



## MEETING NOTICE & AGENDA

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

**DATE:** Wednesday, September 11, 2013  
**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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Councilman Joshua Wagner, Chairman Presiding

### AGENDA

- I. CALL TO ORDER / ROLL CALL / DETERMINATION OF QUORUM / PLEDGE OF ALLEGIANCE
- II. PUBLIC COMMENT/PARTICIPATION (Public comments may be limited to three (3) minutes at the discretion of the Chairman)
- III. COMMITTEE REPORTS (*Enclosure, page 3*)
- IV. ACTION ITEMS
  - A. APPROVAL OF JULY 10, 2013 MEETING MINUTES (*Contact: Pamela Blankenship*) (*Enclosures, pages 4-14*)
  - B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR'S (CTC's) MONTHLY PARATRANSIT REPORT (*Contact: Heather Blanck*) (*Enclosures, pages 15-17*)
  - C. REVIEW AND APPROVAL OF ACTUAL EXPENDITURE REPORT (AER) FOR FISCAL YEAR 2012-2013 (*Contact: Carole M. Hinkley*) (*Enclosures, pages 18-19*)
  - D. REVIEW AND APPROVAL OF ANNUAL OPERATING REPORT (AOR) FOR FISCAL YEAR 2012-2013 (*Contact: Carole M. Hinkley*) (*Enclosures, pages 20-29*)

**V. DISCUSSION ITEMS AND PRESENTATIONS**

- A. CONTINUATION OF DISCUSSION CONCERNING PARATRANSIT SERVICES IN THE VOLUSIA COUNTY SERVICE AREA** *(Carole M. Hinkley) (Enclosure, page 30)*
- B. PRESENTATION ON PROPOSED VOTRAN FARE INCREASE** *(Contact: Heather Blanck) (Enclosures, pages 31-41)*
- C. MEMBER TRAINING AND ORIENTATION** *(Contact: Carole M. Hinkley) (Enclosure, page 42) - Tabled from the last meeting*

**VI. STAFF COMMENTS** *(page 43)*

**VII. TDLCB MEMBER COMMENTS** *(page 43)*

**VIII. TDLCB CHAIRMAN COMMENTS** *(page 43)*

**IX. INFORMATION ITEMS** *(Enclosures, pages 43-50)*

- TDLCB membership list
- Pocket Guide: Neighborhood Wayfinding Assessment
- Letter assigning new member to the TDLCB (Department of Education)

**X. ADJOURNMENT** *(page 43)*

**\*\*\*\*THE NEXT MEETING OF THE TDLCB WILL BE NOVEMBER 13, 2013\*\*\*\***

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

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

NOTE: The Volusia TPO does not discriminate in any of its programs or services. To learn more about our commitment to nondiscrimination and diversity, visit our Title VI page at [www.VolusiaTPO.org](http://www.VolusiaTPO.org) or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, [pblankenship@volusiatpo.org](mailto:pblankenship@volusiatpo.org).

SUMMARY SHEET  
(TDLCB)  
SEPTEMBER 11, 2013

III. COMMITTEE REPORTS

Quality Assurance Committee

**Background Information:**

The Quality Assurance Committee (QAC) is scheduled to meet on September 11, 2013, prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting. The QAC will be conducting their review of Votran's FY 2013 Annual Operating Report (AOR)

The Chairman (or representative thereof) will be present to give a report for the Quality Assurance Committee.

*Action Requested:*

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

SUMMARY SHEET  
(TDLCB)  
SEPTEMBER 11, 2013

IV. ACTION ITEMS

A. Approval of the July 10, 2013 TDLCB 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 July 10, 2013 TDLCB meeting minutes*

# Minutes

## Transportation Disadvantaged Local Coordinating Board

July 10, 2013

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

### Members Present:

Jean Cerullo  
Diane Poitras  
DeWeece Ogden  
Peter Cerullo  
Dr. E. Douglas Beach  
Chip Kent  
Patricia Antol  
Mary Ellen Ottman  
Steve Jack  
Clay LaRoche  
Judy Ryan

### Members Absent:

Joshua Wagner, Chairman (excused)  
Rick Fraser  
Barbara Goldstein (excused)  
Mike White (excused)  
Marilu Klopp (excused)  
Lynn Sinnott  
Patricia James

### Others Present:

Pamela Blankenship, Recording Secretary  
Carole M. Hinkley  
Steve Sherrer  
Heather Blanck  
Rickey Mack  
Liz Suchsland  
Robert Craig  
Sandi Baker  
Julie Shaw  
Lisa Sanders  
Elizabeth Alicia Lendian  
William Mista

### Representing:

Citizens Advocate  
Florida Dept. of Transportation  
Health Care Administration  
Mass Transit  
Elder Affairs  
Public Education Community  
Elderly Citizens  
Citizens Advocate, System User  
Private for Profit  
Dept. of Children and Families  
Medical Community

### Representing:

Volusia TPO  
Workforce Development Board  
Handicapped Citizens  
Veterans Services Group  
Vocational Rehabilitation Services  
Early Child Care  
Association of Community Action

### Representing:

TPO Staff  
TPO Staff  
General Manager, Votran  
Votran Staff  
Votran Staff  
Votran Staff  
TD Commission Staff  
Adaptive Technology Solutions  
dSIL  
MTM  
Citizen  
SafeNet

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

Vice-chairperson Ottman called the meeting to order at 11:02 a.m.

Ms. Hinkley informed the members Chairman Wagner will not be present as he is attending the funeral of former Daytona Beach Mayor Bud Asher, a longtime friend of the family.

Ms. Blankenship proceeded to call the roll and a quorum was determined.

## **II. Pledge of Allegiance**

## **III. Public Comment / Participation**

Lisa Sanders, program director for Medical Transportation Management (MTM), reminded the members that she will be holding an open house at Votran this afternoon beginning at 2:00 pm.

Robert Craig, TD Commission staff, stated that he was in town to attend the TDLCB meeting as well as help MTM make a smooth transition from the previous Medicaid non-emergency transportation provider.

Also introduced were: Steve Sherrer, Votran General Manager and Rickey Mack, Votran's new Customer Service Manager

Dr. Beach asked Lisa Sanders if the event this afternoon was a workshop or an open house.

Ms. Sanders replied that it is an open house.

Julie Shaw, CEO of Disability Solutions for Independent Living (dSIL) reminded the members that the chairman specifically requested the issue she had brought up last month be placed on this meeting agenda. She added she had met with the chairman and pointed out the federal regulations pertaining to the subject matter and was assured that there would be plenty of time to discuss the issue. She further asked if she should speak now or later.

Vice-Chair Ottman mentioned that there will be a presentation later in the meeting that may address or answer some of Ms. Shaw's concerns.

Ms. Shaw indicated that the presentation will be an overview and not specific to the details of the regulations related to response times. Ms. Shaw added she would like to pass out materials to the attendees that she had prepared for today's meeting.

Ms. Hinkley stated at the last meeting there were questions concerning several issues brought up by several members and that she had attempted to come up with an agenda item that could fairly encompass all of them. She added starting with an overview would provide a common starting point for all members to understand what is provided in non-emergency transportation in Volusia County

currently and then take it from there to look at the issues individually and discuss possible solutions if any are available.

Ms. Sandy Baker with Adaptive Technology Solutions introduced herself and informed the members that she has already discussed her concerns with Steve Sherrer, Votran's General Manager.

#### **IV. Committee Reports**

Vice-Chairperson Ottman provided the summary for both the Quality Assurance Committee (QAC) and the Grievance Committee (GC). She mentioned the QAC reviewed the TDLCB Bylaws and the GC reviewed the Grievance procedures. No changes were recommended for either document.

