

Space Coast Area Transit

FY 2021-2025

Transportation Disadvantaged

Service Plan Update

October 2020

Updated June 19, 2023

FINAL



Prepared by





Table of Contents

Section 1 Introduction	1
Section 2 Development Plan	4
Background of Public Transportation Services	4
Plan/Program Review	5
Service Area & Demographic Profile	12
Public Participation	28
Service Analysis	42
Goals, Objectives, and Strategies	54
Implementation Plan	59
Section 3 Service Plan	63
Operations Element	63
Cost/Revenue Allocation and Rate Structure	72
Section 4 Quality Assurance	73
CTC Evaluation Process	73
Appendix A – Survey Questionnaire	1
Appendix B – Rider’s Guide and Paratransit Eligibility Forms	1
Appendix C - TD Population and Demand Forecast Methodology	1
Appendix D –Vehicle Inventory	1
Appendix E – System Safety Certification	1
Appendix F – FY 2019 Rate Model Worksheets	1

Transportation Disadvantaged Service Plan

TDSP Certification

The Brevard County Local Coordinating Board for the Transportation Disadvantaged hereby certifies that an annual evaluation of the Community Transportation Coordinator (CTC) was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of the CTC evaluation have been incorporated in this Plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan (TDSP) was reviewed in its entirety and approved by the Board at an official meeting held on June 19, 2023.

6/20/23

Date


Andrea Young, West Melbourne City Council Member
Local Coordinating Board Chairman

Approved by the Commission for the Transportation Disadvantaged:

09/11/23

Date


David Darm, Executive Director



Local Coordinating Board Call Vote

For Approval of Brevard County's TDSP Update

June 19, 2023

Name	Representing	Yes	No	Absent
Andrea Young	West Melbourne City Council, Local Coordinating Board Chair			
Luciana Taylor	Florida Department of Transportation			
Vacant	Florida Department of Children & Families			
Jennifer Shirreffs	Florida Department of Education			
Dennis Vannorsdall	Florida Department of Veterans Affairs			
Rocky Randels	Persons over Sixty Representative			
Camille Tate	Disabled Representative			
Linda Howard	Citizen Advocate			
Jennifer Cleveland	Citizen Advocate/User			
Vacant	Public Education Community			
Karla Radka	Florida Department of Elder Affairs			
Victoria Anderson	Florida Agency for Health Care Administration			
Vacant	Regional Workforce Board			
Vacant	Local Medical Community Representative			
Vacant	Florida Assoc. of Community Action Agencies representing the Economically Disadvantaged			
Vacant	Private for Profit or Non-Profit Transportation Industry			
Vacant	State Coordinating Council for Early Childhood Services, Children At Risk			

Alternates

Name	Representing	Yes	No	Absent
Carlos M. Colon	Florida Department of Transportation			
Audrey Turner	Vocational Rehabilitation of Division of Blind Services			
Arlene Naulty	Persons over Sixty Representative			
Felicia Wilson	Disable Representative			
Dennis Vannorsdall	Florida Department of Veterans Affairs			
James Springer	Citizen Advocate			

Section 1 Introduction

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, Florida Statutes (F.S.), which defines transportation disadvantaged (TD) as:

“... 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 healthcare, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.”

The TD Program is a coordinated statewide effort that groups riders together for a shared ride service. TD services are available in all 67 Florida counties for those who are eligible and have no access to transportation. Through this program, the Florida Commission for the Transportation Disadvantaged (CTD) and local agencies work together to provide necessary transportation to medical appointments, employment, educational and other life sustaining services.

The Space Coast Transportation Planning Organization (TPO) serves as the Designated Official Planning Agency (DOPA) for the TD program in Brevard County. In this role, the TPO assists the CTD at the local level regarding the coordination of TD persons in the county. The TPO appoints and staffs the Local Coordinating Board (LCB) and provides recommendations to the CTD, which should serve as the Community Transportation Coordinator (CTC), the party responsible for managing the TD program within each county.

Brevard County, through its Department of Transit Services (dba Space Coast Area Transit), serves as the CTC. Medicaid transportation services are provided through the statewide Medicaid Managed Care program. Under this program, transportation services, including emergency transportation, are provided to enrollees who have no other means of transportation available to any covered service. The Managed Care Plan is not obligated to follow the requirements of the CTD or the LCB as set forth in Chapter 427, F.S., unless the Managed Care Plan has chosen to coordinate services with the CTD.

Figure 1 is an organizational chart that identifies parties involved in the provision of TD transportation services in Florida. Figure 2 shows the specific parties involved in the provision of TD services in Brevard County, including the CTD, Space Coast TPO, LCB, and CTC (Space Coast Area Transit).

Figure 1: Coordinated Transportation System Organization Chart

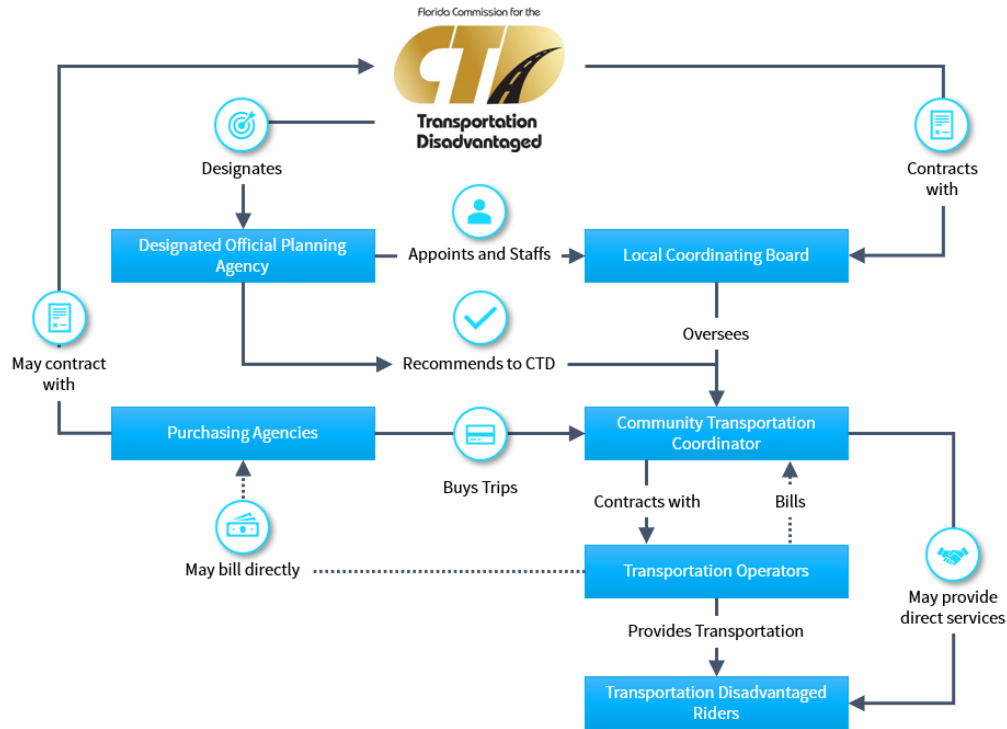
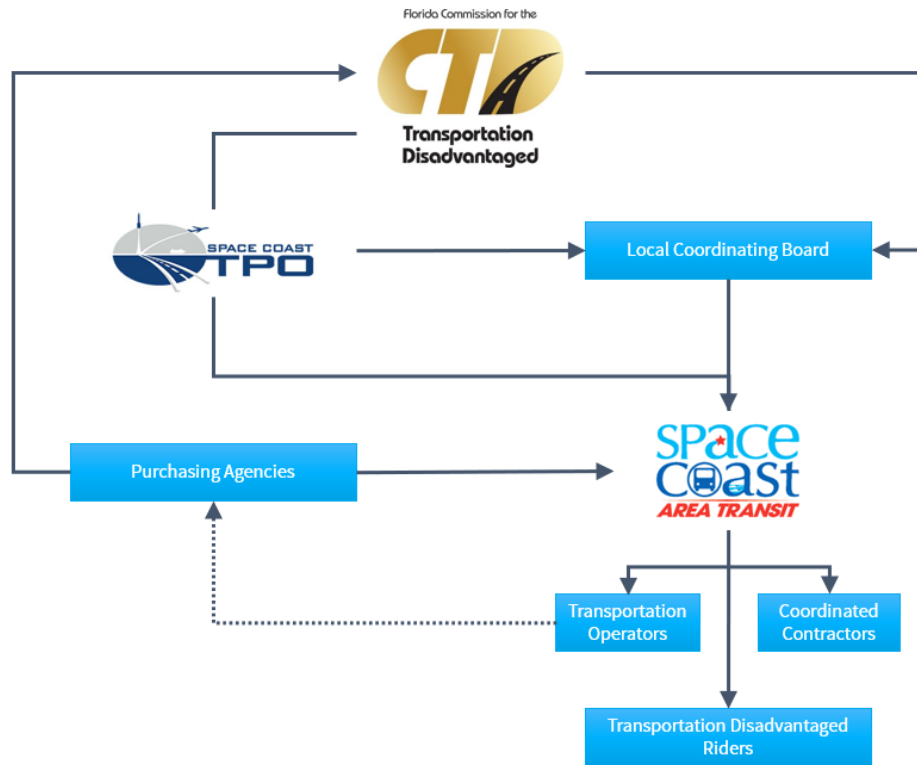


Figure 2: Space Coast Area Transit's Coordinated Transportation Program



The CTD requires that each CTC submit a Transportation Disadvantaged Service Plan (TDSP) within 120 calendar days following the execution of the CTC’s initial Memorandum of Agreement (MOA). The TDSP provides a blueprint of TD services for the CTC and is used by the CTD and LCB as a framework for service performance evaluation of the CTC in meeting the needs of the community.

The TDSP includes a five-year planning horizon and a major update occurs every five years, with annual updates in between. This TDSP represents the FY 2021–2025 planning horizon. In conjunction with completing the TDSP major update, the CTD approves the CTC every five years. The current memorandum of agreement between the CTD and Brevard County Board of Commissioners is effective July 1, 2021 to June 30, 2026.

Following this introduction, the TDSP includes three major components:

- Development Plan, which includes:
 - Background review of Brevard County’s TD program, including demographic analysis and evaluation of the program’s consistency with local and state policies/plans.
 - Summary of public and agency input regarding TD services.
 - Summary of the CTC’s recent accomplishments regarding TD services and implementation schedule that outlines specific activities for accomplishing the goals, objectives and strategies over the next five years.
 - Need and demand for future TD services in Brevard County, including a trend analysis to examine the CTC’s performance over time
 - Long-range goals and specific measurable objectives for the TD program over the next five years.
 - Implementation schedule for improvements identified by which the goals, objectives, and strategies can be accomplished.
- Service Plan, which includes:
 - Summary of the operational elements of the TD program Brevard County.
 - Cost/revenue allocation and TD rate structure justification.
- Quality Assurance, which includes:
 - Summary of the CTC evaluation process.

Section 2 Development Plan

The Development Plan provides a background review of Brevard County's TD program and its consistency with local and state policies/plans. The review is followed by a summary of the service area's characteristics with respect to demographics, land use, employment, commuting patterns, and activity centers.

Background of Public Transportation Services

Brevard County's TD Program

The Brevard County Board of Commissioners has recognized the need to coordinate transportation services provided to the TD population since 1973. At that time, a steering committee was formed to assess the transportation needs that existed in the community and to oversee coordination for the transportation service.

In January 1974, the Community Services Council of Brevard County began coordinating transportation for the TD population in the county. During October of that year, the new transit system became a department under the Board of County Commissioners, named the Consolidated Agencies Transportation System (CATS). CATS consisted of several non-profit agencies that provided transportation services to their clients. When Chapter 427, F.S., created the Florida TD program in 1979, CATS became the CTC for Brevard County.

CATS was charged with providing services to older adults for medical, shopping, and congregate meals. It also provided transportation service to training centers and workshops for persons with developmental and other disabilities, as well as childcare and medical services to qualified low-income persons. CATS operated as a subscription service (requiring reservations) at no charge to riders. Various non-profit agencies and the County provided funding for CATS services.

In 1985, CATS merged with the Brevard Transit Authority, the agency providing fixed-route service in the southern portion of Brevard County. As a result of the merger, Space Coast Area Transit, as a department within Brevard County, was formed to become the County's transit provider. Transit services became exclusively demand-response, providing transportation services to individuals with disabilities, older adults, and lower-income persons. Space Coast Area Transit operated as the CTC for Brevard County and provided the majority of TD and Medicaid trips during this time.

In March 1991, Coastal Health Systems of Brevard was selected to provide all Medicaid and TD non-sponsored trips for Brevard County. It provided the door-to-door paratransit service for those trips through a contract with Space Coast Area Transit as the CTC. The County began contracting for the TD and non-emergency Medicaid transportation services and also began re-establishing fixed-route transit service through Space Coast Area Transit.

In 1994, Coastal Health Systems of Brevard opted out of providing TD non-sponsored transportation in Brevard County. At that time, Space Coast Area Transit purchased additional vehicles and hired staff to support the in-house operation of TD transportation services. Today, Space Coast Area Transit directly operates fixed-route transit, contract routes, and door-to-door paratransit service.

Other Public Transportation Services

Space Coast Area Transit currently operates buses on 24 local fixed routes, one dial-a-bus, paratransit service, vanpools, and the Volunteers-In-Motion program. A majority of the fixed routes operate Monday through Saturday, with limited Sunday and later evening service.

The Volunteers in Motion program began in 1996 in an effort to provide reliable transportation to Brevard County's to individuals who are unable to use the fixed-route system, offering transportation to locations such as medical facilities, pharmacies, and grocery stores. Since its inception, Volunteers in Motion has assisted thousands of individuals who would otherwise be unable to live at home independently; however, the demand for transportation trips exceeds what can be provided currently through this program.

Space Coast Area Transit has provided one of the longest-running commuter vanpool programs in the US, with more than 25 years of service. The vans are leased by the groups of commuters from Enterprise at a fixed monthly cost that covers the lease, maintenance, insurance, and roadside assistance.

Through the Agency Vanpool Program, non-profit agencies can lease vans to provide transportation services for disadvantaged Brevard County residents. With the contracted lease costs including insurance and maintenance, this program offers transportation solutions that would otherwise be unaffordable to many agencies. Currently, 19 agencies are enrolled in the program and operate 45 vans to provide transportation services throughout the county.

Plan/Program Review

Agencies and organizations at the state, regional, and local levels produce plans, programs, and policies for addressing local and regional transportation issues that may impact the provision of TD services. This section summarizes a review of the policies and plans relevant to this TDSP to ensure consistency with the goals and objectives formed for this plan. The plans and programs reviewed and the noted issues or implications for the coordinated transportation system in Brevard County are summarized in Table 1.

- State
 - State of Florida TD Five-Year/Twenty-Year Plan
 - Florida Commission for the Transportation Disadvantaged Annual Performance Reports
- Local
 - Space Coast Area Transit 2021–2026 Memorandum of Agreement
 - Space Coast Area Transit FY 2015–2021 TDSP Major Update
 - Space Coast Area Transit FY 2023–2032 Transit Development Plan (TDP)
 - Space Coast Americans with Disabilities Act (ADA) Bus Stop Assessment
 - Space Coast TPO 2045 Adopted Long Range Transportation Plan
 - Space Coast TPO 2021–2025 Transportation Improvement Program
 - Brevard County and municipal Comprehensive Plans

Table 1: Review of Plans, Policies and Programs

Plan Title / Most Recent Update	Geographic Applicability	Responsible Agency	Overview	Key Considerations/Implications for the TDSP
State of Florida Transportation Disadvantaged 5-Year/ 20-Year Plan (2007)	Florida	CTD	Purpose is to accomplish cost-effective, efficient, unduplicated, and cohesive transportation disadvantaged services within its respective service area.	Develop and field-test model community transportation system for persons who are transportation disadvantaged; create strategy for CTD to support development of universal transportation system.
Florida Commission for the Transportation Disadvantaged Annual Performance Reports (2014-2019)	Florida	CTD	Provides overview of program and performance trends of Florida’s Coordinated Transportation System by county.	Provides key performance measures used to assess TD services in Brevard County. Report discusses challenges with Coordinated System, trends, and recent innovations funded with Mobility Enhancement Grant. Reports from 2014 to 2019 for Brevard County reviewed as part of CTC analysis in this TDSP.
Space Coast Area Transit TDSP (2023-2032)	Brevard County	Space Coast TPO & Space Coast Area Transit	Purpose is to maintain and improve transportation services for TD and to serve as framework for performance evaluation. As required by Florida CTD, TDSP contains development, service, cost/revenue allocation, and rate structure justification components.	<p>Identified needs include:</p> <ul style="list-style-type: none"> • Transportation services to “transit deserts,” including Titusville, Port St. John, and other surrounding areas. • Additional transit service in south portion of county near Micco. • Increased frequencies and later evening hours on fixed-route transit system. • Transfer points for improved mobility across north and south portions of county and access to transportation services in surrounding counties. • Bus stop improvements. • Expand number of volunteers in Volunteers in Motion program. • Obtain additional funding for expanding paratransit system, Volunteers in Motion program, and agency vanpool. <p>Strategies developed include:</p> <ul style="list-style-type: none"> • Identification of funding sources. • Annual meetings with partner agencies. • Training TD population how to use fixed-route system. • Bus stop improvements. • Improving quality of TD services. • Implement identification card program for older adults to streamline fare collection process.

Plan Title / Most Recent Update	Geographic Applicability	Responsible Agency	Overview	Key Considerations/Implications for the TDSP
Space Coast Area Transit FY 2018–2027 TDP Major Update (2017)	Brevard County	Space Coast Area Transit	Purpose is to provide a 10-year vision for fixed-route and paratransit services in the county as requirement to receive State of Florida Transit Block Grant Program funds. Major update is a technical review of baseline conditions and system performance and includes robust public outreach process which helps to develop 10-Year vision for transit system.	10-Year Implementation Plan identifies improvements to existing fixed route services and introduces five fixed-route and two flex route services to following areas, each of which require new funding sources: <ul style="list-style-type: none"> • Palm Bay-Malabar • Malabar-Degroodt Bayside • Malabar-San Filippo-Bayside • Melbourne-Sebastian via US-1 • Palm Bay-Barefoot Bay-Sebastian via US-1 • Port St. Johns Flex • Citrus-Canaveral-Cocoa Flex
Space Coast Area Transit TDP FY 2018 Annual Progress Report (2019)	Brevard County	Space Coast Area Transit	Purpose is to annually evaluate progress of 10-year TDP as a requirement under State of Florida Transit Block Grant Program. Progress Report is minor update of TDP that documents Space Coast Area Transit’s achievements and progress towards implementing goals of TDP.	Based on constrained financial plan and lack of new funding, no new recommendations added to new horizon year;10-Year Implementation Plan remains same as initially documented in 2018–2027 TDP Major Update as noted above.
Space Coast Area Transit ADA Bus Stop Assessment	Brevard County	Space Coast TPO & Space Coast Area Transit	Purpose is to conduct comprehensive inventory and assessment of access to and from, security at, and operations of bus stops to ensure compliance with ADA.	Implementation and financial plan identifies when improvements should occur based on relative priority of improvements and anticipated level of funding that would be available. Total improvements estimated to cost \$8.02 million based on planning-level estimates, with annual revenue of approximately \$150,000. Since completion of study, bus stop improvements made each year throughout county based on priorities outlined in study. <i>Assessing Space Coast Area Transit</i> also created to illustrate City and County profiles and provide snapshot of bus stop accessibility in various areas of Brevard County.

Plan Title / Most Recent Update	Geographic Applicability	Responsible Agency	Overview	Key Considerations/Implications for the TDSP
Space Coast TPO 2045 Long-Range Transportation Plan (LRTP) <i>Draft—Contents subject to change prior to adoption by the TPO Board</i>	Brevard County	Space Coast TPO	Purpose is to provide common vision for community’s future transportation needs and guides investment of public funds in transportation facilities over next 20 years. LRTP includes strategies using multiple modes of transportation for moving people and goods, lists transportation projects for all modes, funded and unfunded, anticipated over next 20 years.	<i>Draft 2045 LRTP reviewed for this effort and outcomes noted below are subject to change prior to adoption by TPO Board.</i> LRTP objective is to improve economic development with connected multimodal system. Plan develops package of transportation investments to address anticipated future congestion to point where system operates at acceptable performance levels. Notable transit projects in draft plan, all identified as unfunded needs, include: <ul style="list-style-type: none"> • Bus Rapid Transit (BRT) projects throughout urbanized area of Brevard County. • Three proposed intermodal facilities serving Orlando Melbourne International Airport and passenger rail stations in downtown Cocoa and in the SR-528/US-1 area (passenger rail service between south Florida and airport currently under construction).
Space Coast TPO Transportation Improvement Program (TIP) FY 2021-2025 (2020)	Brevard County	Space Coast TPO	Identifies each transportation project of be implemented over next five years. Purpose is to provide realistic forecast of projects with committed local, state, federal, and other funds and serves as TPO’s short range plan.	Develop plans consistent with current funding levels and provide update of ongoing projects. Transit projects in TIP include: <ul style="list-style-type: none"> • Bus service along S- 520 in Cocoa demonstration project • AIA Beach Trolley demonstration project • Capital and operating for fixed-route service
Brevard County Comprehensive Plan (1988)	Brevard County	Brevard County	Primary policy document concerning land use, transportation, and other planning matters for Brevard County. Mission of Transportation Element is to a safe, convenient, and energy-efficient transportation system that supports community and enhances mobility while minimizing impacts to neighborhoods, and environment.	Notable transit-related policies and strategies include: <ul style="list-style-type: none"> • Develop transportation alternatives to accommodate existing and proposed major trip generators. • Recognize interrelationship of land use patterns and transportation needs. • Establish Complete Streets policies to enable safe access for community.

Plan Title / Most Recent Update	Geographic Applicability	Responsible Agency	Overview	Key Considerations/Implications for the TDSP
City of Cocoa Comprehensive Plan (2020–2030) (2020)	City of Cocoa	City of Cocoa	Primary policy document concerning land use, transportation, and other planning matters. Mission is to provide safe efficient, and comprehensive multimodal transportation system available to all residents and visitors.	<p>Notable transit-related policies and strategies include:</p> <ul style="list-style-type: none"> • Develop plan that allows and encourages accessibility to public transit. • Incorporate “Smart Growth” principles. • Connectivity to public transit.
City of Cocoa Beach Comprehensive Plan (2015/Revised 2019)	City of Cocoa Beach	City of Cocoa Beach	Primary policy document concerning land use, transportation, and other planning matters. Mission is to provide functional transportation network to ensure safe, convenient and sustainable accessibility and mobility to all users.	<p>Notable transit-related policies and strategies include:</p> <ul style="list-style-type: none"> • Develop opportunities to accommodate bicyclists, peds, transit, and other travel modes. • Provide as many modal options as possible (park-and-ride lots, commercial/recreational facilities). • Encourage Space Coast Area Transit to locate transit routes along Minutemen Causeway.
Town of Grant-Valkaria Comprehensive Plan (2011)	Grant-Valkaria	Town of Grant-Valkaria	Primary policy document concerning land use, transportation, and other planning matters. Purpose is to provide safe, convenient, and energy- efficient transportation system that supports community and enhances mobility of people and goods while minimizing impacts to neighborhoods, cultural resources, and natural habitats.	<p>Notable transit-related policies and strategies include:</p> <ul style="list-style-type: none"> • Develop land use patterns and site planning that can be economically and conveniently served by transit, bicycle, and pedestrian modes.
City of Melbourne Comprehensive Plan (2020 Supplement)	Melbourne	City of Melbourne	Primary policy document concerning land use, transportation, and other planning matters. Purpose is to provide safe, efficient, convenient system for motorized and non-motorized users of Melbourne transportation network.	<p>Notable transit-related policies and strategies include:</p> <ul style="list-style-type: none"> • Develop strategies through transportation decisions and planning to address reduction of greenhouse gas emissions and energy conservation. • Encourage use of transit and other alternate modes of transportation. • Promote bicycle, pedestrian, and other non-motorized transportation options to reduce vehicle miles traveled.

