

# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



## **Transportation Disadvantaged**

**CTC BEING REVIEWED:** Volusia Transportation Authority (Votran)

**COUNTY (IES):** Volusia

**ADDRESS:** 950 Big Tree Road, South Daytona, FL 32119

**CONTACT:** Ralf Heseler **PHONE:** 386-756-7496, ext. 4099

**REVIEW PERIOD:** FY 2023-2024 **REVIEW DATES:** 11/24 - 1/25

**PERSON CONDUCTING THE REVIEW:** Stephan C. Harris

**CONTACT INFORMATION:** 386-226-0422, ext. 20428

# ***LCB EVALUATION WORKBOOK***

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## REVIEW CHECKLIST & SCHEDULE

### **COLLECT FOR REVIEW:**

- ☒ APR Data Pages
- ☒ QA Section of TDSP
- ☒ Last Review (Date April 3, 2023) List
- ☐ of Omb. Calls
- ☒ QA Evaluation
- ☐ Status Report (from last review)
- ☒ AOR Submittal Date
- ☒ TD Clients to Verify
- ☒ TDTF Invoices
- ☐ Audit Report Submittal Date

### **ITEMS TO REVIEW ON-SITE:**

- ☒ SSPP
- ☒ Policy/Procedure Manual
- ☒ Complaint Procedure
- ☒ Drug & Alcohol Policy (see certification)
- ☒ Grievance Procedure
- ☒ Driver Training Records (see certification)
- ☒ Contracts
- ☐ Other Agency Review Reports
- ☒ Budget
- ☒ Performance Standards
- ☐ Medicaid Documents

### **ITEMS TO REQUEST:**

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

### **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- ☐ Measuring Tape
- ☐ Stop Watch

## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☐ Monitoring of contractors.
- ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

☐ RURAL      ☒ URBAN

#### 2. ORGANIZATION TYPE:

☐ PRIVATE-FOR-PROFIT  
☐ PRIVATE NON-PROFIT  
☐ GOVERNMENT  
☒ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER  
☒ PARTIAL BROKERAGE  
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

Community Connections Transports, All Volusia Transport, Council on Aging, Kings Transportation Group (Yellow Cab), Med-One Shuttle.

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
Center for the V	1187 Dunn Av.	Daytona Beach, FL 3	386-253-8879	Donta Jimers
Duvall Homes	PO Box 220036	Glenwood, FL 32722	386-756-2874	Lisa Herring
Good Samaritan	450 N. McDonald	DeLand, FL 32724	386-740-7269	Kristin Lanno
Good Samaritan	325 S. Seagrave	Daytona Beach, FL 3	386-253-6791	Sheila Smith
Sunrise Community of Northeast Florida	1100 Jimmy Ann Drive	Daytona Beach, FL 32117	386-274-6474	Eva Wright

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
Council on Aging	5.6	Chris McLeod	386-253-4700, ext. 2
CTD	16.1	Kyle Mills	850-410-5713
FDOT	78.3	Carlos Colon	321-319-8173

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost	0	0	0
Medicaid	0	0	0
Quality of Service	0	0	0
Service Availability	0	0	0
Toll Permit	0	0	0
Other	0	0	0



## GENERAL QUESTIONS

**Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.**

1. DESIGNATION DATE OF CTC: November 1993

2. WHAT IS THE COMPLAINT PROCESS?

Complaints are received by telephone, in person, and in writing. Written

IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No  
(Make a copy and include in folder)

Is the process being used? ☒ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No  
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S  
UNIFORM SERVICE REPORTING GUIDEBOOK?

☒ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

☒ Yes ☐ No

**Review completed complaint forms to ensure the resolution section is  
being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

☒ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

A dissatisfied party is referred to the TD Helpline after receiving decisions from the  
CTC and the TDLCB.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE  
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL  
COMPLAINT FILE/PROCESS?

☒ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☒ Yes ☐ No If yes, what type?

