

# CTC EVALUATION WORKBOOK

Florida Commission for the



**Transportation  
Disadvantaged**

CTC BEING REVIEWED: Brevard County Board of County Commissioners

COUNTY (IES): Brevard

ADDRESS: 401 S. Varr Street, Cocoa, Florida 32922

CONTACT: Terry Jordan/Kenneth Harley PHONE: 321-633-1905

REVIEW PERIOD: July 1, 2021 to June 30, 2022 REVIEW DATE: January 5,

2023 PERSON CONDUCTING THE REVIEW: Space Coast Area TPO Staff

CONTACT INFORMATION: Debbie Flynn, 321-690-6890 Space Coast

Transportation Planning Organization, 2725 Judge Jamieson Way, Building B,

Melbourne, FL 32940

# EVALUATION INFORMATION

## **INTRODUCTION AND BRIEFING:**

The evaluation of the Brevard County Community Transportation Coordinator (CTC) is conducted annually by the Space Coast Transportation Planning Organization (SCTPO). The Brevard County Transportation Community Transportation Coordinator operates under the name of Space Coast Area Transit.

The Brevard County Board of County Commissioners is the designated CTC for Brevard County. On June 3, 2021, the Florida Commission for the Transportation Disadvantaged extended Brevard County's CTC designation from July 1, 2021 until June 30, 2026.

The purpose of the annual review is to fulfill the requirements of Chapter 41-2.012 5 (B) which requires that the CTC is annually evaluated. The evaluation helps to ensure that quality service is being provided in the most cost effective, efficient and professional manner possible while eliminating the duplication of services. The evaluation also ensures that all statutory and regulatory requirements are met in providing services by the operators and coordination contractors in the coordinated system.

The evaluation is conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlines the formal process for the CTC Evaluation. The evaluation addresses the following areas:

- Entrance Interview Questions
- Chapter 427, Rules 41-2 and 14-90, CTD Standards and Local Standards
- Surveys: Riders
- On site observation, vehicle inspection, and bus rides
- Driver Files
- TD Eligibility Applications
- Recommendations and commendations

The evaluation report and recommendations were presented by the Space Coast Transportation Planning Organization (SCTPO) at the May 15, 2023, TDLCB meeting.

The final workbook with the recommendations will be transmitted to the Florida Commission for the Transportation Disadvantaged and the Brevard County CTC by Space Coast Transportation Planning Organization (SCTPO) staff.

The CTC will forward a status report to the TDLCB within 30 working days. The TDLCB will continue utilizing the use of semi-annual surveys and on-site observations to assist with evaluating the CTC's performance.

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## ENTRANCE INTERVIEW QUESTIONS

**USING THE ANNUAL PERFORMANCE REPORT (APR), COMPILE THIS INFORMATION:**

1. OPERATING ENVIRONMENT:      ·      RURAL       URBAN
  
2. ORGANIZATION TYPE:            ·      PRIVATE-FOR-PROFIT  
    ·      PRIVATE NON-PROFIT  
     GOVERNMENT  
    ·      TRANSPORTATION AGENCY
  
3. NETWORK TYPE:                     SOLE PROVIDER  
    ·      PARTIAL BROKERAGE  
    ·      COMPLETE BROKERAGE
  
4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:  
       Brevard County CTC/DBA as Space Coast Area Transit is a sole provider.
  
5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Agency	Contact	Street	City	Phone
Brevard Achievement Center	Amar Patel	1845 Cogswell St.	Rockledge 32955	321-632-8610
Brevard Alzheimer's Foundation	Timothy Timmermann	4676 N. Wickman Road	Melbourne 32935	321-253-4430
Easter Seals Florida Inc	Susan Ventura	2010 Crosby Way	Winter Park 32792	407-629-7881
Promise Inc	Nans Evans	4105 Norfolk Parkway	West Melbourne 32904	321-722-7400
Space Coast Center for Independent Living	Rosemary Miles	571 Haverty Ct, Suite W	Rockledge 32955	321-633-6011 X102

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
     (Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
CTD	100%	Kyle Miles	850-410-5713



7. REVIEW AND DISCUSS TD HELPLINE CALLS AND OR COMPLAINTS RECEIVED

	<b>Number of calls</b>	<b>Closed Cases</b>	<b>Unsolved Cases</b>
<b>Cost</b>	<p style="text-align: center;">N/A</p> <p>The CTD does not collect this data or provide the reports any longer.</p>		
<b>Quality of Service</b>			
<b>Service Availability</b>			
<b>Toll Permit</b>			
<b>Other</b>			

## GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: July 1, 2021
2. WHAT IS THE COMPLAINT PROCESS?

An individual can call or contact in any way (i.e. phone, email, and walk in). A form is filled out by an individual by visiting the office or at <https://321transit.com/forms/questions-compliments-and-concerns/>. For questions an individual can call a local toll-free number for complaints or grievances, which can be found inside all Space Coast Area Transit vehicles.

- |   |                                     |     |                                     |    |
|---|-------------------------------------|-----|-------------------------------------|----|
| IS THIS PROCESS IN WRITTEN FORM?<br>(Make a copy and include in folder)   | <input checked="" type="checkbox"/> | Yes | ▪                                   | No |
| Is the process being used?  | <input checked="" type="checkbox"/> | Yes | ▪                                   | No |
| 3. DOES THE CTC HAVE A COMPLAINT FORM?<br>(Make a copy and include in folder)   | <input checked="" type="checkbox"/> | Yes | ▪                                   | No |
| 4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTC'S UNIFORM SERVICE REPORTING GUIDEBOOK?                             | <input checked="" type="checkbox"/> | Yes | ▪                                   | No |
| 5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?  | <input checked="" type="checkbox"/> | Yes | ▪                                   | No |
| 6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?  | ▪                                   | Yes | <input checked="" type="checkbox"/> | No |
| 7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?<br>N/A. Space Coast Area Transit's helpline no longer exists.      |                                     |     |                                     |    |
| 8. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR RIDER'S GUIDE TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES? | <input checked="" type="checkbox"/> | Yes | ▪                                   | No |
- If yes, what type?

A brochure entitled the "Rider's Guide for Special Services." The Rider's Guide for Special Services was last updated on February 1, 2022. Contents of the Rider's Guide may change at any time without notice. Contact Space Coast Area Transit for any updates or changes, or visit [321Transit.com/Riders Guide](https://321Transit.com/RidersGuide) for the most current version. If an individual has questions about any of the information contained in this document, or to request this document in an alternative format, they may call 321-635-7815. It provides information about available transportation disadvantaged services in Brevard County.

9. DOES THE RIDER'S GUIDE LIST THE TD HELPLINE?  Yes  No

10. DOES THE RIDER/ INFORMATION OR RIDER'S GUIDE LIST THE COMPLAINT PROCEDURE?

Yes  No

11. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

"Transportation Disadvantaged" means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at risk as defined in Section 411.202.

All applications are received by the Dispatcher/Reservationist.

The Dispatcher/Reservationist time stamps each application as it comes in.

The Scheduler then downloads the application into the callers file.

The Customer Service Supervisor or Mobility Manger reviews the application for completeness and to ensure that the required supporting documentation is provided, i.e., verification of age or verification of disability.

Once a client qualifies by age or disability they shall be deemed qualified for life, unless the disability is one of a temporary nature, then in such case the person must requalify every three years.

<b>TD Eligibility Verification</b>			
<b>Name of Client</b>	<b>Address of client</b>	<b>Date of Ride</b>	<b>Application on File?</b>
Client #1	Port St John, FL 32927	12/16/22	No application on file.
Client #2	Rockledge, FL 32955	12/20/22	No application on file.
Client #3	Melbourne, FL 32934	12/20/22	Yes
Client #4	Titusville, FL 32780	12/20/22	No application on file.
Client #5	Melbourne, FL 32901	12/16/22	Yes
Client #6	Melbourne, FL 32934	12/20/22	No application on file
Client #7	Titusville, FL 32780	12/19/20	Yes
Client #8	Palm Bay, FL 32905	12/16/22	Yes
Client #9	Palm Bay, FL 32909	12/5/22	Application dated 6/30/21
Client #10	Merritt Island, FL 32953	12/19/22	Yes
Client #11	Cocoa, FL 32922	12/16/22	No, application on file is outdated
Client #12	Palm Bay, FL 32907	8/3/22	Yes
Client #13	Palm Bay, FL 32907	10/28/22	Application dated 10/5/22
Client #14	West Melbourne, FL 32904	12/21/22	Yes
Client #15	Melbourne, FL 32934	12/16/22	No, application on file is outdated
Client #16	Merritt Island, FL 32953	12/20/22	No, application on file is outdated
Client #17	Rockledge, FL 32955	12/18/22	Yes
Client #18	Rockledge, FL 32955	11/28/22	Yes
Client #19	Cocoa, FL 32922	12/22/22	No, application on file is outdated
Client #20	Melbourne, FL 32935	12/22/22	No application on file
Client #21	Rockledge, FL 32955	12/27/22	No, application on file is outdated

12. WHAT INNOVATIONS HAS THE CTC IMPLEMENTED IN THE COORDINATED SYSTEM?

Deliver cost-affordable service by monitoring cost per passenger trip and other efficiency measures.

Passengers are able to monitor the location of the fixed route buses in real time by using the 321 Transit app.

Through the use of GPS staff is able to monitor the location of buses in real time to provide an estimated time of arrival for the passengers waiting for their rides.

13. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

Continued coordination with municipalities regarding the installation and cleaning of bus shelters, benches, and pads.

Continued coordination with additional volunteer organizations to expand the Volunteers in Motion program.

Continued coordination improving ADA for the 321Transit.com website for the visually-impaired. Several Space Coast Area Transit's staff members are currently enrolled in training.

Continued coordination with the municipalities to help fund transit services in their communities.

14. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

As with most transit agencies, there are challenges to obtaining local matching funds for federal and state grants. However, the County's FY 2021 budget includes local match funding to operate two additional paratransit routes needed to support the growing demand in Viera, central, and southern areas of the county.

Sustaining local funding levels for transit as costs continue to increase will remain a challenge. The County's FY 2021 budget includes local match fund for the two new paratransit routes as noted above. Brevard County was also awarded nearly \$18 million in federal stimulus money through the Coronavirus Aid, Relief, and Economic Security (CARES) Act passed by Congress in March 2020. Space Coast Area Transit will use this CARES Act funding to help respond and to recover from the COVID-19 pandemic to include: operating assistance; preventative maintenance; support equipment and supplies; protective barriers on buses; protective barriers for support staff; and retrofitting of cloth bus seats. A portion of these funds will also be used to provide operating assistance funding to expand bus service in central Titusville, Port St. John, and Melbourne/south beaches area starting April 2021. However, the longer-term fiscal impacts of the COVID-19 pandemic are not yet known. It is likely that Space Coast Area Transit will need to continue making efficiency improvements using the existing resources in anticipation of a lack of any additional funding or even decrease of current funding for transit improvements or new services in the near future.

Bus stop accessibility and maintenance improvements are needed at the bus stops. The Bus Stop Accessibility study completed in 2018 provided a comprehensive inventory of

the system's bus stops, identified needed ADA and safety improvements at each location, and provided planning level cost estimates. Since this assessment was conducted, the agencies have been working with local municipalities to make progress in improving accessibility to the fixed route system. While notable progress has been made over the last few years, the number of needed improvements to bus stops throughout the county relative to the funding available for the improvement program continues to be a barrier to transportation access.

The cost of transportation continues to be a barrier for some individuals. While the availability of discounted weekly and monthly passes and programs to provide passes to low-income individuals is beneficial, for some these costs continue to be prohibitive.

Later evening and weekend service is needed, particularly for workers in the service and tourism industry to meet the demands of their work schedule.

Other barriers are the challenges of providing transit services in a Covid environment and being able to protect the drivers and passengers when there is an uptick in cases.

Another barrier is the fact that there is no enforcement mechanism in Florida Statutes Chapter 427 or Florida Administrative Code Rule 41-2 to require State Agencies to use the coordinated system, therefore, the system remains fragmented.

Nationally transit agencies are dealing with a driver shortage which can have an adverse on the delivery of services.

Rising costs is also a barrier to coordination. The increase cost of vehicles, capital equipment, parts, fuel, salaries and benefits are another barrier to coordination.

The lag time in getting new vehicles and parts is also another barrier to coordination.

15. ARE THERE ANY AREAS THAT YOU BELIEVE THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

Yes, the Commission should be aware of the aforementioned items and should work to add an enforcement mechanism to Chapter 427 and Rule 41-2 to require all State agencies that provide transportation to the transportation disadvantaged population to use the CTC. There is no enforcement or penalties when State agencies do not use the coordinated system.

16. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

Veteran Organizations, the Agency for Healthcare Administration, Department of Children and Families, and the Agency for Persons with Disabilities.

17. HOW IS THE CTC MARKETING THE VOLUNTARY DOLLAR?

The Rider's Guide for Special Services mentions the Transportation Disadvantaged Trust Fund and how an individual can request to donate \$1 to the Trust Fund when they renew their driver's license or tag.

**Findings:**

Space Coast Area Transit mentions that an individual can call a local toll-free number for complaints or grievances, which can be found inside all Space Coast Area Transit vehicles. However, the number is not located in the buses that transport TD Riders.

Space Coast Area Transit had several clients who were receiving service and didn't have a valid application on file.

**Commendation:**

Space Coast Area Transit goes out of their way to help their TD Riders fill out the required application. A staff member has gone to a rider's house to make sure their application is filled out correctly and to ensure that the required eligibility documents are provided. Staff also works with partner agencies to make sure that their clients submit their applications and provide technical assistance as needed. Staff has even called the Police to conduct a welfare check on a regular rider that had not been heard from.

**Recommendations:**

Space Coast Area Transit must ensure that the local toll-free number for complaints or grievances is posted in all transit vehicles.

Space Coast Area Transit staff must ensure that each client has a valid application on file with the supporting documentation that was used to determine the client's eligibility.

Space Coast Area Transit mentioned that the Commission should be aware of the aforementioned items and should work to add leverage to Florida Statutes Chapter 427 and Florida Administrative Code Rule 41-2 to require all State agencies that provide transportation to the transportation disadvantaged population to use the CTC. There is no enforcement or penalties when State agencies do not use the coordinated system. It would be advantageous for the Transit Director to set up a meeting with the Commission to discuss their concerns with Chapter 427 and Rule 41-2.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC contracts for compliance with 427.0155(1), F.S.**  
*"Execute uniform contracts for service using a standard contract, which includes performance standards for operators."*

IS THE CTC CONTRACTS UNIFORM?                     Yes    ▪    No    ▪    N/A

IS THE CTC'S STANDARD CONTRACT UTILIZED?    Yes    ▪    No    ▪    N/A

DO THE CTC'S CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

Yes    ▪    No    ▪    N/A

DO THE CTC'S CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

Yes    ▪    No    ▪    N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes    ▪    No    ▪    N/A

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Brevard Achievement Center	12/25	Adopted their own	No	\$3,000,000
Brevard Alzheimer's Foundation	1/24	Adopted CTC's	No	\$1,000,000
Easter Seals Florida Inc	9/23	Adopted their own	No	\$1,000,000
Promise Inc	10/23	Adopted their own	No	\$1,000,000
Space Coast Center for Independent Living	9/23	Adopted their own	No	\$1,000,000



## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)**  
***"Collect Annual Operating Data for submittal to the Commission."***

### REPORTING TIMELINESS

Were the following items submitted on time?