Plan Title / Most Recent Update	Geographic Applicability	Responsible Agency	Overview	Key Considerations/Implications for the TDSP
City of Palm Bay Comprehensive Plan (2011, Amended 2019)	Palm Bay	City of Palm Bay	Primary policy document concerning land use, transportation, and other planning matters. Mission is to a safe, balanced, efficient, and comprehensive transportation system that adequately serves needs of all residents and visitors of Palm Bay.	<p>Notable transit-related policies and strategies include:</p> <ul style="list-style-type: none"> • Develop increased ridership for mass transit and paratransit service. • Promote use of multimodal transportation. • Mobility plan that supports mobility needs. • Reduce congestion and support urban infill and redevelopment of land.
City of Rockledge Comprehensive Plan (2011, 2020 Supplement)	Rockledge	City of Rockledge	Primary policy document concerning land use, transportation, and other planning matters. Mission is to provide safe and efficient transportation system that offers variety of transportation mode options.	<p>Notable transit-related policies and strategies include:</p> <ul style="list-style-type: none"> • Develop streets designed to accommodate a mix of travel modes including vehicles, bikes, transit, and pedestrians, • Establish increased density bonuses for transit-oriented development projects.
City of Satellite Beach Comprehensive Plan (2014/Amended 2019)	Satellite Beach	City of Satellite Beach	Primary policy document concerning land use, transportation, and other planning matters. Mission is to a transportation system that ensures safe and efficient movement of people and goods based on major trip generators, public facilities, and TD special needs.	<p>Notable transit-related policies and strategies include:</p> <ul style="list-style-type: none"> • Develop comprehensive, integrated multimodal street network by promoting transportation planning strategies and private development activities. • Provide safe and convenient on-site pedestrian circulation. • Require cross-access connection/easements or joint driveways. • Implement and improve upon, as resources permit, recommendations of Citizens' Ad Hoc Bicycle/ Pedestrian Committee for development of network of recreation trails connecting significant destinations in city.

Plan Title / Most Recent Update	Geographic Applicability	Responsible Agency	Overview	Key Considerations/Implications for the TDSP
City of Titusville Comprehensive Plan (2014/EAR 2018)	Titusville	City of Titusville	Primary policy document concerning land use, transportation, and other planning matters. Mission is to provide safe, convenient and energy-efficient transportation system that promotes multiple modes of transportation for goods and people to encourage stability and improved quality of life.	Notable transit-related policies and strategies include: <ul style="list-style-type: none"> • Provide bicycle and pedestrian ways through development of plans, land development regulations, or other development controls. • Promote development of Complete Streets. • Develop bicycle and pedestrian infrastructure and amenities and by seeking to provide wider sidewalks. • Seek funding to participate with Space Coast Area Transit in provision of bus shelters along transit routes. • Develop bicycle and pedestrian master plan in coordination with Space Coast TPO. • Increase transit routes and frequencies. • Develop systemwide multimodal transportation network plan.
City of West Melbourne Comprehensive Plan (2010)	West Melbourne	City of West Melbourne	Primary policy document concerning land use, transportation, and other planning matters. Mission is to provide for mobility needs of city’s residents, businesses, and visitors by supporting safe, accessible, and efficient transportation system.	Notable transit-related policies and strategies include: <ul style="list-style-type: none"> • Create pedestrian environment through enhanced landscapes, streetscapes, and public infrastructure. • Develop multimodal transportation system that provides connectivity throughout Brevard County area. • Support expansion of city’s bike-pedestrian network by considering bike pedestrian facilities as components of standard design criteria for new and reconstructed roads. • Develop comprehensive, integrated, multimodal street network by coordinating transportation planning strategies and private development activities.

Service Area & Demographic Profile

Service Area Description

Brevard County is located on Central Florida’s east coast along the Atlantic Ocean, extending approximately 70 miles and bordered on the north by Volusia County, on the south by Indian River County, on the southwest by Osceola County, and on the west by Orange County. It includes the 16 cities and towns of Cape Canaveral, Cocoa, Cocoa Beach, Grant-Valkaria, Indialantic, Indian Harbour Beach, Malabar, Melbourne, Melbourne Beach, Melbourne Village, Palm Bay, Palm Shores, Rockledge, Satellite Beach, Titusville, and West Melbourne. It also is home to two airports (Orlando Melbourne International and Space Coast Regional), Port Canaveral, Patrick Airforce Base, and a spaceport that includes Kennedy Space Center and Cape Canaveral Air Force Station. The county’s natural attractions, beaches, and cruise port make it a popular destination for visitors and a choice location for retirees. Five major roadways intersect Brevard County—I-95, US-1, US-192, SR-528, and SR-520.

Land Use

Effective land use planning can support public transit by implementing strategies to reshape land use to increase mobility, accessibility, and quality of life for the community. Coordination between land use and transportation is essential to create an efficient, effective, and balanced multimodal transportation system and living environment. Brevard County includes a mix of development, with the highest employment and population densities occurring in the eastern portion of the county near the Indian River. The northern and western portions of the county are more rural in nature, and areas in the southern portion have transitioned from rural to suburban, with most of the current development of regional impact (DRI) projects planned for development in Palm Bay and Melbourne. Large portions of unincorporated northern and southern Brevard County are undevelopable land, designated as agricultural and public conservation. Large portions of unincorporated land in central Brevard County are designated residential.

The economic and employment centers are disbursed across the county and are located primarily in the urban areas, particularly in Titusville, Cocoa along SR-528 and I-95, and in Melbourne extending north to the Orlando Melbourne International Airport and in the industrial area off of Wickham Road. The economic centers also include the Kennedy Space Center, Port Canaveral, and the Space Coast Regional Airport.

Population Profile

As shown in Table 2, Brevard County’s population increased 12.22% from 2010 to 2020, Based on the Bureau of Economic and Business Research (BEBR) Florida Population Projections by County data, the population in Brevard County is expected to increase by 26.25% by 2045. In addition, Brevard County is Florida’s 12th most densely-populated, with a 2019 population density per square mile of 585 compared to 395 for the state overall.

Table 2: Brevard County Population

Area	2010	2020	2045	2020–2045 % Change
Brevard County	540,583	606,671	725,968	19.66%
Florida	18,511,620	21,596,081	27,266,909	26.258%

Source: 2010 Census, 2018 ACS 5-Year Estimates and BEBR 2045 Population Projections, June 2020.

More than 60% of Brevard County’s population is located within its 16 incorporated areas. Table 3 presents the population and percent change by municipality for 2010 and 2019. West Melbourne, Palm Shores, Grant-Valkaria, and Cocoa experienced the highest population growth in terms of percent change, and unincorporated Brevard County, Palm Bay, Melbourne, and West Melbourne experienced the highest population growth, collectively representing 78% of the new residents added during this period.

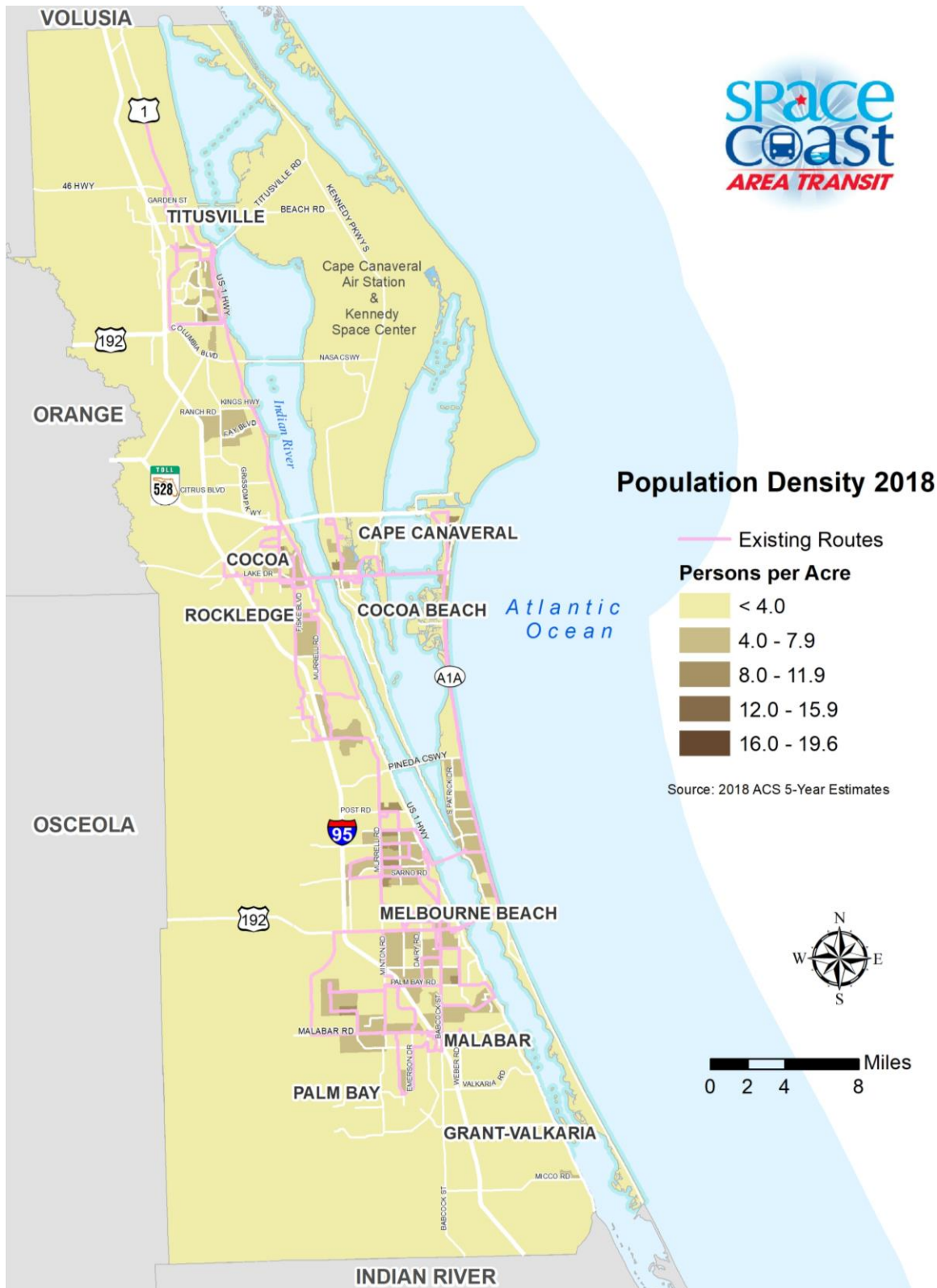
Table 3: Population by Municipality

Area	April 1, 2010 Census Population	April 1, 2020Population Estimate	Population Change (2010-2019)	Percent Change
Brevard County	543,376	606,671	63,295	11.64%
Cape Canaveral	9,912	10,342	430	4.3%
Cocoa	17,140	19,327	2,187	12.75%
Cocoa Beach	11,231	11,391	160	1.42%
Grant-Valkaria	3,850	4,492	624	16.67%
Indialantic	2,720	2,882	162	5.95%
Indian Harbour Beach	8,225	8,751	526	6.39%
Malabar	2,757	3,033	276	10.01%
Melbourne	76,205	84,202	8,197	10.49%
Melbourne Beach	3,101	3,150	49	1.58%
Melbourne Village	662	677	15	0.75%
Palm Bay	103,190	118,568	15,378	14.90%
Palm Shores	900	1,137	237	26.33%
Rockledge	24,926	27,946	3,020	12.11%
Satellite Beach	10,109	10,887	778	7.69%
Titusville	43,761	48,685	4,924	11.25%
West Melbourne	18,355	25,385	7,030	38.20%
Unincorporated Brevard County	206,332	225,616	19,284	9.34%

Source: BEBR Florida Estimates of Population, April 2019

Map 1 illustrates population density in Brevard County. Although the areas with the highest population densities are generally in incorporated, most of the population resides in the unincorporated areas, followed by Palm Bay. Brevard County also has one of the largest veteran populations in Florida, with a total of 64,528 veterans living in the county according to the 2018 ACS 5-Year Estimates.

Map 1: Population Density



Age

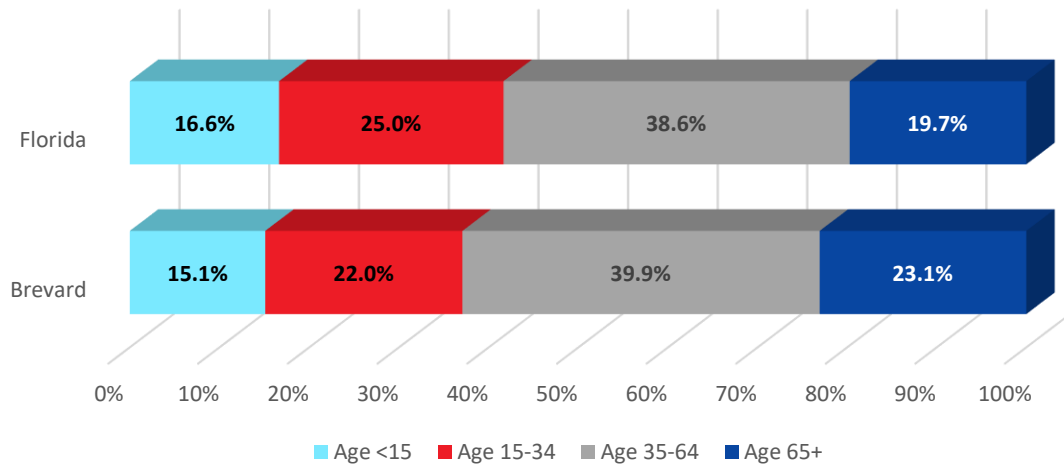
Table 4 presents Brevard County and Florida population distribution by age. About 23% of Brevard County’s population is age 65 or older, higher than 19.7% for Florida, as shown in Figure 3. The median age in Brevard County is 47.2 compared to 41.9 in Florida. The 35–64 age cohort contains the largest percentage of the population for both the Brevard County and Florida populations. However, according to BEBR 2045 population projections, the 65 and older age cohort is projected to continue growing, representing 30% of the population by 2045.

Table 4: Age Distribution

Age Group	Brevard County	Florida
<15	87,048	3,426,138
15–34	126,752	5,151,222
35–64	229,925	7,956,403
65+	133,083	4,064,376
Total	576,808	20,598,139

Source: 2018 ACS 5-Year Estimates

Figure 3: Age Distribution

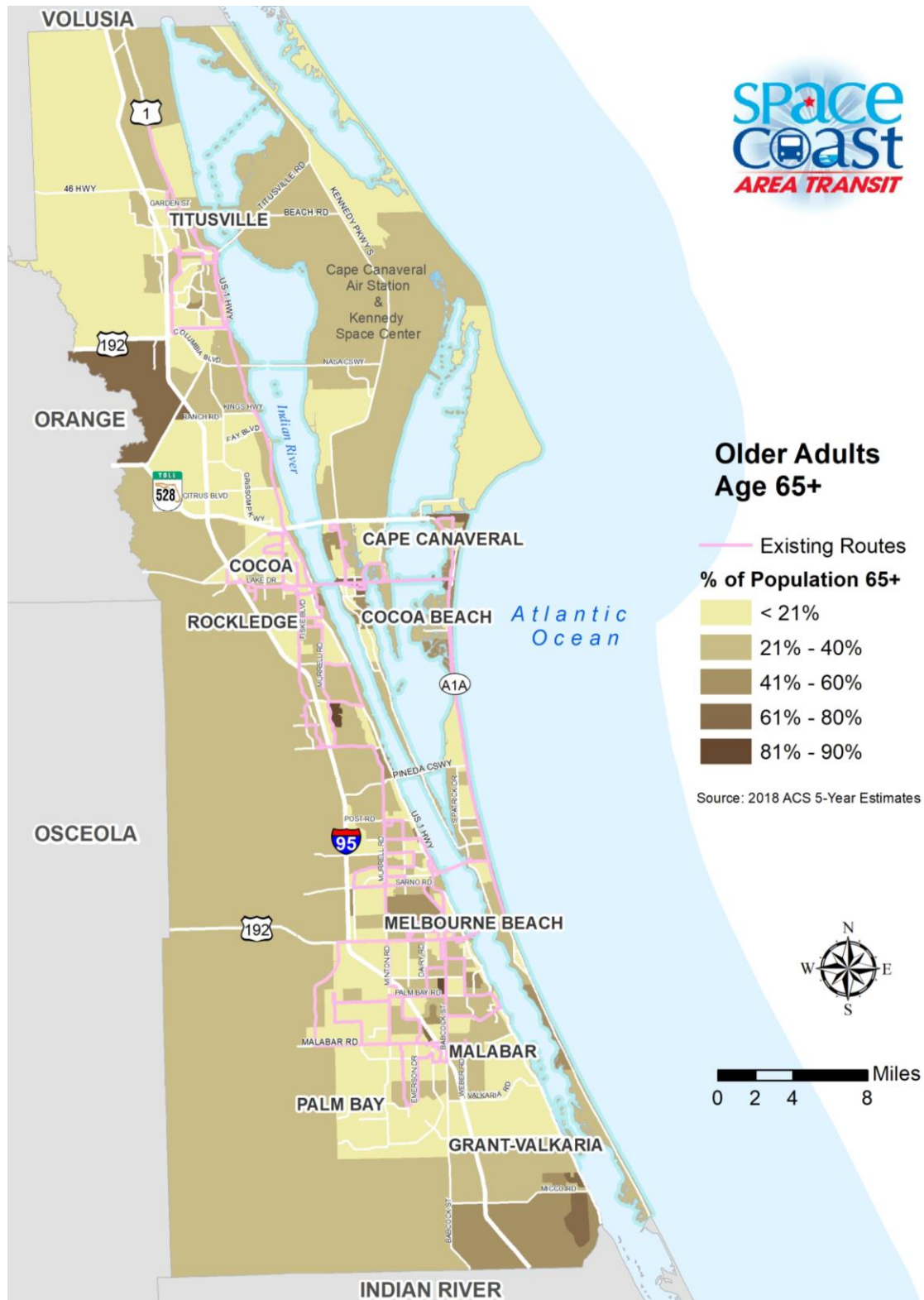


Note: Totals may not equal 100% due to rounding.

Source: 2018 ACS 5-Year Estimates.

Brevard County is home to a number of age-restricted communities that vary in size and affordability, attracting retirees from all over the US. Map 2 illustrates the percentage of older adults by Census Block Group, notably the southern county which includes larger age-restricted communities such as Barefoot Bay.

Map 2: Older Adults Age 65+



Income

Table 5 compares the distribution of household income in Brevard County and Florida, which are similar, with median household incomes of \$54,359 and \$53,267, respectively. According to the 2018 ACS 5-Year Estimates, the percentage of households with incomes below the poverty level in the past 12 months is slightly higher for Florida compared to Brevard County, at 13.9% and 11.8 percent, respectively. The distribution of Brevard County households below the poverty level is illustrated in Map 3.

Table 5: Income Distribution

Income	Brevard County	Florida
Less than \$10,000	5.6%	6.0%
\$10,000 to \$14,999	4.9%	4.7%
\$15,000 to \$24,999	10.3%	10.5%
\$25,000 to \$34,999	10.5%	10.7%
\$35,000 to \$49,999	14.4%	14.3%
\$50,000 to \$74,999	19.5%	18.4%
\$75,000 to \$99,999	12.3%	11.9%
\$100,000 to \$149,999	13.2%	12.5%
\$150,000 to \$199,999	4.8%	4.8%
\$200,000 or more	4.5%	5.4%

Source: 2018 ACS 5-Year Estimates

Persons with a Disability

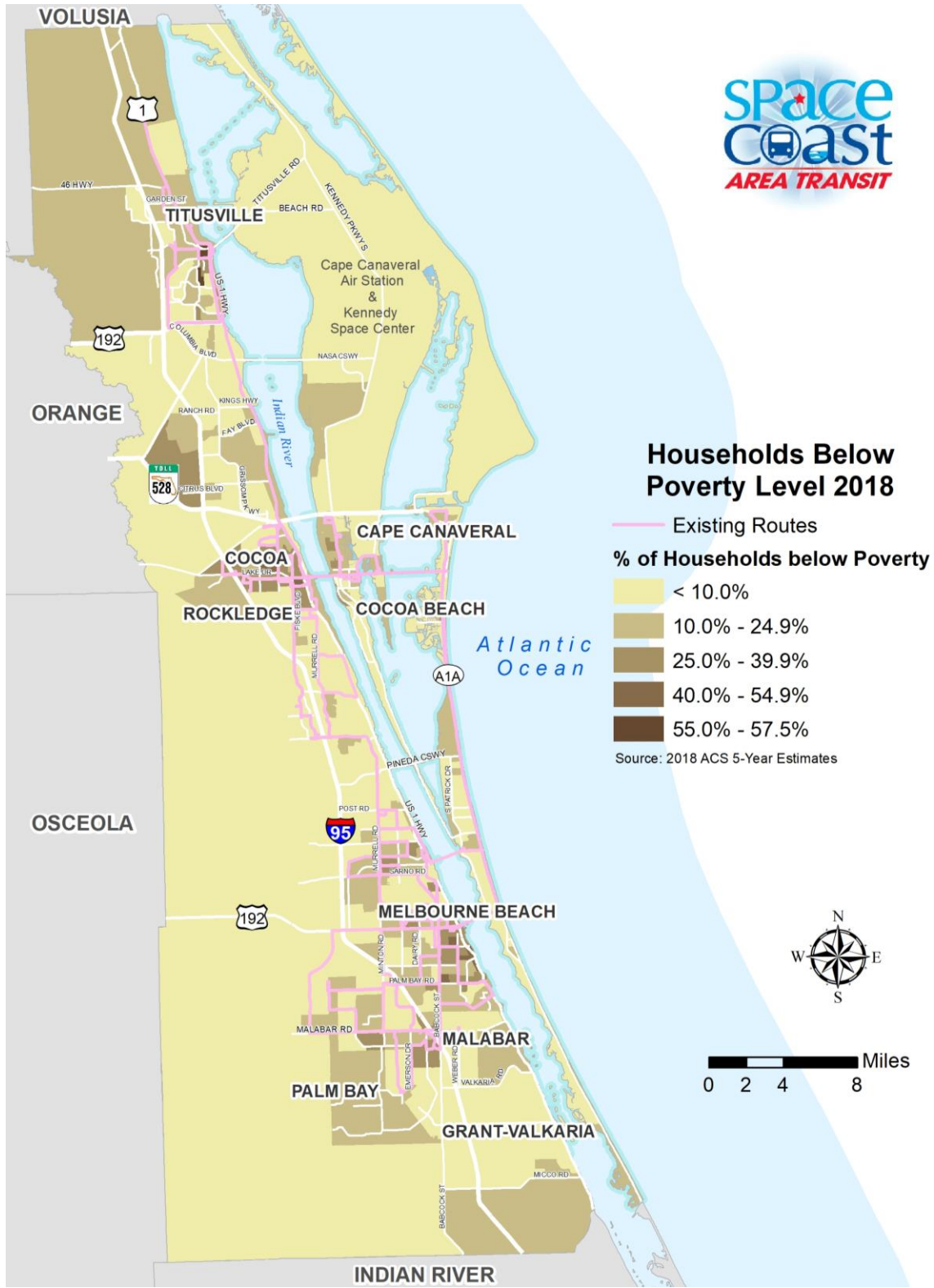
As shown in Table 6, 16.5% of the population in Brevard County has a disability characterized as difficulty with hearing, vision, cognition, ambulatory, self-care, and/or independent living. Brevard County's population with disabilities is slightly higher in comparison to the overall population with disabilities living in Florida. Map 5 illustrates the distribution of persons with a disability living in Brevard County.

