MEETING NOTICE & AGENDA

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

Date: **Wednesday, October 30, 2024**
Time: **9:30 a.m.**
Place: **Volusia County Mobility Management Center (Votran)**
950 Big Tree Road
South Daytona, FL 32119

Microsoft Teams has been established for remote participation.

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QAC Meeting
Wednesday, October 30, 2024 9:30 a.m. (EST)

Join the QAC Meeting on your computer, mobile app, or room device:

Join the meeting now

Dial-in by phone:
+1 561-484-5911 992836966# United States, West Palm Beach
Find a local number
Phone conference ID: 992 836 966#

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Volusia County Council Member Matt Reinhart, Chairperson

AGENDA

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

II. PUBLIC COMMENT/PARTICIPATION
(Public comments may be limited to three (3) minutes at the discretion of the Chairperson)

III. ACTION ITEMS

A. REVIEW AND APPROVAL OF THE JANUARY 10, 2024 QAC MEETING MINUTES *(Contact: Donna Ralston) (Enclosure, pages 3-5)*

B. REVIEW AND RECOMMEND APPROVAL OF THE FY 2023/24 ANNUAL OPERATING REPORT (AOR) *(Contact: Stephan Harris) (Enclosure, pages 6-31)*

IV. STAFF COMMENTS *(page 1)*

V. QAC CHAIRPERSON COMMENTS *(page 2)*

VI. QAC MEMBER COMMENTS *(page 2)*

VII. ADJOURNMENT *(page 2)*

Quality Assurance Committee Members:
Volusia County Council Member Matt Reinhart
Carlos Colon, FDOT
Doug Hall
Patricia A. Lipovsky
Mary Tyson

THE NEXT QAC MEETING WILL BE ON JANUARY 8, 2025

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If any person decides to appeal a decision made by this board concerning 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 a person will want to ensure that a verbatim record of the proceedings is made.

Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the River to Sea TPO office, 1 Deuce Court, Suite 100, Daytona Beach, Florida 32124; (386) 226-0422, extension 20416, at least five (5) working days before the meeting date.

The River to Sea 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.r2ctpo.org or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, extension 20416, or pblankenship@r2ctpo.org.

Persons who require translation services, which are provided at no cost, should contact the River to Sea TPO at (386) 226-0422 or by email at PBlankenship@r2ctpo.org at least five (5) business days before the meeting.

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SUMMARY SHEET
QUALITY ASSURANCE COMMITTEE
OCTOBER 30, 2024

III. ACTION ITEMS

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

BACKGROUND INFORMATION

Minutes are prepared for each meeting and must be approved by the Quality Assurance Committee. The January 10, 2024 Quality Assurance Committee meeting minutes are provided with this agenda packet for your review and approval.

ACTION REQUESTED:

MOTION TO APPROVE THE JANUARY 10, 2024 QAC MEETING MINUTES

Quality Assurance Committee
Meeting Minutes
January 10, 2024

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

Quality Assurance Committee Members Physically Present:	**Representing:**
Mary Tyson, Vice Chairperson	Disabled Citizens - Alternate
Doug Hall	Elderly Citizens
Cassandra Jessie	Elderly Citizens – Alternate

Quality Assurance Committee Members Virtually Present:	**Representing:**
Patricia Lipovsky	Citizens Advocate, System User

Quality Assurance Committee Members Absent:	**Representing:**
Matt Reinhart, Chairperson (excused)	Volusia County Council District 2
Carlos Colón (excused)	FDOT

Others Physically Present:	**Representing:**
Donna King, Recording Secretary	TPO Staff
Pamela Blankenship	TPO Staff
Stephan Harris	TPO Staff
Bobbie King	Volusia County Transit Services Division
Ralf Heseler	Volusia County Transit Services Division
Jacob Lunceford	Volusia County Transit Services Division

Others Virtually Present:	**Representing:**
Colleen Nicoulin	TPO Staff

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

The meeting of the Quality Assurance Committee (QAC) was called to order at 9:32 a.m. by Vice Chairperson Tyson. The meeting was held in a hybrid format with three (3) voting members physically present and one (1) voting member virtually present.

