

Transportation Disadvantaged Local Coordinating Board (TDLCB)

Meeting Minutes

May 13, 2020

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

TDLCB Members Present:

Clayton Jackson
DJ Lebo
Jean Cerullo
Renee Gahagan
Doug Hall
Marina Villena
Judy Craig, Vice Chairperson
Patricia Lipovsky
Carlos Colon
Shelisha Coleman
Patricia Boswell
Steve Jack
Susan Pauly
Heather Post, Chairperson
Kathy Spencer

Representing:

Association of Community Action
Children at Risk
Citizens Advocate
Citizens Advocate - Alternate
Citizens Advocate, System User
Citizens Advocate, System User – Alternate
Disabled Citizens
Elderly Citizens
Florida Department of Transportation
Health Care Administration
Medical Community
Private for Profit
Vocational Rehab Services
Volusia County Council, District 4
Workforce Development Board

TDLCB Members Absent:

Julia Marshall
Gladys Lacen
Robert Watson

Representing:

Department of Children and Families
Elder Affairs, Alternate
Veterans Services Group

Others Present:

Debbie Stewart, Recording Secretary
Pam Blankenship
Stephan Harris
Lois Bollenback
Colleen Nicoulin
Nancy Burgess-Hall
Big John
Edie Biro
Frank Alvarez
John Cotton
Jake Lunceford
Sylvia Bamburg

Representing:

TPO Staff
TPO Staff
TPO Staff
TPO Staff
TPO Staff
Citizen
Press
Votran Staff
Votran Staff
Votran Staff
Votran Staff
Agency for Persons with Disabilities

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

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

II. Public Comment/Participation

There were no public comments.

III. Action Items

A. Review and Approval of the January 8, 2020 TDLCB Meeting Minutes

MOTION: *A motion was made by Vice Chairperson Craig to approve the January 8, 2020 TDLCB meeting minutes. The motion was seconded by Mr. Colon and carried unanimously.*

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

Mr. Alvarez reviewed the Community Transportation Coordinator's (CTC) paratransit reports from December 2019 and January through March 2020 noting a decrease in ridership for March 2020 due to the COVID-19 virus.

MOTION: *A motion was made by Ms. Cerullo to approve the Community Transportation Coordinator's (CTC's) reports from December 2019 and January through March 2020. The motion was seconded by Vice Chairperson Craig and carried unanimously.*

C. Review and Approval of the Community Transportation Coordinator's (CTC) FY 2019/20 Evaluation

Chairperson Post stated the Community Transportation Coordinator's (CTC) 2019/20 evaluation was discussed at the Quality Assurance Committee (QAC) meeting prior to the TDLCB meeting today and this item was deferred to give the QAC members time to review it. The QAC will reconvene on June 17, 2020 at 10:30 am to discuss and recommend approval of the CTC 2019/20 evaluation.

Mr. Hall asked how that would relate to the TDLCB approval if the QAC is meeting in June.

Mr. Harris replied it would still be approved within this fiscal year.

Chairperson Post noted it would still need to be approved by the TDLCB which does not meet again until July.

Mr. Hall asked if the TDLCB could meet that same day to approve this action item.

Mr. Harris replied yes if the TDLCB agrees.

It was agreed to hold a TDLCB meeting on June 17, 2020 at 11:00 am to review and approve the Community Transportation Coordinator's (CTC) FY 2019/20 evaluation.

MOTION: *A motion was made by Mr. Hall to defer approval of the Community Transportation Coordinator's (CTC) FY 2019/20 Evaluation to June 17, 2020. The motion was seconded by Ms. Lipovsky and carried unanimously.*

D. Review and Approval of the 2020 Annual Update to the Transportation Disadvantaged Service Plan (TDSP) Roll Call Vote Required

Mr. Harris stated a link to the updated Transportation Service Plan (TDSP) was provided to members in the agenda. The TDSP is updated annually with minor updates; major updates are done every five years. At the QAC meeting earlier, they discussed the on-time performance of Votran and its subcontractors. Votran's standard is 90% on-time performance for both fixed route and paratransit services; they exceed that standard at 92% fixed route and 91% paratransit. The QAC also wanted this document to address the subcontractor's on-time performance and would like the text be revised to clarify that the performance of the contracted vehicles is included.

Chairperson Post explained the QAC had concerns about the on-time performance of the various subcontractors under Votran. There was discussion about the on-time performance goals; Strategy 2.1.1 shown on page 11 of the draft TDSP. QAC members want to ensure subcontractors are included. It was surmised that this is the Transportation Disadvantaged Service Plan for Votran and that anyone operating underneath Votran or that Votran contracts with should be responsible and maintain the same standards. It should be implied that Strategy 2.1.1 applies to the subcontractors. After discussion, the QAC agreed to have the on-time performance goals on the July 8, 2020 TDLCB meeting agenda as a presentation. Any committee members that have concerns regarding on-time service can have them addressed then.

Mr. Harris stated another major change is the addition of Strategy 2.2.7 on page 4 of the draft TDSP regarding Votran's 2019 Package/Personal Belongings Policy. There are also additions on pages 16 and 17 regarding the addition of bus routes on SR 44 in New Smyrna Beach and Route 25 in Deltona as well as new service to the Tanger Outlet/Tomoka Town Center. The other changes are relatively minor.

Ms. Lipovsky referred to the on-time performance goal and asked if verbiage could be added that stipulates it includes the subcontractors.

Mr. Harris replied yes, that can be done.

Mr. Alvarez stated the goal does include the subcontractors on-time performance but language definitely needs to be added to reflect that.

Ms. Boswell referred to page 23 of the draft TDSP regarding the "vRide" and noted the statement is from 2015; she asked if that could be updated to be current or include a statement on how well it is working. Also, regarding Appendix B of the Volusia County TD Rate Model Worksheet for FY 2020/21, she noted most of the columns are missing data.

Chairperson Post asked if the completed data is available.

Mr. Harris replied yes, it did not show on the printed page.

Chairperson Post asked if a completed one could be emailed to members.

Mr. Harris replied yes.

Ms. Blankenship noted it is available on the R2CTPO website and the figures are visible.

MOTION: *A motion was made by Mr. Hall to approve the 2020 annual update to the Transportation Disadvantaged Service Plan (TDSP) as amended to add language*

that subcontractors are included in the on-time performance goal. The motion was seconded by Ms. Lipovsky and carried unanimously via a roll call vote.

