

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
January 8, 2020**

Volusia County Mobility Management Center
950 Big Tree Road, South Daytona, FL 32119

TDLCB Members Present:

Clayton Jackson
Beverly Johnson
Jean Cerullo
Doug Hall
Marina Villena
Patricia Lipovsky
Carlos Colon
Shelisha Coleman
Ethan Johnson
Steve Jack
Robert Watson
Heather Post, Chairperson

Representing:

Association of Community Action
Children at Risk
Citizens Advocate
Citizens Advocate, System User
Citizens Advocate, System User – Alternate
Elderly Citizens
Florida Department of Transportation
Health Care Administration
Medical Community
Private for Profit
Veterans Services Group
Volusia County Council, District 4

TDLCB Members Absent:

Renee Gahagan (excused)
Julia Marshall (excused)
Judy Craig, Vice Chairperson
Paula Cargile
Susan Pauly (excused)

Representing:

Citizen's Advocate - Alternate
Department of Children and Families
Disabled Citizens
Elder Affairs, Alternate
Vocational Rehab Services

Others Present:

Pam Blankenship, Recording Secretary
Stephan Harris
Lois Bollenback
Nancy Burgess-Hall
Dementra McKinney
Judy Pizzo
Big John
Steve Sherrer
Phillip Hughes
Rob Stephens
Edie Biro
Frank Alvarez
John Cotton
Kathleen Danclair

Representing:

TPO Staff
TPO Staff
TPO Staff
Citizen
Council on Aging/Elder Affairs
FDOT
Press
RATP Development
Volusia County Parks and Recreation
Votran Staff
Votran Staff
Votran Staff
Votran Staff
Work Force Development Board

I. Call to Order / Roll Call / Determination of Quorum/Pledge of Allegiance

The roll was called and it was determined that a quorum was present.

The Pledge of Allegiance was given.

II. Public Comment/Participation

Mr. Big John, press, stated a public hearing was held after the last TDLCB meeting and he does not think the TDLCB members were aware of it. The public hearing was to discuss Votran and he thinks the information obtained at the meeting went to the state and the federal government; the minutes are not available. He noticed that the people that are dependent upon Votran left before the end of the meeting. Very few members were in attendance for this important meeting and he thinks the Chair should do a better job of informing members what their responsibilities are and how important new service to the Tanger Outlet Mall area is.

III. Action Items

A. Review and Approval of the November 13, 2019 TDLCB Meeting Minutes

MOTION: *A motion was made by Ms. Cerullo to approve the November 13, 2019 TDLCB meeting minutes. The motion was seconded by Mr. Watson and carried unanimously.*

B. Review and Approval of the Community Transportation Coordinator's (CTC's) Monthly Paratransit Reports

Mr. Alvarez reviewed the wheelchair boardings for October 2019 and November 2019. He commented there was a slight decrease in overall boardings of 3.7% as well as a slight decrease in the year to date boardings.

Ms. Lipovsky asked if the initial boardings were fixed route or overall boardings.

Mr. Alvarez replied the first numbers were wheelchair boardings and then the total boardings for paratransit.

Chairperson Post asked why the total overall boardings decreased.

Mr. Alvarez replied he will research it and find out why; ridership varies from month to month.

MOTION: *A motion was made by Ms. Lipovsky to approve the Community Transportation Coordinator's (CTC's) reports from October and November 2019. The motion was seconded by Mr. Hall and carried unanimously.*

C. Review and Approval of the TDLCB Grievance Procedures

Mr. Harris stated the Grievance Committee met prior to this meeting and recommended approval of changes to the Grievance Procedures. He reviewed the changes which include the name of the Grievance Committee and that it will be a standing committee instead of a subcommittee. The other changes include updating the email address for the Ombudsman Program of the Florida Commission for the Transportation Disadvantaged and changing the minimum Grievance Committee members for a quorum from five TDLCB members to three. The changes also include updating the date and TDLCB Chairperson to Volusia County Council Member Heather Post.

MOTION: *A motion was made by Ms. Lipovsky to approve the TDLCB Grievance Procedures. The motion was seconded by Ms. Cerullo and carried unanimously.*

IV. Discussion Items and Presentations

A. Presentation and Discussion of the Florida Transportation Plan Update

Ms. Judy Pizzo, FDOT, gave a PowerPoint presentation of the update to the Florida Transportation Plan (FTP). She announced there is an embedded survey within the presentation for members to take using their smart phones. She explained the FTP is Florida's long range transportation plan and provides policy guidance for all transportation partners and all organizations involved in transportation planning. It establishes a policy framework for allocating state and federal transportation funds. The FTP not only sets the long range vision but guides transportation planning decision needs today. She reviewed the vision, policy and implementation elements of the plan. She explained the objectives and strategies of the FTP and the cross-cutting topics. There are two FTP subcommittees; one for automated, connected, electric and shared (ACES) vehicles and one for resilience. A third subcommittee has been proposed for safety. During the FTP update process, FDOT relies on public and partner outreach efforts and mobile processes to provide input on the issues. The embedded survey was attempted by TDLCB members and audience members but was unsuccessful due to technical issues; she reviewed the survey questions and possible answers. She stated FDOT values public input which will be provided to the FTP steering committee who will refine the plan. She reviewed the schedule; there will be a 30-day public review period in the fall of 2020. She gave the website, www.floridatransportationplan.com, which shows everything done to date and the progress of the plan.

Ms. Lipovsky asked if the survey could be put on the website.

Ms. Pizzo replied no, it is a live survey through Tallahassee; however, a different survey is available online.

B. Presentation and Discussion of TDLCB Member Training and Orientation

Mr. Harris reviewed the structure of Florida's Coordinated Transportation System, where the TDLCB and TPO fit in, who they serve and the rides provided. The purpose of the Commission for the Transportation Disadvantaged (CTD) is to ensure availability of efficient, cost effective, quality services for transportation disadvantaged (TD) persons. He reviewed the duties of the TPO within the TD system. He briefly discussed the advisory committees and board of the TPO. The TDLCB purposes and duties were explained as well as the board structure which is determined by Florida Statute. He explained the duties of the TDLCB committees; the Quality Assurance Committee and Grievance Committee.

