

# CTC EVALUATION WORKBOOK

Florida Commission for the



**Transportation  
Disadvantaged**

CTC BEING REVIEWED: Brevard County Board of County Commissioners

COUNTY: Brevard

ADDRESS: Space Coast Area Transit, 401 S. Varr Street, Cocoa, FL 32922

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REVIEW PERIOD: July 1, 2022 to June 30, 2023

REVIEW DATE: November 9, 2023

PERSON CONDUCTING THE REVIEW: Space Coast TPO Staff

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## **EVALUATION INFORMATION**

### **Introduction and Briefing**

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

The evaluation report and recommendations were presented by the Space Coast Transportation Planning Organization (SCTPO) at the February 12, 2024, TDLCB meeting and provided as a consent item at the March 14, 2024, TPO Governing Board meeting.

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

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

## **1.0 Introduction**

### **1.1 State Program**

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 figure below 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 Transportation Planning Organization (SCTPO), Transportation Disadvantaged Local Coordinating Board (TDLCB), and Community Transportation Coordinator (CTC), Space Coast Area Transit.

Figure 1: Coordinated Transportation System Organization Chart

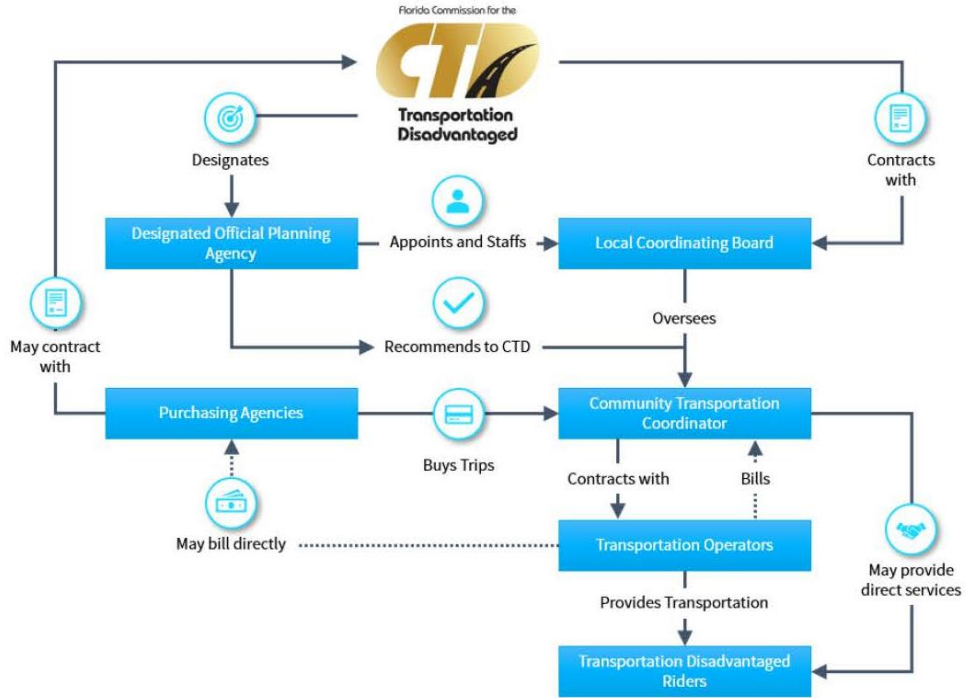
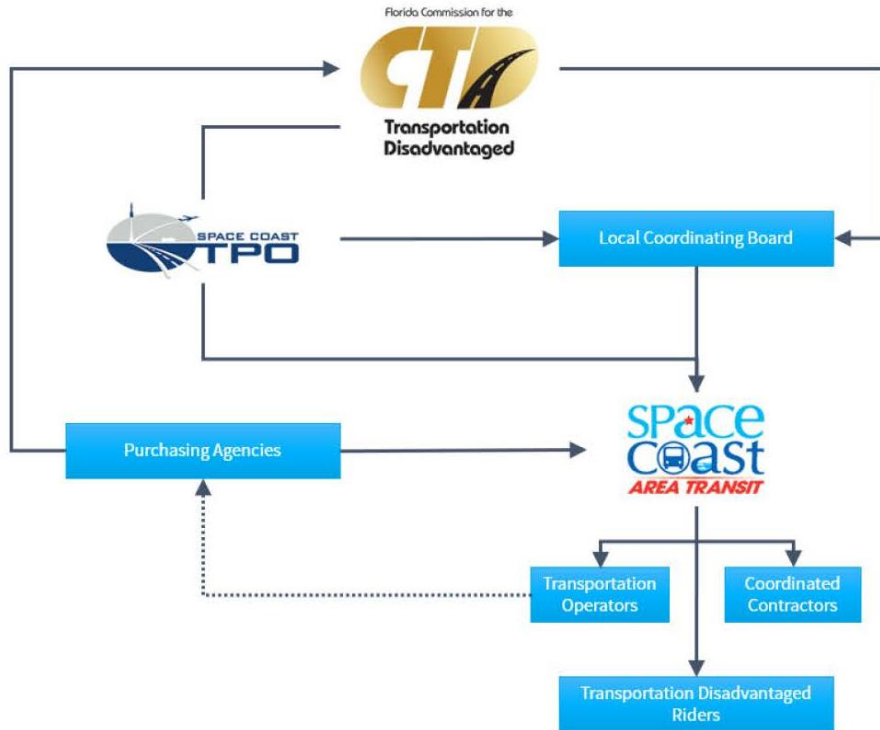


Figure 2: Space Coast Area Transit's Coordinated Transportation Program



Source: FY 2021-2025 Transportation Disadvantaged Service Plan Update (June 19, 2023)

## **1.2 Brevard County's Program**

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

The evaluation of the Brevard County CTC is conducted annually by the Designated Official Planning Agency (DOPA). SCTPO serves as the DOPA for the Brevard County Transportation Disadvantaged Program. The Brevard County CTC operates under the name of Space Coast Area Transit.

## **1.3 Transportation Disadvantaged Service Plan**

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 documents and updates unmet needs and barriers relative to the provision of transportation services through Brevard County's coordinated system. It provides a blueprint for the CTC for services to meet these needs and is used by the CTD and TDLCB as a framework for service performance evaluation of the CTC in meeting the needs of the community. It includes recommendations for services to meet these needs.

The TDSP includes a five-year planning horizon, and a major update occurs every five years, with annual updates in between. The current TDSP represents the FY 2021–2025 planning horizon and was updated and approved (June 19, 2023).

The TDSP can be accessed via [Space Coast TPO](#) and [Space Coast Area Transit](#) websites.

## 1.4 Purpose

According to Chapter 41-2.012 5 (B), the Designated Official Planning Agency (DOPA) is required to annually evaluate the Community Transportation Coordinator (CTC). The evaluation helps to ensure that quality service is being provided in the most cost effective, efficient, and professional manner possible while eliminating the duplication of services. The evaluation also ensures that all statutory and regulatory requirements are met in providing services by the operators and coordination contractors in the coordinated system. A series of five evaluation criteria is used to evaluate the performance of the CTC: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety.

The evaluation is conducted utilizing the Commission for Transportation Disadvantaged (CTD) CTC Evaluation Workbook as a guide. The workbook outlines the formal process for the CTC Evaluation. The evaluation reviews the following areas:

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

## 2.0 Transportation Disadvantaged Services

### ***Space Coast Area Transit's TD Service Eligibility Application Procedures***

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 for Paratransit Eligibility Forms.

## ***Type of Trips***

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 TDLCB:

### **Medical**



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

### **Educational/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

## ***Verification Criteria***

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 documentations to confirm the person's eligibility.

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

## ***Advanced Reservations***

Based on availability, 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.

### **2.1 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 six agencies:

- Brevard Achievement Center
- Brevard Alzheimer's Foundation, Inc.
- The Arc of Space Coast
- Easter Seals Florida, Inc.
- Space Coast Center for Independent Living, Inc. dba Resource Center for Disability Solutions (RCDS)
- Promise Inc.

### **3.0 2023 CTC Evaluation**

The 2023 CTC Evaluation includes the period between July 1, 2022, and June 30, 2023. The SCTPO annually provides the Transportation Disadvantaged Local Coordinating Board (TDLCB) with an evaluation of the CTC's performance in general and relative to the CTD and local standards as referenced in rule 41-2.006, F.A.C., and the performance results of the most recent TDSP. As part of the coordinator's performance, the TDLCB shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. The following five categories were used to evaluate the performance of the CTC:



- Reliability
- Service Effectiveness
- Service Efficiency
- Service Availability
- Safety

### **3.1 Measurable Standards/Goals**

Measurable standards/goals are an integral component of evaluating a successful transportation provider. Space Coast Area Transit established the following standards/goals to evaluate their service:

| Table 1: Space Coast Area Transit's Measurable Standards/Goals |  |   |      |                       |      |                       |
|--|--|---|------|-----------------------|------|-----------------------|
| Measurable Standards/Goals                                     | CTD/TDSP Standard/Goal   | Space Coast Area Transit Standard/Goal                                  | 2023 | Standard Met (Yes/No) | 2022 | Standard Met (Yes/No) |
| <b>Public Transit Ridership</b>                                | <b>Rule 41-2.006(4)(u)</b> , in areas where fixed route transportation is available, the CTC should jointly establish with the TDLCB a percentage of total trips that will be placed on the fixed route system   | The CTC did not provide a fixed route goal within the evaluation period | N/A* | N/A*                  | N/A* | N/A*                  |
| <b>On-Time Performance</b>                                     | <b>TDSP</b> standards, 90% of TD trips must fall within the pick-up window   | 15 minutes before or after the scheduled pickup time                    | 64%  | No                    | 92%  | Yes                   |
| <b>Passenger No-shows</b>                                      | <b>Rule 41-2.006 (4) (o)</b> , the CTC and the LCB shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local TDSP  | No more than 5 no shows per 1,000 trips                                 | 9    | No                    | 6.4  | N/A*                  |
| <b>Accidents</b>   | <b>Rule 41-2.006 (4) (y)</b> , the CTC and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the CTC's evaluation of the contracted operators, and the LCB's evaluation of the CTC | Not to exceed 1.2 accidents per 100,000 vehicle miles                   | 0.71 | Yes                   | 0.26 | Yes                   |
| <b>Road Calls</b>  | <b>Rule 41-2.006 (6) (z)</b> , the CTC and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system   | No less than 10,000 miles between roadcalls                             | 0.82 | Yes                   | 2.5  | Yes                   |
| <b>Complaints</b>  | <b>Rule 41-2.006 (4) (f)</b> , a local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number 1(800)983-2435 shall also be posted inside all vehicles of the coordinated system  | No more than 1 complaint per 1,000 trips annually                       | 10   | Yes                   | 5    | N/A*                  |
| <b>Call-Hold Time</b>  | <b>TDSP</b> standards states, 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  | Two-minute hold time  | 45+  | No                    | 30+  | No                    |

\* N/A - a goal was not set within the evaluation period

### 3.1.1 Public Transit Ridership

According to Rule 41-2.006(4)(u), in areas where fixed route transportation is available, the CTC should jointly establish with the TDLCB a percentage of total trips that will be placed on the fixed route system. The CTC did not provide a fixed route goal during the evaluation period. However, on December 4, 2023, the TDLCB approved an annual goal of 1% ( $\approx$  15 trips) of total trips will be placed on the fixed route system. This goal will be provided in the 2024 CTC Evaluation.

### 3.1.2 On-Time Performance

The on-time performance standard is measured by the scheduled appointment or return time compared to the actual time the client is dropped off or picked up (15 minutes before or after the scheduled pickup time). The standard is that 90% of clients are to be delivered "on time." On-time shall mean that a client arrives at his/her scheduled destination no later than his/her scheduled appointment time or picked up for return no more than 35 minutes after the requested time. Based on the trips reviewed for on-time performance of both in-bound and out-bound trips, the result borders the standard at 63.8%, which does not meet the 90% "on time" standard.

### 3.1.3 Passenger No-shows

Space Coast Area Transit's goal is to have no more than five (5) no shows per 1,000 trips. During the evaluation period, Space Coast Area Transit had a total of nine no shows per 1,000 trips registered. According to Rule 41-2.006(4) (o), the CTC and the TDLCB shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no shows is acceptable but such policy and process should be identified in the local TDSP. The CTC has established the following no-show policy:

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. Progressive warning actions are 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
- Second Warning
- Final Warning
- Further Action

### 3.1.4 Accidents

According to Rule 41-2.006 (4) (y), the CTC Coordinator and the TDLCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator. Space Coast Area Transit's policy is to not to exceed 1.2 accidents per 100,000 vehicle miles. There were 0.17 accidents per 100,000 vehicle miles during the evaluation period, which is well below the established policy.

### 3.1.5 Road Calls

According to Rule 41-2.006 (6) (z), the CTC and the TDLCB should jointly establish and address in the local service plan performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. Space Coast Area Transit's policy is to not to exceed 10,000 miles between road calls. This criterion evaluates the reliability of the fleet, with the goal and standard stating that the CTC should have no more than 1 road call per 100,000 vehicle miles traveled. During the evaluation period, a total of 14 road calls were made. The total vehicle miles traveled during the reporting period was 1,154,129 miles, resulting in an average of approximately 0.82 road calls per 100,000 miles traveled. It should be noted that Space Coast Area Transit's response to road calls is immediate.

### 3.1.6 Complaints

Space Coast Area Transit has an existing complaint tracking process in place and will continue to use the existing process. The Space Coast Area Transit Customer Service Supervisor will remain the designated contact person for all complaints. The method for filing an Americans with Disabilities Act (ADA) complaint will be advertised sufficiently, including posting the procedures on the Space Coast Area Transit website, in accordance with the revised United States Department of Transportation (USDOT) guidelines for ADA and Section 504 compliance. Space Coast Area Transit's goal is to have no more than one (1) complaint per 1,000 trips annually. During the evaluation period, Space Coast Area Transit had 10 complaints registered.

### 3.1.7 Call-Hold Time

Hold time is the duration of time between the introductory phone system message ends and when an operator is reached. The standard in the 2022 TDSP states that clients who call the coordinator to schedule a trip shall reach an operator 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. The average hold time for the evaluation period was 45+ minutes, not meeting the established two-minute standard.

## **3.6 Rider Input**

### **3.6.1 Complaints**

Space Coast Area Transit's goal is to have no more than one (1) complaints per 1,000 trips annually. During the evaluation period, 10 complaints were received related to Space Coast Area Transit's TD Paratransit service delivery. This meets the complaints standard at 0.17 complaints per 1,000 trips.

