



MEETING NOTICE & AGENDA

Please be advised that there will be a meeting of the River to Sea Transportation Planning Organization (R2CTPO) **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)** held on:

DATE: Wednesday, July 10, 2024

TIME: 10:00 a.m.

PLACE: Volusia County Mobility Management Center (Votran)
Conference Room(s)
950 Big Tree Road
South Daytona, FL 32119

Microsoft Teams has been established for remote participation.

Join the TDLCB Meeting on your computer or mobile app:

[Join the meeting now](#)

Dial-in by phone:

+1 561-484-5911 146481907# United States, West Palm Beach

[Find a local number](#)

Phone conference ID: 146 481 907#

Volusia County Council Member Matt Reinhart, Chairperson

AGENDA

- I. CALL TO ORDER/ROLL CALL/DETERMINATION OF QUORUM/PLEDGE OF ALLEGIANCE**
- II. PUBLIC COMMENT/PARTICIPATION**
(Public comments may be limited to three (3) minutes at the discretion of the Chairperson)
- III. ACTION ITEMS**
 - A. REVIEW AND APPROVAL OF THE APRIL 10, 2024 TDLCB MEETING MINUTES** *(Contact: Donna Ralston) (Enclosure, pages 4-10)*
 - B. REVIEW AND APPROVAL OF VOTRAN’S MONTHLY PARATRANSIT REPORTS** *(Contact: Stephan Harris) (Enclosure, pages 11-14)*

III. ACTION ITEMS *(continued)*

C. REVIEW AND APPROVAL OF THE 2024 TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) MINOR UPDATE **(ROLL CALL VOTE REQUIRED)** *(Contact: Stephan Harris)*
(Enclosure, pages 15-53)

D. REVIEW AND APPROVAL OF THE 2024 TDLCB BYLAWS *(Contact: Stephan Harris)* *(Enclosure, pages 54-60)*

IV. PRESENTATIONS AND DISCUSSION ITEMS

A. PRESENTATION AND DISCUSSION OF VOTRAN'S PROPOSED FARE CHANGES *(Contact: Stephan Harris)* *(Enclosure, pages 61-66)*

B. PRESENTATION AND DISCUSSION: 60 YEARS OF THE FEDERAL TRANSIT PROGRAM
(Contact: Stephan Harris) *(Enclosure, page 67)*

V. STAFF COMMENTS *(page 68)*

VI. TDLCB CHAIRPERSON COMMENTS *(page 68)*

VII. TDLCB MEMBER COMMENTS *(page 68)*

VIII. INFORMATION ITEMS *(Enclosure, pages 68-88)*

- Form 8B Memorandum of Voting Conflict
- Letters of Support for Volusia County's FTA Grant Applications
- River to Sea TPO Board Meeting Summaries
- River to Sea TPO Outreach & Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- SunRail New Ticketing System
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List
- TDLCB Meeting Summary - April 10, 2024

IX. ADJOURNMENT *(pages 68)*

****THE NEXT TDLCB MEETING WILL BE ON OCTOBER 9, 2024****

If any person decides to appeal a decision made by this board with respect to any matter considered at such meeting or hearing, he/she will need a record of the proceedings including all testimony and evidence upon which the appeal is to be based. To that end, such a person will want to ensure that a verbatim record of the proceedings is made.

Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the River to Sea TPO office, 1 Deuce Court, Suite 100, Daytona Beach, Florida 32124; (386) 226-0422, extension 20416, at least five (5) working days before the meeting date.

The River to Sea TPO does not discriminate in any of its programs or services. To learn more about our commitment to nondiscrimination and diversity, visit our Title VI page at www.r2ctpo.org or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, extension 20416, or pblankenship@r2ctpo.org.

Persons who require translation services, which are provided at no cost, should contact the River to Sea TPO at (386) 226-0422 or by email at PBlankenship@r2ctpo.org at least five (5) business days before the meeting.

**SUMMARY SHEET
TDLCB
JULY 10, 2024**

III. ACTION ITEMS

A. REVIEW AND APPROVAL OF THE APRIL 10, 2024 TDLCB MEETING MINUTES

BACKGROUND INFORMATION:

Minutes are prepared for each meeting and must be approved by the TDLCB. The April 10, 2024 TDLCB meeting minutes are provided with this agenda packet for your review and approval.

ACTION REQUESTED:

MOTION TO APPROVE THE APRIL 10, 2024 TDLCB MEETING MINUTES

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
April 10, 2024**

Volusia County Mobility Management Center
950 Big Tree Road, South Daytona, FL 32119

TDLCB Members Physically Present:

Jessi Smith
Beverly Johnson
Jean Cerullo
Mary Tyson, Vice Chairperson
Doug Hall
Cassandra Jessie
Jamie Ledgerwood
Victoria Anderson
Jennifer Fowler
Robert Watson
Matt Reinhart, Chairperson

Representing:

Association of Community Action
Children at Risk
Citizens Advocate
Disabled Citizens - Alternate
Citizens Advocates, System User
Citizens Advocates, System User - Alternate
Florida Department of Transportation - Alternate
Healthcare Administration - Alternate
Public Education Community
Veterans Services Group
Volusia County Council

TDLCB Members Virtually Present:

Judy Craig
Patricia Lipovsky

Representing:

Disabled Citizens
Elderly Citizens

TDLCB Members Absent:

Carlos Colon (excused)
Sheryl Dick-Stanford
Sylvia Bamburg
Christy Gillis (excused)
Todd Banks
Ellen Labadie
Steven Civitelli (excused)
Benjamin Juengst (excused)
Steve Jack
Cynthia Tucker
Susan Pauley (excused)
Robin King
Kathy Spencer (excused)

Representing:

Florida Department of Transportation
Agency for Persons with Disabilities
Agency for Persons with Disabilities - Alternate
Department of Children and Families
Department of Children and Families - Alternate
Elder Affairs
Medical Community
Medical Community – Alternate
Private for Profit
Vocational Rehab Services
Vocational Rehab Services – Alternate
Workforce Development Board
Workforce Development Board – Alternate

Others Physically Present:

Donna King, Recording Secretary
Stephan Harris
Pamela Blankenship
Patrick Panza
Lisa Burns
Katheryn Kennedy
Scott Larsen
John Harden
Robert Nelson
Samantha Ponsolle
Lisa Rivera
Lisa Gilberti
Bobbie King
Ralf Heseler
Jacob Lunceford
Kelvin Miller

Representing:

TPO Staff
TPO Staff
TPO Staff
Bike/Walk Central Florida
Citizen
Citizen
Citizen
Citizen
Citizen
Conklin Davis Center for Visually Impaired
RBYS Transport
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division
Votran

Others Virtually Present:

Colleen Nicoulin
Libertad Acosta-Anderson

Representing:

TPO Staff
FDOT

I. Call to Order / Roll Call / Determination of Quorum/Pledge of Allegiance

TDLCB Chairperson Matt Reinhart called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 10:21 a.m. The roll was called, and it was determined that a quorum was physically present. The meeting was held in a hybrid format with ten voting members physically present and two voting members virtually present.

The Pledge of Allegiance was given.

MOTION: A motion was made by Mr. Hall to allow TDLCB members attending virtually to participate and vote. The motion was seconded by Ms. Tyson and carried unanimously.

II. Public Comment/Participation

Ms. Bobbie King, Volusia County Transit Service Division Director, stated that she understood there had been a lot of public comments during the Grievance Committee meeting and asked that the same public comments be shared during the TDLCB meeting.

Ms. Lisa Burns, a citizen, stated that when Votran arrives too early, and if you can't leave at the time they show up then Votran will list you as a no-show. Some of the yellow cab drivers are doing their own thing instead of following the manifest. She asked that new policies be posted on the Votran website to cut down on the rumors.

Ms. Katheryn Kennedy, a citizen, stated that she lives in Ormond Beach which is out of the regular service area for Votran. She stated that she can't use Votran on Sundays or after 7:00 p.m. which impacts the social lives of herself and others who live in that area. Additionally, scheduling rides must be done two to three days in advance, or you are told the routes are full.

Ms. King stated that she is the Transit Services Division Director and Contract Manager who oversees Votran employees in Volusia County. She explained the issue of Votran not providing 24-hour service and stated that if a request is made for transportation outside of service hours, there is not much they can do. For anything that is customer service or service-related, Votran investigates every issue and will see what can be done to address them.

Chairperson Reinhart stated that the Grievance Committee was made aware that there was an issue with phone calls when citizens were trying to call in and a generic email address was provided; the email is posted on the Votran website as well.

Ms. Kennedy asked why only Daytona Beach has service until midnight.

Ms. Tyson explained how fixed route service operates as well as Gold service and provided examples of locations and service areas.

Ms. King stated that Sunday has a reduced service level and Votran has identified specific areas where they can provide services on Sundays; unfortunately, they can't provide Sunday service everywhere for many reasons. She added that Votran is sympathetic to the issue but there is not much that can be done.

Mr. Kelvin Miller, Volusia County Transit Services Division, stated that currently Votran only provides services in the ADA corridor on Sundays and in the evenings, which is within ¼ mile from a fixed route.

Mr. John Harden, a citizen, stated that on one of his pickups, the driver did not look for him upon arrival. The driver then left him, and he had to take an Uber 2¼ hours after his pickup time.

Mr. Scott Larsen, a citizen, stated that he was also there that day and noted that three visually impaired people were left. There was also a sighted person there who waited for an hour and a half with Mr. Harden and the others. The sighted person walked over to where the stop should have been and called Votran, and they were told that the driver came, waited five minutes, and left. The driver made no effort to get out and just left.

Chairperson Reinhart asked if it was Votran Gold.

Mr. Larsen stated yes, he was told by the sighted people that it was Votran Gold.

Mr. Miller stated that it is helpful to know which agency your trip is on i.e., Votran, subcontractor, or taxi service.

Ms. Burns stated that she always asks which entity is getting her because she has trouble getting into the CCT vehicles; she noted that this information is not offered, you must ask to find out.

Mr. Miller stated that specific information is needed when calling in such as date, time, and location so that Votran can narrow down and address the issue correctly.

Mr. Larsen stated that Votran's website needs to be updated. He noted that when Votran calls and leaves a voicemail they only leave half a message and that needs to be fixed.

Ms. Lipovsky asked if the subcontractors receive the same training as Votran employees.

Mr. Miller stated that they do not receive the same training as Votran drivers, but they do get some training derived from material that Votran sends the subcontractors.

Ms. Lisa Gilberti, Volusia County Transit Division, stated that the subcontracted local providers are responsible for training their drivers.

Chairperson Reinhart stated that he would like to have someone representing the private vendors present for the TDLCB meetings; he will work on that. He added that he understands that they have been invited to these meetings before but during his tenure, they haven't attended.

Ms. Samantha Ponsolle, Conklin Davis Center for Visually Impaired, stated that someone she knows tried to schedule a trip with Votran and was informed by dispatch that they could only schedule trips for work or medical reasons. She asked if this was new that Votran Gold could not be used for leisure activities.

Ms. King stated that Votran has a limited capacity and they try to make sure they cover medical, school, and work requests as a priority with the amount of space they have available. She noted that they always try to work with the customer when they have space available but from time to time, they are unable to provide leisure trips. It's not a rule, and Votran is trying to accommodate everyone.

Mr. Miller explained that if someone calls in and Votran can't accommodate them, they offer alternative suggestions for a different time or date.

Mr. Larsen stated that he called in on Tuesday to go to a therapy appointment on Thursday and he was not given an alternate time. He was told that there were no trips available on Thursday with a two-day advance request. He does not think that customers should be denied a trip.

Mr. Miller stated that he would look into that.

Ms. Ponsolle asked if someone was scheduling a trip in West Volusia if VoRide was ever used as a provider rather than Votran Gold.

