River County (IRC): 1. Status Quo Plan (Funded): • Maintain existing service (including Route 7 that serves the southern portion of IRC) 2. Opportunity Plus Plan (Unfunded): • Expand Weekday Service Span for Route 7 (Route 7 currently operates from 7:00 a.m. – 6:00 p.m., expansion would be for 6:00 a.m. to 8:00 p.m.)

	Space Coast Area Transit FY 2023-32 Transit Development Plan (TDP)	2022	Brevard County	This TDP sets out a 10-year program of improvements to serve the public transportation needs of Brevard County residents, employees, and visitors. The TDP examines baseline conditions, existing transit service, public input, existing and projected demand, transit alternatives development and assessment, and a financial and implementation plan for prioritized alternatives.	The Space Coast Area Transit FY 2023-32 identifies one improvement that would impact transit accessibility in Indian River County: 1. Implement Mobility-on-Demand (MOD) service in the Micco/Barefoot Bay area. This MOD service would include a regional connection to the Sebastian area. This alternative is currently an unfunded need.
Local	Connecting TRC: Indian River County 2045 Long Range Transportation Plan (LRTP)	2021	Indian River MPO	The LRTP provides guidance to the Indian River MPO for identifying key multimodal transportation needs and prioritizing multimodal transportation improvements to address expanding mobility needs and travel options as well as improving safety, quality of life, and economic vitality of Indian River County.	Key themes from LRTP include: • Safe, efficient system in order and track transit safety measures including preventable accident rates. - Adoption of FDOT statewide HSIP safety performance measures. - Adoption of target zero for safety performance measures. • Infrastructure performance measures - Bridge, pavement, system performance • Promote alternative modes of mobility and ensure that capital and operational improvements are consistent with the MPO's Transit Development Plan. • Growing recognition of freight mobility and inclusion of freight issues and needs in transportation plans. • Identification of improvements, including new or modified interchanges, lane widening, and land additions
	Indian River County Transit Development Plan	2019	Indian River MPO - GoLine	The TDP is an evolving document that provides a framework for guidance over a ten-year period that provides a plan for transit and mobility needs,	Objectives include: • Increasing transit ridership from 1 million riders in 2015 to more than 1.5 million riders by 2025; •Achieve on-time performance of 95% or better;

	(TDP) FY 2019-2028 – Major Update			cost and revenue projections, and community transit goals, objectives, and policies. Major updates to this plan are conducted every five years, with a minor annual update done yearly.	• Apply quantitative analyses to demonstrate cost effectiveness of GoLine services; • Implement and continue regional coordination and public involvement in all aspects of transportation planning; • Ensure accessibility at all transit facilities; • Ensure that transit-friendly and transit-supportive development is encouraged and codified.
	The Indian River County Transportation Disadvantaged Service Plan (TDSP) 2019-2028	2019	Indian River MPO	Indian River County's latest amendment of the current TDSP was completed in May 2021 and addresses the five-year planning period of FYs 2019/20 – 2023/24.	Major goals and objectives include: • Efficiently and effectively serve the mobility needs of the TD population in Indian River County. • Efficiently and effectively coordinate existing and planned transit service for the TD populations. • Provide safe, reliable, timely, and courteous transportation services. • Encourage land use development patterns that support transportation services for a more cost-effective and efficient transportation system. • Improve pedestrian access to multimodal transportation options.
	The Indian River County MPO Transportation Improvement Program (TIP) FY 2022/23 – FY 2026/27	2022	Indian River MPO	The TIP outlines a five-year program of multi-modal capital and noncapital surface transportation improvement projects eligible for funding under Title 23 U.S.C. and Title 49 U.S.C. Chapter 53. Projects include roadway capacity building; transportation operations, maintenance, and safety; transit and transportation disadvantaged services; bicycle, pedestrian, trail, and enhancement activities; aviation; and transportation planning studies.	Major goals and projects in the 2022/23 – 2026/27 TIP include: • Consistency with other transportation plans in the MPO area. • Priority roadway improvement projects including redesign of interchanges, new roadway construction, and roadway widening, intersection improvements, bridge replacements, and resurfacing projects along various roadways including I-95, CR 510, Oslo Road, US 1, 82nd Ave, Indian River Blvd., SR 60, 66th Ave, and others. • Transportation disadvantaged planning.

					• Management and monitoring systems, including pavement management, bridge, highway safety, public transportation, intermodal, and traffic monitoring management systems. • Continue implementation of the Treasure Coast Transportation Systems Management and Operation Master Plan.
	Indian River County 2022 Priority Projects Report	2022	Indian River MPO	The Indian River County MPO submits priority projects for each year to FDOT to be considered for funding. The report contains all priority projects for highways, congestion management processes, transportation alternatives, transit, and airport.	Priority investments for 2022 include: • Roadway improvements at the Oslo Road Interchange at I-95. • Road widenings and/or intersection improvements along CR 510, Oslo Road, US 1, 82nd Ave, and Aviation Blvd. • Intersection improvements at Indian River Blvd (SR 60), including adding turn lanes and replacing traffic signals. • Extension of the Trans-Florida Central Railroad Trail as a paved trail from St. Sebastian River State Park to Broadway Street. • The MPO's Priority Transit Projects for 2022 including expanding weekday operating hours, expanding Saturday operating hours, construction of the North County Hub, initiating Sunday operating hours, and constructing shelters and benches.
	GoLine Transit Electrification Route Modeling Analysis	2017	GoLine	CALSTART performed a route modeling analysis and environmental benefit analysis for the Senior Resource Association (SRA) to assess impacts of transitioning the transit fleet to battery electric vehicles, including battery electric buses and shuttle vans.	Out of GoLine's 15 fixed route lines, eight were considered for electric shuttle vans (routes 1, 3, 5, 7, 12 – 15) and six were considered for electric transit buses (routes 2, 4, 6, 8 – 10). Route 11 was not included in this analysis.
	Indian River County 2030	Sep. 2019	Indian River County	The plan provides guidance and planning for land use decisions, preservation of transportation	• Traffic circulation system will operate at or above minimum service levels. • Adopt the transportation capital improvement program.

	Comprehensive Plan			infrastructure, and transportation improvements.	• Require submission of a traffic impact study for all projects projected to generate 400+ average daily trips. • Maintain traffic impact fees and update fee schedule every five years. • Consider imposing part of all of the one to five cent local option gas tax. • Adopt MPO's Congestion Management Process Plan. • Conduct traffic count data on all thoroughfare roads on annual basis. • Establish design standards through land development regulations. • Reduce crash and fatality rates by per vehicle miles traveled by at least 1 percent each year. • Acquires right-of-way for all county collector and arterial roads and all mass transit corridors within the urban area. • Ensure that by 2030, 80% of roadways in Indian River County will operate at Bike/Ped levels of service "D" or above. • Implement job-housing balance between .8 and 1.2. • Cap the total number of vehicle miles traveled in Indian River County at an increase by no more than the rate of growth of the overall county population.
	CR 512 Corridor Study	2023	Florida Department of Transportation (FDOT)	FDOT initiated a study of the CR 512 corridor within the City of Fellsmere in 2023. The stated vision is that the CR 512 corridor will provide safe multimodal travel options that serve the City's future growth goals, provide access to new and planned development, preserve the small-town character of Fellsmere, and is resilient to extreme weather.	The study, which is due to be completed in September 2023, will address several corridor improvement needs including: • Mobility • Access • Community Character • Safety • Resilience & Sustainability

	City of Fellsmere Economic Development and Resiliency Plan	2022	City of Fellsmere	In 2021, the City of Fellsmere was awarded funding from the Florida Department of Economic Opportunity's (FDEO) Competitive Florida Partnership (CFP) program to create an economic development and resiliency plan to facilitate the positive and resilient economic growth of the City.	The City hired the Treasure Coast Regional Planning Council (TCRPC) for public outreach and to complete the plan. An extensive list of findings and policy suggestions for the following areas were provided in the final plan, including: Resiliency, Capacity Building, Education and Workforce Training, Partnerships, Marketing, Business Assistance, Business Attraction, Incentives, Infrastructure, and Housing
	City of Fellsmere Comprehensive Plan	2019	City of Fellsmere	The Plan contains policies concerning land uses, transportation, and other planning concerns for the city. The plan contains goals, objectives, and policies to shape planning efforts within the city and those coordinated with other local, regional, and state entities.	• Ensure that an integrated, safe, convenient, and efficient multi-model transportation system is developed and maintained. • Coordinate land uses, traffic circulation, and transit planning with efficiency, population densities, housing and employment patterns, land uses, and minimization of greenhouse gas emissions (GHGs). • Reduce GHGs through implementation of strategies such as complete streets, dense grid systems, mandated interconnections between developments, alternative funding sources to support and expand transit service, mixed use development, co-location of transportation dependent industries and transportation facilities, and residential and commercial development clustering. • Support provision of efficient public transit services based on existed and proposed major trip generators and attractors, land uses, and accommodation for transportation disadvantaged. • Implement a traffic circulation system that protects neighborhoods and ensure that the multimodal transportation system protects environmentally sensitive areas, conserves natural resources, and promotes community aesthetic values.

	City of Vero Beach Comprehensive Plan	2018	City of Vero Beach	The City of Vero Beach released its latest comprehensive plan in 2018, which contains the goals, objectives, and policies of the plan.	• Manage future development. • Implement walkable communities and mixed-use development. • Provide safe, efficient, and financially feasible transportation system. • Provide multi-modal options, including transportation modes such as bicycles and walking paths as well as investigating the potential of a passenger rail service in Vero Beach. • Protect environmentally sensitive areas, conserve energy and natural resources, and maintain community aesthetic values.
	City of Sebastian Comprehensive Plan 2040		City of Sebastian	The City of Sebastian Comprehensive Plan 2040 provides an approach to the city's vision for redevelopment, growth, and well-being of the City. This plan contains the City's long-term vision through planning horizon 2040.	• Manage future growth in the city using sustainable and smart growth principles. • Incorporate resource management principles to ensure safety, welfare, economic stability, and sustainability during the city's growth. • Provide a safe, efficient, and convenient transportation system for multiple modes of travel within the city while increasing infrastructure for non-motorized modes of transportation to provide a safe and efficient multi-modal system and to reduce the need for individual motor vehicle travel. • Emphasize safety for all modes of transportation to ensure that the entire transportation system is safe for all users by designing roadways that promote a multi-modal use and lowering the speed in areas where the desired speed is less than the posted limit. • Utilize transportation system management principles to maximize the efficiency of existing transportation systems while reducing emissions and the need for increased lanes using multi-modal roadways that promote

					alternative modes of transportation besides motor vehicles.
	Town of Orchid Comprehensive Plan	2020	Town of Orchid	In 2020, the Town of Orchid updates its comprehensive plan and refreshed its goals, objectives, and policies.	• Manage growth through 2027 and 2035 in a manner that is consistent with the capabilities of the natural resources and systems while meeting the residents' social and economic needs. • Provide a safe transportation system and ensure that adequate signage and roadway maintenance is provided. • Develop of a continuous pedestrian/bicycle system. • Ensure that all development proposals for the town's transportation system are compatible with future land uses. • Review the town's transportation element on a periodic basis to ensure compatibility with the FDOT 5 Year Plan.

Organizational Structure

The GoLine (fixed route) and Community Coach (paratransit) public transportation services are managed by the Indian River County Metropolitan Planning Organization (MPO). The MPO, which was formed in 1993, is the legislative agency responsible for transportation planning in the urbanized area of Indian River County. The MPO is housed within the Community Development Department, which has a direct report function with the County Administrator (see Figure 4-1).

Both fixed route and paratransit systems are operated by a nonprofit organization, Senior Resource Association, Inc. (SRA), under an operating agreement with the County. In addition, the SRA is designated by the Florida Commission for Transportation Disadvantaged (CTD) as the County's Community Transportation Coordinator (CTC) and is therefore responsible for the provision of all paratransit, Transportation Disadvantaged (TD) and demand response service in Indian River County. In addition, SRA also provides Advantage Ride transportation services through provider agreements with eight individual vendors that include the St. Lucie Council on Aging, ARC of St. Lucie County, the ARC of Martin County, and private transportation vendors. Advantage Ride allows the SRA to meet the cross-county trip demands of eligible Indian River County residents. Many of the day-to-day operating functions of running the GoLine and Community Coach service is conducted by SRA staff (Figure 4-2). Coordination with MPO staff is common, particularly on issues regarding routing, on-time-performance, and bus stop/bus shelter improvements.

The SRA is a multi-faceted and complex organization addressing several other social service needs in Indian River County including but not limited to adult daycare, meals on wheels, and other care-related transportation. SRA currently provides transportation throughout Indian River County and portions of St. Lucie County and is the Community Transportation Coordinator (CTC) for both Indian River and Martin counties. SRA's long-term plans include further expansion of the services now provided in St. Lucie County and Martin counties to provide seamless, regional transportation throughout portions of the Treasure Coast.

Implications

The strength of the partnership between Indian River County and the SRA is well exhibited in the current success of the GoLine (fixed route) and Community Coach (paratransit) services. This service is highly efficient in its overall operations and continues to outperform its peers in Florida and in the Southeast. In addition, the ridership gains exhibited pre-and post-COVID demonstrate that the public is answering this effective system with their patronage for these services. The current situation has both agencies well-positioned to explore service expansion in the next few years.

Figure 4-1. Indian River County Government Organizational Chart

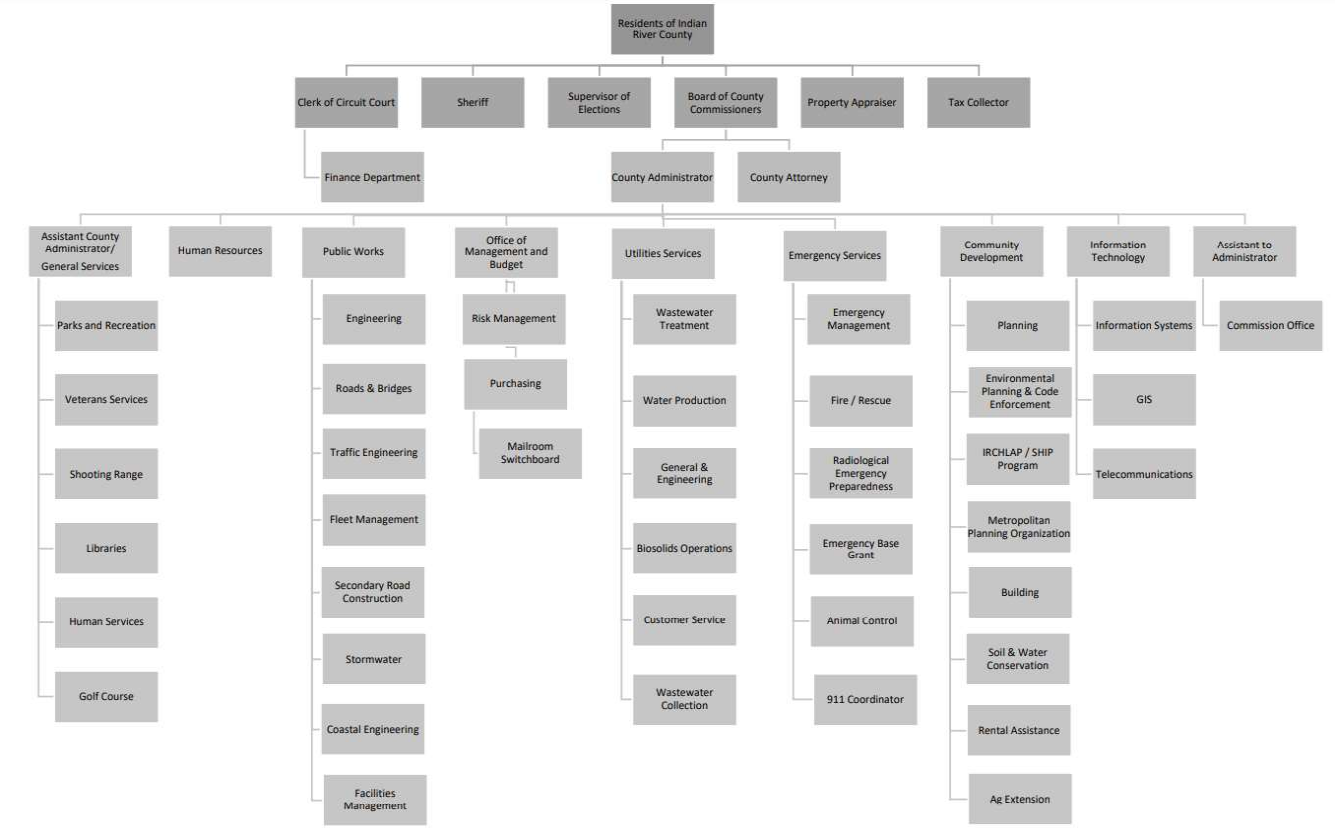
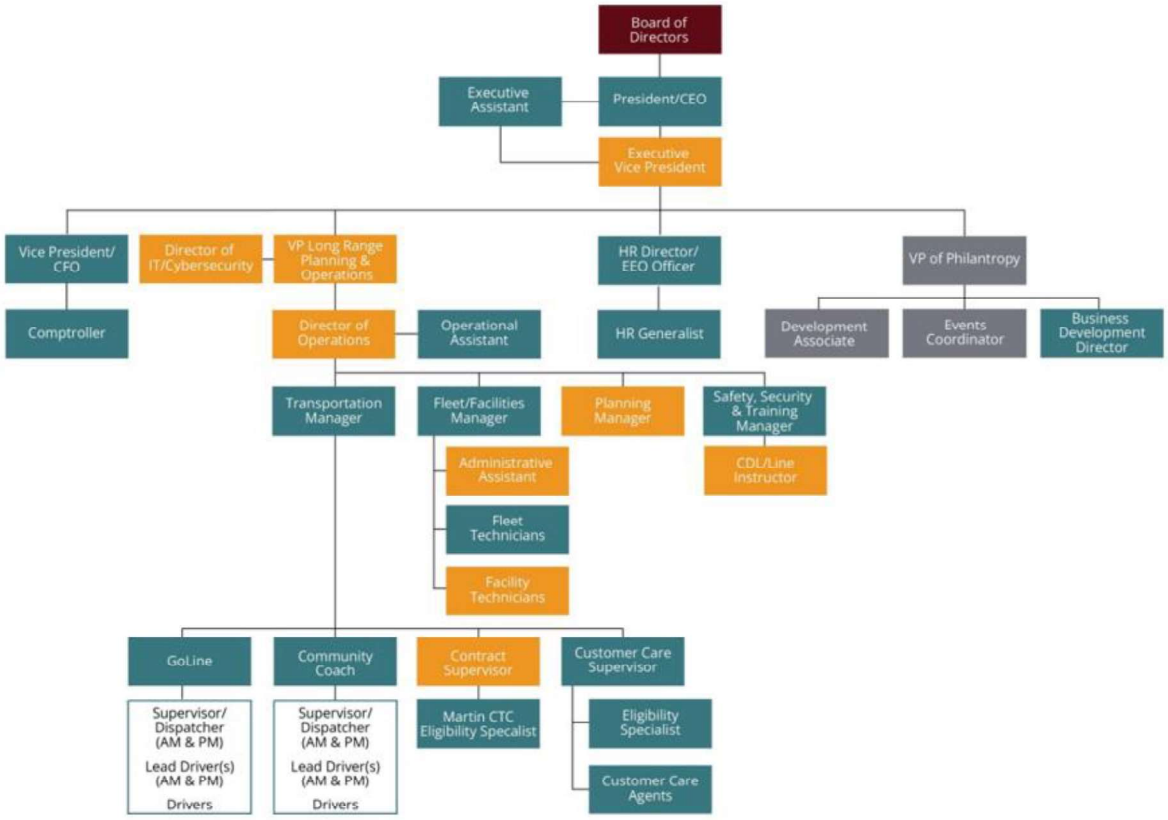


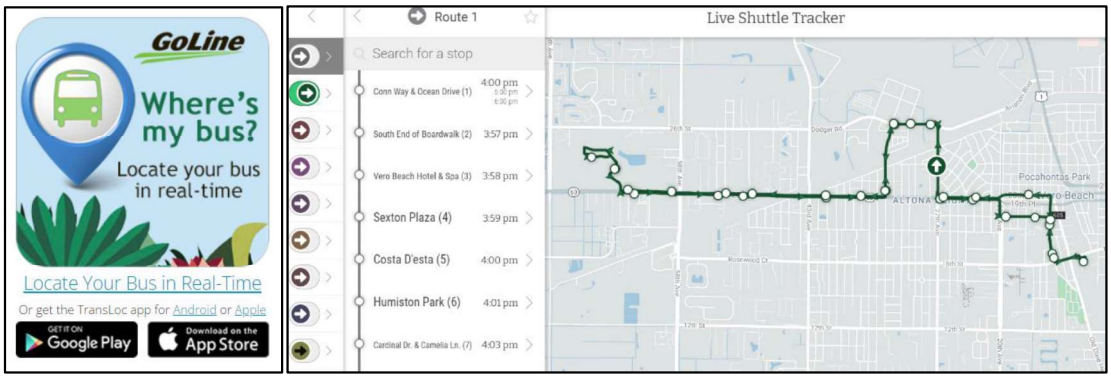
Figure 4-2. Senior Resource Association Organizational Chart



Technology

GoLine continues to invest in information technology for the benefit and convenience of the transit customer. GoLine has recently upgraded to the *TransLoc* system. *TransLoc* is a smart phone application that provides real-time bus arrival/departure information as shown in Figure 4-3. Using the app, customers are able to get real-time information based on route, address, or current location.

Figure 4-3. GoLine Real-Time Bus Tracker App



The Senior Resource Association (SRA) schedules paratransit trips utilizing *Ecolane* software, a system that was implemented in 2021. This is a common scheduling software platform for paratransit systems across the nation. It should be noted that many transit agencies use a customized version of their *Ecolane* software to help schedule and deliver microtransit services, which are typically geographically based on-demand services that operate where there is no fixed route service.

Implications

Indian River County and SRA will continue to review and update technologies that benefit the customer and the efficiency of GoLine operations. A new state procurement agreement for transit technology expansion is one avenue that can be explored if technology updates are deemed useful to the current system. The Florida Department of Transportation (FDOT) and the Transit Research Inspection Procurement Services (TRIPS) recently (2022) completed the solicitation process of the Advanced Public Transportation Systems procurement for Intelligent Transportation Systems and Technology Solutions. The purpose of the solicitation is to improve transit safety, service, productivity, and economic benefits through technology, allowing transit agencies within the State of Florida to purchase technology solutions at the best possible prices. FDOT/TRIPS has established statewide purchasing agreements for Intelligent Transportation Systems and Technology Solutions with five vendors: Avail Technologies, CTS Software, ETS Transit Systems Inc, GMV Syncromatics, and Strategic Mapping Inc.

The Florida Advanced Public Transit System Advisory Committee assisted in identifying components, software, and integration products for evaluation and inclusion. A review of agency needs, recent projects, and historical data helped determine the product offering. The products available reflect the needs identified within the State of Florida. A sampling of products offered includes fare revenue reporting, ridership reporting, fare collection/payment solutions, automatic passenger counter, real-time passenger information system, operational reporting, and incident reporting. Transit agencies within the State of Florida now can purchase technology solutions at fair pricing without the need to perform individual competitive bids. Additional information including agreements and order forms can be found on the TRIPS website (http://tripsflorida.org/apts.html).

Regional Coordination

The Indian River County Metropolitan Planning Organization (MPO) provides coordination activities at the regional level as the designated federal transportation planning agency for the County. The MPO Board includes members from Indian River County, Vero Beach, Sebastian, Fellsmere, Indian River Shores, Town of Orchid, and the Indian River School Board who represent their individual constituents and coordinate with other MPO Board representatives on the development and prioritization of local and regional multi-modal transportation activities of mutual interest. The MPO's Technical Advisory Committee (TAC) is composed of technically qualified individuals representing the same entities as the Board. The principal responsibility of the TAC is to provide technical recommendations to the MPO on transportation matters, and actively review all transportation technical studies and reports, work programs and transportation improvement programs.

