

**VOLUSIA COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

Draft Report



Prepared for:

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that each Community Transportation Coordinator (CTC) submit a Transportation Disadvantaged Service Plan (TDSP), or an annually updated tactical plan that includes the following components for the local transportation disadvantaged (TD) program.

1. Development Plan;
2. Service Plan;
3. Quality Assurance; and
4. Cost/Revenue Allocations and Fare Justification

The CTC is responsible for arranging transportation for the transportation disadvantaged. The FCTD approves the CTCs every 5 years. With approval from the Local Coordinating Board (LCB), the CTC may subcontract or broker transportation services to private transportation operators. Each year, the CTC reviews all Transportation Operator contracts before renewal to ensure the contract comply with the standards of the FCTD.

This TDSP also serves as the Locally Coordinated Human Services Transportation Plan (LCHSTP) for the Volusia County area, as required by the Federal Transit Administration (FTA) for funding under its Job Access and Reverse Commute (JARC), New Freedom (NF), and Elderly Individuals and Individuals with Disabilities programs. These programs, authorized by the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), require that projects selected for funding are derived from an LCHSTP and that the LCHSTP is developed through an open public process that includes representatives of the public, and private and nonprofit transportation and human services providers.

In accordance with the LCHSTP and TDSP requirements for public participation, a series of four public workshops, 4 discussion groups, 25 stakeholder interviews, and 5 user specific interviews were conducted. Resulting from the extensive public involvement process, the majority of projects and recommendations for service included in later section of this TDSP were developed. In addition, each LCB meeting provides an opportunity for public comment. The annual public hearing, which is advertised in a newspaper of general circulation and through e-mail notifications, is another forum where public comments can be offered for the CTC and LCB's consideration. The

Volusia TPO also offers a comment period prior to all committee and public meetings, where if comments are offered on transportation disadvantaged services, the comments will be received by the CTC and evaluated as part of the planning and service delivery process. Because of the importance of public input to the overall effectiveness of the coordinated system, every effort is made by Voltran and the Volusia TPO to afford ample opportunities for comment.

This TDSP fulfills the FCTD requirements for the TDSP submittal and the FTA requirements for an LCHSTP. The Local Coordinating Board (LCB) will review and approve the TDSP prior to submission to FTA and the FCTD for final action. The remainder of this document summarizes each of the components listed above.

BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, F.S. Chapter 427 defines transportation disadvantaged as:

“...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.”

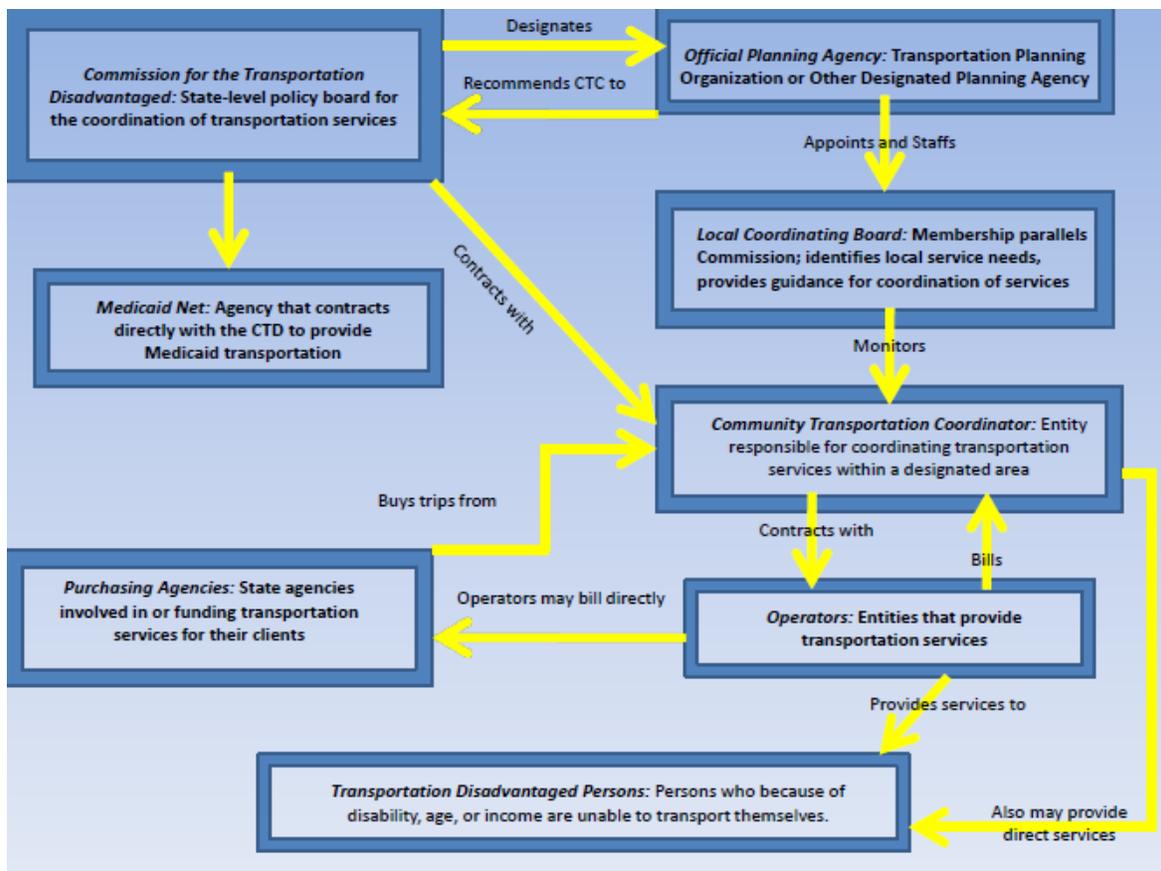
The statewide TD program was developed to improve coordination among transportation disadvantaged services sponsored by social and human service agencies. The program’s purpose was to address concerns about duplication and fragmentation of transportation services. The initial Chapter 427 legislation created the Coordinating Council for the Transportation Disadvantaged within the Florida Department of Transportation (FDOT) for the purpose of coordinating TD transportation services throughout the state. Chapter 427 was revised in 1989 to replace the Coordinating Council with the CTD which was established as an independent commission authorized to hire its own staff and allocate funding for specialized transportation services available through the new Transportation Disadvantaged Trust Fund (TDTF). The 1989 legislation revisions also established CTCs and LCBs to administer and monitor the TD program at the local level. The Transportation Planning Organization (TPO) or designated official planning agency (DOPA) performs long-range planning and assists the CTD and LCB in implementing the TD program within the designated service area.

Figure 1 contains an organization chart that identifies parties involved in the provision of TD

transportation services in Florida. Medicaid transportation services in Volusia County are provided by LogistiCare. LogistiCare contracts and reports directly to the CTD.

Florida’s TD program serves two population groups: Potential Transportation Disadvantaged (also referred to as “TD Category I”) and the Transportation Disadvantaged (also referred to as “TD Category II”). The Potential TD population includes persons who are eligible for agency-sponsored trips. The TD population includes individuals who are eligible to receive agency-sponsored trips through the Florida coordinated system and also eligible to receive trips subsidized by the TDTF monies allocated to the local CTC by the FCTD.

Figure 1: TD Program Concept Chart



BACKGROUND OF THE ELDERLY INDIVIDUALS AND INDIVIDUALS WITH DISABILITIES PROGRAMS, JARC, and NF

The Elderly Individuals and Individuals with Disabilities program provides funding, allocated by a formula, to states for capital projects to assist in meeting the transportation needs of older adults and persons with disabilities. The JARC program provides funding for projects that assist welfare

recipients and eligible low-income individuals in accessing jobs and other employment-related activities, as well as reverse commute projects. The NF program provides funding for new public transportation services and service alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) which assists individuals with disabilities to and from activities that allow them greater participation in the community.

Beginning in fiscal year 2007, projects selected for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310), JARC (Section 5316), and NF (Section 5317) programs must be derived from a plan that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.

Votran is the designated recipient of Section 5310, 5316, and 5317 funds for the Daytona Beach-Port Orange Urbanized Area. Potential projects that may be eligible for funding through the JARC, NF, and Elderly Individual and Individuals with Disabilities are identified within the Needs Assessment and Goals, Objectives, and Strategies sections of the TDSP Development Plan.

While not a part of the LCHSTP, Formula Grants for Other than Urbanized Areas (Section 5311) is considered a part of this TDSP. The FTA provided grant assistance is provided for areas with a population of 50,000 persons or less to support the following as stated on the FTA website:

- Enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services, and recreation.
- Assist in the maintenance, development, improvement, and use of public transportation systems in nonurbanized areas.
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in nonurbanized areas through the coordination of programs and services.
- Assist in the development and support of intercity bus transportation.
- Provide for the participation of private transportation providers in nonurbanized transportation.

Votran utilizes the 5311 funding to support various transit services to many rural communities within Volusia County.

COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION DATE/HISTORY

Volusia County Government has been designated as the Volusia County CTC for the TD program

since November 1993. The County's CTC designation was reauthorized through the Memorandum of Agreement (MOA) dated December 1, 2007 and is set to expire June 30, 2012.

Volusia County's public transit system, Votran, is provided by the County and managed by McDonald Transit. The service began in 1975, and Votran currently operates 21 fixed-routes, 2 flexible routes, trolley service, and paratransit Gold Service for older adults and persons with disabilities. Votran has been the local coordinator since October 1, 1994.

Paratransit service is provided by Votran under a program known as Votran Gold Service. Votran Gold Service is provided to individuals who cannot use Votran regular fixed route bus service because of a disability, age, or when fixed-route service is not available in a person's area and that individual has no other means of transportation. 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.

Votran Gold Service is intended to serve a limited group of people under the following programs:

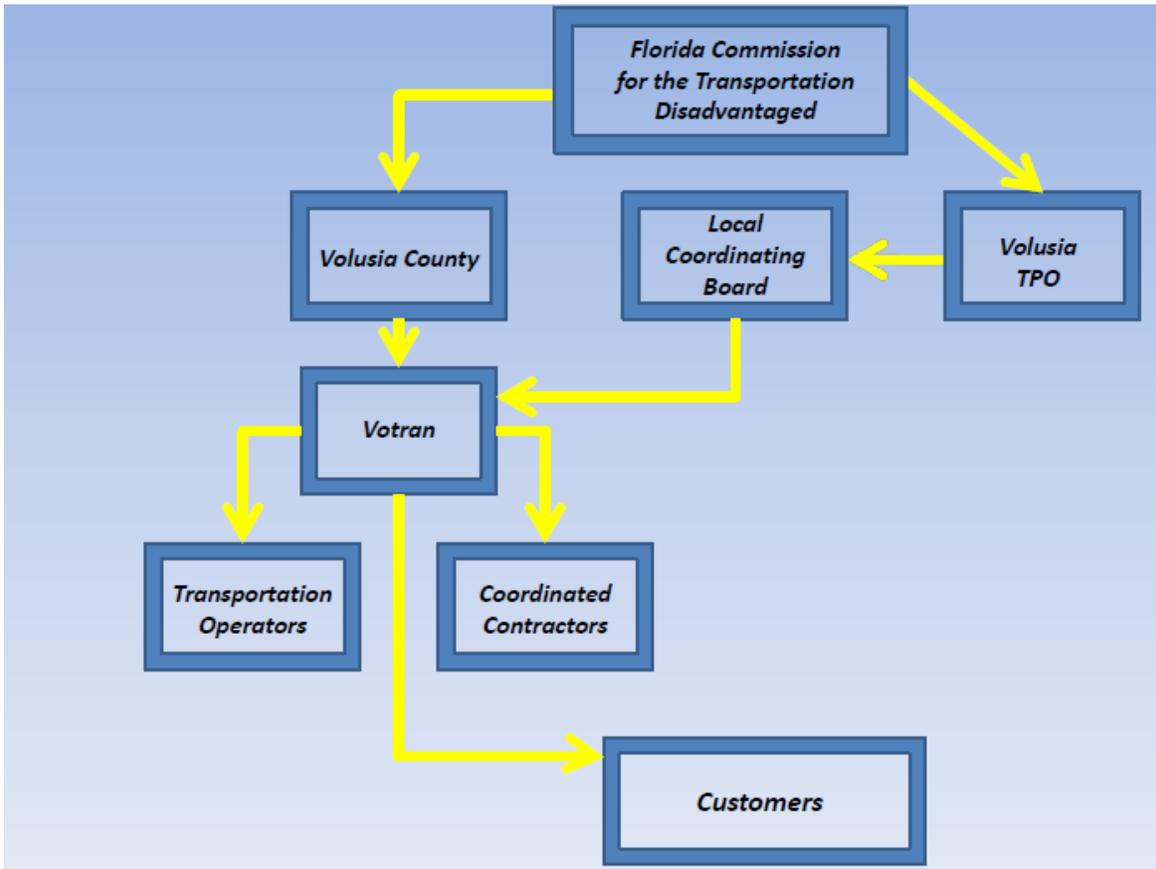
- **Americans with Disabilities Act (ADA):** Those individuals who reside within ¼-mile of an established bus route, but cannot use Votran regular fixed-route service because of a disability.
- **Transportation Disadvantaged (TD):** Includes qualifying individuals located in areas where fixed-route service is not available and who have no other means of transportation as defined by Florida Statute 427.
- **Rural Area Service:** Individuals residing in the rural area are able to access paratransit service funded by the FTA 5311 Rural Transit Assistance Program administered by Votran.
- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

Votran is a partial broker system, with the majority of trips provided in-house. The remainder of trips are contracted to five private-for-profit operators along with the incidental use of taxicabs.

Votran also has coordination agreements with five agencies, Good Samaritan, Duvall Home, Stewart-Marchman, ARC, and the Center for the Visually Impaired (CVI). These agencies have secured vehicles under the Section 5310 program for the primary purpose of transporting their own clients. These trips are part of the coordinated system and are reported on the Annual Operating Report (AOR).

As the CTC, Votran performs elements of coordination for the TD program in Volusia County, including: planning, reviewing coordinated contracts annually, disseminating public information, conducting marketing activities, providing customer service, conducting the eligibility and certification process, scheduling reservations and trips, providing transportation, and reporting annual operating data. Medicaid NET service is run by an independent entity and administered independently and directly with the CTD. The following is an organizational chart for Votran related to the provision of TD services.

Figure 2: Votran's Coordinated Transportation Program



CONSISTENCY REVIEW OF OTHER PLANS

The following plans that may be relevant to the preparation of the TDSP were reviewed and summarized to ensure consistency with the existing transportation goals.

- State of Florida TD Five-Year/Twenty-Year Plan
- Votran FCTD Annual Operations Report 2006-2010
- FCTD Annual Performance Report
- Memorandum of Agreement
- Votran West Side Transit Plan
- Votran East Side Transit Study
- Votran Transit Development Plan Major Update 2007-2016
- Volusia County Transportation Disadvantaged Service Plan
- Volusia TPO 2035 Long Range Transportation Plan (LRTP)
- Volusia TPO Transportation Improvement Program

- Volusia County Comprehensive Plan
- City of Daytona Comprehensive Plan
- City of DeLand Comprehensive Plan
- City of Ormond Beach Comprehensive Plan
- City of New Smyrna Beach Comprehensive plan
- City of Deltona Comprehensive Plan
- City of Port Orange Comprehensive Plan
- City of Orange City Comprehensive Plan
- City of DeBary Comprehensive Plan
- City of Deltona Urban Design Master Plan
- Investigation of Potential Local Area Transportation Alternatives for an Aging Population

This TDSP is consistent with the list of planning documents referenced above. The complete summary is presented as Appendix A.

LOCAL COORDINATING BOARD CERTIFICATION

A signed copy of the Local Coordinating Board Certification will be included in Appendix B of the final report.

SERVICE AREA DESCRIPTION

Volusia County is located on central Florida’s east coast and is bordered on the north by Flagler County and Putnam County, on the south by Seminole County, Orange County, and Brevard County, on the east by the Atlantic Ocean, and on the west by Marion and Lake County. The county has approximately 1,101 square miles of land area. Map 1 presents a physical representation of the county and its municipal areas.

Volusia County’s location provides a vast number of recreational opportunities to its residents and visitors. In addition, the county is home to several annual events that bring crowds of visitors, including the Daytona 500, Bike Week, Spring Break, and Biketoberfest. The county’s attractions present an opportunity to link transit with economic development and recreational opportunities.

DEMOGRAPHICS

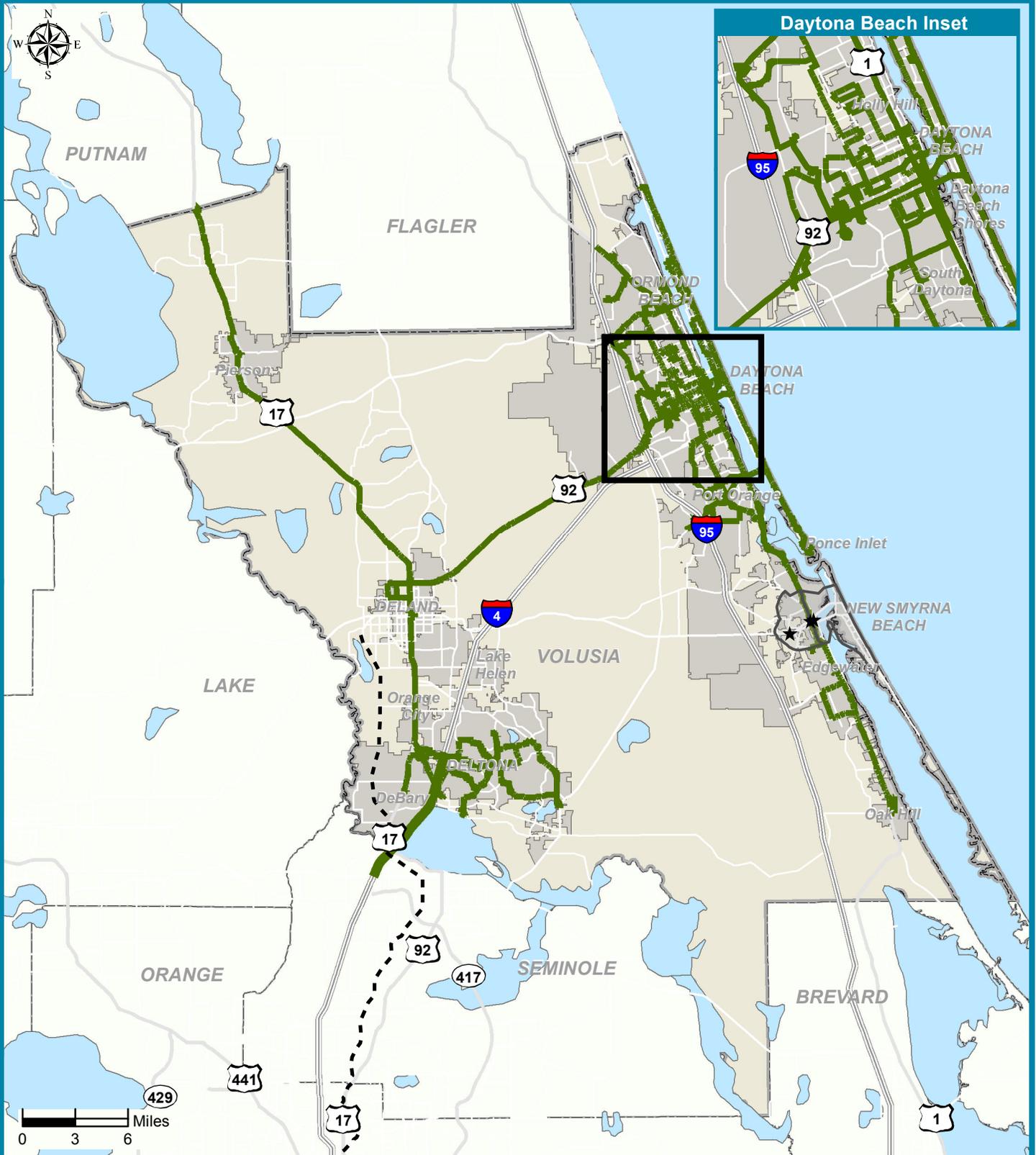
Land Use

The provision of public transportation services in Volusia County are divided into the east and the west side. The central area of Volusia County is comprised of rural areas with low densities that are not transit supportive; therefore, efficiently providing transportation services to both sides of the county and cross county connections present challenges for Votran both fiscally and operationally. The two sides of the County are linked by I-4, U.S. 92, S.R. 40, S.R. 442, and S.R. 44.

Historically, the east side of the County has been developed along the Atlantic Ocean and major corridors. More recently the west side of the County has experienced a significant increase in growth with the potential to become an urbanized area pending the final results of the 2010 Census that has not been published to date. The increase in population and development on the west side has created a greater need for increased transit service. In addition, new commercial areas are being created along the I-4 corridor to spur commercial and industrial development in West Volusia County. This area provides an ideal location for corporate headquarters, distribution centers, warehouses, and regional offices based on the proximity to I-4 and the surrounding supply of housing options.

In July 2011, the Governor approved the commuter rail transportation service referred to as SunRail. With the implementation of SunRail in 2014, the City of DeBary has created a Transit Oriented Development (TOD) Overlay District. The TOD Overlay District is voluntary and provides incentives to developers that implement certain TOD standards as outlined in the regulating plan. If TOD occurs along the SunRail corridor, the provision of efficient transit service may improve with the creation of land uses to support viable transit. In addition, SunRail will provide an alternative form of transportation to the many commuters who reside on the west side of the County.

Votran TDSP



Map 1: Study Area and Existing Bus Routes

Legend

- ★ Flex Route Timepoints
- Votran Routes
- Existing Express Route
- - - SunRail Alignment
- Flex Routes
- City Limits



Population Profile

Volusia County's population increased from 443,343 persons in 2000 to 494,593 in 2010, an overall increase of approximately 12 percent. The 2010 population density in Volusia County is higher than the population density in Florida by approximately 28 percent. Table 1 provides an overview of population projections and population density statistics for Volusia County and Florida.

Table 1: Population Growth Projections

Area	Population	Population Projections*				Population Growth		2010 Population Density
	2010	2015	2020	2025	2030	2010-2015	2015-2030	
Volusia County	494,593	513,300	535,700	556,900	576,100	3.78%	12.23%	449
Florida	18,801,310	19,974,400	21,326,800	22,641,300	23,877,900	6.24%	19.54%	351

Source: 2010 Census and June 2011 Bureau of Economic Business Research (BEBR) Projections.

*BEBR medium population projections were used.

More than 75 percent of the County's population is located within its 16 incorporated areas. Table 2 presents population by municipality for the years 2000 and 2010 and the percent change from 2000 to 2010.

Table 2: Population of Volusia County's Municipalities

County and City	April 1, 2010	April 1, 2000	Percent Change
Volusia	494,593	443,343	11.6%
Daytona Beach	61,005	64,112	-4.8%
Daytona Beach Shores	4,247	4,299	-1.2%
DeBary	19,320	15,559	24.2%
DeLand	27,031	20,904	29.3%
Deltona	85,182	69,543	22.5%
Edgewater	20,750	18,668	11.2%
Flagler Beach (part)	60	76	-21.1%
Holly Hill	11,659	12,119	-3.8%
Lake Helen	2,624	2,743	-4.3%
New Smyrna Beach	22,464	20,048	12.1%
Oak Hill	1,792	1,378	30.0%
Orange City	10,599	6,604	60.5%
Ormond Beach	38,137	36,301	5.1%
Pierson	1,736	2,596	-33.1%
Ponce Inlet	3,032	2,513	20.7%
Port Orange	56,048	45,823	22.3%
South Daytona	12,252	13,177	-7.0%
Unincorporated	116,655	106,880	9.1%

Source: 2000 and 2010 Census.

Age Distribution

Table 3 presents the Volusia County and Florida population by age distribution. According to the 2010 Census, more than 21 percent of Volusia County’s population is 65 years of age or older compared to 17 percent for the State of Florida. The 35-64 age group includes the largest percentage of both the Volusia County and the State of Florida population indicating that the 65 and older age group will be increasing significantly in the future.

Table 3: Population Age Distribution, 2010

Area	Age Distribution			
	<15	15-34	35-64	65+
Volusia County	15.3%	22.7%	40.7%	21.1%
Florida	17.4%	25.2%	40.0%	17.4%

Source: 2010 Census.

Income Distribution

Table 4 compares the distribution of household income in Volusia County and Florida. The income distribution in Volusia County is similar to the distribution in the State of Florida, with the exception of more Volusia County residents earning between \$15,000 to \$24,999 and less Volusia County residents earning \$100,000 or more in comparison to Florida. The Volusia County median household income is approximately 8 percent lower than the state, with Volusia County’s median income at \$41,459 and the State of Florida at \$44,736.

Table 4: Annual Household Income Distribution, 2010

Area	Income Distribution							
	\$0 -10,000	\$10,000 - \$14,999	\$15,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 or more
Volusia County	8.6%	6.5%	14.9%	12.3%	16.2%	19.0%	10.9%	11.6%
Florida	8.0%	6.0%	12.7%	12.2%	16.3%	18.4%	10.7%	15.7%

Source: 2009 American Community Survey.

Employment

Table 5 includes the current labor force, employment, and unemployment data for Volusia County and the State of Florida. The data provided in the table presents a snapshot. These figures, not seasonally adjusted, show that Volusia County has a slightly higher unemployment rate than the

state as a whole. However, Volusia County’s unemployment rate has decreased by 0.7 percent, from 11.3 percent in April 2010 to 10.6 percent in April 2011.

Table 5: Employment Characteristics, (April 2011)

Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Volusia County	251,391	224,733	26,658	10.6%
Florida	9,197,500	8,241,500	956,000	10.4%

According to the Volusia County Department of Economic Development, Florida Hospital is the largest non-government employer in Volusia County, with more than 4,200 employees. Other major employers include Volusia County Schools, Halifax Health, Volusia County Government, Wal-Mart, Publix, and the State of Florida.

Major Trip Generators

Major paratransit (TD and ADA) trip generators/attractors in Volusia County include medical facilities (hospitals, dialysis centers, imaging, and laboratory services), shopping centers, colleges, local libraries, and social services (Veterans Administration, Association for Retarded Citizens, Division of Blind Services, Center for the Visually Impaired, and Worc Haven). Table 6 presents the major trip generators in Volusia County by category.

Table 6: Paratransit and TD Trip Generators/Attractors

Top 20 Medical Generators	
Apria Healthcare	Memorial Circle Medical Center
Clyde Morris Professional Center	Ormond Medical Center
DaVita Dialysis - multiple locations	Primecare at Twin Lakes
Deltona Medical Center	Saxon Medical Park
Florida Hospital Fish Memorial	Signature Healthcare of Ormond
Florida Hospital Memorial Medical Center	Sovereign Healthcare of Orange City Nursing & Rehabilitation Center
Florida Hospital Ormond Beach	Stewart-Marchmen Act Behavioral Center
Halifax Hospital Professional Building & Medical Center	Surgery Center of Volusia
Health Center of Daytona Beach	University Center
Medical Center - Orange City	Volusia Medical Park
Top 10 Shopping Generators	
Daytona Mall	Publix - multiple locations
Deltona Plaza	Volusia Mall
Dupont Lakes Shopping Center	Volusia Square
Northgate Shopping Center	Walmart - multiple locations
Orange City Town Center	West Volusia Regional Shopping Center
Top 10 Education & Recreation Generators	
Brannon Community Center	Deltona Public Library
City Island Library	Marine Science Center and Lighthouse
Daytona Kennel Club	Pine Ridge High School
Daytona State College	Port Orange Parks & Recreation / Library
Deleon Springs State Park	Tomoka Christian Church
Top 10 Social Service Generators	
Center for the Visually Impaired Daytona Beach	UCP/ Worc Haven, Inc.
Community Legal Services of Mid-Florida	Veterans Health Administration
Conklin Centers for the Blind	Volusia County Courthouse
Division of Blind Services	Volusia County Health Department
Seniors Nutrition and Activities Program	YMCA - multiple locations

Source: Votran Trip Statistics

SERVICE ANALYSIS

The service analysis is completed to estimate the TD population in an effort to establish the need and demand for future TD services. The TD population is estimated using the methodology described in “*Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*,” a publication prepared by the Center for Urban Transportation Research (CUTR) at the University of South Florida (USF) for the FCTD. Population projections were completed for years 2011 through 2016.