Ms. King stated that it would be her choice; VoRide has a wider range and more availability. They try to let people know that anyone can use VoRide. VoRide is running at the same time as Votran on the west side of the county. She provided details on how VoRide works and how to book trips via the VoRide App or by phone.

Ms. Lipovsky stated that when Votran is making new rules, they should try to put themselves in our place. Votran customers depend on these rides. She would like to see them give up their vehicles for one week and depend on Votran to take them everywhere; to see if that would make a difference.

Mr. Hall thanked the citizens for showing up and expressing their concerns. He noted that they must speak up if they want Votran to know what they want. He has been an advocate for transportation in Volusia County since the 1970s. It takes politics and big groups to support the need to take action. He emphasized that everyone should remember the cost of the services that Votran provides.

Ms. Lipovsky suggested increasing the fare by a quarter.

Chairperson Reinhart stated that as with other organizations, tax dollars don't just originate in Volusia County. Volusia County requests funds from the state and federal governments. He explained how they go to Tallahassee to ask for allotted funds annually. They try to keep the millage rate flat, if not rolled back like last year to help people and they were successful in doing that. He noted that coming up SunRail will be an expenditure; of \$9 to \$11 million in the first year. Due to that expenditure, it will be hard to keep the millage rate flat or to roll it back. He also stated that the utility bills in unincorporated Volusia County have not been raised in several years whereas some of the local cities have raised them. Unfortunately, to get roads that are the county's responsibility repaired, utilities will have to be raised.

Discussion continued on the effect political action can have.

III. Action Items

A. Review and Approval of the January 10, 2024 TDLCB Meeting Minutes

MOTION: *A motion was made by Mr. Hall to approve the January 10, 2024 TDLCB meeting minutes. The motion was seconded by Ms. Lipovsky and carried unanimously.*

B. Review and Approval of Votran's Monthly Paratransit Reports

Mr. Heseler reviewed Votran's monthly Paratransit reports for November, December, and January. He noted that no-shows are up 8.6%.

Mr. Heseler answered TDLCB members' questions regarding how no-shows are monitored; why Yellow Cab shows up after a trip has been canceled; if same-day cancellations are considered no-shows; what is the check and balance to make sure a proper system is in place that identifies the difference between a no-show and a cancellation; the process of standing orders; and the tracking the repeat no-show offenders.

MOTION: *A motion was made by Ms. Lipovsky to approve Votran's monthly Paratransit Reports. The motion was seconded by Mr. Hall and carried unanimously.*

C. Review and Approval of the 2024 TDLCB Grievance Procedures

MOTION: *A motion was made by Mr. Hall to approve the 2024 TDLCB Grievance Procedures. The motion was seconded and carried unanimously.*

IV. Presentations and Discussion Items

A. Presentation and Discussion of Bike/Walk Central Florida's Best Foot Forward Pedestrian Safety Program

Mr. Patrick Panza, Programs Director of Bike/Walk Central Florida, provided a PowerPoint presentation on the Best Foot Forward Pedestrian Safety Program. He stated that Bike/Walk Central Florida is a nonprofit organization dedicated to educating and advocating to make communities more walkable, bikeable, and rollable. He noted that Central Florida is one of the most dangerous regions in the United States for walking, biking, and rolling according to the Dangerous by Design Report. He discussed contributing factors to this designation including speeding and distracted and aggressive driving. The Best Foot Forward (BFF) program is focused on

changing the culture of drivers versus walkers. He discussed the driver yield rates at crosswalks and the 4-E approach. They have partnered with FDOT on Target Zero and the goal to reduce fatalities on our roadways to zero. He provided the BFF program's progress from 2012 to the present.

Mr. Panza answered TDLCB members' questions regarding the process of adjusting speed limits and what age group BFF educates children in schools.

B. Presentation and Discussion of the 2024 Florida Legislative Session

Mr. Harris provided a PowerPoint presentation and summary of the 2024 Florida Legislative Session. He provided details of HB 5001: General Appropriations Act; CS/CS/SB 1380: Special Transportation Services for Persons with Disabilities; CS/CS/CS HB 278: Transportation Services; and CS/CS/CS HB 1301: Department of Transportation.

V. Staff Comments

→ Expansion of VoRide Mobility on Demand Service – Mr. Heseler stated that VoRide started on December 5, 2023, and expanded into Orange City, Deltona, and DeBary on April 8, 2024. Mr. Heseler stated that VoRide has made over 13k trips and is averaging a 4.8-star rating.

Ms. Lisa Gilberti asked for a letter of support from the TDLCB regarding an FTA Section 5339 (c) Low or No Emission grant application that Votran was applying for. The grant is required to be submitted by April 25th and will replace twelve paratransit buses with low-emissions vehicles.

MOTION: A motion was made by Ms. Tyson to provide a letter of support from the TDLCB regarding an FTA section 5339 (c) Low or No Emission Grant application. The motion was seconded by Ms. Cerullo and carried with FDOT abstaining from the vote due to a conflict of interest.

VI. TDLCB Member Comments

Mr. Heseler answered TDLCB members' questions regarding VoRide crossing city lines; whether VoRide is helping Votran's driver shortage; future VoRide expansions and funding; and whether drivers will be able to accommodate the customers.

Mr. Heseler noted that Votran has a union and VoRide cannot supplant their drivers. Votran needs to be cautious and sensitive moving forward.

Ms. Ledgerwood stated that she abstained from voting on the motion to provide a letter of support for an FTA Section 5339 (c) Low or No Emission Grant application due to a conflict of interest; she is an FDOT employee.

VII. TDLCB Chairperson Comments

Chairperson Reinhart announced the resignation of Ms. Renee Gahagan from the TDLCB.

VIII. Information Items

- River to Sea TPO Board Meeting Summaries
- River to Sea TPO Outreach & Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List
- TDLCB Meeting Summary - January 10, 2024

IX. Adjournment

The meeting was adjourned at 11:57 a.m.

VOLUSIA COUNTY COUNCIL MEMBER MATT REINHART, CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the April 10, 2024 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 10th day of July 2024.

DONNA KING, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

**A recording of the April 10, 2024 TDLCB meeting is available upon request.*

**SUMMARY SHEET
TDLCB
JULY 10, 2024**

III. ACTION ITEMS

B. REVIEW AND APPROVAL OF VOTRAN'S MONTHLY PARATRANSIT REPORTS

BACKGROUND INFORMATION:

Votran's monthly paratransit reports provide statistical information on the transportation services provided by Votran and the contracted transportation providers. The reports for February 2023-2024, March 2023-2024, and April 2023-2024 are enclosed for your review. Staff will be available to answer questions regarding the reports.

ACTION REQUESTED:

MOTION TO APPROVE VOTRAN'S MONTHLY PARATRANSIT REPORTS

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	FEB, 2024 VOTRAN	FEB, 2023 VOTRAN	FEB, 2024 CONTRACTED	FEB, 2023 CONTRACTED	FEB, 2024 TOTAL	FEB, 2023 TOTAL
TOTAL PASS TRIPS	10,374	10,786	8,283	7,611	18,657	18,397
TRIP PURPOSE						
Medical	3,677	3,495	2,839	2,953	6,516	6,448
Nutrition	1,219	1,114	173	106	1,392	1,220
Other	164	242	262	136	426	378
Education	2,529	3,038	1,801	1,632	4,330	4,670
Shopping	727	816	680	523	1,407	1,339
Work	2,058	2,081	2,528	2,261	4,586	4,342
PASSENGER TYPE						
Disabled	10,322	10,469	8,283	7,611	18,605	18,080
Elderly	51	317	0	0	51	317
Child	1	0	0	0	1	0
TRIP TYPE						
Ambulatory	7,853	8,463	6,505	5,700	14,358	14,163
Wheelchair	2,521	2,323	1,778	1,911	4,299	4,234
TOTAL COMPLAINTS	10	7	1	10	11	17
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	1	0	1
Early	0	0	0	0	0	0
Late	2	5	0	5	2	10
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	8	2	1	4	9	6
TOTAL ACCIDENTS	0	0	0	0	0	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	696	776	570	418	1,266	1,194
NO SHOWS	516	437	423	236	939	673
REVENUE MILES	107,441	102,443	64,345	54,647	171,786	157,090
REVENUE HOURS	6,545	5,647	4,390	3,922	10,935	9,569

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	MAR, 2024 VOTRAN	MAR, 2023 VOTRAN	MAR, 2024 CONTRACTED	MAR, 2023 CONTRACTED	MAR, 2024 TOTAL	MAR, 2023 TOTAL
TOTAL PASS TRIPS	10,563	11,869	7,838	8,755	18,401	20,624
TRIP PURPOSE						
Medical	3,737	4,269	2,699	3,451	6,436	7,720
Nutrition	1,233	1,235	193	141	1,426	1,376
Other	208	227	201	150	409	377
Education	2,400	2,929	1,710	1,780	4,110	4,709
Shopping	766	912	665	614	1,431	1,526
Work	2,219	2,297	2,370	2,619	4,589	4,916
PASSENGER TYPE						
Disabled	10,495	11,419	7,837	8,788	18,332	20,207
Elderly	68	451	1	0	69	451
Child	0	0	0	0	0	0
TRIP TYPE						
Ambulatory	7,998	9,273	6,178	6,689	14,176	15,962
Wheelchair	2,565	2,596	1,660	2,066	4,225	4,662
TOTAL COMPLAINTS	5	7	3	8	8	15
Discourtesy	0	1	0	1	0	2
Safety	0	0	0	1	0	1
Early	0	0	0	1	0	1
Late	0	5	2	1	2	6
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	5	1	1	4	6	5
TOTAL ACCIDENTS	0	0	0	0	0	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	620	805	468	607	1,088	1,412
NO SHOWS	557	486	420	366	977	852
REVENUE MILES	93,911	113,102	58,718	66,476	152,629	179,578
REVENUE HOURS	5,433	6,264	3,344	4,521	8,777	10,785

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	APRIL, 2024 VOTRAN	APRIL, 2023 VOTRAN	APRIL, 2024 CONTRACTED	APRIL, 2023 CONTRACTED	APRIL, 2024 TOTAL	APRIL, 2023 TOTAL
TOTAL PASS TRIPS	10,874	11,284	7,879	7,705	18,753	18,989
TRIP PURPOSE						
Medical	3,865	4,057	2,692	2,868	6,557	6,925
Nutrition	1,256	1,011	174	140	1,430	1,151
Other	183	167	165	133	348	300
Education	2,475	2,986	1,729	1,615	4,204	4,601
Shopping	744	904	658	543	1,402	1,447
Work	2,351	2,159	2,461	2,406	4,812	4,565
PASSENGER TYPE						
Disabled	10,526	10,908	7,844	7,705	18,370	18,613
Elderly	348	376	35	0	383	376
Child	0	0	0	0	0	0
TRIP TYPE						
Ambulatory	8,276	8,617	6,107	6,042	14,383	14,659
Wheelchair	2,598	2,667	1,772	1,662	4,370	4,329
TOTAL COMPLAINTS	4	11	11	8	15	19
Discourtesy	0	0	0	0	0	0
Safety	0	0	3	1	3	1
Early	0	0	1	0	1	0
Late	2	4	6	1	8	5
Driver	0	0	0	0	0	0
Schedule/Routes	0	6	0	6	0	12
Vehicle/Equipment	0	0	0	0	0	0
Other	2	1	1	0	3	1
TOTAL ACCIDENTS	0	0	0	0	0	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
NON-CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	658	702	477	487	1,135	1,189
NO SHOWS	90	508	66	353	156	861
REVENUE MILES	93,450	104,926	61,254	59,561	154,704	164,487
REVENUE HOURS	5,411	5,863	4,386	4,016	9,797	9,879

**SUMMARY SHEET
TDLCB
JULY 10, 2024**

III. ACTION ITEMS

C. REVIEW AND APPROVAL OF THE 2024 TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) MINOR UPDATE *(ROLL CALL VOTE REQUIRED)*

BACKGROUND INFORMATION:

The Transportation Disadvantaged Service Plan (TDSP) is a five-year planning document developed by Votran and reviewed by the River to Sea TPO. A major update of the TDSP occurs every five years. The last major update was completed in July 2021. Each year between major updates, minor updates of the TDSP report progress on Votran’s goals, objectives, and implementation plan. The last minor update was completed in 2023.

