



# MEETING NOTICE

Please be advised that there will be a meeting of the Volusia Transportation Planning Organization (VTPO) TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB) held on:

**DATE:** Wednesday, January 11, 2012

**TIME:** 11:00 AM

**PLACE:** Volusia County Mobility Management Center  
Conference Room(s)  
950 Big Tree Road  
South Daytona, Florida

\*\*\*\*\*

County Chair Frank T. Bruno, Jr., Chairman Presiding

## AGENDA

- I. CALL TO ORDER / ROLL CALL / DETERMINATION OF QUORUM
- II. PUBLIC COMMENT/PARTICIPATION (LENGTH OF TIME AT THE DISCRETION OF THE CHAIR)
- III. ACTION ITEMS
  - A) APPROVAL OF NOVEMBER 9, 2011 MEETING MINUTES (Contact: Carole M. Hinkley) (Enclosures, pages 3-10)
  - B) REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT (Contact: Heather Blanck) (Enclosures, pages 11-13)
  - C) APPOINTMENT OF VOLUNTEERS FOR THE UNIFIED PLANNING WORK PROGRAM (UPWP) AND THE TRANSPORTATION IMPROVEMENT PROGRAM (TIP) SUBCOMMITTEES (Contact: Karl D. Welzenbach) (Enclosure, page 14)

**IV. DISCUSSION ITEMS AND PRESENTATIONS**

- A) OVERVIEW AND DISCUSSION OF THE SERVICE PLAN SECTION FOR THE MAJOR UPDATE OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) 2012-2017 (Contact: Carole M. Hinkley) (Enclosures, pages 15-106)**
- B) REVIEW OF VOTRAN'S 5311 GRANT APPLICATIONS (Contact: Heather Blanck) (Enclosure, pages 107-110)**
- C) REVIEW OF DRAFT COORDINATION AGREEMENT WHICH ALLOWS FOR SECTION 5310 GRANT APPLICATIONS BY NON-PROFIT AGENCIES (Contact: Heather Blanck) (Enclosures, pages 111-123)**

**V. STAFF COMMENTS (page 124)**

**VI. TDLCB CHAIRMAN COMMENTS (page 124)**

**VII. TDLCB MEMBER COMMENTS (page 124)**

**VIII. PRESS/CITIZEN COMMENTS (page 124)**

**IX. INFORMATION ITEMS (Enclosures, pages 124-128)**

- **TDLCB Membership List**
- **Votran's Subscription Trip Procedure (Draft)**

**X. ADJOURNMENT (page 124)**

**\*THE NEXT MEETING OF THE TDLCB WILL BE MARCH 14, 2012\***

**NOTE:** Individuals covered by the American with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the Volusia TPO office, @ 2570 W. International Speedway Blvd., Suite 100, Daytona Beach, FL 32114-8145; (386) 226-0422 at least five (5) working days prior to the meeting date.

SUMMARY SHEET  
TDLCB  
JANUARY 11, 2012

III. ACTION ITEMS

A) Approval of the November 9, 2011 Meeting Minutes

Background Information:

Minutes are prepared for each Board meeting and the minutes must be approved by the TDLCB.

***Action Requested:***

***Motion to approve the November 9, 2011 meeting minutes***

## Minutes

### Transportation Disadvantaged Local Coordinating Board

November 9, 2011

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

#### Members Present:

County Chair Frank Bruno  
Reggie Williams  
DeWeece Ogden  
Judy Ryan  
Phyllis Heath  
Christine Davenport  
Pat Antol  
Peter Cerullo  
David Dixon  
Steve Jack  
Chip Kent  
Mike White  
Mary Ellen Ottman  
Patricia James  
Andre Anderson

#### Members Absent:

Diane Poitras (excused)  
Barbara Goldstein (excused)  
Dr. Douglas Beach

#### Others Present:

Pamela Blankenship, Recording Secretary  
Karen Roch  
Carole M. Hinkley  
Heather Blanck  
Marianne Gurnee  
Lee Olson  
Jonathan Duazo  
Cheryl Stone  
Jean Selzer  
LaChant Barnett  
Patricia Whitton

#### Representing:

Volusia TPO  
Department of Children and Families  
Health Care Administration  
Medical Community  
Vocational Rehabilitation Services  
Early Child Care  
Elderly Citizens  
Mass Transit  
Citizens Advocate  
Private for Profit  
Public Education Community  
Veterans Services Group  
Citizens Advocate, System User  
Association of Community Action  
Work Force Development Board

#### Representing:

Florida Department of Transportation  
Handicapped Citizens  
Elder Affairs

#### Representing:

TPO Staff  
TPO Staff  
TPO Staff  
Votran Staff  
SunRail Public Liaison  
SunRail/PB World  
SunRail  
SunRail  
Alternate, Citizens Advocate  
Tindale-Oliver & Associates, Inc.  
Tindale-Oliver & Associates, Inc.

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

Chairman Bruno called the meeting to order at 11:03 a.m.

Ms. Pamela Blankenship proceeded to call the roll and a quorum was determined.

II. Public Comment / Participation

None

III. Action Items

A. Approval of the September 14, 2011 Meeting Minutes

***A motion was made by David Dixon to approve the September 14, 2011 meeting minutes. The motion was seconded by Peter Cerullo and passed unanimously.***

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

Ms. Blanck went over the reports for the months of August and September 2011. She reported that total paratransit boardings in August showed an increase of 4.9% over the previous year in the same month and for September an increase of 1% over the previous year in the same month. Fixed Route has been very strong and shows an increase of 8.6% for August over the previous year in the same month and 6.1% for September over the previous year in the same month. Combining Paratransit with the Flex Service there was a total boardings increase for August of 14% over the previous year in the same month and for September an increase of 9.9% over the previous year in the same month.

***Mary Ellen Ottman moved to approve the CTC Monthly Paratransit Reports. The motion was seconded by David Dixon and carried unanimously.***

C. Nomination and Election of TDLCB Vice Chairperson for 2012

Chairman Bruno informed the members that 2011 was a very difficult year for him and that he appreciated all those times Mr. Williams ran the meeting in his absence.

Chairman Bruno opened the floor for nominations.

Mr. Dixon nominated Mr. Williams for the position of Vice-Chairman. There were no other nominations from the floor.

Nominations were closed by Chairman Bruno.

***David Dixon moved that Reggie Williams be elected Vice-Chairman for 2012. The motion was seconded by Mike White and carried unanimously.***

#### IV. Discussion Items and Presentations

##### A. Presentation by FDOT Concerning Amenities for the Transportation Disadvantaged at SunRail Stations and Platforms - Signage

Before the presentation, Chairman Bruno thanked the board members for their support of SunRail.

Marianne Gurnee, SunRail Public Liaison with FDOT, introduced other individuals present who are involved in this project: Cheryl Stone, consultant and former Transportation Disadvantaged Commissioner, Jonathan Duazo, FDOT and Lee Olson, consultant with FDOT and technical advisor. Mr. Olson gave the presentation which included vehicles, stations, pedestrian crossings, mini-high platforms, onboard restrooms, ticket vending machines and a short video demonstrating the vehicle lifts.

Cheryl Stone provided information concerning her background and added that she has been a frequent paratransit user. She added that she sees SunRail as an exciting additional option and that those with disabilities understand how important transportation is to independence and quality of life. She also mentioned that people in general assume that the disabled community use transportation only for medical trips and that is not the case. Ms. Stone informed the board members that she had been approached by FDOT to be the liaison between the transportation disadvantaged and SunRail. She added that studies concerning audible voice announcements have shown that individuals respond better to a female voice versus a male voice and therefore, a female voice was selected for SunRail. She also stated that various other options are being considered such as real-time information sent to smart phones.

Mr. Williams asked if the configuration of the restrooms in the train cars would accommodate both a power wheelchair and a person to assist.

Ms. Stone said that she had not personally been in those restrooms so she was unsure. In her opinion, a fairly large power wheelchair such as hers would probably be accommodated by the existing dimensions of the restrooms.

Mr. Olson added that the restrooms have a 60-inch minimum square area which has proven the test of time.

Mr. Dixon asked if all measurements on the vehicles were according to ADA standards.

Ms. Stone replied yes.

Mr. Williams asked about the inclination of the ramps and noted that those shown in the video appeared steep.

Ms. Gurnee replied that between the car and the mini-high, the ramp is fairly level.

Ms. Ottman indicated that she was glad that SunRail was addressing ticketing early on to make sure that the dispensing machines are accessible.

Ms. Craig indicated that the space that is needed to accommodate the wheels on the side of the wheelchair should be included in the space required to accommodate it. She mentioned that with a 24-inch wheelchair, a 30-inch lift is not big enough to get through and onto the ramp.

Mr. Dixon said that the minimum required dimension was just changed to 36 inches.

Mr. Jack asked if the wheelchairs would be secured while on board.

Mr. Olson replied no.

Ms. Gurnee added that wheelchairs can be parked between two facing seats when those seats have been flipped up.

Chairman Bruno thanked Ms. Stone for her time.

Chairman Bruno then asked if there will be restrooms facilities at the stations.

Ms. Gurnee replied no, and that there are security issues associated with having open-air platforms; however, there is no prohibition for a local government to place restrooms if they want them there.

Chairman Bruno asked Ms. Gurnee to provide an update on what is currently being done with SunRail and when service will actually begin.

Ms. Gurnee replied that the corridor was bought from CSX last Thursday and that FDOT is now responsible for maintenance, operation and dispatching along that corridor. There will be a test run period starting in August or September of 2013, with actual service to begin in late 2013. The drop-dead date provided by the federal government is May 2014.

B. Presentation and Discussion of the Development Plan for the Major Update of the Transportation Disadvantaged Service Plan (TDSP) 2012-2017

LaChant Barnett, with Tindale-Oliver & Associates, provided a PowerPoint presentation. Ms. Barnett reminded the members that the TDSP is a five-year tactical plan composed of a Development Plan, Service Plan and a Quality Assurance section.

She added that the TDSP is a cooperative effort between Votran and Volusia TPO staff, with local approval by the TDLCB. Some of the areas covered in the presentation included: TD Program organizational structure, programs administered, major attractors, and population data and forecasts, as well as the goals and objectives.

Mr. Williams asked if the inclusion of South Broward Hospital District in the medical generators table was an error.

Ms. Blanck said that she will take another look at the database that was provided to the consultants.

Ms. Antol asked if there were any plans to connect downtown DeLand to the train station.

Ms. Barnett replied that in the Transit Development Plan (2012-2021) there are three routes initially planned to connect to the SunRail station and those routes will be paid for by the Florida Department of Transportation in the first seven years. In addition to those first three routes, there is planned additional connectivity with express routes coming from Daytona Beach, which are not included in the funded first seven years. Also, circulator routes are planned for the DeLand station when it comes on board in 2016/2017.

Chairman Bruno reminded the members that connectivity from downtown DeLand to the train station (Amtrak) has been discussed on a regular basis at the TPO and Volusia County Council. He then asked the members if they wanted to add to the goals.

Ms. Blanck indicated that they can call or email staff if they have anything they wanted to add to the goals.

Ms. Barnett mentioned that they tried not to include too many goals into the plan and stopped at seven, so as to make sure that they are actually achievable. She added that one thing that came out of the public involvement which is reflected in the goals is the need to increase density and make the area more transit supportive, including additional access to transit.

Mr. Williams asked if there was a goal concerning dedicated revenue sources.

Ms. Barnett replied that goal number seven addresses securing additional funding for the transportation disadvantaged and as part of that goal there are objectives that include public outreach; it did not specify what type of funding would be sought.

Mr. Williams indicated that it should be more specific with a dedicated revenue source.



Chairman Bruno asked if there were any objections to the additional wording and no objections were made.

Ms. Barnett indicated that the change will be made to make it more specific.

V. Staff Comments

Ms. Hinkley informed the members that Ms. Ottman had new information concerning the Clyde Morris Boulevard project and audible pedestrian signals (APS).

Ms. Ottman indicated that the project manager for the Clyde Morris Boulevard widening project is seeking input regarding the placement of accessible pedestrian signals. Input was also requested concerning potential locations of APS along International Speedway Boulevard. She added that it appears they are not limiting themselves to the Clyde Morris Boulevard project.

Ms. Hinkley indicated that "Information Items" provided included the meeting dates for 2012 and a letter of interest to serve on the TDLCB from Ms. Judy Craig.

Chairman Bruno informed Ms. Craig that the TPO Board will not be meeting in November or December and that her letter will go before the next meeting of that board in January.

Ms. Blanck mentioned that Votran has been contacting passengers who do not provide their co-pays. Letters were sent to individuals indicating that if they were not able to pay they might be able to find some relief using available programs with the county or with community services. Votran will continue to work on and monitor this item.

VI. TDLCB Chairman Comments

Chairman Bruno congratulated Peter Cerullo on his recent marriage to Jean Selzer. He also complimented the couple on their hard work resulting in a successful White Cane Awareness Day.

VII. TDLCB Member Comments

**Mr. White asked the members to remember the veterans and that Friday was Veterans Day. He added that some that will be leaving Friday right out of Daytona Beach for Afghanistan.**

Mr. Cerullo wanted to thank all those who participated in White Cane Awareness Day. He added that Police Chief Chitwood had a small committee that came up with the idea of offering the option to participate in the blindfold exercise to experience the challenges of the visually impaired rather than get a ticket for violating the White Cane Law. Many chose the blindfold exercise option.

Ms. Selzer also thanked everyone for their support and participation.

Ms. Ottman mentioned that she had the opportunity to look at a Google website where many cities around the country have their bus service information posted and where one can plan out their bus trips. She added that it would be wonderful if Votran could manage to get its information plugged into that. She felt that the site was very accessible.

VIII. Press / Citizen Comments

Ms. Craig thanked the members for their consideration of her joining the TDLCB Board. She added that at 2:00 p.m. the "Everything is Possible Foundation" will have a meeting in Room C at Florida Hospital in DeLand. The foundation works with citizens and veterans concerning their needs and helping them become more independent.

IX. Information Items

- TDLCB Membership List
- List of Meeting Dates for 2012
- Letter of Interest to serve on the TDLCB from Ms. Judy Craig

X. Adjournment

Chairman Bruno reminded the members that this was the last meeting of the year and wished everyone a happy holiday season.

The meeting was adjourned at 12:19 p.m.

**\*\* The Annual Public Hearing on the Transportation Disadvantaged Services for Volusia County was held immediately after the TDLCB meeting was adjourned. There were no public comments on the Volusia County Transportation Disadvantaged Program \*\***

SUMMARY SHEET  
TDLCB  
JANUARY 11, 2012

III. ACTION ITEMS

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

**Background Information:**

The Community Transportation Coordinator's report provides statistical information every month on the transportation services provided by Votran and the contracted transportation providers. The reports for October and November 2011 are enclosed for your review.

Staff will be available to answer questions regarding the reports.

***Action Requested:***

***Motion to approve the CTC's monthly paratransit reports***

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	OCT., 2011 VOTRAN	OCT., 2010 VOTRAN	OCT., 2011 CONTRACTED	OCT., 2010 CONTRACTED	OCT., 2011 TOTAL	OCT., 2010 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>12,221</b>	<b>12,022</b>	<b>9,652</b>	<b>8,954</b>	<b>21,873</b>	<b>20,976</b>
<b>TRIP PURPOSE</b>						
Medical	4,681	4,315	4,221	3,666	8,902	7,981
Nutrition	947	1,275	117	63	1,064	1,338
Other	2,092	2,234	2,053	2,237	4,145	4,471
Education	1,043	1,178	887	832	1,930	2,010
Shopping	838	659	684	540	1,522	1,199
Work	2,620	2,361	1,690	1,616	4,310	3,977
<b>PASSENGER TYPE</b>						
Disabled	11,242	10,899	9,257	8,620	20,499	19,519
Elderly	978	1,122	392	333	1,370	1,455
Child	1	1	3	1	4	2
<b>TRIP TYPE</b>						
Ambulatory	8,826	8,908	6,845	6,125	15,671	15,033
Wheelchair	3,395	3,114	2,807	2,829	6,202	5,943
<b>TOTAL COMPLAINTS</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>9</b>
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	0	0	0	0	0	0
Late	1	2	6	4	7	6
Driver	1	0	0	0	1	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	2	1	0	2	2	3
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	1	0	1	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	1	0	1
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>1,034</b>	<b>791</b>	<b>819</b>	<b>590</b>	<b>1,853</b>	<b>1,381</b>
<b>NO SHOWS</b>	<b>242</b>	<b>177</b>	<b>192</b>	<b>132</b>	<b>434</b>	<b>309</b>
<b>REVENUE MILES</b>	<b>98,559</b>	<b>93,012</b>	<b>85,865</b>	<b>79,576</b>	<b>184,424</b>	<b>172,588</b>
<b>REVENUE HOURS</b>	<b>5,901</b>	<b>5,677</b>	<b>6,176</b>	<b>6,107</b>	<b>12,077</b>	<b>11,784</b>

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	NOV., 2011 VOTRAN	NOV., 2010 VOTRAN	NOV., 2011 CONTRACTED	NOV., 2010 CONTRACTED	NOV., 2011 TOTAL	NOV., 2010 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>11,803</b>	<b>11,495</b>	<b>9,131</b>	<b>8,899</b>	<b>20,934</b>	<b>20,394</b>
<b>TRIP PURPOSE</b>						
Medical	4,488	4,331	4,030	3,761	8,518	8,092
Nutrition	926	1,185	81	71	1,007	1,256
Other	2,107	2,136	1,937	2,279	4,044	4,415
Education	1,064	1,027	822	697	1,886	1,724
Shopping	760	560	646	502	1,406	1,062
Work	2,458	2,256	1,615	1,589	4,073	3,845
<b>PASSENGER TYPE</b>						
Disabled	10,475	10,293	8,742	8,522	19,217	18,815
Elderly	1,328	1,201	389	377	1,717	1,578
Child	0	1	0	0	0	1
<b>TRIP TYPE</b>						
Ambulatory	8,565	8,336	6,345	6,000	14,910	14,336
Wheelchair	3,238	3,159	2,786	2,899	6,024	6,058
<b>TOTAL COMPLAINTS</b>	<b>4</b>	<b>3</b>	<b>12</b>	<b>3</b>	<b>16</b>	<b>6</b>
Discourtesy	0	0	0	0	0	0
Safety	1	0	2	0	3	0
Early	0	0	0	0	0	0
Late	0	1	7	2	7	3
Driver	1	0	3	0	4	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	1	0	1
Other	2	2	0	0	2	2
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	1	0	1	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>848</b>	<b>646</b>	<b>735</b>	<b>502</b>	<b>1,583</b>	<b>1,148</b>
<b>NO SHOWS</b>	<b>212</b>	<b>224</b>	<b>184</b>	<b>173</b>	<b>396</b>	<b>397</b>
<b>REVENUE MILES</b>	<b>97,132</b>	<b>86,490</b>	<b>81,809</b>	<b>79,663</b>	<b>178,941</b>	<b>166,153</b>
<b>REVENUE HOURS</b>	<b>5,736</b>	<b>5,557</b>	<b>5,807</b>	<b>5,973</b>	<b>11,543</b>	<b>11,530</b>

SUMMARY SHEET  
TDLCB  
JANUARY 11, 2012

III. ACTION ITEMS

- C) Appointment of Volunteers for the Unified Planning Work Program (UPWP) and the Transportation Improvement Program (TIP) Subcommittees

**Background Information:**

The TIP Subcommittee is responsible for assisting in developing the yearly update to the TPO's Annual Priority List of Projects, as well as the development of the TIP. The UPWP Subcommittee is responsible for assisting staff in developing the yearly update to the TPO's UPWP, which contains the staff's annual planning activities. The TIP and UPWP Subcommittees will likely meet up to three times prior to the adoption of the next TIP and UPWP in June 2012.

TPO staff is seeking at least one volunteer for each subcommittee.

***Action Requested:***

***Motion to approve the appointment of the volunteers to serve on the UPWP and TIP Subcommittees respectively***

SUMMARY SHEET  
TDLCB  
JANUARY 11, 2012

IV. DISCUSSION ITEMS AND PRESENTATIONS

A) Overview and Discussion of the Service Plan Section for the Major Update of the Transportation Disadvantaged Service Plan (TDSP) 2012-2017

**Background Information:**

The Transportation Disadvantaged Service Plan is a cooperative effort between the Volusia TPO and Votran. The plan is made up of three sections: the Development Plan, the Service Plan and Quality Assurance. The TDSP requires a major update every five years with annual updates in the interim. The development and submission of this document and its annual updates are the responsibility of the coordinator, the planning agency, and the local coordinating board. The planning agency is responsible for ensuring that the TDSP is completed, approved and signed by the TDLCB.

Staff from Tindale-Oliver & Associates will provide a brief presentation on the Service Plan section of the TDSP.

**Please Note:**

The Service Plan Section of the TDSP is provided separately due to its size.

***Action Requested:***

***No action is required unless otherwise directed by the Board***

## SECTION 2: SERVICE PLAN

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### OPERATIONS ELEMENT

#### Types, Hours, and Days of Service

The Volusia County CTC coordinates transportation services that include ambulatory, door-to-door paratransit, flex-route bus service, and fixed-route bus service. Volusia County's paratransit service is administered under Votran and referred to as the Votran Gold Service. The Votran Gold Service is an advance reservation, door-to-door, non-emergency transportation system serving elderly persons, persons with disabilities, children at-risk, and other transportation disadvantaged persons. Trip requests that exceed Votran's capacity are contracted to private operators. Paratransit trips sponsored by social service or governmental agencies are provided on a countywide basis to agency clients.

Votran Gold Service is available from 6 a.m. to 6 p.m. Monday through Saturday throughout the County. The east side of the County has limited service available on Sunday and during the evening hours. Votran does not operate on New Year's Day, Thanksgiving Day, and Christmas Day. Limited service is available on Memorial Day, Independence Day, and Labor Day.

