Minutes
Transportation Disadvantaged Local Coordinating Board

January 14, 2015

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

Members Present:	Representing:
Councilman Joshua Wagner	River to Sea TPO
DeWeece Ogden	Health Care Administration
Nancy Hartford	Medical Community
Pat Antol	Elderly Citizens
Chip Kent	Public Education Community
Jefferey Bumb	Veterans Services Group
Mary Ellen Ottman	Citizens Advocate, System User
Samuel Weekley	Florida Department of Transportation
Judy Craig	Disabled Citizens
Sam Goodwin	Work Force Development Board
Patricia James	Association of Community Action
Jackie Uhrig	Vocational Rehabilitation Services

Members Absent:	Representing:
Jean Cerullo (excused)	Citizens Advocate
Lynn Sinnott (excused)	Early Child Care
Peter Cerullo (excused)	Mass Transit
Steve Jack (excused)	Private for Profit
Charly Poniatowski	Elder Affairs
Clay LaRoche	Department of Children and Families

Others Present:	Representing:
Pamela Blankenship, Recording Secretary	TPO Staff
Carole M. Hinkley	TPO Staff
Steve Sherrer	Votran Staff
Heather Blanck	Votran Staff
Rickey Mack	Votran Staff
Joel Rey	Tindale-Oliver & Associates
Doug Hall	Citizen
Kurt Ottman	Citizen

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

Chairman Wagner called the meeting to order at 11:00 a.m. Ms. Pamela Blankenship proceeded to call the roll and a quorum was determined.

Mr. Sam Goodwin with CareerSource Flagler | Volusia was introduced as their new alternate.

II. Committee Reports

Vice-Chair Ottman gave a brief summary of the Quality Assurance Committee's review of the Votran GOLD Service Users Guide.

Ms. Blanck added that the review of the Guide is being presented in two parts and if there are any considerations concerning its content these would need to be directed to Votran by February 13th at the latest. A complete final draft will be provided for approval at the March meeting.

III. Public Comment / Participation

Mr. Kurt Ottman requested that the speaker in the back of the room be turned up.

IV. Action Items

A. Approval of the November 12, 2014 Meeting Minutes

Vice-Chair Ottman commented that the minutes refers to people who use wheelchairs as "wheelchair bound" and recommended that this be changed to "wheelchair user".

Ms. Hinkley commented that if the person speaking at the time uses the term in question she cannot change that in the minutes.

Vice-Chair Ottman indicated that it would be useful to have a training session concerning "disabling language"

Chairman Wagner agreed

Vice-Chair Ottman indicated that she has a list of dos and don'ts concerning "disabling language" which could be distributed. She further recommended a video online known as the "Ten Commandments" which is both humorous and informative.

Ms. Blanck indicated that she could get with Vice-Chair Ottman and prepare a brief presentation for a future meeting

A motion was made by Patricia Antol to approve the November 12, 2014 meeting minutes with consideration of comments made by Vice-Chair Ottman. The motion was seconded by Chip Kent and passed unanimously.

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

Ms. Blanck provided a handout to the members and reviewed reports for the months of October and November 2014. She reported that of note was the increase in fixed route boardings of persons in wheelchairs. October showed an increase of 57%. Counts of fixed route total boardings show a decrease of 8.9% in November. She added that counts usually go down in the month of November. A handout with the data was provided to the members.

Vice-Chair Ottman inquired as to why the ridership usually dips in November.

Ms. Blanck replied that October has several community based activities such as Biketoberfest and a number of other festivals that take place. What is seen in November is closer to normal ridership. She added there were also two or three heavy storm days occurring in November as well as lower cost of fuel which may have riders opting to drive.

Patricia Antol moved to approve the CTC Monthly Paratransit Reports. The motion was seconded by Patricia James and carried unanimously.

IV. Discussion Items and Presentations

A. Review of Votran's 5311 Grant Applications

Ms. Blanck provided the members with handouts covering this item. She also indicated that the submission of the paperwork for the Grant was submitted the week prior and that this year Votran was able to apply for 11% more funding. She added that this has been successfully applied for and received.