Table 6: Population with a Disability

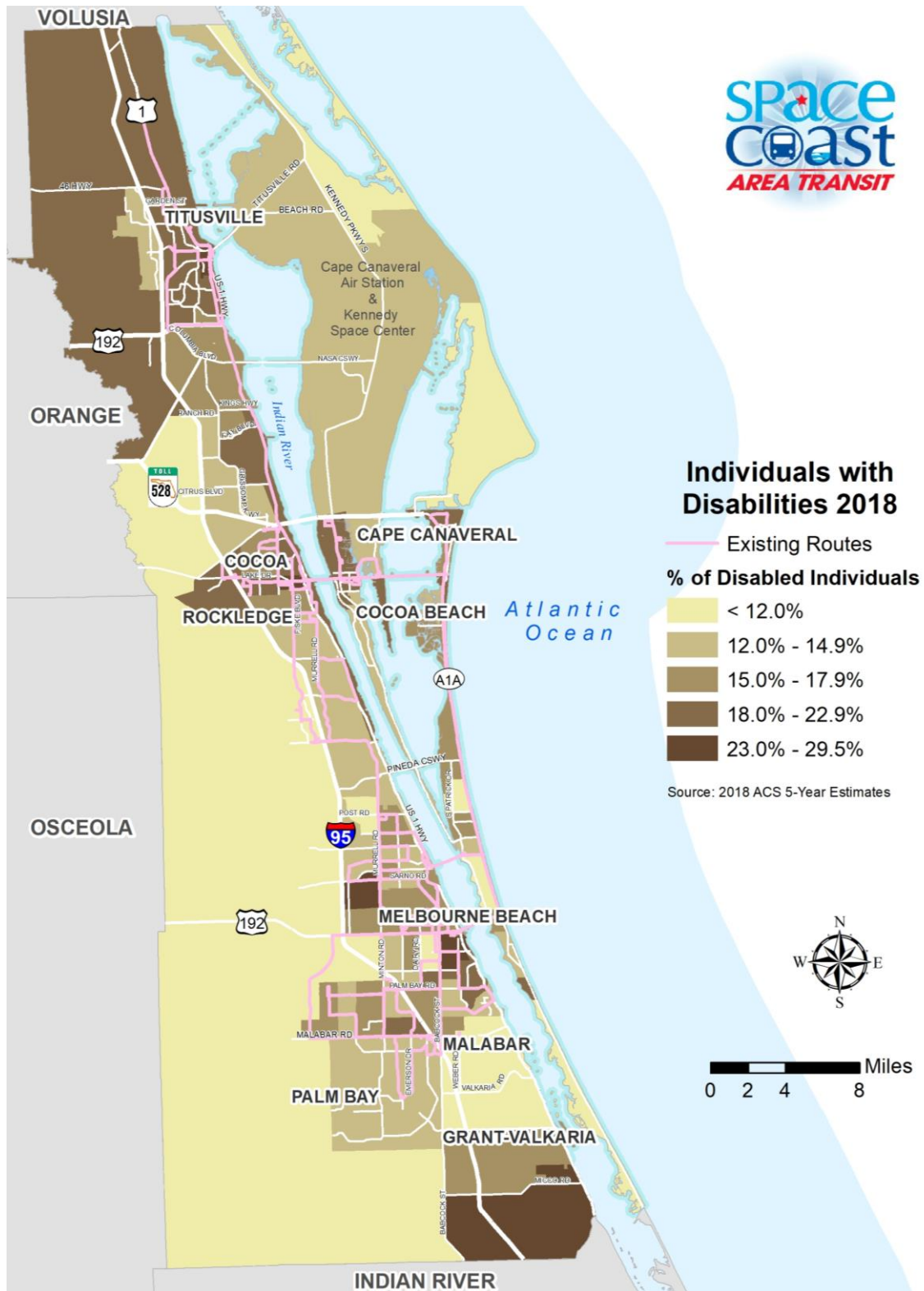
Area	Total Population	Persons with a Disability	Percent of Population with a Disability
Florida	20,996,007	2,838,702	13.5%
Brevard	591,234	97,735	16.5%

Source: 2018 ACS 5-Year Estimates

Map 3: Households Below Poverty Level 2018



Map 4: Individuals with Disabilities 2018



Vehicle Availability

Household vehicle availability plays an important role in assessing public transit needs. Persons in zero-vehicle households, whether by choice or unaffordability, are traditionally considered transit-dependent because they are likely to rely heavily on transit to fulfill their transportation needs. Table 7 shows vehicle availability by household in Brevard County and Florida. As shown, the county’s distribution of household vehicle availability is similar to Florida’s, although the county has a slightly lower percentage of zero-car households compared to the state average. Almost 40% of the households in the county have at least two vehicles available to them. Map 6 shows the distribution of zero-vehicle households.

Table 7: Vehicle Availability per Household

Vehicles Available	Brevard County		Florida	
	Households	Percent	Households	Percent
Occupied housing units	228,888	100%	7,621,760	100%
No vehicles available	12,067	5.3%	493,915	6.5%
1 vehicle available	91,834	40.1%	3,063,582	40.2%
2 vehicles available	89,664	39.2%	2,921,330	38.3%
3 or more vehicles available	35,323	15.4%	1,142,933	15.0%

Source: 2018 ACS 5-Year Estimates

Employment

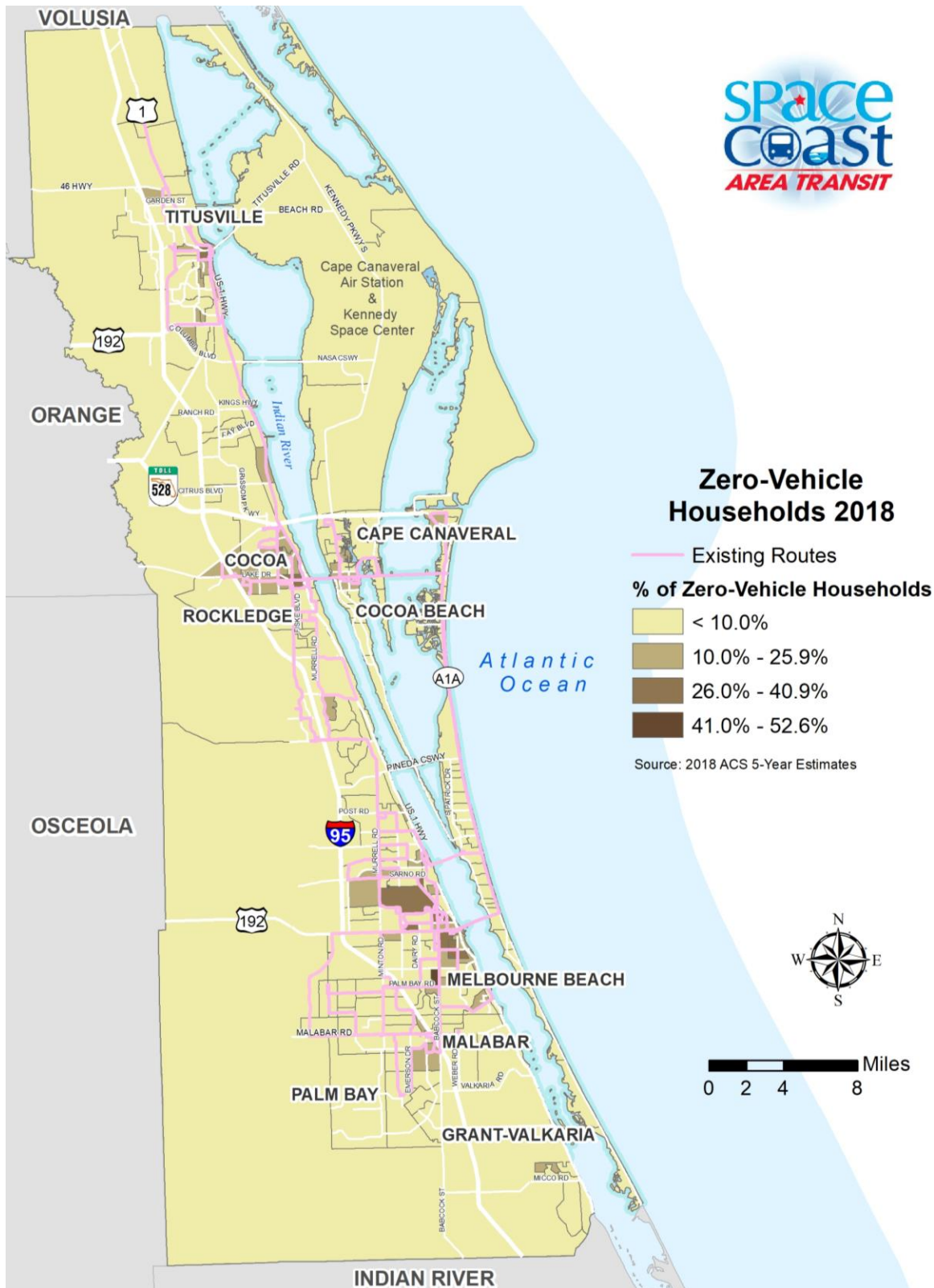
Table 8 shows the current civilian labor force and the unemployment rate for Brevard County and Florida. Brevard County has a slightly lower unemployment rate compared to Florida. Map 6 illustrates employment density in Brevard County.

Table 8: Employment Characteristics

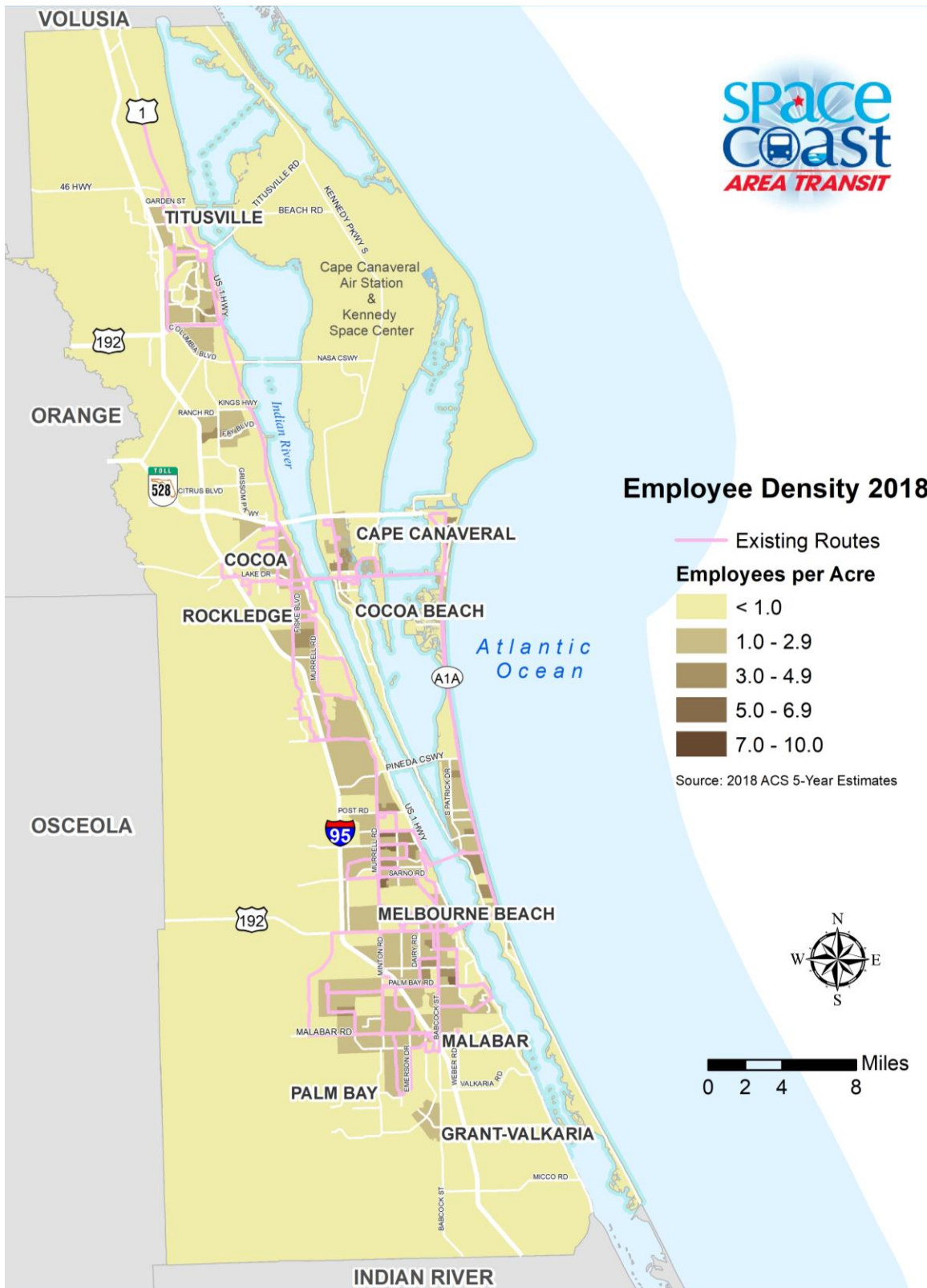
Employment Status	Brevard County	Florida
Civilian labor force	261,578	9,876,910
Number employed	245,287	9,253,932
Number unemployed	16,291	622,978
Unemployment rate	6.2%	6.3%

Source: 2018 ACS 5-Year Estimates

Map 5: Zero-Vehicle Households 2018



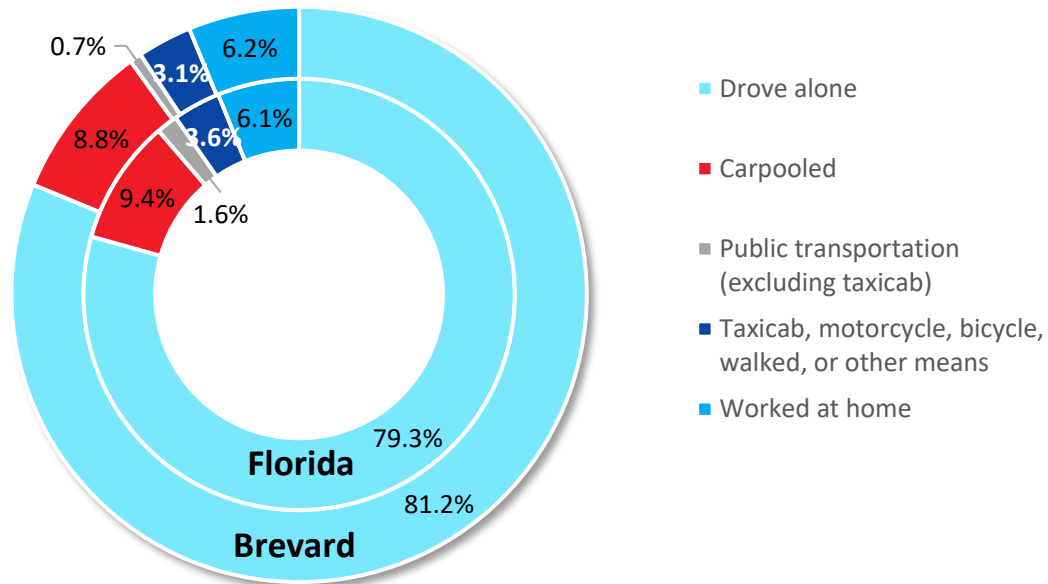
Map 6: Employment Density 2018



Commuting Patterns

Figure 4 shows the means of transportation for workers age 16 and older in Florida and Brevard County. Similar to Florida, the majority of Brevard workers drove alone to work (81.2%). Of the 206,296 workers in Brevard County, those who used public transportation accounted for only 0.7%, which was less than half of the state’s overall share.

Figure 4: Means of Transportation to Work



Source: 2018 ACS 1-Year Estimates

Household vehicle Availability

The cost of owning a vehicle can be a high percentage of a household budget, particularly for those already near or below the poverty line. Households that do not own a vehicle are considered “zero vehicle households” and are more likely to be dependent on public transit for work, health, shopping, education, and recreation purposes, either by choice or out of financial necessity. In Brevard County, 4.8% of all households are zero-vehicle (lower than the 6.3% for Florida), 39.6% of households have one vehicle available, and the remaining 55.5% have two or more vehicles available (2019 ACS 5-Year Estimates).

Vehicles Available	2010	2019	Percent Change
No Vehicle	4.5%	4.8%	0.3%
1 Vehicle	38.8%	39.6%	0.8%
2 Vehicles	40.5%	39.3%	-1.2%
3+ Vehicles	16.1%	16.2%	0.1%

Among workers who commute using public transit, the share with no available vehicle (34.6%) is much higher than the proportion of zero-vehicle households (4.8%). This further indicates that workers using transit are more dependent on it to get to work and other places due to lack of vehicle availability.

Covid-19 Impacts on Travel Behavior

The ongoing global COVID-19 pandemic that began in March 2020 has touched nearly every aspect of life. Public health and safety concerns driven by the pandemic have dramatically changed travel behavior. The most significant reduction in travel occurred in the early months of the pandemic due to CDC guidelines and local stay-at-home orders. Eighteen months later, travel patterns have not yet fully returned to pre-pandemic levels, as people generally continue to stay home more and travel differently due to increased teleworking, distance learning, increased online shopping/delivery services, and other behavioral changes. Collectively, this is expected to have a permanent effect on where, how, and how often we travel.

Activity Centers

The major destinations in Brevard County are presented in Table 13, including several shopping centers, community service centers, educational institutions, attractions, and medical facilities. A review examined whether fixed-route transit service operates near each location, but not specific service levels or needs. As shown, attractions without access to fixed-route service include:

- Brevard County Service Complex Palm Bay
- Health’s First Viera Hospital
- Kennedy Space Center
- Melbourne Beach Public Library
- Port St. John Public Library
- Satellite Beach Public Library
- Satellite Beach City Hall
- Sebastian Inlet State Park
- South Mainland Public Library

Table 9: Major Destinations

Destinations	Address	City	Fixed Route(s) Available
American Police Hall of Fame	6350 Horizon Dr	Titusville	1
American Red Cross Space Coast Chapter	1700 Cedar Street	Rockledge	6, 7
Astronaut Hall of Fame	6225 Vectorspace Blvd	Titusville	1
Banana River Square	2005 N Atlantic Ave	Cocoa Beach	9
Brevard County Government Center	2725 Judge Fran Jamieson Way	Viera	1, 29
Brevard County Government Services Complex	2575 N Courtenay Pkwy	Merritt Island	3
Brevard County Service Complex Palm Bay	450 Cogan Dr	Palm Bay	N/A
Brevard County Service Complex South	1515 Sarno Rd	Melbourne	24
Brevard County Service Complex North	400 South St	Titusville	1, 2, 5
Brevard Museum of History and Natural Science	2201 Michigan Ave	Cocoa	6
Brevard Zoo	8225 N Wickham Rd	Melbourne	7, 29
Canaveral Plaza	Canaveral Plaza Blvd	Cocoa Beach	4, 9
Cape Canaveral Hospital	701 W Cocoa Beach Cswy	Cocoa Beach	4
Cape Canaveral Public Library	201 Polk Ave	Cape Canaveral	9
Cocoa Beach Regional Chamber of Commerce	400 Fortenberry Rd	Merritt Island	3
Cocoa Beach City Hall	2 S Orlando Ave	Cocoa Beach	9
Cocoa Beach Public Library	550 N Brevard Ave	Cocoa Beach	9
Cocoa Commons Shopping Center	2301 FL-524	Cocoa	6
Cornerstone Plaza	5675 N Atlantic Ave	Cocoa Beach	9
Dr. Martin Luther King Jr Library	955 E University Blvd	Melbourne	27
Eastern Florida State College Cocoa	1519 Clearlake Rd	Cocoa	6
Eastern Florida State College Melbourne	3865 N Wickham Rd	Melbourne	28, 29
Eastern Florida State College Palm Bay	250 Community College Pkwy	Palm Bay	23
Eastern Florida State College Planetarium & Observatory	1519 Cleveland Rd	Cocoa	6
Eastern Florida State College Titusville	1311 N US 1	Titusville	2 and 5
Eau Gallie Public Library	1521 Pineapple Ave	Melbourne	33
Florida Historical Society/ Rossetter House Museum	1320 Highland Ave	Melbourne	29, 33
Florida Institute of Technology	150 W University Blvd	Melbourne	21, 26
Foosaner Art Museum	1463 Highland Ave	Melbourne	33
Franklin T. DeGroot Public Library	6475 Minton Rd SE	Palm Bay	22, 23
Hammock Landing	205 Palm Bay Rd NE	West Melbourne	20, 22, 23, 25, 27
Health First's Palm Bay Hospital	1425 Malabar Rd NE	Palm Bay	22

Destinations	Address	City	Fixed Route(s) Available
Health's First Viera Hospital	8745 N Wickham Rd	Melbourne	N/A
Heneger Center for the Arts	625 E New Haven Ave	Melbourne	21, 26
Historic Cocoa Village	1 Oleander St	Cocoa	4, 6
Holmes Regional Medical Center	1350 S Hickory Street	Melbourne	21
Indian Harbour Place Shopping Center	218 E Eau Gallie	Indian Harbour Beach	26, 33
Keiser University	900 S Babcock St	Melbourne	21, 24, 25, 26, 29
Kennedy Space Center	Space Commerce Way	Merritt Island	N/A
Kindred Hospital Melbourne	765 W NASA Blvd	Melbourne	21
Liberty Bell Museum	1601 Oak St	Melbourne	21, 26
Maxwell C King Center for the Performing Arts	3865 N Wickham Rd	Melbourne	28, 29
Melbourne Beach Public Library	324 Ocean Ave	Melbourne Beach	N/A
Melbourne City Hall	900 E Strawbridge Ave	Melbourne	21, 26
Orlando Melbourne International Airport	1 Air Terminal Pkwy	Melbourne	21, 26, 29
Melbourne Public Library	540 E Fee Ave	Melbourne	21
Melbourne Regional Chamber	1005 E Strawbridge Ave	Melbourne	26
Melbourne Shopping Center	1355 S Babcock St	Melbourne	21, 25, 29
Melbourne Square Mall	1700 W New Haven Ave	Melbourne	20, 21, 24, 25, 28
Merritt Island Public Library	1195 N Courtenay Pkwy	Merritt Island	3
Merritt Square Mall	777 E Merritt Island Cswy	Merritt Island	3, 4
Mims/Scottsmoor Public Library	3615 Lionel Rd	Mims	5
North Brevard Children's Medical Center	1653 Jess Parrish Ct	Titusville	2, 5
Ocean Springs Plaza	959-991 E Eau Gallie Blvd	Melbourne	26, 33
Palm Bay City Hall	120 Malabar Rd	Palm Bay	22, 23
Palm Bay Plaza	4500 Dixie Hwy NE	Palm Bay	27
Palm Bay Public Library	1520 Port Malabar Blvd NE	Palm Bay	27
Parrish Medical Center	951 N Washington Ave	Titusville	2, 5
Patrick Air Force Base	1224 S Patrick Dr	Patrick AFB	26
Port Canaveral	445 Challenger Rd	Cape Canaveral	9
Port St. John Public Library	6500 Carole Ave	Port St John	N/A
Rockledge Regional Medical Center	110 Longwood Ave	Rockledge	6
Rockledge City Hall	1600 Huntington Lane	Rockledge	6, 7
Satellite Beach Public Library	751 Jamaica Blvd	Satellite Beach	N/A
Satellite Beach City Hall	565 Cassia Blvd	Satellite Beach	N/A

Destinations	Address	City	Fixed Route(s) Available
Searstown Mall	3550 S Washington Ave	Titusville	1, 2
Sears	777 E Merritt Island Cswy	Merritt Island	3, 4
Sebastian Inlet State Park	9700 S Hwy A1A	Melbourne Beach	N/A
Shepard Park	299 E Cocoa Beach Cswy	Cocoa Beach	4, 9
South Mainland Public Library	7921 Ron Beatty Blvd	Micco	N/A
Space Coast Stadium	5800 Stadium Pkwy	Melbourne	1
St. John's Plaza	3235 Garden St	Titusville	2, 5
Suntree/Viera Public Library	902 Jordan Blass Dr	Melbourne	29
Titus Landing	US-1 & Harrison St	Titusville	1, 2, 5
Titusville Area Chamber of Commerce	2000 S Washington Ave	Titusville	1
Titusville City Hall	555 S Washington Ave	Titusville	1, 2, 5
Titusville Public Library	2121 S Hopkins Ave	Titusville	2
USSSA Space Coast Complex	5800 Stadium Pkwy	Viera	1
Valiant Air Command Warbird Museum	6600 Tico Rd	Titusville	1
Veterans Clinic	2900 Veterans Way	Melbourne	1, 29
Viera Regional Park	2300 Judge Fran Jamieson Way	Melbourne	1, 29
West Melbourne City Hall	2240 Minton Rd	West Melbourne	25
West Melbourne Public Library	2755 Wingate Blvd	West Melbourne	25
Wuesthoff Hospital	9150 Ellis Rd	Melbourne	28

Public Participation

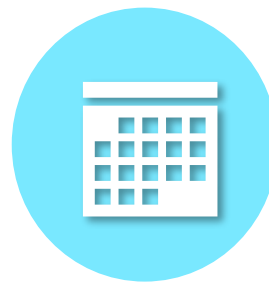
In accordance with federal legislation for developing a coordinated plan and state requirements for developing the TDSP, Space Coast Area Transit provides opportunities for public input from members of the public, elected officials, human services representatives, FDOT, transportation providers, and workforce representatives.