In addition to the MPO Board and TAC, the MPO also actively manages a Citizens Advisory Committee (CAC), which provides the MPO with citizen input regarding transportation-related matters. Currently, the composition of CAC membership corresponds to the MPO governing Board membership and includes two at-large members representing the Transportation Disadvantaged (TD) and minority communities.

The MPO also manages the Transportation Disadvantaged Local Coordinating Board (LCB). The LCB is a 16-member board who is responsible for advising, reviewing and approving the programs, funding and Transportation Disadvantaged Service Plan (TDSP) of the area's Community Transportation Coordinator (CTC). The Senior Resource Association (SRA) is the designated CTC for Indian River County. MPO staff manages the LCB process and coordinates with the CTC to ensure that optimal planning, prioritization, funding, and performance measurement is performed for the optimal provision of paratransit services (including TD and ADA services).

Indian River County is an active participant in the local regional transportation planning and policy efforts with the Treasure Coast Regional Planning Council (TCRPC). The TCRPC was created under the

Florida Regional Planning Council Act (State Statute Chapter 186.501). Regional planning councils were created primarily to establish a common system for areawide coordination and cooperative activities of federal, state and local governments and to enhance the ability and opportunity of local governments to resolve issues and problems transcending their individual boundaries. Regional transportation policy and associated land development coordination are examples of such planning issues. Besides local government voting members, the council includes nonvoting representatives from the designated water management district, the Florida Department of Transportation, the Department of Environmental Protection, and the Florida Department of Commerce. Indian River County participates in the TCRPC as part of an interlocal agreement whereby operating costs of the council are shared with Palm Beach, Martin, and St. Lucie counties based on a per capita assessment. Pursuant to Chapter 163.02 of the Florida Statutes, local (County) funding for RPC's is required.

Implications

The MPO, by managing both public transportation services and the federally designated planning process, is well-situated to continue to provide a forum(s) where regional transportation needs can be planned, prioritized, and where funding is available, delivered. In addition, the TCRPC provides a forum to discuss and learn about important transportation issues that may impact or benefit the County and the region.

Funding

GoLine's current funding comes from a combination of local, state and federal sources that are allocated on an annual basis.

GoLine utilizes a number of State funding sources for Operating costs, all of which require a local match. State sources of Operating funding include:

- FDOT Public Transit Block Grant
- FDOT Service Development Grant
- FDOT Corridor Grant
- FDOT 5310 Operating
- Florida Commission for the Disadvantaged (CTD) Transportation Disadvantaged

In addition, GoLine receives Operating and Capital funding from the Federal Transit Administration (FTA), including:

- 5307 (annual formula allocation for Operating and Capital)
- 5307 CARES Act/CRRSAA/ARP (operating allocation related to COVID-19 pandemic/recovery)
- 5311 Rural Areas (annual allocation)

- 5311 CARES Act/CRRSAA (operating allocation related to COVID-19 pandemic/recovery)
- 5339 (annual formula allocation for capital)

State and Federal funds require a local funding match, which varies by funding type and source. Typically, local match is higher (up to 50%) for Operating funds from the state or federal government. The key source of local funding for GoLine is from the County's General Fund, a majority of which is comprised of Ad Valorem (property) tax revenue. Another, albeit smaller source of local revenue that is used for GoLine Services is from advertising revenue. No fare revenue is collected since GoLine is a fare-free system.

Implications

Indian River County continues to demonstrate financial stability by utilizing a variety of available state and federal funding programs to fund GoLine services. In the next few years (by FY 2025), all temporary FTA operating funding related to the COVID-19 pandemic (CARES/CRRSAA/ARP), will no longer be available. In addition, a reduction in FDOT Service Development grant funding is expected as those grants reach their three-year ceiling for operating assistance. Overall, these reductions will require the County to return to FY 2020 (pre-COVID) levels of local match. In addition, new discretionary grant funding from the State (Service Development, Corridor), along with associated local match, will need to be considered for any future service increases.

Transit-Friendly Land Use & Urban Design Efforts

Transit services are most effective when land uses connected to a fixed route system are higher in density and support multiple uses. However, such favorable land uses require a concerted effort by local governments. In 2022, the Indian River County MPO completed a Land Use Vision Study that took such an approach to maximize land uses for the benefit of public transportation. The purpose of this study was to conduct a high-level analysis of the Indian River County's land use and development policies. This land use analysis was used to develop and evaluate future land use scenarios, mostly for the rural portions of the County but with key implications for the already developed areas around current GoLine transit services.

After a thorough research, analytic, and public involvement process, the Land Use Visioning Study resulted in a number of key visioning principles and recommendations:

I. Visioning Principles:
    1. Conservation of sensitive environmental lands
    2. Diversity of housing types including affordable options
    3. Infrastructure improvements that provide mobility and multimodal transportation options

4. Promote a healthy economy
5. Maintain agriculture
6. Maintain rural character

II. Short-Term Simple Changes:
1. Minimum expansion of flexible uses in agricultural zoning
2. Implement the Accessory Dwelling Unit (ADU) recommendations of the Affordable Housing Advisory Committee
3. Allow flexibility in splitting parcels
4. Encourage infill and redevelopment in areas within the Urban Service Area
5. Greater coordination among local jurisdictions and FDOT on developing projects of mutual interest

III. Longer-Term Complex Changes:
1. Expansion of flexible uses in agricultural zoning
2. Update the County's New Town ordinances
3. Examine in more detail any future Urban Service Boundary (USB) adjustments

The Indian River County MPO anticipates completing the following planning processes and potential administrative/code changes to adopt, incorporate, and implement the findings and recommendations of the Land Use Visioning Study:

- 2050 Long Range Transportation Plan (LRTP)
- Evaluation and Appraisal (EAR) Study for the County's Comprehensive Plan
- Revision of land use regulations
- EAR and Vision Plan-based Comprehensive Plan Amendments

Implications

The Land Use Vision Study is of some importance for the development of the Indian River 2023-32 Transit Development Plan (TDP). Most importantly, the study's focus on increasing infill and redevelopment in the Urban Service Area, generally where existing GoLine fixed route services operate, can lead to increases in employment and residential densities that in turn can add to the ridership base of that system. In addition, the study's focus on developing more affordable housing options can benefit the ridership base of GoLine if affordable units are built along or close to fixed route transit services.

Transit Safety & State of Good Repair

Since the passage of the 2018-27 GoLine TDP in 2018, the Federal Transit Administration (FTA) has added two planning and requirements that improve transit safety and state of good repair for agencies that utilize FTA funds:

1. Transit Asset Management (TAM) – rule that came into effect in October 2018.
2. Public Transportation Agency Safety Plan (PTASP) – rule that came into effect on July 19, 2019.

The following section describes how GoLine incorporates its TAM and PTASP activities into the management of its transit assets and programs.

Transit Asset Management (TAM) Plan

Transit agencies in the United States are required to develop a Transit Asset Management (TAM) Plan if they own, operate, or manage federal capital assets used to provide public transportation that utilizes federal financial assistance under 49 U.S.C. Chapter 53 as a recipient or subrecipient. TAM is a Federal Transit Administration (FTA) business model developed to ensure that transit agencies continually review the condition of their capital assets to keep them in a State of Good Repair (SGR). TAM Plans became a requirement by the FTA in late-2018. At the time of this publication, all TAM Plans must cover a four-year planning horizon.

Indian River County, in partnership with the Senior Resource Association (SRA), began the TAM planning process in 2016 by evaluating all rolling stock and capital assets, assessing the condition of the assets, identifying financial resources, evaluating existing maintenance and operational plans, and developing a capital replacement plan. County Staff currently enters and updates all assets by logging the VIN number, mileage, maintenance history, and repair history of all vehicles on an annual basis. In addition, the vehicles and equipment are consistently reconciled with existing route characteristics, with estimates of future mileage by year forecasted to provide useful estimates of when vehicles may meet their useful life benchmarks. A similar process is required and conducted for other capital assets, including administrative/maintenance facilities and bus shelters.

In addition, MPO staff estimates each asset's useful life and date of anticipated replacement and identifies the type of equipment that would be needed based on future demand on a route-by-route basis. The vehicle replacement program and asset management components were most-recently updated in the Transit Development Plan (TDP) 2022 Annual Update. Overall, this process informs the

TAM plan with the necessary guidance on current assets, condition of those assets, and a financially sustainable plan for safe continuous operation of the transit system into the near future. For an overview of the most recent Vehicle and Facility Inventories, see Table 4-2 & Table 4-3.

GoLine's TAM Plan is a dynamic planning document that assists the agency in capital planning and bolsters County and SRA coordination. It should be noted that the GoLine TAM Plan and process played an integral role in future sections of this TDP, including the Goals and Objectives (5.0), Alternatives Development & Evaluation (7.0), 10-Year Transit Plan (8.0), and Plan Coordination & Implementation (9.0).

Table 4-2: Vehicle Inventory

Asset Class	Length	Passenger Seats	Asset Owner	Acquisition Year	Mileage (6/30/22)	Replace-ment Cost	Useful Life (Years)	Useful Life (Miles)	UL Remaining (Years)	UL Remaining (Miles)	Condition Assessment	Service	Status	Replace Year
CU-Cutaway Bus	31	20	IRC	2021	46,680	$ 145,000	7	200,000	6	153,320	New	GoLine	Active	2028
CU-Cutaway Bus	31	20	IRC	2021	34,880	$ 145,000	7	200,000	6	165,120	New	GoLine	Active	2028
CU-Cutaway Bus	28	20	IRC	2021	47,694	$ 148,000	7	200,000	6	152,306	New	GoLine	Active	2028
CU-Cutaway Bus	28	20	IRC	2021	47,462	$ 148,000	7	200,000	6	152,538	New	GoLine	Active	2028
CU-Cutaway Bus	28	20	IRC	2021	77,488	$ 148,000	7	200,000	6	122,512	New	GoLine	Active	2028
CU-Cutaway Bus	20	12	SRA	2021	36,596	$ 88,000	5	150,000	4	113,404	New	Community Coach	Active	2026
CU-Cutaway Bus	31	20	IRC	2019	174,369	$ 140,000	7	200,000	4	25,631	Good	GoLine	Active	2026
CU-Cutaway Bus	22	8	SRA	2018	143,582	$ 70,000	5	150,000	1	6,418	Good	Community Coach	Active	2023
CU-Cutaway Bus	22	8	SRA	2018	125,384	$ 70,000	5	150,000	1	24,616	Good	Community Coach	Active	2023
CU-Cutaway Bus	24	12	SRA	2018	130,235	$ 77,000	5	150,000	1	19,765	Good	Community Coach	Active	2023
MV- Minivan	17	5	SRA	2018	38,239	$ 43,000	4	100,000	-	61,761	Good	Community Coach	Active	2022
CU-Cutaway Bus	31	20	IRC	2018	223,795	$ 140,000	7	200,000	3	Exceeded	Good	GoLine	Active	2025
CU-Cutaway Bus	27	16	IRC	2018	227,491	$ 140,000	7	200,000	3	Exceeded	Good	GoLine	Active	2025
CU-Cutaway Bus	27	16	IRC	2018	239,229	$ 140,000	7	200,000	3	Exceeded	Good	GoLine	Active	2025
CU-Cutaway Bus	20	12	SRA	2017	160,532	$ 77,000	5	150,000	-	Exceeded	Good	Community Coach	Active	2022
CU-Cutaway Bus	24	12	SRA	2017	180,062	$ 77,000	5	150,000	-	Exceeded	Good	Community Coach	Active	2022
CU-Cutaway Bus	29	20	IRC	2016	233,772	$ 90,000	5	150,000	Exceeded	Exceeded	Good	GoLine	Active	-
CU-Cutaway Bus	29	20	IRC	2016	218,340	$ 90,000	5	150,000	Exceeded	Exceeded	Good	GoLine	Active	-
CU-Cutaway Bus	24	16	IRC	2016	408,384	$ 80,000	5	150,000	Exceeded	Exceeded	Good	GoLine	Active	-
CU-Cutaway Bus	24	16	IRC	2016	362,293	$ 80,000	5	150,000	Exceeded	Exceeded	Good	GoLine	Active	-
CU-Cutaway Bus	24	16	IRC	2016	297,315	$ 80,000	5	150,000	Exceeded	Exceeded	Good	GoLine	Active	-
BU- Bus	29	28	IRC	2016	348,396	$ 400,000	12	500,000	6	151,604	Good	GoLine	Active	2028
CU-Cutaway Bus	20	11	SRA	2015	199,626	$ 77,000	5	150,000	Exceeded	Exceeded	Good	Community Coach	Active	-
CU-Cutaway Bus	20	11	SRA	2015	241,781	$ 77,000	5	150,000	Exceeded	Exceeded	Good	Community Coach	Active	-
BU- Bus	29	28	IRC	2015	581,735	$ 400,000	12	500,000	5	Exceeded	Good	GoLine	Active	2027
BU- Bus	29	28	IRC	2015	578,381	$ 400,000	12	500,000	5	Exceeded	Good	GoLine	Active	2027
Truck	NA	NA	IRC	2014	130,895	$ 40,000	5	150,000	Exceeded	19,105	Good	NA	Equipment	-
CU-Cutaway Bus	24	16	SRA	2013	208,589	$ 77,000	5	150,000	Exceeded	Exceeded	Good	Community Coach	Active	-
MV- Minivan	17	3	SRA	2012	86,520	$ 43,000	4	100,000	Exceeded	13,480	Fair	Community Coach	Spare	-
MV- Minivan	17	3	SRA	2012	85,732	$ 43,000	4	100,000	Exceeded	14,268	Fair	Community Coach	Spare	-
BU- Bus	35	32	IRC	2013	403,305	$ 400,000	12	500,000	3	96,695	Good	GoLine	Active	2025
BU- Bus	35	32	IRC	2013	315,498	$ 400,000	12	500,000	3	184,502	Good	GoLine	Active	2025
BU- Bus	29	28	IRC	2013	504,342	$ 400,000	12	500,000	3	Exceeded	Good	GoLine	Active	2025
CU-Cutaway Bus	31	24	IRC	2009	490,311	$ 90,000	5	150,000	Exceeded	Exceeded	Fair	GoLine	Spare	-
CU-Cutaway Bus	20	11	SRA	2009	339,464	$ 77,000	5	150,000	Exceeded	Exceeded	Fair	Community Coach	Spare	-
CU-Cutaway Bus	20	11	SRA	2009	267,938	$ 77,000	5	150,000	Exceeded	Exceeded	Fair	Community Coach	Spare	-
CU-Cutaway Bus	20	11	SRA	2009	295,397	$ 77,000	5	150,000	Exceeded	Exceeded	Fair	Community Coach	Spare	-
CU-Cutaway Bus	20	11	SRA	2007	329,189	$ 77,000	5	150,000	Exceeded	Exceeded	Fair	Community Coach	Spare	-
CU-Cutaway Bus	20	11	SRA	2007	327,365	$ 77,000	5	150,000	Exceeded	Exceeded	Fair	Community Coach	Spare	-
Truck	NA	NA	IRC	2021	1,758	$ 30,000	5	150,000	4	148,242	New	NA	Equipment	2026
Truck	NA	NA	IRC	2021	4,170	$ 30,000	5	150,000	4	145,830	New	NA	Equipment	2026
Truck	NA	NA	IRC	2021	4,987	$ 30,000	5	150,000	4	145,013	New	NA	Equipment	2026
Truck	NA	NA	IRC	2021	3,633	$ 30,000	5	150,000	4	146,367	New	NA	Equipment	2026
Truck	NA	NA	IRC	2021	2,654	$ 30,000	5	150,000	4	147,346	New	NA	Equipment	2026

Table 4-3: Performance Measures for Transit Vehicles and Equipment

Asset Category	Asset Class	Asset Name	ID/Serial No.	Asset Owner	Acquisition Year	Age (Yrs)	Condition Assessment	Condition Rating (1-5)
Facilities	Bus Shelters	37th Street by Kurtell Medical North	26282	IRC	2011	11	Good	4
Facilities	Bus Shelters	37th Street by Kurtell Medical South	26283	IRC	2011	11	Good	4
Facilities	Bus Shelters	41st St and 43rd (Sherriff's Office)	28805	IRC	2017	5	Good	4
Facilities	Bus Shelters	43rd and Aviation	N/A	IRC	2017	5	Good	4
Facilities	Bus Shelters	45th St and 33rd ave	27612	IRC	2013	9	Good	4
Facilities	Bus Shelters	45th St and 40th ave	27613	IRC	2013	9	Good	4
Facilities	Bus Shelters	45th Street & 43rd by Family Dollar	28807	IRC	2017	5	Good	4
Facilities	Bus Shelters	512 By Operation Hope	26287	IRC	2011	11	Good	4
Facilities	Bus Shelters	512 by TCCH	26288	IRC	2011	11	Good	4
Facilities	Bus Shelters	512 In front of dollar store	27367	IRC	2013	9	Good	4
Facilities	Bus Shelters	64th and 510 (Wabasso)	N/A	IRC	2017	5	Good	4
Facilities	Bus Shelters	6th ave and 12th street East	26285	IRC	2011	11	Good	4
Facilities	Bus Shelters	6th ave and 12th street West	26286	IRC	2011	11	Good	4
Facilities	Bus Shelters	6th avenue and Gardenia Gardens East	27606	IRC	2013	9	Good	4
Facilities	Bus Shelters	6th avenue and Gardenia Gardens West	27607	IRC	2013	9	Good	4
Facilities	Bus Shelters	Airport West	N/A	IRC	2017	5	Good	4
Facilities	Bus Shelters	Broadway & NY (Fellsmere) East	28802	IRC	2016	6	Good	4
Facilities	Bus Shelters	Broadway & NY (Fellsmere) West	28803	IRC	2016	6	Good	4
Facilities	Bus Shelters	Chick fil a on SR60	28801	IRC	2016	6	Good	4
Facilities	Bus Shelters	Gifford Health Center	28806	IRC	2017	5	Good	4
Facilities	Bus Shelters	Gifford Youth Activity Center	26579	IRC	2011	11	Good	4
Facilities	Bus Shelters	Goodwill on Oslo Road	27836	IRC	2016	6	Good	4
Facilities	Bus Shelters	IG center	27601	IRC	2017	5	Good	4
Facilities	Bus Shelters	IG center	27602	IRC	2017	5	Good	4
Facilities	Bus Shelters	IG center	27603	IRC	2017	5	Good	4
Facilities	Bus Shelters	IR Charter High School	26578	IRC	2011	11	Good	4
Facilities	Bus Shelters	IRC Courthouse	N/A	IRC	2017	5	Good	4
Facilities	Bus Shelters	IRMC East of Entrance	26284	IRC	2011	11	Good	4
Facilities	Passenger Facilities	Main Hub	N/A	IRC	2017	5	Good	4
Facilities	Bus Shelters	Miracle Mile	27604	IRC	2013	9	Good	4
Facilities	Bus Shelters	North Hub	26581	IRC	2018	4	Good	4
Facilities	Bus Shelters	North Hub	26581	IRC	2018	4	Good	4
Facilities	Bus Shelters	North Hub	26581	IRC	2018	4	Good	4
Facilities	Bus Shelters	Oslo Road Fire Station	26577	IRC	2011	11	Good	4
Facilities	Bus Shelters	Oslo Road TCCH	26576	IRC	2011	11	Good	4
Facilities	Bus Shelters	Parc 24 (IR Blvd)	26281	IRC	2011	11	Good	4
Facilities	Bus Shelters	Powerline and Main (Sebastian) North	26574	IRC	2011	11	Good	4
Facilities	Bus Shelters	Powerline and Main (Sebastian) South	26575	IRC	2011	11	Good	4
Facilities	Bus Shelters	Roseland and 512-Sebastian East	27608	IRC	2012	10	Good	4
Facilities	Bus Shelters	Roseland and 512-Sebastian West	27609	IRC	2012	10	Good	4
Facilities	Bus Shelters	Runners Depot	27605	IRC	2013	9	Good	4
Facilities	Bus Shelters	Sebastian High School	27832	IRC	2017	5	Good	4
Facilities	Bus Shelters	Sebastian High School	27833	IRC	2017	5	Good	4
Facilities	Bus Shelters	Sunrise Apartments (Fellsmere)	26580	IRC	2011	11	Good	4
Facilities	Administration	Transit Admin. Building	N/A	IRC	2012	10	Good	4
Facilities	Bus Shelters	US1 and Jefferson (Sebastian)	27611	IRC	2013	9	Good	4
Facilities	Bus Shelters	US1 and Main Street (Sebastian)	27610	IRC	2013	9	Good	4
Facilities	Bus Shelters	Vero Beach Marina	28800	IRC	2016	6	Good	4
Facilities	Bus Shelters	Vero West	N/A	IRC	2017	5	Good	4
Facilities	Bus Shelters	Wal Mart on SR60	27834	IRC	2016	6	Good	4
Facilities	Bus Shelters	Wal Mart on SR60	27835	IRC	2016	6	Good	4
Facilities	Bus Shelters	Whispering Pines Apartments (Fellsmere)	28804	IRC	2016	6	Good	4

Although a TAM Plan has a four-year horizon for major updates, Indian River County updates its TAM Plan annually. Asset Performance and associated Targets are reviewed and updated every year and provide an accurate reflection of the most recent Age and Condition of each asset class. Annual Performance and Targets for Assets are submitted annually to the MPO for inclusion in the TIP update. GoLine's most recent Asset Targets (2022) are shown in Table 4-4 & Table 4-5.

Table 4-4: Performance Measures for Transit Facilities

Asset Category	Asset Class	Individual Assets	# of Vehicles	Vehicle Age (Years)	Useful Life Benchmark (Years)	% Exceeding ULB (including spare vehicles)		
						FY 23 Target	Current Status (Active Fleet)	Current Status (Active + Spares)
Revenue Vehicles (Fixed Route)	Bus (BU)	2013 Gillig	3	8	12	25%	0%	0 %
		2015 Gillig	2	6	12			
		2016 Gillig	1	5	12			
	Cutaway Bus (CU)	2009 Glaval	1	12	5	50%	0%	28%
		2007 Glaval	1	14	5			
		2013 Champion	1	8	7			
		2016 Turtle Top	5	5	5			
		2018 Champion	3	2	7			
		2019 Champion	1	2	7			
		2021 Champion	2	1	7			
		2021 Turtle Top	1	1	5			
Revenue Vehicles (Demand Response)	Cutaway Bus (CU)	2007 Turtle Top	2	14	5	67%	40%	61%
		2009 Turtle Top	3	12	5			
		2013 Champion	1	8	5			
		2015 Turtle Top	2	6	5			
		2017 Champion	1	4	5			
		2017 Turtle Top	1	4	5			
		2018 Champion	3	3	5			
		2021 Turtle Top	1	1	5			
	Van (VN)	2018 Braun Entervan	1	3	4	67%	0%	75%
		2012 MV1	2	9	4			
Equipment	Truck	2014 Chevrolet	1	7	8	50%	0%	0%

Table 4-5: Performance Measures for Transit Facilities

Asset Category	Asset Class	Individual Assets	Condition Assessment – TERM Rating	FY 23 Target (% Under TERM 3.0)	Current Status	Notes
Facilities	Administrative/ Maintenance	Transit Administration & Maintenance Facility	5.0	0%	0%	Constructed in 2012
	Passenger	Main Transit Hub	5.0	0%	0%	Constructed in 2017

Safety Plans

The Public Transportation Agency Safety Plan (PTASP) rule, which became effective on July 19, 2019 (49 C.F.R. Part 673), requires certain operators of public transportation systems that are recipients of Federal Transit Administration (FTA) grant funds to develop safety plans that include the process and procedures necessary for implementing Safety Management Systems (SMS). The rule applies to those agencies that receive FTA Section 5307 funds, but not to those who only received FTA Section 5310 and 5311 funding. In addition, small public transportation providers (an agency with 100 vehicles or less) may have their states draft a PTASP on their behalf. In either case, the agency is responsible for implementing the safety plan.

