

RIDER'S GUIDE FOR SPECIAL SERVICES

A Public Transportation Rider's Guide for Eligible Seniors and Transportation Disadvantaged, Including Origin to Destination Paratransit Service and ADA Paratransit Service



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Brevard County SYSTEM MAP

Effective 10/7/17

Route 1 – Titusville/Viera

Route 2 – Titusville

Route 3 – Merritt Island

Route 4 – 520 Connector

Route 5 – Titusville/Mims

Route 6 – Cocoa/Rockledge

Route 7 – Rockledge/Viera

Route 8 – West Cocoa

Route 9 – Cape Canaveral/Cocoa Beach

Route 21 – Downtown Melbourne

Route 22 – South Palm Bay

Route 23 – West Palm Bay

Route 24 – Melbourne/Eau Gallie

Route 25 – Palm Bay Connector

Route 26 – South Beach

Route 27 – East Palm Bay

Route 28 – North Melbourne

Route 29 – Melbourne/Viera

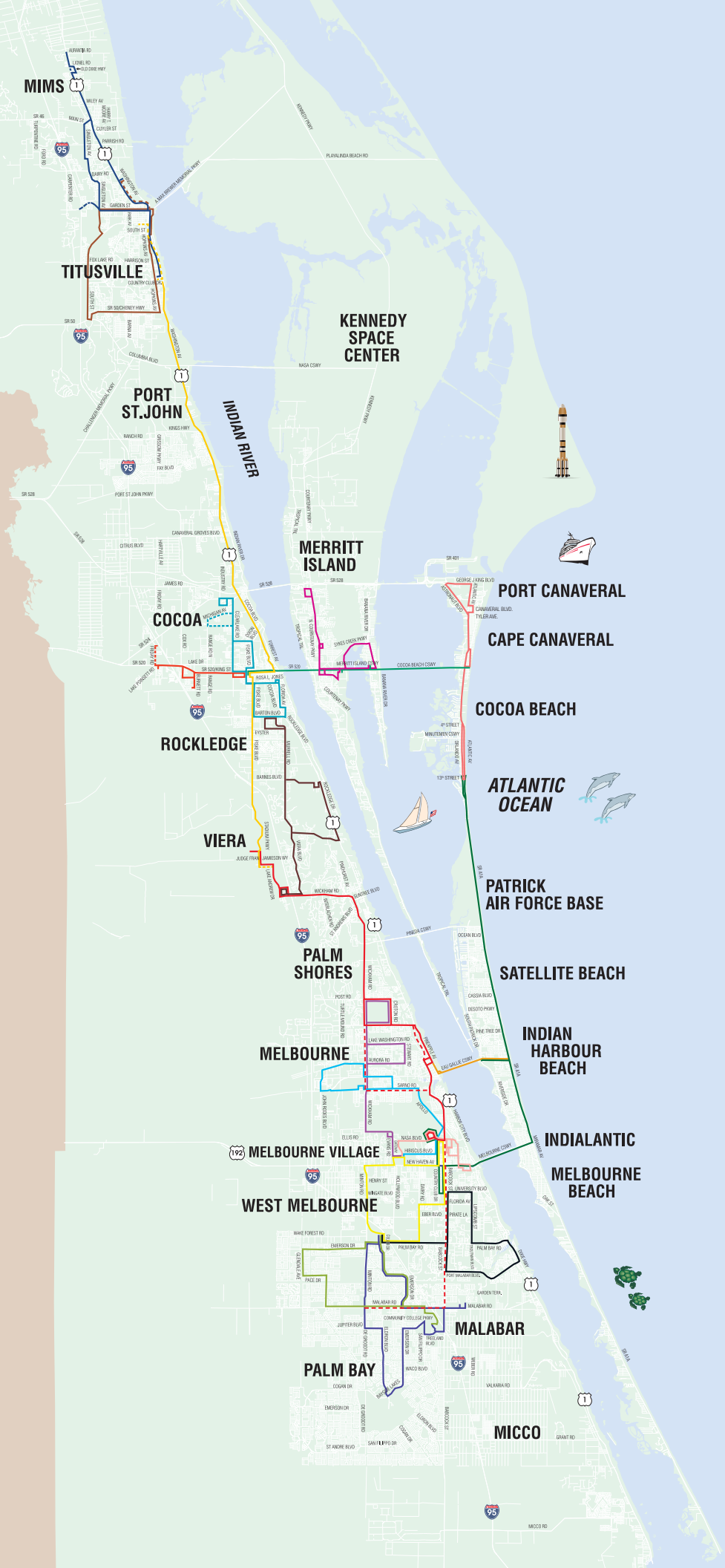
Route 33 – Eau Gallie Arts District

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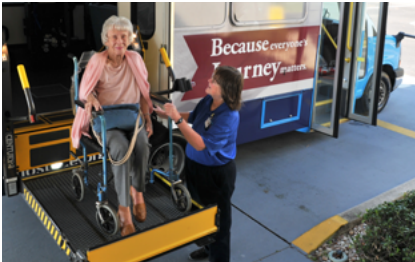
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OVERVIEW OF SPECIAL SERVICES

Space Coast Area Transit provides specialized services to meet the needs of community members who are transportation disadvantaged. These specialized services include **Paratransit Service, ADA Paratransit Service, Volunteers in Motion, Contracted Routes**, and the **Brevard County Emergency Support Function, Transportation**. **Fixed Route Bus Service** is also available at a discounted rate to qualified individuals.



PARATRANSIT AND ADA PARATRANSIT SERVICE

Space Coast Area Transit operates **Paratransit Service** to assist those with mobility needs who are unable to utilize fixed routes by providing wheelchair accessible Paratransit vehicles. **ADA Paratransit Service** is a very important part of Space Coast Area Transit's commitment to providing mobility and freedom to our transportation disadvantaged citizens.



VOLUNTEERS IN MOTION

Many frail residents in Brevard County are able to live independently through supportive services such as **Volunteers in Motion**. Find out more about **Requesting Services**. **View a Special News Feature** on the Volunteers in Motion Program produced by News 13 reporter Greg Palone. Program volunteers receive training by attending instructional classes, and are provided with state-of-the-art vehicles. **View our Awesome Volunteers!**



CONTRACTED ROUTES

Space Coast Area Transit's **Contracted Routes** serve several not-for-profit agencies with contracted, demand/response service. Some agencies served include Brevard Achievement Center, Bridges BTC, INC., Easter Seals and Seniors at Lunch. The agencies work with Space Coast Area Transit to transport agency customers to designated centers in the morning, and return them home in the afternoon. For more information, call 321-633-1878.



EMERGENCY SUPPORT TRANSPORTATION

Space Coast Area Transit also oversees the **Brevard County Emergency Support Function, Transportation**. In order to provide the highest quality emergency service possible, residents with special needs are strongly encouraged to pre-register with the Emergency Management Office at 321-637-6670. During an emergency, pre-registered special needs residents are evacuated to designated shelters.



FIXED ROUTE BUS SERVICE

Fixed Route Bus Service provides extensive coverage throughout Brevard County on a set schedule at designated stops. **Learn How to Ride**. All transit buses are wheelchair lift equipped. Major shopping centers, government centers, social service agencies, area colleges, universities and hospitals are just some of the locations served by Space Coast Area Transit. Weekend and Saturday service is available on most routes. **View Maps and Schedules**.

