



# River to Sea TPO Quality Assurance Committee Meeting

July 10, 2024

9:30 am



**QAC Meeting  
July 10, 2024**

## **I. CALL TO ORDER/ROLL CALL/DETERMINATION OF QUORUM**



**QAC Meeting  
July 10, 2024**

## **II. PUBLIC COMMENT/PARTICIPATION**



**QAC Meeting  
July 10, 2024**

### **III. ACTION ITEMS**

**A. REVIEW AND APPROVAL OF THE JANUARY 10, 2024  
QAC MEETING MINUTES**



**QAC Meeting  
July 12, 2023**

### **III. ACTION ITEMS**

**B. REVIEW AND RECOMMEND APPROVAL OF THE 2024  
TRANSPORTATION DISADVANTAGEDSERVICE PLAN (TDSP)  
MINOR UPDATE (ROLL CALL VOTE REQUIRED)**

# Transportation Disadvantaged Service Plan

Minor Update 2023 2024



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

Prepared By  
River to Sea Transportation Planning Organization (R2CTPO)

July 2023 2024

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## 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.

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 Transportation Planning Organization (R2CTPO) Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

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

Goal 3: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.

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

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

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

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

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

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

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

Strategy 3.2.4: Implement Votran/SunRail joint ticketing program.

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

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

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

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

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

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

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

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

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

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

Strategy 5.1.3: 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 to meet the transportation disadvantaged demand and mobility needs in Volusia County.

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

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

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

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

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

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

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

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

## Implementation Plan

The Implementation Plan has been developed during the most recent TDSP major update. 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 2023 2024.

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 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 ~~2022~~ 2023.

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 reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on



schedule.

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

The updated Transit Development Design Guidelines (TDDG) were adopted in June 2016 and published on [www.Votran.org](http://www.Votran.org). 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, 10 of the 31 management team members were women, and among them, 1 is a minority woman. Overall 31% 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 2023 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 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 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 Votran received awards at the 2022 FPTA & CTD Annual Conference in the following categories:

- Florida Public Transportation Association Bus Safety Gold Award.
- Operator of the Year (3<sup>rd</sup> Place) Award - Davidson
- 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 2020, Votran launched a new service in Daytona Beach to serve the Tanger Outlets and Tomoka Town Center Malls. The changes include a modification to the existing Route 11 on Mondays-Saturdays in the daytime, modifications to the existing Route 10 on Sundays, and the addition of a new Route 11 at night. Marketing efforts include: mailers to locations near the malls, a bus wrap, community outreach to shoppers and employees, radio advertisements and interviews, and social media posts. 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 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 BPAC, the CAC, and the TCC. The Transit Services Division staff, as stakeholders or participants, also attends the R2CTPO's special study meetings, such as Bus Stop Improvement Plan (Phase I) and ITS Master Plan meeting, as well as the R2CTPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. 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 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. Votran 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.

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 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 ~~2022~~ 2023.

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 and reviewed and approved via roll call by the TDLCB in July 2021. This is the ~~second~~ third annual update. Quarterly progress reports were submitted in a timely manner, and the AER was submitted concurrently with the AOR for review by the CTD in September 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 ~~2023~~ 2024.

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 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, Voltran staff work to ensure that the newly installed bus stop meets all design standards for FDOT and FTA guidelines.

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

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

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

The River to Sea TPO is committed to public transportation as an essential alternative form of mobility for those who do not have access to private transportation. In addition, public transportation provides an efficient alternative to the private automobile, helping to relieve pressure in congested corridors. The TPO has ascertained the importance of ensuring transit, which inherently receives a small amount of Federal Funding relative to highway funding, is part of the diversification of highways and other modes of transportation. As Volusia County faces increasing travel demands on the transportation infrastructure, the TPO and 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. Voltran established a coordinating agreement with WORC allowing for their FDOT grant to be awarded for their transportation program. In 2022, the Transit Services Division replaced 12 paratransit vehicles utilizing the grant funds from a number of FDOT and FTA sources including Section 5310, Section 5339, Section 5307 and the TPO-SU funds. In 2023, the Transit Services Division did not replace any paratransit vehicles, but thirteen vehicles are on order.

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 June 2020, fifty-nine (59) riders participated in the Commute with Enterprise Program.~~ In 2023, thirty-one (31) 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 ~~system~~ receives its county funding support from the General Revenue Fund. ~~Current funding from Volusia County Government has supported Votran service changes as follows:~~

- ~~• Replacing Fixed Route 24 with Transportation Disadvantaged (TD) Service~~
- ~~• Eliminating Fixed Route 25~~
- ~~• Converting Fixed Route 44 to Flex Service (Flex 42/Flex 43/Flex 44)~~
- ~~• Routes 3, 4, 11, 60: run hourly during the midday period, from 10:00 a.m. to 3:00 p.m.~~
- ~~• Route 10: runs hourly at all times~~

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 2022 2023 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 2023-2024 2024-2025.