A PTASP should include the following components:

- An approval by the agency's Accountable Executive and Board of Directors;
- The designation of a Chief Safety Officer;
- The documented processes of the agency's SMS, including the agency's Safety Management Policy and processes for Safety Risk Management, Safety Assurance, and Safety Promotion;
- An employee reporting program;
- Performance targets based on safety performance measures established in FTA's National Public Transportation Safety Plan (NSP); and
- A process and timeline for conducting an annual review and update of the safety plan.

The Indian River County PTASP was approved by the Board of County Commissioners on August 18, 2020. A detailed PTASP was developed that underscore the standard operating procedures and policies for the Senior Resource Association (SRA) in the following areas of safety and security:

1. Agency Info./Accountable Executive (in this case the Executive Director of the SRA)
2. Certifications
3. Safety Management System (SMS) Performance Targets
4. Safety Roles and Responsibilities
5. Safety Policy Statement
6. Safety Culture Policy
7. Risk Management
8. Accident/Incident/Occurrence Investigation & Reporting
9. SMS Communication
10. Training, Awareness & Competencies
11. Information Management
12. SMS Assessment
13. Emergency Response Planning
14. Security Program Plan
15. Selection, Qualification & Training of Drivers
16. Records Management
17. Drug and Alcohol Program

18. Vehicle and Facilities Maintenance
19. Operating Requirements
20. Vehicle Equipment Standards and Procurement Criteria

Within 180 days of the adoption of this first PTASP, the Indian River County MPO is required to set transit safety performance targets for its planning area. This effort is similar to the adoption of Transit Asset Management (TAM) performance targets, which is also done annually. In this case, performance targets for five areas of transit safety are regularly set and monitored: preventable accident rate, injuries, fatalities, safety events, and system reliability. Collectively, these are the top five measures and targets that SRA as the transit operator strives for every year in order to run a safe and secure system (see Table 4-6).

Table 4-6: Transit Safety Performance Targets

Safety Concerns	Rate	Goal
Preventable accident rate	Per 100,00 miles	<0.1
Injuries	Per 100,00 miles	<0.1
Fatalities	Per 100,00 miles	0
Safety Events	Per 100,00 miles	<0.1
System Reliability	Mean distance between Mechanical Failure	>42,500 miles

CHAPTER 5
GOALS & OBJECTIVES

Goals and Objectives

This section covers Indian River County's guiding vision and mission, as well as the goals, objectives, and actions for public transportation during the next ten years. Goals and objectives are crucial components of any transportation plan because they steer policy toward achieving the community's vision.

The goals, objectives, and policies given in this part were developed based on evaluations and assessments conducted in the situation appraisal including but not limited to factors external to Indian River County: socioeconomic trends, existing transportation and land use plans and policies, travel behavior/patterns, community feedback, and regional coordination. In addition, internal factors critical to the agency were also incorporated and include organizational structure, technology investments, safety/state of good repair, funding, goals and objectives enacted in the previous TDP, and an assessment of the most recent TDP public involvement activities in 2022-23.

Indian River County/GoLine Vision and Mission

Indian River County and GoLine currently do not have a Vision and Mission Statement. It is recommended that consideration be given to developing a new Vision and Mission Statement that supports the key priorities developed as part of this TDP effort.

Goals, Objectives, and Measures

The following section outlines the Goals, Objectives, and Actions proposed for the Indian River County FY 2024-33 Transit Development Plan (TDP).

Goal 1 – Enhance the quantity and quality of transit service.
Objectives/Actions
Objective 1.1: Increase transit ridership from 1.2 million riders annually in 2023 to 1.7 million annually by 2032.
1.1.1. *Increase Span of Service on Weekdays.*
1.1.2. *Increase Span of Service on Saturdays.*
1.1.3. *Increase Weekday frequencies on highest ridership routes.*
1.1.4. *Add Sunday service on highest ridership routes.*
1.1.5. *Add Saturday Service for Route 13.*
1.1.6. *Explore piloting public transportation service delivery methods in areas not served by fixed route transit as the demand arises.*
1.1.7: *Continue to invest in upgrades to the customer-based real-time app and other public information systems to maximize the ease of use for the public.*
1.1.8. *Continue to invest in GoLine bus stop improvements including new bus shelters, additional seating, and bike racks at transit hubs.*
Objective 1.2: Achieve on-time performance of 95% or better
1.2.1. *Perform periodic comprehensive operational analysis of existing Automatic Passenger Counter (APC) and on-board observation data to optimize schedules and performance of each route.*
Objective 1.3: Ensure that all vehicles and capital facilities are maintained in a State of Good Repair.
1.3.1. *Maintain vehicle replacement program.*
1.3.2. *Continue to follow prescribed Maintenance Plan for all vehicles and facilities.*
1.3.3. *Meet or exceed all annual performance targets established in the GoLine Transit Asset Management (TAM) Plan.*

Goal 2 – Continue to build consensus and community support for funding of existing and planned GoLine service needs.
Objectives/Actions
Objective 2.1: Maintain or increase the local investment into GoLine operations.
2.1.1. *Maintain or increase existing annual budget levels and investments for current GoLine operations.*
2.1.2. *Pursue additional state and federal grants that can be matched with local funding for capital and service development expansion needs.*
2.1.3. *Identify, evaluate, and develop other opportunities to enhance revenues (e.g., advertising).*
Objective 2.2: Use quantitative analysis to demonstrate the cost effectiveness and efficiency of GoLine services to the public, stakeholders, MPO and County elected officials, and to the county administration.
2.2.1. *Maintain and enhance existing performance monitoring and reporting program that demonstrates the cost effectiveness and efficiency of GoLine operations.*
2.2.2. *Maintain a high-performance transit system that demonstrates the continued value of local investment into public transportation.*
2.2.3. *Explore the piloting of a public transportation alternative that lowers the overall cost per trip burden generally experienced through demand response transit service.*
2.2.4. *Continue to monitor system performance standards with an emphasis on meeting or exceeding the mean of peer transit systems.*

Goal 3 – Engage in coordination activities with transportation providers and jurisdictions at the local, regional, state, and federal level.
Objectives/Actions
Objective 3.1: Continue to engage in and implement public involvement and regional coordination elements of the transportation process.
3.1.1. *Ensure consistent coordination with local, regional, state, federal, and other partners for the provision of current and future public transit service in Indian River County.*
3.1.2. *Continue to create opportunities for public involvement through actively soliciting input from citizens, community groups, stakeholders, and elected officials in the planning and implementation of public transportation services.*
3.1.3. *Continue to develop new and cultivate existing regional partnerships that enhance the provision of public transit in Indian River County.*
3.1.4. *Continue to encourage a project prioritization and investment process within the framework of the MPO's planning process.*
3.1.5. *Encourage the development of transit-supportive land use planning policies, programs, and developments at the municipal and county level.*
3.1.6. *Continue to support the development of a robust multimodal system of sidewalks, trails, bike lanes and pathways that interconnect activity centers and neighborhoods to provide access to the GoLine system.*
3.1.7. *Continue to coordinate with municipal and county government in the development review process to ensure the inclusion of transit-supportive service accessibility and infrastructure.*

Goal 4 – Ensure the provision of a safe and accessible public transportation system in Indian River County.
Objectives/Actions
Objective 4.1: Ensure that public transportation services and facilities in Indian River County are accessible.
4.1.1. *Maintain the accessibility of GoLine facilities and vehicles.*
4.1.2. *Seek coordination activities with local, state, federal, and private partners that can lead to an increase in accessible infrastructure such as sidewalks that connect to bus stops or transit corridors.*
Objective 4.2: Ensure that GoLine services are maintained and operated in a safe and secure environment.
4.2.1*. Maintain a comprehensive and FTA-approved GoLine Public Transit Agency Safety Plan (PTASP) and related processes.*
4.2.2*. Meet or exceed annual performance targets set in the GoLine Public Transit Agency Safety Plan (PTASP).*

Tracking and Monitoring

Indian River County will provide annual updates on these goals/objectives/actions to its stakeholders, community partners including local governments, community leaders and organizations. Further, outreach activities developed by the County will highlight the goals and objectives to ensure activities are aligned with the goals and objectives. Indian River County will post the goals and objectives on the Indian River County website to underscore the importance of the principals and commitments designated under the Goals and Objectives of the TDP. A Performance Monitoring process (see Chapter 9) will be utilized on an annual basis by Indian River County to report on the progress of the Goals, Objectives and Actions developed in this TDP and provide a progress report on these efforts in the next Annual TDP Update.

Development Review of Goals, Objectives, and Measures

The Indian River TDP Executive Review Team, which included members from Indian River County and the Senior Resource Association (SRA), were provided the opportunity to comment on the development of draft and final Goals and Objectives as part of the Public Involvement Plan (PIP) process.

CHAPTER 6
TRANSIT DEMAND ASSESSMENT

Transit Demand Assessment

This section summarizes the demand and mobility needs assessment for Indian River County. The demand assessment techniques used are summarized, followed by the results of each analysis used to assess demand for potential transit service alternatives identified in the development of the FY 2024-33 TDP.

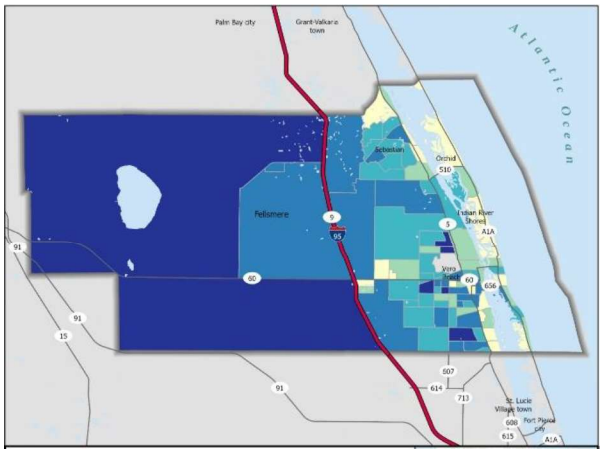
Transit Demand

Improving service quality and centering on the needs of existing customers are top priorities for Indian River County. To further these objectives, a comprehensive analysis was conducted to better understand and predict transit demand within the service area. The analysis includes a TBEST analysis and a more streamlined market analysis, which both are invaluable for recommendations for the potential expansion of GoLine service.

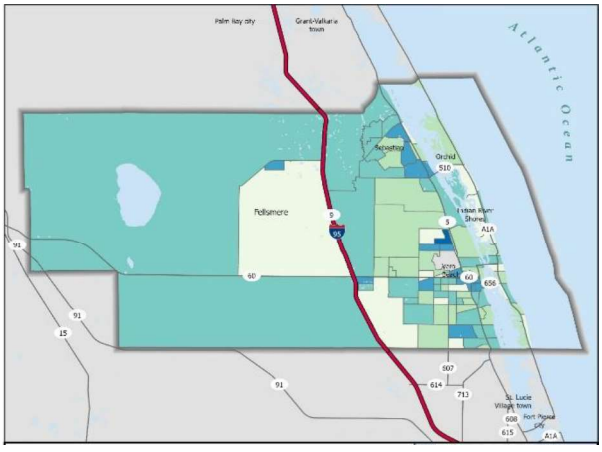
Traditional Transit Market Analysis

Data from the U.S. Census can be used to compare demographic information, particularly those characteristics that are highly correlated with a person's or household's need for transit, with GoLine's existing transit network. This type of analysis is useful for determining whether census block groups with transit-dependent characteristics are adequately served by the existing routes. For this analysis, the demographic characteristics that were used to indicate transit dependence include the distribution of youth (under 18 years), older persons (over 60 years), low-income households (below poverty), and zero-vehicle-ownership households.

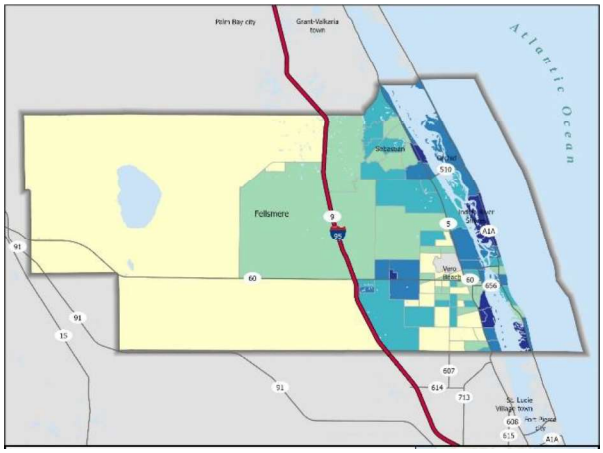
Map 6-1: Distribution of Population Under 18



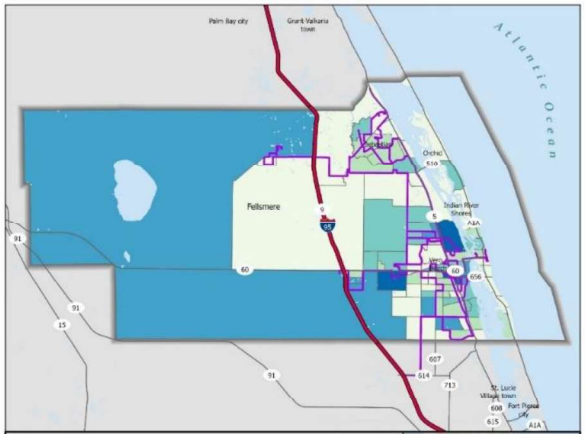
Map 6-2: Distribution of Population Living Below Poverty



Map 6-3: Distribution of Population Over Age 60



Map 6-4: Distribution of Zero-Vehicle Households



The first step in identifying the block groups that have persons or households with the greatest propensity for transit use involved the calculation of the percent distributions of the four demographic characteristics for each block group. This process resulted in a table of values indicating the percent of youth, older persons, those below poverty, and zero-vehicle households for each of Indian River County's 91 census block groups. The block groups were then sorted for each characteristic in descending order of percent distribution so that the blockgroups with higher percentages for each characteristic would appear at the top of their respective ranges (see Maps 6-1 thorough 6-4 above).

From the percentage ranges, an average percent value and a standard deviation value were calculated for each characteristic. Statistically, the standard deviation may be thought of as a measure of distance from the average value. According to an empirical rule of thumb, for most moderately sized data sets with a bell-shaped normal distribution, approximately 68 percent of the data values will lie within one

standard deviation of their average and approximately 95 percent of the data values will lie within two standard deviations of their average. Each of the three characteristic ranges was then stratified into four segments based on the following break points: average percent, average percent plus one standard deviation, and average percent plus two standard deviations. Thus, the block groups fell into one of the following four categories for each characteristic: below average, above average but below one standard deviation (above average), between one and two standard deviations above average (far above average), and more than two standard deviations above average (significantly above average).

The next step involved the assignment of discrete numerical scores to each of the four categories established for each demographic characteristic. These scores serve two basic purposes: to provide uniform ranking to all of the blockgroups within a particular category and to numerically differentiate among the four categories for each characteristic. A comparative probability estimation method was utilized to develop the scores. First, the probability that a block group would be part of a specific category for a given characteristic was calculated for each category. For example, 4 of Indian River County's 91 block groups were part of the "significantly above average" category for the zero-car-household characteristic. This meant that there was a 4.4 percent probability (# blockgroups in category ÷ # total blockgroups × 100%) that one of the county's blockgroups would fall within the range established for that particular category for the zero-car-household characteristic.

After the probabilities were calculated for each characteristic's categories, they were then used to estimate the categories' scores via comparative probability ratios. That is, the probability percentage for each category was divided into the probability percentage for the "below average" category. This numerator was selected so that, for each characteristic, the block groups in the "below average" category would receive a score of one (1). Using the "significantly above average" category of the zero-car-household characteristic as an example, it was determined that the score for this category would be 14.5, since the probability for the "below average" category was 63.7 percent and this probability divided by the "far above average" category probability of 4.4 percent equals 14.5. The probabilities and final scores for each demographic characteristic's categories are presented in tabular form in Appendix E.

Finally, composite scores were calculated for the block groups by summing the individual category scores that they had received for each demographic characteristic. The blockgroups were then ranked by composite score and stratified into four levels using the same method that was utilized to develop characteristic categories. The block groups that fell into the "significantly above average" category were defined as primary transit-dependent blockgroups, i.e., block groups with the greatest propensity for transit based on the tracts' percentages of youth, older persons, those below poverty, and zero-vehicle households. Secondary transit-dependent blockgroups included those that fell into the "far above average" category; tertiary transit-dependent blockgroups included those tracts in the "above average" category.

Table 6-1 presents the results of the block group analysis. Nearly all of the block groups listed in the table are served by the existing transit system, with the blockgroups 120610503021, 120610503024, and 120610507041 having the most service coverage (the former two blockgroups are primary transit-

dependent, the third listed in secondary transit-dependent). All of the primary transit-dependent blockgroups are served by the GoLine route network. It should be mentioned that the notation "adequately served" refers to geographic coverage, not frequency of service. Table 6-1 illustrates the primary, secondary, and tertiary transit-dependent block groups with an overlay of GoLine's current fixed-route network.

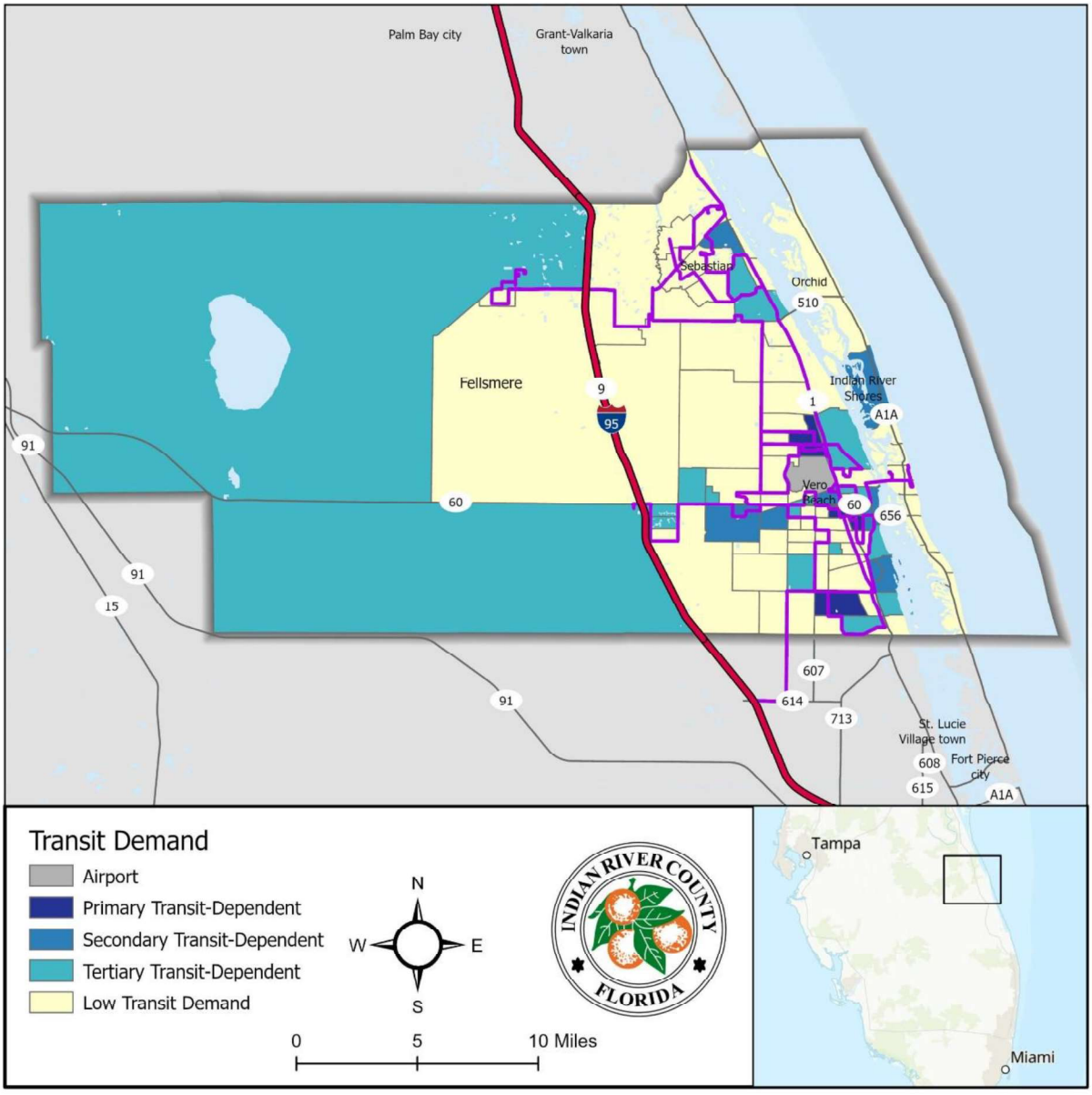
It should be noted that, sometimes, census blockgroups in typically affluent coastal communities are characterized by a large enough percentage of older persons so as to have a high enough composite score from this analysis to be considered transit dependent. This finding can skew the results somewhat. Most of the blockgroups in the table that are not served are either in coastal areas, or in areas with nature preserves or wildlife management areas that would not warrant additional services.

This analysis shows that GoLine's fixed route network adequately covers most of the transit-dependent block groups in the service area. These results also indicate that service improvements should likely prioritize frequency of service in the primary transit-dependent blockgroups, as well as some of the other transit-dependent blockgroups, rather than additional geographic coverage.

Table 6-1: Transit-Dependent Census Block Groups

Block	Route(s) Serving Block	Comments
PRIMARY BLOCKGROUPS (significantly above average)		
120610501001	2, 8	Adequately served
120610503021	3, 8, 14	Routes 3, 8 serve southern portion
120610503024	3, 8, 14	3 serves north border, 14 serves west border
120610504011	3, 4	Adequately served
120610506061	6	Adequately served
SECONDARY BLOCKGROUPS (far above average)		
120610502002	8	Eastern side served
120610504012	1, 4	Western edge served
120610504022	1, 4	Western edge served
120610505011	Not served	Indian River Shores
120610505013	Not served	Indian River Shores
120610506041	Not served	Near Oslo River Conservation Area
120610506042	4, 6	Western edge served
120610507021	2, 7	Northeast side served
120610507041	2, 7, 13	IRSC Mueller Campus, routes 2, 7 north edge
120610508062	11	Adequately served; route bisects block
TERTIARY BLOCKGROUPS (above average)		
120610502001	2	Adequately served; route bisects block
120610503012	3, 12	Southwest portion of block served
120610504021	1	East edge of block served
120610506011	4	West edge of block served
120610506023	Not served	Royal Ponciana Park
120610506052	6	West edge of block served
120610506063	6	East side of block served
120610507031	15	South edge of block served
120610507052	13	West side and north edge of block served
120610507053	13	South edge of block served
120610508052	Not served	Coastal area
120610508053	9	Southwest end of block served
120610509021	13	Adequately served
120610509022	13	Adequately served
120610509041	10, 13	Route 10 serves Fellsmere; southwest portion near Vero Fashion Outlets served by 13

Map 6-5. Indian River County – Transit Dependent Analysis Map



Service Enhancements

Transit planning often involves a variety of service changes aimed at enhancing the quality and availability of transit service. These modifications can include extending service hours, adding or removing routes, altering service frequency, or modifying stop locations. For instance, Indian River County is considering a comprehensive service expansion that involves not only extending the service

hours to end at 9 p.m. on weekdays, but also expanding hours on Saturdays, introducing service on Sundays, and increasing service frequency on select highly productive routes. Such a multi-faceted approach to service improvement is designed to better accommodate the needs of the community, providing more flexibility for passengers and potentially increasing overall ridership. However, implementing these changes requires careful planning and analysis.

In this context, the Transit Boardings Estimation and Simulation Tool (TBEST) plays a pivotal role. TBEST's robust modeling and analysis capabilities enable transit planners to simulate and forecast ridership under different service scenarios, thereby helping to assess the impact of various service changes. By identifying high-demand areas, evaluating service changes, forecasting future ridership, and communicating the impact of service improvements, TBEST projections become instrumental in making informed decisions about service changes.

