RIDER'S GUIDE FOR SPECIAL SERVICES

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





Space Coast AREA TRANSIT

321Transit.com
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Updated November 2026

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NO CONTACT

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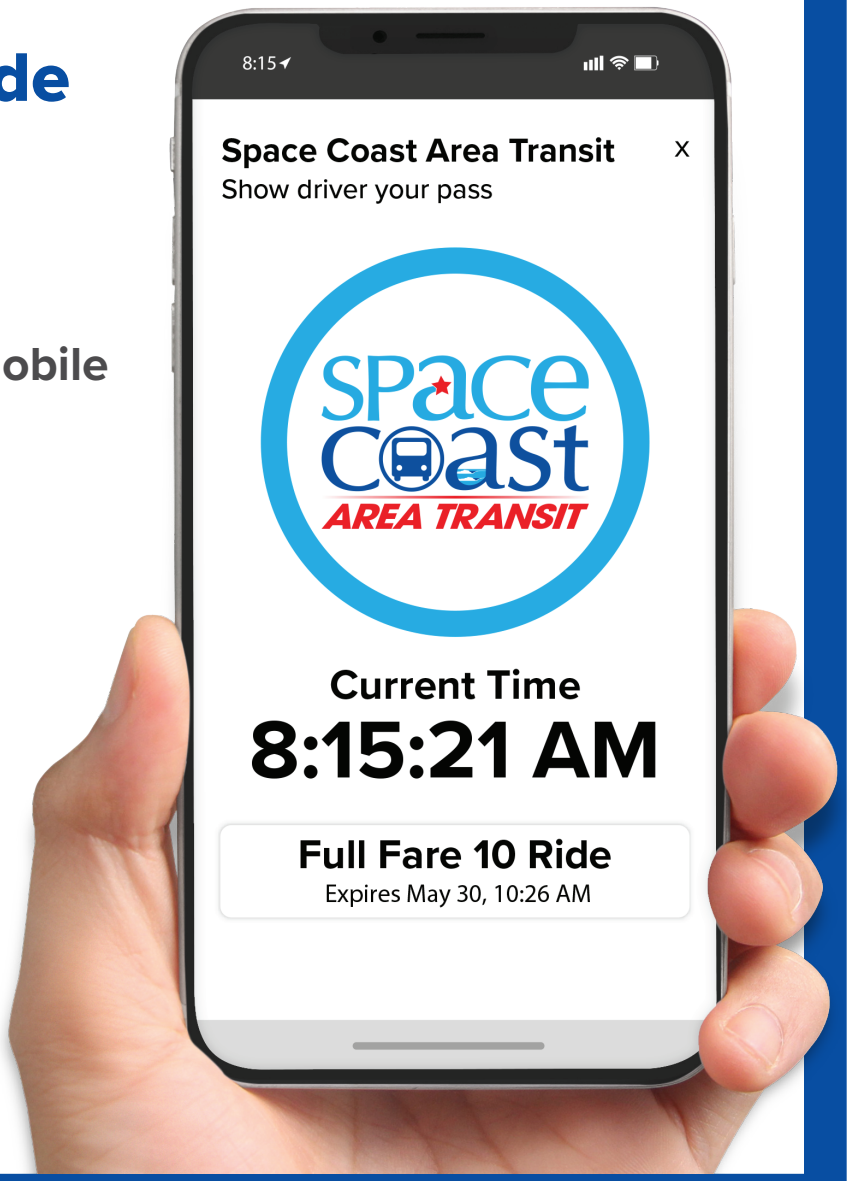

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OVERVIEW OF SPECIAL SERVICES

Space Coast Area Transit provides specialized services to meet the needs of community members who are transportation disadvantaged. These specialized services include Transportation Disadvantaged (TD) and American With Disabilities Act (ADA) Paratransit Service, Volunteers in Motion, Contracted Routes, and the Brevard County Emergency Support Function, Transportation. Fixed Route Bus and Trolley Service is also available at a reduced fare for seniors 60+, individuals with disabilities, students and veterans.



TD AND ADA PARATRANSIT SERVICE

Space Coast Area Transit provides wheelchair accessible transportation options to people who are unable to utilize Fixed Route Bus Service. Paratransit Service is a very important part of Space Coast Area Transit's commitment to provide mobility to our transportation disadvantaged citizens. Apply for TD Paratransit Service at **321Transit.com/TDapply** or ADA Paratransit Service at **321Transit.com/ADAapply**.



VOLUNTEERS IN MOTION

Volunteers in Motion provides transportation for individuals who are unable to use other Space Coast Area Transit services. Since its inception, Volunteers in Motion has assisted thousands of individuals who would otherwise be unable to live at home independently. Program volunteers are provided training classes, state-of-the-art vehicles, gas, insurance, uniform shirts and cell phones during volunteer hours.



CONTRACTED ROUTES

Space Coast Area Transit's Contracted Routes serve several not-for-profit agencies with demand-response service. The agencies work with Space Coast Area Transit to transport their customers to designated centers in the morning, and return them home in the afternoon.



EMERGENCY SUPPORT TRANSPORTATION

Space Coast Area Transit provides transportation for Brevard County Emergency Management. In order to deliver the highest quality emergency service possible, residents with special needs **MUST** pre-register with the Emergency Management Office at 321-637-6670. During an emergency, pre-registered special needs residents are evacuated to designated shelters.



FIXED ROUTE BUS AND TROLLEY SERVICE

Fixed Route Bus and Trolley Service is a system where transit vehicles operate along a specific route according to a set schedule. This service offers stop announcements for the visually impaired. View fares and payment options at **321Transit.com/Fares**. Destinations include: major shopping centers, government centers, social service agencies, area colleges, universities and hospitals. Saturday Service is available on most routes and Sunday Service is available on several routes.

TRANSPORTATION DISADVANTAGED (TD) PARATRANSIT SERVICE

Space Coast Area Transit operates Transportation Disadvantaged (TD) Paratransit Service to serve the mobility needs of Brevard County citizens who are unable to use Fixed Route Bus Service. TD Paratransit Service uses wheelchair accessible Paratransit vehicles to transport passengers throughout Brevard County on a daily basis. TD Paratransit Service is a point-of-origin to point-of-destination service, accessed through a trip reservation, from 7:00 AM–8:00 PM. The intent of TD Paratransit Service is to ensure that individuals who are transportation disadvantaged have equal access to public transportation.

TD PARATRANSIT OVERVIEW

Space Coast Area Transit provides wheelchair accessible Fixed Route Bus and Trolley Service in accordance with the Americans with Disabilities Act. This has allowed some individuals with disabilities to use the Fixed Route Bus and Trolley Service instead of TD Paratransit Service. All Space Coast Area Transit Buses are wheelchair accessible.

- If an individual is unable to utilize Fixed Route Service, TD Paratransit Service is available throughout Brevard County.
- Next day reservations may be made during normal business hours the day before you wish to travel. Trips can be requested up to 7 days in advance.
- Trips that occur the same day and time each week on a regular basis do not need to be reserved each time.
- Trips can be requested for any approved purpose.

CONTACT US

For questions regarding TD Paratransit Service eligibility, application assistance, information on the appeals process, or reservations, call the RideLine at 321-633-1878 to speak with a TD Paratransit representative or e-mail **info@321Transit.com.**

TD PARATRANSIT ELIGIBILITY

Those eligible for TD Paratransit Service include individuals who are defined in Florida Statute 427.001 as: "Those persons who because of physical or mental disability, income, status, or age, or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other sustaining activities, or children who are disabled or high risk, as defined in F.S. 411.202."

TD PARATRANSIT REGISTRATION

The Florida Commission for TD and Florida Statutes 427.0155(7) requires a formal eligibility process to verify eligibility for TD transportation. Complete/submit the TD Application online and upload your required documents electronically at **321Transit.com/TDapply**, or, complete/submit the TD Application manually and return the signed application along with required documents to Space Coast Area Transit, 401 South Varr Ave., Cocoa, FL, 32922. The application process takes up to 21 days to be approved once it is received by Space Coast Area Transit. If an individual's application is denied, they can fill out the Paratransit Eligibility Appeal Form on page 10 of the Rider's Guide, or locate the form at **321Transit.com/AppealForm**.

TD PARATRANSIT FARES AND PAYMENT OPTIONS

A new **mobile ticketing** system powered by **Token Transit** at **321Transit.com/Pass** sends both a $1.50 TD Paratransit 1-Ride Fare or a $15.00 TD Paratransit 10-Ride Pass directly and instantly to a smartphone. Payment with a credit or debit card is required. Otherwise, a 1-Ride Fare is paid when boarding. Exact change is required as the driver is not equipped to make change. There is no charge for 1 personal care attendant (PCA), however, companions **MUST** pay their own fare (see page 14). Children 15 and under are free when accompanied by a fare paying passenger.

