



## Agenda

### Local Coordinating Board for Transportation Disadvantaged Services

2725 Judge Fran Jamieson Way Viera, Florida 32940

Space Coast Room, Building C, Second Floor

February 28, 2022 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

Section 3.05 Transit Directors Report

#### Item IV. New Business

Section 4.01 Government in the Sunshine

Section 4.02 Overview of Board Member Duties

Section 4.03 Overview of Transit Survey Results

#### Item V. Old Business

Section 5.01 Request by Board Member Jennifer Cleveland

#### Item VI. Member Reports

#### Item VII. Public Comment

#### Item VIII. 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**

February 28, 2022

## Item I. Introduction of Members

### **Discussion:**

### **Requested Action:**

No Action Required

### **Attachments:**

Membership Listing

# Brevard County Local Coordinating Board for Transportation Disadvantaged Program 2022

## 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
<b>Andrea Young</b> City of West Melbourne Council Member 728 Wyeth Street West Melbourne FL 32904-7400 Phone – (321) 480-2770 E-mail – Ayoung@westmelbourne.gov	Chair	Indefinite	Chair
<b>Luciana Taylor</b> Florida Department of Transportation 420 W. Landstreet Road Orlando, FL 32824 Phone - (386) 943-5119 E-mail – Luciana.Taylor@DOT.state.fl.us	Florida Department of Transportation	Indefinite	Member
<b>Vacant</b>	Florida Department of Children & Families	Indefinite	-
<b>Vacant</b>	Public Education Community	Indefinite	-
<b>Almetia Britton</b> 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
<b>Dennis Vannorsdall</b> 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
<b>Vacant</b>	Florida Association of Community Action Agencies representing Economically Disadvantaged	Indefinite	-
<b>Rocky Randels</b> 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
<b>Camille Tate</b> 2945 Kemblewick Dr, Apt 308 Melbourne, FL 32935 Phone – (321) 372-4899 E-mail – ctate2076@att.net	Disabled Representative	Expires 02/24	Member

<b>Name and Address</b>	<b>Representing</b>	<b>Term</b>	<b>Status</b>
<b>Linda Howard</b> 946 Golden Beach Blvd. Indian Harbor Beach, FL 32937 Phone - (321) 773-2691 LHoward@specialgatherings.com	Citizen Advocate	Expires 07/23	Vice-Chair
<b>Jennifer Cleveland</b> 2100 Hallwood Place Melbourne, FL 32901 Phone – (321) 302-3989 E-mail – 33jencl@gmail.com	Citizen Advocate	Expires 07/23	Member
<b>Vacant</b>	State Coordinating Council for Early Childhood Services – Children at Risk	Indefinite	-
<b>Karla Radka</b> 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
<b>Vacant</b>	Private for Profit or Non- Profit Transportation Industry	Indefinite	-
<b>Victoria Anderson</b> 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
<b>Vacant</b>	Regional Workforce Board	Indefinite	-
<b>Vacant</b>	Representative Local Medical Community	Indefinite	-

## Alternates

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

Name and Address	Representing	Term	Status
<b>Ivonne Perez</b> 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
<b>Vacant</b>	Regional Workforce Board	Indefinite	-
<b>Vacant</b>	Representative Local Medical Community	Indefinite	-

02/17/2022



# **Local Coordinating Board Agenda Item**

February 28, 2022

## Item II. Meeting Minutes

### **Discussion:**

### **Requested Action:**

Approve the Meeting Minutes for November 29, 2021

### **Attachments:**

Draft Meeting Minutes, November 29, 2021

# Meeting Minutes

## 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

Member	Representing	03/22/2021	05/24/2021	11/29/2021
Andrea Young, Chair	Elected Official	Present	Present	Present
Vacant	Florida Department of Children & Families	Vacant	Vacant	Vacant
Diane Poitras	Florida Department of Transportation	Absent	Present	Present
Vacant	Public Education Community	Vacant	Vacant	Vacant
Almetia Britton	Florida Department of Education	Absent	Present	Absent
Dennis Vannorsdall	Florida Department of Veteran's Affairs	Absent	Absent	Present
Vacant	Florida Association of Commission Action Agencies	Vacant	Vacant	Vacant
Rocky Randels	Persons over 60 Representative	Present	Present	Absent
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
Victoria Anderson	Florida Agency for Healthcare Administration	Absent	Vacant	Present
Jennifer Cleveland	Citizen Advocate System User	Present	Absent	Absent
Vacant	Private Transportation Industry	Vacant	Vacant	Vacant

<b>Alternates</b>	<b>Representing</b>	<b>03/22/2021</b>	<b>05/24/2021</b>	<b>11/29/2021</b>
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	Present	Present	Present
Felicia Wilson	Disabled Representative	Present	Present	Present
James Springer	Citizen Advocate	Absent	Present	Present
Vacant	Florida Department of Elder Affairs	Absent	Vacant	Vacant
Ivonne Perez	Florida Agency for Healthcare Administration	Absent	Absent	Absent

<b>Others Present</b>	<b>Representing</b>
Terry Jordan	Brevard County Transit Services
Justin Caron	Assistant County Attorney
Sarah Beazley	Assistant County Attorney
Sarah Kraum	Space Coast Transportation Planning Organization
Lance Parker	Brevard County Transit Services
Melisa Barrett	Brevard County Transit Services
Ron Shepard	Brevard County Transit Services
Karen Petters	Brevard County Transit Services
Jocelyn Scott	Brevard County Transit Services
Robert Wise	Board Hearing

## Item II. Meeting Minutes

Approval of Board Meeting Minutes from May 24, 2021 Regular Board Meeting.

Motion to approve: Linda Howard

Second: Camille Tate

Motion passed unanimously.

## 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

Volunteers in Motion Report was not available for the agenda package. Report was provided at the meeting.

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

No further discussion on reports.

