Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
September 14, 2016

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

TDLCB Members Present:	**Representing:**
Carlos Colon	Florida Department of Transportation
Chip Kent	Public Education Community
Jefferey Bumb	Veterans Services Group, Alternate
Jean Cerullo	Citizens Advocate
Judy Craig	Disabled Citizens
Lynn Sinnott	Early Child Care
Mary Ellen Ottman	Citizens Advocate, System User
Doug Hall	Citizens Advocate, System User, Alternate
Patricia Antol	Elderly Citizens
Council Member Joshua Wagner	River to Sea TPO
Patricia James	Association of Community Action
Charly Poniatowski	Elder Affairs
Milagros Chervoni	Health Care Administration, Alternate
Cassandra Jordan	Work Force Development Board, Alternate
Steve Jack	Private for Profit

TDLCB Members Absent:	**Representing:**
Jeff Aboumrad	Vocational Rehab Services
Clay LaRoche	Department of Children and Families
Peter Cerullo (excused)	Mass Transit
Judy Ryan	Medical Community

Others Present:	**Representing:**
Pamela Blankenship, Recording Secretary	TPO Staff
Vince Wang	TPO Staff
Heather Blanck	Votran Staff
LaChant Barnett	Tindale-Oliver & Associates
Nancy Burgess-Hall	Halifax Council of the Blind
Giffin Chumley	Volusia County
Clay Jackson	Volusia County
Chris Leffert	Votran
Bill Hearndon	Commission for the Transportation Disadvantaged
Lynn Kennedy	Department of Health
Dean Groff	Integrity
Kurt Ottman	Citizen

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

TDLCB Chairman Joshua Wagner called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:05 a.m. The roll was called and it was determined that a quorum was present.

II. Pledge of Allegiance

III. Committee Reports

Mr. Wang stated that the Quality Assurance Committee (QAC) had met prior to the TDLCB meeting and reviewed the Annual Operating Report (AOR) and Actual Expenditure Report (AER) for FY 2015-16. They recommended that the two documents be approved.

Council Member Wagner stated that the motions to approve the two reports passed unanimously.

IV. Public Comment/Participation

Council Member Wagner requested that the public comment period be move to the second to last item on the agenda.

V. Action Items

A. Review and Approval of the July 13, 2016 TDLCB Meeting Minutes

MOTION: ***A motion was made by Patricia Antol to approve the July 13, 2016 TDLCB meeting minutes. The motion was seconded by Lynn Sinnott and carried unanimously.***

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

Ms. Blanck stated that in regards to wheelchair boardings some of the calculations did not work out well and therefore the July numbers are estimated. There was a decrease in June of 1.5% for wheelchair boardings and paratransit had an increase of 6.2%. In the month of July there was a decrease in the paratransit. The total fixed boardings were down 5% as were the paratransit boardings. The decrease could be due to the fact that there were 23 weekdays last year and only 21 this year, and one of those days was the 4th of July. It was also the hottest July on record. When factored in, the numbers most likely will average out.

MOTION: ***A motion was made by Jefferey Bumb to approve the Community Transportation Coordinator's (CTC's) monthly paratransit reports. The motion was seconded by Patricia Antol and carried unanimously.***

C. **Review and Approval of Votran's Actual Expenditure Report (AER) for FY 2015-2016**

Mr. Wang stated that the AER is a document that is required by the Commission for the Transportation Disadvantaged (CTD). The report covers the period from July 1, 2015 to June 30, 2016. Two numbers are required: the expenditure for local funding which had no change since last year and the number of trips which increased slightly.

MOTION: ***A motion was made by Chip Kent to approve Votran's Actual Expenditure Report (AER) for FY 2015-2016. The motion was seconded by Jean Cerullo and carried unanimously.***

D. **Review and Approval of Votran's Annual Operating Report (AOR) for FY 2015-2016**

Mr. Wang explained that the QAC had met prior to the TDLCB meeting and recommended approval of the AOR and AER. The AOR is required to be submitted to the CTD for the annual update of Community Transportation Coordinator (CTC) performance in terms of trips, revenue and other aspects. He reviewed the significant changes from the previous year.