A 10-Ride Pass must be purchased in advance. In addition to **Token Transit**, 10-Ride Pass purchase options include: **In person** at Space Coast Area Transit, 401 S. Varr Ave., Cocoa, Florida, 32922, or 460 S. Harbor City Blvd., Melbourne, Florida, 32901; **By mail** to either address listed above, checks up to $100.00, money orders, or credit cards are accepted; **By phone** at 321.635.7815, option 2 or 321.952.4561, option 1 with a Visa, MasterCard, or Discover Card; and **Online** at **321Transit.com/BuyPass** with a 5-day mail delivery.

SPACE COAST Area Transit

TD PARATRANSIT CERTIFICATION FORM

Space Coast Area Transit's Transportation Disadvantaged (TD) Service Program provides transportation services throughout Brevard County to the elderly, disabled, economically disadvantaged, children at risk, and those with no feasible means of transportation. The TD Paratransit Certification Form explains how an individual's disability prevents him/her from riding Space Coast Area Transit's Fixed Route Bus System. Applications in Braille, large print and on tape are also available upon request.

Applicants are eligible for 21 days of service while their information is being processed for certification. Additionally, applicants are eligible for 21 days of out-of-town-service if they have documented TD Paratransit Certification from another public entity. After an applicant's TD Paratransit eligibility is certified, they will be notified by phone or e-mail. If eligibility is denied, a letter will be mailed to the applicant explaining the reason for denial and advising him/her of the process to appeal.

Applicants **MUST** include the following to prove eligibility: a Medicare Card, SSD Letter, SSI Award Letter, or a letter from a medical provider **and** a State ID for proof of age. If over 60 complete the information contained in **Section A and D** and sign **Section E. If under 60,** complete **Sections A, B, C, D,** and **E.** The **application MUST be signed to be processed.** Complete/submit the TD Application online and upload your required documents electronically at **321Transit.com/TDapply**, or, complete/submit the TD Application manually and return the **signed** application along with required documents to Space Coast Area Transit, 401 South Varr Ave., Cocoa, FL, 32922. For questions, assistance in filling out the application, or to schedule initial service, contact Customer Service at (321) 635-7815 ext. 52937 or e-mail **info@321Transit.com.**

SECTION A - PERSONAL INFORMATION

Last Name: First Name: MI:

Home Address: Subdivision:

City: State: Zip:

Mailing Address (if different):

Home Phone: Work: Cell:

Email Address: Date of Birth: Male: Female:

Emergency Contact: Relationship:

Contact's Home #: Work: Cell:

List other family members/dependents who need and are eligible for transportation:

First/Last Name	Date of Birth	Relationship

SECTION B - AVAILABILITY OF OTHER TRANSPORTATION

1. Does applicant own a vehicle? Year, Make, Model:
2. State the reason why applicant cannot drive his/her vehicle (e.g. medical , vehicle troubles, etc):
3. Applicant is looking for permanent: or temporary: transportation service?
4. Does any other member of applicant's household own a vehicle?
5. Could any of applicant's household members, family, or friends provide transportation?

If no, please explain:

6. How is applicant currently being transported to appointments?

7. Does applicant live in a facility that can provide transportation?

If yes, please provide the facility name?

8. Is applicant enrolled in any other program(s) that will pay for or provide applicant with transportation services? If yes, please provide the name of the program(s):

9. What is the nature of the disability preventing applicant from using Fixed Route Bus Service?

10. How does this disability prevent applicant from using Fixed Route Bus Service? Explain.

SECTION C - COMMON DESTINATIONS

List all hospitals, doctors, medical facilities, employment, educational and other locations that applicant visits on a regular basis. Use an additional sheet of paper if more space is required.

SECTION D - SPECIAL NEEDS

List any special needs: Manual Wheelchair ☐ Powered Wheelchair ☐ Powered Scooter ☐

Walker ☐ Cane ☐ Respirator ☐ Service Animal ☐ Personal Care Attendant (PCA) ☐

Does applicant have any other needs/conditions (cultural, religious, physical, psychological, etc.) that we need to be aware of in order to transport him/her safely? If yes, please explain:

SECTION E - CERTIFICATION AND ACKNOWLEDGMENT

I understand and affirm that the information provided in this application for Non-Emergency Transportation Disadvantaged services is true and correct to the best of my knowledge, and will be kept confidential and shared only with medical and transportation professionals involved in evaluating and determining my needs and eligibility for transportation to and from eligible services as well as appointments. **I understand that providing false or misleading information or making fraudulent claims or making false statements on behalf of others could constitute a felony under the laws of the State of Florida**

Applicants Signature: Date

Only signed applications with a copy of a State ID and proof of disability will be processed.

SECTION F: FOR OFFICE USE ONLY – REVIEW RESULTS

Date Received:_____ New Application: (Y/N) Reviewed by: _____

Date Approved: _____ Date Denied: _____ Reason for Denial: _____

Letter: _____ Category Type: _____ Funding: Medicaid (Y/N) TD: (Y/N) New Application: (Y/N)

AMERICAN WITH DISABILITIES ACT (ADA) PARATRANSIT SERVICE



The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. Space Coast Area Transit operates ADA Paratransit Service to serve the mobility needs of Brevard County citizens who are unable to use Fixed Route Bus and Trolley Service. ADA Paratransit Service uses wheelchair accessible vehicles, and transports passengers throughout Brevard County on a daily basis. ADA Paratransit Service is a point-of-origin to point-of-destination service, accessed through a trip reservation.

ADA Paratransit and TD Paratransit differ in that ADA Paratransit is only for points of origin and destination within ¾ of a mile of Space Coast Area Transit's Fixed Route Service. This is because ADA Paratransit Service corresponds with service hours for Fixed Route Bus and Trolley Service.

Space Coast Area Transit provides wheelchair accessible Fixed Route Bus and Trolley Service in accordance with the ADA. This has allowed some individuals with disabilities to use the Fixed Route Bus and Trolley Service instead of ADA Paratransit Service, including those who have hearing and vision impairments.

ADA PARATRANSIT OVERVIEW

- Must be comparable to level of Fixed Route Bus and Trolley Service.
- Must be provided wherever Fixed Route Bus and Trolley Service operates.
- Must operate during the same days and times as Fixed Route Bus and Trolley Service.
- Next day reservations may be made during normal business hours the day before you wish to travel.
- Trips can be requested up to 14 days in advance.
- Individuals can set up a subscription for trips that occur on the same day and time each week.
- Fares can be no more than twice the regular bus fare.
- Trips can be requested for any purpose.
- An eligible person's access to ADA Paratransit Service cannot be limited by patterns of refusals, unusually long trips or late pickups.

CONTACT US

For questions regarding ADA Paratransit Service eligibility, assistance with filling out the application, information on the appeals process, or reservations, call the RideLine at 321-633-1878 to speak with an ADA Paratransit representative or e-mail **info@321Transit.com.**

ADA PARATRANSIT SERVICE

ADA PARATRANSIT ELIGIBILITY

ADA Paratransit Service is available to the following people:

- Individuals with disabilities who cannot use Space Coast Area Transit's Fixed Route Bus and Trolley Service because it is not accessible for their needs. If bus service becomes accessible, Individuals with disabilities who are able to use it will no longer be eligible for ADA service.
- A personal care attendant (PCA) who is accompanying an ADA eligible rider is considered a mobility aid and rides for free. Additional traveling companions (up to 2) are permitted if space is available without displacing another ADA Paratransit rider. Companions pay the same fare and must have the same point of origin and destination as the ADA eligible rider.
- ADA eligible riders from anywhere in the United States who are visiting Brevard County.

ADA PARATRANSIT REGISTRATION

- To register, individuals must go through an application process to become ADA Paratransit certified.
- The application takes up to 21 business days to be approved.
- Complete/submit the ADA Application online and upload a copy of a State ID electronically at **321Transit.com/ADAapply**, or, complete/submit the ADA Application manually and return the **signed** application along with a copy of a State ID to Space Coast Area Transit, 401 South Varr Ave., Cocoa, FL, 32922.
- If an individual's application is denied, they can submit the Paratransit Eligibility Appeal Form on pages 9 – 10 of the Rider's Guide, or locate the form online at **321Transit.com/AppealForm**.