## 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 ~~second~~ third 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
<b>System Administration &amp; Education</b>				
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	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	2024 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	2023 ongoing	N/A
<b>Service Delivery</b>				
Develop phased implementation plan to improve accessibility at bus stop locations.	Objective 5.1	Transit Services Division	2023 ongoing	\$30,000- \$125,000
Develop a driver recruitment program and training initiative to attract new paratransit operators.	Objective 1.3	Transit Services Division	2023 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	2023 2025	\$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	2024 2025	N/A
<b>Policy</b>				
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	2023 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	2023 2024	N/A
<b>Technology</b>				
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	2023 2025	Varies

## Appendix B

Volusia County TD Rate Model FY ~~2023-24~~ 2024-25

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 <b>ACTUALS</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2024</b> to Sept 30th of <b>2025</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox	\$ 116,061	\$ 120,000	\$ 125,000	3.4%	4.2%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 45,062	\$ 50,000	\$ 55,000	11.0%	10.0%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 110,857	\$ 463,000	\$ 565,628	317.7%	22.2%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

Only the CTD grant required match in 23 . IN 24 the 5311 will go back to 50/50. The 5307 used for PM and 3rd party only requires toll revenue credits and does not require a cash match. But does require some sort of revenue to pay for the un reimbursed 50%. The majority of the cash shown is a necessary plug as required to balance the budget for this rate model.

### CTD

Non-Spons. Trip Program	\$ 997,721	\$ 1,440,000	\$ 1,397,372	44.3%	-3.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 565,071	\$ 580,000	\$ 590,000	2.6%	1.7%	
49 USC 5310						
49 USC 5311 (Operating)	\$ 350,653	\$ 300,000	\$ 264,000	-14.4%	-12.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

5307/100% of maintenance salary costs allocated to TD. 5397 3rd party contractors % of contractor trips that are TD. 5311 consists of a rural ada prtion and rural TD. Just revenue related to TD is reported here . ADA rural in not applicable to the TD rate model and should be excluded.

### AHCA

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

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

### APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DJJ

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

### Other Fed or State

# 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 <b>ACTUALS</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2024</b> to Sept 30th of <b>2025</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

xxx						
xxx						
xxx						
Bus Pass Program Revenue						
<b>Other Revenues</b>						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
		None	None			
Total Revenues =		\$2,185,425	\$2,953,000	\$2,997,000	35.1%	1.5%

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

Operating Expenditures					
Labor	\$ 809,007	\$ 850,000	\$ 865,000	5.1%	1.8%
Fringe Benefits	\$ 305,052	\$ 325,000	\$ 335,000	6.5%	3.1%
Services	\$ 994,481	\$ 1,000,000	\$ 1,000,000	0.6%	0.0%
Materials and Supplies	\$ 404,779	\$ 425,000	\$ 430,000	5.0%	1.2%
Utilities	\$ 16,811	\$ 18,000	\$ 20,000	7.1%	11.1%
Casualty and Liability	\$ 32,671	\$ 35,000	\$ 37,000	7.1%	5.7%
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	\$ 290,893	\$ 300,000	\$ 310,000	3.1%	3.3%
Capital Expenditures					
Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
PROFIT					
ACTUAL YEAR LOSS					
	(\$668,269)				
Total Expenditures =	\$2,853,694	\$2,953,000	\$2,997,000	3.5%	1.5%

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.

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
	2024
	to
	Sept 30th of
	2025
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	\$ 125,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 55,000
<b>Bus Pass Program Revenue</b>	\$ -

### Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 565,628
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### CTD

Non-Spons. Trip Program	\$ 1,397,372
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### USDOT & FDOT

49 USC 5307	\$ 590,000
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 264,000
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### AHCA

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

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

### APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### DJJ

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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 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 = 596,301

Rate Per Passenger Mile = \$ 4.17

Total Projected Passenger Trips = 34,828

Rate Per Passenger Trip = \$ 71.35

Fiscal Year

2024 - 2025

Avg. Passenger Trip Length = 17.1 Miles

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

Rate Per Passenger Mile = \$ 6.15

Rate Per Passenger Trip = \$ 105.24

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

#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



Worksheet for Multiple Service Rates

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

CTC: Volusia County<sup>1</sup> Version 1.4  
County: Volusia County

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 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
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input 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
Leave Blank	Leave Blank	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

