



## MEETING NOTICE

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

**DATE:** Wednesday, July 13, 2011

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

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

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County Chair Frank T. Bruno, Jr., Chairman Presiding

### AGENDA

- I. **CALL TO ORDER / ROLL CALL / DETERMINATION OF QUORUM**
- II. **PUBLIC COMMENT/PARTICIPATION** (Length of time at the discretion of the Chair)
- III. **COMMITTEE REPORTS** (Enclosure, Page 3)
- IV. **ACTION ITEMS**
  - A) **APPROVAL OF MAY 11, 2011 MEETING MINUTES** (Contact: Pamela Blankenship) (Enclosure, pages 4-10)
  - B) **REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT** (Contact: Heather Blanck) (Enclosure, pages 11-13)
  - C) **ANNUAL REVIEW AND APPROVAL OF THE GRIEVANCE PROCEDURES OF THE VOLUSIA TPO'S TDLCB AND ASSOCIATED TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) AMENDMENT** (Contact: Carole M. Hinkley) (Enclosure, pages 14-22)

**IV. ACTION ITEMS (continued)**

- D) ANNUAL REVIEW AND APPROVAL OF THE BY-LAWS OF THE VOLUSIA TPO'S TDLCB** (Contact: Carole M. Hinkley) (Enclosures, pages 23-29)
- E) REVIEW AND APPROVAL OF 2011 ANNUAL UPDATE/AMENDMENT TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)**  
**Roll Call Vote Required** (Contact: Carole M. Hinkley) (Enclosure, pages 30-58)
- F) OVERVIEW OF FDOT DISTRICT 5 COMMUNITY AWARENESS PLANS AND APPOINTMENT OF MEMBER AS POINT OF CONTACT FROM THE TDLCB MEMBERSHIP** (Contact: Carole M. Hinkley) (Enclosure, page 59)

**V. DISCUSSION ITEMS AND PRESENTATIONS**

- A) UPDATE ON MEDICAID REFORM AND MEDICAID NON-EMERGENCY TRANSPORTATION** (Contact: Carole M. Hinkley) (Enclosure, page 60)

**VI. STAFF COMMENTS (page 61)**

**VII. TDLCB CHAIRMAN COMMENTS (page 61)**

**VIII. TDLCB MEMBER COMMENTS (page 61)**

**IX. PRESS/CITIZEN COMMENTS (page 61)**

- X. INFORMATION ITEMS (pages 61-65)**
  - TDLCB Letter of Appreciation to Dr. J. R. Harding
  - TDLCB Membership List

**XI. ADJOURNMENT (page 61)**

**- NEXT MEETING OF THE TDLCB WILL BE SEPTEMBER 14, 2011 -**

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

## SUMMARY SHEET

July 13, 2011

### III. COMMITTEE REPORTS

#### Quality Assurance Committee/Grievance Committee Report

##### **Background Information:**

The Quality Assurance Committee and Grievance Committee (QAC/GC) are scheduled to meet on July 13, 2011 prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting. The QAC and GC will be conducting an annual review of the TDLCB Bylaws and the Grievance Procedure of the TDLCB

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

##### ***Action Requested:***

***No action is required unless otherwise directed by the Board***

**SUMMARY SHEET**

**July 13, 2011**

**IV. ACTION ITEMS**

**A) Approval of the May 11, 2011 Meeting Minutes**

**Background Information:**

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

***Action Requested:***

***Motion to approve the May 11, 2011 meeting minutes***

Minutes

Transportation Disadvantaged Local Coordinating Board

May 11, 2011

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

Members Present:

Reggie Williams  
David Dixon  
DeWeece Ogden  
Christine Davenport  
Peter Cerullo  
Judy Ryan  
Diane Poitras  
Dr. E. Douglas Beach  
Patricia Antol  
Marilu Klopp  
Barbara Goldstein  
Mike White  
Mary Ellen Ottman

Members Absent:

County Chair, Frank Bruno  
Chip Kent  
Patricia James  
Rick Fraser  
Steve Jack (excused)

Others Present:

Pamela Blankenship, Recording Secretary  
Carole M. Hinkley  
Ken Fischer  
Heather Blanck  
Jean Selzer  
George Duna

Representing:

Department of Children and Families  
Citizens Advocate  
Health Care Administration  
Early Child Care  
Mass Transit  
Medical Community  
Florida Department of Transportation  
Elder Affairs  
Elderly Citizens  
Vocational Rehabilitation Services  
Handicapped Citizens  
Veterans Services Group  
Citizens Advocate, System User

Representing:

Volusia TPO  
Public Education Community  
Association of Community Action  
Work Force Development Board  
Private for Profit

Representing:

TPO Staff  
TPO Staff  
Votran Staff  
Votran Staff  
Citizens Advocate, Alternate  
Logisticare

**I. Call to Order / Roll Call / Determination of Quorum**

TDLCB Vice-Chairman Reggie Williams called the meeting to order at 11:11am. Ms. Blankenship proceeded to call the roll and a quorum was determined.

**II. Public Comment / Participation**

There were no comments.

**III. Committee Reports**

Ms. Hinkley gave a brief summary of the Quality Assurance Committee meeting's review of the CTC Evaluation and the Rates for TD Trust Fund Trips FY11/12. These will also be presented later in the agenda for the TDLCB's review and approval.

**IV. Action Items**

**A. Approval of the March 9, 2011 Meeting Minutes**

*A motion was made by David Dixon to approve the March 9, 2011 meeting minutes. The motion was seconded by Peter Cerullo and passed unanimously.*

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

Ms. Blanck went over the reports for the months of February and March 2011. She pointed out that for February the number of total passenger (Gold Service) trips was up 2% and the number of wheelchair trips on the paratransit went up slightly. On fixed route the number wheelchair trips went up 7.5%. Overall, on fixed route service the numbers were up 7.5% for the month of February and including the Flex Service in the Gold numbers the increase was about 10% (for the demand-response system) in February compared to previous year. In March numbers are up slightly for paratransit wheelchair trips at 2.3% and on fixed service they were up 14.6%. Overall, for the month of March on the Gold service, numbers were up only by 0.8%. The number of cancellations and no-shows were up slightly in the last couple of months. Upon review it was determined that there were a few new users who will need to be coached on how to use the service.

Concerning the Flex service report, the total overall passenger trip has increased from the month of February from 1556 trips to 1700 trips for the month of March. Votran is marketing on the radio station for the New Smyrna Beach area which lets the citizens know that the service is available.

*Barbara Goldstein moved to approve the CTC Monthly Paratransit Reports. The motion was seconded by David Dixon and carried unanimously.*

**C. Review and Approval of Votran’s Annual CTC Evaluation for the FY 2010**

Ms. Hinkley reminded the members that the data in this evaluation goes back one year and covers the period July 1, 2009 to June 30, 2010. The TD Commission requires this report.

Ms. Hinkley proceeded to go over details of the report with the group. She pointed out that the data in the report is for the previous fiscal year and that there were no “surprises”. The report shows that Votran continues to do an outstanding job and that they have improved in every area.

She added that on page 6 the overall percent change in expenditures went down almost 5% from the previous year which is quite remarkable considering the type of economy we are now in. She also pointed out that on page 8 the average age of the paratransit fleet is about 4 years and that these were fairly new vehicles.

Ms. Hinkley added that insurance information for the NET providers and the coordination contractors is also provided in this report; all were up to date.

***DeWeece Ogden moved to approve the Annual CTC Evaluation for FY 2010. The motion was seconded by Christine Davenport and carried unanimously.***

**D. Review and Approval of Rates for TD Trust Fund Trips for FY 11/12 and Associated Amendment to the Transportation Disadvantaged Service Plan (TDSP)**

Ms. Blanck reminded the members that this is a detailed model and is required by the TD Commission. She added that originally Ken Fischer and Jim Dorsten participated in the development of the actual rate structure mechanism for this model.

The group proceeded to review of rates for the TD Trust Fund trips FY11/12. Ms. Blanck informed the members that Votran worked closely with the CTD staff on this item. She mentioned that on the last page of the handout the rates per passenger trips were identified. For ambulatory, the rate is \$19.04 and \$32.65 for wheelchair. These figures represent a fairly small increase (about 3.3%) over the previous year. Ms. Blanck added that the CTD project manager for our area, Floyd Webb, had seen these numbers and found them to be acceptable.

Ms. Blanck added that Votran is managing as best as possible, in this economy, taking into consideration factors which contribute to increases that are beyond its control such as fuel costs and the cost of insurance.

Dr. Beach remarked that 3.3% seemed rather low and wanted to know when this was calculated considering current fuel costs.

Ms. Blanck replied that the calculations were done a few days prior to the meeting.

Ms. Antol inquired if the fuel cost was calculated based on not just one person per trip but several persons per trip; the fuel costs would be broken down between them yielding a lower number.

