



Volusia-Flagler TPO

Grievance Committee Meeting

April 9, 2025

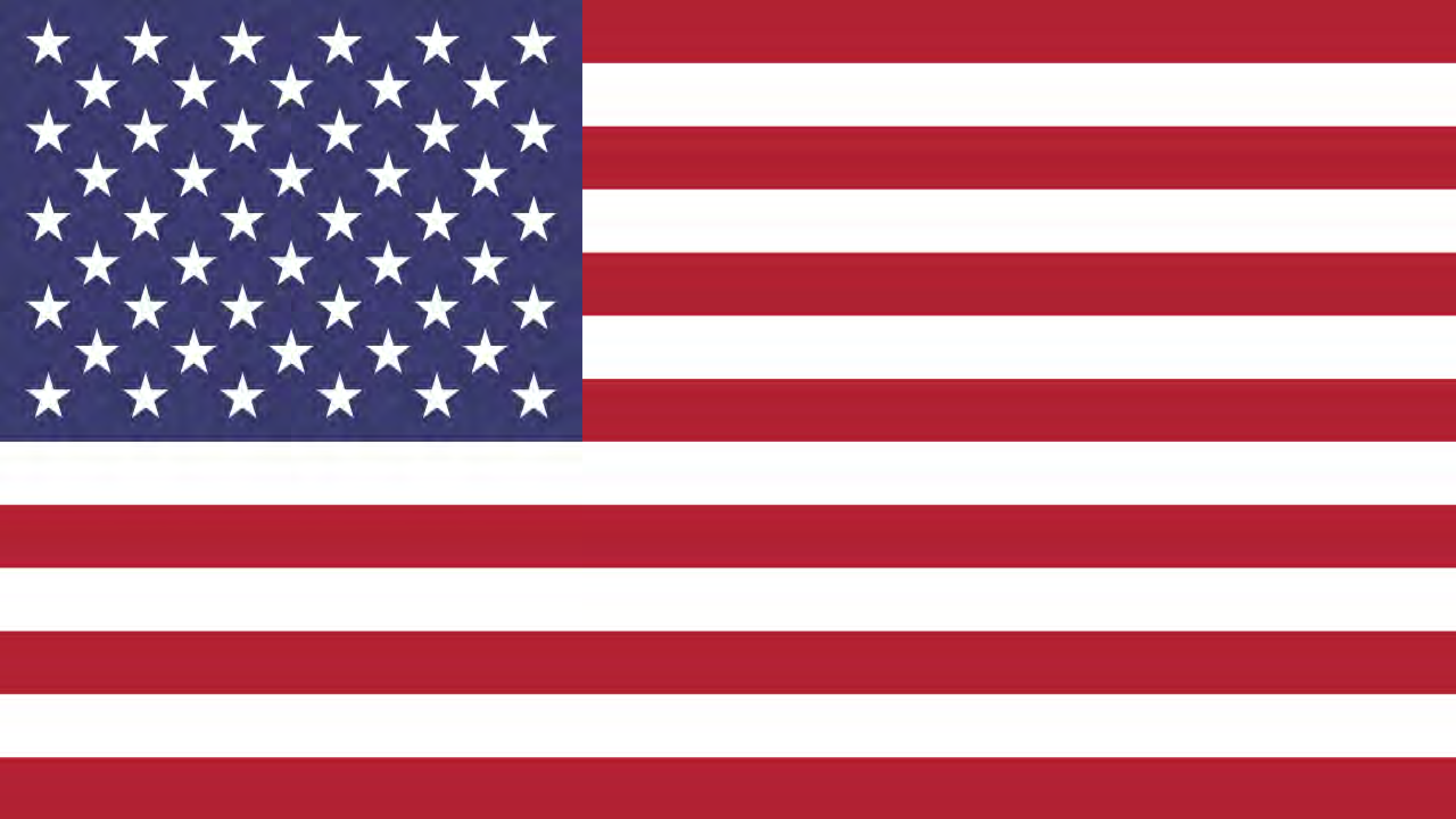
9:30 am



Grievance Committee
Meeting
April 9, 2025

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







Grievance Committee
Meeting
April 9, 2025

2. Public Comment/Participation



**Grievance Committee Meeting
April 9, 2025**

3. Action Items

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



Grievance Committee
Meeting
April 9, 2025

3. Action Items

**A. Review and Approval of the 2025 TDLCB
Grievance Procedures**



**GRIEVANCE PROCEDURES
OF THE
~~RIVER TO SEA~~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 ~~River to Sea~~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 ~~River to Sea~~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 Votran, 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 Votran.

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

A written complaint may also be submitted via the 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 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:

~~River to Sea~~ Volusia-Flagler Transportation Planning Organization
Attn: Grievance Committee
1 Deuce Court, Suite 100
Daytona Beach, Florida 32124

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 ~~filed~~ 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 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 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:

~~River to Sea~~ Volusia-Flagler Transportation Planning Organization
Attn: TDLCB
1 Deuce Court, Suite 100
Daytona Beach, Florida 32124

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, 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 ~~Vetran~~-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 VII: 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 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 River to Sea~~ 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 River to Sea~~ TPO Transportation Disadvantaged Local Coordinating Board the ~~10th~~ 9th day of ~~April 2025~~.

Volusia-Flagler Transportation Planning Organization

~~Volusia County Council Member~~ Vice Chair Matt Reinhart, Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)

ATTEST:

~~Donna King~~ Melanie Pruneau, Recording Secretary
~~River to Sea~~ Volusia-Flagler Transportation Planning Organization



Grievance Committee Meeting April 9, 2025

4. Staff Comments



Grievance Committee
Meeting
April 9, 2025

5. Grievance Committee Member Comments





**Grievance Committee
Meeting
April 9, 2025**

6. Adjournment





Volusia-Flagler TPO

TDLCB Meeting

April 9, 2025
10:00 am



TDLCB Meeting
April 9, 2025

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



**TDLCB Meeting
April 9, 2025**

2. Public Comment/Participation



**TDLCB Meeting
April 9, 2025**

3. Action Items

A. Review and Approval of the January 8, 2025

TDLCB Meeting Minutes



**TDLCB Meeting
April 9, 2025**

3. Action Items

B. Review and Approval of the January 8, 2025 TD Public Hearing Meeting Minutes



**Volusia-Flagler Transportation Planning Organization (TPO)
Transportation Disadvantaged (TD) Public Hearing Meeting Minutes
January 8, 2025**

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

TDLCB Members Physically Present:

Carmen Hall
Doug Hall
Christy Gillis
Mary Tyson, Vice Chairperson
Jamie Ledgerwood
Emilio Santiago
Benjamin Juengst
Scott Olson
Council Member Matt Reinhart, Chairperson

Representing:

Association of Community Action
Citizens Advocate, System User
Department of Children & Families
Disabled Citizens – Alternate
Florida Department of Transportation - Alternate
Healthcare Administration
Medical Community – Alternate
Veterans Services Group – Alternate
Volusia County

TD Public Hearing Attendees Physically Present:

Joshua Stennett
Kristin Moraitis
Samantha Ponsolle
Steve Williams
Ralf Heseler
Jacob Lunceford
Bobbie King
Edie Biro
Kelvin Miller
Pamela Blankenship, Recording Secretary
Stephan Harris

Conklin-Davis Center
Conklin-Davis Center
Conklin-Davis Center
Citizen
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division
Votran
Votran
TPO Staff
TPO Staff

TD Public Hearing Attendees Virtually Present:

Rosemary Culhane

Representing:

Innovo Partners

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 roll was called, and it was determined that a quorum was physically present. The meeting was held in a hybrid format with nine voting members physically present.

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. Kristin Moraitis, Employment Specialist with the Conklin-Davis Center, stated that their clients are having issues with buses, both Votran and the subcontractors, showing up late; up to one hour. Her clients are missing their doctors' appointments and work shifts. She gave an example of a client who was over one hour late being picked up to go to Walmart. While on the bus, others were picked up and she was notified her return ride was already at Walmart for her pick up to go home. She got off the bus at Walmart and immediately got on another bus to take her home; this cost her \$6.00.

Mr. Joshua Stennett, Employment Specialist with the Conklin-Davis Center, stated that some of their clients are getting to work excessively early; at 7:45 am for a 9:00 am morning shift. Then they are forced to clock out early because their transportation is there an hour before their shift ends.

Mr. Heseler noted they would follow up and get the public attendees' contact information in case they have questions.

Mr. Stennett asked if there was a one-hour grace period for pick-up times.

Mr. Heseler responded that it was correct.

Mr. Stennett gave an example of a client who works at Olive Garden which doesn't open until 10:00 am and the client is left sitting outside waiting because they are so early. This is especially an issue with the cold weather.

Chairperson Reinhart thanked the public for being there and sharing their experiences.

Ms. Samantha Ponsolle, Conklin-Davis Center, stated she has a client who uses the service in West Volusia daily and absolutely loves it.

Chairperson Reinhart noted that the Volusia County Council voted to implement VoRide in the west areas of the county that weren't typically serviced. There are visions of extending that service in other areas of Volusia as well.

Ms. Bobbie King stated that they were looking at other ways to provide service and hope to bring something positive forward soon. She noted that she appreciated the specific experiences shared because overall, on-time performance is up, and it looks like we are doing much better than we have been in a very long time but there are instances because of the hour grace period. This doesn't speak to specific issues. She asked the public to report these instances to Customer Service and Reservations.

Chairperson Reinhart stated that they want to meet all the needs.

Mr. Stennett asked if they were thinking of expanding service to LPGA Boulevard and Tomoka Farms Road. There is a lot of construction occurring and job opportunities are opening in that area; also, going west toward DeLand and the Flagler County line.

Ms. King stated that an increase in development doesn't always equate to an increase in riders. She noted that she would look into it but added that it costs a lot to expand transit.

Chairperson Reinhart added the County Council would look into it and gave the example of VoRide.

Mr. Steve Williams, a citizen, noted that everything is based on the fixed route system, but many people use the Votran GOLD service. He asked if any surveys had been conducted regarding those who needed to go to work. Some areas don't have service so he cannot work there. He has been left a couple of hours after he has been picked up and the place has been closed; sometimes it is a visually impaired female who is left alone and vulnerable because the subcontractor or Votran didn't pick her up on time. Many people have cut back on Votran GOLD use because they are concerned about whether they are going to get picked up or not.

Ms. King explained the funding that Votran receives and the transit services that are provided, noting that they provide more TD rides than they get paid for and that money must then be taken from different grants. Anything outside of the programs they already fund would need to be funded in another way.

Ms. Tyson commented that she had an appointment to go from Holly Hill to the Pelican Bay area and when she was scheduling the trip they told her they could not take her to the address she provided.

Ms. King asked if she was classified as a TD rider.

Mr. Heseler stated that this has happened before where an ADA trip outside of the ADA corridor was declined. It would have been necessary to book it under a TD trip which is on a first come, first served basis.

Ms. Tyson stated that this was an ongoing appointment, and she had to take an Uber for that specific trip.

Chairperson Reinhart noted that they would look at the area.

Mr. Stennett added that the Tomoka area is also an issue.

Ms. King explained what TD is.

The fare increase was asked about and where that additional money would be allocated.

Chairperson Reinhart explained that it has been ten years since a fare increase went into effect. Since that time, costs for fuel, repairs, and vehicle parts have all gone up. The Volusia County Council feels they need to implement fare increases in smaller increments; he added that it is possible there may be more increases in the next two years due to continuously rising costs.

Ms. Tyson stated that in the past when they increased the fares, the old tokens were good for one ride. This time the tokens cannot be used without having to add .50 cents to it.

Discussion inaudible.

Chairperson Reinhart stated that they are going to look at new methods for payments like card readers, etc.

Ms. Gillis thanked everyone for coming out, noting that the area is blessed with what it does have in terms of transportation.

Ms. Tyson stated that she has had people comment about the upcoming changes and that Votran sends letters to notify riders. Letters are not effective; she asked if there was any way to have an automatic email sent in the system.

Mr. Kelvin Miller responded that they had sent an email blast out.

Ms. Gillis added that the county also sent an email blast.

Mr. Miller stated that VoCall sent out messages.

Ms. King noted that the bus drivers are supposed to share it as well.

Discussion inaudible.

It was noted that there is a blind customer who has a Daytona State College class from 7:00 pm to 9:45 pm and he was unable to get home; he had to be dropped off at Target which is one mile from his home.

3. Staff Comments

There were no staff comments.

4. TDLCB Member Comments

Mr. Santiago stated that he is a member of several boards and pointed out that Lake County is experiencing the same types of issues.

5. **Adjournment**

The TD Public Hearing adjourned at 11:40 a.m.

VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

**VOLUSIA COUNTY COUNCIL VICE CHAIR MATT REINHART, 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 8, 2025 Transportation Disadvantaged Public Hearing, approved and duly signed this 9th day of April 2025.