PARATRANSIT SERVICE

Space Coast Area Transit operates **Paratransit Service** to serve the mobility needs of Brevard County citizens who are unable to use Fixed Route Bus Service. **Paratransit Service** uses wheelchair accessible Paratransit vehicles to transport passengers throughout Brevard County on a daily basis. **Paratransit Service** is generally a point-of-origin to point-of-destination service, accessed through a trip-by-trip reservation. The intent of **Paratransit Service** is to ensure that individuals who are transportation disadvantaged have equal access to public transportation.

Many disabled individuals use the **Fixed Route Bus Service** instead of **Paratransit Service**. ADA requires Space Coast Area Transit's **Fixed Route Bus Service** to be completely accessible for use by people with disabilities, including features for people with hearing and vision impairments. All Space Coast Area Transit buses are wheelchair accessible.



PARATRANSIT ELIGIBILITY

Those eligible for **Paratransit Service** include seniors 60+, veterans, students, and transportation disadvantaged individuals who are defined as: "Those persons who because of physical or mental disability, income, status, or age, or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other sustaining activities, or children who are disabled or high risk," Chapter 411.202, Florida Statutes.

PARATRANSIT REGISTRATION

To register for **Paratransit Service**, individuals must go through an application process to become eligible for services through Space Coast Area Transit. To apply for **Paratransit Service**, call 321-633-1878 or **E-Mail Us**. Individuals who apply for **Paratransit Service** and are refused, can contact Space Coast Area Transit at 321-635-7815 for information on the appeal process.

PARATRANSIT FARES AND PAYMENT OPTIONS

Paratransit passengers and their companions ride at a reduced fare. **1-Ride Paratransit Fare** is \$1.50 per person, and must be paid when boarding. Exact change is required as the driver is not equipped to make change. There is no charge for personal care attendants. Children 15 and under are free when accompanied by a fare paying passenger. A **10-Ride Paratransit Pass** is \$15.00 and must be purchased in advance. Please note that 10-Ride Passes are non-transferable. Payment options include:

- At one of the Space Coast Area Transit terminals: 401 S. Varr Ave., Cocoa, FL 32922, or 460 S. Harbor City Blvd., Melbourne, FL 32901.
- Checks up to \$100.00, money orders, and credit cards are accepted **By Mail**.
- Visa, MasterCard, and Discover cards are also accepted **Online** or over the phone, by calling 321-635-7815 x 403 or x 604, or 321-952-4563 x 301.
- To purchase a 10-Ride Pass online, **Login** to your account. If you have not previously registered online, please **Set Up an Account**.

GET CONNECTED

For questions regarding **Paratransit Service** eligibility or for reservations, call 321-633-1878 and ask to speak with a Paratransit representative. In South Mainland, call 321-952-4672. **E-Mail Us!**

ADA PARATRANSIT SERVICE



Space Coast Area Transit operates ADA (American With Disabilities Act) Paratransit Service to serve the mobility needs of Brevard County citizens who are unable to use Fixed Route Bus Service. **ADA Paratransit Service** uses wheelchair accessible ADA Paratransit vehicles, and transports passengers throughout Brevard County on a daily basis. **ADA Paratransit Service** is generally a point of origin to point of destination service, accessed through a trip-by-trip reservation.

The intent of **ADA Paratransit Service** is to ensure that individuals who are transportation disadvantaged have equal access to public transportation. ADA Paratransit and Paratransit differ in that the service area for ADA Paratransit is only for points of origin and destination within a 3/4 mile of Space Coast Area Transit's **Fixed Route Bus Service**. This is because the service hours for **ADA Paratransit Service** correspond with the service hours for Fixed Route Bus Service.

Many disabled individuals use **Fixed Route Bus Service** instead of **ADA Paratransit Service**. ADA requires that Space Coast Area Transit make its **Fixed Route Bus Service** completely accessible for use by people with disabilities. This includes putting wheelchair lifts on buses and adding features for people with hearing and vision impairments. All Space Coast Area Transit buses are wheelchair accessible.

ADA PARATRANSIT SERVICE AREA REQUIREMENTS

ADA Paratransit Service must be comparable to the level of **Fixed Route Bus Service** provided by Space Coast Area Transit. This means that **ADA Paratransit Service** must be provided wherever **Fixed Route Bus Service** operates, and during the same days and times. In addition, **ADA Paratransit Service** must meet the following requirements:

- Individuals can call the day before a ride is needed to request a trip.
- Trips can be requested up to 14 days in advance.
- Trips that occur on a regular basis do not need to be reserved each time.
- Fares can be no more than twice the regular bus fare.
- Trips can be requested for any purpose.
- An eligible person's access to ADA service cannot be limited by patterns of refusals, unusually long trips, late pick-ups or other such factors.

ADA PARATRANSIT SERVICE

ADA PARATRANSIT ELIGIBILITY

ADA Paratransit Service is available to the following individuals:

- Disabled individuals who cannot use Space Coast Area Transit's **Fixed Route Bus Service** due to their inability to get around on their own.
- Disabled individuals who cannot use Space Coast Area Transit's **Fixed Route Bus Service** because it is not yet accessible for their needs. When the bus service is accessible, disabled individuals who are able to use it will no longer be eligible for ADA service.
- A personal assistant who is accompanying an ADA eligible rider is considered a mobility aid and rides for free.
- One traveling companion who is accompanying the ADA eligible rider. Additional traveling companions are permitted only if space is available without displacing a disabled rider. Companions pay the same fare and must have the same point of origin and destination as the ADA eligible rider.
- ADA eligible riders from anywhere in the United States who are visiting Brevard County.



ADA PARATRANSIT REGISTRATION

- To register for **ADA Paratransit Service**, individuals must go through an application process and become ADA Paratransit certified through Space Coast Area Transit. All individuals, including those receiving Paratransit Service, must go through the ADA Paratransit certification process.
- To apply for **ADA Paratransit Service**, call 321-633-1878 or **E-Mail Us**. Individuals who apply for ADA Paratransit Service and are refused, can contact Space Coast Area Transit at 321-635-7815 for information on the appeal process.

ADA PARATRANSIT FARES AND PAYMENT OPTIONS

ADA Paratransit passengers and their companions ride at a reduced fare. **1-Ride ADA Paratransit Fare** is \$1.50 per person, and must be paid when boarding. Exact change is required as the driver is not equipped to make change. There is no charge for personal care attendants. Children 15 and under are free when accompanied by a fare paying passenger.

A **10-Ride ADA Paratransit Pass** is \$15.00 and must be purchased in advance. Please note that 10-Ride Passes are non-transferable. Payment options include:

- At one of the Space Coast Area Transit terminals: 401 S. Varr Ave., Cocoa, FL 32922, or 460 S. Harbor City Blvd., Melbourne, FL 32901.
- Checks up to \$100.00, money orders, and credit cards are accepted **By Mail**.
- Visa, MasterCard, and Discover cards are also accepted **Online** or over the phone, by calling 321-635-7815 x403 or x604, or 321-952-4563 x301.
- To purchase a 10-Ride Pass online, **Login** to your account. If you have not previously registered online, please **Set Up an Account**.

GET CONNECTED

For questions regarding **ADA Paratransit Service** eligibility or for reservations, call 321-633-1878 and ask to speak with a Paratransit representative. In South Mainland, call 321-952-4672. **E-Mail Us**.