## Item IV. New Business

Section 4.01 Approval of Annual Bylaws – Terry Jordan

Annual Bylaws are presented to the Local Coordinating Board for review and comment. Staff has no recommended changes at this time. Any changes to the Local Coordinating Board Bylaws are submitted to the Space Coast Transportation Planning Organization Board for review and approval.

Request to approve the Bylaws as submitted.

Motion to Approve: Linda Howard

Second: Camille Tate

Motion passed unanimously.

#### Section 4.02 Annual Approval of Grievance Procedures – Terry Jordan

Annual Approval of Grievance Procedures, the Local Coordinating Board must approve the procedures once a year. Staff has no recommended changes at this time.

Request to approve the Grievance Procedures as submitted.

Motion to Approve: Camille Tate

Second: Dennis Vannorsdall

Motion passed unanimously.

#### Section 4.03 Section 4.03 Approval of Annual Operating Report – Karen Petters

- Reports the Transportation Disadvantaged related services in Brevard County
- Required to be submitted under Florida Statute 427
- Provides an overview of the program and a summary of performance trends statewide.
- Based on the State of Florida fiscal year, not Brevard County
- As of July 2021, the Annual Operating Report is no longer used as a part of the formula for grant allocations.

This report does not include all programs or services operated by Space Coast Area Transit. It does include information on services from:

- Space Coast Area Transit
- Enterprise
- School Board of Brevard County

This fiscal year we provided 537,089 total Transportation Disadvantaged related trips.

The number one reason for trips is employment with education second.

Brevard County Transit Services has seen a 29% decrease from last year trips, along with a 44% decrease in vehicle miles. Both expenses and revenues have also decreased.

Andrea Young posed a question seeking further explanation regarding unmet trip requests. Jocelyn Scott explained that it was likely based on a specific time request, not service.

Linda Howard sought clarification regarding the decrease in ridership.

Karen Petters explained that it was due to many centers not reopening immediately due to Covid. Seniors at Lunch program is still not open.

Motion to approve Annual Operating Report: Linda Howard

Second: Camille Tate

Unanimous roll call vote; motion passes

#### Section 4.04 Section 4.04 Approval of 2022 Meeting Date Calendar

Sarah Kraum noted a conflict with Technical Advisory Committee and CAC/CTC meeting for Monday May 9, 2022. Meeting was rescheduled for Monday, May 23 at 10:30.

Motion to accept meeting date calendar with the exception of Monday, May 9: Arlene Naulty

Second: Dennis Vannorsdall

Motion passes unanimously.

#### Section 4.05 Section 4.05 Member Jennifer Cleveland Request for Discussion

Ms. Cleveland is not present. Motion to table the item until she is in attendance.

Motion to table: Dennis Vannorsdall

Second: Linda Howard

Motion passes unanimously.

### Item V. Member Reports

No member reports

### Item VI. Public Comment

Discussion open for comments from the public:

Robert Wise: Back in 2019, when I was a member of the board we were concerned about complaints of reservationists being rude to callers. Sometimes extremely rude according to the complaint and I wanted to give you some background on this. Because I was concerned, I wondered if there was something that was pressuring the reservationists, where they were pressed for time or pressured some other way that led them to be short with the callers. So, I spent some time with Scott Nelson and Carmen Baez one afternoon. I didn't ask them this question directly, but I was trying to get an overview of how the operation worked paratransit and the others and they talked to me for quite a long period and they gave me a tour of the facility and I came back later with some questions.

But, the answer to my question was no, there doesn't seem to be anything that I can see within the system that makes it hard for the reservationist to deal with an individual

caller. The reservationists worked separately from the dispatcher, who is always talking to the fixed route buses, they're in a separate room.

Apparently, the only thing I can see that would pressure them, their only other responsibility is the contract routes which have to be dispatched, but from what I understood this is kind of a minor thing. So, it sounds like that the reservationist is free to spend as much time as she needs with each caller. He may have other callers waiting but he can make the decision over how much time to spend. I was also told that each conversation with the reservationist was recorded. I just checked with Terry and those recordings are archived. It is not a permanent archive but it is held for a certain period of time and if there is any question about a particular conversation it is permanently archived in its complete form. And with that recording it is very easy to check on complaints or check if the script is being followed. So, there shouldn't be any haziness over these complaints if they come up. So that's just some background I wanted to provide to Board Members, those on the S.C.A.T. team already knows about it but I wanted to pass that onto you.

Board discussion ensued regarding how Space Coast Area Transit resolves complaints.

## Item VII. Adjournment

Motion to adjourn: Linda Howard

Second: Camille Tate

Meeting adjourned 10:59 A.M.

## Item VIII. Public Hearing

We must conduct an annual Public Hearing. Public Hearing opened at 10:59

Recognition for Ms. Diane Poitras as this will be her last Local Coordinating Board meeting with us prior to her retirement.

Mr. Jordan thanked her for all she has done for Space Coast Area Transit, Florida Department of Transportation District 5 and for how much she has helped him. She will be very missed.

Adjourned Public Hearing at 11:00





# **Local Coordinating Board Agenda Item**

February 28, 2022

## **Item III. Reports**

### **Section 3.01 Community Transportation Coordinator's Report**

#### **Discussion:**

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

#### **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

12<sup>th</sup> 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



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

Elves for Elders – December 7<sup>th</sup>, 2021

Hiring Event, Palm Bay Career Source – January 13, 2022

Eastern Florida State College Welcome Back Student Event, Melbourne Campus – January 24, 2022

Eastern Florida State College Welcome Back Student Event, Cocoa Campus – January 25, 2022

Eastern Florida State College Welcome Back Student Event, Palm Bay Campus – January 26, 2022

Eastern Florida State College Welcome Back Student Event, Titusville Campus – January 27, 2022

Ready for Life Melbourne – January 27, 2022

Multicultural Festival – January 29, 2022

Job Fair, Palm Bay Community Center – February 9, 2022



# **Local Coordinating Board Agenda Item**

February 28, 2022

## **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 #: 2

County: Brevard

Contract #:G1N11

Reporting Period: October 1, 2021 to December 31, 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)

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 November 29, 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 November 2, 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 29, 2021.

