



MEETING NOTICE & AGENDA

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

DATE: Wednesday, July 10, 2013

TIME: 11:00 a.m.

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

Council Member Joshua Wagner, Chairman Presiding

AGENDA

- I. CALL TO ORDER / ROLL CALL / DETERMINATION OF QUORUM
- II. PLEDGE OF ALLEGIANCE
- III. PUBLIC COMMENT/PARTICIPATION (Length of time at the discretion of the Chairman)
- IV. COMMITTEE REPORTS (Enclosure, page)
- V. ACTION ITEMS
 - A. APPROVAL OF MAY 8, 2013 MEETING MINUTES (Contact: Pamela Blankenship) (Enclosure, pages 3-13)
 - B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT (Contact: Heather Blanck) (Enclosure, pages 14-16)
 - C. ANNUAL REVIEW AND APPROVAL OF THE GRIEVANCE PROCEDURES OF THE VOLUSIA TPO'S TDLCB (Contact: Carole M. Hinkley) (Enclosure, pages 17-23)
 - D. ANNUAL REVIEW AND APPROVAL OF THE BYLAWS OF THE VOLUSIA TPO'S TDLCB (Contact: Carole M. Hinkley) (Enclosures, pages 24-30)

VI. DISCUSSION ITEMS AND PRESENTATIONS

A. OVERVIEW OF PARATRANSIT SERVICES IN THE VOLUSIA COUNTY SERVICE AREA
(Contact: Heather Blanck) (Enclosure, page 31)

B. MEMBER TRAINING AND ORIENTATION (Contact: Carole M. Hinkley) (Enclosure, page 32)

VII. STAFF COMMENTS (page 33)

VIII. TDLCB MEMBER COMMENTS (page 33)

IX. TDLCB CHAIRMAN COMMENTS (page 33)

X. PRESS/CITIZEN COMMENTS (page 33)

XI. INFORMATION ITEMS (pages 33-39)

- TDLCB Membership List
- Letter requesting TDLCB alternate membership (Citizens Advocate)
- Update Concerning Medicaid NET in Volusia County

XII. ADJOURNMENT (page 33)

- NEXT MEETING OF THE TDLCB WILL BE SEPTEMBER 11, 2013 -

NOTE: Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the Volusia TPO office, 2570 W. International Speedway Blvd., Suite 100, Daytona Beach, Florida 32114-8145; (386) 226-0422, extension 21, at least five (5) working days prior to the meeting date.

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

NOTE: The Volusia 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.VolusiaTPO.org or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, pblankenship@volusiatpo.org.

**MEETING SUMMARY
TDLCB
JULY 10, 2013**

IV. COMMITTEE REPORTS

Quality Assurance Committee/Grievance Committee Reports

Background Information:

The Quality Assurance Committee (QAC) and Grievance Committee (GC) are scheduled to meet on July 10, 2013 prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting. The QAC will be conducting its annual review of the TDLCB Bylaws and the GC will be conducting its annual review of the Grievance Procedures.

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

Action Requested:

No action is required unless otherwise directed by the board

MEETING SUMMARY
TDLCB
JULY 10, 2013

V. ACTION ITEMS

A. Approval of the May 8, 2013 Meeting Minutes

Background Information:

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

Action Requested:

Motion to approve the May 8, 2013 meeting minutes

Minutes

Transportation Disadvantaged Local Coordinating Board

May 8, 2013

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

Members Present:

Joshua Wagner, Chairman
Steve Jack
Jean Cerullo
DeWeece Ogden
Lynn Sinnott
Diane Poitras
Shari Day
Patricia Antol
Marilu Klopp
Barbara Goldstein
Mary Ellen Ottman, Vice-Chair
Chip Kent
Clay LaRoche

Representing:

Volusia TPO
Private for Profit
Citizens Advocate
Health Care Administration
Early Child Care
Florida Department of Transportation
Elder Affairs
Elderly Citizens
Vocational Rehabilitation Services
Handicapped Citizens
Citizens Advocate, System User
Public Education Community
Department of Children and Families

Members Absent:

Rick Fraser (excused)
Mike White (excused)
Peter Cerullo (excused)
Judy Ryan (excused)
Patricia James (excused)

Representing:

Work Force Development Board
Veterans Services Group
Mass Transit
Medical Community
Association of Community Action

Others Present:

Pamela Blankenship, Recording Secretary
Carole M. Hinkley
Heather Blanck
Judy Craig
Gary Dirda
Pamela Hagley
Julie Shaw

Representing:

TPO Staff
TPO Staff
Votran Staff
Handicapped Citizens, Alternate
Logisticare
AHCA
dSIL

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

Following the Pledge of Allegiance, TDLCB Chairman Wagner called the meeting to order at 11:03am. Ms. Blankenship proceeded to call the roll and a quorum was determined.

Chairman Wagner informed the members that Lynn Sinnott currently the alternate for "Children at Risk" provided a letter to him with a request to become the primary. With no further comments from the members, Chairman Wagner approved Ms. Sinnott's request letter.

Ms. Sinnott stated she will be looking for an alternate.

II. Public Comment / Participation

Julie Shaw, CEO for disAbility Solutions for Independent Living, Inc. (DSIL) provided the members with a summary of her past professional experience related to the Transportation Disadvantaged Program. She stated she had some technical questions to ask and was also interested in becoming a member of the TDLCB. She mentioned she was aware of will call services and that taxis are being used for the purpose of will call. She had looked into the requirements concerning the use of taxis in a paratransit program and stated that once taxis are added to a paratransit program there is a requirement for vehicle equivalency. Meaning that people needing accessible vehicles have equal access to all services provided under the paratransit program and accessible taxis must be available if taxis are used in the program. She added that she has not been able to find an accessible taxi in Volusia County. Ms. Shaw stated she tried to interview people with disabilities who are mobility impaired to ask if they have had the opportunity to use will call. She commented that the only person she could locate, and that may be due to a limitation of who she knows in the community, was an ambulatory gentleman who Votran classified as wheelchair because he used to be a wheelchair user and has been switched to ambulatory and gets will call. Ms. Shaw wanted to know in which area is will call provided, who is eligible for will call, what are the hours of operation and added she would like to see a vehicle equivalency report related to that service. She also asked the TDLCB to expand the data reports they are getting at the meetings from Votran. She had looked at the report provided for the meeting and could not glean the usage of the accessible vehicles related specifically to low cost services.