- |   |                                     |     |                                     |    |
|---|-------------------------------------|-----|-------------------------------------|----|
| a. Annual Operating Report                            | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/>            | No |
| Any issues that need clarification?                   | <input type="checkbox"/>            | Yes | <input checked="" type="checkbox"/> | No |
| Any problem areas on AOR that have been re-occurring? | <input type="checkbox"/>            | Yes | <input checked="" type="checkbox"/> | No |

List: None

- |   |                          |     |                                     |    |
|---|--------------------------|-----|-------------------------------------|----|
| b. Did Coordination Contractors submit AOR Data?      | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |
| Was it submitted on time?                             | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |
| Any problem areas on AOR that have been re-occurring? | <input type="checkbox"/> | Yes | <input checked="" type="checkbox"/> | No |

List: None

- |  |                                     |     |                          |    |
|--|-------------------------------------|-----|--------------------------|----|
| c. Memorandum of Agreement                   | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| d. Transportation Disadvantaged Service Plan | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| e. Grant Applications to TD Trust Fund       | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| f. All other grant application (0%)          | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |

IS THE CTC IN COMPLIANCE WITH THIS SECTION?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
---	--------------------------	-----	-------------------------------------	----

#### **Findings:**

The CTC has not collected the Annual Operating Report (AOR) data from the Coordination Contractors as required under the Coordination Agreements they have with each agency.

#### **Recommendations:**

Space Coast Area Transit staff needs to begin collecting the AOR data from each Coordination Contractor starting at the State's new fiscal year July 1, 2023.



## COMPLIANCE WITH CHAPTER 427, F.S.

### Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

*"Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."*

#### HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Space Coast Area Transit does not currently use school buses to provide public transportation services.

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

#### HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

Space Coast Area Transit uses the fixed route system for clients who are able to access the system.

#### IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

• Yes        No

If YES, what is the goal?

Currently there is no goal in the Transportation Disadvantaged Service Plan for transferring clients to the fixed route.

Is the CTC accomplishing the goal?    • Yes        No

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

#### **Findings:**

Space Coast Area Transit currently does not have a goal identified in the Transportation Disadvantaged Service Plan (TDSP) for transporting clients from the paratransit service to the fixed route. They have included a goal in the updated TDSP for 2023.

#### **Recommendations:**

Space Coast Area Transit is required to establish a goal in the next Transportation Disadvantaged Service Plan update to transfer a certain percentage of clients from the door to door service to the fixed route.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review Priorities listed in the TDSP, according to Chapter 427.0155(7). Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged monies.**

REVIEW THE QUALITY ASSURANCE SECTION OF THE TDPS (ask the CTC to explain)

Performance standards are integral to the continued operation of a high-quality TD Coordinated System. The following standards were developed by the TDCB and the CTC. These standards are divided into five categories: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety. Annually, these standards are used in the CTC Evaluation to evaluate the performance of the CTC.

**WHAT ARE THE PRIORITIES FOR THE TRANSPORTATION DISADVANTAGED TRUST FUND TRIPS?**

Per the FY 2021-2025 Transportation Disadvantaged Service Plan Update (October 2020), states because the demand for non-sponsored, general purpose TD service is greater than available funding, a set of trip priorities has been established. Current trip priorities for TD non-sponsored trips are as follows and are monitored through the Space Coast Area Transit's Passenger Management System, internal review in customer service, and through reporting to the LCB. Below shows the percentage of trips per the TD Service Plan Update vs the 2022 TD actual percentage of trips:

<b>Purpose of TD Trips</b>	<b>% of Trips per the FY 2021 - 2025 TD Service Plan Update (October 2020)</b>	<b>2022 TD Actual % of Trips</b>
<b>Medical Appointments</b>	45%	28%
<b>Food Shopping</b>	5%	5%
<b>Employment</b>	20%	16%
<b>Other</b>	30%	51%

**HOW ARE THE TRIP PRIORITIES CARRIED OUT?**

Current trip priorities for TD non-sponsored trips are monitored through the Space Coast Area Transit's Passenger Management System, internal review in customer service, and through reporting to the LCB.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes   ·    No

**Concern:**

After conducting the Passenger Survey, most riders were not aware that they can utilize the TD service for everyday needs (i.e., grocery shopping, post office, banking, etc.). Most of the riders were using the services to go to their medical appointments.

Space Coast Area Transit trips for 2022 were not consistent with the percentages identified in the TDSP.

**Recommendations:**

When Space Coast Area Transit upgrades the Rider Guide and related documents it should be stated that clients are eligible for more than medical trips. The reservationist should also ensure that the clients are made aware of this information as well.

Space Coast Area Transit should revise its trip percentages or remove the percentages from the trip prioritizations.

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

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).  
Have full responsibility for the delivery of transportation services for the  
transportation disadvantaged as outlined in Section 427.015 (2)**

Review the Operational Section of the TDSP.

1. What are the hours of service?

The service hours for paratransit are Monday through Friday from 4:50 a.m. to 7:00 p.m.  
Saturday hours are 4:50 a.m. to 7:00 p.m.

2. What are the intake hours?

Service intake hours are Monday through Friday, except for holidays, from 8:00 a.m. to 5:00 p.m.

3. What are the provisions for after hour reservations/cancellations?

TD Riders may cancel 24 hours a day, 7 days a week without speaking to a customer service representative. Call the Ride Line at 321-633-1878, option #3, and follow prompts.

4. What is the minimum required notice for reservation?

Next day reservations must be made by 2:00 p.m. the day before you wish to travel.

5. How many days in advance can a reservation be made?

TD Paratransit trips may be reserved up to 7 days in advance.

ADA Paratransit trips may be requested up to 14 days in advance.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes      •       No

### **Findings:**

After conducting the Passenger Survey, most TD riders were not aware that they can make their reservation by 2:00 p.m. the day before they wish to travel. They were under the impression that they had to call 7 days in advanced.

### **Recommendations:**

When Space Coast Area Transit updates their literature or when a TD rider makes their reservation, the reservationist should make sure that the client is made aware of their ability to make reservations by 2:00 p.m. the day before date of desired travel.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD Services) for compliance with 427.155(5). "Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies"**

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR THE FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated).

Yes      ·      No

If Yes, describe the application review process.

The Transit Director and the TPO Senior Transportation Planner serve on the Review Committee to review grant applications that are submitted to the Florida Department of Transportation under the Section 5310, Section 5311 and Section 5339 Grant Programs. The Transit Director provides a report to the Local Coordinating Board of the grant applications from agencies in Brevard County.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?

Yes      ·      No

If no, is the Planning Agency currently reviewing applications for TD Funds?

Yes      ·      No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes      ·      No

**Comments:**

There should be a written report on the agencies applying for TD funds. Also, those agencies should be in compliance with submitting their AOR data to be eligible for the grants.

**Recommendations:**

The CTC should ensure that agencies applying for TD funds should have a specific agenda item on the TDLCB agenda rather than being part of the Transit Director's Report.

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

**Compliance with 41-2.006(1), Minimum Insurance Compliance**

*"...ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident..."*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$200,000 per person and \$300,000 per incident.

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

The Florida State Statute recently changed to \$200,000 per person and \$300,000 per incident. Therefore, when the insurance is up for renewal, the changes will be addressed.

HOW MUCH DOES THE INSURANCE COST (per operator)?

<b>Operator</b>	<b>Insurance Cost</b>
SCAT	\$56,194.00
Brevard Achievement Center	\$130,000.00
Brevard Alzheimer's Foundation	\$25,137.00
Easter Seals	\$21,977.00
Promises Inc	\$21,000.00
Space Coast CIL	\$12,788.00

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?       Yes       No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

**Findings:**

N/A

**Recommendations:**

The CTC should ensure that all the coordination contracts are updated to reflect the changes in state law that raised the insurance from \$100,000/\$200,00 to \$200,000/\$300,000.



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

### Compliance with 41-2.006(2), Safety Standards.

*"...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C."*

Date of last SSPP Compliance Review January 14, 2020.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes       No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes       No       N/A

### DRIVER REQUIREMENT CHART

Sample Size:    21-100 Drivers – 20-50%                      100+ Drivers- 5-10%

Number of drivers: 86 Files Reviewed:21 Percentage: 24.4%

Driver Last Name	Driver License Expiration	DOT Last Physical Date	DOT Physical Expiration Date	CPR/ 1 <sup>st</sup> Aid (Not required)	Defensive Driving (Vehicle Operations)	ADA Training (Customer Relations)	Other Safety Meetings
Berry	2/14/30	5/21/22	5/21/23	Yes	Yes	Yes	Yes
Boggs	9/2/25	8/13/21	8/10/23	Yes	Yes	Yes	Yes
Espinosa	8/13/27	4/3/20	1/10/25	Yes	Yes	Yes	Yes
Hamlin	11/26/25	2/1/22	2/1/24	Yes	Yes	Yes	Yes
Koerner	5/7/28	5/5/21	5/5/23	Yes	Yes	Yes	Yes
Powell	9/11/26	7/29/20	8/16/23	Yes	Yes	Yes	Yes
Thogode	7/24/23	7/12/21	7/12/23	Yes	Yes	Yes	Yes
Ward	10/23/28	4/19/22	4/19/23	Yes	Yes	Yes	Yes
Camara	4/1/25	3/12/21	3/12/23	Yes	Yes	Yes	Yes
Clark	9/7/27	1/27/22	1/27/24	Yes	Yes	Yes	Yes
Connors	1/22/29	1/28/21	1/28/23	Yes	Yes	Yes	Yes
Dillon	10/18/28	6/6/22	6/6/24	Yes	Yes	Yes	Yes
Green	1/1/26	9/27/21	9/27/23	Yes	Yes	Yes	Yes
Herrero	6/21/28	5/26/22	5/26/23	Yes	Yes	Yes	Yes
Landrau	6/17/30	2/18/22	2/18/23	Yes	Yes	Yes	Yes
Lauranvil	12/2/23	1/4/23	1/4/25	Yes	Yes	Yes	Yes
Miracle	11/14/26	12/30/22	12/30/24	Yes	Yes	Yes	Yes
Polaro	3/7/28	8/12/22	8/12/23	Yes	Yes	Yes	Yes
Rodrigues	9/6/23	2/7/22	2/7/24	Yes	Yes	Yes	Yes
Soto	5/28/25	5/26/22	5/26/23	Yes	Yes	Yes	Yes
Thompson	6/19/28	10/25/21	10/25/23	Yes	Yes	Yes	Yes

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

**Compliance with 41-2.006(3), Drug and Alcohol Testing**

*"... shall assure the purchaser of their continuing compliance and applicable state or federal laws or federal laws relating to drug testing ..."*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Section 5307, 5309, or 5311 funding)
- FHWA
- Neither

REQUESTED A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: April 23, 2019

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes     No

**Findings:**

N/A

**Recommendation:**

The driver training files are maintained by the Safety & Security Officers. The files were recently reviewed during the CTD audit by Howell Ferguson and they were found to be in compliance with the Commission requirements.

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	Brevard Alzheimer's Foundation	Promise	Brevard Achievement Center	Easter Seals	Space Coast CIL
<b>Flat contract rate (s) (\$ amount / unit)</b>						
<b>Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)</b>						
<b>Ambulatory</b>	\$2.18 a mile	\$12.04 per trip	N/A	\$12.09	\$21.39	\$38.55
<b>Wheelchair</b>	\$3.74 a mile		\$25.00	\$12.09	\$21.39	\$38.22
<b>Stretcher</b>	N/A					
	Special or unique considerations that influence costs? Ridership level is still recovering from COVID-19					
	Explanation: Average cost per trip provided on the next page					

- DO YOU HAVE TRANSPORTATION ALTERNATIVES?      • Yes       No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

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

2. IS THE CTC IN COMPLIANCE WITH THIS SECTION?

Yes ·  No

**Findings:**

N/A

**Recommendations:**

The CTC needs to ensure that all agencies provide their Annual Operating Report (AOR) to be able to make the determination in the future regarding their trip costs.

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

### **Compliance with Commission Standards**

***"...shall adhere to Commission approved standards..."***

Review the TDSP for the Commission standards.

Commission Standards	Comments: Put in the Standards from the TDSP
Local toll-free phone number must be posted in all vehicles.	Space Coast Area Transit will post a local toll-free number for complaints or grievances inside all vehicles.
Vehicle Cleanliness	The interior of all vehicles must be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, and protruding metal or other objects or materials that could soil items placed in the vehicle or provide discomfort for the passenger.
Passenger/Trip Database	Space Coast Area Transit must maintain a passenger trip database on each rider being transported within the TD system.
Adequate seating	Adequate seating for paratransit services must be provided to each rider, child, or Personal Care Attendant (PCA). No more passengers than the registered passenger seating capacity may be scheduled or transported in a vehicle at any time. All vehicles are reviewed for capacities and noted in the reservation system.
Smoking, Eating and Drinking	No smoking is allowed on vehicles.  No eating or open drinks is allowed on buses.
Two-way Communications	All Space Coast Area Transit vehicles must have two-way radios that are in good working condition. All trip monitoring is done by two-way radio system between the radio operator and vehicle operators. All lead operators, operations managers, and customer service supervisors are equipped with two-way radios and are monitored while on duty. Technological advances such as Mobile Data Terminals can provide additional communication options.
Air Conditioning/Heating	All Space Coast Area Transit vehicles must have working heating and air conditioning systems.
Billing Requirements	All TD related bills must be paid within 45 working days to TD subcontractors as stated in their coordination agreements, after receipt of payment by the Brevard County Finance Department in accordance with Brevard County policies, LCB rules and Section 287.0585, F.S. If the

Commission Standards	Comments: Put in the Standards from the TDSP
	coordination contract does not specify the 45-working day timeframe, then payment will be made within 7 working days after receipt of payment in accordance with Section 287.0585, F.S.

**Findings:**

Space Coast Area Transit mentions that they post a local toll-free number for complaints or grievances inside all vehicles. However, the transit vehicles didn't have the local toll-free number to call for complaints or grievances.

**Recommendations:**

Space Coast Area Transit needs to inspect each vehicle to ensure that the local toll-free number for complaints or grievances is in all transit vehicles used for transportation disadvantaged services. Staff must complete this task within 30 days of this report and provide documentation to the SCTPO staff when it is accomplished.

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

### Compliance with Local Standards

*"...shall adhere to Commission approved standards..."*

Review the TDSP for the Local standards.

Local Standards	Comments: Put in the standard from the TDSP or from Staff
Transport of Escorts and dependent children policy	An escort of passenger and dependent children to be transported is required, as determined appropriate through the registration and reservation process and able to accompany the passenger for the entire length of the trip at no additional charge.
Use, Responsibility, and cost of child restraint devices	It is the responsibility of the passenger to provide a child restraint device necessary for transporting children as defined by and in accordance with current state law.
Out-of-Service Area trips	Space Coast Area Transit does not provide out of area trips with TD funding.
CPR/First Aid	All Space Coast Area Transit vehicle operators must have up-to-date CPR and First Aid training.
Driver Criminal Background Screening	Space Coast Area Transit follow Florida Department of Law Enforcement (FDLE) Level 4 background check policies regarding background checks of vehicle operators.
Advance reservation requirements	Reservation requirements are addressed in the TDSP Service Plan. TD clients are required to make their reservations from seven days to 2:00 pm prior to their desired travel day.
Pick-up Window	Customers should be ready and waiting to board the vehicle within a 15-minute window before or after the scheduled pickup time.

**MEASURABLE STANDARDS/GOALS (Data from FY 2021/22)**

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/Operator meeting the Standard? Yes / No
Public Transit Ridership:	<b>CTC = Operator A</b>	<b>CTC = Operator A</b>	
	Rule 41-2.006 (4) (u) In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system.	A standard is proposed in the TDSP Update.	N/A
On-Time Performance:	<b>CTC = Operator A</b>	<b>CTC = Operator A</b>	
	90% of TD trips must fall within the pick-up window (15 minutes before or after the scheduled pickup time).	91.8	Yes
Passenger No-shows:	<b>CTC = Operator A</b>	<b>CTC = Operator A</b>	
	Rule 41-2.006 (4) (o) The CTC and the LCB shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local TDSP.	6.4 The CTC has a no-show policy; however, a goal needs to be established.	The CTC has a goal proposed in the 2023 TDSP Update.



