



MEETING NOTICE

Please be advised that a meeting of the River to Sea Transportation Planning Organization (R2CTPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) **QUALITY ASSURANCE COMMITTEE** will be held on:

Date: Wednesday, September 10, 2014

Time: 10:30 A.M.

Place: Volusia County Mobility Management Center (Votran)
950 Big Tree Road
South Daytona, FL 32119

AGENDA

I. CALL TO ORDER

II. BUSINESS

- A. Review of Votran's Annual Operating Report (AOR) for Fiscal Year 2013-2014
- B. Update of Votran's User Guide (Part 1)

III. ADJOURNMENT

Distribution:

Joshua Wagner
Mary Ellen Ottman
DeWeece Ogden
Pat Antol
Judy Craig
Heather Blanck
Press

NOTE: *Individuals covered by the American with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the River to Sea TPO office, 2570 W. International Speedway Blvd., Suite 100, Daytona Beach, FL 32114-8145; (386) 226-0422, extension 20416, at least five (5) working days prior to the meeting date.*

ANNUAL OPERATIONS REPORT

Section I: Face Sheet

Please refer to the instructions before completing this report.

Report Due Date: September 15, 2014

DRAFT

Period Covered: July 1, 2013 to June 30, 2014

Coordinators Name: County of Volusia d/b/a/ Votran

Address: 950 Big Tree Road

City: South Daytona Zip: 32119

Service Area: Volusia County

Contact Person: Carole M. Hinkley

Title: Transit Planner

Telephone Number: (386) 756-7496 x4123 Suncom: _____

Fax Number: (386) 756-7497

E-Mail Address: cmhinkley@r2ctpo.org

Network Type: Partial Brokerage

Organization Type: County

CTC Certification:

I, Steve Sherrer, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature)

Date

LCB Certification:

In accordance with Rule 41-2.007 (7), the local Coordinating Board will or has reviewed this report and a copy will or has been provided to the designated official planning agency.

LCB Chairperson (signature)

Date

ANNUAL OPERATIONS REPORT

I: Operating Data

DRAFT

Please refer to the instructions before completing this report.

County

Fiscal Year: 2014

A. Coordinated System General Information

1. Operator Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits:

4

Number of Private For-Profits:

6

Public Entities:

School Board:

Municipality:

County:

1

Transit Authority

Other:

1

Headstart

TOTAL

12

2. How many of the operators listed in A1 are coordination contractors?

4

3. How many of the operators listed in A1 are Certified Minority Business Enterprises (CMBEs)?

2

4. How many other CMBE's are used in your system for services other than transportation?

1

B. Passenger Trip Information

1a. One-Way Passenger Trips - by Type and Service Area

DRAFT

Type of Service	Service Area		Total
	Within	Outside	
Fixed Route/Fixed Schedule			
Daily Trip Tickets	74,404		74,404
Weekly Passes	20,820		20,820
Monthly Passes	322,200		322,200
Deviated Fixed Route Service			0
Paratransit			
Ambulatory	229,703		229,703
Non-Ambulatory	73,837		73,837
Stretcher	0		0
Other Services			
Headstart	4,708		4,708
Total Trips	725,672		725,672

1b. How many of the total trips were provided by contracted transportation operators (do not include the CTC, if the CTC provides transportation services)?

99,653

1c. How many of the total trips were provided by coordination contractors?

62,918

2. One-Way Trips by Funding Source

Commission for the Transportation Disadvantaged
 Florida Department of Transportation
 Department of Children and Families
 Agency for Health Care Administration
 Department of Health
 Agency for Workforce Innovations
 Agency for Persons with Disabilities
 Department of Education
 Department of Elder Affairs
 Department of Community Affairs
 Department of Juvenile Justice
 Other Federal Programs
 Local Government
 Local Non-Government

35,327
 1,394
 0
 0
 0
 0
 1,501
 121,283
 11,390
 0
 0
 4,708
 244,179
 305,890
725,672

TOTAL

3. One-Way Trips by Passenger Type

Was this information obtained by sampling?

NO

ELDERLY	0	Low Income
	102,724	Disabled
	0	Low Income and Disabled
	197,680	Other
CHILDREN	0	Low Income
	1,070	Disabled
	0	Low Income and Disabled
	188,534	Other
OTHER	0	Low Income
	233,447	Disabled
	0	Low Income and Disabled
	2,217	Other
	725,672	TOTAL

4. One-Way Passenger Trips - by Trip Purpose

DRAFT

Was this information obtained by sampling?