**PAMELA BLANKENSHIP, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION**

****A recording of the January 8, 2025 TD Public Hearing is available upon request.***

3. Action Items

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



MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	NOV, 2024 VOTRAN	NOV, 2023 VOTRAN	NOV, 2024 CONTRACTED	NOV, 2023 CONTRACTED	NOV, 2024 TOTAL	NOV, 2023 TOTAL
TOTAL PASS TRIPS	8,933	10,570	7,385	7,996	16,318	18,566
TRIP PURPOSE						
Medical	3,179	3,896	2,486	2,839	5,665	6,735
Nutrition	1,265	1,107	132	136	1,397	1,243
Other	173	208	226	205	399	413
Education	1,926	2,522	1,691	1,659	3,617	4,181
Shopping	559	842	646	695	1,205	1,537
Work	1,831	1,995	2,204	2,462	4,035	4,457
PASSENGER TYPE						
Disabled		10,504		7,991	0	18,495
Elderly		66		5	0	71
Child		0		0	0	0
TRIP TYPE						
Ambulatory	6,674	79,668	5,675	6,309	12,349	85,977
Wheelchair	2,259	2,602	1,710	1,687	3,969	4,289
TOTAL COMPLAINTS	5	10	1	3	6	13
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	1	1	0	0	1	1
Late	3	6	0	2	3	8
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	1	3	1	1	2	4
TOTAL ACCIDENTS	0	0	0	0	0	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	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	529	714	438	540	967	1,254
NO SHOWS	399	470	366	356	765	826
REVENUE MILES	80,444	98,636	61,753	163,692	142,197	262,328
REVENUE HOURS	4,917	5,580	4,350	9,719	9,267	15,299

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	DEC, 2024 VOTRAN	DEC, 2023 VOTRAN	DEC, 2024 CONTRACTED	DEC, 2023 CONTRACTED	DEC, 2024 TOTAL	DEC, 2023 TOTAL
TOTAL PASS TRIPS	8,635	9,649	7,084	7,516	15,719	17,165
TRIP PURPOSE						
Medical	3,059	3,597	2,546	2,764	5,605	6,361
Nutrition	1,350	1,190	155	142	1,505	1,332
Other	149	143	187	141	336	284
Education	1,762	2,028	1,474	1,570	3,236	3,598
Shopping	600	894	609	743	1,209	1,637
Work	1,715	1,797	2,113	2,156	3,828	3,953
PASSENGER TYPE						
Disabled		9,575		7,516	0	17,091
Elderly		74		0	0	74
Child		0		0	0	0
TRIP TYPE						
Ambulatory	6,487	7,063	5,421	5,785	11,908	12,848
Wheelchair	2,148	2,586	1,663	1,731	3,811	4,317
TOTAL COMPLAINTS	1	5	0	4	1	9
Discourtesy	0	0	0	0	0	0
Safety	0	0	0	0	0	0
Early	0	0	0	0	0	0
Late	1	2	0	3	1	5
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	3	0	1	0	4
TOTAL ACCIDENTS	0	0	0	0	0	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	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	584	804	479	632	1,063	1,436
NO SHOWS	436	494	358	389	794	883
REVENUE MILES	77,699	90,643	59,943	61,523	137,642	152,166
REVENUE HOURS	4,970	5,250	4,157	4,052	9,127	9,302

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	JAN, 2025 VOTRAN	JAN, 2024 VOTRAN	JAN, 2025 CONTRACTED	JAN, 2024 CONTRACTED	JAN, 2025 TOTAL	JAN, 2024 TOTAL
TOTAL PASS TRIPS	9,294	11,277	7,501	7,878	16,795	19,155
TRIP PURPOSE						
Medical	3,296	4,193	2,752	2,883	6,048	7,076
Nutrition	1,408	1,227	147	174	1,555	1,401
Other	177	126	169	148	346	274
Education	2,014	2,736	1,600	1,760	3,614	4,496
Shopping	483	826	506	579	989	1,405
Work	1,916	2,169	2,327	2,334	4,243	4,503
PASSENGER TYPE						
Disabled	9,151	11,235	7,495	7,874	16,646	19,109
Elderly	143	42	6	4	149	46
Child	0	0	0	0	0	0
TRIP TYPE						
Ambulatory	7,110	8,541	5,884	6,107	12,994	14,648
Wheelchair	2,184	2,736	1,617	1,771	3,801	4,507
TOTAL COMPLAINTS	16	16	3	3	19	19
Discourtesy	0	0	0	0	0	0
Safety	2	2	0	0	2	2
Early	0	0	0	1	0	1
Late	9	9	1	0	10	9
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	5	5	2	2	7	7
TOTAL ACCIDENTS	0	0	0	0	0	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	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
CANCELLATIONS	636	806	522	565	1,158	1,371
NO SHOWS	496	567	406	397	902	964
REVENUE MILES	81,921	106,391	62,329	64,139	144,250	170,530
REVENUE HOURS	5,257	6,053	4,439	4,274	9,696	10,327

3. Action Items

D. Review and Approval of the 2025 TDLCB Grievance Procedures



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

ARTICLE I: PREAMBLE

SECTION 1: PREAMBLE

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ARTICLE II: GRIEVANCE COMMITTEE NAME AND PURPOSE

SECTION 1: NAME

The name of the committee to resolve grievances for the ~~River to Sea~~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 Votran, 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 Votran.

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

A written complaint may also be submitted via the 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 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:

~~River to Sea~~ Volusia-Flagler Transportation Planning Organization
Attn: Grievance Committee
1 Deuce Court, Suite 100
Daytona Beach, Florida 32124

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 ~~filed~~ 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 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 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:

~~River to Sea~~ Volusia-Flagler Transportation Planning Organization
Attn: TDLCB
1 Deuce Court, Suite 100
Daytona Beach, Florida 32124

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, 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 ~~Vetran~~-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 VII: 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 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 River to Sea~~ 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 River to Sea~~ TPO Transportation Disadvantaged Local Coordinating Board the ~~10th~~ 9th day of April 2025.

Volusia-Flagler Transportation Planning Organization

~~Volusia County Council Member~~ Vice Chair Matt Reinhart, Chairperson
Transportation Disadvantaged Local Coordinating Board (TDLCB)

ATTEST:

~~Donna King~~ Melanie Pruneau, Recording Secretary
~~River to Sea~~ Volusia-Flagler Transportation Planning Organization

TPO Board Meeting
April 9, 2025

4. Presentation and Discussion Items
**A. Presentation and Discussion of the 2055 Florida
Transportation Plan (FTP) Update**





2055 Florida Transportation Plan



2055 Florida Transportation Plan Update



SINGLE, OVERARCHING **PLAN**



GUIDES FLORIDA'S TRANSPORTATION **FUTURE**



FOUNDATION FOR FLORIDA'S WORK PROGRAM



UPDATED EVERY **5 YEARS**



COLLABORATIVE EFFORT WITH **PUBLIC AND PRIVATE PARTNERS**

2055 FTP Approach



Unique Communities

The FTP will recognize the uniqueness of communities across Florida's regions and include goals and objectives.



Key Elements of the FTP



 The FTP guides our transportation future, but it is *not* a list of projects

Development of Draft Goals



SAFETY & SECURITY

Advance Safer and More Secure Travel for All Users



MULTIMODAL OPTIONS

Provide Efficient and Reliable Multimodal Transportation Options



COMMUNITY & ENVIRONMENT

Preserve Florida's Natural Resources and Quality of Life



RESILIENT INFRASTRUCTURE

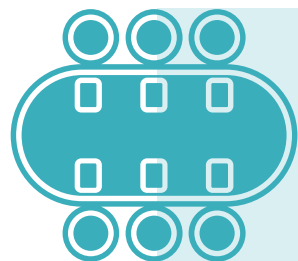
Provide Agile and Resilient Transportation Infrastructure



ECONOMIC COMPETITIVENESS

Support Florida's Economic Competitiveness through Transportation Investments

Opportunities for Engagement



Steering Committee

16 key partners and stakeholders who provide input and guide the 2055 FTP



Statewide Webinars

Community webinars structured to receive public and partner feedback



Focus Groups

5 Focus Groups will provide input to the Steering Committee at key milestones

Safety, Resilient Infrastructure, Economic Development/Supply Chain, Technology, & Workforce Development



Regional Workshops + Virtual Open Houses

In-person and online open houses structured to receive regionally-focused public and partner feedback

Visioning

Goals & Objectives

Call to Action/Plan Development

Regional Visioning Sessions

Regional Workshops + Virtual Open House

Public Comment

Final Adoption



Statewide Webinar



Statewide Webinar + Virtual Open House



2024

April

May

June

July

Aug

Sept

Oct

Nov

Dec

2025

Jan

Feb

Mar

April

May

June

July

Aug

Sept

Oct

Nov

Dec



Steering Committee



Steering Committee



Steering Committee



Steering Committee



Steering Committee



Steering Committee



Focus Groups



Focus Groups



Focus Groups

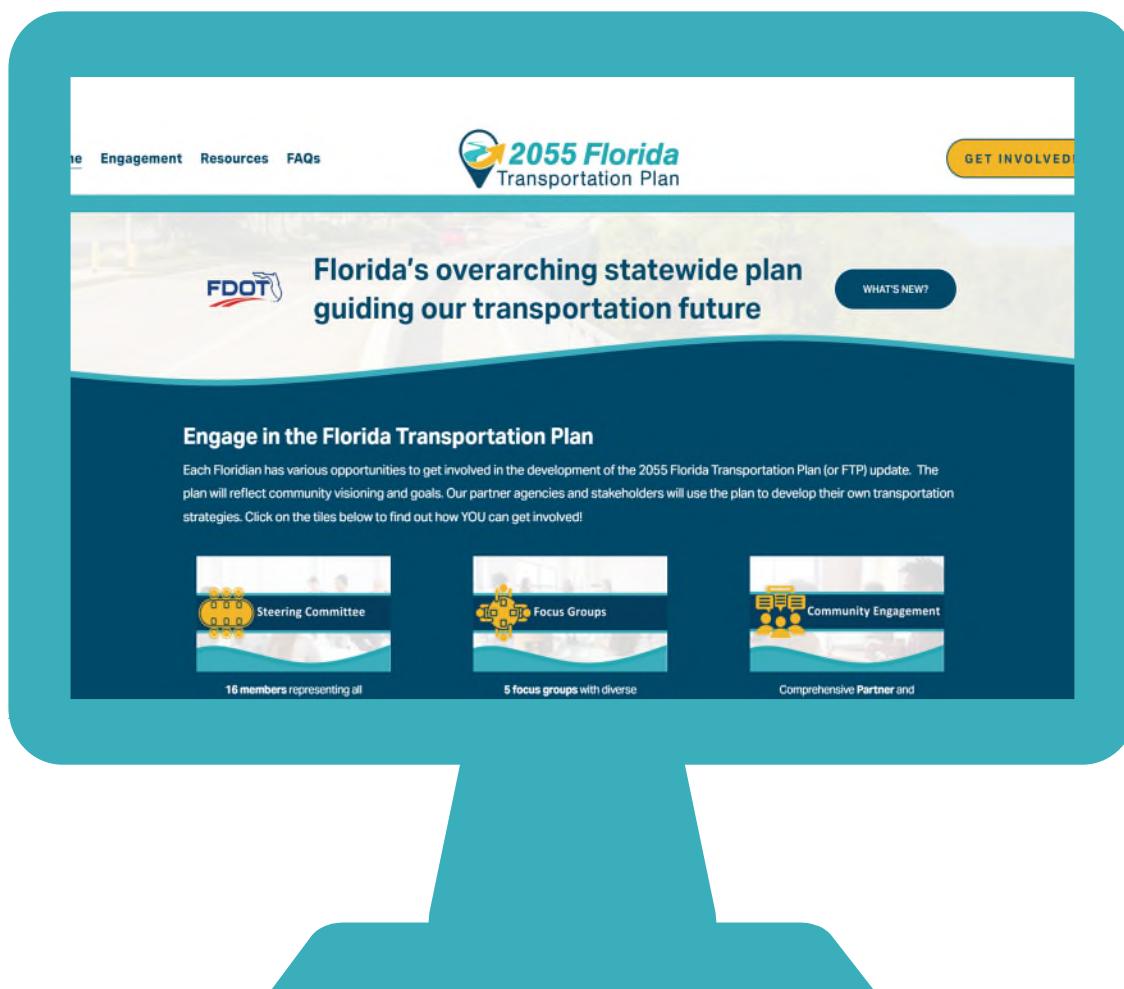


Optional Focus Groups

Partner Engagement

Local/Regional Outreach

Get Engaged Today!



Scan to learn more!