<b>Accidents:</b>	<b><i>Standard Goal</i></b> <b><i>CTC = Operator A</i></b>	<b><i>Latest Figures</i></b> <b><i>CTC = Operator A</i></b>	
	<p>Rule 41-2.006 (4) (y) The CTC and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the CTC's evaluation of the contracted operators, and the LCB's evaluation of the CTC.</p> <p>1.2 accidents per 100,000 vehicle miles.</p>	<p>60 The CTC has a goal in the Public Transportation Agency Safety Plan.</p>	<b>Yes</b>
<p><b>Road calls:</b> 72</p> <p><b>Average age of Fleet:</b> 8 years</p>	<p>Rule 41-2.006 (6) (z)The CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. No less than 10,000 miles between roadcalls.</p>	<p>1 per 100,000 miles 2.5</p>	Yes
<b>Complaints:</b>	<b><i>CTC = Operator A</i></b>	<b><i>CTC = Operator A</i></b>	
<b>Number filed:</b>	<p>Space Coast Area Transit has not set a standard for complaints.</p>	<p>5 Space Coast Area Transit had 5 complaints registered in 2022. Space Coast Area Transit should have a goal of no more than – complaints per 10,000 trips.</p>	<p>Space Coast Area Transit is proposing a goal in the 2023 TDSP Update.</p>

<b>Call-Hold Time</b>	<b>CTC = Operator A</b>	<b>CTC = Operator A</b>	
	TDSP Service Plan Service Standards. All calls should be answered within three rings and should not be placed on hold for longer than two minutes. This standard should be accomplished for 95% of completed calls.	30+ minutes	No

**Findings:**

Space Coast Area Transit has not set a standard goal for complaints, percentage of trips being removed from paratransit to fixed route, and no shows.

After conducting the Passenger Surveys, the TD riders are waiting on hold for 45+ minutes to make a reservation.

**Recommendations:**

Space Coast Area Transit needs to set a standard goal for complaints, percentage of trips being removed from paratransit to fixed route, and no shows.

Space Coast Area Transit needs to explore the use of an automated trip booking and cancellation program so users can schedule their own trips or hire additional reservationists.

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**

**REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED**

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?  Yes     No

ARE ACCESSIBLE FORMATS ON THE SHELF?             Yes     No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIALS PRODUCED IN A TIMELY FASHION UPON REQUEST?

Accessible formats can be provided upon request.

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEMS?

Yes     No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?     Yes     No

Florida Relay System:  
Voice 1-800-955-8770  
TTY 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDERS INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISIONS OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

<b>Provisions of Service</b>	<b>Training Provided</b>	<b>Written Policy</b>	<b>Neither</b>
Accommodating Mobility Aids	X	X	
Accommodating Life Support Systems (oxygen tanks, IV's)	X	X	
Passenger Restraint Policies	X	X	
Standee Policies	X	X	
Driver Assistance Requirements	X	X	
Personal Care Attendant Policies	X	X	
Service Animals Policies	X	X	
Transfer Policies (From Mobility device to a seat)	X	X	
Equipment Operation (Lift and securement Procedures)	X	X	
Passenger Sensitivity/Disability Awareness Training for Drivers	X	X	

**Findings:**

N/A

**Recommendations:**

N/A

**FY 2021/22 GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY 21/22 Trip and Equipment Grant**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS?

Yes • No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY BEEN REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE?

Yes • No N/A

Space Coast Area Transit does not have any vehicles funded by the Commission for Transportation Disadvantaged.

ARE ALL ACCIDENTS THAT HAVE RESULTED IN 1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT?

PLEASE PROVIDE YOUR ACCIDENT LOG.

Yes       No

**Findings:**

Space Coast Area Transit doesn't have any CTD funded vehicles and as a result is exempt from this criterion.

**Recommendations:**

N/A

**STATUS REPORT FOLLOW-UP FROM LAST CTD REVIEW**

**DATE OF LAST REVIEW:** N/A

**STATUS REPORT DATED:** N/A

**CTD RECOMMENDATION:** N/A

**CTC RESPONSE:** N/A

**CURRENT STATUS:** N/A

**CTD RECOMMENDATION:** N/A

**CTC RESPONSE:** N/A

**CURRENT STATUS:** N/A

**CTD RECOMMENDATION:** N/A

**CTC RESPONSE:** N/A

**CURRENT STATUS:** N/A

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of observation:1/5/23

Time:8:00 am

Bus Number:2405

Name of Evaluator(s):Debbie Flynn

1. Was driver wearing identification?  Yes · No

Comments:

2. Was the vehicle neat and clean, and free from dirt, grime, torn upholstery, damaged or broken seats, protruding metal or others objects?

Yes · No



Comments:

3. Is there a sign posted in the interior of the vehicle with the local phone number and the TD Helpline for comments/complaints/commendations?

· Yes · No N/A

Comments: Space Coast Area Transit's TD Help Line no longer exists.

4. Does the vehicle have a working heater and air conditioning?

Yes · No

Comments:

5. Does the vehicle have a two-way communication system in good work order?

Yes · No

Comments:

6. Did the drive safely operate the tablet? · Yes · No N/A

Comments: The tablets for some TD busses have been stolen. Space Coast Area Transit has been working with their insurance provider.

7. Did the driver ensure the passengers were properly secured?

Yes · No **N/A**

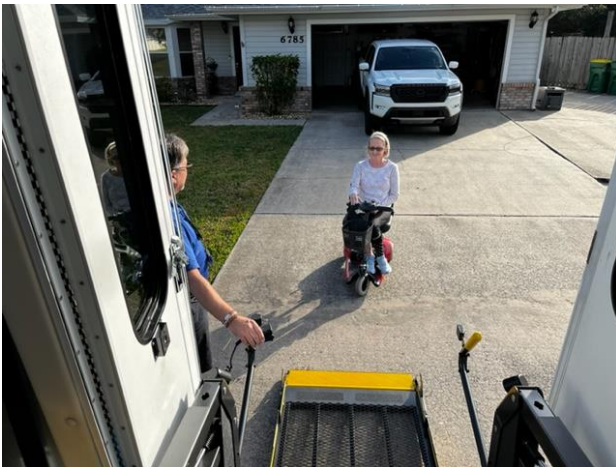
Comments: Passenger secured her seatbelt.



8. If used, was the lift in good working order?

**X** Yes · No

Comments:



9. Did the driver properly use the lift and secure the passenger?

**X** Yes · No

Comments:





10. Is there adequate and safe seating for all the passengers?

Yes · No

Comments:



Number of passengers picked up/dropped off:

Ambulatory

Wheelchair 1

Was the driver on time?  Yes · No How many minutes late/early?

Did the driver provide passenger assistance?  Yes · No · N/A

Was the driver wearing any identification?  Yes · No

Uniform · Name Tag  ID Badge Driver Name: Jim

Did the driver render an appropriate greeting?

· Yes · No  Driver regularly transports the passenger, not necessary.

**ON-SITE OBSERVATION OF THE SYSTEM**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of observation:1/5/23

Time:9:35 am

Bus Number:2405

Name of Evaluator(s):Debbie Flynn

1. Was driver wearing identification?  Yes · No

Comments:

2. Was the vehicle neat and clean, and free from dirt, grime, torn upholstery, damaged or broken seats, protruding metal or others objects?

Yes · No

Comments:

3. Is there a sign posted in the interior of the vehicle with the local phone number and the TD Helpline for comments/complaints/commendations?

Yes · No

Comments:

4. Does the vehicle have a working heater and air conditioning?

Yes · No

Comments:

5. Does the vehicle have a two-way communication system in good work order?

Yes · No

Comments:

11. Did the driver safely operate the tablet?  Yes · No

Comments:

12. Did the driver ensure the passengers were properly secured?

· Yes · No N/A

Comments: Passenger secured herself.



13. If used, was the lift in good working order?       Yes    No    N/A  
Comments:

14. Did the driver properly use the lift and secure the passenger?       Yes    No    N/A  
Comments:

15. Is there adequate and safe seating for all the passengers?       Yes    No  
Comments:

Number of passengers picked up/dropped off:

Ambulatory   1

Wheelchair   0

Was the driver on time?    Yes    No   How many minutes late/early?

Did the driver provide passenger assistance?    Yes    No    N/A

Was the driver wearing any identification?       Yes    No

Uniform    Name Tag    ID Badge   Driver Name: Jim

Did the driver render an appropriate greeting?

Yes    No    Driver regularly transport the passenger, not necessary.

## VEHICLE INSPECTION FORM

**Date Inspected:** 1/5/23    **Year:** 2021    **Make:** Ford    **Model:** E-450

**Odometer:** 7,634    **Asset #:** 3330268    **FDOT#:** 50183    **Tag #:** TJ67770

**Contractor Representative:** N/A

**CTC Representatives:** Lance Parker                      Ken Harley

### INTERIOR VEHICLE ITEMS REVIEWED

REVIEWED ITEMS	GOOD CONDITION	REPAIRS ARE NEEDED	COMMENTS
Driver's seat belt	X		
Driver's seat secure	X		
Seat belts operable (all)	X		
Any seats torn or damaged	X		
Interior light operable	X		
Brake pedal pad covered	X		
Parking brake operable	X		
Rearview mirror	X		
Horn	X		
Wipers	X		
Gauges/warning/dashboard lights	X		
A/c/defroster/heater	X		
Complaint Number & Ombudsman helpline 1-800-983-2435 posted	X		
Title VI Act of 1964 Posted	X		
Emergency exit (rear pass. door)	X		

Fire extinguisher (current)	X		
First aid kit	X		
Safety equipment	X		
Any exposed metal	X		
Loose objects/projectiles	X		
Foul odors	X		
2-way communication	X		
Pre- & Post Trip Inspection Form	X		

### EXTERIOR VEHICLE ITEMS REVIEWED

<b>REVIEWED ITEMS</b>	<b>GOOD CONDITION</b>	<b>REPAIRS ARE NEEDED</b>	<b>COMMENTS</b>
Windshield wipers blades	X		
Exterior mirrors	X		
Hazard lights	X		
Directional lights	X		
Head lights	X		
Taillights	X		
Brake lights	X		
Rust spots	X		
Exterior body	X		
Tires Front 4/32	X		
Tires Rear 7/32	X		
FDOT Numbers	X		
Exterior clean	X		
Exterior damage	X		
Wheelchair Lift	X		

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #1 (rider) (daughter answered survey on Client #1's behalf)

1. Did you receive transportation service on December 16, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?  daily                      3-5 Times/week  
1-2 times/week                      Monthly                      Bi-Monthly

4. Have you ever been denied transportation?                      Yes                      No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

                    Not eligible                      Out of Service Area                      No Space

Other: (Please specify)

5. What type of trips do you normally take?                      Medical                       Employment

                    Nutritional (Grocery/Food stamps)                      Education/Training/Day Care

                    Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes                       No

If yes, indicate below

                    Late pick-up- How late?                      Early pick-up - How early?

                    Assistance not provided: Type of assistance requested:

                    Trip out of service area                      Unable to afford the co-pay

                    Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 4

8. What can be done to improve your transit service? Commute time is extremely long (1 – 2 hours) for a one-way trip. The trip is fine when there are only 1 or 2 other riders. However, when more riders are added the commute time increases tremendously.

9. What does transit mean to you? (Permission granted by: daughter to use my comments in publication.

Independence to get to her job. Without the service she would not be able to work.

Comments:

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #2 (rider) (sister answered the survey on Client #2's behalf because he is non-verbal)

1. Did you receive transportation service on December 20, 2022? Yes
2. How much were you charged for your trip? \$1.50 (one-way)
3. How often do you normally use transit?
 

1-2 times/week	Monthly	daily	X 3-5 Times/week
			Bi-Monthly
4. Have you ever been denied transportation?
 

Yes	X No
-----	------

If yes, How many times in the last 6 months?

What was the reason given?	Driver Shortage	Lack of Vehicles
Not eligible	Out of Service Area	No Space

Other: (Please specify)

5. What type of trips do you normally take?
 

Nutritional (Grocery/Food stamps)	Medical	X Employment
	Education/Training/Day Care	

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?
 

Yes	X No
-----	------

If yes, indicate below

Late pick-up- How late?	Early pick-up - How early?
-------------------------	----------------------------

Assistance not provided: Type of assistance requested:

Trip out of service area	Unable to afford the co-pay
--------------------------	-----------------------------

Inconvenient pick-up time	Vehicle condition(specify)
---------------------------	----------------------------

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by:sister to use my comments in publication.

Space Coast Area Transit provides him the opportunity to get him to where he needs to go.

Comments:



## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #3

1. Did you receive transportation service on December 20, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?  
1-2 times/week       Monthly      daily      3-5 Times/week  
   Bi-Monthly

4. Have you ever been denied transportation?      Yes       No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

Not eligible                      Out of Service Area                      No Space

Other: (Please specify)

5. What type of trips do you normally take?       Medical                      Employment

Nutritional (Grocery/Food stamps)                      Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?       Yes                      No

If yes, indicate below

Late pick-up- How late?                      Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area                      Unable to afford the co-pay

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? Satisfied with his services

9. What does transit mean to you? (Permission granted by: Client #3 to use my comments in publication.)

Get there on time.

Comments: When Client #3 went to pay for his ride home from the doctor's office he realized he only had \$1.00 and misplaced the \$0.50. He informed the driver that he will run into his house to pay the \$0.50 when he gets dropped off. At first the driver was

going to leave him stranded at this doctor's office. Then the driver had a change of heart. When Client #3 arrived home, he went inside to retrieve the \$0.50 to pay the driver.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #4 (rider) (mother answered the survey on Client #4's behalf)

1. Did you receive transportation service on December 20, 2022? Yes

2. How much were you charged for your trip? Fixed-Route - Medical Waiver

3. How often do you normally use transit?      X daily      3-5 Times/week  
1-2 times/week      Monthly      Bi-Monthly

4. Have you ever been denied transportation?      Yes      No

If yes, How many times in the last 6 months?

What was the reason given?      Driver Shortage      Lack of Vehicles

Not eligible      Out of Service Area      No Space

Other: (Please specify)

5. What type of trips do you normally take?      Medical      Employment

Nutritional (Grocery/Food stamps)      X Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?      Yes      X No

If yes, indicate below

Late pick-up- How late?      Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area      Unable to afford the co-pay

Inconvenient pick-up time      Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: mother to use my comments in publication.

Safe

Comments:

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #5

1. Did you receive transportation service on December 16, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?  
 1-2 times/week                       Monthly                       daily                       3-5 Times/week  
 Bi-Monthly

4. Have you ever been denied transportation?                      Yes     No

If yes, How many times in the last 6 months?

What was the reason given?	Driver Shortage	Lack of Vehicles
<input type="checkbox"/> Not eligible	<input type="checkbox"/> Out of Service Area	<input type="checkbox"/> No Space

Other: (Please specify)

5. What type of trips do you normally take?                      Medical                      Employment

Nutritional (Grocery/Food stamps)                      Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes                      No

If yes, indicate below

Late pick-up- How late?	Early pick-up - How early?
-------------------------	----------------------------

Assistance not provided: Type of assistance requested:

<input type="checkbox"/> Trip out of service area	<input type="checkbox"/> Unable to afford the co-pay
---	--

<input type="checkbox"/> Inconvenient pick-up time	<input type="checkbox"/> Vehicle condition(specify)
--	---

Reservation issue: Occasionally, when she calls to make her reservation she is on hold for quite some time. When she doesn't call early enough to make her reservation the service is at capacity. She would prefer to make a reservation 3 business days in advanced rather than the required 7 day. Sometimes events come up after she makes her reservation that she would like to attend via Space Coast Area Transit services. However, it is very easy to cancel her services.