Forecasts of TD Population

The State of Florida recognizes two categories of transportation disadvantaged persons. The first category is the “potential TD population” (formerly referred to as TD Category I). This category consists of persons who are elderly, have a disability, or low-income status, but who also may have some access to self-supported transportation.

The second group of the TD population (formerly referred to as TD Category II) includes those persons who are unable to transport themselves or to purchase transportation, and children who are “high-risk” or “at-risk”. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. This category consists of transportation disadvantaged persons who because of age, income, or disability, cannot provide for or arrange their own transportation. The intent of the Florida legislature is to ensure that trust fund monies are used for those persons who cannot be sponsored under other funding sources.

Table 7 presents the projected TD and potential TD population forecasts developed by CUTR and reported in the Florida Statewide Transportation Disadvantaged Service Plan Population Demand and Forecasts. The figures shown in Table 7 were developed in 1993 and updated in 1999; therefore, to present more current data Table 7A shows alternate population estimates that were developed using the current demographic data obtained from the 2009 U.S. Census Bureau *American Community Survey (ACS)* and 2011 Bureau of Economic Business Research (BEBR) estimates. These numbers should be used for planning purposes only and are being presented as estimates.

Table 7: Forecasts of TD Populations in Volusia County

TD Population	Year					
	2012	2013	2014	2015	2016	2017
Category I	259,721	268,994	278,617	288,608	298,980	309,748
Category II	60,901	62,930	65,034	67,214	69,473	71,813

Source: CUTR.

Table 7A: Forecasts of TD Populations in Volusia County

TD Population	Year					
	2012	2013	2014	2015	2016	2017
Category I	205,518	207,050	208,593	210,147	211,713	213,611
Category II	33,085	33,332	33,580	33,831	34,083	34,337

Source: 2010 BEBR and 2010 ACS.

Tables 8 and 9 present the 2012 Potential TD Population and TD Population estimates by segments for Volusia County. These estimates were derived from the CUTR 1993 report on forecasting TD Transportation demand. Tables 8A and 9A also present the 2012 Potential TD Population and TD Population segments; however, these numbers are based on more recent data from the 2010 BEBR projections and the 2010 ACS.

Table 8: Volusia County Potential TD Population Segments (Category I)

Segments	Population Estimates	Percent of Total
Disabled, Non-Elderly, Low-Income	3,793	1.5%
Disabled, Non-elderly, Non-Low-Income	24,094	9.3%
Disabled, Elderly, Low-Income	4,982	1.9%
Disabled, Elderly, Non-Low Income	52,282	20.1%
Non-Disabled, Elderly, Low Income	10,935	4.2%
Non-Disabled, Elderly, Non-Low Income	114,752	44.2%
Non-Disabled, Non-Elderly, Low Income	48,883	18.8%
Total Potential Transportation Disadvantaged Population	259,721	100%

Source: CUTR

Table 8A: 2012 Volusia County Potential TD Population Segments (Category I)

Segments	Population Estimates	Percent of Total
Disabled, Non-Elderly, Low-Income	5,339	2.6%
Disabled, Non-elderly, Non-Low-Income	27,218	13.2%
Disabled, Elderly, Low-Income	507	0.2%
Disabled, Elderly, Non-Low Income	6,944	3.4%
Non-Disabled, Elderly, Low Income	7,079	3.4%
Non-Disabled, Elderly, Non-Low Income	97,026	47.2%
Non-Disabled, Non-Elderly, Low Income	61,404	29.9%
Total Potential Transportation Disadvantaged Population	205,518	100%

Source: 2010 BEBR and 2010 ACS

Table 9: 2012 Volusia County TD Population Segments (Category II)

Segments	Population Estimates	Percent of Total
Transportation Disabled, Non-Elderly, Low Income	1,738	2.9%
Transportation Disabled, Non-Elderly, Non-Low Income	11,044	18.1%
Transportation Disabled, Elderly, Low Income	2,913	4.8%
Transportation Disabled, Elderly, Non-Low Income	30,567	50.2%
Non-Transportation Disabled, Low-Income, No Auto, No Fixed-Route Transit	14,639	24.0%
Total Transportation Disadvantaged Population	60,901	100%

Source: CUTR.

Table 9A: 2012 Volusia TD Population Projections (Category II)

Segments	Population Estimates	Percent of Total
Transportation Disabled, Non-Elderly, Low Income	1,802	5.4%
Transportation Disabled, Non-Elderly, Non-Low Income	9,186	27.8%
Transportation Disabled, Elderly, Low Income	766	2.3%
Transportation Disabled, Elderly, Non-Low Income	10,501	31.7%
Non-Transportation Disabled, Low-Income, No Auto, No Fixed-Route Transit	10,830	32.7%
Total Transportation Disadvantaged Population	33,085	100.0%

Source: 2010 BEBR and 2010 ACS.

Demand for Program Trips

Florida's TD system provides two types of trips: program trips and general trips. Demand for program trips is forecasted differently than for general trips. Persons in Category I are eligible to receive governmental and social subsidies for program trips. A program trip is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are trips to congregate meal sites or trips to job training facilities.

The estimated demand for program trips compared to the Potential TD estimates prepared by CUTR is shown in Table 10. Table 10A present the estimated demand for program trips compared to the Potential TD Population using the more recently available data from BEBR and the ACS. Program trips demand is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs. It is also assumed that the supply of program trips will increase at a rate sufficient to continue to provide the current level of service to the Category I population. If local social service or governmental agencies undergo major changes in the scope of their programs that require TD transportation service, the estimates may increase or decrease by the same rate. Therefore, the demand for program trips depends on the funding level for the various social service programs.

Table 10: Forecasts of Volusia County Program Trip Demand and Supply

Year	Potential TD Population (Category I)	Demand for Program Trips	Supply of Program Trips
2012	259,721	726,168	726,168
2013	268,994	752,310	752,310
2014	278,617	779,393	779,393
2015	288,608	807,452	807,452
2016	298,980	836,520	836,520
2017	309,748	866,634	866,634

Source: CUTR TD population projections and Votran APR.

Table 10A: Forecasts of Volusia County Program Trip Demand and Supply

Year	Potential TD Population (Category I)	Demand for Program Trips	Supply of Program Trips
2012	205,518	687,446	687,446
2013	207,050	692,946	692,946
2014	208,593	698,489	698,489
2015	210,147	704,077	704,077
2016	211,713	709,710	709,710
2017	213,611	715,388	715,388

Source: BEBR and ACS projections and Votran APR.

Demand for General Trips

General trips are made by Transportation Disadvantaged persons (Category II) to destinations of their choice (not to agency programs). Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. Deriving the demand for general trips is different than for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived in a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates, Inc., and others. The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration (FTA) for estimating demand for ADA complementary paratransit.

The total demand for general trips is simply the TD population multiplied by the trip rates. The TD

population (rather than the Potential TD population) was used to forecast demand, because the TD population is the population eligible for general trips funded by the state. Table 11 shows the forecasts of general trips and the Volusia County TD population using the estimates developed by CUTR, as well as the demand and supply estimates for general trips by the TD population for the years 2012 through 2017. Table 11A presents the forecasts of general trips using the TD population estimates that were calculated using the more recent data available through the BEBR and the ACS for the years 2012 through 2017. As shown in both tables, a gap exists between the demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes.

Table 11: Forecasts of Volusia County TD General Trip Demand and Supply

Year	TD Population (Category II)	Demand for General Trips	Supply of General Trips	Unmet Demand for General Trips
2012	60,901	787,479	116,222	671,257
2013	62,930	813,715	120,335	693,380
2014	65,034	840,921	124,593	716,328
2015	67,214	869,109	129,003	740,106
2016	69,473	898,319	133,568	764,751
2017	71,813	928,577	138,296	790,281

Source: CUTR TD population projections and Votran APR.

Table 11A: Forecasts of Volusia County TD General Trips Demand and Supply

Year	TD Population (Category II)	Demand for General Trips	Supply of General Trips	Unmet Demand for General Trips
2012	33,085	427,810	110,088	317,722
2013	33,332	430,998	110,935	320,063
2014	33,580	434,210	111,788	322,422
2015	33,831	437,446	112,649	324,797
2016	34,083	440,707	113,515	327,192
2017	34,337	443,991	114,389	329,602

Source: BEBR and ACS projections and Votran APR.

It should be noted that figures related to the demand and supply of TD general purpose trips in Volusia County include trips that also will fall under the category of ADA complementary paratransit services. The ADA provides for unconstrained delivery of paratransit trips for persons

who cannot use the fixed-route bus system due to the nature and/or extent of their disability. Persons may be certified as eligible for ADA paratransit trips, as well as for TD general purpose trips. Therefore, the figures for unmet demand presented in Tables 11 and 11A are inflated and reflect some duplication in the calculation of trip demand.

CTC TREND ANALYSIS

A trend analysis from FY 2006 through FY 2010 was conducted to examine the performance of Votran, as the CTC, over time. The trend analysis includes select performance, effectiveness, and efficiency measures that are available from the CTC annual performance reports that are submitted to the FCTD. Results from the trend analysis are presented in the following paragraphs.

Performance Measures

Shown in Table 12 and Figures 3 through 7 are five performance measures for the TD services provided by the CTC. Most of these measures show a decline over the five-year period, from FY 2006 through FY 2010. The total passenger trips have shown some growth in FY 2007 and FY 2008, but remained consistent over the five-year period. Total vehicle miles and revenue miles have decreased by nearly 24 percent, while operating expenses and revenues have decreased by 17 percent. The reduction in service supplied characteristics, expenses, and revenue is associated with the elimination of Medicaid transportation services effective February 2008.

Table 12: Volusia County CTC Trend Analysis - Effectiveness Measures

Indicator/Measures	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change (2006-2010)
Total Passenger Trips	784,200	837,067	843,558	779,904	784,991	0.1%
Total Vehicle Miles	3,313,573	3,413,665	3,052,419	2,570,131	2,530,843	-23.6%
Total Revenue Miles	2,932,964	3,027,204	2,688,867	2,271,228	2,242,289	-23.5%
Operating Expenses	\$7,100,947	\$7,241,348	\$6,875,457	\$6,178,282	\$5,882,263	-17.2%
Operating Revenues	\$7,100,947	\$8,809,963	\$7,108,884	\$6,205,582	\$5,890,655	-17.0%

Source: Annual Performance Reports (APR) from 2006 to 2010, FCTD.

Figure 3: Total Passenger Trips

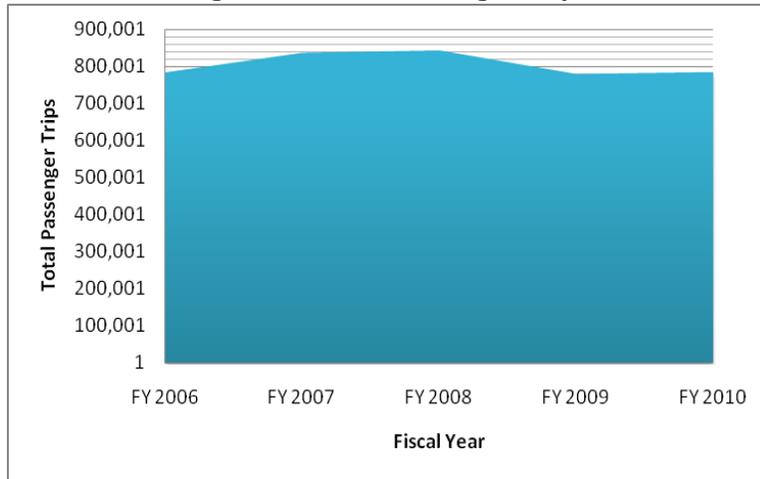


Figure 4: Total Vehicle Miles

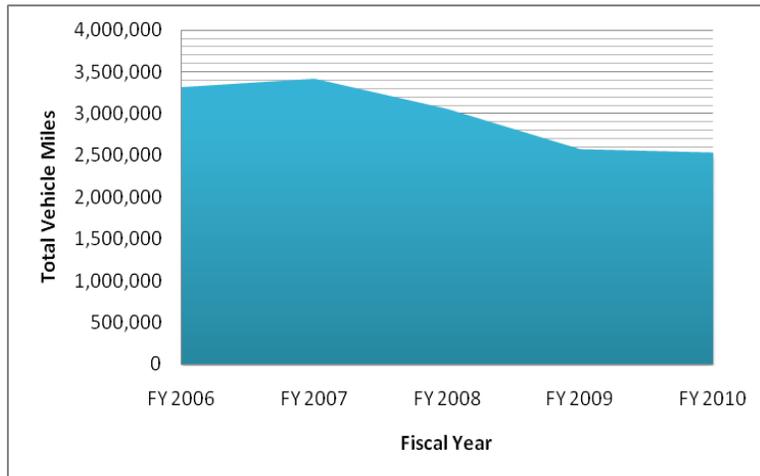


Figure 5: Total Revenue Miles

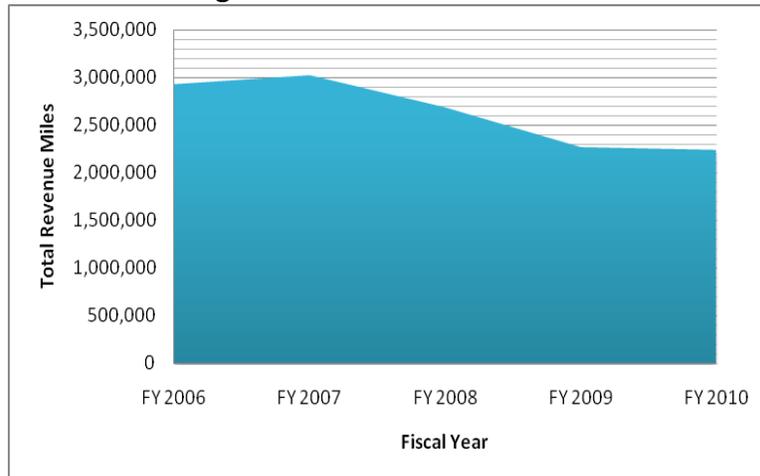


Figure 6: Operating Expenses

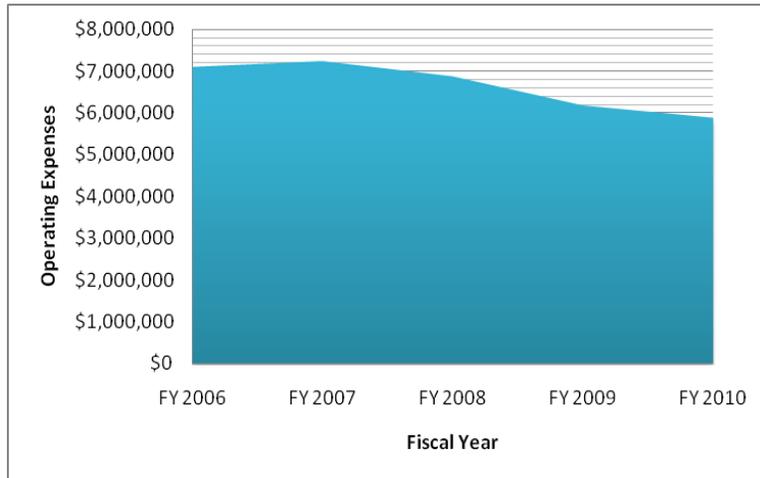
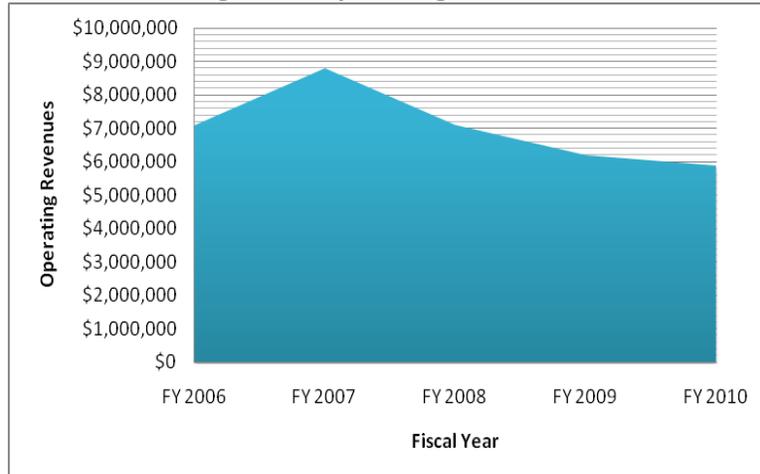


Figure 7: Operating Revenues



Effectiveness Measures

Effectiveness measures indicate the extent to which various service-related goals are being achieved. In this analysis, Votran (the Volusia County CTC) was analyzed using six effectiveness measures. The results of the five-year analysis period are contained in Table 13 and Figures 8 through 13. The data indicates decreases in a number of measures over the five-year period. A decrease in a measure is sometimes an improvement such as decreases in accidents per 100,000 miles. Passenger trips per vehicle mile increased by 31 percent, from .24 in FY 2006 to .31 in FY 2010. This measure indicates an increase in service provided.

The potential TD population includes persons with disabilities, elderly, and low-income persons, as well as children who are “high-risk” or “at-risk.” The average number of passenger trips per

potential TD customer decreased 13 percent over the five-year period, while the vehicle miles per TD capita also decreased nearly 34 percent for the same period.

Accidents per 100,000 miles and vehicle miles between roadcalls/failures are measures of system safety and service reliability. Accidents per 100,000 vehicle miles logged showed a 38 percent decrease over the five-year period, suggesting an overall improvement in system safety. This was, however, not a consistent trend. The biggest one-year result for the measure occurred in FY 2009, with .19 accidents every 100,000 vehicle miles traveled. This was primarily due to the decrease in vehicle miles traveled for that year based on the average number of annual accidents ranging from four to five each year, with the exception of FY 2010 when the number of accidents was reduced to two.

Vehicle miles between roadcalls showed a negative trend over the five-year period. Overall, this measure of system reliability has decreased by nearly 40 percent, from a high of 24,011 vehicle miles between roadcalls in FY 2006 to 14,800 vehicle miles between roadcalls in FY 2010. Votran’s paratransit vehicle engines were changed in 2007 to include the use of diesel particulate filters to comply with the stricter Environmental Protection Agency (EPA) standards. The change in engine technology is challenging and has caused reliability issues for the service. In FY 2009, Votran introduced hybrid electric technology to the paratransit fleet. The hybrid electric vehicles were first generation technology and Votran documented the vehicle’s performance as part of a pilot project with FDOT. The initial vehicle performance resulted in a negative trend for vehicle miles between road calls. However, measures have been taken to address the performance issues that were presented as part of the trend included in Table 13.

Table 13: Volusia County CTC Trend Analysis - Effectiveness Measures

Indicator/Measures	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change (2006-2010)
Vehicle Miles per Passenger Trip	4.23	4.08	3.62	3.30	3.22	-23.7%
Passenger Trips per TD Capita	3.72	3.84	3.73	3.33	3.24	-12.9%
Accidents per 100,000 Miles	0.12	0.15	0.13	0.19	0.08	-33.3%
Vehicle Miles Between Roadcalls	24,011	17,506	17,747	14,200	14,800	-38.4%
Vehicle Miles per TD Capita	16	16	14	11	10	-33.5%
Passenger Trips per Vehicle Mile	0.24	0.25	0.28	0.30	0.31	31.1%

Source: APR from 2006 to 2010, FCTD.

Figure 8: Vehicle Miles per Passenger Trip

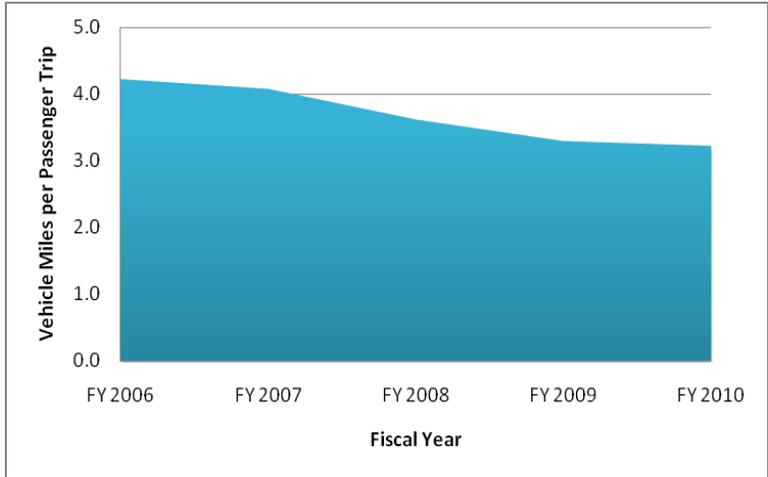


Figure 9: Passenger Trips per TD Capita

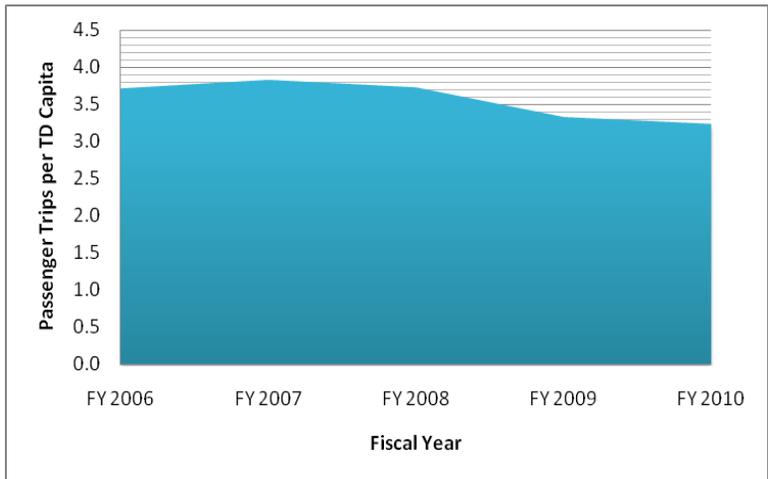


Figure 10: Accidents per 100,000 Miles

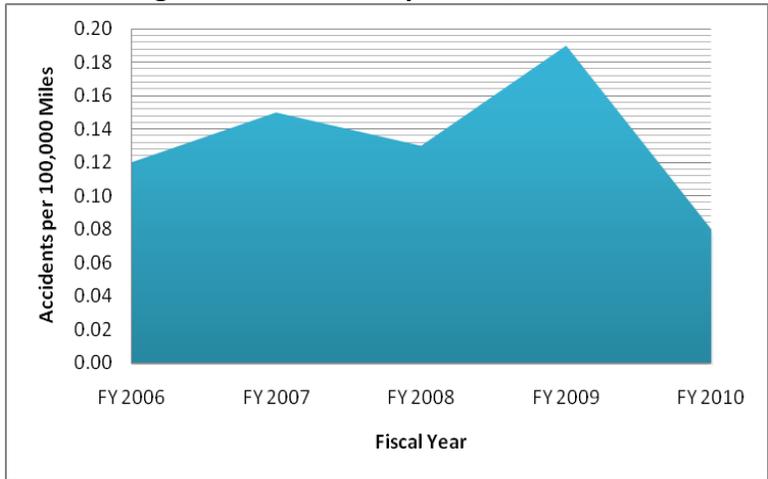


Figure 11: Vehicle Miles between Roadcalls

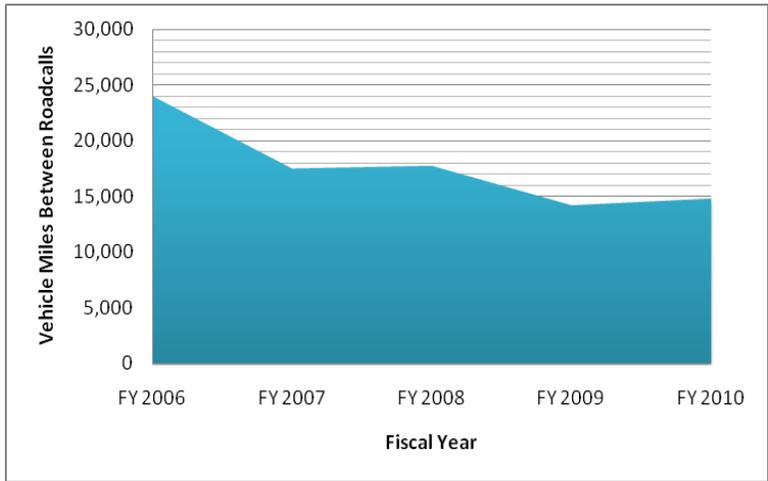


Figure 12: Vehicle Miles per TD Capita

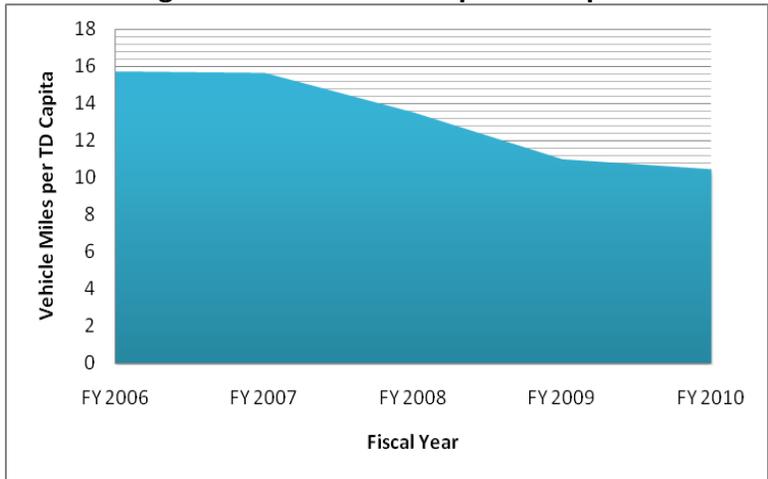
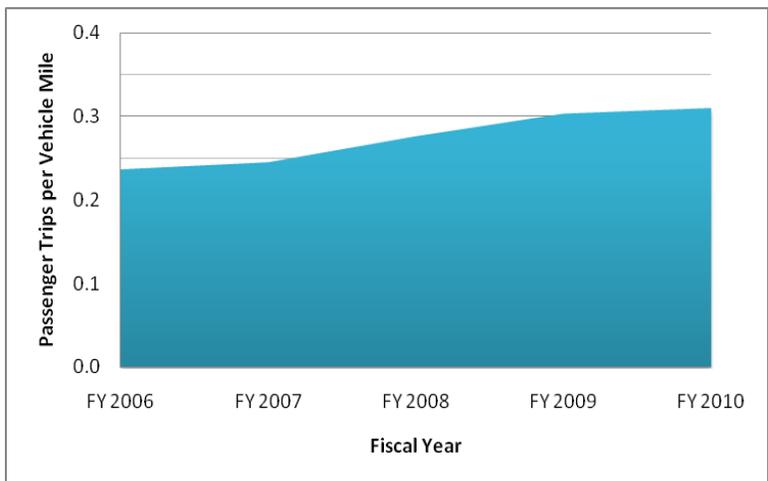


Figure 13: Passenger Trips per Mile



Efficiency Measures

The trend in system efficiency also was examined for the Volusia County CTC. Efficiency measures involve reviewing the level of resources required to achieve a given level of output. Three efficiency measures are listed in Table 14 and illustrated in Figures 14 through 16. The first two measures address operating expense efficiencies. Over the five-year analysis period, operating expense per passenger trip decreased by 17 percent, while both operating expense per vehicle mile and operating expense per driver hour increased by more than 8 percent.