Ms. Blankenship reviewed Robert's Rules of Order and Parliamentary Procedures; she explained they are methods used to conduct business at meetings that allow everyone to be heard and to make decisions without confusion. She explained motions, amendments and the voting structure. She reviewed the steps to a motion. She explained what a quorum is and stated TDLCB bylaws define a quorum as seven voting members. She reviewed abstention from voting and that members must abstain from voting when there is or appears to be a possible conflict of interest.

C. **Presentation and Discussion of Bus Service to Tanger Outlets Area**

(Handout)

Mr. Rob Stephens, Votran General Manager, stated Votran staff has been working to identify efficiencies and effectiveness to deliver service countywide. He reviewed options to Route 11 to provide service to the Tanger Outlet Mall area which will be presented to the Volusia County Council for consideration and approval. Route 11 is an existing route and the first option would split Route 11 into two branches; Route 11A and 11B. Route 11A would continue to serve the current route of Route 11 and not change; Route 11B would no longer serve the Daytona Beach Flea Market but would turn right on Williamson to serve the Tanger Outlet Mall hourly. This would be a budget neutral option. He reviewed a breakdown of the costs associated with Option 1. Option 2 would include the above service plus the addition of night service; Route 11B would become Route 11N (night). The Flea Market would not have night service. He showed maps of both Option 1 and Option 2 as well as the costs associated with Option 2; Option 2 is not budget neutral. Sunday service to the Tanger Outlet Mall would be accomplished with Route 10. Routes serving the Tanger Outlet Mall will utilize a pre-existing Americans with Disabilities Act (ADA) compliant stop that is located on Cornerstone Boulevard.

Ms. Lipovsky asked if Route 11 will follow the original route with a deviation to the Tanger Outlet Mall and where it will deviate.

Mr. Stephens replied the original route to the Daytona Beach Flea Market will be maintained; the deviation will be at Cornerstone Boulevard.

Mr. Cotton explained the route will travel north on Williamson Boulevard, turn left onto Cornerstone Boulevard, travel between the Tanger Outlet Mall and Tomoka Town Center and will exit back onto Mason Avenue to continue its regular route.

Ms. Lipovsky asked if riders could exit the bus prior to the bus stop at the Tanger Outlet Mall or if everyone had to exit at the one bus stop.

Mr. Cotton replied no, there is currently only the one existing bus stop.

Chairperson Post commented the route that goes to the Flea Market is currently half-hour service and with this option would change to hourly and continue to Tanger Outlet Mall hourly as well; at zero budget expense. The other option is service past 7:00 pm which would cost \$147,000; she asked for clarification on these comments.

Mr. Stephens replied correct; Option 2 would cost \$147,000 to implement.

Chairperson Post stated this item is not up for discussion but she wants to address Mr. Big John as he has brought this issue up several times. She has attended many meetings regarding bus service to the Tanger Outlet Mall over the last couple of years and the information previously received was that it would cost \$900,000 to provide this service to the Tanger Outlet Mall. As a Volusia County Council Member, she can only make decisions and create policy based on the information received; the information received was the cost would be \$900,000 to provide this service. She has attended many neighborhood meetings and conversed with Mr. John, with the TDLCB and has stood by her decision that she is not pursuing bus service to the Tanger Outlet Mall because the only option was \$900,000 and there are better ways to spend that money. She is excited that we have a decision but is disappointed that we are at the juncture where it is not going to cost anything and it has taken so long

to get here. The County Council can only make decisions and policy based on the information received. She hopes these options are presented to the County Council soon. She would like to say to Mr. Big John that this option would not have happened without his repeated insistence and she thanked him. She pointed out to the group that it is from the public voicing their opinion and their public involvement that this will happen.

V. Staff Comments

→ 2020 Public Transportation & TD Legislative Awareness Day

Mr. Harris announced the annual TD Legislative Awareness Day will be February 11, 2020. TDLCB Chairperson Heather Post and TDLCB Vice Chairperson Judy Craig will be attending.

Chairperson Post asked if anyone else would like to attend. The trip is funded by the TPO; there is one additional seat available. If anyone is interested, they should contact Mr. Harris.

→ Update on the Transportation Disadvantaged Trip and Equipment Grant

Mr. Alvarez stated there was a request at the November TDLCB meeting as to the amount of the previous Transportation Disadvantaged Trip and Equipment Grant was for; it was \$1,495,027 which is a little higher than the grant just approved.

Chairperson Post stated she has received comments on the status of the bus stops in Volusia County. There are a number of bus stops that do not have pads or benches; some were removed because of ADA compliance. She has asked for a status update of the bus stops and a new computer program will roll out in April that will show the status of each bus stop.

Mr. Stephens replied Votran is conducting an inventory of the bus stops; the last complete inventory was accomplished in 2015. Mr. John Cotton is leading this effort and is expected to have completed the inventory by the end of April 2020. They are prioritizing the stops as they conduct the inventory to ensure they are focused on the areas that need immediate attention.

Chairperson Post commented this assessment will show what amenities are at each stop. Some stops have just the pole, some have pads as well as the pole and some have benches. The reason she wanted to look at this is she had passed a bus stop with a group of people waiting on the bus standing in tall grass in ants. She wanted Votran to assess the bus stops and where there is just the pole, install a pad.

(Handout)

Mr. Stephens gave a PowerPoint presentation on the bus stops. He reviewed the accomplishments and awards Votran has received over the years. Many Votran riders are transit dependent with physical disabilities or financial challenges. Transit systems must provide safe, comfortable conditions for riders as they wait at their bus stop. He showed examples of good and bad bus stops; those with pads and benches and those without. The amenities vary throughout the county; the reality is that most Votran riders do not have a choice and must use the closest bus stop regardless of its condition. Of the approximately 2,600 bus stops, the majority are within the municipalities; 196 are within the unincorporated areas of Volusia County. He stated Votran needs partnerships with the cities and the county to improve the bus stops. He reviewed the problems;

some bus stops do not have available right-of-way for an ADA compliant pad. Many of the current bus stops were sited prior to the adoption of the federal ADA guidelines and have been grandfathered in with no required improvements. For an average investment of \$6,000, a bus stop can be fully outfitted with an ADA compliant pad and be large enough to accommodate a bench. These are not luxuries but facilities needed to ensure a safe, comfortable and all-accessible transit experience. It would be cost prohibitive to upgrade all 2,600 bus stops but these ongoing reviews will provide useful information on where the need for improvement is the greatest. He asked members to share this information with their elected officials, transportation representatives and their constituents.