TPO Board Meeting
April 9, 2025

4. Presentation and Discussion Items

B. Presentation and Discussion of the Development of the 2050 Long Range Transportation Plan (LRTP) and Equity Assessment



VOLUSIA FLAGLER 2050

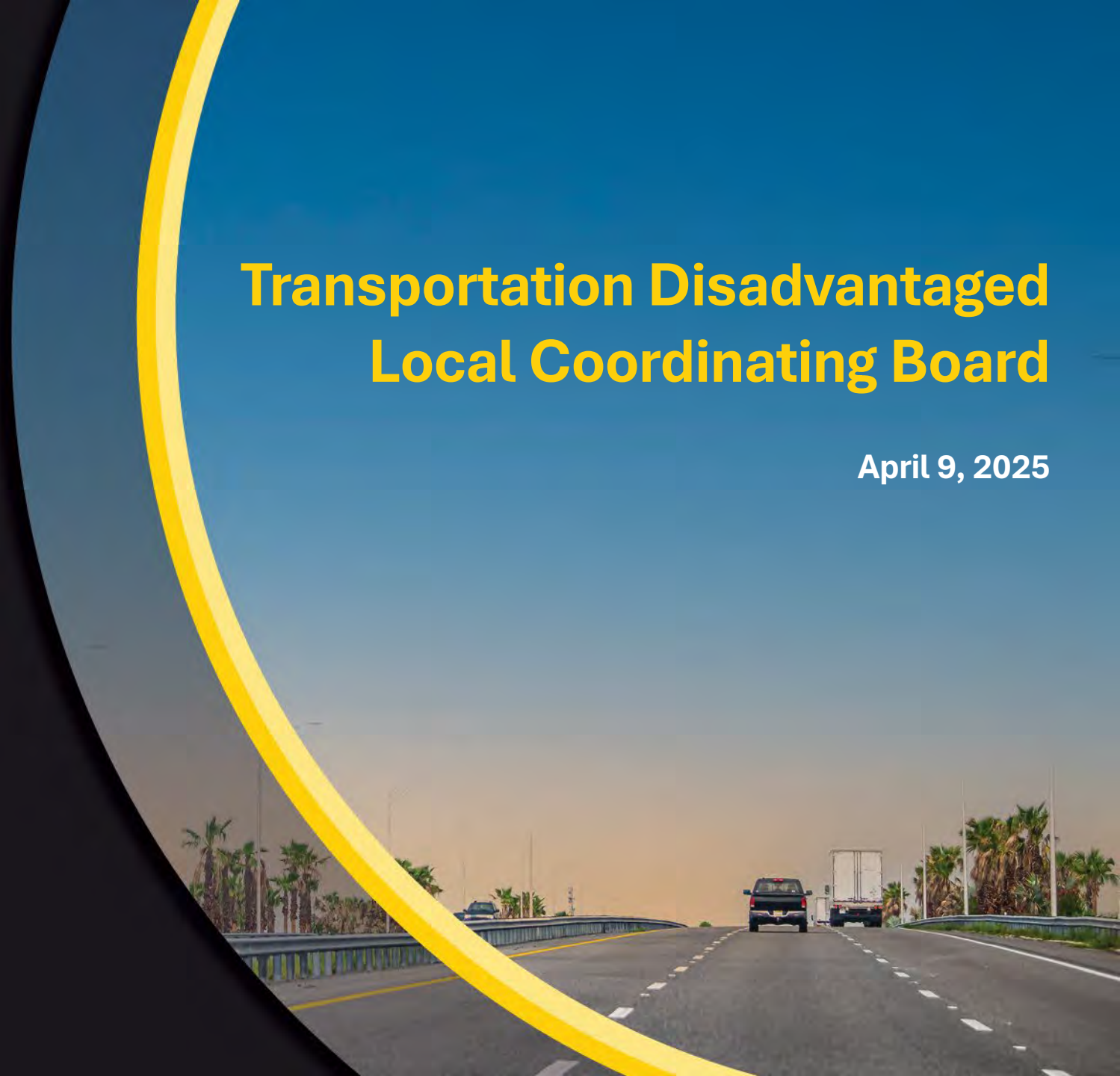
Long Range Transportation Plan



TRANSPORTATION PLANNING ORGANIZATION

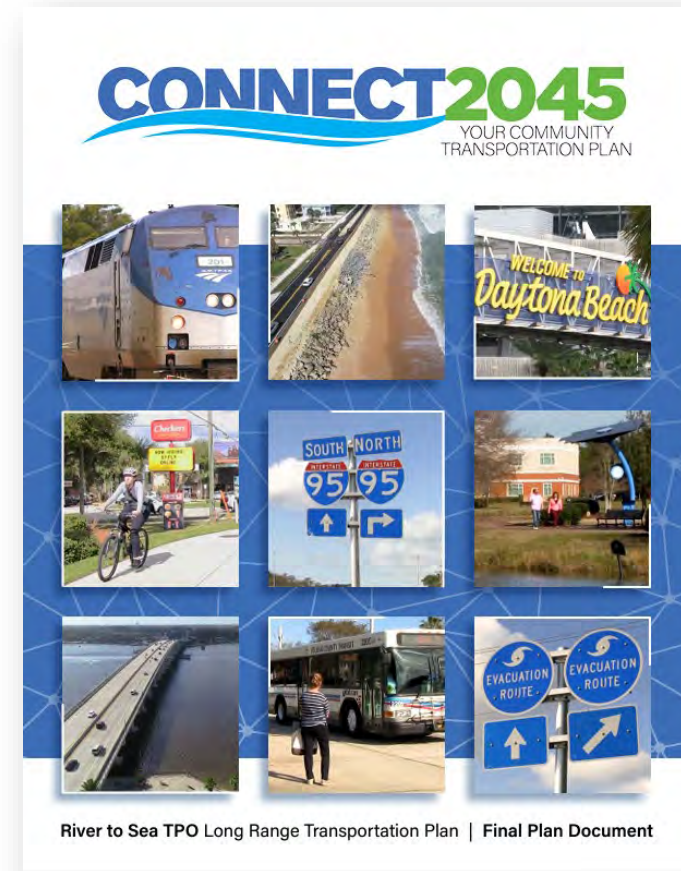
Transportation Disadvantaged Local Coordinating Board

April 9, 2025



Introduction

- What is the LRTP?
- Goals and Objectives
- Financial Resources Introduction
- Public Involvement Plan
- Schedule / Next Steps
- Q & A



What is a Long Range Transportation Plan?

- **Federally-required** short- and long-term plan addressing multimodal transportation needs within Volusia and Flagler counties
- **Updated every five years** covering at least 20 years into the future
- **Identifies future needs and improvements** for pedestrian, bicycle, transit, highway, and freight mobility
- Results in a **fiscally-constrained list of projects**
- Adoption Due Date: **September 23, 2025**

Performance-Based Planning

- Goals, objectives, performance measures, and targets inform decision-making
- Consistent with federal/state guidance and requirements
- Performance measures and targets provide a means for evaluating and monitoring progress over time
 - Safety (PM 1), Bridge and Pavement Condition (PM 2), System Performance (PM 3), Transit Asset Management Plan

Volusia-Flagler 2050 LRTP Goals and Objectives

Resources

Federal

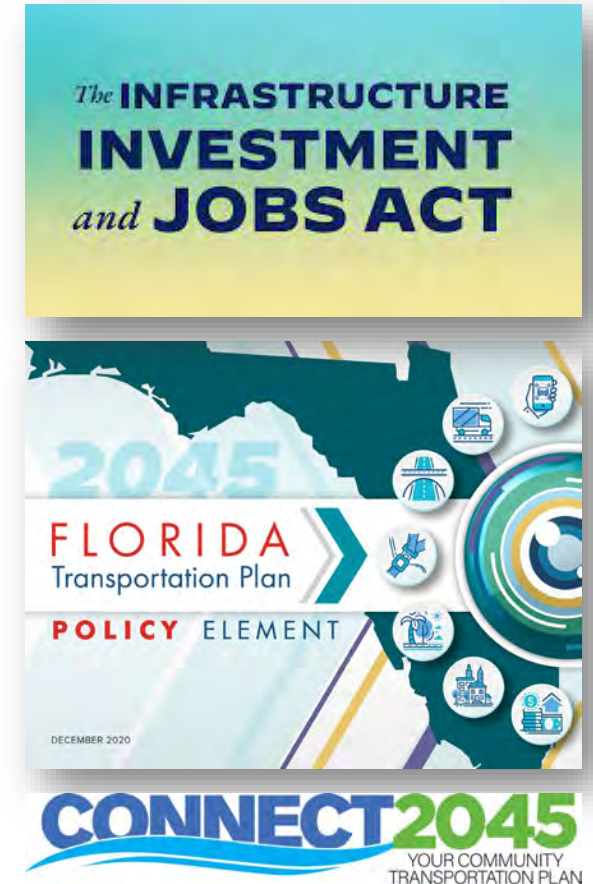
- IIJA, FAST Act

State

- Florida Transportation Plan, Trade and Mobility Plan

Local

- 2045 LRTP, local comprehensive plans



Volusia-Flagler 2050 LRTP Goals

Multimodal	Develop and maintain a balanced and efficient multimodal transportation system
Economic Development	Support the economic development and growth of the TPO area and region
Connectivity	Enhance and expand transportation connectivity and choice for all users
Safety	Eliminate crash-related fatalities and serious injuries and improve safety and security throughout the transportation network
Livability	Promote livability through a multimodal transportation system that fosters quality communities and protects natural resources
Involvement	Promote equity, transparency, and opportunities for the public to be involved with their transportation system

2050 LRTP Public Involvement Plan

- Outlines the public involvement approach for *Volusia-Flagler 2050*
- A range of strategies including:
 - Webpage, Social Media, and Videos
 - Mini-Surveys
 - Virtual Workshops
 - Open Houses and Public Meetings
 - Media and Stakeholder Outreach
 - TPO Board and Committee Coordination
- Targets for Measures of Effectiveness (e.g. attendance and number of comments provided)

Project Schedule: Anticipated Key Milestones

January-March – Preliminary Planning & Needs Assessment

- LRTP Virtual Workshops

April-May – Finalize Needs Assessment/Draft Cost Feasible Plan (CFP)

- Virtual Workshops / Needs Assessment Public Open Houses

June-August – Finalize CFP and LRTP Documentation

- Virtual CFP Public Meetings & Public Hearing Period

September – Adoption



Needs Plan is Critical Foundation for LRTP

Identify

Transportation projects necessary to meet future demands without considering financial constraints.

Needs Plan

Prioritize

Identify the community's highest priorities

Constrain

the prioritized project list based on anticipated funding availability.

Cost Feasible Plan

Roadway Needs Assessment – In Development

Initial Set of Projects for prioritization and potential inclusion in Cost Feasible Plan.

Projects are included in the **Needs Plan** because they are identified in one or more of the following:

- Existing cost feasible plan (SIS or 2045 LRTP)
- Volusia-Flagler TPO List of Priority Projects
- Local Needs
- Potential need based on future growth forecasts and related, model-driven traffic projections



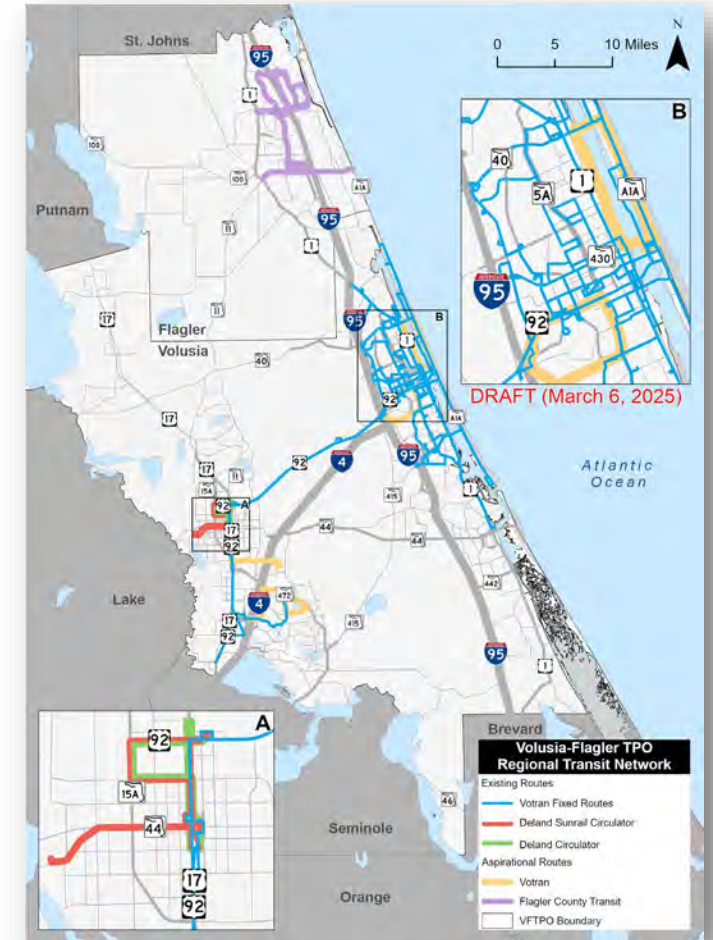
Major Trails Assessment – In Development

