

TRANSPORTATION DISADVANTAGED SERVICE PLAN

MINOR UPDATE 2012



August 2012



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TDSP CERTIFICATION

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

We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on August 27, 2012.

Date

Rocky Randels, Mayor of Cape Canaveral
Local Coordinating Board Chairman

Approved by the Commission for the Transportation Disadvantaged:

Date

Steve Holmes, Executive Director

LCB ROLL CALL VOTE
 for Approval of Brevard County's
 TDSP Update
 August 27, 2012

Name	Representing	Yes	No	Absent
Rocky Randels	Chairman, Mayor of Cape Canaveral			
Maryjane Wysocki	Florida Dept of Children & Families			
Theodis Perry	Florida Dept of Transportation			
Michael Livingston	Public Education Community			
Almetia Britton	Florida Dept of Education			
Glenn McGuffie	Vice-Chairman, Florida Dept of Veterans Affairs			
Kyle Andrews	Persons over Sixty Representative/ Elderly of the County			
Linda Howard	Citizen Advocate			
Isabelle Zoerner	Children at Risk / State Coordinating Council for Early Childhood Services			
Randy Hunt	Florida Dept of Elder Affairs			
Charlotte Keller	Florida Agency for Health Care Administration			
Sara Ann Conkling	Citizen Advocate / User			
Edgar Martinez	Private For Profit or Non-Profit Transportation Industry			
Vacant	Florida Assoc. of Community Action Agencies rep. Economically Disadvantaged			

INTRODUCTION

The following report, entitled, "Space Coast Area Transit Transportation Disadvantaged Service Plan" has been developed to address the Paratransit transportation operations in Brevard County, Florida. This report discusses the three types of transportation available in Brevard County for Transportation Disadvantaged (TD) persons:

- Transportation Disadvantaged Program (TD) Services
- Fixed Route Bus Service
- Vanpool Services for Human Services Agencies

This 2012 Minor Update is outlined to meet the requirements established by the State of Florida that requires each county to develop a Transportation Disadvantaged Service Plan (TDSP). The 1979 Florida Legislature passed the Transportation Services Act, Chapter 427, Florida Statutes (F.S.), which called for the coordination at the County level of all Federal and State expenditures for the "transportation disadvantaged." The Commission for the Transportation Disadvantaged (CTD) is the agency authorized to oversee implementation of transportation service development plans for the transportation disadvantaged program in Florida.

Chapter 427, F.S. requires each County to develop a Transportation Disadvantaged Service Plan (TDSP) for the Transportation Disadvantaged program, with a Major Update every three years, at a minimum. The development and update of the TDSP must meet the requirements of Chapter 427, Florida Statutes, as stated in Rule 41-2, Florida Administrative Code.

The FDOT Guidelines for Transportation Disadvantaged Service Plan (TDSP) Amendments and Updates mandates that only the following components of the Plan is updated annually:

- 1) Previous TDSP Review Letter
- 2) Goals, Objectives, Strategies
 - a. Ensure that objectives indicate an implementation date/accomplishment date.
 - b. Note deficiencies and corrective actions.
 - c. Note service improvements or expansions.
 - d. Section should be logical and mirror format from previous year.

3) Implementation Plan

- a. Identify progress, setbacks, adherence to schedules.
- b. Implementation schedule revisions as necessary.

The CTD Guidelines for TDSP Amendments and Updates also provides an option for the update of the following components of the Plan:

1) DEVELOPMENT PLAN

- a. Organization Chart updated as necessary.
- b. LCB Certification page (members, agencies, alternates and term) to include any changes as previously submitted in TDSP or updates.
- c. Any significant changes to major trip generators/attractors that have significantly altered service delivery.

2) SERVICE PLAN

- a. Operations Element
 - Any and all changes in operations from previous year, i.e. System Safety Program Plan (SSPP) certification if expired and renewed.
 - Changes in operators/coordination contractors
 - Changes in types, hours of service
 - New service innovations or cancellation of services
 - Changes in vehicle inventory
 - Significant changes in system policies (priorities, eligibility criteria, etc.)
 - New purchasers

3) QUALITY ASSURANCE

- a. Service standards; include any changes and narrative for adoption of new standards.
- b. Any and all changes to the local Grievance Process and the Evaluation Process, including explanations for implementation of changes.

4) COST/REVENUE/RATES

- a. A complete explanation for any rate changes, including new service should include review process as well as detail of LCB involvement and approval.
- b. A new summary rate sheet should be presented if any changes.

For the purposes of this update both mandatory and optional components will be provided in this document and only those items that information to be updated will be updated.

The TDSP is used by the Community Transportation Coordinators (CTC) and the Local Coordinating Board (LCB) to maintain and/or improve transportation services for the transportation disadvantaged and to serve as a framework for performance evaluation.

MANDATORY REQUIREMENTS

As previously noted, CTD Guidelines for Transportation Disadvantaged Service Plan (TDSP) Amendments and Updates requires certain elements be updated annually. This section of the document will address those mandated components and provide applicable updated documents and information.

Previous TDSP Review Letter

The CTD Guidelines require that all items cited as deficient or inadequate and needing follow-up as part of the prior TDSP Review be addressed in the update. We are pleased to note that there were no deficiencies or inadequacies identified by the Commission of the Transportation Disadvantaged regarding our 2010 TDSP Update.

Goals, Objectives, Strategies

CTD Guidelines require that all objectives indicate an implementation date/accomplishment date; that all deficiencies and correction actions taken are noted; all service improvements and/or expansions are noted; and all section should be local and mirror format of the previous year TDSP.

A review of the document's goals, objectives and strategies was conducted and all objectives contain the applicable implantation/accomplishment dates. The document was also reviewed taking into consideration the recommendations made as part of the CTC Evaluation and results of ongoing budget development. Based on Florida DOT's implementation of a Regional Commuter Assistance Program for District 5, SCAT will support Objective 1.3, however, this objective will be re-written in the TDSP major update.

GOAL 1: IMPLEMENT A FULLY COORDINATED TRANSPORTATION SYSTEM

- Objective 1.1: Maximize coordination with public and private agencies and other transportation operators in Brevard County.
- Objective 1.2: Coordinate with the Brevard Metropolitan Planning Organization in the utilization of transit planning funds to support and improve the transportation disadvantaged service.
- Objective 1.3: Communicate and coordinate with other counties to promote ride-sharing practices and transportation arrangements.
- Objective 1.4: Maintain existing coordination contracts and execute new ones, where feasible, needed and cost effective.
- Objective 1.5: Maintain a valid coordination plan as required by Florida Commission for the Transportation Disadvantaged and the Federal Transit Administration.
- Objective 1.6: Access and utilize New Freedom funding for transportation that exceeds Americans with Disabilities Act regulations.
- Objective 1.7: Access and utilize Job Access and Reverse Commute funding to provide for fixed route transportation on evening and weekends in order to provide transportation to employment locations in Brevard County.

GOAL 2: ENHANCE CITIZEN MOBILITY BY INCREASING PUBLIC TRANSPORTATION SERVICE TO COUNTY CITIZENS

- Objective 2.1: Ensure that both the fixed route, vanpools and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged.
- Objective 2.2: Continue implementation of expanded evening and weekend fixed route service.
- Objective 2.3: Continue maximizing use of the fixed route bus service for the transportation disadvantaged.
- Objective 2.4: Implement increased paratransit service.

GOAL 3: IMPROVE THE RIDER RESPONSIBILITY AND EXPERIENCE

Objective 3.1: Review, revise and adopt updated No-Show Policy for transportation disadvantaged riders.

Objective 3.2: Research methods to improve and streamline passenger fare collection.

Objective 3.3: Maximize availability of service information; ensure that material is available in accessible formats.

Objective 3.4: Participate in community events and meetings where information can be distributed to potential participants.

Objective 3.5: Investigate Intelligent Transportation Systems (ITS) technologies to improve customer experience and scheduling.

GOAL 4: ENSURE PROGRAM ACCOUNTABILITY

Objective 4.1: Adhere to the procedures, rules and regulations established by the Commission for the Transportation Disadvantaged, Florida Department of Transportation, State of Florida, Federal Transit Administration and Brevard County.

Objective 4.2: Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be repeated in the Annual Operating Report, National Transit Database and the Annual Community Transportation Coordinator evaluation.

Objective 4.3: Continue to provide and review performance reports at the Local Coordinating Board meetings.

GOAL 5: SECURE FUNDING NECESSARY TO MEET SERVICE NEEDS

Objective 5.1: Continue to pursue local government funding to provide operating assistance in the paratransit program.

Objective 5.2: Work with the Commission for the Transportation Disadvantaged, Florida Department of Transportation and the Federal Transit Administration to

continue to obtain funding necessary to meet service demands of transportation disadvantaged citizens.

Objective 5.3: Work with local and state agencies to receive sufficient funding to provide agency trips.

Implementation Plan

CTD Guidelines require that the 3-year Transportation Disadvantage Service Plan (TDSP) should cite progress, setbacks, adherence to schedules noted in the prior year TDSP, including all necessary revisions to the Implementation schedule. The original TDSP approved in 2007 did not include an implementation plan, so Space Coast Area Transit had included the Implementation Plan that was included in the 2007 Transit Development Plan (which contains a number of TD related actions) and updated to 2011-2012.

PAST YEAR'S ACCOMPLISHMENTS COMPARED TO THE ORIGINAL IMPLEMENTATION PLAN

This section reviews the actions SCAT has taken to implement its ten-year plan (Near and Mid-Term), leading to the eventual realization of the 10-year vision. Action items are prioritized by time frame for implementation. Within each time frame the related actions are grouped as appropriate but are not necessarily listed in priority order. Listed first are those actions that will be ongoing. The second set of action items are for implementation in the immediate future, meaning the next one to three years. The third set identifies those for the next four to five years. Finally, longer term action items have been listed. In their entirety the four sections of actions represent the 10-year vision for transit in Brevard County.

SCAT actions on each of the recommendations are listed below the recommendation and are italicized. SCAT has moved four of the recommendations from one to three years to ongoing (#1, 2, 3 and 9)

ONGOING ACTIONS (FY 2012)

- 1) **Continue the employee input process.** SCAT's employees gain important information about the operation of the service through input from the public as well

as their own insights. This valuable resource should be tapped whenever possible. SCAT makes a tremendous effort to involve vehicle operators in procurement and service decisions through in-service meetings. SCAT should continue efforts at using employee-based teams to determine solutions to problems and increase SCAT's productivity. (Not Goal Specific)

Action is continuing. Employees continue to be involved in route planning, service decisions and other work related discussions through in-service, group and one on one meetings.

- 2) **Improve coordination with cities in the county.** As a county agency, SCAT should continue to keep the cities informed with regard to transit issues, and to enlist their cooperation in matters such as for installing signage, shelters and benches, and perhaps securing funding for the transit system general operations. (Goal 1)

Action is on-going. SCAT has developed agreements with the following cities regarding bus benches and bus shelters: Cocoa Beach, Melbourne, Palm Bay, and Cape Canaveral. In addition, SCAT has coordinated with Brevard Community College to place shelters and to allow free rides for BCC students. SCAT has worked directly with the Cities of Cape Canaveral, Cocoa Beach, Rockledge, Cocoa, Melbourne, and West Melbourne regarding the provision of transit service.