Chairperson Post stated the assessment of the bus stops should be completed by April 2020 as well as assessing the lower income and higher ridership areas. Her hope is to look at those specific stops first. She hopes as more information is available to bring that back to the TDLCB and to have proposals to bring to the County Council.

VI. TDLCB Member Comments

Mr. Watson gave kudos to Votran for their work on the bus stops. He asked if it was possible to reach out to community resources such as local businesses to have them provide funding to improve the bus stops and have some acknowledgement.

Chairperson Post replied that has been the only option; because of ADA compliance, a lot of the benches have been removed and Votran has not been able to get that support. The option given was advertising through the bus benches or shelters and there was very little interest in that opportunity.

Ms. Danclair commented the effort of Votran is impressive; she asked if there would be a change in fare.

Mr. Stephens replied there is no expectation of that at this point but Votran will take direction from the Volusia County Council. It has not yet been discussed.

Chairperson Post stated that could be brought up as a point of discussion; this is extending service and Option 1 is at no cost to the county or to riders.

Ms. Villena referred to the wheelchair area on the bus and commented she has been having problems because sometimes there are already two wheelchairs on the bus. However, sometimes that space is occupied by something else such as boxes, etc. Those wheelchair spaces are required by law to be only for wheelchair users. She has had two recent experiences; one on December 14, 2019 and the other on December 31, 2019. She reported the first one to Votran but did not hear anything back. It happened at the same bus stop at Ridgewood Avenue and Shady Place on the Route 4 bus line. The driver did not exit the bus and told her the wheelchair space was occupied and he could not ask the able-bodied passenger to move. It would have been nice if the driver had tried to talk to the passenger to explain those spaces are priority for wheelchair users.

Mr. Stephens thanked her for bringing this issue up and stated he will make sure to connect her with the Customer Service Manager to understand fully what the issue is. As part of this committee, Votran has updated its package policy to make sure they do not have packages displacing passengers from their seats. They are also ensuring there is signage on the vehicles that those seats are reserved for wheelchair passengers. They are also conducting ongoing training to

ensure the drivers handle these issues in the proper way. He will get a prompt response and resolution.

Chairperson Post requested that this response be brought back at the next TDLCB meeting.

Ms. Villena commented that on her way here this morning, another wheelchair user got on the bus. The driver remarked that it was the first time he had had more than one wheelchair user on the bus and that there was only one seatbelt which was incorrect. The drivers do not seem to be fully aware of the wheelchair accommodations.

Mr. Stephens replied this could possibly be a training issue; they do have a lot of new operators. He will make sure to update the committee on this issue as well at the next meeting. They will make sure the training includes how to properly treat wheelchair boardings.

Mr. Jack congratulated Votran on the proposed new extended Route 11; he asked why the Route 11N, the night service, was running until midnight as the mall closes at 9:00 pm.

Chairperson Post replied that the Daytona Ale House is moving to the Tanger Outlet area and is open late. As the area grows the service will be needed.

Ms. Lipovsky thanked Votran for finally putting this service in place; it has been an arduous journey to get to this point. Hopefully, the Volusia County Council will go along with it. This town is growing and will continue to grow and as new development comes into place public transportation has to follow. Votran needs to be in on the ground floor and be part of the initial planning process as transportation is important.

Chairperson Post replied that is an excellent point and has been part of the discussion she has been having with Votran. There is growth all over the county and we need to have smart growth discussions. The LPGA Boulevard corridor is exploding with growth; the area between Williamson Boulevard and Nova Road does not currently have any bus service. There is an apartment complex almost complete as well as another subdivision that is planned for that area; knowing that, she has met with Mr. Stephens regarding that issue and they are looking at what the options are.

VII. TDLCB Chairperson Comments

There were no Chairperson comments.

VIII. Information Items

- 2020 River to Sea TPO Board and Committee Meeting Schedule
- River to Sea TPO Board Meeting Summary
- River to Sea TPO Outreach and Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- TDLCB Attendance Record
- TDLCB Bylaws
- TDLCB Interest Form
- TDLCB Membership List
- Transportation Acronyms & Abbreviations

IX. Adjournment

VII. TDLCB Chairperson Comments

Chairperson Post announced the QAC will meet on Wednesday, June 17, 2020 at 10:30 am to specifically review and recommend approval of the CTC FY 2019/20 Evaluation. Directly following that QAC, the TDLCB will meet at 11:00 am to approve the evaluation. She asked that members participate to ensure a quorum. It was also discussed to have on the July 8, 2020 agenda a presentation regarding Votran's on-time performance goals. Also discussed was Uber or Lyft being used as a possible participation in transit service; that will also be discussed at the July meeting.

VIII. Information Items

- FTA Section 5307 Funds
- River to Sea TPO Board Meeting Summaries
- River to Sea TPO Outreach and Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List
- Memo regarding annual administrative updates to R2CTPO's Title VI and Limited English Proficiency (LEP) Plans

IX. Adjournment

The meeting was adjourned at 12:45 p.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION



**VOLUSIA COUNTY COUNCIL MEMBER HEATHER POST, CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the May 13, 2020 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 17th day of June 2020.



**DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**

1

Route 11 options

Route 11 North American Development Group Projects Options

Option 1

- Route 11 currently serves Mason Avenue from the Transfer Plaza to the Daytona Beach Flea Market, running every 30 minutes Monday-Saturday, 7am-7pm. This option will split Route 11 into two branches, Routes 11A & 11B.
 - Route 11A would continue serving the current routing of Route 11 and would not change. Two buses would be used to operate this route.
 - Route 11B would no longer serve the Daytona Beach Flea Market, instead it would turn right on Williamson Blvd and it would now serve the Tanger Outlet area. Two buses would be used to operate this route.
- Each branch would operate hourly, with the overlapping areas served every 30 minutes.