MOTION: ***A motion was made by Mr. Hall to allow members attending virtually to participate and vote. The motion was seconded by Ms. Jessie and carried unanimously.***

II. Public Comment/Participation

There were no public comments.

III. Action Items

A. Review and Approval of the July 12, 2023 (QAC) Meeting Minutes

MOTION: ***A motion was made by Ms. Jessie to approve the July 12, 2023 QAC meeting minutes. The motion was seconded by Mr. Hall and carried unanimously.***

B. Review and Recommend Approval of Votran's FY 2023/24 Evaluation

Mr. Harris provided in-depth details of Votran's FY 2023/24 Evaluation. He reviewed the changes individually and noted that everything else would remain the same.

MOTION: ***A motion was made by Mr. Hall to recommend approval of Votran's FY 2023/24 evaluation. The motion was seconded by Ms. Jessie and carried unanimously.***

IV. Staff Comments

There were no staff or member comments.

V. Chairperson Comments

There were no Chairperson comments.

VI. Member Comments

There were no member comments.

VII. Adjournment

The meeting was adjourned at 9:46 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

_____

VOLUSIA COUNTY COUNCIL MEMBER MATT REINHART, CHAIRPERSON
QUALITY ASSURANCE COMMITTEE

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 January 10, 2024 regular meeting of the Quality Assurance Committee approved and duly signed this 9th day of October 2024.

_____

DONNA RALSTON, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

***** A recording of the January 10, 2024 QAC meeting is available upon request.***

SUMMARY SHEET
QUALITY ASSURANCE COMMITTEE
OCTOBER 30, 2024

III. ACTION ITEMS

B. REVIEW AND RECOMMEND APPROVAL OF THE FY 2023/24 ANNUAL OPERATING REPORT (AOR)

BACKGROUND INFORMATION

The Annual Operating Report (AOR) contains operating and financial data for FY 2023/24 (July 1, 2023 through June 30, 2024). The report is prepared by Volusia County's Transit Services Division and reviewed by the River to Sea TPO staff, Quality Assurance Committee, and TDLCB. Comments and/or concerns about the AOR are requested for submission to the Florida Commission for the Transportation Disadvantaged. The FY 2023/24 AOR is provided with this agenda packet for your review.

ACTION REQUESTED:

MOTION TO RECOMMEND APPROVAL OF THE FY 2023/24 ANNUAL OPERATING REPORT (AOR)

CTC Organization

County: Volusia
Fiscal Year: 7/1/2023 - 6/30/2024

CTC Status: Approved
CTD Status: Approved

Date Initiated: 8/7/2024

CTC Organization Name:	County of Volusia d/b/a VOTRAN
Address:	950 Big Tree Road
City:	South Daytona
State:	FL
Zip Code:	32119
Organization Type:	County
Network Type:	Partial Brokerage
Operating Environment:	Urban
Transportation Operators:	Yes
Number of Transportation Operators:	5
Coordination Contractors:	Yes
Number of Coordination Contractors:	3
Provide Out of County Trips:	No
Local Coordinating Board (LCB) Chairperson:	Matt Reinhart
CTC Contact:	Bobbie King
CTC Contact Title:	Transit Services Director
CTC Contact Email:	bgking@volusia.org
Phone:	(386) 804-2616

CTC Certification

I, Bobbie King, 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): _____

LCB Certification

I, Matt Reinhart, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____

Organization – Coordination Contractor

County: Volusia **CTC Status**: Approved **CTC Organization**: County of Volusia d/b/a VOTRAN
Fiscal Year: 7/1/2023 - 6/30/2024 **Upload Date**: 8/29/2024

Coordination Contractor Name:	Conklin Davis Center for the Visually Impaired
Address:	405 White Street
City:	Daytona Beach
State:	FL
Zip Code:	32114
Organization Type:	Private Non Profit
Operating Environment:	Urban
Provide Out of County Trips:	No
Who Do You Serve:	Visually Impaired Clients
Contact Person:	Ronee David
Contact Title:	CEO
Contact Email:	rdavid@conklindavis.org
Phone:	(386) 258-3441

