

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
April 10, 2024**

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

TDLCB Members Physically Present:

Jessi Smith
Beverly Johnson
Jean Cerullo
Mary Tyson, Vice Chairperson
Doug Hall
Cassandra Jessie
Jamie Ledgerwood
Victoria Anderson
Jennifer Fowler
Robert Watson
Matt Reinhart, Chairperson

Representing:

Association of Community Action
Children at Risk
Citizens Advocate
Disabled Citizens - Alternate
Citizens Advocates, System User
Citizens Advocates, System User - Alternate
Florida Department of Transportation - Alternate
Healthcare Administration - Alternate
Public Education Community
Veterans Services Group
Volusia County Council

TDLCB Members Virtually Present:

Judy Craig
Patricia Lipovsky

Representing:

Disabled Citizens
Elderly Citizens

TDLCB Members Absent:

Carlos Colon (excused)
Sheryl Dick-Stanford
Sylvia Bamberg
Christy Gillis (excused)
Todd Banks
Ellen Labadie
Steven Civitelli (excused)
Benjamin Juengst (excused)
Steve Jack
Cynthia Tucker
Susan Pauley (excused)
Robin King
Kathy Spencer (excused)

Representing:

Florida Department of Transportation
Agency for Persons with Disabilities
Agency for Persons with Disabilities - Alternate
Department of Children and Families
Department of Children and Families - Alternate
Elder Affairs
Medical Community
Medical Community – Alternate
Private for Profit
Vocational Rehab Services
Vocational Rehab Services – Alternate
Workforce Development Board
Workforce Development Board – Alternate

Others Physically Present:

Donna King, Recording Secretary
Stephan Harris
Pamela Blankenship
Patrick Panza
Lisa Burns
Katheryn Kennedy
Scott Larsen
John Harden
Robert Nelson
Samantha Ponsolle
Lisa Rivera
Lisa Gilberti
Bobbie King
Ralf Heseler
Jacob Lunceford
Kelvin Miller

Representing:

TPO Staff
TPO Staff
TPO Staff
Bike/Walk Central Florida
Citizen
Citizen
Citizen
Citizen
Citizen
Conklin Davis Center for Visually Impaired
RBYS Transport
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division
Volusia County Transit Services Division
Votran

Others Virtually Present:

Colleen Nicoulin
Libertad Acosta-Anderson

Representing:

TPO Staff
FDOT

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

TDLCB Chairperson Matt Reinhart called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 10:21 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 ten voting members physically present and two voting members virtually present.

The Pledge of Allegiance was given.

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

II. Public Comment/Participation

Ms. Bobbie King, Volusia County Transit Service Division Director, stated that she understood there had been a lot of public comments during the Grievance Committee meeting and asked that the same public comments be shared during the TDLCB meeting.

Ms. Lisa Burns, a citizen, stated that when Votran arrives too early, and if you can't leave at the time they show up then Votran will list you as a no-show. Some of the yellow cab drivers are doing their own thing instead of following the manifest. She asked that new policies be posted on the Votran website to cut down on the rumors.

Ms. Katheryn Kennedy, a citizen, stated that she lives in Ormond Beach which is out of the regular service area for Votran. She stated that she can't use Votran on Sundays or after 7:00 p.m. which impacts the social lives of herself and others who live in that area. Additionally, scheduling rides must be done two to three days in advance, or you are told the routes are full.

Ms. King stated that she is the Transit Services Division Director and Contract Manager who oversees Votran employees in Volusia County. She explained the issue of Votran not providing 24-hour service and stated that if a request is made for transportation outside of service hours, there is not much they can do. For anything that is customer service or service-related, Votran investigates every issue and will see what can be done to address them.

Chairperson Reinhart stated that the Grievance Committee was made aware that there was an issue with phone calls when citizens were trying to call in and a generic email address was provided; the email is posted on the Votran website as well.

Ms. Kennedy asked why only Daytona Beach has service until midnight.

Ms. Tyson explained how fixed route service operates as well as Gold service and provided examples of locations and service areas.

Ms. King stated that Sunday has a reduced service level and Votran has identified specific areas where they can provide services on Sundays; unfortunately, they can't provide Sunday service everywhere for many reasons. She added that Votran is sympathetic to the issue but there is not much that can be done.

Mr. Kelvin Miller, Volusia County Transit Services Division, stated that currently Votran only provides services in the ADA corridor on Sundays and in the evenings, which is within ¼ mile from a fixed route.

