



MEETING AGENDA

Transportation Disadvantaged Local Coordinating Board (TDLCB)

Volusia County Vice Chair Matt Reinhart, TDLCB Chairperson

DATE: Wednesday, July 9, 2025
TIME: 10:00 a.m.
PLACE: Votran Conference Room
950 Big Tree Road
South Daytona, FL 32119

Microsoft Teams Information:

[Join the meeting](#)

By phone: +1 561-484-5911 17393007#

TDLCB AGENDA

1. CALL TO ORDER/ROLL CALL/DETERMINATION OF QUORUM/PLEDGE OF ALLEGIANCE

2. PUBLIC COMMENT/PARTICIPATION *(Length of time at the discretion of the Chairperson)*

Anyone wishing to make a public comment should fill out a speaker card and hand it to a TPO staff member or the Chairperson. You will be called on when the item is discussed. If you wish to speak on an item not on the agenda, you will be called on during public comment/participation.

3. ACTION ITEMS

- A. Review and Approval of the April 9, 2025 TDLCB Meeting Minutes *(pgs. 3-7)*
- B. Review and Approval of Votran's Monthly Paratransit Reports *(pgs. 8-11)*
- C. Review and Approval of the 2025 Transportation Disadvantaged Service Plan (TDSP) Annual Update **(Roll Call Vote Required)** *(pgs. 12-49)*
- D. Review and Approval of the 2025 TDLCB Bylaws *(pgs. 50-56)*
- E. Review and Approval for Votran Gold trips to be reserved with the Votran Call Center up to two (2) weeks in advance *(pg. 57)*

4. PRESENTATIONS AND DISCUSSION ITEMS

- A. Presentation and Discussion of Votran's Adverse Incident Reporting for Paratransit Services *(pgs. 58-61)*

5. STAFF COMMENTS

- A. TDLCB Grievance Procedures (Adopted 04-09-25) (Revised 04-30-25)
- B. Update on Votran's new Operations and Maintenance Contract
- C. Votran's 50th Anniversary

6. INFORMATION ITEMS *(pgs. 62-83)*

- A. TDLCB Attendance Record
- B. TDLCB Interest Form

- C. TDLCB Meeting Summary – April 9, 2025
- D. TDLCB Membership List
- E. TPO Board Meeting Summaries
- F. TPO Outreach & Activities
- G. TPO Planning Grant Quarterly Progress Report
- H. TPO Upcoming Events

7. TDLCB MEMBER COMMENTS

8. TDLCB CHAIRPERSON COMMENTS

9. ADJOURNMENT

The next TDLCB meeting will be on October 8, 2025

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

Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the Volusia-Flagler TPO office, 1540 Cornerstone Boulevard, Suite 240, Daytona Beach, Florida 32117; (386) 271-0249, extension 1, at least five (5) working days before the meeting date.

The Volusia-Flagler 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 or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-271-0249, extension 1, or pblankenship@r2ctpo.org.

Persons who require translation services, which are provided at no cost, should contact the Volusia-Flagler TPO at (386) 271-0249 or by email at PBlankenship@r2ctpo.org at least five (5) business days before the meeting.

3 ACTION ITEM A

Review and Approval of the April 9, 2025 TDLCB Meeting Minutes

Contact: Melanie Pruneau, MPruneau@r2ctpo.org

SUMMARY BACKGROUND:

Minutes are prepared for each meeting and must be approved by the TDLCB. The April 9, 2025 TDLCB meeting minutes are provided with this agenda packet for your review.

RECOMMENDED ACTION:

MOTION to approve the April 9, 2025 TDLCB Meeting Minutes

ATTACHMENT:

April 9, 2025 TDLCB Meeting Minutes

**Volusia-Flagler Transportation Planning Organization (TPO)
Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting Minutes
April 9, 2025**

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

TDLCB Members Physically Present:

Carmen Hall
Dee Wilson
Doug Hall
John Wisker
Mary Tyson, Vice Chairperson
Carlos Colon
Emilio Santiago
Benjamin Juengst
Jennifer Fowler
Scott Olson

TDLCB Members Absent:

Sheryl Dick-Stanford
Diana Garcia
Jean Cerullo
Ellen Labadie
Patricia Lipovsky (excused)
Steve Jack
Susan Pauly
Jessica Walker
Council Vice Chair Matt Reinhart, Chairperson (exc.)
Robin King
Kathy Spencer

Others Physically Present:

Melanie Pruneau, Recording Secretary
Pamela Blankenship
Stephan Harris
Colleen Nicoulin
Marc Ispass
Kia Powell
Ralf Heseler
Jacob Lunceford
Bobbie King
Dawne Weekley
Kelvin Miller
Brian Walker
Joshua Stennett
Kristin Moraitis
Samantha Ponsolle
Veronica Catoe
Kevin (unknown surname)

Others Virtually Present:

Laura Carter
Eveline Kraljic

Representing:

Association of Community Action
Children at Risk
Citizens Advocate, System User
Department of Children & Families - Alternate
Disabled Citizens - Alternate
Florida Department of Transportation
Healthcare Administration
Medical Community - Alternate
Public Education Community
Veterans Services Group - Alternate

Representing:

Agency for Persons with Disabilities
Agency for Persons with Disabilities - Alternate
Citizens Advocate
Elder Affairs
Elderly Citizens
Private for Profit
Vocational Rehab Services
Vocational Rehab Services - Alternate
Volusia County
Workforce Development Board
Workforce Development Board - Alternate

Representing:

TPO Staff
TPO Staff
TPO Staff
TPO Staff
Kimley-Horn
FDOT
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division
Votran
Votran
Citizen
Conklin-Davis Center
Conklin-Davis Center
Conklin-Davis Center
Elder Source
Citizen

Representing:

Space Coast TPO
Volusia Council on Aging

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

TDLCB Vice Chairperson Mary Tyson called the meeting of the Volusia-Flagler Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 10:00 a.m. The roll was called, and it was determined that a quorum was physically present. The meeting was held in a hybrid format with ten voting members physically present.

The Pledge of Allegiance was given.

MOTION: *A motion was made by Mr. Colon to allow TDLCB members attending virtually to participate and vote. The motion was seconded by Ms. Hall and carried unanimously.*

2. Public Comment/Participation

Mr. Brian Walker, Conklin-Davis Center, sought clarification regarding the fact that there was no Votran Gold service to the Halifax Humane Society and stating that he knows several people who need to go there. Mr. Kelvin Miller, Votran, explained that ADA service doesn't go to the Halifax Humane Society but Votran Gold should. He added that he would take their names and look into each case individually.

Vice Chairperson Mary Tyson commented as a citizen, stating that she has concerns with the efficiency of scheduling and combining trips, and with not being able to schedule trips one week in advance. Mr. Kelvin Miller explained that Votran always strives for the most efficient transportation, although there are a limited number of vehicles, and they cannot always accommodate everyone. He also stated that he would look into the issue of not being able to schedule one week in advance.

Ms. Dawne Weekley, Votran's new Customer Service Manager, was introduced to the committee.

A man who identified himself as Kevin made a request for bus drivers to make their presence known audibly for the visually and hearing-impaired at bus stops. He also noted that standing orders are not always accepted.

Mr. Miller responded that standing orders have to be limited in order to decrease the number of no-shows.

Mr. Heseler noted that there is a beeping noise that happens when a bus stops, and some drivers honk the horn.

3. Action Items

A. Review and Approval of the January 8, 2025 TDLCB Meeting Minutes

MOTION: *Mr. Hall moved to approve the January 8, 2025 TDLCB meeting minutes. The motion was seconded by Mr. Santiago and carried unanimously.*

B. Review and Approval of the January 8, 2025 TD Public Hearing Meeting Minutes

MOTION: *Mr. Hall moved to approve the January 8, 2025 TD Public Hearing meeting minutes. The motion was seconded by Ms. Hall and carried unanimously.*

C. Review and Approval of Votran's Monthly Paratransit Reports

Mr. Heseler reviewed Votran's monthly paratransit reports for November and December 2024, and January 2025. He noted total trips decreased by 11% and no-shows decreased by 8%.

MOTION: *Ms. Hall moved to approve Votran's monthly paratransit reports. The motion was seconded by Mr. Olson and carried unanimously.*

D. Review and Approval of the 2025 TDLCB Grievance Procedures

MOTION: *A motion was made by Mr. Hall to approve the 2025 TDLCB Grievance Procedures. The motion was seconded by Mr. Colon and carried unanimously.*

4. Presentations and Discussion Items

A. Presentation and Discussion of the 2055 Florida Transportation Plan (FTP) Update

Ms. Kia Powell, FDOT, updated the committee regarding the 2055 Florida Transportation Plan (FTP). She defined what the FTP is, the purpose of the plan, and the long-term goals. She addressed how the committee members can get involved and provided a QR code to access the website.

Mr. Santiago asked if the FTP will be implemented throughout the entire state; Ms. Powell confirmed that it will be.

B. Presentation and Discussion of the Development of the 2050 Long Range Transportation Plan (LRTP) and Equity Assessment

Mr. Marc Ispass, Kimley-Horn, gave a PowerPoint presentation detailing the 2050 LRTP. He gave an overview of what the LRTP is and its purpose of identifying future transportation needs and improvements. He discussed performance-based planning, the goals and objectives, the public involvement plan, anticipated key milestones, and the needs assessments. He announced three upcoming open houses on April 21st in Port Orange, April 28th in Palm Coast, and April 29th in DeLand.

Members discussed the funding for the LRTP, whether the open houses are open to the public, and ways to stay updated on the virtual workshops. It was stated that anyone is welcome to come to the open houses, and that anyone may sign up for the mailing list through the LRTP webpage to stay updated on virtual workshops.