REASONABLE MODIFICATION REQUEST

A Reasonable Modification request is a request that is out of the ordinary of the current service, which would result in a modification to Space Coast Area Transit's policies, practices, and/or procedures to allow program accessibility. The reason for the policy is to ease the use of the system, where the nature of an individual's disability may not prevent a public transit system from providing full access to their service upon request. The requested modification may be denied if it is found to be a financial and/or administrative burden on the system as well as altering the nature of the service. To make a Reasonable Modification request, email info@321Transit.com. When feasible, requests for modifications shall be made and determined in advance of the requested trip. Cases in which advance request and determination is not feasible will be handled on a case-by-case basis, with the understanding that these type situations are likely to be more difficult to accommodate than advance requests

ADA PARATRANSIT FARES AND PAYMENT OPTIONS

A new **mobile ticketing** system powered by **Token Transit** at **321Transit.com/Pass** sends both a $1.50 ADA Paratransit 1-Ride Fare or a $15.00 ADA Paratransit 10-Ride Pass directly and instantly to a smartphone. Payment with a credit or debit card is required. Otherwise, a 1-Ride Fare is paid when boarding. Exact change is required as the driver is not equipped to make change. There is no charge for 1 personal care attendant (PCA), however, companions must pay their own fare (see page 14). Children 15 and under are free when accompanied by a fare paying passenger.

A 10-Ride Pass must be purchased in advance. In addition to **Token Transit**, 10-Ride Pass purchase options include: **In person** at Space Coast Area Transit, 401 S. Varr Ave., Cocoa, Florida, 32922, or 460 S. Harbor City Blvd., Melbourne, Florida, 32901; **By mail** to either address listed above, checks up to $100.00, money orders, or credit cards are accepted; **By phone** at 321.635.7815, option 2 or 321.952.4561, option 1 with a Visa, MasterCard, or Discover Card; and **Online** at **321Transit.com/BuyPass** with a 5-day mail delivery.

SPACE COAST Area Transit

ADA PARATRANSIT CERTIFICATION FORM

ADA Paratransit serves points of origin and destination within 3/4 of a mile of Space Coast Area Transit's Fixed Route Service, covering most of Brevard County from Titusville to Palm Bay. The ADA Certification Form details how an individual's disability prevents them from using the Fixed Route Bus System and determines their eligibility. The form may be completed by the applicant or by a qualified professional who knows the applicant's condition. If the applicant completes the form, Section 3, Request For Professional Verification must also be filled out. Applications are available in Braille, large type, and on tape upon request.

Applicants are eligible for 21 days of service while their ADA Eligibility Certification Form is being processed. Additionally, they are eligible for 21 days of out-of-town service if they have ADA Paratransit Certification from another public entity. Once an applicant's ADA Paratransit eligibility is certified, an ADA Eligibility Card and ride-reservation information will be mailed to the applicant within 4 weeks of the date their form was received. The ADA Eligibility Card will be valid for 3 years from the issue date. If eligibility is denied, a letter will be mailed to the applicant explaining the reason for denial and the process to appeal.

Applicants **MUST** include the following to prove eligibility: a Medicare Card, SSD Letter, SSI Award Letter, or a letter from a medical provider, **plus** a State ID. Complete/submit the ADA Application online and upload your required documents electronically at **321Transit.com/ADAapply**, or complete/submit the ADA Application manually and return the **signed** application along with your documents to Space Coast Area Transit, 401 South Varr Ave., Cocoa, FL, 32922. For questions, assistance in filling out the application, or to schedule initial service, contact Customer Service at (321) 635-7815 ext. 52937 or email **info@321Transit.com.**

SECTION 1 - PERSONAL INFORMATION

Last name: First Name: Middle Initial:

Email: Date of Birth: Male: Female:

Home Phone: Work: Mobile:

Home address: City:

Sub Division Name: State: Zip:

Mailing Address (if Different):

Emergency Contact: Relationship:

Contact's Home #: Work: Mobile:

Explain nature of disability preventing applicant from using Fixed Route Bus Service:

Is this condition temporary? Yes No If Yes, expected time of duration:

Completely explain how disability prevents applicant from using Fixed Route Service:

Completely explain other relevant effects of applicant's disability:

SECTION 2 - ANALYZATION OF VEHICLE REQUIREMENTS

Check any of the following mobility aids that are applicable to the applicant:

- ☐ Manual Wheelchair
- ☐ Electric Wheelchair
- ☐ Cane
- ☐ Powered Scooter
- ☐ Service Animal
- ☐ Oxygen Tank Personal
- ☐ Crutches
- ☐ Walker
- ☐ Care Attendant

Requires personal care attendant to travel via transit	☐ Yes	☐ No
Can walk 200 feet without assistance of another person	☐ Yes	☐ No
Can travel ¼ mile without assistance of another person	☐ Yes	☐ No
Can climb four (4) 12-inch steps without assistance of another	☐ Yes	☐ No
Can wait outside without support for 10 minutes	☐ Yes	☐ No

I certify that the information above is true and accurate:

Applicant's Signature _____ Date _____

If application was completed by a person other than the applicant:

Name: _____ Relationship: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Signature _____ Date _____

SECTION 3 - REQUEST FOR PROFESSIONAL VERIFICATION

In order to confirm eligibility, it may be necessary for Space Coast Area Transit to contact the applicant's healthcare professional. Please complete the following authorization form.

☐ Physician ☐ Rehabilitation Professional ☐ Other If other: _____

is familiar with my disability and is authorized to provide information to Space Coast Area Transit required to complete this certification.

Health Care Professional Name: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Applicant's Signature _____ Date _____

Only signed applications with a copy of State ID and proof of disability will be processed.

SECTION 4: FOR OFFICE USE ONLY – REVIEW RESULTS

Date Received: _____ New Application: (Y/N) Redetermination: _____

Reviewed by: _____ Date Approved: _____ Date Denied: _____

Reason for Denial: _____ Letter: _____ Category Type: _____

PARATRANSIT ELIGIBILITY APPEAL PROCESS AND FORM

APPEALING TD AND ADA PARATRANSIT ELIGIBILITY

Under the Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations 49 C.F.R. Section 37.125(g), transit service providers must "establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial." Space Coast Area Transit's administrative Transportation Disadvantaged (TD) and ADA Paratransit Eligibility Appeal Process is intended to give applicants who have been denied eligibility, or who have been deemed conditionally eligible, the opportunity to have their case heard independent of the initial decision maker.

THE RIGHT TO APPEAL

- Applicants have 60 days from the date of the eligibility determination letter to appeal the decision in writing to the Brevard County ADA Coordinator.
- Prior to the hearing, the applicant's eligibility status remains unchanged from the original determination made by Space Coast Area Transit.
- Appeals will be heard independently of Space Coast Area Transit.
- Applicants will have the right to speak in person on their own behalf and/or have others represent them at appeal proceedings.
- Applicants will have the right to necessary support, such as an interpreter, if requested in the appeal letter.
- The determination resulting from the appeal will be made in writing within 30-Days and will state the reason(s) for the decision. If a decision is not made within 30-Days of the date of appeal, full eligibility will be given until a decision is made.
- Applicants may reapply for service at any time if there is a change in their functional mobility.

PROCESS FOR ELIGIBILITY APPEAL

An appeal is conducted by the Brevard County ADA Coordinator, who is an advocate for people with disabilities. The applicant may also request an in-person hearing or a telephone hearing. All in person and telephone hearings must be scheduled with the Brevard County ADA Coordinator. The applicant is not required to state the reason for requesting an appeal. All requests for an appeal must be filed in writing.

Options include:

- Complete and return the Paratransit Eligibility Appeal Form on page 10 of the Rider's Guide, online at **321Transit.com/Appeal** and also included with the denial letter sent to the applicant.
- Write a letter notifying the Brevard County ADA Coordinator of applicant's intent to appeal.

Both these options provide an opportunity to be heard and to present information and arguments to why the applicant believes the denial should be reversed. The Paratransit Eligibility Appeal Form or a letter requesting an appeal, along with any additional documentation to be submitted as part of the appeal process, should be sent to: **Brevard County ADA Coordinator, 2725 Judge Fran Jamieson Way, Building B Suite 106, Viera, FL 32940.** For questions, contact the ADA Coordinator at 321-637-5347 or e-mail **ADACompliance@BrevardFL.gov**.

PARATRANSIT ELIGIBILITY APPEAL FORM

NOTICE OF APPEAL FOR ADA PARATRANSIT ELIGIBILITY

The Paratransit Eligibility Appeal Form is provided to assist applicants in filing an appeal and providing information to the Brevard County ADA Coordinator. Completion of this form is not mandatory, however, a written appeal of some type must be submitted to the Brevard County ADA Coordinator within 60 days of the date on the Applicant's Paratransit Eligibility Determination Letter.

Date of Eligibility Determination Letter: _____ Date of Appeal Submittal: _____

I (full name of applicant), _____ ,

wish to appeal the ☐ TD Paratransit or ☐ ADA Paratransit eligibility decision.

