



## MEETING NOTICE & AGENDA

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

**DATE:** Wednesday, June 17, 2020

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

**PLACE:** Volusia County Mobility Management Center (Votran)  
Conference Room(s)  
950 Big Tree Road  
South Daytona, Florida 32119

**NOTE:**  
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\*\*\*\*\*

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Volusia County Council Member Barbara Girtman, Chairperson

### AGENDA

- I. CALL TO ORDER/ROLL CALL/DETERMINATION OF QUORUM/PLEDGE OF ALLEGIANCE
- II. PUBLIC COMMENT/PARTICIPATION  
(Public comments may be limited to three (3) minutes at the discretion of the Chairperson)
- III. ACTION ITEMS

- A. REVIEW AND APPROVAL OF THE MAY 13, 2020 TDLCB MEETING MINUTES (Contact: Debbie Stewart) (Enclosure, pages 3-12)

**III. ACTION ITEMS** *(continued)*

**B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC) FY 2019/20 EVALUATION** *(Contact: Stephan Harris) (Enclosure, page 13)*

**IV. STAFF COMMENTS** *(pages 14-53)*

- Revised 2020 Transportation Disadvantaged Service Plan (TDSP)
- Update on Votran Bus Stop Inventory
- Votran services during COVID-19 pandemic

**V. TDLCB MEMBER COMMENTS** *(page 14)*

**VI. TDLCB CHAIRPERSON COMMENTS** *(page 14)*

**VII. INFORMATION ITEMS** *(Enclosure, pages 14, 54-63)*

- River to Sea TPO Board Meeting Summary
- River to Sea TPO Outreach & Activities
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List

**VIII. ADJOURNMENT** *(page 14)*

**\*\*THE NEXT TDLCB MEETING WILL BE ON JULY 8, 2020\*\***

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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.

NOTE: The River to Sea TPO does not discriminate in any of its programs or services. To learn more about our commitment to nondiscrimination and diversity, visit our Title VI page at [www.R2CTPO.org](http://www.R2CTPO.org) or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, extension 20416, or [pblankenship@r2ctpo.org](mailto:pblankenship@r2ctpo.org).

**SUMMARY SHEET  
TDLCB  
JUNE 17, 2020**

**III. ACTION ITEMS**

**A. REVIEW AND APPROVAL OF THE MAY 13, 2020 MEETING MINUTES**

**BACKGROUND INFORMATION:**

Minutes are prepared for each meeting and must be approved by the TDLCB. The May 13, 2020 TDLCB meeting minutes are provided with this agenda packet for your review.

***ACTION REQUESTED:***

***MOTION TO APPROVE THE MAY 13, 2020 TDLCB MEETING MINUTES***

**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](mailto: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](http://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](http://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 HEATHER POST, 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 17<sup>th</sup> day of June 2020.

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

**SUMMARY SHEET  
TDLCB  
JUNE 17, 2020**

**III. ACTION ITEMS**

**B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC) FY 2019/20 EVALUATION**

**BACKGROUND INFORMATION:**

The annual Community Transportation Coordinator's (CTC's) Evaluation is conducted with evaluation criteria developed by the Commission for the Transportation Disadvantaged (CTD). The evaluation will be submitted to the CTD upon approval by the TDLCB.

The CTC's FY 2019/20 Evaluation is provided below for viewing and downloading from the TPO's website at:

<https://www.r2ctpo.org/wp-content/uploads/B-2020-DRAFT-CTC-Evaluation-June.pdf>

***ACTION REQUESTED:***

***MOTION TO APPROVE THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC) FY 2019/20 EVALUATION***

**SUMMARY SHEET  
TDLCB  
JUNE 17, 2020**

**IV. STAFF COMMENTS**

- Revised 2020 Transportation Disadvantaged Service Plan (TDSP)
- Update on Votran Bus Stop Inventory
- Votran services during COVID-19 pandemic

**V. TDLCB MEMBER COMMENTS**

**VI. TDLCB CHAIRPERSON COMMENTS**

**VII. INFORMATION ITEMS**

- River to Sea TPO Board Meeting Summary
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**VIII. ADJOURNMENT**

*\*\*\* The next TDLCB meeting will be on July 8, 2020 \*\*\**

# Transportation Disadvantaged Service Plan

Minor Update 2020



Prepared For  
Volusia Transit Management, Inc. (Votran)

Prepared By  
River to Sea Transportation Planning Organization (R2CTPO)

May 2020 (REVISED)

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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 8, 2017. The information presented in this document provides an update to the TDSP and has been developed in accordance with the 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 five Key Focus Areas, including:

- System Administration and Education
- Service Delivery
- Policy
- Technology
- Funding

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.

Strategy 1.1.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicle.

Strategy 1.1.3: Continue to monitor cost per trip and work to operate as efficiently as possible.

Strategy 1.1.4: Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be reported in the Annual Operating Report (AOR), National Transit Database (NTD), and the annual CTC evaluation.

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.

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

Strategy 1.2.3: Distribute the Transit Development Design Guidelines to developers contacting Votran for assistance and make the guidelines available at various locations around the county.

Objective 1.3: Ensure 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.

Strategy 1.3.3: Complete an analysis of Americans with Disabilities Act (ADA) and TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand and applicability in Volusia County.

Strategy 1.3.4: Ensure 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.

Goal 2: Deliver a safe and high-quality transit experience to the customer.

Objective 2.1: Monitor service quality and maintain minimum standards.

Strategy 2.1.1: Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service (Votran and paratransit service contractors).

Strategy 2.1.2: Implement Interactive Voice Response (IVR) technology to allow automated calling and assist with customer communication of trip reminders and cancellations.

Strategy 2.1.3: Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities.

Strategy 2.1.4: Continue to staff biweekly 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 appropriate.

Objective 2.2: Maximize customer comfort and safety.

Strategy 2.2.1: Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions.

Strategy 2.2.2: Monitor safety related complaints and seek ways to minimize complaints and operate services in a safe and secure manner in accordance with the Commission for the Transportation Disadvantaged (CTD) and the Florida Department of Transportation (FDOT) standards and recommendations.

Strategy 2.2.3: Continue to utilize compliance officer, road supervisor, “mystery riders”, cameras, and technology at Votran’s disposal to ensure accountability of staff to riders and passenger compliance with policies and procedures.

Strategy 2.2.4: Analyze accident records and document future actions deemed necessary to improve the overall safety record.

Strategy 2.2.5: Maintain the quality of the vehicles by replacing older, high-mileage vehicles and operating a fleet with vehicles that do not exceed their useful life.

Strategy 2.2.6: Install technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) on all contractor vehicles with the goal of achieving consistent operating levels with Votran vehicles and better coordinated services.

Strategy 2.2.7: Implement Votran’s *2019 Package/Personal Belongings Policy*.

Objective 2.3: Increase avenues for customers to access information on the coordinated transportation system.

Strategy 2.3.1: Continue facilitating transit education program to educate special interest groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.

Strategy 2.3.2: Promote new and existing transportation service in Volusia County.

Strategy 2.3.3: Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyStop real-time bus tracking

app, and update the various “How-to-Ride” guide formats, as necessary to educate and inform system users and the community.

Strategy 2.3.4: Ensure all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998.

