

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
March 14, 2018**

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

TDLCB Members Present:

Julia Marshall
Bev Johnson
Patricia Antol
Carlos Colon
Doug Hall
Clayton Jackson
Judy Craig
Tamyika Young
Steve Jack
Jefferey Bumb
Jeff Aboumrad
Billie Wheeler, Chairperson
Cassandra Jordan

Representing:

Department of Children and Families, Alternate
Early Child Care
Elderly Citizens
Florida Department of Transportation
Citizens Advocate, System User
Association of Community Action
Disabled Citizens
Health Care Administration
Private for Profit
Veterans Services Group
Vocational Rehab Services
Volusia County Council
Work Force Development Board, Alternate

TDLCB Members Absent:

Jean Cerullo (excused)
Clay LaRoche
Charly Poniatowski (excused)
Patricia Boswell
Rod Smith

Representing:

Citizens Advocate
Department of Children and Families
Elder Affairs
Medical Community
Public Education Community

Others Present:

Debbie Stewart, Recording Secretary
Vince Wang
Pamela Blankenship
Patricia Lipovsky
Lisa Rivera
Damaris Rodriguez
Heather Blanck
Lara Bouck

Representing:

TPO Staff
TPO Staff
TPO Staff
Citizens Advocate, System User Alternate
Logisticare
Logisticare
Votran Staff
H. W. Lochner

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

TDLCB Chairperson Billie Wheeler called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:01 a.m.

The roll was called and it was determined that a quorum was present.

A moment of silence was given in remembrance of Mr. Peter Cerullo.

II. Public Comment/Participation

Ms. Lisa Rivera, Logisticare, introduced Ms. Damaris Rodriguez as the new Customer Service Liaison for Volusia County.

Ms. Rodriguez stated she looked forward to working with the TDLCB.

III. Action Items

A. Review and Approval of the January 10, 2018 TDLCB Meeting Minutes

MOTION: *A motion was made by Mr. Colon to approve the January 10, 2018 TDLCB meeting minutes. The motion was seconded by Mr. Bumb and carried unanimously.*

B. Review and Approval of the Community Transportation Coordinator's (CTC's) Monthly Paratransit Reports

Ms. Blanck referred to page 15 of the agenda for the summary report as well as details on the following pages. There have been more wheelchair boardings on the fixed route service which is good because it means more people are making use of the scheduled service. There has been an increase in overall paratransit ridership and a decrease in paratransit wheelchair riders so it looks there is a like a pick-up in transferring ridership, which is in the Transportation Disadvantaged Service Plan (TDSP). There has been an increase in fixed route ridership and paratransit ridership is up 2% over the prior year.

MOTION: *A motion was made by Mr. Colon to approve the Community Transportation Coordinator's (CTC's) monthly paratransit reports. The motion was seconded by Mr. Hall and carried unanimously.*

C. Review and Approval of the 2018 Annual Update Amendment to the Transportation Disadvantaged Service Plan (TDSP)

Mr. Wang stated the Transportation Disadvantaged Service Plan (TDSP) is a five-year planning document that lists the goals and needs of the Community Transportation Coordinator's (CTC) service area. It is updated each year to report progress on how Votran has achieved each goal as well as any changes to the service plan. Last year, the TDLCB approved the most recent major update which included multiple sections. This update focuses on the section of the development plan which provided analyses on demographic information, service needs, goals and objectives as well as strategies to achieve those goals. This annual update looked at what Votran has accomplished in the last year and identified potential challenges for the paratransit services which include service demand, driver recruitment and retention. The update includes two appendixes; Appendix A is an implementation schedule for the goals and objectives as well as a time

frame for achieving those goals. Appendix B is the funding table approved by the TDLCB last year and is provided for informational purposes.

Ms. Blanck referred to page 34 of the agenda and stated Votran has been active in seeking other grant opportunities to support the ongoing effort to vehicle replacement and to get equipment needed to add to the service that is increasing. This year Votran has been successful with a grant application to provide seven vehicles with the assistance of FDOT District 5 as well as the refurbishment of older vehicles. She referred stated Votran makes every effort for marketing and has been recognized in various forums for the good work achieved with the Community Information Office at Volusia County. Votran has also worked with their web provider to integrate the Rider Technology Tools. Votran recently received an award from the Women's Transportation Seminar (WTS) for all the work Votran to make considerable improvements to their marketing. A continuing constant issue is the struggling effort that Volusia County has to incorporate priorities and competing for resources; there is a lot to be done in the county. She stated Votran increased the service on Routes 60 and 20 from 60 minute service to 30 minute service last year. They were able to implement an increase in Routes 7 and 11 to 30 minute service in January. With support from Volusia County to provide funds this June, Votran will be able to do a reinstatement of the fixed route service that was eliminated in the New Smyrna Beach area. Votran is working hard to provide the vehicles and drivers and also work on the bus stops. She encouraged the committee to review the challenges on page 49 of the agenda.