### 3.6.2 Passenger Survey

A phone survey was conducted in September and October to obtain feedback from TD clients on the CTC's performance and customer service; 21 responses were received. The table below compares the 2022 and 2023 passenger survey results:

|                             | 2023  |                 | 2022                        |                 |
|-----------------------------|---|-----------------|-----------------------------|-----------------|
|                             | How often do you normally use transit?                                    | Daily           | 0                           | Daily           |
| 3-5 times/week              |   | 6               | 3-5 times/week              | 4               |
| 1-2 times/week              |   | 5               | 1-2 times/week              | 6               |
| Monthly                     |   | 4               | Monthly                     | 1               |
| Bi-Monthly                  |   | 3               | Bi-Monthly                  | 6               |
| Every 6 Months              |   | 1               | Every 6 Months              | 0               |
|                             | 2023  |                 | 2022                        |                 |
|                             | Have you ever been denied transportation?                                 |                 |                             |                 |
|                             | Yes   | 0               | Yes                         | 0               |
|                             | No  | 21              | No                          | 21              |
|                             | 2023  |                 | 2022                        |                 |
|                             | If so, why?   | Driver Shortage | 0                           | Driver Shortage |
| Lack of Vehicles            |   | 0               | Lack of Vehicles            | 0               |
| Not Eligible                |   | 0               | Not Eligible                | 0               |
| Out of Service Area         |   | 0               | Out of Service Area         | 0               |
| No Space                    |   | 0               | No Space                    | 0               |
| Other (specify)             |   | 0               | Other (specify)             | 0               |
|                             |   | 2023            |                             | 2022            |
|                             | What type of trips do you normally take?                                  | Medical         | 19                          | Medical         |
| Employment                  |   | 2               | Employment                  | 6               |
| Nutritional                 |   | 6               | Nutritional                 | 4               |
| Education/Training/Day Care |   | 1               | Education/Training/Day Care | 3               |
| Life Sustaining             |   | 6               | Life Sustaining             | 3               |
|                             |   | 2023            |                             | 2022            |
|                             | Did you have any problems on your last trip?                              | Yes             | 0                           | Late Pick-Up    |
| No                          |   | 21              | No                          | 19              |
|                             | 2023  |                 | 2022                        |                 |
|                             | If Yes,   | Late Pick-Up    | 0                           | Late Pick-Up    |
| Early Pick-Up               |   | 0               | Early Pick-Up               | 0               |
| Inconvenient pick-up time   |   | 0               | Inconvenient pick-up time   | 0               |
|                             |   |                 |                             |                 |
|                             | 2023  |                 | 2022                        |                 |
|                             | On a scale 1 to 5 (5 being most satisfied), how do you rate your service? | 1               | 0                           | 1               |
| 2                           |   | 0               | 2                           | 1               |
| 3                           |   | 0               | 3                           | 1               |
| 4                           |   | 4               | 4                           | 6               |
| 4.5                         |   | 2               | 4.5                         | 0               |
| 5                           |   | 15              | 5                           | 13              |

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## ENTRANCE INTERVIEW QUESTIONS

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

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

| Agency                                    | Contact           | Street                  | City                     | Phone             |
|---|-------------------|-------------------------|--------------------------|-------------------|
| Brevard Achievement Center                | Amar Patel        | 1845 Cogswell St.       | Rockledge, FL 32955      | 321-632-8610      |
| Brevard Alzheimer's Foundation            | Russell Sell      | 4676 N. Wickman Road    | Melbourne, FL 32935      | 321-253-4430      |
| Easter Seals Florida Inc                  | Susan Ventura     | 2010 Crosby Way         | Winter Park, FL 32792    | 407-629-7881      |
| Promise Inc                               | Nans Evans        | 4105 Norfolk Parkway    | West Melbourne, FL 32904 | 321-722-7400      |
| Space Coast Center for Independent Living | Rosemary Miles    | 571 Haverty Ct, Suite W | Rockledge, FL 32955      | 321-633-6011 X102 |
| The Arc of Space Coast                    | Vanessa Vinicombe | 1694 Cedar Street       | Rockledge, FL 32955      | 321-690-3464      |



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

| <b>Name of Agency</b>               | <b>% of Trips</b> | <b>Name of Contact</b> | <b>Telephone Number</b> |
|-------------------------------------|-------------------|------------------------|-------------------------|
| CTD                                 | 48%               | Kyle Miles             | 850-410-5713            |
| Brevard County                      | 10%               | Carmen Baez            | 321-635-7815            |
| Agency for Person with Disabilities | 42%               | Jeannette Estes        | 407-245-0440            |

7. REVIEW AND DISCUSS TD HELPLINE CALLS

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

## GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC: July 1, 2022
2. WHAT IS THE COMPLAINT PROCESS?

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

- |   |                                     |     |   |    |
|---|-------------------------------------|-----|---|----|
| IS THIS PROCESS IN WRITTEN FORM?<br>(Make a copy and include in folder) | <input checked="" type="checkbox"/> | Yes | ▪ | No |
| Is the process being used?  | <input checked="" type="checkbox"/> | Yes | ▪ | No |
3. DOES THE CTC HAVE A COMPLAINT FORM?  
(Make a copy and include in folder)  Yes ▪ No
  4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTC'S UNIFORM SERVICE REPORTING GUIDEBOOK?  
 Yes ▪ No
  5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?  
 Yes ▪ No
  6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?  
 Yes ▪ No
  7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?  
N/A. Space Coast Area Transit did not received complaints that needed to be referred to the TD helpline.
  8. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR RIDER'S GUIDE TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?  
 Yes ▪ No                      If yes, what type?

A brochure entitled the "Rider's Guide for Special Services." The Rider's Guide for Special Services was last updated on March 30, 2023. Contents of the Rider's Guide may change at any time without notice. Contact Space Coast Area Transit for any updates/changes or visit [321Transit.com/Riders Guide](https://321Transit.com/Riders%20Guide) for the most current version. If an individual has questions about any of the information contained in this document, or to request this document in an alternative format, they may call 321-635-7815. It provides information

about available transportation disadvantaged services in Brevard County.

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

10. DOES THE RIDER/ INFORMATION OR RIDER'S GUIDE LIST THE COMPLAINT PROCEDURE?  
 Yes       No

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

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

All applications are received by the Dispatcher/Reservationist.

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

The Scheduler then downloads the application into the caller's file.

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

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

| <b>TD Eligibility Verification</b> |                          |                     |  |
|------------------------------------|--------------------------|---------------------|--|
| <b>Name of Client</b>              | <b>Address of Client</b> | <b>Date of Ride</b> | <b>Application on File? (Yes/No)</b>       |
| Client #1                          | Melbourne, FL            | 8/9/2023            | Yes  |
| Client #2                          | Cocoa, FL                | 9/15/2023           | Yes  |
| Client #3                          | Viera, FL                | 9/27/2023           | Yes  |
| Client #4                          | Cocoa, FL                | 10/10/2023          | Yes  |
| Client #5                          | Melbourne, FL            | 9/27/2023           | Yes  |
| Client #6                          | Cocoa, FL                | 3/19/2023           | Yes  |
| Client #7                          | Barefoot Bay, FL         | 9/22/2023           | No (application on file is outdated)       |
| Client #8                          | Melbourne, FL            | 9/28/2023           | Yes  |
| Client #9                          | Melbourne, FL            | 7/25/2023           | Yes  |
| Client #10                         | Cocoa, FL                | 9/8/2023            | Yes  |
| Client #11                         | Palm Bay, FL             | 9/28/2023           | Yes  |
| Client #12                         | Rockledge, FL            | 10/2/2023           | Yes  |
| Client #13                         | Palm Bay, FL             | 9/25/2023           | Yes  |
| Client #14                         | Palm Bay, FL             | 9/19/2023           | No (application on file is outdated)       |
| Client #15                         | Melbourne, FL            | 10/3/2023           | No (application on file is outdated)       |
| Client #16                         | Melbourne, FL            | 7/27/2023           | No (application on file is outdated)       |
| Client #17                         | Melbourne, FL            | 10/3/2023           | No (application is missing identification) |
| Client #18                         | Viera, FL                | 10/10/2023          | Yes  |
| Client #19                         | Port St. John, FL        | 9/18/2023           | Yes  |
| Client #20                         | Viera, FL                | 10/12/2023          | No application on file                     |
| Client #21                         | Melbourne, FL            | 9/21/2023           | No (application is missing identification) |

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

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

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

Updated the Trip Spark Software for scheduling of passenger trips.

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

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

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

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

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

14. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

As with most transit agencies, there are challenges to obtaining local matching funds for federal and state grants. However, the County's FY 2021 budget includes local match funding to operate two additional paratransit routes needed to support the growing demand in Viera, central, and southern areas of the county. The funds were received at the end of FY 2022.

Sustaining local funding levels for transit as costs continue to increase will remain a challenge. The County's FY 2021 budget includes local match fund for the two new paratransit routes as noted above. It is likely that Space Coast Area Transit will need to continue making efficiency improvements using the existing resources in anticipation of a lack of any additional funding or even decrease of current funding for transit improvements or new services in the near future.

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

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

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

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

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

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

Having adequate funding to maintain the same level of service with escalating costs.

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

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

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

Department of Economic Opportunities, Department of Education, Department of Elder Affairs, Veteran Organizations, the Agency for Health Care Administration, Department of Children and Families, and the Agency for Persons with Disabilities.

17. HOW IS THE CTC MARKETING THE VOLUNTARY DOLLAR?

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

**Findings:**

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

Space Coast Area Transit had several clients who were receiving service and didn't have a valid application on file. During the sampling of 21 applications 8 were either outdated or missing identification.

**Commendation:**

With limited staff Space Coast Area Transit handle an average of 155 calls per day. Also, staff works with partner agencies to make sure that their clients submit their applications and provide technical assistance as needed.

**Recommendations:**

Space Coast Area Transit must ensure that the local toll-free number for complaints and grievances is posted in all transit vehicles within 30 days of receipt of this report.

Space Coast Area Transit staff must ensure that each client has a valid application on file with the supporting documentation that was used to determine the client's eligibility. For the clients whose information that was missing Space Coast Area Transit must provide the information to the TPO within 30 days of receipt of this report.

## COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

Yes    ▪    No    ▪    N/A

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

Yes    ▪    No    ▪    N/A

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

| Operator Name                             | Exp. Date | SSPP              | AOR Reporting | Insurance |
|---|-----------|-------------------|---------------|-----------|
| Brevard Achievement Center                | 12/2025   | Adopted their own | No            | Yes       |
| Brevard Alzheimer's Foundation            | 1/2024    | Adopted CTC's     | No            | Yes       |
| Easter Seals Florida Inc                  | 9/2028    | Adopted their own | No            | Yes       |
| Promise Inc                               | 10/2028   | Adopted their own | No            | Yes       |
| Space Coast Center for Independent Living | 10/2028   | Adopted their own | No            | Yes       |



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

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

REPORTING TIMELINESS

Were the following items submitted on time?

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

List: None

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

List: The Coordination Contractors have not submitted the AOR data for the previous two years.

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

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

**Findings:**

The Coordination Contractors have failed to submit their required Annual Operating Report (AOR) data to the Community Transportation Coordinator as outlined in the Coordination Agreement.

**Recommendations:**

Space Coast Area Transit staff must begin collecting the AOR data from each Coordination Contractor starting at the State's new fiscal year July 1, 2024 and that data needs to be reported to the Transportation Disadvantaged Local Coordinating Board at each meeting.

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

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

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

Space Coast Area Transit is the sole provider and does not use any operators to provide services.

Is a written report issued to the operator?    • Yes    • No **N/A**

If No, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Space Coast Area conducted it's annual monitoring on the Coordination Contractors in 2023 but it occurred after the evaluation period.

Is a written report issued?    **X** Yes    • No

If NO, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

If corrective actions are needed for Coordination Contractors, the CTC provides the Coordination Contractor with a corrective action plan and the CTC follows through to ensure that the items are remedied.

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

**Findings:**

Space Coast Area Transit conducted the required monitoring of its Coordination Contractors, but the monitoring occurred after the end of the evaluation period.

**Recommendations:**

Space Coast Area Transit must provide the Space Coast Area TPO with copies of the reports each year when they are completed.

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

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

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

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

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

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

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

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

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

Yes      •       No

If YES, what is the goal?

Transportation Disadvantaged Local Coordinating Board (TDLCB) voted on the goal of moving one percent (≈ 15 riders) of paratransit users to the fixed route.

Is the CTC accomplishing the goal?      •       Yes       No

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

**Findings:**

Space Coast Area Transit did not adopt a fixed route goal during the evaluation period. They adopted an annual goal of moving 1% (≈ 15 riders) of paratransit users to the fixed route at the TDLCB's December 4, 2023 meeting. Therefore, this goal has not yet been met.

**Recommendations:**

Space Coast Area Transit is required to establish an annual goal of moving a percentage of passenger from the door-to-door service to the fixed route. The goal will be provided in the 2024 CTC Evaluation.

## COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

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:

| Purpose of TD Trips        | 2023 TD % of Trips |
|----------------------------|--------------------|
| Medical                    | 28%                |
| Nutritional                | 5%                 |
| Employment                 | 16%                |
| Education/Training/Daycare | 46%                |
| Life-Sustaining/Other      | 5%                 |

HOW ARE THE TRIP PRIORITIES CARRIED OUT?

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

**Concern:**

None

**Recommendations:**

None

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

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

Review the Operational Section of the TDSP.

1. What are the hours of service?

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

2. What are the intake hours?

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

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

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

4. What is the minimum required notice for reservation?

TD Paratransit Service: Individuals can call before 2:00 PM the day before a ride is needed to request a trip. Trips can be requested up to 7 days in advance.

ADA Paratransit Service: Individuals can call before 2:00 PM the day before a ride is needed to request a trip. Trips can be requested up to 14 days in advance.

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

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

**Findings:**

None

**Recommendations:**

None

## COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Yes      ·      No

If yes, describe the application review process.

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

However, to be in full compliance with this requirement the CTC needs to make sure that this is a separate agenda item.

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

Yes      ·      No      Please see the note above.

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

·      Yes       No

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

**Comments:**

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

**Recommendations:**

The CTC should ensure that there is an agenda item providing detail information of each agency applying for TD funds, indicating the type of funding, the amount of funding and the local match. It should also indicate whether the agency is in compliance with the terms and conditions of their Coordination Agreement.