RESERVING A RIDE

To make a reservation, call **Space Coast Area Transit's RideLine** at 321-633-1878, Monday thru Friday, from 8:00 AM to 5:00 PM. Trips may be reserved up to seven days in advance. Next day reservations must be made by 5 PM the day before you wish to travel. There are no same day trips permitted.

REQUIRED INFORMATION

- Full name and telephone number of client
- Date of travel
- Complete address with zip code and telephone number of trip origin, plus building name, suite #, cross street and gate code if applicable
- Complete address with zip code and telephone number of destination, plus building name, suite # and cross street
- Helpful information such as directions to a difficult address, specific entrance, one-way streets, etc.
- Appointment time and desired return time, please allow sufficient time
- Indicate anyone traveling with the client; PCA, companion or service animal, etc.
- Indicate any type of mobility device traveling with the client such as a cane, walker, wheelchair, oversized scooter, etc.
- Indicate if there has been any type of change in mobility device
- Clients must provide an address to schedule a trip



FLORIDA RELAY SERVICE

Florida Relay is a free public service that provides a communication link between standard telephone (voice) users and persons who are deaf, deaf/blind, hard of hearing and speech-disabled using text telephones (TTYs) captioned telephone (CapTel), or personal computers. To reach a Relay Operator, Dial 7-1-1. Visit the **Florida Relay Service Website** at FTRI.org/Relay for additional information.

CHANGING OR CANCELING A RESERVATION

If you have made a reservation and need to change it, please notify **Space Coast Area Transit** as soon as possible by calling the RideLine at 321-633-1878. Changes must be made before 2:00 PM the day before your scheduled trip. Due to the high number of trips scheduled each day, we cannot make same-day trip changes. You may cancel your trip 24 hours a day, 7 days a week without speaking to a customer service representative. Call 321-633-1878, select option #1, and follow the instructions.

SCHEDULING TRAVEL TIMES

To accommodate all service requests, a **Space Coast Area Transit** customer service representative may negotiate up to one hour before or after your desired travel times. Please allow additional travel time during peak weekday hours of 7:00 AM – 9:00 AM and 2:00 PM – 5:00 PM. Weekday hours of Paratransit operations are from 7:00 AM – 8:00 PM.

HOW TO BOARD A PARATRANSIT VEHICLE

Space Coast Area Transit provides shared ride, origin to destination Paratransit Service. Drivers will meet the customer at the curb of any private residence or public building. Customers should be ready and waiting to board the Paratransit vehicle fifteen (15) minutes before or after the start of their scheduled “pick-up window”.

FIVE (5) MINUTE BOARDING REQUIREMENT

The driver will wait only five (5) minutes for a customer to board. If the customer is not ready to board, they may be charged with a “no-show”, or put on stand-by. All **Space Coast Area Transit** Paratransit vehicles are **ADA accessible**.

BOARDING PROCEDURES

Customers should follow the procedures listed below when boarding the Paratransit vehicle.

- Pay the fare: Please refer to the **Fare and Payment Options** section of this handbook located on page 23.
- Please remember to pay your fare in exact change prior to the vehicle departing from the pick-up location. Drivers are not allowed to make change.
- Board the vehicle: Enter the vehicle by using the ramp, climbing the steps, or riding the lift.
- Secure your safety belt and belongings. When riding you must be seated and must wear the provided safety belt.
- If you are riding in a wheelchair or using a mobility aid, your equipment must be secured to the floor of the vehicle by four securement straps.
- Drivers are trained to secure your mobility aids to the floor and can assist with adjusting your safety belt and verifying that you are secure.
- Please let us know if you have any questions or concerns with how the driver secures your mobility aid.

TRAVELING WITH PACKAGES

Please limit packages to those you can personally carry. You may not carry oversized or heavy packages of any kind, or packages containing firearms, knives or explosive materials.

CUSTOMER ASSISTANCE

If requested, drivers will provide customer assistance to and from the vehicle. Drivers are prohibited from traveling beyond the outside door of any residence or building, and may not lose sight of their vehicle if it is occupied by other customers.



WHEELCHAIRS AND MOBILITY DEVICES

The **U.S. Department of Transportation** governs “transportation services for individuals with disabilities” and “**ADA Specifications for Transportation Vehicles.**” Space Coast Area Transit may not be able to accommodate passengers whose wheelchair or mobility device exceed the limits listed below. All **Space Coast Area Transit** Paratransit vehicles are built and maintained in adherence with all **U.S. Department of Transportation** regulations.



DEFINITION OF “WHEELCHAIR”

As defined by the **U.S. Department of Transportation**: "Wheelchair" means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, and fully operational whether operated manually or powered”.

WHEELCHAIR SIZE SPECIFICATIONS

- **Space Coast Area Transit** Paratransit vehicles can accommodate various types of mobility devices (manual or power wheelchairs or scooters) that fit within size regulation of 30 inches wide by 48 inches long.
- Wheelchairs and attached items exceeding these dimensions will be judged on a case-by-case basis and may be excluded if accommodating the mobility device is inconsistent with legitimate safety requirements.

WEIGHT REGULATIONS

U.S. Department of Transportation weight regulations require that vehicle lifts and ramps are capable of accommodating a minimum capacity of 600 lbs. All **Space Coast Area Transit** Paratransit vehicles meet or exceed the minimum requirements.

SAFETY PRECAUTIONS WHEN TRAVELING BY WHEELCHAIR

Please note that if you travel in a mobility device, it must be secured. For your safety, it is strongly recommended that you travel with a posity belt and foot rests. This safety measure is in place to prevent injury during transport.

QUESTIONS ABOUT MOBILITY AIDS

Per the **Americans with Disabilities Act (ADA)**, Paratransit Service is not intended to be a comprehensive system of transportation for individuals with disabilities. If you have questions about the suitability of your particular mobility aid, contact **Space Coast Area Transit** by calling the RideLine at 321-633-1878 .

SERVICE ANIMALS & PETS, COMPANIONS, PERSONAL CARE ATTENDANTS (PCAs), CHILDREN & VISITORS

Space Coast Area Transit allows Paratransit and ADA Paratransit riders to travel with one personal care attendant (PCA), a service animal, and up to two additional companions for a total of four passengers per trip. Example: a rider, a PCA, and up to two companions.



SERVICE ANIMALS AND NON-SERVICE ANIMALS (PETS)

Under current ADA law, a service animal is defined as a dog that has been trained to provide a specific task, due to their owner's disability.

Although service animals are always welcome, **Space Coast Area Transit** adheres to best safety practices and does not allow pets or non-service animals on any of their vehicles.

COMPANIONS AND PERSONAL CARE ATTENDANTS

Riders must reserve a space for their companion(s) when they reserve their trip. Up to two additional companions are allowed per trip. Please note that additional individuals beyond the second companion are carried only on a space available basis. A separate fare of \$1.50 is charged for each companion.

A PCA is a person who travels for free when accompanying an ADA Paratransit rider to assist with their travel needs. ADA riders are limited to one PCA. There is no fare charged for a PCA. Activities performed by a PCA may include but are not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading) and assistance at the destination. **Space Coast Area Transit** will not provide a PCA for a rider. Please note that if a rider cannot be left alone at a destination, or if the rider must be under constant care or supervision, **Space Coast Area Transit** may require the rider to travel with a PCA.

A companion, personal care attendant (PCA), or anyone else approved to accompany the rider must board the vehicle at the rider's scheduled location and time of pick-up. The rider, companion, and/or PCA must ride together. The companion, and/or PCA is subject to the same rules and regulations as the rider.