Vice-chair Ottman stated that it appears to her that Ms. Shaw is seeing will call as a service whereby someone can call and ask for a service at any time. She added this is not what will call means. It means that if you already have an established trip and your departure time or current trip needs to be delayed or your trip schedule needs to be changed because you're not ready Votran puts you on what is referred to as a "will call" and if there is a need for a vehicle that is accessible the appropriate vehicle will be dispatched.

Ms. Shaw indicated that she understood what Vice-chair Ottman said but still wanted information on vehicle equivalency and how it's being complied with in the paratransit program.

Ms. Blanck further clarified the information provided by referring to the Votran Gold User Guide. The guide describes: how trips are reserved, how trips are completed and the demand-response time. There is no service that Votran provides that is called a will call. Will call is a coordinated activity and a status that is determined by the driver and dispatch at the time that completing a trip is attempted. Ms. Blanck clarified that will call is a status and not a service.

Ms. Antol wanted to know if she understood correctly that Ms. Shaw was asking that a will call would be alright if someone was not going to be met at the right time and that they could simply call a taxi.

Ms. Shaw replied no. That they call Votran to alter the time of the return trip and they ask for will call services. She added that all she sees on will call services are taxis and all she is looking for is vehicle equivalency under will call.

Ms. Blanck mentioned that will call is most typically associated with dialysis patients. Dialysis is a very demanding situation and will calls are provided with accessible vehicles by Votran or its contract vendors. She added that Votran is a partial brokerage entity.

Chairman Wagner suggested that this be brought up as an agenda item for discussion.

Vice-chair Ottman commented on rare occasions she's had will call status and has never had a taxi sent to pick her up on will call.

Chairman Wagner also informed Ms. Shaw that she will get information on how to apply for membership to the TDLCB.

Ms. Shaw clarified that she is looking for vehicle equivalency data related to will call and where those people can access will call: east side, west side, the entire county. What is the geographic area where that is applicable?

Ms. Blanck responded that Votran does not discriminate. Everyone who uses the service in Volusia County according to Votran's published policies is provided equivalent service.

III. Committee Reports

Vice-chair Ottman gave a brief summary of the Quality Assurance Committee meeting's review of the CTC Evaluation for FY12 and the calculated rates for TD Trust Fund Trips FY 13/14. The Quality Assurance Committee recommended approval of these items.

IV. Action Items

A. Approval of the March 13, 2013 Meeting Minutes

Ms. Antol noted that on page 4 in the 5th paragraph down the sentence reads: "...there is a whole host of reasons why just pulling off the road would not be inappropriate" and probably

should read: "...there is a whole host of reasons why just pulling off the road would not be appropriate."

A motion was made by Pat Antol to approve the March 13, 2013 meeting minutes as amended. The motion was seconded by Chip Kent and passed unanimously.

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

Ms. Blanck went over the reports for the months of February and March 2013. She pointed out that the Monthly Transportation Disadvantaged reports for these months were revised pursuant to an update of all of Votran's data systems. Ms. Blanck then referred to the Votran Summary of Transportation Disadvantaged Boardings and proceeded to point out that wheelchair boardings were a little behind in February 2013 than in February 2012 and for total boardings for fixed route the numbers were up about 7%. Paratransit was down about 5% and combining the paratransit with Flex was down 5.6%. Ms. Blanck added that March 2013 had one less day of operation compared to last year and a Sunday extra for operating. Overall March 2013 boardings were a little behind last year in the same month.

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

Ms. Sinnott asked if Votran budgets for these trips and if there are any comparisons to what the budget is.

Ms. Blanck replied that Votran has budgeted trips that it provides and added that this information could be provided at the next meeting.

Ms. Sinnott commented rather than comparing to last year actual then having to adjust for the days of the week and so forth it might be better to compare to budget and see if expectations are being met. She added perhaps the data should cover the last six months in order to give a better sense of where we are.

Ms. Ottman asked Ms. Sinnott if she was looking to find out if the cost was approximately what was estimated or was it costing more.

Ms. Sinnott replied no, that she was getting at ridership since she hears that there is a decrease in ridership.

Ms. Blanck clarified that the reports are month to month and last March 2012 was a record month and may have gone over budget. However, budgets are done on a very conservative estimate. Ms. Blanck agreed that providing information covering the last six month was a good suggestion.

C. **Review and Approval of Votran's Annual CTC Evaluation for FY 2012**

Ms. Hinkley reminded the members the data in this evaluation covers the previous fiscal year which is the period July 1, 2011 to June 30, 2012. This report is a requirement of the TD Commission. Ms. Hinkley went over details of the report with the group pointing out that the numbers in the fiscal year covered by this CTC (Community Transportation Coordinator) Evaluation continue to reflect the many budget cuts and funding reductions that had occurred in that time period. She went over the content of the table, on page 19 of the agenda, which compares data from the period being reported to the previous period. There were several areas where the CTC had improved among them were: cost per total mile, operating expense per driver hour and the number of miles between roadcalls. The area showing that the CTC had worsened was concerning the percentage of TD population being served. She clarified that this was probably due to the budget cuts and funding reductions that were mentioned earlier resulting in less trips being taken. Referring to the CTC Expenses by Category table on page 20 of the agenda Ms. Hinkley pointed out the 3.1% decrease in overall expenses, to a certain extent, shows that the Administration Department is keeping a close eye on where and how the money is spent.

Ms. Blanck commented that Votran has a system that allows them to do trip coordination and maximize the trip loadings for efficiency.

Ms. Hinkley stated that the number of miles between roadcalls had increased which is a good thing and added that this reflects the hard work of Votran's maintenance department.

