

**Volusia-Flagler Transportation Planning Organization (TPO)
Transportation Disadvantaged (TD) Public Hearing Meeting Minutes
January 14, 2026**

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

TDLCB Members Physically Present:

Dee Wilson
Doug Hall
Mary Tyson, Vice Chairperson
Jamie Ledgerwood
Benjamin Juengst
Scott Olson
Council Vice Chair Matt Reinhart, Chairperson

Representing:

Children at Risk
Citizens Advocate, System User
Disabled Citizens – Alternate
Florida Department of Transportation - Alternate
Medical Community – Alternate
Veterans Services Group – Alternate
Volusia County

TD Public Hearing Attendees Physically Present:

Ralf Heseler	Volusia County Transit Services Division
Siva Persad	Volusia County Transit Services Division
Jacob Lunceford	Volusia County Transit Services Division
Bobbie King	Volusia County Transit Services Division
Dawne Weekley	VoTran
Frasmo Cardona	RATP Dev
Angela Milroy	RATP Dev
Mary-Ellen Ottoman	Citizen
Asha Trivedi	Citizen
Robert Nelson	Citizen
Scott Larson	Citizen
Steve Williamson	Citizen
John Harden	Citizen
Melanie Pruneau, Recording Secretary	TPO Staff
Pamela Blankenship	TPO Staff
Stephan Harris	TPO Staff

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

TDLCB Chairperson Matt Reinhart called the Transportation Disadvantaged (TD) Public Hearing to order at 11:00 a.m. The public hearing was held in a hybrid format.

The Pledge of Allegiance was given.

Chairperson Reinhart explained that annually, the TDLCB holds a public hearing to receive input from the public on unmet needs related to the Volusia County public transportation system. He asked if there was anyone wishing to make a public comment.

2. Public Comment/Participation

Ms. Mary-Ellen Ottoman, Ormond Beach, noted that for the past couple of months VoTran has been outstanding due to the professionalism of drivers and cleanliness of vans.

Mr. John Harden stated that the text service from VoTran could be improved regarding the window of time provided; sometimes it shows up early and you don't get the arrival text until the time it was expected to be there, so the bus has to wait. Ms. Milroy stated that if drivers are ahead of or behind schedule, they are instructed to reach out to dispatch to for them to contact the passenger; they cannot ask passengers to come out early without permission.

Ms. Mary Tyson stated that the app seems to arbitrarily change pick up times and gave an example.

Mr. Steve Williamson stated that he has had issues with calling in and being placed on hold for an extended time.

Ms. Milroy noted she would look into the issue with the app.

Ms. Tyson noted a number of issues with the app when booking a trip but added that she loves the app. Ms. Ottman pointed out that she has had similar issues with the app.

Mr. Williamson commented about not having pick up times available when calling in. Sometimes he needs to wait several days to be sure he can have a return trip. Ms. Bobbie King explained the process of negotiation that the reservationist is required to do to work with the passenger. She added that VoTran has been at 97% or higher for on-time performance.

Ms. Tyson explained about a recent trip and having to drop someone off in Port Orange when her appointment was in Daytona Beach. She asked how it could be that she was on a bus with someone going to Port Orange when she was going in the opposite direction; there were also other people to pick up.

It was noted that all the information that is provided is helpful for improving the service and making trips better and more efficient.

Mr. Asha Trivedi, Daytona Beach, stated that he prefers phone calls instead of texts. He asked about the difference between ADA and TD trips, as he has had a trip cancelled because of an address change. Ms. King explained the difference noting you cannot change mid trip.

Mr. Harden asked if bus service on the east side of Volusia is ending. Ms. King stated that the night service on the east side would be represented by VoRide for the mainland and buses would still service the beachside.

Ms. Ottoman asked where she could find the VoRide changes coming March 1st. Ms. King stated that they could be sent via email to her. All information is also available on the VoTran.org website.

Mr. Williamson stated he has had difficulties getting to work and back and being picked up on time. Ms. King stated that work is a lower priority for VoTran ADA rides, but they would look closely at the history for his rides to see what is happening.

Ms. Ottoman asked how early you can book trips in the app. Ms. Milroy explained that with the ADA corridor, trips can be booked seven days in advance.

Mr. Hall, Daytona Beach, asked about the policy for drivers to wait for late riders. Ms. Milroy stated that the policy is a five-minute window and then the rider is contacted; if they do not respond it is considered a no-show.

Mr. Trivedi expressed concern with drivers not knowing that he is blind due to the lack of a white cane and suggested special training. It was noted that the drivers are trained to ask how they may assist regardless of whether they have an obvious disability.

3. Staff Comments

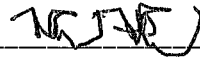
There were no staff comments.

4. TDLCB Member Comments

There were no member comments.

5. Adjournment

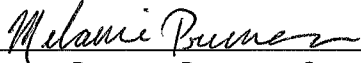
The TD Public Hearing adjourned at 11:48 a.m.



MARY TYSON, VICE CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the Volusia-Flagler TPO certifies that the foregoing is a true and correct copy of the minutes of the January 14, 2026 Transportation Disadvantaged Public Hearing, approved and duly signed this 8th day of April 2026.



MELANIE PRUNEAU, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

**A recording of the January 14, 2026 TD Public Hearing is available upon request.*

