

**TDLCB meeting handouts
January 8, 2014**

Votran Summary of Transportation Disadvantaged Boardings

WHEELCHAIR BOARDINGS							
	Oct 2013	Oct 2012	Difference		Nov 2013	Nov 2012	Difference
Fixed route	2,163	2,337	-7.4%		2,077	2,246	-7.5%
Paratransit	6,296	6,108	3.1%		5,491	5,616	-2.2%
Flex	148	162	-8.6%		120	110	9.1%
TOTAL	8,607	8,607	0.0%		7,688	7,972	-3.6%
TOTAL BOARDINGS							
Fixed Route	343,110	329,534	4.1%		304,806	301,461	1.1%
Paratransit	22,311	23,362	-4.5%		19,173	20,372	-5.9%
New Smyrna Flex	1,864	1,908	-2.3%		1,747	1,653	5.7%
Paratransit and Flex	24,175	25,270	-4.3%		20,920	22,025	-5.0%
					Nov 2013	Nov 2012	
YTD Paratransit Budget boardings					47,544	43,016	10.5%
YTD Paratransit Actual boardings					41,488	43,737	-5.1%

VOTRAN FLEX SERVICE REPORT – TDLCB meeting January 8, 2014

Oct-13	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	924	940	1,864
TRIP TYPE			
Ambulatory	822	894	1,716
Wheelchair	102	46	148
MILES	2951	3192	6,143
HOURS	298	300	598

Nov-13	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	843	904	1,747
TRIP TYPE			
Ambulatory	755	872	1,627
Wheelchair	88	32	120
MILES	3141	2660	5,801
HOURS	281	271	552



Reference: HB-2013-01

January 25, 2013

Ms. Diane Poitras
Transit Analyst
Florida Department of Transportation
133 South Semoran Boulevard
Orlando, Florida 32807

Subject: 49 U.S.C. Section 5311 Grant Application

Dear Ms. Poitras:

I am pleased to submit VOTRAN's Fiscal Year (FY) 2012-2013 application for the 49 U.S.C. Section 5311 Grant to provide transit service to Volusia County's elderly, disabled and general public residing in the rural areas of Volusia County.

Enclosed you'll find a complete original grant application and 2 copies of the governing board resolution as instructed in the application manual. A copy of this application has also been sent to the East Central Florida Regional Planning Council for review. There are 5 copies of the application enclosed, in addition to one original.

If you have any questions, or require additional information, please don't hesitate to contact me at (386) 756-7496 ext. 4112.

Sincerely,

Heather Blanck
Assistant General Manager of Planning, Marketing and Customer Service

950 BIG TREE ROAD SOUTH DAYTONA, FLORIDA 32119-8815
(386) 756-7496 FAX (386) 756-7487



A service of Volusia County Government

FORM B-2 (REVENUES)
TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE REVENUES

Name of Applicant: Volusia County, d/b/a/ Votran

State Fiscal period from 10/01/13 to 9/30/14

OPERATING REVENUE CATEGORY	TOTAL REVENUE	REVENUE USED AS FTA MATCH
Passenger Fares for Transit Service (401)	Total= \$ 418,420 Rural=\$ 37,658 (b)	
Special Transit Fares (402)		
School Bus Service Revenues (403)		
Freight Tariffs (404)		
Charter Service Revenues (405)		
Auxillary Transportation Revenues (406)		
Non-transportation Revenues (407)		
Total Operating Revenue	\$ 37,658	\$
OTHER REVENUE CATEGORY		
Taxes Levied directly by the Transit System (408)		
Local Cash Grants and Reimbursements (409)		\$262,759
Local Special Fare Assistance (410)		
State Cash Grants and Reimbursements (411)		
State Special Fare Assistance (412)		
Federal Cash Grants and Reimbursements (413)	\$262,759	
Interest Income (414)		
Contributed Services (430)		
Contributed Cash (431)		
Subsidy from Other Sectors of Operations (440)		
TOTAL OF OTHER REVENUE	\$ 262,759	\$
GRAND TOTAL ALL REVENUE	\$ 300,417	\$ 262,759 (e)



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Votran Complaint Process Overview

Transportation Disadvantaged Local
Coordinating Board, January 8, 2013

Votran complaints



- Votran's complaint process has been in place for ten years
- Federal Transit Administration accepted in July 2012
- Customer service reports are logged
- Customer Service Manager initiates appropriate action for the category of service report

