

Transportation Disadvantaged Service Plan

Annual Update 2025



Prepared For
County of Volusia Transit Services Division d/b/a (Votran)

Prepared By
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Introduction

Volusia County Government serves as the Community Transportation Coordinator (CTC) for the Transportation Disadvantaged (TD) program within Volusia County. The county created a Transit Services Division to manage the contractor providing public transportation services. As the public transit agency serving under the auspices of Volusia County Government, Votran carries out the functions of the CTC on an ongoing basis. As part of its obligation as the CTC, Votran is required to develop a Transportation Disadvantaged Service Plan (TDSP). The TDSP is an annually updated tactical plan comprised of several sections including the Development Plan, Service Plan, Quality Assurance, and Cost/Revenue Allocation and Rate Structure Justification components.

The current TDSP was developed by Tindale-Oliver & Associates, Inc. (now Alfred Benesch & Company) congruent with the development of the Transit Development Plan (TDP). It was reviewed and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) on July 14, 2021. The information presented in this document provides an update to the TDSP and has been developed in accordance with the established requirements. This update covers the current status of each of the Goals and Objectives as well as the recommended actions listed in the Implementation Plan.

Goals and Objectives

The goals identified in the TDSP for Votran can be grouped into five Key Focus Areas, including:

- System Administration and Education
- Service Delivery
- Policy
- Technology
- Funding

The following provides a listing of the specific Goals and Objectives identified in the TDSP:

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.

Strategy 1.1.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicle.

Strategy 1.1.3: Continue to monitor cost per trip and work to operate as efficiently as possible.

Strategy 1.1.4: Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be reported in the Annual Operating Report (AOR), National Transit Database (NTD), and the annual CTC evaluation.

Strategy 1.1.5: Partner with Transportation Network Companies (TNCs), such as Via Transportation, Uber and Lyft, to provide additional on-demand transportation options.

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.

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

Strategy 1.2.3: Distribute the Transit Development Design Guidelines to developers contacting Votran for assistance and make the guidelines available at various locations around the county.

Objective 1.3: Ensure 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.

Strategy 1.3.3: Review ADA and TD customer's paratransit service needs to assess the feasibility of a bus pass or digital payment program to support the reduction of paratransit trip demand.

Strategy 1.3.4: Ensure 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.

Goal 2: Deliver a safe and high-quality transit experience to the customer.

Objective 2.1: Monitor service quality and maintain minimum standards.

Strategy 2.1.1: Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service (Votran and paratransit service contractors).

Strategy 2.1.2: Implement Interactive Voice Response (IVR) technology to allow automated calling and assist with customer communication of trip reminders and cancellations.

Strategy 2.1.3: Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities.

Strategy 2.1.4: 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 appropriate.

Objective 2.2: Maximize customer comfort and safety.

Strategy 2.2.1: Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions.

Strategy 2.2.2: Monitor safety related complaints and seek ways to minimize complaints and operate services in a safe and secure manner in accordance with the Commission for the Transportation Disadvantaged (CTD) and the Florida Department of Transportation (FDOT) standards and recommendations.

Strategy 2.2.3: Continue to utilize compliance officer, road supervisor, “mystery riders”, cameras, and technology at Votran’s disposal to ensure accountability of staff to riders and passenger compliance with policies and procedures.

Strategy 2.2.4: Analyze accident records and document future actions deemed necessary to improve the overall safety record.

Strategy 2.2.5: Maintain the quality of the vehicles by replacing older, high-mileage vehicles and operating a fleet with vehicles that do not exceed their useful life.

Strategy 2.2.6: Install technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) on all contractor vehicles with the goal of achieving consistent operating levels with Votran vehicles and better coordinated services.

Strategy 2.2.7: Implement Votran’s *2019 Package/Personal Belongings Policy*.

Objective 2.3: Increase avenues for customers to access information on the coordinated transportation system.

Strategy 2.3.1: Continue facilitating transit education program to educate special interest groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.

Strategy 2.3.2: Promote new and existing transportation services in Volusia County.

Strategy 2.3.3: Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyStop real-time bus tracking

app, and update the various “How-to-Ride” guide formats, as necessary to educate and inform system users and the community.

Strategy 2.3.4: Ensure all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998.

Strategy 2.3.5: Continue to serve on the Volusia-Flagler Transportation Planning Organization (VFTPO) Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

Strategy 2.3.6: Conduct travel training workshops and training to organizations serving the disabled.

Goal 3: 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 3.1: Improve local knowledge of the benefits of transit-friendly land uses.

Strategy 3.1.1: Continue to work with the VFTPO for any subsequent updates to the adopted Transportation Impact Analysis (TIA) guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.

Strategy 3.1.2: Complete updates to the Transit Development Design Guidelines (TDDG), as necessary.

Objective 3.2: Improve connections of public transportation to other modes of transportation.

Strategy 3.2.1: Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.

Strategy 3.2.2: Evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.

Strategy 3.2.3: Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.

Objective 4.1: Continue to coordinate with the VFTPO to staff and support the Volusia County TDLCB.

Strategy 4.1.1: Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.

Strategy 4.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and Actual Expenditure Report (AER).

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

Strategy 4.1.4: Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.

Goal 5: Integrate paratransit service with fixed-route service to provide more travel options for the ADA and TD populations.