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 29, 2021 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 29, 2021 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 Notices were published in the Florida Today for the Board Meeting, Public Workshop and request for Membership Applications.

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 29, 2021 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 15<sup>th</sup>. – 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 29, 2021 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 November 29, 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.

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

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**

February 28, 2022

## **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	5652	5557	64877
% within window	56.9%	41.8%	43.3%	50.2%	48.9%	51.8%	59.8%	57.9%	59.0%	59.9%	54.7%	53.2%	53.5%
% early	25.9%	38.2%	40.6%	35.9%	40.6%	36.2%	22.6%	26.6%	25.8%	23.6%	28.3%	28.2%	30.7%
% late 1-15 minutes	14.9%	19.0%	15.5%	13.4%	9.7%	11.1%	15.6%	13.5%	13.1%	14.4%	14.6%	16.6%	14.1%
% late 16-30 minutes	2.0%	0.4%	0.3%	0.4%	0.6%	0.08%	1.6%	1.7%	1.7%	1.6%	1.7%	1.6%	1.2%
% late >30 minutes	0.4%	0.6%	0.3%	0.2%	0.2%	0.4%	0.3%	0.3%	0.3%	0.5%	0.7%	0.4%	0.4%
% late	17.3%	20.0%	16.1%	14.0%	10.5%	12.3%	17.5%	15.6%	15.1%	16.5%	17.0%	18.7%	15.7%
Total Reservations	4972	4866	5921	6273	6611	7109	7143	7443	7067	7640	6951	6857	78853
% of cancels	11.0%	12.0%	6.1%	9.3%	12.4%	12.7%	11.9%	12.6%	11.3%	10.0%	12.0%	13.6%	11.3%
% of no-shows	8.1%	7.3%	6.5%	6.2%	5.6%	5.6%	6.7%	7.1%	6.7%	5.9%	6.7%	5.3%	6.4%
% of stand-by trips	0.05%	0.00%	0.08%	0.08%	0.13%	0.09%	0.02%	0.05%	0.02%	0.05%	0.07%	0.07%	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%	0.01%	0.00%	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%	81.3%	81.0%	82.3%

### Purpose of Trips

Purpose of Trips	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%	11.6%	9.3%	11.8%
Medical Dialysis	27.8%	27.6%	28.8%	28.1%	24.4%	22.6%	21.9%	20.8%	20.5%	19.0%	19.9%	21.4%	23.2%
Medical Prescription	0.0%	0.3%	0.2%	0.2%	0.2%	0.2%	0.1%	0.3%	0.1%	0.1%	0.1%	0.2%	0.2%
Medical Therapy	1.1%	0.2%	0.2%	0.2%	0.6%	1.1%	1.3%	0.7%	0.8%	0.9%	1.8%	1.0%	0.8%
Food Shopping	1.2%	1.1%	0.8%	0.7%	2.0%	2.2%	1.8%	2.0%	2.6%	2.1%	2.2%	2.4%	1.8%
Shopping for Other	2.6%	3.4%	5.8%	3.0%	2.8%	3.1%	2.7%	2.0%	1.9%	2.4%	2.4%	3.4%	2.9%
Meetings	4.6%	3.4%	2.9%	3.2%	6.4%	4.4%	3.7%	5.2%	3.2%	5.9%	5.7%	4.5%	4.5%
Recreational	0.0%	0.1%	0.2%	0.0%	0.3%	0.5%	0.7%	0.2%	0.3%	0.6%	0.5%	0.3%	0.3%
School	1.9%	2.7%	2.3%	2.6%	2.0%	0.6%	1.0%	1.0%	1.2%	2.8%	3.7%	2.2%	2.0%
Social Services	0.0%	0.1%	0.1%	0.1%	0.3%	0.3%	0.4%	0.5%	0.3%	0.5%	0.4%	0.3%	0.3%
Center Clients	33.7%	32.0%	27.6%	21.0%	35.7%	39.3%	39.9%	38.4%	39.1%	35.6%	32.4%	36.1%	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%	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%	15.3%	16.5%	13.8%
Other	2.5%	2.9%	2.9%	10.6%	2.9%	2.9%	4.5%	3.4%	3.7%	4.7%	4.1%	2.4%	4.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

# **Local Coordinating Board Agenda Item**

February 28, 2022

## **Item III. Reports**

Section 3.04 Volunteers in Motion Report

### **Discussion:**

Attached is the quarterly report for the Local Coordinating Board Member's information and review

### **Requested Action:**

No Action Required

### **Attachments:**

Volunteers in Motion Quarterly Report

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

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

## **Program Developments:**

### **Recruitment:**

Opportunities exist within the Volunteers in Motion program for Vehicle Operators and Support Staff for both the north and south offices.

