

Agenda

Local Coordinating Board for Transportation Disadvantaged Services

2725 Judge Fran Jamieson Way Viera, Florida 32940 Florida Room, Building C, Third Floor – November 29, 2021 10:30 A.M. Call to Order

Item I. Introduction of Members

Item II. Meeting Minutes

Item III. Reports

Section 3.01 Community Transportation Coordinator's Report

Section 3.02 Transportation Disadvantaged Planning Grant Report

Section 3.03 Brevard County Transit Services Transportation Disadvantaged Performance Report Card

Section 3.04 Volunteers in Motion Report

Item IV. New Business

Section 4.01 Approval of Annual Bylaws

Section 4.02 Approval of Grievance Procedures

Section 4.03 Approval of Annual Operating Report

Section 4.04 Approval of 2022 Meeting Date Calendar

Section 4.05 Request by Board Member Jennifer Cleveland

Item V. Member Reports

Item VI. Public Comment

Item VII. Adjournment

Item VIII. Public Hearing

Item IX. Adjournment

For recording purposes, please remember to speak directly into the microphone.

Public comments will be heard on items that do not appear on the agenda of this meeting. Please note that State Law and Administrative Rules prevent the Coordinating Board from taking any formal action on such items as discussed at this time. The Local Coordinating Board may schedule such items as act upon them in the future. The Chairperson is authorized to limit discussion, as necessary, with each commentary limited to three (3) minutes.

Notice: If a person desires to appeal any decision made by the Local Coordinating Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings and that, for such purposes, he or she may need to ensure that a verbatim record of this proceeding is made, which record includes testimony and evidence upon which the appeal is to be based. Persons seeking to preserve a verbatim transcript of the record must make those arrangements at their own expense. The needs of hearing or visually impaired persons shall be met if the Transit Services Department is contacted at 321-635-7815 at least 48 hours prior to the public meeting by any person wishing assistance.

Local Coordinating Board Agenda Item

November 29, 2021

Item I. Introduction of Members

Discussion:

Requested Action:

No Action Required

Attachments:

Membership Listing

Brevard County Local Coordinating Board for Transportation Disadvantaged Program 2021

Community Transportation Coordinator:

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

Designated Official Planning Agency

Sarah Kraum, Multi-Modal Program Specialist
Space Coast Transportation Planning Organization
2725 Judge Fran Jamieson Way, Building A, Melbourne FL 32940
Phone: (321) 690-6890 Fax: (321) 690-6827
Sarah.Kraum@BrevardFL.gov

State Medicaid Operator

Vacant

Local Coordinating Board Attorney

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

Commission for Transportation Disadvantaged

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

Brevard County Transit Services

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

Members

Name and Address	Representing	Term	Status
Andrea Young City of West Melbourne Council Member 728 Wyeth Street West Melbourne FL 32904-7400 Phone – (321) 480-2770 E-mail – Ayoung@westmelbourne.gov	Chair	Indefinite	Chair
Diane Poitras Florida Department of Transportation 420 W. Landstreet Road Orlando, FL 32824 Phone - (407) 319-8174 E-mail – Diane.Poitras@DOT.state.fl.us	Florida Department of Transportation	Indefinite	Member
Vacant	Florida Department of Children & Families	Indefinite	-
Vacant	Public Education Community	Indefinite	-
Almetia Britton Vocational Rehabilitation 1970 Michigan Ave, Bldg A Cocoa, FL 32926 Phone – (321) 690-3280 Fax – (321) 690-3279 E-mail – Almetia.britton@vr.fldoe.org	Florida Department of Education	Indefinite	Member
Dennis Vannorsdall Veteran Services Office 2725 Judge Fran Jamieson Way Bldg. B Viera, FL 32940 Phone - (321) 633-2012 Fax – (321) 637-5432 Dennis.Vannorsdall@brevardfl.gov	Florida Department of Veteran's Affairs	Indefinite	Member
Vacant	Florida Association of Community Action Agencies representing Economically Disadvantaged	Indefinite	-
Rocky Randels Mayor Emeritus City of Cape Canaveral PO Box 308 Cape Canaveral FL 32920 Phone – (321) 784-5694 R.Randels@cityofcapecanaveral.org	Persons over Sixty Representing Elderly of the County	Expires 02/24	Member
Camille Tate 2945 Kemblewick Dr, Apt 308 Melbourne, FL 32935 Phone – (321) 372-4899 E-mail – ctate2076@att.net	Disabled Representative	Expires 02/24	Member

Name and Address	Representing	Term	Status
Linda Howard 946 Golden Beach Blvd. Indian Harbor Beach, FL 32937 Phone - (321) 773-2691 LHoward@specialgatherings.com	Citizen Advocate	Expires 07/23	Vice-Chair
Jennifer Cleveland 2100 Hallwood Place Melbourne, FL 32901 Phone – (321) 302-3989 E-mail – 33jencl@gmail.com	Citizen Advocate	Expires 07/23	Member
Vacant	State Coordinating Council for Early Childhood Services – Children at Risk	Indefinite	-
Karla Radka Senior Resource Alliance 988 Woodcock Road, Suite 200 Orlando, FL 32803 Phone – (407) 514-1802 Fax – (407) 228-1835 E-mail karla.radka@sraflorida.org	Florida Department of Elder Affairs	Indefinite	Member
Vacant	Private for Profit or Non- Profit Transportation Industry	Indefinite	-
Victoria Anderson Agency for Health Care Admin. 400 W. Robinson St. S-309 Orlando, Fl. 32806 Phone – (407) 420-2483 Victoria.Anderson@ahca.myflorida.com	Florida Agency for Health Care Administration	Indefinite	Member
Vacant	Regional Workforce Board	Indefinite	-
Vacant	Representative Local Medical Community	Indefinite	-

Alternates

Name and Address	Representing	Term	Status
Carlos M. Colón Florida Department of Transportation 420 W. Landstreet Dr Orlando, FL 32824 Phone - (407) 319-8174 E-mail – Carlos.Colon@DOT.state.fl.us	Florida Department of Transportation	Indefinite	Alternate
Vacant	Florida Department of Children & Families	Indefinite	-
Vacant	Public Education Community	Indefinite	-
Audrey Turner Division of Blind Services 1970 Michigan Ave, A-2 Cocoa, FL 32926 Phone – (321) 634-3680 E-mail – Audrey.Turner@dbs.fldoe.org	Vocational Rehabilitation or Division of Blind Services	Indefinite	Alternate
Vacant	Florida Department of Veteran’s Affairs	Indefinite	-
Arlene Naulty 3924 Southwind Drive West Melbourne FL 32904 Phone – (321) 768-9500 Cell – (321) 890-2839 Email – Amnaulty@aol.com	Persons over Sixty Representing Elderly of the County	Expires 02/24	Alternate
Felicia Wilson 1418 Brook Dr Titusville, FL 32780 Phone – (321) 593-6605 E-mail – FRW263@aol.com	Disabled Representative	Expires 02/24	Alternate
James Springer 20 Sutton Street Rockledge FL 32955 Phone – (321) 863-8365 Email – FRW263@aol.com	Citizen Advocate	Expires 07/23	Alternate
Vacant	Citizen Advocate/ System User	Expires	-
Vacant	Local Representative for Children at Risk	Indefinite	-
Vacant	Florida Department of Elder Affairs	Indefinite	-
Vacant	Private for Profit or Non-Profit Transportation Industry	Indefinite	-

Name and Address	Representing	Term	Status
Ivonne Perez Agency for Health Care Admin. 400 W. Robinson St. S-309 Orlando, Fl. 32806 Phone – (407) 420-2493 Ivonne.Perez@ahca.myflorida.com	Designee Agency for Health Care Administration	Indefinite	Alternate
Vacant	Regional Workforce Board	Indefinite	-
Vacant	Representative Local Medical Community	Indefinite	-

11/22/2021

Local Coordinating Board Agenda Item

November 29, 2021

Item II. Meeting Minutes

Discussion:

Requested Action:

Approve the Meeting Minutes for March 22, 2021

Attachments:

Draft Meeting Minutes, March 22, 2021

Meeting Minutes

Local Coordinating Board for Transportation Disadvantaged Services

2725 Judge Fran Jamieson Way Viera, Florida 32940

Florida Room, Building C, Third Floor – May 24, 2021 10:15 A.M. Call to Order

Item I. Introduction of Members

Member	Representing	11/16/2020	03/02/2021	05/24/2021
Andrea Young, Chair	Elected Official	Present	Present	Present
Vacant	Florida Department of Children & Families	Vacant	Vacant	Vacant
Diane Poitras	Florida Department of Transportation	Present	Absent	Present
Vacant	Public Education Community	Vacant	Vacant	Vacant
Almetia Britton	Florida Department of Education	Present	Absent	Present
Dennis Vannorsdall	Florida Department of Veteran's Affairs	Present	Absent	Absent
Vacant	Florida Association of Commission Action Agencies	Vacant	Vacant	Vacant
Rocky Randels	Persons over 60 Representative	Not Applicable	Present	Present
Camille Tate	Disabled Representative	Present	Present	Present
Linda Howard Vice – Chair	Citizen Advocate	Present	Present	Present
Vacant	State Services – Children at Risk	Vacant	Vacant	Vacant
Karla Radka	Florida Department of Elder Affairs	Absent	Absent	Absent
Vacant	Florida Agency for Healthcare Administration	Present (Zoom)	Absent	Vacant
Jennifer Cleveland	Citizen Advocate System User	Present	Present	Absent
Vacant	Private Transportation Industry	Vacant	Vacant	Vacant