There is a one hour time window for pick-ups and returns within the geographic service areas of east Volusia, southeast Volusia, west Volusia, and northwest Volusia. Passengers traveling from one service area to another area have a two hour time window due to the longer travel time

Fixed-route service is available to the general public. Individuals living within ¼-mile of a fixed route and are unable to access or use the fixed-route can apply for certification under the Americans with Disabilities Act of 1990 (ADA). This service is for general purpose trips that are not subsidized by a governmental or social service agency.

Flex-route bus service is also available to the general public and has no eligibility requirements. Flex service is a "call first" curb-to-curb, flexible transportation service which serves a dedicated area with limited timed stops. The flex bus is an 18 passenger paratransit vehicle (without wheelchair seating) and has a wheelchair lift at the rear. A wheelchair occupies the space of 4 passenger seats. Flex bus service is currently available in New Smyrna Beach on the beachside and mainland and connects with the Votran fixed routes 40 and 41 at the Canal Street/U.S. 1 transfer point. The flex-routes are operated Monday through Saturday from 6:48 a.m. to 6:38 p.m.



Reservations are required; however, subscription trips are available for customers traveling to and from the same location on the same day each week. The fare is the same as the fixed-route service and passengers must have exact change. Regular Votran passes are also accepted on flex service trips.

Medicaid is a federally funded program which primarily transports individuals with lower incomes and persons with disabilities. Medicaid patients should contact LogistiCare for non-emergency transportation. LogistiCare is contracted with the FCTD to provide Medicaid non-emergency transportation services in Volusia County.

Social service agencies that have a need for client transportation may contract with Votran to provide paratransit service. Rates are negotiated on an individual trip basis or hourly rates are available for group trips to a common location. Currently Votran has price agreements with: Volusia County School Board, Vocational Rehabilitation, Division of Blind Services, Agency for Persons with Disabilities, Volusia County Council on Aging, CVI, Colonial Colony, and Med Waiver.

### **Accessing Services**

Individuals who are eligible to use the Votran Gold Service may make a reservation from 7 a.m. to 5:15 p.m. Monday through Friday or 7 a.m. to 4 p.m. on Saturdays. Next day reservations may be made from 7 a.m. to 4 p.m. Monday through Friday. Votran staff is also available to make reservations outside of the times listed above.



Reservations may be booked up to one week in advance; however, requests for Saturday, Sunday, or Monday service should be called in no later than the previous Friday by 4 p.m. Requests for next day service must be called in by 4 p.m. on the day preceding the trip. Same day service is not available. Peak call times are between the hours of 11 a.m. to 1 p.m. and 3:30 p.m. to 4 p.m., Monday through Friday; therefore, customers are encouraged to call during other times of the day. The toll free numbers for reservations and eligibility for service are listed below.

East Volusia: (386) 322-5100

West Volusia: (386) 943-7050

Southeast Volusia: (386) 424-6810

TD Helpline: (800) 983-2435 (TD Ombudsman Hotline)

Subscription service is offered when a customer regularly travels to and from the same destination at the same time (two or more times a week). If a customer has a conflict and will not be going on their standing trip, the customer must contact the reservation department immediately to avoid being charged with a cancellation or a no-show. The Votran no-show policy is presented in Appendix D.

In order to be eligible for paratransit service, which includes ADA and TD-sponsored trips, an application must be completed. Any resident of Volusia County may request an eligibility application from Votran by telephone. The eligibility process can take up to twenty-one days to complete. Part of the application includes a professional verification of the individual's disability or medical information that would qualify the person for door-to-door service. In instances where the determination is unclear, an independent company will perform the functional assessment. Persons potentially eligible for door-to-door service include elderly persons, persons with disabilities, and children at-risk. Agencies purchasing service through Votran may certify their clients as eligible to use the paratransit service; therefore, Votran would not need to complete the eligibility process for those persons. Paratransit passengers must go through the recertification process every three years.

Individuals visiting Volusia County may use the paratransit service for twenty-one days if they are eligible for ADA services and have been certified by a public entity. If service is needed beyond twenty-one days, the individual would be required to apply for eligibility through Votran.

### **Trip Prioritization**

Votran currently provides adequate service to meet the demand for all TD eligible trips; therefore, no trips are denied and a formal trip prioritization processes has not been needed. If Votran was unable to meet the demand for trips in the future, the following trip prioritization would be recommended to the Transportation Disadvantaged Local Coordinating Board (TDLCB) for adoption.

1. Medical
2. Work, Education, and Training
3. Grocery Shopping
4. Socialization and Recreation

5. Personal Business and Shopping
6. Other

### **Transportation Operators and Coordination Contractors**

Volusia County is a partial brokerage system, contracting with five transportation providers for the provision of services and one taxi cab company for incidentals. The competitive process for selecting coordination contractors is completed through the Request for Proposal (RFP) process. The RFP for contractors is distributed locally, statewide, and nationally. Proposals are scored based on the following criteria:

- Qualifications and experience of the company, management, and staff
- Resources available
- Economies of scale
- Contract monitoring methods
- Reporting capabilities
- Financial strength
- Responsiveness to solicitation
- Scope of work
- Safety program
- Capacity
- Training program
- Insurance
- Accident history
- Quality
- Knowledge of the community
- The cost of the contracting process
- Price

Table 18 lists the operators that are currently under contract with Votran.

**Table 17: Contract Providers**

Name	Contact Person	Service	Clients
Trans Med	Dale King	A, W	All
Med-One Shuttle	Steve Jack	A, W	All
Medi Quick	Michael Hughes	A, W	All
All Volusia	Don Apakama	A, W	All
AJ Special Transportation	Angelita Asulal	A, W	All
Southern Komfort Taxi*	Tony Ciulla	A	All
Yellow Cab*	Francis King	A	All

\*Cabs are used on an incidental basis. There is no contract.

In addition, to the transportation services previously described, the following non-profit agencies have coordination agreements with Votran to provide services to their own clients: Olds Hall Good Samaritan Center, Stewart-Marchman-Act Behavioral Healthcare, the Duvall Home, Center for Visually Impaired (CVI), and ARC, Inc. These organizations provide their own transportation for their clients using vehicles purchased through the Section 5310 program. These services complement the coordinated system by providing economical transportation alternatives that meet the special needs of their clients, while increasing capacity on Votran services.

### **Public Transit Utilization**

Votran offers travel training to assist new riders and paratransit customers transitioning from the paratransit service to the fixed-route service. In addition, social service agencies purchase bus passes from Votran. LogistiCare purchases bus passes in support of Medicaid. Volusia County Schools also purchase bus passes from Votran.

### **School Bus Utilization**

Volusia County Schools offers monthly Votran bus passes for students who are eligible for school bus service. The intent is to use Votran's existing available capacity and reduce the cost of operating the County school buses. Votran also provides some paratransit trips for special needs students in isolated areas of the County. Votran and the Volusia County Schools are designated by the Volusia County Emergency Management Services to coordinate evacuation for persons with special needs in the event of a disaster.

### **Vehicle Inventory**

The vehicle inventories for Votran and the contract providers are presented in Appendix E.

### **System Safety Program Plan**

The MOA between the CTC and the FCTD requires the CTC to develop and implement a System Safety Program Plan (SSPP). Votran has an approved SSPP that was developed in compliance with Chapter 14-90, FAC, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. Private contract operators are also required to have an SSPP. Votran is required to monitor the private contract operators' compliance with the SSPP requirement. The SSPP certifications for Votran and private contract operators are presented in Appendix F.

### **Intercounty Services**

Votran contracts with LYNX for the provision of the Link 200 fixed route from Deltona to downtown Orlando. No formal MOAs are currently executed for the provision of Votran paratransit services to other counties.

### **Emergency Preparedness and Response**

In the event of a natural disaster, Votran and Volusia County Schools are designated by the Volusia County Emergency Management Services to coordinate evacuation for persons with special needs. In case of emergency, Votran's paratransit number is given to the public to call for assistance in evacuating the area. Paratransit service is for persons with special needs to reach safe shelters. Based on the existing response plan, the Votran fixed-route bus system will continue to operate as scheduled, while the school buses are located at specific points along the routes to provide transportation to the shelters.

### **Educational Efforts/Marketing**

Information regarding the Votran Gold Service is available on the Votran website. The website includes the Votran Gold Service User's Guide and eligibility application. The Votran Gold Service User's Guide includes information regarding eligibility, hours of operation, availability of service, reservations, and policies and procedures. Votran continues to update the guide as necessary to provide customers with current information. A complete copy of the latest Votran Gold User's Guide is presented in Appendix G.

In addition to the electronic and printed information available, Votran staff also attends the monthly TDLCB meetings and provides monthly performance report updates. As part of the TDSP and the Transit Development Plan (TDP) process, a series of public workshops, discussion groups, and stakeholder interviews were conducted to gauge the users' perspectives on the existing transit system as well as to provide service information and educational opportunities for the public to learn how the system operates and when it is available.



### **Acceptable Alternatives**

Votran operates public transit service throughout Volusia County. The governmental entity is managed by McDonald Transit, a private, for-profit corporation. The current public-private relationship has proven successful in the provision of fixed-route and paratransit service and it would be advantageous for Volusia County's fixed-route and paratransit services to remain under the existing structure.

### **Service Standards**

The Votran service standards that have been established to provide oversight of the coordinated system are shown in Table 19.

**Table 18: CTC Service Standards**

Service Standard	Policy/Measure
<b>Drug and Alcohol Testing</b>	The Volusia CTC complies with the Federal Transit Administration and U.S. Department of Transportation regulations for drug and alcohol testing. All contractors must also comply with these regulations.
<b>Contract Monitoring</b>	Votran utilizes a Contract Compliance Officer who routinely monitors contracts and conducts on-site visits of the existing contractors. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Monitoring of standards is done on a monthly basis using statistical reports generated by a computer assisted scheduling program. Monthly reports are presented to the TDLCB.
<b>Payment to Contractor</b>	Payments to contractors will be made no later than 7 working days of receipt of payment from the purchasing agency, in accordance with Chapter 287.0585, Florida Statutes.
<b>Driver/Vehicle Identification</b>	All Votran drivers and contract operators are required to wear uniforms and picture identification badges. All vehicles are plainly marked with the name of the company in a prominent location.
<b>Complaints</b>	Votran has signs posted in all paratransit vehicles with the local toll free numbers to call for complaints and commendations. The local standard for complaints is no more than 0.85 complaints per 1,000 passenger boardings on the Votran Gold Service and no more than 1.7 per 1,000 boardings for the contracted operators. If a complaint cannot be resolved, customers should request a copy of the adopted Grievance Procedure or call the FCTD Ombudsman Hot Line at (800) 983-2435.
<b>Seating Standard</b>	All Votran and contractor vehicles seating shall not exceed the manufacturer's recommended capacity. Votran's automated scheduling system assigns customers to runs based on the seating capacity of the vehicle. All Votran vehicles are lift equipped to accommodate a mix of ambulatory and wheelchair customers for efficiency of multi-loading.
<b>Passenger Loading Assistance</b>	All Votran and contract operator drivers are required to be certified in Passenger Assistance Training. At a minimum, training includes wheelchair/mobility device loading assistance, securement and storage, seatbelt securement, door-to-door service, sensitivity awareness of persons with special needs and cultural diversity. Drivers will not go beyond the first floor of a multi-family residences. Drivers will not enter a person's home or room at a living facility. The customers are expected to be waiting on the first floor. If a client needs assistance leaving the inside of their home, they should travel with an escort.
<b>Smoking, Eating, and Drinking</b>	Passengers and drivers are prohibited from smoking, eating, or drinking on any vehicles in the coordinated system. Appropriate signage has been posted in all vehicles.
<b>Passenger Property</b>	Personal belongings that can be carried by the passenger in one trip and can be safely stowed on the vehicle may be transported at the risk of the passenger at no additional charge. Drivers are not responsible for or expected to load and unload passenger property.
<b>Vehicle Transfer Points</b>	If the transferring of paratransit customers is attempted, the transfer point shall be safe and secure.

**Table 18: CTC Service Standards (Continued)**

Service Standard	Policy/Measure
<b>Child Restraints</b>	In accordance with Florida Statute 316.613 (Child Restraint Requirements), while transporting children five (5) years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used. The child's escort is responsible for providing the child restraint device and properly installing the device in the Votran vehicle. The driver should review and approve the installation before the vehicle departs from the pickup point.
<b>Escorts and Children</b>	Children under the age of six (6) and individuals requiring special assistance are required to be accompanied by an escort. The escort must be able to provide the necessary assistance to the passenger and will be transported at no cost. Only one (1) escort may ride free of charge. A companion may ride for the applicable fare on a space available basis. A parent or guardian escorting an under age child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service. In cases where it is not evident that the individual needs an escort, medical documentation stating the reason for an escort is needed and will be required. Agencies that schedule under age children for services will be responsible for providing escorts or bus aides if a parent or guardian does not accompany the child.
<b>Passenger Trip Database</b>	Votran maintains a database of all registered customers in the partial brokered program. The database tracks customer information and service requests. Contract operators are given daily manifests with customers names, pick-up and drop off times, and locations, and any other pertinent information (i.e., traveling with a wheelchair or mobility device).
<b>Pick-Up Window</b>	There is a one (1) hour pick-up window for trips within the individual's community and a two (2) hour pick-up window for trips from one service area to another. Scheduled return trips must be picked up at the time designated on the manifest. If a vehicle arrives earlier than the scheduled time on the manifest, the driver must wait until the designated time. If the individual is not ready at the designated time, the trip may be placed on will call and the individual will be required to call in when they are ready to be picked up. Individuals placed on will call must be picked up within one (1) hour from the time they call. If an individual is not picked up within one (1) hour, the trip will be classified as a missed trip.
<b>On-Time Performance</b>	The Votran on-time performance standard is 90 percent for all completed trips.
<b>Advance Reservations</b>	Trips may be scheduled at a minimum of one (1) day prior to the date of travel and at a maximum of one (1) week in advance of the date of travel, with the exception of subscription service.



**Table 18: CTC Service Standards (Continued)**

Service Standard	Policy/Measure
<b>Cancellations and No-Shows</b>	Individuals, their guardians, or agency sponsor must cancel trips as soon as they become aware that the trip will not be made. Trips must be cancelled no later than one hour prior to the scheduled pickup time to avoid being classified as a no-show. Cancellations received less than one hour prior to the scheduled pickup time or at the person's door will be classified as a no-show. If the individual responds to any no-show notification and provides acceptable, verifiable evidence that the no-show was due to an unforeseen and unavoidable circumstance or an error in scheduling, then the missed trip will not be counted as a no-show.
	Customers may have no more than six cancellations in one month. More than six cancellations will be subject to the same progressive action as no-shows.
	Customers may have no more than three no-shows within a ninety day period. Customers with more than three no-shows in a ninety day period will be added to a watch list and monitored for repeat offenses. Customers with subscription service will have their standing order suspended for a fixed period of time.
	When a customer receives a no-show, Votran will send a letter outlining the offense. The letter will indicate whether the customer is receiving a warning and/or a notification of suspension of service. Each offense, regardless of outcome, shall be identified to the customer so that they are aware of the possibility of suspension should the behavior continue. The Votran no-show policy is presented in Appendix B.
<b>Driver Criminal Background Screening</b>	All drivers in the coordinated system are subject to a Florida Department of Law Enforcement (FDLE) criminal background check.
<b>Training</b>	Votran drivers participate in a six week training session that includes defensive driving, driver safety, passenger sensitivity, wheelchair securement, and customer service. The first phase of training consists of instruction by training supervisors and staff that specialize in certain subjects. The second phase consists of on-the-job training. Drivers within the coordinated system are not currently required to be trained in cardiopulmonary resuscitation (CPR) or first aid techniques.
<b>Public Transit Ridership</b>	Votran has screening/certification and re-certification processes to determine eligibility for use of the door-to-door service referred to as Votran Gold Service. Persons who are ineligible to use the Votran Gold Service are encouraged to use the fixed-route service. Votran has established a goal of 15 percent for referring paratransit applicants to the fixed-route service. Votran also offers travel training for those persons who are unfamiliar with the fixed-route service.
<b>Accidents</b>	Votran's established preventable accident standard is no more than 1 preventable accident per 100,000 vehicle miles of service.
<b>Roadcalls</b>	Votran has an established roadcall standard of no more than 1 roadcall per 7,500 miles. A roadcall is defined as any situation in which a revenue vehicle, while in service, requires attention from someone other than the revenue vehicle operator, to restore the vehicle to operating condition.
<b>Call Hold Time</b>	Votran's goal is to have an average hold time of no more than 3 minutes. The 3 minute standard is to be achieved for 90 percent of the calls completed. The call hold time is monitored through a computerized automated call distribution system.
<b>Vehicle Cleanliness</b>	All vehicles in the coordinated system are required to be clean and follow the prescribed maintenance programs. Votran vehicles are cleaned, fueled, and maintained daily. Votran Road Supervisors randomly inspect contractor vehicles for cleanliness. Votran also inspects all contractor vehicles and maintenance records.

**Table 18: CTC Service Standards (Continued)**

Service Standard	Policy/Measure
<b>Vehicle Heating/Air Conditioning</b>	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. If an air conditioning or the heater is not functioning properly, the vehicle will be taken out of service until repaired. Votran vehicles are checked daily and contractor vehicles are spot checked by road supervisors. All contractor vehicles are inspected and heater/AC units are checked at a minimum annually.
<b>Two-Way Radio Communication/Technology</b>	All vehicles in the coordinated system have two-way communication systems. Base stations are manned with dispatchers at all times to ensure constant communication with the drivers. Votran and the contract operators have established radio policies and procedures.
<b>Out-of-Service-Area Trips</b>	Votran no longer provides Medicaid transportation or out-of-service-area trips. Medicaid recipients in need of out-of-service-area trips should contact LogistiCare, the County's Medicaid NET provider.
<b>Service Interruptions</b>	Votran has an established standard of no more than 1 service interruption per every 15,000 miles.
<b>Passenger Ride Time</b>	Passengers will not be required to ride on the vehicle longer than 1 hour within the local community and 2 hours for cross-county service, with the exception of agency group trips. The length of trips provided under the ADA paratransit service must be comparable in length to those offered on Votran's fixed-route service.
<b>Service Animals</b>	Service animals are welcome at all Votran facilities, on all Votran vehicles, and on all private contractor vehicles per Florida Statute 413.08. All other uncrated animals are prohibited.
<b>Fare Collection Policy</b>	All customers are expected to pay their fare at the time that they receive transportation services. Passengers must have exact change; drivers do not carry money.
<b>Oxygen Transport</b>	Oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contract operators are not permitted to supply, connect, or disconnect oxygen.
<b>Will Calls</b>	If a passenger is not ready when the Votran Gold Service vehicle arrives, the passenger will be placed into "will call" status. The passenger should contact Votran when they are ready for their return trip. The passenger will be picked up as soon as a vehicle is available within an hour of the call.

### Local Complaint and Grievance Procedure/Process

Votran in conjunction with the TDLCB has developed and implemented rules and procedures for resolving complaints. The adopted grievance procedure for Volusia County is presented in Appendix H.

## **APPENDIX A: SUMMARY OF EXISTING PLANS AND DOCUMENTS**

## State of Florida TD Five-Year/Twenty-Year Plan

Developed by the Commission for the Transportation Disadvantaged (CTD), this plan is required under the Florida Statutes and includes the following elements:

- Explanation of the Florida Coordinated Transportation System
- Five-Year Report Card
- Florida Office of Program Policy Analysis and Government Accountability Review
- Strategic Vision and Goals, Objectives, and Measures

The Long-Range and Five-Year strategic visions were reviewed and used for guidance and are indicated below.

### *Long-Range Strategic Vision*

Create a strategy for the Florida CTD to support the development of a universal transportation system with the following features:

- A coordinated, cost-effective multi-modal transportation system delivered through public-private partnerships.
- A single, uniform funding system with a single eligibility determination process.
- A sliding scale of fare payment based on a person's ability to pay.
- Use of electronic fare media for all passengers.
- Services that are designed and implemented regionally (both inter-county and inter-city) throughout the state.

### *Five-Year Strategic Vision*

Develop and field-test a model community transportation system for persons who are TD incorporating the following features:

- Statewide coordination of community transportation services using Advanced Public Transportation Systems including Smart Traveler Technology, Smart Vehicle Technology, and Smart Intermodal Systems.
- Statewide coordination and consolidation of community transportation funding sources
- A statewide information management system for tracking passenger eligibility determination.

- Integration of Smart Vehicle Technology on a statewide multi-modal basis to improve vehicle and fleet planning, scheduling, and operations. This effort includes vehicle and ridership data collection, electronic fare media, and geographic information system (GIS) applications.
- Development of a multi-modal transportation network to optimize the transportation system as a whole, using Smart Intermodal Systems. This feature would be available in all areas of the state via electronic access.

### **VOTRAN East Side Transit Study**

The Votran East Side Transit Study was completed in June 2009. Six initiatives from the VOTRAN 2007-2016 TDP were addressed in this study, including:

- Conduct east side comprehensive operations analysis (COA)
- Increased service frequencies on U.S. 1 corridor
- Improvements to Beach Service Area
- East-West service (Route 60) frequency improvements
- Improve service frequencies on selected routes
- Review Saturday, Sunday, and evening schedules

Major findings from the study include:

- The overall design of the VOTRAN east side route network is strong in terms of affording mobility to customers and residents.
- There is a need to position the transit system for future network growth by using the Ormond Town Square or Wal-Mart Supercenter located at Granada and Williamson Boulevards, just east of I-95 as a secondary transit transfer center.
- The frequencies on Routes 3 and 4 should be increased to 30 minutes.
- The frequency on Route 60/61 should be increased to 30 minutes between the Transfer Plaza and the Volusia Mall.
- Consideration should be given to expanding night service to Routes 7 and 12.
- Consideration should be given to expanding Sunday service to include the entire spine route network and core route network.
- The lower performing routes are classified as Routes 5, 6, 8, 9 and 11.