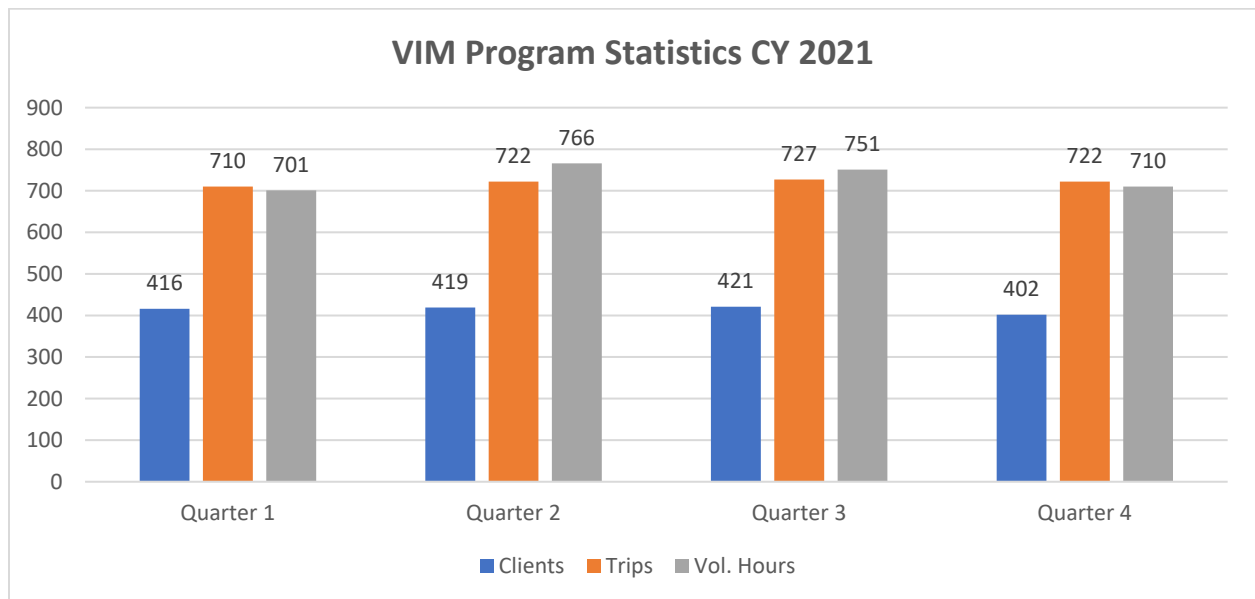
Contact: Lori Hamilton, Volunteers in Motion Coordinator, at 321-635-7999 or 321-506-7041 for more information.

**Active Volunteers: 19**

**New Volunteers: 2**

- Kevin Sullivan – resident of Satellite Beach
- John Ng – resident of Palm Bay

## **General:**



*Figure 1: Volunteers in Motion Program Statistics Calendar Year 2021*

The above chart displays quarterly information for the 2021 Calendar Year

### **Quarter 1**

Clients: 416

Trips: 710

Volunteer Hours: 701



### Quarter 2

Clients: 419

Trips: 722

Volunteer Hours: 766

### Quarter 3

Clients: 421

Trips: 727

Volunteer Hours: 751

### Quarter 4

Clients: 402

Trips: 722

Volunteer Hours: 710



# **Local Coordinating Board Agenda Item**

February 28, 2022

## **Item III. Reports**

Section 3.05 Transit Directors Report

### **Discussion:**

Terry Jordan, Transit Director will report on current events at Space Coast Area Transit

### **Requested Action:**

No Action Required

### **Attachments:**



# **Local Coordinating Board Agenda Item**

February 28, 2022

## **Item IV. New Business**

### **Section 4.01 Government in the Sunshine**

#### **Discussion:**

Presentation by Robin Rogers, Assistant County Attorney.

We have received a couple of questions and have some new members to our Local Coordinating Board. Robin Rogers, Assistant County Attorney, will give a brief presentation on Government in the Sunshine to assist our members in understanding the "Government in the Sunshine Act, 5 U.S.C. § 552-b. She will be available to answer any questions.

#### **Requested Action:**

No Action Requested

#### **Attachments:**

Government in the Sunshine Act

THE GOVERNMENT IN THE SUNSHINE ACT

5 U.S.C. § 552b

§ 552b. Open meetings

(a) For purposes of this section--

(1) the term "agency" means any agency, as defined in section 552(f) of this title, headed by a collegial body composed of two or more individual members, a majority of whom are appointed to such position by the President with the advice and consent of the Senate, and any subdivision thereof authorized to act on behalf of the agency;

(2) the term "meeting" means the deliberations of at least the number of individual agency members required to take action on behalf of the agency where such deliberations determine or result in the joint conduct or disposition of official agency business, but does not include deliberations required or permitted by subsection (d) or (e); and

(3) the term "member" means an individual who belongs to a collegial body heading an agency.

(b) Members shall not jointly conduct or dispose of agency business other than in accordance with this section. Except as provided in subsection (c), every portion of every meeting of an agency shall be open to public observation.

(c) Except in a case where the agency finds that the public interest requires otherwise, the second sentence of subsection (b) shall not apply to any portion of an agency meeting, and the requirements of subsections (d) and (e) shall not apply to any information pertaining to such meeting otherwise required by this section to be disclosed to the public, where the agency properly determines that such portion or portions of its meeting or the disclosure of such information is likely to--

(1) disclose matters that are (A) specifically authorized under criteria established by an Executive order to be kept secret in the interests of national defense or foreign policy and (B) in fact properly classified pursuant to such Executive order;

(2) relate solely to the internal personnel rules and practices of an agency;

(3) disclose matters specifically exempted from disclosure by statute (other than section 552 of this title), provided that such statute (A) requires that the matters be withheld from the public in such a manner as to leave no discretion on the issue, or (B) establishes particular criteria for withholding or refers to particular types of matters to be withheld;

(4) disclose trade secrets and commercial or financial information obtained from a person and privileged or confidential;

(5) involve accusing any person of a crime, or formally censuring any person;

(6) disclose information of a personal nature where disclosure would constitute a clearly unwarranted invasion of personal privacy;

(7) disclose investigatory records compiled for law enforcement purposes, or information which if written would be contained in such records, but only to the extent that the production of such records or information would (A) interfere with enforcement proceedings, (B) deprive a person of a right to a fair trial or an impartial adjudication, (C) constitute an unwarranted invasion of personal privacy, (D) disclose the identity of a confidential source and, in the case of a record compiled by a

criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, confidential information furnished only by the confidential source, (E) disclose investigative techniques and procedures, or (F) endanger the life or physical safety of law enforcement personnel;

