



Agenda Report

2725 Judge Fran Jamieson
Way
Viera, FL 32940

Consent

F.36.

7/6/2021

Subject:

Confirmation of Terry A. Jordan as Transit Services Director.

Fiscal Impact:

N/A

Dept/Office:

County Manager's Office

Requested Action:

It is requested that the Board of County Commissioners confirm the appointment of Terry A. Jordan as Director of the Brevard County Transit Services Department.

Summary Explanation and Background:

Pursuant to the Brevard County Charter and Code of Ordinances, it is asked that the Board of County Commissioners confirm the appointment of Terry A. Jordan as Director of the Brevard County Transit Services Department.

Mr. Jordan is currently serving as the Interim Transit Services Director since April 2021. Since Mr. Jordan began his employment as the Transit Planner with Space Coast Area Transit in 2017, he has worked on major initiatives such as the Intelligent Transportation System installation, Mobile Fare Payments, and bus stop improvements. Mr. Jordan is a graduate of the County's Executive Leadership Institute.

Mr. Jordan has over thirty years of experience in the transit industry, with prior tenures as the Transportation Director of the Craven Area Rural Transportation System and the Executive Director of the Goldsboro Wayne Transportation Authority in North Carolina. In addition to managing two rural transit systems in North Carolina, Mr. Jordan worked for the North Carolina Department of Transportation managing Federal Transit grants. He began his career at the Central Florida Regional Transportation Authority (also known as Lynx).

Mr. Jordan's previous experiences have prepared him to manage all areas of Transit Services and we are confident that Mr. Jordan will capably lead the Transit Services Department employees to continue building on the successful public transportation system already in place.

Mr. Jordan's resume is attached for the Board's review.

Clerk to the Board Instructions:

Forward Board direction to the County Manager's Office.



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July 7, 2021

MEMORANDUM

TO: Frank Abbate, County Manager

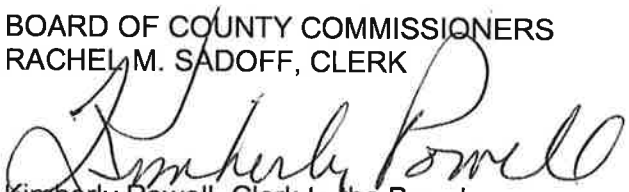
RE: Item F.36., Confirmation of Terry A. Jordan as Transit Services Director

The Board of County Commissioners, in regular session on July 6, 2021, confirmed the appointment of Terry A. Jordan as Director of the Brevard County Transit Services Department.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
RACHEL M. SADOFF, CLERK


Kimberly Powell, Clerk to the Board

/cld

cc: Transit Services

TERRY A. JORDAN

OBJECTIVE

To secure a position that will leverage my professional work experience in prior leadership roles of Public Transportation Systems. It is my aspiration that my current performance in combination with previous management experience, as Transportation Director of the Craven Area Rural Transportation System, Executive Director of the Goldsboro Wayne Transportation Authority in combination with my prior roles of Service Planner with LYNX and Planner for Space Coast Area Transit will prove invaluable in this role of Director of Space Coast Area Transit.

My desire is that my experience in combination with the knowledge of planning and transit practices, demand response service and administration of State Department of Transportation along with Federally funded programs along with an ability to continuously form excellent interpersonal relationships will prove a continued asset in the leadership role of Space Coast Area Transit. My goal is the role of Director will allow for continued personal growth while contributing to the success and growth of the department.