CHILDREN

Children under the age of 15 travel for free when accompanied by a fare paying passenger. According to state law newborns up to five year olds must ride in a federally approved child safety seat according to state law. Child safety seats must be provided by the rider.

VISITOR REQUEST

Space Coast Area Transit provides complementary visitor Paratransit Service to individuals who travel to Brevard county and are eligible for services under ADA. An individual's certification by a public entity as "ADA Paratransit eligible" will be honored for up to 21 days. If a visitor requires Paratransit Service beyond 21 days, they are required to apply for certification through **Space Coast Area Transit**.

CANCELLATION AND NO-SHOW POLICY



Space Coast Area Transit established a formal policy regarding Paratransit and ADA Paratransit trip cancellations and no-shows. The objective of the **Cancellation and No-Show Policy** is to deter customer cancellations and no-shows, thereby reducing costs and minimizing the scheduling inefficiencies associated with customer trip cancellations and no-shows.

CANCELLATION AND NO-SHOW POLICY DEFINITIONS

TD Customer: A TD customer refers to anyone who satisfies the guidelines outlined in **Chapter 427, Florida Statutes**.

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

Paratransit Cancellation: Paratransit cancellation is defined as a customer calling to give advance notice of cancellation at least 2 hours prior to the scheduled trip.

Paratransit No-Show: Paratransit no-show is defined as a customer who called for a pick-up but was not at the scheduled pick-up point, or a customer who was unavailable for pick-up at the scheduled time and did not call in advance (at least 2 hours before scheduled pick-up time) to cancel or change the scheduled trip pick-up time and date.

Advance Notice: Advance notice is defined as contact initiated by the customer (trip requester) to the transportation operator, notifying the transportation operator of a Paratransit trip cancellation at least 2 hours BEFORE the scheduled trip's pick-up time.

Transportation Operator: A transportation operator is defined as a public, private-for-profit or private non-profit entity engaged by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan.

Non-Sponsored Transportation Disadvantaged Person: A non-sponsored transportation disadvantaged person is defined as an individual who meets the definition of transportation disadvantaged but who is not subsidized by any agency.

Non-Sponsored Trip: A non-sponsored trip is defined as a trip for a transportation disadvantaged individual which is not subsidized in part or in whole by any funding source. The specific authority is **Florida Statutes 427.013(9)**. The law implemented is **Florida Statutes 427.011-427.017, History – New 5-2-90**.

Space Coast Area Transit: Space Coast Area Transit refers to the public transportation system, operated, funded, or coordinated by the **Brevard County Board of County Commissioners, Transit Services Division**.

Community Transportation Coordinator (CTC):

CTC refers to a transportation entity recommended by a Metropolitan Planning Organization, or by the appropriate designated official planning agency, as approved in **Florida Statutes 427.011-427.017**, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in the designated service area. In Brevard County, the **CTC** is **Space Coast Area Transit**.



DIRECTIVES FOR CANCELLATION AND NO-SHOW POLICY

1. Each transportation operator will maintain records of services provided to customers. This shall include record dates that service is provided, date of and number of no-shows, date and number of cancellations, and passenger counts.
2. The transportation operator shall initiate and maintain mail and/or telephone contact with customers who have no-shows and/or cancellations on their service records. This shall include informing customer of the **Cancellation and No-Show Policy** and advising customer of potential loss of service(s) which may result from continued no-shows and/or cancellations.
3. The transportation operator shall inform all customers, at time of reservation, of no-show and cancellation policies.
4. Regarding non-sponsored customers, the CTC may request assistance from **Brevard County Children and Family Services Section** for evaluation of chronic no-show customers. Social Workers shall assess needs and assist the passengers in avoiding such behavior.
5. Sponsored customers who accumulate excessive no-shows or cancellations shall be investigated by the sponsoring agency in order to address scheduling problems, behaviors, etc.
6. Each transportation operator shall provide a 24-hour cancellation line. This telephone line, 321-633-1878, will be monitored during working hours (8:00 AM to 5:00 PM Monday thru Friday) by the transportation operator's staff. After working hours, an answering service or machine will monitor incoming calls.
7. Any denial of service by the transportation operator to a customer may be reviewed (at the customer's request) by the **Grievance Sub-Committee of the Transportation Disadvantaged Local Coordinating Board**.
8. Transportation operator staff will automatically cancel a scheduled return trip when initial (origination trip) trip is a no-show.
9. A customer's request for cancellation of a scheduled trip will be considered a no-show if the cancellation was not received by the transportation operator at least 2 hours before the scheduled trip. A request for a scheduled trip cancellation received at least 2 hours in advance of scheduled trip time is reflected on the customer's service record as a cancellation. Customers will not receive sanctions from accumulation of cancellations. However, cancellations may generate an informational warning letter to be mailed to the customer.
10. A customer who accumulates on their service record an excessive amount of no-shows within a six (6) month period may lose the privilege of ride services. The initial decision as to whether or not to deny service to a customer based on service record will be the sole discretion of the **Community Transportation Coordinator**. Excessive is defined as greater than 20%.
11. Customers who are utilizing the service for life-sustaining medical purposes will not be suspended for no-shows.
12. A customer will be denied service if they engage in violent, illegal or disruptive behavior. This shall be construed as any incident which causes an unsafe environment for other passengers or drivers.



Continued on page 11

13. The following outlines the chain of events associated with the progressive actions for scheduled trip no-shows:
 - a. Initial Warning: Attach door hanger stating missed ride appointment to trip recipient's door. Mail out policy reminder form to customer.
 - b. Second Warning: Attach door hanger stating missed ride appointments to trip recipient's door. Mail out policy reminder form to customer. The transportation operator may follow-up with a phone call four (4) days after mail out. The purpose of the call would be to discuss reason(s) for no-show and possible preventive actions. During follow-up phone calls, the potential loss of service(s) to customer and its impact shall be emphasized.
 - c. Final Warning: Attach door hanger stating missed ride appointments to trip recipient's front door. Mail out policy reminder form to customer. The transportation operator must follow-up with a phone call four (4) days after mail out to discuss reason(s) for no-shows and possible preventative actions. The transportation operator must notify the CTC of the excessive no-shows.
 - d. Further Action: The CTC may direct further action such as referral to sponsoring agency or Family & Children Services or as deemed appropriate by the CTC including permanent suspension.

APPEALS PROCESS

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

RESERVATION OF AUTHORITY

The authority to issue or revise these procedures is reserved for the Director of the **Brevard County Transit Services Department**.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Pursuant to **Florida Statutes chapter 427**, the **Space Coast Transportation Planning Organization (TPO)** has appointed an advisory board called the **Transportation Disadvantaged Local Coordinating Board (TDLCB)**. The **TDLCB** advises the **Space Coast TPO** on matters pertaining to the administration of the **Transportation Disadvantaged program**.



MEETING INFORMATION

The **TDLCB** meets quarterly at the **Brevard County Government Center**, 2725 Judge Fran Jamieson Way, Melbourne, FL 32940. Please contact Space Coast Area Transit at 321-635-7815 for exact meeting dates, times and locations.

TRANSPORTATION DISADVANTAGED TRUST FUND

Please remember to donate \$1.00 to the **Transportation Disadvantaged Trust Fund** when you renew your driver's license or tag. Then tell a friend!