- Better connections between the northwest sector and the east service area should be explored.
- Creating a new route from Ormond Town Square to the Volusia Mall along Williamson Boulevard may provide opportunities for route realignments and serve the new Ormond Memorial Hospital.
- Based on the average trip cost in New Smyrna, a flex type service that operates in zones should be implemented.
- VOTRAN should plan for the expansion of its service area as Developments of Regional Impact (DRIs) are developed within the county.
- VOTRAN should continue to refine plans to serve the new commercial development along Dunlawton and I-95.
- Route realignments to eliminate the loop on Route 5 and the segment west of the Volusia Mall to the Farmer's Market on Route 11.
- Extend Route 1B south on Williamson to service the new Ormond Memorial Hospital.
- Extend Route 12 into the Pavilion DRI.

### **Votran West Side Transit Plan**

The 2007 West Side Transit Plan identified recommended service plans for the near-term, SunRail service to DeBary, and SunRail service to DeLand. Since the completion of the 2007 plan some improvements have been implemented while others have been revised based on existing needs and trends. The recommendations presented below are from the initial plan.

#### *Near-Term Improvements (FY 2007) –*

- Truncate the two southern branches of Route 20 and terminate the service at the Market Place Shopping Center.
- Extend Route 21 to the Deltona Community Center near Lakeshore Drive and the new Wal-Mart Supercenter on SR 415.
- Extend Route 22 to the Deltona Community Center near Lakeshore Drive and the new Wal-Mart Supercenter on SR 415.
- New Route 23 to replace the Route 20 service on Charles Beall Boulevard, Volusia Medical Center, and Saxon Boulevard.
- Conduct a detailed assessment to determine whether to modify or discontinue Route 24 based on its low ridership and poor productivity.

*SunRail service to DeBary (FY 2010) –*

- Extend Route 20 west from Market Place Shopping Center.
- Extend Routes 21 and 22 along the planned Saxon Boulevard extension to the DeBary station.
- Extend Route 23 west from Market Place Shopping Center.

*SunRail service to DeLand (FY 2012) –*

- Extend Route 60 west to the DeLand SunRail Station via International Speedway Boulevard south on Spring Garden Avenue, west on New York Avenue, and west on Old New York Avenue.

**Votran Transit Development Plan Major Update 2012-2021**

The most recent major TDP update was developed in 2011 and adopted by the County Council on October 6, 2011. The current TDP focuses on four primary service areas including:

- Maintain and improve existing service
- Connections to SunRail, beginning with bus service and building premium intra-county network
  - Local service providing countywide connectivity
- Flex-service to new areas, allowing lower costs assessment of service demand and offering community circulation
- Trolley service in New Smyrna Beach (potential CRA funding support)

In addition to these focus areas the existing TDP maintained the goals and objectives of the previous TDP described below, while also focusing on elements that would allow public transit to transition from a social service model to an infrastructure model. The current TDP identifies a corridor approach for future transit service and amenities and provides information on directing land uses to support increased transit service levels and modes. Due to the economy the current TDP includes a status quo financial plan and a vision financial plan. All improvements not funded through federal, state, and/or private sources are included in the vision financial plan as the County does not envision additional transit funding availability in the near future. It is clear that an additional revenue sources will be necessary to expand transit service and infrastructure.

## **Votran Transit Development Plan Major Update 2007-2016**

The most recent major TDP update was developed in 2006 for FY 2007 through FY 2016. The needs and opportunities identified in the TDP were grouped into two general categories: Votran service planning areas and key focus areas and strategic initiatives. Key service planning areas included:

- West Side
- South East
- Beach Service
- East Side
- Paratransit Services

The TDP identified the following key focus areas and strategic initiatives that were considered to impact the overall Votran system:

- Commuter Rail
- Technology
- Infrastructure and Facilities
- Other Capital Items
- Community Relations, Outreach, and Marketing Activities
- Transit Education Programs
- Coordination/Interaction with Local Governments and Other Agencies
- Florida Growth Management Act and Proportionate Fair-Share Transit Opportunity
- SAFETEA-LU Programs

Key projects and services that were recommended for implementation over the ten-year planning period include:

- Pursue a long-term dedicated funding source.
- Establish the DeLand Intermodal Center.
- Modify routes on the west side to accommodate the Central Florida Commuter Rail.
- Develop feeder service to support the Central Florida Commuter Rail.
- Increase frequency of service in the US 1 corridor.
- Improve frequencies.



- Improve beach area service.
- Review Saturday, evening, Sunday, and holiday schedules.
- Plan additional express bus service along major corridors (candidate corridors include US 1, Nova Road, A1A, and ISB).
- Continue to work toward the establishment of a countywide policy for the installation of shelters and benches (should include design guidelines, location, placement, and physical characteristics).
- Develop and implement super stops.

In addition, the TDP specified other actions, including the planning and implementation of federal grant programs, monitoring technology advancements applicable to public transportation, working with government agencies to achieve better bus stop accessibility, tracking performance, encouraging public input, and marketing activities to advertise, educate, and generate additional ridership.

### **Examination of Night Service Alternatives for Volusia County DBA Votran**

Based on the increased desire for Votran to provide later evening transit bus service and the considerable financial impact associated with the provision of later evening service, this plan was developed in 2002 to examine a variety of alternatives for the provision of night service so that the most suitable and fiscally-responsible option is identified for implementation. Based on an analysis using NTD data from peer group system, the study determined that Votran is not providing a service span that is typical for a system of its size. Based on the distribution of end times for its specific peer group, it would appear that Votran should be providing transit service until at least 10 p.m., with an overall service end time falling somewhere in the range of 10:30 p.m. to 12:30 p.m.

Seven service options were analyzed for possibly having application in Volusia County for the specific purpose of improving nighttime mobility, including:

1. Vanpools
2. “Super” Gold Service
3. Shared-ride taxicab service
4. Taxicab vouchers
5. Fixed-route bus service – Eastside
6. Fixed-route bus service – Eastside & Westside
7. Combination of fixed-route bus service & “super” Gold Service

This study concluded that based on consideration of the advantages and disadvantages of each of the night service alternatives, as well as their cost-per-trip estimates, Votran and the County Council should pursue the implementation of nighttime fixed-route bus service in the Eastside core. The study also noted that implementing the service on the smaller scale would provide Votran and the county officials with the opportunity to gauge the initial level of demand for night transit service, as well as the success of this alternative in meeting that demand, while keeping the initial investment comparatively low. Votran, as funding allowed, implemented the recommendations from this plan.

### **Votran Transit Development Design Guidelines**

This document presents a set of development design standards that should be considered during the planning and designing of future developments or redevelopment projects. The guidelines developed by Votran include transit thresholds that should be exceeded during the review process and a checklist to be used during the evaluation of how well the development will accommodate transit vehicle circulation and provide for accessibility to transit services. The complete document includes land use considerations, bus stop siting and design criteria, and suggestions for further consideration. The document may be downloaded from the Votran website at <http://volusia.org/votran/VOTRAN%20Transit%20Design%20Guidelines.pdf>.

### **Volusia County Transportation Disadvantaged Service Plan**

The Volusia County Transportation Disadvantaged Service Plan (TDSP) Major Update was completed and approved by the Local Coordinating Board (LCB) on September 13, 2006. The TDSP is used by the CTC and the LCB to maintain and/or improve transportation services for the Transportation Disadvantaged (TD) and to serve as a framework for performance evaluation. The TDSP is updated annually and submitted to the Florida CTD for final approval. Volusia County services under the TD program are provided funding from state TD funds, local revenues, and private sources.

In November 1993, Volusia County Government was designated as the CTC in Volusia County and has been reauthorized under a Memorandum of Agreement (MOA), with the last reauthorization occurring in 2007. The day-to-day operations of the public transit system, including the TD program, are delegated to Votran through a management contract. Votran operates the majority of its trips in-house; however, the system is partially brokered to private-for-profit operators.

Barriers to coordination that were identified in the 2006 TDSP include:

- In Volusia County there is more demand for TD services than supply.
- Some social agencies have had their transportation funding reduced, resulting in the burden being shifted to the TD program.
- Medicaid is an administrative encumbrance.
- The development patterns in Volusia County make the delivery of transportation services difficult and costly.

The five-year trend analysis presented in the TDSP indicates that the performance measures decreased in FY 2002 and FY 2003; however, in FY 2004 and FY 2005 Votran experienced increases in passenger trips, vehicle miles, revenue miles, and operating expenses.

### **Volusia TPO 2035 Long Range Transportation Plan (LRTP)**

The 2035 Volusia LRTP is the fundamental planning document for long-range transportation system development in Volusia County. The projects included in the LRTP will utilize federal and state funds and may be pursued by the TPO area over the next 25 years. The plan must be “cost feasible”; therefore, financial resources that will cover the cost of the projects must be identified. The TPO has assumed a ½ cent Transportation Surtax approved by local voter referendum will be in place by 2016.

The LRTP has five specific goals for an integrated system to support economic development, allowing for the effective movement of people, goods, and services necessary to maintain and enhance quality of life:

- Goal 1: Ensure that our transportation network considers the mobility needs of all user groups equally and is developed and managed in ways that foster safety and security.
- Goal 2: Develop transportation systems that contribute to the economic vitality of the region and ensure that they are designed, located, and constructed in an environmentally sustainable manner.
- Goal 3: Consider the timing and location of transportation improvements to preserve and ensure existing urban areas and to recognize the development of our future.
- Goal 4: Develop an efficient transportation system that promotes a wide range of transportation options and integrates these options cohesively with the surrounding community.

- Goal 5: Develop a transportation system that most effectively utilizes the financial resources available and improves the quality of life for residents.

The LRTP update had an extensive public involvement process, which included surveys, “Make Your Mark” activities, and various public meetings. The public input indicated fairly strong local support for expanding public transit. That input, along with other TPO planning efforts, encouraged the TPO Board to participate in a workshop regarding the development of public transit that ultimately led to the decision to incorporate a sales tax into the plan. A very specific policy statement also was adopted by the Board to this effect. The table below presents the transit projects that are included in the 2035 LRTP.

### Volusia TPO 2035 LRTP Transit Projects

Tax Funded Transportation Options**								
Project	From	To	Year (start service)	Number of Vehicles	Capital Costs (millions) Year of Expenditure	Operating Costs (millions) Year of Expenditure (Transit)	Project Type	Description
Added Bus Service – DeBary/DeLand	West Volusia Area	DeBary/DeLand Sunrail Station	2015	3	\$0.00	\$0.00	bus	Added bus service to support SunRail operations starting in 2015. Service is funded by the Department of Transportation for first 7 years.
Added Rail Station - Daytona Beach Area	Daytona Beach		2015	N/A	\$0.00	\$0.00	rail	Platform Station for establishing intercity rail service by Amtrak along the Florida East Coast rail line. Project will be funded through a federal grant and is not part of the TPO priority process.
Added Bus Service - US 1 Corridor	Port Orange	Ormond Beach	2016	3	\$1.76	\$26.90	bus	Add busses to improve the frequency of existing service on US-1 to 30 minutes.
Added Bus Service – SR A1A Corridor	SR 40 (Granada Blvd)	SR 421 (Dunlawton)	2016	2	\$1.17	\$17.93	bus	Add busses to improve the frequency of existing bus/trolley service on SR A1A to 15 minutes and expand seasonal trolley service to year around.
Added Bus Service – Cross-county*	Daytona Beach	DeLand	2018	3	\$1.84	\$24.76	bus	Add busses to improve the frequency of cross county service on US-92 to 30 minutes and extend routes to the SunRail Station in 2020.
Added Bus Service - East Volusia	Port Orange	Ormond Beach	2018	4	\$2.46	\$33.02	bus	Add busses to improve the frequency of service in Port Orange and Ormond Beach to 30 minutes and add night and Sunday routes in Port Orange.
Added Bus Service - West Volusia	Crown Center (Saxon & US 17/92)	Northgate Plaza (US 17 & 92)	2018	3	\$1.84	\$24.76	bus	Add busses to the existing route in West Volusia operating along US 17/92 to improve the frequency of service to 30 minutes.
Added Bus Service - Daytona Beach*	DBIA	Transfer Plaza	2018	3	\$1.84	\$24.76	bus	Add busses to improve the frequency of service in the core areas of Daytona Beach to 15 and 30 minutes.
Added Bus Service - Cross county	New Smyrna Beach	DeLand	2018	2	\$1.23	\$16.51	bus	Start a new service that will improve access across Volusia County in the southern portion of the county.

### Volusia TPO 2035 LRTP Transit Projects

Project	From	To	Year (start service)	Number of Vehicles	Capital Costs (millions) Year of Expenditure	Operating Costs (millions) Year of Expenditure (Transit)	Project Type	Description
Added Bus Service - Deltona Circulator	Deltona Area	Deltona Area	2020	2	\$1.29	\$15.02	bus	Add busses to existing service to increase the frequency to 30 minutes in the City of Deltona.
DeLand Circulator (Trolley)*	Downtown DeLand	Rail Station (Sunrail/Amtrak)	2020	3	\$1.94	\$22.52	bus	Start a new trolley bus circulator system in the downtown DeLand area with increased service for the local area.
Daytona Area Circulator (Trolley- TBD)*	Downtown Daytona (ISB)		2020	4	\$2.58	\$30.03	bus	Start a new trolley service that provides direct connections to key destinations and increased frequency of service via a downtown circulator system.
Added Bus Service - Rural Northwest	Pierson	Crescent City (Route 24)	2020	2	\$1.29	\$15.02	bus	Proposed through the Make Your Mark planning sessions and by the LRTP Subcommittee, this includes additional busses needed to restore and expand service in north-west Volusia.
Commuter Rail (SunRail) Expansion	DeBary Station	DeLand Station	2020	N/A	\$0.00	\$0.00	rail	Extend Sunrail commuter rail service to the DeLand Amtrak Station as outlined in the existing project plans and agreements.
DeLand Rail Spur	DeLand Amtrak Station	Downtown DeLand	2025	1	\$13.40	\$9.61	rail	Provide a connection along the existing rail spur from the Sunrail station (DeLand Amtrak station) to downtown DeLand near Woodland Blvd. Project capital costs presume Federal funding (local match is 25%)
Transit Corridor System Bus Rapid Transit	DeLand	Daytona Beach	2030	6	\$34.50	\$24.78	bus	Add enhanced transit connections operating on the main corridors and between east and west Volusia County. Project capital costs presume Federal funding (local match is 25%)
<b>TOTAL</b>					<b>\$67.1</b>	<b>\$285.6</b>		

\* Projects are components of an East-West Corridor System between DeLand and Daytona that supports development of a Bus Rapid Transit service.

\*\* Local revenue source includes 1/2 cent Transportation Surtax beginning in year 2016.

NOTE: The Transit plan was developed in coordination with Voltran planning staff. Financial details and start of service is subject to change.

Source: Volusia TPO 2035 LRTP Summary Report

## **Volusia TPO Transportation Improvement Program**

The Transportation Improvement Program (TIP) for Volusia County identifies the financially feasible projects that can be planned or constructed from FY 2012-2016. Consistent with the transportation projects identified in the LRTP, the TIP provides funding sources that will advance each project over the five year timeframe. With regard to the TDSP, trip and equipment and planning grant funds have been identified for Volusia County. While funding is anticipated to decrease in FY 2013, funding levels resume in FY 2014; therefore, impacts to service should be minimal. In addition, the TIP identifies public transit service and facilities that will be implemented by Votran. Many of these projects, with exception to the International Speedway Boulevard (ISB) Bus Rapid Transit (BRT), have been included in the FY 2012-2021 TDP that was also reviewed as part of the TDSP development process.

## **Volusia County Comprehensive Plan**

Volusia County 's goal is to provide a coordinated multimodal transportation system that serves the needs of current and future residents in such a way as to encourage energy efficient land use patterns and discourage urban sprawl. To this end, the County's comprehensive plan has a number of objectives and policies within its Future Land Use and Transportation Elements that promote the use of transit and other alternative modes of transportation.

Within its Transportation Element (TE), the County intends to implement programs to provide a safe, convenient, and energy efficient multimodal transportation system (Objective 2.1.1), which helps to reduce vehicle miles traveled and greenhouse gas emissions. This objective is also consistent with and supported by the new transportation planning requirements of Section 163.3177(6)(b), Florida Statutes. The County's TE contains policies that speak to developing strategies to facilitate the use of alternative modes of travel, aided by multimodal terminals, park-and-ride lots, and bike/pedestrian facilities along corridors which provide transit service (Policies 2.1.1.6, 2.1.1.20, and 2.1.1.21). Volusia County also has a number of policies in Objectives 2.1.1, 2.1.2, 2.1.5 that promote and support the use of transit. The Policies in Objective 2.1.1 require coordination with FDOT, the Volusia TPO, METROPLAN, Orlando, Votran, LYNX, other agencies, and the municipalities within the county relative to the County's efforts to develop and provide efficient and effective public transportation and other commuter assistance programs (Policies 2.1.1.7, 2.1.1.9, 2.1.1.10, 2.1.1.11, and 2.1.1.15). Policy 2.1.2.3 in Objective 2.1.2 speaks to coordination of the transportation system with the Future Land Use Map. The policies in Objective 2.1.5 speak to coordination with the TPO, Votran, and other agencies and units of government relative to the provision of passenger amenities along major public transportation corridors,

particularly to meet the needs of transportation disadvantaged passengers. Policy 2.1.6.5 in Objective 2.1.6 establishes LOS for fixed route public transportation.

Within its Future Land Use Element (FLUE), the County also has provisions that are supportive of the use of transit. One goal of the FLUE is to ensure that future growth is timed and located in such a way as to maximize the efficient use of public infrastructure (Goal 1.1). To this end, Policy 1.1.1.6 requires all neighborhood, community, and regional shopping centers to include bicycle parking areas and bus bays and shelters, where appropriate, to encourage alternative transportation modes. Policy 1.1.1.7 states that regional shopping centers should be served by mass transportation routes and designed to accommodate mass transit riders and amenities. Finally, Policy 1.1.3.5 requires that new urban developments be located inside urban areas with direct access to mass transit routes.

### **City of Daytona Comprehensive Plan**

The City of Daytona Beach has a Mass Transit section within the Transportation Element of its comprehensive plan. The purpose of the Mass Transit section is to encourage coordination with Votran on improvements to transit service within the city. To accomplish this purpose, Goal 1 is to encourage Votran to continue to provide a coordinated mass transit system to City residents at an acceptable level of service, including beachside trolley service (Objective 1.1), bus service (Objective 1.2), and bus transfer facility and bus stop amenities (Objective 1.3). The City also has a policy that requires fixed-route public transportation when minimum residential and non-residential floor space thresholds are exceeded (Policy 1.4.1).

Goal 2 of the Mass Transit section seeks to retain and expand transit service for older adults, persons with disabilities, and other transportation disadvantaged groups with both regular and specialized service, including paratransit services such as buses with wheel chairlifts (Objective 2.1). The City also will encourage participation in a regional commuter rail system as part of its citywide multimodal transportation system (Goal 3, Objective 3.1).

### **City of DeLand Comprehensive Plan**

The City of DeLand has goals, objectives and policies within its Transportation and Future Land Use Elements relative to the promotion and support of transit use.

Goal t-1 of the Transportation Element is to develop an integrated multimodal transportation system that meets or exceeds the city's existing and future transportation needs through 2020.



Based on Policy t1.1.13, the City will work with the Volusia TPO and Votran to develop numerical indicators against which the achievement of the community's mobility goals can be measured, including annual transit trips per capita. Policy t1.2.2 requires the City to coordinate the development and maintenance of the City's transportation system with FDOT, the TPO, and the County to facilitate a coordinated system of roadways and public transportation.

The City also has a goal of developing an integrated multimodal transportation system within and to the established downtown area (Goal t-6) through improved traffic and pedestrian circulation systems in the downtown (Objective t6.1). Strategies to achieve this goal include parking provisions and pedestrian connectivity to public transportation (Policies t6.1.3 and t6.1.4). The City encourages alternative modes of transportation to single occupant vehicles (Goal t-7) to promote increased opportunities for public transportation, bicycle and pedestrian circulation systems (Objective t7.1). Strategies include sidewalk connectivity (Policies t7.1.1, t7.1.2, and t7.1.3) and preservation of future public transportation right-of-way and exclusive public transportation corridors (Policy t7.1.8). The City also periodically monitors the need for a downtown circulator trolley to alleviate travel on congested downtown streets (Policy t7.1.9).

Pursuant to Objective t7.2, the City will coordinate with the TPO to ensure that the provision of public transportation is considered in lieu of or part of major transportation construction projects (Policy t7.2.1), and the City will study the possibility of implementing a TOD overlay district to create incentives and design guidelines for TOD within targeted areas of the City (Policy t7.2.3).

With respect to the provisions in the FLUE, the City has policies that require the use of the neighborhood concept to promote the use of transit for all income ranges (Policy f1.2.2), encourage the location of high density residential land uses in areas with adequate existing services including transit (Policy f1.2.4), and require that alternative modes of transportation be made available inside special districts such as Neighborhood Redevelopment Districts (Policy f1.4.3). Policy f2.1.1.b requires that accessibility to public transportation be considered as part of the site plan review process. A number of other FLUE provisions speak to increasing densities where it supports transit use (Objective f8.1) and exploring the concept of TOD (Objective f8.2 and its policies).

### **City of Ormond Beach Comprehensive Plan**

Within its Transportation Element, the City of Ormond Beach's multimodal strategy is to link transportation planning with land use planning (Objective 1.6). The implementing policies in this Objective establish criteria for, authorize the designation of, and map "multimodal corridors,"

which must include the presence of transit. These policies also speak to access to and connectivity along these corridors. Objective 1.7 and its implementing policies promote alternative modes of transportation through the construction and use of, among other things, transit facilities. Objective 1.8 and its implementing policies require the integration of transit supportive design provisions into the Land Development Code. Goal 2 of the City's TE addresses mitigation of transportation impacts, and Policy 2.1.3 allows the transit facility improvements and transit operation contributions as mitigation options. Policy 4.1.4 states that the City will develop a multimodal access guide in order to provide concise information about how to use various travel modes, including maps and graphics on how to use transit, transit information, times and distances of walks to and from transit stops to particular destinations, information on transit use for persons with disabilities, and information on transit amenities. Improved knowledge on the use and availability of transit will aid in the utilization of transit.