Ms. Antol asked for a copy of the summary that Mr. Wang had reviewed.

Mr. Wang stated that the summary had been distributed to the QAC members and was available upon request.

Ms. Sinnott asked if it was correct that the expenses decreased but the ridership increased.

Mr. Wang replied that it was correct due to a change in the trip reporting mechanism. There may be passes that were purchased last year but this year which would result in more trips for the current year.

Ms. Blanck stated that the actual expenditures are associated with the TD Trust Fund – and includes a representation of how many trips are generated off the fixed route.

Ms. Ottman asked what information was captured from the strip on the pass when it is run through the machine.

Ms. Blanck responded that the information on the magnetic strip has to do with what the bus pass represents. She introduced Mr. Chris Lefert, Votran's Director of Administration, and added that the information identifies the pass as valid, when it is validated and an expiration time.

Mr. Lefert added that it also captures which route was ridden and the direction you are going.

Ms. Blanck noted that there was no route number on the strip; it strictly identified information regarding that specific pass. Information is generated in the electronic system and includes information such as the route and date it was used.

Ms. Ottman asked if the system would know if you bought a pass and didn't use it until a month later.

Ms. Blanck replied that it would know that internally. There is a mechanism for showing which serial numbers have been purchased and a report will indicate that the serial number has not been used.

Ms. Antol asked if there were expiration dates for a pass that is bought today but not used for a month.

Ms. Blanck explained that the pass is only activated at the time of first use and the expiration is based on when the pass is used.

Council Member Wagner added that the QAC had discussed the customer service: complaints went down 51% and commendations increased 33%. He stated that he was proud of customer service as well as the drivers.

MOTION: ***A motion was made by Chip Kent to approve Votran's Annual Operating Report (AOR) for FY 2015-2016. The motion was seconded by Milagros Chervoni and carried unanimously.***

Council Member Wagner asked what would be the best commend the employees of Votran.

Ms. Blanck stated that a letter could be sent to Mr. Steve Sherrer, Votran's General Manager, and it would be shared at the awards ceremony at the end of the year.

Council Member Wagner asked if the member were good with sending a letter on behalf of the TDLCB.

MOTION: ***A motion was made by Chip Kent to send a letter of commendation to Mr. Steve Sherrer recognizing Votran's Customer Service and drivers. The motion was seconded by Milagros Chervoni.***

Ms. Sinnott asked if the letter could specifically cite the data.

The motion carried unanimously.

MOTION: ***A motion was made by Lynn Sinnott to send a letter of commendation to the operators. The motion was seconded by Judy Craig and carried unanimously.***

Council Member Wagner clarified that one letter would be send to the Votran team and one to the contractors.

VI. Discussion Items and Presentations

A. Presentation on the Transit Development Plan Major Update

[Handout provided]

Ms. LaChant Barnett, Tindale-Oliver & Associates, gave a PowerPoint presentation on the major update to the Transit Development Plan (TDP). She explained what the TDP is and the key elements of the TDP process as well as the public involvement process. Ms. Barnett reviewed the proposed service alternatives and capital improvements in addition to the next steps.

Ms. Craig stated that Deltona was not mentioned. The fixed route is not prolific there and there has been discussion about when and how they will provide fixed route.

Ms. Barnett noted that they met with the city of Deltona as part of the stakeholder interviews and identified areas that may need additional service. There is some growth planned along the I-4/SR 472 corridor and there is a service recommendation along Normandy up SR 472 which serves the Deltona area. They are not planning to increase the density levels so many people will be coming from out of the area.

Ms. Poniatowski added that they were also building a civic center in Deltona that will need transportation to it.

Ms. Barnett noted that there is also a larger mobile home park being planned there as well. Additional GIS data will be provided from their planning department that shows the future sites.

Ms. Sinnott asked what about the operating expenses per revenue mile was a challenge for Votran.

