

# **Agenda**

## **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEETING**

**DATE:** Monday, February 12, 2024  
**TIME:** 10:30 A.M.  
**LOCATION:** Brevard County Government Center  
2725 Judge Fran Jamieson Way, Viera, Florida 32940  
Space Coast Room, Building C, Second Floor

1. Call to Order and Pledge of Allegiance -Pg. 3
2. Introduction of Members -Pg. 5
3. Consent Agenda -Pg. 13
  - A. Approval: TDLCB Meeting Minutes December 4, 2023
4. Reports
  - A. Transit Director's Report -Pg. 20
  - B. Community Transportation Coordinator's Report -Pg. 22
  - C. Transportation Disadvantaged Performance Report Card -Pg. 24
  - D. Volunteers in Motion -Pg. 27
5. Action Items
  - A. Approval of the Grievance Procedures (appoint two new members), Presented by Ken Harley, Space Coast Area Transit- Pg. 31
  - B. Approval of the Annual By-Laws, Presented by Debbie Flynn, TPO -Pg. 37
  - C. Approval for the CTC Evaluation- Presented by Debbie Flynn, TPO-Pg. 45
  - D. TDP Stakeholder Interview of the TDLCB- Presented by Debbie Flynn, TPO and Nathan Hicks with HDR (Henningson, Durham & Richardson, Inc.) -Pg. 47

7. Member Reports-Pg.48

A. Member's Corner

1. Camile Tate, Disabled Representative, National Federation of the Blind.
2. Miriam Moore, Citizen Advocate will speak about her organization (Homeless Population)

8. Public Comment (non-agenda items only) -Pg. 50

*Anyone wishing to make a comment on an item not on the agenda should complete a "speaker card" at the sign in desk. For items on the agenda, please fill out a "speaker card" and you will be called upon when the item is discussed. Comments are limited to three minutes.*

9. Adjournment -Pg. 51

# **Local Coordinating Board Agenda Item**

February 12, 2024

## **1. Call to Order and Pledge of Allegiance**

Discussion:

Requested Action:

All please stand for the Pledge of Allegiance

Attachments:

None

# **Local Coordinating Board Agenda Item**

February 12, 2024

## **2. Introduction of Members**

Discussion:

Requested Action:

Board Members are asked to introduce themselves for the record.

Attachments:

Membership Listing

# Brevard County Local Coordinating Board for Transportation Disadvantaged Program 2024

## Community Transportation Coordinator:

Terry Jordan, Director Transit Services Department  
Space Coast Area Transit  
401 South Varr Avenue, Cocoa FL 32922  
Phone: (321) 635-7815 Fax: (321) 633-1905  
Terry.Jordan@BrevardFL.gov

## Designated Official Planning Agency

Debbie Flynn, Transportation Planner  
Space Coast Transportation Planning Organization  
2725 Judge Fran Jamieson Way, Building B, Melbourne FL 32940  
Phone: (321) 690-6890  
Debbie.Flynn@sctpo.com

## State Medicaid Operator

Yvelouse Augustin, Senior Human Services Program Specialist  
Florida Agency for Health Care Administration  
400 West Robinson St., Suite 308  
Orlando, FL 32801  
Phone- (407) 420-2537  
Yvelouse.augustine-leow@ahca.myflorida.com

## Local Coordinating Board Attorney

Heather Balsler, Esq. Assistant County Attorney  
2725 Judge Fran Jamieson Way, Building C, Melbourne FL 32940  
Phone: (321) 633-2090 Fax: (321) 633-2096  
Heather.Balsler@BrevardFL.gov

## Commission for Transportation Disadvantaged

Kyle Mills Area 4 Project Manager  
605 Suwannee Street MS-49, Tallahassee FL 32399-0450  
Phone: (850) 410-5713 Fax: (850) 410-5752 T.D.D. 711  
Kyle.Mills@Dot.State.FL.US

## Brevard County Transit Services

Terry Jordan, Director Transit Services Department  
Space Coast Area Transit

401 South Varr Avenue, Cocoa, FL 32922

Phone: (321) 635-7815 Fax: (321) 633-1905

[Terry.Jordan@brevardFL.gov](mailto:Terry.Jordan@brevardFL.gov)

## Members

Name and Address	Representing	Term	Status
<b>Andrea Young</b> City of West Melbourne Council Member 728 Wyeth Street West Melbourne FL 32904-7400 Phone – (321) 480-2770 E-mail – Ayoung@westmelbourne.gov	An Elected Official Appointed by the SCTPO Governing Board	Indefinite	Chair
<b>Carlos Colon</b> Florida Department of Transportation 420 W. Landstreet Rd. Orlando FL 32824 Phone - (321) 319-8173 Deland-(386) 943-5106 E-mail – carolos.colon@dot.state.fl.us	Florida Department of Transportation	Indefinite	Member
<b>Marisol A. Martinez</b> Senior Human Services Program Specialist 400 West Robinson St. Orlando, FL 32803 Phone- (407) 717-6040 Email- Marisol.Martinez@myflfamilies.com	Florida Department of Children & Family Services	Indefinite	Member
<b>Vacant</b>	Public Education Community	Indefinite	-
<b>Jennifer Shirreffs</b> Vocational Rehabilitation Counselor 1970 Michigan Ave, Bldg. A Cocoa, FL 32926 Phone – (321) 690-3280 Fax – (321) 690-3279 E-mail – Jennifer.shirreffs@vr.fldoe.org	Florida Division of Vocational Rehabilitation	Indefinite	Member
<b>Dennis Vannorsdall</b> Human Service Supervisor 2725 Judge Fran Jamieson Way Bldg. B Viera, FL 32940 Phone - (321) 633-2012 Fax – (321) 637-5432 Dennis.Vannorsdall@brevardfl.gov	Veteran’s Service Office	Indefinite	Member
<b>Vacant</b>	Florida Association of Community Action Agencies representing Economically Disadvantaged	Indefinite	Member
<b>Anna- May Smith</b> 1881 Barrington Circle Rockledge, Fl 32955 Phone – (321) 446-3418 Email- Annamay@annamaysmith.com	Persons over Sixty Representing Elderly of the County	Expires 10/26	Member

