



River to Sea TPO Grievance Committee Meeting

April 10, 2024

9:30 am



**GC Meeting
April 10, 2024**

I. CALL TO ORDER/ROLL CALL/DETERMINATION OF QUORUM



**GC Meeting
April 10, 2024**

II. PUBLIC COMMENT/PARTICIPATION



**GC Meeting
April 10, 2024**

III. ACTION ITEMS

**A. Review and Approval of the April 12, 2023 Grievance
Committee Meeting Minutes**



**GC Meeting
July 12, 2023**

III. ACTION ITEMS

**B. REVIEW AND RECOMMEND APPROVAL OF THE 2024
TDLCB GRIEVANCE PROCEDURES**

**GRIEVANCE PROCEDURES
OF THE
RIVER TO SEA 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 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 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 ~~ten (10) working days~~ 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); and
 - d. Vehicle unit number, license number, color and type.
3. an explanation of the relief desired by the complainant; and
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 ~~ten (10) working days~~ 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 ~~ten (10) working days~~ **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 ~~ten (10) working days~~ **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 ground 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; and
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 ~~ten (10) working days~~ **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.

The appeal must be addressed to:

River to Sea 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) ~~working~~ days of the date the appeal was filed. 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 ~~five (5) working days~~ 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 ~~ten (10) working days~~ 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; and
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 ~~ten (10) working days~~ 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 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 ~~five (5) working days~~ seven (7) days in advance of the hearing.

A written copy of the TDLCB's recommendation shall be forwarded to all parties involved within ~~ten (10) working days~~ 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; and
3. reasons for the recommendation Votran 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 VIII: 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 ~~five (5) working days~~ 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 IX: CERTIFICATION

The undersigned hereby certifies that she is the Chairperson of the 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 River to Sea TPO Transportation Disadvantaged Local Coordinating Board the ~~12th~~ 10th day of ~~April 2023~~ April 2024.

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

ATTEST:

~~Pamela Blankenship~~ Donna King, Recording Secretary
River to Sea Transportation Planning Organization

DRAFT



**GC Meeting
April 10, 2024**

IV. STAFF COMMENTS

V. GRIEVANCE COMMITTEE CHAIRPERSON COMMENTS

VI. GRIEVANCE COMMITTEE MEMBER COMMENTS

VII. ADJOURNMENT



River to Sea TPO TDLCB Meeting

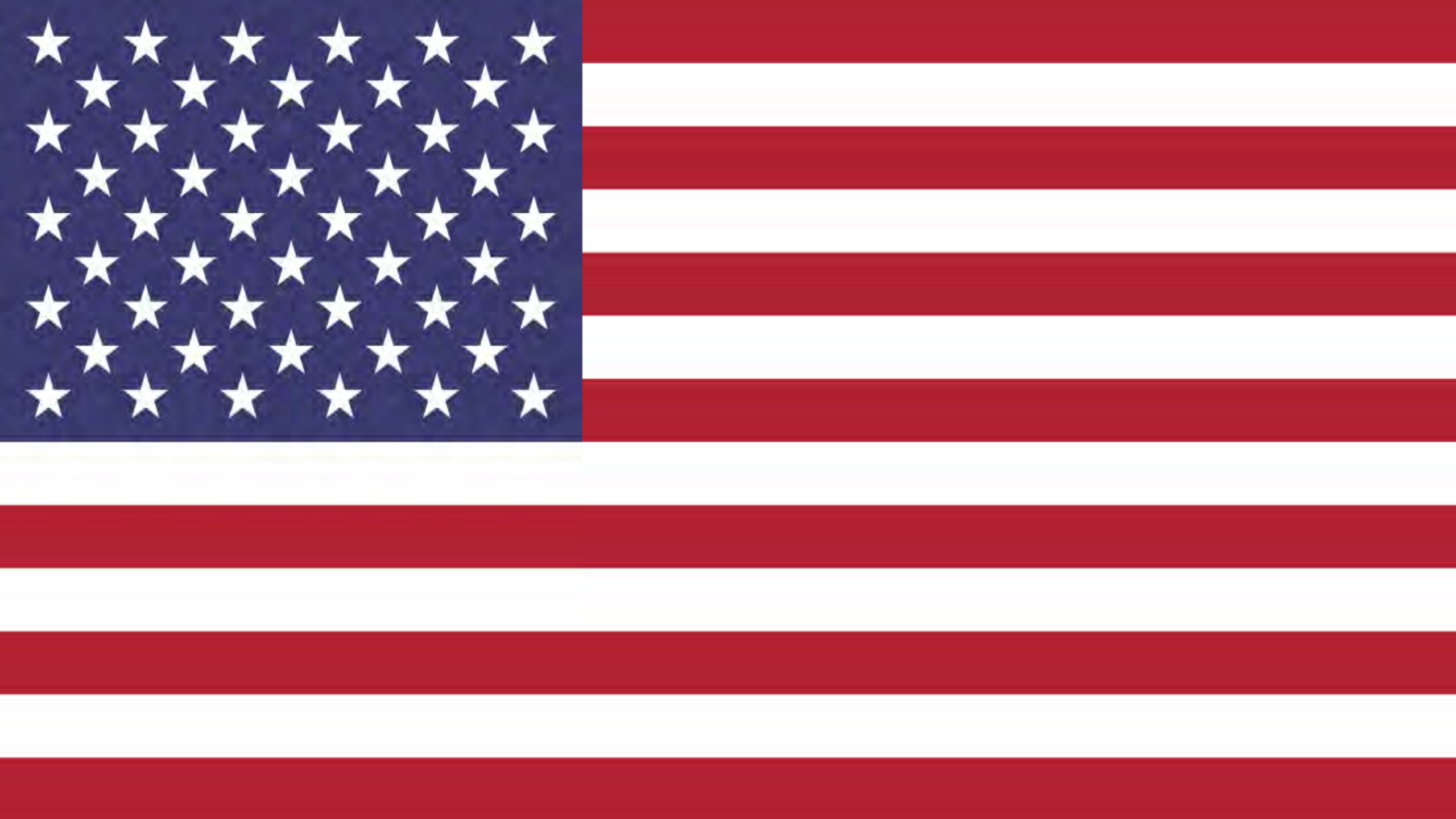
April 10, 2024

10:00 am



**TDLCB Meeting
April 10, 2024**

**I. CALL TO ORDER/ROLL CALL/DETERMINATION OF
QUORUM/PLEDGE OF ALLEGIANCE**





**TDLCB Meeting
April 10, 2024**

II. PUBLIC COMMENT/PARTICIPATION



**TDLCB Meeting
April 10, 2024**

III. ACTION ITEMS

**A. REVIEW AND APPROVAL OF THE JANUARY 10, 2024
MEETING MINUTES**



**TDLCB Meeting
April 10, 2024**

III. ACTION ITEMS

**B. REVIEW AND APPROVAL OF VOTRAN'S MONTHLY
PARATRANSIT REPORTS**

| MONTHLY TRANSPORTATION DISADVANTAGED REPORT | | | | | | |
|---|---------------------|---------------------|-------------------------|-------------------------|--------------------|--------------------|
| | NOV, 2023 VOTRAN | NOV, 2022 VOTRAN | NOV, 2023 CONTRACTED | NOV, 2022 CONTRACTED | NOV, 2023 TOTAL | NOV, 2022 TOTAL |
| TOTAL PASS TRIPS | 10,570 | 10,317 | 7,996 | 7,102 | 18,566 | 17,419 |
| TRIP PURPOSE | | | | | | |
| Medical | 3,896 | 3,966 | 2,839 | 2,918 | 6,735 | 6,884 |
| Nutrition | 1,107 | 889 | 136 | 71 | 1,243 | 960 |
| Other | 208 | 90 | 205 | 62 | 413 | 152 |
| Education | 2,522 | 2,531 | 1,659 | 1,540 | 4,181 | 4,071 |
| Shopping | 842 | 857 | 695 | 508 | 1,537 | 1,365 |
| Work | 1,995 | 1,984 | 2,462 | 2,003 | 4,457 | 3,987 |
| PASSENGER TYPE | | | | | | |
| Disabled | 10,504 | 9,985 | 7,991 | 7,095 | 18,495 | 17,080 |
| Elderly | 66 | 332 | 5 | 7 | 71 | 339 |
| Child | 0 | 0 | 0 | 0 | 0 | 0 |
| TRIP TYPE | | | | | | |
| Ambulatory | 79,668 | 7,863 | 6,309 | 5,529 | 85,977 | 13,392 |
| Wheelchair | 2,602 | 2,454 | 1,687 | 1,573 | 4,289 | 4,027 |
| TOTAL COMPLAINTS | 10 | 8 | 3 | 8 | 13 | 16 |
| Discourtesy | 0 | 0 | 0 | 1 | 0 | 1 |
| Safety | 0 | 0 | 0 | 2 | 0 | 2 |
| Early | 1 | 2 | 0 | 1 | 1 | 3 |
| Late | 6 | 0 | 2 | 0 | 8 | 0 |
| Driver | 0 | 0 | 0 | 0 | 0 | 0 |
| Schedule/Routes | 0 | 0 | 0 | 0 | 0 | 0 |
| Vehicle/Equipment | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 3 | 6 | 1 | 4 | 4 | 10 |
| 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 | 714 | 925 | 540 | 435 | 1,254 | 1,360 |
| NO SHOWS | 470 | 636 | 356 | 299 | 826 | 935 |
| REVENUE MILES | 98,636 | 106,352 | 163,692 | 49,932 | 262,328 | 156,284 |
| REVENUE HOURS | 5,580 | 6,450 | 9,719 | 3,457 | 15,299 | 9,907 |