NO

166,613	Medical
66,279	Employment
145,181	Education/Training/Daycare

12,284	Nutritional
335,315	Life-Sustaining/Other
725,672	TOTAL

5. Unduplicated Passenger Head Count

5a. Paratransit/Deviated Fixed Route/ School Brd:

5,802

5b. Fixed Route:

11,582

6. Number of Unmet Trip Requests:

0

Unmet Trip Requests by Type of Trip:

Medical
Employment
Education/Training/Daycare
Nutritional
Life-Sustaining/Other

0
0
0
0
0

Reason Trip was Denied: (Optional)

Lack of Funding
Lack of Vehicle Availability
Lack of Driver Availability
Other

N/A
N/A
N/A
N/A

7. Number of Passenger No-shows:

6,453

Passenger No-Shows by Funding Source: (Optional)

CTD
AHCA
DCF
DLES
DOE
DOEA
Other

N/A
N/A
N/A
N/A
N/A
N/A
N/A

8. Complaints:

9. Commendations:

270	Service
0	Policy
0	Vehicle
0	Other

127
23
0

CTC
Transportation Operators
Coordination Contractors

270 Total Complaints

150 Total Commendations

C. Vehicle Information

1. Mileage Information:

DRAFT

Vehicle Miles

1,368,226
1,069,211
227,720
0

Revenue Miles

1,204,926
954,653
203,321
0

CTC
Transportation Operators
Coordination Contractors
School Bus Utilization Agreement

2,665,157 Total Miles

2,362,900 Total Miles

2. Total Roadcalls: 220

3. Total Accidents:

	Chargeable
Person Only:	1
Vehicle Only:	0
Person and Vehicle:	0

	Non-Chargeable
	1
	0
	2

TOTAL: 1

TOTAL: 3

GRAND
TOTAL 4

4. Total Number of Vehicles: 114

	% of Total Vehicles	
a. Total vehicles that are wheelchair accessible:	87	76%
b. Total vehicles that are stretcher equipped:	N/A	N/A

D. Employee Information

1. CTC and Transportation Operator Employee Information

		Driver Hours:
79	Full-Time Drivers	171282
10	Part-Time Drivers	10575
0	Volunteer Drivers	0
Total Driver Hours		181857

27	Maintenance Employees	DRAFT
5	Dispatchers	
5	Schedulers	
9	Call Intake/Reserv./Cust. Serv.	
0	Other Operations Employees	

		Volunteer Hours:
0	Other Volunteers	0
5	Administrative Support	
6	Management Employees	
146	TOTAL	

2. Coordination Contractors Employee Information

		Driver Hours:
12	Full-Time Drivers	13853
32	Part-Time Drivers	10886
0	Volunteer Drivers	0
Total Driver Hours		24739

0	Maintenance Employees
1	Dispatchers
1	Schedulers
0	Call Intake/Reserv./Cust. Serv.
0	Other Operations Employees

		Volunteer Hours:
0	Other Volunteers	0
2	Administrative Support	
3	Management Employees	
51	TOTAL	

ANNUAL OPERATING REPORT

Section III: Financial Data

1. Detailed Revenue and Trips Provided by Funding Source

County: Volusia

Fiscal Year 2014

DRAFT

Revenue Source	CTC & Transportation Operators	Coordination Contractors	TOTAL REVENUES
Local Non-Government			
Farebox	399,167		\$399,167
Medicaid Co-Pays Received			\$0
Donations, Contributions			\$0
In-Kind Services			\$0
Other Non-Government	76,474	377,948	\$454,422
Local Government			
School Board Service			\$0
Complementary ADA Service	2,740,551		\$2,740,551
County Cash			\$0
County In-Kind			\$0
City Cash			\$0
City In-Kind			\$0
Other Cash (specify)			\$0
Other In-Kind (specify)			\$0
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	1,052,132		\$1,052,132
Non-Sponsored Cap. Equip.			\$0
WAGES One-Time Grant			\$0
Shirley Conroy Capital Equip.			\$0
TD Other (specify)			\$0
Department of Transportation			
49 USC 5307 (Section 9)	1,433,054		\$1,433,054
49 USC 5310 (Section 16)			\$0
49 USC 5311 (Section 18)	168,271		\$168,271
490USC 5311(f) (Section 18i)			\$0
Block Grant			\$0
Service Development			\$0
Commuter Assistance Program			\$0
Other DOT (Specify)			\$0
Agency for Health Care Administration			
Medicaid Non-Emergency			\$0

Revenue Source	DRAFT	CTC & Transportation Operators	Coordination Contractors	TOTAL REVENUES
Department of Children and Families				
Alcohol, Drug Abuse & Mental Health Program				\$0
Family Safety & Preservation				\$0
Comm Care for Dis Adults/Aging & Adult Services				\$0
Developmental Services				\$0
Other (specify)				\$0
Department of Health				
Children's Medical Services				\$0
				\$0
County Public Health Unit				\$0
Other (specify)				\$0
Department of Education				
Carl Perkins Vocational Ed. Act				\$0
Division of Blind Services	11,117			\$11,117
Vocational Rehabilitation	14,634			\$14,634
Day Care Programs				\$0
Other (specify)				\$0
Agency for Workforce Innovations				
Department of Elder Affairs				
Older Americans Act	52,340			\$52,340
Community Care for the Elderly	7,340			\$7,340
Other (specify)				\$0
Department of Community Affairs				
Community Services				\$0
Other (specify)				\$0
Agency for Persons with Disabilities				
Office of Disability Deter.				\$0
Other (specify) Disability Determination	2,915			\$2,915
Department of Juvenile Justice				
(specify)				\$0
Other Federal or State Programs				
(specify)				\$0
(specify)				\$0
(specify) Headstart	28,696			\$28,696
GRAND TOTAL				
	\$5,986,691	\$377,948		\$6,364,639

