



MEETING NOTICE

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

DATE: Wednesday, May 11, 2016

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. PLEDGE OF ALLEGIANCE
- III. PUBLIC COMMENT/PARTICIPATION (Public comments may be limited to three (3) minutes at the discretion of the Chairman)
- IV. ACTION ITEMS
 - A. REVIEW AND APPROVAL OF THE JANUARY 13, 2016 AND MARCH 9, 2016 TDLCB MEETING MINUTES (Contact: Pamela Blankenship) (Enclosure, pages 4-14)
 - B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT (Contact: Heather Blanck) (Enclosure, pages 15-19)
 - C. REVIEW AND APPROVAL OF VOTRAN'S ANNUAL CTC EVALUATION FOR FY 2015 (Contact: Heather Blanck) (Enclosure, page 20)

IV. ACTION ITEMS *(continued)*

D. REVIEW AND APPROVAL OF THE RATES FOR TD TRUST FUND TRIPS FOR FY 16/17 TO BE INCLUDED IN THE ANNUAL UPDATE OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) *(Contact: Heather Blanck) (Enclosure, pages 21-30)*

E. REVIEW AND APPROVAL OF THE 2016 ANNUAL UPDATE/AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)
Roll Call Vote Required *(Contact: Heather Blanck) (Enclosure, pages 31-73)*

V. DISCUSSION ITEMS AND PRESENTATIONS

A. PRESENTATION ON VOTRAN'S WEST VOLUSIA INTERCEPT SURVEY *(Contact: Heather Blanck) (Enclosure, page 74)*

B. PRESENTATION ON THE DRAFT TRANSIT DEVELOPMENT DESIGN GUIDELINES *(Contact: Vince Wang) (Enclosure, pages 75-81)*

VI. STAFF COMMENTS *(page 82)*

VII. TDLCB CHAIRMAN COMMENTS *(page 82)*

VIII. TDLCB MEMBER COMMENTS *(page 82)*

IX. INFORMATION ITEMS *(Enclosure, pages 82-88)*

- TDLCB Membership List
- TPO Board Meeting Summary for April 27, 2015

X. ADJOURNMENT *(page 82)*

*****NEXT MEETING OF THE TDLCB WILL BE JULY 13, 2016*****

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

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

SUMMARY SHEET
TDLCB
MAY 11, 2016

IV. ACTION ITEMS

A. Review and Approval of the January 13, 2016 and March 9, 2016 TDLCB Meeting Minutes

Background Information:

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

Action Requested:

Motion to approve the January 13, 2016 and March 9, 2016 TDLCB meeting minutes

Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
January 13, 2016

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

TDLCB Members Present:

Clay LaRoche
Chip Kent
Jefferey Bumb
Jean Cerullo
Mary Ellen Ottman
Peter Cerullo
Lynn Sinnott
Judy Craig
Patricia Antol
Loren McGinley
Patricia James
Nancy Hartford

Representing:

Department of Children and Families
Public Education Community
Veterans Services Group
Citizens Advocate
Citizens Advocate, System User
Mass Transit
Early Child Care
Disabled Citizens
Elderly Citizens
Work Force Development Board
Association of Community Action
Medical Community

TDLCB Members Absent:

Diane Poitras (excused)
Lisa Broward
Benjamin Akinola
Council Member Joshua Wagner (excused)
Charly Poniatowski (excused)
Jackie Uhrig
Steve Jack

Representing:

Florida Department of Transportation
Health Care Administration
Health Care Administration
River to Sea TPO
Elder Affairs
Vocational Rehabilitation Services
Private for Profit

Others Present:

Pamela Blankenship, Recording Secretary
Vince Wang
Heather Blanck
Kurt Ottman
Lisa Rivera
Keith Anderson
Patricia Lipovsky
Giffin Chumley

Representing:

TPO Staff
TPO Staff
Votran Staff
Citizen
MTM, Inc.
Citizen
Citizen
Volusia County

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

TDLCB Vice Chairperson Mary Ellen Ottman called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:08 a.m. The roll was called and it was determined that a quorum was present.

II. Public Comment/Participation

The members of the audience introduced themselves.

There were no public comments.

III. Action Items

A. Review and Approval of the November 4, 2015 TDLCB Meeting Minutes

MOTION: *A motion was made by Chip Kent to approve the November 4, 2015 TDLCB meeting minutes. The motion was seconded by Patricia Antol and carried unanimously.*

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

Ms. Blanck explained that there was a decrease in the number of fixed route riders. There was a year-over-year increase in the bus fare and adjustments were expected as result. In the month of October, the fixed route service experienced a decrease of 15% and in November the decrease was 8%. Votran tracks the ridership with actual fuel costs and with the decrease in the cost of fuel there is a resulting decrease in ridership. She noted that other agencies are experiencing the same decreases. Paratransit ridership had a decrease in October of 1.7% and an increase in November of 6%. In November, wheelchair boardings increased in November 35%; those are machine counts and they can be skewed by reporting difficulties. They will go back and look at the numbers more closely. There was a paratransit increase in wheelchair riders in both October and November.

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

IV. Discussion Items and Presentations

A. Review of Votran's 5311 Grant Applications

Mr. Wang stated that the applications received were for the FY 2015/16 49 USC Section 5311 grant. This grant provides service for Volusia County's elderly and disabled in rural areas. The attached forms are related to the financial section of the application.

Ms. Sinnott asked when they would find out if they received funding.

Ms. Blanck responded that Section 5311 is a source of funding that has been sustained over the years. Even though there may be some contracts that are slow moving there is never a discontinuation of funding. There was a modest increase of \$17,000 and this program will continue. These funds enable Votran to gives door to door service beyond the municipal and ADA corridors; it provides door to door service to residents in the rural

areas who would not be able to get transportation any other way. It also supports Votran's route 24 fixed route service. The service is able to continue with the assistance of FDOT. The applications are reviewed through a large, competitive system. The format and forms are processed through June and July in order to secure funds at end of October.

B. Review of Coordination Agreement which allows Section 5310 Grant Applications by Non-Profit Agencies

Mr. Wang stated that this coordination agreement is required by the Federal Transit Administration (FTA) for non-profit agencies to apply for the grant to pay for operation expenses for transit services. The revision is included in the agenda.

Ms. Blanck noted that revisions will be reviewed by the legal department should another agency require an agreement.

Mr. Wang pointed out that the agenda included the applications as well as the terms of agreement and termination. The applications are submitted to Votran.

Ms. Antol asked if this was a blank form that the agencies need to fill out.

Ms. Blanck stated that there are agencies that operate in Volusia County who use this funding source; the agencies include Good Samaritan, Duvall Homes, ARC, the Center for the Visually Impaired and Stewart Marchman. They already have an agreement in the system that is very similar to the one in the agenda. The grant is competitive; once FDOT receives the applications, they ensure that the agencies who already have agreements can continue with the program. They must report the number of trips and the manner in which they are operating their services. The primary criterion for reviewing the grant applications is the ongoing services to existing communities that have vehicles in operation. Over the years, the requirements for continued operations have been more in depth; the agencies show that they perform. She added that no additional agreements have needed to be written. If there was new applicant for the grant funding, they would give a presentation to the TDLCB.

Ms. Sinnott asked where the funds came from and if they were limited.

Ms. Blanck responded that the funds are set aside according to a formula written by the federal government. The funds set aside correspond to demographics; distribution is a matter of decision-making of the FDOT. It runs through their distribution methods and is treated as a competitive process. There is a set amount of funding for the district. Funds originate from the federal government and there is a finite amount of funds available.

Vice Chairperson Ottman asked if the agencies that currently have agreements were utilizing all of the funds each year or if there was funding available for new applicants.

Ms. Blanck noted that that was a record-keeping question for FDOT. At the beginning of the process, there is a set amount of funding that they can distribute. There is funding available for new applicants but she does not know how much.