| MONTHLY TRANSPORTATION DISADVANTAGED REPORT | | | | | | |
|---|---------------------|---------------------|-------------------------|-------------------------|--------------------|--------------------|
| | DEC, 2023 VOTRAN | DEC, 2022 VOTRAN | DEC, 2023 CONTRACTED | DEC, 2022 CONTRACTED | DEC, 2023 TOTAL | DEC, 2022 TOTAL |
| TOTAL PASS TRIPS | 9,649 | 10,496 | 7,516 | 7,580 | 17,165 | 18,076 |
| TRIP PURPOSE | | | | | | |
| Medical | 3,597 | 3,887 | 2,764 | 3,082 | 6,361 | 6,969 |
| Nutrition | 1,190 | 1,049 | 142 | 77 | 1,332 | 1,126 |
| Other | 143 | 212 | 141 | 154 | 284 | 366 |
| Education | 2,028 | 2,248 | 1,570 | 1,463 | 3,598 | 3,711 |
| Shopping | 894 | 1,078 | 743 | 662 | 1,637 | 1,740 |
| Work | 1,797 | 2,022 | 2,156 | 2,142 | 3,953 | 4,164 |
| PASSENGER TYPE | | | | | | |
| Disabled | 9,575 | 10,192 | 7,516 | 7,578 | 17,091 | 17,770 |
| Elderly | 74 | 304 | 0 | 2 | 74 | 306 |
| Child | 0 | 0 | 0 | 0 | 0 | 0 |
| TRIP TYPE | | | | | | |
| Ambulatory | 7,063 | 7,959 | 5,785 | 5,724 | 12,848 | 13,683 |
| Wheelchair | 2,586 | 2,537 | 1,731 | 1,856 | 4,317 | 4,393 |
| TOTAL COMPLAINTS | 5 | 4 | 4 | 0 | 9 | 4 |
| Discourtesy | 0 | 0 | 0 | 0 | 0 | 0 |
| Safety | 0 | 0 | 0 | 0 | 0 | 0 |
| Early | 0 | 0 | 0 | 0 | 0 | 0 |
| Late | 2 | 2 | 3 | 0 | 5 | 2 |
| Driver | 0 | 0 | 0 | 0 | 0 | 0 |
| Schedule/Routes | 0 | 0 | 0 | 0 | 0 | 0 |
| Vehicle/Equipment | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 3 | 2 | 1 | 0 | 4 | 2 |
| 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 | 804 | 693 | 632 | 639 | 1,436 | 1,332 |
| NO SHOWS | 494 | 358 | 389 | 331 | 883 | 689 |
| REVENUE MILES | 90,643 | 100,453 | 61,523 | 54,917 | 152,166 | 155,370 |
| REVENUE HOURS | 5,250 | 5,724 | 4,052 | 3,905 | 9,302 | 9,629 |

| MONTHLY TRANSPORTATION DISADVANTAGED REPORT | | | | | | |
|---|---------------------|----------------------|-------------------------|--------------------------|--------------------|---------------------|
| | JAN, 2024 VOTRAN | JAN , 2023 VOTRAN | JAN, 2024 CONTRACTED | JAN , 2023 CONTRACTED | JAN, 2024 TOTAL | JAN , 2023 TOTAL |
| TOTAL PASS TRIPS | 11,277 | 11,295 | 7,878 | 7,339 | 19,155 | 18,634 |
| TRIP PURPOSE | | | | | | |
| Medical | 4,193 | 3,716 | 2,883 | 2,755 | 7,076 | 6,471 |
| Nutrition | 1,227 | 1,167 | 174 | 127 | 1,401 | 1,294 |
| Other | 126 | 284 | 148 | 117 | 274 | 401 |
| Education | 2,736 | 2,784 | 1,760 | 1,626 | 4,496 | 4,410 |
| Shopping | 826 | 1,033 | 579 | 525 | 1,405 | 1,558 |
| Work | 2,169 | 2,311 | 2,334 | 2,189 | 4,503 | 4,500 |
| PASSENGER TYPE | | | | | | |
| Disabled | 11,235 | 10,947 | 7,874 | 7,339 | 19,109 | 18,286 |
| Elderly | 42 | 348 | 4 | 0 | 46 | 348 |
| Child | 0 | 0 | 0 | 0 | 0 | 0 |
| TRIP TYPE | | | | | | |
| Ambulatory | 8,541 | 8,803 | 6,107 | 5,668 | 14,648 | 14,471 |
| Wheelchair | 2,736 | 2,492 | 1,771 | 1,671 | 4,507 | 4,163 |
| TOTAL COMPLAINTS | 0 | 5 | 0 | 3 | 0 | 8 |
| Discourtesy | | 0 | | 0 | 0 | 0 |
| Safety | | 0 | | 0 | 0 | 0 |
| Early | | 0 | | 0 | 0 | 0 |
| Late | | 2 | | 0 | 0 | 2 |
| Driver | | 0 | | 0 | 0 | 0 |
| Schedule/Routes | | 0 | | 0 | 0 | 0 |
| Vehicle/Equipment | | 0 | | 0 | 0 | 0 |
| Other | | 3 | | 3 | 0 | 6 |
| 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 | 806 | 835 | 565 | 556 | 1,371 | 1,391 |
| NO SHOWS | 567 | 502 | 397 | 335 | 964 | 837 |
| REVENUE MILES | 106,391 | 109,980 | 64,139 | 52,926 | 170,530 | 162,906 |
| REVENUE HOURS | 6,053 | 6,224 | 4,274 | 3,767 | 10,327 | 9,991 |



TDLCB Meeting
April 10, 2024

III. ACTION ITEMS

**C. REVIEW AND APPROVAL OF THE 2024 TDLCB GRIEVANCE
PROCEDURES**

**GRIEVANCE PROCEDURES
OF THE
RIVER TO SEA 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

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SECTION 2: PURPOSE

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ARTICLE III: DEFINITIONS

SECTION 1: DEFINITION OF COMPLAINT

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SECTION 2: DEFINITION OF FORMAL GRIEVANCE

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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.

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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); and
 - d. Vehicle unit number, license number, color and type.
3. an explanation of the relief desired by the complainant; and
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 ~~ten (10) working days~~ **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.

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The CTC shall have ~~ten (10) working days~~ **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 ~~ten (10) working days~~ **fourteen (14) days** of notification to the complainant as to what action was made.

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An appeal to the Grievance Committee may only be filed after the complainant has sought satisfaction directly from the CTC.

The appeal must be addressed to:

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Attn: Grievance Committee
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Once an appeal has been received, the Grievance Committee shall meet and render its recommendation within thirty (30) ~~working~~ days of the date the appeal was filed. 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 ~~five (5) working days~~ 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 ~~ten (10) working days~~ 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; and
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 ~~ten (10) working days~~ 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:

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A written copy of the TDLCB's recommendation shall be forwarded to all parties involved within ~~ten (10) working days~~ **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;
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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 VIII: 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 ~~five (5) working days~~ 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 IX: CERTIFICATION

The undersigned hereby certifies that she is the Chairperson of the 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 River to Sea TPO Transportation Disadvantaged Local Coordinating Board the ~~12th~~ 10th day of ~~April 2023~~ April 2024.

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

ATTEST:

~~Pamela Blankenship~~ Donna King, Recording Secretary
River to Sea Transportation Planning Organization

DRAFT



TDLCB Meeting
April 10, 2024

IV. PRESENTATION ITEMS

**A. PRESENTATION AND DISCUSSION OF BIKE/WALK
CENTRAL FLORIDA'S BEST FOOT FORWARD PEDESTRIAN
SAFETY PROGRAM**



Best Foot Forward for pedestrian safety



Who We Are: Bike/Walk Central Florida



Bike/Walk Central Florida is a 501c3 **NONPROFIT** organization dedicated to **EDUCATING** and **ADVOCATING** to make communities more **WALKABLE, BIKEABLE** and **ROLLABLE**.

We strive towards a connected **EQUITABLE TRANSPORTATION** system that is **SAFE** and **COMFORTABLE** for all.

Programs Administrated by BWCF:





Best Foot Forward
for pedestrian safety

THE BEST FOOT FORWARD PROGRAM



One of the Most Dangerous Regions in U.S.