Mr. Bumb asked for a summary of the pilot program to reduce Votran Gold customers.

Ms. Blanck replied the purpose of the program is to allow people who have more abilities than others that use paratransit service to incorporate fixed route service in their trips; people who live beyond where they could get to a bus stop will use the door-to-door service. That requires a reservation for each and every destination. Votran hopes with this program people will use the door-to-door service to perhaps go to the mall and then fixed route service for other trips before being returned home with the door-to-door service. The idea is for them to make use of a bus pass and have only one round trip on the door-to-door service.

Mr. Bumb commented that once they are out in the community, they can use the fixed route service; it is cheaper to subsidize that bus trip than for a Votran Gold ride.

Ms. Blanck stated it will allow people that are not familiar with the fixed route system to think about the possibility of making it part of how they get around.

Ms. Antol asked if they would be picked up and returned to their home with door-to-door service.

Ms. Blanck replied yes; Votran has been unable to launch this yet but hopes to within the year.

Chairperson Wheeler stated her appreciation for the very complete and thorough report.

MOTION: *A motion was made by Mr. Hall to approve 2018 annual update to the Transportation Disadvantaged Service Plan (TDSP). The motion was seconded by Ms. Craig. A roll call vote was taken and the motion carried unanimously.*

IV. Discussion Items and Presentations

A. Presentation and Discussion of the River to Sea TPO 2018 "Tell the TPO" Survey Campaign

(Handout)

Ms. Blankenship stated every two years, the TPO takes on a transportation survey intended to gauge trends, compare the results from previous surveys and increase awareness of the TPO and its transportation priorities in the area. She introduced Ms. Lara Bouck, H.W. Lochner, to give the presentation.

Ms. Bouck gave a PowerPoint presentation and stated there are several goals for the survey; the primary goal is to obtain information on public opinion of transportation issues and the desires for mobility options in the TPO region. She reviewed the secondary goals and stated the target audience is everyone that lives, works or visits the TPO region the goal is to receive 2000 responses. She reviewed the marketing plan and the ways the survey will be accessed. There will be a prize drawing for the public responses, a competition between the committees of the TPO with a trophy for the winning committee and a trophy awarded to the most successful TPO Board member. The prior survey results are available on the TPO website. She reviewed the outreach efforts for the survey. Her team has been working with TPO staff and various stakeholders to review the survey instrument used and suggest questions to change or new questions to add. There are six new questions under consideration. She encouraged the members to make any suggestions for questions or topics.

Ms. Marshall commented the font is really small on the printed survey and suggested making the margins of the survey smaller so the font could be larger.

Mr. Aboumrad asked when the survey would be rolled out.

Ms. Bouck replied there will be similar presentations to the other committees and TPO Board in March and she will be receiving input. The survey instrument then will be updated and should be approved in April. It will be available for two months, May and June, and in July the results will be compiled. The results will be presented in August.

Mr. Hall asked if the survey would be available in an accessible format and if someone could call the TPO and be asked the questions.

Ms. Bouck replied yes to both.

Ms. Blankenship commented that once it is in an accessible format, she will send to Mr. Hall to make sure it works properly as there were some issues with the prior surveys.

B. Discussion of the Newly Implemented Vo-Call, Votran Gold's IVR (Interactive Voice Response) System

Ms. Blanck stated the Vo-Call Interactive Voice Response (IVR) system was launched February 26, 2018 after an extensive pilot program that Ms. Patricia Lipovsky participated in to make sure it would work the way it is supposed to. She explained the purpose of Vo-Call, how it works and how it helps both paratransit customers and Votran. Votran did a broad mailing to approximately 1,300 regular users to let them know about Vo-Call and what it does; it also provided them with their customer number so when they do call in, they are already set up. She acknowledged Ms. Edie Biro, Votran Customer Service Manager, for making sure the technology is working.