Strategy 2.3.5: Continue to serve on the River to Sea Transportation Planning Organization (R2CTPO) Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

Strategy 2.3.6: Conduct travel training workshops and training to organizations serving the disabled.

Goal 3: 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 3.1: Improve local knowledge of the benefits of transit-friendly land uses.

Strategy 3.1.1: Continue to work with the R2CTPO for any subsequent updates to the adopted Transportation Impact Analysis (TIA) guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.

Strategy 3.1.2: Complete updates to the Transit Development Design Guidelines (TDDG), as necessary.

Objective 3.2: Improve connections of public transportation to other modes of transportation.

Strategy 3.2.1: Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.

Strategy 3.2.2: Evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.

Strategy 3.2.3: Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

Strategy 3.2.4: Implement Votran/SunRail joint ticketing program.

Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.

Objective 4.1: Continue to coordinate with the R2CTPO to staff and support the Volusia County TDLCB.

Strategy 4.1.1: Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.

Strategy 4.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and Actual Expenditure Report (AER).

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

Strategy 4.1.4: Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.

Goal 5: Integrate paratransit service with fixed-route service to provide more travel options for the ADA and TD populations.

Objective 5.1: Provide opportunities for ADA and TD passengers to safely access multi-modal transportation options.

Strategy 5.1.1: Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.

Strategy 5.1.2: Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services.

Strategy 5.1.3: Implement Accessible Pedestrian Signal Access Plan by 2021.

Strategy 5.1.4: Develop a phased-implementation plan to improve accessibility at bus stop locations.

Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.

Objective 6.1: Investigate and pursue all available funding opportunities at the federal, state, and local levels and from private sources for programs or projects serving the transportation disadvantaged.

Strategy 6.1.1: Coordinate with the R2CTPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

Strategy 6.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system.

Strategy 6.1.3: Work with CTD, the Florida Legislature, FDOT, and Federal Transit Administration (FTA) to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community.

Strategy 6.1.4: Work with local agencies to continue to receive sufficient funding to provide agency trips (e.g., Volusia Council on Aging, the Florida Department of Children and Families, etc.).

Strategy 6.1.5: Evaluate fares every three years to ensure customers contribute to maintaining the system within reasonable means.

Objective 6.2: Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

Strategy 6.2.1: Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.

## Implementation Plan

The Implementation Plan has been developed during the most recent TDSP major update (2017). It is derived from the goals, objectives and strategies. This section is meant to provide tools to assist with achieving the long-range goals. With the exception of the strategies included in Goal 4 “Ensure program accountability with the State and Federal requirements for TD planning,” recurrent strategies that are considered routine operational planning efforts for the coordinated system have been included in the goals and objectives section of the TDSP, but have been omitted from the implementation plan. The implementation plan focuses on highlighting the ongoing and potential new strategies that would need to be deployed to meet some of the transportation and coordination needs identified through the TDSP planning process.

### Past Year’s Accomplishments Based on Established Goals, Objectives and Strategies

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.

Votran signed a coordination agreement with WORC in support of their successful grant awarded by FDOT for Section 5310 vehicles. This was discussed at the TDLCB meeting during January 2018.

Strategy 1.1.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicle.

Votran encourages organizations providing transportation for elderly persons and persons with disabilities to apply for FDOT 5310 funds which provide capital funding/equipment. Votran staff monitors their recipient agencies status since they must keep their CTC agreements current and in force at all times when in possession of a vehicle purchased through the Section 5310 Program. Annually the Transportation Disadvantaged Local Coordinating Board (TDLCB) reviews Votran’s coordination agreements. The TDLCB’s latest review was conducted in May 2018.

Strategy 1.1.3: Continue to monitor cost per trip and work to operate as efficiently as possible.



Votran's Administration, Finance and Paratransit Operations work together to monitor costs per trip and to maintain efficiency in the provision of trips. Votran continues to monitor costs per trip and to apply such strategies as multi-loading, strategic scheduling of trips and group trips wherever feasible. To further increase efficiency, Votran schedulers run daily Trapeze Optimize reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on schedule. The cost per trip analysis is performed each time the rates are established for the CTD Trip and Equipment grant.

Strategy 1.1.4: Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be reported in the AOR, National Transit Database (NTD), and the annual CTC evaluation.

Votran collects, compiles and maintains various data for use in the National Transit Database (NTD) and the Annual Operating Report (AOR), which are submitted in a timely manner. Votran's CTC re-designation was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) in November, 2016. The Annual Operating Report of 2019 was approved by the TDLCB in September 2019.

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.

As funding remains a challenge to implement expansion of service, Votran continues to track key destinations and priorities for service beyond the existing fixed route corridors and the complimentary service. Key destinations include but are not limited to: Victoria Park Medical Offices, DeLand Amtrak Station, and Daytona State College in DeLand.

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

Votran's Administration, Finance and Paratransit Operations work together to monitor costs per trip and to maintain efficiency in the provision of trips. Votran continues to monitor costs per trip and to apply such strategies as multi-loading, strategic scheduling of trips and group trips wherever feasible. To further increase efficiency, Votran schedulers run daily Trapeze optimize reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on schedule.

Strategy 1.2.3: Distribute the Transit Development Design Guidelines to developers contacting Votran for assistance and make the guidelines available at various locations around the county.

The updated Transit Development Design Guidelines (TDDG) were adopted in June 2016 and published on [www.Votran.org](http://www.Votran.org). Votran continues to promote the use of the TDDG in new development in Volusia County. In a study regarding bus stop improvements, the TDDG was used as a guiding document for bus stops in unincorporated Volusia County. All new bus stops are installed using these guidelines that are consistent with the FDOT standards and FTA ADA requirements. The most recent bus stops were installed in New Smyrna Beach for the Route 44 and in Deltona for the Route 25.

Objective 1.3: Ensure 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.

Votran's executive team works with the National Rural Transit Assistance Program (RTAP), the Center for Urban Transportation Research (CUTR), and FDOT on training opportunities for staff in the areas of operation, maintenance, planning and human resources in order to ensure staff training opportunities keep pace with industry standards. Votran also provides technical training to management staff to grow their knowledge and skills in effective transit planning using the newest software, such as Remix. One of the achievements in the past few years has been the diversity recruitment efforts. In 2017, there were 50% more women managers than in 2012. By 2019, 11 of the 32 management team members were women, and among them, 4 were minority women. Overall 56% of the management team are women or minorities.

Strategy 1.3.2: Acquire new and upgraded paratransit vehicles and equipment, as funding permits.

The 2018 Votran grant application for Section 5310 vehicles included seven propane paratransit vehicles. This is consistent with Votran's strategy to utilize capital expenditures for sustainable options whenever these options are cost effective and feasible. Prior to the arrival of the vehicles, a propane fuel tank and pumping infrastructure were constructed onsite at the main Votran facility on Big Tree Road in South Daytona. Votran continues to be diligent in acquiring new, fuel efficient vehicles and equipment and staff members continue to explore alternative fuel options whenever feasible. The average age of the paratransit fleet is 6.3 years during the reporting period.

Strategy 1.3.3: Complete an analysis of ADA and TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand and applicability in Volusia County.

Votran submitted a grant application in April 2017 to the CTD seeking support to implement a pilot program designed to encourage Votran Gold customers to use the fixed route service. This was not a project selected by the CTD for funding as a mobility enhancement, however. Votran will consider other grant opportunities to support the program. Votran will continue to seek opportunity to implement a pilot program.

