MEETING NOTICE & AGENDA

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

DATE: Wednesday, May 8, 2013

TIME: **11:00 a.m.**

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

****

Council Member Joshua Wagner, Chairman Presiding

AGENDA

I. CALL TO ORDER / ROLL CALL / DETERMINATION OF QUORUM

II. PUBLIC COMMENT/PARTICIPATION (LENGTH OF TIME AT THE DISCRETION OF THE CHAIR)

III. COMMITTEE REPORTS (Enclosure, page 3)

IV. ACTION ITEMS

A. APPROVAL OF THE MARCH 13, 2013 TDLCB MEETING MINUTES (Contact: Carole Hinkley) (Enclosure, pages 4-10)

B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT (Contact: Heather Blanck) (Enclosure, pages 11-13)

C. REVIEW AND APPROVAL OF VOTRAN'S ANNUAL CTC EVALUATION FOR FY 2012 (Contact: Carole M. Hinkley) (Enclosure, pages 14-25)

D. **REVIEW AND APPROVAL OF THE RATES FOR TD TRUST FUND TRIPS FY 2013/14 TO BE INCLUDED IN THE ANNUAL UPDATE OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)** (Contact: Heather Blanck) (Enclosure, pages 26-34)

E. **REVIEW AND APPROVAL OF THE 2013 ANNUAL UPDATE/AMENDMENTS TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)** ***Roll Call Vote Required*** (Contact: Carole M. Hinkley) (Enclosure, pages 35-86)

V. DISCUSSION ITEMS AND PRESENTATIONS

A. **PRESENTATION ON VOTRAN'S NEW FAREBOX** (Contact: Heather Blanck) (Enclosure, pages 87-88)

B. **UPDATE ON VOTRAN'S WEBSITE AND TEXT ONLY SECTION** (Contact: Heather Blanck) (Enclosure, page 89)

VI. STAFF COMMENTS (page 90)

VII. TDLCB CHAIRMAN COMMENTS (page 90)

VIII. TDLCB MEMBER COMMENTS (page 90)

IX. PRESS/CITIZEN COMMENTS (page 90)

X. INFORMATION ITEMS (pages 90-100)

- **TDLCB Membership List**
- **Announcement of the 2013 TD Conference**
- **Questions and answers concerning wheelchairs and bus and rail service**
- **TD Day thank you note from TD Commission Executive Director Steve Holmes**

XI. ADJOURNMENT (page 90)

THERE WILL BE A LIVE DEMONSTRATION OF THE ODYSSEY FAIRBOX ON-BOARD A VOTRAN BUS

*****NEXT MEETING OF THE TDLCB WILL BE JULY 10, 2013*****

NOTE: Individuals covered by the American with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the Volusia TPO office, 2570 W. International Speedway Blvd., Suite 100, Daytona Beach, FL 32114-8145; (386) 226-0422 extension 20416 at least five (5) working days prior to the meeting date.

SUMMARY SHEET
TDLCB
May 8, 2013

III. COMMITTEE REPORTS

Quality Assurance Committee Report

Background Information:

The Quality Assurance Committee (QAC) is scheduled to meet on May 8, 2013 prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting. The QAC will be reviewing the annual CTC Evaluation for Votran and the Rates for TD Trust Fund Trips for FY 13/14.

The Chairman (or representative thereof) will be present to give a report on the activities of the Quality Assurance Committee.

Action Requested:

No action is required unless otherwise directed by the Board

SUMMARY SHEET
TDLCB
MAY 8, 2013

IV. ACTION ITEMS

A. Approval of the March 13, 2013 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 March 13, 2013 meeting minutes

Minutes

Transportation Disadvantaged Local Coordinating Board

March 13, 2013

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

Members Present:	Representing:
Mary Ellen Ottman (Vice-Chair)	Citizens Advocate, System User
DeWeece Ogden	Health Care Administration
Diane Poitras	Florida Department of Transportation
Marilu Klopp	Vocational Rehabilitation Services
Barbara Goldstein	Handicapped Citizens
Pat Antol	Elderly Citizens
Jean Cerullo	Citizens Advocate
Steve Jack	Private for Profit
Chip Kent	Public Education Community
Judy Ryan	Medical Community

Members Absent:	Representing:
Mike White	Veterans Services Group
Clay LaRoche (excused)	Department of Children and Families
Dr. E. Douglas Beach	Elder Affairs
Rick Fraser	Work Force Development Board
Lynne Sinnott (excused)	Early Child Care
Peter Cerullo (excused)	Mass Transit
Patricia James	Association of Community Action

Others Present:	Representing:
Council member Joshua Wagner	Volusia County, District 2
Pamela Blankenship, Recording Secretary	TPO Staff
Carole M. Hinkley	TPO Staff
Heather Blanck	Votran Staff
Gary Dirda	Logisticare
Judy Craig	Alternate, Disabled Citizens

DRAFT

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

TDLCB Vice Chairperson Ottman called the meeting to order at 11:03 a.m.

Ms. Blankenship proceeded to call the roll and a quorum was determined.

Vice Chairperson Ottman introduced County Council member Joshua Wagner. Mr. Kurt Ottman was also introduced.

II. Public Comment / Participation
None

III. Action Items

A. Review and Approval of the January 9, 2013 Meeting Minutes

A motion was made by Patricia Antol to approve the January 9, 2013 meeting minutes. The motion was seconded by Jean Cerullo and passed unanimously.

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

Ms. Blanck covered the reports for December 2012 and January 2013. She stated that it appeared there were fewer total wheelchair boardings in December than in the previous year and that January 2013 showed a slight increase of 3.7% over the previous year. She added that December had an overall decrease of 5.4% of which paratransit was the larger portion of the total showing a decrease of 7.6% in wheelchair boardings. However, January 2013 showed an increase of 4.0% in wheelchair boardings. Paratransit total boardings were down 6.2% in December. Ms. Blanck clarified that service operates Monday through Saturday and that December 2012 was unusual because there were two less weekdays of operation than in the previous year for the same month. In January 2013 there was an increase in overall fixed route service of close to 10.0%. There has been an increase in total Votran ridership which can be attributed partially to gas prices. Paratransit in January was up by 1.3%.

Barbara Goldstein moved to approve the CTC Monthly Paratransit Reports. The motion was seconded by Chip Kent and carried unanimously.

C. Nomination and Election of TDLCB Vice Chairperson

Ms. Hinkley informed the members that Ms. Ottman had already served for one year and that the newly elected vice chairperson at this meeting will serve until the regularly scheduled election in November.

Vice Chairperson Ottman opened the floor for nominations.

Pat Antol nominated Mary Ellen Ottman. There were no other nominations.

Nominations were closed.

Ms. Mary Ellen Ottman accepted the nomination and agreed to continue to serve as vice chairperson until the regularly scheduled election in November.

The appointment of Mary Ellen Ottman to continue to serve as Vice-Chairperson until the regularly scheduled election in November was approved unanimously by the Board.

D. Appointment of Volunteer for the Quality Assurance/Grievance Committee

Ms. Hinkley explained that the TDLCB meets six times a year and the Quality Assurance/Grievance Committee usually meets three to four times a year. She added that the Committee meets on the same day as the TDLCB immediately before it.

Pat Antol volunteered to serve on the Quality Assurance/Grievance Committee. There were no other volunteers.

The appointment of Pat Antol to the Quality Assurance/Grievance Committee was approved unanimously by the Board.

IV. Discussion Items and Presentations

A. Summary of TD Day 2013 in Tallahassee

Ms. Hinkley stated this event took place on March 6 and that Mary Ellen Ottman (TDLCB, Vice Chairperson), Kurt Ottman (former TDLCB member), Peter Cerullo (TDLCB member), Jean Cerullo (TDLCB member) and William Outman participated in TD Day this year. Staff members in attendance were Heather Blanck, Votran's Assistant General Manager of Planning, Marketing and Customer Service and Carole Hinkley, Volusia TPO Transit Planner. All were transported safely to and from the event by Votran driver Mark Hart. The Votran vehicle was placed on display at the Capitol during this event. The group had appointments with either the Volusia County Legislators or their aides and all offices were visited. TD Day is an annual event whereby participants inform their legislators of the importance of the Transportation Disadvantaged Program and that this program keeps thousands of Floridians independent and out of institutional care while stimulating Florida's economy. Legislators are encouraged to support transportation disadvantaged friendly bills.

Ms. Blanck added that the TD Commission puts together a group of activities and designates the day itself so that representatives realize that they are going to have visits organized for

that particular effort. Steve Holmes, TD Commission Executive Director, met with the Volusia TD Day participants and Ms. Blanck explained to Mr. Holmes that although the TD Commission staff had planned several activities on the plaza the Volusia group, thanks to Ms. Hinkley's efforts, had a full day of appointments. She added that Mr. Holmes seemed impressed that the Votran group had all those appointments line up.

Vice Chairperson Ottman thanked Ms. Hinkley for her excellent job as she does every year; coordinating appointments and making sure that the participants have the opportunity to visit their legislators. She added that Carole does a fabulous job of orchestrating the whole event making sure that the participants have a good place to stay and that they are all organized and ready to go in the morning to take on the day. Ms. Ottman also thanked Ms. Blanck for Votran's participation in this event as well as those participants who took time out of their busy schedules to attend TD Day.

Jean Cerullo stated this was a TD Day she was able to attend. She added that participants were able to speak with Representative Dwayne Taylor whom she felt was on the same page concerning the transportation disadvantaged as was Senator Hukill.

Ms. Blanck indicated there were two pieces of legislation that require attention. Senate Bill 158 concerning the stopping of buses when boarding and de boarding passengers and House Bill 0681 which requires including a question on driver's test concerning the White Cane Law.

Vice Chairperson Ottman indicated that Senate Bill 158 was not transportation disadvantaged friendly and added that there is a whole host of reasons why just pulling off the road would not be inappropriate. She added that she would not like to see this bill go forward.

Ms. Hinkley pointed out that the contact information for Volusia County's legislators is provided in the meeting package.

Ms. Craig wanted to know if those proposing Senate Bill 158/House Bill 75 gave a reason why they are supporting these bills.

Ms. Ottman indicated that the reason provided was not a very satisfactory one.

Ms. Hinkley added that in addition to contacting the legislators themselves one can also contact the chairs of the committees which would be involved with these bills. She added that the Florida Senate and House of Representatives web addresses were also provided in this meeting package.

Mr. Jack asked if the Volusia legislator sponsoring Senate Bill 158/House Bill 75 could be invited to the next meeting.

Vice chairperson Ottman reminded the members that they are in full session in Tallahassee. She added that if Mr. Jack wanted more information on this bill he could contact her and she would be glad to help.

V. Staff Comments

Ms. Hinkley informed the members that Lieutenant Governor Carroll had recently resigned and that's she did not have any more details on this.

Ms. Blanck stated that Votran is working on two initiatives. There will be added frequency to service on U.S. 1 that will affect the routes 3 and 4 and is expected to begin on June 3, 2013. Votran is also working on revamping its web page. Concerning real time bus information, Votran is moving towards providing this same information via a "Jaws" friendly text version for the visually impaired. Ms. Blanck added that a brief presentation on this initiative may be ready in the next few months.

VI. TDLCB Chairman Comments

Vice-Chair Ottman indicated that she was most appreciative of Votran's efforts in making its website accessible.

VII. TDLCB Member Comments

Ms. Ogden informed the members that on February 1st the federal government gave AHCA Medicaid the go ahead to implement long term care; the statewide Medicaid managed care plan. There are 11 regions which match the 11 Medicaid area offices throughout the State. The first region to go into the plan is region 7. The long term care plan consists of those individuals on Medicaid who are in nursing homes, assisted living facilities and adult family care homes. These individuals will have to go into a managed care plan whether it is an HMO or a provider service network. There will be a partnering with the Department of Elder Affairs that will help those individuals pick a plan. Volusia County is in Area 4 and will be going last into the plan which will be sometime early next year.

Ms. Ogden added Individuals who have never had to choose a plan under Medicaid will now have to choose some type of managed care plan where they will get all their services. Ms. Ogden stated that she will be providing the board with updates.

Judy Craig recalled that individuals on long term care had to apply for Medicare Part D for medication and had to go with a plan which Medicaid also subsidized. Ms. Craig inquired if one goes with the medical and stay with the same HMO with which they have their prescription drugs, will Medicaid pick up the cost?

Ms. Ogden replied, no. Medicare Part D is the federal government. Medicaid and Medicare are two different programs. There is Medicare Parts A, B, and then some have Part C (the HMO plan) and part D, the drug plan which is entirely different from Medicaid. There may be a

mixture of people that have Medicare and are on Medicaid however those Part D plans are Medicare not Medicaid.

Vice-Chair Ottman welcomed Barbara Goldstein back to the TDLCB after her recovery. She also welcomed Gary Dirda with Logisticare.

VIII. Press / Citizen Comments
None

IX. Information Items
a. TDLCB Membership List
b. Legislator Contact Information
c. Status of House Bill 75 and Senate Bill 158 as of March 1, 2013

X. Adjournment
The meeting was adjourned at 11:43 am

VOLUSIA TRANSPORTATION PLANNING ORGANIZATION

_____

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

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the Volusia TPO certified that the foregoing is a true and correct copy of the minutes of the March 13, 2013 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 8th day of May 2013.

