



MEETING AGENDA

Transportation Disadvantaged Local Coordinating Board (TDLCB)

Mary Tyson, Vice Chairperson

DATE: Wednesday, April 8, 2026

TIME: 10:00 a.m.

PLACE: VoTran

950 Big Tree Road

South Daytona, FL 32119

Microsoft Teams Information:

[Join the TDLCB Meeting](#)

By phone: +1 561-484-5911 ID:680 873 71#

TDLCB 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 on during public comment/participation.

3. ACTION ITEMS

A. Review and Approval of the January 14, 2026 TDLCB Meeting Minutes *(pgs. 3-7)*

B. Review and Approval of the January 14, 2026 TD Public Hearing Minutes *(pgs. 8-11)*

C. Review and Approval of the VoAccess Monthly Paratransit Reports *(pgs. 12-15)*

D. Review and Approval of the 2026 TDLCB Grievance Procedures *(pgs. 16-22)*

4. PRESENTATIONS AND DISCUSSION ITEMS

A. Presentation and Discussion of the VoTran On Demand Mobile Application *(pg. 23)*

5. STAFF COMMENTS

A. TDLCB Membership List

6. INFORMATION ITEMS *(pgs. 24-42)*

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

7. TDLCB MEMBER COMMENTS

8. TDLCB CHAIRPERSON COMMENTS

9. ADJOURNMENT

****The next TDLCB meeting will be on July 8, 2026****

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; 386-271-0249, 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 386-271-0249, extension 1, or pblankenship@vftpo.org.

Persons who require translation services, which are provided at no cost, should contact the Volusia-Flagler TPO at 386-271-0249 or by email at PBlankenship@vftpo.org at least five (5) business days before the meeting.

ACTION ITEM 3A

Review and Approval of the January 14, 2026 TDLCB Meeting Minutes

Contact: Melanie Pruneau, MPruneau@vftpo.org

SUMMARY BACKGROUND:

Minutes are prepared for each meeting and must be approved by the TDLCB. The January 14, 2026 TDLCB meeting minutes are provided with this agenda packet for your review and approval.

RECOMMENDED ACTION:

MOTION to approve the January 14, 2026 TDLCB Meeting Minutes

ATTACHMENT:

January 14, 2026 TDLCB Meeting Minutes

**Volusia-Flagler Transportation Planning Organization (TPO)
Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting Minutes
January 14, 2026**

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

TDLCB Members Physically Present:

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

Representing:

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

TDLCB Members Virtually Present:

Christy Gillis
Emilio Santiago

Representing:

Department of Children & Families
Healthcare Administration

TDLCB Members Absent:

Sheryl Dick-Stanford
Diana Garcia
Carmen Hall
Jean Cerullo
Heather Haroldson (excused)
Carlos Colon (excused)
Steve Jack
Jennifer Fowler
Susan Pauly
Jessica Walker
Robin King
Kathy Spencer
Juan Flores

Representing:

Agency for Persons with Disabilities
Agency for Persons with Disabilities – Alternate
Association of Community Action
Citizens Advocate
Elder Affairs
Florida Department of Transportation
Private for Profit
Public Education Community
Vocational Rehab Services
Vocational Rehab Services - Alternate
Workforce Development Board
Workforce Development Board – Alternate
Veterans Services Group – Alternate

Others Physically Present:

Melanie Pruneau, Recording Secretary
Pamela Blankenship
Stephan Harris
Ralf Heseler
Siva Persad
Jacob Lunceford
Bobbie King
Dawne Weekley
Frasmo Cardona
Angela Milroy
Asher Trevetti
Robert Nelson
Scott Larson
Steve Williamson
John Harden

Representing:

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
VoTran
RATP Dev
RATP Dev
Citizen
Citizen
Citizen
Citizen
Citizen

Others Virtually Present:

Colleen Nicoulin

Representing:

TPO Staff

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

TDLCB Chairperson Matt Reinhart called the meeting of the Volusia-Flagler Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 10:00 a.m. The roll was called, and it was determined that a quorum was physically present. The meeting was held in a hybrid format with seven voting members physically present and two voting members virtually present.

