MEETING NOTICE & AGENDA

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 13, 2019

TIME: 11:00 A.M.

PLACE: Volusia County Mobility Management Center (Votran)
Conference Room(s)
950 Big Tree Road
South Daytona, Florida 32119

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Volusia County Council Member Heather Post, Chairperson 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 Chairperson)

III. ACTION ITEMS

A. REVIEW AND APPROVAL OF THE JANUARY 9, 2019 TDLCB MEETING MINUTES
   (Contact: Debbie Stewart) (Enclosure, pages 3-10)

B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR’S (CTC’s) MONTHLY PARATRANSIT REPORTS (Contact: Heather Blanck) (Enclosure, pages 11-15)

C. REVIEW AND APPROVAL OF THE 2019 ANNUAL UPDATE AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) Roll Call Vote Required
   (Contact: Heather Blanck) (Enclosure, pages 16-48)

D. APPOINTMENT OF A QUALITY ASSURANCE COMMITTEE (QAC) MEMBER (Contact: Stephan Harris) (Enclosure, page X49)
IV. PRESENTATIONS AND DISCUSSION ITEMS

A. PRESENTATION AND DISCUSSION OF FDOT’S reTHINK YOUR COMMUTE PROGRAM
   (Contact: Stephan Harris and Courtney Reynolds, reThink Your Commute) (Enclosure, pages 50-67)

B. PRESENTATION AND DISCUSSION OF THE TDLCB BYLAWS (Contact: Stephan Harris)
   (Enclosure, pages X68-74)

V. STAFF COMMENTS (pages 75-77)

   → 2019 Transportation Disadvantaged Legislative Awareness Day

VI. TDLCB MEMBER COMMENTS (page 75)

VII. TDLCB CHAIRPERSON COMMENTS (page X75)

VIII. INFORMATION ITEMS (Enclosure, pages 75, 78-88)

   → River to Sea TPO Board Meeting Summaries
   → River to Sea TPO Outreach & Activities
   → TDLCB Attendance Record
   → TDLCB Membership List

IX. ADJOURNMENT (page 75)

**THE NEXT TDLCB MEETING WILL BE ON MAY 8, 2019**

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 20416, 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.

NOTE: The River to Sea TPO does not discriminate in any of its programs or services. To learn more about our commitment to nondiscrimination and diversity, visit our Title VI page at www.R2CTPO.org or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, extension 20416, or pblankenship@r2ctpo.org.
III. ACTION ITEMS

A. REVIEW AND APPROVAL OF THE JANUARY 9, 2019 MEETING MINUTES

BACKGROUND INFORMATION:

Minutes are prepared for each meeting and must be approved by the TDLCB. The January 9, 2019 TDLCB meeting minutes are provided with this agenda packet for your review.

ACTION REQUESTED:

MOTION TO APPROVE THE JANUARY 9, 2019 TDLCB MEETING MINUTES
I. **Call to Order / Roll Call / Determination of Quorum/Pledge of Allegiance**

TDLCB Chairperson Billie Wheeler called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:00 a.m.

The roll was called and it was determined that a quorum was present.
II. Public Comment/Participation

There were no public comments.

III. Action Items

A. Review and Approval of the September 12, 2018 TDLCB Meeting Minutes

MOTION: A motion was made by Mr. Hall to approve the September 12, 2018 TDLCB meeting minutes. The motion was seconded by Ms. Craig and carried unanimously.

B. Nomination and Election 2019 TDLCB Vice Chairperson

MOTION: A motion was made by Mr. Jack to nominate and elect Ms. Judy Craig as TDLCB Vice Chairperson. The motion was seconded by Ms. Cerullo and carried unanimously.

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

Ms. Blanck stated the reports are provided in the agenda; there have been increases of 6% in fixed route ramp deployments over the prior year for October and November. There has also been an increase of 10% in paratransit boardings overall. There has been more demand for services from the disadvantaged community and Votran has been providing those services.

Chairperson Wheeler asked what the cause of the increases was; if it was because more information is getting out to the public.

Ms. Blanck replied more people are aging and their conditions worsen as they age; they lose abilities and are not able to use the fixed route service. Votran is getting increases in applications year over year.

MOTION: A motion was made by Ms. Lipovsky to approve the Community Transportation Coordinator’s (CTC’s) Monthly Paratransit Report. The motion was seconded by Mr. Hall and carried unanimously.

D. Review and Approval of the Annual Operating Report (AOR) for FY 2017/18

Chairperson Wheeler stated the Annual Operating Report (AOR) is an annual report that provides operating and financial data for fiscal year July 1, 2017 through June 30, 2018. The document is prepared by the River to Sea TPO and Votran.

Ms. Blanck stated a presentation on the AOR was provided at the last two TDLCB meetings; there have been no changes since that time and Votran is seeking approval of the AOR.
MOTION: A motion was made by Mr. Colon to approve the Annual Operating Report (AOR) for FY 2017/18. The motion was seconded by Ms. Cerullo and carried unanimously.

E. Review and Approval of Votran’s Actual Expenditure Report (AER) for FY 2017/18

Chairperson Wheeler introduced new TPO Transit Program Manager, Mr. Jabari Hampton.

Mr. Hampton stated he previously worked at FDOT in Tampa as the Transit Program Planner. He stated each year, Votran must submit an Actual Expenditure Report (AER) to the TD Commission. It was submitted September 15, 2018 and covers fiscal year July 1, 2017 through June 30, 2018.

MOTION: A motion was made by Ms. Lipovsky to approve the Actual Expenditure Report (AER) for FY 2017/18. The motion was seconded by Mr. Colon and carried unanimously.

IV. Discussion Items and Presentations

A. Presentation and Discussion of the Proposed Service Changes to Votran Routes #20-25

Ms. Blanck introduced Votran Transit Planner, Mr. Frank Alvarez, to give the presentation.

Mr. Alvarez gave a PowerPoint presentation on the proposed changes to Routes 21, 22 and 23, as well as the addition of new Route 25 in Deltona that will operate primarily in the Howland Boulevard corridor. He reviewed the changes and the new stops. New Route 25 will begin service in February 2019.

Ms. Craig referred to page 62 of the agenda and the Orange City service changes and asked if that bus stop would have a shelter.

Ms. Blanck replied they do not have expectations to place a shelter at any of the bus stops. The decision to provide a shelter is made by the cities; Votran is providing American with Disabilities Act (ADA) pads.

Ms. Craig commented that the stop is on the main road and it is a concern of hers; she is not sure how safe that stop will be.

Ms. Blanck replied the stop is being done utilizing FDOT guidelines; Votran does a full inspection to understand how service will be provided before it is implemented. A connecting path to the sidewalk will be provided.

Ms. Lipovsky asked if anything was on the radar for providing fixed route service to the Tanger Outlet Mall; the area is continuing to expand with new development.

Ms. Blanck replied that at this time Votran is only considering services that were approved by Volusia County to make this expansion and there are currently no plans to provide service
to the Tanger Outlet Mall. The closest service is Route 11 which goes to Mason Avenue and Williamson Boulevard. There is another route that goes to LPGA Boulevard. Votran has been tracking the nature of the developments occurring there and is internally considering what would be needed.

B. Presentation and Discussion of the Annual TDLCB Member Training and Orientation

Mr. Hampton gave a PowerPoint presentation on the Annual TDLCB Member Training and Orientation. He reviewed the purpose of the Commission for the Transportation Disadvantaged (CTD) and the organizational structure of Florida’s Coordinated Transportation System. He gave an overview of the R2CTPO and its duties in the TD system. He explained the purpose and the structure of the TDLCB.

Ms. Boswell referred to the TD Commission and asked how their guiding principles come down to the TDLCB; if it was through an annual report or a state statute.

Mr. Hampton replied it is state statute; it states how to organize the TDLCB and how the grants are managed.

Ms. Lipovsky asked if the TDLCB was under the Sunshine Law.

Mr. Hampton replied yes.

Ms. Craig stated there have been questions regarding additional routes on Sunday for church and that she has traveled to Tallahassee for several years to speak to the legislative representatives about it but to no avail. She knows it is a funding issue and stated she needs to know the process for requesting funding so that we can get the transportation to go to church on Sunday.

Ms. Blanck replied funding is provided to Votran on an allocation basis and they receive formula funds that are utilized in the area in the manner in which they provide existing services. In order to create new routes and services, there is a process Votran must go through with the Volusia County Council that involves explaining what services are being requested and what the cost is. At this point in time Votran is limited by how they provide fixed route service on Sunday; the proposition to add fixed route service on Sunday has been brought before the county’s mini budget workshop and the expenditure to provide that service is considered. Available state grants require an equal local match provided by the Volusia County Treasury. There are limitations but Votran tries to make as many opportunities as possible and will continue to make these requests. In the case of new Route 25, it was identified as a service need in 2006; a west side analysis was done that confirmed that service was needed. It went on as an identified need that was not fulfilled until 2019.

Ms. Craig commented that she appreciates that the new Deltona route is functioning after 13 years; she sat in on several of the assessment meetings and is very happy to see it in place.
Chairperson Wheeler stated there is always a demand and it is a hard thing for the Volusia County Council to pick and choose but they have to go by the numbers and how to pay for the requests. The county is always looking for areas in which they can improve.

V. Staff Comments

Ms. Blanck stated Votran has just completed supporting documents for a grant request FDOT will receive that provides operating support for services Votran provides in the rural part of the county. FDOT has a grant for capital funds for vehicles; last year, Votran submitted an application for seven vehicles to be supported by a 5310(d) grants which will replace existing vehicles used in the door-to-door service. There is an opportunity for other agencies that provide community services to participate in this grant with FDOT; one of the requirements is they let Votran know what services they will be providing. She has a grant application from the First Step Program which is the Volusia County shelter that is expected to be operating in the summer. Votran explained to their Executive Director what opportunities are available for transportation beyond what currently exists; only daytime service west of I-95 that operates Monday through Friday and Saturday and Sunday. The director was concerned that participants at the shelter would need services outside that time-frame so Votran explained this opportunity through FDOT. It would require them to operate their own transportation service. Votran will insert a letter to be submitted with the grant application to FDOT that states that should FDOT award them the grant, Votran will agree to coordinate with them to provide reports about their transportation. Before doing that, Votran is offering the TDLCB this information about the agreement and to offer the opportunity for questions.

Ms. Boswell asked if this was a funding proposal.

Ms. Blanck replied it is an agency requesting funds from FDOT to purchase vehicles and also operating assistance to allow them to operate the vehicles.

Mr. Jack asked if there were examples of who operates 5310 vehicles in the area.

Ms. Blanck replied Duvall Homes on the west side of the county has approximately 10 to 12 vehicles, Stewart Marchman had several, and Good Samaritan. She understands WORC, Inc. has applied for a grant and Votran supported them.

Discussion continued.

→ 2019 Transportation Disadvantaged Legislative Awareness Day

Ms. Blanck announced the annual TD Day will be March 20, 2019, which is one week prior to the next TDLCB meeting. Votran provides the vehicle for transportation to Tallahassee and there is the opportunity for two TDLCB members to attend. The group will travel on Tuesday afternoon, leaving Votran at noon and arriving early the next morning to speak with as many state representatives as possible, and returning to Votran by 7:00 pm. If anyone has an interest in going they should contact Mr. Hampton.
VI. **TDLCB Member Comments**

There were no member comments.