Votran Gold Service Users Guide

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☒ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

*Please Verify These Passengers Have an Eligibility Application on File:*

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?
Techer	6335 Williamson Bv, PO	11/28/2022	Yes
Carlton	1136 6 <sup>th</sup> Street, DB, FL	11/15/2024	Yes
Russell	4259 Mayfair Ln, PO, FL	11/15/2024	Yes

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

Votran is in the process of implementing the following improvements to the coordinated system: (1) updating communications equipment, including transit vehicle onboard computers and radio systems, cellular modems, and dispatching equipment; and (2) enhancing ADA access for bus stop and bus shelter engineering, construction, and renovation.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

Coordination can be improved by completing a phased, countywide implementation of Mobility on Demand (MOD) Transit and partnering with Transportation Network Companies (TNCs), such as Uber and Lyft, to expand the availability of Votran services. Coordination can be improved for TD customers in West Volusia County to schedule paratransit trips on VoRide when it is practical.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

The implementation of VoRide Mobility on Demand (MOD) service initiated on December 5, 2023 is a potential barrier to the coordinated system if the transition from fixed route service is problematic. If not, MOD should increase ridership and alleviate the bus driver shortage.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

The Commission can work with the Florida Governor and Legislature to increase budget authority to the TD Trust Fund.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

FTA, FDOT, River to Sea Volusia-Flagler TPO

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

Advertisements on buses, Internet, postings on social media.

## GENERAL QUESTIONS

### Findings:

VoRide Mobility on Demand (MOD) service initiated in DeLand on December 5, 2023.

The VoRide service area expanded to cover Orange City, Deltona, and DeBary on April 8, 2024.

### Recommendations:

None.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM? ☒ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☒ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☒ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
Community Connections Tra	06/13/26	01/05/21	01/02/23	
All Volusia Transport	06/13/26	01/05/21	01/02/23	
Council on Aging	06/30/25	--	--	
Kings Transportation Group	06/13/26	01/05/21	01/02/23	
Med-One Shuttle	06/13/26	01/05/21	01/02/23	

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)**  
***“Collect Annual Operating Data for submittal to the Commission.”***

### REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report ☒ Yes ☐ No  
Any issues that need clarification? ☒ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

- b. Memorandum of Agreement ☒ Yes ☐ No  
c. Transportation Disadvantaged Service Plan ☒ Yes ☐ No  
d. Grant Applications to TD Trust Fund ☒ Yes ☐ No  
e. All other grant application (\_\_\_\_%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

### Comments:

TDLCB reviewed and recommended approval of the FY 2022/23 Annual Operating Report (AOR) with the following corrections:  
List five (5) transportation operators for Volusia County d/b/a Votran in the CTC Coordinated System section;  
Report the actual amount of taxi expense in the CTC expense sources section for purchased transportation services;  
Add a comment to the CTC Trips section explaining why no shows have increased dramatically since 2022.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

***“Review all transportation operator contracts annually.”***

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

As part of the operator and contractor monitoring process, Votran conducts inspections to ensure that all requirements are met prior to the provision of services by operators or coordination contractors in the coordinated system. The initial inspection includes a review of all operators' driving records, criminal background checks, and proof of valid operator's licenses. Votran conducts quarterly monitoring inspections to ensure

Is a written report issued to the operator? ☒ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Votran utilizes a Contract Compliance Officer (CCO) who routinely monitors contracts and conducts on-site visits of the existing contractors. The CCO reviews System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Monitoring of standards is done on a monthly

Is a written report issued? ☒ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

Operators and coordination contractors are permitted 30 days to implement corrective actions for minor deficiencies that do not affect safety or customer

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Volusia County Schools purchases Votran bus passes for students who are eligible for school bus service. In FY 2022/23, no Votran bus passes were purchased by Volusia County Schools. The intent is to use Votran's existing available capacity and reduce the cost of operating Volusia County School buses. Votran also provides some

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal?

Integrate paratransit service with fixed-route service to provide more travel options for the ADA and TD populations.

Is the CTC accomplishing the goal? ☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☒ Yes ☐ No

Comments:

None



## COMPLIANCE WITH CHAPTER 427, F.S.

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

***“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”***

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☒ Yes ☐ No

If Yes, describe the application review process.

Applications for TD funds are reviewed by CTC staff (Ralf Heseler, et al) and River to Sea Volusia-Flagler TPO staff (Stephan Harris) meet periodically to review applications for TD funds. The TDLCB reviews and approves applications for TD funds that involve the purchase of paratransit vehicles.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).**

***“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

TDSP Strategy 1.2.1: Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas.

TDSP Strategy 1.2.2: Continue to explore multi-loading opportunities such as group trips to major attractors.

HOW ARE THESE PRIORITIES CARRIED OUT?