Alternates	Representing	11/16/2020	03/02/2021	05/24/2021
Carlos Colon	Florida Department of Transportation	Absent	Absent	Absent
Audrey Turner	Vocational Rehabilitation or Division of Blind Services	Absent	Absent	Absent
Arlene Naulty	Persons over 60 Representative	Not Applicable	Present	Present
Felicia Wilson	Disabled Representative	Present (Zoom)	Present	Present
James Springer	Citizen Advocate	Present	Absent	Present
Sarah Lightell	Florida Department of Elder Affairs	Absent	Absent	Absent
Tamyika Young	Florida Agency for Healthcare Administration	Absent	Absent	Absent

Others Present	Representing
Terry Jordan	Brevard County Transit Services
Robin Rogers	Assistant County Attorney
Sarah Kraum	Space Coast Transportation Planning Organization
Lance Parker	Brevard County Transit Services
Carmen Baez	Brevard County Transit Services
Catherine Lively	Brevard County Transit Services
Melisa Barrett	Brevard County Transit Services
Ron Shepard	Brevard County Transit Services
Joe Lammon	Brevard County Transit Services
Israel Rodriguez	Brevard County Transit Services

Item II. Meeting Minutes

Correction noted for motion and second of motion regarding March 22, 2021 Draft Local Coordinating Board Meeting Minutes, staff will make the correction.

Motion to approve minutes: Linda Howard

Second: James Stringer

Per County Attorney Rogers, the alternate may not make or second a motion if the representative is present.

Second: Camille Tate

Motion passed.

Item III. Reports – Presented by Terry Jordan

Section 3.01 Community Transportation Coordinator's Report

Section 3.02 Transportation Disadvantaged Planning Grant Report

Section 3.03 Brevard County Transit Services Transportation Disadvantaged Performance Report Card

Section 3.04 Volunteers in Motion Report

No action needed on reports presented. If you have any questions, please let us know.

Chairperson Young commented regarding the tremendous number of hours involved in coordinating the Volunteer program and showed appreciation to the Volunteers for the time they donate.

No further discussion on reports.

Item IV. New Business

Section 4.01 Transportation Disadvantaged Rate Model Approval – Terry Jordan

Each year Space Coast Area Transit must submit to the Florida Commission for the Transportation Disadvantaged a bill rate for Transportation Disadvantaged Service Trips. This rate is determined by the Community Transportation Coordinator utilizing the spreadsheet provided by the Transportation Disadvantaged Commissioner.

The proposed new rates for the 2021-2022 Fiscal Year are:

\$1.85 per Ambulatory Passenger Mile, an increase of \$0.4 from the 2020 Fiscal Year.

\$3.17 per Wheelchair Passenger Mile, an increase of \$0.6 from the 2020 Fiscal Year.

Requesting a motion to approve the rate change for Fiscal Year 2021-2022.

Discussion ensued to clarify that the rates are what the Transportation Disadvantaged Commission is paying Space Coast Area Transit, not raising the rates for individual passengers.

Motion to approve: Almetia Britton

Second: Camille Tate

Motion passed.

Section 4.02 Community Transportation Coordinator Memorandum of Agreement
Agreement between the Brevard County Board of County Commissioners and the Space Coast Transportation Planning Organization to allow Space Coast Area Transit to remain the Community Transportation Coordinator of Brevard County.

Question regarding the limited liability requirements and concern that \$200,000 is not adequate; however, it is set by State Statute for all Government Entities.

Motion to approve as presented: Linda Howard

Second: Rocky Randels

Motion passed.

Item V. Member Reports

Item VI. Public Comment

Rocky Randels requested fliers found in the elevator regarding the new mobile fare system for distribution to the City. Chairperson Young also noted that it would be appreciated to have some to present to the City Council. Sarah Kraum will have fliers available for the next meeting.

Requested update on mobile ticketing. Terry Jordan explained that the system has not been implemented long enough to have sufficient data for reports; however, we are seeing utilization from passengers. Space Coast Area Transit Staff have been out at numerous pop up events over the past month, helping to introduce passengers to the app and mobile fare system.

Almetia Britton inquired if an agency is purchasing bus tickets for their clients, will they be able to utilize the app? Mr. Jordan clarified that by using the clients phone number,

the mobile ticket would be sent directly to the client. Space Coast Area Transit is also still accepting direct payment in the office or by mail.

Requested update on mask policy. Lance Parker discussed the memorandum from the Transportation Safety Administration mandating the continued use of masks until September 30, 2021. Space Coast Area Transit abides by this mandate and requires all employees wear them and provide them on the bus. Additional questions regarding the policy on handling irate customers. Mr. Parker explained that the drivers are instructed not to interact with those who are being difficult about wearing the masks. Space Coast Area Transit works directly with a Transportation Safety Administration agent out of Orlando who handles the disgruntled passengers.

Mr. Randels also requested an update on the new routes. Mr. Jordan explained that the beach side routes have continued as performed in the past but he doesn't have ridership numbers with him at the moment. The Port St. John route has been slow but it is starting to pick up. Titusville is doing very well.

James Springer expressed appreciation for the additional Saturday Service. Mr. Springer also inquired about the why a driver might not stop at a physical bus stop for boarding/alighting. Mr. Jordan explained that it is up to the bus operator, they may do so for safety reasons.

Item VII. Adjournment

Motion to adjourn: Linda Howard

Second: Camille Tate

Meeting adjourned 10:39 A.M.

Local Coordinating Board Agenda Item

November 29, 2021

Item III. Reports

Section 3.01 Community Transportation Coordinator's Report

Discussion:

Carmen Baez, Space Coast Area Transit Mobility Manager will present

Requested Action:

No Action Requested

Attachments:

Community Transportation Coordinator's Report

Community Transportation Coordinator Report

November 29, 2021

Senior Life Expo – November 6, 2020 Drive Thru with Volunteers in Motion

Elves for Elders – December 9, 2020

Senior Life Expo – March 19, 2021 Drive Thru with Volunteers in Motion

Citizen Academy – April 1, 2021 Cocoa Transit Center

Access to Care – April 12, 2021 Parrish Hospital

Federation of the Blind – April 21, 2021 Melbourne Transit Center

Resource Center for Disability Solutions – May 4, 2021 Cocoa Transit Center

Employee Quarterly Meetings May 18 and May 26, 2021 Brevard County Transit Services

Florida Transit Administration Board Meeting – June 10, 2021

12th Annual Brevard County World Elder Abuse Awareness Day – Friday June 11, 2021 at the Melbourne Auditorium. Volunteers in Motion and Brevard County Transit Services will be represented.

Adulting, Are you Ready? June 29, 2021 Brevard County Agricultural Center

Space Coast Area Transit App Pop Up Event – June 16, 2021 Melbourne Square Mall, Orlando-Melbourne International Airport and Shepard Park

Dump the Pump Day – June 17, 2021

Aging Matters – July 12, 2021 Space Coast Area Transit Cocoa

Florida Public Transportation Association Board Meeting – August 5, 2021 Center for Urban Transportation Research Tampa

Brevard County Job Fair – August 17, 2021 Viera Government Center

COVID-19 Vaccine Clinic – August 19, 2021 Space Coast Area Transit Melbourne



Florida Public Transportation Administration Annual Conference and Board Meeting –
November 25 – 27 Daytona Beach Ocean Center

Trolley Celebration – October 30, 2021 Canova Beach Park

Job Fair – November 2, 2021 City of Melbourne

Beach Trolley Ribbon Cutting Ceremony – November 4, 2021 Pelican Beach Clubhouse

Safety is Golden Mobility Fair – November 4, 2021 Addison Club

Satellite Beach Founder's Day Parade – November 6, 2021 Satellite Beach Community Center

American Public Transportation Association Expo – November 7 – 10, 2021 Orange County
Convention Center

Paychecks for Patriots Job Fair – November 18, 2021, Viera Regional Community Center

Local Coordinating Board Agenda Item

November 29, 2021

Item III. Reports

Section 3.02 Transportation Disadvantaged Planning Grant Report

Discussion:

The attached report is for the Local Coordinating Board Member's information

Requested Action:

No Action Required

Attachments:

Transportation Disadvantaged Grant Report

PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

Designate Official Planning Agency: Space Coast Area Transit

Invoice #: 4

County: Brevard

Contract #:G1N11

Reporting Period: April 1, 2021 – June 30, 2021

PROGRAM MANAGEMENT

A. When necessary and in cooperation with the Local Coordinating Board, solicit and recommend a Community Transportation Coordinator. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)

Selection of Space Coast Area Transit to continue as the Community Transportation Coordinator for Brevard County at the May 24, 2021 Board Meeting.