Highest Pedestrian Deaths Nationwide

| Rank | ↕ Metro area | ↕ Average ped deaths/100k per year | Rank | ↕ Metro area | ↕ Average ped deaths/100k per year |
|------|--|------------------------------------|------|--|------------------------------------|
| 1 | Deltona-Daytona Beach-Ormond Beach, FL | 4.25 | 13 | Tucson, AZ | 3.12 |
| 2 | Albuquerque, NM | 4.19 | 14 | Miami-Fort Lauderdale-Pompano Beach, FL | 3.11 |
| 3 | Memphis, TN-MS-AR | 3.93 | 14 | Riverside-San Bernardino-Ontario, CA | 3.11 |
| 4 | Tampa-St. Petersburg-Clearwater, FL | 3.55 | 16 | Columbia, SC | 3 |
| 5 | Charleston-North Charleston, SC | 3.54 | 17 | Greenville-Anderson, SC | 2.97 |
| 6 | Jacksonville, FL | 3.44 | 18 | El Paso, TX | 2.95 |
| 7 | Bakersfield, CA | 3.41 | 19 | North Port-Sarasota-Bradenton, FL | 2.92 |
| 8 | Orlando-Kissimmee-Sanford, FL | 3.37 | 20 | San Antonio-New Braunfels, TX | 2.82 |
| 9 | Stockton, CA | 3.35 | 21 | Lakeland-Winter Haven, FL | 2.81 |
| 10 | Fresno, CA | 3.25 | 22 | Phoenix-Mesa-Chandler, AZ | 2.8 |
| 11 | Baton Rouge, LA | 3.2 | 23 | Cape Coral-Fort Myers, FL | 2.78 |
| 12 | Palm Bay-Melbourne-Titusville, FL | 3.13 | 24 | Little Rock-North Little Rock-Conway, AR | 2.75 |

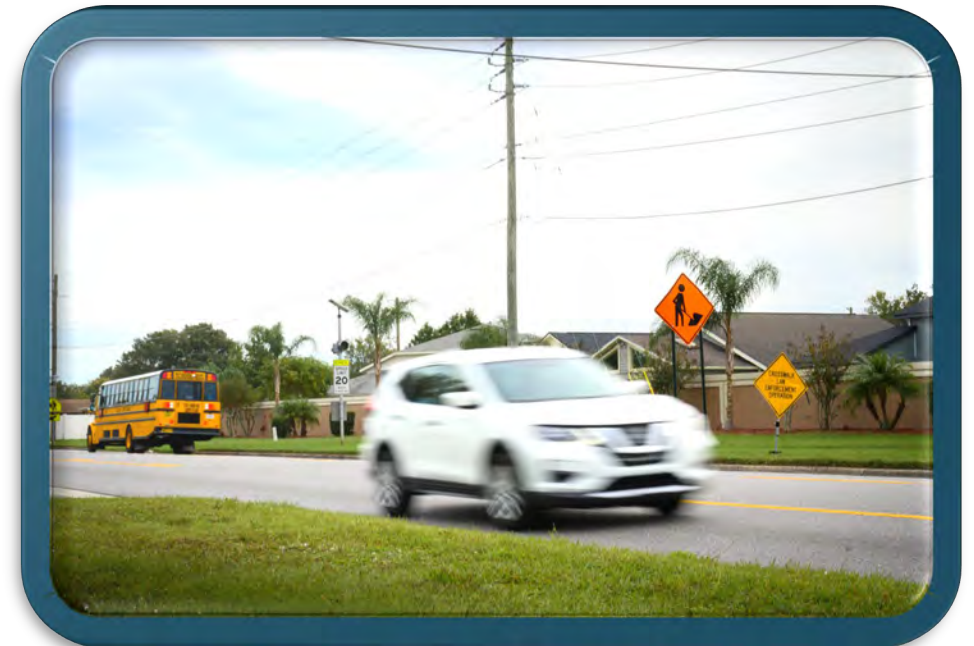
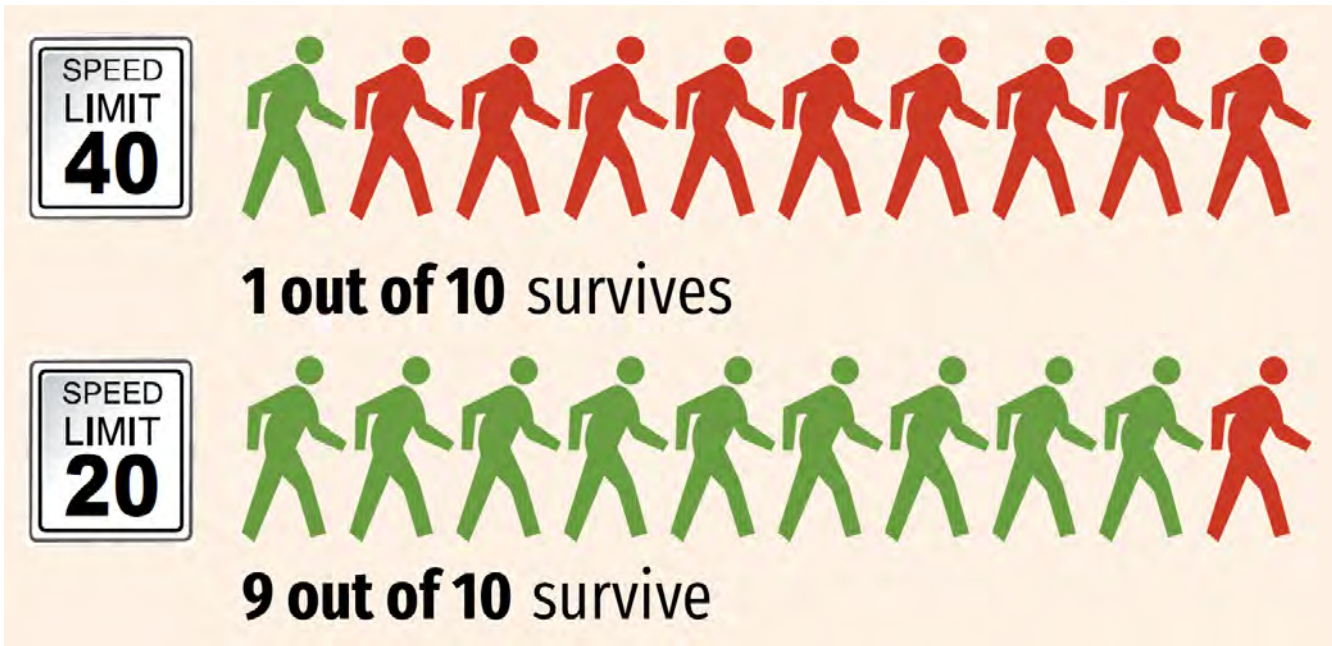
Florida metro areas are consistently ranked among the most dangerous for pedestrians in the nation according to reports from **Dangerous by Design (2012 – 2022)**



Contributing Factor #1: Speeding



- Our roads are built for moving cars fast. Many of our communities' speed limits have not been updated to reflect development in the area.

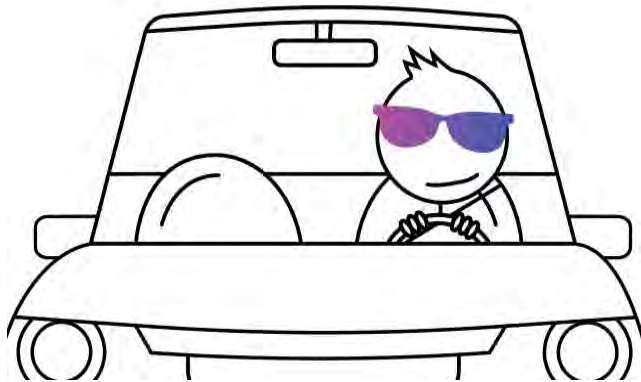


Contributing Factor #2: Distracted Driving



- Strategies to decrease distracted driving:
 - Do not disturb mode
 - Auto-reply setup
 - Custom music playlists
 - Stress management techniques

DRIVE TIME IS YOU TIME
Ride with **DO NOT DISTURB**



Contributing Factor #3: Aggressive Driving



- Some drivers explain they know the laws, but still choose to behave otherwise



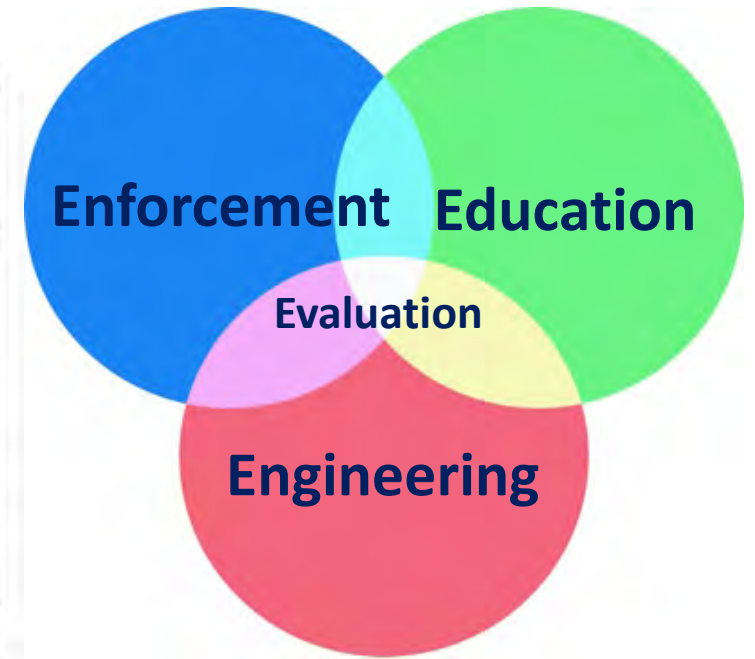
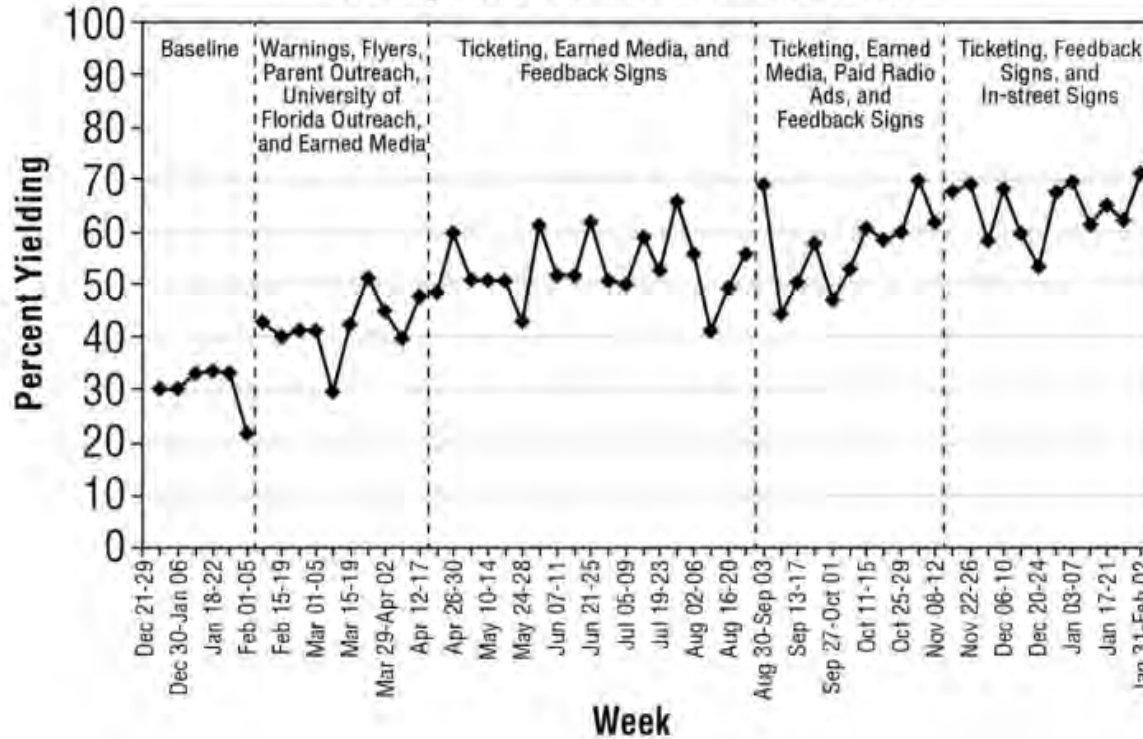
Signs of aggressive driving