Vice Chairperson Ottman asked if another agency decided to apply for the funding would there be enough money for them or would they take the money away from someone else.

Ms. Blanck commented that they could certainly compete for the funding but they would have to show their need for the funding. Their program would be put in balance with the others. There is room in the program for new agencies.

C. Transit Development Design Guidelines Online Survey Results

Mr. Wang explained that the Transit Development Design Guidelines (TDDG) are developed by Votran in coordination with the River to Sea TPO. The guidelines provide direction to ensure that the local governments plan for transit. As part of the update, local government representatives and elected officials were asked to provide feedback through a survey. As of January 5, 2016, there was a 20% response rate which is lower than expected. Votran extended the survey deadline until January 15, 2016. Once completed, a complete survey summary report will be made available upon request one week after the survey is closed. Tindale-Oliver & Associates will continue update the process.

V. Staff Comments

Ms. Blanck announced that Votran was in the process of updating the Votran Gold guide; the English audio has been produced and they will be posting it as an MP3 on the website. Audio will be produced in Spanish as well. There will also be a sign language video that will be posted online.

Mr. Wang stated that Transportation Disadvantaged (TD) Legislative day was scheduled for next Thursday, January 21, 2016 in Tallahassee. There are five people confirmed to attend. The schedule has been provided for January 21, 2016. If there are any changes he will let the attendees know.

Mr. Wang announced that the annual TPO Retreat will be held on February 5, 2016. The location has yet to be determined. More details will follow.

VI. TDLCB Chairman Comments

Vice Chairperson Ottman stated that she was looking forward to TD Day in Tallahassee.

VII. TDLCB Member Comments

Ms. Craig announced that there is a provider for people who are left stranded at the hospital. The hospital has contracted with a non-emergency transportation group to provide transportation to patients. They will be paid directly from the hospital.

VIII. Information Items

- TDLCB Membership List
- TPO Board Meeting Summary for November 25, 2015

- November 4, 2015 TD Hearing Summary
- TPO Board Retreat Flyer – February 5, 2016

IX. Adjournment

The meeting was adjourned at 11:36 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

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

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the January 13, 2016 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 11th day of May 2016.

PAMELA C. BLANKENSHIP, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
March 9, 2016**

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

TDLCB Members Present:

Chip Kent
Jean Cerullo
Mary Ellen Ottman
Peter Cerullo
Judy Craig
Milagros Chervoni
Patricia Antol
Nancy Hartford

Representing:

Public Education Community
Citizens Advocate
Citizens Advocate, System User
Mass Transit
Disabled Citizens
Health Care Administration
Elderly Citizens
Medical Community

TDLCB Members Absent:

Clay LaRoche (excused)
Diane Poitras (excused)
Jefferey Bumb
Council Member Joshua Wagner (excused)
Lynn Sinnott
D.J. Lebo
Robin King
Loren McGinley
Patricia James
Charly Poniatowski (excused)
Jackie Uhrig
Steve Jack

Representing:

Department of Children and Families
Florida Department of Transportation
Veterans Services Group
River to Sea TPO
Early Child Care
Early Child Care
Work Force Development Board
Work Force Development Board
Association of Community Action
Elder Affairs
Vocational Rehabilitation Services
Private for Profit

Others Present:

Pamela Blankenship, Recording Secretary
Vince Wang
Jean Parlow
Heather Blanck
Keith Anderson
Dean Groff
Lisa Rivera
Kurt Ottman
Adam Burghdoff

Representing:

TPO Staff
TPO Staff
TPO Staff
Votran Staff
DPTS
DPTS
MTM Inc.
Citizen
Kittelson & Associates

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

TDLCB Vice Chairperson Mary Ellen Ottman called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:05 a.m. The roll was called and it was determined that a quorum was not present.

Ms. Milagros "Millie" Chervoni, representing healthcare administration, introduced herself and noted that she worked as an analyst with the Compliance Unit for the Agency for Healthcare Administration in Orlando.

Vice Chairperson Ottman stated that because there was no quorum, no actions would be taken; however, the presentations would still be provided.

II. Public Comment/Participation

There were no public comments.

III. Action Items

A. Review and Approval of the January 13, 2016 TDLCB Meeting Minutes

No action was taken due to the lack of a quorum.

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

No action was taken due to the lack of a quorum.

IV. Discussion Items and Presentations

A. Presentation on Votran's Annual Report Summary

Ms. Blanck gave a PowerPoint presentation on Votran's Annual Summary Report. She discussed ridership, achievements, the 40th anniversary, challenges and the budget. Ridership has decreased in 2014 and 2015 due to an increase in fares as well as a decrease in fuel prices.

Ms. Blanck added that Votran's achievements include ADA improvements to approximately 100 bus stops in unincorporated Volusia County; Votran also hosted the first joint Florida Public Transportation Association (FPTA) and Commission for the Transportation Disadvantages (CTD) conference; and the implementation of "Vo to Go" tags on bus stop signs.

Ms. Blanck announced that Votran received the following awards at the FPTA 2015 conference: 2nd place for "Transit Technician of the Year", 2nd place for "Bus Operator of the Year", 1st place for the "People's Choice Award" for the Aging Tree's "Reclaim Your Independence" marketing campaign, and the "Bus Safety Excellence Award."

Ms. Blanck reviewed Votran's 2015/2016 budget. She also explained some of the challenges that Votran is facing. These include capacity issues; the reauthorization of federal highway and transit funding; ongoing traffic challenges; a more competitive job market due to the economic upturn; and the creation of new trip generators.

B. Review of River to Sea TPO Request for Proposal (RFP) for Transit Planning Services – General Planning Consultant (GPC)

Mr. Wang stated that this item was in reference to a request for proposal for Transit Planning Services. The River to Sea TPO requires the professional services of a consultant to provide general planning consultant services in order to assist the TPO staff by providing technical and policy assistance. He reviewed the RFP process that was undertaken and noted that presentations were given by four consultants and the selected candidate was presented to the Executive Committee for their recommended approval. The candidate will be presented to the TPO Board for approval at their March meeting and negotiations will follow.

C. Update on the Transit Development Design Guidelines (TDDG) Survey Results

Mr. Wang stated that the Transit Development Design Guidelines (TDDG) directs the Volusia County's Transit Development Design policy and technical aspects on how transit should be implemented. The survey was conducted online during December and January and twenty responses were received. There were twenty questions and Tindale-Oliver & Associates has provided a summary of the results. The overall conclusion was that the majority was interested in incorporating transit into development and the responses indicated that the implementation of transit is varied based on jurisdiction. The guidelines will continue to be reviewed and promoted. The next phase will be to update the draft TDDG and there will be a final draft in May.

D. Presentation and Discussion on the 2016 "Tell the TPO Survey" Campaign

Mr. Wang introduced Mr. Adam Burghdoff with Kittelson & Associates.

Mr. Burghdoff stated that this would be the second survey campaign that the TPO will be undertaking. He gave a PowerPoint presentation on the 2016 Tell the TPO Survey Campaign. The goals include providing research on public opinion, being a public management tool, creating buzz and earned media opportunities, building partnerships and awareness, and building the TPO's database.

Mr. Burghdoff added that the approach is to target anyone who lives, works or visits the TPO region and the emphasis is on maximizing the public response. This will primarily be an online endeavor but hard copies will be available. There will be also prizes and challenges. He reviewed the 2014 Tell the TPO Survey which received 1,263 responses and noted that the 2016 survey will build upon the 2014 survey. The website will be www.TelltheTPO.com. He reviewed the changes to the previous survey which include the addition of an intelligent transportation systems (ITS) answer choice, the addition of an ITS survey question to understand preference of priority, and other minor wording/text changes for clarification. He explained the marketing plan which is dependent on partnerships with chambers of commerce, businesses and organizations. The TPO Board and committees will be challenged to disseminate the survey and each group will be given a unique survey link to measure success. Each committee will compete with one another

and the winning committee with the most survey responses will receive a trophy. The survey will kick-off after the TPO Board meeting on March 23, 2016. A summary report will be ready in July and the Tell the TPO Survey Summary will be adopted at the August TPO Board and committee meetings.