Mr. John Harden, a citizen, stated that on one of his pickups, the driver did not look for him upon arrival. The driver then left him, and he had to take an Uber 2¼ hours after his pickup time.

Mr. Scott Larsen, a citizen, stated that he was also there that day and noted that three visually impaired people were left. There was also a sighted person there who waited for an hour and a half with Mr. Harden and the others. The sighted person walked over to where the stop should have been and called Votran, and they were told that the driver came, waited five minutes, and left. The driver made no effort to get out and just left.

Chairperson Reinhart asked if it was Votran Gold.

Mr. Larsen stated yes, he was told by the sighted people that it was Votran Gold.

Mr. Miller stated that it is helpful to know which agency your trip is on i.e., Votran, subcontractor, or taxi service.

Ms. Burns stated that she always asks which entity is getting her because she has trouble getting into the CCT vehicles; she noted that this information is not offered, you must ask to find out.

Mr. Miller stated that specific information is needed when calling in such as date, time, and location so that Votran can narrow down and address the issue correctly.

Mr. Larsen stated that Votran's website needs to be updated. He noted that when Votran calls and leaves a voicemail they only leave half a message and that needs to be fixed.

Ms. Lipovsky asked if the subcontractors receive the same training as Votran employees.

Mr. Miller stated that they do not receive the same training as Votran drivers, but they do get some training derived from material that Votran sends the subcontractors.

Ms. Lisa Gilberti, Volusia County Transit Division, stated that the subcontracted local providers are responsible for training their drivers.

Chairperson Reinhart stated that he would like to have someone representing the private vendors present for the TDLCB meetings; he will work on that. He added that he understands that they have been invited to these meetings before but during his tenure, they haven't attended.

Ms. Samantha Ponsolle, Conklin Davis Center for Visually Impaired, stated that someone she knows tried to schedule a trip with Votran and was informed by dispatch that they could only schedule trips for work or medical reasons. She asked if this was new that Votran Gold could not be used for leisure activities.

Ms. King stated that Votran has a limited capacity and they try to make sure they cover medical, school, and work requests as a priority with the amount of space they have available. She noted that they always try to work with the customer when they have space available but from time to time, they are unable to provide leisure trips. It's not a rule, and Votran is trying to accommodate everyone.

Mr. Miller explained that if someone calls in and Votran can't accommodate them, they offer alternative suggestions for a different time or date.

Mr. Larsen stated that he called in on Tuesday to go to a therapy appointment on Thursday and he was not given an alternate time. He was told that there were no trips available on Thursday with a two-day advance request. He does not think that customers should be denied a trip.

Mr. Miller stated that he would look into that.

Ms. Ponsolle asked if someone was scheduling a trip in West Volusia if VoRide was ever used as a provider rather than Votran Gold.

Ms. King stated that it would be her choice; VoRide has a wider range and more availability. They try to let people know that anyone can use VoRide. VoRide is running at the same time as Votran on the west side of the county. She provided details on how VoRide works and how to book trips via the VoRide App or by phone.

Ms. Lipovsky stated that when Votran is making new rules, they should try to put themselves in our place. Votran customers depend on these rides. She would like to see them give up their vehicles for one week and depend on Votran to take them everywhere; to see if that would make a difference.

Mr. Hall thanked the citizens for showing up and expressing their concerns. He noted that they must speak up if they want Votran to know what they want. He has been an advocate for transportation in Volusia County since the 1970s. It takes politics and big groups to support the need to take action. He emphasized that everyone should remember the cost of the services that Votran provides.

Ms. Lipovsky suggested increasing the fare by a quarter.

Chairperson Reinhart stated that as with other organizations, tax dollars don't just originate in Volusia County. Volusia County requests funds from the state and federal governments. He explained how they go to Tallahassee to ask for allotted funds annually. They try to keep the millage rate flat, if not rolled back like last year to help people and they were successful in doing that. He noted that coming up SunRail will be an expenditure; of \$9 to \$11 million in the first year. Due to that expenditure, it will be hard to keep the millage rate flat or to roll it back. He also stated that the utility bills in unincorporated Volusia County have not been raised in several years whereas some of the local cities have raised them. Unfortunately, to get roads that are the county's responsibility repaired, utilities will have to be raised.

Discussion continued on the effect political action can have.