VII. **TDLCB Chairperson Comments**

Chairperson Wheeler stated it has been discussed holding quarterly TDLCB meetings instead of bi-monthly meetings; she would like to hear members’ opinions about this. She announced this will probably be her last TDLCB meeting; there are two new Volusia County Council members and other senior members are moving into other positions; she will most likely be moved into another position. She will always remain involved and aware of what is going on.

Ms. Boswell thanked Chairperson Wheeler for her leadership.

Mr. Hall announced the Daytona Beach Lions Club is sponsoring a health fair at the Midtown Cypress Recreation Center on Saturday, March 2, 2019 from 9:00 am to 2:00 pm. It is free to vendors and attendees. If anyone is interested, contact him.

Ms. Blanck stated Votran will have a community meeting soon at a senior residence or Good Samaritan to inform people of services that are available. Votran will make every effort to provide information to all inquiries. Votran also provides temporary eligibility for Votran Gold service; Ms. Edie Biro is in charge of that.

Ms. Craig stated she is the Director of the Everything is Possible Foundation which helps those with disabilities and they have information about Votran Gold service on the transportation page on their website. She is also on the West Volusia Hospital Authority and they were unaware of the services available until they looked at her website and they are grateful for the information.

VIII. **Information Items**

- River to Sea TPO Board Meeting Summary for August 2018
- November 14, 2018 TDLCB Meeting Summary
- November and December TPO Outreach and Events Summaries
- TDLCB Attendance Record
- TDLCB Membership List
- 2019 TPO Board and Committee Meeting Schedule

IX. **Adjournment**

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

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the January 9, 2019 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 13th day of March 2019.

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DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION
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 2018 and January 2019 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
## Votran Summary of Transportation Disadvantaged Boardings

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## TOTAL BOARDINGS

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YTD Paratransit Actual boardings

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## MONTHLY TRANSPORTATION DISADVANTAGED REPORT

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## MONTHLY TRANSPORTATION DISADVANTAGED REPORT

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III. ACTION ITEMS

C. REVIEW AND APPROVAL OF THE 2019 ANNUAL UPDATE AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) ROLL CALL VOTE REQUIRED

BACKGROUND INFORMATION:

The Transportation Disadvantaged Service Plan (TDSP) is a five-year planning document that is developed by both Votran and the River to Sea TPO. Each year, the TDSP must be updated to report progress on Votran’s goals and objectives together with an update of the implementation plan, and to report any other changes in the service plan.

The updated Transportation Disadvantaged Trust Fund Service Rates are included as part of this update/amendment and all will be forwarded to the TD Commission for review and approval.

The QAC meeting is scheduled at 10:30 a.m. to review the document prior to the TDLCB meeting.

ACTION REQUESTED:

MOTION TO APPROVE THE 2019 ANNUAL UPDATE AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)
Transportation Disadvantaged

Service Plan

Minor Update 2019

Prepared For
(Votran)

Prepared By
River to Sea Transportation Planning Organization

March 2019
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Introduction

Volusia County Government serves as the Community Transportation Coordinator (CTC) for the Transportation Disadvantaged (TD) program within Volusia County. As the public transit agency serving under the auspices of Volusia County Government, Votran carries out the functions of the CTC on an ongoing basis. As part of its obligation as the CTC, Votran is required to develop a Transportation Disadvantaged Service Plan (TDSP). The TDSP is an annually updated tactical plan comprised of several sections including the Development Plan, Service Plan, Quality Assurance, and Cost/Revenue Allocation and Rate Structure Justification components.

The current TDSP was developed by Tindale-Oliver & Associates, Inc. congruent with the development of the Transit Development Plan (TDP). It was reviewed and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) on March 8, 2017. The information presented in this document provides an update to the TDSP and has been developed in accordance with the established requirements. This update covers the current status of each of the Goals and Objectives as well as the recommended actions listed in the Implementation Plan.

Goals and Objectives

The goals identified in the TDSP for Votran can be grouped into five Key Focus Areas, including:

- System Administration and Education
- Service Delivery
The following provides a listing of the specific Goals and Objectives identified in the TDSP:

Goal 1: Provide an efficient, effective, and fully coordinated transportation system to meet the demand and mobility needs of the transportation disadvantaged in Volusia County.

Objective 1.1: Maximize coordination with public and private agencies and other transportation operators in the Volusia County area.

  Strategy 1.1.1: Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.

  Strategy 1.1.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicle.

  Strategy 1.1.3: Continue to monitor cost per trip and work to operate as efficiently as possible.

  Strategy 1.1.4: Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be reported in the Annual Operating Report (AOR), National Transit Database (NTD), and the annual CTC evaluation.

Objective 1.2: Provide connectivity throughout the County with a focus on major attractors and other modal options.

  Strategy 1.2.1: Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas.

  Strategy 1.2.2: Continue to explore multi-loading opportunities such as group trips to major attractors.

  Strategy 1.2.3: Distribute the Transit Development Design Guidelines to developers contacting Votran for assistance and make the guidelines available at various locations around the county.
Objective 1.3: Ensure both the fixed-route transit and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged population and the community.

   Strategy 1.3.1: Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions

   Strategy 1.3.2: Acquire new and upgraded paratransit vehicles and equipment, as funding permits

   Strategy 1.3.3: Complete an analysis of Americans with Disabilities Act (ADA) and TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand and applicability in Volusia County.

   Strategy 1.3.4: Ensure paratransit clients are subject to apply for recertification every three years. Review to determine whether or not customers are still eligible for services under the appropriate funding sources.

Goal 2: Deliver a safe and high quality transit experience to the customer.

Objective 2.1: Monitor service quality and maintain minimum standards

   Strategy 2.1.1: Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service

   Strategy 2.1.2: Implement Interactive Voice Response (IVR) technology to allow automated calling and assist with customer communication of trip reminders and cancellations.

   Strategy 2.1.3: Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities

   Strategy 2.1.4: Continue to staff weekly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is appropriate.

Objective 2.2: Maximize customer comfort and safety

   Strategy 2.2.1: Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions.
Strategy 2.2.2: Monitor safety related complaints and seek ways to minimize complaints and operate services in a safe and secure manner in accordance with the Commission for the Transportation Disadvantaged (CTD) and the Florida Department of Transportation (FDOT) standards and recommendations.

Strategy 2.2.3: Continue to utilize compliance officer, road supervisor, “mystery riders”, cameras, and technology at Votran’s disposal to ensure accountability of staff to riders and passenger compliance with policies and procedures.

Strategy 2.2.4: Analyze accident records and document future actions deemed necessary to improve the overall safety record.

Strategy 2.2.5: Maintain the quality of the vehicles by replacing older, high-mileage vehicles and operating a fleet with vehicles that do not exceed their useful life.

Strategy 2.2.6: Install technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) on all contractor vehicles with the goal of achieving consistent operating levels with Votran vehicles and better coordinated services.

Objective 2.3: Increase avenues for customers to access information on the coordinated transportation system

Strategy 2.3.1: Continue facilitating transit education program to educate special interest groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.

Strategy 2.3.2: Promote new and existing transportation service in Volusia County.

Strategy 2.3.3: Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyStop real-time bus tracking app, and update the various “How-to-Ride” guide formats, as necessary to educate and inform system users and the community.

Strategy 2.3.4: Ensure all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998.

Strategy 2.3.5: Continue to serve on the River to Sea Transportation Planning Organization R2CTPO Subcommittees, such as the Bicycle/Pedestrian Advisory
Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

**Strategy 2.3.6**: Conduct travel training workshops and training to organizations serving the disabled.

Goal 3: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.

**Objective 3.1**: Improve local knowledge of the benefits of transit-friendly land uses

  **Strategy 3.1.1**: Continue to work with the R2CTPO for any subsequent updates to the adopted Transportation Impact Analysis (TIA) guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.

  **Strategy 3.1.2**: Complete updates to the Transit Development Design Guidelines (TDDG), as necessary.

**Objective 3.2**: Improve connections of public transportation to other modes of transportation

  **Strategy 3.2.1**: Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.

  **Strategy 3.2.2**: Evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.

  **Strategy 3.2.3**: Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.

**Objective 4.1**: Continue to coordinate with the R2CTPO to staff and support the Volusia County TDLCB

  **Strategy 4.1.1**: Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.
**Strategy 4.1.2**: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and Actual Expenditure Report (AER).

**Strategy 4.1.3**: Monitor Coordination Agreements with contractors.

**Strategy 4.1.4**: Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.

Goal 5: Integrate paratransit service with fixed-route service to provide more travel options for the ADA and TD populations.

**Objective 5.1**: Provide opportunities for ADA and TD passengers to safely access multi-modal transportation options.

**Strategy 5.1.1**: Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.

**Strategy 5.1.2**: Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services.

**Strategy 5.1.3**: Complete an Accessible Pedestrian Signal Access Plan by 2018.

**Strategy 5.1.4**: Develop a phased-implementation plan to improve accessibility at bus stop locations.

Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.

**Objective 6.1**: Investigate and pursue all available funding opportunities at the federal, state, and local levels and from private sources for programs or projects serving the transportation disadvantaged

**Strategy 6.1.1**: Coordinate with the R2CTPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator’s (CTC) planning efforts.
Strategy 6.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system.

Strategy 6.1.3: Work with CTD, the Florida Legislature, FDOT, and Federal Transit Administration (FTA) to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community.

Strategy 6.1.4: Work with local agencies to continue to receive sufficient funding to provide agency trips (e.g., Volusia Council on Aging, the Florida Department of Children and Families, etc.).

Strategy 6.1.5: Evaluate fares every three years to ensure customers contribute to maintaining the system within reasonable means.

Objective 6.2: Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

Strategy 6.2.1: Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.
Implementation Plan

The Implementation Plan has been developed during the most recent TDSP major update (2017). It is derived from the goals, objectives and strategies. This section is meant to provide tools to assist with achieving the long range goals. With the exception of the strategies included in Goal 4 “Ensure program accountability with the State and Federal requirements for TD planning,” recurrent strategies that are considered routine operational planning efforts for the coordinated system have been included in the goals and objectives section of the TDSP, but have been omitted from the implementation plan. The implementation plan focuses on highlighting the ongoing and potential new strategies that would need to be deployed to meet some of the transportation and coordination needs identified through the TDSP planning process.

Past Year’s Accomplishments Based on Established Goals, Objectives and Strategies

Goal 1: Provide an efficient, effective, and fully coordinated transportation system to meet the demand and mobility needs of the transportation disadvantaged in Volusia County.

Objective 1.1: Maximize coordination with public and private agencies and other transportation operators in the Volusia County area.

Strategy 1.1.1: Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.

Votran signed a coordination agreement with WORC in support of their successful grant awarded by FDOT for Section 5310 vehicles. This was discussed at the TDLCB meeting during January 2018.

Strategy 1.1.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicle.

Votran encourages organizations providing transportation for elderly persons and persons with disabilities to apply for FDOT 5310 funds which provide capital funding/equipment. Votran staff monitors their recipient agencies status since they must keep their CTC agreements current and in force at all times when in possession of a vehicle purchased through the Section 5310 Program. Annually the Transportation Disadvantaged Local Coordinating Board (TDLCB) reviews Votran’s coordination agreements. The TDLCB’s latest review was conducted in May 2018.