Mr. Parlow stated that Mr. Wang will help the committee members to disseminate the information. There will be rack cards available as well as hard copies of the survey.

Mr. Burghdoff noted that the survey will run through April and May.

V. Staff Comments

Vice Chairperson Ottman asked the audience members to introduce themselves.

Ms. Lisa Rivera with MTM introduced herself.

Ms. Jean Parlow, TPO staff, stated that she was the Project Manager for the Tell the TPO Survey Campaign.

Mr. Wang stated that on January 21, 2016, five staff and TDLCB members went to Tallahassee for the annual Transportation Disadvantaged (TD) Day. They met with legislators and spoke about public transit issues in Volusia County.

Mr. Wang added that on February 5, 2016, the TPO held their annual retreat at Daytona State College. He thanked the members who were able to attend. The discussion revolved around autonomous vehicles and intelligent transportation systems.

Mr. Wang stated that TDLCB membership renewal letters and emails were recently sent out to confirm a number of TDLCB appointments and reappointments. He asked the members to let him know if they had not received them.

Ms. Blanck stated that Mr. Steve Sherrer, Votran's General Manager, was recently named one of the News-Journal's "40 under 40" and was invited to attend the luncheon celebrating the award. Votran staff was also invited because Mr. Sherrer was going to be recognized as the "Young Government Professional of the Year" for 2015.

Ms. Blanck announced some of the recent staffing and position changes that have occurred at Votran.

Vice Chairperson Ottman asked Ms. Blanck to explain the "Vo to Go" app.

Ms. Blanck explained and demonstrated the "Vo to Go" app. Users should text "Vo" plus the bus stop number to "321123". This information is made possible through on-board vehicle locators. The program will be rolled out with a marketing plan over the next few weeks.

Vice Chairperson Ottman asked if there was anything in the works where Votran would call paratransit riders five minutes ahead of their bus arrival.

Ms. Blanck stated that Votran is in the process of acquiring interactive voice recognition (IVR) which is tied into the system that does reservations and trips. However, contractors are operating that do not have vehicles with the same level of capability as Votran vehicles. The system will allow Votran to place an outgoing message to remind the customer that a trip was previously reserved and then they will be asked to confirm that trip or cancel it; it will leave a message if no one answers. This will contribute to reducing no shows and cancellations and it will be set up so that the customer can call in and find out all of the trips they have in the system. She will continue to provide updates on this. It is estimated to be completed within the next year. She added that making the technology work with the contractors' vehicles will be a challenge.

VI. TDLCB Chairman Comments

Vice Chairperson Ottman noted that the action items would be deferred until the next TDLCB meeting due to the lack of a quorum.

VII. TDLCB Member Comments

Ms. Craig stated that she was honored to go to Tallahassee and that Mr. Wang was a great help. They discussed the Votran Gold program being able to go to the west side on the weekends. She asked Mr. Burghdoff if someone was a member of more than one committee how they would get credit for the Tell the TPO Survey.

Mr. Burghdoff responded that they would have to choose which committee they would like to receive credit.

Ms. Blanck thanked Mr. Wang for his work and coordination on TD Day.

Mr. Cerullo thanked Mr. P.J. Doyle for his loyal, dedicated service to Votran. He also congratulated those who have taken new positions at Votran.

VIII. Information Items

® TDLCB Membership List

® TPO Board Meeting Summary for January 27 and February 24, 2016

IX. Adjournment

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

JOSHUA J. WAGNER, CHAIRMAN
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 March 9, 2016 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 11th day of May 2016.

PAMELA C. BLANKENSHIP, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

SUMMARY SHEET
TDLCB
MAY 11, 2016

IV. ACTION ITEMS

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

Background Information:

The Community Transportation Coordinator's report provides statistical information every month on the transportation services provided by Votran and the contracted transportation providers. The reports for February and March 2016 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, 2016 VOTRAN	FEB, 2015 VOTRAN	FEB, 2016 CONTRACTED	FEB, 2015 CONTRACTED	FEB, 2016 TOTAL	FEB, 2015 TOTAL
TOTAL PASS TRIPS	13,805	12,747	7,233	7,186	21,038	19,933
TRIP PURPOSE						
Medical	4,809	4,773	3,305	3,260	8,114	8,033
Nutrition	1,374	1,040	75	76	1,449	1,116
Other	1,543	1,511	1,074	990	2,617	2,501
Education	1,932	1,642	877	1,062	2,809	2,704
Shopping	987	913	642	610	1,629	1,523
Work	3,160	2,868	1,260	1,188	4,420	4,056
PASSENGER TYPE						
Disabled	12,914	11,731	7,033	6,907	19,947	18,638
Elderly	891	1,016	199	279	1,090	1,295
Child	0	0	1	0	1	0
TRIP TYPE						0
Ambulatory	10,419	9,798	5,210	5,017	15,629	14,815
Wheelchair	3,386	2,949	2,023	2,169	5,409	5,118
TOTAL COMPLAINTS	5	17	8	13	13	30
Discourtesy	0	0	0	0	0	0
Safety	1	0	2	1	3	1
Early	0	0	0	0	0	0
Late	2	12	3	6	5	18
Driver	1	0	1	2	2	2
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	1	5	2	4	3	9
TOTAL ACCIDENTS	2	1	0	0	2	1
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	1	1	0	0	1	1
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	1	0	0	0	1	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	1,021	950	536	537	1,557	1,487
NO SHOWS	407	380	213	215	620	595
REVENUE MILES	116,073	105,956	65,082	65,321	181,155	171,277
REVENUE HOURS	7,582	6,565	2,703	4,360	10,285	10,925

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	MAR., 2016 VOTRAN	MAR., 2015 VOTRAN	MAR., 2016 CONTRACTED	MAR., 2015 CONTRACTED	MAR., 2016 TOTAL	MAR., 2015 TOTAL
TOTAL PASS TRIPS	15,542	14,404	8,005	7,310	23,547	21,714
TRIP PURPOSE						
Medical	5,592	5,421	3,860	3,336	9,452	8,757
Nutrition	1,584	1,255	96	61	1,680	1,316
Other	1,797	1,521	1,133	866	2,930	2,387
Education	2,043	1,953	930	1,161	2,973	3,114
Shopping	1,152	1,056	633	574	1,785	1,630
Work	3,374	3,198	1,353	1,312	4,727	4,510
PASSENGER TYPE						
Disabled	14,085	13,182	7,615	7,012	21,700	20,194
Elderly	1,457	1,219	390	297	1,847	1,516
Child	0	3	0	1	0	4
TRIP TYPE						
Ambulatory	11,625	11,003	5,434	5,061	17,059	16,064
Wheelchair	3,917	3,401	2,571	2,249	6,488	5,650
TOTAL COMPLAINTS	8	16	4	7	12	23
Discourtesy	0	0	0	0	0	0
Safety	0	0	1	0	1	0
Early	0	2	0	0	0	2
Late	4	6	2	3	6	9
Driver	2	0	1	1	3	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	2	0	0	0	2
Other	2	6	0	3	2	9
TOTAL ACCIDENTS	0	0	0	1	0	1
CHARGEABLE:						
Person Only	0	0	0	0	0	0
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	0	0	0	0	0	0
CANCELLATIONS	1,104	1,069	568	551	1,672	1,620
NO SHOWS	411	414	212	213	623	627
REVENUE MILES	128,542	121,147	71,509	67,639	200,051	188,786
REVENUE HOURS	8,441	7,501	4,823	4,525	13,264	12,026