Ms. Antol pointed out on page 22 of the agenda that the local standard for roadcalls is 1 per 7,500 miles and that Votran's current level is 1 per 14,909 miles and that she was very impressed with what Votran is doing.

Barbara Goldstein moved to approve the Annual CTC Evaluation for FY 2012. The motion was seconded by Jean Cerullo and carried unanimously.

Ms. Sinnott asked if anything is done to recognize the drivers.

Ms. Blanck replied, yes. She pointed out the "Million Mile" drivers who were recognized as well as a Votran driver who was recognized last year by the Florida Public Transit Association as "Driver of the Year". Votran also has incentives for safety which is tracked very closely.

Chairman Wagner added that the County Council recognizes drivers as well.

D. **Review and Approval of the rates for TD Trust Fund Trips FY 13/14 to be included in the Annual Update of the Transportation Disadvantaged Service Plan (TDSP)**

Ms. Blanck thanked Jim Dorsten, Votran's Director of Administration, for his help with these calculations. Once completed the spreadsheets are forwarded to the CTD staff for review and then returned for review and approval by the TDLCB. Ms. Blanck then referred to Section V of the spreadsheet on page 34 of the agenda and stated that the rate for ambulatory trips will be \$14.86 and for wheelchair \$25.47.

Jean Cerullo moved to approve the rates for TD Trust Fund Trips FY 13/14 to be included in the annual update of the Transportation Disadvantaged Service Plan (TDSP). The motion was seconded by Diane Poitras and carried unanimously.

Chairman Wagner noted that the next item is indicated as Item F on the summary sheet and is actually item E of the agenda.

E. Review and Approval of the 2013 Annual Update/Amendment to the Transportation Disadvantaged Service Plan (TDSP) Roll Call Vote Required

Ms. Hinkley reminded the members that the major update of the TDSP was done last year and that an update of that document is required annually. The update includes progress associated with the goals of the plan as well as updates concerning information included therein. Ms. Hinkley went over the update items with the members. She added that the TD Trust Fund rates approved in the previous item are also included as part of this update.

Pat Antol moved to approve the 2013 Annual Update/Amendment to the Transportation Disadvantaged Service Plan (TDSP). The motion was seconded by Jean Cerullo. A roll call vote was taken and the motion carried unanimously.

V. Discussion Items and Presentations

A. Presentation on Votran's New Fairbox

Ms. Blanck suggested that since this item takes place outside perhaps it could be moved to the end of the meeting.

Chairman Wagner asked if there was any opposition to this suggestion and there were none.

Ms. Blanck informed the members that the hands on demonstration will be conducted by Keith Smith who is Votran's Operations and Maintenance Supervisor as well as the Contract Compliance Officer.

B. Update on Votran's Website and Text-Only Section

Ms. Blanck informed the members that Votran worked with Volusia County Community information on this update. Currently one can get real time route information that is

represented graphically. This update will make it possible to get the same information in a text format compatible with such software as "Jaws". The next 3 times a bus is scheduled to arrive at the bus stop will be listed. Ms. Blanck added marketing money is set aside for a couple of things including the capability of cross identification using regular media and as part of Votran's next printing of the schedule in September will include a "QR" code. On board information concerning this will also be provided.

Ms. Sinnott asked if Votran could send an email with this information including a link to the information so that it could be forwarded in turn to the constituents she works with.

Ms. Blanck replied the information will be forwarded through the email list as well as providing the ability to subscribe online at the Votran site. Votran is also working with One Voice for Volusia who will also send out information.

Ms. Ottman wanted to know what a "QR" code was.

Ms. Blanck replied that it is an image than scans like a bar code and can be read by a phone to automatically link to the website.

VI. Staff Comments

Ms. Blanck reminded everyone that on June 3rd thirty minute service will begin on US #1 for the Routes 3 and 4. She added this was made possible through the support of FDOT.

Ms. Hinkley announced that the TD Conference will be in Daytona Beach this year at the Ocean Center. It is scheduled for August 6-7, 2013 followed by the TD Commission's business meeting on August 8. Included in the TDLCB agenda is a flyer with the website address for further information.

Ms. Hinkley wanted to thank Mary Ellen Ottman for stepping up to the plate as Vice-chairperson and presiding over the TDLCB meetings pending the appointment of a chairman by the Volusia TPO Board.

VII. TDLCB Chairperson Comments

Chairman Wagner also thanked Ms. Ottman for her service. He spoke about the Veterans Memorial Bridge project, which is in the design phase, and stated that Bob Lassone who is on the project's board is looking at issues relating to sight and sound including wheelchair accessibility to the amenities. Chairman Wagner is hoping for input from everybody since this is a community project.

VIII. TDLCB Members Comments

All welcomed Volusia County Council member Joshua Wagner as the new TDLCB Chairman.

Ms. Ogden reminded the members that Volusia County will be in the last group to be included in the Medicaid managed care plan and that further information can be located at: www.ahca.myflorida.com She added that while there one can go to the bottom of the page and click on "Statewide Medicaid Managed Care Plan" for more details and can also sign up for email updates.

Ms. Day commented that the Medicaid managed care process will affect the Council on Aging (COA) and that about 300 cases will no longer be COA. She wanted to thank Votran and its staff in helping to get people to the dinning sites. She added because of the sequester COA received a 17% cut and as a result went from 8 dinning sites to 7 which are now open only 4 days a week rather than 5.

Ms. Sinnott indicated she was interested in knowing if taxis are used and if so how. She also informed the members that Easter Seals is partnering with Wilson Childrens Hospital and part of this is in response to the pending Medicaid managed care plan. She added, as a result of the partnering there could be 15 or so pediatric specialists practicing in the community so children would not have to travel to Jacksonville or Atlanta. Easter Seal hopes the first pediatric center will open in July.

Ms. Craig described a recent incident she had experienced involving a medical emergency and transportation back home from the hospital. She added that Votran could not perform the trip home since she was without her wheelchair. Ms. Craig had been brought to the hospital from her home on a gurney. She called Med-1 who transported her home at a cost of \$45.00. Ms. Craig commented that this was a lot of money and wanted to know what were the regulations concerning Votran paratransit in emergency situations such as this.