B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. - 41-2.012, Florida Administrative Code

C. Prepare agendas for local coordinating board meetings consistent with the *Local Coordinating Board and Planning Agency Operating Guidelines*. - Task 3

Agenda was prepared for the May 24, 2021 Board Meeting.

D. Prepare official minutes of local coordinating board meetings regardless of a quorum and submit an approved copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary

of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. – Task 3

Minutes were prepared from the May 24, 2021 Board Meeting.

E. Provide at least one public hearing annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public hearings. This public hearing must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting, immediately following or prior to the local coordinating board meeting. - Task 4

Public Workshop was held on November 16, 2020.

F. Provide staff support for committees of the local coordinating board. - Task 3

G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. -Task 5

Annual By-Laws were approved at the November 16, 2020 Board Meeting.

H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. – Task 6

Annual Grievance Procedures were approved at the November 16, 2020 Board Meeting.

I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. - Task 3

A membership and mailing list of the Local Coordinating Board Members was provided to Florida Commission for the Transportation Disadvantaged.

J. Provide public notice of local coordinating board meetings and local public hearings in accordance with the Coordinating Board and Planning Agency Operating Guidelines. – Task 3

Public Notice was published in the Florida Today for the Board Meeting.

K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. - Task 7

Annual Operating Report was certified at the November 16, 2020 Board Meeting.

M. Report the actual expenditures of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. – Task 8

SERVICE DEVELOPMENT

A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan, by preparing the planning section following Commission guidelines. – Task 1

The Transportation Disadvantaged Service Plan update was approved at the November 16, 2020 Board Meeting.

B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan.

Space Coast Area Transit works with the Space Coast Transportation Planning Organization in the update of local and regional comprehensive plans.

C. Encourage the local Community Transportation Coordinator to work cooperatively with regional workforce boards established in Chapter 445, Florida

Statutes, and provide assistance in the development of innovative transportation services for participants in the welfare transition program, Florida Statutes 427.0157.

Space Coast Area Transit works with the Career Source Brevard to provide transportation services.

TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION

A. Provide the local coordinating board with quarterly reports of transportation disadvantaged planning accomplishments and expenditures as outlined in the grant agreement and any other activities related to the transportation disadvantaged program. – Task 9

Reports were presented to the Local Coordinating Board at the March 22, 2021 Board Meeting.

B. Attend at least one Commission-sponsored training, including but not limited to, the Commission's quarterly regional meetings, the Commission's annual training workshop, or other sponsored training. – Task 10

C. Attend at least one Commission meeting each year within budget/staff/schedule availability.

Staff attended the Florida Transportation Disadvantaged Virtual Legislative Day on March 29, 2021.

D. Notify Commission staff of local transportation disadvantaged concerns that may require special investigations.

Space Coast Area Transit regularly contacts Commission for the Transportation Disadvantaged staff over local concerns.

E. Provide training for newly-appointed local coordinating board members. – Task 3

Training for newly appointed Local Coordinating Board members was held on March 22, 2021.

F. Provide assistance to the community transportation coordinator, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss transportation disadvantaged needs, service evaluation and opportunities for service improvement.

As the Community Transportation Coordinator, we meet with local agencies and organizations on a regular basis to seek areas of service improvements.

G. To the extent feasible, collect and review proposed funding applications involving "transportation disadvantaged" funds consistent with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, and provide recommendation to the local coordinating board.

H. Ensure the local coordinating board conducts, at a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum, using the modules concerning Competition in Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. – Task 2

I. Assist the Commission for the Transportation Disadvantaged in joint reviews of the community transportation coordinator.

J. Ensure the local coordinating board annually reviews coordination contracts to advise the Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, Florida Administrative Code.

K. Implement recommendations identified in the Commission's Quality Assurance Performance Evaluation reviews.

Other items of Development and Update in accordance with Laws, Rules, and Commission Policy:

Local Coordinating Board Agenda Item

November 29, 2021

Item III. Reports

Section 3.03 Brevard County Transit Services Transportation Disadvantaged
Performance Report Card

Discussion:

The attached report is for the Local Coordinating Board Member's information and review

Requested Action:

No Action Required

Attachments:

Transportation Disadvantaged Performance Report Card

Transportation Disadvantaged Performance Report Card

Includes Transportation Disadvantaged, Contract Routes and Self Pay Passengers

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Totals
Total Trips	4023	3927	5175	5298	5422	5807	5818	5982	5796	6420	-	-	53668
% within window	56.9%	41.8%	43.3%	50.2%	48.9%	51.8%	59.8%	57.9%	59.0%	59.9%	-	-	53.5%
% early	25.9%	38.2%	40.6%	35.9%	40.6%	36.2%	22.6%	26.6%	25.8%	23.6%	-	-	31.2%
% late 1-15 minutes	14.9%	19.0%	15.5%	13.4%	9.7%	11.1%	15.6%	13.5%	13.1%	14.4%	-	-	13.8%
% late 16-30 minutes	2.0%	0.4%	0.3%	0.4%	0.6%	0.08%	1.6%	1.7%	1.7%	1.6%	-	-	1.1%
% late >30 minutes	0.4%	0.6%	0.3%	0.2%	0.2%	0.4%	0.3%	0.3%	0.3%	0.5%	-	-	0.3%
% late	17.3%	20.0%	16.1%	14.0%	10.5%	12.3%	17.5%	15.6%	15.1%	16.5%	-	-	15.3%
Total Reservations	4972	4866	5921	6273	6611	7109	7143	7443	7067	7640	-	-	65045
% of cancels	11.0%	12.0%	6.1%	9.3%	12.4%	12.7%	11.9%	12.6%	11.3%	10.0%	-	-	11.0%
% of no-shows	8.1%	7.3%	6.5%	6.2%	5.6%	5.6%	6.7%	7.1%	6.7%	5.9%	-	-	6.5%
% of stand-by trips	0.05%	0.00%	0.08%	0.08%	0.13%	0.09%	0.02%	0.05%	0.02%	0.05%	-	-	0.1%
% of trips denied	0.00%	0.00%	0.00%	0.00%	0.00	0.00	0.01%	0.03%	0.01%	0.01%	-	-	0.0%
% of reservations fulfilled	80.9%	80.7%	87.4%	84.5%	82.0%	81.7%	81.5%	80.4%	82.0%	84.0%	-	-	82.5%

Purpose of Trips

Purpose of Trip	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Totals
Medical	11.8%	12.8%	12.5%	14.8%	11.5%	11.1%	10.6%	12.7%	11.9%	11.1%	-	-	12.0%
Medical Dialysis	27.8%	27.6%	28.8%	28.1%	24.4%	22.6%	21.9%	20.8%	20.5%	19.0%	-	-	23.7%
Medical Prescription	0.0%	0.3%	0.2%	0.2%	0.2%	0.2%	0.1%	0.3%	0.1%	0.1%	-	-	0.2%
Medical Therapy	1.1%	0.2%	0.2%	0.2%	0.6%	1.1%	1.3%	0.7%	0.8%	0.9%	-	-	0.7%
Food Shopping	1.2%	1.1%	0.8%	0.7%	2.0%	2.2%	1.8%	2.0%	2.6%	2.1%	-	-	1.7%
Shopping for Other	2.6%	3.4%	5.8%	3.0%	2.8%	3.1%	2.7%	2.0%	1.9%	2.4%	-	-	2.9%
Meetings	4.6%	3.4%	2.9%	3.2%	6.4%	4.4%	3.7%	5.2%	3.2%	5.9%	-	-	4.3%
Recreational	0.0%	0.1%	0.2%	0.0%	0.3%	0.5%	0.7%	0.2%	0.3%	0.6%	-	-	0.3%
School	1.9%	2.7%	2.3%	2.6%	2.0%	0.6%	1.0%	1.0%	1.2%	2.8%	-	-	1.8%
Social Services	0.0%	0.1%	0.1%	0.1%	0.3%	0.3%	0.4%	0.5%	0.3%	0.5%	-	-	0.3%
Center Clients	33.7%	32.0%	27.6%	21.0%	35.7%	39.3%	39.9%	38.4%	39.1%	35.6%	-	-	34.5%
Hurricane	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.05	0.0%	0.0%	0.0%	-	-	0.0%
Work	12.8%	13.6%	15.8%	15.5%	10.9%	11.8%	11.5%	12.8%	14.5%	14.5%	-	-	13.4%
Other	2.5%	2.9%	2.9%	10.6%	2.9%	2.9%	4.5%	3.4%	3.7%	4.7%	-	-	4.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	100%

Local Coordinating Board Agenda Item

November 29, 2021

Item III. Reports

Section 3.04 Volunteers in Motion Report

Discussion:

A copy of the Volunteers in Motion Quarterly Report will be distributed at the meeting.

