

TRANSPORTATION DISADVANTAGED SERVICE PLAN



September 2007

Prepared for:



Prepared by:



RENAISSANCE PLANNING GROUP

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INTRODUCTION TO SERVICE AREA

History of the Brevard Transportation Disadvantaged Program

The Brevard County Board of Commissioners has recognized the need to coordinate transportation services provided to transportation disadvantaged persons since 1973. At that time, a steering committee was formed to assess the transportation needs that existed in the community and to oversee coordination of the transportation service.

In January 1974, the Community Services Council of Brevard County began coordinating transportation for the transportation disadvantaged in the County. During October of that same year, the new transit system became a department under the Brevard County Board of Commissioners. This department was named Consolidated Agencies Transportation System (CATS). CATS consisted of several non-profit agencies, which provided transportation services to their clients. When Chapter 427, F.S., created the Florida transportation disadvantaged (TD) program in 1979, CATS became the Coordinated Community Transportation Coordinator (CTC) for Brevard County.

CATS was charged with providing service to senior citizens for medical, shopping, and congregate meals. CATS also provided transportation service to training centers and sheltered workshops for persons with developmental and other disabilities; as well as child care and medical services to economically disadvantaged persons. CATS operated as a subscription service (requiring reservations) at no charge to riders. Various non-profit agencies and the County provided funding for CATS services.



In 1985, CATS merged with the Brevard Transit Authority, which was providing fixed-route service in the southern portion of Brevard County. As a result of the merger, Space Coast Area Transit (SCAT), a department within Brevard County, was formed to become the County's transit provider. At the time of SCAT's formation, the merged systems switched to an exclusively demand-responsive focus to provide transportation service to those individuals who needed it most (i.e. elderly persons, economically disadvantaged persons, and persons with disabilities).

SCAT continued to operate as the County's Coordinated Community Transportation Coordinator for Brevard County and provided the majority of transportation disadvantages (TD) and Medicaid trips.

In March 1991, Coastal Health Systems of Brevard, a not-for-profit agency, was selected by the County to provide all Medicaid and TD non-sponsored trips for SCAT. Under contract to the CTC, Coastal provided door-to-door paratransit service for TD non-sponsored clients and Medicaid clients requiring non-emergency transportation. This change in service provision occurred as SCAT began preparations for introduction of fixed-route transit service in

Brevard County. It was not until October 1991 that SCAT re-established fixed routes served by conventional transit buses on a fixed schedule.

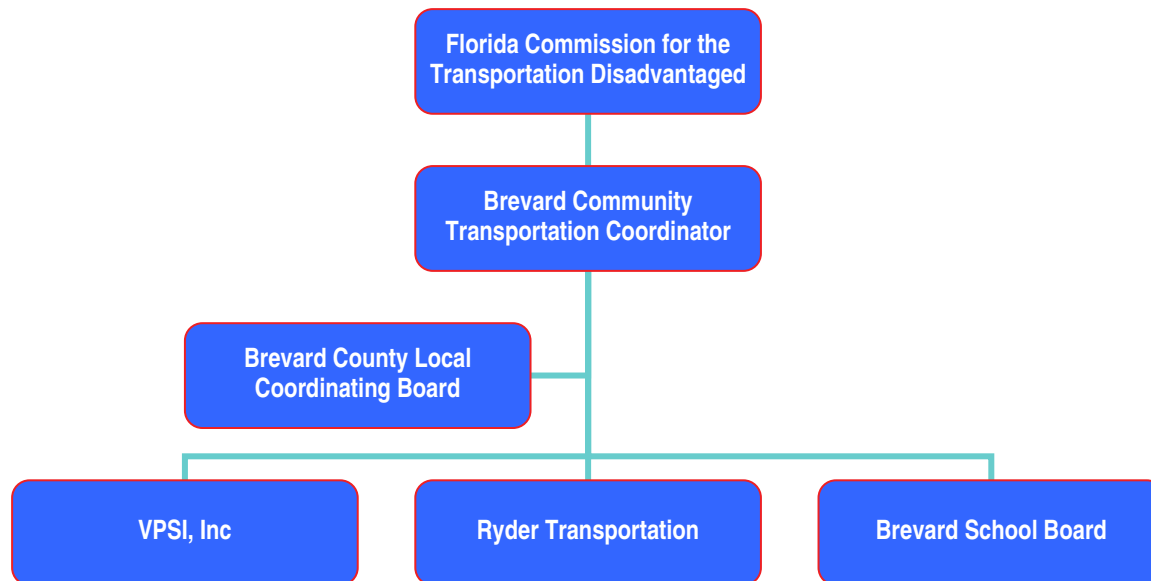
In 1994, Coastal Health Systems notified SCAT that it no longer wished to provide TD non-sponsored transportation service. As a result, SCAT acquired additional vehicles and staff and gradually began to move the operation of TD transportation services in-house. The transition from Coastal to SCAT spanned two fiscal years, FY 1994-FY1995. Currently, SCAT directly operates fixed-route transit, subscription routes, and door-to-door paratransit service. Coastal Health Systems continues to provide basic life support transportation service throughout Brevard County. In addition, VPSI, Inc continued to provide TD trips to human service agencies under its vanpool program contracted to SCAT.

In 2003, Space Coast Area Transit was awarded the prestigious Outstanding Public Transportation System Award by the American Public Transportation Association. The annual award recognizes a public transportation system providing between one million and four million trips annually. The criteria used to select the nationally recognized winner includes attributes such as efficiency and effectiveness; achievements in safety and operations; customer service; financial management; minority and women advancement; policy and administration; community relations and advancement of industry initiatives.

By combining a unique mix of fixed-route and paratransit service, car and vanpooling, telecommuting and using volunteers, Space Coast Area Transit is committed to combining their resources with emerging technology to ensure Brevard's current and future transportation needs are addressed. In 2007, SCAT launched new services including an interactive trip planner, evening service on most routes and Saturday service on every route.

Organizational Chart

The mechanism by which Brevard County SCAT operates within the County is portrayed below. SCAT functions as the Community Transportation Coordinator, which is guided by the Florida Commission for the Transportation Disadvantaged. The Brevard County Local Coordinating Board, certified in 1991 is supported by the Brevard Metropolitan Planning Organization and housed within SCAT. The purpose of the local coordinating board (LCB) is to evaluate service levels, safety, and other issues of transit operations provided by Space Coast Area Transit serving the elderly, people with disabilities, or otherwise disadvantaged citizens in Brevard County. Additionally, SCAT oversees the operation of private contractors, such as Ryder Transportation and VPSI, Inc.



CONSISTENCY REVIEW OF OTHER PLANS

This Transportation Disadvantaged Service Plan (TDSP) has been developed as a collaborative process through involvement by members of the Brevard County Metropolitan Planning Organization (MPO), local government officials, Brevard County Local Coordinating Board (LCB), Florida Department of Transportation (FDOT), Space Coast Area Transit (SCAT), and citizens. This collaborative process ensures that the TDSP is consistent with the goals and objectives in locally adopted comprehensive and transportation plans. A summary description of each plan review has been included below.

Local Government Comprehensive Plans

A selection of local government comprehensive plans, representing those communities with the largest population, was reviewed for relevant data and recommendations. The review was made to ensure the TDSP's consistency with regional plans, as well as to inform SCAT on ways to expand and improve transit service throughout Brevard County.

Brevard County Comprehensive Plan (1998)

The County's Comprehensive Plan has been regularly amended, with the last updates occurring when the Evaluation and Appraisal Report (EAR) was adopted in July of 2006. The EAR housing section encourages the location of affordable housing near employment centers and mass transit corridors. It also encourages the redevelopment of vacant non-residential properties, particularly in proximity to transit corridors, to expand the inventory of housing options. In the EAR section relative to transportation, Brevard County encourages multi-modal transportation alternatives that accommodate existing and proposed major trip generators and attractors. They also encourage public involvement in the transportation planning process. The land development regulations are required to be reviewed every one to three years to ensure they encourage accessibility to transit.

TRANSPORTATION ELEMENT

The first goal in the Transportation Element is geared towards "reducing reliance on the automobile." The performance of transit facilities is to be monitored, especially on arterial and collector roadways. SCAT is required to be part of the Congestion Management System (CMS) process, as the CMS also addresses non-automobile modes. All transportation projects in the comprehensive plan are consistent with that of the Brevard MPO's Long Range Transportation Plan. Transit projects are required to be considered as an alternative to roadway widening projects. Multi-modal projects, including transit projects are identified reflecting outcomes that would have a positive impact on the economy and limit sprawl. The County is required to pursue land use policies that promote transit use and the plan recognizes that land use changes may need to be made in lieu of transportation improvements, in order to maintain the desired level of service of the transportation network. The County encourages major employers to implement flexible hours and promotes the use of carpooling, park and rides, and vanpooling programs. The plan requires that the County continue to provide services for the transportation disadvantaged.

FUTURE LAND USE ELEMENT

The Future Land Use Element requires that public transit be included as part of certain types of development patterns. These types include residential developments constructed within commercial zoning areas, new towns, and redevelopment areas. Policy 1.13 allows residential uses within the future land use categories of Neighborhood Commercial and Community Commercial; however, these uses are subject to various requirements including the following: "Residential uses within Neighborhood Commercial and Community Commercial designations shall be encouraged to utilize neo-traditional neighborhood development techniques, such as narrower road rights-of-way, mid-block pedestrian pass-through, alleys, smaller lot sizes, on-street parking, reduced lot line setbacks and public transit facilities." New town overlay districts are large, master planned communities developed by a single entity and the only new town currently recognized on the future land use map is Viera. If new towns include village centers, they must connect with a new transit corridor. Lastly, areas within the County may be designated as redevelopment areas through a redevelopment study. These areas are required to address mass transit as part of the redevelopment study. Any areas that are designated by an area redevelopment plan are encouraged to promote alternative forms of transportation, including mass transit within the area plan and any site plans.

Cocoa Comprehensive Plan (2007)

Cocoa is in the process of drafting its Evaluation and Appraisal Report, which is due to the Department of Community Affairs in September of 2008. Cocoa's current plan states that coordination with SCAT and other municipalities is required in the identification of new transit routes and/or trip generators. The city periodically reviews its land development regulations to ensure that transit is being promoted and that land uses along transit routes are supportive of transit. Transportation and mobility should be monitored by measurable indicators, such as modal split; and the needs of the transportation disadvantaged population should be considered. Additionally, the city will be pursuing the establishment of a future passenger terminal on the Florida East Coast Railroad Line.

Cocoa Beach Comprehensive Plan (2000)

Currently, Cocoa Beach is in the process of updating its comprehensive plan through their Evaluation and Appraisal Report (EAR), which they are drafting for submittal to the Department of Community Affairs in October 2007. The primary transportation concern for the City of Cocoa Beach is that nearly all traffic uses State Road A1A at some point for each trip. The plan states that the City must pursue alternative modes of transportation such as transit, bicycles, and pedestrian. By 2010, Cocoa Beach aims to have a two percent modal split with increased transit, bicycle and pedestrian activity. New development must provide transit amenities, such as stops, shelters and the like. The City desires SCAT to provide buses in case of an emergency hurricane evacuation.

Melbourne Comprehensive Plan (2007)

Updates to the Melbourne comprehensive plan last occurred in May 2007, and will be updated again when the city's Evaluation and Appraisal Report is due to the Department of Community Affairs in February of 2008. The Melbourne Comprehensive Plan describes the services offered by SCAT, as well as the major trip generators in the City (Table 3). Melbourne residents are able to ride two SCAT routes for free (Routes 1 and 21), through a contract between the City and SCAT. Expanded transit service is encouraged on roadways that are at capacity, as well as in those areas that have higher transit-dependent populations. New services are recommended, including Dial-A-Ride, jitneys and

express buses. The plan also recommends a new multi-modal transit terminal for Melbourne and encourages the region to move toward inter-city bus, rail and taxi service. The plan encourages the County to ensure that future major trip generators are located along major transit lines. Along these lines, all new development in Melbourne is required to provide a transit shelter and sign, execute an agreement to provide these, or pay a transit impact fee.

Palm Bay Comprehensive Plan (2004)

Palm Bay is in the process of drafting its Evaluation and Appraisal Report, which is due to the Department of Community Affairs in May of 2008. In the current Future Land Use Element of this rapidly growing platted community, the plan requires “mass transit stops” at each major traffic generator proposed for the Town Centre of the Bayside Lakes property. Objective 1.5 of the Transportation Element states that the City shall work toward increasing ridership of mass transit and paratransit in the City. Policies under this objective include incorporating bus facilities in design plans for major trip generators and attractors and the continued promotion of a high speed rail stop for the City. The Transportation Element requires that Palm Bay create land use and design guidelines upon the designation of an “exclusive public transit corridor.” The City also requests SCAT to provide service to all major traffic generators and attractors within the City.

Rockledge Comprehensive Plan (2006)

Rockledge is currently in the process of updating its EAR, which is due to the Department of Community Affairs in July 2008. Stated in the Transportation Element, five bus routes operated by Space Coast Area Transit (SCAT) currently run through the city. Routes 5, 6, 10, 11, and 14. serve the city. Routes 5 and 11 provide express service along Fiske Boulevard from the City of Cocoa, with Route 5 stopping at the Government Center and Route 11 stopping at the Brevard County Health Facility. Routes 6 and 10 provide service to commercial centers in the city along Barton Boulevard. and US 1, before continuing to commercial centers along SR 520 (Merritt Island). The final route, 14, runs along Pluckebaum Road, then north on Clearlake Road to the City of Cocoa.

Objective 2.5 of the Transportation Element states that development of the transportation system shall consider methods to encourage, expand, and enhance safe and secure transit service to the general public and to mobility-limited persons. The Transportation Element also identifies Weusthoff Hospital, Barton Commons Shopping Center, Rockledge Square Shopping Center, and Hydro-Aluminum of Rockledge as local major trip generators and encourages bus routes to serve these areas. Located in the Air Quality Element of the plan, Rockledge requires that new development, whether public or private, be designed to accommodate and encourage alternative modes of transportation to the maximum extent practical. Appropriate measures that relate to transit are the provision of passenger shelters for users of mass transit.

Satellite Beach Comprehensive Plan (2003)

Satellite Beach is in the process of drafting its Evaluation and Appraisal Report, which is due to the Department of Community Affairs in August of 2008. The current Transportation and Conservation Elements encourage the support of alternative transportation forms and facilities, such as pedestrian facilities, bicycle ways, car-pooling, and mass transit, especially within new developments. Within the Future Land Use Element, the city requires that State Road A1A Beautification and Redevelopment Plan be coordinated with transportation improvements including access

management, improving existing roadway networks in the study area, reduction of access points, expanding parking, pedestrian and bicycle facilities, and mass transit.

Titusville Comprehensive Plan (2005)

The Titusville Transportation Element identifies the two transit routes (Route 1 and Route 2) that SCAT operates serving a portion of the city's residents. Generators and attractors are not specifically identified by the plan (with the exception of the Kennedy Space Center Visitor's Center); however, they are mentioned in broad terms (e.g. employment areas). Though the plan contains a summary of the Brevard Transit Development Plan, there are no requirements for providing transit facilities as part of development or site approvals. Additionally, there are no land use/transportation requirements or incentives in place for transit.

Brevard County MPO Long Range Transportation Plan

The Brevard MPO's 2025 Long Range Transportation Plan (LRTP) was adopted in 2005 and the development of the 2030 LRTP is scheduled to begin in 2008. The Brevard 2025 Long Range Transportation Plan presents a long range vision of how transportation needs will be met in Brevard County in such a way as to improve the mobility of residents and visitors and support economic development. Throughout the plan's development, extensive public involvement and coordination with other transportation representatives, including SCAT and the LCB for Brevard County was conducted. Priority issues expressed by the public were identified through LRTP surveys and workshops. The top concern for residents was traffic congestion, followed by a desire for transit and bicycle/pedestrian improvements. A global concern in Brevard County is the need to make transportation safer and more accessible for senior citizens and people with disabilities. Residents also showed the desire for new transit routes and more frequent weekday service, especially in areas with long north-south routes that require several transfers. Related to this was the need for paratransit services or feeder routes to serve residents with limited mobility, who live in neighborhoods off the main bus routes. The following policies from the 2025 LRTP relate to provision of transit services for the transportation disadvantaged and will be incorporated into the Goals, Objectives and Strategies section of this plan.

- Prepare a Major Update to the MPO's Transit Development Plan
- Encourage, expand, and enhance safe and secure transit service to the general public and to those with limited mobility
- Develop roadway and intersection design strategies that improve safety for seniors, children, and those with limited mobility
- Include transit operators in the cooperative development of funding estimates for the financial plan section
- Provide opportunity for participation in the planning process to representatives of users of pedestrian walkways, bicycle transportation facilities and the disabled

Transportation Improvement Program



The Brevard County MPO Transportation Improvement Program (TIP) is an annually updated document that contains Transportation Disadvantaged and Public Transit elements, as required by the Florida Department of Transportation. Each year, SCAT and the Brevard County MPO work together to coordinate the transportation disadvantaged and public transit projects identified for implementation over a five-year period. The Brevard TIP has been reviewed to ensure consistency with the TDSP. The recently expanded service

hours and frequency of routes have been programmed into the TIP. All other SCAT services are also reflected within the TIP. No other planned projects within the TIP are expected to positively or negatively affect SCAT services.

Transit Development Plans

This document is being developed concurrently with the Transit Development Plan (TDP). These documents are therefore, consistent with one another. Similar to the TDSP, the TDP sets a five-year strategy for implementing community transit goals, along with an assessment of transit needs in the service area. To reflect recent changes in requirements for TDPs, the plan will also include a ten-year vision for transit in Brevard County.

Florida Commission for the Transportation Disadvantaged 5/20 Year Plan

The TDSP sets forth the goals, objectives, and strategies for meeting the needs of Brevard County's transportation disadvantaged population. In turn, this informs the Florida Commission for the Transportation Disadvantaged (FCTD) 5/20 Year Plan. The plan presents forecasts of demand for transportation disadvantaged services, the costs of meeting that demand, and forecasts future funding for transportation disadvantaged services. This TDSP is consistent with the Florida Commission for the Transportation Disadvantaged 5/20 Year Plan in each of these areas. This plan has used the population forecasting methodology outlined within the 5/20 Year Plan. It has also carefully followed the service requirements and expectations outlined within the plan. SCAT has been a leader in the areas emphasized and the 2007 TDSP builds on these successes.