ANNUAL OPERATING REPORT

SECTION III: FINANCIAL DATA

2. Expense Categories

DRAFT

County: Volusia

FY 2014

Expense Item	Community Transportation Coordinator	Coordination Contractors	TOTAL EXPENSES
Labor (501)	2010808		2010808
Fringe Benefits (502)	803889		803889
Services (503)	33740		33740
Materials and Supplies Cons. (504)	860326		860326
Utilities (505)	73554		73554
Casualty and Liability (506)	34796		34796
Taxes (507)	45806		45806
Purchased Transportation Services (508)			
Bus Pass Expenses	921		921
School Bus Expenses			
Other (NET Contractors)	1701013	377948	2078961
Miscellaneous (509)	12801		12801
Interest (511)			
Leases and Rentals (512)			
Annual Depreciation (513)			
Contributed Services (530)			
Allocated Indirect Expenses	409037		409037
GRAND TOTAL	\$5,986,691	\$377,948	6,364,639

ANNUAL OPERATIONS REPORT

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Period Covered: July 1, 2012 to June 30, 2013

Coordinators Name: County of Volusia d/b/a/ Votran

Address: 950 Big Tree Road

City: South Daytona Zip: 32119

Service Area: Volusia County

Contact Person: Carole M. Hinkley

Title: Transit Planner

Telephone Number: (386) 756-7496 x4123 Suncom: _____

Fax Number: (386) 756-7497


E-Mail Address: cmhinkley@volusiatpo.org

Network Type: Partial Brokerage

Organization Type: County

CTC Certification:

I, Steve Sherrer, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.



CTC Representative (signature)

9/11/13
Date

LCB Certification:

In accordance with Rule 41-2.007 (7), the local Coordinating Board will or has reviewed this report and a copy will or has been provided to the designated official planning agency.



LCB Chairperson (signature)

9/11/2013
Date

ANNUAL OPERATIONS REPORT

I: Operating Data

Please refer to the instructions before completing this report.

County

Fiscal Year: 2013

A. Coordinated System General Information

1. Operator Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits:	6	
Number of Private For-Profits:	6	
Public Entities:		
School Board:		
Municipality:		
County:	1	
Transit Authority		
Other:	1	Headstart
TOTAL	14	

2. How many of the operators listed in A1 are coordination contractors?

6

3. How many of the operators listed in A1 are Certified Minority Business Enterprises (CMBEs)?

2

4. How many other CMBE's are used in your system for services other than transportation?

4

B. Passenger Trip Information

1a. One-Way Passenger Trips - by Type and Service Area

Type of Service	Service Area		Total
	Within	Outside	
Fixed Route/Fixed Schedule			
Daily Trip Tickets	77,760		77,760
Weekly Passes	15,600		15,600
Monthly Passes	367,080		367,080
Deviated Fixed Route Service			0
Paratransit			
Ambulatory	244,606		244,606
Non-Ambulatory	76,534		76,534
Stretcher	0		0
Other Services			
Headstart	5,086		5,086
Total Trips	786,666		786,666

1b. How many of the total trips were provided by contracted transportation operators (do not include the CTC, if the CTC provides transportation services)?

106,257

1c. How many of the total trips were provided by coordination contractors?

69,243

2. One-Way Trips by Funding Source

Commission for the Transportation Disadvantaged
 Florida Department of Transportation
 Department of Children and Families
 Agency for Health Care Administration
 Department of Health
 Agency for Workforce Innovations
 Agency for Persons with Disabilities
 Department of Education
 Department of Elder Affairs
 Department of Community Affairs
 Department of Juvenile Justice
 Other Federal Programs
 Local Government
 Local Non-Government

34,447
1,970
0
0
0
0
1,330
115,420
10,751
0
0
5,086
257,221
360,441
786,666

TOTAL

3. One-Way Trips by Passenger Type

Was this information obtained by sampling?

NO

ELDERLY	0	Low Income
	106,187	Disabled
	0	Low Income and Disabled
	208,075	Other
CHILDREN	0	Low Income
	1,765	Disabled
	0	Low Income and Disabled
	221,493	Other
OTHER	0	Low Income
	246,119	Disabled
	0	Low Income and Disabled
	3,027	Other
	786,666	TOTAL

4. One-Way Passenger Trips - by Trip Purpose

Was this information obtained by sampling?

