



Volusia-Flagler TPO

Grievance Committee Meeting

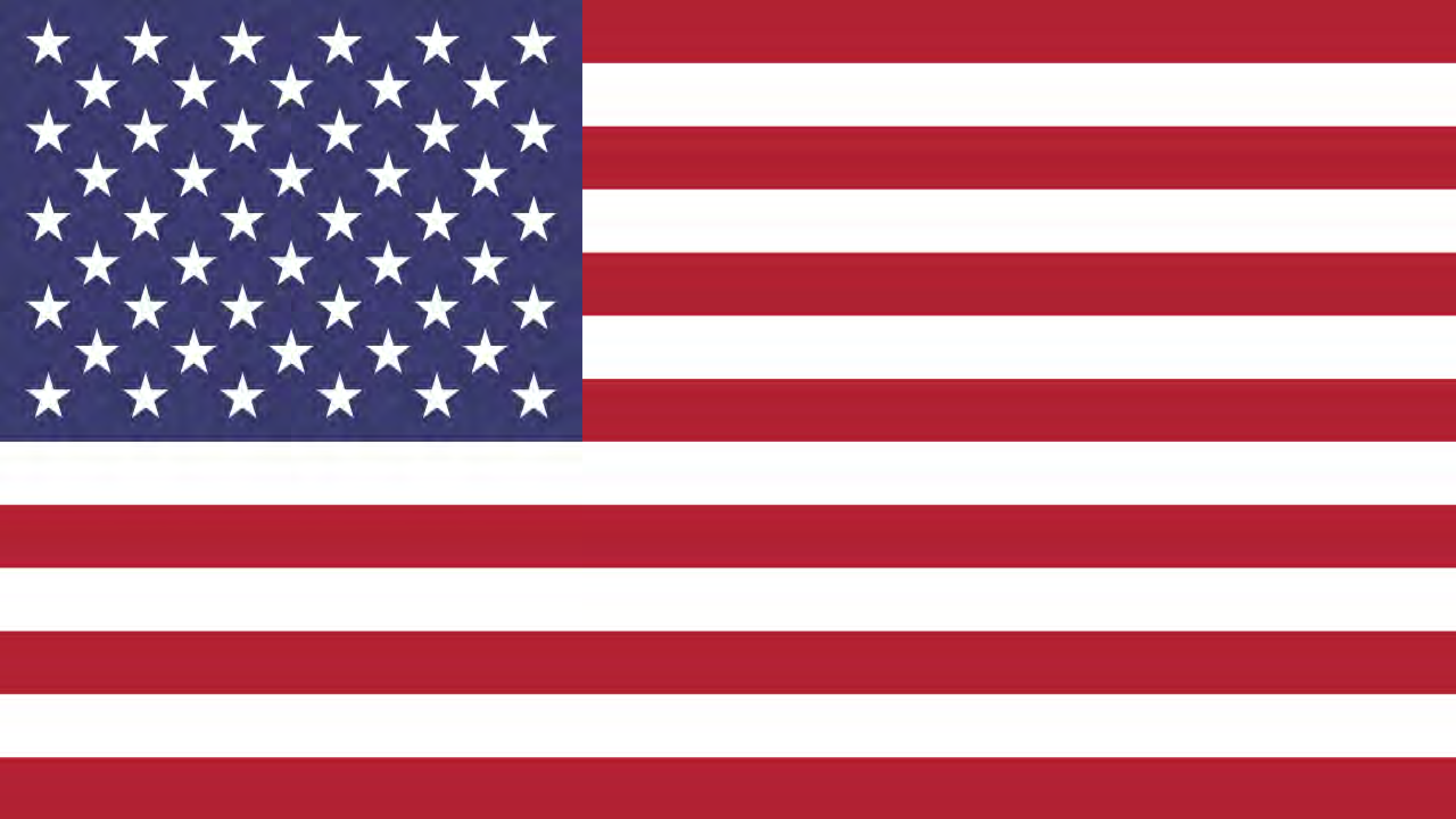
April 8, 2026

9:00 am

Grievance Committee Meeting
April 8, 2026

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







Grievance Committee Meeting

April 8, 2026

2. Public Comment/Participation



**Grievance Committee Meeting
April 8, 2026**

3. Action Items

**A. Review and Approval of the April 9, 2025
Grievance Committee Meeting Minutes**



Grievance Committee Meeting
April 8, 2026

3. Action Items

**B. Review and Recommend Approval of the 2026
TDLCB Grievance Procedures**



**GRIEVANCE PROCEDURES
OF THE
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION (TPO)
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

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

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

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

SECTION 2: PURPOSE

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

ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

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

SECTION 2: DEFINITION OF FORMAL GRIEVANCE

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

ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES

SECTION 1: PROCESS OF FILING A COMPLAINT

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

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within fourteen (14) days after the CTC’s decision.

Such written complaint shall include the following:

1. The name and address of the complainant.
2. A statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation:
 - a. Exact date/time of incident.
 - b. Exact location of incident.
 - c. Any witnesses to incident (including name and address).
 - d. Vehicle unit number, license number, color, and type.
3. An explanation of the relief desired by the complainant.
4. If the complainant is unable to submit a formal written complaint, **Vetran VoAccess** shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

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

A written complaint may also be submitted via the **Votran VoTran** website:
<http://www.votran.org/contact-us/>.

The CTC shall have fourteen (14) days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within fourteen (14) days of notification to the complainant as to what action was made

SECTION 2: FILING OF A GRIEVANCE

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

1. The name and address of the complainant.
2. A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation.
3. Demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust.
4. An explanation of the relief desired by the complainant.
5. Specified areas of disagreement with the CTC decisions.
6. If the complainant is unable to submit a formal written appeal to be filed, **Votran VoAccess** shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC. If the problem is documented in an Adverse Incident Report, the CTC's Adverse Incident Manager shall provide a copy of the report to the Grievance Committee.

The appeal must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: Grievance Committee
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the Grievance Committee shall meet and render its recommendation within thirty (30) days of the date the appeal was received. The complainant shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the meeting.

A written copy of the recommendation will be forwarded to the TDLCB and all parties involved within fourteen (14) days from the date of the recommendation.

Written recommendations will include the following information:

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

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

ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within fourteen (14) days ~~from the date of receipt of~~ **after receiving** the final recommendation of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: TDLCB
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the TDLCB shall meet and render its recommendation at the next regularly scheduled TDLCB meeting after the date the appeal was filed. The aggrieved shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the hearing.

A written copy of the TDLCB's recommendation shall be forwarded to all parties involved within fourteen (14) days from the date of the recommendation. A written recommendation shall include the following information:

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

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

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

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

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

ARTICLE VI: SCHEDULED MEETINGS

SECTION 1: GENERAL

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

staff to the TDLCB Volusia-Flagler TPO staff shall schedule the meeting of the Grievance Committee to hear appealed grievances.

ARTICLE VII: AMENDMENTS

SECTION 1: GENERAL

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

SECTION 2: QUORUM

At all meetings of the Transportation Disadvantaged Local Coordinating 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.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that she is the Chairperson of the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board the ~~9th~~ ~~8th~~ day of ~~April 2025~~ **2026**.

Volusia-Flagler Transportation Planning Organization

**Ms. Mary Tyson, Vice Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

ATTEST:

**Melanie Pruneau, Recording Secretary
Volusia-Flagler Transportation Planning Organization**

Grievance Committee Meeting
April 8, 2026

3. Action Items

**C. Review and Approval of a Resolution of Grievance
Filed by Rebecca Rutland and Robert C. Brown on
behalf of Randy Rutland-Brown**





Transportation Disadvantaged (TD) Eligibility Determination Letter

March 3, 2026
RANDY BROWN
RANDY BROWN
1407 N PENINSULA AVE
NEW SMYRNA Florida 32169
United States

Dear RANDY BROWN,

Thank you for applying for the Transportation Disadvantaged (TD) program administered by Volusia County Transit Services (VoTran / VoAccess).

After a thorough review of your application in accordance with the Florida Commission for the Transportation Disadvantaged (CTD) program requirements, we are unable to approve your TD eligibility currently. The reason(s) for this determination are indicated below.