Objective 5.1: Provide opportunities for ADA and TD passengers to safely access multi-modal transportation options.

Strategy 5.1.1: Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.

Strategy 5.1.2: Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services.

Strategy 5.1.3: Support Accessible Pedestrian Signal Access Plan.

Strategy 5.1.4: Develop a phased-implementation plan to improve accessibility at bus stop locations.

Goal 6: Secure additional funding that comes available to meet the transportation disadvantaged demand and mobility needs in Volusia County.

Objective 6.1: Investigate and pursue all available funding opportunities at the federal, state, and local levels and from private sources for programs or projects serving the transportation disadvantaged.

Strategy 6.1.1: Coordinate with the VFTPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

Strategy 6.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system.

Strategy 6.1.3: Work with CTD, the Florida Legislature, FDOT, and Federal Transit Administration (FTA) to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community.

Strategy 6.1.4: Work with local agencies to continue to receive sufficient funding to provide agency trips (e.g., Volusia Council on Aging, the Florida Department of Children and Families, etc.).

Strategy 6.1.5: Evaluate fares periodically to ensure customers contribute to maintaining the system within reasonable means.

Objective 6.2: Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

Strategy 6.2.1: Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.

Implementation Plan

The Implementation Plan has been developed during the most recent TDSP major update. It is derived from the goals, objectives and strategies. This section is meant to provide tools to assist with achieving the long-range goals. With the exception of the strategies included in Goal 4 “Ensure program accountability with the State and Federal requirements for TD planning,” recurrent strategies that are considered routine operational planning efforts for the coordinated system have been included in the goals and objectives section of the TDSP, but have been omitted from the implementation plan. The implementation plan focuses on highlighting the ongoing and potential new strategies that would need to be deployed to meet some of the transportation and coordination needs identified through the TDSP planning process.

Past Year’s Accomplishments Based on Established Goals, Objectives and Strategies

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.

The Transit Services Division signed a coordination agreement with WORC in support of their successful grant awarded by FDOT for Section 5310 vehicles.

Strategy 1.1.2: Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicle.

The Transit Services Division encourages organizations providing transportation for elderly persons and persons with disabilities to apply for FDOT 5310 funds which provide capital funding/equipment. Transit Services Division staff monitors their recipient agencies status since they must keep their CTC agreements current and in force at all times when in possession of a vehicle purchased through the Section 5310 Program. Annually the Transportation Disadvantaged Local Coordinating Board (TDLCB) reviews Transit Services Division’s coordination agreements. The TDLCB’s latest review was conducted in January 2025.

Strategy 1.1.3: Continue to monitor cost per trip and work to operate as efficiently as possible.

Transit Services Division's Administration, Finance and Paratransit Operations work together to monitor costs per trip and to maintain efficiency in the provision of trips. The Transit Services Division continues to monitor costs per trip and to apply such strategies as multi-loading, strategic scheduling of trips and group trips wherever feasible. To further increase efficiency, the Transit Services Division schedulers run daily software optimizing reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on schedule. The cost per trip analysis is performed each time the rates are established for the CTD Trip and Equipment grant.

Strategy 1.1.4: Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be reported in the AOR, National Transit Database (NTD), and the annual CTC evaluation.

The Transit Services Division collects, compiles and maintains various data for use in the National Transit Database (NTD) and the Annual Operating Report (AOR), which are submitted in a timely manner. Votran's CTC re-designation was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) in October 2021. The Annual Operating Report was approved by the TDLCB in October 2024.

Strategy 1.1.5: Partner with Transportation Network Companies (TNCs), such as Via Transportation, Uber and Lyft, to provide additional on-demand transportation options.

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.

As funding remains a challenge to implement expansion of service, the Transit Services Division continues to track key destinations and priorities for service beyond the existing fixed route corridors and the complimentary service. Key destinations include but are not limited to: Victoria Park Medical Offices, DeLand Amtrak/SunRail Station, and Daytona State College in DeLand.

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

The Transit Services Division's Administration, Finance and Paratransit Operations work together to monitor costs per trip and to maintain efficiency in the provision of trips. The Transit Services Division continues to monitor costs per trip and to apply such strategies as multi-loading, strategic scheduling of trips and group trips wherever feasible. To further increase efficiency, the Transit Services Division schedulers run daily software optimizing reports and dispatchers run slack time reports to re-schedule trips or add new trips in slack time on

schedule.

Strategy 1.2.3: Distribute the Transit Development Design Guidelines to developers contacting Votran for assistance and make the guidelines available at various locations around the county.

The updated Transit Development Design Guidelines (TDDG) were adopted in June 2016 and published on www.Votran.org. The Transit Services Division continues to promote the use of the TDDG in new development in Volusia County. In a study regarding bus stop improvements, the TDDG was used as a guiding document for bus stops in unincorporated Volusia County. All new bus stops are installed using these guidelines that are consistent with the FDOT standards and FTA ADA requirements.

Objective 1.3: Ensure 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.