- 3) **Emphasize the connection between transit and land use.** SCAT should work with the MPO, the County, and municipalities to improve the connection between transit and land use. Through being involved directly in the review process, or providing the necessary information to these entities, SCAT should assert its role in technical reviews for state roadway plans, DRIs, and other development related plans the growth management process, particularly for impacts on constrained or congested corridors. (Goal 1)

Limited activity has occurred with this action. Steps take to attain recommendation:

Staff has participated in FDOT workshops regarding Growth Management (Senate Bill 360) and DRI review. SCAT staff has been involved a number of roadway improvement reviews along with the site plans for the new County Health Department and Cocoa City Hall. SCAT has also worked with a number of cities regarding Comprehensive Plan updates.

- 4) **Continue to ensure that the fixed-route service is in compliance with the Americans with Disabilities Act (ADA).** Besides providing lift-equipped fixed-route service, SCAT is required to provide other amenities for passengers with disabilities, such as announcing major stops and transfer points along routes, and making schedule information available in alternative formats. In addition, SCAT must continue to replace all vehicles with fully accessible buses. (Goal 4)

Completed.

- 5) **Continue to support the vanpool program.** The vanpool program housed at Space Coast Area Transit is viewed as a model for other Florida vanpool programs to emulate. Locally, the program continues to provide a vital service to an important niche market that would otherwise go unserved. Support for efforts in this area should be an integral part of the Space Coast Area Transit service delivery program. (Goal 2 & 6)

Action is continuing. SCAT continues to support the program through vehicle acquisitions and supporting vanpooling as a vital component of SCAT's Commuter Assistance Program.

- 6) **Increase education about the half-price bus pass program.** SCAT currently offers half-price (\$17.00) fixed-route monthly bus passes to seniors, people with disabilities, and youth in Brevard County. It appears that few governmental and social service agencies in Brevard County are taking advantage of this program. The existence of the half-price bus pass program needs to be advertised to the general public and agencies. (Goal 1 & 6)

Action is on-going. SCAT staff has promoted the half-price program in all marketing materials along with all public speaking engagements. A number of human services agencies, such as Vocational Rehabilitation and Veteran's Affairs Clinic now purchase half-price tickets in bulk.

- 7) **Reduce the number of paratransit cancellations and no-shows.** Paratransit trip cancellations and no-shows hamper system efficiency and overall productivity by preventing full utilization of vehicle capacities. Currently, cancellations and no-shows at SCAT account for a significant percent of total paratransit trips. Although no statewide cancellation standard currently exists, nationally accepted industry norms suggest that a combined cancellation and no-show rate should not exceed 10 percent of total trips on average. SCAT should consider establishing a stricter cancellation and no-show policy with a goal of achieving a combined no-show and cancellation rate that does not exceed 10 percent of total trips. (Goal 3)

The Local Coordinating Board has approved an updated version of the No-Show Policy.

- 8) **Continue coordination with major employers to provide transportation for work trips.** SCAT's services are very important to the economic health of Brevard County industries, directly impacting the overall economy. SCAT has been successful in working with companies to provide transportation for employees. SCAT should continue to pursue additional coordination efforts with potential employers throughout the County. The transit agency should also strengthen its connections with the two human resource agencies in Brevard County in order to assess service expansions for employees and to potentially pursue direct partnerships with area employers. SCAT should also periodically examine the public transportation needs of working people in the community through community outreach. (Goal 2 & 6)

With the implementation of the FDOT Regional Commuter Assistance Program, this function has transferred to FDOT.

- 9) **Install bus shelters and benches at appropriate locations.** The busiest bus stops should have bus shelters to protect waiting passengers from inclement weather, unless there is a sheltered area nearby (e.g., shopping centers) where passengers can see an approaching bus. SCAT should work to secure additional funding from municipalities and local business to sponsor these amenities. (Goal 2)

Action is ongoing. SCAT staff has negotiated with the City of Palm Bay and Cocoa Beach for bus benches and shelters. Bids have been awarded and the installation process will begin.

ACTIONS TO BE INITIATED OVER THE NEXT ONE TO THREE YEARS

- 1) **Pursue coordination efforts with Lynx to eliminate any overlapping services.** Lynx is the transit provider for Orange, Seminole, and Osceola counties to the direct west of the SCAT service area. Lynx currently operates some services such as vanpools in Brevard County. An analysis of these services as well as the identification of any complementary services between the two agencies should be pursued. (Goal 1)

With the implementation of the FDOT Regional Commuter Assistance Program, this function has transferred to FDOT.

- 2) **Work with the Local Coordinating Board to review, discuss, and begin to establish a TD Eligibility Process.** Currently, SCAT uses self-certification to determine eligibility for TD non-sponsored trips. The Florida Commission for the Transportation Disadvantaged has set forth criteria for local programs to use to determine eligibility for trips subsidized by TD Trust Fund monies (i.e., general purpose trips). The eligibility elements set forth by the FCTD include criteria that must be implemented by all local TD programs, as well as elements that may be customized by each local program to reflect the unique situation in that locality. Although the eligibility criteria set forth by the FCTD will be phased into the Florida TD program, SCAT should begin working with the LCB to establish eligibility criteria that reflect the unique situation in Brevard County. In addition, SCAT and the LCB should consider a coordinated one-step process for all eligibility certifications including TD non-sponsored trips and ADA services. Administrative costs could be lowered if all certifications were performed together. (Goal 4)

No action taken, yet. Steps to be taken:

SCAT staff is waiting on direction from the Commission for Transportation Disadvantaged regarding eligibility requirements. Staff will agenda the subject at a future Local Coordinating Board Meeting in 2012-2013.

- 3) **Continue to expand the park-and-ride lot program.** The County's first park-and-ride lot opened at Eau Gallie and I-95 in July 1996. SCAT should develop a list of potential locations for additional park-and-ride lots and work towards developing these sites for the park-and-ride program. This lot is currently used by participants in the vanpool program. Ultimately, such lots could be a central point for TD shuttles operating to and from the passenger's home, and passengers who are able could transfer to fixed-route service. In addition, SCAT should investigate public/private partnerships (joint ventures) for park-and-ride lots and "mini" park-and-ride lots that may include supportive retail development. (Goal 6)

Action is on-going. SCAT staff worked with the Viera Corporation to build a park and ride lot as required in Viera's DRI. The lot opened in 2010.

- 4) **Complete installation of bus stop signs.** SCAT should continue to coordinate with appropriate state, county, and municipal governments in placing signs at bus stops. (Goal 6)

Action is completed. SCAT staff has completed inventory of all bus stops along with the associated passenger amenities.

- 5) **Establish superstop/transfer centers at major locations where bus routes intersect.** SCAT is currently considering establishment of the first of these centers at the Government Center. Once established, these centers should be the first to receive new signage; information displays on SCAT routes should also be provided at these locations. (Goal 2)

Limited action; SCAT staff has procured a General Planning and Engineering Firm for SCAT projects. A task order for SCAT's first transfer station at its Cocoa Terminal will be issued in late 2012.

- 6) **Review the route numbering scheme used for bus routes.** There may be a more logical scheme which makes it easier for potential riders to identify where a bus goes (e.g., routes starting with a certain number serve a particular part of the county, numbers ending in zero connect different parts of the county). (Goal 6)

Completed.

- 7) **Fully implement the strategies and goals of the 2005 Marketing Plan developed for SCAT.** Over the last few years, SCAT has won awards for its public outreach and marketing programs. These should be maintained to target first time riders through the effective use of various types of media. SCAT should also internally measure the effectiveness of these strategies. (Goal 6)

Completed.

- 8) **Create a formal or informal board of community leaders that recognize the importance of transit in association with the economy of Brevard County.** This group should include business leaders, human resource directors, elected officials, agency heads as well as community activists. (Goal 6)

Limited action taken. Steps taken to attain recommendation:

An informal board of community agencies known as the Brevard Transportation Advocacy Coalition has been formed to promote and expand SCAT service. SCAT supports their efforts.

- 9) **Pursue permanent funding options for extended hours and weekend service.** Funding for these service extensions is scheduled to expire within three years. Analysis of the rate of success on these routes should be undertaken to pursue the needed funding. Based on ridership results and surveys, service should be modified as warranted. (Goal 5)

Completed. SCAT staff has applied and received a Job Access and Reverse Commute grant to provide funding in Fiscal Year 2010-2011 and through 2012-2013.

- 10) **Consider increasing frequency of service on selected routes as funds are made available.** More frequent service in areas where demand is heaviest will enable transit-dependent passengers to travel more easily and will attract choice riders. Increasing the frequency to every 15 or 30 minutes would greatly improve the transit level of service on these routes, making them more competitive with other forms of transportation. This improvement in frequency should be tested on a couple routes on busy or congested corridors. Increased frequency has been requested by citizens participating in the public involvement portion of this plan. (Goal 2)

Action is on-going. Headways on Route 1 were reduced from 2 hours to 1 hour on January 5, 2009. With this service enhancement, all but one of SCAT's fixed routes has headways of one hour or less.

- 11) **Consider implementing a travel training program to assist citizens with the utilization of the fixed-route bus system.** The ADA requirement that transit agencies provide complementary paratransit service for ADA-eligible individuals who cannot access the fixed-route system could have a significant impact on the demand for all paratransit services in Brevard County. However, many individuals can use the fixed-route system if they are assisted with learning to do so. SCAT should consider implementing a travel training program that focuses on how to access SCAT buses, use and understand route maps and route schedules, and how to transfer from one bus to another. This type of training will make it possible to move individuals from the more costly paratransit service to the less expensive fixed-route bus service. Travel training will also help citizens feel more comfortable while using the fixed-route bus system. (Goal 6)

SCAT provides travel training upon request; however, a formal program has not been implemented.

- 12) **Consider the expansion of the agency-sponsored vanpool program in Brevard County so that more agencies are able to take advantage of this alternative to door-to-door transportation.** The vanpool program that SCAT coordinates has proven to be an extremely successful transportation alternative

that should be expanded to include more agency programs. The vanpool trips are much less expensive than traditional paratransit trips. In addition, vanpool services may also be a viable option for providing work transportation to former welfare recipients. (Goal 2)

Action is on-going; SCAT continues to actively support and expand the agency-sponsored vanpools. SCAT staff has worked with local human service agencies to utilize New Freedom funding for agency van services.

13) Continue to expand the role of the Commuter Assistance Program (CAP).

The current program has been well marketed and run. The rise of telecommuting, other flexible work arrangements, a guaranteed ride home program, and preferential parking at the worksite could be further pursued. Additional funding may be pursued from federal or state sources. Most funding increases require a 50 percent local match. (Goal 2)

With the implementation of the FDOT Regional Commuter Assistance Program, this function has transferred to FDOT.

14) Consider the expansion of Volunteers in Motion (VIM) program through partnerships with other Brevard County volunteer programs.

The VIM program currently helps to meet the specialized needs of transportation disadvantaged persons in Brevard County. In addition to providing transportation, this program addresses the specific needs of frail elderly persons. The VIM program uses volunteers in all aspects of the program including as dispatchers, schedulers, drivers, and escorts. The VIM program provides another low-cost alternative to traditional door-to-door paratransit service and expansion of this program would result in additional transportation needs being met in Brevard County. In addition to providing additional transportation resources, the expansion of the VIM program could result in freeing up capacity in the non-sponsored paratransit programs. As with many volunteer-based programs, the VIM program must have volunteers to provide additional trips. Partnerships with these groups could result in a larger volunteer-base for the VIM program. SCAT should actively pursue partnerships

with these groups to enable VIM to provide additional mobility to residents in remote areas of Brevard County. (Goal 2)

Action is on-going. VIM continues to work with the following agencies to increase volunteer drivers and volunteer transportation opportunities: Retired & Senior Volunteer Program (RSVP); Brevardians Responding as Volunteers (BRAVE); 211 Brevard; and the Community Services Council (CSC).