Table 14: Volusia County CTC - Efficiency Measures

Indicator/Measures	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Percent Change (2006-2010)
Operating Expense per Passenger Trip	\$9.06	\$8.65	\$8.15	\$7.92	\$7.49	-17.3%
Operating Expense per Vehicle Mile	\$2.14	\$2.12	\$2.25	\$2.40	\$2.32	8.4%
Operating Expense per Driver Hour	\$30.22	\$32.40	\$33.11	\$32.82	\$32.66	8.1%

Source: APR from 2006 to 2010, FCTD.

Figure 14: Operating Expense per Passenger Trip

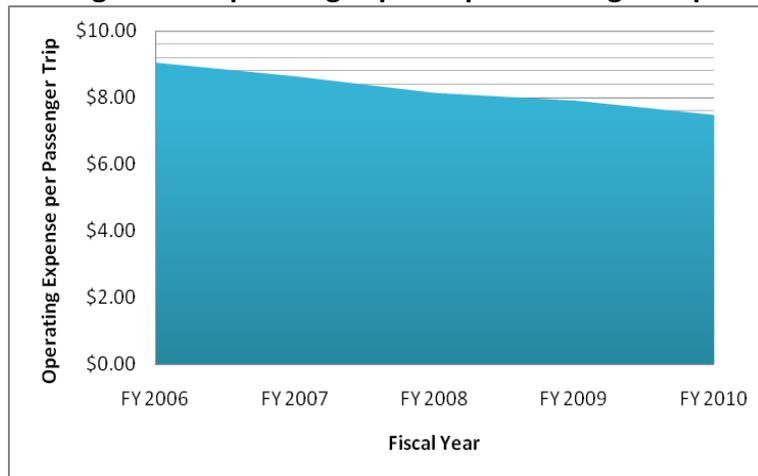


Figure 15: Operating Expense per Vehicle Mile

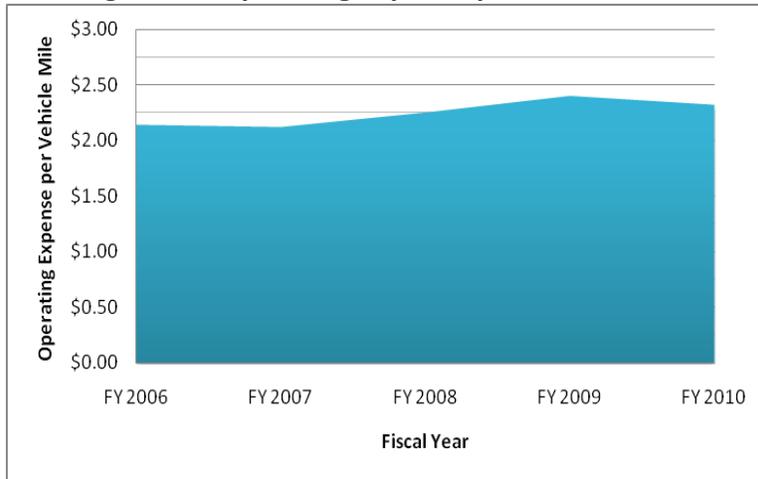
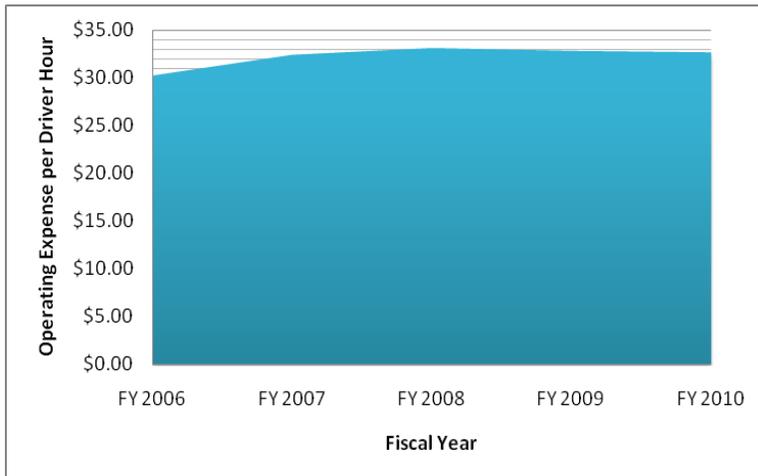


Figure 16: Operating Expense per Driver Hour



Summary Results of Trend Analysis

Trend analysis is a widely used aspect of transit performance evaluation. Table 15 provides a summary of the trend analysis indicating each performance measure, along with the percent change from 2006 to 2010.

Table 15: Volusia County CTC Trend Analysis Summary

Indicator/Measures	Percent Change (2006-2010)
Performance Measures	
Total Passenger Trips	0.1%
Total Vehicle Miles	-23.6%
Total Revenue Miles	-23.5%
Operating Expenses	-17.2%
Effectiveness Measures	
Vehicle Miles per TD Capita	-33.5%
Vehicle Miles per Passenger Trip	-23.7%
Passenger Trips per TD Capita	-12.9%
Passenger Trips per Vehicle Mile	31.1%
Accidents per 100,000 Miles	-33.3%
Vehicle Miles Between Roadcalls	-38.4%
Efficiency Measures	
Operating Expense per Passenger Trip	-17.3%
Operating Expense per Vehicle Mile	8.4%
Operating Expense per Driver Hour	8.1%

Source: APR from 2006 to 2010, FCTD.

NEEDS ASSESSMENT

Votran has assessed the existing deficiencies and unmet public transportation needs for low-income and persons with disabilities. An inventory of existing providers’ capabilities and identification of redundancies and gaps in service were also used to identify unmet needs or duplications of public transportation services.

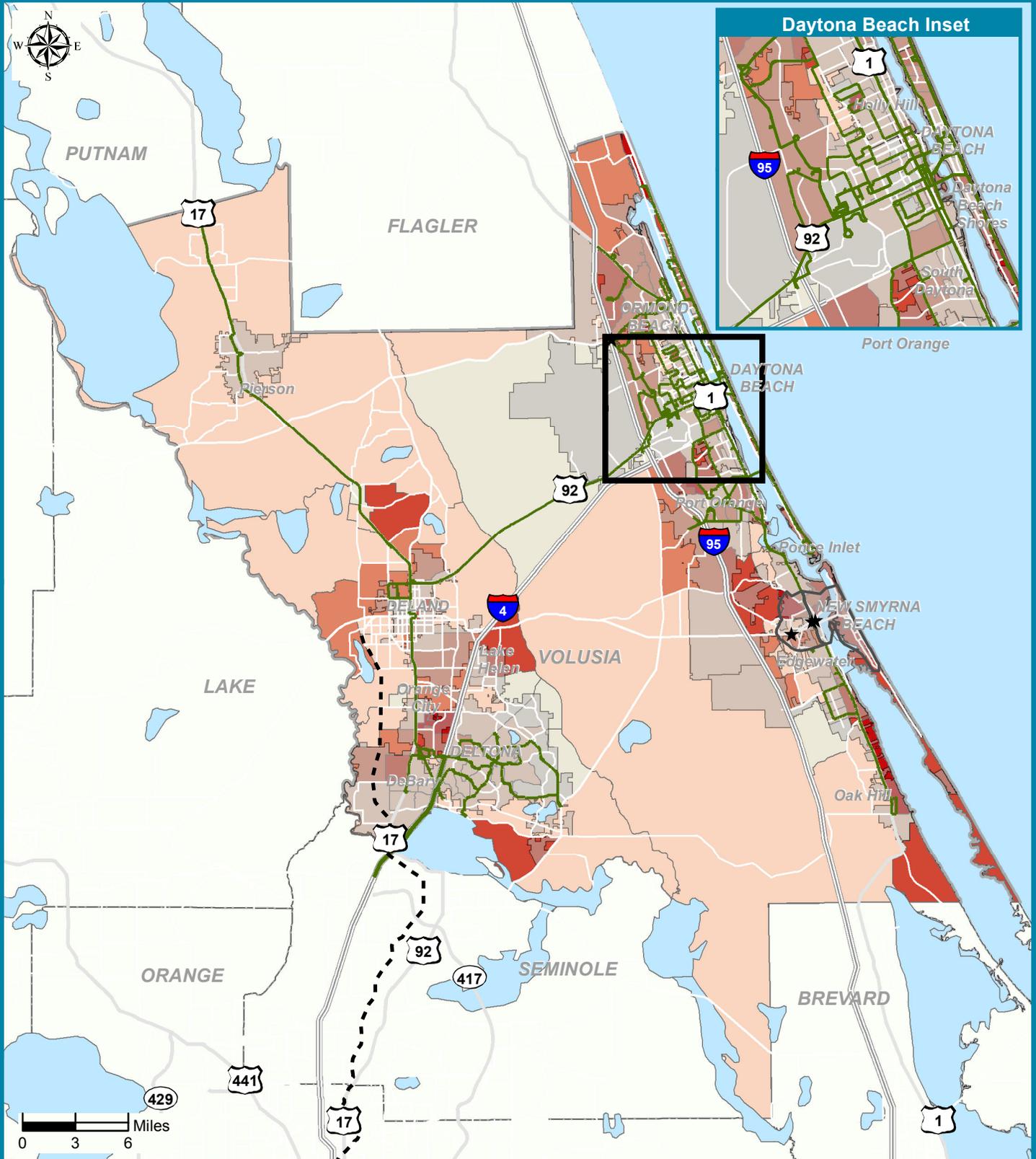
Maps 2 depicts the percent of the total population age 60 and above in Volusia County. Map 3 depicts the areas with a high percentage of low-income households. Map 4 shows the employment densities within Volusia County. Based on the existing transit services and concentrations of targeted populations, the following needs have been identified as priority areas for increased mobility options. The areas for JARC and NF eligible activities were chosen based upon a high percentage of target populations combined with a lack of existing transportation service.

- Block groups containing higher percentages of low-income households are in New Smyrna

Beach, the Daytona Beach area north of I-4 and east of I-95, and south of DeLand.

- Block groups with existing employment densities of more than 5 employees per acre appear to have existing fixed-route transit service based on the mapping analysis; however, these employers may want to explore new and innovative alternative transportation options that are available through the JARC and New Freedom programs. Eligible projects that may benefit employees as well as employers include the vanpool program, bike sharing, and transportation vouchers (not bus passes).
- Current data depicting the County's disabled population is not available for mapping purposes; therefore, this analysis relies on the TD population estimates presented earlier in this section and the percent of population at or above age 60. Block groups containing higher percentages of the population age 60 and above and limited transit service, include the area east of U.S. 17 and north of DeLand, Lake Helen, Orange City, the area south of Deltona, Oak Hill, and the area south of Oak Hill.
- Other areas with higher percentages of the population age 60 and above that contain fixed-route transit service include New Smyrna Beach, South Daytona, Daytona Beach Shores, and Ormond Beach. While these areas have existing transit service, they may be considered for new and innovative New Freedom projects that go beyond the existing ADA requirements.

Votran TDSP



Map 2: Percent of Population Age 60 and Above (2011)

Legend

Population Age 60 and Above

Percent of Total Population

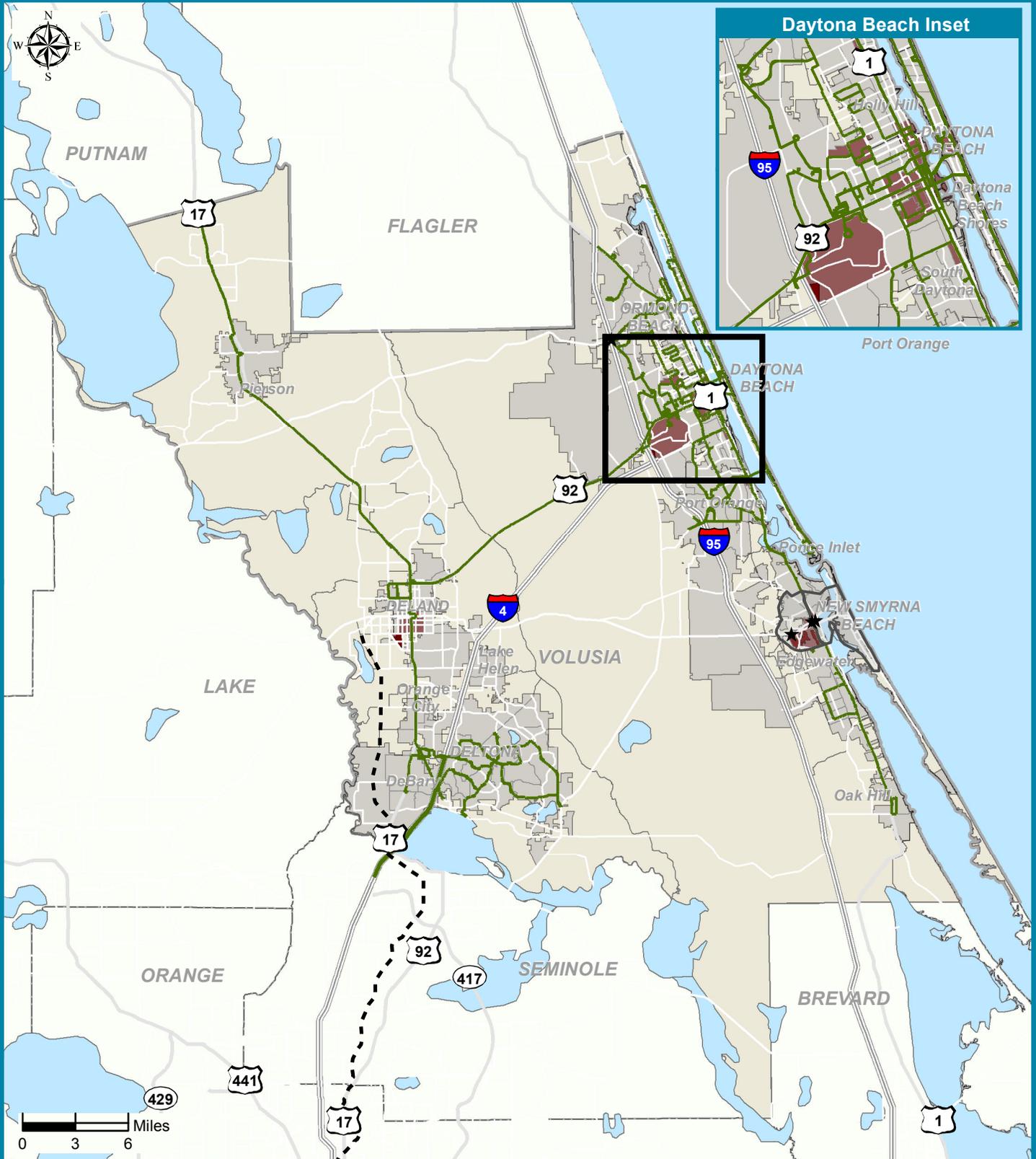
0.00 - 15.00
15.01 - 30.00
30.01 - 45.00
45.01 - 60.00
60.01 - 85.00

- ★ Flex Route Timepoints
- (green line) Votran Routes
- (thick green line) Existing Express Route
- - - (dashed line) SunRail Alignment
- ▭ (grey) Flex Routes
- ▭ (grey outline) City Limits



Source: ESRI

Votran TDSP



Map 3: Low-Income Households (2011)

Legend

Above Average Low-Income Population

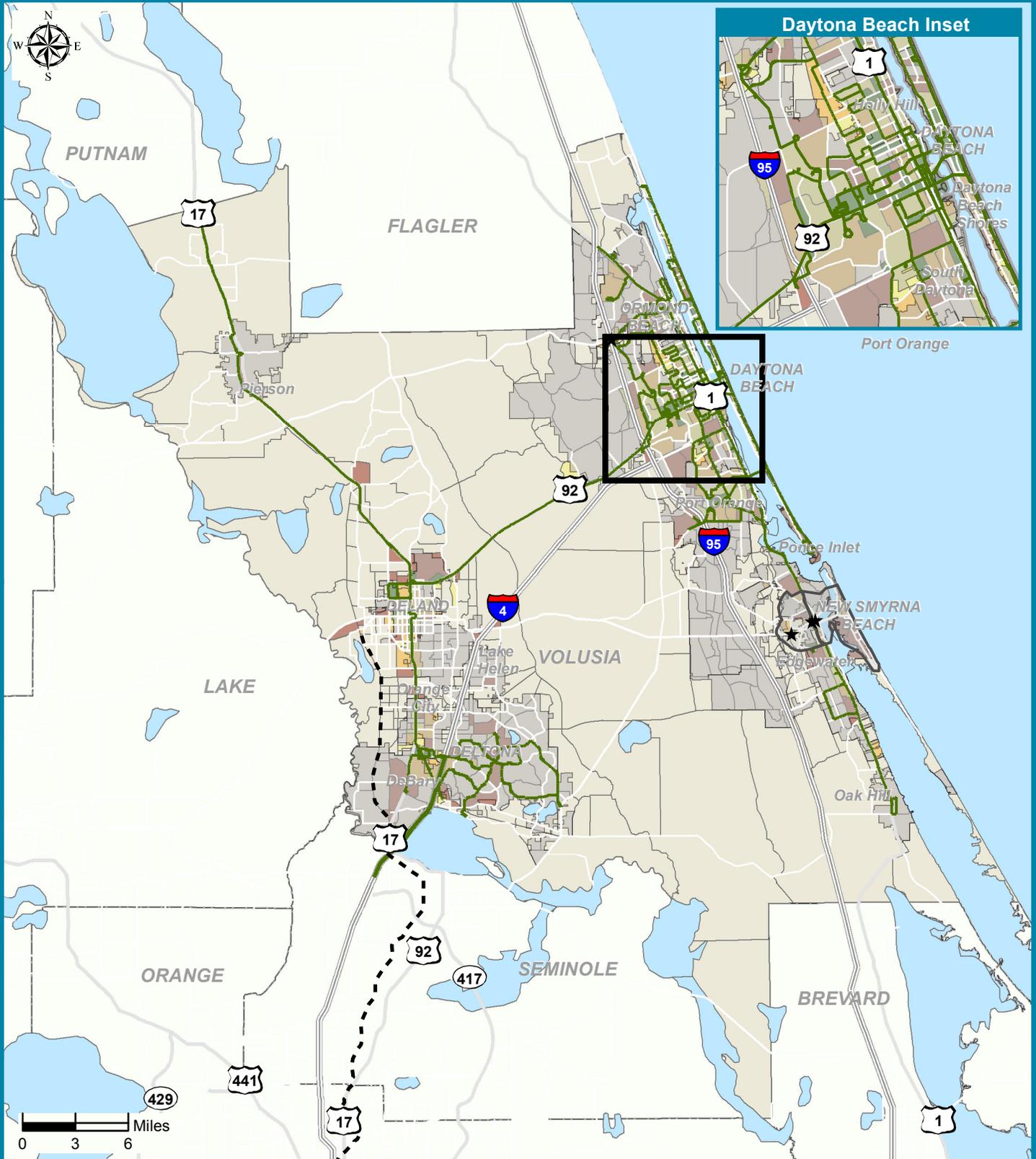
- Yes
- No

- Flex Route Timepoints
- Votran Routes
- Existing Express Route
- SunRail Alignment
- Flex Routes
- City Limits



Source: ESRI

Votran TDSP



Map 4: Existing Employment Density (2011)

Legend

Employees Per Acre

- 0.00 - 0.500
- 0.51 - 1.00
- 1.01 - 2.00
- 2.01 - 5.00
- More Than 5.00

- ★ Flex Route Timepoints
- Votran Routes
- Existing Express Route
- - SunRail Alignment
- ▭ Flex Routes
- ▭ City Limits



Source: Volusia County

PUBLIC INVOLVEMENT

In accordance with the federal legislation for developing an LCHSTP, a series of public outreach activities were developed and conducted to provide opportunities for public input from members of the public, elected officials, human services representatives, FDOT, transportation providers, and workforce representatives. During the public workshops, attendees were asked to provide insight related to Volusia County's gaps and overlaps in public transportation services and identify projects and/or strategies to meet unmet transportation needs. The public involvement activities were developed specifically to ensure that the strategies identified will benefit individuals with disabilities, older adults, and people with lower incomes.

All of the projects identified through the public involvement process were reviewed for applicability to the coordinated system. In addition, concerns shared about policies and service were evaluated to determine if the issues identified were isolated events, actions to be corrected, or a misunderstanding of existing processes. A table was developed to identify the ideas/concerns shared through public input process into three categories including, policy, infrastructure, and service. Potential solutions were identified along with the potential for JARC and/or New Freedom funding to correspond with the issues in the table which is included as Appendix C of this document.

Figure 17: Accessible Bus Stop Sign Example



Barriers to Coordination

Votran and the Volusia TPO strive to remove barriers to the coordinated system within their scope of authority. The opportunities for public input, the various service types provided, and the availability of pass outlets throughout the community are examples of the efforts taken to make public transportation available and remove barriers to coordination. However, due to

policy, funding, and other external factors some barriers to transportation coordination still exists in Volusia County to include:

- Based on Volusia County’s development patterns, providing cross county service is difficult and costly. Those living on the west side of Volusia County may be closer to facilities located in Lake or Seminole County, presenting an issue with providing service across county lines.
- Limited funding and budget reductions are an issue for Votran, Medicaid, and other social agencies that provided transportation for their clients.
- Uncertainty about the TD Trust Fund and local funding constraints create barriers to providing transportation services.

GOALS, OBJECTIVES, AND STRATEGIES

Developing a vision for transit in the community is a fundamental component of the TDSP. The Votran vision should identify clearly what the agency does as the CTC, who they serve, and how to best provide their service. The mission statement, goals, and objectives for public transportation in Volusia County were developed based on the review of existing plans and the needs assessment.

Votran Vision

The Votran TDSP Vision was developed based on the transit agency’s overall vision for providing transportation services in Volusia County and the legislative intent of the coordinated system. The Votran Vision for the TDSP is:

“To operate and coordinate a fully connected transportation system that meets the mobility needs of the transportation disadvantaged, transit dependent, and potential TD riders of Volusia County.”

Votran Mission

The existing Votran Mission was retained for the ten-year timeframe of the TDP Major Update to encourage continued progress toward accomplishment of the mission; therefore, the existing Votran Mission is also being retained for the TDSP Update. The Votran Mission is:

“To identify and safely meet the mobility needs of Volusia County. This mission will be accomplished through a courteous, dependable, cost effective, and environmentally sound team commitment to quality service.”

Goals, Objectives, and Strategies

The goals focus on six areas important to the effective operation of a transit system, including customer service, safety, planning, funding, marketing, and operations. The objectives support the successful completion of the goal and the strategies are the actions that need to occur to complete the objective and achieve the overall goal. The following goals, objectives, and strategies have been adopted to support the CTC's mission.

Goal 1: Provide an efficient, effective, and fully coordinated transportation system to meet the demand and mobility needs of the transportation disadvantaged in Volusia County.

Objective 1.1: Maximize coordination with public and private agencies and other transportation operators in the Volusia County area.

Strategy 1.1.1: Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.

Objective 1.2: Provide connectivity throughout the County with a focus on major attractors and other modal options.

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.

Objective 1.3: Ensure that both the fixed-route transit and paratransit systems continue to remain responsive to the needs of the transportation disadvantaged population and the community.

Strategy 1.3.1: Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions

Strategy 1.3.2: Acquire new and upgraded paratransit vehicles and equipment, as funding permits

Objective 1.4: Provide the needed vehicle capacity to meet the demand for transportation disadvantaged services.

Strategy 1.4.1: Complete annual capacity analysis as part of the Capital Improvements Program (CIP) development process to review excess capacity.

Strategy 1.4.2: Develop and adhere to a vehicle acquisition and replacement plan to ensure that the needed capacity is available.

Goal 2: Ensure that the coordinated system is providing the most cost-effective transportation disadvantaged services.

Objective 2.1: Reduce the duplication of transportation disadvantaged services provided within the county

Strategy 2.1.1: Continue to explore multi-loading opportunities such as group trips to major attractors.

Strategy 2.1.2: Encourage contractors to install Global Positioning System (GPS) units, Mobile Data Terminals (MDTs), and Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) to all new buses to assist with coordinating services and reducing duplications for a more coordinated process.

Objective 2.2: Determine the most cost effective types of public transportation services to meet the projected demand within specified service areas

Strategy 2.2.1: Conduct quarterly brainstorming sessions with staff to identify cost savings initiatives

Strategy 2.2.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicles

Strategy 2.2.3: Continue to monitor private provider utilization rates and adjust as needed to provide timely and effective service

Strategy 2.2.4: Continue to monitor the costs per trip and work to operate as efficiently as possible

Strategy 2.2.5: Annually review trip rates to ensure the program is sustainable

Strategy 2.2.6: Ensure that paratransit clients are subject to apply for recertification every three years. Review to determine whether or not customers are still eligible for services under the appropriate funding sources

Strategy 2.2.7: Explore the use of a TD bus pass program to reduce paratransit trips

Strategy 2.2.8: Maintain the cost per passenger trip

Strategy 2.2.9: Maintain the cost per vehicle hour

Objective 2.3: Maximize the multi-loading of vehicle trips to reduce the cost per trip

Strategy 2.3.1: Obtain and update scheduling software to effectively multi-load clients on as many trips as possible

Strategy 2.3.2: Work towards increasing the number of passenger trips per vehicle hour by a minimum of 1 percent each year

Objective 2.4: Improve cost-effectiveness through a reduction in energy demand as feasible

Strategy 2.4.1: Continue to evaluate the purchase of alternative fuel for new and replacement vehicles to improve environmental quality and fuel economy as feasible

Goal 3: Deliver a safe and high quality transit experience to the customer.

Objective 3.1: Monitor service quality and maintain minimum standards

Strategy 3.1.1: Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service

Strategy 3.1.2: Work with paratransit riders to maintain a combined no-show/same day cancellation standard of fewer than 10 percent of all trips by providing education and guidance to our riders as to how the coordinated system operates.

Strategy 3.1.3: Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities

Strategy 3.1.4: Track and improve call hold time

Strategy 3.1.5: Continue to staff weekly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is necessary.

Objective 3.2: Maximize customer comfort and safety

Strategy 3.2.1: Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions

Strategy 3.2.2: Monitor safety related complaints and seek ways to minimize

Strategy 3.2.3: Continue to utilize compliance officer, road supervisor, “ghost riders”, cameras, and everything at Votran’s disposal to ensure accountability of staff to riders

Strategy 3.2.4: Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record.

Strategy 3.2.5: Maintain the quality of the vehicles by replacing older vehicles with high mileage and operating a fleet with an average age of less than 7 years

Strategy 3.2.6: Respond to complaints and suggestions concerning transportation for the disadvantaged.

Strategy 3.2.7: Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations

Objective 3.3: Increase avenues for customers to access information on the coordinated transportation system

Strategy 3.3.1: Perform public transportation orientations to all organizations that serve the transportation disadvantaged

Strategy 3.3.2: Pursue marketing opportunities through community associations and clubs

Strategy 3.3.3: Promote new and existing transportation service in Volusia County.

Strategy 3.3.4: Disseminate information electronically through the use of the Votran website and emails

Strategy 3.3.5: Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998

Strategy 3.3.6: Update "How-to-Ride" guide as necessary

Strategy 3.3.7: Educate paratransit riders about policies and continue to inform riders of program changes

Strategy 3.3.8: Distribute information on the coordinated system in accessible formats to human services agencies and other major trip attractors

Strategy 3.3.9: Continue to serve on the Volusia TPO Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens' Advisory Committee (CAC), and the TDLCB

Strategy 3.3.10: Conduct travel training workshops and training to organizations that serve the disabled

Goal 4: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.

Objective 4.1: Improve local knowledge of the benefits of transit-friendly land uses

Strategy 4.1.1: Encourage the expansion of the development review process to include the consideration of impacts on the multi-modal transportation system and infrastructure.