Ms. Blanck replied that the calculations had taken into consideration all of the annualized co-charges and expenditures associated with the operation. These changes are built in and the yield is then shown as a charge per trip. However, many other factors are also involved.

***Barbara Goldstein moved to approve the Rates for TD Trust Fund Trips for FY 11/12 and its associated TDSP amendment. The motion was seconded by Peter Cerullo and carried unanimously.***

## **V. Discussion Items and Presentations**

### **A. Summary of TD Day 2011 and Legislative Update**

Ms. Hinkley informed the members that this year's TD Day was very successful and included visits to 17 different offices. These included scheduled meetings with Volusia County Representatives: Dwayne Taylor, Charles Van Zant (shared appointment with Lake and Putnam counties), Larry Metz, Fred Costello and Dorothy Hukill and meetings with legislative assistants for: Representatives Jason Brodeur, Evelyn Lynn, John Thrasher, Tony Hill, Sr., and D. Alan Hays. The group also met with or dropped off information at the following offices: Representatives Mc Burney, Schenck, Gonzales, Negron, Rich, Flores, and Grimsley. Ms. Hinkley added that the dedicated involvement of Pat Antol, Mary Ellen Ottman, Christine Davenport, Bob Davenport and former TDLCB member Kurt Ottman contributed greatly to this success. All TD Day participants agreed that the bus driver, Thomas was great, safe and pleasant.

The TD Day participants made a valiant effort to inform as the legislators of the need to preserve Florida's Coordinated Transportation System, keep the TD Trust Fund intact and ensure that the \$5 million that was appropriated by the 2009 Legislature would actually go towards TD and not be transferred elsewhere.

Mr. Cerullo applauded the hard work that this year's TD Day participants put forth.

Mary Ellen Ottman added that Ms. Hinkley's organization and planning for the event made it possible to get a lot done in the limited amount of time that was available.

Christine Davenport agreed with Ms. Ottman's comments and also wanted to thank Votran for providing the transportation and knowledgeable driver who participated during the day in displaying the vehicle and answering questions about it as well as Votran's Customer Service Manager, Bob Davenport's participation in this year's TD Day event in Tallahassee.

Ms. Antol added that Ms. Hinkley briefed the participants very well and kept everyone focused, on target, on schedule and got them to where they were supposed to go. She also added that the mini-clinic that Representative Van Zant gave to the group was very helpful.

Vice-Chair Williams thanked the members for giving their time to TD Day this year and emphasized the importance of being involved in this event.

Ms. Hinkley mentioned that concerning the Disadvantaged Trust fund, there are NO CUTS to TD from last year. The House offered to increase the TD budget by \$1.5 million. The Senate met

the House number at the \$1.5 million mark. The revenues for the full \$5 million simply did not materialize as expected and that there would be no change in the law but rather a postponement of the transfer from the Highway Safety Motor Vehicle Operating Trust Fund. Concerning the preservation of Florida's Coordinated Transportation System the language in the Senate bill addressing transportation remains unchanged. The language in the House bill supports Florida's Coordinated Transportation System.

## **B. Member Training and Orientation**

Ms. Hinkley conducted the required annual member Training and Orientation. A folder with support material was distributed to each of the members and she went over the material that was provided in the folders including the copy of the power point presentation that was provided therein.

Ms. Hinkley informed the members that on May 2, 2011 Governor Rick Scott appointed David Darm as Chairman of the TD Commission effective May 2, 2011 and ending August 13, 2013. She also announced that the 19<sup>th</sup> Annual TD Conference will be held in Daytona Beach at the Ocean Center August 9-10, 2011 and that the information is included in their folder. Votran will be a host for this year's conference.

Mr. Williams inquired about a discussion that involved some changes because of the Medicaid relationship in the County and possible changes with the LCB

Mr. Ken Fischer replied that this was the TD Commission policy that indicated that a CTC would have to provide Medicaid NET or they cannot be the CTC. He added that if Medicaid is no longer a part of the coordinated system the policy may simply go away.

## **VI. Staff Comments**

Ms. Blanck provided the members with a copy of the notice letter that will be sent out to people who have not been paying for their trips. The back of the letter includes information about receiving assistance with the County. Votran and the County's Social Services worked together on the content for this letter. These will be sent out toward the end of May or beginning of June.

Ms. Blanck also spoke about the new Votran webpage which has information about the Transit Development Plan (TDP) and the Transportation Disadvantaged Service Plan (TDSP). She also provided information about the upcoming TD Conference in August.

## **VII. TDLCB Chairman Comments**

Vice-Chairman Williams requested that at future meetings Ms. Blanck also provide percentage changes with the Flex route data updates.

## **VIII. TDLCB Member Comments**

Ms. Ogden mentioned that Medicaid Reform will be coming to all counties. They are currently looking at how to divide the State into either 9 or 18 regions.

Dr. Beach added that the whole process has to be approved by the Centers for Medicare and Medicaid Services (CMS) first. There was concern about the Medicaid reform that occurred during the Bush Administration and caution should be taken in moving forward.

Ms. Ogden commented that there is a possibility that the Governor may want to do his own Medicaid program.

Mr. Cerullo announced that as of April 23, 2011 he is the President of the National Federation of the Blind, Daytona Beach Chapter. He will also be graduating on the 16<sup>th</sup> of May with a Bachelor's of Applied Science Degree. He also proposed to Jean Selzer (TDLCB alternate for Citizens Advocate) who accepted.

Congratulations were offered by the members.

Ms. Ottman wanted to thank the Volusia TPO for the opportunity to attend TD Day. She asked where the best place to read up on all the Medicaid changes would be.

Ms. Ogden provided the Medicaid website address to Ms. Ottman.

Mr. Cerullo added that Ms. Selzer will be graduating on May 26, 2011 with a Bachelor's of Applied Science Degree with Honors.

Mr. Dixon introduced Tammy, his new guide dog.

**IX. Press / Citizen Comments**

There were no comments.

**X. Information Items**

TDLCB Membership List

**XI. Adjournment**

The meeting was adjourned at 12:00 noon.

## SUMMARY SHEET

July 13, 2011

### IV. ACTION ITEMS

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

##### **Background Information:**

The Community Transportation Coordinator's report provides statistical information every month on the transportation services provided by Votran and the contracted transportation providers. The reports for April and May 2011 are enclosed for your review.

Staff will be available to answer questions regarding the reports.

##### ***Action Requested:***

***Motion to approve the CTC's monthly paratransit report***

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	APR., 2011 VOTRAN	APR., 2010 VOTRAN	APR., 2011 CONTRACTED	APR., 2010 CONTRACTED	APR., 2011 TOTAL	APR., 2010 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>12,382</b>	<b>12,181</b>	<b>9,105</b>	<b>9,225</b>	<b>21,487</b>	<b>21,406</b>
<b>TRIP PURPOSE</b>						
Medical	4,571	4,422	3,728	3,830	8,299	8,252
Nutrition	1,098	1,162	90	83	1,188	1,245
Other	2,205	2,321	2,348	2,403	4,553	4,724
Education	1,305	1,259	741	766	2,046	2,025
Shopping	788	660	599	478	1,387	1,138
Work	2,415	2,357	1,599	1,665	4,014	4,022
<b>PASSENGER TYPE</b>						
Disabled	11,200	10,962		8,890	11,200	19,852
Elderly	1,180	1,212	370	334	1,550	1,546
Child	2	7	0	1	2	8
<b>TRIP TYPE</b>			8,735			
Ambulatory	9,124	9,032	6,326	6,467	15,450	15,499
Wheelchair	3,258	3,149	2,779	2,758	6,037	5,907
<b>TOTAL COMPLAINTS</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>11</b>
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	0	0	1	2	1	2
Late	0	3	0	2	0	5
Driver	1	0	0	0	1	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	0	4	2	0	2	4
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</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	1	0	1	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>954</b>	<b>800</b>	<b>703</b>	<b>603</b>	<b>1,657</b>	<b>1,403</b>
<b>NO SHOWS</b>	<b>199</b>	<b>205</b>	<b>147</b>	<b>155</b>	<b>346</b>	<b>360</b>
<b>REVENUE MILES</b>	<b>98,708</b>	<b>95,810</b>	<b>80,763</b>	<b>83,299</b>	<b>179,471</b>	<b>179,109</b>
<b>REVENUE HOURS</b>	<b>5,913</b>	<b>5,836</b>	<b>6,060</b>	<b>6,288</b>	<b>11,973</b>	<b>12,124</b>