Option 1

Route 11 A/B Proposal Map

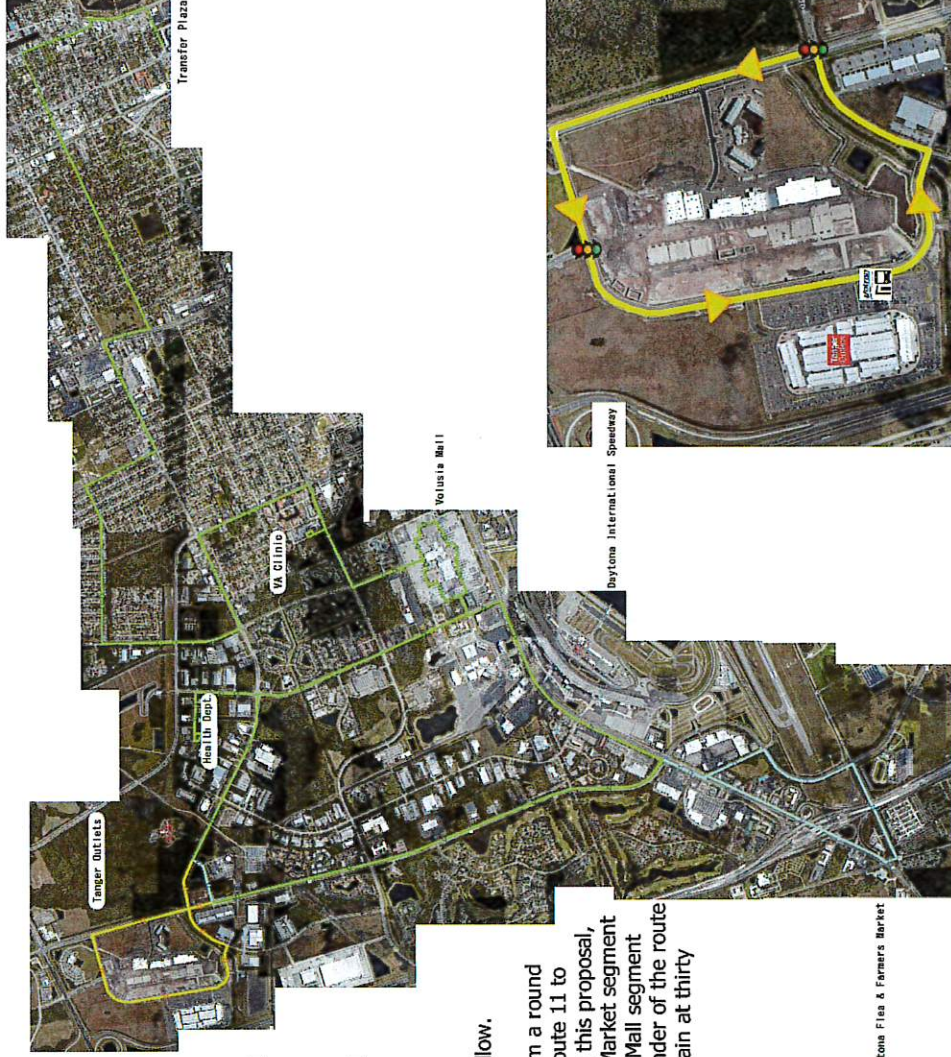
Service to remain 30 minutes except for Flea Market area
Service to Flea Market will become hourly in order to add hourly service to Tanger Mall area

Area currently serviced by the route 11 that will remain 30 minute service is marked in green. —11A—

Area currently serviced by the route 11 that will shift to hourly service is marked in blue. —11B—

Area that is not currently serviced and will gain hourly service is marked in yellow.

The Route 11 takes two hours to perform a round trip. We have four buses running the Route 11 to keep the frequency at 30 minutes. With this proposal, two of the buses would serve the Flea Market segment and two buses would serve the Tanger Mall segment both at one hour frequency. The remainder of the route would be serviced by all buses and remain at thirty minute frequency.



Option 1 costs

| Current Route | Hours of Service | Trips per Day | Net Day Cost | Days/year FY2020 | Route cost/year |
|-------------------|-----------------------|---------------|--------------|------------------|-----------------|
| Weekday Route 11 | 7:00 a.m to 7:00 p.m. | 24 | \$3,816.80 | 256 | \$977,101 |
| Saturday Route 11 | 7:00 a.m to 7:00 p.m. | 23 | \$3,743.20 | 52 | \$194,646 |
| Sunday Route 10 | 7:00 a.m to 7:00 p.m. | 11 | \$1,841.60 | 52 | \$95,763 |
| | | | | | \$1,267,510 |

| Proposed Route Changes | Hours of Service | Trips per Day | Net Day Cost | Days/year FY2020 | Fixed Route |
|------------------------|-----------------------|---------------|--------------|------------------|-------------|
| Weekday 11A/11B | 7:00 a.m to 7:00 p.m. | 24 | \$3,816.80 | 256 | \$977,101 |
| Saturday 11A/11B | 7:00 a.m to 7:00 p.m. | 23 | \$3,743.20 | 52 | \$194,646 |
| Sunday Route 10 | 7:00 a.m to 7:00 p.m. | 11 | \$1,841.60 | 52 | \$95,763 |
| | | | | | \$1,267,510 |