Ms. Blanck replied that Votran provides non-emergency transportation.

Chairman Wagner inquired if a trip home is considered non-emergency and how is that handled.

Ms. Blanck explained that Ms. Craig was actually asking for an emergency trip home. She further clarified that Votran provides non-emergency trips on a next day service basis.

Chairman Wagner asked if this could be included in the taxi discussion next time.

Ms. Antol inquired if this is really talking about getting into emergency transportation which is outside the purview of Votran.

Ms. Blanck added that Votran is not licensed to provide emergency transportation.

Chairman Wagner indicated that he would contact county legal concerning this issue and added that this should be included as an agenda item.

IX. Press / Citizen Comments

Ms. Julie Shaw reminded the members that she is seeking information concerning vehicle equivalency. She added that other cities in Florida running taxis in their paratransit system have accessible taxis and they are charged at the paratransit rate.

Chairman Wagner stated that this will be discussed at the TDLCB meeting and if that is not the proper place to solve the problem it may be brought up to the County Council.

X. Information Items

- TDLCB Membership List
- Announcement of the 2013 TD Conference
- Questions and answers concerning wheelchairs and bus and rail service
- TD Day thank you note from TD Commission Executive Director Steve Holmes

XI. Adjournment

The meeting was adjourned at 12:09 p.m. and the members proceeded to the demonstration of the Odyssey Validating Farebox on board a Votran bus.

VOLUSIA TRANSPORTATION PLANNING ORGANIZATION

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

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the Volusia TPO certified that the foregoing is a true and correct copy of the minutes of the May 8, 2013 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 10th day of July 2013.

PAMELA C. BLANKENSHIP, RECORDING SECRETARY
VOLUSIA TRANSPORTATION PLANNING ORGANIZATION

MEETING SUMMARY
TDLCB
JULY 10, 2013

V. ACTION ITEMS

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

Background Information:

The Community Transportation Coordinator's report provides statistical information every month on the transportation services provided by Votran and the contracted transportation providers. The reports for April and May 2013 are enclosed for your review.

Staff will be available to answer questions regarding the reports.

Action Requested:

Motion to approve the CTC's monthly paratransit report

| MONTHLY TRANSPORTATION DISADVANTAGED REPORT | | | | | | |
|---|----------------------|----------------------|--------------------------|--------------------------|---------------------|---------------------|
| | APR., 2013 VOTRAN | APR., 2012 VOTRAN | APR., 2013 CONTRACTED | APR., 2012 CONTRACTED | APR., 2013 TOTAL | APR., 2012 TOTAL |
| TOTAL PASS TRIPS | 12,658 | 12,209 | 9,078 | 9,396 | 21,736 | 21,605 |
| TRIP PURPOSE | | | | | | |
| Medical | 5,031 | 4,841 | 3,386 | 4,045 | 8,417 | 8,886 |
| Nutrition | 886 | 985 | 68 | 56 | 954 | 1,041 |
| Other | 2,342 | 2,340 | 2,123 | 2,141 | 4,465 | 4,481 |
| Education | 1,077 | 1,096 | 1,069 | 873 | 2,146 | 1,969 |
| Shopping | 764 | 685 | 582 | 513 | 1,346 | 1,198 |
| Work | 2,558 | 2,262 | 1,850 | 1,768 | 4,408 | 4,030 |
| PASSENGER TYPE | | | | | | |
| Disabled | 11,691 | 11,202 | 8,622 | 8,957 | 20,313 | 20,159 |
| Elderly | 965 | 1,006 | 456 | 423 | 1,421 | 1,429 |
| Child | 2 | 1 | 0 | 16 | 2 | 17 |
| TRIP TYPE | | | | | | |
| Ambulatory | 9,223 | 8,853 | 6,493 | 6,903 | 15,716 | 15,756 |
| Wheelchair | 3,435 | 3,356 | 2,585 | 2,493 | 6,020 | 5,849 |
| TOTAL COMPLAINTS | 7 | 0 | 15 | 12 | 22 | 12 |
| Discourtesy | 0 | 0 | 0 | 0 | 0 | 0 |
| Safety | 2 | 0 | 1 | 0 | 3 | 0 |
| Early | 0 | 0 | 0 | 0 | 0 | 0 |
| Late | 3 | 0 | 12 | 12 | 15 | 12 |
| Driver | 0 | 0 | 1 | 0 | 1 | 0 |
| Schedule/Routes | 0 | 0 | 0 | 0 | 0 | 0 |
| Vehicle/Equipment | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 2 | 0 | 1 | 0 | 3 | 0 |
| TOTAL ACCIDENTS | 1 | 0 | 0 | 0 | 1 | 0 |
| CHARGEABLE: | | | | | | |
| Person Only | 1 | 0 | 0 | 0 | 1 | 0 |
| Vehicle Only | 0 | 0 | 0 | 0 | 0 | 0 |
| Person & Vehicle | 0 | 0 | 0 | 0 | 0 | 0 |
| 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 | 992 | 1,039 | 713 | 800 | 1,705 | 1,839 |
| NO SHOWS | 221 | 267 | 159 | 206 | 380 | 473 |
| REVENUE MILES | 109,146 | 100,172 | 86,137 | 87,494 | 195,283 | 187,666 |
| REVENUE HOURS | 6,707 | 5,939 | 5,418 | 5,648 | 12,125 | 11,587 |