Name and Address	Representing	Term	Status
<b>Camille Tate- Vice Chair</b> 2945 Kemplewick Dr, Apt 308 Melbourne, FL 32935 Phone – (321) 372-4899 E-mail – ctate2076@att.net	Disabled Representative	Expires 02/24	Member
<b>Miriam Moore</b> 1910 Furman Ct. Cocoa, FL 32922 Phone - (321) 536-9546 Email- mikki999@cfl.rr.com	Citizen Advocate	Expires 10/26	Member
<b>James Springer</b> 20 Sutton Street Rockledge, FL 32955 Phone – (321) 863-8365	Citizen Advocate User of the System	Expires 10/26	Member
<b>Christopher Goncalo, MPA</b> Director of Contracts & Compliance Brevard Family Partnership 389 Commerce Parkway, Suite 120 Rockledge, FL 32955 Phone- (321) 752-4650 Ext. 3060 Email- christopher.goncalo@brevardfp.org	Local representative for Children at Risk	Indefinite	Member
<b>Karla Radka</b> President & CEO of Senior Resource Alliance 3319 Maguire Blvd. Ste 100 Orlando, FL 32803 Phone – (407) 514-1802 Fax – (407) 717-7233 E-mail karla.radka@sraflorida.org	Florida Department of Elderly Affairs	Indefinite	Member
<b>Vacant</b>	Private for Profit or Non-Profit Transportation Industry	Indefinite	-
<b>Yvelouise Augustin</b> Senior Human Services Program Specialist 400 W. Robinson St. S-309 Orlando, FL 32806 Phone – (407) 420-2483 Email- yvelouse.augustin-leow@ahca.myflorida.com	Florida Agency for Health Care Administration	Indefinite	Member
<b>Jeannette Estes</b> Regional Operations Manager State of Florida, Persons with Disabilities 400 West Robinson Street, Suite 430 Orlando, FL 32801 Phone- (407) 245-0440 Email- Jeannette.Estes@apdcares.org	A local representative of the Agency for Person with Disabilities	Indefinite	Member



Name and Address	Representing	Term	Status
<b>Joy Bartlett</b> 297 Barnes Blvd. Rockledge, FL 32955 Phone- (321) 394-0513 Email- jbartlett@careersourcebrevard.com	Regional Workforce Board	Indefinite	Member
<b>Vacant</b>	Local Medical Community	Indefinite	Member

## Alternates

Name and Address	Representing	Term	Status
<b>Vacant</b> Florida Department of Transportation 420 W. Landstreet Dr Orlando, FL 32824 Phone - (407) 319-8174 E-mail –	Florida Department of Transportation	Indefinite	Alternate
<b>Vacant</b>	Florida Department of Children & Family Services	Indefinite	-
<b>Vacant</b>	Public Education Community	Indefinite	-
<b>Audrey Turner</b> Division of Blind Services 1970 Michigan Ave, A-2 Cocoa, FL 32926 Phone – (321) 634-3680 E-mail – Audrey.Turner@dbf.fldoe.org	Division of Blind Services	Indefinite	Alternate
<b>Vacant</b>	Veteran’s Services Office	Indefinite	-
<b>Arlene Naulty</b> 3924 Southwind Drive West Melbourne FL 32904 Phone – (321) 768-9500 Cell – (321) 890-2839 Email – Amnaulty@aol.com	Persons over Sixty Representing Elderly of the County	Expires 02/24	Alternate
<b>Felicia Wilson</b> 1418 Brook Dr Titusville, FL 32780 Phone – (321) 593-6605	Disabled Representative	Expires 02/24	Alternate
<b>Jennifer Cleveland</b> 2100 Hallwood Place Melbourne, FL 32901 Phone – (321) 302-3989 Email – 33jencl@gmail.com	Citizen Advocate User of the System	Expires 10/26	Alternate
<b>Diane Dickson</b> 1200 Gary Hunt Rd. Cocoa, FL 32926 Phone - (321) 261-8287 E-mail - Director@altsuccess.org	Citizen Advocate	Expires 10/26	Alternate
<b>Vacant</b>	Local Representative for Children at Risk	Indefinite	-
<b>Vacant</b>	Florida Department of Elderly Affairs	Indefinite	-

Name and Address	Representing	Term	Status
<b>Vacant</b>	Private for Profit or Non-Profit Transportation Industry	Indefinite	-
<b>Glorybee Perez</b> Agency for Health Care Admin. 400 W. Robinson St. S-309 Orlando, FL 32806 Phone – (407) 420-2493 E-mail - Glorybee.Perez@ahca.myflorida.com	Florida Agency for Health Care Administration	Indefinite	Alternate
<b>Vacant</b>	Florida Association of Community Action Agencies representing Economically Disadvantaged	Indefinite	Alternate
<b>Vacant</b>	Regional Workforce Board	Indefinite	-
<b>Vacant</b>	Local Medical Community	Indefinite	-

01/26/2024

# Local Coordinating Board Agenda Item

February 12, 2024

## **3. Consent Agenda**

A. Approval: TDLCB Meeting Minutes December 4, 2023

Discussion:

None

Requested Action:

A motion to approve the Consent Agenda

Attachments:

Draft Meeting Minutes, December 4, 2023



## Transportation Disadvantaged Local Coordination Board Meeting (TDLCB)

Space Coast Room

2725 Judge Fran Jamieson Way, Viera, Florida 32940

Meeting Date: December 4, 2023

### MEETING MINUTES

#### Agenda

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1. Call to Order and Pledge of Allegiance
2. Election of a Vice-Chair
3. Introduction of Members
4. Consent Agenda
  - A. Approval: TDLCB Meeting Minutes August 14, 2023
5. Reports
  - A. Transit Director's Report
  - B. Community Transportation Coordinator's Report
  - C. Transportation Disadvantaged Performance Report Card
  - D. Volunteers in Motion
6. Actions
  - A. Annual Approval of Bylaws
  - B. Approval of Annual Operating Report
  - C. Approval of 2024 Meeting Date Calendar
7. Presentations
  - A. Government in Sunshine – Presented by Heather Balsler, County Attorney's Office
  - B. Overview of Board Member Duties – Presented by Terry Jordan, Space Coast Area Transit
  - C. TDP Goals & Objectives – Presented by Nick Lepp, AICP, CTP, Metropolitan Planning Practice Lead
8. Member Reports
9. Public Comment
10. Adjourn
11. Open Public Hearing
12. Adjournment

Local Coordinating Board Committee Members Present:

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Andrea Young, Chair  
Jennifer Shirreffs  
Anna May Smith  
Camile Tate  
Miriam Moore  
Christopher Goncalo, MPA  
Jeannette Estes  
Joy Bartlett  
Mandy Robinson, BSN, RN, CCRN  
Carlos Colon (ALT)  
Arlene Naulty (ALT)  
Felicia Wilson (ALT)  
Diane Dickson (ALT)

Others Present:

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Terry Jordan –	Space Coast Area Transit
Ken Harley –	Space Coast Area Transit
Lance Parker –	Space Coast Area Transit
Carmen Baez –	Space Coast Area Transit
Karen Petters –	Space Coast Area Transit
Lori Hamilton –	Space Coast Area Transit
James Scherff –	Space Coast Area Transit
Ron Shepard –	Space Coast Area Transit
Don McMurphy –	Space Coast Area Transit
Yvonne Miles –	Space Coast Area Transit
Debbie Flynn –	Space Coast Transportation Planning Organization
Heather Balsler –	County Attorney's Office
Jennifer Stabler –	Special Gatherings
Tony Laurendi –	Angels Bridging Caps, Inc.
Peggy Campbell Rense -	Member at Large
Nick Lepp, AICP, CTP –	HDR (Henningson, Durham & Richardson, Inc.) TPO Consultant

## **Agenda Items:**

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### **Item 1. Call to Order of the Local Coordinating Board and Pledge of Allegiance**

LCB Committee Chair, Andrea Young, called the meeting to order at 10:30 a.m. and welcomed those in attendance. All stood for the Pledge of Allegiance.