<b>MONTHLY TRANSPORTATION DISADVANTAGED REPORT</b>						
	<b>MAY, 2011 VOTRAN</b>	<b>MAY, 2010 VOTRAN</b>	<b>MAY, 2011 CONTRACTED</b>	<b>MAY, 2010 CONTRACTED</b>	<b>MAY, 2011 TOTAL</b>	<b>MAY, 2010 TOTAL</b>
<b>TOTAL PASS TRIPS</b>	<b>12,334</b>	<b>11,683</b>	<b>8,676</b>	<b>8,928</b>	<b>21,010</b>	<b>20,611</b>
<b>TRIP PURPOSE</b>						
Medical	4,647	4,323	3,752	3,737	8,399	8,060
Nutrition	1,073	1,199	74	76	1,147	1,275
Other	2,094	2,228	2,191	2,413	4,285	4,641
Education	1,309	1,201	729	675	2,038	1,876
Shopping	726	625	574	488	1,300	1,113
Work	2,485	2,107	1,356	1,539	3,841	3,646
<b>PASSENGER TYPE</b>						
Disabled	11,085	10,412	8,316	8,519	19,401	18,931
Elderly	1,248	1,270	359	409	1,607	1,679
Child	1	1	1	0	2	1
<b>TRIP TYPE</b>						
Ambulatory	8,872	8,471	5,906	6,008	14,778	14,479
Wheelchair	3,462	3,212	2,770	2,920	6,232	6,132
<b>TOTAL COMPLAINTS</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>15</b>	<b>9</b>
Discourtesy	0	0	0	0	0	0
Safety	0	0	1	1	1	1
Early	0	0	0	0	0	0
Late	5	0	6	4	11	4
Driver	1	2	0	0	1	2
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	2	0	2	0
Other	0	1	0	1	0	2
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	1	0	1
Person & Vehicle	0	0	1	0	1	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	1	0	1	0
<b>CANCELLATIONS</b>	<b>1,025</b>	<b>842</b>	<b>639</b>	<b>645</b>	<b>1,664</b>	<b>1,487</b>
<b>NO SHOWS</b>	<b>267</b>	<b>193</b>	<b>167</b>	<b>148</b>	<b>434</b>	<b>341</b>
<b>REVENUE MILES</b>	<b>100,663</b>	<b>92,530</b>	<b>77,060</b>	<b>81,859</b>	<b>177,723</b>	<b>174,389</b>
<b>REVENUE HOURS</b>	<b>5,975</b>	<b>5,547</b>	<b>5,685</b>	<b>6,021</b>	<b>11,660</b>	<b>11,568</b>

## SUMMARY SHEET

July 13, 2011

### IV. ACTION ITEMS

**C) Annual Review and Approval of the Grievance Procedures of the Volusia TPO's TDLCB and Associated Transportation Disadvantaged Service Plan (TDSP) Amendment**

**Background Information:**

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

Pursuant to approval by the TDLCB, these Grievance Procedures will be incorporated into the Transportation Disadvantaged Service Plan (TDSP). This will then be forwarded to the Commission for the Transportation Disadvantaged for final approval.

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

***Action Requested:***

***Motion to approve the Grievance Procedures of the Volusia TPO's Transportation Disadvantaged Local Coordinating Board and Associated Transportation Disadvantaged Service Plan (TDSP) Amendment***

**GRIEVANCE PROCEDURES  
OF THE  
VOLUSIA TPO**

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

**SECTION 1: PREAMBLE**

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

**ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE**

**SECTION 1: NAME**

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

**SECTION 2: PURPOSE**

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

## **ARTICLE III: DEFINITIONS**

### **SECTION 1: DEFINITION OF COMPLAINT**

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

### **SECTION 2: DEFINITION OF GRIEVANCE**

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

## **ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES**

### **SECTION 1: PROCESS OF FILING A COMPLAINT**

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

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within ten (10) working days after the CTC’s decision

Such written complaint shall include the following:

1. name and address of the complainant;
2. a statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation;
  - a. Exact date/time of incident.
  - b. Exact location of incident.
  - c. Any witnesses to incident (including name and address)
  - d. Vehicle unit number, license number, color and type.
3. an explanation of the relief desired by the complainant; and
4. if the complainant is unable to submit a formal written complaint, VOTRAN shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

Votran Bus System  
Assistant General Manager  
950 Big Tree Road  
South Daytona, Fl. 32119

The CTC shall have ten (10) working days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within ten (10) working days of notification to the complainant as to what action was made.

## SECTION II: FILING OF A GRIEVANCE

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

1. name and address of the complainant;
2. a statement of the ground for the grievance made in a clear and concise manner, supplemented by supporting documentation;
3. demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust;
4. an explanation of the relief desired by the complainant;
5. specify areas of disagreement with the CTC decisions; and
6. if the complainant is unable to submit a formal appeal to be filed, VOTRAN shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC.

The appeal must be addressed to:

Volusia Transportation Planning Organization  
Attn: Grievance Committee

2570 W. International Speedway Boulevard, Suite 100  
Daytona Beach, Florida 32114

Once an appeal has been received, the Grievance Committee shall meet and render its decision within thirty (30) working days of the date the appeal was filed. The complainant shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.

A written copy of the decision will be forwarded to the TDLCB and all parties involved within ten (10) working days from the date of the decision. Written decisions will include the following information.

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

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

#### **ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within ten (10) working days from the date of receipt of the final decision of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

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

Once an appeal has been received, the TDLCB shall meet and render its decision within sixty (60) days of the date the appeal was filed. The aggrieved shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the hearing.

A written copy of the TDLCB's decision shall be forwarded to all parties involved within ten (10) working days from the date of the decision. A written decision shall include the following information:

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

If the complainant is dissatisfied with the decision of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s) 1-800-983-2435 or 1-800-648-6084 (TDD) or via written correspondence to:

Florida Commission for the Transportation Disadvantaged  
Attn: Ombudsman Program  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450

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

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

## **ARTICLE VI: MEDICAID FAIR HEARING**

The Medicaid customer has the right to request a Medicaid fair hearing or go through the Grievance Procedures of the Volusia TPO Transportation Disadvantaged Local Coordinating Board. This option is only available to Medicaid customers. A Medicaid compensable service provider acting on behalf of the customer and with the customer's written consent may request a Medicaid fair hearing. Parties to the Medicaid fair hearing include the Commission as well as the customer and his or her representative or the representative of a deceased customer's estate.

### **a. Request Requirements**

The customer or provider may request a Medicaid fair hearing within 90 calendar days of the date of the notice of action.

The customer or provider may request a Medicaid fair hearing by contacting the Department of Children and Families at the Office of Public Assistance Appeals Hearings, 1317 Winewood Boulevard, Building 1, Room 309, Tallahassee, Florida 32399-0700.

b. General Plan Duties

The Commission for the Transportation Disadvantaged will:

1. Continue the customer's benefits while Medicaid fair hearing is pending if:
  - a. The Medicaid fair hearing is filed timely, meaning on or before the later of the following:
    - Within 10 workdays of the date on the notice of action (add 5 workdays if the notice is sent via U.S. mail); and
    - The intended effective date of the plan's proposed action.
  - b. The Medicaid fair hearing involves the termination, suspension, or reduction of a previously authorized course of treatment;
  - c. The services were ordered by an authorized provider;
  - d. The authorization period has not expired; and
  - e. The customer requests extension of benefits.
2. Ensure that punitive action is not taken against a provider who requests a Medicaid fair hearing on the customer's behalf or supports a customer request for a Medicaid fair hearing.

If the Commission for the Transportation Disadvantaged continues or reinstates customer benefits while the Medicaid fair hearing is pending, the benefits must be continued until one of the following occurs:

- a. The customer withdraws the request for a Medicaid fair hearing.
- b. 10 workdays pass from the date of the Commission's adverse decision and the customer has not requested a

Medicaid fair hearing with continuation of benefits until a Medicaid fair hearing decision is reached. (Add 5 workdays if the notice is sent via U.S. mail.)

c. A Medicaid fair hearing decision adverse to the customer is made.

d. The authorization expires or authorized service limits are met.

The Commission must authorize or provide the disputed services promptly, and as expeditiously as the customer's health condition requires, if the services were not furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

The Commission must pay for disputed services in accordance with state policy and regulations, if the services were furnished while the Medicaid fair hearing was pending and the Medicaid fair hearing officer reverses a decision to deny, limit, or delay services.

## **ARTICLE VII: SCHEDULED MEETINGS**

### **SECTION 1: GENERAL**

The Grievance Committee shall be comprised of a minimum of five (5) TDLCB board members. The CTC shall not serve on the Grievance Committee. Each member shall serve at the discretion of the TDLCB.

When a meeting of the Grievance Committee is necessary, staff to the TDLCB shall schedule the meeting of the Grievance Committee to hear appealed grievances.

