



Volusia County

**Transportation Disadvantaged
Service Plan**

(2022–2026)

Final

July 2021



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TDSP Certification

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

We further certify that the rates constrained herein have been thoroughly reviewed, evaluated, and approved. The Transportation Disadvantaged Service Plan (TDSP) was reviewed in its entirety and approved by the Board at an official meeting held on July 14, 2021.

7/21/2021

Date



Barbara Girtman
Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged:

Date

David Darm, Executive Director

TDLCB Roll Call Vote

For Approval of Volusia County’s TDSP Update

July 14, 2021

Name	Representing	Yes	No	Absent
Carlos Colon	FDOT	✓		
Christy Gillis	Department of Children & Families	✓		
Bill Hinkle Jr.	Public Education Community			✓
Robert Watson	Veterans Services Group	✓		
Judy Craig (Vice Chairperson)	Disabled Citizens	✓		
Jean Cerullo	Citizens Advocate	✓		
Doug Hall	Citizens Advocate, System User	✓		
Patricia Lipovsky	Elderly Citizens	✓		
Beverly Johnson	Children at Risk			✓
Barbara Girtman (Chairperson)	Volusia County Council Member	✓		
Gladys Lacen	Elder Affairs			✓
Clayton Jackson	Association of Community Action	✓		
Victoria Anderson	Health Care Administration	✓		
Robin King	Work Force Development Board			✓
Ethan Johnson	Medical Community	✓		
Steve Jack	Private-for-Profit	✓		
Susan Pauly	Vocational Rehabilitation Services	✓		
Sheryl Dick-Stanford	Agency for Persons with Disabilities	✓		

Section 1: Development Plan

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

Background of the Transportation Disadvantaged Service Plan

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

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

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

This TDSP also serves as the Locally Coordinated Human Services Transportation Plan (LCHSTP) for the Volusia County area, as required by the Federal Transit Administration (FTA) for funding activities related to programs and projects under the Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program in accordance with the Fixing America's Surface Transportation (FAST) federal transportation bill. Projects selected for funding under the Section 5310 program must be derived from an LCHSTP, which should be developed through an open public process that included representatives of the public as well as private and non-profit transportation and human services providers.

In accordance with the LCHSTP and TDSP requirements for public participation, a series of public workshops, discussions groups, and stakeholder interviews was conducted as part of the Transit Development Plan (TDP) Major Update and TDSP joint outreach process. The TDSP was also presented to the TDLCB on July 14, 2021. The River to Sea Transportation Planning Organization (R2CTPO) also offers a comment/participation period during all committee and public meetings; if comments are offered on TD services, they will be received by the CTC and evaluated as part of the planning and service delivery process. Because of the importance of public input to the overall effectiveness of the coordinated system, every effort is made by Votran and the R2CTPO to afford ample opportunities for comment. Appendix B of this document includes summaries of the public outreach conducted to support this TDSP major update.

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

Introduction to the Service Area

Background of the Transportation Disadvantaged Program

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

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

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

Community Transportation Coordinator Designation Date/History

Volusia County Government has been designated as the Volusia County CTC for the TD program since November 1993. The County's CTC designation was reauthorized through the Memorandum of Agreement dated July 1, 2017, and is set to expire June 30, 2022.

Volusia County's public transit system, Votran, is provided by the County and managed by First Transit, with service beginning in 1975. Votran currently operates 24 fixed-routes, 3 flexible routes, and paratransit service for older adults and persons with disabilities. Paratransit service is provided by Votran under a program called Votran Gold Service for individuals who cannot use Votran's regular fixed-route bus service because of disability, age, or when fixed-route service is not available in their area and the individual has no other means of transportation. Individuals interested in using the Gold Service must apply through a written application process, which may take up to 21 days to complete.

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

- **Americans with Disabilities Act (ADA):** For individuals who reside within a ¼-mile of an established bus route but cannot use Votran regular fixed-route service because of a disability.

- **Transportation Disadvantaged (TD):** For qualifying individuals located in areas where fixed-route service is not available and who have no other means of transportation as defined by Florida Statute 427.
- **Rural Area Service:** For individuals residing in a rural area who are able to access paratransit service funded by the FTA 5311 Rural Transit Assistance Program administered by Votran.
- **Agencies:** For people whose trips are funded under a negotiated agency contract.

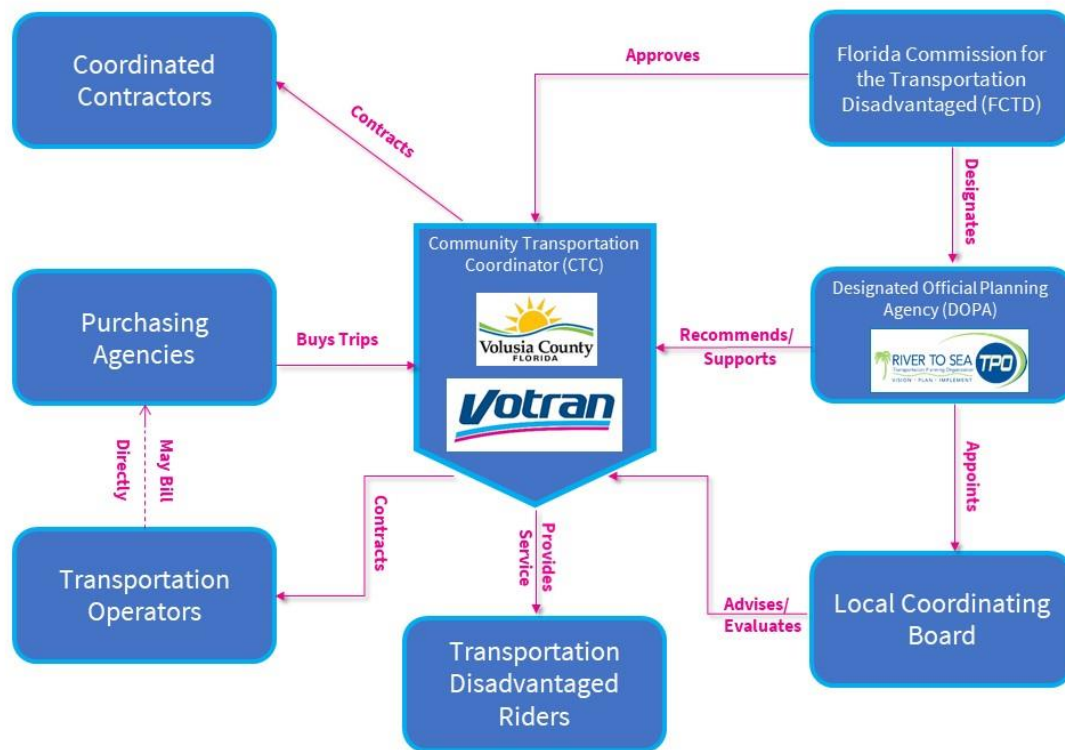
Votran is a partial broker system, with the majority of trips provided in-house; the remainder of trips are contracted to four private-for-profit operators along with the incidental use of taxis. Votran also has coordination agreements with four agencies—Good Samaritan Center, Good Samaritan Florida Lutheran, Duvall Home, and the Center of the Visually Impaired (CVI)—which have secured vehicles under the Section 5310 program for the primary purpose of transporting their own clients. These trips are part of the coordinated system and are reported on the Annual Operating Report (AOR).

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

Organization Chart

Figure 1 presents the organization chart for Votran related to the provision of TD services in Volusia County.

Figure 1: Votran’s Coordinated Transportation Program



Consistency Review of Other Plans

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

- City of Daytona Beach Comprehensive Plan
- City of DeLand Comprehensive Plan
- City of Deltona Comprehensive Plan
- City of DeBary Beach Comprehensive Plan
- Volusia County Comprehensive Plan
- Votran 2016–2025 TDP Major Update
- R2CTPO 2045 Long Range Transportation Plan
- Volusia County Transportation Disadvantaged Service Plan (2017)
- Votran TDP 2020 Annual Update
- Volusia Transit Connector Study
- Flagler County Public Transportation 2016-2025 TDP Major Update
- Space Coast Area Transit 2018-2027 TDP Major Update
- LYNX 2018–2027 TDP Major Update
- LakeXpress 2019–2028 TDP Major Update

- Central Florida Regional Transit Study
- State of Florida Transportation Disadvantaged 5-Year/20-Year Plan
- Florida Transportation Plan
- Fixing America's Surface Transportation (FAST) Act
- Implications to Public Transportation of Emerging Technologies

Public Participation Process

In accordance with the federal legislation for developing a coordinated plan and State guidelines for developing a TDSP, Votran provides opportunities for public input from members of the public, elected officials, human services representatives, FDOT, transportation providers, and workforce representatives. Votran held public meetings to provide an opportunity for public input during the development of the TDP Major Update. During the two public workshops, attendees were asked to provide insight related to the greatest transportation needs and barriers to transportation within Volusia County. Four discussion group workshops also were held, in December 2020, with participants representing the following groups:

- Healthcare
- Social services
- Businesses
- Education
- Bus riders
- Regional planning agency committees

As these events included TD service users as well as agencies that coordinate and provide paratransit or TD services, the results are applicable to the TDSP. Highlights from the discussion group workshops is provided below.

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

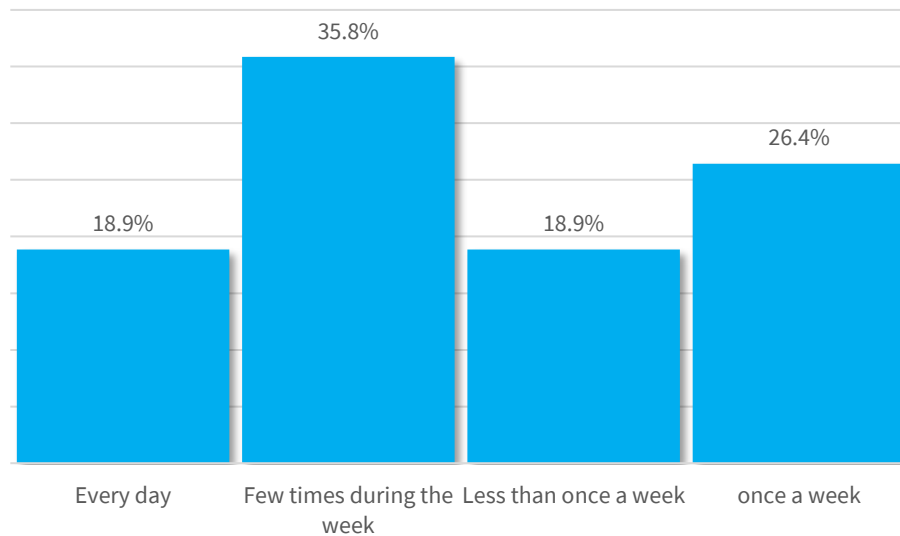
As part of the TDP effort, an on-board survey was conducted on the fixed-route system to collect socio-demographic information and travel behavior of existing Votran bus passengers. The survey instrument and results of the survey are summarized in this section and presented in more detail in Appendix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

Votran Gold Customer Satisfaction Survey

As mentioned previously, Votran conducted a customer satisfaction survey of Votran Gold customers; in total, 53 were contacted by phone and participated in a brief survey gathering feedback on how satisfied they were with Gold services.

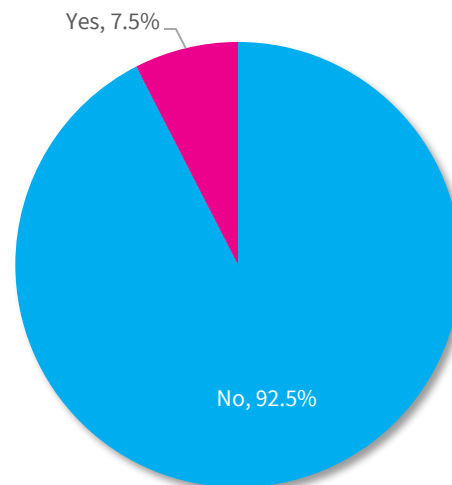
Only 19% of riders used Votran Gold daily; the majority of riders (81%) used Votran Gold a few times during the week or less. Figure 2 shows how often riders use Votran Gold.

Figure 2: How often do you use Votran Gold?



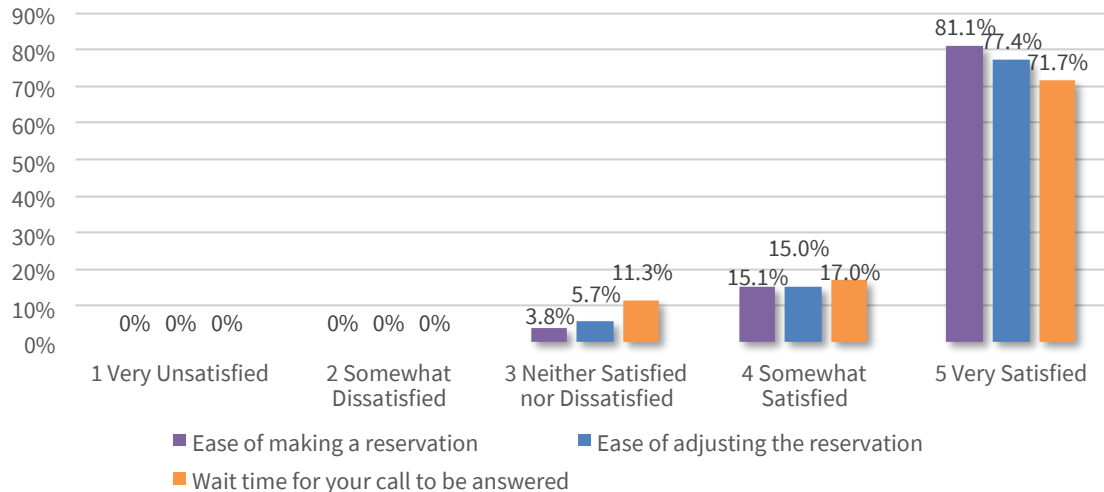
Riders were asked if COVID had diminished their use of Votran Gold; fewer than 10% (7.5%) said that COVID has made them use Votran Gold less. Figure 3 illustrates if COVID had affected riders.

Figure 3: Has COVID diminished your use of Votran Gold?



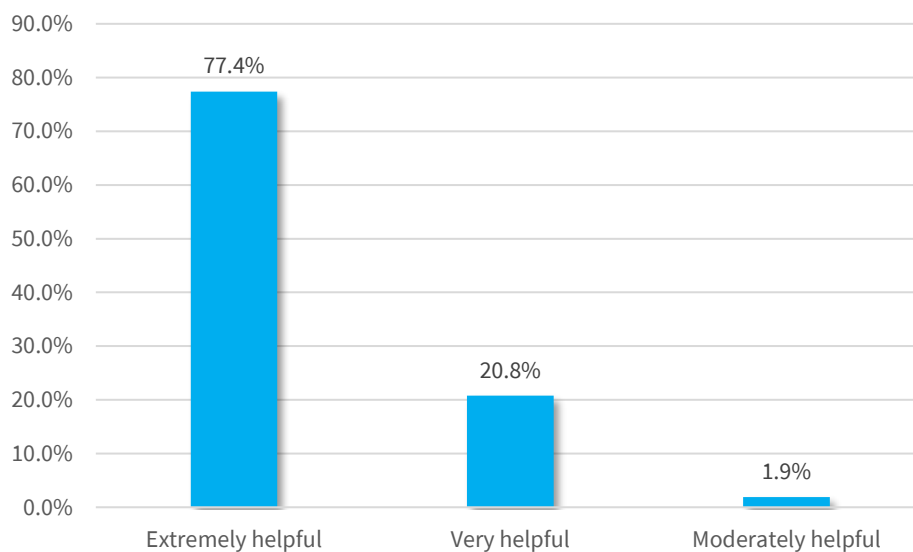
Riders were asked how satisfied they were on a scale of 1 to 5 with the ease of making a reservation, ease of adjusting reservations, and wait time for their call to be answered. Over three-quarters (76.7%) of riders were “very satisfied” with all three. Figure 4 shows the rider satisfaction levels for making and adjusting reservations.

Figure 4: On a scale of 1 to 5, how satisfied are you with each of the following?



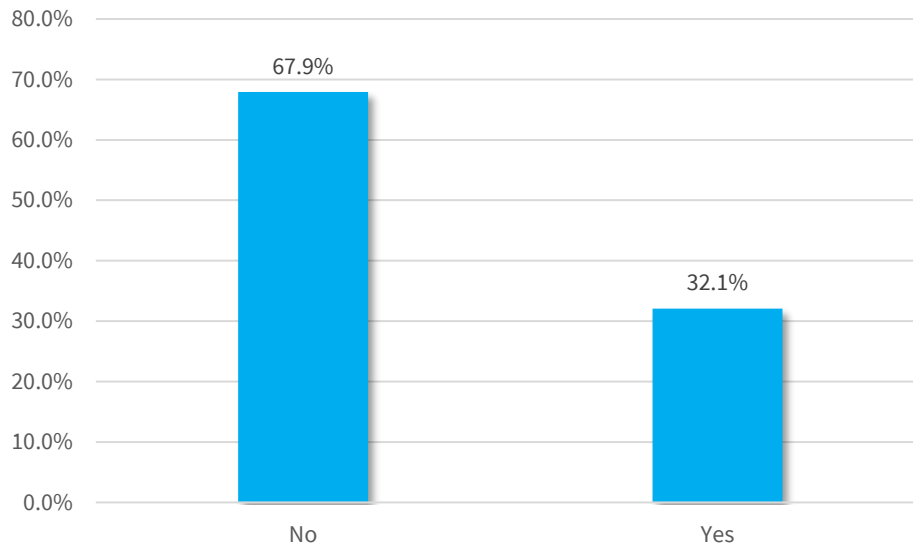
A total of 77% of riders stated that call center agents were extremely helpful in answering questions or concerns. Overall, almost all (98.2%) riders stated that call center agents were, at the least, very helpful. Figure 5 shows rider satisfaction with the call center.

Figure 5: How helpful are the call center agents in answering your questions or concerns?



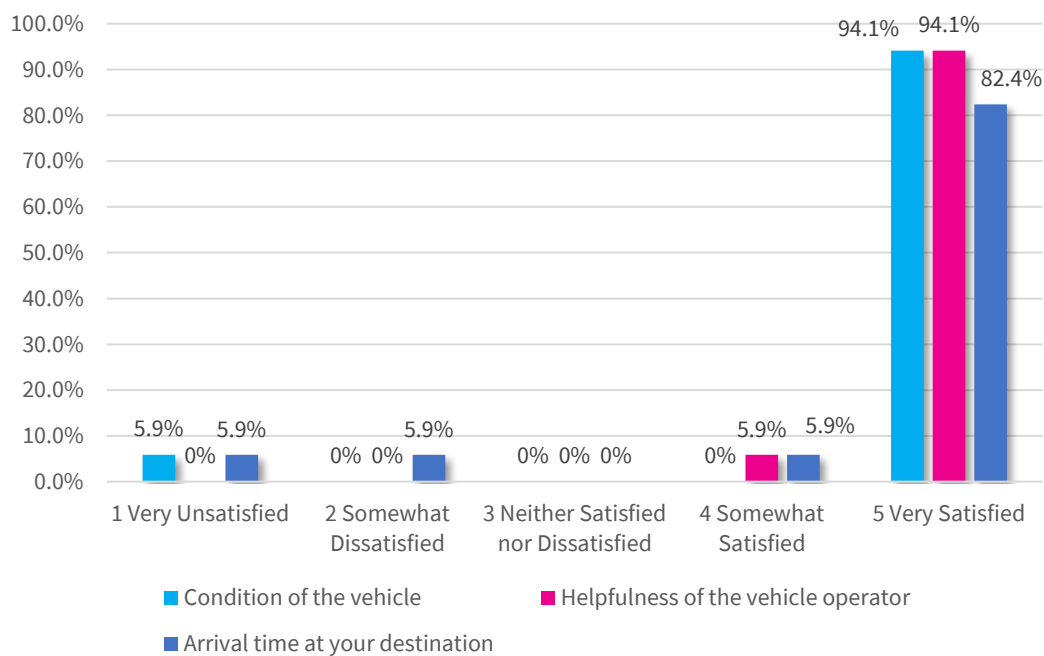
Riders were asked if any of their recent trips were subscription trips, as shown in Figure 6. Subscription service is a standing reservation for customers who make the same trip at least once a week. Almost three-quarters (67.9%) of riders had not had any recent subscription trips.

Figure 6: Were any of your recent trips subscription trips?



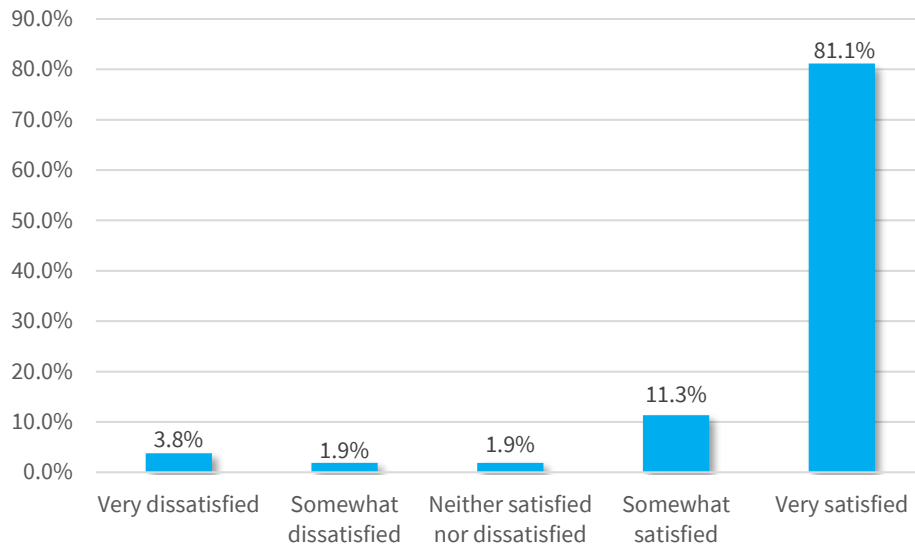
Riders that had recently made a subscription trip were asked to rate the condition of the vehicle, the helpfulness of the operator, and the arrival time to their destination on a scale of 1 to 5; 90% were very satisfied with all three of these categories, as shown in Figure 7.

Figure 7: How satisfied are you with your most recent subscription trip (1 = very dissatisfied, 5 = very satisfied)?



Most riders (92.4%) were somewhat to very satisfied with the hours available to schedule their trips. Scheduling hours were from 7:00 AM to 5:00 PM; responses are shown in Figure 8.

Figure 8: How satisfied are you with the service hours to schedule a trip?



Over half (56.6%) of riders were very satisfied with Votran Gold services on-time arrival for their trips. Figure 9 shows the satisfaction levels of riders on time arrival for trips.

Figure 9: How satisfied are you with Votran’s on-time arrival for your trips?

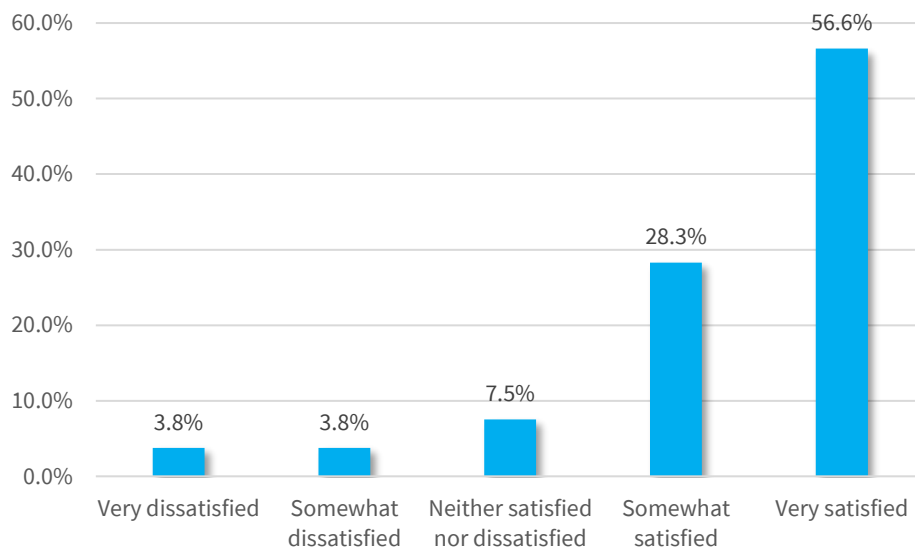


Figure 10 shows rider ratings of customer service of the vehicle operators. Almost all (96.3%) rated the vehicle operators as above average to excellent.

Figure 10: How would you rate the customer service of the vehicle operators?

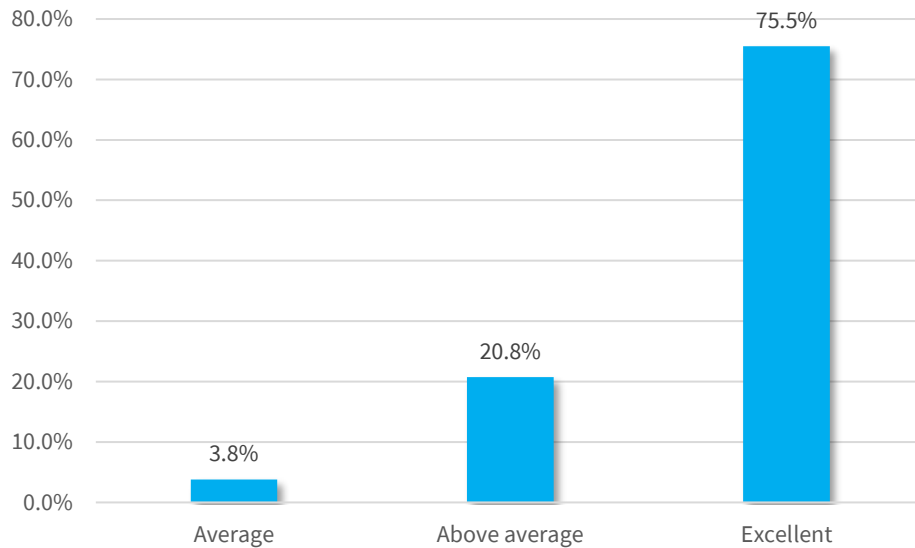
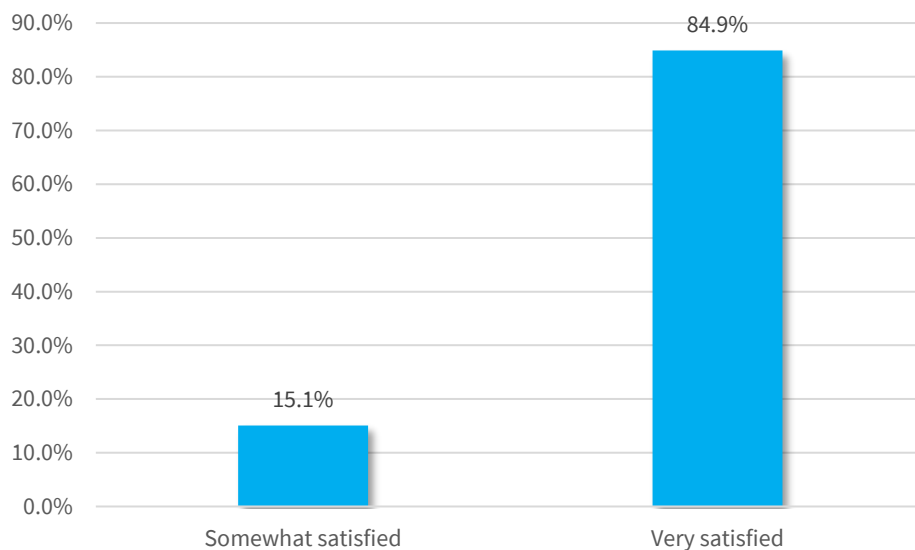


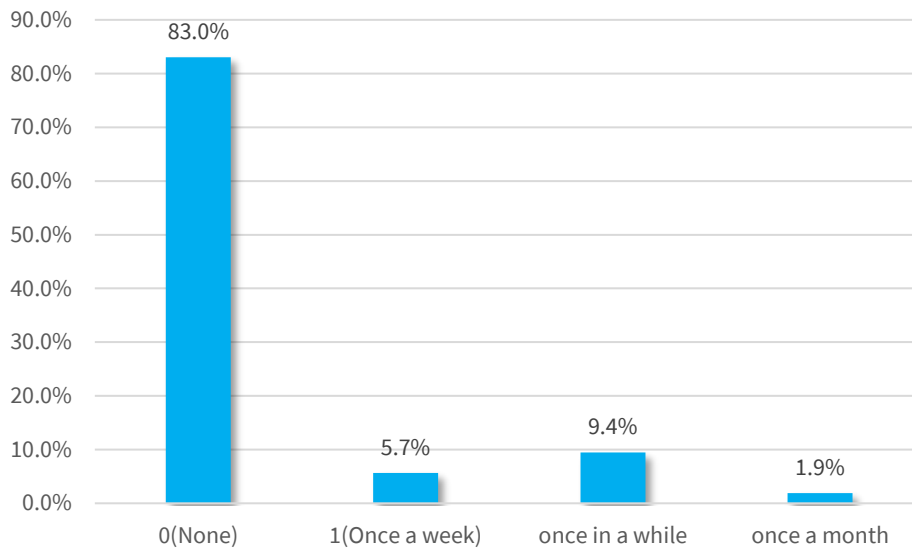
Figure 11 shows how satisfied riders were with their travel time while on-board the vehicle, with all (100%) at-least somewhat satisfied.

Figure 11: How satisfied are you with the travel time while on-board the vehicle?



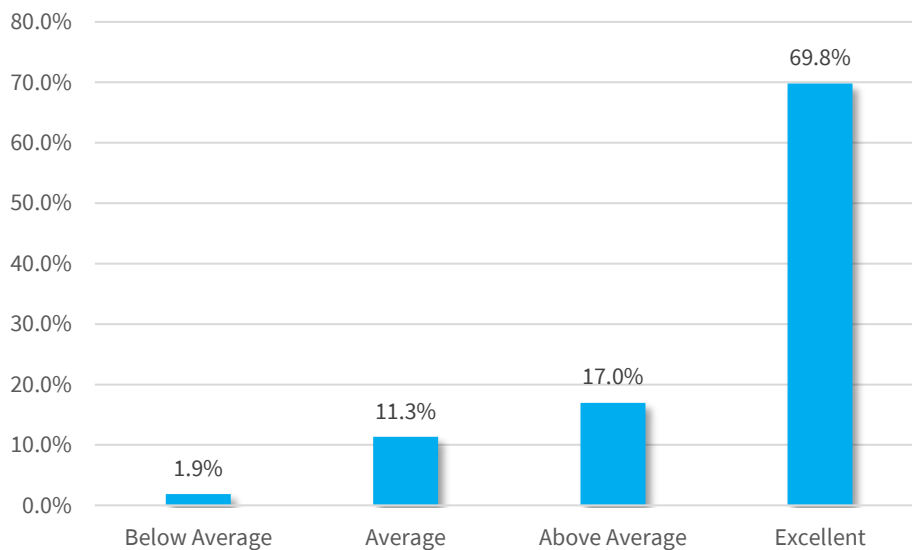
The majority (83%) of riders called the Votran office only to schedule reservations. Figure 12 shows riders that called the Votran office for items other than reservations.

Figure 12: How many times each week would you say you call the Votran office for items other than a reservation (question, complaint, compliment, etc.)?



Riders were asked how they would rate the overall performance of the call center service. Almost all (98.1%) riders rated it as average and above, as shown in Figure 13.

Figure 13: How would you rate the overall performance of the call center service?



Almost three quarters (69.8%) of riders stated that they would not consider using fixed-route services because they were physically incapable or unwilling. Another answer option was added to this question, as 4% of riders already used fixed-route services. Figures 14 and 15 show If riders would consider using fixed-route service and what would make them more likely to use it.

Figure 14: Would you consider riding Votran’s fixed route services if they were easily accessible to you?

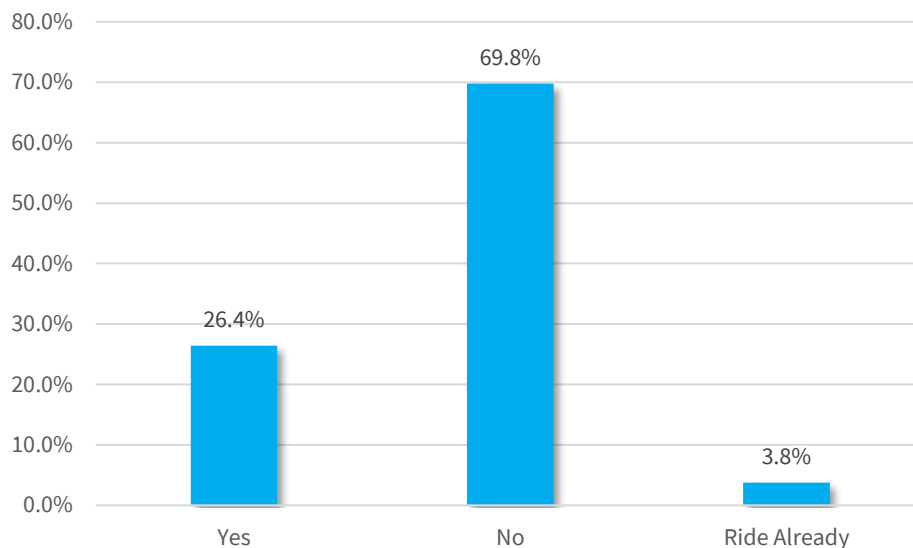
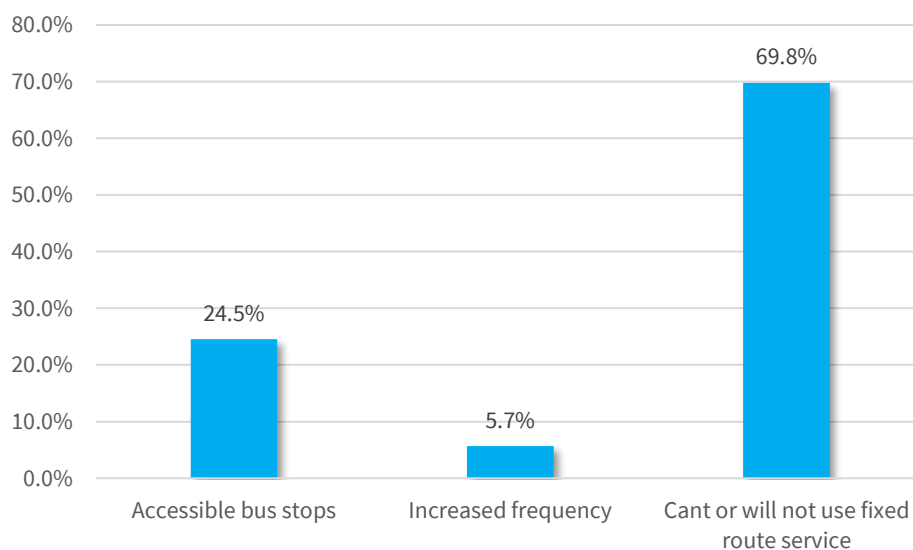


Figure 15: What would make you more likely to use Votran’s fixed-route services?



Gold Service Customer Satisfaction Survey General Conclusions

Over half (54.7%) of riders used Gold Service more than one day each week. In total, 90% that rode Gold every day had subscription trips, and only 4% that rode once a week or less had subscription trips. Of those that had subscription trips, almost all (90%) were very satisfied with all subscription trip services.

Due to limited transportation options, riders that used Gold Service still made their normal trips, with only 7.5% traveling fewer due to COVID. Over three quarters (76.7%) of riders were satisfied with their

experience calling in to make reservations, 77% stated that call center agents were extremely helpful in answering questions or concerns, and 70% rated call center performance as excellent.