The Transit Services Division executive team works with the National Rural Transit Assistance Program (RTAP), the Center for Urban Transportation Research (CUTR), and FDOT on training opportunities for staff in the areas of operation, maintenance, planning and human resources in order to ensure staff training opportunities keep pace with industry standards. The Transit Services Division also provides technical training to management staff to grow their knowledge and skills in effective transit planning using the newest software, such as Remix. One of the achievements in the past few years has been the diversity recruitment efforts. In 2017, there were 50% more women managers than in 2012. By 2024, 10 of the 26 management team members were women, and among them, 1 is a minority woman. Overall 38% of the management team are women or minorities.

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

The Transit Services Division continues to be diligent in acquiring new, fuel efficient vehicles and equipment and staff members continue to explore alternative fuel options whenever feasible.

Strategy 1.3.3: Complete an analysis of ADA and TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand and applicability in Volusia County.

Strategy 1.3.4: Ensure 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.

The Transit Services Division realizes efforts towards making fixed-route accessible to more riders would free up capacity on the paratransit system, provide greater independence for the TD users, and reduce costs for both the transit system and the TD Program. The Transit Services Division takes a responsible approach to managing its paratransit service. The Transit Services Division conducts strict eligibility and certification processes as well as providing travel training to those who qualify for transition to the fixed route system.

Functional assessments take into consideration any part of the system in the designated service area which cannot be used or navigated by the individual due to a disability. Eligibility is therefore, determined by a combination of functions and a medical model as it applies to the individual needs for trips. Re-certifications are conducted every three years.

Goal 2: Deliver a safe and high-quality transit experience to the customer.

Objective 2.1: Monitor service quality and maintain minimum standards.

Strategy 2.1.1: Meet or exceed 90 percent on time performance goal for both paratransit and fixed-route service.

On time performance (also known as schedule adherence) is used to indicate the quality of service provided to customers. Votran's pick-up window is 1 hour. This policy is clearly communicated to drivers as well as to passengers. A standard of 90% on-time performance has been established for all completed trips. This standard applies to Votran and all contractors providing paratransit services to Volusia County. Through persistent effort and various strategies including the addition of Global Positioning System devices in paratransit vehicles, Votran has been able to consistently meet or exceed the 90% on-time standard and continues to do so. The record in FY 2024 continues to show on-time performance above the standard for the fixed routes and paratransit service.

Strategy 2.1.2: Implement IVR technology to allow automated calling and assist with customer communication of trip reminders and cancellations.

The Interactive Voice Recognition (IVR) was implemented in the last week of February 2018. This phone system is called VoCall and allows inbound callers to find out what trips they have scheduled. The customer will receive a call approximately 15 minutes in advance of their pickup. This is based on real time vehicle location information. This gives the customer some time to prepare for their pickup without needing to call to find out how soon to expect their vehicle. An outbound call to customers is placed the evening before a reserved trip to remind customers about

their reservation and provides the option for the trip to be cancelled in advance. Customers may opt to receive text messages instead of voice messages. All new Votran Gold eligible customers have been receiving information about VoCall service. The Transit Services Division is working on a promotional campaign for our customers to remind them about this opportunity.

Strategy 2.1.3: Conduct oral and visual presentations to Votran operator trainees regarding interactions with riders who have disabilities.

Votran drivers receive intense training over a six-week period that includes: simulator training, defensive driving, driver safety, passenger sensitivity, wheelchair securement, and T.S.I. (Transportation Safety Institute) Certified training which involves operator's responsibility, customer service training as well as emergency management. Training is broken down into two phases. Phase one consists of class room instruction by training supervisors and presentations of specific subjects by staff personnel. Phase two is on-the-job training with primary line instructors who fine-tune their driving skills and learn the various routes in Votran's system. The training is done annually for each person on or about their respective employment anniversary and the topic related to paratransit operation includes ADA Reasonable Accommodations and Disability Etiquette.

Strategy 2.1.4: Continue to staff monthly 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 appropriate.

Votran has, in place, a Customer Service Committee which meets monthly. Attendees usually include: two bus operators, a supervisor, a member of Planning, and a representative from the Volusia-Flagler TPO. The review is run by the Customer Service Manager. The Customer Service Committee continues to meet and review service complaints including paratransit. Thanks to Votran's technology, determinations can be made using on-board videos and GPS data. All passenger vehicles, including paratransit vehicles, are equipped with on-board security cameras. Commendations received concerning service are also shared with the attendees. Findings from this Customer Service Committee result in corrective actions that are taken where and when necessary. On occasion, policies have been revised or developed pursuant to these meetings.

Objective 2.2: Maximize customer comfort and safety.

Strategy 2.2.1: Regularly inspect vendor vehicles, monitor drivers and adhere to the drug and alcohol program for all safety sensitive positions.

Votran's Public Transportation Agency Safety Plan (PTASP) complies with State minimum equipment and operational safety standards established pursuant to subsection 341.061, Florida Statutes. Minimum State standards are contained in Rule 14-90, Florida Administrative Code. Votran inspects all equipment operated in accordance with established standards at least annually.

The Transit Services Division has in place monetary penalties when service providers fail to provide adequate service. Disincentives may range from non-payment for a trip that was not performed in accordance with the standards set forth in the contract, such as: Vehicle serviceability problems, failure to turn in Daily Performance Logs, inability to perform trips or trip refusals, non-compliance with established policies, and lack of response to customer complaints. A new contract for paratransit service providers was established in June 2023 with four operators: All Volusia Transport, Community Connections Transportations, Kings Transportation Group, and Med-One Shuttle. A new contract for accessible taxicab services was established in May 2025 with two operators: Community Connections Transportations and Kings Transportation Group.