Requested Action:

No Action Required

Attachments:

None

Local Coordinating Board Agenda Item

November 29, 2021

Item IV. New Business

Section 4.01 Approval of Annual Bylaws

Discussion:

Pursuant to the Florida Commission for the Transportation Disadvantaged operating guidelines, the Local Coordinating Board for the Transportation Disadvantaged is required to review their bylaws each year and recommend any necessary changes for approval.

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

No changes are recommended; staff requests approval of the 2022 Bylaws as presented.

Requested Action:

Approval of the bylaws for the Local Coordinating Board. If the Local Coordinating Board wishes to make significant changes, the bylaws will be brought back to the next Local Coordinating Board Meeting.

Attachments:

Bylaws of the Brevard County Local Coordinating Board for the Transportation Disadvantaged

Policy PLC-8: Transportation Disadvantages Local Coordinating Board (TDLCB)

1.0 TRANSPORTATION DISADVANTAGES LOCAL COORDINATING BOARD (TDLCB).

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

- (1) Review and approve the coordinated community transportation disadvantaged service plan, including the Memorandum of Agreement between the Transportation Disadvantaged Commission and the Community Transportation Coordinator, prior to submittal to the Commission;
- (2) Evaluate services provided in meeting the approved plan;
- (3) Review and provide recommendations, in cooperation with the community transportation coordinator, to the State Transportation Disadvantaged Commission (hereinafter called "the Commission") on funding applications affecting the transportation disadvantaged;
- (4) Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area;
- (5) Evaluate multi-county or regional transportation opportunities; and
- (6) Assist the Community Transportation Coordinator in establishing priorities with regard to recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies.

(B) Membership. The membership of the Transportation Disadvantaged Local Coordinating Board, organizational structure, and specific responsibilities shall consist of the members as designated and in accordance with the Florida Administrative Code Rule 41-2.012. and Section 427.0157, Florida Statute.

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

- (a) An elected official appointed by the TPO (The TPO shall appoint an elected official as the Chair);
- (b) A local representative of the Florida Department of Transportation;
- (c) A local representative of the Florida Department of Children and Family Services;
- (d) A local representative of the public education community which could include, but not limited to, a representative of the Brevard County District School Board, School Board Transportation Office, or Headstart Program in areas if the School District is responsible;
- (e) A local representative of the Florida Division of Vocational Rehabilitation, or the Division of Blind Services, representing the Department of Education;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over the age of sixty representing the elderly in Brevard County;
- (h) A person with a disability representing the disabled in Brevard County;
- (i) Two citizen advocate representatives in Brevard County; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) The chairperson, or said chairperson's designee, of the local mass transit or public transit system's board;
- (l) A local representative of the Florida Department of Elderly Affairs;

(m) An experienced representative of the local private for profit transportation industry. If such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;

(n) A local representative of the Florida Agency for Health Care Administration;

(o) A local representative of the Agency for Persons with Disabilities;

(p) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes;

(q) 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; and

(r) A representative recommended by the local Veterans Service Office representing the veterans of Brevard County.

(2) Technical Advisors. Upon majority vote of the quorum of the coordinating board, technical advisors may be approved for the purpose of providing the coordinating board with technical advice as necessary. The technical advisors shall not be considered as members of the board and shall not be permitted to vote.

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

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

(E) TDLCB Nominating Committee. The committee shall consist of two (2) members appointed by the SCTPO Governing Board Chair from the SCTPO Governing Board, the Technical Advisory Committee, or the Citizens Advisory Committee and one (1) member of the Transportation Disadvantaged Local Coordinating Board appointed by the Transportation Disadvantaged Local Coordinating Board. The term of service on the committee shall be for a period of time beginning on January 1st and ending on December 31st of each year. Members are eligible for reappointment. The SCTPO Governing Board Chair shall select a chair. The Chair of the committee shall call and preside at all meetings of the committee. At least two (2) of the voting members of the committee must be present for the committee to conduct business.

(1) The nominating committee shall meet as often as necessary to recommend nominations of members to the Transportation Disadvantaged Local Coordinating Board for appointment by the SCTPO Governing Board. Persons interested in an appointment should submit a letter of interest or resume to the SCTPO Executive Director, Space Coast Transportation Planning Organization, 2725 Judge Fran Jamieson Way, Melbourne, Florida 32940.

(2) The nominating committee shall review the letters of interest or resumes of interested persons and may interview interested persons. The committee shall also receive and consider recommendations by the SCTPO Executive Director. The committee will recommend nominees for appointment by the SCTPO Governing Board to the Transportation Disadvantaged Local Coordinating Board. All meetings of the committee shall be noticed, are open to the public, and are subject to the Government-in-the-Sunshine Act, Section 286.011, Florida Statutes.

(F) Duties of the TDLCB.

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

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

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Transportation Disadvantaged Commission and the Chair of the Space Coast Transportation Planning Organization;

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

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

(d) On a continuing basis, evaluate services provided under the designated service plan. Annually, prior to the Coordinator's annual evaluation, provide the Space Coast Transportation Planning Organization with an evaluation of the Coordinator's performance in general and relative to the Transportation Disadvantaged Commission standards and the completion of the annual service plan. Recommendations relative to performance and the renewal of the Coordinator's contract shall be included in the report;

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

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

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

(h) Appoint a member to the nominating committee to recommend potential candidates to the Space Coast Transportation Planning Organization for appointments;

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

(j) Prepare by October 1st an annual report, to be consolidated with the Community Transportation Coordinator's annual operating report, outlining the accomplishments and activities or other areas of interest to the Transportation Disadvantaged Commission and the Space Coast Transportation Planning Organization for the most recent operating year period;

(k) Consolidate the annual budget estimates of local, district, state, agency, and federal government transportation disadvantaged funds and forward said information to the Transportation Disadvantaged Commission no later than December 1 for reporting purposes. A copy of the consolidated report shall be provided to the Space Coast Transportation Planning Organization for planning purposes;

(l) Assist SCTPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP).

(m) Develop and maintain a vehicle inventory and utilization plan of those vehicles purchased with transportation disadvantaged funds for inclusion in the Coordinating Board annual report to the Transportation Disadvantaged Commission; and

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

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

(H) Coordinating board procedures.

(1) A quorum consists of six (6) voting members. Roberts Rules of Order, as revised, latest edition, shall be used to govern proceedings of the Transportation Disadvantaged Local Coordinating Board and its subcommittees.

(2) *Continuance and Deferrals.*

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

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

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

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

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

(I) Staff. The TPO shall provide the Board with 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 minutes, including an attendance roster and other necessary administrative duties.

(J) Communication. 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 Florida Administrative Code (FAC).

The undersigned hereby certifies that she is the Vice-Chair of the Space Coast Transportation Planning Organization Governing Board and that the foregoing is a full, true, and correct copy of the policies of the Transportation Disadvantage Local Coordinating Board as adopted by the Space Coast Transportation Planning Organization Governing Board for the Transportation Disadvantaged Local Coordinating Board, the 11th day of February, 2021.



Andrea Young, SCTPO Vice-Chair



RESOLUTION # 21-14

Amending SCTPO Policy PLC-8, TDLCB

A RESOLUTION, amending SCTPO Policy PLC-8, Transportation Disadvantaged Local Coordinating Board (TDLCB)

WHEREAS, the Space Coast Transportation Planning Organization is the designated and constituted body responsible for the urban transportation planning and programming process for the Palm Bay-Melbourne and Titusville Urbanized Areas; and

WHEREAS, the TPO adopted its Policy Manual on December 9, 2010 that provides guidance and rules on the agency's organization and operations; and

WHEREAS, the TPO has amended its Policy Manual from time to time to address various changes to operations; and

WHEREAS, to be consistent with Florida Administrative Code 41-2.012 on the membership of the coordinating board, the following amendment is needed:

PLC-8, TDLCB, Section 1.0(B)(1) Membership – Add (r) A representative recommended by the local Veterans Service Office representing the veterans of Brevard County.

NOW THEREFORE, BE IT RESOLVED by the Space Coast Transportation Planning Organization that the SCTPO authorizes the amendment to its policy PLC-8, Transportation Disadvantaged Local Coordinating Board.

Passed and duly adopted at a regular meeting of the Space Coast Transportation Planning Organization Governing Board on the 11th day of February, 2021.