| MONTHLY TRANSPORTATION DISADVANTAGED REPORT | | | | | | |
|---|---------------------|---------------------|-------------------------|-------------------------|--------------------|--------------------|
| | MAY, 2013 VOTRAN | MAY, 2012 VOTRAN | MAY, 2013 CONTRACTED | MAY, 2012 CONTRACTED | MAY, 2013 TOTAL | MAY, 2012 TOTAL |
| TOTAL PASS TRIPS | 11,882 | 12,633 | 9,061 | 9,545 | 20,943 | 22,178 |
| TRIP PURPOSE | | | | | | |
| Medical | 4,878 | 4,869 | 3,657 | 3,892 | 8,535 | 8,761 |
| Nutrition | 740 | 1,044 | 62 | 69 | 802 | 1,113 |
| Other | 2,231 | 2,592 | 2,123 | 2,293 | 4,354 | 4,885 |
| Education | 1,004 | 1,159 | 954 | 950 | 1,958 | 2,109 |
| Shopping | 751 | 691 | 568 | 553 | 1,319 | 1,244 |
| Work | 2,278 | 2,278 | 1,697 | 1,788 | 3,975 | 4,066 |
| PASSENGER TYPE | | | | | | |
| Disabled | 10,940 | 11,596 | 8,536 | 8,257 | 19,476 | 19,853 |
| Elderly | 942 | 1,037 | 525 | 419 | 1,467 | 1,456 |
| Child | 0 | 0 | 0 | 0 | 0 | 0 |
| TRIP TYPE | | | | | | |
| Ambulatory | 8,618 | 8,990 | 6,220 | 7,007 | 14,838 | 15,997 |
| Wheelchair | 3,264 | 3,643 | 2,841 | 2,538 | 6,105 | 6,181 |
| TOTAL COMPLAINTS | 5 | 3 | 8 | 10 | 13 | 13 |
| Discourtesy | 0 | 0 | 0 | 0 | 0 | 0 |
| Safety | 1 | 1 | 1 | 1 | 2 | 2 |
| Early | 3 | 0 | 4 | 1 | 7 | 1 |
| Late | 1 | 0 | 1 | 6 | 2 | 6 |
| Driver | 0 | 0 | 0 | 1 | 0 | 1 |
| Schedule/Routes | 0 | 1 | 0 | 0 | 0 | 1 |
| Vehicle/Equipment | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 1 | 2 | 1 | 2 | 2 |
| TOTAL ACCIDENTS | 0 | 0 | 0 | 1 | 0 | 1 |
| CHARGEABLE: | | | | | | |
| Person Only | 0 | 0 | 0 | 0 | 0 | 0 |
| Vehicle Only | 0 | 0 | 0 | 1 | 0 | 1 |
| Person & Vehicle | 0 | 0 | 0 | 0 | 0 | 0 |
| NON-CHARGEABLE: | | | | | | |
| Person Only | 0 | 0 | 0 | 0 | 0 | 0 |
| Vehicle Only | 0 | 0 | 0 | 0 | 0 | 0 |
| Person & Vehicle | 0 | 0 | 0 | 0 | 0 | 0 |
| CANCELLATIONS | 1,050 | 1,070 | 803 | 811 | 1,853 | 1,881 |
| NO SHOWS | 289 | 266 | 221 | 202 | 510 | 468 |
| REVENUE MILES | 102,834 | 104,693 | 88,893 | 89,077 | 191,727 | 193,770 |
| REVENUE HOURS | 6,410 | 6,314 | 5,762 | 5,813 | 12,172 | 12,127 |

**MEETING SUMMARY
TDLCB
JULY 10, 2013**

V. ACTION ITEMS

C. Annual Review and Approval of the Grievance Procedures of the Volusia TPO's TDLCB

Background Information:

The Grievance Committee met prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting to perform the required annual review of the Grievance Procedures.

Pursuant to approval by the TDLCB, these Grievance Procedures will be forwarded to the Commission for the Transportation Disadvantaged.

Enclosed for your review and/or comments is a copy of the currently adopted Grievance Procedures.

Action Requested:

Motion to approve the Grievance Procedures of the Transportation Disadvantaged Local Coordinating Board

**GRIEVANCE PROCEDURES
OF THE
VOLUSIA 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 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 (RFP's).

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the Volusia TPO Transportation Disadvantaged Local Coordinating Board shall be a Subcommittee of the TDLCB Quality Assurance Committee, but will hereinafter be referred to as 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 GRIEVANCE

"A grievance is an unresolved complaint that is brought to the attention of the TDLCB for resolution in the process described herein."

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 ten (10) working 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); and
 - d. Vehicle unit number, license number, color and type.
3. An explanation of the relief desired by the complainant; and
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 ten (10) working 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
Assistant General Manager
950 Big Tree Road
South Daytona, Fl. 32119

The CTC shall have ten (10) working 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 ten (10) working 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 ground 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; and
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 ten (10) working 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.

The appeal must be addressed to:

Volusia Transportation Planning Organization
Attn: Grievance Committee
2570 W. International Speedway Boulevard, Suite 100
Daytona Beach, Florida 32114

Once an appeal has been received, the Grievance Committee shall meet and render its decision within thirty (30) working days of the date the appeal was filed. 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 ten (10) working days in advance of the meeting.

A written copy of the decision will be forwarded to the TDLCB and all parties involved within ten (10) working days from the date of the decision. Written decisions 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; and
3. A recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision 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 ten (10) working days from the date of receipt of the final decision 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 Transportation Planning Organization
Attn: TDLCB
2570 W. International Speedway Boulevard, Suite 100
Daytona Beach, Florida 32114

Once an appeal has been received, the TDLCB shall meet and render its decision within sixty (60) days of 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 ten (10) working days in advance of the hearing.

A written copy of the TDLCB's decision shall be forwarded to all parties involved within ten (10) working days from the date of the decision. A written decision 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; and
3. A recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision 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, FL32399-0450

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: MEDICAID FAIR HEARING

The Medicaid customer has the right to request a Medicaid fair hearing or go through the Grievance Procedures of the Florida Commission for the Transportation Disadvantaged's subcontracted transportation provider (STP) for Medicaid non-emergency transportation. The STP contact information in Volusia County may be obtained by calling the TD Commission Helpline at: 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY.

