

**Transportation Disadvantaged Local Coordinating Board (TDLCB)**

**Meeting Minutes**

**January 13, 2021**

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

**TDLCB Members Present:**

Clayton Jackson  
Beverly Johnson  
Jean Cerullo  
Renee Gahagan  
Doug Hall  
Marina Villena  
Julia Marshall  
Christy Gillis  
Carlos Colon  
Patricia Lipovsky  
Tamyika Young  
Patricia Boswell  
Steve Jack  
Bill Hinkle, Jr.  
Barbara Girtman, Chairperson

**Representing:**

Association of Community Action  
Children at Risk  
Citizens Advocate  
Citizens Advocate - Alternate  
Citizens Advocate, System User  
Citizens Advocate, System User – Alternate  
Department of Children and Families  
Department of Children and Families - Alternate  
Florida Department of Transportation  
Elderly Citizens  
Health Care Administration - Alternate  
Medical Community  
Private for Profit  
Public Education  
Volusia County Council, District 1

**TDLCB Members Absent:**

Sheryl Dick-Stanford  
Judy Craig, Vice Chairperson  
Gladys Lacer  
Robert Watson  
Susan Pauly  
Robin King

**Representing:**

Agency for Persons with Disabilities  
Disabled Citizens  
Elder Affairs  
Veterans Services Group  
Vocational Rehab Services  
Workforce Development Board

**Others Present:**

Debbie Stewart, Recording Secretary  
Stephan Harris  
Pam Blankenship  
Nancy Burgess-Hall  
Big John  
Bobbie King  
Ralf Heseler  
Kelvin Miller  
John Cotton  
Jake Lunceford  
Glenn Scorza

**Representing:**

TPO Staff  
TPO Staff  
TPO Staff  
Citizen  
Press  
Volusia County  
Votran Staff  
Votran Staff  
Votran Staff  
Votran Staff  
Votran Staff

**I. Call t/o Order / Roll Call / Determination of Quorum/Pledge of Allegiance**

Due to the COVID-19 pandemic, the TDLCB meeting was held online and via teleconference pursuant to the Florida Commission for the Transportation Disadvantaged (CTD) Emergency Declaration which suspended the Florida Statutes that require a physical quorum to be present in person and allows the use of telephone and video conferencing. The roll was called and it was determined that a quorum was present virtually.

## **II. Public Comment/Participation**

Mr. Big John, Press, stated he spoke to TDLCB members at the Transportation Disadvantaged Public Hearing in October about the need for bus benches and shelters. Currently, a bus stop is defined as a pole in the ground. According to Votran, there are 2,600 poles in the ground with only 350 bus benches (approximately 10%) and 54 bus shelters. Another weakness in the system is Votran did not know how many bus benches are in the city of Daytona Beach; he got the information from the city. The city has a contract with Creative Outdoor Advertising; they paid the city for 60 bus benches and five shelters. Sixty sounds like a good number but there are 571 bus stops just within Daytona Beach; this is just over 10%. Creative Outdoor Advertising would probably be happy to install more benches around the county. This committee has not been focused on benches in the past but now that Votran is in its planning phase and he hopes this committee would add bus benches and shelters to the overall mission and have more of a focus on them in the future.

Chairperson Girtman replied she has a similar concern and wants staff to look at routes that are used most often, especially along US 92. We could do better at providing shelters on the busiest routes.

Mr. John commented that years ago, he and Ms. Bollenback tried to get a shelter installed next to where Sam's Club used to be located and they failed. That is a heavily used bus stop and they tried everything they could. It would make him happy if a focus could be put on this stop as well.

Chairperson Girtman replied they need to have recommendations from the committee; his concern is noted.

Mr. John noted he would be attending the next TDLCB meeting to see if there has been any progress.

Ms. Gahagan asked if there is enough money in the budget to take care of shelters in the needed areas and if Community Reinvestment Act (CRA) funds could be used for shelters. She asked if we could look into CRA funds and see what is available for this.

Chairperson Girtman replied she would ask staff to look at all available resources whether it is other grants, CRA funds or reallocating funds; she does not want to limit it to only looking at CRA funds. She'd like to see a plan with their recommendations.