As a part of ongoing public outreach, the LCB annually conducts a public hearing to receive input regarding unmet needs or any other areas that relate to the local transportation services. The last public hearing was held on November 29, 2021, immediately following the LCB meeting. Although a public hearing is held annually, Space Coast Area Transit also continues ongoing discussions throughout the year with Space Coast TPO staff to provide opportunities for project coordination and input.

To gather input and guide the implementation plan, recent TD users and agency representatives were surveyed to provide feedback on Space Coast Area Transit’s services to its clients. Appendix A lists the questions that were asked for the customer and agency surveys. The passenger and agency survey results are summarized in the following sections, followed by a summary of the education and marketing initiatives that have been accomplished since 2018.



30 Customer/Agency Surveys



130+ Customer Service Initiatives

Passenger Survey

Customer Satisfaction Surveys

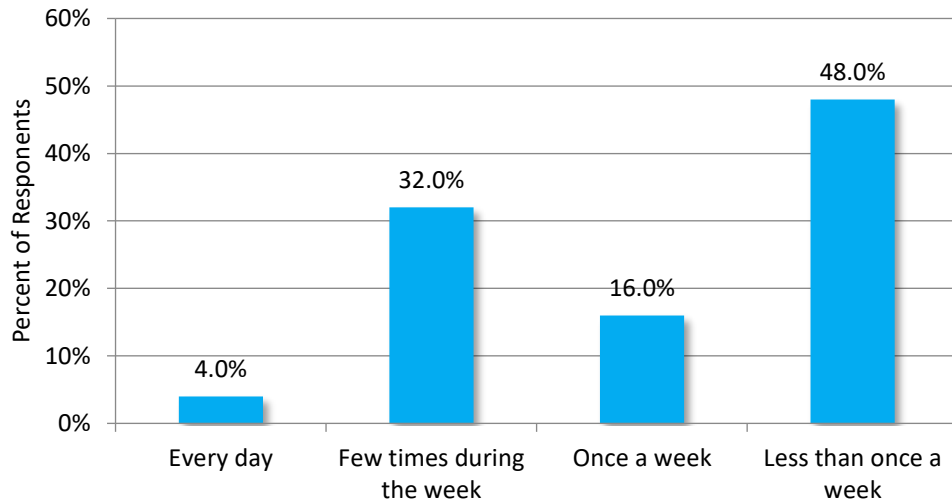
A phone survey was conducted in September 2020 to obtain feedback from TD customers on the CTC’s performance and customer service; 28 responses were received. Key conclusions from the 13 survey questions are provided below regarding the following performance measures:

- Scheduling trips in advance
- On-time performance
- Passenger wait times
- Customer satisfaction

TD Service Frequency of Use

In the first set of questions, respondents were asked how often they use Space Coast Area Transit TD services. Figure 5 shows that responses included 48% of respondents using TD services less than once a week, and 32% using it a few times a week; only 4% of respondents used it daily.

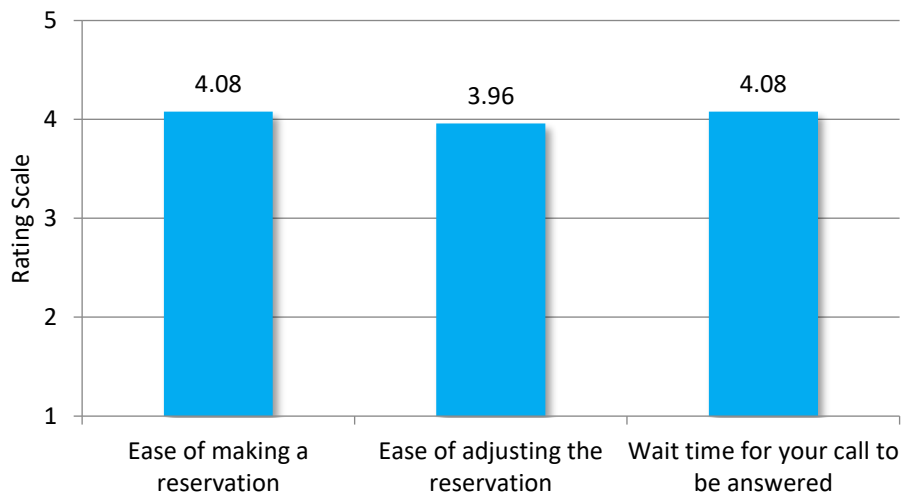
Figure 5: Frequency of TD Service Use



Advance Trip Scheduling

Survey participants were asked to rate convenience and experience when contacting the customer call service center to schedule a trip. Respondents were asked a series of service-related questions, with rating criteria ranging from “very dissatisfied (1)” to “very satisfied (5).” As shown in Figure 6, ratings for all advance trip scheduling categories averaged near or above 4, equating to “somewhat satisfied.”

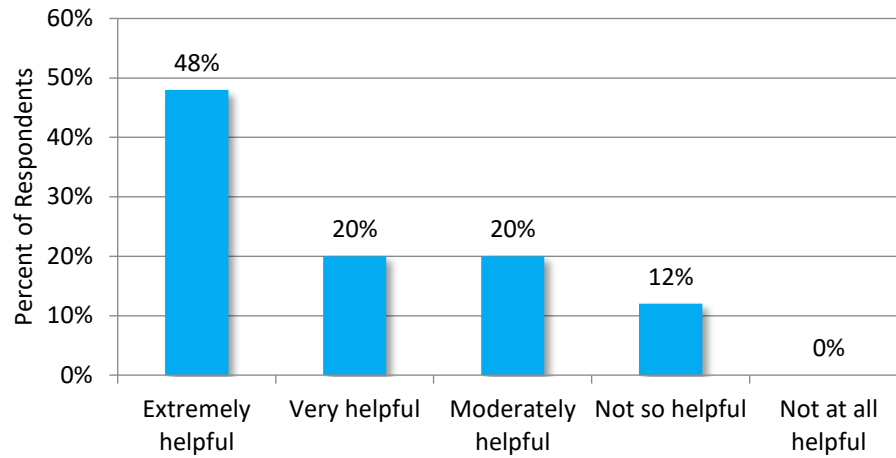
Figure 6: Advance Trip Scheduling



Helpfulness of Call Center Agents

Participants were asked to rate the level of assistance provided by call center agents. As shown in Figure 7, 48% felt that agents were “extremely helpful” and 20% said “very helpful.” None indicated that the agents were “not helpful at all.”

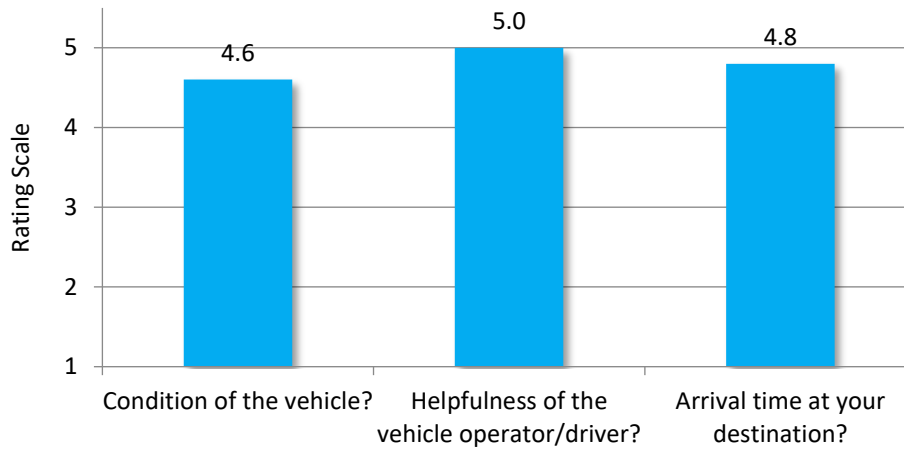
Figure 7: Helpfulness of Call Center Agents



Subscription Trips

Respondents were asked if any of their recent trips were subscription trips. The 20% who responded “yes” were then asked to rate their satisfaction regarding service aspects of their most recent subscription trip. Figure 8 indicates that, generally, subscription trip customers indicated that they were “somewhat satisfied” or “very satisfied” with the vehicle condition, helpfulness of driver, and arrival time at destination.

Figure 8: Satisfaction with Subscription Trips

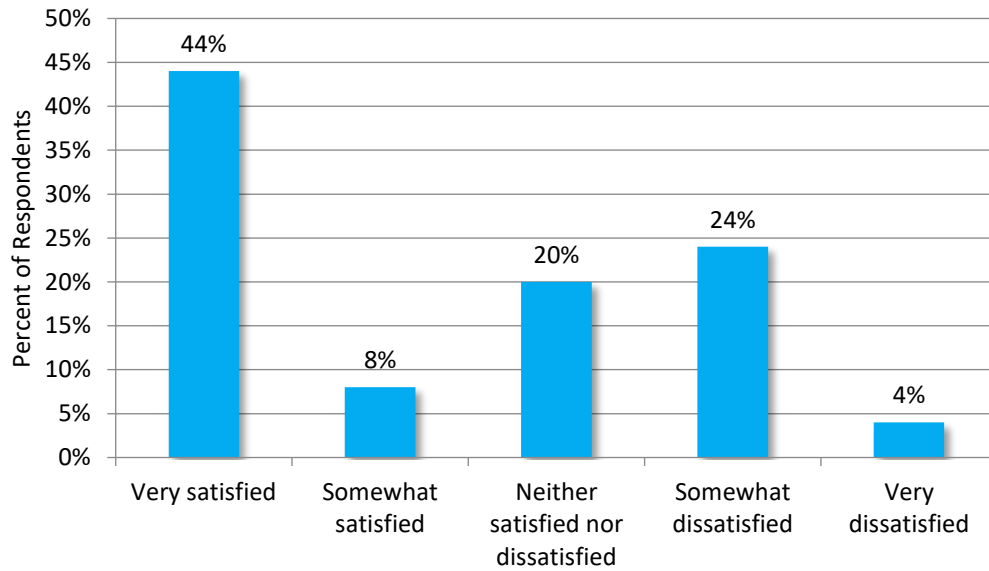


Customer Satisfaction with Service Hours

Space Coast Area Transit takes reservations for TD service between 8:00 am and 5:00 pm. Next-day trips must be reserved by 2:00 pm the day prior to travel and can be reserved up to seven days in advance.

Figure 9 shows that 44% of respondents were “very satisfied” with the service hours available to schedule a trip.

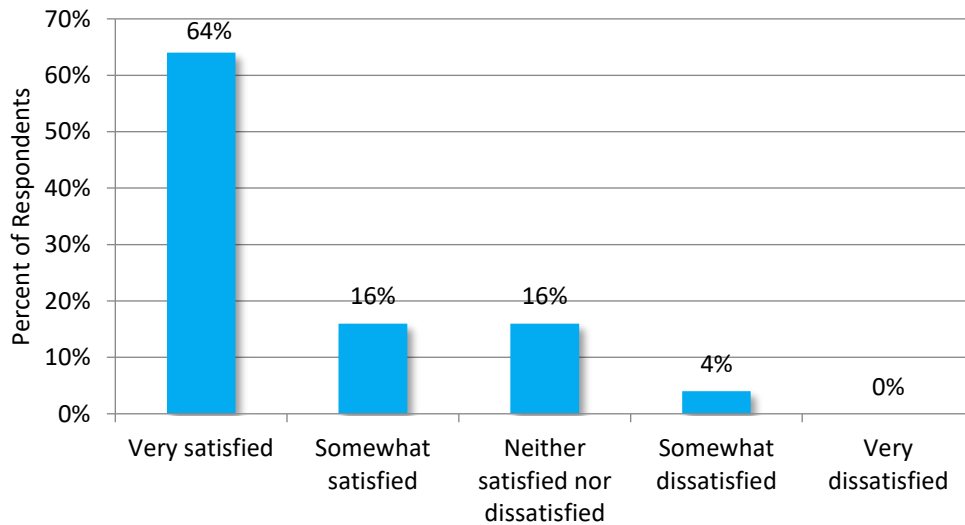
Figure 9: Customer Satisfaction with Service Hours



On-time Performance and Customer Satisfaction

The next set of questions asked respondents to rate their satisfaction with on-time arrivals and travel time while on-board the vehicle. As shown in Figure 10, 64% of respondents felt “very satisfied” with on-time arrival.

Figure 10: On-time Performance



When asked about customer service of vehicle operators/drivers, 55% of respondents reported “excellent” customer service, and only 4% felt their customer service was “below average” (Figure 11). When asked about their satisfaction with travel time aboard the vehicle, 52% of respondents were “very satisfied” (Figure 12).

Figure 11: Customer Service of Vehicle Operators/Drivers

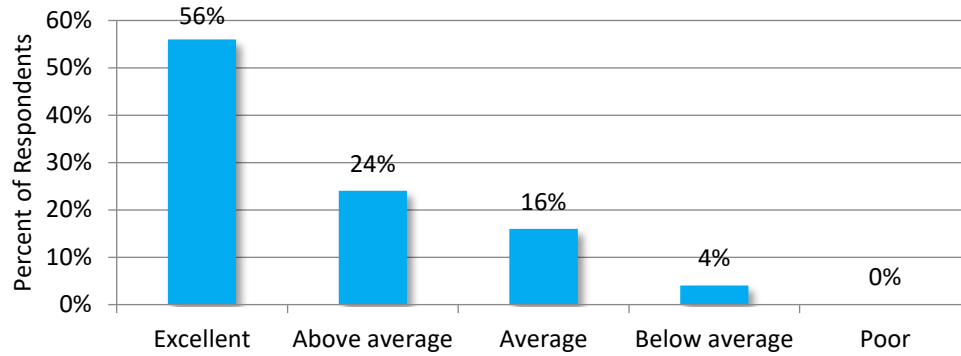
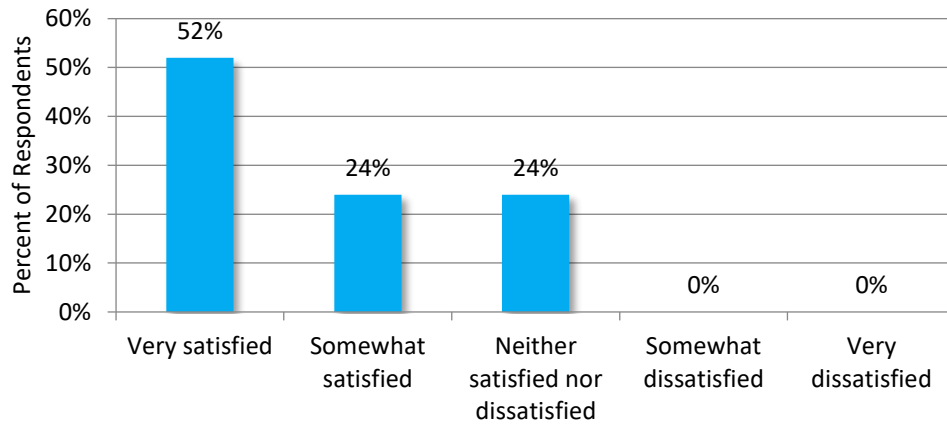
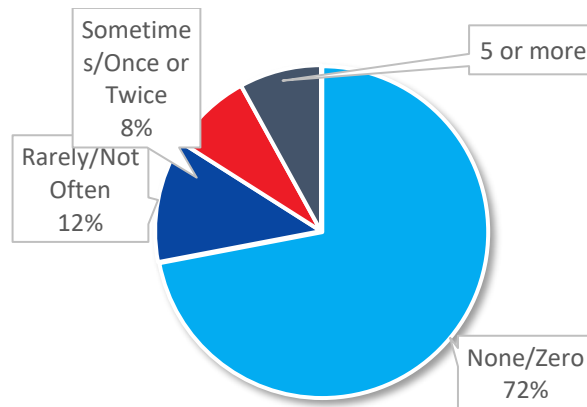


Figure 12: Travel Time While On-Board Vehicle



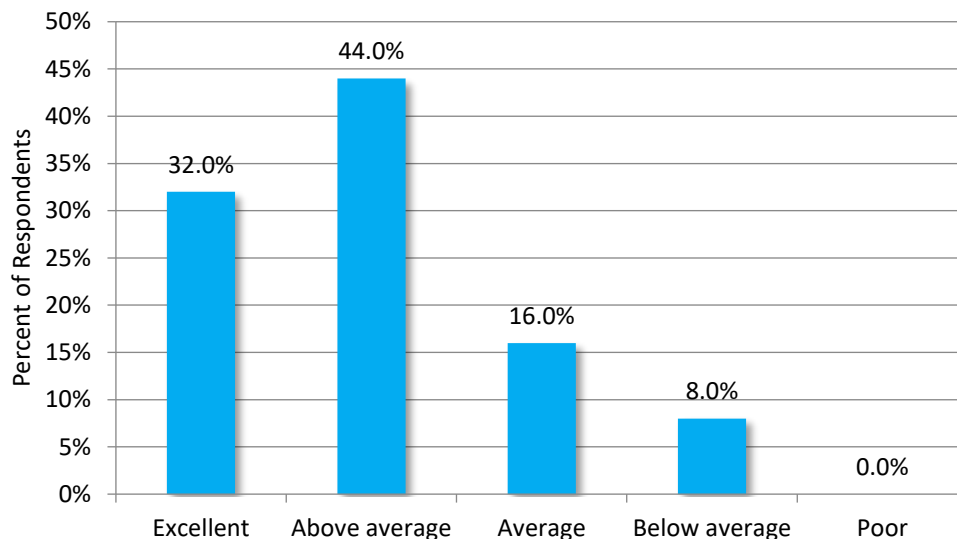
Survey participants were asked how frequently they contact the Space Coast Area Transit office for items not related to a reservation, such as a question, complaint, or compliment. Of the 25 respondents, the majority had never called for reasons other than a reservation (Figure 13).

Figure 13: Frequency of Calling Customer Service (Excluding Reservation Needs)



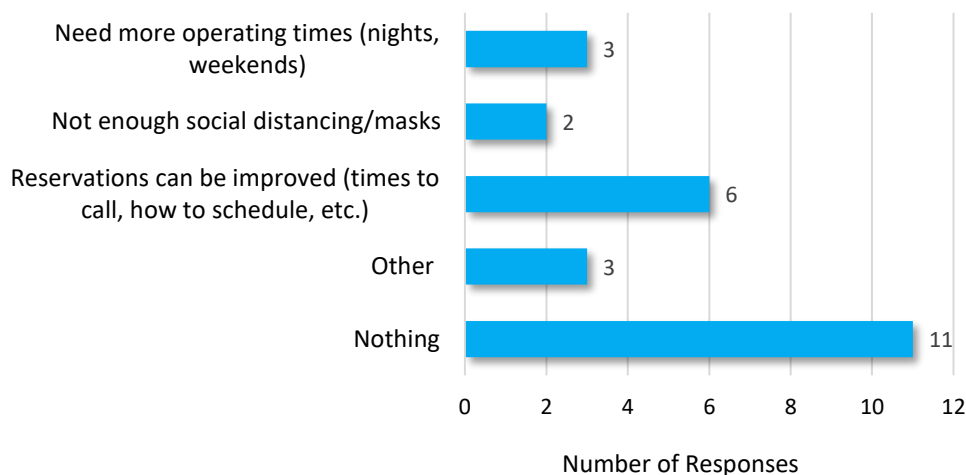
Respondents were asked to provide a service rating for the overall performance of call center service, shown in Figure 14. In total, 32% of customers felt that the overall performance of the call service center was “excellent,” and 44% felt performance was “above average.”

Figure 14: Call Center Performance



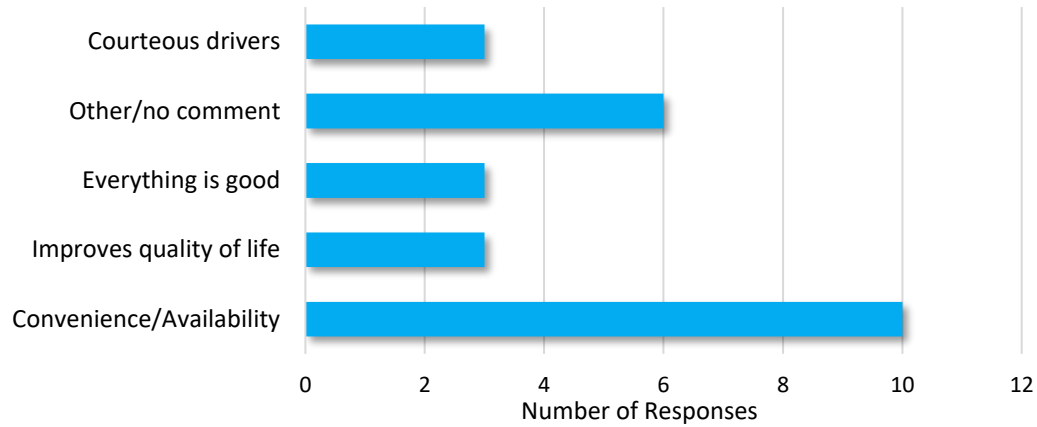
The last section of the survey asked Space Coast Area Transit customers to state what they liked the least and the most about the TD service. About half of respondents stated there was “nothing” they disliked about the service (Figure 15); however, 6 respondents mentioned potential improvement with the reservation process, notably expanding the available times to call and ease of scheduling.

