

Votran Title VI Program Update 2019



Prepared for Federal Transit Administration

By Votran Staff

(Recipient number 1081)

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INTRODUCTION

This major update has been prepared pursuant to Title VI of the *Civil Rights Act of 1964*; Federal Transit Administration (FTA) Circular 4702.1 B “Title VI Program Guidelines for Federal Transit Administration Recipients,” (October 1, 2012). Also, this update includes the program elements required for an agency operating 50 or more fixed route vehicles in peak service and are located in urbanized areas of 200,000 or more people. Section 3 addresses the required elements for demographic analysis, monitoring and statements of policies regarding service changes.

Service delivery review and analyses are typically performed as part of the Title VI program and during the major update to the Transit Development Plan. This document is developed every 5 years. During the intervening period surveys are conducted that when route changes are reviewed.

A comprehensive review of service is conducted as part of the Transportation Development Plan, the most recent having been completed October 2016, approved by Volusia County Council on October 20, 2016.

Title VI of the Civil Rights Act

Votran is committed to ensuring that no person shall on the basis of race, color or national origin, sex, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any Votran program or activity.

Environmental Justice

Title VI of the 1964 Civil Rights Act and the 1994 U.S. Department of Transportation (DOT) Order on Environmental Justice requires that the transportation planning process seeks to identify the needs of low-income and minority populations. Votran is committed to enhancing public involvement activities to identify and address the needs of minority and low-income populations in making transportation decisions.

Limited English Proficiency (LEP)

Public transportation providers receiving federal funding from the DOT have a responsibility, under Title VI of the Civil Rights Act of 1964, to take reasonable steps to ensure Limited English

Proficiency (LEP) persons have meaningful access to benefits, services, information, and other important programs and activities. Persons with LEP include individuals who have a limited ability to read, write, speak, or understand English. Votran is committed to creating a positive environment for persons with LEP and ensuring that they have an opportunity for full participation in public involvement activities.

Special Accommodations

Persons who require special accommodations under the Americans with Disabilities Act (ADA) or persons who require translation service to participate in public meeting activities are requested to notify Votran at least forty-eight hours prior to workshops or meetings. Requests for alternative format materials or translation should be made in advance to accommodate the development and provision of these materials. Votran public meeting notices will include the Votran staff contact phone number and deadline date for requesting special accommodations at workshops or meetings.

Organization and Service

The Volusia County Council created Volusia County's public transportation system, d/b/a Votran, in 1975 as a service of Volusia County Government. Votran provides transportation to urban areas of the county with 27 fixed routes and 2 flex routes. In addition to providing fixed-route service, Votran provides complementary paratransit services as required under the Americans with Disabilities Act (ADA), peak hour connecting bus service to the DeBary SunRail station, and a commuter van pool program. Votran also functions as the Community Transportation Coordinator (CTC), providing services under the Transportation Disadvantaged (TD) program, rural trips, and agency-sponsored trips.

SECTION 1.0 General Reporting Requirements

1.1 Notice to the Public

Votran's Title VI Notice to The Public is posted inside all Votran buses, Votran's Main Office, the Transfer Plaza, and on our website www.Votran.org. The Title VI notice can be found on the next page.

Notice to the Public of Non-Discrimination Rights

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, and national origin in programs and activities receiving Federal financial assistance (42 U.S.C. Section 2000d). In addition, Votran also prohibits discrimination based on religion, age, gender, disability, and/or marital status in accordance with section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332.

Votran is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Votran Civil Rights Officer at 386-756-7496, or with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging), or with the Federal Transit Administration Office of Civil Rights, Attention Title VI Program, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color y origen nacional en los programas y actividades que reciben asistencia financiera federal (42 U.S.C. Sección 2000d). Además, Votran también prohíbe la discriminación por motivos de religión, edad, género, discapacidad o estado civil de conformidad con la sección 303 de la Ley de Discriminación por Edad de 1975, en su forma enmendada, 42 U.S.C. § 6102, sección 202 de la Ley de Americans with Disabilities Act de 1990, 42 U.S.C. § 12132, y la Ley Federal de Tránsito en 49 U.S.C. § 5332.

Votran se compromete a practicar la no discriminación. Si usted cree que ha sido objeto de discriminación, puede presentar una queja ante el Oficial de Derechos Civiles de Votran al 386-756-7496, o ante la Comisión de Relaciones Humanas de Florida al 850-488-7082 o 800-342-8170 (mensaje de voz), o con la Oficina De Tránsito Federal de Administración de Derechos Civiles, Programa de Título de Atención VI, Edificio Este, 5th Piso -TCR, 1200 New Jersey Avenida, SE, Washington, DC 20590.

1.2 Complaint Procedure

A complaint procedure and the complaint form is established as part of the approved Title VI program. The complaint form appears in Appendix 1.

Title VI Complaint Procedure

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. Votran investigates complaints received no more than 180 days after the alleged incident. All written complaints submitted to Votran's Customer Service Department shall be referred immediately by the Customer Service Manager to the Florida Department of Transportation's (FDOT) District Five Title VI Coordinator for processing in accordance with approved State procedures.

2. Verbal and non-written complaints received by Votran's Customer Service Department shall be resolved informally by the Customer Service Manager. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the Civil Rights Officer shall refer the complaint to the FDOT's District Five Title VI Coordinator for processing in accordance with approved State procedures.

3. The Civil Rights Officer will advise the FDOT's District Five Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT's District Five Title VI Coordinator:
 - a. Name, address, and phone number of complaint.
 - b. Name(s) and address (es) of Respondent.
 - c. Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation.)
 - d. Date of alleged discriminatory act(s).
 - e. Date of complaint received by Votran
 - f. A statement of the complaint.
 - g. Other agencies (state, local, or Federal) where the complaint has been filed.
 - h. An explanation of the actions that Votran has taken or proposed to resolve the allegation(s) raise in the complaint.

4. Within ten (10) calendar days, the Civil Rights Officer will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
5. Within sixty (60) calendar days, the Civil Rights Officer will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the General Manager of Votran.
6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the Civil Rights Officer will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT's EOO, if they are dissatisfied with the final decision rendered by Votran. The Civil Rights Officer will also provide the FDOT's District Five Title VI Coordinator with a copy of this decision and summary of findings.
7. The Civil Rights Officer will maintain a log of all verbal and non-written complaints received by Votran. The log will include the following information:
 - a. Name of Complainant.
 - b. Name of Respondent.
 - c. Basis of Complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation).
 - d. Date verbal or non-written complaint was received by Votran.
 - e. Date Votran notified the FDOT's District Five Title VI Coordinator of the verbal or non-written complaint.
 - f. Explanation of the actions Votran has taken or proposed to resolve the issue raised in the complaint.

1.3 Active Lawsuits or Complaints

Votran has no active lawsuits or complaints alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. No such lawsuits or complaints have been filed since the previous Title VI report.

1.4 Public Participation Plan

With its authority and mission to serve Volusia County with a full array of mobility options, Votran maintains a program to proactively inform the public and afford public involvement in the early development and implementation state of Votran services, service changes, fare adjustments, capital investments, and planning activities when appropriate in accordance with federal and state rules and regulations. It is the intent of Votran to ensure its actions are reasonable, non-capricious, and considerate of public comment in its mission to provide mobility services for the welfare and convenience of residents and visitors.

Votran operates programs without regard to race, color, and national origin.

Votran implements its public involvement program by utilizing continuous communications and various outreach techniques appropriate to the proposed action to be taken and the public groups to be affected. In accordance with Votran's Public Involvement Program, these Administrative Operating Procedures have been developed to ensure proper public input to the development and implementation of Votran mobility services.

Within the last three years, Votran has increased the number of outreach activities. Some of those activities include the launch of two new routes, newspaper ads, a presentation at a Spanish speaking church, Mobility Week, farmers markets, information table at local Libraries, service adjustment public meetings, and onboard surveys. Paratransit applications and user guides in English and Spanish were also distributed at these outreach events. Bilingual staff was also available at these meetings.

There are two types of activities for which procedures are established:

1. Activities that require public involvement based on federal and/or state regulations: and
2. Activities for which Votran desires public involvement as part of its overall strategies to provide market driven transportation services.

Below are specific activities that warrant public involvement for the two types of activities.

Fare Increases

Required Activities

Fare increases are increases to the base full adult fare. When the full adult fare is increased, discount fares and fare media may also be increased at the same time. Fare increases are adopted by the Volusia County Council. Once initiated, the General Manager is to conduct the following activities to solicit public input:

1. Prepare notices in the form of press releases and notices on-board buses;
2. Schedule public hearings;
3. Notice public hearings in accordance with notice procedures below;
4. Hold public hearings to gain public input.

Other Activities Related to Fare Increases – Not Required

When deemed appropriate and reasonable, the General Manager may also elect to conduct other activities to solicit public comment, including but not limited to:

1. Hold public workshops in communities affected by the fare increases.
2. Make presentations to local jurisdictions;
3. Make presentations to business and community groups; and
4. Publicize the fare increase via promotions on radio, television, and newspapers.

Service Reductions

Service Reductions occur when Votran does the following to an individual route or to set of routes:

1. Reduce the span of service hours (hours in a day when service operates);
2. Reduce the days in which service operates;
3. Reduce the frequency of service;
4. Elimination of a route, unless the route is a planned service development or experimental services that have been in existence less than two years.

Require Activities

Public involvement is required if any of the above activities impact more than 10% of an individual route total service hours or 10% of an individual route's current ridership. When the General Manager deems that one or both criteria have been met, the following activities will occur.

1. Make presentation to the Volusia County Council;
2. Schedule a public hearing;
3. Publish public hearing in accordance with notice procedures listed below; and

4. Hold public hearing to gain public input.

Other Activities Related to Service Reductions – Not Required

1. When deemed appropriate and reasonable, the General Manager may also elect to conduct other activities to solicit public comment, including but not limited to:
2. Hold public workshops in communities affected by the service reductions;
3. Make presentations to local jurisdictions;
4. Make presentations to business and community groups; and
5. Publicize service alternatives via promotions on radio, television and in newspapers.