Ms. Fowler stated that she would like to help acquire more community engagement for limited English speakers and those who are unable to use computers. Mr. Ispass said he would be happy to discuss that after the meeting.

Ms. Nicoulin stated that the TPO has a limited English proficiency plan. Members also discussed connecting with centrally located libraries and churches to garner more community engagement in Pierson.

C. Presentation and Discussion of Florida Sunshine Law Refresher

Ms. Pamela Blankenship gave a Florida Sunshine Law Refresher PowerPoint presentation. She reviewed the purpose of the Sunshine Law, the requirements, and the penalties for violations. She detailed the regulations regarding discussions among members and with staff and non-board members. Robert's Rules of Order and Parliamentary Procedures were discussed, including making motions, withdrawing and amending motions, voting, and the requirements for a quorum.

5. Staff Comments

Mr. Harris reviewed the Information Items.

6. TDLCB Member Comments

Mr. Santiago mentioned that he must take an exam every year on the Sunshine Law.

7. TDLCB Chairperson Comments

There were no vice chairperson comments.

8. Information Items

- CTD Model Procedures for Adverse Incident Reporting Related to Paratransit Services
- FDOT Legislative Day
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Meeting Summary – January 8, 2025
- TDLCB Membership List
- TPO Board Meeting Summaries
- TPO Outreach & Activities
- TPO Planning Grant Quarterly Progress Report
- TPO Upcoming Events
- Vision Zero Community Safety Action Plan Press Release
- Vision Zero Action Plan Community Workshops Flyer
- LRTP One-Pager
- LRTP Public Open Houses

9. Adjournment

The meeting was adjourned at 11:15 a.m.

VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

Ms. MARY TYSON, VICE CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the Volusia-Flagler TPO certifies that the foregoing is a true and correct copy of the minutes of the April 9, 2025 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 9th day of July 2025.

MELANIE PRUNEAU, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

****A recording of the April 9, 2025 TDLCB meeting is available upon request.***

3 ACTION ITEM B

Review and Approval of Votran's Monthly Paratransit Reports

Contact: Stephan Harris, SHarris@r2ctpo.org

SUMMARY BACKGROUND:

Votran's monthly paratransit reports provide statistical information on the transportation services provided by Votran and the contracted transportation providers. The reports for February 2024-2025, March 2024-2025, and April 2024-2025 are enclosed for your review. Volusia County Transit Services Division staff will be available to answer questions regarding the reports.

RECOMMENDED ACTION:

MOTION to approve Votran's Monthly Paratransit Reports

ATTACHMENT:

Votran Paratransit Reports for February 2024-2025, March 2024-2025, and April 2024-2025

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	FEB, 2025 VOTRAN	FEB, 2024 VOTRAN	FEB, 2025 CONTRACTED	FEB, 2024 CONTRACTED	FEB, 2025 TOTAL	FEB, 2024 TOTAL
TOTAL PASS TRIPS	9,236	10,374	6,447	8,283	15,683	18,657
TRIP PURPOSE						
Medical	3,263	3,677	2,188	2,839	5,451	6,516
Nutrition	1,310	1,219	145	173	1,455	1,392
Other	153	164	138	262	291	426
Education	2,161	2,529	1,582	1,801	3,743	4,330
Shopping	537	727	405	680	942	1,407
Work	1,812	2,058	1,989	2,528	3,801	4,586
PASSENGER TYPE						
Disabled	9,189	10,322	6,443	8,283	15,632	18,605
Elderly	46	51	4	0	50	51
Child	1	1	0	0	1	1
TRIP TYPE						
Ambulatory	6,988	7,853	5,086	6,505	12,074	14,358
Wheelchair	2,248	2,521	1,361	1,778	3,609	4,299
TOTAL COMPLAINTS	3	10	1	1	4	11
Discourtesy	0	0	0	0	0	0
Safety	1	0	0	0	1	0
Early	0	0	0	0	0	0
Late	1	2	0	0	1	2
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	1	8	1	1	2	9
TOTAL ACCIDENTS	0	0	0	0	0	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	595	696	414	570	1,009	1,266
NO SHOWS	448	516	312	423	760	939
REVENUE MILES	84,591	107,441	53,743	64,345	138,334	171,786
REVENUE HOURS	5,268	6,545	3,944	4,390	9,212	10,935

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	MAR, 2025 VOTRAN	MAR, 2024 VOTRAN	MAR, 2025 CONTRACTED	MAR, 2024 CONTRACTED	MAR, 2025 TOTAL	MAR, 2024 TOTAL
TOTAL PASS TRIPS	9,777	10,563	6,697	7,838	16,474	18,401
TRIP PURPOSE						
Medical	3,705	3,737	2,448	2,699	6,153	6,436
Nutrition	1,380	1,233	218	193	1,598	1,426
Other	198	208	124	201	322	409
Education	1,853	2,400	1,366	1,710	3,219	4,110
Shopping	645	766	468	665	1,113	1,431
Work	1,996	2,219	2,073	2,370	4,069	4,589
PASSENGER TYPE						
Disabled	9,716	10,495	6,693	7,837	16,409	18,332
Elderly	61	68	4	1	65	69
Child	0	0	0	0	0	0
TRIP TYPE						
Ambulatory	7,390	7,998	5,110	6,178	12,500	14,176
Wheelchair	2,387	2,565	1,587	1,660	3,974	4,225
TOTAL COMPLAINTS	1	5	7	3	8	8
Discourtesy	0	0	4	0	4	0
Safety	0	0	0	0	0	0
Early	0	0	0	0	0	0
Late	1	0	0	2	1	2
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	0	5	3	1	3	6
TOTAL ACCIDENTS	0	0	0	0	0	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	602	620	418	468	1,020	1,088
NO SHOWS	454	557	315	420	769	977
REVENUE MILES	88,754	93,911	56,247	58,718	145,001	152,629
REVENUE HOURS	5,555	5,433	4,243	3,344	9,798	8,777

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	APR, 2025 VOTRAN	APR, 2024 VOTRAN	APR, 2025 CONTRACTED	APR, 2024 CONTRACTED	APR, 2025 TOTAL	APR, 2024 TOTAL
TOTAL PASS TRIPS	10,106	10,874	7,407	7,879	17,513	18,753
TRIP PURPOSE						
Medical	3,850	3,865	2,768	2,692	6,618	6,557
Nutrition	1,349	1,256	181	174	1,530	1,430
Other	129	183	159	165	288	348
Education	2,358	2,475	1,606	1,729	3,964	4,204
Shopping	588	744	508	658	1,096	1,402
Work	1,832	2,351	2,185	2,461	4,017	4,812
PASSENGER TYPE						
Disabled	9,771	10,526	7,382	7,844	17,153	18,370
Elderly	335	348	25	35	360	383
Child	0	0	0	0	0	0
TRIP TYPE						
Ambulatory	7,572	8,276	5,631	6,107	13,203	14,383
Wheelchair	2,534	2,598	1,776	1,772	4,310	4,370
TOTAL COMPLAINTS	0	4	0	11	0	15
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	3	0	3
Early	0	0	0	1	0	1
Late	0	2	0	6	0	8
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	0	2	0	1	0	3
TOTAL ACCIDENTS	0	0	0	0	0	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	637	658	462	477	1,099	1,135
NO SHOWS	506	90	367	66	873	156
REVENUE MILES	94,270	93,450	60,231	61,254	154,501	154,704
REVENUE HOURS	5,478	5,411	4,483	4,386	9,961	9,797

3 ACTION ITEM C

Review and Approval of the 2025 Transportation Disadvantaged Service Plan (TDSP) Annual Update
(Roll Call Vote Required)

Contact: Stephan Harris, SHarris@r2ctpo.org

SUMMARY BACKGROUND:

The Transportation Disadvantaged Service Plan (TDSP) is a five-year planning document developed by Votran and reviewed by the Volusia-Flagler TPO. A major update of the TDSP occurs every five years. The last major update was completed in July 2021. Each year between major updates, annual updates of the TDSP report progress on Votran's goals, objectives, and implementation plan. The last annual update was completed in 2024.

The Transportation Disadvantaged Rate Model Worksheet, which includes Trust Fund Service Rates, is included in the TDSP, Appendix B. Revised text is highlighted (additions) and stricken (deletions). The draft 2025 TDSP annual update is provided with this agenda packet.

RECOMMENDED ACTION:

MOTION to approve the 2025 TDSP Annual Update

ATTACHMENT:

Draft 2025 TDSP Annual Update

Transportation Disadvantaged Service Plan

Minor Update 2024 Annual Update 2025



Prepared For
County of Volusia Transit Services Division d/b/a (Votran)

Prepared By
River-to-Sea Volusia-Flagler Transportation Planning Organization (R2CTPO) (VFTPO)

July 2024 2025

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DRAFT

Introduction

Volusia County Government serves as the Community Transportation Coordinator (CTC) for the Transportation Disadvantaged (TD) program within Volusia County. The county created a Transit Services Division to manage the contractor providing public transportation services. 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. (now Alfred Benesch & Company) congruent with the development of the Transit Development Plan (TDP). It was reviewed and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) on July 14, 2021. 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.

Strategy 1.1.5: Partner with Transportation Network Companies (TNCs), such as Via Transportation, Uber and Lyft, to provide additional on-demand transportation options.

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. Review ADA and TD customer's paratransit service needs to assess the feasibility of a bus pass or digital payment program to support the reduction of paratransit trip demand.

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 weekly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is 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 services 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 Volusia-Flagler Transportation Planning Organization (R2CTPO)~~ (VFTPO) 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~~ VFTPO 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 VFTPO** 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: Support Accessible Pedestrian Signal Access Plan.

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

Goal 6: Secure additional funding **that comes available** 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 VFTPO** 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 periodically** 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. 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.