E. Review and Approval of the FY 2020/21 TD Rate Model Worksheet

MOTION: *A motion was made by Mr. Hall to approve the FY 2020/21 TD Rate Model Worksheet. The motion was seconded by Ms. Lipovsky and carried unanimously.*

IV. Discussion Items and Presentations

A. Presentation and Discussion of Service Changes to Votran Routes 10 and 11

Mr. John Cotton, Votran, gave a PowerPoint presentation of service changes to Votran's Routes 10 and 11 and stated these changes are to solve the transit problem to the Tanger Outlet Mall and Tomoka Town Center area. The Route 11 service currently serves Mason Avenue from the transfer plaza to the Daytona Beach Flea Market every 30 minutes from 7:00 am to 7:00 pm. It will now be split into two routes; Routes 11A and 11B. Route 11A will continue serving the current path and will not change. Route 11B will serve the Tanger Outlet/Tomoka Town Center area every hour. Sunday service will be provided using Route 10. The initial goal was to provide night service as well but that is currently on hold due to COVID-19 and until things change and there are regular working hours again. Votran received approval to start service June 28, 2020. He reviewed the changes to the routes and the paths they will take. Sunday service will only provide trips to the Tanger Outlet/Tomoka Town Center on outbound trips. Riders would have to make the remainder of the inbound trip from the Volusia County jail. He reviewed the breakdown of what each leg of the trips will cost. Night service will not immediately begin on June 28, 2020 unless something changes between now and then. The 11B for night service will have three trips at 7:41 pm, 9:41 and 11:41 pm; the last trip will return to Votran's office. Votran was able to make the daytime and Sunday service cost neutral but unfortunately, night service will cost an additional \$147,000.

Chairperson Post noted that Miller's Ale House is scheduled to move there as well as other restaurants that will be open late hours that will need the night service.

Mr. Cotton replied yes; he continued to review the changes to the routes. The developer of the Tanger Outlet Mall installed an ADA bus pad on Cornerstone Boulevard in front of the Visitor Center and Customer Service; that is the only stop in the development. He explained Votran's Package/Personal Belongings Policy and the two types of carts allowed on the bus. If anyone has any questions or comments email him at jcotton@volusia.org. Votran will be sending out a press release and holding a marketing campaign regarding this new service. They are doing what they can within the COVID-19 guidelines to get the word out regarding this service.

Ms. Lipovsky commended Votran for getting this service in place and Mr. Cotton for helping her with the verbiage and description of the route; she was able to share that information with others in the visually impaired community.

Chairperson Post asked what type of messaging or marketing is being done at Tanger Outlet/Tomoka Town Center.

Mr. Cotton replied Votran will initially do a mass mailer that will reach out to all addresses along Route 11. They will develop a marketing campaign mailer card and include a map of the service on the back. They were almost ready to go when the COVID-19 shut down began so hopefully it will not take long to update that. Votran is also coordinating with the Tanger Outlet/Tomoka Town Center as they are excited to be bringing bus service there; they may partner with Votran to set a date for a grand opening.

Chairperson Post asked if that mailer could be sent to TDLCB members for review before it goes out.

Mr. Cotton replied yes; they will also send it to the BPAC, CAC, TCC and TPO Board due to the new service start date.

Mr. Colon announced he wants to be on the first trip. He referred to the cart policy and that Votran had a complaint a few months ago about the size of a cart and asked if the policy includes the same measurements.

Chairperson Post replied yes and explained the QAC handled a complaint and that is why the new Personal Belongings/Packages Policy was put into place. Mr. Colon is asking if those measurement guidelines fall in line with the new policy.

Mr. Cotton replied yes.

Mr. Colon stated FDOT has a contract for Routes 3, 4, 7, and 11 and asked if an amendment to that contract would be needed since Route 11 is being split to include Route 11A and 11B.

Mr. Alvarez replied he will have to verify that but most likely they will do an amendment.

B. Presentation and Discussion of the 2020 “Tell the TPO” Survey Campaign

Ms. Blankenship stated the 2020 “Tell the TPO” survey began on March 30, 2020. She gave a PowerPoint presentation and reviewed the survey goals and approach; the target goal this year is 3,000 responses. The survey is done every two years and the responses are reviewed and compared to previous survey responses to track trends. This year’s survey only has two of the same questions as the previous survey; the remaining questions are new. The marketing plan has changed due to COVID-19 as we cannot attend events or get into the community. Social media is being utilized as much as possible and the TPO has partnered with the cities and counties as well as Votran and the public libraries to get the word out. She announced an ambassador challenge for each advisory committee as well as the TPO Board; each committee has a specific link to the survey and TPO Board members each have a separate link. There is also a prize opportunity for someone from the public to win a three-day, two-night stay at the Daytona Beach Shores Resort and Spa; committee and TPO Board members are not eligible. She encouraged members to share the survey with friends, co-workers and family. The website for the survey is www.tellthetpo.com; there are hard copies, rack cards and tools to help spread the word. Currently, the TCC is in the lead with 65 responses, BPAC has 54, CAC has 13 and the TDLCB has 10. The survey will conclude May 30, 2020, the data will be compiled in June and the report adopted in August.

Chairperson Post also encouraged members to share the link and survey with friends, family, co-workers, etc.

Ms. Blankenship announced she would send an individualized flyer to the TDLCB members to share.

C. Presentation and Discussion of Update to the R2CTPO's Public Participation Plan (PPP)

Ms. Blankenship stated that due to COVID-19, the Governor issued an Executive Order that permits virtual technology to hold meetings like we are doing here today. This method of holding meetings is new to the TPO and it is necessary to update the Public Participation Plan (PPP) to address this. The PPP outlines the ways for the public to provide input and how the TPO promotes and encourages participation. The TPO is proposing to add a paragraph to the PPP which was provided in the agenda; changes to the PPP require a 45-day public comment period which began on May 10, 2020 and will go through June 24, 2020 when the TPO Board will take action on the amendment. The key point is the R2CTPO may at times utilize virtual meetings when physical meetings are not feasible due to unusual or emergency situations and/or when physical meetings are prohibited by state or federal guidance.