The Transportation Disadvantaged Rate Model Worksheet, which includes Trust Fund Service Rates, is included in the TDSP, Appendix B. The draft 2024 TDSP minor update is provided with this agenda packet.

ACTION REQUESTED:

MOTION TO APPROVE THE 2024 TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) MINOR UPDATE *(ROLL CALL VOTE REQUIRED)*

Transportation Disadvantaged Service Plan

Minor Update 2023 2024



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

Prepared By
River to Sea Transportation Planning Organization (R2CTPO)

July 2023 2024

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Introduction

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

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

Goals and Objectives

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

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

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

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

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

Strategy 1.1.1: Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.

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

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

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

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

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

Strategy 1.2.1: Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas.

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

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

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

Strategy 1.3.1: Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions.

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

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

Strategy 1.3.4: Ensure paratransit clients are subject to apply for recertification every three years. Review to determine whether or not customers are still eligible for services under the appropriate funding sources.

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

Objective 2.1: Monitor service quality and maintain minimum standards.

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

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

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

Strategy 2.1.4: Continue to staff weekly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is appropriate.

Objective 2.2: Maximize customer comfort and safety.

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

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

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

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

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

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

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

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

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

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

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

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

Strategy 2.3.5: Continue to serve on the River to Sea Transportation Planning Organization (R2CTPO) Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens’ Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

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

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

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

Strategy 3.1.1: Continue to work with the 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: Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.

Strategy 3.2.4: Implement Votran/SunRail joint ticketing program.

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

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

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

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

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

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

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

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

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

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

Strategy 5.1.3: Support Accessible Pedestrian Signal Access Plan.

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

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

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

Strategy 6.1.1: Coordinate with the R2CTPO in the utilization of its transit planning funds to support/improve the Community Transportation Coordinator's (CTC) planning efforts.

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

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

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

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

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

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

Implementation Plan

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

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

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

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

Strategy 1.1.1: Maintain existing coordination contracts and execute new ones, where feasible, needed, and cost-effective.

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

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

The Transit Services Division encourages organizations providing transportation for elderly persons and persons with disabilities to apply for FDOT 5310 funds which provide capital funding/equipment. Transit Services Division staff monitors their recipient agencies status since they must keep their CTC agreements current and in force at all times when in possession of a vehicle purchased through the Section 5310 Program. Annually the Transportation Disadvantaged Local Coordinating Board (TDLCB) reviews Transit Services Division’s coordination agreements. The TDLCB’s latest review was conducted in January ~~2023~~ 2024.

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

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

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

The Transit Services Division collects, compiles and maintains various data for use in the National Transit Database (NTD) and the Annual Operating Report (AOR), which are submitted in a timely manner. Votran's CTC re-designation was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) in October 2021. The Annual Operating Report was approved by the TDLCB in October ~~2022~~ 2023.

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

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

Strategy 1.2.1: Periodically review ADA and TD trips to determine the major system attractors and the availability of multi-modal options within those areas.

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

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

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

schedule.

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

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

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

Strategy 1.3.1: Maintain adequate, experienced, and trained staffing needed to operate, maintain, and administer all coordinated system functions.

The Transit Services Division executive team works with the National Rural Transit Assistance Program (RTAP), the Center for Urban Transportation Research (CUTR), and FDOT on training opportunities for staff in the areas of operation, maintenance, planning and human resources in order to ensure staff training opportunities keep pace with industry standards. The Transit Services Division also provides technical training to management staff to grow their knowledge and skills in effective transit planning using the newest software, such as Remix. One of the achievements in the past few years has been the diversity recruitment efforts. In 2017, there were 50% more women managers than in 2012. By 2023, 10 of the 31 management team members were women, and among them, 1 is a minority woman. Overall 31% of the management team are women or minorities.

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

The Transit Services Division continues to be diligent in acquiring new, fuel efficient vehicles and equipment and staff members continue to explore alternative fuel options whenever feasible. The 2022-2031 Votran Transit Development Plan recommended Votran consider acquiring all-electric buses as replacements, when possible.

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

Strategy 1.3.4: Ensure paratransit clients are subject to apply for recertification every three years. Review to determine whether or not customers are still eligible for services under the appropriate funding sources.

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

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

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

Objective 2.1: Monitor service quality and maintain minimum standards.

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

On time performance (also known as schedule adherence) is used to indicate the quality of service provided to customers. Votran's pick-up window is 1 hour. This policy is clearly communicated to drivers as well as to passengers. A standard of 90% on-time performance has been established for all completed trips. This standard applies to Votran and all contractors providing paratransit services to Volusia County. Through persistent effort and various strategies including the addition of Global Positioning System devices in paratransit vehicles, Votran has been able to consistently meet or exceed the 90% on-time standard and continues to do so. The record in FY 2023 2024 continues to show on-time performance above the standard for the fixed routes and paratransit service.

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

The Interactive Voice Recognition (IVR) was implemented in the last week of February 2018. This phone system is called VoCall and allows inbound callers to find out what trips they have scheduled. The customer will receive a call approximately 15 minutes in advance of their pickup.

This is based on real time vehicle location information. This gives the customer some time to prepare for their pickup without needing to call to find out how soon to expect their vehicle. An outbound call to customers is placed the evening before a reserved trip to remind customers about their reservation and provides the option for the trip to be cancelled in advance. Customers may opt to receive text messages instead of voice messages. All new Votran Gold eligible customers have been receiving information about VoCall service. The Transit Services Division is working on a promotional campaign for our customers to remind them about this opportunity.

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

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

Strategy 2.1.4: Continue to staff monthly customer service meetings to fully review each complaint turned in to the Customer Service Department. Report findings to affected parties and take corrective action where and when it is appropriate.

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

Objective 2.2: Maximize customer comfort and safety.

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

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

The Transit Services Division has in place monetary penalties when service providers fail to provide adequate service. Disincentives may range from non-payment for a trip that was not performed in accordance with the standards set forth in the contract, such as: Vehicle serviceability problems, failure to turn in Daily Performance Logs, inability to perform trips or trip refusals, non-compliance with established policies, and lack of response to customer complaints. A new contract for paratransit service providers was established in June 2023 with four operators: All Volusia Transport, Community Connections Transportations, Kings Transportation Group, and Med-One Shuttle. A new contract for accessible taxicab services was established in April 2022 with two operators: Community Connections Transportations and Kings Transportation Group.

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

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

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

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

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

For all accidents, whether they are traffic, passenger, or on-the-job injury, a supervisor is dispatched to the accident location. Appropriate law enforcement agencies are also contacted. The supervisor dispatched to the scene, will complete a Supervisor's Investigation Form, and the driver will complete an accident form. Following the completion of the above forms, they are forwarded to the Safety/Security Training Officer for investigation and classification. The accident reporting system at Votran involves the following reports: Accident Report, Accident Review Committee, Operator Accident, History, System Performance and Employee Injury Reports. In October 2022 Votran received awards at the 2022 FPTA & CTD Annual Conference in the following categories:

- Florida Public Transportation Association Bus Safety Gold Award.
- Operator of the Year (3rd Place) Award - Davidson
- Marketing Award for Interior/Exterior Signage

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

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

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

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

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

Strategy 2.3.1: Continue facilitating transit education program to educate special interest

groups, clubs, and community associations on the benefits of public transportation and conduct presentations to these groups as requested.

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

Participation in the New Smyrna Beach Flea Market to educate the public on all transit services provided by Votran.

Multiple visits to the Methodist Children's Home to teach their members how to use the transit system and get them familiarized with our latest technology.

Votran participated in the Volusia County Health and Benefits Fair to inform participants on how they can use our services.

The Transit Services Division realizes marketing is an ongoing communications exchange with customers in a way that educates, informs and builds a relationship over time. In turn, these relationships have produced advocates and repeat customers. Votran has made presentations and conducted outreach which include: Senior resident community meetings (various), Vehicle days at public schools throughout the County, Children’s Methodist Society, City community events in New Smyrna Beach, HUD Family Self Sufficiency, Daytona Beach Housing Authority Subcommittee, Halifax Area Advertising Authority Board, Division of Blind Services, Coastal Volusia Home School Group, Seabreeze High School ESE students, New Smyrna Beach High School ESE students, Daytona Beach Zone 5 Neighborhood Watch, National Housing Corporation AHEPA 410 Apartments, Volusia County Health and Wellness Fair, Daytona Beach Convention and Visitors Bureau, Florida Public Transportation Conference Displays, Volusia County Transportation Disadvantaged Local Coordinating Board and the Florida Transportation Disadvantaged Annual Conference and a display table at the Shriners National Conference.

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

Promoting and marketing go hand in hand when it comes to familiarizing the transit system riders with all that Votran has to offer and plans to offer. The Transit Services Division understands the introduction or launching of a new service involves both focusing within Votran (employees) and

outside of Votran (general public). The Transit Services Division works with Volusia County Community Information to develop media opportunities. These include radio ads and regular interviews with the Transit Services Division's staff on radio and TV. With the assistance of the FDOT service development grant for marketing, the Transit Services Division has updated the radio ad to focus on the Rider Technology Tools. Marketing included:

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

In 2020, Votran launched a new service in Daytona Beach to serve the Tanger Outlets and Tomoka Town Center Malls. The changes include a modification to the existing Route 11 on Mondays-Saturdays in the daytime, modifications to the existing Route 10 on Sundays, and the addition of a new Route 11 at night. Marketing efforts include: mailers to locations near the malls, a bus wrap, community outreach to shoppers and employees, radio advertisements and interviews, and social media posts. In 2023, Volusia County launched a new Mobility-on-Demand service named VoRide, as a transportation option to residents and visitors to the west side of the county and replacing low performing fixed routes in that area.

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

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

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

Strategy 2.3.5: Continue to serve on the R2CTPO Committees, such as the Bicycle/Pedestrian Advisory Committee (BPAC), the Technical Coordinating Committee (TCC), the Citizens' Advisory Committee (CAC), and the Transportation Disadvantaged Local Coordinating Board (TDLCB).

The Transit Services Division continues to participate as a member of the R2CTPO's BPAC, the CAC, and the TCC. The Transit Services Division staff, as stakeholders or participants, also attends the R2CTPO's special study meetings, such as Bus Stop Improvement Plan (Phase I) and ITS Master Plan meeting, as well as the R2CTPO Board meetings whose membership consists of elected officials representing all of the local governments, including municipal and county entities. The Transit Services Division (CTC) attends all TDLCB meetings as a non-voting participant.

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

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

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

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

Strategy 3.1.1: Continue to work with the R2CTPO for any subsequent updates to the adopted TIA guidelines to include the consideration of impacts on the multi-modal transportation system and infrastructure.

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

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

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

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

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

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

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

SunRail feeder bus service is currently operating using funding from FDOT. Route concepts were designed based on available funding, existing customer demand, input from FDOT, SunRail consultants, input from Orange City and Deltona and input received at West Volusia Summit meetings. Volusia County's Director of Transit Services participates in the SunRail Technical Advisory Committee (TAC) meeting and a member of the Transit Services Division participates in the SunRail Customer Advisory Committee.

