



2040 LONG RANGE TRANSPORTATION PLAN

MAKE YOUR MARK

EXERCISE TO FOLLOW

IMMEDIATELY AFTER

THE 3/11/15 TDLCB MEETING



MEETING NOTICE

Please be advised that there will be a meeting of the River to Sea Transportation Planning Organization (R2CTPO) **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)** held on:

DATE: Wednesday, March 11, 2015

TIME: 11:00 AM

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

County Councilman Joshua Wagner, Chairman Presiding

AGENDA

- I. **CALL TO ORDER / ROLL CALL / DETERMINATION OF QUORUM/PLEDGE OF ALLEGIANCE**
- II. **PUBLIC COMMENT/PARTICIPATION** ((Public comments may be limited to three (3) minutes at the discretion of the Chairman)
- III. **ACTION ITEMS**
 - A) **APPROVAL OF THE JANUARY 14, 2015 MEETING MINUTES** (Contact: Carole M. Hinkley) (Enclosures, pages 4-11)
 - B) **REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT** (Contact: Heather Blanck) (Enclosures, pages 12-14)
 - C) **APPROVAL OF THE UPDATED VOTRAN GOLD SERVICE USER GUIDE (2015)**(Contact: Heather Blanck) (Enclosure, pages 15-57)

IV. DISCUSSION ITEMS AND PRESENTATIONS

- A) PRESENTATION BY TINDALE OLIVER ON “REPORTING”** (Contact: Heather Blanck)(enclosure, pages 58-63)

V. STAFF COMMENTS (page 64)

VI. TDLCB CHAIRMAN COMMENTS (page 64)

VII. TDLCB MEMBER COMMENTS(page 64)

VIII. INFORMATION ITEMS (pages 64-78)

- **TDLCB Membership List**
- **Disability Etiquette Section 504 Handbook excerpt**
- **Update on the 2040 Long Range Transportation Plan**
- **2015 Legislator Contact Information – Volusia County**
- **TPO Board Meeting Summaries for January 28 and February 25, 2015**

IX. ADJOURNMENT (page 64)

**There will be a 2040 Long Range Transportation Plan (LRTP)
“Make Your Mark” exercise immediately after the meeting**

*****NEXT MEETING OF THE TDLCB WILL BE MAY 13, 2015*****

NOTE: Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the River to Sea TPO office, 2570 W. International Speedway Blvd., Suite 100, Daytona Beach, Florida 32114-8145; (386) 226-0422, extension 21, at least five (5) working days prior to the meeting date.

NOTE: If any person decides to appeal a decision made by this board with respect to any matter considered at such meeting or hearing, he/she will need a record of the proceedings including all testimony and evidence upon which the appeal is to be based. To that end, such person will want to ensure that a verbatim record of the proceedings is made.

**SUMMARY SHEET
TDLCB
MARCH 11, 2015**

III. ACTION ITEMS

A. Approval of the January 14, 2015 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 January 14, 2015 meeting minutes

Minutes
Transportation Disadvantaged Local Coordinating Board

January 14, 2015

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

Members Present:

Councilman Joshua Wagner
DeWeece Ogden
Nancy Hartford
Pat Antol
Chip Kent
Jefferey Bumb
Mary Ellen Ottman
Samuel Weekley
Judy Craig
Sam Goodwin
Patricia James
Jackie Uhrig

Representing:

River to Sea TPO
Health Care Administration
Medical Community
Elderly Citizens
Public Education Community
Veterans Services Group
Citizens Advocate, System User
Florida Department of Transportation
Disabled Citizens
Work Force Development Board
Association of Community Action
Vocational Rehabilitation Services

Members Absent:

Jean Cerullo (excused)
Lynn Sinnott (excused)
Peter Cerullo (excused)
Steve Jack (excused)
Charly Poniatowski
Clay LaRoche

Representing:

Citizens Advocate
Early Child Care
Mass Transit
Private for Profit
Elder Affairs
Department of Children and Families

Others Present:

Pamela Blankenship, Recording Secretary
Carole M. Hinkley
Steve Sherrer
Heather Blanck
Rickey Mack
Joel Rey
Doug Hall
Kurt Ottman

Representing:

TPO Staff
TPO Staff
Votran Staff
Votran Staff
Votran Staff
Tindale-Oliver & Associates
Citizen
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, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