D. Presentation and Discussion of the Development of the 2045 Long Range Transportation Plan (LRTP)

Ms. Nicoulin stated a presentation was given to the TDLCB last year on the overview of the 2045 Long Range Transportation Plan (LRTP) process and the different activities associated with the development of the plan. The TPO started the process with visioning sessions and focus group workshops were held throughout Volusia and Flagler Counties at five different locations; they were small groups of only 12 to 15 attendees. Specific questions were asked about big picture transportation items. A survey was also conducted that focused on three alternative scenarios; technology, resiliency and funding. The 2045 LRTP Subcommittee meets once per month to provide a technical review of the development of the plan. Then development moved into the needs assessment phase which looked at identifying the needs of the planning area; there are a number of roadway capacity projects that are part of the statewide strategic intermodal system (SIS), large state system major arterials as well as local roadway projects that are usually provided by the local governments and are included in the LRTP for informational purposes. The regional trail network and transit network were also identified in this phase. The transit network information came from the Transit Development Plans provided by the transit service providers; Votran and Flagler County Public Transportation.

Ms. Nicoulin stated currently, development is in the prioritization phase which identifies projects that are part of the needs plan and determining which ones will be prioritized into the 2045 LRTP. Early in the development of the plan, a financial forecast was done to identify the resources available to fund projects; the resources are distributed among projects identified in the needs assessments. She noted that the identified needs far outweigh the available funding which is where the prioritization comes in. A series of prioritization criteria were developed through the 2045 LRTP Subcommittee as well as the advisory committees and TPO Board to help prioritize projects to incorporate into the LRTP. Prioritization includes the three alternative scenarios; technology, resiliency and funding. It also includes public input which is being shifted to virtual meetings and virtual public outreach activities due to COVID-19. The TPO will be holding a public webinar to solicit input on the prioritization of the projects and there will be an opportunity for the public to provide input during the webinar or after; recordings of the webinar will also be posted on the TPO website.

Chairperson Post asked for the date of the webinar.

Ms. Nicoulin replied May 26, 2020; she will send a link with the information to members. There will be a 10:00 am session and another at 5:30 pm. A public hearing notice will be issued in June and the draft document will be provided for review and comment. Any additional comments will be incorporated and presented in August with final adoption in September 2020. The deadline has not

changed as a result of COVID-19 and the TPO is on track to meet that adoption date. The TPO has had to do things differently as a series of scheduled presentations to community groups were either cancelled or done virtually. She asked members that may be involved with other groups or organizations that would like a presentation to please let her know. There is also a website specific to the development of the 2045 LRTP which is www.r2ctpoconnect2045.com; links to documents under review are provided on the website such as the needs assessment. The next 2045 LRTP Subcommittee meeting will be Friday, May 15, 2020 and following that meeting there will be updated information regarding the preliminary Cost Feasible Plan. Comments can be made on the website or directly to the TPO.

V. Staff Comments

→ New Votran Management Firm

Mr. Harris stated a press release was issued in February that the Volusia County Council voted to bring in a new management firm to oversee the day-to-day operations of Votran. Currently, RATP Dev USA manages Votran's operations and their predecessor, McDonald Transit Associates, has managed Votran since 1975. The new firm is First Transit. In January, the Volusia County Council approved an extension to the RATP Dev USA contract for a six-month transition period. First Transit will take over the day-to-day operations of Votran in September 2020.

→ Update on Fixed-Route Bus Wheelchair Accommodations

Mr. Harris stated at the January 8, 2020 TDLCB meeting, Ms. Villena had an issue on a fixed route bus; the area on the bus for wheelchair users was being used by people not in wheelchairs and she was not allowed to board. It is his understanding that this issue has been resolved and going forward, bus operators will remind users in the wheelchair space that it is for wheelchair users.

→ Update on Votran Bus Stop Inventory

Mr. Cotton stated Votran is undergoing a bus stop inventory which began in July 2019. They are physically going out to every stop to record what is there; ADA compliance, benches, shelters, sidewalks, crosswalks and any identifying features. They also take photographs. They started on the east side of Volusia County which has 19 routes; 11 of those have been completed. They had software and hardware issues with the database as well as a new route beginning, and with COVID-19 they have run a little behind schedule. There are five routes in West Volusia and they have not started that inventory yet but will begin when the East Volusia inventory is completed. Votran has upgraded to ADA compliance 98% of bus stops in unincorporated Volusia County and is striving to reach 100%.

Chairperson Post asked if there was a timeline as to when the ADA compliance upgrades would be completed.

Mr. Cotton replied the contractor is doing his best; the last group is a miscellaneous batch in the Ormond Beach and Holly Hill areas and there are only five.

Chairperson Post asked him to provide an estimated timeline for ADA compliance completion as those five stops are in her district.

Ms. Craig asked if an update on the bus stops in West Volusia could be given at the next meeting.

Mr. Cotton replied yes.

→ **Votran Services Amid COVID-19 Crisis**

Mr. Alvarez stated Votran is operating regular service with COVID-19 precautions. They are having passengers do rear boardings and using the ramp on request. They have hired extra staff to clean the buses more often and are fogging the buses daily. Fares are still suspended until further notice. Bus schedules remain the same and there has been less paratransit service. It is not mandatory that riders wear masks but they encourage them to do so and also request social distancing.

Chairperson Post commented this issue of masks has been discussed at the Volusia County Council several times and they have directed masks be available to riders that may not have them available. She asked if he had any information regarding that.

Mr. Alvarez replied he would check into it; they have installed hand sanitizers on the buses.

Chairperson Post stated there was also concern for the drivers and that they have personal protection equipment (PPE) available to them and that they are wearing it.

Mr. Alvarez replied face masks and shields are available to Votran staff.

Ms. Lipovsky asked if masks are mandatory for fixed route and paratransit.

Mr. Alvarez replied no they are not mandatory but are recommended.

Ms. Lipovsky referred to the new management company and asked if they are located in Florida.

Mr. Harris replied they are not based in Florida; however, they do provide services in Florida. At this time that is all the information he has regarding First Transit. More information will be forthcoming between now and September before the transition.

Chairperson Post stated since the Volusia County Council approved the new management firm, she can forward their proposal and information to members.

VI. TDLCB Member Comments

Ms. Craig asked for a report on the TD Day trip to Tallahassee.

