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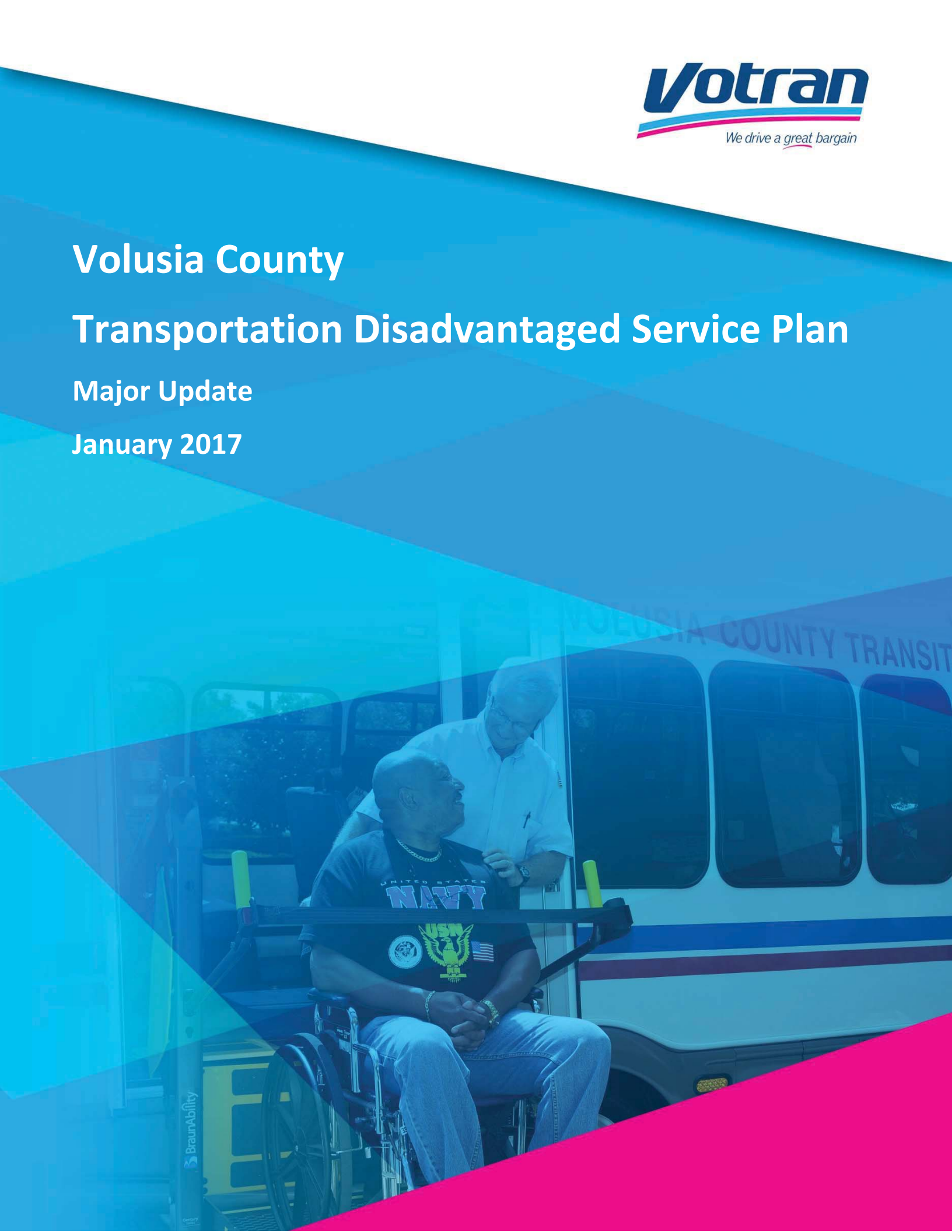
Volusia County

Transportation Disadvantaged Service Plan

Major Update

January 2017



Volusia County

Transportation Disadvantaged Service Plan

Major Update 2018-2022

Prepared For:

Votran
950 Big Tree Road
South Daytona, FL 32119-8815
Phone (386) 761-7700, Facsimile (321) 756-7487

Prepared By:

Tindale-Oliver & Associates, Inc.
135 W. Central Boulevard, Suite 450
Orlando, Florida 32801
Phone (407) 657-9210, Facsimile (407) 657-9106

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TDSP CERTIFICATION

The Volusia County Local Coordinating Board (LCB) for the Transportation Disadvantaged (TD) hereby certifies that an annual evaluation of the Community Transportation Coordinator (CTC) was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and that all recommendations of the CTC evaluation have been incorporated in this Plan.

We further certify that the rates constrained herein have been thoroughly reviewed, evaluated, and approved. The Transportation Disadvantaged Service Plan (TDSP) will be reviewed in its entirety and approved by the Board at an official meeting held on March 8, 2017.

Date

XXXX

Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

Date

Steve Holmes, Executive Director

TDLCB ROLL CALL VOTE

For Approval of Volusia County's TDSP Update

March 8, 2017

Name	Representing	Yes	No	Absent

SECTION 1: DEVELOPMENT PLAN

This section includes the Development Plan for the Volusia County Transportation Disadvantaged program. The goal of this section is to outline the baseline conditions within Volusia County today and the strategy to achieve the long-term transportation goals of the county. The Service and Quality Assurance components of this plan provide supplemental information relating to the operational and administrative structure of Votran and the methods used to evaluate the services that are provided.

INTRODUCTION TO THE SERVICE AREA

BACKGROUND OF THE TRANSPORTATION DISADVANTAGED SERVICE PLAN

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that each Community Transportation Coordinator (CTC) submit a Transportation Disadvantaged Service Plan (TDSP) within 120 calendar days following the execution of the CTC's initial Memorandum of Agreement (MOA). All subsequent TDSP's must be submitted and approved with the corresponding MOA. The TDSP components include:

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

The TDSP is used by the CTC and the Local Coordinating Board (LCB) to maintain and/or improve transportation services for the transportation disadvantaged (TD) and to serve as a framework for performance evaluation.

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 activities related to programs and projects under the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program in accordance with the Fixing America's Surface Transportation (FAST) federal transportation bill. Projects selected for funding under the Section 5310 program must be derived from an LCHSTP. The LCHSTP should be developed through an open public process that included representatives of the public, private, and nonprofit transportation and human services providers.

In accordance with the LCHTSP and TDSP requirements for public participation, a series of public workshops, discussions groups, and stakeholder interviews were conducted as part of the Transit Development Plan Major Update and TDSP joint outreach process. The annual public hearing that is advertised in a newspaper of general circulation and through email notifications, is another forum where public comments can be offered for the CTC and LCB's consideration. A public hearing allowing for comment on the TDSP and general transportation issues was held on November 9, 2016, immediately following a regularly scheduled TDLCB meeting. The River to Sea 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 Votran and the River to Sea Transportation Planning Organization

(R2CTPO) to afford ample opportunities for comment. Appendix B of this document includes advertisements and summaries of the public outreach conducted to support this TDSP major update.

This TDSP fulfills the FCTD requirements for the TDSP submittal and the FTA requirements for the LCHSTP. The LCB will review and approve the TDSP prior to submission to the FCTD for final action.

BACKGROUND OF THE TRANSPORTATION DISADVANTAGED PROGRAM

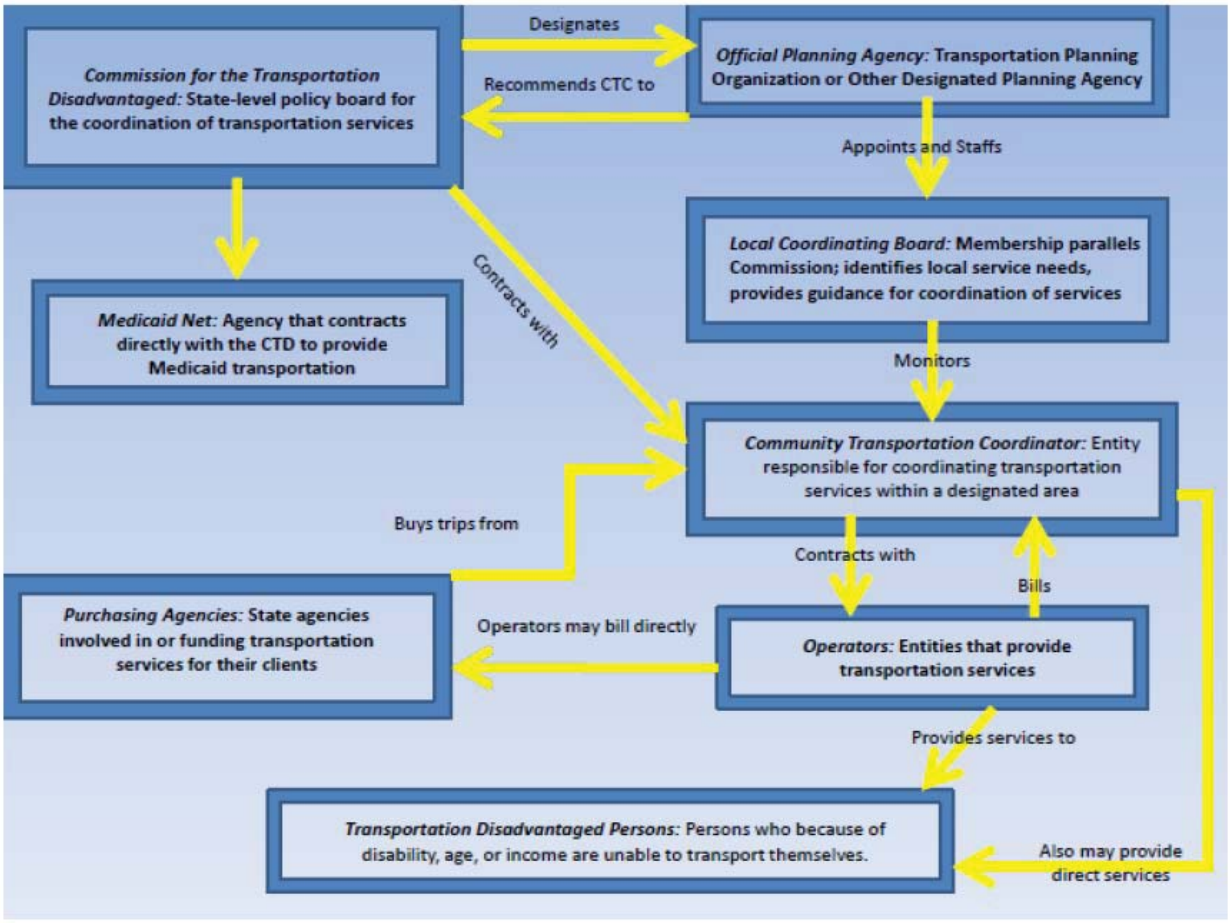
The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, Florida Statutes (F.S.), which defines transportation disadvantaged as:

> "…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 healthcare, 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 TD 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 legislative 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 assist the CTD and LCB in implementing the TD program within the designated service area.

Figure 1 contains an organizational chart that identifies parties involved in the provision of TD transportation services in Florida. Medicaid transportation services are provided through the Statewide Medicaid Managed Care program. Under this program, transportation services, including emergency transportation, are provided to enrollees who have no other means of transportation available to any covered service. The Managed Care Plan is not obligated to follow the requirements of the CTD or the LCB as set forth in Chapter 427, F.S., unless the Managed Care Plan has chosen to coordinate services with the CTD.

Figure 1: Coordinated Transportation System Organization Chart



The CTD has used a 1993 methodology to provide county-level demand forecasts for TD populations based on two different types of trips (program trips and general trips) and two different TD population groups (the Potential Transportation Disadvantaged also referred to as "TD Category I" and the Transportation Disadvantaged also referred to as "TD Category II"). The recent update to the forecasting demand methodology recommended that the CTD revise the terms and methodology. The new methodology, as of June 2013, uses two different TD populations: the "general TD" population and the "critical need TD" population. The general TD population includes the estimates of all disabled, elderly and low-income persons, and children who are "high-risk" or "at-risk" as defined by F.S. Chapter 411.202. High- and at-risk children as defined by F.S. Chapter 411.202 are preschool children that include but are not limited to those born to underage parents, victims or siblings of victims of abuse, graduates of the perinatal intensive care unit, parents or guardians are migrant workers, institutionalized, or negligent, and those requiring other state assistance for their necessities. The critical need TD population includes individuals who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation, and are dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, and other life sustaining activities. Currently, the CTD is working with the Center for Urban Transportation Research (CUTR) to review the TD methodology.

BACKGROUND OF THE COMMUNITY TRANSPORTATION COORDINATOR

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 dated December 1, 2007 and is set to expire June 30, 2017.

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 25 fixed-routes, 2 flexible routes, 3 SunRail peak hour routes, and paratransit Gold Service for older adults and person with disabilities.

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's regular fixed-route bus service because of disability, age, or when fixed-route service is not available in a person's area and that individual has no other means of transportation. 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 a ¾-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 Statue 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 four private-for-profit operators along with the incidental use of taxicabs.

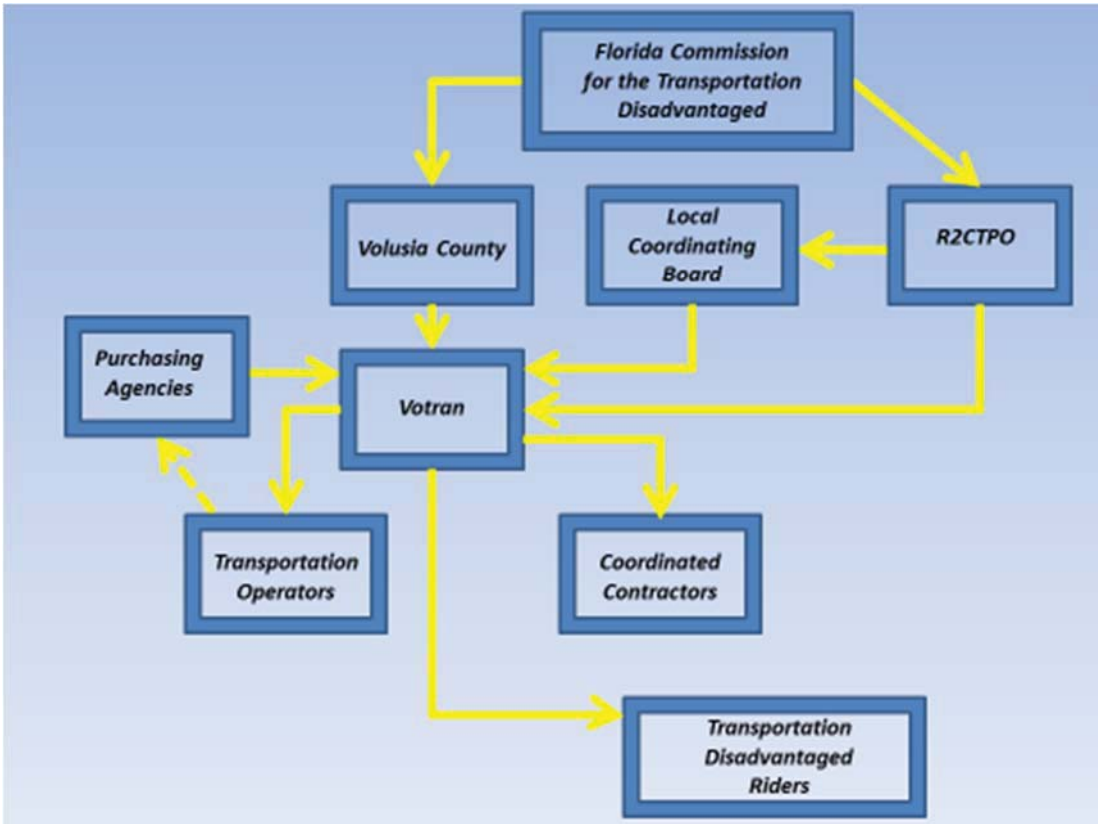
Votran also has coordination agreements with five agencies, Good Samaritan, Duvall Home, Stewart-Marchman, The ARC of Volusia, and the Center of the Visually Impaired (CVI). These agencies have secured vehicles under the Section 5310 program for the primary purpose of transporting their own clients. 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.

ORGANIZATION CHART

Figure 2 presents the organizational chart for Votran related to the provision of TD services in Volusia County.

Figure 2: Votran's Coordinated Transportation Program



CONSISTENCY REVIEW OF OTHER PLANS

The following plans and documents that may be relevant to the preparation of the TDSP were reviewed and summarized to ensure consistency with the existing transportation goals. The plan summary is presented as Appendix A of this document.

- Grow America Act (2016)
- Fixing America's Surface Transportation (FAST) ACT (2015)
- Florida 2060 Transportation Plan (FTP) (2015) and 2070 Update (2016)
- SunRail Performance and Progress Update (2015)
- SunRail Phase 2 Progress Update (2016)
- River to Sea TPO 2040 LRTP (2016)
- Votran TDP Annual Update (2015) and 2017 - 2026 TDP Major Update (2016)
- West Volusia Comprehensive Operational Analysis (2016)
- Volusia Transit Connector Study (2016)
- Daytona Beach International Airport Master Plan
- Volusia County Comprehensive Plans (2016)
- City of Orange City Comprehensive Plan (2011)
- City of Lake Helen Comprehensive Plan (1992)
- City of Deltona Comprehensive Plan (2010)

- City of DeLand Comprehensive Plan (2016)
- City of DeBary Comprehensive Plan (2012)
- City of Daytona Beach Comprehensive Plan (2015)
- City of New Smyrna Beach Comprehensive Plan (2011)
- City of Port Orange Comprehensive Plan (2010)
- City of Ormond Beach Comprehensive Plan (2010)
- City of Edgewater Comprehensive Plan (2011)
- City of South Daytona Comprehensive Plan (2012)
- City of Holly Hill Comprehensive Plan (2010)
- City of Daytona Beach Shores Comprehensive Plan (2011)
- Town of Ponce Inlet Comprehensive Plan (2009)
- Town of Pierson Comprehensive Plan (2012)

PUBLIC PARTICIPATION PROCESS

In accordance with the federal legislation for developing a coordinated plan the state guidelines for developing the TDSP, Votran provides opportunities for public input from members of the public, elected officials, human services representatives, FDOT, transportation providers, and workforce representatives.

Votran held public meetings to provide an opportunity for public input during the development of the TDSP Major Update. During the public workshop, attendees were asked to provide insight related to the greatest transportation needs and barriers to transportation within Volusia County. Three discussion groups were held on August 8-9, 2016, with participants representing the following groups:

- The business community
- Colleges and universities
- Social service agencies and Votran riders

At each meeting, attendees were advised that it was an open format meeting where topics would be suggested related to Votran and they were encouraged to provide input based on the Discussion Group Agenda. A handout was also provided with facts about Votran. The agenda and handout are included in Appendix B.

Votran Gold customers were contacted at random to complete a phone survey evaluating the performance of Votran for service delivery and customer satisfaction. The phone survey was also conducted to meet the CTD annual requirement for customer input with regard to certain performance measures. Statistics identify that a random sampling can provide similar results as surveying each passenger with a high confidence level, but in a more cost effective manner. The phone survey was another format for customer input utilized as the public outreach process was conducted. The phone survey instrument and results from the survey are included in Appendix B.

As part of the TDP development effort, an on-board survey was conducted on the fixed-route system to collect socio-demographic information and travel behavior of the existing Votran bus passengers. The phone survey instrument and results from the survey are summarized in this section and presented in more detail in Appendix B.

A brief summary of the common themes from comments received during the discussion groups are noted below.

COMMUNITY DISCUSSION GROUPS

The discussion groups included representatives of the Volusia County business community, Career Source Flagler Volusia, the Hospitality Center, Mid-Town Community Redevelopment Agency (CRA), the City of Deltona, the R2CTPO, International Speedway Blvd., various social service and health agencies, Davita Dialysis, colleges and universities and their students, and public transportation system users. Highlights from the conversation during these meetings include the following:

- Not enough service is being provided to meet the demands that exist;
- For the funding available the system is doing a great job, but more funding is needed for an expanded public transit system;
- Technology is improving the system and such enhancements should continue;
- Infrastructure and policy that focuses on transit connectivity and ADA compliance should continue;
- Opportunities for ongoing training of staff and passengers is necessary; and,
- More education could increase system usage and would also inform the public on how important public transportation services are to the overall community.

PUBLIC WORKSHOPS

A total of four public workshops were held to gather input on transportation as part of the process to update the TDP and TDSP. The workshops were held in August and September 2016 at the Votran Administration Building in South Daytona Beach and at the Thomas C Kelly Administration Building in DeLand. Both locations were accessible by public transportation. A detailed summary of each workshop, as well as the materials provided to attendees, is included in Appendix B. A presentation was provided at the November 9, 2016 TDLCB meeting on the elements of the TDSP Major Update, allowing for additional public comment. A common theme from the public at this meeting was that new development should not be approved without appropriate levels of transportation services to these locations, of which Tanger Outlets was mentioned specifically. A public hearing was held November 9, 2016 at the Votran Administration Building following the TDLCB meeting. Minutes summarizing all comments received regarding transportation and the TDSP Major update from the November 9, 2016 TDLCB meeting and the public hearing are a part of the R2CTPO official records and can be found online at http://www.r2ctpo.org/agendasminutes/tdlcb/minutes/.

PASSENGER SURVEYS

Paratransit Customer Service Survey

In August 2016, a survey was conducted of 50 randomly selected Votran Gold customers to obtain feedback on performance and customer service related measures. The input from the survey will assist Votran in evaluating their level of performance and to implement best practices for future planning. Key conclusions from the survey analysis are listed below. A detailed description of the survey results and comments provided by participants is included in Appendix B.

- Based on a random selection of Votran Gold customers, 58 percent of participants utilize this service only a few times a week.

- The average satisfaction rating regarding the ease of making a reservation was 4.6 out of 5.
- Participants were somewhat satisfied with the wait time for their call to be answered, providing a satisfaction rating of 4.0 out of 5.
- Some Votran Gold customers stated that they were unaware of the current service days and hours to schedule a reservation.
- Fifty-six percent of respondents indicated that the call center agents were "Extremely Helpful" when it came to answering their questions or concerns.
- An average satisfaction rating of 4.1 out of 5, was provided by respondents when asked how satisfied they were with Votran's on-time arrival for trips. This question focused on Votran's arrival time and not that of contractors, and was stated distinctively to respondents.
- When respondents were asked to rate the level of customer service of the vehicle operator, they stated the service provided was "Excellent", but clearly stated that this rating was for Votran operators solely and not for other contracted providers.
- Forty-six percent of Votran Gold customers indicated they had no dislikes about the service provided. This reflects that customers are satisfied with the overall service that Votran provides.
- Forty-two percent of Votran Gold customers disliked the overall service of contracted providers, stating issues with on-time arrivals and poor customer service.

Fixed-Route On-Board Passenger Survey

On-board surveys are an important service assessment tool employed by public transportation agencies as a way to assess how efficiently Votran supplies fixed-route transit service, and how effective those services meet the needs of the area. Feedback from the on-board survey effort will assist Votran in planning for immediate service improvements and in determining future transit needs in Volusia County. Key conclusions from the on-board survey effort are summarized below. A detailed summary of the survey responses is presented in Appendix B.

- The average overall satisfaction rating for survey respondents was 4.3 out of 5, indicating that Votran bus riders are generally satisfied with the service Votran provides.
- The majority of Votran bus riders are between 25 to 44 years of age.
- The majority of survey respondents access the bus stop/station by walking.
- The most preferred fare payment method is the all-day pass, with monthly passes or adult fares as secondary preferences.
- The top three most important considerations for fixed-route passengers when riding the bus were: 1) overall satisfaction with Votran, 2) frequency of service, and 3) the ability to get where they want to go.

SERVICE AREA PROFILE AND DEMOGRAPHICS

This section includes an overview of the Volusia County demographics and local operating environment to gain a better understanding of the physical conditions when planning for the provision of transit service.

SERVICE AREA DESCRIPTION

Volusia County is located on central Florida's east coast and is bordered on the north by Flagler and Putnam counties, on the south by Seminole, Orange, and Brevard counties, on the east by the Atlantic

Ocean, and on the west by Marion and Lake Counties. The county has a total area of 1,432 square miles of which approximately 1,101 square miles (77%) is land.

There are 16 municipalities in Volusia County, which include:

- Daytona Beach
- Daytona Beach Shores
- DeBary
- DeLand
- Deltona
- Edgewater
- Holly Hill
- Lake Helen
- New Smyrna Beach
- Oak Hill
- Orange City
- Ormond Beach
- Pierson
- Ponce Inlet
- Port Orange
- South Daytona

Volusia County is part of the Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area, and is also part of the larger Orlando-Deltona-Daytona Beach, FL Combined Statistical Area.

DEMOGRAPHICS

LAND USE

A review of current and emerging land uses was conducted for this TDSP major update. For this effort, existing and future land use maps from the Volusia County and municipal comprehensive plans were reviewed. For reference, the Future Land Use Maps for north and south Volusia County are shown in Maps 1 and 2, respectively. As shown, a considerable amount of land area in the unincorporated county is identified as environmental/conservation land, with most of the remaining land designated as low impact urban, agricultural, or rural.

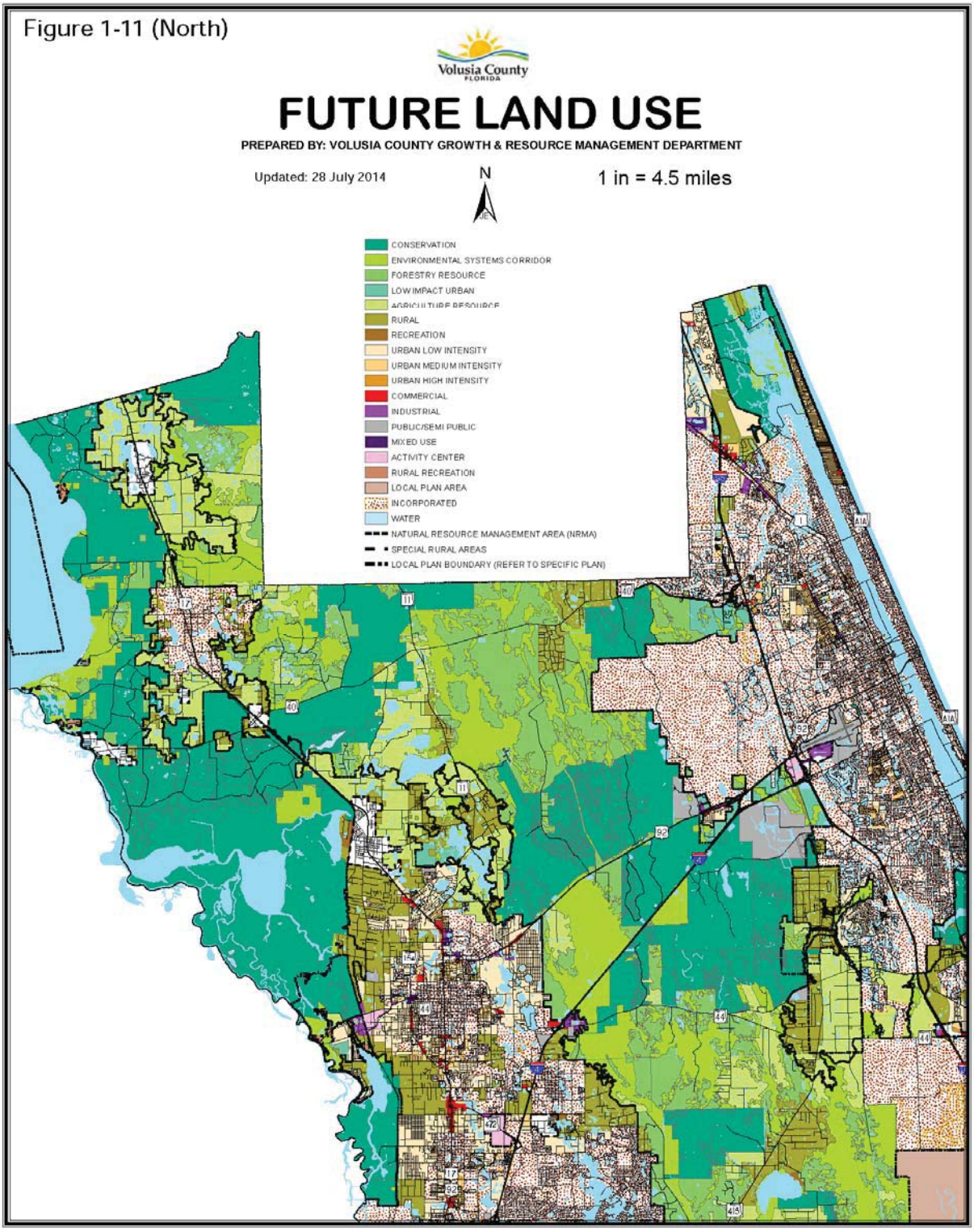
In reviewing municipal existing and future land use plans, higher densities of residential and commercial uses are found within the larger cities, including Daytona Beach, DeLand, DeBary, and Orange City. The coastal communities along the Atlantic have the highest residential densities with high-rise condos and apartments; building heights are generally more restricted in other incorporated areas of the county. With future annexations unlikely and limited vacant land available, cities are looking to increase their tax base through redevelopment opportunities. This may require increasing densities or looking at mixed-use development opportunities to maximize potential revenue and provide the opportunity for people to “live, work, and play” in a single location. Mixed use and transit-oriented developments are becoming increasingly important for active older adults and millennials joining the work force but who are shying away from a more car-oriented suburban lifestyle than generations prior. DeLand, within its downtown and activity centers and DeBary, near the SunRail station, are examples of cities in Volusia County looking

to encourage higher density, transit friendly development patterns within key areas to encourage tax-based growth and respond to changing lifestyles and the prohibitive costs of increasing road capacity.

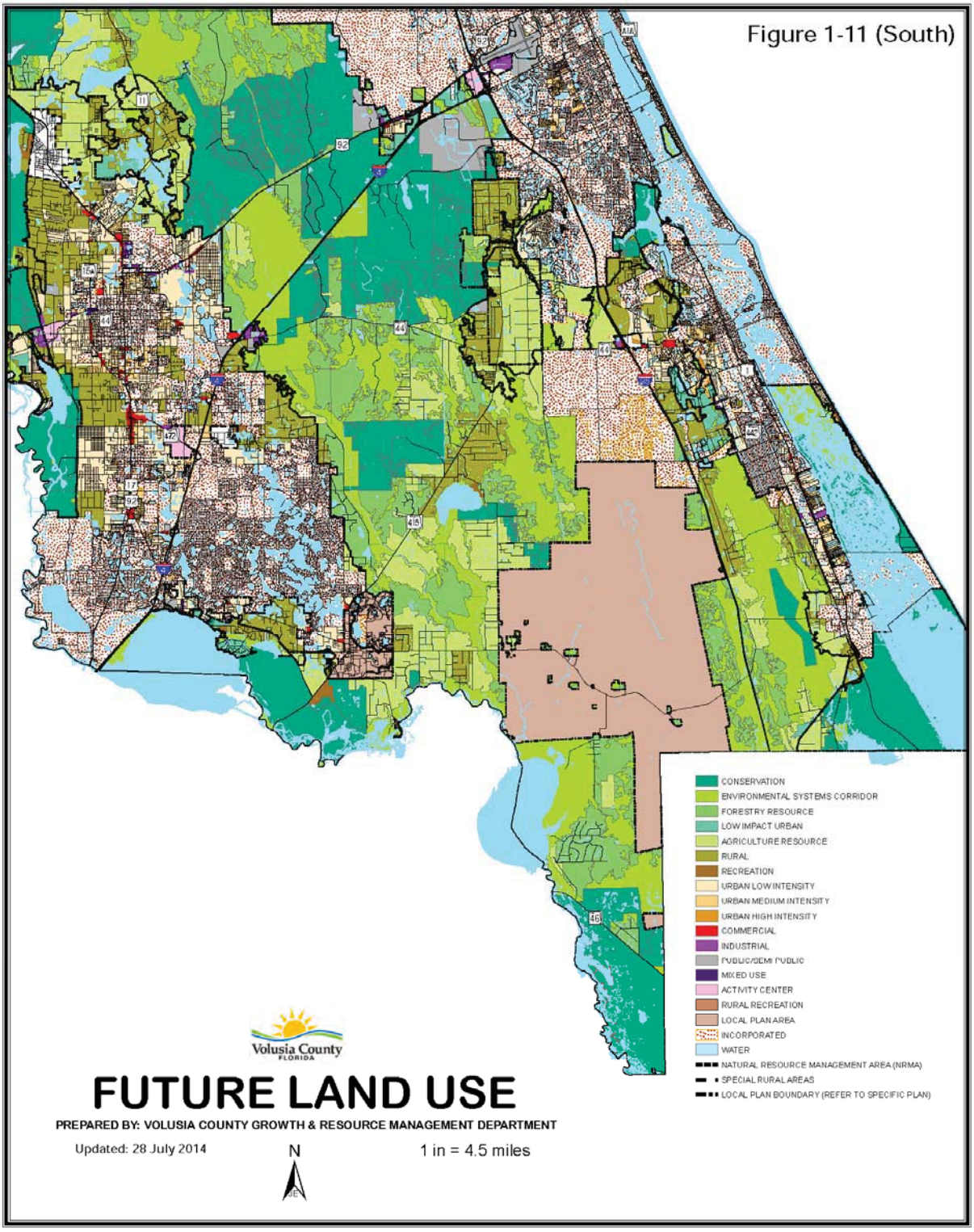
Development projects in Volusia County are regulated and approved by each respective jurisdiction. However, under the R2CTPO Transportation Impact Analysis (TIA) guidelines, each jurisdiction within the county is encouraged to adopt a uniform set of guidelines for evaluating impacts from new development projects on the multimodal transportation system. The TIA guidelines were updated in 2016 to include additional language related to increased multi-modal analysis and to address legislative changes. The newly adopted TIA guidelines also included jurisdictions within the entirety of the TPO's metropolitan planning area (Volusia County and portions of Flagler County), as the initial TIA guidelines were only adopted within Volusia County. Local governments are incentivized to adopt this uniform development review process in order to submit local transportation projects for review and potential funding through the R2CTPO's XU/SU funding programs.

The updated TIA guidelines now consider the impacts to the transit system and includes a process for evaluating and potentially mitigating identified impacts. Under the updated TIA guidelines, the relationship of the proposed development project to the existing and future-funded transit network must be reviewed. If impacts are identified through the specified process, then the developer must coordinate with Votran to address these impacts. This includes consulting with Votran's "Transit Infrastructure Recommendations by Type of Development" table and referring to Votran's adopted Transit Development Design Guidelines (TDDG) if transit infrastructure is identified as a need.

