



# MEETING 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 14, 2018

**TIME:** 11:00 A.M.

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

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**Volusia County Council Member Billie Wheeler, 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. **APPROVAL OF THE JANUARY 10, 2018 TDLCB MEETING MINUTES** (Contact: Debbie Stewart) (Enclosures, pages 3-12)
  - B. **REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORTS** (Contact: Heather Blanck) (Enclosures, pages 13-17)
  - C. **REVIEW AND APPROVAL OF THE 2018 ANNUAL UPDATE AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) Roll Call Vote Required** (Contact: Heather Blanck) (Enclosure, pages 18-62)

**IV. DISCUSSION ITEMS AND PRESENTATIONS**

- A. PRESENTATION AND DISCUSSION OF THE RIVER TO SEA TPO 2018 “TELL THE TPO SURVEY” CAMPAIGN** *(Contact: Pamela Blankenship) (enclosure, pages 63-74)*
- B. DISCUSSION OF THE NEWLY IMPLEMENTED VO-CALL, VOTRAN GOLD’S IVR (INTERACTIVE VOICE RESPONSE) SYSTEM** *Contact: Heather Blanck) (enclosure, page 75)*

**V. STAFF COMMENTS** (page 76)

- Response to questions during public comments in January’s TDLCB meeting.
- 2018 Transportation Disadvantaged Legislative Awareness Day Summary

**VI. TDLCB MEMBER COMMENTS** (page 77)

**VII. TDLCB CHAIRMAN COMMENTS** (page 77)

**VIII. INFORMATION ITEMS** (Enclosures, pages 77-87)

- TDLCB Membership List
- River to Sea TPO Board Meeting Summaries for January –and February 2018
- January and February TPO Outreach and Events Summaries

**IX. ADJOURNMENT** (page 77)

**\*\*NEXT MEETING OF THE TDLCB WILL BE MAY 9, 2018\*\***

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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](http://www.R2CTPO.org) or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, extension 20416, or [pblankenship@r2ctpo.org](mailto:pblankenship@r2ctpo.org).

**SUMMARY SHEET  
TDLCB  
March 14, 2018**

**III. ACTION ITEMS**

**A. APPROVAL OF THE JANUARY 10, 2018 MEETING MINUTES**

**Background Information:**

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

***ACTION REQUESTED:***

***MOTION TO APPROVE THE JANUARY 10, 2018 TDLCB MEETING MINUTES***

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

**Meeting Minutes**

**January 10, 2018**

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

**TDLCB Members Present:**

Julia Marshall  
Bev Johnson  
Patricia Antol  
Carlos Colon  
Doug Hall  
Clayton Jackson  
Judy Craig  
Milagros Chervoni  
Patricia Boswell  
Steve Jack  
Rod Smith  
Billie Wheeler, Chairperson  
Cassandra Jordan

**Representing:**

Department of Children and Families, Alternate  
Early Child Care  
Elderly Citizens  
Florida Department of Transportation  
Citizens Advocate, System User, Alternate  
Association of Community Action  
Disabled Citizens  
Health Care Administration  
Medical Community  
Private for Profit  
Public Education Community  
Volusia County Council  
Work Force Development Board, Alternate

**TDLCB Members Absent:**

Jean Cerullo (excused)  
Clay LaRoche  
Charly Poniatowski (excused)  
Peter Cerullo (excused)  
Jefferey Bumb  
Jeff Aboumrad

**Representing:**

Citizens Advocate  
Department of Children and Families  
Elder Affairs  
Mass Transit  
Veterans Services Group  
Vocational Rehab Services

**Others Present:**

Debbie Stewart, Recording Secretary  
Vince Wang  
Pamela Blankenship  
Patricia Lipovsky  
Willie Scales  
Lisa Rivera  
Heather Blanck  
Edie Biro  
Matt Minaberry  
Robert Stephens

**Representing:**

TPO Staff  
TPO Staff  
TPO Staff  
Citizen  
Citizen  
Logisticare  
Votran Staff  
Votran Staff  
Votran Staff  
Votran Staff

**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

11:01 a.m. She introduced Votran's new General Manager, Robert Stephens and welcomed him to Volusia County.

Mr. Stephens stated he is excited to be here and that his door is always open.

The roll was called and it was determined that a quorum was present.

Chairperson Wheeler asked new members to introduce themselves.

Ms. Patricia Boswell, Volusia County Department of Health Administrator; Mr. Clayton Jackson, Volusia County Human Services Manager; and Mr. Rod Smith, Assistant Director of Student Transportation, Volusia County Schools, introduced themselves.

The Pledge of Allegiance was given.

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

Mr. Willie Scales, resident of Port Orange, stated he is a frequent Votran rider. He lives a only half-mile from Dunlawton Avenue and Nova Road and cannot get service on Saturdays after 6:00 pm or on Sundays to go to church and he would like to know why. He is coach and a player for the Daytona Bats, a blind baseball team, and he had found a park in Port Orange where they would be allowed to practice but the bus would not take them to the park; he would like to know why.

Ms. Patricia Lipovsky stated she was recently at Sunshine Park Mall and the bus stop there used to be located in a very accessible, convenient and safe place. Due to construction in the area, the bus stop was relocated to the middle of the parking lot. It is very difficult for someone with a visual impairment to get to. She recently received a phone call from someone visually impaired who actually got lost trying to find it. Even with a service animal there are no points of reference to easily and safely locate the bus stop. She asked if the bus stop location could be revisited and relocated so that someone with a visual impairment could get to it easily and safely.

Chairperson Wheeler stated the board appreciated their comments and staff would look into them.

## **III. Action Items**

### **A. Review and Approval of the November 8, 2017 TDLCB Meeting Minutes**

**MOTION:** *A motion was made by Mr. Colon to approve the November 8, 2017 TDLCB meeting minutes. The motion was seconded by Ms. Chervoni and carried unanimously.*

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

(Handout)

Ms. Blanck stated this October was higher in ridership than last October; however, last October, Hurricane Matthew happened and it had an effect on all service. It dropped below 20,000; the average ridership is 22,000. This October was very strong with 26,000. She referred to the guide on page 15 of the agenda and stated overall paratransit was up in November by 11%. The overall system is up by 24%.

**MOTION:** *A motion was made by Mr. Jack to approve the Community Transportation Coordinator's (CTC's) monthly paratransit reports. The motion was seconded by Ms. Boswell and carried unanimously.*

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

##### **A. Presentation and Discussion of Votran's Bus Stop Improvement Plan (Phase I) Draft**

Mr. Wang gave a PowerPoint presentation of Votran's Bus Stop Improvement Plan (Phase 1) draft. He gave the background of the scope of the study. He stated there are approximately 2,000 bus stops in Volusia County and there have been issues with bus stop accessibility. It has been discussed over the years to improve them but a systematic study had not been done to see what Votran has or any plans for improvement. Phase 1 of the study is to update the existing bus stop database system wide and specifically target bus stops in unincorporated Volusia County to offer detailed examinations and improvement strategies for them. There are approximately 176 bus stops in unincorporated Volusia County. The study's utmost purpose is to better serve the general public with safe and accessible bus stops throughout the whole county. He reviewed the five-year implementation plan for unincorporated Volusia County and stated it would serve as a guidebook for improvements. He showed an example of a detailed report for a specific bus stop that explains in detail what the recommended improvements are and the estimated cost. He explained the scoring and prioritization. He reviewed the deficiencies of the bus stops in unincorporated Volusia County and stated only half need improvements and half of those can be quick fixes. He stated the total cost estimate for unincorporated Volusia County is \$400,000 which does not include right-of-way costs. The improvement strategies for the bus stops in unincorporated Volusia County will be used as examples for the cities. The TPO and Votran will work with the cities if they desire to have improvements to the bus stops in their jurisdictions.

Ms. Marshall asked why the numbers on the deficiency chart were different on his presentation slide from what is in the agenda.

Mr. Wang explained that the deficiency chart included in the agenda was updated with new data after the agenda went out. He would send the updated presentation to the board.

Ms. Boswell asked what the cost estimate is for an accessible urban bus stop and an accessible rural bus stop.

Ms. Blanck replied that each bus stop throughout the county is very unique; if there was an ideal bus stop, it is probably already in existence. The remaining stops have challenges such as Mr. Wang described. The proposition is to establish the ideal stop and minimize the cost. She gave examples of how cost can widely and wildly vary for improvements. There really is no way to establish an average cost.

Ms. Jordan commented that in the past, the board has discussed things that needed to be completed but there were issues with funding. She asked if there was an estimate on how long this would take to be completed and approved by Volusia County.

Mr. Wang replied the plan has not been adopted by the county yet; it will be presented to the Volusia County Council next month. This is a TPO study done in partnership with Votran. The recommendations are for the unincorporated part of the county and it will be up to the county to decide to adopt this exact plan or something else.

**B. Presentation and Discussion of Issues Concerning Votran Emergency Operations**

(Handout)

Ms. Blanck stated she requested Votran staff and representatives from the schools and health department to attend this discussion. She introduced Ms. Edie Biro, Votran Customer Service Manager and Mr. Matt Minaberry, Votran Manager of Security and Training to lead the discussion regarding what Votran does in emergencies. She reminded everyone that at the last TDLCB meeting there was a question about the manner in which transportation to shelters was provided during Hurricane Irma. She believes this discussion will help everyone understand what the actual effort represents.