_____

PAMELA C. BLANKENSHIP, RECORDING SECRETARY
VOLUSIA TRANSPORTATION PLANNING ORGANIZATION

DRAFT

SUMMARY SHEET
TDLCB
MAY 8, 2013

IV. ACTION ITEMS

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

Background Information:

The Community Transportation Coordinator's report provides statistical information every month on the transportation services provided by Votran and the contracted transportation providers. The reports for February and March 2013 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 report

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	FEB., 2013 VOTRAN	FEB., 2012 VOTRAN	FEB., 2013 CONTRACTED	FEB., 2012 CONTRACTED	FEB., 2013 TOTAL	FEB., 2012 TOTAL
TOTAL PASS TRIPS	**11,965**	**11,921**	**8,210**	**9,412**	**20,175**	**21,333**
TRIP PURPOSE						
Medical	4,886	4,723	3,155	4,095	8,041	8,818
Nutrition	859	859	68	84	927	943
Other	2,238	2,185	1,947	2,154	4,185	4,339
Education	961	1,038	808	874	1,769	1,912
Shopping	726	683	536	522	1,262	1,205
Work	2,295	2,433	1,696	1,683	3,991	4,116
PASSENGER TYPE						
Disabled		10,951		8,893	0	19,844
Elderly	822	970	453	519	1,275	1,489
Child	0	0	0	0	0	0
TRIP TYPE						
Ambulatory	8,737	8,623	5,863	6,771	14,600	15,394
Wheelchair	3,228	3,298	2,347	2,461	5,575	5,759
TOTAL COMPLAINTS	**0**	**6**	**0**	**9**	**0**	**15**
Discourtesy		0		0	0	0
Safety		1		0	0	1
Early		0		0	0	0
Late		2		7	0	9
Driver		0		0	0	0
Schedule/Routes		0		0	0	0
Vehicle/Equipment		2		0	0	2
Other		1		2	0	3
TOTAL ACCIDENTS	**0**	**0**	**0**	**0**	**0**	**0**
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS		**981**		**775**	**0**	**1,756**
NO SHOWS		**216**		**170**	**0**	**386**
REVENUE MILES	**101,795**	**99,001**	**73,976**	**87,836**	**175,771**	**186,837**
REVENUE HOURS	**2,651**	**5,842**	**4,952**	**5,710**	**7,603**	**11,552**

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	MAR., 2013 VOTRAN	MAR., 2012 VOTRAN	MAR., 2013 CONTRACTED	MAR., 2012 CONTRACTED	MAR., 2013 TOTAL	MAR., 2012 TOTAL
TOTAL PASS TRIPS	**12,274**	**12,890**	**8,812**	**13,914**	**21,086**	**26,804**
TRIP PURPOSE						
Medical	4,871	5,333	3,267	5,370	8,138	10,703
Nutrition	919	1,016	72	1,029	991	2,045
Other	2,506	2,450	2,308	3,227	4,814	5,677
Education	965	1,128	944	1,149	1,909	2,277
Shopping	695	755	542	760	1,237	1,515
Work	2,318	2,208	1,679	2,379	3,997	4,587
PASSENGER TYPE						
Disabled	11,244	11,612	8,406	13,457	19,650	25,069
Elderly	1,030	1,278	406	457	1,436	1,735
Child	0	0	0	0	0	0
TRIP TYPE						
Ambulatory	8,976	9,203	6,318	6,993	15,294	16,196
Wheelchair	3,298	3,687	2,494	2,585	5,792	6,272
TOTAL COMPLAINTS	**6**	**5**	**8**	**11**	**14**	**16**
Discourtesy	0	0	0	0	0	0
Safety	0	1	2	0	2	1
Early	0	3	0	0	0	3
Late	3	0	4	8	7	8
Driver	0	0	0	1	0	1
Schedule/Routes	0	0	1	0	1	0
Vehicle/Equipment	0	0	0	0	0	0
Other	3	1	1	2	4	3
TOTAL ACCIDENTS	**2**	**0**	**2**	**2**	**4**	**2**
CHARGEABLE:						
Person Only	0	0	2	1	2	1
Vehicle Only	0	0	0	1	0	1
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	2	0	0	0	2	0
CANCELLATIONS	**1,140**	**1,111**	**719**	**828**	**1,859**	**1,939**
NO SHOWS	**261**	**259**	**164**	**223**	**425**	**482**
REVENUE MILES	**110,914**	**109,004**	**81,916**	**87,676**	**192,830**	**196,680**
REVENUE HOURS	**7,075**	**6,451**	**5,575**	**5,809**	**12,650**	**12,260**

SUMMARY SHEET
TDLCB
MAY 8, 2013

IV. ACTION ITEMS

C. Review and Approval of Votran's Annual CTC Evaluation for FY 2012

Background Information:

Each year an evaluation of Votran is completed in order to assess their level and quality of service for Transportation Disadvantaged residents in Volusia County. A copy of the evaluation is enclosed for your review. The final report will be submitted to the Commission for the Transportation Disadvantaged.

Staff will be available to answer questions regarding the reports.

Action Requested:

Motion to approve Votran's Annual CTC Evaluation for FY 2012

WORKSHEET
DEFINING THE EVALUATION

DRAFT

Reporting period to be examined:

July	1	2011	to	June	30	2012
month	day	year		month	day	year

Name of CTC being evaluated:

County of Volusia, Florida dba VOTRAN

Name of other organizations being evaluated (if applicable):

	Name of Operator
Operator A:	
Operator B:	
Operator C:	
Operator D:	

continue as needed

CTC's Service Area:

Volusia County

The following person(s) and organization(s) will be responsible for conducting the evaluation:

Volusia TPO - Transportation Disadvantaged Local Coordinating Board

Authorized signature representing entity requesting the evaluation:

Signature	Date

WORKSHEET
COMMUNITY TRANSPORTATION COORDINATOR

1. Contact Information:

CTC Name:	VOTRAN
Phone:	(386) 756-7496
Manager:	Steve Sherrer

2. Local coordinator since:

Month	Day	Year
October	1	1994

3. Operating Environment: (place "X" by one)

X	Urban
	Rural

4. Organization Type: (place "X" by one)

	Private for-Profit	X	Government
	Private non-Profit		Transportation Agency

5. Network Type: (place "X" by one)

	Sole Provider
X	Partial Brokerage
	Complete Brokerage

6. Brief description of any unique characteristics of the service area and/or significant events that may have occurred during the evaluation period:

McDonald Transit Associates, Inc. announced Steve Sherrer has been selected as the new general manager for Votran. He took over for Ken Fischer, the longtime manager of Volusia's transit system who became McDonald Transit's vice president of business development. Mr. Sherrer had managed the Lawton, Oklahoma transit system since 2002. In October 2011, Votran's sustainability programs Go Green-Go Votran received top honors from the Florida Public Transportation Association as "Most Innovative Project". Votran also received recognition in the areas of safety and marketing. In December 2011, Votran once again waives trolley and night service fares for New Year's Eve. In June 2012, Volusia County and Votran announce new trolley partnership with funding contributions from the county, Halifax Area Advertising Authority, and the cities of Ormond Beach, Daytona Beach and Daytona Beach Shores.

WORKSHEET
LEVEL OF COMPETITION (Required by CTD)

DRAFT

1. Inventory of Transportation Providers in the Service Area:

	Column A Providers Available	**Column B** Providers Included	**Column C** Included Trips	**Column D** % of all Trips
Private non-Profit	6	6	63,554	8.1%
Private for-Profit	5	5	110,630	14.2%
Government	1	1	599,813	76.9%
Transit				
*Other	1	1	6,237	0.8%
TOTAL	13	13	780,234	100.0%

**** Other = Headstart Program***

2. How many of the total providers are coordination contractors?

6

3. How many transportation providers that are not included could be included?

0

4. Of the transportation providers included as operators in the local coordinated system, how many have the capability of expanding capacity? (Or, if the CTC is a sole provider, does it have the ability to expand capacity?)

0

5. Indicate the most recent date another transportation provider was brought into the coordinated system. (date)

	1	4	2004
Date	day	month	year

6. Does the CTC have a competitive process?

X Yes No

7. a) In the past five years, how many times have the following methods been used in the selection of transportation providers?

	low bid		requests for proposals
	requests for qualifications	1	requests for interested parties
	negotiation only		

b) Which of the above methods was used to select current providers?

RFP policy and guidelines for procurement of services are established by Volusia County and meet all federal, state, and local requirements.

8. Which of the following items are incorporated in the review and selection of transportation providers for inclusion as operators in the coordinated system?

Review of: (place "X" by all that apply)

X	capabilities of the provider	X	scope of work
X	age of company	X	safety program
X	previous experience	X	capacity
X	management	X	training program
X	qualifications of staff	X	insurance
X	resources	X	accident history
X	economies of scale	X	quality
X	contract monitoring methods	X	knowledge of the community
X	reporting capabilities	X	the cost of the contracting process
X	financial strength	X	price
	performance bond		distribution of costs
X	responsiveness to solicitation		Other: (list)

9. a) If a competitive bid or request for proposals has been used to select transportation providers, to how many potential operators was the request distributed in the most recently completed process? 30 *

b) How many responded? 6 *

*April 24, 2008 contracts were signed with 5 operators

c) The request for bids/proposals was distributed: (place "X" by all that apply)

X	X	X
locally	statewide	nationally

10. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc..)?

	Yes	X	No

WORKSHEET
COST EFFECTIVENESS AND EFFICIENCY
OF THE CTC SYSTEM (Required by CTD)

DRAFT

Measure	Previous Period	Period	Percent Change
Fully Allocated Cost per Passenger Trip	$8.75	$8.24	-6%
Local Funding of System	$2,878,101	$2,984,935	4%
Cost per Total Mile	2.64	2.29	-13%
Operating Expense per Driver Hour	$35.18	$31.57	-10%
Average Trips per Driver Hour	1.65	1.60	-3%
Percentage of TD Population Being Served	15.3%	10.8%	-29%
Average Trips Taken Per Para. Passenger	48.0	49.7	4%
Number of Accidents Every 100,000 Miles	0.16	0.11	-31%
Number of Miles Traveled Between Roadcalls	13,270	14,909	12%

1. In which cost-effectiveness and efficiency areas has the coordinator improved?

Fully allocated cost per passenger trip
Cost per total mile
Operating expense per driver hour
Number of miles traveled between roadcalls
Number of accidents every 100,00 miles

2. In which areas has the coordinator worsened?

Percentage of TD Population being served

CTC Expenses By Category					
Expense Category	Previous Period		Evaluation Period		
	CTC	Coord. Contr.	CTC	Coord. Contr.	
Labor (501)	$1,924,408		$1,866,682		
Fringe Benefits (502)	$760,968		$782,608		
Services (503)	$33,038		$34,061		
Materials and Supplies (504)	$675,859		$797,530		
Utilities (505)	$47,679		$52,109		
Casualty and Liability (506)	$37,885		$35,000		
Taxes (507)	$48,750		$48,700		
Purch. Transp. Service (508)		*** see note below re: changes**			
Bus Pass Expenses	$942		$858		
Other	$1,907,338	$797,510	$1,937,030	$441,905	
Misc. Expenses (509)	$12,024		$12,733		
Interest Expense (511)	$0				
Leases and Rentals (512)	$0				
Annual Depreciation (513)	$0				
Contributed Service (530)	$0				
Allocated Ind. Expenses	$386,672		$418,283		
SYSTEM TOTAL	$5,835,563	$797,510	$5,985,594	$441,905	-3.1%
					Overall %Change

**** Contracted NET Operator data now in Purch. Transp. Service "Other" Per CTD request 11/17/09. Also, expenses in the report are now broken out into CTC and Coordination Contractor columns. Bus Pass Expenses also broken out.***

3. What changes in service may account for any major decreases/increases in expenses?

Fringe Benefits increased due primarily to health insurance costs. Materials and Supllies were higher due to repairs to hybrid vehicles and an aging fleet. Utilities cost continues to increase. Roof and A/C replacements were made during most current year that should reduce uitlities cost for FY14.

4. a) Date of CTC's last financial audit:

10	1	2011
month	day	year

b) Were there critical findings to be resolved?

	Yes	X	No

c) If so, have they been fully resolved?

N/A	Yes	N/A	No

WORKSHEET
EVALUATION AND COMPARISON OF
LOCAL STANDARDS (Required by CTD)

DRAFT

On-time Performance

1a) What is the pick-up window or the definition of when a trip is considered on-time?

The pick-up window is 1 hour

b) Is this policy clearly communicated to drivers?

X	Yes		No

c) Is the policy clearly communicated to passengers?

X	Yes		No

2a) What is the local standard for on-time performance?

90% on-time

b) Is the CTC meeting the local standard for on-time performance? (list current level)

Yes - 93.2%

Call Hold Time

3 a). What is the standard for call hold time?

Three minutes - 90% standard

b). Is the CTC meeting this standard? (list current level)

Yes - 95%

Complaints

4a). What is the local standard for complaints?

.85 complaints/1,000 trips - VOTRAN (Standard is 1.7 for Vendors)

b). Is the CTC meeting this standard? (list current level)

Yes: Votran - .09 Vendors - .90

5. Number of formal grievances filed:

0

Safety

6 a). What is the local standard for accidents?

1 per 100,000 miles

b). Is the CTC meeting this standard? (list current level)

Yes, 0.11 per 100,000 miles

Roadcalls

7 a). What is the local standard for roadcalls?

