



**County of Volusia
Transit Services Division
d/b/a**



**Title VI Program
Update 2025**

Prepared for Federal Transit Administration

By Transit Services Division Staff

(Recipient number 1081)

950 Big Tree Road South Daytona, FL 32119 Prepared: October 2025

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SCHEDULE OF CHANGES – 2022-2025

DATE	ITEM	APPROVAL
1-1-2022	Minor Update	General Manager
7-6-2023	Major Update	Director
5-8-2024	Major Update	Director
10-30-2025	Minor Update	Director

INTRODUCTION

This 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 (TDP). The TDP is developed every 5 years. During the intervening period surveys are conducted when route changes are reviewed.

A comprehensive review of service is conducted as part of the TDP, the most recent having been completed and approved by Volusia County Council on August 17, 2021.

Title VI of the Civil Rights Act

The Transit Services Division is committed to ensuring that no person shall on the basis of race, color or national origin, 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 The Transit Services Division program or activity.

Other Non-Discrimination Rights

The Transit Services Division 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.

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. The Transit Services Division 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. The Transit Services Division 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.

The Transit Services Division's Transit Planning Manager is responsible to ensure that the rider resources are available to the community including the LEP community at the same time and in the same format as published to the English speaking community.

The Transit Services Division's Transit Planning Manager under the direction of the Division Director will ensure that public involvement process will engage the LEP community in the preparation of planning studies and / or documents that include but is not limited to the TDP and Transportation Disadvantaged Service Plan (TDSP).

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 the Transit Services Division 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. The Transit Services Division public meeting notices will include the Transit Services Division 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 22 fixed routes, which includes peak hour connecting bus service to the DeBary SunRail station, and 4 flex routes. In addition to providing fixed-route service, Votran provides complementary paratransit services as required under the Americans with Disabilities Act (ADA) 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.

In March 2023, the Volusia County Council approved a reorganization that resulted in the creation of a new business model to manage Votran. The Transit Services Division was created and manages the Administration, Finance and Planning activities as well as providing oversight of the Operations and Maintenance contractor to provide daily transit services as Votran.

SECTION 1.0 General Reporting Requirements

1.1 Notice to the Public

The Transit Services Division's Title VI Notice to The Public is posted inside all The Transit Services Division buses, The Transit Services Division's Main Office, the Transfer Plaza, the Intermodal Transfer Facility, the Transit Services Division West Side Orange City Facility and on our website: <https://www.votran.org/documents-data/votran-title-vi-document.stml>. 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, the Transit Services Division 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.

The Transit Services Division is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Transit Services Division 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, the Transit Services Division 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.

The Transit Services Division 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 Transit Services Division 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 a complaint form are 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. The Transit Services Division investigates complaints received no more than 180 days after the alleged incident. All written complaints submitted to the Transit Services Division'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 the Transit Services Divisions' 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 complainant
 - b. Name(s) and address (es) of Respondent
 - c. Basis of complaint (i.e., race, color, national origin)
 - d. Date of alleged discriminatory act(s)
 - e. Date of complaint received by The Transit Services Division
 - 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 the Transit Services Division 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 Director of the Transit Services Division.
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 the Transit Services Division. 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 the Transit Services Division. 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 the Transit Services Division
 - e. Date the Transit Services Division notified the FDOT's District Five Title VI Coordinator of the verbal or non-written complaint
 - f. Explanation of the actions the Transit Services Division has taken or proposed to resolve the issue raised in the complaint

1.3 Active Lawsuits or Complaints

The Transit Services Division 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, the Transit Services Division maintains a program to proactively inform the public and afford public involvement in the early development and implementation state of the Transit Services Division 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 the Transit Services Division 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.

The Transit Services Division operates programs without regard to race, color, and national origin.

The Transit Services Division 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 the Transit Services Division's Public Involvement Program, these Administrative Operating Procedures have been developed to ensure proper public input to the development and implementation of the Transit Services Division mobility services.

Within the last three years, the Transit Services Division has increased the number of outreach activities. Some of those activities were related to the discontinuance of two routes, restructuring of one route, newspaper ads, a presentation at a Spanish speaking church, Mobility Week, farmers markets, information table at local Libraries, service adjustment public meetings, community meetings and outreach related to a new service being introduced, and onboard surveys. Paratransit applications and user guides in English and Spanish were also distributed at these outreach events. Bilingual staff were 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 the Transit Services Division 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 Transit Services Division 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 Transit Services 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 the Transit Services Division 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

Required 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 Transit Services Division 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 Transit Services Division 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 the Transit Services Division's Transit Development Plan and the Volusia Flagler Transportation Planning Organization (R2CTPO), Transportation Improvement Program (TIP). 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 (LRTP)* and the *Transportation Improvement Program* prior to adoption by the R2CTPO.

The public involvement process will be as follows:

1. Once annually, the Transit Services Division 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 Volusia Flagler Transportation Planning Organization (VFTPO).

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

Public Notice

When formal public notice is warranted for public hearings, the Transit Services Division 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 the Transit Services Division 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 the Transit Services Division maps are available as well as Spanish speaking staff.

After the public hearing and at the conclusion of public comment period, the Transit Services Division 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 the Transit Services Division and may take various forms tailored to the specific activity involved. Public outreach activities are designed to increase public awareness of the Transit Services Division, 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. The Transit Services Division will seek to maintain a comprehensive and continuous public involvement program to include such efforts as:

1. Development and update of the Transit Development Plan and Transportation Disadvantaged Service Plan
2. Volusia Flagler Transportation Planning Organization (VFTPO), Coordination – includes participation in the Technical Coordinating 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 (LRTP) – participation and input into development of local jurisdiction transportation system.
3. The Transit Services Division 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 the Transit Services Division staff
 - c. Web site <http://www.Votran.org/>
 - d. Web comment form <http://www.Votran.org/contact-us/>
4. Speakers' Bureau – includes presentations by the Transit Services Division staff to community groups, business organizations, elected officials, and neighborhood/community associations.
5. Information and Awareness Program – Includes promotions presenting the Transit Services Division image in the community to riding and non-riding customers.