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 4.5

8. What can be done to improve your transit service? Length of time on the phone to make the reservation (47 minutes or more).

9. What does transit mean to you? (Permission granted by: Client #5 to use my

comments in publication.

Freedom.

Comments: The pick-up time is always within the time frame Space Coast Area Transit provides. The drivers are very nice. Client #5 mainly uses the service for a one-way trip because the wait time to return home is too long.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #6 (rider) (mother answered the survey on Client #6's behalf)

1. Did you receive transportation service on December 20, 2022? Yes

2. How much were you charged for your trip? Work Program

3. How often do you normally use transit?      X daily      3-5 Times/week  
1-2 times/week      Monthly      Bi-Monthly

4. Have you ever been denied transportation?      Yes      X No

If yes, How many times in the last 6 months?

What was the reason given?      Driver Shortage      Lack of Vehicles

Not eligible

Out of Service Area

No Space

Other: (Please specify)

5. What type of trips do you normally take?      Medical      X Employment

Nutritional (Grocery/Food stamps)

Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?      Yes      X No

If yes, indicate below

Late pick-up- How late?

Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area

Unable to afford the co-pay

Inconvenient pick-up time

Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 4

8. What can be done to improve your transit service? The mother would like the bus driver to notify her when the bus is running late because she waits for her daughter at the end of her driveway. The Space Coast Area Transit tracker has helped her tremendously.

9. What does transit mean to you? (Permission granted by: mother to use my comments in publication.

Freedom and convenience.

Comments: Her daughter's schedule varies because she doesn't want to ride when there are many riders on the bus. If there are more riders it takes a lot longer for her to get to her work program.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #7

1. Did you receive transportation service on December 19, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?                 daily   X 3-5 Times/week  
1-2 times/week                 Monthly         Bi-Monthly

4. Have you ever been denied transportation?         Yes   X No

If yes, How many times in the last 6 months?

What was the reason given?                 Driver Shortage                 Lack of Vehicles

Not eligible

Out of Service Area

No Space

Other: (Please specify)

5. What type of trips do you normally take?                 Medical                 X Employment

Nutritional (Grocery/Food stamps)

Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?         X Yes                 No

If yes, indicate below

X Late pick-up- How late? 1 hour                 Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area

Unable to afford the co-pay

Inconvenient pick-up time

Vehicle condition (specify)

Reservation issue: Client #7 enjoys when he is able to speak with Jazz to place his reservation. However, when he is not able to get a hold of her none of the other front desk Space Coast Area Transit employees are able to place his reservation or take his complaint. Most of the time he has to wait 45 minutes or more to speak with someone.

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 3

8. What can be done to improve your transit service? More Space Coast Area Transit employees to answer the phone for a rider to place a complaint or place a reservation within a reasonable time.

9. What does transit mean to you? (Permission granted by: Client #7 to use my comments in publication.)



Frustration and peace of mind.

Comments: Client #7 bus came and left before his reservation time. Then Space Coast Area Transit cancelled his afternoon pick-up time because he was not at his AM pick-up location when they arrived too soon. He had to get work using a different mode of transportation. Another time he had to stand outside for 1 hour for his bus to arrive. He mentioned that Space Coast Area Transit used to call when they were running late. It would be great if they would provide this service again. He is very frustrated with the lack of consistency.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/20/22

Person surveyed via phone call: Client #8 (rider) (mother answered the survey on Client #8's behalf)

1. Did you receive transportation service on December 16, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?                      daily                      3-5 Times/week  
 1-2 times/week                      Monthly                      Bi-Monthly

4. Have you ever been denied transportation?                      Yes     No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

Not eligible

Out of Service Area

No Space

Other: (Please specify)

5. What type of trips do you normally take?                      Medical                       Employment

Nutritional (Grocery/Food stamps)

Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                       Yes                      No

If yes, indicate below

Late pick-up- How late? ?

Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area

Unable to afford the co-pay

Inconvenient pick-up time

Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 4

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: mother to use my comments in publication.

Helpful.

Comments:

## Survey of Passengers

Person conducting survey: Debbie Flynn Date of survey: 12/20/22

Person surveyed via phone call: Client #9

1. Did you receive transportation service on December 5, 2022? Yes
2. How much were you charged for your trip? \$1.50 (one-way)
3. How often do you normally use transit?  

1-2 times/week	Monthly	daily <input type="checkbox"/> 3-5 Times/week X Bi-Monthly
----------------	---------	---
4. Have you ever been denied transportation?    Yes    X No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

Not eligible                      Out of Service Area                      No Space

Other: (Please specify)

5. What type of trips do you normally take?    X Medical                      Employment

Nutritional (Grocery/Food stamps)                      Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes    X No

If yes, indicate below

Late pick-up- How late?                      Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area                      Unable to afford the co-pay

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: Mr. Gilbert had to wait for an hour to place his reservation.

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? Client #9 would like a fixed reservation.

9. What does transit mean to you? (Permission granted by: Client #9 to use my comments in publication.

Client #9 is wheel-chair bound and the Space Coast Area Transit services is a life line to get to his medical appointments.

Comments:

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/21/22

Person surveyed via phone call: Client #10

1. Did you receive transportation service on December 19, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?  
X 1-2 times/week      Monthly      daily      3-5 Times/week  
Bi-Monthly

4. Have you ever been denied transportation?      Yes      X No

If yes, How many times in the last 6 months?

What was the reason given?      Driver Shortage      Lack of Vehicles

Not eligible

Out of Service Area

No Space

Other: (Please specify)

5. What type of trips do you normally take?      X Medical      Employment

Nutritional (Grocery/Food stamps)

Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?      Yes      X No

If yes, indicate below

Late pick-up- How late?

Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area

Unable to afford the co-pay

Inconvenient pick-up time

Vehicle condition(specify)

Reservation issue: The length of time on the phone to make a reservation.

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: Client #10 to use my comments in publication.

Takes you from place to place.

Comments:

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/21/22

Person surveyed via phone call: Client #11

1. Did you receive transportation service on December 16, 2022? Yes

2. How much were you charged for your trip? \$3.00 (round trip)

3. How often do you normally use transit?  
 1-2 times/week      Monthly      daily      3-5 Times/week  
 Bi-Monthly

4. Have you ever been denied transportation?      Yes      No

If yes, How many times in the last 6 months?

What was the reason given?      Driver Shortage      Lack of Vehicles  
 Not eligible       Out of Service Area       No Space

Other: (Please specify)

5. What type of trips do you normally take?       Medical      Employment  
 Nutritional (Grocery/Food stamps)      Education/Training/Day Care  
 Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?      Yes       No

If yes, indicate below

Late pick-up- How late?       Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area       Unable to afford the co-pay

Inconvenient pick-up time       Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: Client #11 to use my comments in publication.

Reliable, respectable, dependable, and courteous.

Comments: Client #11 would like the drivers to be able to receive a "Driver of the Month" award. She loves her drivers. They are always on time and very personable.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/21/22

Person surveyed via phone call: Client #12

1. Did you receive transportation service on August 3, 2022? Yes

2. How much were you charged for your trip? \$3.00 (round trip)

3. How often do you normally use transit?                      daily                      3-5 Times/week  
X 1-2 times/week                      Monthly                      Bi-Monthly

4. Have you ever been denied transportation?                      Yes      X No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

Not eligible

Out of Service Area

No Space

Other: (Please specify)

5. What type of trips do you normally take?      X Medical                      Employment

Nutritional (Grocery/Food stamps)

Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes      X No

If yes, indicate below

Late pick-up- How late?

Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area

Unable to afford the co-pay

Inconvenient pick-up time

Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 4

8. What can be done to improve your transit service? To be able to make a reservation prior to 7 days in advanced with a time her time slot being available.

9. What does transit mean to you? (Permission granted by: Client #12 to use my comments in publication.

Means a lot.

Comments: Client #12's bus showed up prior to her scheduled time. When she called to complain, Space Coast Area Transit said that she did not show up. Also, she was never informed that she can reserve her time prior to 7 days in advanced.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/21/22

Person surveyed via phone call: Client # 13 (rider) (wife answered survey on Client #13's behalf)

1. Did you receive transportation service sometime in October 28, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?                      daily                      3-5 Times/week  
X 1-2 times/week                      Monthly                      Bi-Monthly

4. Have you ever been denied transportation?                      Yes    X No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

Not eligible

Out of Service Area

No Space

Other: (Please specify)

5. What type of trips do you normally take?                      Medical                      Employment

Nutritional (Grocery/Food stamps)    X Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes    X No

If yes, indicate below

Late pick-up- How late?

Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area

Unable to afford the co-pay

Inconvenient pick-up time

Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: Client #13 to use my comments in publication.

Able to get to where he needs to go.

Comments: Client #13 took a course for the blind (once a week for seven weeks). It was the only time he used Space Coast Area Transit's services.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/21/22

Person surveyed via phone call: Client #14

1. Did you receive transportation service on December 21, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?                      daily    X 3-5 Times/week  
1-2 times/week                      Monthly                      Bi-Monthly

4. Have you ever been denied transportation?                      Yes    X No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

Not eligible                      Out of Service Area                      No Space  
Other: (Please specify)

5. What type of trips do you normally take?                      Medical                      X Employment

Nutritional (Grocery/Food stamps)                      Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes    X No

If yes, indicate below

Late pick-up- How late?                      Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area                      Unable to afford the co-pay

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: Client #14 to use my comments in publication.

Transportation.

Comments:



## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/21/22

Person surveyed via phone call: Client #15

1. Did you receive transportation service on December 16, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?       daily       3-5 Times/week  
 1-2 times/week       Monthly       Bi-Monthly

4. Have you ever been denied transportation?      Yes       No

If yes, How many times in the last 6 months?

What was the reason given?      Driver Shortage      Lack of Vehicles

Not eligible       Out of Service Area       No Space  
Other: (Please specify)

5. What type of trips do you normally take?       Medical       Employment

Nutritional (Grocery/Food stamps)       Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?      Yes       No

If yes, indicate below

Late pick-up- How late?       Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area       Unable to afford the co-pay

Inconvenient pick-up time       Vehicle condition(specify)

Reservation issue: N/A

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: Client #15 to use my comments in publication.)

Everything to him.

Comments: Service is always on time.



9. What does transit mean to you? (Permission granted by: Client #16 to use my comments in publication.

Comments: Client #16's reservation time changed without her knowledge. A Space Coast Area Transit representative did not call her to inform her of the time change. She waited outside for almost an hour until she called Space Coast Area Transit. This type of incident happened twice to her.

**Survey of Passengers**

Person conducting survey: Debbie Flynn

Date of survey: 12/28/22

Person surveyed via phone call: Client #17

1. Did you receive transportation service sometime December 18, 2022? Yes

2. How much were you charged for your trip? \$1.50 (one-way)

3. How often do you normally use transit?                      daily                      3-5 Times/week  
1-2 times/week                      X Monthly                      Bi-Monthly

4. Have you ever been denied transportation?                      Yes                      X No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles

                    Not eligible                      Out of Service Area                      No Space

Other: (Please specify)

5. What type of trips do you normally take?                      Medical                      Employment

X Nutritional (Grocery/Food stamps)                      Education/Training/Day Care

                    Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes                      X No

If yes, indicate below

                    Late pick-up- How late?                      Early pick-up - How early?

                    Assistance not provided: Type of assistance requested:

                    Trip out of service area                      Unable to afford the co-pay

                    Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: N/A                      Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? N/A

9. What does transit mean to you? (Permission granted by: Client #17 to use my comments in publication.

Gets him to where he needs to go.

Comments:

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/28/22

Person surveyed via phone call: Client #18

1. Did you receive transportation service November 28, 2022? Yes
2. How much were you charged for your trip? \$1.50 (one-way)
3. How often do you normally use transit?                    daily                    3-5 Times/week  
1-2 times/week                    Monthly                    X Bi-Monthly
4. Have you ever been denied transportation?                    Yes    X No

If yes, How many times in the last 6 months?

What was the reason given?                    Driver Shortage                    Lack of Vehicles  
Not eligible                    Out of Service Area                    No Space  
Other: (Please specify)

5. What type of trips do you normally take?    X Medical                    Employment  
X Nutritional (Grocery/Food stamps)                    Education/Training/Day Care

Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                    Yes    X No

If yes, indicate below

Late pick-up- How late?                    Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area                    Unable to afford the co-pay

Inconvenient pick-up time                    Vehicle condition(specify)

Reservation issue: Client #18 had to wait a very long time to make her reservation. She believes it was over an hour.

Driver issue: All of her drivers have been very nice.

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 5

8. What can be done to improve your transit service? Client #18 would like to have a shorter wait time when making her reservation.

9. What does transit mean to you? (Permission granted by: Client #18 to use my comments in publication.

Allows Brevard County residents to get a ride. It is very thoughtful that the County provides this type of service.

Comments:



A ride.

Comments:



## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 12/29/22

Person surveyed via phone call: Client #20 (rider) (father answered the survey on his children's behalf)

1. Did you receive transportation service on December 22, 2022? Yes
2. How much were you charged for your trip? No charge; APD pays for his children's services to attend Easter Seals.
3. How often do you normally use transit?                      daily     3-5 Times/week  
1-2 times/week                      Monthly                      Bi-Monthly

4. Have you ever been denied transportation?                      Yes     No

If yes, How many times in the last 6 months?

What was the reason given?                      Driver Shortage                      Lack of Vehicles  
Not eligible                      Out of Service Area                      No Space  
Other: (Please specify)

5. What type of trips do you normally take?                      Medical                      Employment  
Nutritional (Grocery/Food stamps)  Education/Training/Day Care  
Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

6. Did you have any problems on your last trip?                      Yes     No  
If yes, indicate below

Late pick-up- How late?                      Early pick-up - How early?

Assistance not provided: Type of assistance requested:

Trip out of service area                      Unable to afford the co-pay

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: Ongoing. Never has to place a reservation.

Driver issue: N/A

7. On a scale of 1 to 5 (5 being most satisfied), how do you rate your service? 2

8. What can be done to improve your transit service? The bus trip is too long. It should

not take 2 hours to get to my destination.

9. What does transit mean to you? (Permission granted by: father to use my comments in publication.

Gets his children from point A to point B.

Comments:



always get dropped off and picked up from).

9. What does transit mean to you? (Permission granted by: Client #21 to use my comments in publication.

It is her salvation. Client #21 would not be able to live at home without this service. She is very grateful.