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

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

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

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

| <b>Operator</b>                           | <b>Insurance Cost</b> |
|---|-----------------------|
| SCAT                                      | \$56,194.00/year      |
| Brevard Achievement Center                | \$127,561.00/year     |
| Brevard Alzheimer's Foundation            | \$25,137.00/year      |
| Easter Seals                              | \$21,977.00/year      |
| Promises Inc                              | \$12,788.00.00/year   |
| Space Coast Center for Independent Living | \$14,252.00/year      |

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

**Findings:**

None

**Recommendations:**

None

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

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

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

Date of last SSPP Compliance Review January 14, 2020.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes       No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes       No       N/A

**DRIVER REQUIREMENT CHART**

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

Number of drivers: 32 Files Reviewed:16 Percentage: 50%

| Driver Last Name | Driver License Expiration | DOT Last Physical Date | DOT Physical Expiration Date | CPR/1st Aid (Not Required) | Defensive Driving (Vehicle Operations) | ADA Training (Customer Relations) | Other Safety Meetings |
|------------------|---------------------------|------------------------|------------------------------|----------------------------|--|-----------------------------------|-----------------------|
| Camera           | 12/13/2025                | 4/14/2023              | 4/14/2025                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Palma            | 10/23/2027                | 2/5/2023               | 2/5/2024                     | Yes                        | Yes                                    | Yes                               | Yes                   |
| Frook            | 6/27/2026                 | 1/20/2023              | 1/20/2025                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Hallberg         | 12/30/2025                | 3/23/2022              | 3/23/2024                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Rodriguez        | 8/6/2027                  | 11/21/2022             | 11/21/2024                   | Yes                        | Yes                                    | Yes                               | Yes                   |
| Person           | 11/21/2026                | 1/31/2022              | 1/31/2024                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Salaman          | 11/3/2024                 | 11/8/2023              | 11/8/2024                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Ward             | 10/23/2028                | 4/20/2023              | 4/20/2024                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Clark            | 3/29/2028                 | 1/27/2022              | 1/27/2024                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Duggan           | 1/5/2027                  | 12/13/2021             | 12/13/2023                   | Yes                        | Yes                                    | Yes                               | Yes                   |
| Mehu             | 12/25/2026                | 11/15/2023             | 11/15/2025                   | Yes                        | Yes                                    | Yes                               | Yes                   |
| Perez            | 10/20/2025                | 4/27/2022              | 4/27/2024                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Connors          | 1/1/2026                  | 1/23/2023              | 1/23/2025                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Soto             | 7/24/2029                 | 5/24/2023              | 5/24/2024                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Buque            | 12/20/2028                | 11/8/2023              | 11/8/2025                    | Yes                        | Yes                                    | Yes                               | Yes                   |
| Barret           | 11/14/2026                | 10/3/2023              | 10/3/2025                    | Yes                        | Yes                                    | Yes                               | Yes                   |



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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: FDOT Triennial Review May 23, 24 2023  
and FTA Triennial Review June 29, 2023

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes     No

**Findings:**

N/A

**Recommendation:**

N/A



Explanation: N/A

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

**Findings:**

N/A

**Recommendations:**

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

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

### Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

| Commission Standards   | Comments: Put in the Standards from the TDSP  |
|--|---|
| Local toll-free phone number must be posted in all vehicles. | Space Coast Area Transit will post a local toll-free number for complaints or grievances inside all vehicles.   |
| Vehicle Cleanliness  | The interior of all vehicles must be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, and protruding metal or other objects or materials that could soil items placed in the vehicle or provide discomfort for the passenger.   |
| Passenger/Trip Database                                      | Space Coast Area Transit must maintain a passenger trip database on each rider being transported within the TD system.  |
| Adequate seating   | Adequate seating for paratransit services must be provided to each rider, child, or Personal Care Attendant (PCA). No more passengers than the registered passenger seating capacity may be scheduled or transported in a vehicle at any time. All vehicles are reviewed for capacities and noted in the reservation system.  |
| Smoking, Eating and Drinking                                 | No smoking is allowed on vehicles.<br><br>No eating or open drinks is allowed on buses.   |
| Two-way Communications                                       | All Space Coast Area Transit vehicles must have two-way radios that are in good working condition. All trip monitoring is done by two-way radio system between the radio operator and vehicle operators. All lead operators, operations managers, and customer service supervisors are equipped with two-way radios and are monitored while on duty. Technological advances such as Mobile Data Terminals can provide additional communication options. |
| Air Conditioning/Heating                                     | All Space Coast Area Transit vehicles must have working heating and air conditioning systems.   |
| Billing Requirements   | All TD related bills must be paid within 45 working days to TD subcontractors as stated in their coordination agreements, after receipt of payment by the Brevard County Finance Department in accordance with Brevard County policies, LCB rules and Section 287.0585, F.S. If the coordination contract does not specify the 45-working day   |

|                      |   |
|----------------------|---|
| Commission Standards | Comments: Put in the Standards from the TDSP  |
|                      | timeframe, then payment will be made within 7 working days after receipt of payment in accordance with Section 287.0585, F.S. |

**Findings:**

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

**Recommendations:**

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

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

### **Compliance with Local Standards**

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

Review the TDSP for the Local standards.

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

**MEASURABLE STANDARDS/GOALS (Data from FY 2022/23)**

| Measurable Standards/Goals       | Standard/Goal  | Latest Figures   | Is the CTC/Operator meeting the Standard?<br>Yes / No |
|----------------------------------|--|--|---|
| <b>Public Transit Ridership:</b> | <b><i>CTC = Operator A</i></b>   | <b><i>CTC = Operator A</i></b>   |   |
|                                  | Rule 41-2.006 (4) (u)<br>In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system.  | The CTC did not provide a fixed route goal within the evaluation period. | N/A   |
| <b>On-Time Performance:</b>      | <b><i>CTC = Operator A</i></b>   | <b><i>CTC = Operator A</i></b>   |   |
|                                  | TDSP standards, 90% of TD trips must fall within the pick-up window (15 minutes before or after the scheduled pickup time).  | 63.8%  | No  |
| <b>Passenger No-shows:</b>       | <b><i>CTC = Operator A</i></b>   | <b><i>CTC = Operator A</i></b>   |   |
|                                  | Rule 41-2.006 (4) (o), the CTC and the LCB shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local TDSP<br><br>Space Coast Area Transit's goal is to have no more than five (5) no shows per 1,000 trips | 9  | No  |

| <b>Accidents:</b>  | <b>Standard Goal<br/>CTC = Operator A</b>   | <b>Latest Figures<br/>CTC = Operator A</b> |     |
|--|---|--|-----|
|  | <p>Rule 41-2.006 (4) (y)<br/>The CTC and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the CTC's evaluation of the contracted operators, and the TDLCB's evaluation of the CTC.</p> <p>Not to exceed 1.2 accidents per 100,000 vehicle miles.</p> | 0.17                                       | Yes |
| <p><b>Road calls:</b> 14</p> <p><b>Average age of Fleet:</b> 8 years</p> | <p>Rule 41-2.006 (6) (z)The CTC and the TDLCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system.</p> <p>No less than 10,000 miles between roadcalls.</p>  | 0.82                                       | Yes |



|  |   |                         |     |
|--|---|-------------------------|-----|
| <b>Complaints: 10</b><br><br><b>Number filed: 10</b> | <b>CTC = Operator A</b>   | <b>CTC = Operator A</b> |     |
|  | Rule 41-2.006 (4) (f), a local toll-free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number 1(800)983-2435 shall also be posted inside all vehicles of the coordinated system.<br><br>No more than one (1) complaints per 1,000 trips annually. | 10                      | Yes |
| <b>Call-Hold Time</b>                                | <b>CTC = Operator A</b>   | <b>CTC = Operator A</b> |     |
|  | TDSP standards states, that all calls should be answered within three rings and should not be placed on hold for longer than two minutes.<br><br>This standard should be accomplished for 95% of completed calls.   | 45+ minutes             | No  |

**Findings:**

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

After the evaluation period, on December 4, 2023, the TDLCB approved an annual goal of 1% (≈ 15 trips) of total trips that will be placed on the fixed route system.

**Recommendations:**

Space Coast Area Transit needs to explore the use of an automated trip booking and cancellation program so users can schedule their own trips or hire additional reservationists. The CTC must provide the TPO staff with a plan to address this issue within 60 days of receipt of this report since it was a repeat item from last year. The fixed route goal will be provided in the 2024 CTC Evaluation.

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**

**REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED**

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

ARE ACCESSIBLE FORMATS ON THE SHELF?                      ·   Yes  No

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

Accessible formats can be provided upon request.

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

Yes   ·   No

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

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

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

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

**Findings:**

N/A

**Recommendations:**

N/A

**FY 2022/23 GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY 22/23 Trip and Equipment Grant**

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

Yes · No

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

Yes · No **N/A**

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

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

PLEASE PROVIDE YOUR ACCIDENT LOG.

**N/A** — Space Coast Area Transit does not have any FTA funded vehicles.

**Findings:**

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

**Recommendations:**

N/A

## STATUS REPORT FOLLOW-UP FROM LAST CTD REVIEW

**DATE OF LAST REVIEW:** June 14, 2022 **STATUS REPORT DATED:** August 11, 2022

### **CTD RECOMMENDATION:**

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

### **CTC RESPONSE:**

1. Corrective Action: Space Coast Area Transit will inspect the files of every current rider and verify that we have a current application on file that clearly identifies the eligibility criteria upon which the eligibility determination was made and includes proper documentation to support the eligibility decision.

Space Coast Area Transit have established policies and procedures to ensure that updated passenger applications and documented eligibility decisions are on file for all active riders. As part of these procedures monthly audits are conducted to ensure that all future clients have an application and proof of eligibility on file.

These policies and procedures clearly identified Space Coast Area Transit's plans for monitoring the application process throughout the year as well as future years.

Upon completing the inventory of current TD clients, Space Coast Area Transit will provide the CTD with a certification that we have applications and eligibility documentation on file for all of the current clients.

**CURRENT STATUS:** Inspections of files are continuing since there are still instances where files are outdated or lack supporting documentation.

**CTD RECOMMENDATION:**

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

**CTC RESPONSE:**

2. Corrective Action: Space Coast Area Transit have modified the AOR procedures in regard to maintaining documentation used to prepare the AOR. The information is going to be maintained by the Planning Tech.

The policy has been amended to specifically references the source documents used to prepare the AOR and how the documentation will be maintained. Space Coast Area Transit added a provision to state: The data collected will contain all of the items required to be included in the AOR pursuant to the Instruction for Completion of the Annual such as the following:

- Passenger Trip data which includes number of one-way trips, bus pass trips, trips by type, purpose and funding source, trip reason, etc.
- Vehicle Information including the number of vehicles, vehicle miles, road calls, accidents, etc.
- Employee Information, number of part time and full time Drivers, Driver Hours, Maintenance Employees, Dispatchers, CSR, Schedulers, Management, etc.
- Revenues and expenditures.

In addition, the Planning Tech position has been identification as the position responsible for preparing the AOR and the Special Projects Coordinator is the specific position responsible for independently reviewing the AOR prior to submission to the FCTD.

The policies also include a provision on how the preparer and reviewer will indicate their roles in the process by initialing and dating each document.

**CURRENT STATUS:** This issue was addressed and resolved.

**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of observation: 11/9/23

Time: 10:03 am

Bus Number: 2406

Pick up location: Home (Titusville, FL)

Destination: Parrish Health Care (Wellness)

Name of Evaluator(s):Debbie Flynn

1. Was driver wearing identification?

Yes · No

Comments:

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

Yes · No

Comments:

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

· Yes  No

Comments:

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

Yes · No

Comments:

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

Yes · No

Comments:

4. Did the drive safely operate the tablet?

· Yes · No **N/A**

Comments: The driver is provided a paper manifests rather than utilizing a tablet.

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

Yes · No

Comments:

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

Yes · No

Comments:

7. Did the driver properly use the lift and secure the passenger?  Yes · No

Comments:

8. Is there adequate and safe seating for all the passengers?  Yes · No

Comments:

9. Number of passengers picked up/dropped off:

Ambulatory 1 (Walker)

Wheelchair

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

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

12. Was the driver wearing any identification?  Yes · No

Uniform · Name Tag  ID Badge Driver Name: Ed Koerner

13. Did the driver render an appropriate greeting?

Yes · No Driver regularly transports the passenger.

Notes: The TD Rider mentioned that he takes fixed route to his medical appointments when his paratransit time slot is not available.



**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of observation: 11/9/23

Time: 9:36 am

Bus Number: 2406

Pick up location: Home (Titusville, FL)

Destination: Health First (Medical Appointment)

Name of Evaluator(s):Debbie Flynn

1. Was driver wearing identification?  Yes · No

Comments:

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

Yes · No

Comments:

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

Yes · No

Comments:

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

Yes · No

Comments:

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

Yes · No

Comments:

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

Comments: The driver is provided a paper manifests rather than utilizing a tablet.

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

· Yes · No **N/A**

Comments: Passenger secured herself.

8. If used, was the lift in good working order? · Yes · No **N/A**

Comments:

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

· Yes · No **N/A**

Comments:

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

Yes · No

Comments:

11. Number of passengers picked up/dropped off:

Ambulatory 1

Wheelchair 0

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

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

14. Was the driver wearing any identification?  Yes · No

Uniform · Name Tag  ID Badge Driver Name: Ed Koerner

15. Did the driver render an appropriate greeting?

Yes · No Driver regularly transports the passenger.

Notes: The TD Rider mentioned that she drives to the supermarket down the street from her home rather than taking the paratransit service. I am unaware of what her medical appointment entails. There may be reason why she doesn't drive herself.

## VEHICLE INSPECTION FORM

**Date Inspected:** 11/9/23    **Year:** 2021    **Make:** Ford    **Model:** E-450

**Odometer:** 41,633    **Asset #:** 3330268    **FDOT#:** 50183    **Tag #:** TJ67770

**Contractor Representative:** N/A

**CTC Representatives:** Lance Parker                      Ken Harley

### INTERIOR VEHICLE ITEMS REVIEWED

| REVIEWED ITEMS  | GOOD<br>CONDITION | REPAIRS<br>ARE<br>NEEDED | COMMENTS   |
|---|-------------------|--------------------------|--|
| Driver's seat belt  | X                 |                          |  |
| Driver's seat secure  | X                 |                          |  |
| Seat belts operable (all)                                   | X                 |                          |  |
| Any seats torn or damaged                                   | X                 |                          |  |
| Interior light operable                                     | X                 |                          |  |
| Brake pedal pad covered                                     | X                 |                          |  |
| Parking brake operable                                      | X                 |                          |  |
| Rearview mirror   | X                 |                          |  |
| Horn  | X                 |                          |  |
| Wipers  | X                 |                          |  |
| Gauges/warning/dashboard lights                             | X                 |                          |  |
| A/c/defroster/heater  | X                 |                          |  |
| Complaint Number & Ombudsman helpline 1-800-983-2435 posted |                   |                          | The HelpLine number was not posted in the TD Bus |
| Title VI Act of 1964 Posted                                 | X                 |                          |  |
| Emergency exit (rear pass. door)                            | X                 |                          |  |

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

### EXTERIOR VEHICLE ITEMS REVIEWED

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





## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 9/28/23

Person surveyed: Client #3

1. Did you receive transportation service September 27, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?                      Yes       No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

Assistance not provided: Type of assistance requested:

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

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

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

9. What does transit mean to you? Transportation to get around.

Comments: N/A

**Survey of Passengers**

Person conducting survey: Debbie Flynn

Date of survey: 10/11/23

Person surveyed: Client #4

1. Did you receive transportation service October 10, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?                      Yes       No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

                    Assistance not provided: Type of assistance requested:

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

                    Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? Less time to make a reservation.