Person Submitting Form if other than Applicant: _____

Applicant's Address: _____

City: _____ State: _____Zip Code: _____

Phone with Area Code:_____

Applicants requesting an appeal will be notified in writing of the time, date and location of the appeal hearing and are encouraged to attend the appeal hearing, although attendance is not mandatory. If the applicant requesting the appeal cannot attend, they may request a telephone interview or have another person(s) represent them at the hearing. If the applicant or a designated representative is not present at the appeal hearing, the decision to uphold or reverse the appeal will be based on the documentation submitted. For questions about the right to appeal, contact the Brevard County ADA Coordinator at 321-637-5347 or e-mail **ADACompliance@BrevardFL.gov**. Hearing impaired may dial 711 for the Florida Relay Service.

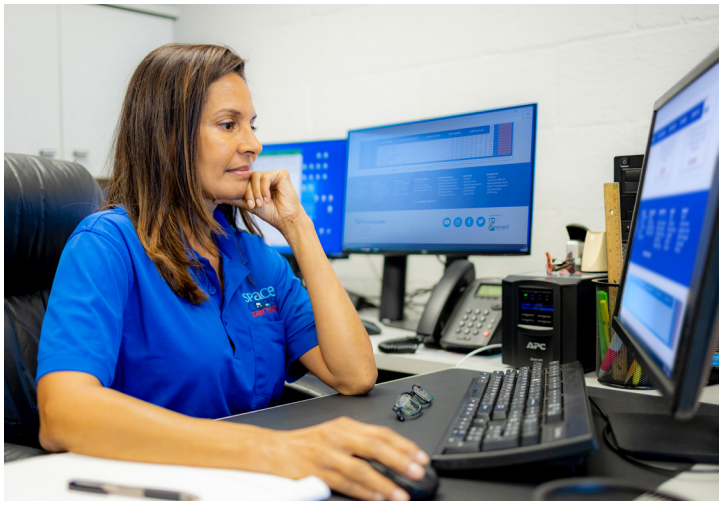
Briefly state the reason why you are appealing (not mandatory)

At the in-person TD or ADA Paratransit eligibility interview or functional assessment, applicants requiring self-advocacy may bring someone with them. Additionally, applicants may provide any information or documentation that will help to show that they are eligible because they cannot use the Fixed Route Bus System. Documentation may include any of the following:

- A detailed statement from a disability service provider explaining how the disability or its symptoms/effects prevents the applicants from using the Fi ed Route Bus System.
- A detailed statement from a medical professional or disability-related information that explains how the disability or its symptoms/effects prevents the applicant from using the Fi ed Route Bus System.
- Any other documentation the applicant would like to provide that might be of assistance.

RESERVING A PARATRANSIT RIDE

- For reservations, call the RideLine at 321-633-1878, Monday-Friday, from 8:00 AM to 5:00 PM. and ask to speak to a Paratransit representative.
- TD Paratransit trips may be reserved up to 7 days in advance.
- ADA Paratransit trips may be requested up to 14 days in advance.
- Next day reservations may be made during normal business hours the day before you wish to travel.
- No same day trips are permitted.



REQUIRED INFORMATION

- Full name and telephone number of client.
- Date of travel.
- Address and telephone number of trip origin.
- Address and telephone number of destination.
- Helpful information such as directions to a difficult address, specific entrance, one-way streets, etc.
- Appointment time and desired return time (allow sufficient time to include average time waiting for appointment, shopping, etc.).
- Indicate anyone traveling with the client; PCA, companion or service animal, etc.
- Indicate any type of mobility device such as a cane, walker, wheelchair, oversized scooter, etc.
- Indicate if there has been any type of change in mobility device.

CHANGING OR CANCELING A RESERVATION

- If you need to change your reservation, call the RideLine at 321-633-1878.
- Changes must be made before 2:00 PM the day before your scheduled trip.
- Any same day change requests are handled on a case-by-case basis and must receive approval.
- You may cancel 24 hours a day, 7 days a week without speaking to a customer service representative. Call the RideLine at 321-633-1878, option #3, and follow the instructions.

SCHEDULING TRAVEL TIMES

A Space Coast Area Transit customer service representative will determine the pickup time to ensure the rider arrives on-time for their appointment. Additionally, the timing may need to accommodate the pick-up of additional riders.

USING THE FLORIDA RELAY SERVICE

Florida Relay is a free public service that provides a communication link between standard telephone (voice) users and persons who are deaf, deaf/blind, hard of hearing and speech-disabled using a text telephone (TTY) captioned telephone (CapTel), or personal computers.

To connect with a Florida Replay Operator dial 7-1-1, using a text telephone (TTY), captioned telephone (CapTel) or a personal computer. Request that on your behalf, the Florida Relay Service calls the RideLine at 321-633-1878. Florida Relay acts a "communication bridge" with Space Coast Area Transit. Visit the Florida Relay Service Website at **FTRI.org/Relay** for additional information.

HOW TO BOARD A PARATRANSIT VEHICLE

BOARDING REQUIREMENTS

- Drivers will meet the customer at the curb of any private residence or public building.
- Customers should be ready and waiting to board the Paratransit vehicle within a 15-minute window before or after the scheduled pickup time.
- Within the 15-minute window, the driver will only wait 5 minutes after arriving at the designated pickup location. The same concept applies to the return trip.
- If the customer is not ready, they will be placed on stand-by and must call the RideLine at 321-633-1878 when ready for pick-up.

BOARDING PROCEDURES

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

- Fare and Payment Options are located on page 31 of the Rider's Guide.
- 1-Ride Fare must be paid in exact change prior to the vehicle departing from the pickup location. Drivers are not allowed to make change.
- Board the vehicle by using the steps, ramp, or riding the lift.
- Secure your safety belt and belongings.
- If you are riding in a wheelchair or using a mobility aid, your equipment must be secured to the floor of the vehicle by four securement straps
- If assistance is needed, drivers are trained to secure mobility aids.
- If you have any questions or concerns with how the driver secures your mobility aid, call the RideLine at 321-633-1878 or e-mail **info@321Transit.com**.

TRAVELING WITH PACKAGES

Please limit packages to only those you can personally carry. No oversized or heavy packages, firearms, knives or explosive materials are allowed.

CUSTOMER ASSISTANCE

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



WHEELCHAIRS AND MOBILITY DEVICES

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

DEFINITION OF WHEELCHAIR

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



WHEELCHAIR SIZE SPECIFICATIONS

- Space Coast Area Transit Paratransit vehicles can accommodate various types of mobility devices (manual or power wheelchairs or scooters) that fit within size regulation of 30 inches wide by 4 inches long.
- A Space Coast Area Transit operations staff member will measure an applicant's wheelchair as part of their Paratransit Registration. Should a device be changed after the initial approval, please contact a Paratransit representative at 321-633-1878 to re-certify the new device.
- Wheelchairs and attached items that exceed the allowable dimensions will be judged on a case-by-case basis and may be excluded if accommodating the mobility device is inconsistent with legitimate safety requirements.
- For questions or concerns, or to appeal the denial of an oversized wheelchair, please contact the Space Coast Area Transit Safety Coordinator at 321-635-7815 extension 52959 or e-mail **info@321Transit.com**.

WEIGHT REGULATIONS

U.S. Department of Transportation weight regulations require that vehicle lifts and ramps are capable of accommodating a minimum capacity of 600 lbs. All Space Coast Area Transit Paratransit vehicles meet or exceed the minimum requirements. For questions or concerns, please call the RideLine at 321-633-1878 or e-mail **info@321Transit.com**.

SAFETY PRECAUTIONS WHEN TRAVELING BY WHEELCHAIR

If you travel in a mobility device, it must be secured. For your safety, it is strongly recommended that you travel with a gait (Posey) belt and foot rests as a safety measure to prevent injury during transport.

QUESTIONS ABOUT MOBILITY AIDS

If you have questions about the suitability of your particular mobility aid, call the RideLine at 321-633-1878 or e-mail **info@321Transit.com**.

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

Space Coast Area Transit allows TD Paratransit and ADA Paratransit riders to travel with one personal care attendant (PCA), and up to two additional companions for a total of 4 passengers per trip. Example: a rider, a PCA, and up to two companions. Service animals are not included in the passenger count.



SERVICE ANIMALS AND NON-SERVICE ANIMALS (PETS)

Service animals are always welcome on any Space Coast Area Transit Vehicle. However, in keeping with best safety practices, emotional/therapy animals and other pets are not permitted.

The Department of Transportation ADA regulations, 49 CFR Section 37.3, defines a service animal as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities.

COMPANIONS AND PERSONAL CARE ATTENDANTS

Riders must reserve space for their PCA and companion(s) when they reserve their trip. Up to two additional companions are allowed per trip *on a space available basis.*

A PCA is a person accompanying an ADA Paratransit rider to assist with their travel needs. ADA riders are allowed 1 PCA that rides free; companions are allowed, however, they must pay their own fare, unless they are 15 years old, or younger. Activities performed by a PCA may include but are not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading) and assistance at the destination. Space Coast Area Transit does not provide a PCA for riders. If a rider cannot be left alone at a destination or must be under constant care or supervision, Space Coast Area Transit may request (but not require) that the rider travel with a PCA. A PCA or companion must board the vehicle at the rider's scheduled location and time of pickup and ride together.