Mr. Harris replied he, Ms. Craig, Ms. Biro and a driver from Votran attended TD Day on February 11, 2020 in Tallahassee; they attended a rally that morning, and heard several speakers. Lunch was provided and then they met with senators and representatives to discuss transit issues. It was a successful trip.

Mr. Jack stated he is one of Votran's subcontractors measured for on-time performance; it is part of his contract. They are measured monthly and have incentives if performance measures are met and disincentives if they fall below 90%. It is clearly spelled out in his contract.

Chairperson Post asked that information regarding the subcontractors be provided as part of the next presentation.

VII. TDLCB Chairperson Comments

Chairperson Post announced the QAC will meet on Wednesday, June 17, 2020 at 10:30 am to specifically review and recommend approval of the CTC FY 2019/20 Evaluation. Directly following that QAC, the TDLCB will meet at 11:00 am to approve the evaluation. She asked that members participate to ensure a quorum. It was also discussed to have on the July 8, 2020 agenda a presentation regarding Votran's on-time performance goals. Also discussed was Uber or Lyft being used as a possible participation in transit service; that will also be discussed at the July meeting.

VIII. Information Items

- FTA Section 5307 Funds
- River to Sea TPO Board Meeting Summaries
- River to Sea TPO Outreach and Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List
- Memo regarding annual administrative updates to R2CTPO's Title VI and Limited English Proficiency (LEP) Plans

IX. Adjournment

The meeting was adjourned at 12:45 p.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION


VOLUSIA COUNTY COUNCIL MEMBER BARBARA GIRTMAN, CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the May 13, 2020 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 17th day of June 2020.


DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: Votran

COUNTY (IES): Volusia

ADDRESS: 950 Big Tree Road, South Daytona, FL 32119

CONTACT: Frank Alvarez **PHONE:** 386-761-7700, ext. 4124

REVIEW PERIOD: 7/1/19-6/30/20 **REVIEW DATES:** 1/1/20-3/31/20

PERSON CONDUCTING THE REVIEW: Stephan C. Harris

CONTACT INFORMATION: 386-226-0422, ext. 20428

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
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SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☒ APR Data Pages
- ☒ QA Section of TDSP
- ☒ Last Review (Date: 04/18)
- ☐ List of Omb. Calls
- ☒ QA Evaluation
- ☐ Status Report (from last review)
- ☒ AOR Submittal Date
- ☒ TD Clients to Verify
- ☒ TDTF Invoices
- ☒ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☒ SSPP
- ☒ Policy/Procedure Manual
- ☒ Complaint Procedure
- ☒ Drug & Alcohol Policy (see certification)
- ☒ Grievance Procedure
- ☒ Driver Training Records (see certification)
- ☒ Contracts
- ☒ Other Agency Review Reports
- ☒ Budget
- ☒ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☒ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☒ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☒ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☒ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☒ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☒ Measuring Tape
- ☒ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☒ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☒ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☒ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☒ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☒ Monitoring of contractors.
 - ☒ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☒ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☒ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

☐ RURAL ☒ URBAN

2. ORGANIZATION TYPE:

☐ PRIVATE-FOR-PROFIT
☐ PRIVATE NON-PROFIT
☒ GOVERNMENT
☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☒ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

N/A

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
Center for the Visually Impaired	1187 Dunn Av.	Daytona Beach, FL 32117	386-253-8879	Donta Jimerson
Duvall Homes	PO Box 220036	Glenwood, FL 32722	386-734-2874	Lisa Herring
Good Samaritan	450 N. McDonald	DeLand, FL 32724	386-738-1212	Kristin Lannocci
Good Samaritan	325 S. Seagrave St.	Daytona Beach, FL 32117	386-253-6791	Sheila Smith

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
Council on Aging	5.5	Tom Mathews	386-253-4700, ext. 2

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: November 2016

2. WHAT IS THE COMPLAINT PROCESS?
 Complaints are received by telephone, in person, and in writing. Written complaints are acknowledged with the complaint originator within 72 hours. All +
 IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No
 (Make a copy and include in folder)
 Is the process being used? ☒ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No
 (Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
☒ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☒ Yes ☐ No

- Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☒ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 After the Complaint Review Committee has made a determination regarding the complaint.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
☒ Yes ☐ No

 If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☒ Yes ☐ No If yes, what type?

Votran Gold Service Users Guide

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☒ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

Votran's 2019 Package/Personal Belongings Policy.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

The ability to address recurring complaints, such as missed customer pick-ups, before they become chronic.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

Communication between operators and users.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

None

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

FTA

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Votran's complaint process is effective and compliant with CTD guidelines.

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☒ Yes ☐ No

IS THE CTD'S STANDARD CONTRACT UTILIZED? ☒ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☒ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☒ Yes ☐ No

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

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report ☒ Yes ☐ No
Any issues that need clarification? ☐ Yes ☒ No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement ☒ Yes ☐ No
c. Transportation Disadvantaged Service Plan ☒ Yes ☐ No
d. Grant Applications to TD Trust Fund ☒ Yes ☐ No
e. All other grant application (____%) ☐ Yes ☐ No

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

Comments:

None

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

As part of the operator and contractor monitoring process, Votran conducts inspections to ensure that all requirements are met prior to the provision of services by operators or coordination contractors in the coordinated system. The initial inspection includes a review of all operators' driving records, criminal background checks, and proof of valid operator's licenses. Votran conducts quarterly monitoring inspections to ensure ongoing compliance with contract requirements after commencement of transportation.

Is a written report issued to the operator? ☒ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Votran utilizes a Contract Compliance Officer (CCO) who routinely monitors contracts and conducts on-site visits of the existing contractors. The CCO reviews System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Monitoring of standards is done on a monthly.

Is a written report issued? ☒ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

Operators and coordination contractors are permitted 30 days to implement corrective actions for minor deficiencies that do not affect safety or customer satisfaction with service. Operators and coordination contractors are permitted 40 days.

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

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Volusia County Schools offers monthly Votran bus passes for students who are eligible for school bus service. The intent is to use Votran’s existing available capacity and reduce the cost of operating Volusia County School buses. Votran also provides some paratransit trips for special needs students in isolated areas of Volusia County. Votran

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal?

Meet and exceed state and federal requirements for TD Planning.

Is the CTC accomplishing the goal? ☒ Yes ☐ No

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

Comments:

None

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☒ Yes ☐ No

If Yes, describe the application review process.