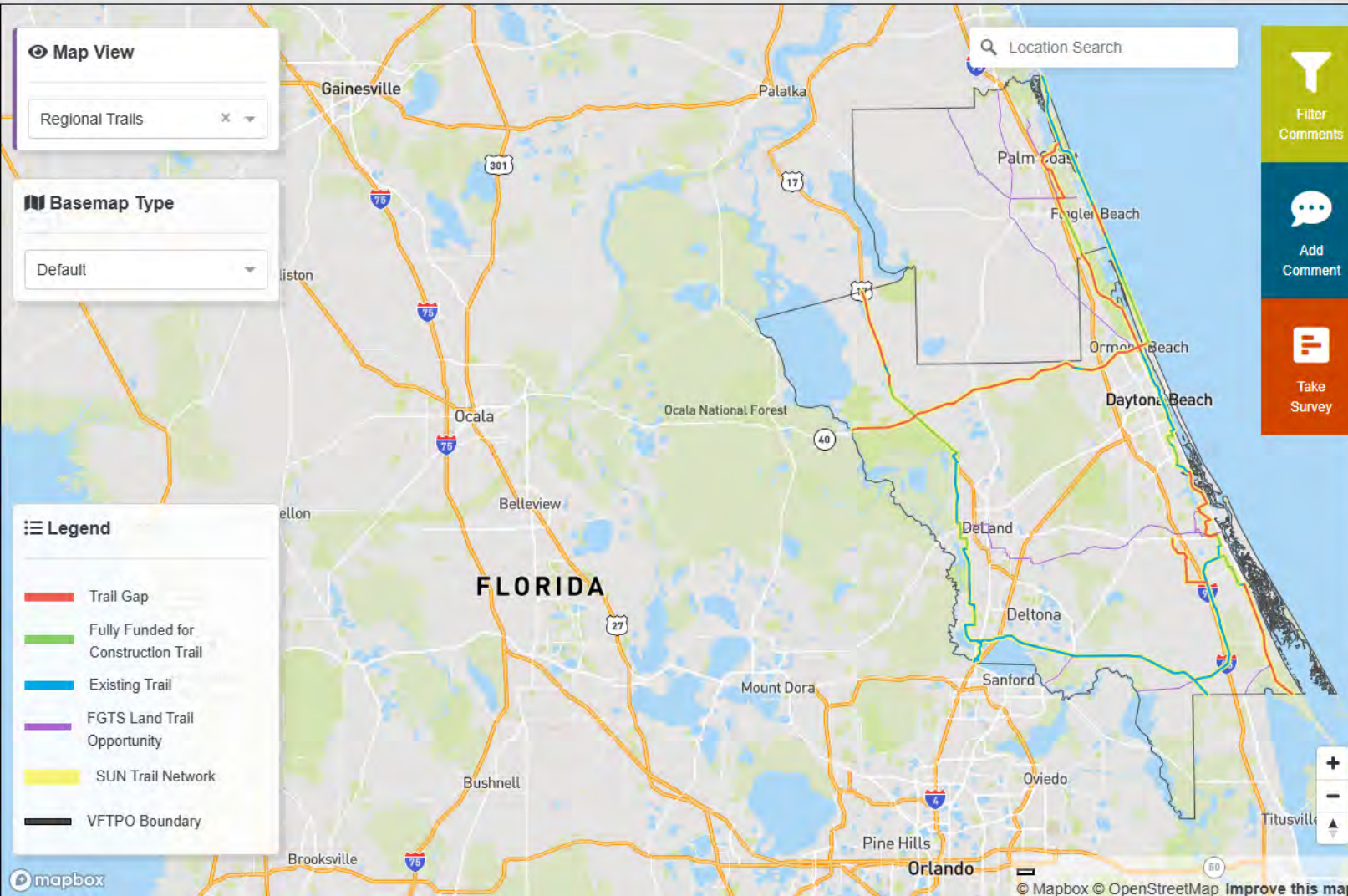
- *TPO Bicycle and Pedestrian Plan* guides decision-making in prioritizing bicycle and pedestrian facilities
- Evaluation criteria for roadway projects to consider factors such as addition a new bicycle/pedestrian route or added additional Complete Streets elements
- Depict Regional Trail needs identified as part of the Florida Greenways and Trails System and Shared-Use Nonmotorized (SUN) Trail Network



Transit Assessment – In Development

- Transit Development Plans (TDP) from each transit provider provides guidance for first 10 years of plan
- Long range needs (beyond 10 years) generally considered “visionary”





Take Survey

Volusia-Flagler 2050 - LRTP Mini-Survey #1



The Volusia-Flagler Transportation Planning Organization (TPO) is developing our region's next Long Range Transportation Plan (LRTP), *Volusia-Flagler 2050*. The LRTP is a plan that defines the future transportation needs for Volusia and Flagler counties. Once completed and adopted later this year, *Volusia-Flagler 2050* will replace *Connect 2045*, the TPO's current LRTP.

To follow the progress of the LRTP and for information on upcoming opportunities to get involved, visit the *Volusia-Flagler 2050* page on the TPO's website: <https://www.r2ctpo.org/planning-studies/volusia-flagler-2050-long-range-transportation-plan/>

Please help us define our region's long-range transportation priorities by completing this brief survey and providing your feedback.

Thank you!

The following goals have been established to guide the development of *Volusia-Flagler 2050*.

Please rank the goals in order of priority to you.

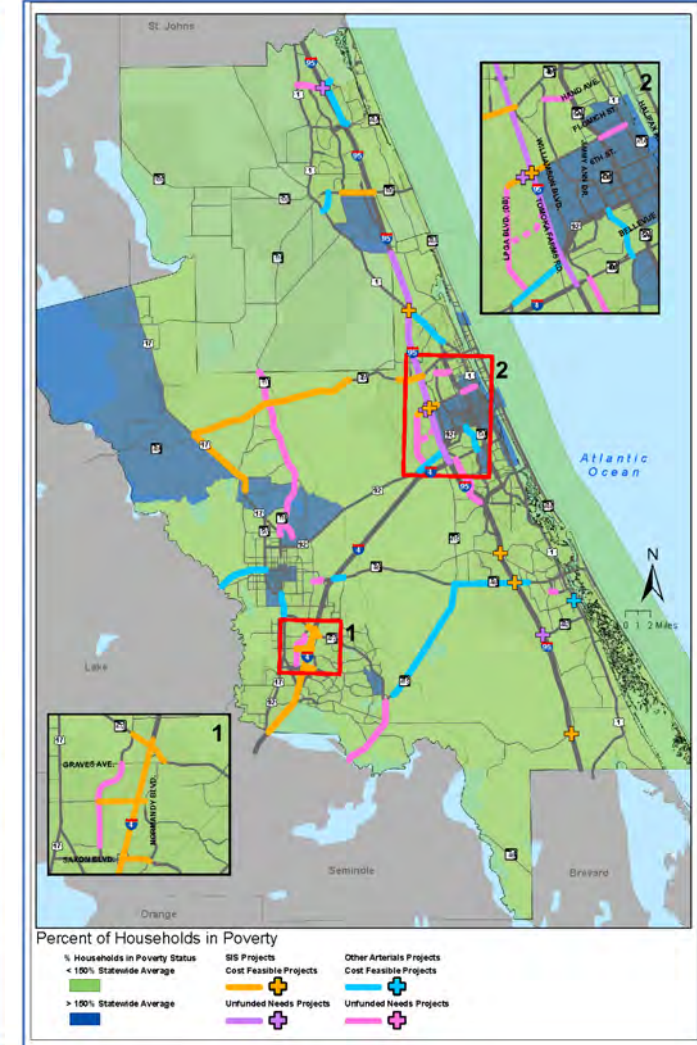
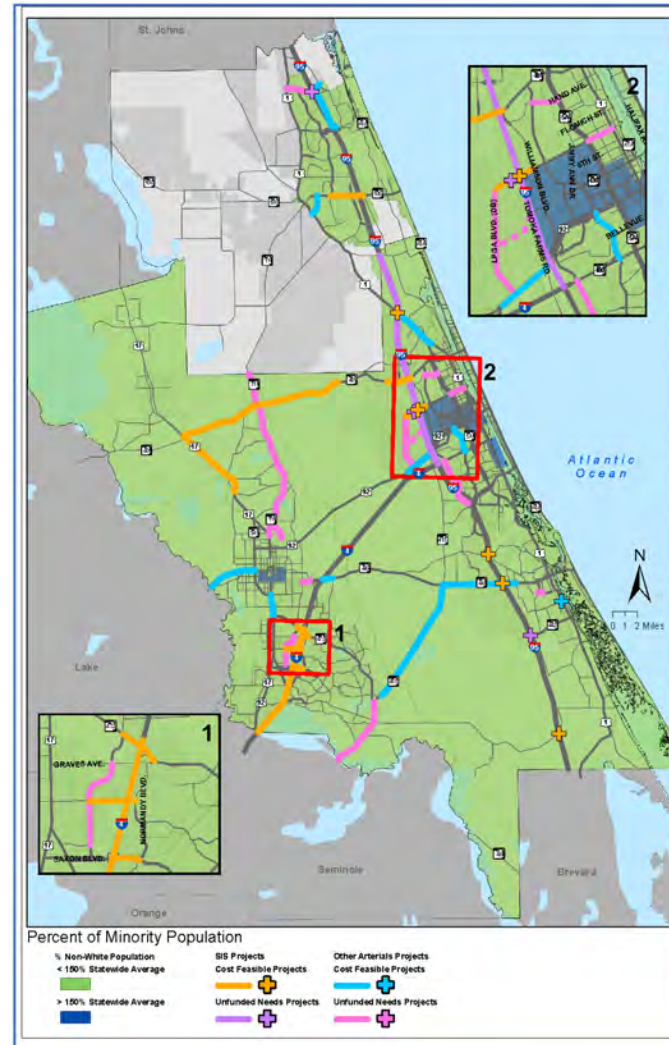
Disadvantaged Criteria

Connect 2045

- Minority population
- Household poverty rate

Volusia Flagler 2050

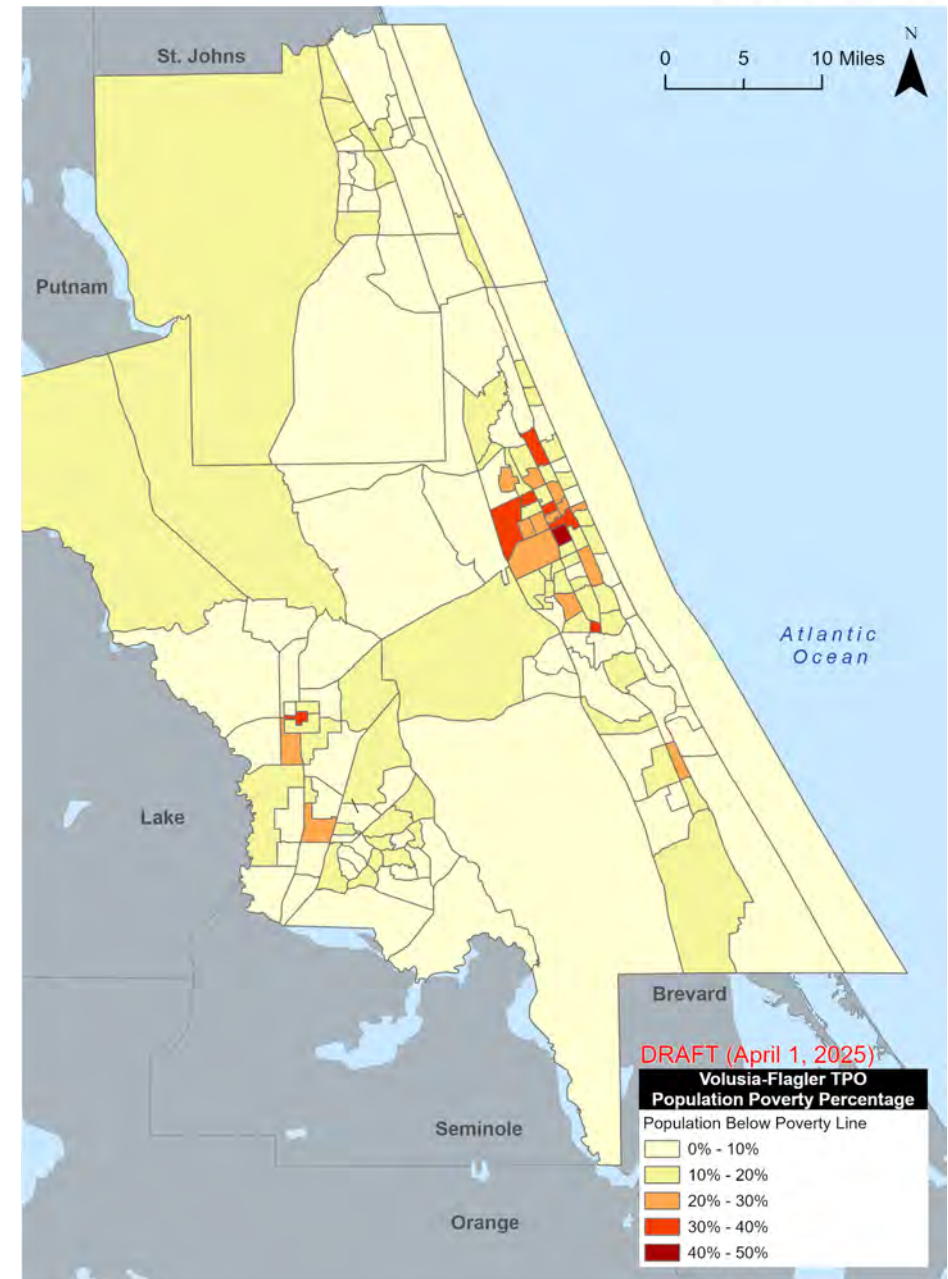
- Economically constrained
- Minority population
- Non-auto users
- Older population
- Economic Opportunity Zones