NO

175,657	Medical
69,509	Employment
143,435	Education/Training/Daycare

11,923	Nutritional
386,142	Life-Sustaining/Other
786,666	TOTAL

5. Unduplicated Passenger Head Count

5a. Paratransit/Deviated Fixed Route/ School Brd:

6,942

5b. Fixed Route:

17,562

6. Number of Unmet Trip Requests:

0

Unmet Trip Requests by Type of Trip:

Medical
Employment
Education/Training/Daycare
Nutritional
Life-Sustaining/Other

0
0
0
0
0

Reason Trip was Denied: (Optional)

Lack of Funding
Lack of Vehicle Availability
Lack of Driver Availability
Other

N/A
N/A
N/A
N/A

7. Number of Passenger No-shows:

5,485

Passenger No-Shows by Funding Source: (Optional)

CTD
AHCA
DCF
DLES
DOE
DOEA
Other

N/A
N/A
N/A
N/A
N/A
N/A
N/A

8. Complaints:

9. Commendations:

244	Service
0	Policy
0	Vehicle
0	Other

141	CTC
7	Transportation Operators
0	Coordination Contractors

244 Total Complaints

148 Total Commendations

C. Vehicle Information

1. Mileage Information:

Vehicle Miles

1,411,824
1,208,637
268,646
0

2,889,107 Total Miles

Revenue Miles

1,259,373
1,060,208
235,654
0

2,555,235 Total Miles

CTC
Transportation Operators
Coordination Contractors
School Bus Utilization Agreement

2. Total Roadcalls: **232**

3. Total Accidents:

	Chargeable
Person Only:	2
Vehicle Only:	2
Person and Vehicle:	0

Non-Chargeable
3
1
1

TOTAL: **4**

TOTAL: **5**

GRAND
TOTAL **9**

4. Total Number of Vehicles: **115**

	% of Total Vehicles	
a. Total vehicles that are wheelchair accessible:	87	76%
b. Total vehicles that are stretcher equipped:	N/A	N/A

D. Employee Information

1. CTC and Transportation Operator Employee Information

		Driver Hours:
78	Full-Time Drivers	169733
12	Part-Time Drivers	11960
0	Volunteer Drivers	0

Total Driver Hours	181693
--------------------	--------

27	Maintenance Employees
5	Dispatchers
5	Schedulers
9	Call Intake/Reserv./Cust. Serv.
0	Other Operations Employees

		Volunteer Hours:
0	Other Volunteers	0

6	Administrative Support
7	Management Employees

149	TOTAL
-----	-------

2. Coordination Contractors Employee Information

		Driver Hours:
15	Full-Time Drivers	13323
28	Part-Time Drivers	19497
0	Volunteer Drivers	0

Total Driver Hours	32820
--------------------	-------

0	Maintenance Employees
1	Dispatchers
1	Schedulers
0	Call Intake/Reserv./Cust. Serv.
0	Other Operations Employees

		Volunteer Hours:
0	Other Volunteers	0

3	Administrative Support
3	Management Employees

50	TOTAL
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ANNUAL OPERATING REPORT

Section III: Financial Data

1. Detailed Revenue and Trips Provided by Funding Source

County: Volusia

Fiscal Year

2013

Revenue Source	CTC & Transportation Operators	Coordination Contractors	TOTAL REVENUES
Local Non-Government			
Farebox	402,587		\$402,587
Medicaid Co-Pays Received			\$0
Donations, Contributions			\$0
In-Kind Services		477,759	\$0
Other Non-Government	62,600	47,759	\$110,359
Local Government			
School Board Service			\$0
Complementary ADA Service	3,448,609		\$3,448,609
County Cash			\$0
County In-Kind			\$0
City Cash			\$0
City In-Kind			\$0
Other Cash (specify)			\$0
Other In-Kind (specify)			\$0
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	706,818		\$706,818
Non-Sponsored Cap. Equip.			\$0
WAGES One-Time Grant			\$0
Shirley Conroy Capital Equip.			\$0
TD Other (specify)			\$0
Department of Transportation			
49 USC 5307 (Section 9)	1,280,781		\$1,280,781
49 USC 5310 (Section 16)			\$0
49 USC 5311 (Section 18)	142,299		\$142,299
49 USC 5311(f) (Section 18i)			\$0
Block Grant			\$0
Service Development			\$0
Commuter Assistance Program			\$0
Other DOT (Specify)			\$0
Agency for Health Care Administration			
Medicaid Non-Emergency			\$0

WAS CORRECTED DURING ELECTRONIC SUBMISSION CH

Revenue Source	CTC & Transportation Operators	Coordination Contractors	TOTAL REVENUES
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program			\$0
Family Safety & Preservation			\$0
Comm Care for Dis Adults/Aging & Adult Services			\$0
Developmental Services			\$0
Other (specify)			\$0
Department of Health			
Children's Medical Services			\$0
			\$0
County Public Health Unit			\$0
Other (specify)			\$0
Department of Education			
Carl Perkins Vocational Ed. Act			\$0
Division of Blind Services	6,676		\$6,676
Vocational Rehabilitation	11,875		\$11,875
Day Care Programs			\$0
Other (specify)			\$0
Agency for Workforce Innovations			
Department of Elder Affairs			
Older Americans Act	68,216		\$68,216
Community Care for the Elderly	3,600		\$3,600
Other (specify)			\$0
Department of Community Affairs			
Community Services			\$0
Other (specify)			\$0
Agency for Persons with Disabilities			
Office of Disability Deter.			\$0
Other (specify) Disability Determination	5,126		\$5,126
Department of Juvenile Justice			
(specify)			\$0
Other Federal or State Programs			
(specify)			\$0
(specify)			\$0
(specify) Headstart	20,695		\$20,695
GRAND TOTAL			
	\$6,159,882	\$47,759	\$6,207,641