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

New bus stops are installed on each new route by the start date of each service according to

FDOT and FTA guidelines.

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

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

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

The Transit Services Division collects, compiles and maintains various data that is used in the National Transit Database (NTD) and the Annual Operating Report (AOR) and which are submitted in a timely manner. The annual CTC evaluation is also undertaken, which includes an evaluation of the standards and performance measures adopted by the Transportation Disadvantaged Local Coordinating Board (TDLCB). Votran's CTC re-designation was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) in October 2021. The Annual Operating Report was approved by the TDLCB in October ~~2022~~ 2023.

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

The last major TDSP update, covering the period 2022-2026, was completed by the CTC and R2CTPO and reviewed and approved via roll call by the TDLCB in July 2021. This is the ~~second~~ third annual update. Quarterly progress reports were submitted in a timely manner, and the AER was submitted concurrently with the AOR for review by the CTD in September or October of each year.

Strategy 4.1.3: Monitor Coordination Agreements with contractors.

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

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

Votran's Operations Staff monitors paratransit subcontractor performance at regular intervals throughout the year. Positive trends are documented and negative trends are immediately addressed. Performance reports are provided to the Transportation Disadvantaged Local Coordinating Board at their regularly scheduled meetings. These reports include performance as they relate to the transportation disadvantaged and paratransit as well as fixed route service. The latest reports were provided to the TDLCB in July ~~2023~~ 2024.

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

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

Strategy 5.1.1: Review the number of individuals who transferred to other mass transit modes as a result of the use of functional assessments, travel training, and other efforts to make fixed-route accessible to more people. The Transit Services Division realizes efforts towards making fixed- route accessible to more riders would free up capacity on the paratransit system, provide greater independence for the TD users, and reduce cost for both the transit system and the TD Program. The Transit Services Division takes a responsible approach to managing its paratransit service. The Transit Services Division conducts strict eligibility and certification processes as well as providing travel training. Functional assessments take into consideration any part of the system in the designated service area which cannot be used or navigated by the individual due to a disability. Recertifications are conducted every three years.

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

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

Strategy 5.1.3: Support Accessible Pedestrian Signal Action Plan.

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

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

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

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

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

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

The River to Sea TPO is committed to public transportation as an essential alternative form of mobility for those who do not have access to private transportation. In addition, public transportation provides an efficient alternative to the private automobile, helping to relieve pressure in congested corridors. The TPO has ascertained the importance of ensuring transit, which inherently receives a small amount of Federal Funding relative to highway funding, is part of the diversification of highways and other modes of transportation. As Volusia County faces increasing travel demands on the transportation infrastructure, the TPO and the Transit Services Division have become major partners in the refinement of the intermodal transportation planning process. The TPO's commitment is backed by its decision to set aside 30% of its Surface Transportation Program (STP) Extra Urban (SU) funding to support transit. Furthermore, the TPO's transit planner acts as a liaison between the inner workings of both the TPO and the Transit Services Division. This includes such activities as attending meetings, coordinating review of the work program, reviewing documents and providing information that assists both the TPO and the Transit Services Division in their decision making. Voltran established a coordinating agreement with WORC allowing for their FDOT grant to be awarded for their transportation program. In 2022, the Transit Services Division replaced 12 paratransit vehicles utilizing the grant funds from a number of FDOT and FTA sources including Section 5310, Section 5339, Section 5307 and the TPO-SU funds. In 2023, the Transit Services Division did not replace any paratransit vehicles, but thirteen vehicles are on order.

Strategy 6.1.2: Identify and accommodate opportunities for private sector participation and

public/private partnerships in funding the public transportation system.

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

On August 6, 2015, the county council approved the contract with vRide, for commuter vanpool program services. Enterprise Leasing Company of Orlando merged with vRide and has since operated the county's contract for commuter vanpool services under the name Commute with Enterprise. ~~In June 2020, fifty nine (59) riders participated in the Commute with Enterprise Program.~~ In 2023, thirty-one (31) users participated in the Commute with Enterprise Program.

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

The Transit Services Division ~~system~~ receives its county funding support from the General Revenue Fund. ~~Current funding from Volusia County Government has supported Votran service changes as follows:~~

- ~~• Replacing Fixed Route 24 with Transportation Disadvantaged (TD) Service~~
- ~~• Eliminating Fixed Route 25~~
- ~~• Converting Fixed Route 44 to Flex Service (Flex 42/Flex 43/Flex 44)~~
- ~~• Routes 3, 4, 11, 60: run hourly during the midday period, from 10:00 a.m. to 3:00 p.m.~~
- ~~• Route 10: runs hourly at all times~~

State and federal transit funding are expected to remain limited during the upcoming years.

The Transit Services Division will continue to work toward identifying possible sources of funding for future Votran improvements.

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

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

Department of Transportation's commuter options marketing agency, ReThink Your Commute.

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

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

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

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

The Transit Services Division undertakes "transit education" in order to promote a better understanding of transit and its benefits both with the general public and local decision makers. It is the hope that this will produce positive results such as increasing the support for additional transit funding, improved ridership and improved overall system utilization. Votran has provided presentations in numerous city community events as well as Daytona State College, Halifax Council of the Blind, Port Orange YMCA, New Smyrna Beach, and public schools throughout the County among others. Votran staff members are available to speak to groups about the benefits of public transit and can assist groups with information and "how to ride" presentations. In addition, Votran had a presence in FDOT's virtual conference center during the 2022 2023 Mobility Week Event.

Actions to be initiated within Five Years

The Transit Services Division is a dynamic organization characterized by continuous adjustments to change, vigorous activity, high effectiveness and energy. This Community Transportation Coordinator is constantly going through a process of adjustment and growth to meet ever increasing customer needs. To further enhance its ongoing activities the Transit Services Division has incorporated additional actions to be initiated within the next two to five years. The Implementation Schedule in Appendix "A" provides details of activities that have been planned to be carried out in the next five years from the most recent TDSP update. Appendix B provides the updated Volusia County Rate Model for FY 2023-2024 2024-2025.

New Challenges

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

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

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

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

Conclusion

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

Appendix A

Implementation Schedule

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

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

Strategies	Goal/Objective	Responsible Party(ies)	Implementation Timeframe	Potential Cost
quarterly planning grant progress report, and AER.				
Complete analysis of TD bus pass programs to determine efficiency of programs in reducing paratransit trip demand.	Objective 1.3	Transit Services Division	2024 2025	\$30,000
Develop formal transit education program that could be conducted by any staff member to educate special interest groups, clubs, and community associations on benefits of public transportation.	Objective 2.3	Transit Services Division	2023 ongoing	N/A
Service Delivery				
Develop phased implementation plan to improve accessibility at bus stop locations.	Objective 5.1	Transit Services Division	2023 ongoing	\$30,000- \$125,000
Develop a driver recruitment program and training initiative to attract new paratransit operators.	Objective 1.3	Transit Services Division	2023 ongoing	N/A
Implement pilot bus pass program for Gold users to provide additional mobility and allow use of fixed-route by paratransit customers when feasible, which will also increase system efficiency. Opportunities for Gold Service users to use fixed-route service for free may provide comfort with this mode and reduce reliance on Gold Service by individuals who choose to participate.	Objective 1.3	Transit Services Division	2023 2025	\$50,000
Establish phased-implementation plan for transit-supportive infrastructure improvements along major public transportation corridors, as identified in TDDG.	Objective 3.1	Transit Services Division	2024 2025	N/A
Policy				
Monitor Coordination Agreements with contractors.	Objective 4.1	Transit Services Division	Annually	N/A
Conduct “mystery rider” program to ensure accountability of staff to riders.	Objective 2.2	Transit Services Division	2023 ongoing	\$20,000
Evaluate fares every two years to ensure that customers contribute to maintaining system within reasonable means.	Objective 6.1	Transit Services Division /TDLCB	2023 2024	N/A
Technology				
Ensure that technology, including Automatic Vehicle Location (AVL) and Mobile Data Terminals (MDTs) are installed on all contractor vehicles with goal of achieving consistent operating levels with Votran vehicles and better coordinated services.	Objective 2.2	Transit Services Division / Contractors	2023 2025	Varies

Appendix B

Volusia County TD Rate Model FY ~~2023-24~~ 2024-25

DRAFT

Preliminary Information Worksheet

Version 1.4

CTC Name: Volusia County Votran

County (Service Area): Volusia County

Contact Person: Bobbie King

Phone # 386-756-7496

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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

	Prior Year's ACTUALS from Oct 1st of 2022 to Sept 30th of 2023	Current Year's APPROVED Budget, as amended from Oct 1st of 2023 to Sept 30th of 2024	Upcoming Year's PROPOSED Budget from Oct 1st of 2024 to Sept 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

Local Non-Govt

Farebox	\$ 116,061	\$ 120,000	\$ 125,000	3.4%	4.2%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 45,062	\$ 50,000	\$ 55,000	11.0%	10.0%	
Bus Pass Program Revenue						

Local Government

District School Board						Only the CTD grant required match in 23 . IN 24 the 5311 will go back to 50/50. The 5307 used for PM and 3rd party only requires toll revenue credits and does not require a cash match. But does require some sort of revenue to pay for the un reimbursed 50%. The majority of the cash shown is a necessary plug as required to balance the budget for this rate model.
Compl. ADA Services						
County Cash	\$ 110,857	\$ 463,000	\$ 565,628	317.7%	22.2%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 997,721	\$ 1,440,000	\$ 1,397,372	44.3%	-3.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 565,071	\$ 580,000	\$ 590,000	2.6%	1.7%	5307 100% of maintenance salary costs allocated to TD. 5397 3rd party contractors % of contractor trips that are TD. 5311 consists of a rural ada prtion and rural TD. Just revenue related to TD is reported here . ADA rural in not applicable to the TD rate model and should be excluded.
49 USC 5310						
49 USC 5311 (Operating)	\$ 350,653	\$ 300,000	\$ 264,000	-14.4%	-12.0%	
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

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

DOH

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

DOE (state)

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

AWI

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

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

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

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Volusia County Votran
County: Volusia County

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

	Prior Year's ACTUALS from Oct 1st of 2022 to Sept 30th of 2023	Current Year's APPROVED Budget, as amended from Oct 1st of 2023 to Sept 30th of 2024	Upcoming Year's PROPOSED Budget from Oct 1st of 2024 to Sept 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By = <input type="text"/> None <input type="text"/> None						
Total Revenues =	\$2,185,425	\$2,953,000	\$2,997,000	35.1%	1.5%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)							
Operating Expenditures							
Labor	\$ 809,007	\$ 850,000	\$ 865,000	5.1%	1.8%	The allocated indirect costs are an allocation of administrative cost to support the TD function of Votran. These administrative costs only support transit and are not a indirect costs allocation from county supporting services.	
Fringe Benefits	\$ 305,052	\$ 325,000	\$ 335,000	6.5%	3.1%		
Services	\$ 994,481	\$ 1,000,000	\$ 1,000,000	0.6%	0.0%		
Materials and Supplies	\$ 404,779	\$ 425,000	\$ 430,000	5.0%	1.2%		
Utilities	\$ 16,811	\$ 18,000	\$ 20,000	7.1%	11.1%		
Casualty and Liability	\$ 32,671	\$ 35,000	\$ 37,000	7.1%	5.7%		
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	\$ 290,893	\$ 300,000	\$ 310,000	3.1%	3.3%		
Capital Expenditures							
Equip. Purchases with Grant Funds							
Equip. Purchases with Local Revenue							
Equip. Purchases with Rate Generated Rev.							
Capital Debt Service - Principal & Interest							
PROFIT							
ACTUAL YEAR LOSS	(\$68,269)						
Total Expenditures =	\$2,853,694	\$2,953,000	\$2,997,000	3.5%	1.5%		
See NOTES Below.							