PROFESSIONAL EXPERIENCE

Brevard County Transit Services – Space Coast Area Transit

Interim Director April 2021 – Present

- **Agency Direction** – oversee daily Transit Services and Operations, ensure customer and employee safety and work toward the development of an engaged staff with a customer-focused and safety culture throughout the workplace
- **Staff Management** – development and technical oversight of administrative and operations staff.
- **Secure Funding** - direct preparation of Federal and State grant applications; ensures compliance with all Federal and State grant regulations. Coordinate development of annual and five-year budget parameters
- **Financial Management** – effectively develop and manage the Department's budget; approve and review budget expenditures, analysis and implementation/recommendations of appropriate actions to ensure budget adherence
- **Federal, State and Local Compliance** - coordinates transit programs with Federal, State, County and local agencies and officials. Represents Brevard County at State and Federal agency meetings
- **Maintained Quality Service Provision** - Lead initiatives to improve transportation services, implement processes for periodic evaluation of scheduled routes to ensure optimum efficiency and ability to fulfill requested transportation needs

Planner – June 2017 – April 2021

- **Project Management** - major initiatives such as the Intelligent Transportation Systems installation, Mobile Fare Payment implementation, ADA bus stop assessment, upgrades, and shelter installations.

- **Transportation Planning** - oversight and participation in Transportation Development Projects, research, analyzing and assisting in Transportation Planning Studies related to Space Coast Area Transit and Brevard County.
- **Agency Coordination** - Florida Department of Transportation and local municipalities to ensure inclusion/consideration of Public Transportation on roadway projects and future planning projects.
- **Represent Space Coast Area Transit** - local Transportation associated boards such as the Transportation Planning Organization, Transit Advisory Committee, and Bicycle/Pedestrian Committee
- **Ensure Quality Service Provision** - review and analysis of fixed route service for development and implementation of service improvements/initiatives.

TMAJ Services Incorporated

Owner\Operator – November 2014 – Present

- **Management** - directed agents providing remote technical and customer service support for various fortune 500 companies including AT&T, Comcast and Barnes & Noble Book Stores.

Craven Area Rural Transportation System - CARTS

Transportation Director – February 13, 2013 – April 25, 2014

- **Agency Direction** - directed the provision of transportation services for clients of the rural demand response service provided to Craven, Jones, and Pamlico Counties, while ensuring safe operation and adherence to applicable federal, state and local regulations.
- **Staff Management** - technical oversight of administrative and operations staff.
- **Funding Agency Management** - coordination with Federal Transit Administration (FTA), NCDOT and RPO regarding requirements and aspects for Federal grant funding necessary for the implementation of Fixed Route Service in the newly formed urbanized area.
- **Secure Funding** - identified funding sources for the continued and expanded provision of coordinated transportation services for clients of the rural demand response service provided.
- **Financial Management** - managed budget expenditures and implement/recommend appropriate actions to ensure budget adherence
- **Federal and State Compliance** - ensured local, state, and federal guidelines, policies and regulations were properly implemented and operations remained in compliance with such policies.
- **Maintained Quality Service Provision** - periodic evaluation of scheduled routes to ensure optimum efficiency and ability to fulfill requested transportation needs.

Goldsboro Wayne Transportation Authority - GWTA

Executive Director – January 1, 2012 – February 11, 2013

Operations Manager - March 2011 - December 31, 2011

- **Agency Management** - managed transportation activities for urban fixed route service and rural demand response service provided to Wayne County Residents
- **Quality Assurance** - monitored various aspects of staff and daily operations, provision of

training and technical direction for the provision of transportation service.

- **Budget and Grant Development** - developed annual budgets and 5311 Community Transportation Grant applications as well as any urbanized or non-urbanized formula grant applications to be submitted by GWTA.
- **Grant Compliance** - coordinated staff to ensure expenditures are compliant with grant specifications and annual budget is not exceeded.
- **Drug and Alcohol Program Manager** - ensured monitoring, oversight, and compliance with Federal and State Drug and Alcohol program testing and monitoring.
- **Policy Development and Compliance** - responsible for preparing and maintaining policies and procedures related to the transit operations to ensure a safe and customer friendly environment for staff and customers.
- **New Service Development / Implementation** - coordinated and implemented new and improved fixed route and demand response service.