Strategy 1.3.4: Ensure 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 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. Eligibility is therefore, determined by a combination of functions and a medical model as it applies to the individual needs for trips. Re-certifications are conducted every three years.

Goal 2: Deliver a safe and high-quality transit experience to the customer.

Objective 2.1: Monitor service quality and maintain minimum standards.

Strategy 2.1.1: 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 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. This standard applies to Votran and all contractors providing paratransit services to Volusia County. 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 record in FY 2019 continues to show on-time performance above the standard at 92% average for the fixed routes and 91% for paratransit service.

Strategy 2.1.2: Implement IVR technology to allow automated calling and assist with customer communication of trip reminders and cancellations.

The Interactive Voice Recognition (IVR) was implemented in the last week of February 2018. This phone system is called VoCall and allows inbound callers to find out what trips they have scheduled. The customer will receive a call approximately 15 minutes in advance of their pickup. This is based on real time vehicle location information. This gives the customer some time to prepare for their pickup without needing to call to find out how soon to expect their vehicle. An outbound call to customers is placed the evening before a reserved trip to remind customers about their reservation and provides the option for the trip to be cancelled in advance. Customers may opt to receive text messages instead of voice messages. All new Votran Gold eligible customers have been receiving information about VoCall service. Votran is working on a promotional campaign for our customers to remind them about this opportunity.

Strategy 2.1.3: Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities.

Votran drivers receive intense training over a six-week period that includes: simulator training, defensive driving, driver safety, passenger sensitivity, wheelchair securement, and T.S.I. (Transportation Safety Institute) Certified training which involves operator's responsibility, customer service training as well as emergency management. Training is broken down into two phases. Phase one consists of class room instruction by training supervisors and presentations of specific subjects by staff personnel. Phase two is on-the-job training with primary line instructors who fine-tune their driving skills and learn the various routes in Votran's system. The most recent annual training took place in April 2018; the topic related to paratransit operation includes ADA Reasonable Accommodations and Disability Etiquette.

Strategy 2.1.4: Continue to staff biweekly 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 appropriate.

Votran has, in place, a Service Review Committee which meets biweekly. Attendees usually include: two bus operators, a supervisor, a member of Planning, 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. Thanks to Votran's technology, determinations can be made using on-board videos and GPS data. All passenger vehicles, including paratransit vehicles, are equipped with on-board security cameras. Commendations received concerning service are also shared with the attendees. Findings from

this Service Review Committee result in corrective actions that are taken where and when necessary. On occasion, policies have been revised or developed pursuant to these meetings.

Objective 2.2: Maximize customer comfort and safety.

Strategy 2.2.1: 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, 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. A new contract for paratransit service providers was established in July 2018 with two operators: All Volusia Transport and Med One Shuttle.

Strategy 2.2.2: Monitor safety related complaints and seek ways to minimize complaints and operate services in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.

Votran has a complaint policy and handles each complaint either by phone or in writing. The Customer Service Department tracks all paratransit and fixed route complaints. Additionally, Votran's Operations Department has a Director of Safety and Training on board who further explores those complaints related to safety. Re-training, counseling and disciplinary actions are used for enforcement.

Strategy 2.2.3: Continue to utilize compliance officer, road supervisor, "mystery riders", cameras, and technology at Votran's disposal to ensure accountability of staff to riders and passenger compliance with policies and procedures.

Votran uses various means to ensure accountability of staff to riders such as: compliance officers, road supervisors, 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 supervisor observations, complaints, customer service reports and cameras also contribute to ensuring accountability of staff to riders.

Investigation of customer service reports make use of many technology data sources available to the Customer Service Manager.

Strategy 2.2.4: Analyze accident records and document 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, and the driver will complete an accident 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. Votran participated in a Florida Department of Transportation (FDOT) Triennial compliance review with Votran in July of 2017, and the most recent Federal Transit Administration Triennial Review in July 2018 which included a favorable review of the safety program. In October 2018 Votran received awards at 2018 FPTA & CTD Annual Conference in the following categories:

- Florida Public Transportation Association Tier 2 Certificate of Merit for Safety.
- State of Florida Commission for Transportation Disadvantaged CTD - System of the Year Safety Award.
- State of Florida Commission for Transportation Disadvantaged Dispatcher / Scheduler of the Year - Susan Smeltzer.
- The Sheila Winitzer Shining Star Award - Edie Biro.

Strategy 2.2.5: Maintain the quality of the vehicles by replacing older, high-mileage vehicles and operating a fleet with vehicles that do not exceed their useful life.

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 the need for shop tools and equipment are identified and adequate funding is secured. A schedule of needs is developed and incorporated into the CIP. The average age of the paratransit fleet is 6.3 years. In September 2018 Votran received notice from FDOT about the award of Section 5310 grant funds that will allow for replacement of 7 vehicles that are the oldest in the fleet. Additional funding was awarded by FDOT under the Section 5339 grant for two more paratransit replacement vehicles.

Strategy 2.2.6: Install technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) on all contractor vehicles with the goal of achieving consistent operating levels with Votran vehicles and better coordinated services.

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 completed the tablet installations with AVL and MDT technology on contractor vehicles in November 2017. This contractor installation supports the IVR advance calling that was implemented as VoCall in February 2018.

Objective 2.3: Increase avenues for customers to access information on the coordinated transportation system.

Strategy 2.3.1: Continue facilitating transit education program to educate special interest groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.

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. Transit education efforts included:

Participation in the New Smyrna Beach Flea Market to educate the public on all transit services provided by Votran.

Multiple visits to the Methodist Children's Home to teach their members how to use the transit system and get them familiarized with our latest technology.

Votran participated in the Volusia County Health and Benefits Fair to inform participants on how they can use our services.

Votran realizes 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 Methodist Society, City community events in New Smyrna Beach, HUD Family Self Sufficiency, Daytona Beach Housing Authority Subcommittee, Halifax Area Advertising Authority Board, Division of Blind Services, Coastal Volusia Home School Group, Seabreeze High School ESE students, New Smyrna Beach High School ESE students, Daytona Beach Zone 5 Neighborhood Watch, National Housing Corporation AHEPA 410 Apartments, Volusia County Health and Wellness Fair, Daytona Beach Convention and Visitors Bureau, Florida Public Transportation Conference Displays, Volusia County Transportation Disadvantaged Local Coordinating Board and the Florida Transportation Disadvantaged Annual Conference and a display table at the Shriners National Conference.

Strategy 2.3.2: 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 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 Community Information to develop media opportunities. These include radio ads and regular interviews with Votran's staff on radio and TV. With the assistance of the FDOT service development grant for marketing, Votran has updated the radio ad to focus on the Rider Technology Tools.

The Route 44 was launched in New Smyrna Beach in June 2018, providing fixed route service connecting the Julia/Sams Connection Point in Downtown to Walmart and the Beachside. Votran's newest service was launched in Deltona in February 2019. Route 25 connects DuPont Lakes Plaza, City Hall, the new Community Center, Halifax Health, and Epic Theatres via Howland Boulevard. Marketing included:

- Public Meetings to inform the public about new service and service changes.
- Participation in the Deltona Community Expo at The Center at Deltona to educate the community about the new bus service.
- Flyers with information about the new route were distributed at Community Flea Market in Deltona.
- A Ribbon Cutting Ceremony at Deltona City Hall to commemorate the new Route 25 bus service.
- Route schedules, flyers, and brochures were handed out at numerous locations and events.