Ms. Barnett stated that the operating expense per revenue mile was increasing and was a challenge because Florida is not as dense and communities are farther apart so there is a need to add longer routes.

Mr. Bumb asked what ideas were being discussed for trolley and circulator service.

Ms. Barnett stated that the idea is that a different type of vehicle will attract different types of users, choice users. They spoke with the communities and tried to make recommendations for trolley or circulator service. One area being looked at is along International Speedway Boulevard as well as the Daytona Beach International Airport; another is along SR A1A. The trolley is geared toward evening activity and runs at a higher frequency during peak times. With the municipal trolley circulator service, Votran would expect the municipality to come to the table with funding in order to move the service forward. After that, Votran will have the opportunity to apply in coordination with the

municipality for service development grants. These recommendations were included in the Transit Development Plan (TDP).

Ms. Burgess-Hall stated that the previous SR A1A trolley service was not heavily utilized and that is why it stopped. She asked if that was discussed.

Council Member Wagner explained that Volusia County had tried to get the cities involved but the funding did not match and the ridership was not there.

Ms. Barnett stated that the issue was discussed and it was noted that the tourists enjoyed the service. Many existing riders used the trolley because it was more frequent; however, it was stopped due to a lack of funding. It did help out a lot during events.

B. Presentation on the River to Sea TPO's Draft Public Participation Plan (PPP)

Ms. Blankenship stated that the TPO has updated its Public Participation Plan (PPP) which is out for public comment. It requires a 45-day public comment period which began on September 10, 2016 and runs through October 26, 2016. The PPP describes the ways the TPO will reach out to and engage the community; it explains the ways the public can get involved in the TPO's planning processes and provides direction to the TPO staff regarding public involvement activities. She asked the members to review it and noted that hard copies were available upon request.

VII. Staff Comments

Mr. Wang recognized new TDLCB member Mr. Carlos Colon from FDOT. He stated that the annual TDLCB training and orientation would be scheduled for November. Typically this involves an orientation for the new members regarding the regulations and statutes. He asked for the members to provide ideas on what they would like to have training on. HE requested suggestions by the end of October.

Ms. Blanck drew the members' attention to the handout provided on the upcoming public meetings for the Transit Development Plan.

VIII. TDLCB Chairman Comments

There were no comments.

IX. TDLCB Member Comments

Ms. Sinnott referred to the TDLCB list of members in the agenda and noted that some had not attended a meeting in a while. She asked what the attendance policy was.

Ms. Blankenship stated that the committees typically have a policy that after three unexcused absences the appointing member or agency will be contacted.

Mr. Wang stated that he can send letters to those members who have missed more than two meetings and remind them of the importance of attending.

Ms. Sinnott stated she would be willing to call them personally.

Mr. Wang stated he would follow up.

X. Information Items

→ TDLCB Membership List
→ TPO Board Meeting Summary for August 24, 2016
→ August TPO Outreach and Events

IV. Public Comment/Participation

Mr. Doug Hall stated that October 15, 2016 was National White Cane Safety Day but Volusia County cannot hold it that day due to Biketoberfest. The committee decided to hold it on Friday, October 21, 2016 in DeLand outside the Volusia County Council Chambers. Activities will be held at the intersections of New York Avenue and Woodland Boulevard, and Woodland Boulevard and Rich Avenue from 10:00 a.m. to 12:00 noon. There will be readings and proclamations taking place at the park.

Council Member Wagner stated that his last meeting as the TDLCB Chairman would be in November as there will be a new Volusia County Council Member taking his place.