Within its FLUE, several of the future land use categories within the Future Land Use Map require the availability of transit, including General Commercial, Tourist Commercial, and Office/Professional designations as well as activity centers. The FLUE also requires that medium- and high-density residential developments as well as low-income and older adults housing be located near employment centers with access to mass transit routes (Policies 1.1.9 and 1.1.10). The FLUE also encourages TOD as a tool for enhancing community livability (Policy 1.1.14). The FLUE has several provisions which support the TOD concept and transit use strategies in the TE (Policy 2.4.9 and Objective 2.6).

### **City of New Smyrna Beach Comprehensive plan**

The City of New Smyrna Beach Transportation Element has two goals that speak to transit use: the Mobility / Efficiency Goal and the Accessibility Goal. The Objective of the Mobility/Efficiency Goal is to guide the City in development of its future transportation system. To this end, Policy c promotes the use of alternative modes to reduce congestion and vehicle miles traveled. Strategies under this policy include a) development of a safe bicycle and pedestrian transportation system with access to public transit facilities, b) incorporation of transit in the review of all site plans and subdivision plats, c) increase in information to the public regarding available transportation choices, and d) encouragement of the use of public transit. Policy g establishes a transit level of service standard of 15-minute service during peak hour demand by 2020.

The objective of the Accessibility Goal is to develop a transportation system that is reliable and accessible to all potential users by creating a physical environment that supports access to public transit (Objective 1) and coordinating public transit with other transportation modes (Objective 2).

The policies within these two objectives address accessibility and amenities at bus stops, transfer sites, park-and-ride lots, distribution of schedules and literature about transit services, and the needs of the transportation disadvantaged.

The Sustainability Goal of the FLUE includes an energy efficiency objective that promotes transit use (Objective 1), a smart growth objective that encourages development at appropriate scale, form and density/intensity to support bus transit service (Objective 2 and Policy h). Objective 3 encourages land use patterns that increase the use of public transit (Policy c).

### **City of Deltona Comprehensive Plan**

The City of Deltona strives to develop programs that ensure that current and future land uses are served by adequate transportation and multimodal system options (Goal T1 of the TE). To this end, the City will work with the TPO, Votran, and other units of government to develop and improve its mass transit and other ride sharing programs to expand ridership throughout the City (Policies T1-1.8 and T1-1.13). The City will also coordinate with the TPO, Votran, Volusia County, FDOT, and other transportation entities to ensure that the provision of mass transit is considered in lieu of or as part of major highway construction projects and ensure that transportation disadvantaged riders are adequately served (Policies T1-5.4 and T1-8.2). The City will continue to work with Votran to improve and/or expand existing local transit routes in order to connect them to larger, regional public transit systems (Policy T1-7.5).

Several provisions within the FLUE can be found relative to the use of transit services. Particularly, Policy FLU1-1.7 states that non-residential centers should be served by mass transit routes, and Policy FLU1-7.9 encourages residential developments to incorporate transit-oriented access and options. Commercial and mixed-use developments also are required to provide mass transit access (Policy FLU1-9.2).

### **City of Port Orange Comprehensive Plan**

The City of Port Orange continues to support and participate in the transit system as planned by the TPO and operated by Votran and will continue to concentrate high-density residential land uses along major roadways and transit corridors. To this end, the City has adopted a Transportation Mobility Element (TME). Goal 1 of the TME establishes a transportation system that provides mobility, access and choices that encourage energy-efficient multimodal transportation through Mobility Improvement (MI) zones, which encompass the entire city. The objectives and implementing policies in this goal emphasize transit- and pedestrian-oriented and

context-sensitive site design standards and regulations for each of the MI zones. Mixed-use developments are required to provide access to transit facilities (Policy 1.5.1), and Policy 1.5.2 requires the City to develop a “complete streets” strategy by 2013, which includes a multiple transportation mode network that addresses access, circulation, and transit-supportive facility improvements. Policy 1.5.4 requires the City to create TOD Overlay Zones for select nodes and corridors so that the city can become more pedestrian- and transit-oriented.

In Objective 2.3 and its implementing policies, the City continues to work with Votran to achieve a level of service of 30 minutes or less headways and strives to achieve a 1.0 percent modal split for transit use by 2015. The policies address location and design for transit stops, passenger amenities, the land use type and density around transit stops, develop of park-and-ride lots, etc. The TME also includes policies that speak to vehicular and bicycle parking standards and guidelines that are intended to be supportive of transit use (Policies 2.9.7 and 2.11.3).

With Goal 1: Sustainability, the FLUE seeks to promote compact, mixed-use developments arranged to encourage and support transit use (Objective 1.1 and Policies 1.2.7, 1.3.3, 3.4.5, 3.4.6, and 4.1.4). Per Policy 5.3.3, the City will require higher densities upon redevelopment of residential property and coordinate with Votran to identify the most appropriate locations for transit stops in the Port Orange Town Center Redevelopment Area during the development application process.

### **City of Orange City Comprehensive Plan**

The City of Orange City recently updated its comprehensive plan, particularly the Transportation and FLUEs, to shift the focus from a single transportation mode –the private automobile –towards multimodal transportation planning. The City’s goal is to progress from a residential and retail-based community to a more economically self-sufficient community –and as this occurs, a wider choice of transportation options will be needed. To this end, the City has recently adopted its “mobility plan” to move goods and people by providing mobility options and accessibility to residents and visitors so that they can participate in social and economic activities.

Within the TE, the City has revised its goals, objectives and policies to reflect its mobility planning goal (Goal 1, Objective 1.1, and implementing Policies 1.1.1 through 1.1.12) of incentivizing riders to use multiple modes of travel, including SunRail, Votran’s transit routes, and pedestrian and bicycle paths (Policy 1.1.1). The City intends to use ridership and revenue miles of service data as reported by transit service providers –and estimates of functional population within the transit service area to determine the degree of achievement of the goal to shift trips towards multiple

modes (Policy 1.1.10).

Within the FLUE, the City has amended various policies to support and promote its mobility plan and to support transit use (Policies 1.1.8, 1.1.9, 1.1.12, 2.2.2, and 5.1.1). It has also added a new Goal 10 to encourage the redevelopment of the US 17-92 corridor in order to stimulate neighborhood vitality in this area. Policy 10.1.2(2) in Goal 10 requires 1) pedestrian-scale features, amenities and design principles, 2) developments to be “transit-ready” whether current service is available or not, and 3) parking strategies supportive of transit use.

The City’s comprehensive plan focuses on the need to coordinate land use and transportation strategies in order to achieve its goal of improving and enhancing mobility within the city through greater access to transit and other modes, more attractive incentives, and pedestrian-friendly choices.

### **City of DeBary Comprehensive Plan**

The City of DeBary’s goal is to facilitate the development of a cost-effective, coordinated, and energy-efficient multimodal transportation system for the movement of people and goods. This is reflected in Objectives 6.1, 6.3, 6.5 and 6.7. Policy 6.101 adopts the City’s Future Transportation Map 2025, which depicts, among other things, the City’s public transportation system, including specific trip generators, stations, terminals, and public transportation ROW. Objective 6.3 and its implementing policies require the City to provide for the protection of future ROWs for roads and mass transit facilities, including exclusive mass transit corridors. Objective 6.5 and its policies require the City to provide, through coordination with transit service providers, for efficient public transportation (including paratransit) services based on existing and proposed major trip generators, safe and convenient public transit terminals, and accommodation of passengers with special needs. Policy 6.502 states that the City will support the development of transit-supportive facilities, i.e. bus shelters, bus pull-outs, fringe parking facilities, and optimum street layouts. Objective 6.7 and its policies are relative to the SunRail commuter rail system, including encouragement of travel on SunRail, expansion of public transportation facilities (including bus routes and park-and-ride facilities), and the development of a program for bicycle and pedestrian connections along US 17/92 linking the SunRail station with other areas of the region. Policy 6.710 requires the City to develop alternative parking management strategies to encourage transit use.

## **City of Deltona Urban Design Master Plan**

The Urban Design Master Plan of the City of Deltona establishes a “Nature” theme with the goal of embracing the natural resources of Deltona in an effort to promote and foster a public realm that attracts people to live, work, and play. The goal of the Urban Design Master Plan is to create a citywide “green” identity. Transit-related design elements incorporated in the Master Plan include:

- Decorative transit shelters planned along the three transit routes need to be consistent with the “Nature” theme
- The planned activity center located in the southeast quadrant of I-4 and Howland Boulevard is anticipated to be a major generator of employment and may justify additional transit routes and improvements to pedestrian access
- Transit stops with the highest use along the bus routes within the employment development areas shall provide shelters consisting of a bench and a trash receptacle located at back of sidewalk or back of curb. Avoid locating the shelter directly on the sidewalk or overhanging a nearby sidewalk.
- Development of partnerships with private social service providers and Volusia County are encouraged to develop a centralized social service hub at Providence Boulevard and Debary Avenue and/or the State road 472 Activity Center.
- Development of partnerships with developers and Votran are encouraged to incorporate public parking garages, and park and ride facilities in the employment development areas.
- Economic and regulatory incentives should be provided to incorporate public parking garages, and park-and-ride facilities in the development plans.

## **Investigation of Potential Local Area Transportation Alternatives for an Aging Population (Volusia TPO) November 2006**

The purpose of this study was to investigate the socioeconomic and demographic characteristics of the persons born post-World War II period from 1946 through 1964, also known as the Baby Boomers, and persons who were age 65 years and older in 2000. The study area included Volusia County, the Town of Beverly Beach, the City of Flagler Beach, and the City of Palm Coast in Flagler County. Using a review of socioeconomic and demographic characteristics, a review of relevant literature, interviews, and discussion groups, the following recommendations were provided as strategies to meet the mobility needs of the aging population.

### **Transit Operations**

- Regional transit system serving Flagler and Volusia counties
- Extended hours of operation
- Reduced headways
- Elder mobility management for planning
- Special event transit services for Bike Week, spring break, and other peak tourist periods
- Roadway design, including bicyclists and pedestrians (adoption of design features from Florida's Traffic Engineering and Operations Office chapter on elder road users, *Traffic Engineering Manual*)
  - Six-inch-wide pavement markings for better visibility
  - Reflective pavement markings with 40-foot spacing
  - Large overhead street signs at busy intersections
  - Advance street name signs
  - Improvements to pedestrian features at intersections
  - Increased emphasis on effective traffic control through work zones

#### Other land use, infrastructure, and policy considerations

- Development of a safe-mobility action plan
- Adoption and promotion of universal design principals as related to transportation
  - Mixed-use development in new developments or in-fill
  - Dissemination of information on multimodal land use and transit-oriented development
  - Continued promotion and implementation of pedestrian and bicycle facilities
  - Support of affordable housing

## **APPENDIX B: LOCAL COORDINATING BOARD CERTIFICATION**



<u>Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Email Address</u>	<u>Representing:</u>
<b>County Chair</b> <b>Frank T. Bruno Jr.</b> <b>Chairman</b>	123 W. Indiana Ave., rm 301 DeLand, FL 32720	386-736-5920	fbruno@co.volusia.fl.us	Volusia County
<b>Patricia James</b>	123 W. Indiana Ave., rm 101 DeLand, FL 32720	386-736-5956	pjames@co.volusia.fl.us	Association of Community Action
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<b>Clay LaRoche</b> <b>alternate</b>	210 N. Palmetto Ave. Ste 430 Daytona Beach, FL 32114	386-239-6208	claylaroche@dcf.state.fl.us	Dept. of Children & Families
<b>Chip Kent</b>	P O Box 2118 DeLand, FL 32721	386-736-6753 ext. 20812	cnkent@volusia.k12.fl.us	Public Education Community
<b>Dr. Emily Cortes-Torrado</b> <b>alternate</b>	P O Box 2118 DeLand, FL 32721	386-736-6753 ext. 40018	ecortest@volusia.k12.fl.us	Public Education Community
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<b>Jefferey Bumb</b> <b>alternate</b>	250 N. Beach St Daytona Beach, FL 32114	386-254-4646	jbumb@co.volusia.fl.us	Veterans Services Group
<b>Lisa Broward</b>	921 Davis St., Bldg A, Ste 160 Jacksonville, FL 32209	904-798-4212	lisa.broward@ahca.myflorida.com	Health Care Administration
<b>Deweece Ogden</b> <b>alternate</b>	921 Davis St., Bldg A, Ste 160 Jacksonville, FL 32209	904-798-4267	deweece.ogden@ahca.myflorida.com	Health Care Administration

<b><u>Name</u></b>	<b><u>Address</u></b>	<b><u>Phone #</u></b>	<b><u>Email Address</u></b>	<b><u>Representing:</u></b>
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<b>Judy Ryan</b>	421 S. Keech St. Daytona Beach, FL 32114	386-238-4980 ext. 122	Judy_ryan@doh.state.fl.us	Medical Community
<b>Sharol Robinson alternate</b>	421 S. Keech St Daytona Beach, FL 32114	386-238-4980 ext. 122	Sharol_robinson@doh.state.fl.us	Medical Community
<b>Rick Fraser</b>	329 Bill France Blvd. Daytona Beach, FL 32114	386-323-7076	rickfraser@cbe-fvc.org	Work Force Dev. Board
<b>André Anderson alternate</b>	359 Bill France Blvd. Daytona Beach, FL 32114	386-323-7042	andreanderson@cbe-fvc.org	Work Force Dev. Board
<b>Barbara Goldstein</b>	12 Eclipse Trail Ormond Beach, FL 32174	386-676-2435	bgold@iag.net	Disabled Citizens
<b>Mary Ellen Ottman</b>	1690 Dunn Avenue #113 Daytona Beach, FL 32114	386-254-3854 V 386-212-9908 C	maryellenottman@dbs.fldoe.org	Citizens' Advocate System User
<b>David Dixon</b>	6156 Sequoia Dr. Port orange, FL 32127	386-760-3180	seemor@bellsouth.net	Citizens' Advocate
<b>Jean Selzer Alternate</b>	19 Tropical Drive Ormond Beach, FL 32176	386-689-5300	jselzer143@yahoo.com	Citizens' Advocate
<b>Christine Davenport</b>	2400 S. Ridgewood Ave Ste. 32 South Daytona, FL 32119	386-304-7600	christine.davenport@chsfl.org	Children at Risk
<b>Patricia R. Antol</b>	697 Winterberry Trail DeLand, FL 32724	386-740-8975	bpantol@cfl.rr.com	Elderly Citizens
<b>Steve Jack</b>	PO Box 730206 Ormond Beach, FL 32173	386-677-1143	medoneshuttle@bellsouth.net	Private for Profit

<u>Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Email Address</u>	<u>Representing:</u>
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**VOTRAN STAFF SUPPORT:**

Heather Blanck	950 Big Tree Rd South Daytona, FL 32119	386-756-7496 ext. 4112	hblanck@co.volusia.fl.us	Votran
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**TPO STAFF SUPPORT:**

Carole Hinkley Transit Planner	2570 W. Int'l Speedway Blvd. Suite 120 Daytona Beach, FL 32114	386-756-7496 ext. 4123 (Votran)	cmhinkley@volusiatpo.org	Volusia TPO
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Pamela Blankenship Office Manager		386-226-0422 ext. 21	pblankenship@volusiatpo.org	Volusia TPO
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## **APPENDIX C: PUBLIC WORKSHOP RESULTS**

**Table 19: Volusia County Needs and Solutions**

Needs Identified Through Public Outreach	Potential Solutions	Eligible for JARC/New Freedom Funding (Yes or No)
<b>Policy-Related</b>		
Review paratransit fare structure	Conduct a fare study to review the existing fare structures	No
The TD policy should be reviewed in comparison to the ADA policy, particularly focusing on the 3/4-mile service area	Determine if the ADA area can be modified	Yes
<b>Infrastructure-Related</b>		
Encourage development facing sidewalks to encourage transit use	Adopt model land development regulations/participate in the development review process	No
Roadway conditions are a barrier	Conduct an ADA improvement study and construct ADA improvements to shelters, sidewalks, and boarding and alighting areas, as necessary	Yes
The location of the fixed-route bus stops are an issue for disabled passengers		
Sidewalks are needed throughout the County		
Improve the pedestrian safety issues along Clyde Morris		
ADA compliant infrastructure along the fixed-routes is needed	Develop a standard bus stop shelter design	No
Redesign the existing bus shelters to improve protection from inclement weather		
More bus shelters are needed	Install additional bus shelters throughout the County	Yes
Customer information kiosks and ADA improvements are needed at bus stops	Provide customer information kiosks at bus stops	Yes
There is a need for additional ITS for disabled users focusing on audible announcements	Purchase ITS with audible announcements	Yes
Bus stop poles should be different from other sign poles for easier identification	Install unified bus stop poles at all bus stops for easier identification of the Votran fixed-route stops	Yes
Paratransit scheduling needs improvement to eliminate overlap and reduce the number of vehicles going to the same location	Upgrade paratransit scheduling software to reduce duplications and overlaps	Yes
Improve customer information	Purchase IVR equipment upgrades with additional features to meet this goal	Yes
Call passengers prior to pickup		

**Table 19: Volusia County Needs and Solutions (Continued)**

Needs Identified Through Public Outreach	Potential Solutions	Eligible for JARC/New Freedom Funding (Yes or No)
<b>Service-Related</b>		
Fixed-route and trolley services operate with overlap and duplications	A study should be conducted to review the services to determine duplications and make adjustments as necessary to coordinate with all available transportation services and eliminate existing overlap	No
There is a need for additional customer information for the blind	Develop braille transit information	Yes
Later cross county service is needed	Implement extended evening hours on the Route 60	Yes
Implement travel training	Develop a formal travel training program	Yes
Employer vanpools are needed	Form partnerships with employers to implement additional vanpools	Yes
Improved frequencies are needed	Improve headways on fixed-routes that serve higher percentages of low-income workers and/or persons with disabilities	Yes
Additional cross county services	Implement new routes to provide additional cross county access	Yes
New transit service to Orlando and Sanford	Coordinate with LYNX to implement new routes that provide connections between Volusia County, Sanford, and Orlando	Yes
Later evening service is needed on all routes	Extend evening hours on routes that serve higher percentages of low-income workers and/or persons with disabilities	Yes
More Sunday service is needed	Implement Sunday service on routes that serve higher percentages of low-income workers and/or persons with disabilities	Yes
Flex routes should be considered for more areas of the County	Implement new flex routes in areas without existing service and higher percentages of low-income workers and/or persons with disabilities	Yes
The routes need to be less complicated	Conduct a COA to review the existing route structure and provide recommendations for simplifying the routes	No
Cross county weekend service is needed	Implement extended cross county weekend service	Yes
Additional transit services are needed for the social service agencies located on the west side of the County	Encourage human service agencies to purchase vehicles to transport their clients and participate in the coordinated system	Yes
The contractors are often running late and do not provide the same level of service as Votran Gold	Implement a "ghost rider" program to monitor and evaluate contractors in the coordinated system	Yes
Service delivery issues exist with the some providers	Implement driver etiquette training	Yes
Connections to LakeXpress should be considered	Coordinate with LakeXpress to provide service from Volusia County to Lake County	Yes

## **APPENDIX D: NO-SHOW POLICY**

## **CANCELLATION AND NO-SHOW POLICY**

**NO-SHOW:** Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one (1) hour of the scheduled pick-up time.

**SAME DAY CANCELLATIONS:** Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled, but more than one (1) hour prior to the pick-up time.

**ADVANCE CANCEL:** Occurs when a person has reserved a trip and then cancels the trip at least one (1) day prior to the reservation date.

Individuals, their guardians(s) or agency sponsor must cancel trips as soon as they become aware the trip will not be made. Persons who call in less than one (1) hour prior to their scheduled pick-up time to cancel a trip will be informed they will be charged with a no-show and informed of the penalty. If an individual has a pick-up/return trip scheduled and is a no-show on the first trip, the return trip will not be cancelled unless the individual calls Votran to cancel the return trip. If the return trip is not canceled by the individual and is a no-show it will be counted as two (2) no-shows for the same day on the individual's record. Persons who are unavailable to make the trip when the driver arrives to pick them up will also be marked as a no-show. Individuals on a subscription service (two [2] trips or more per week to the same location) must notify the Votran office if they are not to be picked up.

Trips that are cancelled on the same day that the trip is scheduled, but more than one (1) hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one (1) month will be allowed. Over six (6) will be subject to the same progressive action as a no-show violation.

For individuals who call in a day or more ahead to cancel trips, the trip(s) will be made inactive and will be classified as an advance cancellation. Advance cancellations shall be monitored and customers will be notified upon repeated occurrences.

Customers are permitted to have three (3) no-shows within a ninety (90) day period. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time. Customer identified with a pattern of system abuse, will be subject to progressive action as follows:

1. The first offense will result in a suspension of service for two (2) weeks. Votran staff will send a letter notifying the client when they will be suspended.



2. If the person is reinstated to the program and they continue a pattern of abuse, the second suspension will be for thirty (30) days.
3. If the customer is again reinstated and has a third offense, the suspension will be sixty (60) days.
4. Upon the fourth occurrence, the individual's transportation privileges will be terminated permanently.

If the individual responds to any no-show notification and provides acceptable verifiable evidence that the no-show was due to an unforeseen, unavoidable circumstance or an error in scheduling, the missed trip will not be counted as a no-show or same day cancellation.