Map 1: North Volusia County Future Land Use Map



Map 2: South Volusia County Future Land Use Map



POPULATION PROFILE

Volusia County's population increased from 443,343 persons in 2000 to 494,593 in 2010, which was an overall increase of 11.6 percent. The population continues to increase and was estimated by the Bureau of Economic and Business Research (BEBR) at 510,494 in 2015. Based on the BEBR Florida Population Projections by County data, the population of Volusia County is expected to increase by 17.8 percent by 2040. In addition, Volusia County is ranked 11th in terms of the most populated counties in Florida. Table 1 provides an overview of population projections for Volusia County and Florida.

Table 1: Volusia County Population Growth Projections

Area	Population	Population Projections					Population Growth
Volusia County	2015	2020	2025	2030	2035	2040	2015-2040
	510,494	535,800	557,300	574,100	585,900	598,000	17.8%
Florida	19,815,183	21,372,200	22,799,500	24,071,000	25,212,400	26,252,100	28.7%

*Source: BEBR 2015-2040 Population Projections, April 2015.

Table 2 presents the population trends for the municipalities within Volusia County and the overall County. The aggregated unincorporated areas continue to have the highest percent of total population, followed by Deltona, Daytona Beach, and Port Orange. DeLand had the highest percentage of population growth over the last five years at 12.8 percent, followed by Orange City at 9.2 percent, and New Smyrna Beach at 8.1 percent. During this time period, the population of Pierson decreased by 2.6 percent; however, the population of this community is a very small percent of the county population as a whole (0.3%).

Table 2: Population Growth by Municipality

Community	Population				Percent Change	
	2000	**2010**	**2015**	**% of County Population**	**2000-2010**	**2010-2015**
Volusia County	443,343	494,593	510,494	N/A	11.6%	3.2%
Daytona Beach	64,112	61,005	63,534	12.4%	-4.8%	4.1%
Daytona Beach Shores	4,299	4,247	4,263	0.8%	-1.2%	0.4%
DeBary	15,559	19,320	20,002	3.9%	24.2%	3.5%
DeLand	20,904	27,031	30,493	6.0%	29.3%	12.8%
Deltona	69,543	85,182	87,497	17.1%	22.5%	2.7%
Edgewater	18,668	20,750	20,958	4.1%	11.2%	1.0%
Holly Hill	12,119	11,659	11,712	2.3%	-3.8%	0.5%
Lake Helen	2,743	2,624	2,651	0.5%	-4.3%	1.0%
New Smyrna Beach	20,048	22,464	24,285	4.8%	12.1%	8.1%
Oak Hill	1,378	1,792	1,869	0.4%	30.0%	4.3%
Orange City	6,604	10,599	11,569	2.3%	60.5%	9.2%
Ormond Beach	36,301	38,137	40,013	7.8%	5.1%	4.9%

Community	Population				Percent Change	
	2000	2010	2015	% of County Population	2000-2010	2010-2015
Pierson	2,596	1,736	1,691	0.3%	-33.1%	-2.6%
Ponce Inlet	2,513	3,032	3,047	0.6%	20.7%	0.5%
Port Orange	45,823	56,048	58,656	11.5%	22.3%	4.7%
South Daytona	13,177	12,252	12,538	2.5%	-7.0%	2.3%
Unincorporated Areas	106,880	116,655	115,656	22.7%	9.1%	-0.9%

Source: Bureau of Economic and Business Research, University of Florida

AGE DISTRIBUTION

Table 3 presents Volusia County and the State of Florida population distribution by age. According to the 2010-2014 American Community Survey (ACS) five-year estimates, more than 23 percent of Volusia County's population is 65 years of age or older compared to the 19 percent for the State of Florida. The median age in Volusia County is 46.0 and the 35-64 age group contains the largest percentage of the population for both Volusia County and the State of Florida. The age distribution displayed in Table 3 indicates that the age group over the age of 65 will be growing in the future, which could lead to increased public transportation demand.

Table 3: Age Distribution

Area	Age Distribution			
	<15	15-34	35-64	65+
Volusia County	14.7%	22.7%	39.3%	23.3%
Florida	16.8%	25.2%	38.9%	19.1%

Source: 2010-2014 ACS Estimates

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. Approximately 23.3 percent of Volusia County residents earn $75,000 or more per year, less than the Florida average of 29.4 percent. This is consistent with the median income in Volusia County being lower than the Florida average $41,714 versus $47,212, respectively.

Table 4: Annual Household Income Distribution

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	8.8%	6.1%	13.9%	13.1%	16.7%	18.0%	10.5%	12.8%
Florida	7.8%	5.7%	12.1%	11.7%	15.1%	18.1%	11.1%	18.3%

Source: 2010-2014 ACS Estimates

DISABILITY

As shown in Table 5, the 2010-2014 ACS one-year estimates reported that 15 percent of the population in Volusia County has a disability characterized as a difficulty with either hearing, vision, cognitive, ambulatory, self-care, and/or independent living. The Volusia County disabled population is slightly higher in comparison to the overall disabled population living in the State of Florida. Higher percentages of persons with disabilities may also increase the public transportation demand under the TD and/or ADA programs.

Table 5: Disabled Population

Area	Civilian Non-Institutionalized Population	Individuals with a Disability	Percent with a Disability
Volusia County	502,446	76,540	15.2%
Florida	19,583,357	2,619,572	13.4%

Source: 2010-2014 ACS 1-Year Estimates

EMPLOYMENT

Table 6 includes the current civilian labor force, employment data, and the unemployment rate for Volusia County and the State of Florida. The data in the table presents a snapshot of employment based on the data reported from the Florida Department of Economic Opportunity Labor Market Statistics for July 2016. While Volusia County has a slightly higher unemployment rate compared to Florida, these rates are not seasonally adjusted and are similar in comparison.

Table 6: Employment Characteristics (July 2016), Not Seasonally Adjusted

Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Volusia County	246,161	233,257	12,904	5.2%
Florida	9,818,000	9,321,000	497,000	5.1%

Source: Labor Market Statistics, Local Area Unemployment Statistics Program

EDUCATION

The majority of the population is between the ages of 35-64, similar to the demographics of Florida. Shown in Table 7 is the educational level of those 25 years and older, which is just below the state average, with 31.6 percent of Volusia County residents obtaining some level of degree from an Associate degree to professional school compared to 36.9 percent of Florida residents.

Table 7: Educational Level (25 years and over)

Characteristic	Volusia County	Florida
Less than 9th grade	3.2%	5.2%
9th-12th grade, no diploma	7.9%	7.6%
High School graduate	34.8%	29.6%
Some college, no degree	22.5%	20.7%
Associate's degree	9.1%	9.7%
Bachelor's degree or higher	22.5%	27.2%

Source: 2014 ACS One-Year Estimates

MAJOR TRIP GENERATORS

Major paratransit (TD and ADA) trip generators/attractors in Volusia County include medical facilities (hospitals, dialysis centers, imaging, and laboratory services), attractions/recreation (Birthplace of Speed Museum, News Journal Center, Malls, One Daytona, beaches), government/social services, schools, colleges, universities, religious activities, dining sites, and local shopping centers. Table 8 presents the major trip generators in Volusia County listed by category, destination, location within the county, and the Votran route that provides service. Because TD services are provided county-wide trip generators can include any location within the County, while ADA service generators will be along the fixed-route system up to ¾-miles of proximity to any fixed-route. ADA passengers have also commented in the public input process that they would like to have increased access to locations throughout the County that may not be within the ¾-mile limits, such as the DeLand Amtrak station.

Table 8: Fixed-route Oriented Paratransit and TD Trip Generators/Attractors

Medical Generators		
Destination	**Area**	**Votran Route**
Bert Fish Medical Center	Southeast Volusia	Flex 43
Florida Health Care	Daytona Beach	10, 10 Sun
Florida Health Center	Southeast Volusia	41, Flex 43
Florida Hospital Ormond Memorial	Daytona Beach	18,19
Halifax Keech Health Center	Daytona Beach	15
Halifax Medical Center Atlantic Campus	Daytona Beach	10, 10 Sun, 11
Memorial Hospital Peninsula	Daytona Beach	1, 1 Sun, 18, 19
Twin Lakes Medical Center	Daytona Beach	18, 19
Urgent Care Halifax Medical Center	Ormond Beach	18, 19
Urgent Care Halifax Medical Center	Port Orange	12, 17B, 40
Veterans Administration Clinic	Daytona Beach	10, 11
Veteran's Nursing Home	Daytona Beach	11
Volusia County Health Department	Daytona Beach	11, 18, 19
William Schildecker Outpatient Clinic	Southeast Volusia	Flex 42, Flex 43
Attraction/Recreation		
Atlantic Center for the Arts	Southeast Volusia	40
Birthplace of Speed Museum	Daytona Beach	1, 18, 19
Brannon Center	Southeast Volusia	Flex 43
Cameron's Marina	Southeast Volusia	41

Coronado Recreation Center	Southeast Volusia	Flex 42
Daytona Flea Market	Daytona Beach	10 Sun, 11
Daytona International Speedway	Daytona Beach	10, 10 Sun, 11, 18, 19, 60
Dog Track	Daytona Beach	10 Sun, 11
Edgewater Community Marina	Southeast Volusia	41
Halifax Historic Museum	Daytona Beach	7, 12
News Journal Center	Daytona Beach	1, 8, 17A, 17B, 18, 19
Ocean Center	Daytona Beach	1, 8, 17 Sun, 18, 19
Peabody Auditorium	Daytona Beach	1, 18, 19
Government/Social Service		
Blind Center	Daytona Beach	6, 10, 10 Sun
City Island Library	Daytona Beach	1, 8, 10 Sun, 15 Sun, 17A, 17B, 18, 19
County Criminal Justice Center	Daytona Beach	All Routes
Court House Annex	Daytona Beach	1
Daytona Beach City Hall	Daytona Beach	4, 15
Daytona Beach Shores City Hall	Daytona Beach	17A, 17B
Dickerson Community Center	Daytona Beach	15
Department of Motor Vehicles	Daytona Beach	15
Edgewater City Hall	Southeast Volusia	41
Florida State Office Building	Daytona Beach	All Routes
Education		
Advanced Technology Center	Daytona Beach	18, 19
Atlantic High School	Daytona Beach	7, 12
Bethune Cookman College	Daytona Beach	6, 10
Campbell Middle School	Daytona Beach	15
Chisholm Elementary School	Southeast Volusia	40, Flex 43
Coronado Beach Elementary School	Southeast Volusia	Flex 42
Daytona State College	Daytona Beach	10, 18, 19, 60
DSC-Edgewater Elementary Campus	Southeast Volusia	41
Edgewater Elementary School	Southeast Volusia	41
Embry Riddle Aeronautical University	Daytona Beach	18, 19
Shopping Centers		
Bellair Plaza	Daytona Beach	1, 1 Sun, 8, 18, 19
Big Tree Shopping Center	Daytona Beach	4, 4 Sun
Commonwealth Shopping Center	Daytona Beach	4, 40
Countryside Shopping Center	Daytona Beach	4, 7, 12, 17B, 40
Daytona Mall	Daytona Beach	10, 10 Sun, 18, 19, 60
Dunlawton Square	Daytona Beach	4, 7, 12, 17B, 40
Edgewater Plaza Shopping Center	Southeast Volusia	41
Florida Shores Shopping Center	Southeast Volusia	41
Holly Hill Plaza	Daytona Beach	5, 6, 11
Indian River Shopping Center	Southeast Volusia	Flex 42
K-Mart – W International Speedway Blvd	Daytona Beach	10, 10 Sun, 18, 19, 60
New Smyrna Shopping Center	Southeast Volusia	41, Flex 43
Ormond Town Square	Daytona Beach	6, 18, 19

Volusia Mall	Daytona Beach	10, 10 Sun, 11, 18, 19, 60
Volusia Square	Daytona Beach	10 Sun, 11, 60
Walmart – multiple locations	County Wide	Mixed

Source: Votran Popular Destinations

INVENTORY OF AVAILABLE TRANSPORTATION SERVICES

In addition to Votran and the coordinated contract providers identified as part of the TD network in Volusia County, additional transportation providers are available within the County. Other private and public agencies also offer transportation services for specific client groups. As part of the joint process for the major updates of the TDP and TDSP, in June 2016, an attempt to contact each private provider in Volusia County by mail or email to obtain information about their transportation services was made. The TDP appendix identifies the service providers contacted, those that responded with information for this effort, providers contacted that declined the survey, providers that are no longer in business as a service provider, transportation operators that did not respond, and providers known, but sufficient contact information was not available to email or mail them the survey. Providers that did not respond to the initial request were contacted again in an attempt to obtain the desired information.

SERVICE ANALYSIS

This section reviews forecast data, needs, and barriers to establish the need and demand for future TD services in Volusia County.

FORECASTS OF TRANSPORTATION DISADVANTAGED PROGRAM

One of the required elements of the service analysis section is the forecast of the TD population within the service area. The travel demand forecasting methodology was updated effective June 2013 to address some of the changes in policy and demographics that have occurred over the past 20 years since the original methodology was established in 1993. Using a series of automated formulas within the spreadsheet tool and the most current U.S. Census Bureau demographic (ACS 2010-2014 1-year estimates), and socio-economic data from BEBR (January 2016), the TD Population and travel demand estimates were calculated for Volusia County. The pre-coded data included in the spreadsheet tool's automated formulas is derived from the National Household Travel Survey and the U.S. Census Bureau's Survey of Income and Program Participation (SIPP).

The forecast estimates produced from the tool, include the general TD population, the critical need TD population, and the demand for TD trips. The tool eliminates the "double counts" by automatically calculating the overlapping populations that occur when individuals fall into one or more of the demographics or socio-economic categories.

Table 9 displays the forecasts of the general TD population for Volusia County and references the categories shown in Figure 3. Figure 3 illustrates the overlapping circle component to account for double counting of Transportation Disadvantaged population groups. As shown in Table 9, the 2018 TD population in Volusia County is estimated at 228,542 and equivalent to 40 percent of the total population. This population includes all disabled, elderly and low-income persons, and children who are high-risk or at-risk and is expected to increase by approximately 4 percent over the five-year period from 2018-2022.

Table 10 presents the critical need TD population forecasts and includes individuals who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation, and

are dependent upon others to obtain access to health care, employment, education, shopping, social activities, and other life sustaining activities. As shown in Table 10, the Volusia County 2018 critical need TD population is estimated at 27,075 or 11 percent of the general TD population. The critical need population forecast for the five-year period indicates the population will increase by approximately 4 percent in 2022.

In 2018, the critical need TD population is expected to take 14,494 total daily trips and 5,246,787 annual trips. The number of critical need trips needed is expected to increase to 5,628,239 annually in 2022, an increase of 7 percent over the five-year period.

Table 9: Volusia County General TD Population Forecast

General TD Population Forecast	2018	2019	2020	2021	2022
Overlapping Circle Component					
E - Estimate non-elderly/disabled/low income	12,243	12,364	12,487	12,610	12,735
B - Estimate non-elderly/disabled/not low income	27,656	27,930	28,207	28,487	28,769
G - Estimate elderly/disabled/low income	4,151	4,192	4,233	4,275	4,318
D - Estimate elderly/disabled/not low income	35,239	35,588	35,941	36,297	36,657
F - Estimate elderly/non-disabled/low income	5,894	5,952	6,012	6,071	6,131
A - Estimate elderly/non-disabled/not low income	74,596	75,336	76,083	76,837	77,599
C - Estimate low income/not elderly/not disabled	68,764	69,445	70,134	70,829	71,532
TOTAL GENERAL TD POPULATION	**228,542**	**230,808**	**233,096**	**235,407**	**237,741**
TOTAL POPULATION	**517,143**	**522,270**	**527,448**	**532,677**	**537,959**

*Based on 37 percent of the Volusia County population having access within ¼-mile of the existing fixed-route system and the paratransit service operating service 362 days.
Source: University of South Florida's Center for Urban Transportation Research (CUTR), Paratransit Service Demand Estimation Tool, 2013.

Figure 3: General Transportation Disadvantage Population Groups

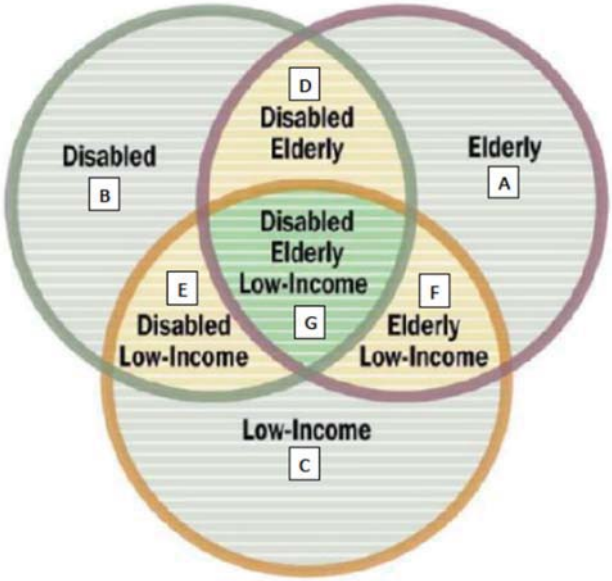


Table 10: Volusia County's Annual Trip Demand

Critical Need TD Population Forecast	2018	2019	2020	2021	2022
Total Critical TD Population					
Disabled	20,170	20,370	20,572	20,776	20,982
Low Income Not Disabled No Auto/Transit	6,904	6,973	7,042	7,112	7,182
Total Critical Need TD Population	**27,075**	**27,343**	**27,614**	**27,888**	**28,164**
Daily Trips Critical Need TD Population					
Severely Disabled	988	998	1,008	1,018	1,028
Low Income - Not Disabled - No Access	13,111	13,241	13,373	13,505	13,639
Total Daily Trips Critical Need TD Population	**14,494**	**14,750**	**15,012**	**15,277**	**15,548**
Total Annual Trips	**5,246,787**	**5,339,655**	**5,434,167**	**5,530,351**	**5,628,239**

*Based on 37 percent of the Volusia County population having access within ¼ mile of the existing fixed-route system and the paratransit service operating service 362 days.
Source: University of South Florida's Center for Urban Transportation Research (CUTR), Paratransit Service Demand Estimation Tool, 2013.

TREND ANALYSIS

A review of service trends for the Votran Gold service was completed to examine the performance of the paratransit service, including the effectiveness and efficiency. The trend analysis was completed using National Transit Database (NTD) data from FY11 through FY15. It is important to note that this document focuses on the provisions of service delivery in the coordinated transportation system specifically the paratransit service, but Transportation Disadvantaged persons are also users of the fixed-route service and that service is part of the coordinated system. Trends for the fixed-route transit service are reviewed in detail in the ten-year Transit Development Plan, with major updates completed every five years and progress reports completed annually.

A snapshot of the typical fixed-route rider profile and fixed-route performance trends are shown in Tables 11 and 12. As shown in Table 12, fixed-route passenger trips have slightly decreased from FY 11 to FY 15; however, prior to FY 15 fixed-route passenger trips were increasing, with a 6 percent increase from FY 11 to FY14. Operating expense over the five year period has increased by 21 percent despite the minor decrease in passenger trips. The amount of service provided by Votran has also increased, with both revenue miles and revenue hours increasing by approximately 13 percent. Consistent with the trends showing an increase in service provided without additional passenger trips, the number of passenger trips per revenue hour and revenue mile have decreased by 12.8 percent and 13.5 percent, respectively. With fewer trips being provided, but increases in other performance measures, Votran has also experienced an increase in the operating expense per passenger trip, operating expense per revenue mile, and operating expense per revenue hour. These trends are reflective of the decline in passenger trips in FY 2015 that may be a result of gas prices and other economic factors. For more detailed information on the fixed-route service performance, the latest Votran TDP can be accessed on the Votran website at http://www.votran.org/core/fileparse.php/6120/urlt/Final-Votran-Transit-Development-Plan-FDOT-Submittal-by11-1-16.pdf.

Table 11: Votran Fixed-Route Typical Rider Profile

Category	Average Rider Demographic (2011)	Average Rider Demographic (2015)
Gender	Female	Male
Ethnic Origin	White	White
Age	Under 24	25-44
Annual Household Income	Under $10,000	Under $10,000
Regular Votran User?	Yes	Yes

Table 12: Votran Fixed-Route Trend Summary (FY 2011-FY 2015)

Indicator/Measure	Percent Change (2011-2015)
Total Passenger Trips	-1.9%
Total Revenue Miles	13.4%
Total Revenue Hours	12.5%
Operating Expenses	21.2%
Passenger Trips per Revenue Mile	-13.5%
Passenger Trips per Revenue Hour	-12.8%
Operating Expense per Passenger Trip	23.6%
Operating Expense per Revenue Mile	6.9%
Operating Expense per Revenue Hour	7.7%

The remainder of this section presents the results of the five year trend analysis for Votran's demand response service.

PERFORMANCE MEASURES

Table 13 presents the results of the analysis of performance measures. As shown in the table, the number of trips provided on the Votran demand response service has increased as well as the amount of service provided (revenue hours and revenue miles). Despite the increase in passenger trips, revenue hours, and revenue miles, Votran's operating expenses for demand response service have decreased by 7 percent over the five year period. The performance measures that were reviewed indicate that the demand for service in the county is increasing and while providing additional service, Votran has been able to maintain efficiency.

Table 13: Votran Demand Response – Performance Measures

Indicator/Measure	FY2011	FY2012	FY2013	FY2014	FY2015	Percent Change (2011-2015)
Total Passenger Trips	265,140	273,983	265,351	261,789	269,335	1.6%
Total Revenue Hours	136,772	146,269	146,862	143,747	146,377	7.0%
Total Revenue Miles	2,125,417	2,277,953	2,264,146	2,202,712	2,237,009	5.3%
Operating Expenses	$6,753,081	$6,958,452	$6,944,773	$6,722,452	$6,275,714	-7.1%

Source: 2011-2015, NTD

EFFECTIVENESS MEASURES

Effectiveness measures indicate the extent to which various service-related goals are being achieved. In this analysis, the Votran demand response service was analyzed using passenger trips per revenue hour and passenger trips per revenue mile. As shown in Table 14, both effectiveness measures decreased over the five year trend period. While Votran experienced a slight increase in passenger trips of 1.6 percent, revenue hours and revenue miles increased at a greater rate indicating that passengers may be traveling longer distances and for lengthier travel times.

Table 14: Votran Demand Response – Effectiveness Measures

Indicator/Measure	FY2011	FY2012	FY2013	FY2014	FY2015	Percent Change (2011-2015)
Passenger Trips per Revenue Hour	1.94	1.87	1.81	1.82	1.84	-5.1%
Passenger Trips per Revenue Mile	0.12	0.12	0.12	0.12	0.12	-3.5%

Source: 2011-2015, NTD

EFFICIENCY MEASURES

Efficiency measures involve reviewing the level of resources required to achieve a given level of output. Three efficiency measures were evaluated as shown in Table 15. Over the five year period, operating expense per passenger trip, operating expense per revenue hour, and operating expense per revenue mile all decreased, with decreases of -8.5 percent, -13.2 percent, and -11.7 percent, respectively. These measures indicate that Votran is efficiently operating with a decrease in total operating expenses despite the increases in passenger trips, revenue hours, and revenue miles. Votran regularly monitors its performance measures and reports the changes to the TDLCB at the bimonthly meetings. As part of this monitoring process, Votran reviews the trends and the efficiency of the services provided.

Table 15: Votran Demand Response – Efficiency Measures

Indicator/Measure	FY2011	FY2012	FY2013	FY2014	FY2015	Percent Change (2011-2015)
Operating Expense per Passenger Trip	$25.47	$25.40	$26.17	$25.68	$23.30	-8.5%
Operating Expense per Revenue Hour	$49.37	$47.57	$47.29	$46.77	$42.87	-13.2%
Operating Expense per Revenue Mile	$3.18	$3.05	$3.07	$3.05	$2.81	-11.7%

Source: 2011-2015, NTD

SUMMARY RESULTS OF PARATRANSIT TREND ANALYSIS

- Total passenger trips, revenue hours and miles all increased over the five-year period by 1.6 percent, 7.0 percent, and 5.3 percent, respectively.
- Despite the increase of the previously mentioned measures, there was a decrease of 7.1 percent for total operating expense.
- Passenger trips per revenue hour and mile, experienced a decrease by 5.1 percent and 3.5 percent, respectively.
- Operating expense per passenger trip, revenue hour and mile, all experienced a decrease over the five-year period.

- The decrease in fixed-route trips over the same time period where paratransit trips increased could indicate the following:
    - The population in Volusia County requiring specialized transit service is increasing either by new persons moving to the area, existing populations reaching an eligibility criteria for service, a greater number of qualifying visitors using the system, and/or at-risk youth entering the system;
    - Trip needs of existing paratransit customers are increasing at a greater level than the trip needs of fixed-route passengers; and/or,
    - Paratransit system users do not have the ability to transition to other forms of transportation while fixed-route users may be able to use alternatives, identifying the dependence on paratransit service for mobility of customers.
- Votran operated service in a manner that controls cost while serving higher demand, which is extremely difficult to do when the greater level of demand is for the higher costs of service per trip.
- Longer trip lengths for passengers to access their destinations will continue to increase burdens on the Votran system as shown by the higher percentage growth of miles to trips and indicates that passengers are located further away from the locations that they would like to access.

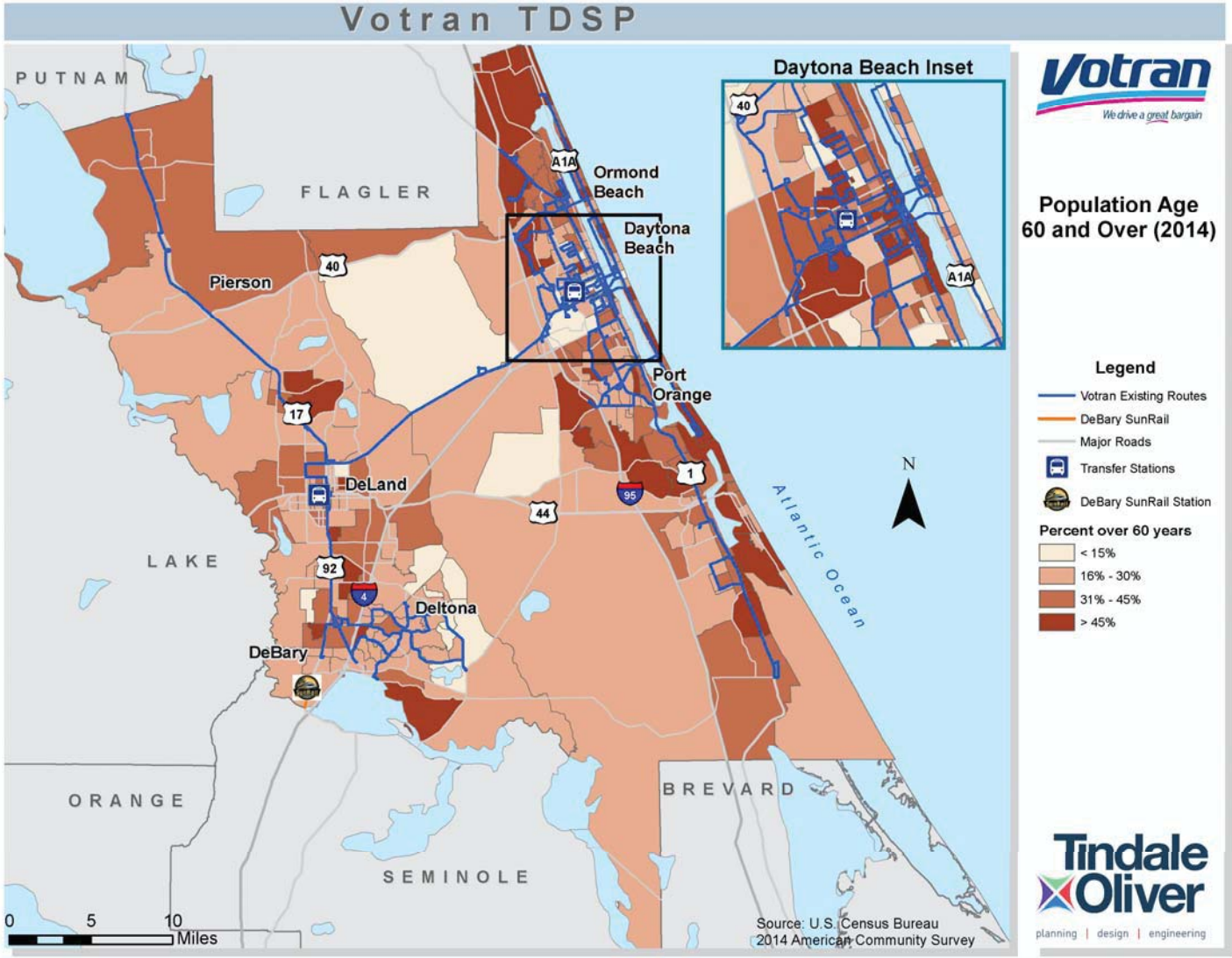
NEEDS ASSESSMENT

Votran has assessed the existing deficiencies and unmet public transit needs for older adults, lower income individuals, and individuals with disabilities. An inventory of existing providers' capabilities and identification of redundancies and gaps in service were also used to identify the unmet needs or duplications of public transportation services.

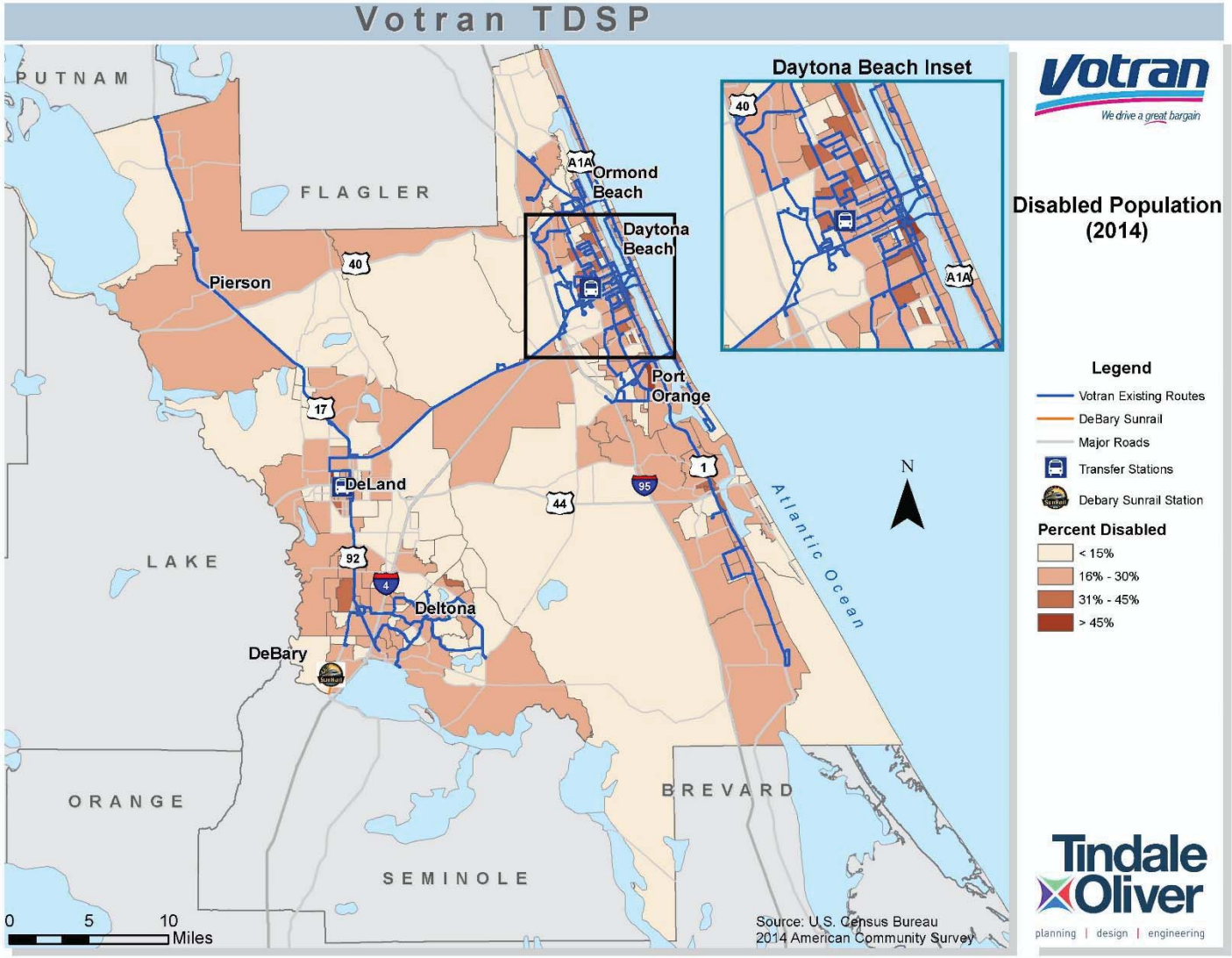
Maps 4 through 6 depict the demographic maps that were used to complete the needs assessment, including the percent of the total population age 60 and over, individuals with a disability, low income households, and the existing employment density. Based on the existing transit services and concentrations of targeted populations, the following needs have been identified as priority areas for increased mobility options.

- County communities with higher percentages of the population age 60 and over and limited transit service, include the areas south and east of Deltona, north of Deland, and southwest of Port Orange. When comparing the disabled population to the elderly population, Pierson has a high percentage of both populations. Based on the demographic percentages, the majority of the disabled population is concentrated within areas that have access to transit.
- Areas within the County where over 15 percent of the population is low income include Pierson, parts of DeLand, Daytona Beach, and Deltona. These areas with a high percentage of low income households are all along existing fixed-route transit service.
- Areas with existing employment densities of more than 5 employees per acre appear to have existing fixed-route transit service based on the mapping analysis.