Figure 15: Least Liked Aspects of Space Coast Area Transit



When respondents were asked what they like the most about Space Coast Area Transit service, 10 stated that having the availability or convenience to use the service. The remainder of responses varied among courteous drivers, improved quality of life, etc., as shown in Figure 16.

Figure 16: Most Liked Aspect of Space Coast Area Transit

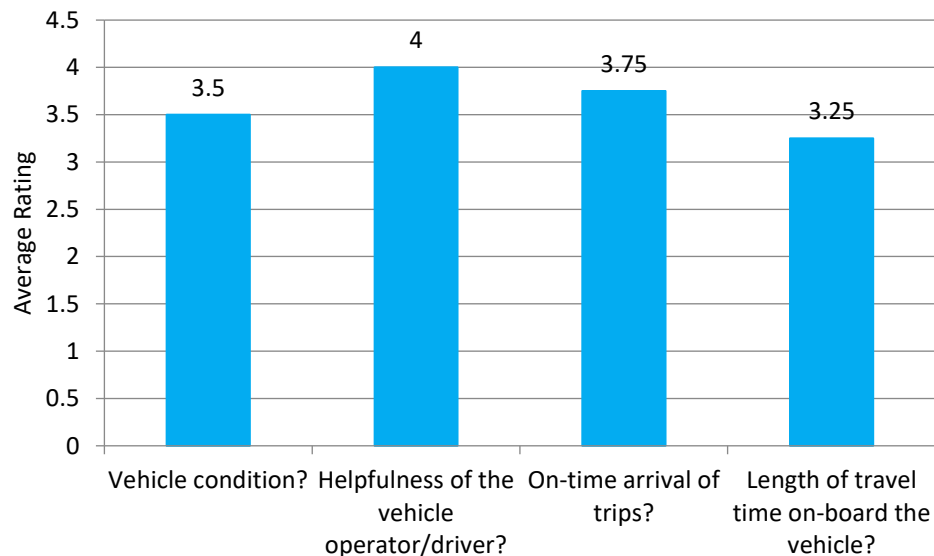


Agency Survey

The five agencies that contract with Space Coast Area Transit for TD services were contacted to obtain feedback on the CTC’s performance and customer service. Responses were received from two agencies, and multiple representatives from one agency completed the survey. For both agencies, the primary purpose of purchasing transportation for their clients was for education/training/daycare and noted that their clients use the services 3–5 days a week.

The agencies were asked to rate how satisfied they believe their clients were with different aspects of TD service. As shown for vehicle condition, on-time arrival, and length of travel time, the average rating fell between “someone satisfied” and “satisfied” and the average rating for helpfulness of vehicle driver was “satisfied” (Figure 17).

Figure 17: Agency Feedback on Customer Service Aspects



Agency representatives all stated there were no unresolved problems with their contracted services. When asked to rate the overall performance of TD services received by their clients, all indicated “excellent” and “above average.” Respondents could also provide comments on the service; responses included the following:

Parents sometime complain they are unable to reach [Space Coast Area Transit] during non-business hours in the event the bus is late dropping off the client.

The feedback from the clients is that [Space Coast Area Transit] does a good job and they are thankful to have this service. Keep up the great work!

I know the plans is to have people wear masks; however, in dealing with individuals with disabilities, it is not always ideal.

Outreach and Planning Initiatives

Space Coast Area Transit conducts outreach, customer service, and planning initiatives to improve transportation for disadvantaged persons on a regular basis. The following summarizes such initiatives completed since 2018.

As a part of the agency’s overall goal to provide quality service to its customers, Space Coast Area Transit:

- Investigates and responds to customer complaints and compliments.
- Established procedures to schedule more logistically-challenging paratransit trips to accommodate rider requests.
- Conducts travel training to educate the community and, specifically, potential and existing TD users, about the available transportation services.
- Provides more in-depth travel training with individuals upon request.
- Completed, in partnership with the Space Coast TPO, an ADA Bus Stop Assessment and continuously works with representatives from Brevard County and the municipalities to improve bus stop accessibility and to install more bus shelters based on priorities identified in this assessment.
- Works to improve information on using transit services through informational guides and updates to its 321transit.com website. This includes creating Accessing Space Coast Area Transit to provide a snapshot of bus stop accessibility through various communities in the county.
- Prepared updates of its Rider’s Guide in 2019 and 2020, a copy of which is provided in Appendix B.
- Procured new accessible paratransit and fixed-route vehicles.

Table 12 lists outreach events and meetings in which Space Coast Area Transit staff participated since 2018. Additional events not listed include initiatives with Promise in Brevard, Federation of the Blind Vision Fair, Library Vision Fair, Senior Fairs, etc.

Table 10: Outreach Initiatives Since 2018

Date	Initiative
Jan 11 &18, 2018	Required Quarterly Employee Meetings. Training on wheelchair loading/securement and Brevard Achievement Center transport procedures.
Jan 16, 2018	Met with agency representatives to discuss transportation needs of visually impaired.
Jan 29, 2018	ADA Bus Stop Assessment meeting.
Feb 27, 2018	Met with staff to discuss acute need for another contract route.
Mar 12, 2018	Met with Promise in Brevard.
Apr 10, 2018	Toured new facilities at Promise in Brevard.
Apr 30, 2018	Met with Promise in Brevard.
May 14, 2018	LCB meeting in Viera.
May 30, 2018	ADA Bus Stop Assessment meeting.
Jun 1, 2018	Met at Space Coast Center for Independent Living (SCCIL).
Sep 5, 2018	Met with Center for the Visually Impaired and Federation for the Blind at Cocoa.
Sep 11, 2018	First budget hearing at County Government Center in Viera. Visually impaired advocates spoke in favor of more funding for transportation. Held follow-up meeting with advocates.
Sep 24, 2018	Met with The Fountains regarding transportation for the visually impaired.
Sep 25, 2018	First budget hearing at County Government Center in Viera. Met with visually impaired advocates.
Sep 26, 2018	New visually-impaired rider had complaint about problem with scheduling ride. Followed up with disciplinary discussion and training with customer service representative.
Sep 27, 2018	Held required quarterly employee meetings. Emphasized to drivers, dispatchers/schedulers, and customer service representatives importance of customer service.
Oct 2, 2018	Attended FDOT District 5 Grant Workshop in Orlando for social service agencies and Community Transportation Coordinators. Met with Brevard County agencies.
Oct 9, 2018	Met with Assistant County Manager in Viera to discuss finding funding for transportation for visually impaired.
Oct 11, 2018	Attended Space Coast TPO meeting in Viera. Discussed initiating study to find more funding of visually-impaired transportation.
Oct 19, 2018	Met with visually-impaired client resulting in follow-up driver discipline for poor customer service.
Oct 26, 2018	Met with all customer service representatives regarding importance of customer service and various techniques.
Oct 29, 2018	Attended Space Coast Area Transit/TPO Coordination Meeting in Viera. Discussed ADA Bus Stop Assessment.
Nov 7, 2018	Attended Senior Day at Space Coast State Fair.
Nov 13, 2018	Met with Aging Matters in Brevard regarding Seniors at Lunch transportation program.
Nov 19, 2018	Attended LCB meeting in Viera.
Dec 3, 2018	Held disciplinary meeting with customer service reps for Trinity Towers Route 21 Sunday complaint.
Dec 4, 2018	Met with Melbourne Chamber of Commerce regarding a visually-impaired client's customer service complaint.

Date	Initiative
Dec 10, 2018	Attended Space Coast TPO's Technical Advisory and Citizens Advisory meetings. Presentation of LCB Report and By-Laws, ADA Bus Stop Assessment provided.
Dec 11, 2018	Met with Aging Matters in Brevard regarding Seniors at Lunch program at Cocoa Terminal.
Dec 12, 2018	Email report regarding resolution outcome of complaint.
Dec 13, 2018	Leadership Brevard presentation to Brevard Achievement Center and Bridges.
Dec 13, 2018	Attended Space Coast TPO's LCB meeting. Presentation of LCB report, approval of LCB By Laws, ADA Bus Stop Assessment.
Dec 14, 2018	Lifesaving intervention with older adult Volunteers in Motion client by Program Coordinator.
Dec 18, 2018	Board of County Commissioners voted to add increased funding for public transportation to their list of priorities for the 2019 Legislative Program.
Jan 4, 2019	Met with Brevard Alzheimer's Foundation at Cocoa Terminal regarding coordination of transportation.
Jan 17, 2019	Attended Industry Advisory Council Meeting at CareerSource Brevard with Brevard Achievement Center.
Jan 25, 2019	Met with Brevard Alzheimer's Foundation at their office regarding transportation needs.
Jan 29, 2019	Met with advocates for the visually-impaired at Transit One General Membership Meeting.
Feb 7, 2019	Installation of new Quantum wheelchair securement system on bus 4042, providing additional wheelchair positions (now 4) on contract Route 41.
Feb 12, 2019	Met with FDOT District 5 in Orlando. Acquired knowledge of grant opportunity for new paratransit buses; subsequently discussed and prepared grant application.
Feb 14, 2019	Attended Tourism and Transit Summit, providing opportunity to highlight Space Coast Area Transit and need for more transportation services for people with visual impairments and other disabilities.
Feb 15, 2019	Spoke at Volunteers in Motion appreciation luncheon to commend them for their service to older adults and persons with disabilities.
Feb 18, 2019	Met with Assistant County Attorney to finalize training presentation on ADA requirements to Space Coast Area Transit's scheduler-customer service representatives.
Feb 21, 2019	Attended County's FY 2020 budget workshop and made presentation on transportation needs. Board passed motion to support addition of two paratransit routes at annual cost of \$300,000.
Feb 26, 2019	Met with attorney in Melbourne regarding application for position on LCB Board.
Feb 28 & Mar 5, 2019	Recognized two dispatchers and previously disciplined driver for a compliment letter received from elderly client.
Feb & Mar 2019	Received multiple compliments on customer service representatives for helpfulness.
Mar 7, 2019	Met with a customer service representative and supervisor in disciplinary meeting for unacceptable treatment of a driver over the radio.
Mar 14, 2019	Attended ADA training in Cocoa by the Assistant County Attorney for all customer service representatives and some operations personnel.
Mar 25, 2019	Worked with SSCIL to retrofit new wheelchair lift equipped van and train them on securements.
Mar 28, 2019	Worked with Brevard Alzheimer's Foundation to retrofit their new wheelchair lift equipped van and train on securements.
Apr 8, 2019	Submitted Section 5310 grant application to FDOT for new paratransit buses.
Apr 9, 2019	Held ADA bus stop meeting.

Date	Initiative
Apr 25, 2019	Attended Industry Advisory Council Meeting at CareerSource Brevard with Brevard Achievement Center.
Apr 29, 2019	Participated in Florida Commission for the Transportation Disadvantaged audit.
May-August 2019	Received notification from Melbourne Shopping Plaza to move bus stop out of Plaza. Responded with calls and emails to property management company and City of Melbourne to stay. Resulted in placement of bus stops outside Plaza. Posted rider alerts and sent people to Trinity Towers to inform them of change. This caused difficulties for older adults and bus stop was allowed back in.
May 16, 2019	LCB selection committee meeting for new Board member nominations.
May 18, 2019	Held customer service training with individual.
May 22, 2019	Met with Aging Matters and Brevard Alzheimer's Foundation.
May 24, 2019	Presentation on ADA website update.
Jun 13, 2019	Held CTD audit follow-up meeting.
Jun 17, 2019	LCB meeting. ADA website improvement presentation.
Jun 19, 2019	Met with LCB Board members and other individual regarding requests for <i>Rider's Guide</i> revisions.
Jun 20, 2019	Attended Cocoa Transit Center grand opening to showcase construction of bus shelters and concrete slabs in boarding area for more safety, ADA compliance, comfort and beautification.
Jul 12, 2019	Met with SSCIL regarding wheelchair lift equipped vans for vanpool fleet.
Jul 16, 2019	Met with Brevard Alzheimer's Foundation and SCCIL in Melbourne to see Indian River County Go-Line Goshen bus as possible wheelchair lift equipped vehicle for vanpool fleet.
Jul 16, 2019	Attended Transit One General Membership meeting at Orlando Melbourne International Airport. Visually-impaired, older adult, and disabled advocates attended and voiced complaints, compliments. and requests. Discussed Melbourne Shopping Plaza difficulties. Held follow-up discussion with advocates.
Jul 29, 2019	Met with Federation of the Blind in Melbourne.
Aug 6, 2019	Met with Brevard Alzheimer's and SCCIL in Cocoa to see demonstration of Collins Ford Transit small bus as potential wheelchair lift-equipped vehicle for vanpool fleet.
Aug 9, 2019	Meet with City of Cocoa staff at City Hall regarding requests for more bus shelters and bus service in the city.
Aug 21, 2019	Meet with Brevard Alzheimer's Foundation and Enterprise to discuss wheelchair lift equipped vanpool vehicles.
Aug 31 – Sep 6, 2019	Emergency preparation activities for Hurricane Dorian. Aug 31-Sep 1 called down special needs registry. Sep 2-4 no fixed route bus service provided. Sep 2-3 Enacted evacuation transportation of Barefoot Bay to special needs shelters. Sep 4 Transportation from shelters to home. A total of 438 rides were provided. On Sep 5 Saturday bus service resumed, and on Sep 6 regular weekday service resumed.
Sep 12, 2019	Attended County FY 2020 budget hearing. Visually impaired speakers spoke of need for more bus service for disabled persons. Approval of two additional paratransit routes.
Sep 15-18, 2019	Attended Florida Public Transportation Association and CTD annual conference, in Orlando. CTD Board Meeting previewed possible changes to grant formula that could lower funding for Brevard County disabled transportation. Space Coast Director sent letter to describe agency's need for funding and request to keep current grant formula.
Sep 18, 2019	Attended the Vision Fair in Viera.

Date	Initiative
Sep 20, 2019	Attended Intelligent Transportation Systems RFP Selection Committee meeting to select vendor for hardware, software, and hosting for Automatic Vehicle Locating in dispatch, new paratransit scheduling and notification software, real-time passenger information, automatic ADA bus stop announcements, and Automatic Passenger Counting (APC) data collection.
Sep 24, 2019	Attended final County FY 2020 budget hearing. Approved budget includes new paratransit routes.
Oct 7, 2019	Started service for two new paratransit routes.
Oct 12, 2019	Participated in Federation of the Blind Car Show in Melbourne.
Oct 23, 2019	Attended Brevard Achievement Center “Employ, Empower: Achieve (E2A) Community Awards Breakfast” in Melbourne.
Oct 29, 2019	Sent out revised <i>Rider’s Guide</i> for review.
Oct 31, 2019	Went to Brevard Achievement Center to see new bus loop construction. Space Coast Area Transit will help train the agency on the new bus.
Nov 2, 2019	Announced that Space Coast Area Transit will receive Space Coast Daily Humanitarian Award for work during hurricane. Attended Senior Day at Faire and Volunteers in Motion.
Nov 4, 2019	Met with SCCIL to explore grant opportunities and opportunities to provide more rides.
Nov 7, 2019	Received the Humanitarian Award at Space Coast Daily Humanitarian Awards banquet in Melbourne.
Nov 9, 2019	Presented to Federation of the Blind meeting.
Nov 13, 2019	Attended Senior Day at Space Coast State Fair.
Nov 14, 2019	Attended the FDOT Grant Workshop in Orlando. Explored grant opportunities. Met with SCCIL. Saw new paratransit buses and talked with dealers.
Nov 18, 2019	Attended the LCB meeting.
Dec 5, 2019	Received recognition for transportation efforts during Hurricane Irma at 211 Stars Awards Luncheon at Center for Collaboration in Rockledge.
Dec 9, 2019	Attended County Commission Elves for Elders gift pickup and transport.
Dec 17, 2019	Spoke at Autism & Related Disabilities Town Hall Symposium in Rockledge.
Dec 30, 2019	Received first new Freightliner 30-ft paratransit bus.
Jan 6, 2020	Customer service representative received a very warm customer compliment from a client she helped to schedule a ride.
Jan 11, 2020	The Volunteers in Motion Program Supervisor received the Distinguished Merit at the Public Service Awards Ceremony.
Jan 14, 2020	Attended the Brevard Achievement Center Industry Advisory Council meeting.
Jan 15, 2020	Customer service representative received great customer compliment from a grateful client she assisted.
Jan 17, 2020	Customer service representative received a second customer compliment.
Jan 23, 2020	Disciplinary meeting held with scheduler for poor customer service to vehicle operator.
Jan 24, 2020	Submitted Section 5310 Grant Application to FDOT for seven new paratransit buses.
Jan 27, 2020	Attended the LCB meeting.
Jan 29, 2020	Employees of Quarter for two Space Coast Area Transit acknowledged in ceremony with Assistant County Manager.
Feb 4, 2020	Held radio communication meeting. Met with customer service supervisor, dispatcher-scheduler, operations to review radio etiquette and courtesy.

Date	Initiative
Feb 7, 2020	Met with ETA Transit on ITS project.
Feb 8, 2020	Held communications skills training for all customer service, administration, and operations staff.
Feb 10, 2020	Attended CTD Board meeting via phone.
Feb 13, 2020	Attended Seniors at Lunch open house to see remodeled facility on Merritt Island.
Feb 19, 2020	Attended FDOT District 5 5310 Grant Committee Meeting in Orlando to evaluate grant requests from transit agencies, CTCs, and social service agencies.
Feb 20, 2020	Met with customer service supervisor.
Feb 20, 2020	Attended first County FY 2021 budget workshop. Initial approval of funding for three new bus routes.
Feb 21, 2020	Call with National Transit Database regarding our social service agency vanpools.
Feb 27, 2020	Met with Melbourne Shopping Plaza property manager about construction and bus stop move that is affecting seniors.
March 2020	Attended numerous briefings and measures taken in response to COVID-19 virus.
Mar 4, 2020	Discussed bus shelters with members of City of Cocoa Council.
Mar 5, 2020	Met with customer service supervisor and Volunteers in Motion supervisor.
Mar 6, 2020	Met with ETA Transit on ITS project.
Mar 19, 2020	Attended paratransit transportation webinar.
Apr 6, 2020	Gave Resource Center for Disability Solutions list of active clients for welfare calls.
Apr 14, 2020	Call with ETA Transit on ITS project.
Apr 20-22, 2020	Talked with APD Med-Waiver Coordinators re/disabled transportation.
Apr 27, 2020	Attended County IT ADA class.
May 7, 2020	Completed contract negotiations with ETA Transit for ITS project.
May 12, 2020	Calls with adult day training centers and special gathering on reopening plans.
May 13, 2020	Facilitated meeting on the Rider's Guide revisions.
May 15, 2020	Met with the Seniors at Lunch coordinator.
May 27, 2020	Facilitated meeting on the Rider's Guide revisions.
May 28, 2020	Calls with adult day training centers and special gathering on reopening plans.
Jun 2, 2020	Met at Brevard Achievement Center to inspect new bus stop area.
Jun 3, 2020	Met with ETA Transit in Melbourne to prep for start of ITS project.
Jun 15, 2020	Met with Resource Center for Disability Solutions to discuss transportation.
Jun 17, 2020	Calls with adult day training centers and special gathering on reopening plans.
Sep 4, 2020	Volunteers in Motion attended drive-thru senior expo in Viera.
Nov 6, 2020	Volunteers in Motion attended drive-thru event.
Dec 9, 2020	Elves for Elders
Mar 19, 2021	Volunteers in Motion Senior Life Expo drive-thru.
Apr 1, 2021	Citizen Academy Cocoa Transit Center.

Date	Initiative
Apr 1, 2021	Access to Care Parish Hospital.
Apr 21, 2021	Federation of the Blind Melbourne Transit Center.
May 4, 2021	Resource Center for Disability Solutions Cocoa Transit Center.
Jun 11, 2021	12 th Annual Brevard County World Elder Abuse Awareness Day Melbourne Auditorium.
Jun 16, 2021	Space Coast Area Transit App Pop Up Event Melbourne Square Mall, Orlando Melbourne International Airport and Shepard Park.
Jun 17, 2021	Dump the Pump Day.
Jun 29, 2021	Adulting, Are you Ready? Brevard County Agricultural Center.
Jul 12, 2021	Aging matters Space Coast Area Transit Cocoa.
Aug 17, 2021	Brevard County Job Fair Viera Government Center.
Aug 19, 2021	Covid-19 Vaccine Clinic Space Coast Area Transit Melbourne.
Oct 30, 2021	Trolley Celebration Canova Beach Park.
Nov 2, 2021	Job Fair City of Melbourne.
Nov 4, 2021	Beach Trolley Ribbon Cutting Ceremony Pelican Beach Clubhouse.
Nov 4, 2021	Safety is Golden Mobility Fair Addison Club.
Nov 6, 2021	Satellite Beach Founder’s Day Parade Satellite Beach Community Center.
Nov 18, 2021	Paychecks for Patriots Job Fair Veira Regional Community Center.
Mar 26, 2022	Touch a Truck Sand Point Park Titusville.
Apr 23, 2022	Youth Football Camp Gibson Field Sycamore Titusville.
Apr 29, 2022	BPTAC Working Workshop Transit Travel Training Viera-Cocoa.
May 26, 2022	Tourism & Transit Summit Kennedy Space Center.
Jun 4, 2022	Summer Reading Program Catherine Schweinsberg Rood Central Library Cocoa.

General Conclusions

The following summarizes general conclusions drawn from the public outreach and provides insight into the quality of service that Space Coast Area Transit offers its customers:

- Space Coast Area Transit staff continuously attend community events and meetings to inform the community on their mobility options
- To improve service, Space Coast Area Transit provides multiple customer-oriented trainings and meetings and follows-up on complaints and compliments.
- Most customers were very satisfied or satisfied with the CTC's on time arrival, travel time, helpfulness of call center agents, customer service of vehicle operator/drivers, and overall performance of the call center service.
- Most customers did not indicate a particular aspect of the service that needed improvement, but 6 of 25 respondents indicated that the reservation system could be improved.
- Nearly half of respondents indicated they liked service convenience and availability the most.

Service Analysis

Space Coast Area Transit provides all residents with equal access to transportation service, which is supplemented with support from coordination contractors. Non-profit contractors provide trips with destinations outside the fixed-route service area operating hours. Anyone who wants to access coordinated transportation services must register by completing an application, shown in Appendix B.

In Brevard County, the older adult population group is the largest in need of transportation-related assistance. Several factors account for their need for public transportation, such as physical or medical limitations, lack of a driver's license, financial constraints, fear of driving, or reluctance to share rides. Many residents with physical or cognitive impairments and low-income residents, including high-risk and at-risk children (primarily because they cannot reasonably afford their own transportation), also require assistance.

As part of this TDSP update, a service analysis was completed to forecast the County's TD population, which will assist in establishing the need and demand for future TD services over the next five years.