## **ARTICLE VIII: AMENDMENTS**

### **SECTION 1: GENERAL**

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

SECTION 2: QUORUM

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

**ARTICLE IX: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Volusia TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia TPO Transportation Disadvantaged Local Coordinating Board the 14th day of July 2010

\_\_\_\_\_  
Frank T. Bruno, Jr., Chairperson

ATTEST:

\_\_\_\_\_  
Recording Secretary

## SUMMARY SHEET

July 13, 2011

### IV. ACTION ITEMS

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

##### **Background Information:**

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

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

##### ***Action Requested:***

***Motion to approve the Bylaws of the Volusia TPO's TDLCB***

**BYLAWS OF THE  
VOLUSIA TRANSPORTATION PLANNING ORGANIZATION  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

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

**ARTICLE II: NAME AND PURPOSE**

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

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

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

Section A: **Voting Members.** In accordance with Chapter 427.0157, Florida Statutes, all members of the Board shall be appointed officially by the Volusia Transportation Planning Organization. Each prospective member shall have their organization designate in writing to the TPO their appointee to the TDLCB.

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

1. an elected official of Volusia County, Florida shall serve as the official chairperson;

2. a representative of the Florida Department of Transportation;
3. a representative of the Florida Department of Children and Families;
4. a representative of the Public Education Community;
5. a representative of the Florida Department of Education;
6. a person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged in the County;
7. a person who is recognized by the Florida Department of Veterans' Affairs as a representative of veterans in the County;
8. a person over sixty years of age representing the elderly in the County;
9. a handicapped person representing persons with disabilities in the County;
- 10/11. two citizen advocate representatives in the County, one of whom must represent a user of the system;
12. a representative of the Council for Early Childhood Services;
13. chairperson or designee of the local Mass Transit or Public Transit System's Board;
14. a representative of the Florida Department of Elder Affairs;
15. a representative of the local private for profit transportation industry;
16. a local representative of the Florida Agency for Health Care Administration;
17. a representative of the Regional Workforce Development Board; and
18. a representative of the local medical community.

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

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

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

#### **ARTICLE IV: OFFICERS AND DUTIES**

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

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

2. **Vice-Chairperson.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting.

## **ARTICLE V: BOARD MEETINGS**

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

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

Section C: **Notice of Meetings.** Notices and agendas shall be sent to all voting Board members. Alternates and other interested parties, and the news media shall be sent notices only. Notices shall be mailed within ten (10) working days prior to the Board meeting and shall state the date, time, and the place of the meeting.

Section D: **Quorum.** At all meetings of the Board, the presence in person of nine (9) of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may recess the meeting until a quorum is present. At any meeting without a quorum, only discussion and or informational items may be transacted.

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

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

## **ARTICLE VI: STAFF**

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

Section B: **Budget.** Consolidate the annual budget estimates of local, district state agency and direct federal government transportation disadvantaged funds and forward them to the Commission for the Transportation Disadvantaged.

## **ARTICLE VII: BOARD DUTIES**

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

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

## **ARTICLE VIII: STANDING COMMITTEES**

Section A: **Quality Assurance Committee.** This committee performs a dual role in that it serves as a mediator to process and investigate complaints from agencies, and users of the system in the designated service area and make recommendations to the Coordinating Board for improvement of service. The Committee also is responsible for the update of the TDLCB Bylaws and coordinates with VOTRAN in reviewing and establishing standards to provide a more efficient system. Reviews include but are not limited to the Annual CTC Evaluation and the Annual Operating Report (AOR).

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

## **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

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

## **ARTICLE X: AMENDMENTS**

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

## **ARTICLE XI: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chairperson of the Volusia County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Transportation Disadvantaged Local Coordinating Board this 14th day of July 2010

\_\_\_\_\_  
Frank T. Bruno, Jr., Chairperson

ATTEST:

\_\_\_\_\_  
Recording Secretary

## SUMMARY SHEET

July 13, 2011

### IV. ACTION ITEMS

- E) Review and approval of the 2011 Annual Update/Amendment of the Transportation Disadvantaged Service Plan (TDSP) **\*Roll Call Vote Required\***

#### **Background Information:**

The Transportation Disadvantaged Service Plan (TDSP) is a five-year planning document that is developed by both Votran and the Volusia TPO. Each year the TDSP must be updated to report the progress on Votran's goals and objectives together with an update of the implementation plan, and to report any other changes in the service plan.

The updated Transportation Disadvantaged Trust Fund Service Rates were approved at the May 11, 2011 TDLCB meeting as part of this update/amendment.

This update/amendment package will then be forwarded to the TD Commission for review and approval.

#### ***Action Requested:***

***Motion to approve the 2011 Annual Update/Amendment to the Transportation Disadvantaged Service Plan (TDSP)***

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*Annual  
Update*

**Volusia County**

# **Transportation Disadvantaged Service Plan**

**Prepared for:  
Volusia Transit Management, Inc.  
(Votran)**

**Prepared by:  
Volusia Transportation  
Planning Organization**

**- June 2011 -**

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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. 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 the Center for Urban Transportation Research (CUTR) congruent with the development of the Transit Development Plan (TDP). It was reviewed and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) on September 13, 2006. The information presented in this document provides an update to the TDSP. It has been developed in accordance with established requirements and should be considered an addendum to the original TDSP. As required, this update will address 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 focus on five interrelated policy areas, each of which are important to the effective operation of the transit system. They include:

- ❖ Availability, efficiency and safety of service;
- ❖ Passenger amenities and marketing;
- ❖ Transportation planning and coordination;
- ❖ Funding; and
- ❖ Public Involvement.

The following provides a listing of the specific Goals and Objectives identified in the TDSP along with a table indicating the current status of the objective and the responsible organizations involved in implementing the activity.

## **Goal 1: Implement a Fully Coordinated Transportation System**

### Objective 1.1

Maximize coordination with public and private agencies and other transportation operators in the Volusia County area.

### Objective 1.2

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

### Objective 1.3

Communicate and coordinate with other counties adjacent to Volusia County to promote ride-sharing practices and transportation arrangements.

### Objective 1.4

Continue to coordinate with the Volusia TPO to staff and support the Volusia County Transportation Disadvantaged Local Coordinating Board (TDLCB).

### Objective 1.5

Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.

## **Goal 2: Provide an Efficient and Effective Coordinated Transportation System**

### Objective 2.1

Ensure that both the fixed-route transit and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged population and the community.

### Objective 2.2

Meet or exceed 90% on time performance goal for both paratransit and fixed route service.

### Objective 2.3

Work with paratransit riders to maintain a combined no-show/same day cancellation standard of fewer than 10% of all trips. This can be achieved through providing education and guidance to our riders as to how the coordinated system operates.

### Objective 2.4

Maximize effective transfer of individuals to the fixed-route system, through the use of functional assessments, travel training and other efforts to make fixed route accessible to more people.

## **Goal 3: Distribute Information on Paratransit (ADA, TD, Medicaid) Services**

### Objective 3.1

Maximize availability of service information; ensuring materials are available in accessible formats.

### Objective 3.2

Utilize the Internet to provide information regarding paratransit services to the maximum extent possible.

### Objective 3.3

Provide a "Rider's Guide" to paratransit patrons covering the paratransit services offered (ADA, TD and Medicaid).

#### Objective 3.4

Participate in community events throughout the year where information can be distributed to potential participants (For example: Senior Expos, Health Fairs and the TPOs Annual Safety Awareness Day).

#### Objective 3.5

Educate paratransit riders about policies (cancel/no-show, will call procedures) and continue to inform riders of program changes, such as changes to Medicaid Non-Emergency Transportation (NET) 7-day advance reservations, etc.

### **Goal 4: Operate a Safe Transportation System**

#### Objective 4.1

Monitor safety related complaints and seek ways to minimize them.

#### Objective 4.2

Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.

#### Objective 4.3

Continue vehicle maintenance program. Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions.

### **Goal 5: Ensure Program Accountability**

#### Objective 5.1

Adhere to the procedures, rules and regulations established by the Commission for the Transportation Disadvantaged (CTD), Florida Department of Transportation (FDOT), and the Florida Legislature.

#### Objective 5.2

Continue to staff weekly customer service meetings to fully review each complaint turned in to our Customer Service Department. Report findings to affected parties and take corrective action where and when it is necessary.

#### Objective 5.3

Continue to utilize compliance officer, road supervisors, “ghost riders”, cameras, and everything at Votran’s disposal to ensure accountability of staff to our riders.

#### Objective 5.4

Collect, compile and maintain data necessary for the evaluation of paratransit services. This data will be reported in both an Annual Operating Report (AOR) that meets State standards, the National Transit Database (NTD) and the Annual CTC evaluation, which includes an evaluation of the standards and performance measures adopted by the Transportation Disadvantaged Local Coordinating Board (TDLCB).