However, while service expansion can enhance the quality and availability of transit service, it can sometimes lead to a decrease in operational efficiency. Operational efficiency, often measured as boardings per service hour, indicates how effectively a transit agency uses its resources. Service expansion, such as extending service hours or increasing service frequency, can lead to an increase in total ridership but a decrease in boardings per service hour. This trade-off presents a challenge for transit agencies as they strive to balance the goal of improving service quality with the need to operate efficiently.

Different service scenarios can be modeled and analyzed using TBEST to understand their potential impact on ridership and operational efficiency. For instance, an 'existing service' scenario can be compared with a 'proposed service expansion' scenario. The comparison of these scenarios provides valuable insights into how proposed service changes could affect ridership and operational efficiency. This information can guide decision-making and help transit planners prioritize service improvements and effectively communicate these decisions to stakeholders.

TBEST Projections

TBEST (Transit Boardings Estimation and Simulation Tool) is a comprehensive transit planning software developed by the Florida Department of Transportation. It's designed to support transit service and strategic planning by providing robust modeling and analysis capabilities.

TBEST models transit ridership based on a variety of factors, including transit network structure (routes, stops, schedules), socio-economic data (population, employment), and transit service parameters (frequency, speed). It can simulate transit ridership for existing and future scenarios, allowing planners to assess the impact of various transit service changes.

The following projections reflect multiple scenarios of service improvements. Based on the feedback from the outreach activities including input from existing riders, the following service improvements were identified in the public engagement activities.

Service Change Scenarios

In an ongoing effort to improve transit service for GoLine customers, a series of service changes are being considered. These changes aim to enhance both the availability and quality of the service. To understand the potential impact of these changes, the Transit Boardings Estimation and Simulation Tool (TBEST) is being used to model and analyze a series of scenarios.

The scenarios under examination represent a comprehensive and phased approach to service expansion and improvement. They begin with the existing service, referred to as the 'Base' scenario. Thereafter, changes are introduced incrementally and include extending service hours on weekdays and Saturdays, and introducing service on Sundays.

Each scenario builds upon the previous one, allowing for an assessment of the cumulative impact of these changes. The scenarios are designed to address the needs of a diverse passenger base, providing more flexibility for those who travel early in the morning, late at night, or on weekends.

By examining these scenarios, the aim is to strike a balance between improving service for passengers and maintaining operational efficiency. The insights gained from this analysis will guide the decision-making process, help prioritize service improvements, and enable effective communication of these decisions to stakeholders.

Weekday Service Hours

The potential impact of proposed service changes is currently being examined. The first phase of these changes involves extending weekday hours of operation from 7:00 p.m. until 9:00 p.m. These proposed changes are designed to better accommodate the evolving needs of the GoLine customers, many of whom indicated a preference for service beyond traditional peak hours.

By extending the service until 9:00 p.m. on weekdays, the aim is to provide greater flexibility and convenience to riders, accommodating those who work late hours or engage in after-work activities. However, it is important to note that while these changes are projected to increase total ridership, they may also lead to a decrease in service efficiency.

The analysis of the proposed changes suggests that despite the expected increase in total boardings, the number of people boarding per hour of service, per service mile, and per service trip could decrease. Additionally, the cost of running the service is projected to increase.

Table 6-2: Impact of Increase to the Weekday Span of Service

Performance Metric	Base Year Service (Weekday Only)	Increasing Weekday Span of Service	Percent Change
Total Boardings	1,194,739	1,254,888	5.03%
Revenue Service Hours	52,097	63,225	21.36%
Boardings Per Service Hour	23	19.6	-14.78%

In essence, while the proposed service changes are expected to increase ridership by extending weekday hours until 9:00 p.m., they may also impact service efficiency and cost-effectiveness. As the proposals continue to be refined, these potential trends will be closely monitored to ensure that the service changes are both beneficial to the riders and sustainable for the operations.

Saturday Service Hours

Extending Saturday service hours for GoLine presents a significant opportunity to enhance the lives and mobility of its customers. For many riders, public transportation is not just a convenience, but a necessity, and expanded Saturday service can provide essential access to work, shopping, healthcare, and recreational activities. The current Saturday service operates from 8:00 a.m. to 5:00 p.m. By extending the Saturday hours to run from 7:00 a.m. to 7:00 p.m., GoLine recognizes the diverse schedules and needs of its community, including those who rely on public transportation outside of traditional weekday hours. This change aligns with feedback from riders and the community and ensures that the transportation network is responsive to the evolving demands of the community. Whether it's accommodating weekend workers, shoppers, or those attending social and cultural events, extended Saturday service stands as a symbol of GoLine's dedication to serving its riders with flexibility and care.

Table 6-3 shows the projections from the TBEST model, providing insights into the potential impact of the proposed service changes. The model forecasts an increase in total boardings when Saturday service hours are extended, indicating a positive reception by potential GoLine customers. While there's a minor dip in boardings per service hour, the overall projected increase in revenue service hours and total boardings suggests that the community's evolving transit needs would be well-served by the proposed adjustments.

Table 6-3: Impact of Increasing Saturday Service Span

Performance Metric	Increasing Weekday Span of Service	Increasing Saturday Span of Service	Percent Change
Total Boardings	1,254,888	1,281,276	2.10%
Revenue Service Hours	63,225	67,129	6.17%
Boardings Per Service Hour	19.6	19.0	-3.06%

Sunday Service

The introduction of Sunday service (from 8:00 a.m. to 5:00 p.m.) represents a significant step forward in GoLine's commitment to meeting the evolving transit needs of the community. Recognizing the importance of weekend accessibility, GoLine seeks to ensure that residents and visitors alike have reliable transportation options every day of the week.

When comparing the addition of Sunday service to the previous phase of improvements, which focused on extending Saturday service hours, the projections are promising. As illustrated in Table 6-4 the TBEST model forecasts notable enhancements upon the introduction of Sunday service. Total boardings are projected to grow by 8.44%, reaching a figure of 1,389,436. In tandem, while there is an anticipated

18.37% increment in revenue service hours, service efficiency begins to decline slightly. Specifically, boardings per service hour are expected to decrease by 7.89%, settling at 17.5. These projections underscore that the addition of Sunday service will increase annual system ridership (boardings) but add to a slight decline in overall system efficiency (boardings per service hour).

Table 6-4: Impact of Introducing Sunday Service

Performance Metric	Increasing Saturday Span of Service	Adding Sunday Service	Percent Change
Total Boardings	1,281,276	1,389,436	8.44%
Revenue Service Hours	67,129	79,459	18.37%
Boardings Per Service Hour	19	17.5	-7.89%

Service Frequency Changes

As GoLine looks to the future and contemplates ways to better accommodate its community, one promising avenue under consideration is the enhancement of service frequency. Transitioning from the current 60-minute intervals to a more frequent 30-minute service would dramatically reduce wait times and offer riders increased flexibility and convenience. Such a shift would not only cater to the immediate needs of passengers but also position public transit as a more attractive option for potential riders. This potential change underscores GoLine's dedication to continuous improvement and its vision of adapting to the evolving transportation needs of its community.

As GoLine looks towards the future, a phased approach to enhancing service frequency has been devised to ensure a seamless transition and optimal service delivery. Given the hub-and-spoke design of the GoLine network, phased improvements necessitate a strategic examination of the routes to ensure synchronization and efficiency. The inaugural phase of these enhancements will prioritize routes that directly service the main hub, with a particular focus on those boasting the highest ridership figures. This methodical approach ensures that the most utilized routes receive timely upgrades, benefiting the largest number of GoLine patrons.

Phase One Frequency Improvements

Phase One includes the introduction of a 30-minute frequency on routes 2, 4, 6, and 8 is projected to significantly enhance the GoLine service. As illustrated in Table 6-5, the TBEST model projects that the proposed frequency changes will lead to a notable 13.48% surge in total boardings, amounting to 1,576,767 annual trips. Accommodating this growth will require an expansion in revenue service hours of 19.25%, culminating in an annual total of 94,755 hours. However, a minor trade-off is observed in service efficiency: boardings per service hour are forecasted to decline by 5.14%, averaging 16.6. Nonetheless, the rise in total boardings emphasizes the inherent value and heightened demand for increased frequency on these pivotal routes.

Table 6-5: Phase One Frequency Improvements Rts. 2, 4, 6, 8

Performance Metric	Adding Sunday Service	30 Min Frequency (Rt. 2,4,6,8)	Percent Change
Total Boardings	1,389,436	1,576,767	13.48%
Revenue Service Hours	79,459	94,755	19.25%
Boardings Per Service Hour	17.5	16.6	-5.14%

Phase Two Frequency Improvements

The second phase of GoLine's frequency enhancement plan is set to introduce a 30-minute frequency on routes 1, 5, 9, and 10. This is a continuation of the strategic initiative to enhance the transit experience for GoLine's patrons. As illustrated in Table 6-6, the TBEST model projects that the proposed frequency changes will lead to a notable 7.92% increase in total boardings, amounting to 1,701,646 annual trips. Accommodating this growth will require an expansion in revenue service hours of 16.01%, culminating in an annual total of 109,928 hours. However, a minor trade-off is observed in service efficiency: boardings per service hour are forecasted to decline by 6.63%, averaging 15.5. Nonetheless, the rise in total boardings emphasizes the inherent value and heightened demand for increased frequency on these pivotal routes.

Table 6-6: Phase Two Frequency Improvements Rts. 1, 5, 9, & 10

Performance Metric	30 Min Frequency (Rt. 2,4,6,8)	30 Min Frequency (1,5,9,10)	Percent Change
Total Boardings	1,576,767	1,701,646	7.92%
Revenue Service Hours	94,755	109,928	16.01%
Boardings Per Service Hour	16.6	15.5	-6.63%

This data underscores the balancing act between expanding service to meet demand and maintaining optimal efficiency. The continued growth in total boardings, however, signifies the community's appreciation and need for more frequent transit options.

Phase Three Frequency Improvements

The third and final phase of GoLine's frequency enhancement strategy is poised to introduce a 30-minute frequency on routes 3, 7, and 14. This phase represents the culmination of GoLine's ambitious plan to provide more frequent and efficient transit services to its patrons. As illustrated by the TBEST Model in Table 6-7, total annual boardings are anticipated to rise 5.37% to 1,793,044. To accommodate this growth, revenue service hours will grow by an additional 10.44% to 121,407 annually. In addition, efficiencies in boardings per service hour decline by 4.52%.

Table 6-7: Phase Three Frequency Improvements Rts. 3, 7, & 14

Performance Metric	30 Min Frequency (1,5,9,10)	30 Min Frequency (3,7,14)	Percent Change
Total Boardings	1,701,646	1,793,044	5.37%
Revenue Service Hours	109,928	121,407	10.44%
Boardings Per Service Hour	15.5	14.8	-4.52%

The data from the third phase reinforces the narrative that while expanding service frequency is pivotal in catering to a larger commuter base, it can sometimes come at the cost of marginal efficiency reductions. Nevertheless, the overarching theme remains clear: GoLine's phased approach to frequency enhancements is a significant stride towards meeting the evolving transit needs of its community. The commitment to improving service frequency, even with the challenges of balancing demand and efficiency, underscores GoLine's dedication to its patrons.

Conclusion on TBEST Outputs for GoLine Service Improvements

The TBEST model outputs provide a comprehensive and data-driven lens through which Indian River and GoLine can evaluate the potential impacts of various service enhancements. These projections are not mere numbers; they represent the tangible effects of choices that will shape the future of public transit in the region.

It is essential to understand that while these figures offer valuable insights, they are, at their core, projections. They accentuate the potential outcomes, both positive and negative, of different service improvement scenarios. For Indian River and GoLine, the challenge lies in interpreting this data in the broader context of community needs, budgetary constraints, and long-term transit goals.

The decisions ahead are not just about increasing boardings or optimizing service hours; they are about enhancing the quality of life for residents, facilitating economic growth, and ensuring sustainable urban mobility. As Indian River and GoLine move forward, they must weigh these options and alternatives carefully, ensuring that the chosen path aligns with the community's best interests and the overarching vision for the region's transit future.

In the pursuit of a more efficient and responsive transit system, the integration of traditional demographic analysis with advanced tools like TBEST offers a holistic approach to understanding transit demand. The examination of Census data provides a foundational understanding of the community's composition, needs, and potential transit users. This demographic insight, when paired with the predictive capabilities of TBEST, equips Indian River with a comprehensive view of both current and future transit landscapes. By leveraging these dual perspectives, Indian River is better positioned to make informed decisions, tailor services to the evolving needs of its community, and ensure that its transit system remains a vital and dynamic asset for all residents. This combined approach underscores Indian River's commitment to continuous improvement and its dedication to serving its community with excellence.

As demonstrated in Table 6-8, ridership (Total Boardings) estimates for the GoLine system rise with each subsequent Scenario that adds service (Revenue Service Hours). However, with each subsequent Scenario, the costs rise greatly for operating such service level increases. This issue is taken into greater consideration in the last three Chapters of the TDP.

Table 6-8: Summary of TBEST

Scenario	Total Boardings	% Change in Boardings	Revenue Service Hours	% Change in Service Hours	Boardings Per Service Hour	% Change in Boardings/Service Hour
Base Year	1,194,739	-	52,097	-	23	-
Scenario 1 Base + Weekday Span	1,254,888	5.03%	63,225	21.36%	19.6	-14.78%
Scenario 2: Scenario 1 + Saturday Span (plus Rt 13)	1,281,276	2.10%	67,129	6.17%	19	-3.06%
Scenario 3: Scenario + Sunday Service	1,389,436	8.44%	79,459	18.37%	17.5	-7.89%
Scenario 4: Scenario 3 + 30 Min frequency (2,4,6,8)	1,576,767	13.48%	94,755	19.25%	16.6	-5.14%
Scenario 5: Scenario 4 + 30 minute frequency (1,5,9,10)	1,701,646	7.92%	109,928	16.01%	15.5	-6.63%
Scenario 6: Scenario 5 + 30 minute frequency (3,7,14)	1,793,044	5.37%	121,407	10.44%	14.8	-4.52%

CHAPTER 7
NEEDS DEVELOPMENT & EVALUATION

Alternatives Development & Evaluation

This section provides the alternatives for the development, improvement, and expansion of the GoLine public transportation system In Indian River County over the next 10 years (2024-33). The needs were developed based on information gathered as part of the baseline data assessment, public outreach efforts, peer/trend analysis, situational appraisal, and transit demand analysis. Also notable, the needs developed as part of this assessment were developed with consideration of reasonable new financial resource availability for the short term and a less financially constrained vision for the long-term. A prioritized list of improvements will be developed and is therefore used to develop the 10-Year Transit and Financial Plan (see Chapter 8).

10-Year TDP Alternatives

Consideration of future transit improvements was a key part of the Indian River 2024-33 TDP development process. This section lists and evaluates possible transit improvements and represents what might be achieved in the next 10 years given new funding. The alternatives reflect the mobility needs of the community, and are inclusive of input received from the following TDP activities:

1. Transit Surveys – On-board surveys obtained input from the current users of the GoLine services. Input on satisfaction, mobility needs and comfort with system facilities and technologies, provided insights for the recommended alternatives. In addition, two phases of online surveys were provided to the public through public information and social media channels.
2. Public Meetings and Workshops – The public involvement process for the Indian River 2024-33 TDP included multiple presentations to the Indian River County MPO's Board, Local Coordination Board (LCB), Technical Advisory Committee (TAC), and Citizens Advisory Committee (CAC). These insights and input were considered in the development of the service alternatives and priorities. Additional insight was gathered at two public workshops held at the Gifford Activity Center and the United Against Poverty Center.
3. Transit Market Assessment – The current transit markets and activity patterns within Indian River County were examined to best identify the population segments and location of markets for public transportation services.

The identified service and capital improvements were prioritized based on the input and evaluations gathered throughout the Indian River County 2024-33 TDP development process, which are the basis for the recommendations and the 10-year implementation and financial plan. As Indian River County continues to grow, and as demand for transit follows that same overall growth, the transit agency will

have a list of prioritized service and capital improvements from which to opt from and implement as funding is identified.

Public and political opinion underscore the alternative options for Indian River County to improve GoLine services. Separate outreach activities asked for stated preferences for types of service. Continuously, existing users and the general online/social media public surveys indicated a strong interest in expanded service hours, expanded weekend service, and frequency improvements. Notably, many users also expressed the desire to have expanded service on Saturdays and the addition of Sunday services. Combined, these factors help shape the alternatives suited for Indian River County and the public sentiment of these services.

Short- and Long-Term Improvements

In a limited funding environment, Indian River County must prioritize GoLine service and capital improvements that provide the most benefit to existing and potential transit users. Improvements that directly enhance the existing service and related facilities/amenities have an impact on the customer's mobility needs and are given the highest priority. Combined with community and stakeholder feedback and fiscal constraints related to service enhancements, the following service and capital needs are programmed in a phased approach. The primary focus of this TDP is on the Short-Term (1-6 year) improvements to the existing services and supportive capital infrastructure. Long-Term (years 6-10) improvements are also programmed chronologically for the last five years of the 10-year TDP cycle but remain out of the Financial Plan (see Chapter 8) and stand as unfunded priorities due to their much higher cost than the financially feasible Short-Term improvements. The following section outlines the prioritized short and long-term service and capital improvements.

Short-Term Service Improvements

In the Short-Term (years 1-6 of this plan), Indian River County must work to improve GoLine service quality by increasing the availability of services while also improving and expanding related passenger amenities and facilities. It is recommended that the Short-Term improvements described in this section be implemented within the next in six fiscal Years (FY 2025-30). These are the most critical needs of the GoLine system. By programming these needs into the "next" Fiscal Year of FY 2025, this allows time for Indian River County to secure new grant funding in FY 2024.

Weekday Service Span Expansion

Service Span increases allow GoLine to serve a larger variety of trip purposes and greater flexibility during the day. Throughout the development of this TDP, this was the need that current riders and members of the public requested the most. To accommodate GoLine customers that requested early morning and later evening services, it is recommended that Indian River County extend the GoLine service span for all Weekdays (Monday-Friday). Currently GoLine Weekday service runs from 6:00 a.m. to 7:00 p.m. For this top priority, GoLine services will be expanded on Weekday evenings from 7:00 p.m. to 9:00 p.m. to maximize customer access and system connectivity. For this priority, every GoLine route

(except Route 15) would have expanded hours of service, allowing residents to have greater daily access to transit on a countywide basis. In addition, the Community Coach complementary ADA paratransit service availability would also be expanded from 7:00 p.m. to 9:00 p.m. in support of fixed route service expansion.

Saturday Service Span Expansion

Currently, GoLine services (excluding Route 13), operate on Saturdays from 8:00 a.m. to 5:00 p.m. To accommodate GoLine customers that requested early morning and later evening services, it is recommended that Indian River County extend the GoLine service span on Saturdays. For this short-term priority, GoLine services will be expanded on Saturdays from 7:00 a.m. to 7:00 p.m. In addition, service on Route 13 will be added on Saturdays so that all GoLine routes (except Route 15) are operational, maximizing access for the customer and system connectivity. Similar to the Weekday Service Span expansion, a Saturday Service Span expansion will greatly increase the usability and accessibility of the system throughout the day. In addition, the Community Coach complementary ADA paratransit service availability would also be expanded in the same time periods as the Saturday span increases.

Addition of Sunday Service

GoLine service is presently available 6 days a week, Monday through Saturday. Currently, no fixed route service is provided on Sundays. The addition of Sunday service was the third most common request from riders surveyed on the bus, public workshops, and online surveys. For this third service improvement priority, it is recommended that GoLine fixed route services be added on Sundays from 8:00 a.m. to 5:00 p.m. In addition, the Community Coach complementary ADA paratransit service availability would also be added to Sundays during fixed route operations.

Short-Term Capital Improvements

In the Short-Term Plan, there are several critical GoLine capital priorities required to keep the system safe and maintained in a State of Good Repair, while also supporting the customer and service experience and needs identified in this TDP outreach and analysis effort.

Replacement Vehicles for Existing GoLine Service

The annual replacement of GoLine and Community Coach vehicles that have met their "Useful Life" remains a critical priority for the system. By keeping both fleets in a State of Good Repair, Indian River County can meet the annual targets of its Transit Asset Management (TAM) Plan and keep maintenance costs manageable. Although this capital priority is not related to an expansion of existing service (see Long-Term Plan below), inflationary and supply-chair/production factors have raised the costs of purchasing new vehicles, impacting annual operating and capital budget considerations.

Additional Bus Shelters and Seating

The addition of bus shelters and seating at GoLine bus stops improves the safety and quality of the public transportation experience by the public. Up to 60 new bus shelter and/or seating installations are

programmed over the ten-year timeframe of the TDP and in most cases will be added to the highest ridership stops that currently lack this infrastructure.

Modernize and Update Information Technology and Scheduling Systems

Currently, GoLine's existing scheduling system, customer service, automatic passenger counter, and next bus app systems provide efficient and up-to-date information to the riding public and greatly improve the quality of services provided. Over the ten-year span of this TDP, it is likely that this technology will evolve and change over time. This priority allows GoLine to be ready to invest in upgrades to these systems as they evolve so that customers and staff continue to have up-to-date system information.

North County Transit Hub Improvements

The addition of a fully functional North County Transit Hub remains a critical short-term capital priority. Indian River County has collaborated with the Florida Department of Transportation (FDOT) to upgrade the existing North County Hub in conjunction with the widening of CR 510, which will include the FDOT constructing all the site improvements for the new hub, such as the driveways and bus parking spaces. However, Indian River County will need to identify additional Federal Transit Administration (FTA) or FDOT capital funding that can be used to construct the covered shelters and a small restroom building needed to make the site a fully functional transit hub for GoLine services in the north part of the County.

Low Emission Fleet Pilot Projects

GoLine will pilot an electric vehicle on one GoLine fixed route, an effort that will also include the installation of charging equipment at the GoLine maintenance facility. In addition, two (2) propane vehicles will be added to the Community Coach system for Paratransit trips. These low emission pilot projects allow the SRA and Indian River County to test the cost effectiveness of these technologies and may lay the groundwork for a future investment into a full conversion of the GoLine and Community Coach fleet to these low emission technologies.

Long-Term Service Improvements

A second phase of service improvements, which require a substantial increase in public transportation investment, introduces service frequency improvements and new service delivery options for years 6-10 of the TDP. The Long-Term service improvements increase the frequency of the most productive GoLine routes and introduce new and flexible on-demand service for areas without fixed routes. The Long-Term service improvements represent a need that reflect a future vision of the GoLine system in Indian River County, and therefore will require the community to consider new dedicated local revenue sources beyond the more immediate Short-Term Service Improvements described above (see Chapter 8 & 9). The following section briefly describes each Long-Term service need.

On-Demand/Deviated Fixed Route Service Pilot on Sundays

A less expensive option to the expansion of fixed route service on Sundays (see Short Term Service Improvements section above), is the addition of an On-Demand/Deviated Fixed Route Pilot project that introduces service for Sundays. In this scenario, two GoLine buses would provide on-demand service

throughout the existing GoLine service area from 8:00 a.m. to 5:00 p.m. on Sundays. This allows the community to have access to transit service, while also permitting Indian River County to better gauge the demand for public transportation services without the full investment into a full fixed route system for Sundays (as proposed in the Short-Term Service Improvements section above).

Weekday Frequency Improvements

Frequency of transit service is one of the most important determinants of improving convenience and accessibility of transit services for the public. With more frequent service, existing and new transit users can better budget their time and will likely increase their usage of the system. In addition, more frequent transit service ultimately can lead to ridership increases (see Chapter 6), while subsequently attracting new users to the system. For the GoLine system, increasing the frequency of buses from 60 minutes to 30 minutes is proposed in phases based on current productivity and projected ridership gains:

- Phase One – Route's 2, 4, 6, & 8
- Phase Two – Route's 1, 5, 9, & 10
- Phase Three – Route's 3, 7, & 14

Frequency improvements are an expensive option to implement for any transit system. The implementation of these three phases of frequency improvements nearly doubles the size of the GoLine system. This implementation would require a much larger investment into the system than what is proposed in the Short-Term Plan. For this reason, frequency improvements remain a Long-Term Plan need and will remain outside of the financially feasible Short-Term financial plan (see Chapter 8).