Regional ITS Architecture

Intelligent Transportation Systems (ITS) are created by integrating advanced information, electronic, communications, and other technologies to address surface transportation problems. ITS applications help states, MPOs and municipalities operate a fiscally sustainable transportation network that encourages efficient use of scarce resources, advocates cooperation and partnering, and works within the existing transportation system. As with adding highway capacity, ITS solutions can make the existing service more efficient and responsive to customer needs. One of the regional ITS recommended priorities that SCAT is considering is the incorporation of ITS into planning efforts with strategies such as electronic fare card payment systems and signal prioritization at congested intersections. The recommendations call for the MPO to work with SCAT to plan and program ITS strategies that address operational improvements such as faster passenger transfers, more efficient dispatching systems, and seamless coordination with paratransit services.

SERVICE AREA PROFILE AND DEMOGRAPHICS

This section summarizes the demographic and economic characteristics of Brevard County. All data were obtained from the 2000 U.S. Census Bureau (Population and Housing) and Bureau of Business and Economic Research's (BEBR) Florida Statistical Abstract. Brevard County has been growing steadily since 1990, with a population increase of 19.4 percent between 1990 and 2000. The 2005 population of Brevard County has seen continued growth and is listed at 531,970 people. Currently, the majority of Brevard County's population is between the ages of 35 and 54. As the County ages, the median age of 43.6 in 2005 is projected to increase to 51 by 2030.

Composition

Age



With 14.6 percent of the population age 65 or older, there are distinct areas where the median age of the population varies greatly. Map 1 shows the median age by census block group, portraying the distribution of elderly within the County. As shown in Map 2, the majority of the population over the age of 65 is located along I-95 in the southern part of Brevard County, with small pockets located near Cocoa on SR 520, near Titusville on SR 405, and near Viera between I-95 and US 1. In contrast, there are areas where more than 30 percent of the population is under the age of 18. Two of the areas highly population with youth coincide with a large elderly population and are portrayed in Map 3. These areas are prime locations for transit services due to the sizable number of people who likely have limited transportation options. One of the areas is located in the northern part of the County northwest of Cocoa, while the other is located west of Palm Bay, in the southern part of the County.

Income

Higher household income is concentrated mostly in Viera and on Merritt Island. Map 4 shows that the majority of the County has a median income of \$50,001 to \$75,000, while those areas located west of I-95 in the north near Titusville have a median income of \$35,001 to \$50,000 and are not well served by SCAT bus routes. The median income of those areas located where there is a large amount of elderly is relatively low probably reflecting the fact many elderly are living on fixed income retirement benefits. While there are only a small number of areas with a median income less than \$25,000, areas located between I-95 and US 1 near Melbourne, these are proximate to several SCAT bus routes.

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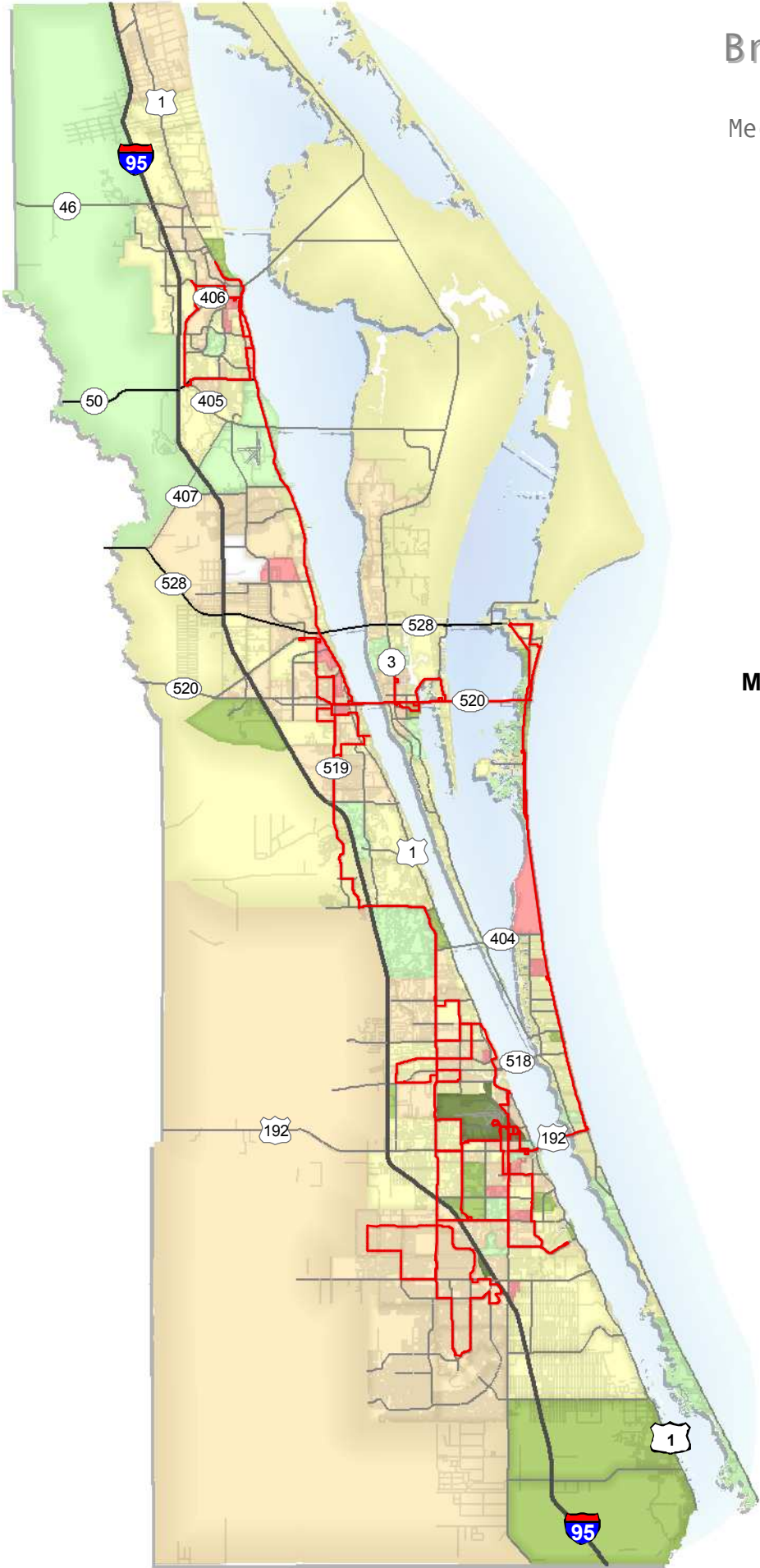
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Brevard SCAT TDP

Map 1

Median Age by Block Group



Median Age by Block Group

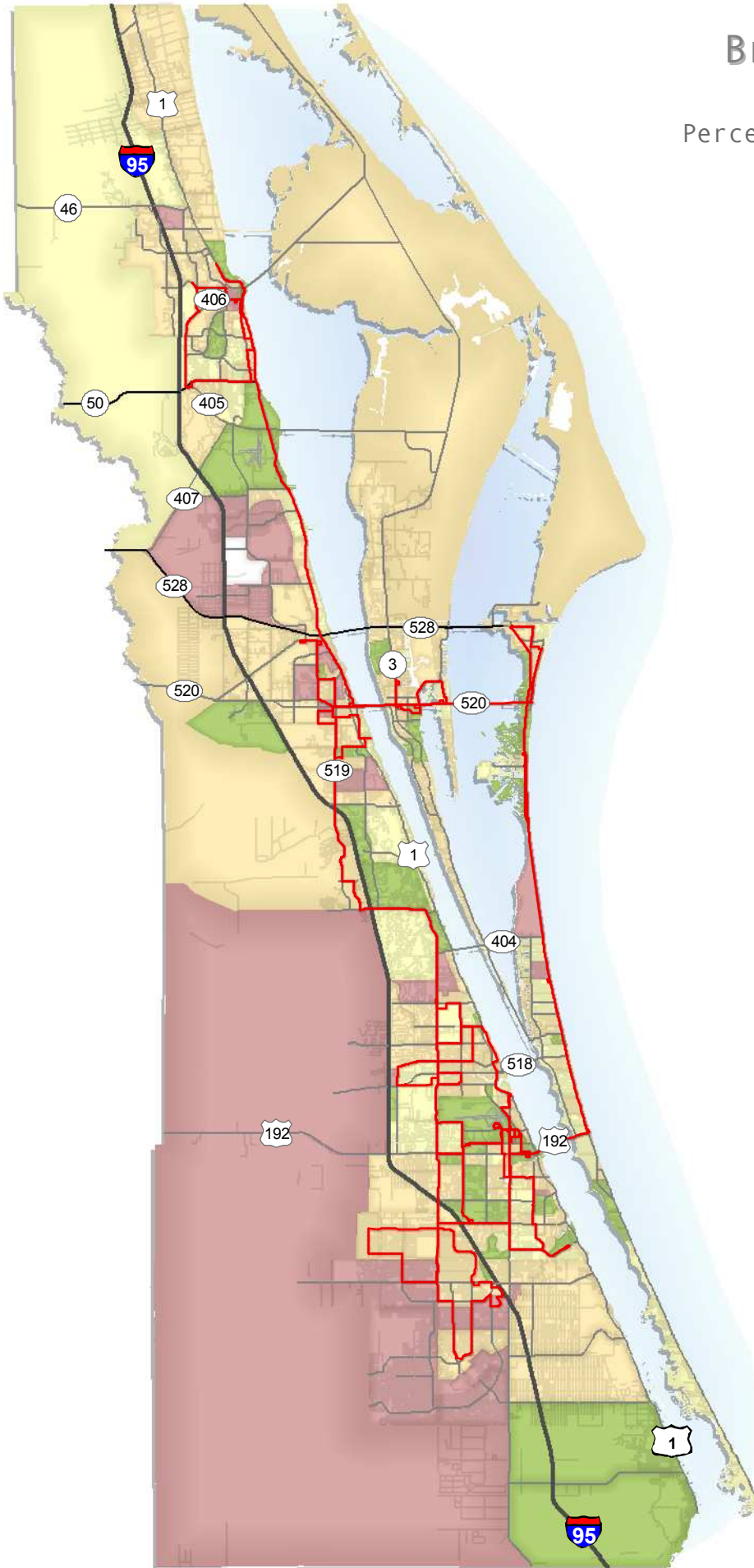
- 0 - 30
 - 31 - 40
 - 41 - 50
 - 51 - 60
 - 61 - 70
 - 71 - 80
- Bus Routes



Brevard SCAT TDP

Map 2

Percent Population 65 and Older



% 65 and Older by Block Group

- < 10%
- 10% - 20%
- 20% - 30%
- 30% >
- Bus Routes

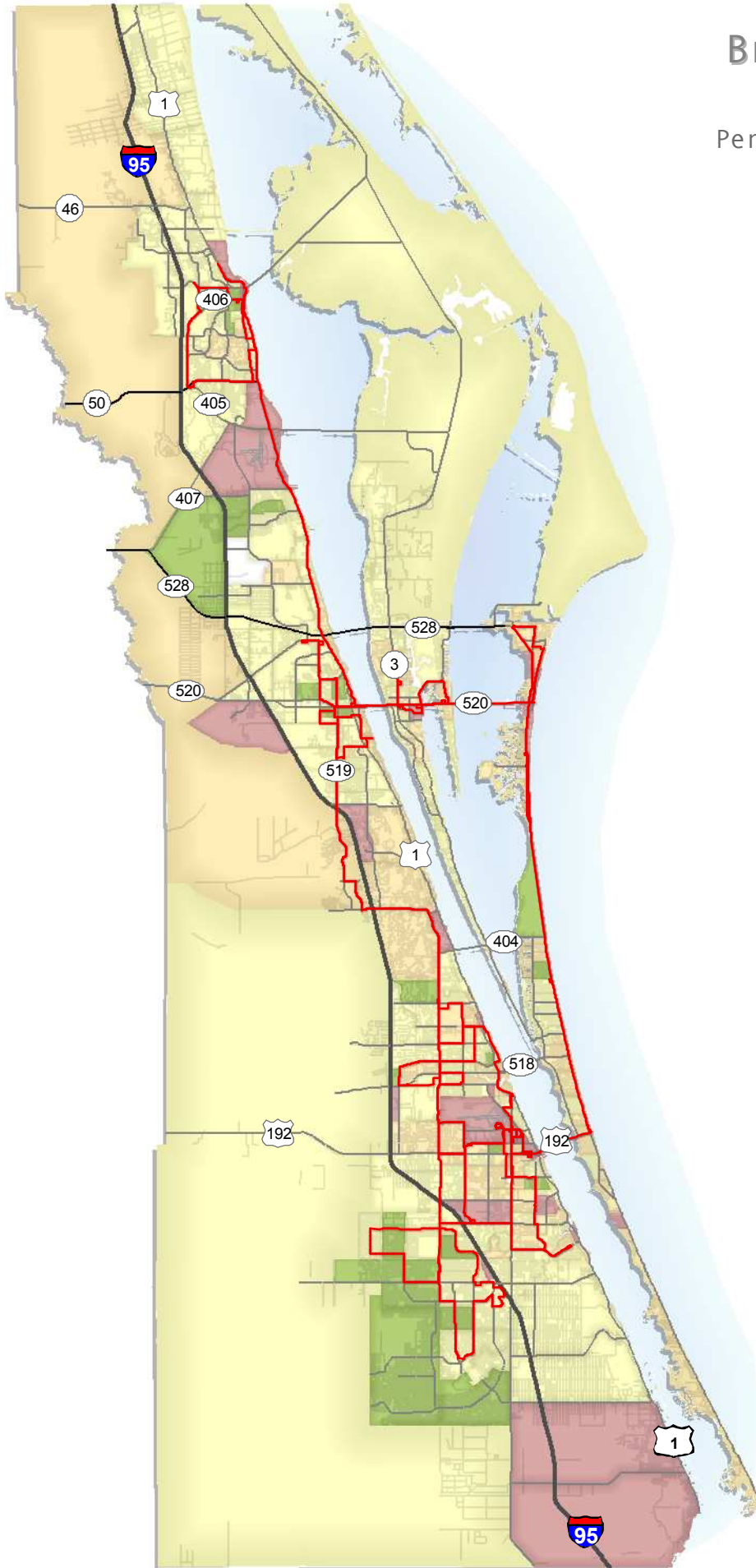


0 3 6 Miles

Brevard SCAT TDP

Map 3

Percent Population Under 18



% Under 18 by Block Group

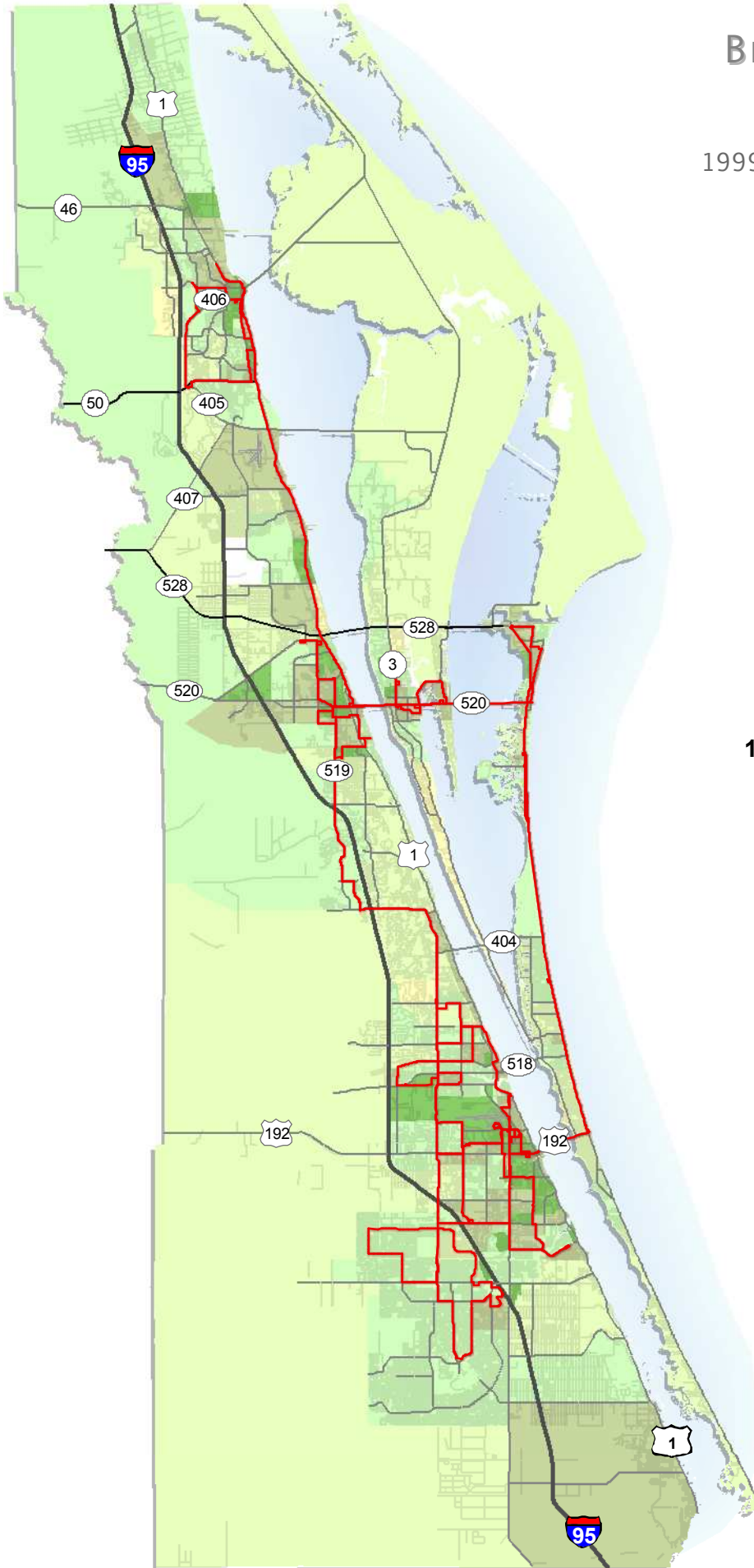
- < 10%
- 10% - 20%
- 20% - 30%
- 30% >
- Bus Routes



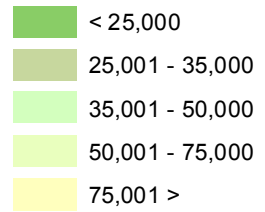
Brevard SCAT TDP

Map 4

1999 Median Household Income
by Block Group



1999 Median Household Income by Block Group



— Bus Routes



Service Area Profile Description

Brevard County is unique in terms of its geographic setting and demographic profile. The County encompasses several major bodies of water: the Banana River, the Indian River, and the St. Johns River, in addition to its Atlantic coast boundary. The length of the County is extensive; from north to south it is approximately 70 miles long and 20 miles wide. This distinctive geography is one factor that has influenced the uneven growth pattern in the County. Most of the population is scattered throughout the County causing the majority of the population to live in unincorporated parts of the County as seen in Table 1 except for several dense pockets that exist in the northern, central, and southern areas. The major population centers are in the cities of Titusville, located at the far north end of the County, Cocoa and Cocoa Beach in the central area of the County, and Melbourne and Palm Bay at the southern end of County. While Palm Bay is the largest city in Brevard County, areas of West Melbourne, Rockledge, and Palm Shores have seen the most growth since 2000. As shown in Map 5, higher densities in the form of number of dwelling units per acre (by block group) can be found at these major population centers. However, with the majority of Brevard County having less than one dwelling unit per acre, the overall density of the County is relatively low to support fixed-route transit service. This reflects relatively dispersed settlement patterns and population concentrations.