The Pledge of Allegiance was given.

MOTION: *A motion was made by Mr. Hall to allow TDLCB members attending virtually to participate and vote. The motion was seconded by Ms. Tyson and carried unanimously.*

2. Public Comment/Participation

There were no public comments.

3. Action Items

A. Review and Approval of the October 8, 2025 TDLCB Meeting Minutes

MOTION: *Mr. Hall moved to approve the October 8, 2025 TDLCB meeting minutes. The motion was seconded by Mr. Olson and carried unanimously.*

B. Review and Approval of the VoAccess Monthly Paratransit Reports

MOTION: *Mr. Hall moved to approve the VoAccess monthly paratransit reports. The motion was seconded by Mr. Juengst and carried unanimously.*

c. Review and Approval of the VoAccess FY 2025/26 Evaluation

The link to the VoAccess FY 2025/26 Evaluation was included in the agenda.

MOTION: *A motion was made by Ms. Wilson to approve the VoAccess FY 2025/26 Evaluation. The motion was seconded by Mr. Hall and carried unanimously.*

D. Review and Approval to Schedule a Special TDLCB Meeting (date and time to be determined)

Mr. Harris explained that VoTran withdrew their request to schedule a special TDLCB meeting.

MOTION: *Ms. Tyson made a motion to allow for the withdrawal of the request for a special TDLCB meeting. The motion was seconded by Mr. Hall and carried unanimously.*

4. Presentations and Discussion Items

A. Presentation and Discussion of the Transportation Disadvantaged Program

Mr. Harris gave an overview of the Transportation Disadvantaged Program, including the conception, the responsibilities the program assumes, and the three entities that constitute it; VoAccess, the Volusia-Flagler TPO, and the Transportation Disadvantaged Local Coordinating Board. He explained the statistics provided from AOR and discussed how to serve the customers.

B. Presentation and Discussion of Transportation Disadvantaged Eligibility Criteria

Ms. King gave a presentation on the Transportation Disadvantaged Eligibility Criteria. She gave an overview of the TD program and explained the annual funding allocation, describing the reduction in state funds. She outlined the eligibility requirements and the proposed changes.

Conversation ensued regarding the proposed changes to the eligibility requirements, including the removal of age requirements. The verification process was discussed. Ms. King also explained trip prioritization.

A consensus was reached to proceed with the proposed changes to the eligibility criteria.

C. Presentation and Discussion of the FY 2025-26 Innovative Service Development Grant Project

Ms. King explained that the additional funds VoTran applied for were approved in December. She explained the pilot project moving forward as a result to help provide more trips.

Chairperson Reinhart asked if the project can keep going if proved successful. Ms. King stated that another grant application would need to be submitted.

Mr. Santiago mentioned funding cuts despite a growing population in Volusia County. Chairperson Reinhart expressed that that is a concern of the county.

D. Presentation and Discussion of Florida Sunshine Law and Robert's Rules of Order Presentation

Ms. Blankenship gave a presentation on the Florida Sunshine Law and Robert's Rules of Order. She reviewed the purpose of the Sunshine Law, the requirements, and the penalties for violations. She detailed the regulations regarding discussions among members and with staff and non-board members. Robert's Rules of Order and Parliamentary Procedures were discussed, including making motions, withdrawing and amending motions, voting, and quorum requirements.

5. Staff Comments

Mr. Harris announced that the Transportation Disadvantaged Public Hearing will immediately follow this meeting.

6. TDLCB Member Comments

There were no TDLCB member comments.

7. TDLCB Chairperson Comments

There were no Chairperson comments.