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

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Volusia County Votran

County: Volusia County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues			
	from			
	Oct 1st of			
	2024			
	to			
	Sept 30th of			
	2025			
1	2	3	4	5

REVENUES (CTC/Operators ONLY)		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
Local Non-Govt				
Farebox	\$ 125,000	\$ 125,000	\$ -	
Medicaid Co-Pay Received	\$ -	\$ -	\$ -	
Donations/ Contributions	\$ -	\$ -	\$ -	
In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other	\$ 55,000	\$ 55,000	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Local Government				
District School Board	\$ -	\$ -	\$ -	
Compl. ADA Services	\$ -	\$ -	\$ -	
County Cash	\$ 565,628	\$ 239,264	\$ 326,364	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -	
City Cash	\$ -	\$ -	\$ -	
City In-kind, Contributed Services	\$ -	\$ -	\$ -	
Other Cash	\$ -	\$ -	\$ -	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
CTD				
Non-Spons. Trip Program	\$ 1,397,372	\$ 1,397,372	\$ -	
Non-Spons. Capital Equipment	\$ -	\$ -	\$ -	
Rural Capital Equipment	\$ -	\$ -	\$ -	
Other TD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
USDOT & FDOT				
49 USC 5307	\$ 590,000	\$ -	\$ 590,000	
49 USC 5310	\$ -	\$ -	\$ -	
49 USC 5311 (Operating)	\$ 264,000	\$ -	\$ 264,000	
49 USC 5311(Capital)	\$ -	\$ -	\$ -	
Block Grant	\$ -	\$ -	\$ -	
Service Development	\$ -	\$ -	\$ -	
Commuter Assistance	\$ -	\$ -	\$ -	
Other DOT	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
AHCA				
Medicaid	\$ -	\$ -	\$ -	
Other AHCA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DCF				
Alcohol, Drug & Mental Health	\$ -	\$ -	\$ -	
Family Safety & Preservation	\$ -	\$ -	\$ -	
Comm. Care Dis./Aging & Adult Serv.	\$ -	\$ -	\$ -	
Other DCF	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOH				
Children Medical Services	\$ -	\$ -	\$ -	
County Public Health	\$ -	\$ -	\$ -	
Other DOH	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOE (state)				
Carl Perkins	\$ -	\$ -	\$ -	
Div of Blind Services	\$ -	\$ -	\$ -	
Vocational Rehabilitation	\$ -	\$ -	\$ -	
Day Care Programs	\$ -	\$ -	\$ -	
Other DOE	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
AWI				
WAGES/Workforce Board	\$ -	\$ -	\$ -	
AWI	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOEA				
Older Americans Act	\$ -	\$ -	\$ -	
Community Care for Elderly	\$ -	\$ -	\$ -	
Other DOEA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DCA				
Community Services	\$ -	\$ -	\$ -	
Other DCA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
APD				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -	\$ -	\$ -	

local match req.

\$ 155,264
\$ -
\$ -

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Volusia County Votran

County: Volusia County

- Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
- Complete applicable **GOLD** cells in column and 5

Upcoming Year's BUDGETED Revenues	
from	
Oct 1st of	
2024	
to	
Sept 30th of	
2025	
_____	_____
1	2

What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> EXCLUDED from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
_____	_____	_____
3	4	5

Bus Pass Program Revenue	\$ -
Other Fed or State	
xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 2,997,000

\$ -	\$ -	
	\$ -	
	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ 1,816,636	\$ 1,180,364	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 865,000
Fringe Benefits	\$ 335,000
Services	\$ 1,000,000
Materials and Supplies	\$ 430,000
Utilities	\$ 20,000
Casualty and Liability	\$ 37,000
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	\$ 310,000
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
PROFIT	\$ -
Total Expenditures =	\$ 2,997,000
minus EXCLUDED Subsidy Revenue =	\$ 1,180,364
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 1,816,636
Rate Base Adjustment ¹ =	\$ 668,269
Adjusted Expenditures Included in Rate Base =	\$ 2,484,905

\$ 1,180,364

Amount of
Budgeted Operating
Rate Subsidy
Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the **Actual** period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: **2022 - 2023**

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

Worksheet for Program-wide Rates

CTC: Volusia County 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 =	596,301
Rate Per Passenger Mile = \$	4.17
Total <u>Projected</u> Passenger Trips =	34,828
Rate Per Passenger Trip = \$	71.35

Fiscal Year

2024 - 2025

Avg. Passenger Trip Length =	17.1 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	6.15
Rate Per Passenger Trip = \$	105.24

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: Volusia County¹ Version 1.4
 County: Volusia County

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
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
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group

Effective Rate for Contracted Services:

Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile =			
per Passenger Trip =			
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Volusia County¹ 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: 2024 - 2025			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	596,301	= 506,957	+ 89,344	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$3.76	\$6.45	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	34,828	= 27,407	+ 7,421	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$61.92	\$106.15	\$0.00	\$0.00
				per passenger	per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$3.76	\$6.45	\$0.00	\$0.00
				per passenger	per group

Worksheet for Multiple Service Rates

CTC: Volusia County¹ 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

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group	
\$5.55	\$9.52	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$91.34	\$156.58	\$0.00	\$0.00	\$0.00
			per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

**SUMMARY SHEET
TDLCB
JULY 10, 2024**

III. ACTION ITEMS

D. REVIEW AND APPROVAL OF THE 2024 TDLCB BYLAWS

BACKGROUND INFORMATION:

The annual review of the TDLCB Bylaws is a requirement of the TD Grant Program and an intrinsic part of program management. The 2024 draft TDLCB Bylaws are provided with this agenda packet for your review and approval. No major changes are proposed. Revised text is highlighted and underlined (additions) or stricken (deletions).

ACTION REQUESTED:

MOTION TO APPROVE THE 2024 TDLCB BYLAWS

**BYLAWS OF THE
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

Section A: **Name.** The name of the Coordinating Board shall be the River to Sea Transportation Planning Organization TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the Board.

Section B: **Purpose.** The primary purpose of the Board is to assist the Designated Official Planning Agency in identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, Florida Statutes.

**ARTICLE III: MEMBERSHIP, APPOINTMENT, TERMS OF OFFICE, AND TERMINATION
OF MEMBERSHIP**

Section A: **Voting Members.** In accordance with Chapter 427.0157, Florida Statutes, all members of the Board shall be appointed officially by the River to Sea Transportation Planning Organization (TPO) Board. Prospective members of an agency or group shall have their organization designate in writing to the TPO their appointee and alternate to the TDLCB.

According to Florida Statute 427, Chapter 41-2.012, the following agencies or groups shall be represented on the Local Coordinating Board in every County as voting members:

1. An elected official of Volusia County, Florida shall serve as the official chairperson;
2. A representative of the Florida Department of Transportation;
3. A representative of the Florida Department of Children and Families;
4. A representative of the Public Education Community;
5. A representative of the Florida Department of Education;
6. A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged in the County;
7. A person who is recognized by the Florida Department of Veterans' Affairs as a representative of veterans in the County;
8. A person over sixty years of age representing the elderly in the County;
9. A person with a disability representing the disabled in the County;
- 10/11. Two citizen advocate representatives in the County, one of whom must represent a user of the system;
12. A representative of the Council for Early Childhood Services;
13. A representative of the Florida Department of Elder Affairs;
14. A representative of the local private for-profit transportation industry;
15. A local representative of the Florida Agency for Health Care Administration;
16. A local representative of the Agency for Persons with Disabilities;
17. A representative of the Regional Workforce Development Board; and
18. A representative of the local medical community.

Section B: **Alternate Members.** All agency members of the Board shall have their organization designate in writing to the TPO their alternate who may vote only in the absence of that member on a one vote per member basis. All members not representing an agency shall also have an alternate appointed for them.

Section C: **Terms of Appointment.** Appointments shall be consistent with Rule 41 - 2.012(5), except for the chairperson. Agency members and non-agency members of the Board shall be appointed for one, two, and three-year staggered terms with the initial membership. Individuals can be appointed for more than one term. Upon approval by the TPO Board, the membership can be extended for increments of two years. The Chairperson shall serve until replaced by the TPO.

Section D: **Termination of Membership.** Any non-agency members of the Board may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The TPO shall review, and consider rescinding the appointment of any voting non-agency member of the Board who fails to attend three (3) consecutive meetings. The staff of the Local Coordinating Board shall contact Department Supervisors of all members representing an agency who fail to attend two (2) consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

Officers. The officers of the Board shall be Chairperson and Vice-Chairperson.

1. **Chairperson.** The designated official planning agency shall appoint one elected official, to serve as the official Chairperson for all Local Coordinating Board meetings. The Chairperson shall be from the County which the Local Coordinating Board serves. The Chairperson shall preside at all Local Coordinating Board meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until replaced by the TPO, in accordance with F.S. 427, Chapter 41-2.012.

2. **Vice-Chairperson.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In such cases where the current Vice-Chairperson cannot complete the one-year term, the Board shall hold an organizational meeting for the purpose of electing an interim Vice-Chairperson who shall serve the remainder of the previous Vice-Chairperson's term. In the event both the Chair and Vice-Chair are absent, a Board member shall be nominated and approved by a majority of a quorum as Chair Pro Tem.

ARTICLE V: BOARD MEETINGS

Section A: **Regular Meetings.** The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, Florida Statutes, the Board shall meet at least quarterly.

Section B: **Annual Public Hearing.** The Board shall hold a minimum of one public hearing annually for the purpose of receiving input on unmet needs or any other services that relate to the local transportation system in Volusia County.

Section C: **Notice of Meetings.** Notices and agendas shall be sent to all voting Board members via email. Alternates and other interested parties, and the news media shall be sent notices only. Notices shall be provided via email within seven (7) calendar days prior to the Board meeting and shall state the date, time, and the place of the meeting. Hard copies of notices and agendas shall be provided upon request.

Section D: **Quorum.** At all meetings of the Board, the presence in person of six (6) voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. As used herein, the term "CMT" means Communications Media Technology, which includes telephone, Zoom, GoToMeeting, Microsoft Teams, or similar type of platform. Members of the TDLCB, or any TDLCB committee, may attend a meeting, on which the member serves, remotely using CMT, if there is a quorum of the TDLCB, or TDLCB committee, physically present at the meeting site; provided that the member(s) is subject to an "extraordinary circumstance" that justifies the remote attendance. Authority: Florida Attorney General Opinion (AGO) 2003-41. In the absence of a quorum, the presiding Chairperson may recess the meeting until a quorum is present. At any meeting without a quorum, only discussion and or informational items may be transacted.

Section E: **Voting.** At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present.

Section F: **Parliamentary Procedures.** The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws.

ARTICLE VI: STAFF

Section A: **General.** The TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and minutes, including an attendance roster and other necessary administrative duties.

Section B: **Budget and Finance.** Consolidate the actual expenditures report of local and direct federal government transportation disadvantaged funds and forward them to the Commission for the Transportation Disadvantaged.

ARTICLE VII: BOARD DUTIES

Board Duties. According to Chapter 427 of the Florida Statutes and Rule 41- 2 of the Florida Administrative Code, the Transportation Disadvantaged Local Coordinating Board members shall:

1. Meet at least quarterly.
2. Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan with approved minimum guidelines, goals and objectives of the Local Coordinating Board.
3. Annually review and evaluate the Community Transportation Coordinator (CTC). The evaluation shall be conducted by using the evaluation criteria developed by the Commission for the Transportation Disadvantaged (CTD). A copy of the evaluation will be submitted to the Transportation Planning Organization (TPO) and the Commission for the Transportation Disadvantaged (CTD).
4. In cooperation with the Coordinator, review and provide recommendations to the Transportation Disadvantaged Commission and the TPO on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most effective and efficient manner.
5. Review coordination strategies, for service provision to the transportation disadvantaged in the County to seek innovative ways to improve cost-effectiveness, efficiency, safety, working hours, and types of services in an effort to increase ridership to a broader population. Evaluate multi-county or regional transportation opportunities between area Coordinators when it is appropriate and cost-effective to do so.
6. In coordination with the Community Transportation Coordinator (CTC), review and approve applications for funds that may become available.
7. Assist the TPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP).