- 15) **Investigate the ability of SCAT to provide additional standing orders on paratransit services to medical services for individuals with regular, recurring medical needs, such as dialysis.** Standing orders for paratransit service to medical services allow individuals with regular, recurring medical needs, such as dialysis, to receive these trips without having to call to request a ride for each individual trip. Currently, SCAT cannot accept any additional medical standing orders due to the maintenance of trip priorities set by the TD Local Coordinating Board. Additional standing orders are needed to serve transportation disadvantaged individuals receiving radiation therapy. SCAT should work to increase capacity on the paratransit system to allow for additional standing orders. However, standing orders should not fill the system to capacity. Several of the recommendations already presented, if implemented, could result in additional capacity on the paratransit system. (Goal 4)

Action is on-going.

- 16) **Continue coordination with the Brevard MPO and local governments to consider transit opportunities in conjunction with corridor or area transportation studies and follow-up on transit-related recommendations resulting from corridor or area transportation studies.** SCAT has worked with the Brevard MPO in of a number of corridors over the last decade. Additional studies are planned in the MPO work program. SCAT should also consider, where feasible, implementation of transit-related recommendations resulting from these studies. (Goal 1)

Action is on-going; Staff continues to be active in all planning studies when necessary.

- 17) **Consider incorporating Intelligent Transportation Systems Technologies (ITS).** SCAT should consider equipping all of its buses and paratransit vehicles with automatic vehicle location (AVL) units to facilitate dispatching and scheduling, and to improve accountability. If feasible, SCAT should acquire the hardware and software needed to link the AVL system to its paratransit scheduling program (PASS) to take advantage of potential productivity improvements gained by linking data collection with scheduling and dispatching. Further, the use of electronic fare collection and documentation would facilitate agency billing and reduce cash handling. In addition, SCAT, in coordination with local municipalities, should examine the feasibility of coordinating traffic control systems and private gated-entryways with public transportation. Brevard County is currently laying the groundwork for an ITS which may present increased opportunities for transit improvements over the next few years. (Goal 3)

No action taken. Steps taken to attain recommendation:

SCAT staff will begin the process of reviewing the capital needs and operational costs of such before determining whether a system can be funded or operated in 2011.

- 18) **Develop an incentive program for developers to promote public transportation and ridesharing.** SCAT should work with the County and municipalities to develop incentives for developers to provide transit-friendly infrastructure. (Goal 1)

Limited action taken. SCAT staff has been involved in the FDOT District Working Group to address transit issues in DRIs.

ACTIONS TO BE INITIATED OVER THE NEXT FOUR TO FIVE YEARS

- 1) **Examine the potential coordination of taxis in Brevard County with SCAT's services (e.g., taxi trips to bus stops, using taxis to expand door-to-door paratransit).** Private taxi services in Brevard County could be a valuable

resource for meeting unmet demand for persons who cannot travel to the fixed-route bus stops or who cannot travel on the fixed-route buses. (Goal 2)

No action taken.

- 2) **Examine the feasibility of implementing an intracounty express bus service.** SCAT should examine the feasibility of establishing an express bus service for trips within the county. Express buses could operate in conjunction with park-and-ride lots to serve longer-distance trips within the county. (Goal 2)

No action taken.

- 3) **Examine the expansion of park-and-ride services to coordinate with other public transportation services (e.g., transit routes, express routes, and Lynx).** The park-and-ride lots in Brevard County are currently used by participants in SCAT's vanpool program. These lots should be coordinated with the local transit routes as well. In addition, in the event of the establishment of express routes in Brevard County, park-and-ride lots should be used. (Goal 2)

No action taken.

- 4) **Examine the feasibility of coordinating express bus service with neighboring counties (e.g., Orange and Volusia) for work trips.** Citizens have suggested that express service should be coordinated with other counties' public transportation networks in order to transport workers. SCAT should examine the potential demand and feasibility of this service. (Goal 1 & 2)

No action taken.

ACTIONS TO BE IMPLEMENTED IN THE LONG TERM

- 1) **Initiate express bus service along identified corridors including Grissom Parkway, SR 528, Minton/Wickham, A1A, US 192, Palm Bay Road, Malabar Road, and Babcock Street as shown in the 10-year Vision Map. These routes are as follows:**

40 - Minton/Wickham Corridor: This near-term, radial route runs north and south along Minton and Wickham Roads. The terminus on the north end is route 4. The terminus on the south end is Malabar Road. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

44 - Grissom Parkway: This mid-term, radial route runs north and south, terminating at Route 406 in the north, and Route 520 in the south. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

45 - US 192: This mid-term, radial route runs east and west along US Highway 192, starting at Route A1A in the east, crossing Melbourne Causeway and extending approximately two miles beyond I-95. The western terminus would be at the location of the proposed St. Johns Heritage Parkway (new route 49). The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

46 - Palm Bay Road: This mid-term, radial route runs east and west along Palm Bay Road, starting at US Highway 1 (Dixie Highway) in the east and terminating at its intersection with the proposed St. Johns Heritage Parkway in the west. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

47- Malabar Road: This mid-term, radial route runs east and west along Malabar Road, starting at US Highway 1 (Dixie Highway) in the east and terminating at its intersection with the proposed St. Johns Heritage Parkway in the west. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

48 - Babcock Road: This mid-term, radial route runs north and south along Babcock Road, terminating in the north at US Highway 192 and in the south at Micco Road. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

49 - St. Johns Heritage Parkway: This mid-term, radial route runs north and south approximately two to three miles west of the current developed areas of Palm Bay and Melbourne. Its northern terminus is along Eau Gallie Boulevard West, head west approximately two miles then bear south and then returns back east at the alignment of Appaloosa Street and terminates

at Babcock Street. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways. (Goal 2)

- 2) **Establish connections to Volusia, Orange, and Indian River Counties in collaboration with Votran, Lynx, and Indian River Transit.** (Goal 2)

No action taken.

- 3) **Create increased frequencies and extended hours along primary corridors such as Fisk Blvd and Stadium Parking, A1A, Babcock, Street, Palm Bay Road, US 1, SR 520, and others as identified either through the vision map, or through corridor analysis.** The Brevard MPO in its upcoming LRTP will likely address examination of these potential multimodal corridors. (Goal 2)

No action taken.

- 4) **Research and develop circulator bus systems in areas of need, for example St. John, Viera, Palm Bay, and along the beach communities served by A1A.** (Goal 2) These routes are as follows:

41 - Port St. John Circulator: This near-term, circulator route runs along US Highway 1 on the east, Fay Boulevard on the south, Grissom Parkway on the west and Kings Highway on the north. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

42 – Viera: This near-term, circulator route runs along US Highway 1 on the east, Route 509 (Wickham Rd. North) on the south, Stadium Parkway on the west, and 502 (Barnes Rd.) on the North. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

43 - Minuteman Causeway: This near-term, radial route runs east and west along Minuteman Causeway between A1A on the east and Fairway Drive (Cocoa Beach Country Club) on the west. The proposed span of service is from 7:30am-7:30pm, with 60 minute headway. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

SCAT submitted a service development grant to the Florida Department of Transportation to fund bus service on the Minuteman Causeway in Fiscal Year 2009/2010. Local match for the Service Development Grant was received from the City of Cocoa Beach. The bus service was discontinued after one year.

52 - Palm Bay Circulator: This mid-term, circulator route runs along San Filippo Drive in the east and south, De Groodt Road/Jupiter Boulevard in the west and Malabar Road in the north. The proposed span of service is from 7:30am-7:30pm, with 60 minute headways.

- 5) **Pursue alternative funding options identified in the financial resources section of this plan in order to fund the improvements outlined above.** Additional funding will need to be pursued either from local sources, FDOT, or the federal government in order to implement these additional services. (Goal 2)

No action taken.

FUNDED PROJECTS

ON-GOING ACTIONS

- 1) Continue the employee input process.
- 2) Improve coordination with cities in the County.
- 3) Emphasize the connection between transit and land use.
- 4) Continue to ensure that the fixed route service is in compliance with the Americans with Disabilities Act.
- 5) Continue to support the vanpool program.
- 6) Increase education about the half-price bus program.
- 7) Reduce the number of Paratransit cancellations and no-shows.
- 8) Install bus shelters and bus benches at appropriate locations.

ACTIONS TO BE INITIATED OVER THE NEXT ONE TO THREE YEARS

- 1) Work with the Local Coordinating Board to review, discuss, and begin to establish a TD Eligibility Process.
- 2) Continue to expand the park and ride lot program.
- 3) Complete installation of bus stops.
- 4) Establish superstops/transfer centers at major locations where bus routes intersect.
- 5) Review the route numbering scheme used for bus routes.
- 6) Fully implement the strategies and goals of the 2005 Marketing Plan developed for SCAT.
- 7) Create a formal or informal board of community leaders that recognize the importance of transit in association with the economy of Brevard County.
- 8) Pursue permanent funding options for extended hours and weekend service.
- 9) Consider implementing a travel training program to assist seniors with the utilization of the fixed-route bus system.
- 10) Consider the expansion of the agency-sponsored vanpool program in Brevard County so that more agencies are able to take advantage of this alternative to door-to-door transportation.
- 11) Consider the expansion of Volunteers in Motion (VIM) program through partnerships with other Brevard County volunteer programs.
- 12) Investigate the ability of SCAT to provide additional standing orders on paratransit services to medical service for individuals with regular, recurring medical needs, such as dialysis.
- 13) Continue coordination with the Brevard MPO and local governments to consider

transit opportunities in conjunction with corridor or area transportation studies and follow-up on transit-related recommendations resulting from corridor or area transportation studies.

14) Consider incorporating Intelligent Transportation Systems Technologies (ITS).

15) Pursue permanent funding options for expanded hours and weekend service.

ACTIONS TO BE INITIATED OVER THE NEXT FOUR TO FIVE YEARS

- 1) Examine the potential coordination of taxis in Brevard County with SCAT's services (e.g. taxi trips to bus stops, using taxis to expand door-to-door paratransit).
- 2) Examine the feasibility of implementing an intracounty express bus service.
- 3) Examine the expansion of park-and-ride services to coordinate with other public transportation services (e.g. transit routes, express routes, and Lynx).
- 4) Examine the feasibility of coordinating express bus service with neighboring counties (e.g. Orange and Volusia) for work trips.

UNFUNDED PROJECTS

ACTIONS TO BE INITIATED OVER THE NEXT ONE TO THREE YEARS

- 14) Consider increasing frequency of service on selected routes as funds are made available.
- 22) Develop an incentive program for developers to promote public transportation and ridesharing.

ACTION TO BE IMPLEMENTED IN THE LONG TERM (NEXT 10 YEARS)

- 1) Initiate express bus service along identified corridors including Grissom Parkway, SR 528, Minton/Wickham, A1A, US 192, Palm Bay Road, Malabar Road, and Babcock Street as shown in the 10-year Vision Map.
- 2) Establish connections to Volusia, Orange and Indian River Counties in collaboration with Votran, Lynx, and Indian River Transit.
- 3) Create increased frequencies and extended hours along primary corridors such as Fiske Blvd and Stadium Parkway, A1A, Babcock Street, Palm Bay Road, US 1 SR 520, and others as identified either through the vision map, or through corridor analysis.
- 4) Research and develop circulator bus systems in areas of need, for example Port St. John, Viera, Palm Bay, and along the beach communities served by A1A. 5) Pursue alternative funding options identified in the financial resources section of this plan in order to fund the improvements outlined above.