ARTICLE VII: SCHEDULED MEETINGS

SECTION 1: GENERAL

The Grievance Committee shall be comprised of a minimum of five (5) 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 VIII: AMENDMENTS

SECTION 1: GENERAL

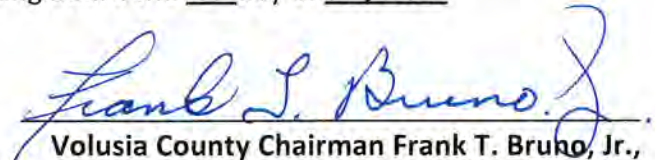
The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) working days in advance of the meeting.

SECTION 2: QUORUM


At all meetings of the Transportation Disadvantaged Local Coordinating Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that he is the Chairman of the Volusia 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 TPO Transportation Disadvantaged Local Coordinating Board the 11th day of July 2012


Volusia County Chairman Frank T. Bruno, Jr.,
TDLCB Chairman

ATTEST:


Pamela C. Blankenship, Recording Secretary

**MEETING SUMMARY
TDLCB
JULY 10, 2013**

V. ACTION ITEMS

D. Annual Review and Approval of the Bylaws of the Volusia TPO's TDLCB

Background Information:

The annual review of the TDLCB Bylaws is a requirement of the TD Grant Program and is an intrinsic part of program management. The Quality Assurance Committee of the TDLCB will meet to review these by-laws prior to the TDLCB meeting.

Pursuant to approval by the TDLCB, these Bylaws will be forwarded to the Commission for the Transportation Disadvantaged.

Enclosed for your review and/or comments is a copy of the currently adopted bylaws.

Action Requested:

Motion to approve the Bylaws of the Volusia TPO's of the Transportation Disadvantaged Local Coordinating Board

**BYLAWS OF THE
VOLUSIA 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 Volusia 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 Volusia Transportation Planning Organization (TPO). Each prospective member shall have their organization designate in writing to the TPO their appointee 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 handicapped person representing persons with disabilities 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. chairperson or designee of the local Mass Transit or Public Transit System's Board;
14. a representative of the Florida Department of Elder Affairs;
15. a representative of the local private for profit transportation industry;
16. a local representative of the Florida Agency for Health Care Administration;
17. a representative of the Regional Workforce Development Board; and
18. a representative of the local medical community.

Section B: **Alternate Members.** All 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 have an alternate appointed for them.

Section C: **Terms of Appointment.** Consistent with Rule 41 - 2.012(5), except for the chairperson and agency members, non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years. The chairperson shall serve until replaced by the TPO.

Section D: **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 fails 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.

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. Alternates and other interested parties, and the news media shall be sent notices only. Notices shall be mailed within ten (10) working days prior to the Board meeting and shall state the date, time, and the place of the meeting.

Section D: **Quorum.** At all meetings of the Board, the presence in person of nine (9) of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present 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.** Consolidate the annual budget estimates of local, district state agency 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 (CTC), review and approve applications for funds that may become available.
7. Prepare by April 1st, a Transportation Disadvantaged Annual Report outlining the accomplishments and activities of the Transportation Disadvantaged Local Coordinating Board (TDLCB) for the preceding calendar year. The report shall be reviewed by the TDLCB prior to submittal to the Commission for the Transportation Disadvantaged (CTD) and the Volusia TPO.
8. 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 performs a dual role in that it 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. The Committee also 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).

Section B: **Other.** Other committees shall be designated by the Chairman 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

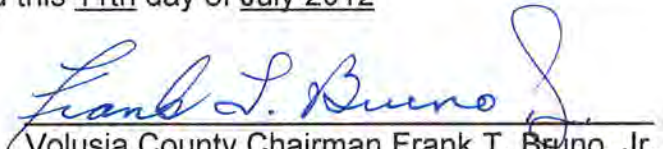
The TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41 - 2 Florida Administrative Code (FAC). Any written comments shall be approved by the Local Coordinating Board or Chairperson, or in his absence, his 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 11th day of July 2012


Volusia County Chairman Frank T. Bruno, Jr.
TDLCB Chairman

ATTEST:


Pamela C. Blankenship, Recording Secretary

**MEETING SUMMARY
TDLCB
JULY 10, 2013**

VI. DISCUSSION ITEMS AND PRESENTATIONS

A. Overview of Paratransit Services in the Volusia County Service Area

Background Information:

The Volusia County Council created Volusia County's public transportation system, called Votran, in 1975. The two major components are fixed-route and paratransit services.

Votran's paratransit service is known as "Gold Service" and is available to persons who, because of physical or mental disability or age, are unable to transport themselves and cannot use fixed-route bus service. Assisting devices such as wheelchair lifts and lowered steps for easy boarding access meet the requirements of the Americans with Disabilities Act (ADA). Votran drivers receive special training in personal assistance. Service is available throughout Volusia County for those who meet eligibility requirements.

At the May TDLCB meeting, several questions were posed concerning what vehicles are used in the delivery of paratransit services, including when and how these vehicles are dispatched and used. Votran staff will provide an overview of paratransit services in the Volusia County service area and will be available to answer questions the board may have.

Action Requested:

No action is required unless otherwise directed by the board

**MEETING SUMMARY
TDLCB
JULY 10, 2013**

VI. DISCUSSION ITEMS AND PRESENTATIONS

B. MEMBER TRAINING AND ORIENTATION

Background Information:

The purpose of this annual training is to provide an overview of the Transportation Disadvantaged Program and to answer TDLCB members' questions about their roles and responsibilities. This session will benefit all TDLCB members and alternates and as such, all members and their alternates are encouraged to participate.

Information folders will be distributed at the meeting.