Capital Investments

Capital Improvement Projects (CIP), shall be programmed in the annual update of Votran's Transportation Development Plan and the River to Sea Transportation Planning Organization (R2CTPO), Transportation Improvement Program. R2CTPO provides a process for early consultation and public involvement to citizens, affected public agencies, and representatives of transportation agencies, private providers of transportation, other interested parties, and local jurisdiction concerns. The TPO presents all key issues to its technical committees, and the Citizens Advisory Committee, which is comprised of private citizens in the urban area. Public hearings are also held on the *Long Range Transportation Plan* and the *Transportation Improvement Program* prior to adoption by the R2CTPO.

The public involvement process will be as follows:

1. Once annually, Votran will develop a Capital Improvement Program (CIP), proposed to be funded with federal funding.
2. The CIP shall then be incorporated into the *Transportation Improvement Program (TIP)*, and submitted to the TPO for Consideration.
3. The TPO then completes a public involvement process that includes consulting with technical and citizens committees, holding a public hearing, and final adoption by the River to Sea Transportation Planning Organization (R2CTPO).

Public comments received regarding the CIP or TIP will be considered by Votran throughout the adoption process and incorporated into final programs.

Public Notice

When formal public notice is warranted for public hearings, Votran shall publish notice at least twenty-one (21), days prior to proposed action(s). The notice shall include:

1. Proposed of public hearing;
2. The date, time, and location of the public hearing;
3. Address and business hours whereby information regarding the action can be available for public review;
4. Contact address and period of time in which written public comment will be received;
5. Contact telephone number for public to gain additional information.
6. Any person who believes she or he has been subjected to discrimination may file a complaint with the Votran Civil Rights Officer at 386-756-7496, or with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging), or with the Federal Transit Administration Office of Civil Rights, Attention Title VI Program, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.
7. Large prints of Votran maps are available as well as Spanish speaking staff.

After the public hearing and at the conclusion of public comment period, the General Manager is charged with summarizing and packaging all public comments for presentation to the Volusia County Council prior to the time action is taken.

Public hearings conducted by the Volusia County Council shall be at regularly scheduled monthly meetings that are published each year for the following year. Public hearings by staff may be conducted at any time on federal or state requirements or based on the impacts to a particular community or customer base. Notice provisions for public hearings shall be the same as those indicated above.

All public comments received through any of the means listed above will be summarized and presented to the Volusia County Council prior to adoption or implementation of the action taken.

Public Outreach Activities

Public outreach is actively pursued by Votran and may take various forms tailored to the specific activity involved. Public outreach activities are designed to increase public awareness of Votran, survey public attitudes regarding transit improvements, and to gain public consensus and support

for the importance of public transportation to the quality of life in the region. Votran will seek to maintain a comprehensive and continuous public involvement program to include such efforts as:

1. Development and update of the *Transportation Development Plan* and *Transportation Disadvantaged Service Plan*
2. River to Sea Transportation Planning Organization (R2CTPO), Coordination – includes participation in the Technical Committee, Bicycle/Pedestrian Advisory Committee, Board meetings, and presentations when appropriate to the Citizens Advisory Committee.
 - a. Transportation Improvement Program (TIP) – annual submission to the R2CTPO.
 - b. Unified Planning Work Program (UPWP) – annual submission of proposed planning projects to the funding in the UPWP.
 - c. Long Range Transportation Plan – participation and input into development of local jurisdiction transportation system.
3. Votran Customer Service
 - a. Telephone system that consists of Service Representative Response that enables callers to obtain information regarding Votran services and leave voice messages at the administrative office for further follow up.
 - b. Internet E-mail with response from Votran staff.
 - c. Web site <http://votran.org/>
 - d. Web comment form <http://www.votran.org/contact-us/>
4. Speakers' Bureau – includes presentations by Votran staff to community groups, business organizations, elected officials, and neighborhood/community associations.
5. Information and Awareness Program – Includes promotions presenting the Votran image in the community to riding and non-riding customers.

1.5 Limited English Proficiency (LEP)

Votran provides information to LEP Persons in a variety of ways.

1. All Votran printed schedules/user guides, etc. are printed in English and Spanish.
2. Onboard Surveys are printed in both English and Spanish.
3. A Spanish Language employee works for the Volusia County Community Information Office.
4. Numerous Votran employees are bi-lingual and available to translate for riders which are LEP persons.

Votran has steps to provide language assistance for LEP persons seeking meaningful access to transit services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This chapter details the methods that Votran uses for persons who may need language assistance and information for future plan updates.

In developing the plan while determining the Votran's extent of obligation to provide LEP services, Votran undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the Votran service area who may be served or likely to encounter an Votran program, activity, or service; 2) the frequency with which LEP individuals come in contact with an Votran services; 3) the nature and importance of the program, activity or service provided by the Votran to the LEP population; and 4) the resources available to the Votran and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analyses

The Safe Harbor provision of FTA Circular 4702.1B stipulates that, "if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, such action will be considered strong evidence of compliance with the recipient's written translation obligations." Votran has identified LEP populations of 1,000 or more individuals who speak English "less than very well" and for whom notice of language assistance and written translation of vital documents is required: Spanish

According to USDOT guidance, the federally-funded recipient’s obligation to accommodate LEP populations is determined by balancing four factors:

Factor 1: the number or proportion of LEP persons eligible to be served, or likely to be encountered, by a program, activity, or service.

Factor 2: the frequency with which LEP individuals come in contact with the program, activity, or service.

Factor 3: the nature and importance of the program, activity, or service to people’s lives.

Factor 4: the resources available to the recipient.

1. The number or proportion of LEP persons eligible in the Votran service area who may be served or likely to encounter a Votran program, activity, or service.

“The greater the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population, the more likely language services are needed...” (DOT LEP Guidance Section V (1)).

AMERICAN COMMUNITY SURVEY DATA

For Factor One, Votran analyzed census data from the American Community Survey 2011-2015 5-year sample¹ to determine the number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service provided by Votran. ACS census data estimate that of the total population in the Votran service area aged five years and over who speaks a language other than English, 20,815 individuals speak English less than very well. This number represents Votran’s LEP population and is 4.3 percent of the total Votran service area population of 479,923.

Source: https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml?src=bkmk

The most prevalent non-English language spoken in the Votran service area is Spanish (14,882 LEP persons), and these LEP speakers account for 3.1 percent of the total population within this service area. This language group represents Votran’s Safe Harbor languages (**Table 3**).

Table 3: Volusia County LEP Estimates for the Population 5 Years and Over

Volusia County LEP Estimates for the Population 5 Years and Over				
Total Population ACS 2011-2015	479,923	20,815	4.34%	
Spanish or Spanish Creole		14,882	3.10%	71.5%
Chinese		839	0.16%	4.03%
French Creole, Patois, Cajun		495	0.10%	2.38%
Italian		451	0.09%	2.17%
Arabic		389	0.08%	1.87%
German		357	0.07%	1.72%
Tagalog		297	0.06%	1.43%
Vietnamese		280	0.06%	1.35%
Portuguese		280	0.06%	1.35%
Other Indic Languages		256	0.05%	1.23%
Hindi		217	0.05%	1.04%
Russian		181	0.04%	0.87%
Gujarati		170	0.04%	0.82%
Hungarian		169	0.04%	0.81%
Japanese		144	0.03%	0.68%
African Languages		141	0.03%	0.68%
Polish		141	0.03%	0.68%
Thai		130	0.03%	0.62%
Other Indo-European Languages		113	0.02%	0.54%
Scandinavian Languages		101	0.02%	0.49%
Korean		99	0.02%	0.48%
Other Slavic Languages		95	0.02%	0.46%
Urdu		89	0.02%	0.43%
Greek		89	0.02%	0.43%
Other Asian Languages		80	0.02%	0.37%
Mon-Khmer, Cambodian		75	0.02%	0.35%
Hmong		70	0.01%	0.34%
Other West Germanic Languages		50	0.01%	0.24%
Hebrew		33	0.01%	0.16%
Persian		27	0.01%	0.13%
Serbo-Croatian		27	0.01%	0.13%
Other Pacific Island Languages		26	0.01%	0.12%
Laotian		15	0.00%	0.07%
Other Native North American		7	0.00%	0.03%
Other and Unspecified Languages		0	0.00%	0.00%
Armenian		0	0.00%	0.00%
Yiddish		0	0.00%	0.00%
Navajo		0	0.00%	0.00%
Total LEP		20,815	4.34%	100.00%

Using ACS data, Votran’s LEP language group (Spanish) was identified by their estimated populations within each of Volusia County’s cities (**Table 4**). This information will assist Votran in identifying concentrations of specific language groups within its service area and providing appropriate language assistance for public hearings, meetings, written materials, and other outreach efforts.

Table 4: Volusia County LEP Population by Census County Division (CCD)

Census County Division	Spanish	% LEP Population
Deltona CCD	7,529	50.59
Deland CCD	2,160	14.51
DeBary-Orange City CCD	1,454	9.77
Pierson-Seville CCD	1,035	6.96
Ormond Beach CCD	973	6.54
Port Orange CCD	695	4.67
Daytona Beach CCD	470	3.16
New Smyrna Beach CCD	229	1.54
Central Volusia CCD	211	1.42
North Peninsula CCD	72	0.48
South Peninsula CCD	54	0.36
Total Volusia County by Incorporated Cities	14,882	100.00

GIS ANALYSIS OF THE AMERICAN COMMUNITY SURVEY

All data sources used to determine the number or proportion of LEP persons eligible to be served, or likely to be encountered by a program, activity, or service provided by Votran confirm that Spanish is the primary LEP language group in Volusia County, representing 3.1 percent of its total population of 479,923 and 71.5 percent of its total LEP population of 20,815.