Coordination Contractor Certification

By submission of this form, I, Ronee David, as the authorized representative of Conklin Davis Center for the Visually Impaired , 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): _____

Organization – Coordination Contractor

County: Volusia **CTC Status**: Approved **CTC Organization**: County of Volusia d/b/a VOTRAN
Fiscal Year: 7/1/2023 - 6/30/2024 **Upload Date**: 8/16/2024

Coordination Contractor Name:	Duvall Homes Inc
Address:	827 S Spring Garden Ave
City:	DeLand
State:	FL
Zip Code:	32720
Organization Type:	Private Non Profit
Operating Environment:	Urban
Provide Out of County Trips:	Yes
Who Do You Serve:	Residents
Contact Person:	Lisa Herring
Contact Title:	Administrative Assistant/Transportation Manager
Contact Email:	lherring@duvallhomes.org
Phone:	(386) 734-2874

Coordination Contractor Certification

By submission of this form, I, Lisa Herring, as the authorized representative of Duvall Homes Inc , 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): _____

Organization – Coordination Contractor

County: Volusia **CTC Status**: Approved **CTC Organization**: County of Volusia d/b/a VOTRAN
Fiscal Year: 7/1/2023 - 6/30/2024 **Upload Date**: 8/27/2024

Coordination Contractor Name:	Sunrise Community of Northeast Florida, Inc.
Address:	1100 Jimmy Ann Drive
City:	Daytona Beach
State:	FL
Zip Code:	32117
Organization Type:	Private Non Profit
Operating Environment:	Urban
Provide Out of County Trips:	No
Who Do You Serve:	Residents and Clients
Contact Person:	Eva Wright
Contact Title:	Area Director
Contact Email:	ewright@sunrisegroup.org
Phone:	(386) 274-6474

Coordination Contractor Certification

By submission of this form, I, Eva Wright, as the authorized representative of Sunrise Community of Northeast Florida, Inc. , 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): _____

Florida Commission for the Transportation Disadvantaged

CTC Trips

County: Volusia **CTC Status:** Approved **CTC Organization:** County of Volusia d/b/a VOTRAN

Fiscal Year: 07/01/2023 - 06/30/2024 **CTD Status:** Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	139,809	41,376	181,185	139,782	50,561	190,343
Non-Ambulatory	52,053	8,628	60,681	45,040	7,475	52,515
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	26,809	N/A	26,809	36,371	N/A	36,371
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	**218,671**	**50,004**	**268,675**	**221,193**	**58,036**	**279,229**
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	94,116	N/A	94,116	88,758	N/A	88,758
Total - Contracted Transportation Operator Trips	**94,116**	**0**	**94,116**	**88,758**	**0**	**88,758**
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	12,371	12,371	0	14,017	14,017
Comm for the Transportation Disadvantaged (CTD)	31,660	N/A	31,660	30,629	N/A	30,629
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	9,173	0	9,173	6,721	0	6,721
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	104,471	0	104,471	105,532	0	105,532
Local Government	60,737	0	60,737	61,332	0	61,332
Local Non-Government	12,630	37,633	50,263	16,979	44,019	60,998
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	**218,671**	**50,004**	**268,675**	**221,193**	**58,036**	**279,229**

Florida Commission for the Transportation Disadvantaged

CTC Trips (cont'd)