1 per 7,500 miles

b). Is the CTC meeting this standard? (list current level)

Yes, 1 per 14,909 miles

8. What is the average age of the fleet?

Fixed Route - 7.22 Years

Paratransit - 5.13 Years

WORKSHEET
EVALUATION OF AVAILABILITY (Required by CTD)

DRAFT

Measure	Evaluation Period	Previous Period
Demand		
1. Potential TD Population	259,721	258,478
2. TD Population	60,901	60,021
3. Estimated demand for program trips (updated)	726,168	802,112
4. Estimated demand for general trips	787,479	780,273
5. Total trip demand (line 3 + line 4)	1,513,647	1,582,385
Supply		
6. Program trips provided	346,361	338,700
7. General trips provided	433,873	419,012
8. Total number of trips provided (line 6+line 7	780,234	757,712
9. Vehicle miles	2,802,889	2,507,966
10. Driver hours	203,545	188,495
11. Total Passengers Served (UPHC)	28,163	38,365
Supply v. Demand		
12. Program demand met (line 6 / line 3)	0.48	0.42
13. General demand met (line 7 / line 4)	0.55	0.54
14. Percent of estimated demand met (line 8 / line 5)	0.52	0.48
15. Unmet trip requests (Denied Trips)	0	0
16. Percent of requests met line 8 / (line 8 + line 15)	100%	100%
Outreach		
17. Ratio of Registrants to Potential TD Pop (line 11 / line 2)	0.11	0.15
18. General trips per user (line 7 / line 11)	15.41	10.92
19. Vehicle miles per user (line 9 / line 11)	99.52	65.37
20. Vehicle miles per TD Population capita (line 9 / line 2)	46.02	41.78
Public Information and Access to Services		
21a. Public information expenses (including in-kind)	Unknown	Unknown
21b. List public information efforts (brochures, ads...) Presentations,	User's Guide,	User's Guide
Brochures, Newspapers, Community Organization Involvement, Schedu	and Website	Website
22. How many places is information about TD transportation available?	50+	50+
23. Normal registration delay (number of days, if any)	Up to 21	Up to 21
Capacity		
24. Number of vehicles used in coordinated TD transportation	106	98
25. Vehicles per 100,000 TD Population capita	0.002	0.002
26. Drivers per 100,000 TD Population capita	0.002	0.002
27. Are trip priorities or limitations used? (Y/N)	No	No
28. Size of wait list (if any)	None	None
29. Has the CTC met all demand for sponsored trips?	Yes	Yes

Hours and Days of Service	Monday	Tuesday	Wednesday	Thursday	
31. Hours per day transportation is available	18.00	18.00	18.00	18.00	
	Friday	**Saturday**	**Sunday**	**TOTAL**	**Previous**
	18.00	18.00	12.00	**120.00**	**120.00**

Ability to Place Reservations	Monday	Tuesday	Wednesday	Thursday	
32. Number of hours per day reservations can be made	10.25	10.25	10.25	10.25	
	Friday	**Saturday**	**Sunday***	**TOTAL**	**Previous**
	10.25	8.00	0.00	**59.25**	**59.25**

* ADA trips can be booked for next day service through the dispatch office. Reservations staff not in on Sundays.

33. What is the minimum required notice for reservations?

a) Ambulatory	1 Day*
b) Non-ambulatory	1 Day
c) Stretcher	N/A

34. How far in advance can reservations be placed? (numbers of days)

7 days

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
"...ensure compliance with the minimum liability insurance requirement of $100,000 per person and $200,000 per incident..."

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

The minimum liability insurance coverage shall be in the amount of $500,000/$1,000,000 per occurrence or comply with the tort liability provisions of Chapter 768.28 (whichever is higher) or be qualified as a self-insurer under the State of Florida. Coordination Contracts must be insured pursuant to the provisions and limitations of Chapter 284, Part II and Section 768.28, Florida Statutes.

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

The Transportation Operator shall furnish the CTC with a certificate of Insurance showing a minimum liability insurance coverage in the amount of $500,000/$1,000,000 per occurrence or comply with the tort liability provisions of Chapter 768.28 (whichever is higher) or be qualified as a self-insurer under the State of Florida. Coordination Contracts: "...must be insured pursuant to the provisions and limitations of Chapter 284, Part II and Section 768.28, Florida Statutes".

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
All Volusia Transportation LLC	Paid by Operator
Little Wagon	Paid by Operator
Med One Shuttle, Inc.	Paid by Operator
Mediquick Transportation, Inc.	Paid by Operator
Kings Transportation Group, Inc.	Paid by Operator
Duvall Home (Coordination Contract)	Paid by Operator
Good Sam (Coord. Contract) Daytona Bch	Paid by Operator
Good Sam (Coord. Contract) DeLand	Paid by Operator
Stewart Marchman (Willis) Coord. Contract	Paid by Operator
Stewart Marchman (Fentress) Coord. Contract	Paid by Operator
CVI (Coordination Contract)	Paid by Operator

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED $1 MILLION PER INCIDENT?

☐ Yes ☒ No

If yes, was this approved by the Commission? ☐ Yes ☐ No
N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

SUMMARY SHEET
TDLCB
MAY 8, 2013

IV. ACTION ITEMS

E. Review and Approval of the Rates for TD Trust Fund Trips FY 2013/14 to be Included in the Annual Update of the Transportation Disadvantaged Service Plan (TDSP)

Background Information:

As part of the grant application process, information is submitted to the CTD showing Votran's current rates for Transportation Disadvantaged Trust Fund trips. All rates submitted must be developed using the Rate Calculation Model provided by the TD Commission. Furthermore, these calculated rates must be approved by the TDLCB before they can be submitted as part of the Trip and Equipment Grant for Non Sponsored Trips and/or Capital Equipment.

Pursuant to the approval of these calculated rates, an amendment of the Transportation Disadvantaged Service Plan (TDSP) shall be made and forwarded to the Commission for the Transportation Disadvantaged for final approval.

Staff will be available to answer questions regarding this item.

Action Requested:

Motion to approve the rates for TD Trust Fund Trips for FY 13/14 and Associated Amendment to the TDSP

Preliminary Information Worksheet

Version 1.4

CTC Name:	Votran
County (Service Area):	Volusia
Contact Person:	Jim Dorsten
Phone #	386-756-7496 ext 4128

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 **ACTUALS** from Oct 1st of **2011** to Sept 30th of **2012**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2012** to Sept 30th of **2013**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2013** to Sept 30th of **2014**	% 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	$ 191,148	$ 197,555	$ 199,800	3.4%	1.1%	This is fare box money is used as local match for trips
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						County cash is provided as system subsidy also part of this is done on trips rate model that amounts 330561 in dollars
Compl. ADA Services						
County Cash	$ 317,701	$ 503,759	$ 590,217	58.6%	17.2%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 778,060	$ 777,493	$ 781,722	-0.1%	0.5%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307	$ 58,500	$ 65,660	$ 1,157,660	12.2%	1663.1%	All 5311 and $65,660 of 5307 in proposed year are used for operating subsidy (no capital) this is not generated on a trip basis. Remaining 5307 is all capital at zero match.
49 USC 5310						
49 USC 5311 (Operating)	$ 184,526	$ 213,948	$ 223,476	15.9%	4.5%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						The revenues generated based on rates calculater by the rate model
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.	$ 45,000	$ 46,500	$ 47,650	3.3%	2.5%	
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						The revenues generated based on rates calculater by the rate model. Programs are receiving funding cuts we are subsidizing more.
Div of Blind Services	$ 7,200	$ 7,050	$ 6,950	-2.1%	-1.4%	
Vocational Rehabilitation	$ 4,650	$ 4,450	$ 4,350	-4.3%	-2.2%	
Day Care Programs	$ 25,600	$ 24,800	$ 24,600	-3.1%	-0.8%	
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act	$ 63,582	$ 61,920	$ 60,450	-2.6%	-2.4%	The revenues generated based on rates calculater by the rate model. Programs are receiving funding cuts we are subsidizing more.
Community Care for Elderly	$ 4,980	$ 4,860	$ 4,660	-2.4%	-4.1%	
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

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 **ACTUALS** from Oct 1st of **2011** to Sept 30th of **2012**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2012** to Sept 30th of **2013**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2013** to Sept 30th of **2014**	% 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
APD						
Office of Disability Determination						The revenues generated based on rates calculater by the rate model. Programs are receiving funding cuts we are subsidizing more.
Developmental Services	$ 31,500	$ 30,455	$ 30,320	-3.3%	-0.4%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
Total Revenues =	**$1,712,447**	**$1,938,450**	**$3,131,855**	**13.2%**	**61.6%**	

EXPENDITURES (CTC/Operators ONLY / Do **NOT** include Coordination Contractors!)

Operating Expenditures						
Labor	$ 559,668	$ 627,627	$ 658,780	12.1%	5.0%	Confirmed no Capital Equip Replacement Fund. Confirmed no in-kind contributed services. Confirmed no allocated indirect.
Fringe Benefits	$ 315,619	$ 360,895	$ 384,034	14.3%	6.4%	
Services	$ 5,722	$ 6,138	$ 6,537	7.3%	6.5%	
Materials and Supplies	$ 216,687	$ 297,406	$ 298,496	37.3%	0.4%	
Utilities	$ 23,019	$ 25,003	$ 23,814	8.6%	-4.8%	
Casualty and Liability	$ 10,871	$ 11,563	$ 12,235	6.4%	5.8%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	$ 572,445	$ 590,256	$ 636,425	3.1%	7.8%	
Other						
Miscellaneous	$ 8,416	$ 19,562	$ 19,535	132.4%	-0.1%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ -	$ -	$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds			$ 1,092,000			
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
		($0)				
Total Expenditures =	**$1,712,447**	**$1,938,450**	**$3,131,855**	13.2%	61.6%	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

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 **BUDGETED** Revenues from Oct 1st of **2013** to Sept 30th of **2014**	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 **EX**cluded 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?	
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 199,800	$ 199,800	$ -		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 590,217	$ 330,561	$ 259,656		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 781,722	$ 781,722	$ -	$ -	$ 86,858
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ 1,157,660	$ -	$ 1,157,660		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 223,476		$ 223,476		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ 47,650	$ 47,650	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ 6,950	$ 6,950	$ -		
Vocational Rehabilitation	$ 4,350	$ 4,350	$ -		
Day Care Programs	$ 24,600	$ 24,600	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ 60,450	$ 60,450	$ -		
Community Care for Elderly	$ 4,660	$ 4,660	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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.

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.

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*

1	Upcoming Year's **BUDGETED** Revenues from Oct 1st of **2013** to Sept 30th of **2014** 2	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? 3	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base 4	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? 5
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ 30,320	$ 30,320	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
xxx	$ -		$ -	
xxx	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
xxxx	$ -		$ -	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	**$ 3,131,855**	**$ 1,491,063**	**$ 1,640,792**	**$ -**

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	$ 658,780
Fringe Benefits	$ 384,034
Services	$ 6,537
Materials and Supplies	$ 298,496
Utilities	$ 23,814
Casualty and Liability	$ 12,235
Taxes	$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 636,425
Other	$ -
Miscellaneous	$ 19,535
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ -
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ -
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ 1,092,000
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	**$ 3,131,855**
minus **EXCLUDED** Subsidy Revenue =	$ 1,640,792
Budgeted Total Expenditures **INCLUDED** in Rate Base =	$ 1,491,063
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	**$ 1,491,063**

$ 1,640,792

Amount of Budgeted Operating Rate Subsidy Revenue

$

[1] Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective exlanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: **2011 - 2012**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: **Votran** Version 1.4
County: **Volusia**

*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 Projected **Passenger** Miles =	642,248
Rate Per Passenger Mile =	**$ 2.32**
Total Projected **Passenger** Trips =	80,281
Rate Per Passenger Trip =	**$ 18.57**

Fiscal Year

2013 - 2014

Avg. Passenger Trip Length = 8.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	**$ 4.88**
Rate Per Passenger Trip =	**$ 39.01**

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** Version 1.4
County: **Volusia**

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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(●) Yes ( ) No	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	(●) Yes ( ) No	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 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?.....	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No
	Leave Blank	Leave Blank	Leave Blank	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?				
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	Go to Section III 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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **Votran** Version 1.4
County: **Volusia**

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 ..... ● Pass. Trip ○ Pass. Mile — Leave Blank
   per passenger 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 Mulitple 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: 2013 - 2014

		Ambul	Wheel Chair	Stretcher	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	642,248 =	417,461 +	224,787 +	+	0	
Rate per Passenger Mile =		**$1.86**	**$3.18**	**$0.00**	**$0.00** per passenger	**$0.00** per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	80,281 =	52,183 +	28,098 +	+		
Rate per Passenger Trip =		**$14.86**	**$25.47**	**$0.00**	**$0.00** per passenger	**$0.00** 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 (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	**$1.86**	**$3.18**	**$0.00**	**$0.00** per passenger	**$0.00** per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	**$3.90**	**$6.69**	**$0.00**	**$0.00** per passenger	**$0.00** per group
Rate per Passenger Trip =	**$31.21**	**$53.50**	**$0.00**	**$0.00** per passenger	**$0.00** per group

Program These Rates Into Your Medicaid Encounter Data

SUMMARY SHEET
TDLCB
MAY 8, 2013

IV. ACTION ITEMS

F. Review and Approval of the 2013 Annual Update/Amendments 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 Volusia 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 draft 2013 TDSP Annual Update and amendments (pages 74 - 86) are included in this agenda.

Action Requested:

Motion to approve the 2013 Annual Update/Amendments to the Transportation Disadvantaged Service Plan (TDSP)

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Volusia County

Annual Update

Transportation Disadvantaged Service Plan

Prepared for:

Volusia Transit Management, Inc.

(Votran)

Prepared by:

Volusia Transportation

Planning Organization

- MAY 2013 -

- DRAFT -

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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 14, 2012. The information presented in this document provides an update to the TDSP. It has been developed in accordance with established requirements and should be considered an addendum and added as appendix K to the original TDSP. As required, this update will address 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 six general interrelated policy areas, each of which are important to the effective operation of the transit system. They include:

- Customer Service;
- Safety;
- Planning;
- Funding;
- Marketing; and
- Operations.

The following provides a listing of the specific Goals and Objectives identified in the TDSP:

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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.

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.

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

Objective 1.4: Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.

Strategy 1.4.1: Complete annual capacity analysis as part of the Capital Improvements Program (CIP) development process to review excess capacity.

Strategy 1.4.2: Develop and adhere to a vehicle acquisition and replacement plan to ensure that the needed capacity is available.

Goal 2: Ensure that the coordinated system is providing the most cost-effective transportation disadvantaged services.

Objective 2.1: Reduce the duplication of transportation disadvantaged services provided within the county

Strategy 2.1.1: Continue to explore multi-loading opportunities such as group trips to major attractors.

Strategy 2.1.2: Encourage contractors to install Global Positioning System (GPS) units, Mobile Data Terminals (MDTs), and Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) to all new buses to assist with coordinating services and reducing duplications for a more coordinated process.