Action Requested:

No action is required unless otherwise directed by the board

**MEETING SUMMARY
TDLCB
JULY 10, 2013**

VII. STAFF COMMENTS

VIII. TDLCB CHAIRMAN COMMENTS

IX. TDLCB MEMBER COMMENTS

X. PRESS/CITIZEN COMMENTS

XI. INFORMATION ITEMS

- ® TDLCB Membership List
- ® Letter requesting TDLCB alternate membership (Citizens Advocate)
- ® Update concerning Medicaid NET in Volusia County

XII. ADJOURNMENT

TDLCB MEMBER LISTING

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

| <u>ASSOCIATION OF COMMUNITY ACTION</u> | |
|---|--|
| Name | Patricia James |
| Address | 123 W. Indiana Ave., Room 101 DeLand, FL 32720 |
| Work phone | 386-736-5956 |
| Email | pjames@volusia.org |

| <u>ELDERLY CITIZENS</u> | |
|--------------------------------|---------------------------------------|
| Name | Patricia R. Antol |
| Address | 697 Winterberry Trail DeLand FL 32724 |
| Work phone | 386-740-8975 |
| Email | bpantol@cfl.rr.com |

| <u>FDOT</u> | |
|--------------------|--|
| Name | Diane Poitras |
| Address | 133 South Semoran Boulevard Orlando FL 32807 |
| Work phone | 407-482-7887 |
| Email | diane.poitras@dot.state.fl.us |

| <u>FDOT - ALTERNATE</u> | |
|--------------------------------|--|
| Name | Jo Santiago |
| Address | 133 South Semoran Boulevard Orlando FL 32807 |
| Work phone | 407-482-7887 |
| Email | Jo.santiago@dot.state.fl.us |

TDLCB MEMBER LISTING

| <u>DEPARTMENT OF CHILDREN & FAMILIES</u> | |
|---|---|
| Name | Clay LaRoche |
| Address | 210 N. Palmetto Avenue Suite 430 Daytona Beach FL 32114 |
| Work phone | 386-239-6208 |
| Email | clay_laroche@dcf.state.fl.us |

| <u>DEPARTMENT OF CHILDREN & FAMILIES - ALTERNATE</u> | |
|---|--------|
| Name | Vacant |
| Address | |
| Work phone | |
| Email | |

| <u>PUBLIC EDUCATION COMMUNITY</u> | |
|--|---|
| Name | Chip Kent |
| Address | 1648 Hancock Boulevard Daytona Beach FL 32114 |
| Work phone | 386-258-4677 ext. 50514 |
| Email | cnkent@volusia.k12.fl.us |

| <u>PUBLIC EDUCATION COMMUNITY - ALTERNATE</u> | |
|--|--------|
| Name | Vacant |
| Address | |
| Work phone | |
| Email | |

| <u>DEPARTMENT OF EDUCATION</u> | |
|---------------------------------------|--|
| Name | Marilu Klopp |
| Address | 775 Harley Strickland Blvd. Suite 102 Orange City FL 32763 |
| Work phone | 386-456-5320 ext. 105 |
| Email | Marilu.klopp@vr.fldoe.org |

TDLCB MEMBER LISTING

| <u>DEPARTMENT OF EDUCATION - ALTERNATE</u> | |
|---|---|
| Name | Dawn Edwards |
| Address | 780 West Granada Blvd Suite 110 Ormond Beach FL 32174 |
| Work phone | 386-615-6111 ext. 101 |
| Email | Dawn.edwards@vr.fl DOE.org |

| <u>ELDER AFFAIRS</u> | |
|-----------------------------|-----------------------------------|
| Name | Dr. Douglas Beach |
| Address | PO Box 671 Daytona Beach FL 32115 |
| Work phone | 386-253-4700 ext. 233 |
| Email | dbeach@coaiaa.org |

| <u>ELDER AFFAIRS - ALTERNATE</u> | |
|---|-----------------------------------|
| Name | Shari Day |
| Address | PO Box 671 Daytona Beach FL 32115 |
| Work phone | 386-253-4700 ext. 216 |
| Email | sday@coaiaa.org |

| <u>VETERANS SERVICES GROUP</u> | |
|---------------------------------------|---------------------------------------|
| Name | Mike White |
| Address | 123 W. Indiana Avenue DeLand FL 32720 |
| Work phone | 386-740-5102 |
| Email | mwhite@volusia.org |

| <u>VETERANS SERVICES GROUP - ALTERNATE</u> | |
|---|--|
| Name | Jefferey Bumb |
| Address | 250 N. Beach Street Daytona Beach FL 32114 |
| Work phone | 386-254-4646 |
| Email | jbumb@volusia.org |

TDLCB MEMBER LISTING

| <u>HEALTH CARE ADMINISTRATION</u> | |
|--|---|
| Name | Lisa Broward |
| Address | 921 Davis St. Building A, Suite 160 Jacksonville FL 32209 |
| Work phone | 904-798-4212 |
| Email | lisa.broward@acha.myflorida.com |

| <u>HEALTH CARE ADMINISTRATION - ALTERNATE</u> | |
|--|---|
| Name | Deweece Ogden |
| Address | 921 Davis St. Building A, Suite 160 Jacksonville FL 32209 |
| Work phone | 904-798-4267 |
| Email | Deweece.ogden@acha.myflorida.com |

| <u>MASS TRANSIT</u> | |
|----------------------------|---|
| Name | Peter Cerullo |
| Address | 19 Tropical Drive Ormond Beach FL 32176 |
| Work phone | 386-441-5882 |
| Email | petercerullo@aol.com |

| <u>MEDICAL COMMUNITY</u> | |
|---------------------------------|--|
| Name | Judy Ryan |
| Address | 421 S. Keech Street Daytona Beach FL 32114 |
| Work phone | 386-238-4980 ext. 122 |
| Email | judy_ryan@doh.state.fl.us |

| <u>MEDICAL COMMUNITY - ALTERNATE</u> | |
|---|--|
| Name | Sharol Robinson |
| Address | 421 S. Keech Street Daytona Beach FL 32114 |
| Work phone | 386-238-4980 ext. 122 |
| Email | sharol_robinson@doh.state.fl.us |