Comments:

## **Survey of Passengers Results**

**Number of Surveys mailed: 0**

**Number of Surveys returned: 0**

**Number of Surveys completed while on the bus: 0**

**Number of Phone Surveys: 21**

**Number of Online Surveys: 0**

**Total Surveys completed: 21**

**Percent not satisfied: 9.6%**

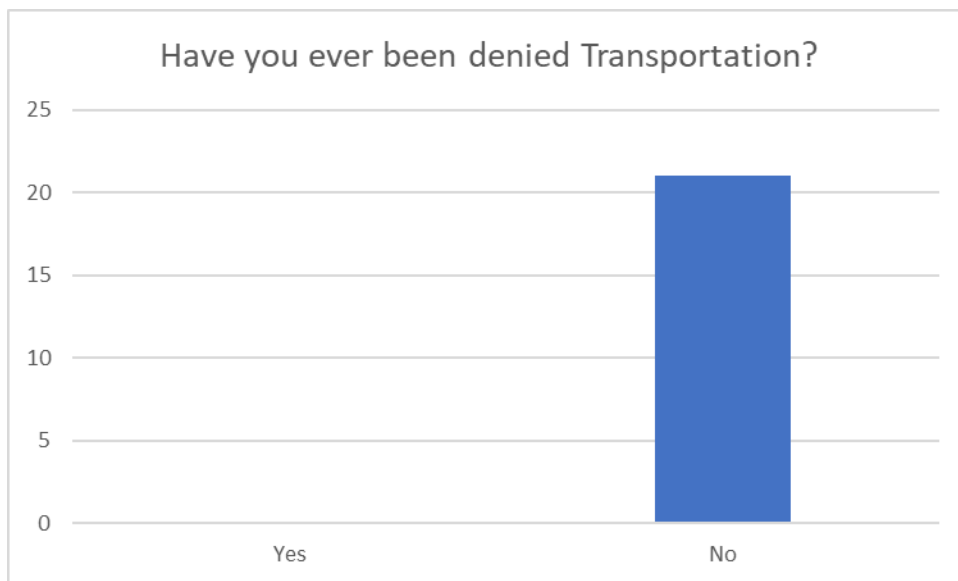
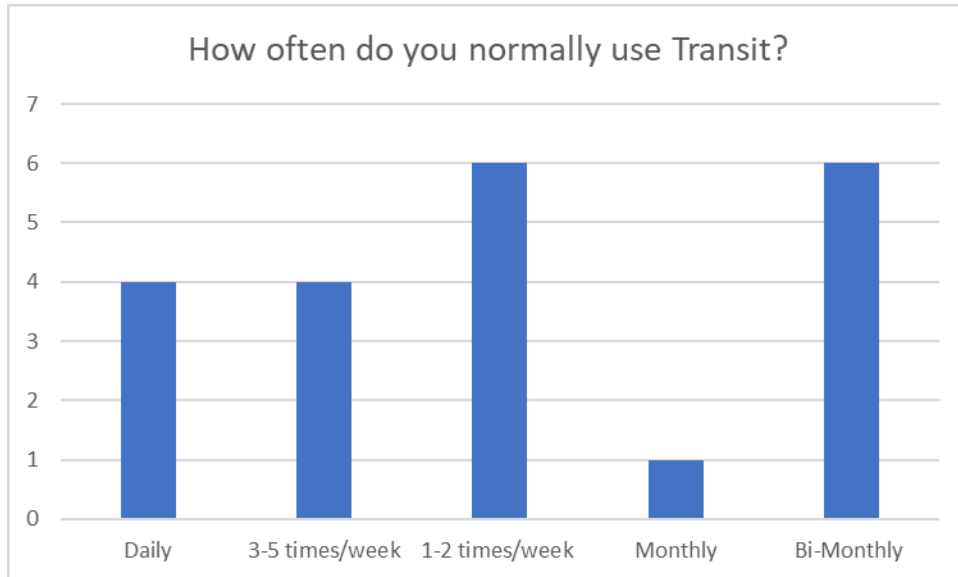
**Percent satisfied: 90.4%**

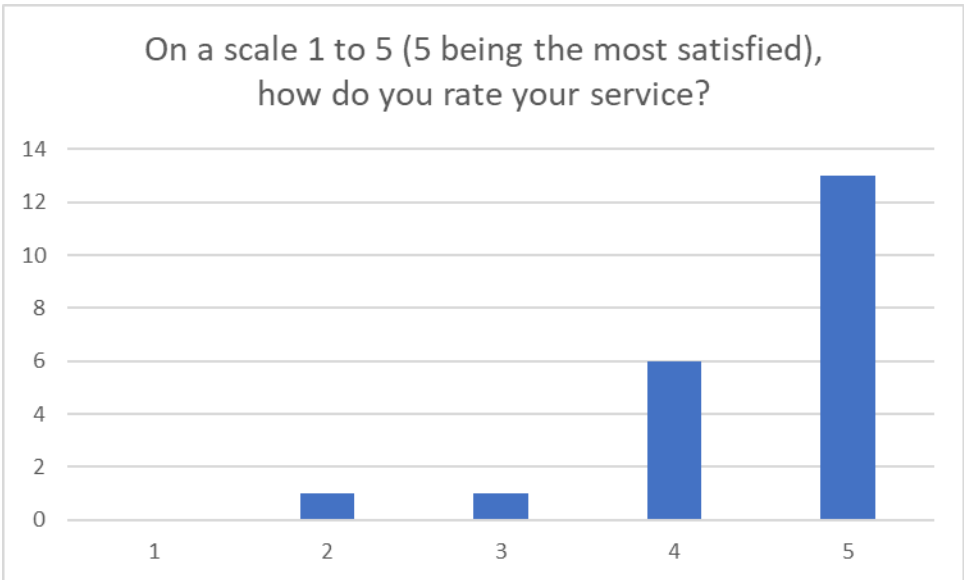
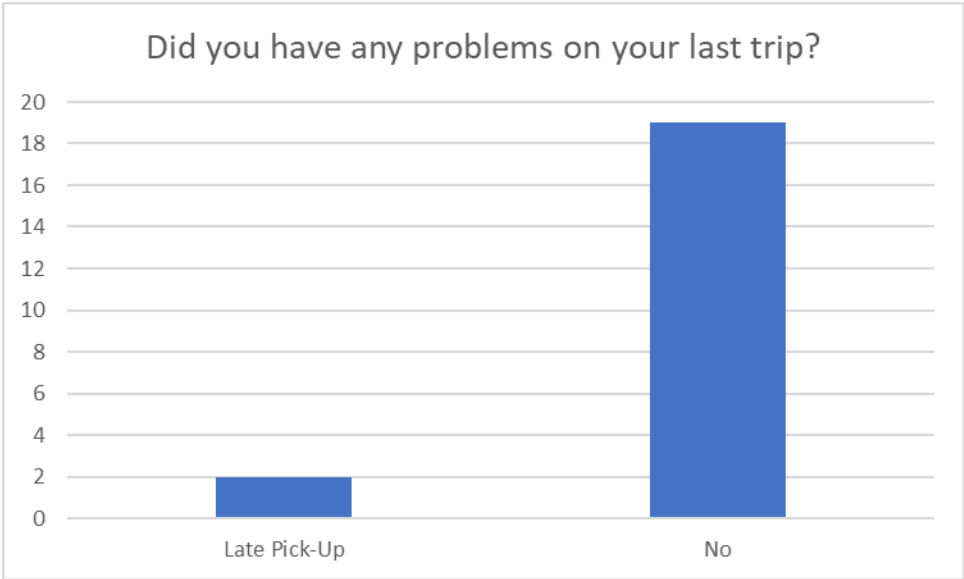
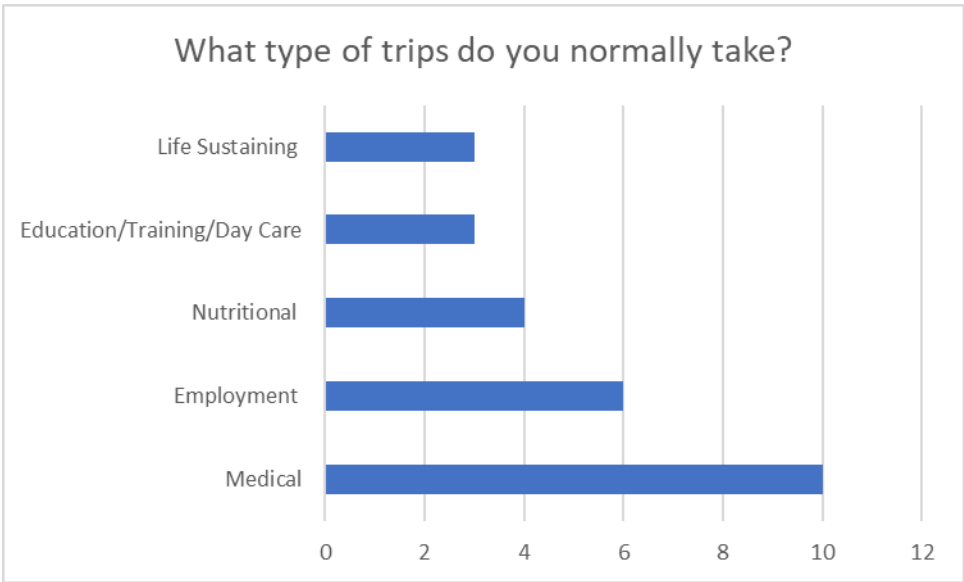
### **Comments and Suggestions**

Many TD riders were not aware that they can utilize the TD bus for everyday needs (i.e., grocery shopping, post office, banking, etc.). Most of the riders were using the services to go to their medical appointments. Space Coast Area Transit to update their literature or when a TD rider files their application, for the reservationist to reiterate to the rider the allowable type of trips.

Many of the TD riders are waiting on hold for 45+ minutes to make a reservation. Space Coast Area Transit needs to use an automated system so clients can schedule their trip or hire more reservationists.

# Survey of Passengers Graphs





<b>Level of Cost Worksheet 1</b>
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<b>Expense</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>Total Expense</b>
<b>Labor</b>	\$ 1,988,560	\$ 0	\$ 1,988,560
<b>Fringe Benefits</b>	\$ 334,811	\$ 0	\$ 334,811
<b>Services</b>	\$ 1,475,408	\$ 0	\$ 1,475,408
<b>Materials &amp; Supplies</b>	\$ 647,330	\$ 0	\$ 647,330
<b>Utilities</b>	\$ 27,290	\$ 0	\$ 27,290
<b>Casualty &amp; Liability</b>	\$ 73,917	\$ 0	\$ 73,917
<b>Taxes</b>	\$ 0	\$ 0	\$ 0
<b>Purchased Transp.</b>			
<b>Miscellaneous</b>	\$ 3,268	\$ 0	\$ 3,268
<b>Interest</b>	\$ 0	\$ 0	\$ 0
<b>Leases &amp; Rentals</b>	\$ 14,003	\$ 0	\$ 14,003
<b>Annual Depreciation</b>			
<b>Contributed Services</b>	\$ 0	\$ 0	\$ 0
<b>Allocated Ind. Exp.</b>	\$ 664,433	\$ 0	\$ 664,433
<b>Grant Total</b>	\$5,229,020		\$5,229,020



## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	<b>Column A Operators Available</b>	<b>Column B Operators Contracted in the System.</b>	<b>Column C Include Trips</b>	<b>Column D of all Trips</b>
<b>Private Non-Profit</b>	Brevard Achievement Center Brevard Alzheimer's Foundation Easter Seals Promise Inc. Space Coast CIL	5		
<b>Private For-Profit</b>	Lyft Uber Space Coast Private Driver Beach Yellow Cab Discount Cab Black Hat Private Transport & Courier Executive Limo & Taxi Stellar Transport Coastal Health Systems of Brevard Owl Transportation Comfort Rider Transportation 52 Taxi's and shuttle services in Brevard County	0	0	0
<b>Government</b>	N/A			
<b>Public Transit Agency</b>	Space Coast Area Transit	1		
<b>Total</b>	69+	6		

2. How many of the operators are coordination contractors?  
N/A

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity?  
N/A

Does the CTC have the ability to expand?

Yes, if the need arises Space Coast Area Transit will add Coordination Contractors.

4. Indicate the date the latest transportation operator was brought into the system. N/A
5. Does the CTC have a competitive procurement process?  Yes  No
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

N/A	Low bid
N/A	Requests for qualifications
N/A	Negotiation only

N/A	Requests for proposals
N/A	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

N/A
-----

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

N/A	Capabilities of operator
N/A	Age of company
N/A	Previous experience
N/A	Management
N/A	Qualifications of staff
N/A	Resources
N/A	Economies of Scale
N/A	Contract Monitoring
N/A	Reporting Capabilities
N/A	Financial Strength
N/A	Performance Bond
N/A	Responsiveness to Solicitation

N/A	Scope of Work
N/A	Safety Program
N/A	Capacity
N/A	Training Program
N/A	Insurance
N/A	Accident History
N/A	Quality
N/A	Community Knowledge
N/A	Cost of the Contracting Process
N/A	Price
N/A	Distribution of Costs
N/A	Other: (list)

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

N/A

How many responded?

N/A

The request for bids/proposals was distributed:

N/A Locally

N/A Statewide

N/A Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc....)?  
 Yes, Space Coast Area Transit contracts their maintenance services to First Transit. The contractor has a 5-year contract with the option of a 2-year extension.

## **Level of Availability (Coordination)**

### **Worksheet 3**

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

Transportation Disadvantaged Service Plan, Transportation Improvement Program, Transit Development Plan, Long Range Transportation Plan, and Comprehensive Plans.

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

Space Coast Area Transit conducts public involvement including Rider's Guide, Brevard County website, Space Coast Transportation Planning Organization's website, outreach events, and other advertising methods.

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

Annual certification. Clients are certified by completing an eligibility application to determine if they are eligible for services. A person is qualified based upon their age or disability. Documentation must be provided by the client to verify that they are eligible.

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

When a customer calls Space Coast Area Transit the following is performed:

1. The customer explains their needs (determines prequalification).
2. They are informed of their services and how it works in detail.
3. The application is mailed out, the customer has 21 days to return the application (customer can use the system for those 21 days).
4. The application is returned with the qualifying documents (picture ID and proof of age and disability).
5. The application is then entered into their system.
6. The customer is mailed a letter of approval.

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist?

Space Coast Area Transit needs to upgrade its phone system to eliminate the excessive hold times that were mentioned by the clients.

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

For reservations, call the RideLine at 321-633-1878, Monday-Friday, from 8:00 a.m. to 5:00 p.m. and ask to speak to a Paratransit representative.

TD Paratransit trips may be reserved up to 7 days in advance.

ADA Paratransit trips may be requested up to 14 days in advance.

Next day reservations must be made by 2:00 PM the day before you wish to travel.  
No same day trips are permitted.

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

N/A

Scheduling – How is the trip assignment to vehicles coordinated?

Space Coast Area Transit uses Trip Spark to generate their trip assignments.

1. Rider calls to make a reservation.
2. Trip Spark generates the reservation.
3. Trip Spark generates an Operator Manifest.
4. The operator uses the manifest to run their route to pick up the clients.

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

Space Coast Area Transit is a sole provider and all modes of services are provided in house.

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

All Space Coast Area Transit vehicles must have two-way radios that are in good working condition. All trip monitoring is done by two-way radio system between the radio operator and vehicle operators. All lead operators, operations managers, and customer service supervisors are equipped with two-way radios and are monitored while on duty. Technological advances such as Mobile Data Terminals can provide additional communication options.

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

The Commission for Transportation Disadvantaged conducts a review every two years, the Florida Department of Transportation conducts a Triennial Review, and Space Coast Transportation Planning Organization does an annual review.

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

Real-time issues are addressed as they arise by Customer Service and Operations at the Space Coast Area Transit, with dispatchers and operators in-tandem.

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

Operator manifest. Trips are reconciled by the information from the completed manifests, the mileages recorded and the mileages reported to the dispatcher.

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

After a trip is completed, the driver reports it to dispatch along with the mileage, the driver records the mileage on their manifests. The data from the manifest is then used to calculate the mileage and the mileage is what is billed to the Commission for Transportation Disadvantaged. When the driver picks-up their clients they are required to collect the appropriate fare.

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

Space Coast Area Transit's Passenger Management System is used and from that data base a monthly report is compiled. Space Coast Area Transit also provides a report to the LCB.

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

The CTC allows the coordination contractor to provide services to their clients as a means to reduce the cost of the program.

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

Through Space Coast Area Transit's Public Outreach efforts, staff attends different venues and hold pop up events to educate and make people aware of their vast transit services.

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

Coordination Contracts with Section 5310 agencies.

## Recommendations/Commendations/Suggestions

**Counties Served:** Brevard

**Date(s) of Review:** July 1, 2021 to June 30, 2022

**Planning Agency Staff Assigned to Review:** Space Coast Transportation Planning Organization

### 1. RECORDS AND AREAS OF REVIEW

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus Ride
- F. Customer Satisfaction Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

## II. FINDINGS AND RECOMMENDATIONS

### A. GENERAL INFORMATION

The Commission for the Transportation Disadvantaged designated Brevard County Board of County Commissioners as the CTC for Brevard County on June 3, 2021, effective July 1, 2021 – June 30, 2026. Brevard County BCC/ Space Coast Area Transit is a local government entity.