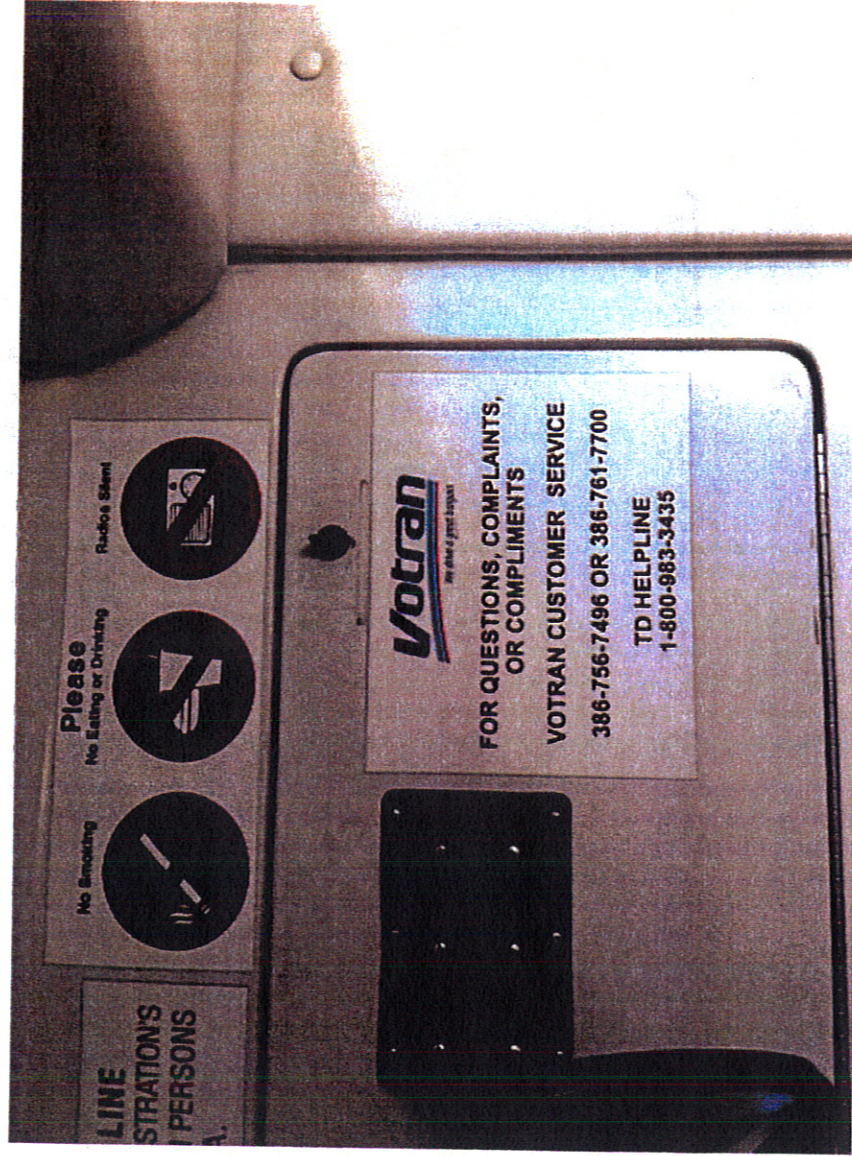
Customer access



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- ❑ Complaints are received from many sources
- ❑ Posted onboard notice
- ❑ Direct email via Votran website
- ❑ Conversation with staff
- ❑ Apology is extended during the initial contact with the customer

Onboard notice



Notice posted on Votran vehicles and contractor vehicles

Direct web email



Volusia County's public transit system
A Service of Volusia County Government

NEWS & EVENTS | RIDING VOTRAN | SPECIAL SERVICES | COMMUTER ASSISTANCE
CAREERS | BUSINESS OPPORTUNITIES | ABOUT VOTRAN | CONTACT US

[back to votran home page](#)

Customer Service

Email comments and questions
votrancustomerservice@volusia.org

Telephone numbers
(386) 761-7700 (Daytona Beach)
(386) 424-6800 (Southeast Volusia)
(386) 943-7033 (West Volusia)

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Ride Votran
to work, to play, to school every day.