#### Objective 5.5

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

#### Objective 5.6

Ensure that paratransit clients are subject to apply for recertification every three years. They all must be reviewed to determine whether or not they are still eligible for services under the appropriate funding sources.

## **Goal 6: Secure Funding Necessary to Meet the Above Stated Goals**

### Objective 6.1

Continue to pursue local government funding to provide operating assistance in the paratransit program.

### Objective 6.2

Work with the Commission for the Transportation Disadvantaged (CTD) and the Florida Legislature to receive sufficient funding to provide both Transportation Disadvantaged and Medicaid Non-Emergency Transportation.

### Objective 6.3

Work with the Florida Department of Transportation (FDOT) and the Federal Transit Administration (FTA) to continue to obtain funding necessary to meet service demands of the transportation disadvantaged community.

### Objective 6.4

Identify, evaluate, and pursue possible alternative transportation disadvantaged funding, available through local, state, and federal sources.

### Objective 6.5

Work with local agencies to continue to receive sufficient funding to provide agency trips (This may include such agencies as: the Volusia Council on Aging and the Florida Department of Children and Families, among others.).

### Objective 6.6

Continue to monitor the costs per trip and work to operate as efficiently as possible (multi-loading, efficient scheduling of trips, encouraging group trips, etc.).

Objective 6.7

Annually review trip rates to ensure the program is sustainable.

**Goal 7: Participate in Efforts to Improve Community Accessibility in Volusia County**

Objective 7.1

Continue to serve on the Volusia Transportation Planning Organization (TPO) Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC) and the Citizens' Advisory Committee (CAC).

Objective 7.2

Work with municipalities in efforts to have transit included in the discussion for new developments, as well as in efforts to improve accessibility in existing areas where fixed route service runs (Including but not limited to: sidewalk connectivity, signalized intersections where disabled people and seniors utilize pedestrian walkways to cross traffic, etc.).

## Implementation Plan

Volusia County's Implementation Plan is to continue with its program of providing service with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule (Table 1) which is provided herewith. This schedule shows how the above stated goals are to be met. Most tasks and actions will be occurring on an ongoing basis and are indicated as such. Furthermore, several planned activities/purchases are shown indicating the scheduled fiscal year. On July 1, 2010 the Volusia County Metropolitan Planning Organization (VCMPO) became the Volusia Transportation Planning Organization (VTPO).

### **Actions to be initiated within the first year:**

- 1. Upgrade software for trip coordination (implement AVL system and electronic manifests) 2006-2007**

**Description:** Votran has undertaken an aggressive technology program which includes the implementation of a variety of Advanced Public Transportation Systems (APTS) such as: Mobile Data Terminals (MDT), Automatic Vehicle Locator (AVL), Automatic Passenger Counters (APC), fare revenue systems and improvements to telephone and radio systems.

**Status:** Currently, 100% of Votran's GOLD service vehicles have MDTs and AVLs on board as well as Garmin mapping. There was a slight decrease overall in the percentage of the supplemental paratransit service providers having MDTs and AVLs installed as a result of 2 of them no longer providing paratransit service. The use of technology aids in the reduction of the cost of providing services. The American Recovery and Reinvestment Act of 2009 (ARRA) funds have been committed and used for the installation of security cameras on Votran's new paratransit vehicles and the remaining fleet will be retrofitted.

### **Actions to be initiated within two to five years:**

- 2. Purchase eight new paratransit vehicle replacements (FY2008)**

**Description:** Funds for the purchase of these vehicles come from the following: a Federal Highway Administration Transfer to the Federal Transit Administration (non-bud), Votran XU Set-Aside and local funds. These 8 vehicles are replacement vehicles only. This information appears in the Volusia TPO's FY 2007/08 to 2011/12 Transportation Improvement Program (TIP)

**Status:** Approval was received from Votran's Finance Department and the 8 new paratransit replacement vehicles arrived in April of 2009.

**TABLE 1: IMPLEMENTATION SCHEDULE**

Goal	Improvement	Responsible Parties	Status
<b>Goal 1:</b> Implement a Fully Coordinated Transportation System	Upgrade software for trip coordination (Implement AVL system and electronic manifests)	Votran	Completed
	Increase number of transportation providers as needed to provide efficient service	Votran	Ongoing
	Adopt coordination efforts as new providers are added	Votran	Ongoing
<b>Goal 2:</b> Provide an Efficient and Effective Coordinated Transportation System	Meet or exceed 90% on time performance goal	Votran	Ongoing
	Encourage eligible coordinated system providers to apply for FDOT 5310 funds for replacement vehicles	Votran	Ongoing
	Purchase 8 new paratransit vehicle replacements	Votran	Completed
	Purchase 7 new paratransit vehicle replacements	Votran	Completed
	Purchase new paratransit vehicle replacements (exact number to be determined each year)	Votran	2010-2011
	Enforce cancellation/no-show policies	Votran	Ongoing
	Enforce policies regarding co-pays for trips	Votran	Ongoing
	Utilize functional assessments, travel training and other methods to make fixed-route accessible to more riders.	Votran	Ongoing

**TABLE 1: IMPLEMENTATION SCHEDULE**

Goal	Improvement	Responsible Parties	Status
<p><b>Goal 3:</b> Distribute Information on Paratransit (ADA, TD, Medicaid) Services</p>	<p>Continue to offer Paratransit Services information accessible on website</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Adhere to the components of ride guide regarding cancellation/no-show and co-pay policies</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Provide “Rider’s Guide” to all patrons covered under ADA, TD and Medicaid to educate riders about policies and changes to policies</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Participate in community events to distribute information to potential participants</p>	<p>Votran</p>	<p>Ongoing</p>
<p><b>Goal 4:</b> Operate a Safe Transportation System</p>	<p>Develop an annual safety in-service training for drivers and dispatchers</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>System Safety Reviews of contractors biannually, and after any accident with fatality, major injury or major loss of vehicle</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Continuous review of training, mandatory annual training and best practices</p>	<p>Votran</p>	<p>Ongoing</p>

**TABLE 1: IMPLEMENTATION SCHEDULE**

<b>Goal</b>	<b>Improvement</b>	<b>Responsible Parties</b>	<b>Status</b>
<p><b>Goal 5:</b> Ensure Program Accountability</p>	<p>Strictly enforce monetary penalties for failure to provide adequate service</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Expand number of providers as needed to provide quality service</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Monitor equipment, vehicles and replace as needed</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Utilize compliance officers, road supervisors, “ghost riders”, cameras and other means to ensure accountability of staff to riders</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Hold weekly meetings to review all complaints, report findings to affected parties and take corrective actions where and when necessary</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Collect, compile and maintain data necessary to meet Local, State and Federal standards</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Ensure clients are subject to recertification every three years</p>	<p>Votran</p>	<p>Ongoing</p>

**TABLE 1: IMPLEMENTATION SCHEDULE**

Goal	Improvement	Responsible Parties	Status
<p><b>Goal 6:</b> Secure Funding Necessary to Meet Above Stated Goals</p>	<p>Continue to identify, evaluate and pursue transportation disadvantaged funding available through Local, State and Federal sources</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Closely monitor Medicaid Non-Emergency Transportation trips and costs to ensure adequate funding is available for trips</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Develop contacts with agencies that provide or coordinate transportation services to transportation disadvantaged eligible residents to determine options for future cost-sharing of trips.</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Continue to monitor costs per trip and provide trips as efficiently as possible (multi-loading, scheduling of trip, group trips, etc.)</p>	<p>Votran</p>	<p>Ongoing</p>
<p><b>Goal 7:</b> Participate in Efforts to Improve Community Accessibility in Volusia County</p>	<p>Continue to participate in Volusia TPO Subcommittees (BPAC, TCC, CAC)</p>	<p>Votran</p>	<p>Ongoing</p>
	<p>Work with local municipalities in efforts to improve accessibility for transportation disadvantaged population</p>	<p>Votran</p>	<p>Ongoing</p>

**Actions to be initiated within two to five years: (cont'd)**

**3. Purchase 7 new paratransit vehicle replacements (FY 2009)**

**Description:** Funds for the purchase of vehicles are anticipated to come from the following: a Federal Highway Administration Transfer to the Federal Transit Administration (non-bud), FTA Section 5307 funds, STP XU Set-Aside funds and local funds.

**Status:** Action is pending. Five new replacement vehicles are anticipated with an additional five new hybrid paratransit vehicles purchased with American Recovery and Reinvestment Act of 2009 (ARRA) funds for a total of ten vehicles. Purchases of two of the estimated seven replacement paratransit vehicles have been moved to the 2010-2011 timeframe as shown in Votran's Capital Improvement Program (CIP) document. The overall total number of vehicles to be purchased through the period FY 2009 thru FY 2011 will remain the same.