Strategy 1.1.3: Continue to monitor cost per trip and work to operate as efficiently as possible.
Votran’s Administration, Finance and Paratransit Operations work together to monitor costs per trip and to maintain efficiency in the provision of trips. Votran continues to monitor costs per trip and to apply such strategies as multi-loading, strategic scheduling of trips and group trips wherever feasible. To further increase efficiency, Votran schedulers run daily Trapeze optimize reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on schedule. The cost per trip analysis is performed each time the rates are established for the CTD Trip and Equipment grant.

**Strategy 1.1.4:** Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be reported in the AOR, National Transit Database (NTD), and the annual CTC evaluation.

Votran collects, compiles and maintains various data for use in the National Transit Database (NTD) and the Annual Operating Report (AOR) and which are submitted in a timely manner. Votran’s CTC re-designation was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) in November, 2016. The Annual Operating Report of 2018 was discussed at the TDLCB in November, 2018 and approved, by the TDLCB in January 2019.

**Objective 1.2:** Provide connectivity throughout the County with a focus on major attractors and other modal options.

**Strategy 1.2.1:** Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas.

As funding remains a challenge to implement expansion of service, Votran continues to track key destinations and priorities for service beyond the existing fixed route corridors and the complimentary service. Key destinations include but are not limited to: Tanger Outlet Mall, Victoria Park Medical Offices, DeLand Amtrak Station, and Daytona State College in DeLand.

**Strategy 1.2.2:** Continue to explore multi-loading opportunities such as group trips to major attractors.
Strategy 1.2.3: Distribute the Transit Development Design Guidelines to developers contacting Votran for assistance and make the guidelines available at various locations around the county.

The updated Transit Development Design Guidelines (TDDG) was adopted in June, 2016 and published on Votran.org. Votran continues to promote the use of the TDDG in new development in Volusia County. In an ongoing study regarding bus stop improvements, the TDDG was used as a guiding document for for bus stops in unincorporated Volusia County. All new bus stops are installed using these guidelines that are consistent with the FDOT standards and FTA ADA requirements. The most recent bus stops were installed for the New Smyrna Beach new Route 44 and Deltona new Route 25.

Objective 1.3: Ensure both the fixed-route transit and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged population and the community.

Strategy 1.3.1: Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions

Votran’s executive team works with the National Rural Transit Assistance Program (RTAP), the Center for Urban Transportation Research (CUTR), and FDOT on training opportunities for staff in the areas of operation, maintenance, planning and human resources in order to ensure staff training opportunities keep pace with industry standards. Votran also provides technical training to management staff to grow their knowledge, skills in effective transit planning using newest software, such as Remix. One of the achievements in the past few years has been the diversity recruitment efforts. In 2017 there were 50% more women managers than in 2012. By 2019, 11 of the 32 management team members are women, and among them, 4 are minority women. Overall 56% of the management team is women or minorities. Hb to verify

Strategy 1.3.2: Acquire new and upgraded paratransit vehicles and equipment, as funding permits

The 2018 Votran grant application for Section 5310 vehicles included seven propane paratransit vehicles. This is consistent with Votran’s strategy to utilize capital expenditures for sustainable options whenever these options are cost effective and feasible. Prior to the arrival of the vehicles, a propane fuel tank and pumping infrastructure was constructed onsite at the main Votran facility on Big Tree Road in South Daytona. Votran continues to be diligent in acquiring new, fuel efficient vehicles and equipment and staff members continue to explore alternative fuel options whenever feasible. The average age of the paratransit fleet is 6.3 years during the reporting period.
Strategy 1.3.3: Complete an analysis of ADA and TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand and applicability in Volusia County.

Votran submitted a grant application in April 2017 to the CTD seeking support to implement a pilot program designed to encourage Votran Gold customers to use the fixed route service. This was not a project selected by the CTD for funding as a mobility enhancement, however. Votran will consider other grant opportunities to support the program. Votran will continue to seek opportunity to implement a pilot program.

Strategy 1.3.4: Ensure paratransit clients are subject to apply for recertification every three years. Review to determine whether or not customers are still eligible for services under the appropriate funding sources.

Votran realizes efforts towards making fixed-route accessible to more riders would free up capacity on the paratransit system, provide greater independence for the TD users, and reduce cost for both the transit system and the TD Program. Votran takes a responsible approach to managing its paratransit service. Votran conducts strict eligibility and certification processes as well as providing travel training to those who qualify for transition to the fixed route system. Functional assessments take into consideration any part of the system in the designated service area which cannot be used or navigated by the individual due to a disability. Eligibility is therefore, determined by a combination of functions and a medical model as it applies to the individual needs for trips. Re-certifications are conducted every three years.

Goal 2: Deliver a safe and high quality transit experience to the customer.

Objective 2.1: Monitor service quality and maintain minimum standards

Strategy 2.1.1: Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service

On time performance (also known as schedule adherence) is used to indicate the quality of service provided to customers. Votran’s pick-up window is 1 hour. This policy is clearly communicated to drivers as well as to passengers. A standard of 90% on-time performance has been established for all completed trips. Through persistent effort and various strategies including the addition of Global Positioning System devices in paratransit vehicles, Votran has been able to consistently meet or exceed the 90% on-time standard and continues to do so. The record in FY 2017 continues to show on-time performance above the
standard at 92% average for the fixed routes and 91% for paratransit service. Hb OTP verification

**Strategy 2.1.2:** Implement IVR technology to allow automated calling and assist with customer communication of trip reminders and cancellations.

The Interactive Voice Recognition (IVR) was implemented in the last week of February 2018. This phone system is called VoCall and allows inbound callers to find out what trips they have scheduled. The customer will receive a call approximately 15 minutes in advance of their pickup. This is based on real time vehicle location information. This gives the customer some time to prepare for their pickup without needing to call to find out how soon to expect their vehicle. An outbound call to customers is placed the evening before a reserved trip to remind customers about their reservation and provides the option for the trip to be cancelled in advance. Customers may opt to receive text messages instead of voice messages. All new Votran Gold eligible customers have been receiving information about VoCall service. Votran is working on a promotional campaign for our customers to remind them about this opportunity.

**Strategy 2.1.3:** Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities.

Votran drivers receive intense training over a six week period that includes: simulator training, defensive driving, driver safety, passenger sensitivity, wheelchair securement, and T.S.I. (Transportation Safety Institute) Certified training which involves operator’s responsibility, customer service training as well as emergency management. Training is broken down into two phases. Phase one consists of classroom instruction by training supervisors and presentations of specific subjects by staff personnel. Phase two is on-the-job training with primary line instructors who fine-tune their driving skills and learn the various routes in Votran’s system. The most recent annual training took place in April 2018; the topic related to paratransit operation includes ADA Reasonable Accommodations and Disability Etiquette.

**Strategy 2.1.4:** Continue to staff weekly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is appropriate.

Votran has, in place, a Service Review Committee which meets weekly. Attendees usually include: the Assistant General Manager, Representatives from Operations and Scheduling and a representative from the River to Sea TPO. The review is run by the Customer Service Manager. The Service Review Committee continues to meet and review service complaints including paratransit. Thanks to Votran’s technology, determinations can be made using on-board videos.
and GPS data. All passenger vehicles, including paratransit vehicles, are equipped with on-board security cameras. Commendations received concerning service are also shared with the attendees. Findings from this Service Review Committee result in corrective actions that are taken where and when necessary. On occasion, policies have been revised or developed pursuant to these meetings.

**Objective 2.2: Maximize customer comfort and safety**

**Strategy 2.2.1:** Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions.

Votran’s System Safety Program Plan complies with State minimum equipment and operational safety standards established pursuant to subsection 341.061, Florida Statutes. Minimum State standards are contained in Rule 14-90, Florida Administrative Code. Votran inspects all equipment operated in accordance with established standards at least annually.

Votran has in place monetary penalties when service providers fail to provide adequate service. Disincentives may range from non-payment for a trip that was not performed in accordance with the standards set forth in the contract, such as: Vehicle serviceability problems, failure to turn in Daily Performance Logs, inability to perform trips or trip refusals, non-compliance with established policies, and lack of response to customer complaints. A new contract for paratransit service providers was established in July 2018 with two operators: All Volusia Transport and Med One Shuttle.

**Strategy 2.2.2:** Monitor safety related complaints and seek ways to minimize complaints and operate services in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.

Votran has a complaint policy and handles each complaint either by phone or in writing. The Customer Service Department tracks all paratransit and fixed route complaints. Additionally, Votran’s Operations Department has a Director of Safety and Training on board who further explores those complaints related to safety. Re-training, counseling and disciplinary actions are used for enforcement.

**Strategy 2.2.3:** Continue to utilize compliance officer, road supervisor, “mystery riders”, cameras, and technology at Votran’s disposal to ensure accountability of staff to riders and passenger compliance with policies and procedures.

Votran uses various means to ensure accountability of staff to riders such as: compliance officers, road supervisors, and video cameras on the vehicles. Votran’s contract compliance officer monitors contractor performance and identifies training deficiencies or service quality
concerns that may arise among contractors. Road supervisors, customer service reports and cameras also contribute to ensuring accountability of staff to riders. Investigation of customer service reports make use of many technology data sources available to the Customer Service Manager.

**Strategy 2.2.4:** Analyze accident records and document future actions deemed necessary to improve the overall safety record.

For all accidents, whether they are traffic, passenger, or on-the-job injury, a supervisor is dispatched to the accident location. Appropriate law enforcement agencies are also contacted. The supervisor dispatched to the scene, will complete a Supervisor’s Investigation Form, and the driver will complete an accident form. Following the completion of the above forms, they are forwarded to the Safety Director for investigation and classification. The accident reporting system at Votran involves the following reports: Accident Report, Accident Review Committee, Operator Accident History, System Performance and Employee Injury Reports. Votran participated in a Florida Department of Transportation (FDOT) Triennial compliance review with Votran in July of 2017, which included a favorable review of the safety program. In October 2018 Votran received awards at 2018 FPTA & CTD Annual Conference in the following categories:

- Florida Public Transportation Association Tier 2 Certificate of Merit for Safety
- State of Florida Commission for Transportation Disadvantaged CTD - System of the Year Safety Award
- State of Florida Commission for Transportation Disadvantaged Dispatcher / Scheduler of the Year - Susan Smeltzer
- The Sheila Winitzer Shining Star Award - Edie Biro

**Strategy 2.2.5:** Maintain the quality of the vehicles by replacing older, high-mileage vehicles and operating a fleet with vehicles that do not exceed their useful life.

Votran keeps track of its need to replace/purchase equipment/vehicles via the vehicle replacement program and coordination with the maintenance department. Concerning paratransit vehicles, Votran maintains a vehicle replacement schedule that extends over a decade. The organization also outlines a five-year replacement plan as part of the Capital Improvement Program (CIP). Concerning equipment, Votran’s planning staff coordinates the development of the CIP with the maintenance department to ensure the need for shop tools and equipment are identified and adequate funding is secured. A schedule of needs is developed and incorporated into the CIP. The average age of the paratransit fleet is 6.3 years. In September 2018 Votran received notice from FDOT about the award of Section 5310 grant funds that will allow for replacement of 7 vehicles that are the oldest in the fleet. Additional funding was awarded by FDOT under the Section 5339 grant for two more paratransit replacement vehicles.
Strategy 2.2.6: Install technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) on all contractor vehicles with the goal of achieving consistent operating levels with Votran vehicles and better coordinated services.