TDLCB meeting handouts
May 11, 2016

Votran Summary of Transportation Disadvantaged Boardings							
WHEELCHAIR BOARDINGS	Feb 2016	Feb 2015	Difference		Mar 2016	Mar 2015	Difference
Fixed route	3,367	3,113	8.2%		3,817	3,339	14.3%
Paratransit	5,409	5,118	5.7%		6,488	5,650	14.8%
Flex	201	147	36.7%		204	138	47.8%
TOTAL	8,977	8,378	7.1%		10,509	9,127	15.1%
TOTAL BOARDINGS							
Fixed Route	273,687	275,168	-0.5%		286,694	289,478	-1.0%
Paratransit	21,038	19,933	5.5%		23,547	21,714	8.4%
New Smyrna Flex	1,774	1,854	-4.3%		1,866	2,041	-8.6%
Paratransit and Flex	22,812	21,787	4.7%		25,413	23,755	7.0%
					Mar 2016	Mar 2015	
YTD Paratransit Actual boardings					138,382	135,010	2.5%
Rain days 8+							

VOTRAN FLEX SERVICE REPORT – TDLCB meeting May 11, 2016

Feb-16	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	729	1,045	1,774
TRIP TYPE			
Ambulatory	590	983	1,573
Wheelchair	139	62	201
MILES	2980	2643	5,623
HOURS	271	271	542
Mar-16	FLEX 42	FLEX 43	TOTAL
TOTAL PASS TRIPS	847	1,019	1,866
TRIP TYPE			
Ambulatory	687	975	1,662
Wheelchair	160	44	204
MILES	3197	2742	5,939
HOURS	296	297	593

SUMMARY SHEET
TDLCB
MAY 11, 2016

IV. ACTION ITEMS

C. Review and Approval of Votran's Annual CTC Evaluation for FY 2015

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. The report is available for your review at <http://www.r2ctpo.org/agendasminutes/tdlcb/agenda/>.

Action Requested:

Motion to approve Votran's Annual CTC Evaluation for FY 2015

SUMMARY SHEET
TDLCB
MAY 11, 2016

IV. ACTION ITEMS

- D. Review and Approval of the Rates for TD Trust Fund Trips for FY 16/17 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 16/17 to be included in the Annual Update of the Transportation Disadvantaged Service Plan (TDSP)

Preliminary Information Worksheet

Version 1.4

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

Throughout this version you will find yellow triangles that include explanatory comments for your review. To see the comment, hover your cursor over the triangle.

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 2014 to Sept 30th of 2015	Current Year's APPROVED Budget, as amended from Oct 1st of 2015 to Sept 30th of 2016	Upcoming Year's PROPOSED Budget from Oct 1st of <div></div> 2016 to Sept 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 161,409	\$ 162,789	\$ 164,417	0.9%	1.0%	This farebox revenue is used as local match.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						County cash is provided from Volusia County General Fund as a system subsidy.
Compl. ADA Services						
County Cash	\$ 96,316	\$ 96,316	\$ 100,169	0.0%	4.0%	
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	\$ 1,046,410	\$ 1,046,611	\$ 1,190,253	0.0%	13.7%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 289,744	\$ 291,776	\$ 227,457	0.7%	-22.0%	All 5311 and 5307 funds in proposed year used for operating expenses are not based on a trip rate. Any 5307 funds used for capital use toll revenue credits as match, no cash match us needed.
49 USC 5310						
49 USC 5311 (Operating)	\$ 189,421	\$ 185,000	\$ 190,000	-2.3%	2.7%	
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 revenue generated from this source is based on rates from the rate model.
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.	\$ 13,262	\$ 14,500	\$ 14,500	9.3%	0.0%	
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 revenue generated from this source is based on rates from the rate model.
Div of Blind Services	\$ 2,366	\$ 2,500	\$ 2,500	5.7%	0.0%	
Vocational Rehabilitation	\$ 1,254	\$ 1,500	\$ 1,500	19.6%	0.0%	
Day Care Programs	\$ 6,895	\$ 9,000	\$ 9,000	30.5%	0.0%	
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						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services	\$ 24,155	\$ 24,000	\$ 2,400	-0.6%	-90.0%	The revenue generated from this source is based on rates from the rate model.
Other DCA (specify in explanation)	\$ 1,692	\$ 1,750	\$ 1,750	3.4%	0.0%	
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 2014 to Sept 30th of 2015	Current Year's APPROVED Budget, as amended from Oct 1st of 2015 to Sept 30th of 2016	Upcoming Year's PROPOSED Budget from Oct 1st of 2016 to Sept 30th of 2017	% 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 revenue generated from this source is based on rates from the rate model.
Developmental Services	\$ 8,421	\$ 9,000	\$ 9,000	6.9%	0.0%	
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 =

	None	None
--	------	------

Total Revenues =

\$1,841,345	\$1,844,742	\$1,912,946	0.2%	3.7%
-------------	-------------	-------------	------	------

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

Operating Expenditures

Labor	\$ 567,269	\$ 559,859	\$ 576,655	-1.3%	3.0%	Confirmed no in-kind contributed services. Confirmed no allocated indirect expenses.
Fringe Benefits	\$ 329,453	\$ 327,588	\$ 337,416	-0.6%	3.0%	
Services	\$ 9,423	\$ 8,250	\$ 8,756	-12.4%	6.1%	
Materials and Supplies	\$ 289,542	\$ 306,487	\$ 310,568	5.9%	1.3%	
Utilities	\$ 24,559	\$ 25,621	\$ 26,841	4.3%	4.8%	
Casualty and Liability	\$ 7,652	\$ 8,800	\$ 9,000	15.0%	2.3%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 349,105	\$ 355,645	\$ 367,910	1.9%	3.4%	
Other						
Miscellaneous	\$ 8,894	\$ 7,492	\$ 8,000	-15.8%	6.8%	
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	\$ 255,448	\$ 245,000	\$ 267,800	-4.1%	9.3%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

Total Expenditures =

\$1,841,345	\$1,844,742	\$1,912,946	0.2%	3.7%
-------------	-------------	-------------	------	------

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

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 2014 to Sept 30th of 2015	Current Year's APPROVED Budget, as amended from Oct 1st of 2015 to Sept 30th of 2016	Upcoming Year's PROPOSED Budget from Oct 1st of 2016 to Sept 30th of 2017	% 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

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 2016
	to Sept 30th of 2017
1	2

What amount of the <u>Budgeted Revenue</u> 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 <u>Subsidy Revenue</u> EXcluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 164,417
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	\$ 100,169
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	\$ 1,190,253
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 227,457
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 190,000
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.	\$ 14,500
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	\$ 2,500
Vocational Rehabilitation	\$ 1,500
Day Care Programs	\$ 9,000
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

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

DOEA

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

DCA

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

\$ 132,250	\$ 32,167	
	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
	\$ 100,169	\$ 40,343
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ 1,190,253	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
	\$ -	
\$ -	\$ -	

\$ -	\$ 227,457	\$ 227,457
\$ -	\$ -	\$ -
	\$ 190,000	
\$ -	\$ -	\$ -
\$ -	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

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

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

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

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

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

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

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

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.