Ms. Boswell stated she could speak for the health department.

Mr. Rod Smith spoke on behalf of Volusia County schools.

Ms. Biro stated during an emergency Mr. Minaberry is at the Emergency Operations Center (EOC) coordinating that end and Votran's Paratransit Operations Supervisor is at Votran coordinating this end. Votran has a representative from the health department on site to help determine if a caller for transportation needs a general shelter, special needs shelter or if they do not qualify for a shelter. When the EOC declares a state of emergency and shelters are opening, Votran will begin transportation. Anyone that can get to a fixed route bus stop can get transportation to a shelter. Anyone that cannot get to a fixed route bus stop can call the Votran Gold service and get transportation to a shelter. Mr. Minaberry will discuss some points regarding transportation and shelters.

Mr. Minaberry stated any time a state of emergency is declared, Votran's fixed route service does not deviate from its day to day operation. All of the routes run on the same time frames as they are always run on. All fares are waived and riders are allowed to carry extra packages on the bus that may not normally be allowed. Votran has coordination meetings throughout the year with the school board and the health department to come up with a plan. The plan is the school board will send school buses

to Votran's transfer locations to be predetermined. People will get off the Votran bus at the transfer center and onto to a school bus to be transported to the general shelters. There is an additional plan in place for the homeless population because there have been problems in the past intermingling the homeless population with the general population; it caused the shelters to not be able to house as many people and put people in danger. For people who cannot get to a fixed route bus stop, Votran does have the Gold service and it will also allow people to bring additional items. This service is for people that cannot get to a fixed route bus stop due to a disability, age or something else. With this process, Votran has a representative from the health department on site to determine if a caller for Votran Gold meets the criteria to go to a special needs shelter. Being in a wheelchair or visually impaired does not make them a special needs person in this type instance. Special needs shelters are reserved for people that are electricity dependent, on oxygen, dialysis or something along those lines where they would need additional care if the power goes out. Votran buses run to the general shelters as well as the special needs shelters. Locations of the special needs shelters changes from event to event. All of the schools are being retrofitted for generators if they do not already have them to make them all accessible.

Mr. Smith commented this work was going on now.

Mr. Minaberry advised bringing something to sleep on when going to a general shelter such as a blanket or beach chair. Special needs shelters will provide cots as long as they are available. He also advised to bring only a care provider for the special needs person to a special needs shelter; others would have to go to a general shelter. He reminded everyone to bring any life sustaining supplies needed such as medications or insulin, including food for special diets.

Chairperson Wheeler asked how supplies were provided if someone runs out of their medication.

Ms. Boswell replied the health department brings medical supplies, tubing, concentrators, etc to the special needs shelters. A lot of residents are dependent upon electricity to survive so special needs shelters have to make sure they maintain adequate space for those individuals. She apologized to anyone that may have been turned away and felt they were in the special needs category. If someone can survive without electricity they will go to the general shelter.

Chairperson Wheeler asked what happens when the shelters close and the people there have lost their home in the storm.

Ms. Boswell replied that did happen during the last storm. Votran, the health department and the county worked together to move those individuals into the Ocean Center. Red Cross and case managers worked with the families to move them from the Ocean Center to a hotel, then from a hotel to more permanent housing. It has been a struggle because Volusia County does not an adequate number of affordable housing units for people that do not have the resources to get into housing on their own.

Mr. Jackson stated Volusia County Human Services is offering to help with security deposits and utilities through state and emergency funds if someone did have a home or rental destroyed. Some people they were able to help because they qualified for assistance. Some people, even with the county funds and resources for security and utility deposits, were turned them away by landlords because they did not have sufficient monthly income.

Ms. Marshall asked if the shelters had life-saving medical supplies such as for a diabetic or someone with asthma.

Ms. Boswell replied historically, health departments are in all counties and have medical staff on the team. That has changed over the last decade more and more health departments have moved out of primary care and have fewer doctors and nurses. Because of the training her staff, school nurses, CMS nurses and health departments are able to help the diabetics and asthmatics; asthmatics meaning those needing a nebulizer. The health department encourages everyone to bring all of their medical devices and medications with them to the shelter.

Mr. Minaberry stated all the special needs shelters are pet friendly and many general shelters are also. A service animal must be on a leash or harness. If it is not a service animal, it must be 50 pounds or less and be in a carrier. If the animal is too large to be carried on the bus, Volusia County Animal Control will transport the animal to the shelter. He advised the board if they know someone that would need to be in a special needs shelter to register them ahead of time so they have a head count. People need to be registered if they are electricity dependent. People that are not electricity dependent are transported home first and the sick stay at the shelter longer. It is a process to transport people home; bus routes have to be cleared from debris, ensuring the roads are not flooded or power lines down.

Ms. Antol asked how people could register early for the shelter.

Mr. Minaberry replied he did not have the phone number for early registration but he believes it can be done through one's doctor's office.

Ms. Boswell stated you could register through the Volusia County Emergency Management website or call and ask for an application. She recommended downloading the Volusia County Emergency Management app.

Ms. Blanck stated Votran has an outstanding website that has emergency information on it and who to contact.

Ms. Lipovsky asked if cats were allowed and what was not allowed. She asked if there was criteria for pets.

Ms. Biro replied any pet that would fit in a carrier or crate that will fit on the bus is allowed. The pets stay in their crate or carrier in a separate area in the shelter. She

recommended bringing bedding, folding chair, carry-on bag, pet food and supplies, medications or special food, games or books.

Mr. Minaberry stated everyone needs to make plans early. The shelters fill up quickly and Votran stops running the buses when winds reach 35 miles per hour.

Ms. Craig stated she went to the shelter during Hurricane Matthew and tried to go during Hurricane Irma but the special needs shelter did not open. She was sent to the general shelter at DeLand High School. The experience there was very difficult. She was told there would be cots for those with special needs. She had to sleep in her wheelchair for three days; it was not set up for those in wheelchairs.

Ms. Biro commented that DeLand High School was not a special needs shelter; it was a general shelter.

Ms. Craig replied they did not open the special needs shelter at the elementary school where it was supposed to be. She was told to go to the high school. It was overcrowded and there were three people in wheelchairs. She is a paraplegic and cannot get down on the floor to sleep. She found it to be very difficult. As far as transportation, she cannot complain. She uses the bus intermittently along with driving. She lives in an area where she cannot go to church on Sundays because there is no Sunday bus service. She is going to Tallahassee in two weeks and will be speaking on the problem of not having bus service in the evening and weekends.

Mr. Minaberry asked if she was present at the beginning of this discussion.

Ms. Craig replied no, she came in late.

Mr. Minaberry explained that in the event of an emergency evacuation situation a special needs shelter is for people with unique special needs. She might be a person with special needs day-by-day but during a state of emergency, a special needs shelter is for someone with an extreme need such as being electricity dependent with an oxygen concentrator, home dialysis machine or some sort of other life sustaining equipment. Someone that is an amputee, visually impaired or in a wheelchair may not meet the needs of a special needs shelter and would be sent to a general shelter. General shelters do not have cots. That may be why she was directed to a general shelter instead of a special needs shelter.

Ms. Craig replied they never opened the special needs shelter.

Ms. Boswell commented there was one school that had been a special needs shelter the year before but because of renovations it was taken off the list for Hurricane Irma. Volusia County is the only county she knows of that provides cots even at the special needs shelters. Even with cots, some people are unable to use them because of various physical conditions.

Ms. Craig stated she is a paraplegic and if she got on the floor to sleep it would take four people to pick her up and put her back on her chair. She opted to stay in her chair; there

was no room on the floor as it was covered with blankets and people. She had a hard time even getting to the restroom. She does not know how many people would have qualified as special needs in their category, but they did not open the school.

Mr. Minaberry replied that particular school may not have opened because of construction or it could have been a stacker school; he cannot tell her why it was not opened.

Ms. Craig replied that she will go to the school board and talk to them to address these concerns. She is more independent than most in her position but she feels bad for those who cannot manage themselves. She needs to speak up for everyone with special needs as sometimes they are not seen or heard.

Mr. Jackson stated he is on Volusia County's ESF-15 Team which is Volunteer and Disaster Clean-Up after an emergency situation. They are actively engaged in a Community Organizations Active in Disaster (COAD) and they are having their annual meeting next week, Wednesday, January 17, 2018 at 2:00 pm at the Volusia County Health Department. He invited the board to come; they will be discussing emergency situations, how things can improve and things of that nature.

Chairperson Wheeler stated this past year was a trying time for the county; two hurricanes in one year and the circumstances that were left. Not everything went perfectly but that leaves room for improvement and to see what went well and what did not. She does not think there is a way to be prepared for everything that happened and the unusual circumstances with Hurricane Irma. As well prepared as the EOC and other organizations are, it is hard to cover everything. We are learning from this and trying to make it better. The county is trying to address the needs of the disadvantaged but sometimes it takes them saying something did not work. She appreciates the presentation and discussion today.