8. Information Items

- Public Transit App News Release
- rethink Your Commute
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Meeting Summary – October 8, 2025
- TDLCB Membership List
- TPO Board Meeting Summaries
- TPO Meeting Schedule - 2026
- TPO Outreach & Activities
- TPO Planning Grant Quarterly Progress Report

→ TPO Upcoming Events

9. Adjournment

The meeting was adjourned at 10:55 a.m.

VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

**MARY TYSON, VICE CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the Volusia-Flagler TPO certifies that the foregoing is a true and correct copy of the minutes of the January 14, 2026 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 8th day of April 2026.

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

**A recording of the January 14, 2026 TDLCB meeting is available upon request.*

ACTION ITEM 3B

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

Contact: Melanie Pruneau, MPruneau@vftpo.org

SUMMARY BACKGROUND:

The TDLCB held a public hearing following their January 14, 2026 meeting. Minutes have been prepared for the public hearing and must be approved by the TDLCB. The January 14, 2026 TD Public Hearing minutes are provided with this agenda packet for your review and approval.

RECOMMENDED ACTION:

MOTION to approve the January 14, 2026 TD Public Hearing Minutes

ATTACHMENT:

January 14, 2026 TD Public Hearing Minutes

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

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

TDLCB Members Physically Present:

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

Representing:

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

TD Public Hearing Attendees Physically Present:

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

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

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

The Pledge of Allegiance was given.

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

2. Public Comment/Participation

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3. Staff Comments

There were no staff comments.

4. TDLCB Member Comments

There were no member comments.

5. Adjournment

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

MARY TYSON, VICE CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

CERTIFICATE:

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

MELANIE PRUNEAU, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

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

ACTION ITEM 3C

Review and Approval of the VoAccess Monthly Paratransit Reports

Contact: Stephan Harris, SHarris@vftpo.org

SUMMARY BACKGROUND:

The VoAccess monthly paratransit reports provide statistical information on the transportation services provided by VoAccess and the contracted transportation providers. The reports for approval include November 2024-2025, December 2024-2025, and January 2025-2026. Volusia County Transit Services Division staff will be available to answer questions regarding the reports.

RECOMMENDED ACTION:

MOTION to approve the VoAccess Paratransit Reports

ATTACHMENTS:

VoAccess Paratransit Reports for November 2024-2025, December 2024-2025, and January 2025-2026

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

ACTION ITEM 3D

Review and 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 Commission's most recent TDLCB and Planning Agency Operating Guidelines. The Grievance Committee met before the TDLCB meeting to review the draft Grievance Procedures, which are provided with this agenda packet for your review and approval. The revised text is highlighted (additions) and stricken (deletions). TPO staff will be available to answer questions regarding the Grievance Procedures.

RECOMMENDED ACTION:

MOTION to approve the 2026 TDLCB Grievance Procedures

ATTACHMENT:

Draft 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**

PRESENTATION ITEM 4A

Presentation and Discussion of the VoTran On Demand Mobile Application

Contact: Stephan Harris, SHarris@vftpo.org

SUMMARY BACKGROUND:

Volusia County has launched a new mobile app, VoTran On Demand, that brings trip planning and paratransit services into a single, easy-to-use platform for local transit riders.

The improved app allows riders to plan trips, access real-time service information, and manage reservations based on the transit services they use, providing a more convenient and connected experience across Volusia County's system. Riders are encouraged to download the app and explore its features to see how it can support their travel needs. For fixed-route riders, the app serves as a trip planning tool, helping users view routes, plan trips, and make informed travel decisions with real time information. The app allows riders to check schedules, locate nearby stops, and track buses, reducing uncertainty and making it easier to plan daily commutes and routine trips throughout the system.

The app also supports VoAccess (formerly known as VoTran Gold) paratransit riders by allowing eligible customers to book trips, track vehicles, receive trip notifications, and make changes or cancellations. Only riders who have been approved for VoAccess service through Volusia County's Transit Services Division are authorized to make reservations using the app.