RESPONSIBILITIES OF THE PARATRANSIT DRIVER

The mission of **Space Coast Area Transit** is: “To provide access to opportunity for everyone; safely, efficiently, and courteously.” **Space Coast Area Transit** Paratransit drivers provide riders with origin to destination service. Customers have the right to know what Paratransit drivers are and are not responsible for.

- Drivers are required to be in uniform, wear an ID badge, and be professional and courteous at all times.
- Drivers are not responsible for providing wheelchairs, companions, child seats, or personal care assistants.
- If requested, drivers will provide customer assistance to and from the vehicle.
- Drivers are prohibited from traveling beyond the outside door of any residence or building.
- Drivers may not lose sight of their vehicle if it is occupied by other customers.
- Drivers are required to confirm the customer’s name and collect the applicable fare in cash, or in the form of a Paratransit or ADA Paratransit Pass.
- Drivers are prohibited from playing loud music or talking on their cell phones on the vehicle when customers are onboard.
- Drivers are not allowed to accept gratuities or gifts of any kind, at any time, in conjunction with any service provided by **Space Coast Area Transit**.
- Drivers are not responsible to wait for a family member or care taker to be present before a customer can be dropped off.



COMMUNITY OUTREACH AND EDUCATION

Space Coast Area Transit provides presentations, customer education forums and travel training. To request a presentation or obtain more information, contact **Space Coast Area Transit's** Customer Service Supervisor at 321-635-7815 x 201.

UPDATES TO THE RIDER'S GUIDE

Please note that the contents of the **Special Services Rider's Guide** may change at any time without notice. Please contact Space Coast Area Transit for any updates or changes, or visit **321Transit.com** for the most current version of the **Special Services Rider's Guide**. If you have questions about any of the information contained in this document, or to request this document in an alternative format, please contact **Space Coast Area Transit's** administrative office at 321-635-7815.



REQUIREMENTS & RIGHTS OF PARATRANSIT CUSTOMERS, PCAs & COMPANIONS

The mission of **Space Coast Area Transit** is: “To provide access to opportunity for everyone; safely, efficiently, and courteously.”

Customers are required to refrain from engaging in disruptive, aggressive, threatening or illegal behavior. Such behavior may result in suspension of service. Customers who engage in physical abuse or cause physical injury to others will be required to travel with a PCA and/or have their Paratransit Service permanently suspended.

SAFETY REQUIREMENTS FOR PARATRANSIT CUSTOMERS, PCAs & COMPANIONS

Disruptive, aggressive, threatening or illegal behavior by Paratransit customers, PCAs and companions is defined as:

- Foul, derogatory and/or inappropriate language directed to **Space Coast Area Transit** staff, drivers and other riders.
- Behavior which is offensive (i.e. inappropriate touching); aggressive; threatening (i.e. verbal/physical); or incidents that pose a direct threat to the health, safety or welfare of **Space Coast Area Transit** personnel and/or other riders.
- Possession, distribution, or under the influence of alcohol, illegal drugs, or controlled substances on **Space Coast Area Transit** vehicles.
- Carrying weapons or controlled substances of any kind aboard **Space Coast Area Transit** vehicles or property. Exceptions to this policy are those persons duly authorized and/or licensed to carry a legal weapon or firearm.
- Committing of any crime on any **Space Coast Area Transit** vehicle.
- Refusing to board the vehicle within the pick-up window or refusing to exit the vehicle upon reaching the destination.
- Tampering with any onboard equipment.

RIGHTS OF PARATRANSIT CUSTOMERS, PCAs & COMPANIONS

Paratransit customers, PCAs and companions have the right to expect:

- Current and complete program information.
- The ability not to board the vehicle until the customer’s pick-up window opens.
- Drivers who will wait five (5) minutes for customers to board—but no longer, as it will impact the schedule of other customers.
- Drivers who are trained to provide public transportation services.
- Drivers with a photo ID badge and uniform, who announce the rider’s name.
- Assistance while getting into and out of the vehicle, and to the seat or securement area of the vehicle.
- Properly fastened seat belts and/or mobility device tie-downs.
- Safe trips in air-conditioned or heated vehicles.
- Professional, courteous treatment by drivers and other riders.
- Drivers and/or other customers who will not play loud music in the vehicle.
- Adequate accommodations for customers and their service animals.
- The ability to file complaints without fear of retaliation for unacceptable service.
- Prompt investigations and effective resolution to complaints.

RESPONSIBILITIES OF PARATRANSIT CUSTOMERS, PCAs & COMPANIONS

The mission of **Space Coast Area Transit** is: “To provide access to opportunity for everyone; safely, efficiently, and courteously.”

Paratransit customers, PCAs and companions have the responsibility to be informed about the benefits and limitations of Paratransit and ADA Paratransit Service.

These responsibilities include:

- Have appointment times, addresses including zip codes, telephone numbers and other needed information ready when making a reservation.
- Schedule trip requests 7 days in advance or by 2:00 p.m. the day before travel.
- Inform **Space Coast Area Transit** staff of any customer health conditions that may impact the driver's ability to provide safe transportation.
- Dress appropriately; shirts and shoes are required.
- Be ready and waiting for the vehicle in the designated pick-up location. Meet the driver at the curb of any private residence or public building.
- Remain in the pick-up location during the entire pick-up window.
- If the vehicle has not arrived by the end of the scheduled pick-up window, contact **Space Coast Area Transit**.
- Call in trip cancellations as soon as possible, but no later than 90 minutes before the start of the pick-up window.
- Present the exact fare in cash or with a Ticket-To-Ride. Drivers are not permitted to make change.
- Report anything you notice that constitutes a safety hazard to the **Space Coast Area Transit** driver.
- Wear seatbelts and remain seated until the vehicle comes to a complete stop at the destination.
- Keep track of personal belongings. If an item is lost, contact **Space Coast Area Transit** Customer Service at 321-635-7815. **Space Coast Area Transit** is required to keep items in lost and found for a period of 30 days, however, they are not responsible for items lost or stolen on vehicles.
- No smoking, eating or drinking is allowed while customers are in the vehicle. If a disability requires a customer to have a snack while on the vehicle, notify **Space Coast Area Transit** so that this requirement can be modified to accommodate their needs.
- Be courteous to the driver and others and avoid distracting the driver. Use headphones when using handheld devices or playing music.
- Keep wheelchairs or other mobility aids in good condition, including working wheelchair brake. It is strongly recommended that you travel with a posey belt and foot rests.
- Avoid littering in the vehicle.
- Expect shared-ride public transportation service. Travel time should not exceed the comparable fixed route ride time.



TITLE VI CIVIL RIGHTS ASSURANCE

The **Title VI of the Civil Rights Act of 1964** prohibits discrimination on the basis of race, color, or national origin in program activities receiving Federal financial assistance. **Title VI** states: “No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance” (42 USC 2000d).

Further, Title VI provides for **Environmental Justice**, guaranteeing fair treatment for all people and provide for agencies to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations. **Environmental Justice** includes taking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to programs, services, and information provided by **Space Coast Area Transit**.