**SUMMARY SHEET
TDLCB
MARCH 11, 2015**

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 December 2014 and January 2015 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						
	DEC., 2014 VOTRAN	DEC., 2013 VOTRAN	DEC., 2014 CONTRACTED	DEC., 2013 CONTRACTED	DEC., 2014 TOTAL	DEC., 2013 TOTAL
TOTAL PASS TRIPS	13,001	11,244	6,793	7,322	19,794	18,566
TRIP PURPOSE						
Medical	4,964	4,475	3,064	2,879	8,028	7,354
Nutrition	1,160	931	42	61	1,202	992
Other	2,045	2,004	1,300	1,628	3,345	3,632
Education	1,231	842	803	847	2,034	1,689
Shopping	886	914	473	613	1,359	1,527
Work	2,715	2,078	1,111	1,294	3,826	3,372
PASSENGER TYPE						
Disabled	11,863	10,393	6,513	6,872	18,376	17,265
Elderly	1,138	808	280	450	1,418	1,258
Child	0	43	0	0	0	43
TRIP TYPE						
Ambulatory	9,784	8,011	4,795	4,915	14,579	12,926
Wheelchair	3,217	3,233	1,998	2,407	5,215	5,640
TOTAL COMPLAINTS	17	14	22	16	39	30
Discourtesy	0	0	0	0	0	0
Safety	0	0	1	1	1	1
Early	0	0	0	1	0	1
Late	8	9	13	10	21	19
Driver	0	1	0	0	0	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	1	1	1	1
Other	9	4	7	3	16	7
TOTAL ACCIDENTS	0	1	0	0	0	1
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	1	0	0	0	1
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	886	984	465	643	1,351	1,627
NO SHOWS	487	355	255	232	742	587
REVENUE MILES	111,285	97,391	63,831	70,571	175,116	167,962
REVENUE HOURS	7,063	5,833	4,301	4,661	11,364	10,494

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	JAN., 2015 VOTRAN	JAN ., 2014 VOTRAN	JAN., 2015 CONTRACTED	JAN ., 2014 CONTRACTED	JAN., 2015 TOTAL	JAN ., 2014 TOTAL
TOTAL PASS TRIPS	13,188	12,056	6,672	8,086	19,860	20,142
TRIP PURPOSE						
Medical	5,016	4,929	2,889	3,332	7,905	8,261
Nutrition	1,065	965	45	43	1,110	1,008
Other	1,655	1,948	1,011	1,789	2,666	3,737
Education	1,506	1,127	951	998	2,457	2,125
Shopping	1,037	751	554	552	1,591	1,303
Work	2,909	2,336	1,222	1,372	4,131	3,708
PASSENGER TYPE						
Disabled	12,144	11,095	6,373	7,713	18,517	18,808
Elderly	1,044	900	299	373	1,343	1,273
Child	0	61	0	0	0	61
TRIP TYPE						
Ambulatory	9,913	8,825	4,718	5,520	14,631	14,345
Wheelchair	3,275	3,231	1,954	2,566	5,229	5,797
TOTAL COMPLAINTS	14	9	18	12	32	21
Discourtesy	0	0	0	0	0	0
Safety	0	1	0	1	0	2
Early	0	0	0	0	0	0
Late	10	4	13	3	23	7
Driver	0	0	1	1	1	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	2	0	2
Other	4	4	4	5	8	9
TOTAL ACCIDENTS	1	0	0	1	1	1
CHARGEABLE:						
Person Only	0	0	0	1	0	1
Vehicle Only	1	0	0	0	1	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	1,007	1,087	510	731	1,517	1,818
NO SHOWS	468	301	237	203	705	504
REVENUE MILES	111,950	104,522	63,251	77,461	175,201	181,983
REVENUE HOURS	7,064	6,379	4,215	5,380	11,279	11,759

**SUMMARY SHEET
TDLCB
MARCH 11, 2015**

III. ACTION ITEMS

C. Review and Approval of the Updated Votran Gold Service Users Guide

Background Information:

Votran and the TDLCB have been in the process of reviewing and updating the GOLD Service Users Guide. This final draft copy of the entire guide is being presented at this meeting for final approval by the TDLCB.

Staff will be available to answer questions.

Action Requested:

Motion to approve the Updated Votran Gold Service Users Guide

Votran Gold Service Users Guide

A Service of Volusia County Government



Image: Votran vehicles utilized in the provision of Votran Gold service.



Votran Gold Service

Contact Information

Call Center for Reservations

East Volusia: **(386) 322-5100**

West Volusia: **(386) 943-7050**

Southeast Volusia: **(386) 424-6810**

(TDD) For Hearing/Speech Impaired

Daytona Beach Area Customer service

(386) 756-7494

West Volusia Customer service

(386) 943-7052

Southeast Volusia Customer service

(386) 424-6820

Florida Relay Center

1-800-955-8770

E-mail Comments

VotranCustomerService@volusia.org

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Mission Statement

Votran's mission is to identify and safely meet the mobility needs of Volusia County. This mission will be accomplished through a courteous, dependable, and environmentally sound team commitment to quality service.



Introduction

Votran is a service of Volusia County Government, providing non-medical and non-emergency transportation within the county boundary limits.

Votran Gold Service is a door-to-door shared-ride Paratransit Service. Since the service is provided from door-to-door, you must be ready for your pick up on the ground floor in the lobby or at the main entrance. 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. Votran does not provide Medicaid supported transportation.

Votran Gold

Service Overview

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 available.
- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

Votran 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 Participate in Coordinating Votran Gold?

- **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 by Votran Gold, we have prepared this 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.

Service Areas

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.

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.