Changing the Culture of Drivers vs. Walkers



2013 NHSTA Study: Percent of Drivers Yielding to Pedestrians

Averages Across All 6 Enforcement Sites

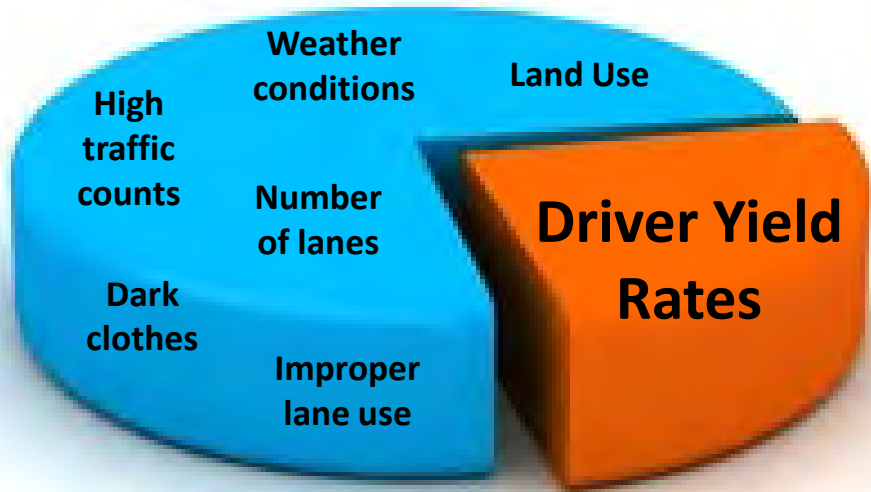


High-Visibility Enforcement on Driver Compliance With Pedestrian Right-of-Way Laws

U.S. Department of Transportation
National Highway Traffic Safety Administration

NHTSA
www.nhtsa.gov

Changing the Culture of Drivers vs. Walkers



Focus on one behavior to monitor, measure, & change

BFF Program Hypothesis:

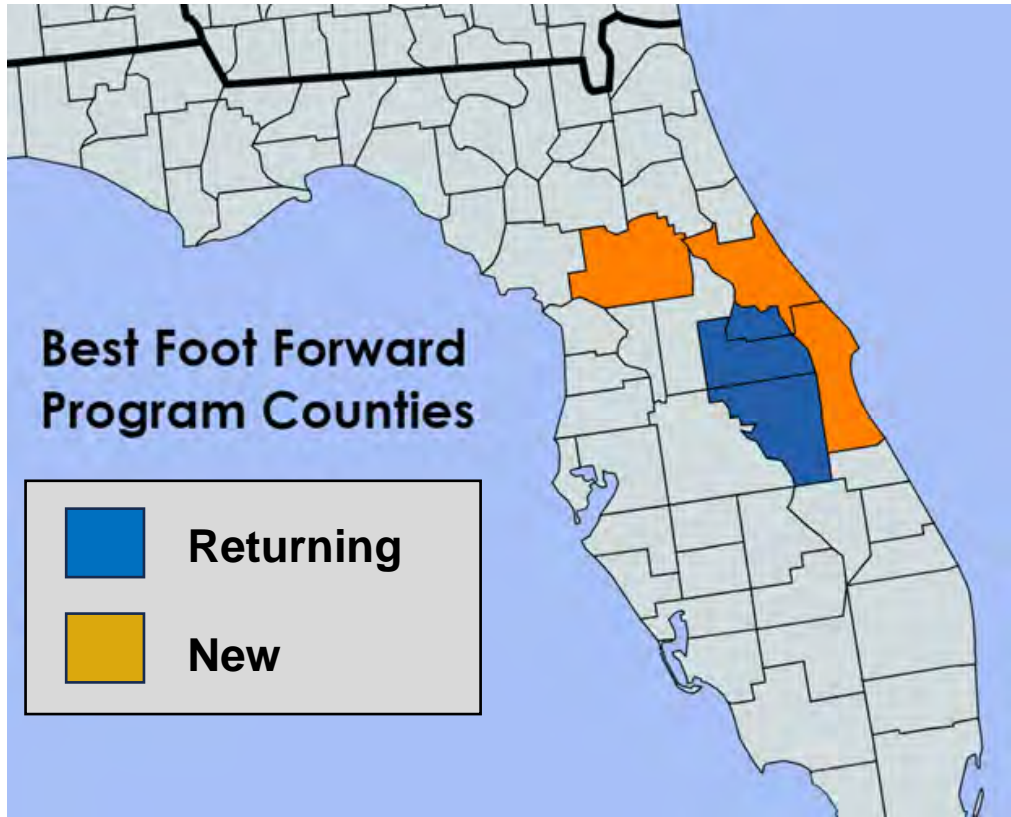
IF

we increase the rate of drivers that stop for pedestrians in crosswalks...

THEN

...more pedestrians will cross in crosswalks.

Growing a Multi-County Footprint



Best Foot Forward Partners





Best Foot Forward
for pedestrian safety

THE 4-E APPROACH



Evaluate: Identifying the Crosswalks



- Enforceable
- Planned enhancements or future development
- Speeds under 45 MPH
- Proximity to schools, trails, transit stops, activity centers, etc.
- Located within high injury networks
- Geographically dispersed

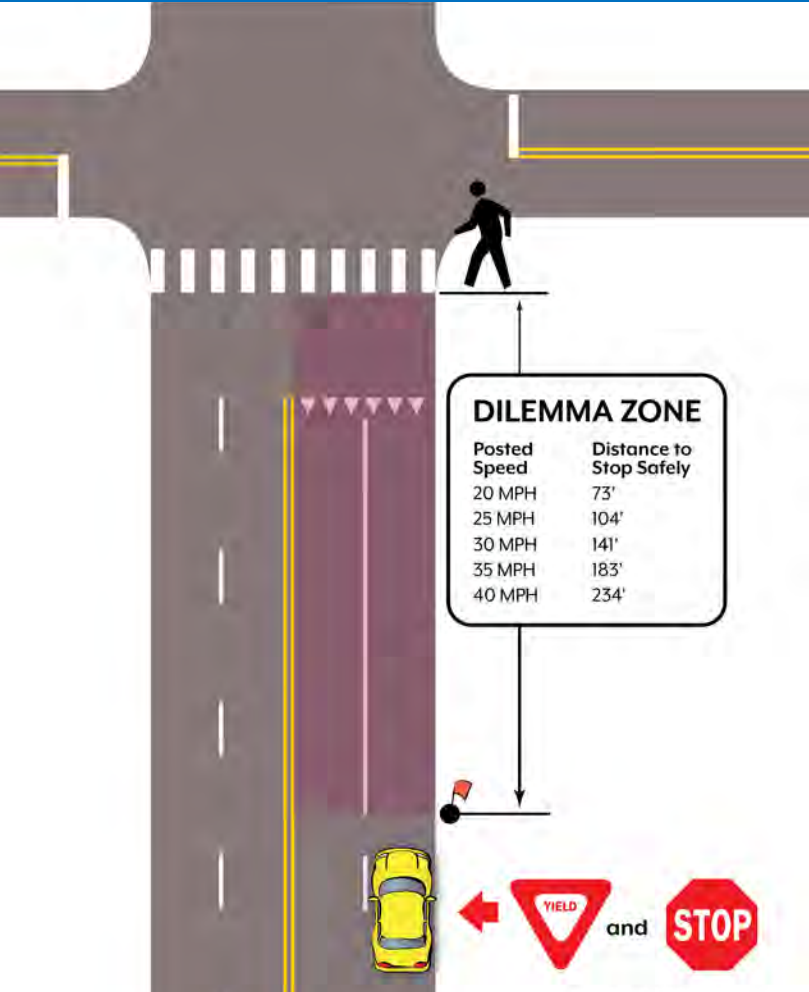


Evaluate: Collecting Data on Driver Yield Rate




BFF Data Collectors

- Take **photos** of the crosswalk and record observations
- Set up **flag markers** at a safe stopping distance for drivers
- Conduct **20 staged crossings** at three different times of day
- Return every other month to **monitor changes** (*a total of 360 crossings each year*)