#### **V. Action Items**

##### **A. Review and Approval of the May 8, 2013 Meeting Minutes**

*A motion was made by Pat Antol to approve the May 8, 2013 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 covered the CTC reports for April and May 2013. She went over the Votran summary of transportation disadvantaged boardings and pointed out that fixed route buses board around 2,000 wheelchair passengers per month. Their numbers are slightly down from the previous year mostly due to stormy weather and heavy rainfalls. She added that May 2013 had 9.04 inches of rain while the normal for May is 3.13 inches. Ms. Blanck stated that overall boardings for fixed route (including wheelchairs) had increased by about 3% in April and about 7% in May 2013. Year to date actual boardings for May 2013 was 171,749 as opposed to 163,973 in May 2012 indicating an increase of 4.7%. Year to date budgeted boardings were also provided.

*Jean Cerullo moved to approve the CTC Monthly Paratransit Reports. The motion was seconded by Chip Kent and carried unanimously.*

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

Ms. Hinkley indicated that a copy of the grievance procedures is provided in the agenda packet and reminded the members that these have to be reviewed on an annual basis. She indicated that pursuant to the Quality Assurance Committee's review there were no recommended changes.

*Pat Antol moved to approve the Grievance Procedures of the Volusia TPO's Transportation Disadvantaged Local Coordinating Board. The motion was seconded by Steve Jack and carried unanimously.*

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

Ms. Hinkley corrected her previous statement to say that the Grievance Committee reviews the grievance procedures not the Quality Assurance Committee. She then indicated that a copy of the bylaws is provided in the agenda packet and reminded the members that these also have to be reviewed on an annual basis. Pursuant to the Quality Assurance Committee's review there were no recommended changes to the bylaws.

*DeWeese Ogden made a motion to approve the TDLCB Bylaws. The motion was seconded by Chip Kent and carried unanimously.*

Ms. Hinkley informed the members that the Volusia TPO will be changing its name to the River to Sea TPO as soon as reapportionment is completed. She added that an article concerning this future name change recently appeared in the Daytona Beach News-Journal.

## **VI. Discussion Items and Presentations**

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

Ms. Blanck mentioned that at the last meeting there were questions raised on Votran's "will call" and hospital discharges and how reservations are handled adding she also met with Elizabeth Suchsland, Votran's Assistant General Manager for Operations and Maintenance.

Votran staff proceeded with the PowerPoint presentation and provided a handout of same to the members.

Ms. Suchsland spoke about the eligibility process, reservations for Votran Gold Service and about "will call" trips adding these are occasional situations occurring when a passenger has a scheduled pick-up and is not ready. These trips are switched to "will call" status and it is expected that the passenger at some point will contact Votran to let them know they are ready for pick-up. When the ready call is received the dispatcher determines availability of vehicles near the pick-up location and dispatches the nearest available vehicle. The goal is to pick-up and drop off the passenger within two hours from being notified as ready for pick-up. Sometimes taxis are used but only if Votran cannot get there within the two hours. Taxis are not part of the normal vehicle resource availabilities. If the passenger requires an accessible vehicle Votran will allocate resources from an accessible vehicle and move an ambulatory person to a taxi to free up the time on an accessible vehicle to meet the goal of picking up a person and dropping them off within two hours. Votran uses taxis to enhance its on-demand services provided under the Votran Gold program. There are no accessible taxis vendor services in Volusia County that have responded to Votran's request. Ms. Suchsland stated however there is a new vendor that has started service in DeLand who has notified Votran they are registered as a taxi and have accessible vehicles. Votran is in the process of seeing if it can negotiate an agreement. She added that since they are located in DeLand, this would possibly be a DeLand service and stated that she didn't want to raise expectations so early in the process. Ms. Suchsland continued her presentation and stated that Votran does not schedule



same day trips and provides non-emergency transportation service that must be scheduled in advance. Concerning hospital discharges, she clarified that eligible Votran customers who are discharged from the hospital are served as long as they can be boarded with other passengers.

Ms. Suchsland touched briefly on service during hurricanes or other emergencies and informed members that Votran provides transportation to shelters and under these conditions Votran's bus stops become evacuation collection points. She added no fares are charged during an evacuation or return and Votran buses pick up passengers with special needs for transportation to special needs shelters.

Mr. Cerullo wanted to know the obligation of the rider using the Gold service to call in rather than take it for granted the provider or operator will automatically put them on "will call" if they are not ready.

Ms. Suchsland replied "will call" status means that Votran needs to be notified when the passenger is ready for pick-up. Someone has to notify Votran whether it is the passenger or even the medical provider. Vehicles can't be dispatched to meet the two hour goal until Votran is notified that the person is ready.

Mr. Cerullo asked if after notifying Votran the passenger is ready and then is offered and accepts a ride home from someone, would that be classified as a "no show".

Ms. Blanck replied yes, it is a "no show" since that person has notified Votran they are ready and expecting a return trip.

Ms. Antol asked if that person notifies Votran they are accepting a ride home from someone else would that still be considered a "no show".

Ms. Blanck replied it would then be considered a same day cancellation.

Julie Shaw congratulated Votran on creating a solution to "no-shows" which is a step above paratransit requirements. She added Votran makes great efforts and has an excellent staff. Ms. Shaw explained how she became aware of "will call" through an employee who worked late hours. The ride was scheduled for 5:00pm but because of the workload would have to stay until 11:00pm and would notify Votran he is not ready and be placed on "will call". When ready for pick-up a taxi would arrive. Ms. Shaw stated she was surprised to see a taxi and found it unusual for paratransit services. She then commented the issue is response time and there is no data in this committee's reports on performance response time and added this committee under the TD Commission is required to monitor the aspects of the paratransit program. The only way one can look at response time is to get response time reports and have them compared from ambulatory to people who need accessible vehicles. In 28 CFR Title II of the Americans with Disabilities Act (ADA) concerning the provision methods of administration the entities whether they are called a broker, subcontractor or an enhanced service if they stand in the shoes of Votran they too have full compliance requirements. Using the words "status" or "enhancement" in paratransit is misleading because anything that happens in a paratransit

program is paratransit services. She mentioned another issue with "will call" is taxi drivers used in the program are not trained, they talk to other people rather than the rider with disabilities, and they touch them inappropriately without asking. Those are the kinds of things she has noticed.

Ms. Shaw stated she had made a public records request and did not feel the response qualified as a public record response based on state statute. Ms. Shaw then referred to question #6, answer #6 of the public records request response concerning the number of taxis used for paratransit services over the last six months. She added the response received from Votran indicated they did not possess private company fleet information. The issue is that Votran is subcontracting with providers and is not monitoring the response time criterion of paratransit. Ms. Shaw provided a packet to the Board with "how to" guidelines for municipalities as well as a copy of the regulations relating to the purchase or lease of vehicles. She commented that Votran is responsible for determining vehicle equivalency and also requiring its subcontractors to purchase accessible vehicles including taxis if they are used in the paratransit service.

Ms. Shaw informed the members she gets paid to be an advocate by the federal and state Department of Education and one of the four core services is advocacy and civil rights issues. She added that she is here to offer technical assistance on these issues and not create controversy. What is needed is to verify based on data whether the requirements of ADA are being met.

Dr. Beach asked Ms. Shaw if she wants compliance records and also for the driver of taxis to be trained

Ms. Shaw replied, yes. She added that all she wants is the data to determine if there is equivalency.

Vice-Chair Ottman commented it is the responsibility of the TDLCB to ensure services are provided equitably and wants to help in any way it can.

Ms. Blanck commented on the difficulty of the data. Concerning "will call", she clarified that the dispatcher has a log and logs that the trip cannot be completed at this time, it's a "will call". That time, the time for the "ready for pick-up" and the person's name are logged. The dispatcher then has to go into the information system and match that person's trip up with their name. So to summarize, the only data Votran has on the subject is a piece of paper with the time, a name, the time reported as not ready, and the time when the ready call came in.

Dr. Beach stated based on the information just presented by Ms. Blanck it calls into question whether Votran is compliant or not.