Strategy 4.1.2: Adopt and promote a model land development regulation that encourages transit patronage through TOD

Strategy 4.1.3: Support land development regulation that requires transit amenities to be provided in new developments

Objective 4.2: Improve connections of public transportation to other modes of transportation

Strategy 4.2.1: Improve transit-supportive infrastructure along existing and future public transportation corridors

Strategy 4.2.2: Ensure connectivity of service and infrastructure with SunRail

Goal 5: Ensure program accountability with the State and Federal requirements for TD planning.

Objective 5.1: Continue to coordinate with the Volusia TPO to staff and support the Volusia County TDLCB

Strategy 5.1.1: Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County

Strategy 5.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER

Strategy 5.1.3: Monitor Coordination Agreements with contractors

Strategy 5.1.4: Continue to provide and review performance reports at the TDLCB

meetings tracking monthly progress against the adopted standards and performance measures.

Goal 6: Participate in efforts to improve pedestrian accessibility to multimodal transportation options in Volusia County.

Objective 6.1: Provide opportunities for ADA and TD passengers to safely access multimodal transportation options

Strategy 6.1.1: Maximize effective transfer of individuals to other mass transit modes through the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.

Strategy 6.1.2: Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services

Strategy 6.1.3: Continue to utilize a 100 percent accessible fleet

Strategy 6.1.4: Complete an inventory of existing bus stops and review each stop for possible ADA accessibility improvements

Strategy 6.1.5: Ensure that new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements

Strategy 6.1.6: By 2017, research and try to secure funding for uniquely identified bus stop poles to distinguish them from other poles. In the mean time, Braille tags are available at the Votran bus stop poles (see Figure 17)

Goal 7: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.

Objective 7.1: Investigate and pursue all available funding opportunities at the federal, state, and local levels and from private sources for programs or projects that serve the transportation disadvantaged

Strategy 7.1.1: Coordinate with the Volusia TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

Strategy 7.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system

Strategy 7.1.3: Apply for New Freedom funds for the implementation of new and innovative projects that extend beyond the ADA requirements

Strategy 7.1.4: Apply for JARC funds for the implementation of projects that support transportation to employment and/or employment-related activities

Strategy 7.1.5: Work with the CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community

Strategy 7.1.6: Work with local agencies to continue to receive sufficient funding to provide agency trips (i.e., Volusia Council on Aging, the Florida Department of Children and Families, etc.)

Strategy 7.1.7: Evaluate fares on a regular basis to ensure customers contribute to maintaining the system within reasonable means

Objective 7.2: Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

Strategy 7.2.1: Educate the general public and local decision makers on the importance of public transportation and the need for local financial support

IMPLEMENTATION SCHEDULE

Five-Year Transportation Disadvantaged Implementation Program

Volusia County's Implementation Plan is to continue with its program of providing service with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding capacity. Specific capital projects and activities are listed in the implementation schedule.

Table 16 provides an overview of an implementation schedule to meet the above-stated goals. For each of the goals, objectives, and strategies, there are identified responsible parties and recommended timeframes for implementing the strategies, as well as selected measures to determine whether the goals and objectives are being achieved.

Table 16: Implementation Schedule

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 1: Provide an efficient, effective, and fully coordinated transportation system to meet the demand and mobility needs of the transportation disadvantaged in Volusia County	Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective	Increase in the number of coordinated contractors	CTC	Ongoing
	Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas	Number of meetings held with transportation representatives from neighboring communities	CTC	Ongoing
	Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions	Decrease in the cost per mile as a result of reducing duplicate trips	CTC/Service Providers	Ongoing
	Acquire new and upgraded paratransit vehicles and equipment, as funding permits	Sufficiency of staff in terms of quantity, skills, experience, and quality	CTC/Service Providers	Ongoing
	Complete annual capacity analysis as part of the CIP development process to review excess capacity	Sufficiency of vehicle inventory in terms of quantity, capacity, and quality	CTC/Service Providers	Ongoing
	Develop and adhere to a vehicle acquisition and replacement plan to ensure that the needed capacity is available.			

Table 16: Implementation Schedule (Continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 2: Ensure that the coordinated system is providing the most cost-effective transportation disadvantaged services.	Continue to explore multi-loading opportunities such as group trips to major attractors	Number of meetings held with major employers	CTC/LCB	Ongoing
	Encourage contractors to install Global Positioning System (GPS) units, Mobile Data Terminals (MDTs), and Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) to all new buses to assist with coordinating services and reducing duplications for a more coordinated process			
	Conduct quarterly brainstorming sessions with staff to identify cost savings initiatives			
	Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicles	Purchase of ITS equipment	CTC/Service Providers	Ongoing
	Continue to monitor private provider utilization rates and adjust as needed to provide timely and effective service			
	Continue to monitor the costs per trip and work to operate as efficiently as possible	Establish and maintain minimum standards for cost-efficiency measures	CTC/Service Providers	Ongoing
	Annually review trip rates to ensure the program is sustainable			
	Ensure that paratransit clients are subject to apply for recertification every three years. Review to determine whether or not customers are still eligible for services under the appropriate funding sources			
	Explore the use of the TD bus pass program to reduce paratransit trips			
	Maintain the cost per passenger trip			
	Maintain the cost per vehicle hour			
	Work towards increasing the number of passenger trips per vehicle hour by a minimum of 1 percent each year			
	Obtain and update scheduling software to effectively multi-load clients on as many trips as possible			
	Purchase new and replacement vehicles to improve environmental quality and fuel economy as feasible			
	Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service			
Work with paratransit riders to maintain a combined no-show/same day cancellation standard of fewer than 10 percent of all trips by providing education and guidance to our riders as to how the coordinated system operates				

Table 16: Implementation Schedule (Continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 3: Deliver a safe and high quality transit experience to the customer.	Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities	Obtaining the minimum number of staff members required to maintain current levels of service	CTC/LCB/Service Providers	Ongoing
	Track and improve call hold time	Number of presentations conducted	CTC	Ongoing
	Continue to staff weekly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is necessary			
	Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions	Decrease in customer hold time	CTC/Service Providers	Ongoing
	Monitor safety related complaints and seek ways to minimize			
	Continue to utilize compliance officer, road supervisor, "ghost riders", cameras, and everything at Votran's disposal to ensure accountability of staff to riders	Develop and distribute annually an anonymous on-board survey to evaluate the drivers and the service	CTC/LCB/Service Providers	Ongoing
	Maintain and analyze accident records to determine future actions deemed necessary to improve the overall safety record			
	Ensure that services are provided in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations			
	Respond to complaints and suggestions concerning transportation for the disadvantaged			
	Maintain the quality of the vehicles by replacing older vehicles with high mileage and operating a fleet with an average age of less than 7 years			
	Perform public transportation orientations to all organizations that serve the transportation disadvantaged			
	Pursue marketing opportunities through community associations and clubs	Replacement of older vehicles that are not cost effective, in accordance with the adopted vehicle	CTC/Service Providers	2012-2015

Table 16: Implementation Schedule (Continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 3: Deliver a safe and high quality transit experience to the customer.	Promote new and existing transportation service in Volusia County	Maintain log of presentations and information distribution locations	CTC/LCB/Service Providers	Ongoing
	Disseminate information electronically through the use of the Votran website and emails			
	Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998			
	Update "How-to-Ride" guide as necessary			
	Educate paratransit riders about policies and continue to inform riders of program changes			
	Distribute information on the coordinated system in accessible formats to human services agencies and other major trip attractors			
	Continue to serve on the Volusia TPO Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens' Advisory Committee (CAC), and the TDLCB			
	Conduct travel training workshops and training to organizations that serve the disabled			
	Encourage the expansion of the development review process to include the consideration of multi-modal system impacts and infrastructure (including but not limited to sidewalk connectivity, signalized intersections where disabled people and seniors utilize pedestrian walkways to cross traffic, etc.)			
	Adopt and promote a model land development regulation that encourages transit patronage through TOD	Number of participants in a formal travel training program	CTC/Service Providers	Ongoing

Table 16: Implementation Schedule (Continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 4: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.	Support land development regulation that requires transit amenities to be provided in new developments	Number of meetings with municipalities to discuss the integration of transit into the development review process	CTC/LCB	Ongoing
	Develop incentives for developers and major employers to promote public transportation			
	Improve transit-supportive infrastructure along existing and future public transportation corridors	Number of proposed developments reviewed with comments to support transit		
	Ensure connectivity and infrastructure connecting with SunRail			
	Provide an AOR to the CTD on all TD operations in Volusia County			
Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER				
Goal 5: Ensure program accountability with the State and Federal requirements for TD planning.	Monitor Coordination Agreements with contractors	All reporting requirements are submitted on time	CTC/LCB/Service Providers	Ongoing
	Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures			
	Maximize effective transfer of individuals to other mass transit modes (including flex-route service where available) through the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.	Submittal of the 5 year TDSP with annual updates for years 2 through 5		
	Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services			

Table 16: Implementation Schedule (Continued)

Goal	Strategies	Measures	Responsible Parties	Timeframe
Goal 6: Participate in efforts to improve pedestrian accessibility to multimodal transportation options in Volusia County.	Continue to utilize a 100 percent accessible fleet	Number of ADA and TD passengers transitioning to the fixed-route system	CTC/LCB/Service Providers	Ongoing
	Complete an inventory of existing bus stops and review each stop for possible ADA accessibility improvements	Development of a summary of the barriers to using the fixed-route system, with potential solutions		2012
	Ensure that new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements	Number of outreach meetings with social service transit providers		2013
	Research and try to secure funding for uniquely identified bus stop poles to distinguish them from other poles.			2013
	Coordinate with the Volusia TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts			Ongoing
	Educate the general public and local decision makers on the importance of public transportation and the need for local financial support			2012-2017
Goal 7: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.	Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system	Identification of new grants or other funding sources that can be applied to the coordinated system	CTC/LCB	Ongoing
	Apply for New Freedom funds for the implementation of new and innovative projects that extend beyond the ADA requirements			
	Apply for JARC funds for the implementation of projects that support transportation to employment and/or employment-related activities			
	Work with the CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community			
	Work with local agencies to continue to receive sufficient funding to provide agency trips (i.e., Volusia Council on Aging, the Florida Department of Children and Families, etc.)			
	Evaluate fares on a regular basis to ensure customers contribute to maintaining the system within reasonable means			

SECTION 2: SERVICE PLAN

OPERATIONS ELEMENT

Types, Hours, and Days of Service

The Volusia County CTC coordinates transportation services that include ambulatory, door-to-door paratransit, flex-route bus service, and fixed-route bus service. Volusia County's paratransit service is administered under Votran and referred to as the Votran Gold Service. The Votran Gold Service is an advance reservation, door-to-door, non-emergency transportation system serving elderly persons, persons with disabilities, children at-risk, and other transportation disadvantaged persons. Trip requests that exceed Votran's capacity are contracted to private operators. Paratransit trips sponsored by social service or governmental agencies are provided on a countywide basis to agency clients.

Votran Gold Service is available from 6 a.m. to 6 p.m. Monday through Saturday throughout the County. The east side of the County has limited service available on Sunday and during the evening hours. Votran does not operate on New Year's Day, Thanksgiving Day, and Christmas Day. Limited service is available on Memorial Day, Independence Day, and Labor Day.

There is a one hour time window for pick-ups and returns within the geographic service areas of east Volusia, southeast Volusia, west Volusia, and northwest Volusia. Passengers traveling from one service area to another area have a two hour time window due to the longer travel time

Fixed-route service is available to the general public. Individuals living within $\frac{3}{4}$ -mile of a fixed route and are unable to access or use the fixed-route can apply for certification under the Americans with Disabilities Act of 1990 (ADA). This service is for general purpose trips that are not subsidized by a governmental or social service agency.

Flex-route bus service is also available to the general public and has no eligibility requirements. Flex service is a "call first" curb-to-curb, flexible transportation service which serves a dedicated area with limited timed stops. The flex bus is an 18 passenger paratransit vehicle (without wheelchair seating) and has a wheelchair lift at the rear. A wheelchair occupies the space of 4 passenger seats. Flex bus service is currently available in New Smyrna Beach on the beachside and mainland and connects with the Votran fixed routes 40 and 41 at the Canal Street/U.S. 1 transfer point. The flex-routes are operated Monday through Saturday from 6:48 a.m. to 6:38 p.m.

Reservations are required; however, subscription trips are available for customers traveling to and from the same location on the same day each week. The fare is the same as the fixed-route service and passengers must have exact change. Regular Votran passes are also accepted on flex service trips.

Medicaid is a federally funded program which primarily transports individuals with lower incomes and persons with disabilities. Medicaid patients should contact LogistiCare for non-emergency transportation. LogistiCare is contracted with the FCTD to provide Medicaid non-emergency transportation services in Volusia County.

Social service agencies that have a need for client transportation may contract with Votran to provide paratransit service. Rates are negotiated on an individual trip basis or hourly rates are available for group trips to a common location. Currently Votran has price agreements with: Volusia County School Board, Vocational Rehabilitation, Division of Blind Services, Agency for Persons with Disabilities, Volusia County Council on Aging, CVI, Colonial Colony, and Med Waiver.

Accessing Services

Individuals who are eligible to use the Votran Gold Service may make a reservation from 7 a.m. to 5:15 p.m. Monday through Friday or 7 a.m. to 4 p.m. on Saturdays. Next day reservations may be made from 7 a.m. to 4 p.m. Monday through Friday. Votran staff is also available to make reservations outside of the times listed above.



Reservations may be booked up to one week in advance; however, requests for Saturday, Sunday, or Monday service should be called in no later than the previous Friday by 4 p.m. Requests for next day service must be called in by 4 p.m. on the day preceding the trip. Same day service is not available. Peak call times are between the hours of 11 a.m. to 1 p.m. and 3:30 p.m. to 4 p.m., Monday through Friday; therefore, customers are encouraged to call during other times of the day. The toll free numbers for reservations and eligibility for service are listed below.

East Volusia: (386) 322-5100
West Volusia: (386) 943-7050
Southeast Volusia: (386) 424-6810

TD Helpline: (800) 983-2435 (TD Ombudsman Hotline)

Subscription service is offered when a customer regularly travels to and from the same destination at the same time (two or more times a week). If a customer has a conflict and will not be going on their standing trip, the customer must contact the reservation department immediately to avoid being charged with a cancellation or a no-show. The Votran no-show policy is presented in Appendix D.

In order to be eligible for paratransit service, which includes ADA and TD-sponsored trips, an application must be completed. Any resident of Volusia County may request an eligibility application from Votran by telephone. The eligibility process can take up to twenty-one days to complete. Part of the application includes a professional verification of the individual's disability or medical information that would qualify the person for door-to-door service. In instances where the determination is unclear, an independent company will perform the functional assessment. Persons potentially eligible for door-to-door service include elderly persons, persons with disabilities, and children at-risk. Agencies purchasing service through Votran may certify their clients as eligible to use the paratransit service; therefore, Votran would not need to complete the eligibility process for those persons. Paratransit passengers must go through the recertification process every three years.

Individuals visiting Volusia County may use the paratransit service for twenty-one days if they are eligible for ADA services and have been certified by a public entity. If service is needed beyond twenty-one days, the individual would be required to apply for eligibility through Votran.

Trip Prioritization

Votran currently provides adequate service to meet the demand for all TD eligible trips; therefore, no trips are denied and a formal trip prioritization processes has not been needed. If Votran was unable to meet the demand for trips in the future, the following trip prioritization would be recommended to the Transportation Disadvantaged Local Coordinating Board (TDLCB) for adoption.

1. Medical
2. Work, Education, and Training
3. Grocery Shopping
4. Socialization and Recreation

5. Personal Business and Shopping
6. Other

Transportation Operators and Coordination Contractors

Volusia County is a partial brokerage system, contracting with five transportation providers for the provision of services and one taxi cab company for incidentals. The competitive process for selecting coordination contractors is completed through the Request for Proposal (RFP) process. The RFP for contractors is distributed locally, statewide, and nationally. Proposals are scored based on the following criteria:

- Qualifications and experience of the company, management, and staff
- Resources available
- Economies of scale
- Contract monitoring methods
- Reporting capabilities
- Financial strength
- Responsiveness to solicitation
- Scope of work
- Safety program
- Capacity
- Training program
- Insurance
- Accident history
- Quality
- Knowledge of the community
- The cost of the contracting process
- Price

Table 17 lists the operators that are currently under contract with Votran.

Table 17: Contract Providers

Name	Contact Person	Service	Clients
Trans Med	Dale King	A, W	All
Med-One Shuttle	Steve Jack	A, W	All
Medi Quick	Michael Hughes	A, W	All
All Volusia	Don Apakama	A, W	All
AJ Special Transportation	Angelita Asulal	A, W	All
Southern Komfort Taxi*	Tony Ciulla	A	All
Yellow Cab*	Francis King	A	All

*Cabs are used on an incidental basis. There is no contract.

In addition, to the transportation services previously described, the following non-profit agencies have coordination agreements with Votran to provide services to their own clients: Olds Hall Good Samaritan Center, Stewart-Marchman-Act Behavioral Healthcare, the Duvall Home, Center for Visually Impaired (CVI), and ARC, Inc. These organizations provide their own transportation for their clients using vehicles purchased through the Section 5310 program. These services complement the coordinated system by providing economical transportation alternatives that meet the special needs of their clients, while increasing capacity on Votran services.

Public Transit Utilization

Votran offers travel training to assist new riders and paratransit customers transitioning from the paratransit service to the fixed-route service. In addition, social service agencies purchase bus passes from Votran. LogistiCare purchases bus passes in support of Medicaid. Volusia County Schools also purchase bus passes from Votran.

School Bus Utilization

Volusia County Schools offers monthly Votran bus passes for students who are eligible for school bus service. The intent is to use Votran’s existing available capacity and reduce the cost of operating the County school buses. Votran also provides some paratransit trips for special needs students in isolated areas of the County. Votran and the Volusia County Schools are designated by the Volusia County Emergency Management Services to coordinate evacuation for persons with special needs in the event of a disaster.

Vehicle Inventory

The vehicle inventories for Votran and the contract providers are presented in Appendix E.

System Safety Program Plan

The MOA between the CTC and the FCTD requires the CTC to develop and implement a System Safety Program Plan (SSPP). Votran has an approved SSPP that was developed in compliance with Chapter 14-90, FAC, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. Private contract operators are also required to have an SSPP. Votran is required to monitor the private contract operators' compliance with the SSPP requirement. The SSPP certifications for Votran and private contract operators are presented in Appendix F.

Intercounty Services

Votran contracts with LYNX for the provision of the Link 200 fixed route from Deltona to downtown Orlando. No formal MOAs are currently executed for the provision of Votran paratransit services to other counties.

Emergency Preparedness and Response

In the event of a natural disaster, Votran and Volusia County Schools are designated by the Volusia County Emergency Management Services to coordinate evacuation for persons with special needs. In case of emergency, Votran's paratransit number is given to the public to call for assistance in evacuating the area. Paratransit service is for persons with special needs to reach safe shelters. Based on the existing response plan, the Votran fixed-route bus system will continue to operate as scheduled, while the school buses are located at specific points along the routes to provide transportation to the shelters.

Educational Efforts/Marketing

Information regarding the Votran Gold Service is available on the Votran website. The website includes the Votran Gold Service User's Guide and eligibility application. The Votran Gold Service User's Guide includes information regarding eligibility, hours of operation, availability of service, reservations, and policies and procedures. Votran continues to update the guide as necessary to provide customers with current information. A complete copy of the latest Votran Gold User's

Guide is presented in Appendix G.

In addition to the electronic and printed information available, Votran staff also attends the monthly TDLCB meetings and provides monthly performance report updates. As part of the TDSP and the Transit Development Plan (TDP) process, a series of public workshops, discussion groups, and stakeholder interviews were conducted to gauge the users' perspectives on the existing transit system as well as to provide service information and educational opportunities for the public to learn how the system operates and when it is available.



Acceptable Alternatives

Votran operates public transit service throughout Volusia County. The governmental entity is managed by McDonald Transit, a private, for-profit corporation. The current public-private relationship has proven successful in the provision of fixed-route and paratransit service and it would be advantageous for Volusia County's fixed-route and paratransit services to remain under the existing structure.

Service Standards

The Votran service standards that have been established to provide oversight of the coordinated system are shown in Table 18.

Table 18: CTC Service Standards

Service Standard	Policy/Measure
Drug and Alcohol Testing	The Volusia CTC complies with the Federal Transit Administration and U.S. Department of Transportation regulations for drug and alcohol testing. All contractors must also comply with these regulations.
Contract Monitoring	Votran utilizes a Contract Compliance Officer who routinely monitors contracts and conducts on-site visits of the existing contractors. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Monitoring of standards is done on a monthly basis using statistical reports generated by a computer assisted scheduling program. Monthly reports are presented to the TDLCB.
Payment to Contractor	Payments to contractors will be made no later than 7 working days of receipt of payment from the purchasing agency, in accordance with Chapter 287.0585, Florida Statutes.
Driver/Vehicle Identification	All Votran drivers and contract operators are required to wear uniforms and picture identification badges. All vehicles are plainly marked with the name of the company in a prominent location.
Complaints	Votran has signs posted in all paratransit vehicles with the local toll free numbers to call for complaints and commendations. The local standard for complaints is no more than 0.85 complaints per 1,000 passenger boardings on the Votran Gold Service and no more than 1.7 per 1,000 boardings for the contracted operators. If a complaint cannot be resolved, customers should request a copy of the adopted Grievance Procedure or call the FCTD Ombudsman Hot Line at (800) 983-2435.
Seating Standard	All Votran and contractor vehicles seating shall not exceed the manufacturer's recommended capacity. Votran's automated scheduling system assigns customers to runs based on the seating capacity of the vehicle. All Votran vehicles are lift equipped to accommodate a mix of ambulatory and wheelchair customers for efficiency of multi-loading.
Passenger Loading Assistance	All Votran and contract operator drivers are required to be certified in Passenger Assistance Training. At a minimum, training includes wheelchair/mobility device loading assistance, securement and storage, seatbelt securement, door-to-door service, sensitivity awareness of persons with special needs and cultural diversity. Drivers will not go beyond the first floor of a multi-family residences. Drivers will not enter a person's home or room at a living facility. The customers are expected to be waiting on the first floor. If a client needs assistance leaving the inside of their home, they should travel with an escort.
Smoking, Eating, and Drinking	Passengers and drivers are prohibited from smoking, eating, or drinking on any vehicles in the coordinated system. Appropriate signage has been posted in all vehicles.
Passenger Property	Personal belongings that can be carried by the passenger in one trip and can be safely stowed on the vehicle may be transported at the risk of the passenger at no additional charge. Drivers are not responsible for or expected to load and unload passenger property.
Vehicle Transfer Points	If the transferring of paratransit customers is attempted, the transfer point shall be safe and secure.

Table 18: CTC Service Standards (Continued)

Service Standard	Policy/Measure
Child Restraints	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 approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used. The child's escort is responsible for providing the child restraint device and properly installing the device in the Votran vehicle. The driver should review and approve the installation before the vehicle departs from the pickup point.
Escorts and Children	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 and will be transported at no cost. Only one (1) escort may ride free of charge. A companion may ride for the applicable fare on a space available basis. A parent or guardian escorting an under age child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service. In cases where it is not evident that the individual needs an escort, medical documentation stating the reason for an escort is needed and will be required. Agencies that schedule under age children for services will be responsible for providing escorts or bus aides if a parent or guardian does not accompany the child.
Passenger Trip Database	Votran maintains a database of all registered customers in the partial brokered program. The database tracks customer information and service requests. Contract operators are given daily manifests with customers names, pick-up and drop off times, and locations, and any other pertinent information (i.e., traveling with a wheelchair or mobility device).
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 designated on the manifest. If a vehicle arrives earlier than the scheduled time on the manifest, the driver must wait until the designated time. If the individual is not ready at the designated time, the trip may be placed on will call and the individual will be required to call in when they are ready to be picked up. Individuals placed on will call must be picked up within one (1) hour from the time they call. If an individual is not picked up within one (1) hour, the trip will be classified as a missed trip.
On-Time Performance	The Votran on-time performance standard is 90 percent for all completed trips.
Advance Reservations	Trips may be scheduled at a minimum of one (1) day prior to the date of travel and at a maximum of one (1) week in advance of the date of travel, with the exception of subscription service.

Table 18: CTC Service Standards (Continued)

Service Standard	Policy/Measure
Cancellations and No-Shows	<p>Individuals, their guardians, or agency sponsor must cancel trips as soon as they become aware that the trip will not be made. Trips must be cancelled no later than one hour prior to the scheduled pickup time to avoid being classified as a no-show. Cancellations received less than one hour prior to the scheduled pickup time or at the person's door will be classified as a no-show. If the individual responds to any no-show notification and provides acceptable, verifiable evidence that the no-show was due to an unforeseen and unavoidable circumstance or an error in scheduling, then the missed trip will not be counted as a no-show.</p> <p>Customers may have no more than six cancellations in one month. More than six cancellations will be subject to the same progressive action as no-shows.</p> <p>Customers may have no more than three no-shows within a ninety day period. Customers with more than three no-shows in a ninety day period will be added to a watch list and monitored for repeat offenses. Customers with subscription service will have their standing order suspended for a fixed period of time.</p> <p>When a customer receives a no-show, Votran will send a letter outlining the offense. The letter will indicate whether the customer is receiving a warning and/or a notification of suspension of service. Each offense, regardless of outcome, shall be identified to the customer so that they are aware of the possibility of suspension should the behavior continue. The Votran no-show policy is presented in Appendix B.</p>
Driver Criminal Background Screening	All drivers in the coordinated system are subject to a Florida Department of Law Enforcement (FDLE) criminal background check.
Training	Votran drivers participate in a six week training session that includes defensive driving, driver safety, passenger sensitivity, wheelchair securement, and customer service. The first phase of training consists of instruction by training supervisors and staff that specialize in certain subjects. The second phase consists of on-the-job training. Drivers within the coordinated system are not currently required to be trained in cardiopulmonary resuscitation (CPR) or first aid techniques.
Public Transit Ridership	Votran has screening/certification and re-certification processes to determine eligibility for use of the door-to-door service referred to as Votran Gold Service. Persons who are ineligible to use the Votran Gold Service are encouraged to use the fixed-route service. Votran has established a goal of 15 percent for referring paratransit applicants to the fixed-route service. Votran also offers travel training for those persons who are unfamiliar with the fixed-route service.
Accidents	Votran's established preventable accident standard is no more than 1 preventable accident per 100,000 vehicle miles of service.
Roadcalls	Votran has an established roadcall standard of no more than 1 roadcall per 7,500 miles. A roadcall is defined as any situation in which a revenue vehicle, while in service, requires attention from someone other than the revenue vehicle operator, to restore the vehicle to operating condition.
Call Hold Time	Votran's goal is to have an average hold time of no more than 3 minutes. The 3 minute standard is to be achieved for 90 percent of the calls completed. The call hold time is monitored through a computerized automated call distribution system.
Vehicle Cleanliness	All vehicles in the coordinated system are required to be clean and follow the prescribed maintenance programs. Votran vehicles are cleaned, fueled, and maintained daily. Votran Road Supervisors randomly inspect contractor vehicles for cleanliness. Votran also inspects all contractor vehicles and maintenance records.