County: Volusia
CTC Status: Approved
CTC Organization: County of Volusia d/b/a VOTRAN
Fiscal Year: 07/01/2023 - 06/30/2024
CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	3,004	0	3,004	4,068	37,182	41,250
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	215,667	50,004	265,671	217,125	20,854	237,979
Low Income	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total - Passenger Type	**218,671**	**50,004**	**268,675**	**221,193**	**58,036**	**279,229**
Trip Purpose - One Way						
Medical	80,199	2,162	82,361	85,223	4,062	89,285
Employment	52,705	2	52,707	52,345	14	52,359
Education/Training/Daycare	46,706	42,846	89,552	49,822	42,706	92,528
Nutritional	16,780	746	17,526	13,489	610	14,099
Life-Sustaining/Other	22,281	4,248	26,529	20,314	10,644	30,958
Total - Trip Purpose	**218,671**	**50,004**	**268,675**	**221,193**	**58,036**	**279,229**
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	3,591	627	4,218	3,512	8,861	12,373
Total - UDPHC	**3,591**	**627**	**4,218**	**3,512**	**8,861**	**12,373**
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	11,008	N/A	11,008	9,400	N/A	9,400
Customer Feedback						
Complaints	298	N/A	298	377	N/A	377
Commendations	67	N/A	67	263	N/A	263

Date Created	Created By	User Role	Date Modified	Modified By	Comment

Coordination Contractor Trips

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/29/2024	**Coordination Contractor:**	Conklin Davis Center for the Visually Impaired

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	4,915	6,827
Non-Ambulatory	4	10
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	**4,919**	**6,837**
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	**0**	**0**
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	4,919	6,837
Other Federal & State Programs	0	0
Total - Revenue Source	**4,919**	**6,837**

Coordination Contractor Trips (cont'd)

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/29/2024	**Coordination Contractor:**	Conklin Davis Center for the Visually Impaired

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	4,919	6,837
Low Income	0	0
Other	0	0
Total - Passenger Type	**4,919**	**6,837**
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	4,919	6,837
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	**4,919**	**6,837**
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	506	1,367
Total - UDPHC	**506**	**1,367**
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A

Coordination Contractor Trips

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/16/2024	**Coordination Contractor:**	Duvall Homes Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	26,648	28,821
Non-Ambulatory	6,066	6,356
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	**32,714**	**35,177**
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	**0**	**0**
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	32,714	35,177
Other Federal & State Programs	0	0
Total - Revenue Source	**32,714**	**35,177**

Coordination Contractor Trips (cont'd)

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/16/2024	**Coordination Contractor:**	Duvall Homes Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	35,177
Children At Risk	0	0
Persons With Disabilities	32,714	0
Low Income	0	0
Other	0	0
Total - Passenger Type	**32,714**	**35,177**
Trip Purpose - One Way		
Medical	1,542	1,377
Employment	2	14
Education/Training/Daycare	27,306	24,600
Nutritional	540	386
Life-Sustaining/Other	3,324	8,800
Total - Trip Purpose	**32,714**	**35,177**
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	70	7,035
Total - UDPHC	**70**	**7,035**
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A

Coordination Contractor Trips

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/27/2024	**Coordination Contractor:**	Sunrise Community of Northeast Florida, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	9,813	0
Non-Ambulatory	2,558	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	**12,371**	**0**
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	**0**	**0**
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	12,371	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	**12,371**	**0**

Coordination Contractor Trips (cont'd)

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/27/2024	**Coordination Contractor:**	Sunrise Community of Northeast Florida, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	12,371	0
Low Income	0	0
Other	0	0
Total - Passenger Type	**12,371**	**0**
Trip Purpose - One Way		
Medical	620	0
Employment	0	0
Education/Training/Daycare	10,621	0
Nutritional	206	0
Life-Sustaining/Other	924	0
Total - Trip Purpose	**12,371**	**0**
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	51	0
Total - UDPHC	**51**	**0**
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A

Florida Commission for the Transportation Disadvantaged

CTC Vehicles & Drivers

County: Volusia
CTC Status: Approved
CTC Organization: County of Volusia d/b/a VOTRAN
Fiscal Year: 07/01/2023 - 06/30/2024
CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	1,682,496	252,088	1,934,584	2,040,476	233,468	2,273,944
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	230,704	N/A	230,704	281,898	N/A	281,898
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	**1,913,200**	**252,088**	**2,165,288**	**2,322,374**	**233,468**	**2,555,842**
Roadcalls & Accidents						
Roadcalls	42	8	50	40	2	42
Chargeable Accidents	21	0	21	17	0	17
Vehicle Inventory						
Total Number of Vehicles	71	42	113	90	45	135
Number of Wheelchair Accessible Vehicles	0	23	23	90	22	112
Drivers						
Number of Full Time & Part Time Drivers	98	116	214	59	172	231
Number of Volunteer Drivers	0	0	0	0	0	0