### **Item 2. Election of a Vice Chair**

Camile Tate was nominated. Chair Young asked for a motion for Camile Tate as Vice-Chair. Moved by Miriam Moore, second by Jeannette Estes. Motion carried.

### **Item 3. Introduction of Members**

The Board members as well as the staff, and guests introduced themselves.

### **Item 4. Consent Agenda**

Arlene Naulty stated that a correction was need on Pg. 17 under member reports-Camile Tate's organization should be the National Federation of the Blind, not Organization of the Blind.

Camile Tate made a motion to approve the minutes as corrected, seconded by Carlos Colon. Motion passed unanimously.

### **Item 5. Reports**

#### **5A Transit Director's Report**

Terry Jordan reported on Space Coast Area Transit Ridership Statistics:

Fixed Route Service reflected a 5.96% increase over the previous fiscal year. Ridership grew to 1.6 million riders for FY 23, with 5,000 riders over the previous month.

Demand response service is also showing a steady increase, averaging about 6,000 trips per month.

#### CTC Evaluation Update:

Debbie Flynn stated that the Transportation Planning Organization (TPO) staff started the onsite visit for the annual CTC Evaluation in November. The onsite visit consisted of the visual inspection of vehicles, employee training records, and a ride along to survey passengers and to observe the driver. The draft report will be presented to Space Coast Area Transit in January 2024 and presented at the (Transportation Disadvantaged Local Coordinating Board (TDLCB) Board meeting in February 2024.

#### Membership:

Three members will be transitioning out of their roles prior to the February meeting. The positions are Persons over 60, primary and alternate for the disabled representatives. The applications are posted on the Transportation Planning Organization (TPO) and Space Coast Area Transit websites and will run until Dec 14th. In January 2024 the Nomination Committee will nominate new members to the Governing for their February 8<sup>th</sup> meeting.

Mr. Jordan then spoke about Space Coast Area Transit's continued partnership with FDOT and our FDOT representative, Carlos Colon and that Space Coast Area Transit staff are awaiting final approval for the 5310 application.

Carlos Colon asked that he please be included in the next CTC Evaluation.

Chair Young asked about the influx of new passengers, and where were they are coming from and going to?

Terry Jordan - those passengers are going to work and, some are medical trips, Carmen Baez will focus on the TD ridership in her report.

#### **Item 5B. Community Transportation Coordinator's Report**

Carmen Baez stated that ridership numbers are coming from schools, dialysis has grown, and work trips have increased. Also, recreation numbers have increased.

#### **Item 5C. Transportation Disadvantaged Performance Report Card**

The report was not presented at the meeting but was included in the agenda packet for review. No questions were asked regarding the TD Performance Report Card.

#### **Item 5D. Volunteers in Motion**

Lori Hamilton spoke about Boomer Bash and gave an overview of the Volunteers in Motion Program (VIM) stating the program relies heavily on volunteers to remain successful.

Jeannette Estes asked whether the VIM volunteers go through a background screening? Lori stated yes, and that driver's license checks are done regularly.

Chair Young commented on the amount of the time the volunteers put in. The Volunteer Appreciation was also mentioned but it hadn't been held since before the pandemic. Lori stated that she is working on getting it started again.

#### **Item 6A Annual Approval of Bylaws presented by Terry Jordan, Transit Director**

Requesting the approval of the Bylaws. The Commission for Transportation Disadvantaged requires the Local Coordinating Board to annually review their Bylaws and update them as needed., There were no changes proposed.

Chair young asked a question regarding the Grievance Committee. Mr. Jordan stated that with the change of new Board members staff will be asking the Board to appoint two new members to the Grievance Committee at the February meeting.

Chair Young asked for a Motion to approve the Bylaws; It was moved by Carlos Colon, second by Camile Tate. Motion passed unanimously.

#### **Item 6B. Approval of Annual Operating Report**



Karen Petters gave a brief overview of the Annual Operating Report (AOR).

- Required to submit under Florida Statutes Chapter 427
- The AOR provides an overview of the program and summary of performance trends statewide.
- The information is collected and compiled from each county; it is reported in the Commission for Transportation Disadvantaged (CTD) Data Collection system.
- Contains both operational and financial data.
- The data is then put together in a statewide Annual Performance Report.

Terry Jordan -This report coincides with the State's fiscal year reporting, and it is related to the demand response service.

Chair Young asked about the no-shows being so high. Carmen Baez stated that it's primarily related to the contracted routes which are training centers. She also stated that we are getting a software program in place to call clients 24 hour in advance, and staff believes this will reduce many of the no-shows.

Chair Young asked for a Motion to approve the Annual Operating Report. Camile Tate moved to approve the Annual Operating Report, it was second by Carlos Colon. Motion passed unanimously.

**Item 6C. Report to transfer passengers from paratransit to the fixed route. Presented by Ken Harley.**

Ken Harley stated that Florida Administrative Code 41.2-41 has a requirement for transit providers to set a goal to transfer a certain percentage of paratransit users from the paratransit service to the fixed route system. Staff believes that we can remove one percent (1%) of the paratransit riders. This will not impact those that are totally dependent on paratransit. We are asking approval to set the goal of one percent.

Chair Young asked, since this is a goal, if they haven't told you that they can use the fixed route, how are you identifying them?

Ken Harley- We have noticed that some riders are able to use the fixed route, but they choose to use the paratransit service because they like the driver coming to their house. Also, some people have temporary disabilities and others may not have had a vehicle at one time and have one now. Also, we have discovered some clients that could be transferred. He also said, by looking at the data, their application information, by contacting them to see if they can use the fixed route. Also, by providing travel training. Ken further stated in the first year it will be about 15 people.

Chair Young, asked for a Motion to approve a goal to transfer one percent (1%) of paratransit riders to the fixed route. It was moved by Anna May Smith, second by Miriam Moore. Motion passed.

## **Item 6D. Approval of the Meeting Date Calendar.**

Motion to approve the meeting date calendar. Jeannette Estes moved to approve the calendar for 2024, it was seconded by Camile Tate. The motion passed.

## **Item 7. Presentations**

### **Item 7A. Government in Sunshine Law, presented by Heather Balsler, County Attorney's Office.**

An overview of the Sunshine Law was conducted by the Assistant County Attorney, Heather Balsler.