Certificate

The undersigned duly qualified as Vice-Chair of the Space Coast Transportation Planning Organization Governing Board certifies that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting of the Space Coast Transportation Planning Organization Governing Board.

By: _____

Andrea Young

Space Coast TPO Governing Board Vice-Chair

By: _____

Yvonne Minus

Space Coast TPO Governing Board Secretary

Local Coordinating Board Agenda Item

November 29, 2021

Item IV. New Business

Section 4.02 Annual Approval of Grievance Procedures

Discussion:

Pursuant to the Florida Commission for the Transportation Disadvantaged operating guidelines, the Local Coordinating Board for the Transportation Disadvantaged is required to review the Grievance Procedures annually, and update if necessary.

No changes have been made to the grievance procedures; staff requests approval of the 2022 Grievance Procedures as presented.

Requested Action:

Approval of the bylaws for the Local Coordinating Board. If the Local Coordinating Board wishes to make significant changes, the bylaws will be brought back to the next Local Coordinating Board Meeting.

Attachments:

Draft Grievance Procedures of the Brevard County Local Coordinating Board for the Transportation Disadvantaged

GRIEVANCE PROCEDURES

Brevard County Local Coordinating Board for the Transportation
Disadvantaged for 2022

Article 1: Preamble

Section 1: Preamble:

The following sets forth the grievance procedures, which shall serve to guide the Brevard County Local Coordinating Board for the Transportation Disadvantaged, serving to assist the Community Transportation Coordinator. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, and Rule 41-2.012 of the Florida Administrative Code, setting forth requirements for the establishment of grievance procedures and Grievance Subcommittee procedures to resolve grievances or complaints from agencies, users, potential users, subcontractors and other interested parties. While the intent of this Subcommittee will be to resolve service issues, this procedure shall incorporate a multi-layered approach to problem resolution. The first notice of a grievance should go directly to the contracted Transportation Disadvantaged provider. If the Transportation Disadvantaged Provider is unable to resolve the problem, the Community Transportation Coordinator and Grievance Subcommittee are given an opportunity to review.

Article II: Grievance Subcommittee Name and Purpose

Section 1: Name

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

Section 2: Purpose

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

Article III: Definition of Grievance

Section 1: Definition

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

Article IV: Grievance Procedures

Section 1: General

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

Section 2: Filing a Grievance

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

Complainants may use the grievance form and mail to:

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

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

Section 3: Appeal to the Local Coordinating Board

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

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

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

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

Ombudsman Program

Florida Commission for the Transportation Disadvantaged

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0450

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

E-mail: CTDOmbudsman@dot.state.fl.us

Article V: Grievance Subcommittee Procedures

Section 1: Discussion Schedule

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

Section 2: Notification

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

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

Section 3: Written Decision

Written decisions shall include the following information:

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

Article VI: Scheduled Meetings

Section 1: General

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

Article VII: Amendments

Section 1: General

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

Section 2: Quorum

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

Article VIII: Certification

The undersigned hereby certifies that he/she is the Chair of the Brevard County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the Brevard County Local Coordinating Board for the Transportation Disadvantaged this 29th day of November, 2021.

Andrea Young, Chair

Brevard County Local Coordinating Board

Local Coordinating Board Agenda Item

November 29, 2021

Item IV. New Business

Section 4.03 Approval of Annual Operating Report

Discussion:

Each Community Transportation Coordinator is required to submit an Annual Operating Report to the Commission for the Transportation Disadvantaged. The Commission for the Transportation Disadvantaged compiles all the reports into a statewide operations report and utilizes the data to assess the Community Transportation Coordinator performance. The data in this report is also used to determine a portion of the yearly Trip and Equipment Grant distribution. Of these total grant allocation formulas, 25% is related to total system passenger trips and 25% system vehicle miles traveled.

Staff will provide a presentation at the meeting on this year's Annual Operating Report.

Requested Action:

Local Coordinating Board to certify the Annual Operating Report

Attachments:

None

Space Coast Area Transit Annual Operating Report

Florida Department of Transportation Commission for the Transportation Disadvantaged

Community Transportation Coordinator Organization

County: Brevard

Community Transportation Coordinator Status: Complete

Date Initiated: 08/30/2021

Fiscal Year: 07/01/2020 – 06/30/2021

Community Transportation Coordinator Status: Complete

Community Transportation Coordinator Organization Name: Space Coast Area Transit

Transportation Operators: No

Local Coordinating Board Chairperson: Andrea Young

Address: 401 South Varr Avenue Cocoa FL 32922

Coordination Contractors: No

Number: 0

Community Transportation Coordinator Contact: Terry Jordan

Community Transportation Coordinator Coordinated System

Transportation Operators: No

Number of Operators: 0

Coordination Contractors: No

Number of Contractors: 0

Number Uploaded: 0

Address: 401 South Varr Avenue Cocoa FL 32922

Organization Type: County

Network Type: Sole Source

Operating Environment: Urban

Provide Out of County Trips: No

Community Transportation Coordinator Contact Title: Transit Director

Community Transportation Coordinator Contact Email: Terry.Jordan@BrevardFL.gov

Phone: 321-635-7815

Date Added: 08/30/2021

Added by: Karen Petters

Date Modified: 10/01/2021

Modified by: Karen Petters

Community Transportation Coordinator Certification:

I, Terry Jordan, as the authorized Community Transportation Coordinator Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, Florida Statutes, that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

Local Coordinating Board Certification:

I, Andrea Young, as the Local Coordinating Board Chairperson, hereby certify in accordance with Rule 41-2.007(6), Florida Administrative Code, that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

Community Transportation Coordinator Trips

County: Brevard

Community Transportation Coordinator Status: Complete

Date Initiated: 08/30/2021

Fiscal Year: 07/01/2020 – 06/30/2021

Community Transportation Coordinator Status: Complete

Community Transportation Coordinator Trips by Service Type

One Way

Trip Type	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Fixed Route/ Fixed Schedule Daily Pass Trips	333,276	Not Applicable	333,276	364,651	Not Applicable	364,651
Fixed Route/ Fixed Schedule Weekly Pass Trips	24,550	Not Applicable	24,550	9,063	Not Applicable	9,063
Fixed Route/ Fixed Schedule Monthly Pass Trips	14,040	Not Applicable	14,040	17,016	Not Applicable	17,016
Deviated Fixed Route Service	0	Not Applicable	0	0	Not Applicable	0
Complementary Americans with Disabilities Service	0	Not Applicable	0	0	Not Applicable	0
Paratransit Ambulatory	152,310	0	152,310	351,450	0	341,450
Paratransit Non-Ambulatory	7,970	0	7,970	12,979	0	12,979
Paratransit Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	Not Applicable	0	0	Not Applicable	0
Taxi	0	Not Applicable	0	0	Not Applicable	0
School Board (School Bus)	4,943	Not Applicable	4,943	9,762	Not Applicable	9,762
Volunteers	0	Not Applicable	0	0	Not Applicable	0
Total – Service Type	537,089	0	537,089	764,921	0	764,921

Contracted Transportation Operator

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

Community Transportation Coordinator Trips by Revenue Source

One Way

Agency	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Agency for Health Care Administration	0	0	0	0	0	0
Agency for Persons with Disabilities	9,129	0	9,129	26,632	0	26,632
Commission for the Transportation Disadvantaged	41,442	Not Applicable	41,442	58,080	Not Applicable	58,080
Department of Economic Opportunity	0	0	0	0	0	0
Department of Children and Families	0	0	0	0	0	0
Department of Education	14,040	0	14,040	17,016	0	17,016
Department of Elder Affairs	5,639	0	5,639	15,157	0	15,157
Department of Health	0	0	0	0	0	0
Department of Juvenile Justice	0	0	0	0	0	0
Department of Transportation	186,804	0	186,804	252,602		252,602
Local Government	191,747	0	191,747	262,364	0	262,364
Local Non-Government	88,288	0	88,288	133,070	0	133,070
Other Federal and State Programs	0	0	0	0	0	0
Total – Revenue Source	537,089	0	537,089	764,921	0	764,921

Passenger Type: One Way

Passenger Type	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Older Adults	149,715	0	149,715	287,078	0	278,078
Children at Risk	36,845	0	36,845	45,522	0	455,522
Persons with Disabilities	101,653	0	101,653	125,373	0	125,373
Low Income	178,770	0	178,770	220,484	0	220,484
Other	70,106	0	70,106	86,464	0	86,464
Total – Passenger Type	537,089	0	537,089	764,921	0	764,921

Trip Purpose: One Way

Trip Purpose	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Medical	67,457	0	67,457	89,989	0	89,989
Employment	222,897	0	222,897	279,172	0	279,172
Educational, Training, Daycare	186,913	0	186,913	236,831	0	236,831
Nutritional	1,653	0	1,653	12,464	0	12,464
Life Sustaining, Other	58,169	0	58,169	146,465	0	146,465
Total – Trip Purpose	537,089	0	537,089	764,921	0	764,921

Unduplicated Passenger Head Count

Head Count	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Unduplicated Passenger Head Count	9,752	0	9,752	13,404	0	13,404
Unduplicated Passenger Head Count Total	9,752	0	9,752	13,404	0	13,404

Unmet and No Shows

Unmet and No Shows	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Unmet Trip Requests	3	Not Applicable	3	31	Not Applicable	31
No Shows	4,414	Not Applicable	4,414	10,465	Not Applicable	10,465

Customer Feedback

Customer Feedback	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Complaints	2	Not Applicable	2	8	Not Applicable	8
Commendations	20	Not Applicable	20	32	Not Applicable	32

Date Created: 08/31/2021 by Namich Rodriguez; Date Modified: 10/25/2021 by Kyle Mills

Comments: Trips listed as “other” are special trips or the caregivers of said clients.