1.5 Limited English Proficiency (LEP)

The Transit Services Division provides information to LEP Persons in a variety of ways;

1. All the 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 Transit Services Division
4. Numerous Transit Services Division employees are bi-lingual and available to translate for riders which are LEP persons.

The Transit Services Division has taken 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 the Transit Services Division uses for persons who may need language assistance and information for future plan updates.

In developing the plan while determining the Transit Services Division's extent of obligation to provide LEP services, the Transit Services Division 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 Transit Services Division service area who may be served or likely to encounter an the Transit Services Division program, activity, or service; 2) the frequency with which LEP individuals come in contact with the Transit Services Division services; 3) the nature and importance of the program, activity or service provided by the Transit Services Division to the LEP population; and 4) the resources available to the Transit Services Division 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." The Transit Services Division 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 Transit Services Division service area who may be served or likely to encounter a Transit Services Division 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, the Transit Services Division analyzed census data from the American Community Survey 2022 1-year sample 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 the Transit Services Division. ACS census data estimate that of the total population in the Transit Services Division service area aged five years and over who speaks a language other than English, 19,958 individuals speak English less than very well. This number represents the Transit Services Division's LEP population and is 3.45 percent of the total Transit Services Division service area population of 579,192.

Source: <https://data.census.gov>

The most prevalent non-English language spoken in the Transit Services Division service area is Spanish (14,546 LEP persons), and these LEP speakers account for 2.51 percent of the total population within this service area. This language group represents the Transit Services Division'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		ACS LEP Population (speaks English less than very well)	% of Total Population	% of Total LEP Population
Total Population ACS 2023	592,622	19,958	3.36%	
Spanish or Spanish Creole		18,560	3.1%	92.9%
Chinese		194	0.0%	0.97%
French Creole, Patois, Cajun		384	0.0%	1.91%
Arabic		45	0.0%	0.23%
German		57	0.0%	0.29%
Tagalog		99	0.0%	0.50%
Vietnamese		149	0.0%	0.75%
Russian, Polish or Other Slavic Languages		111	0.0%	0.56%
Other Indo-European Languages		217	0.0%	1.09%
Korean		82	0.0%	0.41%
Other Asian and Pacific Languages		0	0.0%	0.00%
Other and Unspecified Languages		60	0.0%	0.30%

Using ACS data, the Transit Services Division’s LEP language group (Spanish) was identified by their estimated populations within each of Volusia County’s cities (**Table 4**). This information will assist the Transit Services Division 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	6,478	46.48
Deland CCD	2,596	18.63
DeBary-Orange City CCD	819	5.88
Pierson-Seville CCD	702	5.04
Ormond Beach CCD	592	4.25
Port Orange CCD	670	4.81
Daytona Beach CCD	1,180	8.47
New Smyrna Beach CCD	403	2.90
Central Volusia CCD	142	1.02
North Peninsula CCD	291	2.10
South Peninsula CCD	66	0.42
Total Volusia County by Incorporated Cities	13,939	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 the Transit Services Division confirm that Spanish is the primary LEP language group in Volusia County, representing 3.36 percent of its total population of 592,622 and 92.9 percent of its total LEP population of 19,958 (based on the latest complete ACS data).

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.

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

The Transit Services Division recognizes a large concentration of LEP individuals who speak Spanish in areas of Volusia County namely Seville, Pierson, and within the City of Deltona.

Outreach activities are performed in areas with concentrations of LEP individuals whenever service changes are planned and during the TDP process. These activities include providing information about Votran services and employment opportunities and are provided throughout the service area during the 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.

The Transit Services Division frequently receives contact from LEP Spanish speaking passengers seeking information. A bilingual Spanish speaking team member is assigned to handle this interaction. This interaction includes employment opportunities, job interviews, and Votran's transit service programs. The 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 job interviews whenever requested.

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 2022 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 the Transit Services Division and overall costs

The Transit Services Division 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 as needed basis, which documents would be the most valuable to be translated if and when the populations support, taking an inventory of available organizations that the Transit Services Division could partner with for outreach and translation efforts, and what level of staff training is needed.

After analyzing the four factors, the Transit Services Division 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 also on the web.
2. Persons with disabilities: The Transit Services Division'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: All notices are also published in Spanish.
5. Special language needs: The Transit Services Division'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, the Transit Services Division's decision-making body is the Volusia County Council. Members of the Volusia County Council are elected representatives. The Transit Services Division does not have a board, an advisory council or committee, therefore, the above referenced circular does not apply.

1.7 Monitoring Sub-recipients

The Transit Services Division 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 Transit Services Division 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 The Transit Services Division'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 Environmental Protection Agency (EPA) standards.

The facility was acquired by Volusia County with Federal Transit Administration (FTA) 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 Transit Services Division Title VI program update is published on the Transit Services Division's web site: www.Votran.org and is approved Volusia County Council pending the satisfactory review of this document by FTA.

SECTION 2.0 Program Specific Requirements

The Transit Services Division 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 Transit Development Plan, the most recent having been completed August 2021 and published on our web site. This document is developed every 5 years. The most recent assessment of service was conducted under contract in 2021. No disparities were identified.

The Transit Services Division 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 the Senior Planner. Final approval of service delivery decisions rests with the Director of The Transit Services Division.