Strategy 2.2.2: Monitor safety related complaints and seek ways to minimize complaints and operate services in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.

Votran has a complaint policy and handles each complaint either by phone or in writing. The Customer Service Department tracks all paratransit and fixed route complaints. Additionally, Votran's Operations Department has a Director of Safety and Training on board who further explores those complaints related to safety. Re-training, counseling and disciplinary actions are used for enforcement.

Strategy 2.2.3: Continue to utilize compliance officer, road supervisor, "mystery riders", cameras, and technology at Votran's disposal to ensure accountability of staff to riders and passenger compliance with policies and procedures.

Votran uses various means to ensure accountability of staff to riders such as: compliance officers, road supervisors, and video cameras on the vehicles. Votran's contract compliance officer monitors contractor performance and identifies training deficiencies or service quality concerns that may arise among contractors. Road supervisor observations, complaints, customer service reports and cameras also contribute to ensuring accountability of staff to riders. Investigation of customer service reports make use of many technology data sources available to the Customer Service Manager.

Strategy 2.2.4: Analyze accident records and document future actions deemed necessary to improve the overall safety record.

For all accidents, whether they are traffic, passenger, or on-the-job injury, a supervisor is dispatched to the accident location. Appropriate law enforcement agencies are also contacted. The supervisor dispatched to the scene, will complete a Supervisor's Investigation Form, and the driver will complete an accident form. Following the completion of the above forms, they are forwarded to the Safety/Security Training Officer for investigation and classification. The accident reporting system at Votran involves the following reports: Accident Report, Accident Review Committee, Operator Accident, History, System Performance and Employee Injury Reports. In September 2024 Votran received awards at the 2024 FPTA & CTD Annual Conference in the following categories:

- Florida Public Transportation Association Bus Safety Gold Award.
- Operator of the Year (2nd Place) Award – Richard Ives
- Paratransit Technician of the Year Award – Mailoha Melendez-Woods
- Bus Technician of the Year (3rd Place) – Tommy Martin, Jr.
- Dispatcher/Scheduler of the Year – Jodi Milisavic
- Lifetime Achievement Award – Edie Biro

Strategy 2.2.5: Maintain the quality of the vehicles by replacing older, high-mileage vehicles and operating a fleet with vehicles that do not exceed their useful life.

The Transit Services Division keeps track of its need to replace/purchase equipment/vehicles via the vehicle replacement program and coordination with the maintenance department. Concerning paratransit vehicles, the Transit Services Division maintains a vehicle replacement schedule that extends over a decade. The organization also outlines a five-year replacement plan as part of the Capital Improvement Program (CIP). Concerning equipment, the Transit Services Division's planning staff coordinates the development of the CIP with the maintenance department to ensure the need for shop tools and equipment are identified and adequate funding is secured. A schedule of needs is developed and incorporated into the CIP. The average age of the paratransit fleet is 6.3 years.

Strategy 2.2.6: Install technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) on all contractor vehicles with the goal of achieving consistent operating levels with Votran vehicles and better coordinated services.

The Transit Services Division orders their new paratransit vehicles with GPS units and AVL systems. Contractors are encouraged to use the prior mentioned technologies, and their contracts include an incentive for the use of technology which aids in the reduction of the cost of providing services. Votran completed the tablet installations with AVL and MDT technology on contractor vehicles in November 2017. This contractor installation supports the IVR advance calling that was implemented as VoCall in February 2018.

Objective 2.3: Increase avenues for customers to access information on the coordinated transportation system.

Strategy 2.3.1: Continue facilitating transit education program to educate special interest groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.

The Transit Services Division undertakes “transit education” programs oriented towards educating special interest groups on the benefit of public transportation. A better understanding of transit and its benefits may produce positive results such as improved ridership and improved overall system utilization. The Transit Services Division staff has worked closely with a variety of groups to provide transit education such as: the Volusia Council on Aging and local AARP offices to educate seniors on how to use fixed route service among others.

The Transit Services Division realizes marketing is an ongoing communications exchange with customers in a way that educates, informs and builds a relationship over time. In turn, these relationships have produced advocates and repeat customers. Votran has made presentations and conducted outreach which include: Senior resident community meetings (various), Division of Blind Services, Volusia County Health and Wellness Fair, Volusia County Transportation Disadvantaged Local Coordinating Board

Strategy 2.3.2: Promote new and existing transportation service in Volusia County.

Promoting and marketing go hand in hand when it comes to familiarizing the transit system riders with all that Votran has to offer and plans to offer. The Transit Services Division understands the introduction or launching of a new service involves both focusing within Votran (employees) and outside of Votran (general public). The Transit Services Division works with Volusia County Community Information to develop media opportunities. These include radio ads and regular interviews with the Transit Services Division’s staff on radio and TV. With the assistance of the FDOT service development grant for marketing, the Transit Services Division has updated the radio ad to focus on the Rider Technology Tools. Marketing included:

- Public Meetings to inform the public about new service and service changes.
- Route schedules, flyers, and brochures were handed out at numerous locations and events.
- Presentations and outreach to: Volusia Memorial Funeral Home, DeLand High School, La Costa Village, Welcoming Hearts, Campbell Middle School, Volusia County Veteran’s Center, Woodland Towers, Tomoka Correctional Center, Lyonia Wildlife Festival, Heritage Middle School, Black Home Schoolers Community Expo, NSB Senior Summit & Health Fair, Spring Hill Community Resource, PACE Transportation Safety Fair, NSB High School, and Port Orange Library

In 2023, Volusia County launched a new Mobility-on-Demand service named VoRide, as a

transportation option to residents and visitors to the west side of the county and replacing low performing fixed routes in that area.