Date Created: 09/30/2021 by Namich Rodriguez, Community Transportation Coordinator User

Community Transportation Coordinator Vehicles and Drivers

County: Brevard

Community Transportation Coordinator Status: Complete

Date Initiated: 08/30/2021

Fiscal Year: 07/01/2020 – 06/30/2021

Community Transportation Coordinator Status: Complete

Vehicle Miles

Mile Types	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Deviated Fixed Route Miles	0	Not Applicable	0	0	Not Applicable	0
Complimentary Americans with Disabilities Service Miles	0	Not Applicable	0	0	Not Applicable	0
Paratransit Miles	997,435	0	997,435	1,806,565	0	1,806,565
Transportation Network Companies Miles	0	Not Applicable	0	0	Not Applicable	0
Taxi Miles	0	Not Applicable	0	0	Not Applicable	0
School Board (School Bus) Miles	8,775	Not Applicable	8,775	18,526	Not Applicable	18,526
Volunteers Miles	0	Not Applicable	0	0	Not Applicable	0
Total – Vehicle Miles	1,006,210	Not Applicable	1,006,210	1,825,091	Not Applicable	1,825,091

Roadcalls and Accidents

Type	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Roadcalls	23	0	23	39	0	39
Chargeable Accidents	4	0	4	5	0	5

Vehicle Inventory

Type	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Total Number of Vehicles	165	0	165	161	0	161
Total Wheelchair Accessible Vehicles	98	0	98	91	0	91

Drivers

Type	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Total Full Time and Part Time Drivers	20	0	20	60	0	60
Total Volunteer Drivers	92	0	92	155	0	155

Date Created: 08/31/2021 by Namich Rodriguez; Date Modified: 10/25/2021 by Kyle Mills

Comments: We have been short on drivers due to COVID.

Date Created: 09/30/2021 by Namich Rodriguez, Community Transportation Coordinator User

Community Transportation Coordinator Revenue Sources

County: Brevard

Community Transportation Coordinator Status: Complete

Date Initiated: 08/30/2021

Fiscal Year: 07/01/2020 – 06/30/2021

Community Transportation Coordinator Status: Complete

Revenue Sources

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Agency for Health Care Administration	\$0	\$0	\$0	\$0	\$0	\$0
Agency for Persons with Disabilities	\$20,892	\$0	\$20,892	\$181,772	\$0	\$181,772
Department of Economic Opportunity	\$0	\$0	\$0	\$0	\$0	\$0
Department of Children and Families	\$0	\$0	\$0	\$0	\$0	\$0
Department of Education	\$3,603	\$0	\$3,603	\$8,668	\$0	\$8,688
Department of Elder Affairs	\$7,188	\$0	\$7,188	\$56,250	\$0	\$56,250
Department of Health	\$0	\$0	\$0	\$0	\$0	\$0
Department of Juvenile Justice	\$0	\$0	\$0	\$0	\$0	\$0

Commission for the Transportation Disadvantaged

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Non-Sponsored Trip Program	\$1,182,157	Not Applicable	\$1,182,157	\$1,458,567	Not Applicable	\$1,458,567
Non-Sponsored Capital Equipment	\$0	Not Applicable	\$0	\$0	Not Applicable	\$0
Rural Capital Equipment	\$0	Not Applicable	\$0	\$0	Not Applicable	\$0
Transportation Disadvantaged Other	\$0	Not Applicable	\$0	\$0	Not Applicable	\$0

Department of Transportation

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
49 United States Code 5307	\$4,035,940	\$0	\$4,035,940	\$3,437,648	\$0	\$3,437,648
49 United States Code 5310	\$198,522	\$0	\$198,522	\$0	\$0	\$0
49 United States Code 5311	\$0	\$0	\$0	\$0	\$0	\$0
49 United States Code 5311 (f)	\$0	\$0	\$0	\$0	\$0	\$0
Block Grant	\$395,256	\$0	\$395,256	\$456,527	\$0	\$456,527
Service Development	\$0	\$0	\$0	\$0	\$0	\$0
Commuter Assistance Program	\$0	\$0	\$0	\$0	\$0	\$0
Other Department of Transportation	\$0	\$0	\$0	\$0	\$0	\$0

Local Government

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
School Board (School Bus)	\$0	Not Applicable	\$0	\$140,436	\$0	\$140,436
County Cash	\$423,090	\$0	\$423,090	\$875,732	\$0	\$875,732
County In-Kind	\$0	\$0	\$0	\$0	\$0	\$0
City Cash	\$0	\$0	\$0	\$0	\$0	\$0
City In-Kind	\$0	\$0	0	\$0	\$0	\$0
Other Cash	\$0	\$0	\$0	\$0	\$0	\$0
Other In-Kind	\$0	\$0	\$0	\$0	\$0	\$0

Local Non-Government

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Farebox	\$182,438	\$0	\$182,438	\$273,410	\$0	\$273,410
Donations or Contributions	\$0	\$0	\$0	\$0	\$0	\$0
Other Non-Government	\$0	\$0	\$0	\$0	\$0	\$0

Other Federal and State Programs

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Other Federal Programs	\$0	\$0	\$0	\$0	\$0	\$0
Other State Programs	\$0	\$0	\$0	\$0	\$0	\$0
Total – Revenue Sources	\$6,783,135	\$0	\$6,783,135	\$7,260,542	\$0	\$7,260,542

Date Created: 08/31/2021 by Karen Petters; Date Modified: 10/25/2021 by Kyle Mills

Community Transportation Coordinator Expense Sources

County: Brevard

Community Transportation Coordinator Status: Complete

Date Initiated: 08/30/2021

Fiscal Year: 07/01/2020 – 06/30/2021

Community Transportation Coordinator Status: Complete

Expense Sources

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Labor	\$1,481,799	\$0	\$1,481,799	\$1,225,804	\$0	\$1,481,799
Fringe Benefits	\$334,308	\$0	\$334,308	\$320,199	\$0	\$320,199
Services	\$1,523,510	\$0	\$1,523,510	\$1,544,790	\$0	\$1,544,790
Materials and Supplies Consumed	\$429,930	\$0	\$429,930	\$529,257	\$0	\$529,257
Utilities	\$24,192	\$0	\$24,192	\$23,826	\$0	\$23,826
Casualty and Liability	\$74,982	\$0	\$74,982	\$92,952	\$0	\$92,952
Taxes	\$0	\$0	\$0	\$0	\$0	\$0
Miscellaneous	\$5,330	\$0	\$5,330	\$6,077	\$0	\$6,077
Interest	\$0	\$0	\$0	\$0	\$0	\$0
Leases and Rentals	\$4,126	\$0	\$4,126	\$1,825	\$0	\$1,825
Capital Purchases	\$0	\$0	\$0	\$0	\$0	\$0
Contributed Services	\$0	\$0	\$0	\$0	\$0	\$0
Allocated Indirect Expenses	\$693,486	\$0	\$693,486	\$725,178	\$0	\$725,178

Purchased Transportation Services

Source	C.T.C. and Transportation Operators	Coordination Contractors	Total Selected Reporting Period	C.T.C. and Transportation Operators	Coordination Contractors	Total Previous Reporting Period
Bus Pass	\$4,541	Not Applicable	\$4,541	\$10,701	Not Applicable	\$10,701
School Board (School Bus)	\$0	Not Applicable	\$0	\$140,436	Not Applicable	\$140,436
Transportation Network Companies	\$0	Not Applicable	\$0	\$0	Not Applicable	\$0
Taxi	\$0	Not Applicable	\$0	\$0	Not Applicable	\$0
Contracted Operator	\$0	Not Applicable	\$0	\$0	Not Applicable	\$0
Total Expense Sources	\$4,576,204	Not Applicable	\$4,576,204	\$4,621,045	\$0	\$4,621,045

Date Created: 08/31/2021 by Karen Petters; Date Modified: 10/25/2021 by Kyle Mills

Comments: Due to the COVID-19 pandemic, the School Board cancelled summer trips.