2.1 Service Standards

The Transit Services Division service standards and policies are outlined below:

Vehicle Load:

The Transit Services Division 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. The Transit Services Division has a service standard specifying load factors shall not exceed 150% of vehicle capacity in peak period.

Headways:

The Transit Services Division currently operates 22 fixed routes, 4 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 Midnight, with an average of 60-minute headways. There are 5 routes (Routes 3, 4, 11, 15, 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 Midnight. 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 available on the Votran website (www.Votran.org) and in the Service Guides.

The Transit Services Division 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. The Transit Services Division will address frequency improvement as funding becomes available.

On-time Performance:

The Transit Services Division 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. The Transit Services Division'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. The Transit Services Division'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.

The Transit Services Division 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

The Transit Services Division ensures the equitable distribution of capital improvements is guided by the following policies:

Distribution of Transit Amenities:

The Transit Services Division participated in the 2013 update to the FDOT document on the subject entitled "Accessing Transit". The Transit Services Division 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 Volusia Flagler 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.

The Transit Services Division 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 2021 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 Super Stops/Transit Centers. This policy does not apply to transit providers that do not have decision-making authority over the positioning of transit amenities. The Transit Services Division, 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 the Transit Services Division that all vehicles in the fleet meet the mileage replacement criteria.

2.3 Implementation of Service Changes

The Transit Services Division continues to monitor service delivery on a monthly basis and 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.

The Transit Services Division has undertaken service reviews in support of the following changes:

FY 25 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 \$1.75 to \$2.00. A fare equity analysis was provided to the FTA Office of Civil Rights in July 2024. The fare increase began on January 1, 2025.

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. The Transit Services Division 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, The Transit Services Division and LYNX completed the SunRail Fare Policy and participated in the FTA fare and service equity analysis. The Transit Services Division staff continues to work closely with FDOT to review funding and route plans for feeder bus service connecting passengers to SunRail.

FY 20 - 24 Service Changes

Elimination of Routes 24 (Pierson/Seville) and 25 (Deltona), conversion of Fixed Routes 41 and 44 to FLEX Service, Routes 3, 4, 11 and 60 reduced to hourly service during the midday period, Routes 7, 10 and 20 reduced to hourly all day and Saturday Routes 3, 4, 7, 10, 11, 20 and 60 reduced to hourly all day.

FY 24 Mobility-on-Demand

On December 5, 2023, the Transit Services Division implemented a Mobility-on-Demand (MOD) service in the west side of Volusia County. This new service is named VoRide. The service began as a pilot program in the City of DeLand. The intent of this service is to provide another transportation option for people in that area. Additionally, with expansion of VoRide, low performing fixed route service on the west side will be eliminated. A Title VI Service Equity Analysis was performed and concluded that there was no Disparate Impact or Disproportionate Burden to the minority community. VoRide was expanded into the cities of Orange City, Deltona and DeBary on April 8, 2024.

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 Transit Services Division TDP adopted August 2021. 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 (2023)

Characteristic	Volusia County	Florida
Gender		
Male	48.7%	48.9%
Female	51.3%	51.1%
Race		
White	68.6%	51.4%
Black or African American	10.3%	14.8%
Hispanic or Latino (of any race)	15.7%	26.5%
Asian	1.9%	2.4%
Ethnicity		
Not of Hispanic/Latino Origin	68.6%	66.2%
Age		
<18 years	20.0%	21.0%
18-24 years	6.0%	6.0%
25-64 years	46.0%	50.5%
65+ years	28.0%	21.5%
Educational Level (25 years and over)		
Less than 9 th grade	3.0%	4.3%
9 th -12 th grade, no diploma	5.0%	6.1%
High school graduate	31.0%	27.4%
Some college, no degree	23.0%	18.6%
Associate's Degree	12.0%	10.1%
Bachelor's Degree or higher	26.0%	35.8%

Household Income		
Under \$10,000	5.0%	6.0%
\$10,000-\$24,999	10.0%	10.0%
\$25,000-\$49,999	22.0%	16.0%
\$50,000-\$99,999	34.0%	35.0%
\$100,000-\$149,999	15.0%	16.0%
\$150,000-\$199,999	7.0%	8.0%
\$200,000 +	7.0%	9.0%
Median income	\$66,600	\$75,630

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 10, 11, 15 and 18 in the urbanized area on the east side of the county serve the greater Daytona Beach area. The minority routes, Routes 21 and 22 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	13,800	18%	Non-Minority
3 North Ridgewood	11,300	32%	Non-Minority
4 South Ridgewood	16,300	28%	Non-Minority
5 Center St	10,900	41%	Non-Minority
6 North Nova	23,200	49%	Non-Minority
7 South Nova	17,900	27%	Non-Minority
8 Halifax	7,600	30%	Non-Minority
10 Medical Center	9,300	79%	Minority
11 Mason Ave	13,700	68%	Minority
12 Clyde Morris	17,700	31%	Non-Minority
15 Orange Ave	5,500	76%	Minority
17 South Atlantic	15,500	19%	Non-Minority
18 Intl Speedway	8,200	60%	Minority
19 Granada	10,700	26%	Non-Minority
31 Us 17-92	13,000	35%	Non-Minority
33 Dupont Lakes	9,800	47%	Minority
40 Port Orange	8,600	15%	Non-Minority
60 East West Connector	6,800	56%	Minority

3.2 Demographic Ridership and Travel Patterns

As part of the TDP public involvement process, an on-board survey was conducted in January 2021 to collect socio-demographic information and travel behavior of the existing Transit Services Division 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 the Transit Services Division in planning for immediate service improvements and in determining future transit needs in Volusia County. The results from the survey will provide the Transit Services Division with insight into 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 the Transit Services Division's on-board surveys previously completed in 2006, 2011 and 2016 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 1,322 Votran customers participated in completing the on-board surveys.