Trips between service areas may take two hours. It is important to check the times of operation before you schedule your appointments. Please contact the Call Center 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 sponsor category of each qualified applicant. It is important that each of our customers understand the services available to them. Depending on the program for which you are eligible, some service restrictions may apply as a result of Federal or State regulations.

ADA Service Sponsored Customers

These customers 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.

Transportation Disadvantaged Program Sponsored Customers

TD customers are those located outside of the ADA corridor. These clients are permitted to schedule trips countywide for weekday and Saturday service. Night and Sunday transportation is only available in the ADA corridor where fixed routes operate night and Sunday.

Agency Sponsored Customers

People traveling under Agency sponsored trips are only authorized to take trips as arranged by the particular agency sponsoring the trip.

Service Times

Service hours correspond to those provided by the nearest fixed bus route. You can review the bus schedule for detailed service hours in your area or call our Call Center. The following hours are a general guide:

EAST VOLUSIA

6:00 AM - 6:00 PM, Monday through Saturday

WEST VOLUSIA & SOUTHEAST VOLUSIA

6:00 AM - 6:00 PM, Monday through Saturday

EVENING SCHEDULE

Limited service is available in Daytona during evening hours, 6:00 PM - 12:00 AM

SUNDAY SCHEDULE

Limited service is available in Daytona on Sunday, 7:00 AM - 5:00 PM

HOLIDAY SCHEDULES

Votran does not operate on New Year's Day, Thanksgiving Day, or Christmas Day.

Limited service is available on Memorial Day, 4th of July, and Labor Day. Please contact our Call Center for further information on our Holiday Schedules.

Gold Service Eligibility

Votran Gold Service is designed to assist those individuals who cannot access Votran regular fixed route bus service because of either of the following:

- a disability (ADA customers),
- fixed route service is not available in your area and you have no other means of transportation available (TD customers).

In order to determine whether or not a person is best served with Votran Gold, an eligibility process has been established.

APPLICATION PROCESS

1. Eligibility applications are available from Votran by calling one of the phone numbers printed on the front of this guide. The application may also be downloaded and printed from Votran.org.
2. 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.
3. 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.
4. 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.

*** Customers are subject to recertification every 3 years.**

Visitors with Disabilities

Votran provides complementary paratransit service to individuals who travel to Volusia County and are eligible for services under the 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.

Travel Assistance

Votran is a non-medical/non-emergency shared ride service. 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.

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. For passengers that use oxygen and a wheelchair, the oxygen tank must be carried by the passenger or in a carrier affixed to the wheelchair.

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. Personal belongings may not occupy any seat or floor space that blocks the boarding or deboarding of another passenger.

Travel Assistance

AGE REQUIREMENTS

Children under the age of six (6) years MUST have an escort. Effective January 1, 2015, children under the age of six (6) 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.

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. When making a reservation, you must indicate that 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 and in accordance with the Americans with Disabilities Act of 1990. All other uncrated animals are prohibited.

Travel Assistance

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 of charge.

Only one PCA may ride free of charge. In cases where it is not evident that 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.

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 or PCA.

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.

CONTACTING the CALL CENTER for RESERVATIONS

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

Requests for NEXT DAY service must be called in by 5:00 PM on the day preceding your trip. Same day service is not available.

Trips may also be booked up to one (1) week in advance by calling the Call Center between 7:00 AM and 5:00 PM Monday - Sunday.

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 agent will be happy to assist you. Please note that our busiest hours are from 11:00 AM - 1:00 PM and from 3:30 PM - 4:00 PM.

Reserving Your Trip

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

- Confirm whether you are in a manual or power wheelchair, or will be using another mobility device.
- Confirm whether you have a condition that affects whether you need a lift or ramp to board.
- Pick up location (origin)- name, phone number, address including street and building and apartment number, town or city, and zip code.
- Destination - name, phone number, address including street and building and apartment number, town or city, and zip code.
- Time you want to arrive at your destination and **return time** if you will require an additional trip from the specified destination.

Please inform the agent if you require a PCA on your trip and specify whether the PCA is ambulatory or in a wheelchair.

Also, please inform the agent of any additional travel requirements needed to schedule your trip such as traveling with a service animal, PCA, or a companion.

Return trip information - exact location and time (see section on return trips for details).

Reserving Your Trip

Some facilities are very large with many buildings and entrances. In order for us to provide your trip, you need to identify the exact entrance. Normally you will be picked up at the same entrance where you were dropped off.

Always give the agent 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 AM appointment, you may be picked up as early as 8:00 AM. If for any reason you need to arrive earlier than the appointment time, then your reservation time should reflect the earlier time to ensure that you arrive for the scheduled appointment.

If you are traveling from one service area to another, check with the Call Center agent for the service area schedule. You should be ready for your trip at least two (2) hours prior to your appointment.

Reserving Your Trip

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

If you are not ready at your scheduled return time you may have to wait for a return ride to become available, which could be up to two (2) hours after you call. Therefore it's important to schedule your return trip late enough so that you are sure you will be ready when your vehicle arrives. 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.