RECOMMENDATIONS ELIMINATED DUE TO NEW FDOT REGIONAL COMMUTER ASSISTANCE PROGRAM

ON-GOING ACTIONS

- 8) Continue coordination with major employers to provide transportation for work trips.

ACTION TO BE INITIATED OVER THE NEXT ONE TO THREE YEARS

- 1) Pursue coordination efforts with Lynx to eliminate any overlapping services.
- 17) Continue to expand the role of the Commuter Assistance Program (CAP).

OPTIONAL PLAN REVISION

As noted in the introduction section of this document, FDOT Guidelines for TDSP Amendments and Updates also provides an option for the update of the various components of the Plan. The section will provide all updates needed for those applicable sections. If no update is warranted, it will be noted.

DEVELOPMENT PLAN

The Development Plan section of the TDSP provides an introduction of the Service Area including some background of the TD Program; information on the CTC Designation; the CTC Organization Chart; a consistency review of the TDSP with other plans; Local Coordinating Board Certification (LCB); and discussion on the Public Participation/Outreach process.

CTD Guidelines recommend including an update to the CTC Organization Chart as necessary. There have been no changes to the Organization Chart therefore no update is necessary. Also recommended is the inclusion of the LCB Membership page (members, agencies, alternates and term). A copy of the Brevard County LCB Membership can be found in **Appendix A** of this document.

Guidelines also recommend the identification of any significant changes to major trip generators/attractors that have significantly altered service delivery. There were no significant changes with major trip generators/attractors that altered the service delivery during this Plan update period.

SERVICE PLAN PROFILE AND DEMOGRAPHICS

This section of the TDSP contains a description of the System service along with a number of demographics information that is pertinent to the evaluations of the users and attractors of the system. Space Coast Area Transit has changes to make to the Profile and Demographics section.

SYSTEM SAFETY PROGRAM PLAN (SSPP)

Based on the annual review from FDOT, SCAT had to update and re-write its SSPP in 2011. The overall SSPP is too large to include in this update, however, the SSPP without

the appendices is included in this update, **Appendix B.**

GRIEVANCE POLICY AND LCB BY-LAWS

Both the Grievance Policy and LCB By-laws were updated in 2011 and included in **Appendix C.**

QUALITY ASSURANCE

In accordance with CTD Guidelines, the service standards established in the TDSP were reviewed and are attached as **Appendix D.**

UPDATED FIVE BUDGET PROJECTION

Under Transit Development Plan (TDP) rules, SCAT must prepare a 10 year budget projection. The updated 10 year budget projection is listed below. Please note that the TDSP update only calls for a 5 year budget projections, but for the sake of continuation, SCAT is presently the full 10-year projection.

Transportation Disadvantaged Service Plan Update | **2012**

TEN YEAR PROJECTED BUDGET FOR SCAT

5/11/2012

EXPENSES	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021
Labor and Fringe	\$4,751,602	\$4,725,519	\$4,820,029	\$4,916,430	\$5,014,759	\$5,115,054	\$5,217,355	\$5,321,702	\$5,428,136	\$5,536,699
Operating Expenses	\$2,339,602	\$2,312,819	\$2,359,075	\$2,406,257	\$2,454,382	\$2,503,470	\$2,553,539	\$2,604,610	\$2,656,702	\$2,709,836
Capital Expenses (\$12,460,843	\$10,412,000	\$10,724,360	\$11,046,091	\$11,377,474	\$11,718,798	\$12,070,362	\$12,432,473	\$12,805,447	\$13,189,610
TOTAL EXPENSES	\$19,552,047	\$17,450,338	\$17,903,465	\$18,368,778	\$18,846,614	\$19,337,321	\$19,841,256	\$20,358,784	\$20,890,285	\$21,436,145
REVENUES										
Farebox	\$750,000	\$853,000	\$878,590	\$904,948	\$932,096	\$960,059	\$988,861	\$1,018,527	\$1,049,082	\$1,080,555
Special Fares	\$269,719	\$237,533	\$242,284	\$247,129	\$252,072	\$257,113	\$262,256	\$267,501	\$272,851	\$278,308
Medicaid Waiver	\$173,913	\$190,000	\$193,800	\$197,676	\$201,630	\$205,662	\$209,775	\$213,971	\$218,250	\$222,615
Miscellaneous (advertising, surplus,	\$95,752	\$95,000	\$91,250	\$91,250	\$91,250	\$91,250	\$91,250	\$91,250	\$91,250	\$91,250
Local Operating Assistance	\$1,439,180	\$1,439,180	\$1,439,180	\$1,439,180	\$1,439,180	\$1,439,180	\$1,439,180	\$1,439,180	\$1,439,180	\$1,439,180
Balance Forward	\$99,120	\$212,717	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FDOT Block Grant	\$1,499,375	\$1,502,737	\$1,506,145	\$1,519,779	\$1,553,864	\$1,553,864	\$1,553,864	\$1,553,864	\$1,553,864	\$1,553,864
FDOT A1A	\$425,132	\$357,263	\$364,000	\$371,000	\$385,500	\$385,500	\$385,500	\$385,500	\$385,500	\$385,500
FDOT 520 Corridor	\$425,132	\$378,947	\$364,000	\$371,000	\$385,500	\$385,500	\$385,500	\$385,500	\$385,500	\$385,500
TDC-TD Trip and equipment grant	\$1,095,960	\$1,163,376	\$1,186,644	\$1,210,376	\$1,234,584	\$1,259,276	\$1,284,461	\$1,310,150	\$1,336,353	\$1,363,080
TDC-TD Planning Grant	\$28,311	\$28,311	\$28,311	\$28,311	\$28,311	\$28,311	\$28,311	\$28,311	\$28,311	\$28,311
Federal Job Access Reverse Comm	\$260,274	\$260,274	\$265,479	\$270,789	\$276,205	\$281,729	\$287,364	\$293,111	\$298,973	\$304,952
Federal Operating Assistance	\$300,000	\$310,000	\$310,000	\$310,000	\$310,000	\$310,000	\$310,000	\$310,000	\$310,000	\$310,000
Federal New Freedom Program	\$229,336	\$10,000	\$10,200	\$10,404	\$10,612	\$10,824	\$11,041	\$11,262	\$11,487	\$11,717
Sub-total Operating:	\$7,091,204	\$7,038,338	\$6,879,883	\$6,971,842	\$7,100,803	\$7,168,268	\$7,237,362	\$7,308,126	\$7,380,602	\$7,454,832
Federal Capital Assistance	\$12,460,843	\$10,412,000	\$10,724,360	\$11,046,091	\$11,377,474	\$11,718,798	\$12,070,362	\$12,432,473	\$12,805,447	\$13,189,610
Sub-total Capital:	\$12,460,843	\$10,412,000	\$10,724,360	\$11,046,091	\$11,377,474	\$11,718,798	\$12,070,362	\$12,432,473	\$12,805,447	\$13,189,610
TOTAL REVENUES	\$19,552,047	\$17,450,338	\$17,604,243	\$18,017,933	\$18,478,277	\$18,887,066	\$19,307,724	\$19,740,598	\$20,186,048	\$20,644,442
TOTAL SURPLUS/DEFICIT	\$0	\$0	-\$299,222	-\$350,844	-\$368,337	-\$450,255	-\$533,532	-\$618,186	-\$704,236	-\$791,702

Local for STIP \$2,827,684 \$3,027,430 \$2,845,104 \$2,880,183 \$2,916,228 \$2,953,264 \$2,991,322 \$3,030,428 \$3,070,613

COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

Cost Revenue Allocation

The rate structure is the same for all Transportation Disadvantaged trips with Brevard County. The Transportation Disadvantaged rates were determined through the Rate Calculation method mandated by the Commission for the Transportation Disadvantaged.

	Full Fare	Half Fare
Fixed Route Monthly Pass	\$35.00	\$17.00
Fixed Route Ten Ride Pass	\$10.00	\$5.00
Fixed Single Ride	\$1.25	\$0.60
TD Passenger Fares	\$2.50	\$1.25
Transportation Disadvantaged	Per Passenger Mile	
Ambulatory	\$1.48	
Wheelchair	\$2.54	
Human Service Agency Monthly Vanpool Lease	\$685.00	

These rates have been approved by the Local Coordinating Board and the Commission for the Transportation Disadvantaged and are effective July 1, 2012. Both the Local Coordinating Board and the Community Transportation Coordinator will continue to monitor the rates to determine when, and if, these rates need to be modified due to changes in the costs in the delivery of these trips.

**APPENDIX A
LCB MEMBERSHIP LISTING**

COMMUNITY TRANSPORTATION COORDINATOR (CTC)	DESIGNATED OFFICIAL PLANNING AGENCY (DOPA)	STATE MEDICAID OPERATOR
James Liesenfelt, Director Transit Services Department Space Coast Area Transit 401 S. Varr Ave. Cocoa, FL 32922 Phone – (321) 635-7815 Fax - (321) 633-1905 E-mail- Jim.Liesenfelt@brevardcounty.us	Leigh Holt Multimodal Program Manager, TPO 2725 Judge Fran Jamieson Way Bldg. A Melbourne, FL 32940 Phone - (321) 690-6890 Fax - (321) 690-6827 E-mail – Leigh.Holt@brevardcounty.us	Edgar Martinez TMS of Brevard 13825 ICOT Blvd, Suite 613 Clearwater, FL 33760 Phone – (321) 574-5509 Fax - (321) 406-0471 E-mail – Edgar.Martinez@tmsmg.com
LCB ATTORNEY	COMMISSION FOR TRANS. DISADVANTAGED	
Karen Lloyd Assistant County Attorney 2725 Judge Fran Jamieson Way., Bldg. C Melbourne, FL 32940 Phone - (321) 633-2090 Fax - (321) 633-2096 E-mail Karen.Lloyd@brevardcounty.us	Floyd Webb 605 Suwannee St., MS-49 Tallahassee, FL 32399-0450 Phone - (850) 410-5700 Fax - (850) 410-5752 TDD 1-800-983-2435 E-mail – Floyd.Webb@dot.state.fl.us	

Name and Address	Representing	*Term	LCB Status
Mayor Rocky Randels City of Cape Canaveral 105 Polk Ave Cape Canaveral, FL 32920 Phone – (321) 536-2864 Fax – (321) 868-1248 Email – r.randels@cityofcapecanaveral.org	Chairman	Indefinite	Chairman
Maryjane Wysocki Agency for Persons with Disabilities 400 W. Robinson St, Suite 430 Orlando, FL 32801 Phone – (407) 245-0440 Fax - (407) 245-0578 Email - Maryjane_wysocki@apd.state.fl.us	Florida Dept. of Children & Families	Indefinite	