#### **Area of Noncompliance:**

Space Coast Area Transit has not set a standard for complaints, does not provide a complaint toll-free number within their vehicles that are used to transport transportation disadvantaged clients. There were times that clients stated that they were put on hold for over 45 minutes to make a reservation.

#### **Recommendation:**

Space Coast Area Transit to provide a standard for complaints, toll-free number within their buses for complaints, and to hire more reservationists or for the 321Transit app or website to allow riders to make their own reservation.

#### **Timeline for Compliance:**

Space Coast Area Transit to provide a standard for complaints by next year's evaluation.

The toll-free number will be posted in all vehicles within 3 months.

Space Coast Area Transit must provide a strategy to address the client hold time within the next 120 days.

## **B. Chapter 427, F.S**

To be in compliance with Chapter 427. F.S., Space Coast Area Transit must meet the following requirements:

- 1) Execute uniform contracts for service using a standard contract, which includes performance standards for operators.
- 2) Collect annual operating data for submittal to Florida Department of Transportation and the Commission for Transportation Disadvantaged.
- 3) Review all transportation operator contracts annually.
- 4) Approve and coordinate the utilization of school bus and public transportation services in accordance with the Transportation Disadvantaged Service Plan.
- 5) In cooperation with a functioning coordinating board, review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- 6) In cooperation with, and approved by, the coordinating board, develop, negotiate, implement and monitor a memorandum of agreement including a service plan, for submittal to the Commission.
- 7) In cooperation with the coordinating board and pursuant to criteria developed by the Commission for the Transportation Disadvantaged, establish eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Funds.
- 8) Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).
- 9) Work cooperatively with local workforce development boards established in Chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

**Area of Noncompliance:** N/A

**Recommendation:** N/A

**Timeline for Compliance:** N/A

### **C. Rule 41-2, F.A.C.**

To be in compliance with Rule 41-2, F.A.C. Space Coast Area Transit must meet the following requirements:

Ensure compliance with minimum liability insurance requirement;

Ensure the purchaser that the Brevard County CTCs operations and services are in compliance with safety requirements and continuing compliance with applicable state or federal laws relating to drug testing;

Review with Coordinating Board, contracts on an annual basis to determine the effectiveness/efficiency of the Transportation Operator or renewal of Coordination Contracts; and adhere to locally developed and Commission approved standards.

#### **Area of Noncompliance:**

The Florida State Statute recently changed to \$200,000 per person and \$300,000 per incident.

#### **Recommendation:**

Update operator and coordination contracts to reflect change in the statutory requirements.

#### **Timeline for Compliance:**

Within in six months or when the Coordination Agreements are up for renewal if they are less than six months.

### **D. Americans with Disabilities Act**

Space Coast Area Transit ensures all new vehicles, regardless of size, to be accessible and meet the system accessibility requirements.

Space Coast Area Transit also mandates service information be made available in accessible formats for visually and hearing-impaired individuals.

Ensure that Space Coast Area Transit provides schedules and reservation capabilities in alternative formats such as Braille or audio for the blind and use of a TDD or relay service for the deaf.

Space Coast Area Transit requires that both public and private transit providers adequately maintain accessible equipment.

Out-of-order equipment is to be repaired promptly, and reasonable steps are taken to continue serving persons with disabilities while repairs are being made.

**Area of Noncompliance:** N/A

**Recommendation:** N/A

**Timeline for Compliance:** N/A



## **E. Bus Ride**

**Area of Noncompliance:**

N/A

**Recommendation:**

N/A

**Timeline for Compliance:**

N/A

## **F. Customer Satisfaction Survey Results**

The last time Space Coast Area Transit conducted a customer satisfaction survey was in 2022 during the Transit Development Update.

**Area of Noncompliance:**

N/A

**Recommendation:**

Space Coast Area Transit staff should conduct customer satisfaction surveys on a semi-annually basis and present those findings to the Transportation Disadvantaged Local Coordinating Board.

**Timeline for Compliance:**

N/A

## **G. Follow-up of previous QAPE Review (if applicable)**

**Previous Area of Noncompliance:**

The surveys should be done in January and July.

1. The CTC didn't have applications or documentations for clients receiving services under the TD Program.

The CTC must be able to support all information submitted in the AOR with documentation.

**Status:**

Space Coast Area Transit staff is still working on these areas as was evident in the eligibility issues we detected.

## **H. Additional Observations**

N/A

## **I. Current Year Trip and Equipment Grant (if applicable)**

The Trip and Equipment Grant for Brevard County currently runs from August 15, 2022 through June 30, 2023.

**Area of Noncompliance:** N/A

**Recommendation:** N/A

## **Timeline for Compliance: N/A**

### **III. CONCLUSION**

#### **Recommendations:**

1. Space Coast Area Transit must ensure that there are eligibility applications and supporting documents for each client.
2. Space Coast Area Transit mentioned that the Commission should be aware of the aforementioned items and should work to add leverage to Chapter 427 and Rule 41-2 to require all State agencies that provide transportation to the transportation disadvantaged population to use the CTC. There is no enforcement or penalties when State agencies do not use the coordinated system. It would be advantageous for the Transit Director to set up a meeting with the Commission to discuss their concerns with Chapter 427 and Rule 41.
3. Space Coast Area Transit must ensure that each Coordination Contractor provide the data for the Annual Operating Report on a quarterly basis. This needs to be done starting with the new State Fiscal Year in July 2023.
4. Space Coast Area Transit mentioned that the CTC provides the Coordination Contractor with a corrective action plan and the CTC follows through to ensure that the items are remedied. The corrective action was not provided for the Space Coast Transportation Planning Organization to review. Please include the plan for the 2023 CTC Evaluation.
5. Space Coast Area Transit should establish a goal in the next Transportation Disadvantaged Service Plan update to transfer a certain percentage of clients from the door to door service to the fixed route.
6. Space Coast Area Transit to update their literature or when a TD rider files their application, for the reservationist to reiterate to the rider the allowable type of trips. The application should inform the riders of the type of trips available.
7. Space Coast Area Transit to update their literature or when a TD rider makes their reservation, for the reservationist to reiterate to the rider the allowable number of days in advance they can make their reservation.
8. Update coordination contracts to reflect changes in the state statutes regarding the insurance requirements.
9. Space Coast Area Transit to provide a local toll-free number for complaints or grievances in all vehicles that are used to transport TD riders.
10. Space Coast Area Transit should set a standard goal for complaints.
11. Space Coast Area Transit must provide a strategy to address the client hold time within the next 120 days.
12. For the TD driver to ask the client if he/she needs any assistance when entering the bus.
13. Space Coast Area Transit needs to inform clients when the bus is running late.

**Commendations:**

1. The buses were very clean.
2. The bus driver was dressed appropriately and was very friendly.
3. The riders are very grateful that Brevard County/Space Coast Area Transit provides services for the transportation disadvantaged. Without their services, many of the riders would be homebound and would have no method of transportation to get to their medical appointments.
4. Space Coast Area Transit goes out of their way to help their TD Riders fill out the required application. A staff member has gone to a rider's house to make sure their application is filled out correctly and to ensure that the required eligibility documents are provided. Staff also works with partner agencies to make sure that their clients submit their applications and provide technical assistance as needed. Staff has even called the Police to conduct a welfare check on a regular rider that had not been heard from.
5. No rider that was surveyed mentioned ever being denied transportation.

## Appendix

# Operator Manifest

Driver: J. Aough  
 Date: 2022-12-05  
 Route: 76  
 Vehicle: 2405

Run Begin: 0845  
 Run End: 1625

Ending Mileage: 2525  
 Beginning Mileage: 2477  
 Total Daily Mileage: \_\_\_\_\_

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
07:45	07:45 Start	0845	0.0 2477	401 S VARR AVE, COCOA, 32922 North Terminal						
09:30	09:15 Pickup	1028	0.0	5920 ADELE ST, COCOA, 32927	[REDACTED]		H	\$ 1.50	CLI	AM
	09:48 Dropoff	1028	0.0	6300 N WICKHAM RD, SUNTREE, 32940 Restaurant Subway in Suntree transfer from one bus to another bus.	[REDACTED]					
10:15	10:00 Pickup	10459	0.0 2488	7964 LOREN COVE DR, VIERA, 32940 new address - effective 8-5-2022 *take Stadium Parkway off Spur Ave*	[REDACTED]		H	\$ 1.50	CLI	AM
	10:07 Dropoff	1008	0.0 2491	777 N WICKHAM RD, MELBOURNE, 32940 Publix	[REDACTED]					
12:15	12:00 Pickup	1028	0.0	699 W COCOA BEACH CSWY, #ste 402, COCOA BEACH, 3 Hospital Cape Canaveral Dr Pedeler	[REDACTED]		H	\$ 1.50	CLI	AM
12:35	12:35 Pickup	1229	0.0 2512	7777 N WICKHAM RD, MELBOURNE, 32940 Publix	[REDACTED]		H	\$ 1.50	CLI	AM
12:50	12:39 Pickup	1239	0.0 2514	8041 SPYGLASS HILL RD, VIERA, 32940 Dialysis Viera Dialysis	[REDACTED]		H	\$ 1.50	CLI	AM
	12:46 Dropoff	1246	0.0 2516	7964 LOREN COVE DR, VIERA, 32940 new address - effective 8-5-2022 *take Stadium Parkway off Spur Ave*	[REDACTED]					
	12:56 Dropoff	1028	0.0	2700 ANNELEIGH CIR, #APT 109, VIERA, 32940 Venue at Viera Senior Living	[REDACTED]					
	13:20 Dropoff	1310	0.0 2530	1524 CLEARLAKE RD, #Apt 67, COCOA, 32922	[REDACTED]					
13:25	13:25 Lunch	1330 1430	0.0 2533							
15:15	15:15 Pickup	1501	0.0 2543	8041 SPYGLASS HILL RD, VIERA, 32940 Dialysis Viera Dialysis	[REDACTED]	WA	H	\$ 1.50	CLI	AM

Sch /Appl. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobalids	Fare Type	Fare To Collect	Pass Type	Space Type
	15:26 Dropoff	1524	2547	2700 CAMBERLY CIR, VIERA, 32940	[REDACTED]	WA				
16:15	16:00 Pickup	1554	2532	577 BARNES BLVD, #STE 100, ROCKLEDGE, 32955 Dialysis Fresenius Rockledge J	[REDACTED]	LIF,WA	H	\$1.50	CLI	AM
16:15	16:03 Pickup	↓	↓	577 BARNES BLVD, #STE 100, ROCKLEDGE, 32955 Dialysis Fresenius Rockledge J restart -- effective 8/23/2021	[REDACTED]		H	\$1.50	CLI	AM
	16:07 Dropoff	1600	2557	2855 MURRELL RD, ROCKLEDGE, 32955 change of address -- effective 8/3/2022 *Shell Harbor Retirement Living*	[REDACTED]	LIF,WA				
	16:19 Dropoff	1617	2563	1050 N FISKE BLVD, COCOA, 32922 Windover Apts *change of address -- effective 7-2-2021*	[REDACTED]					
16:35	16:23 End	1625	2568 <sup>0.0</sup>	401 S VARR AVE, COCOA, 32922 North Terminal						

## Transportation Disadvantaged Performance Report Card

(Includes Transportation Disadvantaged, Contract Routes, and Self Pay Passengers)

	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Totals
<b>Total trips</b>	5470	5938	6968	6327	6558	6640	6300	7175	6489	7456	5879	6324	77524
<b>% within window</b>	43.7%	46.8%	57.6%	63.7%	67.0%	70.3%	67.2%	69.5%	65.6%	71.9%	70.8%	66.6%	63.8%
<b>% early</b>	35.8%	35.5%	29.4%	21.8%	30.5%	27.1%	30.2%	28.5%	32.4%	24.9%	25.4%	30.1%	29.1%
<b>% late (1-15 min.)</b>	17.8%	15.5%	11.7%	11.9%	1.4%	1.4%	1.3%	1.0%	0.9%	2.2%	2.4%	2.2%	5.6%
<b>% late (16-30 min.)</b>	1.9%	1.2%	0.9%	1.6%	0.8%	1.0%	0.9%	0.7%	0.8%	0.9%	1.0%	0.8%	1.0%
<b>% late (&gt;30 min.)</b>	0.8%	1.0%	0.4%	1.0%	0.3%	0.3%	0.4%	0.3%	0.3%	0.1%	0.4%	0.2%	0.5%
<b>% late</b>	20.5%	17.7%	13.0%	14.4%	2.6%	2.6%	2.7%	2.0%	2.0%	3.3%	3.9%	3.3%	7.0%
<b>Total Reservations</b>	7426	7744	8889	8032	8474	8081	7723	8685	8095	9021	7371	8941	98482
<b>% of cancels</b>	13.5%	11.9%	10.6%	11.2%	11.8%	10.7%	11.2%	11.3%	13.6%	10.1%	12.0%	21.3%	12.5%
<b>% of no-shows</b>	12.9%	11.4%	11.0%	10.0%	10.8%	7.1%	7.2%	6.1%	6.3%	7.2%	8.3%	8.0%	8.8%
<b>% of standby-by trips</b>	0.15%	0.10%	0.10%	0.16%	0.08%	0.06%	0.02%	0.03%	0.03%	0.03%	0.05%	0.02%	0.1%
<b>% of trips denied</b>	0.03%	0.05%	0.07%	0.04%	0.02%	0.00%	0.05%	0.02%	0.02%	0.03%	0.00%	0.00%	0.0%
<b>% of reservations fulfilled</b>	73.7%	76.7%	78.4%	78.8%	77.4%	82.2%	81.6%	82.6%	80.2%	82.7%	79.8%	70.7%	78.7%
<b>Purpose of trips:</b>													
MEDICAL	12.7%	11.2%	11.2%	12.7%	10.0%	9.2%	10.7%	9.4%	9.2%	9.8%	8.9%	7.6%	10.2%
MEDICAL DIALYSIS	18.5%	18.5%	17.7%	17.0%	16.1%	15.7%	15.0%	14.2%	15.4%	14.7%	15.7%	16.5%	16.2%
MEDICAL PRESCRIPTION	0.3%	0.4%	0.2%	0.3%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%
MEDICAL THERAPY	1.1%	1.3%	0.9%	1.1%	1.3%	1.3%	1.8%	1.0%	1.1%	1.9%	1.5%	1.5%	1.3%
FOOD SHOPPING	2.4%	2.4%	2.2%	2.3%	2.6%	2.4%	2.4%	3.3%	2.4%	2.4%	2.4%	1.9%	2.4%
SHOPPING FOR OTHER	2.1%	2.2%	2.2%	2.1%	2.7%	2.2%	2.0%	2.0%	2.2%	2.1%	1.7%	2.7%	2.2%
MEETINGS	5.7%	5.1%	5.2%	5.2%	6.0%	5.3%	7.7%	3.9%	7.4%	5.1%	5.9%	3.9%	5.5%
RECREATIONAL	0.5%	0.5%	0.9%	0.9%	0.6%	0.9%	0.9%	1.1%	1.5%	0.9%	0.7%	1.0%	0.9%
SCHOOL	1.2%	2.1%	1.3%	1.8%	1.5%	0.9%	0.9%	0.7%	1.4%	1.9%	1.3%	0.9%	1.3%
SOCIAL SERVICES	0.5%	0.9%	0.5%	0.4%	0.2%	0.1%	0.4%	0.2%	0.2%	0.5%	0.5%	0.4%	0.4%
CENTER CLIENTS	34.0%	35.6%	38.5%	35.6%	37.8%	42.8%	39.2%	44.3%	39.0%	41.0%	41.5%	41.9%	39.4%
HURRICANE	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.3%	0.0%	0.1%
WORK	17.6%	16.2%	15.0%	16.5%	16.6%	15.9%	15.1%	16.6%	16.6%	16.3%	16.4%	18.9%	16.5%
OTHER	3.3%	3.5%	4.2%	4.1%	4.3%	3.4%	3.7%	3.1%	3.0%	3.6%	3.0%	2.7%	3.5%
													100.0%