## **V. Staff Comments**

### → 2018 Transportation Disadvantaged Legislative Awareness Day Information

Mr. Wang announced the 2018 Transportation Disadvantaged Legislative Awareness Day will be February 14, 2018. This is an event sponsored by the Florida Commission for the Transportation Disadvantaged and the Florida Public Transportation Council. TDLCB members will go to the state capital and meet state legislators including senators and representatives to address local concerns regarding transportation disadvantaged issues and to show appreciation. Votran will provide transportation and the TPO will sponsor two members from the TDLCB. This year Ms. Pat Antol and Mr. Doug Hall will participate with him. They will leave on February 13, 2018 and participate in the event on February 14, 2018. If anyone has an issue they want brought to the legislature to speak to the members attending and write a short note

of what you want said. There is more information about the legislators and their districts on page 43 of the agenda.

**VI. TDLCB Member Comments**

Ms. Craig asked Mr. Wang to repeat the TDLCB members attending the 2018 Transportation Disadvantaged Legislative Awareness Day.

Mr. Wang replied Ms. Pat Antol, TDLCB Vice Chairperson and Mr. Doug Hall representing Citizens Advocacy.

**VII. TDLCB Chairperson Comments**

Chairperson Wheeler thanked everyone for attending.

**VIII. Information Items**

- TDLCB Membership List
- River to Sea TPO Board Meeting Summaries for December 2017
- November and December TPO Outreach and Events Summaries
- Legislator Information

**IX. Adjournment**

The meeting was adjourned at 12:07 p.m.

**RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**

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**VOLUSIA COUNTY COUNCIL MEMBER BILLIE WHEELER, CHAIRPERSON  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

**CERTIFICATE:**

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the January 10, 2018 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 14<sup>th</sup> day of March 2018.

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

**SUMMARY SHEET  
TDLCB  
March 14, 2018**

**III. ACTION ITEMS**

**B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC) MONTHLY PARATRANSIT REPORTS**

**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 2017 and January 2018 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***

**TDLCB meeting handouts  
March 14, 2018**

<b>Votran Summary of Transportation Disadvantaged Boardings</b>							
<b>WHEELCHAIR BOARDINGS</b>	Dec 2017	Dec 2016	Difference		Jan 2018	Jan 2017	Difference
Fixed route	8,872	7,559	17.4%		8,557	7,447	14.9%
Paratransit	4,962	5,741	-13.6%		5,249	5,551	-5.4%
Flex	108	150	-28.0%		90	158	-43.0%
<b>TOTAL</b>	<b>13,942</b>	<b>13,450</b>	<b>3.7%</b>		<b>13,896</b>	<b>13,156</b>	<b>5.6%</b>
<b>TOTAL BOARDINGS</b>							
Fixed Route	260,859	259,855	0.4%		251,713	246,510	2.1%
Paratransit	23,146	21,203	9.2%		24,699	21,744	13.6%
New Smyrna Flex	1,624	1,794	-9.5%		1,817	1,970	-7.8%
Paratransit and Flex	24,770	22,997	7.7%		26,516	23,714	11.8%
					<b>Jan 2018</b>	<b>Jan 2017</b>	
YTD Paratransit Actual boardings					105,962	90,976	16.5%

VOTRAN FLEX SERVICE REPORT – TDLCB meeting March 14, 2018

Dec-16	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	764	1,030	1,794
TRIP TYPE			
Ambulatory	646	998	1,644
Wheelchair	118	32	150
MILES	2667	2605	5,272
HOURS	295	281	576
Jan-17	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	784	1,186	1,970
TRIP TYPE			
Ambulatory	663	1149	1,812
Wheelchair	121	37	158
MILES	2816	2589	5,405
HOURS	285	281	566

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	DEC, 2017 VOTRAN	DEC, 2016 VOTRAN	DEC, 2017 CONTRACTED	DEC, 2016 CONTRACTED	DEC, 2017 TOTAL	DEC, 2016 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>15,233</b>	<b>13,582</b>	<b>7,913</b>	<b>7,621</b>	<b>23,146</b>	<b>21,203</b>
<b>TRIP PURPOSE</b>						
Medical	5,397	5,002	2,996	3,397	8,393	8,399
Nutrition	1,428	1,243	82	63	1,510	1,306
Other	1,744	1,612	1,176	1,171	2,920	2,783
Education	2,618	1,851	1,469	952	4,087	2,803
Shopping	1,395	1,291	835	702	2,230	1,993
Work	2,651	2,583	1,355	1,336	4,006	3,919
<b>PASSENGER TYPE</b>						
Disabled	14,593	12,909	7,767	7,449	22,360	20,358
Elderly	626	651	134	172	760	823
Child	14	22	12	0	26	22
<b>TRIP TYPE</b>						
Ambulatory	11,987	9,860	6,197	5,602	18,184	15,462
Wheelchair	3,246	3,722	1,716	2,019	4,962	5,741
<b>TOTAL COMPLAINTS</b>	<b>10</b>	<b>8</b>	<b>2</b>	<b>9</b>	<b>12</b>	<b>17</b>
Discourtesy	0	0	0	0	0	0
Safety	2	0	0	0	2	0
Early	0	0	1	0	1	0
Late	2	3	0	8	2	11
Driver	2	0	0	1	2	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	4	5	1	0	5	5
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>1,109</b>	<b>1,008</b>	<b>498</b>	<b>568</b>	<b>1,607</b>	<b>1,576</b>
<b>NO SHOWS</b>	<b>497</b>	<b>451</b>	<b>224</b>	<b>253</b>	<b>721</b>	<b>704</b>
<b>REVENUE MILES</b>	<b>121,744</b>	<b>124,341</b>	<b>57,189</b>	<b>65,730</b>	<b>178,933</b>	<b>190,071</b>
<b>REVENUE HOURS</b>	<b>8,605</b>	<b>8,015</b>	<b>4,238</b>	<b>4,557</b>	<b>12,843</b>	<b>12,572</b>

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	JAN, 2018 VOTRAN	JAN, 2017 VOTRAN	JAN, 2018 CONTRACTED	JAN, 2017 CONTRACTED	JAN, 2018 TOTAL	JAN, 2017 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>16,160</b>	<b>13,827</b>	<b>8,539</b>	<b>7,917</b>	<b>24,699</b>	<b>21,744</b>
<b>TRIP PURPOSE</b>						
Medical	5,891	4,971	3,473	3,571	9,364	8,542
Nutrition	1,405	1,262	83	77	1,488	1,339
Other	1,645	1,568	1,083	1,125	2,728	2,693
Education	2,948	2,273	1,694	1,078	4,642	3,351
Shopping	1,248	1,049	637	637	1,885	1,686
Work	3,023	2,704	1,569	1,429	4,592	4,133
<b>PASSENGER TYPE</b>						
Disabled	15,543	13,190	8,448	7,753	23,991	20,943
Elderly	604	607	77	164	681	771
Child	13	30	14	0	27	30
<b>TRIP TYPE</b>						
Ambulatory	12,703	10,241	6,747	5,952	19,450	16,193
Wheelchair	3,457	3,586	1,792	1,965	5,249	5,551
<b>TOTAL COMPLAINTS</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>5</b>	<b>12</b>
Discourtesy	0	0	0	0	0	0
Safety	1	0	0	0	1	0
Early	0	0	0	1	0	1
Late	3	2	0	2	3	4
Driver	0	0	1	1	1	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	1	4	1	2	2	6
<b>TOTAL ACCIDENTS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	1	0	0	0	1	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>1,189</b>	<b>947</b>	<b>641</b>	<b>556</b>	<b>1,830</b>	<b>1,503</b>
<b>NO SHOWS</b>	<b>513</b>	<b>530</b>	<b>277</b>	<b>312</b>	<b>790</b>	<b>842</b>
<b>REVENUE MILES</b>	<b>133,217</b>	<b>128,879</b>	<b>62,613</b>	<b>68,159</b>	<b>195,830</b>	<b>197,038</b>
<b>REVENUE HOURS</b>	<b>9,097</b>	<b>8,037</b>	<b>4,504</b>	<b>4,680</b>	<b>13,601</b>	<b>12,717</b>

**SUMMARY SHEET**

**TDLCB**

**March 14, 2018**

**IV. ACTION ITEMS**

**C. Review and Approval of the 2018 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 2018 ANNUAL UPDATE/AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)***

# Transportation Disadvantaged Service Plan

Minor Update 2018

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Prepared For  
Volusia Transit Management, Inc.  
(Votran)

Prepared By  
River to Sea Transportation Planning Organization

March 2018



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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
- Policy
- Technology
- Funding

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 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 Voltran for assistance and make the guidelines available at various locations around the county.

Objective 1.3: Ensure that 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 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 that 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 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 CTD and 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 MyRide 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 that 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 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 that serve 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 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 that 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 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.

Strategy 4.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and 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 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.

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 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 (i.e., 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 is seeking approval of a revised coordination contract for 5310 service agencies. The contract is being reviewed by the Volusia County legal department. Votran continues to explore the possibility of executing new coordination contracts 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.