B. Review of Draft Coordination Agreement which Allows for Section 5310 Grant Applications by Non-Profit Agencies

Ms. Blanck mentioned that the 5310 Grant allows not-for-profit organizations as well as CTCs that provide public transit service to acquire and apply funds toward capital expenses used to provide transportation services. She commented that Votran has retained six agreements: Good Samaritan (Daytona and DeLand), Duvall Home, Stewart-Marchman, ARC and the Center for the Visually Impaired. The trips that are provided are part of the coordinated system and are reported in the Annual Operating Report.

C. Review of Votran's Users Guide (draft)

Chairman Wagner reminded the members that this draft item has been discussed at prior meetings and pointed out that the changes in the document are underlined.

Ms. Blanck provided an update and commented that the TDLCB had previously seen a part 1 document which was discussed and have incorporated the recommended changes in today's draft. The document is in a larger font; some of the imaging will be incorporated and will be 504 compliant for those who are disabled. The Florida child restraint laws have been incorporated and also changes to the times for reservations. Ms. Blanck explained that the cutoff times for reservations is to allow the system to optimize how everybody is going to be boarded and deployed on the various vehicles. The call center and its agents (formerly known as reservationists) have been renamed and also incorporated is a section in the back of the document that gives information on what to do during a Volusia County declared emergency. Information will be updated on the website and the website address will be indicated on the front page of the guide as well as on the contact pages. Duplicate mentions in the guide of how a driver approaches a building and whether to be on the first floor or not will be rechecked by staff to make sure there is a good flow to the document. There will also be some grammatical changes. Further questions or comments not received today will be accepted no later than Friday, February 13th.

Chairman Wagner thanked Ms. Blanck and staff for all the work that has been put into this Users Guide.

Ms. Antol commented that it should also be mentioned this is also being done in speech recognition.

Ms. Blanck stated that everyone who makes an eligibility application and gets accepted and put into the system for their trips to be reserved receives a letter notifying them that their eligibility has been confirmed and they receive a hard copy of the guide. The guide also has a page that needs to signed and returned acknowledging they have received the guide. In addition anyone who cannot read the guide may request an audio which can be made available on CD or can be downloaded as an MP3 from the Votran website. After this Users Guide is approved work will begin on a Spanish version and then a spoken word video as well as a signed version video.

Vice-chair Ottman commented that Votran has had versions that can be read in OCR. Currently Votran has maps and schedules on the website that can be read by those who are visually impaired such as turn by turn and where the buses are going and is very helpful in determining which side of the street one needs to be on. This has been a huge help.

Chairman Wagner applauded Steve Sherrer and Votran for moving forward with the new technology which goes beyond what Google transit provides.

Ms. Blanck also commented that the actual geographic location of buses can be found in real time as well as how far one is from a bus stop and how far to walk to get there. Votran is currently identifying each bus stop with a sign that has a tactile raised number on it. Each person can text to 321123 with a message that contains VO and the bus stop number and this returns in text format the next three times the bus is supposed to depart from that location. Any phone that allows for a text message to be sent or received can use this application. Ms. Blanck added that Votran had won FPTA's "Best in Class" Online Communication/Social Media Website award in 2014.

Ms. Hartford wanted to know what "Strategic National Stockpile" as mentioned on page 124 of meant.

Mr. Kent commented that this may be a misprint since he dealt with a special needs registry in the past with emergency management and that in context when you read all around it that it's really the special needs registry when talking about SNS.

Ms. Blanck stated that she will look into this and make the correction.

V. Staff Comments

Ms. Blanck handed out a flyer and reminded the members that the fare increase will take effect on February 2, 2015. Votran has done adjustments in the schedules that have been published since December 1 showing the new fare. Other forms of public information used were also explained to the members. She added Votran has been careful to work with Volusia County in reminding people that any fare purchased today can still be used after the fare increase takes effect and there will be no upcharge for using the older fare.

Chairman Wagner stated that Votran did an excellent job in getting out the information.