CTC representatives produce draft applications for TD Funds that are reviewed and approved by the TDLCB.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

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

Comments:

None

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

<i>“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”</i>

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

TDSP 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.

TDSP Strategy 1.2.2: Continue to explore multi-loading opportunities such as group trips to major attractors.

HOW ARE THESE PRIORITIES CARRIED OUT?

ADA and TD Trips are reviewed periodically. Potential multi-loading opportunities are discussed with coordination contractors.

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

Comments:

None

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:

6:00 a.m. - 6:00 p.m., Monday through Saturday

Limited service in Daytona Beach 6:00 p.m. - 12:00 a.m., Monday through Saturday

2. Hours of Intake:

7:00 a.m. - 5:00 p.m., Monday through Sunday

3. Provisions for After Hours Reservations/Cancellations?

Customers are advised to stay on the line for an agent.

4. What is the minimum required notice for reservations?

One (1) day.

5. How far in advance can reservations be place (number of days)?

Up to one (1) week in advance.

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

Comments:

None

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

<i>“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”</i>

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

No formal arrangement.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

No

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

Comments:

Votran does not have a cooperative agreement with the local WAGES Coalition (CareerSource Flagler/Volusia), but does work with One Voice for Volusia.

CHAPTER 427

Findings:

Votran does not have a cooperative agreement with the local WAGES Coalition (CareerSource Flagler/Volusia), but does work with One Voice for Volusia.

Recommendations:

Begin discussions to establish a cooperative agreement to provide transit services to customers of CareerSource Flagler/Volusia, which already provides transportation assistance in the form of bus passes.

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?

Subcontractor Workers' Compensation/Employer's Liability: \$100,000 each accident.

Disease Policy Limit: \$100,000 each employee

Each Occurrence: \$1,000,000

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

Commercial General Liability: \$2,000,000

General Aggregate: \$1,000,000

Personal/Advertising Injury: \$1,000,000

Auto Liability: \$1,000,000

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

☐ Yes ☒ No

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

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

Comments:

None

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

Compliance with 41-2.006(2), Safety Standards.

“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Date of last SSPP Compliance Review 01/31/2019, Obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

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

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

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

Compliance with 41-2.006(3), Drug and Alcohol Testing

<i>“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”</i>

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☒ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 06/07/2018

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

Comments:

None

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

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)	N/A	N/A	N/A	N/A	N/A
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)	N/A	N/A	N/A	N/A	N/A
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

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

RULE 41-2

Findings:

Votran is compliance with the insurance requirements and uses trip-rate based contracts for the contractors.

Recommendations:

None

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

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	Votran has signs posted in all paratransit vehicles with local and toll free numbers for complaints and commendations.
Vehicle Cleanliness	Votran vehicles are cleaned, fueled, and maintained daily. Votran Road Supervisors randomly inspect contractor vehicles for cleanliness. Votran also inspects all contractor vehicles and their maintenance records.
Passenger/Trip Database	Votran maintains a database of all registered customers. The database tracks customer information and service requests. Contract operators are given daily manifests with customer names and addresses, pick-up and drop-off times, fares and other pertinent information.

Adequate seating	Votran's automated scheduling system assigns customers to trips based on the seating capacity of the vehicle. All Votran vehicles are equipped with lifts to accommodate a mix of ambulatory and wheelchair users. Votran and contractor vehicles must not exceed the manufacturer's recommended seating capacity.
Driver Identification	All Votran drivers and contract operators are required to wear uniforms with name tags and picture identification badges.
Passenger Assistance	All Votran and contract operator drivers are required to be certified in Passenger Assistance Training, which includes wheelchair/mobility device loading assistance, package securement and storage, seatbelt securement, door-to-door service, sensitivity awareness of persons with special needs and cultural diversity.
Smoking, Eating and Drinking	Passengers and drivers are prohibited from smoking, eating, or drinking on any vehicles in the coordinated system. Signage displaying this policy is posted in all vehicles.

Two-way Communications	All vehicles in the coordinated system have two-way communication systems. Base stations are operated by dispatchers at all times to maintain constant communication with vehicle drivers. Votran and the contract operators have established radio policies and procedures.
Air Conditioning/Heating	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. If an air conditioning or heater system is not functioning properly, the vehicle is taken out of service until repaired. Air conditioning and heater systems in Votran vehicles are checked daily and contractor vehicles are checked annually by road supervisors.
Billing Requirements	Payments to contractors are made no later than seven (7) business days of receipt of payment from the purchasing agency, in accordance with Chapter 287.0585, Florida Statutes.

COMMISSION STANDARDS

Findings:

Votran is compliant with Florida CTD approved standards.

Recommendations:

None

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

Compliance with Local Standards

"...shall adhere to Commission approved standards..."

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Children under the age of six (6) and individuals requiring special assistance are required to be accompanied by an escort. The escort must be able to provide the necessary assistance to the passenger
Use, Responsibility, and cost of child restraint devices	In accordance with Florida Statute 316.613 (Child Restraint Requirements), while transporting children five (5) years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children under
Out-of-Service Area trips	Votran does not provide Medicaid transportation or out-of-service area trips.
CPR/1st Aid	Votran drivers participate in a six (6) week training session that includes defensive driving, driver safety, passenger sensitivity, wheelchair securement, and customer service. The first phase of training consists
Driver Criminal Background Screening	All drivers in the coordinated system are subject to a Florida Department of Law Enforcement (FDLE) criminal background check.
Rider Personal Property	Personal belongings that can be carried by the passenger and/or driver in one trip and can be stowed and secured safely on the vehicle will be transported with the customer, subject to the size restrictions
Advance reservation requirements	Except for subscription service, trips may be scheduled a minimum of one (1) day prior to the date of travel and a maximum of one (1) week prior to the date of travel.
Pick-up Window	There is a one (1) hour pick-up window for trips within the individual's community and a two (2) hour pick-up window for trips from one service area to another. Scheduled return trips must be picked up at the time designated on the manifest. If a vehicle arrives earlier