The City of Deltona has the highest number of Spanish LEP individuals, with Deland, Debary-Orange City, and Pierson-Seville ranking 2nd, 3rd, and 4th respectively.

To provide a geographic picture of where concentrations of LEP individuals live within Votran’s service area, LEP populations were identified by census tract and are represented in the following series of maps. Figure 2 identifies the total LEP population concentration by census tract as a percentage of Votran’s total population, and Figures 3-6 identify each of the four LEP language groups individually by census tract as a percentage of Volusia County’s total population.

1 Source: ACS 2011-2015 5-Yr. Estimate, Table B16001Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

2. The frequency with which LEP individuals come in contact with a Votran program, activity, or service

Votran staff plan and conduct outreach activities to LEP populations on an annual basis. Votran recognizes a large concentration of LEP individuals who speak Spanish in areas of Volusia County namely Seville, Pierson, and within the City of Deltona.

Votran staff plan and conduct outreach activities on an annual basis to LEP persons in the areas identified as areas with concentrations of LEP individuals. These activities include providing information about Votran services and employment opportunities and are provided to each area at least twice a year for a total of 8 outreach activities in a calendar year.

Votran's Human Resources Department participates in job fairs and outreach to LEP community members for employment opportunities as well and to provide educational information on Votran services. Outreach to high Spanish population areas includes HR staff and a bilingual management team member.

Votran receives contact on a daily basis from LEP Spanish speaking passengers seeking information. A bilingual Spanish speaking team member is assigned to handle this interaction. This interaction does include employment opportunities, job interviews, and Votran transit service programs. Votran receives approximately two calls a week from Spanish speaking passengers totaling an average of 100 calls a year. Votran's HR staff utilizes a Spanish speaking management team member for 85% of the job interviews conducted.

3. The importance of the program, activity, and services to LEP persons

There is no large geographic concentration of any one type of LEP individuals in the Votran service area. The overwhelming majority of the non-English speaking persons are Spanish.

Therefore, there is a lack of social, service, professional and leadership organizations within the Votran service area that focuses on outreach or membership of LEP individuals. System maps have Spanish language information to assist the community to access services. Whenever there are customer service activities or outreach in the West Volusia area where Spanish speaking customers may be encountered, there is always a Spanish speaking staff member assigned.

The public involvement activities during 2016 included onboard personal interviews conducted in Spanish. Members of the Spanish speaking community with business organizations and community groups were invited to workshops to discuss transit issues to be included in the TDP.

4. The resources available to Votran and overall costs

Votran assessed its available resources that could be used for providing LEP assistance. This included identifying how much a professional interpreter and translation service would cost on a needed basis, which documents would be the most valuable to be translated if and when the

populations supports, taking an inventory of available organizations that the Votran could partner with for outreach and translation efforts, and what level of staff training is needed.

After analyzing the four factors, the Votran developed the approach in the following section for assisting persons of limited English proficiency.

Methods for assisting LEP persons

1. **Bus schedules:** The primary publication in use for transmitting service description is the published schedule. It contains service description in Spanish specifically on the subjects of: Welcome message containing system overview; fare information and where to buy passes; travel tips on how to ride the bus. This document is on the web.
2. **Persons with disabilities:** Votran's Para transit service is described in a guide book which has been approved by the Transportation Disadvantaged Local Coordinating Board. It is also published in Spanish. A spoken version can be distributed on tape. All of these formats are on the web for download.
3. **Language assistance:** The online translation applications are used to provide written assistance whenever requested. Customer service staff will identify circumstances requiring an interpreter. The nature of the language assistance varies and each special circumstance is reviewed by the Customer Service manager or an Operations Supervisor.
4. **Public Notices:** As service change may affect riders in the West Volusia area with higher representation of minorities, the notice is published in Spanish.
5. **Special language needs:** Votran's Customer Service Manager has service arrangements with travel training providers in order to assist any person who needs interpretation or language assistance.

1.6 Minority Representation on Committees and Councils

As noted in the FTA circular C 4702.1B "Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees."

As a service of the Volusia County Government, Votran's decision-making body is the Volusia County Council. Members of the Volusia County Council are elected representatives. Votran does not have a board, an advisory council or committee, the membership of which is selected by Votran. This requirement does not apply.

1.7 Monitoring Sub-recipients

Votran is the FTA designated recipient but does not have any arrangements with sub recipients. All contracted service is monitored in compliance with FTA requirements.

1.8 Title VI Equity Analysis for facilities

The Votran Westside Facility was acquired under long term lease as a maintenance facility.

The Westside Maintenance Facility is a project intended to minimize unproductive vehicle hours by consolidating the storage and maintenance of the fleet used for Votran's Westside operation. Over many years options for site development have been under review. A site was selected at 924 East Rhode Island in Orange City and a 30-year lease was executed by County Council.

This site existed as an industrial property with office space, shop space, and an equipment yard with fueling station. Old fuel tanks were removed and new fuel tanks have been installed that meet current EPA standards.

The facility was acquired by Volusia County with Section 5307 funding. All contracts and alterations were under the management of the Volusia County Project Manager, with oversight responsibilities that ensured the accessibility requirements have been satisfied. The report documenting concurrency exception completed August 2013 included an environmental justice review. It was submitted for the planning stage of the Section 5307 grant supporting this project and FTA approval allowed completion of the project.

1.9 Board Approval of Title VI Documentation

The Votran Title VI program update is published on the Votran's web site www.votran.org and is scheduled for the December 2019 agenda of the Volusia County Council is pending the satisfactory review of this document by FTA. Documentation of approval will be appended to this document.

SECTION 2.0 Program Specific Requirements

VOTRAN provides this section according to the FTA guidance for agencies that operate more than 50 fixed-route vehicles in peak operation. The prior update was conducted based upon the service threshold for operators of more than 50 vehicles in peak service.

As the designated recipient for an urbanized area exceeding 200,000 population, review and analyses are typically performed as part of the Title VI program and during the major update to the Transit Development Plan. A comprehensive review of service is conducted as part of the Transportation Development Plan, the most recent having been completed October 2016 and published on our web site. This document is developed every 5 years. The most recent assessment of service was conducted under contract in 2016. No disparities were identified.

Votran has established a service review process in support of the Volusia County budget system. The Executive Committee is challenged to 1) review and evaluate service performance and efficiency, 2) review and incorporate customer requests and comments into service changes, 3) coordinate service change work tasks throughout the organization to ensure proper and timely implementation, 4) assist in prioritizing short service changes, and 5) review equity and accessibility of service.

The administration of the service change process is an organization wide responsibility. Coordination of public involvement is provided by Senior Planner. Final approval of service delivery decisions rests with the General Manager of Votran.

2.1 Service Standards

Votran service standards and policies are outlined below.

Vehicle Load:

Votran addresses vehicle overloads by increasing frequency or placing higher capacity vehicles on overloaded routes. Seasonal or short term unexpected vehicle overloads are handled through the use of “tripper” buses until a system service change can be prepared to increase the scheduled frequency on the targeted route. Votran has a service standard specifying load factors shall not exceed 150% of vehicle capacity in peak period.

Headways:

Votran currently operates 27 fixed routes, 2 flex routes, and paratransit door-to-door service for persons with disabilities and those who are unable to use regular fixed routes. The majority of the routes operate Monday through Saturday. Service spans from approximately 6 a.m. to 7

p.m., with an average of 60 minute headways. There are 8 routes (Routes 3, 4, 7, 10, 11, 15, 20, and 60) that have 30 minute headways during the daytime service, serving the core area of Daytona Beach and parts of West Volusia County.

Some routes begin earlier and/or operate later than others. On weekdays and Saturdays, service is provided between 6:00 a.m. and 7:00 p.m. On Sundays and holidays, service is provided between 7:00 a.m. and 7:00 p.m in the core Daytona Beach area only. More detailed service description is in the Table 2.0.

Votran must balance the service provided with available funding. The current configuration of service best meets the demand of when and where service is needed. The unique limitations of each route's service area compose the gaps in the overall service network. Votran will address frequency improvement as funding becomes available.

On-time Performance:

Votran monitors on-time performance and records the number of early, on-time, and late arrivals at major time points. The on-time service standard is 90%. Fixed route: “early” as any time point reached more than 59 seconds in advance of the scheduled arrival time; a departure that is 5 minutes or later is recorded as “late”. Paratransit service: any arrival time after the appointment time is recorded as late. System performance is tabulated on a monthly basis and reviewed by management team members.

In addition Votran’s Customer Service Department tracks all complaints. The process includes logging the complaint on a Service Report and assigning a tracking number. The reports are entered into a tracking system and are reviewed regularly by the Complaint Review Committee, which determines the appropriate corrective action.

Service Availability:

Under the American with Disabilities Act of 1990, transit agencies are required to provide access to services via accessible fixed route buses or complementary Paratransit service. For disabled passengers unable to functionally access a fixed route stop, Paratransit services are offered for the ¾ mile legal limits. All fixed route vehicles are equipped for full ADA accessibility.

Votran’s entire fixed route bus fleet is bicycle accessible. Individuals who cannot access a bus stop within a comfortable walking distance and/or those who prefer to combine the use of their bicycle with the convenience of riding a bus, can now access any fixed route bus in the system. Votran’s program further extends customer access to Volusia County’s fixed route network throughout the service areas. This allows for more transit riders to utilize their bike to get to and from their bus stop.

Votran determines service availability based on financial resources, public input, performance of existing routes, transit orientation index (population and employment density, income, age, and

zero-car households), safety guidelines, and development patterns. For passengers with disability who are unable to functionally access a fixed route stop, Paratransit services are offered for the ¾ mile legal limits. All fixed route vehicles are equipped for full ADA accessibility.