**VOTRAN CLIENTS ARE ULTIMATELY RESPONSIBLE FOR CANCELLING TRIPS.**

## **APPENDIX E: VEHICLE INVENTORY**

## Volusia County Transit Vehicle Status Report - GOLD

Bus #		Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number		
Year:	2002													
Ford 25'	8024	CTW02	Ford 25'	TURTLE TOP	1FDXE45F62HB28652	Active	10/01/2009	10/01/2009	160368	Manual	None	TC1530		
Ford 25'	8025	CTW02	Ford 25'	TURTLE TOP	1FDXE45F82HB28653	Active	10/01/2009	10/01/2009	160369	Manual	None	TC1531		
CLASS STATS:	TOTAL UNITS:	2	HEIGHT:	120	WIDTH:	98	LENGTH:	25	WEIGHT:	14,050.	AMBY SEATS:	20	W/C SEATS:	7
Year:	2003													
Ford	6033	CTW03	Ford	TURTLE TOP	1FDXE45F23HB05970	Active	10/01/2010	10/01/2010	162374	Manual	None	213414		
Ford	6036	CTW03	Ford	TURTLE TOP	1FDXE45F83HB05973	Active	10/01/2010	10/01/2010	162377	Manual	None	213408		
CLASS STATS:	TOTAL UNITS:	2	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year:	2004													
Ford	6040	CTW04	Ford	TURTLE TOP	1FDXE45P45HB05132	Active	10/01/2011	10/01/2011	164251	Manual	None	223792		
Ford	6041	CTW04	Ford	TURTLE TOP	1FDXE45P54HB05133	Active	10/01/2011	10/01/2011	164252	Manual	None	223791		
Ford	6043	CTW04	Ford	TURTLE TOP	1FDXE45P94HB05135	Active	10/01/2011	10/01/2011	164254	Manual	None	223779		
Ford	6044	CTW04	Ford	TURTLE TOP	1FDXE45P04HB05136	Active	10/01/2011	10/01/2011	164255	Manual	None	223778		
Ford	6045	CTW04	Ford	TURTLE TOP	1FDXE45P24HB05137	Active	10/01/2011	10/01/2011	164256	Manual	None	223777		
Ford	6046	CTW04	Ford	TURTLE TOP	1FDXE45P44HB05138	Active	10/01/2011	10/01/2011	164257	Manual	None	223776		
Ford	6047	CTW04	Ford	TURTLE TOP	1FDXE45P64HB05139	Active	10/01/2011	10/01/2011	164258	Manual	None	223775		
Ford	6048	CTW04	Ford	TURTLE TOP	1FDXE45P24HB05140	Active	10/01/2011	10/01/2011	164259	Manual	None	223774		
Ford	6049	CTW04	Ford	TURTLE TOP	1FDXE45P44HB05141	Active	10/01/2011	10/01/2011	164260	Manual	None	230042		
CLASS STATS:	TOTAL UNITS:	9	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year:	2006													
Ford	6061	CTW06	Ford	TURTLE TOP	1FDXE45PX6DA92499	Active	10/01/2013	10/01/2013	169913	Manual	None	232231		
CLASS STATS:	TOTAL UNITS:	1	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year:	2007													
Chevy	6070	CTW07	Chevy	TURTLE TOP	1GBJG312861159695	Active	10/01/2014	10/01/2014	169902	Manual	None	TA3199		
Chevy	6071	CTW07	Chevy	TURTLE TOP	1GBJG312461159614	Active	10/01/2014	10/01/2014	169901	Manual	None	TA3200		
Chevy	6072	CTW07	Chevy	TURTLE TOP	1GBJG312061157486	Active	10/01/2014	10/01/2014	169903	Manual	None	TA3201		

## Volusia County Transit Vehicle Status Report - GOLD

	Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number		
	Chevy	6073	CTW07	Chevy	TURTLE TOP	1GBJG312161161031	Active	10/01/2014	10/01/2014	169904	Manual	None	TA3193	
	Chevy	6074	CTW07	Chevy	TURTLE TOP	1GBJG312761159963	Active	10/01/2014	10/01/2014	169905	Manual	None	TA3198	
	Chevy	6075	CTW07	Chevy	TURTLE TOP	1GBJG312271108355	Active	10/01/2014	10/01/2014	169906	Manual	None	TA3197	
	Chevy	6076	CTW07	Chevy	TURTLE TOP	1GBJG312071108743	Active	10/01/2014	10/01/2014	169907	Manual	None	TA3196	
	Chevy	6077	CTW07	Chevy	TURTLE TOP	1GBJG312171110677	Active	10/01/2014	10/01/2014	169908	Manual	None	TA3194	
CLASS STATS:	TOTAL UNITS:	8	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year:	2008													
	Chevy	6080	CTW08	Chevy	TURTLE TOP	1GBJG316581129303	Active	10/01/2016	10/01/2016	169925	Manual	None	TC1174	
	Chevy	6081	CTW08	Chevy	TURTLE TOP	1GBJG316881127237	Active	10/01/2016	10/01/2016	169926	Manual	None	TC1173	
	Chevy	6082	CTW08	Chevy	TURTLE TOP	1GBJG316481128921	Active	10/01/2016	10/01/2016	169927	Manual	None	TC1172	
	Chevy	6083	CTW08	Chevy	TURTLE TOP	1GBJG316681129844	Active	10/01/2016	10/01/2016	169928	Manual	None	TB5927	
	Chevy	6084	CTW08	Chevy	TURTLE TOP	1GBJG316981128347	Active	10/01/2016	10/01/2016	169929	Manual	None	TB5926	
	Chevy	6085	CTW08	Chevy	TURTLE TOP	1GBJG316381126691	Active	10/01/2016	10/01/2016	169930	Manual	None	TB5925	
	Chevy	6086	CTW08	Chevy	TURTLE TOP	1GBJG316681127771	Active	10/01/2016	10/01/2016	169931	Manual	None	TB5924	
	Chevy	6087	CTW08	Chevy	TURTLE TOP	1GBJG316581128314	Active	10/01/2016	10/01/2016	169932	Manual	None	TB5923	
CLASS STATS:	TOTAL UNITS:	8	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year:	2010													
	Azure Ford Hybrid	6100	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L39DA01249	Active	10/01/2016	01/01/2017	176152	Manual	None	TC1529	
	Azure Ford Hybrid	6101	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45LX9DA25091	Active	10/01/2016	01/01/2017	174543	Manual	None	TC1249	
	Azure Ford Hybrid	6102	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L39DA25093	Active	10/01/2016	01/01/2017	174544	Manual	None	TC1247	
	Azure Ford Hybrid	6103	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L09DA26699	Active	10/01/2016	01/01/2017	174545	Manual	None	TC1250	
	Azure Ford Hybrid	6104	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L39DA26700	Active	10/01/2016	01/01/2017	174546	Manual	None	TC1248	
CLASS STATS:	TOTAL UNITS:	5	HEIGHT:	131	WIDTH:	98	LENGTH:	22	WEIGHT:		AMBY SEATS:	14	W/C SEATS:	4
	Chevy VTM 25' Hybrid	8105	CTW10	Chevy VTM	TURTLE TOP	1GB9G5B66A1104896	Active	10/01/2016	01/01/2017	174909	Manual	None	TC1514	

## Volusia County Transit Vehicle Status Report - GOLD

	Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number	
	Chevy VTM 25' Hybrid	8106	CTW10	Chevy VTM	TURTLE TOP	1GB9F5B60A1105493	Active	10/01/2016	01/01/2017	174547	Manual	None	TC1251
CLASS STATS:	TOTAL UNITS:	2	HEIGHT:	120	WIDTH:	98	LENGTH:	25	WEIGHT:	AMBY SEATS:	20	W/C SEATS:	7
	Chevy 25'	8107	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B64A1121017	Active	10/01/2016	01/01/2017	174550	Manual	None	TC1254
	Chevy 25'	8108	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B63A1105990	Active	10/01/2016	01/01/2017	174548	Manual	None	TC1252
	Chevy 25'	8109	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B6XA1106246	Active	10/01/2016	01/01/2017	174549	Manual	None	TC1253
CLASS STATS:	TOTAL UNITS:	3	HEIGHT:	120	WIDTH:	98	LENGTH:	25	WEIGHT:	AMBY SEATS:	20	W/C SEATS:	7
NUMBER OF UNITS LISTED:		40											

# SUBCONTRACTOR VEHICLE LIST

MARCH 2011

UPDATED: 11-22-11

NAME OF CONTRACTOR	VEHICLE NUMBER	YEAR	MAKE & MODEL	MDT	RUN	AMB	W/C	VEHICLE I.D. NO.	VEHICLE TAG NO.
A. J. SPECIAL TRANSPORTATION	549	2000	CHEVY 350	NO	SPARE	10	0	1GAHG39R6Y1245868	A2062C
	625	2002	FORD E-250	YES	2200	7	2	1FTNS24282HB49008	T790LX
	627	2006	FORD E-250	YES	2202	5	2	1FTNS24L46DA02366	F686RH
	630	2006	FORD E-250	NO	2201	6	2	1FTNS24L66DA02370	X763GV
ALL VOLUSIA TRANSPORTATION	2	2005	FORD E-250	YES	2300	9	3	1FTNS24W75HA41888	B736WE
	3	2005	FORD E-250	NO		9	3	1FTNS24W45HB01349	I357HL
	4	2006	FORD E-250	NO	2301	4	2	19TNS2YW76HA75721	4628AM
MED ONE SHUTTLE	38	2004	DODGE CARAVAN	NO		6	0	1D4GP25B04B562350	E061GE
	41	2004	CHEVROLET 3500	NO		4	3	1GAHG39U641209662	561KGE
	44	2002	FORD E-250	NO		6	3	1FTNS24L12HB71358	K966WY
	48	2004	FORD E-350	NO		5	2	1FBSS31L94HB00655	C965GY
	49	2001	FORD E-350	NO		3	3	1FBSS31LX1HB23485	591VDP
	50	2003	FORD E-350	NO		6	3	1FTSS34L83HA77858	A291RG
	53	2004	FORD E-350	NO		4	2	1FBSS31L74HB43813	H971GT
	55	2010	FORD E-250	NO		3	3	1FTNS2EL5ADA01377	P889KE
	68	2001	FORD E-350	NO		4	2	1FBSS31L61HB44916	E062GE
	69	2000	FORD E-250	NO		4	2	1FTNS2424YHB40508	H169WC
	71	2004	KIA SEDONA	NO		6	0	KNDUP131746572516	Q893LD
	72	2004	FORD E-350	NO		11	0	1FBNE31L84HB11926	657JRY
MEDI QUICK	33	2003	FORD E-250	NO	1900	3	2	1FTNE24253HA48078	B598WG
	2	2006	FORD E-250	NO		4	2	1FTNS24W76DB11978	048HS
	29	1997	FORD	NO	1904	4	2	1FBJS31L3VHA07823	051HS
TRANS MED	2	1999	FORD CROWN VIC	NO	1104	4	0	2FAFP71W2XX169827	T825LY
	4	1997	FORD CROWN VIC	NO	1100	4	0	2FALP71W8VX177236	E037TS
	6	2007	CHRYSLER W/C VAN	NO	1102	3	2	2A4GP44R07R190595	068KNP
	7	2000	CHEVY ASTRO	NO	SPARE	7	0	1GNDM19W7YB114569	W730DA
	9	2006	DODGE CARAVAN	NO	1101	3	2	1D4GP24RX6B554645	567HTL
	10	2007	FORD E-350	NO	1102	2	2	1FBSS31L87DB43976	681XWZ

## **APPENDIX F: SYSTEM SAFETY PROGRAM PLAN CERTIFICATIONS**

**BUS TRANSIT SYSTEM**  
**ANNUAL SAFETY CERTIFICATION**

DATE: January 1, 2011  
BUS TRANSIT SYSTEM: Southern Komfort  
ADDRESS: 129 Marion St.  
Daytona Beach, FL 32114

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: 

Name: Tony Ciulla

Title: Owner

Name and Address of entity(ies) which has (have) performed safety inspections:

Name: VOTRAN  
Address: 950 Big Tree Rd.  
South Daytona, FL 32119



**BUS TRANSIT SYSTEM**  
**ANNUAL SAFETY CERTIFICATION**

DATE: January 1, 2011  
BUS TRANSIT SYSTEM: AJ Special Transportation  
ADDRESS: 205 N. Industrial Drive  
Orange City, FL 32763

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: 

Name: Angelita Sulal

Title: Owner

Name and Address of entity(ies) which has (have) performed safety inspections:

Name: VOTRAN  
Address: 950 Big Tree Rd.  
South Daytona, FL 32119

**BUS TRANSIT SYSTEM**

**ANNUAL SAFETY CERTIFICATION**

DATE: January 1, 2011  
BUS TRANSIT SYSTEM: All Volusia Transportation  
ADDRESS: 3750 Corgan Road  
Deland, FL 32724

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: 

Name: Don Apakama

Title: Owner

Name and Address of entity(ies) which has (have) performed safety inspections:

Name: VOTRAN  
Address: 950 Big Tree Rd.  
South Daytona, FL 32119

**BUS TRANSIT SYSTEM**  
**ANNUAL SAFETY CERTIFICATION**

DATE: January 1, 2011  
BUS TRANSIT SYSTEM: Medi Quick  
ADDRESS: 508 Donaldson Drive  
Debary, FL 32713

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: Mic Hughes

Name: Michael Hughes

Title: Owner

Name and Address of entity(ies) which has (have) performed safety inspections:

Name: VOTRAN  
Address: 950 Big Tree Rd.  
South Daytona, FL 32119

**BUS TRANSIT SYSTEM  
ANNUAL SAFETY CERTIFICATION**

DATE: January 1, 2011  
BUS TRANSIT SYSTEM: Med One Shuttle  
ADDRESS: 3294 State Road 40  
Ormond Beach, FL 32174

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: Pauline Whitfield

Name: Pauline Whitfield

Title: Controller

Name and Address of entity(ies) which has (have) performed safety inspections:

Name: VOTRAN  
Address: 950 Big Tree Rd.  
South Daytona, FL 32119

**BUS TRANSIT SYSTEM  
ANNUAL SAFETY CERTIFICATION**

DATE: January 1, 2011  
BUS TRANSIT SYSTEM: Trans Med  
ADDRESS: 114 Reva St.  
Daytona Beach, FL 32114

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: 

Name: Charles D. King

Title: President

Name and Address of entity(ies) which has (have) performed safety inspections:

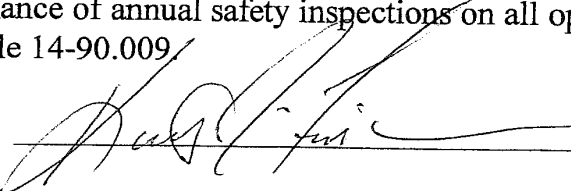
Name: VOTRAN  
Address: 950 Big Tree Rd.  
South Daytona, FL 32119

**BUS TRANSIT SYSTEM  
ANNUAL SAFETY CERTIFICATION**

DATE: January 1, 2011  
BUS TRANSIT SYSTEM: VOTRAN  
ADDRESS: 950 Big Tree Rd.  
South Daytona, FL 32119

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009

Signature: 

Name: Kenneth R. Fischer

Title: General Manager

Name and Address of entity(ies) which has (have) performed safety inspections:

Name: VOTRAN  
Address: 950 Big Tree Rd.  
South Daytona, FL 32119

## **APPENDIX G: VOTRAN GOLD SERVICE USER'S GUIDE**

<b>INTRODUCTION.....</b>	<b>i</b>
<b>OVERVIEW OF SERVICES .....</b>	<b>1</b>
SERVICE AREAS.....	1
DESTINATIONS.....	2
SERVICE TIMES.....	3
HOLIDAY SCHEDULES .....	3
<b>ELIGIBILITY .....</b>	<b>3</b>
THE APPLICATION PROCESS .....	4
VISITORS WITH DISABILITIES.....	4
RECERTIFICATION REQUIREMENTS .....	5
<b>TRAVEL ASSISTANCE.....</b>	<b>5</b>
AGE REQUIREMENTS .....	5
PERSONAL CARE ATTENDANTS.....	6
COMPANIONS .....	7
<b>RESERVING YOUR TRIP .....</b>	<b>7</b>
CONTACTING RESERVATIONS.....	8
REQUIRED INFORMATION .....	9
RETURN TRIPS.....	10
SUBSCRIPTION SERVICE .....	11
<b>TAKING YOUR TRIP .....</b>	<b>12</b>
FARE INFORMATION .....	12
DRIVERS AND VEHICLES .....	12
OXYGEN TRANSPORT .....	14
PERSONAL BELONGINGS .....	14
WILL CALL .....	14
<b>CANCELLATION AND NO-SHOW POLICY .....</b>	<b>15</b>
<b>RIGHTS AND RESPONSIBILITIES.....</b>	<b>17</b>
<b>CUSTOMER FEEDBACK .....</b>	<b>22</b>



## INTRODUCTION

Votran Gold Service is a door-to-door shared-ride Paratransit Service. Since the service is provided from door-to-door, you must be on the ground floor to be picked up for your transportation. In addition, shared-ride means your trip could involve stopping to pick up or drop off other customers along the way.

**This special service is provided only for those individuals who cannot use Votran regular fixed route bus service because of a disability or when fixed route service is not available in your area and you have no other means of transportation.**

To become qualified for this special service a completed application must be submitted to Votran for processing and determination of eligibility.

When making a reservation for service, please keep in mind a local trip (within the same service area) can take up to one hour. Trips from one service area to another can take up to two hours.

### Who is eligible to use Votran Gold?

Votran Gold is intended to serve a limited group of people, specifically those sponsored under the following:

- **Americans with Disabilities Act (ADA):** Those individuals who reside within  $\frac{3}{4}$  mile of an established bus route, but cannot use Votran

regular fixed route service because of a disability.

- **Transportation Disadvantaged (TD):** Includes qualifying individuals located in areas where fixed route service is not available and who have no other means of transportation.
- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

Votran staff will determine the funding category appropriate for each customer. If you have questions about your eligibility status, please call Votran Customer Service staff at (386) 756-7496 option #4.

### What groups make up Votran Gold?

Votran Gold Service is made up of the following:

- **A Transportation Disadvantaged Local Coordinating Board (TDLCB):** The TDLCB is established under Florida Statute to oversee the delivery of paratransit services, resolve customer disputes and monitor quality of service.
- **The Community Transportation Coordinator (CTC):** VOTRAN acts as the CTC for Volusia County, coordinating and providing many of the transportation needs for ADA and TD
- **Private Contractors:** These operators provide

paratransit services under contract with Votran.

To explain the services offered to you by Votran Gold, we have prepared the following USER GUIDE to help plan your trips and to make your transportation run as smoothly as possible. It is important that you take the time to read this guide completely to avoid any misunderstandings about the services offered by the system.

## OVERVIEW OF SERVICES

Although Votran Gold serves all of Volusia County, certain restrictions may apply to the trips provided. These limitations may impact the times you can travel or the destinations that may be available to you.

### SERVICE AREAS

The provision of Gold Service for Volusia County is divided into four service areas. They are defined as follows:

**EAST VOLUSIA** - Ormond Beach, Ormond-by-the-Sea, Holly Hill, Daytona Beach, South Daytona, Port Orange, Daytona Beach Shores, Wilbur-by-the-Sea and Ponce Inlet.

**SOUTHEAST VOLUSIA** - New Smyrna Beach, Edgewater and Oak Hill.

**WEST VOLUSIA** – Osteen, Enterprise, Cassadaga, DeLand, Orange City, Debary, Deltona, and DeLeon Springs.

**NORTHWEST VOLUSIA** - Astor, Barberville, Pierson, and Seville.

**What service is available for trips in between service areas?**

**Trips between service areas are very limited and**

**it is important to check the times of operation before you schedule your appointments.** Please call the Reservation Department to determine what times the vehicles operate between Service Areas.

### DESTINATIONS

Votran Gold service provides specialized transportation throughout Volusia County. However, some travel limitations may exist based on the category of each qualified applicant. It's important that each of our customers understand the services available to them.

#### **Where may I travel?**

Depending on the program you are eligible for, some service restrictions may apply as a result of Federal or State regulations.

Customers who qualify for service under **ADA** may only schedule trips that begin and end in the ADA Corridor. The corridor is an area within 3/4 of a mile on either side of a fixed bus route. While you may be certified to ride Votran Gold, all destinations in the county may not be within the ADA corridor.

Votran Gold clients who qualify under the **Transportation Disadvantaged** program are those individuals located outside of the ADA corridor. These clients are permitted to schedule trips countywide.

People traveling under **Agency** sponsored trips are only authorized to take trips as arranged by the

particular agency sponsoring the trip.

## **SERVICE TIMES**

### **EAST VOLUSIA**

6:00 a.m. - 6:00 p.m., Monday through Saturday

Limited service is available on Sunday and during evening hours.

### **WEST VOLUSIA & SOUTHEAST VOLUSIA**

6:00a.m. - 6:00 p.m., Monday through Saturday

## **HOLIDAY SCHEDULES**

Votran does not operate on New Year's Day, Thanksgiving Day and Christmas Day. Limited service is available on Memorial Day, 4th of July and Labor Day. Please call our Reservation Department for further information on our Holiday Schedules.

## **ELIGIBILITY**

While some people might prefer to use Gold Service rather than a fixed route bus, this specialized service is designed to assist those individuals who cannot access Votran regular fixed route bus service because of a disability or when fixed route service is not available in your area and you have no other means of transportation. In order to determine whether or not a person is best served with Votran Gold, an eligibility process has been established.

## **THE APPLICATION PROCESS**

Any resident of Volusia County may request an **ELIGIBILITY APPLICATION** from Votran by calling one of the phone numbers printed on the front of this guide. The Eligibility Application must be **FILLED OUT COMPLETELY** to be considered for transportation services from Votran. If you need assistance completing your application Votran staff members are available to help. The completed application will be reviewed by Votran and a determination of eligibility will be made based on the information provided. A staff interview or assessment may be required to complete the process.

The eligibility process can take up to twenty-one (21) days to complete. If you qualify for Votran Gold Service, the scheduling of future trips is a quick and easy process.