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 November, 2017.

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 that is used 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 2017 was also approved by the TDLCB in November, 2017 and approved by the CTD in December, 2017. The CTC Annual Evaluation will initiate in May, 2018.

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.

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.

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 proposed improvement plan for bus stops in Unincorporated Volusia County. The most recent large roadway improvement that was developer paid was the Neighborhood Walmart in DeLand. A traffic circle was installed with adjustments to the bus stop locations, with the improvement to include the installation of bus stop shelters. This was completed in January of 2018.

Objective 1.3: Ensure that 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 RTAP, CUTR and FDOT on training opportunities for staff in the areas of operation, maintenance, planning and human resources in order to ensure that 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. While Votran is not a large organization, 9 of the 32 management team members are women,

and among them, 3 are minority women. Overall 53% of the management team is women or minorities.

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 the Votran 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 3.93 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.

Strategy 1.3.4: Ensure that 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 that 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 of the system in the designated service area which cannot be used or navigated by the individual due to a disability, therefore

eligibility is determined based on a combination of functional 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 that is 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 91% average for the fixed routes and 92% for paratransit service.

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) technology has been partially initiated before fully implemented to the entire system of paratransit service. The full implementation launch date is the last week in February 2018.

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 class room 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 July 2017; 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 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 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. The process for establishing the new contracts will start with a request for proposal to be published in the spring of 2018.

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, "ghost riders" 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, "ghost riders" and cameras (on all fixed route buses) also contribute to ensuring accountability of staff to riders. Follow up to applicable complaints submitted at customer service reviews can also be accomplished through these means.

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. 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) compliance review with Votran in July of 2017, which included a favorable review of the safety program.

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 that the need for shop tools and equipment are identified and that adequate funding is secured. A schedule of needs is developed and incorporated into the CIP. The average age of the paratransit fleet is 3.93 years.

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's Management Team works collectively through a Technology Users Group meeting to discuss technology needs for both fixed route and paratransit services. The resulting technology projects receive priority ranking. 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.

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.

The Women's Transportation Seminar has become known as WTS. This is an international organization dedicated to building the future of transportation through the global advancement of women, with more than 6,500 members--both women and men. Each year, WTS recognizes members, women, and employers who embody the WTS pursuit of transportation excellence through the achievement and success of women.

On September 21, 2017 the WTS Central Florida Chapter recognized a Votran Assistant General Manager was awarded the 2017 Innovative Transportation Solution Award as the Project Manager of Votran's Marketing Transit Rider Tech Tools program.

Votran realizes that 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 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 that 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.

Strategy 2.3.3: Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyRide 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 that allows users to select a different language that they want to view the displayed text.

Strategy 2.3.4: Ensure that 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 that 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 that 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 that serve the disabled.

Votran realizes that 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 that serve 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 that 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. Currently Votran is working with the River to Sea TPO to develop a Bus Stop Improvement Plan that would evaluate conditions and provide improvement strategies at each bus stop in Volusia County. The current Phase I of the study will recommend improvement for accessibility at bus stops in Unincorporated Volusia County. Votran has been working on a project to bring existing bus stops in the unincorporated area up to ADA standards. This project started in fiscal year 2014 with design requirements for each stop and will continue until all construction is completed. To date, construction was completed for approximately 100 of these bus stops.

**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 2017 was also approved by the TDLCB in November, 2017 and approved by the CTD in December, 2017. The CTC Annual Evaluation will initiate in May, 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. Quarterly progress reports are submitted in a timely manner, and the AER which is submitted concurrently with the AOR 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 2018.

**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 that 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 to those who qualify for transition to the fixed route system.

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.

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

Currently Votran is working with the River to Sea TPO to develop a Bus Stop Improvement Plan that would evaluate conditions and provide improvement strategies at bus stops in Volusia County. The current Phase I of the study will recommend improvement for accessibility at bus stops in Unincorporated Volusia County.

**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 that 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 (XU) funding to support transit. Furthermore, the TPO's transit planner holds an office at the public transit system's location and as liaison acts as a go between who understands 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.

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. As Votran managers monitored route performance throughout the year, a review of the effects of interlining caused operations staff to separate two of the East Volusia routes subject to heavy traffic congestion, Route 7 and Route 11, in order to improve on-time performance. Further monitoring of these routes were reviewed during 2016 and were the subject of discussion with Volusia County in order to budget for a frequency improvement in the FY 17/18 budget. 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, planned to begin operating June 2018.
- Operated limited holiday service on Thanksgiving Day, Christmas Day and New Year's Day.

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. One available option that may be used to help fund any recommended improvements is an increase in the County's sales tax. Volusia County is eligible to levy up to an additional 2.5 percent of local discretionary sales surtaxes (up to 1 percent for the charter county transit system surtax, up to 1 percent for the local government infrastructure surtax, and up to 0.5 percent for the school capital outlay surtax). Another potential revenue source for Volusia County would be the Charter County Transit System Surtax that can be levied up to 1 percent by those charter counties who adopted their charter prior to January 1, 1984 (among which includes Volusia County).

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 that fares will depend upon their sponsorship or funding source and that 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 2017.

### ***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 2017-2018 that was approved in May 2017.

### ***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  $\frac{3}{4}$  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 is at the beginning year of implementation from the recent Transportation Disadvantaged Service Plan (TDSP) 2018-2022 major update. Votran has been making consistent efforts to implement strategies identified to achieve the established goals and objectives in the TDSP. Activities that support the implementations listed in the TDSP major update are also underway. Budgetary constraints and capacity constraints have presented the greatest challenges to the system during this past year. 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.

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
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.	Review trip patterns to major attractors to ensure that multi-loading is occurring as efficiently as possible.	CTC	Annually	N/A
	Complete an analysis of TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand.	CTC	2019	\$30,000
	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.	CTC/Votran	<b>2020</b>	\$50,000

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 2: Deliver a safe and high quality transit experience to the customer.	Conduct an annual travel training workshop, with training for organizations that serve persons with a disability.	CTC	Annually	N/A
	Conduct a "mystery rider" program to ensure accountability of staff to riders.	CTC	2018	\$20,000
	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.	CTC	2018	N/A
	Implement IVR technology to allow automated calling and assist with customer communication of trip reminders and cancellations.	CTC	2018	\$300,000
	Install technology on all contractor vehicles with the goal of achieving consistent operating levels and capacities with Votran vehicles and better coordinating services.	CTC / Contractors	2020	Varies

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
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.	Annually evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.	CTC / FDOT	Annually	N/A
	Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.	CTC	2020	N/A

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.	Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER.	CTC	Ongoing	N/A
	Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.	CTC	TDLCB Meetings	N/A
	Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.	CTC	Annually	N/A
	Monitor Coordination Agreements with contractors.	CTC	Annually	N/A

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 5: Participate in efforts to improve pedestrian accessibility to multi-modal transportation options in Volusia County.	Complete an Accessible Pedestrian Signal Access Plan by 2017/2018.	R2CTPO	Completed	N/A
	Develop a phased-implementation plan to improve accessibility at bus stop locations.	Votran	Phase I underway, Phase II TBD in 2020	\$30,000 - 125,000

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.	Evaluate fares every two years to ensure customers contribute to maintaining the system within reasonable means.	CTC / LCB	2020	N/A

## Appendix B

*Volusia County TD Rate Model FY2017-2018*

# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Votran  
**County (Service Area):** Volusia  
**Contact Person:** Chris Leffert  
**Phone #** 386-756-7496 Ext. 4124

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***

**Comprehensive Budget Worksheet**

Version 1.4

CTC: **Votran**  
County: **Volusia**

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2015</b> to Sept 30th of <b>2016</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

**REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)**

**Local Non-Govt**

Farebox	\$ 161,457	\$ 164,417	\$ 166,000	1.8%	1.0%	This farebox revenue is used as local match.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						County cash is provided from Volusia County General Fund as a system subsidy.
Compl. ADA Services						
County Cash	\$ 123,693	\$ 100,169	\$ 172,956	-19.0%	72.7%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 1,046,593	\$ 1,190,253	\$ 1,148,054	13.7%	-3.5%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**USDOT & FDOT**

49 USC 5307	\$ 218,452	\$ 227,457	\$ 230,000	4.1%	1.1%	All 5311 and 5307 funds in proposed year used for operating expenses are not based on a trip rate. Any 5307 funds used for capital use toll revenue credits as match, no cash match us needed.
49 USC 5310						
49 USC 5311 (Operating)	\$ 186,536	\$ 190,000	\$ 190,000	1.9%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCF**

Alcoh, Drug & Mental Health						The revenue generated from this source is based on rates from the rate model.
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.	\$ 13,548	\$ 14,500	\$ 14,500	7.0%	0.0%	
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOH**

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOE (state)**

Carl Perkins						The revenue generated from this source is based on rates from the rate model.
Div of Blind Services	\$ 2,413	\$ 2,500	\$ 2,500	3.6%	0.0%	
Vocational Rehabilitation	\$ 1,512	\$ 1,500	\$ 1,500	-0.8%	0.0%	
Day Care Programs	\$ 8,779	\$ 9,000	\$ 9,000	2.5%	0.0%	
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AWI**

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOEA**

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCA**

Community Services	\$ 2,347	\$ 2,400	\$ 2,400	2.3%	0.0%	The revenue generated from this source is based on rates from the rate model.
Other DCA (specify in explanation)	\$ 1,692	\$ 1,750	\$ 1,750	3.4%	0.0%	



# Comprehensive Budget Worksheet

Version 1.4

CTC: **Votran**  
County: **Volusia**

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2015</b> to Sept 30th of <b>2016</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

**Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.**

**Budgeted Rate Base Worksheet**

Version 1.4

CTC: **Votran**

County: **Volusia**

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues			
	from			
	Oct 1st of			
	<b>2017</b>			
	to			
	Sept 30th of			
	<b>2018</b>			
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?

Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base

What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?

**REVENUES (CTC/Operators ONLY)**

Local Non-Govt

Farebox	\$ 166,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ 130,000	\$ 36,000	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 172,956
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 172,956	\$ 172,956	\$ 52,350
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

BLUE cells  
Should be funds generated by rates in this spreadsheet

CTD

Non-Spons. Trip Program	\$ 1,148,054
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ 1,148,054	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

local match req.

\$ 127,562
\$ -
\$ -

GREEN cells  
**MAY BE** Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

USDOT & FDOT

49 USC 5307	\$ 230,000
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 190,000
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ 230,000	\$ 230,000
\$ -	\$ -	\$ -
\$ -	\$ 190,000	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

\$ -
\$ -
\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DCF

Alcoh, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ 14,500
Other DCF	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 14,500	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ 2,500
Vocational Rehabilitation	\$ 1,500
Day Care Programs	\$ 9,000
Other DOE	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ 2,500	\$ -	
\$ 1,500	\$ -	
\$ 9,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DCA

Community Services	\$ 2,400
Other DCA	\$ 1,750
<b>Bus Pass Program Revenue</b>	\$ -

\$ 2,400	\$ -	
\$ -	\$ 1,750	
\$ -	\$ -	

APD

Office of Disability Determination	\$ -
Developmental Services	\$ 9,000
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ -	\$ -	
\$ 9,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	

DJJ

DJJ	\$ -
-----	------

\$ -	\$ -	
------	------	--

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.



# Worksheet for Program-wide Rates

CTC: Votran  
 County: Volusia

Version 1.4

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	652,300
<b>Rate Per Passenger Mile = \$</b>	<b>2.02</b>
Total <u>Projected</u> Passenger Trips =	53,450
<b>Rate Per Passenger Trip = \$</b>	<b>24.64</b>

Fiscal Year

2017 - 2018

<b>Avg. Passenger Trip Length =</b>	<b>12.2 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>2.99</b>
<b>Rate Per Passenger Trip = \$</b>	<b>36.44</b>

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

# Worksheet for Multiple Service Rates

CTC: **Votran**  
 County: **Volusia**

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

## SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

## SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
 How many of the total projected Passenger Miles relate to the contracted service?  
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group

Effective Rate for Contracted Services:

	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile =				
per Passenger Trip =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =  
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

# Worksheet for Multiple Service Rates

CTC: **Votran**  
 County: **Volusia**

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....

Yes  
 No

**Skip #2 - 4 and Section IV and Go to Section V**

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....

Pass. Trip **Leave Blank**  
 Pass. Mile

3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank

4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total  
 number of Group Service Passenger Miles? (otherwise leave blank).....

**Do NOT Complete Section IV**

..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate**  
**0.00** to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2017 - 2018			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	652,300	= <input type="text" value="326,458"/>	+ <input type="text" value="325,842"/>	+ <input type="text" value="Leave Blank"/>	+ <input type="text" value="Leave Blank"/>
Rate per Passenger Mile =		<b>\$1.49</b>	<b>\$2.55</b>	<b>\$0.00</b>	<b>\$0.00</b>
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	53,450	= <input type="text" value="27,259"/>	+ <input type="text" value="26,190"/>	+ <input type="text" value="Leave Blank"/>	+ <input type="text" value="Leave Blank"/>
Rate per Passenger Trip =		<b>\$18.25</b>	<b>\$31.29</b>	<b>\$0.00</b>	<b>\$0.00</b>
				per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,....

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text" value="Leave Blank"/>	<input type="text" value="Leave Blank"/>
Rate per Passenger Mile for Balance =		<b>\$1.49</b>	<b>\$2.55</b>	<b>\$0.00</b>	<b>\$0.00</b>
				per passenger	per group

## Worksheet for Multiple Service Rates

CTC: **Votran**  
 County: **Volusia**

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Rate per Passenger Mile =

Rate per Passenger Trip =

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group	
\$2.20	\$3.77	\$0.00	\$0.00	\$0.00
			per passenger	per group

Ambul	Wheel Chair	Stretcher	Group	
\$26.99	\$46.27	\$0.00	\$0.00	\$0.00
			per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

**SUMMARY SHEET  
TDLCB  
March 14, 2018**

**IV. DISCUSSION ITEMS AND PRESENTATIONS**

**A. PRESENTATION AND DISCUSSION OF THE RIVER TO SEA TPO 2018 “TELL THE TPO SURVEY” CAMPAIGN**

**Background Information:**

The TPO is currently developing the 2018 “Tell the TPO” Survey Campaign to better understand the priorities and preferences of its constituents as related to transportation planning and implementation for our planning area. This survey helps provide insights for the TPO as it makes decisions on transportation priorities. It is intended to be conducted every two years and is a follow-up to the initial 2014 survey which formed a baseline of public opinion on transportation in the area, and the 2016 survey. H.W. Lochner, one of the TPO’s general planning consultants, has been retained to facilitate the survey development, dissemination, and analysis. They will be providing an overview of the survey instrument, schedule and scope.

Specific goals of the survey include the following:

- Ascertain the transportation wants, needs, problems, preferences, and suggestions from residents, business community, elected officials, and other stakeholders
- Provide data that the TPO can analyze in order to ascertain trends
- Act as an educational tool and expose each person who takes it to the benefits, mission, and programs of the TPO
- Add to the TPO database of interested residents, businesses, and visitors

***ACTION REQUESTED:***

***NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE BOARD***



# TELL THE TPO

## Community Transportation Survey

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TPO BOARD/COMMITTEE BRIEFINGS

MARCH 2018

# “Tell the TPO” Survey Goals

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1. Obtain information about public opinion on hot button transportation issues and desires related to mobility options.
2. Engage the public in thinking about transportation planning issues.
3. Build partnerships with other agencies, civic organizations, and the business community.
4. Build the TPO’s database of interested residents, businesses and visitors.
5. Increase awareness and branding regarding the TPO.
6. Compare results from 2018 survey with baseline results from prior years’ surveys.

# Approach

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- Target everyone who *lives*, *works*, or *visits* the TPO region
- Maximize public response
  - Concise survey – the longer the survey the less the response
  - Available online – [www.tellthetpo.com](http://www.tellthetpo.com)
  - Mobile device friendly
  - Hard copies available at select locations and by request
- Fun and Excitement
  - Prize drawing for respondents
  - Board/Committee challenges

>> **TARGET GOAL : 2,000 Responses** <<

# Marketing Plan

## PARTNERSHIPS

Team with **businesses** to reach their employees

Team with **organizations** to reach their members

Team with **agencies** to reach their constituencies

## CHAMPIONS

**TPO Board and Committees** being challenged to disseminate the survey to their stakeholders.

## EXPOSURE

Traditional & social media outreach

Attendance at events

Flyers and hard copies in high traffic locations

And there's a *prize* opportunity too!!



# Ambassador Challenge

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- Each Board member is an ambassador.
- Each Committee (as a whole) is an ambassador.
- Each given a **unique survey link** to measure success.
- We invite you to each send your link to your stakeholders and contact lists.
- Include your link in E-newsletters, social media posts, etc.
- Prizes!
  - Trophy awarded to most successful Board Ambassador
  - Trophy awarded to most successful Committee



# Prior Survey Quick Facts

- 2014 Survey – 1,263 total responses
- 2016 Survey – 1,276 total responses
- Outreach included partnerships and coordination with the government, business and civic communities:
  - Every Board Member was an Ambassador.
  - Partnered with various Chambers and VCARD to reach the business community.
  - Articles featured in 14 different media outlets.
  - 17 partner organizations posted links on their websites.
  - 40+ organizations/Ambassadors/supporters posted links and encouragement to their social media networks, including Facebook, Twitter, and LinkedIn.



