



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 13, 2015

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. **COMMITTEE REPORTS** (Enclosure, page 3)
- IV. **PUBLIC COMMENT/PARTICIPATION** [(Public comments may be limited to three (3) minutes at the discretion of the Chairman)]
- V. **ACTION ITEMS**
 - A. **REVIEW AND APPROVAL OF THE MARCH 11, 2015 TDLCB MEETING MINUTES**
(Contact: Pamela Blankenship) (Enclosure, pages 4-10)
 - B. **REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT** (Contact: Heather Blanck) (Enclosure, pages 11-13)
 - C. **REVIEW AND APPROVAL OF VOTRAN'S ANNUAL CTC EVALUATION FOR FY 2014**
(Contact: Heather Blanck) (Enclosure, pages 14-36)

VI. ACTION ITEMS *(continued)*

- D. REVIEW AND APPROVAL OF THE RATES FOR TD TRUST FUND TRIPS FY 15/16 TO BE INCLUDED IN THE ANNUAL UPDATE OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)** (Contact: Heather Blanck) (Enclosure, pages 37-46)
- E. REVIEW AND APPROVAL OF THE 2015 ANNUAL UPDATE/AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) Roll Call Vote Required** (Contact: Heather Blanck) (Enclosure, pages 47-89)

VI. DISCUSSION ITEMS AND PRESENTATIONS

- A. PRESENTATION BY TINDALE-OLIVER ON TRANSIT DESIGN GUIDELINES** (Contact: Heather Blanck) (Enclosure, pages 90-97)

VII. STAFF COMMENTS (page 98)

VIII. TDLCB CHAIRMAN COMMENTS (page 98)

IX. TDLCB MEMBER COMMENTS (page 98)

X. INFORMATION ITEMS (pages 98-106)

- **TDLCB Membership List**
- **TPO Board Meeting Summary for April 22, 2015**
- **L RTP Subcommittee Update Summaries for March 20 and 27 and April 27, 2015**

XI. ADJOURNMENT (page 98)

*****NEXT MEETING OF THE TDLCB WILL BE JULY 8, 2015*****

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 13, 2015**

III. COMMITTEE REPORTS

A. Quality Assurance Committee Report

Background Information:

The Quality Assurance Committee (QAC) is scheduled to meet on May 13, 2015, prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting. The QAC will be reviewing the Rates for TD Trust Fund Trips FY 15/16

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

Action Requested:

No action is required unless otherwise directed by the Board

**SUMMARY SHEET
TDLCB
May 13, 2015**

IV. ACTION ITEMS

A. Review and Approval of the March 11, 2015 Meeting Minutes

Background Information:

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

Action Requested:

Motion to approve the March 11, 2015 meeting minutes

Minutes

Transportation Disadvantaged Local Coordinating Board

March 11, 2015

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

Members Present:

Council Member Joshua Wagner
Mary Ellen Ottman
DeWeece Ogden
Samuel Weekley
Judy Craig
Jean Cerullo
Steve Jack
Chip Kent
Peter Cerullo
Nancy Hartford
Lynn Sinnott
Jackie Uhrig
Pat Antol
Charly Poniatowski
Sam Goodwin

Members Absent:

Jefferey Bumb
Clay LaRoche
Patricia James

Others Present:

Pamela Blankenship, Recording Secretary
Carole M. Hinkley
Steve Sherrer
Heather Blanck
Liz Suchsland
Jim Dorsten
Doug Hall
Tricia Whitton
LaChant Barnett
Kurt Ottman
Cassandra Jessie
Nancy Burgess Hall
J. Giffin Chumley

Representing:

River to Sea TPO
Citizens Advocate, System User
Health Care Administration
Florida Department of Transportation
Disabled Citizens
Citizens Advocate
Private for Profit
Public Education Community
Mass Transit
Medical Community
Early Child Care
Vocational Rehabilitation Services
Elderly Citizens
Elder Affairs
Work Force Development Board

Representing:

Veterans Services Group
Department of Children and Families
Association of Community Action

Representing:

TPO Staff
TPO Staff
Votran Staff
Votran Staff
Votran Staff
Votran Staff
Citizens Advocate, System User (Alternate)
Tindale-Oliver
Tindale-Oliver
Citizen
Citizen
Citizen
Assistant County Attorney

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

TDLCB Chairman Wagner called the meeting to order at 11:05 a.m.

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

II. Public Comment / Participation

None

Chairman Wagner introduced Bill Hearndon visiting staff member with the TD Commission in Tallahassee.

Ms. Blanck commented that Mr. Hearndon had spent 14 years at Lynx managing their paratransit system. She has worked with him as a colleague and was happy to have the opportunity to have him at the CTD in Tallahassee.

Chairman Wagner also announced that Carole Hinkley will be retiring effective April 10, 2015.

Ms. Hinkley was presented with a framed certificate of appreciation signed by County Council member and TDLCB Chairman Joshua Wagner as well as by Executive Director of the TPO, Lois Bollenback and Votran's General Manager Steven Sherrer. The presentation was followed with many good wishes and compliments by the members, the Vice-chairperson and Chairman of the TDLCB.

III. Action Items

A. Review and Approval of the January 14, 2015 Meeting Minutes

A motion was made by Mary Ellen Ottman to approve the January 14, 2015 meeting minutes. The motion was seconded by Pat Antol and passed unanimously.

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

Ms. Blanck covered the reports for December 2014 and January 2015. She stated Votran is seeing a sizeable increase of 67.3% in the number of wheelchair boardings on the fixed route service over the previous year in the same month. Concurrently there was a decrease of 7.5% for paratransit. Votran tries to encourage individuals to be as independent as possible and it appears they are actually taking the opportunity to use the regular fixed route service. Ms. Blanck added if there are any questions concerning the numbers, now or later, to contact her.

Pat Antol moved to approve the CTC Monthly Paratransit Reports. The motion was seconded by Peter Cerullo and carried unanimously.

C. Approval of the Updated Votran Gold Service User Guide (2015)

Chairman Wagner asked if there were any comments concerning the guide and commented it had been quite the task. He thanked the staff for all their hard work.

Ms. Blanck informed the members that SNS stood for Special Needs Shelter and had been corrected as such in the guide. A direct phone number was also added for animal control services on page 35 of the guide for transportation during emergencies. Also included in the guide is the phone number for the Volusia County Emergency Management Center. Votran Gold Users needing to be in the Special Needs Shelter Program are to request a registration package.

There were no further comments.

Pat Antol moved to approve the Updated Votran Gold Service User Guide (2015). The motion was seconded by Chip Kent and carried unanimously.

Ms. Blanck commented that the next step will be for the guide to be published to the Web in the English version with a Spanish version as well as a spoken word and video version of the guide to follow. Work is currently underway on these latter versions.

IV. Discussion Items and Presentations

Presentation by Tindale Oliver on "Reporting"

LaChant Barnett with Tindale Oliver provided this presentation concerning the reporting requirements that Votran must complete. She informed the members that the primary reasons for reporting include: oversight, information sharing, education and improvement. She further spoke of the reporting requirements and measures at the Federal, State and Local levels. Some examples of the type of information being reported were also provided.

Ms. Barnett added that if there are any additional topics the TDLCB would like to have presented she would be happy to look into them and bring additional information back.

The PowerPoint presentation was included in the agenda package.

V. Staff Comments

Ms. Blanck informed the members that Votran is working with the local planning agencies concerning the roadblocks going on causing delays and Votran is working hard at dealing with this. Also happening in July is the demolition and rebuild of the Bellevue Avenue extension. Votran is also working on a way to deal with this change. Ms. Blanck encouraged everyone to go to the Votran website to join the email list or contact her to get on the email list. The website will also provide service alerts as well as daily service information.

Vice-chair Ottman asked if the alerts via text were the same as the email alerts.

Ms. Blanck replied they are separate; phone text concerns operating adjustment that has taken place during the day whereas email alerts are for such things as news releases.

Ms. Uhrig asked if the MyStop app is available for android phones.

Ms. Blanck replied at the present time the app is only available for iPhones. However, if you use the web browser and go to the part of Votran's website that is called MyStop it should present itself on an android phone very much like you would find on an iPhone.

Mr. Goodwin suggested a presentation on how the placement of bus stops and shelters is determined.

Ms. Blanck replied that she will look into that.