477,759

ANNUAL OPERATING REPORT

SECTION III: FINANCIAL DATA

2. Expense Categories

County: Volusia

Expense Item	Community Transportation Coordinator	Coordination Contractors	TOTAL EXPENSES
Labor (501)	1899477		1899477
Fringe Benefits (502)	803986		803986
Services (503)	34252		34252
Materials and Supplies Cons. (504)	838722		838722
Utilities (505)	74669		74669
Casualty and Liability (506)	35323		35323
Taxes (507)	46500		46500
Purchased Transportation Services (508)			
Bus Pass Expenses	935		935
School Bus Expenses			
Other (NET Contractors)	1915426	477759	2393185
Miscellaneous (509)	12995		12995
Interest (511)			
Leases and Rentals (512)			
Annual Depreciation (513)			
Contributed Services (530)			
Allocated Indirect Expenses	415237		415237
GRAND TOTAL	\$6,077,522	\$477,759	6,555,281

VOTRAN GOLD -review

USER GUIDE

RESERVATIONS

EAST VOLUSIA: (386) 322-5100

WEST VOLUSIA: (386) 943-7050

SOUTHEAST VOLUSIA: (386) 424-6810

CUSTOMER SERVICE

(386) 756-7496

TDD

(386) 756-7494

RESERVATIONS FAX

(386) 322-5119

**THIS GUIDE IS AVAILABLE IN AN
ACCESSIBLE FORMAT UPON
REQUEST**

~~JUNE 2012~~ August 2014

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RIGHTS AND RESPONSIBILITIES	20
CUSTOMER FEEDBACK	Error! Bookmark not defined.

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INTRODUCTION

[Votran is a service of Volusia County Government, providing non-medical and non-emergency transportation within the county boundary limits.](#)

Votran Gold Service is a door-to-door shared-ride Paratransit Service. Since the service is provided from door-to-door, you must be on the ground floor to be picked up for your transportation. In addition, shared-ride means your trip could involve stopping to pick up or drop off other customers along the way.

This special service is provided only for those individuals who cannot use Votran regular fixed route bus service because of a disability or when fixed route service is not available in your area and you have no other means of transportation.

To become qualified for this special service a completed application must be submitted to Votran for processing and determination of eligibility.

When making a reservation for service, please keep in mind a local trip (within the same service area) can take up to one hour. Trips from one service area to another can take up to two hours.

Votran does not provide Medicaid supported transportation.

Who is eligible to use Votran Gold?

Votran Gold is intended to serve a limited group of people, specifically those sponsored under the following:

- **Americans with Disabilities Act (ADA):** Those individuals who reside within ¾ mile of an established bus route, but cannot use Votran regular fixed route service because of a disability.
- **Transportation Disadvantaged (TD):** Includes qualifying individuals located in areas where

fixed route service is not available and who have no other means of transportation [available](#).

- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

Votran staff will determine the funding category appropriate for each customer. If you have questions about your eligibility status, please call Votran Customer Service staff at (386) 756-7496 option #4.

What groups ~~make up~~[participate in coordinating](#) Votran Gold?

~~Votran Gold Service is made up of the following:~~

- **A Transportation Disadvantaged Local Coordinating Board (TDLCB):** The TDLCB is established under Florida Statute to oversee the delivery of paratransit services, resolve customer disputes and monitor quality of service.
- **The Community Transportation Coordinator (CTC):** ~~VOTRAN~~[Votran](#) acts as the CTC for Volusia County, coordinating and providing many of the transportation needs for ADA and TD
- **Private Contractors:** These operators provide paratransit services under contract with Votran.

To explain the services offered ~~to you~~ by Votran Gold, we have prepared the following USER GUIDE to help plan your trips and to make your transportation ~~runs~~[as smooth](#) as possible. It is important that you take the time to read this guide completely to avoid any misunderstandings about the services offered by the system.

OVERVIEW OF SERVICES

Although Votran Gold serves all of Volusia County, certain restrictions may apply to the trips provided. These limitations may impact the times you can travel or the destinations that may be available to you.

SERVICE AREAS

The provision of Gold Service for Volusia County is divided into four service areas. ~~They~~ Since Volusia County is a very large area, the service areas are defined as follows:

EAST VOLUSIA - Ormond Beach, Ormond-by-the-Sea, Holly Hill, Daytona Beach, South Daytona, Port Orange, Daytona Beach Shores, Wilbur-by-the-Sea and Ponce Inlet.

SOUTHEAST VOLUSIA - New Smyrna Beach, Edgewater and Oak Hill.