Table 18: CTC Service Standards (Continued)

Service Standard	Policy/Measure
Vehicle Heating/Air Conditioning	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. If an air conditioning or the heater is not functioning properly, the vehicle will be taken out of service until repaired. Votran vehicles are checked daily and contractor vehicles are spot checked by road supervisors. All contractor vehicles are inspected and heater/AC units are checked at a minimum annually.
Two-Way Radio Communication/Technology	All vehicles in the coordinated system have two-way communication systems. Base stations are manned with dispatchers at all times to ensure constant communication with the drivers. Votran and the contract operators have established radio policies and procedures.
Out-of-Service-Area Trips	Votran no longer provides Medicaid transportation or out-of-service-area trips. Medicaid recipients in need of out-of-service-area trips should contact LogistiCare, the County's Medicaid NET provider.
Service Interruptions	Votran has an established standard of no more than 1 service interruption per every 15,000 miles.
Passenger Ride Time	Passengers will not be required to ride on the vehicle longer than 1 hour within the local community and 2 hours for cross-county service, with the exception of agency group trips. The length of trips provided under the ADA paratransit service must be comparable in length to those offered on Votran's fixed-route service.
Service Animals	Service animals are welcome at all Votran facilities, on all Votran vehicles, and on all private contractor vehicles per Florida Statute 413.08. All other uncrated animals are prohibited.
Fare Collection Policy	All customers are expected to pay their fare at the time that they receive transportation services. Passengers must have exact change; drivers do not carry money.
Oxygen Transport	Oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contract operators are not permitted to supply, connect, or disconnect oxygen.
Will Calls	If a passenger is not ready when the Votran Gold Service vehicle arrives, the passenger will be placed into "will call" status. The passenger should contact Votran when they are ready for their return trip. The passenger will be picked up as soon as a vehicle is available within an hour of the call.

Local Complaint and Grievance Procedure/Process

Votran in conjunction with the TDLCB has developed and implemented rules and procedures for resolving complaints. The adopted grievance procedure for Volusia County is presented in Appendix H.

SECTION 3: QUALITY ASSURANCE

MONITORING AND EVALUATION PROCESSES

Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

As part of the operator and coordination contractor monitoring process, Votran conducts an initial inspection to ensure that all requirements are met prior to the provision of any 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.

After transportation services have been initiated, Votran conducts quarterly monitoring inspections to ensure ongoing compliance with the contract requirements. Contract operators are evaluated based on driver's records including physical certification, inspection of trips in the field, verification of the trips provided, management of the complaints received by the CTC, vehicle inspections, etc. Coordination contract agencies operating Section 5310 vehicles are evaluated based on driver's records including physical certification, vehicle maintenance logs, trip logs, current certificates of insurance, safety mechanisms, vehicle condition, vehicle title, etc.

After the evaluations are completed, Votran will note any issues along with the appropriate corrective action. Operators and coordination contractors must follow the following process for correcting any deficiencies that are noted during the quarterly monitoring process.

1. Operators and coordination contractors are permitted 30 days to implement corrective actions for minor deficiencies that do not affect safety or customer satisfaction with service.
2. Operators and coordination contractors are permitted 10 days to implement corrective actions for major deficiencies, including safety issues, non-compliance with the drug testing requirements, and/or the inability to meet schedules. If the deficiencies are not corrected within 10 days, Votran will cancel the contract.

The Quality Assurance Committee of the TDLCB will receive copies of the operator and coordination contractors' quarterly monitoring report as part of the CTC annual evaluation. After reviewing the reports, the Quality Assurance Committee will make recommendations to the CTC

on any improvements or corrective actions that need to be implemented.

CTC Evaluation

In accordance with the FCTD CTC Evaluation Workbook, the TDLCB conducts an annual evaluation of the Volusia County CTC. The purpose of the annual review is to evaluate the CTC's performance over the previous year.

In addition, the FCTD conducts a triennial Quality Assurance and Program Evaluation (QAPE) reviews as part of FCTD's monitoring process. The QAPE review is conducted by an independent auditor on behalf of the FCTD and in compliance with the detailed tasks listed in the FCTD's monitoring tool. Using a series of interviews and system record inspections, the QAPE auditor evaluates the system based on the FCTD standards, local standards, and ADA requirements. The most recent Votran QAPE, the Votran Corrective Action Plan, and the TDLCB CTC Evaluation are included in Appendix I.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The rate structure is the same for all TD trips within Volusia County. The TD rates presented below were determined using the FCTD standardized rate model spreadsheets which consider past and projected costs and revenues associated with Votran's transportation services. The rate model is updated annually by Votran to reflect changes in revenues and expenditures.

The rates that were calculated using the FCTD model will be approved by the TDLCB and the FCTD. The TDLCB will continue to monitor the rates on an ongoing basis to determine when (and if) these rates need to be modified due to changes in the cost of delivery of trips. For further details, the rate model worksheets are presented in Appendix J and the existing Votran fare structure is shown in Table 19.

FCTD Calculated Rates

Ambulatory One-Way Trip:	\$15.13
Wheelchair One-Way Trip:	\$25.94

Table 19: Votran Fare Structure

Votran Fare Structure	
Adult cash fare/single ride	\$1.25
Senior citizens - 65 or older/youth (ages 6-17)/ or persons with disabilities (Must show Government issued I.D. card showing valid proof of age or Volusia County school student I.D. card.)	\$0.60
Children (under age 6 with adult fare-paying passenger. Limit three children)	Free
Ten full fare tokens	\$11.25
Ten senior citizens 65 or older/youth (ages 6-17)/ or persons with disabilities tokens	\$5.40
Value Passes	
All-day pass	\$3
3-day pass	\$6
7-day pass	\$12
31-day pass	\$40
Volusia/Downtown Orlando I-4 Express Link	
Adult cash fare/single ride	\$3.50
Senior citizens (65 or older/youth (ages 6-17)/ or persons with disabilities (Must show Government issued I.D. card showing valid proof of age or Volusia County school student I.D. card.)	\$1.75
Senior citizens monthly pass (Calendar month)	\$40
Ten full fare tokens	\$31.50
Ten senior citizens 65 or older/youth (ages 6-17)/ or persons with disabilities tokens	\$15.75
Monthly pass (Calendar month)	\$80
Votran Gold Service	
One-way fare	\$2.50

APPENDIX A: SUMMARY OF EXISTING PLANS AND DOCUMENTS

State of Florida TD Five-Year/Twenty-Year Plan

Developed by the Commission for the Transportation Disadvantaged (CTD), this plan is required under the Florida Statutes and includes the following elements:

- Explanation of the Florida Coordinated Transportation System
- Five-Year Report Card
- Florida Office of Program Policy Analysis and Government Accountability Review
- Strategic Vision and Goals, Objectives, and Measures

The Long-Range and Five-Year strategic visions were reviewed and used for guidance and are indicated below.

Long-Range Strategic Vision

Create a strategy for the Florida CTD to support the development of a universal transportation system with the following features:

- A coordinated, cost-effective multi-modal transportation system delivered through public-private partnerships.
- A single, uniform funding system with a single eligibility determination process.
- A sliding scale of fare payment based on a person's ability to pay.
- Use of electronic fare media for all passengers.
- Services that are designed and implemented regionally (both inter-county and inter-city) throughout the state.

Five-Year Strategic Vision

Develop and field-test a model community transportation system for persons who are TD incorporating the following features:

- Statewide coordination of community transportation services using Advanced Public Transportation Systems including Smart Traveler Technology, Smart Vehicle Technology, and Smart Intermodal Systems.
- Statewide coordination and consolidation of community transportation funding sources
- A statewide information management system for tracking passenger eligibility determination.

- Integration of Smart Vehicle Technology on a statewide multi-modal basis to improve vehicle and fleet planning, scheduling, and operations. This effort includes vehicle and ridership data collection, electronic fare media, and geographic information system (GIS) applications.
- Development of a multi-modal transportation network to optimize the transportation system as a whole, using Smart Intermodal Systems. This feature would be available in all areas of the state via electronic access.

VOTRAN East Side Transit Study

The Votran East Side Transit Study was completed in June 2009. Six initiatives from the VOTRAN 2007-2016 TDP were addressed in this study, including:

- Conduct east side comprehensive operations analysis (COA)
- Increased service frequencies on U.S. 1 corridor
- Improvements to Beach Service Area
- East-West service (Route 60) frequency improvements
- Improve service frequencies on selected routes
- Review Saturday, Sunday, and evening schedules

Major findings from the study include:

- The overall design of the VOTRAN east side route network is strong in terms of affording mobility to customers and residents.
- There is a need to position the transit system for future network growth by using the Ormond Town Square or Wal-Mart Supercenter located at Granada and Williamson Boulevards, just east of I-95 as a secondary transit transfer center.
- The frequencies on Routes 3 and 4 should be increased to 30 minutes.
- The frequency on Route 60/61 should be increased to 30 minutes between the Transfer Plaza and the Volusia Mall.
- Consideration should be given to expanding night service to Routes 7 and 12.
- Consideration should be given to expanding Sunday service to include the entire spine route network and core route network.
- The lower performing routes are classified as Routes 5, 6, 8, 9 and 11.

- Better connections between the northwest sector and the east service area should be explored.
- Creating a new route from Ormond Town Square to the Volusia Mall along Williamson Boulevard may provide opportunities for route realignments and serve the new Ormond Memorial Hospital.
- Based on the average trip cost in New Smyrna, a flex type service that operates in zones should be implemented.
- VOTRAN should plan for the expansion of its service area as Developments of Regional Impact (DRIs) are developed within the county.
- VOTRAN should continue to refine plans to serve the new commercial development along Dunlawton and I-95.
- Route realignments to eliminate the loop on Route 5 and the segment west of the Volusia Mall to the Farmer's Market on Route 11.
- Extend Route 1B south on Williamson to service the new Ormond Memorial Hospital.
- Extend Route 12 into the Pavilion DRI.

Votran West Side Transit Plan

The 2007 West Side Transit Plan identified recommended service plans for the near-term, SunRail service to DeBary, and SunRail service to DeLand. Since the completion of the 2007 plan some improvements have been implemented while others have been revised based on existing needs and trends. The recommendations presented below are from the initial plan.

Near-Term Improvements (FY 2007) –

- Truncate the two southern branches of Route 20 and terminate the service at the Market Place Shopping Center.
- Extend Route 21 to the Deltona Community Center near Lakeshore Drive and the new Wal-Mart Supercenter on SR 415.
- Extend Route 22 to the Deltona Community Center near Lakeshore Drive and the new Wal-Mart Supercenter on SR 415.
- New Route 23 to replace the Route 20 service on Charles Beall Boulevard, Volusia Medical Center, and Saxon Boulevard.
- Conduct a detailed assessment to determine whether to modify or discontinue Route 24 based on its low ridership and poor productivity.

SunRail service to DeBary (FY 2010) –

- Extend Route 20 west from Market Place Shopping Center.
- Extend Routes 21 and 22 along the planned Saxon Boulevard extension to the DeBary station.
- Extend Route 23 west from Market Place Shopping Center.

SunRail service to DeLand (FY 2012) –

- Extend Route 60 west to the DeLand SunRail Station via International Speedway Boulevard south on Spring Garden Avenue, west on New York Avenue, and west on Old New York Avenue.

Votran Transit Development Plan Major Update 2012-2021

The most recent major TDP update was developed in 2011 and adopted by the County Council on October 6, 2011. The current TDP focuses on four primary service areas including:

- Maintain and improve existing service
- Connections to SunRail, beginning with bus service and building premium intra-county network
 - Local service providing countywide connectivity
- Flex-service to new areas, allowing lower costs assessment of service demand and offering community circulation
- Trolley service in New Smyrna Beach (potential CRA funding support)

In addition to these focus areas the existing TDP maintained the goals and objectives of the previous TDP described below, while also focusing on elements that would allow public transit to transition from a social service model to an infrastructure model. The current TDP identifies a corridor approach for future transit service and amenities and provides information on directing land uses to support increased transit service levels and modes. Due to the economy the current TDP includes a status quo financial plan and a vision financial plan. All improvements not funded through federal, state, and/or private sources are included in the vision financial plan as the County does not envision additional transit funding availability in the near future. It is clear that an additional revenue sources will be necessary to expand transit service and infrastructure.

Votran Transit Development Plan Major Update 2007-2016

The most recent major TDP update was developed in 2006 for FY 2007 through FY 2016. The needs and opportunities identified in the TDP were grouped into two general categories: Votran service planning areas and key focus areas and strategic initiatives. Key service planning areas included:

- West Side
- South East
- Beach Service
- East Side
- Paratransit Services

The TDP identified the following key focus areas and strategic initiatives that were considered to impact the overall Votran system:

- Commuter Rail
- Technology
- Infrastructure and Facilities
- Other Capital Items
- Community Relations, Outreach, and Marketing Activities
- Transit Education Programs
- Coordination/Interaction with Local Governments and Other Agencies
- Florida Growth Management Act and Proportionate Fair-Share Transit Opportunity
- SAFETEA-LU Programs

Key projects and services that were recommended for implementation over the ten-year planning period include:

- Pursue a long-term dedicated funding source.
- Establish the DeLand Intermodal Center.
- Modify routes on the west side to accommodate the Central Florida Commuter Rail.
- Develop feeder service to support the Central Florida Commuter Rail.
- Increase frequency of service in the US 1 corridor.
- Improve frequencies.

- Improve beach area service.
- Review Saturday, evening, Sunday, and holiday schedules.
- Plan additional express bus service along major corridors (candidate corridors include US 1, Nova Road, A1A, and ISB).
- Continue to work toward the establishment of a countywide policy for the installation of shelters and benches (should include design guidelines, location, placement, and physical characteristics).
- Develop and implement super stops.

In addition, the TDP specified other actions, including the planning and implementation of federal grant programs, monitoring technology advancements applicable to public transportation, working with government agencies to achieve better bus stop accessibility, tracking performance, encouraging public input, and marketing activities to advertise, educate, and generate additional ridership.

Examination of Night Service Alternatives for Volusia County DBA Votran

Based on the increased desire for Votran to provide later evening transit bus service and the considerable financial impact associated with the provision of later evening service, this plan was developed in 2002 to examine a variety of alternatives for the provision of night service so that the most suitable and fiscally-responsible option is identified for implementation. Based on an analysis using NTD data from peer group system, the study determined that Votran is not providing a service span that is typical for a system of its size. Based on the distribution of end times for its specific peer group, it would appear that Votran should be providing transit service until at least 10 p.m., with an overall service end time falling somewhere in the range of 10:30 p.m. to 12:30 p.m.

Seven service options were analyzed for possibly having application in Volusia County for the specific purpose of improving nighttime mobility, including:

1. Vanpools
2. “Super” Gold Service
3. Shared-ride taxicab service
4. Taxicab vouchers
5. Fixed-route bus service – Eastside
6. Fixed-route bus service – Eastside & Westside
7. Combination of fixed-route bus service & “super” Gold Service

This study concluded that based on consideration of the advantages and disadvantages of each of the night service alternatives, as well as their cost-per-trip estimates, Votran and the County Council should pursue the implementation of nighttime fixed-route bus service in the Eastside core. The study also noted that implementing the service on the smaller scale would provide Votran and the county officials with the opportunity to gauge the initial level of demand for night transit service, as well as the success of this alternative in meeting that demand, while keeping the initial investment comparatively low. Votran, as funding allowed, implemented the recommendations from this plan.

Votran Transit Development Design Guidelines

This document presents a set of development design standards that should be considered during the planning and designing of future developments or redevelopment projects. The guidelines developed by Votran include transit thresholds that should be exceeded during the review process and a checklist to be used during the evaluation of how well the development will accommodate transit vehicle circulation and provide for accessibility to transit services. The complete document includes land use considerations, bus stop siting and design criteria, and suggestions for further consideration. The document may be downloaded from the Votran website at <http://volusia.org/votran/VOTRAN%20Transit%20Design%20Guidelines.pdf>.

Volusia County Transportation Disadvantaged Service Plan

The Volusia County Transportation Disadvantaged Service Plan (TDSP) Major Update was completed and approved by the Local Coordinating Board (LCB) on September 13, 2006. The TDSP is used by the CTC and the LCB to maintain and/or improve transportation services for the Transportation Disadvantaged (TD) and to serve as a framework for performance evaluation. The TDSP is updated annually and submitted to the Florida CTD for final approval. Volusia County services under the TD program are provided funding from state TD funds, local revenues, and private sources.

In November 1993, Volusia County Government was designated as the CTC in Volusia County and has been reauthorized under a Memorandum of Agreement (MOA), with the last reauthorization occurring in 2007. The day-to-day operations of the public transit system, including the TD program, are delegated to Votran through a management contract. Votran operates the majority of its trips in-house; however, the system is partially brokered to private-for-profit operators.

Barriers to coordination that were identified in the 2006 TDSP include:

- In Volusia County there is more demand for TD services than supply.
- Some social agencies have had their transportation funding reduced, resulting in the burden being shifted to the TD program.
- Medicaid is an administrative encumbrance.
- The development patterns in Volusia County make the delivery of transportation services difficult and costly.

The five-year trend analysis presented in the TDSP indicates that the performance measures decreased in FY 2002 and FY 2003; however, in FY 2004 and FY 2005 Votran experienced increases in passenger trips, vehicle miles, revenue miles, and operating expenses.

Volusia TPO 2035 Long Range Transportation Plan (LRTP)

The 2035 Volusia LRTP is the fundamental planning document for long-range transportation system development in Volusia County. The projects included in the LRTP will utilize federal and state funds and may be pursued by the TPO area over the next 25 years. The plan must be “cost feasible”; therefore, financial resources that will cover the cost of the projects must be identified. The TPO has assumed a ½ cent Transportation Surtax approved by local voter referendum will be in place by 2016.

The LRTP has five specific goals for an integrated system to support economic development, allowing for the effective movement of people, goods, and services necessary to maintain and enhance quality of life:

- Goal 1: Ensure that our transportation network considers the mobility needs of all user groups equally and is developed and managed in ways that foster safety and security.
- Goal 2: Develop transportation systems that contribute to the economic vitality of the region and ensure that they are designed, located, and constructed in an environmentally sustainable manner.
- Goal 3: Consider the timing and location of transportation improvements to preserve and ensure existing urban areas and to recognize the development of our future.
- Goal 4: Develop an efficient transportation system that promotes a wide range of transportation options and integrates these options cohesively with the surrounding community.

- Goal 5: Develop a transportation system that most effectively utilizes the financial resources available and improves the quality of life for residents.

The LRTP update had an extensive public involvement process, which included surveys, “Make Your Mark” activities, and various public meetings. The public input indicated fairly strong local support for expanding public transit. That input, along with other TPO planning efforts, encouraged the TPO Board to participate in a workshop regarding the development of public transit that ultimately led to the decision to incorporate a sales tax into the plan. A very specific policy statement also was adopted by the Board to this effect. The table below presents the transit projects that are included in the 2035 LRTP.

Volusia TPO 2035 LRTP Transit Projects

Tax Funded Transportation Options**								
Project	From	To	Year <i>(start service)</i>	Number of Vehicles	Capital Costs (millions) <i>Year of Expenditure</i>	Operating Costs (millions) <i>Year of Expenditure (Transit)</i>	Project Type	Description
Added Bus Service – DeBary/DeLand	West Volusia Area	DeBary/DeLand Sunrail Station	2015	3	\$0.00	\$0.00	bus	Added bus service to support SunRail operations starting in 2015. Service is funded by the Department of Transportation for first 7 years.
Added Rail Station - Daytona Beach Area	Daytona Beach		2015	N/A	\$0.00	\$0.00	rail	Platform Station for establishing intercity rail service by Amtrak along the Florida East Coast rail line. Project will be funded through a federal grant and is not part of the TPO priority process.
Added Bus Service - US 1 Corridor	Port Orange	Ormond Beach	2016	3	\$1.76	\$26.90	bus	Add busses to improve the frequency of existing service on US-1 to 30 minutes.
Added Bus Service – SR A1A Corridor	SR 40 (Granada Blvd)	SR 421 (Dunlawton)	2016	2	\$1.17	\$17.93	bus	Add busses to improve the frequency of existing bus/trolley service on SR A1A to 15 minutes and expand seasonal trolley service to year around.
Added Bus Service – Cross-county*	Daytona Beach	DeLand	2018	3	\$1.84	\$24.76	bus	Add busses to improve the frequency of cross county service on US-92 to 30 minutes and extend routes to the SunRail Station in 2020.
Added Bus Service - East Volusia	Port Orange	Ormond Beach	2018	4	\$2.46	\$33.02	bus	Add busses to improve the frequency of service in Port Orange and Ormond Beach to 30 minutes and add night and Sunday routes in Port Orange.
Added Bus Service - West Volusia	Crown Center (Saxon & US 17/92)	Northgate Plaza (US 17 & 92)	2018	3	\$1.84	\$24.76	bus	Add busses to the existing route in West Volusia operating along US 17/92 to improve the frequency of service to 30 minutes.
Added Bus Service - Daytona Beach*	DBIA	Transfer Plaza	2018	3	\$1.84	\$24.76	bus	Add busses to improve the frequency of service in the core areas of Daytona Beach to 15 and 30 minutes.
Added Bus Service - Cross county	New Smyrna Beach	DeLand	2018	2	\$1.23	\$16.51	bus	Start a new service that will improve access across Volusia County in the southern portion of the county.

Volusia TPO 2035 LRTP Transit Projects

Project	From	To	Year (start service)	Number of Vehicles	Capital Costs (millions) Year of Expenditure	Operating Costs (millions) Year of Expenditure (Transit)	Project Type	Description
Added Bus Service - Deltona Circulator	Deltona Area	Deltona Area	2020	2	\$1.29	\$15.02	bus	Add busses to existing service to increase the frequency to 30 minutes in the City of Deltona.
DeLand Circulator (Trolley)*	Downtown DeLand	Rail Station (Sunrail/Amtrak)	2020	3	\$1.94	\$22.52	bus	Start a new trolley bus circulator system in the downtown DeLand area with increased service for the local area.
Daytona Area Circulator (Trolley- TBD)*	Downtown Daytona (ISB)		2020	4	\$2.58	\$30.03	bus	Start a new trolley service that provides direct connections to key destinations and increased frequency of service via a downtown circulator system.
Added Bus Service - Rural Northwest	Pierson	Crescent City (Route 24)	2020	2	\$1.29	\$15.02	bus	Proposed through the Make Your Mark planning sessions and by the LRTP Subcommittee, this includes additional busses needed to restore and expand service in north-west Volusia.
Commuter Rail (SunRail) Expansion	DeBary Station	DeLand Station	2020	N/A	\$0.00	\$0.00	rail	Extend Sunrail commuter rail service to the DeLand Amtrak Station as outlined in the existing project plans and agreements.
DeLand Rail Spur	DeLand Amtrak Station	Downtown DeLand	2025	1	\$13.40	\$9.61	rail	Provide a connection along the existing rail spur from the Sunrail station (DeLand Amtrak station) to downtown DeLand near Woodland Blvd. Project capital costs presume Federal funding (local match is 25%)
Transit Corridor System Bus Rapid Transit	DeLand	Daytona Beach	2030	6	\$34.50	\$24.78	bus	Add enhanced transit connections operating on the main corridors and between east and west Volusia County. Project capital costs presume Federal funding (local match is 25%)
TOTAL					\$67.1	\$285.6		

* Projects are components of an East-West Corridor System between DeLand and Daytona that supports development of a Bus Rapid Transit service

** Local revenue source includes 1/2 cent Transportation Surtax beginning in year 2016.

NOTE: The Transit plan was developed in coordination with Voltran planning staff. Financial details and start of service is subject to change.

Source: Volusia TPO 2035 LRTP Summary Report

Volusia TPO Transportation Improvement Program

The Transportation Improvement Program (TIP) for Volusia County identifies the financially feasible projects that can be planned or constructed from FY 2012-2016. Consistent with the transportation projects identified in the LRTP, the TIP provides funding sources that will advance each project over the five year timeframe. With regard to the TDSP, trip and equipment and planning grant funds have been identified for Volusia County. While funding is anticipated to decrease in FY 2013, funding levels resume in FY 2014; therefore, impacts to service should be minimal. In addition, the TIP identifies public transit service and facilities that will be implemented by Votran. Many of these projects, with exception to the International Speedway Boulevard (ISB) Bus Rapid Transit (BRT), have been included in the FY 2012-2021 TDP that was also reviewed as part of the TDSP development process.

Volusia County Comprehensive Plan

Volusia County 's goal is to provide a coordinated multimodal transportation system that serves the needs of current and future residents in such a way as to encourage energy efficient land use patterns and discourage urban sprawl. To this end, the County's comprehensive plan has a number of objectives and policies within its Future Land Use and Transportation Elements that promote the use of transit and other alternative modes of transportation.

Within its Transportation Element (TE), the County intends to implement programs to provide a safe, convenient, and energy efficient multimodal transportation system (Objective 2.1.1), which helps to reduce vehicle miles traveled and greenhouse gas emissions. This objective is also consistent with and supported by the new transportation planning requirements of Section 163.3177(6)(b), Florida Statutes. The County's TE contains policies that speak to developing strategies to facilitate the use of alternative modes of travel, aided by multimodal terminals, park-and-ride lots, and bike/pedestrian facilities along corridors which provide transit service (Policies 2.1.1.6, 2.1.1.20, and 2.1.1.21). Volusia County also has a number of policies in Objectives 2.1.1, 2.1.2, 2.1.5 that promote and support the use of transit. The Policies in Objective 2.1.1 require coordination with FDOT, the Volusia TPO, METROPLAN, Orlando, Votran, LYNX, other agencies, and the municipalities within the county relative to the County's efforts to develop and provide efficient and effective public transportation and other commuter assistance programs (Policies 2.1.1.7, 2.1.1.9, 2.1.1.10, 2.1.1.11, and 2.1.1.15). Policy 2.1.2.3 in Objective 2.1.2 speaks to coordination of the transportation system with the Future Land Use Map. The policies in Objective 2.1.5 speak to coordination with the TPO, Votran, and other agencies and units of government relative to the provision of passenger amenities along major public transportation corridors,

particularly to meet the needs of transportation disadvantaged passengers. Policy 2.1.6.5 in Objective 2.1.6 establishes LOS for fixed route public transportation.

Within its Future Land Use Element (FLUE), the County also has provisions that are supportive of the use of transit. One goal of the FLUE is to ensure that future growth is timed and located in such a way as to maximize the efficient use of public infrastructure (Goal 1.1). To this end, Policy 1.1.1.6 requires all neighborhood, community, and regional shopping centers to include bicycle parking areas and bus bays and shelters, where appropriate, to encourage alternative transportation modes. Policy 1.1.1.7 states that regional shopping centers should be served by mass transportation routes and designed to accommodate mass transit riders and amenities. Finally, Policy 1.1.3.5 requires that new urban developments be located inside urban areas with direct access to mass transit routes.

City of Daytona Comprehensive Plan

The City of Daytona Beach has a Mass Transit section within the Transportation Element of its comprehensive plan. The purpose of the Mass Transit section is to encourage coordination with Votran on improvements to transit service within the city. To accomplish this purpose, Goal 1 is to encourage Votran to continue to provide a coordinated mass transit system to City residents at an acceptable level of service, including beachside trolley service (Objective 1.1), bus service (Objective 1.2), and bus transfer facility and bus stop amenities (Objective 1.3). The City also has a policy that requires fixed-route public transportation when minimum residential and non-residential floor space thresholds are exceeded (Policy 1.4.1).

Goal 2 of the Mass Transit section seeks to retain and expand transit service for older adults, persons with disabilities, and other transportation disadvantaged groups with both regular and specialized service, including paratransit services such as buses with wheel chairlifts (Objective 2.1). The City also will encourage participation in a regional commuter rail system as part of its citywide multimodal transportation system (Goal 3, Objective 3.1).

City of DeLand Comprehensive Plan

The City of DeLand has goals, objectives and policies within its Transportation and Future Land Use Elements relative to the promotion and support of transit use.

Goal t-1 of the Transportation Element is to develop an integrated multimodal transportation system that meets or exceeds the city's existing and future transportation needs through 2020.

Based on Policy t1.1.13, the City will work with the Volusia TPO and Votran to develop numerical indicators against which the achievement of the community's mobility goals can be measured, including annual transit trips per capita. Policy t1.2.2 requires the City to coordinate the development and maintenance of the City's transportation system with FDOT, the TPO, and the County to facilitate a coordinated system of roadways and public transportation.