Votran orders their new paratransit vehicles with GPS units and AVL systems. Contractors are encouraged to use the prior mentioned technologies, and their contracts include an incentive for the use of technology which aids in the reduction of the cost of providing services. Votran completed the tablet installations with AVL and MDT technology on contractor vehicles in November 2017. This contractor installation supports the IVR advance calling that was implemented as VoCall in February 2018.

Objective 2.3: Increase avenues for customers to access information on the coordinated transportation system

Strategy 2.3.1: Continue facilitating transit education program to educate special interest groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.

Votran undertakes “transit education” programs oriented towards educating special interest groups on the benefit of public transportation. A better understanding of transit and its benefits may produce positive results such as improved ridership and improved overall system utilization. Votran staff has worked closely with a variety of groups to provide transit education such as: the Volusia Council on Aging and local AARP offices to educate seniors on how to use fixed route service among others. Transit education efforts included:

Participation in the New Smyrna Beach Flea Market to educate the public on all transit services provided by Votran.

Multiple visits to the Methodist Children's Home to teach their members how to use the transit system and get them familiarized with our latest technology.

Votran participated in the Volusia County Health and Benefits Fair to inform participants on how they can use our services.

Votran realizes marketing is an ongoing communications exchange with customers in a way that educates, informs and builds a relationship over time. In turn, these relationships have produced advocates and repeat customers.
Votran has made presentations and conducted outreach which include: Senior resident community meetings (various), Vehicle days at public schools throughout the County, Children’s Methodist Society, City community events in New Smyrna Beach, HUD Family Self Sufficiency Daytona Beach Housing Authority Subcommittee, Halifax Area Advertising Authority Board, Division of Blind Services, Coastal Volusia Home School Group, Seabreeze High School ESE students, New Smyrna Beach High School ESE students, Daytona Beach Zone 5 Neighborhood Watch, National Housing Corporation AHEPA 410 Apartments, Volusia County Health and Wellness Fair, Daytona Beach Convention and Visitors Bureau, Florida Public Transportation Conference Displays, Volusia County Transportation Disadvantaged Local Coordinating Board and the Florida Transportation Disadvantaged Annual conference and a display table at the Shriners National Conference.

**Strategy 2.3.2:** Promote new and existing transportation service in Volusia County.

Promoting and marketing go hand in hand when it comes to familiarizing the transit system riders with all that Votran has to offer and plans to offer. Votran understands the introduction or launching of a new service involves both focusing within Votran (employees) and outside of Votran (general public). Votran works with Volusia County staff in Community information to develop media opportunities. These include radio ads and regular interviews with Votran’s staff on radio and TV. With the assistance of the FDOT service development grant for marketing, Votran has updated the radio ad to focus on the Rider Technology Tools.

New service was launched in New Smyrna Beach June 2018, providing a new Route 44 operating fixed route service connecting Julia/Sams, Walmart and the Beachside. The newest service will be launched for Route 25 in Deltona, connecting Dupont Lakes, City Hall and west as far as the Halifax Hospital and Epic Move Theatres. Marketing included:

- Public Meetings were held to inform the public about new service and service changes.
- Participation in the Deltona Community Expo at The Center At Deltona to educate the community about the new bus service.
- Flyers with information about the new Route were distributed at Community Flea Market in Deltona.
- A Ribbon Cutting Ceremony took place at Deltona City Hall to commemorate the new Route 25 bus service.
- Route schedules, flyers, and brochures were handed out at numerous locations and events.

**Strategy 2.3.3:** Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyStop real-time bus tracking.
app, and update the various “How-to-Ride” guide formats, as necessary to educate and inform system users and the community.

Votran’s newly updated website provides trip planning, tracking and customer service information to passengers, and Votran also developed “My Stop” live bus tracking app on smart phones. The downloadable Votran Gold Users (Rider’s) Guide and the GOLD eligibility application are available in both English and Spanish on the website. Copies of the guide as a streaming audio and an MP3 download (18.7mb) are also available for download. Votran updated the website with new marketing videos to educate the riders how to ride the Votran system. Other detailed information of use to the paratransit (or potential paratransit) rider can be found at this location on the site as well. Policy reminders are also provided in the form of “Take Ones”. The website has a sign language video of the Votran Gold User Guide for the deaf and hearing impaired. In addition, the Vo-to-go text message system provides fixed-route riders real-time information to track bus via text messages. The web site features a “translate site” option which allows users to select a preferred language they want to view the displayed text.

**Strategy 2.3.4:** Ensure all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998.

Votran staff is working to ensure the new website and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. Ongoing reviews and updates to these media ensure continued compliance exists.

**Strategy 2.3.5:** Continue to serve on the R2CTPO Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

Votran continues to participate as a member of the River to Sea TPOs Bicycle and Pedestrian Advisory Committee (BPAC), the Citizens Advisory Committee (CAC), and the Technical Coordinating Committee (TCC). Votran staff, as stakeholders or participants, also attends the TPO’s special study meetings, such as Bus Stop Improvement Plan (Phase I) and ITS Master Plan meeting, as well as the TPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. Votran (CTC) attends all TDLCB meetings as a non-voting participant.

**Strategy 2.3.6:** Conduct travel training workshops and training to organizations serving the disabled.
Votran realizes efforts towards making fixed-route accessible to more riders would free up capacity on the paratransit system, provide greater independence for the TD users, and reduce cost for both the transit system and the TD Program. Votran takes a responsible approach to managing its paratransit service and conducts strict eligibility and certification processes as well as provides travel training to those who qualify for transition to the fixed route system. Travel training can also be provided upon request by organizations serving the disabled. The Votran Customer Service staff visited with staff members at a dialysis center and a nursing home to train them on travel needs of patients in their care. Votran participates in community awareness events such as Volusia/Flagler Disability Coalition.

Goal 3: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.

Objective 3.1: Improve local knowledge of the benefits of transit-friendly land uses

Strategy 3.1.1: Continue to work with the R2CTPO for any subsequent updates to the adopted TIA guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.

Votran continues to be involved as a reviewer of local comprehensive plans, plan amendments, development proposals, and re-zonings in its current and future planned service areas. Votran has met with several local municipalities to discuss possible improvements concerning accessibility for transit riders including the transportation disadvantaged. Votran, in joint effort with the TPO, will continue to promote the Transit Development Design Guideline (TDDG) to provide up-to-date transit design principle for local development. This document will be referred to as a local transit design standard in the TPO’s Traffic Impact Analysis (TIA) which will be a required document for local development.

Strategy 3.1.2: Complete updates to the Transit Development Design Guidelines (TDDG), as necessary.

Votran continues to utilize the TDDG as design guidelines for transit infrastructure development and improvements in Volusia County. No update to the TDDG is necessary at this time.

Objective 3.2: Improve connections of public transportation to other modes of transportation

Strategy 3.2.1: Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.
Votran participates in the TPO committees to support corridor development as improvement projects arise.

**Strategy 3.2.2**: Evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.

SunRail feeder bus service is currently operating using funding from FDOT. Route concepts were designed based on available funding, existing customer demand, input from FDOT, SunRail consultants, input from Orange City and Deltona and input received at West Volusia Summit meetings. Votran’s General Manager participates in the SunRail Technical Advisory Committee (TAC) meeting and Votran’s Assistant General Manager for Customer Service participates in the SunRail Customer Advisory Committee.

**Strategy 3.2.3**: Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

All new bus stops are installed according to the ADA guidelines. New bus stops were installed for the new service on Route 44, according to all the FDOT and FTA guidelines. The most recent bus stops for Route 25 have been completed in time for the start of new service February 25, 2019.

Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.

**Objective 4.1**: Continue to coordinate with the River to Sea TPO to staff and support the Volusia County TDLCB

**Strategy 4.1.1**: Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.

Votran collects, compiles and maintains various data that is used in the National Transit Database (NTD) and the Annual Operating Report (AOR) and which are submitted in a timely manner. The annual CTC evaluation is also undertaken, which includes an evaluation of the standards and performance measures adopted by the Transportation Disadvantaged Local Coordinating Board (TDLCB). Votran’s CTC re-designation was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) in November, 2016. The Annual Operating Report of 2018 was also discussed by the TDLCB in November, 2018 and approved by the TDLCB in January 2018.
Strategy 4.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER.

The last major TDSP update, covering the period 2018-2022, was completed by the CTC and R2C TPO and reviewed and approved via roll call by the TDLCB in March of 2017. This is the second annual update. Quarterly progress reports were submitted in a timely manner, and the AER was submitted concurrently with the AOR for review by the CTD in September of each year.

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

Votran continues to work diligently to strengthen the coordination of transportation in the County. Votran maintains existing coordination contracts and executes new ones, where feasible, needed and cost effective. Since FDOT is the designated recipient responsible for the competitive process regarding the award of grant for Section 5310 vehicles, Votran efforts to strengthen the coordination of transportation are furthered by obtaining Coordination Agreements with the non-profit agency prior to award of Section 5310 funds from the Florida DOT.

Strategy 4.1.4: Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.

Votran’s Operations Staff monitors paratransit subcontractor performance at regular intervals throughout the year. Positive trends are documented and negative trends are immediately addressed. Performance reports are provided to the Transportation Disadvantaged Local Coordinating Board at their regularly scheduled meetings. These reports include performance as they relate to the transportation disadvantaged and paratransit as well as fixed route service. The latest reports were provided to the TDLCB in January 2019.

Goal 5: Integrate paratransit service with fixed-route service to provide more travel options for the ADA and TD populations.

Objective 5.1: Provide opportunities for ADA and TD passengers to safely access multi-modal transportation options.

Strategy 5.1.1: Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.
Votran realizes efforts towards making fixed-route accessible to more riders would free up capacity on the paratransit system, provide greater independence for the TD users, and reduce cost for both the transit system and the TD Program. Votran takes a responsible approach to managing its paratransit service. Votran conducts strict eligibility and certification processes as well as providing travel training. Functional assessments take into consideration any part of the system in the designated service area which cannot be used or navigated by the individual due to a disability. Re-certifications are conducted every three years.

**Strategy 5.1.2:** Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services.

Votran takes a responsible approach to managing its paratransit service. Votran conducts strict eligibility and certification processes as well as providing travel training -as requested by customers or potential customers.

**Strategy 5.1.3:** Complete an Accessible Pedestrian Signal Action Plan by 2018.

An Accessible Pedestrian Signal Action Plan was completed and approved by the River to Sea TPO in March 2017. The Plan examined potential opportunities for installation of new pedestrian signals with accessible features at critical intersections and recommended to incorporate signal updates in local road projects. The audible features of these signals are beneficial to the sight impaired. This plan is in the implementation phase, with each new TPO project there is a staff assessment of site suitability that may result in recommendations for these signal types to be utilized for the project.

**Strategy 5.1.4:** Develop a phased-implementation plan to improve accessibility at bus stop locations.

Votran continues to work with developers, cities and FDOT to assess projects that impact bus stops in the right of way. Where the development requires a change in bus stop position Votran staff work to ensure that the newly installed bus stop meets all design standards for FDOT and FTA guidelines.

Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.
Objective 6.1: Investigate and pursue all available funding opportunities at the federal, state, and local levels and from private sources for programs or projects that serve the transportation disadvantaged

Strategy 6.1.1: Coordinate with the River to Sea TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator’s (CTC) planning efforts.