WEST VOLUSIA – Osteen, Enterprise, Cassadaga, DeLand, Orange City, Debary, Deltona, and DeLeon Springs.

NORTHWEST VOLUSIA - Astor, Barberville, Pierson, and Seville.

What service is available for trips ~~in~~ between service areas?

~~Trips between service areas are very limited and it may take two hours.. I~~ **It is important to check the times of operation before you schedule your appointments.** Please contact the Call Center call the ~~Reservation Department~~ Call Center to determine what times the vehicles

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operate between Service Areas.

DESTINATIONS

Votran Gold service provides specialized transportation throughout Volusia County. However, some travel limitations may exist based on the [sponsor](#) category of each qualified applicant. It's important that each of our customers understand the services available to them.

Where may I travel?

Depending on the program [for which](#) you are eligible ~~for~~, some service restrictions may apply as a result of Federal or State regulations.

Customers who qualify for service [sponsored](#) under **ADA** may only schedule trips that begin and end in the ADA Corridor. The corridor is an area within 3/4 of a mile on either side of a fixed bus route. While you may be certified to ride Votran Gold, all destinations in the county may not be within the ADA corridor.

Votran Gold clients who qualify [for sponsorship](#) under the **Transportation Disadvantaged** program are those individuals located outside of the ADA corridor. These clients are permitted to schedule trips countywide [for weekday and Saturday service. Night and Sunday transportation is only available in the ADA corridor.](#)

People traveling under **Agency** sponsored trips are only authorized to take trips as arranged by the particular agency sponsoring the trip.

SERVICE TIMES

Service hours correspond to those provided by the nearest fixed bus route. You can review the bus schedule for detailed service hours in your area or call our [Reservation Department Call Center](#). The following hours are a general guide:

EAST VOLUSIA

6:00 a.m. - 6:00 p.m., Monday through Saturday

WEST VOLUSIA & SOUTHEAST VOLUSIA

6:00a.m. - 6:00 p.m., Monday through Saturday

EVENING SCHEDULE

Limited service is available in Daytona during evening hours 6 p.m. to [12:00 a.m.](#) ~~11:30 p.m.~~

SUNDAY SCHEDULE

Limited service is available in Daytona on Sunday ~~6:00 a.m. — 6:00 pm.~~

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HOLIDAY SCHEDULES

Votran does not operate on New Year's Day, Thanksgiving Day and Christmas Day. Limited service is available on Memorial Day, 4th of July and Labor Day. Please call our [Reservation Department Call Center](#) for further information on our Holiday Schedules.

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ELIGIBILITY

While some people might prefer to use Gold Service rather than a fixed route bus, this specialized service is designed to assist those individuals who cannot access Votran regular fixed route bus service because of a disability or when fixed route service is not available in your area and you have no other means of transportation [available](#). In order to determine whether or not a person is best served with Votran Gold, an eligibility process has been established.

THE APPLICATION PROCESS

Any resident of Volusia County may request an **ELIGIBILITY APPLICATION** from Votran by calling one of the phone numbers printed on the front of this guide. The Eligibility Application must be **FILLED OUT COMPLETELY** to be considered for transportation services from Votran. If you need assistance completing your application Votran staff members are available to help. The completed application will be reviewed by Votran and a determination of eligibility will be made based on the information provided. A staff interview or assessment may be required to complete the process.

The eligibility process can take up to twenty-one (21) days to complete. If you qualify for Votran Gold Service, the scheduling of future trips is a quick and easy process.

VISITORS WITH DISABILITIES

Votran provides complementary paratransit service to individuals who travel to Volusia County and are eligible for services under the Americans with Disabilities Act (ADA). If these individuals have been certified as "ADA Paratransit eligible" by a public entity, that certification will be honored for up to 21 days. If they have not been certified as eligible by another public entity but claim that they are ADA Paratransit eligible, they are entitled to "presumptive eligibility" for up to 21 days. If service is needed beyond this period, individuals will be required to apply for eligibility in the area they are visiting.

RECERTIFICATION REQUIREMENTS

To ensure that we are able to provide the best possible service, Votran must maintain current and accurate records. Therefore our **customers are subject to recertification every three (3) years** (with the exception of temporary certifications).

TRAVEL ASSISTANCE

[Votran is a non-medical/non-emergency shared ride service.](#) Many of our customers require assistance during their travel. While Votran drivers are able to provide assistance to and from the vehicle, some customers require more personalized care. This section of the Guide addresses customer's needs that extend beyond the responsibility of a Gold operator.

[\(Oxygen transport and Personal belongings moved from page 12.\)](#)

OXYGEN TRANSPORT

[Travel with oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contracted vendors are not permitted to supply, connect or disconnect oxygen. For passengers that use oxygen and a wheelchair, the oxygen tank must be carried by the passenger or in a carrier affixed to the wheelchair](#)

PERSONAL BELONGINGS

[Passenger property that can be safely carried by the passenger and/or the driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger. Personal belongings may not occupy any seat or floor space that blocks the boarding or deboarding of another passenger.](#)

How old must someone be to use Votran Gold service?