The City also has a goal of developing an integrated multimodal transportation system within and to the established downtown area (Goal t-6) through improved traffic and pedestrian circulation systems in the downtown (Objective t6.1). Strategies to achieve this goal include parking provisions and pedestrian connectivity to public transportation (Policies t6.1.3 and t6.1.4). The City encourages alternative modes of transportation to single occupant vehicles (Goal t-7) to promote increased opportunities for public transportation, bicycle and pedestrian circulation systems (Objective t7.1). Strategies include sidewalk connectivity (Policies t7.1.1, t7.1.2, and t7.1.3) and preservation of future public transportation right-of-way and exclusive public transportation corridors (Policy t7.1.8). The City also periodically monitors the need for a downtown circulator trolley to alleviate travel on congested downtown streets (Policy t7.1.9).

Pursuant to Objective t7.2, the City will coordinate with the TPO to ensure that the provision of public transportation is considered in lieu of or part of major transportation construction projects (Policy t7.2.1), and the City will study the possibility of implementing a TOD overlay district to create incentives and design guidelines for TOD within targeted areas of the City (Policy t7.2.3).

With respect to the provisions in the FLUE, the City has policies that require the use of the neighborhood concept to promote the use of transit for all income ranges (Policy f1.2.2), encourage the location of high density residential land uses in areas with adequate existing services including transit (Policy f1.2.4), and require that alternative modes of transportation be made available inside special districts such as Neighborhood Redevelopment Districts (Policy f1.4.3). Policy f2.1.1.b requires that accessibility to public transportation be considered as part of the site plan review process. A number of other FLUE provisions speak to increasing densities where it supports transit use (Objective f8.1) and exploring the concept of TOD (Objective f8.2 and its policies).

City of Ormond Beach Comprehensive Plan

Within its Transportation Element, the City of Ormond Beach's multimodal strategy is to link transportation planning with land use planning (Objective 1.6). The implementing policies in this Objective establish criteria for, authorize the designation of, and map "multimodal corridors,"

which must include the presence of transit. These policies also speak to access to and connectivity along these corridors. Objective 1.7 and its implementing policies promote alternative modes of transportation through the construction and use of, among other things, transit facilities. Objective 1.8 and its implementing policies require the integration of transit supportive design provisions into the Land Development Code. Goal 2 of the City's TE addresses mitigation of transportation impacts, and Policy 2.1.3 allows the transit facility improvements and transit operation contributions as mitigation options. Policy 4.1.4 states that the City will develop a multimodal access guide in order to provide concise information about how to use various travel modes, including maps and graphics on how to use transit, transit information, times and distances of walks to and from transit stops to particular destinations, information on transit use for persons with disabilities, and information on transit amenities. Improved knowledge on the use and availability of transit will aid in the utilization of transit.

Within its FLUE, several of the future land use categories within the Future Land Use Map require the availability of transit, including General Commercial, Tourist Commercial, and Office/Professional designations as well as activity centers. The FLUE also requires that medium- and high-density residential developments as well as low-income and older adults housing be located near employment centers with access to mass transit routes (Policies 1.1.9 and 1.1.10). The FLUE also encourages TOD as a tool for enhancing community livability (Policy 1.1.14). The FLUE has several provisions which support the TOD concept and transit use strategies in the TE (Policy 2.4.9 and Objective 2.6).

City of New Smyrna Beach Comprehensive plan

The City of New Smyrna Beach Transportation Element has two goals that speak to transit use: the Mobility / Efficiency Goal and the Accessibility Goal. The Objective of the Mobility/Efficiency Goal is to guide the City in development of its future transportation system. To this end, Policy c promotes the use of alternative modes to reduce congestion and vehicle miles traveled. Strategies under this policy include a) development of a safe bicycle and pedestrian transportation system with access to public transit facilities, b) incorporation of transit in the review of all site plans and subdivision plats, c) increase in information to the public regarding available transportation choices, and d) encouragement of the use of public transit. Policy g establishes a transit level of service standard of 15-minute service during peak hour demand by 2020.

The objective of the Accessibility Goal is to develop a transportation system that is reliable and accessible to all potential users by creating a physical environment that supports access to public transit (Objective 1) and coordinating public transit with other transportation modes (Objective 2).

The policies within these two objectives address accessibility and amenities at bus stops, transfer sites, park-and-ride lots, distribution of schedules and literature about transit services, and the needs of the transportation disadvantaged.

The Sustainability Goal of the FLUE includes an energy efficiency objective that promotes transit use (Objective 1), a smart growth objective that encourages development at appropriate scale, form and density/intensity to support bus transit service (Objective 2 and Policy h). Objective 3 encourages land use patterns that increase the use of public transit (Policy c).

City of Deltona Comprehensive Plan

The City of Deltona strives to develop programs that ensure that current and future land uses are served by adequate transportation and multimodal system options (Goal T1 of the TE). To this end, the City will work with the TPO, Votran, and other units of government to develop and improve its mass transit and other ride sharing programs to expand ridership throughout the City (Policies T1-1.8 and T1-1.13). The City will also coordinate with the TPO, Votran, Volusia County, FDOT, and other transportation entities to ensure that the provision of mass transit is considered in lieu of or as part of major highway construction projects and ensure that transportation disadvantaged riders are adequately served (Policies T1-5.4 and T1-8.2). The City will continue to work with Votran to improve and/or expand existing local transit routes in order to connect them to larger, regional public transit systems (Policy T1-7.5).

Several provisions within the FLUE can be found relative to the use of transit services. Particularly, Policy FLU1-1.7 states that non-residential centers should be served by mass transit routes, and Policy FLU1-7.9 encourages residential developments to incorporate transit-oriented access and options. Commercial and mixed-use developments also are required to provide mass transit access (Policy FLU1-9.2).

City of Port Orange Comprehensive Plan

The City of Port Orange continues to support and participate in the transit system as planned by the TPO and operated by Votran and will continue to concentrate high-density residential land uses along major roadways and transit corridors. To this end, the City has adopted a Transportation Mobility Element (TME). Goal 1 of the TME establishes a transportation system that provides mobility, access and choices that encourage energy-efficient multimodal transportation through Mobility Improvement (MI) zones, which encompass the entire city. The objectives and implementing policies in this goal emphasize transit- and pedestrian-oriented and

context-sensitive site design standards and regulations for each of the MI zones. Mixed-use developments are required to provide access to transit facilities (Policy 1.5.1), and Policy 1.5.2 requires the City to develop a “complete streets” strategy by 2013, which includes a multiple transportation mode network that addresses access, circulation, and transit-supportive facility improvements. Policy 1.5.4 requires the City to create TOD Overlay Zones for select nodes and corridors so that the city can become more pedestrian- and transit-oriented.

In Objective 2.3 and its implementing policies, the City continues to work with Votran to achieve a level of service of 30 minutes or less headways and strives to achieve a 1.0 percent modal split for transit use by 2015. The policies address location and design for transit stops, passenger amenities, the land use type and density around transit stops, develop of park-and-ride lots, etc. The TME also includes policies that speak to vehicular and bicycle parking standards and guidelines that are intended to be supportive of transit use (Policies 2.9.7 and 2.11.3).

With Goal 1: Sustainability, the FLUE seeks to promote compact, mixed-use developments arranged to encourage and support transit use (Objective 1.1 and Policies 1.2.7, 1.3.3, 3.4.5, 3.4.6, and 4.1.4). Per Policy 5.3.3, the City will require higher densities upon redevelopment of residential property and coordinate with Votran to identify the most appropriate locations for transit stops in the Port Orange Town Center Redevelopment Area during the development application process.

City of Orange City Comprehensive Plan

The City of Orange City recently updated its comprehensive plan, particularly the Transportation and FLUEs, to shift the focus from a single transportation mode –the private automobile –towards multimodal transportation planning. The City’s goal is to progress from a residential and retail-based community to a more economically self-sufficient community –and as this occurs, a wider choice of transportation options will be needed. To this end, the City has recently adopted its “mobility plan” to move goods and people by providing mobility options and accessibility to residents and visitors so that they can participate in social and economic activities.

Within the TE, the City has revised its goals, objectives and policies to reflect its mobility planning goal (Goal 1, Objective 1.1, and implementing Policies 1.1.1 through 1.1.12) of incentivizing riders to use multiple modes of travel, including SunRail, Votran’s transit routes, and pedestrian and bicycle paths (Policy 1.1.1). The City intends to use ridership and revenue miles of service data as reported by transit service providers –and estimates of functional population within the transit service area to determine the degree of achievement of the goal to shift trips towards multiple

modes (Policy 1.1.10).

Within the FLUE, the City has amended various policies to support and promote its mobility plan and to support transit use (Policies 1.1.8, 1.1.9, 1.1.12, 2.2.2, and 5.1.1). It has also added a new Goal 10 to encourage the redevelopment of the US 17-92 corridor in order to stimulate neighborhood vitality in this area. Policy 10.1.2(2) in Goal 10 requires 1) pedestrian-scale features, amenities and design principles, 2) developments to be “transit-ready” whether current service is available or not, and 3) parking strategies supportive of transit use.

The City’s comprehensive plan focuses on the need to coordinate land use and transportation strategies in order to achieve its goal of improving and enhancing mobility within the city through greater access to transit and other modes, more attractive incentives, and pedestrian-friendly choices.

City of DeBary Comprehensive Plan

The City of DeBary’s goal is to facilitate the development of a cost-effective, coordinated, and energy-efficient multimodal transportation system for the movement of people and goods. This is reflected in Objectives 6.1, 6.3, 6.5 and 6.7. Policy 6.101 adopts the City’s Future Transportation Map 2025, which depicts, among other things, the City’s public transportation system, including specific trip generators, stations, terminals, and public transportation ROW. Objective 6.3 and its implementing policies require the City to provide for the protection of future ROWs for roads and mass transit facilities, including exclusive mass transit corridors. Objective 6.5 and its policies require the City to provide, through coordination with transit service providers, for efficient public transportation (including paratransit) services based on existing and proposed major trip generators, safe and convenient public transit terminals, and accommodation of passengers with special needs. Policy 6.502 states that the City will support the development of transit-supportive facilities, i.e. bus shelters, bus pull-outs, fringe parking facilities, and optimum street layouts. Objective 6.7 and its policies are relative to the SunRail commuter rail system, including encouragement of travel on SunRail, expansion of public transportation facilities (including bus routes and park-and-ride facilities), and the development of a program for bicycle and pedestrian connections along US 17/92 linking the SunRail station with other areas of the region. Policy 6.710 requires the City to develop alternative parking management strategies to encourage transit use.

City of Deltona Urban Design Master Plan

The Urban Design Master Plan of the City of Deltona establishes a “Nature” theme with the goal of embracing the natural resources of Deltona in an effort to promote and foster a public realm that attracts people to live, work, and play. The goal of the Urban Design Master Plan is to create a citywide “green” identity. Transit-related design elements incorporated in the Master Plan include:

- Decorative transit shelters planned along the three transit routes need to be consistent with the “Nature” theme
- The planned activity center located in the southeast quadrant of I-4 and Howland Boulevard is anticipated to be a major generator of employment and may justify additional transit routes and improvements to pedestrian access
- Transit stops with the highest use along the bus routes within the employment development areas shall provide shelters consisting of a bench and a trash receptacle located at back of sidewalk or back of curb. Avoid locating the shelter directly on the sidewalk or overhanging a nearby sidewalk.
- Development of partnerships with private social service providers and Volusia County are encouraged to develop a centralized social service hub at Providence Boulevard and Debary Avenue and/or the State road 472 Activity Center.
- Development of partnerships with developers and Votran are encouraged to incorporate public parking garages, and park and ride facilities in the employment development areas.
- Economic and regulatory incentives should be provided to incorporate public parking garages, and park-and-ride facilities in the development plans.

Investigation of Potential Local Area Transportation Alternatives for an Aging Population (Volusia TPO) November 2006

The purpose of this study was to investigate the socioeconomic and demographic characteristics of the persons born post-World War II period from 1946 through 1964, also known as the Baby Boomers, and persons who were age 65 years and older in 2000. The study area included Volusia County, the Town of Beverly Beach, the City of Flagler Beach, and the City of Palm Coast in Flagler County. Using a review of socioeconomic and demographic characteristics, a review of relevant literature, interviews, and discussion groups, the following recommendations were provided as strategies to meet the mobility needs of the aging population.

Transit Operations

- Regional transit system serving Flagler and Volusia counties
- Extended hours of operation

- Reduced headways
- Elder mobility management for planning
- Special event transit services for Bike Week, spring break, and other peak tourist periods
- Roadway design, including bicyclists and pedestrians (adoption of design features from Florida’s Traffic Engineering and Operations Office chapter on elder road users, *Traffic Engineering Manual*)
 - Six-inch-wide pavement markings for better visibility
 - Reflective pavement markings with 40-foot spacing
 - Large overhead street signs at busy intersections
 - Advance street name signs
 - Improvements to pedestrian features at intersections
 - Increased emphasis on effective traffic control through work zones

Other land use, infrastructure, and policy considerations

- Development of a safe-mobility action plan
- Adoption and promotion of universal design principals as related to transportation
 - Mixed-use development in new developments or in-fill
 - Dissemination of information on multimodal land use and transit-oriented development
 - Continued promotion and implementation of pedestrian and bicycle facilities
 - Support of affordable housing

APPENDIX B: LOCAL COORDINATING BOARD CERTIFICATION

Transportation Disadvantaged Local Coordinating Board (TDLCB) Membership List

<u>Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Email Address</u>	<u>Representing:</u>
County Chair Frank T. Bruno Jr. <i>Chairman</i>	123 W. Indiana Ave., rm 301 DeLand, FL 32720	386-736-5920	fbruno@co.volusia.fl.us	Volusia County
Patricia James	123 W. Indiana Ave., rm 101 DeLand, FL 32720	386-736-5956	pjames@co.volusia.fl.us	Association of Community Action
Diane Poitras <i>alternate: Jo Santiago</i>	133 S. Semoran Blvd. Orlando, FL 32807	407-482-7887	diane.poitras@dot.state.fl.us jo.santiago@dot.state.fl.us	FDOT
Clay LaRoche	210 N. Palmetto Ave. Suite 430 Daytona Beach, FL 32114	386-239-6208	clay_Laroch@dcf.state.fl.us	Dept. of Children & Families
Vacant <i>alternate</i>				Dept. of Children & Families
Chip Kent	P O Box 2118 DeLand, FL 32721	386-736-6753 ext. 20812	cnkent@volusia.k12.fl.us	Public Education Community
Vacant <i>alternate</i>				Public Education Community
Marilu Klopp	775 Harley Strickland Blvd Ste 102 Orange City, FL 32763	386-456-5320 ext. 105	marilu.klopp@vr.fldoe.org	Dept. of Education
Phyllis Heath <i>alternate</i>	775 Harley Strickland Blvd Ste 102 Orange City, FL 32763	386-456-5320 ext. 103	phyllis.heath@vr.fldoe.org	Dept. of Education
Dr. Douglas Beach	P O Box 671 Daytona Beach, FL 32115	386-253-4700 ext.233	dbeach@coaiaa.org	Elder Affairs
Shari Day <i>alternate</i>	P O Box 671 Daytona Beach, FL 32115	386-253-4700 ext. 216	sday@coaiaa.org	Elder Affairs
Mike White	123 W. Indiana Ave. DeLand, FL 32720	386-740-5102	mwhite@co.volusia.fl.us	Veterans Services Group
Jefferey Bumb <i>alternate</i>	250 N. Beach St Daytona Beach, FL 32114	386-254-4646	jbumb@co.volusia.fl.us	Veterans Services Group
Lisa Broward	921 Davis St., Bldg A, Ste 160 Jacksonville, FL 32209	904-798-4212	lisa.broward@ahca.myflorida.com	Health Care Administration
Dewece Ogden <i>alternate</i>	921 Davis St., Bldg A, Ste 160 Jacksonville, FL 32209	904-798-4267	dewece.ogden@ahca.myflorida.com	Health Care Administration

Transportation Disadvantaged Local Coordinating Board (TDLCB) Membership List

VOTRAN STAFF SUPPORT:

Heather Blanck	950 Big Tree Rd South Daytona, FL 32119	386-756-7496 ext. 4112	hblanck@co.volusia.fl.us	Votran
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TPO STAFF SUPPORT:

Carole Hinkley Transit Planner	2570 W. Int'l Speedway Blvd. Suite 100 Daytona Beach, FL 32114	386-756-7496 ext. 4123 (Votran)	cmhinkley@volusiatpo.org	Volusia TPO
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Pamela Blankenship Office Manager		386-226-0422 ext. 21	pblankenship@volusiatpo.org	Volusia TPO
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Karen Roch Receptionist		386-226-0422 ext. 31	kruch@volusiatpo.org	Volusia TPO
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Transportation Disadvantaged Local Coordinating Board (TDLCB) Membership List

<u>Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Email Address</u>	<u>Representing:</u>
Peter Cerullo	19 Tropical Drive Ormond Beach, FL 32176	386-441-5882	petercerullo@aol.com	Mass Transit
Judy Ryan	421 S. Keech St. Daytona Beach, FL 32114	386-238-4980 ext. 122	Judy_ryan@doh.state.fl.us	Medical Community
Sharol Robinson alternate	421 S. Keech St Daytona Beach, FL 32114	386-238-4980 ext. 122	Sharol_robinson@doh.state.fl.us	Medical Community
Rick Fraser	329 Bill France Blvd. Daytona Beach, FL 32114	386-323-7076	rickfraser@cbe-fvc.org	Work Force Dev. Board
André Anderson alternate	359 Bill France Blvd. Daytona Beach, FL 32114	386-323-7042	andreanderson@cbe-fvc.org	Work Force Dev. Board
Barbara Goldstein	12 Eclipse Trail Ormond Beach, FL 32174	386-676-2435	bgold@iag.net	Disabled Citizens
Judy Craig Alternate	1835 Anchor Avenue DeLand, FL 32720	386-738-5781	judylesliecraig@aol.com	Disabled Citizens
Mary Ellen Ottman	1690 Dunn Avenue #113 Daytona Beach, FL 32114	386-254-3854 M 386-212-9908 C	maryellenottman@dbs.fldoe.org	Citizens' Advocate System User
David Dixon	6156 Sequoia Dr. Port orange, FL 32127	386-760-3180	seemor@bellsouth.net	Citizens' Advocate
Jean Cerullo Alternate	19 Tropical Drive Ormond Beach, FL 32176	386-689-5300	jselzer143@yahoo.com	Citizens' Advocate
Christine Davenport	2400 S. Ridgewood Ave Ste. 32 South Daytona, FL 32119	386-304-7600	christine.davenport@chsfl.org	Children at Risk
Patricia R. Antol	697 Winterberry Trail DeLand, FL 32724	386-740-8975	bpantol@cfl.rr.com	Elderly Citizens
Steve Jack	PO Box 730206 Ormond Beach, FL 32173	386-677-1143	medoneshuttle@bellsouth.net	Private for Profit

APPENDIX C: PUBLIC WORKSHOP RESULTS

Table 20: Volusia County Needs and Solutions

Needs Identified Through Public Outreach	Potential Solutions	Eligible for JARC/New Freedom Funding (Yes or No)
Policy-Related		
Review paratransit fare structure	Conduct a fare study to review the existing fare structures	No
The TD policy should be reviewed in comparison to the ADA policy, particularly focusing on the 3/4-mile service area	Determine if the ADA area can be modified	Yes
Infrastructure-Related		
Encourage development facing sidewalks to encourage transit use	Adopt model land development regulations/participate in the development review process	No
Roadway conditions are a barrier	Conduct an ADA improvement study and construct ADA improvements to shelters, sidewalks, and boarding and alighting areas, as necessary	Yes
The location of the fixed-route bus stops are an issue for disabled passengers		
Sidewalks are needed throughout the County		
Improve the pedestrian safety issues along Clyde Morris		
ADA compliant infrastructure along the fixed-routes is needed		
Redesign the existing bus shelters to improve protection from inclement weather	Develop a standard bus stop shelter design	No
More bus shelters are needed	Install additional bus shelters throughout the County	Yes
Customer information kiosks and ADA improvements are needed at bus stops	Provide customer information kiosks at bus stops	Yes
There is a need for additional ITS for disabled users focusing on audible announcements	Purchase ITS with audible announcements	Yes
Bus stop poles should be different from other sign poles for easier identification	Install unified bus stop poles at all bus stops for easier identification of the Votran fixed-route stops	Yes
Paratransit scheduling needs improvement to eliminate overlap and reduce the number of vehicles going to the same location	Upgrade paratransit scheduling software to reduce duplications and overlaps	Yes
Improve customer information	Purchase IVR equipment upgrades with additional features to meet this goal	Yes
Call passengers prior to pickup		

Table 20: Volusia County Needs and Solutions (Continued)

Needs Identified Through Public Outreach	Potential Solutions	Eligible for JARC/New Freedom Funding (Yes or No)
Service-Related		
Fixed-route and trolley services operate with overlap and duplications	A study should be conducted to review the services to determine duplications and make adjustments as necessary to coordinate with all available transportation services and eliminate existing overlap	No
There is a need for additional customer information for the blind	Develop braille transit information	Yes
Later cross county service is needed	Implement extended evening hours on the Route 60	Yes
Implement travel training	Develop a formal travel training program	Yes
Employer vanpools are needed	Form partnerships with employers to implement additional vanpools	Yes
Improved frequencies are needed	Improve headways on fixed-routes that serve higher percentages of low-income workers and/or persons with disabilities	Yes
Additional cross county services	Implement new routes to provide additional cross county access	Yes
New transit service to Orlando and Sanford	Coordinate with LYNX to implement new routes that provide connections between Volusia County, Sanford, and Orlando	Yes
Later evening service is needed on all routes	Extend evening hours on routes that serve higher percentages of low-income workers and/or persons with disabilities	Yes
More Sunday service is needed	Implement Sunday service on routes that serve higher percentages of low-income workers and/or persons with disabilities	Yes
Flex routes should be considered for more areas of the County	Implement new flex routes in areas without existing service and higher percentages of low-income workers and/or persons with disabilities	Yes
The routes need to be less complicated	Conduct a COA to review the existing route structure and provide recommendations for simplifying the routes	No
Cross county weekend service is needed	Implement extended cross county weekend service	Yes
Additional transit services are needed for the social service agencies located on the west side of the County	Encourage human service agencies to purchase vehicles to transport their clients and participate in the coordinated system	Yes
The contractors are often running late and do not provide the same level of service as Votran Gold	Implement a "ghost rider" program to monitor and evaluate contractors in the coordinated system	Yes
Service delivery issues exist with the some providers	Implement driver etiquette training	Yes
Connections to LakeXpress should be considered	Coordinate with LakeXpress to provide service from Volusia County to Lake County	Yes

APPENDIX D: NO-SHOW POLICY

CANCELLATION AND NO-SHOW POLICY

NO-SHOW: Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one (1) hour of the scheduled pick-up time.

SAME DAY CANCELLATIONS: Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled, but more than one (1) hour prior to the pick-up time.

ADVANCE CANCEL: Occurs when a person has reserved a trip and then cancels the trip at least one (1) day prior to the reservation date.

Individuals, their guardians(s) or agency sponsor must cancel trips as soon as they become aware the trip will not be made. Persons who call in less than one (1) hour prior to their scheduled pick-up time to cancel a trip will be informed they will be charged with a no-show and informed of the penalty. If an individual has a pick-up/return trip scheduled and is a no-show on the first trip, the return trip will not be cancelled unless the individual calls Votran to cancel the return trip. If the return trip is not canceled by the individual and is a no-show it will be counted as two (2) no-shows for the same day on the individual's record. Persons who are unavailable to make the trip when the driver arrives to pick them up will also be marked as a no-show. Individuals on a subscription service (two [2] trips or more per week to the same location) must notify the Votran office if they are not to be picked up.

Trips that are cancelled on the same day that the trip is scheduled, but more than one (1) hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one (1) month will be allowed. Over six (6) will be subject to the same progressive action as a no-show violation.

For individuals who call in a day or more ahead to cancel trips, the trip(s) will be made inactive and will be classified as an advance cancellation. Advance cancellations shall be monitored and customers will be notified upon repeated occurrences.

Customers are permitted to have three (3) no-shows within a ninety (90) day period. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time. Customer identified with a pattern of system abuse, will be subject to progressive action as follows:

1. The first offense will result in a suspension of service for two (2) weeks. Votran staff will send a letter notifying the client when they will be suspended.

2. If the person is reinstated to the program and they continue a pattern of abuse, the second suspension will be for thirty (30) days.
3. If the customer is again reinstated and has a third offense, the suspension will be sixty (60) days.
4. Upon the fourth occurrence, the individual's transportation privileges will be terminated permanently.

If the individual responds to any no-show notification and provides acceptable verifiable evidence that the no-show was due to an unforeseen, unavoidable circumstance or an error in scheduling, the missed trip will not be counted as a no-show or same day cancellation.

VOTRAN CLIENTS ARE ULTIMATELY RESPONSIBLE FOR CANCELLING TRIPS.