9. What does transit mean to you? Allows the client to get out of their home to go places.

Comments: N/A





## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 9/28/23

Person surveyed: Client #6

1. Did you receive transportation service March 19, 2023

2. How much were you charged for your trip? \$1.50 each way

3. How often do you normally use transit?                      daily                      3-5 Times/week                      1-2  
times/week      Monthly                      Bi-Monthly  Every 6 months

4. Have you ever been denied transportation?                      Yes       No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

                    Assistance not provided: Type of assistance requested:

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

                    Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify)      Long wait time to make a reservation.

Driver issue: (specify)      N/A

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

8. What can be done to improve your transit service?      Less time to make a reservation.

9. What does transit mean to you?      Allows the Client to get out of their home to go places.

Comments:      N/A



**Survey of Passengers**

Person conducting survey: Debbie Flynn

Date of survey: 9/29/23

Person surveyed: Client #8

1. Did you receive transportation service September 28, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?                      Yes                       No

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

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

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

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

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

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

If yes, indicate below

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

Assistance not provided: Type of assistance requested:

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

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? More available spaces.

9. What does transit mean to you? Blessing, helpful, and life sustaining. Allows the client to get out of his home and talk to people.

Comments: The client is not always able to reserve his desired time slot due to the time slot being constantly full.











## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 10/2/23

Person surveyed: Client #13

1. Did you receive transportation service September 25, 2023

2. How much were you charged for your trip? \$1.50 each way

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

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

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

                    Assistance not provided: Type of assistance requested:

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

                    Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? To be able to schedule a reservation less than 7 days in advance.

9. What does transit mean to you? The client relies on transit to get out of her home to go places. It means a lot to her.

Comments: The client is not always able to reserve her desired time slot due to the time slot being constantly full.



## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 10/3/23

Person surveyed: Client #15

1. Did you receive transportation service October 3, 2023

2. How much were you charged for your trip? \$1.50 each way – uses Token Transit on her phone to pay

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

4. Have you ever been denied transportation?                      Yes  No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

                    Assistance not provided: Type of assistance requested:

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

                    Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

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

9. What does transit mean to you? Transit allows the client to get from Point A to Point B. The service is very helpful.

Comments: N/A

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 10/3/23

Person surveyed: Client #16

1. Did you receive transportation service July 27, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?                      Yes  No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

Assistance not provided: Type of assistance requested:

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

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? Length of wait time to make a reservation.

9. What does transit mean to you? Transit means a lot to the client because she is not able to drive.

Comments: N/A

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 10/3/23

Person surveyed: Client #17

1. Did you receive transportation service October 3, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?                      Yes  No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

Assistance not provided: Type of assistance requested:

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

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? To improve pick up times, so she doesn't get to her medical appointments too early.

9. What does transit mean to you? Transit allows the client to get from Point A to Point B.

Comments: The client arrives to her medical appointment too early (1 hour).

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 10/11/23

Person surveyed: Client #18

1. Did you receive transportation service October 10, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?                      Yes  No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

                    Not eligible                      Out of Service Area                      No Space

Other: (Please specify)

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

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

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

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

If yes, indicate below

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

Assistance not provided: Type of assistance requested:

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

                    Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) The Client waits on hold from 35 minutes to an hour to make a reservation.

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? Reservation wait time and not have to transfer from bus to bus; the ability to ride one way on one bus no matter how long the ride would take.

9. What does transit mean to you? Transit allows the client to get from Point A to Point B. The client is very happy that Space Coast Area Transit offers the TD Services.

Comments: The client would like to use the App to purchase a monthly pass rather than Token. The client informed me that depending on where his destination is located, he would have to transfer from TD Bus to another TD Bus or fixed route bus. The transfer point was not in the safest of areas. He would prefer to stay on one bus no matter how long the ride would take.

## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 10/12/23

Person surveyed: Client #19

1. Did you receive transportation service September 18, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?                      Yes  No

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

What was the reason given?                      Driver Shortage                      Lack of Vehicles

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

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

Nutritional (Grocery/Food stamps)                      Education/Training/Day Care  
 Life Sustaining (Banking, Post Office, Nursing Home visits, recreation, etc.)

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

If yes, indicate below

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

Assistance not provided: Type of assistance requested:

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

Inconvenient pick-up time                      Vehicle condition(specify)

Reservation issue: (specify) N/A

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? More rider time slots in case of emergencies.

9. What does transit mean to you? Freedom.

Comments: N/A



## Survey of Passengers

Person conducting survey: Debbie Flynn

Date of survey: 10/12/23

Person surveyed: Client #20

1. Did you receive transportation service October 12, 2023

2. How much were you charged for your trip? \$1.50 each way

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

4. Have you ever been denied transportation?            Yes  No

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

What was the reason given?            Driver Shortage            Lack of Vehicles

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

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

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

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

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

If yes, indicate below

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

Assistance not provided: Type of assistance requested:

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

Inconvenient pick-up time            Vehicle condition(specify)

Reservation issue: (specify)

Driver issue: (specify) N/A

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

8. What can be done to improve your transit service? Direct trip to his destination.

9. What does transit mean to you? A lifeline.

Comments: The client was informed that his destination location in Melbourne was out of the service area for a direct TD Bus trip.



**2023 vs 2022  
Survey of Passengers Results**

|                | <b>2023</b>   |       | <b>2022</b>                 |       |
|----------------|---|-------|-----------------------------|-------|
|                | How often do you normally use transit?                                    | Daily | 0                           | Daily |
| 3-5 times/week |   | 6     | 3-5 times/week              | 4     |
| 1-2 times/week |   | 5     | 1-2 times/week              | 6     |
| Monthly        |   | 4     | Monthly                     | 1     |
| Bi-Monthly     |   | 3     | Bi-Monthly                  | 6     |
| Every 6 Months |   | 1     | Every 6 Months              | 0     |
|                | <b>2023</b>   |       | <b>2022</b>                 |       |
|                | Have you ever been denied transportation?                                 |       |                             |       |
|                | Yes   | 0     | Yes                         | 0     |
|                | No  | 21    | No                          | 21    |
|                | <b>2023</b>   |       | <b>2022</b>                 |       |
|                | If so, why?   |       |                             |       |
|                | Driver Shortage   | 0     | Driver Shortage             | 0     |
|                | Lack of Vehicles  | 0     | Lack of Vehicles            | 0     |
|                | Not Eligible  | 0     | Not Eligible                | 0     |
|                | Out of Service Area   | 0     | Out of Service Area         | 0     |
|                | No Space  | 0     | No Space                    | 0     |
|                | Other (specify)   | 0     | Other (specify)             | 0     |
|                | <b>2023</b>   |       | <b>2022</b>                 |       |
|                | What type of trips do you normally take?                                  |       |                             |       |
|                | Medical   | 19    | Medical                     | 10    |
|                | Employment  | 2     | Employment                  | 6     |
|                | Nutritional   | 6     | Nutritional                 | 4     |
|                | Education/Training/Day Care   | 1     | Education/Training/Day Care | 3     |
|                | Life Sustaining   | 6     | Life Sustaining             | 3     |
|                | <b>2023</b>   |       | <b>2022</b>                 |       |
|                | Did you have any problems on your last trip?                              |       |                             |       |
|                | Yes   | 0     | Late Pick-Up                | 2     |
|                | No  | 21    | No                          | 19    |
|                | <b>2023</b>   |       | <b>2022</b>                 |       |
|                | If yes,   |       |                             |       |
|                | Late Pick-Up  | 0     | Late Pick-Up                | 2     |
|                | Early Pick-Up   | 0     | Early Pick-Up               | 0     |
|                | Inconvenient pick-up time   | 0     | Inconvenient pick-up time   | 0     |
|                | <b>2023</b>   |       | <b>2022</b>                 |       |
|                | On a scale 1 to 5 (5 being most satisfied), how do you rate your service? |       |                             |       |
|                | 1   | 0     | 1                           | 0     |
|                | 2   | 0     | 2                           | 1     |
|                | 3   | 0     | 3                           | 1     |
|                | 4   | 4     | 4                           | 6     |
|                | 4.5   | 2     | 4.5                         | 0     |
|                | 5   | 15    | 5                           | 13    |

**Comments and Suggestions**

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

|                                      |
|--------------------------------------|
| <b>Level of Cost<br/>Worksheet 1</b> |
|--------------------------------------|

| <b>Expense</b>       | <b>Community<br/>Transportation<br/>Coordinator</b> | <b>Coordination<br/>Contractor</b> | <b>Total Expense</b> |
|----------------------|---|------------------------------------|----------------------|
| Labor                | \$1,816,004   | \$0                                | \$1,816,004          |
| Fringe Benefits      | \$389,044   | \$0                                | \$389,044            |
| Services             | \$1,837,068   | \$0                                | \$1,837,068          |
| Materials & Supplies | \$842,367   | \$0                                | \$842,367            |
| Utilities            | \$29,877  | \$0                                | \$29,877             |
| Casualty & Liability | \$77,062  | \$0                                | \$77,062             |
| Taxes                | \$0   | \$0                                | \$0                  |
| Purchased Transp.    | \$0   | \$0                                | \$0                  |
| Miscellaneous        | \$53,783  | \$0                                | \$53,783             |
| Interest             | \$0   | \$0                                | \$0                  |
| Leases & Rentals     | \$16,753  | \$0                                | \$16,753             |
| Annual Depreciation  | \$0   | \$0                                | \$0                  |
| Bus Pass             | \$20,387  | \$0                                | \$20,387             |
| Contributed Services | \$0   | \$0                                | \$0                  |
| Allocated Ind. Exp.  | \$656,269   | \$0                                | \$656,269            |
| <b>Grand Total</b>   | <b>\$5,738,614</b>                                  | <b>\$0</b>                         | <b>\$5,738,614</b>   |

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

|                              | <b>Column A<br/>Operators Available</b>   | <b>Column B<br/>Operators<br/>Contracted in<br/>the System</b> | <b>Column<br/>C<br/>Include<br/>Trips</b> | <b>Column D<br/>of all Trips</b> |
|------------------------------|---|--|---|----------------------------------|
| <b>Private Non-Profit</b>    | Brevard Achievement Center<br>Brevard Alzheimer's Foundation<br>Easter Seals<br>Promise Inc.<br>Space Coast CIL<br>The Arc of Space Coast   | 6  |   |                                  |
| <b>Private For-Profit</b>    | Lyft<br>Uber<br>Space Coast Private Driver<br>Beach Yellow Cab<br>Discount Cab<br>Black Hat Private Transport &<br>Courier<br>Executive Limo & Taxi<br>Stellar Transport<br>Coastal Health Systems of<br>Brevard<br>Owl Transportation<br>Comfort Rider Transportation<br>52 Taxi's and shuttle services in<br>Brevard County | 0  | 0   | 0                                |
| <b>Government</b>            | N/A   |  |   |                                  |
| <b>Public Transit Agency</b> | Space Coast Area Transit  | 1  |   |                                  |
| <b>Total</b>                 | 69+   | 7  |   |                                  |

2. How many of the operators are coordination contractors?

N/A

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

N/A

Does the CTC have the ability to expand?

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

4. Indicate the date the latest transportation operator was brought into the system.

N/A

5. Does the CTC have a competitive procurement process?  Yes · No
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

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

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

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

|     |
|-----|
| N/A |
|-----|

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

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

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

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

N/A

How many responded?

N/A

The request for bids/proposals was distributed:

N/A Locally

N/A Statewide

N/A Nationally

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

Yes, Space Coast Area Transit contracts their maintenance services to First Transit. The contractor has a 5-year contract with the option of a 2-year extension.

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

### **Worksheet 3**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

N/A

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

N/A

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

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

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

Coordination Contracts with Section 5310 agencies.

## Recommendations/Commendations/Suggestions

**Counties Served:** Brevard

**Date(s) of Review:** July 1, 2022 to June 30, 2023

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

### 1. RECORDS AND AREAS OF REVIEW

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

## II. FINDINGS AND RECOMMENDATIONS

### A. GENERAL INFORMATION

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

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

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

#### **Recommendation:**

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

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

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

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

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

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

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

**Area of Noncompliance:** N/A

**Recommendation:** N/A

**Timeline for Compliance:** N/A

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

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

Ensure compliance with minimum liability insurance requirement;

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

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

**Area of Noncompliance:**

None

**Recommendation:**

None

**Timeline for Compliance:**

N/A

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

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

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

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

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

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

**Area of Noncompliance:** N/A

**Recommendation:** N/A

**Timeline for Compliance:** N/A

### **E. Bus Ride**

**Area of Noncompliance:**

TD Riders may not be eligible for the TD Rider services:

TD Rider #1 mentioned that she drives to the supermarket down the street from her home rather than taking the paratransit service. I am unaware of what her medical appointment entails. There may be reason why she doesn't drive herself.

TD Rider #2 mentioned that he takes fixed route to his medical appointments when his paratransit time slot is not available.

**Recommendation:**

Staff to determine if the TD Riders are indeed eligible for the TD Services rather than fixed-route service.

**Timeline for Compliance:**

Staff must complete this task within 30 days of this report and provide documentation to the SCTPO staff when it is accomplished.

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

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

**Area of Noncompliance:**

N/A

**Recommendation:**

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

**Timeline for Compliance:**

N/A

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

**Previous Area of Noncompliance:**

The surveys should be conducted in January and July.