CHILDREN

Children 15 years old, or younger, ride for free when accompanied by a fare-paying passenger. According to state law newborns up to 5 year olds must ride in a federally approved child safety seat according to state law. Child safety seats must be provided by the rider.

VISITOR REQUESTS

Space Coast Area Transit provides complementary visitor Paratransit Service to individuals who travel to Brevard County and are eligible for services under ADA. A visitor whose disability is apparent or who provides documentation of their disability will be granted immediate access to use the Space Coast Area Transit ADA Complementary Service. An individual's certification by a public entity as "ADA Paratransit eligible" will be honored for up to 21 days. The ADA Paratransit certification document must be submitted in advance using one of the following methods: by e-mail, info@321Transit.com; by fax, 321-635-1903; sent by mail; or presented in person at either Space Coast Area Transit Terminal, 401 S. Varr Ave., Cocoa Florida, 32922 or 460 South Harbor City Blvd., Melbourne, FL 32901. If a visitor requires Paratransit Service beyond 21 days during any 365-day period, they are required to apply for certification through Space Coast Area Transit.

RESPONSIBILITIES OF THE PARATRANSIT DRIVER

Responsibilities include:

- To provide access to opportunity for everyone; safely, efficiently, and courteously.
- Drivers are required to be in uniform, wear an ID badge, and be professional and courteous at all times.
- Drivers are not responsible for providing wheelchairs, child seats, or personal care assistants.
- If requested, drivers will provide customer assistance to and from the vehicle.
- Drivers may not lose sight of their vehicle if it is occupied by customers.
- Drivers are required to confirm the customer's name and collect the fare in cash, or in the form of a pass.
- Drivers are not responsible to wait for a family member or caretaker to be present before a customer can be dropped off.



COMMUNITY OUTREACH AND EDUCATION

Space Coast Area Transit provides presentations, customer education forums and travel training. To request a presentation or obtain more information, contact Space Coast Area Transit's Customer Service Supervisor at 321-635-7815, extension 52937.

UPDATES TO THE RIDER'S GUIDE

The Rider's Guide for Special Services was last updated in November of 2026. Contents of the Rider's Guide may change at any time without notice. Contact Space Coast Area Transit for any updates or changes, or visit **321Transit.com/RidersGuide** for the most current version. If you have questions about any of the information contained in this document, or to request this document in an alternative format, call 321-635-7815.



REQUIREMENTS AND RIGHTS OF PARATRANSIT CUSTOMERS, PCAs AND COMPANIONS

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

SAFETY REQUIREMENTS FOR PARATRANSIT CUSTOMERS, PCAs AND COMPANIONS

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

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

RIGHTS OF PARATRANSIT CUSTOMERS, PCAs AND COMPANIONS

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

- Current and complete program information.
- The ability not to board the vehicle until the customer's pickup window opens.
- Drivers will wait 5 minutes after arriving, within the 30-minute pickup window (15 minutes prior to and after scheduled pickup time), for customers to board—but no longer, as it will impact the schedule of other customers.
- Drivers are trained to provide public transportation services.
- Drivers with a photo ID badge and uniform, who announce the rider's name.
- Assistance while getting into and out of the vehicle, and to the seat or securement area of the vehicle.
- Properly fastened seat belts and/or mobility device tie-downs.
- Safe trips in air-conditioned or heated vehicles.
- Professional, courteous treatment by drivers and/or other riders.
- Drivers and/or other customers who will not play loud music in the vehicle.
- Adequate accommodations for customers and their service animals.
- The ability to file complaints for unacceptable service without fear of retaliation
- Prompt investigations and effective resolution to complaints

RESPONSIBILITIES OF PARATRANSIT CUSTOMERS, PCAs AND COMPANIONS

Responsibilities include:

- Have appointment times, addresses, telephone numbers and other needed information ready when making a reservation.
- Next day reservations may be made during normal business hours the day before you wish to travel. Trips can be requested up to 7 days in advance.
- Inform Space Coast Area Transit staff of any customer health conditions that may impact the driver's ability to provide safe transportation.
- Dress appropriately; shirts and shoes are required.
- Be ready and waiting for the vehicle in the designated pickup location. Meet the driver at the curb of any private residence or public building. If requested, drivers will provide customer assistance to and from the vehicle.
- Remain in the pickup location during the entire pickup window.
- If the vehicle has not arrived by the end of the scheduled "pickup window". Call the RideLine at 321-633-1878 to inquire about the delay and revised pickup time.
- Call in trip cancellations as soon as possible, but no later than 2 hours before the start of the pickup window.
- Present the exact fare in cash or with a Paratransit Pass. Drivers are not permitted to make change.



- Report anything you notice that constitutes a safety hazard to the Space Coast Area Transit driver.
- Wear seatbelts and remain seated until the vehicle comes to a complete stop at the destination.
- Keep track of personal belongings. If an item is lost, contact Space Coast Area Transit Customer Service at 321-635-7815. Space Coast Area Transit is required to keep items in lost and found for a period of 30-Days, however, they are not responsible for items lost or stolen on vehicles.
- Smoking, eating or drinking is not allowed while customers are in the vehicle. If a disability requires a customer to have a snack while on the vehicle, notify Space Coast Area Transit so that this requirement can be modified to accommodate the customer's needs.
- Be courteous to the driver and others and avoid distracting the driver. Wear headphones when using handheld devices or playing music.
- Keep wheelchairs or other mobility aids in good condition. It is strongly recommended that wheelchairs have working brakes and that passengers travel with a gait (Posey) belt and foot rests.
- Avoid littering in the vehicle.
- Expect shared-ride public transportation service, i.e., other passengers may be on the vehicle. Travel time should not exceed the comparable fixed route ride time.

CANCELLATION AND NO-SHOW POLICY

Space Coast Area Transit established a formal policy regarding TD Paratransit and ADA Paratransit trip cancellations and no-shows as stated on pages 19-20. The objective of the Cancellation and No-Show Policy is to deter customer cancellations and no-shows, thereby reducing costs and minimizing the scheduling inefficiencies associated with customer trip cancellations and no-shows. When reviewing the No-Show Policy, please refer to the following definitions.

CANCELLATION AND NO-SHOW POLICY DEFINITIONS

Advance Notice: A contact initiated by the customer (trip requester) to the transportation operator, notifying the transportation operator of a Paratransit trip cancellation at least 2 hours BEFORE the scheduled trip's pickup time.

Community Transportation Coordinator (CTC):
CTC refers to a transportation entity recommended by a Metropolitan Planning Organization (MPO) , or by the appropriate designated official planning agent, as approved in F.S. 427.011-427.017, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in the designated service area. In Brevard County, the MPO is the Space Coast Transportation Planning Organization (TPO) and the CTC is Space Coast Area Transit, who is funded by the Brevard County Board of County Commissioners, Transit Services Division.

Non-Sponsored Transportation Disadvantaged Person: An individual who meets the definition of transportation disadvantaged but who is not subsidized by any agency.

Non-Sponsored Trip: A trip for a transportation disadvantaged individual which is not subsidized in part or in whole by any other funding source. The specific authority is F.S. 427.013(9). The law implemented is F.S. 427.011-427.017.

Paratransit Cancellation: Notice of cancellation at least 2 hours prior to the scheduled trip.

Paratransit No-Show: A customer who scheduled a pickup from a certain location but was not able to be located at the pickup point, or a customer that was not ready to depart within the scheduled pickup window of time but did not provide a minimum of at least 2 hours advance notice of the change or cancel the pickup time and/or date.

Space Coast Area Transit: The public transportation system, operated, funded, and coordinated by the Brevard County Board of County Commissioners, Transit Services Division.

TD Customer: Anyone who satisfies the guidelines outlined in Chapter 427 Florida Statutes (F.S.).

Transportation Disadvantaged (TD): As defined in Florida Statute 427.001, "Those persons who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk as defined in F.S. 411.202."



Transportation Operator: A public, private-for-profit or private non-profit entity engaged by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan. In Brevard County, the Transportation Operator is Space Coast Area Transit.