Mr. Weekley commented he had used the MyStop app and found it to be a great app with lots of details.

Ms. Blanck mentioned one of the features is to know when your stop will come up while you are on the bus. She added that the information is in real time.

Ms. Hinkley provided a short overview of TD Day in Tallahassee. She explained the dates for this event are not selected by the TD Commission but are scheduled by Capitol staff. This year it was during the first day of session. The strategy quickly became to catch the legislators leaving their office for session or in the hallways or elevators on their way to session.

While getting off the bus at TD Day Vice-chair Ottman overheard something about the white cane law being removed from the driver's test and decided to make a comment about this. It turns out this was an interview by a reporter from Channel 4 in Jacksonville who proceeded to include Ms. Ottman in the conversation. She also commented on Transportation Disadvantaged, the importance of complete streets and good infrastructure.

Ms. Craig stated she had contacted 12 legislators while going up and down in the elevators informing them it was TD Day and not to touch the TD Trust Fund unless they wanted to add to it. She thanked Ms. Hinkley and Ms. Blanck for making a well-organized and pleasant TD Day. On TD Day Ms. Craig also went to the Governor's office and requested to see him but he had already left to give his speech at session. She added Representative Dwayne Taylor said if anyone has an idea for a bill they should submit it to him by June and he would look at it.

VI. TDLCB Member Comments

Ms. Antol informed the members of a medical advisory that states every primary care physician should make sure their patients get the Hepatitis C antibody test at least once. She added that the treatment is usually for 12 weeks and there is a 90-98% success rate with few side effects. She asked the TDLCB members to spread the word about this.

Ms. Ogden stated as of March 1 a new fee for service Medicaid transportation provider, Medical Transportation Management (MTM) will be in Volusia County. Their phone number is 1-844-239-5974. This service is only for those who are not in a managed care plan.

Ms. Poniatowski asked who provides the transportation for those in HMOs

Ms. Ogden replied each plan has their own transportation broker and individuals should contact their plan to find out who is the transportation broker.

Ms. Sinnott asked if a list could be provided.

Ms. Ogden replied the information can be found on the website at: www.ahca.myflorida.com Once there click on "Statewide Medicaid Managed Care Plan" and go to MMA. She will also send this out to the members in an email.

Mr. Steve Jack informed the members they can call his office who would share any information they have. He added his office gets probably 50 calls a day.

Ms. Ogden commented when doctors verify which medical plan a patient is on they will see MTM listed as a managed care plan. This is not the case MTM provides transportation and is not a managed care plan. She added there are still some individuals that are not in a plan. Those that are "medically needy" must meet a deductible or share every month. Also, if someone has their own insurance and are on Medicaid at the same time they will not be in a plan. Those in the "Medwaiver" program do not have to choose a plan.

Vice-chair Ottman mentioned she is a member of the Bel Canto singing group who will be having a concert with music from Broadway to Beatles at the Coronado Presbyterian Church at 3:30 pm.

Ms. Craig informed the members she has been working on an ongoing project for transportation for those that are receiving the West Volusia hospital health card. At the last meeting this was presented to their Board and approved by them as well as their attorney and is out to bid currently for 24/7 transportation service. They are going to determine the neediest and will provide to and from hospital transportation only. The whole Westside will be covered.

Mr. Weekley stated the FDOT has a study called the Volusia Connector Study and further information on this study can be found at: www.VolusiaConnectorStudy.com

Ms. Blanck added that a banner is also on Votran's website which can lead you to the study's website.

Ms. Sinnott thanked the staff for their efforts on the User's Guide.

Mr. Cerullo informed the members he works for the Florida Division of Blind Services Rehabilitation Center for the Blind and Visually Impaired and has been promoted to a new

responsibility as Community Outreach and a Vocational Rehabilitation Specialist. The training has been keeping him busy and apologized for missing some of the meetings. Mr. Cerullo introduced Ms. Cassandra Jesse and stated he is writing a letter recommending she be considered as an alternate on the TDLCB. She is a senior rehabilitation specialist at the Rehabilitation Center and is also in the personnel management area. In her advocacy she is the president of the Halifax Council of the Blind.

The members also provided kind words for Ms. Hinkley and her retirement.

VII. TDLCB Chairman Comments

Chairman Wagner thanked Ms. Hinkley for her service.

Vice-chair Ottman treated the members to her beautiful voice by singing a few bars of the Beatle's song "Yesterday".

VIII. Information Items

- TDLCB Membership List
- Disability Etiquette Section 504 Handbook excerpt
- Update on the 2040 Long Range Transportation Plan
- 2015 Legislator Contact Information – Volusia County
- TPO Board Meeting Summaries for January 28 and February 25, 2015

IX. Adjournment

The meeting was adjourned at 12:08 pm

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 certified that the foregoing is a true and correct copy of the minutes of the March 11, 2015 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 13th day of May 2015.

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

**SUMMARY SHEET
TDLCB
MAY 13, 2015**

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 2015 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., 2015 VOTRAN	FEB., 2014 VOTRAN	FEB., 2015 CONTRACTED	FEB., 2014 CONTRACTED	FEB., 2015 TOTAL	FEB., 2014 TOTAL
TOTAL PASS TRIPS	12,747	11,271	7,186	8,024	19,933	19,295
TRIP PURPOSE						
Medical	4,773	4,508	3,260	3,293	8,033	7,801
Nutrition	1,040	872	76	48	1,116	920
Other	1,511	1,852	990	1,610	2,501	3,462
Education	1,642	1,087	1,062	1,021	2,704	2,108
Shopping	913	719	610	624	1,523	1,343
Work	2,868	2,233	1,188	1,428	4,056	3,661
PASSENGER TYPE						
Disabled	11,731	10,377	6,907	7,577	18,638	17,954
Elderly	1,016	842	279	447	1,295	1,289
Child	0	52	0	0	0	52
TRIP TYPE						
Ambulatory	9,798	8,332	5,017	5,522	14,815	13,854
Wheelchair	2,949	2,939	2,169	2,502	5,118	5,441
TOTAL COMPLAINTS	17	7	13	9	30	16
Discourtesy	0	0	0	0	0	0
Safety	0	0	1	1	1	1
Early	0	0	0	0	0	0
Late	12	1	6	4	18	5
Driver	0	1	2	0	2	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	5	5	4	4	9	9
TOTAL ACCIDENTS	1	0	0	1	1	1
CHARGEABLE:						
Person Only	1	0	0	1	1	1
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	950	971	537	691	1,487	1,662
NO SHOWS	380	314	215	223	595	537
REVENUE MILES	105,956	94,811	65,321	54,815	171,277	149,626
REVENUE HOURS	6,565	5,823	4,360	5,102	10,925	10,925

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	MAR., 2015 VOTRAN	MAR., 2014 VOTRAN	MAR., 2015 CONTRACTED	MAR., 2014 CONTRACTED	MAR., 2015 TOTAL	MAR., 2014 TOTAL
TOTAL PASS TRIPS	14,404	12,032	7,310	7,819	21,714	19,851
TRIP PURPOSE						
Medical	5,421	4,810	3,336	3,228	8,757	8,038
Nutrition	1,255	972	61	66	1,316	1,038
Other	1,521	1,988	866	1,662	2,387	3,650
Education	1,953	1,033	1,161	987	3,114	2,020
Shopping	1,056	792	574	510	1,630	1,302
Work	3,198	2,437	1,312	1,366	4,510	3,803
PASSENGER TYPE						
Disabled	13,182	11,106	7,012	7,432	20,194	18,538
Elderly	1,219	889	297	387	1,516	1,276
Child	3	37	1	0	4	37
TRIP TYPE						
Ambulatory	11,003	8,987	5,061	5,418	16,064	14,405
Wheelchair	3,401	3,045	2,249	2,401	5,650	5,446
TOTAL COMPLAINTS	16	3	7	10	23	13
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	2	0	0	1	2	1
Late	6	1	3	5	9	6
Driver	0	0	1	1	1	1
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	2	0	0	1	2	1
Other	6	2	3	2	9	4
TOTAL ACCIDENTS	0	0	1	1	1	1
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	1	1	1	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	1,069	1,068	551	694	1,620	1,762
NO SHOWS	414	333	213	217	627	550
REVENUE MILES	121,147	102,187	67,639	72,610	188,786	174,797
REVENUE HOURS	7,501	6,239	4,525	5,013	12,026	11,252

**SUMMARY SHEET
TDLCB
MAY 13, 2015**

IV. ACTION ITEMS

C. Review and Approval of Votran's Annual CTC Evaluation for FY 2014

Background Information:

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

Staff will be available to answer questions regarding the reports.