Ms. Biro, paratransit operations/call center supervisor explained when the dispatcher gets a call that someone is not ready and a "will call" he will un-schedule them off the run and put them on a the list and when the person calls in to say they are ready for pick-up the dispatcher marks down what time they called and searches for a run to put that trip on. When the trip gets put

on the run the dispatcher will update the time to the actual time that the person is being picked up. Votran does not mark trips separately as a "will call" because if a trip is marked as a "will call" in Trapeze, it disappears. So, it is marked the same way as a regular trip and that unscheduled trip then gets scheduled back. There is no list in Trapeze of trips that are "will calls" just a list of trips whose times have changed.

Ms. Blanck added "will call" is an enhancement and there is no compliance issue nor does it represent anything that Votran is bound to complete. However, Votran does have to report on-time performance which appears in the annual operating report and is reviewed by the TD Commission on a regular basis.

Ms. Antol commented what she is hearing is two different things; one is a "will call" program that would be a formal program and the other is what is currently being done in Volusia County and added that it would be super expensive to set up a separate program for "will calls"

Ms. Shaw commented the fact Votran is not tracking the type of vehicle being dispatched for that person is what's resulting in unequal response time. She added she had spoken to a local consumer who uses a scooter who would be at a meeting with several people with disabilities and the meeting is running late so everyone calls and gets placed on "will call". Then, when the meeting is over everybody calls again to get picked up. Those who are ambulatory get picked up but the person who needs an accessible vehicle told her that she had waited for over three hours before being picked up. Ms. Shaw asked Votran how they can declare 90% performance on response time if Votran is not tracking it in the whole system.

Dr. Beach commented that his understanding is Votran folds this data into the regular numbers and does not check off what is or is not a "will call" so Votran has 90% compliance with the total trips that are provided.

Ms. Blanck replied, yes

Ms. Suchsland clarified the goal is never to have a "will call" which is a negative disruption to the system. Under regulations, technically, if a person schedules a trip and is supposed to be picked up at 3:00pm and that person is not ready it becomes a "no-show" and that person is on their own. This is not Votran's approach and Votran will make every effort to complete that person's trip. Concerning comparable response time with "will calls" for ambulatory customers and wheelchair customers Ms. Suchsland commented currently that data is not being tracked and she will take a look at how that is being handled and report back at the next meeting on possible ways to start tracking that data.

Ms. Shaw stated that she wanted to re-submit her public records request at this time. She also inquired how does Votran gets to the 90% for rides provided by the subcontractors.

Ms. Suchsland replied Votran receives the subcontractors' manifests and logs in their pick up and drop off times.

Ms. Shaw further requested that the number of no-shows clarify how many of them are “will calls”

Dr. Beach wanted to know how the training for taxi drivers was being tracked.

Ms. Suchsland replied this information can be pulled and brought back to the members.

Ms. Ogden asked if the person who waited over three hours for her pick up ever made a formal complaint to Votran.

Ms. Shaw indicated, no because she didn't know she could.

Vice-Chairperson Ottman commented response time for ambulatory versus non ambulatory depends on several factors such as: where people live, where trips are scheduled and who is picked up first. She added from her experience she has been at meetings where scheduled pick-ups for non-ambulatory persons occurred before she got picked up.

Mr. Robert Craig, TD Commission staff, inquired if TD riders fall into the “will call”

Ms. Blanck replied yes, it is a countywide service.

Mr. Craig commented that it's a wonderful thing that Votran has this “will call” enhancement to the service, however, once Votran agrees to do a trip whether it is a “will call” trip that was called in 5 minute ago or a trip that was scheduled 2 or 3 days ago the same standards should apply and he believes Votran has all of the resources to do that. The accessible taxi company will probably be Key and Votran may want to consider looking for someone who is not located in Volusia County yet, but could provide that service there. He added that Ms. Shaw would be a good resource for working together on this.

Mr. Jack wanted to know how other Community Transportation Coordinators (CTCs) track their “will calls”

Mr. Craig responded many of the other CTCs are not governmental and more scrutiny is placed on those that are. Some of the other CTCs keep track and some have policies that indicate if one “no-shows” they are on their own. He suggested Votran may want to work with Trapeze to see if the system can be modified so that the “will calls” can be accounted for.

Ms. Antol pointed out in this instance 10% is what is not in compliance. Earlier in the meeting it was noted there is only one accessible taxi company in Volusia County and it is located on the west side of the County. She added last year there was an attempt at getting people to locate in Volusia County on both sides with accessible vehicles because there is a great need and all agree with that. But she felt Votran was being slammed for something they are going above and beyond right now to provide and doesn't want Votran to stop the service because of reports. She mentioned she was concerned about the person who waited 3 hours and upset that situation did not come back through normal channels and that is not acceptable. She

added one should keep in mind that Votran does approximately 30,000 trips per month and 1 in 30,000 is not a bad rate.

Mr. Craig didn't want everyone to take his comments to mean anything other than everyone is doing a great job. His concern is that when too many people fall through the cracks some of those folks are not going to file a complaint they'll just file a lawsuit. The goal is to serve the people that you have been tasked to serve. Once you agree to provide the transportation the clock starts ticking.

Dr. Beach indicated that as Ms. Antol pointed out one way to solve the problem would be to simply show it as a "no show" then there would be 100% compliance. He suggested Votran work with Ms. Shaw on this and come back with a recommendation.

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

Dr. Beach inquired if it would be possible to table this item to the next meeting.

Ms. Hinkley replied that it is alright as long as it is within the year.

*Dr. Beach made a motion to table the Member Training and Orientation to the next meeting. The motion was seconded by Jean Cerullo and carried unanimously.*

#### **VII. Staff Comments**

Heather reminded the members Votran is implementing minor adjustments to the Route 60 which will no longer stop inside the Volusia Mall parking lots only along International Speedway. This should facilitate running on time. She also added the routes 3 and 4 are operating more frequently on U.S. #1 and has operated this way for about a month. She should be able to provide more information on these at the next meeting.

Ms. Hinkley went over the information items with the members and went over the process of appointing TDLCB members.

Vice-Chair Ottman requested a motion from the members to forward Ms. Shaw's letter to the Volusia TPO Board for appointment.

*Chip Kent made a motion to forward the letter to the Volusia TPO Board for appointment. The motion was seconded by Peter Cerullo and carried unanimously.*

#### **VIII. TDLCB Chairman Comments**

Vice-Chair Ottman thanked Ms. Shaw for her advocacy and tenaciousness and that hopefully issues can be resolved.

**IX. TDLCB Member Comments**

Steve Jack thanked Lisa Sanders with MTM for working hard at taking over Medicaid non-emergency transportation for Volusia County. He commented MTM had only gotten about eight working days of notice to start service on July 1 in this County and added it has been quite a task for MTM to educate the community.

**X. Press / Citizen Comments**

None

**XI. Information Items**

- TDLCB Membership List
- Letter Requesting TDLCB Alternate Membership (Citizens Advocate)
- Update Concerning Medicaid NET in Volusia County

**XII. Adjournment**

The meeting was adjourned at 12:28 p.m.

**VOLUSIA TRANSPORTATION PLANNING ORGANIZATION**

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

**CERTIFICATE:**

The undersigned, duly qualified and acting Recording Secretary of the Volusia TPO certified that the foregoing is a true and correct copy of the minutes of the July 10, 2013 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 11<sup>th</sup> day of September 2013.

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**PAMELA C. BLANKENSHIP, RECORDING SECRETARY**  
**VOLUSIA TRANSPORTATION PLANNING ORGANIZATION**

SUMMARY SHEET  
(TDLCB)  
SEPTEMBER 11, 2013

IV. ACTION ITEMS

B. Review and Approval of the Community Transportation Coordinator's (CTC's) 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 June and July 2013 are enclosed for your review.

Staff will be available to answer questions regarding the reports.