The Transit Services Division signed a coordination agreement with WORC in support of their successful grant awarded by FDOT for Section 5310 vehicles.

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.

The Transit Services Division encourages organizations providing transportation for elderly persons and persons with disabilities to apply for FDOT 5310 funds which provide capital funding/equipment. Transit Services Division 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 Transit Services Division’s coordination agreements. The TDLCB’s latest review was conducted in January 2024 2025.

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

Transit Services Division's Administration, Finance and Paratransit Operations work together to monitor costs per trip and to maintain efficiency in the provision of trips. The Transit Services Division 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, the Transit Services Division schedulers run daily ~~Trapeze Optimize~~ software optimizing 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.

The Transit Services Division 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 October 2021. The Annual Operating Report was approved by the TDLCB in October ~~2023~~ 2024.

Strategy 1.1.5: Partner with Transportation Network Companies (TNCs), such as Via Transportation, Uber and Lyft, to provide additional on-demand transportation options.

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, the Transit Services Division 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/SunRail Station, and Daytona State College in DeLand.

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

The Transit Services Division's Administration, Finance and Paratransit Operations work together to monitor costs per trip and to maintain efficiency in the provision of trips. The Transit Services Division 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, the Transit Services Division schedulers run daily ~~Trapeze optimize~~ software

optimizing 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. The Transit Services Division 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.

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.

The Transit Services Division 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. The Transit Services Division 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 2023 2024, 10 of the 34 26 management team members were women, and among them, 1 is a minority woman. Overall 31% 38% of the management team are women or minorities.

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

The Transit Services Division continues to be diligent in acquiring new, fuel efficient vehicles and equipment and staff members continue to explore alternative fuel options whenever feasible. The 2022-2031 Votran Transit Development Plan recommended Votran consider acquiring all electric buses as replacements, when possible.

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.

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.

The Transit Services Division 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 costs for both the transit system and the TD Program. The Transit Services Division takes a responsible approach to managing its paratransit service. The Transit Services Division 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 2024 continues to show on-time performance above the standard for the fixed routes and 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. The Transit Services Division 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 training is done annually for each person on or about their respective employment anniversary and the topic related to paratransit operation includes ADA Reasonable Accommodations and Disability Etiquette.

Strategy 2.1.4: Continue to staff monthly 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 Customer Service Committee which meets monthly. Attendees usually include: two bus operators, a supervisor, a member of Planning, and a representative from the **River to Sea Volusia-Flagler TPO**. The review is run by the Customer Service Manager. The Customer Service 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 Customer Service 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 Public Transportation Agency Safety Plan (PTASP) complies with State minimum equipment and operational safety standards established pursuant to subsection 341.061, Florida Statutes. Minimum State standards are contained in Rule 14-90, Florida Administrative Code. Votran inspects all equipment operated in accordance with established standards at least annually. The Transit Services Division 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 June 2023 with four operators: All Volusia Transport, Community Connections Transportations, Kings Transportation Group, and Med-One Shuttle. A new contract for accessible taxicab services was established in ~~April 2022~~ May 2025 with two operators: Community Connections Transportations and Kings Transportation Group.

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/Security Training Officer 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. In ~~October 2022~~ September 2024 Votran received awards at the 2022 2024 FPTA & CTD Annual Conference in the following categories:

- Florida Public Transportation Association Bus Safety Gold Award.
- Operator of the Year (3rd Place 2nd Place) Award – Davidson Richard Ives
- Paratransit Technician of the Year Award – Mailoha Melendez-Woods
- Bus Technician of the Year (3rd Place) – Tommy Martin, Jr.
- Dispatcher/Scheduler of the Year – Jodi Milisavic
- Lifetime Achievement Award – Edie Biro
- ~~Marketing Award for Interior/Exterior Signage~~

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.

The Transit Services Division keeps track of its need to replace/purchase equipment/vehicles via the vehicle replacement program and coordination with the maintenance department. Concerning paratransit vehicles, the Transit Services Division 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, the Transit Services Division'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.

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.

The Transit Services Division 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.

The Transit Services Division 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. The Transit Services Division 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.~~

The Transit Services Division 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. The Transit Services Division understands the introduction or launching of a new service involves both focusing within Votran (employees) and outside of Votran (general public). The Transit Services Division works with Volusia County Community Information to develop media opportunities. These include radio ads and regular interviews with the Transit Services Division's staff on radio and TV. With the assistance of the FDOT service development grant for marketing, the Transit Services Division has updated the radio ad to focus on the Rider Technology Tools. Marketing included:

- Public Meetings to inform the public about new service and service changes.
- Route schedules, flyers, and brochures were handed out at numerous locations and events.
- Presentations and outreach to: Volusia Memorial Funeral Home, DeLand High School, La Costa Village, Welcoming Hearts, Campbell Middle School, Volusia County Veteran's Center, Woodland Towers, Tomoka Correctional Center, Lyonia Wildlife Festival, Heritage Middle School, Black Home Schoolers Community Expo, NSB Senior Summit & Health Fair, Spring Hill Community Resource, PACE Transportation Safety Fair, NSB High School, and Port Orange Library

In 2023, Volusia County launched a new Mobility-on-Demand service named VoRide, as a transportation option to residents and visitors to the west side of the county and replacing low performing fixed routes in that area.

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. The Transit Services Division 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 VFTPO 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).

The Transit Services Division continues to participate as a member of the R2CTPO's VFTPO's BPAC, the CAC, and the TCC. The Transit Services Division staff, as stakeholders or participants, also attends the R2CTPO's VFTPO's special study meetings, such as Bus Stop Improvement Plan (Phase I) and ITS Master Plan meeting, as well as the R2CTPO VFTPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. The Transit Services Division (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.

The Transit Services Division 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. The Transit Services Division 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 VFTPO for any subsequent updates to the adopted TIA guidelines to include the consideration of impacts on the multi-modal

transportation system and infrastructure.

The Transit Services Division 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. Voltran has met with several local municipalities to discuss possible improvements concerning accessibility for transit riders including the transportation disadvantaged. The Transit Services Division, 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.

The Transit Services Division 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.

The Transit Services Division 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. Volusia County's Director of Transit Services participates in the SunRail Technical Advisory Committee (TAC) meeting and a member of the Transit Services Division participates in the SunRail Customer Advisory Committee. SunRail connectivity service is continually monitored and evaluated to provide the best service with existing resources. Volusia County's Transit Services Division staff participate in the SunRail Technical Advisory Committee (TAC) and Customer Advisory Committee (CAC) meetings. SunRail feeder bus service information is regularly presented at these meetings.

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 are installed on each new route 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~~ Volusia-Flagler 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.

The Transit Services Division 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 October 2021. The Annual Operating Report was approved by the TDLCB in October 2023 2024.

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 2022-2026, was completed by the CTC and ~~R2CTPO~~ VFTPO and reviewed and approved via roll call by the TDLCB in July 2021. This is the ~~third~~ fourth 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 or October of each year.

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

The Transit Services Division continues to work diligently to strengthen the coordination of transportation in the County. The Transit Services Division 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, the Transit Services Division'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 July ~~2024~~ 2025.

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. The Transit Services Division 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. The Transit Services Division takes a responsible approach to managing its paratransit service. The Transit Services Division 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.

The Transit Services Division takes a responsible approach to managing its paratransit service. The Transit Services Division conducts strict eligibility and certification processes as well as providing travel training as requested by customers or potential customers.

Strategy 5.1.3: Support Accessible Pedestrian Signal Action Plan.

An Accessible Pedestrian Signal Action Plan was completed and approved by the ~~River to Sea~~

Volusia-Flagler 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 and ongoing.

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

The Transit Services Division 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 Volusia-Flagler TPO** in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

The **River-to-Sea Volusia-Flagler 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 the Transit Services Division 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 the Transit Services Division. This includes such activities as attending meetings, coordinating review of the work program, reviewing documents and providing information that assists both the TPO and the Transit Services Division in their decision making. Votran established a coordinating agreement with WORC allowing for their FDOT grant to be awarded for their transportation program. In **2023 2024**, the Transit Services Division did not replace any

paratransit vehicles, but thirteen vehicles are ~~on order~~ in service and four are being prepared for service.

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

The Transit Services Division uses the assistance of small businesses in the provision of paratransit services allowing the Transit Services Division 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 ~~2023, thirty-one (31)~~ 2024, twenty-two (22) users 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 Transit Services Division receives its county funding support from the General Revenue Fund. State and federal transit funding are expected to remain limited during the upcoming years. The Transit Services Division 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.).

The Transit Services Division 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.

The Transit Services Division 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 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 had a presence in FDOT’s virtual conference center during the 2023 2024 Mobility Week Event.

Actions to be initiated within Five Years

The Transit Services Division 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 the Transit Services Division has incorporated additional actions to be initiated within the next two to five years. The Implementation Schedule in Appendix “A” provides details of activities that have been planned to be carried out in the next five years from the most recent TDSP update. Appendix B provides the updated Volusia County Rate Model for FY 2024-2025 2025-2026.

New Challenges

In order to meet the updated goals and objectives, the strategies provide guide to the Transit Services Division 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

The Transit Services Division has prepared the ~~third~~ fourth annual update from the recent Transportation Disadvantaged Service Plan (TDSP) 2022-2026 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. The Transit Services Division 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 (2021), the strategies, party(ies), responsible for accomplishment, anticipated implementation timeframe, and any known associated costs.