Action Requested:

Motion to approve Votran's Annual CTC Evaluation for FY 2014

WORKSHEET DEFINING THE EVALUATION

DRAFT

Reporting period to be examined:

July	1	2013	to	June	30	2014
month	day	year		month	day	year

Name of CTC being evaluated:

County of Volusia, Florida dba VOTRAN
--

Name of other organizations being evaluated (if applicable):

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

continue as needed

CTC's Service Area:

Volusia County

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

River to Sea TPO* - Transportation Disadvantaged Local Coordinating Board *Formerly Volusia TPO

Authorized signature representing entity requesting the evaluation:

Signature	Date

WORKSHEET

COMMUNITY TRANSPORTATION COORDINATOR

Draft

1. Contact Information:

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

2. Local coordinator since:

October	1	1994
Month	Day	Year

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

<input checked="" type="checkbox"/> X	Urban	<input type="checkbox"/>	Rural
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4. Organization Type: (place "X" by one)

<input type="checkbox"/>	Private for-Profit	<input checked="" type="checkbox"/> X	Government
<input type="checkbox"/>	Private non-Profit	<input type="checkbox"/>	Transportation Agency

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

<input type="checkbox"/>	Sole Provider
<input checked="" type="checkbox"/> X	Partial Brokerage
<input type="checkbox"/>	Complete Brokerage

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

July 15, 2013 Votran's cross-county Route 60 is adjusted to improve on-time performance. In that same month Votran begins activities concerning the fare increase scheduled for February 7, 2014. August 7, 2013 Votran's paratransit operator is named TD Commission "Driver of the Year". March 26, 2014 Google transit is up and running on Votran's website. In that same Spring Votran launched their new website to include: Trip Planner, real time bus arrival information as well as an iPhone app (MyStop Mobile) and real time bus departure information from any stop using the "Vo to Go" rider tool. April 5, 2014 Votran hosts the Triple Crown Rodeo. May 1, 2014 Votran adds Feeder Route Service to the DeBary SunRail Station and also starts bus service at the DeLand transit hub for regular bus service. June 30, 2014, Votran completes bus stop and route signage replacement with new distinctive and colorful signs. Braille tags are also provided at stops for the visually impaired.

WORKSHEET

LEVEL OF COMPETITION (Required by CTD)

DRAFT

1. Inventory of Transportation Providers in the Service Area:

	Column A Providers Available	Column B Providers Included	Column C Included Trips	Column D % of all Trips
Private non-Profit	4	4	62,918	8.7%
Private for-Profit	6	6	99,653	13.7%
Government	1	1	558,393	76.9%
Transit				
*Other	1	1	4,708	0.6%
TOTAL	12	12	725,672	100.0%

*** Other = Headstart Program**

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

6

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

0

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

0

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

Date	1	4	2013
	day	month	year

6. Does the CTC have a competitive process?

X

Yes

No

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

<input type="text"/>	low bid	<input type="text"/>	requests for proposals
<input type="text"/>	requests for qualifications	1	requests for interested parties
<input type="text"/>	negotiation only		

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

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

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

DRAFT

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

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

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

40

b) How many responded?

6

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

X	X	X
locally	statewide	nationally

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

X

Yes

No

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

DRAFT

Measure	Previous Period	Evaluation Period	Percent Change
Fully Allocated Cost per Passenger Trip	\$8.33	\$8.77	5%
Local Funding of System	\$3,448,609	\$2,740,551	-21%
Cost per Total Mile	2.27	2.39	5%
Operating Expense per Driver Hour	\$30.56	\$30.80	1%
Average Trips per Driver Hour	1.52	1.49	-2%
Percentage of TD Population Being Served	9.1%	6.5%	-29%
Average Trips Taken Per Para. Passenger	47.0	53.1	13%
Number of Accidents Every 100,000 Miles	0.31	0.15	-52%
Number of Miles Traveled Between Roadcalls	12,453	12,114	-3%

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

Number of Accidents every 100,00 miles
Average trips taken per passenger

2. In which areas has the coordinator worsened?

Local Funding of System
Percentage of TD Pop served

CTC Expenses By Category				
Expense Category	Previous Period		Evaluation Period	
	CTC	Coord. Contr.	CTC	Coord. Contr.
Labor (501)	\$1,899,477		\$2,010,808	
Fringe Benefits (502)	\$803,986		\$803,889	
Services (503)	\$34,252		\$33,740	
Materials and Supplies (504)	\$838,722		\$860,326	
Utilities (505)	\$74,669		\$73,554	
Casualty and Liability (506)	\$35,323		\$34,796	
Taxes (507)	\$46,500		\$45,806	
Purch. Transp. Service (508)		* see note below re: changes		
Bus Pass Expenses	\$935		\$921	
Other	\$1,915,426	\$477,759	\$1,701,013	\$377,948
Misc. Expenses (509)	\$12,995		\$12,801	
Interest Expense (511)	\$0			
Leases and Rentals (512)	\$0			
Annual Depreciation (513)	\$0			
Contributed Service (530)	\$0			
Allocated Ind. Expenses	\$415,237		\$409,037	
SYSTEM TOTAL	\$6,077,522	\$477,759	\$5,986,691	\$377,948
Overall %Change				

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

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

There were no major decreases/increases in expenses

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

10

1

2013

month

day

year

b) Were there critical findings to be resolved?

Yes

X

No

c) If so, have they been fully resolved?

N/A

Yes

N/A

No

WORKSHEET

EVALUATION AND COMPARISON OF LOCAL STANDARDS (Required by CTD)

DRAFT

On-time Performance

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

The pick-up window is 1 hour

b) Is this policy clearly communicated to drivers?

☒

Yes

☐ No

c) Is the policy clearly communicated to passengers?

☒

Yes

☐ No

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

90% on-time

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

91%

Call Hold Time

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

Three minutes - 90% standard

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

yes- 91%

Complaints

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

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

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

Yes: Votran - 0.55 Vendors - 1.7

5. Number of formal grievances filed:

1

DRAFT

Safety

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

1 per 100,000 miles

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

Yes, 0.15 per 100,000 miles

Roadcalls

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

1 per 7,500 miles

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

Yes, 1 per 12,114 miles

8. What is the average age of the fleet?

Fixed Route - 6.33 Years

Paratransit - 5.78 Years

WORKSHEET EVALUATION OF AVAILABILITY (Required by CTD)

DRAFT

Measure	Evaluation Period	Previous Period
Demand		
1. Potential TD Population	278,617	268,994
2. TD Population	65,034	62,930
3. Estimated demand for program trips	779,393	752,310
4. Estimated demand for general trips	840,921	813,715
5. Total trip demand (line 3 + line 4)	1,620,314	1,566,025
Supply		
6. Program trips provided	324,078	331,015
7. General trips provided	401,594	455,651
8. Total number of trips provided (line 6+line 7)	725,672	786,666
9. Vehicle miles	2,665,157	2,889,107
10. Driver hours	206,596	214,513
11. Total Passengers Served (UPHC)	17,384	24,504
Supply v. Demand		
12. Program demand met (line 6 / line 3)	0.42	0.44
13. General demand met (line 7 / line 4)	0.48	0.56
14. Percent of estimated demand met (line 8 / line 5)	0.45	0.50
15. Unmet trip requests (Denied Trips)	0	0
16. Percent of requests met line 8 / (line 8 + line 15)	100%	100%
Outreach		
17. Ratio of Registrants to Potential TD Pop (line 11 / line 2)	0.06	0.09
18. General trips per user (line 7 / line 11)	23.10	18.59
19. Vehicle miles per user (line 9 / line 11)	153.31	117.90
20. Vehicle miles per TD Population capita (line 9 / line 2)	40.98	45.91
Public Information and Access to Services		
21a. Public information expenses (including in-kind)	Unknown	Unknown
21b. List public information efforts (brochures, ads...) Presentations, Brochures, Newspapers, Community Organization Involvement, Scheduling and Website	User's Guide, User's Guide, and Website	User's Guide Website
22. How many places is information about TD transportation available?	50+	50+
23. Normal registration delay (number of days, if any)	Up to 21	Up to 21
Capacity		
24. Number of vehicles used in coordinated TD transportation	114	115
25. Vehicles per 100,000 TD Population capita	0.001	0.001
26. Drivers per 100,000 TD Population capita	0.001	0.001
27. Are trip priorities or limitations used? (Y/N)	No	No
28. Size of wait list (if any)	None	None
29. Has the CTC met all demand for sponsored trips?	Yes	Yes