XI. Adjournment

The meeting was adjourned at 12:05 p.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

VOLUSIA COUNTY COUNCIL MEMBER JOSHUA J. WAGNER, CHAIRMAN
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

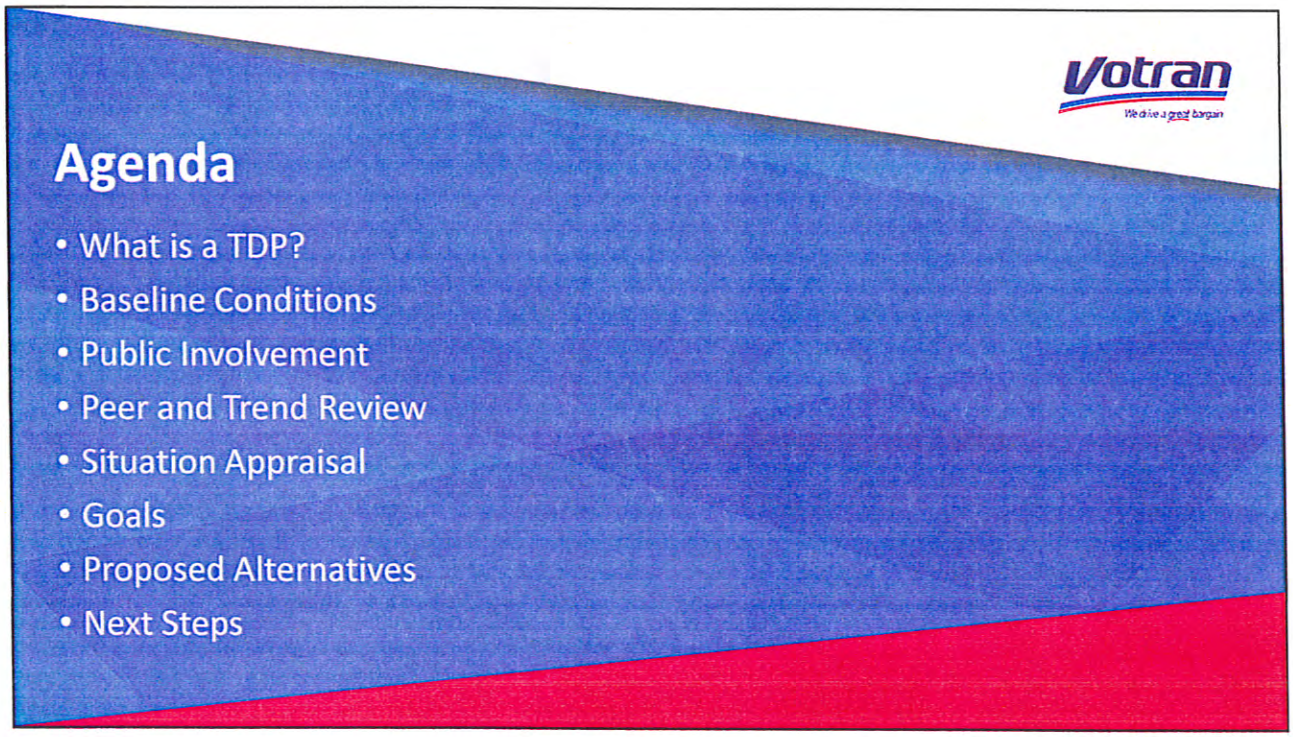
CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the September 14, 2016 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 9th day of November 2016.

Pamela C. Blankenship

PAMELA C. BLANKENSHIP, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

Votran
We drive a great bargain
Votran Transit Development Plan (TDP)
River To Sea TPO Committees
September 2016
Tindale Oliver

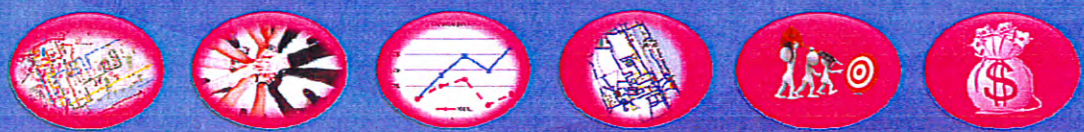

Votran
We drive a great bargain
Agenda
• What is a TDP?
• Baseline Conditions
• Public Involvement
• Peer and Trend Review
• Situation Appraisal
• Goals
• Proposed Alternatives
• Next Steps

What is a TDP?