Strategy 2.3.3: Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyStop real-time bus tracking app, and update the various “How-to-Ride” guide formats, as necessary to educate and inform system users and the community.

Votran’s website provides trip planning, tracking and customer service information to passengers, and Votran also developed “My Stop” live bus tracking app on smart phones. The downloadable Votran Gold Users (Rider’s) Guide and the GOLD eligibility application are available in both English and Spanish on the website. Copies of the guide as a streaming audio and an MP3 download (18.7mb) are also available for download. Votran includes marketing videos to educate the riders how to ride the Votran system. Other detailed information of use to the paratransit (or potential paratransit) rider can be found at this location on the site as well. Policy reminders are also provided in the form of “Take Ones”. The website has a sign language video of the Votran Gold User Guide for the deaf and hearing impaired. In addition, the Vo-to- go text message system provides fixed-route riders real-time information to track bus via text messages. The web site features a “translate site” option which allows users to select a preferred language they want to view the displayed text.

Strategy 2.3.4: Ensure all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. The Transit Services Division staff is working to ensure the new website and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998. Ongoing reviews and updates to these media ensure continued compliance exists.

Strategy 2.3.5: Continue to serve on the VFTPO Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

The Transit Services Division continues to participate as a member of the VFTPO’s BPAC, the CAC, and the TCC. The Transit Services Division staff, as stakeholders or participants, also attends the VFTPO’s special study meetings, such as Bus Stop Improvement Plan (Phase I) and ITS Master Plan meeting, as well as the VFTPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. The Transit Services Division (CTC) attends all TDLCB meetings as a non-voting participant.

Strategy 2.3.6: Conduct travel training workshops and training to organizations serving the disabled.

The Transit Services Division realizes efforts towards making fixed-route accessible to more riders would free up capacity on the paratransit system, provide greater independence for the TD users, and reduce cost for both the transit system and the TD Program. The Transit Services Division takes a responsible approach to managing its paratransit service and conducts strict eligibility and certification processes as well as provides travel training to those who qualify for transition to the fixed route system. Travel training can also be provided upon request by organizations serving the disabled. The Votran Customer Service staff visited with staff members at a dialysis center and a nursing home to train them on travel needs of patients in their care. Votran participates in community awareness events such as Volusia/Flagler Disability Coalition.

Goal 3: 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 3.1: Improve local knowledge of the benefits of transit-friendly land uses.

Strategy 3.1.1: Continue to work with the VFTPO for any subsequent updates to the adopted TIA guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.

The Transit Services Division continues to be involved as a reviewer of local comprehensive plans, plan amendments, development proposals, and re-zonings in its current and future planned service areas. Votran has met with several local municipalities to discuss possible improvements concerning accessibility for transit riders including the transportation disadvantaged. The Transit Services Division, in joint effort with the TPO, will continue to promote the Transit Development Design Guideline (TDDG) to provide up-to-date transit design principle for local development. This document will be referred to as a local transit design standard in the TPO's Traffic Impact Analysis (TIA) which will be a required document for local development.

Strategy 3.1.2: Complete updates to the Transit Development Design Guidelines (TDDG), as necessary.

The Transit Services Division continues to utilize the TDDG as design guidelines for transit infrastructure development and improvements in Volusia County. No update to the TDDG is necessary at this time.

Objective 3.2: Improve connections of public transportation to other modes of transportation.

Strategy 3.2.1: Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.

The Transit Services Division participates in the TPO committees to support corridor development as improvement projects arise.

Strategy 3.2.2: Evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.

SunRail connectivity service is continually monitored and evaluated to provide the best service with existing resources. Volusia County's Transit Services Division staff participate in the SunRail Technical Advisory Committee (TAC) and Customer Advisory Committee (CAC) meetings. SunRail feeder bus service information is regularly presented at these meetings.

Strategy 3.2.3: Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

New bus stops are installed on each new route by the start date of each service according to FDOT and FTA guidelines.

Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.

Objective 4.1: Continue to coordinate with the Volusia-Flagler TPO to staff and support the Volusia County TDLCB.

Strategy 4.1.1: Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.

The Transit Services Division collects, compiles and maintains various data that is used in the National Transit Database (NTD) and the Annual Operating Report (AOR) and which are submitted in a timely manner. The annual CTC evaluation is also undertaken, which includes an evaluation of the standards and performance measures adopted by the Transportation Disadvantaged Local Coordinating Board (TDLCB). Votran's CTC re-designation was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) in October 2021. The Annual Operating Report was approved by the TDLCB in October 2024.

Strategy 4.1.2: Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER.