**4. Purchase new paratransit vehicle replacements (exact number to be determined each year) FY2010-FY2011**

**Description:** Funds for the purchase of these vehicles are anticipated to come from the following: a Federal Highway Administration Transfer to the Federal Transit Administration (non-bud), Votran XU Set-Aside and local funds. The exact number of vehicles is to be determined in each fiscal year timeframe. Overall the total number of vehicles to be purchased during the period FY 2009 thru FY 2011 will remain the same.

**Status:** The five hybrids purchased in 2009 were received in May 2010. These five vehicles are Balance Hybrid Electric buses which are capable of holding 14 passengers or four wheelchairs or various combinations of the two. These hybrids are designed with improved fuel economy coupled with reduced carbon emission. Federal Transit Administration stimulus funds covered 100% of the cost of these five vehicles. Per Votran's Capital Improvement Program (CIP) the purchase of Nine (9) 22 ft Turtle Top Paratransit Vehicles as replacements is scheduled during FY 2011.

**Ongoing actions during the five year implementation schedule:**

**5. Increase number of transportation providers as needed to provide efficient service**

**Description:** Votran which is also known as the Community Transportation Coordinator (CTC) operates as a partially brokered paratransit system, which will directly provide approximately 60% of the service and brokers the remaining 40%.

**Status:** Votran uses the assistance of small businesses in the provision of paratransit services allowing Votran to develop its core services and use vendors for some of the outlying trips. The most recent Request for Statement of Qualifications (RSQ) was in 2008. 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.

**6. Adopt coordination efforts as new providers are added**

**Description:** Votran continues to work diligently to strengthen the coordination of transportation in the County.

**Status:** Votran maintains existing coordination contracts and executes new ones, where feasible, needed and cost effective. The most recent RSQ (2008) saw the awarding of contracts for all currently running supplemental paratransit service providers except for one. Since Votran does not contribute toward the decision-making process regarding the award of grant monies for Section 5310 vehicles efforts to strengthen the coordination of transportation are furthered by obtaining Coordination Agreements with Votran and the non-profit agency prior to award of section 5310 funds from the Florida DOT. Votran has made efforts towards obtaining a coordination agreement with Logisticare (Volusia County's current Medicaid STP). An agreement has not been signed; however, Logisticare has been attending the Transportation Disadvantaged Local Coordinating Board meetings.

**7. Meet or exceed 90% on time performance goal**

**Description:** On time performance (also known as schedule adherence) is used to indicate the quality of service that is 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.

**Status:** 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 2011 CTC Evaluation showed an on-time performance of 93.5%

**8. Encourage eligible coordination system providers to apply for FDOT 5310 funds for replacement vehicles**

**Description:** Votran encourages organizations providing transportation for elderly persons and persons with disabilities to apply for FDOT 5310 funds which provide capital funding/equipment. Votran staff monitors their recipient agencies status since they must keep their CTC agreements current and in force at all times when in possession of a vehicle purchased through the Section 5310 Program.

**Status:** Annually the Transportation Disadvantaged Local Coordinating Board (TDLCB) reviews Votran's coordination agreements. The TDLCB's latest review was conducted on January 12, 2011

**9. Enforce cancellation/no-show policies**

**Description:** In 2004, a thorough review of the cancellation/no-show policy was conducted by Votran with both the Quality Assurance Committee and the Transportation Disadvantaged Local Coordinating Board. The adopted language was incorporated into the Votran Gold Users Guide and continues to appear in subsequent versions.

**Status:** Pursuant to the review of the printouts of cancellation/no-shows, letters, if warranted, are sent to the applicable riders on a monthly basis. Thru Votran staff's due diligence, in 2011, the percent of cancellations and no-shows continue to be within the combined percentage goal of less than 10%.

**10. Enforce policies regarding co-pays for trips**

**Description:** Some paratransit riders were under the impression that paying for their ride was optional. At one point, when Medicaid was included, as much as 5% of the paratransit riders chose not to pay.

**Status:** Votran re-introduced their past policy for non-pays and is now included in the Votran Gold User Guide. Part of the information in the guide lets the rider know that fares will depend upon their sponsorship or funding source and that the reservationist will tell them the cost of the trip when the reservation is made. Furthermore, failure to pay the appropriate fare may jeopardize their transportation eligibility. Votran is currently working with Volusia County's Human Services Activity Manager to establish an eligibility program for transportation assistance that may be available through the Human Services Department. A copy of the letter that Votran sends to customers concerning non-payment of fares and possible repercussions was distributed to the TDLCB members at their May 13, 2011 meeting. Provided with this letter is a form containing information which can help in determining if one is eligible for financial assistance for transportation. Contact information including addresses and telephone numbers for Volusia County's Human Services is also provided.

**11. Utilize functional assessments, travel training and other methods to make fixed-route accessible to more riders**

**Description:** Votran realizes that 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.

**Status:** Votran takes a responsible approach to managing its paratransit service. Votran conducts strict eligibility and certification processes as well as providing travel training to those who qualify for transition to the fixed route system. Functional assessments take into consideration any part of the of the system in the designated service area which cannot be used or navigated by the individual due to a disability, therefore eligibility is determined based on a functional versus a medical model and applies to the particular trip, not the individual. Re-certifications are conducted every three years.

**12. Continue to offer Paratransit Services information accessible on website**

**Description:** The Votran website provides an excellent opportunity to communicate with both users and non-users of the transit and paratransit system.

**Status:** Votran worked with the Volusia County Community Information and Information Technology staff in the overhauling of its website. The new website was completed and unveiled in the fall of 2007. Information concerning Paratransit Services can be found under the Special Services Tab on the homepage. Here you will find the downloadable Votran Gold Users (Rider's) Guide and the GOLD eligibility application available in both English and Spanish. Also available at this site are copies of the guide as a streaming audio and an MP3 download (18.7mb). Other detailed information of use to the paratransit (or potential paratransit) rider can be found at this location on the site as well.

**13. Adhere to the components of ride guide regarding cancellation/no-show and co-pay policies**

**Description:** In 2004, a thorough review of the cancellation/no-show policy was conducted by Votran with both the Quality Assurance Committee and the Transportation Disadvantaged Local Coordinating Board. The adopted language was then incorporated into the Votran GOLD User Guide. Furthermore, Votran re-introduced their past policy for non-pays which is also included in User Guide.

**Status:** As indicated in the rider guide, customers identified with a pattern of system abuse (excessive cancellations and/or no-shows) are subject to progressive action ranging from a suspension of service for two (2) weeks (Votran notifies the client by letter when they will be suspended) up to the individual's transportation privileges being terminated permanently. Concerning co-pay policy, it is also clearly stated in the User Guide that failure to pay the appropriate fare may jeopardize the rider's transportation eligibility. A copy of the letter that Votran sends to customers concerning non-payment of fares and possible repercussions was distributed to the TDLCB members at their May 13, 2011 meeting. For further details please see Item 10 of this update.

**14. Provide “Rider’s Guide” to all patrons covered under ADA, TD and Medicaid to educate riders about policies and changes to policies**

**Description:** The Votran GOLD Users Guide is a reference guide to paratransit services offered by Votran which is Volusia County’s Community Transportation Coordinator (CTC). The guide is divided into nine sections including the introduction. Also provided with the guide is a detachable page to be signed by the patron which is intended to assist Votran in making its distribution of the guide as thorough as reasonably possible. The guide is updated on an as needed basis.

**Status:** The Votran GOLD Users (Rider’s) Guide is available in both English and Spanish and can be downloaded from the Votran website. Also available at this site are copies of the guide as a streaming audio and an MP3 download (18.7mb). Votran also distributes service guides throughout Volusia County at more than 300 locations and system information is also displayed at the Intermodal Transit Facility (ITF) and the Transfer Plaza. Votran ceased providing transportation for Medicaid patrons as of February 1, 2008 but continues to provide paratransit services for other qualifying riders. Logisticare continues to be the Medicaid Non-Emergency Transportation provider in Volusia County. Management from Logisticare has been attending the TDLCB meetings and has provided information about their services to the members and answered questions they may have.

**15. Participate in community events to distribute information to potential participants**

**Description:** Votran undertakes “transit education” programs oriented towards educating special interest groups on the benefit of public transportation. A better understanding of transit and its benefits may produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization.

**Status:** Votran staff has worked closely with a variety of groups to provide transit education. Votran participated in numerous community events such as meetings with the Riviera Independent Living Association; Senior Women’s Group and Disability Mentoring Day. A major community event Votran participated in was the October 2010 Volusia County Scrub Jay Day. Votran has also participated in groups such as One Voice for Volusia and the Volusia/Flagler Aging Coalition. School youth have been involved in presentation at St. Paul’s Catholic School; Children’s Home

Society and the Choices Program. These involvements have served to educate many potential riders on riding with Votran. Staff has also worked with the Volusia Council on Aging and local AARP offices to educate seniors on how to use fixed route service.