The River to Sea TPO is committed to public transportation as an essential alternative form of mobility for those who do not have access to private transportation. In addition, public transportation provides an efficient alternative to the private automobile, helping to relieve pressure in congested corridors. The TPO has ascertained the importance of ensuring transit, which inherently receives a small amount of Federal Funding relative to highway funding, is part of the diversification of highways and other modes of transportation. As Volusia County faces increasing travel demands on the transportation infrastructure, the TPO and Votran (Volusia County's Public Transit System) have become major partners in the refinement of the intermodal transportation planning process. The TPO’s commitment is backed by its decision to set aside 30% of its Surface Transportation Program (STP) Extra Urban (SU) funding to support transit. Furthermore, the TPO’s transit planner acts as a liaison between the inner workings of both the TPO and Votran. This includes such activities as attending meetings, coordinating review of the work program, reviewing documents and providing information that assists both the TPO and Votran in their decision making. Votran established a coordinating agreement with WORC allowing for their FDOT grant to be awarded for their transportation program. In 2019 Votran will be replacing 13 paratransit vehicles utilizing the grant funds from a number of FDOT and FTA sources including Section 5310, Section 5339, Section 5307 and the TPO SU funds.

Strategy 6.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system.

Votran uses the assistance of small businesses in the provision of paratransit services allowing Votran to develop its core services and use vendors for some of the outlying trips. Votran makes every effort to do its best to accommodate paratransit demand through the use of its own paratransit fleet as this facilitates increased multi-loading, thus, reducing overall operating costs for the paratransit program. Through this vigilance, Votran continues to have no unmet trip requests.

On August 6, 2015, the county council approved the contract with vRide, for commuter vanpool program services. Enterprise Leasing Company of Orlando merged with vRide and has since operated the county's contract for commuter vanpool services.
Strategy 6.1.3: Work with CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community.

The Votran system receives its county funding support from the General Revenue Fund. Current funding from Volusia County Government has supported Votran service improvement as follows:

Votran implemented a frequency improvement on the cross county route 60 and route 20 effective January 29, 2017. The major projects for the FY 17/18 year, involved improving transit access through enhancing service:

- Increased frequency on Routes 7 and 11 from 60-minute to 30-minute, beginning January 2018.
- New Smyrna Beach circulator route to serve the SR 44 corridor from the beachside to the Walmart in New Smyrna Beach, began operating June 2018.
- Operated limited holiday service on Thanksgiving Day, Christmas Day and New Year’s Day.
- Deltona Route circulator route to serve Howland Boulevard between Dupont Lakes and Epic Theatres, started February 25, 2018.

State and federal transit funding are expected to remain limited during the upcoming years.

Votran will continue to work toward identifying possible sources of funding for future Votran improvements.

Strategy 6.1.4: Work with local agencies to continue to receive sufficient funding to provide agency trips (i.e., Volusia Council on Aging, the Florida Department of Children and Families, etc.).

Votran works with local agencies in order promote a better understanding of transit and its benefits. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has worked with community based organizations, the TPO and the Florida Department of Transportation commuter options marketing agency, ReThink.

Strategy 6.1.5: Evaluate fares every three years to ensure customers contribute to maintaining the system within reasonable means.

Some paratransit riders were under the impression that paying for their ride was optional. Votran re-introduced their past policy for non-pays and is included in the Votran Gold User Guide. Part
of the information in the guide lets the rider know fares will depend upon their sponsorship or funding source and the reservationist will tell them the cost of the trip when the reservation is made.

**Objective 6.2:** Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

**Strategy 6.2.1:** Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.

Votran undertakes “transit education” in order to promote a better understanding of transit and its benefits both with the general public and local decision makers. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has provided presentations in numerous city community events as well as Daytona State College, Halifax Council of the Blind, Port Orange YMCA, New Smyrna Beach, and public schools throughout the County among others. Votran has a speaker’s bureau link on its website and staff members are available to speak to groups about the benefits of public transit and can assist groups with information and “how to ride” presentations. In addition, Votran staff has made presentations on the subject of Votran’s Transit Technology to the River to Sea TPO’s Board and subcommittees that consist of general public and local decision makers in October 2018.

**Actions To Be Initiated Within Five Years**

Votran is a dynamic organization characterized by continuous adjustments to change, vigorous activity, high effectiveness and energy. This Community Transportation Coordinator is constantly going through a process of adjustment and growth to meet ever increasing customer needs. To further enhance its ongoing activities Votran has incorporated additional actions to be initiated within the next two to five years. The Implementation Schedule in Appendix A provided details of activities that have been planned to be carried out in the next five years from the most recent TDSP update. Appendix B provided the updated Volusia County Rate Model for FY 2018-2019 that was approved in May 2018.

**New Challenges**

In order to meet the updated goals and objectives, the strategies provides guide to Votran’s annual accomplishment. However, challenges still exist in the current and future services.
Specifically, these challenges are reflected in areas of fluctuation in service demand, traffic congestion and uncertainty in funding allocation.

Within the existing service area it is difficult to meet demand for Sunday service and extended hours service due to competing priorities for operating Volusia County community services. Meanwhile, paratransit driver recruitment continues to be a challenge due to the competitive wage level, and the robust job market within the commuting area of Volusia County.

Increasing demand created by new developments outside of current service area: many new development/destinations have been created in the past years throughout Volusia County. As commercial and residential development continues beyond the current Votran service area, a process for approving and funding new bus service should be adopted as a Volusia County transportation policy. With the current status quo approach to long term transit planning, new service to accommodate individuals residing more than ¾ of a mile away from a fixed route would not be considered. Without fixed route service, these people would be eligible for transportation on Votran’s Gold service under Transportation Disadvantaged (TD) grant funding. This increase in utilization of TD funding will quickly overreach the availability of funding.

Conclusion

Votran has prepared the second annual update from the recent Transportation Disadvantaged Service Plan (TDSP) 2018-2022 major update. Votran has been making consistent efforts to implement service improvements supporting the adopted goals and objectives in the TDSP. As described in this report, Volusia County budgeting for the past two years have provided funds that support the current year implementations that were listed in the TDSP major update. Votran will continue to seek funding opportunities to maintain current level of paratransit service in Volusia County.
Appendix A

Implementation Schedule

Volusia County’s Implementation Plan is derived from the goals, objectives, and strategies and has been developed to assist with achieving the long range goals. In the following tables from the TDSP major update (2017), for each of the goals, there are identified responsible parties and recommended timeframes for implementing the strategies, as well as status to be updated each year for completion. The updated timeframe for the strategies originally proposed in the TDSP major update (2017) are highlighted in red text below.

<table>
<thead>
<tr>
<th>Goal</th>
<th>Strategies</th>
<th>Responsible Party(ies)</th>
<th>Timeframe</th>
<th>Potential Cost</th>
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<tbody>
<tr>
<td>Goal 1: Provide an efficient, fully coordinated, and cost-effective transportation system to meet the demand and mobility needs of the transportation disadvantaged in Volusia County.</td>
<td>Review trip patterns to major attractors to ensure multi-loading is occurring as efficiently as possible.</td>
<td>CTC</td>
<td>Annually</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Complete an analysis of TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand.</td>
<td>CTC</td>
<td>2019</td>
<td>$30,000</td>
</tr>
<tr>
<td></td>
<td>Implement a pilot bus pass program for Gold users to provide additional mobility and allow use of fixed-route by paratransit customers when feasible, which will also increase system efficiency. The opportunities for Gold Service users to use fixed-route service for free may provide comfort with this mode and reduce reliance on the Gold service by individuals who chose to participate.</td>
<td>CTC/Votran</td>
<td>2020</td>
<td>$50,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal</th>
<th>Strategies</th>
<th>Responsible Party(ies)</th>
<th>Timeframe</th>
<th>Potential Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct an annual travel training workshop, with training for organizations that serve persons with a disability.</td>
<td>CTC</td>
<td>Annually</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Conduct a “mystery rider” program to ensure</td>
<td>CTC</td>
<td>2020</td>
<td>$20,000</td>
<td></td>
</tr>
</tbody>
</table>
Goal 2: Deliver a safe and high quality transit experience to the customer.

<table>
<thead>
<tr>
<th>Description</th>
<th>Responsible Party</th>
<th>Year</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a formal transit education program that could be conducted by any staff member to educate special interest groups, clubs, and community association on the benefits of public transportation.</td>
<td>CTC</td>
<td>2020</td>
<td>N/A</td>
</tr>
<tr>
<td>Implement IVR technology to allow automated calling and assist with customer communication of trip reminders and cancellations.</td>
<td>CTC</td>
<td>2018</td>
<td>$300,000</td>
</tr>
<tr>
<td>Install technology on all contractor vehicles with the goal of achieving consistent operating levels and capacities with Votran vehicles and better coordinating services.</td>
<td>CTC / Contractors</td>
<td>2018</td>
<td>Varies</td>
</tr>
<tr>
<td>Goal</td>
<td>Strategies</td>
<td>Responsible Party(ies)</td>
<td>Timeframe</td>
</tr>
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<tr>
<td>Goal 3: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.</td>
<td>Annually evaluate the connectivity of service and infrastructure with SunRail use patterns as it relates to ridership trends, customer service requests, and SunRail service modifications.</td>
<td>CTC / FDOT</td>
<td>Annually</td>
</tr>
<tr>
<td></td>
<td>Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.</td>
<td>CTC</td>
<td>2020</td>
</tr>
<tr>
<td>Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.</td>
<td>Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER.</td>
<td>CTC</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.</td>
<td>CTC</td>
<td>TDLCB</td>
</tr>
<tr>
<td></td>
<td>Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.</td>
<td>CTC</td>
<td>Annually</td>
</tr>
<tr>
<td></td>
<td>Monitor Coordination Agreements with contractors.</td>
<td>CTC</td>
<td>Annually</td>
</tr>
<tr>
<td>Goal 5: Participate in efforts to improve pedestrian accessibility to multi-modal transportation options in Volusia County.</td>
<td>Complete an Accessible Pedestrian Signal Access Plan by 2017/2018.</td>
<td>R2CT PO</td>
<td>N/A</td>
</tr>
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</tr>
<tr>
<td></td>
<td>Develop a phased-implementation plan to improve accessibility at bus stop locations.</td>
<td>Votran</td>
<td>2018</td>
</tr>
<tr>
<td>Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.</td>
<td>Evaluate fares every two years to ensure customers contribute to maintaining the system within reasonable means.</td>
<td>CTC / LCB</td>
<td>2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix B

Volusia County TD Rate Model FY 2018-19

In development 3-6-2019
III. ACTION ITEMS

D. APPOINTMENT OF A QUALITY ASSURANCE COMMITTEE (QAC) MEMBER

BACKGROUND INFORMATION:

The Quality Assurance Committee (QAC) performs a dual role in that it serves as a mediator to process and investigate complaints from agencies and users of the system in the designated service area and make recommendations to the Coordinating Board for improvement of service. The QAC also is responsible for the update of the TDLCB Bylaws and coordinates with Votran in reviewing and establishing standards to provide a more efficient system. Reviews include, but are not limited to, the Annual CTC Evaluation and the Annual Operating Report (AOR).