- 10-year Strategic Plan for Transit Service
  - FDOT requirement
  - Transit agency guidance document
  - Identify public transportation needs
  - Define alternative solutions
  - Sets the vision...
- Difference from Prior TDPs
  - Corridor approach
  - Focus on improving existing services performance

Key Elements of the TDP Process

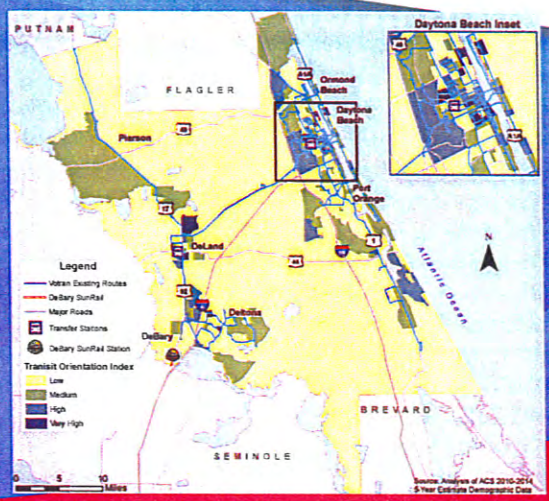
Condition Analysis | Public Outreach | Evaluation of Services | Needs Assessment | Goals & Objectives | Resource Assessment



Final Plan: Phasing & Finances

Traditional Markets

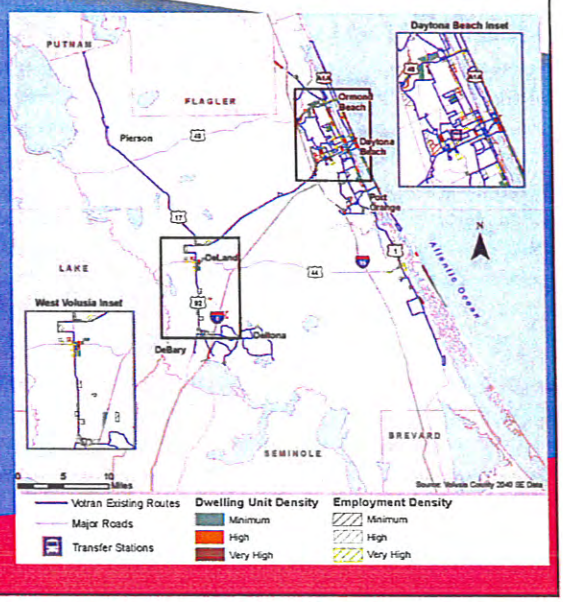
- Analyzed
  - Older adults 65+ years
  - Youth < 15 years old
  - Households below the poverty level ($25,000 for 4-person household)
  - Zero vehicle households



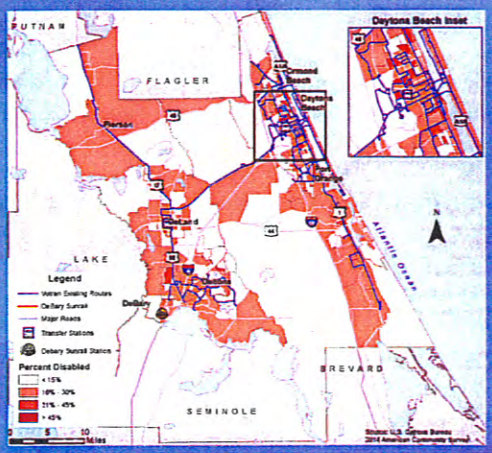
Discretionary Market

- Density Threshold Assessment based on industry thresholds

Level of Transit Investment	Dwelling Unit Density Threshold	Employment Density Threshold
Minimum Investment	4.5-5 dwelling units/acre	4 employees/acre
High Investment	6-7 dwelling units/acre	5-6 employees/acre
Very High Investment	≥8 dwelling units/acre	≥7 employees/acre



Population Distribution



Persons with a Disability Population

Public Involvement

- Public Outreach Process Completed
  - On-board survey
  - Stakeholder interviews
  - Discussion groups
  - Public workshops
  - Gold users survey