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

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

**Status:**

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

## **H. Additional Observations**

N/A

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

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

**Area of Noncompliance:** N/A

**Recommendation:** N/A

**Timeline for Compliance:** N/A

## **III. CONCLUSION**

The following recommendations and commendations have been made based on the 2023 CTC Evaluation:

### **Recommendations:**

1. Space Coast Area Transit must ensure that there are eligibility applications and supporting documents for each client.
2. Space Coast Area Transit must ensure that each Coordination Contractor provide the data for the Annual Operating Report on a quarterly basis. This needs to be done starting with the new State Fiscal Year in July 2024.
3. Space Coast Area Transit should establish a goal in the next Transportation Disadvantaged Service Plan update to transfer a certain percentage of clients from the door-to-door service to the fixed route.
4. Space Coast Area Transit to provide a local toll-free number for complaints or grievances in all vehicles that are used to transport TD riders.
5. Space Coast Area Transit must provide a strategy to address the client hold time within the next 120 days.
6. Space Coast Area Transit needs to inform TD clients when their ride is running late.

### **Commendations:**

1. The buses were very clean.
2. The bus driver was dressed appropriately and was very friendly.
3. The riders are very grateful that Brevard County/Space Coast Area Transit provides services for the transportation disadvantaged. Without their services, many of the riders would be homebound and would have no method of transportation to get to their medical appointments.
4. With limited staff Space Coast Area Transit handle an average of 155 calls per day. Also, staff works with partner agencies to make sure that their clients submit their applications and provide technical assistance as needed.
5. No rider that was surveyed mentioned ever being denied transportation.

## Appendix





Driver: Ed Koberber

# Operator Manifest

Date: 2023-11-09

Ending Mileage: 8589

Route: 87

Run Begin: 900

Beginning Mileage: 8468

Vehicle: 2406

Run End: 1635

Total Daily Mileage: 121

| Sch /Appt. Time | Est Time      | Arr Time Dep Time | Odometer | Address / Phone / Comments  | Client Name / Phone Disability | Mobails | Rare Type | Rare To Collect | Pass Type | Space Type |
|-----------------|---------------|-------------------|----------|---|--------------------------------|---------|-----------|-----------------|-----------|------------|
| 08:45           | 08:45 Start   | 900               | 0.0      | 401 S VARR AVE, COCOA, 32922 North Terminal                             |                                |         |           |                 |           |            |
| 09:50           | 09:35 Pickup  | 936               | 0.0      | 296 W TOWNE PL, TITUSVILLE, 32796                                       | Corns, Karen 3212895626        |         | H         | \$ 1.50         | CLI       | AM         |
| 10:30           | 09:47 Dropoff | 953               | 0.0      | 1855 KNOX MCRAE DR, TITUSVILLE, 32780 Health First                      | Corns, Karen 3212692028        |         |           |                 |           |            |
| 10:00           | 10:00 Pickup  | 1003              | 0.0      | 1171 S PARK AVE, #Apt E, TITUSVILLE, 32780 Morningside Apts             | Gehring, Timothy 3216071397    | W/A     | H         | \$ 1.50         | CLI       | AM         |
| 11:15           | 10:13 Dropoff | 1022              | 0.0      | 3065 COLUMBIA BLVD, #C104, TITUSVILLE, 32780 Parish Health and Wellness | Gehring, Timothy 3212686200    | W/A     |           |                 |           |            |
| 11:30           | 11:00 Pickup  | 1105              | 0.0      | 6785 BUXTON AVE, PORT ST JOHN, 32927 Summer Hill Apts - Building 400    | Mays, Crystal 3212434408       |         | H         | \$ 1.50         | CLI       | EW         |
|                 | 11:20 Dropoff | 1123              | 0.0      | 3175 CHENEY HWY, TITUSVILLE, 32780 Wal-Mart Titusville                  | Sarro, Barbara H               |         |           |                 |           |            |
|                 | 11:22 Dropoff | 1123              | 0.0      | 3175 CHENEY HWY, TITUSVILLE, 32780 Wal-Mart Titusville                  | Mays, Crystal O                |         |           |                 |           |            |
| 12:00           | 11:45 Pickup  |                   | 0.0      | 3065 COLUMBIA BLVD, #C104, TITUSVILLE, 32780 Parish Health and Wellness | Gehring, Timothy 3212686200    | W/A     | H         | \$ 1.50         | CLI       | AM         |
| 12:10           | 11:55 Pickup  |                   | 0.0      | 1855 KNOX MCRAE DR, TITUSVILLE, 32780 Health First                      | Corns, Karen 3212692028        |         | H         | \$ 1.50         | CLI       | AM         |
|                 | 12:02 Dropoff |                   | 0.0      | 1171 S PARK AVE, #Apt E, TITUSVILLE, 32780 Morningside Apts             | Gehring, Timothy 3216071397    | W/A     |           |                 |           |            |
|                 | 12:10 Dropoff |                   | 0.0      | 296 W TOWNE PL, TITUSVILLE, 32796                                       | Corns, Karen 3212895626        |         |           |                 |           |            |
| 12:20           | 12:20 Lunch   |                   |          |   |                                |         |           |                 |           |            |

| Sch /Appt. Time | Est Time      | Arr Time Dep Time | Odometer | Address / Phone / Comments  | Client Name / Phone Disability         | Mobaid | Fare Type | Fare To Collect | Pass Type | Space Type |
|-----------------|---------------|-------------------|----------|---|--|--------|-----------|-----------------|-----------|------------|
| 13:45           | 13:35 Pickup  | 1338              | 0.0      | 3175 CHENEY HWY, TITUSVILLE, 32780<br>Wal-Mart Titusville   | Mays, Crystal<br>O                     |        | H         | \$ 1.50         | CLI       | EW         |
| 13:45           | 13:39 Pickup  | 1338              | 0.0      | 3175 CHENEY HWY, TITUSVILLE, 32780<br>Wal-Mart Titusville   | Sarro, Barbara<br>H                    |        | H         | \$ 1.50         | CLI       | AM         |
|                 | 13:41 Dropoff | 1346              | 0.0      | 5320 WATERMILL LANE, #APT 106, TITUSVILLE, 32780<br>Summer Hill Apts - Building 400   | Sarro, Barbara<br>3215677366<br>H      |        | H         | \$ 1.50         | CLI       | AM         |
| 14:15           | 14:00 Pickup  | 1401              | 0.0      | 207 OJIBWAY AVE, TITUSVILLE, 32780<br>St Theresa Catholic Church<br>speech impaired   | Stephens, Michael<br>O                 |        | H         | \$ 1.50         | CLI       | AM         |
| 14:10           | 14:03 Pickup  | 1407              | 0.0      | 2121 S HOPKINS AVE, TITUSVILLE, 32780<br>Library Titusville   | Garfield, Harriett<br>B                | CA     | H         | \$ 1.50         | CLI       | AM         |
|                 | 14:10 Dropoff |                   | 0.0      | 915 S PARK AVE, TITUSVILLE, 32780<br>The Dolphins @ entrance only<br>speech impaired  | Stephens, Michael<br>321-567-4258<br>O |        |           |                 |           |            |
|                 | 14:20 Dropoff | 1427              | 0.0      | 2000 CHENEY HWY, TITUSVILLE, 32780<br>Shop/Titu Publix at Colonial C  | Garfield, Harriett<br>3212679606<br>B  | CA     |           |                 |           |            |
|                 | 14:38 Dropoff | 1447              | 0.0      | 6785 BUXTON AVE, PORT ST JOHN, 32927  | Mays, Crystal<br>3212434408<br>O       |        |           |                 |           |            |
| 15:15           | 15:00 Pickup  | 10                | 0.0      | 6257 US HWY 1, PORT ST JOHN, 32927<br>Shop/Port Pt St John Plaza Win<br>out in parking lot behind the Burger King *Plz assist on/off bus,<br>and for/from one bus to the other bus* | McBride, Brendan<br>O                  |        | T         | \$ 0.00         | CLI       | AM         |
| 15:55           | 15:40 Pickup  | 1541              | 0.0      | 801 GARDEN ST, TITUSVILLE, 32796<br>Dialysis Titusville<br>new - - effective 11/2/2023  | Garrett, Brenda<br>3215670122          |        | H         | \$ 1.50         | CLI       | AM         |
| 15:55           | 15:41 Pickup  | 1541              | 0.0      | 801 GARDEN ST, TITUSVILLE, 32796<br>Dialysis Titusville<br>new - - effective 1/10/2023  | Johnson, Richard<br>3215670122<br>O    | WA     | C         | \$ 0.00         | CLI       | AM         |
| 15:55           | 15:42 Pickup  | 1541              | 0.0      | 801 GARDEN ST, TITUSVILLE, 32796<br>Dialysis Titusville   | Stuart, Marcie<br>3215670122<br>M.V    |        | H         | \$ 1.50         | CLI       | AM         |
|                 | 15:45 Dropoff | 1608              | 0.0      | 1600 GARDEN ST, #Apt-47, TITUSVILLE, 32796<br>Garden Park Apts  | Stuart, Marcie<br>3217954386<br>M.V    | OT     |           |                 |           |            |
|                 | 15:49 Dropoff | 1564              | 0.0      | 1550 JESS PARRISH CT, TITUSVILLE, 32796<br>Nursing Vista Manor  | Garrett, Brenda<br>3212692201          |        |           |                 |           |            |

| Sch /Appl. Time | Est Time         | ArrTime Dep Time | Odometer | Address / Phone / Comments  | Client Name / Phone Disability | Mobalids | Fare Type | Fare To Collect | Pass Type | Space Type |
|-----------------|------------------|------------------|----------|---|--------------------------------|----------|-----------|-----------------|-----------|------------|
|                 | 15:56<br>Dropoff |                  | 0.0      | 1540 THORNTON AVE, TITUSVILLE, 32780  | Johnson, Richard<br>3214203223 | W/A      |           |                 |           |            |
|                 | 16:23<br>Dropoff | 10               | 0.0      | 3830 PALM AVE, MIMS, 32754<br>new - - effective 12/4/18 *Plz assist on/off, to/and from one bus to the other* CNBLA | McBride, Brendan<br>3866902237 |          |           |                 |           |            |
| 17:35           | 17:11<br>End     | 16:35            | 8589     | 401 S VARR AVE, COCOA, 32922<br>North Terminal  |                                |          |           |                 |           |            |

### Transportation Disadvantaged Performance Report Card

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

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

### Transportation Disadvantaged Performance Report Card

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

|                             | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23  | Dec-23  | Totals |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|--------|
| <b>Total trips</b>          | 6502   | 6512   | 7213   | 6750   | 7324   | 6968   | 6753   | 7784   | 7017   | 7040   | 0       | 0       | 69863  |
| % within window             | 54.0%  | 58.0%  | 71.5%  | 60.6%  | 61.0%  | 60.9%  | 68.3%  | 70.1%  | 63.5%  | 65.2%  | #DIV/0! | #DIV/0! | 63.5%  |
| % early                     | 30.5%  | 28.3%  | 13.8%  | 27.6%  | 26.6%  | 26.5%  | 22.5%  | 20.6%  | 27.1%  | 24.4%  | #DIV/0! | #DIV/0! | 24.6%  |
| % late (1-15 min.)          | 12.9%  | 11.4%  | 12.3%  | 9.6%   | 9.6%   | 9.8%   | 7.8%   | 7.7%   | 7.3%   | 8.5%   | #DIV/0! | #DIV/0! | 9.6%   |
| % late (16-30 min.)         | 1.6%   | 1.5%   | 1.4%   | 1.6%   | 2.1%   | 2.1%   | 1.1%   | 1.1%   | 1.4%   | 1.4%   | #DIV/0! | #DIV/0! | 1.5%   |
| % late (>30 min.)           | 1.0%   | 0.7%   | 0.9%   | 0.7%   | 0.8%   | 0.8%   | 0.4%   | 0.4%   | 0.6%   | 0.5%   | #DIV/0! | #DIV/0! | 0.7%   |
| % late                      | 15.5%  | 13.7%  | 14.6%  | 11.8%  | 12.5%  | 12.7%  | 9.2%   | 9.3%   | 9.4%   | 10.4%  | #DIV/0! | #DIV/0! | 11.9%  |
| <b>Total Reservations</b>   | 7964   | 7839   | 8774   | 8259   | 8866   | 8572   | 8164   | 9460   | 8549   | 8638   | 0       | 0       | 85085  |
| % of cancels                | 9.8%   | 9.8%   | 11.4%  | 10.4%  | 10.1%  | 11.5%  | 9.7%   | 9.2%   | 9.3%   | 10.5%  | #DIV/0! | #DIV/0! | 10.2%  |
| % of no-shows               | 8.6%   | 7.1%   | 6.4%   | 7.9%   | 7.3%   | 7.2%   | 7.6%   | 8.5%   | 8.6%   | 8.0%   | #DIV/0! | #DIV/0! | 7.7%   |
| % of standby-by trips       | 0.06%  | 0.03%  | 0.08%  | 0.01%  | 0.03%  | 0.06%  | 0.10%  | 0.06%  | 0.01%  | 0.06%  | #DIV/0! | #DIV/0! | 0.1%   |
| % of trips denied           | 0.05%  | 0.03%  | 0.01%  | 0.04%  | 0.01%  | 0.00%  | 0.00%  | 0.02%  | 0.01%  | 0.01%  | #DIV/0! | #DIV/0! | 0.0%   |
| % of reservations fulfilled | 81.6%  | 83.1%  | 82.2%  | 81.7%  | 82.6%  | 81.3%  | 82.7%  | 82.3%  | 82.1%  | 81.5%  | #DIV/0! | #DIV/0! | 82.1%  |
| <b>Purpose of trips:</b>    |        |        |        |        |        |        |        |        |        |        |         |         |        |
| MEDICAL                     | 9.2%   | 10.1%  | 10.5%  | 10.3%  | 10.3%  | 9.0%   | 9.3%   | 9.7%   | 10.9%  | 8.1%   | #DIV/0! | #DIV/0! | 9.7%   |
| MEDICAL DIALYSIS            | 14.5%  | 14.0%  | 15.1%  | 14.2%  | 13.5%  | 14.6%  | 14.0%  | 14.4%  | 15.2%  | 14.0%  | #DIV/0! | #DIV/0! | 14.3%  |
| MEDICAL PRESCRIPTION        | 0.1%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.1%   | 0.1%   | 0.0%   | 0.0%   | 0.1%   | #DIV/0! | #DIV/0! | 0.0%   |
| MEDICAL THERAPY             | 1.0%   | 1.3%   | 2.1%   | 1.3%   | 1.5%   | 1.1%   | 0.9%   | 0.9%   | 0.9%   | 1.1%   | #DIV/0! | #DIV/0! | 1.2%   |
| FOOD SHOPPING               | 1.8%   | 1.8%   | 2.3%   | 2.1%   | 2.6%   | 1.5%   | 1.9%   | 2.3%   | 2.3%   | 2.5%   | #DIV/0! | #DIV/0! | 2.1%   |
| SHOPPING FOR OTHER          | 2.5%   | 2.6%   | 2.5%   | 2.1%   | 2.3%   | 2.6%   | 2.1%   | 2.0%   | 1.7%   | 1.9%   | #DIV/0! | #DIV/0! | 2.2%   |
| MEETINGS                    | 4.8%   | 5.3%   | 4.1%   | 4.9%   | 4.4%   | 4.3%   | 6.0%   | 5.0%   | 4.3%   | 5.3%   | #DIV/0! | #DIV/0! | 4.8%   |
| RECREATIONAL                | 1.4%   | 1.5%   | 1.6%   | 1.7%   | 1.8%   | 1.4%   | 1.9%   | 2.2%   | 2.0%   | 2.5%   | #DIV/0! | #DIV/0! | 1.8%   |
| SCHOOL                      | 0.9%   | 1.6%   | 1.7%   | 1.8%   | 1.8%   | 1.4%   | 1.2%   | 1.4%   | 2.1%   | 2.2%   | #DIV/0! | #DIV/0! | 1.6%   |
| SOCIAL SERVICES             | 0.2%   | 0.4%   | 0.1%   | 0.0%   | 0.1%   | 0.1%   | 0.1%   | 0.1%   | 0.1%   | 0.1%   | #DIV/0! | #DIV/0! | 0.1%   |
| CENTER CLIENTS              | 43.7%  | 42.2%  | 41.7%  | 42.7%  | 42.4%  | 45.5%  | 45.8%  | 44.0%  | 42.3%  | 43.0%  | #DIV/0! | #DIV/0! | 43.3%  |
| HURRICANE                   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | #DIV/0! | #DIV/0! | 0.0%   |
| WORK                        | 17.0%  | 16.3%  | 15.4%  | 14.8%  | 15.4%  | 14.4%  | 13.2%  | 14.6%  | 14.8%  | 15.9%  | #DIV/0! | #DIV/0! | 15.2%  |
| OTHER                       | 2.9%   | 3.0%   | 2.9%   | 4.0%   | 3.9%   | 4.0%   | 3.6%   | 3.3%   | 3.5%   | 3.4%   | #DIV/0! | #DIV/0! | 3.5%   |
|                             |        |        |        |        |        |        |        |        |        |        |         |         | 100.0% |