Reason(s) for This Determination

Next Steps / Reapplication

You may reapply for TD eligibility at any time if:

- You can supply the required financial documentation; and/or
- Your Medicaid eligibility changes; and/or
- Your transportation needs or circumstances change.

A new TD application packet is enclosed for your convenience.

Other Transportation Options

Fixed Route Reduced Fare Program

Riders who are aged 60+ or who have a qualifying disability may be eligible for reduced fares on VoTran's fixed-route bus service.

Free Travel Training

VoTran offers free one-on-one Travel Training to help riders learn how to use fixed-route buses safely and independently.

Right to Appeal

If you disagree with this determination, you may submit a written appeal within sixty (60) days of the date of this letter.

Appeal instructions and contact information are included in the enclosed TD packet.

Contact Information

If you have questions about this decision or need help gathering required documents, please contact:

VoTran Customer Service

(386) 756-7496, extension **1530**

Sincerely,
Cenithia Jackson

Transportation Disadvantaged Eligibility
Volusia County Transit Services (VoTran / VoAccess)

Enclosures:

- Transportation Disadvantaged Application Packet
- TD Program Overview

950 Big Tree Road, South Daytona, FL 32119
Tel: 386-761-7700 • Fax: 386-756-7487
www.votran.org

From: Bobbie King <BGKing@volusia.org>

Sent: Wednesday, March 18, 2026 11:28 AM

To: Stephan Harris <SHarris@vftpo.org>; Ralf Heseler <RHeseler@volusia.org>

Subject: RE: Transportation Disadvantaged (TD) Grievance

WARNING --- This email originated outside of your company. Please review the sender's email address. Report any suspicious attachments, links, or requests to the Help Desk.

Stephan,

Attached is the information requested. They were denied due to not providing the required documentation, but they also would be denied even if they provided the documentation due to the fact that they have two vehicles in the household (at least one being a wheelchair accessible van that transport Randy to appointments that they choose to do themselves). If you need any additional information please let me know.

Thank you!

Bobbie

Bobbie G. King

Transit Services Director

950 Big Tree Rd.

South Daytona, FL 32119

(386) 254-1514 ext. 18800



February 14

Dear Members of the Volusia County Transportation Planning Organization,

I am writing to appeal the decision that Randy Rutland-Brown (DOB 11-17-1082) is ineligible to ride Votran because he is ineligible for TD (Transportation Disadvantaged) services. Although the space below "Reasons for this Determination" was blank, I am surmising that his ineligibility is because we reported his parents own two cars, and we did not report parents' tax returns or income, only Randy's. Randy is a 43 years old delightful young man who is kind and social. He is also legally blind, quadriplegic, and epileptic. He requires 24 hour a day care, but loves living at home where he can volunteer with Vitas Hospice, be an active member of his church, and visit those who are sick along with his aunt's therapy dog, Sandyman. Attending Sunrise ADT, (formerly WORC) daily program is of paramount importance to him, and to us, his parents.

The declaration of ineligibility because "there is a car in the garage" is based on the requirement that the person has no other means of transportation available. The application asks WHERE he is going, which is very relevant in Randy's case. Randy needs daily transportation to his Adult Day Program for the Disabled. He has been attending this program for 22 years. Randy has no other means of transportation to this daily program available other than Votran. My husband and I are in our late seventies, and unable to drive him for three hours for two round trips every day. The person needing transportation does not own the cars and cannot drive. There are no other ADT programs near us. The paratransit services available to him are prohibitively expensive. (\$340 dollars daily through Med One Shuttle (\$1600 a week), and \$172 dollars a day (\$860 a week) through Community Connections.) I have searched for hours trying to locate other options. In our area there are many paratransit services available for non emergency medical transportation, but extremely limited services for those in wheelchairs accessing non medical services. By eliminating eligibility because there is a car in the family's garage, the policy has major implications for any disabled individual needing daily transportation to a program 22 miles away. My guess is that most adults requesting VoAccess services and living with their parents, are disabled. We were told because of changes in routes (zones), Randy is ineligible to ride any Votran van or bus unless it is to a location on the beachside in NSB, because his address necessitates a transfer, which he cannot do, and thus would need to ride TD transportation, for which he is ineligible.

The application implies that we did not supply the required financial documentation. We supplied two of Randy's most recent bank statements. We supplied proof of his only income, his social security statement, and also proof of his recent (Dec 2025) recertification for Medicaid, in which the government verifies his continued eligibility. Randy's finances are kept separate from others living in the house, as is required by Medicaid. We are not his guardians. He actually pays rent to us from his social security funds, and this is reported to Medicaid as

they examine his finances. My husband's pension and social security should not be used to deny my adult disabled son access to public transportation services.

We have continued to investigate every suggestion of alternative transportation, but it is clear that the way eligibility is currently being determined, these changes disproportionately impact the disabled community and build barriers to their access to critically important day services. We can provide transportation (and supervision) to doctor, dental, therapy, church, recreation services, but cannot daily provide three to four hours of two round trips to his Adult Day Program.

When I visit the Adult Day Program I am immediately surrounded by happy, friendly adults who are all neurologically divergent. Many are autistic, some nonverbal, but all feeling loved in a community of acceptance. Most have transport to these programs through other means, but for those few requiring public transport, it is heartbreaking to imagine them isolated at home all day instead of attending their ADP. I would like the Transportation Planning Organization to consider allowing all county residents who are adults who are permanently severely disabled, unable to ride fixed routes or do not have fixed routes available to them, and attend a daily program for the disabled that is more than 10 miles from their home, and are on Medicaid, be eligible for TD transportation to and from their daily program. This would be an enormous blessing to Randy. We are certain there are other families who may be too exhausted by daily care and work to advocate for their adult disabled child. With appropriate hippa laws, it is impossible to know who they are or to work together on this issue.

Reconsideration will also encourage parents to allow their children to remain in their home as both the disabled adult and the parents age. The undesirable and expensive alternative is a group home or other institutional setting because parents are unable to provide 24 hour care every day without support. My husband and I are both third generation Floridians, and Randy is a fourth. We have lived in the same home all of Randy's life, and all three of our sons graduated from our outstanding public schools in Volusia County. Randy's day program is critical to our ability to remain in this community we love.

My understanding is that the board meets every three months, and that the next meeting is April 8. Bobbi King, the Director of Transit Service in Volusia County, recommended that we appeal to the board, and assured us that if the board restored eligibility she would see that services were immediately restored. I respectfully request that Randy's eligibility be considered at that meeting, so that hopefully he does not have to go without services any longer than necessary.

Respectfully,

Rebecca Rutland (mother) and the Rev. Robert C. Brown (father)

1407 N. Peninsula Avenue

New Smyrna Beach, FL 32169 Phone (386) 679-5804

Re: Randy Rutland-Brown's Votran Eligibility

March 18, 2026

We have questioned why Randy has been able to ride Votran to his ADP for 22 years but is now deemed ineligible. I have read the TD Trust Fund Eligibility Criteria, adopted May 22, 1997. I understand that Votran must have eligibility criteria or it is at risk for losing federal and state funding. In reading the document it appears to allow local transportation authorities some leeway in how they determine eligibility. In the past Randy was deemed financially eligible because he is on Medicaid. On page 3 of the attached document (last page) it says "Application could simply indicate individual is eligible for TDTF by virtue of being eligible for Medicaid." This document alternatively validates the new way as an option examining individual and household income as a specified percent of the poverty level. (see p. 2)

Mrs. King noted that different counties and different local authorities use different criteria in eligibility for TD transportation, and the state is considering trying to make the criteria uniform. She does not know how this might affect present eligibility determination, or when this change might occur.

In the past having a car in the garage did not automatically make one ineligible. Both the TD Trust Fund Eligibility criteria (May 22, 1997) and the present TD eligibility application say the applicant has "no other means of transportation available", but how this is determined is not specified. Most of the examples given deal with an appointment, and suggest "asking relatives, friends, and volunteers along with agencies that provide free transportation." None of this applies to someone in a power wheelchair attending a daily program. The document also says that local transportation agencies can use "a sliding scale for customers to pay for their transportation based on the customer's income and/or assets." (see p. 3) We would be happy to pay more for transportation services. I asked Mrs. King if the dollar per mile service for GoRide was applicable for Randy's transportation, enabling him roundtrip transportation for around \$50 dollars a day. Unfortunately, she said this only applies to rides of ten miles or less and in any case is not available for any TD customer. I am cognizant of the tremendous challenge Votran faces in trying to fill increasing demand for services while both the county and state have cut funding for public transportation services. I wish there was a mechanism for certain categories of clients to pay more than the \$3.50 fare, perhaps dependent on distance to destination and/or a sliding scale based on ability to pay.