ARTICLE VIII: STANDING COMMITTEES

Section A: **Quality Assurance Committee.** This committee is responsible for the update of the TDLCB Bylaws and coordinates with Votran in reviewing and establishing standards to provide a more efficient system. Reviews include, but are not limited to, the Annual

CTC Evaluation and the Annual Operating Report (AOR). At least three (3) voting members of the Coordinating Board shall be appointed to the Quality Assurance Committee.

Section B: **Grievance Committee.** This committee serves as a mediator to process and investigate complaints from agencies, and users of the system in the designated service area and make recommendations to the Coordinating Board for improvement of service. At least three (3) voting members of the Coordinating Board shall be appointed to the Grievance Committee.

Section C: **Other.** Other committees shall be designated by the Chairperson as deemed necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. Voting members or in their absence, their alternates may serve on the committees.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

The TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41 - 2 Florida Administrative Code (FAC). Any written comments shall be approved by the Local Coordinating Board or Chairperson, or in his/her absence, his/her designee.

ARTICLE X: AMENDMENTS

The Bylaws may be amended by a two-thirds (2/3) vote of members present if a quorum exists.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Volusia County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the Bylaws of this Board as adopted by the Transportation Disadvantaged Local Coordinating Board this ~~12th~~ 10th day of ~~July 2023~~ July 2024.

**Volusia County Council Member Matt Reinhart, Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

ATTEST:

**Donna ~~King~~ Ralston, Recording Secretary
River to Sea Transportation Planning Organization**

SUMMARY SHEET

TDLCB

JULY 10, 2024

IV. PRESENTATIONS AND DISCUSSION ITEMS

A. PRESENTATION AND DISCUSSION OF VOTRAN'S PROPOSED FARE CHANGES

BACKGROUND INFORMATION:

Volusia County Transit Services Division hosted a series of public meetings last month and this month to gather public input on proposed fare changes. The last fare increases occurred in 2015. If approved by the Volusia County Council, the proposed fare increases will take effect on January 1, 2025.

Details about the proposed fare changes are included in this agenda packet and are available on all Votran buses, at the customer service booth at the Transfer Plaza, and at the Votran Office. Feedback is being accepted in person, via the Votran website, or by mail.

Volusia County Transit Services Division Staff will provide a brief presentation on Votran's proposed fare changes.

ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB



VOTRAN FY 24-25 PROPOSED FARE INCREASE

PRESENTATION AT JULY 2024 TDLCB MEETING

Proposed Fare Increase: Fixed Route



Service Category	Current	Proposed
Base Fare	\$1.75	\$2.00
Reduced Fare	\$0.85	\$1.00
Day Pass	\$3.75	\$4.00
Day Pass – Reduced Fare	\$1.85	\$2.00
3-Day Pass	\$7.50	\$8.00
3-Day Pass – Reduced Fare	\$3.75	\$4.00
7-day Pass	\$13.00	\$15.00
7-Day Pass – Reduced Fare	\$6.50	\$7.50
31-day Pass	\$46.00	\$50.00
31-Day Pass – Reduced Fare	\$23.00	\$25.00
10 Ride Pass	\$16.50	Discontinued
10 Ride Pass – Reduced Fare	\$7.50	Discontinued

Proposed Fare Increase: Votran Gold



- Fares are proposed to rise from \$3.00 to \$4.00 per trip

Proposed Fare Increase: VoRide



- Current Fare: \$2.00 (\$1.00 for Reduced Fare eligible passengers) regardless of trip length.
- Proposed Fare:
 - Base Fare \$2.00 for trips under 8 miles in length (\$1.00 for reduced fare)
 - Length Surcharges:
 - +\$1.00 (\$.50) for trips between 8 and 15 miles
 - +\$2.00 (\$1.00) for trips between 15 and 20 miles
 - Trips 20 miles or more no longer allowed
- Intermodal Trips (connections with Votran bus) are free, rider pays Votran bus fare.



THANK YOU

COMMENTS / QUESTIONS?

PRESENTATION AT JULY 2024 TDLCB MEETING

**SUMMARY SHEET
TDLCB
JULY 10, 2024**

IV. PRESENTATIONS AND DISCUSSION ITEMS

B. PRESENTATION AND DISCUSSION: 60 YEARS OF THE FEDERAL TRANSIT PROGRAM

BACKGROUND INFORMATION:

The idea for the federal transit program was born with a message to Congress by President John F. Kennedy in 1962 and launched in 1964 when President Lyndon B. Johnson signed the Urban Mass Transit Act.

Over its nearly six decades, the federal transit program has helped transform transit in America from scattered bus systems and a small number of high-capacity systems to a diverse set of transit providers in thousands of communities. Today, the Federal Transit Administration (FTA) administers a \$20 billion annual program with the historic funding provided by the 2021 Bipartisan Infrastructure Law.

The 60th anniversary of the federal transit program is on July 9, 2024. This presentation highlights milestone programs and initiatives that have fulfilled the FTA's mission to improve America's communities through public transportation.

- FTA History Part 1
- FTA History Part 2: BRT
- FTA History Part 3: Civil Rights

<https://www.youtube.com/watch?v=KIZXJRTyAyl>



ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB

**SUMMARY SHEET
TDLCB
JULY 10, 2024**

V. STAFF COMMENTS

VI. TDLCB CHAIRPERSON COMMENTS

VII. TDLCB MEMBER COMMENTS

VIII. INFORMATION ITEMS

- Form 8B Memorandum of Voting Conflict
- Letters of Support for Volusia County's FTA Grant Applications
- River to Sea TPO Board Meeting Summaries
- River to Sea TPO Outreach & Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- SunRail New Ticketing System
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List
- TDLCB Meeting Summary - April 10, 2024

IX. ADJOURNMENT

****THE NEXT TDLCB MEETING WILL BE ON OCTOBER 9, 2024****

FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME Ledgerwood, Jamie	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE River to Sea TPO TDLCB Meeting
MAILING ADDRESS 719 S Woodland Blvd.	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF: <input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input checked="" type="checkbox"/> OTHER LOCAL AGENCY
CITY COUNTY DeLand Volusia	NAME OF POLITICAL SUBDIVISION: _____
DATE ON WHICH VOTE OCCURRED 4/10/24	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input checked="" type="checkbox"/> APPOINTEE

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office **MUST ABSTAIN** from voting on a measure which would inure to his or her special private gain or loss. Each elected or appointed local officer also **MUST ABSTAIN** from knowingly voting on a measure which would inure to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent, subsidiary, or sibling organization of a principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies (CRAs) under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a “relative” includes only the officer’s father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A “business associate” means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

* * * * * * * * * * * * * * *

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting; *and*

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

* * * * * * * * * * * * * * *

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you are not prohibited by Section 112.3143 from otherwise participating in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on page 2)

APPOINTED OFFICERS (continued)

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

DISCLOSURE OF LOCAL OFFICER'S INTEREST

I, Jamie Ledgerwood, hereby disclose that on April 10, 20 24 :

(a) A measure came or will come before my agency which (check one or more)

- inured to my special private gain or loss;
- inured to the special gain or loss of my business associate, _____ ;
- inured to the special gain or loss of my relative, _____ ;
- inured to the special gain or loss of the Florida Department of Transportation, by whom I am retained; or
- inured to the special gain or loss of _____, which is the parent subsidiary, or sibling organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

Member Comments:

A Motion to provide a letter of support from the TDLCB regarding an FTA Section 5339 (c) Low or No Emission grant application.

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

04/15/2024 | 10:46 AM EDT

Date Filed

DocuSigned by:

 Signature DEC0D172BA084C2...

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.



April 24, 2024

FILE: SCHL-2024-03

Mr. Matt Lange, Acting Low or No Emission Program Manager
Federal Transit Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Subject: Application of the County of Volusia d/b/a Votran for the FTA-2024-003-TPM-LWNO FY 2024
Competitive Funding Opportunity: Low or No Emission Grant Program (Federal Assistance Listing:
20.526)

Dear Mr. Lange:

The River to Sea Transportation Planning Organization (TPO) is the duly designated and constituted body responsible for carrying out the urban transportation planning and programming process, including transportation disadvantaged planning, as authorized by Section 427.0159, Florida Statutes and Rule 41-2, Florida Administrative Code.

It is our understanding that the County of Volusia d/b/a Votran is applying to the Federal Transit Administration's Low or No Emission Grant Program for FY 2024 funding to purchase eight propane fueled paratransit cutaway buses to be used for Paratransit services within Volusia County.

The River to Sea TPO recognizes the importance of sustainable and environmentally friendly transportation solutions, and we believe that the acquisition of these propane vehicles aligns with our shared goals. By investing in clean energy technology, we can reduce emissions, improve air quality, and contribute to the overall well-being of our community.

The River to Sea TPO is supportive of this project and believes it will have an impact by improving cost efficiency and providing an eco-friendly sustainable solution to public transportation service within Volusia County.

Volusia County d/b/a Votran has consistently demonstrated a commitment to providing efficient and accessible transit services to residents and visitors alike. The addition of these paratransit propane vehicles will not only enhance the quality of service but also showcase leadership in adopting eco-friendly practices in public transportation.

Sincerely,

Matt Reinhart, Volusia County Council, District 2 Representative
Chairperson, River to Sea TPO Transportation Disadvantaged Local Coordinating Board

cc: Colleen Nicoulin, Executive Director, River to Sea TPO
Bobbie G. King, Director, Volusia County Transit Services Division



April 24, 2024

FILE: SCHL-2024-04

Mr. Matt Lange, Acting Low or No Emission Program Manager
Federal Transit Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Subject: Application of the County of Volusia d/b/a Votran for the FTA-2024-004-TPM-BUS FY 2024 Competitive Funding Opportunity: Buses and Bus Facilities Grant Program (Federal Assistance Listing: 20.526)

Dear Mr. Lange:

The River to Sea Transportation Planning Organization (TPO) is the duly designated and constituted body responsible for carrying out the urban transportation planning and programming process, including transportation disadvantaged planning, as authorized by Section 427.0159, Florida Statutes and Rule 41-2, Florida Administrative Code.

It is our understanding that the County of Volusia d/b/a Votran is applying to the Federal Transit Administration's Buses and Bus Facilities Grant Program for FY 2024 funding to purchase eight propane fueled paratransit cutaway buses to be used for Paratransit services within Volusia County.

The River to Sea TPO recognizes the importance of sustainable and environmentally friendly transportation solutions, and we believe that the acquisition of these propane vehicles aligns with our shared goals. By investing in clean energy technology, we can reduce emissions, improve air quality, and contribute to the overall well-being of our community.

The River to Sea TPO is supportive of this project and believes it will have an impact by improving cost efficiency and providing an eco-friendly sustainable solution to public transportation service within Volusia County.

Should the funds be awarded, we are confident that Volusia County d/b/a/ Votran will efficiently implement this project, resulting in tangible benefits for passengers, the environment, and the community.