### **Item 7B. Overview of Board Member Duties – Presented by Terry Jordan, Space Coast Area Transit**

Mr. Jordan gave a brief overview of the duties for the Transportation Disadvantaged Program (TD). He covered as the following items: What the TD program does; the role of the Community Transportation Coordinator and the role of the Local Coordinating Board (LCB).

### **Item 7C. TDP Goals and Objectives Consultant. Presented by Nick Lepp, AICP, CTP, Metropolitan Planning Practice Lead**

Mr. Nick Lepp gave a presentation about the Long-Range Transportation Plan and the Transit Development Plan.

## **Item 8. Member reports**

No Board Member reports.

## **Item 9. Public Comment**

Peggy Campbell Rentals expressed concerns that she encountered in trying to schedule trips.

Chair Young thanked her and asked that someone from Space Coast Area to contact her.

Terry Jordan commented that on upcoming meetings that staff would like the board members to share information about the agencies that they represent. The next meeting Miriam Moore, Citizen Advocate will speak about the communities she serves. (Homeless Population) and Camile Tate will speak about the National Federation of the Blind, Florida.

## **Item 10. Adjournment**

Meeting adjourned at 11:55 a.m.

## **Item 11. Open Public Hearing**

The Public Meeting was opened at 11:55 a.m.

Chair Young asked if there was any one from the public that would like to make any public comments.

Seeing that there were no public comments.

The Public Hearing was closed at 11:55 a.m.

# Local Coordinating Board Agenda Item

February 12, 2024

## 4. Reports

A. Transit Directors Update

### Discussion:

Terry Jordan Space Coast Area Transit Director will provide an update to the Board of activities not covered on the agenda.

### Requested Action:

As desired by the Local Coordinating Board

### Attachments:

None

# Local Coordinating Board Agenda Item

February 12, 2024

## **4. Reports**

B. Community Transportation Coordinator's Report

### **Discussion:**

Carmen Baez, Space Coast Area Transit Mobility Manager will provide an overview of the Community Transportation Report.

### **Requested Action:**

No Action Requested

### **Attachments:**

Community Transportation Coordinator's Report

# Community Transportation Coordinator Report

February 12, 2024

Southeastern Guide Dogger for the Blind Bus Training- January 27, 2024

# Local Coordinating Board Agenda Item

February 12, 2024

## 4. Reports

C. Brevard County Transit Services Transportation Disadvantaged Performance Report Card

### Discussion:

Carmen Baez, Space Coast Area Transit Mobility Manager will provide an overview of the Transportation Disadvantaged Performance Report Card.

### Requested Action:

No Action Required

### Attachments:

Transportation Disadvantaged Performance Report Card

# 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
Total Trips	6502	6512	7213	6750	7324	6968	6753	7784	7017	7040	6396	6245	82504
% within window	54.0%	58.0%	71.5%	60.6%	61.0%	60.9%	68.3%	70.1%	63.5%	65.2%	63.0%	58.9%	63.1%
% early	30.5%	28.3%	13.8%	27.6%	26.6%	26.5%	22.5%	20.6%	27.1%	24.4%	28.1%	31.3%	25.4%
% late 1-15 minutes	12.9%	11.4%	12.3%	9.6%	9.6%	9.8%	7.8%	7.7%	7.3%	8.5%	7.0%	7.9%	9.3%
% late 16-30 minutes	1.6%	1.5%	1.4%	1.6%	2.1%	2.1%	1.1%	1.1%	1.4%	1.4%	1.4%	1.5%	1.5%
% late >30 minutes	1.0%	0.7%	0.9%	0.7%	0.8%	0.8%	0.4%	0.4%	0.6%	0.5%	0.4%	0.4%	0.6%
% late	15.5%	13.7%	14.6%	11.8%	12.5%	12.7%	9.2%	9.3%	9.4%	10.4%	8.9%	9.8%	11.5%
Total Reservations	7964	7839	8774	8259	8866	8572	8164	9460	8549	8638	7545	7555	100185
% of cancels	9.8%	9.8%	11.4%	10.4%	10.1%	11.5%	9.7%	9.2%	9.3%	10.5%	9.9%	11.8%	10.3%
% of no-shows	8.6%	7.1%	6.4%	7.9%	7.3%	7.2%	7.6%	8.5%	8.6%	8.0%	5.3%	5.5%	7.4%
% of stand-by trips	0.06%	0.03%	0.08%	0.01%	0.03%	0.06%	0.10%	0.06%	0.01%	0.06%	0.03%	0.00%	0.0%
% of trips denied	0.05%	0.03%	0.01%	0.04%	0.01%	0.00%	0.00%	0.02%	0.01%	0.01%	0.00%	0.00%	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%	84.8%	82.7%	82.4%



Purpose of Trips

Purpose of Trips	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
Medical	9.2%	10.1%	10.5%	10.3%	10.3%	9.0%	9.3%	9.7%	10.9%	8.1%	8.6%	8.8%	9.6%
Medical Dialysis	14.5%	14.0%	15.1%	41.2%	13.5%	14.6%	14.0%	14.4%	15.2%	14.0%	15.2%	14.1%	14.4%
Medical Prescription	0.1%	0.00%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%
Medical Therapy	1.0%	1.3%	13.9%	1.3%	1.5%	1.1%	0.9%	0.9%	0.9%	1.1%	0.8%	0.8%	1.1%
Food Shopping	1.8%	1.8%	2.3%	2.1%	2.6%	1.5%	1.9%	2.3%	2.3%	2.5%	2.0%	2.3%	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%	1.8%	1.9%	2.1%
Meetings	4.8%	5.3%	4.1%	4.9%	4.4%	4.3%	6.0%	5.0%	4.3%	5.3%	4.0%	3.7%	4.7%
Recreational	1.4%	1.5%	1.6%	1.7%	1.8%	1.4%	1.9%	2.2%	2.0%	2.5%	2.4%	2.0%	1.9%
School	0.9%	1.6%	0.0%	1.8%	1.8%	1.4%	1.2%	1.4%	2.1%	2.2%	1.8%	1.8%	1.6%
Social Services	0.2%	0.4%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%
Center Clients	43.7%	42.2%	31.6%	42.7%	42.4%	45.5%	45.8%	44.0%	42.3%	43.0%	31.7%	46.1%	42.6%
Hurricane	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Work	17.0%	16.3%	15.4%	14.8%	15.4%	14.4%	13.2%	14.6%	14.8%	15.9%	23.6%	14.4%	15.8%
Other	2.9%	3.0%	2.9%	4.0%	3.9%	4.0%	3.6%	3.3%	3.5%	3.4%	8.0%	3.9%	3.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

# Local Coordinating Board Agenda Item

February 12, 2024

## 4. Reports

D. Volunteers in Motion Report

### Discussion:

Lori Hamilton, Program Supervisor, Volunteers in Motion will provide an overview of the Volunteers in Motion Quarterly Report

### Requested Action:

No Action Required

### Attachments:

Volunteers in Motion Quarterly Report

## LCB AGENDA ITEM

**Title:** Volunteers in Motion (VIM)

This report is an update for the Volunteers in Motion Program.