Name and Address	Representing	*Term	LCB Status
<p>Theodis Perry Florida Dept. of Transportation 133 South Semoran Blvd. Orlando, FL 32807 Phone - (407) 482-7861 Fax - (407) 275-4188 E-mail-Theodis.Perry@DOT.state.fl.us</p>	<p>Florida Dept. of Transportation</p>	<p>Indefinite</p>	
<p>Michael Livingston Transportation Department Brevard County School Board 2901 W. King St. Cocoa, FL 32926 Phone - (321) 633-3681 Fax - (321) 633-6238 E-mail - Livingstonm@brevard.k12.fl.us</p>	<p>Public Education Community</p>	<p>Indefinite</p>	
<p>Almetia Britton Vocational Rehabilitation 1970 Michigan Ave, Building A, Ste A-1 Cocoa, FL 32922 Phone – (321) 690-3280 Fax - (321) 690-3279 E-mail – Almetia.britton@vr.fldoe.org</p>	<p>Florida Dept. of Education</p>	<p>Indefinite</p>	
<p>Glenn McGuffie Veteran Services Office 2725 Judge Fran Jamieson Way Bldg. B Viera, FL 32940 Phone - (321) 633-2012 Fax - (321) 633-2026 E-mail – glenn.mcguffie@brevardcounty.us</p>	<p>Florida Dept. of Veteran’s Affairs</p>	<p>Indefinite</p>	<p>Vice-Chairman</p>
<p>Kyle Andrews 151 Riverside Drive Cape Canaveral, FL 32920 Phone – (321) 799-3302 E-mail – kyleinfla@gmail.com</p>	<p>Persons over Sixty Rep. Elderly of the County</p>	<p>Expires 12/13</p>	
<p>Anna Grau Space Coast Center for Independent Living 803 N. Fiske Blvd, Suite B Cocoa, FL 32922 Phone - (321) 633-6011 E-mail – agrau@bellsouth.net</p>	<p>Disabled Representative</p>	<p>Expires 12/13</p>	
<p>Linda Howard 946 Golden Beach Blvd. Indian Harbour Beach, FL 32937 Phone - (321) 773-2691 E-mail – lhoward@specialgatherings.com</p>	<p>Citizen Advocate</p>	<p>Expires 05/15</p>	

Name and Address	Representing	*Term	LCB Status
Isabelle Zoerner School Board of Brevard County Elementary Program 2700 Judge Fran Jamieson Way Melbourne, FL 32940-6679 Phone - (321) 631-1911 X323 Fax - (321) 633-3520 E-mail zoeneri@brevard.k12.fl.us	State Coordinating Council for Early Childhood Services Children at Risk	Indefinite	
Randy Hunt Senior Resource Alliance 988 Woodcock Road, Suite 200 Orlando, FL 32803 Phone – (407) 514-1816 Fax - (407) 228-1835 E-mail huntr@elderaffairs.com	Florida Dept. of Elder Affairs	Indefinite	
Benjamin Akinola Agency for Health Care Admin. 400 W. Robinson St. S-309 Orlando, Fl. 32801 Phone - (407) 316-4836 FAX - (407) 245-0847 E-mail – Akinolab@ahca.myflorida.com	Florida Agency for Health Care Administration	Indefinite	
Sara Ann Conkling 6900 N. Cocoa Blvd, Unit 6302 Cocoa, FL 32927-5026 Phone – (321) FAX – (321) E-mail – saraann7@gmail.com	Citizen Advocate/user	Expires 05/15	
Edgar Martinez TMS of Brevard 13825 ICOT Blvd, Suite 613 Clearwater, FL 33760	Private For Profit or Non- Profit Trans. Industry	Indefinite	
VACANT	Florida Assoc. of Community Action Agencies Rep. Economically Disadvantaged	Indefinite	
VACANT	Regional Workforce Board	Indefinite	
VACANT	Representative Local Medical Community	Indefinite	

Alternates

Name and Address	Representing	*Term	LCB Status
VACANT Fl. Dept. of Children & Families 400 W. Robinson St., S-430 Orlando, FL 32801 Phone - (407) 245-0440 x602 Fax - (407) 245-0575	Florida Dept. of Children & Families	Indefinite	

Name and Address	Representing	*Term	LCB Status
Karen Adamson Florida Department of Transportation 133 S. Semoran Blvd Orlando, FL 32807-3203 Phone - (407) 482-7800 Fax - (407) 275-4188 E-mail – Karen.Adamson@DOT.state.fl.us	Florida Dept. of Transportation	Indefinite	
James C. Tapp, Jr. 132 Kyle Court NE Palm Bay, FL 32907 Phone – (321) 724-4851 E-mail – tappsdream@att.net	Persons over Sixty rep. Elderly of the County	Expires 12/13	
Thomas Hargrave 1845 Cogswell St Rockledge, FL 32955 Phone – (321) 632-8610 ext. 261 Fax - (321) E-mail – thargrave@bacbrevard.com	Physically Challenged	Expires 04/12	
Sarah Lightell Senior Resource Alliance 988 Woodcock Rd., Suite 200 Orlando, Fl. 32803 Phone – (407) 228-1800 Fax - (407) 228-1800 E-mail - lightells@elderaffairs.org	Florida Dept. of Elder Affairs	Indefinite	
Charlotte Keller Agency for Health Care Administration 400 W. Robinson St, Suite S-309 Orlando, FL 32801 Phone – (407) 420-2509 Fax – (407) 245-0847 E-mail-kellerc@ahca.myflorida.com	Designee Agency for Health Care Admin.	Indefinite	
Tammy Harris Housing and Human Services 2725 Judge Fran Jamieson Way, B103 Viera, FL 32940 Phone – (321) 633-2007 x6227 Fax – (321) E-mail – Tammy.Harris@brevardcounty.us	Citizen Advocate/System User	Expires 05/15	
VACANT	Private for Profit or Non-Profit Trans. Industry	Indefinite	
VACANT	Public Education Community	Indefinite	
VACANT	Florida Dept. of Labor & Employment Security	Indefinite	
VACANT	Florida Dept. of Veteran Affairs Rep. Veterans	Indefinite	

Name and Address	Representing	*Term	LCB Status
VACANT	Florida Assoc. of Community Action Agencies rep. Economically Disadvantaged	Indefinite	
VACANT	Regional Workforce Board	Indefinite	
VACANT	Representative Local Medical Community	Indefinite	

APPENDIX B SYSTEM SAFETY PROGRAM PLAN (SSPP)

I. MANAGEMENT COMMITMENT TO SAFETY

Brevard County Transit Services (SPACE COAST AREA TRANSIT), functioning under the Brevard County Board of County Commissioners, offers both specialized and public transportation services. SPACE COAST AREA TRANSIT provides safe, reliable and responsive transportation service to all Brevard County residents.

It is the objective of SPACE COAST AREA TRANSIT to provide safe and reliable service to its passengers. As a result, it is the responsibility of all employees to make sure that we conduct our daily operations in the safest manner possible.

As part of the commitment to safety, Florida Department of Transportation has approved rules calling for a Safety Plan whose overall goal is to prevent and reduce the severity and number of accidents involving vehicles, passengers, employees or any other individuals who come into contact with the transportation system.

As part of the Safety Program all employees are required to bring any conditions perceived to be unsafe to management or my attention. This Passenger, Vehicle and System Safety Plan formalizes safety as our transportation system's top priority. If there are any questions or comments, please contact the Manager of Operations and Maintenance, Scott Nelson, at (321) 635-7815 ext 401, or e-mail at scott.nelson@brevardcounty.us.

II. SYSTEM SAFETY GOALS AND SSPP

State law requires SPACE COAST AREA TRANSIT to develop a transit System Safety Program Plan (SSPP) that complies with the State's minimum equipment and operational safety standards established pursuant to Subsection 341.061, Florida Statutes (FS) (Appendix A), and to annually inspect all equipment operated in accordance with established standards. Minimum standards are contained in Rule Chapter 14-90, Florida Administrative Code (FAC) (Appendix B). It is the Department's intent to comply with these standards and annually certify the following to FDOT:

- An SSPP has been developed in accordance with Rule Chapter 14-90, FAC.

- Compliance by SPACE COAST AREA TRANSIT.
- Safety inspections have been performed on all equipment pursuant to Rule Chapter 14-90, FAC. SPACE COAST AREA TRANSIT shall suspend system operations or any portion thereof that poses an immediate danger to public safety.

The SSPP describes the functions and responsibilities necessary to achieve and maintain the highest degree of safety possible. It provides a means of improving communication, documentation, and coordination within the entire system and can reduce actual and potential incidents of injuries, property damage, and delays in service. The SSPP applies to all areas of the transportation system, including design, procurement, administration, operations and maintenance.

A. Goal and Objectives

The overall goal of SPACE COAST AREA TRANSIT is to provide nonemergency transportation services in a safe, effective and efficient manner. The objectives for attaining the safest operating conditions are as follows:

1. Identify unsafe conditions.
2. Develop methods to control or eliminate hazards.
3. Determine the simplest, most effective means in controlling hazards.
4. Estimate the cost to eliminate or control the hazard.
5. Estimate losses as a result of the hazard.
6. Determine or estimate the cost savings or benefits as a result of eliminating or controlling the hazard.

B. Additional Objectives

The following specific objectives are incorporated in managerial and administrative activities to ensure safety requirements are incorporated in all aspects of daily operational tasks:

1. Revise the SSPP as needed to remain current.
2. Assure the existence of all safety considerations in the SSPP.
3. Direct compliance by the operation with the SSPP.
4. Assure completion of annual safety inspections of all operational vehicles.
5. Assure annual safety certifications are submitted to Florida Department of Transportation (FDOT).
6. Establish guidelines for suspension of any system service not believed safe or which may pose potential danger to public safety.
7. Establish methods to validate commercial driver's licenses for Class B with a Passenger and Air Brakes Endorsement or other endorsements as required.

8. Require the establishment and completion of training and testing programs for all new employees.
9. Establish written operational and safety procedures to be provided to all employees.
10. Document each operator's work period, including days and hours worked.
11. Require a medical examination for all new employees and current employees.
12. Adhere to policies prohibiting the use of alcoholic beverages or controlled substances by any employee.
13. Establish policies preventing the unsafe operation of any equipment.
14. Require daily written bus safety inspections by all operators.
15. Facilitate the establishment of a maintenance and preventative maintenance program and establish standards to ensure all buses operated are regularly and systematically inspected, maintained and lubricated, and documentation of all maintenance functions is complete.

C. System Applicability

These objectives shall be applied to all aspects of the system in an effort to reduce the potential for accidents and will be presented to all employees during training.

III. HAZARD AND SECURITY PLAN (HSP)

In accordance with Rule 14-90, Space Coast Area Transit has adopted, and implemented a Hazard and Security Plan (HSP), also referred to as the Security Program Plan (SPP), which covers the hazard and security portion of the system safety program. The HSP contains information about prevention, mitigation, preparedness, response, recovery, and associated organizational responsibilities.

The HSP addresses the following hazard and security elements and requirements:

- Security policies, goals and objectives
- Organization roles, and responsibilities
- Emergency management processes and procedures for mitigation, preparedness, response, and recovery
- Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
- Procedures for the establishment of interfaces with emergency response organizations
- Procedures for the interagency coordination with local law enforcement jurisdictions
- Employee security and threat awareness training programs
- Security data acquisition and analysis

- Emergency preparedness drills and exercises
- Requirements for private contract transit providers than engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
- Procedures for HSP maintenance and distribution

Space Coast Area Transit contractors will establish separate Hazard and Security Plans for their individual operations. The contractor's Hazard and Security Plan shall be reviewed and approved by Space Coast Area Transit.

Oversight of the contractor's compliance will occur as a task in Space Coast Area Transit's yearly contract review.

IV. SYSTEM DESCRIPTION

A. History

Brevard Transportation Authority (BTA)

In early 1974, the Federal government dramatically increased its role in public transit; Brevard County took advantage of these grants and formed the Brevard Transportation Authority. BTA served only the area south of the Pineda Causeway in an attempt to provide traditional public transportation using fixed route service; however low-density development in the service area led to low ridership and a decline in public support. BTA was dissolved in 1984.

Consolidated Agencies Transportation System (CATS)

Consolidated Agencies Transportation System (CATS) was also formed in 1974 as a non-profit agency offering scheduled transportation service for clients. Under the Board of County Commissioners, CATS was charged with providing service to senior citizens for medical, shopping and meals for the economically disadvantaged and other life sustaining needs. As CATS services expanded, ridership increased and public support grew. The Brevard Metropolitan Planning Organization recommended a two year demonstration of cooperation between CATS and BTA, and if successful, a merger of the two systems. By the end of the first year, in October 1984 it was obvious that it was a successful venture and a merger took place October 1, 1985.