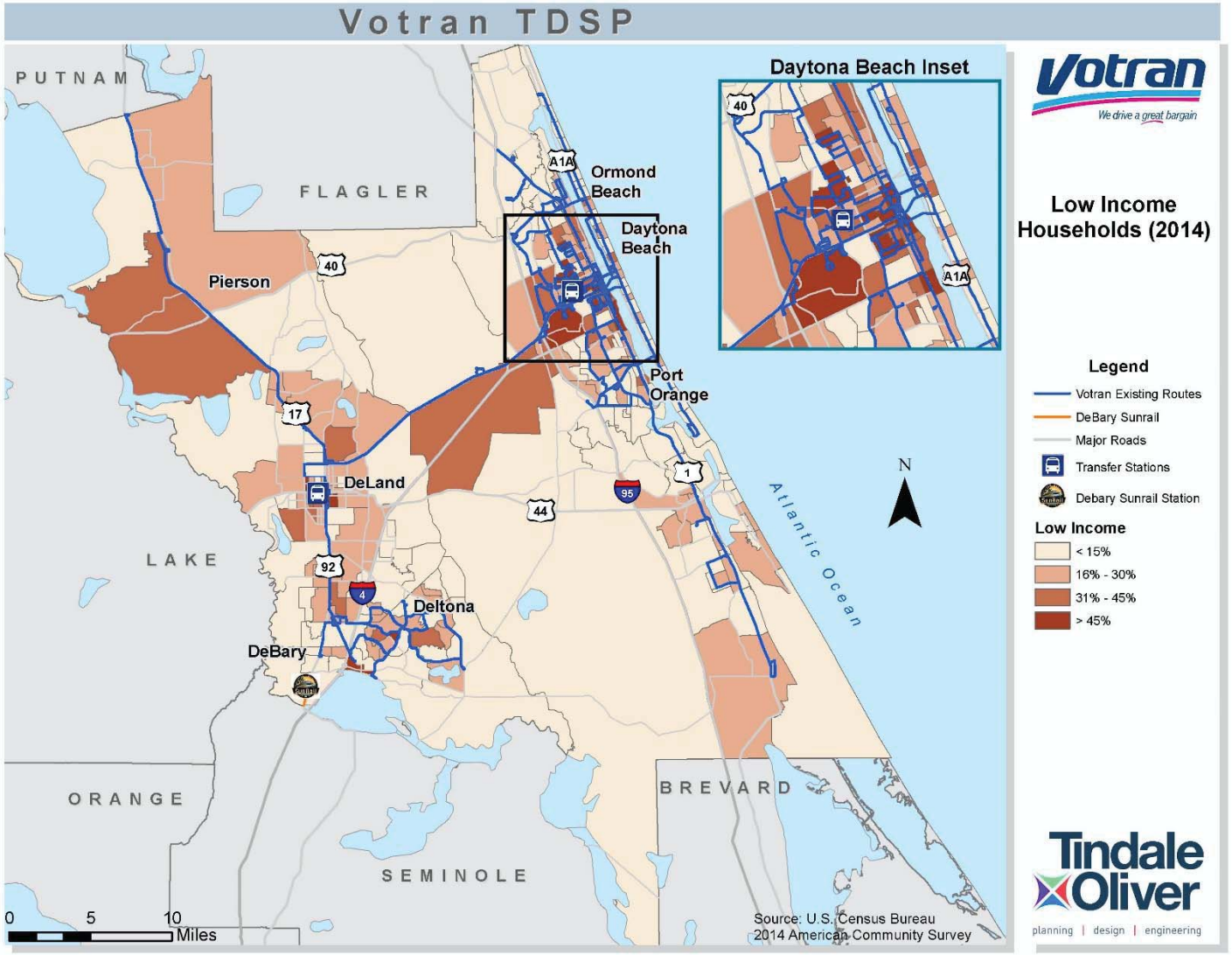
Map 3: Population Age 60 and Over



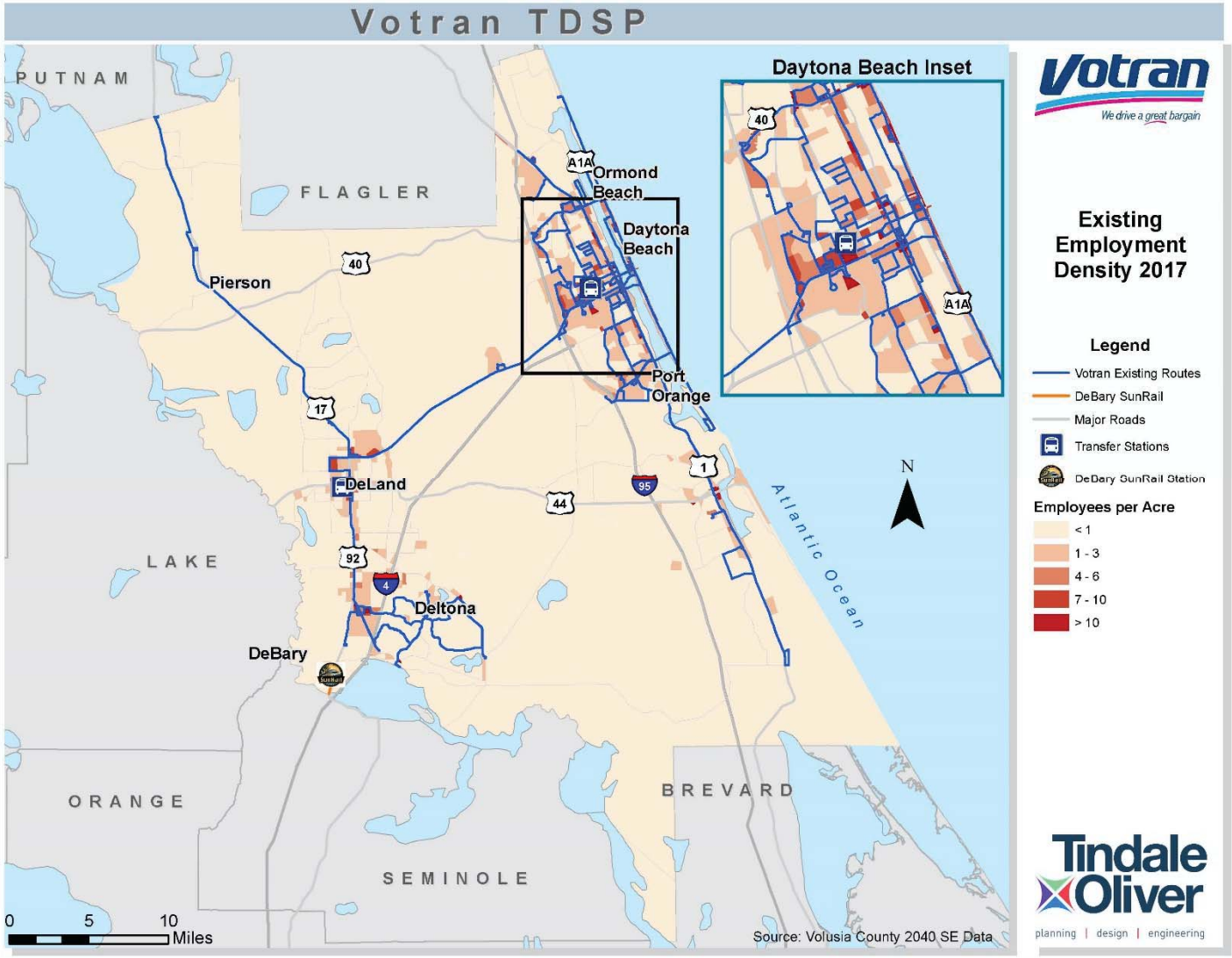
Map 4: Population with a Disability



Map 5: Low Income Households



Map 6: Employment Density



Based on the existing transit services and concentrations of targeted populations, the following needs have been identified as priority areas for increased mobility options. Needs that may be eligible activities under the Section 5310 program have also been identified as part of the needs assessment and were chosen based on a high percentage of target populations combined with a lack of existing transportation service.

- Increased frequencies and later evening hours and Sunday service on the fixed-route transit system.
- Bus stop accessibility improvements
- Additional agreements with municipalities for the installation and maintenance of bus shelters and benches.

BARRIERS TO COORDINATION

Votran and the River to Sea TPO coordinate regularly for opportunities to address barriers to transportation coordination within Volusia County. Some of the issues and barriers to transportation and coordination with Volusia County are summarized below.

- Based on Volusia County's development patterns, providing cross country 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.
- The inability to obtain local matching funds for federal and state grants is a barrier to implementing new transportation services.
- While there are transportation needs, Votran must make efficiency improvements using the existing resources due to a lack of any additional funding for transit improvements or new services. At the same time there is a need for additional weekend service, notably Sunday.

Public meeting participants were asked to identify what they believe are the greatest barriers to public transportation in Volusia County. Listed below are concerns received from the public workshops.

- More service is needed on the weekend in the west part of the county.
- There are concerns regarding bus stop benches and shelters not being provided to make the fixed-route service more accessible for disabled and elderly passengers. Some cities that have removed the benches are due to liability concerns as it relates to ADA.
- Implementation of a reloadable card for bus passes would be ideal. The passes currently distributed don't always work when there is a timestamp.

GOAL, OBJECTIVES, AND STRATEGIES

Goals, objectives, and strategies are critical to the implementation of the TDSP. This section includes Votran's long range goals, specific measurable objectives that identify actions that can be taken to achieve the goals, and strategies that will be conducted to achieve the objectives. The goals were developed to address five key focus areas: system administration and education, service delivery, policy, technology, and funding. While funding is considered a separate focus area, it is also a factor for consideration in coordination with the other key focus areas. For any of the goals included in this section that have a financial impact, securing additional funding will be an initial step.

The progress of the goals, objectives, and strategies will be reviewed annually with any updates reported in the annual minor update. Table 16 has been included at the end of this section to facilitate the review and minor update process.

Goal 1: Provide an efficient, coordinated, and cost-effective 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 to determine the most cost-effective service to meet the demand.

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 AOR, National Transit Database (NTD), and the annual CTC evaluation.

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 that both the fixed-route transit and paratransit systems continue to provide adequate capacity and 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, as specified in the vehicle acquisition and replacement plan, and other equipment, as funding permits.

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 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.

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 service standards and goals for both paratransit and fixed-route service.

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

Strategy 2.1.3: Conduct oral and visual training presentations to Votran staff regarding interactions with customers who have disabilities.

Strategy 2.1.4: Continue to staff weekly Service Review Committee meeting 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 CTD and 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.

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 service 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 MyRide 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 that 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 R2CTPO Subcommittees, 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 that serve 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 R2CTPO for any subsequent updates to the adopted 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 that 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 R2CTPO 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 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: Complete an Accessible Pedestrian Signal Access Plan by 2018.

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

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 R2CTPO in the utilization of its transit planning funds to support/improve the CTC's 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 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 (i.e., Volusia Council on Aging, the Florida Department of Children and Families, etc.).

Strategy 6.1.5: Evaluate fares every three years 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.

Table 16: Progress Reporting Table – Annual TDSP Updates

Goals - Key Focus Area	Annual Update Status/Progress	Fiscal Year
System Administration & Education		*2018*
Service Delivery		*2018*
Policy		*2018*
Technology		*2018*
Funding		*2018*
System Administration & Education		*2019*
Service Delivery		*2019*
Policy		*2019*
Technology		*2019*
Funding		*2019*
System Administration & Education		*2020*
Service Delivery		*2020*
Policy		*2020*
Technology		*2020*
Funding		*2020*
System Administration & Education		*2021*
Service Delivery		*2021*
Policy		*2021*
Technology		*2021*
Funding		*2021*
System Administration & Education		*2022*
Service Delivery		*2022*
Policy		*2022*
Technology		*2022*
Funding		*2022*

IMPLEMENTATION SCHEDULE

The Implementation Plan presented in this section is derived from the goals, objectives, and strategies and has been developed to assist with achieving the long range goals. Similar to the goals, objectives, and strategies, the implementation schedule will be reviewed and updated on an annual basis. Table 17 presents the strategies, responsible party (ies) for accomplishment, the anticipated beginning and ending date, and any known costs associated with the Implementation Plan.

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 this 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.

Table 17: Implementation Schedule

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 1: Provide an efficient, fully coordinated, and cost-effective transportation system to meet the demand and mobility needs of the transportation disadvantaged in Volusia County.	Review trip patterns to major attractors to ensure that multi-loading is occurring as efficiently as possible	CTC	Annually	N/A
	Complete an analysis of TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand	CTC	2019	$30,000
	Implement a 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.	CTC/Votran	2018	$50,000

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 2: Deliver a safe and high quality transit experience to the customer.	Conduct an annual travel training workshop, with training for organizations that serve the disabled	CTC	Annually	N/A
	Conduct a "mystery rider" program to ensure accountability of staff to riders	CTC	2018	$20,000
	Develop a formal transit education program that could be conducted by any staff member to educate special interest groups, clubs, and community association on the benefits of public transportation	CTC	2018	N/A
	Implement IVR technology to allow automated calling and assist with customer communication of trip reminders and cancellations	CTC	2018	$300,000
	Install technology on all contractor vehicles with the goal of achieving consistent operating levels and capacities with Votran vehicles and better coordinating services	CTC / Contractors	2020	Varies

Table 17: Implementation Schedule (Continued)

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
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.	Annually evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications	CTC / FDOT	Annually	N/A
	Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG	CTC	2019	N/A

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 4: Ensure program accountability with the State and Federal requirements for TD planning.	Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and AER	CTC	Ongoing	N/A
	Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures	CTC	TDLCB Meetings	N/A
	Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County	CTC	Annually	N/A
	Monitor Coordination Agreements with contractors	CTC	Annually	N/A

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 5: Participate in efforts to improve pedestrian accessibility to multi-modal transportation options in Volusia County.	Complete an Accessible Pedestrian Signal Access Plan by 2017/2018	R2CTPO	2017/2018	N/A
	Develop a phased-implementation plan to improve accessibility at bus stop locations	Votran	2017/2018	$30,000 - 125,000

Goal	Strategies	Responsible Party(ies)	Timeframe	Potential Cost
Goal 6: Secure additional funding to meet the transportation disadvantaged demand and mobility needs in Volusia County.	Evaluate fares every two years to ensure customers contribute to maintaining the system within reasonable means	CTC / LCB	2020	N/A

SECTION 2: SERVICE PLAN

This section of the TDSP addresses the operational elements of how, when, and what services are available to TD eligible persons and the manner by which to utilize. Although services are subject to change, the information contained in this section is based on the current operational policies and procedures that guide service delivery.

OPERATIONS ELEMENT

The Votran service policies and procedures are described in this section and may be modified at times to comply with the United States Department of Transportation (USDOT) rules under the ADA and Section 504 of the Rehabilitation Act of 1973.

TYPES, HOURS AND DAYS OF SERVICE

Votran, as the CTC, coordinates transportation services and provides paratransit service referred to as Votran Gold, flex-route bus service, fixed-route bus service. Votran also offers vanpool services through vRIDE. The remainder of this section describes each of the services.

VOTRAN GOLD SERVICE

Votran's Gold Service is available from 6 a.m. to 6 p.m. Monday through Saturday throughout the County. Consistent with the fixed-route schedule, Votran offers limited paratransit service in the Daytona area Monday through Saturday from 6 p.m. to 12 a.m. and Sunday from 7 a.m. to 5 p.m. Votran does not operate its services on Thanksgiving, Christmas, or New Year's and a limited Sunday schedule is offered on Memorial Day, Fourth of July, and Labor Day. The fare for Gold Service is $3.00 per one-way trip. Votran updates its schedules regularly; therefore, passengers should refer to the Votran website at http://www.votran.org/take-a-trip/maps-schedules.stml for more information on hours and days of service.

The Votran Gold Service is provided to eligible passengers. Reservations must be made in advance and passengers will be picked up and returned within a one-hour window of the scheduled trip time. Trips provided within the same geographic area of the county (i.e., east Volusia, southeast Volusia, west Volusia, and northwest Volusia) may take up to one hour; however, trips provided from one service area to another may take up to two hours. While the Votran Gold service is only offered to ADA eligible passengers within the ADA corridor (within ¾-mile of Votran's fixed-routes) and consistent with the fixed-route hours of operation, passengers qualifying under the Transportation Disadvantaged program may use the service to access locations outside the ADA corridor on weekdays and Saturdays, with advanced reservations. Additional information on the requirements for qualifying under the ADA and TD programs as well as the hours of operations, policies, and procedures may be found in the Votran Gold Users Guide located in Appendix G and on the Votran website at http://www.votran.org/special-services/gold-service.stml in formats available in English and Spanish, audio, and for the deaf and hearing impaired.

FLEX SERVICE

Flex service is a hybrid of paratransit and fixed-route services. Votran currently offers flex service in the New Smyrna Beach area on both the beachside and mainland. The fare for this service $1.75 for a single ride. Flex service is provided Monday through Saturday from 6:43 a.m. to 6:33 p.m., with advanced reservations. At this time, Votran does not operate the Flex service on Sunday or holidays. Additional

information on this service may be located on the Votran website at http://www.votran.org/riding-votran/nsb-flex.stml.

FIXED-ROUTE

The fixed-route transit service is available to the general public and operates Monday through Sunday, with limited services offered on the weekends. The full fare for fixed-route bus service is $1.75 per one-way trip. Reduced fares are available for qualifying passengers, including seniors (65 or older), youth (7 to 18), individuals with disabilities, and students. Children under the age of 7 may ride the service at no charge, with an adult paying the fare. The fixed-route schedules and fares are subject to change; therefore passengers may access the routes and other information on the Votran website at http://www.votran.org/take-a-trip/maps-schedules.stml for the most current information.

VANPOOL PROGRAM

Votran contracts with vRide to provide the vanpool program. In coordination with this program, the Florida Department of Transportation's ReTHINK program offers a Guaranteed Ride Home Program. Specifics of the vanpool program will vary depending on the commute distance, total number of riders, etc. More information on this program may be found at http://www.votran.org/commuter-assistance/van-pool.stml.

Table 18 presents the current span of service for Votran's fixed-routes.

Table 18: Fixed-Route Span of Service

Route #	Route Description	Days of Operation	Service Span	Headways
1	A1A North-to Ormond Beach Mall (Granada Ave)	Monday-Friday	5:40 am - 12:30 am	60 Minutes
		Saturday	6:35 am - 12:30 am	60 Minutes
		Sunday	7:00 am - 6:35 pm	60 Minutes
3A	North Ridgewood to Ormond Beach	Monday-Friday	7:02 am - 11:55 pm	60 Minutes
		Saturday	6:02 am - 11:55 pm	60 Minutes
		Sunday	7:05 am - 6:48 pm	60 Minutes
3B	North Ridgewood	Monday-Friday	7:02 am - 11:55 pm	60 Minutes
		Saturday	6:32 am - 11:55 pm	60 Minutes
		Sunday	7:05 am - 6:48 pm	60 Minutes
3C	North Ridgewood via US1	Monday-Friday	6:02 am - 4:28 pm	60 Minutes
		Saturday	6:32 am - 11:55 pm	60 Minutes
		Sunday	7:00 am - 6:46 pm	60 Minutes
4	South Ridgewood to Nova/Dunlawton	Monday-Friday	6:22 am - 12:10 am	30-60 Minutes
		Saturday	6:32 am - 12:10 am	30-60 Minutes
		Sunday	6:42 am - 6:54 pm	60 Minutes
5	Center St to Nova Rd/Flomich St	Monday-Friday	6:37 am - 6:25 pm	60 Minutes
6	North Nova to Wal-Mart/Ormond Beach	Monday-Friday	6:05 am - 7:33 pm	60 Minutes
		Saturday	6:23 am - 7:33 pm	60 Minutes
7	South Nova to Dunlawton	Monday-Friday	6:02 am - 7:19 pm	60 Minutes
		Saturday	6:05 am - 7:18 pm	60 Minutes
8	Halifax to Bellair Plaza	Monday-Friday	6:32 am - 7:21 pm	60 Minutes
		Saturday	7:32 am - 6:21 pm	60 Minutes
10	Medical Center to Volusia Mall	Monday-Friday	6:35 am - 12:09 am	30 Minutes
		Saturday	6:41 am - 12:09 am	30 Minutes
		Sunday	7:00 am - 6:41 pm	60 Minutes
11	Mason Ave to Volusia Mall/I-95	Monday-Friday	6:17 am - 6:53 pm	60 Minutes
		Saturday	6:17 am - 6:53 pm	60 Minutes

Route #	Route Description	Days of Operation	Service Span	Headways
12	Clyde Morris to Pavilion Mall	Monday-Friday	5:59 am - 7:34 pm	60 Minutes
		Saturday	6:32 am - 7:34 pm	60 Minutes
15	Orange Ave to the Department of Motor Vehicles	Monday-Friday	5:31 am - 12:18 am	30/60 Minutes
		Saturday	6:07 am - 12:18 am	30/60 Minutes
		Sunday	6:36 am - 6:22 pm	60 Minutes
17A	South Atlantic to Marine Science Center	Monday-Friday	6:07 am - 12:18 am	60 Minutes
		Saturday	7:02 am - 12:18 am	60 Minutes
		Sunday	7:00 am - 6:23 pm	60 Minutes
17B	Dunlawton Avenue to Transfer Plaza via A1A	Monday-Friday	6:30 am - 6:55 pm	60 Minutes
		Saturday	6:32 am - 6:55 pm	60 Minutes
18	International Speedway to Florida Hospital/Ormond Memorial	Monday-Friday	6:21 am - 6:50 pm	60 Minutes
		Saturday	7:02 am - 6:50 pm	60 Minutes
19	Florida Hospital/Ormond Memorial via A1A/Granada	Monday-Friday	6:07 am - 6:50 pm	60 Minutes
		Saturday	6:07 am - 6:50 pm	60 Minutes
40	Port Orange towards New Smyrna Beach via US 1	Monday-Friday	6:32 am - 7:03 pm	60 Minutes
		Saturday	6:42 am - 7:03 pm	60 Minutes
41	New Smyrna Beach towards Edgewater via US 1	Monday-Friday	6:47 am - 6:44 pm	60 Minutes
		Saturday	6:57 am - 6:44 pm	60 Minutes
Flex 42	New Smyrna Beach (Downtown to Beachside)	Monday-Friday	6:43 am - 6:33 pm	60 Minute Timepoints
		Saturday	6:43 am - 6:33 pm	60 Minute Timepoints
Flex 43	New Smyrna Beach (Downtown to Wal-Mart)	Monday-Friday	6:43 am - 6:33 pm	60 Minute Timepoints
		Saturday	6:43 am - 6:33 pm	60 Minute Timepoints
60	East West Connector	Monday-Friday	5:15 am - 7:50 pm	60 Minutes
		Saturday	7:01 am - 7:50 pm	60 Minutes

Route #	Route Description	Days of Operation	Service Span	Headways
West Volusia Routes				
20	DeLand-Deltona from Marketplace Shopping Plaza to Walmart	Monday-Friday	5:54 am - 7:58 pm	60 Minutes
		Saturday	6:54 am - 6:58 pm	60 Minutes
21	Deltona From Market Place Shopping Center to Wal-Mart/ Osteen via Providence/Ft. Smith	Monday-Friday	5:20 am - 7:29 pm	120 Minutes
		Saturday	7:14 am - 7:29 pm	120 Minutes
22	Deltona From Market Place Shopping Center to Wal-Mart/ Osteen via Elkcam/Howland	Monday-Friday	5:57 am - 7:17 pm	120 Minutes
		Saturday	6:18 am - 6:41 pm	120 Minutes
23	Orange City From Market Place Shopping Center to Providence/Ft. Smith	Monday-Friday	5:35 am - 6:26 pm	60 Minutes
		Saturday	5:35 am - 6:26 pm	60 Minutes
24	Pierson-Seville via US 17/CR 3	Monday-Friday	5:40 am - 7:20 pm	6 hours
		Saturday	7:30 am - 7:20 pm	4/6 hours
Votran/SunRail				
31	DeBary SunRail Station to International Speedway via US 17/92	Monday-Friday	4:22 am - 8:48 pm	30 Minutes/7.5 hours
32	DeBary SunRail Station to Deltona Plaza	Monday-Friday	5:18 am - 8:17 pm	60 Minutes/8 hours
33 Express	DeBary SunRail Station to Dupont Lakes Express	Monday-Friday	4:25 am - 7:22 pm	60 Minutes/7 hours

ACCESSING SERVICES

Votran Gold service is designed to assist those individuals who cannot access the regular fixed-route bus service due to age, disability, or not having access to the fixed-route service or any other means of transportation. To determine eligibility to use the Votran Gold Service, an application should be completed and submitted to Votran for review. The application may be obtained on the Votran website (www.votran.org) or by calling the Votran call center. The eligibility process may take up to twenty-one (21) days to complete, including an assessment and verifications. Individuals eligible to use the Votran Gold service are subject to recertification every three years.

Individuals visiting Volusia County may use the paratransit service for twenty-one days (21), if they have been certified as "ADA paratransit eligible" by a public entity. 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 the twenty-one day period, individuals will be required to apply for eligibility through Votran.

Votran Gold service reservations may be made up to one week in advance. Eligible passengers should call to reserve their trip between 7 a.m. and 5 p.m., Monday through Sunday. Next day trips must be scheduled by 5 p.m. on the day preceding the trip or within timeframes as prescribed by the ADA regulations. Same day service is not available. The telephone numbers for reservations and eligibility are listed below:

Call Center for Reservations

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

(TDD) For Hearing/Speech Impaired

Daytona Beach Area Customer Service
(386) 756-7494
West Volusia Customer Service
(386) 943-7052
Southeast Volusia Customer Service
(386) 424-6820
Florida Relay Center
1-800-955-8770

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. Subscription trips must be scheduled at least three days in advance and may be canceled at any time. However, any modifications to the subscription service are limited to once a month.

Passenger trips must be cancelled at least one hour before the scheduled trip to avoid being counted as a "no-show." Votran has established a no-show policy that is presented as Appendix C of this TDSP. More detailed information on cancellations and no-shows can be found in the Votan Gold Service Users Guide located in Appendix G.

TRIP PRIORITIZATION

At this time, Votran does not deny trips based on demand and a formal trip prioritization process has not been developed. If Votran cannot meet the trip demand levels in the future, a formal process would be developed and presented to the TDLCB for review, discussion, and adoption.

TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS

Volusia County is a partial brokerage system, contracting with four transportation providers for the provision of services and one taxi cab company for incidentals. The competitive process for selecting 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 19 lists the operators that are currently under contract with Votran.

Table 19: Contract Providers

Name	Contact Person	Service	Clients
Little Wagon	Jay Berry	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
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, and the Center for Visually Impaired (CVI). These organizations provide their own transportation for their clients using vehicles

purchased through the Section 5310 program. The agencies listed have vehicles in operation providing ongoing services and have been demonstrating performance.

PUBLIC TRANSIT UTILIZATION

Votran operates an accessible fleet, with travel training available to individuals who would like to transition from paratransit to fixed-route service for some or all trips. Votran and the R2CTPO has also completed and initiated a number of efforts to identify and improve accessibility at bus stop locations and support the addition of accessible pedestrian signals. Various agencies also purchase bus passes from Votran to support their clients.

SCHOOL BUS UTILIZATION

Volusia County Schools offer monthly Votran bus passes for students who are eligible for school bus service. The intent is to use Votran's existing available capacity and reduces 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 designated emergency.

VEHICLE INVENTORY

Votran's vehicle inventory is presented in Appendix D.

SYSTEM SAFTEY PROGRAM PLAN CERTIFICATION

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 E.

INTERCOUNTY SERVICES

At this time, Votran does not operate intercounty services; however, the SunRail service connects Volusia County with Seminole and Orange counties. Votran provides fixed-route feeder bus service to transport persons to and from the DeBary SunRail Station during peak morning and evening hours. Paratransit service is also offered for eligible passengers requesting access to the DeBary SunRail Station.

EMERGENCY PREPAREDNESS AND RESPONSE

Votran and Volusia County Schools operate under the direct control of Volusia County Emergency Management to coordinate evacuation for persons with special needs during an emergency situation. Votran Gold buses are dispatched to pick up passengers and take them to the Special Needs Shelters (SNS), then return them home when the emergency is over. 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. All Votran bus stops are evacuation collection points during a declared emergency evacuation order and no fares are charged during an evacuation or return.

If special needs evacuees cannot reach a regular bus stop, they must call Votran to arrange transportation. It is also recommend that individuals pre-register for the special needs shelters. The public are instructed to call Votran for evacuation assistance at the numbers listed below. Information and registration forms to pre-register for special needs shelters can be obtained at Votran's website (www.votran.org).

Telephone numbers for Votran are:
Daytona Beach 386-322-5100
West Volusia 386-943-7050
New Smyrna Beach 386-424-6810

EDUCATIONAL EFFORTS AND MARKETING

Votran has successfully completed a number of media and public relation campaigns designed to increase awareness and use of the public transportation services available in Volusia County. Some of Votran's more recent awards relating to marketing and education are listed below.

- Florida Public Transportation Association People's Choice Award (2015) – This award was for a series of educational articles about how to use transit. Each month the Aging Tree published an article. The Aging Tree has countywide free distribution of approximately 30,000 copies at over 700 locations.
- Florida Public Transportation Association "Best In Class" Award (2014) – Votran revamped the website with many interactive learning features. There is a trip planner for riders to find out how to use the fixed routes to navigate to their destinations. For those with visual impairments, each route schedule was published as a single webpage allowing screen reader technology to create audible information. The route turn-by-turns were also published this way.

Other efforts included the implementation of the MyStop technology, an interactive trip planner that provides real-time bus and trip planning information. This technology can be viewed on the Votran website or downloaded as a mobile application. MyStop capabilities include assisting users with information relating to route, stop locations, stop identification information, real-time bus location, and route and stop alerts about delays, detours, and schedule changes. Trip planning can also be done on this application using Google Transit.

Another feature Votran has implemented is the ability to text Votran for next bus arrival information using the "Vo to Go" technology. All that is needed is the capability to text and the Votran bus stop ID number.

Votran has provided its Votran Gold Service Users Guide on its website in a number of formats including those accessible to the visual and hearing impaired. The website and the Gold Users Guide includes complete information on eligibility, availability, and how to use the Votran Gold service. Votran will continually update this important document as necessary to provide customers with current information.

Votran staff attend the bimonthly TDLCB meetings and provides performance report updates at each meeting. As part of the TDSP development process and other Votran planning efforts including but not limited to the development of the Transit Development Plan, Title VI Program, and Equal Employment Opportunity (EEO) Plan updates, outreach activities are conducted to educate the public and provide opportunities for input.

ACCEPTABLE ALTERNATIVES

Votran operates public transit service throughout Volusia County and is the designated CTC. 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.

In accordance with Florida Administrative Code 41-2.015 "*Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through contractual arrangement with the CTC or an approved coordination provider except when it is better suited to the unique and diverse needs of a transportation disadvantaged person, the sponsoring agency may purchase or provide transportation by utilizing the following alternatives:*

- *Privately owned vehicle of an agency volunteer or employee;*
- *State owned vehicles;*
- *Privately owned vehicle of a family member or custodian;*
- *Common carriers, such as commercial airlines or bus; and*
- *Emergency medical vehicles.*

The sponsoring agency may utilize other modes of transportation when the community transportation coordinator determines it is unable to provide or arrange the required service. Information pertaining to these denials for service shall be reported by the community transportation coordinator on a quarterly basis or more frequently as specified by the TDLCB."

The current designation of Votran as the CTC has proven successful in the provision of fixed-route and paratransit service, and vanpool programs. The CTC has been very successful in providing a low cost, efficient transportation option to agencies and individuals that do not have transportation so that transportation needs can be easily met within the TD program in Volusia County.

SERVICE STANDARDS

The Votran service standards that have been established to provide oversight of the coordinated system are shown in Table 20.

Table 20: 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 review of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Monitoring standards is done on a monthly basis using statistical reports generated by a computer assisted scheduling program. Reports of this information 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 Statues.
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 boarding 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 (located in Appendix F) 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 20: 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 underage 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 and 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 20: CTC Service Standards (Continued)

Service Standard	Policy/Measure
Cancellations and No-Shows	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.
	Customers may have no more than six same day cancellations in one month. More than six same day cancellations will result in a reminder letter.
	Customers with more than 10 percent of their monthly trips resulting in no-shows 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.
	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 the progressive action. 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 progressive action for continued system abuse is outlined in the No-Show Policy included as Appendix C.
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 a screening/certification and recertification 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.

Table 20: CTC Service Standards (Continued)

Service Standard	Policy/Measure
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.
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 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 MTM, Inc., 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 Animal	Service animals are welcome at all Votran facilities, on all Votran vehicles, an 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 provided 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 PROCEDURES AND 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 F.

SECTION 3: QUALITY ASSURANCE

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 the 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.

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. However, depending on the issue relating to safety, trips may be suspended immediately until corrected.

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 requirement, 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.

COORDINATION CONTRACT EVALUATION CRITERIA

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.

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.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The rate structure for one-way ambulatory and wheelchair Transportation Disadvantaged trips is $17.23 and $29.55, respectively. The Transportation Disadvantaged rates were determined through the Rate Calculation method mandated by the CTD. The rate calculation model considers past and projected costs and revenues associated with Votran's transportation services. The rate model is updated annually Votran

to reflect changes in revenues and expenditures. More detailed information on the rate model worksheets is presented in Appendix H.

Presented in Table 21 is the current Votran fare structure for fixed-route service.

Table 21: Votran Fare Structure

Votran Fare Structure	
Adult cash fare/single ride	$1.75
Reduced fare for Senior Citizens (65 or older) / *Youth fares (7 to 18) / Persons with disabilities* (Must show Government issued ID card, Valid agency ID, or Volusia County school student I.D. card, Medicare card, passport or Votran ID card)	$0.85
Children (under age 7 with adult fare-paying passenger. Limit three children)	Free
Ten full fare tokens	$16.50
Ten senior citizen 65 or older/ Youth (ages 7-18) / Person with disabilities tokens	$7.50
Value Passes (Current Fares)	
All-day pass	$3.75
3-day pass	$7.50
7-day pass	$13.00
31-day pass	$46.00
Value Passes (Reduced Fares)	
All-day pass	$1.85
3-day pass	$3.75
7-day pass	$6.50
31-day pass	$23.00
Votran Gold Service	
One-way fare	$3.00

CTC EVALUATION PROCESS

In accordance with the FCTD CTC Evaluation Workbook, the LCB conducts an annual evaluation of Votran. The purpose of the annual review is to evaluate the CTC's performance over the previous year. In addition, FCTD conducts a triennial Quality Assurance and Program Evaluation (QAPE) review as part of its 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 FCTD standards, local standards, and ADA requirements. The most recent CTC evaluation was approved by the LCB in May 2016 and is presented as Appendix I. Votran was found in compliance with the evaluation.