Mr. John suggested inviting Creative Outdoor Advertising to give a presentation on their program at the next meeting; if we do something like that we would not need any money. They will install the benches and maintain them for free in more trafficked areas.

Chairperson Girtman replied staff can evaluate this and bring back information at the next meeting.

Mr. Hall added to Mr. John's comment regarding the 2,600 poles in the ground; he noted there is no way a blind person could find just a pole. Having a bus bench or shelter makes it easier for a blind person to find the bus stop.

Chairperson Girtman thanked him for his feedback; we will not be able to install 2,600 shelters so it will be important to discuss what the plan should look like.

Ms. Lipovsky suggested focusing on the shopping centers and surrounding areas; the areas where people are carrying bags, etc.

Chairperson Girtman replied that should be a part of the conversation for the consultant in how they are looking at Votran and how to move forward.



Mr. John stated if a subcommittee is formed, he will volunteer.

Ms. Gahagan stated she would volunteer as well.

### **III. Action Items**

#### **A. Review and Approval of the October 14, 2020 TDLCB Meeting Minutes**

**MOTION:** *A motion was made by Mr. Hall to approve the October 14, 2020 TDLCB meeting minutes. The motion was seconded by Ms. Cerullo and carried unanimously.*

#### **B. Review and Approval of the October 14, 2020 TD Public Hearing Minutes**

**MOTION:** *A motion was made by Ms. Lipovsky to approve the October 14, 2020 TD Public Hearing meeting minutes. The motion was seconded by Mr. Hall and carried unanimously.*

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

**MOTION:** *A motion was made by Ms. Gahagan to approve the Community Transportation Coordinator's (CTC) Paratransit Reports. The motion was seconded by Mr. Hall and carried unanimously.*

#### **D. Review and Approval of the TDLCB Grievance Procedures**

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

#### **E. Review and Approval of the 2021 minor update to the Transportation Disadvantaged Service Plan (TDSP) (Roll Call Vote Required)**

**MOTION:** *A motion was made by Ms. Lipovsky to approve the 2021 minor update to the Transportation Disadvantaged Service Plan (TDSP). The motion carried unanimously by roll call vote.*

#### **F. Review and Approval of the FY 2021/22 Federal Transit Administration (FTA) Section 5310 Grant Application**

Mr. Harris stated this Federal Transit Administration (FTA) Section 5310 grant application is for the replacement of five paratransit vehicles totaling \$558,500. Form B-3, Capital Request Form, was provided in the agenda; he noted the full grant application is very large so this excerpt is provided for review and approval. Mr. Glen Scorza, Votran, has additional information regarding the operations phase of the grant.

Mr. Scorza stated Votran is requesting the replacement five paratransit vehicles that have met their useful life in terms of miles and years of service. By replacing these vehicles, Votran can ensure it is providing safe, reliable and efficient service to clients as well as reducing the need for service calls and interruptions to client service. In the operating portion of the grant, Votran is requesting funding from FDOT to help with operating costs related to hiring new drivers; due to COVID-19, Votran lost many drivers it had trained, provided drug testing and CDL licenses to. New drivers and training were not

included in the budget. Paratransit service is up 51% since April so they expect to hire new drivers which is what the operating portion of the grant is for.

Ms. Lipovsky asked how many drivers Votran lost because of COVID-19.

Mr. Scorza replied he does not have that information but will find out.

**MOTION:** *A motion was made by Mr. Hall to approve the FY 2021/22 Federal Transit Administration (FTA) Section 5310 grant application. The motion was seconded by Ms. Cerullo and carried unanimously.*

#### **IV. Presentations and Discussion Items**

##### **A. Presentation and Discussion of Votran's Transit Development Plan (TDP) Major Update, Transportation Disadvantaged Service Plan (TDSP), and Comprehensive Operational Analysis (COA)**

Ms. Bobbie King, Volusia County, gave a PowerPoint presentation on Votran's Transit Development Plan (TDP) major update, the Transportation Disadvantaged Service Plan (TDSP), and Comprehensive Operational Analysis (COA). She explained that the TDP is a plan of action for ten years; it takes into account the future of transit, future development, etc. A minor update is done every five years and a major update every ten years; it is a requirement for FDOT funding. Votran has hired a consultant, Tindale Oliver, to assist with the development of the TDP. The TDP reflects the community's vision for transit and identifies funded and unfunded needs. She reviewed the TDP process, components of the plan and public outreach that has been done. She explained the Comprehensive Operational Analysis (COA) and how it is being integrated into the TDP. She reviewed the project schedule and announced a bus passenger survey will start at the end of January. The completed draft plan will be reviewed by FDOT and the Volusia County Council. The document must be adopted by September 2021.