Sincerely,

Matt Reinhart, Volusia County Council, District 2 Representative
Chairperson, River to Sea TPO Transportation Disadvantaged Local Coordinating Board

cc: Colleen Nicoulin, Executive Director, River to Sea TPO
Bobbie G. King, Director, Volusia County Transit Services Division



River to Sea TPO Board Meeting Summary April 24, 2024

- Approved Consent Agenda including approval of the March 27, 2024 TPO Board meeting minutes; approval of the Selection Committee’s recommendation for an Information Technology (IT) Contractual Services Consultant and authorization for the Executive Director to negotiate and execute a service contract with James Moore Advisory, LLC – Technology Services; approval of an amendment to the FY 2023/24 TPO Budget and approval of letters of support for Votran grant applications to the Federal Transit Administration (FTA) for the Buses and Bus Facilities Program and the Low or No Emission Program
- Approved Resolution 2024-10 adopting the FY 2024/25 and FY 2025/26 Unified Planning Work Program (UPWP) and authorizing the execution of the FDOT/Metropolitan Planning Organization Agreement by roll call vote
- Received a presentation and discussion on the Florida Department of Environmental Protection’s Office of Greenways and Trails Program for Trail Towns and Trail Designations
- Received a presentation and discussion on the draft FY 2024/25 to FY 2028/29 Transportation Improvement Program (TIP)
- Received the FDOT report; announced the most up-to-date project information can be found at www.cflroads.com;
- Received the Executive Director’s report including an update on the upcoming activities required once the Governor approves the TPO Apportionment Plan
- Received TPO Board member comments
- Received TPO Chairperson comments announcing the FDOT Central Florida Safety Summit on May 17, 2024, at SeaWorld Orlando

The next River to Sea TPO Board meeting will be on Wednesday, May 22, 2024, at 9:00 a.m.



River to Sea TPO Board Meeting Summary May 22, 2024

- Approved Consent Agenda including approval of the April 24, 2024 TPO Board meeting minutes; approval of the Executive Director's Performance Evaluation Result and Salary Increase; approval of Resolution 2024-11 authorizing the Filing and Execution of the FY 2024/25 Transportation Disadvantaged (TD) Planning Grant Agreement With The Florida Commission For The Transportation Disadvantaged; approval of a Letter of Support for Votran's Application for Redistribution of funds for FFY 2024 and, approval of a Letter of Support for the City of Cocoa Multi-Modal Passenger Station and Rail Project Application to the Consolidated Rail Infrastructure & Safety Improvements (CRISI) Grant Program
- Approved Resolution 2024-12 Amending the FY 2023/24 to FY 2027/28 Transportation Improvement Program (TIP) by roll call vote
- Approved the following slate of TPO Officers for FY 2024/25: Chairperson; Mayor Partington; 1st Vice Chairperson/Treasurer: Mayor Alfin; 2nd Vice Chairperson/Secretary: Vice Mayor Sander
- Received the FDOT report by District Secretary John Tyler with updated project information for I-95; I-4; Daytona Beach Airport; Sun Rail, Truck Parking, and Safety Initiatives
- Received a presentation and discussion of the Draft FY 2024/25 River to Sea TPO budget
- Received a presentation and discussion of the Draft 2024 List of Priority Projects
- Received a presentation and discussion of the Draft FY 2024/25 to FY 2028/29 Transportation Improvement Program (TIP)
- Received a presentation and discussion of the River to Sea TPO renaming/rebranding; directed TPO Staff to initiate activities associated with changing the TPO name to the Volusia Flager TPO
- Received the Executive Director's report regarding the Safety Summit on May 17th and announced that FDOT is looking at forming a Safety Champions Committee, anyone interested in participating in the committee should contact Ms. Colleen Nicoulin; the TPO is currently working with local governments for a technical review of the Central Florida Regional Planning Model (CFRPM) Version 8 Update; the TPO is also working with member governments to identify projects for the next programming cycle
- Received TPO Board member comments

- Received TPO Chairperson comments announcing DeLand's VFW is having a fundraiser at the City Limits Taproom and Grille on Saturday May 25, 2024 at 6:00 p.m. and on Monday May 27, 2024 there is a Memorial Day event at Bill Dreggors Park in DeLand beginning at 9:00 a.m.

The next River to Sea TPO Board meeting will be on Wednesday, June 26, 2024, at 9:00 a.m.



River to Sea TPO Board Meeting Summary June 26, 2024

- Approved Consent Agenda including the May 22, 2024 TPO Board meeting minutes; TDLCB appointment, and cancellation of July TPO Committee and Board meetings
- Approved Resolution 2024-13 adopting the FY 2024/25 to FY 2028/29 Transportation Improvement Program (TIP) by roll call vote
- Approved Resolution 2024-14 adopting the 2024 List of Priority Projects (LOPP)
- Approved the FY 2024/25 River to Sea TPO Budget
- Authorized the delegation of authority to the Executive Committee for decisions related to the renaming of the River to Sea TPO excluding the logo design which will come back before the TPO Board for approval
- Received a presentation and discussion of the development of the 2050 Long Range Transportation Plan
- Received the FDOT report; announced the most up-to-date project information can be found at www.cflroads.com; announced the 2055 Florida Transportation Plan was underway and noted opportunities for public engagement/involvement; announced details of the upcoming SR 44 @ Kepler Road roundabout project and the public information meeting on July 9, 2024, from 5:30-7:00 p.m. at the Sanborn Center in DeLand; and announced FDOT will be presenting on FDOT's Strategic Safety Plan at the August TPO meetings
- Received the Executive Director's report including the announcement of the new TPO office lease; the transmittal of local assessment funding agreements and invoices to local governments; an update on the Dangerous by Design report; and appreciation for Chairperson Cloudman's leadership and guidance as TPO Chairperson
- Received TPO Board member comments announcing new City Managers for Deltona and New Smyrna Beach; appreciation for work done on the Nova Canal Restoration project and the desire to expand the project to Reed Canal; discussion of bicycle and pedestrian safety awareness and education campaigns; and recognition of Mayor Cloudman's leadership as Chairperson of the TPO and the work of the Executive Committee during the time of organizational transition
- Received TPO Chairperson comments expressing gratitude for being able to serve as the TPO Chairperson for the last eighteen months and noting key items that have been accomplished during his term

The next River to Sea TPO Board meeting will be on Wednesday, August 28, 2024, at 9:00 a.m.



River to Sea TPO Outreach & Activities

www.R2CTPO.org

April 2024

Ponce Preserves the Planet Event & EdgeFest Earth Day Festival

On Saturday, April 20, 2024, the River to Sea TPO participated in the annual Ponce Preserves the Planet Earth Day Celebration in Ponce Inlet. The event included 13 vendors set up throughout Ponce Preserve. The TPO educated attendees on ways that we can reduce our transportation carbon footprint by carpooling, taking public transportation, and walking or biking to our destinations.

On Saturday, April 27, 2024, the TPO attended the City of Edgewater's Earth Day Festival at Hawks Park. The TPO engaged attendees in discussions on ways to preserve the planet through transportation that is sustainable such as walking and biking.



Ponce Preserves the Planet



Edgewater Earth Day Festival



River to Sea TPO Outreach & Activities

www.R2CTPO.org

April 2024

FDOT Flagler Avenue Data Walk

On April 17, FDOT held a walk to gather data measuring the impact of the new exclusive pedestrian phase traffic signal at the intersection of Peninsula Ave and Flagler Ave. Using MPATH, a platform that uses your movement activity data to calculate locations where you are feeling stress or comfort, patterns are identified while using infrastructure such as the Flagler Ave pedestrian signal. Using this data, facilities that present increased stress can be identified which could lead to the prevention of future accidents. MPATH filters out our linear increases in heart rate due to physical stress and allows the data on emotional stress to be calculated. Ultimately, by mapping the stress felt along the roadway, FDOT can quantify how pedestrians actually feel while walking the phased intersection.



Ongoing Projects, Studies, & Activities

- Implement Regional Resiliency Action Plan
- Safe Streets and Roads for All (SS4A) Grant implementation
- 2024 List of Priority Projects development
- Best Foot Forward for Ped Safety Program
- Transportation Improvement Program (TIP) development
- FY 2024/25 TPO Budget development

Make Every Ride Count Initiative

This May, join Love to Ride and the League of American Bicyclists as we ride together to create safer, more bike-friendly streets. Download the Love to Ride app, track your rides and biking accomplishments, and provide feedback on your bike trips using the simple and fun "Rate My Routes" feature. Everyone is invited to #MakeEveryRideCount – from regular riders to people who haven't been on a bike in years (or ever!). For more info, go to [Love to Ride](#).

Do you want up-to-date River to Sea TPO news and information?

Subscribe to the TPO's monthly newsletter, Transportation Talk, for more transportation news and information. Simply click the link below, fill out the form and sign up!

[Click Here](#)

Follow the River to Sea TPO:





River to Sea TPO Outreach & Activities

www.R2CTPO.org May 2024

FDOT District Five Central Florida Safety Summit

On Friday, May 17, 2024, FDOT District Five held its inaugural Central Florida Safety Summit at SeaWorld Orlando. This event brought together more than 50 partners from across nine counties. Speakers included FDOT District Five Secretary John E. Tyler, P.E., Loreen Bobo, FDOT Safety Administrator, and Jason Barger, a NY Times-celebrated author, motivational speaker, leadership coach, and culture expert. In addition, a panel of safety champions explained ways in which their cities, towns, and TPOs are incorporating safety into all they do. City of DeLand Mayor and TPO Board Chairperson Chris Cloudman was one of the five panelists. Orange County Mayor Jerry Demings was the keynote speaker.

The summit was dedicated to Joshua Lyonnais, who lost his life while riding his bike on area roadways.

Safety awards were given to numerous individuals, communities, and law enforcement agencies for their contributions to improving safety within our communities.

FDOT's Central Florida Safety Strategic Plan (CFSSP) was unveiled at the event. This plan provides a framework for how we can all work together to address our safety challenges on our state and local roads. The plan is built around three core themes:

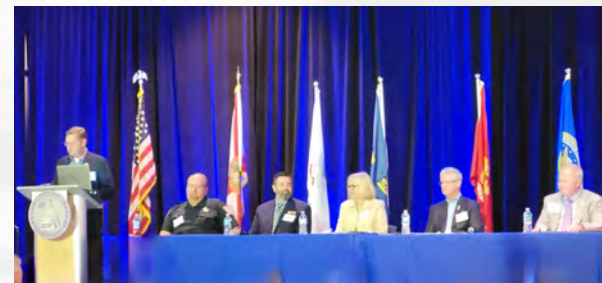
- Increased collaboration
- Thinking beyond infrastructure
- Continued focus on safety

The CFSSP is a five-year plan in which the action steps are updated annually.

To view the CFSSP, [click here](#),



BIKE/WALK CENTRAL FLORIDA
ACCEPTING THE PARTNER AWARD



SAFETY CHAMPION PANELISTS



River to Sea TPO Outreach & Activities

www.R2CTPO.org

May 2024

Mobility Week Bike Lane Design Contest

As part of Mobility Week 2023, the TPO partnered with FDOT, and McInnis and Ormond Beach Elementary Schools to host a bike lane design art contest. Winners were selected among two age groups, K-2 and 3-5 grades; their designs were then installed on the sidewalks/bike paths near the schools. The winning designs are below:



SOPHIA



YOSSELIN



CHARLIE LYNNE



ARIANA

Follow the River to Sea TPO:



Ongoing Projects, Studies, & Activities

- Implement Regional Resiliency Action Plan
- Safe Streets and Roads for All (SS4A) Grant implementation
- 2024 List of Priority Projects adoption
- Best Foot Forward for Ped Safety Program
- 2024/25 to 2028/29 Transportation Improvement Program (TIP) adoption
- FY 2024/25 TPO Budget adoption
- 2050 Long Range Transportation Plan development

Volusia County seeks Community Input on Proposed Fare Increases

The Volusia County Transit Services Division will host a series of public meetings to gather input on proposed fare increases that if approved would take effect on January 25, 2025. Details about the proposed fare changes and how to submit comments is available on the Votran website by [clicking here](#).