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.

Reserving Your Trip

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 agent 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, and that travel between service areas is a two (2) hour delivery window.

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 that you reserved in advance. Drivers will not make additional stops except in an emergency.

Reserving Your Trip

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 Call Center immediately if your plans change to avoid being charged with a cancellation or a no-show. Subscription trips must be scheduled at least three days in advance of the starting date of the trips. If you are beginning medical treatment such as dialysis, Votran requests that subscribed trips do not start until your schedule has stabilized, then subscription trips can be made. Subscription service may be canceled at any time, but changes to subscription service are limited to once a month.

When are the best times to ride on the system?

The Votran system operates on 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.

Taking Your Trip

Please be ready at the door with your fare. Pickup time on the day of your trip will be set depending on other passengers boarding with you. You need to be ready for your pick-up when the vehicle arrives. Failure to board within 5 minutes after the vehicle arrives will result in a “no-show” and a missed trip because a same day reservation is not available.

FARE INFORMATION

Fares will depend upon your sponsorship or funding source. Your agent 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 your convenience, you may purchase Gold Tokens online at votran.org. For information on purchasing one-way tokens, please call: **(386) 756-7496 extension 4105.**

Taking Your Trip

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 that 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 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.

Taking Your Trip

DRIVERS AND VEHICLES

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 wheelchairs (or scooters), however, the customer must have their own wheelchair or scooter. Vehicles may be equipped with a ramp or a lift for entry. Vehicles can accommodate wheelchairs or scooters measuring 48 inches in length and 30 inches in width and weighing up to 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 should have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding area should be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces, but Votran will make every effort to accommodate passenger pick-up locations within the vehicle's capacity. **WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.**

Taking Your Trip

NOT READY FOR PICK-UP

In the event that a passenger is not ready to make their return trip when the Gold service vehicle arrives, the passenger will be placed into “will call” status. Will call status means that the passenger must contact Votran when they are ready for their return trip and they will be picked up as soon as a vehicle is available, which may be up to two hours from the time of call. This is not intended to allow for rescheduling of a trip on the same day.

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 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 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 day prior to the reservation date.

Cancellation and No-Show Policy

Individuals, their guardian(s), or agency sponsor(s) must cancel trips as soon as they become aware the trip will not be made. **Persons who call less than one hour prior to their scheduled pick-up time to cancel a trip will be informed that they will be counted 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 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 subscription service (two trips or more per week to the same location) must notify the Votran office if they are not to be picked up for a previously scheduled trip.

Cancellation and No-Show Policy

Trips that are canceled on the same day that the trip is scheduled, but more than one hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one month will be allowed. Over six same day cancellations 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 a trip, the trip will be made inactive and will be classified as an advance cancellation. Advance cancellation shall be monitored and customers will be notified upon repeated occurrences.

Customers are permitted to have three no-shows within a ninety 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.

Cancellation and No-Show Policy

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.
3. If the customer is again reinstated and has a third offense, the suspension will be for 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

Votran customers have the right to:

1. Trips in air-conditioned or 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;
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; and,
8. The Community Transportation Coordinator (CTC) policy on medical emergency during transport.

Rights and Responsibilities

SAFETY

Votran customers are responsible for:

1. Being ready and waiting for the vehicle in a safe location up to one (1) hour prior to your scheduled appointment time;
2. Keeping seat belts and mobility device tie-downs secure until the vehicle stops;
3. Remaining seated until the vehicle comes to a complete stop;
4. Reporting any safety hazards;
5. Keeping wheelchairs or other mobility aids in good condition;
6. Not tampering with or operating vehicle equipment;
7. Addressing car-seat provision with the CTC;
8. Making the CTC aware of customer's physical and/or mental conditions prior to transport; and,
9. Adhering to the policy for violent and/or disruptive behavior.

Rights and Responsibilities

COURTESY

Votran customers have the right to:

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. Please limit packages to those that can be stored in your lap to avoid blocking aisles or other passenger seats.

Votran customers are responsible for:

1. Calling in trip cancellations as soon as possible, but not less than one (1) hour prior to the scheduled pick-up time to avoid being marked as a no-show;
2. Informing the CTC of all pertinent information regarding the trip;
3. Presenting the correct fare;
4. Being ready at the time of pick-up; and,
5. Ensuring personal hygiene.

Rights and Responsibilities

COMPLAINTS

Votran 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.

Votran customers are responsible for:

1. Filing complaints in a timely manner; and,
2. Providing the CTC with pertinent information regarding any comment or complaint.

Rights and Responsibilities

SERVICE

Votran 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 subscription service; and,
6. The CTC's policy on no-shows.

Votran customers are responsible for:

1. Advising the agent of appointment times;
2. Accepting a shared ride service;
3. Scheduling trip requests at least one day in advance; and,
4. Providing their own wheelchair and/or escort.

Rights and Responsibilities

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

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

Rights and Responsibilities

APPROPRIATE BEHAVIOR

Passengers may not eat, drink, smoke (including electronic cigarettes and personal vaporizers), or spit on the vehicle. 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, and/or lewd behavior and speech, etc. This behavior will not be tolerated.