##### **B. Presentation and Discussion of TDLCB Member Training**

Mr. Harris gave a PowerPoint presentation of the annual TDLCB member training and gave an overview of the statewide coordinated transportation system. The Commission for the Transportation Disadvantaged (CTD) designates the official local planning agency which is the River to Sea TPO. The TPO appoints and staffs the TDLCB. The TDLCB oversees the Community Transportation Coordinator (CTC) which is Votran. He explained the purpose of the TDLCB is to identify local service needs, provide information, advice and direction to Votran, serve as an advisory body to the CTD and advocate for represented groups. He reviewed the duties of the TDLCB including assisting Votran in establishing eligibility guidelines, designating the CTC every five years, appointing the Grievance Committee and Quality Assurance Committee (QAC), reviews TD funding applications, developing and updating annually the TDLCB bylaws and Grievance Procedures. The TDLCB meets quarterly and conducts an annual public hearing. He reviewed the TDLCB structure and membership; there a couple of changes. Mr. Bill Hinkle, Jr. represents the Public Education Community and Ms. Sheryl Dick-Stanford has replaced Ms. Renee Cooke as the representative for the Agency for Persons with Disabilities.

Ms. Blankenship gave a PowerPoint presentation on Parliamentary Procedures and Robert's Rules of Order and stated the purpose is to conduct meetings that allow everyone to be heard and to make decisions without confusion. She reviewed the different types of motions, amendments to motions, the steps to a motion and how to withdraw a motion. She explained a quorum is the majority of committee members; however, the TDLCB bylaws define a quorum as seven voting members. A quorum must be met in order to take action. She explained the only reason members may abstain



from voting is when there is a conflict of interest; an economic benefit or harm that affects a member personally or monetarily; or if relatives are involved. Members must complete an abstention form within 15 days of abstaining from a vote.

**C. Discussion of Bus Stop Safety at the West Volusia Hospital Authority**

Chairperson Girtman stated Ms. Judy Craig was scheduled to present this item but is not in attendance. She asked for a motion to postpone the discussion until the April 14, 2021 TDLCB meeting.

**MOTION:**            *A motion was made by Ms. Cerullo to postpone the discussion of bus stop safety at the West Volusia Hospital Authority until the April 14, 2021 TDLCB meeting. The motion was seconded by Mr. Hall and carried unanimously.*

**V. Staff Comments**

→ CTD Declaration and Order of Emergency

Mr. Harris stated the CTD's Declaration and Order of Emergency provided in the agenda allows the TDLCB to meet virtually through the end of the fiscal year, June 30, 2021; it allowed us to meet virtually today and will allow us to meet virtually for the April 14, 2021 TDLCB meeting. This was welcomed since the Governor's Executive Order that allowed virtual meetings expired last year.

→ Public Transportation & TD Legislative Awareness Day on March 30, 2021

Mr. Harris announced normally the Public Transportation & TD Legislative Awareness Day is an in-person event; this year, due to COVID-19 it will likely be a virtual event. He has not received any finalized arrangements and the date may change from March 20, 2021 to March 19, 2021. He will provide an update as soon as additional information is received.

→ Update on Votran services during COVID-19 pandemic

Mr. Miller stated fixed route service is running at 65% of normal ridership and paratransit is at 64% of normal ridership. Votran has distributed over 260,000 masks as well as regular cleaning of vehicles and facilities. He referred to Ms. Lipovsky's earlier question regarding how many drivers Votran lost as a result of COVID-19; the answer is 23 drivers.