Strategies	Goal/Objective	Responsible Party(ies)	Implementation Timeframe	Potential Cost
System Administration & Education				
Continue to provide and review performance reports at TDLCB meetings tracking monthly progress against adopted standards and performance measures.	Objective 4.1	Transit Services Division	Monthly Quarterly	N/A
Review trip patterns to major attractors to ensure that multi-loading occurring as effectively as possible.	Objective 1.2	Transit Services Division	Annually	N/A
Conduct annual travel training workshop, with training for organizations that serve persons with disabilities.	Objective 2.3	Transit Services Division	Annually	N/A
Annually evaluate connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.	Objective 3.2	Transit Services Division /FDOT	Annually	N/A
Provide AOR to CTD on all TD operations coordinated by Votran in Volusia County.	Objective 4.1	Transit Services Division	Annually	N/A
Complete CTD reporting requirements by submitting an annual TDSP update, AOR,	Objective 4.1	Transit Services Division /R2CTPO	Annually	N/A

Strategies	Goal/Objective	Responsible Party(ies)	Implementation Timeframe	Potential Cost
quarterly planning grant progress report, and AER.				
Complete analysis of TD bus pass programs to determine efficiency of programs in reducing paratransit trip demand.	Objective 1.3	Transit Services Division	2025	\$30,000
Develop formal transit education program that could be conducted by any staff member to educate special interest groups, clubs, and community associations on benefits of public transportation.	Objective 2.3	Transit Services Division	ongoing	N/A
Service Delivery				
Develop phased implementation plan to improve accessibility at bus stop locations.	Objective 5.1	Transit Services Division	ongoing	\$30,000-\$125,000
Develop a driver recruitment program and training initiative to attract new paratransit operators.	Objective 1.3	Transit Services Division	ongoing	N/A
Implement pilot bus pass 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. Opportunities for Gold Service users to use fixed-route service for free may provide comfort with this mode and reduce reliance on Gold Service by individuals who choose to participate.	Objective 1.3	Transit Services Division	2025 2026	\$50,000
Establish phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in TDDG.	Objective 3.1	Transit Services Division	2025	N/A
Policy				
Monitor Coordination Agreements with contractors.	Objective 4.1	Transit Services Division	Annually	N/A
Conduct “mystery rider” program to ensure accountability of staff to riders.	Objective 2.2	Transit Services Division	ongoing	\$20,000
Evaluate fares every two years to ensure that customers contribute to maintaining system within reasonable means.	Objective 6.1	Transit Services Division /TDLCB	2024 2026	N/A
Technology				
Ensure that technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) are installed on all contractor vehicles with goal of achieving consistent operating levels with Votran vehicles and better coordinated services.	Objective 2.2	Transit Services Division / Contractors	2025	Varies

Appendix B

Volusia County TD Rate Model FY ~~2024-25~~ 2025-26

DRAFT

Preliminary Information Worksheet

Version 1.4

CTC Name: Volusia County Votran
County (Service Area): Volusia County
Contact Person: Bobbie King
Phone # 386-756-7496

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

**Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"**

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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

	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% 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	\$ 109,909	\$ 125,000	\$ 110,000	13.7%	-12.0%	td trips have stabilized
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 28,686	\$ 55,000	\$ 29,706	91.7%	-46.0%	
Bus Pass Program Revenue						

Local Government

District School Board						2024 is required cash to match 5311 and TD, including farfebox reveune as a partial match. 2025 and 2026 are cash needed to balance the baudget
Compl. ADA Services						
County Cash	\$ 110,991	\$ 565,628	\$ 571,965	409.6%	1.1%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 1,428,462	\$ 1,397,372	\$ 1,296,282	-2.2%	-7.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 608,412	\$ 590,000	\$ 605,000	-3.0%	2.5%	5307 consists of 100% of maintenance salary costs allocated to TD and 5307 3rd party contractors % of contractor trips performed for TD eligible clients. 5311 consists of rural ada and rural TD. Just revenue related to TD rural. trips are reported here. ADA rural is not applicable to the TD rate model and is excluded. Prior years (2025 budget) detail route trip zone data was not readilily available.
49 USC 5310						
49 USC 5311 (Operating)	\$ 62,409	\$ 264,000	\$ 97,597	323.0%	-63.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

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

DOEA

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

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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

	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% 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						
Balancing Revenue is Short By =						
		None	None			
Total Revenues =		\$2,348,869	\$2,997,000	\$2,710,550	27.6%	-9.6%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)							
Operating Expenditures							
Labor	\$ 676,332	\$ 865,000		27.9%	-100.0%	The allocated indirect costs are an allocation of administrative cost to support the TD function of Votran. These administrative costs only support transit and are not a indirect costs allocation from county supporting services. The change in services is due to a change in structure for Votran to an 3rd Party Operations/Maintenance Contract with RATPDEV.	
Fringe Benefits	\$ 242,021	\$ 335,000		38.4%	-100.0%		
Services	\$ 906,080	\$ 1,000,000	\$ 2,321,939	10.4%	132.2%		
Materials and Supplies	\$ 313,310	\$ 430,000	\$ 298,800	37.2%	-30.5%		
Utilities	\$ 9,486	\$ 20,000	\$ 14,722	110.8%	-26.4%		
Casualty and Liability	\$ 86,217	\$ 37,000	\$ 10,896	-57.1%	-70.6%		
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	\$ 203,287	\$ 310,000	\$ 64,193	52.5%	-79.3%		
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 LOSS	(\$87,864)						
Total Expenditures =	\$2,436,733	\$2,997,000	\$2,710,550	23.0%	-9.6%		
See NOTES Below.							

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4
CTC: Volusia County 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 BUDGETED Revenues
	from
	Oct 1st of
	2025
	to
	Sept 30th of
	2026
1	2

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

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 110,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 29,706
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 571,965
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 1,296,282
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 605,000
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 97,597
49 USC 5311 (Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

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

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

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

AWI

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

DOEA

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

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ 110,000	\$ -	
	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ 29,706	\$ -
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ 131,628	\$ 440,337	
\$ -	\$ -	
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\$ -	\$ -	
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\$ 1,296,282	\$ -	\$ -	\$ 144,031
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\$ -	\$ -		

\$ -	\$ 605,000	
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	\$ 97,597	
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	\$ -	
\$ -	\$ -	

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

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

Worksheet for Program-wide Rates

CTC: Volusia County Vo Version 1.4
County: Volusia County

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 = 477,600

Rate Per Passenger Mile = \$ 3.40

Total Projected Passenger Trips = 29,268

Rate Per Passenger Trip = \$ 55.55

Fiscal Year
2025 - 2026

Avg. Passenger Trip Length = 16.3 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 5.86

Rate Per Passenger Trip = \$ 95.61

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

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

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

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

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

Worksheet for Multiple Service Rates

CTC: Volusia County
County: Volusia County

Version 1.4

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

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

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

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

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: Volusia County Version 1.4
County: Volusia County

SECTION III: Escort Service

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

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

☐ Pass. Mile
- Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
-
- Leave Blank
4. How much will you charge each escort?.....
-
- Leave Blank

SECTION IV: Group Service Loading

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

SECTION V: Rate Calculations for Multiple Services:

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

RATES FOR FY: 2025 - 2026				
	Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	477,600	393,912	83,688	0
Rate per Passenger Mile =	\$3.03	\$5.19	\$0.00	\$0.00
			per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	29,268	23,414	5,854	
Rate per Passenger Trip =	\$48.60	\$83.32	\$0.00	\$0.00
			per passenger	per group

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

Combination Trip and Mile Rate				
	Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) =				\$0.00
Rate per Passenger Mile for Balance =	\$3.03	\$5.19	\$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	
\$5.21	\$8.93	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$83.66	\$143.42	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

3 ACTION ITEM D

Review and Approval of the 2025 TDLCB Bylaws

Contact: Stephan Harris, SHarris@r2ctpo.org

SUMMARY BACKGROUND:

The annual review of the TDLCB Bylaws is a requirement of the TD Grant Program and an intrinsic part of program management. The 2024 draft TDLCB Bylaws are provided with this agenda packet for your review and approval. The addition of Section C: **Non-Voting Members (Technical Advisors)** is proposed. Revised text is highlighted (additions) and stricken (deletions).

RECOMMENDED ACTION:

MOTION to approve the 2025 TDLCB Bylaws

ATTACHMENT:

Draft 2025 TDLCB Bylaws

**BYLAWS OF THE
RIVER-TO-SEA VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

Section A: **Name.** The name of the Coordinating Board shall be the River-to-Sea Volusia-Flagler Transportation Planning Organization TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the Board.

Section B: **Purpose.** The primary purpose of the Board is to assist the Designated Official Planning Agency in identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, Florida Statutes.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERMS OF OFFICE, AND TERMINATION
OF MEMBERSHIP**

Section A: **Voting Members.** In accordance with Chapter 427.0157, Florida Statutes, all members of the Board shall be appointed officially by the River-to-Sea Volusia-Flagler Transportation Planning Organization (TPO) Board. Prospective members of an agency or group shall have their organization designate in writing to the TPO their appointee and alternate to the TDLCB.

According to Florida Statute 427, Chapter 41-2.012, the following agencies or groups shall be represented on the Local Coordinating Board in every County as voting members:

1. An elected official of Volusia County, Florida shall serve as the official chairperson;
2. A representative of the Florida Department of Transportation;
3. A representative of the Florida Department of Children and Families;
4. A representative of the Public Education Community;

5. A representative of the Florida Department of Education;
6. A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged in the County;
7. A person who is recognized by the Florida Department of Veterans' Affairs as a representative of veterans in the County;
8. A person over sixty years of age representing the elderly in the County;
9. A person with a disability representing the disabled in the County;
- 10/11. Two citizen advocate representatives in the County, one of whom must represent a user of the system;
12. A representative of the Council for Early Childhood Services;
13. A representative of the Florida Department of Elder Affairs;
14. A representative of the local private for-profit transportation industry;
15. A local representative of the Florida Agency for Health Care Administration;
16. A local representative of the Agency for Persons with Disabilities;
17. A representative of the Regional Workforce Development Board; and
18. A representative of the local medical community.