Date Created: 10/01/2021 by Karen Petters, Community Transportation Coordinator User

Local Coordinating Board Agenda Item

November 29, 2021

Item IV. New Business

Section 4.04 Approval of 2022 Meeting Date Calendar

Discussion:

Review of the 2022 Meeting Date Calendar for the Local Coordinating Board

Requested Action:

Approval of 2022 Meeting Date Calendar for the Local Coordinating Board

Attachments:

Draft 2022 Meeting Date Calendar

2021

Meeting Dates Local Coordinating Board

Month	Date	Day	Time	Location	Topics
February	28	Monday	10:30 a.m.	Space Coast Room Building C 2 nd Floor	Board Appointments and CTC Evaluation
May	9	Monday	10:30 a.m.	Space Coast Room Building C 2 nd Floor	Transportation Disadvantaged Service Plan Update
August	8	Monday	10:30 a.m.	Space Coast Room Building C 2 nd Floor	Approval of Annual Operating Report
November	7	Monday	10:30 a.m.	Space Coast Room Building C 2 nd Floor	Approval of By-Laws and Grievance Procedures; Annual Public Hearing

11/19/2021

Local Coordinating Board Agenda Item

November 29, 2021

Item IV. New Business

Section 4.05 Member Jennifer Cleveland Request for Discussion

Discussion:

Local Coordinating Board Member, Jennifer Cleveland has asked to be placed on the agenda. Reference emails area attached for Board review.

Requested Action:

No Action Requested

Attachments:

Emails. Attached emails will not be modified for Section 508 compliance. Arrangements can be made for assistance with notice.

Roxanne Woods

From: Jennifer Cleveland <33jenc1@gmail.com>

Date: November 23, 2019 at 2:39:39 PM EST

To: Jocelyn Scott <jazz@ridescat.com>, Carmen M Baez <Carmen.Baez@brevardcounty.us>, Scott Nelson Space Coast Area Transit <scott.nelson@brevardfl.gov>, Diana Figueroa <Diana@figueroalawgroup.com>, "Roxanne Woods, Visually Impaired, Elderly, Scat Rider" <roxanne32927@yahoo.com>

Subject: Re: Roxanne Woods

Roxanne Woods Port St. John 321-298-5697roxanne32927@yahoo.com

Jennifer Cleveland

<http://innersightyogawithjen.com/>

On Nov 23, 2019, at 2:37 PM, Jennifer Cleveland <33jenc1@gmail.com> wrote:

This woman reached out to me today on Facebook.

She is seeking help because of the challenges she has been having with Space Coast Area Transit and the Paratransit

Jennifer Cleveland

Begin forwarded message:

From: 3212985697@mms.cricketwireless.net

Date: November 23, 2019 at 2:22:31 PM EST

To: 33jenc1@gmail.com

I am legally blind and elderly. When I call they are rude. They rarely have an opening and if I call less than 7 days ahead they yell at me. My comment to them that I'm sorry I don't get sick on their schedule. This has mostly been happening this year. I don't get the names. Anymore I try to use Lyft. Sometimes I just don't go. More times than not there is no one on the bus with me when I do get a ride. I am legally blind with mobility issues. Regular buses are too far away to get to. I live in Port St. John, in the west end. I only have Wednesdays when my son is off work. But often I need to go on other days. I am 68 years old and have been legally blind for 10 years. I just don't want to beg for help I try to be independent as best I can. Thank you for listening. Roxanne Woods

John Frinzi

From: Diana Figueroa <Diana@figueroalawgroup.com>

Date: October 29, 2020 at 10:09:19 AM EDT

To: Jennifer Cleveland <33jencl@gmail.com>, Carmen Baez Space Coast Area Transit <carmen.baez@brevardfl.gov>, Jocelyn Scott <jazz@ridescat.com>, "Abigail, Assistant County Attorney" <Abigail.Jorandby@brevardfl.gov>, Scott Nelson Space Coast Area Transit <scott.nelson@brevardfl.gov>, Cathy Lively <Cathy.Lively@brevardfl.gov>

Cc: Tara Nutter <tara@figueroalawgroup.com>

Subject: Re: John Frinzi

Jennifer

I am happy to assist. I need John's phone number

Thank you

Diana

On 10/29/20, 9:47 AM, "Jennifer Cleveland" <33jencl@gmail.com> wrote:

I just got off the phone with John and he told me that he was given incorrect information by Space Coast Area Transit. He is trying to sign up for the Paratransit and was told that he Had to call in seven days in advance at eight in the morning if he wanted to schedule a ride. He was not given any other information.

He spoke with Barbara, I know Barbara knows better and has supposedly been re-trained multiple times.

Why is this still happening? How many times do we have to go through this?

When is the next meeting for the Transportation Disadvantaged board. Obviously things are not changing and it needs to be addressed again.

John Frinzi

1950 Atlantic St., Apt. 222 Melbourne Beach

Jennifer Cleveland

Emma McGeath

From: Emma McGeath <emjaye92@gmail.com>

Date: November 18, 2020 at 12:09:48 PM EST

To: 33jenc1@gmail.com

Subject: Emma McGeath's experience with Space Coast Area Transit

Hi Jennifer,

Below is what I remember from my phone calls with SCAT so far. I'm sorry that I don't have more details for you, but I hope this helps.

The first time I talked with SCAT, the woman told me that I wouldn't be able to qualify for service just for being "visually impaired". She even made a comment about having bad vision herself and insinuated that I would not need the service. I was insulted because she downplayed being visually impaired. After I told her that I was a rider on Orlando's paratransit, she told me that if I could get records from them and have it faxed to SCAT, that would help. She did not offer to send me an application or any other advice.

I called Orlando's paratransit and they were clueless as to what SCAT needed.

Several weeks later I called SCAT back and talked to a woman who was much nicer and more understanding. She was a little confused at first but then told me that the paratransit is first come first serve and that I should call up to 7 days in advance ASAP because if I waited longer, I might not get to ride. She told me that I can only go to Titusville (where I live) and Port Saint John. She informed me that she would send me the ADA application (which she did) but also told me that if I could get my information from Orlando faxed over to them, it would help the process. She did not specify what Orlando needed.

I called Orlando and they were still confused as to what SCAT needed but said they would fax over a visitor's form. I informed them that I now live here and am not just visiting but they said that they need to know specifically what SCAT needs. They faxed a visitors form in the meantime.

I now need to call SCAT back to see if they received the fax and find out what I need to do next.

Hope this helps,

Emma

Suezanne Cavanaugh

From: "Baez, Carmen M" <Carmen.Baez@brevardfl.gov>

Date: February 24, 2020 at 8:20:32 AM EST

To: Jennifer Cleveland <33jenc1@gmail.com>

Cc: "Scott, Jocelyn E" <Jocelyn.Scott@brevardfl.gov>, "Nelson, Scott" <scott.nelson@brevardfl.gov>, Diana Figueroa <figueroa.law1@gmail.com>

Subject: RE: Suezanne

Thank you Jennifer

I will call her today, I hope everything is good.

From: Jennifer Cleveland [<mailto:33jenc1@gmail.com>]

Sent: Monday, February 24, 2020 8:19 AM

To: Baez, Carmen M

Cc: Scott, Jocelyn E; Nelson, Scott; Diana Figueroa

Subject: Suezanne

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Hi Carmen,

I met a Visually Impaired woman named Suezanne Cavanaugh, this past week. She was unfamiliar with Space Coast Area Transit so I gave her the number to register for ADA, Paratransit. She called in and spoke with Barb and Suezanne said she was very polite but unfortunately Barb gave her incorrect information about what she qualified for and about the services.

Suezanne's phone number is 315-521-3445.

She is very tech illiterate so will someone please give her the correct information?