At least one additional member is preferred for the QAC. Current QAC members are:

1. Volusia County Council Member Heather Post (Chairperson)
2. Doug Hall
3. Patricia A. Lipovsky
4. Heather Blanck (Votran/non-voting)
5. Stephan Harris (River to Sea TPO/non-voting)

ACTION REQUESTED:

MOTION TO APPOINT A QUALITY ASSURANCE MEMBER
IV. PRESENTATIONS AND DISCUSSION ITEMS

A. PRESENTATION AND DISCUSSION OF FDOT’S RETHINK YOUR COMMUTE PROGRAM

BACKGROUND INFORMATION:

The Florida Department of Transportation’s reThink Your Commute is a commuter assistance program that provides alternatives to the single occupant commuter trip. The program promotes smart transportation solutions and is beneficial to the development of public transit statewide, addresses the needs of the disadvantaged, relieves traffic congestion, improves air quality and assures energy conservation.

ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB
Program Update
March 2019
FDOT District 5 Regional Commuter Assistance Program
Who We Are

reThink Your Commute is a program of the Florida Department of Transportation

We promote smart transportation solutions for Central Florida’s workforce

- Carpools, vanpools, transit, biking and walking
- Compressed work weeks and telecommuting

We serve nine counties: Brevard, Flagler, Lake, Marion, Orange, Osceola, Seminole, Sumter, and Volusia
Top 5 Work Destinations for Deltona Workers
1. DeLand (3,452)
2. Orlando (3,043)
3. Sanford (2,941)
4. Orange City (1,828)
5. Deltona (1,687)

Top 5 Work Destinations for Daytona Beach Workers
1. Daytona Beach (7,283)
2. Ormond Beach (1,568)
3. DeLand (1,278)
4. Port Orange (1,158)
5. Jacksonville (728)
**City of Palm Coast**

**Top 5 Work Destinations for Palm Coast Workers**
1. Palm Coast (4,908)
2. Bunnell (2,751)
3. Jacksonville (2,064)
4. Daytona Beach (1,536)
5. Ormond Beach (1,132)

**Flagler Beach CCD**

**Top 5 Work Destinations for Flagler Beach CCD Workers**
1. Palm Coast (1,522)
2. Bunnell (864)
3. Jacksonville (792)
4. Daytona Beach (531)
5. Ormond Beach (344)
Commute Options

- Votran – local bus service
- Carpools – use commuters’ own vehicles
- Vanpools – lease a 7+ passenger vehicle from Enterprise in partnership with Votran
Vanpooling in Volusia County

- Month to month lease
- 24-hour roadside assistance
- $1 million in liability insurance
- $0 deductible comp/collision
- All preventative maintenance
- Optional WEX fuel/toll card program
- Comprehensive account management & maintenance
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find riders &amp; discuss a commute plan</td>
<td>Free ridematching available through reThinkYourCommute.com</td>
</tr>
<tr>
<td>Request a quote</td>
<td>Start the conversation at work – a common destination and compatible schedules are key</td>
</tr>
<tr>
<td>Pay first month’s lease fee</td>
<td>Select a meet-up location – Park &amp; Ride lots available on the west side of Volusia County</td>
</tr>
<tr>
<td>Schedule vehicle delivery</td>
<td>Nominate a “captain” – who will take the lead in coordination with Enterprise and communication with other drivers and riders?</td>
</tr>
<tr>
<td>Get ready to ride</td>
<td></td>
</tr>
</tbody>
</table>
Starting a Vanpool

- Find riders & discuss a commute plan
- Request a quote
- Pay first month’s lease fee
- Schedule vehicle delivery
- Get ready to ride

→ Connect with your local Commute with Enterprise representative

Sarah Saylor
(386) 451-8206
Sarah.Saylor@ehi.com

→ Make sure to have your details worked out, such as your origin and destination address, number of work days each month, as well as the number of confirmed riders

→ Sarah will provide you with a quote and your vehicle options
Starting a Vanpool

- Find riders & discuss a commute plan
- Request a quote
- Pay first month’s lease fee → Up-front payment of the first month’s lease fee is required
- Schedule vehicle delivery
- Get ready to ride
Starting a Vanpool

- Find riders & discuss a commute plan
- Request a quote
- Pay first month’s lease fee
- Schedule vehicle delivery → In coordination with Sarah Saylor and her team
- Get ready to ride
Starting a Vanpool

Find riders & discuss a commute plan
Request a quote
Pay first month’s lease fee
Schedule vehicle delivery

Get ready to ride

→ This is the easy part!
→ Monthly ridership reports are required
More Commute Options
Biking to Work

Who is biking to work?

Common concerns

- Safety
- Access to a bike
- Fitness

https://vimeo.com/279852665
This year's events were held February 25-March 2, 2019

Campus events took place at:
- Bethune-Cookman University
- Daytona State College
- Embry-Riddle Aeronautical University

Saturday community bike ride
- Met up at Daytona State College
- Route visited all three campuses
Thank you to everyone who made the 2019 events possible!
A Program of the Florida Department of Transportation

133 S. Semoran Blvd.
Orlando, FL 32807
866-610-RIDE (7433)

LaNina Dobson
Outreach Specialist
LaNina@reThinkYourCommute.com

Courtney Reynolds
Program Manager
Courtney@reThinkYourCommute.com

reThinkYourCommute.com

reThink your commute

Facebook: reThinkYourCommute
Twitter: reThink_CFL
IV. PRESENTATIONS AND DISCUSSION ITEMS

B. PRESENTATION AND DISCUSSION OF THE TDLCB BYLAWS

BACKGROUND INFORMATION:

The bylaws serve to guide the proper functioning of the TDLCB. The bylaws also provide procedures and policies for fulfilling the requirements of state statutes and for the coordination of transportation services to the transportation disadvantaged. The TDLCB Bylaws adopted on July 11, 2018 are provided with this agenda packet for review and discussion.

ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB
BYLAWS OF THE
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

Section A: Name. The name of the Coordinating Board shall be the River to Sea Transportation Planning Organization TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the Board.

Section B: Purpose. The primary purpose of the Board is to assist the Designated Official Planning Agency in identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, Florida Statutes.

ARTICLE III: MEMBERSHIP, APPOINTMENT, TERMS OF OFFICE, AND TERMINATION OF MEMBERSHIP

Section A: Voting Members. In accordance with Chapter 427.0157, Florida Statutes, all members of the Board shall be appointed officially by the River to Sea Transportation Planning Organization (TPO). Each prospective member shall have their organization designate in writing to the TPO their appointee to the TDLCB.

According to Florida Statute 427, Chapter 41-2.012, the following agencies or groups shall be represented on the Local Coordinating Board in every County as voting members:

1. An elected official of Volusia County, Florida shall serve as the official chairperson;
2. A representative of the Florida Department of Transportation;

3. A representative of the Florida Department of Children and Families;

4. A representative of the Public Education Community;

5. A representative of the Florida Department of Education;

6. A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged in the County;

7. A person who is recognized by the Florida Department of Veterans’ Affairs as a representative of veterans in the County;

8. A person over sixty years of age representing the elderly in the County;

9. A handicapped person representing persons with disabilities in the County;

10/11. Two citizen advocate representatives in the County, one of whom must represent a user of the system;

12. A representative of the Council for Early Childhood Services;

13. Chairperson or designee of the local Mass Transit or Public Transit System’s Board;

14. A representative of the Florida Department of Elder Affairs;

15. A representative of the local private for profit transportation industry;

16. A local representative of the Florida Agency for Health Care Administration;

17. A representative of the Regional Workforce Development Board; and

18. A representative of the local medical community.
Section B: **Alternate Members.** All agency members of the Board shall have their organization designate in writing to the TPO their alternate who may vote only in the absence of that member on a one vote per member basis. All members not representing an agency shall also have an alternate appointed for them.

Section C: **Terms of Appointment.** Consistent with Rule 41 - 2.012(5), except for the chairperson. Agency members and non-agency members of the Board shall be appointed for one, two and three year staggered terms with the initial membership. Individuals can be appointed for more than one term. Upon approval by the TPO Board, the membership can be extended for increments of two years. The Chairperson shall serve until replaced by the TPO.

Section D: **Termination of Membership.** Any non-agency members of the Board may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the Board is expected to demonstrate his/her interest in the Board’s activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The TPO shall review, and consider rescinding the appointment of any voting non-agency member of the Board who fails to attend three (3) consecutive meetings. The staff of the Local Coordinating Board shall contact Department Supervisors of all members representing an agency who fail to attend two (2) consecutive meetings.

**ARTICLE IV: OFFICERS AND DUTIES**

**Officers.** The officers of the Board shall be Chairperson and Vice-Chairperson.

1. **Chairperson.** The designated official planning agency shall appoint one elected official, to serve as the official Chairperson for all Local Coordinating Board meetings. The Chairperson shall be from the County which the Local Coordinating Board serves. The Chairperson shall preside at all Local Coordinating Board meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until replaced by the TPO, in accordance with F.S. 427, Chapter 41-2.012.

2. **Vice-Chairperson.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In such cases where the current Vice-Chairperson cannot complete the one year term, the Board shall hold an organizational meeting for the purpose of electing an interim Vice-Chairperson who shall serve the remainder of the previous Vice-Chairperson’s term. In the event both the Chair and Vice Chair are absent,
a Board member shall be nominated and approved by a majority of a quorum as Chair Pro Tem.

**ARTICLE V: BOARD MEETINGS**

Section A: **Regular Meetings.** The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, Florida Statutes, the Board shall meet at least quarterly.

Section B: **Annual Public Hearing.** The Board shall hold a minimum of one public hearing annually for the purpose of receiving input on unmet needs or any other services that relate to the local transportation system in Volusia County.

Section C: **Notice of Meetings.** Notices and agendas shall be sent to all voting Board members via email. Alternates and other interested parties, and the news media shall be sent notices only. Notices shall be provided via email within five (5) working days prior to the Board meeting and shall state the date, time, and the place of the meeting. Hard copies of notices and agendas shall be provided upon request.

Section D: **Quorum.** At all meetings of the Board, the presence in person of nine (9) of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may recess the meeting until a quorum is present. At any meeting without a quorum, only discussion and or informational items may be transacted.

Section E: **Voting.** At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present.

Section F: **Parliamentary Procedures.** The Board will conduct business using parliamentary procedures according to Robert’s Rules of Order, except when in conflict with these Bylaws.

**ARTICLE VI: STAFF**

Section A: **General.** The TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and minutes, including an attendance roster and other necessary administrative duties.

Section B: **Budget and Finance.** Consolidate the actual expenditures report of local and direct federal government transportation disadvantaged funds and forward them to the Commission for the Transportation Disadvantaged.
ARTICLE VII: BOARD DUTIES

Board Duties. According to Chapter 427 of the Florida Statutes and Rule 41- 2 of the Florida Administrative Code, the Transportation Disadvantaged Local Coordinating Board members shall:

1. Meet at least quarterly.

2. Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan with approved minimum guidelines, goals and objectives of the Local Coordinating Board.

3. Annually review and evaluate the Community Transportation Coordinator (CTC). The evaluation shall be conducted by using the evaluation criteria developed by the Commission for the Transportation Disadvantaged (CTD). A copy of the evaluation will be submitted to the Transportation Planning Organization (TPO) and the Commission for the Transportation Disadvantaged (CTD).

4. In cooperation with the Coordinator, review and provide recommendations to the Transportation Disadvantaged Commission and the TPO on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most effective and efficient manner.