ADA and TD Trips are reviewed periodically. Potential multi-loading opportunities are discussed with coordination contractors.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

## COMPLIANCE WITH CHAPTER 427, F.S.

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

***“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”***

Review the Operational section of the TDSP

1. Hours of Service:

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

Limited service in Daytona Beach 6:00 p.m. - 12:00 a.m., Monday through Saturday

2. Hours of Intake:

7:00 a.m. - 5:00 p.m., Monday through Sunday

3. Provisions for After Hours Reservations/Cancellations?

Customers are advised to stay on the phone line for an agent.

4. What is the minimum required notice for reservations?

One (1) day.

5. How far in advance can reservations be place (number of days)?

Up to one (1) week in advance.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

VoRide on-demand service began in DeLand on December 5, 2023.

The VoRide service area expanded to cover Orange City, Deltona, and DeBary on April 8, 2024.

VoRide provides curb-to-curb service with wheelchair accessible vehicles.

VoRide hours of service are 6:00 a.m.-9:00 p.m., Monday-Saturday;

7:00 a.m.-7:00 p.m., Saturday. No service on Sunday or holidays.

One-way rides can be reserved approximately 30 minutes before pickup.

An exact pickup time is provided by the VoRide app.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

***“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”***

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

No formal arrangement.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

CareerSource Flagler/Volusia has implemented a Transportation Procedure Policy that enables their clients to receive direct deposit funds for transportation and other needs.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

## **CHAPTER 427**

### **Findings:**

Votran works cooperatively with the local WAGES Coalition (CareerSource Flagler/Volusia).

### **Recommendations:**

None

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(1), Minimum Insurance Compliance

*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

Commercial General Liability: \$1,000,000/occurrence; \$2,000,000 general aggregate

Auto Liability: \$1,000,000 combined single limit

Professional Liability: \$1,000,000/occurrence; \$1,000,000 aggregate

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

Same as above.

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☒ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

<b>COMPLIANCE WITH 41-2, F.A.C.</b>
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**Compliance with 41-2.006(2), Safety Standards.**  
*“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”*

*Date of last SSPP Compliance Review* 01/02/24, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

## DRIVER REQUIREMENT CHART

[illegible]

<b>Sample Size:</b>	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
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## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(3), Drug and Alcohol Testing

*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☒ FHWA (Drivers required to hold a CDL)
- ☐ Neither

### REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 08/16/20

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

None

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

*“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Ambulatory	\$3.00/trip	\$14.42	\$14.42		
Wheelchair	\$3.00/trip	\$23.69	\$23.69		<del>\$29.81/</del> trip
Special or unique considerations that influence costs?					
None					
Explanation:					
CC#1=All Volusia Transport, CC#2=Med-One Shuttle, CC#3=CCT, CC#4=COA					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

## **RULE 41-2**

Findings:

Recommendations:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Commission Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll-free phone number must be posted in all vehicles.	Votran has signs posted in all paratransit vehicles with local and toll-free numbers for complaints and compliments.
Vehicle Cleanliness	Votran vehicles are cleaned, fueled, and maintained daily. Votran Road Supervisors randomly inspect contractor vehicles for cleanliness. Votran also inspects all contractor vehicles and their maintenance records.
Passenger/Trip Database	Votran maintains a database of all registered customers. The database tracks customer information and service requests. Contract operators are given daily manifests with customer names and addresses, pick-up and drop-off times, fares and other pertinent information.

Adequate seating	Votran's automated scheduling system assigns customers to trips based on the seating capacity of the vehicle. All Votran vehicles are equipped with lifts to accommodate a mix of ambulatory and wheelchair users. Votran and contractor vehicles must not exceed the manufacturer's recommended seating capacity.
Driver Identification	All Votran drivers and contract operators are required to wear uniforms with name tags and picture identification badges.
Passenger Assistance	All Votran and contract operator drivers are required to be certified in Passenger Assistance Training, which includes wheelchair/mobility device loading assistance, package securement and storage, seatbelt securement, door-to-door service, sensitivity awareness of persons with special needs and cultural diversity.
Smoking, Eating and Drinking	Passengers and drivers are prohibited from smoking, eating, or drinking on any vehicles in the coordinated system. Signage displaying this policy is posted in all vehicles.

