



MEETING AGENDA

Grievance Committee

Mary Tyson, TDLCB Vice Chairperson

Microsoft Teams Information:

[Join the Grievance Committee Meeting](#)

By phone: +1 561-484-5911 ID: 733 979 793#

DATE: Wednesday, April 8, 2026

TIME: 9:00 a.m.

PLACE: VoTran

950 Big Tree Road

South Daytona, FL 32119

GRIEVANCE COMMITTEE AGENDA

1. CALL TO ORDER/ROLL CALL/DETERMINATION OF QUORUM/PLEDGE OF ALLEGIANCE

2. PUBLIC COMMENT/PARTICIPATION *(Length of time at the discretion of the Chairperson)*

Anyone wishing to make a public comment should fill out a speaker card and hand it to a TPO staff member or the Chairperson. You will be called on when the item is discussed. If you wish to speak on an item not on the agenda you will be called during public comment/participation.

3. ACTION ITEMS

A. Review and Approval of the April 9, 2025 Grievance Committee Meeting Minutes *(pgs. 2-4)*

B. Review and Recommend Approval of the 2026 TDLCB Grievance Procedures *(pgs. 5-11)*

C. Review and Approval of a Resolution of Grievance Filed by Rebecca Rutland and Robert C. Brown on behalf of Randy Rutland-Brown *(pgs. 12-40)*

4. STAFF COMMENTS

5. GRIEVANCE COMMITTEE MEMBER COMMENTS

6. ADJOURNMENT

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

Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the Volusia-Flagler TPO office, 1540 Cornerstone Boulevard, Suite 240, Daytona Beach, Florida 32117; 386.271.0429, extension 1, at least five (5) working days before the meeting date.

The Volusia-Flagler TPO does not discriminate in any of its programs or services. To learn more about our commitment to nondiscrimination and diversity, visit our Title VI page at www.vftpo.org or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386.271.0429, extension 1, or pblankenship@vftpo.org.

Persons who require translation services, which are provided at no cost, should contact the Volusia-Flagler TPO at 386.271.0429 or by email at PBlankenship@vftpo.org at least five (5) business days before the meeting.

ACTION ITEM 3A

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

Contact: Melanie Pruneau, MPruneau@vftpo.org

SUMMARY BACKGROUND:

Minutes are prepared for each meeting and must be approved by the Grievance Committee. The April 9, 2025 Grievance Committee meeting minutes are provided with this agenda packet for your review and approval.

RECOMMENDED ACTION:

MOTION to approve the April 9, 2025 Grievance Committee Meeting Minutes

ATTACHMENT:

Draft April 9, 2025 Grievance Committee Meeting Minutes

**Volusia-Flagler Transportation Planning Organization
Grievance Committee
Meeting Minutes
April 9, 2025**

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

Grievance Committee Members Physically Present:

Mary Tyson, Vice Chairperson
Doug Hall
Carlos Colon

Representing:

Disabled Citizens - Alternate
Citizens Advocate, System User
FDOT

Grievance Committee Members Virtually Present:

Representing:

Grievance Committee Members Absent:

Council Vice Chair Matt Reinhart, Chairperson (excused)
Patricia Lipovsky (excused)

Representing:

Volusia County
Elderly Citizens

Others Physically Present:

Melanie Pruneau, Recording Secretary
Pamela Blankenship
Stephan Harris
Colleen Nicoulin
Bobbie King
Ralf Heseler
Jacob Lunceford
Dawne Weekley

Representing:

TPO Staff
TPO Staff
TPO Staff
TPO Staff
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division

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

The meeting of the Grievance Committee (GC) was called to order at 9:30 a.m. by GC Vice Chairperson Mary Tyson. The meeting was held in a hybrid format with three voting members physically present.

MOTION: A motion was made by Mr. Hall to allow virtual participation for the April 9, 2025 Grievance Committee meeting. The motion was seconded by Mr. Colon and carried unanimously.