Thank you for your consideration.

Rebecca Rutland and the Rev. Bob Brown (386) 679-5804 Rebecca14072@gmail.com

1407 N. Peninsula Ave, New Smyrna Bch FL 32169

VoAccess Eligibility Requirements

There are two types of services provided by VoAccess: Americans with Disability Act (ADA) service and Transportation Disadvantaged (TD) service. The two services have different eligibility requirements. Read below to find out more.

ADA Service

To be eligible for ADA service, the applicant must live within 3/4 mi of a fixed-route bus line and must be unable to transport themselves using the fixed-route bus service on at least some of their trips. A medical physician will need to complete a portion of the application.

TD Service

To be eligible for TD service, the applicant must not live within 3/4 mi of a fixed-route bus line and must not have any other transportation option available to them.

The Eligibility application must be filled out completely to be considered complete. Once the application is submitted, the approval process can take up to twenty-one (21) days to complete. If you are approved for VoAccess (formerly known as Votran Gold Service), the scheduling of future trips is a quick and easy process.

TD Uber Partnership Program

Beginning in January 2026, ambulatory riders who are eligible under the TD Program may take trips on Uber. These trips must be booked through the Spare app and the rider must have funds loaded onto their Spare Wallet. Cash or tokens will not be accepted on Uber trips. Uber trips may be scheduled up to 24 hours in advance. [Click here to view a letter regarding this new service with more information.](#)

In cases where the application reviewer determines that the applicant is not qualified for full eligibility, the reviewer prepares a letter of determination. The letter will explain whether the application has a determination of denial of full eligibility, a conditional eligibility or a temporary eligibility. In each letter the applicant will be provided the opportunity to appeal for full eligibility within 60 days of the postmark on the letter. The appeal form will be provided to the applicant along with the determination letter. If you prefer to make your appeal in person you may do so by appointment by calling the VoAccess Customer Service Manager.

TD Trust Fund Eligibility Criteria **Adopted May 22, 1997**

POLICY STATEMENT:

It is the intent of the Commission to set forth eligibility requirements for consumers of the Transportation Disadvantaged Program.

At a minimum, each CTC shall set the following criteria to determine eligibility for Transportation Disadvantaged Trust Fund (TDTF) (non-sponsored) monies:

- ▶ **No other funding available.** A customer would not be considered eligible for TDTF when another purchasing agency is responsible for such transportation.
- ▶ **No other means of transportation is available.** As specified by the LCB and CTC.
- ▶ **Public Transit.** If fixed-route public transit is available the customer must demonstrate why it cannot be used.
- ▶ **Physical or mental disability.** A disability as outlined in the Americans with Disabilities Act of 1990.
- ▶ **Age.** As specified by the CTC and the LCB.
- ▶ **Individual and household income status is a specified percent of the poverty level.** As specified by the CTC and LCB.
- ▶ **No self-declarations allowed.** The CTC will use an enrollment process that substantiates the individual's ability to meet the criteria listed and any other CTC determined criteria.
- ▶ **Ability to pay.** The CTC and LCB may establish an ability to pay policy for "non-sponsored" customers using a sliding scale based on the customer's income and/or assets status.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED TRUST FUND ELIGIBILITY CRITERIA

Section 427.011(1), F.S., defines “transportation disadvantaged” as:

those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202, F.S.

Section 427.0159(3), F.S., states that

Funds deposited in the trust fund may be used by the commission to subsidize a portion of a transportation disadvantaged person’s transportation costs which is not sponsored by an agency, only if a cash or in-kind match is required. Funds for nonsponsored transportation disadvantaged services shall be distributed based upon the need of the recipient and according to criteria developed by the Commission for the Transportation Disadvantaged.

In accordance with the definition of transportation disadvantaged, the Commission has established eligibility criteria that must be met. To assure that individuals are eligible to have a portion of the transportation costs subsidized by the Transportation Disadvantaged Trust Fund, an eligibility screening process will be developed by each Community Transportation Coordinator and Local Coordinating Board. This process will include the development of criteria by the CTC and LCB, a method by which the criteria can be determined, a procedure for when and how often the screening process will occur and an application for each person whose transportation is subsidized with TDTF.

The Operations Element of the Transportation Disadvantaged Service Plan, subsection of eligibility, should be amended to include Commission and locally established eligibility criteria. This includes submitting a copy of the application that will be used by the CTC when screening customers. This section should identify all eligibility criteria as established by the Commission. This would include local eligibility criteria jointly developed by the LCB and the CTC, and approved by the LCB. Each criteria must be addressed, along with an explanation of how eligibility will be determined for each criteria. Also, it should include what local record keeping procedures will be used to maintain customer eligibility screening and final determination.

The eligibility screening process is, at a minimum, A TWO-STEP PROCESS. The first step of the screening would be to determine (1) if the person is unable to transport his/her self or (2) if the person is unable to purchase transportation. Once this has been addressed, the next step is to establish why the person was unable to transport his/her self or unable to purchase transportation, based on the eligibility criteria approved by the Commission. The individual does not have to meet all of the criteria of the second step in order to be deemed eligible for nonsponsored transportation services.

Listed below are the Eligibility Criteria as approved by the Commission. Under the heading of “Methods” are examples of specific criteria and, examples of approaches that could be used to determine a person’s eligibility. These “methods” are only provided as *examples*, and are not specifically what the Commission

has required to be adopted.

Criteria: *No other funding available. A customer would not be considered eligible for TDTF when another purchasing agency is responsible for such transportation.*

Method: Ask rider if they are currently a client of any other programs. Determine if the trip purpose is eligible to be funded as a service of another agency.

Criteria: *No other means of transportation is available. As specified by the CTC and the LCB.*

Example:

No other means of transportation is available, including relatives, friends, volunteers, free services provided by some agencies.

Method: Ask rider if a family member or friend could take them. Ask rider how they arrived to appointments before. Look into vehicle registry. Become familiar with agencies that provide free transportation, with volunteer services.

Criteria: *Fixed Route Public Transit. If the fixed route public transit is available the customer must demonstrate why it cannot be used.*

Example:

If individual is deemed eligible, utilize bus passes, tickets or tokens as appropriate.

Method: Utilize criteria to determine use of bus passes and paratransit services

Criteria: *Physical or mental disability. A disability as outlined in the Americans with Disabilities Act of 1990.*

Method: Ask the rider if they need any assistance or any special accommodations.

Criteria: *Age. As specified by the CTC and the LCB.*

Example:

Rider are eligible to access services if they under 17 or over 60, unless they meet another eligibility criteria.

Method: Ask for rider's birth date.

Criteria: *Individual and Household income status is a specified percent of the poverty level. As specified by the CTC and the LCB.*

Examples:

- Rider are eligible for transportation services if their individual and household income status is 125% of poverty level.

- Look at income levels required by other programs and make Transportation Disadvantaged Trust Fund eligibility the same or a little higher to be able to transport for other purposes beyond program trips.

Method: Ask the rider the total household income.

Criteria: *No self declarations allowed. The CTC will use an enrollment process that substantiates the individual's ability to met the criteria listed and any other CTC detemined criteria.*

Method: Have application on file for each rider of system, that will indicate why each rider was eligible for a portion of the transportation costs to be subsidized by the Transportation Disadvantaged Trust Fund. Application could simply indicate individual is eligible for TDTF by virtue of being eligible for Medicaid or any other agency funded transportation service. The application would reflect the name of the agency whose eligibility determination was used to determine TDTF eligibility.

Have client information in client database on computer with ability to access each client.

Criteria: *Ability to pay. The CTC and the LCB may establish an ability to pay policy for "non-sponsored" customers using a sliding scale based on the customer's income and/or assets status.*

Examples:

- A sliding scale will be used for customers to pay for their transportation. This scale will be based on the customer's income and/or assets. Those whose income/assets total more than \$500 a month will pay \$1.00 per trip.
- Currently the CTC and LCB do not feel it is necessary to establish a sliding scale passenger fare based on the customer's income and/or assets status.
- Passenger fare will be \$_____ for each one way trip.