*Action Requested:*

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

<b>MONTHLY TRANSPORTATION DISADVANTAGED REPORT</b>						
	<b>JUN., 2013 VOTRAN</b>	<b>JUN., 2012 VOTRAN</b>	<b>JUN., 2013 CONTRACTED</b>	<b>JUN., 2012 CONTRACTED</b>	<b>JUN., 2013 TOTAL</b>	<b>JUN., 2012 TOTAL</b>
<b>TOTAL PASS TRIPS</b>	<b>11,106</b>	<b>11,856</b>	<b>8,176</b>	<b>8,919</b>	<b>19,282</b>	<b>20,775</b>
<b>TRIP PURPOSE</b>						
Medical	4,689	4,652	3,327	3,568	8,016	8,220
Nutrition	739	995	79	75	818	1,070
Other	1,986	2,308	1,885	2,115	3,871	4,423
Education	956	1,075	839	874	1,795	1,949
Shopping	718	793	608	568	1,326	1,361
Work	2,018	2,033	1,438	1,719	3,456	3,752
<b>PASSENGER TYPE</b>						
Disabled	10,219	10,753	7,733	8,721	17,952	19,474
Elderly	887	1,103	443	198	1,330	1,301
Child	0	0	0	0	0	0
<b>TRIP TYPE</b>						
Ambulatory	8,024	8,510	5,695	6,472	13,719	14,982
Wheelchair	3,082	3,346	2,481	2,447	5,563	5,793
<b>TOTAL COMPLAINTS</b>	<b>5</b>	<b>2</b>	<b>18</b>	<b>8</b>	<b>23</b>	<b>10</b>
Discourtesy	0	0	0	0	0	0
Safety	1	0	0	0	1	0
Early	1	0	0	0	1	0
Late	0	0	13	7	13	7
Driver	2	2	4	0	6	2
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	1	0	1
Other	1	0	1	0	2	0
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	1	0	1
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	2	0	2
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>964</b>	<b>1,004</b>	<b>710</b>	<b>758</b>	<b>1,674</b>	<b>1,762</b>
<b>NO SHOWS</b>	<b>259</b>	<b>245</b>	<b>190</b>	<b>185</b>	<b>449</b>	<b>430</b>
<b>REVENUE MILES</b>	<b>95,479</b>	<b>98,714</b>	<b>78,197</b>	<b>83,145</b>	<b>173,676</b>	<b>181,859</b>
<b>REVENUE HOURS</b>	<b>5,900</b>	<b>5,999</b>	<b>5,287</b>	<b>5,526</b>	<b>11,187</b>	<b>11,525</b>



MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	JUL., 2013 VOTRAN	JUL., 2012 VOTRAN	JUL., 2013 CONTRACTED	JUL., 2012 CONTRACTED	JUL., 2013 TOTAL	JUL., 2012 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>11,507</b>	<b>11,896</b>	<b>8,599</b>	<b>8,907</b>	<b>20,106</b>	<b>20,803</b>
<b>TRIP PURPOSE</b>						
Medical	5,006	4,783	3,502	3,717	8,508	8,500
Nutrition	848	954	69	62	917	1,016
Other	1,877	2,367	1,931	2,105	3,808	4,472
Education	894	1,021	878	865	1,772	1,886
Shopping	759	669	565	497	1,324	1,166
Work	2,123	2,102	1,654	1,661	3,777	3,763
<b>PASSENGER TYPE</b>						
Disabled	10,650	10,984	8,198	8,538	18,848	19,522
Elderly	857	912	401	369	1,258	1,281
Child	0	0	0	0	0	0
<b>TRIP TYPE</b>						
Ambulatory	8,298	8,562	5,939	6,438	14,237	15,000
Wheelchair	3,209	3,334	2,660	2,469	5,869	5,803
<b>TOTAL COMPLAINTS</b>	<b>2</b>	<b>5</b>	<b>11</b>	<b>23</b>	<b>13</b>	<b>28</b>
Discourtesy	0	0	0	0	0	0
Safety	1	1	2	2	3	3
Early	0	0	0	0	0	0
Late	1	0	4	20	5	20
Driver	0	2	2	1	2	3
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	1	0	1	0
Other	0	2	2	0	2	2
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	1	0	0	0	1
<b>CANCELLATIONS</b>	<b>952</b>	<b>907</b>	<b>710</b>	<b>685</b>	<b>1,662</b>	<b>1,592</b>
<b>NO SHOWS</b>	<b>270</b>	<b>241</b>	<b>201</b>	<b>181</b>	<b>471</b>	<b>422</b>
<b>REVENUE MILES</b>	<b>100,352</b>	<b>100,752</b>	<b>82,506</b>	<b>81,503</b>	<b>182,858</b>	<b>182,255</b>
<b>REVENUE HOURS</b>	<b>6,268</b>	<b>5,993</b>	<b>5,691</b>	<b>5,377</b>	<b>11,959</b>	<b>11,370</b>

SUMMARY SHEET  
(TDLCB)  
SEPTEMBER 11, 2013

IV. ACTION ITEMS

C. Review and Approval of the Actual Expenditure Report (AER) for FY 2012-2013

**Background Information:**

The Volusia TPO is required annually to submit an Actual Expenditure Report (AER) for transportation disadvantaged funds to the Commission for the Transportation Disadvantaged.

This AER covers the period July 1, 2012 through June 30, 2013 and must be completed and submitted by September 15, 2013. A copy of the report is enclosed for your review.

Staff will be available to answer questions regarding this report.

*Action Requested:*

*Motion to approve the FY 2012-2013 Actual Expenditure Report (AER)*

**ACTUAL EXPENDITURE REPORT FORM**  
 (One form for each county  
 Do not report funds from state agency sources)

**DRAFT**

COUNTY: VOLUSIA

DUE: September 15, 2013

**Coordinated Transportation**

ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
3,469,304	326,226		

**Transportation Alternatives**

ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

**Other**

ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

SUMMARY SHEET  
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SEPTEMBER 11, 2013

IV. ACTION ITEMS

D. Review and Approval of the Annual Operating Report (AOR) for FY 2012-2013

**Background Information:**

The Annual Operating Report (AOR) is an annual report that includes operating and financial data. The report is jointly prepared by the Volusia TPO and Votran, and provides information for fiscal year July 1, 2012 through June 30, 2013. A copy of the AOR is enclosed for your review.

Staff will be available to answer questions regarding this report.

*Action Requested:*

*Motion to approve the Annual Operating Report (AOR) for FY 2012-2013*

# ANNUAL OPERATIONS REPORT

## Section I: Face Sheet

**DRAFT**

Please refer to the instructions before completing this report.

Report Due Date: September 15, 2013

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](mailto: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)

\_\_\_\_\_  
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

## Section II: Operating Data

**DRAFT**

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:	<input type="text" value="6"/>	
Number of Private For-Profits:	<input type="text" value="6"/>	
Public Entities:		
School Board:	<input type="text"/>	
Municipality:	<input type="text"/>	
County:	<input type="text" value="1"/>	
Transit Authority	<input type="text"/>	
Other:	<input type="text" value="1"/>	<i>Headstart</i>
<b>TOTAL</b>	<input type="text" value="14"/>	

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

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

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

## B. Passenger Trip Information

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

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

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	34,447
Florida Department of Transportation	1,970
Department of Children and Families	0
Agency for Health Care Administration	0
Department of Health	0
Agency for Workforce Innovations	0
Agency for Persons with Disabilities	1,330
Department of Education	115,420
Department of Elder Affairs	10,751
Department of Community Affairs	0
Department of Juvenile Justice	0
Other Federal Programs	5,086
Local Government	257,221
Local Non-Government	360,441
<b>TOTAL</b>	<b>786,666</b>

### 3. One-Way Trips by Passenger Type

Was this information obtained by sampling?