### **Program Developments:**

#### **Recruitment:**

Opportunities exist within the Volunteers in Motion program for **volunteer Vehicle Operators** and **volunteer Support Staff** for the north and south offices. Contact Lori Hamilton at 321-635-7999 or 321-506-7041.

**Active Volunteers: 13**

**Inactive Volunteers: 6**

**New Volunteers: 0**

We are processing the paperwork on two individuals that have agreed to support the VIM program and look forward to increasing our Active Volunteer number by two next quarter.

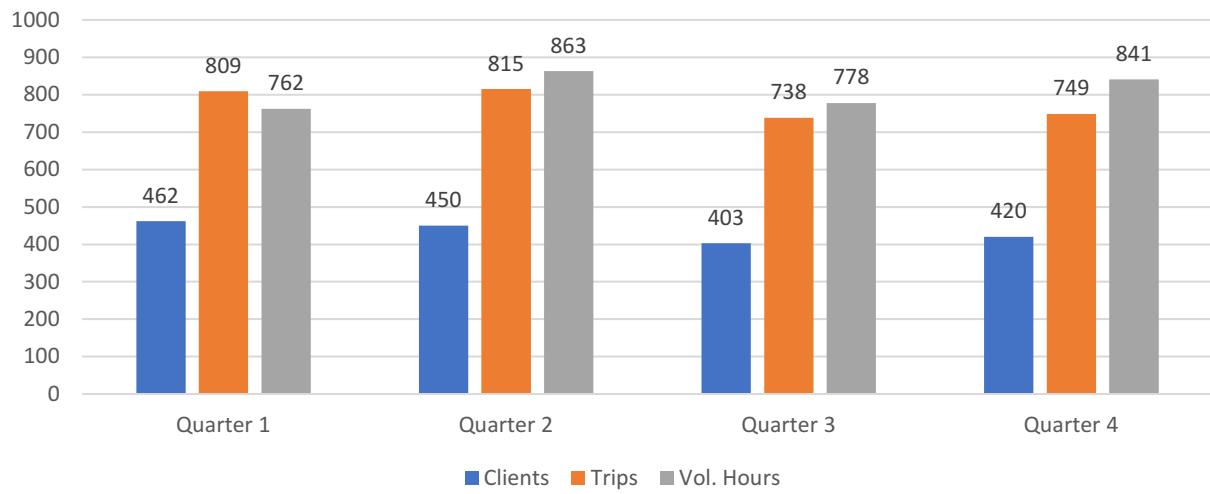
### **General:**

**VIM** attended the **Boomer Bash** on Friday, November 10, 2023. This event was held at Space Coast Health Foundation at 1100 Rockledge Blvd, Rockledge, FL 32955. As always, the Boomer Bash did not disappoint in event participants and entertainment. We spoke to approximately 100 attendees. Writer, Nanette Hebdige, wrote a very nice article for the December issue of Senior Life and included Volunteers in Motion (Volunteering helps community, assists those in need, benefits seniors, volunteers).

Regretfully, Nanette Hebdige passed away on December 6, 2023. Nanette did share with me at the event that she was fighting cancer, was in pain and would like to call me over the weekend when she felt better. My first impression of Nannette was of patience and magnetic. I wish I had the opportunity to have known Nanette Hebdige better.

**VIM** will be an exhibitor at the **Senior Expo Valentine's Party** on Wednesday, February 14, 2024. This event will be held from 9:00-1:00 at the Nyami Nyami River Lodge at the Brevard Zoo. 8225 N. Wickham Rd, Viera, FL.

### VIM Program Statistics CY 2023



# Local Coordinating Board Agenda Item

February 12, 2024

## 5. Action Items

A. Grievance Procedures (appoint two new members)

### Discussion:

The primary purpose of the Grievance Subcommittee is to process, investigate, resolve complaints, and make recommendation to the Local Coordinating Board for improvements of service from agencies, users, or potential users of the system in Brevard County.

The current members or the Grievance Subcommittee are:

Chair-Andrea Young

Vice-Chair – Linda Howard

1<sup>st</sup> Member at Large – Camille Tate

2<sup>nd</sup> Member at Large- Felicia Wilson

3<sup>rd</sup> Member at Large- Arlene Naulty

### Requested Action:

A motion to approve the appointment of \_\_\_\_\_ and \_\_\_\_\_ to serve on the Grievance Subcommittee.

### Attachments:

Space Coast Area Transit Grievance Procedures

# Local Coordinating Board Agenda Item

February 12, 2024

## 5. Action Items

### A. Grievances Procedures

#### Discussion:

Pursuant to the Planning Grant with the Florida Commission for the Transportation Disadvantaged the Local Coordinating Board is required to develop, annually update, and implement LCB grievance procedures in accordance with the Commission most recent LCB and Planning Agency Operating Guidelines. No changes have been made to the grievance procedures this year.

#### Requested Action:

A motion to approve the Grievance Procedures for the Local Coordinating Board.

#### Attachments:

Grievance Procedures for the Brevard County Local Coordinating Board for the Transportation Disadvantaged.

**GRIEVANCE PROCEDURES**

Brevard County Local Coordinating Board for the Transportation  
Disadvantaged for 2024

## Article 1: Preamble

### Section 1: Preamble:

The following sets forth the grievance procedures, which shall serve to guide the Brevard County Local Coordinating Board for the Transportation Disadvantaged, serving to assist the Community Transportation Coordinator. The intent 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, setting forth requirements for the establishment of grievance procedures and Grievance Subcommittee procedures to resolve grievances or complaints from agencies, users, potential users, subcontractors and other interested parties. While the intent of this Subcommittee will be to resolve service issues, this procedure shall incorporate a multi-layered approach to problem resolution. The first notice of a grievance should go directly to the contracted Transportation Disadvantaged provider. If the Transportation Disadvantaged Provider is unable to resolve the problem, the Community Transportation Coordinator and Grievance Subcommittee are given an opportunity to review.

## Article II: Grievance Subcommittee Name and Purpose

### Section 1: Name

The name of the subcommittee to resolve grievances or complaints for the Brevard County Local Coordinating Board for the Transportation Disadvantaged shall be the GRIEVANCE SUBCOMMITTEE.

### Section 2: Purpose

The primary purpose of the Grievance Subcommittee is to process, investigate, resolve complaints and make recommendation to the Local Coordinating Board for improvements of service from agencies, users or potential users of the system in Brevard County. The Local Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Subcommittee, which shall meet as often as necessary to resolve complaints in a timely manner.

## Article III: Definition of Grievance

### Section 1: Definition

For the purpose of the Local Coordinating Board and the Grievance Subcommittee, a grievance is defined as: "A circumstance or condition thought to be unjust, and ground for complaint or resentment."