Ms. Hinkley informed the member that TD Day will be on March 3rd this year. Participants will be meeting with their legislators concerning transportation disadvantaged issues. She added that she will be sending out an email shortly providing more details. There is sponsorship for the Chairman or Vice-Chair and one TDLCB member. However, should someone else wish participate they can ride with along but they would have to pay their own way.

Ms. Hinkley also announced that the TPO Board Retreat will be on February 6 and is open to the public.

Ms. Blankenship added there is no cost to attend the retreat and that it will be in the training rooms of the Administration building in DeLand and includes a continental breakfast and a hot lunch. She asked those who are interested in attending to RSVP to her. The topic for the retreat will be strategic planning.

VI. TDLCB Member Comments

Ms. Ogden gave a brief update on recent changes concerning Medicaid and mentioned that the TD Commission and AHCA Medicaid are going to sever their contract at the end of February. AHCA will be dividing the state into three regions: Northern, Central and Southern. Each area will have a transportation broker or transportation company. This transportation is for people who are not on any type of managed care plan with Medicaid. Letters are being sent out to those recipients to let them know that this change is coming. She asked the members If they have contact with any of these types of recipients to please let them know this letter is on its way to them. Another change is with senior Medicaid recipients that have the Medicare Advantage Plan also known as the Part C Plan. Those will now be included in the Medicaid Managed Care arena. Letters are also going out to those individuals and the enrolment effective date is February 1, 2015.

Vice-Chair Ottman commented that the TPO Board retreats are always very interesting and worth attending.

Mr. Goodwin mentioned that a great job was done on the Users' Guide more specifically on the reserving a trip section.

Ms. Craig provided an update on her project concerning transportation after hours. She mentioned she had been in the hospital a couple of weeks last month and requested the CFO of the hospital come visit her which he did. They met and discussed the project he had been working on to see how many people would be affected by this situation and in his research it looked like there was less than half a dozen people a month that would fall into that category. Because it's Florida Hospital System they're going to put together an information sheet which will be in the emergency room for them since the case manager is not on duty after hours. She stated she still needs to talk with Halifax Hospital and Florida Health Care System and will be working on that as well. She thanked Votran for including Votran GOLD emergency information as well as other information in the Users' Guide and for the large print. Ms. Craig added that through the "Everything is Possible Foundation" she will be putting an educational seminar together for those needing the service and go over the content of the guide and provide copies.

VII. TDLCB Chairman Comments

Chairman Wagner commented that he had seen former County Chair Frank Bruno and that said hello.

VIII. Information Items

- TDLCB Membership List
- TPO Board Summary for November 26, 2014
- Summary Update concerning the 2040 Long Range Transportation Plan (LRTP)
- Announcement: TD Day is scheduled for March 3, 2015
- Flyer for TPO Board Retreat on February 6, 2015

IX. Adjournment

The meeting was adjourned at 11:58 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

_____

JOSHUA J. WAGNER, CHAIRMAN
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certified that the foregoing is a true and correct copy of the minutes of the **January 14, 2015** regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this **11th day** of **March 2015**.

Pamela C. Blankenship

PAMELA C. BLANKENSHIP, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

Votran Summary of Transportation Disadvantaged Boardings

WHEELCHAIR BOARDINGS	Oct 2014	Oct 2013	Difference		Nov 2014	Nov 2013	Difference
Fixed route	3,414	2,163	57.8%		3,083	2,077	48.4%
Paratransit	5,979	6,296	-5.0%		5,038	5,491	-8.2%
Flex	135	148	-8.8%		83	120	-30.8%
TOTAL	9,528	8,607	10.7%		8,204	7,688	6.7%

TOTAL BOARDINGS

Fixed Route	339,929	343,110	-0.9%		277,774	304,806	-8.9%
Paratransit	22,975	22,311	3.0%		18,727	19,173	-2.3%
New Smyrna Flex	2,210	1,864	18.6%		1,783	1,747	2.1%
Paratransit and Flex	25,185	24,175	4.2%		20,510	20,920	-2.0%

	Nov 2014	**Nov 2013**	
YTD Paratransit Budget boardings		47,544	-100.0%
YTD Paratransit Actual boardings	41,702	41,488	0.5%

VOTRAN FLEX SERVICE REPORT -- TDLCB meeting

Oct-14	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	998	1,212	2,210
TRIP TYPE			
Ambulatory	893	1182	2,075
Wheelchair	15	30	45
MILES	3147	2883	6,030
HOURS	300	293	593

Nov-14	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	797	986	1,783
TRIP TYPE			
Ambulatory	736	964	1,700
Wheelchair	61	22	83
MILES	2659	2553	5,212
HOURS	256	257	513

Bus Fares and Passes

Order passes online

The following fares apply on Votran scheduled route service.