Economically Constrained

- Rate of households under federal poverty level within last 12 months
- Flagler countywide – 9.63%
- Volusia countywide – 14.56%

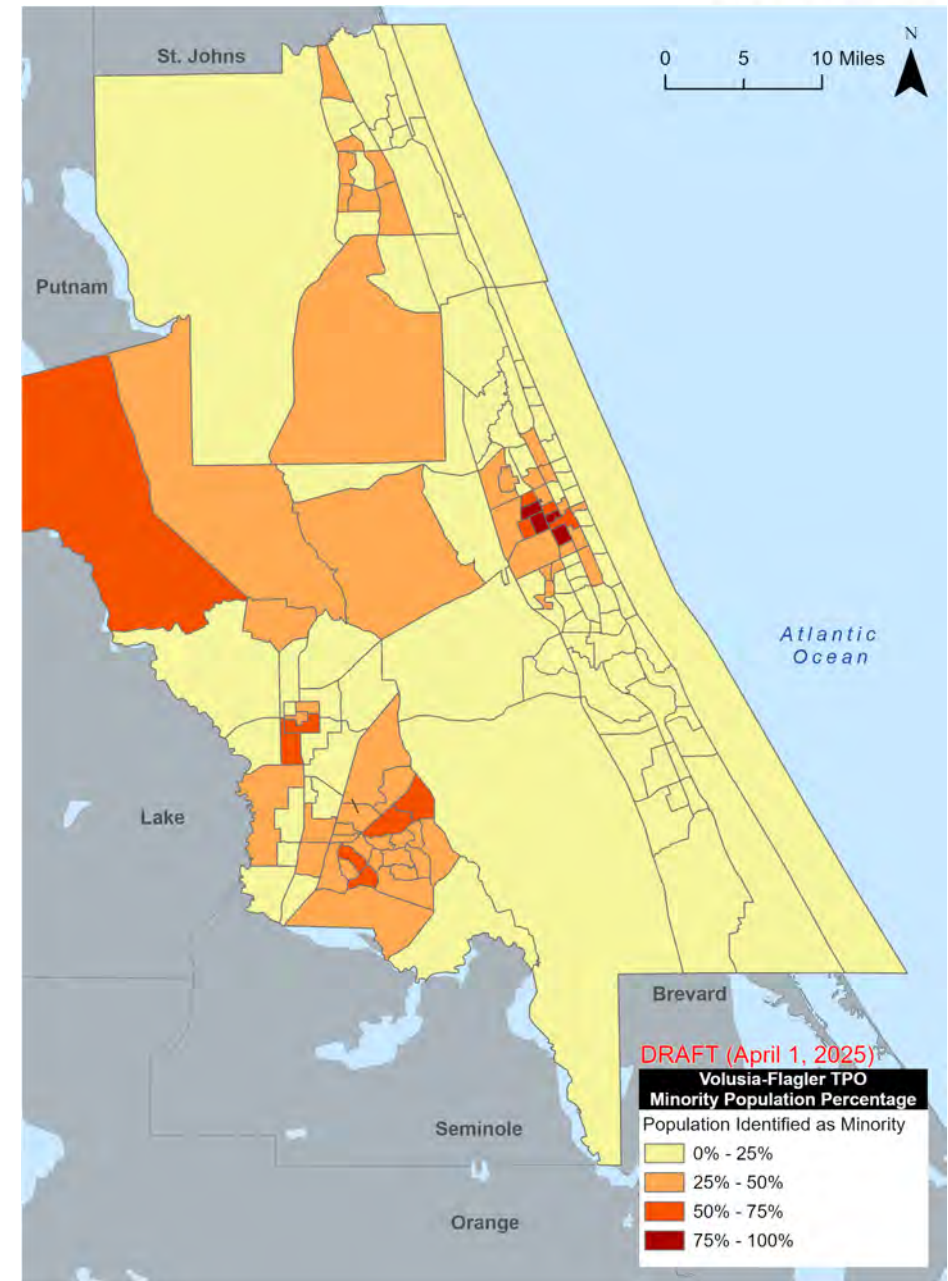
Source: American Community Survey 2019-2023 (S1701)



Minority Population

- Percent population minority (non-white)
- Flagler countywide – 22.80%
- Volusia countywide – 21.69%

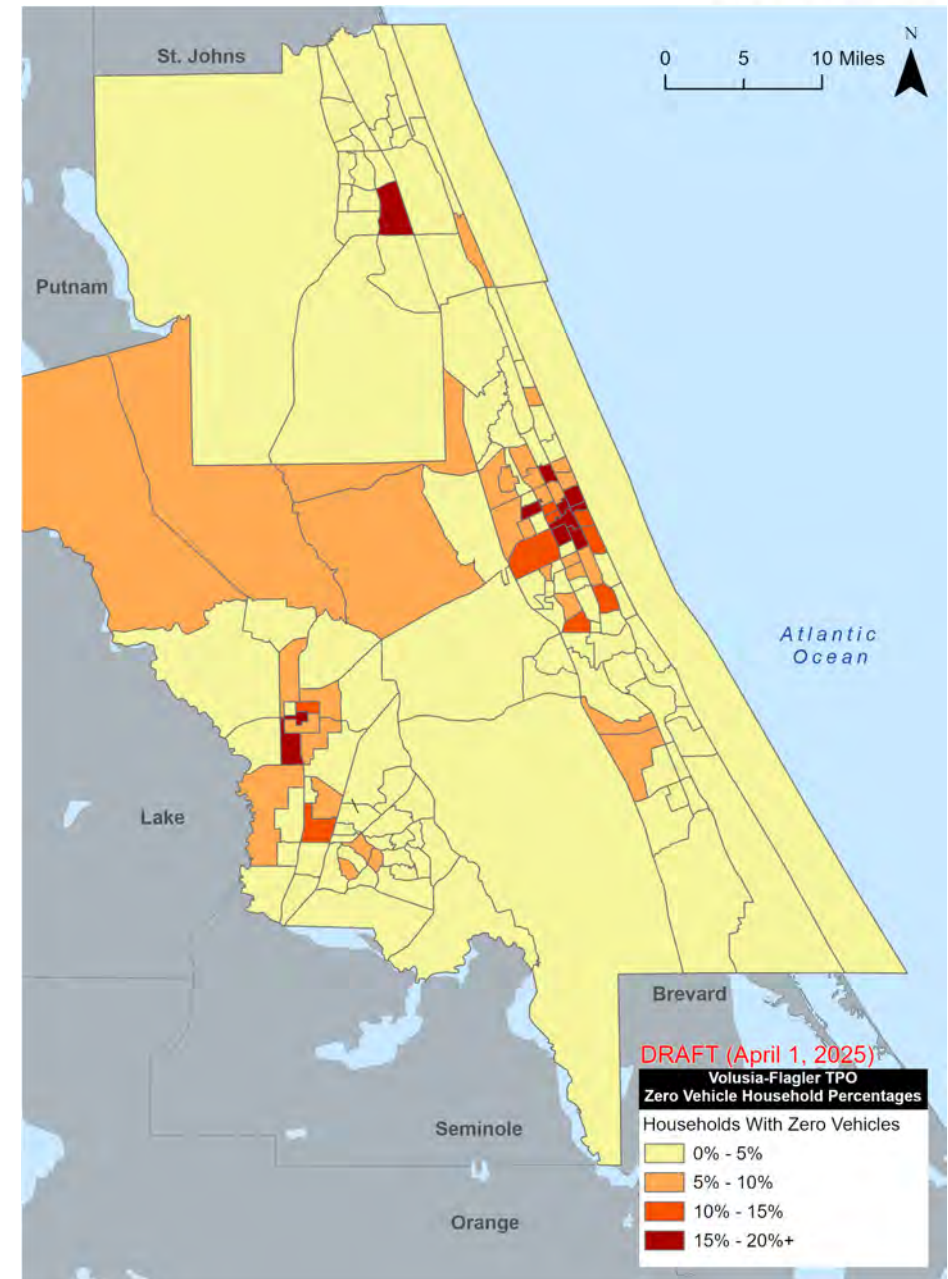
Source: American Community Survey 2019-2023 (S0101)



Zero-Vehicle Households

- Households reporting no vehicle ownership
- Flagler countywide – 3.44%
- Volusia countywide – 5.88%

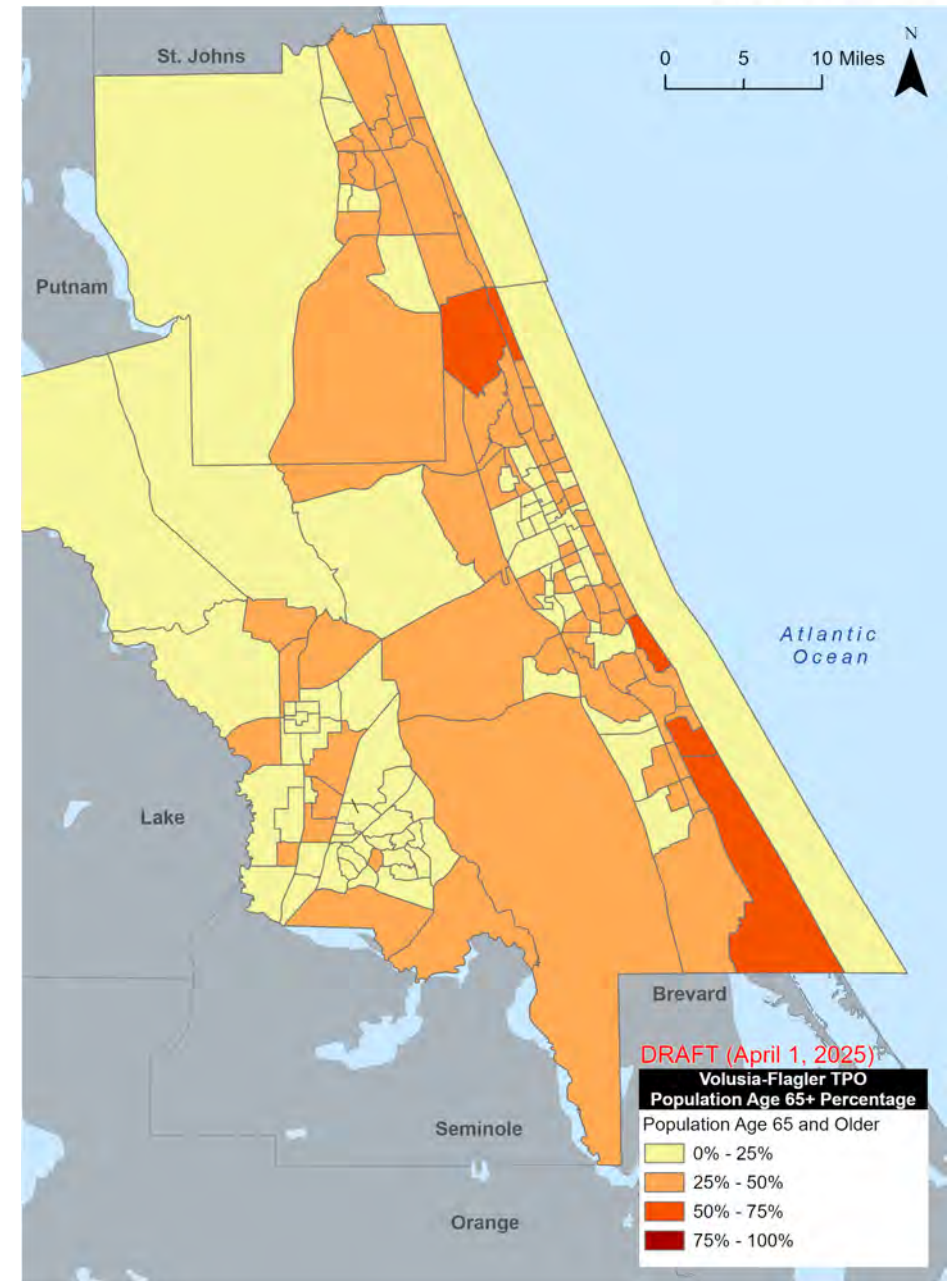
Source: American Community Survey 2019-2023 (DP02)