Method: If using a sliding scale, ask rider what income and assets equal. Ask the rider what are they able to pay towards the cost of transportation.

STEPS:

- 1) **No Self-Declarations**
- 2) **No other means of transportation**
- 3) **No other funding**
- 4) **Met age and/or income and/or physical or mental disability**
- 5) **If eligible, can use fixed route?**
- 6) **Determine fare if sliding scale.**

Transportation Disadvantaged (TD) Eligibility



Transportation Disadvantage (TD)

Shared-Ride

Application Packet

Volusia County Public Transit

Eligibility

The Transportation Disadvantaged Program is available for individuals that live outside of the $\frac{3}{4}$ mile zone around a fixed route bus line and meet the following criteria:

- Has no other means of transportation available (required)
- No other funding or program available (required)
- And any of the following:
- Has a physical or mental disability
- Household income status is 200% of poverty level

Steps in the Eligibility Process

1. Request/receive an Application Packet
2. Read the Eligibility Guide
3. Complete ALL questions on the TD Application
4. Submit your Professional Verification Form if required to do so. This form should be completely filled out and signed by one of the professionals listed on the form.

Transportation Disadvantaged (TD) Eligibility

5. Send in your application via mail or email:

- **Mail:** VoTran
950 g Tree Road, South Daytona FL, 32119
- **Email:** votrancustomerservice@ratpdev.com
- **Online:** <https://www.votran.org/special-services/gold-service.stml>

Your eligibility will be determined within 21 days from the date your **COMPLETE** application is received by the VoTran Office.

Transportation Disadvantaged (TD) Eligibility

CURRENT TRAVEL INFORMATION:

How many personal vehicles are owned or used by members in your household?

0 1 2 3 or more

Are these available for use? Yes No

If you have a vehicle and driver in your household, you are not eligible for VoAccess TD service. If the vehicle or driver is not available due to work, school, etc., the Commission for the Transportation Disadvantaged requires a vehicle/work schedule on company or school letterhead with your application or a notarized statement as to why the vehicle cannot be used to transport the applicant.

List three of your most frequent destinations and how you get there now.

1. Where do you go? _____

Address: _____

How do you get there now? _____

2. Where do you go? _____

Address: _____

How do you get there now? _____

3. Where do you go? _____

Address: _____

How do you get there now? _____

4. Do you have Medicaid Insurance? Yes No

Medicaid number if applicable: _____

5. Do you have Medicaid Waiver for any trips? Yes No

Please explain _____

6. If attending public or private school, does your school provide transportation? Yes No

If not, please explain _____

Transportation Disadvantaged (TD) Eligibility

EVERY QUESTION MUST BE ANSWERED.
AN INCOMPLETE APPLICATION WILL BE RETURNED AND WILL DELAY
PROCESSING. *All applications are confidential.*

Application for TD Eligibility Certification

This application must be filled out entirely in order to be processed.

New Applicant

Recertification

APPLICANT INFORMATION:

Name: _____ Birth Date: ___/___/ Residential

Street Address: _____ Apt#: _____

City: _____ State: _____ Zip: _____

Mailing Address if different from above: _____

Phone: _____ Email: _____

SS#: _____

Caretaker Information (if applicable):

Name: _____ Phone Number: _____

Relationship: _____

Emergency Contact Person Information:

Name: _____ Relationship: _____

Phone (daytime): _____ Phone (evening): _____

Transportation Disadvantaged (TD) Eligibility

Household Information:

Name: _____ Phone Number: _____

Relationship: _____

Name: _____ Phone Number: _____

Relationship: _____

Name: _____ Phone Number: _____

Relationship: _____

INCOME VERIFICATION

- Total Household Monthly Income \$ _____
- Please attach proof of your household's total income before tax including wages, tips, any Social Security income, pension, and other income. Acceptable forms of income verification include any of the following:
 - Minimum of 2 most recent pay stubs
 - DCF Cash Benefits/Child Support Letter
 - Unemployment Compensation Income Verification
 - Social Security Proof of Income letter (SSA / SSI / SSDI)
 - Retirement/Pension statement (including VA)
 - First page of your most recent tax return
 - Two months of bank statements
 - Other (specify)
- *A Self-Declaration will not be accepted as proof of lack of income. If you have \$0.00 income, and you live in a house or apartment, please indicate how your rent/utilities are paid (this includes balance remaining after rent subsidy)
- Additional documentation may be required to support individual income.
- Search of motor vehicle registration and/or home visit to verify lack of transportation may be conducted.

Transportation Disadvantaged (TD) Eligibility

The following questions are to help us determine your eligibility.

1. What is your current mode of transportation? Please check all that apply to you.

- Walk/Ride Mobility Device Bicycle
 Drive a vehicle Ride in someone's vehicle
 Taxi/Rideshare Other

2. Are you able to use the VoTran Fixed Route System now? Yes No

3. Could you use the bus system if you could get to a stop? Yes No

If no, please explain _____

4. Based on where you live, where is the closest bus stop available to you? (To view the bus stops on the Route please visit our website at (www.votran.org))

5. In other places you may have lived, did you use their public bus, trolley, or train system?

- Yes No

If yes, how long ago and how frequently did/do you use that system?

6. Please explain why you currently can or cannot use the VoTran Fixed Route system.

7. Is your condition: Temporary Permanent

8. When did your condition begin?

0-1 year ago 1-5 years ago
 longer than 5 years Birth

9. Does your condition require use of the following (please select all that apply)

<input type="checkbox"/> Support Cane	<input type="checkbox"/> Wheelchair (manual)
<input type="checkbox"/> White Cane	<input type="checkbox"/> Wheelchair (reclining)
<input type="checkbox"/> Walker (collapsible)	<input type="checkbox"/> Power Chair
<input type="checkbox"/> Walker (with seat)	<input type="checkbox"/> Scooter
<input type="checkbox"/> Crutches	<input type="checkbox"/> Leg Brace(s)
<input type="checkbox"/> Prosthesis	<input type="checkbox"/> Charcot Boot
<input type="checkbox"/> Leg Brace(s)	<input type="checkbox"/> Hearing Aide(s)
<input type="checkbox"/> Portable Oxygen Device	<input type="checkbox"/> Other Device

Please describe "Other Device" if selected: _____

10. Does your condition require you to travel with portable medical equipment?

Yes

No

If yes, please explain _____

11. Are you able to walk with a mobility device?

Yes

No

12. Please indicate which of the following you are able to do on your own or with the help of a mobility device (please check all that apply)

Get in and out of a vehicle

Get on or off a vehicle

Understand bus schedules

Grasp handles to get on or off a vehicle using steps, ramp or a lift

Step up and down on a curb

Get up or down 3 or 4 stairs

13. How far can you go on level ground with the use of your mobility aide, if you use any?

1-2 blocks

3 or more blocks

Less than 1 block

Unknown

14. Can you climb and descend steps on a Fixed Route Bus?

Yes

No

15. Please tell us about any barriers that may prevent you from using VoTran and whether those barriers are temporary or permanent. _____

16. Functional abilities using the Fixed Route Buses (check all that apply)

I can get to and from a bus stop if the distance is not too far.

My ability to use the Fixed Route Bus System can change from day to day.

I can get to and from bus stops only if there are curb ramps and level sidewalks.

I have difficulty understanding or remembering all the things to use a Fixed Route Bus System.

I have difficulty recalling information needed to travel alone.

17. Does your condition require you to travel with a Service Animal? (Emotional support or comfort animals are not considered service animals under the TD.)

Yes

No

Sometimes

18. If sometimes, please explain. _____

What is your service animal trained to do for you?

19. Does your condition require you to travel with a Personal Care Attendant (PCA)?

Yes No Sometimes

If yes or sometimes, please explain: _____

20. If your condition prevents you from using the VoTran Fixed Route Bus System, can it be verified in writing by a Healthcare Professional (see verification form for list of approved persons who can fill it out)

Yes No

21. If deemed eligible and you are an ambulatory TD rider you may be eligible to use our Uber On Demand service. This service provides up to two trips per day. Trips must be less than 15 miles each way. No personal care attendants will be allowed. The trip fare is the same as the VoAccess trip fare. If interested in this program check here.