Objective 2.2: Determine the most cost effective types of public transportation services to meet the projected demand within specified service areas

Strategy 2.2.1: Conduct quarterly brainstorming sessions with staff to identify cost savings initiatives

Strategy 2.2.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicles

Strategy 2.2.3: Continue to monitor private provider utilization rates and adjust as needed to provide timely and effective service

Strategy 2.2.4: Continue to monitor the costs per trip and work to operate as efficiently as possible

Strategy 2.2.5: Annually review trip rates to ensure the program is sustainable

Strategy 2.2.6: 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

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Strategy 2.2.7: Explore the use of a TD bus pass program to reduce paratransit trips

Strategy 2.2.8: Maintain the cost per passenger trip

Strategy 2.2.9: Maintain the cost per vehicle hour

Objective 2.3**:** Maximize the multi-loading of vehicle trips to reduce the cost per trip

Strategy 2.3.1: Obtain and update scheduling software to effectively multi-load clients on as many trips as possible

Strategy 2.3.2: Work towards increasing the number of passenger trips per vehicle hour by a minimum of 1 percent each year

Objective 2.4: Improve cost-effectiveness through a reduction in energy demand as feasible

Strategy 2.4.1: Continue to evaluate the purchase of alternative fuel for new and replacement vehicles to improve environmental quality and fuel economy as feasible

Goal 3: Deliver a safe and high quality transit experience to the customer.

Objective 3.1: Monitor service quality and maintain minimum standards

Strategy 3.1.1: Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service

Strategy 3.1.2: Work with paratransit riders to maintain a combined no-show/same day cancellation standard of fewer than 10 percent of all trips by providing education and guidance to our riders as to how the coordinated system operates.

Strategy 3.1.3: Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities

Strategy 3.1.4: Track and improve call hold time

Strategy 3.1.5: 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 necessary.

Objective 3.2: Maximize customer comfort and safety

Strategy 3.2.1: Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions

Strategy 3.2.2: Monitor safety related complaints and seek ways to minimize

Strategy 3.2.3: Continue to utilize compliance officer, road supervisor, "ghost riders", cameras, and everything at Votran's disposal to ensure accountability of staff to riders

Strategy 3.2.4: Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.

Strategy 3.2.5: Maintain the quality of the vehicles by replacing older vehicles with high mileage and operating a fleet with an average age of less than 7 years

Strategy 3.2.6: Respond to complaints and suggestions concerning transportation for the disadvantaged.

Strategy 3.2.7: Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations

Objective 3.3: Increase avenues for customers to access information on the coordinated transportation system

Strategy 3.3.1: Perform public transportation orientations to all organizations that serve the transportation disadvantaged

Strategy 3.3.2: Pursue marketing opportunities through community associations and clubs

Strategy 3.3.3: Promote new and existing transportation service in Volusia County.

Strategy 3.3.4: Disseminate information electronically through the use of the Votran website and emails

Strategy 3.3.5: Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998

Strategy 3.3.6: Update "How-to-Ride" guide as necessary

Strategy 3.3.7: Educate paratransit riders about policies and continue to inform riders of program changes

Strategy 3.3.8: Distribute information on the coordinated system in accessible formats to human services agencies and other major trip attractors

Strategy 3.3.9: Continue to serve on the Volusia TPO Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens' Advisory Committee (CAC), and the TDLCB

Strategy 3.3.10: Conduct travel training workshops and training to organizations that serve the disabled

Goal 4: 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 4.1: Improve local knowledge of the benefits of transit-friendly land uses

Strategy 4.1.1: Encourage the expansion of the development review process to include the consideration of impacts on the multi-modal transportation system and infrastructure.

Strategy 4.1.2: Adopt and promote a model land development regulation that encourages transit patronage through TOD

Strategy 4.1.3: Support land development regulation that requires transit amenities to be provided in new developments

Objective 4.2: Improve connections of public transportation to other modes of transportation

Strategy 4.2.1: Improve transit-supportive infrastructure along existing and future public transportation corridors

Strategy 4.2.2: Ensure connectivity of service and infrastructure with SunRail

Goal 5: Ensure program accountability with the State and Federal requirements for TD planning.

Objective 5.1: Continue to coordinate with the Volusia TPO to staff and support the Volusia County TDLCB

Strategy 5.1.1: Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County

Strategy 5.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER

Strategy 5.1.3: Monitor Coordination Agreements with contractors

Strategy 5.1.4: Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.

Goal 6: Participate in efforts to improve pedestrian accessibility to multimodal transportation options in Volusia County.

Objective 6.1: Provide opportunities for ADA and TD passengers to safely access multi-modal transportation options

Strategy 6.1.1: Maximize effective transfer of individuals to other mass transit modes through the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.

Strategy 6.1.2: Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services

Strategy 6.1.3: Continue to utilize a 100 percent accessible fleet

Strategy 6.1.4: Complete an inventory of existing bus stops and review each stop for possible ADA accessibility improvements

Strategy 6.1.5: Ensure that new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements

Strategy 6.1.6: By 2017, research and try to secure funding for uniquely identified bus stop poles to distinguish them from other poles. In the mean-time, Braille tags are available at the Votran bus stop poles

Goal 7: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.

Objective 7.1: 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 7.1.1: Coordinate with the Volusia TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

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Strategy 7.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system

Strategy 7.1.3: Apply for New Freedom funds for the implementation of new and innovative projects that extend beyond the ADA requirements

Strategy 7.1.4: Apply for JARC funds for the implementation of projects that support transportation to employment and/or employment-related activities

Strategy 7.1.5: Work with the CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community

Strategy 7.1.6: 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 7.1.7: Evaluate fares on a regular basis to ensure customers contribute to maintaining the system within reasonable means

Objective 7.2: Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

Strategy 7.2.1: Educate the general public and local decision makers on the importance of public transportation and the need for local financial support

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Implementation Plan

Volusia County's Implementation Plan is to continue with its program of providing service with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule (Table 1) which is provided herewith. This schedule shows how the above stated goals are to be met. Most tasks and actions will be occurring on an ongoing basis and are indicated as such. Furthermore, several planned activities/purchases are shown indicating the scheduled fiscal year

Past Year's Accomplishments

Goal 1 – Strategy 1.1.1) *Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.*

Votran is currently seeking approval of a revised coordination contract for 5311 service agencies. At this time the contract is being reviewed by the Volusia County legal department. Concurrently, Votran continues to explore the possibility of executing new coordination contracts where feasible, needed and cost-effective.

Goal 1 – 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 lack of 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: Deltona Health Department, New Smyrna Beach Walmart, Victoria Park Medical Offices, DeLand Amtrak Station, and Daytona State College in DeLand

Goal 1 – 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.

Goal 1 – Strategy 1.3.2) *Acquire new and upgraded paratransit vehicles and equipment, as funding permits*

Votran's Maintenance Department participated in a demonstration project funded by FDOT to review two types of hybrid technology on paratransit vehicles. The hybrid technology for paratransit vehicles has not shown to be dependable. Votran continues to be diligent in acquiring new vehicles and equipment. The average age of the fleet as reported in the CTC Evaluation completed in 2013 is 5.13 years.

Goal 1 – Strategy 1.4.1) *Complete annual capacity analysis as part of the Capital Improvements Program (CIP) development process to review excess capacity*

The most urgent among Votran's capacity issues include frequency improvements to alleviate the Route 60 which is a cross county connector and Route 20 which is the US 17/92 Southwest Volusia connector from International Speedway Boulevard to Saxon Boulevard. Votran is currently working with Avail on the development of a vehicle sizing report.

Goal 1 – Strategy 1.4.2) *Develop and adhere to a vehicle acquisition and replacement plan to ensure that the needed capacity is available*

Votran maintains a written vehicle maintenance plan and checklists both which exceed those recommended by the manufacturer. Votran also participates in an industry consortium to provide, obtain and share information and stays in continual contact with FDOT on industry issues as well as with manufacturers for updates and support. Funds for the purchase of paratransit vehicles come from the following: a Federal Highway Administration Transfer to the Federal Transit Administration (non-bud), FTA Section 5307 funds, STP XU Set-Aside funds and local funds.

Goal 2 – Strategy 2.1.1) *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. The result of these efforts was reflected in this year's CTC evaluation where the fully allocated cost per passenger trip had decreased by approximately 6% over the previous year. 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.

Goal 2 – Strategy 2.1.2) *Encourage contractors to install Global Positioning System (GPS) units, Mobile Data Terminals (MDTs), and Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) to all new buses to assist with coordinating services and reducing duplications for a more coordinated process.*

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.

Goal 2 – Strategy 2.2.1) *Conduct quarterly brainstorming sessions with staff to identify cost savings initiatives*

Votran appreciates staff input by which efforts are made to find a conclusion for a specific problem. Meetings of this type are held on at least a quarterly basis and also include updates. Brainstorming can be effective in generating creative ideas via a group effort and is one of many approaches used in solving existing problems. One example on how the result of such creativity has been recognized was by the Florida Public Transportation Association awarding Votran's "Go Green-Go Votran" as "Most Innovative Project"

Goal 2 – Strategy 2.2.2) *Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicles*

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 on January 9, 2013

Goal 2 – Strategy 2.2.3) *Continue to monitor private provider utilization rates and adjust as needed to provide timely and effective service*

Volusia County is a partial brokerage system. Volusia County's paratransit service is administered under Votran and is referred to as the Votran Gold Service. Trip requests that exceed Votran's capacity are contracted to private operators. The Special Transportation Administrator forwards private provider performance data to the Paratransit Operations Supervisor who also receives information concerning complaints from the Customer Service Manager. In turn, a letter is sent monthly to the private providers with information concerning their on-time performance as well as the number of complaints and passengers per hour. If warranted, trips are adjusted so as to continue to provide timely and effective service.

Goal 2 – Strategy 2.2.4) *Continue to monitor the costs per trip and work to operate as efficiently as possible*

Votran continues to monitor the cost per passenger trip and through its diligence has actually seen a decrease of 6% over the previous fiscal year in the fully allocated cost per passenger trip.

Goal 2 – Strategy 2.2.5) *Annually review trip rates to ensure the program is sustainable*

Votran continues to monitor the rates on an ongoing basis to determine when (and if) these rates need to be modified due to changes in the cost of delivery of trips. The review involves the use of the FCTD standardized rate model spreadsheets which consider past and projected costs and revenues associated with Votran's transportation service. The resulting calculated rates are presented to the TDLCB for their review and approval. Their most recent review and approval was on May 8, 2013.

Goal 2 – Strategy 2.2.6) *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 functional versus a medical model and applies to the particular trip, not the individual. Re-certifications are conducted every three years.

Goal 2 – Strategy 2.2.7) *Explore the use of a TD bus pass program to reduce paratransit trips*

Votran fare box technology offers passengers the use of fare swipe cards, valid for consecutive days after the first use. This allows Votran to offer more pass options. Currently, Votran offers Value Passes which are: All-day pass $3, 3-day pass $6, 7-day pass $12 and 31-day pass $40. Fares are half price for seniors, youths and persons with disabilities. These affordable passes combined with Votran's encouragement of paratransit riders to use fixed route (which provides greater mobility and independence) result in overall cost effectiveness and frees up capacity on the paratransit system.

Goal 2 – Strategy 2.2.8) *Maintaining cost per passenger trip*

Cost per Passenger Trip measures the total cost of providing bus service per passenger boarding. Votran continues to be diligent in maintaining cost per passenger. For the period July 1, 2011 to June 30, 2012, Votran has seen a decrease of 6% (from $8.75 to $8.24) over the previous fiscal year in the fully allocated cost per passenger trip.

Goal 2 – Strategy 2.2.9) *Maintaining cost per vehicle hour*

Cost per vehicle hour is a measure of service efficiency. Votran continues to be diligent in maintaining cost per vehicle hour. For the period July 1, 2011 to June 30, 2012, Votran has seen a decrease of 10% (from $35.18 to $31.57) over the previous fiscal year in operating expense per driver hour.

Goal 2 – Strategy 2.3.1) *Obtain and update scheduling software to effectively multi-load clients on as many trips as possible*

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. A contract with Avail Technologies was approved in April 2012 by county council for system upgrades, software warranty and extended hardware maintenance for five years.

Goal 2 – Strategy 2.3.2) *Work towards increasing the number of passenger trips per vehicle hour by a minimum of 1 percent each year*

This performance factor is used to assess how effective the service is in utilizing their fleet and in the effectiveness of the system's service routes and dispatching techniques. The average trips taken per paratransit passenger increased by 4% for the time period covered between CTC Evaluation FY 2011 and CTC Evaluation FY2012.

Goal 2 – Strategy 2.4.1) *Continue to evaluate the purchase of alternative fuel for new and replacement vehicles to improve environmental quality and fuel economy as feasible*

Fuel economy is part of Votran's goal for its Sustainability Management Plan. It was reported in Votran's Annual TDP Update that due to several factors, minimum idling policy, being one of them, Votran's fuel use has been reduced from 875,352 gallons in 2007 to 802,727 in 2011, a reduction of 8.3%. Furthermore, the use of the hybrids on fixed route service has been projected to save Votran $82,000 a year in fuel costs and the use of paratransit vehicles to operate the flex service in New Smyrna Beach has been projected to save $16,585 in fuel costs.

Goal 3 – Strategy 3.1.1*) 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 CTC Evaluation for FY 2012 (completed in 2013) showed an on-time performance of 93.2%

Goal 3 – Strategy 3.1.2*) Work with paratransit riders to maintain a combined no-show/same day cancellation standard of fewer than 10 percent of all trips by providing education and guidance to our riders as to how the coordinated system operates*

The adopted language by the TDLCB of the cancellation/no-show policy was incorporated into the Votran Gold Users Guide and continues to appear in subsequent versions. Following a review of printouts of cancellation/no-shows, letters, if warranted, are sent to applicable riders on a monthly basis. For FY 2012, the percent of cancellations and no-shows continue to be within the combined percentage goal of less than 10%.

Goal 3 – Strategy 3.1.3) *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 training took place beginning January 21, 2013.