# CTC Trips

County: Brevard

CTC Status: Approved

CTC Organization: Space Coast Area Transit

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

CTD Status: Approved

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

Community Transportation Coordinator Trips by Service Type

One Way

| Trip Type   | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Fixed Route/ Fixed Schedule Daily Pass Trips      | 380,270                             | Not Applicable           | 380,270                         | 380,656                             | Not Applicable           | 380,656                         |
| Fixed Route/ Fixed Schedule Weekly Pass Trips     | 12,630                              | Not Applicable           | 12,630                          | 36,750                              | Not Applicable           | 36,750                          |
| Fixed Route/ Fixed Schedule Monthly Pass Trips    | 17,880                              | Not Applicable           | 17,880                          | 16,116                              | Not Applicable           | 16,116                          |
| Deviated Fixed Route Service                      | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| Complementary Americans with Disabilities Service | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| Paratransit Ambulatory                            | 105,430                             | 0                        | 105,430                         | 96,346                              | 0                        | 96,346                          |
| Paratransit Non-Ambulatory                        | 11,983                              | 0                        | 11,983                          | 8,828                               | 0                        | 8,828                           |
| Paratransit Stretcher                             | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Transportation Network Companies                  | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| Taxi  | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| School Board (School Bus)                         | 14,066                              | Not Applicable           | 14,066                          | 13,212                              | Not Applicable           | 13,212                          |
| Volunteers  | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| <b>Total – Service Type</b>                       | <b>542,259</b>                      | <b>0</b>                 | <b>542,259</b>                  | <b>551,908</b>                      | <b>0</b>                 | <b>551,908</b>                  |

Contracted Transportation Operator

| Contracted Transportation Operator   | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|--|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| How many of the total trips were provided by Contracted Transportation Operators?  | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| If the Community Transportation Coordinator provides transportation services, do not include the Community Transportation Contractor | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Total – Contracted Transportation Operator Trips   | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |



Community Transportation Coordinator Trips by Revenue Source

One Way

| Agency  | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Agency for Health Care Administration           | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Agency for Persons with Disabilities            | 23,682                              | 0                        | 23,682                          | 32,786                              | 0                        | 32,786                          |
| Commission for the Transportation Disadvantaged | 54,289                              | Not Applicable           | 54,289                          | 53,900                              | Not Applicable           | 53,900                          |
| Department of Economic Opportunity              | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Department of Children and Families             | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Department of Education                         | 17,880                              | 0                        | 17,880                          | 16,116                              | 0                        | 16,116                          |
| Department of Elder Affairs                     | 6,036                               | 0                        | 6,036                           | 6,177                               | 0                        | 6,177                           |
| Department of Health                            | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Department of Juvenile Justice                  | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Department of Transportation                    | 148,091                             | 0                        | 148,091                         | 144,303                             |                          | 144,303                         |
| Local Government                                | 162,157                             | 0                        | 162,157                         | 157,425                             | 0                        | 157,425                         |
| Local Non-Government                            | 130,124                             | 0                        | 130,124                         | 141,201                             | 0                        | 141,201                         |
| Other Federal and State Programs                | 0                                   | 0                        | 0                               | 0                                   | 0                        | 0                               |
| Total – Revenue Source                          | 542,259                             | 0                        | 542,259                         | 551,908                             | 0                        | 551,908                         |

Passenger Type: One Way

| Passenger Type                | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|-------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Older Adults                  | 169,944                             | 0                        | 169,944                         | 151,908                             | 0                        | 151,908                         |
| Children at Risk              | 42,353                              | 0                        | 42,353                          | 40,532                              | 0                        | 40,532                          |
| Persons with Disabilities     | 95,689                              | 0                        | 95,689                          | 104,246                             | 0                        | 104,246                         |
| Low Income                    | 168,281                             | 0                        | 168,281                         | 183,328                             | 0                        | 183,328                         |
| Other                         | 65,992                              | 0                        | 65,992                          | 71,894                              | 0                        | 71,894                          |
| <b>Total – Passenger Type</b> | <b>542,259</b>                      | <b>0</b>                 | <b>542,259</b>                  | <b>551,908</b>                      | <b>0</b>                 | <b>551,908</b>                  |

Trip Purpose: One Way

| Trip Purpose                   | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|--------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Medical                        | 61,735                              | 0                        | 61,735                          | 67,564                              | 0                        | 67,564                          |
| Employment                     | 214,497                             | 0                        | 214,497                         | 229,919                             | 0                        | 229,919                         |
| Educational, Training, Daycare | 187,005                             | 0                        | 187,005                         | 186,932                             | 0                        | 186,932                         |
| Nutritional                    | 3,055                               | 0                        | 3,055                           | 1,681                               | 0                        | 1,681                           |
| Life Sustaining, Other         | 75,967                              | 0                        | 75,967                          | 65,812                              | 0                        | 65,812                          |
| <b>Total – Trip Purpose</b>    | <b>542,259</b>                      | <b>0</b>                 | <b>542,259</b>                  | <b>551,908</b>                      | <b>0</b>                 | <b>551,908</b>                  |

Unduplicated Passenger Head Count

| Head Count                              | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Unduplicated Passenger Head Count       | 10,006                              | 0                        | 10,006                          | 10,180                              | 0                        | 10,180                          |
| Unduplicated Passenger Head Count Total | 10,006                              | 0                        | 10,006                          | 10,180                              | 0                        | 10,180                          |

Unmet and No Shows

| Unmet and No Shows  | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Unmet Trip Requests | 22                                  | Not Applicable           | 22                              | 23                                  | Not Applicable           | 23                              |
| No Shows            | 7,289                               | Not Applicable           | 7,289                           | 7,866                               | Not Applicable           | 7,866                           |

Customer Feedback

| Customer Feedback | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|-------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Complaints        | 3                                   | Not Applicable           | 3                               | 5                                   | Not Applicable           | 5                               |
| Commendations     | 12                                  | Not Applicable           | 12                              | 3                                   | Not Applicable           | 3                               |

**Community Transportation Coordinator Vehicles and Drivers**

County: Brevard

Community Transportation Coordinator Status: Complete

Fiscal Year: 07/01/2022 – 06/30/2023

Community Transportation Coordinator Status: Complete

**Vehicle Miles**

| Mile Types  | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Deviated Fixed Route Miles                              | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| Complimentary Americans with Disabilities Service Miles | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| Paratransit Miles                                       | 1,154,129                           | 0                        | 1,154,129                       | 1,151,649                           | 0                        | 1,151,649                       |
| Transportation Network Companies Miles                  | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| Taxi Miles  | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| School Board (School Bus) Miles                         | 30,936                              | Not Applicable           | 30,936                          | 16,953                              | Not Applicable           | 16,953                          |
| Volunteers Miles  | 0                                   | Not Applicable           | 0                               | 0                                   | Not Applicable           | 0                               |
| <b>Total – Vehicle Miles</b>                            | <b>1,185,065</b>                    | <b>Not Applicable</b>    | <b>1,185,065</b>                | <b>1,168,602</b>                    | <b>Not Applicable</b>    | <b>1,168,602</b>                |

Roadcalls and Accidents

| Type                 | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|----------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Roadcalls            | 14                                  | 0                        | 14                              | 16                                  | 0                        | 16                              |
| Chargeable Accidents | 2                                   | 0                        | 2                               | 3                                   | 0                        | 3                               |

Vehicle Inventory

| Type                                 | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|--------------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Total Number of Vehicles             | 128                                 | 0                        | 128                             | 165                                 | 0                        | 165                             |
| Total Wheelchair Accessible Vehicles | 95                                  | 0                        | 95                              | 102                                 | 0                        | 102                             |

Drivers

| Type                                  | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---------------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Total Full Time and Part Time Drivers | 24                                  | 0                        | 24                              | 121                                 | 0                        | 121                             |
| Total Volunteer Drivers               | 115                                 | 0                        | 115                             | 17                                  | 0                        | 17                              |

Community Transportation Coordinator Revenue Sources

County: Brevard

Community Transportation Coordinator Status: Complete

Fiscal Year: 07/01/2022 – 06/30/2023

Community Transportation Coordinator Status: Complete

Revenue Sources

| Source                                | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---------------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Agency for Health Care Administration | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Agency for Persons with Disabilities  | \$117,173                           | \$0                      | \$117,173                       | \$116,539                           | \$0                      | \$116,539                       |
| Department of Economic Opportunity    | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Department of Children and Families   | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Department of Education               | \$5,361                             | \$0                      | \$5,361                         | \$7,155                             | \$0                      | \$7,155                         |
| Department of Elder Affairs           | \$6,000                             | \$0                      | \$6,000                         | \$4,000                             | \$0                      | \$4,000                         |
| Department of Health                  | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Department of Juvenile Justice        | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |

Commission for the Transportation Disadvantaged

| Source                             | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|------------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Non-Sponsored Trip Program         | \$1,260,979                         | Not Applicable           | \$1,260,979                     | \$1,183,681                         | Not Applicable           | \$1,183,681                     |
| Non-Sponsored Capital Equipment    | \$0                                 | Not Applicable           | \$0                             | \$0                                 | Not Applicable           | \$0                             |
| Rural Capital Equipment            | \$0                                 | Not Applicable           | \$0                             | \$0                                 | Not Applicable           | \$0                             |
| Transportation Disadvantaged Other | \$0                                 | Not Applicable           | \$0                             | \$0                                 | Not Applicable           | \$0                             |

Department of Transportation

| Source                             | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|------------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| 49 United States Code 5307         | \$2,711,408                         | \$0                      | \$2,711,408                     | \$4,190,318                         | \$0                      | \$4,190,318                     |
| 49 United States Code 5310         | \$226,593                           | \$0                      | \$226,593                       | \$0                                 | \$0                      | \$0                             |
| 49 United States Code 5311         | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| 49 United States Code 5311 (f)     | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Block Grant                        | \$381,181                           | \$0                      | \$381,181                       | \$524,791                           | \$0                      | \$524,791                       |
| Service Development                | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Commuter Assistance Program        | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Other Department of Transportation | \$121,747                           | \$0                      | \$121,747                       | \$289,522                           | \$0                      | \$289,522                       |

Local Government

| Source                    | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| School Board (School Bus) | \$124,150                           | Not Applicable           | \$124,150                       | \$79,093                            | \$0                      | \$79,093                        |
| County Cash               | \$989,238                           | \$0                      | \$989,238                       | \$383,229                           | \$0                      | \$383,229                       |
| County In-Kind            | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| City Cash                 | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| City In-Kind              | \$0                                 | \$0                      | 0                               | \$0                                 | \$0                      | \$0                             |
| Other Cash                | \$74,556                            | \$0                      | \$74,556                        | \$0                                 | \$0                      | \$0                             |
| Other In-Kind             | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |

Local Non-Government

| Source                     | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|----------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Farebox                    | \$303,392                           | \$0                      | \$303,392                       | \$272,114                           | \$0                      | \$272,114                       |
| Donations or Contributions | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Other Non-Government       | \$128,961                           | \$0                      | \$128,961                       | \$112,206                           | \$0                      | \$112,206                       |

Other Federal and State Programs

| Source                  | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|-------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Other Federal Programs  | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Other State Programs    | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Total – Revenue Sources | \$6,450,739                         | \$0                      | \$6,450,739                     | \$7,162,648                         | \$0                      | \$7,162,648                     |



Community Transportation Coordinator Expense Sources

County: Brevard

Community Transportation Coordinator Status: Complete

Fiscal Year: 07/01/2020 – 06/30/2021

Community Transportation Coordinator Status: Complete

Expense Sources

| Source                          | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Labor                           | \$1,816,004                         | \$0                      | \$1,816,004                     | \$1,988,560                         | \$0                      | \$1,988,560                     |
| Fringe Benefits                 | \$389,044                           | \$0                      | \$389,044                       | \$334,811                           | \$0                      | \$334,811                       |
| Services                        | \$1,837,068                         | \$0                      | \$1,837,068                     | \$1,475,408                         | \$0                      | \$1,475,408                     |
| Materials and Supplies Consumed | \$842,367                           | \$0                      | \$842,367                       | \$647,330                           | \$0                      | \$647,330                       |
| Utilities                       | \$29,877                            | \$0                      | \$29,877                        | \$27,290                            | \$0                      | \$27,290                        |
| Casualty and Liability          | \$77,062                            | \$0                      | \$77,062                        | \$73,917                            | \$0                      | \$73,917                        |
| Taxes                           | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Miscellaneous                   | \$53,753                            | \$0                      | \$53,753                        | \$3,268                             | \$0                      | \$3,268                         |
| Interest                        | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Leases and Rentals              | \$16,753                            | \$0                      | \$16,753                        | \$14,003                            | \$0                      | \$14,003                        |
| Capital Purchases               | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Contributed Services            | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Allocated Indirect Expenses     | \$5,738,614                         | \$0                      | \$5,738,614                     | \$5,229,943                         | \$0                      | \$5,229,943                     |