5. Review coordination strategies, for service provision to the transportation disadvantaged in the County to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of services in an effort to increase ridership to a broader population. Evaluate multi-county or regional transportation opportunities between area Coordinators when it is appropriate and cost effective to do so.

6. In coordination with the Community Transportation Coordinator (CTC), review and approve applications for funds that may become available.

7. Assist the TPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP).
ARTICLE VIII: STANDING COMMITTEES

Section A: Quality Assurance Committee. This committee performs a dual role in that it serves as a mediator to process and investigate complaints from agencies, and users of the system in the designated service area and make recommendations to the Coordinating Board for improvement of service. The Committee also is responsible for the update of the TDLCB Bylaws and coordinates with Votran in reviewing and establishing standards to provide a more efficient system. Reviews include but are not limited to the Annual CTC Evaluation and the Annual Operating Report (AOR).

Section B: Other. Other committees shall be designated by the Chairman as deemed necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. Voting members or in their absence, their alternates may serve on the committees.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

The TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2 Florida Administrative Code (FAC). Any written comments shall be approved by the Local Coordinating Board or Chairperson, or in his absence, his designee.

ARTICLE X: AMENDMENTS

The Bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Volusia County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Transportation Disadvantaged Local Coordinating Board this 11th day of July 2018.

Volusia County Council Member Billie Wheeler, Chairperson Transportation Disadvantaged Local Coordinating Board (TDLCB)

ATTEST:

Debbie Stewart, Recording Secretary
River to Sea Transportation Planning Organization
V. STAFF COMMENTS

→ 2019 Transportation Disadvantaged Legislative Awareness Day

VI. TDLCB MEMBER COMMENTS

VII. TDLCB CHAIRPERSON COMMENTS

VIII. INFORMATION ITEMS

→ River to Sea TPO Board Meeting Summaries
→ River to Sea TPO Outreach & Activities
→ TDLCB Attendance Record
→ TDLCB Membership List

IX. ADJOURNMENT

*** The next TDLCB meeting will be on May 8, 2019 ***
Developmental Disabilities, Public Transportation and Transportation Disadvantaged

AWARENESS DAY 2019

MARCH 20, 2019
8:30 AM – 2:30 PM


VISIT EXHIBITORS
JOIN US AT THE RALLY
ENJOY LUNCH IN THE CAPITOL COURTYARD
MEET WITH YOUR LEGISLATOR
**SCHEDULE OF EVENTS**

8:30 A.M.
VISIT EXHIBITORS.

Exhibitor Booths will be on the First and Second Floor Rotunda of the Florida Capitol

10:55 A.M.
RALLY KICKOFF.

The rally will be held on the steps of the old Capitol building in the courtyard

11 A.M. - 12 P.M.
JOIN US AT THE RALLY.

The awareness rally will include speakers and entertainment on the steps of the old Capitol building in the courtyard

12 - 1:30 P.M.
ENJOY LUNCH IN THE CAPITOL COURTYARD.

Seating will be provided, lunch is free and open to the public

1 - 2:30 P.M.
MEET WITH YOUR LEGISLATORS AND EXPLORE THE EXHIBIT BOOTHs.

Accessible parking around the Capitol is limited
River to Sea TPO Board
Meeting Summary
January 23, 2019

- Introduced new TPO Board members Daytona Beach Shores Mayor Nancy Miller, Port Orange Commissioner Scott Stiltner, Flagler County Chair Donald O’Brian, Volusia County Council Members Barbara Girtman and Fred Lowry, Volusia County School Board Chair Carl Persis and DeBary Mayor Karen Chazez

- Approved a motion to pull Item I, TPO Population Update from the consent agenda and approved the consent agenda including approval of the November 28, 2018 TPO Board meeting minutes; approved a motion to continue Item I at the next TPO Board meeting

- Approved Resolution 2019-01 amending the 2040 Long Range Transportation Plan (LRTP) to reflect funding for two (2) interchanges on I-95; LPGA Boulevard and Pioneer Trail and to incorporate planning rule changes

- Approved Resolution 2019-02 amending the policy for establishing and maintaining transportation priority projects

- Approved Resolution 2019-03 amending the local match requirements placed on member local governments for projects prioritized for funding by the TPO

- Approved the priority project applications for Traffic Operations/Safety and Local Initiatives projects, Transportation Planning studies, Bicycle/Pedestrian and B/P Local Initiatives projects for the 2019 annual Call for Projects

- Approved request from the city of DeLand for additional funding for the Alabama Avenue Trail (Minnesota Avenue to US 92)

- Received a PowerPoint presentation of the updated draft Bicycle Suitability Map

- Received a PowerPoint presentation of the St. Johns River to Sea Loop Trail PD&E Study (US 1 from Kennedy Parkway to Dale Avenue)

- Received a PowerPoint presentation of the draft Work Program proposed by FDOT for FY 2019-20 to 2023/24

- The FDOT report was provided in the agenda; announced current temporary road closure of SR A1A in Ormond Beach due to police activity
• Received the Executive Director’s Report including an announcement that the R2CTPO was awarded a Step it Up: Action Institute to Increase Walking and Walkability grant; an update of R2CTPO office improvements; update of SU funding; update of the Roundtable of Volusia County Elected Officials and SunRail

• Announced the R2CTPO’s Annual Retreat will be held in partnership with the Daytona Beach Chamber of Commerce and VCARD on Monday, February 25, 2019, from 3:00 pm to 5:00 pm at Embry Riddle Aeronautical University and the topic will be “Exploring the Links Between Economic Development and Transportation”

The next River to Sea TPO Board meeting will be on Wednesday, February 27, 2019
• Approved the Consent Agenda including the January 23, 2019 meeting minutes and the TPO population update

• Received a PowerPoint presentation and approved Resolution 2019-04 updating the 2019 Safety Performance Targets

• Approved Resolution 2019-05 amending the FY 2018/19 to 2022/23 Transportation Improvement Program (TIP)

• Approved a motion to postpone Action Item C, Resolution 2019-## Adopting the 2019 Bicycle Suitability Map to allow for continuing work on the project

• Approved Resolution 2019-06 authorizing the execution of a Supplemental Agreement to the Metropolitan Planning Organization (MPO) Agreement for the use of Transportation Planning (PL) and Urban Attributable (SU) funds and amending the FY 2018/19 and 2019/20 Unified Planning Work Program (UPWP)

• Received a PowerPoint presentation of Transportation Funding

• Received a PowerPoint presentation of Roundabouts

• Received a PowerPoint presentation of Votran’s Service Changes in West Volusia County

• The FDOT report was provided in the agenda; announced the lights on Orange Camp Road in Lake Helen were turned on last Thursday

• Announced Ms. Anna Taylor as new FDOT District 5 Government Operations Manager

• Received the Executive Director’s Report including an update on SU funding/Work Program; Roundtable of Volusia County Elected Officials; and a summary of the 2019 River to Sea Annual Planning Retreat

• Announced a public meeting regarding the proposed half-cent sales tax will be held March 4, 2019 at the Volusia County Administration Building in DeLand from 6:30 pm to 7:30 pm
• Announced the City of DeLand will also be holding informational public meetings regarding the half-cent sales tax

• Announced a ribbon cutting for the Turnbull Bay Bridge will be held Friday, March 1, 2019 at 9:00 am

_The next River to Sea TPO Board meeting will be on Wednesday, March 27, 2019_
January 2019 TPO Outreach & Activities

1. Transportation and Civil Engineering (TRAC) Program Training
   - Date: Thursday, January 10, 2019
   - Location: R2CTPO Office
   - Description: FHWA, in coordination with the TPO, held a day of training for Mainland High School teachers and transportation-field volunteers on the TRAC Program which will be instituted into Mainland High School for the 2019/20 school year.

2. R2CTPO Issues 2019 Annual Call for Projects
   - Date: Thursday, January 24, 2019
   - Description: The TPO issued its annual call for projects applications which are due March 29th @ 2:00 p.m. Additional information available at: https://www.r2ctpo.org/planning-studies/priority-projects/

3. TPO Presentation on Transportation Funding to the League of Women Voters of Volusia County
   - Date: Monday, January 28, 2019
   - Location: New Smyrna Beach
   - Description: TPO staff gave a presentation on transportation funding to the Volusia County League of Women Voters.

February Events:
15: CFMPOA Meeting, MetroPlan Orlando
25: R2CTPO Annual Planning Retreat in partnership with Daytona Chamber of Commerce, ERAU
25 – 27: Not So Noisy Bike Week Events:
   25: Embry-Riddle Aeronautical University
   27: Daytona State College & Bethune-Cookman University
28: FDOT/TPO Joint Certification Meeting; TPO

Other Upcoming Events:
March 2: Not So Noisy Bike Week Community Bike Ride; Daytona Beach (ISB & White St)
March 2: Daytona Halifax Lions Club Health Fair Helmet Fitting, Daytona Beach
March 20: Transportation Disadvantaged Legislative Awareness Day, Tallahassee
March 21: Central Florida Transportation Planners Group – TPO staff on panel; Orlando

ONGOING PROJECTS & STUDIES:
- Walkability Action Institute Grant Project
- 2019 Annual Call for Projects
- Development of 2017/18 TPO Annual Report
- Development and Approval of an Amendment to the 2040 Long Range Transportation Plan
- Development of Bicycle Suitability Map
- Central Florida Visitors Study
- Regional Truck Parking Study
- Central Florida Regional Planning Model Update
- US 17/92 @ Dirksen Drive Feasibility Study
- Madeline Ave. Trail Feasibility Study, Phase 1-2
- Regional Resiliency Action Plan
- Development of 2045 Long Range Transportation Plan Scope of Services
- Update of TPO Transportation Safety Targets
- FDOT/R2CTPO Joint Certification
February 2019 TPO Outreach & Activities

1. **TEAM Volusia Economic Development Council Presentation**
   - **Date:** Friday, February 22, 2019
   - **Location:** Daytona Beach
   - **Description:** TPO staff gave a presentation on the role of the TPO and current planning and construction activities

2. **Southwest Volusia Transportation Alliance Presentation**
   - **Date:** Friday, February 22, 2019
   - **Location:** DeBary
   - **Description:** TPO staff gave a presentation with USDOT Assistant Secretary Anthony Bedell on the transportation focus in southwest Volusia

3. **Not So Noisy Bike Week Events**
   - **Date:** Monday, February 25, 2019
   - **Location:** Embry-Riddle Aeronautical University
   - **Description:** TPO staff manned an information table and properly fit and donated 84 bike helmets

4. **9th Annual River to Sea TPO Planning Retreat**
   - **Date:** Monday, February 25, 2019
   - **Location:** ERAU Welcome Center
   - **Description:** The TPO held its 9th annual Planning Retreat in partnership with the Daytona Regional Chamber of Commerce; the topic focused on the relationship between transportation and the local economy; 124 people attended the event

**MARCH EVENTS:**
1. Turnbull Bay Bridge Ribbon Cutting; NSB
2. Not So Noisy Bike Week Community Bike Ride; Daytona Beach (ISB & White St)
2. Daytona Halifax Lions Club Health Fair Helmet Fitting, Daytona Beach
19. Southeast Tourism Society Advocacy Session; TPO staff on panel; Daytona Beach
20. Transportation Disadvantaged Legislative Awareness Day, Tallahassee
21. Central Florida Transportation Planners Group; TPO staff on panel; Orlando