Activity	Date	Approximate # of Participants
On-Board Survey	May/June 2016	1,794
Stakeholder Interviews	June 2016	19
Discussion Groups	August 8-9, 2019	27
Public Workshops (Round 1)	August 9-10, 2019	20
Comment Cards/E-mails	August 2016	8
Gold Users Survey	August 2016	50
Total To-Date		1,918

On-Board Survey

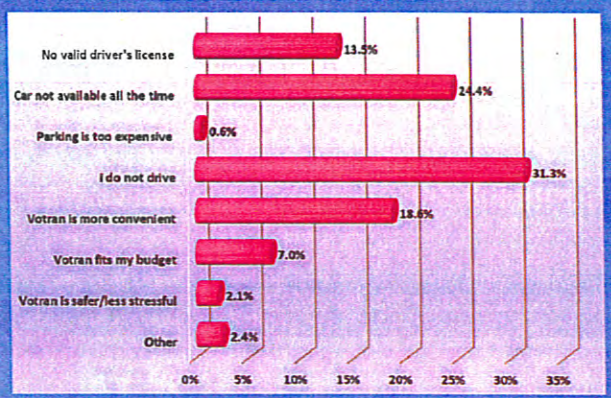
- 30 questions under 3 major categories:
  - Travel characteristics
  - Rider demographics
  - Customer service/satisfaction
- 1,794 respondents
- Most trips home to work
- 85% walk to access bus
- Safety highest area of passenger satisfaction 4.4 out of 5
- Sunday service lowest area of passenger satisfaction 2.5 out of 5

Typical Rider Characteristics

Category	Average Rider Demographic (2006)	Average Rider Demographic (2011)	Average Rider Demographic (2016)
Gender	Female	Female	**Male**
Ethnic Origin	White	White	White
Age	Under 24	Under 24	**25-44**
Annual Household Income	<$10,000	<$10,000	<$10,000
Regular Votran User?	Yes	Yes	Yes

On-Board Survey

Reasons to Ride Votran



- **Aspects Least Liked**
  - Other passengers 23%
  - Wait time/Infrequency of service 14%
  - Weekend service 13%
  - Limited service hours 9%

Stakeholder Interviews

- Perception of Transit:
  - Existing service is satisfactory and meets the needs of transit-dependent riders
- Future Role of Transit:
  - Increase frequency of service, service needed in Lake Helen, trolley service, add bus shelters
  - Demographic change will have an impact
- Technologies
  - Improved over time, but need to continue advancing
- Funding
  - Split decision on use of local funding
- Marketing and Branding
  - Reasonable, need more bus stop schedules posted, TV ads
  - Focus more on educational marketing more than branding

Performance Peer Group

- Capital Area Transit System – Baton Rouge, LA
- Charleston Area Regional Transportation Authority – Charleston, SC
- Chatham Area Transit Authority – Savannah, GA
- Lee County Transit – Fort Myers, FL
- Pasco County Public Transportation – Port Richey, FL
- Sarasota County Area Transit – Sarasota, FL

Peer & Trend Review Overview

- FY14 data for all peer agencies accessed from National Transit Database

Metric	Performance Measure	Findings
Performance	Passenger fare revenue	Trend: + 17% (strength)
		Peer: *-55% below peer group mean
Effectiveness	Passenger trips per revenue hour	Trend: +11% (strength)
		Peer: + 20.4% above peer group mean (strength)
Efficiency	Operating expense per passenger trip	Trend: -1% (neutral)
		Peer: -22% below peer group mean (strength)
	Operating expense per revenue mile	Trend: +10% (challenge)
		Peer: -10% below peer group mean (strength)

*Removal of CARTA places Votran 48% above peer group mean

Situational Appraisal

- Provides an evaluation of the local environment
- Assesses the factors that could impact programs over the next decade
  - Political
  - Economic
  - Environmental
  - Technology
  - Policy
  - System