DIRECTIVES FOR CANCELLATION AND NO-SHOW POLICY

1. Each transportation operator will maintain records of services provided to customers. This shall include record dates that service is provided, date of and number of no-shows, date and number of cancellations, and passenger counts.
2. The transportation operator shall initiate and maintain mail and/or telephone contact with customers who have no-shows and/or cancellations on their service records. This shall include informing customer of the Cancellation and No-Show Policy and advising customer of potential loss of service(s) which may result from continued no-shows and/or cancellations.
3. The transportation operator shall inform all customers, at time of reservation, of no-show and cancellation policies.
4. Regarding non-sponsored customers, the CTC may request assistance from Brevard County Children and Family Services Section for evaluation of chronic no-show customers. Social Workers shall assess needs and assist the passengers in avoiding such behavior.
5. Sponsored customers who accumulate excessive no-shows or cancellations shall be investigated by the sponsoring agency in order to address scheduling problems, behaviors, etc.
6. Each transportation operator shall provide a 24-hour cancellation line. This telephone line, 321-633-1878, will be monitored during working hours (8:00 AM to 5:00 PM Monday – Friday) by the transportation operator's staff. After working hours, an answering service or machine will monitor incoming calls.
7. Any denial of service by the transportation operator to a customer may be reviewed (at the customer's request) by the Grievance Sub-Committee of the Transportation Disadvantaged Local Coordinating Board.



8. Transportation operator staff will automatically cancel a scheduled return trip when initial (origination trip) trip is a no-show.
9. A customer's request for cancellation of a scheduled trip will be considered a no-show if the cancellation was not received by the transportation operator at least 2 hours before the scheduled trip. A request for a scheduled trip cancellation received at least 2 hours in advance of scheduled trip time is reflected on the customer s service record as a cancellation. Customers will not receive sanctions from accumulation of cancellations. However, cancellations may generate an informational warning letter to be mailed to the customer.
10. A customer who accumulates on their service record an excessive amount of no-shows within a 6-month period may lose the privilege of ride services. The initial decision as to whether or not to deny service to a customer based on service record will be the sole discretion of the Community Transportation Coordinator. An "excessive" amount of no-shows is defined as more than 20% of scheduled trips noted as no-shows.
11. Customers who are utilizing the service for life-sustaining medical purposes will not be suspended for no-shows.
12. A customer will be denied service if they engage in violent, illegal or disruptive behavior. This shall be construed as any incident which causes an unsafe environment for other passengers or drivers.

DIRECTIVES FOR CANCELLATION AND NO-SHOW POLICY

13. The following outlines the chain of events associated with the progressive actions for scheduled trip no-shows:

a. **Initial Warning:** A door hanger stating missed ride appointments will be attached to the trip recipient's door. A Policy Reminder Form will be mailed out to the customer.

b. **Second Warning:** A door hanger stating missed ride appointments will be attached to the trip recipient's door. A Policy Reminder Form will be mailed out to the customer. The transportation operator may follow-up with a phone call 4 days after the mail-out, to discuss reason(s) for no-show and possible preventive actions. During follow-up phone calls, the potential loss of service(s) to customer and its impact shall be emphasized.

c. **Final Warning:** A door hanger stating missed ride appointments will be attached to the trip recipient's door. A Policy Reminder Form will be mailed out to the customer. The transportation operator must follow-up with a phone call 4 days after the mail-out to discuss reason(s) for no-shows and possible preventative actions. The transportation operator must notify the CTC of the excessive no-shows.

d. **Further Action:** The CTC may direct further action such as referral to sponsoring agency or Family and Children Services or as deemed appropriate by the CTC including permanent suspension.

APPEALS PROCESS

If the customer wishes to appeal the decision of suspended service due to no-shows, they can utilize the Grievance Procedure Form on page 22 of the Rider's Guide or at **321Transit.com/GrievanceForm**. For questions or assistance with filling out the form, call the Space Coast Area Transit Administration Office at (321) 635-7815

RESERVATION OF AUTHORITY

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

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

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



MEETING INFORMATION

The TDLCB meets quarterly at the Brevard County Government Center. Contact Space Coast Area Transit at 321-635-7815 for meeting dates and times.

TRANSPORTATION DISADVANTAGED TRUST FUND

Request to donate $1 to the Transportation Disadvantaged Trust Fund when you renew your driver's license or tag.

TD SERVICES GRIEVANCE PROCEDURE AND FORM

GRIEVANCE PROCEDURE

The intent of the Grievance Procedure for Transportation Disadvantaged (TD) Services 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). **View the Brevard County Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Procedure in its entirety at 321Transit.com/Grievance.**

A multi-layered approach for problem resolution incorporated into the Grievance Procedure. For the purpose of the TDLCB, a grievance is defined as "a circumstance or condition thought to be unjust, and ground for complaint or resentment." *It is assumed that the Complainant would direct any initial concern to Space Coast Area Transit before initiating the Grievance Procedure.*

HOW TO FILE A GRIEVANCE

A grievance must be filed in writing by completing the Grievance Form on page 22 of the Rider's Guide For Special Services or at **321Transit.com/GrievanceForm**. The Complainant may request assistance from Space Coast Area Transit to complete the form. A clear violation of a specific law, regulation, or contractual arrangement should attempt to be demonstrated or established when filing the grievance. The completed form should be mailed to: **Transit Director, Space Coast Area Transit, 401 S. Varr. Ave., Cocoa, Florida 32922**. Space Coast Area Transit (the Community Transportation Coordinator) must respond to the Complainant in writing no later than 7 business days from the date the grievance is received.

THE TDLCB GRIEVANCE SUBCOMMITTEE

If the Complainant determines that the response from Space Coast Area Transit is unsatisfactory, he/she can request that the Grievance Form is forwarded to the TDLCB Grievance Subcommittee. The Complainant will be notified in writing of the Subcommittee meeting date, time, and location. The Subcommittee will endeavor to resolve the grievance and issue a decision in its report.

APPEAL TO THE TDLCB:

The Complainant may appeal the decision of the TDLCB Grievance Subcommittee in writing to the Brevard County Transportation Disadvantaged Local Coordinating Board (TDLCB) within 5 working days from the date the Complainant received written notice from the Subcommittee of its decision.

Once an appeal has been received, the TDLCB shall meet and render a decision at its next meeting. The Complainant will be notified in writing of the date, time, and place of the TDLCB meeting where the appeal shall be heard. A written notice will be mailed at least 10 days in advance of the meeting. A written copy of the decision made by the TDLCB will be mailed to all parties involved within 10 days of the date of the decision.

APPEAL TO THE STATE TD COMMISSION

Should the complainant remain dissatisfied with the decision of the TDLCB, an appeal may be made in writing to: Ombudsman Program, Florida Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450. For questions, e-mail **CTDOmbudsman@dot.state.fl.u** , call 1-800-983-2435, or in Florida, call 711 to access the Florida Relay System.

TD SERVICES GRIEVANCE FORM

Agency/Individual Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ Email: _____

This Grievance Form for Transportation Disadvantaged (TD) Services shall be sent to the Community Transportation Coordinator, Space Coast Area Transit. Outline the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. A clear violation of a specific la , regulation, or contractual arrangement should attempt to be demonstrated or established. The Complainant may request assistance from Space Coast Area Transit to complete the form. Additional pages may be attached; please be sure to number all additional pages and/or attachments. Send the completed form and any supporting documentation to: **Transit Director, Space Coast Area Transit, 401 S. Varr. Ave., Cocoa, Florida 32922.**

GRIEVANCE INFORMATION:

I hereby attest that these statements are true and correct.

Complainant's Name: _____

Complainant's Signature: _____ Date: _____

TITLE VI CIVIL RIGHTS ASSURANCE

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

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

HOW TO FILE A TITLE VI COMPLAINT

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

Terry Jordan, Director • Space Coast Area Transit
401 South Varr Avenue, Cocoa, FL 32922
Telephone (321) 635-7815 extension 52960; Facsimile (321) 633-1905
E-mail: Terry.Jordan@BrevardFL.Gov

Space Coast Area Transit encourages the filing of a complaint in writing. Include the complainants name, address, and other contact information so that he/she may be reached. See the Space Coast Area Transit Title VI Complaint Form on page 25 – 26 of the Rider's Guide, or on **321Transit.com/TitleVIForm.** Please note that the complainant will be asked to provide information regarding:

1. How, why, when, and where the complainant believes he/she was discriminated against, including the location, names, and contact information for witnesses. If the alleged incident occurred on a Space Coast Area Transit vehicle, provide the bus, give date, time of day, and bus number if available.
2. The Complaint Form or letter must be **signed**. Electronic signatures will be accepted.
3. Complaints must be filed within 180 calendar days after the dated alleged discrimination occurred.

COMPLAINT INVESTIGATIONS

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

At a minimum, the investigation will:

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

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

TITLE VI CIVIL RIGHTS ASSURANCE

FEDERAL TRANSIT ADMINISTRATION OFFICE OF CIVIL RIGHTS

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

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TRC
1200 New Jersey Ave., SE
Washington, DC 20590

SPACE COAST AREA TRANSIT'S 2020 TITLE VI UPDATE

Space Coast Area Transit's 2020 Title VI update was prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.IB, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients" (October 1, 2012), and can be found at **321Transit.com/TitleVIReport2020**.