The last major TDSP update, covering the period 2022-2026, was completed by the CTC and VFTPO and reviewed and approved via roll call by the TDLCB in July 2021. This is the fourth annual update. Quarterly progress reports were submitted in a timely manner, and the AER was submitted concurrently with the AOR for review by the CTD in September or October of each year.

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

The Transit Services Division continues to work diligently to strengthen the coordination of transportation in the County. The Transit Services Division maintains existing coordination contracts and executes new ones, where feasible, needed and cost effective. Since FDOT is the designated recipient responsible for the competitive process regarding the awarding of grants for Section 5310 vehicles, the Transit Services Division's efforts to strengthen the coordination of transportation are furthered by obtaining Coordination Agreements with the non-profit agency prior to the award of Section 5310 funds from FDOT.

Strategy 4.1.4: Continue to provide and review performance reports at the TDLCB meetings, tracking monthly progress against the adopted standards and performance measures.

Votran's Operations Staff monitors paratransit subcontractor performance at regular intervals throughout the year. Positive trends are documented and negative trends are immediately addressed. Performance reports are provided to the Transportation Disadvantaged Local Coordinating Board at their regularly scheduled meetings. These reports include performance as they relate to the transportation disadvantaged and paratransit as well as fixed route service. The latest reports were provided to the TDLCB in July 2025.

Goal 5: Integrate paratransit service with fixed-route service to provide more travel options for the ADA and TD populations.

Objective 5.1: Provide opportunities for ADA and TD passengers to safely access multi-modal transportation options.

Strategy 5.1.1: Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people. The Transit Services Division realizes efforts towards making fixed-route accessible to more riders would free up capacity on the paratransit system, provide greater independence for the TD users, and reduce cost for both the transit system and the TD Program. The Transit Services Division takes a responsible approach to managing its paratransit service. The Transit Services Division conducts strict eligibility and certification processes as well as providing travel training.

Functional assessments take into consideration any part of the system in the designated service area which cannot be used or navigated by the individual due to a disability. Recertifications are conducted every three years.

Strategy 5.1.2: Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services.

The Transit Services Division takes a responsible approach to managing its paratransit service. The Transit Services Division conducts strict eligibility and certification processes as well as providing travel training as requested by customers or potential customers.

Strategy 5.1.3: Support Accessible Pedestrian Signal Action Plan.

An Accessible Pedestrian Signal Action Plan was completed and approved by the Volusia-Flagler TPO in March 2017. The Plan examined potential opportunities for installation of new pedestrian signals with accessible features at critical intersections and recommended to incorporate signal updates in local road projects. The audible features of these signals are beneficial to the sight impaired. This plan is in the implementation phase and ongoing.

Strategy 5.1.4: Develop a phased-implementation plan to improve accessibility at bus stop locations.

The Transit Services Division continues to work with developers, cities and FDOT to assess projects that impact bus stops in the right of way. Where the development requires a change in bus stop position, Votran staff work to ensure that the newly installed bus stop meets all design standards for FDOT and FTA guidelines.

Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.

Objective 6.1: 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 6.1.1: Coordinate with the Volusia-Flagler TPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

The Volusia-Flagler TPO is committed to public transportation as an essential alternative form of

mobility for those who do not have access to private transportation. In addition, public transportation provides an efficient alternative to the private automobile, helping to relieve pressure in congested corridors. The TPO has ascertained the importance of ensuring transit, which inherently receives a small amount of Federal Funding relative to highway funding, is part of the diversification of highways and other modes of transportation. As Volusia County faces increasing travel demands on the transportation infrastructure, the TPO and the Transit Services Division have become major partners in the refinement of the intermodal transportation planning process. The TPO's commitment is backed by its decision to set aside 30% of its Surface Transportation Program (STP) Extra Urban (SU) funding to support transit. Furthermore, the TPO's transit planner acts as a liaison between the inner workings of both the TPO and the Transit Services Division. This includes such activities as attending meetings, coordinating review of the work program, reviewing documents and providing information that assists both the TPO and the Transit Services Division in their decision making. Votran established a coordinating agreement with WORC allowing for their FDOT grant to be awarded for their transportation program. In 2024, the Transit Services Division did not replace any paratransit vehicles, but thirteen vehicles are in service and four are being prepared for service.

Strategy 6.1.2: Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system.

The Transit Services Division uses the assistance of small businesses in the provision of paratransit services allowing the Transit Services Division to develop its core services and use vendors for some of the outlying trips. Votran makes every effort to do its best to accommodate paratransit demand through the use of its own paratransit fleet as this facilitates increased multi-loading, thus, reducing overall operating costs for the paratransit program. Through this vigilance, Votran continues to have no unmet trip requests.

On August 6, 2015, the county council approved the contract with vRide, for commuter vanpool program services. Enterprise Leasing Company of Orlando merged with vRide and has since operated the county's contract for commuter vanpool services under the name Commute with Enterprise. In 2024, twenty-two (22) users participated in the Commute with Enterprise Program.

Strategy 6.1.3: Work with CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community.

The Transit Services Division receives its county funding support from the General Revenue Fund. State and federal transit funding are expected to remain limited during the upcoming years. The Transit Services Division will continue to work toward identifying possible sources of funding for future Votran improvements.

Strategy 6.1.4: 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.).