Evaluate: Collecting Data on Driver Yield Rate



| SITE ID & NAME | SITE DETAILS | | | | YIELD RATE | ENFORCEMENT | | | DATA COLLECTION OBSERVATIONS |
|---|----------------------|--------------------|----------------------|---------------------|--------------|-----------------|---------------|--------------|--|
| | Juris. | Speed Limit (Wave) | Daily Traffic (Wave) | Travel Lanes (Wave) | FY 23-24 AVG | FEB 2024 DETAIL | FEB 2024 WARN | FEB 2024 CIT | |
|  Best Foot Forward for pedestrian safety | | | | | | | | | Jan-Mar 2024 |
| S. Beach St. & Cedar St. | Daytona Beach | 30 | 3,600 | 2 | 34% | | | | Active with pedestrians; Speeding up to 41 MPH; Southbound ped sign not at crosswalk; |
| S. Atlantic Ave. & Poinsettia Rd. | Daytona Beach | 35 | 11,400 | 4 | 25% | | | | Speeding up to 44 MPH; Eastside pedestrian sign partially blocked by plants; |
| E. Fairview Ave at Main St. Bridge | Daytona Beach | 30 | 8,800 | 2 | 16% | | | | No pedestrian signage at crosswalk; Additional sidewalk ramp ahead with no crosswalk; |
| S. Atlantic Ave. & Bellemead Dr. | Daytona Beach Shores | 35 | 13,200 | 4 | 43% | 1 | 12 | 22 | Active with pedestrians; Speeding up to 48 MPH, missing stop bar in one direction; |
| S. Atlantic Ave & Broad Ave | Daytona Beach Shores | 35 | 14,200 | 4 | 70% | | | | Crosswalk markings beginning to fade; Drivers generally compliant; |
| Walker St. & Center Ave. | Holly Hill | 25 | 1,700 | 2 | 97% | 1 | 6 | 0 | Lacks street lights; Drivers not coming to complete stop at stop signs; |
| S. Atlantic Ave & Ocean Ave. | New Smyrna Beach | 35 | 3,900 | 3 | 39% | 1 | 0 | 28 | Active with pedestrians; Crosswalk markings faded; Westside ped sign facing away; |
| Canal St. & N. Myrtle Ave | New Smyrna Beach | 35 | 12,900 | 2 | 78% | | | | Traffic sometimes blocks marked crosswalk; No ahead signage in either direction; |
| Seville St. & S. Beach St. | Ormond Beach | 35 | 4,700 | 4 | 38% | | | | Speeding up to 50 MPH; Uneven sidewalk ramp; |
| Ocean Shore Blvd & Tom Renick Park | Ormond Beach | 40 | 9,900 | 2 | 19% | 1 | 6 | 31 | Speeding up to 55 MPH; No ahead signage southbound; Tactile surfaces only on one side; |
| S. Atlantic Ave. & Winterhaven Park | Ponce Inlet | 35 | 5,300 | 4 | 83% | | | | No ahead signage northbound; Provided flags were used; |

Enforcement: Creating High Visibility



High visibility enforcements are an **evidence-based** way to help educate drivers about Florida's driver yield laws.

How we create high visibility:

- Creating **press releases** and contacting local broadcast, radio, & print **media**
- Inviting **elected officials** to attend
- Posting full list of locations, dates, and times across Central FL on our **website**
- Promoting the operation through **social media** & our **weekly newsletter**



1000+ media placements
22.9 M viewers reached
\$7.4 M media value
9.6 M social media impressions
241 K social media engagements



Enforcement: Operation Best Foot Forward



Over a Decade of Operations



6 Participating Counties



20+ Law Enforcement Agencies



700+ Enforcement Details

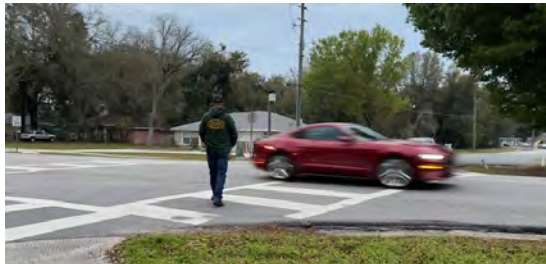
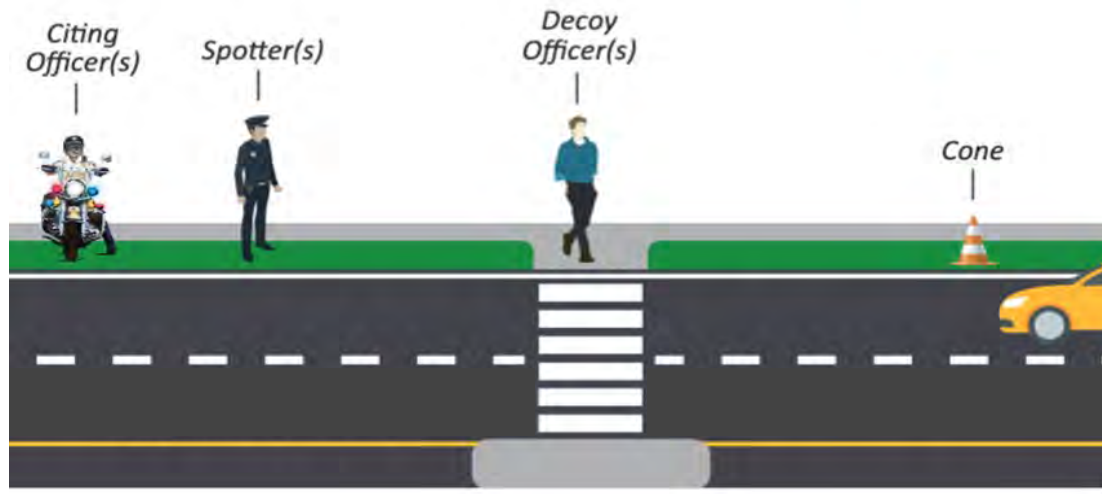


12,000+ Citations and Warnings

*Through 23.11.30



EXAMPLE OPERATIONS LAYOUT:



Evaluating the Effect of Enforcement - 2023



Eagle Circle & Eagle Blvd.

Seminole County Sheriff's Office distributed **24 warnings** and **11 citations** during three 2023 enforcements, improving the driver yield rate from **46%** to **58%**.



February '23 Enforcement



July '23 Enforcement

Seminole County

Evaluating the Effect of Enforcement - 2023



Budinger Ave. & Peghorn Way

St. Cloud Police Department distributed **18 warnings and 8 citations** during three 2023 enforcements, improving the yield rate from **24%** to **57%**.