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

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

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

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

## Worksheet for Multiple Service Rates

CTC: Volusia County 'Version 1.4  
County: Volusia County

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

### SECTION III: Escort Service

- Do you want to charge all escorts a fee?.....  
☐ Yes  
☒ No  
**Skip #2 - 4 and Section IV and Go to Section V**
- If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
per passenger mile?.....  
☐ Pass. Trip **Leave Blank**  
☒ Pass. Mile
- 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
- How much will you charge each escort?.....  Leave Blank

### SECTION IV: Group Service Loading

- 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:

- 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: 2024 - 2025					
	Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	596,301	= 506,957	+ 89,344	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =	\$3.76	\$6.45	\$0.00	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	34,828	= 27,407	+ 7,421	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =	\$61.92	\$106.15	\$0.00	\$0.00	\$0.00
				per passenger	per group
Combination Trip and Mile Rate					
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =	\$3.76	\$6.45	\$0.00	\$0.00	\$0.00
				per passenger	per group

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

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$5.55	\$9.52	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$91.34	\$156.58	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				



**QAC Meeting**  
**July 10, 2024**

- IV. STAFF COMMENTS**
- V. QAC CHAIRPERSON COMMENTS**
- VI. QAC MEMBER COMMENTS**
- VII. ADJOURNMENT**



# River to Sea TPO TDLCB Meeting

July 10, 2024

10:00 am



**TDLCB Meeting  
July 10, 2024**

**I. CALL TO ORDER/ROLL CALL/DETERMINATION OF  
QUORUM/PLEDGE OF ALLEGIANCE**





**TDLCB Meeting  
July 10, 2024**

## **II. PUBLIC COMMENT/PARTICIPATION**





## **TDLCB Meeting July 10, 2024**

### **III. ACTION ITEMS**

#### **A. REVIEW AND APPROVAL OF THE APRIL 10, 2024 TDLCB MEETING MINUTES**



**TDLCB Meeting  
July 10, 2024**

### **III. ACTION ITEMS**

**B. REVIEW AND APPROVAL OF VOTRAN'S MONTHLY  
PARATRANSIT REPORTS**

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	FEB, 2024 VOTRAN	FEB, 2023 VOTRAN	FEB, 2024 CONTRACTED	FEB, 2023 CONTRACTED	FEB, 2024 TOTAL	FEB, 2023 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>10,374</b>	<b>10,786</b>	<b>8,283</b>	<b>7,611</b>	<b>18,657</b>	<b>18,397</b>
<b>TRIP PURPOSE</b>						
Medical	3,677	3,495	2,839	2,953	6,516	6,448
Nutrition	1,219	1,114	173	106	1,392	1,220
Other	164	242	262	136	426	378
Education	2,529	3,038	1,801	1,632	4,330	4,670
Shopping	727	816	680	523	1,407	1,339
Work	2,058	2,081	2,528	2,261	4,586	4,342
<b>PASSENGER TYPE</b>						
Disabled	10,322	10,469	8,283	7,611	18,605	18,080
Elderly	51	317	0	0	51	317
Child	1	0	0	0	1	0
<b>TRIP TYPE</b>						
Ambulatory	7,853	8,463	6,505	5,700	14,358	14,163
Wheelchair	2,521	2,323	1,778	1,911	4,299	4,234
<b>TOTAL COMPLAINTS</b>	<b>10</b>	<b>7</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>17</b>
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	1	0	1
Early	0	0	0	0	0	0
Late	2	5	0	5	2	10
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	8	2	1	4	9	6
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>696</b>	<b>776</b>	<b>570</b>	<b>418</b>	<b>1,266</b>	<b>1,194</b>
<b>NO SHOWS</b>	<b>516</b>	<b>437</b>	<b>423</b>	<b>236</b>	<b>939</b>	<b>673</b>
<b>REVENUE MILES</b>	<b>107,441</b>	<b>102,443</b>	<b>64,345</b>	<b>54,647</b>	<b>171,786</b>	<b>157,090</b>
<b>REVENUE HOURS</b>	<b>6,545</b>	<b>5,647</b>	<b>4,390</b>	<b>3,922</b>	<b>10,935</b>	<b>9,569</b>