Overall, 83% of riders called Votran only to make reservations, and 81% were very satisfied with the hours available (7:00 AM–5:00 PM) to schedule trips; 96% of riders rated the vehicle operators as above average to excellent.

Although all (100%) riders were at least somewhat satisfied with their travel time while on the vehicle, 8% were at least somewhat dissatisfied with their on-time arrival. In the comments, customers said what they liked least about Votran Gold; some customers stated that they get to their appointments an hour to early most of the time rather than being late.

Almost three-quarters (69.8%) of riders would not consider using Votran’s fixed-route services due to not being able to or willing, whereas 4% of riders stated that they used fixed-route services already.

Discussion Group Workshops

The discussion groups included representatives from various social service organizations, colleges and universities, local businesses, transit users, and the TPO committees. Discussion topics included how transit is viewed today, how transit should look in the future, and what Volusia County can do to get there. Highlights from the discussions include the following:

- The public is aware of the transit services offered, but most view transit as only a service for those who need it.
- Transit is a vital community service.
- Votran should focus on expanding service hours and increasing frequency to help existing riders get to where they need to go.
- Providing more on-demand options will make transit services more appealing to riders and non-riders.
- Additional funding is needed, but there was no consensus on how that could be achieved.

Fixed-Route On-Board Survey

The fully-weighted and expanded Votran data were used to create trip, demographic, and satisfaction analyses. The results grouped weekday, Saturday, and Sunday weighted surveys. Results were also compared to 2016 survey results, if applicable (if questions/responses were the same as the 2016 survey in comparisons to the 2021 survey). Survey results are shown in the order of the survey questions. A summary of key findings from the survey includes the following:

- The top two starting points for riders were home and work for both the 2016 and 2021 surveys. Home increased 12.5% from five years ago, the largest response difference.
- Nearly all riders (93.6%) walked from their origin to their first bus stop. In 2016, there were 9% fewer riders who walked to their first stop; 6% were dropped off at their first stop.

- The top two destination types for riders were home and work for both the 2016 and 2021 surveys, with very small differences between the two. Home destinations decreased by 3%, and work decreased by 5% from 2021 to 2016.
- The key mode for riders to get to their destination was to walk (94.4%) after getting off their last bus; 6% more riders walked to their destination than in 2016. Fewer riders are being picked up by someone (-5.3%) or biking (-1.6%) to their destination than five years ago.
- Over half (55%) of riders made at least one transfer during their one-way trip.
- In total, 32% of riders used an all-day pass for their fare method both in 2016 (32.4%) and 2022 (32.7%); over one-quarter (30.3%) used a 31-day pass to ride, an increase of 6% from five years ago.
- Over three quarters (78%) of riders paid standard fare with no discounts.
- Over half (55.1%) of riders had been using Votran for over four years, an increase of 17% from the survey conducted in 2016.
- Overall, 59% of riders use Votran at least five days a week, a 2% decrease from 2016 (61%).
- Riders were asked how they would make their current trip if Votran was not available. The top response both in 2016 (23.9%) and 2021 (29.2%) was that they would not be able to make the trip.
- The key reasons that riders used Votran were:
 - No car available all the time—29% in 2021 and 24% in 2016
 - Riders did not drive—16 % in 2021 and 31% in 2016
 - Riders did not have a valid driver’s license—20% in 2021 and 14%in 2016
- Nearly three quarters (74.4%) of riders had a smartphone with a data plan.
- Over half (53.2%) of riders would like more weekend services and 52.7% would like service to run earlier and end later.
- The majority of Votran users (66.3% in 2016 and 69.9% in 2021) did not have any working vehicles at their home.
- A total of 11% of riders both in 2016 and 2021 had two or more household vehicles.
- In total, 64.9% of riders that had working vehicles at their household could not use one in the 2021 survey; 35% of riders could use a household vehicle, a 12.7% increase from 2016.
- The majority (67.2%) of riders lived in households with two or less people; over one quarter (32.8%) lived in a household with three or more people.
- Overall, 66.7% of riders lived in households with one person or fewer working.
- Over half (59.3%) of riders were employed either full or part time, and 7% that were not employed were seeking work.
- Nearly all riders (92.5%) were not students.
- In total, 63.7% of riders did not have a valid drivers’ license, an increase of 2.7% from 2016.

- Almost one-quarter (24.9%) of riders were between ages 45–54, an increase of 7% from five years ago; in 2016, there were 7% more riders between ages 25–34.
- Over half (50.4%) of riders identified themselves as White/Caucasian, a 5% decrease from 2016; 39% of riders were Black/African American, a 5% increase from 2016.
- In total, 65.5% of riders were male, an increase of 13% from the 2016 survey.
- Over half (51%) of rider household income was less than \$20,000 in comparison to 64.3% in 2016, and 9% more riders had household incomes higher than \$50,000 compared to 2016.
- A total of 11% of riders spoke another language at home other than English, and 61% of those that spoke other languages at home spoke Spanish.
- Of those riders that spoke another language at home, the majority (85.3%) spoke English very well and 0.7% were not able to speak English at all.
- Nearly all (93.9%) riders were permanent residents in the Volusia county region, and 9% had lived in the region less than one year.
- The top three methods in 2021 that riders preferred to receive information about Votran services, schedules, and changes were:
 - Using the Votran website (20.6%)
 - Bus schedules (15.7%)
 - Other means (15.7%)
- In 2016, the top three sources for receiving information were:
 - Bus schedules (23%)
 - Using the Votran website (14.4%), and
 - On the bus (13.9%)
- Riders rated Votran’s service in 2021 (on a scale of 1 to 5, with 1 being very unsatisfied and 5 being very satisfied) an average of 4.5, slightly higher than in 2016.

Service Area Profile and Demographics

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

Service Area Description

Volusia County is located on central Florida’s east coast and is bordered on the north by Flagler and Putnam counties, on the south by Seminole, Orange, and Brevard counties, on the east by the Atlantic Ocean, and on the west by Marion and Lake counties. The county has a total area of 1,432 square miles, of which approximately 1,101 square miles (77%) is land. There are 16 municipalities in Volusia County, which include:

- Daytona Beach
- Daytona Beach Shores

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

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

Demographics

Land Use

Reviewing and understanding future land use designations is important, as it illustrates the vision at the county and/or municipal level for growth and development patterns. Transit-supportive land uses such as high-density/multi-family residential areas and mixed-use areas may provide more opportunities for transit to succeed with their potential for higher demand for transit. Identifying such land uses in future land use maps may provide valuable guidance and direction for the 10-year TDP. A review of future land uses was conducted for key areas, including Volusia County, Daytona, and DeLand.

Volusia County

The Volusia County future land use map was reviewed for key trends. The following land uses were observed from Figure 16:

- Urban uses of all intensities (tan, orange, dark orange) are concentrated near established and incorporated areas. Commercial uses (red) are found near interstates and major roadways.
- Environmentally-sensitive areas are prevalent throughout the county. Conservation (dark green), environmental systems corridor (light green-yellow), and forestry resource (medium green) land uses are observed distributed throughout the county but are clustered in the central and western areas.
- The southern central area and some clustered areas in west Volusia County are devoted to local plan areas (salmon). Volusia County defines local plan areas as localized or detailed plans that address issues or areas that either require additional analysis due to changing

circumstances from the original Comprehensive Plan or were required as part of implementing the Comprehensive Plan; currently, there are 15 plans.

- Rural areas (brown) are distributed throughout the county, mainly concentrated in west Volusia, with some areas in the east. This land use is found adjacent to environmentally sensitive areas.

Daytona Beach

Daytona Beach is the most popular destination in Volusia County and currently has the most geographic coverage of existing transit services. A review of the Daytona Beach future land use map (Figure 17) indicated the following trends:

- Retail uses (red) are found adjacent to major corridors, such as Nova Road. Mixed uses (orange stripes) are scattered throughout the city and are generally adjacent to general industrial uses or retail.
- The majority of the residential uses are Level 1 or Level 2 (light yellow and yellow, respectively). Level 1 land use will not exceed eight dwelling units per acre, and Level 2 will not exceed 20 dwelling units per acre.

Figure 16: North Volusia County Future Land Use Map

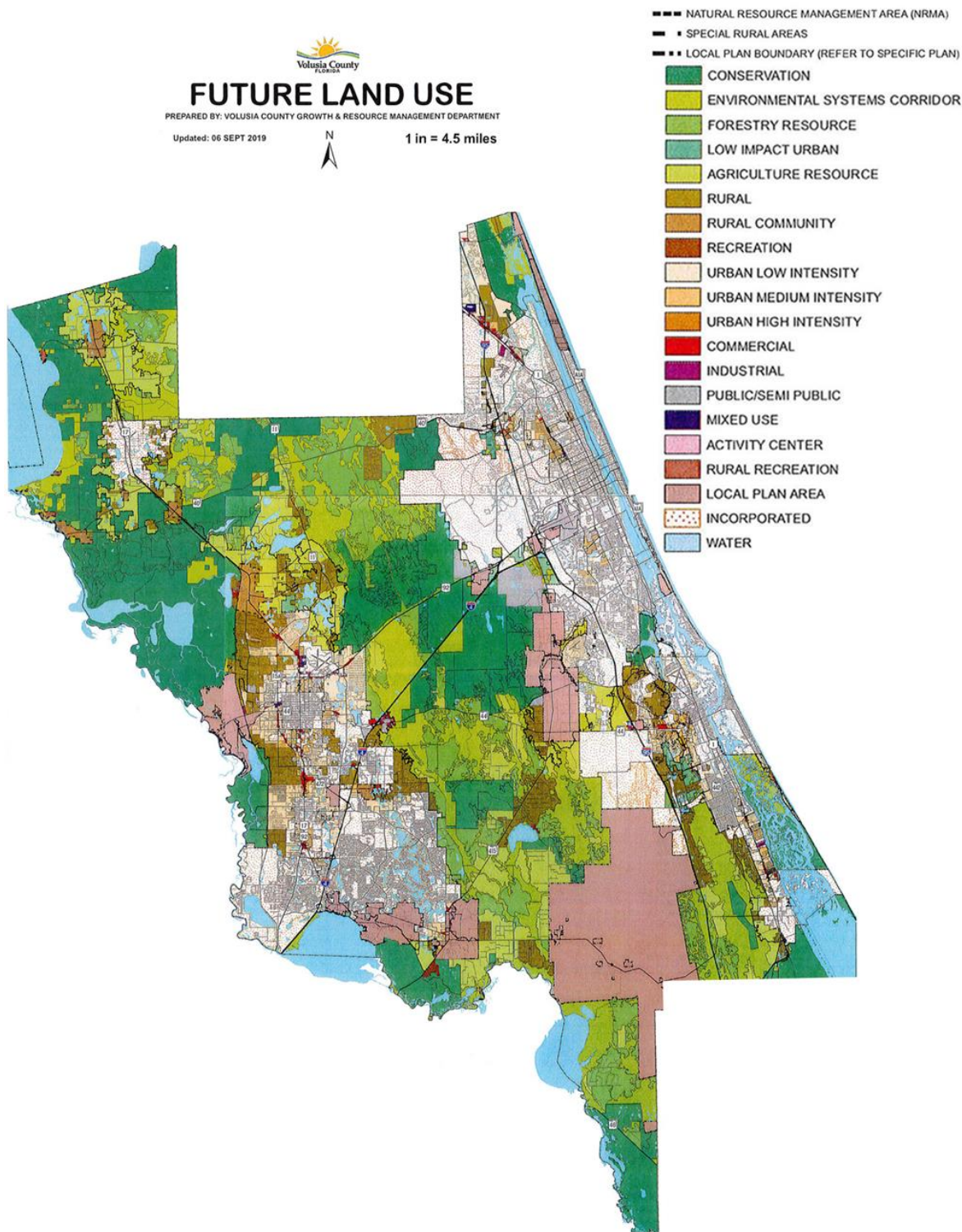
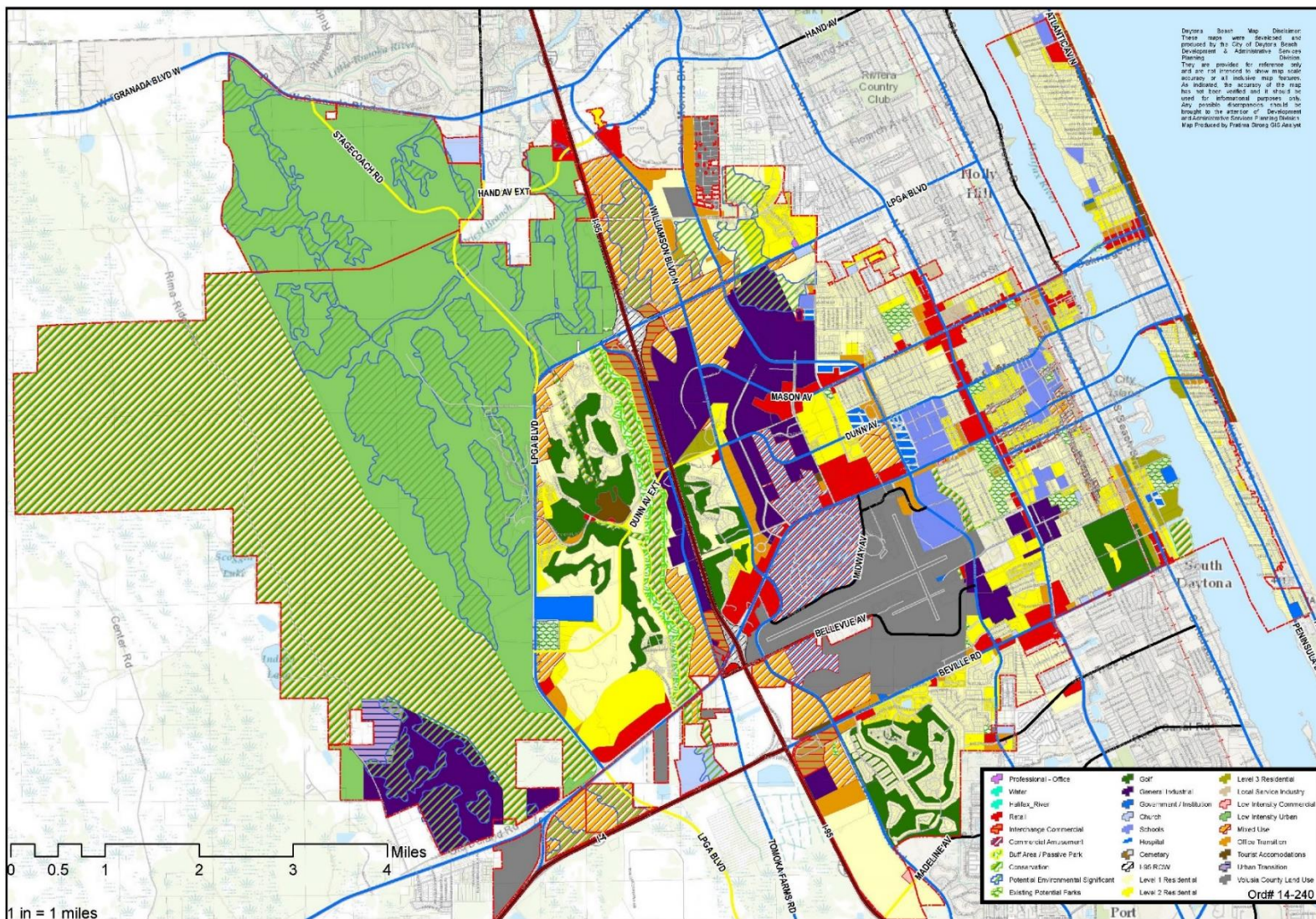


Figure 17: Daytona Beach Future Land Use Map

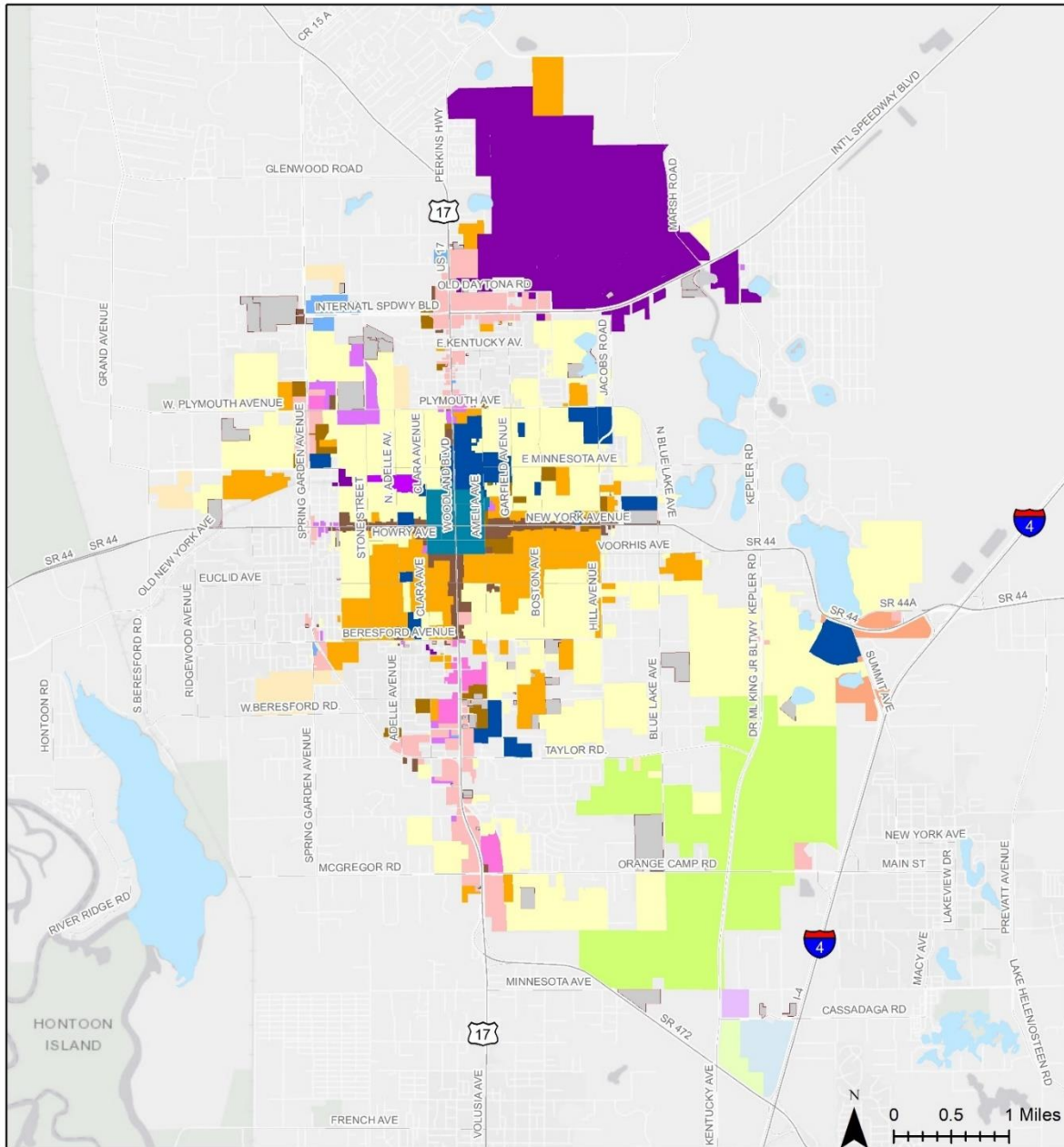


DeLand

DeLand is the fastest-growing incorporated area and also the county seat for Volusia County. The future land uses for DeLand also were assessed (Figure 18), and the subsequent observations were noted:

- The center of the city is zoned for Downtown Commercial (teal) and the adjacent land uses are High Density Residential (light brown), Mixed Office-Residential (light purple), and Education (navy).
- Medium-Density Residential land uses (orange) are prominent south of S- 44, adjacent to other Low-Density Residential uses. Medium-Density Residential uses permit up to 12 dwelling units per acre.
- The majority of residential land uses are low-density (light yellow), which can allot up to 5.8 dwelling units per acre.
- The majority of the southeastern portion of the City limits are dedicated to New Community Development (light green).

Figure 18: DeLand Future Land Use Map



- | | | |
|---|--|---|
| Future Land Use |  Gateway |  Mixed Office-Residential |
|  Business Retail |  Highway Commercial |  New Community Development |
|  Community |  High Density Residential |  Redevelopment |
|  Commerce |  Industrial |  Rail Spur |
|  County |  Low Density Residential |  Urban Low Intensity |
|  Downtown Commercial |  Mixed Commercial |  West Central District |
|  Education |  Medium Density Residential | |

Source: City of DeLand

Population Profile

Data from the 2000 and 2010 U.S. Census combined with information from the American Community Survey (ACS) 2019 estimates were used to formulate and review the study area population profile. Table 1 shows that the total countywide population grew approximately 29% during the 2000–2019 period and 15% from 2010 to 2019. Population density has increased as a result of the growth. Although a similar increase in the households per square mile over the last decade suggests that growth in the number of housing units occurred in tandem with the population growth, it is evident that overall density has outpaced housing density since 2000. A total increase of approximately 19% of workers was observed from 2000 to 2019, with an increase of approximately 13% experienced from 2010 to 2019.

Table 1: Population Characteristics, Volusia County, 2000–2019

Metrics	2000	2010	2019	2010-2019 %Change	2000-2019 %Change
Population	429,459	482,910	553,284	14.6%	28.8%
Households	184,723	190,757	219,451	15.0%	18.8%
Workers	202,516	213,229	240,527	12.8%	18.8%
Area (sq. miles)	1,101	1,101	1,101	No Change	No Change
Population per sq. mi.	390	439	503	14.6%	28.8%
Households per sq. mi.	168	173	199	15.0%	18.8%
Workers per sq. mi.	184	194	218	12.8%	18.8%

Source: 2000 and 2010 Census, ACS 2019 1-Year Estimates

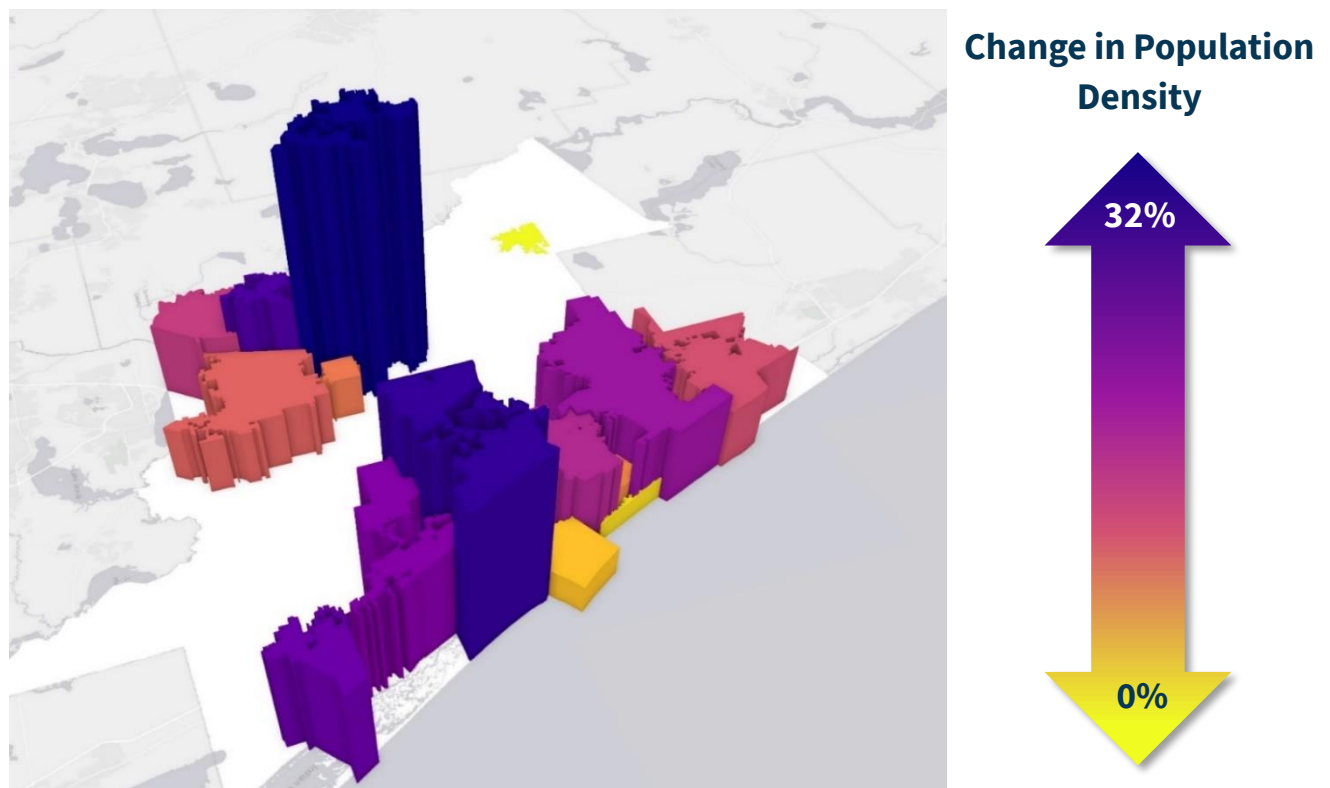
As overall population has increased in Volusia County, the populations in incorporated areas also have increased, with the exception of Pierson. Table 2 shows all municipalities with their corresponding 2010 and 2019 populations, respective population per square mile, and density change. Although Daytona Beach Shores has the highest population density (4,665 people per square mile), it has experienced one of the lowest growth rates of all incorporated areas in the same 10-year time period, implying that it is an established area. DeLand, whose population density is less than 2,000 people per square mile, was the fastest growing municipality, with approximately 32% growth since 2010, suggesting that this area has the potential for continuing future growth. Figure 19 shows the population density change from 2010 to 2019 in incorporated areas in Volusia County.

Table 2: Incorporated Population Characteristics, 2010–2019

Municipality	2010 Population	2019 Population	2010 Pop. per Sq Mi	2019 Pop. per Sq Mi	Density % Change
DeLand	27,031	35,763	1,444	1,911	32.3%
New Smyrna Beach	22,464	27,173	586	709	21.0%
Orange City	10,599	12,103	1,437	1,641	14.2%
Oak Hill	1,792	2,041	153	174	13.9%
Edgewater	20,750	23,455	918	1,037	13.0%
Daytona Beach	61,005	67,351	957	1,056	10.4%
Port Orange	56,048	61,617	1,946	2,139	9.9%
DeBary	19,320	21,176	887	972	9.6%
Ormond Beach	38,137	41,289	975	1,056	8.3%
Deltona	85,182	91,520	2,075	2,229	7.4%
Lake Helen	2,624	2,773	575	608	5.7%
South Daytona	12,252	12,819	2,429	2,541	4.6%
Holly Hill	11,659	12,153	2,550	2,658	4.2%
Ponce Inlet	3,032	3,151	205	213	3.9%
Daytona Beach Shores	4,247	4,372	4,532	4,665	2.9%
Pierson	1,736	1,739	198	198	0.0%

Source: 2020 BEBR Estimates

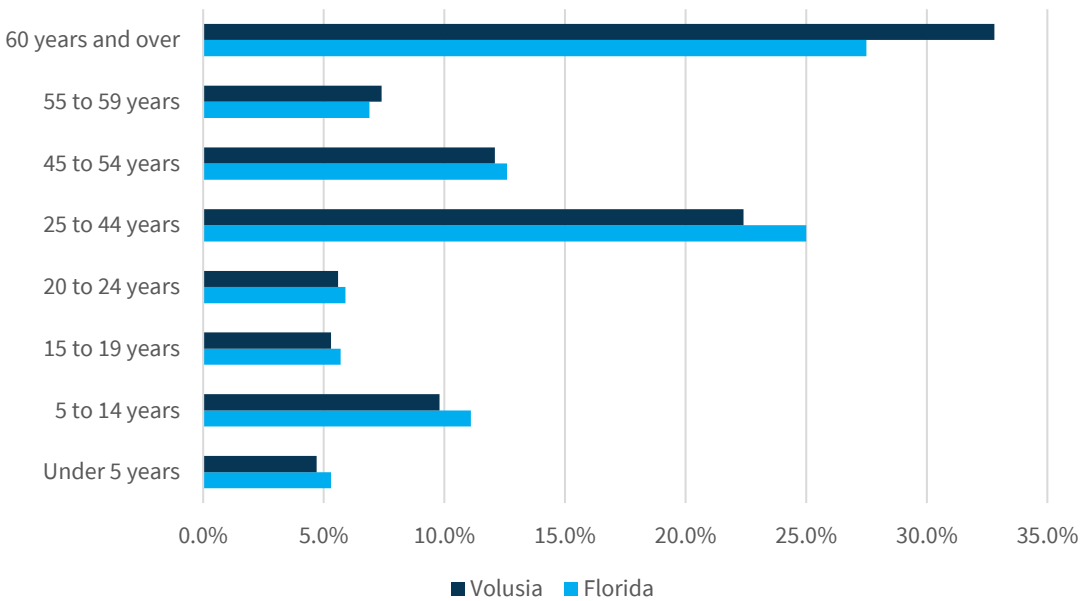
Figure 19: Population Density Change by Incorporated Area, 2010–2019



Age Distribution

Figure 20 shows the existing age cohorts for Volusia County and Florida. The age 60 and over group accounts for 32.8% of the county’s population, slightly higher than the statewide proportion (27.5%).

Figure 20: Age Distribution for Florida and Volusia, 2019



Source: ACS 2019 1-Year Estimates

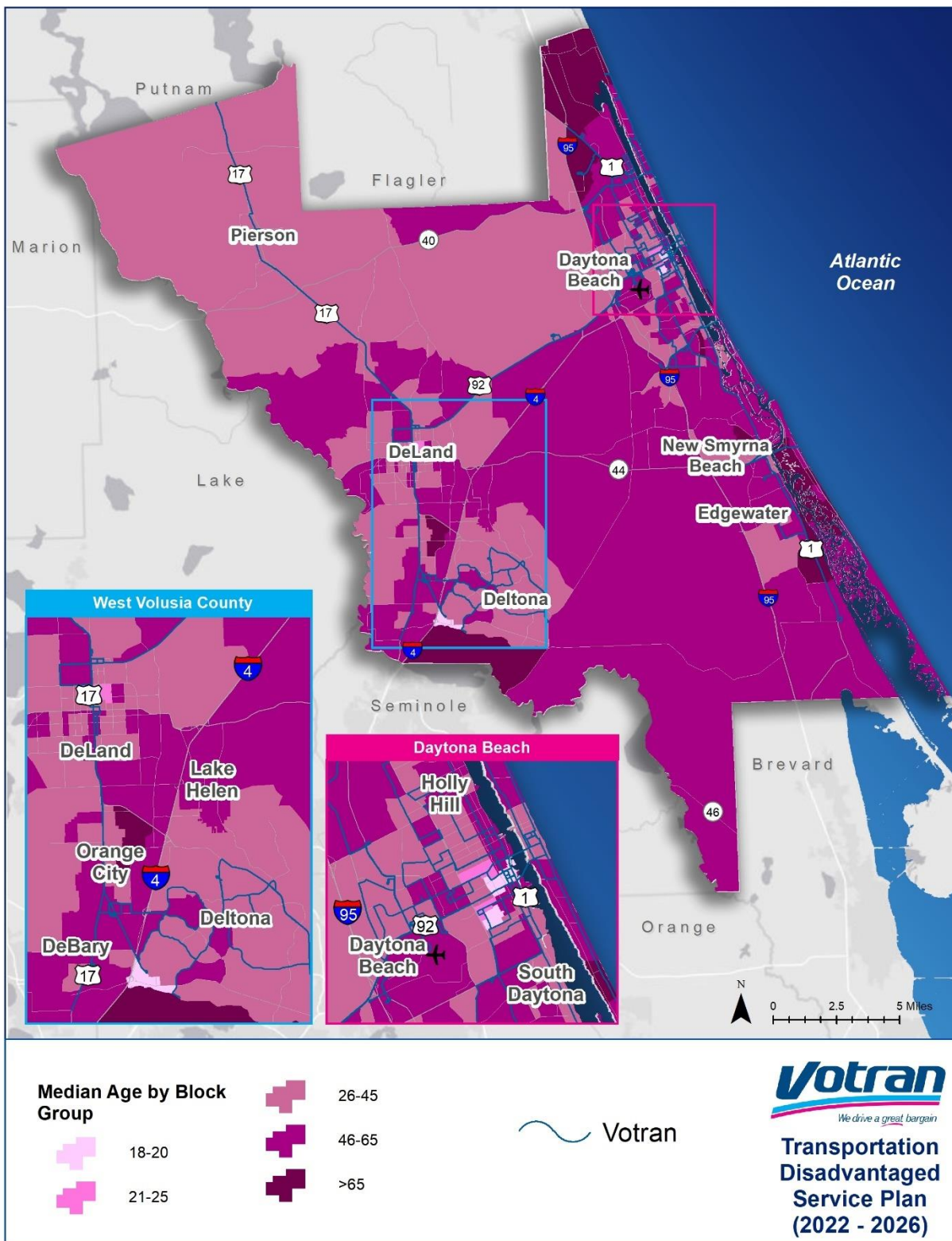
According to BEBR, the percentage of residents age 60 or older is expected to increase to approximately 37% of the total population by 2045. Growth within this age cohort is an important consideration for transit, as a person’s ability to drive is often reduced with age, leading to demand for other transportation options.

The proportions of the population age cohorts 20–24 and 25–44 are projected to remain steady between now and 2045, although the age 45–59 group is projected to decline; this age group represents most working-age residents and adult students, many of whom commute daily to school or work, thereby placing a potentially higher demand for transit options.

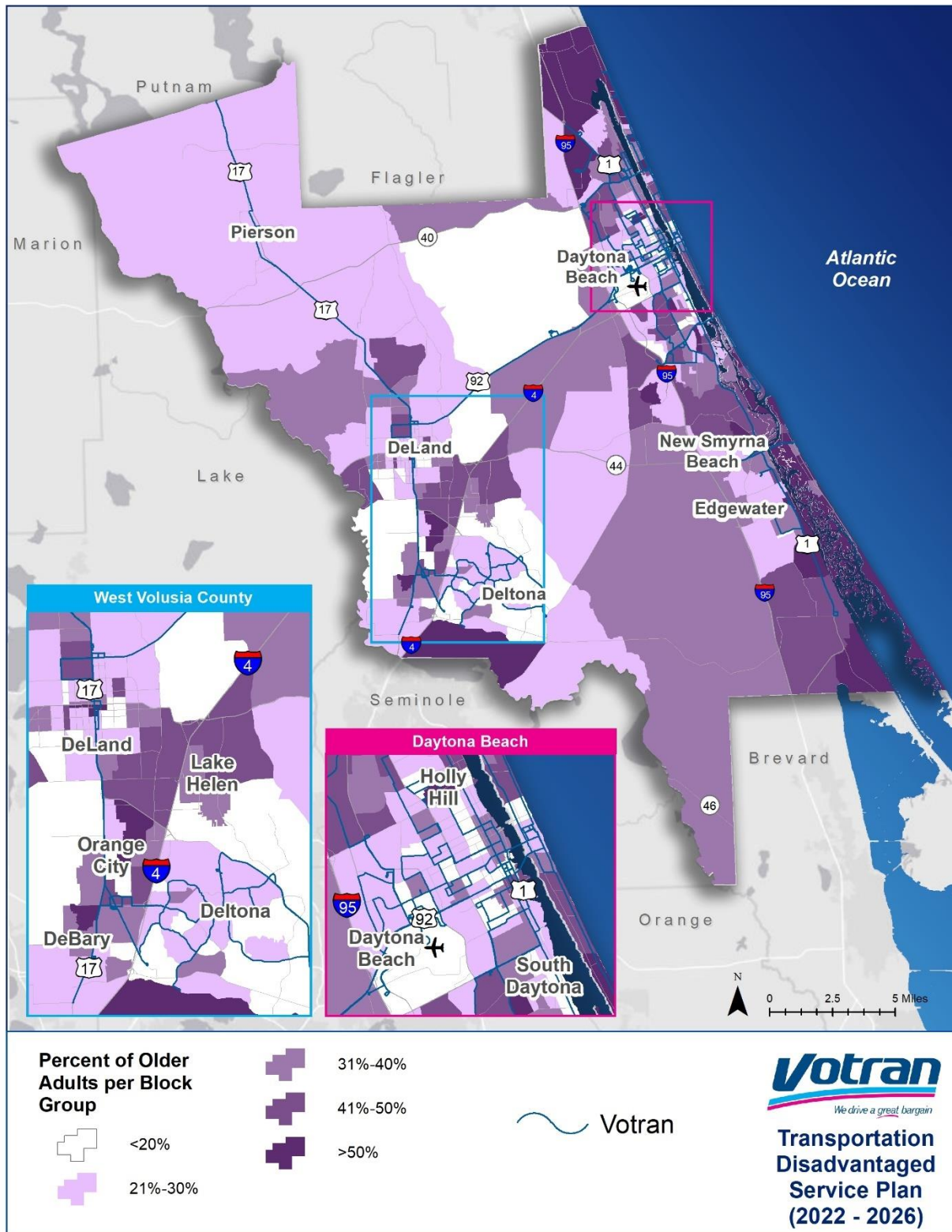
Map 1 shows the block groups by median age. Areas near higher education centers, such as Stetson University and Embry-Riddle Aeronautical University, show lower median age groups, as students tend to cluster near the respective education centers. Areas where the median age is 65 and older appear near the Flagler County border by Ormond Beach, along the coastline in Edgewater, in Orange City, and in Deltona.