Further demographic data, maps and a description of the extensive public outreach conducted in 2021 is provided in Appendix 2.

3.3 Monitoring Transit Service

The following section describes the analysis of service standards measures.

Vehicle Load

The Transit Services Division 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 an analysis of Votran's vehicle loads per trip (January 1, 2024 through December 31, 2024), the vehicle loads by route and day (weekday, Saturday and Sunday) were reviewed.

Based on the analysis, the combined results by weekday, Saturday, and Sunday indicate that the overall vehicle loads only exceed passenger seating capacity on certain trips specifically during AM peak and midday periods. Routes 1, 4, 17 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 The Transit Services Division experienced higher than average ridership along that route for that particular day. 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 distribution of higher frequency routes that can be found serving the non-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	7	3	4
60 Minutes	12	7	5
Other	1	1	0
Total	20	11	9

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 Transit Services Division management team. The most recent six months of data compiled showed the system averaging 77% on-time performance and minority routes were on time 76% of the time.

October 1, 2024 - September 30, 2025 On-Time Performance

Route	Designation	On-Time Performance
1 A1A North	Non-Minority	82%
3 North Ridgewood	Non-Minority	87%
4 South Ridgewood	Non-Minority	83%
5 Center St	Non-Minority	77%
6 North Nova	Non-Minority	75%
7 South Nova	Non-Minority	76%
8 Halifax	Non-Minority	79%
10 Medical Center	Minority	82%
11 Mason Ave	Minority	81%
12 Clyde Morris	Non-Minority	81%
15 Orange Ave	Minority	77%
17 South Atlantic	Non-Minority	75%
18 Int'l Speedway	Minority	72%
19 Granada	Non-Minority	70%
31 US 17/92	Non-Minority	72%
33 DuPont Lakes	Minority	72%
40 Port Orange	Non-Minority	78%
60 East/West Connector	Minority	68%
Total		77%

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. The Transit Services Division calculates its service availability by mapping all bus routes within the system and then calculating the population within 1/4 mile of these routes. The Transit Services Division uses demographic data derived from the U.S. Census Bureau (2024). This is the most commonly used data source by transit agencies for service area characteristics. Service availability will be provided with the objective of maintaining services to minority and low-income routes. In Volusia County approximately 20% 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	119,349	602,772	19.8%
Minority	32,724	140,446	23.3%
Non-Minority	115,119	462,326	24.9%

Vehicle Assignment

The Transit Services Division monitors vehicle assignments to ensure non-discrimination in the supply of service. The Transit Services Division's policy with regard to vehicle assignment is to randomly assign vehicles during each bid period. The Transit Services Division's fixed-route fleet is primarily the same size vehicle with 31 to 32 seats available for passengers. The Transit Services Division 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 the Transit Services Division to provide quicker relief buses to customers in the event of a breakdown. In monitoring the vehicle assignments, the Transit Services Division 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

The Transit Services Division's most current bus stop inventory was completed in the fall of 2016. A new full inventory began in April of 2020 and is on-going.

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, the Transit Services Division will install shelters based on the route utilization and customer requests. Partnerships with private interests as

well as government jurisdictions are highly important with siting shelters. Often times there is limited public right of way available.

Transfer Facilities: The Transit Services Division'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 the Transit Services Division operates more than 50 fixed route vehicles in peak hour service. The policies stated below represent the Transit Services Division'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 2025. Each policy concept is explained by the definition provided in the FTA circular C 4702.B.

Major Service Change Policy

Any fare increases 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 having an impact on customers is a major concern assessed by the Transit Services Division 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. The Transit Services Division'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

The Transit Services Division 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, the Transit Services Division 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 the Transit Services Division'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.

During 2020-2021, public outreach was performed by a consulting firm to develop the Transit Development Plan m 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 the local Transportation Disadvantaged Local Coordinating Board, Volusia Flagler 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 the Transit Services Division 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 Transit Services Division provides. The Transit Services Division 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. The Transit Services Division Director or designee 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 Transit Services Division may file a Title VI complaint by completing and submitting the Title VI Complaint Form. The Transit Services Division investigates complaints received no more than 180 days after the alleged incident. Only completed complaints will be processed. Once the complaint is received, the Transit Services Division 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. The Transit Services Division has 30 days to investigate the complaint. If more information is needed to resolve the case, the Transit Services Division 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 Transit Services Division 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 using the information below:

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

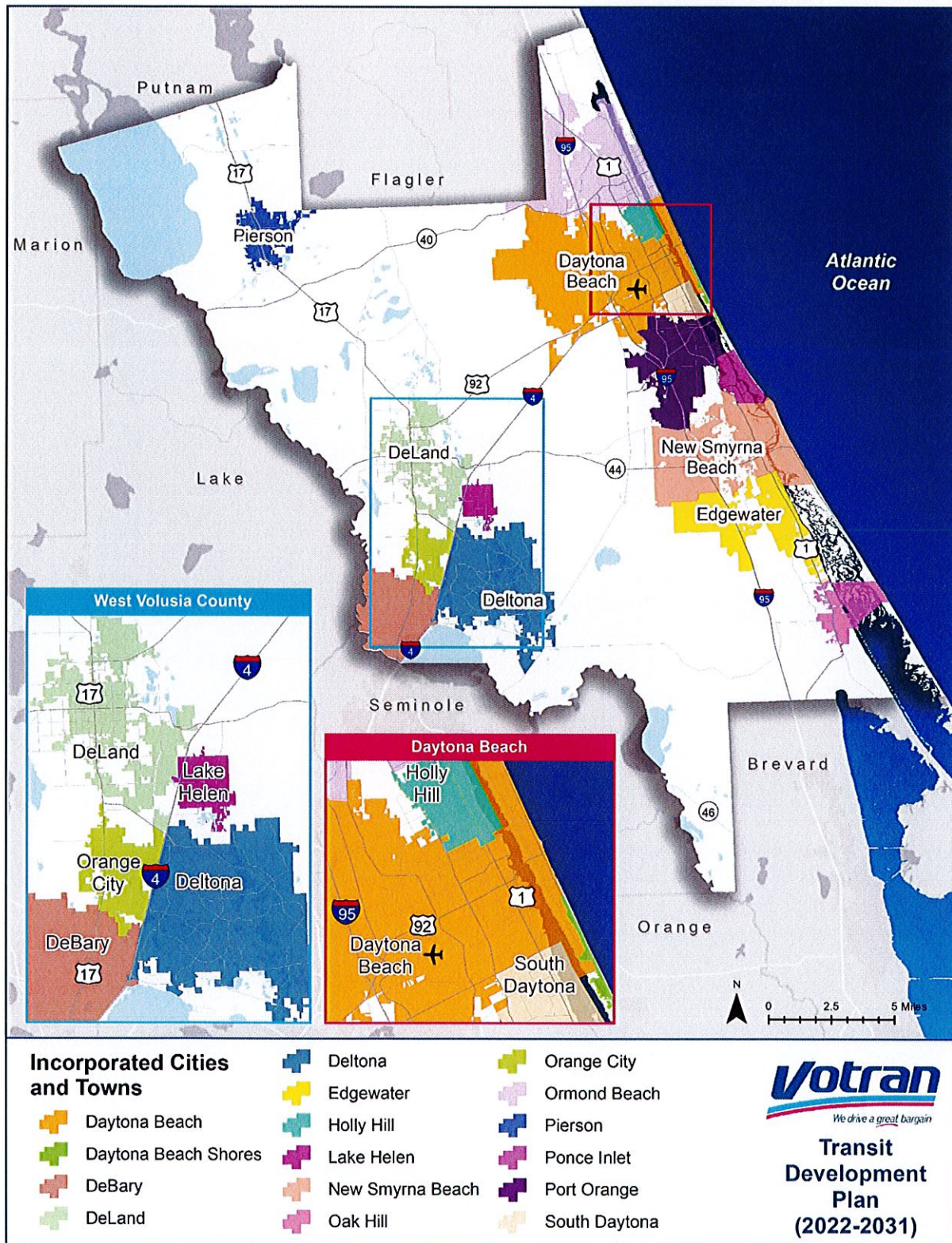
Title VI Investigator

Today's Date

Mailing Address:

APPENDIX 2 Demographic Data, Maps and Public Outreach

Study Area



Core Market Assessment

Two demand estimation tools that use GIS as a platform were utilized to analyze core transit markets using existing and projected population and employment data. One tool measures the levels of transit dependency within a particular geographical area to help assess existing transit coverage in comparison to areas with population that have a propensity for transit use. The other supplements these findings by illustrating the relationship between the discretionary market (i.e., persons living in higher-density areas of the region who can drive and have access to an available vehicle, but may be a potential transit rider because of some willingness to use alternative modes for travel) and the use of transit as a commuting alternative.

The tools include a Density Threshold Assessment (DTA) to analyze the discretionary rider market and a Transit Orientation Index (TOI) to analyze traditional rider markets, such as older adults, youth, and low-income/no vehicle households, all of which have a higher propensity for transit use. The core transit markets investigated and the corresponding market assessment tool used to measure each are described below.

Discretionary Rider Markets

As previously noted, the discretionary market consists of potential riders residing in higher-density areas of Volusia County that may choose to use transit as a commuting or transportation alternative. The analysis was conducted using industry-standard density thresholds to identify the areas in Volusia County that exhibit transit-supportive residential and employee density levels today as well as in the future. Socioeconomic data for Volusia County, including dwelling unit and employment data based on information developed for the R2CTPO's 2045 LRTP, were used to develop the DTA for 2022 and 2031.

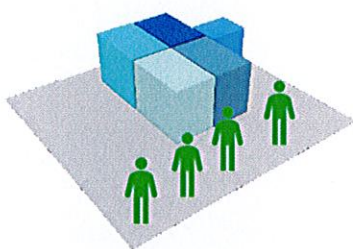
Three density thresholds, developed based on industry standards/research, were used to indicate whether an area contains sufficient density to sustain some level of fixed-route transit operations:

- Minimum Investment – reflects minimum dwelling unit or employment densities to consider basic fixed-route transit services (i.e., local fixed-route bus service).
- High Investment – reflects increased dwelling unit or employment densities that may be able to support higher levels of transit investment (i.e., more frequent service, longer service span, etc.) than areas meeting only the minimum density threshold.
- Very High Investment – reflects very high dwelling unit or employment densities that may be able to support more significant levels of transit investment (i.e., very frequent services, later

service hours, weekend service, premium modes, etc.) than areas meeting the minimum or high-density thresholds.

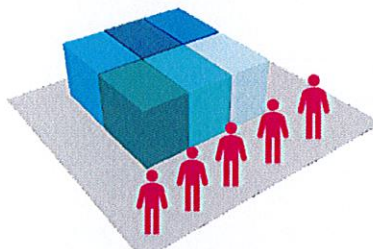
The table below presents the dwelling unit and employment density thresholds associated with each level of transit investment described above and the figure shows a visual of the dwelling units and employment densities associated with the respective thresholds.