2.2 Service Policies

Votran ensures the equitable distribution of capital improvements is guided by the following policies.

Distribution of Transit Amenities:

Votran participated in the 2013 update to the FDOT document on the subject entitled “Accessing Transit”. The Votran Transit Development Design Guidelines (TDDG) were published in 2016 to provide the transit design standards and processes used to construct the transit infrastructure needed in the built environment. This guide has been developed in collaboration with the TPO, and public involvement committees, to be used in coordination with the River to Sea Transportation Planning Organization’s Transportation Impact Analysis (TIA) guidelines process with emphasis given to the transit corridors within the existing and planned Votran service area.

Votran works with a contractor to produce engineering documents for bus stop accessibility improvements in the unincorporated part of Volusia County. The project includes the construction of concrete bus stop pads meeting ADA accessibility guidelines. Research findings for the 2016 major update of the Transit Development Plan identified the need for continued enhancements in transit amenities throughout the service area including shelters, park and ride facilities, and Superstops/Transit Centers. This policy does not apply to transit providers that do not have decision-making authority over the positioning of transit amenities. Votran, a service of Volusia County Government, does not have jurisdiction to establish policy for positioning transit amenities within cities.

Vehicle Assignment:

Buses are assigned to all routes for each system service change. Some buses are assigned to specific runs based on load factors (larger buses on more heavily used routes, small buses on less frequently used routes), road factors, and public concern. Buses are assigned to routes based on daily mileage. This technique ensures Votran that all vehicles in the fleet meet the mileage replacement criteria.

2.3 Implementation of Service Changes

Votran continues to monitor service delivery on a monthly basis. Votran continues to research methods to increase the efficiency and effectiveness of all routes.

Internal reviews have been performed annually as the economy continues to pose challenges for continuation of service. Throughout the year the Volusia County Council brings each of their departments to a public meeting to review their levels of service.

Votran has undertaken service reviews in support of the following changes:

FY 14 Fare Increase

The continuing limitations of the economic impact to public services led the Volusia County Council to implement a fare increase from a regular adult fare of \$1.25 to \$1.75. The fare equity analysis was provided to the FTA Office of Civil Rights in November 2013. The fare increase was phased in over a two year period beginning February 2014 and ending in February 2015.

FY 14 Commuter Bus Connections to SunRail DeBary Station

FDOT and the Federal Transit Administration signed the full funding grant agreement marking the official approval for implementing SunRail revenue service, with the successful start date of May 2014. Trains operate on week days every half-hour during peak hours and every one to two hours during off-peak times. Votran worked closely with the SunRail Technical Advisory Committee to develop the connecting bus routes that serve the SunRail station located in the City of DeBary. Funding for Votran service is 100% covered by the FTA and FDOT for the first seven years of operation. FDOT, Votran and LYNX completed the SunRail Fare Policy and participated in the FTA fare and service equity analysis. Votran staff continues to work closely with FDOT to review funding and route plans for feeder bus service connecting passengers to SunRail.

SECTION 3.0 Demographics, Monitoring and Analysis

This section presents tables and graphs describing the community and the measures associated with the service standards in Section 2.1 and the service policies in Section 2.2.

3.1 Demographic Analysis

The population profile for Volusia County was presented in a table compiled for the Votran TDP adopted October 2016. The distribution of population throughout the county consisting of approximately 1,200 square miles is further described in maps provided in Appendix 2.

Demographic Characteristics, Volusia County (2017)

Characteristic	Volusia County	Florida
Gender		
Male	48.7%	48.9%
Female	51.3%	51.1%
Race		
White	82.9%	75.7%
Black or African American	10.6%	16.1%
Hispanic or Latino (of any race)	12.9%	24.7%
Asian	2.3%	2.6%
Ethnicity		
Not of Hispanic/Latino Origin	87.1%	75.3%
Age		
<15 years	14.7%	16.8%
15-34 years	22.9%	25.1%
35-64 years	38.9%	38.9%
65+ years	23.5%	19.14%
Educational Level (25 years and over)		
Less than 9 th grade	2.9%	5.1%
9 th -12 th grade, no diploma	7.5%	7.3%
High school graduate	33.1%	29.0%
Some college, no degree	22.5%	20.4%
Associate's Degree	10.2%	9.8%
Bachelor's Degree or higher	22.6%	28.5%
Household Income		
Under \$10,000	7.8%	7.2%
\$10,000-\$14,999	5.6%	5.1%

\$15,000-\$24,999	13.2%	11.2%
\$25,000-\$34,999	13.2%	11.0%
\$35,000-\$49,000	15.7%	14.7%
\$50,000-\$74,999	18.4%	18.4%
\$75,000 +	26.1%	32.5%
Median income	\$41,714	\$50,883

Route Profile

The profile of each route was determined by an analysis of the census blocks within 1/4 of a mile of each route. The minority routes, Routes 5, 6, 10, 11, 15, and 19, in the urbanized area on the east side of the county serve the greater Daytona Beach area. The minority routes, Routes 21, 22, 23 and 24, serve the communities in the west side of the county including the largest city, Deltona. The minority Route 60 forms a connection between the Daytona Beach area and the DeLand area on the west side of the county.

Route	Population (within 1/4 mi)	Minority	Designation
1 A1a North	10,464	14.9%	Non-Minority
3 North Ridgewood	7,959	29.6%	Non-Minority
4 South Ridgewood	11,531	28.9%	Non-Minority
5 Center St	9,767	36.3%	Minority
6 North Nova	18,429	46.6%	Minority
7 South Nova	17,080	28.0%	Non-Minority
8 Halifax	6,756	19.8%	Non-Minority
10 Medical Center	7,022	78.7%	Minority
11 Mason Ave	9,079	67.3%	Minority
12 Clyde Morris	15,268	23.8%	Non-Minority
15 Orange Ave	3,497	79.9%	Minority
17a South Atlantic	8,721	14.9%	Non-Minority
18 Intl Speedway	6,765	56.6%	Minority
19 Granada	10,573	18.5%	Non-Minority
20 Deland-Orange City	10,299	32.1%	Minority
21 Deltona	14,600	42.9%	Minority
22 Deltona	14,937	44.3%	Minority
23 Orange City	7,321	36.8%	Minority
24 Pierson - Seville	2,602	34.2%	Minority
25 Howland Blvd	2,677	43.0%	Minority
31 Us 17-92	9,631	27.6%	Non-Minority
32 Deltona	4,459	28.8%	Non-Minority
33 Dupont Lakes	6,299	33.8%	Minority
40 Port Orange	6,223	14.0%	Non-Minority
41 Edgewater	5,207	11.8%	Non-Minority
44 Nsb To Walmart	2,289	26.8%	Non-Minority
60 East West Connector	5,701	59.4%	Minority

3.2 Demographic Ridership and Travel Patterns

As part of the 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 2011 when 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. A total of 1,794 Votran customers participated in completing the on-board survey in the spring of 2016.

Further demographic data, maps and a description of the extensive public outreach conducted in 2016 is provided in Appendix 2.

3.3 Monitoring Transit Service

The following section describes the analysis of service standards measures.

Vehicle Load

Votran has established a vehicle load standard of 150% during peak periods, meaning all seats are filled and there are approximately 16 standees, relative to the vehicle's seating capacity of 31 on the majority of Votran's fixed-route buses.

Using a random sample of Votran vehicle loads per trip (March 2016 and September 2016), the vehicle loads by route and day were reviewed. March was included in the sample based on the month having some of the highest ridership in order to review the vehicle loads at the system's peak. September was included as a sample since Votran operates its modified Sunday service during this month in observance of the Labor Day holiday. For each month the data was reviewed by route, weekday, Saturday, and Sunday. The months were then combined for an additional review of the two time periods. Time periods that were over the 150 percent threshold were considered above the daily standard load.

Based on the analysis, the combined results by weekday, Saturday, and Sunday indicate that the overall vehicle loads do not exceed passenger seating capacity. During the month of March Routes 12, 20, and 60

had a couple trips that exceeded capacity, specifically Route 12 on Thursday at 1 P.M. and 2 P.M., Route 20 on Tuesday at 6 P.M., and Route 60 on Tuesday at 6 P.M. and 7 P.M. The trips that exceeded capacity occurred on March 3rd and 8th.

For the month of September Routes 1, 4, 5, 6, 10, 17, 19, and 60 also had an occurrence where specific trips exceeded the 150% vehicle load standard. However, it is important to note that generally for each of these routes, the vehicle operated over the standard vehicle load for only one day out of the month demonstrating that Votran was experience higher than average ridership along that route for that particular day. In addition, the trips that exceeded capacity occurred mainly on Thursday and Friday and on the east side of the county. The time periods that were noted included the afternoon off peak hours of 1 PM to 3 PM and the evening hours of 7 PM to 11 PM. In addition, the analysis indicated that trips occurred the beginning of the month consistent with the Labor Day holiday and the middle of the month.

There were no indications that capacity was exceeded solely on routes that operated in low income and/or minority areas. Five of the 10 routes noted in this analysis operate within non-minority or non-low income areas.

Headways

The monitoring of vehicle loads and on-time performance is a management responsibility that has generated recommendations to prioritize frequency improvement on certain routes to 30 minutes. Below is a table illustrating the higher frequency routes can be found serving the minority communities. The nature of the transportation system has caused the main transit corridors to be on congested routes where high ridership is best served by higher frequency.

Headways on Minority Routes			
Headways	Total Routes	Minority	Non-Minority
30 Minutes	9	5	4
60 Minutes	13	5	8
Other	5	5	0
Total	27	15	12

On-time performance

The following information outlines the issues of on-time performance, the methods of tracking the on-time performance, the steps of corrective action currently in place and future methods of corrective action with the on-time performance.