In accordance with Votran's Policies, service may be refused, suspended or terminated due to: seriously disruptive behavior; illegal conduct; or threats or violent / abusive treatment towards the operator or other passengers. 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 the Passenger with a copy to the appropriate agency (if applicable). Illegal conduct could result in a 30 day suspension.

Service animals, although allowed on Votran (and contractor) vehicles and in Votran facilities, must display appropriate behavior while riding on the vehicle. Any service animal that poses a direct threat to the health and safety of others may be excluded from riding Votran Gold service or entering a Votran facility (as per Florida Statute 413.083(c) and the ADA of 1990). 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 Votran Gold on future trips without the service animal.

Transportation During Emergencies

When Volusia County Emergency Management declares an emergency evacuation order Votran can help you with transportation to a shelter. If you reside in a nursing home, assisted living facility, or group home, your facility is responsible for arranging private transportation in emergencies. You will not qualify for transportation with Votran. During declared emergencies Votran will utilize the following procedures:

1. Transportation is free during evacuations declared by the county emergency operations center (EOC) only;
2. All Votran fixed route bus stops are evacuation assembly points; however, if you cannot access a bus stop, contact Votran at the numbers provided in this User Guide to make transportation arrangements.
3. Once a pick-up has been scheduled, Votran will dispatch a vehicle within four hours. Votran will contact you if there is a delay. Do not call again, as you may tie up the phone lines or another vehicle may be sent unnecessarily. If you do not need the trip you scheduled, call as soon as possible to cancel.
4. The driver will assist you with your belongings. Limited carry-ons are allowed to include a pillow, blanket, one bag no larger than 22" x 16" x 8", and an oxygen tank (up to two 2) and/or concentrator. You will be taken to the appropriate, closest shelter. Call early because buses stop running when winds reach 35 mph sustained.

Transportation During Emergencies

5. When you call, be prepared to give your name, address, city and zip code, apartment complex name, subdivision, or any other information that will help the driver locate you. Also let the agent know whether you will be using a wheelchair, walker, or cane, or whether you will have oxygen, a service animal, a pet, or a PCA.
6. Pets may be transported with you as long as they are in a cage or crate and are able to be lifted onto the vehicle. If you have a large pet or no pet carrier, Volusia County Animal Control will transport your pet to your shelter. The Animal Control Services phone number is (386) 248-1790.

As a Votran Gold User you should register for the Special Needs Shelter Program. Contact Volusia County Emergency Management (386) 258-4088 to obtain their registration package.

Only activated during a disaster:

Citizen's Information Center

866-345-3045

TDD 386-248-1792

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. You may use the web comment form votran.org/contact-us or email VotranCustomerService@volusia.org. 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 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**.

Acknowledgment of Receipt Form

The information provided in this guide is important in helping you to 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 is 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

Try the bus!

If you have questions regarding a bus schedule, a route map, or any additional information, give us a call at any of the numbers below and we will help you plan your trip. You may also use the interactive trip planner on votran.org or email questions to VotranCustomerService@volusia.org. Bus information lines are open Monday through Sunday, from 7:00 AM to 5:00 PM. Travel training is also available.

(386) 761-7700 (Daytona Beach)

(386) 424-6800 (Southeast Volusia)

(386) 943-7033 (West Volusia)

(386) 756-7487 (Fax)



Image: Passengers exiting a Votran bus.

**SUMMARY SHEET
TDLCB
MARCH 11, 2015**

IV. DISCUSSION ITEMS AND PRESENTATIONS

A. Presentation by Tindale Oliver on “Reporting”

Background Information:

Representatives from Tindale-Oliver & Associates, Inc. will be making a presentation concerning Reporting Requirements and Measures.

A question and answer period will follow.

Action Requested:

No action is required unless otherwise directed by the Board

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

MARCH 2015

VOLUSIA COUNTY



EDUCATIONAL SERIES - REPORTING

- Introduction
- **Votran Demand Response Programs**
 - Americans with Disabilities Act (ADA)
 - Transportation Disadvantaged (TD)
- **Reasons for Reporting**
 - Oversight
 - Information Sharing
 - Education
 - Improvement

REPORTING REQUIREMENTS & MEASURES

- **Federal**
 - National Transit Database
 - Monthly Safety and Security
 - Quarterly Grant Reporting
 - Triennial Review
 - ADA Compliance Review
- **State**
 - Monthly Reports
 - Annual Operating Report
 - Rate Model
 - Quality Assurance Performance Evaluation
- **Local**
 - Performance
 - Audit
 - Coordination

TYPES OF INFORMATION BEING REPORTED

- **Financial Management & Compliance Reports Include:**
 - Funding Levels
 - Costs of Service
 - Capital Assets

- **Service Performance Management & Compliance Reports Include:**
 - Ridership – Number, Type, Purpose
 - Compliments/Complaints
 - Levels of Service – Hours, Miles
 - Impacts to Service – Accidents, Cancellations