On-Demand Service Pilot Project

There were numerous requests for GoLine service in areas near existing fixed routes. In some cases, GoLine can consider minor route changes/deviations to serve these areas. However, in many cases, it is difficult to serve all corners of Indian River County with existing or new fixed route services due to cost constraints and the need to keep existing and successful bus schedules efficient and on time. For these reasons, it is recommended that GoLine consider piloting a zonal-based on-demand service that can address trip needs in an area that will not have fixed route services. The exact location of such service requires additional planning and monitoring of new growth and land use change in Indian River County. It is recommended that further studies within the next few years examine this need, especially the areas around Fellsmere/Route 10 and new growth areas along State Road 510.

Long-Term Capital Improvements

A second phase of capital improvements, requiring a substantial increase in public transportation investment, introduces several needs required to implement the Long-Term service needs. As noted above, the addition of the three phases of frequency improvements will necessitate a doubling of the size of the current GoLine fleet and greatly enlarge the staffing needed to operate and maintain such as higher level of service. Therefore, critical infrastructure expansion is essential if the community elects to

double service availability. In addition to this expansion need, conversion of the fleet to low emission technologies and potential improvements to or replacement of a current Transfer Facility need to be considered. The following section briefly describes each long-term capital need.

Maintenance Facility Upgrades

The current GoLine Maintenance Facility in Vero Beach is owned by Indian River County but maintained and operated by the operator of GoLine and Community Coach services, the Senior Resource Association (SRA). To facilitate the optimal maintenance of the existing fleet, an expanded fleet, and low emission technology fleet conversion needs, a major upgrade to the existing facility will be required. At the minimum, the current garage will require the addition of two (2) new maintenance bays to properly service the short-term and long-term service needs. In addition to the bays, additional shop equipment and site parking improvements are needed to support short-term and long-term service changes.

Fleet Expansion

In order to implement the long-term route frequency improvements, a minimum of fourteen additional vehicles (including 3 spares) are required to operate expanded service. This expansion will essentially double the GoLine fleet from its current size.

New/Upgraded Transfer Facility

For this Long-Term need, GoLine will need to consider upgrading and/or replacing the Indian River Mall Transfer Facility if the mall location ever becomes tenuous or inoperable due to a closure and or major change in use of the site. If a new facility is required, it is optimal that it be found near the current mall location.

Low Emission Fleet (Electric & Propane) Conversion

The current GoLine and Community Coach fleet operates on diesel or gasoline fuel technologies. A full conversion to electric (GoLine) and propane vehicles (Community Coach), along with the installation of a related charging and fueling equipment network, remains a Long-Term goal.

Alternatives Evaluation

This section presents the evaluation process that was used to identify the 10-Year TDP Alternatives. The main goal of an Alternatives Evaluation process is to pull together the findings from the previous components of the TDP and formulate them into a set of transit needs that can prioritized based on both qualitative and quantitative criteria.

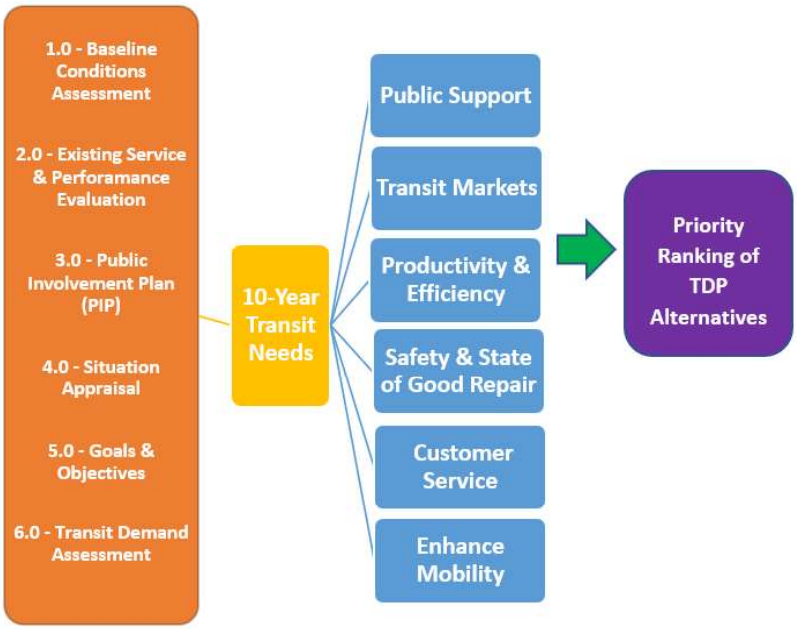
As highlighted earlier in this section, the basis for developing a concise list of transit operational, capital, and policy needs (Short-Term & Long-Term) was based on summarizing the key findings from the previous sections of this TDP:

- 1.0 – Baseline Conditions Assessment
- 2.0 – Existing Service & Performance Evaluation

- 3.0 – Public Involvement
- 4.0 – Situation Appraisal
- 5.0 – Goals & Objectives
- 6.0 – Transit Demand Assessment

In addition, a series of Evaluation Criteria were adopted to accurately reflect findings identified in previous Sections of the TDP and their importance in assisting in the development of a final set of Alternatives located at the end of this Chapter (see Figure 7-1 below).

Figure 7-1. TDP Alternatives Development and Evaluation Process

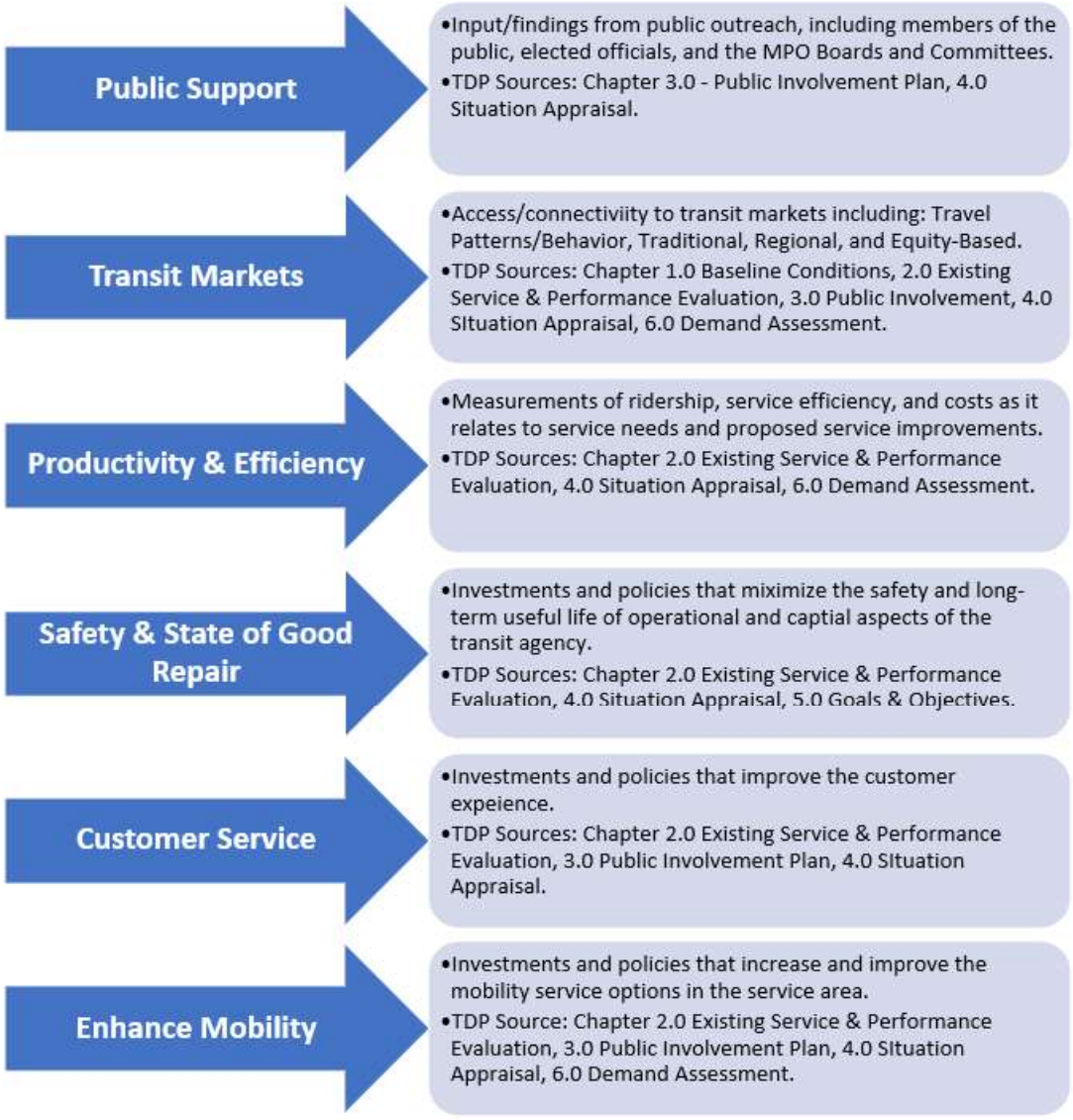


Six evaluation criteria (see Figure 7-2) were selected and considered most critical for needs evaluation and prioritization:

- Public Support
- Transit Markets
- Productivity & Efficiency
- Safety & State of Good Repair
- Customer Service
- Enhance Mobility

It is important to note these six areas of evaluation were analyzed throughout the TDP development process, as detailed in Figure 7-2 below.

Figure 7-2. TDP Alternatives Evaluation Criteria



Alternatives Summary

A summary of prioritized needs is provided in Table 7-1 and outlines the short and long-term priorities described above. For this planning effort, it is recommended that Indian River County invest in the Short-Term Plan's service and capital priorities within the next six years (FY 2024-FY 2029). For the Long-Term Plan needs (FY 2026-33), it is recommended that such expansion be considered in more detail by the community and elected officials after the Short-Term improvements are implemented.

Table 7-1. Indian River County Transit Priority Needs FY 2024-33

Need	Planned Improvement	Implementation Year										Priority
		FY 24	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30	FY 31	FY 32	FY 33	
SHORT-TERM PLAN (YRS. 1-6)												
NEW SERVICE	Weekday Service Span Expansion (from 7:00 p.m. to 9:00 p.m.)		☑									1
	Saturday Service Span Expansion (from 8:00 a.m. - 5:00 p.m to 7:00 a.m. to 7:00 p.m.)				☑							2
	Saturday Service for Route 13				☑							2
	Addition of Sunday Service (8:00 a.m. - 5:00 p.m.)						☑					3
SHORT-TERM PLAN (YRS. 6-10)												
CAPITAL & INFRASTRUCTURE	Replacement Vehicles - Existing Service	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	1
	Additional Bus Shelters & Seating		☑		☑		☑		☑		☑	2
	North County Transit Hub Improvements			☑								3
	Low Emission Fleet Pilot Project			☑								4
	Next Bus App & APC System Upgrades							☑				5
	Scheduling System Updates (including Same-Day Scheduling)							☑				6
LONG-TERM PLAN (YRS. 6-10)												
NEW SERVICE	On-Demand/Deviated Fixed Route Pilot on Sundays						☑					1
	Weekday Frequency Improvements (Phase One): Route's 2, 4, 6, 8							☑				2
	On-Demand Service Pilot (Area TBD)								☑			3
	Weekday Frequency Improvements (Phase Two): Route's 1, 5, 9, & 10									☑		4
	Weekday Frequency Improvements (Phase Three): Route's 3, 7, & 14										☑	5
LONG-TERM PLAN (YRS. 3-10)												
CAPITAL & INFRASTRUCTURE	Maintenance Facility Upgrades			☑								1
	Fleet Expansion (for Frequency Improvements)							☑		☑	☑	2
	New/Upgraded Transfer Facility								☑			3
	Low-Emission Fleet (Electric & Propane) Conversion								☑			4

CHAPTER 8
TEN-YEAR TRANSIT DEVELOPMENT PLAN

10-Year Transit Plan

This section summarizes the recommendations for GoLine over the next 10 years. The recommendations consider public input, discussions with Indian River County and GoLine staff and leadership, public and agency-based stakeholders, an analysis of the GoLine system and service area, and available or potential funding that can assist in implementing these priorities.

The plan calls for improving the current service quality by expanding service span, weekend service, and needed capital, infrastructure, and information technology investments. This section will also include a summary of assumptions for the capital and operating costs and revenues to support the Short-Term recommendations (financial plan), outline the costs associated with the list of unfunded Long-Term needs, and provide suggestions on approaches to identifying new funding for both sets of needs.

TDP Recommended Alternatives: Short-Term Plan

As a result of the alternatives evaluation process (see Section 7.0), the following section describes the Recommended Alternatives, or Short-Term Plan, for the Indian River County TDP. This includes a summary list of priorities targeted for the GoLine system:

- **Fixed Route Service Enhancements** – Implementation of expanded GoLine service periods:
  - Weekday Service Span from 7:00 p.m. to 9:00 p.m. (FY 2025)
  - Saturday Service Span of 7:00 a.m. to 7:00 p.m. (FY 2027)
  - Addition of Route 13 service on Saturdays (FY 2027)
  - Addition of Sunday service (FY 2029)
  - All fixed route service enhancements also must include the provision of expanded Community Coach complementary ADA paratransit service for each span increase and for Sundays (FY 2025-29)
- **Capital & Infrastructure** – Improvements to existing capital equipment/facilities and investments into new fleet, facility, and bus stop-related infrastructure, and upgrades of existing and investments into new customer-friendly information technology systems.

Table 8-1 provides a prioritized and chronological summary list of the Short-Term Plan for the Indian River County TDP for the FY 2024-2033 timeframe.

Table 8-1: Short-Term Plan

Need	Planned Improvement	Implementation Year										Priority	1st Yr. Annual Operating Cost	Total Capital Cost
		FY 24	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30	FY 31	FY 32	FY 33			
SHORT-TERM PLAN (YRS. 1-6)														
NEW SERVICE	Weekday Service Span Expansion (from 7:00 p.m. to 9:00 p.m.)		☑									1	$507,646	$0
	Saturday Service Span Expansion (from 8:00 a.m. - 5:00 p.m to 7:00 a.m. to 7:00 p.m.)				☑							2	$165,176	$0
	Saturday Service for Route 13				☑							2	$73,115	$0
	Addition of Sunday Service (8:00 a.m. - 5:00 p.m.)						☑					3	$296,485	$0
SHORT-TERM PLAN (YRS. 6-10)														
CAPITAL & INFRASTRUCTURE	Replacement Vehicles - Existing Service	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	1	$0	$6,804,928
	Additional Bus Shelters & Seating		☑		☑		☑		☑		☑	2	$0	$812,449
	North County Transit Hub Improvements			☑								3	$0	$1,750,000
	Low Emission Fleet Pilot Project			☑								4	$0	$750,000
	Next Bus App & APC System Upgrades							☑				5	$0	$120,000
	Scheduling System Updates (including Same-Day Scheduling)							☑				6	$0	$200,000

Financial Plan

In the financial plan, operating and capital costs and revenue assumptions are made for all of the Short-Term Plan priorities in addition to the cost of maintaining existing GoLine and Community Coach services over a ten-year period (FY 2024-2033). Notably, the Financial Plan addresses how Indian River County can match the recommended Short-Term Plan priorities with available and potentially new financial resources.

Cost estimates in the TDP are based on a wide variety of data, including professional experience, recent procurements, peer agency costs, NTD data, trend analyses, fleet planning, and discussions with Indian River County and Senior Resource Association (SRA) staff. Revenue projections account for capital and operating revenue from several sources, including state and federal grants, allocated county funding, and advertising sales.

Financial Plan Assumptions

The Financial Plan includes the costs and estimated revenue estimates required to maintain existing GoLine and Community Coach services and the addition of all Short-Term service and capital improvements that the TDP identified as priorities for the community. The Financial Plan is summarized in a ten-year snapshot of the total budget picture covering FY 2024-2033. The Financial Plan is divided into the following categories and related assumptions:

- **Operating Expenses** – estimated operating costs for existing and planned service upgrades in the categories related to operations, including but not limited to salaries and benefits. Other assumptions include:
    - The current hourly cost to operate the existing GoLine and Community Coach service is utilized to project the cost of all new services, regardless of mode.
    - Typically, a 2% inflationary factor is applied annually to each expense category.
- **Operating Revenues** – estimated operating revenues for existing and planned service upgrades utilizing existing and new revenue sources, including revenue from grant funds and advertising. Other assumptions include:
    - Existing grant revenue from state and federal sources (and local match) continues and grow modestly each year.
    - One-time FTA operating funding originating from the COVID-19 Pandemic are expended by FY 2024 and not carried over to this financial plan.
    - Anticipated new state and federal operating grant revenue sources (and associated local match) are added once service improvements begin in FY 2025.
    - As a fare-free system, no fare revenues are considered for the timeframe of this plan.
- **Capital Expenses** – estimated capital costs for existing and planned capital and infrastructure investments required for the delivery of transit services. Other assumptions include:
    - Typically, a 2% inflationary factor is applied annually to each capital expense category.
- **Capital Revenues** – estimated capital revenues for existing and planned capital and infrastructure investments. Other assumptions include:
    - New state and federal operating grant revenue sources (and required local match) are added beginning in FY 2025, which allows an increase FTA 5307 revenue allocations to be applied to capital needs.

Short Term Financial Plan Summary

The Short-Term Financial Plan (see Table 8-2) provides a 10-year picture of the estimated costs and revenues for the 10-Year TDP timeframe (FY 2024-33). The Financial Plan offers a look at potential cost and revenue estimates related to implementing all of the recommended Short-Term Plan alternatives. From this Financial Plan, some important conclusions can be drawn:

1. The financial plan assumes an annually balanced budget for the entirety of the ten-year period.
2. Indian River County can maintain existing services over the ten-year period if current local, state, and federal funding sources remain committed and adjust for annual inflation.
3. Starting in FY 2025, investments into service span expansion would begin and will require greater investment from the County's General Fund to match new State and Federal grant funding.
4. Both Operating and Capital budgets assume that some new grant funding will be secured as an

investment program moves along, including but not limited to the following sources:

- Operating:
  - FDOT Service Development Grant Program
  - Transportation Disadvantaged (TD) Commission Innovation Grants
- Capital:
  - FTA funding (potentially flexed from Federal Highway Administration sources)
  - Other FTA discretionary federal sources (such as Lo-No or Infrastructure grants)

Table 8-2: Short-Term Financial Plan

Cost/Revenue Description	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	10-Year Total
OPERATING AND CAPITAL COSTS ($)											
Operating Costs											
Maintain Existing Service	5,996,364	6,176,255	6,299,780	6,425,776	6,554,291	6,685,377	6,819,084	6,955,466	7,094,575	7,236,467	66,243,436
New Service Modifications	0	507,646	517,799	766,445	781,774	1,093,895	1,115,773	1,138,088	1,160,850	1,184,067	8,266,338
Total Operating Costs	***5,996,364***	***6,683,901***	***6,817,579***	***7,192,221***	***7,336,065***	***7,779,272***	***7,934,857***	***8,093,555***	***8,255,426***	***8,420,534***	***74,509,774***
Capital Costs											
Replacement of Existing Vehicles	162,364	1,984,033	376,138	1,114,224	1,471,604	179,263	235,265	186,505	719,093	376,439	6,804,928
Existing Transit Capital	295,618	307,443	316,666	2,072,999	329,459	336,048	342,769	349,625	356,617	363,750	5,070,995
New Transit Capital	0	150,000	2,500,000	156,000	0	162,240	320,000	168,730	0	175,479	3,632,448
Total Capital Costs	***457,982***	***2,291,475***	***692,804***	***3,187,223***	***1,801,064***	***515,311***	***578,035***	***536,130***	***1,075,710***	***740,188***	***11,875,923***
Total Costs	**6,454,346**	**8,975,376**	**7,510,383**	**10,379,444**	**9,137,129**	**8,294,583**	**8,512,892**	**8,629,685**	**9,331,136**	**9,160,722**	**86,385,697**
OPERATING REVENUE ($)											
Operating Revenues											
Federal											
Section 5307	1,949,395	2,163,279	2,436,466	2,706,202	2,737,074	3,077,848	3,122,823	3,173,853	3,225,384	3,277,402	27,869,727
Section 5307 Preventive Maint.	695,701	716,572	730,903	745,521	760,432	775,640	791,153	806,976	823,116	839,578	7,685,593
Section 5307 ADA	348,269	358,717	375,039	392,103	409,944	428,596	448,097	468,486	489,802	512,088	4,231,140
Section 5311	364,312	180,000	123,000	125,460	131,168	133,792	139,879	142,677	145,530	148,441	1,634,260
Section 5310	75,000	77,250	80,765	82,380	86,128	87,851	91,848	93,685	95,559	97,470	867,937
State											
FDOT Block Grant	950,382	930,879	772,058	795,220	819,077	835,459	852,168	869,211	886,595	904,327	8,615,376
FDOT Service Development Grant	0	300,000	306,000	312,120	318,362	324,730	331,224	337,849	344,606	351,498	2,926,389
FDOT Corridor Grant	150,000	150,000	150,000	153,000	156,060	159,181	162,365	165,612	168,924	172,303	1,587,445
TD Commission Funds	367,387	378,409	385,977	393,696	401,570	409,602	417,794	426,150	434,673	443,366	4,058,622
Local											
County General Fund	1,027,947	1,358,785	1,385,961	1,413,680	1,441,954	1,470,793	1,500,209	1,530,213	1,560,817	1,592,034	14,282,394
Client Co-Pays/Donations, Other	15,000	15,450	15,759	16,074	16,396	16,724	17,058	17,399	17,747	18,102	165,709
Advertising Revenue	52,971	54,560	55,651	56,764	57,899	59,057	60,238	61,443	62,672	63,925	585,181
Total Operating Revenue	**5,996,364**	**6,683,901**	**6,817,579**	**7,192,221**	**7,336,065**	**7,779,272**	**7,934,857**	**8,093,555**	**8,255,426**	**8,420,534**	**74,509,774**
Total Operating Cost	**5,996,364**	**6,683,901**	**6,817,579**	**7,192,221**	**7,336,065**	**7,779,272**	**7,934,857**	**8,093,555**	**8,255,426**	**8,420,534**	**74,509,774**
Net Operating (Contingency/Need)	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Cost/Revenue Description	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	10-Year Total
CAPITAL REVENUE ($)											
Capital Revenues											
Section 5307	489,325	348,603	207,980	77,204	191,987	3,877	118,899	235,542	359,716	491,810	2,524,944
Section 5339	220,736	227,358	231,905	236,543	241,274	246,100	251,022	256,042	261,163	266,386	2,438,528
Section 5310	162,365	167,236	170,581	173,992	177,472	181,022	184,642	188,335	192,102	195,944	1,793,690
New Fed. Discretionary Capital (TBD)	0	150,000	2,500,000	156,000	0	162,240	320,000	168,730	0	175,479	3,632,448
Total Capital Revenue	**872,426**	**893,197**	**3,110,465**	**643,740**	**610,733**	**593,238**	**874,562**	**848,648**	**812,981**	**1,129,618**	**10,389,610**
Total Capital Cost	**457,982**	**2,291,475**	**692,804**	**3,187,223**	**1,801,064**	**515,311**	**578,035**	**536,130**	**1,075,710**	**740,188**	**11,875,923**
Net Capital (Contingency/Need)	**414,444**	**-1,398,278**	**2,417,661**	**-2,543,483**	**-1,190,330**	**77,927**	**296,527**	**312,518**	**-262,730**	**389,430**	**-1,486,314**
Capital Reserve (Starting = $5,122,855)	**5,537,299**	**4,139,021**	**6,556,682**	**4,013,199**	**2,822,869**	**2,900,796**	**3,197,323**	**3,509,841**	**3,247,111**	**3,636,541**	**3,636,541**
TOTAL REVENUE ($)											
Total Revenue	**6,868,790**	**7,577,098**	**9,928,044**	**7,835,961**	**7,946,799**	**8,372,510**	**8,809,420**	**8,942,203**	**9,068,406**	**9,550,153**	**84,899,383**
Total Cost	**6,454,346**	**8,975,376**	**7,510,383**	**10,379,444**	**9,137,129**	**8,294,583**	**8,512,892**	**8,629,685**	**9,331,136**	**9,160,722**	**86,385,697**
Net Total (Contingency/Need)	**414,444**	**-1,398,278**	**2,417,661**	**-2,543,483**	**-1,190,330**	**77,927**	**296,527**	**312,518**	**-262,730**	**389,430**	**-1,486,314**
Reserve Balance	**5,537,299**	**4,139,021**	**6,556,682**	**4,013,199**	**2,822,869**	**2,900,796**	**3,197,323**	**3,509,841**	**3,247,111**	**3,636,541**	**3,636,541**
Local Govt. Share of Revenue	**15%**	**18%**	**14%**	**18%**	**18%**	**18%**	**17%**	**17%**	**17%**	**17%**	**17%**

Transit Operating Grants

In order to implement the planned service changes in the Short-Term Plan, Indian River County will need to pursue and secure annual operating funding grants from the Florida Department of Transportation (FDOT). The State Transit Service Development Program is a discretionary grant program that funds up to 50% of the annual operating cost for new public transportation services. Local Match of 50% is required to secure a Service Development grant. As described above, the Short-Term Financial Plan assumes that Indian River County will be successful in securing a Service Development grant every three years, which will require an additional annual match from County General Funds as indicated in the plan. Other State discretionary grants, such as Transit Corridor funds, are also available for new operating expenses.