Brevard County Transit Services (SPACE COAST AREA TRANSIT)

A countywide contest was held to determine the name of the new system and the name SPACE COAST AREA TRANSIT (SCAT) was chosen. It was operated as a department of the Brevard County Board of County Commissioners. The service was designed around the special needs of the elderly and disabled. SPACE COAST AREA TRANSIT continues to provide service to those groups that had been served by CATS as well as an expanded fixed route service with buses in service from Mims to Micco. In 2003, SPACE COAST AREA TRANSIT was awarded the prestigious Outstanding Public Transportation System Award by the American Public Transportation Association.

Volunteers in Motion (VIM)

The program began in 1996 in an effort to provide reliable transportation to Brevard County's elderly citizens who are unable to use SPACE COAST AREA TRANSIT's Fixed Route system because of health reasons. Since its inception Volunteers in Motion has been able to assist thousands of elderly individuals. In 1997 the Governor's Commission for the Transportation Disadvantaged honored Volunteers in Motion with the Volunteer Transportation of the Year Award. They have also been the recipient of the Daily Points of Light Award for June 26, 2006; an award that honors an individual or organization that makes a positive and lasting difference in the lives of others.

B. Transportation Service

1. Fixed Route Transit

Public transit service has evolved extensively since its inception and currently consists of 15 fixed routes on a fixed schedule. On September 24, 2007 for the first time in the 34 year history of public transit in Brevard County, SPACE COAST AREA TRANSIT served over one million fixed route passengers boarding in a one year period of time. Fixed route service is provided 7 days a week and stretches nearly the entire 74 miles of Brevard County from Mims to Palm Bay. Service hours run from 5:30 AM to 11:45 PM.

2. Advance Reservation Paratransit

Paratransit is provided throughout Brevard County on a daily basis. Paratransit is generally a curb-to-curb service accessed through a trip by trip reservation. SPACE COAST AREA TRANSIT provides such services in order to meet the needs of the transportation disadvantaged citizens of Brevard County. Reservations are taken Monday through Friday in our Dispatch Center, located in Cocoa, between 8:00 a.m. and 5:00 p.m., beginning 7 days before service is needed.

3. Volunteers In Motion

Volunteers in Motion is a service coordinated by SPACE COAST AREA TRANSIT, the Senior Resource Alliance and the Community Care for the Elderly program in an effort to provide reliable transportation and assistance to Brevard County's elderly citizens who are unable to use SPACE COAST AREA TRANSIT's Fixed Route system.

C. Contract and Coordinated Transportation

In October of 1990, SPACE COAST AREA TRANSIT was appointed the Community Transportation Coordinator (CTC) by the local Metropolitan Planning Organization (MPO). In this role, SPACE COAST AREA TRANSIT coordinates the transportation services to the transportation disadvantaged with all participating local private, for profit, and nonprofit transportation providers operating in Brevard County. In this capacity, contracts are established with private and nonprofit transportation operators. These contractors and transportation providers are required to comply with this SSPP if they receive money for transportation disadvantaged activities directly from the Brevard County Board of County Commissioners. If they are contracting directly with an outside funding agency, they will be expected to establish their own SSPP which must meet all State requirements and be approved by the Brevard County Board of County Commissioners.

Since March of 1992, the County has contracted with several private companies to transport passengers who are scheduled through SPACE COAST AREA TRANSIT. Trips provided by these companies are funded through several funding sources, including the Transportation Disadvantaged Trust Fund, Community Development Block Grant (CDBG), Older Americans Act Title III-B and Medicaid. This program has expanded service for the transportation disadvantaged to 24 hours per day, seven days a week.

D. Vehicle Maintenance

Maintenance on SPACE COAST AREA TRANSIT vehicles is performed by its maintenance contractor, First Vehicle Services. Associated documentation on Preventive Maintenance Services B and C, when completed and checked by the shop manager, will be filed with the repair order in the applicable Equipment History folder. If, at any time, an authorized SPACE COAST AREA TRANSIT manager requires access to an Equipment History folder pertinent to a SPACE COAST AREA TRANSIT assigned asset, the request will be made through First Vehicle Services.

Preventive maintenance scheduled inspection interval requirements:

Inspection Type B	Inspection Type C
Days or Miles (whichever occurs first)	Days or Miles (whichever occurs first)
90 or 4,000	Yearly or 24,000

All vehicles must be determined safe and serviceable prior to use in public transportation service. All operators are required to perform a vehicle inspection prior to operating their assigned vehicle using a Pretrip Inspection Report. Defects noted are documented and reported to a manager, who will determine vehicle status, replace the vehicle, if needed, and arrange with maintenance contractor for repairs. The Pretrip Inspection Report is found in Appendix G.

If an operator experiences equipment failure while enroute, he/she will report the problem by radio to the Dispatch Center. When appropriate, the applicable manager will arrange for another operator and vehicle to complete the route and notify the maintenance facility of the vehicle's location and problem. However, the operator may be instructed to proceed to the maintenance facility if safety or further mechanical damage is not jeopardized.

Any vehicle with defects, which may adversely affect operational safety, or which may cause further damage to the vehicle when placed in operation, will not be authorized for use under any circumstances.

Additional operator maintenance information and procedural requirements are provided in the SPACE COAST AREA TRANSIT Operators Manual attached to this Plan as Appendix D.

E. Safety Training

Each new operator shall receive a minimum of 40 hours of pre-service training, focusing on bus maneuvering, customer service, defensive driving, wheelchair securement, passenger assistance techniques, substance abuse awareness, operation of special equipment, and applicable policies and procedures.

Additional and refresher training will be provided on safety and relevant topics as needed. Individual and group operator meetings are conducted as needed to discuss safety, vehicle operation and operator maintenance. Training sessions are provided to discuss and review other operational issues including the condition of the equipment and vehicles, customer service and safety, and road and traffic concerns.

Brevard County also requires SPACE COAST AREA TRANSIT employees to undergo an orientation and a series of five three hour courses focusing on customer service and other relevant topics. Vehicle Operators and Operations Managers must also complete a County mandated four hour defensive driving class upon initial hire and repeat every two years. Every Vehicle Operator and Operations Manager is required to have a current valid CPR and First Aid certification.

Training requirements are contained in Appendix F.

F. Communications

All vehicles are equipped with two-way radios, and each operator is trained on proper radio operation, use and discipline. The Space Coast Area Transit Wireless Communication Policy is found in Appendix E. Through the use of the equipped radios, operators are apprised of road conditions as reported and have the capability to request assistance and report schedule status and accidents or incidents. Radio codes and contact information are listed in Appendix N.

G. Accident Procedure

The following events involving a bus, or taking place on SPACE COAST AREA TRANSIT controlled property, are investigated:

1. Any fatality, where an individual is confirmed dead within 30 days of a transit system related event, excluding suicides and deaths from illnesses.
2. Injuries requiring immediate medical attention away from the scene.
3. Property damage to SPACE COAST AREA TRANSIT buses, non-transit vehicles, or other property or facilities.
4. Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

The standard accident procedure is as follows:

The vehicle operator involved contacts the Dispatch Center by radio from the scene. Dispatch contacts the appropriate law enforcement authorities and ambulance service as required. A lead or operations manager responds to the scene of the event to assess and investigate the situation. Customer courtesy witness cards are distributed to the bus passengers and any other witnesses. Their statements are collected.

A post-accident drug and alcohol test is mandated for the following conditions according to FTA Policy: 1) A fatality, 2) an injury requiring immediate medical attention away from the scene, or 3) disabling damage to any vehicle requiring towing, unless the operator's actions can be completely discounted as a contributing factor. The testing must be done within 2 hours of the event unless unavoidably hindered.

The vehicle operator completes a Brevard County Operator's Accident/Incident Form within 24 hours. The operations manager completes a Supervisor's Accident/Incident Form and submits it to Brevard County Risk Management within 72 hours. This form requires the manager to state any corrective action or plans to prevent a recurrence. The investigating law enforcement officer completes a field report, and long form report. The video from the bus camera system is downloaded. All of these reports and materials and any other pertinent information is gathered by the operations manager and forwarded to Risk Management promptly. Accident Report Forms are found in Appendices L and M. The manager works with Risk and the claims adjusters on any subsequent issues, questions, or actions related to the event. An Accident Review Board will be convened if the preventability determination is in doubt. The manager authorizes training or conducts discipline in a timely way for the vehicle operator if necessary. The Manager of Operations and Maintenance monitors the corrective action plan, training and discipline to ensure its completion.

The accident report packet is maintained by SPACE COAST AREA TRANSIT for a minimum of four years from the date of completion of the investigation.

H. Facilities and Locations

SPACE COAST AREA TRANSIT operates from two separate transit facilities. The North Terminal located in Cocoa serves as an operational center as well as the administrative and dispatch center. The address is *401 South Varr Avenue, Cocoa, FL 32922*.

The South Terminal serves primarily as an operational location providing parking and an operators' preparation facility. It also contains the main offices of VPSI Vanpool Services. The physical address is *460 South Harbor City Boulevard, Melbourne FL 32901*. This is not a mailing address, as all mail is channeled through the administrative facility in Cocoa.

Vehicle Maintenance sites are located at each facility within the operational centers.

V. PRE-EMPLOYMENT/OPERATIONS

Prior to employment, a prospective operator must file an application for employment through the Brevard County online application system. The application will be reviewed by applicable personnel to ensure each applicant is qualified to fill the position of vehicle

operator. The operator must present a valid Commercial Driver's License (CDL), Class "B" or higher as determined applicable, with Passenger "P" and Air Brakes "A" at the interview. Other endorsements will be added as required. SPACE COAST AREA TRANSIT retains a copy of each driver's license on file. Each operator's record is reviewed annually.

After an applicant has been preliminarily selected for a vehicle operator position, the Personnel Department will obtain a copy of the applicant's driving record for the preceding seven years and perform a background check on the applicant prior to employment. SPACE COAST AREA TRANSIT will review the driving record to ensure there is no history of flagrant violations or negative trends. A driving record review will also be completed every 6 months during the term of employment.

Each vehicle operator, prior to final selection, is required to undergo a drug-screening test. As part of pre-employment examination process, a urine analysis is required to test for the presence of prohibited drugs. Refer to the Substance Abuse Policy found in Appendix H. The cost of the examination is paid by SPACE COAST AREA TRANSIT. Full compliance with the Federal Transit Administration Anti-Drug and Alcohol Abuse Program is required.

After selection, each operator shall be required to undergo a complete DOT physical examination; a Medical Examiners Certificate will be issued and must be maintained at all times during employment. The medical and eye examination must indicate that the operator is in such physical condition that compliance with all laws governing standards for operator physical capabilities has been met; and will be performed by a licensed physician determined by the county. A Department of Children and Family (DCF) background and screening clearance and fingerprinting must also be obtained post selection.

Documentation on operators includes:

1. Total hours worked.
2. On-duty hours.
3. Driving hours.
4. Time reporting on and off duty each day.
5. Training records.
6. DOT Certification.
7. Any other information deemed necessary for Personnel Files.

An operator receiving notice of license suspension, cancellation, or revocation is required to notify his/her manager "of the contents of the notice immediately, or no later than the end of the business day following the day he or she received it" (Chapter 14-90, FAC). Under no circumstances is an operator to operate a vehicle without having the appropriate and valid Commercial Driver's License in their possession.