Worksheet for Program-wide Rates

CTC: Votran
County: Volusia

Version 1.4

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

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

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 640,929

Rate Per Passenger Mile = \$ 2.13

Total Projected Passenger Trips = 53,101

Rate Per Passenger Trip = \$ 25.67

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 12.1 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.98

Rate Per Passenger Trip = \$ 36.02

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

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

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Votran
County: Volusia

Version 1.4

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

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

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

Leave Blank	Leave Blank		

Effective Rate for **Contracted Services:**
per **Passenger Mile** =
per **Passenger Trip** =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

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

Worksheet for Multiple Service Rates

CTC: Votran
County: Volusia Version 1.4

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

SECTION III: Escort Service

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

☐ Yes

☒ No

Skip #2 - 4 and
Section IV and
Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR

☒ 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 Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
- * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
- * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2016 - 2017				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	640,929 =	<input type="text" value="319,530"/>	<input type="text" value="321,399"/>	<input type="text" value="Leave Blank"/>	<input type="text" value="Leave Blank"/>	0
	Rate per Passenger Mile =	\$1.57	\$2.68	\$0.00	\$0.00	\$0.00
				per passenger	per group	

		Ambul	Wheel Chair	Stretcher	Group	
		Leave Blank	Leave Blank	Leave Blank	Leave Blank	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	53,101 =	<input type="text" value="26,473"/>	<input type="text" value="26,628"/>	<input type="text" value="Leave Blank"/>	<input type="text" value="Leave Blank"/>	
	Rate per Passenger Trip =	\$18.90	\$32.40	\$0.00	\$0.00	\$0.00
				per passenger	per group	

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

		Combination Trip and Mile Rate				
		Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text" value="Leave Blank"/>	<input type="text" value="Leave Blank"/>	\$0.00
	Rate per Passenger Mile for Balance =	\$1.57	\$2.68	\$0.00	\$0.00	\$0.00
				per passenger	per group	

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		\$2.20	\$3.77	\$0.00	\$0.00	\$0.00
				per passenger	per group	
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =		\$26.52	\$45.47	\$0.00	\$0.00	\$0.00
				per passenger	per group	

Program These Rates Into Your Medicaid Encounter Data

SUMMARY SHEET
TDLCB
MAY 11, 2016

IV. ACTION ITEMS

E. Review and Approval of the 2016 Annual Update/Amendment to the Transportation Disadvantaged Service Plan (TDSP) Roll Call Vote Required

Background Information:

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

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

The documents are provided herewith for your convenience.

Action Requested:

Motion to approve the 2016 Annual Update/Amendment to the Transportation Disadvantaged Service Plan (TDSP)



Volusia County

Transportation Disadvantaged Service Plan (TDSP) Annual Update

Prepared for:

Volusia Transit Management, Inc.

(Votran)

Prepared by:

River to Sea Transportation

Planning Organization

- MAY 2016 -

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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 and has been developed in accordance with established requirements. This update covers the current status of each of the Goals and Objectives as well as the recommended actions listed in the Implementation Plan.

Goals and Objectives

The goals identified in the TDSP for Votran can be grouped into 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:

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

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 River to Sea 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 River to Sea 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 River to Sea TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

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

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

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. Votran also provides technical training to management staff to grow their knowledge, skills in effective transit planning using newest Past Year's Accomplishments and software, such as Remix.

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. In 2015, four of the newest vehicles acquired are propane fueled paratransit vehicles. This is consistent with the Votran strategy to utilize capital expenditures for sustainable options whenever these options are cost effective and feasible. Prior to the arrival of the vehicles, a propane fuel tank and pumping infrastructure was constructed onsite at the main Votran facility on Big Tree Road in South Daytona. Votran continues to be diligent in acquiring new, fuel efficient vehicles and equipment and staff members continue to explore alternative fuel options whenever feasible. The average age of the paratransit fleet is 4.85 years during the reporting period.

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 will continue to seek funding opportunities to address this need.

Votran has continued working with Avail with the development of a vehicle sizing report. The electronic report is being designed to be part of the monthly documentation reviewed by operations managers.

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. 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. Votran is in the process of implementing installations on contractor vehicles and is hoping to complete this project in the coming year.

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". Adjustments to service are considered at quarterly staff meetings.

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 in January, 2016.

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 remained fairly steady showing an increase of approximately 5% over the previous fiscal year, according to the CTD rate model calculation.

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 occurred in May, 2016.

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 combination of functional and a medical model as it applies to the individual needs for trips. Re-certifications are conducted every three years.

Goal 2 – 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. Votran had a fare increase effective February 2, 2015 and offers Value Passes which are: All-day pass \$3.75, 3-day pass \$7.50, 7-day pass \$13.00 and 31-day pass \$46. There was no change in the paratransit one-way fare which remained at \$3.00. 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

Votran continues to monitor the cost per passenger trip and through its diligence has remained fairly steady showing an increase of approximately 5% over the previous fiscal year, according to the CTD rate model calculation.

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. During the period July 1, 2014 to June 30, 2015, Votran has seen only a slight increase from \$30.80 to \$31.59 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. The updated version of the Trapeze system trip scheduling software was acquired and implemented in April 2016.

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 showed an upward change from 53.1 to 56.2 for the time period covered between 2015 CTC Evaluation and 2016 CTC Evaluation.

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

Four of the newest paratransit vehicles acquired in 2015 are propane fuel paratransit vehicles. The propane fuel infrastructure was a project completed onsite at the main Votran facility on Big Tree. Votran continues to be diligent in acquiring new vehicles and equipment and the staff members are exploring alternative fuel options.

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 2016 continues to show on-time performance above the standard at 91.1%

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. According to the TDLCB reports, for the most recent available 12 month period, the percent of cancellations and no-shows was 10.13%, which was slightly more than

the combined percentage goal of fewer than 10% of all trips. Riders will need to be reminded of the impact on the system when Votran is not informed in a timely manner of cancellations or no shows, and continuous program education and policy enforcement to no-show riders are also needed in the future.

The technology for interactive voice recognition (IVR) is being acquired as part of the software update for Votran Gold Service. The software features automated calling programs to assist with customer communication. This will allow automation of outbound calls for reminding customers about next day trips, with the customer having the option to confirm or cancel. This software project will be developed during calendar year 2015.

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 annual training took place in August and October, 2015.

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 Votran has met the standard by performing at 1.07 minutes call hold time - 95% during July 2014 to June 2015.

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 River to Sea TPO. The review is run by the Customer Service Manager. The Service Review Committee continues to meet and review service complaints including paratransit. Thanks to Votran's technology 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 (2015) reported that the average age of the paratransit fleet is 4.85 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 River to Sea TPO. The review is run by the Customer Service Manager. The Service Review Committee continues to meet and review service complaints including paratransit. 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. Votran received FPTA's Bus Safety Excellence Gold Award in October, 2015.

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

Aging Tree Illustrated is published monthly and distributed in 500 Volusia County locations, with a reach of over 25,000 copies. Votran designed a new advertisement that strikes a vibrant and inviting tone with an upbeat call to action "Reclaim your Independence". Votran is featured in a monthly article "Branching Out with Votran" that targets aging individuals,

encouraging them to try their community public transit provider. Each conversational article is a helpful guide to inspire interest and confidence to use the fixed route bus service. The main story describes safe, secure service operated in a responsive and responsible manner.

The "Reclaim your Independence" ad was recognized by the FPTA with their 2015 Marketing Award 2nd place. The campaign was selected during the FPTA/CTD Annual Training and Expo as the "People's Choice Award" for the favorite marketing entry.

Votran realizes that marketing is an ongoing communications exchange with customers in a way that educates, informs and builds a relationship over time. In turn, these relationships have produced advocates and repeat customers.

Votran has made presentations and conducted outreach which include: Senior resident community meetings (various), Vehicle days at public schools throughout the County, Children's Home Society, City community events in Ponce Inlet, Deltona and South Daytona, HUD Family Self Sufficiency Daytona Beach Housing Authority Subcommittee, Halifax Area Advertising Authority Board, Rehabilitation Center for the Blind, Daytona Beach Disability Advisory Council, Volusia County Health Fair, International Speedway Boulevard Coalition, Daytona Beach Convention and Visitors Bureau, Florida Public Transportation Conference Displays, Volusia Magazine Transit Training with ReThink, West Volusia Summit of Transportation Stakeholders, Volusia County Emergency Operations Center, Foster Care students, Seabreeze High School Special Ed students and teachers assistants, Daytona Beach Museum of Arts and Sciences, Volusia County Transportation Disadvantaged Local Coordinating Board and the Florida Transportation Disadvantaged Annual conference.