TDLCB REPORTING

- Votran Monthly Report
- Peer Agency Report
- Next Steps

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	AUG., 2014 VOTRAN	AUG., 2013 VOTRAN	AUG., 2014 CONTRACTED	AUG., 2013 CONTRACTED	AUG., 2014 TOTAL	AUG., 2013 TOTAL
TOTAL PASS TRIPS	12,718	12,199	9,262	9,449	21,980	21,648
TRIP PURPOSE						
Medical	4,897	5,179	3,719	3,788	8,616	8,967
Nutrition	1,278	1,041	68	77	1,346	1,118
Other	2,293	2,074	2,138	2,237	4,431	4,311
Education	951	824	971	1,005	1,922	1,829
Shopping	902	788	789	678	1,691	1,466
Work	2,397	2,293	1,577	1,664	3,974	3,957
PASSENGER TYPE						
Disabled	11,583	11,308	8,855	8,994	20,438	20,302
Elderly	1,129	891	383	455	1,512	1,346
Child	6	0	24	0	30	0
TRIP TYPE						
Ambulatory	9,681	8,610	6,484	6,420	16,145	15,030
Wheelchair	3,037	3,589	2,798	3,029	5,835	6,618
TOTAL COMPLAINTS	6	6	17	10	23	16
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	0	1	2	1	2	2
Late	3	0	13	8	16	8
Driver	0	0	0	0	0	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	1	0	1	0
Other	3	4	1	0	4	4
TOTAL ACCIDENTS	0	0	0	0	0	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	811	936	592	726	1,403	1,662
NO SHOWS	271	265	198	206	469	471
REVENUE MILES	104,632	99,121	79,842	88,875	184,174	187,996
REVENUE HOURS	6,762	6,090	6,375	6,018	12,127	12,068

Type of Service	Trips Provided in FY2014
Fixed Routes	2,341,831
Paratransit	121,860
Commuter Vanpools	155,847
Human Service Agency Vanpools	274,071
Total	2,893,609

**SUMMARY SHEET
TDLCB
MARCH 11, 2015**

V. STAFF COMMENTS

VI. TDLCB CHAIRMAN COMMENTS

VII. TDLCB MEMBER COMMENTS

VIII. INFORMATION ITEMS

- **TDLCB Membership List**
- **Disability Etiquette Section 504 Handbook excerpt**
- **Update on the 2040 Long Range Transportation Plan**
- **2015 Legislator Contact Information – Volusia County**
- **TPO Board Meeting Summaries for January 28 and February 25, 2015**

IX. ADJOURNMENT

**There will be a 2040 Long Range Transportation Plan (LRTP)
“Make Your Mark” exercise immediately after the meeting**

******The next TDLCB meeting will be on May 13, 2015******

TDLCB MEMBER LISTING

<u>VOLUSIA COUNTY</u>	
Name	Council Member Joshua Wagner
Address	123 W. Indiana Avenue DeLand FL 32720
Work phone	386-304-5535
Email	Jwagner@volusia.org <i>TDLCB CHAIRMAN</i>

<u>ASSOCIATION OF COMMUNITY ACTION</u>	
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Work phone	
Email	

4. DISABILITY ETIQUETTE¹²⁷

General etiquette



- When talking with a person with a disability, speak directly to that person rather than to a companion or sign language interpreter who may be present.
- When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. Shaking hands with the left hand is an acceptable greeting.
- When meeting a person with a visual impairment, always identify yourself and others who may be with you. When conversing in a group, remember to identify the person to whom you are speaking.
- If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Treat adults as adults. Address people who have disabilities by their first names only when extending that same familiarity to all others present. Never patronize people who use wheelchairs by patting them on the head or shoulder.
- Leaning or hanging on a person's wheelchair is similar to leaning or hanging on a person and is generally considered annoying. The chair is part of the personal body space of the person who uses it.
- Listen attentively when you're talking with a person who has difficulty speaking. Be patient and wait for the person to finish, rather than correcting or speaking for that person. If necessary, ask short questions that require short answers, a nod, or a shake of the head. Never pretend to understand if you are having difficulty doing so. Instead, repeat what you have understood and allow the person to respond. The response will clue you in and guide your understanding.
- When speaking with a person in a wheelchair or a person who uses crutches, place yourself at eye level in front of the person to facilitate the conversation.
- To get the attention of a person who is deaf or hard of hearing, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly. Not all people who are deaf or hard of hearing can speechread. For those who do speechread, be sensitive to their needs by placing yourself facing the light source and keeping hands, cigarettes, and food away from your mouth when speaking.
- Relax. It's okay if you happen to use accepted, common expressions, such as "See you later" or "Did you hear about this," that seem to relate to the person's disability.

Sensitivity to Blindness and Visual Impairments¹²⁸

The following points of etiquette are helpful to keep in mind when interacting with a person who is blind or visually impaired.

- Introduce yourself to people who are blind or visually impaired using your name and/or position, especially if you are wearing a name badge containing this information.