APPENDIX A: SUMMARY OF EXISTING PLANS AND DOCUMENTS

Table 22: Summary of Reviewed Plans, Studies, and Policies

Plan/Program Details			Plan/Program Overview	Key Consideration for the Situa
graphic cability	Date of Most Recent Update	Responsible Agency		
deral	2016	United States Department of Transportation	• The fiscal year 2016 budget proposed $478 billion funding for a six-year surface transportation reauthorization proposal that invests in modernizing US infrastructure. This provides increased and stable funding allowing state and local governments to plan.	• $115 billion dedicated to invest transit systems and exp • $5.1 billion increase in investments to address public tr breakdowns, increase service reliability, and reduce del • Includes tools and resources to encourage regional coo • Includes Rapid Growth Area Transit Program that helps Rapid Transit (BRT).
deral	2015	United States Department of Transportation	• Five-year funding the nation's surface transportation infrastructure, including transit systems and rail transportation network. Provides long-term certainty and more flexibility for states and local governments, streamlines project approval processes, and maintains a strong commitment to safety.	• Increase dedicated bus funding by 89% over the life of • Provides both stable formula and a competitive grant p needs. • Reforms public transportation procurement to make fe competitive. • Consolidates and refocuses transit research activities to • Establishes a pilot program for communities to expand partnerships. • Provides flexibility for recipients to use federal funds to • Provides for the coordination of public transportation s transportation services to aid in the mobility of older ad
tate	2015	Florida Department of Transportation	• The 2060 FTP calls for a fundamental change in how and where Florida invests in transportation. Florida's transportation system must move more people and freight, provide more travel options, connect more places, be safer, and be more efficient and more reliable – all with increasingly constrained resources.	Florida's transportation system will included: • A statewide, multimodal transportation system which s providing better connectivity to urban and rural areas. • $115 billion dedicated to invest transit systems and exp • Greater reliance on public transportation systems for m passenger rail network and enhanced transit systems in • A statewide, multimodal system of trade gateways, logi corridors to position Florida as a global hub for comme • A new generation of infrastructure, vehicles, fuels, and crashes, reduced delay, and fewer emissions.
gional	2015	Central Florida Commuter Rail Commission	• MetroPlan Orlando proposed the following SunRail Performance Measures and Indicators be reported: o Average weekday ridership o On-time performance o Safety-related incidents o Total operating costs (and budget comparison) o Total operating revenue (and budget comparison)	**Ridership**: • December 2014 vs December 2015: Ridership has slight weekends). • January 2015 vs January 2016: Ridership decreased in 2 could be factors). **On-Time Performance (OTP):** • December 2015 and January 2016 – decrease due to co **Bicycle Boardings:** • Stays steady ADA Boardings: • Increased throughout 2015. • Decrease in January 2016. Incidents: • 20 incidents occurred in 2015 (11 were SunRail inciden o 4 incidents have occurred to-date in 2016 (3 a o 2 were grade crossing incidents due to bad we

Plan/Program Details			Plan/Program Overview	Key Consideration for the Situat
graphi c icabilit y	Date of Most Recent Update	Responsible Agency		
Central orida	2016	SunRail/Central Florida Commuter Rail Commission	• SunRail Phase 2 will link DeBary to DeLand in Volusia County and Orland to Poinciana (Osceola County). The southern extension is currently under construction. The northern extension from DeBary to DeLand is a 12-mile segment that will add one station in DeLand to the existing rail system; however, funding for the northern extension has not yet been secured.	**SunRail Phase 2 (North Extension)** • Currently FDOT is working with Volusia County to identi advance Phase 2 North activities. • If constructed, plans include providing a park-and-ride lo DeLand station. • Construction of a new SunRail station in DeLand is antic development around the new station.
a County Flagler (partial)	2016	R2CTPO	• A 20 year guide for transportation improvements (e.g. roads, public transportation, and bicycle/pedestrian) within the urbanized area and is updated every five years. Provides the year-by-year methods to reach those transportation related goals and must be consistent with state and federal requirements to maintain funding.	The 2040 LRTP supports transit and transit supportive environme objectives with commitments to: • A balanced and efficient multimodal transportation syst delivers efficient and convenient transit service; a comm service to improve employment accessibility; enhance c jurisdictions and intermodal facilities; enhance security that supports multimodal transportation options; transi • 2040 LRTP Other Arterial Cost Feasible Projects List inclu improve access to DeLand SunRail station, if constructed • The R2CTPO LRTP continues to provide support for local portion of the TMA set-aside to provide funding of roug continues to seek additional transportation funding stra transit needs of this planning area.
Volusia unty	2016	Votran	• Update and refine service plans for its West Volusia service area (Deltona, DeLand, Orange City, DeBary, and Pierson).	• Identify short-term improvements for optimizing fixed r study area. • Specify needs, opportunities, and feeder bus plans for in SunRail service. • Performance measures provided strengths, weaknesses may not need improvement. • Routes 20 and 60 are high performing routes that as res improved. • A key finding from the performance evaluation is that fl some aspects of route performance. • Votran performance statistics are being calculated on a community discussion to occur regarding service modifi
a County	2016	Votran	• Corridor study to evaluate options for providing enhanced transit service that best meets the current and future transportation needs to improve mobility within Volusia County.	• Study goals include the following: o Achieve community consensus and support the o Evaluate opportunities for connectivity with Su regional transportation projects o Develop information that will result in a Recom adopted by FDOT, the R2CTPO, MetroPlan Orla o Evaluate the feasibility and cost-effectiveness c potential to complete nationally for Federal Tra
a County	2015	Votran	• Annual update of the TDP between major updates required every five years.	• Votran provided the FDOT an annual progress report up made on technology and that existing service was maint recommended in the FY 2012 – 2021 TDP Major Update to funding limitations. The new tenth year was added to

Plan/Program Details			Plan/Program Overview	Key Consideration for the Situat
graphic cability	Date of Most Recent Update	Responsible Agency		
na Beach rport	Update Planned	Volusia County/Daytona Beach Airport	• The Master Plan provides an overview of the future of the DBIA as it was previously identified. With modifications in the landscape and growth in and around the DBIA, the master plan assist in setting the course for enhancements.	• The currently available DBIA master plan is outdated, Vo securing grant funding for the new DBIA Master Plan ($1 • Currently available transportation services include: Votr Shuttle service available, parking available; rental car av
a County	2016	Votran	• 10-year strategic plan for public transit in Volusia County required by the FDOT for Block Grant program funding.	• Votran provided the FDOT with the 10-year strategic pla transit operating alternatives and capital improvements is secured. The plan was developed based on public inp environment and potential future changes to the comm
orporated a County	2016	Volusia County	• Guides development, land use decisions, preservation of existing transportation infrastructure, and transportation improvements.	• The Future Land Use Element designates urban forms co multimodal transportation, including transit oriented de • Activity Centers shall use transit design during the gene the County should give emphasis to providing public ma • The transit elements of the multi-modal transportation with Votran's Transit Development Guidelines as may b • Volusia County Comprehensive Plan commits to provide transportation system that will discourage urban sprawl patterns while minimizing adverse effects on the enviro • The Transportation Element includes the future transpo rail, and a commitment to expanding the transit route s service.
icipality	2011	Volusia County	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Orange City.	• Recognizes the role between transportation and land us supportive of transit oriented design in designated area • Supports infill and redevelopment; development design regardless if there is current service available or not. De shall provide external transit shelters and sidewalk that paths within the development (Sec 2, p 24). • The City strives to continue to improve transportation n through roadway, sidewalk, trails and transit facility imp • The City's Mobility Plan now focuses the vision for the C modes of transportation and looks for future connectio express bus, and as land use intensifies the potential fo commuter rail. • Votran and SunRail systems are both supported though comprehensive plan. • Goal 1: A multi-modal transportation network that is sa that current and future land uses are served; shall be av Orange City.
icipality	1992	City of Lake Helen	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Deltona.	• The Comprehensive Plan does not contain goals, objecti transportation or transit friendly design as a need or vis does recognize the importance of mass transit and affo spaces, and "endorses the concept of a mass transit sys County" (VII-12). • The Future Land Use Plan emulates a small village with a residential land uses that decrease in density from the c build-out population of approximately 6,000 people. De

Plan/Program Details			Plan/Program Overview	Key Consideration for the Situat
graphic cability	Date of Most Recent Update	Responsible Agency		
icipality	2010	City of Deltona	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Deltona.	• The City's Activity Center to include mixed-use residenti retail/service/office/park/industrial. • Transit-oriented uses such as a multi-modal center will l Blvd interchange. • Tourist accommodations located in close proximity to th Blvd interchange • Goal T1: The City of Deltona shall develop programs to e are served by adequate transportation and multi-modal • Includes objectives and policies that support multimoda FDOT, Votran, the TPO and other government entities. • Transit service, sidewalks, bicycle improvements and otl supported through the objectives and policies of the co • The City of Deltona's Transportation Element support th to ensure that current and future land uses are served b modal system options. • Includes the Future Land Use Map and related planning appropriate land use allocation through the 20 year pla
icipality	2016	City of DeLand	• The Comprehensive Plans is the primary policy document concerning land use, transportation, and other planning matters for DeLand.	• Goals, objectives, and policies support an interconnecte multimodal measurements of achievement; long-term p with municipalities, the County, the R2CTPO, Votran, an • An incentive-based program to encourage mixed-use ar in designated overlay areas and quality of service standa within mixed-use and multimodal supportive overlays w
icipality	2012	City of DeBary	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for DeBary.	• The City of DeBary Comprehensive Plan primary goal is t and future land use designations in the Village Center. T development patterns and a transportation system that promotes transportation options; increases community mitigates climate change; and supports greater commu support the City's vision: o CSC Railroad: Provide rail transit service conne Sanford, and points south of downtown Orland responsibility). o Dirksen Drive, Highbanks Road, Enterprise Roa make traffic operations improvements (City an o Ft. Florida Road: Widen and pave between Hig include alignment and stormwater conveyance responsibility). o New north/south road between Benson Junctio DeLand (City and County responsibility). o Commercial access road west of I-4 (City respo
icipality	2015	City of Daytona Beach	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Daytona Beach.	• The City of Daytona Beach updated their comprehensive • The Land Use element has policies requiring coordinatio entities in processing development application in desig

				• Suggests consideration of Transit as alternatives to road constrained. o Identifies stablished Transportation Concurren o Policies include period assessment of mass tra County and other coastal municipalities. o Goal 1. To promote safe and efficient traffic cir uses. o The City shall encourage Votran to continue to system to the citizens of Daytona Beach at an a o Policies include fixed-route transit Level of Serv o Goal 2. Retain and expand transit services for t transportation disadvantaged groups with both
icipality	2011	City of New Smyrna Beach	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for New Smyrna Beach.	• City of New Smyrna Beach Transportation Element has t Mobility / Efficiency Goal and the Accessibility Goal. o Policy c of the Mobility / Efficiency Goal promo reduce congestion and vehicle miles traveled. S in the review of all site plans and subdivision pl regarding available transportation choices, and transit. Policy g establishes a transit level of ser during peak hour demand by 2020. o Policies within the Accessibility objectives addr stops, transfer sites, park-and-ride lots, distribu transit services, and the needs of the transport
icipality	2011	City of Edgewater	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Edgewater.	• Policy 1.1.4: Design of Major Roadways. All major roadw transportation corridors, incorporating bicycle, pedestri multi-modal system. [9J-5.019 (4)(c)5, F.A.C.] • Policy 1.3.1: Public Transit, Bicycle and Pedestrian Syste City shall develop standards in the Land Development C and pedestrian systems. The City shall conduct a public Edgewater in establishing these standards. Such standar substantial improvements of existing developments, an (4)(c)5, F.A.C.] • Objective 1.5: Public Transit. Continue to work with VOT public transit system. [9J-5.019 (4)(b)4, F.A.C.] o Policy 1.5.1: Promoting Public Transit. The City developments that promote public transit with corridors, with priority given to those projects transit ridership. [9J-5.019(4)(c)12, F.A.C.] o Policy 1.5.2: Space for Bus Stop Requirements. 200 units or commercial developments over 50 for bus stops. Transit ridership to and from suc further improved by including elements, such a ▪ Transit stops meeting ADA requiremer ▪ Parking lots and intersections designe buses; ▪ Clearly delineated walkways from the ▪ Commercial and multi-family building street. [9J-5.019(4)(c)8 and (4)(c)9, F.A o Policy 1.5.3: Bus Service and Sufficient Level of roads serviced by public transit routes function

				○ Policy 1.5.5: Improving Existing and Designing N VOTRAN to improve existing bus stops, and to signage, lights and protection from the elemen the handicapped. ○ Policy 1.5.6: Maintaining a Fixed Route Mass Tr with Volusia County, the TPO and VOTRAN in m system to serve the City's industrial, commerci F.A.C.] ○ Policy 1.5.8: Transportation Disadvantaged and needs of transportation disadvantaged persons public transit systems.
icipality	2012	City of South Daytona	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for South Daytona.	• The City is not required to prepare a mass transit eleme wide bus system, mass transit considerations are includ ○ Policy 1-12: Mobility within the Transportation be maintained by implementation of the strate Element and through complementary policies i Comprehensive Plan. Mobility strategies for th the following: ▪ Transit facilities enhancements: All de TCEA will be required to coordinate w improvements in and around the site ○ Policy 3-5: In determining needed rights-of-way with VOTRAN to coordinate right-of-way requir ○ Policy 7-5: Public transit facilities, as defined is terminals, park and ride lots and intermodal tra adopted level of service standards for traffic. • Objective 9: The City shall support continued mass trans cooperating with VOTRAN to enhance local and regiona the Transit Development Guidelines of VOTRAN to the e Daytona. ○ Policy 9-2: The City shall serve as a source of in mass transit services. The City will also collabor incentives and educational programs for promo ○ Policy 9-4: The City shall work with VOTRAN an maintain and, where possible, expand service t transportation disadvantaged. The City will also businesses to increase public transit use by offe improving access to transit within the TCEA. ○ Policy 11-2: The City shall work with VOTRAN t through various measures, such as: increasing providing bus shelters and other transit rider a City.
icipality	2010	City of Holly Hill	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Holly Hill.	According to Policy 1.1.2, the City Commission may award reside are served by transit, and incorporate transit-friendly design feat use; and are served by transit, and incorporate transit-friendly de transit use. • Objective 2.3 - Promote compact, mixed-use, and energ encourage pedestrians, bicycle and transit use, to reduc ○ Policy 1.2.4 – The City will review all new devel and multi-family residential projects, to ensure

				• Objective 1.9. The City shall insure the availability of stru important minor roadways and for Votran transit corrid accommodate projected travel demand in 2035. o Policy 1.11.1 - The City shall continue to suppo consistent with the Future Land Use Map and l throughout the City. For roadways that are cur congested in 2020, the strategy shall incorpora reduce vehicular motor trips (VMT's). o Policy 6.1.5 - Bicycle lockers or bicycle racks, tra parking bays shall be constructed where neces operations of off-site transit and bicycle facilitie
icipality	2011	City of Daytona Beach Shores	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Daytona Beach Shores.	• Goal 1-2: To ensure that development patterns are ener emissions by reducing the need to travel by private car, the development of renewable energy resources and us • Goal 2-1: Ensure integrated multi-modal transportation integrated multi-modal transportation system in the Cit promotes mobility and accessibility to move people and local and citywide land use, and environmental protecti proposed residential and economic developments. Stres transportation and transit services to all residents and t assessable, and affordable manner possible. o Policy 2-1.1.4: Establish Transportation System 2015, the City shall establish Transportation Sy appropriate to improve system efficiency and e Code shall establish criteria to ensure that no d development is found to be consistent with the roads and transit facilities. o Policy 2-1.2.4: Establish Land Use, Site and Buil Corridors. Should exclusive public transit corrid the City shall establish land use, site, and buildi and along those corridors within six months of assure the accessibility of existing infill and new o Policy 2-1.2.5: Coordinate Transit Planning with Land Development Code shall include a manda development shall be reviewed for impacts on be required to facilitate the movement of trans and nearby transit stops. Similarly, the City sho continue to manage new commercial developm maintains a commercial core easily accessible t transit system. o Policy 2-1.3.6: The City shall promote the increa the automobile by encouraging the use of trans modes of transportation throughout the City a • Objective 2-1.4: Efficient public transit service. The City address the provision of efficient public transit services trip generators and attractors, safe and convenient pub accommodation of the special needs of the transportati Shores shall coordinate with the County's transit provid between mass transit and all other modes, where it imp Transportation network.

				o Policy 2-1.4.1: Encourage Land Uses that Promo policies and projects with the future land use e promote public transportation along the SR A1 o Policy 2-1.4.2: Provide Linkages between Trans Beach Shores shall coordinate with Volusia Cou from the major transportation corridors along attracting heavy traffic such as commercial dev existing and future residential developments. o Policy 2-1.4.3: Future Transit Facilities to Provid facilities in the City of Daytona Beach Shores sh ease of transfer with other modes (e.g., park a pedestrian walkways, taxi stands). This shall be the MPO.
icipality	2009	Town of Ponce Inlet	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Ponce Inlet.	• Policy 1.7.8: The town shall coordinate with Votran to d can be utilized to alleviate traffic congestion during pea
icipality	2012	Town of Pierson	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Pierson.	• Conservation Element Policy VI-1.6.3- The Town shall en transportation by promoting the use of bicycles by build racks, and requiring more improved pedestrian sidewall • Future land use element and map amendment criteria i connected communities and provides for compact deve and intensities that will support a range of housing choi system, including pedestrian, bicycle, and transit, if avai
icipality	2010	City of Port Orange	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Port Orange.	• Goal 1 of the Transportation Management Element esta provides mobility, access and choices that encourage en through Mobility Improvement (MI) zones, which encor implementing policies in this goal emphasize transit- an sensitive site design standards and regulations for each developments are required to provide access to transit requires the City to develop a “complete streets” strate transportation mode network that addresses access, cir improvements. o Policy 1.5.4 requires the City to create TOD Ove corridors so that the city can become more pe • Objective 2.3 and its implementing policies, the City cor level of service of 30 minutes or less headways and striv for transit use by 2015. The policies address location an amenities, the land use type and density around transit The TME also includes policies that speak to vehicular a guidelines that are intended to be supportive of transit • Goal 1: Sustainability, the FLUE seeks to promote compa encourage and support transit use (Objective 1.1 and Po 4.1.4). o Per Policy 5.3.3, the City will require higher den property and coordinate with Votran to identif transit stops in the Port Orange Town Center R development application process.

icipality	2010	City of Ormond Beach	• The Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for Ormond Beach.	• Within its Transportation Element, the City of Ormond B transportation planning with land use planning (Objecti Objective establish criteria for, authorize the designatio which must include the presence of transit. These polici connectivity along these corridors. • Objective 1.7 and its implementing policies promote alt through the construction and use of, among other thing • Objective 1.8 and its implementing policies require the i provisions into the Land Development Code. • Goal 2 of the City's TE addresses mitigation of transport transit facility improvements and transit operation cont o Policy 4.1.4 states that the City will develop a n provide concise information about how to use and graphics on how to use transit, transit info and from transit stops to particular destination with disabilities, and information on transit am and availability of transit will aid in the utilizati

APPENDIX B: PUBLIC OUTREACH

Passenger (On-Board) Survey

As part of the Transit Development Plan (TDP) public involvement process, an on-board survey was conducted in May/June 2016 to collect socio-demographic information and travel behavior of the existing Votran bus passengers. On-board surveys are an important service assessment tool employed by public transportation agencies as a way to assess how efficiently Votran supplies fixed-route transit service, and how effective those services meet the needs of the area. Feedback from the on-board survey efforts will assist Votran in planning for immediate service improvements and in determining future transit needs in Volusia County. The results from the survey will provide Votran with insight on the demographic make-up and travel characteristics of its existing customer base. In addition, the results from this on-board survey were compared to the results of Votran's on-board surveys previously completed in 2006 and 2011when the same questions were included on the different surveys to determine the historical trends for passenger demographics and travel characteristics.

Survey Approach

An on-board survey instrument was prepared and administered to bus riders. The survey was translated into Spanish to assist those who were not able to complete the English version. The on-board survey was conducted with the use of portable electronic tablets by a team of trained survey personnel. Prior to sending surveyors onto Votran buses, a training session was conducted to train and instruct personnel on the use of these portable devices, their duties and responsibilities while administering the on-board survey, and to address any issues or concerns that may arise during the survey process.

On-Board Survey Results

The following section documents the results of the on-board survey. A total of 1,794 Votran customers participated in completing the on-board survey. Of the people that responded to the survey, 52% of respondents were male, and 48% were female. For analysis purposes, the 30 questions on the survey were divided into 3 major categories: travel characteristics, demographics, and customer service/customer satisfaction.

Travel Characteristics

Travel characteristic questions were designed to ask respondents about their individual trip attributes and their travel behavior. Topics covered in the travel characteristic questions include the following:

- Trip origin (type and location)
- Trip destination (type and location)
- Transit stop/station access and egress travel mode
- Frequency of use
- Transit alternative travel mode
- Fare type used

Questions 1 and 5 asked respondents about the type of place they were coming from to start their one-way trip and the type of place they were going to on the same one-way trip, respectively. Figures B-1 and B-2 illustrate the results of these two questions. As shown in Figure B-1, most respondent trips originated at home. The second highest trip origin indicated by respondents was work. Similarly, the two highest destinations were home and work, illustrated in Figure B-2.

Figure B-1: Trip Origin

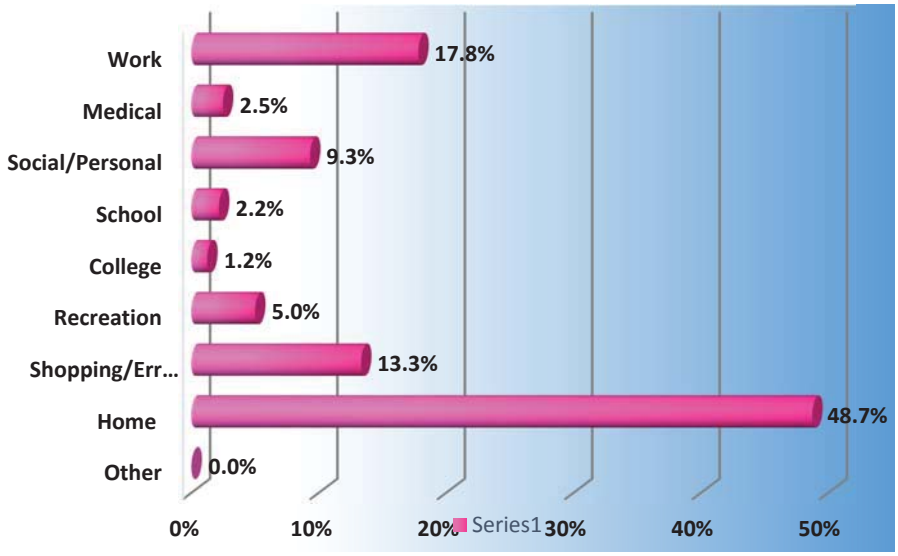
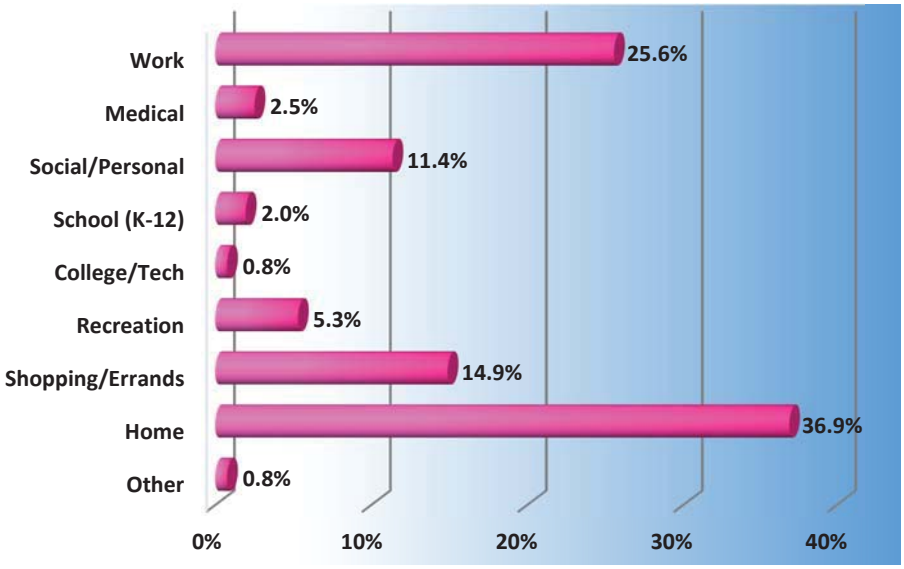


Figure B-2: Trip Destination



Questions 3 and 7 asked respondents which method of transportation they used to access the transit system and how they plan to reach their final destination. If respondents indicated walking or bicycling, they were asked to note the number of blocks in which they traveled. If driving was selected, respondents were asked to indicate the number of miles they drove to access the transit system. The responses reveal how transit users often must combine various methods of travel in order to complete their individual trip. As shown in Figures B-3 and B-4, the majority of Votran bus customers access the bus/station when beginning their trip by walking. Walking was also the highest category after using the bus to get to the final destination. The second most common mode of travel used to access the bus stop prior to boarding

the bus was to be dropped off, while the third most common mode of travel used to reach the bus stop is bicycling.

The second highest category selected for final destination is “final destination” indicating that many of the Votran bus routes are connecting riders directly with their destinations without the need to use another mode of travel to complete their one-way trip, while the third most common mode of travel used to reach a final destination after disembarking the bus is to be picked up.

Figure B-3: Transit Station Access

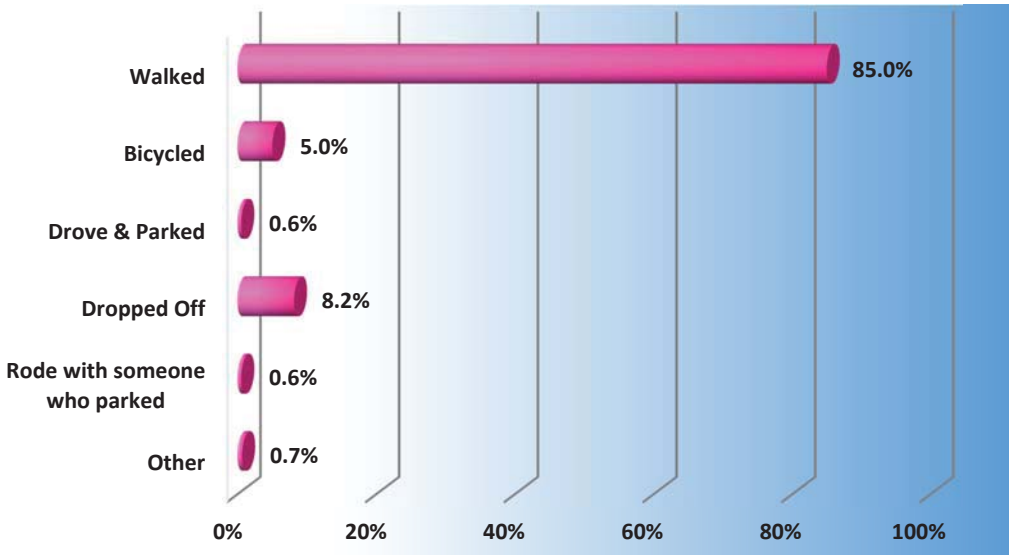
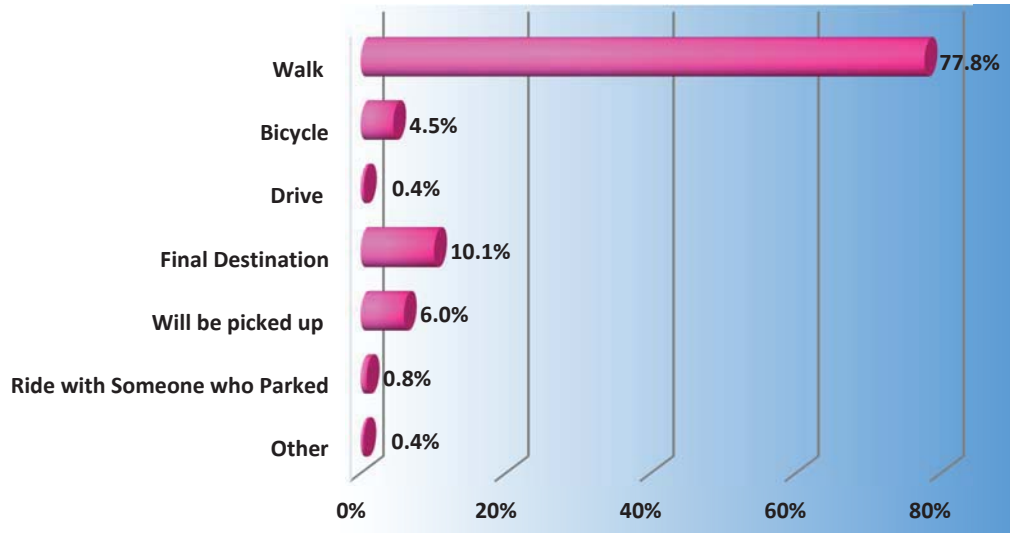


Figure B-4: Transit Station Egress



Figures B-5 and B-6 illustrate how far respondents traveled to and from transit by walking or bicycling. The majority of respondents who walked to and from the bus stop/station traveled approximately 1 to 2

blocks, while those who bicycled traveled 1 to 4 blocks. For those who reported being dropped off or driving to and from transit, the majority traveled between 2 and 4 miles, as shown in Figures B-7 and B-8.