2. Public Comment/Participation

There were no public comments.

3. Action Items

A. Review and Approval of the April 10, 2024 Grievance Committee Meeting Minutes

MOTION: A motion was made by Mr. Hall to approve the April 10, 2024 Grievance Committee meeting minutes. The motion was seconded by Mr. Colon and carried unanimously.

B. Review and Recommend Approval of the 2025 TDLCB Grievance Procedures

Mr. Harris stated that all changes made to the TDLCB Grievance Procedures had been highlighted. He discussed changing the recommendation of thirty days from the date an appeal is filed to when it is received.

Discussion ensued regarding the definition of an adverse incident to a passenger.

MOTION: *Mr. Hall made a motion to recommend approval of the 2025 TDLCB Grievance Procedures. The motion was seconded by Mr. Colon and carried unanimously.*

4. Staff Comments

There were no staff comments.

5. Grievance Committee Member Comments

There were no member comments.

6. Adjournment

The meeting was adjourned at 9:38 a.m.

VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

**MS. MARY TYSON, VICE CHAIRPERSON
GRIEVANCE COMMITTEE**

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the Volusia-Flagler TPO certifies that the foregoing is a true and correct copy of the minutes of the April 9, 2025 regular meeting of the Grievance Committee approved and duly signed this 8th day of April 2026.

**MELANIE PRUNEAU, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION**

**** A recording of the April 9, 2025 Grievance Committee meeting is available upon request.**

ACTION ITEM 3B

Review and Recommend Approval of the 2026 TDLCB Grievance Procedures

Contact: Stephan Harris, SHarris@vftpo.org

SUMMARY BACKGROUND:

Grievance Procedures are developed, annually updated, and implemented in accordance with the TD Commission's most recent TDLCB and Planning Agency Operating Guidelines. Proposed revisions to the draft Grievance Procedures are provided with this agenda packet for your review and recommendation of approval. Revised text is highlighted (additions) and stricken (deletions).

RECOMMENDED ACTION:

MOTION to recommend approval of the 2026 TDLCB Grievance Procedures

ATTACHMENT:

Draft 2026 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

ACTION ITEM 3C

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

Contact: Stephan Harris, SHarris@vftpo.org

SUMMARY BACKGROUND:

February 28, 2026

- Randy Rutland-Brown applies to recertify for the Transportation Disadvantaged (TD) Program.

March 3, 2026

- VoAccess determines Randy Rutland-Brown is ineligible for the TD Program. The eligibility determination is based on: (1) lack of documentation stating total household income before taxes (wages, tips, any Social Security income, pension, and other income); and (2) the availability of other means of transportation (access to a personal vehicle and driver in the household).

March 18, 2026

- Rebecca Rutland and Robert C. Brown appeal VoAccess' eligibility determination by submitting a grievance e-mail and supporting documentation to the Grievance Committee on behalf of Randy Rutland-Brown.

RECOMMENDED ACTION:

MOTION to approve a resolution of grievance filed by Rebecca Rutland and Robert C. Brown on behalf of Randy Rutland-Brown

ATTACHMENTS:

VoAccess Transportation Disadvantaged (TD) Eligibility Determination Letter dated March 3, 2026

Transportation Disadvantaged Eligibility Determination E-mail from Bobbie G. King dated March 18, 2026

Grievance Letters from Rebecca Rutland dated February 14 and March 18, 2026

VoAccess Eligibility Requirements

TD Trust Fund Eligibility Criteria Adopted May 22, 1997

VoAccess Transportation Disadvantaged (TD) Shared-Ride Application Packet (blank)



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

- | | |
|-------------------------|--------------------------|
| ____ Physician | ____ Physician Assistant |
| ____ Psychiatrist | ____ Mobility Specialist |
| ____ Chiropractor | ____ Registered Nurse |
| ____ 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 $\frac{3}{4}$ 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