## Article IV: Grievance Procedures

### Section 1: General

The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Subcommittee.

### Section 2: Filing a Grievance

It is assumed that a Complainant would direct any initial concern to the Transportation Disadvantaged Operator before initiating the Grievance Procedure. Should an interested party wish to file a grievance in order to receive improved service from the Transportation Disadvantaged Program, that grievance must be filed in writing to the Brevard County Community Transportation Coordinator. The Complainant should try to demonstrate or establish a clear violation of a specific law, regulation or contractual arrangement.

Complainants may use the grievance form and mail to:

Transit Director  
Space Coast Area Transit  
401 South Varr Avenue  
Cocoa FL 32922

- A. The Complainant shall complete the Grievance Form. The complainant may request assistance in completing the form from the Community Transportation Coordinator. The form is the only vehicle for following procedure and should not prevent the Complainant from following through with necessary action.
- B. The Community Transportation Coordinator shall forward all the initial complaints for review by the Transportation Disadvantaged Provider. The Provider must respond in writing no later than seven (7) working days from the date the grievance is received.
- C. The Complainant can forward issues for review and consideration to the Grievance Subcommittee by completing the form and returning the form to the Community Transportation Coordinator. The Community Transportation Coordinator will schedule the Grievance Committee to review the issue and notify the Complainant of the meeting date, time and location.
- D. The Grievance Subcommittee shall endeavor to resolve a grievance. The Grievance Subcommittee shall issue a decision in a report.

### Section 3: Appeal to the Local Coordinating Board

The decision of the Grievance Subcommittee may be appealed in writing to the Local Coordinating Board within five (5) working days from the date when the Complainant receives written notice from the Grievance Subcommittee makes its decision.

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

### Section 4: Appeal to the State Transportation Disadvantaged Commission Ombudsman Program

Should the complainant remain dissatisfied with the decision of the Brevard County Local Coordinating Board, an appeal may be made in writing to the Transportation Disadvantaged Commission. The appeal shall be addressed to:

Ombudsman Program

Florida Commission for the Transportation Disadvantaged

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0450

Call 1-800-98302435 or call 711 (Florida only) Florida Relay System

E-mail: [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us)

## Article V: Grievance Subcommittee Procedures

### Section 1: Discussion Schedule

After receipt of the appealed grievance, the Transit Director shall schedule a discussion of the grievance at the next Grievance Subcommittee meeting.

### Section 2: Notification

The Space Coast Area Transit Staff shall send notice of the scheduled discussion in writing to the complainant and other interested parties. The notices shall clearly state:

1. Date, time and location of the meeting
2. Purpose of the discussion and statement of issues involved

### Section 3: Written Decision

Written decisions shall include the following information:

1. An opinion and reasons for the decision based on information presented; and
2. A recommendation by the Grievance Subcommittee based on their investigation and findings

## Article VI: Scheduled Meetings

### Section 1: General

When a meeting of the Grievance Subcommittee is necessary, staff to the Local Coordinating Board shall schedule a meeting for the Grievance Subcommittee to hear appealed grievances. Grievance Subcommittee meetings shall, if possible, meet on the third Monday of the month.

## Article VII: Amendments

### Section 1: General

The Coordinating Board Grievance Procedures may be amended by a simple majority of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

### Section 2: Quorum

At all meetings of the Coordinating Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

## Article VIII: Certification

The undersigned hereby certifies that he/she is the Chair of the Brevard County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the Brevard County Local Coordinating Board for the Transportation Disadvantaged this 12<sup>th</sup> day of February, 2024.

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Andrea Young, Chair

Brevard County Local Coordinating Board

# Local Coordinating Board Agenda Item

February 12, 2024

## 5. Action Items

B. Approval for the Annual By-Laws.

### Discussion:

Pursuant to the Florida Commission for the Transportation Disadvantaged Operating Guidelines, the Local Coordinating Board for the Transportation Disadvantaged is required to review their By-laws each year and recommend any necessary changes for approval.

The Space Coast Transportation Planning Organization has incorporated the Transportation Disadvantaged Local Coordinating Board Bylaws into their policies. Any changes to the By-Laws will need to be approved by the Space Coast Transportation Planning Organization Governing Board.

### Requested Action:

A motion to approve the By-Laws for the Local Coordinating Board and that the By-Laws be presented to the Space Coast Area TPO for ratification.

### Attachments:

By-Laws of the Brevard County Transportation Disadvantaged Local Coordinating Board

## **Policy PLC-8: Transportation Disadvantaged Local Coordinating Board (TDLCB)**

### 1.0 TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB).

(A) The Space Coast Transportation Planning Organization (SCTPO), in accordance with Chapter 427, Florida Statutes, hereby establishes the TDLCB. The general purpose and duties of the TDLCB are to:

(1) Review and approve the coordinated community transportation disadvantaged service plan, including the Memorandum of Agreement between the Commission for the Transportation Disadvantaged and the Community Transportation Coordinator, prior to submittal to the Commission;

(2) Evaluate services provided in meeting the approved plan;

(3) In cooperation with the community transportation coordinator, review and provide recommendations, to the Commission for the Transportation Disadvantaged (hereinafter called "the Commission") on funding applications affecting the transportation disadvantaged;

(4) Assist the community transportation coordinator in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.

(5) Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area;

(6) Evaluate multi-county or regional transportation opportunities; and

(7) 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.

(B) *Membership.* The membership of the TDLCB, organizational structure, and specific responsibilities shall consist of the members as designated and in accordance with the rule 41-2.012, Florida Administrative Code, and section 427.0157, Florida Statute

(1) The following agencies or groups shall be represented on the Board as voting members:

(a) An elected official appointed by the SCTPO (the SCTPO shall appoint an elected official as the chair);

(b) A local representative of the Florida Department of Transportation;

(c) A local representative of the Florida Department of Children and Family Services;

(d) A local representative of the Public Education Community which could include, but not limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;

(e) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation, or the Division of Blind Services, representing the Department of Education;

(f) A person recommended by the local Veterans Service Office representing the veterans of the county;

(g) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;

- (h) A person over sixty representing the elderly in the county;
- (i) A person with a disability representing the disabled in the county;
- (j) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (k) A local representative for children at risk;
- (l) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (m) A local representative of the Florida Department of Elderly Affairs;
- (n) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- (o) A local representative of the Florida Agency for Health Care Administration;
- (p) A local representative of the Agency for Person with Disabilities;
- (q) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (r) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department, or other home and community based services.

(2) *Alternate members.*

(a) Alternate representatives on the board shall vote, participate for the purpose of forming a quorum, make or second motions, and otherwise act as a member of the TDLCB, only in the absence of the representative that the alternate has been appointed to serve in place of; provided, however, that alternate representatives may always attend board meetings and participate in debate. All appointed alternate members who are attending a meeting as a sitting member on the TDLCB are required to register a vote on all issues presented, except in the event that there is, or appears to be, a voting conflict of interest as provided in section 112.3143, Florida Statutes, or as specified in section 286.012, Florida Statutes. Abstentions are not permitted, except as provided by law. Votes should be consistent with the public interest. If both the appointed and alternate member attend the same meeting, only the appointed member may vote on items.