Goal 3 – Strategy 3.1.4) *Track and improve call hold time*

The Americans with Disabilities Act (ADA) does not permit transit agencies to have any capacity constraints in ADA paratransit. Capacity constraints are defined as any operational patterns or practices that significantly limit the availability of service to ADA paratransit eligible individuals, this includes call hold time. Votran continues to ensure that riders not wait on the telephone for unduly long periods of time to arrange rides. The standard used by Votran is three minutes – 90% standard and has performed at 95% per the recent CTC Evaluation completed in 2013.

Goal 3 – Strategy 3.1.5) *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 necessary*

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 Volusia 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 improvements clearer determinations can be made using on-board videos and GPS data. The recently acquired Votran GOLD paratransit vehicles came with videos installed and all other Votran GOLD paratransit vehicles were retrofitted with on-board videos. Commendations received concerning service are also shared with the attendees. Pursuant to these meetings, corrective actions are taken where and when necessary. On occasion, policies have been revised or developed pursuant to these meeting.

Goal 3 – Strategy 3.2.1) *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, up to a $50.00 penalty for repeated occurrences 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. Votran does not contemplate applying disincentives on a regular basis, but rather as a penalty for repeated and documented non-compliance.

Goal 3 – Strategy 3.2.2) *Monitor safety related complaints and seek ways to minimize*

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.

Goal 3 – Strategy 3.2.3) *Continue to utilize compliance officer, road supervisor, "ghost riders", cameras, and everything at Votran's disposal to ensure accountability of staff to riders*

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.

Goal 3 – Strategy 3.2.4) *Maintain and analyze accident records to determine 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.

Goal 3 – Strategy 3.2.5) *Maintain the quality of the vehicles by replacing older vehicles with high mileage and operating a fleet with an average age of less than 7 years*

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 recently completed CTC Evaluation (2013) reported that the average age of the paratransit fleet is 5.13 years.

Goal 3 – Strategy 3.2.6) *Respond to complaints and suggestions concerning transportation for the disadvantaged*

Votran has in place a Service Review Committee which meets weekly. Attendees usually include: the Assistant General Manager, Representatives from Operations and Scheduling and a representative from the Volusia TPO. The review is run by the Customer Service Manager. The Service Review Committee continues to meet and review service complaints including paratransit. Votran's technology improvements allow clearer determinations to be made using on-board videos and GPS data. The recently acquired Votran GOLD paratransit vehicles came with videos installed and all other Votran GOLD paratransit vehicles are in the process of being retrofitted with on-board videos. Commendations received concerning service are also shared with the attendees. Pursuant to these meetings, corrective actions are taken where and when necessary. On occasion, policies have been revised or developed pursuant to these meeting. The Customer Service Manager responds to every individual who has made a complaint.

Goal 3 – Strategy 3.2.7) *Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations*

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. The most recent annual bus transit system safety certification was completed on January 1, 2013.

Goal 3 – Strategy 3.3.1) *Perform public transportation orientations to all organizations that serve the transportation disadvantaged*

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.

Goal 3 – Strategy 3.3.2*) Pursue marketing opportunities through community associations and clubs*

The marketing efforts of Votran were recognized in FPTA's marketing awards competition. Votran earned two second place awards of merit. One in the bus exteriors category was for the Bernard Huggins safe driver campaign and the other was in the audio/visual/television category for a television spot promoting expanded trolley service along Beach Street and S.R. A1A in Daytona Beach. The spot featured local business owners and customers along the route.

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.

Goal 3 – Strategy 3.3.3 *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.

Goal 3 – Strategy 3.3.4) *Disseminate information electronically through the use of the Votran website and emails*

The Votran website provides an excellent opportunity to communicate with both users and non-users of the transit and paratransit system. Votran worked with the Volusia County Community Information and Information Technology staff in the overhauling of its website. The current website was completed and unveiled in the

fall of 2007. Information concerning Paratransit Services can be found under the Special Services Tab on the homepage. Here you will find the downloadable Votran Gold Users (Rider's) Guide and the GOLD eligibility application available in both English and Spanish. Also available at this site are copies of the guide as a streaming audio and an MP3 download (18.7mb). Other detailed information of use to the paratransit (or potential paratransit) rider can be found at this location on the site as well. Votran is currently working with County Staff to re-vamp its website.

Goal 3 – Strategy 3.3.5) *Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998*

As can be seen from the response to Strategy 3.3.4, Votran's 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. Currently, Votran is working on re-vamping its website with the assistance of Volusia County's Community Information and Information Technology staff.

Goal 3 – Strategy 3.3.6) *Update "How-to-Ride" guide as necessary*

The Votran GOLD Users Guide is a reference guide to paratransit services offered by Votran which is Volusia County's Community Transportation Coordinator (CTC). The guide is divided into nine sections including the introduction. Also provided with the guide is a detachable page to be signed by the patron which is intended to assist Votran in making its distribution of the guide as thorough as reasonably possible.

The Votran GOLD Users (Rider's) Guide is available in both English and Spanish and can be downloaded from the Votran website. Also available at this site are copies of the guide as a streaming audio and an MP3 download (18.7mb).

Goal 3 – Strategy 3.3.7) *Educate paratransit riders about policies and continue to inform riders of program changes*

The Votran website provides an excellent opportunity to communicate with both users and non-users of the transit and paratransit system. Information concerning Paratransit Services, as well as policies and program changes, can be found under

the Special Services Tab on the homepage. Here you will find the downloadable Votran Gold Users (Rider's) Guide and the GOLD eligibility application available in both English and Spanish. Also available at this site are copies of the guide as a streaming audio and an MP3 download (18.7mb). 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".

Goal 3 – Strategy 3.3.8) *Distribute information on the coordinated system in accessible formats to human services agencies and other major trip attractors*

Votran distributes service guides throughout Volusia County at more than 300 locations and system information is also displayed at the Intermodal Transit Facility (ITF) and the Transfer Plaza. Votran is a member organization of the One Voice Volusia coalition representing 85 human service organizations active in the service area of Volusia County.

Goal 3 – Strategy 3.3.9) *Continue to serve on the Volusia TPO Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens' Advisory Committee (CAC), and the TDLCB*

The Bicycle Pedestrian Advisory Committee, Technical Coordinating Committee and Citizens Advisory Committee are all subcommittees of the Volusia Transportation Organization. Votran continues to participate as a member of the Volusia TPOs Bicycle and Pedestrian Advisory Committee (BPAC) as well as the Technical Coordinating Committee (TCC) and the Citizens Advisory Committee (CAC). Votran also attends the VTPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. Votran attends all TDLCB meetings as a non-voting participant.

Goal 3 – Strategy 3.3.10) *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.

Goal 4 – Strategy 4.1.1) *Encourage the expansion of the development review process 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 has met with planning staff from Ormond Beach to discuss including transit development guidelines into their planning process. Prior to this Votran has also met with County staff to discuss transit development guidelines and the County's Comprehensive Plan

Goal 4 – Strategy 4.1.2) *Adopt and promote a model land development regulation that encourages transit patronage through TOD*

Votran's *Transit Development Design Guidelines* among other things shows the relationship of Transit-Oriented Design to the "Smart Growth" and "Livable Communities" movements as well as the benefits of improved transit mobility. A copy of this document can be downloaded from the Votran site at www.votran.com

Goal 4 – Strategy 4.1.3) *Support land development regulation that requires transit amenities to be provided in new developments*

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 is working on the improvement of a transfer location in New Smyrna Beach. Other efforts included: the city of Ormond Beach (including transit development guidelines into their planning process); Volusia County staff (addressing transit development guidelines in the County's Comprehensive Plan); review of site plans with most planning departments in the region.

Goal 4 – Strategy 4.2.1) *Improve transit-supportive infrastructure along existing and future public transportation corridors*

Votran participates in the Volusia TPO Corridor studies that have compiled all the community efforts along US Highway 1 (from Brevard County to St. John's County and US 17-92 (from the Seminole County line to Putnam County). The assessments include the collection and review of pertinent studies, plans and analyses that have been completed to-date. Representatives of the TPO, FDOT, Votran and Volusia County are working closely with the staff of local jurisdictions and various stakeholders along the corridor in this assessment process.

Goal 4 – Strategy 4.2.2*) Ensure Connectivity of Service and Infrastructure with SunRail*

The development of SunRail has brought about advanced discussions about fare payment options. Votran has participated with LYNX and FDOT on the development of a fare policy. The purchase of ticket vending machines and fare boxes is part of the implementation plan for customer satisfaction that enhances transit connections between bus and rail. FDOT has also made a presentation to our TDLCB showing ADA accessibility on SunRail. Starting in May 2014 SunRail has funding set aside for service enhancement to the Debary station whereby hourly local bus service will be provided during SunRail operating hours.

Goal 5 – Strategy 5.1.1) *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). The CTC Evaluation was completed and approved by the TDLCB in May 2013 and initial preparations for the Annual Operating Report are underway

Goal 5 – Strategy 5.1.2*) Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER*

The new TDSP was completed by the CTC and VTPO and reviewed and approved via roll call by the TDLCB in March of 2012 and covers the period 2012-2017. Annual updates are conducted and forwarded to the TD Commission. The most recent TDSP update was completed in May 2013. Quarterly progress reports are submitted in a timely manner, most recently on April 2, 2013 as well as the AER which is submitted concurrently with the AOR.

Goal 5 – Strategy 5.1.3) *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. The most recent RSQ (2008) saw

the awarding of contracts for all currently running supplemental paratransit service providers except for one. Since Votran does not contribute toward the decision-making process regarding the award of grant monies for Section 5310 vehicles efforts to strengthen the coordination of transportation are furthered by obtaining Coordination Agreements with Votran and the non-profit agency prior to award of section 5310 funds from the Florida DOT.

Goal 5 – Strategy 5.1.4) *Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.*

Performance reports are provided to the Transportation Disadvantaged Local Coordinating Board at their regularly scheduled meetings. These reports include performance reports as they relate to the transportation disadvantaged and paratransit as well as fixed route service. The latest reports were provided to the TDLCB on May 8, 2013.

Goal 6 – Strategy 6.1.1) *Maximize effective transfer of individuals to other mass transit modes through 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 to those who qualify for transition to the fixed route system. Functional assessments take into consideration any part of the system in the designated service area which cannot be used or navigated by the individual due to a disability. Re-certifications are conducted every three years.

Goal 6 – Strategy 6.1.2) *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.

Goal 6 – Strategy 6.1.3) *Continue to utilize a 100% accessible fleet*

As can be seen from Votran's Vehicle Status Report (Appendix E of the TDSP), Votran continues to utilizes a 100% accessible fleet. Same holds true for the fixed route buses.

Goal 6 – Strategy 6.1.4) *Complete an inventory of existing bus stops and review each stop for possible ADA accessibility improvements*

Votran currently has approximately 2300 bus stops throughout its service area. Votran has developed a bus stop inventory program that catalogs the location of each bus stop, specifying each of the available amenities (e.g., shelter, lighting, bench, trash receptacle, etc.). Votran is working with Avail Technologies towards the completion of this effort.

Goal 6 – Strategy 6.1.5) *Ensure that new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements*

Votran staff is working on the procurement and installation of new bus stop signs and poles that will be implemented system wide. The new signs/poles are designed to improve visibility for bus stops.

Goal 6 – Strategy 6.1.6) *By 2017, research and try to secure funding for uniquely identified bus stop poles to distinguish them from other poles. In the mean- time, Braille tags are available at the Votran bus stop poles*

As part of the efforts stated in Strategy 6.1.5 bus stop poles are to be installed with a Braille tag indicating the pole is a bus stop pole. Votran Staff expects completion of this project by 2017.

Goal 7 – Strategy 7.1.1) *Coordinate with the Volusia TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts*

The Volusia 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 is housed 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.

Goal 7 – Strategy 7.1.2) *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. The most recent Request for Statement of Qualifications (RSQ) was in 2008. 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.

Goal 7 – Strategy 7.1.3) *Apply for New Freedom funds for the implementation of new and innovative projects that extend beyond the ADA requirements*

New Freedom funding offers the opportunity to receive support for new public transportation services and public transportation alternatives beyond those required by the ADA of 1990. Votran is aware that individuals who are transportation disadvantaged face different challenges in accessing services depending on whether they live in urban, rural or suburban areas and continues to pursue funding opportunities to expand service within the County. Votran staff is currently reviewing FTA 5317 funds as a potential additional funding source.

Goal 7 – Strategy 7.1.4) *Apply for JARC funds for the implementation of projects that support transportation to employment and/or employment-related activities*

The JARC program aims to improve access to transportation services to employment and employment related services for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. Votran has utilized the Job Access and Reverse Commute funding source (FTA 5316) for operating the New Smyrna Beach Flex Service which began service in October of 2010

Goal 7 – Strategy 7.1.5) *Work with the CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community*

Due to the economy, federal discord on policy and funding and the mandatory budget cuts from the “sequester”, there is great uncertainty associated with federal funding sources. This is turn has a trickledown effect on State and local budgets.

The Votran system receives its county funding support from the General Revenue Fund. Current guidance from Volusia County Government is that Votran should not expect to receive any increases in county funding support for the foreseeable future. State and federal transit funding are also forecasted to be limited during the upcoming year, therefore service expansions or improvements are unlikely unless alternative revenue sources are identified.

Votran will continue to work toward identifying possible source 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).

Goal 7 – Strategy 7.1.6) *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 various chapters of AARP, the Volusia Council on Aging, Children's Home Society and Veterans Clinic among other community based organizations.

Goal 7 – Strategy 7.1.7) *Evaluate fares on a regular basis 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. Furthermore, failure to pay the appropriate fare may jeopardize their transportation eligibility. Votran sends a letter to customers concerning non-payment of fares and possible repercussions. Included with this letter is a form containing information which can help in determining if one is eligible for financial assistance for transportation. Furthermore, contact information including addresses and telephone numbers for Volusia County's Human Services is provided.