	Current fares	Fares as of February 2, 2015
Adult cash fare/single ride	$1.50	$1.75
Senior citizens - *65 or older/youth (under 18)/ or persons with disabilities** (Must show Government issued ID card, Valid agency ID, or Volusia County school student I.D. card, Medicare card, passport or Votran ID card)	75 cents	85 cents
Ten full fare tokens	$13.50	$16.50
Ten senior citizens 65 or older/youth (ages 7-18)/ or persons with disabilities tokens	$6.50	$7.50
Children (under age 7 with adult fare-paying passenger. Limit three children)	Children under 7 ride free	Children under 7 ride free

Transfers are not offered. Riders may use a new all day pass for regular route travel for the entire day. Other pass options are available for use on consecutive days.

Value Passes

New technology has allowed the implementation of fare swipe cards, valid for consecutive days after the first use. This allows Votran to offer more pass options. Fares are half price for seniors, youths and the disabled.

	Current fares	Reduced Fares*	Fares as of 02/2015	Reduced Fares* as of 02/2015
All-day pass	$3.50	$1.75	$3.75	$1.85
3-day pass	$7.00	$3.50	$7.50	$3.75
7-day pass	$12.75	$6.35	$13.00	$6.50
31-day pass	$45.00	$22.50	$46.00	$23.00

Votran

We drive a great bargain

Votran fare increase to take effect Feb. 2

Posted On: January 7th

Beginning Feb. 2, Votran riders will face a modest fare increase, the second of a two-part phased fare hike. The first phase of the rate increase became effective in February 2014.

Votran is increasing fares to help offset substantially higher operating costs. Even with the increase, Votran fares remain below the average of other Florida transit systems, according to Steve Sherrer, Votran general manager.

"We have a strong commitment to our riders and their transportation needs," said Sherrer. "This increase is necessary to continue our commitment to maintain a high level of service. We are proud to say that Votran fares remain very comparable with Florida's other transit systems."

With the new fare schedule, a one-way fare will cost $1.75, an increase of 25 cents; the reduced fare for senior citizens, disabled and youths will be 85 cents, an increase of 10 cents; and a daily pass will be $3.75, an increase of 25 cents. The Votran Gold fare for paratransit users remains $3. Passes purchased prior to the fare increase will be accepted on Votran buses with no additional purchase required. Riders have the option to purchase passes at the 2014 fare prices any time prior to Feb. 2 for use after the fare increase takes effect.

In fiscal year 2013-14 the system racked up more than 4 million boardings. Votran's $21 million annual budget is funded by federal and state grants, fares and $7.5 million from the county's general tax fund. Sherrer said the county's subsidy is projected to grow to $8.2 million by 2015-16, and that's one of the major reasons the fare increase is necessary.

"Votran makes every effort to operate a safe and efficient transportation service," said Sherrer. "Each route is monitored carefully for performance to ensure the system balances the social and economic needs of the public with comparable performance and productivity. Votran has implemented numerous new technologies to increase the efficiency of operations and has identified opportunities to save costs. This includes coordinating fuel purchases, using leased tires, participating in shared use facilities, evaluating employee benefit structures, and instituting wage and step increase freezes consistent with county policy. Votran has no debt and no unfunded liabilities."

For more information, go online to Votran.org or call 386-761-7700 in Daytona Beach, 386-943-7033 in West Volusia or 386-424-6800 in Southeast Volusia.

The website provides up-to-date alerts, real-time bus tracking and download information for the myStop mobile app for real-time bus information anywhere.

**Para recibir la versión española envíe un correo electrónico a KLee@volusia.org

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