Figure B-5: Number of Blocks Walked Access/Egress Transit

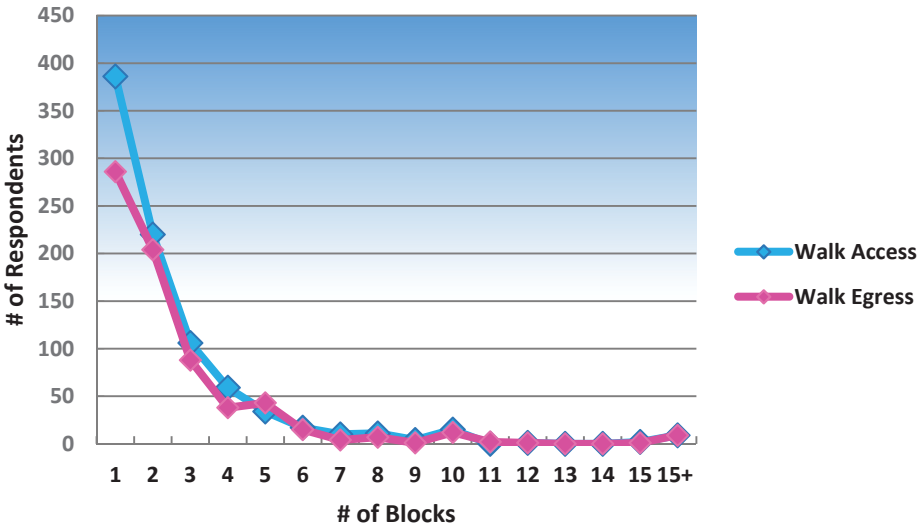


Figure B-6: Number of Blocks Bicycled to Access/Egress Transit

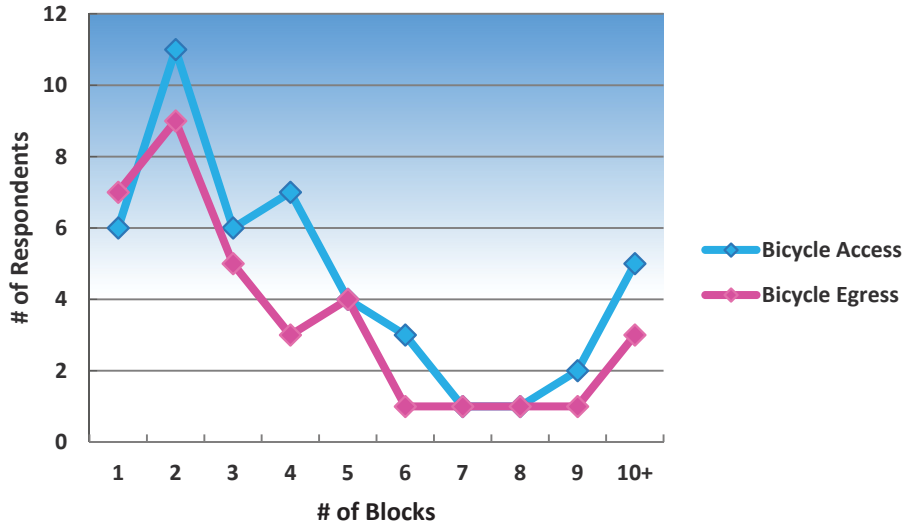


Figure B-7: Number of Miles Driven to Access Transit (Transit User Drove and Parked)

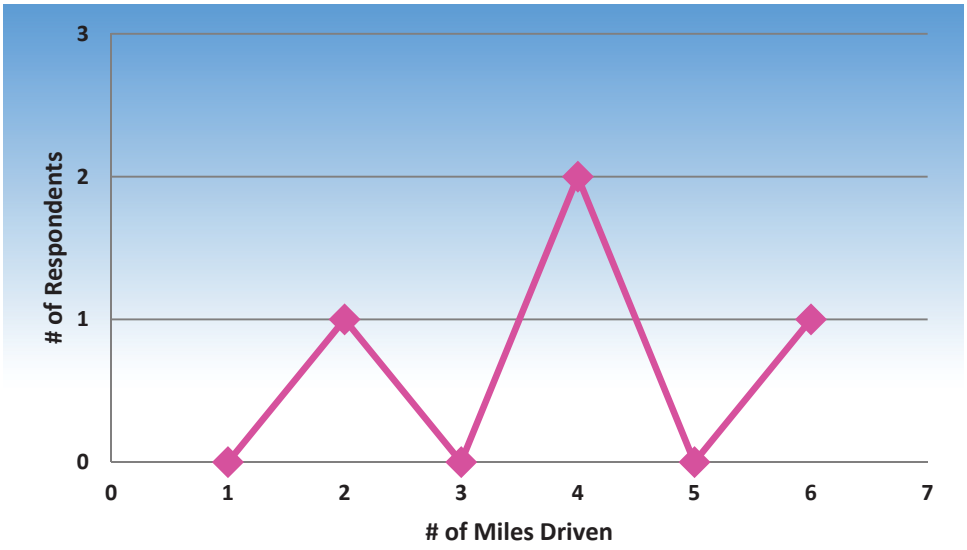
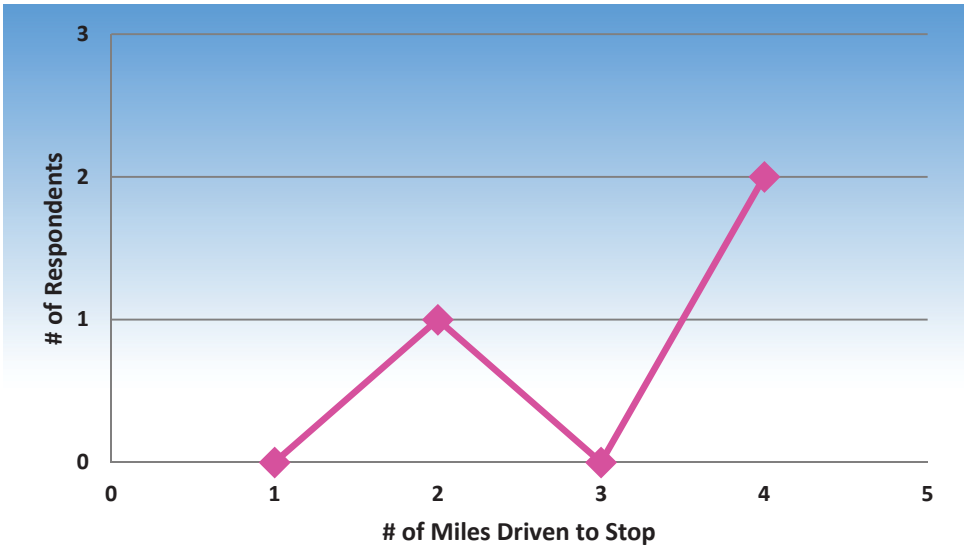
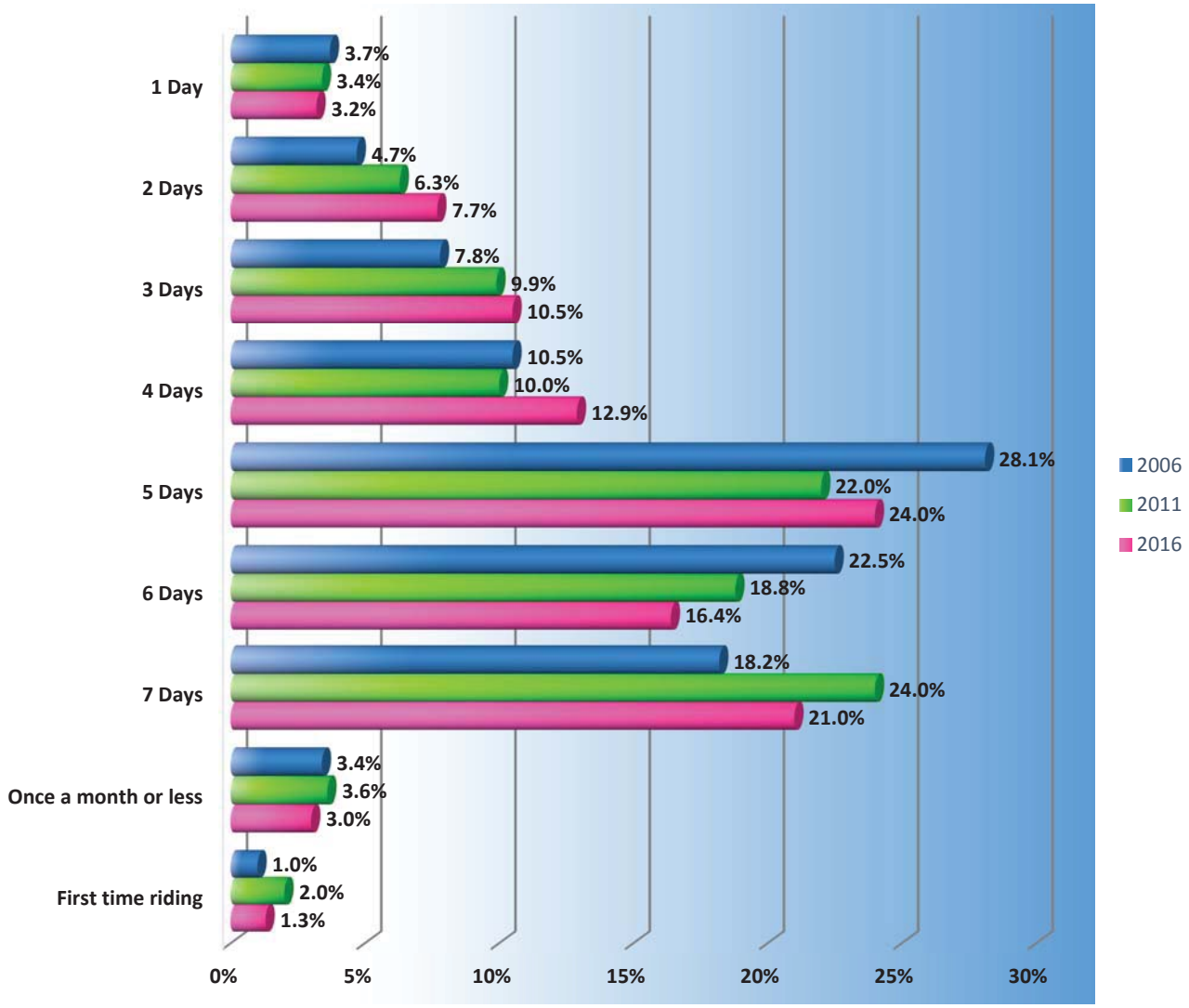


Figure B-8: Number of Miles Driven to Access Transit (Transit User Dropped Off)



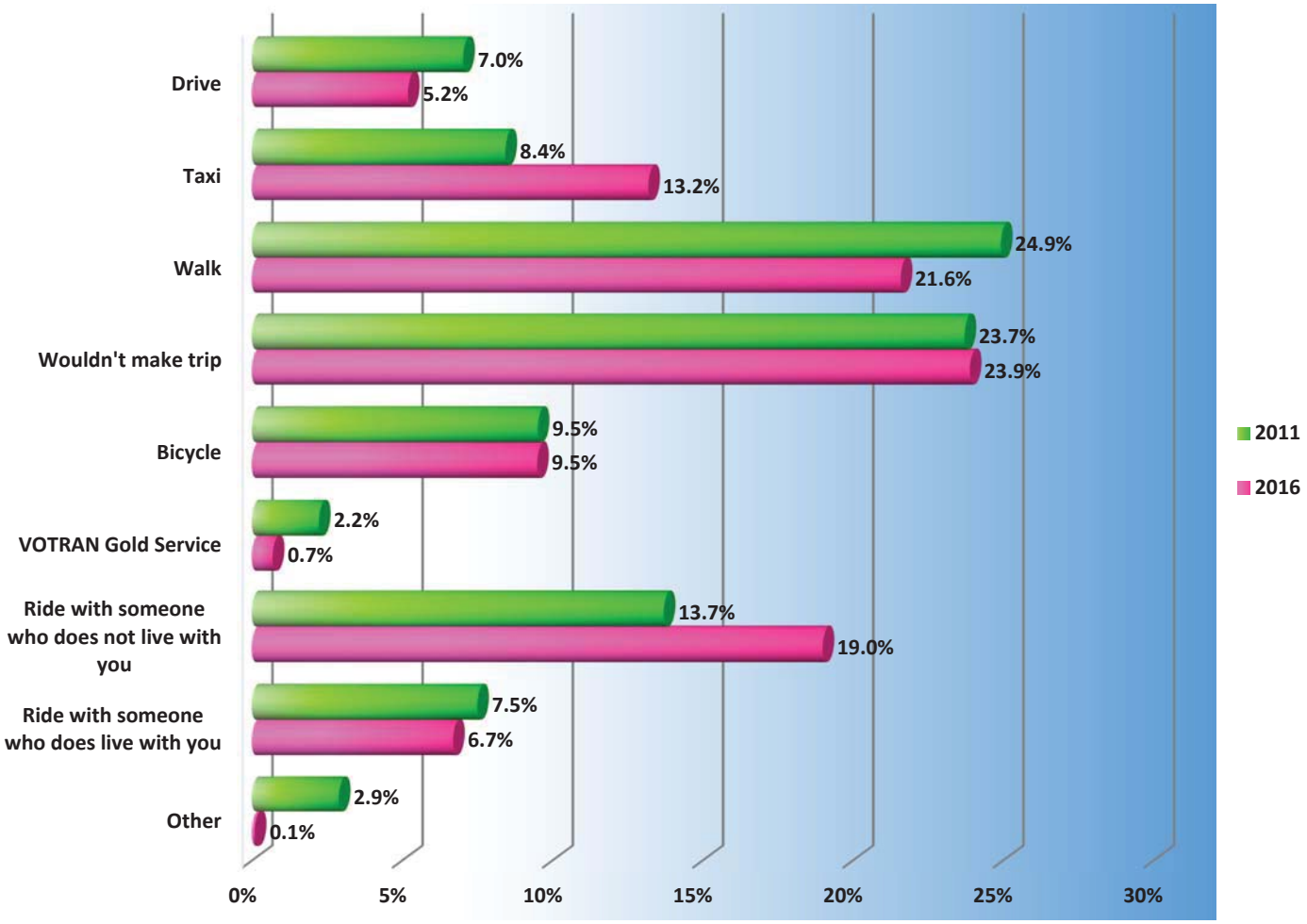
Question 9 asked survey respondents how many days per week they ride the bus. This question focuses on a respondent's overall use of Votran bus services. The results to Question 9 were compared to the responses from the same question as reported in the 2006 and 2011 Votran on-board survey. As shown in Figure B-9, the results reveal that the majority of respondents use transit service 5 to 7 days per week. From the 2016 survey, Votran has experienced a decrease in riders using the service 5+ days per week compared to the 2011 survey. In addition, the results indicate that the number of first time riders has increased compared to the 2011 survey results.

Figure B-9: Frequency of Use



Question 8 asked respondents which mode of transportation they would utilize if bus services were not available. As shown in Figure B-10, the results indicate almost no difference in historical trend from 2011 and 2016 with respondents choosing not to make the trip, while the most common response was to walk, which decreased from 2011.

Figure B-10: Transit Alternative Mode Choice



To assess the utilization rates of fare media and payment methods, a question about how bus riders paid their fare was included in the survey. The results reveal that the majority of Votran bus riders prefer an all-day pass as their preferred method of fare payment. Approximately, 24% of respondents indicated using a monthly pass and 18% paid the full fare. Figure B-11 shows the distribution of the respondents fare payment methods.

Figure B-11: Fare Payment Method

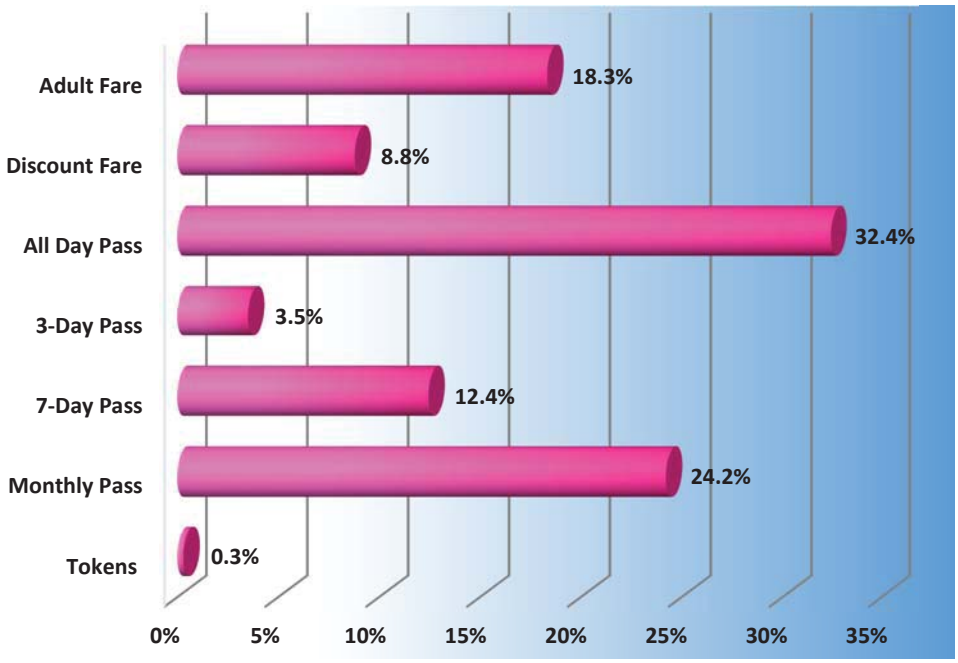
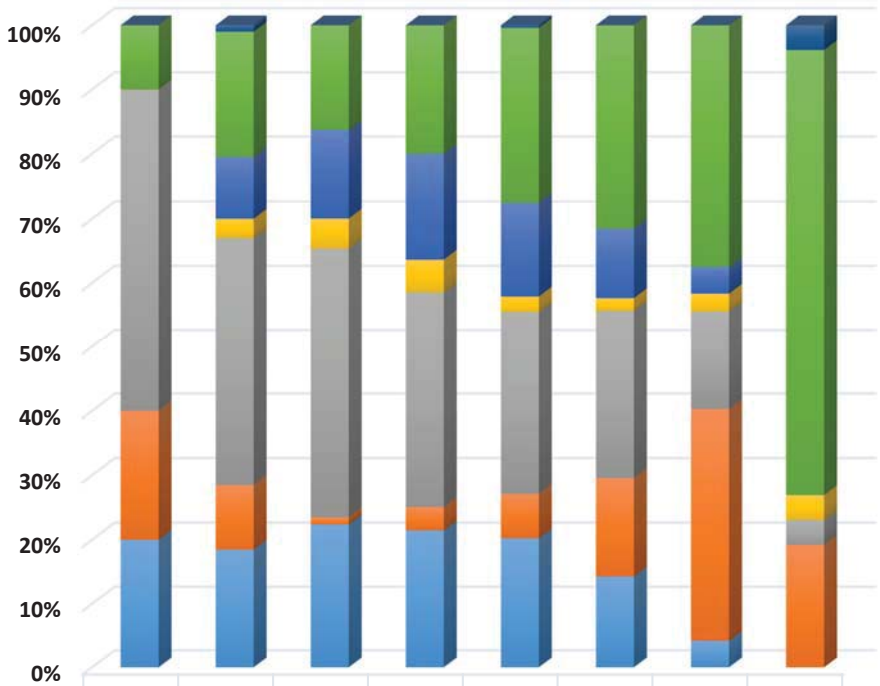


Figure B-12 displays the method of fare payment used by riders in different age groups. Respondents age 16-54 are more likely to pay with an all-day pass when compared to the other fare payment options. Respondents age 55+ prefer to pay using a monthly pass when compared to the rest of the fare payment options. Among the multi-ride passes offered by Votran, the all-day pass is the most popular pass used among bus riders. The monthly pass usage appears to increase with rider age.

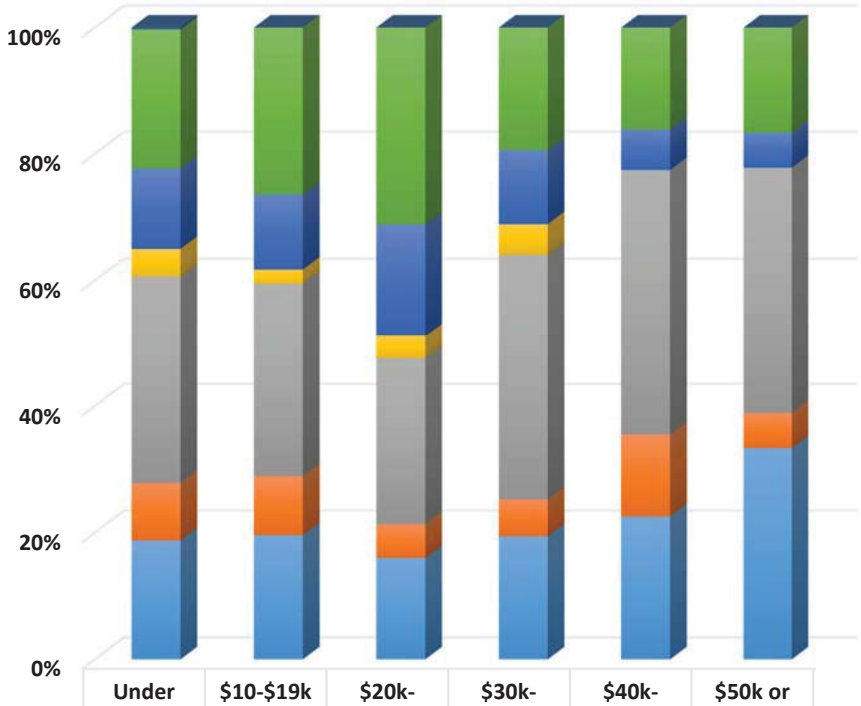
Figure B-12: Fare Type Paid by Respondent Age



	15 or under	16-24	25-34	35-44	45-54	55-64	65-74	Over 74
Tokens	0%	1%	0%	0%	0%	0%	0%	4%
Monthly Pass	10%	20%	16%	20%	27%	32%	38%	69%
7-Day Pass	0%	10%	14%	16%	15%	11%	4%	0%
3-Day Pass	0%	3%	5%	5%	2%	2%	3%	4%
All Day Pass	50%	39%	42%	33%	28%	26%	15%	4%
Discounted Fare	20%	10%	1%	4%	7%	15%	36%	19%
Adult Fare	20%	19%	22%	21%	20%	14%	4%	0%

Figure B-13 shows the method of fare payment used by riders based on different household incomes. Purchase of an all-day pass is the preferred method of fare payment for all riders, regardless of income. Based on the survey results, the monthly pass is the second most preferred method of fare payment among respondents with household incomes between $20,000 and $39,999. Respondents earning $40,000+ per year have a higher usage of the adult fare payment method.

Figure B-13: Fare Paid by Respondent Household Income



	Under $10k	$10-$19k	$20k-$29k	$30k-$39k	$40k-$49k	$50k or more
Tokens	0%	0%	0%	0%	0%	0%
Monthly Pass	22%	26%	31%	19%	16%	17%
7-Day Pass	13%	12%	18%	12%	6%	6%
3-Day Pass	4%	2%	4%	5%	0%	0%
All Day Pass	33%	31%	26%	39%	42%	39%
Discounted Fare	9%	9%	5%	6%	13%	6%
Adult Fare	19%	20%	16%	19%	23%	33%

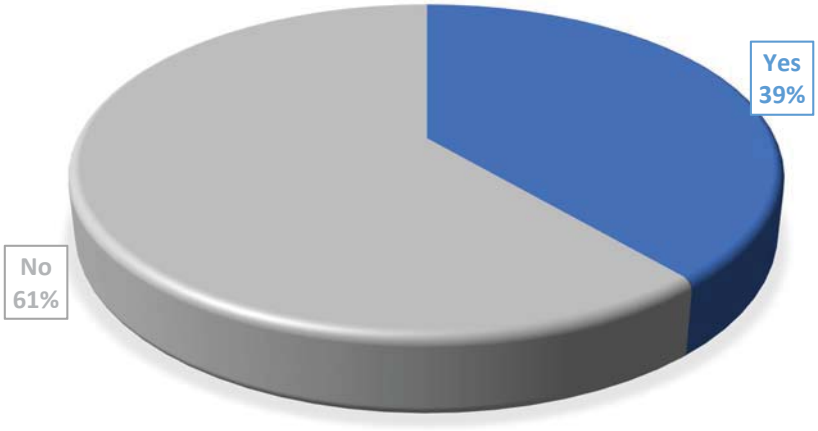
Rider Demographics

Information with regards to rider demographics were collected through the survey to learn more about Votran customers and their needs. Rider demographics included in the survey include the following:

- Valid driver's license
- Reasons to ride transit
- History of use
- Access to a vehicle
- Working vehicles at home
- Race/ethnic heritage
- Household Income

Question 19 on the survey asked respondents to indicate whether or not they possess a valid driver's license. Results from the survey shown in Figure B-14 indicate that 61% of Votran bus riders do not possess a valid driver's license.

Figure B-14: Valid Driver's License



Question 27 asked respondents to indicate the most important reason for utilizing public transit. As shown in Figure B-15, the two most common reasons for utilizing transit are "I do not drive" and "Car is not available all the time". Based on the responses, this would indicate that a majority of Votran bus riders do not have means or access to a vehicle or the ability to drive.

Figure B-15: Reasons for Using Votran

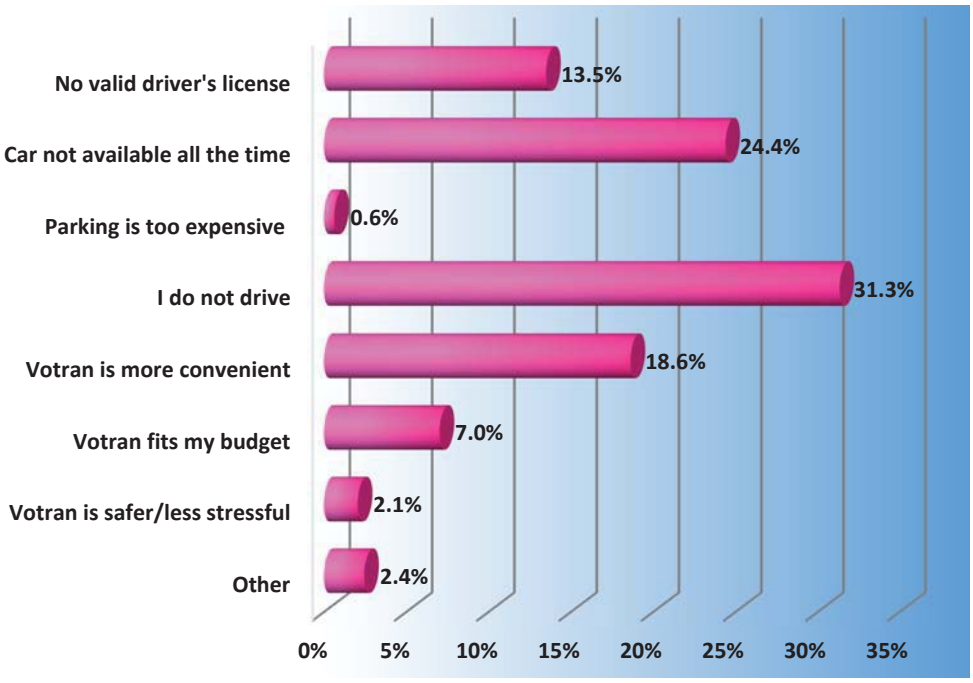
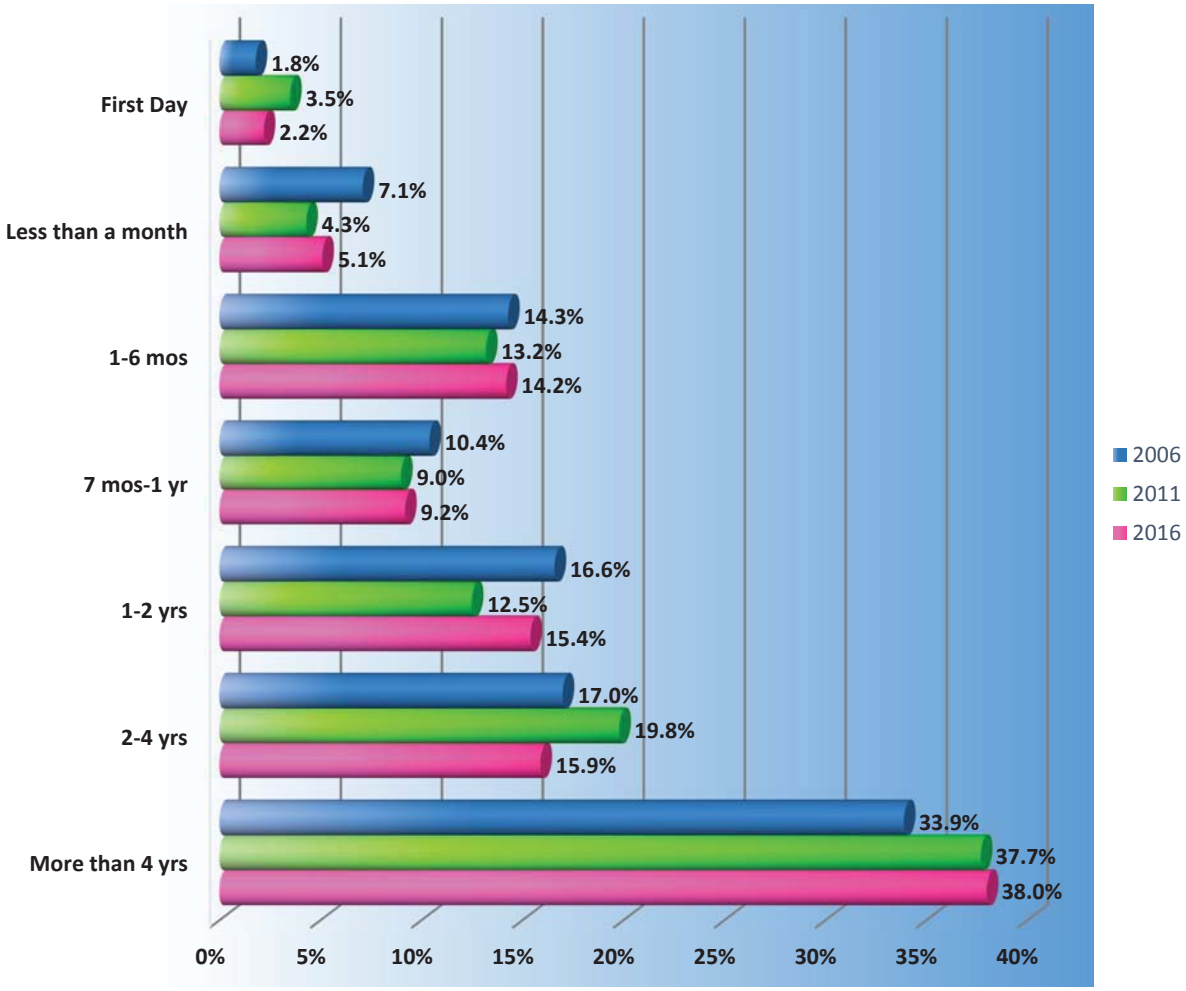


Figure B-16 illustrates the results from Question 10, which asked riders how long they have been using Votran bus services. As shown, 38% of Votran users have been loyal and long-time customers for longer

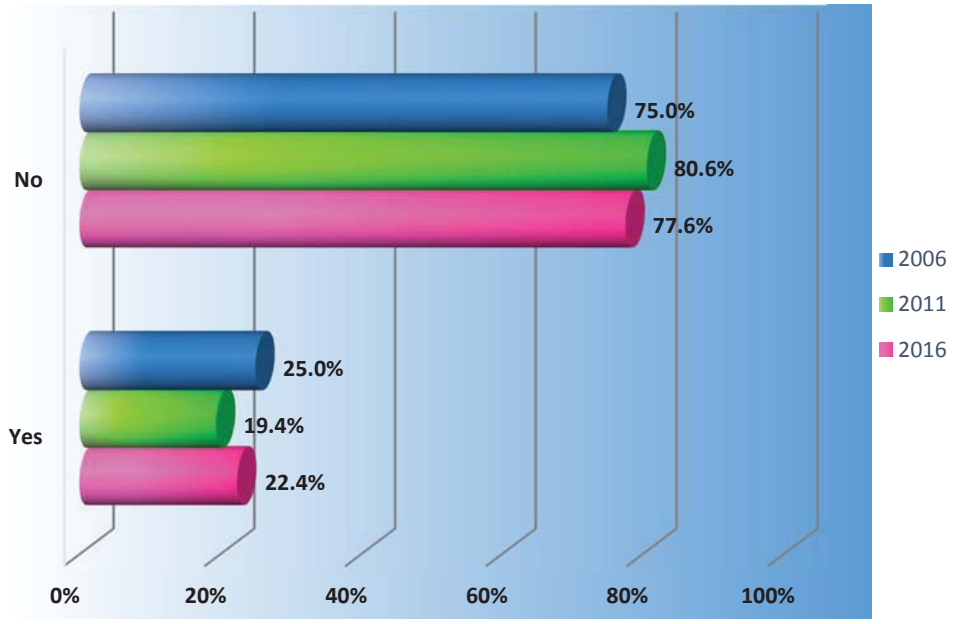
than 4 years. The results also show the comparison from 2006 and 2011, which indicate similar results of respondent who have been using Votran bus services for longer than 4 years.

Figure B-16: History of Use



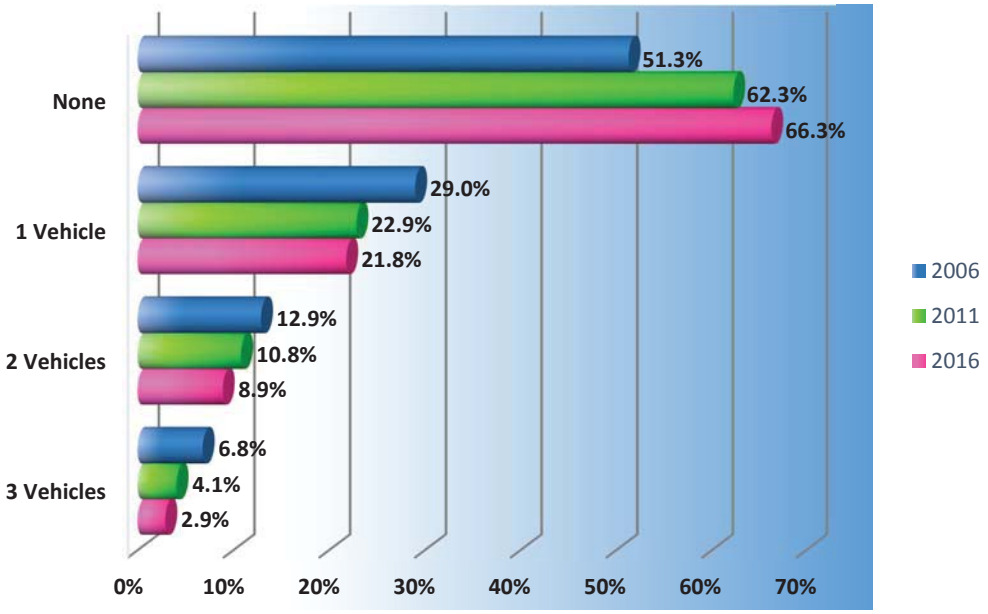
Question 20 asked respondents if they have access to a vehicle that could have been used otherwise to make this one-way trip. As shown in Figure B-17, 78% of respondents do not have access to a vehicle. This is consistent with the findings from both the 2006 and 2011 surveys.

Figure B-17: Access to a Vehicle



Question 21 asked respondents to indicate how many working vehicles they have available at their household. As shown in Figure B-18, the largest majority of respondents (66%) do not have any working vehicles in their household. This percentage of survey participants has grown since the 2006 and 2011 survey efforts, from 51% and 62%, respectively.

Figure B-18: Number of Working Vehicles



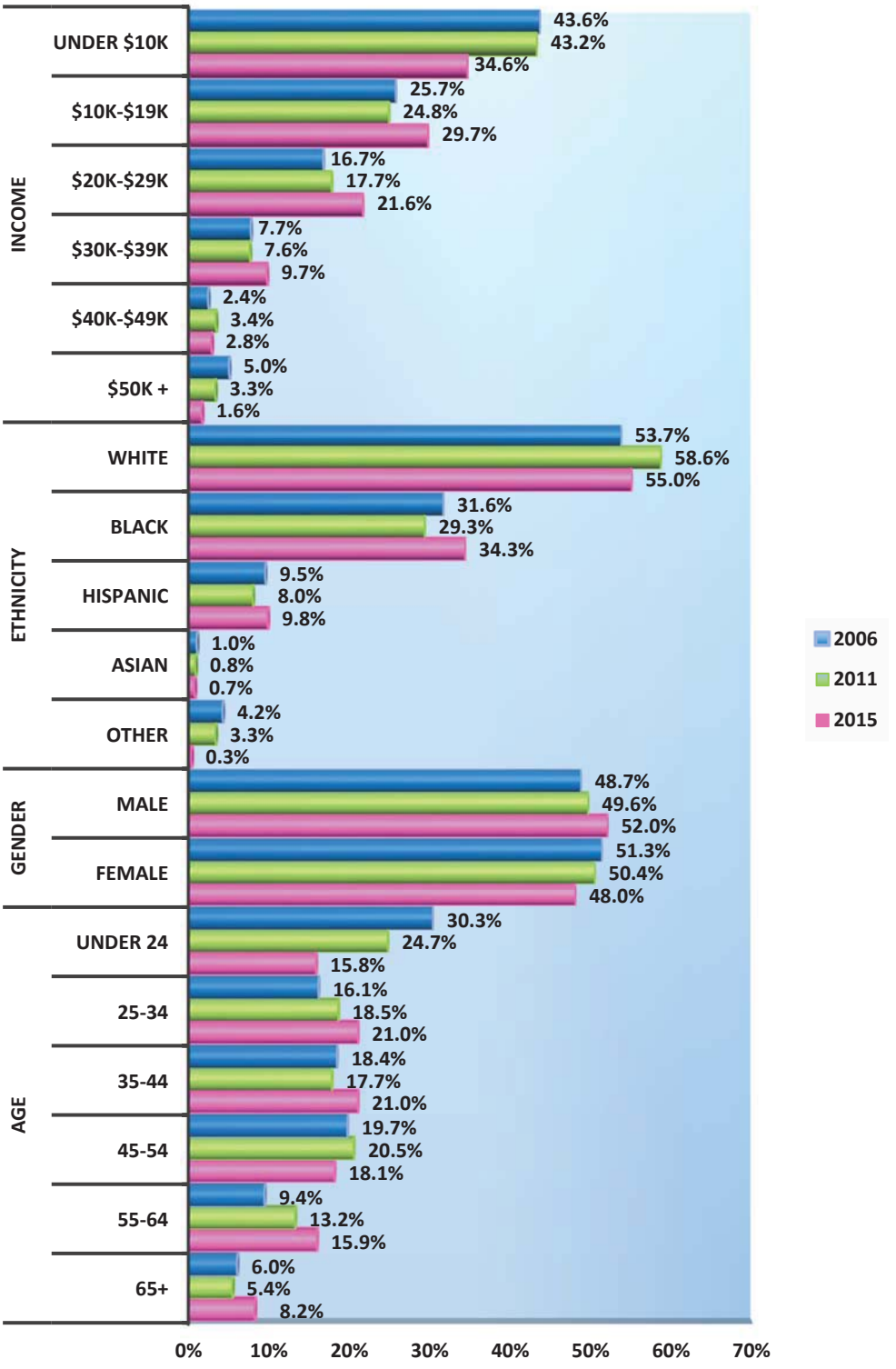
The demographics section of the survey also asked participants to provide information about themselves. The information provided will enable Votran to construct a profile of the average Votran bus service user. Table B-2 provides a profile of the average Votran rider based on the majority of all responses received for various demographic questions. This table also provides a comparison to the average bus rider profiles developed in 2006 and 2011. The comparison reveals that the average Votran bus rider profile has remained the same for ethnic origin and annual household income, but that the gender profile has changed to a higher percentage of males being the average rider, while the age cohort has extended to 44 years of age.