Older Populations

- Percent population aged 65 and older
- Flagler countywide – 22.80%
- Volusia countywide – 21.69%

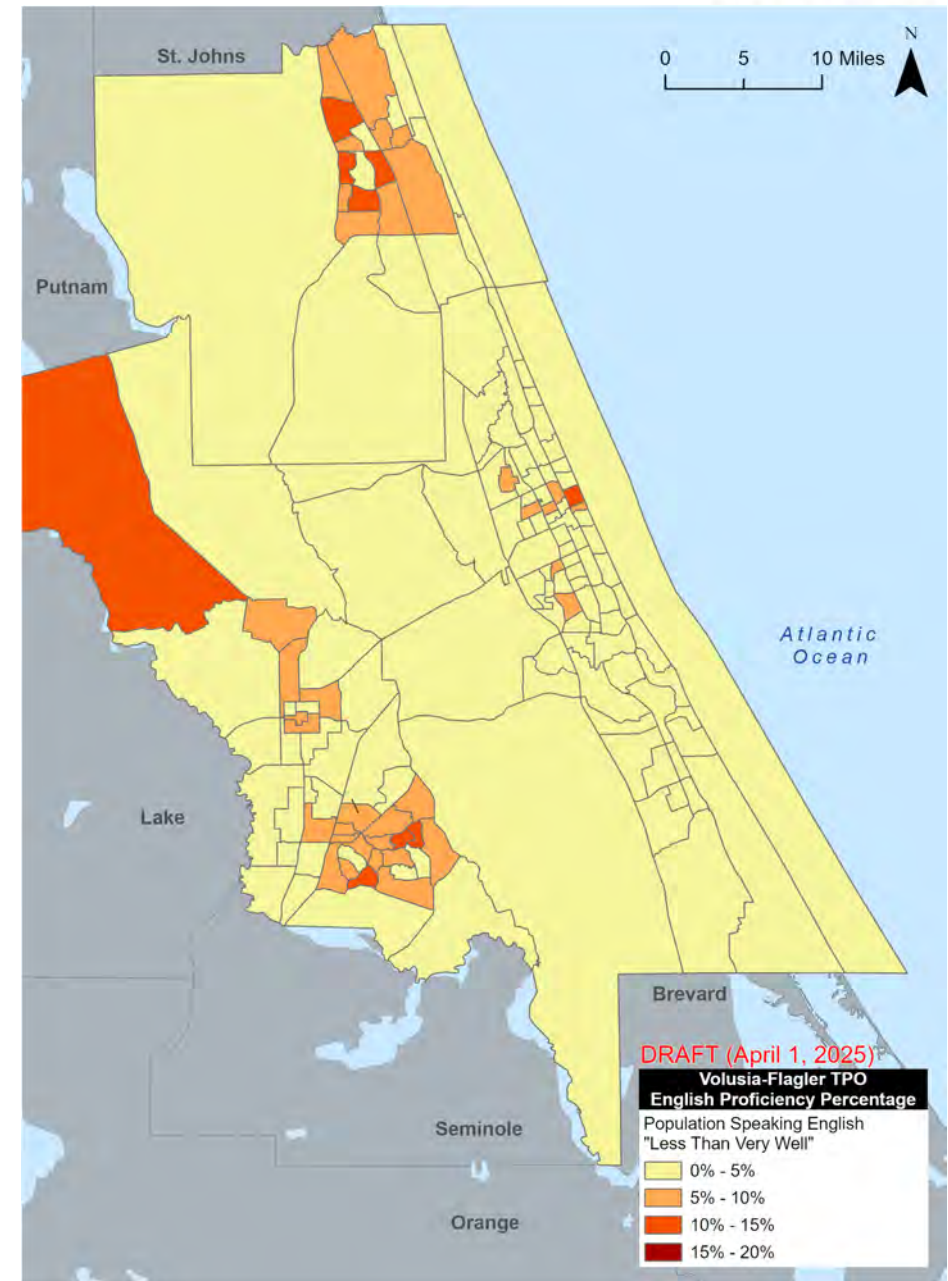
Source: American Community Survey 2019-2023 (S0101)



Limited English Proficiency

- Population age 5+ speaking English “less than very well”
- Flagler countywide – 6.39%
- Volusia countywide – 2.49%

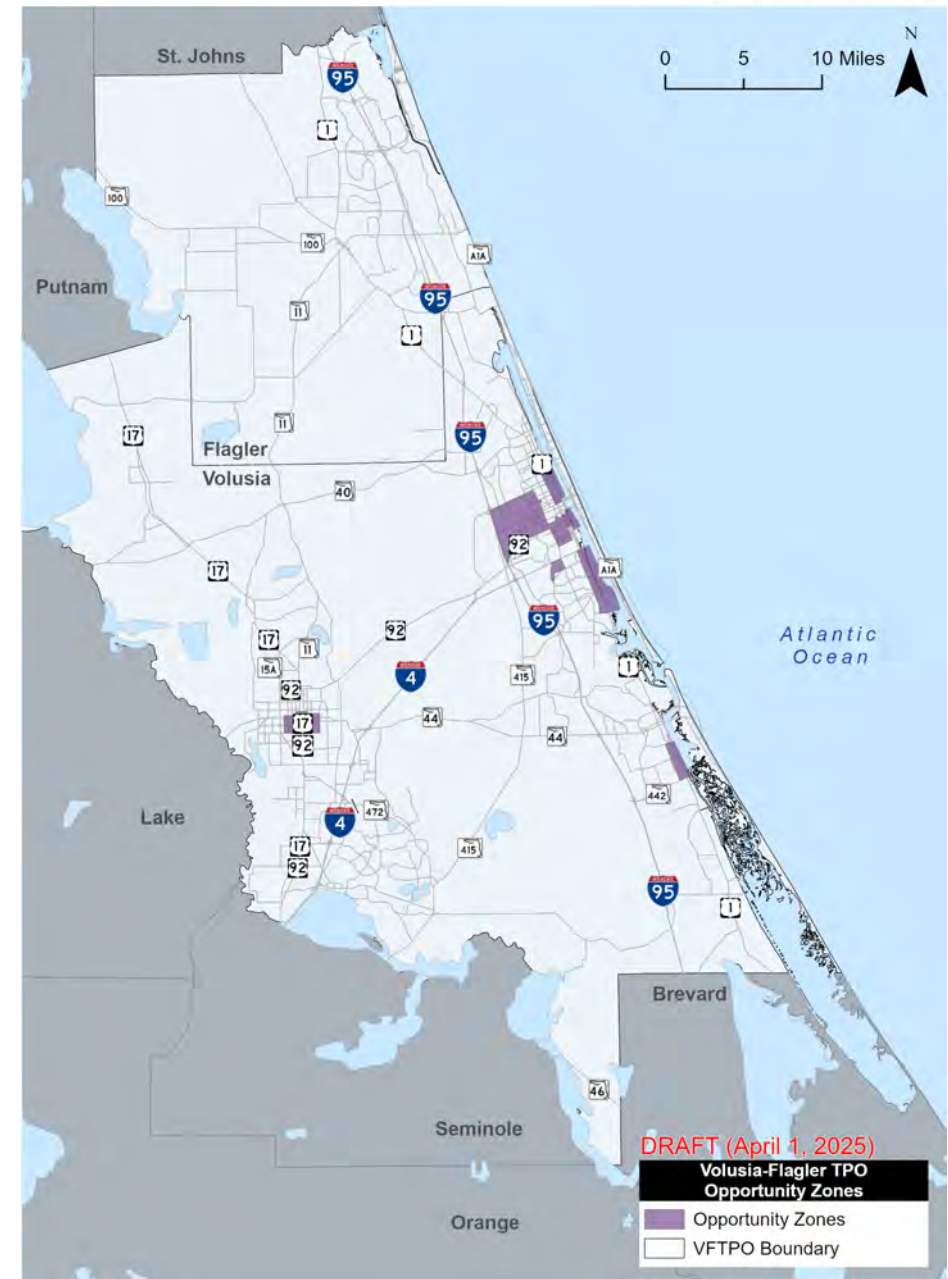
Source: American Community Survey 2019-2023 (DP02)



Economic Opportunity Zones

- Federally designated, State-nominated Census tracts
- Low-income census tract (poverty \geq 20%)
- Median income \leq 80% of area average
- Adjacent tracts qualify if income \leq 125%

Source: HUD.gov, Data updated:; August 9, 2023



Next Steps – April 2025

- Finalize Needs Assessment
- Continue development of revenue forecast and equity assessment
- Develop draft Cost Feasible Plan
- Conduct additional Public Workshops

L RTP Updates and Upcoming Activities

- L RTP Virtual Workshop #3 – April 7
 - L RTP Virtual Workshop #4 – Date TBD
- Needs Assessment Public Open Houses
 - April 21 – Port Orange
 - April 28 – Palm Coast
 - April 29 - DeLand
- Needs Assessment and Evaluation Criteria
- Interactive Public Input Map and Survey



Questions?

TPO Board Meeting
April 9, 2025

4. Presentation and Discussion Items
**C. Presentation and Discussion of Florida Sunshine
Law Refresher**



Sunshine Law & Parliamentary Procedures

Introduction

The purpose of the Sunshine Law is to ensure that decisions by public bodies are made in an open forum accessible to members of the public.

“Decisions” are official actions which may include, but are not limited to:

- * Recommendations
- * Discussions
- * Deliberations






Three Basic Requirements

- 01.** Meetings must be open to the public
- 02.** Reasonable notice of such meetings must be given
- 03.** Minutes of the meetings must be taken and promptly recorded



Meetings

All meetings of any board or commission of any state agency or authority or of any agency or authority of any county, municipal corporation...at which official acts are to be taken.” (F.S. 286.011)



Meetings

1. A “meeting” occurs when there is ANY gathering, whether formal or casual, of two or more members of the same board or commission to discuss some matter on which foreseeable action will be taken by the board or commission
→ This includes meetings via phone or other electronic means
2. Discussions and deliberations, as well as formal action taken by a body (interactive communication)
3. No requirement that a quorum be present

Why must we have the Sunshine Law?

Because every affirmative act of a public official as it relates to and is within the scope of his/her official duties, is a matter of public concern, and the public should, to the extent possible, have access to the entire decision-making process, from start to finish, including initial inquiries and deliberation.



Meetings

Volusia-Flagler TPO Board and Advisory Committees

Advisory boards and/or committees created under law or ordinance or otherwise established by public agencies are subject to Sunshine Law

→ This applies equally to elected or appointed boards or commissions



Discussions among Members

Discussions between two or more members about topics that might come up for action must take place in a **public meeting setting**

- ✓ No discussions about potential action items in person, by phone, by email, by text messages, on social media, or by any other means of communication
- ✓ DO NOT USE “REPLY ALL”
- ✓ Must declare conflicts of interest



What Discussions are covered?

Any discussions of any matter that may foreseeably come before the board:

- ✓ Email discussions between any two or more board members.
- ✓ Telephone conversations between any two or more board members.
- ✓ Internet discussions between any two or more board members (e.g., chat rooms, blogs, comments, etc.)
- ✓ Text messages
- ✓ Inaudible discussions
- ✓ Discussions during recess or after adjournment



Discussions with Staff/Non-Board Members

While an individual board member is not prohibited from discussing board business with staff or a non-board member, these individuals may not be used as a liaison to communicate information between board members.



Staff as Liaisons

A board member cannot ask staff to poll the other board members to determine their views on a board issue.

Generally, individual board members may call upon staff members for factual information and advice without being subject to the Sunshine Law.