Level of Transit Investment	Dwelling Unit Density Threshold ¹	Employment Density Threshold ²
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



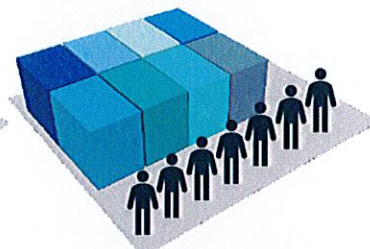
4.5-5 Dwelling units and/or
4 employees per acre

Minimum



6-7 Dwelling units and/or
5-6 employees per acre

High



8 or more Dwelling units
and/or 7 or more
employees per acre

Very High

DTA Summary of Findings

The 2022 DTA analysis indicates that the discretionary transit markets are derived mainly from employment densities rather than from dwelling unit densities and can be summarized as follows:

- Minimum employment densities are located on both sides of the county, primarily located along major corridors such as US 1, I-95, US 92, and I-4.
- The majority of the areas with minimum dwelling unit densities are located near the coast in the eastern portion of Volusia County in Ormond Beach, Holly Hill, Daytona Beach, Daytona Beach Shores, South Daytona, Port Orange, Ponce Inlet, New Smyrna Beach, and Edgewater; whereas, all areas in the western area with at least minimum dwelling unit densities are in DeLand.

- All areas that are considered to meet the “very high” dwelling unit thresholds for transit investment areas are in the east and are located along the coast in Ormond Beach between Sandra Drive and Palm Drive, along Williamson Boulevard between Dunn Avenue and Valor Boulevard, east of Bill France Boulevard between Dunn Avenue and Mason Avenue, between George W Engram Boulevard and Dr. Mary McLeod Bethune Boulevard along North Lincoln Street, along the Halifax River between Seabreeze Boulevard and Oakridge Boulevard in Daytona Beach, in Daytona Beach Shores between Thames Avenue and Dunlawton Avenue along the coast, and in Edgewater along the coast and Atlantic Avenue.
- All areas that meet the “high” dwelling unit thresholds for transit investment areas are located in the following areas:
 - Along Garfield Avenue between Euclid Avenue and Beresford Avenue in DeLand.
 - North of Dunn Avenue along Williamson Boulevard and Bill France Boulevard adjacent to “very high” dwelling unit density areas along Williamson Boulevard.
 - In Holly Hill along A1A west of the coast and along LPGA Boulevard adjacent to Nova Road.
 - In Daytona Beach between Main Street and Silver Beach Avenue along A1A and between the Halifax River and US 1.
 - Between the coast and Atlantic Avenue in Edgewater.
- Areas that meet the “high” or “very high” thresholds for employment in Volusia County are located:
 - West of US 1 along Granada Boulevard to Old Tomoka Road and between Williamson Boulevard and I-95 in Ormond Beach.
 - In Holly Hill west of US 1 adjacent to LPGA Boulevard to Nova Road and between Cardinal Drive and International Speedway Boulevard along the coast.
 - Along the Halifax River from 6th Street to Orange Avenue adjacent to US 1.
 - Adjacent to Daytona Beach International Airport (DAB) in clusters from Clyde Morris Boulevard to Bellevue Avenue.
 - In Daytona Beach Shores from Bonner Avenue to Dunlawton Avenue along the coast.
 - In Port Orange from I-95 to US 1 adjacent to Dunlawton Avenue.
 - Between the North Causeway to 6th Street along the Halifax River and between Canal Street and Paige Avenue along Turnbull Creek in New Smyrna Beach.

- In the western portion in central DeLand along US 17 from Mercers Fernery Road to US 92 and from Plymouth Avenue to New Hampshire Avenue in pockets.
- From International Speedway Boulevard to Plymouth Avenue adjacent to Spring Garden Avenue.
- From US 17 to Langley Avenue along International Speedway Boulevard in DeLand.
- Between US 17 and Veterans Memorial Parkway along Saxon Boulevard and adjacent to Enterprise Road south of Saxon Boulevard in Orange City.
- In Deltona, along I-4 from DeBary Avenue to Enterprise Road and from Graves Avenue to north of South Avenue. Additionally, areas between Providence Boulevard and Adelia Boulevard and adjacent to Elkcam Boulevard and Howland Boulevard.
- The majority of areas that meet at least the minimum DTA thresholds are currently served by The Transit Services Division.
- Based on the 2031 DTA analysis, all areas in the 2022 DTA that meet the “high” or “very high” thresholds for dwelling units and/or employment will remain. Some of the new areas that meet the “minimum” requirement will be adjacent to established areas in the following areas:
 - In Orange City, west of I-4 adjacent to Veterans Memorial Parkway.
 - South of Saxon Boulevard adjacent to I-4 in Orange City.
 - In Deltona, south of Plymouth Avenue adjacent to Spring Garden Avenue.
 - Adjacent to I-95 along Williamson Boulevard south of LPGA Boulevard and south of Mason Avenue along Bill France Boulevard.

Traditional Rider Markets

A traditional rider market refers to population segments that historically have had a higher propensity to use transit or are dependent on public transit for their transportation needs. Traditional transit users include the following:

- Older adults, including people that are 65 and older
- Youth, including people aged 10-15 years old
- Low-income households, with homes that have an annual household income of \$25,000 or less

- Zero vehicle households, including homes that do not have an operable vehicle. For some individuals, the ability to drive is greatly diminished with age, so they must rely on others for their transportation needs. Likewise, younger persons not yet of driving age but who need to travel to school, to employment, or for leisure may rely more on public transportation until they reach driving age. For lower-income households, such as those with no private vehicle, transportation costs are particularly burdensome. These households tend to spend a greater portion of income on transportation-related expenses than higher-income households do; therefore, they typically have an increasing reliance on public transportation for their mobility needs.