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	MAR, 2024 VOTRAN	MAR, 2023 VOTRAN	MAR, 2024 CONTRACTED	MAR, 2023 CONTRACTED	MAR, 2024 TOTAL	MAR, 2023 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>10,563</b>	<b>11,869</b>	<b>7,838</b>	<b>8,755</b>	<b>18,401</b>	<b>20,624</b>
<b>TRIP PURPOSE</b>						
Medical	3,737	4,269	2,699	3,451	6,436	7,720
Nutrition	1,233	1,235	193	141	1,426	1,376
Other	208	227	201	150	409	377
Education	2,400	2,929	1,710	1,780	4,110	4,709
Shopping	766	912	665	614	1,431	1,526
Work	2,219	2,297	2,370	2,619	4,589	4,916
<b>PASSENGER TYPE</b>						
Disabled	10,495	11,419	7,837	8,788	18,332	20,207
Elderly	68	451	1	0	69	451
Child	0	0	0	0	0	0
<b>TRIP TYPE</b>						
Ambulatory	7,998	9,273	6,178	6,689	14,176	15,962
Wheelchair	2,565	2,596	1,660	2,066	4,225	4,662
<b>TOTAL COMPLAINTS</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>15</b>
Discourtesy	0	1	0	1	0	2
Safety	0	0	0	1	0	1
Early	0	0	0	1	0	1
Late	0	5	2	1	2	6
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	5	1	1	4	6	5
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>620</b>	<b>805</b>	<b>468</b>	<b>607</b>	<b>1,088</b>	<b>1,412</b>
<b>NO SHOWS</b>	<b>557</b>	<b>486</b>	<b>420</b>	<b>366</b>	<b>977</b>	<b>852</b>
<b>REVENUE MILES</b>	<b>93,911</b>	<b>113,102</b>	<b>58,718</b>	<b>66,476</b>	<b>152,629</b>	<b>179,578</b>
<b>REVENUE HOURS</b>	<b>5,433</b>	<b>6,264</b>	<b>3,344</b>	<b>4,521</b>	<b>8,777</b>	<b>10,785</b>

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	APRIL, 2024 VOTRAN	APRIL, 2023 VOTRAN	APRIL, 2024 CONTRACTED	APRIL, 2023 CONTRACTED	APRIL, 2024 TOTAL	APRIL, 2023 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>10,874</b>	<b>11,284</b>	<b>7,879</b>	<b>7,705</b>	<b>18,753</b>	<b>18,989</b>
<b>TRIP PURPOSE</b>						
Medical	3,865	4,057	2,692	2,868	6,557	6,925
Nutrition	1,256	1,011	174	140	1,430	1,151
Other	183	167	165	133	348	300
Education	2,475	2,986	1,729	1,615	4,204	4,601
Shopping	744	904	658	543	1,402	1,447
Work	2,351	2,159	2,461	2,406	4,812	4,565
<b>PASSENGER TYPE</b>						
Disabled	10,526	10,908	7,844	7,705	18,370	18,613
Elderly	348	376	35	0	383	376
Child	0	0	0	0	0	0
<b>TRIP TYPE</b>						
Ambulatory	8,276	8,617	6,107	6,042	14,383	14,659
Wheelchair	2,598	2,667	1,772	1,662	4,370	4,329
<b>TOTAL COMPLAINTS</b>	<b>4</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>15</b>	<b>19</b>
Discourtesy	0	0	0	0	0	0
Safety	0	0	3	1	3	1
Early	0	0	1	0	1	0
Late	2	4	6	1	8	5
Driver	0	0	0	0	0	0
Schedule/Routes	0	6	0	6	0	12
Vehicle/Equipment	0	0	0	0	0	0
Other	2	1	1	0	3	1
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>658</b>	<b>702</b>	<b>477</b>	<b>487</b>	<b>1,135</b>	<b>1,189</b>
<b>NO SHOWS</b>	<b>90</b>	<b>508</b>	<b>66</b>	<b>353</b>	<b>156</b>	<b>861</b>
<b>REVENUE MILES</b>	<b>93,450</b>	<b>104,926</b>	<b>61,254</b>	<b>59,561</b>	<b>154,704</b>	<b>164,487</b>
<b>REVENUE HOURS</b>	<b>5,411</b>	<b>5,863</b>	<b>4,386</b>	<b>4,016</b>	<b>9,797</b>	<b>9,879</b>



**TDLCB Meeting  
July 10, 2024**

### **III. ACTION ITEMS**

**C. REVIEW AND APPROVAL OF THE 2024 TRANSPORTATION  
DISADVANTAGED SERVICE PLAN (TDSP) MINOR UPDATE  
(ROLL CALL VOTE REQUIRED)**

# Transportation Disadvantaged Service Plan

Minor Update 2023 2024



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

Prepared By  
River to Sea Transportation Planning Organization (R2CTPO)

July 2023 2024

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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.

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 Transportation Planning Organization (R2CTPO) Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

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

Goal 3: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.

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

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

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

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

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

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

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

Strategy 3.2.4: Implement Votran/SunRail joint ticketing program.

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

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

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

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

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

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

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

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

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

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

Strategy 5.1.3: 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 to meet the transportation disadvantaged demand and mobility needs in Volusia County.

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

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

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

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

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

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

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

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

## Implementation Plan

The Implementation Plan has been developed during the most recent TDSP major update. 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 2023 2024.

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 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 ~~2022~~ 2023.

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 reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on

schedule.