(8) disclose information contained in or related to examination, operating or condition reports prepared by, on behalf of, or for the use of an agency responsible for the regulation or supervision of financial institutions;

(9) disclose information the premature disclosure of which would--

(A) in the case of an agency which regulates currencies, securities, commodities, or financial institutions, be likely to (i) lead to significant financial speculation in currencies, securities, or commodities, or (ii) significantly endanger the stability of any financial institution; or

(B) in the case of any agency, be likely to significantly frustrate implementation of a proposed agency action.

except that subparagraph (B) shall not apply in any instance where the agency has already disclosed to the public the content or nature of its proposed action, or where the agency is required by law to make such disclosure on its own initiative prior to taking final agency action on such proposal; or

(10) specifically concern the agency's issuance of a subpoena, or the agency's participation in a civil action or proceeding, an action in a foreign court or international tribunal, or an arbitration, or the initiation, conduct, or disposition by the agency of a particular case of formal agency adjudication pursuant to the procedures in section 554 of this title or otherwise involving a determination on the record after opportunity for a hearing.

(d)(1) Action under subsection (c) shall be taken only when a majority of the entire membership of the agency (as defined in subsection (a)(1)) votes to take such action. A separate vote of the agency members shall be taken with respect to each agency meeting a portion or portions of which are proposed to be closed to the public pursuant to subsection (c), or with respect to any information which is proposed to be withheld under subsection (c). A single vote may be taken with respect to a series of meetings, a portion or portions of which are proposed to be closed to the public, or with respect to any information concerning such series of meetings, so long as each meeting in such series involves the same particular matters and is scheduled to be held no more than thirty days after the initial meeting in such series. The vote of each agency member participating in such vote shall be recorded and no proxies shall be allowed.

(2) Whenever any person whose interests may be directly affected by a portion of a meeting requests that the agency close such portion to the public for any of the reasons referred to in paragraph (5), (6), or (7) of subsection (c), the agency, upon request of any one of its members, shall vote by recorded vote whether to close such meeting.

(3) Within one day of any vote taken pursuant to paragraph (1) or (2), the agency shall make publicly available a written copy of such vote reflecting the vote of each member on the question. If a portion of a meeting is to be closed to the public, the agency shall, within one day of the vote taken pursuant to paragraph (1) or (2) of this subsection, make publicly available a full written explanation of its action closing the portion together with a list of all persons expected to attend the meeting and their affiliation.

(4) Any agency, a majority of whose meetings may properly be closed to the public pursuant to paragraph (4), (8), (9)(A), or (10) of subsection (c), or any combination thereof, may provide by regulation for the closing of such meetings or portions thereof in the event that a majority of the members of the agency votes by recorded vote at the beginning of such meeting, or portion thereof, to close the exempt portion or portions of the meeting, and a copy of such vote, reflecting the vote

of each member on the question, is made available to the public. The provisions of paragraphs (1), (2), and (3) of this subsection and subsection (e) shall not apply to any portion of a meeting to which such regulations apply: Provided, That the agency shall, except to the extent that such information is exempt from disclosure under the provisions of subsection (c), provide the public with public announcement of the time, place, and subject matter of the meeting and of each portion thereof at the earliest practicable time.

(e)(1) In the case of each meeting, the agency shall make public announcement, at least one week before the meeting, of the time, place, and subject matter of the meeting, whether it is to be open or closed to the public, and the name and phone number of the official designated by the agency to respond to requests for information about the meeting. Such announcement shall be made unless a majority of the members of the agency determines by a recorded vote that agency business requires that such meeting be called at an earlier date, in which case the agency shall make public announcement of the time, place, and subject matter of such meeting, and whether open or closed to the public, at the earliest practicable time.

(2) The time or place of a meeting may be changed following the public announcement required by paragraph (1) only if the agency publicly announces such change at the earliest practicable time. The subject matter of a meeting, or the determination of the agency to open or close a meeting, or portion of a meeting, to the public, may be changed following the public announcement required by this subsection only if (A) a majority of the entire membership of the agency determines by a recorded vote that agency business so requires and that no earlier announcement of the change was possible, and (B) the agency publicly announces such change and the vote of each member upon such change at the earliest practicable time.

(3) Immediately following each public announcement required by this subsection, notice of the time, place, and subject matter of a meeting, whether the meeting is open or closed, any change in one of the preceding, and the name and phone number of the official designated by the agency to respond to requests for information about the meeting, shall also be submitted for publication in the Federal Register.

(f)(1) For every meeting closed pursuant to paragraphs (1) through (10) of subsection (c), the General Counsel or chief legal officer of the agency shall publicly certify that, in his or her opinion, the meeting may be closed to the public and shall state each relevant exemptive provision. A copy of such certification, together with a statement from the presiding officer of the meeting setting forth the time and place of the meeting, and the persons present, shall be retained by the agency. The agency shall maintain a complete transcript or electronic recording adequate to record fully the proceedings of each meeting, or portion of a meeting, closed to the public, except that in the case of a meeting, or portion of a meeting, closed to the public pursuant to paragraph (8), (9)(A), or (10) of subsection (c), the agency shall maintain either such a transcript or recording, or a set of minutes. Such minutes shall fully and clearly describe all matters discussed and shall provide a full and accurate summary of any actions taken, and the reasons therefor, including a description of each of the views expressed on any item and the record of any rollcall vote (reflecting the vote of each member on the question). All documents considered in connection with any action shall be identified in such minutes.

(2) The agency shall make promptly available to the public, in a place easily accessible to the public, the transcript, electronic recording, or minutes (as required by paragraph (1)) of the discussion of any item on the agenda, or of any item of the testimony of any witness received at the meeting, except for such item or items of such discussion or testimony as the agency determines to contain information which may be withheld under subsection (c). Copies of such transcript, or minutes, or a transcription of such recording disclosing the identity of each speaker, shall be furnished to any person at the actual cost of duplication or transcription. The agency shall maintain a complete verbatim copy of the transcript, a complete copy of the minutes, or a complete electronic recording of each meeting, or portion of a meeting, closed to the public, for a period of at least two years after such meeting, or until one year after the conclusion of any agency proceeding with respect to which the meeting or portion was held, whichever occurs later.