Higher concentrations of population age 60 and over are shown in Map 2. Areas within the region with the highest concentrations (over 50% of block group population) of this age group are similar to those with a higher median age in north Ormond Beach, Edgewater, Orange City, and Deltona.

Map 1: Median Age, 2019



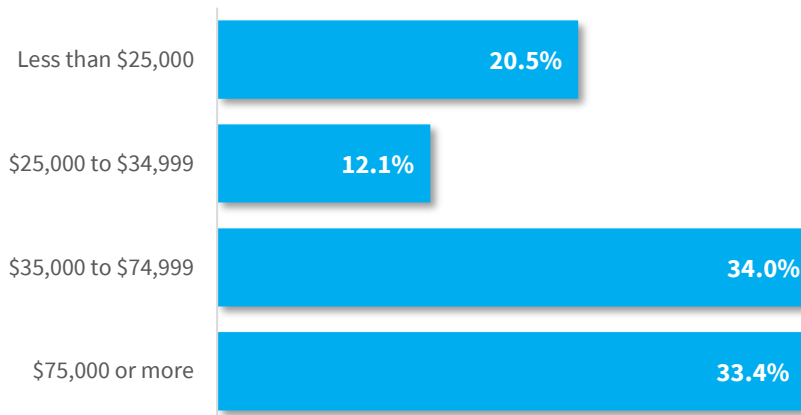
Map 2: Older Adults, 2019



Income Distribution

Earned annual income also can be a key indicator for determining the potential public transit needs of an area, as low-income populations tend to use transit more than higher income earners. In total, 34% of Volusia County households have an income of \$35,000–\$74,999, and a significant portion (33.4%) of the population has higher incomes, over \$75,000 (Figure 21).

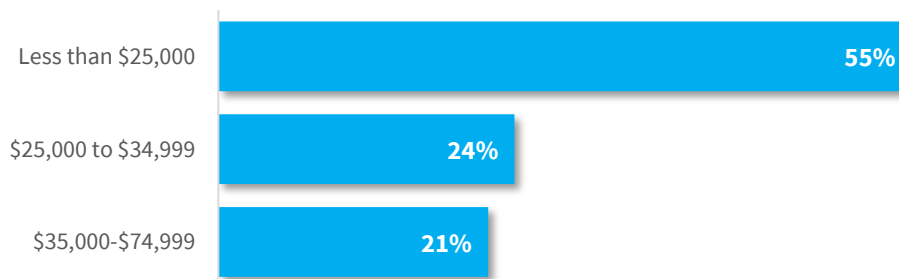
Figure 21: Volusia County Household Income Distribution, 2019



Source: ACS 2019 1-Year Estimates

Figure 22 shows the income distribution for transit users in Volusia County. The majority of transit users, 55%, earn less than \$25,000, which is more than double the proportion of overall Volusia County households reporting a similar annual household income range. The remaining 45% have an annual household income of \$25,000–\$74,999, which is similar to the total county income distribution.

Figure 22: Volusia County Household Income Distribution, by Transit Users, 2019



Source: ACS 2019 1-Year Estimates

Poverty

The U.S. Census Bureau defines the poverty threshold as under \$26,801 for a family of four with two children. As previously shown, in 2019, 20.5% of Volusia County’s 219,451 households had an annual income of less than \$25,000. Although this group has the potential to be defined as being below the poverty threshold, 12.9% of Volusia County residents are considered to be below the poverty level. There has been an increase in the share of individuals that are considered below the poverty level,

11.6% in 2000 compared to 12.9% in 2019, as shown in Table 3. Although the proportion of individuals below the poverty level slightly increased from 2000 to 2019, the proportion has fallen more recently from 16% in 2010, likely due to the ongoing impacts of the Great Recession of 2008. Concurrently, the individual poverty level distribution for Florida followed a similar trend, with a more significant decrease since 2010 but an overall slight increase from 2000.

Table 3 also shows poverty level distributions for Florida as a whole and shows the similar trends followed by both populations. In 2000, Florida’s poverty level was slightly higher than Volusia County’s, but during the recession, Volusia County’s poverty rate hit a higher peak, 16%. Although both poverty levels have decreased since 2010, Volusia County’s poverty rate continues to be marginally higher than Florida’s.

Table 3: Poverty Levels, Volusia County and Florida, 2000-2019

Population	2000	2010	2019	Change (2000-2019)
Volusia County	11.6%	16.0%	12.9%	1.3%
Florida	12.5%	15.6%	12.7%	0.2%

Source: 2000 and 2010 Census, ACS 2019 1-Year Estimates

Map 3 shows the geographic distribution of households considered to be below the poverty level. There is a concentration of block groups, with more than 40% of households below the poverty level in Daytona Beach between the coastline and US-1 and in DeLand surrounding US-17 south of Euclid Avenue.

Disability

As shown in Table 4, the 2019 ACS 5-Year Estimates reported that 18% of the population in Volusia County have a disability characterized as a difficulty with hearing, vision, cognitive, ambulatory, selfcare, and/or independent living. The Volusia County disabled population is higher in comparison to the overall disabled population living in Florida. Higher percentages of persons with disabilities may also increase the public transportation demand under the TD and/or ADA programs.

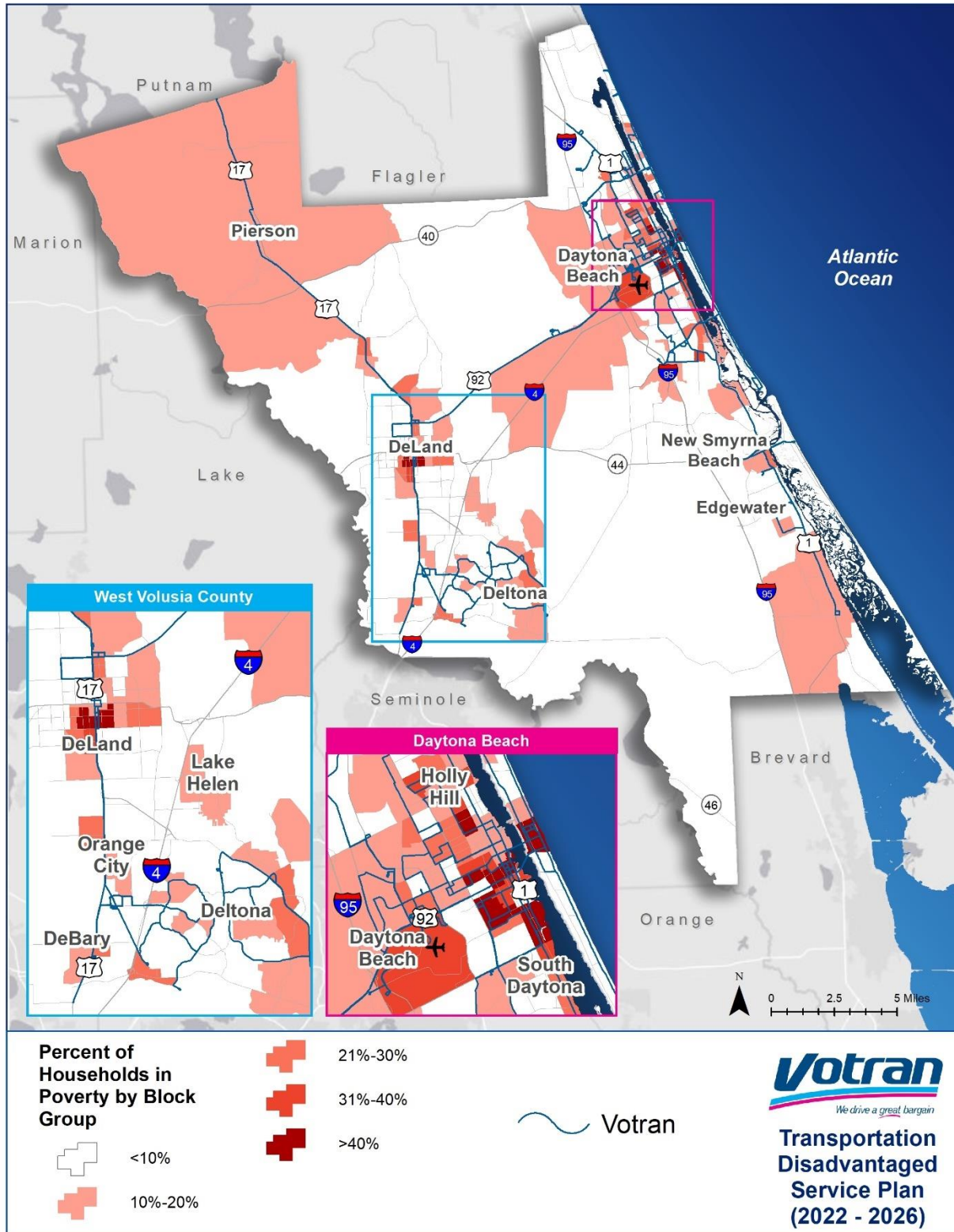
Table 4: Population with a Disability

Area	Civilian Non-Institutionalized Population	Individuals with a Disability	Percent with a Disability
Volusia County	531,217	93,298	18%
Florida	20,588,432	2,768,155	13%

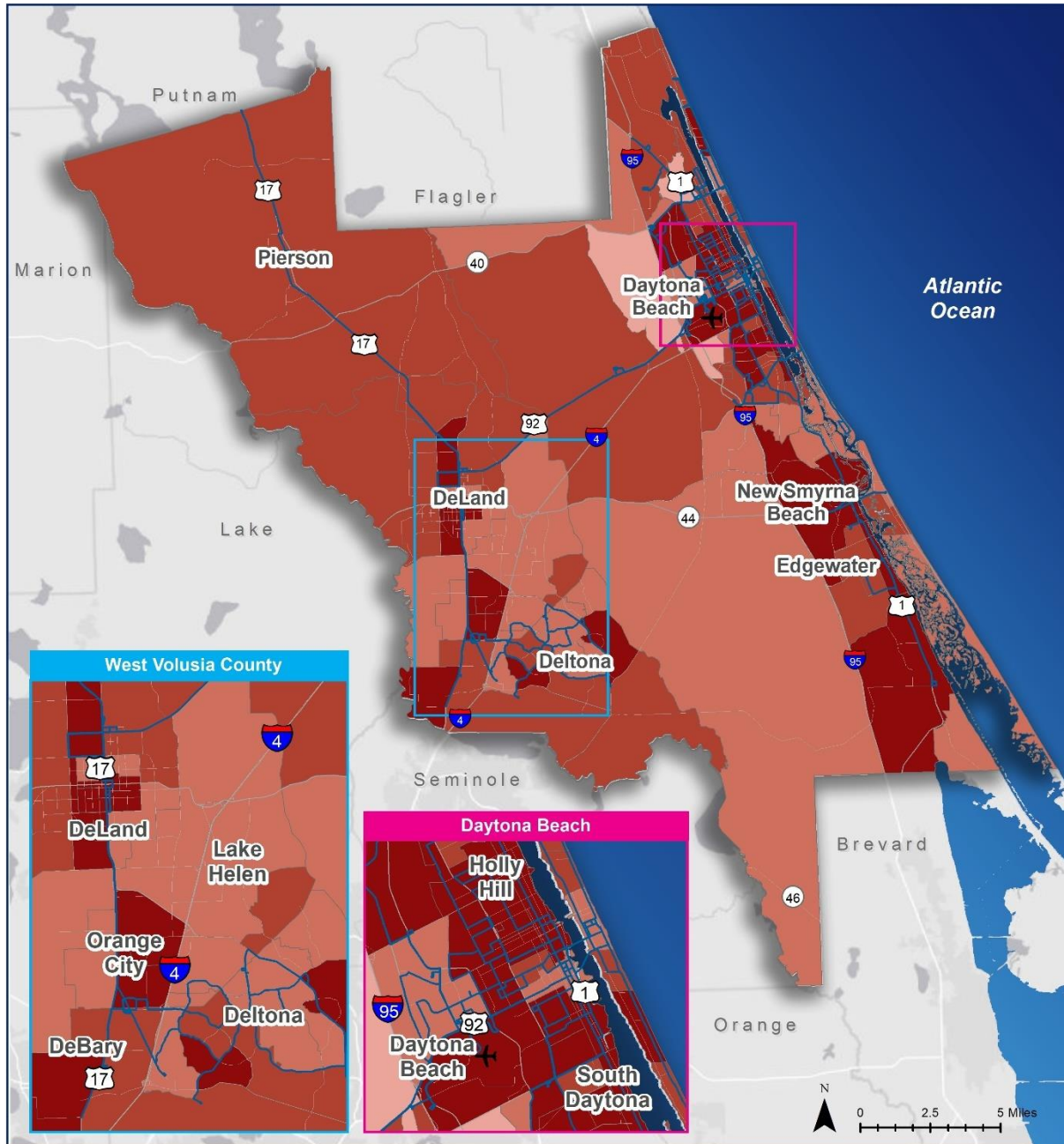
Source: 2019 ACS 5-Year Estimates

Map 4 shows the distribution of persons with a disability by Census tract for the county.

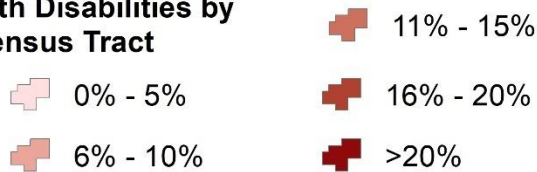
Map 3: Households Below Poverty, 2019



Map 4: Persons with Disabilities, 2019



Percent of Persons with Disabilities by Census Tract



Employment

Table 5 includes data for the civilian labor force, employment, and the unemployment rate for Volusia County and Florida for 2019. According to the 2019 ACS estimates, Volusia has slightly lower unemployment compared to unemployment in Florida as a whole.

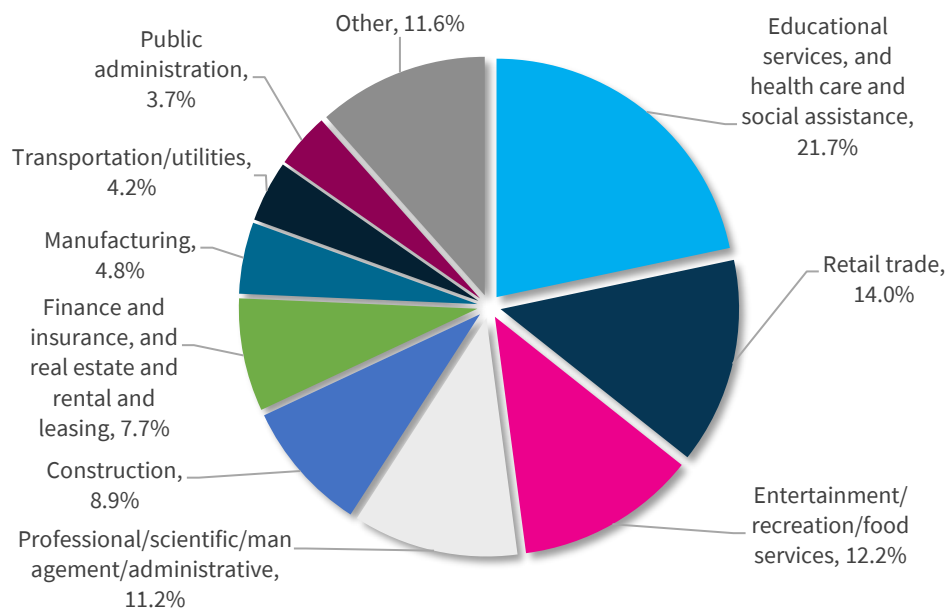
Table 5: Employment Characteristics, 2019

Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Volusia County	238,538	226,928	11,610	4.9%
Florida	10,056,801	9,495,353	561,448	5.6%

Source: 2019 ACS 5-Year Estimates

Employment type may have an impact on the propensity to use transit, and transit service hours may influence the employment of those who are transit-dependent. A review of the type of employment in Volusia County was conducted using 2019 ACS Estimates. Figure 23 shows the Volusia County economy broken down by its business industries. The two largest sectors are Educational Services and Healthcare and Social Assistance (21.7%), followed by Retail Trade (14.0%); and Entertainment/Recreation/Food Services (12.2%), making up almost half of the county’s employment.

Figure 23: Volusia County Employment by Industry, 2019 Major Trip Generators



Major Trip Generators

Major paratransit (TD and ADA) trip generators/attractors in Volusia County include medical facilities (hospitals, dialysis centers, imaging and laboratory services), attractions/recreation (Birthplace of Speed Museum, News Journal Center, shopping malls, One Daytona, beaches), government/social services, schools, colleges/universities, religious activities, dining sites, and local shopping centers. Table 6 presents the major trip generators in Volusia County by category, destination, location within the county, and Votran route that provides service. Because TD services are provided county-wide,

trip generators can include any location in the county, whereas ADA service generators will be along the fixed-route system up to ¾-mile proximity to any fixed-route.

Table 6: Fixed-Route-Oriented Paratransit and TD Trip Generators/Attractors

Medical Generators		
Destination	Area	Votran Route
Bert Fish Medical Center	Southeast Volusia	Flex 43
Florida Health Care	Daytona Beach	10, 10 Sun
Florida Health Center	Southeast Volusia	41, Flex 43
AdventHealth Daytona Beach	Daytona Beach	18,19
Halifax Health Keesh Pediatric Neighborhood Care	Daytona Beach	15
Halifax Health Medical Center	Daytona Beach	10, 10 Sun, 11
Twin Lakes Medical Center	Daytona Beach	18, 19
Halifax Health Primary Care	Ormond Beach	18, 19
Halifax Health Primary Care	Port Orange	12, 17B, 40
Veterans Administration Clinic	Daytona Beach	10, 11
Veteran’s Nursing Home	Daytona Beach	11
Florida Department of Health	Daytona Beach	11, 18, 19
William Schildecker Outpatient Clinic	Southeast Volusia	Flex 42, Flex 43
Attraction/Recreation		
Atlantic Center for the Arts	Southeast Volusia	40
Birthplace of Speed Museum	Daytona Beach	1, 18, 19
Brannon Center	Southeast Volusia	Flex 43
Cameron’s Marina	Southeast Volusia	41
Coronado Recreation Center	Southeast Volusia	Flex 42
Daytona Flea Market	Daytona Beach	10 Sun, 11
Daytona International Speedway	Daytona Beach	10, 10 Sun, 11, 18, 19, 60
Daytona Beach Racing and Card Club	Daytona Beach	10 Sun, 11
Edgewater Community Marina	Southeast Volusia	41
Halifax Historic Museum	Daytona Beach	7, 12
News Journal Center	Daytona Beach	1, 8, 17A, 17B, 18, 19
Ocean Center	Daytona Beach	1, 8, 17 Sun, 18, 19
Peabody Auditorium	Daytona Beach	1, 18, 19
Government/Social Service		
Division of Blind Services	Daytona Beach	6, 10, 10 Sun
Daytona Beach Regional Library	Daytona Beach	1, 8, 10 Sun, 15 Sun, 17A, 17B, 18, 19
County Criminal Justice Center	Daytona Beach	All Routes
Court House Annex	Daytona Beach	1
Daytona Beach City Hall	Daytona Beach	4, 15
Daytona Beach Shores City Hall	Daytona Beach	17A, 17B
Dickerson Community Center	Daytona Beach	15
Department of Motor Vehicles	Daytona Beach	15
Edgewater City Hall	Southeast Volusia	41
Florida State Office Building	Daytona Beach	All Routes

Education		
Advanced Technology Center	Daytona Beach	18, 19
Atlantic High School	Daytona Beach	7, 12
Bethune Cookman University	Daytona Beach	6, 10
Campbell Middle School	Daytona Beach	15
Chisholm Elementary School	Southeast Volusia	40, Flex 43
Coronado Beach Elementary School	Southeast Volusia	Flex 42
Daytona State College	Daytona Beach	10, 18, 19, 60
DSC-Edgewater Elementary Campus	Southeast Volusia	41
Edgewater Elementary School	Southeast Volusia	41
Embry Riddle Aeronautical University	Daytona Beach	18, 19
Shopping Centers		
Bellair Plaza	Daytona Beach	1, 1 Sun, 8, 18, 19
Big Tree Shopping Center	Daytona Beach	4, 4 Sun
Commonwealth Shopping Center	Daytona Beach	4, 40
Countryside Shopping Center	Daytona Beach	4, 7, 12, 17B, 40
Daytona Mall	Daytona Beach	10, 10 Sun, 18, 19, 60
Dunlawton Square	Daytona Beach	4, 7, 12, 17B, 40
Edgewater Plaza Shopping Center	Southeast Volusia	41
Florida Shores Shopping Center	Southeast Volusia	41
Holly Hill Plaza	Daytona Beach	5, 6, 11
Indian River Shopping Center	Southeast Volusia	Flex 42
Daytona Plaza	Daytona Beach	10, 10 Sun, 18, 19, 60
New Smyrna Shopping Center	Southeast Volusia	41, Flex 43
Ormond Town Square	Daytona Beach	6, 18, 19
Tanger Outlets/Tomoka Town Center	Daytona Beach	11B
Volusia Mall	Daytona Beach	10, 10 Sun, 11, 18, 19, 60
Volusia Square	Daytona Beach	10 Sun, 11, 60
Walmart – multiple locations	County Wide	Mixed

Source: Votran Popular Destinations

Inventory of Available Transportation Services

As part of the joint TDP and TDSP effort, a review of other private and public organizations providing transportation services in Volusia County was conducted based on information provided by Votran and also available publicly from various local and regional resources. The results of this inventory of transportation providers is included in Appendix C. These providers serve the general public and/or specific client groups such as persons with disabilities, older adults, and/or people needing medical care exclusively in Volusia County or in the whole region. Private providers were contacted to obtain specific information on the following using a specially-designed survey to facilitate data collection:

- Type of service provided
- Restrictions of clients
- Boundaries of service area and primary destinations
- Hours of operations and applicable frequency, annual ridership, fares
- Information on facilities, including location, type, age, number of vehicles, and equipment

Overall, 20 private providers were contacted by email and phone, some of which had closed their business due to the COVID-19 pandemic, suspended service until the pandemic was controlled, or elected not to provide information due to perceived competition issues.

Service Analysis

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

Forecasts of Transportation Disadvantaged Program

A required element of the service analysis was the forecast of the TD population within the service area. The travel demand forecasting methodology was updated effective January 2021 to address some changes in policy and demographics that occurred over the past 28 years since the original methodology was established in 1993. Using a series of automated formulas in the spreadsheet tool and the most current U.S. Census Bureau demographic (ACS 2019 5-Year Estimates) and socio-economic data from the Bureau of Economics & Business Research (BEBR) (January 2020), TD population and travel demand estimates were calculated for Volusia County. The pre-coded data included in the spreadsheet tool’s automated formulas were derived from the National Household Travel Survey (NHTS) and the U.S. Census Bureau’s Survey of Income and Program Participation (SIPP). The forecast estimates produced from the tool include general TD population, critical need TD population, and demand for TD trips. The tool eliminates “double counts” by automatically calculating overlapping populations that occur when individuals fall into one or more of the demographics or socio-economic categories.

Table 7 displays forecasts of the general TD population for Volusia County and references the categories shown in Figure 10, which illustrates the overlapping circle component to account for double counting of TD population groups. As shown in Table 7, the 2021 TD population in Volusia County is estimated at 233,753, roughly 44% of the total population, and includes all persons with disabilities, older adults, low-income persons, and children who are high-risk or at-risk. This is expected to increase by approximately 5.4% in 2026.

Table 7: Volusia County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026
Overlapping Circle Component						
E - Estimate non-elderly/disabled/low income	13,309	13,449	13,590	13,732	13,876	14,022
B - Estimate non-elderly/disabled/not low income	37,637	38,032	38,431	38,835	39,242	39,654
G - Estimate elderly/disabled/low income	5,354	5,410	5,467	5,524	5,582	5,640
D - Estimate elderly/disabled/not low income	44,915	45,386	45,862	46,343	46,830	47,321
F - Estimate elderly/non-disabled/low income	6,598	6,668	6,737	6,808	6,880	6,952
A - Estimate elderly/non-disabled/not low income	80,088	80,929	81,778	82,636	83,503	84,264
C - Estimate low income/not elderly/not disabled	45,851	46,332	46,818	47,310	47,806	48,307
TOTAL GENERAL TD POPULATION	233,753	236,205	238,683	241,187	243,718	246,275
TOTAL POPULATION	553,036	558,839	564,702	570,626	576,613	582,663

**Based on 40% of Volusia County population having access within ¼-mile of existing fixed-route system and transit service operating service 365 days.*

Source: Center for Urban Transportation Research (CUTR), Paratransit Service Demand Estimation Tool, 2013.

Figure 24: General TD Population Groups

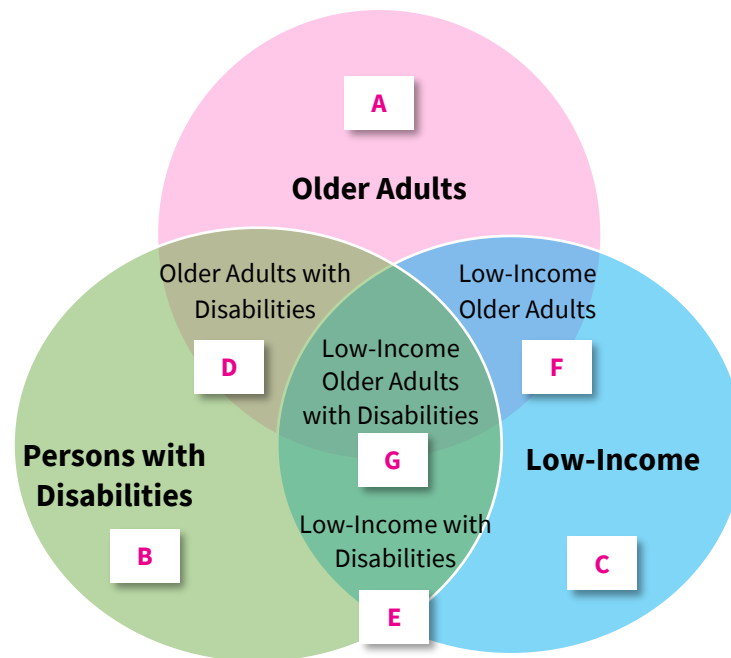


Table 8 presents critical-need TD population forecasts and includes individuals who, due to severe physical limitations or low income, are unable to transport themselves or purchase transportation and are dependent on others to obtain access to health care, employment, education, shopping, social activities, and other life-sustaining activities. As shown, the Volusia County 2021 critical-need TD population is estimated at 33,874, or 14.5% of the general TD population. The population forecast for the TDSP period indicates an increase of approximately 5.4% by 2026. In 2021, the critical-need TD population is expected to take 17,718 total daily trips and 6,467,069 annual trips. That number is expected to increase to 7,048,931 annually in 2026, an increase of 9%.

Table 8: Volusia County Annual Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026
Total Critical TD Population						
Disabled	25,315	25,580	25,848	26,120	26,394	26,671
Low-Income, Not Disabled, No Auto/Transit	8,560	8,650	8,740	8,832	8,925	9,018
<i>Total Critical Need TD Population</i>	33,874	34,230	34,589	34,952	35,318	35,689
Daily Trips Critical Need TD Population						
Severely Disabled	1,240	1,253	1,267	1,280	1,293	1,307
Low Income, Not Disabled, No Access	16,255	16,426	16,598	16,772	16,948	17,126
<i>Total Daily Trips Critical Need TD Population</i>	17,718	18,017	18,322	18,646	18,976	19,312
Total Annual Trips	6,467,069	6,576,362	6,687,502	6,805,871	6,926,335	7,048,931

**Based on 40% of Volusia County population having access within ¼-mile of existing fixed-route system and transit service operating service 365 days.*

Source: Center for Urban Transportation Research (CUTR), Paratransit Service Demand Estimation Tool, 2013.

CTC Trend Analysis

An analysis of selected data indicators over the last five fiscal years (2016–2020) was conducted to examine Votran’s TD performance as the CTC over time. The trend analysis includes selected performance, effectiveness, and efficiency measures using data available from the CTC’s Annual Performance Reports (APR) submitted to the CTD. The measures reviewed are inclusive of all TD services reported by the CTC to the CTD, including other transportation providers in the coordinated system.

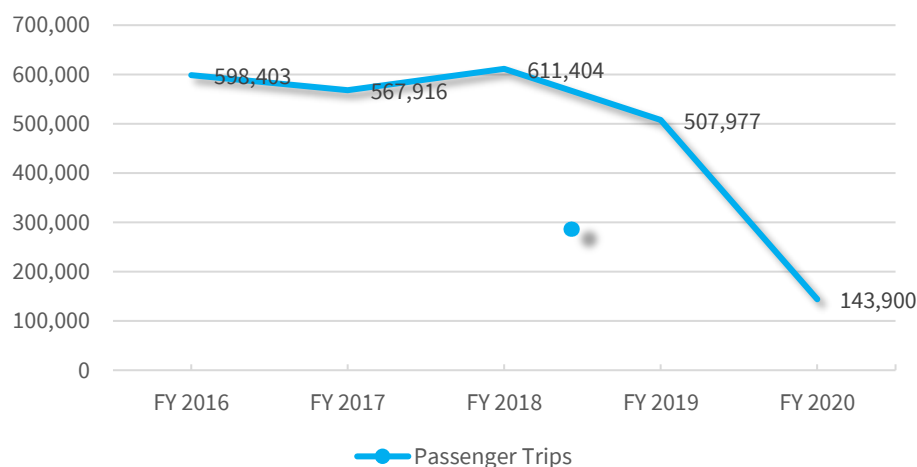
General Performance Measures

General performance indicators are used to gauge the CTC and TD program’s overall operating performance and include:

- Passenger trips
- Vehicle miles
- Operating expenses
- Operating revenue
- Total fleet

Passenger trips (passenger boardings) are counted each time a passenger boards a vehicle, is transported, and exits the vehicle. Each destination constitutes as a unique passenger trip. As shown in Figure 25, passenger trips fluctuated over the five-year period but had an overall decrease of 76.0%, mostly due to the decrease in passenger trips that occurred in FY 2020. This drastic decline can be attributed to the COVID-19 pandemic. Removing FY 2020 as an outlier due to this circumstance, the overall decrease between FYs 2016 and 2019 was 15.1%. Votran also recognizes that different data sets were used in years prior to FY 2019 that therefore result in greater than usual variances in FY 2020.

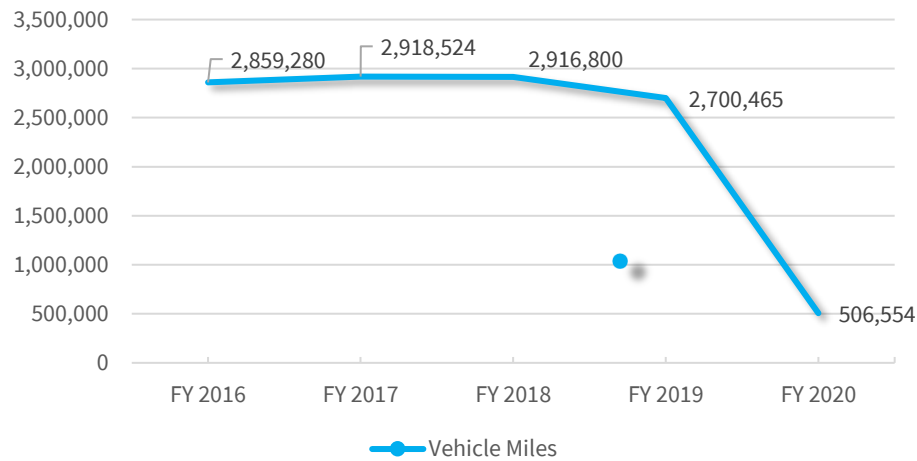
Figure 25: Passenger Trips



Vehicle miles represent how far transit vehicles travel in total while in revenue service and includes deadhead miles. This is a measure of how much service coverage is provided, i.e., the supply of service. Vehicle miles as a metric by itself is not positive or negative but should be viewed in relation

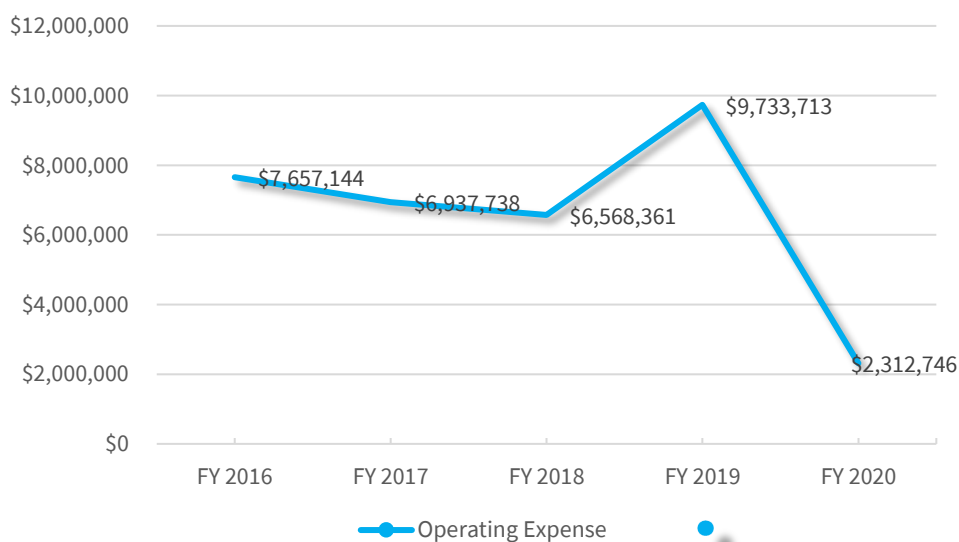
to productivity and cost-effectiveness measures. Similar to passenger trips, vehicle miles fluctuated during the same period, with an overall decrease of 82.3%, most of which occurred between FY 2019 and FY 2020 due to COVID-19 service interruptions (Figure 26). For FYs 2016–2019 only, the reduction in vehicle miles was 5.6%.