(b) All members of the TDCB may have their appointing agency or organization designate, in writing, an alternate who may vote only in the absence of that member. All members not representing an agency or organization may have an alternate, who may vote only in the absence of that member, appointed for them by Space Coast Area Transit.

(3) *Technical Advisors.* Upon majority vote of the quorum of the coordinating board, technical advisors may be approved for the purpose of providing the coordinating board with technical advice as necessary. The technical advisors shall not

be allowed to vote.

(4) *Non-Voting Members.* Additional non-voting advisers may be appointed by the SCTPO.

(C) *Appointment of Chair.* A current member of the Space Coast TPO Governing Board shall be elected each year by the Governing Board to serve as the official Chair for all TDLCB meetings. If for any reason the appointed Chair is unable to fulfill said Chair's term the SCTPO Governing Board will select a replacement.

(D) *Appointment to the TDLCB.* The SCTPO shall appoint the non-agency members of the Coordinating Board. In making appointments, the SCTPO shall consider membership and alternate membership nominations made by the Transportation Disadvantaged Local Coordinating Board Nominating Committee. The Transportation Disadvantaged Local Coordinating Board Nominating Committee shall not have jurisdiction to recommend membership and alternate membership appointments for agency positions to the TDLCB. Except for the Chair, the members and alternate members of the Board shall be appointed for three (3) year staggered terms. The Chair shall serve until replaced by the SCTPO. No employee of the Community Transportation Coordinator shall serve as a voting member of the Coordinating Board. However, an elected official serving as chair of the Coordinating Board, or other governmental employees that are not employed for the purpose of making provisions for transportation, shall not be precluded from serving as voting members of the Coordinating Board.

(E) *Termination of Membership.* Any non-agency members of the board may resign at any time by notice in writing to the chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the chairperson. Each member of the Board is expected to demonstrate interest in the board's activities through attendance of the scheduled meetings. The SCTPO shall review, and consider rescinding the appointment of any voting non-agency member of the board who fails to attend three (3) consecutive meetings. The staff of the TDLCB shall contact department supervisors of all members representing an agency who fail to attend three (3) consecutive meetings to discuss possible termination of an appointment or appointment of a new representative.

(F) *TDLCB Nominating Committee.* The committee shall consist of three (3) members, the TDLCB Chair, one (1) Space Coast Area Transit staff member, and one (1) SCTPO staff member. This committee will select new or replacement members for vacancies from eligible applicants within the county for non-agency mandated positions, to be approved by the SCTPO Governing Board.

(G) *Duties of the TDLCB.*

(1) The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall be elected by a majority vote of the members of the Board voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the next meeting after the election, or until a successor shall be elected, whichever event shall occur later in time. In the event of the Chair absence, the Vice-Chair shall assume the duties of the Chair and conduct the meeting. In the event of the absence of vice-chair, the TDLCB members will select a member to temporarily assume the duties of the vice-chair and conduct the meeting.

(2) The Board shall meet at least quarterly as required by section 427.0157, Florida Statutes, and shall perform the following duties as specified in rule 41-2, Florida Administrative Code:

(a) Maintain official meeting minutes, including an attendance

roster, reflecting official actions and provide a copy of same to the Transportation Disadvantaged Commission and the Chair of the SCTPO.

(b) Annually, provide the Transportation Disadvantaged Commission and the SCTPO with an evaluation of the community transportation coordinator's performance in general and relative to Transportation Disadvantaged Commission and local standards as referenced in rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the coordinator's performance, the 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.

(c) Annual public hearing. The Board shall hold a minimum of one public hearing annually for the purpose of receiving input on unmet needs or any other services that relate to the local transportation system in Brevard County;

(d) Review and approve the Memorandum of Agreement between the Community Transportation Coordinator and the Commission for Transportation Disadvantaged, including the Coordinated Community Transportation Disadvantaged Service Plan;

(e) On a continuing basis, evaluate services provided under the designated service plan. Annually, prior to the Coordinator's annual evaluation, provide the SCTPO with an evaluation of the Coordinator's performance in general and relative to the Commission for Transportation Disadvantaged standards and the completion of the annual service plan;

(f) In cooperation with the Community Transportation Coordinator, review and provide recommendations to the Commission for Transportation Disadvantaged and the SCTPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner;

(g) Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership. Such strategies should also encourage multi-county and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent designated service areas when it is appropriate and cost effective to do so;

(h) Appoint a Grievance Subcommittee to process and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator, and make recommendations to the TDLCB for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before such subcommittee and to resolve them in a timely manner;

(i) In coordination with the Community Transportation Coordinator, jointly develop applications for funds that may become available;

(j) Consolidate the annual budget estimates of local, district, state, agency, and federal government transportation disadvantaged funds and forward said information to the Commission for Transportation Disadvantaged no later than September 15 for reporting purposes. A copy of the consolidated report shall be provided to the SCTPO for planning purposes;



(k) Assist SCTPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP); and

(l) Review and approve the Coordinated Transportation Development Plan for consistency with approved minimum guidelines and the goals and objectives of the Coordinating Board.

(H) *Grievance Subcommittee.* The grievance subcommittee shall be comprised of five (5) voting members of the Transportation Disadvantaged Local Coordinating Board. The term of service on the grievance subcommittee shall be for a period of time beginning on January 1st and ending on December 31st of each year, or until new committee members are appointed, whichever event shall occur later in time. Members are eligible for reappointment by the Coordinating Board. The officers of the subcommittee shall be the Chair and the vice Chair, who shall be designated by the Coordinating Board. The Chair of the subcommittee shall call and preside at all meetings of the subcommittee. The Vice Chair shall serve as Chair in the absence of the Chair. At least three (3) of the voting members of the subcommittee must be present for the subcommittee to conduct business.

(l) *Coordinating Board procedures.*

(1) A majority of the total filled memberships of the TDLCB shall constitute a quorum. No official action shall be taken without a quorum. No motion shall be adopted by the TDLCB, except upon the affirmative vote of a simple majority of the voting members attending the meeting. Roberts Rules of Order, as revised, latest edition, shall be used to govern proceedings of the TDLCB and its subcommittees.

(2) *Continuance and Deferrals.*

(a) The TDLCB may continue or defer a scheduled public hearing to a date and time certain without further notice; provided, that the date and time of the continuance or deferral is announced at the originally scheduled hearing. Notice in compliance with Florida's Government-in-the-Sunshine Law, section 286.011, Florida Statutes, must be given prior to the continued public hearing date, and notice must be promptly posted in a conspicuous location on the SCTPO's internet web-site of the date and time to which the public hearing has been continued.