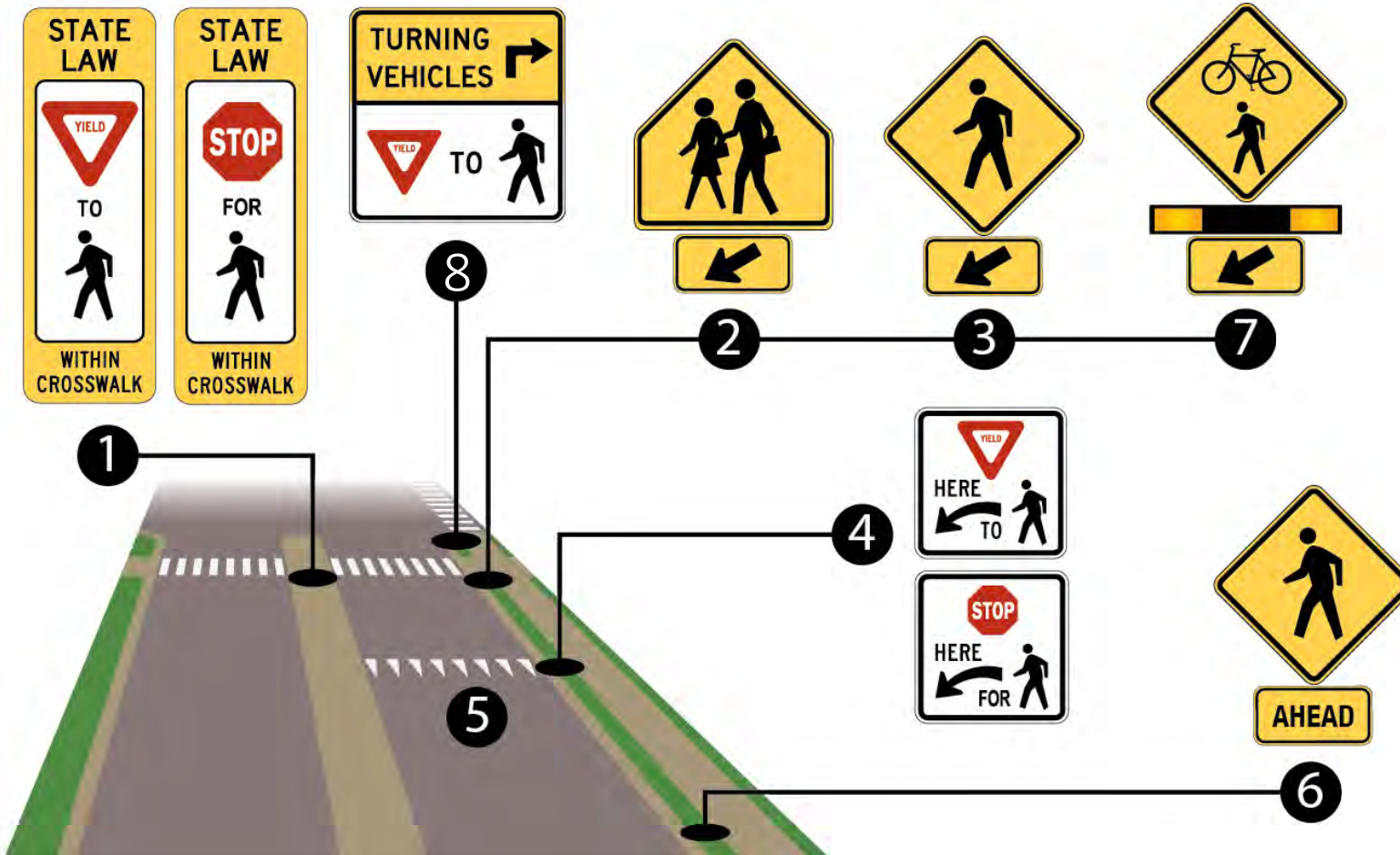
April '23 Enforcement



July '23 Enforcement

St. Cloud

Engineer: Recommend Countermeasures



We create customized **crosswalk improvement plans** that evaluate each crosswalk and recommend potential countermeasures based on the unique characteristics of the location from our observations and data collection

Then we **evaluate the effect** of any new countermeasures

Evaluating the Effect of Engineering - 2023



W. Melody Ln. & S. Cypress Way

City of Casselberry improved the driver yield rate from **36%** to **75%** by adding a center stripe, stop bars, and in-street “State Law: Stop for Peds” vertical signs.



Before – 36%



After – 75%

Casselberry

Evaluating the Effect of Engineering - 2023



Mill Run Blvd. & Mill Slough Rd.

City of Kissimmee improved the driver yield rate from **26%** to **69%** after installing “Stop Here for Peds” signs, advance yield markings, and a rectangular rapid flashing beacon.



Before – 26%



After – 69%

Kissimmee

Educate: Through Outreach



School Education



Partner Outreach



Community Events



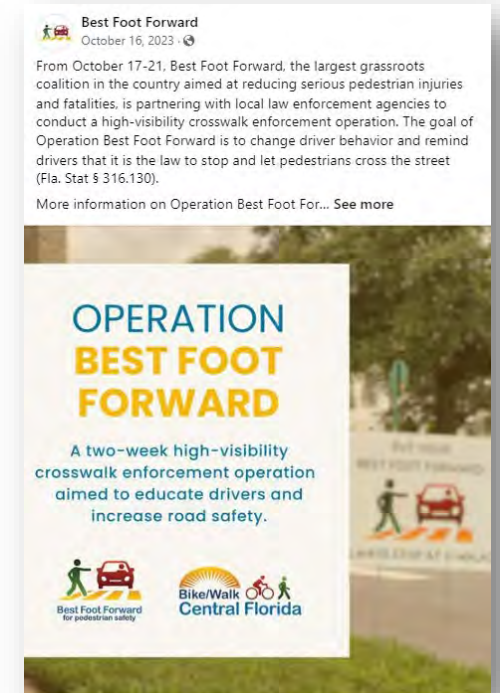
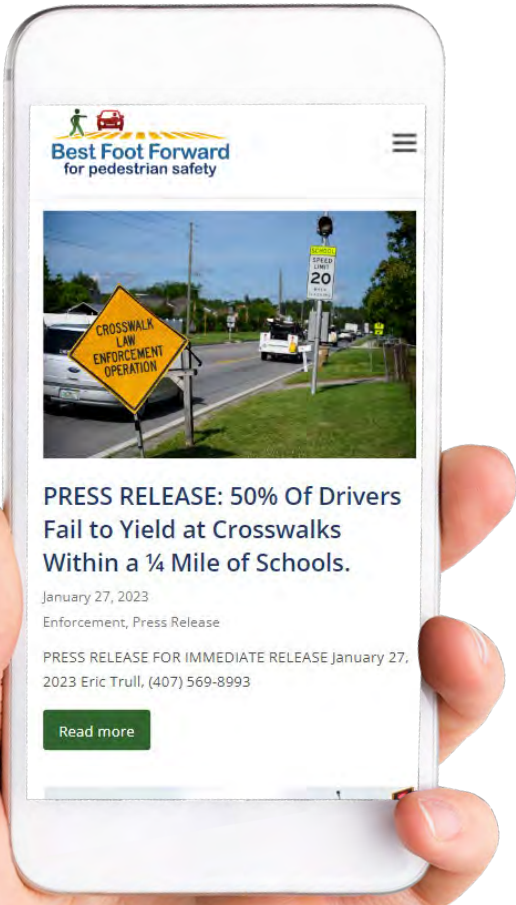
Program Presentations

Educate: Target Zero Messaging



- **Target Zero** is a FDOT's statewide initiative to reduce the number of transportation-related serious injuries and deaths across Florida to **ZERO**.
- FDOT is partnering with the Best Foot Forward program to expand operations into new counties as a part of its Target Zero initiative.

Educate: Through Digital Channels



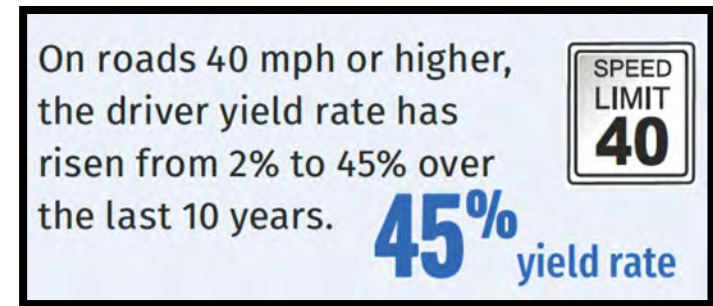
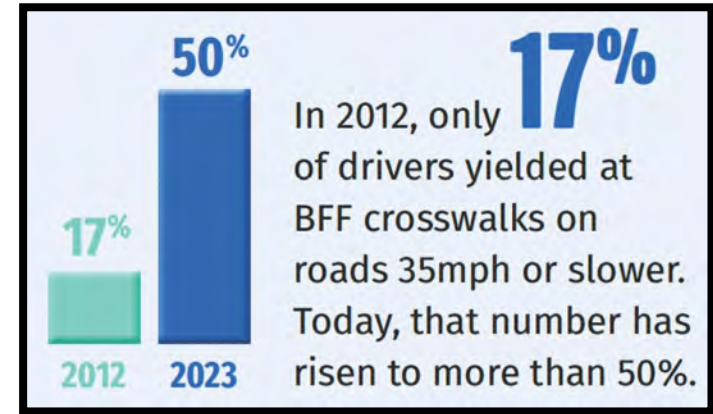


Best Foot Forward
for pedestrian safety

BFF PROGRAM PROGRESS



Program Progress to Date (2012-Present)



12,000+

TOTAL CITATIONS AND WARNINGS

700+

ENFORCEMENT DETAILS

300+

MONITORED CROSSWALKS

800+

PRESENTATIONS AND EVENTS

Enforcement

Engineering

Education

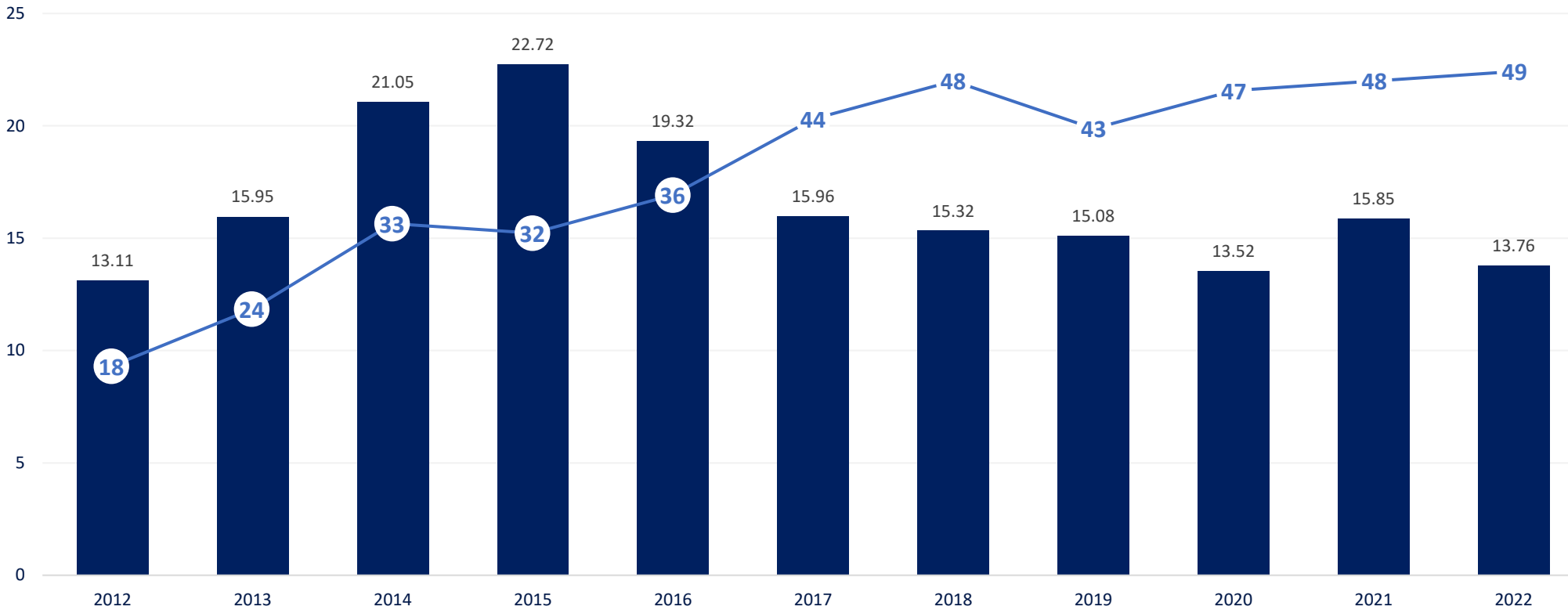
Tracking Progress: Serious Injuries vs. DYR