DRAFT

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

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

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

33. What is the minimum required notice for reservations?

- a) Ambulatory
- b) Non-ambulatory
- c) Stretcher

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

VOTRAN Paratransit Subcontractor Insurance Report

Carrier	Insurance Company	Insurance Type	Effective Date	Expiration Date
Med Shuttle	FHM Insurance Company.	Workers Comp	8/14/2014	8/14/2015
Med Shuttle	National Union Fire Insurance Company	Vehicle	11/27/2014	11/27/2015
Med Shuttle	Kinsale Insurance Company	General Liability	11/27/2014	11/27/2015
All Volusia	Bridgfield Employers Insurance Company	Workers Comp	5/5/2014	5/5/2015
All Volusia	National Indemnity of the South Company	Vehicle	6/2/2014	6/2/2015
All Volusia	Travelers Indemnity Company	General Liability	6/2/2014	6/2/2015
Medi Quick	Guarantee Insurance Company	Workers Comp	9/8/2014	9/8/2015
Medi Quick	National Indemnity Group	Vehicle	9/16/2014	9/16/2015
Medi Quick	Maxum Indemnity Company	General Liability	12/9/2014	12/9/2015
Little Wagon	Guarantee Insurance Company	Workers Comp	10/17/2014	10/17/2015
Little Wagon	RLR Insurance Agency/ National Indemnity	Vehicle	10/1/2014	10/1/2015
Little Wagon	Hiscox Insurance Company	General Liability	7/29/2014	7/29/2015

Med Shuttle	<i>All Certificates of Coverage must include Volusia County, VOTRAN, Volusia Transit Management, and the Commission for the Transportation Disadvantaged As Additionally Insured.</i>
All Volusia	
Medi Quick	
Little Wagon	

WORKSHEET DEFINING THE EVALUATION

Reporting period to be examined:

July	1	2012	to	June	30	2013
month	day	year		month	day	year

Name of CTC being evaluated:

County of Volusia, Florida dba VOTRAN
--

Name of other organizations being evaluated (if applicable):

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

continue as needed


CTC's Service Area:

Volusia County

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

River to Sea TPO (Formerly Volusia TPO) -Transportation Disadvantaged Local Coordinating Board

Authorized signature representing entity requesting the evaluation:

Signature 	Date 5/14/14
---	-----------------

WORKSHEET

COMMUNITY TRANSPORTATION COORDINATOR

1. Contact Information:

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

2. Local coordinator since:

October	1	1994
Month	Day	Year

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

<input checked="" type="checkbox"/> X	Urban	<input type="checkbox"/>	Rural
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4. Organization Type: (place "X" by one)

<input type="checkbox"/>	Private for-Profit	<input checked="" type="checkbox"/> X	Government
<input type="checkbox"/>	Private non-Profit	<input type="checkbox"/>	Transportation Agency

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

<input type="checkbox"/>	Sole Provider
<input checked="" type="checkbox"/> X	Partial Brokerage
<input type="checkbox"/>	Complete Brokerage

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

In October of 2012 Votran received multiple honors at the annual Florida Public Transportation Association (FPTA): Most Innovative Project (Trolley partnership pass program), Florida Operator of the Year (Janet Kisner) and Safety Award (Third place overall). Also in October 2012, the Volusia County Council voted unanimously to accept FDOT funding for increasing the frequency of service on routes 3 and 4 and in June 2013 these two routes (the busiest routes in Votran's system) started running every 30 minutes on the U.S.1/Ridgewood Avenue corridor in the Greater Daytona Beach Area. In April 2013 Votran implemented new contracts for paratransit trips to: All Volusia Transportation, Little Wagon, Med One Shuttle, Medi Quick and Trans Med/Kings Transportation. In 2013 Votran's Stewart Wood was selected by the TD Commission as Driver of the Year. Votran is also in the process of installing more easily readable bus stop and route signs as well as Braille tags indicating that the pole is a bus stop pole. Replacement will cover approximately 2,200 stops throughout the 1,200 square miles of County area.

WORKSHEET

LEVEL OF COMPETITION (Required by CTD)

1. Inventory of Transportation Providers in the Service Area:

	Column A Providers Available	Column B Providers Included	Column C Included Trips	Column D % of all Trips
Private non-Profit	6	6	69,243	8.8%
Private for-Profit	5	5	106,257	13.5%
Government	1	1	606,080	77.0%
Transit				
*Other	1	1	5,086	0.6%
TOTAL	13	13	786,666	100.0%

*** Other = Headstart Program**

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

6

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

0

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

0

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

Date	1	4	2013
	day	month	year

6. Does the CTC have a competitive process?

X	Yes		No
---	-----	--	----

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

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

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

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

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

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

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

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

40

- b) How many responded?

6

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

X	X	X
locally	statewide	nationally

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

	Yes	X	No
--	-----	---	----

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

Measure	Previous Period	Period	Percent Change
Fully Allocated Cost per Passenger Trip	\$8.24	\$8.33	1%
Local Funding of System	\$2,984,935	\$3,448,609	16%
Cost per Total Mile	2.29	2.27	-1%
Operating Expense per Driver Hour	\$31.57	\$30.56	-3%
Average Trips per Driver Hour	1.60	1.52	-5%
Percentage of TD Population Being Served	10.8%	9.1%	-16%
Average Trips Taken Per Para. Passenger	49.7	47.0	-5%
Number of Accidents Every 100,000 Miles	0.11	0.31	182%
Number of Miles Traveled Between Roadcalls	14,909	12,453	-16%

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

Cost per Total Mile
 Operating Expense per Driver Hour
 Local Funding of System

2. In which areas has the coordinator worsened?

Number of Accidents Every 100,000 Miles
 Percentage of TD Population being served
 Number of Miles between Roadcalls

CTC Expenses By Category				
Expense Category	Previous Period		Evaluation Period	
	CTC	Coord. Contr.	CTC	Coord. Contr.
Labor (501)	\$1,866,682		\$1,899,477	
Fringe Benefits (502)	\$782,608		\$803,986	
Services (503)	\$34,061		\$34,252	
Materials and Supplies (504)	\$797,530		\$838,722	
Utilities (505)	\$52,109		\$74,669	
Casualty and Liability (506)	\$35,000		\$35,323	
Taxes (507)	\$48,700		\$46,500	
Purch. Transp. Service (508)		* see note below re: changes		
Bus Pass Expenses	\$858		\$935	
Other	\$1,937,030	\$441,905	\$1,915,426	\$477,759
Misc. Expenses (509)	\$12,733		\$12,995	
Interest Expense (511)	\$0			
Leases and Rentals (512)	\$0			
Annual Depreciation (513)	\$0			
Contributed Service (530)	\$0			
Allocated Ind. Expenses	\$418,283		\$415,237	
SYSTEM TOTAL	\$5,985,594	\$441,905	\$6,077,522	\$477,759
				2.0%
				Overall %Change

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

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

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

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

10	1	2012
month	day	year

b) Were there critical findings to be resolved?

	Yes	X	No
--	-----	---	----

c) If so, have they been fully resolved?

N/A	Yes	N/A	No
-----	-----	-----	----

WORKSHEET

EVALUATION AND COMPARISON OF LOCAL STANDARDS (Required by CTD)

On-time Performance

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

The pick-up window is 1 hour

b) Is this policy clearly communicated to drivers?

☒

X

Yes

☐

No

c) Is the policy clearly communicated to passengers?