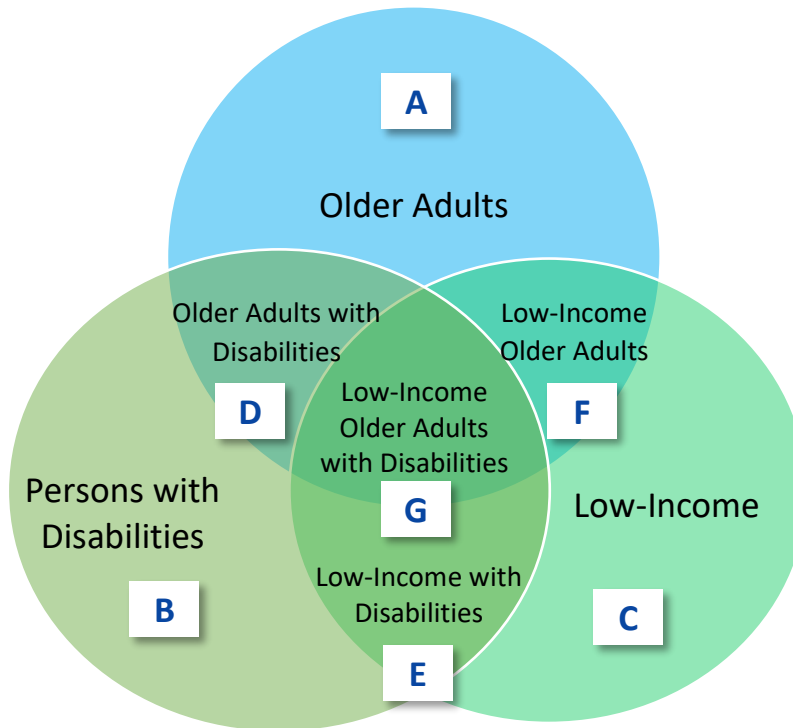
TD Program Forecasts

A required element of the TDSP is a forecast of the TD population within the service area. The travel demand forecasting methodology was updated in June 2013 to address some changes in policy and demographics that have occurred since the original methodology was established in 1993.

TD population and travel demand estimates were calculated for Brevard County using a series of automated formulas in the spreadsheet tool and inputs from the ACS 2014–2018 5-year estimates for population projections, age, income, and disability data and BEBR population estimates published in January 2020. The pre-coded data included in the spreadsheet tool's automated formulas were derived from the National Household Travel Survey (NHTS) and the Census Bureau's Survey of Income and Program Participation (SIPP). A detailed methodology for the forecast calculations is provided in

Appendix C. The forecast estimates produced by the tool include the general TD population, critical need TD population, and demand for TD trips. The tool eliminates double counts by automatically calculating overlapping populations that occur. Figure 18 illustrates the general transportation disadvantaged population groups.

Figure 18: Forecast of Critical Need TD Population and Travel Demand



As shown in Table 11, the 2020 general TD population in Brevard County is estimated at 214,274, equivalent to approximately 39% of the county’s total population, which includes all persons with disabilities, older adults, low-income persons, and children who are high-risk or at-risk. It is expected to increase by 5.6% over the five-year period from 234,281 to 247,504. Table 13 indicates a 9% increase in annual trips for critical need TD populations between 2020 and 2025.

Table 11: Brevard County General TD Population Forecast

General TD Population Forecast	2020	2021	2022	2023	2024	2025
Overlapping Circle Component						
E - Non-elderly/disabled/low-income	11,409	11,535	11,662	11,791	11,921	12,053
B - Non-elderly/ disabled/not low-income	34,909	35,295	35,684	36,078	36,477	36,880
G - Elderly/disabled/low-income	4,535	4,585	4,635	4,686	4,738	4,790
D- Elderly/ disabled/not low-income	40,596	41,044	41,497	41,955	42,419	42,887
F - Elderly/non-disabled/low-income	6,262	6,331	6,401	6,472	6,543	6,615
A - Elderly/non-disabled/not low-income	84,646	85,580	86,525	87,481	88,447	89,423
C - Low income/not elderly/not-disabled	51,925	52,498	53,078	53,664	54,256	54,856
Total General TD Population	234,281	236,868	239,483	242,128	244,801	247,504
Total Population	589,616	596,126	602,708	609,363	616,091	622,894

Source: ACS 2014–2018 5-year estimates and BEBR population estimates published in January 2020.

Table 12: Forecast of Critical Need TD Population and Travel Demand

Critical Need TD Population Forecast	2020	2021	2022	2023	2024	2025
Total Critical TD Population						
Disabled	23,033	23,287	23,544	23,804	24,067	24,333
Low-Income, Not Disabled, No Auto/Transit	9,686	9,792	9,901	10,010	10,120	10,232
Total Critical Need TD Population	32,718	33,079	33,445	33,814	34,187	34,565
Daily Trips – Critical Need TD Population						
Severely Disabled	1,129	1,141	1,154	1,166	1,179	1,192
Low-Income, Not Disabled, No Access	18,393	18,596	18,801	19,009	19,219	19,431
Total Daily Trips Critical Need TD Population	19,748	20,082	20,421	20,783	21,151	21,525
Annual Trips	5,964,005	6,064,797	6,167,292	6,276,453	6,387,546	6,500,606

Source: University of South Florida’s Center for Urban Transportation Research (CUTR) Paratransit Service Demand Estimation Tool. Based on 39% of Brevard County population having access within ¼-mile of existing fixed-route system and paratransit service operating 302 days.

Barriers to Coordination

Space Coast Area Transit and the Space Coast TPO coordinate regularly for opportunities to address barriers to transportation coordination. Some of the issues and barriers to transportation and coordination within Brevard County are summarized below.

- 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 the 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 2023 budget includes the local match for FTA Operating Assistance, FDOT Block Grant, and the FDOT Corridor grants. A small portion of the CARES Act grant as well as the American Rescue Plan funding received in FY 2020-2021 are also budgeted, but are anticipated to be expended in FY 2023. These funds will be used toward operating assistance expenses and supplies to maintain the current level of service. It is likely that Space Coast Area Transit will need to continue making efficiency improvements and search for alternative funding sources in anticipation of a lack of any additional funding or even a decrease of current funding to maintain the current level of transit services.
- .
- 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.
- Greater late evening and weekend service is needed, particularly for workers in the service and tourism industry to meet the *demands of their work schedule*.

CTC Trend Analysis

An analysis of selected data indicators over the last five years (FYs 2016–2020) was conducted to examine Space Coast Area Transit’s performance as the CTC over time. The trend analysis includes selected performance, effectiveness, and efficiency measures using data available from the CTC’s Annual Performance Reports (APR) submitted to the CTD. The measures reviewed are inclusive of all TD services reported by the CTD to the CTD, including other transportation providers in the coordinated system.

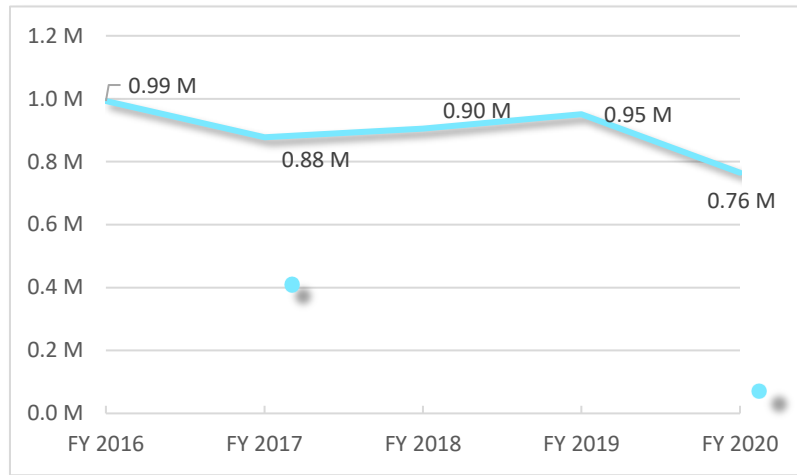
General Performance Measures

General performance indicators are used to gauge the CTC and TD program’s overall operating performance and include:

- Passenger Trips
- Vehicle Miles
- Operating Expenses
- Operating Revenue
- Total Fleet

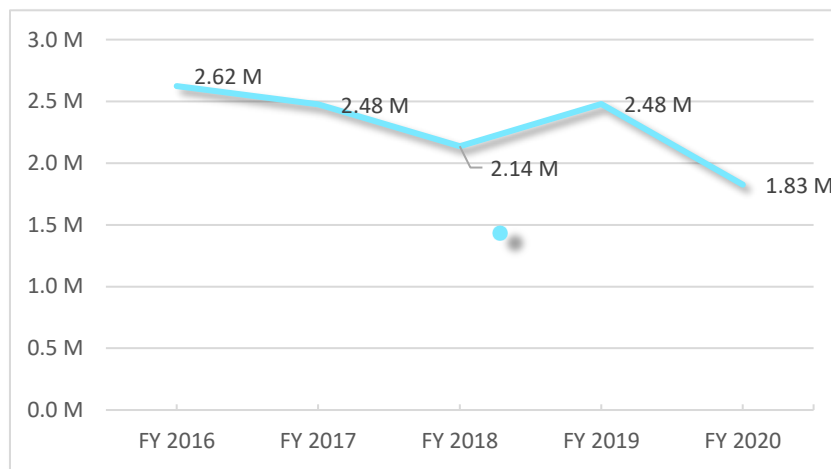
Passenger trips (passenger boardings) are the number of passengers who board public transit vehicles and are counted each time they board a vehicle, no matter how many vehicles to which they transfer. Passenger trips fluctuated over the five-year period and had an overall decrease of 23.0%. Most of the decline occurred between FY 2019 and FY 2020 from greatly reduced trip demand in 2020 as a result of the COVID-19 pandemic (Figure 19). If removing FY 2020 as an outlier due to this circumstance, the overall decrease between FYs 2016 and 2019 is 4.2%.

Figure 19: Passenger Trips



Vehicle miles represent how far transit vehicles travel in total, while in revenue service and deadhead miles. This is a measure of the supply of service or how much service coverage is provided. Vehicle miles as a metric by itself is not positive or negative but should be viewed in relation to productivity and cost-effectiveness measures. Vehicle miles also fluctuated during the same period, but with an overall decrease of 30.4%, most of which occurred between FY 2019 and FY 2020 from COVID-19 service interruptions (Figure 20). For FYs 2016-2019 only, the reduction in vehicle miles was 5.5%.

Figure 20: Vehicle Miles



Total operating expense includes all costs associated with operating the transit agency (vehicle operations, maintenance, and administrative costs). Figure 21 shows the total operating expenses for the five-year period, which remained relatively stable with an overall increase of 2.5%

Operating revenue refers to all revenues and subsidies used by the operator in the provision of transportation services. Figure 22 shows that operating revenues significantly increased (40.0%) over the last five years.

Figure 21: Operating Expenses

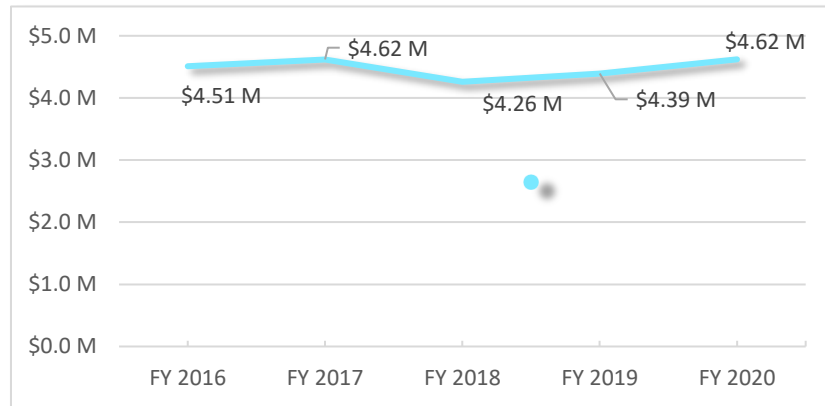
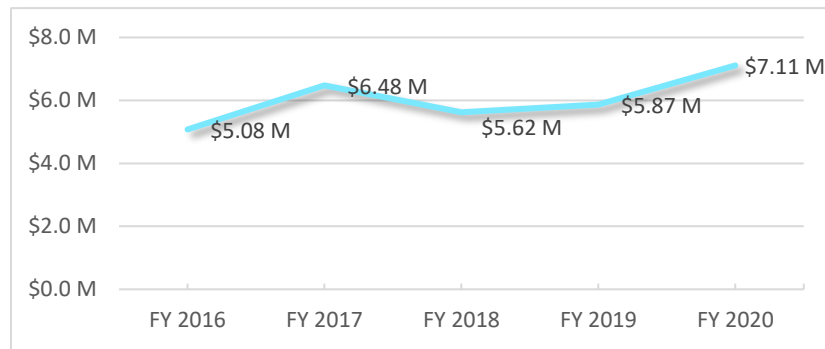
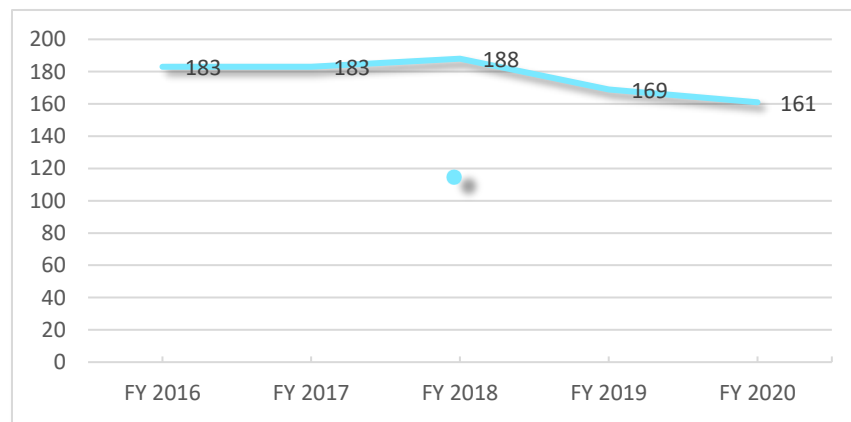


Figure 22: Operating Revenue



Total fleet refers to the number of revenue vehicle held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, and spares. Space Coast Area Transit’s TD fleet size decreased from 183 vehicles in FY 2016 to 161 vehicles in FY 2020, or 12% overall (Figure 23).

Figure 23: Total Fleet



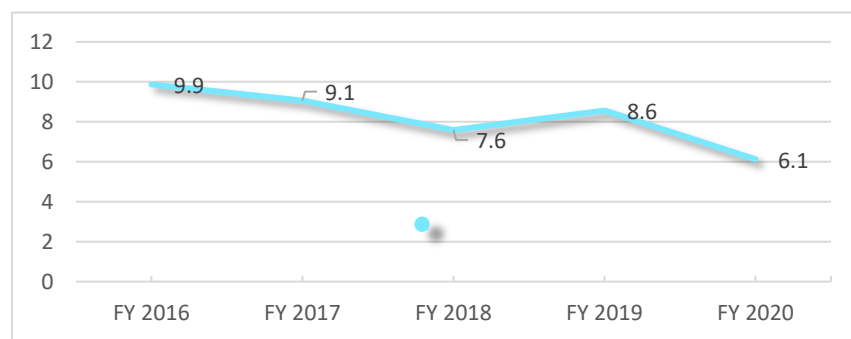
Effectiveness Measures

This section evaluates measures that help monitor service effectiveness, which include:

- Vehicle miles per TD capita
- Vehicle miles per passenger trip
- Passenger trips per TD capita
- Passenger trips per vehicle mile
- Accidents per 100,000 vehicle miles

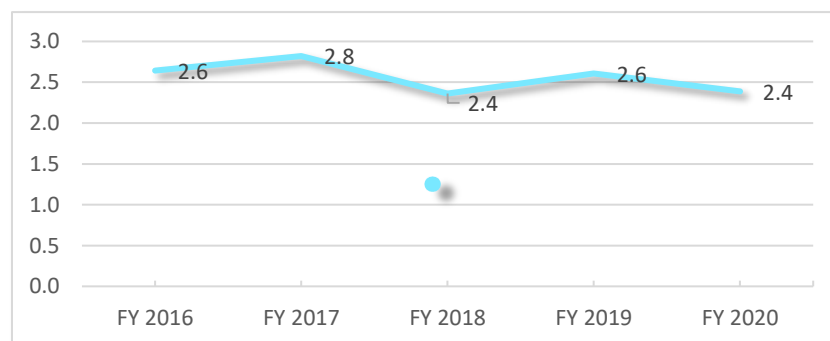
Vehicle miles per capita measures the supply of service provided based on the population of the service area and is derived from the total system vehicle miles (including both revenue and deadhead miles) divided by the service area TD population within a ¾-mile distance of service provided. As shown in Figure 24, vehicles miles per TD capita decreased from 9.9 to 6.1 over the five-year period, a total decrease of 38.0%. Removing 2020 as a potential outlier due to COVID-19 impacts, this decrease is tempered to 13.3%.

Figure 24: Vehicle Miles per TD Capita



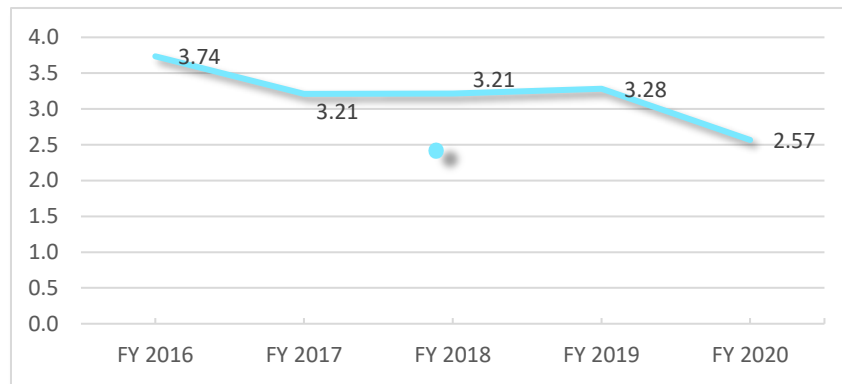
Vehicle miles per passenger trip are derived from the total system vehicle miles (including both revenue and deadhead miles) divided by passenger trip. The vehicle miles per capita fluctuated during the five-year period and with an overall decrease of 9.7% (Figure 25). With the absence of FY 2020 impacts, this measure stayed stable between FYs 2016 to 2019.

Figure 25: Vehicle Miles per Passenger Trip



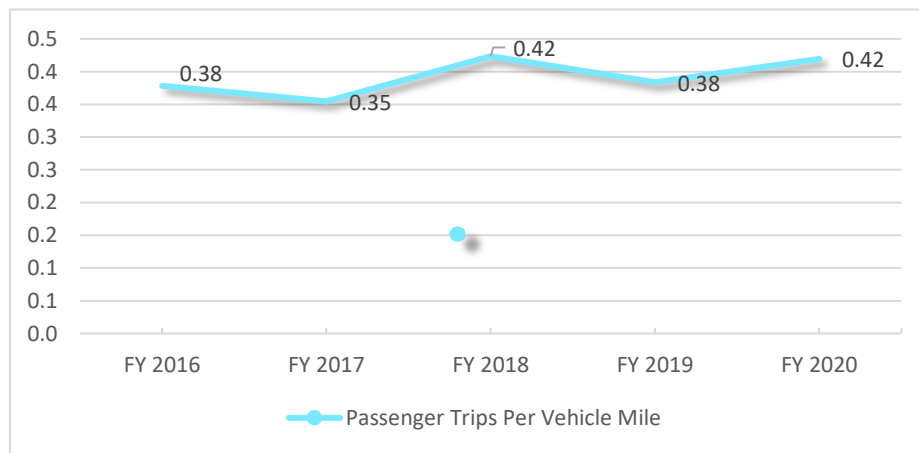
Passenger trips per TD capita quantifies utilization of TD services in the service area and is calculated by dividing the total paratransit boardings by service area TD population and. The passenger trips per TD capita experienced an overall decrease of 31.3%, much of which occurred between FY 2019 and FY 2020 (Figure 26). Excluding FY 2020, this measure experienced an overall decrease of 12.1% between FYs 2016 and 2019.

Figure 26: Passenger Trips per TD Capita



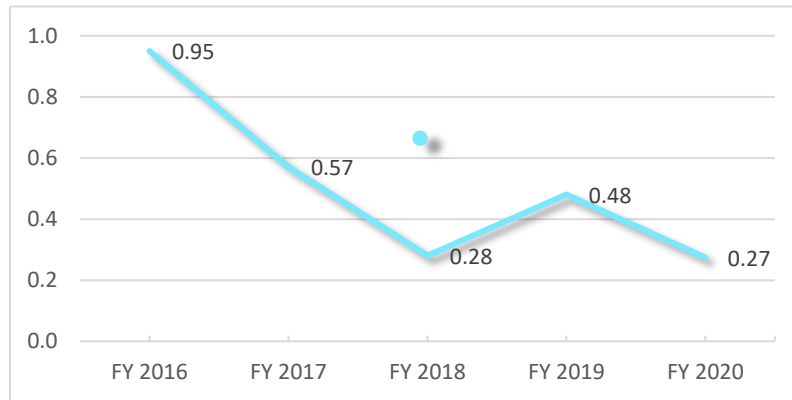
Passenger trips per vehicle mile are a measure of the productivity of the revenue service provided and is calculated by dividing paratransit boardings by vehicle miles. Passenger trips per vehicle mile experienced an overall increase of 10.8% during the five-year period (Figure 27) but stayed stable when excluding FY 2020 data.

Figure 27: Passenger Trips per Vehicle Mile



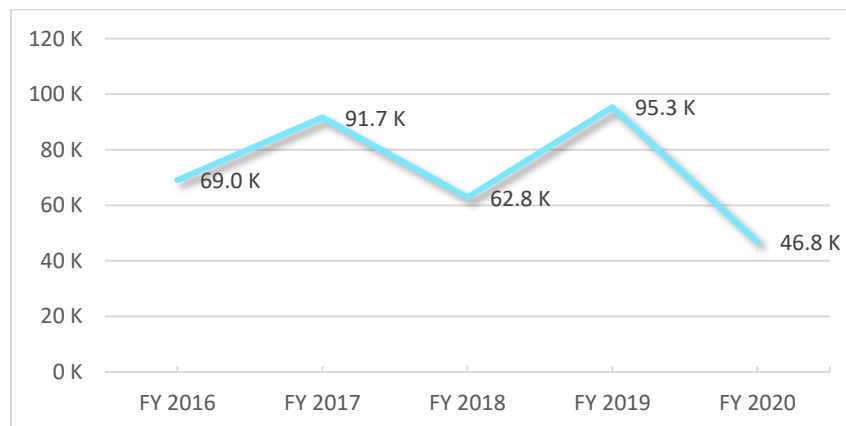
Accidents per 100,000 vehicle miles refers to the total number of reportable accidents (whereby the result was either property damage of \$1,000 or more, and/or personal injury that required transport to a medical facility) per 100,000 vehicles miles. This measure improved from 0.95 in FY 2016 to 0.27 in FY 2020 (Figure 28), representing an overall decrease of 71.2%. The step decline in FY 2020 is likely due, in part, to the decreased vehicle miles from reduced service levels; however, the four-year trend still indicates an overall decrease of 49.5% for this measure.