Table 1 – 2000 - 2005 Population Distribution

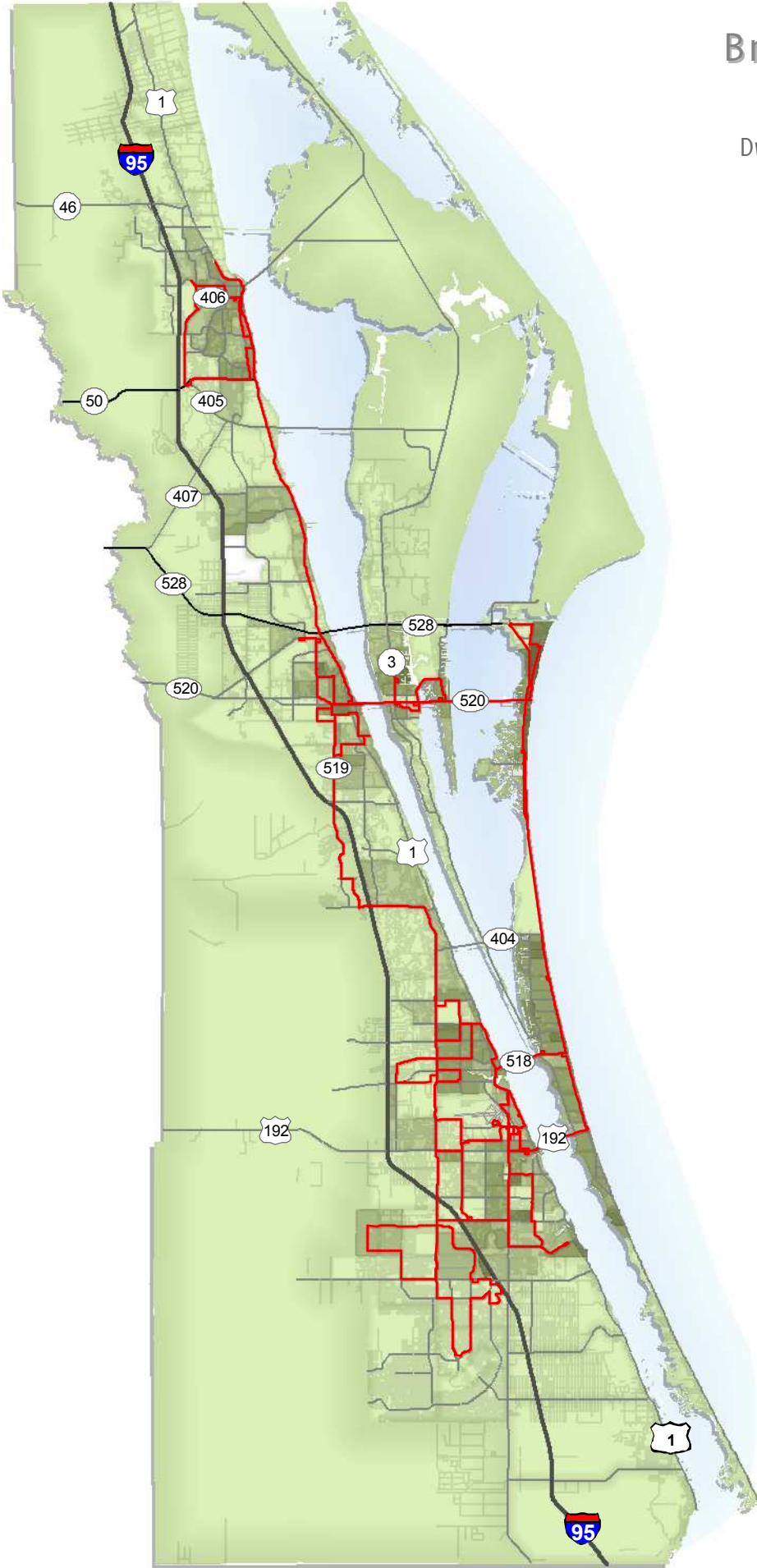
MUNICIPALITY	2000	2005	% CHANGE
Cape Canaveral	8,829	10,034	13.65%
Cocoa	16,412	17,606	7.28%
Cocoa Beach	12,482	12,880	3.19%
Indialantic	2,944	3,059	3.91%
Indian Harbor Beach	8,152	8,672	6.38%
Malabar	2,622	2,843	8.43%
Melbourne	71,382	75,060	5.15%
Melbourne Beach	3,335	3,405	2.10%
Melbourne Village	706	719	1.84%
Palm Bay	79,413	91,888	15.71%
Palm Shores	794	942	18.64%
Rockledge	20,170	24,587	21.90%
Satellite Beach	9,577	11,205	17.00%
Titusville	40,670	43,751	7.58%
West Melbourne	9,824	15,059	53.29%
Unincorporated Area	188,918	210,260	11.30%
Total for County	476,230	531,970	11.70%

Source: BEBR, 2005

Brevard SCAT TDP

Map 5

Dwelling Units per Acre
by Block Group



- < 2.5
 - 2.5 - 5
 - 5 - 10
 - 10 - 20
 - 20 >
- Source:
Central Florida
Regional Planning Model

Bus Routes



0 3 6 Miles

Although population is scattered throughout the County, areas with employment centers are relatively highly concentrated (i.e. Melbourne, Cocoa, Merritt Island, and Cape Canaveral). Map 6 shows employee per acre by traffic analysis zone (TAZ), indicating a higher presence of employees in Melbourne, Cocoa, Merritt Island and Cape Canaveral. The high concentration of jobs along the coast is due to the significant tourist industry located in Brevard County, making it better suited for transit because a large number of relatively lower income workers are traveling to one general area. Areas that have high job concentrations also have high concentrations of hotel rooms per square mile (by zip code) as shown in Map 7. High quantities of hotel rooms often mean high quantities of lower income jobs and individuals using transit. Currently, these areas are served by a number of different transit routes.

Another reason for the high concentration of jobs along the coast is Port Canaveral, which, according to a study, 34,000 jobs were generated by the Port in Brevard County and over 90,000 statewide as a cargo distribution center and cruise ship terminal, according to the Economic Impact Study conducted in 2003 by the port. The port is a major tourist destination due to the large number of cruise ships using its facilities. Additionally, the Kennedy Space Center and National Aeronautics and Space Administration (NASA) are also major tourist destinations (these do not show up on the density map due to size). Patrick Air Force Base, located north of Satellite Beach along the coast, provides a significant number of military-related jobs. These locations are the best locations in the County for express bus service and other commuter-oriented programs such as vanpools and ridesharing, because they generally are not well-served by transit. Security issues present somewhat of a complication for transit service to these facilities; however, the opportunity exists to serve more commuter-oriented trips.

Brevard County's unique set of conditions including the unusual geography, low population density, high employment concentration and considerable distance between urban centers has contributed to a development pattern that divides the County into three distinct regions. As previously referenced, they are in general terms: the northern region; the central region, which includes the mainland, Merritt Island, and the central beaches; and the southern region.

These factors along with the rapid southern growth and a significant tourist industry present an exceptional challenge in the delivery of transit services.

Land Use

Brevard County is experiencing urban in-fill from Titusville to Cocoa and from Rockledge to Melbourne. Both of these areas are characterized by single tract homes and "big box" retailing locations. Overall, southern Brevard County continues to comprise the largest area of population growth. Merritt Island and the beach communities are experiencing population growth, but at a lower rate than the rest of the County.

With the exception of Palm Bay, the areas west of I-95 have very little development. Growth has begun in West Canaveral Groves, Viera and soon to be Palm Bay with the completion of Palm Bay Parkway.

The three Federal installations, Kennedy Space Center, Cape Canaveral Air Force Station and Patrick Air Force Base continue to influence both the economic and employment pattern of Brevard County.

Employment

Government Centers

The local government not only employs a large number of people (over 20,000 according to the 2006 Florida Agency for Workforce Innovation, Labor Market Statistics), it is also visited by a large number of residents each year for various reasons, making government facilities key destinations for transit. Centrally located in Viera west of I-95, the County Government Center houses the various county government branches, including administration and judicial services. Some of the agencies and departments located in the Government Center are the Judicial Center, Juvenile Justice, Housing and Human Services, Public Safety, Public Works, and Solid Waste Management.

NASA/Port Canaveral/Melbourne International Airport

Port Canaveral and NASA are major employment centers and tourist destinations. According to the 2003 Economic



Impact Study for the port, more than 34,000 jobs were supported directly or indirectly in Brevard County through Port Canaveral. The port is comprised of three turning basins and facilities. These facilities are used by cruise ships, cargo vessels, and the US military due to the deep channels of the port. According to the Port Authority, cruise ships have almost 4.5 million passengers each year, accounting for a large amount of tourists who visit Brevard County. NASA in 2006 held more than 17,000 jobs and witnessed 1.5 million tourists. Neither Port Canaveral nor NASA is completely served by transit; however, Port Canaveral is served by SCAT Route 9,

beach trolley, which serves the south port only. Melbourne International Airport (MLB) serves 400,000 passengers annually. It is served by SCAT Routes 1, 21, and 26.

Brevard Community College and Florida Institute of Technology

With high numbers of students, staff and faculty at Brevard Community College, it serves as a key development and major transit destination. Currently, more than 25,000 students each year attend Brevard Community College. The college also employs nearly 2,300 faculty and staff members at campuses located in the municipalities of Cocoa, Melbourne, Titusville and Palm Bay. Workers and students are likely to use transit (more so than the general population), because they may have limited transportation options or earn lower wages. Route 6 serves the Cocoa Campus, while Routes 1 and 28 serve the Melbourne campus. The Palm Bay campus is served by Routes 1 and 28. In a partnership with Brevard Community College, the University of Central Florida has regional campuses located in Cocoa and Palm Bay. Both campuses are located jointly with Brevard Community College and serve nearly 400 students. Florida Institute of Technology (FIT) is also a transit destination. Served by Route 26, FIT employs 792 people and attracts more than 3,100 undergraduate and graduate students each fall. There are also more than 2,000 students who enroll each fall in their School of Extended Graduate Studies, comprising a student count of more than 5,000.

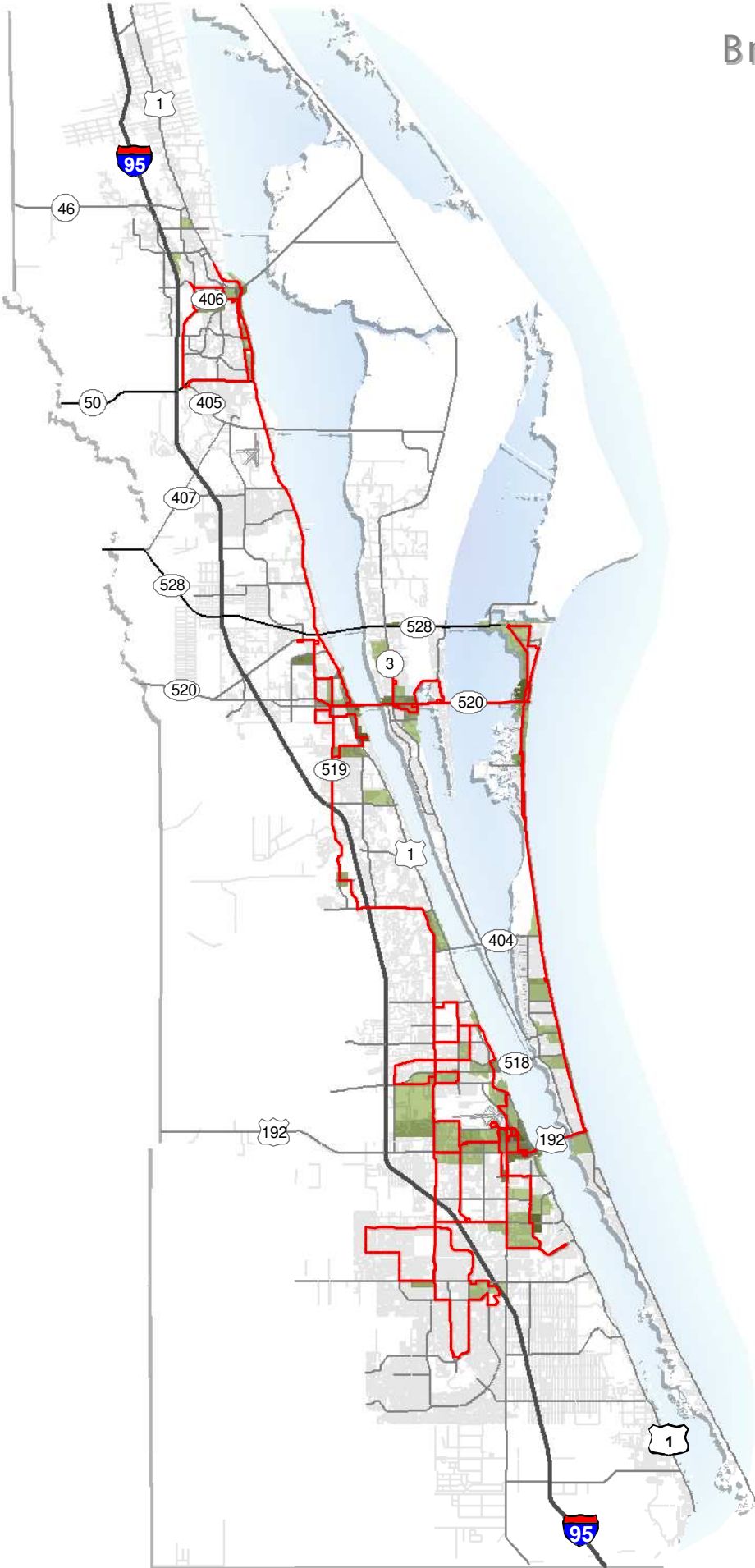
Shopping Centers and Other Key Developments

Other key developments include shopping centers that attract residents and tourists alike. Shopping centers typically function well as transit transfer points because of the relatively large parking areas, access to services, and proximity to residential areas. One of the newest shopping centers is The Avenue at Viera, served by Route 1. The Avenue offers an outdoor shopping experience with major retailers such as Belk's Department Store, Kohl's, and Books-A-Million. The Avenue also includes multiple restaurants and a 16-screen theatre with stadium seats. Another mall featuring a movie theatre is Merritt Square, located in Merritt Island and served by Routes 3 and 4. This mall features over 80 specialty stores and restaurants, as well as large retail stores such as Dillard's and Macy's. Melbourne Square Mall has more than 125 specialty retailers, with a new special kids center making this mall a major transfer point in Brevard County and is served by Routes 21, 23, 24 and 28.

Brevard SCAT TDP

Map 6

Employees Per Acre
by TAZ



Employees Per Acre by TAZ

- < 2.5
- 2.5 - 5
- 5 - 10
- 10 - 20
- 20 >

Source:
Central Florida
Regional Planning Model

Bus Routes



0 3.75 7.5 Miles

Major Trip Generators/Attractors

Major trip generators in Brevard County are places that attract residents on a daily basis for employment, education, health care and social services. Table 2 below identifies the major trip generators frequented by residents. Medical and social service destinations are generally served by fixed-route transit and by paratransit, depending on the user. The table also lists higher educational facilities frequented in large numbers by residents. Maps 8, 9, and 10 show the locations of these major generators in Brevard County broken up by north, central, and south Brevard County.