☒

X

Yes

☐

No

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

90% on-time

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

Yes - 92%

Call Hold Time

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

Three minutes - 90% standard

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

Yes - 96%

Complaints

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

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

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

Yes: Votran - .21 Vendors - 1.6

5. Number of formal grievances filed:

0

Safety

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

1 per 100,000 miles

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

Yes, 0.31 per 100,000 miles

Roadcalls

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

1 per 7,500 miles

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

Yes, 1 per 12,453 miles

8. What is the average age of the fleet?

Fixed Route - 7.50 Years

Paratransit - 5.71 Years

WORKSHEET EVALUATION OF AVAILABILITY (Required by CTD)

Measure	Evaluation Period	Previous Period
Demand		
1. Potential TD Population	268,994	259,721
2. TD Population	62,930	60,901
3. Estimated demand for program trips (updated)	752,310	726,168
4. Estimated demand for general trips	813,715	787,479
5. Total trip demand (line 3 + line 4)	1,566,025	1,513,647
Supply		
6. Program trips provided	331,015	346,361
7. General trips provided	455,651	433,873
8. Total number of trips provided (line 6+line 7)	786,666	780,234
9. Vehicle miles	2,889,107	2,802,889
10. Driver hours	214,513	203,545
11. Total Passengers Served (UPHC)	24,504	28,163
Supply v. Demand		
12. Program demand met (line 6 / line 3)	0.44	0.48
13. General demand met (line 7 / line 4)	0.56	0.55
14. Percent of estimated demand met (line 8 / line 5)	0.50	0.52
15. Unmet trip requests (Denied Trips)	0	0
16. Percent of requests met line 8 / (line 8 + line 15)	100%	100%
Outreach		
17. Ratio of Registrants to Potential TD Pop (line 11 / line 2)	0.09	0.11
18. General trips per user (line 7 / line 11)	18.59	15.41
19. Vehicle miles per user (line 9 / line 11)	117.90	99.52
20. Vehicle miles per TD Population capita (line 9 / line 2)	45.91	46.02
Public Information and Access to Services		
21a. Public information expenses (including in-kind)	Unknown	Unknown
21b. List public information efforts (brochures, ads...) Presentations, Brochures, Newspapers, Community Organization Involvement, Scheduling and Website	User's Guide, and Website	User's Guide Website
22. How many places is information about TD transportation available?	50+	50+
23. Normal registration delay (number of days, if any)	Up to 21	Up to 21
Capacity		
24. Number of vehicles used in coordinated TD transportation	115	106
25. Vehicles per 100,000 TD Population capita	0.001	0.001
26. Drivers per 100,000 TD Population capita	0.001	0.001
27. Are trip priorities or limitations used? (Y/N)	No	No
28. Size of wait list (if any)	None	None
29. Has the CTC met all demand for sponsored trips?	Yes	Yes

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

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

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

33. What is the minimum required notice for reservations?

a) Ambulatory

b) Non-ambulatory

c) Stretcher

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

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

Compliance with 41-2.006(1), Minimum Insurance Compliance

"...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

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

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

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

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

☐ Yes

☒ No

If yes, was this approved by the Commission? ☐ Yes

☐ No

N/A

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

**SUMMARY SHEET
TDLCB
MAY 13, 2015**

IV. ACTION ITEMS

- D. Review and Approval of the Rates for TD Trust Fund Trips FY 15/16 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 FY 15/16 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

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 2013 to Sept 30th of 2014	Current Year's APPROVED Budget, as amended from Oct 1st of 2014 to Sept 30th of 2015	Upcoming Year's PROPOSED Budget from Oct 1st of <div></div>	% 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
			2015 to Sept 30th of 2016			
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 163,257	\$ 161,181	\$ 162,789	-1.3%	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	\$ 219,877	\$ 96,203	\$ 96,316	-56.2%	0.1%	
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	\$ 1,052,563	\$ 1,046,611	\$ 1,046,611	-0.6%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 186,549	\$ 324,317	\$ 291,776	73.9%	-10.0%	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)	\$ 185,444	\$ 184,650	\$ 185,000	-0.4%	0.2%	
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.	\$ 18,521	\$ 15,284	\$ 14,500	-17.5%	-5.1%	
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	\$ 2,995	\$ 2,432	\$ 2,500	-18.8%	2.8%	
Vocational Rehabilitation	\$ 1,964	\$ 1,614	\$ 1,500	-17.8%	-7.1%	
Day Care Programs	\$ 11,214	\$ 9,360	\$ 9,000	-16.5%	-3.8%	
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

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

DOEA

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

DCA

Community Services	\$ 25,631	\$ 23,436	\$ 24,000	-8.6%	2.4%	The revenue generated from this source is based on rates from the rate model.
Other DCA (specify in explanation)	\$ 2,154	\$ 1,728	\$ 1,750	-19.8%	1.3%	
Bus Pass Admin. Revenue						

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

	Prior Year's ACTUALS from Oct 1st of 2013 to Sept 30th of 2014	Current Year's APPROVED Budget, as amended from Oct 1st of 2014 to Sept 30th of 2015	Upcoming Year's PROPOSED Budget from Oct 1st of <div></div>	% 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
			2015 to Sept 30th of 2016			
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	\$ 14,551	\$ 9,236	\$ 9,000	-36.5%	-2.6%	
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 =

\$1,884,720	\$1,876,052	\$1,844,742	-0.5%	-1.7%
-------------	-------------	-------------	-------	-------

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

Operating Expenditures

Labor	\$ 562,337	\$ 555,072	\$ 559,859	-1.3%	0.9%	Confirmed no in-kind contributed services. Confirmed no allocated indirect expenses.
Fringe Benefits	\$ 328,957	\$ 326,413	\$ 327,588	-0.8%	0.4%	
Services	\$ 8,952	\$ 7,751	\$ 8,250	-13.4%	6.4%	
Materials and Supplies	\$ 304,826	\$ 305,782	\$ 306,487	0.3%	0.2%	
Utilities	\$ 23,987	\$ 24,560	\$ 25,621	2.4%	4.3%	
Casualty and Liability	\$ 8,800	\$ 8,800	\$ 8,800	0.0%	0.0%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 389,551	\$ 345,758	\$ 355,645	-11.2%	2.9%	
Other						
Miscellaneous	\$ 9,521	\$ 8,516	\$ 7,492	-10.6%	-12.0%	
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	\$ 247,789	\$ 293,400	\$ 245,000	18.4%	-16.5%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

Total Expenditures =

\$1,884,720	\$1,876,052	\$1,844,742	-0.5%	-1.7%
-------------	-------------	-------------	-------	-------

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 2013 to Sept 30th of 2014	Current Year's APPROVED Budget, as amended from Oct 1st of 2014 to Sept 30th of 2015	Upcoming Year's PROPOSED Budget from	% 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
			Oct 1st of			
			2015			
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
	2015
	to
	Sept 30th of
	2016
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	\$ 162,789
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	\$ 96,316
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	\$ 1,046,611
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 291,776
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 185,000
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	\$ 24,000
Other DCA	\$ 1,750
Bus Pass Program Revenue	\$ -

	\$ 162,789	
	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
	\$ 96,316	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ 1,046,611	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
	\$ -	
\$ -	\$ -	

\$ -	\$ 291,776	
\$ -	\$ -	\$ -
	\$ 185,000	
\$ -	\$ -	\$ -
\$ -	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

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

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

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

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

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

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

\$ 24,000	\$ -	
\$ 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 = 467,976

Rate Per Passenger Mile = \$ 2.37

Total Projected Passenger Trips = 58,497

Rate Per Passenger Trip = \$ 18.96

Fiscal Year

2015 - 2016

Avg. Passenger Trip Length = 8.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.94

Rate Per Passenger Trip = \$ 31.54

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

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

CTC: Votran
County: Volusia

Version 1.4

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
<div><input checked="" type="radio"/> Yes</div> <div><input type="radio"/> No</div>	<div><input checked="" type="radio"/> Yes</div> <div><input type="radio"/> No</div>	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>
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
<div><input checked="" type="radio"/> Yes</div> <div><input type="radio"/> No</div>	<div><input checked="" type="radio"/> Yes</div> <div><input type="radio"/> No</div>	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>
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?.....