Purchased Transportation Services

| Source                           | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|----------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Bus Pass                         | \$20,387                            | Not Applicable           | \$20,387                        | \$923                               | Not Applicable           | \$923                           |
| School Board (School Bus)        | \$0                                 | Not Applicable           | \$0                             | \$140,436                           | Not Applicable           | \$140,436                       |
| Transportation Network Companies | \$0                                 | Not Applicable           | \$0                             | \$0                                 | Not Applicable           | \$0                             |
| Taxi                             | \$0                                 | Not Applicable           | \$0                             | \$0                                 | Not Applicable           | \$0                             |
| Contracted Operator              | \$0                                 | Not Applicable           | \$0                             | \$0                                 | Not Applicable           | \$0                             |
| Total Expense Sources            | \$5,738,614                         | Not Applicable           | \$5,738,614                     | \$5,229,943                         | \$0                      | \$5,229,943                     |

County: Brevard  
 CTC: Space Coast Area Transit  
 Contact: Terry Jordan  
 401 South Varr Avenue  
 Cocoa, FL 32922  
 321-635-7815  
 Email: terry.jordan@brevardfl.gov

| Demographics            | Number |
|-------------------------|--------|
| Total County Population | 0      |
| Unduplicated Head Count | 10,006 |



| Trips By Type of Service  | 2021           | 2022           | 2023           |
|---------------------------|----------------|----------------|----------------|
| Fixed Route (FR)          | 371,866        | 433,522        | 410,780        |
| Deviated FR               | 0              | 0              | 0              |
| Complementary ADA         | 0              | 0              | 0              |
| Paratransit               | 160,280        | 105,174        | 117,413        |
| TNC                       | 0              | 0              | 0              |
| Taxi                      | 0              | 0              | 0              |
| School Board (School Bus) | 4,943          | 13,212         | 14,066         |
| Volunteers                | 0              | 0              | 0              |
| <b>TOTAL TRIPS</b>        | <b>537,089</b> | <b>551,908</b> | <b>542,259</b> |

| Vehicle Data  | 2021      | 2022      | 2023      |
|---------------|-----------|-----------|-----------|
| Vehicle Miles | 1,006,210 | 1,168,602 | 1,185,065 |
| Roadcalls     | 23        | 16        | 14        |
| Accidents     | 4         | 3         | 2         |
| Vehicles      | 165       | 165       | 128       |
| Drivers       | 112       | 138       | 139       |

| Passenger Trips By Trip Purpose | 2021           | 2022           | 2023           |
|---------------------------------|----------------|----------------|----------------|
| Medical                         | 67,457         | 67,564         | 61,735         |
| Employment                      | 222,897        | 229,919        | 214,497        |
| Ed/Train/DayCare                | 186,913        | 186,932        | 187,005        |
| Nutritional                     | 1,653          | 1,681          | 3,055          |
| Life-Sustaining/Other           | 58,169         | 65,812         | 75,967         |
| <b>TOTAL TRIPS</b>              | <b>537,089</b> | <b>551,908</b> | <b>542,259</b> |

| Financial and General Data | 2021        | 2022        | 2023        |
|----------------------------|-------------|-------------|-------------|
| Expenses                   | \$4,576,204 | \$5,229,943 | \$5,738,614 |
| Revenues                   | \$6,783,135 | \$7,162,648 | \$6,450,739 |
| Commendations              | 20          | 3           | 12          |
| Complaints                 | 2           | 5           | 3           |
| Passenger No-Shows         | 4,414       | 7,866       | 7,289       |
| Unmet Trip Requests        | 3           | 23          | 22          |

| Passenger Trips By Revenue Source | 2021           | 2022           | 2023           |
|-----------------------------------|----------------|----------------|----------------|
| CTD                               | 41,442         | 53,900         | 54,289         |
| AHCA                              | 0              | 0              | 0              |
| APD                               | 9,129          | 32,786         | 23,682         |
| DOEA                              | 5,639          | 6,177          | 6,036          |
| DOE                               | 14,040         | 16,116         | 17,880         |
| Other                             | 466,839        | 442,929        | 440,372        |
| <b>TOTAL TRIPS</b>                | <b>537,089</b> | <b>551,908</b> | <b>542,259</b> |

| Performance Measures        | 2021    | 2022    | 2023    |
|-----------------------------|---------|---------|---------|
| Accidents per 100,000 Miles | 0.40    | 0.26    | 0.17    |
| Miles between Roadcalls     | 43,748  | 73,038  | 84,648  |
| Avg. Trips per Passenger    | 55.07   | 54.21   | 54.19   |
| Cost per Trip               | \$8.52  | \$9.48  | \$10.58 |
| Cost per Paratransit Trip   | \$28.52 | \$49.72 | \$48.70 |
| Cost per Total Mile         | \$4.55  | \$4.48  | \$4.84  |
| Cost per Paratransit Mile   | \$4.58  | \$4.54  | \$4.95  |

| Trips by Provider Type  | 2021           | 2022           | 2023           |
|-------------------------|----------------|----------------|----------------|
| CTC                     | 537,089        | 551,908        | 542,259        |
| Transportation Operator | 0              | 0              | 0              |
| Coordination Contractor | 0              | 0              | 0              |
| <b>TOTAL TRIPS</b>      | <b>537,089</b> | <b>551,908</b> | <b>542,259</b> |

Community Transportation Coordinator Expense Sources

County: Brevard

Community Transportation Coordinator Status: Complete

Fiscal Year: 07/01/2020 – 06/30/2021

Community Transportation Coordinator Status: Complete

Expense Sources

| Source                          | C.T.C. and Transportation Operators | Coordination Contractors | Total Selected Reporting Period | C.T.C. and Transportation Operators | Coordination Contractors | Total Previous Reporting Period |
|---------------------------------|-------------------------------------|--------------------------|---------------------------------|-------------------------------------|--------------------------|---------------------------------|
| Labor                           | \$1,816,004                         | \$0                      | \$1,816,004                     | \$1,988,560                         | \$0                      | \$1,988,560                     |
| Fringe Benefits                 | \$389,044                           | \$0                      | \$389,044                       | \$334,811                           | \$0                      | \$334,811                       |
| Services                        | \$1,837,068                         | \$0                      | \$1,837,068                     | \$1,475,408                         | \$0                      | \$1,475,408                     |
| Materials and Supplies Consumed | \$842,367                           | \$0                      | \$842,367                       | \$647,330                           | \$0                      | \$647,330                       |
| Utilities                       | \$29,877                            | \$0                      | \$29,877                        | \$27,290                            | \$0                      | \$27,290                        |
| Casualty and Liability          | \$77,062                            | \$0                      | \$77,062                        | \$73,917                            | \$0                      | \$73,917                        |
| Taxes                           | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Miscellaneous                   | \$53,753                            | \$0                      | \$53,753                        | \$3,268                             | \$0                      | \$3,268                         |
| Interest                        | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Leases and Rentals              | \$16,753                            | \$0                      | \$16,753                        | \$14,003                            | \$0                      | \$14,003                        |
| Capital Purchases               | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Contributed Services            | \$0                                 | \$0                      | \$0                             | \$0                                 | \$0                      | \$0                             |
| Allocated Indirect Expenses     | \$5,738,614                         | \$0                      | \$5,738,614                     | \$5,229,943                         | \$0                      | \$5,229,943                     |

# PARATRANSIT ELIGIBILITY APPEAL PROCESS AND FORM

## APPEALING TD AND ADA PARATRANSIT ELIGIBILITY

Under the Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations 49 C.F.R. Section 37.125(g), transit service providers must “establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial.” Space Coast Area Transit’s administrative Transportation Disadvantaged (TD) and ADA Paratransit Eligibility Appeal Process is intended to give applicants who have been denied eligibility, or who have been deemed conditionally eligible, the opportunity to have their case heard independent of the initial decision maker.



## THE RIGHT TO APPEAL

- Applicants have 60 days from the date of the eligibility determination letter to appeal the decision in writing to the Brevard County ADA Coordinator.
- Prior to the hearing, the applicant’s eligibility status remains unchanged from the original determination made by Space Coast Area Transit.
- Appeals will be heard independently of Space Coast Area Transit.
- Applicants will have the right to speak in person on their own behalf and/or have others represent them at appeal proceedings.
- Applicants will have the right to necessary support, such as an interpreter, if requested in the appeal letter.
- The determination resulting from the appeal will be made in writing within 30-Days and will state the reason(s) for the decision. If a decision is not made within 30-Days of the date of appeal, full eligibility will be given until a decision is made.
- Applicants may reapply for service at any time if there is a change in their functional mobility.

## PROCESS FOR ELIGIBILITY APPEAL

An appeal is conducted by the Brevard County ADA Coordinator, who is an advocate for people with disabilities. The applicant may also request an in-person hearing or a telephone hearing. All in person and telephone hearings must be scheduled with the Brevard County ADA Coordinator. The applicant is not required to state the reason for requesting an appeal. All requests for an appeal must be filed in writing.

### Options include:

- Complete and return the Paratransit Eligibility Appeal Form on page 10 of the Rider’s Guide, online at [321Transit.com/AppealForm](http://321Transit.com/AppealForm) and also included with the denial letter sent to the applicant.
- Write a letter notifying the Brevard County ADA Coordinator of applicant’s intent to appeal.

Both these options provide an opportunity to be heard and to present information and arguments to why the applicant believes the denial should be reversed. The Paratransit Eligibility Appeal Form or a letter requesting an appeal, along with any additional documentation to be submitted as part of the appeal process, should be sent to: **Brevard County ADA Coordinator, 2725 Judge Fran Jamieson Way, Building B Suite 106, Viera, FL 32940.** For questions, contact the ADA Coordinator at 321-637-5347 or e-mail [ADACompliance@BrevardFL.gov](mailto:ADACompliance@BrevardFL.gov).

# PARATRANSIT ELIGIBILITY APPEAL FORM

## NOTICE OF APPEAL FOR ADA PARATRANSIT ELIGIBILITY

The Paratransit Eligibility Appeal Form is provided to assist applicants in filing an appeal and providing information to the Brevard County ADA Coordinator. Completion of this form is not mandatory, however, a written appeal of some type must be submitted to the Brevard County ADA Coordinator within 60 days of the date on the Applicant's Paratransit Eligibility Determination Letter.

Date of Eligibility Determination Letter: \_\_\_\_\_ Date of Appeal Submittal: \_\_\_\_\_

I (full name of applicant), \_\_\_\_\_,

wish to appeal the  TD Paratransit or  ADA Paratransit eligibility decision.

Person Submitting Form if other than Applicant: \_\_\_\_\_

Applicant's Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone with Area Code: \_\_\_\_\_

Applicants requesting an appeal will be notified in writing of the time, date and location of the appeal hearing and are encouraged to attend the appeal hearing, although attendance is not mandatory. If the applicant requesting the appeal cannot attend, they may request a telephone interview or have another person(s) represent them at the hearing. If the applicant or a designated representative is not present at the appeal hearing, the decision to uphold or reverse the appeal will be based on the documentation submitted. For questions about the right to appeal, contact the Brevard County ADA Coordinator at 321-637-5347 or e-mail [ADACompliance@BrevardFL.gov](mailto:ADACompliance@BrevardFL.gov). Hearing impaired may dial 711 for the Florida Relay Service.

### Briefly state the reason why you are appealing (not mandatory)

At the in-person TD or ADA Paratransit eligibility interview or functional assessment, applicants requiring self-advocacy may bring someone with them. Additionally, applicants may provide any information or documentation that will help to show that they are eligible because they cannot use the Fixed Route Bus System. Documentation may include any of the following:

- A detailed statement from a disability service provider explaining how the disability or its symptoms/effects prevents the applicants from using the Fixed Route Bus System.
- A detailed statement from a medical professional or disability-related information that explains how the disability or its symptoms/effects prevents the applicant from using the Fixed Route Bus System.
- Any other documentation the applicant would like to provide that might be of assistance.

# TD SERVICES GRIEVANCE PROCEDURE AND FORM

## GRIEVANCE PROCEDURE

The intent of the Grievance Procedure for Transportation Disadvantaged (TD) Services is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, and Rule 41-2.012 of the Florida Administrative Code (FAC). **View the Brevard County Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Procedure in its entirety at [321Transit.com/Grievance](https://321Transit.com/Grievance).**

A multi-layered approach for problem resolution incorporated into the Grievance Procedure. For the purpose of the TDLCB, 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.*

## HOW TO FILE A GRIEVANCE

A grievance must be filed in writing by completing the Grievance Form on page 22 of the Rider’s Guide For Special Services or at [321Transit.com/GrievanceForm](https://321Transit.com/GrievanceForm). 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 completed form should be mailed to: **Transit Director, Space Coast Area Transit, 401 S. Varr. Ave., Cocoa, Florida 32922**. Space Coast Area Transit (the Community Transportation Coordinator) must respond to the Complainant in writing no later than 7 working days from the date the grievance is received.

## THE TDLCB GRIEVANCE SUBCOMMITTEE

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 TDLCB 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.

## APPEAL TO THE TDLCB:

The Complainant may appeal the decision of the TDLCB Grievance Subcommittee in writing to the Brevard County Transportation Disadvantaged Local Coordinating Board (TDLCB) within 5 working days from the date the Complainant received written notice from the Subcommittee of its decision.

Once an appeal has been received, the TDLCB shall meet and render a decision at its next meeting. The Complainant will be notified in writing of the date, time, and place of the TDLCB meeting where the appeal shall 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 TDLCB will be mailed to all parties involved within 10 days of the date of the decision.

## APPEAL TO THE STATE TD COMMISSION

Should the complainant remain dissatisfied with the decision of the TDLCB, an appeal may be made in writing to: Ombudsman Program, Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450. For questions, e-mail [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us), call 1-800-983-2435, or in Florida, call 711 to access the Florida Relay System.