Per the Vehicle Operators Manual Section 12(A) a vehicle operator must notify management within 24 hours of any motor vehicle infraction of 1 or more points assessed against the Operator's license; as determined by Section 322.27, Florida Statute.

A. Training

Each new operator is given a minimum of 40 hours training by management personnel. They shall be made aware of operational rules and procedures in compliance with Chapter 14-90, FAC. Each operator receives a copy of the SPACE COAST AREA TRANSIT Operators Manual, Appendix D.

In addition to the minimum 40 hours training, a vehicle operator shall be instructed in the use of CPR and/or basic first aid. Other areas addressed during training include emergency procedures, passenger assistance and wheelchair lift and securement operations. The New Employee Training/Orientation outline and checklists are completed on each operator. Copies of the forms are in Appendix F.

Training records of all vehicle operators are maintained by the designated training leads for North and South Terminal employees. Records are retained by them until the Operator leaves County employment. At that time the records are put into the Operator's working file, which is kept for 25 years after separation of employment.

B. Return to Work Medical Examination

Vehicle operators who have been off duty for 30 days or more due to an illness, medical condition, or injury must successfully complete a return to work medical examination by the County designated physician before returning to work.

VI. SYSTEM SAFETY TASKS AND IMPLEMENTATION

A. Tasks

The primary task for ensuring operational safety is to properly identify and assess hazards or conditions that result or could result in accidents. The method of identifying, analyzing, assessing, and resolving causes of accidents is done by all sections and areas of the system, using all available information and resources. Immediate efforts shall be made to resolve the more severe potential hazards that could result in accidents. Assessment of hazards shall result in resolution by either eliminating or negating the hazard through the use of safety devices and/or new, improved procedures. Safe operations and a reduction in the

potential for hazards are accomplished through proper and adequate training of new employees and refresher training courses for incumbent employees. Random inspections of operational functions shall be made by management to identify hazards not normally identified in day-to-day activities.

B. Implementation

The requirements of this SSPP are consistently and continuously applied as required. It is the responsibility of SPACE COAST AREA TRANSIT management to maintain, update, and make the necessary revisions to the SSPP on a recurring basis. The plan is submitted to FDOT for review of appropriate compliance with Chapter 14-90, FAC. (Appendix B)

VII. ORGANIZATIONAL STRUCTURE

There are two organizational charts, which appear in Appendix Q. The first chart illustrates the structure and relationships of SPACE COAST AREA TRANSIT (Brevard County Transit Services) positions. The second organizational chart depicts the Brevard County Government under jurisdiction of the Board of County Commissioners and the interrelationships between all of the County departments and divisions.

VIII. SERVICE DESCRIPTION

SPACE COAST AREA TRANSIT is a vital element of service under the Brevard County Board of County Commissioners. SPACE COAST AREA TRANSIT provides transportation services throughout the county, serving the general public, as well as the mobility impaired. Service to the transportation disadvantaged and the general public is available on a "fee-for-service" or fare basis. Specialized transportation, as provided to those requiring a higher level of assistance or unique scheduling, is primarily subsidized in whole through agreement or contract with the sponsoring agency. In addition, because of eligibility criteria, client registration and accountability are necessary program requirements.

SPACE COAST AREA TRANSIT is also the Community Transportation Coordinator (CTC) and a designated provider of disadvantaged transportation operating under a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged. The vehicle fleet is appropriately equipped to meet the needs of individuals with disabilities in the operating area. Private nonprofit agencies that are members of the coordinated transportation system primarily provide transportation service to meet the needs of their program participants.

Private operators are used to augment transportation and perform most of the trips, which have a destination outside the service area or are scheduled for nonduty hours.

Any new service or projects for which the system is applying is presented to the Board of County Commissioners. These presentations are open to comment from public providers and concerned citizens. This procedure ensures that the private sector and general public have an opportunity to express their views and concerns to the Board for their consideration prior to final determination on adding or changing service.

Currently, private, nonprofit and public providers are participating in the provision of transportation within the service area.

The SPACE COAST AREA TRANSIT transportation system delivery structure consists of transit, paratransit, subscription service, group transportation, and specialized or individual transportation to include ADA transportation. Service characteristics include:

- Intracounty transit throughout Brevard County.
- Local transit routes.
- Express commuter service.
- Route transfer connections.
- Advance registration/reservation.
- Door-to-door accessibility.
- Expanded destination access.
- A wide range of activity destinations.
 - Transit access to most major attractors including, employment centers, medical facilities, shopping, and recreation.
 - Paratransit access to locations outside the transit service area.
 - Scheduled recurring service for ADA and TD persons to dialysis, grocery shopping and other essential destinations, i.e., training, support, and social service programs.

Transit service is provided to efficiently accommodate the majority of public mobility needs in the more densely populated areas of Brevard County. This service is provided on a fixed schedule, operating over fixed routes, 7 days a week. Paratransit service is prearranged to provide sponsored transportation in those locations outside the transit service area and for those persons within the service area who cannot access the transit service because of a certified disability. Contract providers allow coordinated transportation to operate on a 24-hour basis, seven days per week.

In order for an individual to access sponsored transportation, the customer must register by telephone at the SPACE COAST AREA TRANSIT Registration/Information Center in Cocoa. The applicant is asked to provide information as required by the sponsoring

agency to assist in registering the person properly. Some eligibility information may need to be documented, certified, and/or provided to SPACE COAST AREA TRANSIT prior to determining service eligibility. In addition, special needs, to include wheelchair use, car seat requirements, and service animals, are determined and noted to ensure appropriate accommodation. Once a sponsored client is registered, one can make use of the system within 24 hours.

IX. BASIC OPERATIONAL REQUIREMENTS

- 1. *Any operator receiving a notice of license suspension, cancellation, or revocation, or a moving traffic violation (on or off duty), shall report such action to their manager immediately, but not later than the beginning of the first day of duty following the day received.***
- 2. *Operators shall not operate a transit vehicle with a suspended, canceled, or revoked CDL.***
- 3. *Operators shall not drive more than 12 hours in any one 24-hour period, drive after being on-duty for 16 hours in any one 24-hour period, or drive more than 70 hours in any period of seven consecutive calendar days.***
 - *Operators shall have a minimum of eight hours of cumulative off-duty time within any one 24-hour period.***
 - *The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions resulting from weather, road, traffic, or medical emergencies and disasters.***
 - *One additional driving hour may be allowed to reach a regularly established relief point.***
- 4. *An operator shall not drive if their ability is impaired by fatigue, illness, or medication making it unsafe for the operator to drive or continue driving.***
- 5. *No operator shall operate their bus in darkness without providing interior lighting for boarding or exiting the bus.***
- 6. *SPACE COAST AREA TRANSIT enforces a no-standing policy for paratransit service while the bus is in motion.***
- 7. *Buses shall not be refueled in a closed building. The fueling of buses, when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.***

8. Operators shall make a daily inspection of the assigned bus which shall include the following information:

- **Bus number, operator's name, date, and route identification.**
- **Inspection and check of the following for satisfactory operating conditions:**

**Service Brakes
 Parking Brakes
 Tires and Wheels
 Steering
 Horn
 Lighting Devices
 Signaling Devices**

**Windshield Wipers
 Rear Vision Mirrors
 Passenger Doors
 Gauges
 Fire Extinguisher
 Radio/Emergency Equipment
 Wheelchair Lift Cycle**

- 9. All operators shall be secured by the operator's seat belt while driving the bus.**
- 10. Operators shall not leave their bus unattended for an extended period of time - no longer than five minutes with passengers aboard.**
- 11. Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.**
- 12. All operators shall comply with the provisions of Chapter 316, Florida Statutes, in regard to stopping at railroad crossings.**
- 13. Operators shall display the proper reflective lights and warning devices when disabled on the highway.**
- 14. Operators shall assure all emergency exit doors that can be locked by a key are unlocked during passenger operations.**
- 15. During darkness, wheelchair lifts shall be properly lighted when in use.**
- 16. Operators shall assure that wheelchair passengers are properly secured in the appropriate positions whenever the bus is in motion.**
- 17. Operators shall be instructed that when in doubt about any aspect of a procedure or process, they are not to proceed until they have requested and received instructions from an authorized manager.**

18. Use of cell phones, including texting and Bluetooth and use of personal beepers is expressly forbidden by County Policy and Space Coast Area Transit Policy while operating a County Vehicle, including a bus. The Wireless Communication Policy is in Appendix E.

X. PROCUREMENT STANDARDS

Buses are purchased from State of Florida contracts, through the Brevard County Purchasing Department, ensuring compliance with operational and safety specifications.

Vanpool vans and service vehicles are also purchased either by State contract or competitive bidding. Specifications are determined before ordering and inspected upon delivery to ensure compliance with all State and Federal provisions.

Federal FTA Best Practices Procurement Regulations are strictly adhered to for all vehicle purchases.

XI. MAINTENANCE OF EQUIPMENT AND DEVICES

- A. All buses operated are regularly inspected by means of a preventive maintenance program to ensure that all buses are properly equipped with all required parts and accessories in good, safe working order.
- B. All preventive maintenance and repair actions are documented and include a positive means of bus identification, date, mileage, type, and description of maintenance or inspection.
- C. All records are kept on file for the life of the bus, then kept in an archive file a minimum of four years.
- D. A safety compliance inspection, under the provisions of Chapter 14-90, FAC, is performed on the following equipment:

Horn	Door/Interlock Devices
Windshield Wipers	Step-Wells and Flooring
Mirrors	Emergency Exits
Wiring/Battery(s)	Tires and Wheels
Service/Parking Brakes	Suspension System
Warning Devices	Steering System
Directional Signals	Exhaust System
Hazard Warning Signals	Safety Belts/Restraint Systems

Lighting System	Safety Equipment
Signaling Devices	Wheelchair Lift Equipment
Handrails and Stanchions	Stande Line/Warning

- E. Management ensures applicable vehicle safety inspections are performed and documented by qualified entities or persons in compliance with Chapter 14-90, FAC. Appendix C contains a copy of this annual certification.
- F. Law enforcement officers or persons designated by FDOT are permitted to perform system reviews for compliance with Chapter 14-90, FAC.

XII. VEHICLE INVENTORY

The vehicle inventories for SPACE COAST AREA TRANSIT and its contract transportation operators are contained in Appendix J.

XIII. SAFETY DATA ACQUISITION AND ANALYSIS

Safety related incidents and accidents, including passenger related incidents and injuries, altercations, requested public safety (police) responses, trespassed or banned riders, and vandalism are reported by Dispatch Radio Operators, Leads and Operations Managers.

Reports of incidents involving liability are forwarded to Brevard County Risk Management. Incidents are investigated and remedies for prevention are taken.

The reports are forwarded to SPACE COAST AREA TRANSIT’s Planning Department. They collect the data and forward it in a monthly report to the National Transit Database where it is compiled into an Annual Safety and Security Report.

XIV. RECORDS RETENTION

A. Driver Records

Records of vehicle operators’ background checks and qualifications are kept for as long as the operator is employed by Brevard County. After departure from employment the records are kept in the driver’s archive file for 25 years.

Training records of all vehicle operators are maintained by the designated training leads until the operator leaves county employment. After departure from employment the training records are kept in the driver's archive file for 25 years.

Each vehicle operator's daily duty status, with days worked, on-duty hours, driving hours, and report and off duty times are maintained for a minimum of four years.

B. Maintenance and Safety Inspection Records

All vehicles operated in SPACE COAST AREA TRANSIT services are owned by Brevard County Board of County Commissioners- SCAT.