**Tell the TPO!**

**Have a great idea on how we can improve transportation?**

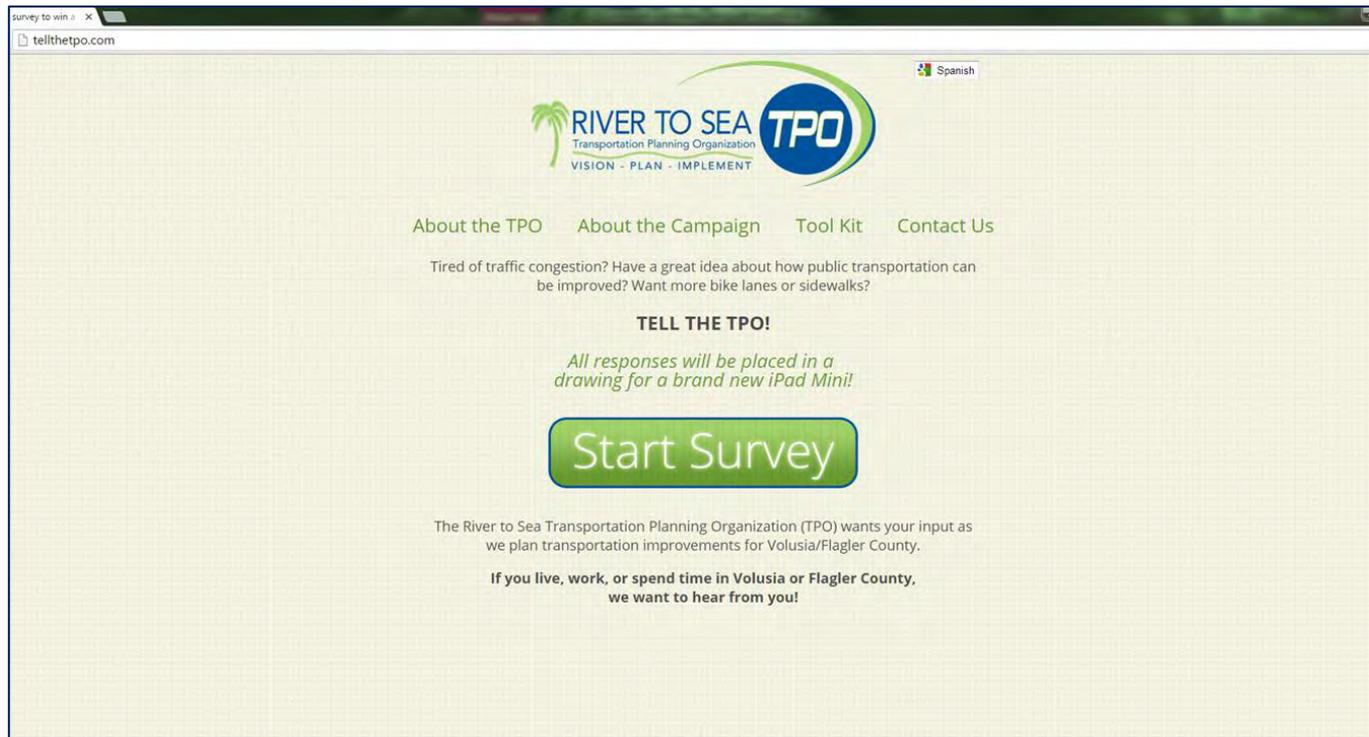
*We want to understand how transportation can be better for Volusia and Flagler County. If you live, work, or spend time in Volusia or Flagler County, we want to hear from you!*

[www.TelltheTPO.com](http://www.TelltheTPO.com)

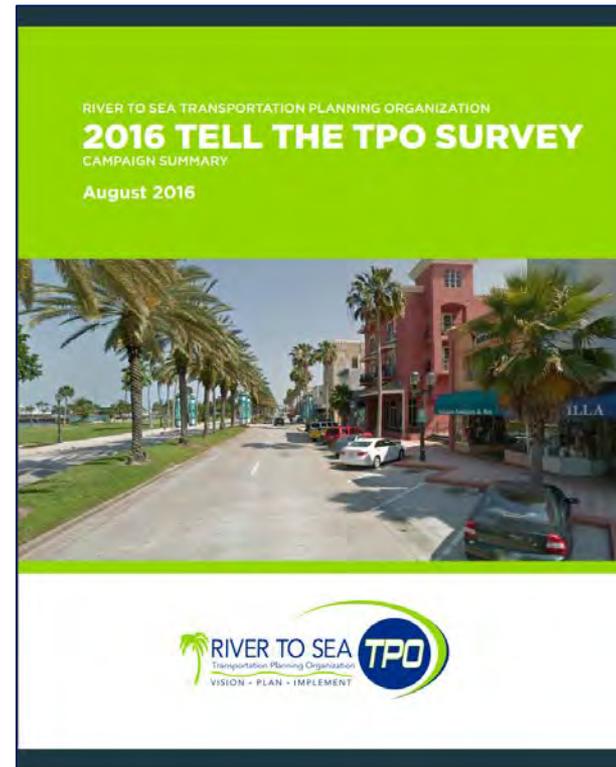
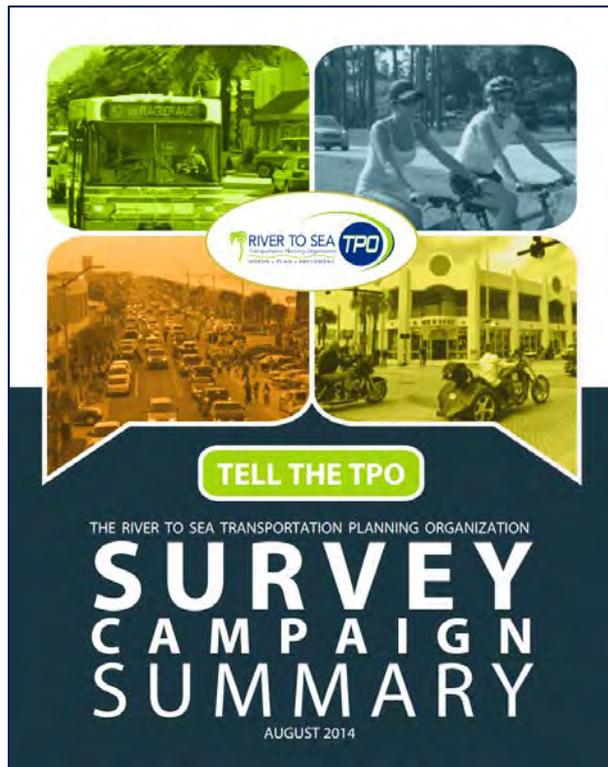
**Respond to Win \$250!**  
*All responses received by July 23, 2014 will be placed in a drawing for a chance to win \$250!*

**Learn more at [www.TelltheTPO.com](http://www.TelltheTPO.com)**

# Survey Website



# Prior Survey Summaries



<https://www.r2ctpo.org/public-involvement/tell-tpo-survey/>

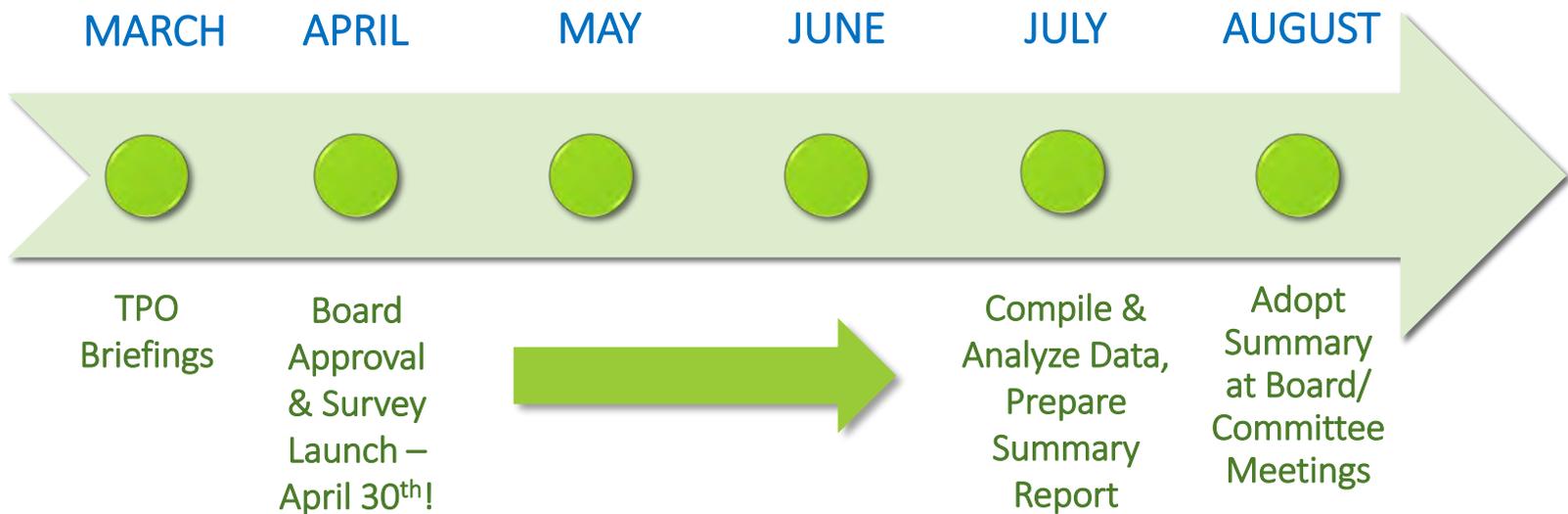


# 2018 Survey Updates

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- Committee suggestions?
- Proposed changes to the previous survey
  - Adding questions to address:
    - *Sea level rise* impacts
    - *Tourism*
    - *Spending on traffic calming* measures & *technology*
    - *Performance* of the existing transportation system (top frustrations, best aspects, etc.)
    - How to *prioritize spending*
  - Adding a question to track *prior participation* on the Tell the TPO survey
  - Other minor wording/text changes for clarification.