The Transit Services Division works with local agencies in order to promote a better understanding of transit and its benefits. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has worked with community-based organizations, the TPO and the Florida Department of Transportation's commuter options marketing agency, ReThink Your Commute.

Strategy 6.1.5: Evaluate fares every three years to ensure customers contribute to maintaining the system within reasonable means.

Some paratransit riders were under the impression that paying for their ride was optional. Votran re-introduced their past policy for non-pays and is included in the Votran Gold User Guide. Part of the information in the guide lets the rider know fares will depend upon their sponsorship or funding source and the reservationist will tell them the cost of the trip when the reservation is made.

Objective 6.2: Coordinate with County officials and the public to secure a dedicated funding source for transit services in Volusia County.

Strategy 6.2.1: Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.

The Transit Services Division undertakes "transit education" in order to promote a better understanding of transit and its benefits both with the general public and local decision makers. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has provided presentations in numerous city community events as well as Daytona State College, Halifax Council of the Blind, Port Orange YMCA, New Smyrna Beach, and public schools throughout the County among others. Votran staff members are available to speak to groups about the benefits of public transit and can assist groups with information and "how to ride" presentations. In addition, Votran had a presence in FDOT's virtual conference center during the 2024 Mobility Week Event.

Actions to be initiated within Five Years

The Transit Services Division is a dynamic organization characterized by continuous adjustments to change, vigorous activity, high effectiveness and energy. This Community Transportation Coordinator is constantly going through a process of adjustment and growth to meet ever increasing customer needs. To further enhance its ongoing activities the Transit Services Division has incorporated additional actions to be initiated within the next two to five years. The

Implementation Schedule in Appendix “A” provides details of activities that have been planned to be carried out in the next five years from the most recent TDSP update. Appendix B provides the updated Volusia County Rate Model for FY 2025-2026.

New Challenges

In order to meet the updated goals and objectives, the strategies provide guide to the Transit Services Division annual accomplishment. However, challenges still exist in the current and future services. Specifically, these challenges are reflected in areas of fluctuation in service demand, traffic congestion and uncertainty in funding allocation.

Within the existing service area, it is difficult to meet demand for Sunday service and extended hours service due to competing priorities for operating Volusia County community services.

Meanwhile, paratransit driver recruitment continues to be a challenge due to the competitive wage level, and the robust job market within the commuting area of Volusia County.

Increasing demand created by new developments outside of current service area: many new development/destinations have been created in the past years throughout Volusia County. As commercial and residential development continues beyond the current Votran service area, a process for approving and funding new bus service should be adopted as a Volusia County transportation policy. With the current status quo approach to long term transit planning, new service to accommodate individuals residing more than $\frac{3}{4}$ of a mile away from a fixed route would not be considered. Without fixed route service, these people would be eligible for transportation on Votran’s Gold service under Transportation Disadvantaged (TD) grant funding. This increase in utilization of TD funding will quickly overreach the availability of funding.

Conclusion

The Transit Services Division has prepared the fourth annual update from the recent Transportation Disadvantaged Service Plan (TDSP) 2022-2026 major update. Votran has been making consistent efforts to implement service improvements supporting the adopted goals and objectives in the TDSP. As described in this report, Volusia County budgeting for the past two years have provided funds that support the current year implementations that were listed in the TDSP major update. The Transit Services Division will continue to seek funding opportunities to maintain current level of paratransit service in Volusia County.

Appendix A

Implementation Schedule

Volusia County’s Implementation Plan is derived from the goals, objectives, and strategies and has been developed to assist with achieving the long-range goals. In the following tables from the TDSP major update (2021), the strategies, party(ies), responsible for accomplishment, anticipated implementation timeframe, and any known associated costs.

Strategies	Goal/Objective	Responsible Party(ies)	Implementation Timeframe	Potential Cost
System Administration & Education				
Continue to provide and review performance reports at TDLCB meetings tracking monthly progress against adopted standards and performance measures.	Objective 4.1	Transit Services Division	Quarterly	N/A
Review trip patterns to major attractors to ensure that multi-loading occurring as effectively as possible.	Objective 1.2	Transit Services Division	Annually	N/A
Conduct annual travel training workshop, with training for organizations that serve persons with disabilities.	Objective 2.3	Transit Services Division	Annually	N/A
Annually evaluate connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.	Objective 3.2	Transit Services Division /FDOT	Annually	N/A
Provide AOR to CTD on all TD operations coordinated by Votran in Volusia County.	Objective 4.1	Transit Services Division	Annually	N/A
Complete CTD reporting requirements by submitting an annual TDSP update, AOR,	Objective 4.1	Transit Services Division /R2CTPO	Annually	N/A