**16. Develop an annual safety in-service training for drivers and dispatchers**

**Description:** Votran conducts mandatory annual safety in-service training for all employees. This includes training on: Substance Abuse, Right-to-Know, and Bloodborne Pathogens.

**Status:** The most recent annual safety in-service training took place between December 6 and December 11, 2010. Topics covered were: Substance Abuse/Right-to-Know/Bloodborne Pathogens, EAP, Fixed Object/Report Accidents/Back Injuries, Wheelchair Securement Basics, Sexual Harassment, Fire Safety and United Way. The new simulators, at this FDOT Regional Training Facility which was completed in August 2008, provide state-of-the-art training for drivers. As of this date, 190 operators have been trained on the simulators. The simulators are being used for new operators, post accident collisions that are found preventable as well as a cross section of operators that are senior mid-career and operators that have been employed for over one year. The last is done to compare the groups in regards to collisions after this simulator training. A Paratransit simulator is also installed in the training facility. Every effort is made to have well trained operators and mechanics that will in turn not only provide enhanced safety, efficiency and reliability but also lead to reduced operating costs.

**17. System Safety Reviews of contractors biannually, and after any accident with fatality, major injury or major loss of vehicle.**

**Description:** Votran's System Safety Program Plan complies with State minimum equipment and operational safety standards established pursuant to subsection 341.061, Florida Statutes. Minimum State standards are contained in Rule 14-90, Florida Administrative Code. Votran inspects all equipment operated in accordance with established standards at least annually.

**Status:** The most recent Annual Safety Certification is dated January 1, 2011. Furthermore, 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. Following the completion of the above forms, they are forwarded to the Safety Director for investigation and classification. The accident reporting system at Votran involves the following reports: Accident Report, Accident Review Committee, Operator Accident History, System Performance and Employee Injury Reports.

**18. Continuous review of training, mandatory annual training and best practices**

**Description:** Votran drivers are provided with various training opportunities to include mandatory and annual training as well as post accident simulator training.

**Status:** 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.

**19. Strictly enforce monetary penalties for failure to provide adequate service**

**Description:** Votran has in place monetary penalties when service providers fail to provide adequate service.

**Status:** Disincentives may range from non-payment for a trip that was not performed in accordance with the standards set forth in the contract, up to a \$50.00 penalty for repeated occurrences 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. Votran does not contemplate applying disincentives on a regular basis, but rather as a penalty for repeated and documented non-compliance.

**20. Expand number of providers as needed to provide quality service**

**Description:** Votran advertises a Request for Statement of Qualifications (RSQ) either on an as needed basis or when contracts expire in order to provide supplemental paratransit services.

**Status:** Votran uses the assistance of small businesses in the provision of paratransit services allowing Votran to develop its core services and use vendors for some of the outlying trips. The most recent RSQ (2008) saw the awarding of contracts for all currently running supplemental paratransit service providers except for one. The new contract incorporates the following changes:

1. Reporting of performance standards which will require regular feedback (every 6 months) to ensure that standards are being met. The provision of penalties is also included in cases of poor performance.
2. Also included is an incentive for the use of technology which aids in the reduction of the cost of providing services.
3. Provisions for an automatic fuel adjustment which has become necessary in light of the recent rising cost of fuel and,
4. A limit on the number of providers for cost efficient management purposes.

**21. Monitor equipment, vehicles and replace as needed**

**Description:** Votran keeps track of its need to replace/purchase equipment/vehicles via the vehicle replacement program and coordination with the maintenance department.

**Status:** Concerning paratransit vehicles, Votran maintains a vehicle replacement schedule that extends over a decade. The organization also outlines a five-year replacement plan as part of the Capital Improvement Program (CIP). Concerning equipment, Votran's planning staff coordinates the development of the CIP with the maintenance department to ensure that the need for shop tools and equipment are identified and that adequate funding is secured. A schedule of needs is developed and incorporated into the CIP.

**22. Utilize compliance officers, road supervisors, "ghost riders", cameras and other means to ensure accountability of staff to riders**

**Description:** Votran uses various means to ensure accountability of staff to riders such as: compliance officers, road supervisors, "ghost riders" and video cameras on the vehicles.

**Status:** Votran's contract compliance officer monitors contractor performance and identifies training deficiencies or service quality concerns that may arise among contractors. Road supervisors, "ghost riders" and cameras (on all fixed route buses)

also contribute to ensuring accountability of staff to riders. Follow up to applicable complaints submitted at customer service reviews can also be accomplished through these means.

**23. Hold weekly meetings to review all complaints, report findings to affected parties and take corrective actions where and when necessary**

**Description:** Votran has in place a Service Review Committee which meets weekly. Attendees usually include: the Assistant General Manager, Representatives from Operations and Scheduling, a representative from the Volusia TPO and a member from the general public (the latter observes only). The review is run by the Customer Service Manager.

**Status:** The Service Review Committee continues to meet and review service complaints including paratransit. Thanks to Votran's technology improvements clearer determinations can be made using on-board videos and GPS data. The recently acquired Votran GOLD paratransit vehicles came with videos installed and all other Votran GOLD paratransit vehicles are in the process of being retrofitted with on-board videos. Commendations received concerning service are also shared with the attendees. Pursuant to these meetings, corrective actions are taken where and when necessary. On occasion, policies have been revised or developed pursuant to these meeting.

**24. Collect, compile and maintain data necessary to meet Local, State and Federal standards**

**Description:** In order to receive Federal funds, transit properties are required to report a variety of data in a standardized format to the Federal Transit Administration (FTA), resulting in what is known as the National Transit Database (NTD). Furthermore, pursuant to Chapter 427 of the Florida Statutes, the Community Transportation Coordinator (CTC) must submit an Annual Operating Report to the TD Commission. An Annual CTC evaluation which includes an evaluation of the standards and performance measures adopted by the Transportation Disadvantaged Local Coordinating Board (TDLCB) is also required.

**Status:** Votran collects, compiles and maintains various data that is used in the National Transit Database (NTD) and the Annual Operating Report (AOR) and which are submitted in a timely manner. The annual CTC evaluation is also undertaken,

which includes an evaluation of the standards and performance measures adopted by the Transportation Disadvantaged Local Coordinating Board (TDLCB). The CTC Evaluation was completed and approved by the TDLCB in May 2011 and preparations for the Annual Operating Report are underway

**25. Ensure clients are subject to recertification every three years**

**Description:** Votran has in place a paratransit shared-ride application form which covers: ADA, UTD and Rural. This form is available for download at Votran's website. Paratransit patrons are re-certified every three years.

**Status:** The paratransit shared-ride application was revised at the end of January 2008 to reflect the change concerning Medicaid trips. Because Votran has experienced a significant increase in the demand for paratransit trips in general it is necessary to conduct a recertification at least every three years. As a result of the recertification and if the situation warrants it, travel training is provided to help riders transition from paratransit to fixed-route service. Recertification is essential in keeping costs and demand under control. A goal of 15% referrals of paratransit applicants to fixed route service has been established.

**26. Continue to identify, evaluate and pursue transportation disadvantaged funding available through Local, State and Federal sources**

**Description:** Over time, Votran, under the auspices of Volusia County Government, has received funds from local property tax revenues as well as from state and federal sources. In recent years, Votran has also received a portion of revenue collected under the Local Option Gas Tax (LOGT). The LOGT revenue did not increase the overall funding for transit at the local level, however, because it supplanted previous county funding rather than supplementing it. The passage of Amendment 1 in January 2008 also affected the State's General Revenue Fund through which Votran receives its county funding support.

**Status:** Because fiscal constraints at the local, state and federal levels continue to exist, no progress has occurred in relation to this issue. The Volusia TPO's Unified Planning Work Program (UPWP) for FY 2008/2009 and FY 2009/2010 includes a transit alternate funding options study which was completed in April 2011. The study identified and described potential alternate funding options for Volusia County public transportation services in its urban and rural areas. A presentation of the results and

recommendations were made to the TPO Board by the project's consultant at their April 26, 2011 meeting. Results of the recent legislative session have also increased the challenge associated with providing transportation disadvantaged service.

**27. Closely monitor Medicaid Non-Emergency Transportation trips and costs to ensure adequate funding is available for trips**

**Description:** As of February 1, 2008, Votran no longer provides Medicaid non-emergency transportation trips.

**Status:** On January 1, 2010, Logisticare Solutions, LLC became Volusia County's Medicaid non-emergency transportation provider and continues to provide this service in Volusia County. Medicaid patrons are provided with a toll free number (866-726-1469) for the scheduling of their trips. As a result of the passage of Medicaid Reform in the latest legislative session, Medicaid will no longer be a part of Florida's Coordinated System.