(g) Each agency subject to the requirements of this section shall, within 180 days after the date of enactment of this section, following consultation with the Office of the Chairman of the Administrative Conference of the United States and published notice in the Federal Register of at least thirty days and opportunity for written comment by any person, promulgate regulations to implement the requirements of subsections (b) through (f) of this section. Any person may bring a proceeding in the United States District Court for the District of Columbia to require an agency to promulgate such regulations if such agency has not promulgated such regulations within the time period specified herein. Subject to any limitations of time provided by law, any person may bring a proceeding in the United States Court of Appeals for the District of Columbia to set aside agency regulations issued pursuant to this subsection that are not in accord with the requirements of subsections (b) through (f) of this section and to require the promulgation of regulations that are in accord with such subsections.

(h)(1) The district courts of the United States shall have jurisdiction to enforce the requirements of subsections (b) through (f) of this section by declaratory judgment, injunctive relief, or other relief as may be appropriate. Such actions may be brought by any person against an agency prior to, or within sixty days after, the meeting out of which the violation of this section arises, except that if public announcement of such meeting is not initially provided by the agency in accordance with the requirements of this section, such action may be instituted pursuant to this section at any time prior to sixty days after any public announcement of such meeting. Such actions may be brought in the district court of the United States for the district in which the agency meeting is held or in which the agency in question has its headquarters, or in the District Court for the District of Columbia. In such actions a defendant shall serve his answer within thirty days after the service of the complaint. The burden is on the defendant to sustain his action. In deciding such cases the court may examine in camera any portion of the transcript, electronic recording, or minutes of a meeting closed to the public, and may take such additional evidence as it deems necessary. The court, having due regard for orderly administration and the public interest, as well as the interests of the parties, may grant such equitable relief as it deems appropriate, including granting an injunction against future violations of this section or ordering the agency to make available to the public such portion of the transcript, recording or minutes of a meeting as is not authorized to be withheld under subsection (c) of this section.

(2) Any Federal court otherwise authorized by law to review agency action may, at the application of any person properly participating in the proceeding pursuant to other applicable law, inquire into violations by the agency of the requirements of this section and afford such relief as it deems appropriate. Nothing in this section authorizes any Federal court having jurisdiction solely on the basis of paragraph (1) to set aside, enjoin, or invalidate any agency action (other than an action to close a meeting or to withhold information under this section) taken or discussed at any agency meeting out of which the violation of this section arose.

(i) The court may assess against any party reasonable attorney fees and other litigation costs reasonably incurred by any other party who substantially prevails in any action brought in accordance with the provisions of subsection (g) or (h) of this section, except that costs may be assessed against the plaintiff only where the court finds that the suit was initiated by the plaintiff primarily for frivolous or dilatory purposes. In the case of assessment of costs against an agency, the costs may be assessed by the court against the United States.

(j) Each agency subject to the requirements of this section shall annually report to the Congress regarding the following:

(1) The changes in the policies and procedures of the agency under this section that have occurred during the preceding 1-year period.

(2) A tabulation of the number of meetings held, the exemptions applied to close meetings, and the days of public notice provided to close meetings.

(3) A brief description of litigation or formal complaints concerning the implementation of this section by the agency.

(4) A brief explanation of any changes in law that have affected the responsibilities of the agency under this section.

(k) Nothing herein expands or limits the present rights of any person under section 552 of this title, except that the exemptions set forth in subsection (c) of this section shall govern in the case of any request made pursuant to section 552 to copy or inspect the transcripts, recordings, or minutes described in subsection (f) of this section. The requirements of chapter 33 of Title 44, United States Code, shall not apply to the transcripts, recordings, and minutes described in subsection (f) of this section.

(l) This section does not constitute authority to withhold any information from Congress, and does not authorize the closing of any agency meeting or portion thereof required by any other provision of law to be open.

(m) Nothing in this section authorizes any agency to withhold from any individual any record, including transcripts, recordings, or minutes required by this section, which is otherwise accessible to such individual under section 552a of this title.

# **Local Coordinating Board Agenda Item**

February 28, 2022

## **Item IV. New Business**

### **Section 4.02 Function of the Local Coordinating Board**

#### **Discussion:**

Staff will give a brief presentation regarding the roles and responsibilities of the Local Coordinating Board.