Contact staff



Votran
We drive a great bargain

Volusia County's public transit system
A Service of Volusia County Government

NEWS & EVENTS RIDING VOTRAN SPECIAL SERVICES COMMUTER ASSISTANCE
CAREERS BUSINESS OPPORTUNITIES ABOUT VOTRAN CONTACT US

[back to votran home page](#)

Administration

General Manager
Steve Sherrer

Telephone numbers
(386) 761-7700 (Daytona Beach)
(386) 424-6800 (Southeast Volusia)
(386) 943-7033 (West Volusia)

Assistant General Manager
Heather Blanck
Planning, Marketing and Customer Services
HBlanck@co.volusia.fl.us

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Ride Votran
to work, to play, to school every day.



Address
Votran
950 Big Tree Road
South Daytona, Florida 32119-8815

Assistant General Manager
Elizabeth Suchsland
Operations and Maintenance
ESuchsland@co.volusia.fl.us

Service report



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- A service report contains the information collected from the customer
- The report is reviewed by the Customer Service Manager for completeness and accuracy
- The investigation of the report is conducted, normally takes five to ten business days

Replay data



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- Replay software
- Cameras
- Voice recordings
- Manifests

Review committee



- Customer Service Manager chairs the weekly review of complaints and commendations
- Committee members are management staff:
AGM Customer Service, AGM Operations,
Director of Safety, Manager of Paratransit and
Call Center, TPO Transit Planner and TDLCB
liaison

Reply to customer



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- Letter or phone call to complainant indicating the findings of the Committee (as requested by client)
- The information about the findings will be general in nature.

Questions



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Rickey Mack, Customer Service Manager

386-756-7496 extension 4119

rmack@volusia.org

A Snapshot of the Florida Medicaid Long-term Care Program

Statewide Medicaid Managed Care (SMMC) Long-term Care (LTC) program

- ❖ The Florida Medicaid program is in the process of implementing a new system through which Medicaid recipients will receive long-term care services. This program is called the Statewide Medicaid Managed Care Long-term Care Program.
- ❖ The Long-term Care program is comprised of two types of health plans:
 - Health Maintenance Organizations (HMOs)
 - Provider Service Networks (PSNs)

Who is required to participate?

- ❖ Individuals are required to be enrolled in the Long-term Care program if they are:
 - 65 years of age or older AND need nursing facility level of care
 - 18 years of age or older AND are eligible for Medicaid by reason of disability AND need nursing facility level of care
 - Individuals enrolled in the Aged and Disabled Adult (A/DA) Waiver
 - Individuals who are enrolled in the Consumer-Directed Care Plus for individuals in the A/DA waiver
 - Individuals enrolled in the Assisted Living Waiver
 - Individuals enrolled in the Nursing Home Diversion Waiver
 - Individuals who are enrolled in the Frail Elder Option
 - Individuals enrolled in the Channeling Services Waiver.

Who is NOT required to Participate?

- ❖ Individuals who are enrolled in the following programs are NOT required to enroll, although they may enroll if they choose to:
 - Developmental Disabilities Waiver program
 - Traumatic Brain & Spinal Cord Injury (TBI) Waiver
 - Project AIDS Care (PAC) Waiver
 - Adult Cystic Fibrosis Waiver
 - Program of All-Inclusive Care for the Elderly (PACE)
 - Familial Dysautonomia Waiver
 - Model Waiver

What services are provided under the Long-term Care program?

LTC Program Minimum Covered Services	
Adult companion care	Intermittent and skilled nursing
Adult day health care	Medical equipment and supplies
Assisted living	Medication administration
Assistive care services	Medication management
Attendant care	Nursing facility
Behavioral management	Nutritional assessment/ risk reduction
Care coordination/ Case management	Personal care
Caregiver training	Personal emergency response system
Home accessibility adaptation	Respite care
Home-delivered meals	Therapies, occupational, physical, respiratory and speech
Homemaker	Transportation, Non-emergency
Hospice	

What providers will be included in the Long-term Care plans?

- ❖ Long-term Care plans may limit the providers in their networks based on credentials, quality indicators, and price – But they must include a minimum number of all of the providers listed in the chart below.
- ❖ In addition, Long-term Care plans must offer initial contracts to certain providers within their region, including: nursing facilities, hospices and aging network services providers in their region.