Chairperson Girtman replied he addressed some of her questions; since there has been a spike in the COVID-19 numbers in our area she would like to know if any additional efforts are being put in place. She asked if masks were still being distributed, if hand sanitizer is still available and if the signs reminding riders of COVID-19 precautions are still on the buses. She has noticed in the community an overall relaxing of expectations and she hopes that is not happening with Votran. She asked for reassurance.

Mr. Miller replied Votran is still distributing masks daily, hand sanitizer is available on the vehicles, and COVID-19 signage is still posted at Votran facilities and in vehicles.

**VI. TDLCB Member Comments**

Ms. Lipovsky stated she understands the COVID-19 vaccine was given first at the Daytona Beach Stadium and that there are plans to give it at the Volusia County Fairgrounds. It is also her understanding that at both locations people had to have a car to receive the vaccine because it is drive-up only. She does not know who

is in charge of the locations for the vaccine distribution but she would like to recommend they keep in mind persons that do not drive; she had someone call to verify this and they were told that they would not be able to help them. In the future, we need to make sure the vaccine locations are accessible to everyone, not just people in cars.

Chairperson Girtman replied she respects that; it looks like a press release went out earlier today that the Governor released many vaccine vials to Publix; Publix will be a distributor of the vaccine in Volusia County. The Volusia County Department of Health may receive some additional vaccines as well. The vaccines have been trickling in and distribution has been difficult overall. Her understanding is as the Department of Health receives more vials and more people are vaccinated they will be able to start targeting specialized communities and groups such as the elderly, black/brown communities and those that are not mobile. We let them know where the needs are. She is excited that so many people are interested in receiving the vaccine to drive the numbers down.

Ms. Lipovsky stated there are more counties in Florida now that are implementing an on-demand service for transit patrons; same-day service. This has been brought up several times in the past and she would like Votran to look at this and see how to implement it. It could help lighten the load of Votran's everyday manifest and would be a great convenience to the patrons.

Chairperson Girtman replied that is one area Votran is looking at to be more efficient; the consultant will review that opportunity.

Ms. King replied yes, they are definitely looking at on-demand services. First Transit is helping Votran evaluate the data with the consultant.

Ms. Lipovsky asked if Votran has a policy that deals with aggressive service animals on either Gold Service or fixed route service. There was an incident recently with an aggressive dog on a fixed route bus and she would like to know if there is a policy and if so, what that is.

Mr. Miller replied does not think there is a written policy regarding aggressive service animals but they do take the matter into consideration and give warnings to the person with the animal; in some cases, Votran will bar that person from riding the bus.

Chairperson Girtman asked if Votran needs a written policy regarding this and suggested staff consider it.

Mr. Miller replied they can consider it but they have to maintain Americans with Disabilities (ADA) compliance.

Mr. Hall stated he received the COVID-19 vaccine Friday at Advent Health; they had a few left over. He is still being careful and will not take any chances.

Chairperson Girtman replied everyone should still be cautious; it takes a while for the antibodies to build up after receiving the vaccine.

## **VII. TDLCB Chairperson Comments**

There were no further Chairperson comments.

## **VIII. Information Items**

- River to Sea TPO Outreach & Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- TDLCB Attendance Record

- TDLCB Interest Form
- TDLCB Membership List
- Votran Transit Development Plan Update Phase 1 Public Workshops – Q&A
- 2021 R2CTPO Meeting Schedule

**IX. Adjournment**

The meeting was adjourned at 12:03 p.m.

**RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**

  
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**VOLUSIA COUNTY COUNCIL MEMBER BARBARA GIRTMAN, CHAIRPERSON**  
**TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

**CERTIFICATE:**

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the January 13, 2021 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 14<sup>th</sup> day of April 2021.