In 2020, Votran will launch a new service in Daytona Beach to serve the Tanger Outlets and Tomoka Town Center Malls. The changes will include a modification to the existing Route 11 on Mondays-Saturdays in the daytime, modifications to the existing Route 10 on Sundays, and



the addition of a new Route 11 at night. Marketing efforts will include: mailers to locations near the malls, a bus wrap, community outreach to shoppers and employees, radio advertisements and interviews, and social media posts.

Strategy 2.3.3: Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyStop real-time bus tracking app, and update the various “How-to-Ride” guide formats, as necessary to educate and inform system users and the community.

Votran’s website provides trip planning, tracking and customer service information to passengers, and Votran also developed “My Stop” live bus tracking app on smart phones. The downloadable Votran Gold Users (Rider’s) Guide and the GOLD eligibility application are available in both English and Spanish on the website. Copies of the guide as a streaming audio and an MP3 download (18.7mb) are also available for download. Votran includes marketing videos to educate the riders how to ride the Votran system. 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 website has a sign language video of the Votran Gold User Guide for the deaf and hearing impaired. In addition, the Vo-to-go text message system provides fixed-route riders real-time information to track bus via text messages. The web site features a “translate site” option which allows users to select a preferred language they want to view the displayed text.

Strategy 2.3.4: Ensure all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998.

Votran staff is working to ensure 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 continued compliance exists.

Strategy 2.3.5: Continue to serve on the R2CTPO Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

Votran continues to participate as a member of the R2CTPO’s BPAC, the CAC, and the TCC. Votran staff, as stakeholders or participants, also attends the R2CTPO’s special study meetings, such as Bus Stop Improvement Plan (Phase I) and ITS Master Plan meeting, as well as the R2CTPO Board meetings whose membership consists of elected officials representing all of the

local governments, including municipal and county entities. Votran (CTC) attends all TDLCB meetings as a non-voting participant.

Strategy 2.3.6: Conduct travel training workshops and training to organizations serving the disabled.

Votran realizes 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 serving the disabled. The Votran Customer Service staff visited with staff members at a dialysis center and a nursing home to train them on travel needs of patients in their care. Votran participates in community awareness events such as Volusia/Flagler Disability Coalition.

Goal 3: 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 3.1: Improve local knowledge of the benefits of transit-friendly land uses.

Strategy 3.1.1: Continue to work with the R2CTPO for any subsequent updates to the adopted TIA guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.

Votran continues to be involved as a reviewer of local comprehensive plans, plan amendments, development proposals, and re-zonings in its current and future planned service areas. Votran has met with several local municipalities to discuss possible improvements concerning accessibility for transit riders including the transportation disadvantaged. Votran, in joint effort with the TPO, will continue to promote the Transit Development Design Guideline (TDDG) to provide up-to-date transit design principle for local development. This document will be referred to as a local transit design standard in the TPO's Traffic Impact Analysis (TIA) which will be a required document for local development.

Strategy 3.1.2: Complete updates to the Transit Development Design Guidelines (TDDG), as necessary.

Votran continues to utilize the TDDG as design guidelines for transit infrastructure development and improvements in Volusia County. No update to the TDDG is necessary at this time.

Objective 3.2: Improve connections of public transportation to other modes of transportation.


Strategy 3.2.1: Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.

Votran participates in the TPO committees to support corridor development as improvement projects arise.

Strategy 3.2.2: Evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.

SunRail feeder bus service is currently operating using funding from FDOT. Route concepts were designed based on available funding, existing customer demand, input from FDOT, SunRail consultants, input from Orange City and Deltona and input received at West Volusia Summit meetings. Votran's General Manager participates in the SunRail Technical Advisory Committee (TAC) meeting and a member of Votran's Planning Department participates in the SunRail Customer Advisory Committee.

Strategy 3.2.3: Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

New bus stops were installed for Route 44 in New Smyrna Beach and for Route 25 in Deltona by the start date of each service according to FDOT and FTA guidelines. 

Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.

Objective 4.1: Continue to coordinate with the River to Sea TPO to staff and support the Volusia County TDLCB.

Strategy 4.1.1: 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). Votran's CTC re-designation was approved by the

Transportation Disadvantaged Local Coordinating Board (TDLCB) in November, 2016. The Annual Operating Report of 2019 was approved by the TDLCB in September 2019.

Strategy 4.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER.

The last major TDSP update, covering the period 2018-2022, was completed by the CTC and R2CTPO and reviewed and approved via roll call by the TDLCB in March of 2017. This is the third annual update. Quarterly progress reports were submitted in a timely manner, and the AER was submitted concurrently with the AOR for review by the CTD in September of each year.

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

Votran continues to work diligently to strengthen the coordination of transportation in the County. Votran maintains existing coordination contracts and executes new ones, where feasible, needed and cost effective. Since FDOT is the designated recipient responsible for the competitive process regarding the awarding of grants for Section 5310 vehicles, Votran's efforts to strengthen the coordination of transportation are furthered by obtaining Coordination Agreements with the non-profit agency prior to the award of Section 5310 funds from FDOT.

Strategy 4.1.4: Continue to provide and review performance reports at the TDLCB meetings, tracking monthly progress against the adopted standards and performance measures.

Votran's Operations Staff monitors paratransit subcontractor performance at regular intervals throughout the year. Positive trends are documented and negative trends are immediately addressed. Performance reports are provided to the Transportation Disadvantaged Local Coordinating Board at their regularly scheduled meetings. These reports include performance as they relate to the transportation disadvantaged and paratransit as well as fixed route service. The latest reports were provided to the TDLCB in January 2020.

Goal 5: Integrate paratransit service with fixed-route service to provide more travel options for the ADA and TD populations.

Objective 5.1: Provide opportunities for ADA and TD passengers to safely access multi-modal transportation options.

Strategy 5.1.1: Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.

Votran realizes 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. 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. Recertifications are conducted every three years.

Strategy 5.1.2: 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 as requested by customers or potential customers.

Strategy 5.1.3: Implement Accessible Pedestrian Signal Action Plan by 2021.

An Accessible Pedestrian Signal Action Plan was completed and approved by the River to Sea TPO in March 2017. The Plan examined potential opportunities for installation of new pedestrian signals with accessible features at critical intersections and recommended to incorporate signal updates in local road projects. The audible features of these signals are beneficial to the sight impaired. This plan is in the implementation phase, with each new TPO project there is a staff assessment of site suitability that may result in recommendations for these signal types to be utilized for the project.

Strategy 5.1.4: Develop a phased-implementation plan to improve accessibility at bus stop locations.

Votran continues to work with developers, cities and FDOT to assess projects that impact bus stops in the right of way. Where the development requires a change in bus stop position, Votran staff work to ensure that the newly installed bus stop meets all design standards for FDOT and FTA guidelines.

Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.

Objective 6.1: 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 6.1.1: 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 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 (SU) funding to support transit. Furthermore, the TPO's transit planner acts as a liaison between 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. Votran established a coordinating agreement with WORC allowing for their FDOT grant to be awarded for their transportation program. In 2020, Votran will be replacing 13 paratransit vehicles utilizing the grant funds from a number of FDOT and FTA sources including Section 5310, Section 5339, Section 5307 and the TPO SU funds.