LTC Program Minimum Network Providers	
Adult day care centers	Homemaker and companion services
Adult family-care homes	Hospices
Assisted living facilities	Community care for the elderly lead agencies
Health care service pools	Nurse registries
Home health agencies	Nursing home

- ❖ Other qualified providers under the LTC program include: Alarm System Contractors, Case Managers and Case Management agencies, Centers for Independent Living, Clinical Social Workers, Community Mental Health Centers, Community Transportation Coordinators, Dietician/ Nutrition Counselors, Homemaker/ Companion Agencies, Durable Medical Equipment and Home Medical Equipment providers, Licensed Practical Nurses, Mental Health Counselors, Occupational, Physical, Respiratory and Speech Therapists, Psychologists and Registered Nurses.
- ❖ Plans must have a sufficient provider network to serve the needs of their plan enrollees.

When will the Long-term Care program begin?

- ❖ The Long-term Care program will be implemented on a regional basis, for the first region enrolling on August 1, 2013 and the final region enrolling on March 1, 2014.



A Snapshot of the Florida Medicaid Long-term Care Program

What Region am I in?

Region	Counties
1	Escambia, Okaloosa, Santa Rosa, and Walton
2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington
3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union
4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia
5	Pasco and Pinellas
6	Hardee, Highlands, Hillsborough, Manatee, and Polk
7	Brevard, Orange, Osceola, and Seminole
8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
9	Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
10	Broward
11	Miami-Dade and Monroe

When will I be notified and be required to enroll?

Region	Pre-Welcome Letter	Welcome Letter	Reminder Letter	Last Day to Choose a Plan Before Initial Enrollment	Date Enrolled in LTC Plans
1	11/1/2013	12/23/2013	1/20/2014	2/13/2014	3/1/2014
2	7/1/2013	8/26/2013	9/16/2013	10/17/2013	11/1/2013
3	11/1/2013	12/23/2013	1/20/2014	2/13/2014	3/1/2014
4	11/1/2013	12/23/2013	1/20/2014	2/13/2014	3/1/2014
5	10/1/2013	11/25/2013	12/16/2013	1/16/2014	2/1/2014
6	10/1/2013	11/25/2013	12/16/2013	1/16/2014	2/1/2014
7	4/1/2013	5/20/2013	6/24/2013	7/18/2013	8/1/2013
8	5/1/2013	6/24/2013	7/22/2013	8/22/2013	9/1/2013
9	5/1/2013	6/24/2013	7/22/2013	8/22/2013	9/1/2013
10	7/1/2013	8/26/2013	9/16/2013	10/17/2013	11/1/2013
11	8/1/2013	9/23/2013	10/21/2013	11/21/2013	12/1/2013

What do I have to do to choose a Long-term Care plan?

- ❖ Prior to implementation in your region, you will receive plan selection materials from the choice counselor by mail. The dates for these mailings are listed above.
- ❖ All Medicaid recipients receiving services in a nursing facility, or through the Nursing Home Diversion Waiver, Aged and Disabled Adult Waiver, Assisted Living Waiver, Channeling Waiver, or the Frail Elder Option will have the opportunity to receive choice counseling prior to enrollment into the Long-term Care program.
- ❖ If a recipient is currently receiving services from a LTC plan that will also be a LTC plan in the region where the recipient resides, the recipient can choose to remain with the original plan, or the recipient can choose to enroll with a different plan.
- ❖ A counselor will assist you in selecting the plan in your region that best meets your needs. To contact a choice counselor, you can use your computer to go to www.flmedicaidmanagedcare.com; or you can call 1-877-711-3662 to talk to a choice counselor.
- ❖ You can request an in person visit from a choice counselor as well.
- ❖ The Aging and Disability Resource Center (ADRC) is also available to assist with any questions you may have.

What Long-term Care Plans are available in my Region?

	American Elder Care	Ameri-group	Coventry	Humana	Molina	Sunshine	United
1	X					X	
2	X						X
3	X					X	X
4	X			X		X	X
5	X				X	X	X
6	X		X		X	X	X
7	X		X			X	X
8	X					X	X
9	X		X			X	X
10	X	X		X		X	
11	X	X	X	X	X	X	X

Can I change LTC plans once I make a selection?

- ❖ Recipients are encouraged to work with their choice counselor to choose the LTC plan that best meets their needs.
- ❖ After joining a plan, the recipient has 90 days to change to another plan offered within their region.
- ❖ After the 90-day deadline, recipients may only change plans for "good cause" reasons.
- ❖ After the initial 12-month period, recipients may change plans during an open enrollment period.