**OTHER UPCOMING EVENTS:**
- **April 19:** Good Friday; River to Sea TPO office closed
- **April 30:** MPO Advisory Council Meeting; Orlando
- **May 4:** Oak Hill Community Festival Helmet Fitting; Mary Dewees Park

**ONGOING PROJECTS & STUDIES:**
- Walkability Action Institute Grant Project
- 2019 Annual Call for Projects
- Development of 2017/18 TPO Annual Report
- Development of Bicycle Suitability Map
- Central Florida Visitors Study
- Regional Truck Parking Study
- Update to the TPO Public Participation Plan (PPP)
- Central Florida Regional Planning Model Update
- US 17/92 @ Dirksen Drive Feasibility Study
- Madeline Ave. Trail Feasibility Study, Phase 1-2
- Regional Resiliency Action Plan
- 2045 Long Range Transportation Plan Request for Proposals
- Unified Planning Work Program Amendment
- FDOT/R2CTPO Joint Certification
# TDLCB Attendance Record 2019

<table>
<thead>
<tr>
<th>Name</th>
<th>January</th>
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<th>May</th>
<th>July</th>
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<th>November</th>
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<tr>
<td>Heather Post, Chairperson</td>
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<td>Volusia County (appt 1/19)</td>
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**QUORUM**

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**January - December 2019**

84
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<tr>
<th>Organization</th>
<th>Name</th>
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<tbody>
<tr>
<td>TDLCB Member Listing</td>
<td><strong>COUNCIL MEMBER HEATHER POST</strong></td>
<td>123 W. Indiana Ave, DeLand, FL 32720</td>
<td><a href="mailto:hpost@volusia.org">hpost@volusia.org</a>, 386-747-9343</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Chairperson</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>FLORIDA DEPT. OF CHILDREN &amp; FAMILIES - ALT</strong></td>
<td><strong>EVELYN LYNAM</strong></td>
<td>210 N. Palmetto Ave, Suite 430, Daytona Beach 32114</td>
<td>386-562-0154, <a href="mailto:evelyn.lynam@myflfamilies.com">evelyn.lynam@myflfamilies.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>ASSOCIATION OF COMMUNITY ACTION</strong></td>
<td><strong>CLAYTON JACKSON</strong></td>
<td>123 W. Indiana Ave, Room 101, DeLand, FL 32720</td>
<td>386-736-5956 ext 12980, <a href="mailto:cjackson@volusia.org">cjackson@volusia.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>PUBLIC EDUCATION COMMUNITY</strong></td>
<td><strong>GLEJUANDA DAVIS</strong></td>
<td>1648 Hancock Blvd., Daytona Beach 32114</td>
<td>386-258-4677, <a href="mailto:gldavis2@volusia.k12.fl.us">gldavis2@volusia.k12.fl.us</a></td>
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</tr>
<tr>
<td><strong>ELDERLY CITIZENS</strong></td>
<td><strong>PATRICIA LIPOVSKY</strong></td>
<td>1129 Bradenton Road, Daytona Beach, FL 32114</td>
<td>386-255-0288, <a href="mailto:plipovsky@cfl.rr.com">plipovsky@cfl.rr.com</a></td>
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<tr>
<td><strong>PUBLIC EDUCATION COMMUNITY ALTERNATE</strong></td>
<td><strong>VACANT</strong></td>
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<tr>
<td><strong>FDOT</strong></td>
<td><strong>CARLOS M. COLON</strong></td>
<td>133 S. Semoran Blvd., Orlando 32807</td>
<td><a href="mailto:Carlos.Colon@dot.state.fl.us">Carlos.Colon@dot.state.fl.us</a></td>
<td></td>
</tr>
<tr>
<td><strong>FL DEPT OF EDUCATION (VOC REHAB)</strong></td>
<td><strong>KIM HOUGHTON</strong></td>
<td>Unit 11A, 210 N. Palmetto Ave Siote 144, Daytona Beach FL 32114</td>
<td>386-281-6862, <a href="mailto:kim.houghton@vr.fldoe.org">kim.houghton@vr.fldoe.org</a></td>
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</tr>
<tr>
<td><strong>FDOT - ALTERNATE</strong></td>
<td><strong>DIANE POITRAS</strong></td>
<td>133 South Semoran Blvd., Orlando 32807</td>
<td>407-482-7887, <a href="mailto:diane.poitras@dot.state.fl.us">diane.poitras@dot.state.fl.us</a></td>
<td></td>
</tr>
<tr>
<td><strong>FL DEPT OF EDUCATION (VOC REHAB) ALT</strong></td>
<td><strong>SUSAN PAULEY</strong></td>
<td>Unit 11A, 210 N. Palmetto Ave Siote 144, Daytona Beach FL 32114</td>
<td>386-281-6762, <a href="mailto:susan.pauley@vr.fldoe.org">susan.pauley@vr.fldoe.org</a></td>
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</tr>
<tr>
<td><strong>FLORIDA DEPARTMENT OF CHILDREN &amp; FAMILIES</strong></td>
<td><strong>JULIA MARSHALL</strong></td>
<td>210 N. Palmetto Ave, Suite 430, Daytona Beach 32114</td>
<td>386-481-9369, <a href="mailto:Julia.Marshall@myffamilies.com">Julia.Marshall@myffamilies.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>ELDER AFFAIRS</strong></td>
<td><strong>CHARLY PONIATOWSKI</strong></td>
<td>P.O. Box 671, Daytona Beach 32115</td>
<td>386-253-4700 ext. 208, <a href="mailto:cponiatowski@coavolusia.org">cponiatowski@coavolusia.org</a></td>
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</tr>
</tbody>
</table>
# TDLCB Member Listing

## Elder Affairs - Alternate

**Gladys Lacen/Paula Cargile**  
P.O. Box 671  
Daytona Beach 32115  
386-253-4700 ext. 204  
glacen@coavolusia.org  
paulac@coavolusia.org  

## Veterans Services Group

**Jeffrey Bumb**  
123 W. Indiana Avenue, Room 100  
DeLand, FL 32720  
386-740-5102  
jbumb@volusia.org  

**Patricia Boswell**  
1845 Holsenback Drive  
Daytona Beach 32117  
386-274-0799  
386-274-0817 (Susan)  
susan.monahan@flhealth.gov  

## Veterans Services Group - Alternate

**Jason Althouse**  
123 W. Indiana Avenue, Room 100  
DeLand, FL 32720  
386-740-5102  
jalthouse@volusia.org  

## Medical Community

**Laureen Husband**  
Florida Dept of Health  
1845 Holsonback Drive  
Daytona Beach, FL 32117  
386-274-0624 cell 386-871-8189  
laurreen.husband@flhealth.gov  

## Private-For-Profit

**Steve Jack**  
P.O. Box 730206  
Ormond Beach 32173  
386-255-8525  
medoneshuttle@bellsouth.net  

## Healthcare Administration

**Tamyika Young**  
400 West Robinson Street, Suite S309  
Orlando 32801  
tamyika.young@acha.myflorida.com  

## Healthcare Admin. - Alternate

**Calvin Smith**  
400 West Robinson Street, Suite S309  
Orlando 32801  
calvin.smith@acha.myflorida.com  
407-420-2482  

## Mass Transit

**Vacant**  

## Medical Community - Alternate

**Robin King**  
359 Bill France Blvd.  
Daytona Beach 32114  
386-323-7007  
robinking@careersourcefv.com  

## Workforce Development Board

**Kathy Spencer**  
359 Bill France Blvd.  
Daytona Beach 32114  
386-323-7007  
kathyspencer@careersourcefv.com  

## Disabled Citizens

**Judy Craig**  
1835 Anchor Ave  
DeLand 32720  
386-738-5781  
judylesliecraig@aol.com
### TDLCB MEMBER LISTING

**DISABLED CITIZENS - ALTERNATE**

<table>
<thead>
<tr>
<th>VACANT</th>
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<tbody>
<tr>
<td>1806 Masoud Court &lt;br&gt;Port Orange FL 32128 &lt;br&gt;386-451-0062 &lt;br&gt;<a href="mailto:Andersontigers1125@gmail.com">Andersontigers1125@gmail.com</a></td>
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**CITIZENS ADVOCATE**

<table>
<thead>
<tr>
<th>JEAN CERULLO</th>
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<tbody>
<tr>
<td>19 Tropical Drive &lt;br&gt;Ormond Beach 32176 &lt;br&gt;386-689-5300 &lt;br&gt;<a href="mailto:Jselzer143@yahoo.com">Jselzer143@yahoo.com</a></td>
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**COUNCIL FOR EARLY CHILDHOOD SERVICES**

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<tr>
<th>BEVERLY JOHNSON</th>
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<tbody>
<tr>
<td>1219 Dunn Avenue &lt;br&gt;Daytona Beach 32114 &lt;br&gt;386-255-4568 &lt;br&gt;<a href="mailto:bjohnson@esnecfl.org">bjohnson@esnecfl.org</a></td>
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**CITIZENS ADVOCATE - ALTERNATE**

<table>
<thead>
<tr>
<th>BARBARA LUDWIG</th>
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<tbody>
<tr>
<td>386-689-2789 &lt;br&gt;<a href="mailto:bludwig9@me.com">bludwig9@me.com</a></td>
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**COUNCIL FOR EARLY CHILDHOOD SERVICES ALT**

<table>
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<tr>
<th>D.J. LEBO</th>
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<tbody>
<tr>
<td>135 Executive Circle Suite 100 &lt;br&gt;Daytona Beach 32114 &lt;br&gt;386-323-2400 ext. 196 386-801-9015 &lt;br&gt;<a href="mailto:djlebo@elcfv.org">djlebo@elcfv.org</a></td>
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**CITIZENS ADVOCATE - SYSTEMS USER**

<table>
<thead>
<tr>
<th>DOUG HALL</th>
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<tr>
<td>1405 Edgewater Road &lt;br&gt;Daytona Beach 32114 &lt;br&gt;386-255-0377 386-852-1285 &lt;br&gt;<a href="mailto:flhalls@earthlink.net">flhalls@earthlink.net</a></td>
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**CITIZENS ADVOCATE - SYSTEMS USER ALTERNATE**

<table>
<thead>
<tr>
<th>MARINA VILLENA</th>
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<tbody>
<tr>
<td>415-699-0275 &lt;br&gt;<a href="mailto:marina.villena@gmail.com">marina.villena@gmail.com</a></td>
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<tr>
<td>Votran</td>
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<tr>
<td>----------------------------</td>
</tr>
<tr>
<td><strong>HEATHER BLANCK</strong></td>
</tr>
<tr>
<td>950 Big Tree Road</td>
</tr>
<tr>
<td>South Daytona</td>
</tr>
<tr>
<td>386-756-7496 ext. 4112</td>
</tr>
<tr>
<td><a href="mailto:hblanck@volusia.org">hblanck@volusia.org</a></td>
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<thead>
<tr>
<th>RIVER TO SEA TPO</th>
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<tbody>
<tr>
<td><strong>JABARI HAMPTON</strong></td>
</tr>
<tr>
<td>2570 W. International Speedway Blvd.</td>
</tr>
<tr>
<td>Suite 100</td>
</tr>
<tr>
<td>Daytona Beach</td>
</tr>
<tr>
<td>386-226-0422 ext. 20428</td>
</tr>
<tr>
<td><a href="mailto:vwang@r2ctpo.org">vwang@r2ctpo.org</a></td>
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