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Total trips	5470	5938	6968	6327	6558	6640	6300	7175	6489	7456	5879	6324	77524
trips within window	2390	2777	4016	4033	4392	4667	4233	4985	4257	5358	4160	4213	49481
trips early window	1959	2109	2048	1380	1997	1800	1900	2048	2100	1855	1492	1903	22591
trips late window	974	921	813	750	92	90	85	75	60	167	144	141	4312
trips late (16-30)	102	73	62	99	55	65	57	48	52	68	58	52	791
trips late (>30 min)	45	58	29	65	22	18	25	19	20	8	25	15	349
Total Reservations	7426	7744	8889	8032	8474	8081	7723	8685	8095	9021	7371	8941	98482
# of cancels	1001	924	945	899	1001	866	866	984	1098	912	882	1901	12279
# of no-shows	955	882	976	806	915	575	557	526	508	653	610	716	8679
# of standby-by trips	8	6	7	10	5	4	1	2	2	2	3	1	51
# of Denied trips	2	4	6	3	2	0	4	2	2	3	0	0	28

<u>Purpose of TD trips</u>														
MEDICAL	697	666	777	801	656	611	674	675	598	732	525	482	7,894	10.18%
MEDICAL DIALYSIS	1,014	1,096	1,233	1,073	1,056	1,042	944	1,017	997	1,096	925	1,046	12,539	16.17%
MEDICAL PRESCRIPTION	19	26	11	16	3	2	9	8	6	0	6	3	109	0.14%
MEDICAL THERAPY	62	78	64	69	85	85	113	69	73	141	88	93	1,020	1.32%
FOOD SHOPPING	133	142	150	147	173	160	150	238	157	179	141	121	1,891	2.44%
SHOPPING FOR OTHER	115	132	152	135	178	147	126	147	145	154	99	169	1,699	2.19%
MEETINGS	310	305	365	329	395	351	485	279	477	377	345	246	4,264	5.50%
RECREATIONAL	26	30	61	56	40	57	59	81	95	69	42	61	677	0.87%
SCHOOL	65	126	92	116	101	57	59	52	91	140	77	60	1,036	1.34%
SOCIAL SERVICES	25	55	36	26	16	4	26	16	16	35	28	24	307	0.40%
CENTER CLIENTS	1,859	2,112	2,686	2,255	2,482	2,839	2,467	3,180	2,529	3,056	2,442	2,650	30,557	39.42%
HURRICANE	0	0	0	0	0	0	0	0	38	0	20	0	58	0.07%
WORK	964	962	1,047	1,043	1,091	1,058	953	1,189	1,074	1,212	966	1,198	12,757	16.46%
OTHER	181	208	294	261	282	227	235	224	193	265	175	171	2,716	3.50%
<b>TOTALS:</b>	<b>5,470</b>	<b>5,938</b>	<b>6,968</b>	<b>6,327</b>	<b>6,558</b>	<b>6,640</b>	<b>6,300</b>	<b>7,175</b>	<b>6,489</b>	<b>7,456</b>	<b>5,879</b>	<b>6,324</b>	<b>77,524</b>	<b>100.00%</b>

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# CTC Trips

County: Brevard

CTC Status: Approved

CTC Organization: Space Coast Area Transit

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	380,656	N/A	380,656	333,276	N/A	333,276
Weekly Pass Trips	36,750	N/A	36,750	24,550	N/A	24,550
Monthly Pass Trips	16,116	N/A	16,116	14,040	N/A	14,040
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	96,346	0	96,346	152,310	0	152,310
Non-Ambulatory	8,828	0	8,828	7,970	0	7,970
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	13,212	N/A	13,212	4,943	N/A	4,943
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>551,908</b>	<b>0</b>	<b>551,908</b>	<b>537,089</b>	<b>0</b>	<b>537,089</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
<b>Total - Contracted Transportation Operator Trips</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	32,786	0	32,786	9,129	0	9,129
Comm for the Transportation Disadvantaged (CTD)	53,900	N/A	53,900	41,442	N/A	41,442
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	16,116	0	16,116	14,040	0	14,040
Dept of Elder Affairs (DOEA)	6,177	0	6,177	5,639	0	5,639
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	144,303	0	144,303	186,804	0	186,804
Local Government	157,425	0	157,425	191,747	0	191,747
Local Non-Government	141,201	0	141,201	88,288	0	88,288
Other Federal & State Programs	0	0	0	0	0	0
<b>Total - Revenue Source</b>	<b>551,908</b>	<b>0</b>	<b>551,908</b>	<b>537,089</b>	<b>0</b>	<b>537,089</b>



**Transportation  
Disadvantaged**

## CTC Trips (cont'd)

County: Brevard

CTC Status: Approved

CTC Organization: Space Coast Area  
Transit

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	151,908	0	151,908	149,715	0	149,715
Children At Risk	40,532	0	40,532	36,845	0	36,845
Persons With Disabilities	104,246	0	104,246	101,653	0	101,653
Low Income	183,328	0	183,328	178,770	0	178,770
Other	71,894	0	71,894	70,106	0	70,106
<b>Total - Passenger Type</b>	<b>551,908</b>	<b>0</b>	<b>551,908</b>	<b>537,089</b>	<b>0</b>	<b>537,089</b>
<b>Trip Purpose - One Way</b>						
Medical	67,564	0	67,564	67,457	0	67,457
Employment	229,919	0	229,919	222,897	0	222,897
Education/Training/Daycare	186,932	0	186,932	186,913	0	186,913
Nutritional	1,681	0	1,681	1,653	0	1,653
Life-Sustaining/Other	65,812	0	65,812	58,169	0	58,169
<b>Total - Trip Purpose</b>	<b>551,908</b>	<b>0</b>	<b>551,908</b>	<b>537,089</b>	<b>0</b>	<b>537,089</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	10,180	0	10,180	9,752	0	9,752
<b>Total - UDPHC</b>	<b>10,180</b>	<b>0</b>	<b>10,180</b>	<b>9,752</b>	<b>0</b>	<b>9,752</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	23	N/A	23	3	N/A	3
No Shows	7,866	N/A	7,866	4,414	N/A	4,414
<b>Customer Feedback</b>						
Complaints	5	N/A	5	2	N/A	2
Commendations	3	N/A	3	20	N/A	20



# CTC Vehicles & Drivers

County: Brevard

CTC Status: Approved

CTC Organization: Space Coast Area Transit

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	1,151,649	0	1,151,649	997,435	0	997,435
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	16,953	N/A	16,953	8,775	N/A	8,775
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>1,168,602</b>	<b>0</b>	<b>1,168,602</b>	<b>1,006,210</b>	<b>0</b>	<b>1,006,210</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	16	0	16	23	0	23
Chargeable Accidents	3	0	3	4	0	4
<b>Vehicle Inventory</b>						
Total Number of Vehicles	165	0	165	165	0	165
Number of Wheelchair Accessible Vehicles	102	0	102	98	0	98
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	121	0	121	20	0	20
Number of Volunteer Drivers	17	0	17	92	0	92



**Transportation  
Disadvantaged**

# CTC Expense Sources

County: Brevard

CTC Status: Approved

CTC Organization: Space Coast Area  
Transit

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,988,560	\$ 0	\$ 1,988,560	\$ 1,481,799	\$ 0	\$ 1,481,799
Fringe Benefits	\$ 334,811	\$ 0	\$ 334,811	\$ 334,308	\$ 0	\$ 334,308
Services	\$ 1,475,408	\$ 0	\$ 1,475,408	\$ 1,523,510	\$ 0	\$ 1,523,510
Materials & Supplies Consumed	\$ 647,330	\$ 0	\$ 647,330	\$ 429,930	\$ 0	\$ 429,930
Utilities	\$ 27,290	\$ 0	\$ 27,290	\$ 24,192	\$ 0	\$ 24,192
Casualty & Liability	\$ 73,917	\$ 0	\$ 73,917	\$ 74,982	\$ 0	\$ 74,982
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 3,268	\$ 0	\$ 3,268	\$ 5,330	\$ 0	\$ 5,330
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 14,003	\$ 0	\$ 14,003	\$ 4,126	\$ 0	\$ 4,126
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 664,433	\$ 0	\$ 664,433	\$ 693,486	\$ 0	\$ 693,486
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 923	N/A	\$ 923	\$ 4,541	N/A	\$ 4,541
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 5,229,943</b>	<b>\$ 0</b>	<b>\$ 5,229,943</b>	<b>\$ 4,576,204</b>	<b>\$ 0</b>	<b>\$ 4,576,204</b>



# CTC Revenue Sources

County: Brevard

CTC Status: Approved

CTC Organization: Space Coast Area Transit

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Approved

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 116,539	\$ 0	\$ 116,539	\$ 20,892	\$ 0	\$ 20,892
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 7,155	\$ 0	\$ 7,155	\$ 3,603	\$ 0	\$ 3,603
Dept of Elder Affairs (DOEA)	\$ 4,000	\$ 0	\$ 4,000	\$ 7,188	\$ 0	\$ 7,188
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 1,183,681	N/A	\$ 1,183,681	\$ 1,182,157	N/A	\$ 1,182,157
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 4,190,318	\$ 0	\$ 4,190,318	\$ 4,035,940	\$ 0	\$ 4,035,940
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 198,522	\$ 0	\$ 198,522
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 524,791	\$ 0	\$ 524,791	\$ 395,256	\$ 0	\$ 395,256
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 289,522	\$ 0	\$ 289,522	\$ 292,050	\$ 0	\$ 292,050
<b>Local Government</b>						
School Board (School Bus)	\$ 79,093	N/A	\$ 79,093	\$ 0	N/A	\$ 0
County Cash	\$ 383,229	\$ 0	\$ 383,229	\$ 423,090	\$ 0	\$ 423,090
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 272,114	\$ 0	\$ 272,114	\$ 182,483	\$ 0	\$ 182,483
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 112,206	\$ 0	\$ 112,206	\$ 41,954	\$ 0	\$ 41,954
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 7,162,648</b>	<b>\$ 0</b>	<b>\$ 7,162,648</b>	<b>\$ 6,783,135</b>	<b>\$ 0</b>	<b>\$ 6,783,135</b>

County: Brevard  
 CTC: Space Coast Area Transit  
 Contact: Terry Jordan  
 401 South Varr Avenue  
 Cocoa, FL 32922  
 321-635-7815

Email: terry.jordan@brevardfl.gov

Demographics	Number
Total County Population	0
Unduplicated Head Count	10,180



Trips By Type of Service	2020	2021	2022
Fixed Route (FR)	390,730	371,866	433,522
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	364,429	160,280	105,174
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	9,762	4,943	13,212
Volunteers	0	0	0
<b>TOTAL TRIPS</b>	<b>764,921</b>	<b>537,089</b>	<b>551,908</b>

Vehicle Data	2020	2021	2022
Vehicle Miles	1,825,091	1,006,210	1,168,602
Roadcalls	39	23	16
Accidents	5	4	3
Vehicles	161	165	165
Drivers	215	112	138

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	89,989	67,457	67,564
Employment	279,172	222,897	229,919
Ed/Train/DayCare	236,831	186,913	186,932
Nutritional	12,464	1,653	1,681
Life-Sustaining/Other	146,465	58,169	65,812
<b>TOTAL TRIPS</b>	<b>764,921</b>	<b>537,089</b>	<b>551,908</b>

Financial and General Data	2020	2021	2022
Expenses	\$4,621,045	\$4,576,204	\$5,229,943
Revenues	\$7,260,542	\$6,783,135	\$7,162,648
Commendations	32	20	3
Complaints	8	2	5
Passenger No-Shows	10,465	4,414	7,866
Unmet Trip Requests	31	3	23

Passenger Trips By Revenue Source	2020	2021	2022
CTD	58,080	41,442	53,900
AHCA	0	0	0
APD	26,632	9,129	32,786
DOEA	15,157	5,639	6,177
DOE	17,016	14,040	16,116
Other	648,036	466,839	442,929
<b>TOTAL TRIPS</b>	<b>764,921</b>	<b>537,089</b>	<b>551,908</b>

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0.27	0.40	0.26
Miles between Roadcalls	46,797	43,748	73,038
Avg. Trips per Passenger	57.07	55.07	54.21
Cost per Trip	\$6.04	\$8.52	\$9.48
Cost per Paratransit Trip	\$12.27	\$28.52	\$49.72
Cost per Total Mile	\$2.53	\$4.55	\$4.48
Cost per Paratransit Mile	\$2.47	\$4.58	\$4.54

Trips by Provider Type	2020	2021	2022
CTC	764,921	537,089	551,908
Transportation Operator	0	0	0
Coordination Contractor	0	0	0
<b>TOTAL TRIPS</b>	<b>764,921</b>	<b>537,089</b>	<b>551,908</b>

September 12, 2022

Jeff Barbacci  
Managing Shareholder  
Thomas Howell Ferguson P.A.  
Fifth Third Bank Center  
201 E. Kennedy Blvd, Ste. 325  
Tampa, Florida 33602

Re: Corrective Action Plan

Dear Mr. Barbacci:

Please find our Corrective Action Plan for the two findings and two suggestion that were identified in the Brevard County Board of County Commissioners Space Coast Area Transit 2020-21 Compliance Monitoring Report. Also attached is the TD Eligibility Policy and the AOR Procedure.

If you have any questions or concerns please direct them to Kenneth Harley at 321-635-7815 Ext 52960 or at [Kharley@brevardfl.gov](mailto:Kharley@brevardfl.gov).

I would like to thank the staff who conducted our monitoring review for their assistance and professionalism that was demonstrated during this process.

Sincerely,



Terry Jordan  
Transit Services Director

Enclosures  
Corrective Action Plan  
TD Eligibility Policy  
AOR Procedure



**Corrective Action Plan  
2020-21 Compliance Monitoring Report  
Brevard County Board of County Commissioners  
Space Coast Area Transit  
Brevard County Community Transportation Coordinator**

**Finding:** Per Florida Statutes, the CTC, in cooperation with the coordinating board and pursuant to criteria developed by the Florida Commission for the Transportation Disadvantaged (FCTD), must establish eligibility guidelines with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys. During the invoice testing, we noted that 5 out of the 30 trips we tested did not have an application on file associated with the rider taking the trip. Additionally, the CTC was unable to provide supporting documentation substantiating the eligibility criteria upon which the eligibility determination was made for 27 of the 30 riders selected for testing. Furthermore, 5 applications were found to be missing proof of review and 2 applications were missing the applicant's signature.

**Recommendation(s):** We recommend that the CTC inspect the files for every rider for which a TD funded trip is provided. Each rider should have a current application on file that clearly identifies the eligibility criteria upon which the eligibility determination was made and includes proper documentation to support the eligibility decision. Existing policies and procedures should be evaluated to determine if revisions are needed to ensure that updated rider applications and documented eligibility decisions are on file for all active riders. Procedures should include the CTC's plan for monitoring throughout the year its own compliance with established policies. The CTC should, as part of its corrective action, provide FCTD with all written policies relevant to this finding and its resolution.

**Corrective Action:** We will inspect the files of every current rider and verify that we have a current application on file that clearly identifies the eligibility criteria upon which the eligibility determination was made. We will also have the proper documentation to support the eligibility decision on file.