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



**TDLCB meeting handouts**

**January 13, 2021**

**Votran Summary of Transportation Disadvantaged Boardings**

<b>WHEELCHAIR BOARDINGS</b>	<b>Aug 2020</b>	<b>Aug 2019</b>	<b>Difference</b>		<b>Sept 2020</b>	<b>Sept 2019</b>	<b>Difference</b>
Fixed route	7,393	11,519	-35.8%		8,030	11,519	-30.3%
Paratransit	3,665	6,050	-39.4%		3,831	5,130	-25.3%
Flex	119	140	-15.0%		107	126	-15.1%
<b>TOTAL</b>	<b>11,177</b>	<b>17,709</b>	<b>-36.9%</b>		<b>11,968</b>	<b>16,775</b>	<b>-28.7%</b>
<b>TOTAL BOARDINGS</b>							
Fixed Route	165,875	277,929	-40.3%		167,582	223,586	-25.0%
Paratransit	12,462	25,992	-52.1%		14,690	22,384	-34.4%
New Smyrna Flex	1,113	1,600	-30.4%		1,210	1,378	-12.2%
Paratransit and Flex	13,575	27,592	-50.8%		15,900	23,762	-33.1%
					<b>Sept 2020</b>	<b>Sept 2019</b>	
YTD Paratransit Actual boardings					188,374	297,367	-36.7%

**Votran Summary of Transportation Disadvantaged Boardings**

<b>WHEELCHAIR BOARDINGS</b>	<b>Oct 2020</b>	<b>Oct 2019</b>	<b>Difference</b>		<b>Nov 2020</b>	<b>Nov 2019</b>	<b>Difference</b>
Fixed route	9,169	10,318	-11.1%		9,038	9,600	-5.9%
Paratransit	3,939	5,837	-32.5%		3,763	5,507	-31.7%
Flex	114	156	-26.9%		80	135	-40.7%
<b>TOTAL</b>	<b>13,222</b>	<b>16,311</b>	<b>-18.9%</b>		<b>12,881</b>	<b>15,242</b>	<b>-15.5%</b>
<b>TOTAL BOARDINGS</b>							
Fixed Route	179,222	266,562	-32.8%		155,374	241,610	-35.7%
Paratransit	15,993	27,857	-42.6%		14,332	23,954	-40.2%
New Smyrna Flex	1,387	1,842	-24.7%		1,248	1,497	-16.6%
Paratransit and Flex	17,380	29,699	-41.5%		15,580	25,451	-38.8%
					<b>Nov 2020</b>	<b>Nov 2019</b>	
YTD Paratransit Actual boardings					32,960	55,150	-40.2%



VOTRAN FLEX SERVICE REPORT – TDLCB meeting January 13, 2021

Sep-20	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	484	726	1,210
TRIP TYPE			
Ambulatory	433	670	1,103
Wheelchair	51	56	107
MILES	2353	2166	4,519
HOURS	264	260	524
Oct-20	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	595	792	1,387
TRIP TYPE			
Ambulatory	552	721	1,273
Wheelchair	43	71	114
MILES	2478	2443	4,921
HOURS	295	282	577
Nov-20	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	508	740	1,248
TRIP TYPE			
Ambulatory	479	689	1,168
Wheelchair	29	51	80
MILES	2127	2119	4,246
HOURS	269	253	522

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	NOV, 2020 VOTRAN	NOV, 2019 VOTRAN	NOV, 2020 CONTRACTED	NOV, 2019 CONTRACTED	NOV, 2020 TOTAL	NOV, 2019 TOTAL
<b>TOTAL PASS TRIPS</b>	8,912	17,189	5,420	6,765	14,332	23,954
<b>TRIP PURPOSE</b>						
Medical	3,972	6,257	2,680	2,798	6,652	9,055
Nutrition	140	960	54	58	194	1,018
Other	43	374	7	128	50	502
Education	2,105	4,669	1,005	1,405	3,110	6,074
Shopping	1,079	1,767	448	621	1,527	2,388
Work	1,573	3,162	1,226	1,755	2,799	4,917
<b>PASSENGER TYPE</b>						
Disabled	8,555	16,745	5,405	6,747	13,960	23,492
Elderly	345	415	15	18	360	433
Child	12	29	0	0	12	29
<b>TRIP TYPE</b>						
Ambulatory	6,500	13,056	4,069	5,391	10,569	18,447
Wheelchair	2,412	4,133	1,351	1,374	3,763	5,507
<b>TOTAL COMPLAINTS</b>	5	10	3	0	8	10
Discourtesy	0	0	0	0	0	0
Safety	0	5	1	0	1	5
Early	0	0	0	0	0	0
Late	4	4	2	0	6	4
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	1	1	0	0	1	1
<b>TOTAL ACCIDENTS</b>	0	0	0	0	0	0
<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	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	673	1,083	410	443	1,083	1,526
<b>NO SHOWS</b>	314	539	191	220	505	759
<b>REVENUE MILES</b>	96,624	155,497	38,457	44,998	135,081	200,495
<b>REVENUE HOURS</b>	5,940	9,910	2,906	3,213	8,846	13,123



MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	OCT, 2020 VOTRAN	OCT, 2019 VOTRAN	OCT, 2020 CONTRACTED	OCT, 2019 CONTRACTED	OCT, 2020 TOTAL	OCT, 2019 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>9,844</b>	<b>19,818</b>	<b>6,149</b>	<b>8,039</b>	<b>15,993</b>	<b>27,857</b>
<b>TRIP PURPOSE</b>						
Medical	4,260	7,003	2,980	3,158	7,240	10,161
Nutrition	81	1,352	52	83	133	1,435
Other	59	467	24	147	83	614
Education	2,546	5,447	1,166	1,772	3,712	7,219
Shopping	1,143	1,770	490	622	1,633	2,392
Work	1,755	3,779	1,437	2,257	3,192	6,036
<b>PASSENGER TYPE</b>						
Disabled	9,506	19,224	6,011	8,032	15,517	27,256
Elderly	338	554	138	7	476	561
Child	0	40	0	0	0	40
<b>TRIP TYPE</b>						
Ambulatory	7,396	15,454	4,658	6,565	12,054	22,019
Wheelchair	2,448	4,364	1,491	1,474	3,939	5,838
<b>TOTAL COMPLAINTS</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>11</b>	<b>7</b>
Discourtesy	0	0	0	0	0	0
Safety	1	1	3	0	4	1
Early	0	0	0	0	0	0
Late	5	6	2	0	7	6
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	0	0	0	0	0	0
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>629</b>	<b>972</b>	<b>394</b>	<b>397</b>	<b>1,023</b>	<b>1,369</b>
<b>NO SHOWS</b>	<b>361</b>	<b>527</b>	<b>226</b>	<b>216</b>	<b>587</b>	<b>743</b>
<b>REVENUE MILES</b>	<b>108,939</b>	<b>170,217</b>	<b>42,601</b>	<b>53,169</b>	<b>151,540</b>	<b>223,386</b>
<b>REVENUE HOURS</b>	<b>71,428</b>	<b>11,337</b>	<b>3,220</b>	<b>3,855</b>	<b>74,648</b>	<b>15,192</b>

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	SEPT, 2020 VOTRAN	SEPT, 2019 VOTRAN	SEPT, 2020 CONTRACTED	SEPT, 2019 CONTRACTED	SEPT, 2020 TOTAL	SEPT, 2019 TOTAL
<b>TOTAL PASS TRIPS</b>	9,326	16,112	5,364	6,272	14,690	22,384
<b>TRIP PURPOSE</b>						
Medical	4,458	5,920	2,714	2,571	7,172	8,491
Nutrition	64	963	43	81	107	1,044
Other	44	527	19	143	63	670
Education	2,077	4,299	918	1,299	2,995	5,598
Shopping	1,067	1,424	388	584	1,455	2,008
Work	1,616	2,979	1,282	1,594	2,898	4,573
<b>PASSENGER TYPE</b>						
Disabled	8,393	15,639	5,354	6,260	13,747	21,899
Elderly	899	445	10	12	909	457
Child	34	28	0	0	34	28
<b>TRIP TYPE</b>						
Ambulatory	6,811	12,258	4,048	4,996	10,859	17,254
Wheelchair	2,515	3,854	1,316	1,276	3,831	5,130
<b>TOTAL COMPLAINTS</b>	4	8	3	1	7	9
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	0	0	0	0	0	0
Late	3	5	3	1	6	6
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	1	3	0	0	1	3
<b>TOTAL ACCIDENTS</b>	0	0	0	0	0	0
<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	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	687	1,084	403	422	1,090	1,506
<b>NO SHOWS</b>	343	559	201	217	544	776
<b>REVENUE MILES</b>	97,237	141,216	36,521	41,878	133,758	183,094
<b>REVENUE HOURS</b>	6,143	9,306	2,770	3,102	8,913	12,408