Sampling of fixed route service is conducted by Votran road supervisors throughout the month. This is a field based tracking done by an employee where he/she visually checks the bus at a time point and compares it to the actual time that the bus is due at that particular point in its route. The recorded information is then compiled into a database where the route can be tracked to see where in the line the route is having difficulties.

Monthly data reports about performance are reviewed by the Votran management team. The most recent six months of data compiled showed the system averaging 87% on-time performance and minority routes were on time 86% of the time.

April-September 2019 On-Time Performance

Route	Designation	On-Time Performance
1 A1A North	Non-Minority	90%
3 North Ridgewood	Non-Minority	89%
4 South Ridgewood	Non-Minority	87%
5 Center St	Minority	85%
6 North Nova	Minority	82%
7 South Nova	Non-Minority	88%
8 Halifax	Non-Minority	76%
10 Medical Center	Minority	85%
11 Mason Ave	Minority	85%
12 Clyde Morris	Non-Minority	85%
15 Orange Ave	Minority	88%
17 South Atlantic	Non-Minority	86%
18 Int'l Speedway	Minority	85%
19 Granada	Non-Minority	86%
20 DeLand-Orange City	Minority	93%
21 Deltona	Minority	88%
22 Deltona	Minority	89%
23 Orange City	Minority	87%
24 Pierson/Seville	Minority	82%
25 Howland Blvd	Minority	96%
31 US 17/92	Non-Minority	86%
32 Deltona Plaza	Non-Minority	88%
33 DuPont Lakes	Minority	85%
40 Port Orange	Non-Minority	93%

41 Edgewater	Non-Minority	91%
44 NSB Walmart	Non-Minority	88%
60 East/West Connector	Minority	79%
Total		87%

Service availability

Service availability measures the passenger’s ability to access and use transit. It takes into account the distribution of routes within a transit provider’s service area, including service coverage, route layout and design, and stop location and spacing. Votran calculates its service availability by mapping all bus routes within the system and then calculating the population within 1/4 mile of these routes. Votran uses demographic data derived from the U.S. Census Bureau. This is the most commonly used data source by transit agencies for service area characteristics. Service availability will be provided with the objective to maintain services to minority and low income routes. In Volusia County approximately 34% of the population lives within 1/4 mile of a fixed route. The service availability reflects the low density of population as further described in the maps provided in Appendix 2.

Fixed Route Service Availability			
	Within ¼ Mile	Volusia County Total	Percentage
Population	180,644	538,692	34%
Minority	65,031	152,692	42%
Non-Minority	115,613	386,000	29%

Source: <https://datausa.io/profile/geo/volusia-county-fl#demographics>

Vehicle Assignment

Votran monitors vehicle assignments to ensure non-discrimination in the supply of service. Votran’s policy with regard to vehicle assignment is to randomly assign vehicles during each bid period. Votran’s fixed-route fleet is primarily the same size vehicle with 31 to 32 seats available for passengers. Votran may place older vehicles on routes closer to its operations base capable of completing heavy duty repairs to reduce vehicle out-of-service time and operational cost related to towing. This also allows Votran to provide quicker relief buses to customers in the event of a breakdown. In monitoring the vehicle assignment Votran runs a monthly report from their Avail system to ensure the fleet is placed on routes to provide the highest quality of customer service and meet operational needs, such as newer buses on longer haul routes. From review of the Avail report, vehicles of all ages are placed on minority and non-minority routes for various trips throughout a bid.

Transit Amenities

Votran's most current bus stop inventory was completed in the fall of 2016.

Throughout the urban area over 86 shelters have been installed in commercial and residential areas with high passenger boardings for specific customer needs. In the unincorporated area there are 2 shelters installed at the Correctional Facilities. As funding becomes available, Votran installs shelters based on the route utilization and customer requests. Partnerships with private interests as well as government jurisdictions are highly important with siting shelters. Oftentimes there is limited public right of way available.

Transfer Facilities: Votran's Transfer Plaza serves as a transfer hub for eighteen routes in the core of the service area African-American community (Census Tract 819).

3.4 Service Change Policies

This update of the Title VI program must include service change policies because Votran operates more than 50 fixed route vehicles in peak hour service. The policies stated below represent Votran's adherence to the established policies adopted and updated in the published Fare Policy and the Public Participation Policy, presented in Appendix 3, accepted during the FTA Triennial Review in 2017. Each policy concept is explained by the definition provided in the FTA circular C 4702.B.

Major Service Change Policy

Any fare increase or the elimination of service causing an impact on more than 10% of total system revenue service or an individual route total service.

Regardless of the size of service change, any change causing an impact on customers is a major concern assessed by the Votran management team. Throughout the year minor changes to routes and schedules are adopted based on improvements that are identified during monthly and quarterly management reviews using service monitoring reports. Votran's practice of public participation remains a key to the successful implementation of routine minor adjustments to date.

FTA C4702.B Requirement: The transit provider shall define and analyze adverse effects related to major changes in transit service. The adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant.

Disparate Impact Policy

Any time there is a difference in impacts between minority and non- minority populations of plus or minus ten percent, such difference will be considered disparate.

Definition: Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate Burden Policy

Any time there is a difference in impacts between low-income and non-low-income populations of plus or minus ten percent such difference will be considered disproportionate

Definition: Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

SECTION 4.0 Conclusion and Assessment of Compliance

Votran has reviewed the objectives of the Title VI Program, and has concluded that its Title VI Program, through this report and subsequent monitoring, meets the objectives of providing equal access to transit service.

Further, Votran has established a program to evaluate system wide service changes, improvements, and expansions based on the following criteria to ensure that the benefits are distributed equally and are not discriminatory.

1. Service changes will meet Votran's overall mobility goals for the entire community;
2. Service additions are market driven based on the type of service appropriate for a market segment and travel demand;
3. Improvements to existing routes will include alignments to improve connectivity, improved travel time, night and weekend service, and increase frequencies;
4. Capital equipment and facilities will be equitably distributed throughout the service area.

In the past year, Votran has conducted public outreach to develop the Transit Development Plan major update. Efforts were made to be inclusive of all Votran riders, as well as all Volusia

County taxpayers in the outreach effort. The effort was coordinated with local Transportation Disadvantaged Local Coordinating Board, River to Sea TPO subcommittees, and the Volusia County Council.

APPENDIX 1: Complaint Form



TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d). The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for Votran to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the Votran provides. Votran works to ensure non-discriminatory transportation in support of our mission to be the Central Florida leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Volusia County citizens. Votran's Contract Compliance Program Office is responsible for Civil Rights Compliance and Monitoring to ensure non-discriminatory provision of transit services and programs.

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Volusia Transit Authority (Votran) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Volusia Transit Authority (Votran) investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete. Once the complaint is received, Votran will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by our office. Votran has 30 days to investigate the complaint. If more information is needed to resolve the case, the Volusia Transit Authority may contact the complainant. The complainant has 45 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 45 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter or the LOF to do so. A person

may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

Complaint No. _____
Name _____
Home Number _____ Email Address _____
Work Number _____
Address _____
City _____ Zip Code _____

List type of discrimination (please check all that apply):
Race National Origin Color
Other _____

Please indicate your race/color, if it is a basis of your complaint _____

Please describe your national origin, if it is a basis of your complaint _____

Location where incident occurred:

Time and date of incident: _____

Name/Position title of the person who allegedly subjected you to Title VI discrimination:

Briefly describe the incident (use a separate sheet, if necessary): _____

Did anyone else witness the incident? Yes () No ()

List witnesses. (Use a separate sheet, if necessary.)

Name _____
Address _____
Telephone No. _____

Name _____
Address _____
Telephone No. _____

Have you filed a complaint about this incident with the Federal Transit Administration? Yes ()
No ()
If yes, when? _____

AFFIRMATION

I hereby swear/affirm that the information that I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information and belief.

Your Signature Today's Date

Action Taken (To be completed by Title VI Investigator)-

Accepted for formal Investigation on ____/____/____ Referred to another department on
____/____/____