Transit Capital Grants

For the capital priorities of the Short-Term Financial Plan, there are two important assumptions. First, the capital plan component assumes that Indian River County will be successful in securing FDOT Service Development or Transit Corridor grants on an annual basis (see above section). By securing these operating funds, the County will be able to apply more of their Federal Transit Administration (FTA) 5307 formula funds toward capital needs that help maintain existing services.

The second assumption is that the County will secure new discretionary funding from the FTA for all priority transit capital projects. Such funding is generally considered on a competitive basis annually. FTA discretionary grants include Section 5339 for transit vehicles and facilities. In addition, new sources of FTA discretionary grants appear on a regular basis and can be taken into consideration if there is a solid plan in place. Recent examples of this include the TIGER, ARRA, Lo-No and the Bipartisan Infrastructure Plan grant programs from the last ten years. Additionally, Federal Highway Administration (FHWA) funding, as part of the Indian River County Metropolitan Planning Organization (MPO) process, can be "flexed" to FTA funds if the transit capital projects in the TDP are consistent with the MPO's Long Range Transportation Plan (LRTP).

Local Funding

Local funding from Indian River County government currently plays a critical role in funding GoLine services, as outlined in previous TDP's. Local funding can be used as "Local Match", which is required for most State and Federal operating grant programs. In order to adopt the priority service enhancements in the Short-Term Plan, local funding as a match for State and Federal operating funding grants will need to increase on an annual basis starting in FY 2025.

Unfunded Needs: Long-Term Plan

As outlined in Chapter 7, there were additional needs for the GoLine system identified in the development of the FY 2024-33 TDP. This TDP makes the concerted effort to prioritize these needs in a limited financial environment, as outlined in the Short-Term Financial Plan section above. The Long-Term service and capital needs are programmed for the last five years of the 10-year TDP cycle (generally years 6-10) but remain out of the Short-Term Financial Plan due to their much higher cost (see Table 8-3).

The priorities for the Long-Term Plan include:

- **Fixed Route Frequency Improvements** – Three phases of Weekday Frequency Improvements ((increasing service frequency from 60 minutes to 30 minutes) for the most productive routes in the GoLine system:
  - Phase One – Route's 2, 4, 6, 8 (FY 2029)
  - Phase Two – Route's 1, 5, 9, & 10 (FY 2032)
  - Phase Three – Route's 3, 7, & 14 (FY 2033)
- **On-Demand & Fixed Route Service** – Implementation of new service modes for GoLine, including the introduction of on-demand and/or deviated fixed route services:
  - On-Demand/Deviated Fixed Route Pilot for Sundays (FY 2029)
  - On-Demand/Deviated Fixed Route Pilot for New Service Area TBD (FY 2031)
- **Capital & Infrastructure** – Expansion of existing maintenance facility for expanded fleet and new low emission technologies, expansion of the existing GoLine Fixed Route fleet (addition of fourteen new buses) to deliver the three phases of Frequency Improvements, upgrade or development of a new transfer facility if the current site at the Indian River Mall is repurposed or closes, and conversion to a low emission fleet for both the Community Coach and GoLine fleets.

Table 8-3: Long-Term Plan (Unfunded): FY 2024-33

Need	Planned Improvement	Implementation Year										Priority	1st Yr. Annual Operating Cost	Total Capital Cost
		FY 24	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30	FY 31	FY 32	FY 33			
LONG-TERM PLAN (YRS. 6-10)														
NEW SERVICE	On-Demand/Deviated Fixed Route Pilot on Sundays						☑					1	$151,747	$0
	Weekday Frequency Improvements (Phase One): Route's 2, 4, 6, 8							☑				2	$1,107,578	$1,671,241
	On-Demand Service Pilot (Area TBD)								☑			3	$78,628	$171,586
	Weekday Frequency Improvements (Phase Two): Route's 1, 5, 9, & 10									☑		4	$1,147,134	$1,397,602
	Weekday Frequency Improvements (Phase Three): Route's 3, 7, & 14										☑	5	$874,594	$895,176
LONG-TERM PLAN (YRS. 3-10)														
CAPITAL & INFRASTRUCTURE	Maintenance Facility Upgrades			☑								1	$0	$5,000,000
	Fleet Expansion (for Frequency Improvements)							☑		☑	☑	2	$0	$3,964,026
	New/Upgraded Transfer Facility								☑			3	$0	$1,750,000
	Low-Emission Fleet (Electric & Propane) Conversion								☑			4	$0	$21,800,000

Financial Strategies for Long-Term Plan Implementation

As described above, the Long-Term Plan outlines service and capital needs (see Table 8-2) that if implemented, will effectively double the size (fleet, staffing, maintenance facility needs) of the GoLine Fixed Route system. For any transit agency, such an expansion is an expensive proposition that requires further analysis and community consensus building beyond the confines of a TDP development process. For many communities in Florida, such an expansion in a transit system requires an exploration of securing new sources of local funding, such as a Dedicated Sales Tax and/or Infrastructure tax that earmarks funding for the identified needs.

GoLine should consider a partial implementation of the Long-Term Plan if the needs in the Short-Term Plan needs are addressed first. For example, in some communities, there are State Transit Corridor Program grants awarded for Frequency Improvements for a productive or regional-connected corridor. It is possible that Indian River County could secure such an operating grant and potentially secure a much lower Local Match than is typical for State Block or Service Development Grants. If this becomes evident in discussions with the transit partners at FDOT District Four, one or two routes from the Long-Term Plan could essentially be elevated to be included in the Short-Term Plan since they would then be financially feasible.

For Long-Term Capital Needs, it is possible that Federal Discretionary funding (5307, 5339) could be secured to provide upgrades to the existing Maintenance Facility before or at the same time grants for frequency improvements are secured. As described above, the FTA regularly advertises new grant opportunities for such needs. This also applies to the Low Emission Fleet need, which was recently submitted to the recent FTA 5339 Low and No Emission Vehicle Program grant process for the conversion of the entirety of the GoLine (from diesel to electric) and Community Coach (from gasoline to propane) fleets. Although the recent Lo-No grant submittal was not awarded by the FTA, it demonstrates that new and large capital grant funding opportunities do arise and complement the Short-Term Plan priority investments.

Marketing Program

It is a recommended best practice that transit agencies such as GoLine further develop and maintain a marketing program that raises awareness of the existing service and potential improvements of the agency. An ongoing marketing effort can lead to more visibility among the community and demonstrate the important role(s) GoLine plays in the community. In addition, continued marketing and outreach also allows GoLine to adjust service and capital priorities based on public and community feedback. Often, such changes are common, and can be reflected in the TDP Annual Progress Reports that follow the passage of this Major TDP effort.

CHAPTER 9
PLAN IMPLEMENTATION & COORDINATION

TDP Coordination & Implementation

This section addresses the important additional steps that must be taken to effectively coordinate and implement the findings from this TDP. This includes integrating the plan with existing local, state, and regional plans and associated partners.

Post-Adoption Outreach

The completion and subsequent adoption of the FY 2024-33 TDP offers Indian River County an excellent opportunity to include TDP findings and needs into future public involvement, outreach, or marketing efforts. In particular, efforts to continue to reach out to senior, low-income, and other transit-dependent populations offers immediate benefits to these communities while also allowing staff to be able to gauge and update the priorities of this TDP on an annual basis. Likewise, post-adoption outreach to non-traditional transit markets allows the County to gauge interest in the potential for new services and other needs.

Consistency with Federal, State and Local Plans

The Indian River County FY 2024-2033 TDP is a comprehensive transit plan that identifies areas of strength and needed growth for public transportation services in the County over the next ten years. As such, the plan also attains consistency with a number of local and state plans. As a multi-modal and strategic transit plan, the TDP is consistent with the following plans:

- Indian River County 2030 Comprehensive Plan
- City of Fellsmere Comprehensive Plan
- Town of Indian River Shores Comprehensive Plan
- Town of Orchid Comprehensive Plan
- Transportation Disadvantaged Service Plan (TDSP)
- GoLine Title VI Plan
- GoLine Transit Asset Management Plan (TAM)
- SRA Public Transportation Agency Safety Plan (PTASP)
- 2045 Treasure Coast Regional Long Range Transportation Plan (RLRTP)
- Indian River County MPO 2045 Long Range Transportation Plan (LRTP)
- Indian River County MPO FY 2023/24 - 2027/28 Transportation Improvement Program (TIP)
- MPO Congestion Management Process Plan
- MPO Bicycle/Pedestrian Plan (update starts in late 2023)
- Florida Transportation Plan (FTP)
- FDOT State Transportation Improvement Program (STIP)
- FDOT District Four Work Program (WP)

By coordinating with these ongoing planning efforts, Indian River County can position itself to secure optimal support and funding for implementation of the Short-Term and Long-Term Plans priorities.

Consistency with Metropolitan Planning Organization (MPO) Planning Process

As described in the previous sections, many findings and needs identified in the Indian River County FY 2024-33 TDP are consistent with the region's transportation goals & objectives.

Indian River County MPO 2045 Long Range Transportation Plan (LRTP)

The 2045 LRTP was adopted in 2020 and offers a multimodal approach to solving multiple transportation challenges in Indian River County. In particular, the adopted Goals and Objectives of the 2045 LRTP lay the groundwork for further transit investments in the community:

- Goal 1 – Providing an efficient transportation system that is connected, responsive, aesthetically pleasing and meets the needs of all users.
- Goal 2 – Enhancing mobility for people and freight and provide travel alternatives.
- Goal 3 – Protecting the natural and social environment.
- Goal 4 – Maintaining a safe transportation system for all users.
- Goal 5 – Preserving and maintaining the transportation system and transportation infrastructure.

The adopted 2045 LRTP identifies and number of funded and unfunded transit priorities that were duplicative of the previous Indian River County FY 2018 TDP effort:

- Funded Priorities:
  - Service Improvements - maintain existing Weekday and Saturday levels of service
  - Capital Improvements - vehicle replacements, bus stop infrastructure, North County Transit Hub
- Unfunded Priorities:
  - Extend weekday evening hours to 8-9 pm (now 7 pm)
  - Extend Saturday hours to 7 am-7 pm (now 8 am-5 pm)
  - Add Sunday service
  - Increase frequencies on select routes

The Indian River County FY 2024-33 TDP is consistent with the adopted 2045 LRTP and takes further steps to identify realistic steps to fund and implement many of the "Funded" and "Unfunded" transit projects from the 2045 LRTP, as demonstrated in the proposed Short-Term Plan (see Table 9-1) service and capital priorities in this TDP.

Table 9-1: FY 2024-33 TDP Short-Term Plan Priorities

Need	Planned Improvement	Implementation Year										Priority
		FY 24	FY 25	FY 26	FY 27	FY 28	FY 29	FY 30	FY 31	FY 32	FY 33	
SHORT-TERM PLAN (YRS. 1-6)												
NEW SERVICE	Weekday Service Span Expansion (from 7:00 p.m. to 9:00 p.m.)		☑									1
	Saturday Service Span Expansion (from 8:00 a.m. - 5:00 p.m to 7:00 a.m. to 7:00 p.m.)				☑							2
	Saturday Service for Route 13				☑							2
	Addition of Sunday Service (8:00 a.m. - 5:00 p.m.)						☑					3
SHORT-TERM PLAN (YRS. 6-10)												
CAPITAL & INFRASTRUCTURE	Replacement Vehicles - Existing Service	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	1
	Additional Bus Shelters & Seating		☑		☑		☑		☑		☑	2
	North County Transit Hub Improvements			☑								3
	Low Emission Fleet Pilot Project			☑								4
	Next Bus App & APC System Upgrades							☑				5
	Scheduling System Updates (including Same-Day Scheduling)							☑				6

Indian River County MPO 2050 Long Range Transportation Plan (LRTP)

The adoption of the FY 2024-33 TDP in 2023 will allow Indian River County to have fresh data, analysis, and findings that can greatly inform the development of the next LRTP. Work on the Indian River County MPO 2050 LRTP will begin in 2024, with a planned adoption in 2025. Indian River MPO staff plans to incorporate the Short and Long-Term Plans from the FY 2024-33 TDP into the 2050 LRTP process.

Performance Measurement and Implementation

It is crucial that the Indian River County MPO and Senior Resource Association (SRA) collectively monitor the progress of implementing the Short-Term Plan elements of the FY 2024-33 TDP. In order to this, it is recommended that a Performance Measurement process and tracking tool be used that can outline (on an annual basis) the progress of each stated TDP Goal, Objective, and Action (see Chapter 5). As outlined in Table 9-2, Indian River County MPO staff can the track progress in implementing the stated Goals and Objectives on an annual basis and report this in TDP Annual Progress Reports (APRs).

Table 9-2: Performance Monitoring Tool for the FY 2024-33 TDP

	Objective	Action/Performance Measures	Targets	FY 2024 Performance	FY 2024 Status
Goal 1: Enhance the quantity and quality of service	1.1	Increase Annual Ridership from 1.2M to 1.75M by 2033	Annual Increase In Ridership	TBD	⇧ ⇔ ⇩
		Increase Weekday Service Span	Addition of Weekday Service Span end in FY 2025	TBD	
		Increase Saturday Service Span	Addition of Saturday Service Span in FY 2027	TBD	
		Addition of Rt. 13 Service on Saturdays	Addition of Rt. 13 Service in FY 2027	TBD	
		Addition of Sunday Service	Addition of Sunday Service in FY 2029	TBD	
		Addition of New Shelters & Seating at Bus Stops	10 New Shelters or Simme Seats Installed Annually	TBD	
	1.2	Achieve On-Time Performance of 95% or Better	Observe OTP of 95% or Better	TBD	
	1.3	Maintain Vehicles & Facilities in State of Good Repair	Meet or Exceed Annual Asset Performance Measures	TBD	
		Action/Performance Measures	**Targets**	**FY 2024 Performance**	**FY 2024 Status**
Goal 2: Continue to build consensus and community support for funding of existing and planned GoLine service needs	2.1	Maintain or Increase Local Investment into GoLine Operations	Maintain Previous FY County General Fund Levels	TBD	⇧ ⇔ ⇩
			Increase Annual County Investment in GoLine Svc. Expansion	TBD	
			Increase Annual State Investment in GoLine Svc. Expansion	TBD	
	2.2	Continue Cost-Effective & Efficient Transit Service Analysis & Reporting	Continue Monitoring of System to Maintain Annual Service Performance Efficiencies	TBD	
		Action/Performance Measure	**Targets**	**FY 2024 Performance**	**FY 2024 Status**
Goal 3: Engage in coordination activities with transportation providers and jurisdictions at the local, regional, state, and federal level	3.1	Continue to Engage in and Implement Public Involvement and Regional Coordination Elements of the Transportation Process	Maintain or Increase Annual Coordination Meetings/Events	TBD	⇧ ⇔ ⇩
			Maintain Unfunded TDP Project Priorty List in MPO Process	TBD	
			Ensure Transit-Supportive Infrastructure Considered in MPO Plans	TBD	
			Work with municipal & county governments to include transit-inclusive designs & infrastructure in development review process	TBD	
		Action/Performance Measures	**Targets**	**FY 2024 Performance**	**FY 2024 Status**
Goal 4: Ensure the provision of a safe and accessible public transportation system in Indian River County	4.1	Ensure that Public Transportation Services and Facilities in Indian River County are Accessible	Maintain Accessibility of GoLine System & Facilities	TBD	⇧ ⇔ ⇩
			Ensure Accessibillity of New GoLine Services & Facilities	TBD	
	4.2	Ensure that GoLine Services are Maintained and Operated in a Safe and Secure Environment.	Meet of Exceed Annual Safety (PTASP) Performance Measures	TBD	

APPENDICES

APPENDIX A
PUBLIC INVOLVEMENT PLAN

INDIAN RIVER COUNTY METROPOLITAN PLANNING ORGANIZATION

County Administration
Building A
1801 27th Street
Vero Beach, FL
32960

Phone: 772-226-1455
Fax: 772-978-1806
Email: bfreeman@ircgov.com

www.irmpo.com

Voting Members:

City of Fellsmere

Indian River County

Town of Indian River Shores

City of Sebastian

City of Vero Beach

Indian River County School District

Non-Voting Members:

Town of Orchid

Florida Department of Transportation

Staff Director
Brian Freeman, AICP

November 7, 2022

Ms. Jayne Pietrowski, AICP
Senior Transit Coordinator
Modal Development Office - FDOT District Four
3400 West Commercial Boulevard
Fort Lauderdale, Florida 33309-3421

Dear Ms. Pietrowski:

Please accept this correspondence to formally address the Public Involvement Plan (PIP) requirements of the Florida Department of Transportation (FDOT) Transit Development Plan (TDP) Rule (Rule no. 14-73.001 Title: Public Transit) that calls for an active public involvement process throughout the development of the Indian County FY 2023-32 TDP.

I request your approval of the *Indian River County FY 2023-32 TDP PIP* as represented in the attached description of program elements and activities. As delineated in the attached, our TDP team, which includes staff from the Senior Resource Association (SRA) and the Center for Urban Transportation Research (CUTR), will utilize a variety of in-person and online outreach efforts to garner public and community input into the short and long-term transit program needs of the Indian River County *GoLine* system.

Please feel free to contact me if you have any questions. As always, we appreciate the continued support and involvement of FDOT District Four and the shared efforts to enhance transit and mobility services in Indian River County.

Sincerely,

Brian Freeman, AICP
Staff Director

cc: Lisa Maack, Passenger Operations Manager, FDOT District Four
Karen Deigl, President/CEO, SRA
Martin Catala, Program Manager, CUTR
Jonathan Roberson, Research Associate, CUTR
Chris Stephenson, Director of Transportation, SRA
Jon Howard, Senior Planner, Indian River County

FDOT
Florida Department of Transportation
RON DESANTIS
GOVERNOR
3400 West Commercial Boulevard
Fort Lauderdale, FL 33309
JARED W. PERDUE, P.E.
SECRETARY

December 13, 2022

Mr. Brian Freeman
Staff Director
Indian River County
Metropolitan Planning Organization
1801 27th Street
Vero Beach, Florida 32960

Dear Mr. Freeman:

RE: Transit Development Plan Public Involvement Plan (TDP PIP) Compliance Determination

The Florida Department of Transportation (FDOT) has reviewed and approves Indian River County's 2023-2032 TDP PIP and finds that the agency has satisfied its obligations pursuant to the requirements of Chapter 14-73 of the Florida Administrative Code.

If you have any questions or comments regarding the results of the TDP PIP review process, please do not hesitate to contact me at 954-777-4661 or jayne.pietrowski@dot.state.fl.us.

Sincerely,

DocuSigned by:
Jayne Pietrowski

Jayne Pietrowski, AICP
Senior Transit Coordinator
Office of Modal Development
District Four

cc: File

www.fdot.gov

INTRODUCTION

GoLine is preparing its next ten-year transit development plan (TDP), which will serve a strategic plan for transit services in Indian River County, Florida. The ten-year TDP is required to be completed every five years and is required by State Statute. This TDP will cover the transit system needs for Indian River County for the time period of 2023-2032.

A key component of any ten-year TDP is the development of a Public Involvement Plan (PIP), which serves as a detailed summary of all of the public outreach activities that will be performed in support of the development of each respective TDP. This GoLine PIP is designed to comply with State Statutes (Rule 14-73.001 – Public Transit), which requires that the preparation of a TDP development process shall include the following:

- A PIP approved by the Florida Department of Transportation (FDOT) or the local Metropolitan Planning Organization (MPO) PIP, approved by both the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA);
- Established time limits for receipt of TDP comments;
- A description of the process utilized and the public involvement activities undertaken;
- A PIP must include a process whereby comments must be solicited from the regional workforce board;
- A PIP must include opportunities for the FDOT, MPO, and the regional workforce board to review and comment on the development of the mission, goals, objectives, alternatives, and ten-year implementation program.

Special Accommodations

Anyone who needs a special accommodation for any planned PIP activity of this TDP must contact the County's Americans with Disabilities Act (ADA) Coordinator at 772 226-1223 at least 48 hours in advance of the meeting. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact MPO staff at (772) 226-1455 or mpo@ircgov.com at least seven days prior to the meeting.

Title VI of the Civil Rights Act

The Indian River Metropolitan Planning Organization (MPO) upholds a Title VI of the Civil Rights Act program that assures that no person, on grounds of race, color, or national origin, is excluded from participating in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from the Federal Highway Administration (FHWA) or the Federal Transit Administration (FTA). This adopted Title VI program extends to the MPO's identified transit service (GoLine) and its transit service operator (Senior Resource Association or SRA) and therefore applies to all planned TDP PIP activities.

Limited English Proficiency (LEP)

Under the Title VI of the Civil Rights Act, all public transportation providers who received federal funding from the United States Department of Transportation (USDOT), must ensure that populations with Limited English Proficiency (LEP) have meaningful access to benefits, information, services, and all other pertinent information on programs and associated activities. As outlined in the MPO's adopted Title VI Plan (https://ircgov.com/mpo/Documents/Title-VI-Program-2020.pdf), Indian River County and the

GoLine transit service operator (SRA) collectively provide staff and outreach programs that reach the major LEP populations in the community.

In Indian River County, the adopted Title VI Plan estimates that over 9.7% of the population speaks Spanish, with over 41% of this population noted as "Speaking English Less Than Very Well". In addition, translation services (for written material and bilingual staff for meetings) are provided where feasible (see Special accommodations section above for contact information). For the TDP, the on-board survey, online survey, and in-person meeting materials will be provided in both English and Spanish. In addition, outreach activities will occur in locales of the county that have the highest Spanish-speaking populations, including the City of Fellsmere and surrounding unincorporated areas.

Environmental Justice

Environmental Justice (EJ) Executive Order 12898, included as a component of Title VI requirements, guarantees the fair treatment for all people regardless of race and income. The Indian River MPO, in conjunction with its GoLine operations and the SRA, follows EJ standards so as to ensure that there is no high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations. The MPO is committed to providing services and outreach activities that address the needs of minority populations and low-income communities in Indian River County.