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

The updated Transit Development Design Guidelines (TDDG) were adopted in June 2016 and published on [www.Votran.org](http://www.Votran.org). 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, 10 of the 31 management team members were women, and among them, 1 is a minority woman. Overall 31% 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 2023 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 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 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 Votran received awards at the 2022 FPTA & CTD Annual Conference in the following categories:

- Florida Public Transportation Association Bus Safety Gold Award.
- Operator of the Year (3<sup>rd</sup> Place) Award - Davidson
- 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 2020, Votran launched a new service in Daytona Beach to serve the Tanger Outlets and Tomoka Town Center Malls. The changes include a modification to the existing Route 11 on Mondays-Saturdays in the daytime, modifications to the existing Route 10 on Sundays, and the addition of a new Route 11 at night. Marketing efforts include: mailers to locations near the malls, a bus wrap, community outreach to shoppers and employees, radio advertisements and interviews, and social media posts. 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 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 BPAC, the CAC, and the TCC. The Transit Services Division staff, as stakeholders or participants, also attends the R2CTPO's special study meetings, such as Bus Stop Improvement Plan (Phase I) and ITS Master Plan meeting, as well as the R2CTPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. 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 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. Votran 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.

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 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 ~~2022~~ 2023.

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 and reviewed and approved via roll call by the TDLCB in July 2021. This is the ~~second~~ third annual update. Quarterly progress reports were submitted in a timely manner, and the AER was submitted concurrently with the AOR for review by the CTD in September 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 ~~2023~~ 2024.

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 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 TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

The River to Sea TPO is committed to public transportation as an essential alternative form of mobility for those who do not have access to private transportation. In addition, public transportation provides an efficient alternative to the private automobile, helping to relieve pressure in congested corridors. The TPO has ascertained the importance of ensuring transit, which inherently receives a small amount of Federal Funding relative to highway funding, is part of the diversification of highways and other modes of transportation. As Volusia County faces increasing travel demands on the transportation infrastructure, the TPO and 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 2022, the Transit Services Division replaced 12 paratransit vehicles utilizing the grant funds from a number of FDOT and FTA sources including Section 5310, Section 5339, Section 5307 and the TPO-SU funds. In 2023, the Transit Services Division did not replace any paratransit vehicles, but thirteen vehicles are on order.

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 June 2020, fifty-nine (59) riders participated in the Commute with Enterprise Program.~~ In 2023, thirty-one (31) 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 ~~system~~ receives its county funding support from the General Revenue Fund. ~~Current funding from Volusia County Government has supported Votran service changes as follows:~~

- ~~• Replacing Fixed Route 24 with Transportation Disadvantaged (TD) Service~~
- ~~• Eliminating Fixed Route 25~~
- ~~• Converting Fixed Route 44 to Flex Service (Flex 42/Flex 43/Flex 44)~~
- ~~• Routes 3, 4, 11, 60: run hourly during the midday period, from 10:00 a.m. to 3:00 p.m.~~
- ~~• Route 10: runs hourly at all times~~

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 2022 2023 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 2023-2024 2024-2025.

## 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 ~~second~~ third 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
<b>System Administration &amp; Education</b>				
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	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	2024 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	2023 ongoing	N/A
<b>Service Delivery</b>				
Develop phased implementation plan to improve accessibility at bus stop locations.	Objective 5.1	Transit Services Division	2023 ongoing	\$30,000- \$125,000
Develop a driver recruitment program and training initiative to attract new paratransit operators.	Objective 1.3	Transit Services Division	2023 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	2023 2025	\$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	2024 2025	N/A
<b>Policy</b>				
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	2023 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	2023 2024	N/A
<b>Technology</b>				
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	2023 2025	Varies

## Appendix B

Volusia County TD Rate Model FY ~~2023-24~~ 2024-25

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 <b>ACTUALS</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2024</b> to Sept 30th of <b>2025</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox	\$ 116,061	\$ 120,000	\$ 125,000	3.4%	4.2%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 45,062	\$ 50,000	\$ 55,000	11.0%	10.0%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 110,857	\$ 463,000	\$ 565,628	317.7%	22.2%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

Only the CTD grant required match in 23 . IN 24 the 5311 will go back to 50/50. The 5307 used for PM and 3rd party only requires toll revenue credits and does not require a cash match. But does require some sort of revenue to pay for the un reimbursed 50%. The majority of the cash shown is a necessary plug as required to balance the budget for this rate model.

### CTD

Non-Spons. Trip Program	\$ 997,721	\$ 1,440,000	\$ 1,397,372	44.3%	-3.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 565,071	\$ 580,000	\$ 590,000	2.6%	1.7%	
49 USC 5310						
49 USC 5311 (Operating)	\$ 350,653	\$ 300,000	\$ 264,000	-14.4%	-12.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

5307/100% of maintenance salary costs allocated to TD. 5397 3rd party contractors % of contractor trips that are TD. 5311 consists of a rural ada prtion and rural TD. Just revenue related to TD is reported here . ADA rural in not applicable to the TD rate model and should be excluded.