Strategy 6.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system.

Votran uses the assistance of small businesses in the provision of paratransit services allowing Votran to develop its core services and use vendors for some of the outlying trips. Votran makes every effort to do its best to accommodate paratransit demand through the use of its own paratransit fleet as this facilitates increased multi-loading, thus, reducing overall operating costs for the paratransit program. Through this vigilance, Votran continues to have no unmet trip requests.

On August 6, 2015, the county council approved the contract with vRide, for commuter vanpool program services. Enterprise Leasing Company of Orlando merged with vRide and has since operated the county's contract for commuter vanpool services under the name Commute with Enterprise. In June 2020, fifty-nine (59) riders participated in the Commute with Enterprise Program.

Strategy 6.1.3: Work with CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community.

The Votran system receives its county funding support from the General Revenue Fund. Current funding from Volusia County Government has supported Votran service improvement as follows:

Votran implemented a frequency improvement on Routes 20 & 60 in January 2017. The major projects for the FY 17/18 year, involved improving transit access through enhancing service:

- Increased frequency on Routes 7 and 11 from 60-minute to 30-minute, beginning January 2018.
- Route 44 in New Smyrna Beach serving the SR 44 corridor from Downtown to Walmart and the Beachside began in June 2018.
- Began operating limited holiday service on Thanksgiving Day, Christmas Day, and New Year's Day.
- Route 25, serving Howland Blvd. between DuPont Lakes Plaza and Halifax Health/Epic Theatres, started in February 2019.

State and federal transit funding are expected to remain limited during the upcoming years.

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

Strategy 6.1.4: Work with local agencies to continue to receive sufficient funding to provide agency trips (i.e., Volusia Council on Aging, the Florida Department of Children and Families, etc.).

Votran works with local agencies in order promote a better understanding of transit and its benefits. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has worked with community-based organizations, the TPO and the Florida Department of Transportation's commuter options marketing agency, ReThink Your Commute.

Strategy 6.1.5: Evaluate fares every three years 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 fares will depend upon their sponsorship or

funding source and the reservationist will tell them the cost of the trip when the reservation is made.

Objective 6.2: Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

Strategy 6.2.1: 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 as well as Daytona State College, Halifax Council of the Blind, Port Orange YMCA, New Smyrna Beach, 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. In addition, Votran staff has made presentations on the subject of Votran’s Transit Technology to the River to Sea TPO’s Board and subcommittees that consist of general public and local decision makers in October 2018.

#### Actions to be Initiated Within 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. The Implementation Schedule in Appendix “A” provided details of activities that have been planned to be carried out in the next five years from the most recent TDSP update. Appendix B provided the updated Volusia County Rate Model for FY 2019-2020 that was approved in May 2019.

#### New Challenges

In order to meet the updated goals and objectives, the strategies provide guide to Votran’s annual accomplishment. However, challenges still exist in the current and future services. Specifically, these challenges are reflected in areas of fluctuation in service demand, traffic congestion and uncertainty in funding allocation.

Within the existing service area, it is difficult to meet demand for Sunday service and extended hours service due to competing priorities for operating Volusia County community services.



Meanwhile, paratransit driver recruitment continues to be a challenge due to the competitive wage level, and the robust job market within the commuting area of Volusia County.

Increasing demand created by new developments outside of current service area: many new development/destinations have been created in the past years throughout Volusia County. As commercial and residential development continues beyond the current Votran service area, a process for approving and funding new bus service should be adopted as a Volusia County transportation policy. With the current status quo approach to long term transit planning, new service to accommodate individuals residing more than  $\frac{3}{4}$  of a mile away from a fixed route would not be considered. Without fixed route service, these people would be eligible for transportation on Votran's Gold service under Transportation Disadvantaged (TD) grant funding. This increase in utilization of TD funding will quickly overreach the availability of funding.

## Conclusion

Votran has prepared the third annual update from the recent Transportation Disadvantaged Service Plan (TDSP) 2018-2022 major update. Votran has been making consistent efforts to implement service improvements supporting the adopted goals and objectives in the TDSP. As described in this report, Volusia County budgeting for the past two years have provided funds that support the current year implementations that were listed in the TDSP major update. Votran will continue to seek funding opportunities to maintain current level of paratransit service in Volusia County.

## Appendix A

### Implementation Schedule

Volusia County's Implementation Plan is derived from the goals, objectives, and strategies and has been developed to assist with achieving the long-range goals. In the following tables from the TDSP major update (2017), for each of the goals, there are identified responsible parties and recommended timeframes for implementing the strategies, as well as status to be updated each year for completion. The updated timeframe for the strategies originally proposed in the TDSP major update (2017) are highlighted in red text below.

Goal	Strategies	Responsible Party (ies)	Timeframe	Potential Cost
Goal 1: Provide an efficient, fully coordinated and cost-effective transportation system to meet the demand and mobility needs of the transportation disadvantaged in Volusia County	Review trip patterns to major attractors to ensure multi-loading is occurring as effectively as possible	CTC	Annually	N/A
	Complete an analysis of TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand	CTC	2019	\$30,000
	Implement a pilot bus program for Gold users to provide additional mobility and allow use of fixed-route by paratransit customers when feasible, which will also increase system efficiency. The opportunities for Gold Service users to use fixed-route service for free may provide comfort with this mode and reduce reliance on the Gold Service by individuals who choose to participate	CTC/Votran	2020	\$50,000

Goal	Strategies	Responsible Party (ies)	Timeframe	Potential Cost
Goal 2: Deliver a safe and high-quality transit experience to the customer	Conduct an annual travel training workshop, with training for organizations that serve person with a disability	CTC	Annually	N/A
	Conduct a “mystery rider” program to ensure accountability of staff to riders	CTC	2020	\$20,000
	Develop a formal transit education program that could be conducted by any staff member to educate special interest groups, clubs, and community association on the benefits of public transportation	CTC	2020	N/A
	Implement IVR technology to allow automated calling and assist with customer communication of trip reminders and cancellations	CTC	2018	\$300,000
	Install technology on all contractor vehicles with the goal of achieving consistent operating levels and capacities with Votran vehicles and better coordinating services	CTC/ Contractors	2018	Varies

Goal	Strategies	Responsible Party (ies)	Timeframe	Potential Cost
Goal 3: 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	Annually evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests and SunRail service modifications	CTC/FDOT	Annually	N/A
	Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG	CTC	2020	N/A

Goal	Strategies	Responsible Party (ies)	Timeframe	Potential Cost
Goal 4: Ensure program accountability with the State and Federal requirements for TD planning	Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER	CTC	Ongoing	N/A
	Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures	CTC	TDLCB Meetings	N/A
	Provide an AOR to the CTC on all TD operations coordinated by Votran in Volusia County	CTC	Annually	N/A
	Monitor Coordination Agreements with contractors	CTC	Annually	N/A

Goal	Strategies	Responsible Party (ies)	Timeframe	Potential Cost
Goal 5: Participate in efforts to improve pedestrian accessibility to multi-modal transportation options in Volusia County	Complete an Accessible Pedestrian Signal Access Plan by 2017/2018	R2CTPO	Completed	N/A
	Develop a phased-implementation plan to improve accessibility at bus stop locations	Votran	2018	\$30,000-\$125,000