Table B-1: Average Votran Bus Rider (2006, 2011, and 2016)

Category	Average Rider Demographic (2006)	Average Rider Demographic (2011)	Average Rider Demographic (2015)
Gender	Female	Female	Male
Ethnic Origin	White	White	White
Age	Under 24	Under 24	25-44
Annual Household Income	Under $10,000	Under $10,000	Under $10,000
Regular Votran User?	Yes	Yes	Yes

Approximately 1,080 survey respondents (62%) provided answers to the demographic questions. Figure B-19 summarizes the responses to these questions and also provides a historical trend comparison of the results received in from the 2006 and 2011 survey efforts. This more detailed information is used to develop the rider profiles shown in the previous table.

Figure B-19: Votran Rider Demographics



Customer Service and Satisfaction

Customer service and satisfaction questions were provided to obtain feedback from Votran bus riders on which improvements could be made to enhance service, and how satisfied respondents are with current services.

For Question 12, respondents were asked to indicate the three areas that are most important to them when riding the bus. As presented in Table B-3, the top three most important considerations when riding the bus were: 1) overall satisfaction with Votran, 2) frequency of service, and 3) the ability to get where you want to go.

Table B-2: Most Important Considerations When Riding the Bus

Most Important Areas When Riding the Bus	
Overall satisfaction with Votran	27.2%
Frequency of service	23.4%
Ability to get where you want to go	15.9%
Time of day the latest buses run on weekdays	7.1%
Time of day the earliest buses run on weekdays	7.0%
Number of times you have to transfer	6.1%
Availability of Sunday service	5.5%
How easy it is to transfer between buses	4.4%
Safety/Security at the bus stop	3.4%

Survey respondents were asked to indicate the aspect they like the most about riding the bus and the aspect they like least about riding the bus. Tables B-3 and B-4 present the top 10 responses to those questions.

Table B-3: Aspect Liked Most

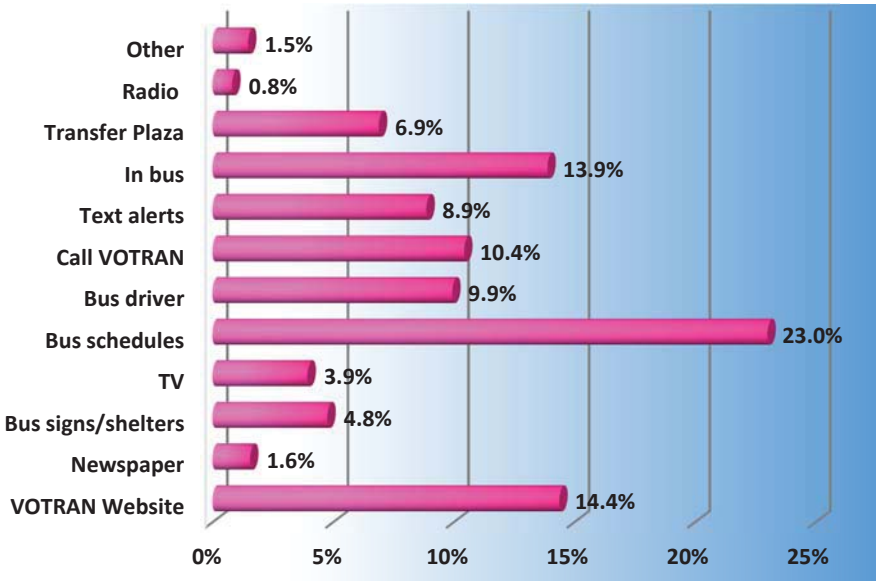
Aspect Liked Most	Percent
Convenience	22.4%
Bus Drivers	16.0%
Quality of bus atmosphere	12.1%
Ability to get where you want to go	11.1%
Air Conditioning	9.7%
Availability of service	9.2%
Meet people and see friends	7.1%
Economical	5.7%
On-time performance	4.6%
Not walking/biking	2.2%

Table B-4: Aspect Liked Least

Aspect Liked Least	Percent
Other passengers	23.0%
Wait time/Infrequency of service	13.7%
Need more weekend service	12.8%
Inconvenience	12.2%
Limited service hours	8.9%
Overcrowding	8.7%
Bus stop issues	7.0%
On-time performance	5.8%
Travel time/takes too long	4.0%
Bus Drivers	3.9%

For Question 30, respondents were asked to indicate how they prefer to receive information about Votran services, schedules, and changes. As shown in Figure B-20, 23% of respondents prefer paper bus schedules. Another 14% prefer to receive information either in the bus or accessing the Votran website. The 1% that responded to "other" primarily indicated they preferred using the MyStop app or by receiving emails.

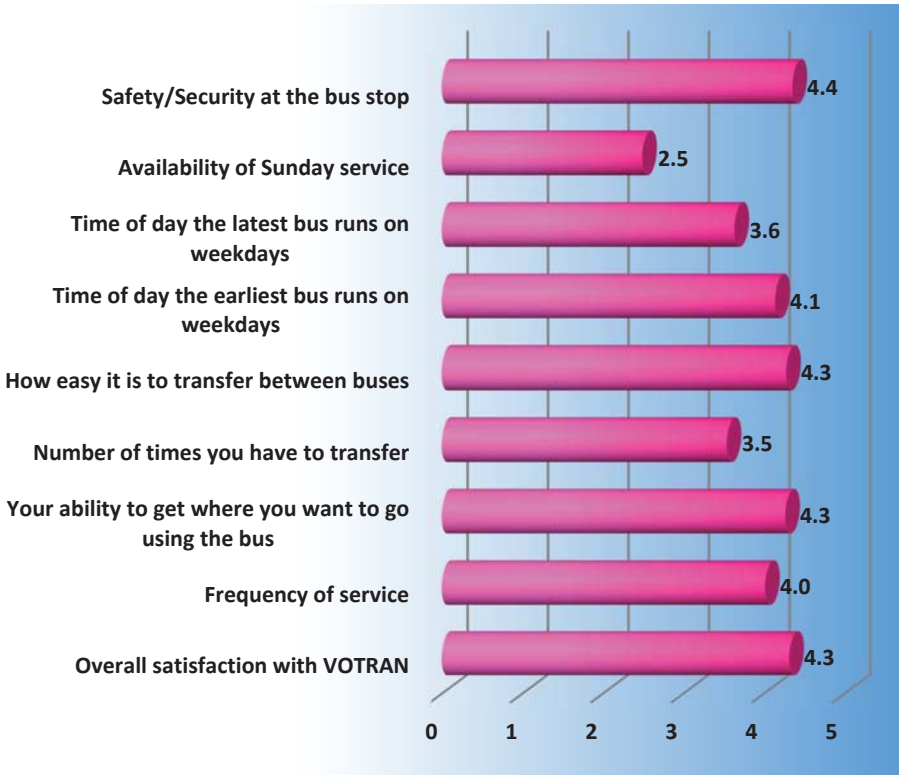
Figure B-20: Information Dissemination



Question 11 asked the survey participants to rate the bus service that was provided by Votran on the day the survey was administered. Respondents were provided with a list of nine service-related criteria and asked to rate each using a range from 1 to 5, with 1 being "Very Unsatisfied" and 5 being "Very Satisfied." The ratings of all the respondents were averaged to obtain a final overall rating for each criterion. Although scores for these type of criteria are typically high, understanding customer satisfaction levels assist Votran in prioritizing which potential issues need the most attention and which areas of service require the most improvement. The highest scores were given to the safety and security at the bus stop,

the ease of transferring between buses, the ability to get where you want to go using the bus. Each of these categories received average rating scores above 4.3. The frequency of service and the time of the day the earliest bus runs on weekdays received average scores between 4.0 and 4.1. The number of times you have to transfer, the time of day the latest bus runs on weekdays, and the availability of Sunday service all received ratings below 4.0. The final criterion, the rider's overall satisfaction with Votran, received an average score of 4.3. Figure B-21 illustrates all nine categories and their respective average rating score.

Figure B-21: Service Rating



Figures B-22 through B-25 cross references the Votran customer satisfaction ratings by respondent's age, gender, ethnic heritage, and household income.

As shown in Figure B-22, the highest overall ratings were given by respondents over age 74, with an average rating of 4.8. Respondents between 55 and 74 years provided an average rating of 4.4, and persons under the age of 54 provided an average rating of 4.3.

Figure B-23 displays the average overall system service rating by respondent's gender. Females rated the system slightly higher than males, with an overall service rating of 4.4 compared to a rating of 4.3 for males.

Figure B-24 provides the average overall Votran system service rating by respondents of different ethnic heritages. Respondents who indicated they were Asian or "Other" had the highest ratings, White and Hispanic respondents rated the system at 4.4 and 4.3, respectively, and Black respondents rated the system lowest at 4.2.

Figure B-25 displays the average overall Votran system service ratings stratified by income levels. Overall satisfaction was highest with an overall average rating of 4.4 among respondents whose household earnings were between $10,000 to $19,000 and $40,000 to $49,000. Those earning $50,000 or more rated the system lowest with an overall average rating of 4.1.

Figure B-22: Rider Satisfaction and Age

Figure B-23: Rider Satisfaction and Gender

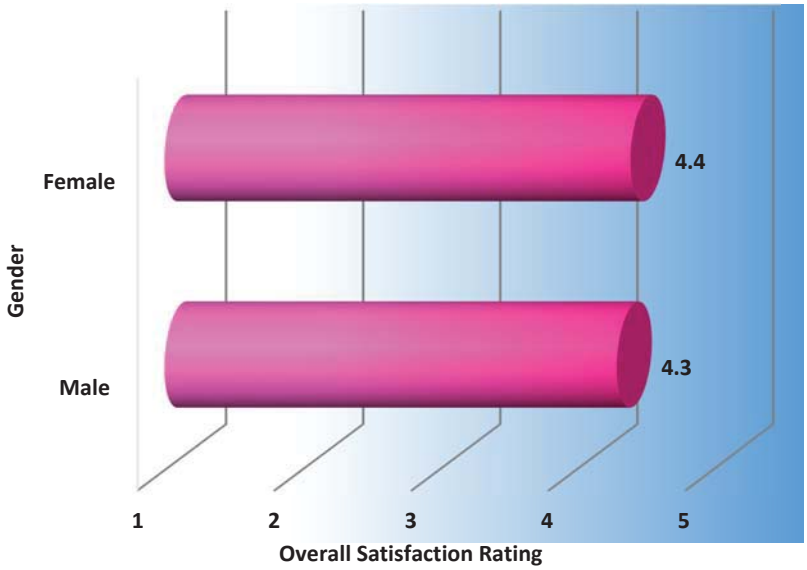
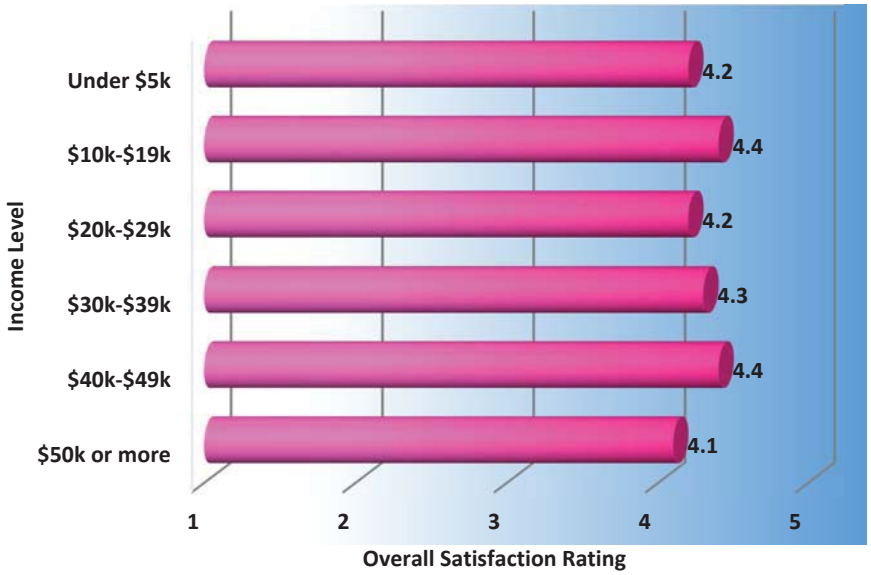


Figure B-24: Rider Satisfaction and Ethnic Heritage

Figure B-25: Rider Satisfaction and Household Income



On-Board Survey General Conclusions

The following section draws upon the conclusions from the 2016 on-board survey analysis. The results included in this section provide insight into various aspects of the service that Votran provides.

- The average overall satisfaction rating was 4.3 out of 5. This rating reflects that Votran bus riders are generally satisfied with the service Votran provides.
- The majority of Votran bus riders are between 25-44 years of age.
- The majority of survey respondents access the bus stop/station by walking.

- The most preferred fare payment method is the all-day pass, with monthly passes or adult fares secondary preferences.

VOTRAN GOLD CUSTOMER SATISFACTION SURVEY

In 2016, the Florida Legislature passed HB 5001 which stipulates that Community Transportation Coordinators (CTCs) shall-

> *"Develop and implement performance measures which, at a minimum, shall address:*
>
> - *timing of advanced scheduling requests;*
> - *on-time passenger pick-up;*
> - *improved routing to minimize passenger wait times;*
> - *error rates for passenger pick-up and drop-off; and ,*
> - *collection and public posting of passenger satisfaction survey ratings.*

SURVEY APPROACH

The object of the CTC survey is to provide a basic but comprehensive analysis of Votran Gold customers' feedback on performance and customer service related measures. Feedback from the survey will assist Votran in evaluating their level of performance and to implement best practices for future planning. The following survey was conducted in August 2016 utilizing a list of 324 Votran Gold customers provided by Votran. A selected group of 50 customers were chosen using a random selection function in Microsoft Excel and were contacted via telephone.

SURVEY RESULTS

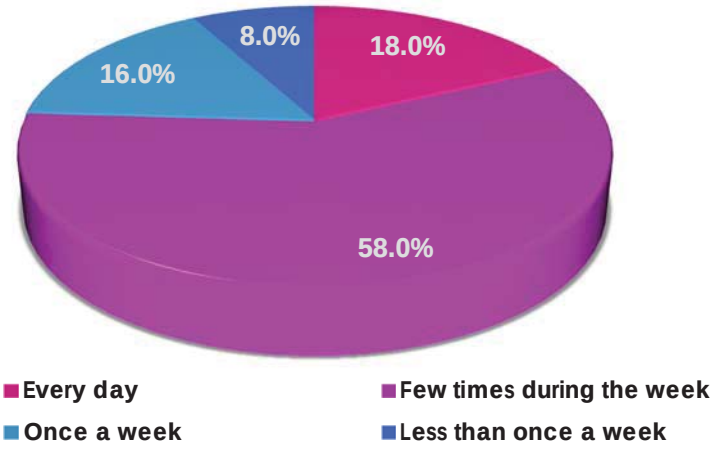
The following section documents the results of the survey. A total of 50 Votran Gold customers participated and completed the CTC customer service satisfaction survey. For analysis purposes, the survey consisted of 13 questions based on the following performance measures:

- Scheduling trips in advance
- On-time performance
- Passenger wait times
- Customer satisfaction

VOTRAN GOLD FREQUENCY

In the first set of questions, respondents were asked how often they used Votran Gold services. Figure 1 shows that 58 percent of respondents utilized Votran Gold services more than once a week, while 18 percent acknowledged use of the service every day.

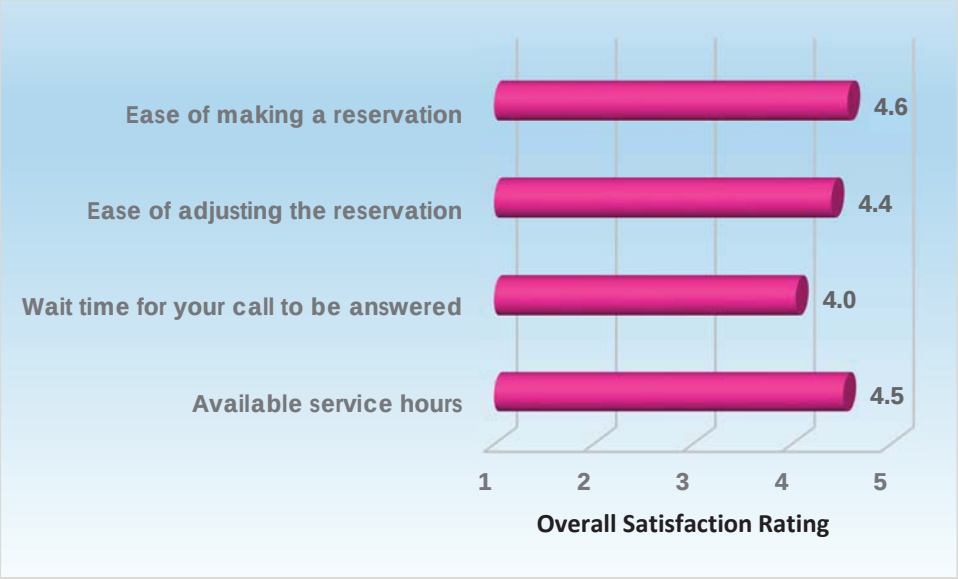
Figure 26: Frequency of Votran Gold Use



ADVANCE TRIP SCHEDULING

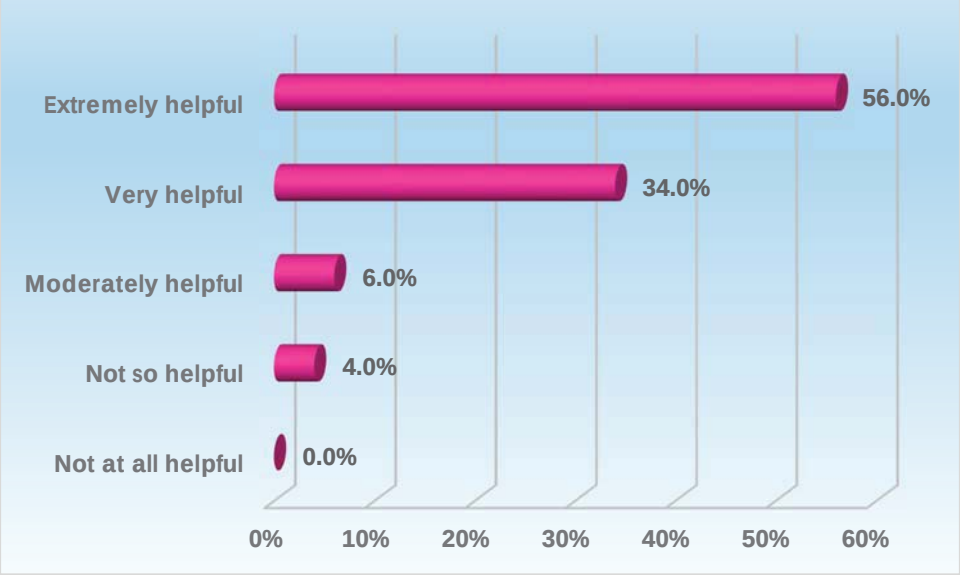
Survey participants were asked to rate their convenience and experience when contacting the customer call service center to schedule a trip. Respondents were asked a series of service-related questions in which, they were asked to rate the criteria as either "Very Satisfied", "Neither Satisfied nor Dissatisfied", or "Very Dissatisfied". The respondents were able to provide their responses using a range from 1 to 5, with 1 being "Very Dissatisfied" and 5 being "Very Satisfied". The ratings of all the respondents were averaged to obtain a final overall rating for each question. Scores for these types of questions were typically high. Understanding customer satisfaction levels will assist Votran in identifying potential areas where improvement may be needed. As shown in Figure 2, respondents provided the highest ratings for ease of making a reservation and availability of service hours with a rating of 4.6 and 4.5, respectively.

Figure 27: Scheduling Trips in Advance



Participants were also asked to rate the level of assistance provided by call center agents. According to the results shown in Figure 3, 56 percent of respondents stated the call center agents were "Extremely Helpful", while 34 percent indicated they were "Very Helpful".

Figure 28: Helpfulness of Call Center Agents



SUBSCRIPTION TRIPS

In order to identify which respondents scheduled subscription trips, participants were asked if any of their recent trips were subscription trips. Those that replied "Yes", were asked a series of service-related questions on how satisfied they were with their most recent subscription trip. Those that replied "No", were not asked these questions. Based on the results shown in Figure 4, only 8 percent of the participants scheduled subscription trips. The highest average satisfaction rating was given to the arrival time at their destination with a score of 5.0.

Figure 29: Subscription Trips

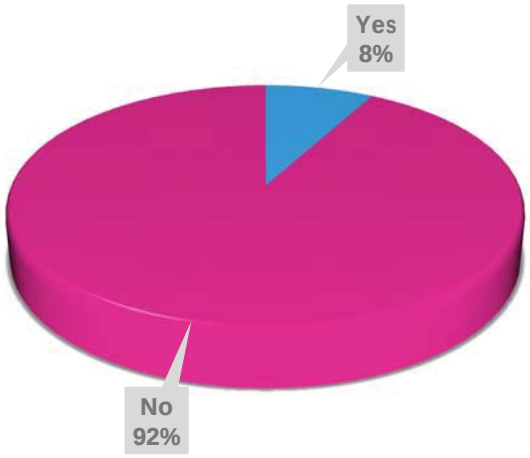


Figure 30: Satisfaction Rating of Subscription Trip Customers

ON-TIME PERFORMANCE AND CUSTOMER SATISFACTION

The next set of questions asked respondents to rate their satisfaction with Votran's on-time arrivals and travel time while on-board the vehicle. As shown in Figure 5, the highest rating received was for the amount of travel time while on-board the vehicle with a service rating score of 4.5. Votran Gold customers were also asked to rate the level of customer service of vehicle operators providing a response with a service rating ranging from "Poor" to "Excellent". As shown in Figure 6, 54 percent of respondents acknowledged that vehicle operators provided excellent customer service, while only 2 percent rated vehicle operator performance below average.

Figure 31: On-time Performance and Passenger Wait Time

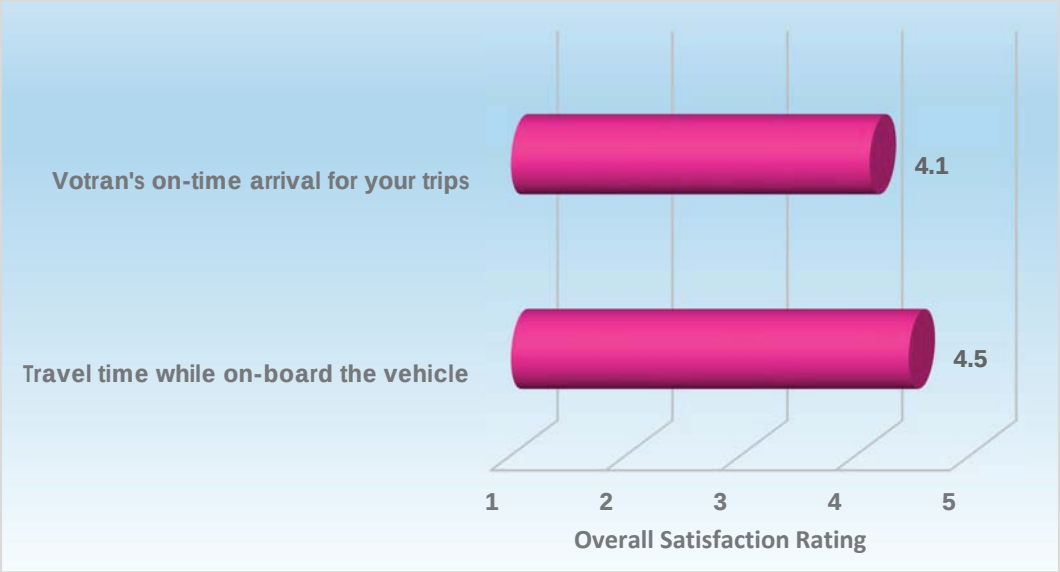
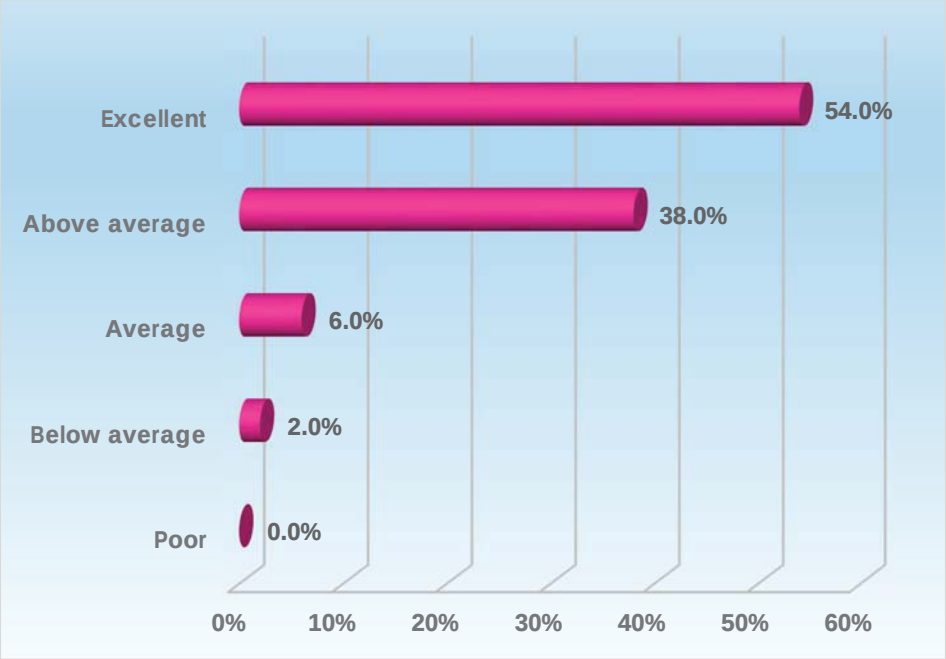
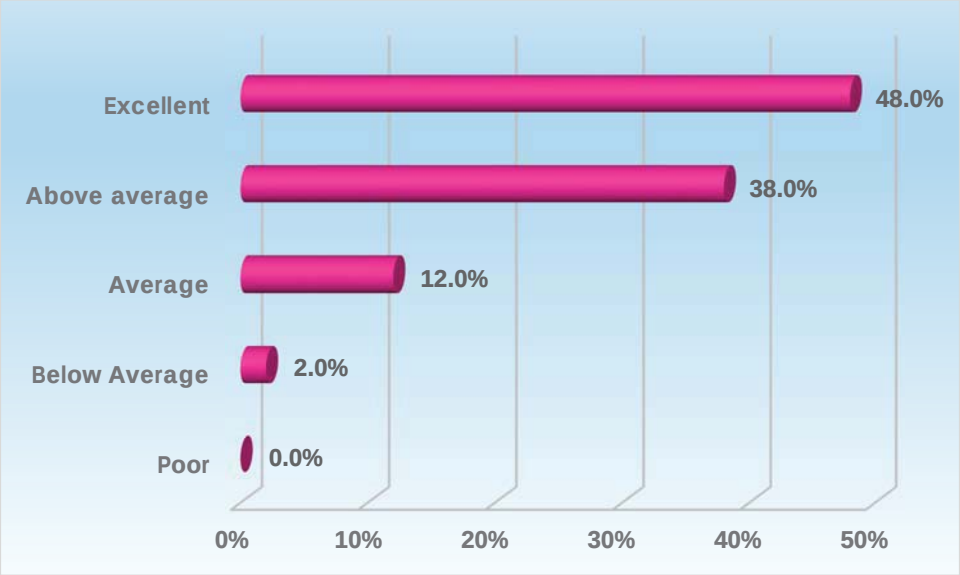


Figure 32: Satisfaction of Vehicle Operators



Survey participants were asked how many times each week they would need to contact the Votran office for items not related to a reservation, such as: a question, complaint, compliment, etc. Of the 50 respondents 4 indicated they called at least once a week to inquire/comment on a late pick-up or arrival. Respondents were asked to provide a service rating for the overall performance of the call center service. Using a provided rating scale from "Poor" to "Excellent", Figure 7 shows that 48 percent of Votran Gold customers felt that the overall performance of the call service center is "Excellent", while 38 percent felt performance is "Average".

Figure 33: Overall Performance of the Call Center Service



The last section of the survey asked Votran Gold customers to state what they liked the least and what they liked the most about Votran Gold service. Figure 8 illustrates the statements made regarding the dislikes of Votran Gold service. Based on the results of the survey, 48 percent of Votran Gold customers stated they had no dislikes about the service, while 42 percent of respondents indicated having multiple issues with contract agencies and not with Votran direct employees. When respondents were asked what they like the most about Votran Gold service, 70 percent of participants stated that having the availability of service was what they liked the most, and 30 percent indicated they liked the friendliness and courtesy of Votran drivers, shown in Figure 9.

Figure 34: Aspects least liked about Votran Gold Service

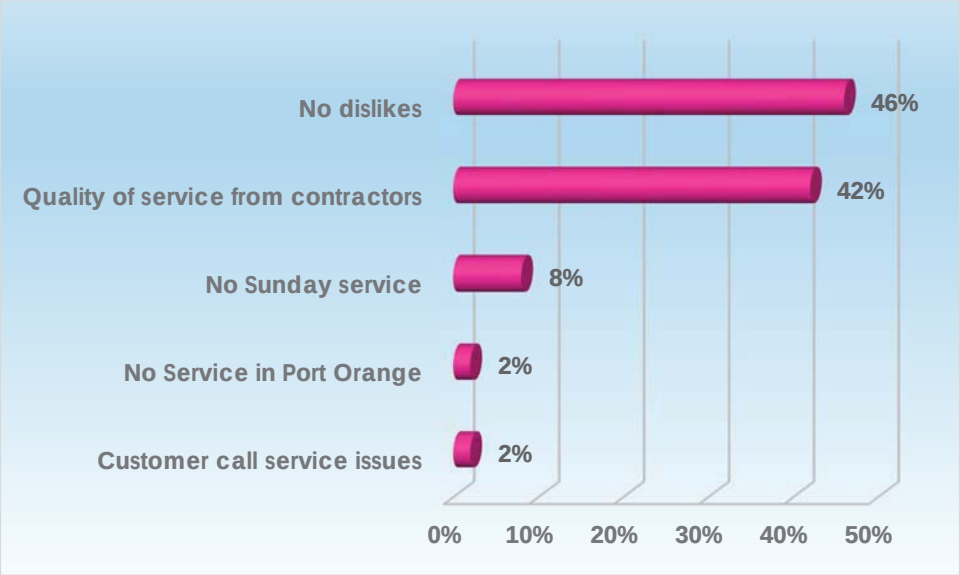
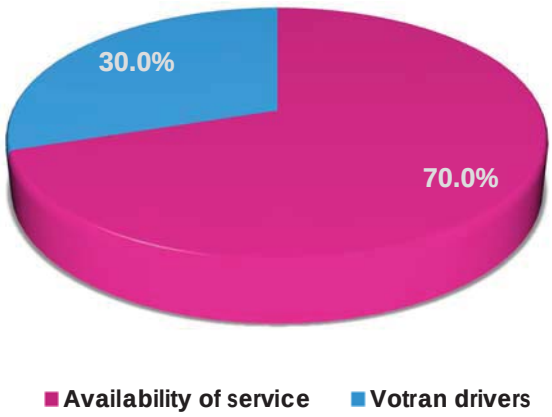


Figure 35: Aspects most Liked about Votran Gold Service



GENERAL CONCLUSIONS

The following section highlights the conclusions from the CTC 2016 survey analysis. The results included in this section provide insight into the quality of performance that Votran provides to its Gold customers. This section also includes detailed descriptions of general comments that were made by participants regarding the differences between Votran customer service and that of contracted providers.

- Based on a random selection of Votran Gold customers, 58 percent of participants utilize this service only a few times a week.

- The average satisfaction rating regarding the ease of making a reservation was 4.6 out of 5.
- Participants were somewhat satisfied with the wait time for their call to be answered, providing a satisfaction rating of 4.0 out of 5.
- Some Votran Gold customers stated that they were unaware of the current service days and hours to schedule a reservation.
- Fifty-six percent of respondents indicated that the call center agents were "Extremely Helpful" when it came to answering their questions or concerns.
- An average satisfaction rating of 4.1 out of 5, was provided by respondents when asked how satisfied they were with Votran's on-time arrival for trips. This question focused on Votran's arrival time and not that of contractors, and was stated distinctively to respondents.
- When respondents were asked to rate the level of customer service of the vehicle operator, they stated the service provided was "Excellent", but clearly stated that this rating was for Votran operators solely and not for other contracted providers.
- Forty-six percent of Votran Gold customers indicated they had no dislikes about the service provided. This reflects that customers are satisfied with the overall service that Votran provides.
- Forty-two percent of Votran Gold customers disliked the overall service of contracted providers, stating issues with on-time arrivals and poor customer service.

RECOMMENDATIONS

Based on the survey results Votran should consider additional monitoring and/or training of their contract providers to ensure adherence to their contract and the Votran service standards. Votran may also benefit from educating riders on the availability of the Votran Gold Users Guide where specific information is available regarding customer access to reservations. The high favorability and comments from the participants regarding enjoying the Votran Gold trip and experience interacting with staff, provides direction for Votran to maintain existing standards. Votran may also reduce the level of inquiries as technology improvements are implemented that provide more up to date travel data to passengers.