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☒ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☒ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☒ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☒ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids	Yes	Yes	
Accommodating Life Support Systems (O ₂ Tanks, IV's...)	Yes	Yes	
Passenger Restraint Policies	Yes	Yes	
Standee Policies (persons standing on the lift)	Yes	Yes	
Driver Assistance Requirements	Yes	Yes	
Personal Care Attendant Policies	Yes	Yes	
Service Animal Policies	Yes	Yes	
Transfer Policies (From mobility device to a seat)	Yes	Yes	
Equipment Operation (Lift and securement procedures)	Yes	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers	Yes	Yes	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON
SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE
AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN
INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC
(ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☒ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☒ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider: Votran

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
☐ Minibus (<= 22') ☒ Minibus (>22')

Person Conducting Review:

Date: 12/19/2019

Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☒ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☒ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☒ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☒ The securement system must accommodate all common wheelchairs and mobility aids.
- ☒ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☒ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☒ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☒ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☒ Aisles, steps, and floor areas must be slip resistant.
- ☒ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY 2019 / 2020 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2019 / 2020 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 2019/20)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 2019/20)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 2019/20)

☒ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 12/19/2019

Please list any special guests that were present: Carlos Colon, Marina Villena

Location: Votran Office, 950 Big Tree Road, South Daytona, FL 32119

Number of Passengers picked up/dropped off: 2

Ambulatory yes

Non-Ambulatory no

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☒ Name Tag
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: Votran

County: Volusia

Date of Ride: 12/19/2019

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Operator Manifest

Driver:

Date: 2019-12-19

Route: 334

Vehicle: 6190

Run Begin:

Run End :

Ending Mileage:

Beginning Mileage:

Total Daily Mileage:

Sch /Appr. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobnids	Fare Type	Fare To Collect	Pass Type	Space Type
05:20	07:04 Start	07:04 07:04	20033.5	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN						
07:30	07:20 Pickup	07:16 07:20	20038.5	5295 ROGERS AVE, PORT ORANGE, 32127 DO NOT LEAVE STUDENTS UNATTENDED! APT 1	LIGHT, LILLIAN 386-307-6113 C,M		ADA	\$ 3.00	CLI	AM
07:30	07:35 Pickup	07:33 07:35	20042.5	774 FALCON DR, PORT ORANGE, 32127	HURD, MICAH 773 457-9095 C		UTD	\$ 3.00	CLI	AM
07:20	07:47 Pickup	07:44 07:47	20046.5	3613 SCOTT ST, PORT ORANGE, 32129 DO NOT LEAVE STUDENTS UNATTENDED!	BRANTLEY, JOSEPH 386-316-6005 C,M		ADA	\$ 3.00	CLI	AM
07:30	07:56 Pickup	07:55 07:56	20050.5	414 BANANA CAY DR, #APT 1, SOUTH DAYTONA, 32119 BRISTOL BAY APT 1	JOSEFSON, PHOENIX 386-983-4342 C		ADA	\$ 3.00	CLI	AM
07:30	08:03 Pickup	08:01 08:03	20051.5	726 KATHERINE ST, SOUTH DAYTONA, 32119 ONE WAY	BAKER, ERIC 386-871-0669 C		ADA	\$ 3.00	CLI	AM
08:30	08:16 Dropoff	08:16 08:16	20057.5	275 N WILLIAMSON BLVD, DAYTONA BEACH, 32114 MONARCH ACADEMY DO NOT DROP OFF BEFORE 8:15AM DO NOT LEAVE UNATTENDED DRIVEWAY ON BAYLESS ONE WAY	BAKER, ERIC (386) 258-9664 C					
08:20	08:16 Dropoff	08:16 08:16	20057.5	275 N WILLIAMSON BLVD, DAYTONA BEACH, 32114 MONARCH ACADEMY DO NOT DROP OFF BEFORE 8:15AM DO NOT LEAVE UNATTENDED DRIVEWAY ON BAYLESS	BRANTLEY, JOSEPH (386) 258-9664 C,M					
08:30	08:16 Dropoff	08:16 08:16	20057.5	275 N WILLIAMSON BLVD, DAYTONA BEACH, 32114 MONARCH ACADEMY DRIVEWAY ON BAYLESS	LIGHT, LILLIAN (386) 258-9664 C,M					
08:30	08:16 Dropoff	08:16 08:16	20057.5	275 N WILLIAMSON BLVD, DAYTONA BEACH, 32114 MONARCH ACADEMY DO NOT DROP OFF BEFORE 8:15AM DO NOT LEAVE UNATTENDED DRIVEWAY ON BAYLESS	JOSEFSON, PHOENIX (386) 258-9664 C					
08:30	08:16 Dropoff	08:16 08:16	20057.5	275 N WILLIAMSON BLVD, DAYTONA BEACH, 32114 MONARCH ACADEMY DO NOT DROP OFF BEFORE 8:15AM DO NOT LEAVE UNATTENDED DRIVEWAY ON BAYLESS	HURD, MICAH (386) 258-9664 C					