Bike/Ped Deaths & Incapacitating Injuries Per 100,000 Population

3-County Orlando Metro Area, 2012-2022

Sources: Signal Four Analytics, U.S. Census



— Percent of drivers yielding to pedestrians at program crosswalks

■ Bike/Ped Deaths & Incapacitating Injuries per 100,000 People



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Executive Director
Emily@bikewalkcf.org



Kayla Mitchell
Operations Director
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Patrick Panza
Programs Director
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Vince Dyer
Program Manager
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Kenzie Anderson
Program Coordinator
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Jenna Mousseau
Outreach Coordinator
Jenna@bikewalkcf.org

Thank you!

Contact our outreach team and visit us on our website & social media pages:



@BestFootCFL



@BikeWalkCFL



**TDLCB Meeting
April 10, 2024**

IV. PRESENTATION ITEMS

**B. PRESENTATION AND DISCUSSION OF THE 2024 FLORIDA
LEGISLATIVE SESSION**

April 10, 2024

2024 Post-Session Legislative Summary



HB 5001 - General Appropriations Act



- The budget includes \$59.3 million to the grants and aids category of the Transportation Disadvantaged Trust Fund. The Commission is projected to distribute this funding through the following programs:
 - Approximately \$52.9 million to the Trip & Equipment (T&E) Grant Program.
 - Approximately \$1.9 million to the Planning Grant Program.
 - \$1.4 million to the "Shirley Conroy" Capital Equipment Grant.
 - \$3 million to the Innovative Service Development (ISD) Grant.

CS/CS/SB 1380: Special Transportation Services for Persons with Disabilities

- The bill amends the Commission board membership (s. 427.012, F.S.), from 7 to 11 members appointed by the Governor, to include:
 - The Secretary of Transportation or his or her designee.
 - The Director of the Agency for Persons with Disabilities or his or her designee.
 - The Secretary of Elderly Affairs or his or her designee.
 - The director of the Division of Blind Services.
 - Two county managers or administrators, one from a rural county and one from a county with a population of more than 150,000 according to the last state census.
 - Five members who have experience in transportation, workforce development, transit services, management, insurance, or service of persons with disabilities or who have disabilities and use transportation for the transportation disadvantaged.

CS/CS/SB 1380: Special Transportation Services for Persons with Disabilities, cont.

- The bill creates two new sections of Chapter 427 (ss. 427.02 and 427.021, F.S.), defining “Transportation Service Provider” as an organization or entity that contracts with a local government to provide paratransit service to persons with disabilities, and provides new requirements for these organizations. For contracts entered into or renewed with local governments on or after October 1, 2024, the bill requires the transportation service providers to:
 - Provide training to paratransit drivers that meet minimum requirements established by the Agency for Persons with Disabilities (APD).
 - Establish reasonable time periods between a request for service and the arrival of the transportation service provider. If a transportation service provider exhibits a pattern of late arrivals, the local government may authorize another organization to provide such paratransit service, including the acceptance of any prepaid vouchers for future paratransit service, notwithstanding the terms of the contract with the original provider.
 - Provide for transparency regarding the quality of paratransit service provided, including, but not limited to, data relating to the timeliness of paratransit service provided and the handling of complaints.
 - All contracts with paratransit service providers (on or after October 1, 2024) must be competitively procured and may not be awarded using an exceptional purchase provision (provided for in s. 287.057(3), F.S.).

CS/CS/SB 1380: Special Transportation Services for Persons with Disabilities, cont.

- The bill also requires the CTD to establish model procedures for transportation service providers and local governments to receive and investigate reports related to adverse incidents during the provision of paratransit 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 a reported adverse incident must commence within 48 hours after receipt of the report.
 - Local governments and transportation service providers must submit quarterly reports to the CTD regarding adverse incidents received.

CS/CS/SB 1380: Special Transportation Services for Persons with Disabilities, cont.

- The bill amends the Florida Department of Transportation (FDOT) requirements governing transit services (s. 341.041(16), F.S.) to ensure all its grants and agreements related to paratransit services, unless otherwise directed by federal and state law, include the following provisions:
 - Performance requirements for the delivery of services, including clear penalties for repeated or continuing violations;
 - Minimum liability insurance requirements for all transportation services purchased, provided, or coordinated for the transportation disadvantaged through contracted vendors or subcontractors; and
 - Complaint and grievance processes for paratransit users, including a requirement that all reported complaints, grievances, and resolutions are reported to FDOT on a quarterly basis.

CS/CS/SB 1380: Special Transportation Services for Persons with Disabilities, cont.

- The bill requires the following entities to deliver comprehensive reports by January 1, 2025:
 - FDOT – Conduct a comprehensive review of the CTD and Coordinated TD System, including services delivered by Community Transportation Coordinators (CTCs), how other paratransit services are coordinated, breakdowns of funding, etc. The report is due to the Governor and Legislature.
 - University of South Florida-Center for Urban Transportation Research (CUTR) – Deliver a report to FDOT on model policies and procedures or best practices for timeliness of paratransit services.
 - Implementing Solutions from Transportation Research and Evaluating Emerging Technologies (I-STREET) Living Lab – Conduct a comprehensive review on technology and training improvements to better support persons with disabilities using paratransit services administered under federal, state, or local governments. The report is due to FDOT, the Governor and Legislature.

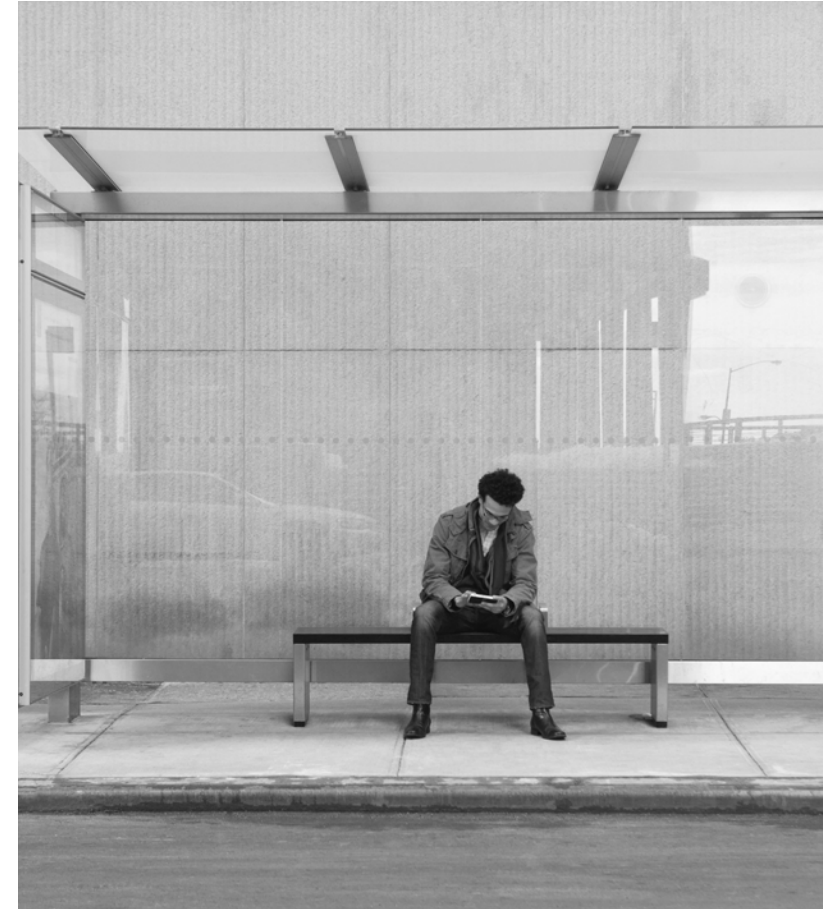
CS/CS/CS HB 287: Transportation

- The department may not annually commit more than 20 percent of the revenues derived from state fuel taxes and motor vehicle license-related fees deposited into the State Transportation Trust Fund to public transit projects.
- The department may annually commit more than 20 percent of such revenues for any of the following:
 - A public transit project that uses revenues derived from state fuel taxes and motor vehicle license-related fees to match funds made available by the Federal Government.
 - A public transit project included in the transportation improvement program adopted pursuant to s. 339.175(8) and approved by a supermajority vote of the board of county commissioners or the governing board of a consolidated county and city government where the project is located.
 - A bus rapid transit or rail project that would result in maintaining or enhancing the level of service of the state highway system along the corridor of the project, provided state funds do not exceed 50 percent of the nonfederal share of the costs and the percentage of the local share.