Figure 26: Vehicle Miles



Total operating expense includes all costs associated with operating the transit agency (vehicle operations, maintenance, administrative costs). Figure 27 shows the total operating expenses for the five-year period, which decreased from FY 2016 to FY 2018, increased in FY2019, and decreased in FY2020, representing an overall decrease of 69.8%

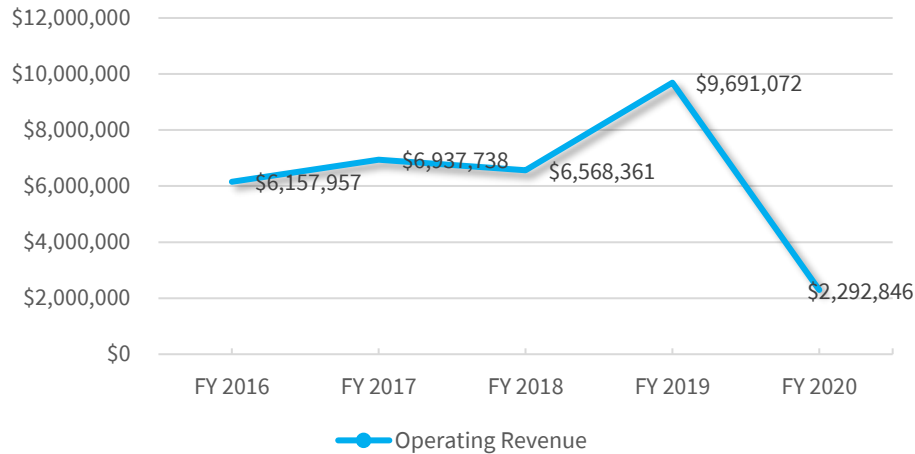
Figure 27: Operating Expenses



Operating revenue refers to all revenues and subsidies used by an operator in the provision of transportation services. Figure 28 shows that operating revenues peaked in FY 2019 to \$9.6 million

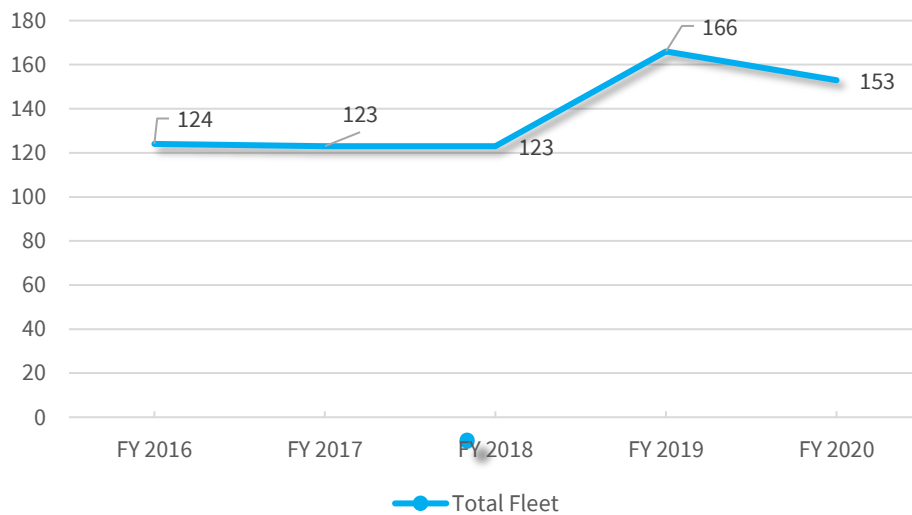
before decreasing in FY 2020 to \$2.2 million, representing an overall decrease of 62.8% in the five-year period.

Figure 28: Operating Revenue



Total fleet refers to the number of revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, and spares. As shown in Figure 29, Votran’s TD fleet size remained relatively the same between FY 2016 and FY 2018 but increased to 166 vehicles in FY 2019. In FY 2020 Votran held 153 TD vehicles.

Figure 29: Total Fleet



Effectiveness Measures

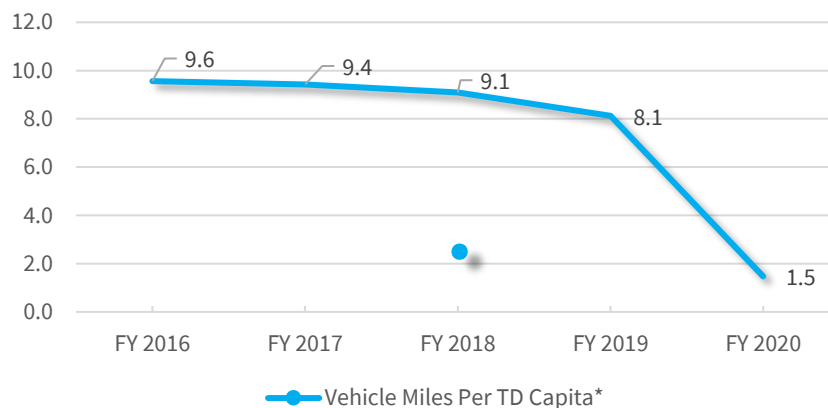
This section evaluates measures that help monitor service effectiveness, which include:

- Vehicle miles per TD capita
- Vehicle miles per passenger trip
- Passenger trips per TD capita

- Passenger trips per vehicle mile
- Accidents per 100,000 vehicle miles

Vehicle miles per capita measures the supply of service provided based on the population of the service area and is derived from the total system vehicle miles (including both revenue and deadhead miles) divided by the TD service area population within a ¾-mile distance of service provided. As shown in Figure 30, vehicles miles per TD capita decreased from 9.6 to 1.5 over the five-year period, a total decrease of 84.6%. Removing 2020 as a potential outlier due to COVID-19 impacts, this decrease is 15.1%, indicating increased effectiveness for this measure.

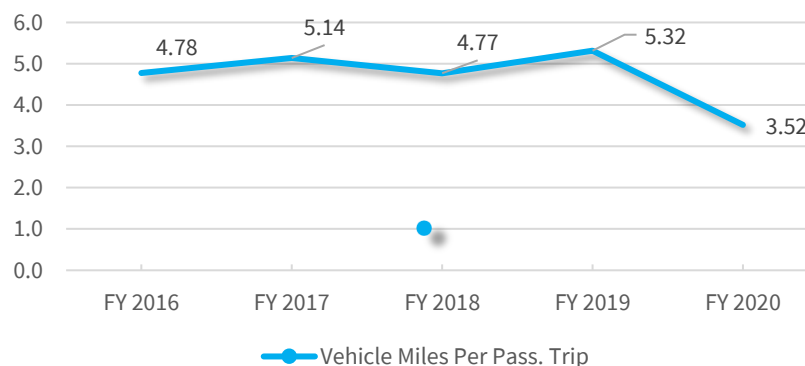
Figure 30: Vehicle Miles per TD Capita



*Per TD Capita in FY 2019 and FT Y 2020 estimated using a 3.6% growth rate

Vehicle miles per passenger trip are derived from the total system vehicle miles (including both revenue and deadhead miles) divided by passenger trip. The vehicle miles per capita fluctuated during the five-year period, with an overall decrease of 26.3% (Figure 31). Eliminating the COVID-19 impacts in FY 2020 results in an overall decrease of 11.3%, indicating an increase in effectiveness.

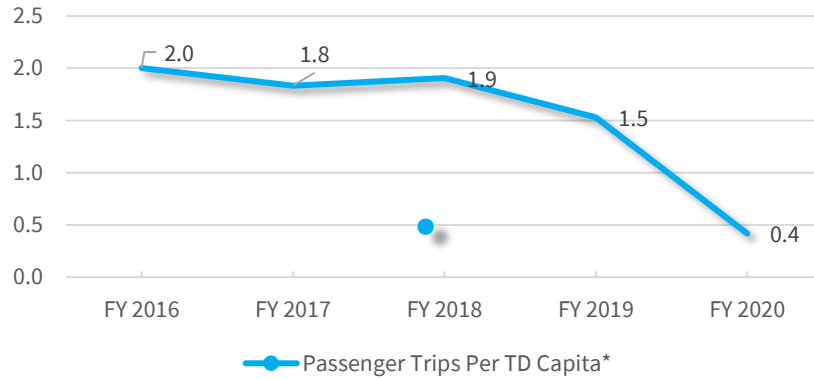
Figure 31: Vehicle Miles per Passenger Trip



Passenger trips per TD capita quantifies utilization of TD services in the service area and is calculated by dividing the total paratransit boardings by service area TD population. Votran’s passenger trips per TD capita experienced an overall decrease of 79.1%, much of which occurred between FY 2019 and FY

2020 (Figure 32). Excluding FY 2020, this measure had an overall decrease of 23.7% between FYs 2016 and 2019.

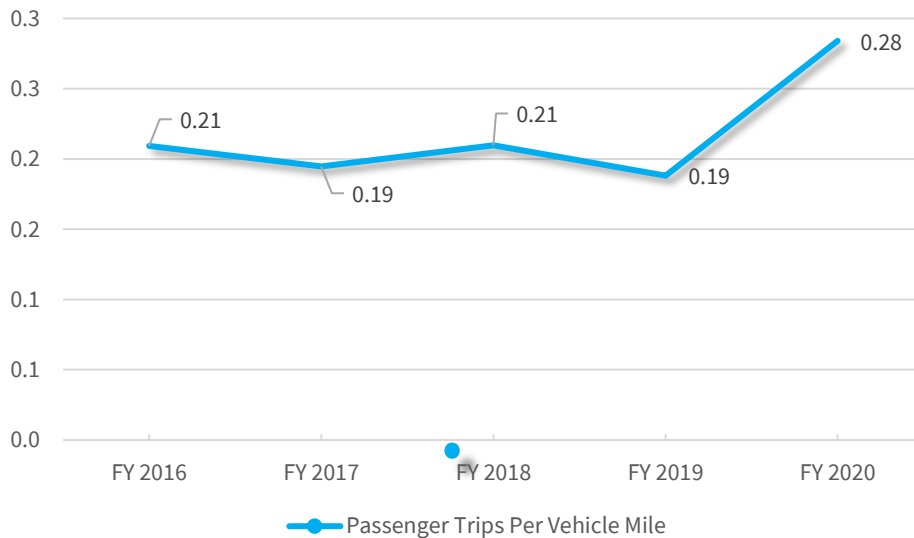
Figure 32: Passenger Trips per TD Capita



*Per TD Capita in FY 2019 and FY 2020 estimated using a 3.6% growth rate

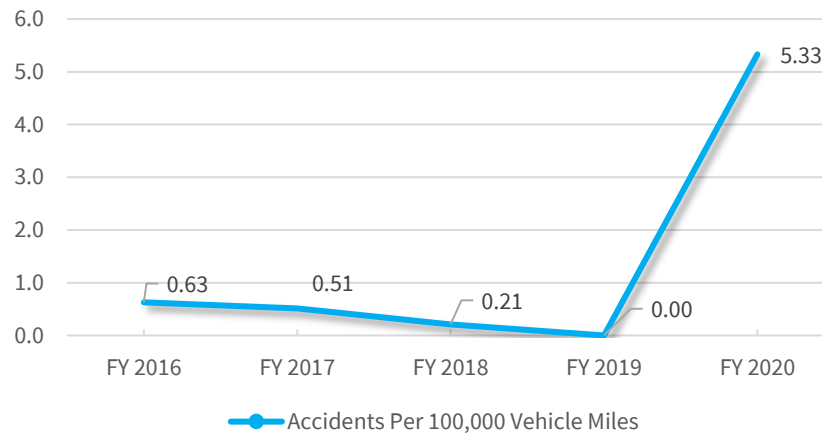
Passenger trips per vehicle mile is a measure of the productivity of the revenue service provided and is calculated by dividing paratransit boardings by vehicle miles. Passenger trips per vehicle mile experienced an overall increase of 35.7% during the five-year period (Figure 33) but stayed relatively stable between FY 2016 and FY 2019.

Figure 33: Passenger Trips per Vehicle Mile



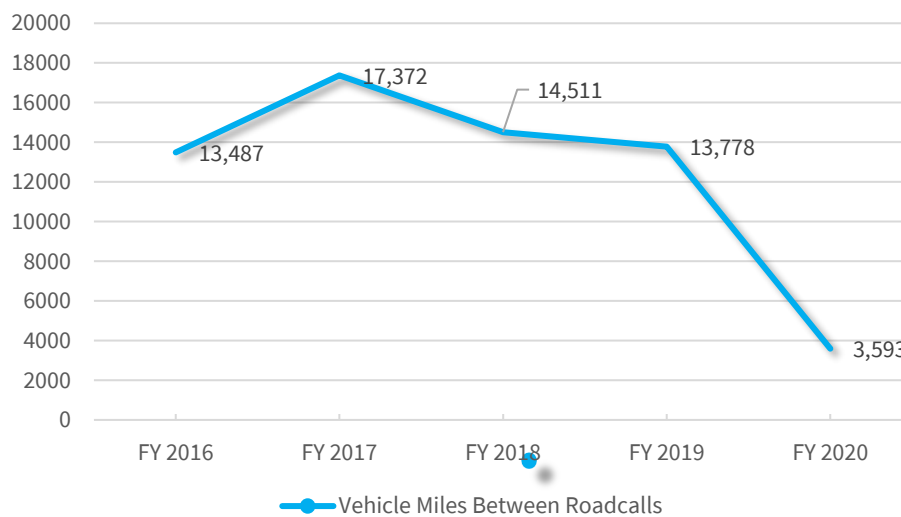
Accidents per 100,000 vehicle miles refers to the total number of reportable accidents (result was property damage of \$1,000 or more and/or personal injury that required transport to a medical facility) per 100,000 vehicles miles. This measure improved from 0.63 in FY 2016 to 0.00 in FY 2020 (Figure 34), representing an overall decrease of 100.0%. A major increase of 5.33 accidents per 100,000 vehicle miles occurred in FY 2020.

Figure 34: Accidents per 100,000 Vehicle Miles



A roadcall refers to any in-service interruption, excluding an accident, caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. An increasing rate of vehicle miles between roadcalls is desired to indicate an improvement in quality of service for riders. As shown in Figure 35, the trend fluctuated during the five-year period, with an overall decrease of 73.4%. Absent decreased vehicle miles from reduced service levels in FY 2020, vehicle miles between roadcalls decreased 2.2% between FYs 2016 and 2019.

Figure 35: Vehicle Miles Between Roadcalls



Efficiency Measures

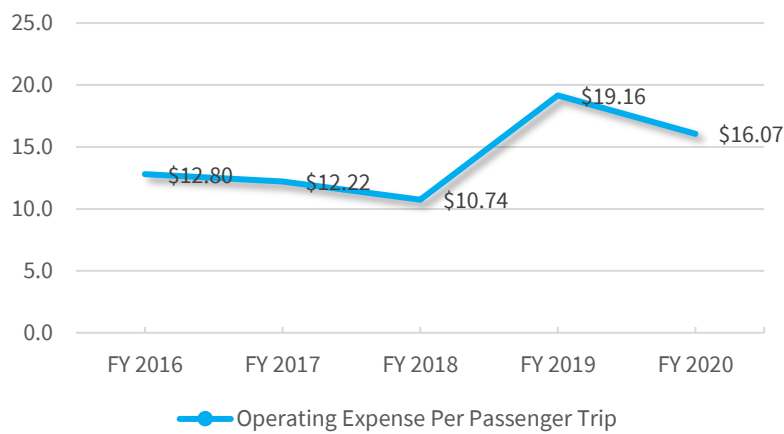
Efficiency measures examine the cost relative to the level of service being provided and includes an examination of:

- Operating expense per passenger trip
- Operating expense per vehicle mile
- Operating expense per driver hour

The goal is to minimize the average cost per measure, but this is a challenge due to continuously rising operating costs for transit agencies.

Operating expense per passenger trip measures the efficiency of transporting riders by the cost of operations relative to ridership. Figure 36 shows the operating expense per passenger trip for FY 2016–FY 2020. The overall increase of 25.5% was largely due to the decrease in passenger trips during the five-year period. Removing the impacts of FY 2020, the four-year trend for operating expense per passenger trip increased 49.7% between FYs 2016 and 2019, largely due to the spike in operating expenses experienced in FY 2019.

Figure 36: Operating Expense per Passenger Trip



Operating expense per vehicle mile measures efficiency in terms of the average cost of operations relative to the vehicle miles driven. As shown in Figure 37, operating expense per vehicle mile increased from \$2.68 to \$3.85 between FY 2016 and FY 2020, indicated a decrease in efficiency. The overall increase of 43.7% was driven by increased operating expenses in FY 2019 and by decreased vehicle miles in FY 2020.

Figure 37: Operating Expense per Vehicle Mile

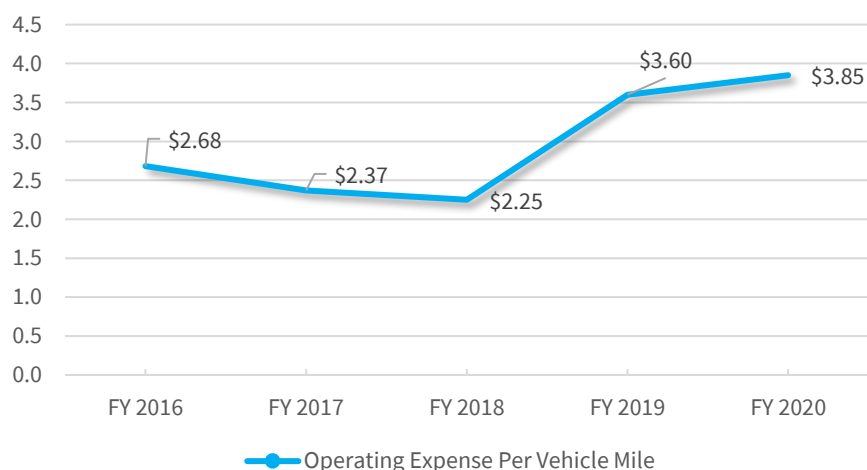


Table 9 summarizes the trend analysis of each performance measure. Total passenger trips and vehicle miles decreased overall, particularly during the COVID-19 pandemic between FY 2019 and FY 2020. Several measures in effectiveness improved from FY 2016 to FY 2020, namely vehicle miles per TD trip, vehicle miles per passenger trip, and passenger trips per vehicle mile. Trends for accidents per 100,000 vehicle miles and vehicle miles between roadcalls indicate a need for improved quality of service for riders. The increase in operating expense per passenger trip and operating expense per vehicle mile experienced by Votran’s paratransit service indicate a need for improved efficiency.

Table 9: Trend Analysis Summary, FY 2016–2020

Performance Indicator/Measure	% Change FY 2016–2019	% Change FY 2016–2020
General Measures		
Total Passenger Trips	-15.1%	-76.0%
Total Vehicle Miles	-5.6%	-82.3%
Operating Expenses	27.1%	-69.8%
Operating Revenues	57.4%	-62.8%
Total Fleet	33.9%	23.4%
Effectiveness Measures		
Vehicle Miles per TD Capita*	-15.1%	-84.6%
Vehicle Miles per Passenger Trips	11.3%	-26.3%
Passenger Trips per TD Capita*	-23.7%	-79.1%
Passenger Trips per Vehicle Mile	-10.1%	35.7%
Accidents per 100,000 Miles	-100.0%	746.0%
Vehicle Miles Between Roadcalls	-2.2%	-73.4%
Efficiency Measures		
Operating Expense per Passenger Trip	49.7%	26.5%
Operating Expense per Vehicle Mile	34.3%	43.7%

*TD Capital for FY 2019–2020 estimated using a 3.6% growth rate.

Source: CTD Annual Performance Reports 2016 to 2020

Barriers to Coordination

Votran and the R2CTPO coordinate regularly for opportunities to address barriers to transportation coordination within Volusia County. Some issues and barriers that exist are summarized as follows:

- It is difficult to meet demand for Sunday service and extended hours service due to competing priorities for operating Volusia County community services.
- Paratransit driver recruitment continues to be a challenge due to competitive wage levels and the robust job market in the Volusia County commuting area.
- As commercial and residential development continues beyond the current Votran service area, a process for approving and funding new bus service should be adopted as a Volusia County transportation policy. With the current status quo approach to long-term transit planning, new service to accommodate individuals residing more than ¾-mile from a fixed route would not be considered. Without fixed-route service, these people would be eligible for transportation on Votran’s Gold Service under TD grant funding. This increase in use of TD funding will quickly overreach the availability of funding.

The following are the barriers to public transportation perceived by stakeholders during the TDP public involvement process:

- Overall, stakeholders felt funding was a barrier to expanding or enhancing services, improving frequency, and attracting “choice” riders.
- Accessible and enhanced bus stops would be great marketing tools for Votran, as it is difficult to see a bus stop pole and is uncomfortable for older people and people with disabilities to wait at stops without benches.
- It is difficult to reach bus stops, as sometimes there are no sidewalks or they are adjacent to busy roadways.
- Nearly 25% of respondents to the Gold Service customer survey said they would ride fixed-route service if bus stops were easily accessible.

Needs Assessment

In addition to the TD population forecast, TD mobility needs were identified through an analysis of public outreach data and results from demographic and service trend analyses. Conclusions from these sections are detailed below.

Results from the demographic analysis show that Volusia County has a higher proportion of older adults, low-income persons, and persons with disabilities than statewide distributions. Results from BEBR also estimate that by 2045, the percentage of residents age 60 or older may increase to approximately 33% of the total population, higher than that of the corresponding cohort in the overall Florida distribution.

According to the CTC’s FY 2020 Annual Operating Report (AOR), in conjunction with the Coordination Contractors, Votran’s Gold Service provided a total of 143,900 one-way trips, 52% of which were paratransit. Of those trips, 14% were for older adults, 37% were for persons with disabilities, and 49% were “other.” Top trip purpose for all trips was for life-sustaining activities/other followed by medical trips. In 2019, Votran services provided 507,977 TD trips. Of those trips, 19% were for older adults, 0.2% were for children-at-risk, 79% were for persons with disabilities, and 2% were for “other” passenger types.

Based on the review of performance data, services experienced a decrease in the number of TD passenger trips since 2016, most notably between FY 2019 and FY 2020, largely due to the COVID-19 pandemic beginning in March 2020. Operating expenses increased significantly from 2018 to 2019, resulting in an increase to operating expense per passenger trip and per vehicle mile, indicating a need for improved efficiency.

Demand for transportation from the TD population in the service area will increase for the groups identified above as the county's population grows. It is estimated that travel demand for the critical need TD population will increase 4% between 2020 and 2025. Transportation alternatives to close the gap for demand could include flex service, Mobility on Demand (MOD), ridesharing, partnerships with taxi and Transportation Networking Companies (TNCs) such as Uber and Lyft, and enhancement of

public transportation services. These factors will be considered in the future assessment and enhancement of the public transportation system.

Taking the above results into consideration, the following needs were identified as priority areas for increased mobility options for TD clients:

- **Bus stop accessibility improvements** for clients interested in using fixed-route services but have difficulty accessing bus stops.
- **Adding or improving bus stop amenities** to make fixed-route service more appealing to older adults and clients with disabilities.
- **Continued effort to increase funding** for expanding the paratransit system to meet the growing need of the TD population.

Goal, Objectives, and Strategies

This section includes Votran’s updated goals as they relate to the delivery of TD services in Volusia County, specific objectives that identify actions to help achieve the goals, and strategies that will be conducted to achieve the objectives. These items were developed and updated with five key focus areas in mind— system administration and education, service delivery, policy, technology, and funding. Although funding is considered a separate focus area, it is also a factor for consideration in coordination with the other key focus areas. For any goals included in this section that have a financial impact, securing additional funding will be an initial step.

Progress of the goals, objectives, and strategies will be reviewed annually with any updates reported in the annual TDSP update.

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

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

Strategy 1.1.1	<i>Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.</i>
Strategy 1.1.2	<i>Encourage Section 5310 grant recipients to participate in the coordination of the transportation disadvantaged services and maximize the use of their vehicle.</i>
Strategy 1.1.3	<i>Continue to monitor cost per trip and work to operate as efficiently as possible.</i>
Strategy 1.1.4	<i>Collect and compile the data necessary for the evaluation of transportation disadvantaged service. This data will be reported in the AOR, National Transit Database (NTD), and the annual CTC evaluation.</i>

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

Strategy 1.2.1	<i>Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas.</i>
Strategy 1.2.2	<i>Continue to explore multi-loading opportunities such as group trips to major attractors.</i>
Strategy 1.2.3	<i>Distribute the Transit Development Design Guidelines to developers contacting Votran for assistance and make the guidelines available at various locations around the county.</i>

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

Strategy 1.3.1	<i>Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions.</i>
Strategy 1.3.2	<i>Develop a driver recruitment program and training initiative to attract new paratransit operators.</i>
Strategy 1.3.3	<i>Acquire new and upgraded paratransit vehicles and equipment, as funding permits.</i>
Strategy 1.3.4	<i>Complete an analysis of ADA and TD bus pass programs to determine the efficiency of the programs in reducing paratransit trip demand and applicability in Volusia County.</i>
Strategy 1.3.5	<i>Ensure that paratransit clients are subject to apply for recertification every three years. Review to determine whether or not customers are still eligible for services under the appropriate funding sources.</i>

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

Objective 2.1: Monitor service quality and maintain minimum standards.

Strategy 2.1.1	<i>Meet or exceed 90% on-time performance goal for both paratransit and fixed-route service (Votran and paratransit contractors).</i>
Strategy 2.1.2	<i>Conduct oral and visual training presentations to Votran operating trainees regarding interactions with riders who have disabilities.</i>
Strategy 2.1.3	<i>Continue to staff biweekly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is appropriate.</i>

Objective 2.2: Maximize customer comfort and safety.

Strategy 2.2.1	<i>Regularly inspect vendor vehicles, monitor drivers, and adhere to the drug and alcohol program for all safety-sensitive positions.</i>
Strategy 2.2.2	<i>Monitor safety-related complaints and seek ways to minimize complaints and operate services in a safe and secure manner in accordance with the CTD and FDOT standards and recommendations.</i>
Strategy 2.2.3	<i>Continue to utilize compliance officer, road supervisor, “mystery riders”, cameras, and technology at Votran’s disposal to ensure accountability of staff to riders and passenger compliance with policies and procedures.</i>

Strategy 2.2.4	Analyze accident records and document future actions deemed necessary to improve the overall safety record.
Strategy 2.2.5	Maintain the quality of the vehicles by replacing older, high-mileage vehicles and operating a fleet with vehicles that do not exceed their useful life.
Strategy 2.2.6	Ensure technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) are installed on all contractor vehicles with the goal of achieving consistent operating levels with Votran vehicles and better coordinated services.
Strategy 2.2.7	Implement Votran’s 2019 Package/Personal Belongings Policy.

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

Strategy 2.3.1	Continue facilitating transit education program to educate special interest groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.
Strategy 2.3.2	Promote new and existing transportation service in Volusia County.
Strategy 2.3.3	Disseminate information electronically through the use of the Votran website, emails, the VO-to-Go text message system and MyStop real-time bus tracking app and update the various “How-to-Ride” guide formats, as necessary to educate and inform system users and the community.
Strategy 2.3.4	Ensure that all websites and other electronic media are compliant with Section 508 of the Rehabilitation Act, as amended in 1998.
Strategy 2.3.5	Continue to serve on the R2CTPO Subcommittees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).
Strategy 2.3.6	Conduct travel training workshops and training to organizations serving the disabled.

Goal 3: Encourage land use patterns that support transit services and the clustering of mixed uses for the provision of a more cost-effective and efficient transportation system.

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

Strategy 3.1.1	Continue to work with the R2CTPO for any subsequent updates to the adopted Transportation Impact Analysis (TIA) guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.
Strategy 3.1.2	Complete updates to the Transit Development Design Guidelines (TDDG), as necessary.

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

Strategy 3.2.1	Establish a phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in the TDDG.
Strategy 3.2.2	Evaluate the connectivity of service and infrastructure with SunRail as it relates to ridership trends, customer service requests, and SunRail service modifications.

Strategy 3.2.3	<i>Ensure that new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.</i>
Strategy 3.2.4	<i>Implement a Votran/SunRail joint ticketing program.</i>

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

Objective 4.1: Continue to coordinate with the R2CTPO to staff and support the Volusia County TDLCB.

Strategy 4.1.1	<i>Provide an AOR to the CTD on all TD operations coordinated by Votran in Volusia County.</i>
Strategy 4.1.2	<i>Complete CTD reporting requirements by submitting an annual TDSP update, AOR, quarterly planning grant progress report, and Actual Expenditure Report (AER).</i>
Strategy 4.1.3	<i>Monitor Coordination Agreements with contractors.</i>
Strategy 4.1.4	<i>Continue to provide and review performance reports at the TDLCB meetings tracking monthly progress against the adopted standards and performance measures.</i>

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

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

Strategy 5.1.1	<i>Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people.</i>
Strategy 5.1.2	<i>Provide fixed-route travel training courses for transportation disadvantaged patrons wanting to make use of fixed-route services.</i>
Strategy 5.1.3	<i>Support TPO Accessible Pedestrian Signal Action Plan.</i>
Strategy 5.1.4	<i>Develop a phased-implementation plan to improve accessibility at bus stop locations.</i>

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

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

Strategy 6.1.1	<i>Coordinate with the R2CTPO in the utilization of its transit planning funds to support/improve the CTC's planning efforts.</i>
Strategy 6.1.2	<i>Identify and accommodate opportunities for private sector participation and public/private partnerships in funding the public transportation system.</i>
Strategy 6.1.3	<i>Work with CTD, the Florida Legislature, FDOT, and FTA to receive sufficient funding to meet the service demands of the Transportation Disadvantaged community.</i>

Strategy 6.1.4	<i>Work with local agencies to continue to receive sufficient funding to provide agency trips (i.e., Volusia Council on Aging, the Florida Department of Children and Families, etc.).</i>
Strategy 6.1.5	<i>Evaluate fares every three years to ensure customers contribute to maintaining the system within reasonable means.</i>

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

Strategy 6.2.1	<i>Educate the general public and local decision makers on the importance of public transportation and the need for local financial support.</i>
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Implementation Schedule

The Implementation Plan presented in this section is derived from the goals, objectives, and strategies and has been developed to assist with achieving the above goals over the next five years. Similar to the goals, objectives, and strategies, the implementation schedule will be reviewed and updated on an annual basis. Table 10 presents, in chronological order, the strategies, party(ies) responsible for accomplishment, anticipated implementation timeframe, and any known associated costs.

With the exception of the strategies included in Goal 4, “Ensure program accountability with the State and Federal requirements for TD planning,” recurrent strategies that are considered routine operational planning efforts for the coordinated system have been included in the Goals and Objectives section of this TDSP but have been omitted from the implementation plan. The implementation plan focuses on highlighting the ongoing and potential new strategies that would need to be deployed to meet some of the transportation and coordination needs identified through the TDSP planning process.

Table 10: Implementation Schedule

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

Strategies	Goal/Objective	Responsible Party(ies)	Implementation Timeframe	Potential Cost
quarterly planning grant progress report, and AER.				
Complete analysis of TD bus pass programs to determine efficiency of programs in reducing paratransit trip demand.	Objective 1.3	Votran	2022	\$30,000
Develop formal transit education program that could be conducted by any staff member to educate special interest groups, clubs, and community associations on benefits of public transportation.	Objective 2.3	Votran	2023	N/A
Service Delivery				
Develop phased implementation plan to improve accessibility at bus stop locations.	Objective 5.1	Votran	2022	\$30,000-\$125,000
Develop a driver recruitment program and training initiative to attract new paratransit operators.	Objective 1.3	Votran	2022	N/A
Implement pilot bus pass program for Gold users to provide additional mobility and allow use of fixed-route by paratransit customers when feasible, which will also increase system efficiency. Opportunities for Gold Service users to use fixed-route service for free may provide comfort with this mode and reduce reliance on Gold Service by individuals who choose to participate.	Objective 1.3	Votran	2023	\$50,000
Establish phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in TDDG.	Objective 3.1	Votran	2023	N/A
Policy				
Monitor Coordination Agreements with contractors.	Objective 4.1	Votran	Annually	N/A
Conduct “mystery rider” program to ensure accountability of staff to riders.	Objective 2.2	Votran	2023	\$20,000
Evaluate fares every two years to ensure that customers contribute to maintaining system within reasonable means.	Objective 6.1	Votran/ TDLCB	2023	N/A
Technology				
Ensure that technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) are installed on all contractor vehicles with goal of achieving consistent operating levels with Votran vehicles and better coordinated services.	Objective 2.2	Votran/ Contractors	2022	Varies

Section 2: Service Plan

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

Operations Element

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

Types, Hours, and Days of Service

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

Votran Gold Service

Votran's Gold Service is available from 6:00 AM to 6:00 PM Monday through Saturday throughout the county. Consistent with the fixed-route schedule, Votran offers limited paratransit service in the Daytona area Monday through Saturday from 6:00 PM to 12:00 AM and Sunday from 7:00 AM to 12:00 AM. Votran does not operate its services on Thanksgiving Day, Christmas Day, or New Year's Day, and a limited Sunday schedule is offered on Memorial Day, Fourth of July, and Labor Day. The fare for Gold Service is \$3.00 per one-way trip. Votran updates its schedules regularly; therefore, passengers should refer to the Votran website at <http://www.votran.org/take-a-trip/maps-schedules.stml> for more information on hours and days of service.

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

Flex Service

Flex service is a hybrid of paratransit and fixed-route services. Votran currently offers flex service in the New Smyrna Beach area on both the beachside and mainland. The fare for this service \$1.75 for a single ride. Flex service is provided Monday through Saturday from 6:43 AM to 6:33 PM with advance reservations. At this time, Votran does not operate the flex service on Sunday or holidays. Additional information on this service is available on the Votran website at <http://www.votran.org/riding-votran/nsb-flex.stml>.

Fixed-Route Service

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

Vanpool Program

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

Table 11 presents the current span of service for Votran's fixed routes.