# TD SERVICES GRIEVANCE FORM

Agency/Individual Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

This Grievance Form for Transportation Disadvantaged (TD) Services shall be sent to the Community Transportation Coordinator, Space Coast Area Transit. Outline the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. A clear violation of a specific law, regulation, or contractual arrangement should attempt to be demonstrated or established. The Complainant may request assistance from Space Coast Area Transit to complete the form. Additional pages may be attached; please be sure to number all additional pages and/or attachments. Send the completed form and any supporting documentation to: **Transit Director, Space Coast Area Transit, 401 S. Varr. Ave., Cocoa, Florida 32922.**

## GRIEVANCE INFORMATION:

**I hereby attest that these statements are true and correct.**

Complainant's Name: \_\_\_\_\_

Complainant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_





## ADMINISTRATIVE ORDER

NUMBER: TS-AO-13

CANCELS:

APPROVED: 06/27/2016

REVIEW: 06/30/2019

TITLE:

### CANCELLATION AND NO-SHOW POLICY

#### I OBJECTIVE

Establishment of a formal policy regarding Paratransit Services trip cancellations and no-shows. The objective of this policy is to deter customer cancellations and no-shows, thereby reducing costs and minimizing scheduling inefficiencies associated with Paratransit customer trip cancellations and no-shows.

#### II REFERENCES

- A. A TD customer refers to anyone who satisfies the guidelines outlined in Chapter 427, Florida Statutes – “Transportation Disadvantaged” means 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 life-sustaining activities, or children who are handicapped or high-risk as defined in F.S. 411.202.
- B. A **Paratransit Cancellation** is defined as when a customer calls to give advance notice of at least 2 hours prior to the operation of a trip.
- C. A **Paratransit No-show** is defined as when a customer who called for a pick-up is not at the scheduled pick-up point, or is unavailable for pick-up at the scheduled time and did not call in advance (at least 2 hours before scheduled pick-up time) to cancel or change the scheduled trip pick-up time and date.
- D. **Advance notice** is defined as contact initiated by the customer (trip requestor) to the Transportation Operator, notifying the Transportation Operator of a Paratransit trip cancellation at least 2 hours **BEFORE** the scheduled trip’s pick-up time.

- E. **Transportation Operator** is defined as a public, private-for-profit or private non-profit entity engaged by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan.
- F. **A Non-sponsored Transportation Disadvantaged Person** is referred to as an individual who meets the definition of transportation disadvantaged but who is not subsidized by any agency.
- G. **A Non-sponsored Trip** is defined as a trip for a transportation disadvantaged individual which is not subsidized in part or in whole by any funding source. Specific Authority 427.013(9) F.S. Law Implemented 427.011-427.017 F.S. History – New 5-2-90.
- H. **Space Coast Area Transit (SCAT)** refers to the public transportation system, operated, funded, or coordinated by the Brevard County Board of County Commissioners, Transit Services Division.
- I. **Community Transportation Coordinator (CTC)** means a transportation entity recommended by a Metropolitan Planning Organization, or by the appropriate designated official planning agency, as approved for in F.S. 427.011-427.017 to ensure that coordinated transportation services are provided to the transportation disadvantaged population in the designated service area. In Brevard, the CTC is Space Coast Area Transit (SCAT).

### III DIRECTIVES

1. Each transportation operator will maintain records of services provided to customers. This shall include record dates that service is provided, date of and number of no-shows, date and number of cancellations, and passenger counts.
2. The transportation operator shall initiate and maintain mail and/or telephone contact with Customers who have no-shows and/or cancellations on their service records. This shall include informing customer of existing no-show and cancellation policy and advising customer of potential loss of service(s) which may result from continued no-shows and/or cancellations.
3. The transportation operator shall inform all customers, at time of reservation, of no-show and cancellation policies.
4. Regarding non-sponsored customers, the CTC can request assistance from Brevard County Children and Family Services Section for evaluation of chronic no-show customers. Social Workers shall assess needs and assist the passengers in avoiding such behavior.

5. Sponsored customers who accumulate excessive no-shows or cancellations shall be investigated by the sponsoring agency in order to address scheduling problems, behaviors, etc.
6. Each transportation operator shall provide a 24 hour cancellation line. This telephone line would be monitored during working hours (8:00 A.M. to 5:00 P.M. M-F) by the transportation operator's staff. After working hours, an answering service or machine would monitor incoming calls.
7. Any denial of service by the transportation operator to a customer may be reviewed (at the customer's request) by the Grievance Sub-Committee of the Local Coordinating Board.
8. Transportation operator staff will automatically cancel a scheduled return trip when initial (origination trip) trip is a no-show.
9. A customer's request for cancellation of a scheduled trip will be considered a no-show if the cancellation is not received by the transportation operator at least 2 hours before the scheduled trip. A request for a scheduled trip cancellation received at least 2 hours in advance of scheduled trip time will be reflected on the customer's service record as a cancellation. Customers will not receive sanctions from accumulation of cancellations. However, cancellations may generate an informational warning letter to be mailed to the customer.
10. A customer who accumulates on their service record an excessive amount of no-shows within a six (6) month period may lose the privilege of ride services. **The initial decision as to whether or not to deny service to a customer based on service record will be the sole discretion of the Community Transportation Coordinator.** Excessive is defined as greater than 20%.
11. Customers who are utilizing the service for life-sustaining medical purposes will not be suspended for no-shows.
12. A customer will be denied service if they engage in violent, illegal or disruptive behavior. This shall be construed as any incident which causes an unsafe environment for other passengers or drivers.
13. The following shows the chain of events associated with the proposed progressive actions for scheduled trip no-shows:

**Initial Warning.** Attach door hanger, stating missed ride appointment to trip recipient's door. Mail out policy reminder form to customer.

**Second Warning.** Attach door hanger stating missed ride appointments to trip recipient's door. Mail out policy reminder form to customer. The transportation operator may follow-up with phone call four (4) days after

mail out. The purpose of the call would be to discuss reason(s) for no-show and possible preventive actions. During follow-up phone calls, the potential loss of service(s) to customer and its impact shall be emphasized.

**Final Warning.** Attach door hanger stating missed ride appointments to trip recipient's front door. Mail out policy reminder form to customer. The transportation operator must follow-up with a phone call four (4) days after mail out to discuss reason(s) for no-shows and possible preventative actions. The transportation operator must notify the CTC of the excessive no-shows. The CTC may direct further action such as:

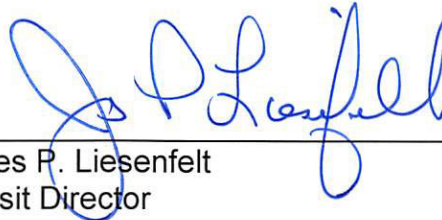
1. Referral to sponsoring agency or Family & Children Services
2. Further action as determined appropriate by the CTC including permanent suspension.

#### IV APPEALS PROCESS

If the customer wishes to appeal the decision of suspended service due to no-shows, the customer can utilize the Brevard County Grievance Procedure for the Local Coordinating Board for the Transportation Disadvantaged. A copy of the Grievance Procedure can be obtained on the [ridescat.com](http://ridescat.com) website or by calling the Administration Office at (321) 635-7815.

#### V RESERVATION OF AUTHORITY

The authority to issue or revise this procedure is reserved for the Director of the Transit Services Department.



James P. Liesenfelt  
Transit Director

7-6-15

Date

## INITIAL WARNING

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

Your name has been referred to us because you have missed scheduled pick-ups without providing at least 2 hours notification. When a person reserves a space on a vehicle for a trip they prevent another person from reserving that seat. If the person, who has the reservation, does not show up for a scheduled pick-up, it prevents another person from going to the doctor, drugstore, library, or grocery store. The person who is prevented from using that empty seat could be you! Remember to be considerate when making trip reservations and cancellations. Your actions not only affect your life, but also the lives of your neighbors.

Remember that in the future if you reserve a pick-up, be sure to be there at your scheduled time. If you cannot be available for your pick-up, please call and cancel your ride so that others may ride. There is no monetary penalty for canceling rides. You are only penalized if you are not available for your ride and did not cancel your trip without providing at least 2 hours notification. Avoid no-shows and keep on riding.

If you have any questions, please call Space Coast Area Transit at (321) 633-1878. Thank you for your cooperation.

Sincerely,

James P. Liesenfelt  
Transit Director

## SECOND WARNING

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

Your name has been referred to us because you have again missed scheduled pick-ups without providing at least 2 hours notification. When a person reserves a space on a vehicle for a trip they prevent another person from reserving that seat. If the person, who has the reservation, does not show up for a scheduled pick-up, it prevents another person from going to the doctor, drugstore, library, or grocery store. The person who is prevented from using that empty seat could be you! Remember to be considerate when making trip reservations and cancellations. Your actions not only affect your life, but also the lives of your neighbors.

You have received a door hanger stating the most recent trip you have missed. You may also receive a phone call from Space Coast Area Transit through which we will try to work out how to avoid any future no-shows. Remember, if you cannot make a scheduled trip all you have to do is call and let us know. You do not get in trouble for canceling trips. By canceling a trip you cannot make, it makes a seat available for someone else who may desperately need it.

Remember that in the future if you reserve a pick-up, be sure to be there at your scheduled time. If you cannot be available for your pick-up, please call and cancel your ride so that others may ride. There is no monetary penalty for canceling rides. You are only penalized if you are not available for your ride and did not cancel your trip without providing at least 2 hours notification. Avoid no-shows and keep on riding.

If you have any questions, please call Space Coast Area Transit at (321) 633-1878. Thank you for your cooperation.

Sincerely,

James P. Liesenfelt  
Transit Director

## FINAL WARNING

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

We have been informed that you have accumulated excessive no-shows when using Space Coast Area Transit's Paratransit Services. As we have discussed with you earlier, no-shows prevent other customers from utilizing available trips. Because you continue to make trip reservations without taking the trips or fail to notify Space Coast Area Transit to cancel your reserved trip, other customers have been refused trips. Your failure to behave in a responsive manner may make you subject to a suspension of your ride privileges.

**Suspension means that you will not be allowed to schedule future trips. The period of suspension may be for several weeks or possible indefinitely.**

This is your final warning. Future occurrences may result in suspension. Please call Space Coast Area Transit at (321) 633-1878 if you have any questions.

Sincerely,

James P. Liesenfelt  
Transit Director

## SUSPENSION NOTICE

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

We have been informed that you have accumulated excessive no-shows when using Space Coast area Transit's Paratransit Services. As we have discussed with you earlier, no-shows prevent other customers from utilizing available trips. Because you continue to make trip reservations without taking the trips or fail to notify Space Coast Area Transit to cancel your reserved trip, other customers have been refused trips. Your failure to behave in a responsible manner has made you subject to a suspension of your ride privileges.

**You are hereby notified that your privileges to ride Space Coast Area Transit paratransit services are suspended for a period of \_\_\_\_\_ business days beginning \_\_\_\_\_ and ending on \_\_\_\_\_.**

This suspension is due to your excessive no-shows. You were given written warnings on \_\_\_\_\_ and \_\_\_\_\_.

You may appeal this suspension by requesting a grievance form from Space Coast Area Transit at (321) 633-1878.

Sincerely,

James P. Liesenfelt  
Transit Director



**PARATRANSIT CUSTOMER SERVICE RECORD**

CUSTOMER NAME: \_\_\_\_\_

CUSTOMER'S ADDRESS: \_\_\_\_\_

CUSTOMER'S PHONE NO.: \_\_\_\_\_ (HM) \_\_\_\_\_ (WK/OTHR)

| CONTACT RECORD<br>(TELEPHONE, MAIL, ETC) | DATE CONTACTED | FOLLOW UP ACTION | NO-SHOW NUMBER |
|--|----------------|------------------|----------------|
|  |                |                  | [ ]            |
|  |                |                  | [ ]            |
|  |                |                  | [ ]            |
|  |                |                  | [ ]            |
|  |                |                  | [ ]            |
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|  |                |                  | [ ]            |
|  |                |                  | [ ]            |

**NOTES:**

**DOOR HANGER SAMPLE:**

**NOTICE ALERT NOTICE**

NAME: \_\_\_\_\_

**YOU MISSED A SCHEDULED PICK-UP ON THE BUS!!**



You were scheduled to be picked up at (time) \_\_\_\_\_,  
on (date) \_\_\_\_\_, for your appointment at  
(time) \_\_\_\_\_.

The driver was at your door at (time) \_\_\_\_\_.

**You did not appear to take the trip.**

If you cancel a ride less than 2 hours before the scheduled pick-up time, it will be counted as a No-Show on your service record. If you are not at the scheduled pick-up point at the scheduled pick-up time, it will be counted as a No-Show on your service record.

A No-Show prevents another person from receiving a scheduled trip.



Don't let this happen to you, if you schedule a trip and can't make it, call in advance (at least 2 hours ahead) to cancel. There is no penalty for canceling a trip. Avoid No-Shows and keep on riding.

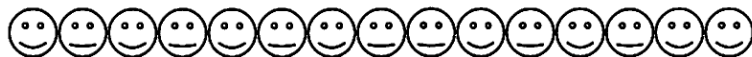
**TO AVOID PROBLEMS, PLEASE CONTACT  
SPACE COAST AREA TRANSIT  
8:00 AM – 5:00 PM, MONDAY-FRIDAY AT (321) 633-1878  
OR OUR 24-HOUR HOTLINE (321) 633-1878  
TDD (ONLY) LINE (321) 633-1886  
WE'LL GET YOU THERE**

**POLICY REMINDER FORM:**

**PASSENGER ALERT**  
**THIS FORM CONTAINS VERY IMPORTANT INFORMATION**  
**FOR PARATRANSIT PASSENGERS**

It is very important that you are aware of the No-Show and Trip Cancellation policies that affect your ability to use Space Coast Area Transit's Paratransit program. By **canceling** schedule trips with less than 2 hour notice or **not showing up** at scheduled pick-up points or times, **you may lose** your access to transportation.

When a person reserves a space on a vehicle for a trip they prevent an additional person from reserving a seat. If that person, who has the reservation, does not show up for a scheduled pick-up, it prevents another person from going to the doctor, drugstore, library, or grocery store. The person who is prevented from taking that open seat could be you! Remember to be considerate when making trip reservations and cancellations. Your actions not only affect your life, but also the lives of your neighbors.



If you cancel a ride less than 2 hours before the scheduled pick-up time, it will be counted as a No-Show on your service record. If you are not at the scheduled pick-up point at the scheduled pick-up time, it will be counted as a No-Show on your service record.



Don't let this happen to you, if you schedule a trip and can't make it, call in advance (at least 2 hours ahead) to cancel. There is no penalty for canceling a trip. Avoid No-Shows and keep on riding.

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**WE'LL GET YOU THERE**