<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>
		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

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

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

Version 1.4

SECTION III: Escort Service

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

☒ No
- Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?.....
- ☒ Pass. Trip

☐ Pass. Mile
- Leave Blank
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: 2015 - 2016				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	467,976 =	357,536	110,440	Leave Blank	Leave Blank	0
	Rate per Passenger Mile =	\$2.03	\$3.48	\$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) =	58,497 =	44,692	13,805			
	Rate per Passenger Trip =	\$16.22	\$27.81	\$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) =				Leave Blank	Leave Blank	\$0.00
	Rate per Passenger Mile for Balance =	\$2.03	\$3.48	\$0.00	\$0.00	\$0.00
				per passenger	per group	

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.37	\$5.78	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$26.99	\$46.26	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

**SUMMARY SHEET
TDLCB
MAY 13, 2015**

IV. ACTION ITEMS

E. Review and Approval of the 2015 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 2015 Annual Update/Amendment to the Transportation Disadvantaged Service Plan (TDSP)

*T
D
S
P*



Volusia County

*Annual
Update*

Transportation Disadvantaged Service Plan

**Prepared for:
Volusia Transit Management, Inc.
(Votran)**

**Prepared by:
River to Sea Transportation
Planning Organization
(Formerly Volusia TPO)**

- MAY 2015 -

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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 multimodal 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 complementary ADA 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's executive team has little turnover in management positions. When an opening does occur, a comprehensive recruitment process is used to ensure the brightest transit professionals are on this team to deliver service. Votran's William Reynolds was selected as the 2014 Scheduler of the Year from among nominations submitted

statewide. This is a prized award for outstanding service to the users of Votran's Gold service. Mr. Reynolds has been employed with Votran for 15 years in a variety of different positions including fixed route bus operator, paratransit scheduler and lead paratransit scheduler.

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

The newest paratransit vehicles acquired in 2015 have been four propane fuel standard paratransit vehicles and two MV1 model vehicles. The MV1 vehicles are smaller special needs vans with seating for either 1 wheelchair and 2 ambulatory passengers or a total of three ambulatory passengers. 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. The average age of the fleet as reported in the CTC Evaluation completed in 2015 is 5.78 years.

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

The most urgent among Votran's capacity issues include frequency improvements to alleviate the Route 60 which is a cross county connector and Route 20 which is the US 17/92 Southwest Volusia connector from International Speedway Boulevard to Saxon Boulevard. These issues were reviewed in the spring of 2013 and 2014 with FDOT staff for consideration as a corridor grant improvement. Votran will continue to seek funding opportunities to address this need.

Votran has worked with Avail on 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. The result of these efforts was reflected in this year's CTC evaluation where the fully allocated cost per passenger trip had only increased by approximately 1% over the previous year. To further increase efficiency, Votran schedulers run daily trapeze optimize reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on schedule.

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

Votran's Management Team works collectively through a Technology Users Group meeting to discuss technology needs for both fixed route and paratransit services. The resulting technology projects receive priority ranking. Votran orders their new paratransit vehicles with GPS units and AVL systems. Contractors are encouraged to use the prior mentioned technologies and their contracts include an incentive for the use of technology which aids in the reduction of the cost of providing services. Votran is in the process of establishing installations on contractor vehicles.

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. The most recent connecting bus service adjustments for SunRail have been the subject of brainstorming during 2014.

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

Votran encourages organizations providing transportation for elderly persons and persons with disabilities to apply for FDOT 5310 funds which provide capital funding/equipment. Votran staff monitors their recipient agencies status since they must keep their CTC agreements current and in force at all times when in possession of a vehicle purchased through the Section 5310 Program. Annually the Transportation Disadvantaged Local Coordinating Board (TDLCB) reviews Votran's coordination agreements. The TDLCB's latest review was conducted on January 14, 2015

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 only a slight increase of approximately 44 cents over the previous fiscal year per the 2015 CTC Evaluation.

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 on May 13, 2015.

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*

Cost per Passenger Trip measures the total cost of providing bus service per passenger boarding. Votran continues to be diligent in maintaining cost per passenger. For the period July 1, 2013 to June 30, 2014, Votran has seen only a slight increase of approximately from \$8.33 to \$8.77 over the previous fiscal year in the fully allocated cost per passenger trip as reported in the 2015 CTC Evaluation.

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. According to the 2015 CTC Evaluation the period

July 1, 2013 to June 30, 2014, Votran has seen only a slight increase from \$30.56 to \$30.80 over the previous fiscal year in operating expense per driver hour.

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

Votran's Management Team works collectively through a Technology Users Group meeting to discuss technology needs for both fixed route and paratransit services. The resulting technology projects receive priority ranking. Votran orders their new paratransit vehicles with GPS units and AVL systems. Contractors are encouraged to use the prior mentioned technologies and their contracts include an incentive for the use of technology which aids in the reduction of the cost of providing services. A contract with Avail Technologies was approved in April 2012 by county council for system upgrades, software warranty and extended hardware maintenance for five years and renewed by the county council at their March 6, 2014 meeting.

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 47.0 to 53.1 for the time period covered between 2014 CTC Evaluation and 2015 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

Fuel economy is part of Votran's goal for its Sustainability Management Plan. Votran does operate hybrid fixed route vehicles and these have shown an improvement in the MPG rating and have proven to be dependable vehicles to operate. The estimated value of the fuel economy of the fixed route fleet was estimated at around \$175,000 per fiscal year. The newest paratransit vehicles will include four propane fuel vehicles. Propane is the most widely used alternative fuel for transit fleets and is expected to help with fuel cost savings.

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 2014 (completed in 2015) continues to show on-time performance above the standard at 91%

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

The adopted language by the TDLCB of the cancellation/no-show policy was incorporated into the Votran Gold Users Guide and continues to appear in subsequent versions. Following a review of printouts of cancellation/no-shows, letters, if warranted, are sent to applicable riders on a monthly basis. For the most recent available 12 month period (March 2014-March 2015) the percent of cancellations and no-shows was 9.4%, representing fewer than 10% of all trips.

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 provide automation of outbound calls for reminding customers about next day trips, with the customer having the option to confirm or cancel during their call. This software project will be developed during calendar year which should help reduce the no-show and same day cancellation rate.

Goal 3 – Strategy 3.1.3) Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities

Votran drivers receive intense training over a six week period that includes: simulator training, defensive driving, driver safety, passenger sensitivity, wheelchair securement, and T.S.I. (Transportation Safety Institute) Certified training which involves operator's responsibility, customer service training as well as emergency management. Training is broken down into two phases. Phase one consists of class room instruction by training supervisors and presentations of specific subjects by staff personnel. Phase two is on-

the-job training with primary line instructors who fine-tune their driving skills and learn the various routes in Votran's system. The most recent training took place January through March 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 has performed at 91% per the recent CTC Evaluation completed in 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 video cameras installed and all other Votran GOLD paratransit vehicles were retrofitted with on-board video cameras. 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 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 5.78 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 video cameras installed and all other Votran GOLD paratransit vehicles are in the process of being retrofitted with on-board video cameras. Commendations received concerning service are also shared with the attendees. Pursuant to these meetings, corrective actions are taken where and when necessary. On occasion, policies have been revised or developed pursuant to these meeting. The Customer Service Manager responds to every individual who has made a complaint.

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

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

at least annually. The most recent annual bus transit system safety certification was completed on January 31, 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. Votran drivers visit public elementary schools for “vehicle days” events providing orientation to young riders about using the public transit system. Votran also participated in the community celebration events at DeBary Station for the SunRail launch.

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

The marketing efforts of Votran were recognized in FPTA’s marketing awards competition in 2014. Votran received the Florida Public Transit Association Online Communications/Social Media award which recognizes transit agency efforts to communicate with its users through online communications. Votran was selected for this award for its new website that was launched in early 2014. This new website includes improved functions such as a route tracker application as well as a trip planner powered by Google maps.

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.

Currently Votran is working with the Aging Tree organization based in Orange City. This organization produces a widely circulated publication and creates regular community events to raise the awareness of resources available to the aging members of the community. Votran provided marketing materials about fixed route and paratransit service at their facility.

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. The new website was up and running in the first quarter of 2014. 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 and Google Transit was up and running beginning March 26, 2014.

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*

Votranstaff 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. A Spanish version is in the works and a spoken word video as well as a signed version video will also be created. 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.

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 staff participated in the TPO projects focused on corridor improvements for US 1 and US 17/92.

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 Votran has started an update process for the this document that was published in 2008. During the 2015 this document will be updated in collaboration with the TPO and planning organization officials to ensure that the document reflects current FTA, FDOT and ADA standards.

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. In the Spring of 2014, Votran submitted a corridor funding request for frequency improvement 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. This was a second request for funding to support these important corridors. FDOT staff has supported phase two work on the U.S. 1 corridor. Votran participated in the study meetings conducted during FY13/14 and will continue to provide support as needed. The FDOT project for pedestrian safety in the ISB corridor was the subject of close collaboration with Votran staff participating in the design phase for ADA compliant bus stops.