### AHCA

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

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

### APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DJJ

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

### Other Fed or State

# 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 <b>ACTUALS</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2024</b> to Sept 30th of <b>2025</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

xxx						
xxx						
xxx						
Bus Pass Program Revenue						
<b>Other Revenues</b>						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
		None	None			
Total Revenues =		\$2,185,425	\$2,953,000	\$2,997,000	35.1%	1.5%

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

Operating Expenditures						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.
Labor	\$ 809,007	\$ 850,000	\$ 865,000	5.1%	1.8%	
Fringe Benefits	\$ 305,052	\$ 325,000	\$ 335,000	6.5%	3.1%	
Services	\$ 994,481	\$ 1,000,000	\$ 1,000,000	0.6%	0.0%	
Materials and Supplies	\$ 404,779	\$ 425,000	\$ 430,000	5.0%	1.2%	
Utilities	\$ 16,811	\$ 18,000	\$ 20,000	7.1%	11.1%	
Casualty and Liability	\$ 32,671	\$ 35,000	\$ 37,000	7.1%	5.7%	
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	\$ 290,893	\$ 300,000	\$ 310,000	3.1%	3.3%	
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
PROFIT						
ACTUAL YEAR LOSS		(\$668,269)				
Total Expenditures =	\$2,853,694	\$2,953,000	\$2,997,000	3.5%	1.5%	

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
	2024
	to
	Sept 30th of
	2025
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	\$ 125,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 55,000
<b>Bus Pass Program Revenue</b>	\$ -

### Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 565,628
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### CTD

Non-Spons. Trip Program	\$ 1,397,372
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### USDOT & FDOT

49 USC 5307	\$ 590,000
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 264,000
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### AHCA

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

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

### APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### DJJ

DJJ	\$ -
-----	------

\$ 125,000	\$ -	
	\$ -	
	\$ -	
\$ -	\$ -	
\$ 55,000	\$ -	
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\$ 239,264	\$ 326,364	
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\$ 1,397,372	\$ -	\$ -
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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 Volusia County  
County: Volusia County

Version 1.4

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

### PROGRAM-WIDE RATES

Total Projected Passenger Miles = 596,301

Rate Per Passenger Mile = \$ 4.17

Total Projected Passenger Trips = 34,828

Rate Per Passenger Trip = \$ 71.35

Fiscal Year

2024 - 2025

Avg. Passenger Trip Length = 17.1 Miles

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

Rate Per Passenger Mile = \$ 6.15

Rate Per Passenger Trip = \$ 105.24

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

#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

CTC: Volusia County<sup>1</sup> Version 1.4  
County: Volusia County

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 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
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input 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
Leave Blank	Leave Blank	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

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: 2024 - 2025			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		596,301	= 506,957	+ 89,344	+ Leave Blank
Rate per Passenger Mile =		\$3.76	\$6.45	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		34,828	= 27,407	+ 7,421	+ Leave Blank
Rate per Passenger Trip =		\$61.92	\$106.15	\$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 less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$3.76	\$6.45	\$0.00	\$0.00
				per passenger	per group

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

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$5.55	\$9.52	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$91.34	\$156.58	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				



**TDLCB Meeting  
July 10, 2024**

### **III. ACTION ITEMS**

#### **D. REVIEW AND APPROVAL OF THE 2024 TDLCB BYLAWS**

**BYLAWS OF THE  
RIVER TO SEA 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 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 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: **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: **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 ~~12<sup>th</sup>~~ 10<sup>th</sup> day of ~~July 2023~~ July 2024.

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

**ATTEST:**

\_\_\_\_\_  
**Donna ~~King~~ Ralston, Recording Secretary  
River to Sea Transportation Planning Organization**



**TDLCB Meeting  
July 10, 2024**

## **IV. PRESENTATION ITEMS**

### **A. PRESENTATION AND DISCUSSION OF VOTRAN'S PROPOSED FARE CHANGES**



# VOTRAN FY 24-25 PROPOSED FARE INCREASE

PRESENTATION AT JULY 2024 TDLCB MEETING

# Proposed Fare Increase: Fixed Route



Service Category	Current	Proposed
Base Fare	\$1.75	\$2.00
Reduced Fare	\$0.85	\$1.00
Day Pass	\$3.75	\$4.00
Day Pass – Reduced Fare	\$1.85	\$2.00
3-Day Pass	\$7.50	\$8.00
3-Day Pass – Reduced Fare	\$3.75	\$4.00
7-day Pass	\$13.00	\$15.00
7-Day Pass – Reduced Fare	\$6.50	\$7.50
31-day Pass	\$46.00	\$50.00
31-Day Pass – Reduced Fare	\$23.00	\$25.00
10 Ride Pass	\$16.50	Discontinued
10 Ride Pass – Reduced Fare	\$7.50	Discontinued