However, the Law applies if a board member uses one or more staff members as “go between” such that the board members are essentially discussing matters that may foreseeably come before the board via third parties

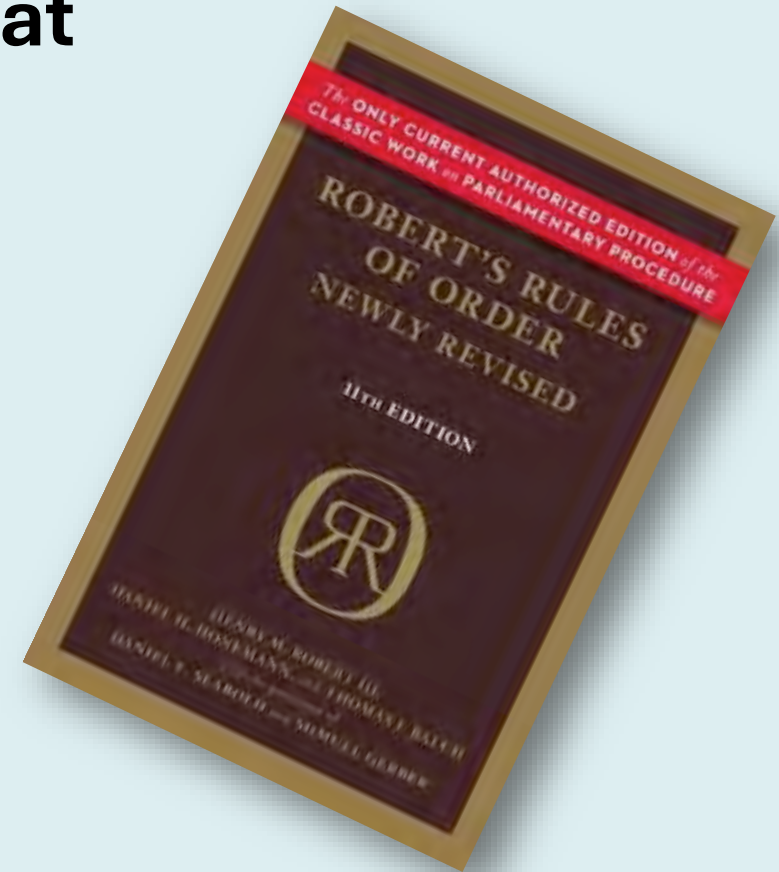
Penalties for Sunshine Law Violations

Any member of a board, commission, committee, or agency who **knowingly violates** the Sunshine Law is guilty of a misdemeanor of the second degree:

- ✓ Persons convicted of this may be sentenced to jail for up to 60 days and/or fined up to \$500
- ✓ An **unintentional violation** in a noncriminal infraction punishable by a fine of not more than \$500

Roberts Rules of Order & Parliamentary Procedures

Methods to conduct business at meetings that allow everyone to be heard and to make decisions without confusion



Motions

MAIN MOTION:

A stated proposal on which a committee takes action; only one main motion on the floor at a time

- **Example:** I move to approve the January 10, 2025 TDLCB meeting minutes

AMENDMENT:

Modifies the pending motion before being voted on

- **Example:** I move to amend the motion to approve the January 10, 2025 TDLCB minutes to strike the words “1,000 no-shows” and add the words “1,200 no-shows”

VOTING STRUCTURE:

Vote on the Amendment first, and then the Main Motion “as amended”

Withdrawing a Motion

- ✓ A motion may be withdrawn by the one who made it only until the Chair restates the motion and opens it up for debate/discussion
- ✓ Once a motion is released for debate/discussion, the maker of the motion must request permission from the floor (now the owners of the motion) to withdraw the motion; this can be done by a consensus, although if it is not unanimous then a vote must be taken



Motions

1. **Motion:** A person makes a motion
2. **Second:** Another person seconds the motion
3. **Restate Motion:** Chair restates the motion*
4. **Debate:** The members debate the motion
5. **Vote:** Chair asks for affirmative votes, then negative votes
6. **Announce the Vote:** Chair announces the results of the vote

**A motion belongs to the committee and not the maker of the motion once the chair restates it and opens the floor for debate*



Voting

- ✓ **Quorum:** Robert's Rules define a quorum as a majority; however, TDLCB Bylaws define a quorum as six (6) voting members, and the TDLCB Bylaws take precedence over ROR
- ✓ **Virtual Voting:** Virtual members may only vote when there is a physical quorum; they can not be counted towards the quorum
- ✓ **Silence:** Silence means consent and a “yes” vote

Voting

Members must abstain when there is, or appears to be, a possible conflict of interest:

- ✓ **Conflict of Interest:** Special private gain or loss which means an economic benefit or harm could result; relatives
- ✓ **Form 8B, Memorandum of Voting Conflict:** conflict of interest should be disclosed prior to or at the meeting where the vote will take place; Form 8B must be filled out within 15 days of abstaining from a vote

FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF: <input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> OTHER LOCAL AGENCY
CITY COUNTY	NAME OF POLITICAL SUBDIVISION:
DATE ON WHICH VOTE OCCURRED	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE

WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing and filing the form.

INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office MUST ABSTAIN from voting on a measure which would inure to his or her special private gain or loss. Each elected or appointed local officer also MUST ABSTAIN from knowingly voting on a measure which would inure to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent, subsidiary, or sibling organization of a principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies (CRAs) under Sec. 183.356 or 183.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a "relative" includes only the officer's father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A "business associate" means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting, and

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you are not prohibited by Section 112.3143 from otherwise participating in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on page 2)

VOLUSIA

FLAGLER



TRANSPORTATION PLANNING ORGANIZATION

Questions?

Pamela Blankenship

Community Outreach Coordinator

Title VI Coordinator

Pblankenship@r2ctpo.org

386.271.0249 ext. 1

www.VFTPO.org



TPO Board Meeting April 9, 2025

5. Staff Comments



**TPO Board Meeting
April 9, 2025**

6. Information Items

- A. CTD Model Procedures for Adverse Incident Reporting Related to Paratransit Services**
- B. FDOT Legislative Day**
- C. TDLCB Attendance Record**
- D. TDLCB Interest Form**
- E. TDLCB Meeting Summary – January 8, 2025**
- F. TDLCB Membership List**
- G. TPO Board Meeting Summaries**
- H. TPO Outreach & Activities**
- I. TPO Planning Grant Quarterly Progress Report**
- J. TPO Upcoming Events**
- K. Vision Zero Community Safety Action Plan Press Release**
- L. Vision Zero Action Plan Community Workshops Flyer**
- M. LRTP One-Pager**
- N. LRTP Public Open Houses**



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES

MODEL PROCEDURES

INTRODUCTION

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

STATUTORY LANGUAGE

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.¹
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

¹ “Department” refers to the Florida Department of Transportation
12/11/2024

PROCEDURES GUIDANCE

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.

REQUIRED QUARTERLY REPORTING:

The provider must compile documentation and summarize information for each reported adverse incident and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

From: [Somerset, Karen](#)
To: [Somerset, Karen](#)
Subject: CANCELLED - 2025 Legislative Day at the Capitol
Date: Monday, February 17, 2025 4:37:33 PM
Importance: High

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.

Good afternoon Everyone,

We have been informed that FDOT Transportation Day at the Florida Capitol had been cancelled due weather conditions. This should not impact anyone who has scheduled meetings at the Capitol, however, we suggest you contact legislative staff to confirm your appointments. We look forward to clearer skies and better weather next year.

Thank you,
Karen Somerset



Karen Somerset, F.C.C.M.
Interim Executive Director
Phone: (850) 410-5701
Email: Karen.Somerset@dot.state.fl.us
Website: <https://ctd.fdot.gov>

From: Somerset, Karen
Sent: Tuesday, February 11, 2025 6:14 PM
To: Somerset, Karen <Karen.Somerset@dot.state.fl.us>
Subject: 2025 Legislative Day at the Capitol

Good afternoon everyone,

This year, CTD will not be hosting its own Legislative Awareness Day. Instead, we will be participating in the Department of Transportation's Legislative Day at the Capitol, on February 19th, from 10:00 am to 2:00 pm. Along the TD program, various FDOT departments will be showcased. Please note, due to construction at the Capitol Courtyard, the event will be held in front of the House of Representatives Building, facing North Monroe Street and space will be limited. In addition to this

TDLCB MEMBER LIST

Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
Volusia County Association of Community Action	Council Member Matt Reinhart	123 W. Indiana Ave	DeLand	32720	386-943-7026 386-506-2961	mreinhart@volusia.org	Chairperson 01/2023
	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)	fhalls@earthlink.net	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 South Woodland Blvd	DeLand	32720	386-736-1325	jfowler@MFCS.US.com	02/2024
Florida Department of Education (Voc Rehab)	Susan Pauly	210 N. Palmetto St Ste 144	Daytona Beach	32114	386-281-6765 386-253-4700 ext 248	susan.pauly@vr.fldoe.org	08/2024
Elder Affairs	Ellen Labadie	420 Fentress Blvd	Daytona Beach	32114		mowscheduler@coavolusia.org	03/2021
Veteran Services Group	Scott Olson	110 W Rich Ave	DeLand	32720	386-451-8488	solson@volusia.org	8/2023(alt) - 1/2025
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 386-274-0799	emilio.santiago@ahca.myflorida.com	06/2022
Medical Community Workforce Development Board	Stephen Civitelli	1845 Holsonback Dr	Daytona Beach	32117	386-274-0817 susan	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	Judy Craig	1835 Anchor Ave	DeLand	32720	386-738-5781	judylesliecraig@aol.com	01/2020
Citizens Advocate - Systems User	Patricia Lipovsky	1129 Bradenton Rd	Daytona Beach	32114	386-255-0288	plipovsky@cfl.rr.com	Vice Chairperson 12/2021
Citizens Advocate Council for Early Childhood Services	Jean Cerullo	19 Tropical Drive	Ormond Beach	32176	386-689-5300	cerulloj2029@gmail.com	09/2021
Agency for Persons with Disabilities	Deanna "Dee" Wilson	125 N. Ridgewood Dr	Daytona Beach	32114		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	John Harden	145 N. Halifax Ave. Unit 605	Daytona Beach	32118	386-846-1325	jharden115@gmail.com	4/2024
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		Daytona Beach	32114	386-481-9182	John.Wisker@myflfamilies.com	2/26/2025
Public Education Community	Vacant						

Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
Florida Department of Education (Voc Rehab)	Jessica Walker	2050 Art Museum Dr. Suite 205	Jacksonville	32207	904-486-7137	jessica.walker@vr.fldoe.org	08/2024
Elder Affairs	Vacant						
Veteran Services Group	Vacant	110 W Rich Ave	DeLand	32720	386-451-8488		
Private for Profit Healthcare Administration	Vacant				407-420-2560	Cartier.Murrill@ahca.myflorida.com	7/2024
Medical Community Workforce Development Board	Benjamin Juengst	1845 Holsonback Dr Bin 126 Room 2005A	Daytona Beach	32117	(O) 386-274-0703/ (C) 386-481-8171	benjamin.juengst@FLHealth.gov	10/2023
Disabled Citizens	Mary Tyson	329 Bill France Blvd	Daytona Beach	32114	386-323-7074	kathyspencer@careersourcefv.com	01/2022
Citizens Advocate - Systems User	Vacant						
Citizens Advocate Council for Early Childhood Services	DJ Lebo	291 Eddie Ave	Holly Hill	32117	386-212-9496	maryt291@icloud.com	06/2021
Agency for Persons with Disabilities	Vacant						
Citizens Advocate Council for Early Childhood Services	DJ Lebo	135 Executive Circle Ste 100	Daytona Beach	32114	386-323-2400 x196 386-801-9015 (cell)	djlebo@elcfv.org	02/2020
Agency for Persons with Disabilities	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	Ralf Heseler	950 Big Tree Rd	South Daytona	32119	386-756-7496 ext. 4099	rheseler@volusia.org	
Services Division- Alternate	Jacob Lunceford	950 Big Tree Rd	South Daytona	32119	386-756-7496 ext. 4157	jlunceford@volusia.org	
Volusia-Flagler TPO	Stephan Harris	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20428	sharris@r2ctpo.org	
Volusia-Flagler TPO	Pamela Blankenship	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20416	PBlankenship@r2ctpo	

APRIL 2025

WWW.VFTPO.ORG

VISION ZERO WORKSHOP

On March 20, the TPO hosted its first Vision Zero Action Plan Community Workshop in DeLand. The event sparked thoughtful discussions and valuable feedback on improving roadway safety in Volusia and Flagler Counties, with a focus on finding effective solutions to make our streets safer for everyone.



VOLUSIA FLAGLER 2050

Volusia-Flagler 2050 Long Range Transportation Plan

The *Volusia-Flagler 2050* Long Range Transportation Plan (LRTP) is underway!

Volusia-Flagler 2050 is being developed to:

- Identify future needs and improvements for pedestrian, bicycle, transit, highway and freight mobility;
- Guide the expenditure of transportation funds;
- Ensure new transportation improvements meet community values;
- Prioritize transportation projects; and
- Promote safe and efficient transportation services.

Upcoming Events:

LRTP Virtual Workshop #3

Monday, April 7 | 2:00 pm – 3:30 pm

LRTP Public Open Houses

Lakeside Community Center, Port Orange

Monday, April 21 | 4:00 pm – 6:00 pm

Palm Coast Community Center, Room 112

Monday, April 28 | 4:00 pm – 6:00 pm

Sanborn Center, DeLand

Tuesday, April 29 | 4:00 pm – 6:00 pm

For more information on these public input opportunities and others, [click here](#)

APRIL 2025



Flagler County Commission
Best Foot Forward Proclamation



Vision Zero Comprehensive Safety Action Plan

The TPO has begun work with its consultant VHB, Inc., to develop a Vision Zero Comprehensive Safety Action Plan (CSAP)

through a collaborative effort which will include a robust community outreach campaign engaging the public and community stakeholders throughout the process to collect diverse input and ensure equitable representation across the two-county region. The following Community Workshops are scheduled:

East Volusia: April 3 | 3-5 pm | Airline Room
Daytona Beach International Airport

Flagler County: April 17 | 3-5 pm | Palm Coast
Community Center Sunshine Room #112

Also, during the month of April, the TPO Board and Advisory Committees will be hearing a presentation on the draft Vision Zero Action Plan. Dates/times for these meetings can be found at www.VFTPO.org.