Date Created	Created By	User Role	Date Modified	Modified By	Comment

Coordination Contractor Vehicles & Drivers

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/29/2024	**Coordination Contractor:**	Conklin Davis Center for the Visually Impaired

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	112,313	96,701
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	**112,313**	**96,701**
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	10	8
Number of Wheelchair Accessible Vehicles	3	3
Drivers		
Number of Full Time & Part Time Drivers	27	26
Number of Volunteer Drivers	0	0

Coordination Contractor Vehicles & Drivers

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/16/2024	**Coordination Contractor:**	Duvall Homes Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	96,665	94,557
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	**96,665**	**94,557**
Roadcalls & Accidents		
Roadcalls	0	2
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	22	20
Number of Wheelchair Accessible Vehicles	17	15
Drivers		
Number of Full Time & Part Time Drivers	63	68
Number of Volunteer Drivers	0	0

Coordination Contractor Vehicles & Drivers

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/27/2024	**Coordination Contractor:**	Sunrise Community of Northeast Florida, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	43,110	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	**43,110**	**0**
Roadcalls & Accidents		
Roadcalls	8	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	10	0
Number of Wheelchair Accessible Vehicles	3	0
Drivers		
Number of Full Time & Part Time Drivers	26	0
Number of Volunteer Drivers	0	0

Florida Commission for the Transportation Disadvantaged

CTC Revenue Sources

County: Volusia
CTC Status: Approved
CTC Organization: County of Volusia d/b/a VOTRAN
Fiscal Year: 07/01/2023 - 06/30/2024
CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Agency for Persons with Disabilities (APD)	$ 0	$ 255,309	$ 255,309	$ 0	$ 202,025	$ 202,025
Dept of Economic Opportunity (DEO)	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Dept of Children and Families (DCF)	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Dept of Education (DOE)	$ 27,519	$ 0	$ 27,519	$ 20,163	$ 0	$ 20,163
Dept of Elder Affairs (DOEA)	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Dept of Health (DOH)	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Dept of Juvenile Justice (DJJ)	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	$ 1,438,548	N/A	$ 1,438,548	$ 751,741	N/A	$ 751,741
Non-Sponsored Capital Equipment	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Rural Capital Equipment	$ 0	N/A	$ 0	$ 0	N/A	$ 0
TD Other	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Department of Transportation (DOT)						
49 USC 5307	$ 5,888,518	$ 0	$ 5,888,518	$ 4,907,193	$ 0	$ 4,907,193
49 USC 5310	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
49 USC 5311	$ 350,880	$ 0	$ 350,880	$ 639,203	$ 0	$ 639,203
49 USC 5311 (f)	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Block Grant	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Service Development	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Commuter Assistance Program	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Other DOT	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Local Government						
School Board (School Bus)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
County Cash	$ 2,376,020	$ 0	$ 2,376,020	$ 3,223,383	$ 0	$ 3,223,383
County In-Kind	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
City Cash	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
City In-Kind	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Other Cash	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Other In-Kind	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Local Non-Government						
Farebox	$ 772,635	$ 0	$ 772,635	$ 768,400	$ 0	$ 768,400
Donations/Contributions	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
In-Kind Services	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Other Non-Government	$ 144,791	$ 225,535	$ 370,326	$ 123,978	$ 277,768	$ 401,746
Other Federal & State Programs						
Other Federal Programs	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Other State Programs	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Total - Revenue Sources	**$ 10,998,911**	**$ 480,844**	**$ 11,479,755**	**$ 10,434,061**	**$ 479,793**	**$ 10,913,854**