Goal	Strategies	Responsible Party (ies)	Timeframe	Potential Cost
Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County	Evaluate fares every two years to ensure customers contribute to maintaining the system within reasonable means	CTC/LCB	2020	N/A

## Appendix B

Volusia County TD Rate Model FY 2020-21

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2020</b> to Sept 30th of <b>2021</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox	\$ 86,486	\$ 85,000	\$ 75,350	-1.7%	-11.4%	Dip in fare box reveune allowed for for Covid-19. Other represent advertising reveune. 2019 was best year , decline projected for non payments on accounts do to down turn. Other reveune is reveune generated from advertising on the buses, These funds are also used as match for grants.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 20,464	\$ 11,734	\$ 17,172	-42.7%	46.3%	
<b>Bus Pass Program Revenue</b>		\$ -				

### Local Government

District School Board						County funding is also used as grant match.
Compl. ADA Services						
County Cash	\$ 141,319	\$ 145,792	\$ 145,451	3.2%	-0.2%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 1,237,403	\$ 994,038	\$ 1,149,304	-19.7%	15.6%	2020 was budgeted similar to prior years but actual will be closer to 700,000. Budget was also reduced by fy 19 prior years carry forward. The bus pass program was started this year to help make up for the shortage in trips collections. The bus pass program will terminate on 6/30/20
Non-Spons. Capital Equipment			\$ -			
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>		\$ 22,460			-100.0%	

### USDOT & FDOT

49 USC 5307	\$ 110,780	\$ 107,200	\$ 107,200	-3.2%	0.0%	5307 reveune related to 3rd party contracts. Expenditures and reveune collection fairly consistent from year to year. Covid 19 will effect these totals.
49 USC 5310						
49 USC 5311 (Operating)			\$ -			
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						
Div of Blind Services			\$ -			
Vocational Rehabilitation			\$ -			
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

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

### DOEA

Older Americans Act	\$ 64,713	\$ 35,775	\$ 55,650	-44.7%	55.6%	FY 2019 was good year . Currently all COA trips have been cancelled do to Covid 19. Anticipated near normal in FY 2021
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2020</b> to Sept 30th of <b>2021</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## APD

Office of Disability Determination  
Developmental Services  
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

\$ 151,833

Used to reduce the amount of funding required from CTD

Balancing Revenue is Short By =

None

None

Total Revenues =

\$1,661,165

\$1,553,832

\$1,550,127

-6.5%

-0.2%

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

### Operating Expenditures

Labor	\$ 527,858	\$ 527,858	\$ 577,667	0.0%	9.4%
Fringe Benefits	\$ 246,379	\$ 264,228	\$ 255,585	7.2%	-3.3%
Services	\$ 368,126	\$ 380,078	\$ 334,750	3.2%	-11.9%
Materials and Supplies	\$ 190,069	\$ 156,321	\$ 165,187	-17.8%	5.7%
Utilities	\$ 12,183	\$ 13,728	\$ 10,565	12.7%	-23.0%
Casualty and Liability	\$ 15,407	\$ 14,680	\$ 17,977	-4.7%	22.5%
Taxes			\$ -		
Purchased Transportation:					
Purchased Bus Pass Expenses		\$ 22,460			-100.0%
School Bus Utilization Expenses					
Contracted Transportation Services					
Other					
Miscellaneous					
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect	\$ 149,310	\$ 174,479	\$ 188,396	16.9%	8.0%

### Capital Expenditures

Equip. Purchases with Grant Funds			\$ -		
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

**ACTUAL YEAR GAIN**

\$151,833

Total Expenditures =

\$1,509,332

\$1,553,832

\$1,550,127

2.9%

-0.2%

See NOTES Below.

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

**ACTUAL** year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** Votran  
**County** (Service Area): Volusia County  
**Contact Person:** Roger Wittenberg  
**Phone #** 386-763-3738

### 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"***



# Budgeted Rate Base Worksheet

Version 1.4

CTC: Votran  
County: Volusia County

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 <b>BUDGETED</b> Revenues
	from
	Oct 1st of
	<b>2020</b>
	to
	Sept 30th of
	<b>2021</b>
<b>1</b>	<b>2</b>

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> <b>EXcluded from</b> <b>the Rate Base</b>	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?
<b>3</b>	<b>4</b>	<b>5</b>

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$ 75,350
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 17,172
<b>Bus Pass Program Revenue</b>	\$ -

### Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 145,451
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### CTD

Non-Spons. Trip Program	\$ 1,149,304
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### USDOT & FDOT

49 USC 5307	\$ 107,200
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### AWI

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

### DOEA

Older Americans Act	\$ 55,650
Community Care for Elderly	\$ -
Other DOEA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### DCA

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### APD

Office of Disability Determination	\$ -
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\$ 75,350	\$ -	\$ -
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\$ 17,172	\$ -	\$ -
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\$ -	\$ -	

\$ 55,650	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

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

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

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

# Budgeted Rate Base Worksheet

Version 1.4

CTC: Votran

County: Volusia County

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 <b>BUDGETED</b> Revenues
	from
	Oct 1st of
	<b>2020</b>
	to
	Sept 30th of
	<b>2021</b>
<b>1</b>	<b>2</b>

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> <b>EX</b> cluded 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?
<b>3</b>	<b>4</b>	<b>5</b>

Developmental Services	\$ -
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
DJJ	
DJJ	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
<b>Total Revenues =</b>	<b>\$ 1,550,127</b>

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
<b>\$ 1,442,927</b>	<b>\$ 107,200</b>	<b>\$ -</b>

<b>EXPENDITURES (CTC/Operators ONLY)</b>	
<b>Operating Expenditures</b>	
Labor	\$ 577,667
Fringe Benefits	\$ 255,585
Services	\$ 334,750
Materials and Supplies	\$ 165,187
Utilities	\$ 10,565
Casualty and Liability	\$ 17,977
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 188,396
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<b>Total Expenditures =</b>	<b>\$ 1,550,127</b>
minus EXCLUDED Subsidy Revenue =	<b>\$ 107,200</b>
Budgeted Total Expenditures INCLUDED in	
Rate Base =	<b>\$ 1,442,927</b>
Rate Base Adjustment <sup>1</sup> =	\$ -
<b>Adjusted Expenditures Included in Rate</b>	
<b>Base =</b>	<b>\$ 1,442,927</b>

\$ 107,200

Amount of  
Budgeted Operating  
Rate Subsidy  
Revenue

## <sup>1</sup> Rate Base Adjustment Cell

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

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year:

2018 - 2019

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

## Worksheet for Program-wide Rates

CTC: Votran  
County: Volusia County

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 = 462,990

Rate Per Passenger Mile = \$ 3.12

Total Projected Passenger Trips = 32,697

Rate Per Passenger Trip = \$ 44.13

Fiscal Year

2020 - 2021

Avg. Passenger Trip Length = 14.2 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.35

Rate Per Passenger Trip = \$ 47.41

**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 County**

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

### SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III 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?.....