Table 2 - Major Trip Generators

DESTINATION	ADDRESS	CITY
Medical Center		
Cape Canaveral Hospital	701 W. Cocoa Beach Causeway	Cocoa Beach
Holmes Regional Hospital	1350 South Hickory Street	Melbourne
Hospital Wuestoff Melbourne	250 North Wickham Road	Melbourne
Hospital Wuestoff Rockledge	110 Longwood Avenue	Rockledge
Palm Bay Community Hospital	1425 Malabar Road NE	Palm Bay
Parrish Medical Center Hospital	951 North Washington Avenue	Titusville
Veteran's Hospital	2900 Veteran's Way	Melbourne
Quest Diagnostics	335 Pineda Court	Melbourne
Brevard Vision Care	7905 Wickham Road	Melbourne
Melbourne Kidney Center	1400 Apollo Blvd S	Melbourne
Brevard Vision Care Eye Clinic	2420 Babcock Street	Melbourne
Healthsouth Sea Pines Rehab Hospital	101 Florida Avenue E	Melbourne
Brevard County Dialysis Center, LLC	4940 Stack Road, Suite C 3-7	Melbourne
Space Coast Neurology	4961 Babcock Sreet, #7	Palm Bay
Titusville Rehabilitation & Nursing Center	1705 Jess Parrish Court	Titusville
Neovision Laser Center	7000 Spyglass Court	Melbourne
Digestive and Liver Center of Melbourne	25 E. Silver Palm Avenue	Melbourne
Dialysis & Kidney Center of North Brevard Inc.	830 Century Medical Drive	Titusville
Titusville Dialysis & Kidney Center	801 Garden Street	Titusville
Social Service		
Center For Drug Free Living	1770 Cedar Street	Rockledge
Halfway House (Formerly Brevard Halfway House)	5332 Riveredge Drive	Titusville

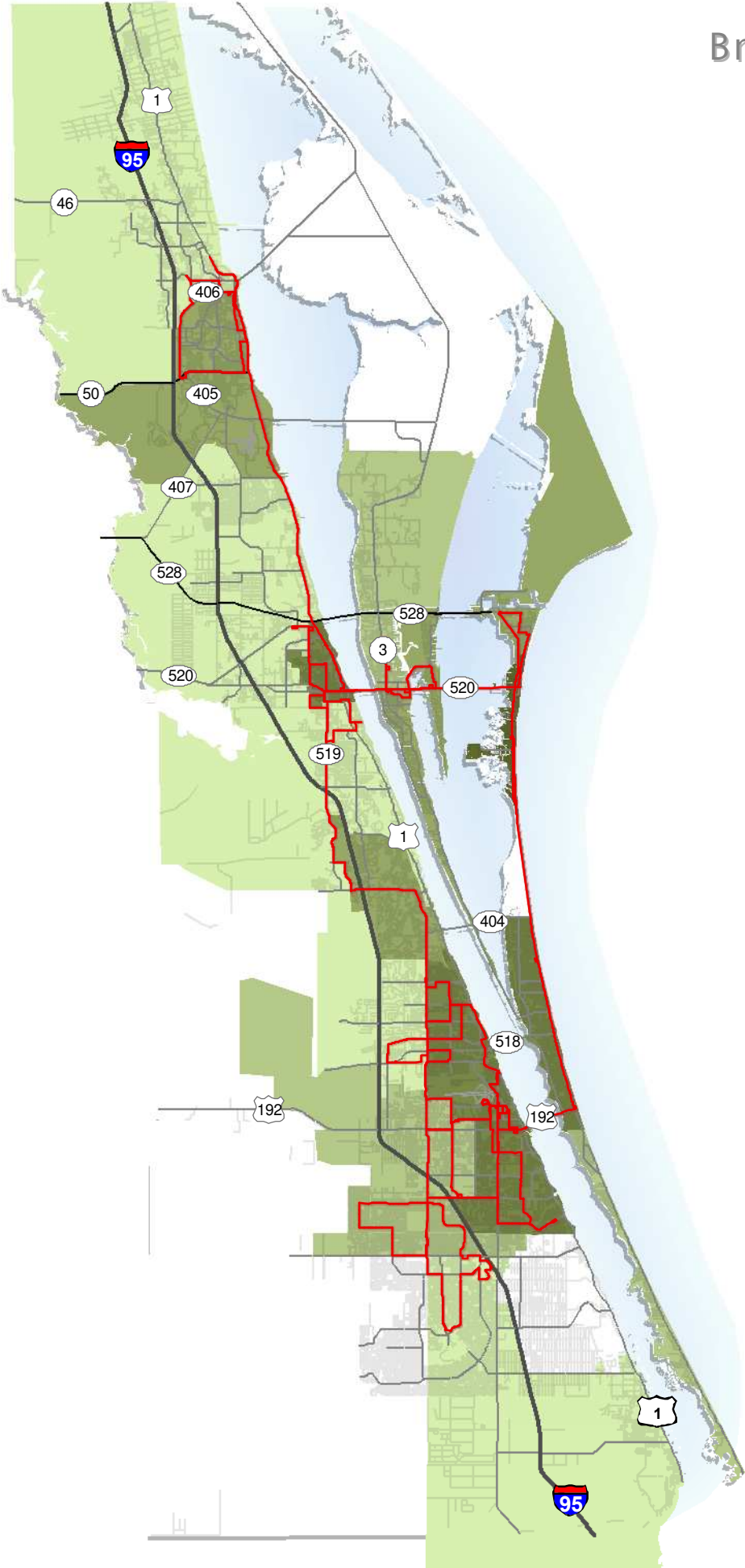
DESTINATION	ADDRESS	CITY
Titusville Learning Center	3155 South Street	Titusville
North Area Adult Education	2940 Columbia Boulevard	Titusville
Herzing Institute	1270 North Wickham Road	Melbourne
Institute of Legal and Medical Professions	3494 N. Harbor City Boulevard	Melbourne
Brevard Community College - District Office	1519 Clearlake Road	Cocoa
South Area Arc Center	1362 South Babcock Street	Melbourne
American Red Cross - Brevard County Chapter	625 East New Haven Avenue	Melbourne
UCF Southern Region Campus Life Office	1519 Clearlake Road, Bldg 3, Room 231	Cocoa
Agency For Persons With Disabilities, Inc. (APD)	1592 Robert Conlan Blvd, Suite 110	Palm Bay
Florida Inclusion Network (Fin), University of Central Florida	1519 Clearlake Road	Cocoa
Space Coast Center For Independent Living (SCCIL)	803 N. Fiske Boulevard, Suite B	Cocoa
Brevard Job Link	3550 S Washington Avenue, Suite26	Titusville
Florida Diagnostic & Learning Resources System (FDLRS/East)	2700 Judge Fran Jamieson Way	Viera
Division Of Blind Services (DBS)	571 Haverty Court, Suite O	Rockledge
Center For The Visually Impaired, Inc (CVE)	571 Haverty Court, Suite O	Rockledge
Community Legal Services Of Mid-Florida, Inc. (CLSMF)	803 North Fiske Boulevard	Cocoa
Social Security Administration (SSA)	2301 West Eau Gallie Boulevard	Melbourne
Vocational Rehabilitation Services, (VR, Dept. Of Education) North-Central	840 N Us 1, Suite C	Cocoa
Recording for the Blind & Dyslexic (RFB & D)	1901 Harbor City Boulevard, Suite 609	Melbourne
Crosswinds Youth Services, Inc.	1407 Dixon Boulevard	Cocoa
Vocational Rehabilitation Services, (VR, Department Of Education) South	2300 Commerce Park Drive, NE, Suite 4	Palm Bay
Brevard Achievement Center (BAC)	1845 Cogswell Street	Rockledge

DESTINATION	ADDRESS	CITY
College/University		
Florida Institute of Technology	150 West University Boulevard	Melbourne
Brevard Community College - Cocoa Campus	1519 Clearlake Road	Cocoa
Brevard Community College - Melbourne Campus	3865 N. Wickham Road	Melbourne
Brevard Community College	37 San Filippo Drive	Palm Bay
UCF Cocoa Campus	1519 Clearlake Road	Cocoa Beach
UCF Melbourne Campus	3865 N Wickham Road	Melbourne
UCF Palm Bay Campus	250 Community College Parkway	Palm Bay
Brevard Community College North Campus	1311 N US Highway 1	Titusville
Keiser College	900 Babcock Street	Melbourne
Webster University	150 N Sykes Creek Parkway	Merritt Island

Brevard SCAT TDP

Map 7

Hotel / Motel Rooms
per Square Mile
by Zip code



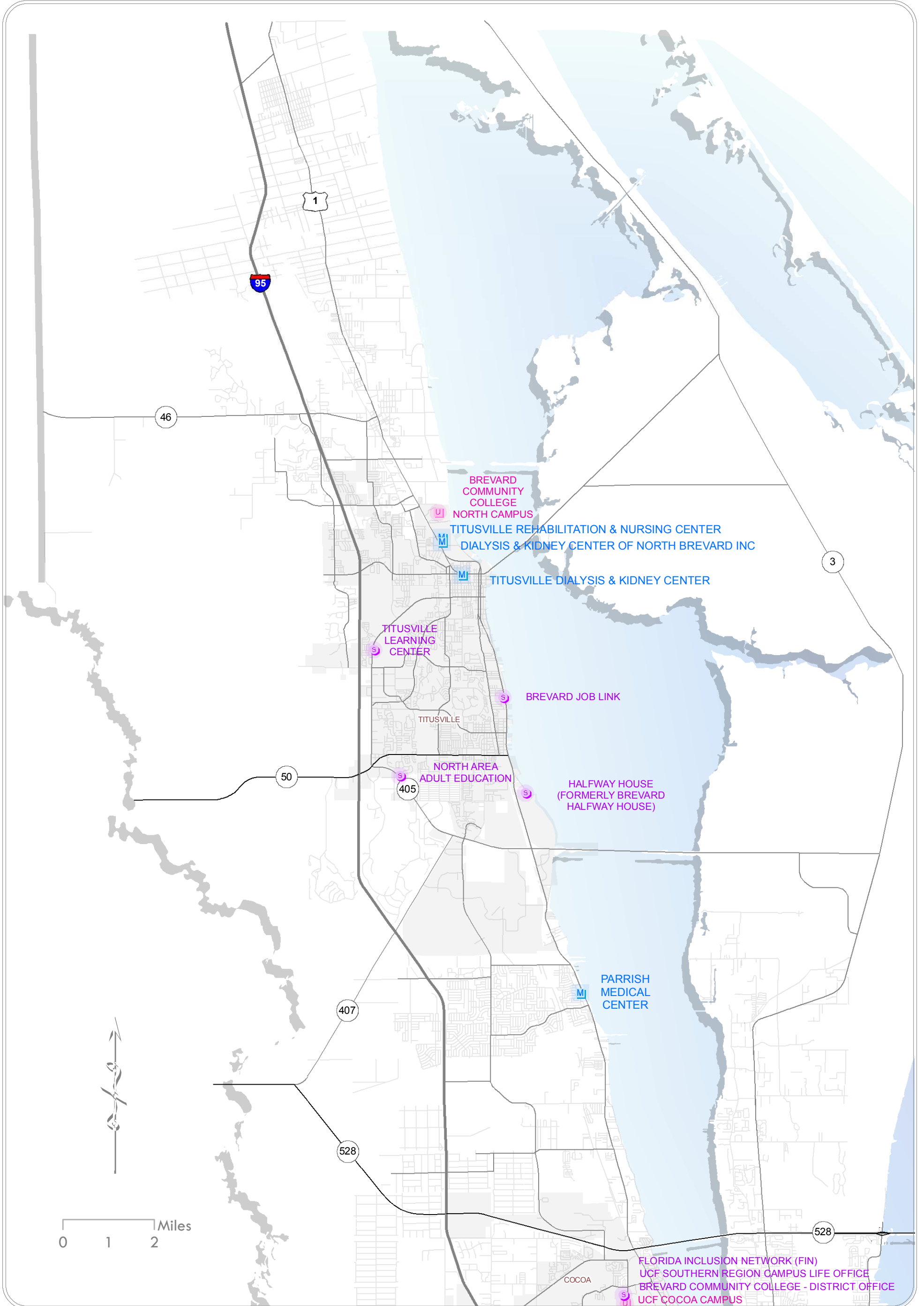
**Hotel / Motel Rooms
per Square Mile
by Zip code**

- 1 - 25
- 25 - 50
- 50 - 100
- 100 - 500
- 500 - 1000

— Bus Routes



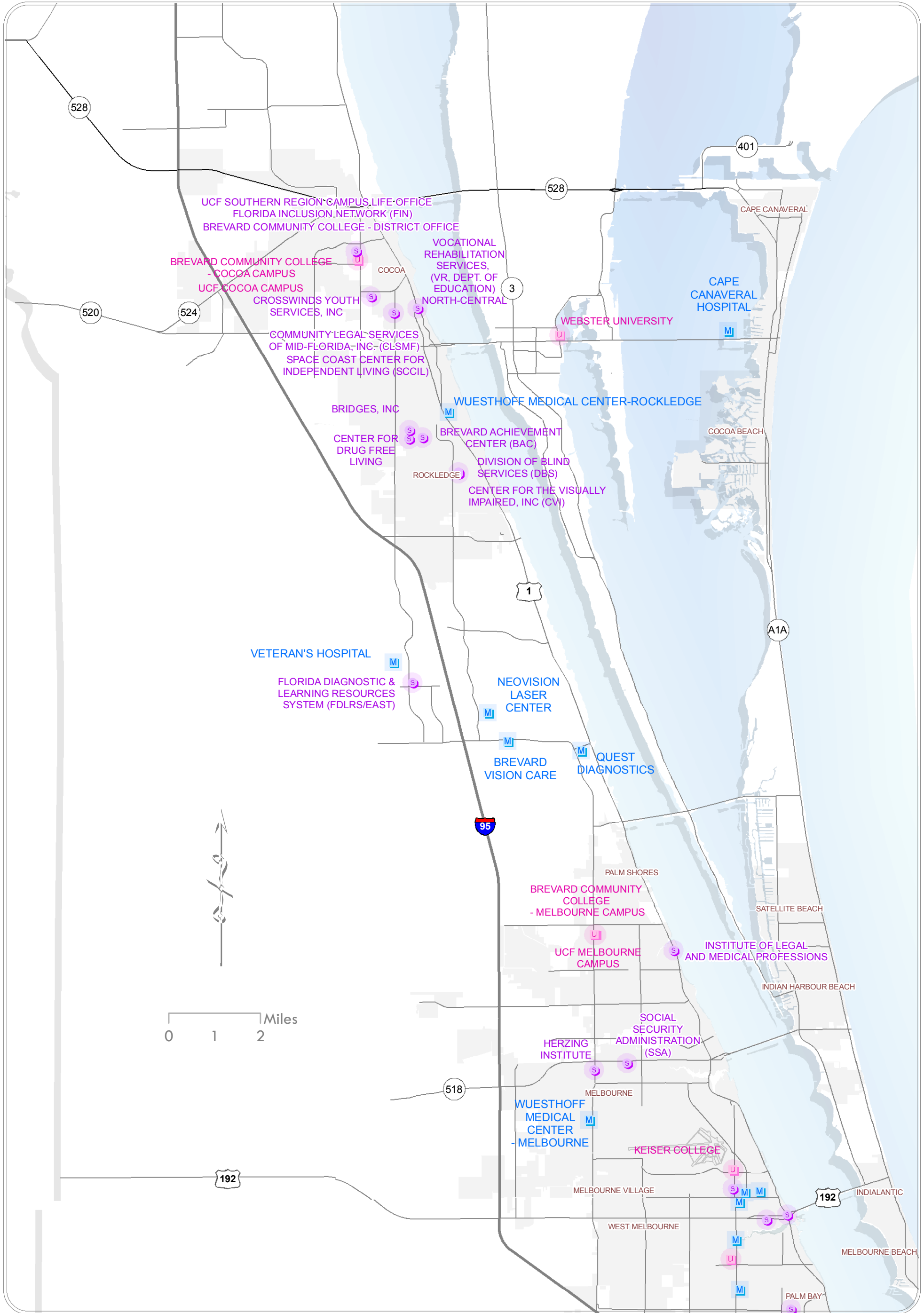
0 2.5 5 Miles



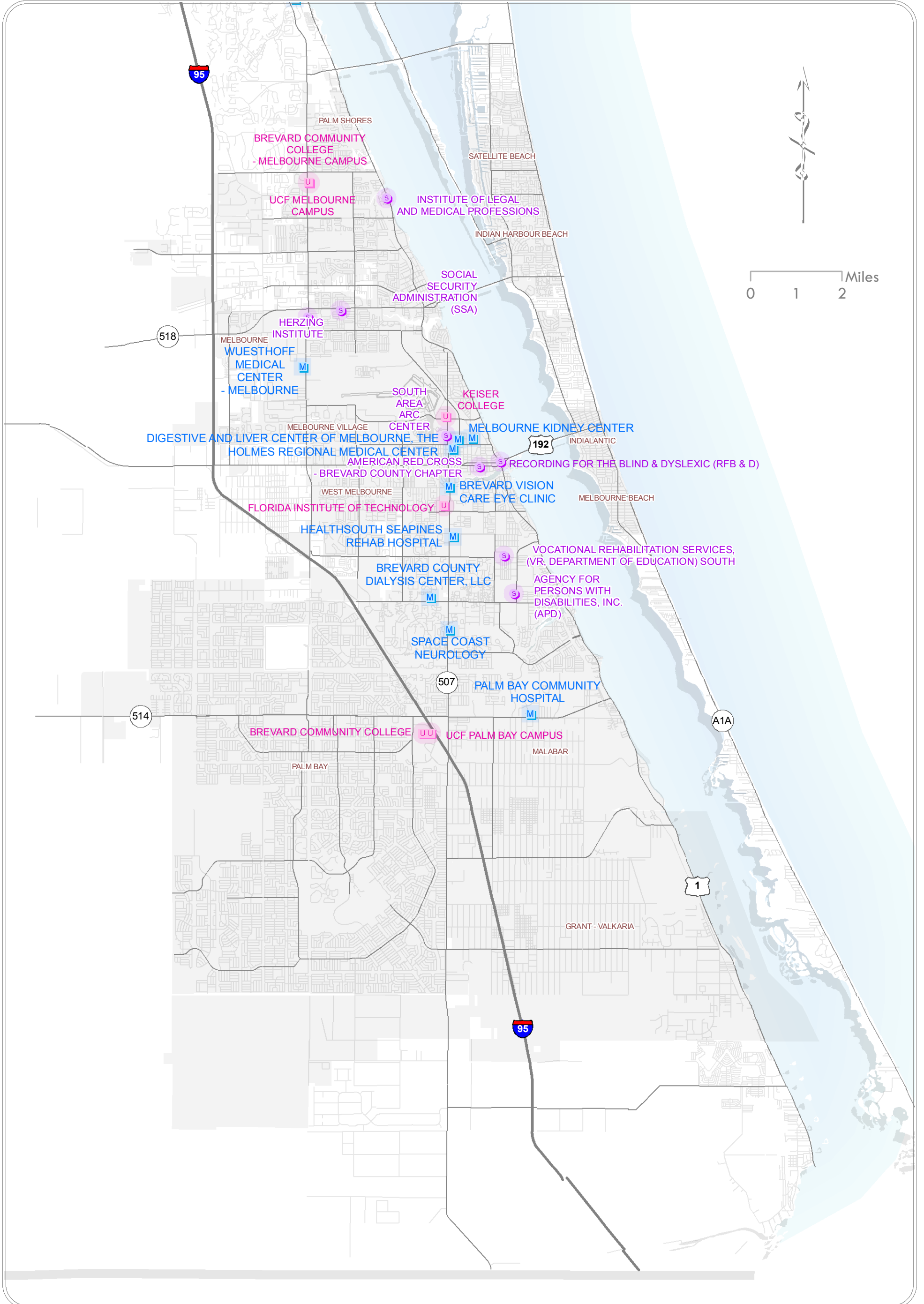
M MEDICAL

S SOCIAL SERVICE

U COLLEGE/UNIVERSITY



M MEDICAL
 S SOCIAL SERVICE
 U COLLEGE/UNIVERSITY



M MEDICAL **S** SOCIAL SERVICE **U** COLLEGE/UNIVERSITY

SERVICE ANALYSIS

Forecasts of TD Population: 2005-2010

Brevard County provides trips for two population groups that are classified as Transportation Disadvantaged (TD). The first group includes all persons who are elderly, disabled, low-income, or children who are considered “high risk” or “at-risk.” These persons, known as the Potential TD Population (also known as Category I), are eligible for specified trips purchased by social service agencies. The second population group, the TD Population (also known as Category II), includes persons who are unable to transport themselves or to purchase transportation, and children who are “high-risk” or “at-risk.” These persons are eligible for trips purchased through the Transportation Disadvantaged Trust Fund, as well as for trips purchased by social service agencies. The TD Population is a subset of the Potential TD Population.

Countywide population totals for 2000 and forecasts for 2006-2011 and 2025 were obtained from the US Census and the BEBR. Interim year population forecasts (2010 through 2025) in five year increments were obtained from BEBR (using “mid-range” forecasts), while a trend line methodology was used to estimate population totals for the other interim years.