Two-way Communications	All vehicles in the coordinated system have two-way communication systems. Base stations are operated by dispatchers at all times to maintain constant communication with vehicle drivers. Votran and the contract operators have established radio policies and procedures.
Air Conditioning/Heating	All vehicles have working air conditioning and heating to be used for transporting passengers within the coordinated system. If an air conditioning or heater system is not functioning properly, the vehicle is taken out of service until repaired. Air conditioning and heater systems in Votran vehicles are checked daily and contractor vehicles are spot checked and checked annually by road supervisors.
Billing Requirements	Payments to contractors are made no later than seven (7) business days of receipt of payment from the purchasing agency, in accordance with Chapter 287.0585, Florida Statutes.

## COMMISSION STANDARDS

### Findings:

Votran is compliant with Florida CTD approved standards.

### Recommendations:

None



## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Local Standards

***“...shall adhere to Commission approved standards...”***

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Children under the age of six (6) and individuals requiring special assistance are required to be accompanied by an escort. The escort must be able to provide the necessary assistance to the passenger
Use, Responsibility, and cost of child restraint devices	In accordance with Florida Statute 316.613 (Child Restraint Requirements), while transporting children five (5) years of age or younger, provide for protection of the child by properly using a crash-tested, federally
Out-of-Service Area trips	Votran does not provide Medicaid transportation or out-of-service area trips.
CPR/1st Aid	Votran drivers participate in a six (6) week training session that includes defensive driving, driver safety, passenger sensitivity, wheelchair securement, and customer service. The first phase of training consists
Driver Criminal Background Screening	All drivers in the coordinated system are subject to a Florida Department of Law Enforcement (FDLE) criminal background check.
Rider Personal Property	Personal belongings that can be carried by the passenger and/or driver in one trip and can be stowed and secured safely on the vehicle will be transported with the customer, subject to the size restrictions
Advance reservation requirements	Except for subscription service, trips may be scheduled a minimum of one (1) day prior to the date of travel and a maximum of one (1) week prior to the date of travel.
Pick-up Window	There is a one (1) hour pick-up window for trips within the individual's community and a two (2) hour pick-up window for trips from one service area to another. Scheduled return trips must be picked up at the time

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC 15%	CTC 9%	NO
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC 90%	CTC 83.18%	NO
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC 10%	CTC 5%	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC 1/100,000 miles	CTC 0.76/100,000 miles	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC 1/7,500 miles	CTC 1/10,880 miles	NO
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC 0.85/1,000 trips	CTC 0.41/1,000 trips	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC 3 minutes	CTC 2.9 minutes	YES
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## **LOCAL STANDARDS**

### **Findings:**

Local standards/goals met by CTC/Operators.

### **Recommendations:**

None.

## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

### REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE  
AVAILABLE UPON REQUEST? ☒ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☒ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL  
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

☒ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH  
THE OFFICE PHONE NUMBER? ☒ Yes ☐ No

Florida Relay System:  
Voice- 1-800-955-8770  
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT  
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS  
REGARDING THE FOLLOWING:

<b>Provision of Service</b>	<b>Training Provided</b>	<b>Written Policy</b>	<b>Neither</b>
Accommodating Mobility Aids	Yes	Yes	
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's...)	Yes	Yes	
Passenger Restraint Policies	Yes	Yes	
Standee Policies (persons standing on the lift)	Yes	Yes	
Driver Assistance Requirements	Yes	Yes	
Personal Care Attendant Policies	Yes	Yes	
Service Animal Policies	Yes	Yes	
Transfer Policies (From mobility device to a seat)	Yes	Yes	
Equipment Operation (Lift and securement procedures)	Yes	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers	Yes	Yes	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☒ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☒ Yes ☐ No

# Bus and Van Specification Checklist

Name of Provider: Votran

Vehicle Number (either VIN or provider fleet number):

#6203 7170

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')  
☐ Minibus (<= 22') ☒ Minibus (>22')

Person Conducting Review: Carlos Colon, ~~Cassandra~~ Jessie Beverly Johnson, Stephan Harris

Date: ~~November 14, 2023~~ November 15, 2024

Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☒ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

**Have the driver bring the lift up to the fully raised position (but not stowed):**

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☒ The lift must be designed to allow boarding in either direction.