# Proposed Fare Increase: Votran Gold



- Fares are proposed to rise from \$3.00 to \$4.00 per trip

# Proposed Fare Increase: VoRide



- Current Fare: \$2.00 (\$1.00 for Reduced Fare eligible passengers) regardless of trip length.
- Proposed Fare:
  - Base Fare \$2.00 for trips under 8 miles in length (\$1.00 for reduced fare)
  - Length Surcharges:
    - +\$1.00 (\$.50) for trips between 8 and 15 miles
    - +\$2.00 (\$1.00) for trips between 15 and 20 miles
  - Trips 20 miles or more no longer allowed
- Intermodal Trips (connections with Votran bus) are free, rider pays Votran bus fare.





THANK YOU

COMMENTS / QUESTIONS?

PRESENTATION AT JULY 2024 TDLCB MEETING



**TDLCB Meeting  
July 10, 2024**

## **IV. PRESENTATION ITEMS**

### **B. PRESENTATION AND DISCUSSION: 60 YEARS OF THE FEDERAL TRANSIT PROGRAM**

***FTA Video Link***



**TDLCB Meeting  
July 10, 2024**

## **V. STAFF COMMENTS**



**TDLCB Meeting  
July 10, 2024**

## **VI. TDLCB CHAIRPERSON COMMENTS**



**TDLCB Meeting  
July 10, 2024**

## **VII. TDLCB MEMBER COMMENTS**



## **TDLCB Meeting July 10, 2024**

### **VIII. INFORMATION ITEMS**

- Form 8B Memorandum of Voting Conflict
- Letters of Support for Volusia County's FTA Grant Applications
- River to Sea TPO Board Meeting Summaries
- River to Sea TPO Outreach & Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- SunRail New Ticketing System
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List
- TDLCB Meeting Summary - April 10, 2024

FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME Ledgerwood, Jamie		NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE River to Sea TPO TDLCB Meeting	
MAILING ADDRESS 719 S Woodland Blvd.		THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF: <input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input checked="" type="checkbox"/> OTHER LOCAL AGENCY	
CITY DeLand	COUNTY Volusia	NAME OF POLITICAL SUBDIVISION:	
DATE ON WHICH VOTE OCCURRED 4/10/24		MY POSITION IS: <input type="checkbox"/> ELECTIVE <input checked="" type="checkbox"/> APPOINTIVE	

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office MUST ABSTAIN from voting on a measure which would inure to his or her special private gain or loss. Each elected or appointed local officer also MUST ABSTAIN from knowingly voting on a measure which would inure to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent, subsidiary, or sibling organization of a principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies (CRAs) under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a “relative” includes only the officer’s father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A “business associate” means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

\* \* \* \* \*

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting; and

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

\* \* \* \* \*

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you are not prohibited by Section 112.3143 from otherwise participating in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on page 2)

**APPOINTED OFFICERS (continued)**

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

**DISCLOSURE OF LOCAL OFFICER'S INTEREST**

I, Jamie Ledgerwood, hereby disclose that on April 10, 20 24 :

(a) A measure came or will come before my agency which (check one or more)

- ☐ inured to my special private gain or loss;
- ☐ inured to the special gain or loss of my business associate, \_\_\_\_\_ ;
- ☐ inured to the special gain or loss of my relative, \_\_\_\_\_ ;
- ☒ inured to the special gain or loss of the Florida Department of Transportation, by whom I am retained; or
- ☐ inured to the special gain or loss of \_\_\_\_\_, which is the parent subsidiary, or sibling organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

**Member Comments:**

A Motion to provide a letter of support from the TDLCB regarding an FTA Section 5339 (c) Low or No Emission grant application.

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

04/15/2024 | 10:46 AM EDT

Date Filed

DocuSigned by:  
Jamie Ledgerwood  
Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.





April 24, 2024

FILE: SCHL-2024-03

Mr. Matt Lange, Acting Low or No Emission Program Manager  
Federal Transit Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

Subject: Application of the County of Volusia d/b/a Votran for the FTA-2024-003-TPM-LWNO FY 2024  
Competitive Funding Opportunity: Low or No Emission Grant Program (Federal Assistance Listing:  
20.526)

Dear Mr. Lange:

The River to Sea Transportation Planning Organization (TPO) is the duly designated and constituted body responsible for carrying out the urban transportation planning and programming process, including transportation disadvantaged planning, as authorized by Section 427.0159, Florida Statutes and Rule 41-2, Florida Administrative Code.