The methodology used to develop the Potential TD Population and the TD Population forecasts relies on the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (Center for Urban Transportation Research (CUTR), 1993) which is the official methodology of the Florida CTD. While the methodology has not been updated since 1993, this analysis does reflect the use of 2000 Census data, when available, rather than older data sources cited in the CUTR methodology. In some cases, however, more recent data is not available for certain statistics used in the CUTR methodology. To the extent that additional planning funds or resources become available, revising older data would improve the accuracy and meaningfulness of the calculations and projection in the TDSP.

The total population of the County increased from 476,230 in 2000 to 542,336 in 2006. By 2011, the countywide population is forecast to expand to 593,460 and 717,300 by 2025. The total population forecasts were used in the development of forecasts of the Potential TD Population and the TD Population. Those forecasts and a description of the methodology used to derive them are presented in the following pages.

Potential Transportation Disadvantaged Population

The first step in forecasting the Potential TD Population was to forecast the number of persons who are elderly, disabled, or low-income. The next step was to allocate each member of these groups to a particular market segment to avoid double- and triple-counting. The final step was to add the market segments together to arrive at the overall population estimates.

ELDERLY POPULATION

Forecasts of the elderly population (i.e., persons age 65 and older) were developed based on the percentage of elderly people from the 2000 Census (25 percent) and applied to the population forecasts. Using this methodology, the estimated number of persons who are elderly in the County is forecasted to increase from 136,830 in 2006 to 149,729 in 2011. As those in the elderly population continue to live longer, the need for transportation disadvantaged services will also likely increase. This is particularly true in Brevard County and in Florida overall given the relatively high percentage of elderly persons as a proportion of the total population.

DISABLED POPULATION

Data from the 1990 Census was used to develop estimates of the percentage of the population who were disabled in the under 60 and 60 and over age groups. These percentages were used to forecast the number of persons who are disabled in each year of the study period.

The 1990 Census provides data on the number of persons reporting a “mobility limitation” and/or a “self-care limitation.” The first term includes persons who have limitations in the ability to go outside the home alone, while the second term refers to persons who have limitations in self-care activities such as bathing or dressing. For purposes of this analysis, persons who reported a mobility limitation or a self-care limitation were considered to be disabled. Because the Census reports data in the 14 to 64 and 65 and over age ranges, the Census data was assigned using the CUTR methodology to calculate the percentages using the under 60 and 60 and over age groups (5.3 percent and 26.7 percent, respectively).

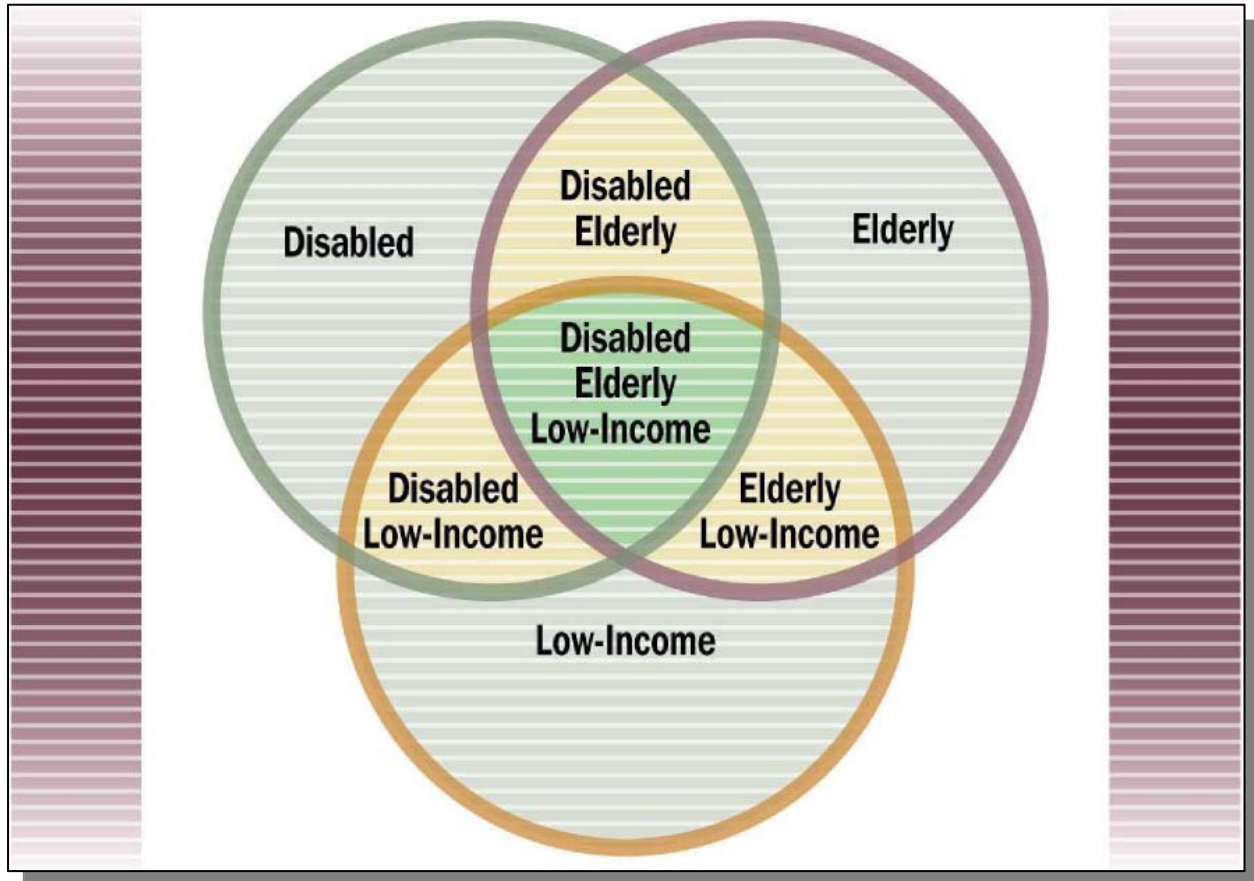
LOW-INCOME POPULATION

County-level data from the 2000 Census were used to develop estimates of the percentage of the population who are low-income (i.e. who lived in families with an income below the federal poverty level) in the under 60 and 60 and over age groups. To estimate the number of low-income persons in each year of the study period, it was assumed that the percentage of low-income persons would remain unchanged. Therefore, the percentages were applied to the under 60 and 60 and over age groups in each year of the study period to forecast the number of low-income persons. Using this methodology, the estimated number of low-income persons in the County is forecasted to increase from 36,879 in 2006 to 40,355 in 2011. Using a constant percentage is consistent with the CUTR methodology, but is not sensitive to cyclical economic and socioeconomic trends that account for variations in the percentage of low-income persons in the general population over time. This is one area where more recent data is not available but would be helpful.

Allocation of Potential TD Population to Market Segments

To avoid double- and triple-counting of persons who are elderly, disabled, or low income, it was necessary to develop a methodology to allocate each of these persons to one of seven market segments. The methodology for this allocation is described in the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, CUTR, 1993. The seven Potential TD Population market segments are illustrated in Figure 1.

Figure 1 - Overlap among Persons Who Are Disadvantaged, Elderly and Low Income



Forecasts of Potential TD Population, 2006-2011

Table 3 presents a forecast of the Potential TD Population by market segment for the period from 2006 to 2011. As is shown in the table, the Potential TD Population is forecasted to increase from 195,050 persons in 2006 to 214,053 persons in 2011.

Table 3 - Forecast of Brevard County Potential Transportation Disadvantaged Population

SEGMENT	YEAR						
	2006	2007	2008	2009	2010	2011	2025
Disabled, Non-Elderly, Low Income	2,062	2,100	2,140	2,180	2,221	2,263	2,729
Disabled, Non-Elderly, Non-Low Income	19,415	19,780	20,150	20,529	20,914	21,306	25,696
Disabled, Elderly, Low Income	2,738	2,789	2,842	2,895	2,950	3,005	3,624
Disabled, Elderly, Non-Low Income	33,770	34,404	35,049	35,707	36,377	37,060	44,696
Non-Disabled, Elderly, Low Income	7,517	7,659	7,802	7,948	8,097	8,249	9,949
Non-Disabled, Elderly, Non-Low Income	92,709	94,448	96,221	98,027	99,868	101,742	122,705
Non-Disabled, Non-Elderly, Low Income	36,839	37,531	38,235	38,953	39,684	40,428	48,758
Total	195,050	198,711	202,439	206,239	210,111	214,053	258,157

Transportation Disadvantaged Population

The TD Population includes those persons who are transportation disadvantaged according to the eligibility guidelines stated in Chapter 427, Florida Statutes (i.e. "...those 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, or children who are handicapped or high-risk or at-risk"). This definition includes persons who are unable to transport themselves because of disability (i.e. transportation disabled persons) and persons who are unable to transport themselves because of income status (i.e. low-income transportation disadvantaged persons).

Forecasts of TD Population, 2006-2011

As with the Potential TD Population, a methodology was developed to allocate each person in the TD Population category to a particular market segment to avoid double- or triple-counting. The methodology for this allocation is described in the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, CUTR, 1993. The five TD Population market segments are:

- Transportation-Disabled, Non-Elderly, Low Income;
- Transportation-Disabled, Non-Elderly, Non-Low Income;
- Transportation-Disabled, Elderly, Low Income;
- Transportation-Disabled, Elderly, Non-Low Income, and
- Non-Transportation-Disabled, Low Income, No Auto, No Fixed-Route.

TRANSPORTATION DISABLED POPULATION

County-level data from the 1980 and 1990 Censuses were used to develop estimates of the percentage of the population who were transportation disabled in the under 60 and 60 and over age groups; comparable data from the 2000 Census were not available. The percentages of low-income households in each age category were taken from the 1990 Census, while data regarding persons with a transportation disability was taken from the 1980 Census. These percentages were used to forecast the number of persons who are transportation disabled in each year of the study period. The 1980 and 1990 Censuses were used because this dataset was not included in the 2000 Census. The 1980 Census provides data on the number of persons with a "public transportation disability." The category is defined as persons who have a health condition that has lasted for six or more months that makes it difficult or impossible to use public transportation. As described above, the CUTR methodology was used to resolve the different age groupings of the data used.

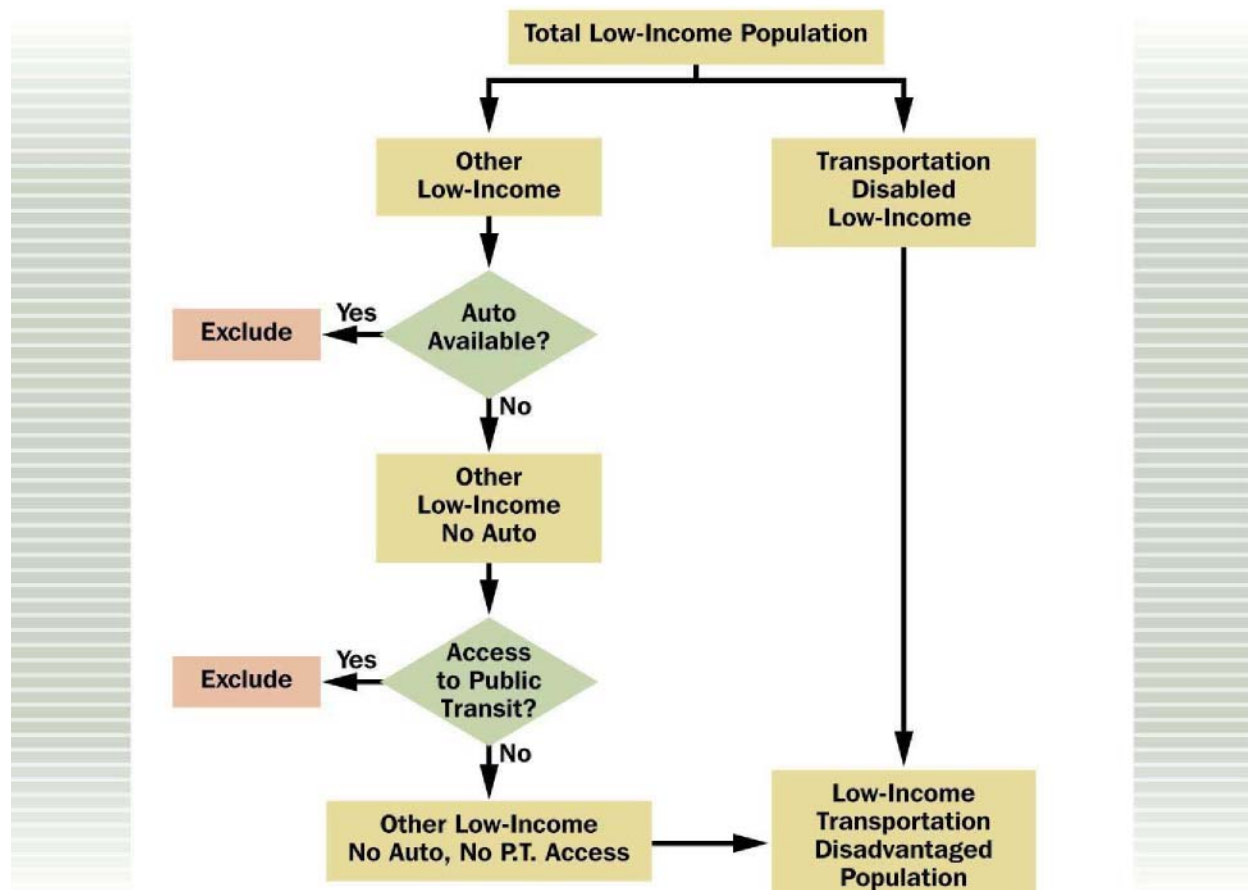
This methodology was used to develop estimates of persons who were transportation disabled in the under 60 and 60 and over age groups in the County. To estimate the number of persons who are transportation disabled in each year of the study period, it was assumed that the percentage of persons who are transportation disabled in each county would remain unchanged. Therefore, these percentages were applied to the under 60 and over 60 age groups to forecast the number of persons who are transportation disabled in each year of the study period. Using this methodology, the number of persons who are transportation disabled in Brevard County is forecast to increase from

35,868 in 2006 to 39,364 in 2011. As with estimating the percentage of low-income persons discussed above, more current data would be helpful in improving these calculations.

LOW-INCOME TRANSPORTATION DISADVANTAGED POPULATION

The process for estimating this population subset is illustrated in Figure 2. The first step was to estimate the total low-income population, using the same methodology as was used to estimate the potential transportation disadvantaged low-income population described previously. The low income transportation disadvantaged population consists of two groups of low-income persons. The first group is those low-income persons who are transportation disabled (i.e., those who are unable to transport themselves because of physical or mental disability). These persons are included in the estimates of the transportation disabled population, described previously.

Figure 2 - Process for Estimating the Low-Income Transportation Disadvantaged Population



Of the other low-income persons (i.e. those who are not transportation disabled), many are able to transport themselves because they have an automobile available or they have access to fixed-route public transit services. These low-income persons are not members of the TD Population category. Therefore, the second group is other low-income persons (i.e. those who are not transportation disabled) who do not have an automobile available and lack access to public transportation.

County-level data from the 1990 Census were used to estimate the percentage of low-income population with no automobile available. According to the 1990 Census, the percentage of low-income households was 23.1 percent. Because the data are expressed in terms of population, the assumption was made that household size remained constant. The 1990 Census also indicates that 61.6 percent of low-income persons are also transportation disabled. The CUTR methodology referenced the National Survey of Transportation Handicapped People which suggested that 40 percent of households were low-income and 70 percent of low-income persons were also transportation disabled. This method is referenced in the CUTR methodology because the 1990 Census data was not available at that time.

Florida data from the 1990 Nationwide Personal Transportation Study (NPTS), analyzed in the 1993 CUTR report: *NPTS Demographics and Travel Behavior: A Comparison of Florida and the United States*, were used to estimate the percentage of low-income population with no access to fixed-route transit. Based on these data, it was assumed that in Brevard County (as in other counties with fixed-route transit), 42 percent of low-income persons do not have access to the fixed-route service. Using this methodology, the estimated number of low-income transportation disadvantaged persons in the County is forecast to increase from 15,489 in 2006 to 16,949 in 2011. Table 4 presents forecasts of the TD Population by market segment for the period from 2006 to 2011. The TD Population is forecasted to increase from 35,868 persons in 2006 to 39,364 persons in 2011.

Table 4 - Forecast of Brevard County Transportation Disadvantaged Population

SEGMENT	YEAR						
	2006	2007	2008	2009	2010	2011	2025
Disabled, Non-Elderly, Low Income	778	793	808	823	838	854	1,030
Disabled, Non-Elderly, Non-Low Income	7,326	7,464	7,603	7,746	7,892	8,040	9,697
Disabled, Elderly, Low Income	1,774	1,807	1,841	1,876	1,911	1,947	2,348
Disabled, Elderly, Non-Low Income	21,881	22,292	22,710	23,136	23,570	24,013	28,960
Non-Disabled, Low Income, No Auto, No Fixed-Route	4,109	4,187	4,265	4,345	4,427	4,510	5,439
Total	35,868	36,543	37,227	37,926	38,638	39,364	47,474

NEEDS ASSESSMENT

The unique conditions in Brevard County present an interesting challenge for the provision of transit services, including those for the transportation disadvantaged (TD) population. To begin with, the considerable distance between urban centers essentially divides the County into three distinct regions – northern, central (including the mainland, Merritt Island and central beaches) and southern regions, altogether depicting an unusual geography, characterized by low population densities. The high employment concentration, rapid southern growth and significant tourist industry are mutually stimulating the need and demand for transit services by the general population, as well as TD riders.



SCAT provided 738,199 trips in 2006, according to the Florida Commission for the Transportation Disadvantaged. Of those trips, 30 percent were for employment, 14 percent were medical-related, 14 percent were for nutritional purposes, and 19 percent were for education, training, or daycare. These figures are shown in Table 5.

Table 5 – Passenger Trips by Trip Purpose (2006)

PURPOSE	# TRIPS	% OF TOTAL
Medical	105,853	14%
Employment	166,562	23%
Education/Training/Daycare	136,997	19%
Nutritional	105,729	14%
Life-Sustaining/Other	223,058	30%
Total Trips	738,199	

Source: Florida Commission for the Transportation Disadvantaged APR 2006

The County consists of specific service areas that would most likely be frequented by TD riders. In addition to county landmark destinations (e.g. NASA, Kennedy Space Center, beaches), areas with high employment (especially service sector employment) would benefit greatly from improved TD services. Service industry jobs are likely to be low-paying (relative to other industries) and thus employed by lower-income workers. In addition, high employment areas are likely to have high numbers of hotel rooms, also employed by lower-income workers (shown in Map 7). High employment areas are located throughout the County, but predominantly exist in Melbourne, Cocoa, Merritt Island and Cape Canaveral.