Additional functionality for VoRide customers will be added in the near future. Once integrated, VoRide riders will be able to schedule trips through the app. Until that feature is available, customers who use VoRide should continue scheduling trips through the existing VoRide app. The new app expands rider access to information and services while maintaining existing options for those who prefer to book trips by phone or do not have access to a smartphone. The app is available for download on Apple and Android devices.

Volusia County Transit Services Division staff will provide an overview of the VoTran On Demand Mobile App.

RECOMMENDED ACTION:

Presentation Item - No Action Required

STAFF COMMENTS ITEM 5

- A. TDLCB Membership List

INFORMATION ITEMS 6

- 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

Contact: Melanie Pruneau, MPruneau@vftpo.org

SUMMARY BACKGROUND:

These items are provided for information purposes.

RECOMMENDED ACTION:

Presentation Item - No Action Required

ATTACHMENTS:

TDLCB Attendance Record
TDLCB Interest Form
TDLCB Meeting Summary – January 14, 2026
TPO Board Meeting Summaries
TPO Outreach & Activities
TPO Planning Grant Quarterly Progress Report
TPO Upcoming Events
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	judylicraig@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



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB) MEETING SUMMARY JANUARY 14, 2026

- Approved a motion allowing members attending remotely to participate and vote
- Approved the October 8, 2025 TDLCB Meeting Minutes
- Approved the VoAccess monthly paratransit reports
- Reviewed and approved the VoAccess FY 2025/26 Evaluation
- Approved a motion to withdraw VoTran's request to schedule a special TDLCB meeting
- Received a presentation and discussion of the Transportation Disadvantaged Program
- Received a presentation and discussion of Transportation Disadvantaged Eligibility Criteria and reached a consensus to proceed with the proposal as presented for trip eligibility requirements and prioritization
- Received a presentation and discussion of the FY 2025-26 Innovative Service Development Grant Project
- Received a presentation and discussion of the Florida Sunshine Law and Robert's Rules of Order
- Received staff comments regarding the TD Annual Public Hearing

**THE NEXT TDLCB MEETING WILL BE ON
WEDNESDAY, APRIL 8, 2026 @ 10:00 AM**



VOLUSIA-FLAGLER TPO BOARD MEETING SUMMARY FEBRUARY 25, 2026

- Approved a motion to allow remote participation
- Approved the Consent Agenda, including the January 28, 2026 TPO Board meeting minutes
- Received a presentation and reviewed and approved the Draft FY 2026/27 to FY 2027/28 Unified Planning Work Program (UPWP) task activities for FDOT/FHWA review
- Received a presentation and discussion of the draft Flagler County FY 2026-2035 Transit Development Plan (TDP) update
- Received a presentation and discussion of the Clyde Morris Boulevard (SR 483) corridor improvement project
- Received the FDOT report; a review of the Central Florida Construction Career days at the Volusia County Fairgrounds; a reminder that February 6th was School Crossing Guard Appreciation Day; and a notice that the TPO/FDOT Joint Certification will be presented next month
- Received the Executive Director's report, including a reminder that the Call for Projects is closing Friday, February 27th at 4:00 pm; a note that FDOT is requesting input from local governments on the 2025 base year network and TAZ structure for the update to the Central Florida Regional Planning Model; and the Clyde Morris Boulevard improvements project was ranked #1 on the TPO's Regionally Significant Non-SIS List and an expression of appreciation to FDOT for expediting funding
- Received TPO Chairperson comments