NO

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

4. One-Way Passenger Trips - by Trip Purpose

**DRAFT**

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
<b>786,666</b>	<b>TOTAL</b>

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:

244	Service
0	Policy
0	Vehicle
0	Other

<b>244</b>	<b>Total Complaints</b>
------------	-------------------------

9. Commendations:

141	CTC
7	Transportation Operators
0	Coordination Contractors

<b>148</b>	<b>Total Commendations</b>
------------	----------------------------



## C. Vehicle Information

### 1. Mileage Information:

**DRAFT**

#### Vehicle Miles

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

#### Revenue Miles

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

**CTC**

**Transportation Operators**

**Coordination Contractors**

**School Bus Utilization Agreement**

**2,889,107** Total Miles

**2,555,235** Total Miles

2. Total Roadcalls: **232**

### 3. Total Accidents:

#### Chargeable

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

#### Non-Chargeable

Person Only:	3
Vehicle Only:	1
Person and Vehicle:	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

**DRAFT**

		Driver Hours:
78	Full-Time Drivers	169733
12	Part-Time Drivers	11960
0	Volunteer Drivers	0
<b>Total Driver Hours</b>		<b>181693</b>
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	
<b>149</b>	<b>TOTAL</b>	

### 2. Coordination Contractors Employee Information

		Driver Hours:
15	Full-Time Drivers	13323
28	Part-Time Drivers	19497
0	Volunteer Drivers	0
<b>Total Driver Hours</b>		<b>32820</b>
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	
<b>50</b>	<b>TOTAL</b>	

# ANNUAL OPERATING REPORT

## Section III: Financial Data DRAFT

### 1. Detailed Revenue and Trips Provided by Funding Source

County: Volusia

Fiscal Year 2013

Revenue Source	CTC & Transportation Operators	Coordination Contractors	TOTAL REVENUES
<b>Local Non-Government</b>			
Farebox	402,587		\$402,587
Medicaid Co-Pays Received			\$0
Donations, Contributions			\$0
In-Kind Services			\$0
Other Non-Government	62,600	47,759	\$110,359
<b>Local Government</b>			
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
<b>Commission for the Transportation Disadvantaged</b>			
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
<b>Department of Transportation</b>			
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
490USC 5311(f) (Section 18i)			\$0
Block Grant			\$0
Service Development			\$0
Commuter Assistance Program			\$0
Other DOT (Specify)			\$0
<b>Agency for Health Care Administration</b>			
Medicaid Non-Emergency			\$0

**DRAFT**

Revenue Source	CTC & Transportation Operators	Coordination Contractors	TOTAL REVENUES
<b>Department of Children and Families</b>			
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
<b>Department of Health</b>			
Children's Medical Services			\$0
			\$0
County Public Health Unit			\$0
Other (specify)			\$0
<b>Department of Education</b>			
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
<b>Agency for Workforce Innovations</b>			
<b>Department of Elder Affairs</b>			
Older Americans Act	68,216		\$68,216
Community Care for the Elderly	3,600		\$3,600
Other (specify)			\$0
<b>Department of Community Affairs</b>			
Community Services			\$0
Other (specify)			\$0
<b>Agency for Persons with Disabilities</b>			
Office of Disability Deter.			\$0
Other (specify) Disability Determination	5,126		\$5,126
<b>Department of Juvenile Justice</b>			
(specify)			\$0
<b>Other Federal or State Programs</b>			
(specify)			\$0
(specify)			\$0
(specify) Headstart	20,695		\$20,695
<b>GRAND TOTAL</b>			
	\$6,159,882	\$47,759	\$6,207,641

**ANNUAL OPERATING REPORT**  
**SECTION III: FINANCIAL DATA**    **DRAFT**

**2. Expense Categories**

County: Volusia

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

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V. DISCUSSION ITEMS AND PRESENTATIONS

A. Continuation of Discussion Concerning Paratransit Service in the Volusia County Service Area

**Background Information:**

This is a continuation of the discussion at the previous meeting of July 10, 2013 concerning paratransit service in the Volusia County service area to include: will-call, accessible taxis, response time, vehicle tracking and other topics of interest.

Votran staff will be available for questions concerning this item.

***Action Requested:***

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

SUMMARY SHEET  
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V. DISCUSSION ITEMS AND PRESENTATIONS

B. Presentation on Proposed Votran Fare Increase

**Background Information:**

In the upcoming budget year, Votran faces a projected increase of \$840,000 to the general fund subsidy to bridge the gap of the projected budget shortfall. By FY 2015, an additional \$2 million is forecasted to be added to the general fund. Revenue generated by a fare increase would help to offset part of this funding challenge. Currently, the fixed-route cash fare is \$1.25 and the day pass is \$3.00. These amounts are lower than the statewide average of other Florida transit systems. Votran's current fare structure has been in place since January 2007.

Votran staff will address this item.

*Action Requested:*

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



## VOTRAN SEEKS PUBLIC INPUT ON PROPOSED INCREASE

Facing the need for a growing subsidy from taxpayers and to help offset substantially higher operating costs, Votran administrators are proposing a fare increase. If approved by the Volusia County Council, the new fare structure would take effect February 2014.

The proposed increase has a two-year implementation. The proposed increase for 2014 is an additional 25 cents for a fixed route full fare and an additional 15 cents for reduced fares. Paratransit fees will increase from \$2.50 to \$3. Another 25 cent fixed route service fare increase in 2015 is proposed.

### EXISTING fares:

<b>Full fare</b>	<b>\$1.25</b>
<b>Reduced fare:</b>	<b>\$0.60</b>
<i>(seniors, youths and the disabled)</i>	
<b>Transfers</b>	<b>None</b>
<b>All-day pass</b>	<b>\$3</b>
<b>3-day pass</b>	<b>\$6</b>
<b>7-day pass</b>	<b>\$12</b>
<b>31-day pass</b>	<b>\$40</b>

- Fares paid with cash, tokens or passes
- Transfers are not issued
- ADA paratransit fares are \$2.50

### PROPOSED 2014 fares:

<b>Full fare</b>	<b>\$1.50</b>
<b>Reduced fare:</b>	<b>\$0.75</b>
<i>(seniors, youths and the disabled)</i>	
<b>Transfers</b>	<b>None</b>
<b>All-day pass</b>	<b>\$3.50</b>
<b>3-day pass</b>	<b>\$7.00</b>
<b>7-day pass</b>	<b>\$12.75</b>
<b>31-day pass</b>	<b>\$45.00</b>

- Fares paid with cash, tokens or passes
- Transfers are not issued
- ADA paratransit fares will be \$3

### PROPOSED 2015 fares:

<b>Full fare</b>	<b>\$1.75</b>
<b>Reduced fare:</b>	<b>\$0.85</b>
<i>(seniors, youths and the disabled)</i>	
<b>Transfers</b>	<b>None</b>
<b>All-day pass</b>	<b>\$3.75</b>
<b>3-day pass</b>	<b>\$7.50</b>
<b>7-day pass</b>	<b>\$13.00</b>
<b>31-day pass</b>	<b>\$46.00</b>

- Fares paid with cash, tokens or passes
- Transfers are not issued
- ADA paratransit fares will be \$3

### Votran will hold five public meetings to receive comments on the proposed fare increase.

<b>September 10</b> 1-3 p.m. and 5:30-7:30 p.m. <b>Votran headquarters</b> 950 Big Tree Road South Daytona	<b>September 11</b> 5:30-7:30 p.m. <b>TCK Administration Center</b> Training Rooms 123 W. Indiana Ave., DeLand	<b>September 17</b> 5:30-7:30 p.m. <b>Brannon Center</b> 105 S. Riverside Dr. New Smyrna Beach	<b>September 18</b> 5:30-7:30 p.m. <b>Orange City Council Chambers</b> 229 E. Graves Ave. Orange City
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NOTE: Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for these public meetings should contact Votran, 950 Big Tree Road, South Daytona, FL 32119 or (386) 756-7496 extension 4112 at least five working days before the meeting.

