

**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
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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.**