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. Votran worked with FDOT and SunRail staff to develop promotion plans and outreach activities for commuter rail feeder bus service.

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

Volusia County established a contract with a new web developer to include software applications for providing real time passenger information. The process involved upgrades of Votran's software provider and coordination with the Google Transit implementation that will provide web based trip planning to passengers at any time of day. This recently updated 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". The revised website now offers the transit rider the opportunity to pay online. Furthermore, Votran now provides a new feature called "My Stop" which allows live bus tracking on smart phones. Votran updated the website with new marketing videos to educate the riders how to ride the Votran system. The web site has a sign language video of the Votran Gold User Guide for the deaf and hearing impaired. This initiative demonstrates the Votran commitment to innovation.

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

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

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 updated guide was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) at their March 11, 2015 meeting. Everyone who makes an eligibility application and gets accepted and put into the system for their trips to be reserved receives a letter notifying them that their

eligibility has been confirmed and they receive a hard copy of the guide. The guide also has a page that needs to be signed and returned acknowledging they have received the guide. In addition anyone who cannot read the guide may request an audio version which can be made available on CD or can be downloaded as an MP3 from the Votran website. Currently Votran has maps and schedules on the website that can be read by those who are visually impaired such as turn by turn and where the buses are going which is very helpful in determining which side of the street one needs to be on.

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

Votran's Customer Service staff makes multiple presentations throughout the year on transit education. These presentations include those with special needs. In addition, Votran provides travel training and assessment services. Votran staff prepares news releases to provide service notifications for seasonal adjustments. These news releases are also sent electronically to Votran's email notification subscribers. Anyone interested in being kept up to date about Votran can also subscribe on line by requesting their email address be added to the mailing list. In addition, Votran's homepage provides service alerts and latest Votran news as well.

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 River to Sea 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 River to Sea Transportation Organization. Votran continues to participate as a member of the River to Sea TPOs Bicycle and Pedestrian Advisory Committee (BPAC), the Citizens Advisory Committee (CAC), as Chair (Votran AGM) of

the Technical Coordinating Committee (TCC) and also attends the LRTP Committee and Subcommittee meeting as well as the TPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. Votran 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. The Votran Customer Service staff visited with staff members at a dialysis center and a nursing home to train them on travel needs of patients in their care. Votran participates in community awareness events such as: October 2015 Health and Human Service Summit at the Ocean Center; September 2015 Low Vision Fair at the DeLand Lion's Club; Aging Tree community events in the fall, winter and spring.

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, in joint effort with the TPO, is in process of updating the Transit Development Design Guideline (TDDG) to provide up-to-date transit design principle for local development. This document will be referred to as a local transit design standard in the TPO's Traffic Impact Analysis (TIA) which will be a required document for local development.

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.org. The update of the TDDG will be completed by June, 2016.

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. Currently, the contractor has made the designs available for review. 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 participated in the River to Sea 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. Votran also participated in phase 1 of the U.S. 17-92 corridor study on Volusia's west side. Votran has been working with FDOT on continuous improvements on the Route 60 and Route 20. Route 60 travels the length of the International Speedway Boulevard (ISB) connecting Daytona Beach and DeLand while Route 20 connects DeLand and Orange City via US 17/92. Votran participated in the study of A1A improvement study and US17/92 Phase II study and will continue to provide support as needed.

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

SunRail feeder bus service is currently operating using funding from FDOT. Route concepts were designed based on available funding, existing customer demand, input from FDOT, SunRail consultants, input from Orange City and Deltona and input received at West Volusia Summit

meetings. The routes 31, 32 and 33 operate using the existing Votran bus stops in DeLand, Orange City, DeBary and Deltona. The feeder bus routes run Monday through Friday. The service level on these routes was reviewed with FDOT staff in the fall of FY 2014 resulting in an adjustment that was implemented in the beginning of FY 2015. The result of the adjustment was that routes 30 and 31 were combined to improve efficiency and improve service frequency from hourly to thirty minute. Votran participated in the Volusia Transit Connector Study that is funded by the FDOT District 5.

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 2016 and initial preparations for the Annual Operating Report of 2016 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 last major TDSP update, covering the period 2012-2017, was completed by the CTC and R2C TPO and reviewed and approved via roll call by the TDLCB in March of 2012. Annual updates are conducted and forwarded to the TD Commission. The most recent TDSP update was completed in May 2016. Quarterly progress reports are submitted in a timely manner, and the AER which is submitted concurrently with the AOR in September of each year.

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. Since FDOT is the designated recipient responsible for the competitive process regarding the award of grant for Section 5310 vehicles, Votran efforts to strengthen the coordination of transportation are furthered by obtaining Coordination Agreements with 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.*

Votran's Operations Staff monitors paratransit subcontractor performance at regular intervals throughout the year. Positive trends are documented and negative trends are immediately addressed. Performance reports are provided to the Transportation Disadvantaged Local Coordinating Board at their regularly scheduled meetings. These reports include performance as they relate to the transportation disadvantaged and paratransit as well as fixed route service. The latest reports were provided to the TDLCB in May, 2016.

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 Gold trips continues to schedule trips with 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 2,200 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

All new bus stops are installed according to the ADA guidelines. Votran is working on a project to bring existing bus stops in the unincorporated area up to ADA standards. This project started in fiscal year 2014 with design requirements for each stop and will continue until all construction is completed. To date, construction was completed for approximately 100 of these bus stops.

Goal 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 were installed with a Braille tag with tactile lettering indicating the pole is a bus stop pole. Votran completed this project at the end of 2014. Each sign now also bears the route numbers that serve each stop as well as signage that designates the stop served by night and weekend service. Meanwhile, Vo-to-go cell phone text message feature sign is being installed at the bus stops in 2016.



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

The River to Sea TPO is committed to public transportation as an essential alternative form of mobility for those who do not have access to private transportation. In addition, public transportation provides an efficient alternative to the private automobile, helping to relieve pressure in congested corridors. The TPO has ascertained the importance of ensuring that transit, which inherently receives a small amount of Federal Funding relative to highway funding, is part of the diversification of highways and other modes of transportation. As Volusia County faces increasing travel demands on the transportation infrastructure, the TPO and Votran (Volusia County's Public Transit System) have become major partners in the refinement of the intermodal transportation planning process. The TPO's commitment is backed by its decision to set aside 30% of its Surface Transportation Program (STP) Extra Urban (XU) funding to support transit. Furthermore, the TPO's transit planner holds an office at the public transit

system's location and as liaison acts as a go between who understands the inner workings of both the TPO and Votran. This includes such activities as attending meetings, coordinating review of the work program, reviewing documents and providing information that assists both the TPO and Votran in their decision making.

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. 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.

In addition, since the inception of the Votran vanpool program, Votran has operated the program in-house with county-owned vehicles and has been responsible for vehicle maintenance and liability. In October 2015 a contract was ratified between the County and vRide Inc. to shift the responsibility of the vanpool program to a third-party contractor. The advantage of a third-party agreement to Votran is that vRide now owns all vanpool vehicles, is responsible for vehicle maintenance, and will assume all liability that comes with the operation of the program. In addition, vRide will be responsible for reporting passenger and revenue mileage data to the National Transit Database. Votran receives Federal Transit Administration formula-based capital funds through mileage reporting to the National Transit Database. This will continue to happen under the new contract. It is anticipated the agreement with vRide will result in growth of the vanpool program that will generate additional mileage and increased federal transit capital funds to Votran. The cost of the contract with vRide will be funded with federal capital funds and payments to the contractor will be used to subsidize the cost of vanpool vehicles, thus reducing the cost of the program to the vanpool end user.

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. Under the FTA authorizing legislation MAP-21, this funding source was discontinued.