# Schedule and Next Steps



# Any Questions?

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[www.tellthetpo.com](http://www.tellthetpo.com)

**TPO Project Manager: Pamela Blankenship**

[pblankenship@r2ctpo.org](mailto:pblankenship@r2ctpo.org)

**Consultant Project Manager: Lara Bouck**

[lbouck@hwlochner.com](mailto:lbouck@hwlochner.com)



**SUMMARY SHEET  
TDLCB  
March 14, 2018**

**V. DISCUSSION ITEMS AND PRESENTATIONS**

**B. DISCUSSION OF THE NEWLY IMPLEMENTED VO-CALL, VOTRAN GOLD'S IVR (INTERACTIVE VOICE RESPONSE) SYSTEM**

**Background Information:**

Vo-Call, Votran Gold's IVR (Interactive Voice Response) system has been active beginning Monday, 2/26/2018.

The system features outbound calls and a call in number

- The night before (approx. 17:00): Vo-Call will call customers the night before their trip to remind them they have a trip scheduled. (will not call for trips booked the same day as the call or subscription trips). It will tell the customer what trip addresses and times they have for the next day. The customer can also cancel the trip or trips at that time.
- The day of their trip: Vo-Call will call the customer 15 minutes before their ride is due (working on times from the MDT or tablet).
- There is also a number the customer can call to check on their trips and cancel trips. They need their client ID and their password (4-digit birth year) to access the system. Letters were sent to over 1300 customers with their ID and password but if they don't have that information, they can call Votran Customer Service to get it.

Staff will discuss the newly implemented Vo-Call system and answer questions.

***ACTION REQUESTED:***

***NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE BOARD***

**SUMMARY SHEET  
TDLCB  
March 14, 2018**

**V. STAFF COMMENTS**

- **Response to questions during public comments in January’s meeting.**

At the TDLCB meeting on January 10, 2018, a public comment was received questioning the positioning of the bus stop in the parking lot at Sunshine Park Mall. The response below is provided by the CTC (Votran) to address the concern expressed. The CTC staff is available to answer further questions regarding this issue.

“Sunshine Park Mall is a private property. Over a period of ten years, the bus stop location was adjusted many times as requested by the property owner, in response to tenant complaints. It was first at the entrance of Publix, and in 2008 was adjusted to be in front of the Dollar Store. After the property owner had complaints from the tenant, it was moved along to stop in front of Bealls. The property owner responded to tenant complaints by asking us to move again. The placement of the stop was agreed to be at the northernmost edge of the walkway in front of the stores. Over many years there were complaints made by Votran customers that there was a lot of loitering. The tenants did not like the loitering either. The property owner notified Votran that there was a need for a construction project and that Votran needed to cease operating in the parking area. Votran's General Manager was able to work with the property owner to agree to allow us to operate at the bus stop where it is. There is a shelter at the location and an ADA ramp has been installed, along with a planter box.

There are, unfortunately, many destinations for blind passengers that are difficult or unsafe for travel on the fixed route. Votran Gold door-to-door is more appropriate for blind passengers when their destinations are not accessible by fixed route service.”

- **Staff will provide a summary of the 2018 Transportation Disadvantaged Legislative Awareness Day Event**

***ACTION REQUESTED:***

***NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE BOARD  
SUMMARY SHEET***

**TDLCB**  
**March 14, 2018**

**VI. TDLCB MEMBER COMMENTS**

**VII. TDLCB CHAIRMAN COMMENTS**

**VIII. INFORMATION ITEMS**

- TDLCB Membership List
- River to Sea TPO Board Meeting Summaries for January and February 2018
- January and February TPO Outreach and Events Summaries

**IX. ADJOURNMENT**

*\*\*\* The next TDLCB meeting will be on May 9, 2018 \*\*\**

# TDLCB MEMBER LISTING

## VOLUSIA COUNTY

### COUNCIL MEMBER BILLIE WHEELER

123 W. Indiana Ave  
DeLand 32720  
[Bwheeler@volusia.org](mailto:Bwheeler@volusia.org)

**CHAIRPERSON**

## DEPT. OF CHILDREN & FAMILIES - ALTERNATE

### JULIA MARSHALL

210 N. Palmetto Ave, Suite 430  
Daytona Beach 32114  
386-481-9369  
[Julia.Marshall@myflfamilies.com](mailto:Julia.Marshall@myflfamilies.com)

## ASSOCIATION OF COMMUNITY ACTION

### CLAYTON JACKSON

123 W. Indiana Ave, Room 101  
DeLand, FL 32720  
386-736-5956 ext 12980  
[cjackson@volusia.org](mailto:cjackson@volusia.org)

## PUBLIC EDUCATION COMMUNITY

### ROD SMITH

1648 Hancock Blvd.  
Daytona Beach 32114  
386-258-4677 ext. 50550  
[rhsmith@volusia.k12.fl.us](mailto:rhsmith@volusia.k12.fl.us)

## ELDERLY CITIZENS

### PATRICIA ANTOL

697 Winterberry Trail  
DeLand 32724  
386-740-8975  
[prantol1973@gmail.com](mailto:prantol1973@gmail.com)

## PUBLIC EDUCATION COMMUNITY

### ALTERNATE

### KIM HOUGHTON

Unit 11A  
210 N. Palmetto Ave Siote 144  
Daytona Beach FL 32114  
[386-281-6862](tel:386-281-6862)

## FDOT

### CARLOS M. COLON

133 S. Semoran Blvd.  
Orlando 32807  
[Carlos.Colon@dot.state.fl.us](mailto:Carlos.Colon@dot.state.fl.us)

## VOCATIONAL REHABILITATION SERVICES

### JEFFREY ABOUMRAD

2050 Art Museum Drive  
Jacksonville, FL 32207  
904-486-7110  
[jeffrey.aboumrads@vr.fldoe.org](mailto:jeffrey.aboumrads@vr.fldoe.org)

## FDOT - ALTERNATE

### DIANE POITRAS

133 South Semoran Blvd.  
Orlando 32807  
407-482-7887  
[diane.poitras@dot.state.fl.us](mailto:diane.poitras@dot.state.fl.us)

## VOCATIONAL REHABILITATION - ALTERNATE

### LORELEI FAGLIER

1100 Jimmy Ann Drive  
Daytona Beach, FL 32117  
386-274-6518 cel 386-846-0644  
[lfaglier@sunrisegroup.org](mailto:lfaglier@sunrisegroup.org)

## DEPARTMENT OF CHILDREN & FAMILIES

### CLAY LAROCHE

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Daytona Beach 32114  
386-235-8988  
[clay.laroche@myflfamilies.com](mailto:clay.laroche@myflfamilies.com)

## ELDER AFFAIRS

### CHARLY PONIATOWSKI

P.O. Box 671  
Daytona Beach 32115  
386-253-4700 ext. 208  
[cponiatowski@coavolusia.org](mailto:cponiatowski@coavolusia.org)

# TDLCB MEMBER LISTING

## ELDER AFFAIRS - ALTERNATE

### KAYLA SAULT

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386-253-4700 ext. 248  
[ksault@coavolusia.org](mailto:ksault@coavolusia.org)

## MASS TRANSIT

### VACANT

## VETERANS SERVICES GROUP

### JEFFEREY BUMB

123 W. Indiana Avenue, Room 100  
DeLand, FL 32720  
386-740-5102  
[jbumb@volusia.org](mailto:jbumb@volusia.org)

## MEDICAL COMMUNITY

### PATRICIA BOSWELL

1845 Holsenback Drive  
Daytona Beach 32117  
386-274-0799  
386-274-0817 (Susan)  
[susan.monahan@flhealth.gov](mailto:susan.monahan@flhealth.gov)

## VETERANS SERVICES GROUP - ALTERNATE

### JASON ALTHOUSE

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# TDLCB MEMBER LISTING

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# **TDLCB MEMBER LISTING**

## **TDLCB STAFF SUPPORT**

### **Votran**

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**River to Sea TPO Board  
Meeting Summary  
January 24, 2018**

- Received public comment supporting the proposed half-cent sales tax and thanked Volusia County Council Vice Chair Denys bringing up impact fees at the Volusia County Council
- Approved consent agenda including approval of the December 6, 2017 TPO Board meeting minutes, approval of Executive Director’s overall evaluation and recommendation for retention and approval of expenditures for the “Tell the TPO” survey (\$39, 740)
- Approved Resolution 2018-01 amending the FY 2017/18 to 2021/22 Transportation Improvement Program (TIP)
- Approved the River to Sea TPO’s FY 2016/17 Independent Audit Report
- Received TPO staff PowerPoint presentation on Performance Measures Data and approved Resolution 2018-02 adopting safety targets for the River to Sea TPO
- Approved Resolution 2018-03 confirming the River to Sea TPO’s priorities for the Strategic Intermodal System (SIS)
- Received a TPO staff presentation of planning projects under consideration for the two-year FY 2018/19 to 2019/20 Unified Planning Work Program (UPWP) and discussed transit planning activities
- Received TPO staff PowerPoint presentation of the draft Bicycle and Pedestrian Master Plan
- Received a TPO staff PowerPoint presentation on the draft findings for the Volusia County Bus Stop Improvement Plan
- Received public comment regarding the importance of having safe and accessible bus stops
- Received a PowerPoint presentation on the FDOT Context Classification and Design
- Received a PowerPoint presentation of the SR 40 Ormond Beach Trail Gap Study
- Received the FDOT report
- Received the Executive Director’s report including an update on FY 2017/18 SU funding; Roundtable of Volusia County Elected Officials consideration of an infrastructure sales tax; and legislative issues impacting MPOs; and the suspension of RRFBs