Date Created	Created By	User Role	Date Modified	Modified By	Comment

Coordination Contractor Revenue Sources

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/29/2024	**Coordination Contractor:**	Conklin Davis Center for the Visually Impaired

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	$ 0	$ 0
Agency for Persons with Disabilities (APD)	$ 0	$ 0
Dept of Economic Opportunity (DEO)	$ 0	$ 0
Dept of Children and Families (DCF)	$ 0	$ 0
Dept of Education (DOE)	$ 0	$ 0
Dept of Elder Affairs (DOEA)	$ 0	$ 0
Dept of Health (DOH)	$ 0	$ 0
Dept of Juvenile Justice (DJJ)	$ 0	$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	$ 0	$ 0
49 USC 5310	$ 0	$ 0
49 USC 5311	$ 0	$ 0
49 USC 5311 (f)	$ 0	$ 0
Block Grant	$ 0	$ 0
Service Development	$ 0	$ 0
Commuter Assistance Program	$ 0	$ 0
Other DOT	$ 0	$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	$ 0	$ 0
County In-Kind	$ 0	$ 0
City Cash	$ 0	$ 0
City In-Kind	$ 0	$ 0
Other Cash	$ 0	$ 0
Other In-Kind	$ 0	$ 0
Local Non-Government		
Farebox	$ 0	$ 0
Donations/Contributions	$ 0	$ 0
In-Kind Services	$ 0	$ 0
Other Non-Government	$ 16,785	$ 32,388
Other Federal & State Programs		
Other Federal Programs	$ 0	$ 0
Other State Programs	$ 0	$ 0
Total - Revenue Sources	**$ 16,785**	**$ 32,388**

Coordination Contractor Revenue Sources

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/16/2024	**Coordination Contractor:**	Duvall Homes Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	$ 0	$ 0
Agency for Persons with Disabilities (APD)	$ 0	$ 0
Dept of Economic Opportunity (DEO)	$ 0	$ 0
Dept of Children and Families (DCF)	$ 0	$ 0
Dept of Education (DOE)	$ 0	$ 0
Dept of Elder Affairs (DOEA)	$ 0	$ 0
Dept of Health (DOH)	$ 0	$ 0
Dept of Juvenile Justice (DJJ)	$ 0	$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	$ 0	$ 0
49 USC 5310	$ 0	$ 0
49 USC 5311	$ 0	$ 0
49 USC 5311 (f)	$ 0	$ 0
Block Grant	$ 0	$ 0
Service Development	$ 0	$ 0
Commuter Assistance Program	$ 0	$ 0
Other DOT	$ 0	$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	$ 0	$ 0
County In-Kind	$ 0	$ 0
City Cash	$ 0	$ 0
City In-Kind	$ 0	$ 0
Other Cash	$ 0	$ 0
Other In-Kind	$ 0	$ 0
Local Non-Government		
Farebox	$ 0	$ 0
Donations/Contributions	$ 0	$ 0
In-Kind Services	$ 0	$ 0
Other Non-Government	$ 208,750	$ 184,778
Other Federal & State Programs		
Other Federal Programs	$ 0	$ 0
Other State Programs	$ 0	$ 0
Total - Revenue Sources	**$ 208,750**	**$ 184,778**