Yes No

Certification of Applicant

I, _____

(print name)

certify that the information contained in this application is true and complete to the best of my knowledge. The purpose of this application is to determine if I am eligible to use TD Services, or if at times I can ride the VoTran Fixed Route Bus. I understand that any falsification of information on this form may lead to disqualification of eligibility.

Signature

Date

END OF APPLICATION

OFFICE USE ONLY

Received Date: ____/____/____

Reviewed Date: ____/____/____

Status:

Approved Date: ____/____/____

Denied Date: ____/____/____

If denied reason: _____

To the Applicant:

Please have this form completed by a professional before sending your application to VoTran. Any one of the following professionals listed below may fill out and sign this Professional Verification form:

Authorization Release to Be Completed by the Applicant

I, _____ authorize the professional completing the
(Printed Name of Applicant)

Professional Verification Form to release to VoTran any protected health information about my disability/health condition in order to verify of my eligibility for TD service.

Signature: _____ Date: _____

To the Professional: Please check your professional title

- | | |
|---|--|
| <input type="checkbox"/> Physician | <input type="checkbox"/> Physician Assistant |
| <input type="checkbox"/> Psychiatrist | <input type="checkbox"/> Mobility Specialist |
| <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Registered Nurse |
| <input type="checkbox"/> Physical Therapist | Other _____ |

Greetings,

This is the Professional Verification Form for VoTran Transit, Transportation Disadvantage Service (TD). The TD regulations state that persons are eligible for Paratransit service, if their pick-up and drop-off points are outside of the ¾ mile buffer zone surrounding fixed route travel and have a condition that prevents them from independently using VoTran's Fixed Route Bus Service. Paratransit eligibility is **NOT** based on the person's lack of knowledge of the bus service, distance from bus service, ability to drive, language ability, self desired type of transportation or age. The information you provide will assist in determining under what circumstances this applicant may be eligible for VoTran TD Paratransit Service.

10. Can the applicant complete the following on their own or with the aid of a mobility device?

- Travel less than a block (approx. 200ft)? Yes No
- Step up on to and off a curb? Yes No
- Grip a hand rail? Yes No

11. Does the applicant use a mobility device(s)? Please check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Support Cane | <input type="checkbox"/> Wheelchair (manual) |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Wheelchair (reclining) |
| <input type="checkbox"/> Walker (collapsible) | <input type="checkbox"/> Power Chair |
| <input type="checkbox"/> Walker (with seat) | <input type="checkbox"/> Scooter |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Leg Brace(s) |
| <input type="checkbox"/> Prosthesis | <input type="checkbox"/> Charcot Boot |
| <input type="checkbox"/> Leg Brace(s) | <input type="checkbox"/> Hearing Aide(s) |
| <input type="checkbox"/> Portable Oxygen Device | <input type="checkbox"/> Other Device |

Please describe "Other Device" if selected: _____

12. Does the applicant require a Personal Care Attendant (PCA) to travel? Please explain:

13. Are there any other comments you would like to include about the applicant in regard to their condition?

I, certify under penalty of perjury that the information contained in this form is true and correct.

Name: _____ Position/Title: _____

Signature: _____ Date: ____/____/____

Name of Organization/Office: _____

Address: _____

Phone: _____ Email: _____

Instructions for Submitting This Form:

If the applicant requests you return this form to them, please return it to the applicant in an official sealed envelope. You may also submit the form via the following methods:

Mail: **Attn: Eligibility Department**
VoTran 950 Big Tree Road, South Daytona,
FL 32119

Email: **Customer Service Manager**
Dawne.Weekley@ratpdev.com
Or
votrancustomerservice@ratpdev.com

Grievance Committee Meeting April 8, 2026

4. Staff Comments



Grievance Committee Meeting
April 8, 2026

5. Grievance Committee Member Comments



Grievance Committee Meeting April 8, 2026

6. Adjournment





Volusia-Flagler TPO

TDLCB Meeting

April 8, 2026
10:00 am



TDLCB Meeting
April 8, 2026

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





**TDLCB Meeting
April 8, 2026**

2. Public Comment/Participation



**TDLCB Meeting
April 8, 2026**

3. Action Items

A. Review and Approval of the January 14, 2026

TDLCB Meeting Minutes



**TDLCB Meeting
April 8, 2026**

3. Action Items

B. Review and Approval of the January 14, 2026 TD Public Hearing Minutes



3. Action Items

C. Review and Approval of VoTran's Monthly Paratransit Reports



MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	NOV, 2025 VOTRAN	NOV, 2024 VOTRAN	NOV, 2025 CONTRACTED	NOV, 2024 CONTRACTED	NOV, 2025 TOTAL	NOV, 2024 TOTAL
TOTAL PASS TRIPS	7,281	7,668	3,542	7,253	10,823	14,921
TRIP PURPOSE						
Medical	1,429	3,179	673	2,486	2,102	5,665
Other	3,708	173	1,847	226	5,555	399
Education	287	1,926	139	1,691	426	3,617
Shopping	1,191	559	448	646	1,639	1,205
Work	666	1,831	435	2,204	1,101	4,035
PASSENGER TYPE						
Disabled	8,307	8,803	4,128	7,372	12,435	16,175
Elderly	0	130	0	13	0	143
Child	10	0	1	0	11	0
TRIP TYPE						
Ambulatory	6,831	6,674	3,332	5,675	10,163	12,349
Wheelchair	1,466	2,259	795	1,710	2,261	3,969
TOTAL COMPLAINTS	0	5	0	1	0	6
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	0	1	0	0	0	1
Late	0	3	0	0	0	3
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	0	1	0	1	0	2
TOTAL ACCIDENTS	3	0	0	0	3	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	1	0	0	0	1	0
NON-CHARGEABLE:						
Person Only	1	0	0	0	1	0
Vehicle Only	1	0	0	0	1	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	2,679	529	1,292	438	3,971	967
NO SHOWS	405	399	203	366	608	765
REVENUE MILES	72,177	80,444	42,638	61,753	114,816	142,197
REVENUE HOURS	4,633	4,917	2,656	4,350	7,289	9,267

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	DEC, 2025 VOTRAN	DEC, 2024 VOTRAN	DEC, 2025 CONTRACTED	DEC, 2024 CONTRACTED	DEC, 2025 TOTAL	DEC, 2024 TOTAL
TOTAL PASS TRIPS	7,976	7,285	3,451	6,929	11,427	14,214
TRIP PURPOSE						
Medical	1,914	3,059	729	2,546	2,643	5,605
Other	3,387	149	1,578	187	4,965	336
Education	411	1,762	161	1,474	572	3,236
Shopping	1,383	600	474	609	1,857	1,209
Work	881	1,715	509	2,113	1,390	3,828
PASSENGER TYPE						
Disabled	9,113	8,513	4,019	7,076	13,132	15,589
Elderly	0	122	0	8	0	130
Child	30	0	11	0	41	0
TRIP TYPE						
Ambulatory	7,516	6,487	3,284	5,421	10,800	11,908
Wheelchair	1,597	2,148	724	1,663	2,321	3,811
TOTAL COMPLAINTS	0	1	0	0	0	1
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	0	0	0	0	0	0
Late	0	1	0	0	0	1
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	0	0	0	0	0	0
TOTAL ACCIDENTS	2	0	0	0	2	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	2	0	0	0	2	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	3,178	584	1,372	479	4,550	1,063
NO SHOWS	371	436	164	358	535	794
REVENUE MILES	78,298	77,699	35,412	59,943	113,710	137,642
REVENUE HOURS	4,975	49,770	2,111	4,157	7,086	53,927