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, county and city representatives 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 DeLand Intermodal Transit Facility (ITF), a City of Deland property, was completed in time for the launch of SunRail. Adjustments in

timing and routing were made to ensure connections with the DeLand ITF and SunRail connecting service to DeBary station.

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 2015 and initial preparations for the Annual Operating Report are underway.

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

The new TDSP was completed by the CTC and R2C TPO and reviewed and approved via roll call by the TDLCB in March of 2012 and covers the period 2012-2017. Annual updates are conducted and forwarded to the TD Commission. The most recent TDSP update was completed in May 2015. Quarterly progress reports are submitted in a timely manner, most recently in the first week of April 2015 as well as the AER which is submitted concurrently with the AOR in September of the 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. The most recent RSQ (2013) saw the awarding of contracts for all currently running supplemental paratransit service providers and one new provider. Since FDOT is the designated recipient responsible for the competitive process regarding the award of grant monies 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 on May 13, 2015.

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*

Votran Gold trips continue to schedule trips with a 100% accessible fleet. All fixed route buses are accessible, equipped with ramps or lifts to board persons in wheelchairs or ambulatory persons with disabilities.

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 acquired the bus stop inventory software, ATSIM, during 2014 and the early part of 2015. The most current inventory started in April 2015.

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 94 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.

Votran has procured and installed system wide new bus stop signs and poles which are designed to improve visibility for bus stops. The pole is a square tube design that is distinct from other traffic sign poles and is being installed with a Braille tag indicating that it is a bus stop pole. The pole and sign replacement was completed in 2014 for approximately 2,200 bus stops throughout the 1,200 square miles of County area, are replaced.

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

As part of the efforts stated in Strategy 6.1.5 bus stop poles are to be installed with a Braille tag indicating the pole is a bus stop pole. Votran 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.

A project is underway to place tags on each bus stop that have a tactile identification number. Riders will be able to text a message containing the bus stop identification number whenever they want to get the live estimated time that the next bus will arrive at that stop. This customer service feature is being marketed as "Text Vo to Go".

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

Goal 7 – Strategy 7.1.2) Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system

Votran uses the assistance of small businesses in the provision of paratransit services allowing Votran to develop its core services and use vendors for some of the outlying trips. The most recent Request for Statement of Qualifications (RSQ) was in 2013. 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.

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 authorizing Federal Transit Administration legislation, MAP-21, New Freedom funds were absorbed into another grant funding category, Section 5310.

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

The JARC program aims to improve access to transportation services to employment and employment related services for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. Votran has utilized the Job Access and Reverse Commute funding source (FTA 5316) for operating the New Smyrna Beach Flex Service which began service in October of 2010. Under authorizing Federal Transit Administration legislation, MAP-21, JARC projects were absorbed into another grant funding category, Section 5307.

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

Although the economy appears to be improving there is still some uncertainty associated with federal funding sources and the timeliness of their distribution. This in turn has a trickle-down effect on State and local budgets.

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

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

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 to promote a better understanding of transit and its benefits. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has worked with various chapters of AARP, the Volusia Council on Aging, Children's Home Society and Veterans Clinic among other community based organizations.

Goal 7 – Strategy 7.1.7) Evaluate fares on a regular basis to ensure customers contribute to maintaining the system within reasonable means

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

With the instability in fuel prices, the decrease in property values reducing ad valorem revenues, and the desire to at a minimum maintain existing service a fare increase must be considered. The ultimate decision to increase fares rests with Volusia County Council. During Fiscal Year 2012/13 the County Council instructed Votran to conduct the necessary Title VI public involvement in order to phase in a higher fare in two small increments. The first increase occurred in February 2014 and was followed by another increase in February 2015. The general consensus was that two small increases would be easier for the customer to adjust to. Extensive communications were undertaken for the second phase adopted in February 2015, as described in the attached Appendix "Activity Chronology".

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 to promote a better understanding of transit and its benefits both with the general public and local decision makers. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has provided presentations in numerous city community events in DeLand, Ormond Beach and Port

Orange as well as Daytona State College, Halifax Council of the Blind, Port Orange YMCA, New Smyrna Beach Lions Club, and public schools throughout the County among others. Votran has a speaker's bureau link on its website and staff members are available to speak to groups about the benefits of public transit and can assist groups with information and "how to ride" presentations.

Actions to be initiated within two to five years

Votran is a dynamic organization characterized by continuous adjustments to change, vigorous activity, high effectiveness and energy. This Community Transportation Coordinator is constantly going through a process of adjustment and growth to meet ever increasing customer needs. To further enhance its ongoing activities Votran has incorporated additional actions to be initiated within the next two to five years. For more details please refer to the Implementation Schedule provided herewith.

Conclusion:

Votran is reaching the end of the third 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			
	Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicles	Purchase of ITS equipment	CTC/Service Providers	Ongoing
	Continue to monitor private provider utilization rates and adjust as needed to provide timely and effective service			
	Continue to monitor the costs per trip and work to operate as efficiently as possible			
	Annually review trip rates to ensure the program is sustainable	Establish and maintain minimum standards for cost-efficiency measures	CTC/Service Providers	Ongoing
	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	CTC/Service Providers	2012-2015

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	CTC/LCB/Service Providers	Ongoing
	Complete an inventory of existing bus stops and review each stop for possible ADA accessibility improvements	Development of a summary of the barriers to using the fixed-route system, with potential solutions		2012
	Ensure that new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements			2013
	Research and try to secure funding for uniquely identified bus stop poles to distinguish them from other poles.			2013
	Coordinate with the Volusia TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts	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			

Votran Fare Increase Fall 2014 and Winter 2015 Activity Chronology

December 1, 2014 – Published schedules for East Volusia and West Volusia show fare change

December 10, 2014 - Overheads onboard all buses, distribution in libraries and pass sales locations

December 16, 2014 – Volusia Magazine fare increase discussion with Steven Sherrer

December 16, 2014 – Volusia Today Dave Byron reminder about fare increase

December 18, 2014 – WSBB interview w/Skip Diegel (SS)

January 2015 – Announcement at One Voice Volusia

January 2015 - TPO meeting attachments for all committees

January 5, 2015 – 3x6 display ad

251VO Fare Increase Ad Revision Seniors Today

252VO Fare Increase Ad Revision Daytona Times

253VO Fare Increase Ad Revision DeLand Beacon

254VO Fare Increase Ad Revision Hometown News

255VO Fare Increase Ad Revision News-Journal

256VO Fare Increase Ad Revision Pennysavers (3 publications)

January 7, 2015 HAVOC discussion and distribution of schedule

January 7, 2015 News Release and web posting on votran.org

January 8, 2015 Votran eblast New Release to web subscribers

January 8, 2015 Daytona Times web article in Community Section

January 8, 2015 myinforms.com web posting

January 9, 2015 Mailed News Release and fee schedule flyer to US post subscriber group

January 9, 2015 Eblast request to One Voice Community Connector (distribution to 2,700 Human Services professionals)

January 9, 2015 Eblast request to Daytona Chamber membership

January 9, 2015 News Journal article “Cost of single Votran fare increases to \$1.75”

January 9, 2015 Eblast request to TPO with English and Spanish release for all recipients of TPO email notices (all Volusia elected officials and committee members that include Flagler County officials)

January 8 Takeones notices in bright color on buses

January 13 and January 26 Votran email subscriber reminder

February 2 News release about fare increase effective date

**SUMMARY SHEET
TDLCB
MAY 13, 2015**

V. DISCUSSION ITEMS AND PRESENTATIONS

A. Presentation by Tindale Oliver Concerning Transit Design Guidelines

Background Information:

Representatives from Tindale-Oliver & Associates, Inc. will be making their introductory presentation to the TDLCB on the Transit Design Guidelines project. The staff kick-off meeting for this project took place on February 4, 2015.

A question and answer period will follow.