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

Votran utilized the Job Access and Reverse Commute (JARC) funding source for operating the New Smyrna Beach Flex Service that began in October 2010. FTA funding for FY 11 and FY 12 was obligated for the purpose of operating expenses in the Votran budget years 2014/15 and 2015/16. Under the FTA authorizing legislation MAP-21, this funding source was discontinued. Continuation of New Smyrna Beach Flex Service will be funded with Section 5307 operating support in FY 16/17 and beyond.

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

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

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

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. In the fall of 2015 Votran worked with administrators of Bethune Cookman University with the objective to establish a pilot program for the University to pay college student fares.

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.

With the instability in fuel prices during the recession years, the decrease in property values reducing ad valorem revenues, and the desire to at a minimum maintain existing service a fare increase was reviewed with Volusia County Council.. The Volusia County Council decision was to charge phase in a higher fare in two small increments. The fare increase increments were completed before July, 2015.

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.

New Challenges

- Reauthorization of federal highway and transit funding could affect compliance and funding.
- The economic upturn has created a more competitive job market reducing the job applicant pool. At current wages it is very challenging to attract and retain good employees.
- Many new destinations have been created in the past year, among them the Trader Joe's Distribution Center. As commercial and residential development continues beyond the current Votran service area, a process for approving and funding new bus service should be adopted as a Volusia County transportation policy. With the current status quo approach to long term transit planning, new service to accommodate individuals residing more than ¾ of a mile away from a fixed route would not be considered. Without fixed route service, these people would be eligible for transportation on Votran's Gold service under Transportation Disadvantaged (TD) grant funding. This increase in utilization of TD funding will quickly overreach the availability of funding.

Conclusion

Votran is reaching the end of the fourth 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.

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	Sufficiency of vehicle inventory in terms of quantity, capacity, and quality	CTC/Service Providers	Ongoing
	Develop and adhere to a vehicle acquisition and replacement plan to ensure that the needed capacity is available.			

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
	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	Establish and maintain minimum standards for cost-efficiency measures	CTC/Service Providers	Ongoing
	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			
	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			

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 vehicle replacement schedule	CTC/Service Providers	2012-2016

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

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 Number of proposed developments reviewed with comments to support transit	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			
	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 Submittal of the 5 year TDSP with annual updates for years 2 through 5	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.			
	Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services			

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	CTC/LCB/Service Providers	Ongoing
	Complete an inventory of existing bus stops and review each stop for possible ADA accessibility improvements			2012-2017
	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	Number of outreach meetings with social service transit providers		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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V. DISCUSSION ITEMS AND PRESENTATIONS

A. Presentation on Votran's West Volusia Intercept Survey

Background Information:

Votran is working on an assessment of services in West Volusia. An onboard survey of eleven questions regarding transit service in west Volusia County was conducted on April 28, 2016. The survey was conducted by a team of eight survey personnel who completed 123 surveys

Action Requested:

No action is needed unless otherwise directed by the board.

V. DISCUSSION ITEMS AND PRESENTATIONS

B. Presentation on the Draft Transit Development Design Guidelines (TDDG)

Background Information:

A draft of the Transit Development Design Guidelines (TDDG) update was prepared by Tindale Oliver & Associates. It was developed to guide developers, architects, engineers, planners, and other local government representatives in incorporating the transit design standards process when integrating transit service into developing and redeveloping areas in the planning, design, review, and approval of land development projects. This guide has been developed to be used in coordination with the Volusia County Transportation Impact Analysis (TIA) Guidelines process with emphasis given to the transit corridors within the existing and planned Votran service area.

The TDDG draft will be revised based on feedback from stakeholders, and the final draft will be presented to the TPO Board for adoption in June.

Action Requested:

No action is needed unless otherwise directed by the board.

TRANSIT DEVELOPMENT DESIGN GUIDELINES

APRIL 2016



The guidelines included in this document are intended to provide general parameters for personnel and organizations when integrating transit design into developments.

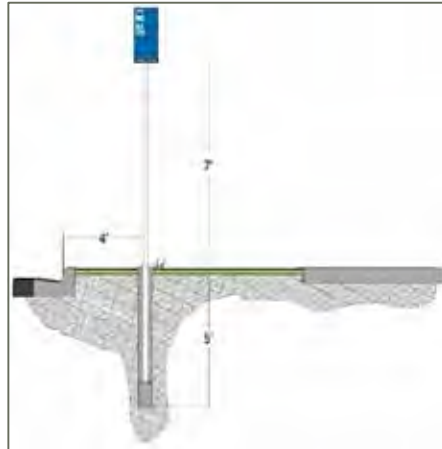
Design standards include

- Bus Stop Sign & Pole
- Boarding & Alighting Area
- Bus Stop Shelters & Easements
- Benches & Bike Storage
- Landscaping, Lighting and Trash Receptacles
- Sidewalk Connectivity, Paved Walkways, & Bike Lane Access
- Bus Bay
- Major Transfer Centers & Park-n-Rides

Figure 4: Bus Stop Sign on Far Side of Sidewalk



Figure 5: Bus Stop Sign in Planting Strip



Source: Accessing Transit: Design Handbook for Florida Bus Passenger Facilities, Version III, 2013

Positives

- Provides access in close proximity to uses. This may positively impact the need for paratransit access to the site.
- Allows for alternative modes of access.
- Reduces pedestrian conflicts.

Negatives

- May lead to additional amenity requirements such as trash receptacles, lighting, and future shelters based on usage at the stop locations.

Figure 6: Bus Stop Sign on Near Side of Sidewalk

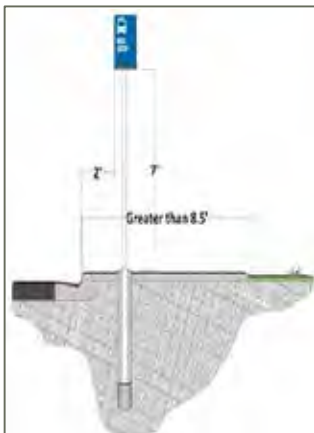


Figure 7: Bus Stop Sign (No Curb and Gutter)