The TOI was developed to assist in identifying areas of the county where these traditional rider markets exist. To create the TOI for this analysis, demographic data from the 2020 ACS with 5-Year Estimates (2015-2019) were analyzed at the block group level for the demographic and economic variables. Using data for these characteristics and developing a composite ranking for each census block group, each area was ranked as “Very High,” “High,” “Medium,” or “Low” in their respective levels of transit orientation.

Transit Accessibility Analysis

An analysis also was conducted to identify the degree of accessibility from key transfer hubs and park-and-rides via the current Votran system. The extent to which a given major transfer hub, which typically is located at a major destination, is accessible via transit can provide valuable information on how the current system may impact travel patterns of current and potential Votran riders.

Votran Existing Network Accessibility Methodology

Using population and service area data and functionalities from FDOT’s ridership demand estimation software, TBEST, a travel time analysis for current and potential Votran users was conducted. The analysis examines the percent of the county’s areas/population that is within a gradient of travel sheds ranging from zero minutes up to 90 minutes in travel time.

The following existing Votran transfer locations were selected for this accessibility analysis:

- Amelia Super Stop
- Beachside ITF
- DeLand ITF
- Julia and Sams Super Stop
- Market Place Super Stop
- Swallowtail Connection Point
- Votran Transfer Facility

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	January 2021	1,322
Stakeholder Interviews	October 2020 – February 2021	24
Discussion Groups	December 2-8, 2020	44
Public Workshops (4 Rounds)	December 2020 – May 2021	69
Comment Cards/E-mails	October 2020 – June 2021	94
Gold Users Survey	December 2020	10
Total To-Date		1,563

Volusia 2021 Transit On Board Survey

Please take a few minutes to be counted as we plan the future of your transit system.

All personal information will be kept strictly confidential and **WILL NOT** be shared or sold.

What is your HOME ADDRESS (please be specific, ex: 123 W. Main St):
(If you are visiting the Volusia County area, please list the hotel name or address where you are staying)

Street Address _____ City _____ State _____ Zip Code _____

COMING FROM?

1. What type of place are you **COMING FROM NOW?**
 (the starting place for your one-way trip)
 - Work
 - Work related
 - College / University (students only)
 - School K-12 (students only)
 - Medical / Doctor / Clinic / Hospital (non-work)
 - Shopping
 - Restaurant / Eat out
 - Recreation / Sightseeing
 - Social Visit / Religious / Community
 - Airport (passengers only)
 - Sporting or Special Event
 - Your HOME → Go to Question #4
 - Other: _____

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

 City: _____ State: _____ Zip: _____

4. How did you **GET FROM** your origin (the place in Question #1) **TO THE VERY FIRST bus** you used for this one-way trip?
 - Walk Wheelchair
 - Bike
 - Was dropped off by someone
 - Drove alone and parked
 - Drove or rode with others and parked
 - E-scooter (Go X, etc.)
 - Rideshare (Uber, Lyft, etc.)
 - Taxi
 - Other _____

- 4a. Where did you board the **first bus** / you used for this one-way trip (Nearest intersection / Park-n-Ride lot):

5. Where did you get **ON this bus?** Please provide the nearest intersection / Park-n-Ride lot:

GOING TO?

6. What type of place are you **GOING TO NOW?**
 (the ending place for your one-way trip)
 - Work
 - Work related
 - College / University (students only)
 - School K-12 (students only)
 - Medical / Doctor / Clinic / Hospital (non-work)
 - Shopping
 - Restaurant / Eat out
 - Recreation / Sightseeing
 - Social Visit / Religious / Community
 - Airport (passengers only)
 - Sporting or Special Event
 - Your HOME → Go to Question #9
 - Other: _____

7. What is the **NAME** of the place you are going to now?

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

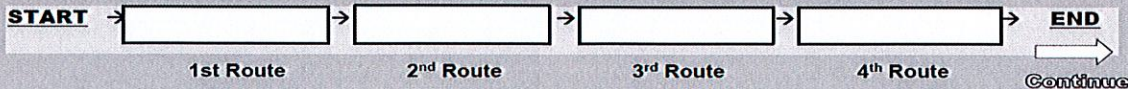
 City: _____ State: _____ Zip: _____

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST bus** you will use for this one-way trip?
 - Walk Wheelchair
 - Bike
 - Be picked up by someone
 - Get in a parked vehicle & drive alone
 - Get in a parked vehicle & drive/ride w/others
 - E-scooter (Go X, etc.)
 - Rideshare (Uber, Lyft, etc.)
 - Taxi
 - Other _____

- 9a. Where will you get off the **last bus** you are using for this one-way trip (Nearest intersection / Park-n-Ride lot):

10. Where will you get **OFF this bus?** Please provide the nearest intersection / Park-n-Ride lot:

- 11a. Did you transfer FROM another bus **BEFORE** getting on this bus? Yes No
- 11b. Will you transfer TO another bus **AFTER** getting off this bus? Yes No
- 11c. Please list the **BUS ROUTES** in the exact order you use them for this one-way trip