## **VISITORS WITH DISABILITIES**

Votran provides complementary paratransit service to individuals who travel to Volusia County and are eligible for services under the Americans with Disabilities Act (ADA). If these individuals have been certified as "ADA Paratransit eligible" by a public entity, that certification will be honored for up to 21 days. If they have not been certified as eligible by another public entity but claim that they are ADA Paratransit eligible, they are entitled to "presumptive eligibility" for up to 21 days. If service is needed beyond this period, individuals will be required to apply for eligibility in the area they are visiting.

## RECERTIFICATION REQUIREMENTS

To ensure that we are able to provide the best possible service, Votran must maintain current and accurate records. Therefore our **customers are subject to recertification every three (3) years** (with the exception of temporary certifications).

## TRAVEL ASSISTANCE

Many of our customers require assistance during their travel. While Votran drivers are able to provide assistance to and from the vehicle, some customers require more personalized care. This section of the Guide addresses customer's needs that extend beyond the responsibility of a Gold operator.

**How old must someone be to use Votran Gold service?**

## AGE REQUIREMENTS

Children under the age of six (6) years **MUST** have an escort. Children under the age of four (4) years and/or under the weight of 45 lbs. will be required to use a child restraint device. Due to the cost of purchasing, maintaining and replacing the devices and for sanitary reasons related to the transmittal of communicable diseases, these devices must be provided by the accompanying adult or escort.

**What if I need an assistant to travel with me?**

## PERSONAL CARE ATTENDANTS

Children under the age of six (6) and individuals requiring special assistance while en-route must have an escort/personal care attendant (PCA). The PCA must be able to provide the necessary assistance to the passenger and will be transported free.

Only one PCA may ride free of charge. In cases where it is not evident the individual needs an escort, medical documentation stating the reason an escort is needed will be required. The PCA will be traveling with the passenger to assist with life-functions and to facilitate travel. Although a PCA may travel with a customer, the Votran Gold operator still has a responsibility to assist from door-to-door. Both the PCA and the rider must be picked up and dropped off at the same address.

A PCA request must be approved on the initial application in order to be eligible to travel with a rider. To be eligible for a PCA, a physician or other qualified professional must include this information on your application. The information provided must state the functional limitations that require you to have additional assistance. If your physical status changes after the application is approved without a PCA being authorized, and one is now required, a letter must be submitted from a physician or other qualified professional stating that you now require a PCA.

**When do we require a PCA or escort?**

Agencies who schedule trips for children under the age of six (6) will be responsible for providing escorts or bus aides if a parent or guardian does not accompany the child. A parent or guardian escorting an under-age child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service. Gold vehicle operators are available to assist passengers from the door of their pick-up location to the door of their destination. However, we require that passengers needing additional assistance upon reaching their destination also travel with an escort.

### **COMPANIONS**

One companion may accompany an ADA Paratransit eligible rider. However, both must be picked up and dropped off at the same address. Accompanying companions pay the same fare as the eligible rider (currently \$2.50.) When making a reservation, you must indicate a companion is traveling with you.

### **SERVICE ANIMALS**

Service animals are welcome at all Votran facilities, on all Votran vehicles, as well as on Votran's private contractor vehicles as per Florida Statute 413.08. All other uncrated animals are prohibited.

### **RESERVING YOUR TRIP**

Due to the volume of customers served by Votran Gold each day, trips must be called in ahead of time

to allow for proper scheduling.

### **Who do I call for service?**

#### **CONTACTING RESERVATIONS**

You may request a trip by calling the Reservations Department using the telephone numbers printed on the front of this guide.

Requests for NEXT DAY service must be called in by 4:00 p.m. on the day preceding your trip. **Same day service is not available.** Requests for Saturday, Sunday, or Monday service should be called in no later than the previous Friday by 4:00 p.m.

Trips may also be booked up to one (1) week in advance by calling the reservation department between 7:00 a.m. and 5:15 p.m. Monday-Friday or on Saturday between 7:00 a.m. and 4:00 p.m.

### **What do I do if the phone lines are busy?**

Because of the number of trip requests we receive on a daily basis, our phone lines are sometimes busy. When you call to make a reservation for service and hear a recording, please stay on the line and the next available reservationist will be happy to assist you. Please note that our busiest hours are from 11:00 a.m. to 1:00 p.m. and from 3:30 p.m. to 4:00 pm.

### **What information will I need to provide when I call to make a reservation?**

## REQUIRED INFORMATION

When you call for an appointment please have the following information available:

- Pick up location - name, phone number, address including building and apartment number, town or city and zip code.
- Destination
  - Street address (including: town or city & zip code)
  - Phone Number
  - Doctor's Name
  - Office or Suite Number
  - Name of Facility if applicable.
- Appointment Time and Return Time.
- Please inform the reservationist if you require a personal care attendant (PCA) on your trip and specify whether the PCA is ambulatory or in a wheelchair.
- Also, please inform the reservationist of any additional travel requirements needed to schedule your trip such as traveling with a service animal.
- Return trip information - exact location and time (see section on return trips for details).

Always give the reservationist the time you need to be at your destination or the time of your health care appointment. Since your vehicle will pick up several customers, trips are scheduled based on your appointment time. There is a pick-up window that requires passengers to be ready up to one (1) hour in advance of their scheduled appointment time. This means that if you have a 9:00 a.m. appointment

you may be picked up as early as 8:00 a.m.

If you are traveling from one service area to another, you should be ready for your trip two (2) hours prior to your appointment.

**What about scheduling my return trip?**

## RETURN TRIPS

When you schedule your transportation, you **MUST** also schedule your return trip. Return trips that are not scheduled in advance will not be accepted.

Votran will be better able to accommodate a change in your return trip if we are notified promptly. Please contact Votran as soon as possible to inform us about a change to your trip. If you are not ready at your scheduled return time you may have to wait for a return ride to become available. Therefore it's important to schedule your return trip late enough so that you are sure you will be ready when your vehicle arrives.

When making your doctor's appointment, please inform the physician's office that you are riding on public transportation and that you need to be ready to return when the vehicle arrives.

**In most cases, you will be picked up at the same location you were dropped off.** If for some reason the pick-up location is different, be sure to tell the reservationist **exactly where you will be waiting for your return trip. The driver will be given this information and will be looking for you at that location. Do not leave the area or you could miss your ride.**

**Please be advised that the one (1) hour delivery window applies to all return trips.**

If you are ready for your return trip more than one (1) hour before it is scheduled, you may contact Votran to request an earlier pick-up. If you wait more than one (1) hour after your scheduled pick-up time, call one of the phone numbers on the front of this guide and a representative will assist you. Calling within the pick-up window will not expedite your trip.

Vehicles will only stop at pre-determined origin and destination points. Drivers will not make additional stops except in an emergency.

**SUBSCRIPTION SERVICE**

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two or more times a week) at the same times. You will save time by submitting a standing order; however you must contact the reservation department immediately if your plans change to avoid being charged with a cancellation or a no-show.

**When are the best times to ride on the system?**

The Votran system operates on the public roads and highways. Occasionally our vehicles will run behind schedule during periods of peak demand such as special events, during rush hour, or during inclement weather. Your trip will have fewer problems if you avoid peak travel periods.



other customers. Customers may not request a specific transportation provider. When you request service, you may be scheduled to ride with one of the Private Contractors or one of the Votran vehicles.

All Votran and Contract Operator drivers are required to wear uniforms and picture identification badges. All vehicles are plainly marked with the name of the company in a prominent location.

Votran Gold provides door-to-door paratransit service. Our drivers are trained to help those who require assistance to and from the vehicle. We **do not enter a person's home or a person's room at a living facility.** In addition, we **do not go above the first floor of a multi - family residence.** The customer must be waiting on the ground floor in the lobby or at the main entrance.

Our vehicles are equipped to transport common wheelchairs (or scooters), however the customer must have their own wheelchair. A **common wheelchair is one that does not exceed 30 inches in width and 48 inches in length (measured two inches above the ground) and does not weigh more than 600 pounds when occupied.**

Wheelchair customers must be on the first floor with no more than one (1) step from the entrance of the residence to ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer. In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding

## TAKING YOUR TRIP

### FARE INFORMATION

Fares will depend upon your sponsorship or funding source. Your reservationist will tell you the cost of your trip when your reservation is made.

The driver will collect the fare from you when you board the vehicle. You must have the **exact change.** Drivers do not carry money and will not make additional stops to get change. Failure to pay the appropriate fare may jeopardize your transportation eligibility.

**Please do not tip the drivers.**

One-way tokens are available in various quantities. For information on purchasing one-way tokens, please call (386) 756-7496 extension 4105.

**What type of vehicle will pick me up?**

### DRIVERS AND VEHICLES

Votran operates vehicles designed to accommodate ambulatory and wheelchair customers.

Gold Service drivers are not responsible for charging, connecting or disconnecting any equipment used by a customer. Please ensure all equipment is functioning properly and independently prior to starting your trip.

To achieve the goals of shared-ride transportation, customers are expected to share transportation with

return trip and you will be picked up as soon as a vehicle is available.

**What if I decide not to travel after making an appointment?**

### **CANCELLATION AND NO-SHOW POLICY**

**NO-SHOW:** Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one (1) hour of the scheduled pick-up time.

**SAME DAY CANCELLATION:** Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled, but more than one (1) hour prior to the pick-up time.

**ADVANCE CANCEL:** Occurs when a person has reserved a trip and then cancels the trip at least one (1) day prior to the reservation date.

Individuals, their guardian(s) or agency sponsor must cancel trips as soon as they become aware the trip will not be made. Persons who call in less than one (1) hour prior to their scheduled pick-up time to cancel a trip will be informed they will be charged with a no-show and informed of the penalty. If an individual has a pick-up/return trip scheduled and is a no-show on the first trip; the return trip will not be canceled unless the individual calls Votran to cancel the return trip. If the return trip is not canceled by the individual and is a no-show it will be counted as two (2) no-shows for the same day on the individual's record. Persons who are unavailable to make the trip when the driver arrives to pick them up

area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces. **WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.**

Vehicles are equipped with a boarding wheelchair to accommodate those customers with limited mobility to board the vehicle. The boarding wheelchair is not to be used for a means of transportation, only to assist customers to board and alight the vehicle.

### **OXYGEN TRANSPORT**

Travel with oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contracted vendors are not permitted to supply, connect or disconnect oxygen.

### **PERSONAL BELONGINGS**

Passenger property that can be safely carried by the passenger and/or the driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger.

### **WILL CALL**

From time to time, a passenger may not be ready to make their return trip when the Gold service vehicle arrives. If this happens, the passenger will be placed into "will call" status. This means that you must contact Votran when you are ready for your

3. If the customer is again reinstated and has a third offense, the suspension will be sixty (60) days.
4. Upon the fourth occurrence, the individual's transportation privileges will be terminated permanently.

If the individual responds to any no-show notification and provides acceptable, verifiable evidence that the no-show was due to an unforeseen, unavoidable circumstance or an error in scheduling, the missed trip will not be counted as a no-show or same day cancellation.

**VOTRAN CLIENTS ARE ULTIMATELY  
RESPONSIBLE FOR CANCELLING TRIPS.  
RIGHTS AND RESPONSIBILITIES**

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for paratransit services such as Votran Gold. Please remember that Votran acts as the CTC for Volusia County.

**SAFETY:**

**Customers have the right to:**

1. trips in air-conditioned and heated vehicles;
2. safe, clean, properly equipped and smoke-free vehicles;
3. properly fastened seatbelts and/or mobility device tie-downs;
4. vehicle transfer points that are sheltered, secure and safe;

will also be marked as a no-show. Individuals on subscription service (two [2] trips or more per week to the same location) must notify the Votran office if they are not to be picked up.

Trips that are cancelled on the same day that the trip is scheduled, but more than one (1) hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one (1) month will be allowed. Over six (6) will be subject to the same progressive action as a no-show violation.

For individuals who call in a day or more ahead to cancel trips, the trip(s) will be made inactive and will be classified as an advance cancellation. Advance cancellations shall be monitored and customers will be notified upon repeated occurrences.

Customers are permitted to have three (3) no-shows within a ninety (90) day period. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time. Customers identified with a pattern of system abuse, will be subject to progressive action as follows:

1. The first offense will result in a suspension of service for two (2) weeks. Votran staff will send a letter notifying the client when they will be suspended.
2. If the person is reinstated to the program and they continue a pattern of abuse, the second suspension will be for thirty (30) days.

1. professional, courteous and properly trained drivers;
2. assistance while getting in and out of the vehicle and to the seat; and
3. assistance with as many packages as can be safely carried by the passenger and the operator in one trip.

**Customers are responsible to:**

1. call in trip cancellations at least one (1) hour prior to the scheduled pick-up time to avoid being marked a no-show;
2. inform CTC of all pertinent information regarding the trip;
3. present the correct fare;
4. be ready at the time of pick-up; and
5. ensure personal hygiene.

**COMPLAINTS:**

**Customers have the right to:**

1. file complaints without fear of retaliation;
2. prompt investigations and effective resolutions; and
3. current and complete program information.

**Customers are responsible to:**

1. file complaints in a timely manner, providing the CTC with pertinent information.

**SERVICE:**

5. a properly identified driver;
6. adequate seating, to include ample space for service animals;
7. assistance in maneuvering mobility devices up and down a maximum of one step;
8. Community Transportation Coordinator (CTC) policy on medical emergency during transport.

**Customers are responsible to:**

1. be ready and waiting for the vehicle in a safe location up to one (1) hour prior to your scheduled appointment time;
2. keep seat belts and mobility device tie-downs secure until the vehicle stops;
3. remain seated until the vehicle comes to a complete stop;
4. report any safety hazards;
5. keep wheelchairs or other mobility aids in good condition;
6. not tamper with or operate vehicle equipment;
7. address car-seat provision with the CTC;
8. make CTC aware of customer's physical and/or mental conditions prior to transport; and
9. adhere to policy for violent and/or disruptive behavior.

**COURTESY:**

**Customers have the right to:**

regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip, you will be required to provide Votran with written documentation to have the seat belt requirement waived.

### **APPROPRIATE BEHAVIOR**

Passengers may not eat, drink, smoke or spit on the bus. Passengers are responsible for being considerate of other passengers in sharing rides, practicing good personal hygiene and to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out the windows, lewd behavior and speech, etc. This behavior will not be tolerated.

In accordance with Votran Policy, service may be terminated due to threats, violent or abusive treatment toward the provider or other passengers. Service may be refused if a passenger engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

When it has been determined by the Votran Operations Manager that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Passenger or Parent/Guardian of Passenger with a copy to the appropriate agency (if applicable).

Service animals, although allowed on Votran (and contractor) buses and in Votran facilities, must display appropriate behavior while on the bus. Any

### **Customers have the right to:**

1. pick-ups within the established one (1) hour pick-up window (two hours for trips between service areas);
2. expect the driver to wait up to five minutes;
3. toll-free accessibility to the CTC;
4. be delivered to an appointment on time;
5. the CTC's policy on standing orders; and
6. the CTC's policy on no-shows.

### **Customers are responsible to:**

1. advise the reservationist of appointment times;
2. accept a shared-ride service;
3. schedule trip requests at least one day in advance; and
4. provide own wheelchair and/or escort.

### **What other responsibilities do I have as a Votran passenger?**

#### **SAFETY**

Passengers are responsible for observing safety rules including use of seat belts, not standing when bus is in motion and waiting for driver to assist them on and off the bus.

Florida State law has determined that all passengers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A passenger who refuses to remain seated with the seat belt in place will be denied service. If you have medical documentation stating that the use of seat belts may be detrimental to your health, the seat belt

requesting a copy of our adopted Grievance Procedure.

OR

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line:

**1-800-983-2435.**

service animal that poses a direct threat to the health or safety of others may be excluded from riding the bus or bringing the animal to a Votran facility (as per Florida Statute 413.083(c) ). Additionally, a disruptive service animal (e.g. a dog that constantly barks while on board) may be excluded. The individual with the disability who uses the service animal still has the option to ride the bus on future trips without the service animal.

**What if I'm not satisfied with the services provided?**

### **CUSTOMER FEEDBACK**

If you experience a problem with any aspect of the service, you may call or write to Votran's Customer Service Department. Please call (386) 756-7496 or (386) 761-7700 and ask to speak to a Customer Service Representative. To send your complaint in writing, direct your correspondence to:

**Votran Customer Service Department  
950 Big Tree Road  
South Daytona, FL 32119**

Please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Customer Service Manager and

**VOTRAN STRIVES TO PROVIDE THE HIGHEST  
LEVEL OF QUALITY SERVICE POSSIBLE. WE  
APPRECIATE AND ENCOURAGE SUGGESTIONS  
AND COMMENTS FROM THE CITIZENS OF  
VOLUSIA COUNTY.**

**THANK YOU FOR USING VOTRAN**

**FOR ADDITIONAL INFORMATION ON VOTRAN'S  
SERVICES, PLEASE VISIT US ON THE WORLD  
WIDE WEB AT [WWW.VOTRAN.ORG](http://WWW.VOTRAN.ORG)**

## **Acknowledgement of Receipt Form**

The information provided in this guide is an important factor in helping you understand your transportation options on the Votran Gold Service. We encourage you to read it completely and to contact the Customer Service staff if you have any questions regarding the information contained within this booklet.

It's important for Votran staff to know that you have received this User Guide. Please sign your name below, detach this page, and return it to Votran. You will receive one Votran Gold Token as a thank you for completing this form.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

## **APPENDIX H: VOTRAN GRIEVANCE PROCEDURE**



**GRIEVANCE PROCEDURES  
OF THE  
VOLUSIA TPO  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**SECTION 1: PREAMBLE**

The following sets forth the grievance procedures which shall serve to guide the Volusia TPO Transportation Disadvantaged Local Coordinating Board (TDLCB), serving to assist the Community Transportation Coordinator (CTC). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2.012 of the Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievance procedures. Grievance Committee procedures are designed to address issues raised by agencies, users, potential users, sub-contractors, and other interested parties which cannot be resolved through the CTC. This procedure does not cover the competitive bid process; including Request for Proposals (RFP's).

**ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE**

**SECTION 1: NAME**

The name of the committee to resolve grievances for the Volusia TPO Transportation Disadvantaged Local Coordinating Board shall be a Subcommittee of the TDLCB Quality Assurance Committee, but will hereinafter be referred to as the Grievance Committee.

**SECTION 2: PURPOSE**

The primary purpose of the Grievance Committee is to process, investigate and make recommendations with respect to unresolved complaints to the Local Coordinating Board for improvement of service. This procedure is made available to agencies with Purchase of Service Agreements (POS) contracts, users, or potential users of the system in Volusia to hear complaints and provide a mechanism for issues to be brought before the Grievance Committee which shall meet as often as necessary to address unresolved complaints in a timely manner.

*(adopted 07-13-11)  
(amended 09-14-11)*

### **ARTICLE III: DEFINITIONS**

#### **SECTION 1: DEFINITION OF COMPLAINT**

“A complaint is an oral (in person/telephone) or written statement of dissatisfaction which is presented to VOTRAN, Volusia County’s CTC.”

#### **SECTION 2: DEFINITION OF GRIEVANCE**

“A grievance is an unresolved complaint that is brought to the attention of the TDLCB for resolution in the process described herein.”

### **ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES**

#### **SECTION 1: PROCESS OF FILING A COMPLAINT**

Any user, agency (with POS contract) or potential user may register a verbal/written complaint with the CTC in accordance with the policies and procedures of VOTRAN.

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within ten (10) working days after the CTC’s decision.

Such written complaint shall include the following:

1. the name and address of the complainant;
2. a statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation;
  - a. Exact date/time of incident;
  - b. Exact location of incident;
  - c. Any witnesses to incident (including name and address); and
  - d. Vehicle unit number, license number, color and type.
3. an explanation of the relief desired by the complainant; and
4. if the complainant is unable to submit a formal written complaint, VOTRAN shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

Votran Bus System  
Assistant General Manager  
950 Big Tree Road  
South Daytona, Fl. 32119

The CTC shall have ten (10) working days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within ten (10) working days of notification to the complainant as to what action was made.

## SECTION 2: FILING OF A GRIEVANCE

If the complainant is dissatisfied with the corrective action taken by the CTC, an appeal to the Grievance Committee of the TDLCB may be filed. Such written appeal must be filed within ten (10) working days from the date of notification to the complainant of the final decision from the CTC. The written appeal shall include the following:

1. the name and address of the complainant;
2. a statement of the ground for the grievance made in a clear and concise manner, supplemented by supporting documentation;
3. demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust;
4. an explanation of the relief desired by the complainant;
5. specified areas of disagreement with the CTC decisions; and
6. if the complainant is unable to submit a formal written appeal to be filed, VOTRAN shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC.

The appeal must be addressed to:

Volusia Transportation Planning Organization  
Attn: Grievance Committee  
2570 W. International Speedway Boulevard, Suite 100  
Daytona Beach, Florida 32114

*(adopted 07-13-11)*  
*(amended 09-14-11)*

Once an appeal has been received, the Grievance Committee shall meet and render its decision within thirty (30) working days of the date the appeal was filed. The complainant shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.

A written copy of the decision will be forwarded to the TDLCB and all parties involved within ten (10) working days from the date of the decision. Written decisions will include the following information:

1. a statement that a meeting was held in which the involved parties and/or their representatives were given an opportunity to present their positions;
2. a statement that clearly defines the issues discussed; and
3. a recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision of the Grievance Committee, he/she may continue the appeal process with the TDLCB.

#### **ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within ten (10) working days from the date of receipt of the final decision of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

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

Once an appeal has been received, the TDLCB shall meet and render its decision within sixty (60) days of the date the appeal was filed. The aggrieved shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the hearing.

A written copy of the TDLCB's decision shall be forwarded to all parties involved within ten (10) working days from the date of the decision. A written decision shall include the following information:

1. a statement that a hearing was held in which the involved parties, their representatives and/or witnesses were given an opportunity to present their positions;
2. a statement that clearly defines the issues discussed; and
3. a recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435 or 1-800-648-6084 (TDD) or via written correspondence to:

Florida Commission for the Transportation Disadvantaged  
Attn: Ombudsman Program  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450

If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues as appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the order listed before a complaint or grievance will move to the next step.