Some of the major employers in Brevard County include Port Canaveral, Brevard Community College, Florida Institute of Technology, government offices and medical care facilities- all of which comprise potential TD riders and users of SCAT fixed-route services. Additionally, the elderly and youth populations are important in the consideration of TD services, with approximately 15 percent of the Brevard County population age 65 or older and some areas representing 30 percent or more of the population as under age 18. The majority of the elderly population is located along I-95 in the southern part of Brevard County, with small pockets located near Cocoa on SR 520, near Titusville; and near Viera between I-95 and US 1. Two areas with high concentrations of youth are an area northwest of Cocoa, and an area west of Palm Bay. In addition, areas west of I-95 in the north near Titusville have lower median incomes than most of the County (\$15,000 less) and are not well served by SCAT bus routes.

Unmet Needs

As outlined in the Persons with Disabilities Assessment Project, Preliminary Report (2007), problems relative to transportation disadvantaged services, identified during the transportation forums included:

- fixed-route system is restricted to limited areas and inaccessible to people with disabilities
- transportation providers' customer service departments are inaccessible and their reservation services are cumbersome and inefficient
- bus drivers are sometime rude and insensitive to people with disabilities and some drive recklessly
- there are not enough personal transportation options for people with disabilities
- people with disabilities and their families need more information on transportation options available
- local officials, policy makers, legislators and the general public are unaware of the obstacles people with disabilities experience using public transportation service to get to and from work

Having discussed the primary TD service areas and potential needs for Brevard County, it is important to assess how the County fits within the bigger picture for transportation disadvantaged needs. National data indicate that some types of needs are not being met, including (1) multiple destination trips or trips that involve carrying packages; (2) trips for life-enhancing activities, such as cultural events; and (3) trips in and around rural and suburban areas.

Findings from the Freedom to Travel Report, conducted by the U.S Department of Transportation Bureau of Transportation Statistics and generated from the 2002 National Transportation Availability and Use Survey indicate that individuals with disabilities experience transportation problems similar to those without disabilities. However, disabled people are less likely to leave their homes and do not travel long distances as often as non-disabled travelers.

Part of the problem, on the national level, in identifying unmet needs for the transportation disadvantaged groups is the lack of current or planned efforts to collect data relative to the success or failure of federal programs to meet the mobility needs of these individuals. However, five of the 15 federal programs providing senior transportation collect some non-financial data, indicating performance measures. These five programs include the Department of Education's Independent Living Services for Older Individuals Who Are Blind, Department of Health and Human

Services Social Services Block Grants, Community Services Block Grants, Grants for Supportive Services and Senior Centers and Program for American Indian, Alaskan Native and Native Hawaiian Elders. Although these programs assess the extent to which senior mobility needs are met; they do not address the needs for all TD population groups.

Some barriers to assessing the extent of unmet needs include:

- lack of federal guidance
- difficulties of measuring the unmet needs of seniors who are not attempting to access publicly funded services
- lack of clear-cut definition of “mobility needs” which makes it difficult to agree upon a standard for collecting, recording and reporting data

While the need for increased service is well documented, SCAT has shown that it provides high levels of performance with limited resources. It was noted that while SCAT spent \$1.95 in per capita funding in 2005, it served 22.03 passenger miles for every dollar of local funds. This is significantly lower than counties comparable to Brevard (shown in Table 6).

Table 6 - Transit Provider and Funding (2005)

COUNTY/PROVIDER	LOCAL FUNDING PER CAPITA	PASSENGER MILE PER DOLLAR OF LOCAL FUNDING
Space Coast Area Transit	\$1.95	22.03
Sarasota County Transportation Authority	\$17.56	1.85
Volusia County – VOTRAN	\$15.79	3.18
Lakeland Area Mass Transit	\$26.59	2.51
Manatee County Area Transit	\$11.59	0.67

Source: 2006 National Transit Database

BARRIERS TO COORDINATION

Barrier: Limited federal guidance and information on best practices impedes implementation; the manner in which information is collected, retained and reported among providers, municipalities and the CTC

Recommendation: Transit providers, CTC and transportation planning agencies should come together to discuss methods for improving the collection and reporting of data, as well as setting standards or benchmarks

Barrier: Seniors are not encouraged to use alternative modes of transportation or to plan for transit use; ready access to the private automobile is linked to overall life satisfaction

Recommendation: Facilitate gradual transition from driver to non-driver

Barrier: Government policies do not adequately address transportation disadvantaged population's mobility needs

Recommendation: Include TD population in transportation planning process

Barrier: Funding constraints limit local governments/transit agencies in carrying out plans

Recommendation: Increase funding flexibility and improve coordination

Barrier: Negative perception of transit use/senior vans compared to private automobile use (time spent waiting, waits in bad weather, difficulty carrying items, scheduling requirements, infrequent service, inability to walk ¼ mile to bus stop and concerns about personal security and accessibility) that made seniors less likely to want to walk or use transit

Recommendation: Increase marketing efforts to improve the perception of transit and make service information readily available (newspaper, television, brochures, flyer in utility bills, signage); also improve bus shelter stops (functionally and aesthetically) and other pedestrian amenities

Barrier: Coordinating transit use on a regional scale is difficult

Recommendation: More discussion should take place between transit providers, counties, municipalities, Metropolitan Planning Organizations, regional planning organizations, FDOT and federal agencies, within a service area and throughout service areas

Barrier: Rural and/or suburban areas are less likely to have mobility needs met, due to limited services, fewer activities, and increased distances between destinations

Recommendation: Improve service to rural and suburban areas with paratransit services

Additional recommendations for meeting the needs and demands of the transportation disadvantaged service areas and individuals within those areas include the following:

- Improve efficiency of service through use of advanced technology, such as Global Positioning Systems (GPS) and computerized dispatching and mapping systems
- Coordinate transportation services among agencies (locally and regionally)
- Conduct staff training relative to customer service and senior mobility needs
- Conduct training for TD populations on the use of public transportation
- Increase volunteer involvement, in turn lowering costs and increasing service
- Create public/private partnerships to diversify funding sources

GOALS, OBJECTIVES, AND STRATEGIES

GOAL 1: IMPLEMENT A FULLY COORDINATED TRANSPORTATION SYSTEM

Objective 1.1: Maximize coordination with public and private agencies and other transportation operators in Brevard County.

Objective 1.2: Coordinate with the Brevard Metropolitan Planning Organization in the utilization of transit planning funds to support and improve the transportation disadvantaged service.

Objective 1.3: Communicate and coordinate with other counties to promote ride-sharing practices and transportation arrangements.

Objective 1.4: Maintain existing coordination contracts and execute new ones, where feasible, needed and cost effective.

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

Objective 2.1: Ensure that both the fixed route, vanpools and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged.

Objective 2.2: Continue implementation of expanded evening and weekend fixed route service.

Objective 2.3: Continue maximizing use of the fixed route bus service for the transportation disadvantaged.

Objective 2.4: Implement increased paratransit service.

GOAL 3: IMPROVE THE RIDER RESPONSIBILITY AND EXPERIENCE

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

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

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

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

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

GOAL 4: ENSURE PROGRAM ACCOUNTABILITY

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

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

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

GOAL 5: SECURE FUNDING NECESSARY TO MEET SERVICE NEEDS

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

Objective 5.2: Work with the Commission for the Transportation Disadvantaged, Florida Department of Transportation and the Federal Transit Administration to continue to obtain funding necessary to meet service demands of transportation disadvantaged citizens.

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

5 - YEAR BUDGET

Table 7 – SCAT 5-Year Budget

	FY2008	FY2009	FY2010	FY2011	FY2012
EXPENSES					
Labor and Fringe	\$4,911,042	\$5,058,373	\$5,210,124	\$5,366,428	\$5,527,421
Operations and Maintenance	\$5,616,055	\$5,784,537	\$5,958,073	\$6,136,815	\$6,320,919
Capital Expenses	\$5,592,160	\$10,229,925	\$8,432,723	\$8,685,705	\$8,946,276
Total Expenses	\$16,119,257	\$21,072,835	\$19,600,920	\$20,188,948	\$20,794,616
REVENUES					
Farebox	\$392,000	\$403,760	\$415,873	\$428,349	\$441,199
Special Fares	\$334,738	\$344,780	\$355,124	\$365,777	\$376,751
Medicaid Waiver	\$260,000	\$267,800	\$275,834	\$284,109	\$292,632
Local Operating Assistance	\$1,875,501	\$1,875,501	\$1,875,501	\$1,875,501	\$1,875,501
FDOT Block Grant	\$1,213,212	\$1,220,455	\$1,269,029	\$1,307,100	\$1,346,313
FDOT Commuter Assistance Grant	\$176,125	\$75,000	\$75,000	\$75,000	\$75,000
FDOT A1A	\$350,000	\$350,000	\$393,586	\$130,000	\$0
FDOT 520 Corridor	\$350,000	\$350,000	\$393,586	\$130,000	\$0
FDOT Weekend bus service	\$91,000	\$91,000	\$0	\$0	\$0
FDOT Extended evening bus service	\$169,274	\$169,274	\$0	\$0	\$0
FDOT New South Terminal Building		\$500,000	\$500,000	\$0	\$0
TDC-TD Trip and equipment grant	\$1,080,540	\$1,112,956	\$1,146,345	\$1,180,735	\$1,216,157
TDC-TD Planning Grant	\$28,332	\$29,182	\$30,057	\$30,959	\$31,888
Sub-total Operating:	\$6,320,722	\$6,789,708	\$6,729,935	\$5,807,530	\$5,655,441

	FY2008	FY2009	FY2010	FY2011	FY2012
Federal Operating Assistance	\$200,000	\$200,000	\$200,000	\$200,000	\$200,000
Federal Capital Assistance	\$9,561,834	\$9,848,689	\$10,144,150	\$10,448,474	\$10,761,928
Federal (new south terminal building)	\$0	\$4,000,000	\$2,000,000	\$2,000,000	\$2,000,000
Federal Job Access reverse		\$162,591	\$162,591	\$162,591	\$162,591
Federal New Freedom Program	\$0	\$104,491	\$104,491	\$104,491	\$104,491
Sub-total Capital:	\$9,761,834	\$14,315,771	\$12,611,232	\$12,915,556	\$13,229,010
Total Revenues	\$16,082,556	\$21,105,479	\$19,341,166	\$18,723,087	\$18,884,452

SERVICE PLAN

Operation Element

Types, Hours, and Days of Service

The Brevard County CTC coordinates several types of transportation services, including ambulatory and non-ambulatory, door-to-door paratransit services, agency and general public vanpool service, as well as subscription and fixed-route transit service. Map 11 portrays existing transit service and coverage throughout Brevard County. The CTC coordinates and provides individual, group, and subscription (standing order) transportation services. A group trip is defined as one where individuals are picked up at their homes or at a common origin and dropped off at a common destination. Subscription or standing order trips are trips made to the same destination three or more times per week (e.g. dialysis). Because of the unique nature of SCAT's service design, all modes of public transportation in Brevard County explicitly serve the transportation disadvantaged population.

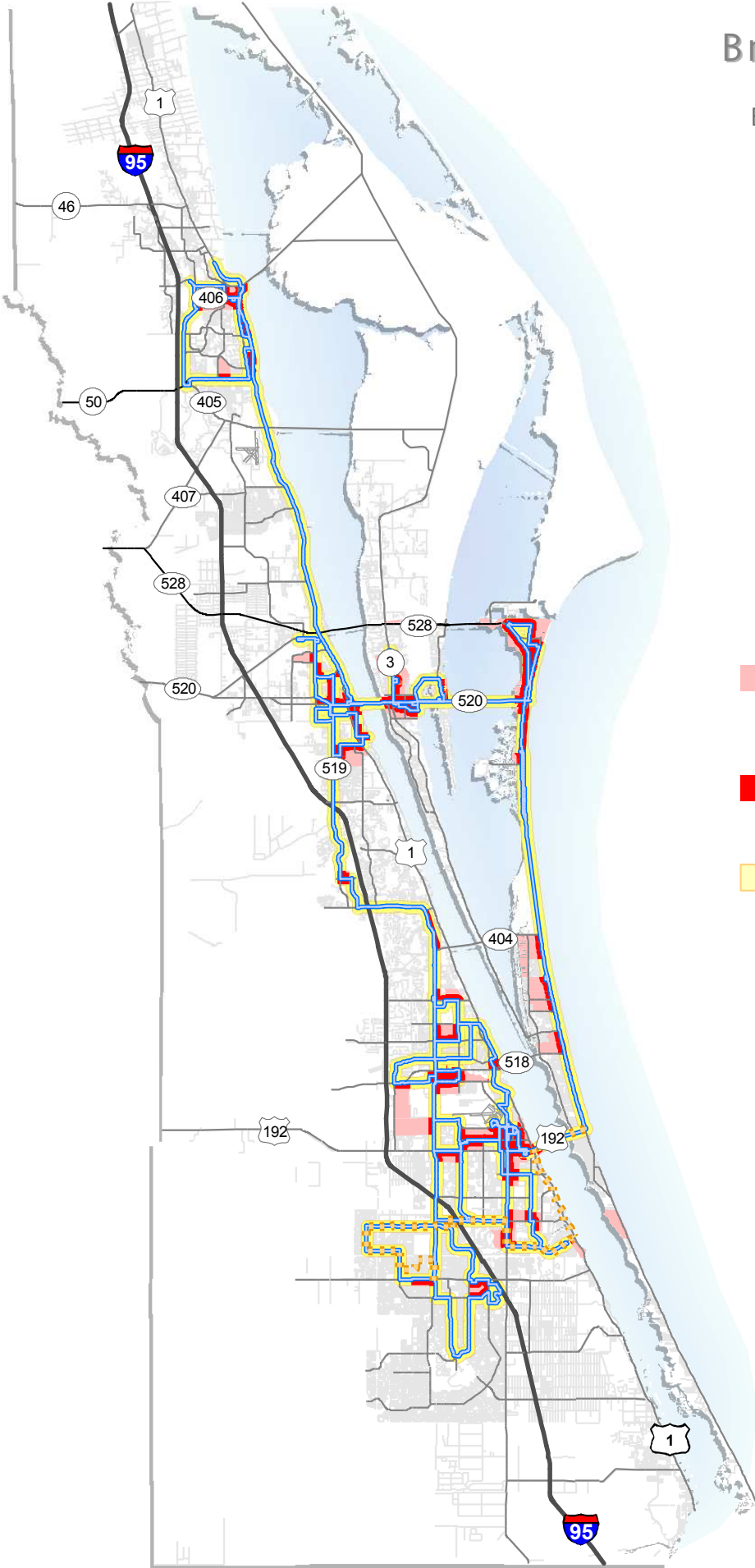


Specifically, seven types of public transportation services are offered to meet the mobility needs of the Potential TD Population, TD Population, and the ADA-eligible population in Brevard County. These services include: (1) traditional fixed-route transit, (2) TD non-sponsored paratransit, (3) ADA paratransit, (4) Volunteers in Motion (5) agency-sponsored vanpool transportation, (6) contracted routes and (7) school bus utilization. The following section and Table 7 will provide general information about the umbrella of coordinated transportation services currently available through the Brevard County TD program.

Brevard SCAT TDP

Map 11

Existing Transit and Service Coverage



- Transit Supportive TAZ
(Greater than 4 jobs per acre
or 3 units per acre)
- Transit Supportive
& Inside Transit Coverage
- Transit Coverage
(1/4 mile from Transit Route)
- Transit Routes
- Beach Plus Bus Route
- Summer only



FIXED-ROUTE SERVICE



Space Coast Area Transit currently offers 17 routes (weekday and weekend) that operate throughout the County and generally provide county-wide coverage. The fixed-route service focuses on the urbanized area east of I-95 in the county. In general, fixed routes in Brevard County operate Monday through Friday from 7:00 am to 8:50 pm. The full fare for fixed-route bus service is \$1.25 and 60 cents for half-fare riders, which include seniors, people with disabilities, and students. SCAT also offers 10 ride passes for \$10.00 to full fare riders and \$5.00 for half

fare riders. Monthly passes are also available at \$35.00 full fare riders and \$17.00 for half fare riders. Melbourne residents can ride Routes 1 and 21 for free, because of a grant obtained by the city. Information on specific routes and schedules can be found on SCAT's website at www.ridescat.com or by calling (321) 633-1878.

TD NON-SPONSORED PARATRANSIT

SCAT began to provide, as well as coordinate, TD non-sponsored trips in FY 1994. For three years prior, this service was coordinated through SCAT, but provided by Coastal Health Systems under contract to the CTC. Currently, SCAT provides all TD non-sponsored trips in Brevard County. TD non-sponsored trips are general purpose trips that are not subsidized by a governmental or social service agency. Individuals must be certified as TD-eligible to receive these trips. Thus, the service is available to persons who, because of physical or mental disability, income status, age, or for other reasons, are unable to transport themselves or purchase transportation.

TD-eligible individuals whose trips are not subsidized by an agency or another funding source must request door-to-door paratransit service at least 24 hours in advance by calling SCAT at (321) 633-1878 (North Brevard County) or (321) 952-4672 (South Mainland) between the hours of 8:00 am and 5:00 pm. TD transportation is generally provided Monday through Friday from 6:00 am to 6:00 pm. However, some group work trips are provided on a regular basis after hours to specific employment sites and TD Dialysis trips are offered on Saturdays. In addition, at least one SCAT lead operator is on-call each night to provide additional after hour trips, as needed.

The State of Florida TD Trust Fund subsidizes non-sponsored trips. TD clients pay \$2.50 per one-way trip (\$1.25 for senior citizens and persons with disabilities). The remainders of the trip costs are paid by the TD Trust Fund (TDTF) according to a base plus mileage formula. Because the demand for TD non-sponsored, general purpose transportation service is greater than the funds available, a set of trip priorities has been established. The current trip priorities for TD non-sponsored trips are as follows:

- Medical appointments - 55 percent of trips
- Food shopping - 5 percent of trips
- Employment - 20 percent of trips

- Other - 20 percent of trips

TD trip cancellations may be made by calling the same telephone number that is used to make a trip reservation (provided above). Cancellations are handled by SCAT reservationists during normal office hours. TD customers may provide notice of a cancellation after hours by leaving a recorded telephone message for SCAT staff. Cancellations received at least 24 hours before the scheduled pick-up time are reflected on the TD customer's service record as a cancellation; however, the accumulation of cancellations does not result in the suspension of service. A TD customer's request for cancellation of a scheduled trip is considered a passenger no-show if the cancellation is not received at least 24 hours before the scheduled pick-up time. SCAT has established and implemented a no-show policy for TD transportation. TD customers who accumulate more than three no-shows in six months may have their paratransit privileges suspended, at the sole discretion of the CTC. As outlined in the Brevard County Local Coordinating Board for Transportation Disadvantaged Services Cancellation and No-Show Policy, the following steps may be taken by the CTC and/or contract operators in response to passenger no-shows:

One (1) No-Show: Attach door hanger, stating missed ride appointment to trip recipient's door. Mail out policy reminder form to TD Client.