Coordination Contractor Revenue Sources

County: Volusia
CTC Status: Approved
CTC Organization: County of Volusia d/b/a VOTRAN
Fiscal Year: 07/01/2023 - 06/30/2024
Upload Date: 8/27/2024
Coordination Contractor: Sunrise Community of Northeast Florida, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	$ 0	$ 0
Agency for Persons with Disabilities (APD)	$ 255,309	$ 0
Dept of Economic Opportunity (DEO)	$ 0	$ 0
Dept of Children and Families (DCF)	$ 0	$ 0
Dept of Education (DOE)	$ 0	$ 0
Dept of Elder Affairs (DOEA)	$ 0	$ 0
Dept of Health (DOH)	$ 0	$ 0
Dept of Juvenile Justice (DJJ)	$ 0	$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	$ 0	$ 0
49 USC 5310	$ 0	$ 0
49 USC 5311	$ 0	$ 0
49 USC 5311 (f)	$ 0	$ 0
Block Grant	$ 0	$ 0
Service Development	$ 0	$ 0
Commuter Assistance Program	$ 0	$ 0
Other DOT	$ 0	$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	$ 0	$ 0
County In-Kind	$ 0	$ 0
City Cash	$ 0	$ 0
City In-Kind	$ 0	$ 0
Other Cash	$ 0	$ 0
Other In-Kind	$ 0	$ 0
Local Non-Government		
Farebox	$ 0	$ 0
Donations/Contributions	$ 0	$ 0
In-Kind Services	$ 0	$ 0
Other Non-Government	$ 0	$ 0
Other Federal & State Programs		
Other Federal Programs	$ 0	$ 0
Other State Programs	$ 0	$ 0
Total - Revenue Sources	**$ 255,309**	**$ 0**

Florida Commission for the Transportation Disadvantaged

CTC Expense Sources

County: Volusia
CTC Status: Approved
CTC Organization: County of Volusia d/b/a VOTRAN
Fiscal Year: 07/01/2023 - 06/30/2024
CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	$ 3,697,031	$ 321,988	$ 4,019,019	$ 3,552,751	$ 359,558	$ 3,912,309
Fringe Benefits	$ 1,284,900	$ 14,470	$ 1,299,370	$ 1,333,116	$ 11,687	$ 1,344,803
Services	$ 291,570	$ 53,842	$ 345,412	$ 423,025	$ 25,555	$ 448,580
Materials & Supplies Consumed	$ 1,256,879	$ 15,255	$ 1,272,134	$ 1,464,031	$ 13,238	$ 1,477,269
Utilities	$ 24,999	$ 3,780	$ 28,779	$ 29,310	$ 3,360	$ 32,670
Casualty & Liability	$ 437,600	$ 26,867	$ 464,467	$ 139,406	$ 25,001	$ 164,407
Taxes	$ 0	$ 1,326	$ 1,326	$ 0	$ 2,427	$ 2,427
Miscellaneous	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Interest	$ 0	$ 1,694	$ 1,694	$ 0	$ 0	$ 0
Leases & Rentals	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Capital Purchases	$ 0	$ 30,927	$ 30,927	$ 0	$ 30,927	$ 30,927
Contributed Services	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
Allocated Indirect Expenses	$ 479,011	$ 10,695	$ 489,706	$ 1,021,445	$ 8,040	$ 1,029,485
Purchased Transportation Services						
Bus Pass	$ 0	N/A	$ 0	$ 0	N/A	$ 0
School Board (School Bus)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Transportation Network Companies (TNC)	$ 0	N/A	$ 0	$ 0	N/A	$ 0
Taxi	$ 1,782,067	N/A	$ 1,782,067	$ 1,389,282	N/A	$ 1,389,282
Contracted Operator	$ 1,744,854	N/A	$ 1,744,854	$ 1,081,695	N/A	$ 1,081,695
Total - Expense Sources	**$ 10,998,911**	**$ 480,844**	**$ 11,479,755**	**$ 10,434,061**	**$ 479,793**	**$ 10,913,854**

Date Created	Created By	User Role	Date Modified	Modified By	Comment

Coordination Contractor Expense Sources

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/29/2024	**Coordination Contractor:**	Conklin Davis Center for the Visually Impaired

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	$ 16,785	$ 32,388
Fringe Benefits	$ 0	$ 0
Services	$ 0	$ 0
Materials & Supplies Consumed	$ 0	$ 0
Utilities	$ 0	$ 0
Casualty & Liability	$ 0	$ 0
Taxes	$ 0	$ 0
Miscellaneous	$ 0	$ 0
Interest	$ 0	$ 0
Leases & Rentals	$ 0	$ 0
Capital Purchases	$ 0	$ 0
Contributed Services	$ 0	$ 0
Allocated Indirect Expenses	$ 0	$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	**$ 16,785**	**$ 32,388**