Sch /Appt. Time	Est Time	Arr Time Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobalids	Fare Type	Fare To Collect	Pass Type	Space Type
09:00	08:55 Pickup		0.0	1472 GENERAL CUSTER AVE, DAYTONA BEACH, 32124 PERMISSION TO PULL IN HER DRIVEWAY	FERBER, SANDRA 386-253-4460/386-334-5290 M	CAN,WLK	ADA	\$ 3.00	CLI	AM
10:00	09:27 Dropoff		0.0	1101 BEVILLE RD, DAYTONA BEACH, 32119 WAL MART-DAYTONA GROCERY ENTRANCE	FERBER, SANDRA 386 760 7880 M	CAN,WLK				
09:30	09:30 Break		0.0	9304 BIG CREEK RD, SOUTH DAYTONA, 32119						
13:00	13:00 Pickup		0.0	101 GOLDEN EYE DR, DAYTONA BEACH, 32119 APT 101-B PELICAN BAY EAST GATE 1ST LEFT AFTER GATE	SULLIVAN, MARY-NO AVT 386-788-5451 <i>Michael Keyt</i> M		EMP UTD PCA	\$ 0.00 \$ 3.00 \$ 0.00	COM CLI PCA	WC WC AM
14:00	13:39 Dropoff		0.0	1350 S NOVA RD, DAYTONA BEACH, 32114 CARLTON SHORES HEALTH & REHAB DOOR CODE *7521 USE NORTH ENTRANCE BEFORE 8 & AFTER 5 (GET TOKEN FROM NH)	SULLIVAN, MARY-NO AVT 386-258-5544 M					
14:00	13:55 Pickup		0.0	1700 W INTL SPEEDWAY BLVD, DAYTONA BEACH, 32114 VOLUSIA MALL-FOOD COURT	WADE, JAMES 386-253-6785 M,V	CAN	ADA	\$ 3.00	CLI	AM
15:00	14:10 Dropoff		0.0	600 S BEACH ST, #5-G, DAYTONA BEACH, 32114 MALEY APARTMENTS APT 5-G	WADE, JAMES 386-846-4407 M,V	CAN				
14:30	14:32 Pickup		0.0	28 FALLS WAY DR, ORMOND BEACH, 32174 CELL 386-405-7444 STRAIGHT ON FALLS WAY NEAR THE REAR OF THE PARK CARPORT DOOR	ULRICH, CAROLYN 386-673-3443 HOME M	LFT,WLK	ADA	\$ 3.00	CLI	AM
15:30	14:58 Dropoff		0.0	1890 LPGA BLVD, DAYTONA BEACH, 32117 TWIN LAKES IMAGING CENTER SUITE 110 MED-YES	ULRICH, CAROLYN 386 274 5454 M	LFT,WLK				
15:30	15:25 Pickup		0.0	1814 HOLSONBACK DR, DAYTONA BEACH, 32117 LC INDUSTRIES DAYTONA BUSINESS PARK ALLOWED TO DROP OFF AT MAILBOX	ADAMS, GLENN 386-274-6187 V	CAN	ADA	\$ 3.00	CLI	AM
15:30	15:29 Pickup		0.0	1814 HOLSONBACK DR, DAYTONA BEACH, 32117 LC INDUSTRIES DAYTONA BUSINESS PARK	FLORENCE III, JOSEPH (JOE) 386-274-6187 C,M,V	CAN	ADA	\$ 3.00	CLI	AM
15:30	15:30 Pickup		0.0	1814 HOLSONBACK DR, DAYTONA BEACH, 32117 LC INDUSTRIES WORK	DOAN, TASHA 386-274-6187 V	CAN	ADA	\$ 3.00	CLI	AM
15:30	15:32 Pickup		0.0	1814 HOLSONBACK DR, DAYTONA BEACH, 32117 LC INDUSTRIES DAYTONA BUSINESS PARK	MUNGAI, NICHOLAS 386-274-6187 V	CAN	ADA	\$ 3.00	CLI	AM

Sch /Appt. Time	Est Time	Arr/Time Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobility	Fare Type	Fare To Collect	Pass Type	Space Type
16:30	15:39 Dropoff		0.0	395 BILL FRANCE BLVD, #51, DAYTONA BEACH, 32114 VOLUSIA CROSSING APT#-51	DOAN, TASHA 941-268-8210 V	CAN				
16:30	15:45 Dropoff		0.0	778 JIMMY ANN DR, DAYTONA BEACH, 32114 APT 1503 THE BREAKERS	FLORENCE III, JOSEPH (JOE) 386-523-7815 C,M,V	CAN				
16:30	15:54 Dropoff		0.0	1387 VINE ST, DAYTONA BEACH, 32117 USE CARPORT DOOR ALLOWED TO DROP OFF AT MAILBOX	ADAMS, GLENN 386-852-4169 V	CAN				
16:30	16:01 Dropoff		0.0	1955 CHARLESTON HOUSE WAY, #8105, HOLLY HILL, 32 #8105 - 1(386)487-4322 CALL FIRST FOR GATE	MUNGAI, NICHOLAS 703-328-0133 V	CAN				
16:30	16:18 End		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN						

Operator Manifest

Driver:

Date: 2019-12-19

Route: 335

Vehicle: 6191

Run Begin:

Run End:

Ending Mileage:

Beginning Mileage:

Total Daily Mileage:

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobalids	Fare Type	Fare To Collect	Pass Type	Space Type
08:00	08:04 Start	08:04 08:04	20466.6	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN	DIAZ, ERNESTO 407-821-5119 M		EMP	\$ 0.00	COM	WC
09:00	08:55 Pickup		0.0	11 FOXHUNTER FLT, ORMOND BEACH, 32174			UTD	\$ 3.00	CLI	AM
10:00	09:30 Dropoff		0.0	420 S NOVA RD, ORMOND BEACH, 32174 DIALYSIS-ORMOND SUITE 7 MED YES BY DB PICKLES	DIAZ, ERNESTO 386-676 2405 M		PCA	\$ 0.00	PCA	AM
09:48	09:50 Break		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119						
11:00	10:55 Pickup		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN OFFICE	DINGELHOFF, KYLE 386-756-7496 C,V	CAN	ADA	\$ 3.00	CLI	AM
12:00	11:11 Dropoff		0.0	405 WHITE ST, DAYTONA BEACH, 32114 CONKLIN CTR RING BELL WHEN DOOR IS LOCKED	DINGELHOFF, KYLE 386-262-6728 C,V	CAN				
11:00	11:14 Pickup		0.0	720 N CLYDE MORRIS BLVD, DAYTONA BEACH, 32114 DIALYSIS-CENTER OF DB MED YES	THOMPSON, JOYCELYN 947-9872 M	WLK	ADA	\$ 3.00	CLI	AM
12:00	11:36 Dropoff		0.0	1140 S RIDGEWOOD AVE, #116, DAYTONA BEACH, 32114 COLONIAL LANE APTS 116	THOMPSON, JOYCELYN 407-591-8473 M	WLK				
12:00	12:00 Break		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119						
14:15	14:15 Pickup		0.0	308 S MARTIN LUTHER KING BLVD, DAYTONA BEACH, DICKERSON CENTER	HALSTEAD, NANCY 386 671 5820 A,M		ADA	\$ 3.00	CLI	WC
15:15	14:39 Dropoff		0.0	1704 HUNTINGTON VILLAGE CIR, DAYTONA BEACH, 32 THE GARDENS HEALTH AND REHAB USE LEFT SIDE DOOR BEFORE 8:30-AFTER 5 CODE 219 (GET TOKEN FROM NH)	HALSTEAD, NANCY 386-255-6571 A,M					
15:00	14:56 Pickup		0.0	275 N WILLIAMSON BLVD, DAYTONA BEACH, 32114 MONARCH ACADEMY DO NOT DROP OFF BEFORE 8:15AM DO NOT LEAVE UNATTENDED DRIVEWAY ON BAYLESS	HICKEY, ROBERT JR (386) 258-9664 C,M		ADA	\$ 3.00	CLI	AM