Table 11: Fixed-Route Span of Service

Route #	Route Description	Days of Operation	Service Span	Headways
1	A1A N to Ormond Beach Mall	Mon-Fri	5:40 am-12:30 am	60 min
		Sat	6:35 am-12:30 am	60 min
		Sun	6:58 am-6:35 pm	60 min
3A	N Ridgewood to Ormond Beach	Mon-Fri	7:02 am-11:55 pm	60 min
		Sat	6:02 am-11:55 pm	60 min
		Sun	7:00 am-6:45 pm	60 min
3B	N Ridgewood	Mon-Fri	6:32 am-11:55 pm	60 min
		Sat	6:32 am-11:55 pm	60 min
		Sun	7:00 am-6:45 pm	60 min
3C	N Ridgewood via U-1	Mon-Fri	6:03 am-7:28 am & 3:15 pm-4:28pm	2 Trips
		Sat	6:32 am-11:55 pm	60 min
		Sun	7:00 am-6:46 pm	60 min
4	S Ridgewood to Nova/Dunlawton	Mon-Fri	6:22 am-12:08 am	30/60 min
		Sat	6:32 am-12:08 am	30/60 min
		Sun	6:44 am-6:52 pm	60 min
5	Center St to Nova Rd/Flomich St	Mon-Fri	6:37 am-6:25 pm	60 min
6	N Nova to Walmart/Ormond Beach	Mon-Fri	6:05 am-7:33 pm	60 min
		Sat	6:23 am-7:33 pm	60 min
7	S Nova to Dunlawton	Mon-Fri	6:02 am-7:19 pm	60 min
		Sat	6:05 am-7:18 pm	60 min
8	Halifax to Bellair Plaza	Mon-Fri	6:32 am-7:21 pm	60 min
		Sat	7:32 am-6:21 pm	60 min
10	Halifax Health Medical Center to Volusia Mall	Mon-Fri	6:35 am-12:09 am	30/60 min
		Sat	6:41 am-12:09 am	30/60 min
		Sun	6:44 am-6:41 pm	60 min
11A	Mason Ave to Volusia Mall/I-95	Mon-Fri	6:17 am-6:53 pm	60 min
		Sat	6:17 am-6:53 pm	60 min
11B	Mason Ave to Tanger Outlets	Mon-Sat	6:32 am-8:46 pm	60 min
12	Clyde Morris to Pavilion Mall	Mon-Fri	5:59 am-7:34 pm	60 mins
		Sat	6:32 am-7:34 pm	60 mins
15	Orange Ave to South St/Keech St	Mon-Fri	5:31 am-12:18 am	30/60 min
		Sat	6:07 am-12:18 am	30/60 min
		Sun	6:42 am-6:44 pm	60 min
17A	S Atlantic to Marine Science Center	Mon-Fri	6:07 am-12:18 am	60 min
		Sat	7:02 am-12:18 am	60 min
		Sun	7:00 am-6:23 pm	60 min
17B	Dunlawton Ave to Transfer Plaza via A1A	Mon-Fri	6:30 am-6:55 pm	60 min
		Sat	6:32 am-6:55 pm	60 min
18	International Speedway to AdventHealth Daytona Beach	Mon-Fri	6:21 am-6:50 pm	60 min
		Sat	7:02 am-6:50 pm	60 min
19	AdventHealth Daytona Beach via A1A/Granada	Mon-Fri	6:07 am-6:50 pm	60 min
		Sat	6:07 am-6:50 pm	60 min

Route #	Route Description	Days of Operation	Service Span	Headways
40	Port Orange towards New Smyrna Beach via US-1	Mon-Sat	6:30 am-6:58 pm	60 min
41	New Smyrna Beach towards Edgewater via US- 1	Mon-Sat	6:46 am-6:45 pm	60 min
Flex 42	New Smyrna Beach (Downtown to Beachside)	Mon-Fri	6:43 am-6:33 pm	60-min timepoints
		Sat	6:43 am-6:33 pm	60-min timepoints
Flex 43	New Smyrna Beach (Downtown to NSB Regional Plaza)	Mon-Fri	6:43 am-6:33 pm	60-min timepoints
		Sat	6:43 am-6:33 pm	60-min timepoints
Flex 44	New Smyrna Beach (Downtown to Walmart)	Mon-Fri	6:47 am-6:36 pm	60-min timepoints
		Sat	6:47 am-6:36 pm	60-min timepoints
60	East-West Connector	Mon-Fri	5:15 am-7:50 pm	30 min
		Sat	7:01 am-7:50 pm	30 min
West Volusia Routes				
20	DeLand-Orange City from Market Place to Amelia Superstop	Mon-Fri	5:52 am-8:01 pm	30 min
		Sat	6:38 am-7:01 pm	30 min
21	Deltona from Market Place Shopping Center to Walmart/ Osteen via Providence/Ft Smith	Mon-Fri	5:08 am-7:32 pm	120 min
		Sat	7:04 am-7:23 pm	120 min
22	Deltona from Market Place Shopping Center to Walmart/ Osteen via Elkcam/Howland	Mon-Fri	5:52 am-7:14 pm	120 min
		Sat	6:11 am - 6:34 pm	120 min
23	Orange City From Market Place Shopping Center to Providence/Ft. Smith	Mon-Fri	5:24 am-6:38 pm	60 min
		Sat	6:39 am-6:20 pm	60 min
Votran/SunRail				
31	DeBary SunRail Station to International Speedway via US-17/92	Mon-Fri	4:22 am-8:48 pm	30 min/ 7.5 hrs
32	DeBary SunRail Station to Deltona Plaza	Mon-Fri	5:18 am-8:17 pm	60 min/8 hrs
33	DeBary SunRail Station to Dupont Lakes Express	Mon-Fri	4:25 am-7:37 pm	60 min/7 hrs

Accessing Services

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

Individuals visiting Volusia County may use the paratransit service for 21 days if they have been certified as “ADA paratransit eligible” by a public entity. If they have not been certified as but claim they are ADA paratransit eligible, they are entitled to “presumptive eligibility” for up to 21 days. If

service is needed beyond the 21-day period, they will be required to apply for eligibility through Votran.

Votran Gold service reservations may be made up to one week in advance. Eligible passengers should call to reserve their trip between 7:00 AM and 5:00 PM Monday through Sunday. Next-day trips must be scheduled by 5:00 PM on the day preceding the trip or within timeframes prescribed by ADA regulations. Same-day service is not available. Contact information for reservations and eligibility are as follows:

Call Center for Reservations

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

TDD for Hearing/Speech Impaired

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

Subscription service can be established when a customer regularly travels to and from the same destination (two or more times a week) at the same times. Subscription trips must be scheduled at least three days in advance and may be canceled at any time. However, any modifications to the subscription service are limited to once a month.

Passenger trips must be cancelled at least one hour before the scheduled trip to avoid being counted as a “no-show.” Votran’s no-show policy is provided in Appendix D. More detailed information on cancellations and no-shows can be found in the *Votran Gold Service Users Guide* in Appendix H.

Trip Prioritization

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

Transportation Operators and Coordination Contractors

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

- Qualifications and experience of the company, management, and staff
- Resources available
- Economies of scale
- Contract monitoring methods

- Reporting capabilities
- Financial strength
- Responsiveness to solicitation
- Scope of work
- Safety program
- Capacity
- Training program
- Insurance
- Accident history
- Quality
- Knowledge of the community
- The cost of the contracting process
- Price

Table 12 shows the operators currently under contract with Votran.

Table 12: Contract Providers

Name	Contact Person	Service*	Clients
Med-One Shuttle	Steve Jack	A, W	All
Council on Aging	Tom Mathews	W	All
All Volusia Transport	Don Apakama	A, W	All
Alliance Taxi & Shuttle		A	All
King's Transportation (Yellow Cab)**	Francis King	A	All

* A = Ambulatory, W = Wheelchair

** Cabs used on an incidental basis; there is no contract

In addition to the transportation services previously described, several non-profit agencies have coordination agreements with Votran to provide services to their own clients, including Good Samaritan Society, Good Samaritan Florida Lutheran, Duvall Homes, Inc., and the Center for Visually Impaired (CVI). These organizations provide transportation for their clients using vehicles purchased through the Section 5310 program and have vehicles in operation to provide ongoing services and have been demonstrating performance.

Public Transit Utilization

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

School Bus Utilization

Volusia County Schools offer monthly Votran bus passes for students who are eligible for school bus service. The intent is to use Votran's existing available capacity and reduce the cost of operating County school buses. Votran also provides some paratransit trips for special-needs students in

isolated areas of the county. Votran and Volusia County Schools are designated by Volusia County Emergency Management Services to coordinate evacuation for persons with special needs in the event of a designated emergency.

Vehicle Inventory

Votran's vehicle inventory is presented in Appendix E.

System Safety Program Plan Certification

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

Intercounty Services

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

Emergency Preparedness and Response

Votran and Volusia County Schools operate under the direct control of Volusia County Emergency Management to coordinate evacuation for persons with special needs during an emergency situation. Votran Gold buses are dispatched to pick up passengers and take them to Special Needs Shelters (SNS), then return them home when the emergency is over. Based on the existing response plan, the Votran fixed-route bus system will continue to operate as scheduled; school buses are located at specific points along the routes to provide transportation to the shelters. All Votran bus stops are evacuation collection points during a declared emergency evacuation order, and no fares are charged during an evacuation or return.

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

Votran Contact:

- Daytona Beach, (386) 322-5100
- West Volusia, (386) 943-7050
- New Smyrna Beach, (386)424-6810

Educational Efforts and Marketing

Votran provides “transit education” programs oriented towards educating special interest groups on the benefits of public transportation, as Votran believes that a better understanding of transit and its benefits may produce positive results, such as improved ridership and improved overall system utilization. Votran staff have worked closely with a variety of groups to provide transit education, including the Volusia Council on Aging and local AARP offices to educate older adults on how to use fixed-route service. Votran also uses Volusia County Community Information to develop media opportunities to promote new services, including radio ads and regular interviews with Votran staff on radio and TV.

Votran provides its *Votran Gold Service Users Guide* on its website in a number of formats including those accessible to the visually- and hearing-impaired. The website and the guide include complete information on eligibility, availability, and how to use the Votran Gold service. Votran continually updates this important document as necessary to provide customers with current information.

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

Acceptable Alternatives

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

In accordance with F.A.C. 41-2.015:

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

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

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

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

Service Standards

Votran service standards that have been established to provide oversight of the coordinated system are shown in Table 13.

Table 13: CTC Service Standards

Service Standard	Policy/Measure
Drug and Alcohol Testing	The Volusia CTC complies with the Federal Transit Administration and U.S. Department of Transportation regulations for drug and alcohol testing. All contractors must also comply with these regulations.
Contract Monitoring	Votran utilizes a Contract Compliance Officer who routinely monitors contracts and conducts on-site visits of the existing contractors. The monitoring accomplishes review of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Monitoring standards is done on a monthly basis using statistical reports generated by a computer assisted scheduling program. Reports of this information are presented to the TDLCB.
Payment to Contractor	Payments to contractors will be made no later than 7 working days of receipt of payment from the purchasing agency, in accordance with Chapter 287.0585, Florida Statutes.
Driver/Vehicle Identification	All Votran drivers and contract operators are required to wear uniforms and picture identification badges. All vehicles are plainly marked with the name of the company in a prominent location.
Complaints	Votran has signs posted in all paratransit vehicles with the local toll-free numbers to call for complaints and commendations. The local standard for complaints is no more than 0.85 complaints per 1,000 passenger boarding on the Votran Gold Service and no more than 1.7 per 1,000 boardings for the contracted operators. If a complaint cannot be resolved, customers should request a copy of the adopted Grievance Procedure (located in Appendix G) or call the FCTD Ombudsman Hot Line at (800) 983-2435.
Seating Standard	All Votran and contractor vehicles seating shall not exceed the manufacturer’s recommended capacity. Votran’s automated scheduling system assigns customers to runs based on the seating capacity of the vehicle. All Votran vehicles are lift equipped to accommodate a mix of ambulatory and wheelchair customers for efficiency of multi-loading.
Passenger Loading Assistance	All Votran and contract operator drivers are required to be certified in Passenger Assistance Training. At a minimum, training includes wheelchair/mobility device

Service Standard	Policy/Measure
	loading assistance, securement and storage, seatbelt securement, door-to-door service, sensitivity awareness of persons with special needs and cultural diversity. Drivers will not go beyond the first floor of a multi-family residences. Drivers will not enter a person’s home or room at a living facility. The customers are expected to be waiting on the first floor. If a client needs assistance leaving the inside of their home, they should travel with an escort.
Smoking, Eating, and Drinking	Passengers and drivers are prohibited from smoking, eating, or drinking on any vehicles in the coordinated system. Appropriate signage has been posted in all vehicles.
Passenger Property	Personal belongings that can be carried by the passenger in one trip and can be safely stowed on the vehicle may be transported at the risk of the passenger at no additional charge. Drivers are not responsible for or expected to load and unload passenger property.
Vehicle Transfer Points	If the transferring of paratransit customers is attempted, the transfer point shall be safe and secure.
Child Restraints	In accordance with Florida Statute 316.613 (Child Restraint Requirements), while transporting children five (5) years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used. The child's escort is responsible for providing the child restraint device and properly installing the device in the Votran vehicle. The driver should review and approve the installation before the vehicle departs from the pickup point.
Escorts and Children	Children under the age of six (6) and individuals requiring special assistance are required to be accompanied by an escort. The escort must be able to provide the necessary assistance to the passenger and will be transported at no cost. Only one (1) escort may ride free of charge. A companion may ride for the applicable fare on a space available basis. A parent or guardian escorting an underage child may not bring additional children unless the other children have a scheduled reservation and will be receiving a service. In cases where it is not evident that the individual needs an escort, medical documentation stating the reason for an escort is needed and will be required. Agencies that schedule under age children for services will be responsible for providing escorts or bus aides if a parent or guardian does not accompany the child.
Passenger and Trip Database	Votran maintains a database of all registered customers in the partial brokered program. The database tracks customer information and service requests. Contract operators are given daily manifests with customers names, pick-up and drop off times, and locations, and any other pertinent information (i.e., traveling with a wheelchair or mobility device).
Pick-Up Window	There is a one (1) hour pick-up window for trips within the individual's community and a two (2) hour pick-up window for trips from one service area to another. Scheduled return trips must be picked up at the time designated on the manifest. If a vehicle arrives earlier than the scheduled time on the manifest, the driver must wait until the designated time. If the individual is not ready at the designated time, the trip may be placed on will call and the individual will be required to call in when they are ready to be picked up. Individuals placed on will call must be picked up within one (1) hour from the time they call. If an

Service Standard	Policy/Measure
	individual is not picked up within one (1) hour, the trip will be classified as a missed trip.
On-Time Performance	The Votran on-time performance standard is 90% for all completed trips.
Advance Reservations	Trips may be scheduled at a minimum of one (1) day prior to the date of travel and at a maximum of one (1) week in advance of the date of travel, with the exception of subscription service.
Cancellations and No-Shows	<ul style="list-style-type: none"> • Individuals, their guardians, or agency sponsor must cancel trips as soon as they become aware that the trip will not be made. Trips must be cancelled no later than one hour prior to the scheduled pickup time to avoid being classified as a no-show. Cancellations received less than one hour prior to the scheduled pickup time or at the person's door will be classified as a no-show. If the individual responds to any no-show notification and provides acceptable, verifiable evidence that the no-show was due to an unforeseen and unavoidable circumstance or an error in scheduling, then the missed trip will not be counted as a no-show. • Customers may have no more than six same day cancellations in one month. More than six same day cancellations will result in a reminder letter. • Customers with more than 10% of their monthly trips resulting in no-shows will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time. • When a customer receives a no-show, Votran will send a letter outlining the offense. The letter will indicate whether the customer is receiving a warning and/or a notification of the progressive action. Each offense, regardless of outcome, shall be identified to the customer so that they are aware of the possibility of suspension should the behavior continue. The progressive action for continued system abuse is outlined in the No-Show Policy included as Appendix D.
Driver Criminal Background Screening	All Drivers in the coordinated system are subject to a Florida Department of Law Enforcement (FDLE) criminal background check.
Training	Votran drivers participate in a six-week training session that includes defensive driving, driver safety, passenger sensitivity, wheelchair securement, and customer service. The first phase of training consists of instruction by training supervisors and staff that specialize in certain subjects. The second phase consists of on-the-job training. Drivers within the coordinated system are not currently required to be trained in cardiopulmonary resuscitation (CPR) or first aid techniques.
Public Transit Ridership	Votran has a screening/certification and recertification processes to determine eligibility for use of the door-to-door service referred to as Votran Gold Service. Persons who are ineligible to use the Votran Gold Service are encouraged to use the fixed-route service. Votran has established a goal of 15% for referring paratransit applicants to the fixed-route service. Votran also offers travel training for those persons who are unfamiliar with the fixed-route service.
Accidents	Votran's established preventable accident standard is no more than 1 preventable accident per 100,000 vehicle miles of service.
Roadcalls	Votran has an established roadcall standard of no more than 1 roadcall per 7,500 miles. A roadcall is defined as any situation in which a revenue vehicle, while in service, requires attention from someone other than the revenue vehicle operator, to restore the vehicle to operating condition.

Service Standard	Policy/Measure
Call Hold Time	Votran's goal is to have an average hold time of no more than 3 minutes. The 3-minute standard is to be achieved for 90% of the calls completed. The call hold time is monitored through a computerized automated call distribution system.
Vehicle Cleanliness	All vehicles in the coordinated system are required to be clean and follow the prescribed maintenance programs. Votran vehicles are cleaned, fueled, and maintained daily. Votran Road Supervisors randomly inspect contractor vehicles for cleanliness. Votran also inspects all contractor vehicles and maintenance records.
Vehicle Heating/Air Conditioning	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. If an air conditioning or heater is not functioning properly, the vehicle will be taken out of service until repaired. Votran vehicles are checked daily and contractor vehicles are spot checked by road supervisors. All contractor vehicles are inspected and heater/AC units are checked at a minimum annually.
Two-Way Radio Communication/Technology	All vehicles in the coordinated system have two-way communication systems. Base stations are manned with dispatchers at all times to ensure constant communication with the drivers. Votran and the contract operators have established radio policies and procedures.
Out-of-Service-Area Trips	Votran no longer provides Medicaid transportation or out-of-service-area trips. Medicaid recipients in need of out-of-service area trips should contact MTM, Inc., the County's Medicaid NET provider.
Service Interruptions	Votran has an established standard of no more than 1 service interruption per every 15,000 miles.
Passenger Ride Time	Passengers will not be required to ride on the vehicle longer than 1 hour within the local community and 2 hours for cross-county service, with the exception of agency group trips. The length of trips provided under the ADA paratransit service must be comparable in length to those offered on Votran's fixed-route service.
Service Animal	Service animals are welcome at all Votran facilities, on all Votran vehicles, on all private contractor vehicles per Florida Statute 413.08. All other uncrated animals are prohibited.
Fare Collection Policy	All customers are expected to pay their fare at the time that they receive transportation services. Passengers must have exact change; drivers do not carry money.
Oxygen Transport	Oxygen equipment is permitted provided that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contract operators are not permitted to supply, connect, or disconnect oxygen.
Will Calls	If a passenger is not ready when the Votran Gold Service vehicle arrives, the passenger will be placed into "will call" status. The passenger should contact Votran when they are ready for their return trip. The passenger will be picked up as soon as a vehicle is available within an hour of the call.

Local Complaint and Grievance Procedures and Process

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

Section 3: Quality Assurance

Community Transportation Coordinator Monitoring Procedures of Operators and Coordination Contractors

As part of the operator and coordination contractor monitoring process, Votran conducts an initial inspection to ensure that all requirements are met prior to the provision of any services by operators or coordination contractors in the coordinated system. The initial inspection includes a review of all operators' driving records, criminal background checks, and proof of valid operator's licenses. After transportation services have been initiated, Votran conducts quarterly monitoring inspections to ensure ongoing compliance with the contract requirements. Contract operators are evaluated based on a driver's records including physical certification, inspection of trips in the field, verification of the trips provided, management of complaints received by the CTC, vehicle inspections, etc.

After the evaluations are completed, Votran notes any issues along with the appropriate corrective action. Operators and coordination contractors must follow the following process for correcting any deficiencies that are noted during the quarterly monitoring process; however, depending on the issue relating to safety, trips may be suspended immediately until corrected:

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

The Quality Assurance Committee of the TDLCB will receive copies of the operator and coordination contractors' quarterly monitoring report as part of the CTC annual evaluation. After reviewing the reports, the Quality Assurance Committee will make recommendations to the CTC on any improvements or corrective actions that need to be implemented.

Coordination Contract Evaluation Criteria

Coordination contract agencies operating Section 5310 vehicles are evaluated based on driver's records including physical certification, vehicle maintenance logs, trip logs, current certificates of insurance, safety mechanisms, vehicle condition, vehicle title, etc.

Votran uses a Contract Compliance Officer who routinely monitors contracts and conducts on-site visits of the existing contractors. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Monitoring of standards is done on a monthly basis using statistical reports generated by a computer assisted scheduling program. Monthly reports are presented to the TDLCB.

Cost/Revenue Allocation and Rate Structure Justification

As required by the CTD, Votran initiated a new rate structure for FY2021/2022, effective July 1, 2021. Votran provided the applicable rate change documentation for approval prior to implementation. The new rate structure for vehicles operated by the CTC is shown in Table 14 and is consistent with the CTD’s Rate Calculation Model spreadsheets provided in Appendix I. The rate model is updated annually by Votran to reflect changes in revenues and expenditures.

Table 14: Rate Structure FY2021/2022

Service Type	Rate per Passenger Trip
Ambulatory	\$19.36
Wheelchair	\$33.19

Source: Votran. CTD Rate Calculation Model

CTC Evaluation Process

In accordance with the *FCTD CTC Evaluation Workbook*, the LCB conducts an annual evaluation of Votran to evaluate the CTC’s performance over the previous year. FCTD also conducts a triennial Quality Assurance and Program Evaluation (QAPE) review as part of its monitoring process. The QAPE review is conducted by an independent auditor on behalf of the FCTD and in compliance with the detailed tasks listed in the FCTD’s monitoring tool. Using a series of interviews and system record inspections, the QAPE auditor evaluates the system based on FCTD standards, local standards, and ADA requirements. The most recent CTC evaluation was approved by the LCB in April 2021 and is presented as Appendix J. Votran was found in compliance with the evaluation.

Appendix A: Summary of Existing Plans and Documents

Table A-1: Local Plans

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications
City of Daytona Beach Comprehensive Plan	City of Daytona Beach	2020	City of Daytona Beach	Primary policy document that addresses land use, transportation, capital projects, public facilities, recreation, government coordination, conservation, and development goals, among others, for the city.	Provides goals for a quality transportation system, encouraging transit trips within the city. The plan promotes trolley service along A1A and maintaining the bus terminals to encourage multimodal use. Key strategy identified is to increase transit service and reduce headways in areas with demonstrated need, such as areas with high density. In addition to supporting Votran, some policies are set to support the objective of strengthening the entire multimodal network such as: <ul style="list-style-type: none"> Supporting state efforts to develop a regional commuter rail system with a station in Daytona Beach. Encouraging additional mass transit services during special events or tourist season. Encouraging Votran to provide benches where there is demand.
City of DeLand Comprehensive Plan	City of DeLand	2020	City of DeLand	Primary policy document that addresses land use, transportation, capital projects, public facilities, recreation, government coordination, conservation, and development goals, among others, for the city.	Supports policies to encourage transit services in the city and to keep up with demand. Encourages development of transit services with supportive land use policies and encourages efficient multimodal use. Other policies and actions mentioned to aid Votran growth include: <ul style="list-style-type: none"> Improvement of pedestrian circulation in downtown DeLand. Coordination of satellite park-and-ride locations. Development of an incentive program that discourages reliance on single-occupant vehicles while supporting multimodal transportation options. Support for bicycle and pedestrian infrastructure along with commuter rail efforts. By 2035, achievement of 15-30 minute headways on all transit routes.
City of Deltona Comprehensive Plan	City of Deltona	2018	City of Deltona	Primary policy document that addresses land use, transportation, capital projects, public facilities, recreation, government coordination, conservation, and development goals, among others, for the city.	Encourages alternative transportation options to alleviate traffic along major roadways. Goals relevant to Votran growth include: <ul style="list-style-type: none"> Provide incentives for compact multimodal oriented urban development. Develop and improve bicycle and pedestrian access. Consider provision of mass transit in lieu of or as part of highway construction. Ensure efficient mass transit availability by lowering headways in peak hours, evaluation of routes, and reorganization based on performance measures. Require that projects include supporting infrastructure, such as bicycles, sidewalks, and passenger shelters.
City of DeBary Comprehensive Plan	City of DeBary	2019	City of DeBary	Primary policy document that addresses land use, transportation, capital projects, public facilities, recreation, government coordination, conservation, and development goals, among others, for the city.	Emphasizes the need for coordination between the transportation system and land use patterns. Policies that are supportive of transit include: <ul style="list-style-type: none"> Consider new transit facilities based on new developments and support of the development of facilities through the land development review process. Encourage the private sector to provide services to the DeBary SunRail Station. Maintain communication with transit providers and maintain an active role in the TPO process. Support the expansion of the SunRail commuter rail system and encourage travel via SunRail. Support the expansion of bus routes and park-and-ride facilities. Develop bicycle and pedestrian pathways to connect transit to transit oriented developments (TOD), mixed use areas, and village center areas.
Volusia County Comprehensive Plan	Volusia County	2020	Volusia County	Primary policy document that addresses land use, transportation, capital projects, public facilities, and economic development goals, among others, for the county.	Discusses Votran as a necessary service that provides both fixed route and paratransit services. Prescribes several transit-supportive goals, objectives, and policies, such as the need to coordinate with other local and regional transit agencies to meet regional mobility needs. Policies that are supportive of Votran growth include: <ul style="list-style-type: none"> Coordinate with the County, TPO, and Daytona Beach International Airport to provide efficient public transportation services. Coordinate with the Transit Development Design Guidelines to establish land use, site, and building design guidelines to assure accessibility to Votran services by new developments. Direct municipalities to provide passenger amenities as outlined by Votran's latest TDP. Consider public transportation as a part of major construction projects. Provide convenient access between SunRail stations and downtown DeLand. <ul style="list-style-type: none"> Encourage office and job centers to provide passenger amenities and encourage the transit pass program.

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications
Votran 2016-2025 TDP Major Update	Volusia County	2016	Votran	The State of Florida Public Transit Block Grant Program, enacted by the Florida Legislature to provide a stable source of funding for public transit, requires public transit service providers to develop and adopt a 10-Year TDP per FDOT requirements. Major updates must be completed every five years and include an assessment of baseline conditions, a public involvement plan, and ridership estimates.	The Votran network currently has 27 routes. Transit alternatives proposed include: <ul style="list-style-type: none"> • Increase frequency on Routes 1, 3A, 7 10s, 11, 17b, 17s, 20, 21, 22, 23, 32, 33, and Route 60. • Extend service hours on Routes 4, 5, 10, 12, 18, 19, 22, 23, 32, and 33. • Add a SunRail limited stop express from Saxon Park-and-Ride to DeBary SunRail station. • Add the Lake Helen Connector from Ohio Avenue to Southpointe Commons in DeLand. • Add route from Saxon Park-and-Ride to Elkcam Boulevard. • Implement ISB Trolley along Nova Road with 15-minute frequencies. • Provide service on A1A via the New Smyrna Beach Trolley. • Add the Ormond Beach Trolley via Granada Boulevard, Beach Street, Oakridge, and A1A. • Supply service to Downtown DeLand via the DeLand Downtown Circulator on New York Avenue and Jacobs Road. • Provide service on US 1 in Edgewater with the Edgewater Circulator. • Add service between Howland, Elkcam, and Providence Boulevard via the Deltona Circulator.
R2CTPO Bicycle and Pedestrian Plan	Volusia and Flagler County Metropolitan Planning Area	2018	R2CTPO	Master plan establishing network of bicycle and pedestrian facilities in Volusia County on major roads. This plan addresses connectivity issues and prioritizes improvements through the existing and future network.	Establishes the bicycle and pedestrian needs. Additionally, visions, goals, and objectives are discussed. Relevant goals, public input, and implications to the future of Votran include: <ul style="list-style-type: none"> • Stresses coordination with Votran to enhance multimodal participation. • Discusses Complete Streets and the coordination with transit. • Indicates that public involvement shows the community would like to invest in multimodal transportation options as they are satisfied with existing roads and highways. • Highlights that the majority, almost 80% of participants, supported a dedicated funding source for public transit.
R2CTPO 2045 Long Range Transportation Plan (LRTP)	Volusia and Flagler County Metropolitan Planning Area	2020	R2CTPO	25-year vision for Volusia County's transportation needs updated every five years; responds to trends that the TPO and community have been discussing for several years.	Transit needs are based on input/analysis from public outreach, recent study efforts, transit markets, and regional coordination. Due to funding limitations, the plan does not assume any new routes or services. However, the plan does not rule out the opportunity to advance any projects identified in the needs plan if funds become available. Discussion relevant to Votran includes: <ul style="list-style-type: none"> • Votran's need to increase frequency, maintain SunRail feeder bus services, and express routes serving DeBary. • Implement Automated, Connected, Electric, and Shared-Use (ACES) Vehicles that will affect later transportation goals. • Projected reduction in revenues. • Extension of SunRail from DeBary to DeLand. • Increase frequency on Routes 1, 3a, 4, 5, 10, 10s, 12, 17s, 17b, 18, 19, 20, 21, 22, 23, 32, 33, 60. • Add Lake Helen Connector from Lake Helen to DeLand. • Add Route from Saxon Park and Ride to Howland Boulevard. • Add trolley from ISB Boulevard along Nova Road to Beville Road. • Add New Smyrna Beach Trolley via A1A from Atlantic Avenue to Flagler Avenue. • Add Ormond Beach Trolley beachside via Grenada Boulevard. • Add Downtown Circulator via New York Avenue. • Add service on US-1 in Edgewater.
Volusia County Transportation Disadvantaged Service Plan (TDSP)	Volusia County	2017	Votran	Addresses needs of elderly, disabled, or economically disadvantaged people within the county and reflects a careful review of various data, travel patterns, policies, agency responsibilities, and funding to define a five-year detailed implementation plan (which is updated annually) to help meet those needs.	Anticipates the need for an increasing number of people who will be considered Transportation Disadvantaged (TD) such as people with disabilities, elderly, and low-income. Goals in the document include the following: <ul style="list-style-type: none"> • Maximize coordination with public and private agencies to ensure the most cost-effective service. • Provide service with the focus on major attractors. • Explore group trips to areas with major attractions. • Ensure fixed-route and paratransit systems provide adequate capacity and are responsive to the TD community. • Review qualifications of customers every three years to ensure eligibility. • Promote new and existing transit services in Volusia County. • Disseminate information through the Votran website, MyStop app, and Vo-to-Go text system. • Encourage land use patterns that support transit services. • Provide opportunities for ADA and TD passengers to access multimodal transportation options. • Provide fixed-route training for TD riders that want to use fixed-route services. • Coordinate with County to secure a dedicated funding source.

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications
Votran TDP 2020 Annual Update	Volusia County	2020	Votran	TDP Annual Progress Report, provides status report on transit improvements identified in 2016 Major TDP update.	<p>Provides updates on variety of service and capital projects:</p> <ul style="list-style-type: none"> • For service projects, Votran implemented Routes 11b and 25. Route 11b connects to the Tanger Outlets in Daytona Beach and Route 25 mainly serves Howland Boulevard in Deltona. • Expresses the need for other services, such as night service on Route 11, despite a lack of funding due to the COVID-19 pandemic. • Discusses unmet needs conferred at Volusia County Council meeting, including night service in west Volusia County (Routes 20 and 60) and Sunday service in west Volusia County (Routes 20 and 60), and service to Daytona State College campus in DeLand, Volusia County Fairgrounds, and the Victoria Park area. • For capital projects, Votran purchased new buses to increase the efficiency of its fleet. • Examines the marketing and branding efforts to advertise new routes and services. • Reviews needs for regional mobile fare payment with LYNX. • Reviews public involvement efforts in which Votran participated.
Volusia Transit Connector Study	Volusia County	2017	Votran	Evaluates options for Votran to provide premium transit options between major activity centers on the east and west parts of Volusia County.	<p>Discusses the results of the evaluation for the proposed premium transit options. The study considered a SunRail extension, automated people mover, express bus, light rail transit, monorail, local bus enhancements, streetcar, and Bus Rapid Transit (BRT). Criteria used to screen for initial results included consistency, flexibility, availability, maturity, expandability, appropriateness, and the impact. The following examines the different scenarios:</p> <ul style="list-style-type: none"> • Express Bus to Orlando and DeLand • I-4 Commuter Rail from DeBary Station • I-4 Express Bus from DeBary Station • US-17/92 and DeLand Station BRT • I-4 Commuter Rail via SR-472 • I-4 Express Bus via SR-472 • US-92 Commuter Rail • Overall, BRT on US-17/92 with transit priority treatments was the highest scoring alternative.

Table A-2: Regional Plans

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications
Flagler County Public Transportation (FCPT) 2016–2025 TDP Major Update	Flagler County	2016	Flagler County Public Transportation	The State of Florida Public Transit Block Grant (PTBG) Program, enacted by the Florida Legislature to provide a stable source of funding for public transit, requires public transit service providers to develop and adopt a 10-Year TDP per FDOT requirements. Major updates must be completed every five years and include an assessment of baseline conditions, a public involvement plan, and ridership estimates.	Flagler County Public Transportation does not currently provide service to Volusia County. The TDP does not identify planned service needs that connect to Volusia County. The TDP, however, reviews major service changes, including the addition of fixed-route service along with point-to-point services. Key transit alternatives proposed include: <ul style="list-style-type: none"> • Six fixed routes serving major roadways on the eastern portion of the county. • Point-to-point service to compliment the fixed-route services with first mile and last mile connectivity. • Expanding vehicle fleet to include fixed-route vehicles. • Adding extra demand response vehicles to provide supportive point-to-point services.
Space Coast Area Transit (SCAT) 2018–2027 TDP Major Update	Brevard County	2018	Space Coast TPO	The State of Florida Public Transit Block Grant (PTBG) Program, enacted by the Florida Legislature to provide a stable source of funding for public transit, requires public transit service providers to develop and adopt a 10-Year TDP per FDOT requirements. Major updates must be completed every five years and include an assessment of baseline conditions, a public involvement plan, and ridership estimates.	Space Coast Area Transit services do not currently serve or connect to Volusia County. Currently, there are no planned services to connect to Volusia County, with planned services focusing on enhancing current services and connection of surrounding neighborhoods within Brevard County. Other key alternatives include: <ul style="list-style-type: none"> • Implementing extended services and Sunday service on all routes. • Increasing frequency on all existing routes. • Adding flex route services in rural areas. • Adding circulators to connect municipalities.
LYNX 2018–2027 TDP Major Update	Seminole and Orange Counties	2018	Central Florida Regional Transportation Authority’s (CFRTA)	The State of Florida Public Transit Block Grant (PTBG) Program, enacted by the Florida Legislature to provide a stable source of funding for public transit, requires public transit service providers to develop and adopt a 10-Year TDP per FDOT requirements. Major updates must be completed every five years and include an assessment of baseline conditions, a public	Currently, there are not any connections to Volusia County or plans to connect with Votran. Currently there is fixed-route service that connect Seminole and Orange counties. There is an emphasized need for enhancing current service by increasing frequency, adding new fixed-route services, and increasing hours of service on existing routes. New services were recommended on Goldenrod Road, SR 423, SR 463, Orange Avenue, in Kissimmee, Lake Nona, Apopka, Orlovista, and additional connections to Sea World and UCF. Premium services, such as Bus Rapid Transit (BRT), on Kirkman Road, US 192, and SR 50 are also recommended.

				involvement plan, and ridership estimates.	
LakeXpress 2019–2028 TDP Major Update	Lake County	2019	LakeXpress	The State of Florida Public Transit Block Grant (PTBG) Program, enacted by the Florida Legislature to provide a stable source of funding for public transit, requires public transit service providers to develop and adopt a 10-Year TDP per FDOT requirements. Major updates must be completed every five years and include an assessment of baseline conditions, a public involvement plan, and ridership estimates.	LakeXpress does not currently provide service to Volusia County. Update acknowledges need for regional connection, but does not identify any planned service needs that would connect to Volusia County. Reviews major service changes, including enhancing services and reducing headways. Key transit alternatives proposed include: <ul style="list-style-type: none"> • Adding regional connections to Orange and Marion Counties. • Adding 30-minute service on Routes 1, 1A, 2, and 3. • Extending service span until 9:00 pm on Routes 1, 1A, 2, and 3. • Adding limited Saturday service on Routes 1, 1A, 2, and 3.
Central Florida Regional Transit Study	Brevard, Flagler, Lake, Marion, Orange, Osceola, Polk, Seminole, Sumter, and Volusia Counties	2018	Central Florida MPO Alliance	Provides assistance for the analysis and decision-making of technical staff and policy makers regarding potential cross-jurisdictional transit projects. The study will help support transit agencies, MPO / TPOs, and FDOT with the coordination of transit planning efforts and to support long range transportation plan (LRTP) development.	The regional transit vision identifies high priority transit investment for 2040 and 2060. The study outlines both operational and capital needs in the ten-county area. The following suggested improvements relevant to Votran are: <ul style="list-style-type: none"> • Extension of SunRail to DeLand in the Phase II North plan. • Express bus route from DeLand SunRail station to Daytona Beach. • Capital investment in an intermodal facility/park-and-ride in Daytona Beach. • Intercity bus route from Daytona Beach via I-4 through Orlando to Lakeland in 2040. • Express bus from Daytona Beach via I-4 to Orange County in 2060. • Additional intermodal facilities and park-and-rides in central Volusia County and Deltona.