Written comments are welcome and should be mailed to Votran Fare Input, 950 Big Tree Road, South Daytona, FL 32119 or you can fill out the comment form on the reverse of this flier and return it to Votran. All correspondence should include name and address for the official record.

----- Turn Over for Comment Section -----

**[www.votran.org/proposedfares](http://www.votran.org/proposedfares) • 386-761-7700**



A service of Volusia County Government





## COMMENTS ON PROPOSED FARE INCREASE

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Street address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Please return to:  
**Votran Fare Input, 950 Big Tree Road, South Daytona, FL 32119.**

You may also complete this form electronically at [www.votran.org/proposedfares](http://www.votran.org/proposedfares).

**[www.votran.org/proposedfares](http://www.votran.org/proposedfares) • 386-761-7700**



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## Frequently Asked Questions



Votran is seeking public comment on a possible fare increase and a fare policy change

### **Why is Votran seeking public input?**

Transportation considerations are a major factor used by people to determine how and where they live, work, shop and plan free time. Votran recognizes the impact of transportation on the quality of life for Volusia County residents and for the quality of experience enjoyed by visitors. Making sound decisions about transportation requires the gathering of a great deal of information. Public input plays a key role in the decision-making process that Votran needs and welcomes.

Votran is Volusia County's public transit system. It is a service of Volusia County Government. As such, it is legally and ethically required to seek input on service changes from those who will be affected. Seeking public input before making a change allows Votran to mitigate potential issues that may be identified by customers.

The annual budget process presented an opportunity for Votran to review the overall fare structure to ensure pricing is adequate. As a result of this review, Votran is proposing a fare increase to help meet rising operational costs and to help reduce the operating subsidy from the county's general taxes.

In addition, an adjustment to the youth eligibility age is being considered. This will align Votran's policy with the fare policy of partners in the SunRail commuter service that is scheduled to start in spring 2014. The policy and proposed fare increase will be presented to the Volusia County Council for approval late this year and will help guide future decisions regarding Votran fares

### **Why is Votran considering a fare change?**

Operating costs have increased substantially since 2007, the last time fares were adjusted. This means the balance of user fees (fares) and subsidies has changed. As a service of Volusia County Government, Votran is heavily subsidized by county general property taxes and state and federal grants. Votran is proposing a fare increase to ensure that a reasonable relationship between fares and subsidies is maintained.

### **Why now?**

Despite system-wide efforts to reduce overall operating expenses, the need for additional revenue is present. Fuel use has been reduced from 875,352 gallons in 2007 to 797,419 gallons in 2012. However, the average cost of fuel in 2007 was \$2.58 per gallon compared to the 2012 average cost per gallon of \$3.51. Operating costs are offset, in part, by fares.

### Who will be affected by the fare change?

All Votran riders will experience a change associated with the new fare.

Adult fare	16%
Discounted fare	40%
All day pass	28%
3-day pass	1%
7 day pass	4%
31 day pass	10%
Tokens	2%

Votran Gold paratransit users also will be effected by a fare increase. Votran Gold serves disabled and transportation disadvantaged residents.

The proposed adjustment to the youth and child eligibility ages will extend those discounted rates by one year for each category.

### What steps has Votran taken to avoid an increase?

Votran makes every effort to operate a safe and efficient system. Votran monitors the performance of routes carefully to achieve efficient service. Votran has implemented new technology for additional efficiencies. Bulk fuel purchasing, leasing tires, participating in shared use facilities, evaluating employee benefits and limiting wage increases consistent with county policy are among the other cost-saving steps taken. Votran has no debt or unfunded liabilities.

### How much will the fare increase be?

The proposed fare increase being considered has a two-year implementation period. The proposed increase for 2014 is an additional 25 cents for a fixed route full fare and an additional 15 cents for reduced fares. Paratransit fees will increase from \$2.50 to \$3. Another 25 cent fixed route service fare increase in 2015 is proposed.

<b>EXISTING fares:</b>	Full fare	\$1.25
	Reduced fare:	\$0.60 (seniors, youths and the disabled)
	Transfers	None
	All-day pass	\$3
	3-day pass	\$6
	7-day pass	\$12
	31-day pass	\$40
	· Fares can be paid with cash, tokens or passes	

- Transfers are not issued
- ADA paratransit fares are \$2.50

**PROPOSED 2014 fares:**

- |              |   |
|--------------|---|
| Full fare    | \$1.50                                    |
| Reduced fare | \$0.75 (seniors, youths and the disabled) |
| Transfers    | None                                      |
| All-day pass | \$3.50                                    |
| 3-day pass   | \$7.00                                    |
| 7-day pass   | \$12.75                                   |
| 31-day pass  | \$45.00                                   |
- Fares can be paid with cash, tokens or passes
  - Transfers are not issued
  - ADA paratransit fares will be \$3

**PROPOSED 2015 fares:**

- |              |   |
|--------------|---|
| Full fare    | \$1.75                                    |
| Reduced fare | \$0.85 (seniors, youths and the disabled) |
| Transfers    | None                                      |
| All-day pass | \$3.75                                    |
| 3-day pass   | \$7.50                                    |
| 7-day pass   | \$13.00                                   |
| 31-day pass  | \$46.00                                   |
- Fares can be paid with cash, tokens or passes
  - Transfers are not issued
  - ADA paratransit fares will be \$3

**How is the public being involved?**

Public input will be sought through meetings, online comment forms at [www.Votran.org](http://www.Votran.org) and on-bus “take-ones”. Written comments are welcome and should be mailed to Votran Fare Input, 950 Big Tree Road, South Daytona, FL 32119. All correspondence should include name and address for the official record. A final decision regarding fare changes will be made by the Volusia County Council at a regular council meeting later this year.

Votran will hold public hearings this summer to receive comments on a fare policy change and a possible fare increase.

The public hearings will be held at locations on both sides of the county:

§ **September 10, 1-3 p.m. and 5:30-7:30 p.m.**

- Votran headquarters, 950 Big Tree Road, South Daytona
- This location is served by Votran route 7.

- § **September 11, 5:30-7:30 p.m.**
  - TCK Administration Center, training rooms, 123 W. Indiana Ave, DeLand
- § **September 17, 5:30-7:30 p.m.**
  - Brannon Center, 105 S. Riverside Dr, New Smyrna Beach
- § **September 18, 5:30-7:30 p.m.**
  - Orange City council chambers, 229 E. Graves Ave, Orange City

### How will the changes affect ridership and revenue?

***The Simpson-Curtis rule identifies through a series of studies performed over the past 30 years that for every 10 percent increase in fares, there is a 3.3 percent decline in ridership***

In fiscal year 2012, farebox revenue from the fixed route service was \$2,318,438; Paratransit service fares produced \$412,413. Projected revenue is \$2,363,646 for fixed route service and \$418,420 for paratransit service in FY 2013.

### What is the process to change fares?

- Public input will be sought from riders, agencies, etc
  - Online input will be conducted via Votran.org
  - On board surveys via “take-ones” will be conducted
  - Five public input hearings (three in East Volusia and two in West Volusia)
    - § **September 10, 1-3 p.m. and 5:30-7:30 p.m.**
      - Votran headquarters, 950 Big Tree Road, South Daytona
    - § **September 11, 5:30-7:30 p.m.**
      - TCK Administration Center, training rooms, 123 W. Indiana Ave, DeLand
    - § **September 17, 5:30-7:30 p.m.**
      - Brannon Center, 105 S. Riverside Dr, New Smyrna Beach
    - § **September 18, 5:30-7:30 p.m.**
      - Orange City council chambers, 229 E. Graves Ave, Orange City
    - § Locations are served by Votran to ensure most riders have an opportunity to be heard
- Votran staff will compile data from all public input sources and make a recommendation to the county council.
- County council approval is required
  - Tentatively scheduled to go before the county council in the fourth quarter of this year for a final public hearing and decision.