**28. Develop contacts with agencies that provide or coordinate transportation services to transportation disadvantaged eligible residents to determine options for future cost-sharing of trips**

**Description:** Votran attends the TDLCB meetings as well as the meetings for One Voice for Volusia and the Volusia/Flagler Area Lifeline Transportation Coalition.

**Status:** Votran has been proactive in making presentations and soliciting public input as well as actively participating in the above mentioned meetings where various agencies are represented. This involvement helps Votran to interact and receive applicable feedback from people representing a variety of agencies and interests throughout the County. On April 2, 2009, Votran also conducted a Job Access/Reverse Commute and New Freedom Workshop and has since worked with FDOT District 5 concerning these programs. As part of the TDSP major update several workshops will be conducted to get input from agencies that provide or coordinate transportation services to transportation disadvantaged eligible residents to determine options for future cost-sharing of trips. These are planned to be scheduled for July and August 2011.

**29. Continue to monitor costs per trip and provide trips as efficiently as possible (multi-loading, scheduling of trips, group trips, etc.)**

**Description:** Votran's Administration, Finance and Paratransit Operations work together to monitor costs per trip and maintain efficiency in the provision of trips.

**Status:** Votran continues to monitor costs per trip and to apply such strategies as multi-loading, strategic scheduling of trips and group trips wherever feasible. The result of these efforts was reflected in this year's CTC evaluation where the fully allocated cost per passenger trip had decreased by approximately 5% over the previous year. To further increase efficiency, Votran schedulers run daily trapeze optimize reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on schedule.

**30. Continue to participate in Volusia TPO Subcommittees (BPAC, TCC, and CAC)**

**Description:** The Bicycle Pedestrian Advisory Committee, Technical Coordinating Committee and Citizens Advisory Committee are all subcommittees of the Volusia Transportation Organization.

**Status:** Votran continues to participate as a member of the Volusia TPOs Bicycle and Pedestrian Advisory Committee (BPAC) as well as the Technical Coordinating Committee (TCC) and the Citizens Advisory Committee (CAC) and more recently as a member of the Volusia TPO 2035 Long Range Transportation Plan subcommittee. Three members from the Transportation Disadvantaged Local Coordinating Board were also appointed to participate as members of the TPO 2035 Long Range Transportation Plan subcommittee. A Votran representative also attends the VTPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities.

**31. Work with local municipalities in efforts to improve accessibility for transportation disadvantaged population**

**Description:** The majority of the areas in Volusia County identified as transit-dependent in nature are reasonably well served by the existing transit system. Working with local municipalities can enhance efforts in improving accessibility.

**Status:** Votran continues to be involved as a reviewer of local comprehensive plans, plan amendments, development proposals, and re-zonings in its current and future planned service areas. Votran has met with several local municipalities to discuss possible improvements concerning accessibility for transit riders including the transportation disadvantaged. In January of 2009, Votran met with planning staff for Ormond Beach to discuss including transit development guidelines into their planning process. Prior to this, in November of 2008, Votran had met with County staff to discuss transit development guidelines and the County's Comprehensive Plan. Most recently (July 2011), a public involvement specialist from FDOT District 5 was invited to make a presentation concerning their Community Awareness Plans. Pursuant to this presentation an LCB member volunteered and was appointed by the LCB Chairman to be involved (as a point of contact) with providing information about FDOT project that would affect the transportation disadvantaged communities in our area. The point of contact for the TDLCB will be listed in the stakeholders sections of the Community Awareness Plans.

**Conclusion:**

Votran is reaching the end of the fourth year of implementation from the base-year Transportation Disadvantaged Service Plan (TDSP). Votran has made significant strides towards implementing the recommendations included in the original document. Budgetary constraints and capacity constraints have presented the greatest challenges to the system during this past year. Votran will continue to seek funding opportunities in spite of the challenges associated with the current economic climate. Votran in cooperation with TPO staff is currently undertaking the major update of both the TDP and TDSP. These are anticipated to be ready for approval by the Volusia County Council in August 2011 and December 2011 respectively.

## SUMMARY SHEET

July 13, 2011

### IV. ACTION ITEMS

#### F) Overview of FDOT District 5 Community Awareness Plans and Approval of point of contact from the TDLCB membership

##### **Background Information:**

FDOT District 5 has been developing community awareness plans for their projects and is actively seeking out and identifying more of the transportation disadvantaged community.

The TDLCB is being requested to appoint a point of contact from the membership who would be able to assist FDOT with information on how their projects would affect the transportation-disadvantaged communities in our area.

Ms. Megan Reinhart, a public involvement specialist with the district, will provide a brief overview of this item.

##### ***Action Requested:***

***Motion to approve the appointment of a point of contact from the TDLCB for FDOT District 5 Community Awareness Plans' projects to assist with information on how their projects would affect the transportation-disadvantaged communities in our area.***

## SUMMARY SHEET

July 13, 2011

### V. DISCUSSION ITEMS AND PRESENTATIONS

#### G) Update on Medicaid Reform and Medicaid Non-Emergency Transportation

##### **Background Information:**

At the close of the 2011 Legislative Session, House Bill 7107 was adopted with a strike all amendment filed by Senator Negrón. This amendment eliminated the language that would have required AHCA to contract with the TD Commission for the delivery of Medicaid Non-Emergency Transportation (MNET). The final bill also excluded the language that required AHCA to competitively procure transportation services. Instead, it simply lists transportation as a covered service and requires managed care plans to provide for it as a benefit in their plan. There was no specific language regarding the procurement of transportation by AHCA or the managed care plans.

The Medicaid reform or “Statewide Medicaid Managed Care Program” is effective July 1, 2011. The implementation will start by July 1, 2012 and will be completed by October 1, 2014.

The current contract with the TD Commission for Medicaid NET expires on August 31, 2011.

Ms. DeWeece Ogden with Florida AHCA Administration Area 4 will provide members with an update for this item.

##### ***Action Requested:***

***No action is required unless otherwise directed by the Board***

**SUMMARY SHEET**

**July 13, 2011**

**VI. STAFF COMMENTS**

**VII. TDLCB CHAIRMAN COMMENTS**

**VIII. TDLCB MEMBER COMMENTS**

**IX. PRESS/CITIZEN COMMENTS**

**X. INFORMATION ITEMS**

- TDLCB Letter of Appreciation to Dr. J. R. Harding
- TDLCB Membership List

**XI. ADJOURNMENT**

<b><u>Name</u></b>	<b><u>Address</u></b>	<b><u>Phone #</u></b>	<b><u>Email Address</u></b>	<b><u>Representing:</u></b>
<b>County Chair</b> <b>Frank T. Bruno Jr.</b> <i>Chairman</i>	123 W. Indiana Ave., rm 301 DeLand, FL 32720	386-736-5920	fbruno@co.volusia.fl.us	Volusia County
<b>Patricia James</b>	123 W. Indiana Ave., rm 101 DeLand, FL 32720	386-736-5956	pjames@co.volusia.fl.us	Association of Community Action
<b>Diane Poitras</b> <i>alternate: Jo Santiago</i>	133 S. Semoran Blvd. Orlando, FL 32807	407-482-7887	diane.poitras@dot.state.fl.us jo.santiago@dot.state.fl.us	FDOT
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<b>Chip Kent</b>	P O Box 2118 DeLand, FL 32721	386-736-6753 ext. 20812	cnkent@volusia.k12.fl.us	Public Education Community
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<b><u>Name</u></b>	<b><u>Address</u></b>	<b><u>Phone #</u></b>	<b><u>Email Address</u></b>	<b><u>Representing:</u></b>
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July 13, 2011

Dear Dr. Harding,

The members of the Volusia County Transportation Disadvantaged Local Coordinating Board (TDLCB) would like to thank you for the tremendous amount of dedication you put into your work with the Commission for the Transportation Disadvantaged (CTD) for the past 10 years and as Chairman of the CTD for the past 5 years.

The Board recognizes the importance of your demonstrated commitment to the transportation disadvantaged community which includes but is not limited to such achievements as: Service in all 67 counties, rate methodology, the Return on Investment Analysis and managing the NET contract. This commitment was further confirmed when the CTD received the Community Transportation Association of America (CTAA) State Leadership Award in 2008. This award recognized the CTD as an entire state organization that provides creative, effective and continuing training and technical assistance programs, using new concepts, strategies, procedures and policies to provide support to local transit systems, and more. This award has been given out annually since 1989 and under your chairmanship was the first time Florida had received it.

Please accept our sincerest gratitude for your superior work in enhancing the TD Commission's mission in providing affordable, reliable and safe transportation to Florida's transportation disadvantaged population.

We wish you much success in your future endeavors and appreciate your intention to continue to monitor, support and champion transportation issues.

Sincerely,

Frank T. Bruno, Jr.  
Chairman, TDLCB