Section B: **Alternate Members.** All agency members of the Board shall have their organization designate in writing to the TPO their alternate who may vote only in the absence of that member on a one vote per member basis. All members not representing an agency shall also have an alternate appointed for them.

Section C: **Non-Voting Members (Technical Advisors).** Non-voting members (technical advisors) may be approved for the purpose of providing the TDLCB with technical advice upon a majority vote of a quorum of the TDLCB. The following agencies or individuals shall be represented on the TDLCB as non-voting members (technical advisors):

1. The Executive Director or designee of the Volusia-Flagler TPO
2. The Director or designee of the Volusia County Transit Services Division
3. The Votran Operations and Maintenance Contract Manager or designee
4. A representative from Volusia County Emergency Medical Services (EMS)

Section **C D**: **Terms of Appointment.** Appointments shall be consistent with Rule 41 - 2.012(5), except for the chairperson. Agency members and non-agency members of the Board shall be appointed for one, two, and three-year staggered terms with the initial membership. Individuals can be appointed for more than one term. Upon approval by the TPO Board, the membership can be extended for increments of two years. The Chairperson shall serve until replaced by the TPO.

Section **D E**: **Termination of Membership.** Any non-agency members of the Board may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The TPO shall review, and consider rescinding the appointment of any voting non-agency member of the Board who fails to attend three (3) consecutive meetings. The staff of the Local Coordinating Board shall contact Department Supervisors of all members representing an agency who fail to attend two (2) consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Officers. The officers of the Board shall be Chairperson and Vice-Chairperson.

1. **Chairperson.** The designated official planning agency shall appoint one elected official, to serve as the official Chairperson for all Local Coordinating Board meetings. The Chairperson shall be from the County which the Local Coordinating Board serves. The Chairperson shall preside at all Local Coordinating Board meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until replaced by the TPO, in accordance with F.S. 427, Chapter 41-2.012.

2. **Vice-Chairperson.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In such cases where the current Vice-Chairperson cannot complete the one-year term, the Board shall hold an organizational meeting for the purpose of electing an interim Vice-Chairperson who shall serve the remainder of the previous Vice-Chairperson's term. In the event both the Chair and Vice-Chair are absent, a Board member shall be nominated and approved by a majority of a quorum as Chair Pro Tem.

ARTICLE V: BOARD MEETINGS

Section A: **Regular Meetings.** The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, Florida Statutes, the Board shall meet at least quarterly.

Section B: **Annual Public Hearing.** The Board shall hold a minimum of one public hearing annually for the purpose of receiving input on unmet needs or any other services that relate to the local transportation system in Volusia County.

Section C: **Notice of Meetings.** Notices and agendas shall be sent to all voting Board members via email. Alternates and other interested parties, and the news media shall be sent notices only. Notices shall be provided via email within seven (7) calendar days prior to the Board meeting and shall state the date, time, and the place of the meeting. Hard copies of notices and agendas shall be provided upon request.

Section D: **Quorum.** At all meetings of the Board, the presence in person of six (6) voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. As used herein, the term “CMT” means Communications Media Technology, which includes telephone, Zoom, GoToMeeting, Microsoft Teams, or similar type of platform. Members of the TDLCB, or any TDLCB committee, may attend a meeting, on which the member serves, remotely using CMT, if there is a quorum of the TDLCB, or TDLCB committee, physically present at the meeting site; provided that the member(s) is subject to an “extraordinary circumstance” that justifies the remote attendance. Authority: Florida Attorney General Opinion (AGO) 2003-41. In the absence of a quorum, the presiding Chairperson may recess the meeting until a quorum is present. At any meeting without a quorum, only discussion and or informational items may be transacted.

Section E: **Voting.** At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present.

Section F: **Parliamentary Procedures.** The Board will conduct business using parliamentary procedures according to Robert’s Rules of Order, except when in conflict with these Bylaws.

ARTICLE VI: STAFF

Section A: **General.** The TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and minutes, including an attendance roster and other necessary administrative duties.

Section B: **Budget and Finance.** Consolidate the actual expenditures report of local and direct federal government transportation disadvantaged funds and forward them to the Commission for the Transportation Disadvantaged.

ARTICLE VII: BOARD DUTIES

Board Duties. According to Chapter 427 of the Florida Statutes and Rule 41- 2 of the Florida Administrative Code, the Transportation Disadvantaged Local Coordinating Board members shall:

1. Meet at least quarterly.
2. Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan with approved minimum guidelines, goals and objectives of the Local Coordinating Board.
3. Annually review and evaluate the Community Transportation Coordinator (CTC). The evaluation shall be conducted by using the evaluation criteria developed by the Commission for the Transportation Disadvantaged (CTD). A copy of the evaluation will be submitted to the Transportation Planning Organization (TPO) and the Commission for the Transportation Disadvantaged (CTD).
4. In cooperation with the Coordinator, review and provide recommendations to the Transportation Disadvantaged Commission and the TPO on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most effective and efficient manner.
5. Review coordination strategies, for service provision to the transportation disadvantaged in the County to seek innovative ways to improve cost-effectiveness, efficiency, safety, working hours, and types of services in an effort to increase ridership to a broader population. Evaluate multi-county or regional transportation opportunities between area Coordinators when it is appropriate and cost-effective to do so.
6. In coordination with the Community Transportation Coordinator (CTC), review and approve applications for funds that may become available.
7. Assist the TPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP).

ARTICLE VIII: STANDING COMMITTEES

Section A: **Quality Assurance Committee.** This committee is responsible for the update of the TDLCB Bylaws and coordinates with Votran in reviewing and establishing standards to provide a more efficient system. Reviews include, but are not limited to, the Annual CTC Evaluation and the Annual Operating Report (AOR). At least three (3) voting members of the Coordinating Board shall be appointed to the Quality Assurance Committee.

Section B: **Grievance Committee**. This committee serves as a mediator to process and investigate complaints from agencies, and users of the system in the designated service area and make recommendations to the Coordinating Board for improvement of service. At least three (3) voting members of the Coordinating Board shall be appointed to the Grievance Committee.

Section C: **Other**. Other committees shall be designated by the Chairperson as deemed necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. Voting members or in their absence, their alternates may serve on the committees.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

The TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41 - 2 Florida Administrative Code (FAC). Any written comments shall be approved by the Local Coordinating Board or Chairperson, or in his/her absence, his/her designee.

ARTICLE X: AMENDMENTS

The Bylaws may be amended by a two-thirds (2/3) vote of members present if a quorum exists.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Volusia County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the Bylaws of this Board as adopted by the Transportation Disadvantaged Local Coordinating Board this ~~10th~~ 9th day of ~~July 2024~~ July 2025.

Volusia County Council Member Matt Reinhart, Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)

ATTEST:

~~Donna Ralston~~ Melanie Pruneau, Recording Secretary
~~River to Sea Volusia-Flagler~~ Transportation Planning Organization

3 ACTION ITEM E

Review and Approval for Votran Gold trips to be reserved with the Votran Call Center up to two (2) weeks in advance

Contact: Stephan Harris, SHarris@r2ctpo.org

SUMMARY BACKGROUND:

According to the Votran Service Users Guide, Page 21, Votran Gold trips are reserved by contacting the Call Center to schedule a trip. Same day trips are not available. Requests for next day service must be called in by 5:00 pm on the day preceding the trip. Trips may also be scheduled up to one (1) week in advance. Allowing Votran Gold trips to be reserved with the Call Center up to two (2) weeks in advance will provide customers with additional time slots for scheduling. Revisions to the Votran Gold Service Users Guide and Votran website are also recommended.

RECOMMENDED ACTION:

MOTION for approval of Votran Gold trips to be reserved with the Votran Call Center up to two (2) weeks in advance.

LINK:

[Votran Gold Service Users Guide-June 2023](#)
<https://www.votran.org>

4 PRESENTATION ITEM A

Presentation and Discussion of Votran's Adverse Incident Reporting for Paratransit Services

Contact: Stephan Harris, SHarris@r2ctpo.org

SUMMARY BACKGROUND:

During the 2024 Florida Legislative session, Section 427.021, F.S. was introduced, requiring transportation service providers contracting with local governments to establish procedures for receiving, investigating, and reporting adverse incidents involving individuals with disabilities. These reports must be submitted quarterly to the Commission for the Transportation Disadvantaged (CTD).

At its December 11, 2024, meeting, the CTD approved the [Model Procedures for Reporting Adverse Incidents in Paratransit Services](#) and the [Adverse Incident Report Form](#). Votran and other transit providers are encouraged to integrate these procedures into their existing practices and clarify any undefined terms in their policies. The first reporting period was from January 1 to March 31, 2025. Votran completed and submitted an Adverse Incident Report Form to the CTD before the March 31, 2025 deadline.

Wayne Stevens, Safety, Security, and Training Officer, serves as Votran's Adverse Incident Manager. Mr. Stevens is scheduled to provide an overview of Votran's procedures for reporting adverse incidents.

RECOMMENDED ACTION:

Presentation Item - No Action Required

ATTACHMENTS:

CTD Model Procedures for Reporting Adverse Incidents Related to Paratransit Services

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES

MODEL PROCEDURES

INTRODUCTION

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

STATUTORY LANGUAGE

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.¹
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

¹ “Department” refers to the Florida Department of Transportation
12/11/2024

PROCEDURES GUIDANCE

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.