V. Staff Comments

→ Response to questions during public comments in January's TDLCB meeting

Mr. Wang stated Votran prepared a written answer to the public comment question in January regarding the position of the bus stop at the Sunshine Mall. That written answer was provided in the agenda and will be on record as the official response.

→ 2018 Transportation Disadvantaged Legislative Awareness Day Summary

Mr. Wang stated the TDLCB participated in the Transportation Disadvantaged (TD) Legislative Awareness Day on February 13 and 14, 2018. He, Ms. Blanck, Ms. Antol and Mr. and Mrs. Hall went to Tallahassee with a Votran vehicle to meet with legislators to show appreciation and to discuss TD funding so the legislators are aware of the needs here. It was a great event and the TDLCB will participate again next year.

Ms. Blankenship announced the 2018 Annual Planning Retreat in partnership with VCARD next Friday, March 23, 2018 at the Brannon Center in New Smyrna Beach. The topic will be the future of transportation technology. Registration starts at 8:30 am and the program begins at 9:00 am.

Ms. Craig referred to the TD Legislative Awareness Day and asked if anything is happening with the Transportation Trust Fund; she was told the trust funds were being raided.

Ms. Blanck replied she has no information about the TD Trust Fund being adjusted. They recently did their routine assignment of allocations at the last meeting in February.

Mr. Wang commented that a new formula for trust fund distribution was developed last year and Volusia County was only slightly affected; they actually received a little bit more money.

VI. TDLCB Member Comments

There were no member comments.

VII. TDLCB Chairperson Comments

Chairperson Wheeler thanked everyone for attending.

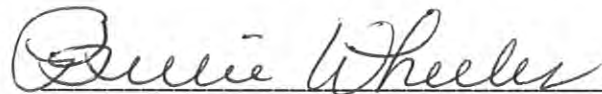
VIII. Information Items

- TDLCB Membership List
- River to Sea TPO Board Meeting Summaries for January and February
- January and February TPO Outreach and Events Summaries

IX. Adjournment

The meeting was adjourned at 11:41 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION



VOLUSIA COUNTY COUNCIL MEMBER BILLIE WHEELER, 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 March 14, 2018 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 9th day of May 2018.



DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

**RIVER TO SEA TPO TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)
ROLL CALL VOTE SHEET**

APPROVAL OF THE ANNUAL UPDATE TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)

MEETING DATE: MARCH 14, 2018
MEETING TIME: 11:00 A.M.

		<u>YES</u> / <u>NO</u>
FDOT	CARLOS COLON	✓ /
DEPT. OF CHILDREN & FAMILIES	CLAY LAROCHE JULIA MARSHALL (ALT)	/ / ✓ /
PUBLIC EDUCATION COMMUNITY	ROD SMITH KIM HOUGHTON (ALT)	abs / abs /
VOCATIONAL REHABILITATION SERVICES	JEFF ABOUMRAD LORELEI FAGLIER (ALT)	✓ / /
VETERANS SERVICES GROUP	JEFFEREY BUMB	✓ /
CITIZENS ADVOCATE	JEAN CERULLO <i>Lorelei Faglier</i>	/ <i>etc</i> /
DISABLED CITIZENS	JUDY CRAIG	✓ /
EARLY CHILD CARE	BEVERLY JOHNSON D.J. LEBO (ALT.)	✓ / /
CITIZENS ADVOCATES, SYSTEM USER	DOUG HALL PATRICIA LIPOVSKY (ALT.)	✓ / /
ELDERLY CITIZENS	PAT ANTOL	✓ /
VOLUSIA COUNTY	COUNCIL MEMBER WHEELER	✓ /
MASS TRANSIT	VACANT	/
ASSOCIATION OF COMMUNITY ACTION	CLAYTON JACKSON	✓ /
ELDER AFFAIRS	CHARLY PONIATOWSKI (ALT.) KAYLA SAULT	/ Abs /
HEALTH CARE ADMINISTRATION	TAMYIKA YOUNG MILAGROS CHERVONI (ALT)	✓ / /
WORK FORCE DEVELOPMENT BOARD	ROBIN KING CASSANDRA JORDAN (ALT.)	/ / ✓ /
MEDICAL COMMUNITY	PATRICIA BOSWELL LAUREEN HUSBAND (ALT.)	/ / /
PRIVATE FOR PROFIT	STEVE JACK	✓ /

MOTION TO APPROVE THE ANNUAL UPDATE TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) CARRIED UNANIMOUSLY