TDLCB MEMBER LISTING

| <u>WORK FORCE DEVELOPMENT BOARD</u> | |
|--|--|
| Name | Rick Fraser |
| Address | 359 Bill France Boulevard Daytona Beach FL 32114 |
| Work phone | 386-323-7076 |
| Email | rickfraser@cbe-fvc.org |

| <u>WORK FORCE DEVELOPMENT BOARD - ALTERNATE</u> | |
|--|--|
| Name | Andre Anderson |
| Address | 359 Bill France Boulevard Daytona Beach FL 32114 |
| Work phone | 386-323-7042 |
| Email | andreanderson@cbe-fvc.org |

| <u>DISABLED CITIZENS</u> | |
|---------------------------------|--|
| Name | Barbara Goldstein |
| Address | 12 Eclipse Trail Ormond Beach FL 32174 |
| Work phone | 386-676-2435 |
| Email | bgold@iag.net |

| <u>DISABLED CITIZENS - ALTERNATE</u> | |
|---|------------------------------------|
| Name | Judy Craig |
| Address | 1835 Anchor Avenue DeLand FL 32720 |
| Work phone | 386-738-5781 |
| Email | judylesliecraig@aol.com |

| <u>CITIZENS ADVOCATE – SYSTEMS USER</u> | |
|--|---|
| Name | Mary Ellen Ottman |
| Address | 203 S. Orchard Street Unit 7A Ormond Beach FL 32174 |
| Home phone | 386-492-6793 Cell - 386-212-9908 |
| Email | MeOttman@cfl.rr.com <i>TDLCB VICE CHAIR</i> |

TDLCB MEMBER LISTING

| <u>CITIZENS ADVOCATE</u> | |
|---------------------------------|---|
| Name | Jean Cerullo |
| Address | 19 Tropical Drive Ormond Beach FL 32176 |
| Work phone | 386-689-5300 |
| Email | Jselzer143@yahoo.com |

| <u>CITIZENS ADVOCATE - ALTERNATE</u> | |
|---|--------|
| Name | Vacant |
| Address | |
| Work phone | |
| Email | |

| <u>CHILDREN AT RISK</u> | |
|--------------------------------|---|
| Name | Lynn Sinnott |
| Address | 1219 Dunn Avenue Daytona Beach FL 32114 |
| Work phone | 386-255-4568 |
| Email | lsinnott@eseals-vf.org |

| <u>CHILDREN AT RISK - ALTERNATE</u> | |
|--|--------|
| Name | VACANT |
| Address | |
| Work phone | |
| Email | |

| <u>PRIVATE-FOR-PROFIT</u> | |
|----------------------------------|-------------------------------------|
| Name | Steve Jack |
| Address | PO Box 730206 Ormond Beach FL 32173 |
| Work phone | 386-677-1143 |
| Email | medoneshuttle@bellsouth.net |

TDLCB STAFF SUPPORT

VOTRAN

| | |
|------------|--|
| Name | Heather Blanck |
| Address | 950 Big Tree Rd South Daytona FL 32114 |
| Work phone | 386-756-7496 ext. 4112 |
| Email | hblanck@volusia.org |

VOLUSIA TPO

| | |
|------------|---|
| Name | Carole M. Hinkley |
| Address | 2570 W. Int'l Speedway Blvd. Ste 100 Daytona Beach FL 32114 |
| Work phone | 386-756-7496 ext. 4123 |
| Email | cmhinkley@volusiatpo.org |

VOLUSIA TPO

| | |
|------------|---|
| Name | Pamela Blankenship |
| Address | 2570 W. Int'l Speedway Blvd. Ste 100 Daytona Beach FL 32114 |
| Work phone | 386-226-0422 ext. 20416 |
| Email | pblankenship@volusiatpo.org |

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Board of Directors

Alan J. Rabin
Chair

Paul Tomaino
Vice-Chair

Rodney O. Janowski
Treasurer

Patrick Mulvihill
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Kate Abels
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Jeffrey Toth
Board Member

Joanne Toth
Board Member

Jaili Hein
Board Member

James Laughlin III
Board Member

John Decarie
Board Member

Suzie Hipple
Board Member

Julie M. Shaw
Chief Executive Officer

June 20, 2013

Volusia Transportation Planning Organization
Attn: TDLCB
2570 W. International Speedway Blvd., Suite 100
Daytona Beach, FL 32114

Dear Transportation Disadvantaged Local Coordinating Board Members:

I am writing to respectfully request consideration for appointment to the Transportation Disadvantaged Local Coordinating Board as the Citizens Representative Alternate. I am currently the CEO of a local non-profit, disAbility Solutions for Independent Living, Inc. (DSIL). DSIL just recently acquired the support of the Bicycle Pedestrian Advisory Committee for a new proposed fundraiser for the local area being planned that will include bicycle riders.

I have a long history with the Transportation Disadvantaged (TD) Program statewide and some of those activities are listed below:

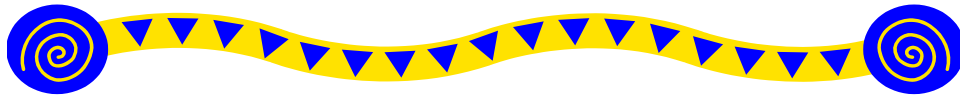
- I have served as the co-chair (1991) of the first federally funded Project Action study to research and implement inter-county coordination of paratransit and TD services in Dade, Broward and Palm Beach Counties. The project was implemented between the three counties and continues today to be a success.
- I was recognized by the Florida Transportation Disadvantaged Commission as the lobbyist who contributed to the passing of the legislation that implemented the ability for citizens to donate funds to their local TD Program when they renew their vehicle registration.
- I was appointed to the Broward County TD Local Coordinating Board and served on the board for 4 years.
- I have presented as a speaker and trainer at the statewide TD Conferences for 4 years and I am a recognized expert on the Americans with Disabilities Act and paratransit services.

As a representative for our community's citizens, I have used the fixed route system when training some of our consumers who are utilizing service animals. I am eligible for the paratransit services but I currently utilize my own vehicle for transportation.

I relocated to Volusia County 6.5 years ago and have gradually finished my appointments to various boards statewide and am now seeking the opportunity to serve my local community. Thank you for consideration of my proposal.

Respectfully,

Julie M. Shaw, CEO



Update Concerning Medicaid NET

The new Medicaid transportation provider for Volusia is **MTM** (Medical Transportation Management)

Medicaid customers may call for trips at the following number:

866-855-4782