Federal Transit Administration

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

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

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



SPACE COAST AREA TRANSIT TITLE VI COMPLAINT FORM

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

Before completing this form, please read the Space Coast Area Transit Title VI Complaint Procedures by visiting our office or at **321Transit.com/TitleVIReport2017**. For questions call 321-635-7815.

The following information is necessary and required to assist in processing of a complaint. If assistance is required in completing this form, please call the phone number listed above. Complaints must be filed within 180 calendar days after the dated alleged discrimination occurred.

Section I:

Name:

Address:

Phone Home:	Cell:	Work:

Email Address:

Section II:

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

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

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

_____

Please explain why you have filed for a third party:

_____

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

Section III:

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

☐Race ☐Color ☐ National Origin

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

Location where incident occurred:_____

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

_____

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

_____

_____

_____

_____

_____

_____

_____

Section IV

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

Section V

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

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

☐ Federal Agency_____

☐ Federal Court_____

☐ State Agency_____

☐ State Court_____

☐ Local Agency_____

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

AFFIRMATION

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

Signature:_____ Date:_____

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

Terry Jordan, Director
Space Coast Area Transit
401 South Varr Avenue, Cocoa, FL 32922
Telephone (321) 635-7815 extension 52960; Fax (321) 633-1905
E-mail: Terry.Jordan@BrevardFL.gov

LANGUAGE TRANSLATION SERVICE AVAILABLE

NOTE: If you require this Title VI Complaint Form to be translated into another language, download the form at **321Transit.com/TitleVIForm**, then go to **Translate.Google.com** and follow these steps. **1)** Click on the “From” and “To” tabs. **2)** Select what language the original PDF is in “From”. **3)** Select what language you want it translated into “To”. **4)** Click “Browse” and then select this PDF file from your computer.

VOLUNTEERS IN MOTION

Volunteers in Motion provides transportation for individuals who are unable to use other Space Coast Area Transit services due to age or health reasons. The program offers transportation to locations such as medical facilities, pharmacies and grocery stores. Since its inception, Volunteers in Motion has assisted thousands of individuals who would otherwise be unable to live at home independently, and is increasingly recognized as one of Brevard County's biggest success stories.





HOW TO VOLUNTEER

This innovative program is supported by an amazing group of program volunteers who serve because they care. Volunteers are provided training classes, state-of-the-art vehicles, gas, insurance, uniform shirts and cell phones during volunteer hours. There are no out-of-pocket expenses. Volunteer Positions include office support staff who answer phones, file, and perform data entry functions, and Vehicle Operators who transport clients throughout Brevard County. Driving a new van, volunteers pick-up and drop-off clients at medical facilities, and sometimes go with them to their medical appointment. They also assist with shopping and grocery bags, or drop off and pick up prescriptions. For many, it's their only form of transportation. With little time and effort, a volunteer is their ticket to independence.

Due to the increase of requests for service by the growing senior population in Brevard County, Volunteers in Motion has an immediate need to increase their volunteer base. Unfortunately, the demand for services is higher than what the current program can support. Your volunteer time once or twice a week can make an incredible difference. The program operates on weekdays, Monday through Friday. For those who enjoy working with people of all ages and making a difference in their life, this is a great volunteer position! All support is welcome and appreciated. Will you step up and be their hero? To find out more, call 321-635-7999 or e-mail **info@321Transit.com**.

HOW A CLIENT CAN REGISTER

The following information is required to access the Volunteers in Motion transportation program. To register, contact Volunteers in Motion at 321-635-7999 between 8:00 AM and 5:00 PM, Monday – Friday, and provide the information listed below.

General Information
- Name / Date of Birth
- Address / Phone Number
- Emergency Contact

Medical Information
- Physician's Name
- Medical Facility Address and Phone Number

Grocery/Pharmacy Information
- Name of Store
- Location of Store

VOLUNTEERS IN MOTION

HOW A CLIENT CAN SCHEDULE A TRIP

- To schedule, call 321-635-7999 between 8:00 AM and 5:00 PM, Monday – Friday. If no one is available, leave a message with the client's name and telephone number.
- Provide as much notice as possible, especially for medical trips.
- Trips are scheduled the Thursday before the following week's requests.
- Same day and next day trips are difficult to schedule, due to high demand rate.
- Volunteers in Motion clients receive telephone notification on Friday afternoon the trip request has been granted.
- Flexibility is needed with grocery shopping trip requests. Most requests are granted, but not necessarily at the time of preference.
- Clients should be ready to go 15 minutes prior to their departure time.
- After a medical appointment, if a prescription needs to be filled, the driver will make an additional stop if time permits.
- Cancellations must be made at least 48 hours in advance.

CONTRACTED ROUTES

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

Agencies work with Space Coast Area Transit to transport agency customers to designated centers in the morning and return the customers in the afternoon. For more information, call the RideLine at 321-633-1878 or e-mail **info@321Transit.com**.



FIXED ROUTE BUS AND TROLLEY SERVICE

Space Coast Area Transit's Fixed Route Service is a system where transit vehicles operates along a specific route and according to a set schedule. Extensive coverage is provided throughout cities and unincorporated areas of Brevard County. Passenger safety is Space Coast Area Transit's #1 priority. All scheduled times are approximate and depend on traffic and other conditions. Read tips on how to ride, request maps by mail or view maps and schedules online at **321Transit.com**.

GENERAL INFORMATION

All transit buses are wheelchair lift equipped and accommodate bikes at no additional charge. Major shopping centers, government centers, social service agencies, area colleges, universities and hospitals are just some of the locations served by Space Coast Area Transit. Saturday Service is available on most routes and Sunday Service is available on several routes.



HOW TO RIDE

- The safety of our passengers is our #1 priority.
- Please limit packages to those you can personally carry on the bus by yourself.
- Be at the stop at least 5 minutes prior to the scheduled arrival time.
- Do not approach a moving bus.
- Have exact fare or pass ready prior to boarding the bus. Drivers cannot make change.
- Leave seats near the front for elderly or disabled riders, moving promptly to the next available seat.
- Passengers may only use audio devices with head phones activated.
- Eating, drinking, smoking, e-cigarettes, and any materials that are flammable are not allowed on buses.
- Service animals are the only animals allowed.
- If available, use the stop bar or pull cord to signal your stop one block in advance. If one is not available, alert your driver at least one block in advance.
- Do not leave your seat until the bus is fully stopped.
- All buses are equipped with bike racks. Surfboards and bikes are permitted inside the bus when space is available.
- Proper attire is needed to board. Shirts and shoes are required. Bathing suits, except board shorts, must be covered.
- All scheduled times are approximate and depend on traffic and other conditions

FARES AND PAYMENT OPTIONS

A new **mobile ticketing** system powered by **Token Transit** at **321Transit.com/Pass** sends a 1-Ride, 10-Ride or 30-Day Pass directly and instantly to a smartphone. Payment with a credit or debit card is required. Otherwise, a 1-Ride Fare is paid when boarding. Exact change is required as the driver is not equipped to make change. Fare specials include a 10-Ride and a 30-Day Pass. Both must be purchased in advance.

In addition to **Token Transit**, 10-Ride and 30-Day Pass purchase options include: **In person** at Space Coast Area Transit, 401 S. Varr Ave., Cocoa, Florida, 32922, or 460 S. Harbor City Blvd., Melbourne, Florida, 32901; **By mail** to either address listed above, checks up to $100.00, money orders, or credit cards are accepted; **By phone** at 321.635.7815, option 2 or 321.952.4561, option 1 with a Visa, MasterCard, or Discover Card; and **Online** at **321Transit.com/BuyPass** with a 5-day mail delivery. Eligible Fixed Route, TD, and ADA Paratransit customers ride at Reduced Fare. View requirements for Reduced Fare eligibility on page 31 or at 321Transit.com/IDCard.

FIXED ROUTE BUS SERVICE

HOLIDAY SERVICE

Generally, the following list of holidays have modified schedules, or no service. For holiday schedule updates, call the RideLine at 321-633-1878 or go to **321Transit.com/Holidays**.

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

EFSC CLASS PASS, STUDENTS AND YOUTH



Eastern Florida State College (EFSC) Students ride for free with a Class Pass sticker on a valid EFSC Student ID. Other students ride for half-price with a Reduced Fare ID Card issued by Space Coast Area Transit. Read how to apply for a Reduced Fare ID Card on page 31 or at **321Transit.com/IDCard**. There is no charge for children under the age of 5. With the Read-to-Ride Program, youth 18 and under ride free all summer long, just by showing their Brevard County Library Card!

PASSENGERS WITH BIKES



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

ECONOMIC IMPACT



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

TAX BENEFITS



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

CONTACT US

For general information, call the RideLine at 321-633-1878. To connect with a Florida Replay Operator, dial 7-1-1, using text telephones (TTYs), captioned telephone (CapTel) or a personal computer. Request that on your behalf, the Florida Relay Service calls the RideLine at 321-633-1878 and communicates your questions or message to Space Coast Area Transit. Visit the Florida Relay Service Website at **FTRI.org/Relay** for additional information. E-mail **info@321Transit.com**, like us on Facebook, view our videos on YouTube, follow us on Twitter, or connect with us on Instagram **@321Transit**.