HOW TO FILE A TITLE VI COMPLAINT

Any person who believes that he, or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the **Title VI of the Civil Rights Act of 1964**, as amended, and related statutes under **Space Coast Area Transit’s** program of transit service delivery or related services or programs is encouraged to file a report with **Space Coast Area Transit’s** Office:

Scott Nelson, Director
Space Coast Area Transit
401 South Varr Avenue, Cocoa, FL 32922
Telephone (321) 635-7815; Facsimile (321) 633-1905
Email: Scott.Nelson@brevardfl.gov

Space Coast Area Transit encourages the filing of a complaint in writing and includes a name, addresses, and other information so that you may be contacted in regard to the matter. Please see the **Space Coast Area Transit Title VI Complaint Form** on page 17 of this **Special Services Riders Guide**, or on **321Transit.com**. You are asked to provide information regarding:

1. How, why, when, and where you believe you were discriminated against, including the location, names, and contact information for witnesses. If the alleged incident occurred on a **Space Coast Area Transit** vehicle, provide the bus, give date, time of day, and bus number if available.
2. You must sign your letter of complaint.

COMPLAINT INVESTIGATIONS

All complaints will be investigated promptly. Complaint reviews shall be complete within 60 calendar days of the date the complaint was received. If more time is required **Space Coast Area Transit** shall notify the complainant of the estimated timeframe for completing the review. Reasonable measures will be undertaken to preserve any information that is confidential. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated.

At a minimum, the investigation will:

1. Identify and review all relevant documents, practices, and procedures.
2. Identify and interview persons with knowledge of the **Title VI** violation, including the person making the complaint, witnesses or anyone identified by the complainant; anyone who may have been subject to similar activity; or anyone with relevant information.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and interviews regarding the alleged incident, and explains whether disciplinary action, additional training of the staff member, or other action will occur. If a **Title VI** violation is found to exist, **Space Coast Area Transit** will take remedial steps, as appropriate and necessary, immediately.

TITLE VI CIVIL RIGHTS ASSURANCE

FEDERAL TRANSIT ADMINISTRATION OFFICE OF CIVIL RIGHTS

Complainants may also file their initial **Title VI** complaints directly to the Federal Transit Administration, no later than 180 days after the date of the alleged discrimination. Additionally, if no violation is found and the complainant wishes to appeal the decision, the complainant may contact the Federal Transit Administration as follows:

Federal Transit Administration Office of Civil Rights

Attention: **Title VI** Program Coordinator
1200 New Jersey Ave., SE, Washington, DC 20590

SPACE COAST AREA TRANSIT'S 2017 TITLE VI UPDATE

Space Coast Area Transit's 2017 Title VI update was prepared pursuant to **Title VI of the Civil Rights Act of 1964, FTA Circular 4702.IB**, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients" (October 1, 2012), and can be found under Public Documents on Space Coast Area Transit's website, **321Transit.com**.



The objectives detailed in **Space Coast Area Transit's Title VI program** include ensuring that Federally-assisted benefits and related services are made available and equitably distributed, ensuring that the level and quality of Federally-assisted services are sufficient to provide equal access and mobility to all persons, ensuring adequate opportunities for all to participate in planning and decision-making processes, and ensuring that placement of transit services and facilities is equitable.

Additionally, **Space Coast Area Transit's 2017 Title VI update** ensures that corrective and remedial actions are taken for all applications and receipts of Federal assistance to prevent discriminatory treatment of any beneficiary, provides procedures for investigating **Title VI** complaints, ensures that meaningful access to programs and activities is provided for LEP populations, and provides steps for informing the public of their rights under **Title VI**.

According to the criteria described in this document, **Space Coast Area Transit** is in compliance with **Title VI** requirements.



SPACE COAST AREA TRANSIT TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in program activities receiving Federal financial assistance. Title VI states: "No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance" (42 U.S.C. §2000d).

Before completing this form, please read the Space Coast Area Transit Title VI Complaint Procedures located under Public Documents on 321Transit.com or by visiting our office.

The following information is necessary and required to assist in processing your complaint. If you require assistance in completing this form, please contact us at the phone number listed. Complaints must be filed within 180 calendar days after the dated alleged discrimination occurred.

Section I:

Name:

Address:

Telephone (Home):

Telephone (Work):

Email Address:

Section II:

Are you filing this complaint on your own behalf? Yes* No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin

Date of alleged discrimination (Month, Day, Year):

Location where incident occurred:

Name and title of person who allegedly subjected you to Title VI discrimination:

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, attach a separate sheet.

Section IV

Have you previously filed a Title VI complaint with Space Coast Area Transit? Yes No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes No

If yes, check all that apply and name applicable agency:

- ☐ Federal Agency_____
- ☐ Federal Court_____
- ☐ State Agency_____
- ☐ State Court_____
- ☐ Local Agency_____

You may attach any written materials or other information that you think is relevant to your complaint.

AFFIRMATION

I hereby swear and affirm that the information I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information, and belief.

Signature: _____ Date: _____

Please submit this form in person at the address below, or mail this form to:

Scott Nelson, Director

Space Coast Area Transit

401 South Varr Avenue, Cocoa, FL 32922

Telephone (321) 635-7815; Facsimile (321) 633-1905

Email: **Scott.Nelson@brevardfl.gov**

LANGUAGE TRANSLATION SERVICE AVAILABLE

NOTE: If you require this Title VI Complaint Form to be translated into another language, download the PDF then go to **Translate.Google.com** and follow these steps. **1)** Click on the "From" and "To" tabs. **2)** Select what language the original PDF is in "From". **3)** Select what language you want it translated into "To". **4)** Click "Browse" and then select this PDF file from your computer.

VOLUNTEERS IN MOTION



Many frail residents in Brevard County are able to live independently through supportive services such as **Volunteers in Motion**. Program volunteers receive training by attending instructional classes, and are provided with state-of-the-art vehicles.

Since its inception, **Volunteers in Motion** has been able to assist thousands of frail and elderly individuals, who would otherwise be unable to live independently. Currently, 24 volunteers serve 350 clients, donating over 5,400 hours per year. Find out more about **Volunteering** or **Request Services** through this program. Whether it is driving a van or answering a phone, our volunteers serve because they care.

HOW TO REGISTER

The following information is required to access the **Volunteers in Motion** transportation program. To register, contact **Volunteers in Motion** at 321-635-7999 between 8 AM and 5 PM, Monday-Friday, and provide the information listed below.

General Information

- Name
- Address
- Telephone Number
- Date of Birth
- Emergency Contact

Medical Information

- Physician's Name
- Medical facility address
- Medical facility telephone number

Grocery Store Information

- Name of Store
- Location of Store

SCHEDULING A TRIP

Volunteers in Motion provides transportation for individuals who are unable to use Space Coast Area Transit services on their own. To schedule a trip, contact Volunteers in Motion at 321-635-7999 between 8 AM and 5 PM, Monday – Friday. If no one is available, please leave a message with the client's name and telephone number. It is important to provide as much notice as possible, especially for medical trips. Unfortunately, high demands on program services may result in a request denial.



VOLUNTEERS IN MOTION

TIPS FOR SUCCESSFUL TRIPS

- Most trips are scheduled the Thursday before the following week's requests. Same day and next day trips are difficult to schedule, due to high demand rate.
- **Volunteers in Motion** clients receive telephone notification on Friday afternoon that their request has been granted for the following week.
- Please be flexible with grocery shopping trip requests. Most requests are granted, although not necessarily on the specific day of preference.
- Clients should be ready to go fifteen minutes prior to their departure time!
- When grocery shopping, clients should use the closest store to their residence. Shopping is limited to one store. Volunteers are equipped with cell phones for notification when a client is ready to leave.
- After a medical appointment, it is often necessary to get a prescription filled. If time permits, the volunteer driver will make an additional stop. Always ask the driver as they will make every effort to accommodate client's requests.
- Be considerate. If another means of transportation is secured, please call and cancel the **Volunteers in Motion** trip as soon as possible. A prompt cancellation (at least 48 hours in advance) allows program volunteers to provide someone else with needed transportation.
- Advance reservations are required, and a volunteer driver must be available to be able to respond to the request. PLEASE PROVIDE AS MUCH NOTICE AS POSSIBLE.
- Be kind – the driver is a friendly, compassionate volunteer who is willing to make each client's trip a pleasurable experience!