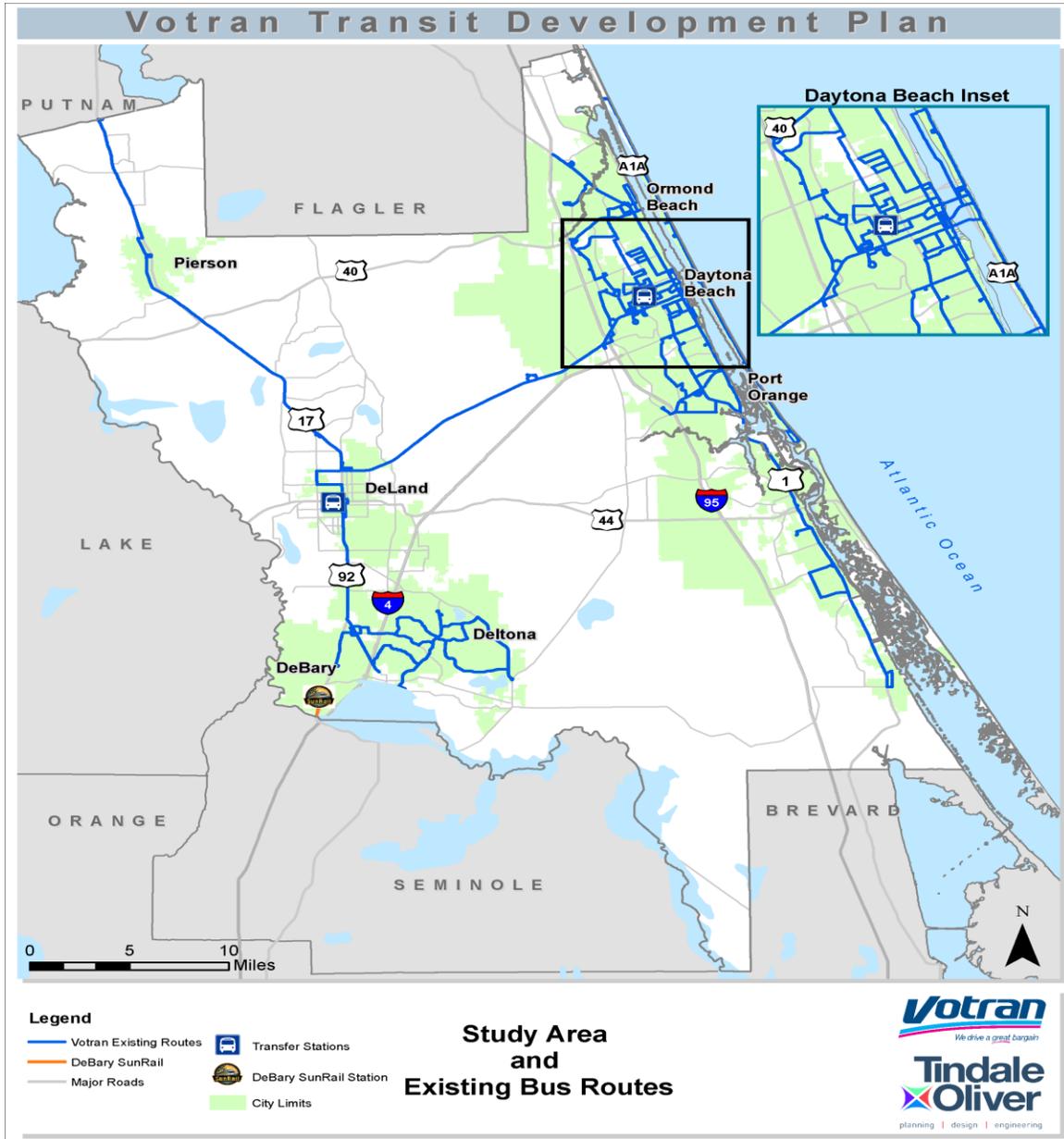
Rejected because _____

Title VI Investigator

Today's Date

Mailing Address:

APPENDIX 2 Demographic Data, Maps and Public Outreach



2016 Transit Development Plan Analysis of the Votran Market

A traditional transit market refers to population segments that historically have had a higher propensity to use transit and are dependent on public transit for their transportation needs. Traditional transit users include older adults, youth, and households that are low-income and/or have no vehicles.

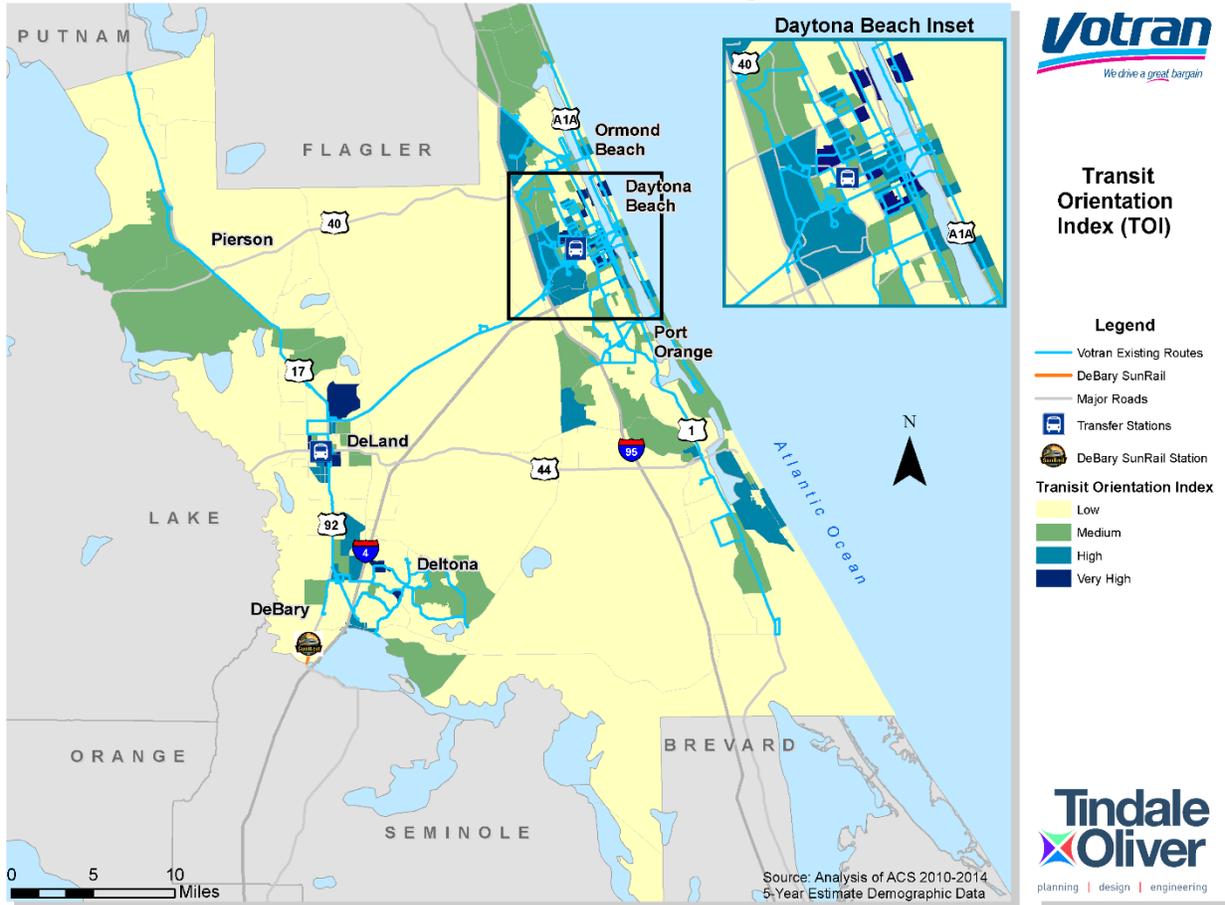
A Transit Orientation Index (TOI) assists in identifying areas of the county where a traditional transit market exists. To create the Transit Orientation Index for this analysis, five-year demographic data estimates from the 2010–2014 Five-Year ACS estimates were compiled at the census tract level (the most detailed level of data available from ACS) and categorized according to each tract’s relative ability to support transit based on the prevalence of specific demographic characteristics. Five population and demographic characteristics that are traditionally associated with the propensity to use transit were used to develop the Transit Orientation Index:

- Population density (persons per square mile)
- Proportion of the population age 60 and over (older adults)
- Proportion of the population under age 15 (youth)
- Proportion of the population below the poverty level (\$25,000 for a family of 4)
- Proportion of households with no vehicles (zero-vehicle households)

Using data for these characteristics and developing a composite ranking for each census tract, each area was ranked as “Very High,” “High,” “Medium,” “Low,” or “Very Low” in their respective levels of transit orientation.

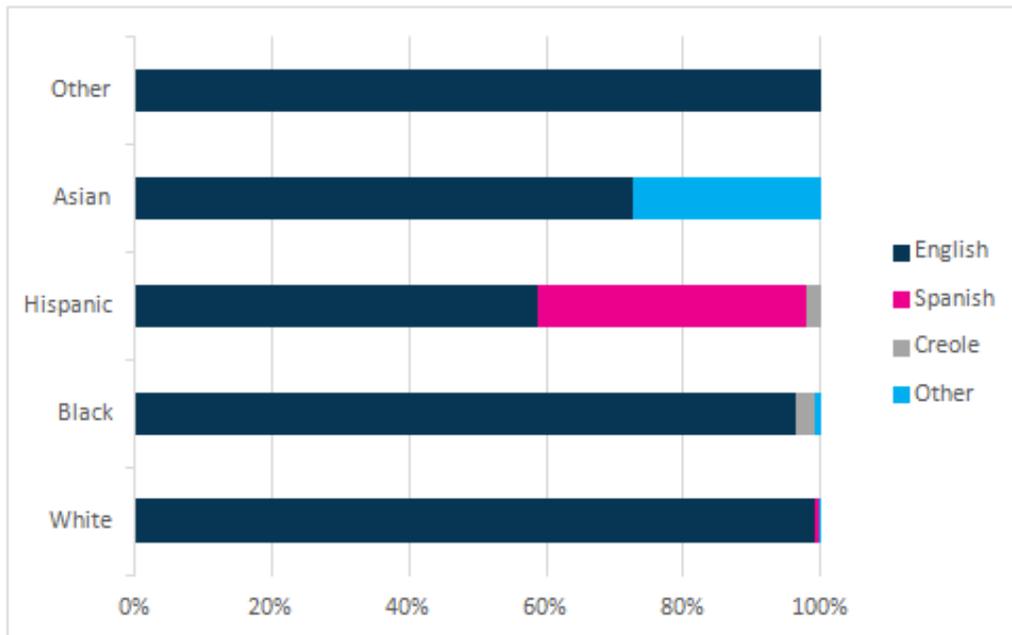
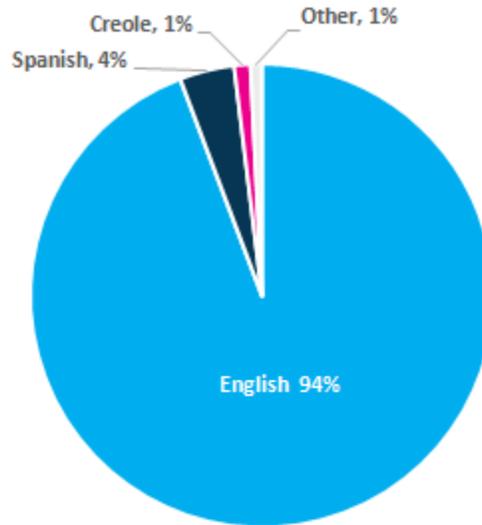
Map below illustrates the Transit Orientation Index prepared for Volusia County, reflecting areas with varying traditional market potential. Also shown is the existing transit route network to show how well Votran covers those areas. Based on this analysis, Daytona Beach and areas surrounding DeLand and DeBary have the highest transit orientation. The existing bus routes align fairly well with the highest transit orientation areas, although there are areas of higher transit orientation north of DeLand and DeBary that are on the periphery of or currently not directly served by the existing transit network.