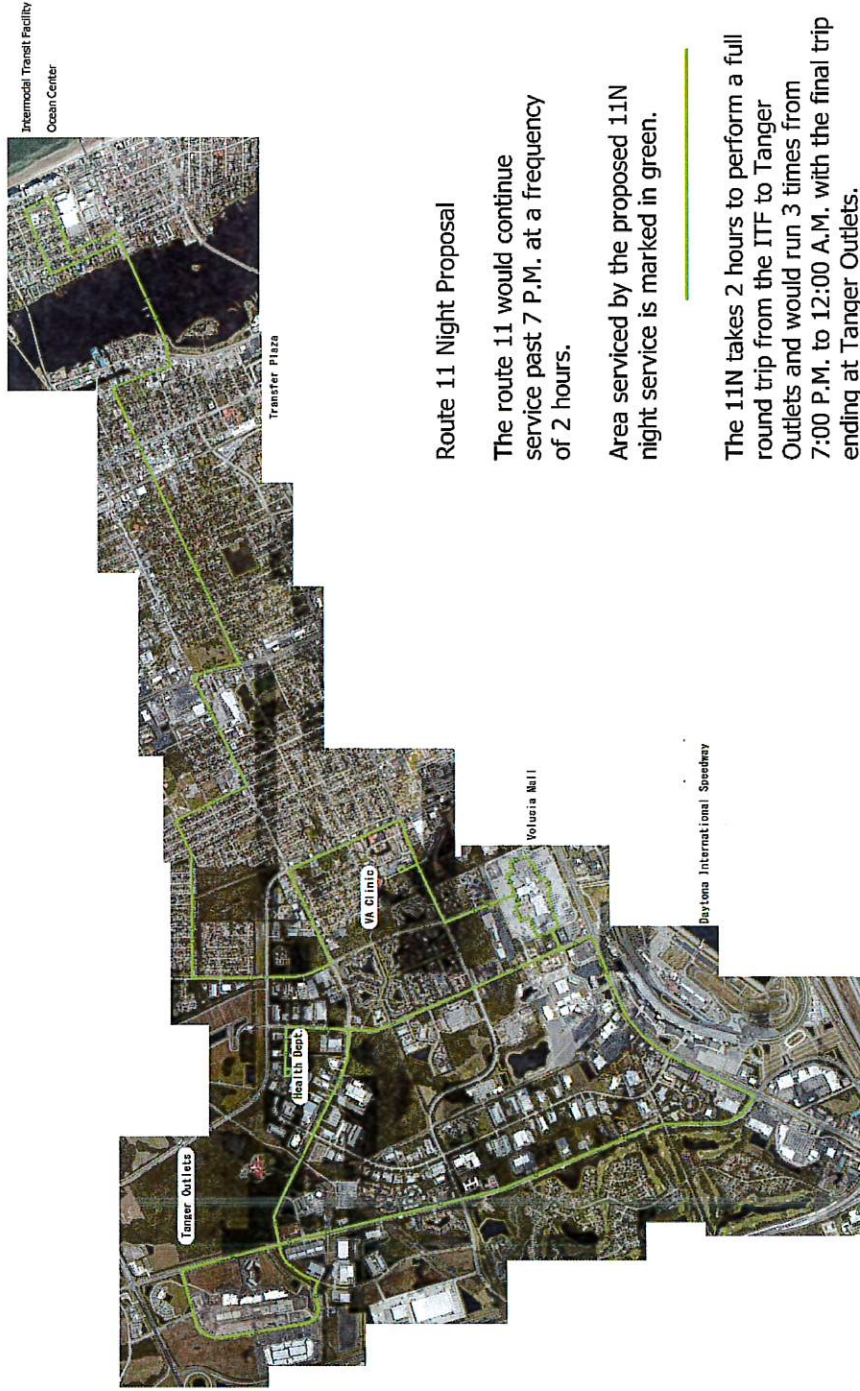
Since the portion of the route serving the flea market would be reduced to hourly, the additional segment served to Tanger Outlets would be at no additional cost to the general fund.

Option 2



- Option 2 includes all of the above, plus the addition of Night Service.
 - Route 11B would become the Route 11N (Night) and would operate from 7pm-12am, every two hours from the Intermodal Transportation Facility at the Ocean Center.
 - The Flea Market branch (Route 11A) would not have night service. The Tanger Outlets area would have three trips serving the development, with the last trip not returning to the ITF, that trip would return to the Votran Office.

Option 2



Route 11 Night Proposal

The route 11 would continue service past 7 P.M. at a frequency of 2 hours.

Area serviced by the proposed 11N night service is marked in green.

The 11N takes 2 hours to perform a full round trip from the ITF to Tanger Outlets and would run 3 times from 7:00 P.M. to 12:00 A.M. with the final trip ending at Tanger Outlets.

Option 2 costs

| | | | | | |
|-------------------|-------------------------|---|----------|-----|-----------|
| Weekday Night 11 | 7:00 p.m. to 12:00 a.m. | 3 | \$480.00 | 256 | \$122,880 |
| Saturday Night 11 | 7:00 p.m. to 12:00 a.m. | 3 | \$480.00 | 52 | \$24,960 |
| | | | | | |
| | | | | | \$147,840 |

Note:

Sunday service to the Tanger Outlet Mall will be accomplished with Route 10. The recovery time at stops can be adjusted to allow for hourly service resulting in a budget neutral impact.

Routes serving Tanger Outlet Mall will utilize a pre-existing ADA compliant stop constructed when the mall was built and is located on Cornerstone Blvd. No other stops identified at this time.