- Discussed the Flow of Funding chart
- Announced the date for the River to Sea TPO's Annual Planning Retreat is March 23, 2018 and asked members to email the Executive Director with suggestions
- Approved a motion for the Executive Director to prepare a letter to be signed by all TPO Board members opposing House Bill 575 and Senate Bill 1516 reducing MPO membership, eliminating weighted voting and setting term limits for board members

***Items Requiring Follow Up:***

- Email link to FDOT SIS presentation received at the CFMPOA meeting last week
- Email FDOT presentation received at East Central Florida Planning Council
- Email information regarding House Bill 575 and Senate Bill 1516
- Executive Director to create the letter from all TPO Board members opposing House Bill 575 and Senate Bill 1516

***The next River to Sea TPO Board meeting will be on Wednesday, February 28, 2018***



**River to Sea TPO Board  
Meeting Summary  
February 28, 2018**

- Received public comment regarding the public meeting on the I-95/LPGA interchange, the Community Development District’s (CDD) concerns regarding the cost of landscaping maintenance at the interchange and concerns about the road improvements being completed in time to support the new construction
- Approved consent agenda including approval of the January 24, 2018 TPO Board meeting minutes and approval of the Selection Committee’s recommendation of consultants for Traffic Operations/ITS/Safety Feasibility Studies
- Approved Resolution 2018-04 amending the FY 2017/18 to 2021/22 Transportation Improvement Program (TIP)
- Approved the draft tasks and funding tables to support development of the FY 2018/19 and 2019/20 Unified Planning Work Program (UPWP) for submission to FDOT/FHWA
- Approved Resolution 2018-05 authorizing the execution of a supplemental agreement to the Metropolitan Planning Organization (MPO) Agreement for the use of Planning (PI) and Urban Attributable (SU) funds and amending the FY 2016/17 and 2017/18 Unified Planning Work Program (UPWP)
- Approved Resolution 2018-06 authorizing the de-obligation of \$57,716 in Planning (PL) funds for the current federal fiscal year
- Received a presentation on the draft amendment of the lease with Root Riverfront Properties, LLC for office space
- Received status update on the draft Bicycle and Pedestrian Master Plan Report
- Received a status update on the Volusia County Bus Stop Improvement Plan Report
- Received member comment expressing concern regarding the use of planning level estimates in the Volusia County Bus Stop Improvement Plan
- Received the FDOT report
- Received the Executive Director’s report including updates on FY 2017/18 SU funding; the Flagler County Fixed Route Transit Operations Plan; the Roundtable of Volusia County Elected Officials consideration of an infrastructure sales tax; a legislative update; announcement of TPO Annual

Retreat on March 23, 2018 at the Brannon Center; the CFMPOA Regional Long Range Transportation Plan (LRTP); and SunRail Phase II South

- Discussed the “Who’s Who in Transportation” information sheet (handout)
- Received update on the staffing changes at FDOT
- Discussed the consideration of an infrastructure sales tax being considered by local governments in Volusia County
- Received member comment on improvements needed for the I-95/US 1 interchange and Hand Avenue as an east-west corridor in Ormond Beach including an extension over I-95
- Received member comment requesting information on the improvements being proposed at I-4 and Saxon Boulevard

***Items Requiring Follow Up:***

- TPO staff to review the cost estimates provided in the Volusia County Bus Stop Improvement Plan
- TPO staff to provide information regarding the proposed improvements at I-4 and Saxon Boulevard

***The next River to Sea TPO Board meeting will be on Wednesday, March 28, 2018***

# TPO Outreach & Activities Completed in January 2018

## 1 Central Florida MPO Alliance Meeting

Date: Friday, January 19, 2018

Location: MetroPlan, Orlando

Description: TPO staff attended the CFMPOA meeting.

## 2 River to Sea TPO Safety Targets Adopted

Date: Wednesday, January 24, 2018

Location: River to Sea TPO

Description: The River to Sea TPO Board approved Resolution 2018-02 adopting a 2% annual reduction in five performance safety measures.



### FEBRUARY EVENTS:

February 1: MPO Advisory Council Meeting, West Palm Beach

River to Sea TPO Presentations to:

February 5: Deltona City Commission

February 6: DeLand Rotary Club

February 22: Flagler County Chamber

February 14: Transportation Disadvantaged (TD) Day, Tallahassee

“Not So Noisy” Bike Week Events:

February 19: Daytona State College

February 20: Embry-Riddle University

February 21: Bethune-Cookman University

February 24: Community Festival, BCU

February 23: East Central Regional Rail Trail Dedication, Temple Baptist Church, Titusville

### OTHER UPCOMING EVENTS:

March 23: Annual TPO Planning Retreat, Location TBD

March 29: Central Florida Commuter Rail Commission Meeting, MetroPlan Orlando

## 3 R2CTPO Annual Call for Projects Issued

Date: Thursday, January 25, 2018

Location: River to Sea TPO

Description: The TPO issued its annual call for projects which is open until Monday, April 2, 2018: [www.r2ctpo.org/2018/01/25/2018-call-projects/](http://www.r2ctpo.org/2018/01/25/2018-call-projects/)



## 4 Annual FDOT Modified Joint Certification

Date: Wednesday, January 31, 2018

Location: River to Sea TPO

Description: TPO staff met with FDOT to undergo the TPO's annual certification review

### ONGOING PROJECTS & STUDIES:

- Development of FY 2018/19 and 2019/20 Unified Planning Work Program (UPWP)
- Bicycle and Pedestrian Plan
- Tell the TPO Survey
- Annual Call for Projects Process
- Votran Bus Stop Improvement Plan
- Flagler County Fixed Route Transit Operations Plan
- I-95 to SR 417 Connector Environmental Study
- Update to the Volusia County Bicycle Map for the Experienced Cyclist
- FY 2016/17 Annual R2CTPO Audit
- FY 2016/17 Annual Report
- TSM&O (ITS) Masterplan Phase II
- Central Florida Visitors Study PAG
- Regional Truck Parking Study PAG
- Central Florida Regional Transit Study PAG

# TPO Outreach & Activities Completed in February 2018

## 1 TPO Business Community Presentations

February 5: Deltona City Commission  
February 6: DeLand Rotary Club  
February 22: Flagler County Chamber  
Description: TPO staff gave presentations on the role of the TPO and an overview of transportation projects underway, planned and constructed.

## 2 Transportation Disadvantaged (TD) Legislative Awareness Day

Date: Wednesday, February 14, 2018  
Location: Tallahassee  
Description: TPO staff, along with Votran and three TDLCB members attended TD Day to speak with Legislators regarding TD issues and concerns.



## 3 Not So Noisy Bike Week Outreach Events

February 19: Daytona State College  
February 20: Embry-Riddle University  
February 21: Bethune-Cookman University  
February 24: Community Festival, BCU  
Description: TPO staff manned a display table at the first three college events followed by fitting and donating bicycle helmets at the Community Festival.



### MARCH EVENTS:

March 12: Roundtable of Volusia County Elected Officials Meeting, Daytona Beach International Airport  
March 19: Bike Florida Helmet Fitting, Edgewater  
March 23: Annual TPO Planning Retreat held in partnership with VCARD, Brannon Center, New Smyrna Beach  
March 29: Central Florida Commuter Rail Commission Meeting, MetroPlan Orlando  
March 30: Good Friday Holiday, R2CTPO Office Closed

### OTHER UPCOMING EVENTS:

April 13: Central Florida MPO Alliance, MetroPlan Orlando  
May 5: Oak Hill Riverfest Helmet Fitting, Oak Hill

### ONGOING PROJECTS & STUDIES:

- Development of FY 2018/19 and 2019/20 Unified Planning Work Program (UPWP)
- Bicycle and Pedestrian Master Plan
- 2018 Tell the TPO Survey
- Annual Call for Projects Process
- Votran Bus Stop Improvement Plan
- Flagler County Fixed Route Transit Operations Plan
- I-95 to SR 417 Connector Environmental Study
- Development of Bicycle Suitability Map
- FY 2016/17 Annual Report
- TSM&O (ITS) Masterplan Phase II
- Central Florida Visitors Study PAG
- Regional Truck Parking Study PAG
- Central Florida Regional Transit Study PAG
- Resilient Flagler County Study
- SR 442 Sidewalk Feasibility Study
- Ponce Inlet Mobility Feasibility Study