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	JAN, 2026 VOTRAN	JAN, 2025 VOTRAN	JAN, 2026 CONTRACTED	JAN, 2025 CONTRACTED	JAN, 2026 TOTAL	JAN, 2025 TOTAL
TOTAL PASS TRIPS	7,621	7,886	3,184	7,354	10,805	15,240
TRIP PURPOSE						
Medical	1,885	3,296	673	2,752	2,558	6,048
Other	2,929	177	1,266	169	4,195	346
Education	436	2,014	157	1,600	593	3,614
Shopping	1,319	483	493	506	1,812	989
Work	1,052	1,916	595	2,327	1,647	4,243
PASSENGER TYPE						
Disabled	9,213	9,151	3,841	7,495	13,054	16,646
Elderly	0	143	0	6	0	149
Child	66	0	24	0	90	0
TRIP TYPE						
Ambulatory	7,605	7,110	3,170	5,884	10,775	12,994
Wheelchair	1,542	2,184	647	1,617	2,189	3,801
TOTAL COMPLAINTS	3	16	0	3	3	19
Discourtesy	0	0	0	0	0	0
Safety	1	2	0	0	1	2
Early	0	0	0	0	0	0
Late	2	9	0	1	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	0	5	0	2	0	7
TOTAL ACCIDENTS	3	0	0	0	3	0
CHARGEABLE:						
Person Only	0	0	0	0	0	0
Vehicle Only	3	0	0	0	3	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	2,868	636	1,147	522	4,015	1,158
NO SHOWS	296	496	136	406	432	902
REVENUE MILES	78,298	81,921	35,412	62,329	113,710	144,250
REVENUE HOURS	4,975	5,257	2,111	4,439	7,086	9,696

3. Action Items

D. Review and Approval of the 2026 TDLCB Grievance Procedures



**GRIEVANCE PROCEDURES
OF THE
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION (TPO)
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

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

ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

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

SECTION 2: PURPOSE

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

ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

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

SECTION 2: DEFINITION OF FORMAL GRIEVANCE

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

ARTICLE IV: FILING OF COMPLAINTS AND GRIEVANCES

SECTION 1: PROCESS OF FILING A COMPLAINT

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

If the complainant is not satisfied with the action taken by the CTC, the user may file a formal written complaint within fourteen (14) days after the CTC’s decision.

Such written complaint shall include the following:

1. The name and address of the complainant.
2. A statement of the grounds for the complaint made in a clear and concise manner, supplemented by supporting documentation:
 - a. Exact date/time of incident.
 - b. Exact location of incident.
 - c. Any witnesses to incident (including name and address).
 - d. Vehicle unit number, license number, color, and type.
3. An explanation of the relief desired by the complainant.
4. If the complainant is unable to submit a formal written complaint, **Vetran VoAccess** shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit their written complaint will not go into effect until the advocate has met with the customer.

A written complaint shall be addressed to:

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

A written complaint may also be submitted via the **Votran VoTran** website:
<http://www.votran.org/contact-us/>.

The CTC shall have fourteen (14) days from the date of notification of the complaint to address or investigate the problem. Within that time, the CTC will respond to the complainant by telephone, if possible, and in writing within fourteen (14) days of notification to the complainant as to what action was made

SECTION 2: FILING OF A GRIEVANCE

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

1. The name and address of the complainant.
2. A statement of the grounds for the grievance made in a clear and concise manner, supplemented by supporting documentation.
3. Demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust.
4. An explanation of the relief desired by the complainant.
5. Specified areas of disagreement with the CTC decisions.
6. If the complainant is unable to submit a formal written appeal to be filed, **Votran VoAccess** shall have the responsibility of obtaining an advocate who will be available to assist those individuals. The fourteen (14) days needed by the customer to submit a written appeal will not go into effect until the advocate has met with the customer.

An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC. If the problem is documented in an Adverse Incident Report, the CTC's Adverse Incident Manager shall provide a copy of the report to the Grievance Committee.

The appeal must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: Grievance Committee
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the Grievance Committee shall meet and render its recommendation within thirty (30) days of the date the appeal was received. The complainant shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the meeting.

A written copy of the recommendation will be forwarded to the TDLCB and all parties involved within fourteen (14) days from the date of the recommendation.

Written recommendations will include the following information:

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

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

ARTICLE V: APPEAL TO THE TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Should the aggrieved be interested in filing an appeal with the TDLCB it must be filed within fourteen (14) days ~~from the date of receipt of~~ **after receiving** the final recommendation of the Grievance Committee. The appeal should attempt to demonstrate or establish a clear violation of a specific law, regulation, contractual arrangement, or circumstance thought to be unjust. An appeal to the TDLCB can only be filed after the aggrieved has sought satisfaction directly from the Grievance Committee. An appeal to the TDLCB must be addressed to:

Volusia-Flagler Transportation Planning Organization
Attn: TDLCB
1540 Cornerstone Boulevard, Suite 240
Daytona Beach, Florida 32117

Once an appeal has been received, the TDLCB shall meet and render its recommendation at the next regularly scheduled TDLCB meeting after the date the appeal was filed. The aggrieved shall be notified in writing of the mutually agreed upon date, time, and place where the appeal shall be heard. This written notice shall be mailed at least seven (7) days in advance of the hearing.

A written copy of the TDLCB's recommendation shall be forwarded to all parties involved within fourteen (14) days from the date of the recommendation. A written recommendation shall include the following information:

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

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

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

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

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

ARTICLE VI: SCHEDULED MEETINGS

SECTION 1: GENERAL

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

staff to the TDLCB Volusia-Flagler TPO staff shall schedule the meeting of the Grievance Committee to hear appealed grievances.

ARTICLE VII: AMENDMENTS

SECTION 1: GENERAL

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

SECTION 2: QUORUM

At all meetings of the Transportation Disadvantaged Local Coordinating 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.

ARTICLE VIII: CERTIFICATION

The undersigned hereby certifies that she is the Chairperson of the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true, and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Volusia-Flagler TPO Transportation Disadvantaged Local Coordinating Board the ~~9th~~ ~~8th~~ day of ~~April 2025~~ **2026**.

Volusia-Flagler Transportation Planning Organization

**Ms. Mary Tyson, Vice Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)**

ATTEST:

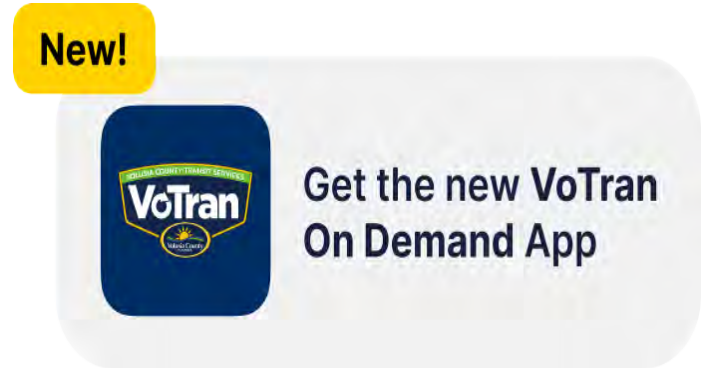
**Melanie Pruneau, Recording Secretary
Volusia-Flagler Transportation Planning Organization**

**TDLCB Meeting
April 8, 2026**

4. Presentation and Discussion Items
**A. Presentation and Discussion of the VoTran On
Demand Mobile Application**



VoTran On Demand APP

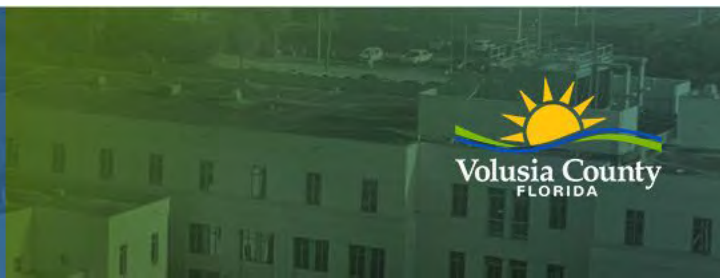


Volusia Flagler TPO
April 2, 2026
Bobbie King, Transit Services Director



How it works

- Download the VoTran On Demand App
- Complete your profile
- Add payment information
- Book rides from the App or call



App Features

- Utilize as a trip planner
- Watch the vehicle as it heads your way
- Receive updates in real time

- Can be used for VoAccess, VoRide and Uber services (if applicable)



How to ride VoTran On Demand

Introducing VoTran On Demand! Customers can use the app to request a ride that will pick up and drop off passengers within the service boundaries

Following a trip request, the app will provide passengers with an **estimated pick-up time**, track their vehicle in real-time, and be alerted when their ride is about to arrive. Passengers will also be alerted when their ride is about to reach their desired destination.