APPENDIX

VOTRAN GOLD CUSTOMER SATISFACTION SURVEY

Name

Date

1. How often do you use Votran Gold?
   a. Every day
   b. Few times during the week
   c. Once a week
   d. Less than once a week

2. On a scale of 1 - 5 how satisfied are you with each of the following? 1 being very dissatisfied - 5 being very satisfied
   a. Ease of making a reservation? 1 2 3 4 5
   b. Ease of adjusting the reservation? 1 2 3 4 5
   c. Wait time for your call to be answered? 1 2 3 4 5

3. How helpful are the call center agents in answering your questions or concerns?

   Extremely helpful

   Very helpful

   Moderately helpful

   Not so helpful

   Not at all helpful

4. Were any of your recent trips subscription trips?
   a. Yes
   b. No (Skip to question 6)

5. How satisfied are you with your most recent subscription trip? 1 being very dissatisfied - 5 being very satisfied
   a. Condition of the vehicle? 1 2 3 4 5
   b. Helpfulness of the vehicle operator? 1 2 3 4 5
   c. Arrival time at your destination? 1 2 3 4 5

6. Votran takes next day reservations every day between the hours of 7 a.m. and 5 p.m. You can also reserve your trips up to 7 days in advance.

   How satisfied are you with the service hours available to schedule a trip?

   a. Very satisfied
   b. Somewhat satisfied
   c. Neither satisfied nor dissatisfied
   d. Somewhat dissatisfied
   e. Very dissatisfied

7. How satisfied are you with Votran's on-time arrival for your trips?

   a. Very satisfied
   b. Somewhat satisfied
   c. Neither satisfied nor dissatisfied
   d. Somewhat dissatisfied
   e. Very dissatisfied

8. How would you rate the customer service of the vehicle operators?

   a. Excellent
   b. Above average
   c. Average
   d. Below average
   e. Poor

9. How satisfied are you with the travel time while on-board the vehicle?

   a. Very satisfied
   b. Somewhat satisfied
   c. Neither satisfied nor dissatisfied
   d. Somewhat dissatisfied
   e. Very dissatisfied

10. How many times each week would you say you call the Votran office for items other than a reservation (question, complaint, compliment, etc.)? ____

11. How would you rate the overall performance of the call center service?
    a. Excellent
    b. Above average
    c. Average
    d. Below average
    e. Poor

12. What do you like the least about Votran Gold service?

    _____

    _____

13. What do you like the most about Votran Gold service?

    _____

    _____

VOTRAN

Public Workshop: Transportation Disadvantaged Service Plan (TDSP)/ Transit Development Plan (TDP)

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

August 9, 2016 from 4:00 - 6:00PM

Meeting Facility:

The meeting was accessible by public transit.

A map display was set up, along with an area for Votran brochures and information on the MyStop application.

Surveys were available for attendees to complete on paper or via tablet.

A mapping station was available for attendees to identify locations in Volusia County where they would like to see service.

Meeting Introduction

The meeting was opened with a presentation that provided an overview of the meeting agenda, elements of a TDP and TDSP, analysis completed to date, and an update on public involvement.

Attendees were informed that some focus areas for these documents would be on major corridors and improving existing transit service. The meeting was open for public comments

Public Comments:

There seems to be less service overall, less service on the weekend, coupled with lack of service on the weekend in the West area.

Affected by no service at night and on Sundays. I was not interviewed during the on-board survey. Are there any survey plans for people with disabilities? Not sure why Votran is lumping the TDSP and the TDP together, they are for two different groups. I have questions:

- Am I ever going to have the option to take the bus from Port Orange to the beachside on the weekends for Sunday
    a. Response – as part of the TDP development process we will be reviewing service options for all of Volusia County, but I can't provide an answer for your specific trip purposes at this time. Also, the two planning efforts are being completed at the same time, not lumped together because the analyses can benefit both documents.
- Will Votran become compliant with Title 49, Part 37, subpart F? Do you know or have you read this legislation?
- Will I ever have the option to take feeder service? Using paratransit to a central location and not being double-charged for that?

   b. Response – Votran is looking at feeder service options and is aware of and compliant with the Americans with Disabilities Act (ADA) regulations.
   c. Against the law to double-charge for two fares for feeder service.
   d. No reason why service cannot be expanded to accommodate persons that need it, or to expand Sunday service in the western area of the County.
      i. Response – providing additional service cost money, but identifying what the needs are in Volusia County is a necessary first step.

- First, would like to thank Votran for listening to advocacy groups and incorporating previous comments; by adding things such as MyStop and Google Transit.
- Suggestions, quality of service. The passes that are currently distributed don't always work when there is a timestamp. Perhaps consider a reloadable card.
- Also consider an online option that works with all screen reader systems. The third party vendor that Votran uses currently has issues with the screen readers for pass purchases by persons with a disability. Perhaps Votran should provide a panel that can test these applications and functions before putting them out for the public.
   a. Response – The Votran website should be 504 compliant, and Votran will look into this.
- It's not Votran's site it's the pass vendor's site that Votran uses.
- Haven't heard anything about Amtrak. Accessibility to Amtrak differs based on eligibility programs. Would like to see a service provided to Amtrak like a flex service.
   a. The varying access is based on whether you are eligible for service under the TD or ADA program, but this need has been identified previously to connect service with the DeLand Amtrak and will be revisited as part of this TDP Major update.
- Suggestion- Quality Assurance with Gold Service. To alleviate some of the call volume, particularly on Saturday. Perhaps more options for cancellations of rides, like leaving voicemails on a number that is checked regularly.
- Comment- Regarding smart cards, might not be user-friendly especially for the TD population. Also, some issues with blind persons not being able to read the balance of a card.
   a. Response - Mentioned the options to accommodate persons with varying disabilities when using this technology will be reviewed as part of the procurement process if this direction is pursued.
- Concern with numbered stops for visually impaired persons.
- Comment- Concern with MyStop app and the availability of the bus on the map for visually impaired persons. Also issues with arrival time of fixed-route services.
- Concern with Gold Service. Using a lot of cabs to fill in spots for runs. Cab drivers do not have any sensitivity training, are not aware of the policies for the service, and lacking customer service training like the Votran staff drivers.
   a. Recommended for riders to follow-up with Votran customer service whenever the contracted operator does not provide service in a manner pleasing to the customer.
- Agree that cab drivers need to be trained. Is there a way for Votran to monitor them and ensure they follow Votran policies? In addition, they talk on their phones. Important for them to know the Do's and Don'ts when operating a Gold Service trip.
   a. Response - A mystery rider that Votran might employ could be a type of additional quality assurance, but Votran does monitor contractors. Training options for contracted carriers

can be added in the plans, but this might also increase the price they charge for services. Requirements for how service is to be delivered is spelled out in the contract documents.

- What are some of the options that Votran has considered for outsourcing?
    a. Response- Votran utilizes taxi service to augment paratransit service currently. Other areas across the state are using pilot programs to accommodate the need like Uber and TransDev. Some of the concerns are that some of the private vehicles are not wheelchair accessible. We will be looking at the options for augmentation.
- Mentioned the issue that Uber is working on this issue. Would like to have a designated location where Gold Service, taxis, and Uber can meet and connect with Fixed Route services.
- One problem is the customer service reps that assist the TD/ADA riders when waiting for the rides. Issues with early pick-up calls for service from the scheduled pick-up time, but vehicles are not dispatched until much later to complete the trips and customers are left waiting.
- No provision for missed trips. Should be a provision that rider should be picked up within the hour allotment. And that if the vehicle comes over an hour late, then there should be a provision for when that occurs for a missed trip.
    a. Response – There is a missed trip policy. Votran staff mentioned interactive voice technology that will be coming in the near future to assist with this.
- A lot of issues with weekly and monthly passes. With swiping and not being recognized and the bus is losing time. Also visually impaired cannot read how much time is left or when the pass expires.
- Concern regarding bus stop benches and shelters, not enough and some communities like Daytona Beach are removing them. You are required to have those for your bus service.
    a. Response - The County and each city is responsible for the shelters and the benches within their jurisdiction. The cities that have removed the benches have removed them due to liability concerns as it relates to the ADA. Federal law does not specify bus stop amenities for compliance with ADA.

VOTRAN

Public Workshop: Transportation Disadvantaged Service Plan (TDSP)/ Transit Development Plan (TDP)

Thomas C Kelly Administration Building (1st Floor Training Room)

123 W. Indiana Avenue, DeLand, FL 32720

August 10, 2016 from 4:00 - 6:00PM

Meeting Facility:

The meeting was accessible by public transit.

A map display was set up, along with an area for Votran brochures and information on the MyStop application.

Surveys were available for attendees to complete on paper or via tablet.

A mapping station was available for attendees to identify locations in Volusia County where they would like to see service.

Meeting Introduction

The meeting was opened with a presentation that provided an overview of the meeting agenda, elements of a TDP and TDSP, analysis completed to date, and an update on public involvement.

Attendees were informed that some focus areas for these documents would be on major corridors and improving existing transit service. The meeting was opened for public comments

Public Comments:

- Would like to see an extension of the night and Sunday service in some areas to allow for growth, if able to, and to allow more places for the riders to go. West side of the County needs more service. Would like for us to look at Orlando as an example of service. Orlando goes outside the federal ADA minimum requirement of ¾-mile, and Votran should be able to do this. This service does cost a bit more due to a tiered system for service provided outside the ¾-mile buffer zone, however it's very convenient for the riders. Would like to see more ideas on how Votran can expand its services. New ideas could help Votran riders become more independent.
- Would like service to Port Orange and Holly Hill. There are some areas that riders cannot go to, since Votran does not travel everywhere. Especially for those riders wanting to travel beyond the ¾-mile. It allows for more independence with the riders, and a better quality of life. Would like Votran to look at what other counties are doing to get more ideas.
- When planning for the future it's imperative to have a good foundation. Currently there are a lot of gaps. Evening service, Sunday service, and operating during the summer holidays (Memorial Day, Independence Day, and Labor Day)
- Would like to see better connections between routes and major destinations, most notably the VA Hospital/Center.

- We need better service now to build onto the future! It's too late to wait until the future to build something better. The time is now.
- Removing the benches and shelters, it made it very inconvenient to use those stops. I understand that there are a lot of politics involved with the removal of these amenities and some of the ADA folks caused some controversy, but we need these things with this weather. I am frequenting/patronizing the fast food places around stops a lot more, so I can sit in the air until the MyStop app tells me the bus is near.
    - Response - The responsibility of Votran amenities installation and maintenance of the benches and shelters is primarily through the municipalities. The issues with the benches and shelters deal with the ADA compliance and the lack of funding to address some of the problems.
- Feel that the politicians use photo opportunities with Votran to make themselves look good. They use their own personal vehicles to get to the photo opportunity, instead of using Votran. They really need to experience the service and then maybe they will improve it.

Votran
We drive a great bargain
Votran Transit Development Plan (TDP) & Transportation Disadvantaged Service Plan (TDSP)
Public Meetings – August 2016
Tindale Oliver

Votran
We drive a great bargain
Agenda
• What is a TDP?
• What is a TDSP?
• Public Involvement
• Baseline Conditions
• Peer and Trend Review
• Funding and Revenue Sources
• Next Steps

What is a TDP?
• Strategic Plan for Transit Service
• FDOT requirement
• 10-year plan
• Evaluation of demographic and travel behavior characteristics
• Assessment of existing transit service
• Public involvement and outreach efforts
• Determination of transportation needs
• Service and implementation plan development
• Difference from Prior TDPs
• Corridor approach
• Focus on improving existing services performance

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Purpose of a TDP

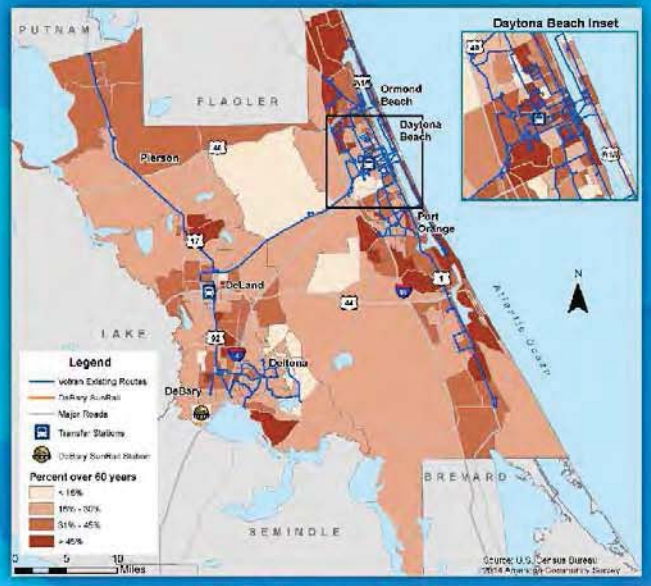
- Transit agency guidance document
  - Planning
  - Development
  - Operations
- Identify public transportation needs
- Define alternative solutions
- Meet State requirement
- Sets the **vision**...

Votran
We drive a great bargain
Transportation Disadvantaged Service Plan
• Chapter 427 of the Florida Statutes
• "those persons who because of physical or mental disability, income status, age who are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are persons with a disability or at high-risk as defined in s. 422.202, Florida Statutes"
• Recognized by the Federal Transit Administration (FTA) as the Locally Coordinated Human Services Transportation Plan

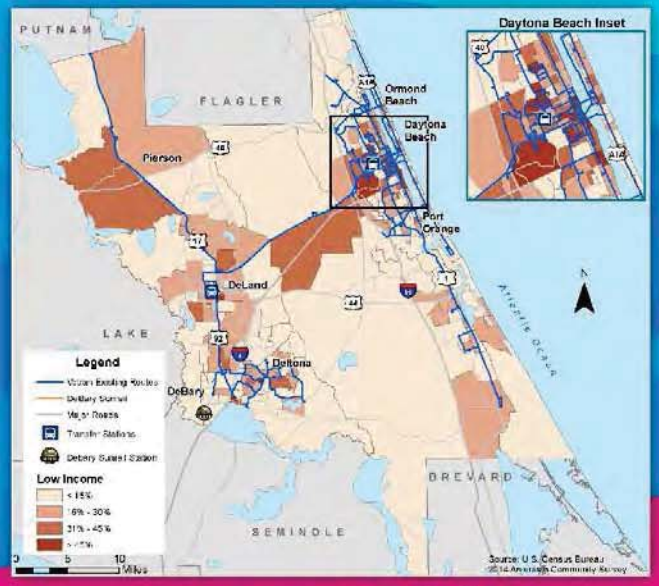
What is a TDSP

- Tactical plan
  - Development plan
  - Service plan
  - Quality assurance
- Updates
  - Annual - minor
  - Every 5 years - major
- Developed by CTC (Votran) & the River to Sea TPO
- Reviewed and approved by the TDLCB
- Survey of passengers added as a non-TDSP required monitoring activity

TDSP Population Distribution

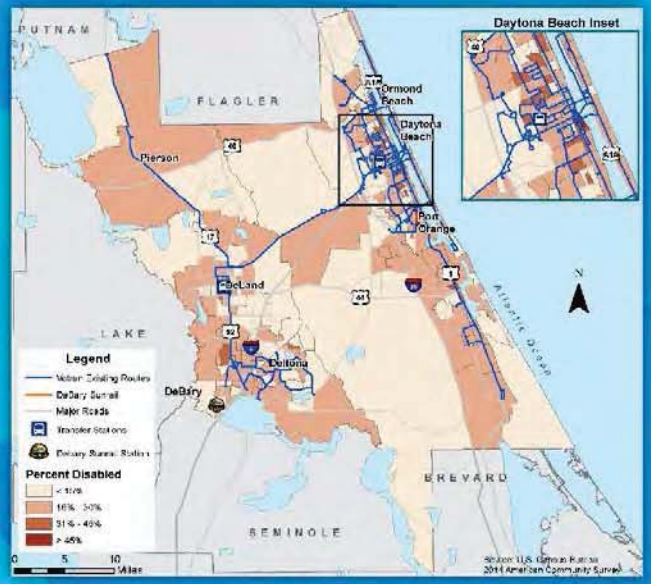


Elderly Population

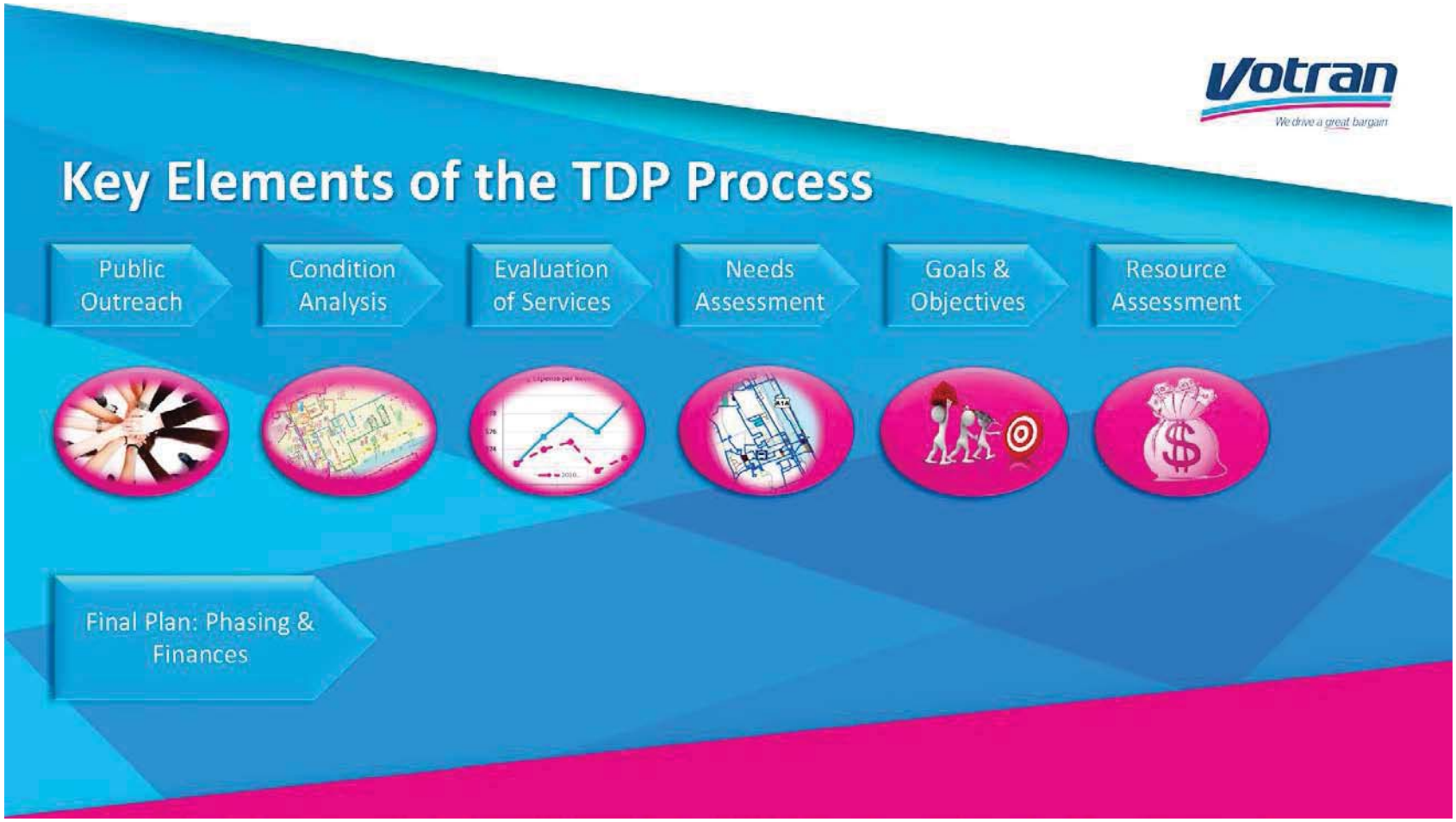


Low Income Population

TDSP Population Distribution



Persons with a Disability Population


Votran
We drive a great bargain
Key Elements of the TDP Process
Public Outreach
Condition Analysis
Evaluation of Services
Needs Assessment
Goals & Objectives
Resource Assessment
Final Plan: Phasing & Finances

Public Involvement

- Public Outreach Process Completed
  - Stakeholder interviews
  - On-board survey
- Public Outreach Process Planned
  - Discussion groups
  - Public meetings
  - R2CTPO Board & committee meetings
  - Social media and Votran website

Votran
We drive a great bargain
Stakeholder Interviews
• Perception of Transit:
• Existing service is satisfactory and meets the needs of transit-dependent riders
• Future Role of Transit:
• Increase frequency of service, service needed in Lake Helen, trolley service, add bus shelters
• Demographic change will have an impact
• Technologies
• MyStop is an improvement, future consideration for alternative ride-sourcing platforms accessed through mobile applications, split decision on Universal Smart Cards
• Funding
• Split decision on use of local funding
• Marketing and Branding
• Reasonable, need more bus stop schedules posted, TV ads
• Focus more on educational marketing more than branding

On-Board Survey

- 30 questions 3 major categories
  - Travel characteristics
  - Rider demographics
  - Customer service/satisfaction
- 1,794 respondents
- 52% male
- 48% female

Typical Rider Characteristics

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

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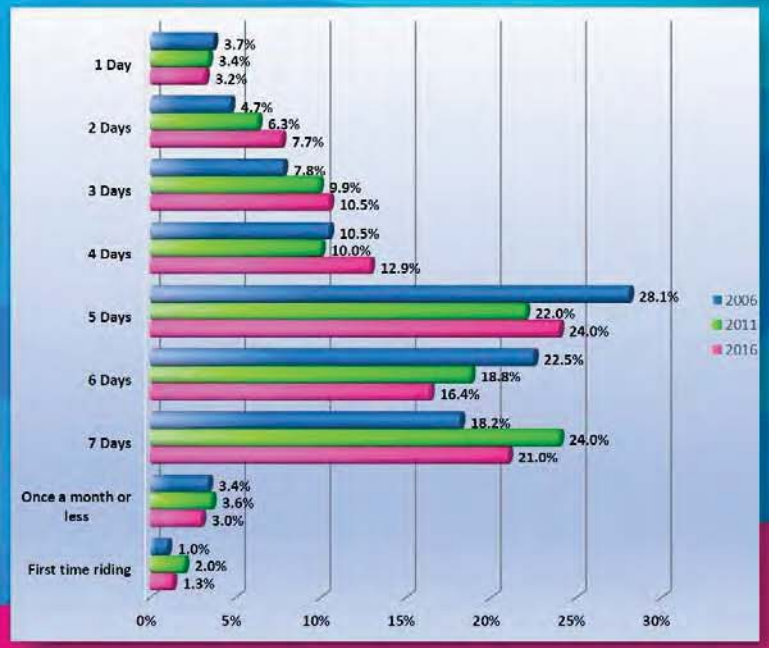
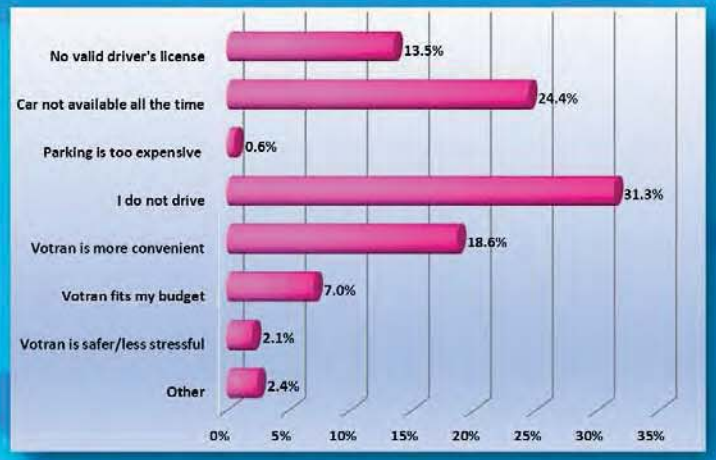
On-Board Survey

- Frequency of Use
  - Comparison to 2006 & 2011 On-board survey results
  - Fluctuation in riders using Votran services 5-7 days a week
    - Increase from 2011 (5 days a week)
    - Decrease from 2006 & 2011 (6 days a week)
    - Decrease from 2011 (7 days a week)



On-Board Survey

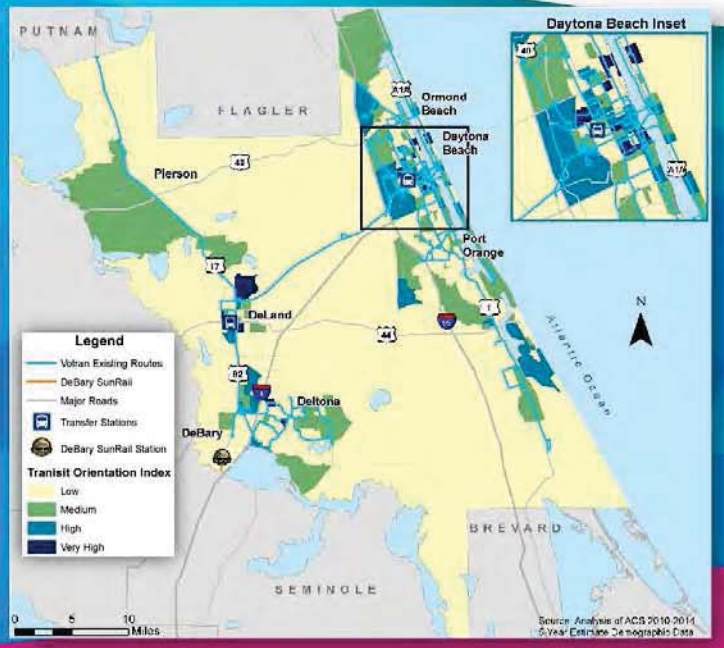
Reasons to Ride Votran



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

Traditional Markets

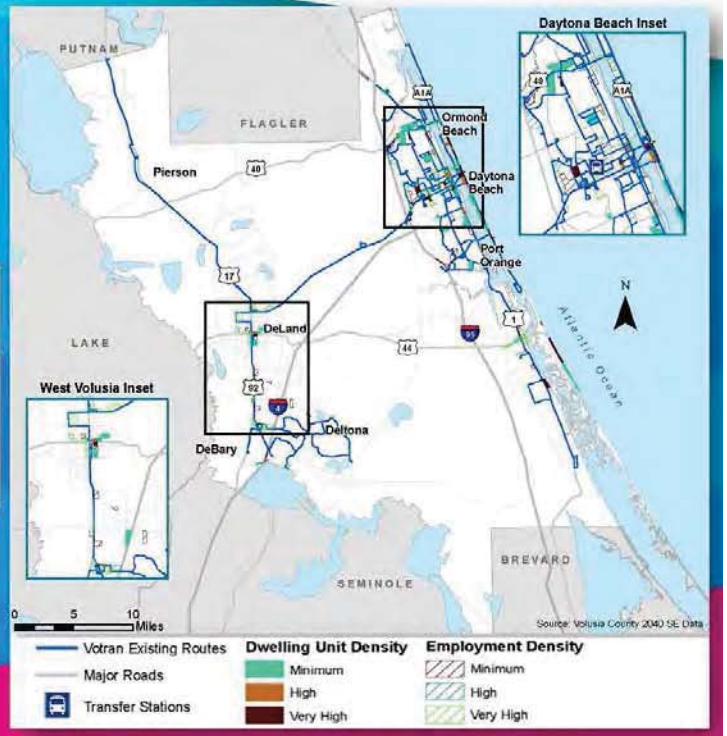
- Analyzed
  - Older adults
  - Youth: < 15 years old
  - Below the poverty level ($25,000 for 4-person household)
  - 0-Vehicle household



Discretionary Market

- Density Threshold Assessment based on industry thresholds

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



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Performance Peer Group
• Capital Area Transit System – Baton Rouge, LA
• Charleston Area Regional Transportation Authority – Charleston, SC
• Chatham Area Transit Authority – Savannah, GA
• Lee County Transit – Fort Myers, FL
• Pasco County Public Transportation – Port Richey, FL
• Sarasota County Area Transit – Sarasota, FL
CATS
CAPITAL AREA TRANSIT SYSTEM
CARTA
CAT
CHATHAM AREA TRANSIT
lee tran
PCPT
SCAT
SARASOTA COUNTY AREA TRANSIT

Peer & Trend Review Overview

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

Metric	Performance Measure	Findings
Performance	Passenger fare revenue	Trend: + 17% (strength)
		Peer: *-55% below peer group mean
Effectiveness	Passenger trips per revenue hour	Trend: +11% (strength)
		Peer: + 20.4% above peer group mean (strength)
Efficiency	Operating expense per passenger trip	Trend: -25% (strength)
		Peer: -22% below peer group mean (strength)
	Operating expense per revenue mile	Trend: +9% (challenge)
		Peer: -10% below peer group mean (strength)

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

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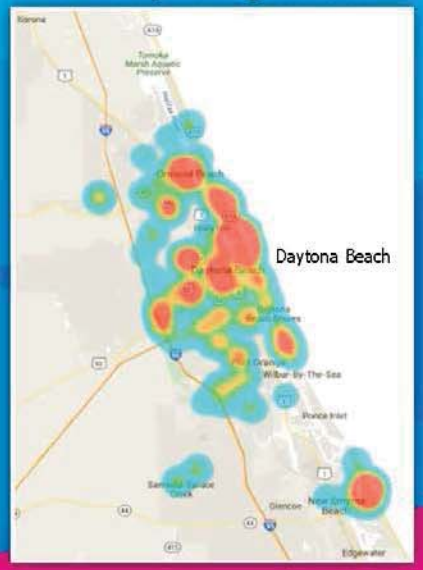
We drive a great bargain
Situational Appraisal
• Required during a major TDP
• Provides an evaluation of the local environment
• Assesses the factors that could impact programs over the next decade
• Elements reviewed
• Political
• Economic
• Environmental
• Technology
• Policy
• System

Votran
We drive a great bargain

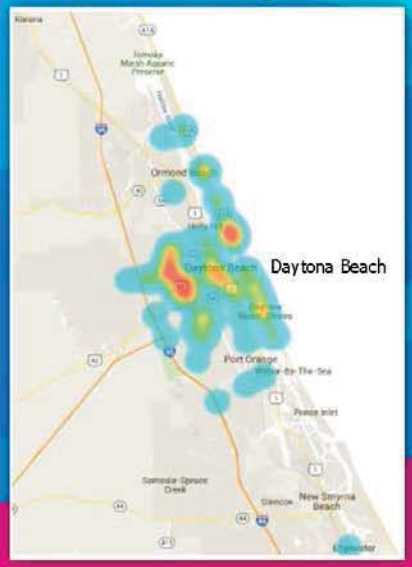
Situational Appraisal

- Non-traditional ride-sourcing platforms
  - Potential collaboration to complement existing agreement with other contract companies to provide Gold Service
  - Assist with demand in areas with no or low service, off-peak hours, and special events
- Dedicated funding
  - Efforts to secure more revenue to match federal dollars when grant opportunities arise
  - Future of DeLand SunRail station

Weekday Evening Demand



Weekend After Midnight Demand



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Goals & Objectives (2012)
• Goal 1: Provide a superior transit system delivering effective and efficient service
• Goal 2: Deliver a transit experience that is pleasing to the customer and encourages use
• Goal 3: Ensure that Votran is a viable and fiscally responsible transportation alternative for the community
• Goal 4: Reduce energy demand, implement environmentally-friendly processes, and protect Volusia County's natural environment
• Goal 5: Utilize the best technologies and innovations available that offer both enhanced system performance and positive return on investment
• Goal 6: Provide top-notch leadership in attaining the region's mobility needs

Next Steps

- Public Workshops – August 2016
- TDLCB Meeting – September 2016
- Draft document – September 2016
- Presentation to the R2C TPO Committee – September/October 2016
- Volusia County Council – October 2016
- Submittal to FDOT – November 1, 2016

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Feedback and Input

APPENDIX C: NO-SHOW POLICY

Cancellation and No-Show Policy

NO-SHOW

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 hour of the scheduled pick up time.

SAME DAY CANCELLATION

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 hour prior to the pick-up time.

ADVANCE CANCEL

Advance Cancel—Occurs when a person has reserved a trip and then cancels the trip at least one day prior to the reservation date.

Individuals, their guardian(s), or agency sponsor(s) must cancel trips as soon as they become aware the trip will not be made. **Persons who call less than one hour prior to their scheduled pick-up time to cancel a trip will be informed that they will be counted 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 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 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 for a previously scheduled trip.

Trips that are canceled on the same day that the trip is scheduled, but more than one hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one month will be allowed. Over six (6) same day cancellations will result in a reminder letter.

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

Customers with more than 10 one way trips per month are permitted to have up to 10% of their one way trips as no-shows within a month. 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 with subscription service identified with a pattern of continued system abuse will be subject to progressive action as follows:

1. The first offense will result in a suspension of subscription service for one (1) weeks, Votran staff will send a letter notifying the client when they will be suspended meaning that they will still be able to reserve each trip needed by contacting the call center.

2. If the person is reinstated to the program and they continue a pattern of abuse within a 90 day period, the second subscription suspension will be for two (2) weeks, meaning that they will still be able to reserve each trip needed by contacting the call center.

3. If the customer is again reinstated and has a third offense within a 90 day period, the subscription suspension will be for thirty (30) days., meaning that they will still be able to reserve each trip needed by contacting the call center.

4. Upon the fourth occurrence within a six month period, the individual's subscription privileges will be terminated permanently, meaning that they will still be able to reserve each trip needed by contacting the call center.