AGE REQUIREMENTS

Children under the age of six (6) years **MUST** have an escort. [Children Effective January 1, 2015](#) [children](#) under the age of ~~four (4)~~[six \(6\)](#) years and/or under the weight of 45 lbs. will be required to use a child restraint device. Due to the cost of purchasing, maintaining and replacing the devices and for sanitary reasons related to the transmittal of communicable diseases, these devices must be provided by the accompanying adult or escort.

What if I need an assistant to travel with me?

PERSONAL CARE ATTENDANTS

Children under the age of six (6) and individuals requiring special assistance while en-route must have an escort/personal care attendant (PCA). The PCA must be able to provide the necessary assistance to the passenger and will be transported free.

Only one PCA may ride free of charge. In cases where it is not evident the individual needs an escort, medical documentation stating the reason an escort is needed will be required. The PCA will be traveling with the passenger to assist with life-functions and to facilitate travel. Although a PCA may travel with a customer, the Votran Gold operator still has a responsibility to assist from door-to-door. Both the PCA and the rider must be picked up and dropped off at the same address.

A PCA request must be approved on the initial application in order to be eligible to travel with a rider. To be eligible for a PCA, a physician or other qualified professional must include this information on your application. The information provided must state the functional limitations that require you to have additional assistance. If your physical status changes after the application is approved without a PCA being authorized, and one is now required, a letter must be submitted from a physician or other qualified professional stating that you now require a PCA.

When do we require a PCA or escort?

Agencies who schedule trips for children under the age of six (6) will be responsible for providing escorts or bus aides if a parent or guardian does not accompany the child. A parent or guardian escorting an under-age child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service. Gold vehicle operators are available to assist passengers from the door of their pick-up location to the door of their destination. However, we require that passengers needing additional assistance upon reaching their destination also travel with an escort.

COMPANIONS

One companion may accompany an ADA Paratransit eligible rider. However, both must be picked up and dropped off at the same address. Accompanying companions pay the same fare as the eligible rider ~~(currently \$2.50.)~~ When making a reservation, you must indicate a companion is traveling with you.

SERVICE ANIMALS

Service animals are welcome at all Votran facilities, on all Votran vehicles, as well as on Votran's private contractor vehicles as per Florida Statute 413.08. All other uncrated animals are prohibited.

RESERVING YOUR TRIP

Due to the volume of customers served by Votran Gold each day, trips must be called in ahead of time to allow for proper scheduling.

Who do I call for service?

CONTACTING RESERVATIONS

You may request a trip by calling the [Call Center](#) ~~Reservations Department~~ using the telephone numbers printed on the front of this guide.

Requests for NEXT DAY service must be called in by ~~4:00~~ [5:00](#) p.m. on the day preceding your trip. **Same day service is not available.**

Trips may also be booked up to one (1) week in advance by calling the ~~reservation department~~ [Call Center](#) between 7:00 a.m. and ~~5:45~~ [5:00](#) p.m. Monday-Friday or on Saturday between 7:00 a.m. and ~~4:00~~ [5:00](#) p.m.

What do I do if the phone lines are busy?

Because of the number of trip requests we receive on a daily basis, our phone lines are sometimes busy. When you call to make a reservation for service and hear a recording, please stay on the line and the next available [reservationist agent](#) will be happy to assist you. Please note that our busiest hours are from 11:00 a.m. to 1:00 p.m. and from 3:30 p.m. to 4:00 pm.

What information will I need to provide when I call to make a reservation?

REQUIRED INFORMATION

When you call for an appointment please have the following information available:

- [Confirm if you are in a manual or power wheelchair, or will be using another mobility device.](#)
- [Confirm if you have a condition that affects if you need a lift or ramp to board.](#)
- Pick up location - name, phone number, address including building and apartment number,

town or city and zip code.

- Destination
 - Street address (including: town or city & zip code)
 - Phone Number
 - Doctor's Name
 - Office or Suite Number
 - Name of [Business or](#) Facility if applicable.
- [Time you want to arrive](#) ~~Appointment Time~~ and Return Time.
- Please inform the [reservationist agent](#) if you require a personal care attendant (PCA) on your trip and specify whether the PCA is ambulatory or in a wheelchair.
- Also, please inform the [reservationist agent](#) of any additional travel requirements needed to schedule your trip such as traveling with a service animal.
- Return trip information - exact location and time (see section on return trips for details).

Some facilities are very large with many buildings and entrances. In order for us to provide your trip you need to identify the exact entrance. Normally you will be picked up at the same entrance where you were dropped off.

Always give the [reservationist agent](#) the time you need to be at your destination or the time of your health care appointment. Since your vehicle will pick up several customers, trips are scheduled based on your appointment time. There is a pick-up window that requires passengers to be ready up to one (1) hour in advance of their scheduled appointment time. This means that if you have a 9:00 a.m. appointment you may be picked up as early as 8:00 a.m.- [If for any reason you need to arrive earlier than the appointment then your reservation time should reflect the earlier time to ensure you arrive for the scheduled appointment.](#)

If you are traveling from one service area to another, [you check with the Call Center agent for the service area schedule.](#) You should be ready for your trip [at least](#) two (2) hours prior to your appointment.