VoTran VoAccess reservations may be made from 7 a.m. to 5 p.m. through the following numbers:

Greater Daytona Beach Area
(386) 322-5100

West Volusia
(386) 943-7050

Southeast Volusia
(386) 424-6810

New!



Get the new VoTran On Demand App

1 Download the app

Scan the QR code below to download the app for your device:



2 Create an account

1. Open the app and tap **Register**
2. Enter your **phone number** (mobile is preferred but landline will work)
3. Enter the 5-digit verification code sent via SMS
4. Complete your profile by adding your first and last names, a profile photo (*optional*) and email address (*optional*)

3 Book a ride in seconds!

- Request a ride in the app
- Your ride will arrive to you at the curb of the address specified in your trip request
- Some locations like shopping plazas will have designated pick-up locations in the app.

TIP

Allow the following permissions when prompted:

Location access: Set to "Always" to receive accurate trip information.

Notifications: Enable to receive important trip updates.

Need Help?

www.votran.org

Hours of Service

Area	Hours
EAST VOLUSIA	6:00 a.m. to 7:00 p.m., Monday through Saturday
WEST VOLUSIA	6:00 a.m. to 6:00 p.m. Monday through Friday, 8:00 a.m. to 5:00 p.m. on Saturdays
SOUTHEAST VOLUSIA	6:00 a.m. to 6:00 p.m. Monday through Saturday
EVENING SCHEDULE	Limited service is available in Daytona during 6:00 p.m. to 11:30 p.m.
SUNDAY SCHEDULE	Limited service is available in Daytona on Sunday 7:00 a.m. to 5:00 p.m.

Questions?
Thank you!



**TDLCB Meeting
April 8, 2026**

6. Information Items

- A. TDLCB Attendance Record**
- B. TDLCB Interest Form**
- C. TDLCB Meeting Summary – January 14, 2026**
- D. TPO Board Meeting Summaries**
- E. TPO Outreach & Activities**
- F. TPO Planning Grant Quarterly Progress Report**
- G. TPO Upcoming Events**
- H. VoRide Service Expansion**



TDLCB MEMBER LIST

Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
Volusia County	Council Member Matt Reinhart	123 W. Indiana Ave	DeLand	32720	386-943-7026 386-506-2961	mreinhart@volusia.org	Chairperson 01/2023
Association of Community Action	Carmen Hall	121 W. Rich Avenue	DeLand	32724	386-736-5955	chall@volusia.org	12/2020
Elderly Citizens	Doug Hall	1405 Edgewater Rd	Daytona Beach	32114	386-255-0377 386-852-1285 (cell)	dhall318@cfl.rr.com	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 S Woodland Blvd	DeLand	32720	386-736-1325	jfowler@mfc.us.com	02/2024
Florida Department of Education (VR)	Susan Pauly	210 N. Palmetto St Ste 144	Daytona Beach	32114	386-281-6765	susan.pauly@vr.fldoe.org	08/2024
Elder Affairs	Heather Haroldson	420 Fentress Blvd	Daytona Beach	32114	386-898-4129	hharoldson@coavolusia.org	07/2025
Veteran Services Group	Scott Olson	110 W Rich Ave	DeLand	32720	386-451-8488	solson@volusia.org	01/2025
Private for Profit Healthcare Administration	Steve Jack	P.O. Box 730206	Ormond Beach	32173	386-255-8525	medoneshuttle@bellsouth.net	01/2020
	Emilio Santiago	400 W. Robinson St Ste S309	Orlando	32801	407-420-2563	emilio.santiago@ahca.myflorida.com	06/2022
Medical Community Workforce Development Board	Stephen Civitelli	1845 Holsonback Dr	Daytona Beach	32117	386-274-0799 386-274-0817	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 Citizens Advocate - Systems User	Mary Tyson	291 Eddie Ave	Holly Hill	32117	386-212-9496	maryt291@icloud.com	06/2021 Vice Chairperson
	Stephen Williamson	723 Boston Ave	South Daytona	32119	386-265-2519	ironman59@cfl.rr.com	01/2026
Citizens Advocate Council for Early Childhood Services	John Harden	145 N. Halifax Ave, Unit 605	Daytona Beach	32118	386-846-1325	jharden115@gmail.com	01/2026
Agency for Persons with Disabilities	Deanna "Dee" Wilson	125 N. Ridgewood Dr	Daytona Beach	32114	386-200-8844	ddempsey@esnecl.org	01/2025
	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	Vacant						
Elderly Citizens	Vacant						
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	John Wisker	210 N Palmetto Ave	Daytona Beach	32114	386-481-9182	john.wisker@myflfamilies.com	2/26/2025
Public Education Community	Vacant						
Florida Dpt of Edu (Voc Rehab)	Jessica Walker	2050 Art Museum Dr. Suite 205	Jacksonville	32207	904-486-7137	jessica.walker@vr.fldoe.org	08/2024

Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
Elder Affairs Veteran Services Group	Vacant Juan Flores						
		110 W Rich Ave	DeLand	32720	386-451-8488	jflores@volusia.org	8/2025
Private for Profit Healthcare Administration	Vacant Cartier Murrill						
					407-420-2560	cartier.murrill@ahca.myflorida.com	7/2024
Medical Community Workforce Development Board	Benjamin Juengst Kathy Spencer	1845 Holsonback Dr Bin 126 Room 2005A	Daytona Beach	32117	386-274-0703 386-481-8171 (cell)	benjamin.juengst@flhealth.gov	10/2023
		329 Bill France Blvd	Daytona Beach	32114	386-323-7074	kathyspencer@careersourcefv.com	01/2022
Disabled Citizens Citizens Advocate - Systems User	Judy Craig Patricia Lipovsky	1835 Anchor Ave	DeLand	32720	386-738-5781	judyleslicraig@aol.com	01/2020
		1129 Bradenton Rd	Daytona Beach	32114	386-255-0288	plipovsky@cfl.rr.com	12/2021
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
	Diana Garcia	201 North Palmetto Ave, Suite 312	Daytona Beach	32114	386-947-4022	diana.garcia@apdcares.org	08/2024
TDLCB STAFF SUPPORT							
Volusia County - Transit Services Division	Ralf Heseler	950 Big Tree Rd	South Daytona	32119	386-257-6000 x 18805	rheseler@volusia.org	
Volusia County - Transit Services Division- Alternate	Siva Persad	950 Big Tree Rd	South Daytona	32119	386-257-6000 x 18806	spersad@volusia.org	
Volusia County Emergency Medical Services (VCEMS)	Kevin Captain	950 Big Tree Rd	South Daytona	32119	386-748-3865	kcaptain@volusia.org	
Volusia County - Operations Contractor Representative	Frasmo Cardona	950 Big Tree Rd	South Daytona	32119	386-214-0338	frasmocardona@ratpdev.com	11/2025
Volusia County - Operations Contractor Representative Alt	Angela Milroy	950 Big Tree Rd	South Daytona	32119	386-214-7966	angela.milroy@ratpdev.com	11/2025
Volusia-Flagler TPO	Stephan Harris	1540 Cornerstone Blvd	Daytona Beach	32117	386-271-0249 x 2	sharris@vftpo.org	
Volusia-Flagler TPO	Pamela Blankenship	1540 Cornerstone Blvd	Daytona Beach	32117	386-271-0249 x 1	pblankenship@vftpo.org	
Volusia-Flagler TPO	Melanie Pruneau	1540 Cornerstone Blvd	Daytona Beach	32117	386-271-0249 x 5	mpruneau@vftpo.org	

TDLCB ATTENDANCE 2026

LEGEND:

IN PERSON	P	VIRTUAL	V
EXCUSED	E	ABSENT	A

Name	Representing	Appt. Date	Jan	Apr	July	Oct	Notes
Council Vice Chair Matt Reinhart	Volusia County	01/2023	P				Chair
Carmen Hall	Association of Community Action	12/2020	E				
Vacant	Association of Community Action - Alt						
Doug Hall	Elderly Citizens	11/2021	P				
Vacant	Elderly Citizens - Alt						
Carlos Colon	FDOT	07/2022					
Jamie Ledgerwood	FDOT - Alt	07/2022	P				
Christy Gillis	Dept of Children & Families (DCF)	10/2021	V				
John Wisker	DCF - Alt	2/2025	A				
Jennifer Fowler	Public Education Community	03/2024	A				
Vacant	Public Education Community - Alt						
Susan Pauley	Vocational Rehab Svcs	02/2020	A				
Jessica Walker	Vocational Rehab Svcs - Alt	09/2024	A				
Heather Haroldson	Elder Affairs	06/2025	E				
Vacant	Elder Affairs - Alt						
Scott Olson	Veterans Services	01/2025	P				
Juan Flores	Veterans Services - Alt	08/2025					
Steve Jack	Private-for-Profit	01/2020	A				
Vacant	Private-for-Profit - Alt						
Emilio Santiago	Healthcare Administration	06/2022	V				
Cartier Murrill	Healthcare Administration - Alt	07/2024					
Stephen Civitelli	Medical Community	08/2022					
Benjamin Juengst	Medical Community - Alt	10/2023	P				
Robin King	Work Force Development Board	01/2022	A				
Kathy Spencer	Work Force Development Board - Alt	01/2022	A				
Mary Tyson	Disabled Citizens	06/2021	P				VC
Judy Craig	Disabled Citizens - Alt	01/2020					
Stephen Williamson	Citizens Advocate - System User	01/2026					
Patricia Lipovsky	Citizens Advocate - System User - Alt	12/2021	P				
John Harden	Citizens Advocate	01/2026					
Vacant	Citizens Advocate - Alt						
Dee Wilson	Early Childcare	01/2025	P				
DJ Lebo	Early Childcare - Alt	02/2020	A				
Sheryl Dick-Stanford	Agency for Persons with Disabilities	01/2021	A				
Diana Garcia	Agency for Persons with Disabilities - Alt	08/2024	A				
QUORUM:			Y				

VACANCIES:

- Public Education Community Alternate
- Citizens Advocate Alternate
- Elder Affairs Alternate
- Private-for-Profit Alternate
- Elderly Citizens Alternate
- Association of Community Action Alternate

INTEREST FORM

to serve on the

VOLUSIA-FLAGLER TPO

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

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:
Melanie Pruneau
Volusia-Flagler TPO
1540 Cornerstone Blvd., Suite 240
Daytona Beach, FL 32117
or email: mpruneau@vftpo.org

MARCH 2026

WWW.VFTPO.ORG

COMMUNITY SPIRIT SHINES AT OAK HILL'S FIRST ANNUAL BIKE SAFETY DAY

The Volusia-Flagler TPO was excited to team up with the City of Oak Hill to put family safety in the spotlight during the first annual Bike Safety Day at Nancy Cummings Park. The event brought together neighbors, local organizations, and volunteers for a fun-filled morning centered around staying safe on two wheels.

TPO staff fitted more than 20 children and adults for bicycle helmets, ensuring riders of all ages had the protection they need for their riding. The event didn't stop there—thanks to the generosity of local residents and businesses, the community hosted a bicycle giveaway featuring 18 brand-new bikes in various sizes. The smiles said it all as lucky winners rolled away with their new rides.

Adding to the community atmosphere, First Baptist Church of Oak Hill generously provided a barbecue lunch for event-goers and participating agencies. Their hospitality helped make the day even more memorable.

With strong community support and families eager to learn and participate, the inaugural Bike Safety Day was a resounding success. The TPO looks forward to continuing this partnership for many years to come!





Oak Hill Bike Safety Day Raffle

Pedals, PE, and Plenty of Smiles at Family Fitness Day!

On Saturday, March 28, the Volusia-Flagler TPO teamed up with McInnis Elementary School and fit children and teens with properly sized bicycle helmets during Family Fitness Day in DeLeon Springs. Families rotated through five fun activity stations—including a bicycle safety stop—where each child and teen received a free, fitted helmet and lots of safety information and gear provided by the Florida Department of Transportation (FDOT). The day wrapped up with a lively parents-vs-students kickball game followed by lunch. In total, more than 50 helmets were fitted and given out, supporting safer riding practices throughout the community.

Did You Know? Among teenagers who wear helmets, 54% acknowledge safety as their primary reason, 31% are influenced by their parents, 8% by legal requirements, and 7% by the desire to avoid fines. [\(source\)](#)



Special thanks to Taylor High School volunteers, Esperanza, who took the photos and Yuriana, the all-around helmet helper.

Ongoing Activities

- Best Foot Forward for Pedestrian Safety Program Implementation in Flagler County
- Traffic Operations/Safety and Bicycle/ Pedestrian Feasibility Studies Implementation
- Vision Zero Action Plan Implementation
- Annual Call for Projects Priority Process: Priority Project Applications Review and Scoring
- Volusia-Flagler TPO Website Update
- FY 2026/27 and 2027/28 Unified Planning Work Program (UPWP)
- TPO Budget Development
- Public Participation Plan (PPP) Update
- FY 2026/27 to 2030/31 Transportation Improvement Program (TIP) Development

Public comments are now being accepted for the draft FY 2026/27 and 2027/28 Unified Planning Work Program (UPWP)
More information: www.vftpo.org

Upcoming Events

April 18 - Ponce Preserves the Planet Event

10:00 am - 1:00 pm

Ponce Preserve

4401 S. Peninsula Drive, Ponce Inlet

April 25 - Celebrate Trails Day

11:00 am - 1:00 pm

Waterfront Park

150 Waterfront Park Road, Palm Coast

May 9 - New Smyrna Beach Library Helmet Fitting

3:00 pm - 4:30 pm

New Smyrna Beach Library

1001 S. Dixie Freeway, New Smyrna Beach



**Planning Grant Agreement Tasks
Quarterly Progress Report**



Planning Agency	Volusia-Flagler TPO	County	Volusia
		Invoice #	G3D49 Q3
Reporting Period	01/01/2026 - 03/31/2026	Grant #	G3D49

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 January 14, 2026 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)	The Annual TDLCB Public Hearing was conducted on January 14, 2026.
F.	Provide staff support for committees of the local coordinating board. (Task 3)	Staff support is provided for both the Quality Assurance and Grievance Committees.
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)	No activity for the specified reporting period.
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 January 14, 2026 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 VoAccess.

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 2025/26 second quarterly report was provided to the TDLCB at their January 14, 2026 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)	No activity for the specified reporting period.
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	The 2026 Annual Evaluation was approved at the January 14, 2026 Meeting.

	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.	Coordination Contracts were reviewed during the 2026 Annual Evaluation.
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

04/08/2026

Date

DRAFT



NEWS FOR IMMEDIATE RELEASE

March 2, 2026

Media contacts:
Michael Ryan, 386-801-0188
Maya Duckson, 386-747-8414

VoRide Rolls Out Eastward Service Expansion Zones and Nighttime Service in Daytona Beach

VOLUSIA COUNTY, FLORIDA – VoRide, Volusia County’s on-demand rideshare public transit service, expanded to areas on the east side of the county today, increasing transportation options for residents in North Ormond and Southeast Volusia, including New Smyrna Beach, Edgewater, and Oak Hill.

The expansion also includes night service in the mainland Daytona Beach area, providing riders with more flexibility and improved access to on-demand transportation.

Fares begin at \$2 for trips up to five miles. An additional \$1 per mile applies for trips beyond five miles, up to 10 miles. Reduced fares for disabled and youth are available.

VoRide is designed to offer convenient, affordable and flexible transit options to better connect communities across Volusia County. VoRide initially began in DeLand in late 2023 and then expanded into the DeBary, Deltona, and Orange City areas the following year.

To book a ride, customers can download the VoTran On Demand app, complete a rider profile, upload payment information into the in-app wallet, and schedule a trip directly from their smartphone. Riders may also call 386-761-7700 to book service.



www.volusia.org

VOLUSIA COUNTY COUNCIL

JEFF BROWER
COUNTY CHAIR

JAKE JOHANSSON
AT-LARGE

MATT REINHART
VICE CHAIR, DISTRICT 2

DON DEMPSEY
DISTRICT 1

DANNY ROBINS
DISTRICT 3

TROY KENT
DISTRICT 4

DAVID SANTIAGO
DISTRICT 5

**TDLCB Meeting
April 8, 2026**

7. TDLCB Member Comments



**TDLCB Meeting
April 8, 2026**

8. TDLCB Chairperson Comments



**TDLCB Meeting
April 8, 2026**

8. Adjournment