Option 2 with Sunday Service

Route 10 Sunday Proposal Service Map

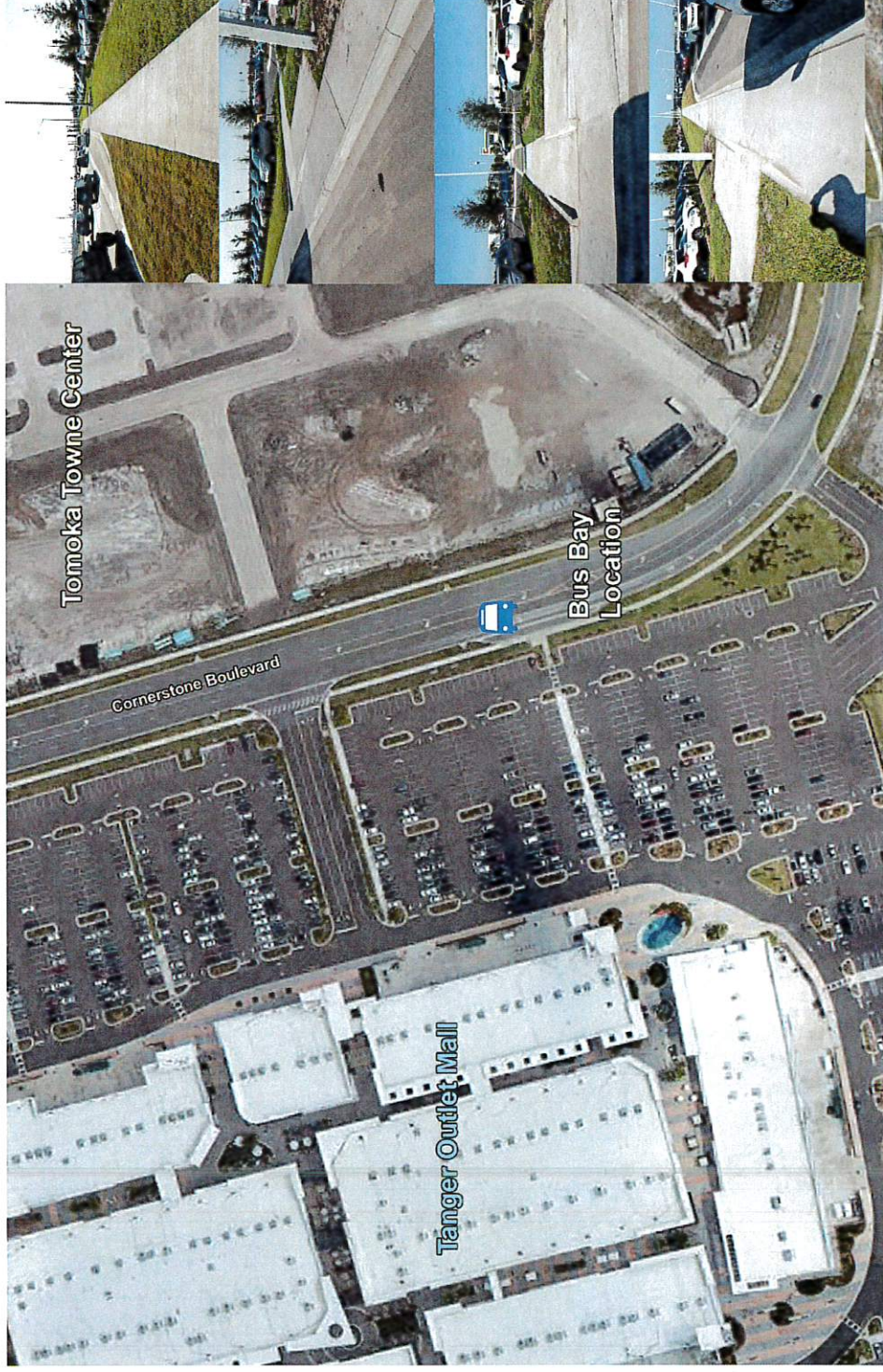
Route 10 Sunday proposed changes to
service Tanger Mall area.

Area that maintains current level of service
marked in green.

Area that gains new service marked in yellow.



Bus Stop Location



Public transit in Volusia County

Making the case for better bus stops!

Helping hands!

“No one is useless in this world who lightens the burdens of another.”
-Charles Dickens



Meeting the public's mobility needs



Votran has:

- ✓ Dependable service
- ✓ A modern, comfortable bus fleet
- ✓ Professional, well-trained drivers
- ✓ An extensive fixed-route system
- ✓ East-West, cross-county transfers
- ✓ Convenient schedules
- ✓ Moderate fares

☐ **So What's Missing?**

What's Missing?

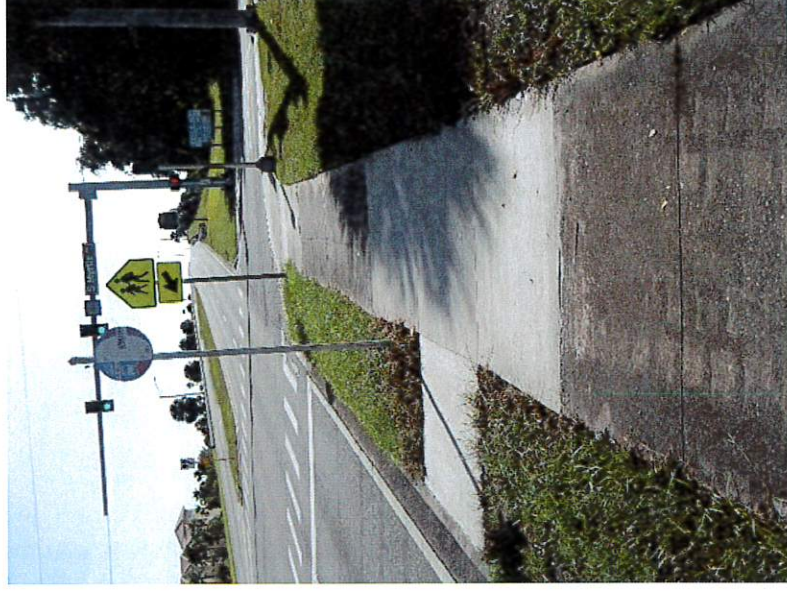


4

It's not enough to provide a good service to riders once they board a bus.

For lots of Votran riders, utilizing public transportation isn't a choice, but a necessity because:

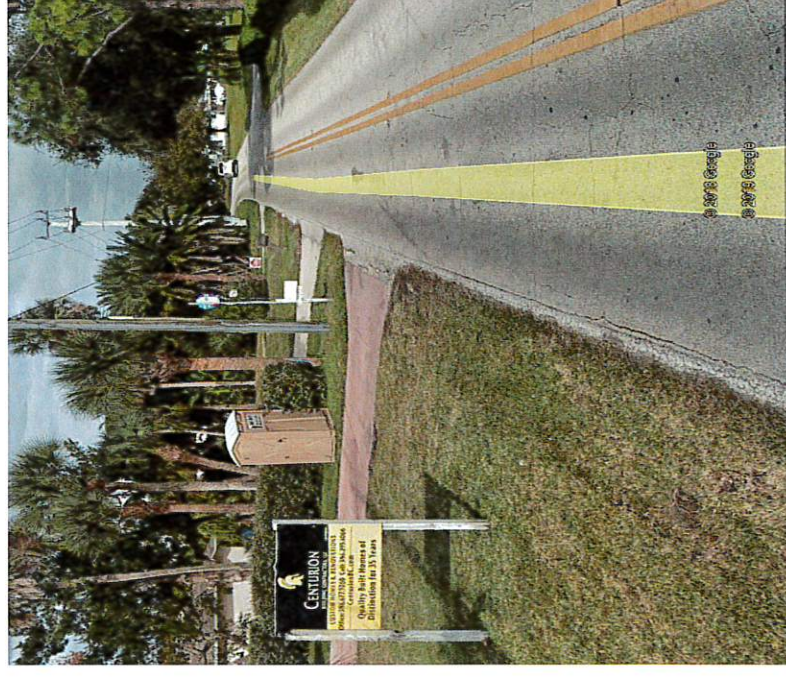
- of financial barriers
- many are sick or elderly
- some lack the physical ability to drive



What's Missing?

Transit systems **MUST** also provide safe, comfortable conditions for riders as they wait at their bus stop. This is especially important for riders who:

- Are disabled
- Utilize a mobility aid -- a cane, walker, wheelchair or power chair

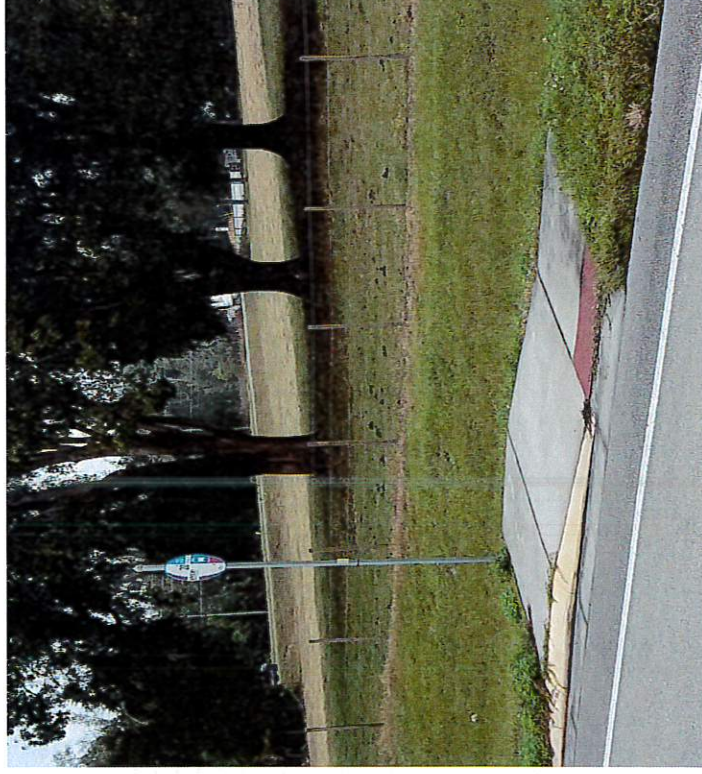


Bus Stops – The good & bad



6

If it was your mother or father, grandmother or grandfather, or if it was you, which bus stop would you want to use? One of these.....



Bus Stops – The good & bad

.....or one of these?



Freedom to choose?



The reality is that most Votran riders don't have a choice and have to use the closest bus stop, regardless of condition or safety factors.



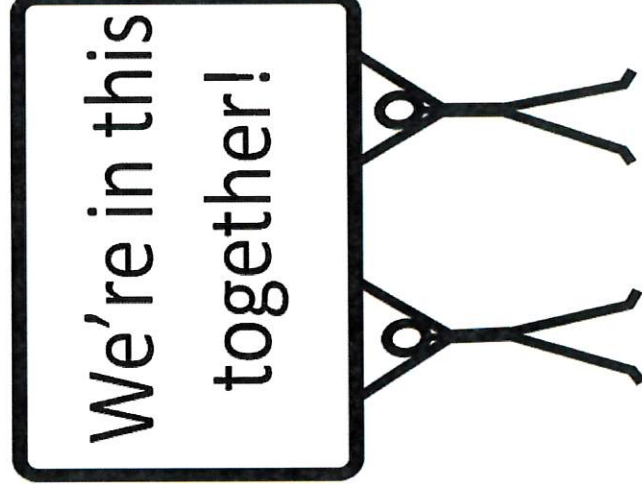
By the numbers



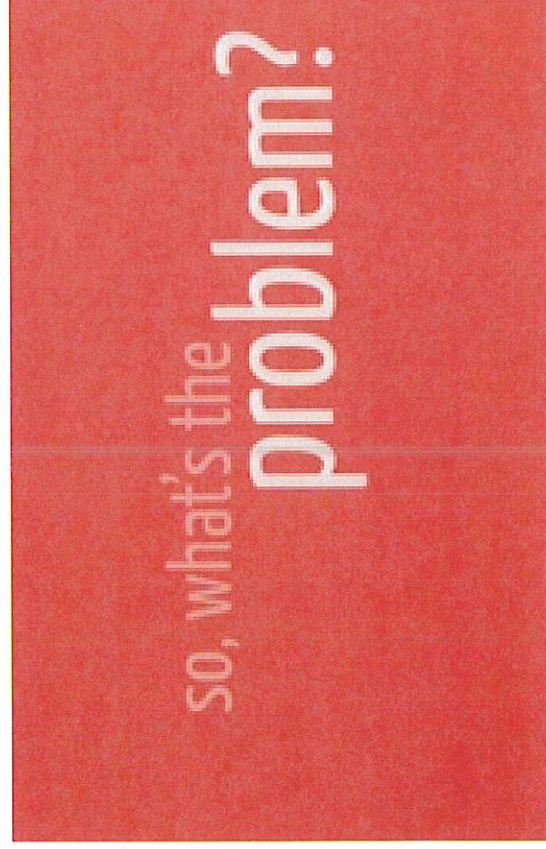
- Volusia County's fixed-route Votran transit system services approximately 3.2 million boardings annually
 - 7-day-a-week service
 - Approximately 2,600 bus stops
 - Fleet consists of 82 fixed-route buses and 75 paratransit vehicles
 - Funded primarily by a combination of passenger fares, state and federal transit grants, bus advertising and annual contributions from the County's General Fund
 - Volusia County's General Fund Votran contribution for FY 2019-20 is \$11.7 million

City/County

- ✓ Of the approximately 2,600 Votran bus stops in Volusia County, 196 are in unincorporated Volusia. The remainder are located within the municipalities in the county.