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

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

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

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

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

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

## Worksheet for Multiple Service Rates

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

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

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....  
☐ Yes  
☒ No  
**Skip #2 - 4 and Section IV and Go to Section V**
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
☒ Pass. Trip **Leave Blank**  
☐ Pass. Mile  
 per passenger mile?.....
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  **Leave Blank**
4. How much will you charge each escort?.....  **Leave Blank**

### SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total  
 number of Group Service Passenger Miles? (otherwise leave blank).....  **Do NOT Complete Section IV**  
 ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate 0.00 to 1.00**

### SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
 \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2020 - 2021			
		Ambul	Wheel Chair	Stretcher	Group
				<b>Leave Blank</b>	<b>Leave Blank</b>
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	462,990	= 356,341	+ 106,649	+ <input type="text"/>	+ 0
Rate per Passenger Mile =		\$2.68	\$4.59	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	32,697	= 25,165	+ 7,532	+ <input type="text"/>	+ <input type="text"/>
Rate per Passenger Trip =		\$37.89	\$64.96	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...					
		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
				<b>Leave Blank</b>	<b>Leave Blank</b>
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rate per Passenger Mile for Balance =		\$2.68	\$4.59	\$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	
\$2.88	\$4.93	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$40.71	\$69.79	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				



**River to Sea TPO Board  
Meeting Summary  
May 27, 2020**

***Due to the COVID-19 virus, the May 27, 2020 TPO Board meeting was held electronically using GoToMeeting (as allowed by Executive Orders 20-69 and 20-114)***

- Approved the Consent Agenda including approval of: April 22, 2020 meeting minutes; TDLCB appointments; and Executive Director's timesheet report
- Approved Resolution 2020-06 adopting the fiscal year (FY) 2020/21 and 2021/22 Unified Planning Work Program (UPWP)
- Approved the following R2CTPO slate of officers for FY 2019/20:
  - Commissioner Jason McGuirk, Chairperson
  - Council Member Billie Wheeler, 1<sup>st</sup> Vice Chairperson/Treasurer
  - Council Member Barbara Girtman, 2<sup>nd</sup> Vice Chairperson/Secretary
- Approved Resolution 2020-07 adopting the Sea Level Rise Planning Policy Statement
- Approved the revised Connect 2045 Long Range Transportation Plan Public Involvement Plan (PIP)
- Discussed the development of the 2045 Long Range Transportation Plan alternative scenarios and Cost Feasible Plan
- Discussed the development of the draft FY 2020/21 to 2024/25 Transportation Improvement Program (TIP)
- Discussed update to the R2CTPO's Public Participation Plan (PPP) that is currently out for a 45-day public comment period
- Received a PowerPoint presentation of Non-Motorized Traffic Count Program project schedule
- Received a presentation of the draft River to Sea TPO 2020 List of Priority Projects (LOPP)
- Received a PowerPoint presentation of Connected and Automated Vehicle (CAV) Readiness Study and Technology Transition Plan
- Received a presentation of draft FY 2020/21 River to Sea TPO Budget

- Received a presentation of FDOT Continuing Services Contract and R2CTPO Local Match Requirements
- The FDOT report was provided in the agenda
- Announced FDOT D-5 Interim Secretary, Mr. Jared Purdue, has been appointed as FDOT D-5 Secretary permanently
- Received an update on the 2020 “Tell the TPO” survey
- Received Executive Director’s report on SU Funding/Work Program and letter of support for Volusia County’s BUILD Grant application

***The next River to Sea TPO Board meeting will be on Wednesday, June 24, 2020***



## May 2020 TPO Outreach & Activities

### **COVID-19 UPDATE:**

In response to the COVID-19 pandemic, the following changes/activities are taking place at the TPO:

- Our TPO office is closed to walk-in visitors; however, we remain open for appointments and other requested activities that meets current state and federal guidance
- TPO staff is working remotely for the most part and remains available during regular business hours. Staff contact information is available at: [www.r2ctpo.org/about/staff/](http://www.r2ctpo.org/about/staff/)
- TPO Committee and board meetings are being held virtually
- All non-essential activities, helmet fittings, in person presentations, etc. have been cancelled
- Connect 2045 Public Involvement Plan (PIP) was amended to lay out the ways we will engage the public while under social distancing and meeting restrictions
- TPO Public Participation Plan (PPP) is being amended to include a section on virtual meetings and their uses during the pandemic
- Email communication is being distributed to keep the committee/board members, stakeholders and public up-to-date on our activities
- TPO website is routinely updated to inform the public and committee members about activities and changes happening due to COVID-19
- All GoToMeeting information is posted on TPO website [www.R2CTPO.org](http://www.R2CTPO.org)

### **TPO Documents Available for Public Review & Comment**

*The following documents are available for review and comment at [www.R2CTPO.org](http://www.R2CTPO.org):*

- Draft Amendment to the Public Participation Plan (PPP)
- Draft FY 2020-21 to FY 2024-25 Transportation Improvement Program (TIP)
- 2020 List of Priority Projects (LOPP)



### **2045 Long Range Transportation Plan Updates**

- 2045 LRTP Subcommittee will meet virtually on Tuesday, June 16, 2020 at 11:30 a.m.
- Connect 2045 website: [www.R2CTPOConnect2045.com](http://www.R2CTPOConnect2045.com)
- Connect 2045 Video #3 is available at: <https://youtu.be/wZtPdFtE3TA>
- Public Workshops: Two Virtual Cost Feasible Plan Public Workshops were held on May 26<sup>th</sup> and the recording of the presentation is available at: [www.R2CTPOConnect2045.com](http://www.R2CTPOConnect2045.com)
- Coming Soon: Draft Connect 2045 Cost Feasible Plan



## May 2020 TPO Outreach & Activities

### **MAY EVENTS:**

#### **Connect 2045 Community Presentations**

Date: Tuesday, May 12, 2020

Presentation: Downtown DeLand Rotary Club

Date: Thursday, May 14, 2020

Presentation: DeBary, Deltona, Orange City Rotary Club

Date: Wednesday, May 27, 2020

Presentation: Palm Coast Rotary Club

Description: TPO staff gave virtual presentations on Connect 2045, the TPO's Long Range Transportation Plan, to these rotary clubs. Forty-seven people attended.

#### **Connect 2045 Preliminary Cost Feasible Plan Webinars**

Date: Tuesday, May 26, 2020 (10:00 a.m. & 5:30 p.m.)

Presentation: Two virtual webinars were held to solicit public input on the preliminary draft cost feasible plan. Forty-four (44) people attended.