Strategies	Goal/Objective	Responsible Party(ies)	Implementation Timeframe	Potential Cost
quarterly planning grant progress report, and AER.				
Complete analysis of TD bus pass programs to determine efficiency of programs in reducing paratransit trip demand.	Objective 1.3	Transit Services Division	2025	\$30,000
Develop formal transit education program that could be conducted by any staff member to educate special interest groups, clubs, and community associations on benefits of public transportation.	Objective 2.3	Transit Services Division	ongoing	N/A
Service Delivery				
Develop phased implementation plan to improve accessibility at bus stop locations.	Objective 5.1	Transit Services Division	ongoing	\$30,000-\$125,000
Develop a driver recruitment program and training initiative to attract new paratransit operators.	Objective 1.3	Transit Services Division	ongoing	N/A
Implement pilot bus pass program for Gold users to provide additional mobility and allow use of fixed-route by paratransit customers when feasible, which will also increase system efficiency. Opportunities for Gold Service users to use fixed-route service for free may provide comfort with this mode and reduce reliance on Gold Service by individuals who choose to participate.	Objective 1.3	Transit Services Division	2026	\$50,000
Establish phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in TDDG.	Objective 3.1	Transit Services Division	2025	N/A
Policy				
Monitor Coordination Agreements with contractors.	Objective 4.1	Transit Services Division	Annually	N/A
Conduct "mystery rider" program to ensure accountability of staff to riders.	Objective 2.2	Transit Services Division	ongoing	\$20,000
Evaluate fares every two years to ensure that customers contribute to maintaining system within reasonable means.	Objective 6.1	Transit Services Division /TDLCB	2026	N/A
Technology				
Ensure that technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) are installed on all contractor vehicles with goal of achieving consistent operating levels with Votran vehicles and better coordinated services.	Objective 2.2	Transit Services Division / Contractors	2025	Varies

Appendix B

Volusia County TD Rate Model FY 2025-26

Preliminary Information Worksheet

Version 1.4

CTC Name: Volusia County Votran

County (Service Area): Volusia County

Contact Person: Bobbie King

Phone # 386-756-7496

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: Volusia County Votran
County: Volusia County

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

	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% 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

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

Local Non-Govt

Farebox	\$ 109,909	\$ 125,000	\$ 110,000	13.7%	-12.0%	td trips have stabilized
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 28,686	\$ 55,000	\$ 29,706	91.7%	-46.0%	
Bus Pass Program Revenue						

Local Government

District School Board						2024 is required cash to match 5311 and TD, including farebox revenue as a partial match. 2025 and 2026 are cash needed to balance the budget
Compl. ADA Services						
County Cash	\$ 110,991	\$ 565,628	\$ 571,965	409.6%	1.1%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 1,428,462	\$ 1,397,372	\$ 1,296,282	-2.2%	-7.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 608,412	\$ 590,000	\$ 605,000	-3.0%	2.5%	5307 consists of 100% of maintenance salary costs allocated to TD and 5307 3rd party contractors % of contractor trips performed for TD eligible clients. 5311 consists of rural ada and rural TD. Just revenue related to TD rural. trips are reported here. ADA rural is not applicable to the TD rate model and is excluded. Prior years (2025 budget) detail route trip zone data was not readily available.
49 USC 5310						
49 USC 5311 (Operating)	\$ 62,409	\$ 264,000	\$ 97,597	323.0%	-63.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

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

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

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

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
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						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% 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						
Developmental Services						
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 =	\$2,348,869	\$2,997,000	\$2,710,550	27.6%	-9.6%	

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

Operating Expenditures

Labor	\$ 676,332	\$ 865,000		27.9%	-100.0%	The allocated indirect costs are an allocation of administrative cost to support the TD function of Votran. These administrative costs only support transit and are not a indirect costs allocation from county supporting services. The change in services is due to a change in structure for Votran to an 3rd Party Operations/Maintenance Contract with RATPDEV.
Fringe Benefits	\$ 242,021	\$ 335,000		38.4%	-100.0%	
Services	\$ 906,080	\$ 1,000,000	\$ 2,321,939	10.4%	132.2%	
Materials and Supplies	\$ 313,310	\$ 430,000	\$ 298,800	37.2%	-30.5%	
Utilities	\$ 9,486	\$ 20,000	\$ 14,722	110.8%	-26.4%	
Casualty and Liability	\$ 86,217	\$ 37,000	\$ 10,896	-57.1%	-70.6%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ -					
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 203,287	\$ 310,000	\$ 64,193	52.5%	-79.3%	

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR LOSS	(\$87,864)				
Total Expenditures =	\$2,436,733	\$2,997,000	\$2,710,550	23.0%	-9.6%

See NOTES Below.

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Worksheet for Program-wide Rates

CTC: Volusia County Vo Version 1.4
 County: Volusia County

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 =	477,600
Rate Per Passenger Mile = \$	3.40
Total <u>Projected</u> Passenger Trips =	29,268
Rate Per Passenger Trip = \$	55.55

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length =	16.3 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$	5.86
Rate Per Passenger Trip = \$	95.61

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: Volusia County Version 1.4
 County: Volusia County

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 checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<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 checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<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?.....

<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No			

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	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:

	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile =				
per Passenger Trip =				
	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

Worksheet for Multiple Service Rates

CTC: Volusia County Version 1.4
 County: Volusia County

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 III: Escort Service

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

Yes
 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?.....

Pass. Trip **Leave Blank**
 Pass. Mile

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: 2025 - 2026			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	477,600	393,912	83,688	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$3.03	\$5.19	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	29,268	23,414	5,854	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$48.60	\$83.32	\$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) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$3.03	\$5.19	\$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 =		\$5.21	\$8.93	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$83.66	\$143.42	\$0.00	\$0.00
				per passenger	per group

Program These Rates Into Your Medicaid Encounter Data