Space Coast Area Transit Terminal Locations:

- North Terminal: 401 S. Varr Avenue, Cocoa, FL 32922
- South Terminal: 460 S. Harbor City Blvd., Melbourne, FL 32901

FARES AND PAYMENT OPTIONS

There are three categories of fares: Bus/Trolley Fare, TD Paratransit Fare and ADA Paratransit Fare. **Each category has a different type of fare, based on eligibility.**

FARES AND PAYMENT OPTIONS



A new **mobile ticketing** system powered by **Token Transit** at **321Transit.com/Pass** sends a 1-Ride, 10-Ride or 30-Day Pass directly and instantly to a smartphone. Payment with a credit or debit card is required. Otherwise, a 1-Ride Fare is paid when boarding. Exact change is required as the driver is not equipped to make change. Fare specials include a 10-Ride and a 30-Day Pass. Both must be purchased in advance.

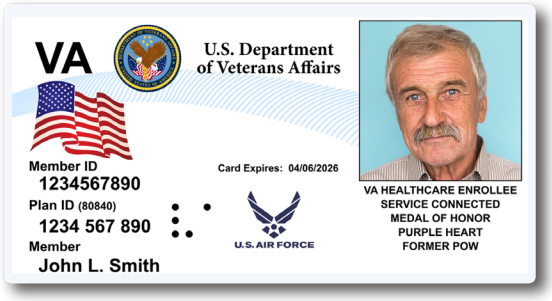
In addition to **Token Transit**, 10-Ride and 30-Day Pass purchase options include: **In person** at Space Coast Area Transit, 401 S. Varr Ave., Cocoa, Florida, 32922, or 460 S. Harbor City Blvd., Melbourne, Florida, 32901; **By mail** to either address listed above, checks up to $100.00, money orders, or credit cards are accepted; **By phone** at 321.635.7815, option 2 or 321.952.4561, option 1 with a Visa, MasterCard, or Discover Card; and **Online** at **321Transit.com/BuyPass** with a 5-day mail delivery.

ELIGIBILITY FOR REDUCED FARE

Any individual who rides the Fixed Route Bus System **MUST** apply for a Reduced Fare ID Card in order to receive a Reduced Fare Pass.

Reduced Fare ID cards are issued at either Space Coast Area Transit Bus Terminal, Monday—Friday, from 8:00 AM to 5:00 PM. Customers may also view the requirements and upload qualifying documents at **321transit.com/IDCard** to apply.

Fixed Route Bus System qualified passengers ride a Reduced Fare. Those eligible to apply for a Reduced Fare ID card include students, veterans, seniors 60+, and individuals with disabilities. There is no charge for children under the age of 5, or for transfers. EFSC students ride for free with a valid EFSC Student ID. Due to a grant from the City of Melbourne, no fare is charged on routes 21, 24, and 29 to Melbourne residents with valid ID who ride within the Melbourne city limits.



TD Paratransit qualified passengers ride at a Reduced Fare. Individuals must go through the TD Paratransit certification process and become eligible to register for TD Paratransit Service. To apply for TD Paratransit Service, call the RideLine at 321-633-1878, e-mail **info@321Transit.com**, or fill out the TD Certification Form on pages 3 – 4 of the Rider's Guide or at **321Transit.com/TDCertification**.

All ADA Paratransit qualified passengers ride at a Reduced Fare. Individuals must go through an application process and become certified through Space Coast Area Transit to receive ADA Paratransit Service. To apply for ADA Paratransit Service, call the RideLine at 321-633-1878, e-mail **info@321Transit.com**, or fill out the ADA Certification Form on page 7 – 8 of the Rider s Guide or at **321Transit.com/ADACertification**.

Applications for Paratransit Service that are denied may be appealed by following the Appeal Process on page 9 of the Rider's Guide and completing the form on page 10. The Paratransit Eligibility Appeal Form is also available on **321Transit.com/AppealForm**.

FARE TABLE FOR BUS/TROLLEY, TD AND ADA PARATRANSIT

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

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

Customers are encouraged to take advantage of the cost-effective Fixed Route Bus Service. All Space Coast Area Transit buses are wheelchair accessible. Information on Reduced Fare Eligibility is located on page 31 of the Rider's Guide. Reduced Fare ID Cards are issued at either Space Coast Area Transit Bus Terminal, Monday—Friday, from 8:00 AM to 5:00 PM. Customers may also view the requirements and upload qualifying documents at **321Transit.com/IDCard** to apply.

EMERGENCY EVACUATION SUPPORT

PRE-REGISTRATION AND EVACUATION TO SPECIAL NEEDS SHELTERS



Space Coast Area Transit provides transportation for Brevard County Emergency Management. In order to deliver the highest quality emergency service possible, residents with special needs **MUST** pre-register with the Emergency Management Office at 321-637-6670. Applicants may also contact their home health agency, hospice agency, medical supply company, or other caregiver for assistance with registering. Once registered, annual updates are required to keep information up-to-date.



As part of the Special Needs Registration, applicants are requested to share information about their pets. Due to health concerns, pets are NOT allowed in special needs shelters. In the event of an emergency or evacuation, pre-registered applicants will be contacted to reverify their shelter needs and pet information. An approximate pickup time will be provided, both for Space Coast Area Transit to pick-up the resident and for Brevard County Animal Services to pick-up the pet. Special needs residents should have their pet, disaster kit and personal items ready to go at the designated pickup time. Once the emergency has passed, residents and pets will be returned to their homes.

Transportation is free to all special needs and primary evacuation shelters. Residents will be transported if they register a request, either as part of a Special Needs Application, or if they have no other means of transportation to a shelter.

COORDINATION WITH OTHER EMERGENCY RESPONDERS

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

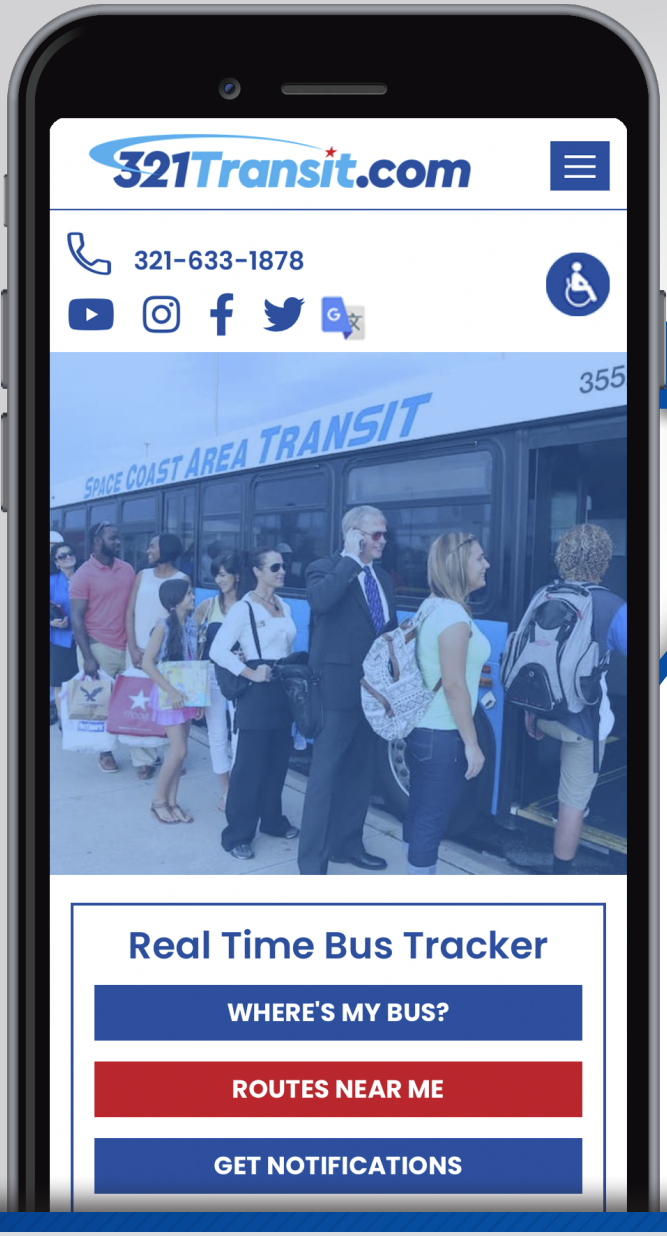
RESTORING SERVICE AFTER THE “ALL CLEAR” IS ISSUED

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

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



GET THE BUS TRACKER



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