CONTRACTED ROUTES

Space Coast Area Transit's **Contracted Routes** serve several not-for-profit agencies with contracted, demand/response service. Some agencies served include Brevard Achievement Center, Bridges BTC, INC., Easter Seals and Seniors at Lunch.

The agencies work with **Space Coast Area Transit** to transport agency customers to designated centers in the morning and return the customers in the afternoon. For more information, call 321-633-1878.



FIXED ROUTE BUS SERVICE

Space Coast Area Transit's Fixed Route Bus Service operates throughout Brevard County to provide public transportation to residents and visitors. **Fixed Route Bus Service** operates on a set schedule at designated stops, providing extensive coverage throughout the cities within Brevard County as well as unincorporated areas. Passenger safety is **Space Coast Area Transit's** #1 priority. Please remember that all scheduled times are approximate and depend on traffic and other conditions. Read tips on **How to Ride**, receive **Maps by Mail** or **View Maps and Schedules**.



GENERAL INFORMATION

All transit buses are wheelchair lift equipped and accommodate bikes at no additional charge. Surfboards are allowed inside the bus, based on space availability. Major shopping centers, government centers, social service agencies, area colleges, universities and hospitals are just some of the locations served by **Space Coast Area Transit**. Weekend and Saturday service is available on most routes. **View Maps and Schedules**.

HOLIDAY SERVICE

Generally, the following list of holidays have modified schedules, or no service. For holiday schedule updates, call the RideLine at 321-633-1878. South Mainland residents, call 321-952-4672.

- | | | |
|------------------------------|--------------------|--------------------------|
| ■ New Year's Day | ■ Independence Day | ■ Day after Thanksgiving |
| ■ Martin Luther King Jr. Day | ■ Labor Day | ■ Christmas Eve |
| ■ Memorial Day | ■ Veterans Day | ■ Christmas Day |
| | ■ Thanksgiving Day | ■ New Year's Eve |



FARES AND PAYMENT OPTIONS

Find out how little it costs to ride the bus! **1-Ride Fares** are paid when boarding and cannot be purchased in advance. Exact change is required; the driver is not equipped to make change.

Fare specials include **10-Ride and 30 Day Passes**. Both must be purchased in advance by using one of the following options: at either of the **Space Coast Area Transit Bus Terminals, By Mail, By Phone, Online** or at select **Brevard County Libraries**. Paratransit and ADA Paratransit customers ride at a reduced fare. View requirements for **Reduced Fare Eligibility. E-Mail Us**.

FIXED ROUTE BUS SERVICE

EFSC CLASS PASS, STUDENTS AND YOUTH

Eastern Florida State College Students ride for free with a Class Pass. Find out more about other **reduced student and youth fares**. With the **Read-to-Ride Program**, kids ride free all summer long just by showing their Brevard County Library Card! Connect with us on **Facebook**, **YouTube**, **Twitter**, or **Instagram**.

PASSENGERS WITH BIKES

Bikes are welcome on **Space Coast Area Transit** buses. Just lift your bike on to the bike rack and secure it. If the bike rack is full, the driver may allow the bike on the bus, based on space availability. Get step-by-step instructions on **How to Load and Unload a Bike** at **321Transit.com**. Don't worry, it's easy!

ECONOMIC IMPACT

Space Coast Area Transit is one of Brevard's main economic engines. Whether it is getting employees to work, helping transport tourists on A1A, getting students to college, reducing medical costs through Paratransit Service, or operating one of the largest commuter vanpool programs in the nation, **Space Coast Area Transit Keeps Brevard's Economy Moving!**

TAX BENEFITS

The Federal tax code allows employers to provide employees with qualified tax-free transit and vanpool benefits. Employers and employees can receive a substantial tax savings since neither pays federal income or payroll taxes on these benefits. **Find Out More!**



GET CONNECTED

For general information, call the RideLine at 321-633-1878. In South Mainland call 321-952-4672. TTY users can call the Florida Relay Service at 800-955-8771. **E-Mail Us!** Like us on **Facebook**, view our videos on **YouTube**, follow us on **Twitter**, or connect with us on **Instagram**. The **Space Coast Area Transit** North Terminal address is 401 S. Varr Avenue, Cocoa, FL 32922. The South Terminal address is 460 S. Harbor City Blvd., Melbourne, FL 32901.

FARES AND PAYMENT OPTIONS

There are three categories of fares: **Fixed Route, Paratransit and ADA Paratransit**. Each category has different types of fares, based on eligibility. All 1-Ride fares are paid when boarding and cannot be purchased in advance. Exact change is required as the driver is not equipped to make change. Fare specials include 10-Ride and 30-Day Passes. All passes must be purchased in advance.

PAYMENT OPTIONS FOR ADVANCE PURCHASE

Payment options for advance purchase include:

- At one of the **Space Coast Area Transit** Bus Terminals located at 401 S. Varr Ave., Cocoa, FL 32922, or 460 S. Harbor City Blvd., Melbourne, FL 32901.
- Checks up to \$100.00, money orders, and credit cards are accepted by using a **mail order form** found at **321Transit.com**. Visa, MasterCard, and Discover cards are also accepted online at **321Transit.com** or over the phone, by calling 321-635-7815 x 403 or x 604, or 321-952-4563 x 301.
- To purchase a 10-Ride or 30-Day Pass online, **Login** to your account at **321Transit.com**. If you have not previously registered online, please **Set Up an Account**.
- Fixed Route 10-Ride and 30-Day Passes (not Paratransit or ADA Paratransit) may also be purchased at select **Brevard County Libraries**.



ELIGIBILITY FOR REDUCED FARE

Anyone who receives a reduced fare must apply for a Reduced Fare ID Card prior to a Reduced Fare Pass being issued. All passes are non-transferable.

Reduced Bus Fare: ALL individuals who ride the **Fixed Route Bus System** at reduced fare must have a Reduced Fare ID Card. The ID cards are issued by **Space Coast Area Transit** at either bus terminal, Monday – Friday, from 8 AM to 5 PM.

Eligibility Documents Required for Reduced Fare ID Cards. A Reduced Fare ID Card can also be received through the mail by uploading the required documents on **321Transit.com**.

Those eligible for Reduced Bus Fare include seniors 60+, disabled, veterans, and students. Medicare cards are accepted as proof for reduced fare. There is no charge for children under the age of five (5), or for transfers. **EFSC Students Ride for Free** with a valid EFSC Student ID. Due to a grant from the City of Melbourne, no fare is charged on routes 21, 24, and 29 to Melbourne residents with valid ID who ride within the Melbourne city limits.

