

**Quality Assurance Committee
Meeting Minutes
January 11, 2023**

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

Quality Assurance Committee Members Physically Present:

Patricia Lipovsky, Vice Chairperson
Cassandra Jessie
Doug Hall
Mary Tyson
Carlos Colón

Representing:

Citizens Advocate, System User
Citizens Advocate, System User Alternate
Elderly Citizens
Disabled Citizens - Alternate
FDOT

Quality Assurance Committee Members Absent

Matt Reinhart, Chairperson (excused)

Representing:

Volusia County Council District 2

Others Physically Present:

Debbie Stewart, Recording Secretary
Stephan Harris
Renee Gahagan
Ralf Heseler
Jacob Lunceford
Katie Lear

Representing:

TPO Staff
TPO Staff
TDLCB
Votran Staff
Votran Staff
Citizen

Others Virtually Present:

Pamela Blankenship

Representing:

TPO Staff

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

The meeting of the Quality Assurance Committee (QAC) was called to order at 9:30 a.m. by Vice Chairperson Patricia Lipovsky. Due to the COVID-19 virus, the meeting was held in a hybrid format with five voting members physically present.

The Pledge of Allegiance was given.

II. Public Comment/Participation

Ms. Katie Lear, a resident of Port Orange, stated she has been using Votran since 1979 and it has been a wonderful service that affords her independence; however, there have been many problems over the last year or two with pick-ups and drop-offs. They have been consistently late; she has had doctors' appointments that she missed because she was late arriving for her appointments. She is concerned that she is unable to get picked up and dropped off in a timely manner.

III. Action Items

A. Review and Approval of the October 12, 2022 Quality Assurance Committee (QAC) Meeting Minutes

MOTION: *A motion was made by Mr. Hall to approve the October 12, 2022 Quality Assurance Committee (QAC) meeting minutes. The motion was seconded by Mr. Colón and carried unanimously.*

B. Review and Recommend Approval of Votran's FY 2021/22 Evaluation

Mr. Harris explained this annual evaluation is for fiscal year 2022/23 and not 2021/22; there was an error on the agenda. The evaluation began after the October 12, 2022 TDLCB meeting and was completed this month. The TDLCB Bylaws state that the agenda must be distributed one week prior to the meeting date; however, at the time the agenda was distributed, the evaluation was still being worked on so a link with the updated evaluation was sent via email to members for review on Friday. He reviewed the differences in the updated evaluation. He, Mr. Colón, and Ms. Gahagan conducted an onsite observation of the system on November 28, 2022; they rode on a paratransit vehicle; and inspected the vehicle, the driver, and the service provided that day. That information is included in the report starting on page 45. The manifest for that day was also provided and it verifies the TD rider had an acceptable TD application on file. The report found that Votran is in compliance with the required sections. The last evaluation was conducted in 2021 and from a service standpoint, Votran is in a very different place now; COVID-19 has changed the environment completely. Ridership is down, the service level is down, fewer drivers are available, and trips are down; it is a very challenging operating environment. Votran provided excellent service prior to COVID-19 but we had to acknowledge a different operating environment with this report. His comments on the previous report were relatively short because Votran was providing excellent service; this time, he had to look at the reality of today's operating environment and how Votran is meeting those challenges. His comments are on pages 10 and 11; which he reviewed. One comment is in regard to implementing a Mobility on Demand (MOD) transit system; he reminded members that the TDLCB provided a resolution supporting MOD and Votran in partnering with Transportation Network Companies (TNCs) to improve service. Other than those comments, most of the information was carried over from the previous report.

Members discussed the report and how the onsite observation was conducted; they were concerned that the evaluators may not understand what a trip is like for someone with mobility issues. It was explained that they chose a trip for visually impaired riders and two of the three on the observation team have disabilities; a wheelchair passenger was picked up on the trip. They also spoke to other passengers on the trip about their experiences. It was asked if this inspection is also done for Votran's contractors such as MedOne; Mr. Colón explained he inspects the vehicles and if he sees anything wrong, he removes the vehicle from service until it is repaired. Members noted that contractors have different types of vehicles, and some are difficult to get in and out of.

MOTION: *A motion was made by Ms. Gahagan to recommend approval of Votran's FY 2021/22 Evaluation. The motion was seconded by Mr. Hall and carried unanimously.*

IV. Staff and Member Comments

There were no staff or member comments.

V. Chairperson Comments

There were no Chairperson comments.

VI. Adjournment

The meeting was adjourned at 9:55 a.m.



**VOLUSIA COUNTY COUNCIL MEMBER MATT REINHART, CHAIRPERSON
QUALITY ASSURANCE COMMITTEE**

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 January 11, 2023 regular meeting of the Quality Assurance Committee approved and duly signed this 12th day of July 2023.



**PAMELA BLANKENSHIP, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**

**** A recording of the January 11, 2023 QAC meeting is available upon request.**