REQUIRED QUARTERLY REPORTING:

The provider must compile documentation and summarize information for each reported adverse incident and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

5 STAFF COMMENTS

- A. TDLCB Grievance Procedures (Adopted 04-09-25) (Revised 04-30-25)
- B. Update on Votran's new Operations and Maintenance Contract
- C. Votran's 50th Anniversary

6 INFORMATION ITEMS

- A. TDLCB Attendance Record
- B. TDLCB Interest Form
- C. TDLCB Meeting Summary – April 9, 2025
- D. TDLCB Membership List
- E. TPO Board Meeting Summaries
- F. TPO Outreach & Activities
- G. TPO Planning Grant Quarterly Progress Report
- H. TPO Upcoming Events

Contact: Pamela Blankenship, PBlankenship@r2ctpo.org

SUMMARY BACKGROUND:

These items are provided for information purposes.

RECOMMENDED ACTION:

Presentation Item - No Action Required

ATTACHMENTS:

TDLCB Attendance Record
TDLCB Interest Form
TDLCB Meeting Summary – April 9, 2025
TDLCB Membership List
TPO Board Meeting Summaries
TPO Outreach & Activities
TPO Planning Grant Quarterly Progress Report
TPO Upcoming Events

7 TDLCB MEMBER COMMENTS**8 TDLCB CHAIRPERSON COMMENTS****9 ADJOURNMENT**

The next TDLCB meeting will be on October 8, 2025

**GRIEVANCE PROCEDURES
OF THE
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION (TPO)
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

The following sets forth the grievance procedures which shall serve to guide the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board (TDLCB), serving to assist the Community Transportation Coordinator (CTC). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2.012 of the Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievance procedures. Grievance Committee procedures are designed to address issues raised by agencies, users, potential users, sub-contractors, and other interested parties which cannot be resolved through the CTC. This procedure does not cover the competitive bid process, including Request for Proposals (RFPs).

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board shall be the Grievance Committee.

SECTION 2: PURPOSE

The primary purpose of the Grievance Committee is to process, investigate and make recommendations with respect to unresolved complaints to the Local Coordinating Board for improvement of service. This procedure is made available to agencies with Purchase of Service Agreements (POS) contracts, users, or potential users of the system in Volusia to hear complaints and provide a mechanism for issues to be brought before the Grievance Committee which shall meet as often as necessary to address unresolved complaints in a timely manner.

ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

“A complaint is an oral (in person/telephone) or written statement of dissatisfaction which is presented to Votran, Volusia County’s CTC.”

SECTION 2: DEFINITION OF FORMAL GRIEVANCE

“A formal grievance is a written complaint to document any concerns or unresolved service complaints regarding the operation or administration of TD services by the Transportation Operator, Community Transportation Coordinator, the designated official planning agency (DOPA) or the local coordinating board. The Grievant in their formal complaint should demonstrate or establish their concerns as clearly as possible.”

ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES

SECTION 1: PROCESS OF FILING A COMPLAINT

Any user, agency (with POS contract) or potential user may register a verbal/written complaint with the CTC in accordance with the policies and procedures of Votran.

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within fourteen (14) days after the CTC’s decision.

Such written complaint shall include the following:

1. The name and address of the complainant.
2. A statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation:
 - a. Exact date/time of incident.
 - b. Exact location of incident.
 - c. Any witnesses to incident (including name and address).
 - d. Vehicle unit number, license number, color, and type.
3. An explanation of the relief desired by the complainant.
4. If the complainant is unable to submit a formal written complaint, Votran shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

Votran Bus System
Customer Service Manager
950 Big Tree Road
South Daytona, Florida 32119

A written complaint may also be submitted via the Votran website:
<http://www.votran.org/contact-us/>.

The CTC shall have fourteen (14) days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within fourteen (14) days of notification to the complainant as to what action was made

SECTION 2: FILING OF A GRIEVANCE

If the complainant is dissatisfied with the corrective action taken by the CTC, an appeal to the Grievance Committee of the TDLCB may be filed. Such written appeal must be filed within ten (10) working days from the date of notification to the complainant of the final decision from the CTC. The written appeal shall include the following:

1. The name and address of the complainant.
2. A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation.
3. Demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust.
4. An explanation of the relief desired by the complainant.
5. Specified areas of disagreement with the CTC decisions.
6. If the complainant is unable to submit a formal written appeal to be filed, Votran shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC. If the problem is documented in an Adverse Incident Report, the CTC's Adverse Incident Manager shall provide a copy of the report to the Grievance Committee.

The appeal must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: Grievance Committee
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the Grievance Committee shall meet and render its recommendation within thirty (30) days of the date the appeal was received. The complainant shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the meeting.

A written copy of the recommendation will be forwarded to the TDLCB and all parties involved within fourteen (14) days from the date of the recommendation.

Written recommendations will include the following information:

1. A statement that a meeting was held in which the involved parties and/or their representatives were given an opportunity to present their positions.
2. A statement that clearly defines the issues discussed.
3. Reasons for the recommendation based on the information provided.

If the complainant is dissatisfied with the recommendation of the Grievance Committee, he/she may continue the appeal process with the TDLCB.

ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within fourteen (14) days from the date of receipt of the final recommendation of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: TDLCB
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the TDLCB shall meet and render its recommendation at the next regularly scheduled TDLCB meeting after the date the appeal was filed. The aggrieved shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the hearing.

A written copy of the TDLCB's recommendation shall be forwarded to all parties involved within fourteen (14) days from the date of the recommendation. A written recommendation shall include the following information:

1. A statement that a hearing was held in which the involved parties, their representatives, and/or witnesses were given an opportunity to present their positions.
2. A statement that clearly defines the issues discussed.
3. Reasons for the recommendation based on the information provided.

If the complainant is dissatisfied with the recommendation of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY or via written correspondence to:

Florida Commission for the Transportation Disadvantaged
Attn: Ombudsman Program
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
Email: CTDOmbudsman@dot.state.fl.us

If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues as appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the order listed before a complaint or grievance will move to the next step.

ARTICLE VI: SCHEDULED MEETINGS

SECTION 1: GENERAL

The Grievance Committee shall be comprised of a minimum of three (3) TDLCB board members. The CTC shall not serve on the Grievance Committee. Each member shall serve at the discretion of the TDLCB. When a meeting of the Grievance Committee is necessary,

staff to the TDLCB shall schedule the meeting of the Grievance Committee to hear appealed grievances.

ARTICLE VII: AMENDMENTS

SECTION 1: GENERAL

The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

SECTION 2: QUORUM

At all meetings of the Transportation Disadvantaged Local Coordinating Board, the presence in person of six (6) voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. As used herein, the term "CMT" means Communications Media Technology, which includes telephone, Zoom, GoToMeeting, Microsoft Teams, or similar type of platform. Members of the TDLCB, or any TDLCB committee, may attend a meeting, on which the Member serves, remotely using CMT, if there is a quorum of the TDLCB, or TDLCB committee, physically present at the meeting site; provided, that the Member(s) is subject to an "extraordinary circumstance" that justifies the remote attendance. Authority: Florida Attorney General Opinion (AGO) 2003-41.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that she is the Chairperson of the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board the 9th day of April 2025.

Volusia-Flagler Transportation Planning Organization



**Ms. Mary Tyson, Vice Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

ATTEST:



**Melanie Pruneau, Recording Secretary
Volusia-Flagler Transportation Planning Organization**



Votran

50

YEARS OF SERVICE

1975 ~ 2025



Volusia County
FLORIDA

TDLCB ATTENDANCE 2025

LEGEND:

IN PERSON	P	VIRTUAL	V
EXCUSED	E	ABSENT	A

Name	Representing	Appt. Date	Jan	Apr	July	Oct	Notes
Council Vice Chair Matt Reinhart	Volusia County	01/2023	P	E			Chair
Carlos Colon	FDOT	07/2022	E	P			
Jamie Ledgerwood	FDOT - Alternate	07/2022	P				
Sheryl Dick-Stanford	Agency for Persons with Disal	01/2021	A	A			
Diana Garcia	Agency for Persons with Disal	08/2024	A	A			
Christy Gillis	Department of Children & Far	10/2021	P				
John Wisker	DCF-Alternate	2/2025		P			
Jennifer Fowler	Public Education Community	03/2024	E	P			
Vacant	Public Education Community - Alt						
Susan Pauley	Vocational Rehab Svcs	02/2020	A	A			
Jessica Walker	Vocational Rehab Svcs - Alte	09/2024	A	A			
Scott Olson	Veterans Services	01/2022 (alt) 01/2025	P	P			
Vacant	Veterans Services - Alternate						
Judy Craig	Disabled Citizens	01/2020					
Mary Tyson	Disabled Citizens - Alternate	06/2021	P	P			Vice Chair
Jean Cerullo	Citizens Advocate	09/2021	A				
Vacant	Citizens Advocate - Alternate						
Dee Wilson	Early Childcare	01/2025		P			
DJ Lebo	Early Childcare - Alternate	02/2020	E				
Heather Haroldson	Elder Affairs	06/2025					
Vacant	Elder Affairs - Alternate						
Emilio Santiago	Healthcare Administration	06/2022	P	P			
Carlter Murrill	Healthcare Administration - A	07/2024					
Robin King	Work Force Development Boc	01/2022	A	A			
Kathy Spencer	Work Force Development Boc	01/2022	A	A			
Stephen Civitelli	Medical Community	08/2022					
Benjamin Juengst	Medical Community - Altern	10/2023	P	P			
Patricia Lipovsky	Citizens Advocate-System Us	12/2021	E	E			
Vacant	Citizens Advocate-System User-Alt						
Doug Hall	Elderly Citizens	11/2021	P	P			
Vacant	Elderly Citizens - Alternate						
Carmen Hall	Association of Community Ac	12/2020	P	P			
Vacant	Association of Community Action-Alt						
Steve Jack	Private-for-Profit	01/2020	A	A			
Vacant	Private-for-Profit - Alternate						
QUORUM:			Y	Y			

VACANCIES:

Public Education Community Alternate
 Citizens Advocate Alternate
 Elder Affairs Alternate
 Citizens Advocate-System User Alternate
 Private-for-Profit Alternate
 Elderly Citizens Alternate
 Association of Community Action Alternate

INTEREST FORM
to serve on the
VOLUSIA-FLAGLER TPO
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (TDLCB)

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:
Pamela Blankenship
Volusia-Flagler TPO
1 Deuce Court, Suite 100
Daytona Beach, FL 32124
or email: pblankenship@r2ctpo.org



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB) MEETING SUMMARY APRIL 9, 2025

- Approved a motion allowing members attending remotely to participate and vote
- Received public comments regarding Votran Gold, the timeline of scheduling trips, standing orders, and a request for bus drivers to make their presence known audibly for the visually and hearing impaired at bus stops
- Approved the January 8, 2025 TDLCB Meeting Minutes
- Approved the January 8, 2025 TD Public Hearing Minutes
- Approved Votran's Monthly Paratransit Reports
- Approved the 2025 TDLCB Grievance Procedures
- Received a PowerPoint presentation on the 2055 Florida Transportation Plan (FTP)
- Received a PowerPoint presentation on the development of the 2050 Long Range Transportation Plan (LRTP) and Equity Assessment
- Received a PowerPoint presentation on the Florida Sunshine Law Refresher and Parliamentary Procedures
- Received staff comments introducing Ms. Dawne Weekley, Votran's new Customer Service Manager
- Received TDLCB member comments

**THE NEXT TDLCB MEETING WILL BE ON
WEDNESDAY, JULY 9, 2025 @ 10:00 AM**

TDLCB MEMBER LIST

Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
Volusia County Association of Community Action	Council Member Matt Reinhart	123 W. Indiana Ave	DeLand	32720	386-943-7026 386-506-2961	mreinhart@volusia.org	Chairperson 01/2023
	Carmen Hall	121 W. Rich Avenue	DeLand	32724	386-736-5955	chall@volusia.org	12/2020
Elderly Citizens	Doug Hall	1405 Edgewater Rd	Daytona Beach	32114	386-255-0377 386-852-1285 (cell)	dhall318@cfl.rr.com	12/2021
FDOT	Carlos Colon	420 W. Landstreet Rd	Orlando	32824	321-319-8173	carlos.colon@dot.state.fl.us	07/2022
Florida Department of Children & Families	Christy Gillis	210 N. Palmetto Ave Ste 430	Daytona Beach	32114	386-481-9182 386-214-8646 (cell)	christina.gillis@myflfamilies.com	10/2021
Public Education Community	Jennifer Fowler	803 South Woodland Blvd	DeLand	32720	386-736-1325	jfowler@MFCFS.US.com	02/2024
Florida Department of Education (Voc Rehab)	Susan Pauly	210 N. Palmetto St Ste 144	Daytona Beach	32114	386-281-6765	susan.pauly@vr.fldoe.org	08/2024
Elder Affairs	Heather Haroldson	420 Fentress Blvd	Daytona Beach	32114	386.898.4129	HHaroldson@coavolusia.org	03/2021
Veteran Services Group	Scott Olson	110 W Rich Ave	DeLand	32720	386-451-8488	solson@volusia.org	8/2023(alt) - 1/2025
Private for Profit Healthcare Administration	Steve Jack	P.O. Box 730206	Ormond Beach	32173	386-255-8525	medoneshuttle@bellsouth.net	01/2020
	Emilio Santiago	400 W. Robinson St Ste S309	Orlando	32801	407-420-2563 386-274-0799	emilio.santiago@ahca.myflorida.com	06/2022
Medical Community Workforce Development Board	Stephen Civitelli	1845 Holsonback Dr	Daytona Beach	32117	386-274-0817 susan	stephen.civitelli@flhealth.gov	07/2022
	Robin King	329 Bill France Blvd	Daytona Beach	32114	386-323-7074	robinking@careersourcefv.com	01/2022
Disabled Citizens	Judy Craig	1835 Anchor Ave	DeLand	32720	386-738-5781	judylessliecraig@aol.com	01/2020
Citizens Advocate - Systems User	Patricia Lipovsky	1129 Bradenton Rd	Daytona Beach	32114	386-255-0288	plipovsky@cfl.rr.com	Vice Chairperson 12/2021
Citizens Advocate Council for Early Childhood Services	Jean Cerullo	19 Tropical Drive	Ormond Beach	32176	386-689-5300	cerulloy2029@gmail.com	09/2021
Agency for Persons with Disabilities	Deanna "Dee" Wilson	125 N. Ridgewood Dr	Daytona Beach	32114		ddempsey@esnecfl.org	01/2025
	Sheryl Dick-Stanford	1621 NE Waldo Rd Bldg 1	Gainesville	32609	352-955-5768	sheryl.dick-stanford@apdcares.org	01/2021
TDLCB Alternates							
Association of Community Action	Vacant						
Elderly Citizens	John Harden	145 N. Halifax Ave. Unit 605	Daytona Beach	32118	386-846-1325	jharden115@gmail.com	4/2024
FDOT	Jamie Ledgerwood	420 W. Landstreet Rd	Orlando	32824	321-319-8174	jamie.kersey@dot.state.fl.us	07/2022
Florida Department of Children & Families	John Wisker		Daytona Beach	32114	386-481-9182	John.Wisker@myflfamilies.com	2/26/2025
Public Education Community	Vacant						

Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
Florida Department of Education (Voc Rehab)	Jessica Walker	2050 Art Museum Dr. Suite 205	Jacksonville	32207	904-486-7137	jessica.walker@vr.fldoe.org	08/2024
Elder Affairs	Vacant						
Veteran Services Group	Vacant	110 W Rich Ave	DeLand	32720	386-451-8488		
Private for Profit Healthcare Administration	Vacant						
	Cartier Murrill				407-420-2560	Cartier.Murrill@ahca.myflorida.com	7/2024
Medical Community Workforce Development Board	Benjamin Juengst	1845 Holsonback Dr Bin 126 Room 2005A	Daytona Beach	32117	(O) 386-274-0703/ (C) 386-481-8171	benjamin.juengst@FLHealth.gov	10/2023
	Kathy Spencer	329 Bill France Blvd	Daytona Beach	32114	386-323-7074	kathyspencer@careersourcefv.com	01/2022
Disabled Citizens	Mary Tyson	291 Eddie Ave	Holly Hill	32117	386-212-9496	maryt291@icloud.com	06/2021
Citizens Advocate - Systems User	Vacant						
Citizens Advocate	Vacant						
Council for Early Childhood Services	DJ Lebo	135 Executive Circle Ste 100	Daytona Beach	32114	386-323-2400 x196 386-801-9015 (cell)	djlebo@elcfv.org	02/2020
Agency for Persons with Disabilities	Diana Garcia	201 North Palmetto Ave, Suite 312	Daytona Beach	32114	386-947-4022	diana.garcia@apdcares.org	08/2024
TDLCB STAFF SUPPORT							
Volusia County - Transit Services Division	Ralf Heseler	950 Big Tree Rd	South Daytona	32119	386-257-6000 ext. 18805	rheseler@volusia.org	
Volusia County - Transit Services Division-Alternate	Siva Persad	950 Big Tree Rd	South Daytona	32119	386-257-6000 ext. 18806	SPersad@volusia.org	
Volusia-Flagler TPO	Stephan Harris	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20428	sharris@r2ctpo.org	
Volusia-Flagler TPO	Pamela Blankenship	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20416	PBlankenship@r2ctpo	



VOLUSIA-FLAGLER TPO BOARD MEETING SUMMARY APRIL 23, 2025

- Approved a motion allowing members attending virtually to participate and vote
- Received a public comment requesting the inclusion of a SunRail connection to east Volusia County
- Approved Consent Agenda including the March 26, 2025 TPO Board meeting minutes
- Received a presentation and approved Volusia-Flagler 2050 Long Range Transportation Plan (LRTP) Prioritization Criteria
- Received a presentation and discussion on the Volusia-Flagler 2050 Long Range Transportation Plan (LRTP)
- Received a presentation and discussion of the Volusia-Flagler TPO's Vision Zero Action Plan
- Received an update on the 2025 Annual Call for Projects
- Received the FDOT report; an announcement of an inaugural hiring event on April 30th in Osceola Heritage Park; the Central Florida Safety Summit on May 9th at the Daytona International Speedway from 10 am – 2 pm; and a reminder of Work Zone Awareness Week from April 21st-25th
- Received the Executive Director's report including an update on the TPO office move scheduled for Saturday, April 26th; an invitation for TPO Board members to sign up to attend the MPOAC Weekend Institute May 16th and 17th; and a reminder that the September TPO Board meeting will be held on September 17th
- Received TPO Chairperson comments thanking the board for their time and encouraging them to attend the MPOAC Weekend Institute

The next Volusia-Flagler TPO Board meeting will be on Wednesday, May 28, at 9:00 a.m.