(b) If a quorum physically present at the advertised public hearing location is not obtained at the time of the advertised public hearing, the TDLCB chair, or said chair's designee, may publicly announce the continuance of the public hearing without further notice; provided, that the location, date and time of the continuance or deferral is announced at the originally scheduled hearing. In addition, notice in compliance with Florida's Government-in-the-Sunshine Law, section 286.011, Florida Statutes, must be given prior to the continued public hearing date, and notice must be promptly posted in a conspicuous location on the SCTPO's internet web-site of the location, date, and time to which the public hearing has been continued.

(3) *Rescheduled meeting dates.* Prior to the advertised public hearing, if the TDLCB chair, or the chair's designee, determines that a quorum physically present at the meeting site cannot be obtained, the TDLCB chair, the chair's designee, may direct that the meeting will be continued until a specific date and time certain. Prior to the continued meeting, notice must be posted in a conspicuous location at the entrance to the meeting room where the meeting was scheduled to take place of the date and time to which the meeting was continued, and prior to the meeting, notice must be conspicuously posted on the SCTPO's internet web-site.

(4) *Emergency meetings.* The TDLCB may hold an emergency meeting,

for the purpose of acting upon matters in the judgment of the TDLCB requiring and necessitating immediate action prior to the next regularly scheduled meeting of the TDLCB. The form of notice shall be as set forth in Section 4 above, except that notice need not be given at least seven (7) days before the meeting. The agenda and notice of the meeting shall be posted conspicuously on the SCTPO web-site, if operative, at the earliest reasonable time possible.

(5) *Virtual meetings.* The TDLCB, or a committee thereof, may hold meetings virtually using communications media technologies during certain declared state of emergencies. In a state of emergency, where the law permits these technologies may be used in lieu of in person meetings. During this time, meetings will be publicly noticed, and public comment will be available. Further instruction providing greater detail will be provided on a case by case basis at the time. Virtual meeting outreach tools and public access shall follow the latest adopted public participation plan.

(6) *Reliance on information presented by applicant.* The SCTPO and its departments, boards, and agencies, shall have the right to rely on the accuracy of statements, documents, and all other information presented to them on any matter.

(7) *Documents submitted at any public hearing.* The public is hereby advised that any document, paper, letter, map, book, tape, photograph, film, sound recording, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, submitted at or before a public hearing as a part of said public hearing or with relation to any agenda item, is hereby declared to be a Public Record, and is automatically made a part of the record of the hearing at which it was submitted. The original public record may not be returned to the person submitting the document, and all public hearing participants are hereby so advised.

(J) *Staff.* The Space Coast Area Transit shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in section 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and minutes, including an attendance roster and other necessary administrative duties.

(K) *Communication.* The SCTPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with rule 41-2 Florida Administrative Code.

The undersigned hereby certifies that she is the Chair of the Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the policies of this Board as adopted by the Brevard County Transportation Disadvantaged Local Coordinating Board this \_\_\_ day of \_\_\_\_\_ 2024.

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Andrea Young, TDLCB Chair

# Local Coordinating Board Agenda Item

## February 12, 2024

### 5. Action Items

#### C. 2023 CTC Evaluation

##### Discussion:

Space Coast Transportation Planning Organization (TPO) initiated the annual Community Transportation Coordinator (CTC) evaluation on November 9, 2023. The evaluation is required per FAC 41-2.012 (5)(b) of the Commission for the Transportation Disadvantaged. The Space Coast TPO serves as the Designated Official Planning Agency (DOPA), which facilitates the evaluation of the CTC's performance in general and relative to the Commission's and local standards as referenced in rule 41-2.006, FAC. The evaluation must also be in compliance with the applicable provisions of Chapter 427, Rule 41-2 and 14-90.

The evaluation ensures the most cost-effective, efficient, and appropriate transportation services are provided to the entire transportation disadvantaged population of Brevard County. The evaluation documented the CTC's performance from July 1, 2022, through June 30, 2023.

The evaluation was conducted utilizing the Commission for the Transportation Disadvantaged CTC Evaluation Workbook. The workbook outlined the formal process for the CTC Evaluation.

A series of five evaluation criteria was used to evaluate the performance of the CTC: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety.

TPO Staff will present the CTC Evaluation process and outcomes.

##### Requested Action:

A motion to approve the 2023 CTC Evaluation for the Local Coordinating Board.

## Attachments:

- Draft 2023 CTC Evaluation Workbook  
(<https://www.spacecoasttpo.com/what-we-do/planning/transit-plans>),  
**Attachment A**
- Summary of Recommendations, **Attachment B**
- PowerPoint Slides, **Attachment C**

## **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.

# Local Coordinating Board Agenda Item

February 12, 2024

## 5. Action Items

D. Transit Development Plan Stakeholder Interview of the TDLCB Members

### Discussion:

Staff from Space Coast Area TPO and their Consultant HDR will lead the discussion on the Transit Development Plan stakeholder's interviews.

### Requested Action:

No Action Required

### Attachments:

TDP Stakeholder Interview Questions

# Stakeholder Interview

**Project:** Space Coast Area Transit 2035 Transit Development Plan

**Subject:** Transportation Disadvantaged Local Coordinating Board (TDLCB)

**Date:** Monday, February 12, 2024

1. What do you believe is the perception of Space Coast Area Transit in the disadvantaged community?
2. Do you think Space Coast Area Transit is effectively serving the disadvantaged community? Why or why not?
3. What are some of the pros/cons of the transit system for the disadvantaged community?
4. How can we improve the transit system for the disadvantaged population?
5. Do you think that Space Coast Area Transit should coordinate with private transportation providers to assist with serving disadvantaged communities?
6. Are there any other concerns/issues that you have related to the disadvantaged community and Space Coast Area Transit?
7. Do you believe that Space Coast Area Transit's website/phone application/materials are accessible to the disadvantaged community?
8. Should Space Coast Area Transit expand service into new areas or concentrate on existing service areas?

# **Local Coordinating Board Agenda Item**

February 12, 2024

## **7. Member Reports**

Discussion:

Requested Action:

No Action Required

Attachments:

None



# Local Coordinating Board Agenda Item

February 12, 2024

## 7. Member Reports

### A. Member's Corner

1. Camile Tate, Disabled Representative, National Federation of the Blind.
2. Miriam Moore, Citizen Advocate will speak about her organization (Homeless Population)

### Discussion:

Camile Tate and Miriam Moore will give an overview of their respective agencies.

**None**

### Requested Action:

No Action Required

### Attachments:

None

## **Local Coordinating Board Agenda Item**

February 12, 2024

### 8. Public Comment (non-agenda items only)

Discussion:

Requested Action:

No Action Required

Attachments:

None

# Local Coordinating Board Agenda Item

February 12, 2024

## 9. Adjournment

Discussion:

Requested Action:

A motion to adjourn.

Attachments:

None