Ongoing Projects & Activities

- Vision Zero/Safe Streets and Roads for All (SS4A) Grant Implementation
- Annual TPO Call for Projects Process
- Best Foot Forward for Pedestrian Safety Program
- *Volusia-Flagler 2050* Long Range Transportation Plan (LRTP) Development
- TPO Apportionment Implementation
- Smart Driving College Challenge Pilot Project
- TPO Title VI and Public Participation Plan (PPP) Update
- TPO Office Relocation Coordination

For more information on the upcoming Vision Zero Comprehensive Safety Action Plan Community Workshops and other upcoming meetings click below:
[Vision Zero Action Plan](#)

Follow the TPO on our social media channels:



**Planning Grant Agreement Tasks
Quarterly Progress Report**



Planning Agency	Volusia-Flagler TPO	County	Volusia
		Invoice #	G3045 Q3
Reporting Period	01/01/2025 - 03/31/2025	Grant #	G3045

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 8, 2025 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)	Minutes of the January 8, 2025 TDLCB Public Hearing are attached
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 8, 2025 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 Votran.

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 2024/25 second quarterly report was provided to the TDLCB at their January 8, 2025 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	Votran's FY 2024/25 Evaluation was approved by the TDLCB at their January 8, 2025 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 Votran's FY 2024/25 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

04/09/2025

Date

DRAFT



Upcoming Events

April - May 2025

April 3

Volusia County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:00 am

Volusia County Public Works Northeast Services Facility
3771 W International Speedway Blvd, Daytona Beach

More info: [Click Here](#)

April 3

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

10:00 am – 12:00 pm

FDOT D5 Regional Traffic Management Center
4975 Wilson Rd, Sanford

More info: [Click Here](#)

April 3

Vision Zero Action Plan Community Workshop #2

3:00 pm – 5:00 pm

Daytona Beach International Airport Airline Room
700 Catalina Dr, Daytona Beach

More info: [Click Here](#)

April 4

Central Florida Safety Strategic Plan Steering Committee Meeting #3

10:00 am – 12:00 noon

Cape Canaveral Community Center, 7920 Orange Ave, Cape Canaveral

More info: [Click Here](#)

April 7

Volusia-Flagler 2050 LRTP Virtual Workshop #3

2:00 pm – 3:30 pm

Virtual Workshop

More info: [Click Here](#)

April 8

Flagler County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:00 am

Flagler County Commissioner Conference Room
1769 E. Moody Blvd, Bldg. 2, Bunnell

More info: [Click Here](#)

April 9

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

2:00 pm – 3:00 pm

Lynx Administrative Building
455 North Garland Ave, Orlando

More info: [Click Here](#)



Upcoming Events

April 11

Central Florida MPO Alliance (CFMPOA) Meeting

10:00 am – 12:00 noon

MetroPlan Orlando Boardroom

250 S. Orange Ave., Suite 200, Orlando

More info: [Click Here](#)

April 16

Flagler County Best Foot Forward Steering Committee Meeting

9:00 am – 10:00 am

Virtual Meeting

More info: [Click Here](#)

April 17

Vision Zero Action Plan Community Workshop #3

3:00 pm – 5:00 pm

Palm Coast Community Center Sunshine Room (112)

305 Palm Coast Parkway NE, Palm Coast

More info: [Click Here](#)

April 21

Volusia-Flagler 2050 LRTP Open House #1

4:00 pm – 6:00 pm

Lakeside Community Center

1999 City Center Circle, Port Orange

More info: [Click Here](#)

April 24

MPO Advisory Council (MPOAC) Meeting

8:00 am – 5:00 pm

Capital Region TPA - Tallahassee Meeting Room & City Chambers

300 S. Adams St, A-19, Tallahassee

More info: [Click Here](#)

April 24

Central Florida Commuter Rail Commission (CFCRC) Board Meeting

2:00 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)

April 26

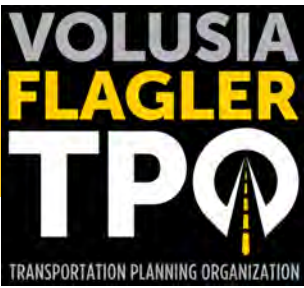
Washington Oaks Gardens State Park Earth Day Event

10:00 am – 3:00 pm

Washington Oaks Gardens State Park; 6400 N. Oceanshore Blvd, Palm Coast

The Volusia-Flagler TPO will have a table at this event.

More info: [Click Here](#)



Upcoming Events

April 28

Volusia-Flagler 2050 LRTP Open House #2

4:00 pm – 6:00 pm

Palm Coast Community Center Room #112

305 Palm Coast Parkway NE, Palm Coast

More info: [Click Here](#)

April 29

Volusia-Flagler 2050 LRTP Open House #3

4:00 pm – 6:00 pm

Sanborn Activity Center

815 S. Alabama Ave, DeLand

More info: [Click Here](#)

May 1

Volusia County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:00 am

Volusia County Public Works Northeast Services Facility

3771 W International Speedway Blvd, Daytona Beach

More info: [Click Here](#)

May 7

Florida Metropolitan Planning Partnership (FMPP) Meeting

8:00 am – 12:00 noon

Virtual Meeting

More info: [Click Here](#)

May 9

Central Florida Safety Summit

10:00 am – 2:00 pm

Midway Suites, Daytona International Speedway, Daytona Beach

More info: [Click Here](#)

May 13

Flagler County Community Traffic Safety Team (CTST) Meeting

9:00 am – 10:00 am

Flagler County Commissioner Conference Room

1769 E. Moody Blvd, Bldg. 2, Bunnell

More info: [Click Here](#)

May 14

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

2:00 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)



Upcoming Events

May 22

Central Florida Commuter Rail Commission (CFCRC) Board Meeting

2:00 pm – 3:00 pm

Lynx Administrative Building

455 North Garland Ave, Orlando

More info: [Click Here](#)

May 28

Vision Zero Action Plan Working Group Meeting #3

2:00 pm – 4:00 pm

Virtual Meeting

More info: [Click Here](#)

May 29

Port Orange Regional Library Helmet Fitting

3:00 pm – 5:00 pm

Port Orange Regional Library

1005 City Center Circle, Port Orange

The TPO will be fitting helmets at this event.

More info: [Click Here](#)

FOR IMMEDIATE RELEASE

Contact: Pamela Blankenship
Volusia-Flagler TPO Community Outreach Coordinator
Phone: 386-226-0422 ext. 20416
Email: Pblankenship@r2ctpo.org
Website: www.VFTPO.org



**Volusia-Flagler Transportation Planning Organization (TPO)
Kicks Off Safe Streets and Roads for All (SS4A) Vision Zero Comprehensive Safety Action Plan**

The Volusia-Flagler TPO recently announced that the TPO, in partnership with Volusia and Flagler Counties as joint applicants, was a recipient of a federal SS4A grant of \$320,000 to develop a Comprehensive Safety Action Plan (CSAP) which will identify projects, programs, and implementable strategies aimed at eliminating fatalities and serious injuries for all modes of travel on our roadways.

The TPO has begun work with its consultant VHB, Inc., to develop a Vision Zero Comprehensive Safety Action Plan (CSAP) through a collaborative effort which will include a robust community outreach campaign engaging the public and community stakeholders throughout the process to collect diverse input and ensure equitable representation across the two-county region.

Currently, a Vision Zero CSAP Task Force Working Group is being assembled which includes local law enforcement partners, local businesses, community leaders, FDOT, city and county staff, and TPO advisory committee members, among others. Three community workshops are currently being planned to educate and request public feedback on maps that reflect the results of the safety analysis; dates will be announced in the coming days.

Once complete in June 2025, the CSAP will provide a detailed and collaborative assessment of transportation safety issues in Volusia and Flagler Counties and identify feasible safety improvements for targeted risk areas on the roadway network.

“While we continue to make our roads safer through education, project prioritization, and programming, we must take further action and work collectively with our member governments, agency partners, community stakeholders, and the public to develop an inclusive safe system approach to roadway safety,” said Ms. Colleen Nicoulin, Volusia-Flagler TPO Executive Director. “This grant provides the TPO with the opportunity to take the next step by developing a Vision Zero Action Plan for our communities that will serve as a roadmap in leading us to an ultimate vision of zero fatalities and serious injuries on our transportation system.”

Information and updates on the CSAP are available at www.vftpo.org/public-involvement/vision-zero/.

For more information, contact Pamela Blankenship at 386-226-0422 ext. 20416 or email at PBlankenship@r2ctpo.org.

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About the Volusia-Flagler TPO: The Volusia-Flagler TPO is the transportation planning organization for Volusia and Flagler Counties; providing a forum for cooperative decision-making by local elected officials with input from citizens and stakeholder groups to develop a series of transportation plans and programs that create the framework for making transportation investment decisions.



VISION ZERO ACTION PLAN

1

Community Workshop

Thursday, March 20, 2025

3:00pm - 5:00pm

Sanborn Activity Center

Meeting Room #3

815 South Alabama Avenue

DeLand, FL, 32724

2

Community Workshop

Thursday, April 3, 2025

3:00pm - 5:00pm

Daytona Beach International Airport

Airline Room

700 Catalina Drive

Daytona Beach, FL 32114

3

Community Workshop

Thursday, April 17, 2025

3:00pm - 5:00pm

Palm Coast Community Center

Sunshine Room #112

305 Palm Coast Parkway NE

Palm Coast, FL 32137

Where Do Our Transportation Projects Get Started?

Most of them begin in our region's Long Range Transportation Plan.

The Volusia-Flagler Transportation Planning Organization (TPO) is developing our region's next Long Range Transportation Plan (LRTP), *Volusia-Flagler 2050*. The LRTP is a plan that defines the future transportation needs for Volusia and Flagler counties. Once completed and adopted later this year, *Volusia-Flagler 2050* will replace *Connect 2045*, the TPO's current LRTP.

Volusia-Flagler 2050 is being developed to:



Identify

future needs and improvements for all modes of transportation



Guide

the expenditure of transportation funds



Ensure

new transportation improvements meet community values



Prioritize

transportation projects



Promote

safe and efficient transportation services

The LRTP process includes:



What is Our Transportation Vision?

The following goals have been established to guide the development of *Volusia-Flagler 2050*:



Multimodal

Develop and maintain a balanced and efficient multimodal transportation system



Economic Development

Support the economic development and growth of the TPO area and region



Connectivity

Enhance and expand transportation connectivity and choice for all users



Safety

Eliminate crash-related fatalities and serious injuries and improve safety and security throughout the transportation network



Livability

Promote livability through a multimodal transportation system that fosters quality communities and protects natural resources



Involvement

Promote equity, transparency, and opportunities for the public to be involved with their transportation system

How Do I Get Involved?

The development of *Volusia-Flagler 2050* will include a variety of virtual and in-person opportunities to follow the progress of the plan and provide your input.

Visit the TPO website and follow our social media channels for information on upcoming LRTP events and to submit comments.



What is the Volusia-Flagler TPO?



The Volusia-Flagler Transportation Planning Organization (formerly the River to Sea TPO) is the agency responsible for planning and programming federal and state transportation funds for Volusia and Flagler counties. Learn more about the TPO at: www.vftpo.org

L RTP Public Open Houses

The Volusia-Flagler Transportation Planning Organization (TPO) is developing our region's next Long Range Transportation Plan (LRTP), Volusia-Flagler 2050.

The LRTP is a plan that defines the future transportation needs for Volusia and Flagler Counties.

We invite you to share your input on transportation in Volusia and Flagler Counties at one of the following Public Open Houses
(all three open houses will present the same content):

Monday, April 21 | 4:00 pm - 6:00 pm

Lakeside Community Center

1999 City Center Circle
Port Orange FL 32129

Monday, April 28 | 4:00 pm - 6:00 pm

Palm Coast Community Center

Room #112

305 Palm Coast Parkway NE
Palm Coast FL 32137

Tuesday, April 29 | 4:00 pm - 6:00 pm

Wayne G. Sanborn Center

815 S. Alabama Avenue
DeLand FL 32724

More Info:



**TDLCB Meeting
April 9, 2025**

7. TDLCB Member Comments



**TDLCB Meeting
April 9, 2025**

8. TDLCB Chairperson Comments



**TDLCB Meeting
April 9, 2025**

8. Adjournment

The next TDLCB meeting will be on July 9, 2025