What about scheduling my return trip?

RETURN TRIPS

When you schedule your transportation, you **MUST** also schedule your return trip. Return trips that are not scheduled in advance will not be accepted.

If you are not ready at your scheduled return time you may have to wait for a return ride to become available, which could be up to two (2) hours after you call. Therefore it's important to schedule your return trip late enough so that you are sure you will be ready when your vehicle arrives. Votran will be better able to accommodate a change in your return trip if we are notified promptly. Please contact Votran as soon as possible to inform us about a change to your trip. ~~If you are not ready at your scheduled return time you may have to wait for a return ride to become available. Therefore it's important to schedule your return trip late enough so that you are sure you will be ready when your vehicle arrives.~~

When making your doctor's appointment, please inform the physician's office that you are riding on public transportation and that you need to be ready to return when the vehicle arrives.

In most cases, you will be picked up at the same location you were dropped off. If for some reason the pick-up location is different, be sure to tell the [reservationist/agent](#) **exactly where you will be waiting for your return trip. The driver will be given this information and will be looking for you at that location. Do not leave the area or you could miss your ride.**

Please be advised that the one (1) hour delivery window applies to all return trips, and that travel between service areas is a two (2) hour delivery window

If you are ready for your return trip more than one (1) hour before it is scheduled, you may contact Votran to request an earlier pick-up. If you wait more than one (1) hour after your scheduled pick-up time, call one of the phone numbers on the front of this guide and a representative will assist you. Calling within the pick-up window will not expedite your trip.

Vehicles will only stop at pre-determined origin and destination points. you reserved in advance. Drivers will not make additional stops except in an emergency.

SUBSCRIPTION SERVICE

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two or more times a week) at the same times. You will save time by submitting a standing order; however you must contact the [reservation department](#) [Call Center](#) [Call Center](#) immediately if your plans change to avoid being charged with a cancellation or a no-show.

When are the best times to ride on the system?

The Votran system operates on the public roads and highways. Occasionally our vehicles will run behind schedule during periods of peak demand such as special events, during rush hour, or during inclement weather. Your trip will have fewer problems if you avoid peak travel periods.

TAKING YOUR TRIP

Please be ready at the door with your fare. Pickup time on the day of your trip will be set depending on other passengers boarding with you. You need to be ready for your pick-up when the vehicle arrives. Failure to board within 5 minutes after the vehicle arrives will result in a “no-show” and a missed trip because a same day reservation is not available.

FARE INFORMATION

Fares will depend upon your sponsorship or funding source. Your [reservationist](#) [agent](#) will tell you the cost of your trip when your reservation is made.

The driver will collect the fare from you when you board the vehicle. You must have the **exact change**. Drivers do not carry money and will not make additional stops to get change. Failure to pay the appropriate fare may jeopardize your transportation eligibility.

Please do not tip the drivers.

One-way tokens are available in various quantities. [For your convenience you may purchase Gold Tokens online at votran.org.](#) For information on purchasing one-way tokens, please call (386) 756-7496 extension 4105.

What type of vehicle will pick me up?

DRIVERS AND VEHICLES

Votran operates vehicles designed to accommodate ambulatory and wheelchair customers.

Gold Service drivers are not responsible for charging, connecting or disconnecting any equipment used by a customer. Please ensure all equipment is functioning properly and independently prior to starting your trip.

To achieve the goals of shared-ride transportation, customers are expected to share transportation with other customers. Customers may not request a specific transportation provider. When you request service, you may be scheduled to ride with one of the Private Contractors or one of the Votran vehicles.

All Votran and Contract Operator drivers are required to wear uniforms and picture identification badges. All vehicles are plainly marked with the name of the company in a prominent location.

Votran Gold provides door-to-door paratransit service. Our drivers are trained to help those who require assistance to and from the vehicle. We **do not enter a person's home or a person's room at a living facility.** In addition, we **do not go above the first floor of a multi - family residence.** The customer must be waiting on the ground floor in the lobby or at the main entrance.

Our vehicles are equipped to transport ~~common~~ wheelchairs (or scooters), however the customer must have their own wheelchair. ~~A common wheelchair is one that does not exceed~~ or [scooter. Vehicles may be equipped with a ramp or a lift for entry. Vehicles can accommodate](#)

~~wheelchairs or scooters measuring 48 inches in length and 30 inches in width and 48 inches in length (measured two inches above the ground) and does not weigh more than~~weighing up to 600 pounds when occupied.

Wheelchair customers must be on the first floor with no more than one (1) step from the entrance of the residence to ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer. In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces. **WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.**

~~Vehicles are equipped with a boarding wheelchair to accommodate those customers with limited mobility to board the vehicle. The boarding wheelchair is not to be used for a means of transportation, only to assist customers to board and alight the vehicle.~~

OXYGEN TRANSPORT

END OF PART 1 REVIEW