Maintenance records, include the following:

1. Make, model, license number, other identification numbers, and ownership of vehicles
2. Date, mileage, description of inspection, maintenance and lubrication intervals
3. Records of vehicle inspections, PM's and repairs made off site.

Annual safety inspections and any corrective actions are documented.

These records are retained for the life of the vehicle, and retained in an archive vehicle file for at least four years after the vehicle is retired.

Maintenance of SPACE COAST AREA TRANSIT vehicles, including inspections, maintenance, lubrication, and repairs is contracted to First Vehicle Services (FVS). FVS maintains a local administrative office at *401 South Varr Avenue, Cocoa, FL 32922*. Their corporate headquarters is *600 Vine Street, Suite 1400, Cincinnati, OH 45202*.

APPENDIX C

GRIEVANCE PROCEDURES

AND

LCB BY-LAWS

**GRIEVANCE PROCEDURE OF THE
BREVARD COUNTY
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED**

ARTICLE I: 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 (FAC), 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 Sub-Committee 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 (CTC). 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 S. Varr. Ave., Cocoa, Florida 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 only the vehicle for following procedure and should not prevent the Complainant from following through with necessary action.
- B. The Community Transportation Coordinator (CTC) 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 (CTC). The CTC will schedule the Grievance Committee to review the issue & 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 its 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 Transportation Disadvantaged Commission
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450 or call 1-800-983-2435, 1-800-648-608 (TDD Line)

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 Chairperson 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 12th Day of December, 2011.

**BY-LAWS OF THE
BREVARD COUNTY
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED**

ARTICLE I: PREAMBLE

Section 1: Preamble: The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Transportation Disadvantaged Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

Section 1: Name: The name of the Coordinating Board shall be the LOCAL COORDINATING BOARD FOR THE TRANSPORTATION DISADVANTAGED, hereinafter referred to as the Board.

Section 2: Purpose: The primary purpose of the Board is to assist the Designated Official Planning Agency in identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, Florida Statutes.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERM OF OFFICE,
AND TERMINATION OF MEMBERSHIP**

Section 1: Voting Members. In accordance with Chapter 427.0157, Florida Statutes, all members of the Board shall be appointed by the designated official planning agency, which is the Space Coast Transportation Organization (TPO).

All agency members shall be recommended in writing to the TPO Chairman or Staff Director. All non-agency member appointments shall be recommended by the Non-Agency Member Selection Sub-committee to the TPO Chairman or Staff Director.

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

1. An elected official appointed by the TPO (The TPO shall appoint one of these elected officials as the Chairman);
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department of Children and Family Services;
4. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. 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;
6. A person recommended by the local Veterans Service Office representing the veterans of the county;
7. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
8. A person over sixty representing the elderly in the county;
9. A person with a disability representing the disabled in the county;
10. 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;
11. A local representative for children at risk;
12. 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;
13. A local representative of the Florida Department of Elderly Affairs;
14. 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;

15. A local representative of the Florida Agency for Health Care Administration;

16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and

17. 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, etc.

Section 2: Alternate Members. Each member of the Board shall have an alternate. Each represented agency shall appoint an alternate, non-agency alternates shall be appointed by the TPO. Alternates for a board member who cannot attend a meeting must be representative of the same interest as the member. Each alternate may vote only in the absence of that member on a one-vote-per-member basis. Each member must provide written declaration of his or her designated alternate.

Section 3: Non-Voting Members. Additional non-voting members may be appointed by the TPO.

Section 4: Terms of Appointment. Consistent Rule 41-2.012(5), except for the Chairman, the members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairman shall serve until replaced by the TPO.

Section 5: Termination of Membership. Any member of the Board may resign at any time, by notice in writing, to the Chairman. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairman. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The TPO may review, and consider rescinding the appointment of any voting member of the Board who fails to attend three (3) consecutive meetings.

Section 6: Technical Advisors. Upon majority vote of a 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.

ARTICLE IV: OFFICERS AND DUTIES

Section 1: Number. The officers of the Board shall be a Chairman and a Vice-Chairman.

Section 2: Chairman. The Space Coast Transportation Organization shall appoint an elected official, to serve as the official Chairman to preside at all Coordinating Board meetings. The Chairman shall preside at all meetings, and in the event of his/her absence, or at his/her discretion; the Vice-Chairman shall assume the powers and duties of the Chairman. The Chairman shall serve until replaced by the TPO.

Section 3: Vice-Chairman. The Board shall hold an organizational meeting each year, for the purpose of electing a Vice-Chairman. The Vice-Chairman shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chairman shall serve a term of one year starting with the next meeting. The nominations for the Vice-Chairman shall be taken from members present at the organizational meeting.

ARTICLE V: BOARD MEETING

Section 1: Regular Meetings. The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, Florida Statutes, the Board shall meet at least quarterly.

Section 2: Notice of Meetings. Notices and tentative agendas shall be sent to all Board members, other interested parties, and the news media within a reasonable amount of time prior to the Board meeting. Such notice shall state the date, time, and the place of the meeting.

Section 3: Quorum. At all meetings of the 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. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called, but no action may be taken until a quorum is present.

Section 4: Voting. At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these by-laws, shall be decided by the vote of a majority of the members of the Board present.

Section 5: Parliamentary Procedures. The Board will conduct business using parliamentary procedures according to Robert's Rules of Order (most recently revised), except when in conflict with these by-laws.

ARTICLE VI: STAFF

Section 1: General. The TPO shall provide the Board or arrange for sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 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 other necessary administrative duties.

ARTICLE VII: BOARD DUTIES

Section 1: Board Duties. The Board shall perform the following duties as specified in Rule 41-2, FAC.

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Transportation Disadvantaged Commission and the Chairman of the TPO.
2. Review and approve the Memorandum of Agreement including the Transportation Disadvantaged Service Plan.
3. Evaluate all services provided by the Community Transportation Coordinator under the designated service plan. On an annual basis provide the TPO with an evaluation of the Coordinator's performance. This evaluation shall be based on state Transportation Disadvantaged Commission standards, the annual service plan, and should include recommendations regarding renewal of the Community Transportation Coordinator's contract.

4. In cooperation with the Coordinator, review and provide recommendations to the Transportation Disadvantaged Commission and the TPO on all applications for local, State, or Federal funds relating to transportation disadvantaged in the county. This is to ensure that any transportation disadvantaged expenditure within the county, provides service in the most effective and efficient manner.

5. Review coordination strategies, for service provision to the transportation disadvantaged in the county to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Coordinator and consolidation of adjacent counties, when it is appropriate and cost effective to do so.

6. In coordination with the Coordinator, jointly develop applications for funds that may become available.

7. Prepare by October 1st an Annual Report, to be consolidated with the Coordinator's Annual Operating Report, outlining the accomplishments and activities or other areas of interest to the State Commission and the County Commission for the most recent operating year period.

8. Assist the TPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP).

ARTICLE VIII: SUBCOMMITTEES

Section 1: Grievance Subcommittee. The Coordinating Board shall appoint a Grievance Subcommittee to process, investigate, resolve complaints that cannot be solved by Coordinator or Operator, and make recommendations to the Board for improvement of service from agencies, users, or potential users of the system in the county. This subcommittee shall meet as often as necessary to resolve grievances in a timely manner.

Section 2: Others. Other subcommittees shall be designated by the Chairman, as necessary, to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures.

ARTICLE IX: COMMUNICATION WITH OTHER

AGENCIES AND ENTITIES

Section 1: General. The TPO 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 FAC.

ARTICLE X: AMENDMENTS

Section 1: General. The by-laws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, provided the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairman of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true, and correct copy of the By-laws of this Board as adopted by the Brevard County Local Coordinating Board for the Transportation Disadvantaged the 12th Day of December, 2011.

APPENDIX D**QUALITY ASSURANCE****Service Standard**

Transport of Escorts and Dependent Children Policy – Space Coast Area Transit provides space for all escorts and dependents for all scheduled riders; however, a fare must be paid. If an escort is required for medical needs, then no fare shall be charged. There are no age limits for those that require escorts.

Use, Responsibility and Cost of Child Restraint Devices – It is the responsibility of the passengers to provide a child restraint device.

Out-of-Service Area Trips – Space Coast Area Transit does not provide out of area trips with Transportation Disadvantaged funding.

Passenger No-Shows – See policy on page 48 of TDSP.

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 follows all DCF policies regarding background checks of vehicle operators.

Rider Personal Property – It is the responsibility of the passengers to care for their own personal property. Space Coast Area Transit maintains a lost and found; all items are kept for at least a quarter. It is also the responsibility of the rider to ensure that the rider carries on the bus, no more than they can carry themselves. However, vehicle operators will assist passengers as necessary.

Advance Reservation Requirements – Space Coast Area Transit will accept all Transportation Disadvantaged reservations from at least one day prior to one week prior the schedule trip.

Pick-Up Window – All scheduled customers are given a pick-up window and told to be ready for their trip 15 minutes before scheduled pick up time.

Public Transit Ridership – Space Coast Area Transit does not have a specific public transit ridership goal, since all Transportation Disadvantaged customers are first reviewed to determine if they can rider the fixed routes.

On-Time Performance – Space Coast Area Transit's goals is that 90% of the Transportation Disadvantaged trips shall fall within the pick-up window.

Accidents – 1.2 accidents per 100,000 miles will be the maximum between each road call.

Road Calls – There should be no less than 10,000 miles between each road call.

Complaints – Space Coast Area Transit has not set a standard for the number of complaints. However, all complaints are received and documented for follow-up and resolution.

Call-Hold Time – All calls should be answered within three rings and should not be placed on hold for longer than 2 minutes. This standard should be accomplished 95% of the completed calls. NOTE: This standard has not been placed into effect.

Vehicle Transfer Points – Space Coast Area Transit transfer points shall provide shelters, security and safety for all passengers.

Local Toll-Free Number – Space Coast Area Transit shall post a local toll free number for complaints or grievances inside all vehicles. The TD Helpline number shall be posted in all vehicles. All Transportation Disadvantaged related information and materials shall include the TD helpline number as reprinting allows.

Clean Vehicles – The interior of all vehicles shall be free of grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects that could soil items placed in vehicles or provide discomfort to the passengers.

Billing Requirements – All Transportation Disadvantaged related bill shall be paid within 45 working days to Transportation Disadvantaged subcontractors, after receipt of payment by the Brevard County Finance Department in accordance to Brevard County policies, Local Coordinating Board rules and Section 287.0585 of the Florida Statutes.

Passenger Trip Database – Space Coast Area Transit shall maintain a passenger trip database on each rider being transported within the Transportation Disadvantaged system.

Adequate Seating Policy – Space Coast Area Transit will provide adequate seating for paratransit services for each rider and escort, child or personal attendant and no more

passengers will be scheduled or transported, at any time, than the vehicle seating capacity.

Driver Identification Policy – Space Coast Area Transit drivers will announce and identify themselves by name and company when picking up riders except in situations where the driver regularly transports the rider. Each driver will have a photo ID on himself or herself that is in view of the passenger.

Passenger Assistance Policy – The driver shall provide boarding assistance such as opening the door, fastening the seatbelt or wheelchair securing devices, etc.

Vehicle Two Way Communications – All Space Coast Area Transit vehicles shall have two-way radios that are in good working condition.

Vehicle Heating and Air Conditioning – All Space Coast Area Transit vehicles shall have working heating and air conditioning systems.

In addition to above standards, Space Coast Area Transit, as a department of Brevard County Board of County Commissioners, must meet standards as outlined in Brevard County Policies, Administrative Orders, Merit System rules, Labor Agreement, etc.