VOLUSIA-FLAGLER TPO BOARD MEETING SUMMARY MAY 28, 2025

- Approved a motion allowing members attending virtually to participate and vote
- Approved Consent Agenda including the April 23, 2025 TPO Board meeting minutes and Resolution 2025-06 Authorizing the Filing and Execution of the FY 2025/26 Transportation Disadvantaged (TD) Planning Grant Agreement with the Florida Commission for the Transportation Disadvantaged
- Approved a slate of TPO Officers for FY 2025/26; Councilman Sander as Chairperson; Council Member Foley as 1st Vice Chairperson/Treasurer; and Council Member Robins as 2nd Vice Chairperson/Secretary
- Approved the support of the development of an application for a Safe Streets and Roads for All (SS4A) Grant for the expansion of the Smart Driving College Challenge Pilot Project
- Received a presentation and discussion on the Volusia-Flagler 2050 Long Range Transportation Plan (LRTP) and provided direction on the preliminary Cost-Feasible Plan
- Received a presentation and discussion on the Draft 2025 List of Priority Projects
- Received a presentation and discussion of the Draft FY 2025/26 to FY 2029/30 Transportation Improvement Program (TIP)
- Received the FDOT report; an update on FDOT's hiring event; a review of the Central Florida Safety Summit; and an announcement of FDOT's new Director of Transportation Development, Jim Stroz
- Received the Executive Director's report including a review of the awards given to Volusia County Sheriff's Office and the City of Port Orange at the Central Florida Safety Summit; an update that the TPO office has officially been relocated and work continues on the new conference room audio/visual system; and a reminder that the September Board meeting has been moved to September 17th
- Received TPO Chairperson comments

The next Volusia-Flagler TPO Board meeting will be on Wednesday, June 25, at 9:00 a.m.



VOLUSIA-FLAGLER TPO BOARD MEETING SUMMARY JUNE 25, 2025

- Approved a motion allowing members attending virtually to participate and vote
- Approved the Consent Agenda including the May 28, 2025 TPO Board meeting minutes, a letter of support for the Votran Federal Grant Application for the Low or No Emission Grant Program and the Grants for Buses and Bus Facilities Competitive Program, a \$15,000 expenditure request for the purchase of conference room tables, the Executive Director's performance evaluation and salary increase, and the cancellation of July TPO Committee and Board meetings
- Approved Resolution 2025-07 adopting the FY 2025/26 to 2029/2030 Transportation Improvement Program (TIP) by roll call vote
- Approved Resolution 2025-08 adopting the 2025 List of Priority Projects (LOPP)
- Received a presentation and approved the Volusia-Flagler 2050 Long Range Transportation Plan (LRTP) Preliminary Cost Feasible Project List for public outreach
- Received a presentation on the draft Vision Zero Action Plan and approved Resolution 2025-09 adopting the Volusia-Flagler TPO Vision Zero Action Plan (VZAP)
- Approved the FY 2025/26 Volusia-Flagler TPO Budget
- Approved the continued support for Bike Walk Central Florida's Best Foot Forward Program in Volusia and Flagler counties and approved funding support for Option 4: the Volusia-Flagler TPO to fund a 12-crosswalk program bundle for Volusia County and a 6-crosswalk bundle for Flagler County, including education, enforcement, reporting, and data collection
- Received the FDOT report; the District 5 Compass Points newsletter; and an announcement of the Operation Southern Slow Down campaign from July 14-19
- Received the Executive Director's report, including an update on the SS4A Application for expansion of the Smart Driving Challenge Project; a reminder that the September TPO Board meeting has been rescheduled to the 17th; and an update that upcoming meetings, beginning in August, will be held in the new Volusia-Flagler TPO office
- Received TPO Chairperson comments

The next Volusia-Flagler TPO Board meeting will be on Wednesday, August 27, at 9:00 a.m. at the TPO's new office, located at 1540 Cornerstone Blvd. Suite 240, in Daytona Beach

JUNE 2025

WWW.VFTPO.ORG

CENTRAL FLORIDA SAFETY SUMMIT

On May 9, 2025, FDOT brought together transportation safety leaders across the Central Florida region to celebrate Vision and Target Zero efforts and share updates on the Central Florida Strategic Safety Plan. Awards were presented, including the Enforcement Award, which was given to the Volusia County Sheriff's Office for their dedicated efforts to improve pedestrian safety through targeted enforcement operations along Ocean Shore Boulevard (A1A crosswalk at Tom Renick Park). In addition, the city of Port Orange was presented with the FDOT Community Safety Award. Colleen Nicoulin, Executive Director of the TPO, also gave a presentation on the organization's partnership with FDOT for a pilot initiative called the Smart Driving College Challenge.

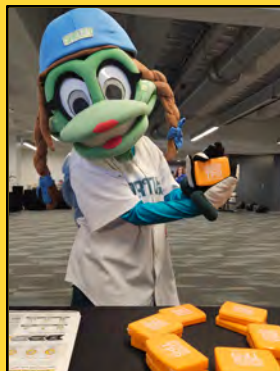


Right: Shelly with the Daytona Tortugas

Below: Representative Bill Partington giving the lunch address



Mayor Chris Cloudman, Edgewater Vice Mayor Charlotte Gillis, and Edgewater Police Officer Joshua Feger



Volusia County Sheriff's Office Representatives accepting the Best Foot Forward Enforcement Award

VOLUSIA FLAGLER 2050

Volusia-Flagler 2050 Long Range Transportation Plan LRTP Virtual Workshop #2

Monday, June 2 | 2:00 pm – 3:30 pm

Agenda: [LRTP Virtual Workshop #4 Agenda](#)

Link: [Join LRTP Virtual Workshop #4](#)

Phone: +1 984-204-1608; ID: 536 039 925#

For more information on this public input opportunity and others, [click here](#)

Review the Preliminary Draft Volusia-Flagler 2050 Cost Feasible Plan (CFP) Tables (list of projects with preliminary rankings)

[Preliminary Draft CFP Tables](#)

**Check out the Volusia-Flagler
2050 LRTP video:**





The Volusia-Flagler TPO office has moved



The Volusia-Flagler TPO office has moved to the Cornerstone Office Park, located at the southwest corner of LPGA Boulevard and Williamson Boulevard. We are located on the second floor of the 1540 Cornerstone Building. Our new office address and phone number are:

Volusia-Flagler TPO
1540 Cornerstone Blvd., Suite 240
Daytona Beach, FL 32117
386-271-0249

Please note: While we finish the work on the new conference room, our TPO Board and Advisory Committees will continue to meet in the Airline Room at Daytona Beach International Airport through June. The Executive Committee will meet at our new office location.

Ongoing Projects & Activities

- Vision Zero/Safe Streets and Roads for All (SS4A) Grant Implementation & Smart Driving Project Application
- Develop 2025 List of Priority Projects
- Best Foot Forward for Pedestrian Safety Program Implementation
- Develop *Volusia-Flagler 2050* Long Range Transportation Plan (LRTP)
- TPO Apportionment Implementation
- Develop FY 2025/26 TPO Budget
- Develop FY 2025/26 to 2029/30 Transportation Improvement Program
- Develop Public Participation Plan & Title VI Implementation Plan



For more information on the upcoming Vision Zero Comprehensive Safety Action Plan click below:
[Vision Zero Action Plan](#)

Planning Grant Agreement Tasks Quarterly Progress Report



Planning Agency	Volusia-Flagler TPO	County	Volusia
		Invoice #	G3045 Q4
Reporting Period	04/01/2025 - 06/30/2025	Grant #	G3045

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity for the specified reporting period.
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Appointment and reappointment of voting and non-voting members is conducted under the established Bylaws of the TDLCB.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Agenda preparation and dissemination for the TDLCB meetings is consistent with Local Coordinating Board and Planning Agency Operating Guidelines.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	Official minutes are prepared and records of all meetings are maintained for no less than five years in accordance with established Bylaws of the TDLCB. Minutes of the April 9, 2025 TDLCB Meeting are attached.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity for the specified reporting period.
F.	Provide staff support for committees of the local coordinating board. (Task 3)	Staff support is provided for both the Quality Assurance and Grievance Committees.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity for the specified reporting period.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	Grievance Procedures approved at the April 9, 2025 TDLCB Meeting and revised on April 30, 2025 are attached.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current TDLCB membership roster and mailing list are attached.

J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Public notice of the April 9, 2025 TDLCB Meeting is attached.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity for the specified reporting period.
L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity for the specified reporting period.

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No activity for the specified reporting period.
B.	Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	The TDLCB actively seeks opportunities to integrate "transportation disadvantaged" issues into local and regional comprehensive plans.
C.	Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	The local workforce development board (d.b.a. – CareerSource Flagler Volusia) has both a member and alternate assigned to the TDLCB. Clients of CareerSource are educated on the services provided by Votran.

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The FY 2024/25 third quarterly report was provided to the TDLCB at their April 9, 2025 meeting.
B.	Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	No activity for the specified reporting period.
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity for the specified reporting period.
D.	Notify CTD staff of local TD concerns that may require special investigations.	No activity for the specified reporting period.
E.	Provide training for newly-appointed LCB members. (Task 3)	No activity for the specified reporting period.
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity for the specified reporting period.
G.	To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity for the specified reporting period.
H.	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules	No activity for the specified reporting period.

	concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	
I.	Assist the CTD in joint reviews of the CTC.	No activity for the specified reporting period.
J.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity for the specified reporting period.
K.	Implement recommendations identified in the CTD's QAPE reviews.	No activity for the specified reporting period.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

none

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

07/09/2025

Date

DRAFT



Upcoming Events

June 12

DeBary Public Library Helmet Fitting

3:00 pm – 5:00 pm

DeBary Public Library

200 N. Charles Richard Beall Blvd, DeBary

More info: [Click Here](#)

June 26

Central Florida Commuter Rail Commission (CFCRC) Board Meeting

2:00 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)

July 9

Central Florida Commuter Rail Commission (CFCRC) Technical Advisory Committee (TAC) Meeting

2:00 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)

July 11

New Smyrna Beach Public Library Helmet Fitting

10:30 am – 12:30 pm

New Smyrna Beach Public Library

1001 S. Dixie Freeway, New Smyrna Beach

More info: [Click Here](#)

July 24

MPO Advisory Council (MPOAC) Meeting

1:00 pm – 5:00 pm

The Florida Hotel & Conference Center

1500 Sand Lake Road, Orlando

More info: [Click Here](#)

July 24

Central Florida Commuter Rail Commission (CFCRC) Board Meeting

2:00 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)