**We have established the attached policy and procedure to ensure that updated passenger applications and documented eligibility decisions are on file for all active riders. As part of these procedures monthly audits are conducted to ensure that all future clients have an application and proof of eligibility on file.**

**Our policy and procedure clearly identifies our plans for monitoring the application process throughout the year as well as future years.**

**Upon completing the inventory of current TD clients, we will provide the FCTD with a certification attesting to the fact that we have applications and eligibility documentation on file for all of the current users of the system. We will have this task completed by March 31, 2023.**



**Finding:** Per Florida Statutes 427.0155(2), the CTC is required to collect annual operating data for submittal to the Commission. Per FCTD – CTC AOR Reporting Instructions, the CTC must be able to support all information submitted in the AOR with documentation. Although support was provided, monitor was unable to verify all amounts reported on the AOR with respect to trips, miles and expenses.

**Recommendation(s):** To ensure consistency in its preparation, we recommend the CTC strengthen its written AOR procedures in regard to maintaining documentation used to prepare the AOR. Approved policies and procedures must, at a minimum, include the specific source documents used to prepare the AOR, how such documentation will be maintained, specific identification of the position responsible for preparing the AOR and the specific position responsible for independently reviewing the AOR prior to submission to the FCTD, and how the preparer and reviewer will evidence their roles in the process (e.g. initial and date each document).

### **Corrective Action Plan**

**We have modified the Annual Operating Report procedures to address our protocol in regards to maintaining documentation used to prepare the AOR.**

**The policy has been amended to specifically references the source documents used to prepare the AOR and how those documentation will be maintained. We also added a provision to state: “The data collected will contain all of the items required to be included in the AOR pursuant to the Instruction for Completion of the Annual Operating Report, and include such information as the following”:**

- a. Passenger Trip data which includes number of one-way trips, bus pass trips, trips by type, purpose and funding source, trip reason, etc.;**
- b. Vehicle Information including the number of vehicles, vehicle miles, road calls, accidents, etc.**
- c. Employee Information, number of part time and full time Drivers, Driver Hours, Maintenance Employees, Dispatchers, CSR, Schedulers, Management, etc.;**
- d. Revenues and expenditures.**
- e. All relevant worksheets and reports from the scheduling software and the completed manifests.**

**The Planning Tech position has been identification as the position responsible for preparing the AOR and the Finance Officer is the specific position responsible for independently reviewing the AOR prior to submission to the FCTD. This internal structure is outlined in the updated policy.**

**The policy also includes a provision outlining that the preparer and reviewer will provide evidence of their roles in the AOR process by initialing and dating each key document used.**

## **Suggestions**

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestions is provided in the following Suggestions Letter. The suggestions resulting from our site visit are summarized as follows:

**Suggestion #1** – Formal Policy for Recertification of Eligibility

**Response: The CTC has adopted a Policy for the Recertification of Eligibility. A copy of the policy is enclosed with this response. The policy which was adopted on June 17, 2022 established a three-year recertification process.**

**Suggestion #2** – Validate Trip Miles on Trip Manifests

**Response: The CTC is the process of developing a policy for validating trip miles on trip manifests.**

**TITLE: SPACE COAST AREA TRANSIT TRANSPORTATION DISADVANTAGED SERVICES ELIGIBILITY APPLICATION PROCEDURES**

**I PURPOSE**

To provide clear direction to all staff on the procedures for processing Transportation Disadvantaged Applications, the recertification process and the internal review of applications.

**II REFERENCES**

This policy supports the Florida Commission for the Transportation Disadvantaged (CTD) policy to provide transportation funding for customers with no other transportation funding and have a physical or mental disability, over the age of 60 or are economically challenged. It also recognizes the CTD's intent to prohibit self-declarations of eligibility.

**III PROCEDURES**

Paratransit trips must be limited to eligible passengers as defined by a Sponsoring Agency or by the criteria in Florida Statutes (F.S.) Chapter 427.

Paratransit eligibility determinations are **made by sponsoring agencies** and include the following:

- ***The Agency for Health Care Administration (AHCA).*** Commonly referred to as Medicaid.
  - Inform the Medicaid recipients to call the Medicaid telephone number on the back of their card in order to locate the name and telephone number of their Medicaid Broker.
- ***The Department of Elder Affairs.*** This agency provides trips to various meal sites in the county.
  - Meal site managers will contact the Operator regarding passenger eligibility.
- ***The Agency for Persons with Disabilities (APD) Med Waiver.***
  - Case managers will provide individual eligibility decisions.
- ***Trips to Adult Day Care.***
  - Case managers will provide individual eligibility decisions.



- **Private Pay**
  - Individuals will provide eligibility decisions

All passengers desiring to take advantage of the Transportation Disadvantaged Trust Fund program to subsidize their transportation must complete the "Space Coast Area Transit Transportation Disadvantaged Services Application" and present at least one of the following supporting documentation to confirm the person's eligibility.

- Over the age of 60 – validate date of birth by either:
  - Driver's License
  - Birth Certificate
  - Government issued identification
- Disabled – Any physical or mental disability as outlined in the Americans with Disabilities Act of 1990 or has a child who is disabled or high risk which may be verified by either:
  - Disabled Veteran's Letter
  - Doctor's note
  - Certification from a partnering agency.
  - Other means

**Paratransit eligibility determinations are based on agency guidelines including the following:**

- **Florida Department of Transportation (FDOT)**
  - General Public. Use the Transportation Disadvantaged application.
- **The Commission for the Transportation Disadvantaged (CTD)**
  - The Transportation Disadvantaged Application must be on file. Applicants submitting partially incomplete applications may be granted **temporary FDOT eligibility for 60 days** from the day the application is processed. If the applicant fails to provide the required information within 60 days his/her eligibility will be revoked.
- **Americans with Disabilities Act (ADA)**
  - ADA Paratransit Application must be on file. Applicants submitting partially incomplete applications will be granted **temporary FDOT eligibility for 60 days** from the day the application is processed. If the applicant fails to provide the required information within 60 days his/her eligibility will be revoked.



**A. Presumptive Eligibility for ADA and TD**

- Presumptive Eligibility gives persons who may meet the criteria for either the ADA or TD Programs transportation services although they are not a current client of the Space Coast Area Transit Paratransit Services.
- A one-time, temporary, 60-day variance will be provided to those who have no other means of transportation immediately available to them. These trips will be limited to medical and nutritional appointments within Brevard County.
- An ADA Paratransit or Transportation Disadvantaged Applications must be received within the 60 days in order to continue to receive transportation services.

**B. Accessibility of Transportation Disadvantage Program Applications**

Passengers may obtain an application by the following means:

- Space Coast Area Transit at 401 S. Varr Avenue Cocoa, Florida 32922 or at Space Coast Area Transit at 460 S. Harbor City Blvd., Melbourne, Florida, 32901.

Download a copy from Space Coast Area Transit website at [Special Services - Space Coast Area Transit \(321transit.com.\)](http://Special Services - Space Coast Area Transit (321transit.com.))

- Calling Space Coast Area Transit at 321-633-1878 to request an application be mailed.
- Applications can be obtained from a partnering agency including by not limited to:

All Area Dialysis /Cancer Centers  
Brevard Achievement Center  
Brevard Alzheimer's Foundation  
Easter Seals  
East Coast Central Industries  
Bridges Inc  
Brevard County Health Departments

All completed applications must be delivered to the Space Coast Area Transit at 401 S. Varr Avenue Cocoa, Florida 32922 or at Space Coast Area Transit at 460 S. Harbor City Blvd., Melbourne, Florida, 32901.

Applications also may be emailed to [321transit.com](mailto:321transit.com).



**C. Who qualifies for Transportation Disadvantaged services?**

"Transportation Disadvantaged" means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at risk as defined in Section 411.202.

(9) "High-risk child" or "at-risk child" means a preschool child with one or more of the following characteristics:

- (a) The child is a victim or a sibling of a victim in a confirmed or indicated report of child abuse or neglect.
- (b) The child is a graduate of a prenatal intensive care unit.
- (c) The child's mother is under 18 years of age, unless the mother received necessary comprehensive maternity care and the mother and child currently receive necessary support services.
- (d) The child has a developmental delay of one standard deviation below the mean in cognition, language, or physical development.
- (e) The child has survived a catastrophic infectious or traumatic illness known to be associated with developmental delay.
- (f) The child has survived an accident resulting in a developmental delay.
- (g) The child has a parent or guardian who is developmentally disabled, severely emotionally disturbed, drug or alcohol dependent or incarcerated and who requires assistance in meeting the child's developmental needs.
- (h) The child has no parent or guardian.
- (i) The child is drug exposed.
- (j) The child's family's income is at or below 100 percent of the federal poverty level or the child's family's income level impairs the development of the child.



- (k) The child is a handicapped child as defined in subsection (8).
- (l) The child has been placed in residential care under the custody of the state through dependency proceedings pursuant to chapter 39.
- (m) The child is a member of a migrant farm worker family.

#### **D. Verifying Transportation Disadvantage Program Applications**

All applications are received by the Dispatcher/Reservationist.

The Dispatcher/Reservationist time stamps each application as it comes in.

The Scheduler then downloads the application into the callers file.

The Customer Service Supervisor or Mobility Manger reviews the application for completeness and to ensure that the required supporting documentation is provided, i.e., verification of age or verification of disability.

Once a client qualifies by age or disability they shall be deemed qualified for life, unless the disability is one of a temporary nature, then in such case the person must requalify every three years.

The Customer Service Supervisor or Mobility Manger will complete the "FOR OFFICE USE ONLY, portion of the application.

If the application is not complete or the supporting documentation is not provided a letter will be sent to applicant advising him/her of the missing item (s) and given ten (10) days to submit the required documentation.

If the required item(s) are not submitted at the end of the ten (10) day period, the client services will be suspended until the required documentation is received.

The Customer Service Supervisor or Mobility Manager must verify that at least one of the following criteria was met and at least one form of verification accompanied the document.

A partnering agency may sign the document to certify that the applicant meets one or more of the eligibility criteria.





Verification criteria and methods include:

- Over the age of 60 – validate date of birth by either:
  - Driver's License
  - Birth Certificate
  - Government issued identification
  
- Disabled – Any physical or mental disability as outlined in the Americans with Disabilities Act of 1990 or has a child who is disabled or high risk which may be verified by either:
  - Disabled Veteran's Letter
  - Doctor's note
  - Other means

#### **E. Entering Transportation Disadvantage Program Application into Scheduling Software System**

The Scheduler is responsible for inputting the clients data in the Scheduling Software System scheduling software once the application is improved.

The Scheduler must also set a reminder in Scheduling Software System to send the recertification application to the client at least 90 days before the expiration of the client's application.

#### **F. Safeguarding client personal information**

The Mobility Manager shall be the custodian of all clients personal identification information. Every reasonable safeguard shall be taken to to safeguard the clients information from Identity Theft.

The Mobility Manager shall cause the information to be scanned to a secure site and the original documents shall be shredded.

#### **G. Retaining Transportation Disadvantage Program Applications**

All TD client applications, including approved and denied ones must be retained for seven years following the last date in which the client traveled under the TD program. All applications will be scanned and stored by last name.

#### **H. Recertifying Transportation Disadvantage Program Clients**

All TD clients must be recertified every 3 years with the exception of those who qualify by age or disability.

Recertification reminders will be sent to clients through three methods.





1. Letter notifications – A Scheduling Software System report will be generated monthly to produce a list of clients of clients with eligibility expiring in the next 90 days. These clients will be sent a letter along with a recertification application.

2. At trip booking - Scheduling Software System will automatically present a pop-up window to inform reservationists of pending recertification dates as clients nearing the 3rd anniversary of their eligibility, attempt to book trips.

3. Automated telephone calls – the Scheduling Software System interactive voice response system will automatically call clients to remind them of their pending recertification as they approach their 3rd anniversary of eligibility, if their file has not yet been updated with a new eligibility date.

Clients who do not complete their recertification by the end of the third year, will be made inactive and will no longer be eligible for TD sponsored trips until such times as they submit a new application.

#### **I. Internal Audit**

The Finance Officer or designee will randomly select at least thirty (30) eligibility applications per month for an internal audit. The purpose of the audit will be to determine compliance with the eligibility procedure as outlined in this document.



**TITLE: ANNUAL OPERATING REPORT PROCEDURE**  
**Updated September 9, 2022**

**I PURPOSE**

To provide clear direction to all staff regarding the collection of the annual operating report data for submittal to the Florida Commission for the Transportation Disadvantaged and the adherence to Florida Statute Chapter 427.

**II REFERENCES**



Adobe Acrobat  
PDFXML Document

*Florida Statutes*  
*Chapter 427*



Adobe Acrobat  
Document

*FTCD AOR Guidelines*

**III PROCEDURES**

- A. Space Coast Area Transit (SCAT) is responsible for the day to day operations of our paratransit services. All trip data is entered into the CTC's Trapeze software (database) when a customer books a trip through the Customer Service Representative (CSR). The CSR repeats the booked trip information to the passenger and provides a reservation confirmation number to the customer.
- B. All trips are verified daily in the Trapeze software by the Scheduler.
- C. Once a month, the Scheduler generates a report from the Trapeze database which provides pertinent trip information as it relates to the Annual Operating Report (AOR). This report is reviewed by the Manager for accuracy.

Below are some of the items this report provides:

- Passenger Trip data which includes number of one-way trips, bus pass trips, trips by type, purpose and funding source, trip reason, etc.;



- Unduplicated passengers;
  - Number of Unmet Trip Request;
  - Passenger No Shows;
  - Vehicle Information including the number of vehicles, vehicle miles, road calls, accidents, etc.
  - Employee Information, number of part time and full time Drivers, Driver Hours, Maintenance Employees, Dispatchers, CSR, Schedulers, Management, etc.;
- D. All relevant worksheets and reports derived from the scheduling software and the completed manifests.
- E. Coordination Contractors are required to provide their AOR data to the CTC's Planning Tech and the Mobility Manager, by the 15<sup>th</sup> day following the end of each quarter. Periodically, the Mobility Manager will contact the Coordination Contractor to see address any concerns. This is done to ensure they are providing accurate data.
- F. A Quarterly Report is provided for the Transportation Disadvantaged Coordinating Board. The report reflects the operation data for the quarter.
- G. The data collected will contain all of the items required to be included in the AOR pursuant to the Instruction for Completion of the Annual Operating Report.
- H. The Quarterly Report is prepared by the Planning Tech and reviewed by the Mobility Manager.
- I. The documentation used to prepare the Annual Operating Report will be maintained by the Planning Tech.
- J. In compiling the data for the AOR, the Planning Tech will date and initial all documents used as they are generated and maintain such documentation in an electronic file.
- K. The Mobility Manager will independently review the source documentation for the report as it is being completed each month, initial and date it as evidence that it has been reviewed.
- L. Annually in July, the Planning Tech will request the Mobility Manager to provide information for the CTD Annual Operating Report (AOR) which includes, but not limited to; the data required on the Annual Operating Report forms.
- M. Annually, the Finance Officer enters the Revenue and Expense portion of the AOR into the FCTD AOR website along with any required explanation of difference from the previous reporting year.
- N. The Coordination Contractors are required annually to provide their completed AOR to the Planning Tech by July 15<sup>th</sup>. The Planning Tech will review their data and works closely with the Coordination Contractor's to ensure accurate reporting of the AOR.



- O. The Finance Officer generates a CTC & Coordinator AOR Worksheet in order to combine the different reporting entities into one AOR report. Then places the data into the FCTD website and provide any explanation requested on the FCTD webpage.
- P. The Finance Officer will be responsible for reviewing the AOR before it is presented the FCTD.
- Q. The Finance Officer then creates the AOR Comparison spreadsheet for the TDCB. This report compares the previous year AOR with the current reporting year AOR, and provides an explanation for any substantial differences line by line.
- R. Along with AOR Comparison spreadsheet in Item K. the Finance Officer provides a printed copy of the FCTD AOR website form and goes over both documents with the Local Coordinating Board members.