Coordination Contractor Expense Sources

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/16/2024	**Coordination Contractor:**	Duvall Homes Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	$ 208,750	$ 184,778
Fringe Benefits	$ 0	$ 0
Services	$ 0	$ 0
Materials & Supplies Consumed	$ 0	$ 0
Utilities	$ 0	$ 0
Casualty & Liability	$ 0	$ 0
Taxes	$ 0	$ 0
Miscellaneous	$ 0	$ 0
Interest	$ 0	$ 0
Leases & Rentals	$ 0	$ 0
Capital Purchases	$ 0	$ 0
Contributed Services	$ 0	$ 0
Allocated Indirect Expenses	$ 0	$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	**$ 208,750**	**$ 184,778**

Coordination Contractor Expense Sources

County:	Volusia	**CTC Status:**	Approved	**CTC Organization:**	County of Volusia d/b/a VOTRAN
Fiscal Year:	07/01/2023 - 06/30/2024	**Upload Date:**	8/27/2024	**Coordination Contractor:**	Sunrise Community of Northeast Florida, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	$ 96,453	$ 0
Fringe Benefits	$ 14,470	$ 0
Services	$ 53,842	$ 0
Materials & Supplies Consumed	$ 15,255	$ 0
Utilities	$ 3,780	$ 0
Casualty & Liability	$ 26,867	$ 0
Taxes	$ 1,326	$ 0
Miscellaneous	$ 0	$ 0
Interest	$ 1,694	$ 0
Leases & Rentals	$ 0	$ 0
Capital Purchases	$ 30,927	$ 0
Contributed Services	$ 0	$ 0
Allocated Indirect Expenses	$ 10,695	$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	**$ 255,309**	**$ 0**

County:	Volusia
CTC:	County of Volusia d/b/a VOTRAN
Contact:	Bobbie King 950 Big Tree Road South Daytona, FL 32119 386-804-2616
Email:	bgking@volusia.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	4,218

Trips By Type of Service	2022	2023	2024
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	170,544	242,858	241,866
TNC	0	0	0
Taxi	17,003	36,371	26,809
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	**187,547**	**279,229**	**268,675**

Passenger Trips By Trip Purpose			
Medical	70,725	89,285	82,361
Employment	27,856	52,359	52,707
Ed/Train/DayCare	37,416	92,528	89,552
Nutritional	7,466	14,099	17,526
Life-Sustaining/Other	44,084	30,958	26,529
TOTAL TRIPS	**187,547**	**279,229**	**268,675**

Passenger Trips By Revenue Source			
CTD	27,039	30,629	31,660
AHCA	0	0	0
APD	0	14,017	12,371
DOEA	0	0	0
DOE	9,022	6,721	9,173
Other	151,486	227,862	215,471
TOTAL TRIPS	**187,547**	**279,229**	**268,675**

Trips by Provider Type			
CTC	78,369	132,435	124,555
Transportation Operator	68,856	88,758	94,116
Coordination Contractor	40,322	58,036	50,004
TOTAL TRIPS	**187,547**	**279,229**	**268,675**

Vehicle Data	2022	2023	2024
Vehicle Miles	1,426,901	2,555,842	2,165,288
Roadcalls	76	42	50
Accidents	5	17	21
Vehicles	111	135	113
Drivers	188	231	214

Financial and General Data			
Expenses	$9,497,212	$10,913,854	$11,479,755
Revenues	$9,497,212	$10,913,854	$11,479,755
Commendations	148	263	67
Complaints	146	377	298
Passenger No-Shows	825	9,400	11,008
Unmet Trip Requests	0	0	0

Performance Measures			
Accidents per 100,000 Miles	0.35	0.67	0.97
Miles between Roadcalls	18,775	60,853	43,306
Avg. Trips per Passenger	16.75	22.57	63.70
Cost per Trip	$50.64	$39.09	$42.73
Cost per Paratransit Trip	$55.69	$39.22	$40.10
Cost per Total Mile	$6.66	$4.27	$5.30
Cost per Paratransit Mile	$6.66	$4.19	$5.01