**While inside the vehicle:**

- ☒ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☒ The securement system must accommodate all common wheelchairs and mobility aids.
- ☒ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☒ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

**Vehicles under 22 feet must have:**

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

**Vehicles over 22 feet must have:**

- ☒ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☒ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☒ Aisles, steps, and floor areas must be slip resistant.
- ☒ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

# COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

<b>Name of Service Provider/ Contractor</b>	<b>Total # of Vehicles Available for CTC Service</b>	<b># of ADA Accessible Vehicles</b>	<b>Areas/Sub areas Served by Provider/Contractor</b>
Center for the Visually Impaired	8	2	East Volusia County
Duvall Homes	21	13	West Volusia County
Good Samaritan Society DB	3	2	East Volusia County
Sunrise Community of NE Florida	6	4	East Volusia County

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☒ Yes ☐ No



## **ADA COMPLIANCE**

### **Findings:**

ADA Compliant.

### **Recommendations:**

None

**FY 2024 / 2025 GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY 2024 / 2025 Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 2024/2025 )

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 2024/2025 )

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 2024/2025 )

☒ Yes ☐ No

## STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: 10/1/22-1/1/23

STATUS REPORT DATED: n/a

### CTD RECOMMENDATION:

CTC Response:

Current Status:

### CTD RECOMMENDATION:

CTC Response:

Current Status:

### CTD RECOMMENDATION:

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

## ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

11/15/24

Please list any special guests that were present:

Carlos Colon, Beverly Johnson, Stephan H

Location:

Votran, 950 Big Tree Road, South Daytona, FL 32119

Number of Passengers picked up/dropped off:

2

Ambulatory

1

Non-Ambulatory

1

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☒ Name Tag

☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes

☐ No

☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: Votran

County: Volusia County

Date of Ride: 11/15/24

<b>Funding Source</b>	<b>No. of Trips</b>	<b>No. of Riders/Beneficiaries</b>	<b>No. of Calls to Make</b>	<b>No. of Calls Made</b>
CTD	2	2		
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

<b>Number of Round Trips</b>	<b>Number of Riders/Beneficiaries to Survey</b>
0 – 200	30%
201 – 1200	10%
1201 +	5%

**Note: Attach the manifest**

Driver:

Mike Kosky

## Operator Manifest

Date: 2024-11-15

Route: 313

Vehicle: 7170

Run Begin:

11:00

Run End :

Ending Mileage:

248

Beginning Mileage:

248326

Total Daily Mileage:

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
11:00	11:00 Start		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN					
11:00	11:20 PRETRIP		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN					
12:00	12:00 Pickup		0.0	3821 S NOVA RD, PORT ORANGE, 32127 PUBLIX-DUNLAWTON SQ 1way	CARLTON, MATTHEW 3867882220 C,M	ADA	\$ 3.00	CLI	AM
13:00	12:19 Dropoff		0.0	1136 6TH ST, DAYTONA BEACH, 32117 1way	CARLTON, MATTHEW C,M				
12:30	12:30 Pickup		0.0	1100 JIMMY ANN DR, DAYTONA BEACH, 32117 WORC-SUNRISE DO NOT FROP OFF BEFORE 8AM ONE WAY	RUSSELL, CHAD 3862746474 C,M,U	UTD	\$ 3.00	CLI	WC
13:30	12:55 Dropoff		0.0	440 N NOVA RD, ORMOND BEACH, 32174 NOVA COMMUNITY CENTER ONE WAY	RUSSELL, CHAD C,M,U				
13:00	13:11 OutOfService		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN					
13:30	13:33 Pickup		0.0	932 SABALWOOD CT, PORT ORANGE, 32127 DUNLAWTON TO JACKSON-DUNLAWTON HILLS ONE WAY	TURCOTTE, MALORIE 3862811142 C	ADA	\$ 3.00	CLI	AM
14:30	13:50 Dropoff		0.0	702 S RIDGEWOOD AV, DAYTONA BEACH, 32114 STEWART MARCHMAN-DAB MED YES (REAR ENTRANCE OFF SEGRAVE) ONE WAY	TURCOTTE, MALORIE 2541200 C				
14:30	14:30 Pickup		0.0	2400 S RIDGEWOOD AV, SOUTH DAYTONA, 32119 CHASE ACADEMY-DB DO NOT D/O BEFORE 8:00 AM - SOUTH SIDE OF SUNSHINE MALL	OWEN, AHNAZTAZYA 3866900893 C,M	ADA	\$ 3.00	CLI	AM

# RIDER/BENEFICIARY SURVEY

Staff making call: S. Harris

County: Volusia

Date of Call: 12/ 17 /24

Funding Source: ADA

1) Did you receive transportation service on 11/15/24? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☒ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None ☐ 3-5 Times

☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible ☐ Space not available

☐ Lack of funds ☐ Destination outside service area

☐ Other \_\_\_\_\_

5) What do you normally use the service for?