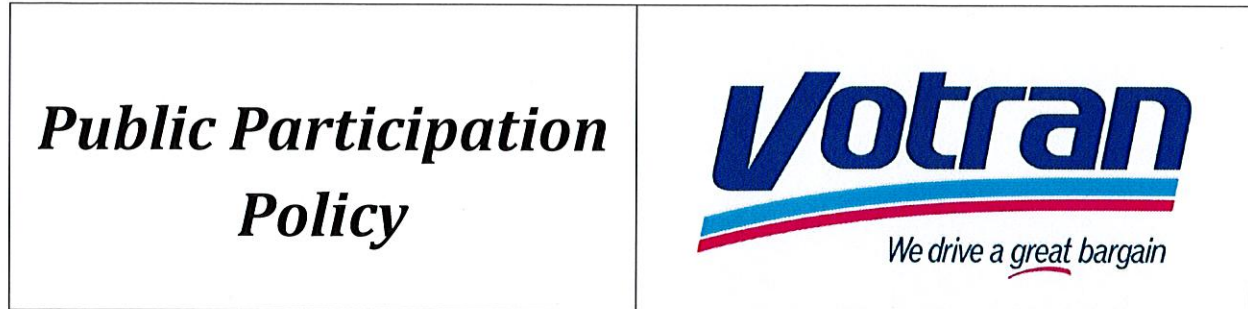
OTHER INFORMATION ABOUT THIS TRIP

12. Will you (or did you) make this same trip in exactly the opposite direction today?
 No Yes - At what time did / will you leave for this trip in the opposite direction? _____:_____ am/pm (circle one)
13. What fare payment methods were used for this one-way trip? (select one only)
 Cash/Single Ride Token All Day Pass 3 Day Pass 7 Day Pass
 31 Day Pass Free (Under 7) Other _____
14. What type of fare was this?
 Standard (age 19-64) Disabled Senior (age 65 & over) Youth Pass (age 7-18)
15. How long have you been using VOTRAN bus service?
 First time riding 1-6 months 1-2 years More than 4 years
 Less than 1 month 7-12 months 2-4 years
16. On average how often do you use VOTRAN bus services?
 7 days a week 5 days a week 3 days a week 1 day a week 1 day a month or less
 6 days a week 4 days a week 2 days a week First time riding
17. How would you have made this trip if VOTRAN were not available?
 Walk Bicycle Drive own vehicle Ride with someone else who lives with you
 Taxi Uber/Lyft Would not make trip Ride with someone else who does not live with you
 VOTRAN Gold Services Other _____
18. What is the most important reason you ride VOTRAN? (select one only)
 I do not have a valid driver's license I do not drive VOTRAN is safer/less stressful
 Car is not available all the time VOTRAN is more convenient Other: _____
 Parking is too expensive/difficult VOTRAN fits my budget better
19. Do you have a smartphone with a data plan (e.g. iPhone, Android / Windows Phone, etc.)? Yes No
20. What three SERVICE IMPROVEMENTS would make VOTRAN better for you? (Please select up to three)
 More frequent bus service Regional express/commuter service More weekend service
 Buses that circulate within various municipalities More early/late service Provision of rail transit
 Operating buses on dedicated lanes on congested corridors Autonomous vehicles in city/town centers
 App-based Mobility on Demand for first-mile/last-mile connections with transit
 Expansion to new areas not currently served. Where? _____
 Other _____

ABOUT YOU AND YOUR HOUSEHOLD

21. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
 21a. [If #21 is more than NONE] Could you have used one of these vehicles for this trip? Yes No
22. Including YOU, how many people live in your household? _____ people
23. Including YOU, how many people (over age 15) in your household are employed full/part-time? _____ people
24. What is your employment status? (check the one response that BEST describes you)
 Employed full-time Not currently employed – seeking work Retired
 Employed part-time Not currently employed – not seeking work Homemaker or caregiver
25. What is your student status? (check the one response that BEST describes you)
 Not a student Yes – College / University / Community College
 Yes – K - 12th grade Yes – Vocational / Technical / Trade school / Other
26. Do you have a valid driver's license? Yes No
27. What is your AGE? Under 16 25-34 45-54 65-74
 16-24 35-44 55-64 75 and over
28. What is your race / ethnicity? (check all that apply)
 American Indian/Alaska Native Asian Black/African/African American Hispanic/Latino
 Native Hawaiian/Pacific Islander White Other: _____
29. What is your gender? Male Female Other
30. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2020?
 Less than \$10,000 \$20,000 - \$29,999 \$40,000 - \$49,999 \$75,000 - \$99,999
 \$10,000 - \$19,999 \$30,000 - \$39,999 \$50,000 - \$74,999 \$100,000 or more
31. Do you speak a language other than English at home? No Yes - Which language? _____
 31a. [If #31 is Yes] How well do you speak English? Very Well Well Less than well Not at all
32. How many months out of the year do you reside in Volusia County?
 Visitor / Tourist Less than 1 month 1-6 months 6-11 months Permanent Resident
33. How do you prefer to receive information about VOTRAN service, schedules, and changes?
 VOTRAN website Bus schedules On bus Newspaper Bus driver Transfer Plaza
 Bus signs/shelters Call VOTRAN Radio TV Text alerts Other _____
34. What is your overall satisfaction level with VOTRAN?
 Very Satisfied Somewhat Satisfied Neutral Somewhat Unsatisfied Very Unsatisfied

APPENDIX 3 - Public Participation Policy



The Transit Services Division operates as a Division of Volusia County Government. The Transit Services Division 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, The Transit Services Division 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.

The Transit Services Division is committed to providing the public the opportunity to comment on changes to service to ensure that the public remains informed of the Transit Services Division 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, the transit Services Division 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 the Transit Services Division 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. The Transit Services Division also presents information and uses list services for a variety of community organizations that assist in disseminating information to their members.

The Transit Services Division 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.

The Transit Services Division'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.

Reviewed by:	Transit Services Division Transit Planning Manager
Date Approved:	10/30/25
Responsible Authority:	Transit Services Division Director
Approval Signature:	 Bobbie G. King, Director