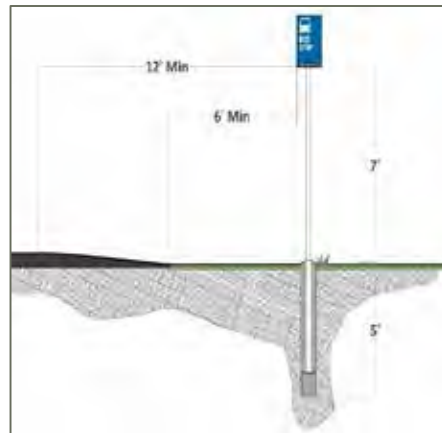


Figure 8: B&A with an adjacent bench

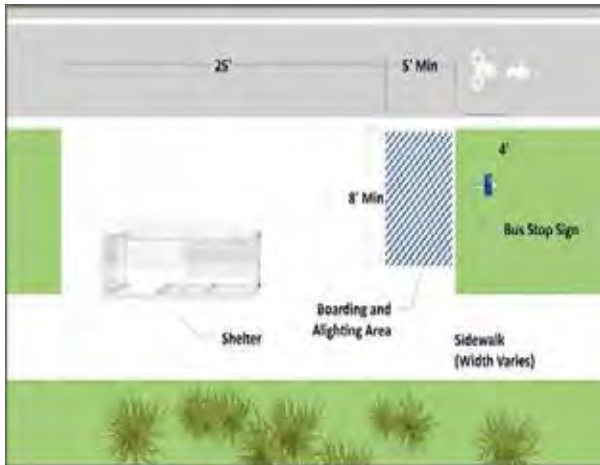


Figure 9: B&A area without a shelter or bench

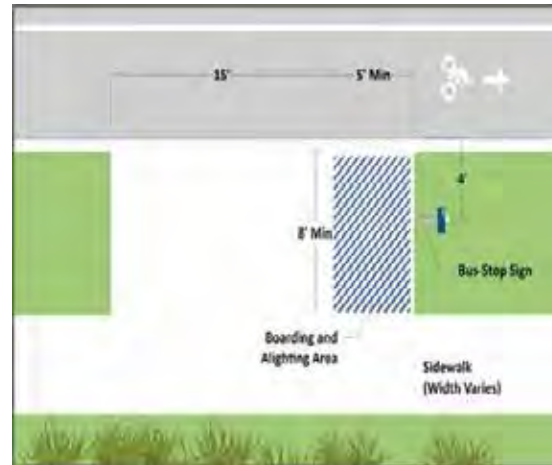
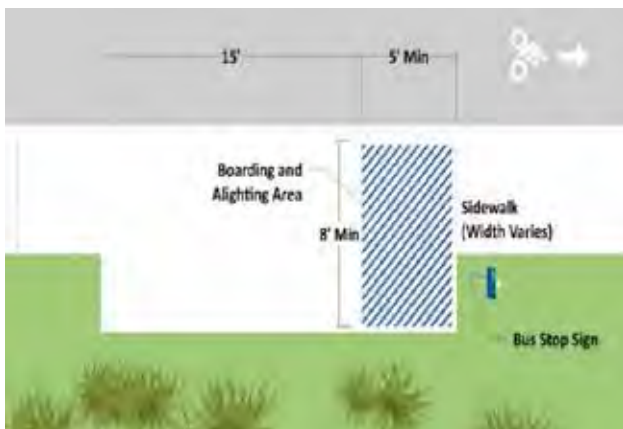


Figure 10: B&A Configuration (Sidewalk Adjacent to Curb) Figure 11: Votran B&A area



Positives

- Safer passenger access to transit.
- Compliance with ADA regulations.
- Improved pedestrian access to facilities.

Negatives

- Cost of B&A area if pad is constructed or amenities are added.
- There may be costs associated with maintaining pad.

Table 4: Preferred Locations by Shelter Type

Shelter Type	Threshold - Urban (Minimum Daily Boardings)	Preferred Location
Basic shelter (8.5'X4.5'X8)	50	Business and retail districts, residential neighborhoods, industrial and manufacturing areas, etc.
Narrow version of basic shelter (8.5'X2.5'X8)	50	Pursued when a basic and most common shelter is warranted but right-of-way is limited
Longer version of basic shelter (12'X4.5'X8)	100	At stops with strong usage
Longer version of narrow shelter (12'X2.5'X8')	100	All stops with strong usage and limited setback
Large shelter (16'x4.5'X8')	150	At stops with significant ridership and likely only at activity centers
High-capacity shelter (size varies)	>200	Special shelters for extremely high usage areas (e.g., transit centers and high transfer points)

Source: Accessing Transit: Design Handbook for Florida Bus Passenger Facilities, Version III, 2013

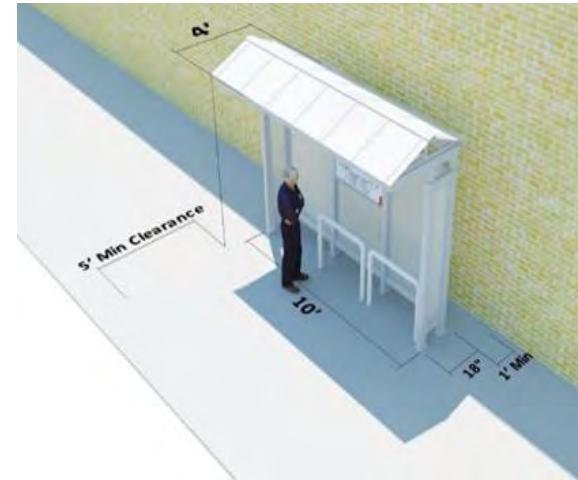


Figure 21: Closed Bus Bay Example



Figure 22: Votran Closed Bus Bay Example

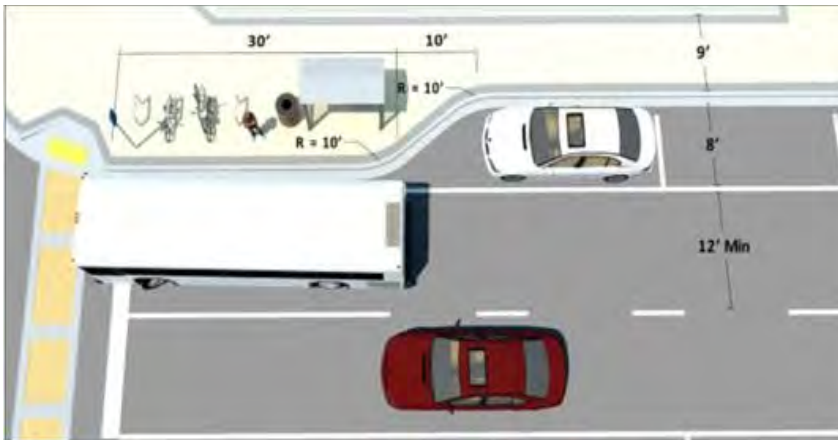


Figure 23: Example of Bus Bulb

- B&A areas and amenities should be provided for passengers waiting for the bus.
- Bus bulbs should not be used on roadways with high volumes or speeds greater than 45 mph due to the potential for vehicle stacking to become problematic.
- Bulbs are best used on the near-side of signalized intersections in areas where buses experience delays in re-entering the traffic lane.
- Bus bulbs may be incorporated where traffic volume will be relatively low and on streets with more than two lanes.
- Bus bulbs should be a minimum of 6' wide, with a 2' offset between the bulb and the edge of the travel lane, and long enough to accommodate simultaneous boarding of several buses, if required.

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VI. STAFF COMMENTS

VII. TDLCB CHAIRMAN COMMENTS

VIII. TDLCB MEMBER COMMENTS

IX. INFORMATION ITEMS

- TDLCB Membership List
- TPO Board Meeting Summary for April 27, 2016

X. ADJOURNMENT

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**River to Sea TPO Board
April 27, 2016
Meeting Summary**

- Removed agenda item C: Executive Committee Report from the Consent Agenda
- Approved the consent agenda including the approval of the March 23, 2016 TPO Board meeting minutes and approval of the contract with Tindale Oliver and Associates as the TPO's Transit General Planning Consultant (GPC)
- Approved a motion to direct the TPO Chairman to send a letter of support for SunRail Phase II North
- Approved Consent Agenda item C: Executive Committee Report
- Held an open public hearing on the FY 2016/17 and 2017/18 Unified Planning Work Program (UPWP); no public comments were provided
- Approved Resolution 2016-12 adopting the FY 2016/17 and 2017/18 Unified Planning Work Program (UPWP)
- Approved Resolution 2016-13 amending the FY 2015/16 – 2019/20 Transportation Improvement Program (TIP)
- Received a PowerPoint presentation on the draft findings for the SR/CR A1A Pedestrian Safety and Mobility Study
- Received a presentation of the draft River to Sea TPO fiscal year (FY) 2016/17 Budget
- Received a staff update on the FDOT-MPO Unified Planning Work Program (UPWP) Agreement
- Received a PowerPoint presentation on the Congestion Management Process (CMP) report
- Received the FDOT report

- Received Executive Director's report including an update on the repurposing of earmark funding; an update on the draft US 17/92 Corridor Improvement Program (CIP); a status update on the TPO's annual Call for Projects; an update on the Tell the TPO Survey; and an update on the Transportation Regional Incentive Program (TRIP) projects

Items Requiring Follow Up:

- TPO Chairman to send a letter of support for SunRail Phase II North

The next River to Sea TPO Board meeting will be on Wednesday, May 25, 2016