Do you want up-to-date River to Sea TPO news and information?

Subscribe to the TPO's monthly newsletter, Transportation Talk, for more transportation news and information. Simply click the link below, fill out the form and sign up!

[Click Here](#)

**Planning Grant Agreement Tasks
Quarterly Progress Report**



Planning Agency	River to Sea Transportation Planning Organization	County	Volusia
		Invoice #	G2J22 Q4
Reporting Period	04/01/2024 - 06/30/2024	Grant #	G2J22

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity for the specified reporting period.
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Appointment and reappointment of voting and non-voting members is conducted under the established Bylaws of the TDLCB.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Agenda preparation and dissemination for the TDLCB meetings is consistent with Local Coordinating Board and Planning Agency Operating Guidelines.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	Official minutes are prepared and records of all meetings are maintained for no less than five years in accordance with established Bylaws of the TDLCB. Minutes of the April 10, 2024 TDLCB Meeting are attached.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity for the specified reporting period.
F.	Provide staff support for committees of the local coordinating board. (Task 3)	Staff support was provided to the Grievance Committee for their April 10, 2024 Meeting.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity for the specified reporting period.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	Grievance Procedures approved at the April 10, 2024 TDLCB Meeting are attached.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current TDLCB membership roster and mailing list are attached.

J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Public notice of the April 10, 2024 TDLCB Meeting is attached.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity for the specified reporting period.
L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity for the specified reporting period.

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No activity for the specified reporting period.
B.	Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	The TDLCB actively seeks opportunities to integrate "transportation disadvantaged" issues into local and regional comprehensive plans.
C.	Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	The local workforce development board (d.b.a. – CareerSource Flagler Volusia) has both a member and alternate assigned to the TDLCB. Clients of CareerSource are educated on the services provided by Votran.

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The FY 2023/24 third quarterly report was provided to the TDLCB at their April 10, 2024 meeting.
B.	Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	TPO staff participated in CTD Sponsored Planners Training Session on April 29, 2024.
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity for the specified reporting period.
D.	Notify CTD staff of local TD concerns that may require special investigations.	No activity for the specified reporting period.
E.	Provide training for newly-appointed LCB members. (Task 3)	No activity for the specified reporting period.
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity for the specified reporting period.
G.	To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity for the specified reporting period.
H.	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules	No activity for the specified reporting period.

	concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	
I.	Assist the CTD in joint reviews of the CTC.	No activity for the specified reporting period.
J.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity for the specified reporting period.
K.	Implement recommendations identified in the CTD's QAPE reviews.	No activity for the specified reporting period.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

none

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

07/10/2024

Date

DRAFT



NEW TICKETING SYSTEM

Starting Monday 6/17

SunRail is upgrading its ticketing system starting Monday, June 17 to offer riders even more benefits such as mobile ticketing and advance purchase options. To ensure a smooth transition, we've compiled the following steps and frequently asked questions (FAQs) to assist customers through this upgrade.

SunCard Holders

New Card Costs

- Current **YELLOW** SunCards will no longer be valid beginning Monday, June 17, 2024
- A new **BLUE** SunCard must be purchased at a SunRail station Ticket Vending Machine only
- A new **BLUE** SunCard is FREE from June 17 – 21, 2024
- After the free period, you can purchase a new SunCard for a limited promotional price of 25 cents at any station Ticket Vending Machine
- All new SunCards will cost \$5.00 after December 31, 2024.

Transferring Your Value

- Once you have your new BLUE SunCard, you can transfer any remaining value from your old account by visiting www.SunRail.com beginning Monday, June 17, 2024
- Your SunCard value can be transferred to a Mobile Ticket account as well as a new SunCard account

Mobile Ticket Users

- Mobile ticket users will have no change to their daily routine

Paper Ticket Customers (LUMS)

- Paper ticket users will only need to use the new TVMs - no other changes

Bus Transfers

- Transfer discount process stays the same at the TVM

Customer Service

- For specific questions, please call SunRail Customer Service at 855-724-5411



INTEREST FORM
FOR SERVICE ON THE
RIVER TO SEA TPO
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD

Last Name: _____ First Name: _____

Phone: _____ Email Address: _____

Mailing Address: _____

Vacancy Interested in Representing: _____

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

Thank you for your interest.

Please return form to:
Donna Ralston
River to Sea TPO
1 Deuce Court, Suite 100
Daytona Beach, FL 32124
Email: dralston@r2ctpo.org

TDLCB MEMBER LIST							
Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
Volusia County Association of Community Action	Council Member Matt Reinhart	123 W. Indiana Ave	DeLand	32720	386-843-7026 386-506-2961	mreinhart@volusia.org	Chairperson 01/2023
	Jessi Smith	110 W. Rich Avenue	DeLand	32720	386-736-5956 EXT 12980	jjsmith@volusia.org	07/2023
Elderly Citizens	Doug Hall	1405 Edgewater Rd	Daytona Beach	32114	386-255-0377 386-852-1285 (cell)	fhalls@earthlink.net	12/2021
FDOT	Carlos Colon	420 W. Landstreet Rd	Orlando	32824	321-319-8173	carlos.colon@dot.state.fl.us	07/2022
Florida Department of Children & Families	Christy Gillis	210 N. Palmetto Ave Ste 430	Daytona Beach	32114	386-481-9182 386-214-8646 (cell)	christina.gillis@myflfamilies.com	10/2021
Public Education Community	Jennifer Fowler	803 South Woodland Blvd	DeLand	32720	386-736-1325	jfowler@MFC5.US.com	02/2024
Florida Department of Education (Voc Rehab)	Cynthia Tucker	210 N. Palmetto Ave Ste 144	Daytona Beach	32114	386-281-6764 386-253-4700	cynthia.tucker@vr.fldoe.org	02/2020
Elder Affairs	Ellen Labadie	420 Fentress Blvd	Daytona Beach	32114	ext 248	mowscheduler@coavolusia.org	03/2021
Veteran Services Group	Robert Watson	123 W. Indiana Ave Rm 100	DeLand	32720	386-740-5102	rbwatson@volusia.org	05/2022
Private for Profit Healthcare Administration	Steve Jack	P.O. Box 730206	Ormond Beach	32173	386-255-8525	medoneshuttle@bellsouth.net	01/2020
Medical Community Workforce Development Board	Emilio Santiago	400 W. Robinson St Ste S309	Orlando	32801	407-420-2563 386-274-0799	emilio.santiago@ahca.myflorida.com	06/2022
Stephen Civitelli	1845 Holsonback Dr	Daytona Beach	32117	386-274-0817 susan	stephen.civitelli@flhealth.gov	07/2022	
Robin King	329 Bill France Blvd	Daytona Beach	32114	386-323-7074	robinking@careersourcefv.com	01/2022	
Disabled Citizens	Judy Craig	1835 Anchor Ave	DeLand	32720	386-738-5781	judylesliecraig@aol.com	01/2020
Citizens Advocate - Systems User	Patricia Lipovsky	1129 Bradenton Rd	Daytona Beach	32114	386-255-0288	plipovsky@cfl.rr.com	Vice Chairperson 12/2021
Citizens Advocate Council for Early Childhood Services Agency for Persons with Disabilities	Jean Cerullo	19 Tropical Drive	Ormond Beach	32176	386-689-5300	cerulloj2029@gmail.com	09/2021
Beverly Johnson	1219 Dunn Ave	Daytona Beach	32114	386-255-4568	bjohnson@esnecl.org	08/2020	
Sheryl Dick-Stanford	1621 NE Waldo Rd Bldg 1	Gainesville	32609	352-955-5768	sheryl.dick-stanford@apdcares.org	01/2021	
TDLCB Alternates							
Association of Community Action	Carmen Hall	123 W. Indiana Ave Rm 101	DeLand	32720	386-736-5955	chall@volusia.org	12/2020
Elderly Citizens	John Harden	145 N. Halifax Ave. Unit 605	Daytona Beach	32118	386-846-1325	jharden115@gmail.com	4/2024
FDOT	Jamie Ledgerwood	420 W. Landstreet Rd	Orlando	32824	321-319-8174	jamie.kersey@dot.state.fl.us	07/2022
Florida Department of Children & Families	Todd Banks	210 N. Palmetto Ave Ste 430	Daytona Beach	32114	386-481-9182	todd.banks@myflfamilies.com	10/2021
Public Education Community	Vacant						
Florida Department of Education (Voc Rehab)	Susan Pauly	210 N. Palmetto St Ste 144	Daytona Beach	32114	386-281-6765	susan.pauly@vr.fldoe.org	02/2020
Elder Affairs	Vacant						
Veteran Services Group	Scott Olson	110 W Rich Ave	DeLand	32720	386-451-8488	solson@volusia.org	8/2023
Private for Profit Healthcare Administration	Vacant						
Cartier Murrill					407-420-2560 (O) 386-274-0703/ (C) 386-481-8171	Cartier.Murrill@ahca.myflorida.com	7/2024
Medical Community Workforce Development Board	Benjamin Juengst	1845 Holsonback Dr Bin 126 Room 2005A	Daytona Beach	32117		benjamin.juengst@FLHealth.gov	10/2023
Kathy Spencer	329 Bill France Blvd	Daytona Beach	32114	386-323-7074	kathyspencer@careersourcefv.com	01/2022	
Disabled Citizens	Mary Tyson	291 Eddie Ave	Holly Hill	32117	386-212-9496	mtyson541@bellsouth.net	06/2021
Citizens Advocate - Systems User	Vacant						
Citizens Advocate Council for Early Childhood Services Agency for Persons with Disabilities	Vacant						
DJ Lebo	135 Executive Circle Ste 100	Daytona Beach	32114	386-323-2400 x196 386-801-9015 (cell)	djlebo@elcfv.org	02/2020	
Sylvia Bambang	1621 NE Waldo Rd Bldg 1	Gainesville	32609	352-955-6424	sylvia.bambang@apdcares.org	05/2020	
TDLCB STAFF SUPPORT							
Volusia County - Transit Services	Ralf Heseler	950 Big Tree Rd	South Daytona	32119	386-756-7496 ext. 4099	rheseler@volusia.org	
Services Division-Alternate	Jacob Lunceford	950 Big Tree Rd	South Daytona	32119	386-756-7496 ext. 4157	jlunceford@volusia.org	
River to Sea TPO	Stephan Harris	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20428	sharris@2ctpo.org	
River to Sea TPO	Donna Ralston	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20425	dralston@2ctpo.org	



**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Summary
April 10, 2024**

- Approved a motion to allow members attending virtually to participate and vote
- Received public comments regarding expressing concerns with Votran service and subcontractors
- Approved the minutes of the January 10, 2024 TDLCB meeting
- Reviewed and approved Votran's monthly paratransit reports
- Reviewed and approved the 2024 TDLCB Grievance Procedures
- Received a PowerPoint presentation on Bike/Walk Central Florida's Best Foot Forward Pedestrian Safety Program
- Received a PowerPoint presentation on the 2024 Florida Legislative Session
- Received staff comments regarding an update of VoRide services in DeLand and the expansion into Orange City, Deltona, and DeBary on April 8, 2024
- Approved a motion to provide a letter of support from the TDLCB regarding a FTA section 5339 (c) Low or No Emission Grant application
- Received TDLCB member comments including the announcement of the resignation of Cassandra Jessie
- Received TDLCB Chairperson comments including the announcement of the resignation of Renee Gahagan

****The next TDLCB meeting will be on Wednesday, July 10, 2024****