#### **Requested Action:**

No Action Requested

#### **Attachments:**

Presentation





# Brevard County Transit Services

Transportation Disadvantaged  
Local Coordinating Board  
Member Training

# Transportation Disadvantaged (TD) Program



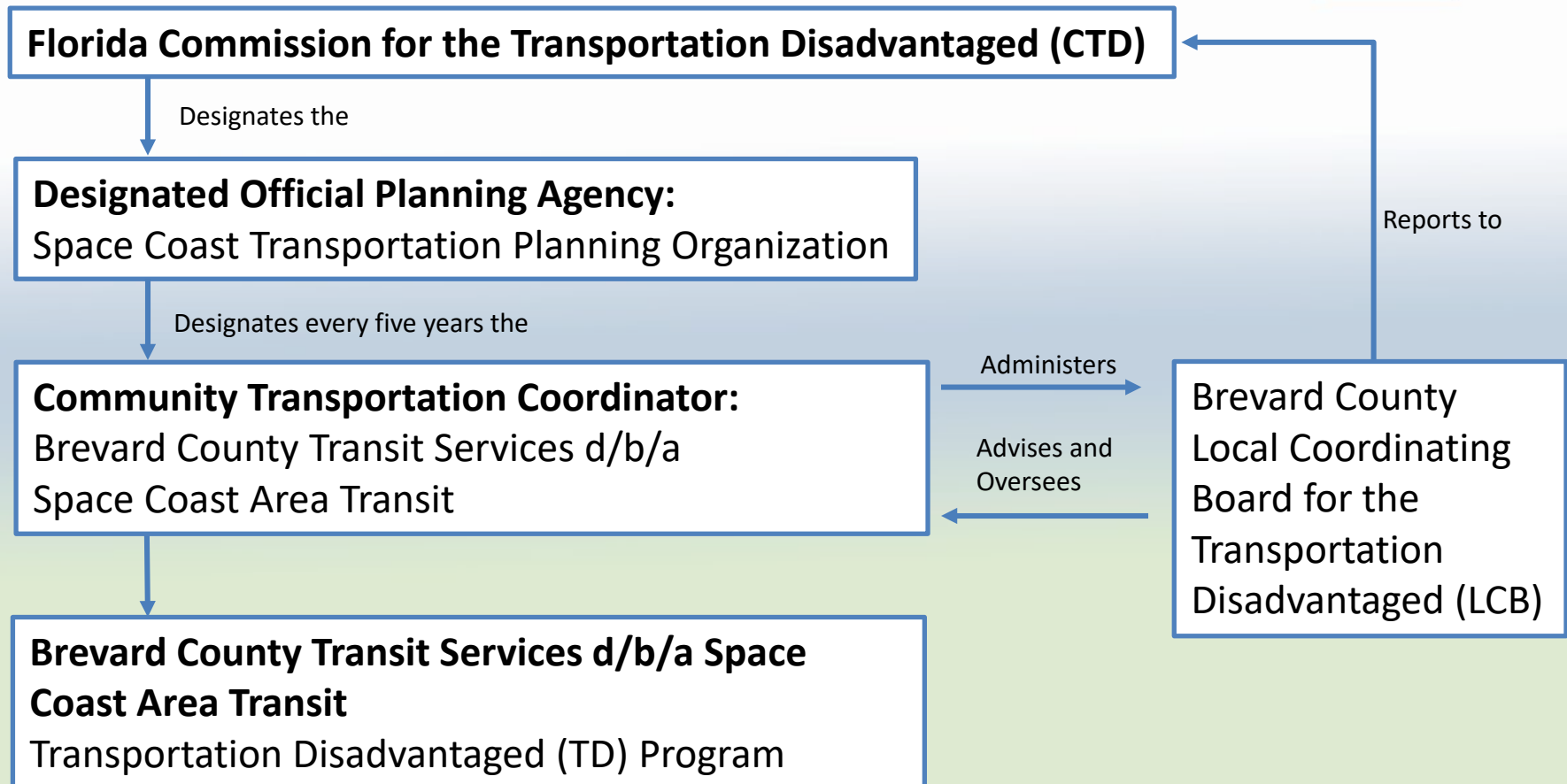


# Transportation Disadvantaged

## Transportation Disadvantaged means:

“persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.” § 427.011, F.S. (2021)

# Transportation Disadvantaged Program





# Commission for the Transportation Disadvantaged



The CTD is an independent state agency created by the Florida Legislature in 1989 within the Department of Transportation to accomplish the coordination of transportation services provided to the transportation disadvantaged population.



Florida Commission for the Transportation Disadvantaged

# Designated Official Planning Agency



## Space Coast Transportation Planning Organization

Was established October 19, 1977 to provide transportation planning services for Brevard County.

The responsibility of the SCTPO is to manage a continuing, cooperative, and comprehensive planning process that results in the development of transportation plans and programs.

The SCTPO provides a forum for cooperative decision making by officials of the affected governmental entities with input from citizens and constituency groups.

# Community Transportation Coordinator (CTC)



## Space Coast Area Transit

Community Transportation Coordinators can be a governmental, private for-profit, private nonprofit, or public transit entity that is under contract with the CTD through a Memorandum of Agreement.

Every county in Florida has a designated CTC that is responsible for the delivery of quality, safe and cost-effective transportation services for the transportation disadvantaged.

Each local CTC is responsible for the actual arrangement and delivery of transportation services to the transportation disadvantaged. Services may include door-to-door paratransit, on demand transportation, and/or bus pass programs, if a fixed route system exists in the community and is accessible to the individual.



# The Role of the Local Coordinating Board

## The Local Coordinating Board is...

“an **advisory entity** in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.”  
§ 427.011, F.S. (2021)



# Local Coordinating Board

The Local Coordinating Board oversees and annually evaluates the CTC. It also aids the CTC by identifying local service needs.

Each LCB must:

- Review and approve the coordinated community Transportation Disadvantaged Service Plan (TDSP), including the memorandum of agreement, prior to submittal to the commission
- Evaluate services provided in meeting the approved plan
- In cooperation with the CTC, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged
- Assist the CTC in establishing eligibility guidelines and priorities regarding the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund money
- Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area
- Evaluate multicounty or regional transportation opportunities

# Local Coordinating Board Membership



- Chair
- Representative for the Disabled
- Representative for the Elderly
- Citizen Advocate
- Citizen Advocate/User
- Florida Department of Veteran's Affairs
- Brevard County Community Action
- Public Education
- Florida Department of Transportation
- Department of Children and Family Services
- Agency for Persons with Disabilities
- Florida Agency for Health Care Administration
- Area Agency on Aging
- Workforce Development Board
- Local Medical Community
- Florida Department of Vocational Rehabilitation
- Private Transportation Industry
- Representative for Children at Risk

# Overview of Local Coordinating Board Duties



- Attend quarterly meetings
- Review and adopt bylaws
- Review and adopt Grievance Procedures
- Appoint a Grievance Subcommittee
- Review and approve Annual Expenditure Report
- Review and approve Annual Operating Report
- Review and approve TD Service Plan
- CTC Evaluation
- Appoint a Vice Chair

# Transportation Disadvantaged Service Plan (TDSP)



- Outlines Transportation Disadvantaged services and service partners in Brevard County
- Minor updates, annually
- Major updates, every 5 years





# Community Transportation Coordinator (CTC) Evaluation

- The Local Coordinating Board conducts an annual evaluation of the Community Transportation Coordinator's performance
- Criteria for this evaluation is dictated by the Commission for the Transportation Disadvantaged and includes:
  - Evaluates operations and performance
  - Surveys riders/beneficiaries, purchasers of services and contractors



# Voting

“No member of a board or commission who is present at any meeting of the board or commission at which an official decision, ruling, or other official act is taken or adopted may abstain from voting.”