North Carolina Department of Transportation

Mobility Development Specialist - May 2008 - March 2011

- **Community Transportation Systems Management** - responsible for providing planning, operations, and administrative guidance in conjunction with technical oversight to nine (9) designated Community Transportation Systems located in the Sand hills region of North Carolina.
- **Grant Monitoring** - perform annual reviews of the Section 5311 Community Transportation and Rural Operations Assistance Program (ROAP) applications along with continuous monitoring and oversight of grant activities.
- **Federal and State Compliance** - coordination and implementation of activities of Grantees in relation to Federal and State Compliance rules and regulations.
- **FTA Coordination** - responsible for review and reporting of North Carolina quarterly Charter Exceptions to the Federal Transit Administration.
- **Grant Development** - served as the primary contact for the Targeted Transit Assistance Program applications which consisted of the Jobs Access Reverse Commute (JARC), New Freedom and Elderly & Disabled programs. Also responsible for the review and recommendation of projects to be considered for funding.

Central Florida Regional Transportation Authority (a.k.a LYNX) Orlando, Florida

Associate Service Planner – September 1999 – September 2007

Data Collection Coordinator – November 1992 - July 1999

Transit Surveyor – September 1990 - November 1992

- **Data Collection** - responsible for production and completion of annual National Transit Database (NTD) reports for passenger miles, service hours and trips completed.
- **Federal Compliance** - responsible for maintaining data and completion of monthly Passenger Ridership reports for submission to the Federal Government, Florida Department of Transportation, American Public Transportation Association, local jurisdictions, the LYNX Board of Directors, Senior Staff, the local MPO, departments within LYNX, consultant firms, peer transit agencies and all others requesting ridership data.

- **New & Improved Service Provision** - assist the Manager of Service Planning and Scheduling with the review, development, and implementation of service initiatives.
- **Data Collection Systems Management** - responsible for administering, coordinating, and overseeing Automated Passenger Counter (A.P.C.) projects, processing and analysis of data retrieved. Including reviewing the functionality of the APC hardware to ensure the reliability and accuracy of data produced.
- **Customer Communications** - responsible for reviewing and responding to customer concerns, requests and complaints regarding service and on-time performance issues.
- **Quality Service Assurance** - evaluate service efficiency through the analysis of route performance and passenger ridership.
- **Service Development** - prepared and developed routing and scheduling adjustments based on examination of APC data, customer input and recommendations from our Comprehensive Operation Analysis (COA).

EDUCATION

Craven Community College New Bern, North Carolina
Grant Writing Course (Certificate) 2014

Orlando Technical Center Orlando, Florida
Business Operations (Certificate) 1991

- Vice President of Vocational - Technical National Honor Society
- Advisory Committee Chair Member

Thomas Edison High School Queens, New York
Diploma, Technical Drafting 1990

- Member of National Honor Society and V.I.C.A.

Professional Development

- Executive Leadership Institute (July 2019)
- NTI Title VI Public Transportation Training Course (April 2019)
- FTA Drug and Alcohol Reasonable Suspicion Training (September 2010)
- Transportation Leadership Development Program (Spring 2009)
- NTI Transportation and Land Use Course (March 2007)
- Scheduling and Run Cutting Course (June 2006)
- NTI Transit Operations Planning Course (April 2006)
- National Transit Database Data Collection and Reporting Training Course (July 2005)

KEY ACHIEVEMENTS

- Nominated and voted into two terms to serve on the North Carolina Public Transportation Board of Directors
- Presentation of federally funded programs at annual Community Transit Conference for North Carolina Public Transportation Systems.

- Presentation to American Public Transportation Association Intermodal Conference showcasing custom designed Automated Passenger Counter reporting program and Geographic Information System.
- Responsible for managing the transition from manual N.T.D. and passenger ridership data collection to the automated data collection system
- Instrumental in the development and implementation of several automated passenger ridership reporting processes utilized by LYNX.
- Key role in the LYNX Service Efficiency Review and Running Time Committees decision making process.