Table A-3: State and Federal Plans

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications
State of Florida Transportation Disadvantaged 5-Year/20-Year Plan	Florida	2007	Florida Commission for the Transportation Disadvantaged (FCTD)	Purpose is to accomplish cost-effective, efficient, unduplicated, and cohesive transportation disadvantaged services within its service area.	Develop and field-test model community transportation system for persons who are transportation disadvantaged; create strategy for FCTD to support development of universal transportation system.
FDOT Complete Streets Implementation Update: Handbook and Design Manual	Florida	2018	FDOT	Developed as way to create alternative transportation systems to facilitate “Complete Streets” focused design.	Plan includes: <ul style="list-style-type: none"> Revising guidance, standards, manuals, policies, and other documents. Updating how decision-making is processed. Modifying evaluation of performance. Managing communication between agencies. Updating training and education in agencies.
Florida Transportation Plan (FTP)	Florida	2020	FDOT	Serves as guide as Florida’s long-range transportation plan, as required by State and Federal law.	Supports development of state, regional, and local transit services through series of related goals and objectives, emphasizing new and innovative approaches by all modes to meet needs today and in the future. Most recent update emphasizes: <ul style="list-style-type: none"> Safety and security for Florida’s residents, visitors, and businesses. Resilient and quality infrastructure. Connected, efficient, and reliable mobility for people and freight. Transportation choices that improve equity and accessibility. Transportation solutions that strengthens Florida’s economy. Mobility solutions that enhance Florida’s communities. Transportation systems that enhance Florida’s environment.
Fixing America’s Surface Transportation (FAST) Act	National	2015	114 th US Congress	Enacts five years of funding for nation’s surface transportation infrastructure, including transit systems and rail transportation network. Provides long-term certainty and more flexibility for states and local governments, streamlines project approval processes, and maintains strong commitment to safety.	<ul style="list-style-type: none"> Increases dedicated bus funding by 89% over life of bill. Provides stable formula funding and competitive grant program to address bus and bus facility needs. Reforms public transportation procurement to make Federal investment more cost effective and competitive. Consolidates and refocuses transit research activities to increase efficiency and accountability. Establishes pilot program for communities to expand transit through use of public-private partnerships. Provides flexibility for recipients to use Federal funds to meet their state of good repair needs. Provides for coordination of public transportation services with other federally-assisted transportation services to aid in mobility of older adults and individuals with disabilities.
Implications to Public Transportation of Emerging Technologies	National	2016	Research Report	National Center for Transit Research	White paper that explores possible consequences for public transportation as a result of introduction of new technologies such as autonomous vehicles, connected vehicles, and other innovations that impact efficiency, cost-effectiveness, and overall demand for transportation.

Appendix B: Public Participation

Gold Customer Satisfaction Questionnaire



Votran Gold Customer Satisfaction Survey

Name _____

Date _____

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

2. Has COVID-19 diminished your use of Votran Gold?
 - a. Yes
 - b. No

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

4. How helpful are the call center agents in answering your questions or concerns?
 - a. Extremely helpful
 - b. Very helpful
 - c. Moderately helpful
 - d. Not so helpful
 - e. Not at all helpful

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

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



7. Votran takes next day reservations every day between the hours of 7 a.m. and 5 p.m. You can also reserve your trips up to 7 days in advance.
How satisfied are you with the service hours available to schedule a trip?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied

8. How satisfied are you with Votran's on-time arrival for your trips?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied

9. How would you rate the customer service of the vehicle operators?
 - a. Excellent
 - b. Above average
 - c. Average
 - d. Below average
 - e. Poor

10. How satisfied are you with the travel time while on-board the vehicle?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied

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



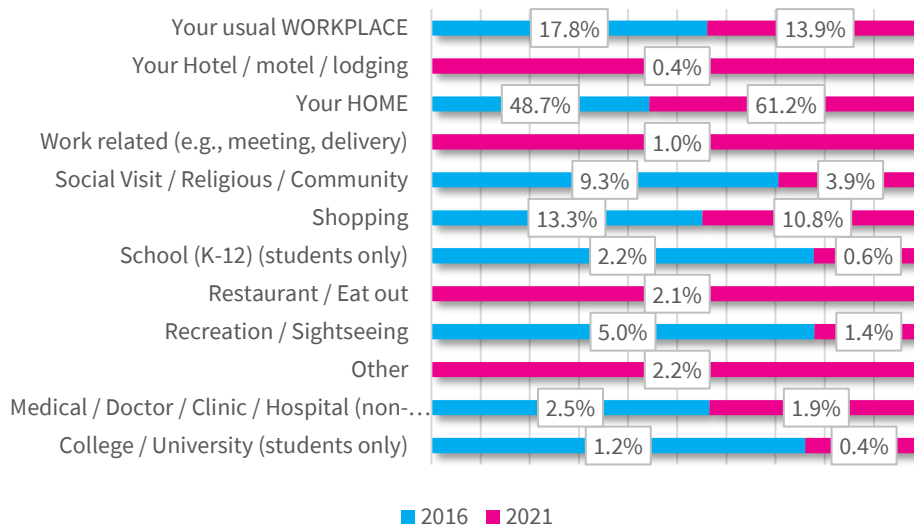
2021 Votran Passenger On-Board Survey

Fixed-Route Survey Results

The fully-weighted and expanded Votran data were used to create the following analyses, including trip, demographic, and satisfaction analyses. The results below group weekday, Saturday, and Sunday weighted surveys. Results are also compared to the 2016 survey results if applicable (if questions and responses are the same as the 2016 survey compared to the 2021 survey). The survey results are listed in the order of the survey questions.

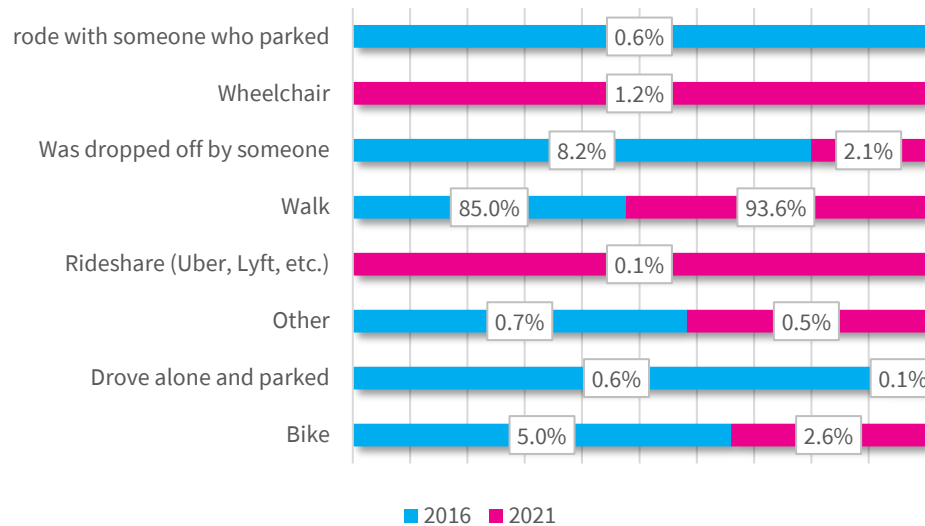
Riders were asked what type of place they were coming from (their trip origin). The top two starting points for riders are home and work for both the 2016 and the 2021 survey. Home increased 12.5% from five years ago, the largest response difference. Trip origin locations are shown in Figure B-1.

Figure B-1: Trip Origin (2016 and 2021)



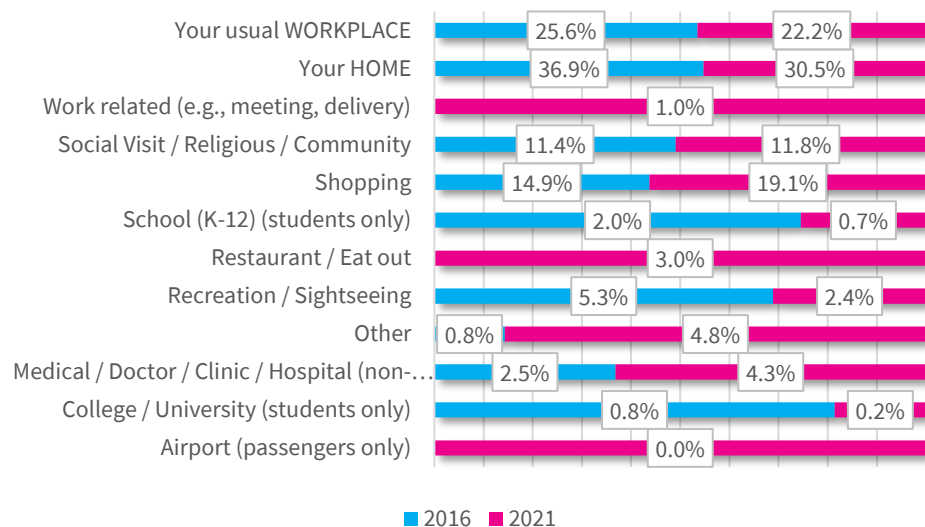
Riders were asked how they got to (accessed) their first bus. Nearly all riders (93.6%) walk from their origin to their first bus stop. In 2016, there were 9% fewer riders that walked to their first stop as 6% more riders dropped off at their first stop. Figure B-2 shows how riders arrived at their first transit stop.

Figure B-2: Access Mode (2016 and 2021)



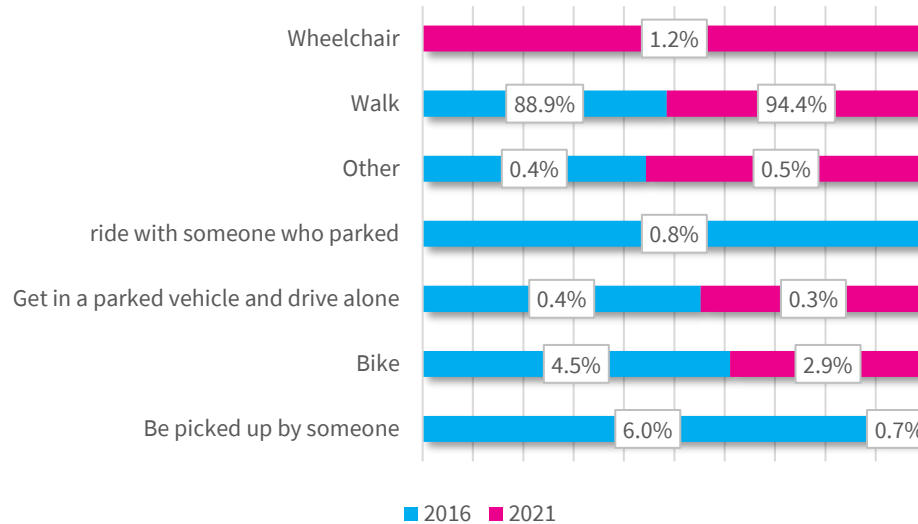
Riders were asked what type of place they were going to (their trip destination) and what mode they used to get to their final destination from their final bus stop. The top two destination types for riders were home and work for both the 2016 and 2021 surveys, with very small differences between the two. Home destinations decreased by 3% and work decreased by 5% from 2021 to 2016. Figure B-3 shows rider trip destinations.

Figure B-3: Trip Destination (2016 and 2021)



The key mode for riders to get to their destination is to walk (94.4%) after getting off their last bus. Overall, 6% more riders walked to their destination than in 2016. Fewer riders were being picked up by someone (-5.3%) and biking (-1.6%) to their destination than they did five years ago. Figure B-4 shows riders egress modes used.

Figure B-4: Egress Mode (2016 and 2021)



Overall, over half (55%) of riders made at least one transfer during their one-way trip. Figure B-5 displays the number of total transfers made by riders. Percentages are from the 2021 survey only.

Figure B-5: Total Transfers Used (2021)

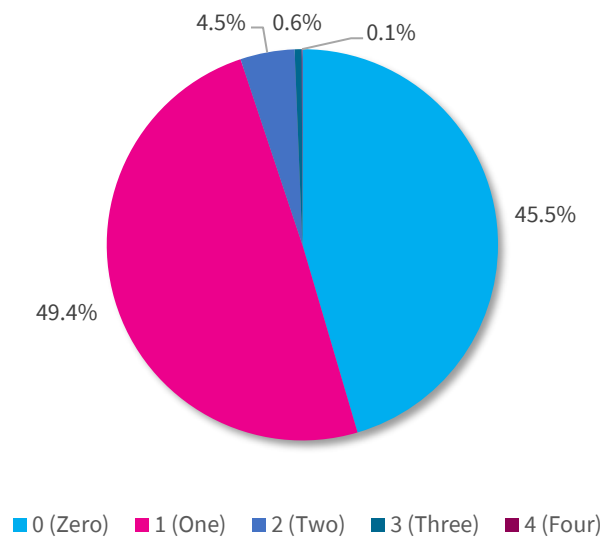
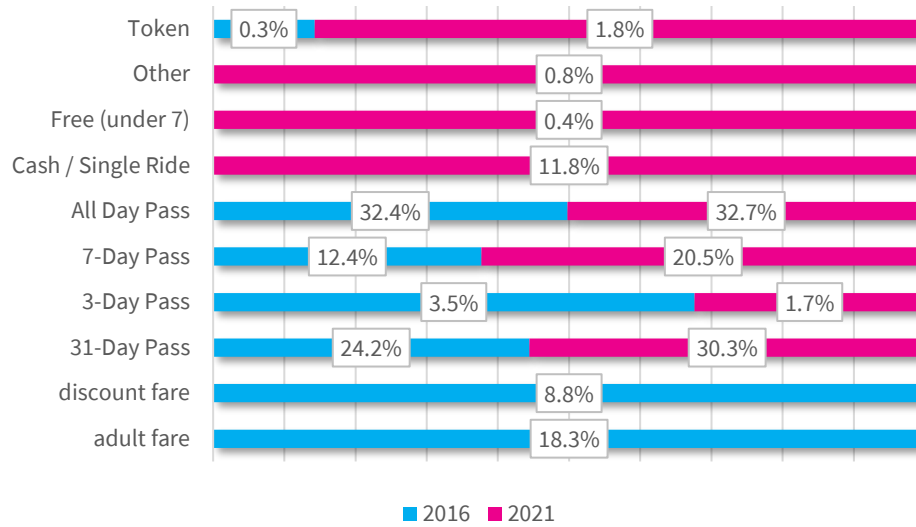


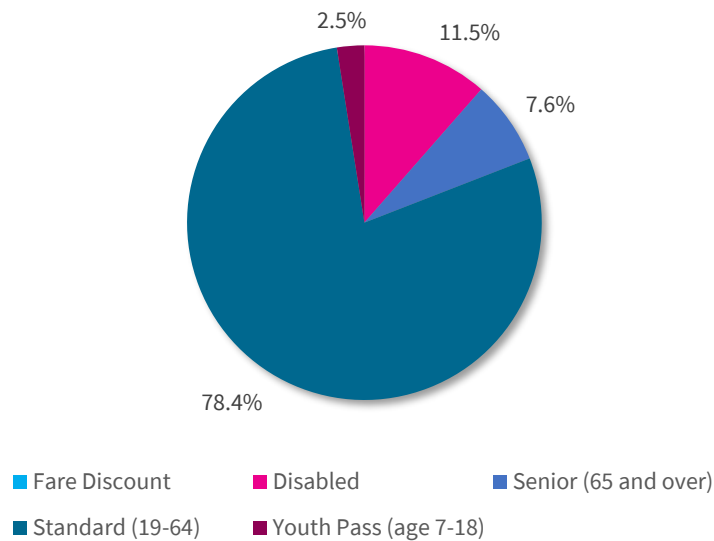
Figure B-6 shows the fare method that riders used to pay for their trip. The 2016 survey recorded adult and discount fares, which were asked as a separate question (Fare Type) in 2021, but both are shown in the figure. In total, 32% of riders used an all-day pass for their fare method in 2016 (32.4%) and 2022 (32.7%). Over one-quarter (30.3%) of riders used a 31-day pass to ride, which is an increase of 6% from five years ago.

Figure B-6: Fare Method (2016 and 2021)



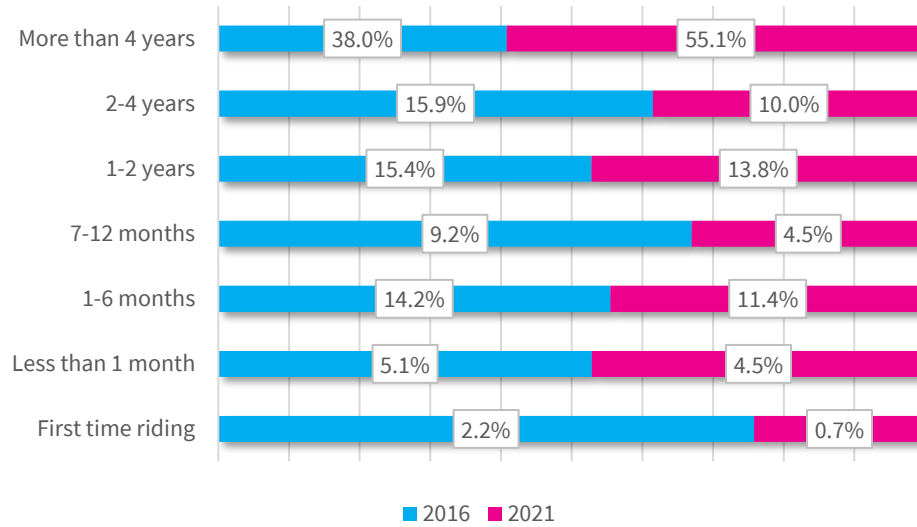
Riders were asked if they paid regular or discounted fare. Over three quarters (78%) of riders paid standard fare with no discounts. Figure B-7 shows the fare types (regular or discount) that riders used. Percentages are from the 2021 survey only.

Figure 738: Fare (Type 2021)



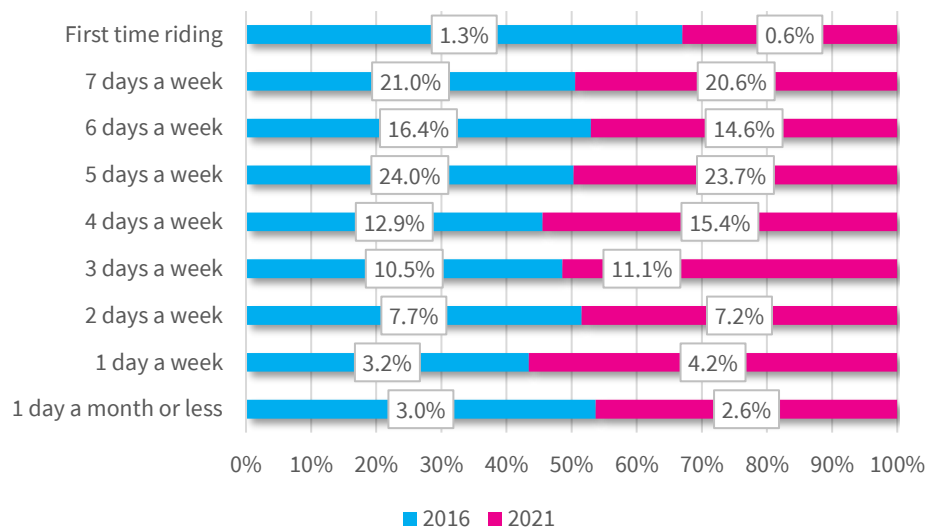
Riders were asked how long they had been using Votran. Over half (55.1%) had been using Votran for over four years, an increase of 17% from the survey conducted in 2016. Figure B-8 shows the length of use by Votran riders.

Figure B-8: Length of Use (2016 and 2021)



Riders were asked how often they rode Votran. In total, 59% used Votran at least five days per week, which is a 2% decrease from 2016 (61%). Figure B-9 shows rider frequency of use.

Figure B-9: Frequency of Use (2016 and 2021)



Riders were asked how they would make the trip they are currently taking if Votran was not available. The top response in 2016 (23.9%) and 2021 (29.2%) was that riders would not be able to make the trip. Figure B-10 shows the alternative travel mode if Votran was unavailable.

Figure B-10: Alternative Travel Mode (2016 and 2021)

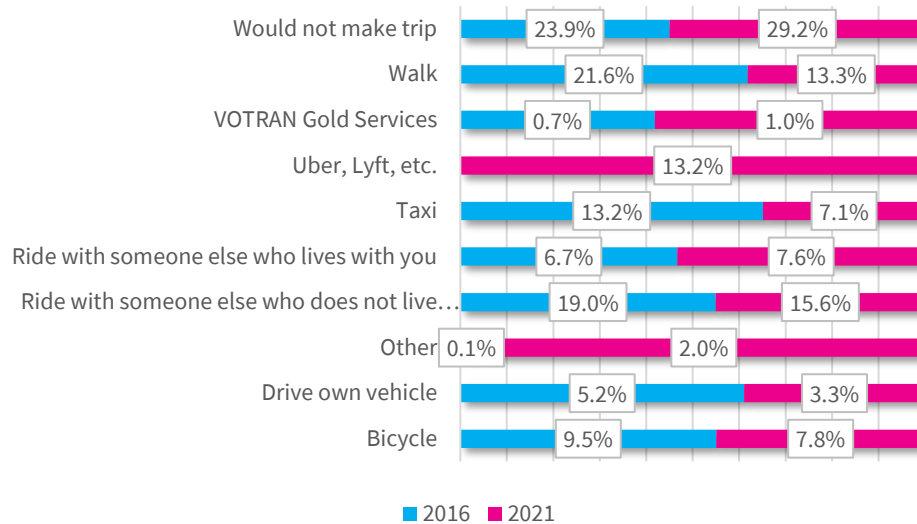
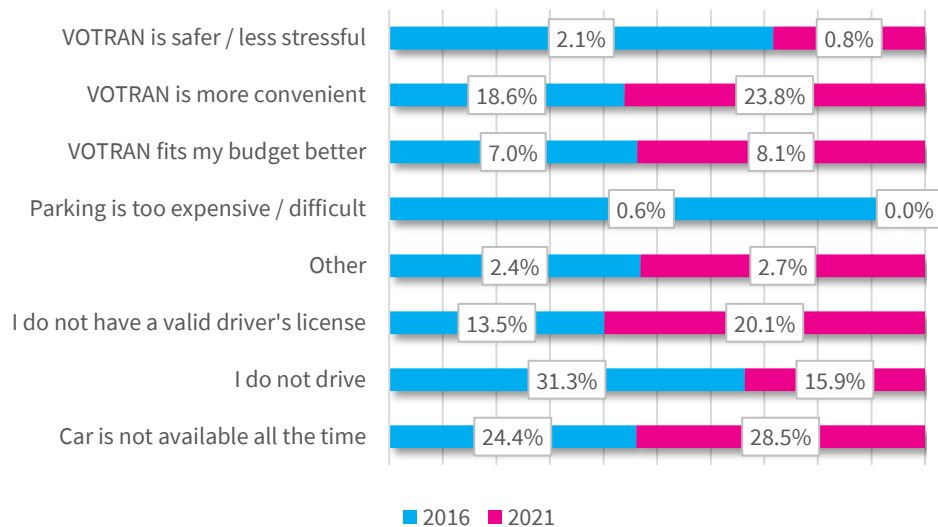


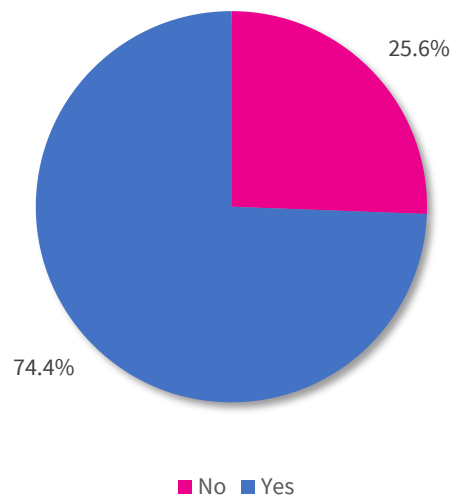
Figure B-11 shows the reasons why riders used Votran. The key reasons were auto access when a car was not available all the time, at 29% in 2021 and 24% in 2016; riders did not drive, at 16% in 2021 and 31% in 2016; and riders did not have a valid driver’s license, at 20% in 2021 and 14% in 2016.

Figure B-11: Important Reason to Ride (2016 and 2021)



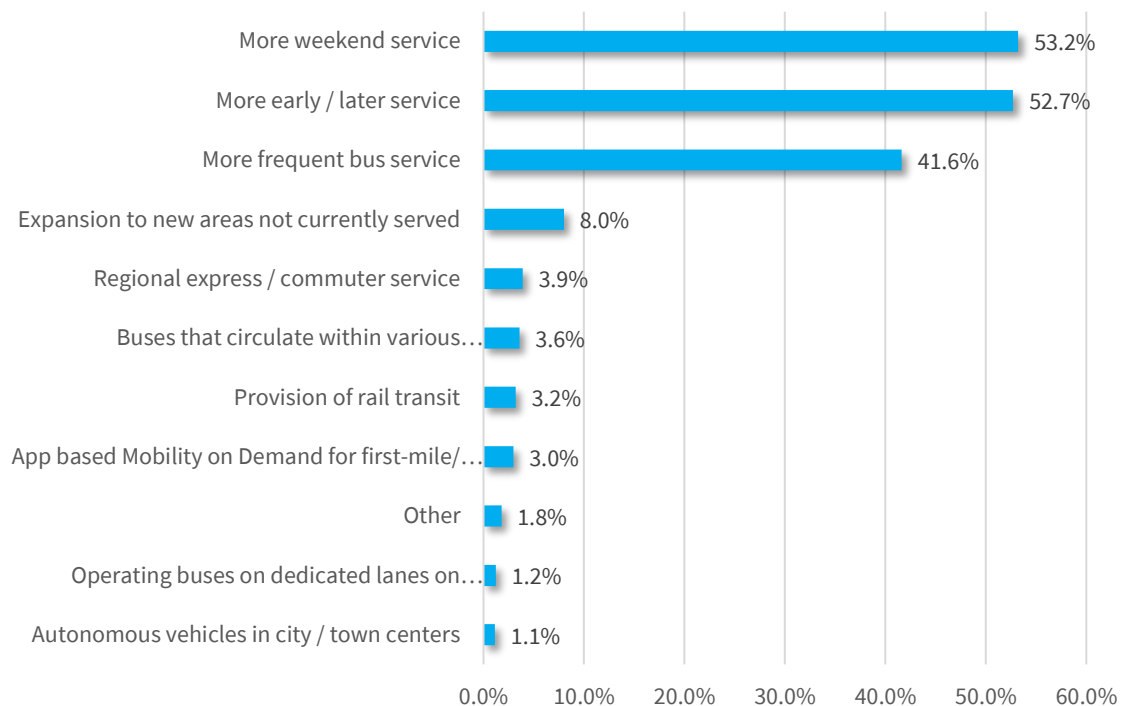
Nearly three quarters (74.4%) of riders had a smartphone with a data plan. Figure B-12 shows the number of riders that had smartphones. Percentages are from the 2021 survey only.

Figure B-12: Smartphone with Data Plan (2021)



Riders were asked to select up to three service improvements they felt would be useful for their purposes. Overall, 53.2% wanted more weekend services and 52.7% wanted service to run earlier and end later. Figure B-13 displays what service improvements riders would like to see. Percentages are from the 2021 survey only.

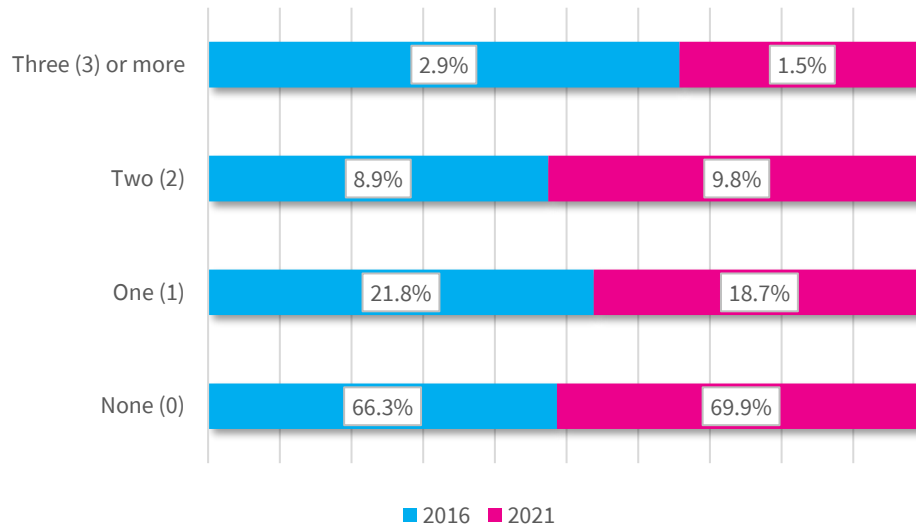
Figure B-13: Service Improvements (2021)



*Note** Percentages total greater than 100% due to riders being able to select up to three choices.*

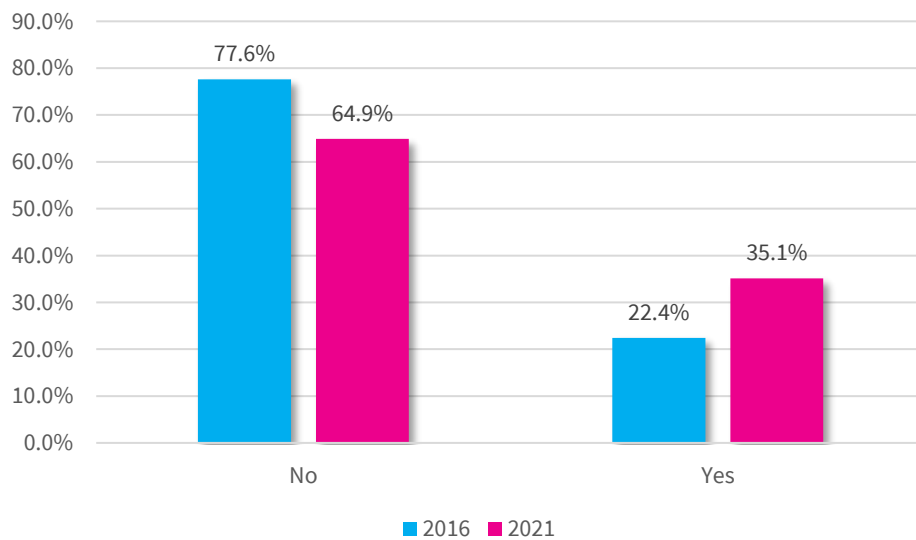
The majority of Votran users (66.3% in 2016 and 69.9% in 2021) did not have any working vehicles at their home. A total of 11% in 2016 and 2021 had two or more household vehicles. Figure B-14 shows riders household vehicles.

Figure B-14: Household Vehicles (2016 and 2021)



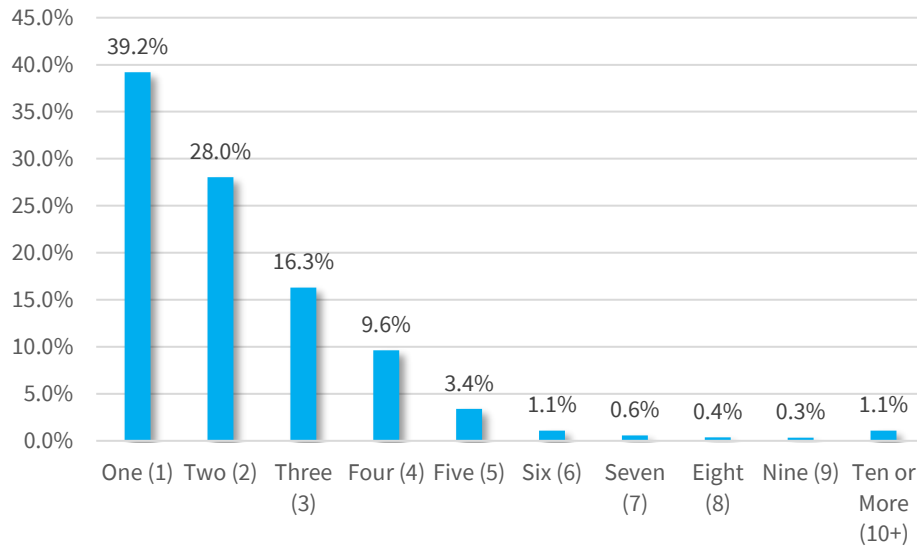
Riders that had one or more household vehicles were asked if they could have used one of those vehicles to make the trip they were currently making. In total, 64.9% of riders that had working vehicles at their household could not use one of the vehicles at their household in the 2021 survey, and 35.1% of riders could, a 12.7% increase from 2016.

Figure B-15: Vehicle Availability (2016 and 2021)



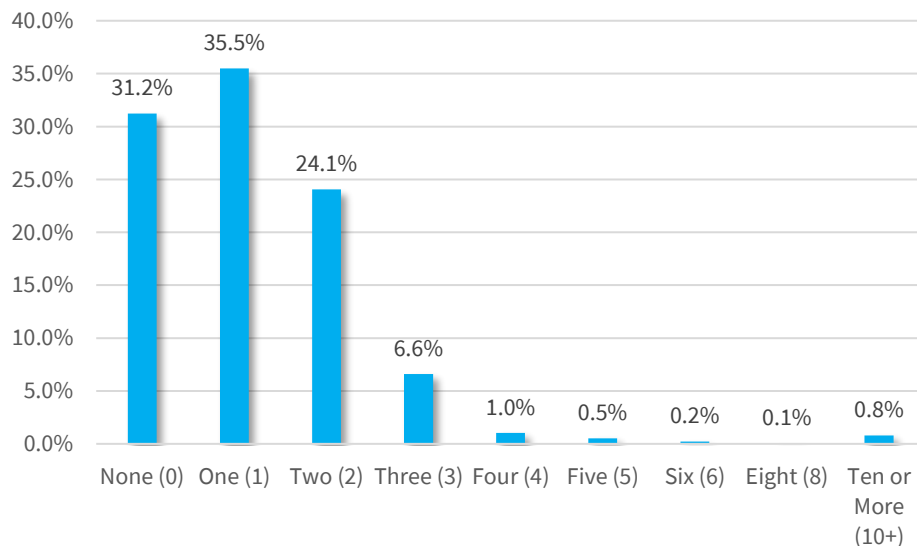
The majority (67.2%) of riders lived in households with two people or less, and 32.8% lived in a household with three or more people. Figure B-16 shows the sizes of rider households. Percentages are from the 2021 survey only.