### How is Votran funded? What are its expenses?

The farebox return or recovery rate varies among transit agencies. Presently, fares account for 19 percent of Votran operating revenues.

Year	Operating cost	Farebox return	Percent
2011	\$11,826,809	\$2,229,590	18.76%
2012	\$11,762,275	\$2,318,438	19.71%

Operating funding:	Local	34.8%
	State	17.4%
	Federal	24.1%
	Revenue	23.7%

*\*\*Revenue includes farebox receipts, advertising, and other miscellaneous sources.*

90% of Votran expenses fall into four categories:

- Labor and labor related expenses
- Fuel and lubricants
- Insurance (vehicles and facilities)
- Replacement parts (vehicles and facilities)

### **What has Votran done to improve service?**

Since 2007, Votran added the following enhancements:

- Initiated major technology improvements, including automatic vehicle locators, automated fareboxes, digital camera security systems, and electronic route information signs at the major transfer centers.
- Updated its fleet, including hybrid buses
- Made bus stop improvements
- Increased frequency on routes 3 and 4 (the U.S. 1 corridor in Daytona Beach area)
- Developed SunRail feeder service to coincide with start of service in 2014
- Added real-time vehicle tracking to votran.org
- Partnered with DeLand in the planning of an Intermodal Transit Facility (ITF) in DeLand.

Since 1998, Votran added:

- Began night service in the Greater Daytona Beach Area.
- Began Route 24, providing service from DeLand to Pierson/Seville area.
- Added bike racks to all fixed route buses and trolleys.

- “ Developed van pools, park and ride lots, and ride share programs.
- “ Partnered with Lynx and the Florida Department of Transportation (FDOT) to provide the I-4 Express commuter bus route between the Saxon Road park and ride lot in Deltona and Orlando.
- “ Expanded Route 60 cross-county connector service to include Saturday service between Daytona Beach and DeLand.
- “ Initiated major technology improvements, including automatic vehicle locators, automated fareboxes, digital camera security systems, and electronic route information signs at the major transfer centers.
- “ Introduced [votran.org](http://votran.org) so customers could have access to information 24/7.

**How does Votran compare to other transit agencies?**

**Comparison of fixed route fees**

	Full fare	One-day pass	31-day pass	Reduced fare	One-day pass	31-day pass
Lynx	\$2.00	\$4.50	\$50.00	\$1.00	\$2.25	\$25.00
Dade County	\$2.00	n/a	\$100.00	\$1.00	n/a	\$50.00
Tampa/HART	\$2.00	\$4.00	\$65.00	\$1.00	\$2.00	\$32.50
Pensacola/ECAT	\$1.75	\$5.25	\$47.00	\$0.85	n/a	\$35.00
Broward County	\$1.75	\$4.00	\$58.00	\$0.85	\$3.00	\$29.00
Pinellas/PSTA	\$2.00	\$4.50	\$65.00	\$1.00 (senior) \$1.00 (students)	\$2.25	\$35.00
Collier/CAT	\$1.50	\$4.00	\$35.00	\$0.75	\$2.00	\$17.50
West Palm Beach	\$1.50	\$4.00	\$60.00	\$0.75	\$2.75	\$45.00
Volusia County/Votran	\$1.25	\$3.00	\$40.00	\$0.60	\$1.50	\$20.00
Space Coast/Brevard	\$1.25	n/a	\$35.00	\$0.60	n/a	\$17.00
Manatee/MCAT	\$1.25	\$3.00	\$30.00	\$0.60	\$1.50	\$15.00
Ft. Myers/LeeTran	\$1.25	\$3.50	\$35.00	\$0.60	n/a	\$20.00
Tallahassee/StarMetro	\$1.25	\$3.00	\$38.00	\$0.60	n/a	n/a
Polk County	\$1.50	\$3.00	\$47.00	\$0.75	\$1.50	n/a
Jacksonville/JTA	\$1.50	\$4.00	\$50.00	\$0.75	\$1.50	\$30.00
Sarasota/SCAT	\$1.25	n/a	\$50.00	\$0.60	n/a	\$25.00
<b>Average</b>	<b>\$1.56</b>	<b>\$3.83</b>	<b>\$50.31</b>	<b>\$0.75</b>	<b>\$2.03</b>	<b>\$28.29</b>



**Comparison of paratransit fees**

	ADA	Outside ADA	TD
Lynx	\$4.00	\$7.00	Under 5 miles - \$2.50 5 to 9.99 miles - \$3.50 10 or more miles - \$4.50
Pinellas/PSTA	\$4.00	\$4.00 + additional charge depending on vendor	\$3.00 + additional charge depending on vendor
Tampa/HART	\$4.00	n/a	\$4.00
Ft. Lauderdale	\$3.50	\$3.50	\$3.50
Pensacola	\$3.50	\$3.50	\$3.50
Dade County	\$3.00	\$3.00	\$3.00
West Palm Beach	\$3.00	\$3.00	\$3.00
Volusia County/Votran	\$2.50	\$2.50	\$2.50
Tallahassee/StarMetro	\$2.50	\$2.50	\$2.50
Ft. Myers/LeeTran	\$2.50	\$2.50	n/a
Manatee/MCAT	\$2.00	\$2.00	\$2.00
Polk County	\$2.00	\$2.00	\$2.00
Collier/CAT	\$3.00	\$3.00	\$1.00 - \$7.00
Sarasota/SCAT	\$2.50	\$2.50	\$2.50
Jacksonville/JTA	\$1.25 - \$5.62	n/a	\$1.25 - \$5.62
Space Coast/Brevard	\$1.25	\$1.25	\$1.25 - \$2.50
Average	\$2.88	\$2.94	\$2.85

SUMMARY SHEET  
(TDLCB)  
SEPTEMBER 11, 2013

V. DISCUSSION ITEMS AND PRESENTATIONS

C. MEMBER TRAINING AND ORIENTATION *(Tabled from last meeting)*

**Background Information:**

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

Information folders will be distributed at the meeting.

*Action Requested:*

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

**SUMMARY SHEET  
(TDLCB)  
SEPTEMBER 11, 2013**

**VI. STAFF COMMENTS**

**VII. TDLCB CHAIRMAN COMMENTS**

**VIII. TDLCB MEMBER COMMENTS**

**IX. INFORMATION ITEMS**

- TDLCB Membership List
- Pocket Guide: Neighborhood Wayfinding Assessment
- Letter assigning new member to the TDLCB (Department of Education)

**X. ADJOURNMENT**

## TDLCB MEMBER LISTING

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Name	Council Member Joshua Wagner
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## TDLCB MEMBER LISTING

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<b><u>DEPARTMENT OF CHILDREN &amp; FAMILIES - ALTERNATE</u></b>	
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Work phone	
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<b><u>DEPARTMENT OF EDUCATION</u></b>	
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## TDLCB MEMBER LISTING

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<b><u>WORK FORCE DEVELOPMENT BOARD - ALTERNATE</u></b>	
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Email	MeOttman@cfl.rr.com <b><i>TDLCB VICE CHAIR</i></b>

## TDLCB MEMBER LISTING

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Address	
Work phone	
Email	

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## Neighborhood Wayfinding Assessment

How well does your community help you find your way? Are there services you would like to use, like public transit, but find it hard to figure out how to access them? Do you avoid places because the route to those places is difficult to navigate?

By learning more about wayfinding and transportation connections, you can help your community leaders make good choices for spending local dollars on signs and strategies to help you and others find the way to places in your community you would like to reach!

*The Wayfinding Assessment Guide was developed in partnership by the CDC Healthy Aging Research Network and Easter Seals Project ACTION.*

### Introduction

This guide to neighborhood wayfinding describes things to consider when walking, driving, bicycling or taking a bus or train to reach stores, community centers, libraries, parks, trails, restaurants, places of worship, or any destination of your choice!