PROJECT TEAM

The following have been identified as

- **Executive Committee:** the Executive Committee (EC) will manage the project on behalf of Indian River MPO. The primary role of the EC is to provide strategic guidance and direction to the CUTR Team and the overall project. The EC will coordinate with the CUTR Team on a bi-monthly basis, approve major deliverables and other required actions, review and approve public and stakeholder presentation information, and oversee the overall project timeline and schedule. The Executive Committee Members include Brian Freeman (MPO), Jon Howard (MPO), Karen Deigl (Senior Resource Association) and Chris Stephenson (Senior Resource Association).
- **Center for Urban Transportation Research (CUTR) Team:** the CUTR Team, as the project consultant, will manage and the day-to-day study activities/analysis, schedule, and budget of the TDP. The CUTR Team will report on a bi-monthly basis to the Project Review Team (PRT) and to the Review Committee on a quarterly basis. The CUTR Team will be overseen by Martin Catala, with support from Jonathan Roberson, Vicky Perk, Austin Sipiora, Jodi Godfrey, Melissa DeLeon, and student assistants from the University of South Florida (USF).
- **Review Team Members:** to ensure that the project advances with the input of key local and regional goals and objectives, consistent coordination (review/comments, interviews) will occur with key partners at CareerSource Research Coast and the Florida Department of Transportation (FDOT) District IV. Review Team Members will play a major role in the review of major deliverables (Tech Memo's 1-4, final draft TDP) and participate in critical stakeholder interviews during the outreach phase of the project.

Table 1 TDP Project Team Members

TEAM MEMBER	ORGANIZATION	TITLE/ROLE
EXECUTIVE COMMITTEE		
Brian Freeman	Indian River MPO	MPO Staff Director
Jon Howard	Indian River MPO	Senior Planner
Karen Deigl	Senior Resource Association	President/CEO
Chris Stephenson	Senior Resource Association	Director of Transportation
CONSULTANT TEAM		
Martin Catala	CUTR	Project Manager
Jonathan Roberson	CUTR	Co-Project Manager
REVIEW TEAM MEMBERS		
Jayne Pietrowski	FDOT D4	FDOT Reviewer
Dale Shepperson	CareerSource Research Coast - Indian River Career Ctr.	Operations Mngr./Workforce Developlment Board Stakeholder

STAKEHOLDERS

The Indian River MPO has identified a number of important individual and agency-based Stakeholders who be given the opportunity to provide input into the development of the FY 2023-32 TDP. A Stakeholder is defined as an individual from an agency, community or elected position who has a direct role in the development and success of public transportation and mobility services in Indian River County. Typically, a Stakeholder is familiar with GoLine and related mobility services and has a stake in the optimal use and success of said services and related programs.

For the Indian River County FY 2023-32 TDP effort, major Stakeholders have been initially identified but are not limited to the following categories:

- Elected officials (County and municipal)
- Workforce development boards
- Chambers of commerce and economic development organizations
- Neighborhood and community organizations
- Health and human services organizations
- Bicycle and pedestrian advisory committees
- Affordable housing advocates
- Non-profit and service organizations
- Local coordinating boards
- School and university/college representatives
- Citizen advisory committees
- Technical advisory committees
- Tourism bureaus
- State and federal agencies (transportation, environmental, planning)

For this effort, a combination of in-person interviews and meetings will be utilized to receive input into the public transportation and mobility needs of the community. The CUTR Team expects to complete up to ten (10) in-person Stakeholder Interviews, to be completed by May of 2023.

GENERAL PUBLIC

The general public, consisting of residents, transit riders, tourists/visitors, and workers, will be engaged by a variety of in-person listening sessions and online and social media-based outreach methods.

PUBLIC INVOLVEMENT OBJECTIVES

The planned public involvement activities for the Indian River 2023-32 TDP, as outlined in the MPO's adopted Public Involvement Plan (2020) strive to meet the MPO's Vision for information sharing and public participation to achieve:

> *"...A well-informed public that feels it has opportunities to contribute meaningful input to decisions concerning the area's transportation system."*

In addition, the TDP PIP intends to achieve the following objectives:

1. Provide a diversity of in-person and on-line public participation opportunities that maximize citizen and stakeholder involvement.
2. Ensure information sharing and public input opportunities in traditionally underserved, minority, and LEP communities.
3. Provide a schedule and activities that allow for citizens and stakeholders to properly review and comment on major study milestones and recommendations.

PUBLIC INVOLVEMENT ACTIVITIES

The number of public outreach activities have been selected in order to maximize citizen participation and involvement in the development of the Indian River County 2023-32 TDP (see Table 2). Throughout the duration of the project, the Indian River MPO and Senior Resource Association (SRA) will share information about meetings and surveys via their websites, email, and by social media outlets.

Table 2 - Public Outreach Activities - Tentative Schedule

ACTIVITY	TIMEFRAME
IN-PERSON MEETINGS	
Stakeholder Interviews & Meetings	Nov. 2022 - Feb. 2023
MPO Board of Directors	Up to 4 Meetings: Dec. 2022 - Sept. 2023
MPO Technical Advisory Committee (TAC)	Up to 4 Meetings: Dec. 2022 - Sept. 2023
MPO Citizen Advisory Committee (CAC)	Up to 4 Meetings: Dec. 2022 - Sept. 2023
MPO Transportation Disadvantaged Coord. Board	Up to 4 Meetings: Dec. 2022 - Sept. 2023
Community Outreach Meetings/Workshops	Up to 4 Meetings: Dec. 2022 - Sept. 2023
SURVEYS	
On-Board Surveys	Nov. 2022 - Feb. 2023
Operator & Dispatcher Surveys	Nov. 2022 - Feb. 2023
Online Surveys	Nov. 2022 - Aug. 2023
OTHER OUTREACH	
Social Media Outreach	Nov. 2022 - Sept. 2023

TDP Branding

Throughout the duration of the Indian River County 2023-32 TDP, all plan and public outreach material will maintain the existing "GoLine, getting you there!" branding, which is known and established in the community.

In-Person Public Outreach Meetings

Several in-person meetings are planned in order to maximize the opportunities for a diverse group of citizens and stakeholders to provide information and opportunities for public input into the TDP (see Table 2). The CUTR Team will meet with the Executive Committee to identify the meetings, events and other opportunities that will comprise the eventual in-person outreach and stakeholder meetings as schedules become finalized. The goal will be to maximize community involvement, and piggyback onto other important community events when possible.

Surveys

Both in-person and online survey techniques will be utilized throughout the duration of the TDP to gain additional input from the public (see Table 2). The CUTR Team will complete an On-Board Survey of the GoLine system, with statistically significant samples for every route and appropriate days of service (Weekdays, Saturday) also expected. The on-board survey instrument is currently under development but is expected to be similar to the 2018 survey so as to have comparable data sets crucial to gauging the state of the system since the last TDP (2018). In addition, the on-board survey instrument will be provided in both English and Spanish versions.

The CUTR Team will also do in-person surveys/interviews with the Operators and Dispatchers from the GoLine system. This effort allows the opportunity for valuable information sharing and input for those on the from lines of day-to-day GoLine operations. Moreover, a series of online surveys will be made available throughout the major phases of the study. The online surveys will be provided in both English and Spanish. Overall, the online surveys will allow for public input throughout the duration of the study and provides the potential for GoLine to maintain contact with those interested in public transportation.

Website/Social Media Outreach

Indian River County (IRC), Senior Resource Association (SRA), and the CUTR Teams will use a variety of online and social media outlets to announce major events and surveys related to the TDP throughout the duration of the study. This includes the use of the IRC social media outlets, including:

- **Twitter** - https://twitter.com/IRCGOV

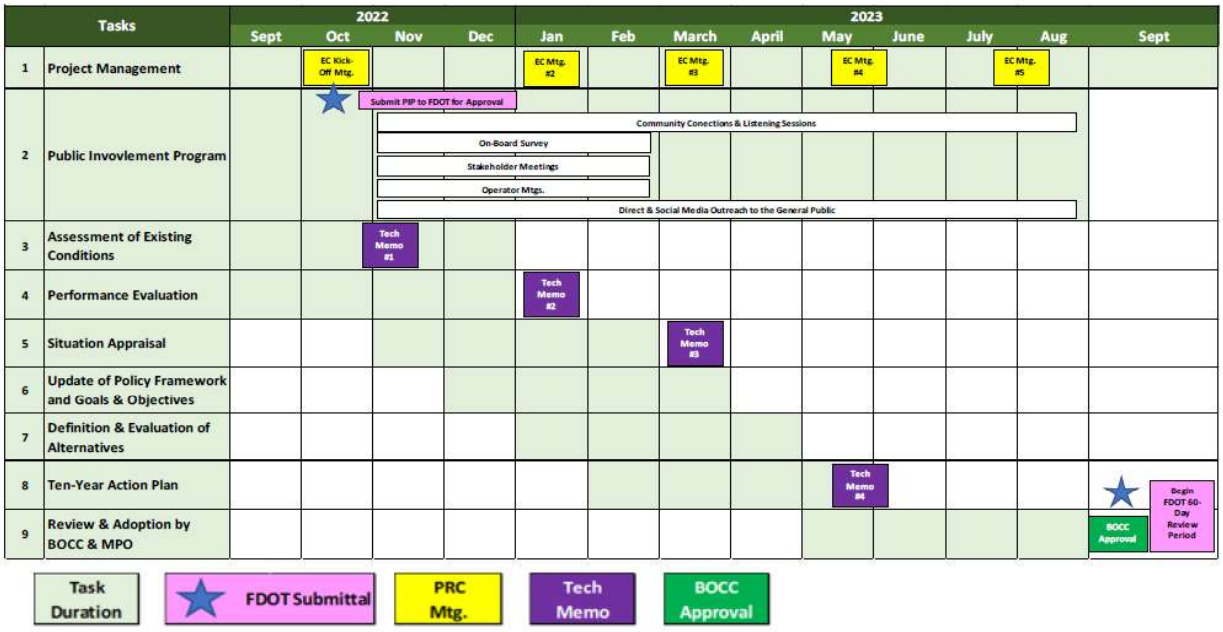
- **Facebook** - https://www.facebook.com/IRCGOV/
- **Instagram** - https://www.instagram.com/ircgov/

In addition, partner agencies and stakeholders outreach lists, webpages, and social media outlets will also be utilized where appropriate.

PROJECT SCHEDULE

A Project Schedule has been developed to meet the September 1, 2023 deadline for completion and approval by the Florida Department of Transportation (FDOT). The schedule can be found in Figure 1.

Figure 1 - Project Schedule



APPENDIX B
ON-BOARD SURVEY INSTRUMENTS

GoLine
getting you there!

V.2

GoLine RIDER SURVEY

DEAR TRANSIT CUSTOMER: GoLine would like your input to help improve transit service in Indian River County and plan for the future. PLEASE check (☑) the correct box, write out, or circle your answers. Your participation in the attached survey is completely **voluntary**. If you do not wish to participate, please return the blank form to the surveyor or bus operator. Your responses to this survey will be combined with responses from hundreds of other riders and will not (in any way) identify you personally. Take a few minutes to complete the following survey and return it to the surveyor on board the bus. If you have already filled out a survey, you do not need to fill out another one. Thank you for helping GoLine improve services for you. Please complete this survey and return it to the surveyor on board the bus. ***Thank you for helping GoLine improve services for you!***

1. Where did you come FROM before you got on this bus for this trip?

1___ Home
2___ Work
3___ Doctor/Medical
4___ Shopping/Errands
5___ School/After School Activity
6___ College/Job Training
7___ Visiting/Recreation
8___ Other _____ (please specify)

2. How did you get to the bus for this trip?

1___ Walked 3 blocks or less
2___ Walked more than 3 blocks
3___ Bicycle
4___ Drove ___ miles (please specify)

3. Where are you goin on THIS trip? (Please select only your FINAL destination.)

1___ Home
2___ Work
3___ Doctor/Medical
4___ Shopping/Errands
5___ School/After School Activity
6___ College/Job Training
7___ Visiting/Recreation
8___ Other _____ (please specify)

4. Where do you plan to spend money on THIS trip? (Select all that apply!)

1___ Groceries
2___ Pharmacy/Medical-Related
3___ Other Retail Shopping
4___ Other Services (haircut, etc.)
5___ Restaurants/Bars
6___ Tourism-Related Activity
7___ Entertainment (movies, etc.)
8___ Recreation (boating, etc.)
9___ Not Applicable (not spending $ on this trip)

5. After you finish your bus travel, how will you get to your final destination? (Please select only ONE)

1___ Walk 3 blocks or less
2___ Walk more than 3 blocks
3___ Bicycle
4___ Drive ___ miles (please specify)
5___ Taxi
6___ Uber/Lyft ride
7___ Ride from someone
8___ Other ____(please specify)

6. How often do you ride the bus? (Please select only ONE)

1___ About 1 day per week
2___ 2 or 3 days per week
3___ 4 or more days per week
4___ Once or twice a month

7. What is the most important reason you ride the bus? (Select only ONE)

1___ I don't drive
2___ Car is not available
3___ Bus is more economical
4___ Traffic is too bad
5___ Parking is difficult/expensive
6___ Bus is more convenient
7___ I don't have a valid drivers license
8___ Other: _____ (please specify)

8. How would you make this trip if the bus were not available?

1___ Drive
2___ Ride with someone
3___ Bicycle
4___ Walk/Wheelchair
5___ Taxi
6___ Uber/Lyft Ride
7___ Ride from someone
8___ Other _____(please specify)

9. How long have you been using GoLine services?

1___ This is my first day
2___ Less than 6 months
3___ 6 months to 2 years
4___ 2 years to 5 years
5___ More than 5 years
6___ Other_____ (please specify)

10. Which three GoLine improvements would be most important to you?

1___ More frequent service
2___ Earlier/later weekday service
3___ Expanded Saturday hours
4___ Sunday service
5___ Expansion to areas not yet served. Where? _____
6___ Same-day/on-demand service using a mobile app
7___ More bus shelters & benches
8___ More connecting sidewalks
9___ Other: _____

For statistical purposes, please tell us a little about yourself. All replies are CONFIDENTIAL.

11. Your gender is...

1___ Male
2___ Female
3___ Prefer not to say
4___ Other ____ (please specify)

12. Your age is...

1___ 19 or under
2___ 20 to 29
3___ 30 to 39
4___ 40 to 49
5___ 50 to 59
6___ 60 to 64
7___ 65 or older

13. Your ethnic heritage is...(Please select ONE):

1___ White/Caucasian
2___ Black/African American
3___ Hispanic/Latino
4___ Asian/Pacific Islander
5___ American Indian/Alaska Native
6___ Two or more races
7___ Other _____(please specify)

14. What is the range of your total annual household income?

1___ Less than $10,000
2___ $10,000 to $19,999
3___ $20,000 to $29,999
4___ $30,000 to $39,999
5___ $40,000 to $49,999
6___ $50,000 to $59,999
7___ $60,000 to $69,999
8___ $70,000 or over

15. Do you have a valid driver's license?

1___ Yes
2___ No

SURVEY CONTINUED ON BACK

GoLine
getting you there!

16. How satisfied are you with the following?

Please circle the number that best reflects your opinion.		Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
A	Your overall satisfaction with GoLine	5	4	3	2	1
B	Frequency of service (how many runs)	5	4	3	2	1
C	Your ability to get where you want to	5	4	3	2	1
D	Ease of transfering between buses	5	4	3	2	1
E	How regularly buses arrive on time	5	4	3	2	1
F	The time it takes to make a trip by bus	5	4	3	2	1
G	Easy access to bus route & schedule info.	5	4	3	2	1
H	Ease of using the GoLine realtime app	5	4	3	2	1
I	Buses on weekdays start early enough	5	4	3	2	1
J	Buses on weekday evenings run late enough	5	4	3	2	1
K	Buses on Saturdays start early enough	5	4	3	2	1
L	Buses on Saturday evenings run late enough	5	4	3	2	1
M	How clean the buses are	5	4	3	2	1
N	How clean the shelters are	5	4	3	2	1
O	How clean the transfer centers are	5	4	3	2	1
P	How clean the bus stops are	5	4	3	2	1
Q	Safety at the bus stops	5	4	3	2	1
R	Safety at the transfer centers	5	4	3	2	1
S	The number of bus stops along the route	5	4	3	2	1
T	Temperature inside the buses	5	4	3	2	1
U	Bus driver's ability to drive the bus	5	4	3	2	1
V	Bus driver's courtesy	5	4	3	2	1
W	Bus driver's knowledge of the routes	5	4	3	2	1

17. Please write down the three MOST IMPORTANT issues listed above (in #16) for you:

1. _____
2. _____
3. _____

18. What are the three MOST IMPORTANT issues GoLine could address for you?

1. _____
2. _____
3. _____

Please return this survey to the surveyor on board the bus

THANK YOU FOR COMPLETING THE SURVEY!

V.2

ENCUESTA PARA USUARIOS DE GoLine

ESTIMADO CLIENTE DEL TRANSPORTE PÚBLICO: A GoLine le gustaría conocer su opinión con el fin de mejorar el servicio de transporte público del condado de Indian River y planificar el futuro. POR FAVOR, marque con un tilde (☑) la casilla correcta, escriba o encierre con un círculo sus respuestas. Su participación en la encuesta adjunta es completamente voluntaria. Si no desea participar, devuelva el formulario en blanco al encuestador o al operador del autobús. Sus respuestas a esta encuesta se combinarán con las respuestas de otros cientos de usuarios y su identidad no se podrá conocer (de ninguna manera). Tómese unos minutos para completar la siguiente encuesta y devuélvala al encuestador a bordo del autobús. Si usted ya ha completado la encuesta, no necesita completar otra. Gracias por ayudar a GoLine a mejorar los servicios. Complete esta encuesta y devuélvala al encuestador a bordo del autobús. *¡Gracias por ayudar a GoLine a mejorar los servicios!*

1. ¿DE DÓNDE venía antes de subirse a este autobús para realizar este viaje?

1____ Casa
2____ Trabajo
3____ Doctor/Salud
4____ Compras/Trámites
5____ Escuela/Actividad extraescolar
6____ Universidad/ Formación profesional
7____ Visita/Recreación
8____ Otros _____ (especifique)

2 ¿Cómo llegó al autobús para realizar este viaje?

1___ Caminé 3 cuadras o
2___ Caminé más de 3 cuadras
3___ Bicicleta
4___ Conduje ___ millas (especifique)

3. ¿Adónde se dirige en ESTE viaje? (Seleccione solo su destino FINAL).

1____ Casa
2____ Trabajo
3____ Doctor/Salud
4____ Compras/Trámites
5____ Escuela/Actividad extraescolar
6____ Universidad/ Formación profesional
7____ Visita/Recreación
8____Otros _____ (especifique)

4. ¿En qué planea gastar dinero en ESTE viaje? (¡Seleccione todas las que correspondan!)

1___ Comestibles
2___ Farmacia/Otros salud
3___ Otras compras
4___ Otros Servicios (peluquería, etc.)
5___ Restaurantes/Bares
6___ Turismo/Actividad relacionada
7___ Entretenimiento (cine, etc.)
8___ Recreación (navegación, etc.)
9___ No aplicable (no gastaré $ en este viaje)

5. Después de terminar su viaje en autobús, ¿cómo llegará a su destino final? (Seleccione solo UNO)

1___ Caminando 3 cuadras o menos
2___ Caminando más de 3 cuadras
3___ Bicicleta
4___ Conduciendo __ millas (especifique)
5___ Taxi
6___ Uber/Lyft
7___ Automóvil de otra persona
8___ Otros_____ (especifique)

6. ¿Con qué frecuencia viaja en autobús? (Seleccione solo UNO)

1___ Aproximadamente 1 día por semana
2___ 2 o 3 días a la semana
3___ 4 o más días a la semana
4___ Una o dos veces al mes

7. ¿Cuál es la razón más importante por la que viaja en autobús? (Seleccione solo UNO)

1___ No conduzco
2___ No tengo automóvil disponible
3___ El autobús es más económico
4___ Hay mucha congestión de tránsito
5___ El aparcamiento es difícil/caro
6___ El autobús es más conveniente
7___ No tengo una licencia de conducir válida
8___ Otros: _____ (especifique)

8. ¿Cómo haría este viaje si el autobús no estuviera disponible?

1 ___ Conducir
2 ___ Viajar con alguien
3 ___ Bicicleta
4 ___ Caminar/Silla de Ruedas
5___ Taxi
6 ___ Viaje en Uber/Lyft
7 ___ Automóvil de otra persona
8 ___ Otros_____ (especifique)

9. ¿Cuánto tiempo lleva utilizando los servicios de GoLine?

1___ Este es mi primer día
2___ Menos de 6 meses
3___ De 6 meses a 2 años
4___ De 2 años a 5 años
5___ Más de 5 años
6 ___ Otros _____ (especifique)

10. ¿Qué tres mejoras de GoLine serían más importantes para usted?

1___ Servicio más frecuente
2___ Servicio de lunes a viernes más temprano/más tarde
3___ Horario ampliado los sábados
4___ Servicio los domingos
5___ Ampliación a zonas sin servicio ¿Dónde? _____
6___ Servicio el mismo día/*on demand* usando una aplicación móvil
7___ Más casetas de autobús y bancos
8___ Más aceras de conexión
9___ Otros: _____

Con fines estadísticos, cuéntenos un poco sobre usted. Todas las respuestas son CONFIDENCIALES.

11. Su género es...

1___ Hombre
2___ Mujer
3___ Prefiero no decir
4___ Otro _____ (especifique)

12. Su edad es...

1___ 19 o menos
2___ 20 a 29
3___ 30 a 39
4___ 40 a 49
5 ___ 50 a 59
6 ___ 60 a 64
7___ 65 o mayor

13. Su herencia étnica es... (Seleccione UNO):

1___ Blanco/Caucásico
2___ Negro/Afroamericano
3___ Hispano/Latino
4___ Asiático/Isleño del Pacífico
5___ Indio Americano/Nativo de Alaska
6___ Dos o más razas
7___ Otro _____ (especifique)

14. ¿Cuánto es su ingreso familiar anual total?

1___ Menos de $10,000
2___ $10,000 a $19,999
3___ $20,000 a $29,999
4___ $30,000 a $39,999
5 ___ $40,000 a $49,999
6___ $50,000 a $59,999
7___ $60,000 a $69,999
8___ $70,000 o más

15. ¿Tiene una licencia de conducir válida?

1___ Sí 2___ No

LA ENCUESTA CONTINUA EN EL REVERSO

GoLine
getting you there!

16. ¿Cuál es su grado de satisfacción en relación a los siguientes puntos?

Encierre en un círculo el número que mejor refleje su opinión		Muy satisfecho	Satisfecho	Neutro	Insatisfecho	Muy insatisfecho
A	Satisfacción general con GoLine	5	4	3	2	1
B	Frecuencia del servicio (cuántos trayectos)	5	4	3	2	1
C	Capacidad para llegar a su destino	5	4	3	2	1
D	Fácil transbordo entre autobuses.	5	4	3	2	1
E	Puntualidad de los autobuses	5	4	3	2	1
F	Tiempo que tarda en hacer un viaje en autobús	5	4	3	2	1
G	Fácil acceso a la información sobre rutas y horarios de autobuses	5	4	3	2	1
H	Fácil uso de la aplicación GoLine en tiempo real	5	4	3	2	1
I	Los autobuses comienzan lo suficientemente temprano de lunes a viernes	5	4	3	2	1
J	Los autobuses circulan lo suficientemente tarde de lunes a viernes por la noche	5	4	3	2	1
K	Los autobuses comienzan lo suficientemente temprano los sábados	5	4	3	2	1
L	Los autobuses circulan lo suficientemente tarde los sábados por la noche	5	4	3	2	1
M	Limpieza de los autobuses	5	4	3	2	1
N	Limpieza de las casetas de autobús	5	4	3	2	1
O	Limpieza de centros de transferencia	5	4	3	2	1
P	Limpieza de las paradas de autobús	5	4	3	2	1
Q	Seguridad en las paradas de autobuses	5	4	3	2	1
R	Seguridad en los centros de transferencia	5	4	3	2	1
S	Número de paradas de autobús a lo largo de la ruta	5	4	3	2	1
T	Temperatura en el interior de los autobuses	5	4	3	2	1
U	Capacidad del conductor para conducir el autobús	5	4	3	2	1
V	Amabilidad del conductor	5	4	3	2	1
W	Conocimiento de las rutas por parte del conductor	5	4	3	2	1

17. Seleccione de los puntos listados arriba (en el nro. 16), los tres que usted considera MÁS IMPORTANTES:

1 _____

2 _____

3 _____

18. ¿Cuáles son los tres puntos MÁS IMPORTANTES que GoLine podría abordar para usted?