Figure B-16: Household Size (2021)



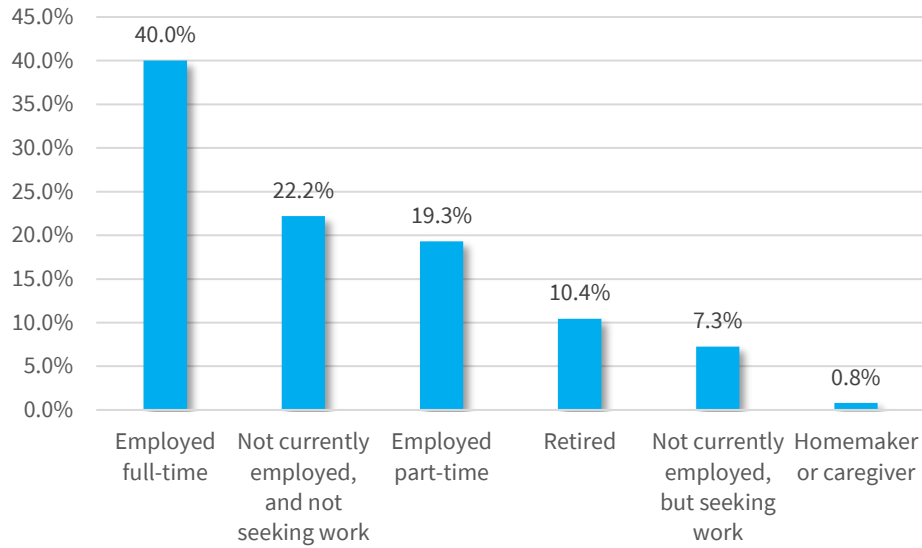
Overall, 66.7% of riders lived in households with one person or less working. Figure B-17 shows number of employed persons by rider household. Percentages are from the 2021 survey only.

Figure B-17: Household Employees (2021)



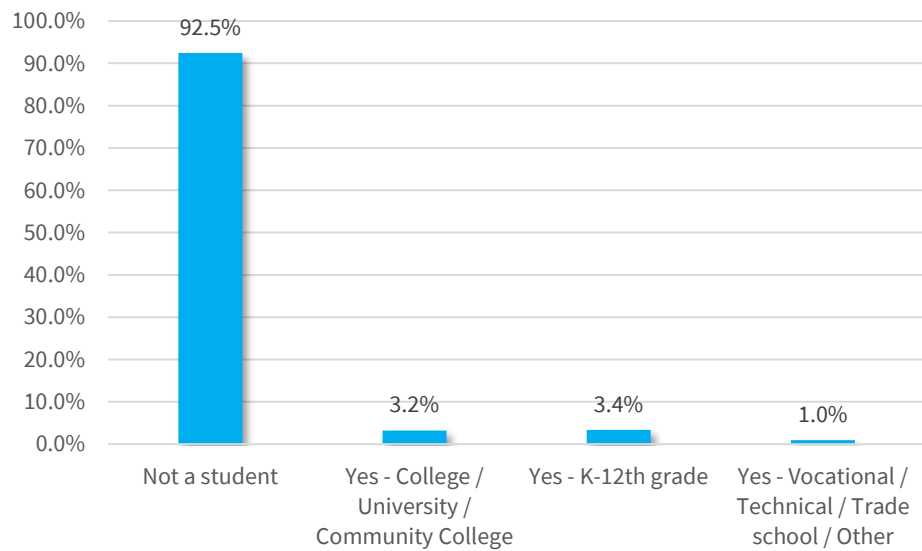
Over half (59.3%) of riders were employed either full or part time, and 7% that were not employed were seeking work. Figure B-18 shows the number of employed riders. Percentages are from the 2021 survey only.

Figure B-18: Employment Status (2021)



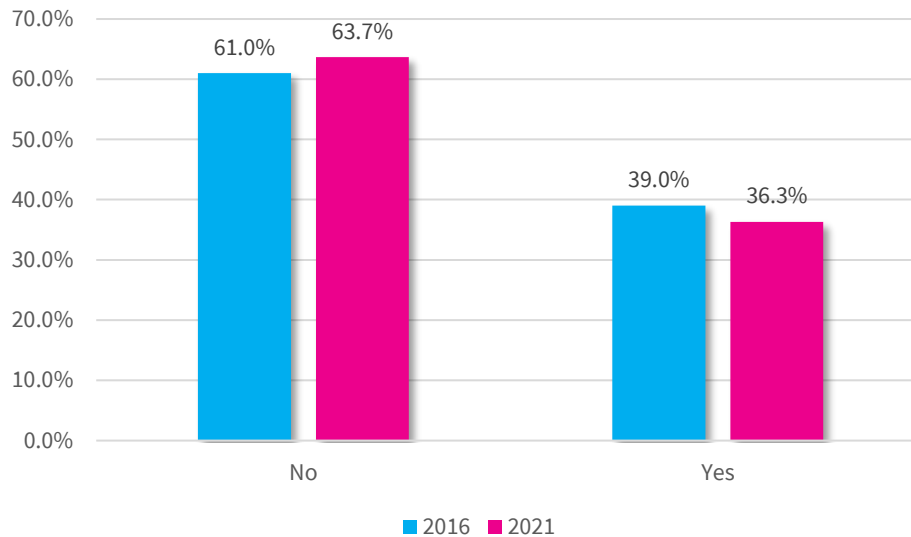
Nearly all riders (92.5%) were not students, as shown in Figure B-19. Percentages are from the 2021 survey only.

Figure B-19: Student Status (2021)



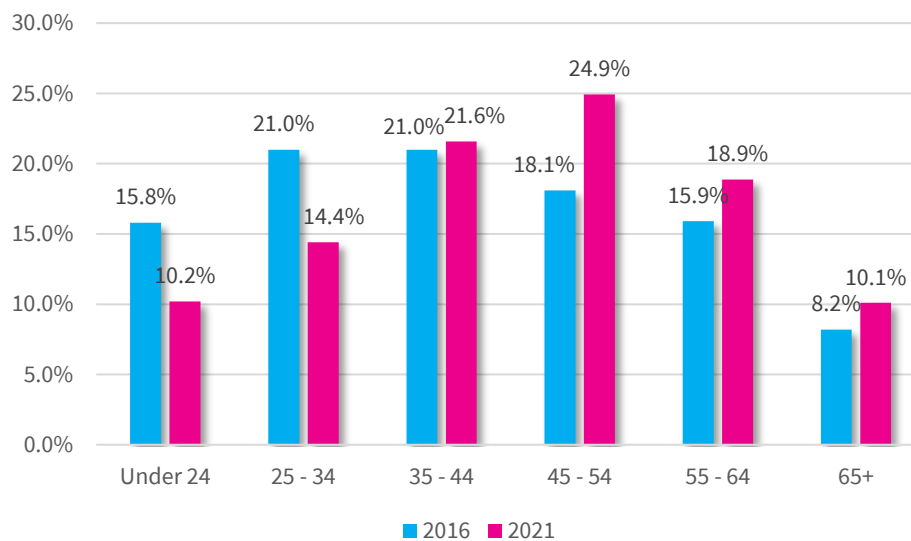
In total, 63.7% of riders did not have a valid drivers' license. The 2016 survey only shows a 3% difference, with 61% of riders not having a valid driver's license. Figure B-20 shows the comparisons for driver's license status from the 2016 and 2021 surveys.

Figure B-20: Driver's License Status (2016 and 2021)



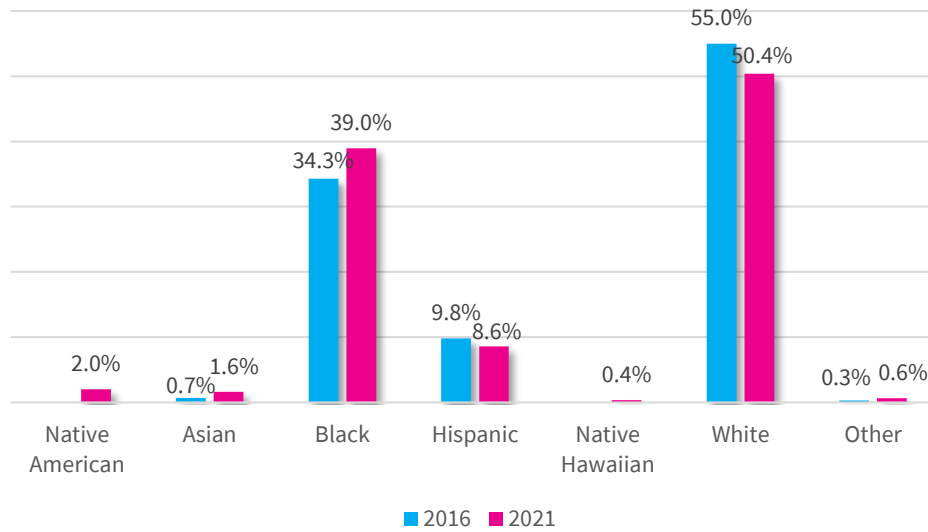
Almost one-quarter (24.9%) of riders were between ages 45–54, which is an increase of 7% from five years ago. In 2016, there were 7% more riders between ages 25–34. Figure B-21 shows the age ranges of Votran riders.

Figure B-21: Age (2016 and 2021)



Over half (50.4%) of riders identified themselves as White/Caucasian, a 5% decrease from 2016; 39.0% of riders were Black/African American, a 5% increase from 2016. Figure B-22 shows rider race/ethnicity.

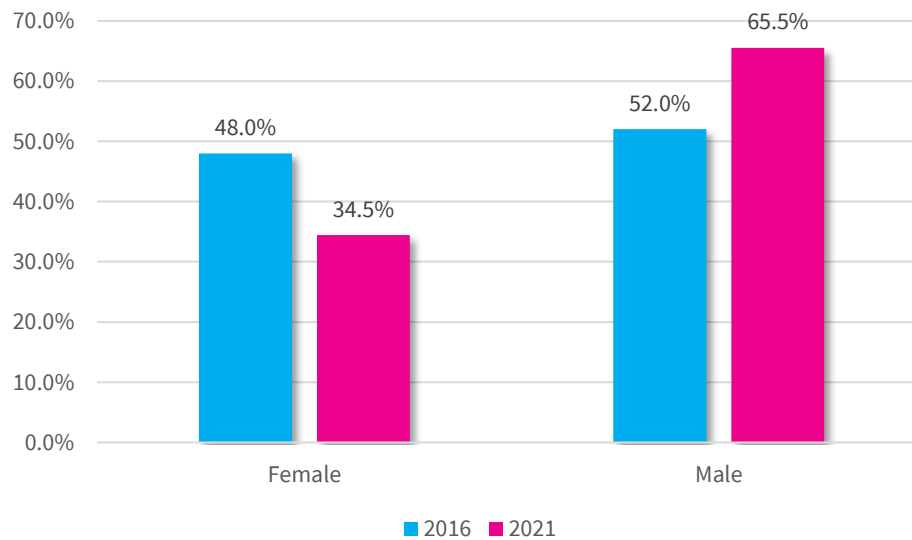
Figure B-22: Race / Ethnicity (2016 and 2021)



*Note** Percentages total greater than 100% due to multiple choice*

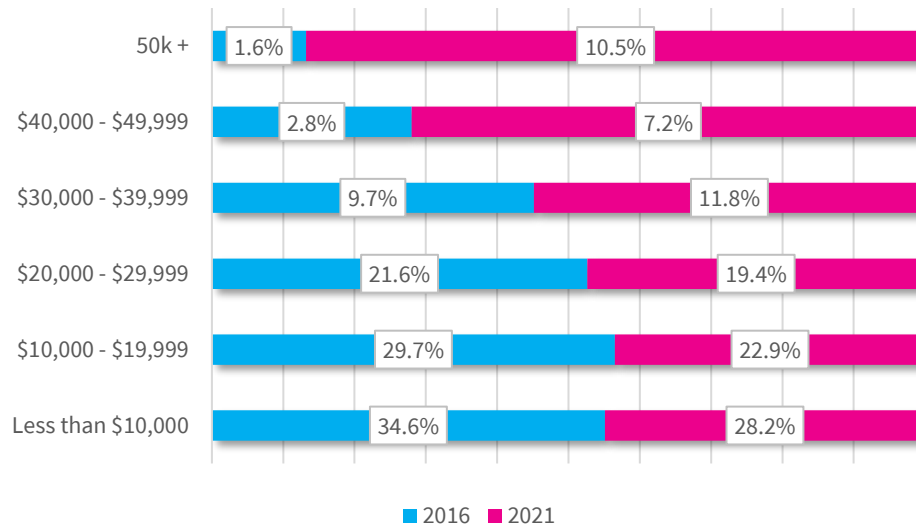
A total of 65.5% of riders were male, an increase of 13% from the 2016 survey. Figure B-23 shows and compares rider populations by gender.

Figure B-23: Gender (2016 and 2021)



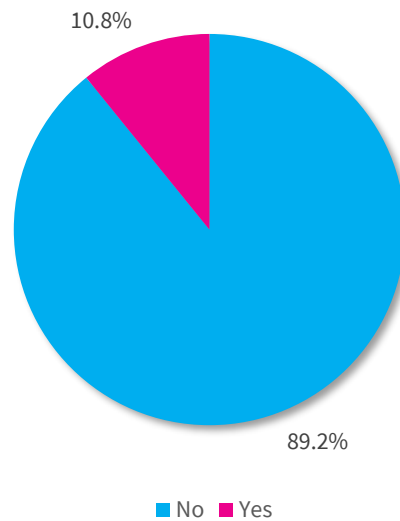
Over half (51%) of rider household income was less than \$20,000 compared to 64.3% in 2016; 9% more riders had household incomes higher than \$50,000 compared to 2016. Figure B-24 shows rider annual household incomes.

Figure B-24: Household Income (2016 and 2021)



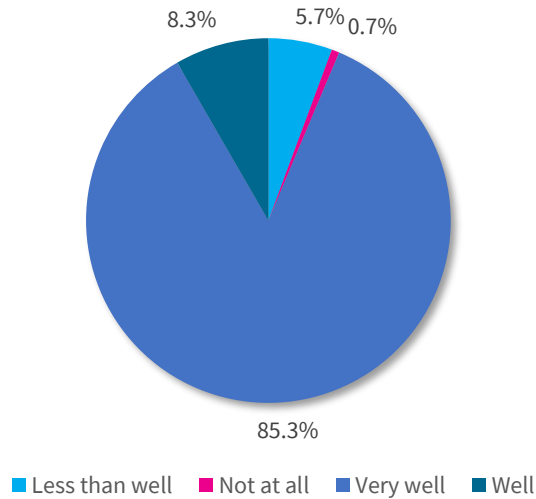
In total, 11% of riders spoke another language at home other than English; 61% of those spoke Spanish and 12% spoke Jamaican. Figure B-25 shows the percentages of riders that spoke additional languages at home. Percentages are from the 2021 survey only.

Figure B-25: Other Languages Spoken at Home (2021)



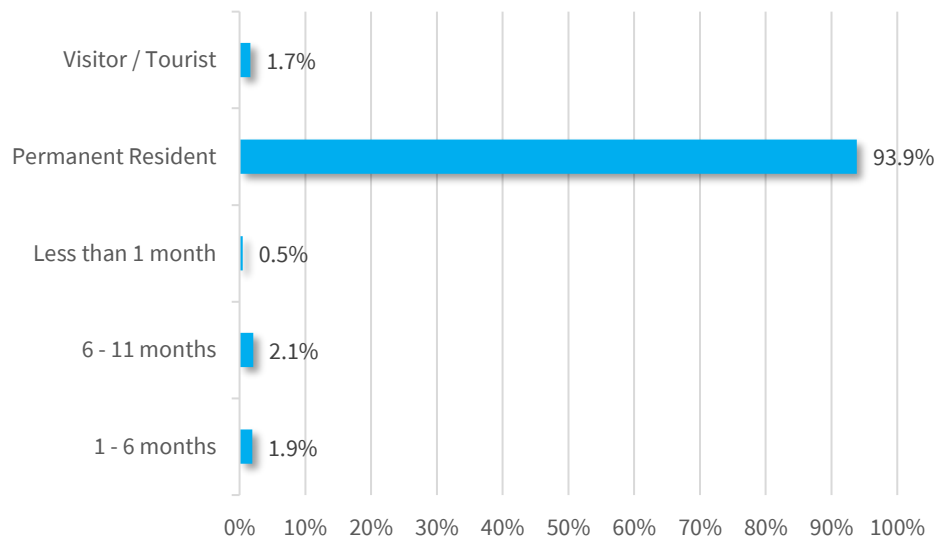
Of riders that spoke another language at home, the majority (85.3%) spoke English very well, and 0.7% were not able to speak English at all. Figure B-26 shows percentages based on riders who spoke other languages at home English proficiency. Percentages are from the 2021 survey only.

Figure B-26: English Proficiency (2021)



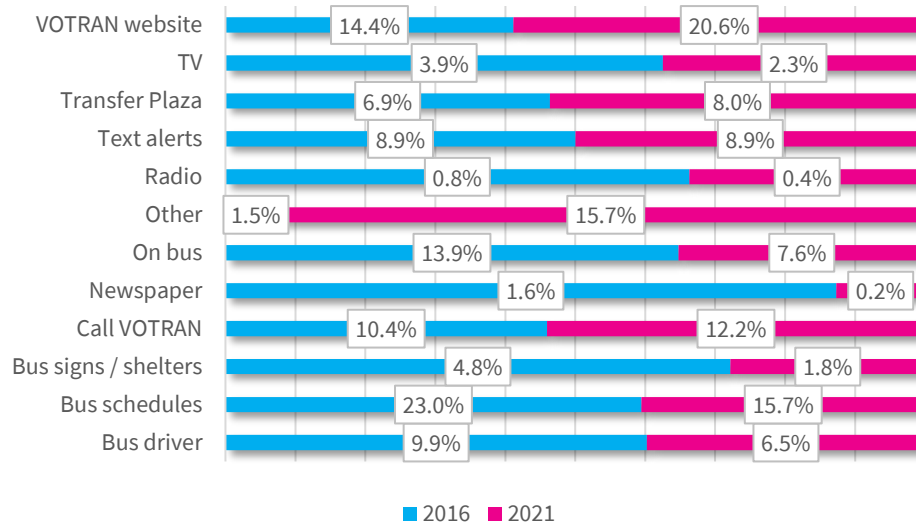
Nearly all (93.9%) riders were permanent residents in the Volusia county region; 9% had lived in the region less than one year. Percentages are from the 2021 survey only.

Figure B-27: Residency



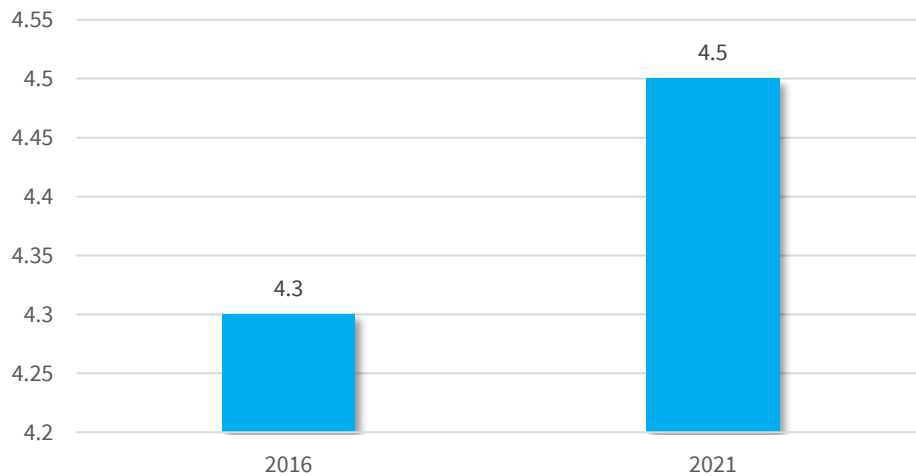
Riders were asked how they preferred to receive information about Votran services, schedules, and changes. The top three methods in 2021 were using the Votran website (20.6%), bus schedules (15.7%), and other means (15.7%). In 2016, the top three sources were bus schedules (23%), using the Votran website (14.4%), and on the bus (13.9%). Figure B-28 shows the methods of how riders preferred to receive information.

Figure B-28: Receive Information Preference (2016 and 2021)



Riders were asked to rate Votran’s service. On a scale of 1 to 5, with 1 being very unsatisfied and 5 being very satisfied, the average 2021 rating was 4.5, which is slightly higher than when the survey was conducted in 2016. Figure B-29 shows how satisfied riders were with Votran service.

Figure B-29: Overall Satisfaction (2016 and 2021)



4.1 On-Board Survey General Conclusions

Conclusions drawn from the on-board survey analysis are summarized below and in Table B-1, showing the average Votran rider for both 2016 and 2021:

- In 2016 and 2021, the main place type that riders were coming from was home, with 61% in 2021 and 49% in 2016; 12% more riders were coming from home in 2021 compared to five

years ago. The key destination type in 2021 and 2016 was home, with 31% of riders going home in 2021, a 6% decrease from the 37% in 2016.

- Riders mainly walked to and from their first and last bus stops when traveling; 94% walked to their first bus stop and from their last bus stop, an increase of 9% for access mode and a 5% increase for egress mode in comparisons to 2016.
- More than half (55%) of riders made at least one transfer during their one-way trip.
- The key method for fare used was an all-day pass, with 32% for both the 2016 and 2021 surveys. Over three-quarters of riders (78%) paid regular fare.
- Overall, 59% of riders used Votran at least five days per week, a 2% decrease from 2016.
- Over three-quarters of Votran riders have a smartphone with a data plan, meaning that they can access the internet on their phones.
- In total, 70% of riders did not have a vehicle at their household; of riders that had one or more vehicles at their household, 65% could not have used one of those vehicles on their current trip.
- In 2016, 66% of riders did not have a vehicle available to their household; of the riders that had a household vehicle, 77% did not have access to a vehicle.
- A lack of access to a working vehicle or valid driver’s license were the key reasons why many riders used Votran.
- Overall, most Votran riders responded that they were “very satisfied” with various aspects of the transit service being provided.
- The average Votran rider profile was white, male, without a valid driver’s license, and with a household income of less than \$10,000.

Table B-1: Average Votran Bus Rider (2016 and 2021)

Category	Average Rider Demographic 2016	Average Rider Demographic 2021
Gender	Male	Male
Ethnicity	White	White
Age	25-44	45-54
Household Income	Under \$10,000	Under \$10,000
Number of Household Vehicles	(0) None	(0) None
Has a Valid Drivers' License	No DL	No DL
Fare	All Day Pass	All Day Pass
Reason to use Votran	Car is not available	Car is not available

On-Board Questionnaire

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

START → [] → [] → [] → [] → END

1st Route 2nd Route 3rd Route 4th Route



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

Thank you for your help!

Appendix C: Inventory of Transportation Services

Provider	Types of Services Provided			Levels of Service		Fare Structure	Types of Vehicles	Phone	Email
	General Service Area (Counties)	Eligible Purposes	Eligible Riders	Days	Hours				
All Volusia Transport, LLC	Volusia County	Medical	Americans with Disabilities Act Eligible, Disabled, Elderly, Private Pay Consumer, Transportation Disadvantaged	Mon-Sat	7:00 AM - 6:00 PM	Wheelchair Van, within 10 mi, \$35.00 one way; Stretcher Van, within 10 mi, \$55.00 one way; 7-10 passenger HandiVan, \$15.00 one way, within 10 mi	Non-emergency stretcher van, wheelchair van	386-801-8156	allvolusiateransp@hotmail.com
Med One Shuttle, Inc.	Volusia County	Medical	All	Mon-Sun	24/7	Varies	Wheelchair van, ambulatory van, stretcher van	386-255-8525	medoneshuttle@bellsouth.net
Yellow Cab (Kings Trans. Group)	Volusia County	All, Recreation	All	Mon-Sun	24/7	Varies	Sedan, taxi, limousine	386-255-5555	yellowcabking@msn.com
American Cancer Society Transportation Program	Florida	Medical	Cancer Patient	Mon-Fri	8:00 AM - 6:00 PM	Varies	Car, taxi	800-227-2345	-
Mobility Works-Wheelchair Accessible Van Rentals	Florida	All, Recreation	Disabled	Mon-Fri	8:00 AM - 6:00 PM	Varies	Wheelchair van	877-275-4915	-
4 Leaf Clover	Volusia County	All, Recreation	All	Mon-Sun	24/7	Varies	Taxi	386-252-9999	peterson812@hotmail.com
American Taxi	Volusia County	All, Recreation	All	Mon-Sun	24/7	Varies	Taxi	386-253-0303	
Tri-Star Taxi	Volusia County	All, Recreation	All	Mon-Sun	24/7	Varies	Van/taxi	386-310-7945	tristarstaxi@yahoo.com
Tropical Transportation	US	All, Recreation	All	Mon-Sun	24/7	Varies	Van/sedan	386-281-3260	gotropicalshuttle@gmail.com
Classi Taxi and Shuttle	Orlando, Sanford, Daytona Beach, Jacksonville	All, Recreation	All	Mon-Sun	24/7	Varies	Van/sedan	386-255-8000	nsbcab@gmail.com

Appendix D: No Show Policy

Cancellation and No-Show Policy

NO-SHOW

No-Show—Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one hour of the scheduled pick-up time.

SAME DAY CANCELLATION

Same Day Cancellation—Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled but more than one hour prior to the pick-up time.

ADVANCE CANCEL

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

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

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

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

Customers with more than 10 one-way trips per month are permitted to have up to 10% of their one way trips as no-shows within a month. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time.

Customers with subscription service identified with a pattern of continued system abuse will be subject to progressive action as follows:

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

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

VOTRAN CLIENTS ARE ULTIMATELY RESPONSIBLE FOR CANCELLING TRIPS.

Appendix E: Paratransit/TD Vehicle Inventory

Volusia County Transit Vehicle Status Report - GOLD

Year:	Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number		
2012														
Ford	4120	CTW12	Ford	TURTLE TOP	1FDFE4FS1CDA82793	Active	10/01/2019	10/01/2019	179876	Electronic		TC9312		
Ford	4121	CTW12	Ford	TURTLE TOP	1FDFE4FS5CDA87236	Active	10/01/2019	10/01/2019	179875	Electronic		TC9311		
Ford	6120	CTW12	Ford	TURTLE TOP	1FDFE4FS3CDA82634	Active	10/01/2019	10/01/2019	179866	Manual	None	TC7112		
Ford	6121	CTW12	Ford	TURTLE TOP	1FDFE4FS5CDA82635	Active	10/01/2019	10/01/2019	179869	Manual	None	TC7115		
Ford	6123	CTW12	Ford	TURTLE TOP	1FDFE4FS9CDA82637	Active	10/01/2019	10/01/2019	179870	Manual	None	TC9313		
Ford	6124	CTW12	Ford	TURTLE TOP	1FDFE4FS0CDA82638	Active	10/01/2019	10/01/2019	179868	Manual	None	TC7116		
Ford	6125	CTW12	Ford	TURTLE TOP	1FDFE4FS2CDA82639	Active	10/01/2019	10/01/2019	179871	Manual	None	TC7118		
Ford	6126	CTW12	Ford	TURTLE TOP	1FDFE4FS6CDA82790	Active	10/01/2019	10/01/2019	179873	Manual	None	TC9315		
Ford	6127	CTW12	Ford	TURTLE TOP	1FDFE4FS8CDA82791	Active	10/01/2019	10/01/2019	179872	Manual	None	TC7117		
Ford	6128	CTW12	Ford	TURTLE TOP	1FDFE4FSXCDA82792	Active	10/01/2019	10/01/2019	179874	Manual	None	TC9314		
CLASS STATS:	TOTAL UNITS:	10	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,500.	AMBY SEATS:	14	W/C SEATS:	4
2014														
Ford	6140	CTW14	Ford	TURTLE TOP	1FDFE4FS6DDB27552	Active			190778		None	TD4172		
CLASS STATS:	TOTAL UNITS:	1	HEIGHT:	120	WIDTH:	98	LENGTH:	22	WEIGHT:	14,500.	AMBY SEATS:	14	W/C SEATS:	4
2015														
Ford	6150	CTW15	Ford	TURTLE TOP	1FDFE4FS1FDA07693	Active			192437	Manual	None	TD9025		
Ford	6151	CTW15	Ford	TURTLE TOP	1FDFE4FS3FDA07694	Active			192436	Manual	None	TD9027		
Ford	6152	CTW15	Ford	TURTLE TOP	1FDFE4FS5FDA07695	Active			192438	Manual	None	TD9026		
Ford	6153	CTW15	Ford	TURTLE TOP	1FDFE4FS7FDA07696	Active			192442	Manual	None	TD9029		
Ford	6154	CTW15	Ford	TURTLE TOP	1FDFE4FS9FDA07697	Active			192441	Manual	None	TD9130		
Ford	6155	CTW15	Ford	TURTLE TOP	1FDFE4FS0FDA07698	Active			192440	Manual	None	TD9131		
Ford	6156	CTW15	Ford	TURTLE TOP	1FDFE4FS2FDA07699	Active			192439	Manual	None	TD9132		
Ford	6157	CTW15	Ford	TURTLE TOP	1FDFE4FS5FDA07700	Active			192443	Manual	None	TD9139		
Ford	6158	CTW15	Ford	TURTLE TOP	1FDFE4FS6FDA09813	Active			192445	Manual	None	TD9141		
Ford	6159	CTW15	Ford	TURTLE TOP	1FDFE4FS8FDA09814	Active			192444	Manual	None	TD9140		
Ford	7150	CTW15	Ford	TURTLE TOP	1FDFE4FSXFDA09815	Active			192446	Manual	None	TD9147		

Volusia County Transit Vehicle Status Report - GOLD

Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number
Ford	7151	CTW15	Ford	TURTLE TOP	1FDFE4FS1FDA09816	Active		192447	Manual	None	TD9148
Ford	8150	CTW15Propa	Ford	TURTLE TOP	1FDFE4FSXFDA23357	Active		192451	Manual	None	TE3463
Ford	8151	CTW15Propa	Ford	TURTLE TOP	1FDFE4FS1FDA23358	Active		192450	Manual	None	TE3462
Ford	8152	CTW15Propa	Ford	TURTLE TOP	1FDFE4FS3FDA23359	Active		192449	Manual	None	TE3461
Ford	8153	CTW15Propa	Ford	TURTLE TOP	1FDFE4FSXFDA23360	Active		192448	Manual	None	TE3460

CLASS STATS:	TOTAL UNITS: 16	HEIGHT: 120	WIDTH: 98	LENGTH: 23	WEIGHT: 14,500.	AMBY SEATS: 14	W/C SEATS: 4
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MV-1	5150	MV15	MV-1		57WMD1A63EM100443	Active		192453	None	None	TD9137
MV-1	5151	MV15	MV-1		57WMD1A69EM100463	Active		192452	None	None	TD9138

CLASS STATS:	TOTAL UNITS: 2	HEIGHT: 84	WIDTH: 78	LENGTH: 17	WEIGHT: 6,600.00	AMBY SEATS: 3	W/C SEATS: 2
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Year: 2016

Ford	6160	CTW16	Ford	GLAVAL	1FDFE4FS8GDC40777	Active		194257	Manual	None	TFI600
Ford	6161	CTW16	Ford	GLAVAL	1FDFE4FSXGDC40778	Active		194251	Manual	None	TFI597
Ford	6162	CTW16	Ford	GLAVAL	1FDFE4FS1GDC40779	Active		194252	Manual	None	TFI598
Ford	6163	CTW16	Ford	GLAVAL	1FDFE4FS8GDC40780	Active		194258	Manual	None	TE9213
Ford	6164	CTW16	Ford	GLAVAL	1FDFE4FSXGDC40781	Active		194254	Manual	None	TFI599
Ford	6165	CTW16	Ford	GLAVAL	1FDFE4FS1GDC40782	Active		194255	Manual	None	TE9212
Ford	6166	CTW16	Ford	GLAVAL	1FDFE4S3GDC41139	Active		194256	Manual	None	TE9211
Ford	6167	CTW16	Ford	GLAVAL	1FDFE4FSXGDC41140	Active		194253	Manual	None	TE9210

CLASS STATS:	TOTAL UNITS: 8	HEIGHT: 120	WIDTH: 98	LENGTH: 23	WEIGHT: 14,500.	AMBY SEATS: 14	W/C SEATS: 4
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Year: 2017

Ford	6170	CTW17	Ford	TURTLE TOP	1FDFE4FS7HDC51562	Active		195535	Manual	None	TF8217
Ford	6171	CTW17	Ford	TURTLE TOP	1FDFE4FS0HDC51564	Active		195537	Manual	None	TF8221
Ford	6172	CTW17	Ford	TURTLE TOP	1FDFE4FS9HDC51563	Active		195536	Manual	None	TF8218
Ford	6173	CTW17	Ford	TURTLE TOP	1FDFE4FS5HDC53052	Active		195539	Manual	None	TF8219
Ford	6174	CTW17	Ford	TURTLE TOP	1FDFE4FS2HDC51565	Active		195526	Manual	None	TB8254
Ford	6175	CTW17	Ford	TURTLE TOP	1FDFE4FS4HDC51566	Active		195538	Manual	None	TF8220
Ford	6176	CTW17	Ford	TURTLE TOP	1FDFE4F7HDC53053	Active		195527	Manual	None	TC0982



Volusia County Transit Vehicle Status Report - GOLD

Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number
Ford	6177	CTW17	Ford	TURTLE TOP	1FDFE4FS0HDC53055	Active		195528	Manual	None	TC0983
Ford	6178	CTW17	Ford	TURTLE TOP	1FDFE4FS2HDC53056	Active		195529	Manual	None	TC0984
Ford	6179	CTW17	Ford	TURTLE TOP	1FDFE4FS4HDC53057	Active		195530	Manual	None	TC0985
Ford	7170	CTW17	Ford	TURTLE TOP	1FDFE4FS6HDC53058	Active		195531	Manual	None	TCO986
Ford	7171	CTW17	Ford	TURTLE TOP	1FDFE4FS8HDC53059	Active		195532	Manual	None	TC0987
Ford	7172	CTW17	Ford	TURTLE TOP	1FDFE4FS4HDC53060	Active		195533	Manual	None	TC0988
Ford	7173	CTW17	Ford	TURTLE TOP	1FDFE4FS6HDC53061	Active		195534	Manual	None	TF9627

CLASS STATS:	TOTAL UNITS: 14	HEIGHT: 120	WIDTH: 98	LENGTH: 23	WEIGHT: 14,500.	AMBY SEATS: 14	W/C SEATS: 3
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Year: 2019

Ford	4190	CTW19	Ford	TURTLE TOP	1FDFE4FS2KDC34471	Active		199850	Manual	None	
Ford	6190	CTW19	Ford	TURTLE TOP	1FDFE4FS9KDC18487	Active		198688	Manual	None	TG8842
Ford	6191	CTW19	Ford	TURTLE TOP	1FDFE4FS2KDC26316	Active		198685	Manual	None	TG8836
Ford	6192	CTW19	Ford	TURTLE TOP	1FDFE4FS0KDC26317	Active		198684	Manual	None	TG8835
Ford	6193	CTW19	Ford	TURTLE TOP	1FDFE4FS4KDC26318	Active		198686	Manual	None	TG8843
Ford	6194	CTW19	Ford	TURTLE TOP	1FDFE4FS6KDC26319	Active		198687	Manual	None	TG8844
Ford	6195	CTW19	Ford	TURTLE TOP	1FDFE4FS4KDC26321	Active		198689	Manual	None	TH3290
Ford	6196	CTW19	Ford	TURTLE TOP	1FDFE4FS2KDC26320	Active		198693	Manual	None	TH3294
Ford	6197	CTW19	Ford	TURTLE TOP	1FDFE4FS8KDC34468	Active		198690	Manual	None	TH3291
Ford	6198	CTW19	Ford	TURTLE TOP	1FDFE4FSXKDC34469	Active		198691	Manual	None	TH3289
Ford	6199	CTW19	Ford	TURTLE TOP	1FDFE4FS2KDC34470	Active		198692	Manual	None	TH3293

CLASS STATS:	TOTAL UNITS: 11	HEIGHT: 120	WIDTH: 98	LENGTH: 23	WEIGHT: 14,500.	AMBY SEATS: 14	W/C SEATS: 3
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Year: 2020

Ford	6201	CTW20	Ford	TURTLE TOP /	1FDFE4FS9KDC39856	Active		199851	Manual	None	TH4977
Ford	6202	CTW20	Ford	TURTLE TOP /	1FDFE4FS0KDC39857	Active		199856	Manual	None	TH5436
Ford	6203	CTW20	Ford	TURTLE TOP /	1FDFE4FS2KDC39858	Active		199855	Manual	None	TH4998
Ford	6204	CTW20	Ford	TURTLE TOP /	1FDFE4FS4KDC40655	Active		199854	Manual	None	TH5002
Ford	6205	CTW20	Ford	TURTLE TOP /	1FDFE4FS6KDC40656	Active		199857	Manual	None	TH4978

Volusia County Transit Vehicle Status Report - GOLD

Bus #	Class	Make	Model	VIN #	Active?	Policy Retire Date	Expected Retire Date	Asset #	Farebox Type	Farebox Number	Tag Number			
Ford	6206	CTW20	Ford	TURTLE TOP /	1FDFE4FS2KDC47314	Active		199853	Manual	None	TH4976			
Ford	6207	CTW20	Ford	TURTLE TOP /	1FDFE4FS4KDC47315	Active		199852	Manual	None	TH4997			
Ford	6208	CTW20	Ford	TURTLE TOP /	1FDFE4FS7KDC39855	Active		199858	Manual	None	TH5003			
Ford	6209	CTW20	Ford	TURTLE TOP /	1FDFE4FS4KDC39859	Active		199859A	Manual	None	TH5004			
CLASS STATS:	TOTAL UNITS:	9	HEIGHT:	120	WIDTH:	98	LENGTH:	23	WEIGHT:	14,500.	AMBY SEATS:	14	W/C SEATS:	3
FORD	7200	CTW2020	FORD	FREEDOM	1FDFE4FN0MDC02269	Active		199896	Manual	None	TH9736			
FORD	7201	CTW2020	FORD	FREEDOM	1FDFE4FN7MDC02270	Active		199897	Manual	None	TH9735			
FORD	7202	CTW2020	FORD	FREEDOM	1FDFE4FS4KDC64700	Active		199902	Manual	None	TI4713			
CLASS STATS:	TOTAL UNITS:	3	HEIGHT:	120	WIDTH:	98	LENGTH:	25	WEIGHT:	14,500.	AMBY SEATS:	16	W/C SEATS:	3
NUMBER OF UNITS LISTED:	74													

Appendix F: System Safety Program Plan Certification

ANNUAL SAFETY CERTIFICATION

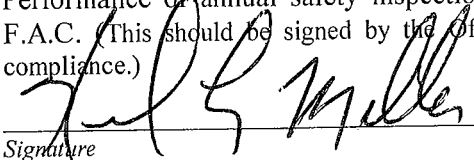
DATE: January 4, 2021
BUS TRANSIT SYSTEM: Votran
ADDRESS: 950 Big Tree Road
South Daytona, FL 32119

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

- 1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).
Current date of Adopted SSPP: January 4, 2021
Current date of Adopted SPP: January 4, 2021

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

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



Signature

Kelvin Miller

Name (Printed or Typed):

General Manager

Title

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

Votran

Name

950 Big Tree Rd.

Address (Street Number)

South Daytona, FL 32119

Address (City, State, Zip Code)

January 4, 2021

Date(s) of Inspection

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

Votran

Name

950 Big Tree Road

Address (Street Number)

South Daytona, FL 32119

Address (City, State, Zip Code)

386-756-7496

Phone Number

Appendix G: Votran Grievance Procedure

**GRIEVANCE PROCEDURES
OF THE
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION (TPO)
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

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

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the River to Sea TPO Transportation Disadvantaged Local Coordinating Board shall be the Grievance Committee.