Action Requested:

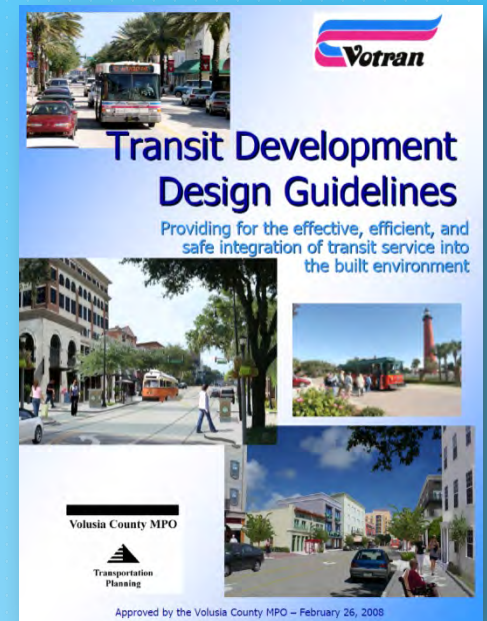
No action is needed unless otherwise directed by the board.

VOLUSIA COUNTY TRANSIT DEVELOPMENT DESIGN GUIDELINES UPDATE



PROJECT OVERVIEW & PURPOSE

- ▶ Develop standards and designs for Votran bus stops and transit service access throughout the county
- ▶ The design guidelines were adopted in 2008
- ▶ Since the last update:
 - ▶ New Americans with Disabilities Act regulations
 - ▶ New trends in roadway development
 - ▶ FDOT “Accessing Transit” handbook update
 - ▶ Votran Transit Development Plan major update
 - ▶ Development and redevelopment has increased
 - ▶ SunRail has been implemented
 - ▶ Premium transit studies are underway in Volusia County



EXISTING TRANSIT DESIGN GUIDELINES - COMPONENTS

- ▶ Project thresholds
- ▶ Development review checklist
- ▶ Land use considerations
- ▶ Residential, retail, office, and mixed-use land use principles
- ▶ Vehicle characteristics
- ▶ Roadway design
- ▶ Classification of transit stops
- ▶ Bus stop siting and design

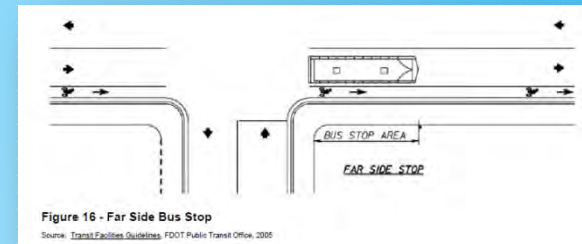
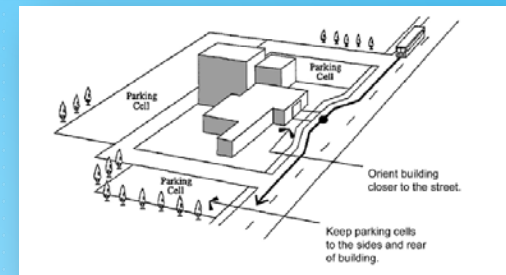


Figure 16 - Far Side Bus Stop

Source: *Transit Facilities Guidelines*, FDOT Public Transit Office, 2005

TRANSIT DESIGN GUIDELINES UPDATE - DEVELOPMENT PROCESS

- ▶ Review ordinances and current land development codes for Volusia County and the municipalities
- ▶ Meet with city and county staff regarding development processes/plans and design guidelines
- ▶ Roundtable discussions with community stakeholders
- ▶ Develop survey/questionnaire for additional input



TRANSIT DESIGN GUIDELINES UPDATE – ANTICIPATED RESULTS & OUTCOMES

- ▶ Update Volusia County Transit Development Guidelines based on staff and stakeholder input and updated regulations and guidelines
- ▶ Integrate Design Guidelines with the Transportation Impact Analysis Guidelines
- ▶ Incorporate Crime Prevention Through Environmental Design Principles
- ▶ Develop draft for review by county and city staff

TECHNICAL COORDINATING COMMITTEE INPUT

- ▶ What are some of the major issues that need consideration during this process?
- ▶ What are some of the elements that should be included in the update process?
- ▶ What are some barriers to coordination that should be considered in the process?
- ▶ How can we create cohesive integration of the updated standards and designs for transit service into developing and redeveloping areas?



PROJECT CONTACT INFORMATION

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**SUMMARY SHEET
TDLCB
MAY 13, 2015**

VI. STAFF COMMENTS

VII. TDLCB CHAIRMAN COMMENTS

VIII. TDLCB MEMBER COMMENTS

IX. INFORMATION ITEMS

- **TDLCB Membership List**
- **TPO Board Meeting Summary for April 22, 2015**
- **LRTP Subcommittee Meeting Summaries for March 20 and 27 and April 27, 2015**

X. ADJOURNMENT

TDLCB MEMBER LISTING

<u>VOLUSIA COUNTY</u>	
Name	Council Member Joshua Wagner
Address	123 W. Indiana Avenue DeLand FL 32720
Work phone	386-304-5535
Email	Jwagner@volusia.org <i>TDLCB CHAIRMAN</i>

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**River to Sea TPO Board
April 22, 2015
Meeting Summary**

- Deferred action on Resolution 2015-09 adopting the Regional Trails Corridor Assessment (RTCA) Report until the May TPO Board meeting
- Received public comments opposing the New Smyrna Beach Paige Avenue Feasibility Study
- Approved the consent agenda including the approval of the February 25, 2015 TPO Board meeting minutes and the Executive Director's contract
- Approved Resolution 2015-10 amending the FY 2014/15-2018/19 Transportation Improvement Program (TIP) with the following modifications: revised local match estimate for the Seminole Woods Trail Multiuse Path, removed the Lake Harney Road Bridge project and moved the funding from FY 2015/16 to FY 2014/15 for Votran's Section 5339 funding
- Received a PowerPoint presentation on SunRail Service
- Approved a motion for the TPO to send a letter of support from the TPO Acting Chairman to FDOT for the SunRail TIGER grant application
- Received a status update on the SR 417 to I-95 Connector Study
- Approved a motion to send a letter of support from the TPO Acting Chairman in support of a request by Edgewater and Deltona to use planning study funds earmarked for the I-95 to SR 415 Connector Study; the letter will be send to the Volusia County Council, the Central Florida Expressway Authority and the Florida Turnpike Authority

- Received a presentation on 2040 Long Range Transportation Plan (LRTP) Trend and Modified Land Use Alternatives and informed that the list of projects would be emailed out to the TPO Board members for their review
- Received a PowerPoint presentation on the Transit Development Design Guidelines
- Received the FDOT report and update on the I-4 Ultimate project
- Received Executive Director's report including a draft summary report on the annual TPO Retreat and current legislation
- Received member comments regarding Paige Avenue in New Smyrna Beach

The next River to Sea TPO Board meeting will be on Wednesday, May 27, 2015



**Long Range Transportation Plan (LRTP) Subcommittee
Meeting Summary
March 20, 2015**

- Reviewed the Existing + Committed (E+C) model output and project prioritization and requested an E+C congested corridors map be provided
- Reviewed and refined the Strategic Intermodal Systems (SIS) Projects, SIS - Projects Requested, Other Arterial Projects and Other Projects per Public Input starter lists based on the constrained trend and alternative land use scenarios
- Requested that the cities/counties provide their lists of projects for the LRTP to Jean Parlow by Thursday, March 26, 2015

***** The next LRTP Subcommittee meeting will be on Friday, March 27, 2015 @
1:30 p.m. *****



**Long Range Transportation Plan (LRTP) Subcommittee
Meeting Summary
March 27, 2015**

- Reviewed the remaining schedule for the remaining 2040 Long Range Transportation Plan (LRTP) activities
- Reviewed and approved the projects list for modeling of the Transportation Trend Scenario based on the draft 2040 LRTP draft Starter Project Needs (Capacity Projects) modified list, the programmed developer funded projects from the Farmton Master Development of Regional Impact (MDRI) list and Volusia County's Public Works Strategic Roadway Plan (unfunded priority corridor improvements) projects list
- Compared the 2014 Transit Development Plan (TDP) project list with the adopted 2035 LRTP Mass Transit project list
- Approved for modeling purposes of the Alternative Land-use Scenario the inclusion of projects identified in the adopted TDP and the 2035 LRTP Mass Transit updated project list, to apply 15 minute headways along level 1 and 2 sustainable development corridors and to provide transit connections between Flagler County and Volusia County along SR A1A and US 1; with 30 minute headways
- Agreed to poll the LRTP Subcommittee members to set the next LRTP Subcommittee meeting date