Will my LTC plan continue the services I am receiving now?

- ❖ The new plan is required to continue existing services unabated for up to 60 days, OR until the recipient receives a comprehensive assessment and a new plan of care is developed.

Where can I find additional information on this program?

- ❖ Information on the LTC plans available in each region and on how to choose a LTC plan will be available on the Choice Counseling website ahead of when recipients will need to make a choice: www.flmedicaidmanagedcare.com.
- ❖ Questions about the program can be emailed to: FLMedicaidManagedCare@ahca.myflorida.com
- ❖ Updates about the Statewide Medicaid Managed Care program are posted at: <http://ahca.myflorida.com/SMMC>
- ❖ Upcoming events and news can be found on the "News and Events" tab on the SMMC website: <http://ahca.myflorida.com/SMMC>
- ❖ Keep up to date on information by signing up to receive program updates by visiting the SMMC website through the following link <http://ahca.myflorida.com/SMMC> and clicking the red "Sign Up for Program Updates" box on the right hand side of the page.
- ❖ Find more information at the following:



[Youtube.com/AHCAFlorida](https://www.youtube.com/AHCAFlorida)



[Facebook.com/AHCAFlorida](https://www.facebook.com/AHCAFlorida)



[Twitter.com/AHCA_FL](https://twitter.com/AHCA_FL)

Carole M. Hinkley

From: Doug Hall <flhalls@earthlink.net>
Sent: Saturday, December 07, 2013 10:05 PM
To: Carole M. Hinkley
Subject: RE: TDLCB Membership

Greetings Carole,

Sorry, but I thought that I had already replied to your message. I'll send you a formal letter of request shortly. Yes, I certainly am interested in rejoining the TDLCb, anything that will help with transportation issues. I spoke with Mary Ellen Ottman and have decided to apply for the alternate position as a Citizens Advocate (System User). Here is some brief background and qualifications.

I am Doug Hall, recently retired after 29 years with the Florida Department of Education. I've served as a case manager with the Florida Division of Blind Services, at the Rehabilitation Center for the Blind and Visually Impaired. I've lived in Daytona Beach since 1986, but have been in Florida since 1976. In terms of my education and career, I have a Masters of Education (M.Ed.) and have worked as a rehabilitation counselor, project director of a textbook recording program, supervisor of volunteer services, rehabilitation instructor and a case manager. Now that I am retired, I'm able to devote more time to advocacy activities, which is what I've always enjoyed doing. Currently, I chair the Daytona Beach Mayor's Alliance for Persons With Disabilities, have been elected as First Vice President of the Halifax Council of the Blind, chair the Access Committee and serve on the Public Education Committee of the Florida Council of the Blind, am reapplying to volunteer with the Volusia County

School Board and am in the process of becoming a SHINE (Serving the Health Insurance Needs of Elders) volunteer to assist Medicare recipients. Ever since I first volunteered to advise Votran in the mid 1970's, transportation has been an important concern. Unfortunately, I was forced to withdraw temporarily, because of work pressures, but now feel that I have more time.

From: Carole M. Hinkley [<mailto:CMHinkley@volusiatpo.org>]
Sent: Friday, November 22, 2013 4:33 PM
To: flhalls@earthlink.net
Subject: TDLCB Membership

Hi Doug,

This is a follow-up to our meeting last week concerning membership on the TDLCB. I do not recall if at that time you had decided on "Alternate- Citizens Advocate (System User)" or "Alternate- Elderly Citizen". Please forward a letter (to the address indicated below) indicating the alternate membership you wish to fill. I will include your letter in the January 8, 2014 TDLCB agenda packet and then forward to the TPO to be included in the January 2014 TPO Board meeting agenda packet (Boards do not meet in December).

Happy Holidays!
Carole

Please send your letter to this address:

Volusia Transportation Planning Organization
Attn: TDLCB
2570 W. International Speedway Blvd., Suite 100
Daytona Beach, FL 32114

LOOKING FOR SAFE, RELIABLE TRANSPORTATION IN FLORIDA?



Florida has the largest population of older adults in the US – many of them are unable to or choose not to drive. To address this issue, the University of Florida's Senior Safety Resource Center, created an easy-to-use database containing over **700 transportation options** to help seniors remain mobile within their own communities. To see what options are available in your area, visit:

www.SafeandMobileSeniors.org/FindaRide.htm