CS/CS/CS HB 1301: Department of Transportation

- Holds back state funds to Transit, Seaports, and Airports if the system adheres to mask or certain vaccine mandates.
- Provides that lane repurposing for public transit must be approved by a supermajority vote of the transit authority's board.
- Requires any action of eminent domain for public transit facilities must be discussed at a public meeting of the transit provider's board.
- Provides that certain unallocated New Starts Transit funds must be reallocated to the Strategic Intermodal System for a two-year period.
- Prohibits public transit providers from spending FDOT funds on certain marketing or advertising activities for exterior vehicles. Requires the department to establish guidelines.



CS/CS/CS HB 1301: Department of Transportation, cont.

- Prohibits window tinting on public transit buses from being any darker than what is legally allowed for motor vehicles.
- Requires each public transit provider to annually certify that its budgeted and actual general administrative costs are no greater than 20 percent above the state average administrative costs of either a Tier 1 or Tier 2 system. Exempts rail systems.
- Requires public transit providers to disclose their line item budget, all salaried executive management level employee's compensation packages, ridership and performance metrics, and any gifts accepted in exchange for a contract. This must be posted to the agency's website.
- Requires specified increases of 5% or more in administrative costs by a public transit provider must be reviewed and approved by FDOT.





TDLCB Meeting
April 10, 2024

V. STAFF COMMENTS

→ Expansion of VoRide Mobility on Demand Service



Beginning April 8, VoRide will expand to Orange City, Deltona, and DeBary!



This service operates using small mini-vans in a designated zone. For trips outside of the zone, riders will be connected to a Votran bus route to continue their trip.

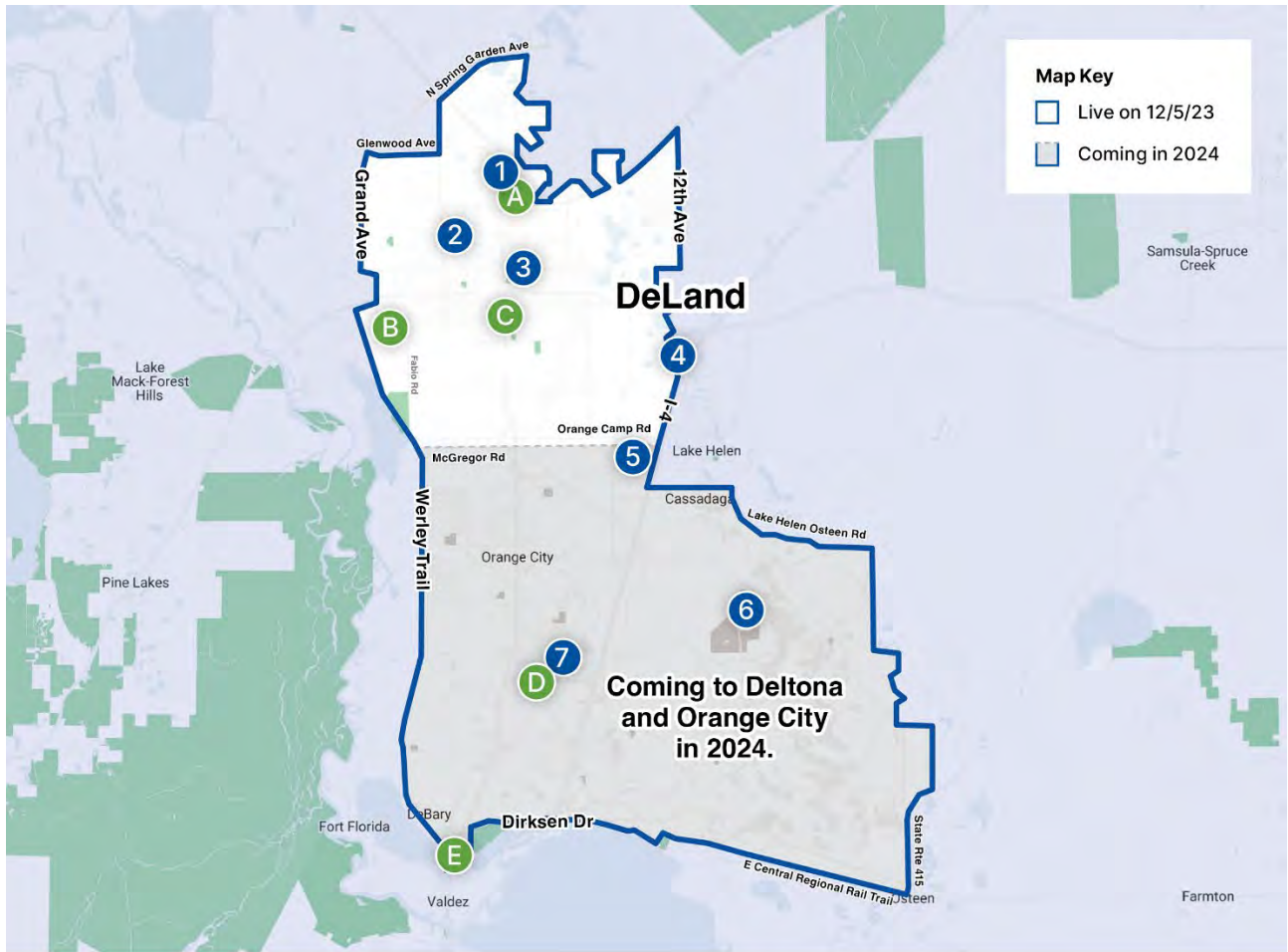
Service Areas

Service is provided in DeLand. Generally, the boundaries of the service zone are as follows: Orange Camp Road to the south, I-4 & 12th Ave. (Daytona Park Estates) to the east, Grand Avenue to the west, and Glenwood Ave./Spring Garden Ave., and the DeLand Municipal Airport to the north.

Popular destinations in the DeLand Zone include: DeLand Walmart, DeLand Neighborhood Market Walmart, Stetson University, DeLand Regional Library, Daytona State College (DeLand Campus), Country Club Corners Shopping Center, the Dr. Joyce Cusack Resource Center, and the DeLand Amtrak Station (site of the Future DeLand SunRail Station).

Transfers to/from Votran buses can be made at the Amelia Superstop (Routes 20, 31, and 60), the Thomas C. Kelly County Administration Center bus stops on Rich Avenue (Route 20), or at the DeLand ITF (Routes 20 & 31).

Beginning on April 8, the service area will expand to include Orange City, Deltona, and DeBary.



How to Ride

Riders will be able to book their trip using the VoRide App or by phone: (386) 210-9861.

You'll need the origin and destination of your trip when booking. At this time, riders will not be able to preschedule their trips, so you can just book when you're ready to go.

If you qualify for reduced fares or are using a wheelchair, use the Concessions menu to select the applicable option.

Be sure to select the number of travelers you are traveling with.

Fares

| Fare Type | Fare Amount |
|--|------------------------------------|
| Full Fare | \$2.00 |
| Reduced Fare Youth (7-18), Persons with Disabilities, and Senior Citizens (65+) | \$1.00 |
| Children (Under 7 with a paying adult) | Free |
| Intermodal Trip* | Free (must pay fare on Votran bus) |

Fares can be paid through the VoRide app or with cash to the driver.

* An *Intermodal Trip* is a trip in which part of your trip will be provided on VoRide and on a Votran bus. Either leg can come first (Votran to VoRide or VoRide to Votran). The VoRide portion of your trip will be free, all riders will need to pay their fare when boarding the Votran bus.

Bicycles, Mobility Aides, and Baggage

At this time, bicycles will not be permitted on VoRide vehicles. They may be permitted at a later date.

If you are travelling with a wheelchair, be sure to select that option when booking your trip to ensure a wheelchair accessible vehicle is sent to your location and there is space available.

VoRide is a curb-to-curb service and some pickup/dropoff points may be at a nearby street corner. For customers needing assistance from door-to-door, please use Votran Gold Paratransit Service.

Because space is limited, we ask that riders limit the amount of bags, including luggage or groceries.

Customer Service & More Information

For all Customer Service related matters, please call or email:

(386) 210-9861 or support-voride@ridewithvia.com

For more information on VoRide, including suggestions or general comments, please contact the Volusia County Transit Services Division using a contact form. Please select "VoRide" from the drop down menu for Comment Type.



**TDLCB Meeting
April 10, 2024**

VI. TDLCB MEMBER COMMENTS



**TDLCB Meeting
April 10, 2024**

VII. TDLCB CHAIRPERSON COMMENTS



TDLCB Meeting April 10, 2024

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

**Planning Grant Agreement Tasks
Quarterly Progress Report**



| | | | |
|-------------------------|---|------------------|----------|
| Planning Agency | River to Sea Transportation Planning Organization | County | Volusia |
| | | Invoice # | G2J22 Q3 |
| Reporting Period | 01/01/2024 - 03/31/2024 | Grant # | G2J22 |

| 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 10, 2024 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) | No activity for the specified reporting period. |
| F. | Provide staff support for committees of the local coordinating board. (Task 3) | Staff support was provided for the Quality Assurance Committee for their January 10, 2024 Meeting. |
| 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. |

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| 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 10, 2024 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 |
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| 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 |
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| 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 2023/24 second quarterly report was provided to the TDLCB at their January 10, 2024 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) | Annual training for TDLCB members was provided at their January 10, 2024 meeting. |
| 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</i> | Votran's FY 2023/24 Evaluation was approved by the TDLCB at their January 10, 2024 meeting. |

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| | <i>Coordinators and Providers in Florida</i> (at a minimum using the modules 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 2023/24 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

04/10/2024

Date

DRAFT



**TDLCB Meeting
April 10, 2024**

IX. ADJOURNMENT

The next TDLCB meeting will be on July 10, 2024