III. Action Items

A. Review and Approval of the January 10, 2024 TDLCB Meeting Minutes

MOTION: *A motion was made by Mr. Hall to approve the January 10, 2024 TDLCB meeting minutes. The motion was seconded by Ms. Lipovsky and carried unanimously.*

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

Mr. Heseler reviewed Votran's monthly Paratransit reports for November, December, and January. He noted that no-shows are up 8.6%.

Mr. Heseler answered TDLCB members' questions regarding how no-shows are monitored; why Yellow Cab shows up after a trip has been canceled; if same-day cancellations are considered no-shows; what is the check and balance to make sure a proper system is in place that identifies the difference between a no-show and a cancellation; the process of standing orders; and the tracking the repeat no-show offenders.

MOTION: *A motion was made by Ms. Lipovsky to approve Votran's monthly Paratransit Reports. The motion was seconded by Mr. Hall and carried unanimously.*

C. Review and Approval of the 2024 TDLCB Grievance Procedures

MOTION: *A motion was made by Mr. Hall to approve the 2024 TDLCB Grievance Procedures. The motion was seconded and carried unanimously.*

IV. Presentations and Discussion Items

A. Presentation and Discussion of Bike/Walk Central Florida's Best Foot Forward Pedestrian Safety Program

Mr. Patrick Panza, Programs Director of Bike/Walk Central Florida, provided a PowerPoint presentation on the Best Foot Forward Pedestrian Safety Program. He stated that Bike/Walk Central Florida is a nonprofit organization dedicated to educating and advocating to make communities more walkable, bikeable, and rollable. He noted that Central Florida is one of the most dangerous regions in the United States for walking, biking, and rolling according to the Dangerous by Design Report. He discussed contributing factors to this designation including speeding and distracted and aggressive driving. The Best Foot Forward (BFF) program is focused on

changing the culture of drivers versus walkers. He discussed the driver yield rates at crosswalks and the 4-E approach. They have partnered with FDOT on Target Zero and the goal to reduce fatalities on our roadways to zero. He provided the BFF program's progress from 2012 to the present.

Mr. Panza answered TDLCB members' questions regarding the process of adjusting speed limits and what age group BFF educates children in schools.

B. Presentation and Discussion of the 2024 Florida Legislative Session

Mr. Harris provided a PowerPoint presentation and summary of the 2024 Florida Legislative Session. He provided details of HB 5001: General Appropriations Act; CS/CS/SB 1380: Special Transportation Services for Persons with Disabilities; CS/CS/CS HB 278: Transportation Services; and CS/CS/CS HB 1301: Department of Transportation.

V. Staff Comments

→ Expansion of VoRide Mobility on Demand Service – Mr. Heseler stated that VoRide started on December 5, 2023, and expanded into Orange City, Deltona, and DeBary on April 8, 2024. Mr. Heseler stated that VoRide has made over 13k trips and is averaging a 4.8-star rating.

Ms. Lisa Gilberti asked for a letter of support from the TDLCB regarding an FTA Section 5339 (c) Low or No Emission grant application that Votran was applying for. The grant is required to be submitted by April 25th and will replace twelve paratransit buses with low-emissions vehicles.

MOTION: A motion was made by Ms. Tyson to provide a letter of support from the TDLCB regarding an FTA section 5339 (c) Low or No Emission Grant application. The motion was seconded by Ms. Cerullo and carried with FDOT abstaining from the vote due to a conflict of interest.

VI. TDLCB Member Comments

Mr. Heseler answered TDLCB members' questions regarding VoRide crossing city lines; whether VoRide is helping Votran's driver shortage; future VoRide expansions and funding; and whether drivers will be able to accommodate the customers.

Mr. Heseler noted that Votran has a union and VoRide cannot supplant their drivers. Votran needs to be cautious and sensitive moving forward.

Ms. Ledgerwood stated that she abstained from voting on the motion to provide a letter of support for an FTA Section 5339 (c) Low or No Emission Grant application due to a conflict of interest; she is an FDOT employee.

VII. TDLCB Chairperson Comments

Chairperson Reinhart announced the resignation of Ms. Renee Gahagan from the TDLCB.

VIII. Information Items

- River to Sea TPO Board Meeting Summaries
- River to Sea TPO Outreach & Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List
- TDLCB Meeting Summary - January 10, 2024

IX. Adjournment

The meeting was adjourned at 11:57 a.m.



VOLUSIA COUNTY COUNCIL MEMBER MATT REINHART, CHAIRPERSON
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the April 10, 2024 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 10th day of July 2024.



DONNA RALSTON, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

**A recording of the April 10, 2024 TDLCB meeting is available upon request.*