Thank you,

Jennifer Cleveland

<http://innersightyogawithjen.com/>

Kristi Cavallo

Begin forwarded message:

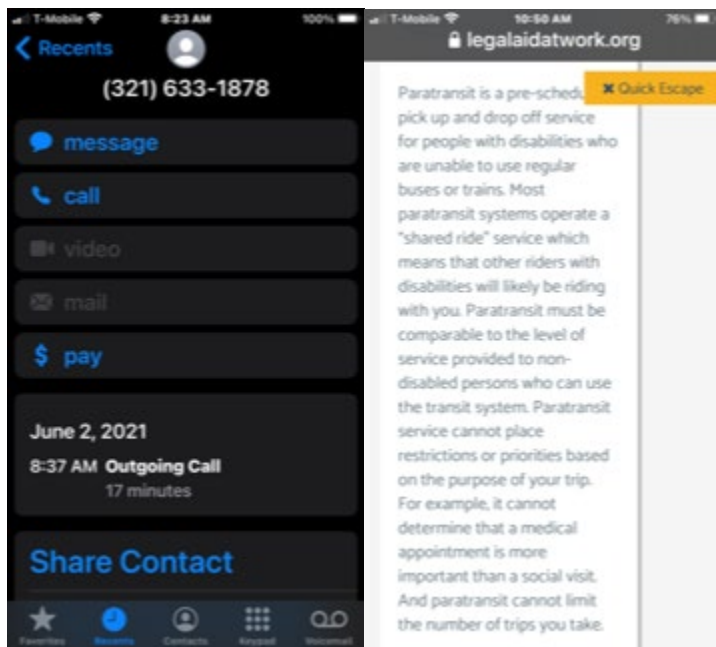
From: Kristi Cavallo <girlygirlkc74@gmail.com>

Date: June 7, 2021 at 9:34:48 AM EDT

To: jen.melbourne72@gmail.com

Subject: Conversation with Phyllis at SCAT

Good morning, here is my experience with Phyllis. I called Space Coast area transit at 8:37am on June 2 2021. Phyllis received my call. I told her I would like to register for the para transit transportation for the disabled and I had a few questions about which program I would be eligible for. She said I did not qualify for the volunteer transit because I sounded young and that program was for the old and frail. She asked for my address and I gave it to her 46 LittleJohn Ln Rockledge. She said there is a fixed bus route within a quarter mile I don't think you are eligible for the door pick up being that close to a bus stop. I told I was blind and deaf and use a mobility cane and tried the fixed route but it was really difficult with the noise to hear stops and I get confused where am at and i didn't feel comfortable doing it. She again said I don't think you will qualify. She asked me how ave you been getting around this whole time? I said family members. She said well why can't you just continue doing that? I said it's getting more difficult because my dad has Alzheimer's and he's getting worse and it's getting harder to leave him alone. She said that's understandable. She said I still don't think you will qualify. I told her that I found out the information from my visually impaired group and that I should qualify. She said well I'll have to ask my supervisor and I said can you do that please. I was put on hold and she came back and said I was qualified. She said I would get my application in the mail and I had 21 days to return it. She gave me her name Phyllis because I would need that for verification to get a ride and I'd be dealing with her a lot. She asked me what I'd be using the rides for? I said shopping and appointments or whatever I needed it for. She said that mornings were for doctors appointments so don't make a shopping appointment in the morning. Also give a weeks notice on trips because I won't likely get an appointment a few days out. She also stated if I had Medicaid that I would have to use them for doctors appointments or she'd get in trouble. I said I'd look into it. I then said thanks and our conversation was done. I felt completely discouraged and upset after the phone conversation and why did it have to be so hard to get help and why did I have to share my personal reasons for wanting to to use the service. And why did I have to keep persisting that I was qualified. The staff should want to be more helpful and more encouraging to those who are just trying to be more independent. I wonder how many disabled people quit asking for help with the first time they are told I don't think you will qualify. I also found out from the ADA that she cannot prohibit me from requesting any time of day or reason to get a ride wether it be for appointments or leisure. I shared the info below. And the time of phone conversation is noted below. Thank you Jennifer for reaching out to me and listening to my concerns. Kristi Cavallo



Sent from my iPhone

Kelli Leeper

Begin forwarded message:

From: Kelli kelli <kellmail2@yahoo.com>

Date: July 7, 2021 at 1:38:40 PM EDT

To: Jennifer Cleveland <jen.melbourne72@gmail.com>

Subject: Re: Another complaint about Phylis

Thank you for your response - 10 years wow!

I would love to come Emily is working .

Thank you

Kelli

Kelli Ryan"Leeper

321-368-2773

On Jul 7, 2021, at 12:44 PM, Jennifer Cleveland <jen.melbourne72@gmail.com> wrote:

Hi Kelli,

Thank you for reaching out to me and I am sorry about the experience you had with Phylis and Space Coast Area Transit.

Unfortunately this has been a problem with Phylis for more than 10 years. I am baffled at how she still has a job with an organization whose sole purpose is to support the vulnerable and needy.

This never should've happened to your daughter.

I have included Jocelyn (Jazz)Scott in this email. She is phyllis's supervisor. I have also included attorney Diana Figueroa and senator Thad Altman. I will also be forwarding this information to our county commissioners. It would be helpful if you could reach out to them personally too.

I would like to invite you and your daughter to come speak about the challenges you had at the next, Transportation Disadvantaged Meeting on August 16 at 10:15 AM. We meet in the Florida room, building C, third-floor in Viera.

Jazz, at the next meeting, I would like to know why and how it's possible for someone with such poor customer service skills, to continue to have a job in customer service at Scat?

Jennifer Cleveland

On Jul 7, 2021, at 12:31 PM, Kelli kelli <kellmail2@yahoo.com> wrote:

I wanted to reach out to tell about our recent experience with Space Coast Area transit reservations. My daughter Emily Ryan is 21 years old - she is intellectually disabled. She has been approved to use paratransit specialized services .

I called once we received the approval and spoke with a very nice lady I believe her name was Donna. She went into detail

On how this service works and was extremely helpful.

Unfortunately today was a completely different experience.

July 7th at approx 9:00 am - I had my daughter call to schedule her own ride to / from work - (we are working on independent skills)

I am sorry to say this was a complete disaster to say the least.

My daughters call was answers by Phyllis - I was not in the room at the beginning of the call but my daughter came running to me crying and Frustrated and handed me the phone. My daughter began to explain to me that the lady on the phone said she was not qualified for the service and she was too young to use it.

Once I got on the phone I felt as though I was in defense mode - I had the acceptance letter in my hand and my daughter is 21.

So as I tried to make the reservation I was told the bus does not go to the location, I need to explain better where we live, the address we want to go to is only in Merritt island not Viera or Melbourne etc - honestly it was a battle. I was not prepared for this neither was my daughter !

This is a service for people with DISABILITIES. At no point should they have to defend themselves or prove anything to the person making the reservation . She could have simply pulled up my daughters name and see she was approved and our address.. Very simple. Once she finally did that she realized yes she was approved, yes we did live in Melbourne as we had told her , yes the location we needed to get to was in Viera, and was an approved route.

This again was an unnecessary battle. This is not helpful in the least.

My daughter felt discouraged and inept to make a simple reservation. In addition is hesitant to do it again.

I had actually read online just by coincidence a few weeks earlier the same type of complaint. At that time I thought how lucky I was to have had the help I did when I called . Honestly after reading that complaint I did not think I would ever have to deal with that employee because she should not be one any longer !

Thank you for taking the time to read my complaint.

I do hope something will be changed for my daughter and so many others that can truly benefit from this service.

Kelli Ryan"Leeper
321-368-2773

Begin forwarded message:

From: Kelli kelli <kellmail2@yahoo.com>

Date: July 13, 2021 at 9:58:09 AM EDT

To: Jennifer Cleveland <jen.melbourne72@gmail.com>

Subject: Update/ praise

Update ! Today was Emily's 1st ride -

Just a recap

-We received an approval letter to ride.

-you have to call make a reservation

- you have to call to confirm that reservation 24 hrs in advance

- we had spoke to Candy and Phillis 4 times - due to issues -

At No time on any of these forms of communication was there a mention of a fee!

This AM Emily gets on the bus - the bus Driver asks her when she is going to pay-

Pay????? What??? So now Emily on the way to work is crying and stressing out !

Yet again! We were NEVER told there was a fee- not at all that we mind paying it - we were not prepared

- exact change or a bus pass!

I have to praise John and Barbara in reservations for being so kind. I was not too happy yet again! They were both kind and patient - willing and eager to help.

As mentioned above we are not at apposed to the fee- it absolutely should be something that a rider is told at time of APPROVAL or reservation.

The reason this is an issue is simply due to the clientele this is catering to.

Thank you ,

Kelli

Kelli Ryan"Leeper

321-368-2773

Local Coordinating Board Agenda Item

November 29, 2021

Item V. Member Reports

Discussion:

If any Local Coordinating Board Member would like to make an announcement, or ask if the Local Coordinating Board would address an item at the next meeting.

Requested Action:

No Action Required

Attachments:

None

Local Coordinating Board Agenda Item

November 29, 2021

Item VI. Public Comment

Discussion:

Discussion open for comments from the public

Requested Action:

No Action Required

Attachments:

None

Local Coordinating Board Agenda Item

November 29, 2021

Item VII. Adjournment

Discussion:

Requested Action:

Attachments:

None

Local Coordinating Board Agenda Item

November 29, 2021

Item VIII. Public Hearing

Discussion:

Pursuant to the Florida Commission for the Transportation Disadvantaged operating guidelines, the Local Coordinating Board for the Transportation Disadvantaged is required to hold a minimum of one public hearing annually for the purpose of receiving input on the unmet needs or any other services that relate to the local transportation system in Brevard County.

Requested Action:

The Brevard County Local Coordinating Board must adjourn the regular meeting before opening the Public Hearing.

Attachments:

None