Paratransit Fare: All Paratransit qualified passengers ride at a reduced fare. Individuals must go through the Paratransit application process and become eligible to register for Paratransit Service. Those eligible to apply include seniors 60+, veterans, students, and transportation disadvantaged. To apply for Paratransit Service, call 321-633-1878 or **E-Mail Us!**

ADA Paratransit Fare: All ADA Paratransit qualified passengers ride at a reduced fare. Individuals must go through an application process and become certified through **Space Coast Area Transit** to receive **ADA Paratransit Service**. All individuals, including those receiving Paratransit Service, must go through the ADA Paratransit certification process. To apply for **ADA Paratransit Service**, call 321-633-1878 or **E-Mail Us!** Individuals who apply for **ADA Paratransit Service** and are refused, can contact Space Coast Area Transit at 321-635-7815 for information on the appeal process.

BUS, PARATRANSIT, AND ADA PARATRANSIT FARE TABLE

FARE	COST
BUS FARE	
Full Fare, 1-Ride	\$1.50
Reduced Fare, 1-Ride Pass	\$0.75
Full Fare, 10-Ride Pass	\$12.00
Reduced Fare, 10-Ride Pass	\$6.00
Full Fare, 30 Day Pass	\$42.00
Reduced Fare, 30 Day Pass	\$21.00
Children Under 5 and Transfers	No Charge
PARATRANSIT FARE	
1-Ride, Passenger or Companion	\$1.50
10-Ride, Passenger or Companion	\$15.00
Personal Care Attendant	No Charge
Children 15 and Under with Fare Paying Passenger	No Charge
ADA PARATRANSIT FARE	
1-Ride, Passenger or Companion	\$1.50
10-Ride, Passenger or Companion	\$15.00
Personal Care Attendant	No Charge
Children 15 and Under with Fare Paying Passenger	No Charge
VOLUNTEERS IN MOTION	
Program Clients	No Charge
EMERGENCY SUPPORT TRANSPORTATION	
Pre-Registered Special Needs Residents	No Charge



Please note that fares are set by the Brevard County Board of County Commissioners and may be changed at any time. Space Coast Area Transit cannot transport any customer who cannot provide the fare. Drivers are not permitted to provide change or accept gratuities of any kind.

Space Coast Area Transit encourages customers to take advantage of their cost-effective **Fixed Route Bus Service**. All Space Coast Area Transit buses are wheelchair accessible. View eligibility documents required for **Fixed Route Bus Service Reduced Fare ID Cards** at 321Transit.com under **Public Documents**.

EMERGENCY EVACUATION SUPPORT

Space Coast Area Transit has additional opportunities to help others through one of the agency's most important roles: overseeing transportation for **Brevard County Emergency Management**. Space Coast Area Transit takes their role as an emergency responder very seriously. Nothing can compare to helping save the life of another.

PRE-REGISTRATION AND EVACUATION TO SPECIAL NEEDS SHELTERS

To be included in any upcoming evacuation transportation plan, individuals are strongly encouraged to pre-register with **Brevard County Emergency Management** by calling 321-637-6670. Client pre-registration allows **Space Coast Area Transit** to provide an efficient and quality emergency transportation service.

When an emergency situation is declared, **Space Coast Area Transit** contacts each pre-registered client with a special need. After informing them of the impending emergency, **Space Coast Area Transit** offers clients transportation to pre-assigned special needs shelters. Buses and wheelchair-equipped vans are used to evacuate those in "at-risk" areas.

Space Coast Area Transit also participates in the staffing of the Emergency Operations Center, twenty-four hours a day, until the emergency is over, for as long as the special needs shelters are open, and until every special needs citizen has been returned to their home.



COORDINATION WITH OTHER EMERGENCY RESPONDERS

Space Coast Area Transit also coordinates with other emergency support functions such as public works, law enforcement, the Red Cross, School Board, and Health Department, by providing support such as transportation for crews and supplies like tarps, food and emergency equipment. When required, **Space Coast Area Transit** also functions as an emergency responder.

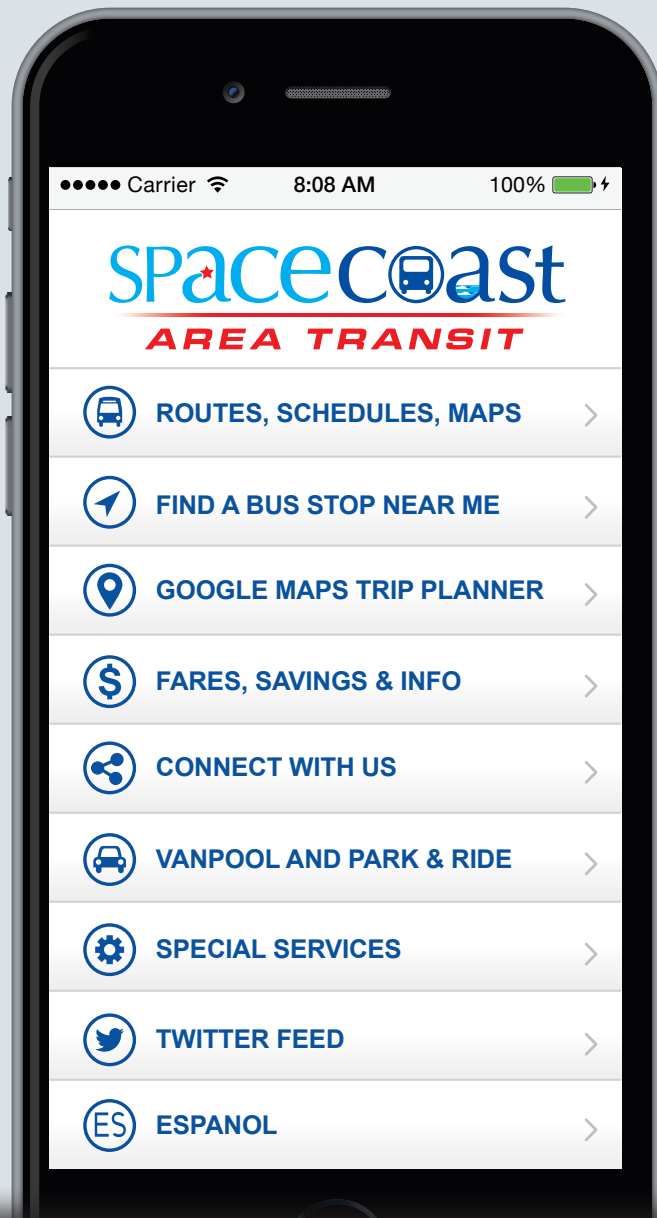
RESTORING SERVICE AFTER THE "ALL CLEAR" IS ISSUED

After the "all clear" is given by the Emergency Operations Center, **Space Coast Area Transit** returns special needs citizens to their homes. An immediate effort to restore public transportation services begins. An inventory of facilities, equipment and employees is taken to determine the initial capacity of service to be implemented.

Each route is driven to monitor the status of debris, traffic light outages and other restrictions. The #1 priority is providing Paratransit and ADA Paratransit Service to dialysis centers and other life sustaining transportation. Subsequently, **Space Coast Area Transit** works diligently to resume both Fixed Route and Contracted Route Service, until mobility has been restored to all Brevard County residents.



GET CONNECTED



SEARCH "321Transit"



Download on the
App Store



Get it on
Google play

Mobile website at **321Transit.com**

STAY CONNECTED!



Purchase Mail-Order Passes
on 321Transit.com



Use the Google Maps
Trip Planner on 321Transit.com



Sign Up for News On The Move
on 321Transit.com



Download our ringtones on
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