Route: 335

Sch Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobalids	Fare Type	Fare To Collect	Pass Type	Space Type
15:00	15:00 Pickup		0.0	275 N WILLIAMSON BLVD, DAYTONA BEACH, 32114 MONARCH ACADEMY DO NOT DROP OFF BEFORE 8:15AM DO NOT LEAVE UNATTENDED DRIVEWAY ON BAYLESS 1WY	STINSON, JAKE NO YC (386) 258-9664 C		ADA	\$ 3.00	CLI	AM
16:00	15:22 Dropoff		0.0	6 FAIR OAKS CIR, ORMOND BEACH, 32174 1WY	STINSON, JAKE NO YC 386-212-6984 C					
16:00	15:31 Dropoff		0.0	210 BOSARVEY DR, ORMOND BEACH, 32176	HICKEY, ROBERT JR 386-295-4420 C,M					
16:30	16:25 Pickup		0.0	1233 AVENUE E, ORMAND BEACH, 32174 RESIDENT POWER SCOOTER	FIELDS, ELIZABETH M		ADA	\$ 3.00	CLI	WC
17:30	17:03 Dropoff		0.0	51 CYPRESS POND RD, PORT ORANGE, 32128 POWER SCOOTER	FIELDS, ELIZABETH 386 444 5344 M					
18:00	17:18 End		0.0	950 BIG TREE RD. SOUTH DAYTONA, 32119 VOTRAN						

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: Stephan C. Harris/River to Sea TPO

Purchasing Agency name: Council on Aging

Representative of Purchasing Agency: Tom Mathews

1) Do you purchase transportation from the coordinated system?

☒ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

Votran

3) What is the primary purpose of purchasing transportation for your clients?

☒ Medical

☐ Employment

☐ Education/Training/Day Care

☒ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☒ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☒ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.



CTC Expense Sources

County: Volusia

CTC Status: In Progress

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Pending Submission

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 2,607,867	\$ 238,052	\$ 2,845,919	\$ 2,223,372	\$ 0	\$ 2,223,372
Fringe Benefits	\$ 1,228,219	\$ 0	\$ 1,228,219	\$ 890,737	\$ 0	\$ 890,737
Services	\$ 46,965	\$ 0	\$ 46,965	\$ 323,417	\$ 0	\$ 323,417
Materials & Supplies Consumed	\$ 1,112,954	\$ 0	\$ 1,112,954	\$ 965,982	\$ 0	\$ 965,982
Utilities	\$ 0	\$ 0	\$ 0	\$ 22,826	\$ 0	\$ 22,826
Casualty & Liability	\$ 45,353	\$ 0	\$ 45,353	\$ 104,560	\$ 0	\$ 104,560
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 627,353	\$ 0	\$ 627,353	\$ 373,909	\$ 0	\$ 373,909
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 7,913	\$ 0	\$ 7,913
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 1,449,035	N/A	\$ 1,449,035	\$ 0	\$ 1,655,645	\$ 1,655,645
Total - Expense Sources	\$ 7,117,746	\$ 238,052	\$ 7,355,798	\$ 4,912,716	\$ 1,655,645	\$ 6,568,361



Coordination Contractor Expense Sources

County: Volusia

CTC Status: In Progress

CTC Organization: County of Volusia d/b/a
VOTRAN

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date:

Coordination Contractor: CONVERSION-FY17/18-
Volusia

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	\$ 0
School Board (School Bus)	N/A	\$ 0
Transportation Network Companies (TNC)	N/A	\$ 0
Taxi	N/A	\$ 0
Contracted Operator	N/A	\$ 1,655,645
Total - Expense Sources	\$ 0	\$ 1,655,645



Coordination Contractor Expense Sources

County: Volusia

CTC Status: In Progress

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 9/10/2019

Coordination Contractor: Duvall Homes Inc

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 238,052	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	\$ 0
School Board (School Bus)	N/A	\$ 0
Transportation Network Companies (TNC)	N/A	\$ 0
Taxi	N/A	\$ 0
Contracted Operator	N/A	\$ 0
Total - Expense Sources	\$ 238,052	\$ 0



Coordination Contractor Expense Sources

County: Volusia

CTC Status: In Progress

CTC Organization: County of Volusia

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 9/10/2019

d/b/a VOTRAN
Coordination Contractor: Good Samaritan
Florida Lutheran
Deland

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	\$ 0
School Board (School Bus)	N/A	\$ 0
Transportation Network Companies (TNC)	N/A	\$ 0
Taxi	N/A	\$ 0
Contracted Operator	N/A	\$ 0
Total - Expense Sources	\$ 0	\$ 0



Coordination Contractor Expense Sources

County: Volusia

CTC Status: In Progress

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 9/10/2019

Coordination Contractor: Good Samaritan
Society Daytona

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	\$ 0
School Board (School Bus)	N/A	\$ 0
Transportation Network Companies (TNC)	N/A	\$ 0
Taxi	N/A	\$ 0
Contracted Operator	N/A	\$ 0
Total - Expense Sources	\$ 0	\$ 0



Coordination Contractor Expense Sources

County: Volusia

CTC Status: In Progress

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2018 - 06/30/2019

Upload Date: 9/10/2019

Coordination Contractor: Center for Visually
Impaired

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 0	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	\$ 0
School Board (School Bus)	N/A	\$ 0
Transportation Network Companies (TNC)	N/A	\$ 0
Taxi	N/A	\$ 0
Contracted Operator	N/A	\$ 0
Total - Expense Sources	\$ 0	\$ 0

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____
- Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____
5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

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

Capabilities of operator	Scope of Work
Age of company	Safety Program
Previous experience	Capacity
Management	Training Program
Qualifications of staff	Insurance
Resources	Accident History
Economies of Scale	Quality
Contract Monitoring	Community Knowledge
Reporting Capabilities	Cost of the Contracting Process
Financial Strength	Price
Performance Bond	Distribution of Costs
Responsiveness to Solicitation	Other: (list)

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Votran website (www.votran.org), public events, rack cards in Votran vehicles, etc.

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?