It is our understanding that the County of Volusia d/b/a Votran is applying to the Federal Transit Administration's Low or No Emission Grant Program for FY 2024 funding to purchase eight propane fueled paratransit cutaway buses to be used for Paratransit services within Volusia County.

The River to Sea TPO recognizes the importance of sustainable and environmentally friendly transportation solutions, and we believe that the acquisition of these propane vehicles aligns with our shared goals. By investing in clean energy technology, we can reduce emissions, improve air quality, and contribute to the overall well-being of our community.

The River to Sea TPO is supportive of this project and believes it will have an impact by improving cost efficiency and providing an eco-friendly sustainable solution to public transportation service within Volusia County.

Volusia County d/b/a Votran has consistently demonstrated a commitment to providing efficient and accessible transit services to residents and visitors alike. The addition of these paratransit propane vehicles will not only enhance the quality of service but also showcase leadership in adopting eco-friendly practices in public transportation.

Sincerely,

Matt Reinhart, Volusia County Council, District 2 Representative  
Chairperson, River to Sea TPO Transportation Disadvantaged Local Coordinating Board

cc: Colleen Nicoulin, Executive Director, River to Sea TPO  
Bobbie G. King, Director, Volusia County Transit Services Division

Beverly Beach	DeBary	Flagler Beach	New Smyrna Beach	Palm Coast	South Daytona
Bunnell	DeLand	Flagler County	Oak Hill	Pierson	Volusia County
Daytona Beach	Deltona	Holly Hill	Orange City	Ponce Inlet	
Daytona Beach Shores	Edgewater	Lake Helen	Ormond Beach	Port Orange	



April 24, 2024

FILE: SCHL-2024-04

Mr. Matt Lange, Acting Low or No Emission Program Manager  
Federal Transit Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

Subject: Application of the County of Volusia d/b/a Votran for the FTA-2024-004-TPM-BUS FY 2024 Competitive Funding Opportunity: Buses and Bus Facilities Grant Program (Federal Assistance Listing: 20.526)

Dear Mr. Lange:

The River to Sea Transportation Planning Organization (TPO) is the duly designated and constituted body responsible for carrying out the urban transportation planning and programming process, including transportation disadvantaged planning, as authorized by Section 427.0159, Florida Statutes and Rule 41-2, Florida Administrative Code.

It is our understanding that the County of Volusia d/b/a Votran is applying to the Federal Transit Administration's Buses and Bus Facilities Grant Program for FY 2024 funding to purchase eight propane fueled paratransit cutaway buses to be used for Paratransit services within Volusia County.

The River to Sea TPO recognizes the importance of sustainable and environmentally friendly transportation solutions, and we believe that the acquisition of these propane vehicles aligns with our shared goals. By investing in clean energy technology, we can reduce emissions, improve air quality, and contribute to the overall well-being of our community.

The River to Sea TPO is supportive of this project and believes it will have an impact by improving cost efficiency and providing an eco-friendly sustainable solution to public transportation service within Volusia County.

Should the funds be awarded, we are confident that Volusia County d/b/a Votran will efficiently implement this project, resulting in tangible benefits for passengers, the environment, and the community.

Sincerely,

Matt Reinhart, Volusia County Council, District 2 Representative  
Chairperson, River to Sea TPO Transportation Disadvantaged Local Coordinating Board

cc: Colleen Nicoulin, Executive Director, River to Sea TPO  
Bobbie G. King, Director, Volusia County Transit Services Division



## SunCard Holders

### New Card Costs

- Current **YELLOW** SunCards will no longer be valid beginning Monday, June 17, 2024
- A new **BLUE** SunCard must be purchased at a SunRail station Ticket Vending Machine only
- A new **BLUE** SunCard is FREE from June 17 – 21, 2024
- After the free period, you can purchase a new SunCard for a limited promotional price of 25 cents at any station Ticket Vending Machine
- All new SunCards will cost \$5.00 after December 31, 2024.

### Transferring Your Value

- Once you have your new BLUE SunCard, you can transfer any remaining value from your old account by visiting [www.SunRail.com](http://www.SunRail.com) beginning Monday, June 17, 2024
- Your SunCard value can be transferred to a Mobile Ticket account as well as a new SunCard account

## Mobile Ticket Users

- Mobile ticket users will have no change to their daily routine

## Paper Ticket Customers (LUMS)

- Paper ticket users will only need to use the new TVMs - no other changes

## Bus Transfers

- Transfer discount process stays the same at the TVM

## Customer Service

- For specific questions, please call SunRail Customer Service at 855-724-5411





**TDLCB Meeting  
July 10, 2024**

## **IX. ADJOURNMENT**

**The next TDLCB meeting will be on October 9, 2024**