Two (2) No-Shows: Attach door hanger stating missed ride appointment to trip recipient's door. Mail out policy reminder form to TD client. The transportation operator may follow-up with a phone call four (4) days after mail-out. The purpose of the call would be to discuss reason(s) for no-show and possible preventative actions. Notify Medicaid when Medicaid clients accumulate two (2) no-shows.

Three (3) No-Shows: Attach door hanger to trip recipient's front door stating missed ride appointment. Mail out policy reminder form to TD client. The transportation operator must follow-up with a phone call four (4) days after mail out to discuss reason(s) for no-show and possible preventative actions. The transportation operator must notify the CTC of the third no show. The CTC may direct further action such as:

1. Referral to sponsoring agency or Family & Children Services for review.
2. Suspension of paratransit privileges for one (1) to thirty (30) days.
3. Further action as determined appropriate by the CTC including permanent suspension of paratransit privileges.

TD customers who are utilizing paratransit service for life-sustaining medical purposes will not be suspended for passenger no-shows, as the loss of transportation could be life-threatening. However, SCAT will work closely with these individuals to reduce the number of cancellations and no-shows.

ADA PARATRANSIT

The Americans with Disabilities Act (ADA) of 1990 established minimum standards for improving mobility for the elderly and those with disabilities. Complementary paratransit service is provided to those individuals who apply and become certified by SCAT to use ADA Paratransit. This service is provided to make sure all regular bus systems are completely accessible for use by people with disabilities. ADA Paratransit service is only for pickups and destinations within ¾ mile of a SCAT fixed-route. Hours for operations correspond with the fixed-route service area. ADA-eligible persons must request door-to-door service at least 24 hours in advance by calling SCAT at (321) 633-1878. Rides can also be requested up to 14 days in advance and trips that occur on a regular basis do not need to be reserved

each time. The fare for ADA-paratransit service can not be more than twice the amount of the regular bus fare and can be used for any purpose. Because such door-to-door service is expensive to operate, SCAT has been working on various efforts to encourage ADA-eligible patrons to use the fixed-route system to the extent practical. This approach can save SCAT money in the long run; however, anytime SCAT extends a route or expands service with new routes, it must provide complementary ADA paratransit service. Potential sources of funding for is the New Freedom Program (in particular the Job Access and Reverse Commute Program), which aims to fund programs and projects that go above and beyond minimum ADA standards and improve mobility and quality of life for disabled individuals.

VOLUNTEERS IN MOTION PROGRAM

The Volunteers in Motion (VIM) program is coordinated by Space Coast Area Transit, the Senior Resource Alliance and the Community Care for the Elderly Program. This program was created to provide reliable transportation to elderly citizens in Brevard County who are unable to use the fixed-route system and paratransit services provided by SCAT. Volunteers in Motion not only provides transportation to and from grocery stores, but also assists passengers with shopping and unpacking groceries in their homes. Volunteer assistance is used in all aspects of the program including dispatchers, schedulers, drivers, and escorts.

AGENCY-SPONSORED VANPOOL



Vanpool program is a transportation service option that is aimed at commuters. Agencies may lease vans through the vanpool program to transport employees to work. As of the September 2007, there were 111 vans that are used in this program. The vanpool program serves as an alternative to agency-sponsored subscription route bus service that SCAT contracts out to VPSI, Inc. Advantages of the vanpooling program are numerous with the high prices of gas and wear and tear on a car. It takes between eight and 15 passengers to fill up a vehicle, and with fewer stops and direct door-to-door trips, this service tends to be more

convenient than using fixed-route bus service to get to work. Vans are leased to human service agencies for \$645 per month while the cost is \$490 per month for commuter services. Both of these prices include maintenance, insurance, and administration. Human service agencies lease vans to transport people often from assisted living senior complexes to doctors' appointment or social/recreational outings.

CONTRACTED ROUTES

SCAT's contracted routes serve non-profit agencies with demand/response service. The agencies that SCAT serves within Brevard County are Achievement Center, Bridges BTC Inc., Easter Seals, and Seniors at Lunch. These agencies work with SCAT to transport agency clients to centers in the morning and return clients in the afternoon. The typical service day consists of picking up passengers at their homes and transporting them to the agency facilities between 6:30 am and 9:00 am. In the afternoon, the bus reverses the route, returning clients to their homes, generally between 3:00 pm and 6:00 pm. Some buses also provide trips to meal sites from 11:00 am to 2:00 pm. The costs are negotiated through a contract process. Other residents of the County may use this service on a seat-available basis for \$1.25 per one-way trip; seniors and persons with disabilities are charged 60 cents.

SCHOOL BUS UTILIZATION

In addition to the transportation options described above, SCAT and the Brevard County School District work together to coordinate and provide group trips for youth activities sponsored by various Brevard County Parks and Recreation Department during the summer months.

Table 8 - Public Transportation by SCAT in Brevard County

TRANSPORTATION PROVIDER	TARGETED USER	VEHICLES	AREA SERVICED	TYPE OF SERVICE	COST	HRS OF OPERATION
Fixed-Route	General public	Bus	All of Brevard County	All	Fixed Service:\$1.25 full fare, \$0.60 half fare, 10 rides: \$10.00 full fare, \$5.00 half fare, Monthly \$35.00 full fare, \$17.00 half fare	Monday-Saturday 6:00AM to 9:00PM
Paratransit	Transportation Disadvantaged Individuals	Bus, and mini-bus	All of Brevard County	All	\$2.50, \$1.25 for elderly and disabled	Monday-Saturday 8:00AM- 5:00PM
ADA Paratransit	ADA-eligible riders	Buses	Within ¼ of a mile of a fixed- route	All	No more than double of full fare rate	Monday-Saturday 6:00AM to 9:00PM
Volunteers in Motion	Elderly	Ambulatory van, wheelchair van with ramp	All of Brevard County	All	Free	Monday- Friday 8:00AM- 5:00PM
Vanpooling	Commuters	Mini, mini-commuter, executive, maxi-vans including wheelchair lift equipped	All of Brevard County	Commuter service to and from work	\$490 per month for commuters and \$645 per month for human service agency	
Contracted Route	Not-for-profit agencies	Bus	All of Brevard County	To and from not-for-profit agencies	Negotiated in contract	Monday- Friday 6:30AM to 6:00PM
School Bus Utilization	Youth	Bus	All of Brevard County	Summer events		

Accessing Services

SCAT paratransit services are available to persons who have been certified as eligible to receive ADA complementary paratransit service because they are unable to use SCAT's fixed-route bus service. Paratransit services are also available for individuals classified as transportation disadvantaged because they are unable to transport themselves or to purchase transportation due to physical or mental disability, age, income status, or because they at-risk children. The processes used to determine eligibility for each of the programs are discussed below.

ADA COMPLEMENTARY PARATRANSIT SERVICE

Persons with disabilities in Brevard County may be eligible to receive ADA complementary paratransit service for origins and destinations that fall within the 3/4 mile ADA corridor that exists on either side of the SCAT fixed-route bus system. These individuals must be certified as ADA-eligible in order to receive paratransit service. Eligibility is conferred to persons with disabilities who are able to demonstrate that they are unable to use SCAT fixed-routes due to the nature and extent of their disability or because the fixed-route bus service is not fully accessible. ADA complementary paratransit services are only provided during the fixed-route days and hours of service. Currently, individuals who would like to become certified as eligible to receive ADA complementary paratransit service must first contact SCAT. SCAT customer service personnel handle the initial telephone contact. A detailed application is sent to each interested individual along with a description of ADA eligibility and services. Every applicant is required to provide, along with the ADA application, permission for SCAT to contact a qualified professional familiar with the applicant's disability. SCAT personnel then reviews each application to determine if the individuals should be certified as ADA-eligible because the nature or extent of their disability prevents them from using SCAT fixed-route bus services. Applicants are notified in writing within three weeks of the receipt of their application regarding the outcome of the eligibility determination process. All persons who are denied ADA-eligibility have the right to appeal the decision and are provided with information regarding SCAT's ADA eligibility appeal process. SCAT repeats the certification process every three years.

TD NON-SPONSORED PARATRANSIT SERVICE

The issue of eligibility of paratransit trips funded through TD non-sponsored funds has been a topic of much discussion in Brevard County since 1991. The catalyst for these discussions has been the acknowledgment that the demand for TD service exceeds the available supply and/or funding for non-sponsored TD trips. In June 1992, in an effort to help control the demand for TD non-sponsored paratransit service, the local coordinating board for Brevard County and the Brevard County Board of Commissioners adopted a Passenger Management System to set trip purpose priorities for TD non-sponsored trips. In addition to the trip purpose priorities established through the Passenger Management System, TD eligibility was established through customer self-certification.

The question of whether to establish a formal eligibility determination process for TD non-sponsored trips was addressed again in April 1995. At that time, the Center for Urban Transportation Research, under contract to SCAT, conducted a Trip Priorities and Eligibility Workshop for the Brevard County LCB. The purpose of the workshop was to provide an interactive forum for LCB members to discuss trip priority and eligibility issues with the goal of deciding whether to recommend that SCAT implement more formal client eligibility and priority-setting procedures. At the

conclusion of the day-long workshop the LCB voted to maintain the Passenger Management System in its current form. With respect to eligibility, the LCB voted not to impose a formal eligibility certification process at that time; however, SCAT was instructed to begin collecting additional information pertaining to passengers' ages, disabilities, and income levels as part of the normal telephone reservation process. SCAT was also instructed to continue accepting customer self-certification of eligibility.

Currently, SCAT continues to accept self-certification for TD non-sponsored trip eligibility determination. However, the CTC will work closely with the LCB when the LCB feels the need to establish and implement a TD eligibility process or if such a process is required by the FCTD.

TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

SCAT utilizes several transportation operators in order to provide a variety of transportation services for the transportation disadvantaged in Brevard County. In March of 1987, SCAT entered into a public-private partnership with VPSI, Inc., to operate the Brevard County Vanpool Program. As part of this program, the Brevard County Board of Commissioners has purchased over 100 vans with Federal and State public transportation grants. The vans are leased to VPSI and they have subleased the vans to commuter groups and human service agencies. Commuter groups pay VPSI \$490 per month for use of the van(s) and human service agencies pay \$645 per month. This fee covers the cost of insurance, vehicle maintenance, repair, and a variety of additional customer services.

With the Brevard County Board of Commissioners' approval, SCAT has coordinated the use of school bus services through a joint use agreement. The contact person for the Brevard County School District is the Transportation Services Director, Michael Connors, 2091 West King Street, Cocoa, Florida 32926; (321) 633-3681.

Public Transit Utilization

Persons who are transportation disadvantaged also may use the fixed routes operated by SCAT. Currently, seventeen routes (weekday and weekend) are operating throughout the County and provide county-wide coverage. In general, the fixed-route service focuses on the urbanized areas east of I-95 in the county. The fixed routes in Brevard County generally operate Monday through Friday from 6:00 am to 6:45pm, although there are some routes that operate at night and on weekends. The full fare for one ride on the fixed-route bus service is \$1.25 (60 cents for seniors, disabled, and students). SCAT also offers half-price (\$17.00) monthly bus passes to seniors, persons with disabilities, and students. Individuals may contact SCAT at (407) 633-1878 to request specific route and schedule information. Although use of the fixed-route is always encouraged among the TD Population in Brevard County, the limited days and hours of service, as well as limited geographic coverage, prohibit the use of the fixed-route system for all TD trips. However, many of the fixed route service riders are TD eligible and one of SCAT's goals is to meet as many TD trips as possible through its

School Bus Utilization

In addition to the transportation options described above, SCAT and the Brevard County School District work together to coordinate and provide group trips for youth activities sponsored by Brevard County Parks and Recreation Department during the summer months.

Vehicle Inventory

SCAT provides public transportation services to a population of 521,226 in the Brevard County area. Annually, SCAT provides approximately 913,132 passenger trips on its 14 fixed routes as well as 430,896 passenger trips on its paratransit system. The service is provided with a fleet of 55 fixed-route buses and 68 paratransit vans. The vanpool program also provides 142,650 passenger trips annually through SCAT on its 111 vans (Data is taken from the 2006 National Transit Database, with the exception of the number of vans operated by VPSI. This number was obtained directly from VPSI). Detailed characteristics of the vehicle inventory of SCAT are provided in Table 8.

Table 9 - Vehicle Inventory (FY 2006-07)

TYPE	# OF VEHICLES IN TOTAL FLEET	MANUFACTURE YEAR	# OF ADA ACCESSIBLE VEHICLES WITH LIFTS OR RAMPS	SEATING CAPACITY	TOTAL MILES ON ACTIVE VEHICLES	AVG. LIFETIME MILES PER ACTIVE VEHICLES
Motorbus						
	2	2005	2	14	70,994	42,938
	1	1996	1	14	27,978	152,117
	3	1997	3	30	36,720	242,931
	8	1996	8	14	227,636	296,467
	14	1994	14	14	264,903	297,707
	3	1992	0	32	86,921	409,530
	2	1989	0	30	64,065	351,953
	4	2001	4	35	125,884	194,577
	4	2002	4	35	203,274	244,347
	16	2003	16	30	901,573	125,402
Total	57	N/A	52	248	N/A	N/A
Para Transit/ Contract						
	2	2000	0	7	9,624	151,742
	2	2005	2	14	70,994	42,938
	5	1999	5	7	42,533	65,382
	1	1996	1	14	27,978	152,117
	2	1997	0	7	81,545	133,187
	3	1997	3	30	36,720	242,931
	8	1996	8	14	227,636	296,467
	14	1994	14	14	264,903	297,707
	3	1992	0	32	86,921	409,530
	2	1989	0	30	64,065	351,953

TYPE	# OF VEHICLES IN TOTAL FLEET	MANUFACTURE YEAR	# OF ADA ACCESSIBLE VEHICLES WITH LIFTS OR RAMPS	SEATING CAPACITY	TOTAL MILES ON ACTIVE VEHICLES	AVG. LIFETIME MILES PER ACTIVE VEHICLES
	4	2001	4	35	125,884	194,577
	4	2002	4	35	203,274	244,347
	16	2003	16	30	901,573	125,402
Total	66	N/A	57	269	N/A	N/A
Private Vanpools with VPSI						
	1	2006	1	7	9,934	9,934
	2	2003	1	7	32,885	41,554
	5	2006	0	15	103,173	20,634
	14	2006	0	11	405,617	28,958
	14	2006	8	15	27,802	1,985
	13	2006	4	11	41,216	3,165
	2	2000	0	8	39,534	68,758
	1	2000	0	7	7,476	98,722
	6	2001	0	15	110,706	68,879
	1	2003	0	11	9,682	38,459
	1	2001	0	11	18,422	101,292
	8	2003	2	11	208,183	76,196
Total	68	N/A	16	129	N/A	N/A
Private Agency Transportation with VPSI						
	2	2006	0	13	9,916	4,958
	3	2006	0	15	33,579	11,193
	4	2006	4	11	400	100
	9	2006	0	11	37,738	15,304
	3	2006	0	7	12,826	4,275

TYPE	# OF VEHICLES IN TOTAL FLEET	MANUFACTURE YEAR	# OF ADA ACCESSIBLE VEHICLES WITH LIFTS OR RAMPS	SEATING CAPACITY	TOTAL MILES ON ACTIVE VEHICLES	AVG. LIFETIME MILES PER ACTIVE VEHICLES
	11	2001	0	15	239,701	62,871
	4	2001	0	14	36,711	51,755
	1	2001	10	11	9,878	49,914
	5	2000	0	15	34,666	47,082
	7	2000	0	7	76,111	68,000
	2	2000	0	8	7,447	64,327
	8	2003	8	11	160,500	69,447
	1	2003	0	7	25,640	70,660
Total	60	N/A	22	145	N/A	N/A

System Safety Program Plan Certification

SCAT has an approved System Safety Program Plan (SSPP) and is in compliance with adopted safety standards in accordance with Rule 14-90. SCAT's SSPP certification is included in Appendix A.

Intercounty Services

Currently, SCAT does not have any formal agreements with other CTCs to provide intercounty TD transportation services.

Natural Disaster /Emergency Preparedness

In addition to coordinating public transportation in Brevard County, SCAT is the designated coordinator of Emergency Service Function (ESF) #1. This role encompasses the coordination of all phases of emergency preparedness transportation. SCAT has developed a coordination manual that details steps to be taken during all phases of a natural disaster and/or emergency. In the role of ESF #1 coordinator, SCAT works closely with other emergency support functions like public works, law enforcement, the Red Cross, School Board, and Health Department to provide for safe and efficient evacuation of Brevard County residents. Space Coast Area Transit also has a detailed plan in place for hurricanes and other natural and/or man-made disasters. This plan has successfully been used to carry out evacuations during several hurricanes and wild fire emergencies. SCAT encourages residents with special needs to pre-register with the Emergency Management Office at 637-6670 to ensure that the highest quality of emergency service is possible when it is needed.

Marketing

SCAT has been actively marketing public transportation in Brevard County for 13 years. SCAT has successfully completed a number of media and public relations campaigns designed to increase awareness and use of public transportation available in Brevard County including paratransit, fixed-route bus, and vanpool. A majority of the marketing campaigns have focused on educating the public about fixed-route bus service in Brevard County and providing incentives to encourage use of SCAT buses. SCAT marketing has concentrated on fixed-route bus service in order to facilitate the transition of persons from door-to-door paratransit services to the less expensive bus service available in the County. By moving people to fixed-route bus service, SCAT hopes to increase capacity on the paratransit system for people who are unable to use fixed-route bus service and provide greater mobility for all persons in Brevard County.

SCAT makes available a master book of standardized maps and routes, providing detailed information about each SCAT fixed-route bus schedule, fare information, transfers and a system overview. SCAT also makes numerous public presentations each year to educate the public about SCAT services. Standardized speakers bureau presentation materials have been developed to facilitate presentations to the public. These materials include a short video describing SCAT's umbrella of public transportation services, a script for presenters, and promotional materials for audience members (e.g. fans, cups). SCAT also regularly submits press releases to local newspapers to notify the public of service changes and enhancements, as well as public meetings concerning public transportation.