#### **ARTICLE VI: MEDICAID FAIR HEARING**

The Medicaid customer has the right to request a Medicaid fair hearing or go through the Grievance Procedures of the Florida Commission for the Transportation Disadvantaged's subcontracted transportation provider (STP) for Medicaid non-emergency transportation. The STP contact information in Volusia County may be obtained by calling the TD Commission Helpline at: 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY.

## **ARTICLE VII: SCHEDULED MEETINGS**

### **SECTION 1: GENERAL**

The Grievance Committee shall be comprised of a minimum of five (5) TDLCB board members. The CTC shall not serve on the Grievance Committee. Each member shall serve at the discretion of the TDLCB.

When a meeting of the Grievance Committee is necessary, staff to the TDLCB shall schedule the meeting of the Grievance Committee to hear appealed grievances.

## **ARTICLE VIII: AMENDMENTS**

### **SECTION 1: GENERAL**

The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) working days in advance of the meeting.

### **SECTION 2: QUORUM**

At all meetings of the Transportation Disadvantaged Local Coordinating Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

## **ARTICLE IX: CERTIFICATION**

The undersigned hereby certifies that he is the Chairman of the Volusia TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia TPO Transportation Disadvantaged Local Coordinating Board the 14<sup>th</sup> day of September 2011.

  
Volusia County Council Chair Frank T. Bruno, Jr.  
TDLCB Chairman

**ATTEST:**

  
Pamela C. Blankenship, Recording Secretary

(adopted 07-13-11)  
(amended 09-14-11)

**APPENDIX I: VOTRAN QAPE, CORRECTIVE ACTION PLAN, AND TDLCB CTC  
EVALUATION**

# WORKSHEET DEFINING THE EVALUATION

Reporting period to be examined:

July	1	2009	to	June	30	2010
month	day	year		month	day	year

Name of CTC being evaluated:

**County of Volusia, Florida dba VOTRAN**

Name of other organizations being evaluated (if applicable):

	Name of Operator
Operator A:	
Operator B:	
Operator C:	
Operator D:	

continue as needed

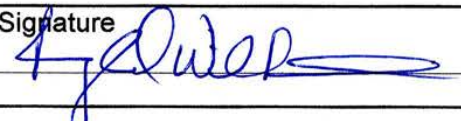
CTC's Service Area:

**Volusia County**

The following person(s) and organization(s) will be responsible for conducting the evaluation:

Volusia TPO - Transportation Disadvantaged  
Local Coordinating Board

Authorized signature representing entity requesting the evaluation:

Signature 	Date 5/11/11
--	-----------------

TDLCB Vice-Chairman

Fiscal Year 10

1



<b>WORKSHEET</b> <b>COMMUNITY TRANSPORTATION COORDINATOR</b>
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1. Contact Information:

CTC Name:	VOTRAN
Phone:	(386) 756-7496
Manager:	Ken Fischer

2. Local coordinator since:

October	1	1994
Month	Day	Year

3. Operating Environment: (place "X" by one)

<input checked="" type="checkbox"/> Urban	<input type="checkbox"/> Rural
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4. Organization Type: (place "X" by one)

<input type="checkbox"/> Private for-Profit	<input checked="" type="checkbox"/> Government
<input type="checkbox"/> Private non-Profit	<input type="checkbox"/> Transportation Agency

5. Network Type: ( place "X" by one)

<input type="checkbox"/> Sole Provider
<input checked="" type="checkbox"/> Partial Brokerage
<input type="checkbox"/> Complete Brokerage

6. Brief description of any unique characteristics of the service area and/or significant events that may have occurred during the evaluation period:

As a result of changes to 5 Votran bus routes there was created 2 new routes making service to the new Florida Hospital Memorial Medical Center possible. Service began on January 24, 2010. Five new hybrid paratransit buses were received in May 2010. These Balance Hybrid buses are capable of holding 14 passengers or 4 wheelchairs or a combinations of the two. FTA stimulus funds covered 100% of the cost of these vehicles. In June 2010, Votran completed its "Green" improvements study with a resulting Sustainability Implementation Plan and the establishment of a Votran Sustainability Core Team. On Dump the Pump Day, June 17, 2010, Volusia County Council Members and Votran Officials unveiled Votran's new hybrid fixed-route buses which were paid with funds received from the 2009 American Recovery and Reinvestment Act (ARRA)

<b>WORKSHEET</b> <b>LEVEL OF COMPETITION (Required by CTD)</b>
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1. Inventory of Transportation Providers in the Service Area:

	Column A Providers Available	Column B Providers Included	Column C Included Trips	Column D % of all Trips
Private non-Profit	5	5	56,089	7.1%
Private for-Profit	5	5	103,667	13.2%
Government				
Transit	1	1	619,724	78.9%
*Other	1	1	5,511	0.7%
TOTAL	12	12	784,991	100.0%

**\* Other = Headstart Program**

2. How many of the total providers are coordination contractors?

5
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3. How many transportation providers that are not included could be included?

0
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4. Of the transportation providers included as operators in the local coordinated system, how many have the capability of expanding capacity? (Or, if the CTC is a sole provider, does it have the ability to expand capacity?)

0
---

5. Indicate the most recent date another transportation provider was brought into the coordinated system. (date)

Date	1	4	2004
	day	month	year

6. Does the CTC have a competitive process?

<table border="1" style="width: 100px; text-align: center;"> <tr> <td>X</td> </tr> </table>	X	Yes	<table border="1" style="width: 100px; height: 20px;"> <tr> <td></td> </tr> </table>		No
X					

7. a) In the past five years, how many times have the following methods been used in the selection of transportation providers?

<input type="text"/>	low bid	<input checked="" type="checkbox"/>	requests for proposals
<input type="text"/>	requests for qualifications	<input type="text"/>	requests for interested parties
<input type="text"/>	negotiation only		

- b) Which of the above methods was used to select current providers?

RFP policy and guidelines for procurement of services are established by Volusia County and meet all federal, state, and local requirements.

8. Which of the following items are incorporated in the review and selection of transportation providers for inclusion as operators in the coordinated system?

Review of: (place "X" by all that apply)

<input checked="" type="checkbox"/>	capabilities of the provider	<input checked="" type="checkbox"/>	scope of work
<input checked="" type="checkbox"/>	age of company	<input checked="" type="checkbox"/>	safety program
<input checked="" type="checkbox"/>	previous experience	<input checked="" type="checkbox"/>	capacity
<input checked="" type="checkbox"/>	management	<input checked="" type="checkbox"/>	training program
<input checked="" type="checkbox"/>	qualifications of staff	<input checked="" type="checkbox"/>	insurance
<input checked="" type="checkbox"/>	resources	<input checked="" type="checkbox"/>	accident history
<input checked="" type="checkbox"/>	economies of scale	<input checked="" type="checkbox"/>	quality
<input checked="" type="checkbox"/>	contract monitoring methods	<input checked="" type="checkbox"/>	knowledge of the community
<input checked="" type="checkbox"/>	reporting capabilities	<input checked="" type="checkbox"/>	the cost of the contracting process
<input checked="" type="checkbox"/>	financial strength	<input checked="" type="checkbox"/>	price
<input type="text"/>	performance bond	<input type="text"/>	distribution of costs
<input checked="" type="checkbox"/>	responsiveness to solicitation	<input type="text"/>	Other: (list)

9. a) If a competitive bid or request for proposals has been used to select transportation providers, to how many potential operators was the request distributed in the most recently completed process?

\*

- b) How many responded?

\*

\*April 24, 2008 contracts were signed with 5 operators

- c) The request for bids/proposals was distributed: (place "X" by all that apply)

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
locally	statewide	nationally

10. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc..)?

Yes ☒ No

**WORKSHEET**  
**COST EFFECTIVENESS AND EFFICIENCY**  
**OF THE CTC SYSTEM (Required by CTD)**

Measure	Previous Period	Evaluation Period	Percent Change
Fully Allocated Cost per Passenger Trip	\$7.92	\$7.49	-5%
Local Funding of System	\$3,354,997	\$3,382,423	1%
Cost per Total Mile	2.40	2.32	-3%
Operating Expense per Driver Hour	\$32.80	\$32.66	0%
Average Trips per Driver Hour	1.60	1.70	6%
Percentage of TD Population Being Served	19.9%	22.9%	15%
Average Trips Taken Per Para. Passenger	53.5	47.5	-11%
Number of Accidents Every 100,000 Miles	0.19	0.08	-58%
Number of Miles Traveled Between Roadcalls	14,200	14,800	4%

1. In which cost-effectiveness and efficiency areas has the coordinator improved?

Cost per Total Mile

Operating Expense per Driver Hour

Fully Allocated Cost Per Passenger Trip

Local Funding of System

Number of Accidents every 100,000 miles

Number of Miles Traveled Between Roadcalls

Average Trips per Driver Hour

Percentage of TD Population Being Served

2. In which areas has the coordinator worsened?

Average trips taken per para. passenger

CTC Expenses By Category					
Expense Category	Previous Period		Evaluation Period		
	CTC	Coord. Contr.	CTC	Coord. Contr.	
Labor (501)	\$2,178,693		\$2,010,907		
Fringe Benefits (502)	\$640,497		\$644,921		
Services (503)	\$32,205		\$30,975		
Materials and Supplies (504)	\$767,037		\$627,039		
Utilities (505)	\$17,380		\$18,160		
Casualty and Liability (506)	\$48,130		\$37,615		
Taxes (507)	\$58,803		\$54,670		
Purch. Transp. Service (508)		* see note below re: changes			
Bus Pass Expenses	\$10,760		\$11,400		
Other	\$1,520,352	\$497,780	\$1,667,703	\$381,206	
Misc. Expenses (509)	\$9,110		\$8,278		
Interest Expense (511)	\$0				
Leases and Rentals (512)	\$0				
Annual Depreciation (513)	\$0				
Contributed Service (530)	\$0				
Allocated Ind. Expenses	\$397,535		\$389,389		
<b>SYSTEM TOTAL</b>	<b>\$5,680,502</b>	<b>\$497,780</b>	<b>\$5,501,057</b>	<b>\$381,206</b>	<b>-4.8%</b>
					<b>Overall %Change</b>

\* Contracted NET Operator data now in Purch. Transp. Service "Other" Per CTD request 11/17/09. Also, expenses in the report are now broken out into CTC and Coordination Contractor columns. Bus Pass Expenses also broken out.

3. What changes in service may account for any major decreases/increases in expenses?

Casualty and Liability decrease in expense due to reduced insurance cost. Allocated Indirect Expenses decreases were influenced by the changes in prior costs that were associated with Medicaid. Also, during this time period, fuel cost was down.

4. a) Date of CTC's last financial audit:

10	1	2009
month	day	year

b) Were there critical findings to be resolved?

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
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c) If so, have they been fully resolved?

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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**WORKSHEET**  
**EVALUATION AND COMPARISON OF**  
**LOCAL STANDARDS (Required by CTD)**

**On-time Performance**

1a) What is the pick-up window or the definition of when a trip is considered on-time?

b) Is this policy clearly communicated to drivers?

☒

Yes

☐

No

c) Is the policy clearly communicated to passengers?

☒

Yes

☐

No

2a) What is the local standard for on-time performance?

b) Is the CTC meeting the local standard for on-time performance? (list current level)

**Call Hold Time**

3 a). What is the standard for call hold time?

b). Is the CTC meeting this standard? (list current level)

## Complaints

4a). What is the local standard for complaints?

.85 complaints/1,000 trips-VOTRAN (Standard is 1.7 for Vendors)

b). Is the CTC meeting this standard? (list current level)

Yes: Votran - .17 Vendors - 1.12

5. Number of formal grievances filed:

0

## Safety

6 a). What is the local standard for accidents?

1 per 100,000 miles

b). Is the CTC meeting this standard? (list current level)

Yes, 0.08 per 100,000 miles

## Roadcalls

7 a). What is the local standard for roadcalls?

1 per 7,500 miles

b). Is the CTC meeting this standard? (list current level)

Yes, 1 per 14,800 miles

8. What is the average age of the fleet?

Fixed Route - 5.57 Years

Paratransit - 3.83 Years

<b>WORKSHEET</b> <b>EVALUATION OF AVAILABILITY (Required by CTD)</b>
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Measure	Evaluation Period	Previous Period
<b>Demand</b>		
1. Potential TD Population	249,757	241,078
2. TD Population	58,104	56,248
3. Estimated demand for program trips	774,247	747,342
4. Estimated demand for general trips	755,352	731,224
5. Total trip demand (line 3 + line 4)	1,529,599	1,478,566
<b>Supply</b>		
6. Program trips provided	385,473	377,966
7. General trips provided	399,518	401,938
8. Total number of trips provided (line 6+line 7)	784,991	779,904
9. Vehicle miles	2,530,843	2,570,131
10. Driver hours	180,091	188,260
11. Total Passengers Served (UPHC)	55,334	46,490
<b>Supply v. Demand</b>		
12. Program demand met (line 6 / line 3)	0.50	0.51
13. General demand met (line 7 / line 4)	0.53	0.55
14. Percent of estimated demand met (line 8 / line 5)	0.51	0.53
15. Unmet trip requests (Denied Trips)	0	0
16. Percent of requests met line 8 / (line 8 + line 15)	100%	100%
<b>Outreach</b>		
17. Ratio of Registrants to Potential TD Pop (line 11 / line 2)	0.22	0.19
18. General trips per user (line 7 / line 11)	7.22	8.65
19. Vehicle miles per user (line 9 / line 11)	45.74	55.28
20. Vehicle miles per TD Population capita (line 9 / line 2)	43.56	45.69
<b>Public Information and Access to Services</b>		
21a. Public information expenses (including in-kind)	Unknown	Unknown
21b. List public information efforts (brochures, ads...) Presentations, Brochures, Newspapers, Community Organization Involvement, Schedules and Website	User's Guide, and Website	User's Guide, Website
22. How many places is information about TD transportation available?	50+	50+
23. Normal registration delay (number of days, if any)	Up to 21	Up to 21
<b>Capacity</b>		
24. Number of vehicles used in coordinated TD transportation	100	98
25. Vehicles per 100,000 TD Population capita	0.002	0.002
26. Drivers per 100,000 TD Population capita	0.002	0.002
27. Are trip priorities or limitations used? (Y/N)	No	No
28. Size of wait list (if any)	None	None
29. Has the CTC met all demand for sponsored trips?	Yes	Yes



<b>Hours and Days of Service</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	
31. Hours per day transportation is available	18.00	18.00	18.00	18.00	
	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>TOTAL</b>	<b>Previous</b>
	18.00	18.00	12.00	120.00	120.00

<b>Ability to Place Reservations</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	
32. Number of hours per day reservations can be made	10.25	10.25	10.25	10.25	
	<b>Friday</b>	<b>Saturday</b>	<b>Sunday*</b>	<b>TOTAL</b>	<b>Previous</b>
	10.25	8.00	0.00	59.25	59.25

\* ADA trips can be booked for next day service through the dispatch office. Reservations staff not in on Sundays.

33. What is the minimum required notice for reservations?

a) Ambulatory

b) Non-ambulatory

c) Stretcher

34. How far in advance can reservations be placed? (numbers of days)

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(1), Minimum Insurance Compliance

*"...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."*

#### WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

The minimum liability insurance coverage shall be in the amount of \$500,000/\$1,000,000 per occurrence or comply with the tort liability provisions of Chapter 768.28 (whichever is higher) or be qualified as a self-insurer under the State of Florida. Coordination Contracts must be insured pursuant to the provisions and limitations of Chapter 284, Part II and Section 768.28, Florida Statutes.

#### WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

The Transportation Operator shall furnish the CTC with a certificate of Insurance showing a minimum liability insurance coverage in the amount of \$500,000/\$1,000,000 per occurrence or comply with the tort liability provisions of Chapter 768.28 (whichever is higher) or be qualified as a self-insurer under the State of Florida. Coordination Contracts: "...must be insured pursuant to the provisions and limitations of Chapter 284, Part II and Section 768.28, Florida Statutes".

#### HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
All Volusia Transportation LLC	Paid by Operator
A.J. Special Transportation	Paid by Operator
Med One Shuttle, INC	Paid by Operator
Mediquick Transportation, Inc.	Paid by Operator
Kings Transportation Group, Inc.	Paid by Operator
Duvall Home (Coordination Contract)	Paid by Operator
Good Samaritan (Coordination Contract)	Paid by Operator
CVI (Coordination Contract)	Paid by Operator

#### DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

Yes

☒ No

If yes, was this approved by the Commission? Yes No  
N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes No

Current Insurance Information

11

SUMMARY SHEET  
TDLCB  
JANUARY 11, 2012

IV. DISCUSSION ITEMS AND PRESENTATIONS

B) Review of Votran's Section 5311 Grant Applications

Background Information:

The Section 5311 program, as administered by the Florida Department of Transportation (FDOT), offers competitive grants on an annual basis to transit agencies providing transit service.

As part of the grant process, the TDLCB reviews Votran's grant application each year. Votran staff will provide a review and be available to answer questions on this item.

***Action Requested:***

***No action is required unless otherwise directed by the Board***



Reference: HB-2011-020

December 16, 2011

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) 2011-2012 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.

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

**All Applicants**

**EXHIBIT A-1  
FACT SHEET**

Votran FY 12-13

	<b>CURRENTLY</b>	<b>IF GRANT IS AWARDED *</b>
1. Number of one-way passenger trips. <b>PER YEAR</b>	19,811	20,405
2. Number of individuals served unduplicated (first ride per rider per fiscal year). <b>PER YEAR</b>	68	70
3. Number of vehicles used for this service. <b>ACTUAL</b>	5	5
4. Number of ambulatory seats. <b>AVERAGE PER VEHICLE</b> (Total ambulatory seats divided by total number of fleet vehicles)	6	6
5. Number of wheelchair positions. <b>AVERAGE PER VEHICLE</b> (Total wheelchair positions divided by total number of fleet vehicles)	4	4
6. Vehicle Miles traveled. <b>PER YEAR</b>	68,323	70,373
7. Average vehicle miles <b>PER DAY</b>	220	227
8. Normal vehicle hours in operation. <b>PER DAY</b>	12	12
9. Normal number of days in operation. <b>PER WEEK</b>	6	6
10. Trip length (roundtrip). <b>AVERAGE</b>	15.66	15.66

Estimates are acceptable.

Data includes Route 24 service

**PART B****APPLIES TO ALL APPLICANTS FOR OPERATING ASSISTANCE****FORM B-1****TRANSPORTATION-RELATED OPERATING and ADMINISTRATIVE EXPENSES**

Name of Applicant:

Volusia County, d/b/a/ Votran

Fiscal period from 10/01/12 to 9/30/13

EXPENSE CATEGORY	TOTAL EXPENSE	FTA ELIGIBLE EXPENSE
Labor (501)	\$ 1,981,338	\$ 178,365
Fringe and Benefits (502)	1,135,022	102,152
Services (503)	90,609	8,155
Materials and Supplies (504)	68,775	6,189
Vehicle Maintenance (504.01)	905,767	81,519
Utilities (505)	78,806	7,093
Insurance (506)	49,026	4,412
Licenses and Taxes (507)		0
Purchased Transit Service (508)	1,862,475	167,623
Miscellaneous (509)	30,454	2,744
Leases and Rentals (512)		0
Depreciation (513)		
<b>TOTAL</b>	<b>\$ 6,202,272</b>	<b>\$ 558,252 ( a )</b>

**SECTION 5311 GRANT REQUEST**

Total FTA Eligible Expenses (from Form B-1, above)	\$ 558,252 ( a )
Rural Passenger Fares (from Form B-2)	\$ 34,932 ( b )
Operating Deficit [FTA Eligible Expenses (a) minus Rural Passenger Fares (b)]	\$ 523,320 ( c )
Section 5311 Request (No more than 50% of Operating Deficit)	\$ 261,660 ( d )
Grand Total Revenues (from Form B-2)	\$ 261,660 *( e )

**Note: If Grand Total Revenues ( e ) exceeds FTA Eligible Expenses ( a ), reduce the Section 5311 Request ( d ) by that amount.**

SUMMARY SHEET  
TDLCB  
JANUARY 11, 2012

IV. DISCUSSION ITEMS AND PRESENTATIONS

C) Review of Draft Coordination Agreement which allows for Section 5310 Grant Applications by Non-Profit Agencies

Background Information:

The Section 5310 program, as administered by the Florida Department of Transportation (FDOT), offers competitive grants on an annual basis to non-profit organizations providing public transit service. These funds apply to capital expenses used to provide transportation services to elderly persons and persons with disabilities.

As part of the grant process, the state requires each applicant to enter into a coordination agreement with Votran. This agreement provides for an agency to fall under Votran, which acts as the Community Transportation Coordinator (CTC).

Ms. Blanck will address this item.

***Action Requested:***

***No action is required unless otherwise directed by the Board***



Reference: HB-2011-022

December 16, 2011

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

Subject: 49 U.S.C. Section 5310 Grant Application

Dear Ms. Poitras:

I am pleased to submit VOTRAN's Fiscal Year (FY) 2011-2012 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.

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



## CAPITAL REQUEST FORM

### VEHICLE REQUEST – Votran FY12 application

GMIS Code (This column for FDOT use ONLY)	R or E (a)	Number requested	Description (b) (c)	Estimated Cost
11. . .	R	3	22' diesel bus with lift, 14 ambulatory seats 4 w/c positions \$86,245 each	\$258,735
11. . .				
11. . .				
11. . .				
11. . .				
Sub-total				\$258,735

### EQUIPMENT REQUEST (c)

11. . .		3	On-board communication \$12,443 each	\$373,29
11. . .		3	Camera setups \$5,001 each	\$15,003
11. . .				
11. . .				
Sub-total				\$ 52,332

(a) Replacement (R) or Expansion (E).