Votran Transit Development Plan



Languages

The language spoken in the home was a subject of the 2016 TDP onboard survey. Respondents primarily speak English in the home. The number of respondents that indicated they spoke Spanish in the home was 4%, which is similar in proportion to the census data for the Volusia County population.



Public Involvement

- **Public Outreach Process Completed**

- On-board survey
- Stakeholder interviews
- Discussion groups
- Public workshops
- Gold users survey

Activity	Date	Approximate # of Participants
On-Board Survey	May/June 2016	1,794
Stakeholder Interviews	June 2016	19
Discussion Groups	August 8-9, 2016	27
Public Workshops (Round 1)	August 9-10, 2016	20
Comment Cards/E-mails	August 2016	8
Gold Users Survey	August 2016	50
Total To-Date		1,918

VOTRAN On-Board Survey

VOTRAN is planning for the future and needs your feedback to help improve transit services. Your participation in this survey is anonymous and voluntary. If you do not wish to participate, please return the blank form to the surveyor. If you choose to fill out a survey, please check (✓) the correct item, write out, or circle your answers. THANK YOU FOR YOUR COOPERATION.

This survey is about the **ONE-WAY** transit trip you are making now!

Example of ONE-WAY Bus Trip



1. What TYPE OF PLACE are you COMING FROM NOW? (Please ✓ the starting place of this ONE-WAY TRIP) (Please ✓ only one)

1__ Work	4__ School (K-12)	7__ Shopping/Errands
2__ Medical	5__ College/Tech	8__ Home
3__ Social/Personal	6__ Recreation	9__ Other (specify) _____

2. What is the ADDRESS OR NAME of the PLACE, BUSINESS, OR BUILDING you are COMING FROM NOW?

Address or Intersection (e.g., 1700 West International Speedway Boulevard)

Place, Business, or Building Name (e.g., Volusia Mall)

City State Zip

3. How did you get to the first bus stop for this ONE-WAY TRIP? (Please ✓ only ONE)

- | | |
|-------------------------------------|----------------------------------|
| 1__ Walked ➡ # blocks? _____ | 4__ Was dropped off |
| 2__ Bicycled ➡ # blocks? _____ | 5__ Rode with someone who parked |
| 3__ Drove & parked ➡ # miles? _____ | 6__ Other (specify) _____ |

4. LIST ALL of the BUS ROUTES in the EXACT ORDER you will use to make THIS ONE-WAY TRIP:

FIRST Bus ➡ **SECOND Bus** ➡ **THIRD Bus Route** ➡ **FOURTH Bus Route**

5. What **TYPE OF PLACE** are you **GOING TO NOW** on this **ONE-WAY TRIP**? (Please ✓ the ending place of this ONE-WAY TRIP) (Please ✓ only ONE)

- | | | |
|---------------------|-------------------|---------------------------|
| 1__ Work | 4__ School (K-12) | 7__ Shopping/Errands |
| 2__ Medical | 5__ College/Tech | 8__ Home |
| 3__ Social/Personal | 6__ Recreation | 9__ Other (specify) _____ |

6. What is the **NAME OR ADDRESS** of the **PLACE, BUSINESS, OR BUILDING** you are **GOING TO NOW**?

Address or Intersection (e.g., 1700 West International Speedway Boulevard)

Place, Business, or Building Name (e.g., Volusia Mall)

City State Zip

7. After you get off the last bus you will use to complete this ONE-WAY TRIP, how will you get to your **FINAL DESTINATION**? (Please ✓ only ONE)

- | | |
|--|----------------------------------|
| 1__ Walk ➡ # blocks? _____ | 5__ Will be picked up |
| 2__ Bicycle ➡ # blocks? _____ | 6__ Ride with someone who parked |
| 3__ Drive ➡ # miles? _____ | 7__ Other (specify) _____ |
| 4__ This stop is the final destination | |

8. How would you make this one-way trip if not by bus? (Please ✓ only ONE)

- | | | |
|-----------|--------------------------|--|
| 1__ Drive | 4__ Wouldn't make trip | 7__ Ride with someone who does not live with you |
| 2__ Taxi | 5__ Bicycle | 8__ Ride with someone who lives with you |
| 3__ Walk | 6__ VOTRAN Gold Services | 9__ Other (specify) _____ |

9. On average, how many days a week do you ride the bus?

- | | | | | | | |
|--------------------------|-------|-------|-----------------------|-------|-------|-------|
| 1__ 1 | 2__ 2 | 3__ 3 | 4__ 4 | 5__ 5 | 6__ 6 | 7__ 7 |
| 8__ Once a month or less | | | 9__ First time riding | | | |

10. How long have you been using VOTRAN bus service?

- | | | |
|---------------------------|------------------------|-----------------------|
| 1__ This is the first day | 4__ 7 months to 1 year | 7__ More than 4 years |
| 2__ Less than one month | 5__ 1 to 2 years | |
| 3__ 1 month to 6 months | 6__ 2 years to 4 years | |

PLEASE CONTINUE ON BACK OF SURVEY ➡

11. How satisfied are you with each of the following? Circle a score for each characteristic.

Please indicate	Very Satisfied	Neutral	Very Unsatisfied		
a. Your overall satisfaction with VOTRAN	5	4	3	2	1
b. Frequency of service (how often buses run)	5	4	3	2	1
c. Your ability to get where you want to go using the bus	5	4	3	2	1
d. The number of times you have to transfer	5	4	3	2	1
e. How easy it is to transfer between buses	5	4	3	2	1
f. Time of day the earliest buses run on weekdays	5	4	3	2	1
g. Time of day the latest buses run on weekdays	5	4	3	2	1
h. Availability of Sunday service	5	4	3	2	1
i. Safety/Security at the bus stop	5	4	3	2	1
j. Other, please specify _____	5	4	3	2	1

12. Considering Question 11 above, list the three areas that are most important to you when riding the bus: _____, _____, and _____

13. Your age is?

- 15 or under 25 to 34 45 to 54 65 to 74
 16 to 24 35 to 44 55 to 64 Over 74

14. What is your gender? Male Female

15. What is your race or ethnic heritage? (Please ✓ only ONE)

- White Black Hispanic Asian Other _____

16. What is your primary language of communication? _____

17. What was the range of your total household income for 2015?

- Under \$10,000 \$20,000 to \$29,999 \$40,000 to \$49,999
 \$10,000 to \$19,999 \$30,000 to \$39,999 \$50,000 or more

18. How many people live in your household? _____

19. Do you have a valid driver's license? Yes No

20. Do you have access to a car or other personal vehicle that you could have used to make **THIS** trip?

- Yes No

21. How many working vehicles (cars, motorcycles, trucks, vans) are at your home? (✓ only ONE)

- 1 2 3 or more None

22. How many months out of the year do you reside in Volusia County?

- 1 Less than one month 3 1 to 6 months 5 6 to 12 months
 2 Visitor/tourist 4 Permanent resident

23. What is the zip code of your permanent residence? _____

24. What type of fare do you **usually** pay when you ride the bus?

- 1 Adult Fare (\$1.75) 5 7 Day Pass (\$13.00/\$6.50)
 2 Discounted Fare (85¢) 6 Monthly Pass (\$46.00/\$23.00)
 3 All Day Pass (\$3.75/\$1.85) 7 Tokens
 4 3-Day Pass (\$7.50/\$3.75) 8 Other _____

25. Would you like access to a Votran universal, reloadable smartcard for fares?

- 1 Yes 2 No

26. Please tell us **one thing** you like **most** about riding the bus. _____

27. What is the most important reason you ride the bus? (Please ✓ only ONE)

- 1 I do not have a valid driver's license 5 VOTRAN is more convenient
 2 Car is not available all the time 6 VOTRAN fits my budget better
 3 Parking is too expensive/difficult 7 VOTRAN is safer/less stressful
 4 I do not drive 8 Other _____

28. Please tell us **one thing** you like **least** about riding the bus. _____

29. Do you find it difficult to use VOTRAN's bus route and schedule information to plan your trips?

- 1 Yes 2 No

IF YES, have you used the online trip planner? Yes No

How might VOTRAN make its route maps and schedules easier to use? _____

30. How do you prefer to receive information about VOTRAN service, schedules, and changes?

- 1 VOTRAN website 5 Bus schedules 9 In bus
 2 Newspaper 6 Bus driver 10 Transfer Plaza
 3 Bus signs/shelters 7 Call VOTRAN 11 Radio
 4 TV 8 Text alerts 12 Other _____

Additional Comments: _____

THANK YOU FOR COMPLETING THE SURVEY!

Encuesta de Usuarios de VOTRAN

VOTRAN está planificando para el futuro y necesita su colaboración para ayudar a mejorar sus servicios de transporte público. Su participación en esta encuesta es anónima y voluntaria. Si no desea participar, por favor devuelva el formulario en blanco al inspector. Si decide llenar una encuesta, por favor marque (✓) el artículo correcto, escriba, o encierre en un círculo sus respuestas.
GRACIAS POR SU COOPERACIÓN.

Esta encuesta es sobre el viaje de autobús de una sola vía que usted está realizando ahora!