Recently SCAT has updated their website to include schedules and maps of all routes and an interactive system map that can be used by viewers. Another feature that SCAT has implemented is the Trip Planner, found at www.ridescat.com. The Trip Planner allows a rider to input their starting and ending location, resulting in a preferred route and stops for their trip. The Trip Planner also has the option of choosing frequently visited Brevard County landmarks for starting or ending locations. The list of landmarks includes some of the locations that are within walking distance of a bus stop. Categories of landmarks include: colleges, courthouses, drugstores, government buildings, hospitals, hotels, leisure, libraries, malls, medical centers, nursing homes, parks, restaurants, schools, shopping centers, and Wal-Marts. By creating a personalized account, the user can save his or her trip and route information.

Acceptable Alternatives

Any agency that purchases or provides transportation for persons who are transportation disadvantaged with transportation disadvantaged funds is to do so through a contractual arrangement with the Community Transportation Coordinator. Exempt from this requirement are privately-owned vehicles of an agency volunteer or employee; state-owned vehicles; privately-owned vehicles of a family member or custodian; common carriers, such as commercial airlines or bus; emergency medical vehicles; and in instances where the CTC determines that it is unable to provide or arrange the required service. At the current time, the agency-sponsored vanpool program at SCAT has been very successful providing a low cost, efficient transportation option to agencies that do not have transportation needs that can be easily met within the TD program in Brevard County.

QUALITY ASSURANCE

Service Standard

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

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

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

Passenger No-Shows - See policy on page 48.

CPR/1st Aid - All Space Coast Area Transit vehicle operators must have up to date CPR and First Aid training.

Driver Criminal Background Screening - Space Coast Area Transit follows all DCF policies regarding background checks of vehicle operators.

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

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

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

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

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

Accidents - 1.2 accidents per 100,000 miles will be the maximum allowable number of accidents

Road calls - There should be no less than 10,000 miles between each road call

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

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

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

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

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

Billing Requirements - All Transportation Disadvantaged related bills shall be paid within 7 working days to Transportation Disadvantaged subcontractors, after receipt of payment by the Brevard County Finance Department in accordance to Brevard County policies, Local Coordinating Board rules and Section 287.0585 of the Florida Statutes.

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

Adequate Seating Policy - Space Coast Area Transit will provide adequate seating for paratransit services for each rider and escort, child, or personal attendant and no more passengers will be scheduled or transported, at any time, than the vehicle seating capacity.

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

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

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

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

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

Local Grievance Procedure

See Appendix B.

Evaluation Processes

Space Coast Area Transit has an almost unique role in serving as both the CTC and Designated Official Planning Agency for Brevard County. The past practice was to have SCAT planning staff complete the CTC Review Workbook. The workbook was then presented to the CTC Review Committee of the Local Coordinating Board before a final review of the Local Coordinating Board is completed.

Based on input from the Commission for the Transportation Disadvantaged staff, SCAT is currently reviewing options for an outside firm to complete the next CTC review. Once the review is complete, the results will be submitted to the Commission for the Transportation Disadvantaged.

COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

Cost Revenue Allocation

The rate structure is the same for all Transportation Disadvantaged trips with Brevard County. The Transportation Disadvantaged rates were determined through the

Rate Calculation method mandated by the Commission for the Transportation Disadvantaged.

Table 10 - Rate Structure

	FULL FARE	HALF FARE
Fixed Route Monthly Pass	\$35.00	\$17.00
Fixed Route Ten Ride Pass	\$10.00	\$5.00
Single Ride Tickets	\$1.25	\$0.60
	Per Passenger Mile	
Ambulatory	\$3.48	
Wheelchair	\$5.97	

These rates have been approved by the Local Coordinating Board and the Commission for the Transportation Disadvantaged and are effective July 1, 2007. Both the Local Coordinating Board and the Community Transportation Coordinator will continue to monitor the rates to determine when, and if, these rates need to be modified due to changes in the costs in the delivery of these trips.

APPENDICES

Appendix A: Safety System Program Plan

**SAFETY SYSTEM PROGRAM PLAN
REVIEWED 1-26-07**

**SPaCe
COaSt
AREA TRANSIT**

FUNDED THROUGH THE STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION

TO: Space Coast Area Transit Employees
FROM: Jim Liesenfelt, Director
DATE: January 26, 2007
SUBJECT: Passenger, Vehicle, and System Safety Review Update

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

As part of the commitment to safety, Florida Department of Transportation has approved rules calling for a Safety Plan whose overall goal is to prevent and reduce the severity and number of accidents involving vehicles, passengers, employees or any other individuals who come into contact with the transportation system. Management has reviewed and re-approved this Safety System Program Plan as of 1/26/07.

As part of the Safety Program all employees are required to bring any conditions perceived to be unsafe to my attention. I am fully committed to this Passenger, Vehicle and System Safety Plan because it formalizes safety as the transportation system's top priority. Please join with me in supporting this important program. If you have any questions or comments, please do not hesitate to contact me at (321) 635-7815 ext 231 or e-mail me at jim@ridescat.com.

SPACE COAST AREA TRANSIT: SYSTEM SAFETY PROGRAM PLAN (SSPP)

1. MANAGEMENT SAFETY POLICY STATEMENT:

The Space Coast Area Transit was organized to provide safe, courteous, clean, reliable and effective on-time service to the residents of Brevard County.

The appointed Safety Lead has been directed and empowered to devise, implement and administer a comprehensive and coordinated Safety System Program with a specific safety plan and activities to prevent, control and resolve unsafe conditions, which may occur as a result of our services and operations. This authority includes the right to stop any operation, which is determined to be hazardous or creating an unsafe condition.

Safety is of the first importance in the discharge of duty and obedience to the rules is essential.

It is the duty of each Space Coast Area Transit employee to cooperate with management and provide them with any requested information to help in any investigation they may undertake.

2. INTRODUCTION AND PURPOSE:

The System Safety Program Plan (SSPP) describes the functions and responsibilities that shall be implemented and maintained to achieve a high level of safety at SCAT. The SSPP shall be means of improving communication, documentation and coordination within the entire system and to reduce injury, property damage and delays in service. The SSPP shall apply to all areas of SCAT including design, procurement, administration, operations, and maintenance.

A. GOALS AND OBJECTIVES

The overall goal of SCAT is to provide transit services in a safe, reliable manner and reduce the costs associated with accidents. The objectives for attaining the safest operating conditions and environments are as follows:

- 1) Identify unsafe conditions.
- 2) Develop methods to control or eliminate hazards.
- 3) Determine the simplest most effective solutions to control hazards.

- 4) Estimate the cost to eliminate or control the hazard.
- 5) Estimate losses as a result of the hazard.
- 6) Determine or estimate the cost saving or benefit as a result of eliminating or controlling the hazard.

These objectives shall be applied to all aspects of the system in reducing accidents and be presented to all employees during training.

3. REGULATORY AGENCIES:

State law requires SCAT to develop a transit system safety program plan that complies with state minimum equipment and operational safety standards established pursuant to subsection 341.061, Florida Statutes, and to annually inspect all equipment operated in accordance with established standards. Minimum state standards are contained in Rule Chapter 14- 90, Florida Administrative Code. It is SCAT's intent to comply with these standards, at a minimum and certify to the Department of Transportation annually, the following:

- A. An SSPP developed in accordance with Rule Chapter 14- 90.
- B. Compliance by SCAT with SSPP.
- C. Safety inspection performed on all equipment pursuant to Rule Chapter 14- 90. SCAT shall suspend system operations or any portion thereof that poses an immediate danger to public safety.

4. SYSTEM DESCRIPTION:

- A. Space Coast Area Transit is a product of a merger between once Consolidated Agencies Transportation System and the Brevard Transportation Authority in 1985. SCAT comes under the authority of the Brevard County Board of County Commissioners.
- B. SCAT provides vanpool services, contract routes, fixed routes and para-transit routes. SCAT's main office is located at 401 South Varr Avenue, Cocoa Florida, with a satellite office at 460 South Harbor City Boulevard, in Melbourne Florida.

5. MANAGEMENT SAFETY RESPONSIBILITIES:

Management shall be responsible for the implementation, maintenance and updating of the SSPP. Safety related responsibilities for all areas of SCAT should be assigned to designated employees or individuals of the operations or maintenance sections. Management shall review and monitor contractors or sub-providers of service for compliance with the SSPP in regard to maintenance and operations.

A. OPERATIONS:

Management shall be responsible for pre-employment qualifications for drivers, proof of valid driver's licenses (photo-static copies) with transcripts of driver's records, training records, records of drivers work periods/hours, and physicals of it's own employees and the employees of it's sub-providers. Daily pre-trip inspections of buses/vans shall be kept for a minimum of two (2) weeks prior to most recent date in accordance to Chapter 14-90.

B. MAINTENANCE:

Management shall ensure that all vehicles operated are regularly and systematically inspected and maintained for safe operation. Maintenance and operations shall coordinate all daily activities to insure safe practices are not overlooked. Preventive maintenance shall be performed and safety inspections, repairs and other maintenance functions properly documented. Contracted maintenance services and sub-providers maintenance services shall be reviewed for accuracy and completeness and records of such services maintained. All records shall be maintained in accordance with Florida Law- Rule Chapter 14-90.

C. ACCIDENTS:

SCAT shall maintain a comprehensive accident reporting, evaluation and record maintenance system. Any accident involving a fatality shall be reported to the Department of Transportation district office, with a written report made on such accidents submitted within 30 days after the accident occurs. All accidents shall be reviewed to determine what actions or procedures should be implemented to prevent any reoccurrence. Any accident with damage in excess of \$500.00 shall go before an Accident Review Board. The ARB will decide if the accident was preventable or non-preventable. Reviews will be documented.

D. EQUIPMENT AND DEVICES:

All vehicles operated by SCAT shall be equipped with all safety equipment necessary and required by Florida Law- Rule Chapter 14-90 and Chapter 316 F.S. It is mandatory that all new equipment procured will be specific to include all required safety equipment at a minimum. This equipment shall include wheel chair and securement devices for the transportation of wheel chairs.

E. SAFETY INSPECTIONS:

Safety inspections shall include at a minimum the equipment and devices required by Florida Law- Rule Chapter 14-90. All inspections contracted to an outside vendor shall be monitored, reviewed for accuracy and completeness. Safety inspections shall be documented and maintained in a file that is readily available for periodic review by the FDOT.

6. TASKS AND IMPLEMENTATION:

A. TASKS:

The primary task for ensuring the safest operations for SCAT is to properly identify and assess hazards or conditions that result or could result in accidents. The method of identifying, analyzing, assessing and resolving causes of accidents is done by all sections or areas of the system; as well as all available information and resources. Strong efforts shall be made toward remedies for the most severe hazards that result in accidents. Assessment of hazards shall result in resolution by either minimizing the hazards or making the hazard acceptable by the use of safety devices and/or new or improved procedures. Safe operations and a reduction in hazards are accomplished by proper and adequate training for new employees and refresher courses for existing employees. All training coordinated between operations and maintenance. Random inspections of operational functions shall be made by Management to identify hazards and to make recommendations for corrective actions.

B. IMPLEMENTATION:

The requirement of this SSPP shall be implemented immediately upon its adoption. It is the responsibility of the Management to revise and update this plan on a required basis. Revisions and changes of this plan shall be submitted to the F.D.O.T. District 5 office, for their review and comments.

Appendix B: Local Grievance Procedures

Brevard County Transportation Disadvantaged Local Coordinating Board

ARTICLE I: PREAMBLE

Section 1. Preamble: The following sets forth the grievance procedures, which shall serve to guide the Brevard County Transportation Disadvantaged Local Coordinating Board, serving to assist the Community Transportation Coordinator. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, and Rule 41-2.012 of the Florida Administrative Code (FAC), setting forth requirements for the establishment of grievance procedures and Grievance Subcommittee procedures to resolve grievances or complaints from agencies, users, potential users, subcontractors, and other interested parties. While the intent of this Subcommittee will be to resolve service issues, this procedure shall incorporate a multi-layered approach to problem resolution. The first notice of a grievance should go directly to the contracted Transportation Disadvantaged Provider. If the Transportation Disadvantaged Provider is unable to resolve the problem, the Community Transportation Coordinator and Grievance Subcommittee are given an opportunity to review.

ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME AND PURPOSE

Section 1. Name: The name of the subcommittee to resolve grievances or complaints for the Brevard County Transportation Disadvantaged Local Coordinating Board shall be the GRIEVANCE SUBCOMMITTEE.

Section 2. Purpose: The primary purpose of the Grievance Sub-Committee is to process, investigate, resolve complaints, and make recommendation to the Local Coordinating Board for improvements of service from agencies, users, or potential users of the system in Brevard County. The Local Coordinating Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Subcommittee, which shall meet as often as necessary to resolve complaints in a timely manner.

ARTICLE III: DEFINITION OF GRIEVANCE

Section 1. Definition: For the purpose of the Local Coordinating Board and the Grievance Subcommittee, a grievance is defined as:

“a circumstance or condition thought to be unjust, and ground for complaint or resentment.”

ARTICLE IV: GRIEVANCE PROCEDURES

Section 1. General: The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Subcommittee.

Section 2. Filing a Grievance: It is assumed that a Complainant would direct any initial concern to the Transportation Disadvantaged Operator before initiating the Grievance Procedure. Should an interested party wish to file a grievance in order to receive improved service from the Transportation Disadvantaged Program, that grievance must be filed in writing to the Brevard County Community Transportation Coordinator (CTC). The Complainant should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual

arrangement. Complainants may use the grievance form and mail to: Transit Director, Space Coast Area Transit, 401 So. Varr. Ave., Cocoa, Florida 32922.

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

Section 3. Appeal to the Local Coordinating Board: The decision of the Grievance Subcommittee may be appealed in writing to the Local Coordinating Board within five (5) working days from the date when the complainant receives written notice from the Grievance Subcommittee makes its decision.

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

Section 4. Appeal to the State Transportation Disadvantaged Commission Ombudsman Program: Should the complainant remain dissatisfied with the decision of the Brevard County Local Coordinating Board, an appeal may be made in writing to the Transportation Disadvantaged Commission. The appeal shall be addressed to:

Ombudsman Program
Florida Transportation Disadvantaged Commission
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450 or call 1-800-983-2435, 1-800-648-608 (TDD Line)

ARTICLE V: GRIEVANCE SUBCOMMITTEE PROCEDURES

Section 1. Discussion Schedule: After receipt of the appealed grievance, the Transit Director shall schedule a discussion of the grievance at the next Grievance Subcommittee meeting.

Section 2. Notification: The Space Coast Area Transit Staff shall send notice of the scheduled discussion in writing to the complainant and other interested parties. The notices shall clearly state:

1. date, time, and location of the meeting;
2. purpose of the discussion and statement of issues involved.

Section 3. Written Decision: Written decisions shall include the following information:

3. an opinion and reasons for the decision based on information presented; and,
4. a recommendation by the Grievance Subcommittee based on their investigation and findings.

ARTICLE VI: SCHEDULED MEETINGS

Section 1. General: When a meeting of the Grievance Subcommittee is necessary, staff to the Local Coordinating Board shall schedule a meeting for the Grievance Subcommittee to hear appealed grievances. Grievance Subcommittee meetings shall, if possible, meet on the third Monday of the month.

ARTICLE VII: AMENDMENTS

Section 1. General: The Coordinating Board Grievance Procedures may be amended by a simple majority of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

Section 2. Quorum: At all meetings of the Coordinating Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Brevard County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the Grievance Procedures of this Coordinating Board as adopted by the Brevard County Transportation Disadvantaged Local Coordinating Board this 30th day of January 2006.

Helen Voltz, Chair
Brevard County Local Coordinating Board

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

ARTICLE I: PREAMBLE

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

ARTICLE II: NAME AND PURPOSE

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

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

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

Section 1: Voting Members. In accordance with Chapter 427.0157, Florida Statutes, all members of the Board shall be appointed by the designated official planning agency, which is the Brevard County Metropolitan Planning Organization (MPO).

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

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

5. An elected official appointed by the MPO (The MPO shall appoint one of these elected officials as the Chairman);
6. A local representative of the Florida Department of Transportation;
7. A local representative of the Florida Department of Children and Family Services;
8. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
9. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
10. A person recommended by the local Veterans Service Office representing the veterans of the county;

11. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
12. A person over sixty representing the elderly in the county;
13. A person with a disability representing the disabled in the county;
14. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
15. A local representative for children at risk;
16. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
17. A local representative of the Florida Department of Elderly Affairs;
18. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
19. A local representative of the Florida Agency for Health Care Administration;
20. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
21. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

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

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

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

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

Section 6: Technical Advisors. Upon majority vote of a quorum of the Coordinating Board, Technical Advisors may be approved for the purpose of providing the Coordinating Board with technical advice as necessary. The technical advisors shall not be allowed to vote.

ARTICLE IV: OFFICERS AND DUTIES

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

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

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

ARTICLE V: BOARD MEETING

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

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

Section 3: Quorum. At all meetings of the Board the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called, but no action may be taken until a quorum is present.

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

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

ARTICLE VI: STAFF

Section 1: General. The MPO shall provide the Board or arrange for sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties.

ARTICLE VII: BOARD DUTIES

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

22. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Transportation Disadvantaged Commission and the Chairman of the MPO.
23. Review and approve the Memorandum of Agreement including the Transportation Disadvantaged Service Plan.
24. Evaluate all services provided by the Community Transportation Coordinator under the designated service plan. On an annual basis provide the MPO with an evaluation of the Coordinator's performance. This evaluation shall be based on state Transportation Disadvantaged Commission standards, the annual service plan, and should include recommendations regarding renewal of the Community Transportation Coordinator's contract.
25. In cooperation with the Coordinator, review and provide recommendations to the Transportation Disadvantaged Commission and the MPO on all applications for local, State, or Federal funds relating to transportation disadvantaged in the county. This is to ensure that any transportation disadvantaged expenditure within the county, provides service in the most effective and efficient manner.
26. Review coordination strategies, for service provision to the transportation disadvantaged in the county to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area Coordinator and consolidation of adjacent counties, when it is appropriate and cost effective to do so.
27. In coordination with the Coordinator, jointly develop applications for funds that may become available.
28. Prepare by October 1st an Annual Report, to be consolidated with the Coordinator's Annual Operating Report, outlining the accomplishments and activities or other areas of interest to the State Commission and the County Commission for the most recent operating year period.
29. Assist the MPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP).

ARTICLE VIII: SUBCOMMITTEES

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

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

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

Section 1: General. The MPO authorizes the Board to communicate directly with other agencies and entities, as necessary, to carry out its duties and responsibilities in accordance with Rule 41-2 FAC.

ARTICLE X: AMENDMENTS

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

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairman of the Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true, and correct copy of the By-laws of this Board as adopted by the Transportation Disadvantaged Local Coordinating Board the 30th day of January 2006.

Helen Voltz, Chair
Brevard County Local Coordinating Board