APPENDIX E: VEHICLE INVENTORY

Volusia County Transit Vehicle Status Report - GOLD

Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number			
Year: 2002														
Ford 25'	8024	CTW02	Ford 25'	TURTLE TOP	1FDXE45F62HB28652	Active	10/01/2009	10/01/2009	160368	Manual	None	TC1530		
Ford 25'	8025	CTW02	Ford 25'	TURTLE TOP	1FDXE45F82HB28653	Active	10/01/2009	10/01/2009	160369	Manual	None	TC1531		
CLASS STATS:	TOTAL UNITS:	2	HEIGHT:	120	WIDTH:	98	LENGTH:	25	WEIGHT:	14,050.	AMBY SEATS:	20	W/C SEATS:	7
Year: 2003														
Ford	6033	CTW03	Ford	TURTLE TOP	1FDXE45F23HB05970	Active	10/01/2010	10/01/2010	162374	Manual	None	213414		
Ford	6036	CTW03	Ford	TURTLE TOP	1FDXE45F83HB05973	Active	10/01/2010	10/01/2010	162377	Manual	None	213408		
CLASS STATS:	TOTAL UNITS:	2	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year: 2004														
Ford	6040	CTW04	Ford	TURTLE TOP	1FDXE45P45HB05132	Active	10/01/2011	10/01/2011	164251	Manual	None	223792		
Ford	6041	CTW04	Ford	TURTLE TOP	1FDXE45P54HB05133	Active	10/01/2011	10/01/2011	164252	Manual	None	223791		
Ford	6043	CTW04	Ford	TURTLE TOP	1FDXE45P94HB05135	Active	10/01/2011	10/01/2011	164254	Manual	None	223779		
Ford	6044	CTW04	Ford	TURTLE TOP	1FDXE45P04HB05136	Active	10/01/2011	10/01/2011	164255	Manual	None	223778		
Ford	6045	CTW04	Ford	TURTLE TOP	1FDXE45P24HB05137	Active	10/01/2011	10/01/2011	164256	Manual	None	223777		
Ford	6046	CTW04	Ford	TURTLE TOP	1FDXE45P44HB05138	Active	10/01/2011	10/01/2011	164257	Manual	None	223776		
Ford	6047	CTW04	Ford	TURTLE TOP	1FDXE45P64HB05139	Active	10/01/2011	10/01/2011	164258	Manual	None	223775		
Ford	6048	CTW04	Ford	TURTLE TOP	1FDXE45P24HB05140	Active	10/01/2011	10/01/2011	164259	Manual	None	223774		
Ford	6049	CTW04	Ford	TURTLE TOP	1FDXE45P44HB05141	Active	10/01/2011	10/01/2011	164260	Manual	None	230042		
CLASS STATS:	TOTAL UNITS:	9	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year: 2006														
Ford	6061	CTW06	Ford	TURTLE TOP	1FDXE45PX6DA92499	Active	10/01/2013	10/01/2013	169913	Manual	None	232231		
CLASS STATS:	TOTAL UNITS:	1	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,050.	AMBY SEATS:	14	W/C SEATS:	4
Year: 2007														
Chevy	6070	CTW07	Chevy	TURTLE TOP	1GBJG312861159695	Active	10/01/2014	10/01/2014	169902	Manual	None	TA3199		
Chevy	6071	CTW07	Chevy	TURTLE TOP	1GBJG312461159614	Active	10/01/2014	10/01/2014	169901	Manual	None	TA3200		
Chevy	6072	CTW07	Chevy	TURTLE TOP	1GBJG312061157486	Active	10/01/2014	10/01/2014	169903	Manual	None	TA3201		

Volusia County Transit Vehicle Status Report - GOLD

Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number	
Chevy	6073	CTW07	Chevy	TURTLE TOP	1GBJG312161161031	Active	10/01/2014	10/01/2014	169904	Manual	None	TA3193
Chevy	6074	CTW07	Chevy	TURTLE TOP	1GBJG312761159963	Active	10/01/2014	10/01/2014	169905	Manual	None	TA3198
Chevy	6075	CTW07	Chevy	TURTLE TOP	1GBJG312271108355	Active	10/01/2014	10/01/2014	169906	Manual	None	TA3197
Chevy	6076	CTW07	Chevy	TURTLE TOP	1GBJG312071108743	Active	10/01/2014	10/01/2014	169907	Manual	None	TA3196
Chevy	6077	CTW07	Chevy	TURTLE TOP	1GBJG312171110677	Active	10/01/2014	10/01/2014	169908	Manual	None	TA3194

CLASS STATS:	TOTAL UNITS: 8	HEIGHT: 120	WIDTH: 98	LENGTH: 22	WEIGHT: 14,050.	AMBY SEATS: 14	W/C SEATS: 4
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Year: 2008

Chevy	6080	CTW08	Chevy	TURTLE TOP	1GBJG316581129303	Active	10/01/2016	10/01/2016	169925	Manual	None	TC1174
Chevy	6081	CTW08	Chevy	TURTLE TOP	1GBJG316881127237	Active	10/01/2016	10/01/2016	169926	Manual	None	TC1173
Chevy	6082	CTW08	Chevy	TURTLE TOP	1GBJG316481128921	Active	10/01/2016	10/01/2016	169927	Manual	None	TC1172
Chevy	6083	CTW08	Chevy	TURTLE TOP	1GBJG316681129844	Active	10/01/2016	10/01/2016	169928	Manual	None	TB5927
Chevy	6084	CTW08	Chevy	TURTLE TOP	1GBJG316981128347	Active	10/01/2016	10/01/2016	169929	Manual	None	TB5926
Chevy	6085	CTW08	Chevy	TURTLE TOP	1GBJG316381126691	Active	10/01/2016	10/01/2016	169930	Manual	None	TB5925
Chevy	6086	CTW08	Chevy	TURTLE TOP	1GBJG316681127771	Active	10/01/2016	10/01/2016	169931	Manual	None	TB5924
Chevy	6087	CTW08	Chevy	TURTLE TOP	1GBJG316581128314	Active	10/01/2016	10/01/2016	169932	Manual	None	TB5923

CLASS STATS:	TOTAL UNITS: 8	HEIGHT: 120	WIDTH: 98	LENGTH: 22	WEIGHT: 14,050.	AMBY SEATS: 14	W/C SEATS: 4
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Year: 2010

Azure Ford Hybrid	6100	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L39DA01249	Active	10/01/2016	01/01/2017	176152	Manual	None	TC1529
Azure Ford Hybrid	6101	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45LX9DA25091	Active	10/01/2016	01/01/2017	174543	Manual	None	TC1249
Azure Ford Hybrid	6102	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L39DA25093	Active	10/01/2016	01/01/2017	174544	Manual	None	TC1247
Azure Ford Hybrid	6103	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L09DA26699	Active	10/01/2016	01/01/2017	174545	Manual	None	TC1250
Azure Ford Hybrid	6104	CTW10Azure	Azure Ford	TURTLE TOP	1FDXE45L39DA26700	Active	10/01/2016	01/01/2017	174546	Manual	None	TC1248

CLASS STATS:	TOTAL UNITS: 5	HEIGHT: 131	WIDTH: 98	LENGTH: 22	WEIGHT:	AMBY SEATS: 14	W/C SEATS: 4
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Chevy VTM 25' Hybrid	8105	CTW10	Chevy VTM	TURTLE TOP	1GB9G5B66A1104896	Active	10/01/2016	01/01/2017	174909	Manual	None	TC1514
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Volusia County Transit Vehicle Status Report - GOLD

Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number		
Chevy VTM 25' Hybrid	8106	CTW10	Chevy VTM	TURTLE TOP	1GB9F5B60A1105493	Active	10/01/2016	01/01/2017	174547	Manual	None	TC1251	
CLASS STATS:	TOTAL UNITS:	2	HEIGHT:	120	WIDTH:	98	LENGTH:	25	WEIGHT:	AMBY SEATS:	20	W/C SEATS:	7
Chevy 25'	8107	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B64A1121017	Active	10/01/2016	01/01/2017	174550	Manual	None	TC1254	
Chevy 25'	8108	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B63A1105990	Active	10/01/2016	01/01/2017	174548	Manual	None	TC1252	
Chevy 25'	8109	CTW10	Chevy 25'	TURTLE TOP	1GB9G5B6XA1106246	Active	10/01/2016	01/01/2017	174549	Manual	None	TC1253	
CLASS STATS:	TOTAL UNITS:	3	HEIGHT:	120	WIDTH:	98	LENGTH:	25	WEIGHT:	AMBY SEATS:	20	W/C SEATS:	7
NUMBER OF UNITS LISTED:	40												

SUBCONTRACTOR VEHICLE LIST

MARCH 2011

UPDATED: 11-22-11

NAME OF CONTRACTOR	VEHICLE NUMBER	YEAR	MAKE & MODEL	MDT	RUN	AMB	W/C	VEHICLE I.D. NO.	VEHICLE TAG NO.
A. J. SPECIAL TRANSPORTATION	549	2000	CHEVY 350	NO	SPARE	10	0	1GAHG39R6Y1245868	A2062C
	625	2002	FORD E-250	YES	2200	7	2	1FTNS24282HB49008	T790LX
	627	2006	FORD E-250	YES	2202	5	2	1FTNS24L46DA02366	F686RH
	630	2006	FORD E-250	NO	2201	6	2	1FTNS24L66DA02370	X763GV
ALL VOLUSIA TRANSPORTATION	2	2005	FORD E-250	YES	2300	9	3	1FTNS24W75HA41888	B736WE
	3	2005	FORD E-250	NO		9	3	1FTNS24W45HB01349	I357HL
	4	2006	FORD E-250	NO	2301	4	2	19TNS2YW76HA75721	4628AM
MED ONE SHUTTLE	38	2004	DODGE CARAVAN	NO		6	0	1D4GP25B04B562350	E061GE
	41	2004	CHEVROLET 3500	NO		4	3	1GAHG39U641209662	561KGE
	44	2002	FORD E-250	NO		6	3	1FTNS24L12HB71358	K966WY
	48	2004	FORD E-350	NO		5	2	1FBSS31L94HB00655	C965GY
	49	2001	FORD E-350	NO		3	3	1FBSS31LX1HB23485	591VDP
	50	2003	FORD E-350	NO		6	3	1FTSS34L83HA77858	A291RG
	53	2004	FORD E-350	NO		4	2	1FBSS31L74HB43813	H971GT
	55	2010	FORD E-250	NO		3	3	1FTNS2EL5ADA01377	P889KE
	68	2001	FORD E-350	NO		4	2	1FBSS31L61HB44916	E062GE
	69	2000	FORD E-250	NO		4	2	1FTNS2424YHB40508	H169WC
	71	2004	KIA SEDONA	NO		6	0	KNDUP131746572516	Q893LD
72	2004	FORD E-350	NO		11	0	1FBNE31L84HB11926	657JRY	
MEDI QUICK	33	2003	FORD E-250	NO	1900	3	2	1FTNE24253HA48078	B598WG
	2	2006	FORD E-250	NO		4	2	1FTNS24W76DB11978	048HS
	29	1997	FORD	NO	1904	4	2	1FBJS31L3VHA07823	051HS
TRANS MED	2	1999	FORD CROWN VIC	NO	1104	4	0	2FAFP71W2XX169827	T825LY
	4	1997	FORD CROWN VIC	NO	1100	4	0	2FALP71W8VX177236	E037TS
	6	2007	CHRYSLER W/C VAN	NO	1102	3	2	2A4GP44R07R190595	068KNP
	7	2000	CHEVY ASTRO	NO	SPARE	7	0	1GNDM19W7YB114569	W730DA
	9	2006	DODGE CARAVAN	NO	1101	3	2	1D4GP24RX6B554645	567HTL
	10	2007	FORD E-350	NO	1102	2	2	1FBSS31L87DB43976	681XWZ

APPENDIX F: SYSTEM SAFETY PROGRAM PLAN CERTIFICATION



HB-2012-05

February 7, 2012

Karen Adamson
Strategic Intermodal Systems Manager
Florida Department of Transportation
133 South Semoran Boulevard
Orlando, Florida 32807

Re: Annual Certification

Dear Ms. Adamson:

I am responding to the reminder letter to Ken Fischer dated January 17, 2012, regarding Section 5310 vehicles. As we have spoken about, Votran does not operate any Section 5310 vehicles at this time.

Enclosed is the Annual Safety Certification for Votran dated January 1, 2012.

Please don't hesitate to contact me at (386) 756-7496, extension 4112, with any questions, comments or suggestions regarding the information included.

Sincerely,

A handwritten signature in black ink that reads "Heather Blanck". The signature is written in a cursive style with a large, sweeping flourish at the end.

Heather Blanck
Assistant General Manager of Planning

950 BIG TREE ROAD — SOUTH DAYTONA, FLORIDA 32119-8815
(386) 756-7496 — FAX (386) 756-7487



A service of Volusia County Government



BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION

DATE: January 1, 2012

NAME: Votran

ADDRESS: 950 Big Tree Rd. South Daytona, Fl. 32119

IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:

- 1) **The adoption of a System Safety Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code. This program includes the required Security Program Plan and has the required Security Program Plan in place.**
- 2) **Compliance with adopted safety standards in the SSPP.**
- 3) **Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.**

Signature: _____

Name: Kenneth R. Fischer

Title: General Manager, Votran

Name and Address of entity(ies) which (have) performed safety inspections:

Name: Votran

Address: 950 Big Tree Rd. South Daytona, Fl. 32119

APPENDIX G: VOTRAN GOLD SERVICE USER'S GUIDE

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INTRODUCTION

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

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

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

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

Who is eligible to use Votran Gold?

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

- **Americans with Disabilities Act (ADA):** Those individuals who reside within $\frac{3}{4}$ mile of an established bus route, but cannot use Votran

regular fixed route service because of a disability.

- **Transportation Disadvantaged (TD):** Includes qualifying individuals located in areas where fixed route service is not available and who have no other means of transportation.
- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

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

What groups make up Votran Gold?

Votran Gold Service is made up of the following:

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

paratransit services under contract with Votran.

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

OVERVIEW OF SERVICES

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

SERVICE AREAS

The provision of Gold Service for Volusia County is divided into four service areas. They are defined as follows:

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

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

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

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

What service is available for trips in between service areas?

Trips between service areas are very limited and

it is important to check the times of operation before you schedule your appointments. Please call the Reservation Department to determine what times the vehicles operate between Service Areas.

DESTINATIONS

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

Where may I travel?

Depending on the program you are eligible for, some service restrictions may apply as a result of Federal or State regulations.

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

Votran Gold clients who qualify under the **Transportation Disadvantaged** program are those individuals located outside of the ADA corridor. These clients are permitted to schedule trips countywide.

People traveling under **Agency** sponsored trips are only authorized to take trips as arranged by the

particular agency sponsoring the trip.

SERVICE TIMES

EAST VOLUSIA

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

Limited service is available on Sunday and during evening hours.

WEST VOLUSIA & SOUTHEAST VOLUSIA

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

HOLIDAY SCHEDULES

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

ELIGIBILITY

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

THE APPLICATION PROCESS

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

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

VISITORS WITH DISABILITIES

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

RECERTIFICATION REQUIREMENTS

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

TRAVEL ASSISTANCE

Many of our customers require assistance during their travel. While Votran drivers are able to provide assistance to and from the vehicle, some customers require more personalized care. This section of the Guide addresses customer's needs that extend beyond the responsibility of a Gold operator.

How old must someone be to use Votran Gold service?

AGE REQUIREMENTS

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

What if I need an assistant to travel with me?

PERSONAL CARE ATTENDANTS

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

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

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

When do we require a PCA or escort?

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

COMPANIONS

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

SERVICE ANIMALS

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

RESERVING YOUR TRIP

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

to allow for proper scheduling.

Who do I call for service?

CONTACTING RESERVATIONS

You may request a trip by calling the Reservations Department using the telephone numbers printed on the front of this guide.

Requests for NEXT DAY service must be called in by 4:00 p.m. on the day preceding your trip. **Same day service is not available.** Requests for Saturday, Sunday, or Monday service should be called in no later than the previous Friday by 4:00 p.m.

Trips may also be booked up to one (1) week in advance by calling the reservation department between 7:00 a.m. and 5:15 p.m. Monday-Friday or on Saturday between 7:00 a.m. and 4:00 p.m.

What do I do if the phone lines are busy?

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

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

REQUIRED INFORMATION

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

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

Always give the reservationist the time you need to be at your destination or the time of your health care appointment. Since your vehicle will pick up several customers, trips are scheduled based on your appointment time. There is a pick-up window that requires passengers to be ready up to one (1) hour in advance of their scheduled appointment time. This means that if you have a 9:00 a.m. appointment

you may be picked up as early as 8:00 a.m.

If you are traveling from one service area to another, you should be ready for your trip two (2) hours prior to your appointment.

What about scheduling my return trip?

RETURN TRIPS

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

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

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

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

Please be advised that the one (1) hour delivery window applies to all return trips.

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

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

SUBSCRIPTION SERVICE

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

When are the best times to ride on the system?

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

other customers. Customers may not request a specific transportation provider. When you request service, you may be scheduled to ride with one of the Private Contractors or one of the Votran vehicles.

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

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

Our vehicles are equipped to transport common wheelchairs (or scooters), however the customer must have their own wheelchair. A **common wheelchair is one that does not exceed 30 inches in width and 48 inches in length (measured two inches above the ground) and does not weigh more than 600 pounds when occupied.**

Wheelchair customers must be on the first floor with no more than one (1) step from the entrance of the residence to ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer. In addition, customers in wheelchairs must have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding

TAKING YOUR TRIP

FARE INFORMATION

Fares will depend upon your sponsorship or funding source. Your reservationist will tell you the cost of your trip when your reservation is made.

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

Please do not tip the drivers.

One-way tokens are available in various quantities. For information on purchasing one-way tokens, please call (386) 756-7496 extension 4105.

What type of vehicle will pick me up?

DRIVERS AND VEHICLES

Votran operates vehicles designed to accommodate ambulatory and wheelchair customers.

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

To achieve the goals of shared-ride transportation, customers are expected to share transportation with

return trip and you will be picked up as soon as a vehicle is available.

What if I decide not to travel after making an appointment?

CANCELLATION AND NO-SHOW POLICY

NO-SHOW: Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one (1) hour of the scheduled pick-up time.

SAME DAY CANCELLATION: Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled, but more than one (1) hour prior to the pick-up time.

ADVANCE CANCEL: Occurs when a person has reserved a trip and then cancels the trip at least one (1) day prior to the reservation date.

Individuals, their guardian(s) or agency sponsor must cancel trips as soon as they become aware the trip will not be made. Persons who call in less than one (1) hour prior to their scheduled pick-up time to cancel a trip will be informed they will be charged with a no-show and informed of the penalty. If an individual has a pick-up/return trip scheduled and is a no-show on the first trip; the return trip will not be canceled unless the individual calls Votran to cancel the return trip. If the return trip is not canceled by the individual and is a no-show it will be counted as two (2) no-shows for the same day on the individual's record. Persons who are unavailable to make the trip when the driver arrives to pick them up

area must be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces. **WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.**

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

OXYGEN TRANSPORT

Travel with oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contracted vendors are not permitted to supply, connect or disconnect oxygen.

PERSONAL BELONGINGS

Passenger property that can be safely carried by the passenger and/or the driver in one trip and can be safely stowed on the vehicle shall be allowed to be transported with the passenger.

WILL CALL

From time to time, a passenger may not be ready to make their return trip when the Gold service vehicle arrives. If this happens, the passenger will be placed into "will call" status. This means that you must contact Votran when you are ready for your

3. If the customer is again reinstated and has a third offense, the suspension will be sixty (60) days.
4. Upon the fourth occurrence, the individual's transportation privileges will be terminated permanently.

If the individual responds to any no-show notification and provides acceptable, verifiable evidence that the no-show was due to an unforeseen, unavoidable circumstance or an error in scheduling, the missed trip will not be counted as a no-show or same day cancellation.

**VOTRAN CLIENTS ARE ULTIMATELY
RESPONSIBLE FOR CANCELLING TRIPS.
RIGHTS AND RESPONSIBILITIES**

The Florida Commission for the Transportation Disadvantaged has established the following set of rights and responsibilities for paratransit services such as Votran Gold. Please remember that Votran acts as the CTC for Volusia County.

SAFETY:

Customers have the right to:

1. trips in air-conditioned and heated vehicles;
2. safe, clean, properly equipped and smoke-free vehicles;
3. properly fastened seatbelts and/or mobility device tie-downs;
4. vehicle transfer points that are sheltered, secure and safe;

will also be marked as a no-show. Individuals on subscription service (two [2] trips or more per week to the same location) must notify the Votran office if they are not to be picked up.

Trips that are cancelled on the same day that the trip is scheduled, but more than one (1) hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one (1) month will be allowed. Over six (6) will be subject to the same progressive action as a no-show violation.

For individuals who call in a day or more ahead to cancel trips, the trip(s) will be made inactive and will be classified as an advance cancellation. Advance cancellations shall be monitored and customers will be notified upon repeated occurrences.

Customers are permitted to have three (3) no-shows within a ninety (90) day period. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time. Customers identified with a pattern of system abuse, will be subject to progressive action as follows:

1. The first offense will result in a suspension of service for two (2) weeks. Votran staff will send a letter notifying the client when they will be suspended.
2. If the person is reinstated to the program and they continue a pattern of abuse, the second suspension will be for thirty (30) days.

1. professional, courteous and properly trained drivers;
2. assistance while getting in and out of the vehicle and to the seat; and
3. assistance with as many packages as can be safely carried by the passenger and the operator in one trip.

Customers are responsible to:

1. call in trip cancellations at least one (1) hour prior to the scheduled pick-up time to avoid being marked a no-show;
2. inform CTC of all pertinent information regarding the trip;
3. present the correct fare;
4. be ready at the time of pick-up; and
5. ensure personal hygiene.

COMPLAINTS:

Customers have the right to:

1. file complaints without fear of retaliation;
2. prompt investigations and effective resolutions; and
3. current and complete program information.

Customers are responsible to:

1. file complaints in a timely manner, providing the CTC with pertinent information.

SERVICE:

5. a properly identified driver;
6. adequate seating, to include ample space for service animals;
7. assistance in maneuvering mobility devices up and down a maximum of one step;
8. Community Transportation Coordinator (CTC) policy on medical emergency during transport.

Customers are responsible to:

1. be ready and waiting for the vehicle in a safe location up to one (1) hour prior to your scheduled appointment time;
2. keep seat belts and mobility device tie-downs secure until the vehicle stops;
3. remain seated until the vehicle comes to a complete stop;
4. report any safety hazards;
5. keep wheelchairs or other mobility aids in good condition;
6. not tamper with or operate vehicle equipment;
7. address car-seat provision with the CTC;
8. make CTC aware of customer's physical and/or mental conditions prior to transport; and
9. adhere to policy for violent and/or disruptive behavior.

COURTESY:

Customers have the right to:

regulation will be waived. Please inform the reservationist of your situation when you schedule your first trip, you will be required to provide Votran with written documentation to have the seat belt requirement waived.

APPROPRIATE BEHAVIOR

Passengers may not eat, drink, smoke or spit on the bus. Passengers are responsible for being considerate of other passengers in sharing rides, practicing good personal hygiene and to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out the windows, lewd behavior and speech, etc. This behavior will not be tolerated.

In accordance with Votran Policy, service may be terminated due to threats, violent or abusive treatment toward the provider or other passengers. Service may be refused if a passenger engages in violent, seriously disruptive or illegal conduct. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

When it has been determined by the Votran Operations Manager that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Passenger or Parent/Guardian of Passenger with a copy to the appropriate agency (if applicable).

Service animals, although allowed on Votran (and contractor) buses and in Votran facilities, must display appropriate behavior while on the bus. Any

Customers have the right to:

1. pick-ups within the established one (1) hour pick-up window (two hours for trips between service areas);
2. expect the driver to wait up to five minutes;
3. toll-free accessibility to the CTC;
4. be delivered to an appointment on time;
5. the CTC's policy on standing orders; and
6. the CTC's policy on no-shows.

Customers are responsible to:

1. advise the reservationist of appointment times;
2. accept a shared-ride service;
3. schedule trip requests at least one day in advance; and
4. provide own wheelchair and/or escort.

What other responsibilities do I have as a Votran passenger?

SAFETY

Passengers are responsible for observing safety rules including use of seat belts, not standing when bus is in motion and waiting for driver to assist them on and off the bus.

Florida State law has determined that all passengers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A passenger who refuses to remain seated with the seat belt in place will be denied service. If you have medical documentation stating that the use of seat belts may be detrimental to your health, the seat belt

requesting a copy of our adopted Grievance Procedure.

OR

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line:

1-800-983-2435.

service animal that poses a direct threat to the health or safety of others may be excluded from riding the bus or bringing the animal to a Votran facility (as per Florida Statute 413.083(c)). Additionally, a disruptive service animal (e.g. a dog that constantly barks while on board) may be excluded. The individual with the disability who uses the service animal still has the option to ride the bus on future trips without the service animal.

What if I'm not satisfied with the services provided?

CUSTOMER FEEDBACK

If you experience a problem with any aspect of the service, you may call or write to Votran's Customer Service Department. Please call (386) 756-7496 or (386) 761-7700 and ask to speak to a Customer Service Representative. To send your complaint in writing, direct your correspondence to:

**Votran Customer Service Department
950 Big Tree Road
South Daytona, FL 32119**

Please include details such as time, date, location and a description of the problem you experienced. This will help in determining the appropriate personnel to contact in order to resolve any difficulties you may have as quickly as possible.

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Customer Service Manager and

VOTRAN STRIVES TO PROVIDE THE HIGHEST LEVEL OF QUALITY SERVICE POSSIBLE. WE APPRECIATE AND ENCOURAGE SUGGESTIONS AND COMMENTS FROM THE CITIZENS OF VOLUSIA COUNTY.

THANK YOU FOR USING VOTRAN

FOR ADDITIONAL INFORMATION ON VOTRAN'S SERVICES, PLEASE VISIT US ON THE WORLD WIDE WEB AT WWW.VOTRAN.ORG

Acknowledgement of Receipt Form

The information provided in this guide is an important factor in helping you understand your transportation options on the Votran Gold Service. We encourage you to read it completely and to contact the Customer Service staff if you have any questions regarding the information contained within this booklet.

It's important for Votran staff to know that you have received this User Guide. Please sign your name below, detach this page, and return it to Votran. You will receive one Votran Gold Token as a thank you for completing this form.

Customer Signature

Date

Printed Name

APPENDIX H: VOTRAN GRIEVANCE PROCEDURE

**GRIEVANCE PROCEDURES
OF THE
VOLUSIA TPO
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

The following sets forth the grievance procedures which shall serve to guide the Volusia TPO Transportation Disadvantaged Local Coordinating Board (TDLCB), serving to assist the Community Transportation Coordinator (CTC). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2.012 of the Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievance procedures. Grievance Committee procedures are designed to address issues raised by agencies, users, potential users, sub-contractors, and other interested parties which cannot be resolved through the CTC. This procedure does not cover the competitive bid process; including Request for Proposals (RFP's).

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the Volusia TPO Transportation Disadvantaged Local Coordinating Board shall be a Subcommittee of the TDLCB Quality Assurance Committee, but will hereinafter be referred to as the Grievance Committee.

SECTION 2: PURPOSE

The primary purpose of the Grievance Committee is to process, investigate and make recommendations with respect to unresolved complaints to the Local Coordinating Board for improvement of service. This procedure is made available to agencies with Purchase of Service Agreements (POS) contracts, users, or potential users of the system in Volusia to hear complaints and provide a mechanism for issues to be brought before the Grievance Committee which shall meet as often as necessary to address unresolved complaints in a timely manner.

ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

“A complaint is an oral (in person/telephone) or written statement of dissatisfaction which is presented to VOTRAN, Volusia County’s CTC.”

SECTION 2: DEFINITION OF GRIEVANCE

“A grievance is an unresolved complaint that is brought to the attention of the TDLCB for resolution in the process described herein.”

ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES

SECTION 1: PROCESS OF FILING A COMPLAINT

Any user, agency (with POS contract) or potential user may register a verbal/written complaint with the CTC in accordance with the policies and procedures of VOTRAN.

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within ten (10) working days after the CTC’s decision.

Such written complaint shall include the following:

1. the name and address of the complainant;
2. a statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation;
 - a. Exact date/time of incident;
 - b. Exact location of incident;
 - c. Any witnesses to incident (including name and address); and
 - d. Vehicle unit number, license number, color and type.
3. an explanation of the relief desired by the complainant; and
4. if the complainant is unable to submit a formal written complaint, VOTRAN shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

Votran Bus System
Assistant General Manager
950 Big Tree Road
South Daytona, Fl. 32119

The CTC shall have ten (10) working days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within ten (10) working days of notification to the complainant as to what action was made.

SECTION 2: FILING OF A GRIEVANCE

If the complainant is dissatisfied with the corrective action taken by the CTC, an appeal to the Grievance Committee of the TDLCB may be filed. Such written appeal must be filed within ten (10) working days from the date of notification to the complainant of the final decision from the CTC. The written appeal shall include the following:

1. the name and address of the complainant;
2. a statement of the ground for the grievance made in a clear and concise manner, supplemented by supporting documentation;
3. demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust;
4. an explanation of the relief desired by the complainant;
5. specified areas of disagreement with the CTC decisions; and
6. if the complainant is unable to submit a formal written appeal to be filed, VOTRAN shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The ten (10) working days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC.

The appeal must be addressed to:

Volusia Transportation Planning Organization
Attn: Grievance Committee
2570 W. International Speedway Boulevard, Suite 100
Daytona Beach, Florida 32114

Once an appeal has been received, the Grievance Committee shall meet and render its decision within thirty (30) working days of the date the appeal was filed. The complainant shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.

A written copy of the decision will be forwarded to the TDLCB and all parties involved within ten (10) working days from the date of the decision. Written decisions will include the following information:

1. a statement that a meeting was held in which the involved parties and/or their representatives were given an opportunity to present their positions;
2. a statement that clearly defines the issues discussed; and
3. a recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision of the Grievance Committee, he/she may continue the appeal process with the TDLCB.

ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within ten (10) working days from the date of receipt of the final decision of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

Volusia Transportation Planning Organization
Attn: TDLCB
2570 W. International Speedway Boulevard, Suite 100
Daytona Beach, Florida 32114

Once an appeal has been received, the TDLCB shall meet and render its decision within sixty (60) days of the date the appeal was filed. The aggrieved shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the hearing.