SECTION 2: PURPOSE

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

ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

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

SECTION 2: DEFINITION OF FORMAL GRIEVANCE

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

ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES

SECTION 1: PROCESS OF FILING A COMPLAINT

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

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

Such written complaint shall include the following:

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

A written complaint shall be addressed to:

Votran Bus System
Customer Service Manager
950 Big Tree Road
South Daytona, Florida 32119

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

SECTION 2: FILING OF A GRIEVANCE

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

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

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

The appeal must be addressed to:

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

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

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

Written recommendations will include the following information:

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

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

ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

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

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

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

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

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

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

Florida Commission for the Transportation Disadvantaged
Attn: Ombudsman Program
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
Email: CTDOmbudsman@dot.state.fl.us

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

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

ARTICLE VII: SCHEDULED MEETINGS

SECTION 1: GENERAL

The Grievance Committee shall be comprised of a minimum of three (3) TDLCB board members. The CTC shall not serve on the Grievance Committee. Each member shall serve at the discretion of the TDLCB. When a meeting of the Grievance Committee is necessary, staff to the TDLCB shall schedule the meeting of the Grievance Committee to hear appealed grievances.

ARTICLE VIII: AMENDMENTS

SECTION 1: GENERAL

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

SECTION 2: QUORUM

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

ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that she is the Chairperson of the River to Sea TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the River to Sea TPO Transportation Disadvantaged Local Coordinating Board the **14th** day of **April 2021**.



**Volusia County Council Member Barbara Girtman, Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

ATTEST:



**Debbie Stewart, Recording Secretary
River to Sea Transportation Planning Organization**

Appendix H: Votran Gold Service Users' Guide

Votran Gold Service Users Guide

A Service of Volusia County Government



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



votran.org

February 2019

Votran Gold Service Contact Information

Call Center for Reservations

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

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

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

(TDD) For Hearing/Speech Impaired

Daytona Beach Area Customer service

(386) 756-7494

West Volusia Customer service

(386) 943-7052

Southeast Volusia Customer service

(386) 424-6820

Florida Relay Center

1-800-955-8770

E-mail Comments

VotranCustomerService@volusia.org

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Mission Statement

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

Introduction

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

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

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

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

Introduction

When making a reservation for service, please keep in mind a local trip (within the same service area) can take up to one hour. Trips from one service area to another can take up to two hours. Votran does not provide Medicaid supported transportation.

Votran Gold Service Overview

Who is eligible to use Votran Gold?

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

- **Americans with Disabilities Act (ADA):** Those individuals who reside within $\frac{3}{4}$ mile of an established bus route, but cannot use Votran regular fixed route service because of a disability.
- **Transportation Disadvantaged (TD):** Includes qualifying individuals located in areas where fixed route service is not available and who have no other means of transportation available.
- **Agencies:** Includes people whose trips are funded under a negotiated agency contract.

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

What Groups Participate in Coordinating Votran Gold?

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

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

Service Areas

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

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

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

WEST VOLUSIA - Osteen, Enterprise, Cassadaga, DeLand, Orange City, DeBary, Deltona, and DeLeon Springs.

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

Trips between service areas may take two hours. It is important to check the times of operation before you schedule your appointment. Please contact the Call Center to determine what times the vehicles operate between Service Areas.

Destinations

Votran Gold service provides specialized transportation throughout Volusia County. However, some travel limitations may exist based on the sponsor category of each qualified applicant. It is important that each of our customers understand the services available to them. Depending on the program for which you are eligible, some service restrictions may apply as a result of Federal or State regulations.

ADA Service Sponsored Customers

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

Transportation Disadvantaged Program Sponsored Customers

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

Destinations

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

Agency Sponsored Customers

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

Service Times

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

EAST VOLUSIA

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

WEST VOLUSIA & SOUTHEAST VOLUSIA

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

EVENING SCHEDULE

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

SUNDAY SCHEDULE

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

Service Times

HOLIDAY SCHEDULES

Votran Gold operates a holiday schedule with limited service on New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day. Please contact our Call Center for further information on our Holiday Schedules.

Gold Service Eligibility

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

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

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

APPLICATION PROCESS

1. Eligibility applications are available from Votran by calling one of the phone numbers printed on the front of this guide. The application may also be downloaded and printed from Votran.org.
2. The Eligibility Application must be FILLED OUT COMPLETELY to be considered for transportation services from Votran. If you need assistance completing your application, Votran staff members are available to help.
3. The completed application will be reviewed by Votran and a determination of eligibility will be made based on the

Gold Service Eligibility

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

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

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

Visitors with Disabilities

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

Travel Assistance

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

OXYGEN TRANSPORT

Travel with oxygen equipment is permitted providing that it is self-administered and can be safely stowed when the vehicle is en-route. Votran operators and contracted vendors are not permitted to supply, connect, or disconnect oxygen. For passengers that use oxygen and a wheelchair, the oxygen tank must be carried by the passenger or in a carrier affixed to the wheelchair.

PERSONAL BELONGINGS

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

Travel Assistance

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

AGE REQUIREMENTS

Children under the age of six (6) years **MUST** have an escort. Effective January 1, 2015, children under the age of six (6) years and/or under the weight of 45 lbs. will be required to use a child restraint device. Due to the cost of purchasing, maintaining, and replacing the devices and for sanitary reasons related to the transmittal of communicable diseases, these devices must be provided by the accompanying adult or escort.

COMPANIONS

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

Travel Assistance

SERVICE ANIMALS

Service animals are welcome at all Votran facilities, on all Votran vehicles, as well as on Votran's private contractor vehicles as per Florida Statute 413.08 and in accordance with the Americans with Disabilities Act of 1990. All other uncrated animals are prohibited.

PERSONAL CARE ATTENDANTS

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

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

Travel Assistance

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

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

Reserving Your Trip

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

CONTACTING the CALL CENTER for RESERVATIONS

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

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

What do I do if the phone lines are busy?

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

Reserving Your Trip

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

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

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

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

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

Reserving Your Trip

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

Always give the agent the time you need to be at your destination or the time of your health care appointment. Since your vehicle will pick up several customers, trips are scheduled based on your appointment time. There is a pick-up window that requires passengers to be ready up to one (1) hour in advance of their scheduled appointment time. This means that if you have a 9:00 AM appointment, you may be picked up as early as 8:00 AM. If for any reason you need to arrive earlier than the appointment time, then your reservation time should reflect the earlier time to ensure that you arrive for the scheduled appointment.

Reserving Your Trip

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

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

If you are not ready at your scheduled return time you may have to wait for a return ride to become available, which could be up to two (2) hours after you call. Therefore it's important to schedule your return trip late enough so that you are sure you will be ready when your vehicle arrives. Votran will be better able to accommodate a change in your return trip if we are notified promptly. Please contact Votran as soon as possible to inform us about a change to your trip.

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

Reserving Your Trip

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

Please be advised that the one (1) hour delivery window applies to all return trips, and that travel between service areas is a two (2) hour delivery window.

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

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

Reserving Your Trip

SUBSCRIPTION SERVICE

A standing order or subscription service can be established when a customer regularly travels to and from the same destination (two or more times a week) at the same times. You will save time by submitting a standing order; however, you must contact the Call Center immediately if your plans change to avoid being charged with a cancellation or a no-show. Subscription trips must be scheduled at least three days in advance of the starting date of the trips. If you are beginning medical treatment such as dialysis, Votran requests that subscribed trips do not start until your schedule has stabilized, then subscription trips can be made. Subscription service may be canceled at any time, but changes to subscription service are limited to once a month.

WHEN ARE THE BEST TIMES TO RIDE ON THE SYSTEM?

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

Taking Your Trip

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

FARE INFORMATION

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

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

Please do not tip the drivers.

Taking Your Trip

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

DRIVERS AND VEHICLES

Votran operates vehicles designed to accommodate ambulatory and wheelchair customers.

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

To achieve the goals of shared-ride transportation, customers are expected to share transportation with other customers. Customers may not request a specific transportation provider. When you request service, you may be scheduled to ride with one of the Private Contractors or one of the Votran vehicles.

All Votran and Contract Operator drivers are required to wear

Taking Your Trip

uniforms and picture identification badges. All vehicles are plainly marked with the name of the company in a prominent location.

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

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

Wheelchair customers must be on the first floor with no more than one (1) step from the entrance of the residence to ground level. If there is more than one (1) step to negotiate, an accessible ramp must be installed in order to accommodate the customer.

Taking Your Trip

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

NOT READY FOR PICK-UP

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

Cancellation and No-Show Policy

NO-SHOW

No-Show—Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one hour of the scheduled pick up time.

SAME DAY CANCELLATION

Same Day Cancellation—Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled but more than one hour prior to the pick-up time.

ADVANCE CANCEL

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

Individuals, their guardian(s), or agency sponsor(s) must cancel trips as soon as they become aware the trip will not be made. **Persons who call less than one hour prior to their scheduled pick-up time to cancel a trip will be informed that they will be counted with a no-show and informed of the penalty.** If an individual has a pick-up / return trip scheduled and is a no-show on the first trip;

Cancellation and No-Show Policy

the return trip will not be canceled unless the individual calls Votran to cancel the return trip. **If the return trip is not canceled by the individual and is a no-show it will be counted as two no-shows for the same day on the individual's record.** Persons who are unavailable to make the trip when the driver arrives to pick them up will also be marked as a no-show. Individuals on subscription service (two (2) trips or more per week to the same location) must notify the Votran office if they are not to be picked up for a previously scheduled trip.

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

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

Cancellation and No-Show Policy

Customers with more than 10 one way trips per month are permitted to have up to 10% of their one way trips as no-shows within a month. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses. Customers with subscription service will have their standing order suspended for a fixed period of time.

Customers with subscription service identified with a pattern of continued system abuse will be subject to progressive action as follows:

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

needed by contacting the call center.

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

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

VOTRAN CLIENTS ARE ULTIMATELY RESPONSIBLE FOR CANCELLING TRIPS.

Rights and Responsibilities

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

SAFETY

Votran customers have the right to:

1. Trips in air-conditioned or heated vehicles;
2. Safe, clean, properly equipped, and smoke free vehicles;
3. Properly fastened seatbelts and/or mobility device tie-downs;
4. Vehicle transfer points that are sheltered, secure, and safe;
5. A properly identified driver;
6. Adequate seating, to include ample space for service animals;
7. Assistance in maneuvering mobility devices up and down a maximum of one step; and,
8. The Community Transportation Coordinator (CTC) policy on medical emergency during transport.

Votran customers are responsible for:

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

Rights and Responsibilities

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

COURTESY

Votran customers have the right to:

1. Professional, courteous, and properly trained drivers;
2. Assistance while getting in and out of the vehicle and to the seat; and,
3. Assistance with as many packages as can be safely carried by the passenger and the operator in one trip. Please limit packages to those that can be stored in your lap to avoid blocking aisles or other passenger seats.

Rights and Responsibilities

Votran customers are responsible for:

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

COMPLAINTS

Votran customers have the right to:

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

Votran customers are responsible for:

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

Rights and Responsibilities

SERVICE

Votran customers have the right to:

1. Pick-ups within the established one (1) hour pick-up window (two hours for trips between service areas);
2. Expect the driver to wait up to five minutes;
3. Toll-free accessibility to the CTC;
4. Be delivered to an appointment on time;
5. The CTC's policy on subscription service; and,
6. The CTC's policy on no-shows.

Votran customers are responsible for:

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

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

Rights and Responsibilities

Florida State law determined that all passengers on Paratransit vehicles **MUST WEAR SEAT BELTS**. A passenger who refuses to remain seated with the seatbelt in place will be denied service. If you have medical documentation stating that the use of a seat belt may be detrimental to your health, the seat belt regulation will be waived. Please inform the Call Center agent of your situation when you schedule your first trip. You will be required to provide Votran with written documentation to have the seat belt requirement waived.

APPROPRIATE BEHAVIOR

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

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

Rights and Responsibilities

illegal conduct; or threats or violent / abusive treatment towards the operator or other passengers. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

When it has been determined by the Votran Operations Manager that suspension will be initiated, communication of the suspension of service will be made by phone and/or mail to the Passenger or Parent/Guardian of the Passenger with a copy to the appropriate agency (if applicable). Illegal conduct could result in a 30 day suspension.

Service animals, although allowed on Votran (and contractor) vehicles and in Votran facilities, must display appropriate behavior while riding on the vehicle. Any service animal that poses a direct threat to the health and safety of others may be excluded from riding Votran Gold service or entering a Votran facility (as per Florida Statute 413.083(c) and the ADA of 1990). Additionally, a disruptive service animal (e.g. a dog that constantly barks while on board) may be excluded. The individual with the disability who uses the service animal still has the option to ride Votran Gold on future trips without the service animal.

Transportation During Emergencies

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

1. Transportation is free during evacuations declared by the county emergency operations center (EOC) only;
2. All Voltran fixed route bus stops are evacuation assembly points; however, if you cannot access a bus stop, contact Voltran at the numbers provided in this User Guide to make transportation arrangements.
3. Once a pick-up has been scheduled, Voltran will dispatch a vehicle within four hours. Voltran will contact you if there is a delay. Do not call again, as you may tie up the phone lines or another vehicle may be sent unnecessarily. If you do not need the trip you scheduled, call as soon as possible to cancel.
4. The driver will assist you with your belongings. Limited carry-ons are allowed to include a pillow, blanket, one bag no larger than 22" x 16" x 8", a folding lounge chair, and an oxygen tank (up to

two 2)and/or

Transportation During Emergencies

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

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

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

**Only activated during a disaster: Citizen's Information Center
866-345-3045 / TDD 386-248-1792**

Customer Feedback

If you experience a problem with any aspect of the service, you may call or write to Votran's Customer Service Department. Please call (386) 756-7496 or (386) 761-7700 and ask to speak to a Customer Service Representative. You may use the web comment form votran.org/contact-us or email

VotranCustomerService@volusia.org. To send your complaint in writing, direct your correspondence to:

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

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

If your complaint cannot be resolved, you may obtain information on the grievance process by contacting the Customer Service Manager and requesting a copy of our adopted Grievance Procedure.

Customer Feedback

Or

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

Acknowledgment of Receipt Form

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

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

Customer Signature

Date

Printed Name

Try The Bus!

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

(386) 761-7700 (Daytona Beach)

(386) 424-6800 (Southeast Volusia)

(386) 943-7033 (West Volusia)

(386) 756-7487 (Fax)



Image: Passengers exiting a Votran bus.

Appendix I: Rate Model Calculations Spreadsheets

Preliminary Information Worksheet

Version 1.4

CTC Name: Vousia County Votran

County (Service Area): Volusia County

Contact Person: Roger Wittenberg

Phone # 386-756-7496 ext. 4123

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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

1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 54,867	\$ 75,350	\$ 55,881	37.3%	-25.8%	Fare box collection have dropped as a result of reduced trps.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 17,016	\$ 17,172	\$ 16,764	0.9%	-2.4%	
Bus Pass Program Revenue						

Local Government

District School Board						fy 2020 actual \$89,285 td less fares and other plus, \$124,002 - 5307 and \$105,444 - 5311. FY 2022 3rd party 100896 plus td 145769 less fares and other.
Compl. ADA Services						
County Cash	\$ 246,848	\$ 145,792	\$ 174,020	-40.9%	19.4%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 804,375	\$ 833,966	\$ 1,310,442	3.7%	57.1%	The allocated amount produces a rate per trip that generates reveune in excess of expenditures. Do to the fact that we have been requested by FDOT to spend down our 5311 CARES allocation which assits in the same population of trips as CTD . It appears at this time Votran will not be able to draw down its entire allocation.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 124,002	\$ 107,200	\$ 100,896	-13.5%	-5.9%	Fy 2020 5311 50/50 \$105,444. CARES 5311 \$ 330,370. Fy 2021 5311 was not budgeted to be billed. FY 2022 bill balance of 5311 CARES and 5307 3rd party contractors.
49 USC 5310						
49 USC 5311 (Operating)	\$ 435,814		\$ 691,615	-100.0%		
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Bus Pass Program Revenue						

AHCA

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

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act	\$ 33,882	\$ 35,775	\$ 34,926	5.6%	-2.4%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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

1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve		\$ 334,902				
---------------------------------------	--	------------	--	--	--	--

Prior year carryforward used to balance the projected FY 2022 shortfall as a result of a decline in trips as a result of COVID

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$1,716,804	\$1,550,157	\$2,384,544	-9.7%	53.8%	

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

Operating Expenditures

Labor	\$ 504,928	\$ 577,667	\$ 489,258	14.4%	-15.3%	Allocated revenue appear to be in excess of Non sponsored trip expenses due to the inclusion of 5311 CARES funding and the trip decline do to COVID
Fringe Benefits	\$ 220,685	\$ 255,585	\$ 248,676	15.8%	-2.7%	
Services	\$ 335,407	\$ 334,750	\$ 334,345	-0.2%	-0.1%	
Materials and Supplies	\$ 207,119	\$ 165,187	\$ 281,180	-20.2%	70.2%	
Utilities	\$ 15,846	\$ 10,595	\$ 15,846	-33.1%	49.6%	
Casualty and Liability	\$ 18,185	\$ 17,977	\$ 18,185	-1.1%	1.2%	
Taxes			\$ -			
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 79,732	\$ 188,396	\$ 100,659	136.3%	-46.6%	

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
			\$ 896,395		

ACTUAL YEAR GAIN	\$334,902					
Total Expenditures =	\$1,381,902	\$1,550,157	\$2,384,544	12.2%	53.8%	

See NOTES Below.

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

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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

1	2	3	4	5	6	7
	Prior Year's ACTUALS from Oct 1st of 2019 to Sept 30th of 2020	Current Year's APPROVED Budget, as amended from Oct 1st of 2020 to Sept 30th of 2021	Upcoming Year's PROPOSED Budget from Oct 1st of 2021 to Sept 30th of 2022	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

Worksheet for Program-wide Rates

CTC: Volusia County Vot Version 1.4
County: Volusia County

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

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	336,191
Rate Per Passenger Mile = \$	1.77
Total <u>Projected</u> Passenger Trips =	26,000
Rate Per Passenger Trip = \$	22.87

Fiscal Year

2021 - 2022

Avg. Passenger Trip Length =	12.9 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	4.43
Rate Per Passenger Trip = \$	57.24

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **Vousia County** \ Version 1.4
 County: **Volusia County**

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input checked="" type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>	Yes <input type="radio"/> No <input checked="" type="radio"/>

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Combination Trip and Mile Rate			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **Vousia County** \ Version 1.4
 County: **Volusia County**

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

SECTION III: Escort Service

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

Yes
 No

Skip #2 - 4 and Section IV and Go to Section V

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

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

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

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

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
 number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT Complete Section IV

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

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2021 - 2022			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	336,191 =	268,851	+ 67,340	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$1.55	\$2.65	\$0.00	\$0.00 \$0.00
		per passenger per group			

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	26,000 =	19,400	+ 6,600	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$19.36	\$33.19	\$0.00	\$0.00 \$0.00
		per passenger per group			

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$1.55	\$2.65	\$0.00	\$0.00 \$0.00
		per passenger per group			

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$3.87	\$6.64	\$0.00	\$0.00 \$0.00
		per passenger per group			
Rate per Passenger Trip =		\$48.45	\$83.06	\$0.00	\$0.00 \$0.00
		per passenger per group			

Program These Rates Into Your Medicaid Encounter Data

Appendix J: Votran TDLCB CTC Evaluation

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: _____)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents

ITEMS TO REQUEST:

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- Measuring Tape
- Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILER THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
 2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? Yes No
(Make a copy and include in folder)
Is the process being used? Yes No
 3. DOES THE CTC HAVE A COMPLAINT FORM? Yes No
(Make a copy and include in folder)
 4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
 Yes No
 5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
 Yes No
- Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**
6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
 Yes No
 7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
 Yes No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

Yes No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report Yes No

Any issues that need clarification? Yes No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement Yes No

c. Transportation Disadvantaged Service Plan Yes No

d. Grant Applications to TD Trust Fund Yes No

e. All other grant application (____%) Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

Is a written report issued to the operator? Yes No

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

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

Is a written report issued? Yes No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

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

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

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

N/A

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

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? Yes No

If no, is the planning agency currently reviewing applications for TD funds?
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).
“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”**

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? Yes No

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
 Yes No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? Yes No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: Minivan Van Bus (>22')
 Minibus (<= 22') Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- The lift must have a weight limit of at least 600 pounds.
- The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- One securement system that can be either forward or rear-facing.
- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____ / ____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
/ _____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?
 Yes No

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

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

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

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

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

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

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

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

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

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

Note: Attach the manifest

Operator Manifest

Driver: _____
Date: 2021-02-11
Route: 303
Vehicle: 6193

Run Begin: _____
Run End : _____

Ending Mileage: _____
Beginning Mileage: _____
Total Daily Mileage: _____

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
09:30	09:43 Start		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN						
10:15	10:15 Pickup		0.0	578 HEALTH BLVD, DAYTONA BEACH, 32114 DIALYSIS-DAVITA DAYTONA MED YES ONE WAY	SOLOMON, SHARNE 386-258-7322 M		ADA	\$ 3.00	CLI	AM
	10:24 Dropoff		0.0	1110 BERKSHIRE RD, DAYTONA BEACH, 32117 ONE WAY	SOLOMON, SHARNE 386-235-3735 M					
11:00	11:00 Pickup		0.0	578 HEALTH BLVD, DAYTONA BEACH, 32114 DIALYSIS-DAVITA DAYTONA MED YES 1WY	HORTON, SALLY 386-258-7322 M,O	CAN	ADA	\$ 3.00	CLI	WC
12:00	11:18 Dropoff		0.0	608 CASSIN AVE, DAYTONA BEACH, 32114 1WY	HORTON, SALLY 386-299-0277 M,O	CAN				
11:30	11:30 Break		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN						
12:00	11:59 Pickup		0.0	336 8TH ST, HOLLY HILL, 32117	RUDASILL, EDWIN 386-444-1219 M	WLK	ADA	\$ 3.00	CLI	AM
13:00	12:37 Dropoff		0.0	1330 INDIAN LAKE RD, DAYTONA BEACH, 32124 VOLUSIA COUNTY SHERIFF DEPT	RUDASILL, EDWIN (386) 258-4053 M	WLK				
12:30	12:59 Pickup		0.0	3641 CLYDE MORRIS BLVD, PORT ORANGE, 3640 CONVIVA CARE-PORT ORANGE STE 100 MED YES FORMALLY METCARE	WEBBER, AGNES MARIE (386) 675-4410 M	CAN,WLK	UTD	\$ 3.00	CLI	AM
13:30	13:23 Dropoff		0.0	5457 CRANE FEATHER DR, PORT ORANGE, 32128	WEBBER, AGNES MARIE 386-304-6806 M	CAN,WLK				
13:30	13:31 Pickup		0.0	1590 DUNLAWTON AV, PORT ORANGE, 32127 WAL MART-PORT ORANGE MARKET ENTRANCE	BATT, JUDY 386-756-2711 B,M	WLK	UTD	\$ 3.00	CLI	AM
14:30	13:51 Dropoff		0.0	609 RENNER RD, PORT ORANGE, 32127	BATT, JUDY 386-788-2807 B,M	WLK				

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	MobAids	Fare Type	Fare To Collect	Pass Type	Space Type
14:00	14:16 Pickup		0.0	311 N CLYDE MORRIS BLVD, DAYTONA BEACH, 32114 HALIFAX PROFESSIONAL CTR 311BLDG MED YES	ROACH, MATTHEW		ADA	\$ 3.00	CLI	AM
14:45	14:40 Pickup		0.0	208 CENTRAL AV, ORMOND BEACH, 32174 PACE CTR FOR GIRLS DRIVEWAY OFF S WASHINGTON	SHATKUS, ISABELLA 386 944 1111		ADA	\$ 3.00	CLI	AM
15:00	15:02 Pickup		0.0	201 AEROSPACE BLVD, DAYTONA BEACH, 32114 EMBRY RIDDLE-DORMS OFF OF RICHARD PETTY-2ND BLDG ON LEFT	DARBY, CALLISTA		ADA	\$ 3.00	CLI	AM
16:00	16:00 Dropoff		0.0	2744 BOTTS LANDING RD, DELAND, 32720 APT.701	ROACH, MATTHEW 386-601-4975					
16:45	16:27 Dropoff		0.0	200 EVERGREEN TER, DELAND, 32724	SHATKUS, ISABELLA 386-225-6349					
17:00	16:43 Dropoff		0.0	2160 5TH AVE, DELAND, 32724	DARBY, CALLISTA 386-801-8315					
16:00	16:53 Pickup		0.0	1468 N WOODLAND BLVD, DELAND, 32720 BEALLS OUTLET-DELAND	JOHNSON, ERNESTINE 386 943-8872		ADA	\$ 3.00	CLI	WC
18:00	17:50 Dropoff		0.0	464 S CAROLINE ST, DAYTONA BEACH, 32114 PU BY GARAGE DOOR RAMP386-212-8016	JOHNSON, ERNESTINE 386-675-8223					
18:00	18:01 End		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN						

Driver: TammyDate: 2021-02-11Route: 307Vehicle: 6209

Operator Manifest

Run Begin: _____

Run End : _____

Ending Mileage: _____

Beginning Mileage: _____

Total Daily Mileage: _____

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability	Mobaid	Fare Type	Fare To Collect	Pass Type	Space Type
09:30	09:30 Start		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN						
10:00	10:07 Pickup		0.0	5457 CRANE FEATHER DR, PORT ORANGE, 32128	WEBBER, AGNES MARIE 386-304-6806 M	CAN,WLK	UTD	\$ 3.00	CLI	AM
11:00	10:31 Dropoff		0.0	3641 S CLYDE MORRIS BLVD, PORT ORANGE, 32129 CONVIVA CARE-PORT ORANGE STE 100 MED YES FORMALLY METCARE	WEBBER, AGNES MARIE (386) 675-4410 M	CAN,WLK				
11:00	10:57 Pickup		0.0	1573 DERBYSHIRE RD, DAYTONA BEACH, 32117	BEASLEY, ERNEST 386-846-1145 M		ADA	\$ 3.00	CLI	WC
12:00	11:18 Dropoff		0.0	578 HEALTH BLVD, DAYTONA BEACH, 32114 DIALYSIS-DAVITA DAYTONA MED YES	BEASLEY, ERNEST 386-258-7322 M					
11:30	11:30 Break		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN						
13:15	13:10 Pickup		0.0	136 FAIRVIEW AV, #619, DAYTONA BEACH, 32114 CENTRAL MANOR APTS APT #619 POWER SCOOTER	HICKEY, ANTOINETTE 386-566-2267 C,M	CAN,WLK	ADA	\$ 3.00	CLI	WC
13:30	13:29 Pickup		0.0	1510 MASON AV, DAYTONA BEACH, 32114 DNA CTR FOR NEUROLOGY & REHAB WORK, WEST END 1430 MASON ONE WAY	CHESTER, ANGEL 386-274-2090 V		ADA	\$ 3.00	CLI	AM
14:15	13:52 Dropoff		0.0	420 S NOVA RD, ORMOND BEACH, 32174 CONVIVA CARE-OB-NOVA STE 5 MED YES FORMALLY METCARE POWER SCOOTER	HICKEY, ANTOINETTE 6158122 C,M	CAN,WLK				
14:30	13:58 Dropoff		0.0	3 STONEQUARRY TRL, ORMOND BEACH, 32174 ONE WAY	CHESTER, ANGEL 386-212-9400 V					
14:00	14:10 Pickup		0.0	224 MEMORIAL MEDICAL PKWY, DAYTONA BEACH, 32117 FL CANCER SPEC-DAYTONA	BOEN, SAMMY M		ADA	\$ 3.00	CLI	AM
15:00	14:30 Dropoff		0.0	627 STATE AVE, HOLLY HILL, 32117	BOEN, SAMMY 386-212-6414 M					

Sch /Appt. Time	Est Time	ArrTime Dep Time	Odometer	Address / Phone / Comments	Client Name / Phone Disability Mob aids	Fare Type	Fare To Collect	Pass Type	Space Type
15:00	14:55 Pickup		0.0	938 N GRANDVIEW AVE, ##1, DAYTONA BEACH, 32118 #1	KONDRACKI, ANTHONY 386-253-2571 M WLK	ADA	\$ 3.00	CLI	AM
16:00	15:15 Dropoff		0.0	201 N CLYDE MORRIS BLVD, #201, DAYTONA BEACH, 32114 HALIFAX SPORTS MEDICINE	KONDRACKI, ANTHONY M WLK				
15:00	15:16 Pickup		0.0	311 N CLYDE MORRIS BLVD, DAYTONA BEACH, 32114 HALIFAX PROFESSIONAL CTR 311BLDG MED YES	BERGMAN, KATRINA(VOT ONL M,V	CCE	\$ 0.00	CLI	WC
16:00	15:47 Dropoff		0.0	331 DAVEY RD, SOUTH DAYTONA, 32119	BERGMAN, KATRINA(VOT ONL 386-308-8910 M,V				
16:00	16:14 Pickup		0.0	700 STERTHAUS DR, ORMOND BEACH, 32174 ISLAND DOCTORS-ORM	MURPHY, ANNEMARIE 386-301-4067 C,M CAN,WLK	ADA	\$ 3.00	CLI	AM
16:30	16:37 Pickup		0.0	551 NATIONAL HEALTHCARE DR, DAYTONA BEACH, 32114 V A OUTPATIENT CLINIC-DAYTONA MED NO	KUCEY, FRANKLIN 386 323 7500 M LFT,WLK	ADA	\$ 3.00	CLI	WC
17:00	17:39 Dropoff		0.0	1362 N SPARKMAN AVE, ORANGE CITY, 32763 GOLDEN TOUCH ALF	MURPHY, ANNEMARIE 386-774-0110 C,M CAN,WLK				
18:30	18:07 Dropoff		0.0	626 DARBY CT, DELTONA, 32725	KUCEY, FRANKLIN 386-574-0206 M LFT,WLK				
18:30	18:52 End		0.0	950 BIG TREE RD, SOUTH DAYTONA, 32119 VOTRAN					

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on _____?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes No

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

5. Does the CTC give your facility adequate time to report statistics?

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? _____

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.



**Transportation
Disadvantaged**

CTC Expense Sources

County: Volusia

CTC Status: Complete

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Complete

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 585,007	\$ 268,089	\$ 853,096	\$ 3,960,177	\$ 286,154	\$ 4,246,331
Fringe Benefits	\$ 244,382	\$ 0	\$ 244,382	\$ 1,492,226	\$ 0	\$ 1,492,226
Services	\$ 35,041	\$ 0	\$ 35,041	\$ 52,917	\$ 0	\$ 52,917
Materials & Supplies Consumed	\$ 180,634	\$ 0	\$ 180,634	\$ 1,420,732	\$ 0	\$ 1,420,732
Utilities	\$ 5,177	\$ 0	\$ 5,177	\$ 0	\$ 0	\$ 0
Casualty & Liability	\$ 11,996	\$ 0	\$ 11,996	\$ 51,100	\$ 0	\$ 51,100
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 6,760	\$ 0	\$ 6,760
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 321,702	\$ 0	\$ 321,702	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 163,013	\$ 0	\$ 163,013	\$ 999,568	\$ 0	\$ 999,568
Purchased Transportation Services						
Bus Pass	\$ 364,125	N/A	\$ 364,125	\$ 15,044	N/A	\$ 15,044
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 133,580	N/A	\$ 133,580	\$ 1,449,035	N/A	\$ 1,449,035
Total - Expense Sources	\$ 2,044,657	\$ 268,089	\$ 2,312,746	\$ 9,447,559	\$ 286,154	\$ 9,733,713



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Volusia

CTC Status: Complete

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: Center for Visually
Impaired

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 7,459	\$ 10,981
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 7,459	\$ 10,981



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Volusia

CTC Status: Complete

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: Duvall Homes Inc

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 231,294	\$ 238,052
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 231,294	\$ 238,052



Coordination Contractor Expense Sources

County: Volusia

CTC Status: Complete

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: Good Samaritan
Society DB

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 2,854	\$ 4,283
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 2,854	\$ 4,283



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Volusia

CTC Status: Complete

CTC Organization: County of Volusia
d/b/a VOTRAN

Fiscal Year: 07/01/2019 - 06/30/2020

Upload Date: 9/25/2020

Coordination Contractor: Good Samaritan
Florida Lutheran
Deland

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 26,482	\$ 32,838
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 0	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 26,482	\$ 32,838

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

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

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?