***The next Volusia-Flagler TPO Board meeting will be on
Wednesday, March 25, 2026 at 9:00 a.m.***



VOLUSIA-FLAGLER TPO BOARD MEETING SUMMARY MARCH 25, 2026

- Approved a motion to allow remote participation
- Observed a moment of silence for the passing of Holly Hill Vice Mayor Roy Johnson
- Approved the Consent Agenda, including the February 25, 2026 TPO Board meeting minutes and the amended and restated Central Florida MPO Alliance Interlocal Agreement
- Reviewed and approved Resolution 2026-03 amending the 2025/26 to 2029/30 Transportation Improvement Program (TIP) by roll call vote
- Reviewed and approved Resolution 2026-04 amending the FY 2024/25 and 2025/26 Unified Planning Work Program (UPWP), deobligating funds, and authorizing an amendment to the TPO Metropolitan Planning Organization Agreement by roll call vote
- Reviewed and approved the 2025 Annual FDOT/TPO Joint Certification Report
- Received a presentation and discussion of the adopted Flagler County FY 2026-2035 Transit Development Plan
- Received a presentation and discussion of the Bike/Walk Central Florida Best Foot Forward for Pedestrian Safety Program
- Received a presentation and discussion of the proposed Reed Ellis Road Trail
- Received a presentation and discussion of the 2026 TPO Annual Call for Projects
- Received the FDOT report; viewed a video regarding a recently completed widening project on US-17 in DeLeon Springs; a notice of a career fair hosted by FDOT and the University of Central Florida on March 30th; and an announcement that the annual FDOT Safety Summit will take place May 8th in Saint Cloud with a registration link soon to be distributed
- Received the Executive Director's report, including an open invitation for three Board members to attend the MPOAC Institute in Orlando on May 1st
- Received TPO Board member comments
- Received TPO Chairperson comments

***The next Volusia-Flagler TPO Board meeting will be on
Wednesday, April 22, 2026 at 9:00 a.m.***

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!





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



Upcoming Events

April-May 2026

April 1

TPO Executive Committee Meeting

9:00 am
TPO Conference Room
1540 Cornerstone Blvd., Suite 240, Daytona Beach
More info: [Click Here](#)

April 2

Volusia County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:30 am
Volusia County Public Works Northeast Services Facility
3771 W International Speedway Blvd, Daytona Beach
More info: [Click Here](#)

April 8

TPO TDLCB Grievance Committee Meeting

9:00 am – 10:00 am
VoTran Conference Room
950 Big Tree Rd, South Daytona
More info: [Click Here](#)

April 8

TPO Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

10:00 am
VoTran Conference Room
950 Big Tree Rd, South Daytona
More info: [Click Here](#)

April 8

TPO Bicycle/Pedestrian Advisory Committee (BPAC) Meeting

2:00 pm
TPO Conference Room
1540 Cornerstone Blvd., Suite 240, Daytona Beach
More info: [Click Here](#)

April 8

Central Florida Commuter Rail Commission (CFCRC) Technical Advisory Committee (TAC) Meeting

1:30 pm – 3:00 pm
Lynx Administrative Building
455 North Garland Ave, Orlando
More info: [Click Here](#)

April 9

Transportation Systems Management & Operations (TSM&O) Consortium Meeting

10:00 am – 12:30 pm
FDOT D5 RTMC Turing Conference Rooms
4975 Wilson Rd. Sanford
More info: [Click Here](#)



Upcoming Events

April-May 2026

April 10

Central Florida MPO Alliance (CFMPOA) Meeting

10:00 am – 12:30 pm

MetroPlan Orlando

250 S. Orange Avenue, Suite 200, Orlando

More info: [Click Here](#)

April 14

Flagler County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:00 am

Flagler Gov't Services Bldg. #2

1769 E. Moody Blvd. 3rd Floor, Community Conference Room, Bunnell

More info: [Click Here](#)

April 17

FDOT Transportation Safety Night – Daytona Tortugas

6:30 pm – 8:30 pm

Jackie Robinson Ballpark

105 East Orange Ave. Daytona Beach

More info: [Click Here](#)

April 18

Ponce Preserves the Planet Earth Day

10:00 am – 1:00 pm

Ponce Preserve

4401 S. Peninsula Drive, Ponce Inlet

More info: [Click Here](#)

Note: The TPO will host a table to promote safe bicycle, pedestrian, and trail safety.