### What is wayfinding?

**Wayfinding** is the process that people use to navigate within their communities as they move from place to place. Relying on cues and information about the environment, wayfinding allows people to know where they are, determine where they want to go and develop a plan to take them from their current location to their destination. Wayfinding cues include:

- Signs and maps
- Marked pathways
- Landmarks (e.g., sculptures, fountains, distinctive buildings, gardens, benches, rest areas)
- Lighting

Other features that support your ability to find your way and reach destinations include completed sidewalks, ramps at transit stops, and pedestrian signals at crosswalks.



### How does a wayfinding assessment work?

A wayfinding checklist can be used to assess your environment. The wayfinding checklist included in this guide can be used on your own or with a group (family members, friends or colleagues) to help you understand how well your community provides wayfinding cues. You can use it for an entire community or a neighborhood, ward or district.

Think how changes would affect your own transportation decisions. If walkways were in better condition or better marked, would you be more likely to walk to the supermarket? If you use a wheelchair or other mobility device, would you use walkways more often if curb cuts were present?

### Use the results to take action in your community!

Some cities or counties have programs focused on community improvements or livability. For example, check your town's website or call to see if programs on healthy living, healthy aging, or pedestrian safety and community walking exist in your area. Ask to speak or meet with the coordinator of these programs. Even if such programs do not exist, you can share your assessment results with community leaders (e.g., the local planning, engineering, public works or public health department).

Many communities have specific directions on their government websites or dedicated phone numbers for reporting problems with walkways, signs, crossings and road conditions. In addition to submission forms or contact numbers, see if your community or local safety advisory boards have interactive maps for reporting concerns.

Speak with a council representative about how your neighborhood conducts assessments and encourage your representative to participate in the assessment along with a citizen group.



Image source: [www.pedbikeimages.org/](http://www.pedbikeimages.org/) / Dan Burden

### How can you get involved in community wayfinding?

When you conduct an assessment using the wayfinding checklist in this guide, you will want to see results. The following steps are ways that you can stay involved in the community improvement process and encourage change.

- Host community workshops on conducting wayfinding assessments and invite a local official or community planner. Consider hosting the event at your public library, senior center, recreation center, place of worship or other facility. Make sure the location is physically accessible and can be reached by public transit.
- Volunteer to join a citizen advisory committee, commission or board that focuses on public health, recreation, urban design, or community transportation.
- Read about community transportation issues and trends. Check national resources for reports and guides. Read local and national blogs on the subject and participate in online forums.



## Resources

Find out more about wayfinding through the following organizations:

■ **Easter Seals Project ACTION** – Resources and publications on livability [www.projectaction.org](http://www.projectaction.org)

■ **Legible London** – Comprehensive wayfinding system for the UK capital [www.tfl.gov.uk/microsites/legible-london](http://www.tfl.gov.uk/microsites/legible-london)



Coordinating Center  
University of Washington  
Health Promotion Research Center  
1107 NE 45th Street, Suite 200  
Seattle, WA 98105  
[www.prc-han.org](http://www.prc-han.org)



**Easter Seals Project ACTION**  
1425 K Street NW, Suite 200  
Washington, DC 20005  
(800) 659-6428  
[www.projectaction.org](http://www.projectaction.org)

**Cover photo credit:** Christchurch City Council, NZ



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9/2012

## Wayfinding Checklist\*

Determine which area of your community or neighborhood you want to survey. In addition to a street name, a boundary may be a physical feature like a river or railroad track.

North boundary:

East boundary:

South boundary:

West boundary:

You may do an individual assessment for each block or an overall assessment for the entire area. Record where you find problems. Mark all boxes that apply to conditions in your survey area.

1. What type of street signs are posted?
  - None
  - All intersecting streets named and posted
  - One or more street name missing
  - Signs visible from both directions of pedestrian travel
2. Are there problems with existing street signs?
  - Dirty or faded
  - Poorly lighted
  - No block number on signs
  - Inconsistent or poor placement
3. Are there other aids to support wayfinding?
  - Directional sign or marker
  - Landmark (e.g.,—statue, unique building)
  - Open or green space
  - Orientation map/kiosk
  - "You are here" aids
  - Text and icons on signs or pavement (e.g., hospitals, schools)
  - Visual or audible aids for people with disabilities

4. Are there problems with wayfinding aids described in Question 3?
  - Poor or inconsistent location
  - Text too small for easy reading
  - Dirty, faded or obstructed
  - Poorly lighted
5. Are street lights installed?
  - None
  - Some (overhead street lights on utility poles with wide spacing)
  - Ample (regularly spaced pedestrian lampposts)
6. What comfort/security features are present?
  - Trees that offer shade
  - Benches & places to rest
  - Bicycle racks
  - Handrails on stairs & ramps
  - Restrooms open & accessible
  - Working drinking fountains
  - Working public phones or call boxes
7. What problems do you see with walkways?
  - Do not continue from one block to next
  - Are too narrow or are blocked
  - Are in poor condition
  - Are not level across driveways/alleyways
  - No pedestrian pathway markings
  - No railings or fences at steep drop offs
  - Curb ramps missing or in poor condition
8. Does the area present barriers or hazards for walkers who...?
  - Use assistive devices (e.g. walkers, wheelchairs, scooters)
  - Have visual impairments
  - Are hard of hearing or deaf
  - Have problems with memory or judgment
  - Tire easily & need to rest

9. What intersection features are present?
  - None
  - Yield signs/Flashing yellow
  - Stop signs/Flashing red light
  - Traffic signal
  - Signals that have green arrows for dedicated vehicle turns
  - Traffic circle, roundabout
10. If pedestrian signals are present, what type are they?
  - Pedestrian "walk" signals
  - Pedestrian push buttons
  - Pedestrian push button accessible for people with disabilities
  - Audible walk signal present
  - Countdown signal present

11. Check crossing times at intersections by crossing at a pace similar to that used by a person using a manual wheelchair or a walker. If countdown signals are present, identify whether the number of seconds to cross is adequate. Length of crossing time includes white "walk" time and flashing "don't walk" time.

List intersections with inadequate crossing times: \_\_\_\_\_

12. What is the overall crossing risk for walkers with any functional limitations (e.g. vision, memory or mobility problems)?
  - Low (barriers/hazards exist that can be easily avoided)
  - Moderate (barriers/hazards that can be avoided but with difficulty)
  - Severe (barriers/hazards that make crossing inaccessible or extremely dangerous.)

13. If there is a transit stop, what features are present?
  - Stop is clearly marked with a sign
  - Stop is accessible for people using wheelchairs or mobility devices
  - Route information is available

Notes: \_\_\_\_\_

\* Assessment checklist adapted from the CDC-HAN Environmental Audit Tool. See *Guide to Community Wayfinding Assessment*, [www.prc-han.org](http://www.prc-han.org), to learn more about the assessment and see illustrations of checklist items.



Image source: [www.pedbikeimages.org](http://www.pedbikeimages.org) / Dan Burden

Whether you are interested in supporting a comprehensive wayfinding program or having better sidewalk connections on the block near your home, understanding what wayfinding is and how it affects your daily travel decisions is important for staying connected to your neighbors, family, friends and the greater community.

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Dr. Tony Bennett  
Commissioner of Education



July 23, 2013

Attention TDLCB

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

To Whom It May Concern:

As you know, Marilu Klopp, Vocational Rehabilitation Counselor in the Orange City office will be retiring soon. I would like to recommend Jackie Uhrig from the Ormond Beach office as her replacement once she retires. Ms. Uhrig's contact information is as follows.

Jackie Uhrig  
Vocational Rehabilitation Counselor  
780 W. Granada Blvd., Ste 110  
Ormond Beach, FL 32174  
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Sincerely,

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Vocational Rehabilitation Supervisor  
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(386) 615-6111 x 101

cc: Jackie Uhrig, Lindsay Bridge

/dee

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