- Speak directly to people who are blind or visually impaired, not through a companion, guide, or other individual.
- Speak to people who are blind or visually impaired using a natural conversational tone and speed.
- Address people who are totally blind or severely visually impaired by name when possible. This is especially important in crowded areas.
- Immediately greet people who are blind or visually impaired when they enter a room or a service area. This allows you to let them know you are present and ready to assist. It also eliminates uncomfortable silences.
- Indicate the end of a conversation with a person who is totally blind or severely visually impaired to avoid the embarrassment of having them continue speaking when no one is actually there.
- Feel free to use words that refer to vision during the course of conversations with people who are blind or visually impaired. Vision-oriented words such as look, see, and watching TV are a part of everyday verbal communication. The words blind and visually impaired are also acceptable in conversation.
- Be precise and thorough when you describe individuals, places, or things to people who are totally blind. Don't leave things out or change a description because you think it is unimportant or unpleasant. It is also important to refer to specific people or items by name or title instead of general terms like "you", or "they" or "this."
- Feel free to use visually descriptive language. Making reference to colors, patterns, designs, and shapes is perfectly acceptable.
- Speak about a person with a disability by first referring to the person and then to the disability. Refer to "people who are blind" rather than to "blind people."
- Offer to guide people who are blind or visually impaired by asking if they would like assistance. Offer them your arm. It is not always necessary to provide guided assistance; in some instances it can be disorienting and disruptive. Respect the desires of the person you are with.
- Guide people who request assistance by allowing them to take your arm just above the elbow when your arm is bent. Walk ahead of the person you are guiding. Never grab a person who is blind or visually impaired by the arm and push him/her forward.
- Guide dogs are working mobility tools. Do not pet them, feed them, or distract them while they are working.
- Do not leave a person who is blind or visually impaired standing in "free space" when you serve as a guide. Always be sure that the person you guide has a firm grasp on your arm, or is leaning against a chair or a wall if you have to be separated momentarily.
- Be calm and clear about what to do if you see a person who is blind or visually impaired about to encounter a dangerous situation. For example, if a person who is blind is about to bump into a stanchion in a hotel lobby, calmly and firmly call out, "Wait there for a moment; there is a pole in front of you."

Interacting with people who have speech disabilities [129](#)

There are a variety of disabilities, such as stroke, cerebral palsy, and deafness that may involve speech impairments. People with speech disabilities communicate in many different ways.

- People who have speech disabilities may use a variety of ways to communicate. The individual may choose to use American Sign Language, write, speak, use a communication device, or a combination of methods. Find out the person's preferred method and use it.
- Be appropriate when speaking with a person with a speech disability. Never assume that the person has a cognitive disability just because he or she has difficulty speaking.
- Move away from a noisy source and try to find a quiet environment for communicating with the person.
- If the person with a speech disability has a companion or attendant, talk directly to the person. Do not ask the companion about the person.
- Listen attentively when you are talking with a person who has difficulty speaking. Be patient and wait for the person to finish, rather than correcting or speaking for the person. If necessary, ask short questions that require short answers, a nod, or shake of the head.
- If you do not understand what the person has said, do not pretend that you did. Ask the person to repeat it. Smiling and nodding when you have no idea what the person said is embarrassing to both parties. Instead, repeat what you have understood and allow the person to respond.
- When you have difficulty conversing on the telephone with the person, suggest the use of a speech-to-speech relay service so that a trained professional can help you communicate with the person. Either you or the person can initiate the call free of charge via the relay service.
- If the person uses a communication device, make sure it is within his or her reach. If there are instructions visible for communicating with the person, take a moment to read them.
- Do not make assumptions about what a person can or cannot do based on his disability. All people with disabilities are different and have a wide variety of skills and personalities.

last reviewed/updated on April 2003

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If you have questions, concerns or need assistance in regard to disability issues, please do not hesitate to contact us at dro@fcc.gov

Federal Communications Commission Phone: 1-888-CALL-FCC (1-888-225-445 12th Street SW
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**2040 LRTP Subcommittee & Land Use Working Group
January 30, 2015
Meeting Summary**

- Received a PowerPoint presentation on the results of the Alternative Land Use Scenario
- Approved a motion to recommend the results of the Alternative Land Use Scenario
- Received a handout outlining the dates and times for the upcoming Make Your Mark Sessions and civic group presentations
- Announced a Southeast Volusia Transportation Summit on March 7, 2015 from 8:00 a.m. until 12:00 noon
- Set the next 2040 LRTP Subcommittee meeting for **Friday, February 27, 2015 at 1:30 p.m.**
- Announced that a Votran fare increase will take place on February 2, 2015



**Long Range Transportation Plan (LRTP) Subcommittee
Meeting Summary
February 27, 2015**

- Received presentation on the Existing + Committed (E+C) model output and project prioritization
- The following members volunteered to review the E+C model output: Tom Harowski, Melissa Winsett and Bobby Ball
- Received presentation on the ongoing public involvement efforts and announced the upcoming Make Your Mark sessions
- Received member suggestions for beginning to put together the draft starter list of projects for the 2040 LRTP

*****The next LRTP Subcommittee meetings will be on Friday, March 20, 2015 at 1:30 p.m. and Friday March 27, 2015 @ 1:30 p.m.*****

The March 20, 2015 LRTP Subcommittee will be held at Votran at 1:30 p.m.