Goals

- Six goals
- Focused on the following:
  - Superior service delivery
  - Excellent customer service
  - Fiscal responsibility
  - Environmentally-friendly
  - Technologically sound based on industry standards
  - Quality leadership focused on the community's mobility goals

Proposed Service Alternatives

- Increase service on high performing existing routes (30 minutes or better by 2026)
- Expand service to Lake Helen
- Sunday service additions
- Municipal trolley / circulator service
- **Service Concepts:**
  - Colleges / university connector
  - Improved or new feeder bus for SunRail Phase I and II and/or All Aboard service connections
  - Expanded service for non-traditional work hours in service hubs
  - Increased service connections from DBIA during peak season
  - Gold customer bus pass program
  - Regional connections

Proposed Capital Improvements

Technology-based:

- Real-time bus arrival information and applications
- Interactive Voice Response (IVR) for convenient paratransit bookings
- Reloadable fare cards and mobile fare payment
- Transit Signal Priority (TSP) to provide bus priority at traffic signals in congested areas
- Wi-Fi on buses

Proposed Capital Improvements

Other capital:

- Facility expansion
- ADA improvements
- Bus stop amenities (shelters, benches, bike racks, etc.)
- Safety/access (lighting, landscaping, etc.)
- Vehicle replacement/expansion – fixed-route bus and Gold service

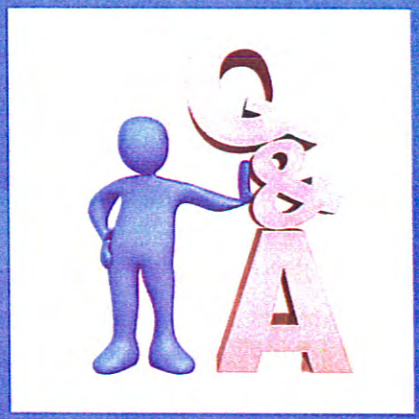
Financial Plan

- Status quo services funded with inflationary increases
- Operating and Capital improvements beyond existing levels will require new funding sources
- Estimated cost for each alternative will be provided
- Improvements identified based on need, actual implementation will be determined by funding availability
- Potential future revenue sources will be identified

Next Steps

- Finalize draft TDP document
- R2C TPO Committee presentation – September 20, 2016
- Public Workshops (round 2) – September 2016
- Volusia County Council presentation– October 2016
- Submittal to FDOT – November 1, 2016

Feedback and Input



NOTICE OF PUBLIC MEETING

Votran and the River To Sea Transportation Planning Organization (TPO) announce the following public meetings:

DATE/TIME/LOCATION

Tuesday, September 20, 2016
10:00 am to 11:30 am
Votran, Meeting Room
950 Big Tree Road
South Daytona, Florida 32119

Wednesday, September 21, 2016
4:30 pm – 6:00 pm
County of Volusia, T. C. Kelly Administration Building,
First Floor, Training Room, 123 West Indiana Avenue
DeLand, Florida 32720

Votran, in coordination with the River To Sea TPO, is working to develop the 2017 - 2026 Transit Development Plan (TDP) Major Update. These public meetings will provide an overview of the Draft TDP. These meetings are an additional opportunity for members of the public to provide input prior to Votran seeking County Council approval of the plan. The TDP will be presented in summary format and the public will have an opportunity to provide comment. Comments will be incorporated into the plan as appropriate. These meetings are open to the general public and the public is encouraged to attend.

People who would like to offer comments, but are unable to attend the meeting, may do so by submitting written comments to the attention of Judy Hayduck at Tindale Oliver, 135 West Central Blvd., Suite 450, Orlando, Florida 32801, jhayduck@tindaleoliver.com by Wednesday, September 28, 2016.

In accordance with the Americans with Disabilities Act of 1990, persons needing a special accommodation at this meeting because of a disability or physical impairment should contact Vicki Bennit at Votran, 950 Big Tree Road, South Daytona, Florida 32119 or (386) 756-7496, not later than 48 hours before the meeting.