A written copy of the TDLCB's decision shall be forwarded to all parties involved within ten (10) working days from the date of the decision. A written decision shall include the following information:

1. a statement that a hearing was held in which the involved parties, their representatives and/or witnesses were given an opportunity to present their positions;
2. a statement that clearly defines the issues discussed; and
3. a recommendation and reasons for the decision based on the information provided.

If the complainant is dissatisfied with the decision of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435 or 1-800-648-6084 (TDD) or via written correspondence to:

Florida Commission for the Transportation Disadvantaged
Attn: Ombudsman Program
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

If the Commission is unable to resolve the grievance, the customer will be referred to the Office of Administrative Appeals or other legal venues as appropriate to the specific nature of the grievance.

All of the steps above must be attempted in the order listed before a complaint or grievance will move to the next step.

ARTICLE VI: MEDICAID FAIR HEARING

The Medicaid customer has the right to request a Medicaid fair hearing or go through the Grievance Procedures of the Florida Commission for the Transportation Disadvantaged's subcontracted transportation provider (STP) for Medicaid non-emergency transportation. The STP contact information in Volusia County may be obtained by calling the TD Commission Helpline at: 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY.

ARTICLE VII: SCHEDULED MEETINGS

SECTION 1: GENERAL

The Grievance Committee shall be comprised of a minimum of five (5) TDLCB board members. The CTC shall not serve on the Grievance Committee. Each member shall serve at the discretion of the TDLCB.

When a meeting of the Grievance Committee is necessary, staff to the TDLCB shall schedule the meeting of the Grievance Committee to hear appealed grievances.

ARTICLE VIII: AMENDMENTS

SECTION 1: GENERAL

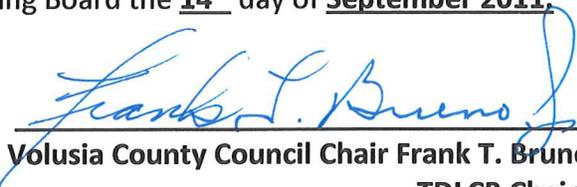
The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) working days in advance of the meeting.

SECTION 2: QUORUM

At all meetings of the Transportation Disadvantaged Local Coordinating Board, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

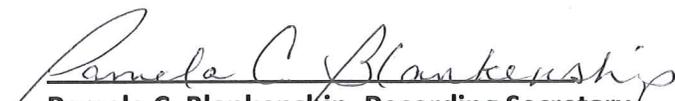
ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that he is the Chairman of the Volusia TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia TPO Transportation Disadvantaged Local Coordinating Board the 14th day of September 2011.



Volusia County Council Chair Frank T. Bruno, Jr.
TDLCB Chairman

ATTEST:



Pamela C. Blankenship, Recording Secretary

**APPENDIX I: VOTRAN QAPE, CORRECTIVE ACTION PLAN, AND TDLCB CTC
EVALUATION**



July 30, 2011

Ms. Karen Somerset
Assistant Executive Director, Program Administration and Oversight
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

RE: Volusia County / Votran Community Transportation Coordinator
QAPE Review

Dear Ms. Somerset,

Thank you for the opportunity to respond to monitoring findings as a result of our recent CTD on site review. Mr. Ryan Reeves, THF Monitor, conducted this review on behalf of the CTD. Votran staff reported that Mr. Reeves was professional and informative; please know this is deeply appreciated. The following is provided for your information.

Finding – Florida Statutes 427.0155 – Payment to Subcontractors

Our contracts with our subcontractors are being updated to include Florida Statutes 427.0155 required language.

Finding – Florida Administrative Code 41.2 – Driver Records

Our monitoring will include quarterly reviews of driver records, including physical certifications for subcontractors to ensure compliance with Florida Administrative Code 41.2 – Driver Records.

Finding – Florida Statutes Chapter 427 – Accident Reporting

We will change our current policy from monthly reporting any accident that exceeds \$1,000 to reporting within 72 hours to the CTD to ensure compliance with CTD Trip and Equipment Grant Section 14.80.

Page 2
July 30, 2011
QAPE Review

We are requesting that the CTD review this requirement and consider adopting the National Transit Database (NTD) reporting thresholds for Safety and Security incidents. Please find attached Exhibit 4 – Reporting Thresholds for Safety and Security incidents from the 2011 NTD Safety and Security Reporting Manual.

If you have any questions, or if you require any additional information, please do not hesitate to contact me.

Sincerely,



Kenneth R. Fischer
General Manager

Enclosure

cc: Floyd Webb, FCTD Project Manager
Heather Blanck, AGM of Planning, Customer Service and Marketing
Elizabeth Suchsland, AGM of Operations / Maintenance
Jim Dorsten, Director of Administration

Exhibit 4 — Reporting Thresholds for Safety and Security Incidents

Major Incident Report (Safety or Security) form (S&S-40)

Existence of one or more of the following conditions:

- A fatality due to an incident – includes suicides, but does not include deaths by natural causes, or deaths not associated with an incident
- Injuries requiring immediate medical attention away from the scene for one or more persons (excluding Other Safety Occurrences not Otherwise Classified),
- Property damage equal to or exceeding \$25,000
- An evacuation due to life safety reasons

Incidents include:

- A mainline derailment is always reportable no matter whether or not a threshold is met
- A collision (must meet a threshold)
- A fire (must meet a threshold)
- A hazardous material spill (must meet a threshold)
- Acts of God (must meet a threshold)
- System security events (must meet a threshold)
 - Suspicious packages
 - Bomb threat/bombing
 - Chemical / biological / radiological / nuclear release
 - Arson
 - Sabotage
 - Burglary
 - Vandalism
 - Hijacking
 - Cyber security events
- Personal Security Events (must meet a threshold)
 - Homicide
 - Suicide/Attempted suicide
 - Assault (with injury)
 - Robbery
 - Rape
 - Larceny/theft
- Other Safety Occurrences not Otherwise Classified Incidents (OSONOC)
 - Incidents that do not fall into any of the above categories yet meet any threshold other than the injury threshold
 - Yard derailments that meet another reporting threshold are reported as an OSONOC.

2011 Safety and Security Reporting Manual

Reportable Incident

A reportable incident is an event that is related to or affects revenue service and meets one or more reporting thresholds:

- A fatality (including a suicide or deaths resulting from Other Safety Occurrences not Otherwise Classified)
- Injury requiring immediate medical attention away from the scene for one or more persons (except in the case of Other Safety Occurrences not Otherwise Classified)
- Estimated property damage equal to or exceeding \$25,000
- An evacuation for life safety reasons
- A mainline derailment

Reportable incidents include events that occur at bus stops on streets, in transit centers, and in parking lots of transit centers.

Incidents occurring in the maintenance department of a transit agency or related to maintenance activities are excluded from the reportable incident category, as are incidents involving an on-duty bus operator not engaged in directly performing his/her operator duties.

The following types of incidents are not reportable to the NTD:

- Mechanical, industrial, or administrative work activities that do not affect revenue service.
- A transit agency service vehicle is involved in a collision during installation of bus stop signs (does not affect revenue service).
- A bus operator on break is injured while crossing a street and is transported to a local hospital. The employee was disengaged from his/her direct operator duties (i.e., on break), thus the injury incident is not reportable because the event is not related to and does not affect revenue operations.
- A bus operator is performing a standard pre-trip inspection and falls, injuring herself/himself and requires transport for immediate medical attention. The operator is acting in association with the mechanic shop procedures for safe vehicle operations. Thus the maintenance exclusion applies to pre-trip inspections
- A fatality due to natural causes or "found deceased" on transit property.

A reportable incident may involve a transit owned vehicle that is not providing revenue service, but, if involved in an incident, may directly affect the transit agency's ability to provide revenue service (a schedule would be affected). Examples include:

- A supervisory vehicle driving an operator to a bus to start revenue service is involved in a collision.
- Rail maintenance equipment on a revenue track experiences an incident that impacts the transit agency's schedule.

Another example of a reportable incident:

- A bus operator is outside the bus and waiting for passengers or assisting passengers onto the bus. Operator falls and is injured, requiring transport. An incident is reportable if a bus operator is injured while engaged in his/her operator duties while providing revenue service.

Failure to Report, Late Reports or Incomplete Reports

NTD requires transit agencies to submit complete reports according to the due date schedule. Failure to report results from not submitting a report, submitting a late report or submitting an incomplete report and may result in your transit agency's data not being included in the NTD. Furthermore, FTA may declare your transit agency ineligible to receive any Urbanized Area Formula Program funds during an entire Federal fiscal year. This ineligibility applies to all transit agencies, regardless of the size of the urbanized area (UZA) served.

A report is considered late if it is not submitted by the due date. Reminder notices are automatically sent from NTD to the Safety and Security Contact email addresses listed on the B-20 approximately seven days prior to the due date for Non-Major Summary (S&S-50) reports.

A report is incomplete if it does not contain all the required reporting forms and data or is not in conformance with the NTD requirements.



August 5, 2011

Rick Scott
Governor

David Darm
Chairperson

Vice Chairperson

Karen Somerset
Interim Executive Director

Mr. Kenneth Fischer
VOTRAN
950 Big Tree Rd.
South Daytona, Florida 32119-8815

Re: 2010-11 FCTD Compliance Monitoring Report Corrective Action Plan
(Volusia County) dated July 30, 2011

Dear Mr. Fischer:

The subject corrective action plan is approved.

On behalf of the Commissioners of the T.D. Commission and the entire staff, we thank you and your staff for the hard work and positive difference you make in your service area. If you have any comments, questions or suggestions, I can be reached at 850-410-5702.

Sincerely,

Floyd Webb
Area #1 Project Manager

cc: Heather Blanck

WORKSHEET DEFINING THE EVALUATION

Reporting period to be examined:

July	1	2009	to	June	30	2010
month	day	year		month	day	year

Name of CTC being evaluated:

County of Volusia, Florida dba VOTRAN

Name of other organizations being evaluated (if applicable):

	Name of Operator
Operator A:	
Operator B:	
Operator C:	
Operator D:	

continue as needed

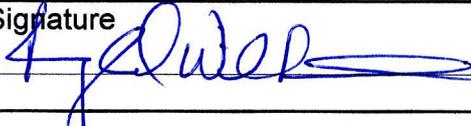
CTC's Service Area:

Volusia County

The following person(s) and organization(s) will be responsible for conducting the evaluation:

Volusia TPO - Transportation Disadvantaged
Local Coordinating Board

Authorized signature representing entity requesting the evaluation:

Signature 	Date 5/11/11
--	-----------------

TDLCB Vice-Chairman

WORKSHEET COMMUNITY TRANSPORTATION COORDINATOR

1. Contact Information:

CTC Name:	VOTRAN
Phone:	(386) 756-7496
Manager:	Ken Fischer

2. Local coordinator since:

October	1	1994
Month	Day	Year

3. Operating Environment: (place "X" by one)

<input checked="" type="checkbox"/> X	Urban	<input type="checkbox"/>	Rural
---------------------------------------	-------	--------------------------	-------

4. Organization Type: (place "X" by one)

<input type="checkbox"/>	Private for-Profit	<input checked="" type="checkbox"/> X	Government
<input type="checkbox"/>	Private non-Profit	<input type="checkbox"/>	Transportation Agency

5. Network Type: (place "X" by one)

<input type="checkbox"/>	Sole Provider
<input checked="" type="checkbox"/> X	Partial Brokerage
<input type="checkbox"/>	Complete Brokerage

6. Brief description of any unique characteristics of the service area and/or significant events that may have occurred during the evaluation period:

As a result of changes to 5 Votran bus routes there was created 2 new routes making service to the new Florida Hospital Memorial Medical Center possible. Service began on January 24, 2010. Five new hybrid paratransit buses were received in May 2010. These Balance Hybrid buses are capable of holding 14 passengers or 4 wheelchairs or a combinations of the two. FTA stimulus funds covered 100% of the cost of these vehicles. In June 2010, Votran completed its "Green" improvements study with a resulting Sustainability Implementation Plan and the establishment of a Votran Sustainability Core Team. On Dump the Pump Day, June 17, 2010, Volusia County Council Members and Votran Officials unveiled Votran's new hybrid fixed-route buses which were paid with funds received from the 2009 American Recovery and Reinvestment Act (ARRA)

7. a) In the past five years, how many times have the following methods been used in the selection of transportation providers?

<input type="checkbox"/>	low bid	<input checked="" type="checkbox"/>	requests for proposals
<input type="checkbox"/>	requests for qualifications	<input type="checkbox"/>	requests for interested parties
<input type="checkbox"/>	negotiation only		

b) Which of the above methods was used to select current providers?

RFP policy and guidelines for procurement of services are established by Volusia County and meet all federal, state, and local requirements.

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

Review of: (place "X" by all that apply)

<input checked="" type="checkbox"/>	capabilities of the provider	<input checked="" type="checkbox"/>	scope of work
<input checked="" type="checkbox"/>	age of company	<input checked="" type="checkbox"/>	safety program
<input checked="" type="checkbox"/>	previous experience	<input checked="" type="checkbox"/>	capacity
<input checked="" type="checkbox"/>	management	<input checked="" type="checkbox"/>	training program
<input checked="" type="checkbox"/>	qualifications of staff	<input checked="" type="checkbox"/>	insurance
<input checked="" type="checkbox"/>	resources	<input checked="" type="checkbox"/>	accident history
<input checked="" type="checkbox"/>	economies of scale	<input checked="" type="checkbox"/>	quality
<input checked="" type="checkbox"/>	contract monitoring methods	<input checked="" type="checkbox"/>	knowledge of the community
<input checked="" type="checkbox"/>	reporting capabilities	<input checked="" type="checkbox"/>	the cost of the contracting process
<input checked="" type="checkbox"/>	financial strength	<input checked="" type="checkbox"/>	price
<input type="checkbox"/>	performance bond	<input type="checkbox"/>	distribution of costs
<input checked="" type="checkbox"/>	responsiveness to solicitation	<input type="checkbox"/>	Other: (list)

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

*

b) How many responded? *

*April 24, 2008 contracts were signed with 5 operators

c) The request for bids/proposals was distributed: (place "X" by all that apply)

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
locally	statewide	nationally

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

Yes No

**WORKSHEET
COST EFFECTIVENESS AND EFFICIENCY
OF THE CTC SYSTEM (Required by CTD)**

[Empty box]

Measure	Previous Period	Evaluation Period	Percent Change
Fully Allocated Cost per Passenger Trip	\$7.92	\$7.49	-5%
Local Funding of System	\$3,354,997	\$3,382,423	1%
Cost per Total Mile	2.40	2.32	-3%
Operating Expense per Driver Hour	\$32.80	\$32.66	0%
Average Trips per Driver Hour	1.60	1.70	6%
Percentage of TD Population Being Served	19.9%	22.9%	15%
Average Trips Taken Per Para. Passenger	53.5	47.5	-11%
Number of Accidents Every 100,000 Miles	0.19	0.08	-58%
Number of Miles Traveled Between Roadcalls	14,200	14,800	4%

1. In which cost-effectiveness and efficiency areas has the coordinator improved?

- Cost per Total Mile
- Operating Expense per Driver Hour
- Fully Allocated Cost Per Passenger Trip
- Local Funding of System
- Number of Accidents every 100,000 miles
- Number of Miles Traveled Between Roadcalls
- Average Trips per Driver Hour
- Percentage of TD Population Being Served

2. In which areas has the coordinator worsened?

- Average trips taken per para. passenger

CTC Expenses By Category				
Expense Category	Previous Period		Evaluation Period	
	CTC	Coord. Contr.	CTC	Coord. Contr.
Labor (501)	\$2,178,693		\$2,010,907	
Fringe Benefits (502)	\$640,497		\$644,921	
Services (503)	\$32,205		\$30,975	
Materials and Supplies (504)	\$767,037		\$627,039	
Utilities (505)	\$17,380		\$18,160	
Casualty and Liability (506)	\$48,130		\$37,615	
Taxes (507)	\$58,803		\$54,670	
Purch. Transp. Service (508)		* see note below re: changes		
Bus Pass Expenses	\$10,760		\$11,400	
Other	\$1,520,352	\$497,780	\$1,667,703	\$381,206
Misc. Expenses (509)	\$9,110		\$8,278	
Interest Expense (511)	\$0			
Leases and Rentals (512)	\$0			
Annual Depreciation (513)	\$0			
Contributed Service (530)	\$0			
Allocated Ind. Expenses	\$397,535		\$389,389	
SYSTEM TOTAL	\$5,680,502	\$497,780	\$5,501,057	\$381,206
				-4.8%
				Overall %Change

* Contracted NET Operator data now in Purch. Transp. Service "Other" Per CTD request 11/17/09. Also, expenses in the report are now broken out into CTC and Coordination Contractor columns. Bus Pass Expenses also broken out.

3. What changes in service may account for any major decreases/increases in expenses?

Casualty and Liability decrease in expense due to reduced insurance cost. Allocated Indirect Expenses decreases were influenced by the changes in prior costs that were associated with Medicaid. Also, during this time period, fuel cost was down.

4. a) Date of CTC's last financial audit:

10	1	2009
month	day	year

b) Were there critical findings to be resolved?

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
--------------------------	-----	-------------------------------------	----

c) If so, have they been fully resolved?

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
--------------------------	-----	-------------------------------------	----

WORKSHEET
EVALUATION AND COMPARISON OF
LOCAL STANDARDS (Required by CTD)

On-time Performance

1a) What is the pick-up window or the definition of when a trip is considered on-time?

b) Is this policy clearly communicated to drivers?

Yes

No

c) Is the policy clearly communicated to passengers?

Yes

No

2a) What is the local standard for on-time performance?

b) Is the CTC meeting the local standard for on-time performance? (list current level)

Call Hold Time

3 a). What is the standard for call hold time?

b). Is the CTC meeting this standard? (list current level)

Complaints

4a). What is the local standard for complaints?

.85 complaints/1,000 trips-VOTRAN (Standard is 1.7 for Vendors)

b). Is the CTC meeting this standard? (list current level)

Yes: Votran - .17 Vendors - 1.12

5. Number of formal grievances filed:

0

Safety

6 a). What is the local standard for accidents?

1 per 100,000 miles

b). Is the CTC meeting this standard? (list current level)

Yes, 0.08 per 100,000 miles

Roadcalls

7 a). What is the local standard for roadcalls?

1 per 7,500 miles

b). Is the CTC meeting this standard? (list current level)

Yes, 1 per 14,800 miles

8. What is the average age of the fleet?

Fixed Route - 5.57 Years

Paratransit - 3.83 Years

WORKSHEET
EVALUATION OF AVAILABILITY (Required by CTD)

Measure	Evaluation Period	Previous Period
Demand		
1. Potential TD Population	249,757	241,078
2. TD Population	58,104	56,248
3. Estimated demand for program trips	774,247	747,342
4. Estimated demand for general trips	755,352	731,224
5. Total trip demand (line 3 + line 4)	1,529,599	1,478,566
Supply		
6. Program trips provided	385,473	377,966
7. General trips provided	399,518	401,938
8. Total number of trips provided (line 6+line 7)	784,991	779,904
9. Vehicle miles	2,530,843	2,570,131
10. Driver hours	180,091	188,260
11. Total Passengers Served (UPHC)	55,334	46,490
Supply v. Demand		
12. Program demand met (line 6 / line 3)	0.50	0.51
13. General demand met (line 7 / line 4)	0.53	0.55
14. Percent of estimated demand met (line 8 / line 5)	0.51	0.53
15. Unmet trip requests (Denied Trips)	0	0
16. Percent of requests met line 8 / (line 8 + line 15)	100%	100%
Outreach		
17. Ratio of Registrants to Potential TD Pop (line 11 / line 2)	0.22	0.19
18. General trips per user (line 7 / line 11)	7.22	8.65
19. Vehicle miles per user (line 9 / line 11)	45.74	55.28
20. Vehicle miles per TD Population capita (line 9 / line 2)	43.56	45.69
Public Information and Access to Services		
21a. Public information expenses (including in-kind)	Unknown	Unknown
21b. List public information efforts (brochures, ads...) Presentations, Brochures, Newspapers, Community Organization Involvement, Schedules and Website	User's Guide, and Website	User's Guide Website
22. How many places is information about TD transportation available?	50+	50+
23. Normal registration delay (number of days, if any)	Up to 21	Up to 21
Capacity		
24. Number of vehicles used in coordinated TD transportation	100	98
25. Vehicles per 100,000 TD Population capita	0.002	0.002
26. Drivers per 100,000 TD Population capita	0.002	0.002
27. Are trip priorities or limitations used? (Y/N)	No	No
28. Size of wait list (if any)	None	None
29. Has the CTC met all demand for sponsored trips?	Yes	Yes

Hours and Days of Service	Monday	Tuesday	Wednesday	Thursday	
31. Hours per day transportation is available	18.00	18.00	18.00	18.00	
	Friday	Saturday	Sunday	TOTAL	Previous
	18.00	18.00	12.00	120.00	120.00

Ability to Place Reservations	Monday	Tuesday	Wednesday	Thursday	
32. Number of hours per day reservations can be made	10.25	10.25	10.25	10.25	
	Friday	Saturday	Sunday*	TOTAL	Previous
	10.25	8.00	0.00	59.25	59.25

* ADA trips can be booked for next day service through the dispatch office. Reservations staff not in on Sundays.

33. What is the minimum required notice for reservations?

- a) Ambulatory
- b) Non-ambulatory
- c) Stretcher

34. How far in advance can reservations be placed? (numbers of days)

APPENDIX J: FCTD RATE MODEL CALCULATION SPREADSHEETS

Preliminary Information Worksheet

Version 1.4

CTC Name: Votran

County (Service Area): Volusia

Contact Person: Jim Dorsten

Phone # 386-756-7496 x4128

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: **Votran**
County: **Volusia**

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

1	2	3	4	5	6	7
	Prior Year's ACTUALS from Oct 1st of 2010 to Sept 30th of 2011	Current Year's APPROVED Budget, as amended from Oct 1st of 2011 to Sept 30th of 2012	Upcoming Year's PROPOSED Budget from Oct 1st of 2012 to Sept 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 111,720	\$ 113,850	\$ 117,550	1.9%	3.2%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						County cash is provided as system subsidy
Compl. ADA Services						
County Cash	\$ 424,110	\$ 430,550	\$ 479,706	1.5%	11.4%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 753,136	\$ 777,493	\$ 777,493	3.2%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 38,108	\$ 39,670	\$ 40,960	4.1%	3.3%	All 5311 and 5307 are used for operating subsidy (no capital) this is not generated on a rip basis
49 USC 5310						
49 USC 5311 (Operating)	\$ 184,194	\$ 184,617	\$ 184,617	0.2%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						The revenues generated based on rates calculator by the rate model
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.	\$ 90,500	\$ 87,500	\$ 85,000	-3.3%	-2.9%	
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						The revenue generated based on rates calculator by the rate model
Div of Blind Services	\$ 16,850	\$ 15,654	\$ 15,000	-7.1%	-4.2%	
Vocational Rehabilitation	\$ 15,980	\$ 14,650	\$ 13,500	-8.3%	-7.8%	
Day Care Programs	\$ 90,850	\$ 82,850	\$ 75,000	-8.8%	-9.5%	
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act	\$ 76,888	\$ 71,650	\$ 70,000	-6.8%	-2.3%	CCE program has cut back because of funding. The revenue generated based on rates calculated by the rate model
Community Care for Elderly	\$ 5,200	\$ 4,800	\$ 4,000	-7.7%	-16.7%	
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: **Votran**
County: **Volusia**

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

1	2	3	4	5	6	7
	Prior Year's ACTUALS from Oct 1st of 2010 to Sept 30th of 2011	Current Year's APPROVED Budget, as amended from Oct 1st of 2011 to Sept 30th of 2012	Upcoming Year's PROPOSED Budget from Oct 1st of 2012 to Sept 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

APD

Office of Disability Determination						Te revenue is generated based on rates calculated by the rate model
Developmental Services	\$ 78,650	\$ 75,565	\$ 74,000	-3.9%	-2.1%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$1,886,186	\$1,898,849	\$1,936,826	0.7%	2.0%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 613,773	\$ 612,378	\$ 624,626	-0.2%	2.0%	
Fringe Benefits	\$ 344,511	\$ 342,530	\$ 349,381	-0.6%	2.0%	
Services	\$ 10,066	\$ 12,398	\$ 12,646	23.2%	2.0%	
Materials and Supplies	\$ 289,135	\$ 293,026	\$ 298,887	1.3%	2.0%	
Utilities	\$ 22,688	\$ 21,858	\$ 22,295	-3.7%	2.0%	
Casualty and Liability	\$ 10,014	\$ 13,013	\$ 13,273	29.9%	2.0%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 580,908	\$ 589,628	\$ 601,421	1.5%	2.0%	
Other						
Miscellaneous	\$ 15,091	\$ 14,018	\$ 14,298	-7.1%	2.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
Total Expenditures =	\$1,886,186	\$1,898,849	\$1,936,826	0.7%	2.0%

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Comprehensive Budget Worksheet

Version 1.4

CTC: **Votran**
County: **Volusia**

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2010 to Sept 30th of 2011	Current Year's APPROVED Budget, as amended from Oct 1st of 2011 to Sept 30th of 2012	Upcoming Year's PROPOSED Budget from Oct 1st of <input type="text"/> 2012 to Sept 30th of 2013	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Votran**

County: **Volusia**

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2012
	to
	Sept 30th of
	2013
1	2

What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 1,936,826

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 1,545,643	\$ 391,183	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 624,626
Fringe Benefits	\$ 349,381
Services	\$ 12,646
Materials and Supplies	\$ 298,887
Utilities	\$ 22,295
Casualty and Liability	\$ 13,273
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 601,421
Other	\$ -
Miscellaneous	\$ 14,298
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 1,936,826
minus EXCLUDED Subsidy Revenue =	\$ 391,183
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 1,545,643
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate	
Base =	\$ 1,545,643

\$ 391,183

Amount of
Budgeted Operating
Rate Subsidy
Revenue

\$

1 Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: **2010 - 2011**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Votran
County: Volusia

Version 1.4

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	611,672
Rate Per Passenger Mile = \$	2.53
Total <u>Projected</u> Passenger Trips =	76,459
Rate Per Passenger Trip = \$	20.22

Fiscal Year

2012 - 2013

Avg. Passenger Trip Length = 8.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.17

Rate Per Passenger Trip = \$ 25.33

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **Votran**
 County: **Volusia**

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for **Contracted Services:**
 per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....

<input checked="" type="radio"/> Pass. Trip	Leave Blank
<input type="radio"/> Pass. Mile	

Worksheet for Multiple Service Rates

CTC: **Votran** Version 1.4
 County: **Volusia**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank

4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... **Do NOT Complete Section IV**

..... And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate 0.00** to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 - * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2012 - 2013			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	611,672 =	<input type="text" value="324,186"/>	<input type="text" value="287,486"/>	<input type="text" value="Leave Blank"/>	<input type="text" value="Leave Blank"/>
Rate per Passenger Mile =		\$1.89	\$3.24	\$0.00	\$0.00
					per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	76,459 =	<input type="text" value="40,523"/>	<input type="text" value="35,936"/>	<input type="text" value="Leave Blank"/>	<input type="text" value="Leave Blank"/>
Rate per Passenger Trip =		\$15.13	\$25.94	\$0.00	\$0.00
					per passenger per group

- 2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text" value="Leave Blank"/>	<input type="text" value="Leave Blank"/>
Rate per Passenger Mile for Balance =		\$1.89	\$3.24	\$0.00	\$0.00
					per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.37	\$4.06	\$0.00	\$0.00
					per passenger per group
Rate per Passenger Trip =		\$18.96	\$32.51	\$0.00	\$0.00
					per passenger per group

Program These Rates Into Your Medicaid Encounter Data