What's the problem?



- Research suggests that better bus stops can improve the transit experience and encourage ridership.
- Yet some bus stops in Volusia County simply don't have the space or available right-of-way for an ADA-compliant pad.
- Volusia County as a community hasn't invested in the upgrading of Votran bus stops to improve safety and rider experience.

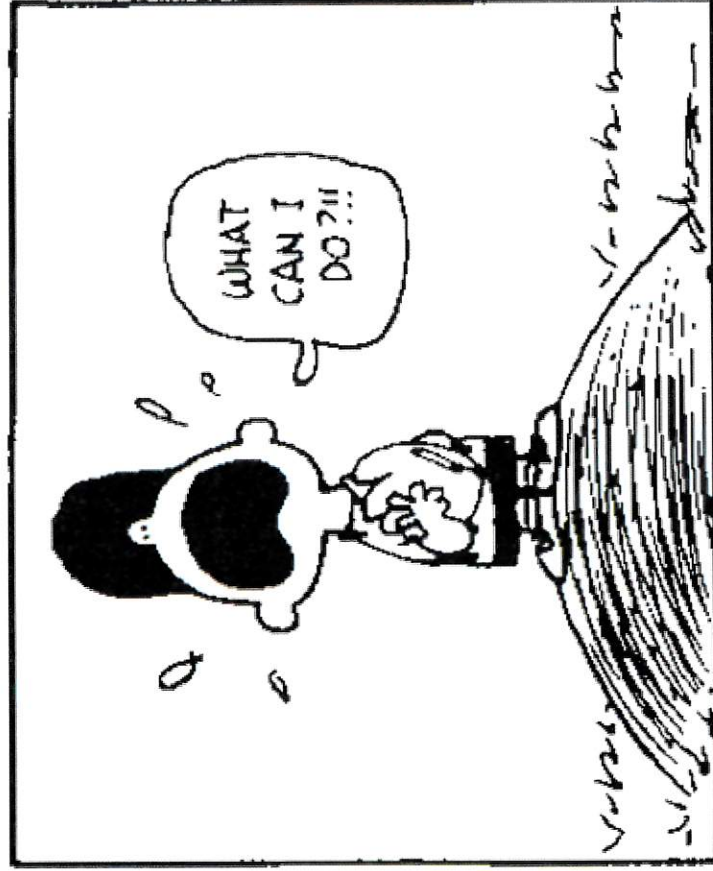
How can this be?

Many of our current bus stops were sited in their present locations prior to adoption of the federal ADA guidelines and therefore grandfathered in with no required improvements.

- ✓ It's legal, but is it right?
- ✓ As Charles Dickens observed, are we lightening the burdens of others?
- ✓ As a community, are we doing our best to meet the needs of our exposed, transportation-disadvantaged population?



What can I (we) do?



The Good News!

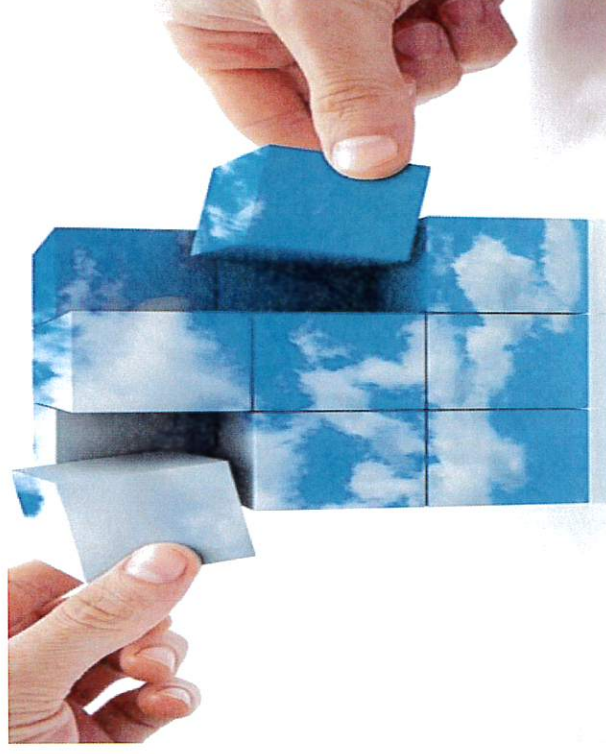


The good news is that for a relatively small investment, roughly \$6,000, a bus stop can be fully outfitted with a bench and an ADA-compliant pad large enough to accommodate the bench. These aren't luxuries, but rather facilities needed to ensure a safe, comfortable and all-accessible transit experience.

Review of Bus Stops

Additional bus stop reviews are planned. While it would be cost-prohibitive to upgrade all 2,600 bus stops, these ongoing reviews will provide useful information on where the need for improvement is the greatest, based on:

- ✓ bus stop locations
- ✓ existing facilities
- ✓ ridership patterns
- ✓ safety considerations
- ✓ socio-economic factors



You are invited....

....to discuss this issue of vital importance and help raise awareness and support with:

- ✓ your fellow elected officials
- ✓ transportation representatives
- ✓ constituents

Please look into your budgets and available grant opportunities and coordinate with the County and our municipal partners in an effort to identify the funds needed to begin addressing this issue.



Looking for partners

We're looking for partners to join in an initial pilot project to improve a sampling of heavily-utilized bus stops in locations where there are high concentrations of transit-dependent riders.

- ✓ The need is clear.
- ✓ Can we count on your support?



Making the case for better bus stops!



Our transportation disadvantaged
deserve our best efforts!

Please join us in working
together to help us improve
lives in Volusia County.

Thank you!