Goal 7 – Strategy 7.2.1) *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 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 in DeLand, Ormond Beach and Port Orange as well as Daytona State College, Halifax Council of the Blind, Port Orange YMCA, New Smyrna Beach Lions Club, 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.

Actions to be initiated within two to 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. For more details please refer to the Implementation Schedule provided herewith.

Conclusion:

Votran is reaching the end of the first year of implementation from the base-year Transportation Disadvantaged Service Plan (TDSP). Votran has made strides towards implementing the recommendations included in the original document. Budgetary constraints and capacity constraints have presented the greatest challenges to the system during this past year. Votran will continue to seek funding opportunities in spite of the challenges associated with the current economic climate.

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IMPLEMENTATION SCHEDULE

Five-Year Transportation Disadvantaged Implementation Program

Volusia County's Implementation Plan is to continue with its program of providing service with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule.

The following tables provide an overview of an implementation schedule to meet the above-stated goals. For each of the goals, objectives, and strategies, there are identified responsible parties and recommended timeframes for implementing the strategies, as well as selected measures to determine whether the goals and objectives are being achieved.

Implementation Table

Goal	Strategies	Measures	Responsible Parties	Timeframe
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	Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective	Increase in the number of coordinated contractors	CTC	Ongoing
	Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas	Number of meetings held with transportation representatives from neighboring communities	CTC	Ongoing
	Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions	Decrease in the cost per mile as a result of reducing duplicate trips	CTC/Service Providers	Ongoing
	Acquire new and upgraded paratransit vehicles and equipment, as funding permits	Sufficiency of staff in terms of quantity, skills, experience, and quality	CTC/Service Providers	Ongoing
	Complete annual capacity analysis as part of the CIP development process to review excess capacity			
	Develop and adhere to a vehicle acquisition and replacement plan to ensure that the needed capacity is available.	Sufficiency of vehicle inventory in terms of quantity, capacity, and quality	CTC/Service Providers	Ongoing

Implementation Table (continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 2: Ensure that the coordinated system is providing the most cost-effective transportation disadvantaged services.	Continue to explore multi-loading opportunities such as group trips to major attractors	Number of meetings held with major employers	CTC/LCB	Ongoing
	Encourage contractors to install Global Positioning System (GPS) units, Mobile Data Terminals (MDTs), and Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) to all new buses to assist with coordinating services and reducing duplications for a more coordinated process			
	Conduct quarterly brainstorming sessions with staff to identify cost savings initiatives	Purchase of ITS equipment	CTC/Service Providers	Ongoing
	Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicles			
	Continue to monitor private provider utilization rates and adjust as needed to provide timely and effective service			
	Continue to monitor the costs per trip and work to operate as efficiently as possible			
	Annually review trip rates to ensure the program is sustainable			
	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			
	Explore the use of the TD bus pass program to reduce paratransit trips	Establish and maintain minimum standards for cost-efficiency measures	CTC/Service Providers	Ongoing
	Maintain the cost per passenger trip			
	Maintain the cost per vehicle hour			
	Work towards increasing the number of passenger trips per vehicle hour by a minimum of 1 percent each year			
	Obtain and update scheduling software to effectively multi-load clients on as many trips as possible			
	Purchase new and replacement vehicles to improve environmental quality and fuel economy as feasible			
	Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service			
	Work with paratransit riders to maintain a combined no-show/same day cancellation standard of fewer than 10 percent of all trips by providing education and guidance to our riders as to how the coordinated system operates			

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Implementation Table (continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 3: Deliver a safe and high quality transit experience to the customer.	Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities	Obtaining the minimum number of staff members required to maintain current levels of service	CTC/LCB/Service Providers	Ongoing
	Track and improve call hold time			
	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 necessary	Number of presentations conducted	CTC	Ongoing
	Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions	Decrease in customer hold time	CTC/Service Providers	Ongoing
	Monitor safety related complaints and seek ways to minimize			
	Continue to utilize compliance officer, road supervisor, "ghost riders", cameras, and everything at Votran's disposal to ensure accountability of staff to riders			
	Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record			
	Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations	Develop and distribute annually an anonymous on-board survey to evaluate the drivers and the service	CTC/LCB/Service Providers	Ongoing
	Respond to complaints and suggestions concerning transportation for the disadvantaged			
	Maintain the quality of the vehicles by replacing older vehicles with high mileage and operating a fleet with an average age of less than 7 years			
	Perform public transportation orientations to all organizations that serve the transportation disadvantaged			
	Pursue marketing opportunities through community associations and clubs	Replacement of older vehicles that are not cost effective, in accordance with the adopted	CTC/Service Providers	2012-2015

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Implementation Table (continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 3: Deliver a safe and high quality transit experience to the customer.	Promote new and existing transportation service in Volusia County	Maintain log of presentations and information distribution locations	CTC/LCB/Service Providers	Ongoing
	Disseminate information electronically through the use of the Votran website and emails			
	Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998			
	Update "How-to-Ride" guide as necessary			
	Educate paratransit riders about policies and continue to inform riders of program changes			
	Distribute information on the coordinated system in accessible formats to human services agencies and other major trip attractors			
	Continue to serve on the Volusia TPO Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens' Advisory Committee (CAC), and the TDLCB			
	Conduct travel training workshops and training to organizations that serve the disabled			
	Encourage the expansion of the development review process to include the consideration of multi-modal system impacts and infrastructure (including but not limited to sidewalk connectivity, signalized intersections where disabled people and seniors utilize pedestrian walkways to			
	Adopt and promote a model land development regulation that encourages transit patronage through TOD	Number of participants in a formal travel training program	CTC/Service Providers	Ongoing

DRAFT

Implementation Table (continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 4: 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.	Support land development regulation that requires transit amenities to be provided in new developments	Number of meetings with municipalities to discuss the integration of transit into the development review process	CTC/LCB	Ongoing
	Develop incentives for developers and major employers to promote public transportation			
	Improve transit-supportive infrastructure along existing and future public transportation corridors			
	Ensure connectivity and infrastructure connecting with SunRail	Number of proposed developments reviewed with comments to support transit		
	Provide an AOR to the CTD on all TD operations in Volusia County			
	Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER			
Goal 5: Ensure program accountability with the State and Federal requirements for TD planning.	Monitor Coordination Agreements with contractors	All reporting requirements are submitted on time	CTC/LCB/Service Providers	Ongoing
	Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures			
	Maximize effective transfer of individuals to other mass transit modes (including flex-route service where available) through the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.	Submittal of the 5 year TDSP with annual updates for years 2 through 5		
	Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services			

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Implementation Table (continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 6: Participate in efforts to improve pedestrian accessibility to multimodal transportation options in Volusia County.	Continue to utilize a 100 percent accessible fleet	Number of ADA and TD passengers transitioning to the fixed-route system Development of a summary of the barriers to using the fixed-route system, with potential solutions Number of outreach meetings with social service transit providers	CTC/LCB/Service Providers	Ongoing
	Complete an inventory of existing bus stops and review each stop for possible ADA accessibility improvements			2012
	Ensure that new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements			2013
	Research and try to secure funding for uniquely identified bus stop poles to distinguish them from other poles.			2013
	Coordinate with the Volusia TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts			Ongoing
	Educate the general public and local decision makers on the importance of public transportation and the need for local financial support			2012-2017
Goal 7: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.	Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system	Identification of new grants or other funding sources that can be applied to the coordinated system	CTC/LCB	Ongoing
	Apply for New Freedom funds for the implementation of new and innovative projects that extend beyond the ADA requirements			
	Apply for JARC funds for the implementation of projects that support transportation to employment and/or employment-related activities			
	Work with the CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community			
	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,			
	Evaluate fares on a regular basis to ensure customers contribute to maintaining the system within reasonable means			

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Table 1: Contract Providers

Name	Contact Person	Service	Clients
Trans Med	Dale King	A, W	All
Med-One Shuttle	Steve Jack	A, W	All
Medi Quick	Michael Hughes	A, W	All
All Volusia	Don Apakama	A, W	All
Little Wagon	James Berry	A, W	All
Southern Komfort Taxi*	Tony Ciulla	A	All
Yellow Cab*	Francis King	A	All

*Cabs are used on an incidental basis. There is no contract.

In addition, to the transportation services previously described, the following non-profit agencies have coordination agreements with Votran to provide services to their own clients: Olds Hall Good Samaritan Center, Stewart-Marchman-Act Behavioral Healthcare, the Duvall Home, Center for Visually Impaired (CVI), and ARC, Inc. These organizations provide their own transportation for their clients using vehicles purchased through the Section 5310 program. These services complement the coordinated system by providing economical transportation alternatives that meet the special needs of their clients, while increasing capacity on Votran services.

Public Transit Utilization

Votran offers travel training to assist new riders and paratransit customers transitioning from the paratransit service to the fixed-route service. In addition, social service agencies purchase bus passes from Votran. LogistiCare purchases bus passes in support of Medicaid. Volusia County Schools also purchase bus passes from Votran.

School Bus Utilization

Volusia County Schools offers monthly Votran bus passes for students who are eligible for school bus service. The intent is to use Votran's existing available capacity and reduce the cost of operating the County school buses. Votran also provides some paratransit trips for special needs students in isolated areas of the County. Votran and the Volusia County Schools are designated by the Volusia County Emergency Management Services to coordinate evacuation for persons with special needs in the event of a disaster.

on any improvements or corrective actions that need to be implemented.

CTC Evaluation

In accordance with the FCTD CTC Evaluation Workbook, the TDLCB conducts an annual evaluation of the Volusia County CTC. The purpose of the annual review is to evaluate the CTC's performance over the previous year.

In addition, the FCTD conducts a triennial Quality Assurance and Program Evaluation (QAPE) reviews as part of FCTD's monitoring process. The QAPE review is conducted by an independent auditor on behalf of the FCTD and in compliance with the detailed tasks listed in the FCTD's monitoring tool. Using a series of interviews and system record inspections, the QAPE auditor evaluates the system based on the FCTD standards, local standards, and ADA requirements. The most recent Votran QAPE, the Votran Corrective Action Plan, and the TDLCB CTC Evaluation are included in Appendix I.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The rate structure is the same for all TD trips within Volusia County. The TD rates presented below were determined using the FCTD standardized rate model spreadsheets which consider past and projected costs and revenues associated with Votran's transportation services. The rate model is updated annually by Votran to reflect changes in revenues and expenditures.

The rates that were calculated using the FCTD model will be approved by the TDLCB and the FCTD. The TDLCB will continue to monitor the rates on an ongoing basis to determine when (and if) these rates need to be modified due to changes in the cost of delivery of trips. For further details, the rate model worksheets are presented in Appendix J and the existing Votran fare structure is shown in Table 19.

FCTD Calculated Rates

Ambulatory One-Way Trip:	$14.86
Wheelchair One-Way Trip:	$25.47

Volusia County Transit
Vehicle Status Report - GOLD

	Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number
Year:	**2002**											
Ford 25'	8024	CTW02	Ford 25'	TURTLE TOP	1FDXE45F62HB28652	Active	10/01/2009	10/01/2009	160368	Manual	None	TC1530
Ford 25'	8025	CTW02	Ford 25'	TURTLE TOP	1FDXE45F82HB28653	Active	10/01/2009	10/01/2009	160369	Manual	None	TC1531
CLASS STATS:	**TOTAL UNITS:** 2	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 25	**WEIGHT:** 14,050.	**AMBY SEATS:** 20	**W/C SEATS:** 7					
Year:	**2003**											
Ford	6033	CTW03	Ford	TURTLE TOP	1FDXE45F23HB05970	Active	10/01/2010	10/01/2010	162374	Manual	None	213414
Ford	6036	CTW03	Ford	TURTLE TOP	1FDXE45F83HB05973	Active	10/01/2010	10/01/2010	162377	Manual	None	213408
CLASS STATS:	**TOTAL UNITS:** 2	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 22	**WEIGHT:** 14,050.	**AMBY SEATS:** 14	**W/C SEATS:** 4					
Year:	**2004**											
Ford	6040	CTW04	Ford	TURTLE TOP	1FDXE45P45HBO5132	Active	10/01/2011	10/01/2011	164251	Manual	None	223792
Ford	6041	CTW04	Ford	TURTLE TOP	1FDXE45P54HB05133	Active	10/01/2011	10/01/2011	164252	Manual	None	223791
Ford	6043	CTW04	Ford	TURTLE TOP	1FDXE45P94HB05135	Active	10/01/2011	10/01/2011	164254	Manual	None	223779
Ford	6044	CTW04	Ford	TURTLE TOP	1FDXE45P04HB05136	Active	10/01/2011	10/01/2011	164255	Manual	None	223778
Ford	6045	CTW04	Ford	TURTLE TOP	1FDXE45P24HB05137	Active	10/01/2011	10/01/2011	164256	Manual	None	223777
Ford	6046	CTW04	Ford	TURTLE TOP	1FDXE45P44HB05138	Active	10/01/2011	10/01/2011	164257	Manual	None	223776
Ford	6047	CTW04	Ford	TURTLE TOP	1FDXE45P64HB05139	Active	10/01/2011	10/01/2011	164258	Manual	None	223775
Ford	6048	CTW04	Ford	TURTLE TOP	1FDXE45P24HB05140	Active	10/01/2011	10/01/2011	164259	Manual	None	223774
Ford	6049	CTW04	Ford	TURTLE TOP	1FDXE45P44HB05141	Active	10/01/2011	10/01/2011	164260	Manual	None	230042
CLASS STATS:	**TOTAL UNITS:** 9	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 22	**WEIGHT:** 14,050.	**AMBY SEATS:** 14	**W/C SEATS:** 4					
Year:	**2006**											
Ford	6061	CTW06	Ford	TURTLE TOP	1FDXE45PX6DA92499	Active	10/01/2013	10/01/2013	169913	Manual	None	232231
CLASS STATS:	**TOTAL UNITS:** 1	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 22	**WEIGHT:** 14,050.	**AMBY SEATS:** 14	**W/C SEATS:** 4					
Year:	**2007**											
Chevy	6070	CTW07	Chevy	TURTLE TOP	1GBJG312861159695	Active	10/01/2014	10/01/2014	169902	Manual	None	TA3199
Chevy	6071	CTW07	Chevy	TURTLE TOP	1GBJG312461159614	Active	10/01/2014	10/01/2014	169901	Manual	None	TA3200
Chevy	6072	CTW07	Chevy	TURTLE TOP	1GBJG312061157486	Active	10/01/2014	10/01/2014	169903	Manual	None	TA3201

