

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

**Meeting Minutes**

**May 9, 2018**

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

**TDLCB Members Present:**

Patricia Lipovsky  
D.J. Lebo  
Patricia Antol  
Carlos Colon  
Clayton Jackson  
Tamyika Young  
Patricia Boswell  
Steve Jack  
Billie Wheeler, Chairperson  
Cassandra Jordan

**Representing:**

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

**TDLCB Members Absent:**

Doug Hall (excused)  
Julia Marshall  
Judy Craig  
Jean Cerullo  
Bev Johnson (excused)  
Charly Poniatowski  
Rod Smith  
Jefferey Bumb (excused)  
Jeff Aboumrad (excused)

**Representing:**

Citizens Advocate, System User  
Department of Children and Families  
Disabled Citizens  
Citizens Advocate  
Early Child Care  
Elder Affairs  
Public Education Community  
Veterans Services Group  
Vocational Rehab Services

**Others Present:**

Debbie Stewart, Recording Secretary  
Vince Wang  
Pamela Blankenship  
Lisa Rivera  
Susan Pauly  
Heather Blanck  
Edie Biro

**Representing:**

TPO Staff  
TPO Staff  
TPO Staff  
Logisticare  
Vocational Rehab  
Votran Staff  
Votran Staff

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

TDLCB Chairperson Billie Wheeler called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:01 a.m.

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

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

There were no public comments.

## **III. Action Items**

### **A. Review and Approval of the March 14, 2018 TDLCB Meeting Minutes**

**MOTION:** *A motion was made by Ms. Lipovsky to approve the March 14, 2018 TDLCB meeting minutes. The motion was seconded by Mr. Jack and carried unanimously.*

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

Ms. Blanck reviewed the monthly paratransit reports and referred to page 11 of the agenda for the comparison of paratransit trips to fixed route boardings. Paratransit is up 13% compared to last year while fixed route has remained basically the same. Fixed route ramp deployment is up by 17% and flex service is down by 9%.

Chairperson Wheeler asked why the flex service was down.

Ms. Blanck replied she was not sure but Votran will continue to monitor it closely; there are several factors that could contribute to it.

Chairperson Wheeler asked if the trips that were counted were one-way trips.

Ms. Blanck replied yes; a trip is when a person boards the bus. They do look for influences that affect ridership such as variations in climate and gas prices. There is an increase in ridership when gas prices rise, especially for longer trips.

Ms. Boswell asked if there was any data on ridership for the elderly population.

Ms. Blanck replied that analysis is done on a five-year basis.

Mr. Jack stated he is glad to see that cancellations are trending up and no-shows are trending down. He believes the new Vo-Call system has a lot to do with that.

Ms. Blanck explained that Votran recently implemented a telephone service called Vo-Call for those using the Gold door-to-door service. It has a variety of features including notifying people when their vehicle is 15 minutes away and reminder calls for standing orders. This gives the rider a chance to cancel the ride while on the telephone. People can also call in to the system and hear what their scheduled trips are.

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

**C. Review and Approval of the Rate Model for TD Trust Fund Trips for FY 2018/19**

Ms. Blanck stated the trip rate model includes the required figures that represent the funds Votran uses for service supported by the Transportation Disadvantaged (TD) Trust Fund. She referred to page 23 of the agenda and stated Votran was asked by the TD Commission to examine its programs and review in detail how it handles the billing. They recommended putting more costs into the model to better reflect how much actually goes into a TD trip. Votran did an analysis and found the trips funded by the TD Trust Fund are outside the ADA corridor. The ADA corridor is three-quarters of a mile from a regular fixed route. Votran has found that these trips outside the ADA corridor are 30% longer than a one-way trip on an ADA sponsored program. There is an decrease in the service rates from the previous year; a trip for an ambulatory person is \$26.93 per mile and the previous year it was \$26.99 per mile. These rates are not very different from previous year rates but what is different is how Votran will be charging in the year beginning October 1, 2018.

**MOTION:** *A motion was made by Mr. Colon to approve the rate model for TD Trust Fund trips for FY 2018/19. The motion was seconded by Ms. Boswell.*

**D. Review and Approval of Votran's Annual CTC Evaluation for FY 2017/18**

Mr. Wang gave an overview of Votran's annual CTC Evaluation report and stated it is available on the TPO website for review. It covers the time period from July 2016 to June 2017. He received questions as to why not all the contractors were reflected in the report; that is because those contracts were outside of the evaluation time frame and will be reflected in the next evaluation. The evaluation includes a review of the CTC monitoring of contracted operators and insurance information, an evaluation of the cost effectiveness of the contractors and transportation alternatives, an evaluation of the TD Commission and local standards, on-site observation and field trips. The most valuable part of the evaluation is the field trip and on-site evaluation; it gives the opportunity to observe the day-to-day paratransit operations and to see if Votran is qualified. He and Mr. Colon rode along with the driver and passengers on a two-hour field trip. They checked the cleanliness of the vehicle, if the vehicle arrived on time, and how the driver interacted with passengers. The information from the field trip and on-site observation is provided on page 44 of the agenda. He encouraged members to review the online version of the evaluation report.