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 D: VEHICLE INVENTORY

Votran Fixed-Route Vehicle Inventory

# Vehicles	Year	Make	Description	Seats	Wheelchair Capacity
6	2000	Gillig	Phantom 35'	36	2
3	2003	Gillig	Phantom 35'	36	2
8	2003	Gillig	Low Floor 30'	28	2
3	2004	Bluebird	A3 RE 78005	54	1
6	2006	Gillig	Low Floor 35'	32	2
9	2008	Gillig	Low Floor 35'	32	2
2	2008	Gillig	Low Floor 29'	28	2
9	2010	Gillig	Low Floor Hybrid 37'	32	2
6	2012	Gillig	Low Floor Hybrid 37'	31	2
4	2013	Gillig	Low Floor Hybrid 37'	31	2
9	2014	Gillig	Low Floor 35'	32	2
11	2015	Gillig	Low Floor 35'	32	2

Votran Paratransit Vehicle Inventory

# of Vehicles	Year	Make	Description	Seats	Wheelchair Capacity
1	2002	Ford	25' Turtle Top	20	7
2	2003	Ford	22' Turtle Top	14	4
2	2004	Ford	22' Turtle Top	14	4
1	2006	Ford	22' Turtle Top	14	4
6	2007	Chevy	22' Turtle Top	14	4
7	2008	Chevy	22' Turtle Top	14	4
5	2010	Azure Ford	22' Turtle Top	14	4
2	2010	Chevy	25' Turtle Top	20	7
3	2010	Chevy	25' Turtle Top	20	7
11	2012	Ford	22' Turtle Top	14	4
1	2014	Ford	22' Turtle Top	14	4
16	2015	Ford	22' Turtle Top	14	4
2	2015	MV-1	None provided	3	2
8	2016	Ford	Glaval	14	4

APPENDIX E: SYSTEM SAFEY PROGRAM PLAN CERTIFICATION

BUS TRANSIT SYSTEM
ANNUAL SAFETY CERTIFICATION

DATE: January 2, 2017

BUS TRANSIT SYSTEM: 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) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).
   Current date of Adopted SSPP: **January 2, 2017**

   Current date of Adopted SPP: **January 2, 2017**

2. Compliance with adopted safety standards in the SSPP and the SPP.

3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)

   Signature

   Steven Sherrer
   Name (Printed or Typed):

   General Manager
   Title

4. Name and address of entity(ies) which has (have) performed safety inspections:

   Votran
   Name

   950 Big Tree Rd.
   Address (Street Number)

   South Daytona, Fl. 32119
   Address (City, State, Zip Code)

   January 1, 2016
   Date(s) of Inspection

5. Names and contact information for all **contract** bus transit systems subject to the provisions of Rule 14-90, F.A.C.

   Votran
   Name

   950 Big Tree Rd.
   Address (Street Number)

   South Daytona, Fl. 32119
   Address (City, State, Zip Code)

   January 2, 2017
   Date(s) of Inspection

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APPENDIX F: VOTRAN GRIEVANCE PROCEDURE

GRIEVANCE PROCEDURES
OF THE
RIVER TO SEA 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 River to Sea 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 (RFPs).

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the River to Sea 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 FORMAL GRIEVANCE

"A formal grievance is a written complaint to document any concerns or unresolved service complaints regarding the operation or administration of TD services by the Transportation Operator, Community Transportation Coordinator, the designated official planning agency (DOPA) or the local coordinating board. The Grievant in their formal complaint should demonstrate or establish their concerns as clearly as possible."

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:

River to Sea 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 recommendation 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 recommendation will be forwarded to the TDLCB and all parties involved within ten (10) working days from the date of the recommendation.

Written recommendations 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. Reasons for the recommendation based on the information provided.

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

ARTICLE VI: 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 recommendation 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:

River to Sea 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 recommendation 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 recommendation shall be forwarded to all parties involved within ten (10) working days from the date of the recommendation. . A written recommendation 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. reasons for the recommendation Votran based on the information provided.

If the complainant is dissatisfied with the recommendation of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY or via written correspondence to:

Florida Commission for the Transportation Disadvantaged
Attn: Ombudsman Program
605 Suwannee Street, MS-49
Tallahassee, FL32399-0450

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 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 River to Sea 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 River to Sea TPO Transportation Disadvantaged Local Coordinating Board the **13th** day of **July 2016.**

Mary Ellen O'Hara

Joshua Wagner, Chairman
Transportation Disadvantaged Local Coordinating Board (TDLCB)

ATTEST:

Pamela C. Blankenship

Pamela C. Blankenship, Recording Secretary
River to Sea Transportation Planning Organization

APPENDIX G: VOTRAN GOLD SERVICE USER'S GUIDE

Votran Gold Service Users Guide

A Service of Volusia County Government

Image: Votran vehicles utilized in the provision of Votran Gold service.

Votran
We drive a great bargain

votran.org

January 2016

Votran Gold Service Contact Information

Call Center for Reservations

East Volusia: **(386) 322-5100**

West Volusia: **(386) 943-7050**

Southeast Volusia: **(386) 424-6810**

(TDD) For Hearing/Speech Impaired

Daytona Beach Area Customer service

(386) 756-7494

West Volusia Customer service

(386) 943-7052

Southeast Volusia Customer service

(386) 424-6820

Florida Relay Center

1-800-955-8770

E-mail Comments

VotranCustomerService@volusia.org

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Mission Statement

Votran's mission is to identify and safely meet the mobility needs of Volusia County. This mission will be accomplished through a courteous, dependable, and environmentally sound team commitment to quality service.

Introduction

Votran is a service of Volusia County Government, providing non-medical and non-emergency transportation within the county boundary limits.

Votran Gold Service is a door-to-door shared-ride Paratransit Service. Since the service is provided from door-to-door, you must be ready for your pick up on the ground floor in the lobby or at the main entrance. 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.

Introduction

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. Votran does not provide Medicaid supported transportation.

Votran Gold Service Overview

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 ¾ 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 available.

- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

Votran 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 Participate in Coordinating Votran Gold?

- **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 by Votran Gold, we have prepared this 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.

Service Areas

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.

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.

Trips between service areas may take two hours. It is important to check the times of operation before you schedule your appointment. Please contact the Call Center 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 sponsor category of each qualified applicant. It is important that each of our customers understand the services available to them. Depending on the program for which you are eligible, some service restrictions may apply as a result of Federal or State regulations.

ADA Service Sponsored Customers

These customers 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.

Transportation Disadvantaged Program Sponsored Customers

TD customers are those located outside of the ADA corridor. These clients are permitted to schedule trips countywide for weekday and Saturday service.

Destinations

Night and Sunday transportation is only available in the ADA corridor where fixed routes operate night and Sunday.

Agency Sponsored Customers

People traveling under Agency sponsored trips are only authorized to take trips as arranged by the particular agency sponsoring the trip.

Service Times

Service hours correspond to those provided by the nearest fixed bus route. You can review the bus schedule for detailed service hours in your area or call our Call Center. The following hours are a general guide:

EAST VOLUSIA

6:00 AM - 6:00 PM, Monday through Saturday

WEST VOLUSIA & SOUTHEAST VOLUSIA

6:00 AM - 6:00 PM, Monday through Saturday

EVENING SCHEDULE

Limited service is available in Daytona during evening hours, 6:00 PM - 12:00 AM

SUNDAY SCHEDULE

Limited service is available in Daytona on Sunday, 7:00 AM - 5:00 PM

Service Times

HOLIDAY SCHEDULES

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

Gold Service Eligibility

Votran Gold Service is designed to assist those individuals who cannot access Votran regular fixed route bus service because of either of the following:

- a disability (ADA customers),
- fixed route service is not available in your area and you have no other means of transportation available (TD customers).

In order to determine whether or not a person is best served with Votran Gold, an eligibility process has been established.

APPLICATION PROCESS

1. Eligibility applications are available from Votran by calling one of the phone numbers printed on the front of this guide. The application may also be downloaded and printed from Votran.org.
2. 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.
3. The completed application will be reviewed by Votran and a determination of eligibility will be made based on the

Gold Service Eligibility

information provided. A staff interview or assessment may be required to complete the process.

4. 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.

*** Customers are subject to recertification every 3 years.**

Visitors with Disabilities

Votran provides complementary paratransit service to individuals who travel to Volusia County and are eligible for services under the 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.

Travel Assistance

Votran is a non-medical/non-emergency shared ride service. 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.

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. For passengers that use oxygen and a wheelchair, the oxygen tank must be carried by the passenger or in a carrier affixed to the wheelchair.

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.

Travel Assistance

Personal belongings may not occupy any seat or floor space that blocks the boarding or deboarding of another passenger.

AGE REQUIREMENTS

Children under the age of six (6) years MUST have an escort. Effective January 1, 2015, children under the age of six (6) 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.

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. When making a reservation, you must indicate that a companion is traveling with you.

Travel Assistance

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 and in accordance with the Americans with Disabilities Act of 1990. All other uncrated animals are prohibited.

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 of charge.

Only one PCA may ride free of charge. In cases where it is not evident that 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 aresponsibility to assist from door-to-door. Both the PCA and the rider must be picked up and dropped off at the same address.

Travel Assistance

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.

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 or PCA.

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.

CONTACTING the CALL CENTER for RESERVATIONS

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

Requests for NEXT DAY service must be called in by 5:00 PM on the day preceding your trip. Same day service is not available. Trips may also be booked up to one (1) week in advance by calling the Call Center between 7:00 AM and 5:00 PM Monday - Sunday.

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 agent will be happy to assist you. Please note that our busiest hours are from 11:00 AM - 1:00 PM and from 3:30 PM - 4:00 PM.

Reserving Your Trip

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

- Confirm whether you are in a manual or power wheelchair, or will be using another mobility device.
- Confirm whether you have a condition that affects whether you need a lift or ramp to board.
- Pick up location (origin) - name, phone number, address including street and building and apartment number, town or city, and zip code.
- Destination - name, phone number, address including street and building and apartment number, town or city, and zip code.
- Time you want to arrive at your destination and **return time** if you will require an additional trip from the specified destination.

Please inform the agent if you require a PCA on your trip and specify whether the PCA is ambulatory or in a wheelchair.

Also, please inform the agent of any additional travel requirements needed to schedule your trip such as traveling with a service animal, PCA, or a companion.

Return trip information - exact location and time (see section on return trips for details).

Reserving Your Trip

Some facilities are very large with many buildings and entrances. In order for us to provide your trip, you need to identify the exact entrance. Normally you will be picked up at the same entrance where you were dropped off.

Always give the agent 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 AM appointment, you may be picked up as early as 8:00 AM. If for any reason you need to arrive earlier than the appointment time, then your reservation time should reflect the earlier time to ensure that you arrive for the scheduled appointment.

Reserving Your Trip

If you are traveling from one service area to another, check with the Call Center agent for the service area schedule. You should be ready for your trip at least two (2) hours prior to your appointment.

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

If you are not ready at your scheduled return time you may have to wait for a return ride to become available, which could be up to two (2) hours after you call. Therefore it's important to schedule your return trip late enough so that you are sure you will be ready when your vehicle arrives. 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.

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.

Reserving Your Trip

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 agent 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, and that travel between service areas is a two (2) hour delivery window.

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 that you reserved in advance. Drivers will not make additional stops except in an emergency.

Reserving Your Trip

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 Call Center immediately if your plans change to avoid being charged with a cancellation or a no-show. Subscription trips must be scheduled at least three days in advance of the starting date of the trips. If you are beginning medical treatment such as dialysis, Votran requests that subscribed trips do not start until your schedule has stabilized, then subscription trips can be made. Subscription service may be canceled at any time, but changes to subscription service are limited to once a month.

WHEN ARE THE BEST TIMES TO RIDE ON THE SYSTEM?

The Votran system operates on 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.

Taking Your Trip

Please be ready at the door with your fare. Pickup time on the day of your trip will be set depending on other passengers boarding with you. You need to be ready for your pick- up when the vehicle arrives. Failure to board within five (5) minutes after the vehicle arrives will result in a "no-show" and a missed trip because a same day reservation is not available.

FARE INFORMATION

Fares will depend upon your sponsorship or funding source. Your agent 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.

Taking Your Trip

One-way tokens are available in various quantities. For your convenience, you may purchase Gold Tokens online at votran.org. For information on purchasing one-way tokens, please call: **(386) 756-7496 extension 4105.**

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 that all equipment is functioning properly and in- dependently prior to starting your trip.

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

Taking Your Trip

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 wheelchairs (or scooters), however, the customer must have their own wheelchair or scooter. Vehicles may be equipped with a ramp or a lift for entry.

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.

Taking Your Trip

In addition, customers in wheelchairs should have an accessible boarding area on which the lift can safely be deployed and the area leading up to the boarding area should be firm to accommodate the approach to the wheelchair lift. Grass, gravel and soft sand are not acceptable surfaces, but Votran will make every effort to accommodate passenger pick-up locations within the vehicle's capacity. **WHEELCHAIRS MUST BE EQUIPPED WITH FOOT RESTS.**

NOT READY FOR PICK-UP

In the event that a passenger is not ready to make their return trip when the Gold service vehicle arrives, the passenger will be placed into "will call" status. Will call status means that the passenger must contact Votran when they are ready for their return trip and they will be picked up as soon as a vehicle is available, which may be up to two hours from the time of call. This is not intended to allow for rescheduling of a trip on the same day.

Cancellation and No-Show Policy

NO-SHOW

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 hour of the scheduled pick up time.

SAME DAY CANCELLATION

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 hour prior to the pick-up time.

ADVANCE CANCEL

Advance Cancel—Occurs when a person has reserved a trip and then cancels the trip at least one day prior to the reservation date.

Individuals, their guardian(s), or agency sponsor(s) must cancel trips as soon as they become aware the trip will not be made. **Persons who call less than one hour prior to their scheduled pick-up time to cancel a trip will be informed that they will be counted 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;

Cancellation and No-Show Policy

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 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 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 for a previously scheduled trip.

Trips that are canceled on the same day that the trip is scheduled, but more than one hour prior to the scheduled pick-up time are classified as same day cancellations. Six (6) same day cancellations in one month will be allowed. Over six (6) same day cancellations will result in a reminder letter.

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

Cancellation and No-Show Policy

Customers with more than 10 one way trips per month are permitted to have up to 10% of their one way trips as no-shows within a month. 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 with subscription service identified with a pattern of continued system abuse will be subject to progressive action as follows:

1. The first offense will result in a suspension of subscription service for one (1) weeks, Votran staff will send a letter notifying the client when they will be suspended meaning that they will still be able to reserve each trip needed by contacting the call center.
2. If the person is reinstated to the program and they continue a pattern of abuse within a 90 day period, the second subscription suspension will be for two (2) weeks, meaning that they will still be able to reserve each trip needed by contacting the call center.
3. If the customer is again reinstated and has a third offense within a 90 day period, the subscription suspension will be for thirty (30) days., meaning that they will still be able to reserve each trip

needed by contacting the call center.

4. Upon the fourth occurrence within a six month period, the individual's subscription privileges will be terminated permanently, meaning that they will still be able to reserve each trip needed by contacting the call center.

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

Votran customers have the right to:

1. Trips in air-conditioned or 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;
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; and,
8. The Community Transportation Coordinator (CTC) policy on medical emergency during transport.

Votran customers are responsible for:

1. Being ready and waiting for the vehicle in a safe location up to

Rights and Responsibilities

one (1) hour prior to your scheduled appointment time;
2. Keeping seat belts and mobility device tie-downs secure until the vehicle stops;
3. Remaining seated until the vehicle comes to a complete stop;
4. Reporting any safety hazards;
5. Keeping wheelchairs or other mobility aids in good condition;
6. Not tampering with or operating vehicle equipment;
7. Addressing car-seat provision with the CTC;
8. Making the CTC aware of customer's physical and/or mental conditions prior to transport; and,
9. Adhering to the policy for violent and/or disruptive behavior.

COURTESY

Votran customers have the right to:

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. Please limit packages to those that can be stored in your lap to avoid blocking aisles or other passenger seats.

Rights and Responsibilities

Votran customers are responsible for:

1. Calling in trip cancellations as soon as possible, but not less than one (1) hour prior to the scheduled pick-up time to avoid being marked as a no-show;
2. Informing the CTC of all pertinent information regarding the trip;
3. Presenting the correct fare;
4. Being ready at the time of pick-up; and,
5. Ensuring personal hygiene.

COMPLAINTS

Votran customers have the right to:

1. File complaints without fear of retaliation;
2. Prompt investigations and effective resolutions;
3. Request a reasonable modification to policies and practices; and,
4. Current and complete program information.

Votran customers are responsible for:

1. Filing complaints in a timely manner; and,
2. Providing the CTC with pertinent information regarding any comment or complaint.

Rights and Responsibilities

SERVICE

Votran 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 subscription service; and,
6. The CTC's policy on no-shows.

Votran customers are responsible for:

1. Advising the agent of appointment times;
2. Accepting a shared ride service;
3. Scheduling trip requests at least one day in advance; and,
4. Providing their own wheelchair and/or escort.

Passengers are responsible for observing safety rules including use of seat belts, not standing while the vehicle is in motion, and waiting for

the driver to assist them on and off the bus.

Rights and Responsibilities

Florida State law determined that all passengers on Paratransit vehicles **MUST WEAR SEAT BELTS.** A passenger who refuses to remain seated with the seatbelt in place will be denied service. If you have medical documentation stating that the use of a seat belt may be detrimental to your health, the seat belt regulation will be waived. Please inform the Call Center agent 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 (including electronic cigarettes and personal vaporizers), or spit on the vehicle. 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, and/or lewd behavior and speech, etc. This behavior will not be tolerated.

In accordance with Votran's Policies, service may be refused, suspended or terminated due to: seriously disruptive behavior;

Rights and Responsibilities

illegal conduct; or threats or violent / abusive treatment towards the operator or other passengers. 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 the Passenger with a copy to the appropriate agency (if applicable). Illegal conduct could result in a 30 day suspension.

Service animals, although allowed on Votran (and contractor) vehicles and in Votran facilities, must display appropriate behavior while riding on the vehicle. Any service animal that poses a direct threat to the health and safety of others may be excluded from riding Votran Gold service or entering a Votran facility (as per Florida Statute 413.083(c) and the ADA of 1990). 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 Votran Gold on future trips without the service animal.

Transportation During Emergencies

When Volusia County Emergency Management declares an emergency evacuation order Votran can help you with transportation to a shelter. If you reside in a nursing home, assisted living facility, or group home, your facility is responsible for arranging private transportation in emergencies. You will not qualify for transportation with Votran. During declared emergencies Votran will utilize the following procedures:

1. Transportation is free during evacuations declared by the county emergency operations center (EOC) only;
2. All Votran fixed route bus stops are evacuation assembly points; however, if you cannot access a bus stop, contact Votran at the numbers provided in this User Guide to make transportation arrangements.
3. Once a pick-up has been scheduled, Votran will dispatch a vehicle within four hours. Votran will contact you if there is a delay. Do not call again, as you may tie up the phone lines or an- other vehicle may be sent unnecessarily. If you do not need the trip you scheduled, call as soon as possible to cancel.
4. The driver will assist you with your belongings. Limited carry-ons

are allowed to include a pillow, blanket, one bag no larger than 22" x 16" x 8", and an oxygen tank (up to two 2)and/or

Transportation DuringEmergencies

concentrator. You will be taken to the appropriate, closest shelter. Call early because buses stop running when winds reach 35 mph sustained.

5. When you call, be prepared to give your name, address, city and zip code, apartment complex name, subdivision, or any other information that will help the driver locate you. Also let the agent know whether you will be using a wheelchair, walker, or cane, or whether you will have oxygen, a service animal, a pet, or a PCA.
6. Pets may be transported with you as long as they are in a cage or crate and are able to be lifted onto the vehicle. If you have a large pet or no pet carrier, Volusia County Animal Control will transport your pet to your shelter. The Animal Control Services phone number is (386) 248-1790.

As a Votran Gold User you should register for the Special Needs Shelter Program. Contact Volusia County Emergency Management (386) 258-4088 to obtain their registration package.

Only activated during a disaster:

Citizen's Information Center

866-345-3045 / TDD 386-248-1792

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. You may use the web comment form votran.org/contact-us or email VotranCustomerService@volusia.org.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 requesting a copy of our adopted Grievance Procedure.

Customer Feedback

Or

You may call the Florida Commission for the Transportation Disadvantaged Ombudsman Hot Line: **1-800-983-2435**.

Acknowledgment of Receipt Form

The information provided in this guide is important in helping you to 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 is 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

Try The Bus!

If you have questions regarding a bus schedule, a route map, or any additional information, give us a call at any of the numbers below and we will help you plan your trip. You may also use the interactive trip planner on votran.org or email questions to VotranCustomerService@volusia.org. Customer Service lines are open Monday through Friday, from 7:00 AM to 5:00 PM. Travel training is also available.

(386) 761-7700 (Daytona Beach)
(386) 424-6800 (Southeast Volusia)
(386) 943-7033 (West Volusia)
(386) 756-7487 (Fax)

Image: Passengers exiting a Votran bus.

APPENDIX H: FCTD RATE MODEL CALCULATION SPREADSHEETS

Preliminary Information Worksheet

Version 1.4

CTC Name:	Votran
County (Service Area):	Volusia
Contact Person:	Chris Leffert
Phone #	386-756-7496 Ext. 4124

Throughout this v triangles that incl comments for you hover your cursor see the comment.

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*

	Prior Year's **ACTUALS** from Oct 1st of **2014** to Sept 30th of **2015**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2015** to Sept 30th of **2016**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2016** to Sept 30th of **2017**	% 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	$ 161,409	$ 162,789	$ 164,417	0.9%	1.0%	This farebox revenue is used as local match.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						County cash is provided from Volusia County General Fund as a system subsidy.
Compl. ADA Services						
County Cash	$ 96,316	$ 96,316	$ 100,169	0.0%	4.0%	
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	$ 1,046,410	$ 1,046,611	$ 1,190,253	0.0%	13.7%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307	$ 289,744	$ 291,776	$ 227,457	0.7%	-22.0%	All 5311 and 5307 funds in proposed year used for operating expenses are not based on a trip rate. Any 5307 funds used for capital use toll revenue credits as match, no cash match us needed.
49 USC 5310						
49 USC 5311 (Operating)	$ 189,421	$ 185,000	$ 190,000	-2.3%	2.7%	
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						
Alcoh, Drug & Mental Health						The revenue generated from this source is based on rates from the rate model.
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.	$ 13,262	$ 14,500	$ 14,500	9.3%	0.0%	
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						The revenue generated from this source is based on rates from the rate model.
Div of Blind Services	$ 2,366	$ 2,500	$ 2,500	5.7%	0.0%	
Vocational Rehabilitation	$ 1,254	$ 1,500	$ 1,500	19.6%	0.0%	
Day Care Programs	$ 6,895	$ 9,000	$ 9,000	30.5%	0.0%	
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	$ 24,155	$ 24,000	$ 2,400	-0.6%	-90.0%	The revenue generated from this source is based on rates from the rate model.
Other DCA (specify in explanation)	$ 1,692	$ 1,750	$ 1,750	3.4%	0.0%	
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*

	Prior Year's **ACTUALS** from Oct 1st of **2014** to Sept 30th of **2015**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2015** to Sept 30th of **2016**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2016** to Sept 30th of **2017**	% 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
APD						
Office of Disability Determination						The revenue generated from this source is based on rates from the rate model.
Developmental Services	$ 8,421	$ 9,000	$ 9,000	6.9%	0.0%	
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 =	**$1,841,345**	**$1,844,742**	**$1,912,946**	**0.2%**	**3.7%**	

EXPENDITURES (CTC/Operators ONLY / Do **NOT** include Coordination Contractors!)						
Operating Expenditures						
Labor	$ 567,269	$ 559,859	$ 576,655	-1.3%	3.0%	Confirmed no in-kind contributed services. Confirmed no allocated indirect expenses.
Fringe Benefits	$ 329,453	$ 327,588	$ 337,416	-0.6%	3.0%	
Services	$ 9,423	$ 8,250	$ 8,756	-12.4%	6.1%	
Materials and Supplies	$ 289,542	$ 306,487	$ 310,568	5.9%	1.3%	
Utilities	$ 24,559	$ 25,621	$ 26,841	4.3%	4.8%	
Casualty and Liability	$ 7,652	$ 8,800	$ 9,000	15.0%	2.3%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	$ 349,105	$ 355,645	$ 367,910	1.9%	3.4%	
Other						
Miscellaneous	$ 8,894	$ 7,492	$ 8,000	-15.8%	6.8%	
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	$ 255,448	$ 245,000	$ 267,800	-4.1%	9.3%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	**$1,841,345**	**$1,844,742**	**$1,912,946**	0.2%	3.7%	

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

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 **2016** to Sept 30th of **2017**	What amount of the Budgeted Revenue 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 **EX**cluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
1	**2**	**3**	**4**	**5**	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 164,417		$ 164,417		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 100,169		$ 100,169		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 1,190,253	$ 1,190,253	$ -	$ -	$ 132,250
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ 227,457	$ -	$ 227,457		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 190,000		$ 190,000		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ 14,500	$ 14,500	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ 2,500	$ 2,500	$ -		
Vocational Rehabilitation	$ 1,500	$ 1,500	$ -		
Day Care Programs	$ 9,000	$ 9,000	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ -	$ -	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ 2,400	$ 2,400	$ -		
Other DCA	$ 1,750		$ 1,750		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells

MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

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*

1	Upcoming Year's **BUDGETED** Revenues from Oct 1st of **2016** to Sept 30th of **2017** 2	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues? 3	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base 4	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment? 5
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ 9,000	$ 9,000	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
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	$ -	$ -	$ -	
Total Revenues =	**$ 1,912,946**	**$ 1,229,153**	**$ 683,793**	**$ -**

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures	
Labor	$ 576,655
Fringe Benefits	$ 337,416
Services	$ 8,756
Materials and Supplies	$ 310,568
Utilities	$ 26,841
Casualty and Liability	$ 9,000
Taxes	$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 367,910
Other	$ -
Miscellaneous	$ 8,000
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	$ 267,800
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	**$ 1,912,946**
minus **EXCLUDED** Subsidy Revenue =	$ 683,793
Budgeted Total Expenditures **INCLUDED** in Rate Base =	$ 1,229,153
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	**$ 1,229,153**

$

$ 683,793

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 exlanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: **2014 - 2015**

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

Worksheet for Program-wide Rates

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

*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 Projected **Passenger** Miles =	407,520
Rate Per Passenger Mile =	**$ 3.02**
Total Projected **Passenger** Trips =	50,940
Rate Per Passenger Trip =	**$ 24.13**

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 8.0 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	**$ 4.69**
Rate Per Passenger Trip =	**$ 37.55**

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** 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

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) 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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) 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?.....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
	Leave Blank	Leave Blank	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?				
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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	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: 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 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 ..... (•) Pass. Trip ( ) Pass. Mile — Leave Blank
   per passenger 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 Mulitple 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: 2016 - 2017		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	407,520 =	179,280 +	228,240 +	+	0	
Rate per Passenger Mile =		$2.15	$3.69	$0.00	$0.00 per passenger	$0.00 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	50,940 =	22,410 +	28,530 +	+	+	
Rate per Passenger Trip =		$17.23	$29.55	$0.00	$0.00 per passenger	$0.00 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 (Leave Blank)	Group (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$2.15	$3.69	$0.00	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$3.35	$5.75	$0.00	$0.00 per passenger	$0.00 per group
Rate per Passenger Trip =	$26.82	$45.98	$0.00	$0.00 per passenger	$0.00 per group

Worksheet for Multiple Service Rates

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

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

Program These Rates Into Your Medicaid Encounter Data

APPENDIX I: VOTRAN TDLCB CTC EVALUATION

CTC

EVALUATION WORKBOOK

Florida Commission for the

Transportation Disadvantaged

CTC BEING REVIEWED: Votran

COUNTY (IES): Volusia

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

CONTACT: Steve Sherrer **PHONE:** 386-756-7496

REVIEW PERIOD: 7/1/14 - 7/1/15 **REVIEW DATES:** April 4, 2016

PERSON CONDUCTING THE REVIEW: Vince Xiao Wang

CONTACT INFORMATION: 386-226-0422

FORMATTED 2011 – 2012

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

☑ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).

☑ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☑ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☑ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☑ Monitoring of contractors.
- ☑ Surveying riders/beneficiaries, purchasers of service, and contractors

☑ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.

☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

☑ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

   ☐ RURAL ☑ URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
- ☒ PARTIAL BROKERAGE
- ☐ COMPLETE BROKERAGE

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

N/A

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

Coordination Contract Agencies				
Name of Agency	**Address**	**City, State, Zip**	**Telephone Number**	**Contact**
Duvall Home	3395 Grand Ave	Glenwood, FL 32722	386-734-5504	Lisa Herring
Olds Hall Good S	327 Orange Ave	Daytona Beach, FL 3	386-253-6791	Sheila
Stewart Marchm	1220 Willis Ave	Daytona Beach, FL 3	386-236-1644	Rob Kimmy
ACT/Stewart Ma	200 Fentress Blvd	Daytona Beach, FL 3	386-236-3226	Brian Jackson
Good Sam/FL Lı	450 N McDonald	DeLand, FL 32724	386-736-5800	Chris Graham
CVI center for V	1173 Dunn Ave	Daytona Beach FL 32	386-253-887	Patricia Ander

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

Name of Agency	% of Trips	Name of Contact	Telephone Number
Council on Aging	5.78%	Valentina Kelly	386-253-4700

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

As part of the operator and 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

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

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

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

Votran utilizes a Contract Compliance Officer 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.

Is a written report issued? ☒ Yes ☐ No

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

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

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 ser ices

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

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]
"Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."

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

Volusia County Schools 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

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

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

☐ N/A

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

☒ Yes ☐ No

If YES, what is the goal?

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

Is the CTC accomplishing the goal? ☒ Yes ☐ No

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

Comments:

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

Compliance with 41-2.006(1), Minimum Insurance Compliance
"...ensure compliance with the minimum liability insurance requirement of $100,000 per person and $200,000 per incident..."

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

The minimum liability insurance coverage shall be in the amount of $500,000/$1,000,000 per occurrence or comply with the tort liability provisions of Chapter 768.28 (whichever is higher) or be qualified as a self-insurer under the State of Florida. Coordination Contracts must be insured pursuant to the provisions and limitations of Chapter 284, Part II and Section 768.28, Florida Statutes.

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

The Transportation Operator shall furnish the CTC with a certificate of Insurance showing a minimum liability insurance coverage in the amount of $500,000/$1,000,000 per occurrence or comply with the tort liability provisions of Chapter 768.28 (whichever is higher) or be qualified as a self-insurer under the State of Florida. Coordination Contracts: "...must be insured pursuant to the provisions and limitations of Chapter 284, Part II and Section 768.28, Florida Statutes".

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
All Volusia Transportation LLC	Paid by Operator
Little Wagon	Paid by Operator
Med One Shuttle, Inc.	Paid by Operator
Mediquick Transportation, Inc.	Paid by Operator
Kings Transportation Group, Inc.	Paid by Operator
Duvall Home (Coordination Contract)	Paid by Operator
Good Sam (Coord. Contract) Daytona Bch	Paid by Operator
Good Sam (Coord. Contract) DeLand	Paid by Operator
Stewart Marchman (Willis) Coord. Contract	Paid by Operator
Stewart Marchman (Fentress) Coord. Contract	Paid by Operator
CVI (Coordination Contract)	Paid by Operator

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

☐ Yes ☒ No

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

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

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

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.
"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

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

FLCTD
Annual Operations Report
Section VII: Expense Sources

County: **Volusia**		Fiscal Year: **July 1, 2014 - June 30, 2015**	
Status: Ready			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	**Community Transportation Coordinator**	**Coordination Contractor**	**TOTAL EXPENSES**
Labor (501):	$1,924,753.00	$0.00	$1,924,753.00
Fringe Benefits (502):	$1,071,887.00	$0.00	$1,071,887.00
Services (503):	$79,165.00	$0.00	$79,165.00
Materials and Supplies Cons. (504):	$891,563.00	$0.00	$891,563.00
Utilities (505):	$77,617.00	$0.00	$77,617.00
Casualty and Liability (506):	$36,500.00	$0.00	$36,500.00
Taxes (507):	$48,336.00	$0.00	$48,336.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	$972.00	$0.00	$972.00
School Bus Expenses:	$0.00	$0.00	$0.00
Other:	$1,743,677.00	$363,377.00	$2,107,054.00
Miscellaneous (509):	$13,508.00	$0.00	$13,508.00
Interest (511):	$0.00	$0.00	$0.00
Leases and Rentals (512):	$0.00	$0.00	$0.00
Annual Depreciation (513):	$0.00	$0.00	$0.00
Contributed Services (530):	$0.00	$0.00	$0.00
Allocated Indirect Expenses:	$429,417.00	$0.00	$429,417.00
GRAND TOTAL:	$6,317,395.00	$363,377.00	$6,680,772.00

RULE 41-2

Findings:

Votran is compliance with the insurance requirements and uses trip-rated based contracts for the contractors, which provided effective and efficient operation. A copy of the expense page from Votran's most recent AOR report is attached.

Recommendations:

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

Compliance with Commission Standards
"...shall adhere to Commission approved standards…"

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	Votran has signs posted in all paratransit vehicles with 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.
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.
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).

Adequate seating	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.
Driver 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.
Passenger 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.

Two-way Communications	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.
Air Conditioning/Heating	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.
Billing Requirements	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.

COMMISSION STANDARDS

Findings:

Votran is compliant with the commission approved standards.

Recommendations:

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

Compliance with Local Standards
"...shall adhere to Commission approved standards..."

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Children under the age of six (6) and individuals requiring special assistance are required to be accompanied by an escort. The escort must be able to provide the necessary assistance to the passenger
Use, Responsibility, and cost of child restraint devices	In accordance with Florida Statute 316.613 (Child Restraint Requirements), while transporting children five (5) years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged
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.
CPR/1st Aid	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
Driver Criminal Background Screening	All drivers in the coordinated system are subject to a Florida Department of Law Enforcement (FDLE) criminal background check.
Rider Personal Property	Personal belongings that can be carried by the passenger 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
Advance reservation requirements	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.
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

Measurable Standards/Goals	*Standard/Goal*	*Latest Figures*	*Is the CTC/Operator meeting the Standard?*
Public Transit Ridership	CTC 15 %	CTC 100%	Yes.
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC 90%	CTC 91.1%	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC 10%	CTC 1.3%	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC 1 per 100k miles	CTC 0.14 per 100K miles	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls *Average age of fleet:* 4.85	CTC 1 per 7500 miles	CTC 1/11,736 miles	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints *Number filed:* 365	CTC 0.85 / 1000 trips	CTC 0.63/1000 trips	Yes.
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC 3 mins / 90%	CTC 1.07 mins/95%	Yes.
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

The CTC has met and exceeded the local standards in Volusia County.

Recommendations:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation: 4/1/16

Please list any special guests that were present:

Location: Votran, 950 Big Tree Road, South Daytona, Florida 32119

Number of Passengers picked up/dropped off: 2

Ambulatory

Non-Ambulatory 2

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

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

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☒ Name Tag ☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

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

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects? ☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? ☒ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☒ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☒ Yes ☐ No

If used, was the lift in good working order? ☒ Yes ☐ No

Was there safe and appropriate seating for all passengers? ☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger? ☒ Yes ☐ No

If No, please explain:

CTC: Votran County: Volusia

Date of Ride: 4/1/2016

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
ADA				
Totals				

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

Note: Attach the manifest