☐ Medical ☐ Education/Training/Day Care

☒ Employment ☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on 11/15/24?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait



☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

**Additional Comments:**

None

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# Contractor Survey

Volusia County

All Volusia Transport

**Contractor name** (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☒ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☒ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☒ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☒ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☒ Yes ☐ No

6. Have you experienced any problems with the CTC?

☒ Yes ☐ No

If yes, what type of problems?

## Comments:

According to All Volusia Transport, sometimes Votran Customer Service Representatives are not available to answer phone calls regarding dispatch issues. When this happens, voicemail messages are left for them.

# PURCHASING AGENCY SURVEY

Staff making call: \_\_\_\_\_

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? \_\_\_\_\_

<b>Level of Cost Worksheet 1</b>
--------------------------------------

**Insert Cost page from the AOR.**



## CTC Expense Sources

County: Volusia

CTC Status: Complete

CTC Organization: County of Volusia  
d/b/a VOTRAN

Fiscal Year: 07/01/2023 - 06/30/2024

CTD Status: Complete

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
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
<b>Purchased Transportation Services</b>						
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
<b>Total - Expense Sources</b>	<b>\$ 10,998,911</b>	<b>\$ 480,844</b>	<b>\$ 11,479,755</b>	<b>\$ 10,434,061</b>	<b>\$ 479,793</b>	<b>\$ 10,913,854</b>



## Coordination Contractor Expense Sources

County: Volusia

CTC Status: Complete

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
<b>Expense Sources</b>		
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
<b>Purchased Transportation Services</b>		
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
<b>Total - Expense Sources</b>	<b>\$ 16,785</b>	<b>\$ 32,388</b>



## Coordination Contractor Expense Sources

County: Volusia

CTC Status: Complete

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
<b>Expense Sources</b>		
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
<b>Purchased Transportation Services</b>		
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
<b>Total - Expense Sources</b>	<b>\$ 208,750</b>	<b>\$ 184,778</b>





## Coordination Contractor Expense Sources

County: Volusia

CTC Status: Complete

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
<b>Expense Sources</b>		
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
<b>Purchased Transportation Services</b>		
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
<b>Total - Expense Sources</b>	<b>\$ 255,309</b>	<b>\$ 0</b>

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit	4	4		
Government				
Public Transit Agency	1			
<b>Total</b>	5	4		

2. How many of the operators are coordination contractors? 4

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 4

Does the CTC have the ability to expand? Yes

4. Indicate the date the latest transportation operator was brought into the system. 12/05/23 (COA)

5. Does the CTC have a competitive procurement process? Yes

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
1	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Request for qualifications.

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

Y	Capabilities of operator
Y	Age of company
Y	Previous experience
Y	Management
Y	Qualifications of staff
Y	Resources
Y	Economies of Scale
Y	Contract Monitoring
Y	Reporting Capabilities
Y	Financial Strength
Y	Performance Bond
Y	Responsiveness to Solicitation

Y	Scope of Work
Y	Safety Program
Y	Capacity
Y	Training Program
Y	Insurance
Y	Accident History
Y	Quality
Y	Community Knowledge
Y	Cost of the Contracting Process
Y	Price
Y	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? 19

How many responded? 2

The request for bids/proposals was distributed:

                     Locally                           Statewide            Y       Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)?       Y

## Level of Availability (Coordination)

### Worksheet 3

**Planning** – What are the coordinated plans for transporting the TD population?

The coordinated plans are detailed in the Transportation Disadvantaged Service Plan (TDSP), which was approved by the TDLCB on July 12, 2023.

**Public Information** – How is public information distributed about transportation services in the community?

Votran website ([www.votran.org](http://www.votran.org)), River to Sea TPO website ([www.r2ctpo.org](http://www.r2ctpo.org)), Facebook ([www.facebook.com/RivertoSeaTPO](https://www.facebook.com/RivertoSeaTPO)), press releases, legal advertisements, public events, Bus Service Guides, etc.

**Certification** – How are individual certifications and registrations coordinated for local TD transportation services?