Ms. Antol referred to page 47 of the agenda and stated it lists names and phone numbers of passengers; she asked if Votran was required to report that information.

Mr. Wang replied yes; the manifest is a requirement of the TD Commission to show Votran actually went on the trips.

Mr. Jack referred to page 41 of the agenda, CPR and First Aid and asked if the drivers were trained; the comments column is cut off.

Ms. Biro replied drivers are not trained in CPR or first aid; there is too much liability. Drivers are trained in defensive driving, driver safety, passenger sensitivity, wheelchair securement and customer service.

Ms. Blanck stated that although Votran does not provide first aid, they do have extensive training to provide service.

Ms. Antol commented it is not required but that information is buried in the answer; the heading does not clarify it. It would be clearer if that information was included in the title.

Ms. Jordan asked for the wording since it was cut off.

Mr. Wang showed the evaluation report on the screen and read the comments for CPR and First Aid. He stated the first phase of driver training consists of instruction by a training supervisor and staff that specialize in certain subjects. The second phase consists of on-the-job training; drivers within the coordinated system are not required to be trained in CPR or first aid techniques.

Ms. Antol asked if the names and phone numbers could be redacted on next year's report for the committee.

Ms. Blanck replied yes, they can do that.

Ms. Boswell inquired about fringe benefits from the expenditures box.

Ms. Blanck replied it refers to drivers' vacation time, insurance, etc.

Ms. Boswell asked if it was a percentage of the driver's salary and if labor is the salary.

Ms. Blanck replied no; add lines 1 and 2 together for the salary.

Mr. Jack referred to page 49 of the report and commented there is only one contractor listed for the contractor survey; he asked if the other contractors did not respond to the survey.

Mr. Wang replied that only one answer is required for the report so only one survey was sent out.

Mr. Jack stated he was curious if the other contractors would have responded positively or negatively about their relationship with the CTC.

Mr. Wang replied he could send the survey to the other contractors. The contractor for the survey was randomly selected.

Ms. Lebo referred to the pages of the report with passenger names and telephone numbers and suggested those be redacted.

Ms. Blanck asked TPO staff to remove those pages from the report on the website and asked committee members to leave those pages behind.

**MOTION:** *A motion was made by Mr. Jack to approve Votran's annual CTC Evaluation for FY 2017/18 with the redaction of passenger names and telephone numbers. The motion was seconded by Ms. Boswell and carried unanimously.*

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

##### **A. Presentation and Discussion of the River to Sea TPO 2018 "Tell the TPO" Survey Campaign**

Ms. Blankenship gave a PowerPoint presentation update on the "Tell the TPO" survey and stated a main goal of the survey is to get the TPO's name and what it does out to the public. The survey officially launched on April 30, 2018 and will be live through June 30. To date, 440 responses have been received; the goal is to receive 2,000 responses. Votran has posted the survey on their website. The survey is targeting everyone that lives, works or visits the TPO planning area. The TPO has partnered with other organizations to get the word about the survey out. She reviewed the toolkit on the survey website and explained how committee members can share the survey link with family, friends and co-workers. There will be a drawing for a prize of a 3-day, 2-night stay at the Daytona Shores Resort and Spa. She explained the committee challenge and that the TDLCB has a specific link to track responses; the winning committee will receive a trophy. New question 9 asks which types of transportation projects are the highest priorities to fund with the TPO's limited resources and new question 10 asks which of the 10 highest crash locations are of the greatest concern. She reviewed the schedule and announced the survey is accessible to reader software for the sight impaired. The paper surveys can be mailed to the TPO or returned to any Volusia or Flagler County library.

##### **V. Staff Comments**

Mr. Wang encouraged committee members to take the "Tell the TPO" survey; it helps the TPO know what the public's transportation needs are.

Mr. Wang announced hard copies of the agenda will no longer be mailed unless requested due to a cost analysis.

Mr. Wang announced he will be on vacation for the July TDLCB meeting and Mr. Stephan Harris, TPO staff, will attend for him.

Ms. Blanck stated she incorrectly gave the wrong rate earlier for the per mile trip for the TD rate model; the correct rate will be \$1.69 per mile per ambulatory trip and \$2.90 per mile per wheelchair trip.

**VI. TDLCB Member Comments**

Mr. Jack thanked Votran for recently allowing his company to use its training facilities.

**VII. TDLCB Chairperson Comments**

Chairperson Wheeler asked committee members to send their alternate if they are unable to attend a TDLCB meeting.


**VIII. Information Items**

- TDLCB Membership List
- River to Sea TPO Board Meeting Summaries for March and April
- March TPO Outreach and Events Summaries

**IX. Adjournment**

The meeting was adjourned at 11:50 a.m.

**RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**



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

**CERTIFICATE:**

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the May 9, 2018 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 11<sup>th</sup> day of July 2018.



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