(b) Provide a brief description including the length and type vehicle, type of fuel, lift or ramp, number of seats and wheelchair positions. Do not show the Make. For example, 22' gasoline bus with lift, 12 amb. seats, 2 w/c positions (due to the higher cost of diesel vehicles the applicant shall be required to pay the difference in cost over that of a gasoline vehicle).

(c) Show mobile radios and identify the type of radio (i.e. two way radio or stereo radio), computer hardware/software, etc. under "Equipment Request."

VEHICLE SUBTOTAL \$ 258,735 + EQUIPMENT SUBTOTALS \$ 52,332 = \$ 311,067 (x).

(x) X 80% = \$ 248,853 [Show this amount on Form 424 in block 15(a)]

**EXHIBIT A-1 -- FACT SHEET**

	<b>CURRENTLY</b>	<b>IF GRANT IS AWARDED</b> (Estimates are acceptable.)
1. Number of one-way trips provided to elderly and persons with disabilities (E&D) <b>PER YEAR</b>	<b>268,146</b>	<b>276,190</b>
2. Number of individual Elderly and Disabled unduplicated riders (first ride per rider per fiscal year) <b>PER YEAR</b>	<b>7,431</b>	<b>7,654</b>
3. Percentage of Elderly and Disable needing wheelchair positions <b>ACTUAL</b>	<b>27%</b>	<b>27%</b>
4. Number of vehicles used to provide Elderly and Disable service <b>ACTUAL</b>	<b>58</b>	<b>58</b>
5. Number of ambulatory seats <b>AVERAGE PER VEHICLE</b> (Total number of ambulatory seats in the total fleet divided by the total number of fleet vehicles)	<b>14</b>	<b>14</b>
6. Number of wheelchair positions <b>AVERAGE PER VEHICLE</b> (Total number of wheelchair positions in the total fleet divided by the total number of fleet vehicles)	<b>4</b>	<b>4</b>
7. Vehicle miles traveled <b>PER YEAR</b>	<b>2,137,253</b>	<b>2,201,371</b>
8. Average vehicle miles <b>PER DAY</b>	<b>6,850</b>	<b>7,056</b>
9. Normal number of days that vehicles are in operation <b>PER WEEK</b>	<b>6</b>	<b>6</b>
10. Normal hours of vehicle operation <b>PER DAY</b>	<b>12</b>	<b>12</b>
11. Trip length (Roundtrip) <b>AVERAGE</b>	<b>15.94</b>	<b>15.94</b>

**COORDINATION AGREEMENT  
BETWEEN  
THE COUNTY OF VOLUSIA d/b/a VOTRAN  
AND**

---

THE COUNTY OF VOLUSIA /d/b/a VOTRAN, (hereinafter referred to as VOTRAN) is the Community Transportation Coordinator (CTC) for Volusia County. In this capacity, VOTRAN has initiated a program to provide community transportation service for social service clients, agencies, organizations, and the Transportation Disadvantaged, provided such service complies with Chapter 14-90 Florida Statutes.

\_\_\_\_\_ (hereinafter referred to as AGENCY), Is considered to be a bonafide social service organization operating in Volusia County and is eligible for the services of the coordinator. The transportation services described herein are deemed to comply with all applicable state laws and regulations.

The AGENCY currently provides service to its clients that are unique in nature using its own vehicles for transportation and supplementing this service with transportation provided by the CTC. The AGENCY agrees to coordinate future activities with the CTC for transportation services needed and is applying for Section \_\_\_\_\_ (either 5310, 5316 or 5317) funding to purchase a vehicle for use.

**WITNESSETH:**

WHEREAS, Votran has been designated as the Community Transportation Coordinator (the "Coordinator") (as defined in Chapter 427, Fla. Stat. (1991) (the "Act") and Rule 41-2, Fla. Admin. Code (the "Rule")), by the Commission for the Transportation Disadvantaged (the "CTD"), whose address is 605 Suwannee Street, MS-49, Tallahassee, Florida 32399-0450, Attention: Executive Director, to serve as Coordinator for the Volusia County service area pursuant to the terms of the Memorandum of Agreement between the CTD and Votran, Contract No. APL59, (the "Memorandum"), a copy of which is available upon request; and

WHEREAS, Votran, acting as the Coordinator, is required under the Rule to enter into a coordination agreement with those organizations or agencies, such as the Agency, who receive transportation disadvantaged funds and who can perform and deliver transportation disadvantaged services more effectively and efficiently on their own; and

WHEREAS, the Agency, as a condition of receiving financial assistance and to comply with the Act and applicable rules and regulations, is required to coordinate its delivery of transportation services with the Coordinator pursuant to the terms and conditions of this Agreement.

NOW, THEREFORE, in consideration of the premises herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Votran and the Agency agree as follows:

**1. Recitals:**

- 1.01 The recitals set forth above are true and correct and are incorporated herein by reference.
- 1.02 Votran and the Agency wish to establish this Agreement to evidence their respective compliance with the Act, the Rule and other applicable state or federal laws.

**2. Agency's Obligations:**

- 2.01 The Agency enters into this Agreement with the understanding that it is the duty of the Coordinator to ensure that transportation disadvantaged persons in Volusia County are provided transportation services that are safe, efficient, cost-effective and are not duplicative or fragmented. This responsibility entails maintaining level of service, reporting requirements, financial and service monitoring, and safety monitoring.
- 2.02 In the delivery of the Transportation Services by the Agency and the performance of all of its obligations pursuant to this Agreement, the Agency shall comply with all applicable federal, state and local laws, rules, regulations and requirements, including without limitation the Act, the Rule and, specifically, the following (as such laws, rules, regulations and requirements may be amended or superseded):
  - 2.02.01 Votran's Transportation Disadvantaged Service Plan as defined in Rule 41-2.002(16), Fla. Admin. Code (the "TDSP"), available at [www.votran.org](http://www.votran.org);
  - 2.02.02 The safety requirements as specified in Section 341.061(2)(a), Florida Statutes, and Rule 14-90, Fla. Admin. Code;
  - 2.02.03 The standards required by the CTD pursuant to the Memorandum;
  - 2.02.04 The AGENCY agrees to adhere to all Civil Rights, laws and regulations as established by the State of Florida and/or the United States of America
  - 2.02.05 The CTD approved standards set forth in Rule 41-2.006 (4), Fla. Admin. Code;
  - 2.02.06 The Agency shall report to Votran the information required in order for Votran to satisfy the reporting requirements imposed upon Votran as the Coordinator, as set forth in Rule 41-2.007, Fla. Admin. Code
- 2.03 The AGENCY shall act as the primary transportation provider for their

clients/residents based on availability of AGENCY vehicles.

- 2.03.01 VOTRAN shall provide services to the AGENCY clients deemed eligible within Volusia County and to other counties as programs allow and as necessity and efficiency dictates.
  - 2.03.02 The AGENCY, when acting as a transportation provider, shall maintain records of ridership as needed to comply with all reporting requirements.
  - 2.03.03 The AGENCY, when acting as a transportation provider, shall furnish vehicles which conform to the laws of the State of Florida, maintain same in good mechanical and sanitary condition, and shall meet the Americans with Disabilities Act (ADA) requirements. These vehicles will be subject to inspection by the Votran's Contracts Compliance Officer.
- 2.04 AGENCY has received a copy of the System Safety Program Plan (SSPP) and agrees to abide by said policy.
- 2.05 The AGENCY must be insured pursuant to the provisions and limitations of Chapter 284, Part II and Section 768.28, Florida Statutes and will complete and forward Attachment I to Votran upon notice of vehicle award. The AGENCY will also provide a copy of the applicable insurance binder prior to entering the vehicle into service and each year upon renewal as long as the vehicle is in use.
- 2.06 The AGENCY agrees to provide transportation service as described in the attached Program Description (as submitted for the \_\_\_\_ Grant Program) and maintain regular service for 5 days a week, 18 passenger trips per day, and approximately 15,000 miles per year.
- 2.07 The AGENCY agrees to report the monthly data outlined in Attachment II to VOTRAN with regard to Transportation Disadvantaged Services arranged by the AGENCY. Agencies unable to maintain the regular service as described in paragraph 2.06 must submit a program improvement plan as an attachment to the June report.
- 2.08 The AGENCY agrees to report the documentation outlined in Attachment III annually to VOTRAN in support of the Annual Operating Report by July 21<sup>st</sup> each year. The data pertaining to Transportation Disadvantaged Services arranged by the AGENCY will be provided within three weeks of notification by VOTRAN. Agencies unable to maintain the regular service as described in paragraph 2.06 must submit a program improvement plan as an attachment to the June report.
- 2.09 The AGENCY agrees to complete the attached driver information sheet (Attachment IV), showing the drivers license and a three year motor vehicle record prior to the vehicle being entered into service. This information must be

provided for all individuals operating vehicles under this agreement.

- 2.10 The AGENCY agrees to complete the attached Revenue Vehicle Inventory Sheet (Attachment V) and return within ten (10) working days of vehicle delivery and acceptance.
- 2.11 The AGENCY shall post information pertaining to the toll free Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line in each vehicle operated as part of a coordinated agreement.

### **3. Term of Agreement and Termination:**

This Agreement shall be effective for a period of one year commencing on \_\_\_\_\_ and may be amended at any time upon written consent of each party, or terminated by either party upon thirty (30) days written notice to the other party.

IN WITNESS THEREFORE, the parties do agree and covenant as set forth herein, intending to be legally bound by the duly authorized signatures of their officers this \_\_\_\_\_ day of \_\_\_\_\_.

THE COUNTY OF VOLUSIA  
d/b/a/ VOTRAN

AGENCY

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
print /type name

\_\_\_\_\_  
print/type name

Assistant General Manager of Planning  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Attest

\_\_\_\_\_  
Attest

**ATTACHMENT I  
CASUALTY AND LIABILITY EXPENSE**

**Agency Name:** \_\_\_\_\_ **Reporting Date:** \_\_\_\_\_

<b>CASUALTY &amp; LIABILITY</b>	<b>LIMIT OF LIABILITY</b>	<b>PREMIUM</b>	<b>DEDUCTIBLE</b>
PROPERTY			
Personal			
Real Property			
CASUALTY			
Automotive			
Coll.\Comprehensive			
-Liability*			
-Uninsured Motorist			
-Other			
Worker's Compensation			
Other General Liability			
OTHER INSURANCE			

How many over the road (licensed) vehicles does this cover? \_\_\_\_\_

Does your agency use volunteer workers? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, how many total annual hours. \_\_\_\_\_

\* What is your maximum limit of vehicle liability insurance coverage?

Maximum for any one person \_\_\_\_\_

Maximum per occurrence \_\_\_\_\_

**ATTACHMENT II**  
**MONTHLY REPORT**

**AGENCY NAME:** \_\_\_\_\_

**MONTH:** \_\_\_\_\_ **YEAR:** \_\_\_\_\_

**A. Number of One-Way Passenger Trips** \_\_\_\_\_

**B. One-Way Passenger Trips – by Passenger Type (enter a number)**

\_\_\_\_\_ Disabled

\_\_\_\_\_ Elderly

\_\_\_\_\_ Children

\_\_\_\_\_ Low-Income (L.I.)

**C. One-Way Passenger Trips – by Trip Purpose (enter a number)**

\_\_\_\_\_ Medical

\_\_\_\_\_ Employment

\_\_\_\_\_ Nutritional

\_\_\_\_\_ Shopping\*

\_\_\_\_\_ Education\Training\Daycare

\_\_\_\_\_ Other

**Total Trips by Purpose**

(Total should equal Total One-Way Passenger Trips).

**D. Vehicle Miles:** \_\_\_\_\_

**E. Vehicle Hours:** \_\_\_\_\_

**F. Operating Cost for Service:** \_\_\_\_\_

**G. Accidents**

Person Only: \_\_\_\_\_ How many of these were chargeable? \_\_\_\_\_

Vehicle Only: \_\_\_\_\_ How many of these were chargeable? \_\_\_\_\_

Person & Vehicle: \_\_\_\_\_ How many of these were chargeable? \_\_\_\_\_

Total Chargeable: \_\_\_\_\_

Total Non-Chargeable: \_\_\_\_\_

**Total Accidents:** \_\_\_\_\_

**H. Number of Wheelchair Passengers:** \_\_\_\_\_

**I. Number of Ambulatory Passengers:** \_\_\_\_\_

**J. Number of Roadcalls\*\*:** \_\_\_\_\_

\* Grocery shopping should be reported under the nutritional category.

\*\* Roadcalls include all vehicle failures that prevented the vehicle from beginning or completing the intended route.



**ATTACHMENT III  
ANNUAL DATA**  
(includes period from July 1 to June 30)

**Agency Name:** \_\_\_\_\_ **Reporting Period:** \_\_\_\_\_

**A. Employee Information**

Operations Employees:	
_____ Full-Time Drivers	_____ Number of F-T Equivalents
_____ Part-Time Drivers	_____ Number of F-T Equivalents
_____ Volunteer Drivers	_____ Number of F-T Equivalents
_____ Other Volunteers	_____ Number of F-T Equivalents
_____ Maintenance Employees	_____ Number of F-T Equivalents
_____ Dispatchers	_____ Number of F-T Equivalents
_____ Schedulers	_____ Number of F-T Equivalents
_____ Call Center/Cust. Svc.	_____ Number of F-T Equivalents
_____ Other Operations	_____ Number of F-T Equivalents
_____ TOTAL	_____ TOTAL

**Administrative Employees:**

_____ Administrative Employees	_____ Number of F-T Equivalents
_____ Management Employees	_____ Number of F-T Equivalents

**TOTAL:**

_____ <b>GRAND TOTAL</b>	_____ <b>GRAND TOTAL</b>
--------------------------	--------------------------

Total number of driver hours (full time): \_\_\_\_\_  
Total number of driver hours (part time): \_\_\_\_\_  
Total number of volunteer driver hours: \_\_\_\_\_  
Total number of other volunteer hours: \_\_\_\_\_

**B. Vehicle Information**

Total number of vehicles: \_\_\_\_\_  
Total number of wheelchair accessible vehicles: \_\_\_\_\_  
Total number of stretcher equipped vehicles: \_\_\_\_\_

**ATTACHMENT IV**  
**DRIVER INFORMATION SHEET**

**AGENCY:** \_\_\_\_\_

DRIVERS NAME	DRIVERS LICENSE NUMBER

PLEASE ATTACH MOTOR VEHICLE REPORTS FOR THE PAST THREE (3) YEARS  
USE ADDITIONAL PAGES IF NECESSARY.

## ATTACHMENT V

## VEHICLE INVENTORY FORM

[illegible]

SUMMARY SHEET  
TDLCB  
JANUARY 11, 2012

- V. STAFF COMMENTS
- VI. TDLCB CHAIRMAN COMMENTS
- VII. TDLCB MEMBER COMMENTS
- VIII. PRESS/CITIZEN COMMENTS
- IX. INFORMATION ITEMS
  - TDLCB Membership List
  - Votran's Subscription Trip Procedure
- X. ADJOURNMENT

*\*\*\*The next TDLCB meeting will be on March 14, 2012\*\*\**

## Transportation Disadvantaged Local Coordinating Board (TDLCB) Membership List

<u>Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Email Address</u>	<u>Representing:</u>
County Chair Frank T. Bruno Jr. <b>Chairman</b>	123 W. Indiana Ave., rm 301 DeLand, FL 32720	386-736-5920	fbruno@co.volusia.fl.us	Volusia County
Patricia James	123 W. Indiana Ave., rm 101 DeLand, FL 32720	386-736-5956	pjames@co.volusia.fl.us	Association of Community Action
Diane Poitras <b>alternate: Jo Santiago</b>	133 S. Semoran Blvd. Orlando, FL 32807	407-482-7887	diane.poitras@dot.state.fl.us jo.santiago@dot.state.fl.us	FDOT
Reggie Williams <b>Vice-Chairman</b>	210 N. Palmetto Ave. Daytona Beach, FL 32114	386-238-4755	reggie_williams@dcf.state.fl.us	Dept. of Children & Families
Clay LaRoche <b>alternate</b>	210 N. Palmetto Ave. Ste 430 Daytona Beach, FL 32114	386-239-6208	claylaroche@dcf.state.fl.us	Dept. of Children & Families
Chip Kent	P O Box 2118 DeLand, FL 32721	386-736-6753 ext. 20812	cnkent@volusia.k12.fl.us	Public Education Community
Vacant <b>alternate</b>				Public Education Community
Marilu Klopp <b>alternate</b>	775 Harley Strickland Blvd Ste 102 Orange City, FL 32763	386-456-5320 ext. 105	marilu.klopp@vr.fldoe.org	Dept. of Education
Phyllis Heath <b>alternate</b>	775 Harley Strickland Blvd Ste 102 Orange City, FL 32763	386-456-5320 ext. 103	phyllis.heath@vr.fldoe.org	Dept. of Education
Dr. Douglas Beach <b>alternate</b>	P O Box 671 Daytona Beach, FL 32115	386-253-4700 ext.233	dbeach@coaiaa.org	Elder Affairs
Shari Day <b>alternate</b>	P O Box 671 Daytona Beach, FL 32115	386-253-4700 ext. 216	sday@coaiaa.org	Elder Affairs
Mike White	123 W. Indiana Ave. DeLand, FL 32720	386-740-5102	mwhite@co.volusia.fl.us	Veterans Services Group
Jefferey Bumb <b>alternate</b>	250 N. Beach St Daytona Beach, FL 32114	386-254-4646	jbumb@co.volusia.fl.us	Veterans Services Group
Lisa Broward	921 Davis St., Bldg A, Ste 160 Jacksonville, FL 32209	904-798-4212	lisa.broward@ahca.myflorida.com	Health Care Administration
Deweece Ogden <b>alternate</b>	921 Davis St., Bldg A, Ste 160 Jacksonville, FL 32209	904-798-4267	deweece.ogden@ahca.myflorida.com	Health Care Administration

## Transportation Disadvantaged Local Coordinating Board (TDLCB) Membership List

<u>Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Email Address</u>	<u>Representing:</u>
Peter Cerullo	19 Tropical Drive Ormond Beach, FL 32176	386-441-5882	petercerullo@aol.com	Mass Transit
Judy Ryan	421 S. Keech St. Daytona Beach, FL 32114	386-238-4980 ext. 122	Judy_ryan@doh.state.fl.us	Medical Community
Sharol Robinson <i>alternate</i>	421 S. Keech St Daytona Beach, FL 32114	386-238-4980 ext. 122	Sharol_robinson@doh.state.fl.us	Medical Community
Rick Fraser	329 Bill France Blvd. Daytona Beach, FL 32114	386-323-7076	rickfraser@cbe-fvc.org	Work Force Dev. Board
André Anderson <i>alternate</i>	359 Bill France Blvd. Daytona Beach, FL 32114	386-323-7042	andreanderson@cbe-fvc.org	Work Force Dev. Board
Barbara Goldstein	12 Eclipse Trail Ormond Beach, FL 32174	386-676-2435	bgold@iag.net	Disabled Citizens
Mary Ellen Ottman	1690 Dunn Avenue #113 Daytona Beach, FL 32114	386-254-3854 M 386-212-9908 C	maryellenottman@dbs.fldoe.org	Citizens' Advocate System User
David Dixon	6156 Sequoia Dr. Port orange, FL 32127	386-760-3180	seemor@bellsouth.net	Citizens' Advocate
Jean Selzer <i>Alternate</i>	19 Tropical Drive Ormond Beach, FL 32176	386-689-5300	jselzer143@yahoo.com	Citizens' Advocate
Christine Davenport	2400 S. Ridgewood Ave Ste. 32 South Daytona, FL 32119	386-304-7600	christine.davenport@chsfl.org	Children at Risk
Patricia R. Antol	697 Winterberry Trail DeLand, FL 32724	386-740-8975	bpantol@cfl.rr.com	Elderly Citizens
Steve Jack	PO Box 730206 Ormond Beach, FL 32173	386-677-1143	medoneshuttle@bellsouth.net	Private for Profit

## Transportation Disadvantaged Local Coordinating Board (TDLCB) Membership List

### **VOTRAN STAFF SUPPORT:**

Heather Blanck	950 Big Tree Rd			
	South Daytona, FL 32119	386-756-7496	hblanck@co.volusia.fl.us	Votran
		ext. 4112		

### **TPO STAFF SUPPORT:**

Carole Hinkley	2570 W. Int'l Speedway Blvd.			
Transit Planner	Suite 120	386-756-7496	cmhinkley@volusiatpo.org	Volusia TPO
	Daytona Beach, FL 32114	ext. 4123 (Votran)		

Pamela Blankenship				
Office Manager		386-226-0422	pblankenship@volusiatpo.org	Volusia TPO
		ext. 21		

## VOTRAN SUBSCRIPTION TRIP PROCEDURES

### SUBSCRIPTION TRIPS:

Subscription service may be established when a customer travels regularly to and from the same destination at the same times 2 (two) or more days a week.

Subscription service is a privilege offered to assist the customer and to prevent them from having to call in each day or each week for recurring trips.

Subscription trips must be scheduled at least 3 days in advance of the starting date of the trips. Call Votran reservations department to schedule your subscription trips. Please have your information ready when you call:

- Origin address
- Destination address including phone number, name of building, business or facility, suite number, doctor's name.
- Appointment and return times. Remember to add check in/check out times, wait time, etc. to avoid being placed on will call.
- Will you be traveling with a PCA, companion or service animal?
- Is your PCA or companion ambulatory or using a wheelchair?

If you are beginning medical treatment such as dialysis, Votran requests weekly trips to start until your schedule has stabilized, then subscription trips can be made.

Subscription service may be cancelled at any time, but changes to subscription service are limited to once a month. Changes more often than once a month are subject to a suspension of the subscription service privilege.

Customers with subscription trips must contact the Votran reservations department immediately with any changes or cancellations. Individuals, their guardians or agency sponsor must cancel trips as soon as they become aware the trip will not be made.

Customers with subscription service who violate Votran's No-Show policy may have their subscription privilege suspended for a fixed period of time.