Votran's Gold Service provides trips to people who are unable to use the fixed-route service due to disability or when fixed-route service is not available in the service area and those people have no other means of transportation. Gold Service trips are provided to and from locations during the fixed-route system's regular service hours. Individuals interested in using the Gold Service must apply through a written application process. The application process may take up to 21 days to complete. Gold Service is intended to serve a limited group of people under the following programs:

\* Americans with Disabilities Act (ADA): Those individuals who reside within ¾-mile of

**Eligibility Records** – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Votran's Gold Service is available to persons who, because of physical or mental disability or age, are unable to transport themselves and cannot use fixed-route bus service. Assisting devices such as wheelchair lifts, ramps, and lowered steps for boarding access meet requirements of the Americans With Disabilities Act (ADA). Service is available throughout Volusia County for those who meet eligibility requirements.

An eligibility application for Votran Gold Service is part of the approved ADA paratransit program. Eligibility application and Users Guides may be downloaded and/or printed from [www.Votran.org](http://www.Votran.org) or by calling one of the Gold Service phone numbers.

**Call Intake** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

All phone calls to the main number go to the call center for reservations. A separate TDD phone number for hearing/speech impaired customers is also available.

**Reservations** – What is the reservation process? How is the duplication of a reservation prevented?

Customers contact the Call Center at 386-322-5100 (East Volusia), 386-943-7050 (West Volusia), or 386-424-6810 (Southeast Volusia) to reserve a trip. Customers should confirm:

- \* Whether the rider will be in a manual or power wheelchair, or using another mobility device
- \* If the rider has a condition that requires a lift or ramp to board the vehicle
- \* Pick up location (origin): name, phone number, address (street, building number, apartment number, town or city, and zip code)
- \* ~~Destination: name phone number, address (street, building number, apartment~~

**Trip Allocation** – How is the allocation of trip requests to providers coordinated?

Each provider gets approximately 20 trips per run. The mix is approximately 60% of the daily trips to Votran and 40% to the providers.

**Scheduling** – How is the trip assignment to vehicles coordinated?

All trips are scheduled the day before they are made. Trip manifests are sent to the providers via email the night before they are made. Votran trips are downloaded to Mobile Data Terminals on vehicles when operators login on the day of service.

**Transport** – How are the actual transportation services and modes of transportation coordinated?

Votran schedules operators and vehicles. Gold Service schedules trips and sends trip information to subcontractors, who schedule their own operators and vehicles.

**Dispatching** – How is the real time communication and direction of drivers coordinated?

Votran vehicles have radios with two-way communication with dispatchers. All Votran vehicles are equipped with GPS (vehicle locators). Mobile Data Terminals in all buses allow communication via text messages.

**General Service Monitoring** – How is the overseeing of transportation operators coordinated?

The Operations Manager oversees fixed and paratransit (Votran Gold) operators. Supervisors schedule operators to cover work and schedule changes.

**Daily Service Monitoring** – How are real-time resolutions to trip problems coordinated?

Supervisors monitor vehicles and issues that occur during trips. Dispatchers and supervisors communicate via two-way radio to resolve issues. Trip problems are immediately corrected when possible. Extra operators are scheduled to assist with trip problems, delays, detours, etc.

### **Trip Reconciliation – How is the confirmation of official trips coordinated?**

Votran vehicles have Mobile Data Terminals (MDT) that operators interact with and process trips. Trip times and mileages are transmitted to Votran from the MDT. Subcontractors fax written manifests with trip information to Votran at the end of the day of service. Votran Finance and Administration enters trip information into the Trapeze Program.

### **Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?**

Votran uses Trapeze Scheduling Software to schedule, create manifests, and record trips. Trips are coded with a funding source, which is used to retrieve performed trips for proper billing.

### **Reporting – How is operating information reported, compiled, and examined?**

Once trip information is in Trapeze, reports are generated. Daily trip totals are printed daily, fleet miles are reported from Maintenance. Optimize reports are used by schedulers when scheduling. Reports detailing trip totals, mileage and hours, monthly synopsis of Gold Service, customer service complaints and commendations, and on time performance are compiled monthly, and distributed to Votran Managers.

### **Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?**

Training operators are offered training and materials.  
Facilities are made available to operators to conduct training classes.

**Information Resources** – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Information is shared via paper manifest with subcontractors, phones and walkie talkies. Quarterly meetings are held with all subcontractors for training purposes.

**Overall** – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

Contractors enter into formal contracts with Votran.