1 _____

2 _____

3 _____

****Le rogamos devuelva este formulario al encuestador a bordo del autobús****

¡GRACIAS POR COMPLETAR LA ENCUESTA!

APPENDIX C
PUBLIC WORKSHOP & ON-LINE SURVEYS

Phase One – Online Survey

Qualtrics Survey Software https://usf.az1.qualtrics.com/Q/EditSection/Blocks/Ajax/GetSurveyPrin...

Default Question Block

Please choose your preferred language.

- ○ English
- ○ Spanish

Indian River County Transit is developing an update to its 10-Year Transit Development Plan (TDP). The TDP helps determine future transit improvements over the 10 years and provides insight on the role of transit in making Indian River County a great place to live and work. As part of this effort, Indian River County Transit is collecting information about your travel experiences and soliciting your opinions to help improve Indian River County's transit service.

Please take a few minutes to complete this survey. Your participation in this survey is greatly appreciated and your responses will be kept anonymous.

Have you ever used GoLine Transit services?

- ○ Yes
- ○ No

What is your main purpose of your typical GoLine trip?

- ○ Work
- ○ Medical
- ○ Shopping/Errands
- ○ School/After School Activity
- ○ College / Job Training
- ○ Recreation

What is the most important reason you ride the GoLine Bus.

- ○ I don't drive a car
- ○ Car is not available
- ○ Bus is more economical
- ○ Traffic is too bad
- ○ Parking is difficult/expensive
- ○ Bus is more convenient
- ○ I don't have a valid drivers license
- ○ Other

Put in order of importance, which GoLine improvements would be most important to you? (Drag the most important item to the top and the least important to the bottom)

- More Frequent Service
- Earlier/later Weekday Service
- Expanded Saturday Hours

1 of 7 8/16/2023, 12:52 PM

Sunday Service

Expansion into areas not served

More Bus shelters & Benches

More Connecting sidewalks

Do you every use the GoLine App

- Yes
- No

What do you like most about the GoLine App

What feature would you like to see in the GoLine App

Why haven't you used the GoLine App

- I am not aware of it
- I don't have a smart phone
- It doesn't work well
- Other

Describe the other reason you have not used the GoLine App

Do you know anyone that uses the GoLine Service?

- Yes
- No

How familiar are you with the GoLine Service?

- I am aware of it
- I have seen it around, but know very little about it
- I have never heard of it

What is your opinion of the GoLine service?

- ○ Essential (must be provided)
- ○ Sometimes useful
- ○ Might be useful to others, but I don't use it
- ○ Not essential

Have you ever used any of the following transportation services instead of using GoLine Transit?

- ☐ Taxi
- ☐ Uber/Lyft
- ☐ Medical transportation
- ☐ [ ] Other (specify)
- ☐ No other services

What were the reasons that you chose to use another service instead of using GoLine Transit? (select all that apply)

- ☐ Convenience / time required to schedule service
- ☐ Destination is outside the service area of Indian River County Transit
- ☐ Cost
- ☐ Not eligible for Transportation Disadvantaged services
- ☐ [ ] Other (specify)

Have you ever used any of the following transportation services?

- ☐ Taxi
- ☐ Uber/Lyft
- ☐ Medical transportation
- ☐ [ ] Other (specify)
- ☐ No other services

What is your age?

- ○ Under 18
- ○ 18 - 24
- ○ 25 - 39
- ○ 40 - 59
- ○ 60 - 69
- ○ 70 and over

What was the range of your household income in 2020?

- ○ Less than $20,000
- ○ $20,000 to $39,999
- ○ $40,000 to $59,999
- ○ $60,000 to $74,999
- ○ $75,000 or greater

Do you own a valid driver's license?

- Yes
- No

Do you own a smart phone and what is your preferred method for receiving information?

- Yes, text
- Yes, email
- Yes, phone call
- Do not own a smart phone

Please use the space below for additional comments, questions, or concerns about GoLine Transit services.

Encuesta pública general del condado de Indian River

Inicio del bloque: bloque de preguntas por defecto

Introducción: El Transporte Público del Condado de Indian River está desarrollando una actualización de su Plan de Desarrollo de Tránsito (TDP, por sus siglas en inglés) de 10 años. El TDP ayuda a determinar futuras mejoras en el transporte público para los próximos 10 años y proporciona información sobre el rol que juega el transporte público en hacer que el condado de Indian River sea un excelente lugar para vivir y trabajar. Como parte de este esfuerzo, el Transporte Público del Condado de Indian River está recopilando información sobre sus experiencias de viaje y está solicitando su opinión para ayudar a mejorar el servicio del transporte público en el Condado de Indian River.

Por favor tómese unos minutos para completar esta encuesta. Su participación en esta encuesta es muy importante y sus respuestas se mantendrán anónimas.

¿Ha utilizado alguna vez los servicios del Transporte Público GoLine?

- Sí
- No

¿Cuál es su objetivo principal de un viaje típico que realiza con GoLine?

- Trabajo
- Doctor/Salud
- Compras/Trámites
- Escuela/Actividad extraescolar
- Universidad/Formación profesional
- Recreación

¿Cuál es la razón más importante por la que utiliza el autobús GoLine?

- ○ No conduzco un automóvil
- ○ No tengo automóvil disponible
- ○ El autobús es más económico
- ○ Hay mucha congestión de tránsito
- ○ Aparcar es difícil/caro
- ○ El autobús es más conveniente
- ○ No tengo una licencia de conducir válida
- ○ Otros

En orden de importancia, ¿qué mejoras de GoLine serían las más importantes para usted? (Arrastre el elemento más importante hacia arriba y el menos importante hacia abajo)

- Servicio más frecuente
- Servicio de lunes a viernes más temprano/más tarde
- Ampliación del horario de los sábados
- Servicio los domingos
- Ampliación a zonas sin servicio
- Más casetas de autobús y bancos
- Más aceras de conexión

¿Utiliza la aplicación GoLine?

- ○ Sí
- ○ No

¿Qué es lo que más le gusta de la aplicación GoLine?

¿Qué función le gustaría tener en la aplicación GoLine?

¿Por qué no ha utilizado la aplicación GoLine?

- ○ No la conozco
- ○ No tengo un teléfono inteligente
- ○ No funciona bien
- ○ Otros

Describa la razón por la que no ha utilizado la aplicación GoLine

¿Conoce a alguien que utilice el servicio GoLine?

- ○ Sí
- ○ No

¿Qué tan familiarizado está con el servicio GoLine?

- ○ Lo conozco
- ○ Lo he visto por ahí, pero sé muy poco sobre el servicio
- ○ Nunca he oído hablar del servicio

¿Qué opina del servicio GoLine?

- ○ Imprescindible (debe proporcionarse)
- ○ A veces es útil
- ○ Puede ser útil para otros, pero yo no lo uso
- ○ No es imprescindible

¿Ha utilizado alguna vez alguno de los siguientes servicios de transporte en lugar de Transporte Público GoLine?

- ☐ Taxi
- ☐ Uber/Lyft
- ☐ Transporte médico
- ☐ Otros (especifique)
- ☐ Ningún otro servicio

¿Cuáles fueron las razones por las que optó por utilizar otro servicio en lugar del Transporte Público GoLine? (seleccione todas las que correspondan)

- ☐ Conveniencia / tiempo necesario para programar el servicio
- ☐ El destino está fuera del área de servicio del Transporte Público del Condado de Río Indio
- ☐ Costo
- ☐ No califico para servicio de Transporte para Discapacitados
- ☐ Otros (especifique)

¿Ha utilizado alguna vez alguno de los siguientes servicios de transporte?

- ☐ Taxi
- ☐ Uber/Lyft
- ☐ Transporte médico
- ☐ Otros (especifique)
- ☐ Ningún otro servicio

¿Cuál es su edad?

- ○ Menos de 18
- ○ 18 - 24
- ○ 25 - 39
- ○ 40 - 59
- ○ 60 - 69
- ○ 70 o mayor

¿Cuál fue el rango de ingresos de su hogar en 2020?

- ○ Menos de $20,000
- ○ Entre $20,000 y $39,999
- ○ Entre $40,000 y $59,999
- ○ Entre $60,000 y $74,999
- ○ $75,000 o más

¿Tiene una licencia de conducir válida?

- ○ Sí
- ○ No

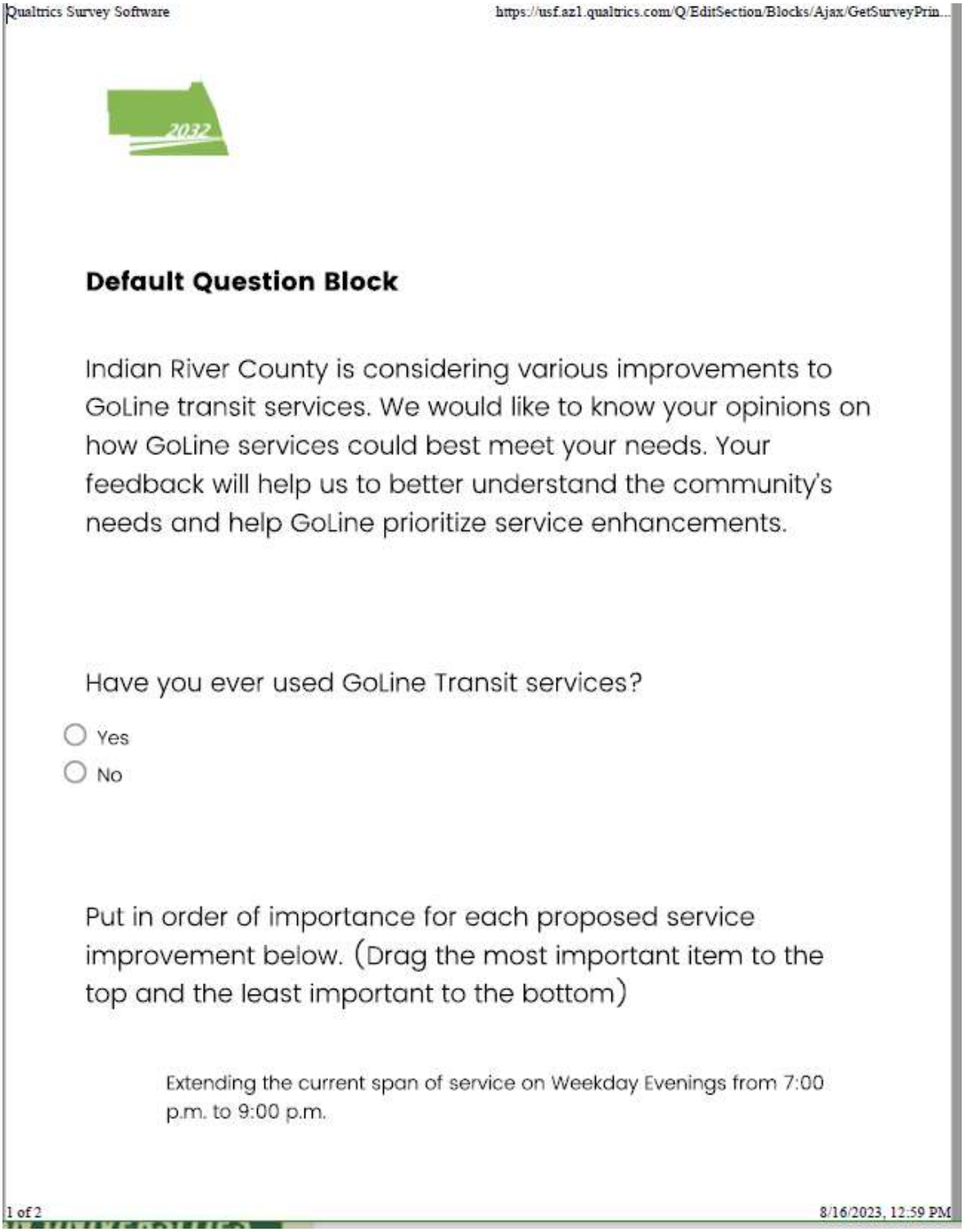
¿Tiene un teléfono inteligente y cuál es su método preferido para recibir información?

- ○ Sí, texto
- ○ Sí, correo electrónico
- ○ Sí, llamada telefónica
- ○ No tengo un teléfono inteligente

Por favor, utilice el siguiente espacio para realizar comentarios adicionales, preguntas o dudas sobre los servicios de Transporte Público GoLine.

Powered by Qualtrics

Phase Two – Online Survey



Increasing Weekday frequency of buses to 30 minutes on top-performing routes.

Expanding the current span of service on Saturdays from 8:00 a.m. – 5:00 p.m. to 7:00 a.m. to 7:00 p.m.

Adding more bus shelters and seating at current bus stops.

Adding Sunday service.

Add service to areas currently not served by a GoLine bus route.

If applicable, write down the location where you would like to see GoLine service extended to:

Powered by Qualtrics

In-Person Meeting Survey

GoLine
getting you there!

GOLINE PUBLIC TRANSPORTATION SERVICE IMPROVEMENT SURVEY

Indian River County is considering various improvements to GoLine transit services. We would like to know your opinions on how GoLine services could best meet your needs. Your feedback will help us to better understand the community's needs and help GoLine prioritize service enhancements.

1. What is your age range? (please √ only ONE)

(1) ___ Under 18 (3) ___ 25-34 (5) ___ 45-54 (7) ___ 65 and above
(2) ___ 18-24 (4) ___ 35-44 (6) ___ 55-64

2. Do you use GoLine public transit?

(1) ___ Yes (2) ___ No

3. Extending the current span of service on Weekday Evenings from 7:00 p.m. to 9:00 p.m.

Most Important ◄——► *Least Important*
(1) ___ 1 (2) ___ 2 (3) ___ 3 (4) ___ 4 (5) ___ 5

4. Increasing Weekday frequency of buses to 30 minutes on top-performing routes.

Most Important ◄——► *Least Important*
(1) ___ 1 (2) ___ 2 (3) ___ 3 (4) ___ 4 (5) ___ 5

5. Expanding the current span of service on Saturdays from 8:00 a.m. – 5:00 p.m. to 7:00 a.m. to 7:00 p.m.

Most Important ◄——► *Least Important*
(1) ___ 1 (2) ___ 2 (3) ___ 3 (4) ___ 4 (5) ___ 5

6. Adding more bus shelters and seating at current bus stops.

Most Important ◄——► *Least Important*
(1) ___ 1 (2) ___ 2 (3) ___ 3 (4) ___ 4 (5) ___ 5

7. Adding Sunday service.

Most Important ◄——► *Least Important*
(1) ___ 1 (2) ___ 2 (3) ___ 3 (4) ___ 4 (5) ___ 5

8. Add service to areas currently not served by a GoLine bus route.

Most Important ◄——► *Least Important*
(1) ___ 1 (2) ___ 2 (3) ___ 3 (4) ___ 4 (5) ___ 5

If applicable, write down the location where you would like to see GoLine service extended to:

_____

9. If you have any additional suggestions for improving public transportation services that are not listed above, please share them with us in the space provided below.

_____

Thank you for completing the survey. Please return the survey to the person at the information table!

APPENDIX D
BUS OPERATOR AND DISPATCHER SURVEY INSTRUMENT

Bus Operator & Dispatchers Survey

Please take a few moments to answer the following questions. This survey is part of an effort to improve GoLine services. Please do NOT put your name or other identifying information on the survey.

1. The following is a list of possible complaints riders may voice to bus operators/dispatchers/customer service representatives. Please read the list of common complaints below carefully and mark the 3 complaints that you hear most frequently from riders.

____ need for frequent service
____ need more later service. Until what time? _____
____ bus doesn't go where I need to go
____ need more Saturday service. Which routes? _____
____ need Sunday service. Which routes? _____
____ need more connections top other counties. Which one(s)? _____
____ need express service. Where? ____
____ need more bus shelters and benches
____ need better sidewalk connections to bus stops
____ GoLine bus tracker app not working
____ bus is late
____ bus is not clean
____ bus is not comfortable
____ bus schedule is too hard to understand
____ safety/security at bus stop
____ safety/security at transfer centers
____ safety/security onboard bus
____ other (please specify) _____

2. Do you think these complaints are valid? Please explain.

_____

3. What do riders like about GoLine? Please list the 3 compliments that you hear most frequently from riders.

_____

4. Do you know of any safety, security, or operating problems on any routes or at any facilities? If yes, please explain.

_____

5. Provide any specific service improvements to GoLine bus routes. Include information for routes that you drive and that you don't drive. Examples of service improvements include more frequency, earlier/later service, more Saturday service, addition of Sunday service, improving bus running times, adding new destinations, etc.

Route	Service Improvements/Comments

6. What do you like best about being a GoLine Operator or Dispatcher?

   _____

7. Use the space below to provide any other comments that could help improve GoLine service.

   _____
   _____
   _____
   _____
   _____
   _____
   _____

THANK YOU FOR YOUR SERVICE TO THE COMMUNITY AND YOUR HELP WITH THIS SURVEY

APPENDIX E
TBEST INPUTS

Indian River County – Transit Dependent Characteristics by Block Group

GEOID	Total Households	% Zero Car Households	Total Population	% Under 18	% Over 60	% Below Poverty
120610501001	520	43.27%	858	31.70%	37.18%	30.77%
120610501002	254	6.69%	386	4.40%	45.60%	9.07%
120610501003	211	5.69%	1224	24.59%	10.05%	11.85%
120610501004	346	0.00%	875	27.20%	23.66%	12.11%
120610501005	558	2.33%	1345	13.16%	34.13%	10.19%
120610501006	439	0.00%	1314	37.14%	34.32%	4.49%
120610501007	359	8.36%	1266	22.27%	19.75%	2.37%
120610502001	255	21.18%	457	26.70%	35.89%	1.97%
120610502002	534	10.67%	1467	27.47%	21.95%	26.86%
120610502003	302	0.00%	1231	17.95%	20.31%	3.98%
120610502004	501	0.00%	1165	15.02%	40.43%	2.75%
120610503011	327	12.23%	923	14.73%	58.50%	8.45%
120610503012	1514	16.84%	2795	15.72%	68.31%	6.59%
120610503021	731	16.42%	2748	50.62%	16.63%	68.56%
120610503022	811	9.49%	1878	16.13%	50.05%	0.00%
120610503023	529	13.04%	1289	13.03%	52.58%	19.55%
120610503024	274	15.33%	993	38.37%	28.00%	30.21%
120610504011	506	56.13%	947	31.89%	37.80%	25.34%
120610504012	1042	11.71%	2544	32.15%	26.73%	28.07%
120610504021	388	16.75%	985	20.20%	48.22%	4.47%
120610504022	577	26.69%	841	25.56%	71.34%	8.44%
120610504023	290	11.03%	704	22.30%	41.19%	5.97%
120610505011	278	0.00%	469	0.00%	100.00%	9.17%
120610505012	497	0.00%	1085	0.28%	72.17%	4.61%
120610505013	453	0.00%	773	0.00%	98.97%	1.94%
120610505014	1269	4.57%	2806	7.73%	75.98%	2.96%
120610505031	327	0.00%	642	10.12%	71.81%	2.02%
120610505032	619	3.88%	1215	3.95%	88.89%	4.12%
120610505033	396	0.00%	1108	13.45%	38.54%	4.87%
120610505034	504	0.00%	1022	5.48%	52.25%	10.96%
120610505035	285	0.00%	791	26.42%	53.10%	0.00%
120610505041	335	0.00%	638	3.76%	64.73%	3.76%
120610505042	414	1.69%	902	14.30%	39.25%	1.11%
120610505051	856	3.04%	1603	4.55%	85.96%	2.00%
120610505052	401	5.49%	748	9.49%	55.21%	9.63%
120610505053	565	14.51%	1071	9.90%	63.31%	4.67%
120610506011	608	11.68%	887	8.00%	87.49%	11.72%
120610506012	697	5.02%	1589	25.80%	30.46%	8.81%
120610506021	598	5.69%	1900	21.00%	37.79%	7.21%
120610506022	603	3.65%	1452	7.68%	44.41%	9.50%
120610506023	283	7.77%	870	22.07%	18.85%	15.52%
120610506024	264	0.00%	766	11.23%	43.08%	4.31%
120610506031	833	7.32%	2046	9.38%	52.16%	6.21%
120610506032	484	4.75%	1293	15.24%	47.72%	7.04%
120610506033	741	2.97%	2935	23.24%	23.07%	11.35%
120610506041	327	20.80%	539	17.25%	82.75%	7.61%
120610506042	631	13.79%	1076	8.09%	93.03%	5.58%

GEOID	Total Households	% Zero Car Households	Total Population	% Under 18	% Over 60	% Below Poverty
120610506051	472	0.00%	912	3.51%	65.02%	11.84%
120610506052	544	7.72%	901	4.66%	78.25%	15.65%
120610506061	764	17.02%	3120	40.16%	11.83%	28.11%
120610506062	849	0.00%	4090	25.87%	13.25%	0.98%
120610506063	874	4.81%	2767	28.37%	26.67%	17.89%
120610506064	550	0.00%	2110	11.66%	43.41%	5.07%
120610506065	316	0.00%	1043	12.85%	16.49%	11.51%
120610507021	628	7.64%	1925	32.31%	25.14%	21.14%
120610507022	330	0.00%	1254	15.23%	20.97%	6.38%
120610507023	558	0.00%	1481	9.45%	28.70%	15.80%
120610507024	460	14.35%	1321	18.40%	49.89%	2.27%
120610507031	1058	9.45%	2798	27.48%	25.16%	5.90%
120610507032	1215	0.00%	3107	12.78%	48.73%	8.82%
120610507033	999	0.00%	3716	17.57%	25.46%	4.36%
120610507041	831	32.61%	1676	28.28%	59.13%	10.38%
120610507042	341	2.35%	975	17.74%	18.56%	15.08%
120610507051	1587	5.48%	3157	8.58%	65.00%	4.72%
120610507052	466	10.52%	703	6.97%	84.78%	4.84%
120610507053	491	11.00%	1062	5.08%	76.84%	3.77%
120610508021	1111	4.05%	2636	17.34%	41.01%	11.46%
120610508022	1668	1.68%	4448	16.57%	40.04%	6.88%
120610508023	804	3.23%	2315	22.42%	34.90%	11.32%
120610508041	329	0.00%	745	10.74%	50.20%	15.44%
120610508042	479	0.00%	1223	18.81%	45.22%	7.60%
120610508043	1399	5.43%	4332	16.37%	34.51%	4.92%
120610508051	316	0.00%	531	0.00%	87.57%	5.84%
120610508052	631	4.75%	1861	18.70%	35.63%	20.69%
120610508053	718	8.91%	1711	7.83%	59.15%	19.05%
120610508061	268	0.00%	489	0.00%	73.82%	1.43%
120610508062	707	1.84%	1605	20.19%	35.20%	30.90%
120610508063	1101	2.00%	2351	16.76%	46.96%	4.25%
120610508071	1312	6.63%	4086	19.11%	41.04%	8.88%
120610508072	817	2.08%	1975	14.58%	56.41%	9.97%
120610508081	208	0.00%	486	7.00%	63.79%	10.70%
120610508082	619	0.00%	1097	1.82%	47.86%	10.03%
120610508083	1248	0.72%	3144	14.44%	37.82%	11.90%
120610509021	559	6.80%	1338	6.43%	53.96%	25.56%
120610509022	714	17.79%	1356	14.60%	60.91%	10.03%
120610509023	1229	8.71%	3536	22.79%	43.67%	1.92%
120610509031	1942	0.00%	6658	21.69%	27.76%	17.39%
120610509032	568	0.00%	1404	22.72%	33.62%	10.47%
120610509041	1108	13.63%	4758	35.60%	14.59%	13.26%
120610509042	354	0.00%	1298	22.27%	31.66%	0.85%
120610509043	536	0.00%	2049	24.06%	11.47%	19.28%