# Timeline of LCB Duties

## First Quarter – August 8, 2022

- Approval of Annual Operating Report

## Second Quarter – November 7, 2022

- Approval of Bylaws and Grievance Procedures
- Annual Public Hearing

## Third Quarter – February 28, 2022

- Community Transportation Coordinator Evaluation
- Board Appointments
- Member Training

## Fourth Quarter – May 23, 2022

- Transportation Disadvantaged Service Plan Update



# **Local Coordinating Board Agenda Item**

February 28, 2022

## **Item IV. New Business**

### **Section 4.03 Space Coast Transportation Planning Organization Presentation**

#### **Discussion:**

Sarah Kraum from the Space Coast Transportation Planning Organization will give a presentation on the results of the Transit Survey. A copy of the presentation will be distributed at the meeting.

#### **Requested Action:**

No action Required

#### **Attachments:**

None



# **Local Coordinating Board Agenda Item**

February 28, 2022

## **Item V. Old Business**

Section 5.01 Member Jennifer Cleveland Request for Discussion

### **Discussion:**

Local Coordinating Board Member, Jennifer Cleveland requested to be placed on the November 2021 meeting agenda. Discussion was tabled due to Ms. Cleveland's absence. Reference emails are 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](mailto:33jenc1@gmail.com)>

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

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

**Subject: Re: Roxanne Woods**

Roxanne Woods Port St. John [321-298-5697roxanne32927@yahoo.com](mailto:321-298-5697roxanne32927@yahoo.com)

Jennifer Cleveland

<http://innersightyogawithjen.com/>

On Nov 23, 2019, at 2:37 PM, Jennifer Cleveland <[33jenc1@gmail.com](mailto: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](mailto:3212985697@mms.cricketwireless.net)

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

**To:** [33jenc1@gmail.com](mailto: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](mailto:Diana@figueroalawgroup.com)>

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

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

**Cc:** Tara Nutter <[tara@figueroalawgroup.com](mailto: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](mailto: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](mailto:emjaye92@gmail.com)>

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

**To:** [33jenc1@gmail.com](mailto: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](mailto:Carmen.Baez@brevardfl.gov)>

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

**To:** Jennifer Cleveland <[33jencl@gmail.com](mailto:33jencl@gmail.com)>

**Cc:** "Scott, Jocelyn E" <[Jocelyn.Scott@brevardfl.gov](mailto:Jocelyn.Scott@brevardfl.gov)>, "Nelson, Scott" <[scott.nelson@brevardfl.gov](mailto:scott.nelson@brevardfl.gov)>, Diana Figueroa <[figueroa.law1@gmail.com](mailto:figueroa.law1@gmail.com)>

**Subject:** RE: Suezanne

Thank you Jennifer

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

**From:** Jennifer Cleveland [<mailto:33jencl@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:

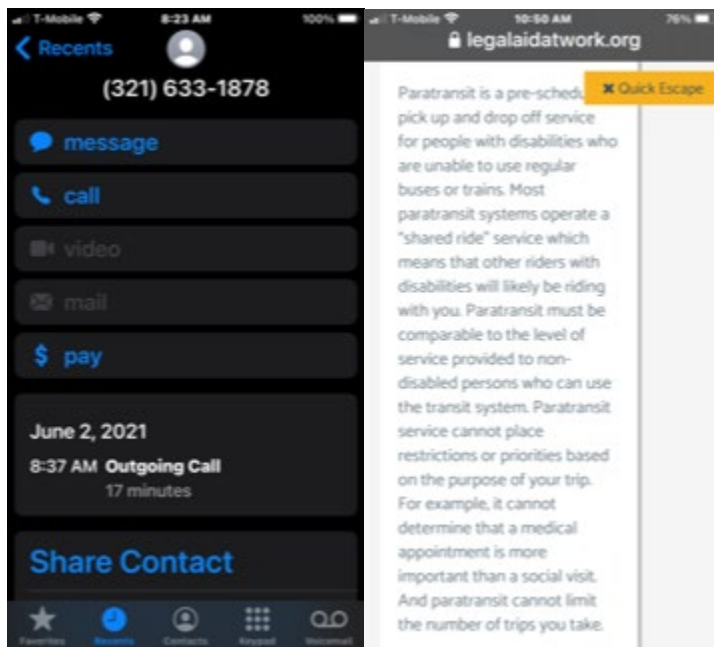
**From:** Kristi Cavallo <[girlygirlkc74@gmail.com](mailto:girlygirlkc74@gmail.com)>

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

**To:** [jen.melbourne72@gmail.com](mailto: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](mailto:kellmail2@yahoo.com)>

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

**To:** Jennifer Cleveland <[jen.melbourne72@gmail.com](mailto: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](mailto: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](mailto: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](mailto:kellmail2@yahoo.com)>

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

**To:** Jennifer Cleveland <[jen.melbourne72@gmail.com](mailto: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

February 28, 2022

## Item VI. 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

February 28, 2022

## Item VII. Public Comment

### **Discussion:**

Discussion open for comments from the public

### **Requested Action:**

No Action Required

### **Attachments:**

None



# **Local Coordinating Board Agenda Item**

February 28, 2022

Item VIII. Adjournment

**Discussion:**

**Requested Action:**

**Attachments:**

None