Ejemplo de viaje UNIDIRECCIONAL de autobús

1. De donde vienes? (Marque con ✓ el lugar en donde **COMIENZAS TU VIAJE**, marque **UNA** respuesta)

1__ Trabajo	4__ Escuela (K-12)	7__ Compras/Mandados
2__ Medico	5__ College/Universidad	8__ Casa
3__ Social/Personal	6__ Recreación	9__ Otro (especifique) _____

2. ¿Cuál es el, NOMBRE, DIRECCIÓN o INTERSECCIÓN más cercana del lugar, negocio, edificio, o empresa del que estas viniendo?

Dirección o Intersección (ejemplo, 1700 West International Speedway Boulevard)

Nombre del lugar, negocio o edificio (ejemplo, Volusia Mall)

Ciudad _____ Estado _____ Código Postal _____

3. ¿Cómo llegó usted a la primera parada de este viaje? (Marque con ✓ **UNA** respuesta)

1__ Camine ➡ # Cuadras? _____	4__ Me dejaron
2__ En bicicleta ➡ # Cuadras? _____	5__ Maneje con alguien que estaciono
3__ Maneje y estaciono ➡ # millas? _____	6__ Otro (especifique) _____

4. ANOTE TODAS las RUTAS en el ORDEN EXACTO que usted usará para completar ESTE VIAJE.

1ra Ruta

➡

2da Ruta

➡

3ra Ruta

➡

4ta Ruta

5. Hacia donde te diriges? (Marque con ✓ **TU DESTINO FINAL**, marque **UNA** respuesta)

1__ Trabajo	4__ Escuela (K-12)	7__ Compras/Mandados
2__ Medico	5__ College/Universidad	8__ Casa
3__ Social/Personal	6__ Recreación	9__ Otro (especifique) _____

6. ¿Cuál es el, NOMBRE, DIRECCIÓN o INTERSECCIÓN más cercana del lugar, negocio, edificio, empresa de tu destino final?

Dirección o Intersección (ejemplo, 1700 West International Speedway Boulevard)

Nombre del lugar, negocio o edificio (ejemplo, Volusia Mall)

Ciudad _____ Estado _____ Código Postal _____

7. ¿Cómo piensa llegar a su DESTINO FINAL después de bajarse del autobús? (Marque ✓ **UNA** respuesta)

1__ Caminare ➡ # Cuadras? _____	5__ Alguien me recogerá
2__ En bicicleta ➡ # Cuadras? _____	6__ Vine con alguien que maneje y estaciono
3__ Manejare ➡ # millas? _____	7__ Otro (especifique) _____
4__ Esta parada es mi destino final	

8. ¿Cómo realizarías este viaje, si no usaras el autobús? (Marque ✓ **UNA** respuesta)

1__ Manejando	4__ No realizaría el viaje	7__ Ir con alguien que no vive contigo
2__ Taxi	5__ En bicicleta	8__ Ir con alguien que vive contigo
3__ Caminando	6__ VOTRAN Gold Services	9__ Otro (especifique) _____

9. En promedio, cuantos días a la semana utilizas el autobús?

1__ 1	2__ 2	3__ 3	4__ 4	5__ 5	6__ 6	7__ 7
8__ Una vez al mes o menos			9__ Primera vez			

10. Por cuanto tiempo has utilizado el servicio de autobús de VOTRAN?

1__ Primera vez	4__ 7 meses a 1 año	7__ Más de 4 años
2__ Menos de una vez al mes	5__ 1 a 2 años	
3__ 1 a 6 meses	6__ 2 a 4 años	

POR FAVOR CONTINUAR LA ENCUESTA EN LA SIGUIENTE PÁGINA ➡

1 Source: ACS 2011-2015 5-Yr. Estimate, Table B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

11. ¿Que tan satisfecho esta Ud. con cada una de las siguientes preguntas?

Encierre en un círculo su respuesta	Muy Satisfecho	Neutral	Muy Insatisfecho		
a. Su satisfacción general con VOTRAN	5	4	3	2	1
b. Con que frecuencia los autobuses funcionan	5	4	3	2	1
c. Habilidad de llegar a tu destino final utilizando el autobús	5	4	3	2	1
d. El numero de veces que te tienes que transferir	5	4	3	2	1
e. Facilidad para transferir entre los autobuses	5	4	3	2	1
f. La hora del día, ruta mas temprana de autobuses de lunes a viernes	5	4	3	2	1
g. La hora del día, ruta mas tarde de autobuses de lunes a viernes	5	4	3	2	1
h. Servicio disponible los domingos	5	4	3	2	1
i. Seguridad en el autobús y en las paradas	5	4	3	2	1
j. Otro, especifique _____	5	4	3	2	1

12. Tomando en cuenta la pregunta 11, escriba las 3 áreas mas importantes para ti cuando utilizas el autobús _____, _____, y _____

13. Tu edad es?

- 16 años o menos 25 a 34 años 45 a 54 años 65 a 74 años
 16 a 24 años 35 a 44 años 55 a 64 años Más de 74 años

14. ¿Cual es tu genero? 1_ Masculino 2_ Femenino

15. ¿Cuál es su raza o herencia étnica? (Marque ✓ UNA sola respuesta)

- Anglo Negro Hispano Asiático Otro _____

16. ¿Cuál es su idioma principal? _____

17. ¿Cuál fue el ingreso total de su hogar en el año 2015?

- Menos de \$10,000 \$20,000 a \$29,999 \$40,000 a \$49,999
 \$10,000 a \$19,999 \$30,000 a \$39,999 \$50,000 o más

18. ¿Cuántas personas viven en tu casa? _____

19. Tienes una licencia valida de conducir? 1_ Si 2_ No

20. Tienes acceso a un carro u otro vehiculo con el cual podrías realizar este viaje?

- Si No

21. ¿Cuántos vehiculos funcionales (coches, motocicletas, camiones, furgonetas) se encuentran en tu hogar? (Marque ✓ UNA respuesta)

- 1 2 3 o más Ninguno

22. ¿Cuántos meses al año resides en el Condado de Volusia?

- Menos de una vez al mes 1 a 6 meses 6 a 12 meses
 Turista Residente Permanente

23. ¿Cuál es el código postal de su residencia permanente? _____

24. ¿Qué tipo de tarifa pagas normalmente cuando utilizas el autobús?

- Tarifa de adulto (\$1.75) Pase de 7 días (\$13.00/\$6.50)
 Tarifa con descuento (85¢) Pase mensual (\$46.00/\$23.00)
 Pase de todo el día (\$3.75/\$1.85) Fichas
 Pase de 3 días (\$7.50/\$3.75) Otro _____

25. ¿Le gustaría tener acceso a VOTRAN universal, la tarjeta inteligente recargable de tarifas?

- Si No

26. Por favor, dinos lo que más te gusta de viajar en autobús _____

27. ¿Cuál es la razón más importante por la que viajas en autobús? (Marque ✓ UNA respuesta)

- No tengo una licencia valida de conducir VOTRAN es mas conveniente
 Carro no esta disponible todo el tiempo VOTRAN esta dentro de mi presupuesto
 Estacionar es muy costoso/complicado VOTRAN es mas seguro, menos estresante
 No manejo Otro _____

28. Por favor, dinos lo que menos te gusta de viajar en autobús _____

29. ¿Le resulta difícil de utilizar la ruta de autobús de VOTRAN y programar la información para planificar sus viajes?

- Si No

Si respondió 'SI', ha utilizado el planificador de viajes en línea? Si No

¿Cómo podría hacer VOTRAN sus mapas de rutas y horarios más fáciles de usar? _____

30. ¿Cómo prefiere recibir información sobre el servicio VOTRAN, horarios, y cambios?

- Pagina Web de VOTRAN Horario de Autobuses En el autobús
 Periódico El chofer Plaza de transferencia
 Señales de autobús Llamar a VOTRAN Radio
 TV Alertas de Texto Otro _____

Comentarios Adicionales: _____

GRACIAS POR COMPLETAR ESTA ENCUESTA!

APPENDIX 3 - Public Participation Policy

Public Participation Policy



Votran operates as a Department of Volusia County Government. Votran utilizes the Volusia County Transportation Planning Organization (TPO) Public Involvement Plan (PIP) process. This policy exceeds the Federal Transit Administration’s Title VI recommendation for public outreach and involvement.

Under the TPO PIP, public comment is obtained from a variety of committees. These committees include, but are not limited to the Citizen’s Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board. In addition, public notice is provided for all meetings, and public hearings are scheduled for key decision points.

In addition to input through the committee structure, Votran disseminates information and solicits information from the public through “Take Ones” handouts on the buses. Public feedback is requested on issues such as rate increases and service development.

Votran is committed to providing the public the opportunity to comment on changes to service to ensure that the public remains informed of Votran activities and has ample opportunity to provide input, we engage in a variety of activities designed to foster participation. These changes include, but are not limited to Service Reduction, Service Expansion, Service Modification, and Rate Changes. The public comment process is utilized when a modification to the system results in a 10% change in system revenue service, or a 10% change to a specific route, or for any changes to the fare structure. However, because of its commitment to keep the public informed, Votran may also hold public meetings to inform the public of system changes that may affect less than 10% of reductions in revenue service.

The following methods will also be utilized by Votran in an effort to obtain public comment: meetings and workshops, scheduled public hearings, Transit Development Plan Passenger Surveys, Take Ones, Website and Press Releases. All changes in service are posted in advance. Votran also presents information and uses list services for a variety of community organizations that assist in disseminating information to their members.

Votran is committed to providing information in accessible formats, including oral presentations, information distribution in multiple languages, distribution in urban and rural areas, and providing information in large printed materials.

Votran's Mission is to identify and safely meet the transportation needs of Volusia County, through a courteous, reliable, cost-effective, and environmentally sound team commitment.

<i>Reviewed by:</i>	<i>Votran Executive Team</i>
<i>Date Approved:</i>	<i>April 16, 2018</i>
<i>Responsible Department:</i>	<i>General Manager</i>
<i>Approval Signature:</i>	<i>Rob W. Stephens, General Manager</i>