April 21

TPO Citizens Advisory Committee (CAC) Meeting

1:15 pm

TPO Conference Room

1540 Cornerstone Blvd., Suite 240, Daytona Beach

More info: [Click Here](#)

April 21

TPO Technical Coordinating Committee (TCC) Meeting

3:00 pm

TPO Conference Room

1540 Cornerstone Blvd., Suite 240, Daytona Beach

More info: [Click Here](#)



Upcoming Events

April-May 2026

April 22

Volusia-Flagler TPO Board Meeting

9:00 am
TPO Conference Room
1540 Cornerstone Blvd., Suite 240, Daytona Beach
More info: [Click Here](#)

April 23

Central Florida Commuter Rail Commission (CFCRC) Board Meeting

1:30 pm – 3:00 pm
Lynx Administrative Building
455 North Garland Ave, Orlando
More info: [Click Here](#)

April 25

Celebrate Trails Day Event

11:00 am – 1:00 pm
Waterfront Park
150 Waterfront Park Rd. Palm Coast
More info: [Click Here](#)
Note: The TPO will host a table to promote safe bicycle, pedestrian, and trail safety.

April 29

Florida Metropolitan Planning Partnership (FMPP) Meeting

8:30 am – 4:00 pm
The Florida Hotel and Conference Center
1500 Sand Lake Rd, Orlando
More info: [Click Here](#)

April 30

MPO Advisory Council (MPOAC) Meeting

8:00 am – 5:00 pm
The Florida Hotel and Conference Center
1500 Sand Lake Rd, Orlando
More info: [Click Here](#)

May 6

TPO Executive Committee Meeting

9:00 am
TPO Conference Room
1540 Cornerstone Blvd., Suite 240, Daytona Beach
More info: [Click Here](#)



Upcoming Events

April-May 2026

May 7

Volusia County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:30 am

Volusia County Public Works Northeast Services Facility

3771 W International Speedway Blvd, Daytona Beach

More info: [Click Here](#)

May 8

FDOT Central Florida Safety Summit

10:00 am – 2:00 pm

Lavender on the Lake

2596 Clay Whaley Rd. St Cloud

More info: [Click Here](#)

May 9

New Smyrna Beach Library Presentation & Helmet Fitting

3:00 pm – 4:30 pm

New Smyrna Beach Regional Library

1001 S. Dixie Freeway, New Smyrna Beach

More info: [Click Here](#)

Note: The TPO will give a presentation on bicycle safety and fit bicycle helmets at this event.

May 12

Flagler County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:00 am

Flagler Gov't Services Bldg. #2

1769 E. Moody Blvd. 3rd Floor, Community Conference Room, Bunnell

More info: [Click Here](#)

May 13

TPO Bicycle/Pedestrian Advisory Committee (BPAC) Meeting

2:00 pm

TPO Conference Room

1540 Cornerstone Blvd., Suite 240, Daytona Beach

More info: [Click Here](#)

May 13

Central Florida Commuter Rail Commission (CFCRC) Technical Advisory Committee (TAC) Meeting

1:30 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)



Upcoming Events

April-May 2026

May 19

TPO Citizens Advisory Committee (CAC) Meeting

1:15 pm

TPO Conference Room

1540 Cornerstone Blvd., Suite 240, Daytona Beach

More info: [Click Here](#)

May 21

TPO Technical Coordinating Committee (TCC) Meeting

3:00 pm

TPO Conference Room

1540 Cornerstone Blvd., Suite 240, Daytona Beach

More info: [Click Here](#)

May 27

Volusia-Flagler TPO Board Meeting

9:00 am

TPO Conference Room

1540 Cornerstone Blvd., Suite 240, Daytona Beach

More info: [Click Here](#)

May 28

Central Florida Commuter Rail Commission (CFCRC) Board Meeting

1:30 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)



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

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