Figure 28: Accidents per 100,000 Vehicle Miles



A roadcall refers to any in-service interruption, excluding an accident, caused by failure of some functionally-necessary element of the vehicle, whether the rider is transferred or not. A decreasing rate of vehicle miles between roadcalls is desired to indicate an improvement in quality of service for riders. As shown in Figure 29, the trend fluctuated during the five-year period, with an overall decrease of 32.2%. Absent of decreased vehicle miles from reduced service levels in FY 2020, vehicle miles between roadcalls increased 38.1% between FYs 2016 and 2019.

Figure 29: Vehicle Miles Between Roadcalls.



Efficiency Measures

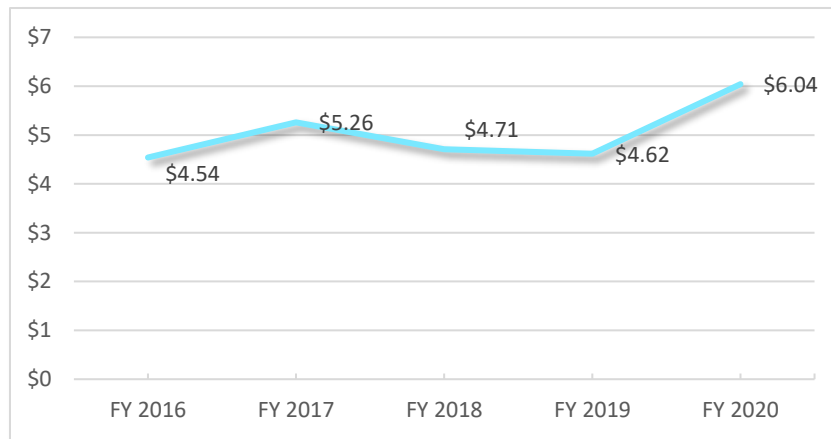
Efficiency measures examine the cost relative to the level of service being provided and includes an examination of:

- Operating expense per passenger trip
- Operating expense per vehicle mile
- Operating expense per driver hour

The goal is to minimize the average cost per measure, but this is a challenge due to continuously rising operating costs for transit agencies.

Operating expense per passenger trip measures the efficiency of transporting riders by the cost of operations relative to ridership. Figure 30 shows the operating expense per passenger trip for FY 2016–FY 2020; however, the overall increase of 33.1% was largely due to the decrease in passenger trips during the five-year period. Removing the impacts of FY 2020, the four-year trend remained relatively stable, with only a 1.8% increase in operating expense per passenger trip between FYs 2016 and 2019.

Figure 30: Operating Expense per Passenger Trip



Operating expense per vehicle mile measures efficiency in terms of the average cost of operations relative to the vehicle miles driven. As shown in Figure 31, operating expense per vehicle mile increased from \$1.71 to \$2.53 between FY 2016 and FY 2020, an overall increase of 33.1%. Absent of the impacts in reduced vehicle miles in FY 2020, this measure stayed relatively stable over the four-year period with an increase of 3.5% between FYs 2016 and 2019.

Figure 31: Operating Expense per Vehicle Mile

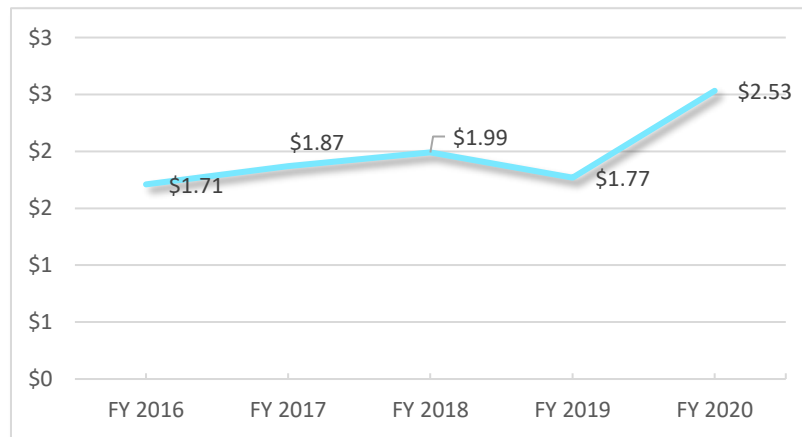


Figure 32 shows the operating expense per driver hour. Operating expense per driver hour increased from \$36.37 to \$41.63 between FY 2016 and FY 2019, representing an overall increase of 14.1%. Data for FY 2020 were not available during the time of this report.

Figure 32: Operating Expense per Driver Hour

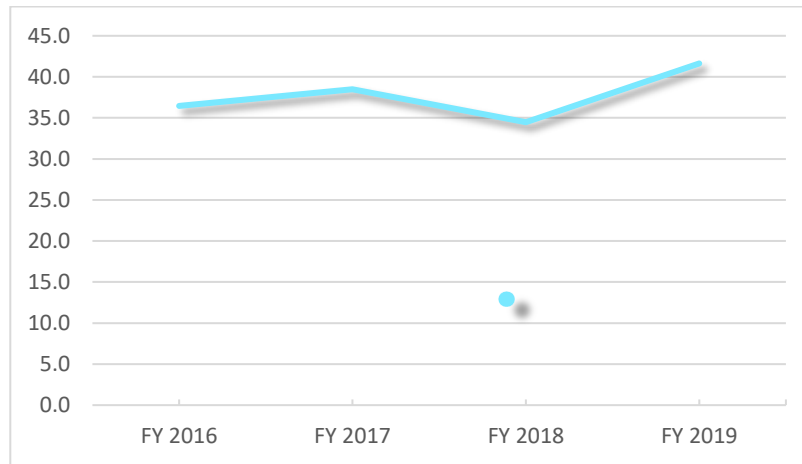


Table 13 summarizes the trend analysis of each performance measure. Total passenger trips and vehicle miles decreased overall, particularly between FY 2019 and FY 2020. Several measures in effectiveness improved from FY 2016 to FY 2020, namely vehicle miles per TD trip, vehicle miles per passenger trip, and passenger trips per vehicle mile. Improving trends for accidents per 100,000 vehicle miles and vehicle miles between roadcalls indicate an improved quality of service for riders. The increase in operating expense per passenger trip, operating expense per vehicle mile and operating expense per driver hour experienced by Space Coast Area Transit’s paratransit service indicate a decline in efficiency.

Table 13: Trend Analysis Summary, FY 2016–2020

Indicator/Measures	% Change, FY 2016–2020
Performance Measures	
Total Passenger Trips	-23.0%
Total Vehicle Miles	-30.4%
Operating Expenses	2.5%
Operating Revenues	40.0%
Total Fleet	-12.0%
Effectiveness Measures	
Vehicle Miles per TD Capita	-38.0%
Vehicle Miles per Passenger Trips	-9.7%
Passenger Trips per TD Capita	-31.3%
Passenger Trips per Vehicle Mile	10.8%
Accidents per 100,000 Miles	-71.2%
Vehicle Miles Between Roadcalls	-32.2%
Efficiency Measures	
Operating Expense per Passenger Trip	33.1%
Operating Expense per Vehicle Mile	48.1%
Operating Expense per Driver Hour*	14.1%

*FY 2020 not included.

Source: CTD Annual Performance Reports 2016 to 2019

Needs Assessment

Brevard County is home to a large population of older adults, many of whom are retired, placing an increasing demand for mobility services. According to Space Coast Area Transit's 10-Year TDP, the high population of veterans in the county also reflects a potential need for more trips to and from key locations for services, such as the Viera Outpatient Clinic. There has also been increased demand from senior and disabled customer, especially the visually impaired and kidney dialysis riders. Notably, the new Promise in Brevard facility, which provides independent housing for persons with cognitive and physical disabilities, is attracting residents and their families throughout the country. This has also created an increase in transportation demand to the Brevard Achievement Center and the Bridges, which trains and provides work experience and other programs for persons with disabilities.

According to the CTC's FY 2020 APR, in conjunction with the Coordination Contractors, Space Coast Area Transit performed a total of 951,088 one-way trips, 50.5% of which were paratransit. Of the total trips, 42% were for older adults and 26% were for low-income individuals. Trip purpose for all trips was employment followed by education/training/daycare and life-sustaining/other trips.

Areas with a higher population density are served by the agency's fixed-route service. Although most areas with a higher percentage of older adults are served by fixed-route transit, gaps remain in areas such as The Great Outdoors and Micco. Areas with a high proportion of households below the poverty level not served by transit include the area surrounding Pine Street and Citrus Boulevard, the southern portion of Palm Bay, Malabar, and Micco, and the area surrounding I-95 in the northern portion of Brevard County. Similarly, transit gaps areas with higher proportions of individuals with disabilities include the southern portion of Palm Bay, Malabar, Micco, and the area surrounding I-95 in northern Brevard County. Generally, areas with higher concentrations of employment are served by transit, with the exception of the employment cluster along Fay Boulevard. In addition, limited frequency and lack of night service may contribute to larger transit gaps, particularly for workers with non-traditional work hours such as the service, retail, and tourism industries.

According to the 10-year TDP, transit-supportive areas include Melbourne, Cape Canaveral, Merritt Island, Cocoa, Patrick Air Force Base, and Titusville. Of the Block Groups supportive of bus service, all are located near a fixed route except for a small area located east of I-95 and north of US-192 in Melbourne. Likewise, most areas with a "high" or "very high" Transit Orientation Index are served by fixed-route transit except for notable areas such as West Melbourne south of US-192, Palm Bay near Babcock Street, and south of Micco Road to Indian River County, all which could benefit from additional transit service.

Based on the review of performance data, Space Coast Area Transit experienced a decrease in the number of TD passenger trips, most notably between FY 2019 and FY 2020, largely due to the COVID-19 pandemic beginning in March 2020. Overall operating expenses remained relatively the same between FY 2016 and FY 2020; however, operating expense per passenger trip and per vehicle mile increased significantly between FY 2019 and FY 2020 due to the decrease in passenger trips during that period.

Future transportation demand will be affected by demographic changes in employment and population, location of urbanized areas, trip destinations, major new roadway construction that will open new areas to development, and funding availability. Based on projected employment and dwelling unit data for

2027, most transit-supportive areas will be served by the current transit system, with the exception of a small Block Group in Palm Bay along Degroodt Road and the area east of I-95 and north of US-192 in Melbourne. Employment density is anticipated to increase along Malabar Road in Malabar and along Wickham Road east of I-95. As the employment base in the county and region expands, demand for commuter services may also increase.

Demand for transportation from the TD population in the service area will increase for the groups identified above as the county's population grows. It is estimated that travel demand for the Critical Need TD Population will increase 9% between 2020 and 2025. Transportation alternatives to close the gap for demand could include flex service, Mobility on Demand, ridesharing, partnerships with taxi and Transportation Networking Companies (TNCs) such as Uber and Lyft, and enhancement of public transportation services. These factors will be considered in the future assessment and enhancement of the public transportation system.

Based on the existing transit services and concentrations of targeted populations, the following needs continue to be identified as priority areas for increased mobility options. Needs that may be eligible activities under USDOT's Section 5310 Program have also been identified as part of the needs assessment and were chosen based upon a high percentage of target populations combined with a lack of existing transportation service:

- More transportation services to areas with greater numbers of disadvantaged populations, including east of I-95 between SR 528, the southern portion of the county including Palm Bay, Malabar, Micco, and the area surrounding I-95 in the northern portion of Brevard County. It should be noted that the FY 2021 budget includes funding for two additional paratransit routes are needed to support the growing demand in the Viera, central and south areas of Brevard County.
- Increased frequencies and later evening hours on the fixed-route transit system; however, it is recognized that scheduling and demand has been greatly impacted by the COVID-19 pandemic.
- Continued examination of transfer points for improved mobility across the north and south portions of the county and access to transportation services in the surrounding counties.
- Continued implementation of bus stop accessibility improvements based on the needs and priorities identified in the Bus Stop Accessibility study completed since the last TDSP update.
- Continued coordination with municipalities for the installation and cleaning of bus shelters, benches, and pads.
- Continued coordination with other volunteer organizations to expand the Volunteers in Motion program.
- Continued effort to increase funding for expanding the paratransit system, the Volunteers in Motion program, and for agency vanpools to provide transportation services to clients.

Goals, Objectives, and Strategies

Goals, objectives, and strategies were developed through adaptation of legislative and administrative requirements as they relate to TD in the service area. Space Coast Area Transit's mission is to provide safe and courteous transportation service in an accountable and timely manner. The agency provides

cost-effective and efficient transportation system to accomplish this goal, offering public, specialized, and coordinated services to Brevard County citizens while remaining sensitive to citizen special needs. This section includes the agency's long-range goals, specific measurable objectives that identify actions that can be taken to achieve the goals, and strategies that will be conducted to achieve the objectives. The goals, objectives, and strategies are reviewed annually to determine the progress towards achieving the long-range goals and corresponding objectives and are intended to serve as a guide for planning and quality assurance monitoring for the five-year period of the current MOA.

Goal 1: Ensure availability of transportation services to TD populations in Brevard County.

Objective 1.1: Maximize coordination with public and private agencies and other transportation operators in Brevard County.

Strategy 1.1.1: Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.

Strategy 1.1.2: Continue to support the Volunteers in Motion program and explore opportunities for expansion of the program through partnerships with Brevard County volunteer programs.

Strategy 1.1.3: Participate in coordination activities where information can be distributed to potential partners and customers.

Strategy 1.1.4: Remain responsive to the needs of the TD population and community through customer feedback opportunities.

Objective 1.2: Communicate and coordinate with other counties to explore alternative transportation arrangements.

Strategy 1.2.1: Meet annually with public transportation providers in adjacent counties to identify any opportunities for coordinated inter-county or regional ridesharing and mobility on demand services.

Goal 2: Ensure cost-effective and efficient transportation services.

Objective 2.1 Maximize utilization of available services.

Strategy 2.1.1: Ensure that new bus stops are accessible to persons with disabilities and meet Americans with Disabilities Act Accessibility Guidelines (ADAAG) compliance requirements.

Strategy 2.1.2: Continue annual implementation of improvements identified through the Space Coast Area Transit ADA Bus Stop Assessment completed in 2018.

Strategy 2.1.3: Install bus shelters and benches at appropriate locations, when feasible and agreements are in place with the municipalities.



Strategy 2.1.4: Periodically assess the fixed-route system through a comprehensive operational analysis to identify efficient transfer points and other improvements that may enable TD passengers to use the fixed-route service.

Strategy 2.1.5: Coordinate with the Volunteers in Motion program to transport regular passengers that have occasional trip requests beyond the ¾-mile ADA boundary.

Strategy 2.1.6: Continue to explore multi-loading opportunities such as group trips to major attractors to reduce duplication of TD services provided within the county.

Strategy 2.1.7: Provide fixed-route travel training for TD customer wanting to make use of the fixed-route services.

Objective 2.2 Deliver an affordable and cost feasible transportation service.

Strategy 2.2.1: Review operating data of all agencies in the coordinated system semi-annually to monitor cost-per-passenger trip and other efficiency measures.

Strategy 2.2.2: Continually implement the Trip No-Show/Cancellation Policy and Procedures and monitor passenger no-shows to increase driver productivity and client accessibility.

Strategy 2.2.3: Reduce the number of paratransit cancellations and no-shows.

Goal 3: Provide quality TD services.

Objective 3.1 Provide courteous and professional customer relations.

Strategy 3.1.1: Maintain a robust customer service training program and make it available to the contracted carriers.

Strategy 3.1.2: Provide TD policies and procedures to all Brevard County residents via web sites, social media campaigns, training, etc.

Strategy 3.1.3: Continuously provide staff training on ADA practices and procedures.

Strategy 3.1.4: Maintain experienced and trained staff needed to operate, maintain, and administer all coordinated system functions.

Objective 3.2 Continuously evaluate the TD Program.

Strategy 3.2.1: Coordinate with TD providers at least annually to review and/or establish coordination system activities.

Strategy 3.2.2: Continually gather and use feedback from all sources to make the system more effective and efficient to meet the CTD customer needs.

Strategy 3.2.3: Develop and adhere to a vehicle acquisition and replacement plan to ensure that the needed capacity is available.

Objective 3.3 Maximize customer comfort and safety while minimizing travel wait times.



Strategy 3.3.1: Maintain and conduct safety training as needed for employees and/or agencies and updates for current employees.

Strategy 3.3.2: Continually monitor and improve routing procedures.

Strategy 3.3.3: Maintain on-time performance standards.

Objective 3.4: Monitor service quality and maintain minimum standards.

Strategy 3.4.1: Maintain the standards and performance measures adopted by the Florida Legislature and CTD.

Strategy 3.4.2: Meet or exceed 90% on-time performance goal for both paratransit and fixed-route service.

Strategy 3.4.3: Track and improve call hold time to meet or exceed the 95% goal for answering calls within three rings with hold times of less than two minutes.

Strategy 3.4.4: Continue the employee input process to include vehicle operators in procurement and service decisions to increase productivity

Objective 3.5: Increase customer awareness of system and their responsibilities.

Strategy 3.5.1: Continue to improve the Rider Guide as needed.

Strategy 3.5.2: Continue to improve awareness of the transit system through distribution printed, online, and digital materials. Coordinate with partner agencies and other stakeholders to broaden the reach of such materials beyond the traditional reach of Brevard County and Space Coast Area Transit.

Goal 4: Secure funding necessary to meet TD service needs and improve mobility in Brevard County.

Objective 4.1: Increase funding for TD trips to meet demand.

Strategy 4.1.1: Continually pursue local government funding to provide the match for the non-sponsored trip/equipment grant annually through the County budget process.

Strategy 4.1.2: Coordinate with the Space Coast TPO for the use of transit planning funds to support and improve transportation services for the transportation disadvantaged.

Strategy 4.1.3: Continually identify, evaluate, and pursue possible alternative TD funding available through local, state, and federal sources.

Strategy 4.1.4: Develop and meet annually with a core group of transit advocates including elected officials, community advocates, agency heads, education leaders, and business leaders to discuss and identify opportunities for public/private partnerships for public transportation.

Strategy 4.1.5: Continue marketing efforts to demonstrate Space Coast Area Transit's ability to leverage local funds.



Strategy 4.1.6: Attend opportunities to advocate and encourage support for the TD population and transportation services.

Strategy 4.1.7: Continue to comply with all state and federal reporting and compliance monitoring requirements for grant recipients to ensure continued ability to apply for future grant opportunities.

Objective 4.2: Encourage public and private agencies to identify and allocation sufficient funding to meet the needs to TD clients.

Strategy 4.2.1: Assist coordinated agencies with annual transportation budgets, as needed, to ensure that their availability funding for transportation is not supplanted by non-sponsored program funds.

Strategy 4.2.2: Continue to encourage and aid non-profit agencies with applications for additional funding such as Section 5310.

Objective 4.3: Pursue matching funds for the operation of regional transit service to connect with other transit agencies and facilitate regional travel.

Strategy 4.3.1: Meet with public transportation providers in other counties, including LYNX (Orange, Osceola, and Seminole counties), Votran (Volusia County), and GoLine (Indian River County), to identify any opportunities for coordinating and funding regional transit services.

Strategy 4.3.2: Pursue FDOT Urban Corridor Program Funds to provide the necessary financial support to establish inter-county services.

Goal 5: Ensure program accountability and continued planning efforts for the TD population.

Objective 5.1: Adhere to the policies, procedures, rules, and regulations of the CTD, FDOT, the State of Florida, the Federal Transit Administration (FTA), and Brevard County.

Strategy 5.1.1: Maintain and update the Transportation Disadvantaged Service Plan that also serves as the coordinated plan for Brevard County.

Strategy 5.1.2: Collect and compile the data necessary for the evaluation of TD service. These data will be reported in the AOR, National Transit Database (NTD), and the annual CTC evaluation

Strategy 5.1.3: Continue to provide updates and review performance reports at the LCB meetings.

Strategy 5.1.4: Continue to ensure that the fixed-route service follows ADA regulations and requirements.

Implementation Plan

The following section reviews Space Coast Area Transit's recent accomplishments followed by the implementation schedule.

Accomplishments

Between 2018 and 2022, Space Coast Area Transit was present and involved the meetings and activities previously noted in the Outreach section. Additional events and meetings such as vision fairs, senior fairs, etc., were also attended. Over the last several years, the CTC has made the following notable accomplishments to improve mobility options for older adults and TD persons:

- Space Coast Area Transit was recently recognized for their Community Outreach efforts at the 2022 Florida Public Transportation Association (FPTA) Conference. Space Coast Area Transit won six awards, three of which recognized the best marketing efforts of all transit systems throughout the state of Florida. Entries included Space Coast Area Transit's Speaker's Bureau Video, the 2022 Tourism and Transit Summit and Social Media platforms used to promote transit and engage the customer.
- Adopted the FY 2023-2032 Transit Development Plan in August 2022.
- Initiated the Comprehensive Operations Analysis.
- Instituted the "Talk Transit with Terry" Program.
- Completed a new *Rider's Guide for Special Services*, downloadable from Space Coast Area Transit's website.
- Completed the ADA Bus Stop Assessment and continuously made bus stop improvements for accessibility. Submitted sizable capital grant request for 2019 to provide additional funding for needed bus stop improvements.
- Continued coordination with various municipalities to install bus shelters at bus stops, including significant improvements at Cocoa Transit Center. Bus shelter agreements and ADA bus stop improvements were made in Viera, Satellite Beach, Merritt Island, Cape Canaveral, Cocoa, Rockledge, West Melbourne, Cocoa Beach, Palm Bay, Melbourne, and with Eastern Florida State College.
- Continued coordination on ADA improvements for the visually-impaired to 321Transit.com website. Several staff members are enrolled in training.
- Provided travel training on request.
- Applied for the TD Innovation Grant though approval was not received.
- Sought and received Section 5310 funds for new paratransit vehicles for the first time.
- Procured new paratransit vehicles and fixed-route buses, all wheelchair-accessible.
- Secured funding for and implemented three new paratransit routes under the FY 2021 budget.
- Continued popularity of the "Ride with Jim" program, with the Assistant County manager interacting with citizens and educating them about transit services.

- In FY 2020, there were 71 peak vehicles in Commuter and Human Services agency vanpools with 296,998 trips provided; Dispatch and the Reservation Center answered 112,291 calls/requests for information and services and customer comments.
- Added a contract route and made routing changes to accommodate the ridership increases.
- Secured nearly \$18 million in CARES Act to expand bus service in central Titusville, Port St. John, and Melbourne/south beaches area starting in early 2021.

Implementation Schedule

The implementation schedule presented is derived from the goals, objectives, and strategies and has been developed to assist with achieving the long-range goals. Like the goals, objectives, and strategies, the implementation schedule will be reviewed and updated on an annual basis to assess progress in accomplishing. Table 14 presents the implementation schedule, including the strategies, responsible party(ies) for accomplishment, the anticipated timeframe, and estimated costs if known.

It is important to note that whereas some of these activities may be undertaken by staff and, therefore, have no cost associated with performing the activity, Space Coast Area Transit staff perform multiple functions and may not have the capacity for additional activities. Adding staff that would have an associated cost might be necessary to complete many of the recommended coordination and reporting functions identified or these activities may require outsourcing.