VOLUSIA COUNTY 2015

Senators

Senator Dorothy L. Hukill – District 8

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Lindsey Swindle (Legislative Assistant) – (850) 487-5008

Senator David Simmons – District 10

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Jean Van Smith (Legislative Assistant) - (850) 487-5010

VACANT – District 6

Special election scheduled for April 7, 2015

Representatives

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Rebecca Reichenberg (Legislative Assistant) - (850) 717-5025

Representative Travis Hutson – District 24

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Representative David Santiago – District 27

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Representative Dwayne Taylor – District 26

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Shanee Green (Legislative Assistant) - (850) 717-5026

Note: May 1, 2015 is the 60th day and the last day of Regular Session (Article III, section 3(d), Constitution)



River to Sea TPO Board

January 28, 2015

Meeting Summary

- Approved the consent agenda including the November 28, 2014 TPO Board meeting minutes and Resolution 2015-01 adopting the joint participation agreement, amendment #1, for XU Traffic Ops/ITS/Safety feasibility studies
- Approved Resolution 2015-02 amending the FY 2014/15 and FY 2015/16 Unified Planning Work Program (UPWP)
- Approved amendment to the FY 2014/15 River to Sea TPO Budget
- Approved Resolution 2015-03 to maintain the rail envelope in I-4 from the Volusia County line to I-95
- Approved Resolution 2015-04 amending the FY 2014/15 – 2018/19 Transportation Improvement Program (TIP)
- Approved Resolution 2015-05 defining the local match requirements placed on member local governments utilizing the TPO's Urban Attributable (SU) funds and Transportation Alternatives Program (TAP) funds
- Approved Resolution 2015-06 reaffirming the policy for the annual allocation of its Surface Transportation Program (STP) Urban Attributable (SU) funding and Transportation Alternatives Program (TAP) funding
- Received a PowerPoint presentation on the results of the Pedestrian Crosswalk Safety Program in Deltona

- Received a presentation on the on the procedure and criteria for identifying and prioritizing planning studies
- Received a PowerPoint presentation on the 2040 Long Range Transportation Plan (LRTP) Congestion Management Plan and upcoming public involvement events; received member comments regarding changing the timing of some of the events to better suit the public
- Received a PowerPoint presentation on the FDOT Work Program Public Hearing
- Received the FDOT report
- Received Executive Director's report regarding the projects that are currently in FDOT's Work Program
- Approved a motion to draft a letter of support from the TPO 1st Vice Chairman expressing support for SunRail Phase 2's connection from DeBary to DeLand
- Requested information concerning the dedication of the SR 415 widening project in Deltona
- Announced the Veteran's Memorial Bridge Public meeting on January 29, 2015 at 5:30 p.m. at the News-Journal Center
- Received member comment requesting the TPO Board look at alternatives to using the money designated for a connector road between I-95 and I-4
- Announced the TPO Board annual retreat on February 6, 2015 from 9:00 a.m. to 1:00 p.m.; RSVP to Ms. Blankenship

The next River to Sea TPO Board meeting will be on Wednesday, February 25, 2015



**River to Sea TPO Board
February 25, 2015
Meeting Summary**

- Approved the consent agenda including the January 28, 2015 TPO Board meeting minutes and the SR A1A Pedestrian Safety and Mobility task order; withdrew the approval of the Belle Terre Parkway Intersections Study task order
- Approved Resolution 2015-07 adjusting local agency program (LAP) agreement amounts when the difference between the LAP agreement amounts and local agency contract award amounts are less than \$250,000
- Approved procedure and criteria for prioritizing planning studies
- Received a PowerPoint presentation on the draft Regional Trails Corridor Assessment (RTCA) and provided suggestions for the assessment
- Announced the BPAC Regional Trails Corridor Subcommittee meeting following the TPO Board meeting at 11:00 a.m.
- Received a presentation from the FDOT District 1 Secretary Billie Hattaway on Florida's Pedestrian Safety Initiatives
- Received a presentation on the SR 417 to I-95 Connector Study and agreed to place on a future TPO agenda to address the issues raised
- Received a PowerPoint presentation on the 2040 Long Range Transportation Plan (LRTP) Alternative Land Use Scenario framework and announced the Brannon Center, Sanborn Center and Daytona State College – Deltona campus Make Your Mark sessions
- Received the FDOT report

- Received Executive Director's report including an update on SunRail and the annual TPO Retreat
- Received member comment regarding evacuation routes from the east side of Volusia County
- Announced a Transportation Roundtable meeting on March 2, 2015 at the TPO office

The next River to Sea TPO Board meeting will be on Wednesday, March 25, 2015