Volusia County Transit
Vehicle Status Report - GOLD

	Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number
Chevy	6073	CTW07	Chevy	TURTLE TOP	1GBJG312161161031	Active	10/01/2014	10/01/2014	169904	Manual	None	TA3193
Chevy	6074	CTW07	Chevy	TURTLE TOP	1GBJG312761159963	Active	10/01/2014	10/01/2014	169905	Manual	None	TA3198
Chevy	6075	CTW07	Chevy	TURTLE TOP	1GBJG312271108355	Active	10/01/2014	10/01/2014	169906	Manual	None	TA3197
Chevy	6076	CTW07	Chevy	TURTLE TOP	1GBJG312071108743	Active	10/01/2014	10/01/2014	169907	Manual	None	TA3196
Chevy	6077	CTW07	Chevy	TURTLE TOP	1GBJG312171110677	Active	10/01/2014	10/01/2014	169908	Manual	None	TA3194
CLASS STATS:	**TOTAL UNITS:** 8	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 22	**WEIGHT:** 14,050.	**AMBY SEATS:** 14	**W/C SEATS:** 4					
Year:	**2008**											
Chevy	6080	CTW08	Chevy	TURTLE TOP	1GBJG316581129303	Active	10/01/2016	10/01/2016	169925	Manual	None	TC1174
Chevy	6081	CTW08	Chevy	TURTLE TOP	1GBJG316881127237	Active	10/01/2016	10/01/2016	169926	Manual	None	TC1173
Chevy	6082	CTW08	Chevy	TURTLE TOP	1GBJG316481128921	Active	10/01/2016	10/01/2016	169927	Manual	None	TC1172
Chevy	6083	CTW08	Chevy	TURTLE TOP	1GBJG316681129844	Active	10/01/2016	10/01/2016	169928	Manual	None	TB5927
Chevy	6084	CTW08	Chevy	TURTLE TOP	1GBJG316981128347	Active	10/01/2016	10/01/2016	169929	Manual	None	TB5926
Chevy	6085	CTW08	Chevy	TURTLE TOP	1GBJG316381126691	Active	10/01/2016	10/01/2016	169930	Manual	None	TB5925
Chevy	6086	CTW08	Chevy	TURTLE TOP	1GBJG316681127771	Active	10/01/2016	10/01/2016	169931	Manual	None	TB5924
Chevy	6087	CTW08	Chevy	TURTLE TOP	1GBJG316581128314	Active	10/01/2016	10/01/2016	169932	Manual	None	TB5923
CLASS STATS:	**TOTAL UNITS:** 8	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 22	**WEIGHT:** 14,050.	**AMBY SEATS:** 14	**W/C SEATS:** 4					
Year:	**2010**											
Azure Ford Hybrid	6100	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L39DA01249	Active	10/01/2016	01/01/2017	176152	Manual	None	TC1529
Azure Ford Hybrid	6101	CTW10Azure	Azure Ford	TURTLE TOP	1FDFE45LX9DA25091	Active	10/01/2016	01/01/2017	174543	Manual	None	TC1249
Azure Ford Hybrid	6102	CTW10Azure	Azure Ford	TURTLE TOP	1FDFE45L39DA25093	Active	10/01/2016	01/01/2017	174544	Manual	None	TC1247
Azure Ford Hybrid	6103	CTW10Azure	Azure Ford	TURTLE TOP	1FDFE45L09DA26699	Active	10/01/2016	01/01/2017	174545	Manual	None	TC1250
Azure Ford Hybrid	6104	CTW10Azure	Azure Ford	TURTLE TOP	1FDFE45L39DA26700	Active	10/01/2016	01/01/2017	174546	Manual	None	TC1248
CLASS STATS:	**TOTAL UNITS:** 5	**HEIGHT:** 131	**WIDTH:** 98	**LENGTH:** 22	**WEIGHT:**	**AMBY SEATS:** 14	**W/C SEATS:** 4					
Chevy VTM 25' Hybrid	8105	CTW10	Chevy VTM	TURTLE TOP	1GB9G5B66A1104896	Active	10/01/2016	01/01/2017	174909	Manual	None	TC1514

Volusia County Transit
Vehicle Status Report - GOLD

	Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number
Chevy VTM 25' Hybrid	8106	CTW10	Chevy VTM	TURTLE TOP	1GB9F5B60A1105493	Active	10/01/2016	01/01/2017	174547	Manual	None	TC1251
CLASS STATS:	**TOTAL UNITS:** 2	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 25	**WEIGHT:**	**AMBY SEATS:** 20	**W/C SEATS:** 7					
Chevy 25'	8107	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B64A1121017	Active	10/01/2016	01/01/2017	174550	Manual	None	TC1254
Chevy 25'	8108	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B63A1105990	Active	10/01/2016	01/01/2017	174548	Manual	None	TC1252
Chevy 25'	8109	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B6XA1106246	Active	10/01/2016	01/01/2017	174549	Manual	None	TC1253
CLASS STATS:	**TOTAL UNITS:** 3	**HEIGHT:** 120	**WIDTH:** 98	**LENGTH:** 25	**WEIGHT:**	**AMBY SEATS:** 20	**W/C SEATS:** 7					

NUMBER OF UNITS LISTED: **40**

SUBCONTRACTOR VEHICLE LIST
JANUARY 2013 — UPDATED 2-6-13

NAME OF CONTRACTOR	Vehicle Number	YEAR	MAKE & MODEL	MDT	Run	AMB	W/C	VEHICLE ID NO.	VEHICLE TAG NO.
MED ONE SHUTTLE	44	2002	FORD E250	NO		6	3	1FTNS24L12HB71358	K966WY
	48	2004	FORD E350	NO		5	2	1FBSS31L94HB00655	C965GY
	49	2001	FORD E350	NO		3	3	1FBSS31LX1HB23485	591VDP
	53	2004	FORD E350	NO		4	2	1FBSS31L4HB43813	H971GT
	55	2010	FORD E250	NO		3	3	1FTNS2EL5ADA01377	P889KE
	57		FORD E350	NO				1KB5531L17DB43981	221TWD
	68	2001	FORD E350	NO		4	2	1FBSS31L61HB44916	E062GE
	69	2000	FORD E350	NO		4	2	1FTNS2424YHB40508	H169WC
	71	2004	KIA SEDONA	NO		6	0	KNDUP131746572516	Q893LD
	72	2004	FORD E350	NO		11	0	1FBNE31L84HB11926	657JRY
	73	2004	NISAN QUEST	NO		6	0	5N1BV28U74N333197	Q563AW
	76	2003	FORD E350	NO		14	0	1FB5531L13HB26231	E431CQ
	77	2007	FORD E350	NO		10	2	1FMDA31UXVZB61827	561KGE
	83		FORD E350	NO		10	2	1FBSS31L36DA96242	586TVZ
MEDI QUICK	2	2006	FORD E250	NO	1900	4	2	1FTNS24W76DB11978	048HS
	10	2008	FORD E250	NO	SPARE	6	2	1FTNS24W68DA85473	193MKW
	12	2003	FORD E250	NO	1905	3	2	1FTNE24253HA48078	B598WG
	14	2010	FORD E350	NO		5	2	1FTNE1EW38DA89454	BVRW54
TRANS MED	5	2004	FORD	NO				1FTNS24L04HB00137	P602KI
	6	2007	TOWN & COUNTRY LX	NO	1103	3	1	2A4GP44R07R190595	068KNP
	8	2003	CHRYSLER PT CRUISER	NO	1104	3	0	3C4FY48B03T593396	E037TS
	9	2006	DODGE CARAVAN	NO		3	1	1D4GP24RX6B554645	567HTL
	10	2007	FORD E350 VAN	NO	1101	2	2	1FBSS31L87DB43976	681XWZ
ALL VOLUSIA TRANSPORTATION	10001	2003	FORD E250	NO	SPARE	4	2	1FTNE24213HA65573	L094SH
	2	2005	FORD E250	NO	2300	9	3	1FTNS24W45HB01349	I357HC
	3	2005	FORD E250	YES	2301	9	3	1FTNS24W75HA41888	B736WE
	4	2006	FORD E250	NO	SPARE	4	3	19TNS24W76HA75721	4628AM
	5	2008	FORD E-350	NO	2301	6	2	1FT2S34L28DA46443	915NJP
	6	2000	FORD E-250	NO	2302	6	2	1FT2S34L080A46442	BVFC40
	7	2008	FORD E-350	NO	2303	6	2	1FT2S34L08DA4662	914NJP
LITTLE WAGON	400	2009	FORD E-250	NO				1FTNS24W09DA03335	554WHH
	101	2012	HYUNDAI SONATA	NO				5NPEB4AC6CH443762	AJZY11

BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION

DATE: **January 1, 2013**
BUS TRANSIT SYSTEM: **Votran**
ADDRESS: **950 Big Tree Road**
South Daytona, FL 32119
386-756-7496

IN ACCORDANCE WITH FLORIDA STATUTE 341.061
THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).
   Current date of Adopted SSPP: January 1, 2013

   Current date of Adopted SPP: January 1, 2013

2. Compliance with adopted safety standards in the SSPP and the SPP.

3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)

   _____
   Signature

   Steven Sherrer
   Name (Printed or Typed):

   General Manager
   Title

4. Name and address of entity(ies) which has (have) performed safety inspections:

   VOTRAN
   Name
   950 BIG TREE RD
   Address (Street Number)
   SOUTH DAYTONA, FL 32119
   Address (City, State, Zip Code)
   01/02/13
   Date of Inspection

5. Names and contact information for all contract bus transit systems subject to the provisions of Rule 14-90, F.A.C.

   VOTRAN
   Name
   950 BIG TREE RD
   Address (Street Number)
   SOUTH DAYTONA, FL 32119
   Address (City, State, Zip Code)
   (386) 756-7496
   Phone Number

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GRIEVANCE PROCEDURES
OF THE
VOLUSIA TPO
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

The following sets forth the grievance procedures which shall serve to guide the Volusia TPO Transportation Disadvantaged Local Coordinating Board (TDLCB), serving to assist the Community Transportation Coordinator (CTC). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2.012 of the Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievance procedures. Grievance Committee procedures are designed to address issues raised by agencies, users, potential users, sub-contractors, and other interested parties which cannot be resolved through the CTC. This procedure does not cover the competitive bid process; including Request for Proposals (RFP's).

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the Volusia TPO Transportation Disadvantaged Local Coordinating Board shall be a Subcommittee of the TDLCB Quality Assurance Committee, but will hereinafter be referred to as the Grievance Committee.

SECTION 2: PURPOSE

The primary purpose of the Grievance Committee is to process, investigate and make recommendations with respect to unresolved complaints to the Local Coordinating Board for improvement of service. This procedure is made available to agencies with Purchase of Service Agreements (POS) contracts, users, or potential users of the system in Volusia to hear complaints and provide a mechanism for issues to be brought before the Grievance Committee which shall meet as often as necessary to address unresolved complaints in a timely manner.

ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

"A complaint is an oral (in person/telephone) or written statement of dissatisfaction which is presented to Votran, Volusia County's CTC."

SECTION 2: DEFINITION OF GRIEVANCE

"A grievance is an unresolved complaint that is brought to the attention of the TDLCB for resolution in the process described herein."

ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES

SECTION 1: PROCESS OF FILING A COMPLAINT

Any user, agency (with POS contract) or potential user may register a verbal/written complaint with the CTC in accordance with the policies and procedures of Votran.

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within ten (10) working days after the CTC's decision.

Such written complaint shall include the following:

1. The name and address of the complainant;

2. A statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation;
    a. Exact date/time of incident;
    b. Exact location of incident;
    c. Any witnesses to incident (including name and address); and
    d. Vehicle unit number, license number, color and type.

3. An explanation of the relief desired by the complainant; and

4. If the complainant is unable to submit a formal written complaint, Votran shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

Votran Bus System
Assistant General Manager
950 Big Tree Road
South Daytona, Fl. 32119

The CTC shall have ten (10) working days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within ten (10) working days of notification to the complainant as to what action was made.

SECTION 2: FILING OF A GRIEVANCE

If the complainant is dissatisfied with the corrective action taken by the CTC, an appeal to the Grievance Committee of the TDLCB may be filed. Such written appeal must be filed within ten (10) working days from the date of notification to the complainant of the final decision from the CTC. The written appeal shall include the following:

1. The name and address of the complainant;

2. A statement of the ground for the grievance made in a clear and concise manner, supplemented by supporting documentation;

3. Demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust;

4. An explanation of the relief desired by the complainant;

5. Specified areas of disagreement with the CTC decisions; and

6. If the complainant is unable to submit a formal written appeal to be filed, Votran shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC.

The appeal must be addressed to:

Volusia Transportation Planning Organization
Attn: Grievance Committee
2570 W. International Speedway Boulevard, Suite 100
Daytona Beach, Florida 32114

Once an appeal has been received, the Grievance Committee shall meet and render its decision within thirty (30) working days of the date the appeal was filed. The complainant shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.

A written copy of the decision will be forwarded to the TDLCB and all parties involved within ten (10) working days from the date of the decision. Written decisions will include the following information:

1. A statement that a meeting was held in which the involved parties and/or their representatives were given an opportunity to present their positions;

2. A statement that clearly defines the issues discussed; and

3. A recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision of the Grievance Committee, he/she may continue the appeal process with the TDLCB.

ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within ten (10) working days from the date of receipt of the final decision of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

Volusia Transportation Planning Organization
Attn: TDLCB
2570 W. International Speedway Boulevard, Suite 100
Daytona Beach, Florida 32114

Once an appeal has been received, the TDLCB shall meet and render its decision within sixty (60) days of the date the appeal was filed. The aggrieved shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the hearing.

A written copy of the TDLCB's decision shall be forwarded to all parties involved within ten (10) working days from the date of the decision. A written decision shall include the following information:

1. A statement that a hearing was held in which the involved parties, their representatives and/or witnesses were given an opportunity to present their positions;

2. A statement that clearly defines the issues discussed; and

3. A recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY or via written correspondence to:

Florida Commission for the Transportation Disadvantaged
Attn: Ombudsman Program
605 Suwannee Street, MS-49
Tallahassee, FL32399-0450

If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues as appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the order listed before a complaint or grievance will move to the next step.

ARTICLE VI: MEDICAID FAIR HEARING

The Medicaid customer has the right to request a Medicaid fair hearing or go through the Grievance Procedures of the Florida Commission for the Transportation Disadvantaged's subcontracted transportation provider (STP) for Medicaid non-emergency transportation. The STP contact information in Volusia County may be obtained by calling the TD Commission Helpline at: 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY.

ARTICLE VII: SCHEDULED MEETINGS

SECTION 1: GENERAL

The Grievance Committee shall be comprised of a minimum of five (5) TDLCB board members. The CTC shall not serve on the Grievance Committee. Each member shall serve at the discretion of the TDLCB.

When a meeting of the Grievance Committee is necessary, staff to the TDLCB shall schedule the meeting of the Grievance Committee to hear appealed grievances.

ARTICLE VIII: AMENDMENTS

SECTION 1: GENERAL

The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) working days in advance of the meeting.

SECTION 2: QUORUM

At all meetings of the Transportation Disadvantaged Local Coordinating Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that he is the Chairman of the Volusia TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia TPO Transportation Disadvantaged Local Coordinating Board the **11th** day of **July 2012**

Frank T. Bruno, Jr.

Volusia County Chairman Frank T. Bruno, Jr.,
TDLCB Chairman

ATTEST:

Pamela C. Blankenship

Pamela C. Blankenship, Recording Secretary

SUMMARY SHEET
TDLCB
MAY 8, 2013

V. DISCUSSION ITEMS AND PRESENTATIONS

A. Presentation on Votran's New Farebox

Background Information:

In February of 2013, Votran placed six (6) new Gillig buses with new on-board equipment. This equipment included the wheelchair securement system Q-POD (which was demonstrated at our January meeting) and the Odyssey farebox.

This new farebox will allow Votran to work together with SunRail and Lynx on future fare media which will allow for a seamless transition going from bus to train to bus again.

Votran staff will address this item.

Action Requested:

No action is needed unless otherwise directed by the Board.

SPX®

ON-BOARD
FARE COLLECTION SYSTEM

The Genfare Odyssey validating farebox integrates passenger fare payment and fare media into a single, secure device.

The Odyssey delivers reliability and flexibility by providing a wide variety of traditional and electronic fare media options for passengers and transit agency operators.

Odyssey® Validating Farebox

Genfare's Odyssey data integration provides transit authorities with the tools needed to analyze and improve ridership.

Genfare®

SUMMARY SHEET
TDLCB
MAY 8, 2013

V. DISCUSSION ITEMS AND PRESENTATIONS

B. Update on Votran's Website and Text Only Section

Background Information:

As part of Votran's intelligent transportation system, the internet is used to provide customers and staff with scheduled and real-time information about fixed route services. This web application makes it possible for customers to identify the status of their specific route. Information is available in both graphical and text formats.

Votran is in the process of enhancing their text format so that it is more user friendly for the visually impaired.

Ms. Blanck will provide the update on this item.

Action Requested:

No action is needed unless otherwise directed by the Board.

SUMMARY SHEET
TDLCB
MAY 8, 2013

VI. STAFF COMMENTS

VII. TDLCB CHAIRMAN COMMENTS

VIII. TDLCB MEMBER COMMENTS

IX. PRESS/CITIZEN COMMENTS

X. INFORMATION ITEMS

- TDLCB Membership List
- Announcement of the 2013 TD Conference
- Questions and answers concerning wheelchairs and bus and rail service
- TD Day thank you note from TD Commission Executive Director Steve Holmes

XI. ADJOURNMENT

THERE WILL BE A LIVE DEMONSTRATION OF THE ODYSSEY FAIRBOX ON BOARD A VOTRAN BUS

TDLCB MEMBER LISTING

VOLUSIA COUNTY		
Name	**Council Member Joshua Wagner**	
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FDOT	
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FDOT - ALTERNATE	
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TDLCB MEMBER LISTING

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Work phone	
Email	

PUBLIC EDUCATION COMMUNITY	
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PUBLIC EDUCATION COMMUNITY - ALTERNATE	
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Email	

DEPARTMENT OF EDUCATION	
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VETERANS SERVICES GROUP - ALTERNATE	
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TDLCB MEMBER LISTING

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TDLCB MEMBER LISTING

WORK FORCE DEVELOPMENT BOARD	
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CITIZENS ADVOCATE – SYSTEMS USER	
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TDLCB MEMBER LISTING

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CITIZENS ADVOCATE - ALTERNATE	
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CHILDREN AT RISK	
Name	**Vacant**
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Work phone	
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CHILDREN AT RISK - ALTERNATE	
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PRIVATE-FOR-PROFIT	
Name	**Steve Jack**
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TDLCB STAFF SUPPORT

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VOLUSIA TPO	
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VOLUSIA TPO	
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2013 TD Conference Announcement

Mark your calendar to attend the 21st Annual Transportation Disadvantaged Best Practices & Training Workshop to be held August 6 – 7, 2013, at the Ocean Center in Daytona Beach, Florida.

A Commission Business Meeting is scheduled for August 8, 2013, at the Daytona Beach Hilton.

For more information please go to:

http://conferences.dce.ufl.edu/td

Questions and Answers Concerning Wheelchairs and Bus and Rail Service

DEPARTMENT OF TRANSPORTATION
DISABILITY LAW GUIDANCE

General

What is a "wheelchair"?

- Section 37.3 of the DOT regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a "wheelchair" as a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Is an electric scooter a wheelchair?

- Yes, provided that the electric scooter meets the definition of "wheelchair" in Section 37.3 of the DOT ADA regulations.

Some wheelchairs weigh more than 600 pounds when occupied, and the design load of the lifts on our vehicles is 800 pounds. Is a transportation operator required to carry these "overweight" wheelchairs?

- Yes. Transportation operators must carry a wheelchair and occupant if the lift and vehicle can physically accommodate them. If a lift has the minimum design load of 600 pounds, there is no requirement for an agency to transport a heavier occupied device. However, if the vehicle lift has a design load of 800 pounds, the agency would need to transport an 800-pound wheelchair/passenger combination, but not a combination exceeding 800 pounds. An operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency.

Is a transportation operator required to procure vehicles with lifts that have a design load of more than 600 pounds?

- No. 49 CFR Part 38 continues to require that lifts have a minimum design load of 600 pounds and that the lift platform accommodate a wheelchair measuring 30 inches by 48 inches. However, if a transportation operator procures vehicles with lifts that have a design load of more than 600 pounds, or the platform and vehicle will accommodate a wheelchair that exceeds the dimension of 30 inches by 48 inches, the operator must carry the wheelchair and its occupant.*

Are transportation operators required to retrofit their vehicles to accommodate larger and heavier wheelchairs?

- No. 49 CFR Part 38 continues to require that lifts have a minimum design load of 600 pounds and the lift platform accommodates a wheelchair measuring 30 inches by 48 inches.

The National Highway Traffic Safety Administration's (NHTSA) motor vehicle safety regulations require that a wheelchair lift be tested to withstand a 600-pound load. If the manufacturer states that the design load is 800 pounds, can the transportation operator limit actual use to 600 pounds for safety reasons?

- No. The NHTSA safety standards and the DOT ADA regulations were designed to complement each other. The manufacturer's design load represents the amount of weight that the lift is capable of supporting. The 600-pound test required under NHTSA's Federal Motor Vehicle Safety Standards (FMVSS) represents the minimum design load specified under 49 CFR Part 38. FMVSS does not limit the capacity of the lift.

  Section 38.23(b)(1) requires a safety factor of six times the design load for working parts and three times the design load for nonworking parts. Given the requirement for safety factors of 3x and 6x the design load (depending upon the component), a lift with a 600 lb. design load should not be straining to the point of failure until the load approaches 1,800 lbs. (3 x 600).

If the lift manufacturer specifies that wheelchairs must face away from the vehicle when using the lift, are transportation operators required to permit passengers to board facing the vehicle?

- Yes. 49 CFR Part 38 specifies that a lift must permit both inboard and outboard facing of wheelchair users. A lift that requires passengers to face a specific direction does not comply with the regulations.

What kinds of services must transportation personnel provide?

- Because safe and nondiscriminatory transportation is the responsibility of the transportation operator, Section 37.173 of the DOT ADA regulations requires operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity, and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate the different types of wheelchairs.

  Attendant-type services (e.g., manually lifting or transferring passengers to seats and carrying personal baggage or suitcases (except where provided to nondisabled passengers)) are not required. However, assistance with boarding and disembarking, including pushing a manual wheelchair up a particularly steep ramp, is required.

Does a wheelchair need brakes in order to use the transportation service?

- No. The DOT ADA regulations' definition of a wheelchair does not include a requirement for brakes or any other equipment. A transportation operator may not deny transportation to a wheelchair user because the device does not have brakes or the user does not choose to set the brakes.

Can an operator refuse to carry a person with a disability, especially a person using an electric scooter that meets the definition of a "wheelchair," because of higher insurance rates or liability concerns?

- No. Section 37.5(g) of the DOT ADA regulations prohibits an operator from denying service to an individual with a disability because its insurance company conditions coverage or rates on the absence of individuals with disabilities or persons who use wheelchairs.

Can an operator require a person to transfer from a wheelchair to a vehicle seat?

- No. Section 37.165(e) of the DOT ADA regulations allows persons who use wheelchairs to transfer to a vehicle seat, if one is available. Such a move is the rider's decision and the operator cannot force a rider to transfer to a vehicle seat, although the operator can suggest a transfer in a non-coercive way.

Securement

May a transit operator require that wheelchairs be secured in buses and vans?

- Yes, if the transit operator has established such a policy, and the vehicle is required to be equipped with a securement system by 49 CFR Part 38. Section 37.165(c)(3) of the DOT ADA regulations allows a transit operator to establish a policy that requires all riders to have their wheelchairs secured while aboard a transit bus or van. Therefore, the operator may decline to provide service to a rider who refuses to allow his or her wheelchair to be secured.

  Alternatively, transit operators may adopt a policy that allows wheelchairs to ride unsecured. If the rider wishes his or her wheelchair to be secured, however, the operator's personnel must provide the requested assistance.

  The regulations do not require that rail vehicles be equipped with securement devices; if securement devices are nonetheless provided, their use is optional and at the rider's discretion.

What kinds of securement equipment must be provided in buses and vans?

- Section 38.23(d) of the DOT ADA regulations requires all ADA-compliant buses and vans to have a two-part securement system, one to secure the wheelchair, and a seat belt and shoulder harness for the wheelchair user. Section 38.23(a) requires vehicles over 22 feet in length to have enough securement locations and devices to secure two wheelchairs, while vehicles 22 feet and under must be able to accommodate at least one wheelchair.

May a transit operator deny boarding to a rider whose wheelchair is difficult to secure?

- No. If the transit operator has a policy that requires securement, or if a rider asks that the wheelchair be secured, Section 37.165(f) of the DOT ADA regulations requires transit personnel to use their best efforts to secure the device. Section 37.165(d) states that transit operators cannot refuse to accommodate a wheelchair because the device cannot be secured to the driver's satisfaction. Given the diversity of wheelchairs, transit operators should consult with the owner of the wheelchair to determine the best means of securement.

Does a wheelchair user have to use the seat belt and shoulder harness?

- Under the broad nondiscrimination provisions in Section 37.5 of the DOT ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seat belts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. For example, on fixed route buses, if none of the other

passengers are required to wear shoulder belts then neither can the person in the mobility device be required to do so.

Transit operators may establish a policy that requires the seat belt and shoulder harness to be used by all riders, including those who use wheelchairs as well as those who use vehicle seats, if seat belts and shoulder harnesses are provided at all seating locations. In some cases, state law could require an operator to adopt such a policy.

When developing seat-belt-use policies, it must be stressed that Section 38.23(d)(7) prohibits the use of the seat belt and shoulder harness in lieu of securing the wheelchair itself. If the passenger's wheelchair cannot be secured, or cannot be secured adequately to the satisfaction of both passenger and transit personnel, the seat belt and shoulder harness must not be used.

Many state seat belt laws also contain provisions exempting certain types of vehicles (such as buses and taxis) from compliance, as well as exceptions for persons who cannot use a seat belt for medical reasons. Any seat-belt-use policy established by a transit operator should reflect such provisions.

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* Some changes to design loads and dimensional limits for wheelchair lifts have been made by the Next Generation Corridor Equipment Pool Committee, i.e., the "305 committee" to specifications for certain intercity and high-speed railcars. These are not regulatory changes or requirements but may be applicable. For more information, see http://www.highspeed-rail.org.

This guidance has been approved through the Department of Transportation's Disability Law Coordinating Council as representing the official views of the Department on this matter.

February 4, 2013

Florida Commission For the

Transportation Disadvantaged

605 Suwannee Street - MS 49
Tallahassee, FL 32399
Phone: (850) 410-5700
Fax: (850) 410-5752

Thank You

Carole,

Thank you for participating in our 14th Annual Transportation Disadvantaged Legislative Day at the Capitol on March 4, 2013. Also, please extend our gratitude to the advocates who attended as well. We hope the weather will be a little warmer next year.

Sincerely,

Steve Holmes