Table 14: TDSP Implementation Schedule

Performance Improvement	Strategy/Measure	Implementation Timeframe	Responsible Party	Objective	Estimated Cost
Coordination Improvements					
Maximize coordination efforts	<ul style="list-style-type: none"> Remain responsive to needs of the TD population and community through customer feedback surveys and public forums. Continue to support Volunteers in Motion Program through partnership opportunities. Meet annually with regional transportation providers. 	Ongoing: Annually	Space Coast Area Transit	Objective 1.1, 2.2	Staff time
Improve public awareness of TD Program	<ul style="list-style-type: none"> Ensure continued distribution of information and brochures on multiple platforms. Continue to improve (as needed) and disseminate <i>Rider's Guide</i>. 	Ongoing	Space Coast Area Transit	Objective 1.1, 3.5	Staff time/materials
Minimize customer travel wait times	<ul style="list-style-type: none"> Continually monitor and improve routing procedures. Maintain on-time performance standards. Monitor and improve routing procedures. 	Ongoing	Space Coast Area Transit	Objective 3.3, 3.4	Staff time
System Policies					
Annual evaluation of TD Program	<ul style="list-style-type: none"> Conduct customer feedback opportunities. Maintain standards and performance measures laid out in TDSP. Coordinate with providers at least annually. Adhere to vehicle acquisition and replacement plan. Continue to provide updates and review performance reports at the LCB meetings. 	Ongoing: Annually	Space Coast Area Transit/ Space Coast TPO	Objective 2.2, 3.2, 3.4, 5.1	Staff time/materials
Maximize customer comfort and safety	<ul style="list-style-type: none"> Conduct safety training as needed for new and existing employees. 	Ongoing	Space Coast Area Transit	Objective 3.3	Staff time
Demonstrate professionalism and courtesy in customer relations	<ul style="list-style-type: none"> Maintain robust customer service training program and make it available to contracted carriers. Provide staff training on ADA practices and procedures. Maintain experienced and well-trained staff. 	Ongoing	Space Coast Area Transit	Objective 3.1	Staff time

Performance Improvement	Strategy/Measure	Implementation Timeframe	Responsible Party	Objective(s)	Estimated Cost
System Operations					
Maximize utilization of services available	<ul style="list-style-type: none"> Refer people who need assistance to travel training program. Continue to implement accessibility improvements to bus stops. Periodically assess fixed-route system. Coordinate with Volunteers in Motion for transportation beyond ¼ mile buffer. 	Ongoing	Space Coast Area Transit	Objective 2.1	Staff time/potential consultant time
Deliver cost-affordable service	<ul style="list-style-type: none"> Review operating data of all agencies in coordinated system to monitor cost-per-passenger trip and other efficiency measures. 	Ongoing: Semi-Annually	Space Coast Area Transit	Objective 2.2	Staff time
Maximize cooperation between entities involved in provision of TD services	<ul style="list-style-type: none"> Meet with agencies to give feedback on TD system's performance and improve coordination of program. 	Ongoing	Space Coast Area Transit/Space Coast TPO	Objective 1.2	Staff time/materials
Promote alternative transportation options	<ul style="list-style-type: none"> Evaluate eligibility of riders to transfer from paratransit service to fixed-route system. Continue to ensure that the fixed-route service follows ADA regulations and requirements. 	Ongoing	Space Coast Area Transit	Objective 2.3, 5.1	Staff time
Ensure necessary funding to support TD program	<ul style="list-style-type: none"> Continually identify, evaluate, and pursue possible alternative TD funding available through local, state, and federal sources. 	Ongoing	Space Coast Area Transit	Objective 4.1	Staff time
Planning and Compliance					
Maintain an updated TDSP that meets all CTD requirements.	<ul style="list-style-type: none"> Prepare a major update of the TDSP every five years. Prepare annual minor updates of the TDSP to assess progress between major updates. Collect and compile data necessary for the evaluation of TD service. 	Ongoing	Space Coast Area Transit	Objective 5.1	
Capital Purchases¹					
Replacement vehicles	<ul style="list-style-type: none"> Replace paratransit vans. 	FY 2021	Space Coast Area Transit	n/a	\$812,819
Bus shelters & signage	<ul style="list-style-type: none"> Improve bus stop amenities to comply with ADA requirements. 	Ongoing	Space Coast Area Transit	n/a	\$1.068 M (FY 2021)
Bus terminal & safety improvement	<ul style="list-style-type: none"> Other terminal and safety improvements. 	Ongoing	Space Coast Area Transit	n/a	\$650,640 (FY 2021)

¹Source: Brevard County FY 2021 Budget

Section 3 Service Plan

This section addresses the operational elements of how, when, and what services are available to TD eligible persons in Brevard County. Although services are subject to change, the information contained in this section is based on services currently in operation and policies and procedures that guide service delivery.

Operations Element

Types, Hours, Days of Service and Fares

As the Brevard County CTC, Space Coast Area Transit coordinates transportation services that include ambulatory and non-ambulatory and origin-to-destination paratransit services, agency and general vanpool service, subscription trips, contracted routes, and fixed-route transit service. Paratransit service requires an advance reservation and is a non-emergency transportation (NEMT) system serving older adults, individuals with disabilities, children at-risk, and other transportation disadvantaged persons.

Paratransit Service and ADA Paratransit Service

Space Coast Area Transit operates paratransit service to serve the mobility needs of Brevard County citizens who are unable to use fixed-route bus service. Paratransit service is generally a point-of-origin to point-of-destination service, accessed through a trip-by-trip reservation. The intent of paratransit service is to ensure that individuals who are transportation disadvantaged have equal access to public transportation.

Paratransit service uses wheelchair-accessible paratransit vehicles to transport passengers throughout Brevard County. Excluding holidays, service is available Monday through Friday, with limited Saturday service.

Paratransit passengers and their companions ride at a reduced fare. The 1-ride paratransit fare is \$1.50 per person and must be paid when boarding. Exact change is required, as the driver is not equipped to make change. There is no charge for personal care attendants. Children age 15 and under ride free when accompanied by a fare-paying passenger. A 10-ride paratransit pass is \$15.00 and must be purchased in advance. Payments can be made at any transit terminal, by mail, or the agency's website (321transit.com)

Fixed-Route Transit Service

Fixed-route service is available to the public and consists of 20 routes that focus on the urbanized area east of I-95 in the county. Most routes operate Monday through Friday, with limited service on Saturday. Weekday hours range are 5:10 am–11:30 pm, with most offering service 6:00 am–8:00 pm. Routes 4, 9, and 21 have limited Sunday service. Schedules of all existing routes are available on Space Coast Area Transit's website and at transit terminals and selected Brevard County libraries. Fixed-route service has a modified schedule on New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and the day after, Christmas Eve, Christmas Day, and New Year's Eve.

The full fare for fixed-route bus service is \$1.50, \$0.75 cents for half-fare riders; however, due to the COVID-19 pandemic, bus fare collection was suspended between April 1 and September 30, 2020. Those eligible for reduced fare include older adults (age 60+), persons with disabilities, veterans, and students. All reduced fare riders must register for a Reduced Fare ID Card at Space Coast Area Transit or at 321Transit.com. Eastern Florida State College students ride free with a valid student ID. Medicare cards are accepted as proof for reduced fare. There is no charge for children under age 5 or for transfers. Space Coast Area Transit also offers 10-ride passes for \$12.00 to full-fare riders and \$6.00 for reduced-fare riders. Monthly passes are also available at \$42.00 full-fare riders and \$21.00 for reduced-fare riders. Melbourne residents can ride routes 1, 21, and 24 free due to a grant obtained by the City. Dial-A-Bus service is \$2.50 for regular full-fare riders and \$1.25 for half-fare riders.

Transportation Disadvantaged Services

TD Eligibility

Persons eligible for TD services include older adults age 60+, veterans, students, and TD individuals, defined as

those persons who because of physical or mental disability, income, status, or age, or who for other reasons 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 sustaining activities, or children who are disabled or high risk. *Chapter 411.202, F.S.*

To register for TD service, individuals must complete an application process by phone or email. Applicants who are denied paratransit eligibility can submit an appeal through the designated appeal process outlined in the *Rider's Guide*. See Appendix B for Paratransit Eligibility Forms.

Prioritization

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:

- Medical. Include trips to the doctor, dentist, chiropractor, hospital or pharmacy. Nutritional. Trips to or from locations to receive a meal, or grocery shopping. Meals on wheels should not be included in this report. Employment. Trips to or from a job interview, current job, or a job-related duty that is related to receiving payment for employment, including sheltered workshops. Education/Training/Daycare
- Life-Sustaining/Other. Trips for the purpose of conducting personal business (e.g. banks, social service offices, visiting spouse/parent in nursing home); and shopping, excluding grocery shopping. This could include after school programs, social, or recreational reasons. Volunteer workers and support groups would also be included in this category. 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:
 - o Driver’s License
 - o Birth Certificate
 - o 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:
 - o Disabled Veteran’s Letter
 - o Doctor’s note
 - o Certification from a partnering agency.
 - o Other means

Advance Reservations

Reservations for trips can be made via phone up to seven days in advance for TD services. Next-day reservations can be made by 2:00 pm the day before travel; same day trip reservations are not permitted.

Cancellations and No Shows

TD trip cancellations may be made by phone during normal customer service office hours. TD customers may provide notice of a cancellation after-hours by leaving a recorded telephone message. Cancellations received at least 24 hours before the scheduled pick-up time are reflected on the TD customer’s service record as a cancellation.

Customers who accumulate on their service record an excessive number of no-shows within a six-month period may lose the privilege of ride services. The initial decision whether to deny service to a customer based on service record will be the sole discretion of the CTC. An “excessive” number of no-shows is defined as more than 20% of scheduled trips noted as no-shows. As outlined in the *Rider’s Guide*, the following is the chain of events associated with the progressive actions for scheduled trip no-shows:

- **Initial Warning:** A door hanger stating missed ride appointments will be attached to the trip recipient’s door. A Policy Reminder Form will be mailed to the customer.
- **Second Warning:** A second door hanger stating missed ride appointments will be attached to the trip recipient’s door. A Policy Reminder Form will be mailed out to the customer. The transportation operator will follow-up with a phone call four days after the mail-out to discuss reason(s) for no-shows and possible preventative actions.
- **Final Warning:** A door hanger stating missed ride appointments will be attached to the trip recipient’s door. A Policy Reminder Form will be mailed to the customer. The transportation operator will follow-up with a phone call four days after the mail-out to discuss reason(s) for no-

shows and possible preventive actions. The transportation operator will notify the CTC of the excessive no-shows.

- **Further Action:** The CTC may direct further action such as referral to sponsoring agency or Family & Children Services or as deemed appropriate by the CTC including permanent suspension.

Contracted Transportation Operators

Coordination Contractors

Space Coast Area Transit's bus fleet serves several not-for-profit agencies with contracted, demand-response service. The agencies work with Space Coast Area Transit to transport agency customers to designated centers in the morning and return the customers in the afternoon. Space Coast Area Transit has coordination contracts with five agencies:

- Brevard Achievement Center
- Brevard Alzheimer's Foundation, Inc.
- Bridges

- Easter Seals Florida, Inc.
- Space Coast Center for Independent Living, Inc. dba Resource Center for Disability Solutions (RCDS)
- Promise Inc.

A typical service day consists of picking up passengers at their homes and transporting them to the agency facilities 6:30–9:00 am. In the afternoon, the bus reverses the route, returning clients to their homes, generally 3:00–6:00 pm. Some buses also provide mid-day trips to meal sites; costs are negotiated through a contract process.

School Bus Utilization

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

Vehicle Inventory

Space Coast Area Transit's vehicle inventory is provided in Appendix D.

System Safety Program Plan Certification

Space Coast Area Transit annually updates its System Safety Program Plan (SSPP) in compliance with Rule 14-90, Florida Administrative Code (F.A.C.) and maintains an ongoing safety program that includes procedures and guidelines for providing its passengers and employees with a safe environment for using its services or for employment. A copy of the most recent certification is provided in Appendix E.

Intercounty Services

Currently, Space Coast Area Transit has no formal agreements with other CTCs to provide inter-county TD transportation services. As the public has indicated interest in accessing locations outside the county,

such as the University of Central Florida, Orlando International Airport, and the Veterans Hospital in Lake Nona, discussion are being pursued to develop coordination for future inter-county service. Review of potential funding and service options will continue in an effort to meet the need for inter-county service.

Emergency Preparedness and Response

In addition to coordinating public transportation in Brevard County, Space Coast Area Transit is the designated coordinator of Emergency Service Function (ESF) #1. This role encompasses coordination of all phases of emergency preparedness transportation. Space Coast Area Transit has developed a coordination manual that details steps to be taken during all phases of a natural disaster and/or emergency. In the role of ESF #1 coordinator, Space Coast Area Transit works closely with other emergency support functions such as public works, law enforcement, Red Cross, the County School Board, and the County Health Department to provide for safe and efficient evacuation of Brevard County residents.

Space Coast Area Transit also has a detailed plan in place for hurricanes and other natural and/or man-made disasters. This plan has successfully been used for evacuations during several hurricanes and wildfire emergencies. Space Coast Area Transit encourages residents with special needs to pre-register with the Emergency Management Office to ensure that the highest quality of emergency service is possible when it is needed. Transportation services are provided round-trip during declared emergencies, and Space Coast Area Transit provides approximate arrival times to all municipalities and county pick-up locations. In addition, staff participate in Brevard County Emergency Management outreach activities as appropriate to inform the public that it provides transportation during designated emergencies. Participation in these outreach activities also provides an opportunity for marketing Space Coast Area Transit's regular services and informing the public that they are a part of the community.

Educational Efforts/Marketing

Information regarding Space Coast Area Transit's educational and marketing efforts is described in detail in the Outreach and Planning Initiatives section of this TDSP.

Acceptable Alternatives

Space Coast Area Transit operates public transit service throughout Brevard County and is the designated CTC. Any agency purchasing transportation services or providing transportation funding for TD persons with TD funds must expend all TD funds through a contractual arrangement with the CTC or an approved coordination provider, except when it is better suited to the unique and diverse needs of a TD person, the sponsoring agency may purchase or provide transportation by using the following alternatives:

- Privately-owned vehicle of an agency volunteer or employee
- State-owned vehicle
- Privately-owned vehicle of a family member or custodian
- Common carrier, such as commercial airlines or bus
- Emergency medical vehicle

The sponsoring agency may use other modes of transportation when the CTC determines it is unable to provide or arrange the required service. Information pertaining to these denials for service must be reported by the CTC on a quarterly basis or more frequently, as specified by the LCB.

The current designation of Space Coast Area Transit as the CTC has proven successful in the provision of fixed-route and paratransit service and coordination of the Volunteers In Motion and vanpool programs. The CTC has been very successful in providing a low-cost, efficient transportation option to agencies that do not have transportation so that transportation needs can be easily met within the TD program in Brevard County.

Additional transportation options in Brevard County can be reviewed on the Safety Mobility for Life website (safemobilityfl.com), which provides transportation information for all Florida counties through the Safe Mobility for Life Coalition. Although there are other providers in Brevard County based on vehicle requirements and/or costs, these services may not be accessible to some TD persons.

Service Standards

Pursuant to Rule 41-2.006, F.A.C., the CTC and any transportation operator/agency from whom service is purchased or arranged by the CTC must adhere to Board of Commissioner-approved standards. The following standards and performance requirements are included in this Service Plan as required by the CTC and adopted by the LCB. Space Coast Area Transit managers/supervisors continually monitor staff/operators to ensure that these standards and performance requirements are met and/or exceeded. Training of new hires and staff is conducted on a continuous basis. New standards/policies are updated as needed.

- **Drug and Alcohol Testing** – Federally-required for safety-sensitive job positions within the coordinated system covering pre-employment, randomization, post-accident, and reasonable suspicion.
- **Passenger Escorts & Children** – 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.
- **Child Restraints/Safety Seats** – 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.
- **Passenger Property** – It is the responsibility of the passenger to care for and transport their own personal property. Space Coast Area Transit maintains a lost and found where all items are kept for 30 days. Oversized or heavy packages, firearms, knives or explosive materials are not allowed.
- **Vehicle Transfer Points** – Vehicles transfer points are given consideration as to shelter, security, and safety of passengers.
- **Local Toll-Free Phone Number** – Space Coast Area Transit will post a local toll-free number for complaints or grievances inside all vehicles. The TD Helpline number will be posted in all

vehicles. All TD-related information and materials must include the TD helpline number is 1-800-983-2435.

- **Out of Service Area Trips** – Space Coast Area Transit does not provide out of area trips with TD funding.
- **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.
- **Billing Requirements to Contracted Operators** – 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 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.
- **Paratransit 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.
- **Driver Identification** – Space Coast Area Transit drivers will announce and identify themselves by name and company when picking up riders except in situations where the driver regularly transports the rider. Each driver will have a photo ID on himself or herself that is in view of the passenger.
- **Passenger Assistance** – The driver will provide boarding assistance such as opening the door, fastening the seatbelt, securing wheelchair devices, etc. Reasonable accommodations will be made for passengers who need assistance beyond the curb to use the paratransit service. In addition, if needed, the operators will open building doors for passengers and assist with navigating an incline or around obstacles located between the bus and the door. Whenever feasible, requests for modifications should be made in advance.
- **Communication Equipment** – 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.
- **Vehicle Air Conditioning/Heat** – All Space Coast Area Transit vehicles must have working heating and air conditioning systems.
- **Cardiopulmonary Resuscitation (CPR) and First Aid** – All Space Coast Area Transit vehicle operators must have up-to-date CPR and First Aid training.

- **Criminal Background Screening** – Space Coast Area Transit follows all Florida Department of Correctional Facilities (DCF) policies regarding background checks of vehicle operators.
- **Accidents** – The CTC has established the standard that requires the maintenance of fewer than 1.2 accidents per 100,000 vehicle miles. Accidents are defined as collisions, derailments, personal casualties, fires, and transit property damage greater than \$1,000.
- **Advance Reservations** – 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.
- **Call-Hold Time** – 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.
- **Complaints** –
 - Space Coast Area Transit’s goal is to have no more than one (1) complaints per 1,000 trips annually.
- **No Shows** – Space Coast Area Transit’s goal is to have no more than five (5) no shows per 1,000 trips.
- **On-Time Performance** – Space Coast Area Transit’s goal is that 90% of TD trips must fall within the pick-up window.
- **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.
- **Road Calls** – There should be no less than 10,000 miles between roadcalls.
- **Smoking** – No smoking is allowed on vehicles.
- **Eating and Drinking** – No eating or open drinks is allowed on buses.
- **Late Cancellation/No-Show Policy** – A late cancellation is within two hours of the scheduled trip. A no-show of a scheduled trip is when a passenger is not at the designated pick-up location at the scheduled time of the trip or refuses the trip.

Local Complaint and Grievance Procedures/Process

The CTC is responsible for developing and implementing local grievance procedures. It is the intent of the CTC to encourage the resolution of grievances at the local level and to educate passengers, funding agencies, and any other interested parties about the grievance process. There are two distinct type of grievance—a daily service complaint and a formal grievance, pursuant to Chapter 427, F.S., and Rule 41 2, F.A.C. Per the LCB, a grievance is defined as “a circumstance or condition thought to be unjust, and ground for complaint or resentment.” It is assumed that the complainant would direct any initial concern to Space Coast Area Transit before initiating the Grievance Procedure.

Service Complaint

Service complaints are routine incidents that occur daily, are reported to the driver or dispatcher or to other individuals involved with daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service complaints may include, but are not limited to:

- Late trips (late pickup and/or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why; e.g., may not qualify, lack of funds, etc.)

Space Coast Area Transit has an existing complaint tracking process in place and will continue to use the existing process. The Customer Service Supervisor will remain the designated contact person for all complaints. The method for filing an ADA complaint will be advertised sufficiently, including posting the procedures on the Space Coast Area Transit website, in accordance with the revised DOT guidelines for ADA and Section 504 compliance

Formal Grievance

A formal grievance is a written complaint that documents any concerns or an unresolved service complaint regarding the operation or administration of services by the transportation operator, CTC, DOPA, or LCB. The grievant, in his/her formal complaint, should demonstrate or establish concerns as clearly as possible. Formal grievances may include, but are not limited to:

- Chronic, recurring, or unresolved service complaints (see above)
- Violations of specific laws governing the provision of TD services, such as Chapter 427, F.S.; Rule 41 2, F.A.C.; supplemental documents; Sunshine Law; Civil Rights Act of 1964; ADA; etc.
- Contract disputes (agencies/operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

A grievance must be filed in writing by completing the Grievance Form included in the *Rider's Guide For Special Services* or at 321Transit.com/Grievance Form. The complainant may request assistance from Space Coast Area Transit to complete the form. A clear violation of a specific law, regulation, or contractual arrangement should attempt to be demonstrated or established when filing the grievance. The CTC must respond to the complainant in writing no later than seven working days from the date the grievance is received.

If the complainant determines that the response from Space Coast Area Transit is unsatisfactory, he/she can request that the Grievance Form is forwarded to the LCB Grievance Subcommittee. The complainant will be notified in writing of the Subcommittee meeting date, time, and location. The subcommittee will endeavor to resolve the grievance and issue a decision in its report.

The complainant may appeal the decision of the LCB Grievance Subcommittee in writing to the LCB within five working days from the date the complainant received written notice from the subcommittee of its decision.

Once an appeal has been received, the LCB will meet and render a decision at its next meeting. The complainant will be notified in writing of the date, time, and place of the LCB meeting where the appeal will be heard. A written notice will be mailed at least 10 days in advance of the meeting. A written copy of the decision made by the LCB will be mailed to all parties involved within 10 days of the date of the decision.

Should the complainant remain dissatisfied with the decision of the LCB, an appeal may be made in writing to the CTD.

Cost/Revenue Allocation and Rate Structure

Data provided herein are intended to be used by the CTD, the LCB, and purchasers of service as an analytical tool to evaluate specific cost elements of the CTC’s operations and anticipated changes in addition to total system performance trends. These factors are further defined in terms of fully-allocated cost per total system vehicle mile, fully-allocated cost per total system passenger trip, and fully-allocated cost per total system driver hour.

As required by the CTD, Space Coast Area Transit initiated a new rate structure effective July 1, 2020. Space Coast Area Transit provided the applicable rate change documentation to the CTD for approval prior to implementation. The current rate structure for vehicles operated by the CTC is shown in Table 15 and is consistent with the CTD’s Rate Calculation Model provided in Appendix E.

Table 15: TD Trust Fund Services Rates

Service Type	Unit	Cost per Unit
Ambulatory	Passenger mile	\$ \$2.18
Wheelchair	Passenger mile	\$3.74

Source: CTD’s Rate Calculation Model

Section 4 Quality Assurance

CTC Evaluation Process

The CTC is evaluated according to the required sections of the *Quality Assurance and Program Evaluation LCB CTC Evaluation Workbook*, which was developed by the CTD. The purpose of this evaluation is to ensure that the most cost-effective, efficient, non-fragmented, unduplicated, appropriate, reliable, and accountable transportation services are provided to the local TD population.

After the LCB establishes an evaluation period, TPO staff will request the necessary statistical data from the CTC. Staff may also contact clients or funding agencies to determine their satisfaction with the TD services received. This information is then tabulated and presented in a draft report. The LCB reviews the draft report, directs staff to make appropriate revisions, and recommends adoption of the document. The evaluation report is forwarded to the Space Coast TPO Board for its review, comment, and adoption, and the adopted evaluation of the CTC is supplied to the CTD. The most recent completed Annual Evaluation Report was processed and approved through the LCB in November 2012.



Appendix A – Survey Questionnaire



Appendix B – Rider’s Guide and Paratransit Eligibility Forms



Appendix C - TD Population and Demand Forecast Methodology



Appendix D –Vehicle Inventory



Appendix E – System Safety Certification



Appendix F – FY 2019 Rate Model Worksheets