### **ONGOING PROJECTS & STUDIES:**

- Develop Connect 2045 Long Range Transportation Plan (LRTP) (Draft Cost Feasible Plan, Alternative Scenarios, Virtual Public Outreach)
- Develop FY 2020/21 to 2024/25 Transportation Improvement Program (TIP)
- Develop Non-Motorized Traffic Count Program
- Develop 2020 List of Priority Projects
- Update of the Congestion Management Process
- Regional Resiliency Action Plan Implementation
- Connected/Automated Vehicle Readiness Study
- SR 44 Trail Feasibility Study (FS)
- Taylor Rd/Williamson Blvd Intersection and Dunlawton Ave Corridor @ I-95 FS
- 2020 Tell the TPO Survey
- Transportation Disadvantaged Service Plan (TDSP) Minor Update
- TPO Legal Services Request for Proposal (RFP)
- Update to the Public Participation Plan (PPP)

**Prevent the spread of  
COVID-19 in**

**7 STEPS**



- 01** Wash your hands frequently
- 02** Avoid touching your eyes, nose and mouth
- 03** Cover your cough using the bend of your elbow or a tissue
- 04** Avoid crowded places and close contact with anyone that has fever or cough
- 05** Stay at home if you feel unwell
- 06** If you have a fever, cough and difficulty breathing, seek medical care early — but call first
- 07** Get information from trusted sources

SOURCE: WORLD HEALTH ORGANIZATION

## TDLCB Attendance Record 2020

Name	8-Jan	13-May	17-Jun	8-Jul	14-Oct	Notes
Barbara Girtman						Volusia County (appt 5/2020)
Carlos Colon	x	x				FDOT (appt. 07/16)
Alternate - Diane Poitras	abs	abs				FDOT (alternate) (app 7/14)
Renee Cooke		abs				Agency for Persons with Disabilities (appt 5/2020)
Alternate - Sylvia Bamburg		x				Agency for Persons with Disabilities (appt 5/2020)
Julia Marshall	exc	abs				DCF
Alternate - Evelyn Lynam	abs	abs				DCF (alternate) (11/17)
Vacant	vac	vac				Public Education Community (appt 9/18)
Alternate - Vacant		vac				Public Education Community (alternate)
Cynthia Tucker	abs	abs				Vocational Rehab Services (appt 7/17)
Alternate - Susan Pauley	exc	x				Vocational Rehab Services (alternate)(appt 11/18)
Robert Watson	x	abs				Veterans Services (5/19)
Alternate - Jason Althouse	abs	abs				Veterans Services (alternate)
Judy Craig	abs	x				Disabled Citizens
Alternate - Vacant	vac	vac				Disabled Citizens
Jean Cerullo	x	x				Citizens Advocate
Alternate - Renee Gahagan	exc	x				Citizens Advocate (Appt 8/19)
Bev Johnson	x	abs				Early Childcare (appt 8/17)
Alternate - DJ Lebo	abs	x				Early Childcare (alternate)
Gladys Lacer	exc	abs				Elder Affairs (Council on Aging)(3/2020)
Alternate - Dementra McKinney	abs	abs				Elder Affairs (alternate)(appt 3/2020)
Shelisha Coleman	x	x				Healthcare Administration
Alternate - Tamyika Young	abs	abs				Healthcare Administration (alternate)(appt. 07/18)
Robin King	abs	abs				Work Force Development Board
Alternate - Kathy Spencer	x	x				Work Force Development Board - (alternate) (appt 1/19)
Patricia Boswell	abs	x				Medical Community (appt 8/17)
Alternate - Ethan Johnson	x	abs				Medical Community (appt 5/19)
Doug Hall	x	x				Citizens Advocate - System User (11/17)
Alternate - Marina Villena	x	x				Citizens Advocate - System User (alternate)(appt 1/19)
Patricia Lipovsky	x	x				Elderly Citizens (appt 1/19)
Alternate - Vacant	vac	vac				Elderly Citizens (alternate)
Clayton Jackson	x	x				Assoc iation for Community Action (appt 12/17)
Alternate - Vacant	vac	vac				Assoc iation for Community Action - Alternate
Steve Jack	x	x				Private for Profit (appt 01/11)
Alternate - Vacant	vac	vac				
QUORUM	Y	Y				

### CODES

X = Present  
 exc = Excused  
 abs = Absent (Unexcused)  
 vac - Vacant

**INTEREST FORM**  
FOR SERVICE ON THE  
**RIVER TO SEA TPO**  
**TRANSPORTATION DISADVANTAGED**  
**LOCAL COORDINATING BOARD**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Vacancy Interested in Representing: \_\_\_\_\_

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your interest.

Please return form to:  
Debbie Stewart  
River to Sea TPO  
2570 W. International Speedway Blvd., Suite 100  
Daytona Beach, FL 32114  
or email: [dstewart@r2ctpo.org](mailto:dstewart@r2ctpo.org)

# TDLCB MEMBER LISTING

## MEMBERS

### VOLUSIA COUNTY

#### COUNCIL MEMBER BARBARA GIRTMAN

123 W. Indiana Ave *Chairperson*

DeLand, FL 32720

[bgirtman@volusia.org](mailto:bgirtman@volusia.org)

386-740-5224

386-736-5344

## ALTERNATES

### DISABLED CITIZENS

#### JUDY CRAIG

*Vice Chairperson*

1835 Anchor Avenue

DeLand, FL 32720

386-738-5781

[judylessliecraig@aol.com](mailto:judylessliecraig@aol.com)

### ASSOCIATION OF COMMUNITY ACTION

#### CLAYTON JACKSON

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[cjackson@volusia.org](mailto:cjackson@volusia.org)

### ALT - ASSOCIATION OF COMMUNITY ACTION

#### VACANT

### ELDERLY CITIZENS

#### PATRICIA LIPOVSKY

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386-255-0288

[plipovsky@cfl.rr.com](mailto:plipovsky@cfl.rr.com)

### ALT - ELDERLY CITIZENS

#### VACANT

### FDOT

#### CARLOS M. COLON

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Orlando, FL 32824

[Carlos.Colon@dot.state.fl.us](mailto:Carlos.Colon@dot.state.fl.us)

321-319-8173

### ALT - FDOT

#### DIANE POITRAS

420 W Landstreet Rd

Orlando, FL 32824

321-319-8174

[diane.poitras@dot.state.fl.us](mailto:diane.poitras@dot.state.fl.us)

### FLORIDA DEPARTMENT OF CHILDREN & FAMILIES

#### JULIA MARSHALL

210 N. Palmetto Ave, Suite 430

Daytona Beach, FL 32114

386-481-9369

[Julia.Marshall@myflfamilies.com](mailto:Julia.Marshall@myflfamilies.com)

### ALT - FLORIDA DEPT OF CHILDREN & FAMILIES

#### EVELYN LYNAM

210 N. Palmetto Ave Suite 430

Daytona Beach, FL 32114

-  
[evelyn.lynam@myflfamilies.com](mailto:evelyn.lynam@myflfamilies.com)

# TDLCB MEMBER LISTING

## MEMBERS

### PUBLIC EDUCATION COMMUNITY

VACANT

### FL DEPT OF EDUCATION (VOC REHAB)

**CYNTHIA TUCKER**

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### ELDER AFFAIRS

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386-253-4700  
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### VETERANS SERVICES GROUP

**ROBERT WATSON**

123 W. Indiana Avenue, Room 100  
DeLand, FL 32720  
386-740-5102  
[rbwatson@volusia.org](mailto:rbwatson@volusia.org)

### PRIVATE-FOR-PROFIT

**STEVE JACK**

P.O. Box 730206  
Ormond Beach, FL 32173  
386-255-8525  
[medoneshuttle@bellsouth.net](mailto:medoneshuttle@bellsouth.net)

### HEALTHCARE ADMINISTRATION

**SHELISHA COLEMAN**

400 West Robinson Street, Suite S309  
Orlando, FL 32801  
[shelisha.coleman@acha.myflorida.com](mailto:shelisha.coleman@acha.myflorida.com)

## ALTERNATES

### PUBLIC EDUCATION COMMUNITY

VACANT

### ALT - FL DEPT OF EDUCATION (VOC REHAB)

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### ALT - ELDER AFFAIRS

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