



## MEETING NOTICE & AGENDA

Please be advised that there will be a meeting of the River to Sea Transportation Planning Organization (R2CTPO) **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)** held on:

**DATE:** Wednesday, April 12, 2023

**TIME:** 10:00 a.m.

**PLACE:** Volusia County Mobility Management Center (Votran)  
Conference Room  
950 Big Tree Road  
South Daytona, Florida 32119

**Microsoft Teams has been  
established for remote  
participation.**

.....  
Join the TDLCB Meeting on your computer or mobile app:

[Click here to join the meeting](#)

Or call in (audio only)

+1 561-484-5911 8366373# United States, West Palm Beach

Phone Conference ID: 836 637 3#

.....  
Volusia County Council Member Matt Reinhart, Chairperson

### AGENDA

- I. **CALL TO ORDER/ROLL CALL/DETERMINATION OF QUORUM/PLEDGE OF ALLEGIANCE**
- II. **PUBLIC COMMENT/PARTICIPATION**  
*(Public comments may be limited to three (3) minutes at the discretion of the Chairperson)*
- III. **ACTION ITEMS**
  - A. **REVIEW AND APPROVAL OF THE JANUARY 11, 2023 MEETING MINUTES** *(Contact: Debbie Stewart) (Enclosure, pages 4-11)*
  - B. **REVIEW AND APPROVAL OF VOTRAN'S MONTHLY PARATRANSIT REPORTS** *(Contact: Stephan Harris and Ralf Heseler, Votran) (Enclosure, pages 12-15)*

**III. ACTION ITEMS** *(continued)*

**C. REVIEW AND APPROVAL OF REVISIONS TO VOTRAN GOLD SERVICE PARATRANSIT SHARED-RIDE APPLICATION** *(Contact: Stephan Harris) (Enclosure, pages 16-28)*

**D. REVIEW AND APPROVAL OF THE 2023 TDLCB GRIEVANCE PROCEDURES** *(Contact: Stephan Harris) (Enclosure, pages 29-35)*

**IV. PRESENTATIONS AND DISCUSSION ITEMS**

**A. PRESENTATION AND DISCUSSION OF 2023 PUBLIC TRANSPORTATION AND TRANSPORTATION DISADVANTAGED AWARENESS DAY** *(Contact: Stephan Harris) (Enclosure, pages 36-44)*

**V. STAFF COMMENTS** *(pages 45-46)*

→ 2023 TDLCB meeting schedule (second half)

**VI. TDLCB CHAIRPERSON COMMENTS** *(page 45)*

**VII. TDLCB MEMBER COMMENTS** *(page 45)*

**VIII. INFORMATION ITEMS** *(Enclosure, pages 45-60)*

- 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

**IX. ADJOURNMENT** *(page 45)*

**\*\*THE NEXT TDLCB MEETING WILL BE ON JULY 12, 2023\*\***

NOTE: Individuals covered by the Americans with Disabilities Act of 1990 in need of accommodations for this public meeting should contact the River to Sea TPO office, 1 Deuce Court, Suite 100, Daytona Beach, Florida 32124; (386) 226-0422, extension 20416, at least five (5) working days prior to the meeting date.

NOTE: If any person decides to appeal a decision made by this board with respect to any matter considered at such meeting or hearing, he/she will need a record of the proceedings including all testimony and evidence upon which the appeal is to be based. To that end, such person will want to ensure that a verbatim record of the proceedings is made.

NOTE: The River to Sea TPO does not discriminate in any of its programs or services. To learn more about our commitment to nondiscrimination and diversity, visit our Title VI page at [www.R2CTPO.org](http://www.R2CTPO.org) or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, extension 20416, or [pblankenship@r2ctpo.org](mailto:pblankenship@r2ctpo.org).

**SUMMARY SHEET  
TDLCB  
APRIL 12, 2023**

**III. ACTION ITEMS**

**A. REVIEW AND APPROVAL OF THE JANUARY 11, 2023 MEETING MINUTES**

**BACKGROUND INFORMATION:**

Minutes are prepared for each meeting and must be approved by the TDLCB. The January 11, 2023 TDLCB meeting minutes are provided with this agenda packet for your review.

***ACTION REQUESTED:***

***MOTION TO APPROVE THE JANUARY 11, 2023 TDLCB MEETING MINUTES***

**Transportation Disadvantaged Local Coordinating Board (TDLCB)  
Meeting Minutes  
January 11, 2023**

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

**TDLCB Members Physically Present:**

Erin LeDuc  
Carmen Hall  
DJ Lebo  
Renee Gahagan  
Patricia Lipovsky, Vice Chairperson  
Christy Gillis  
Mary Tyson  
Doug Hall  
Cassandra Jessie  
Carlos Colón  
Ethan Johnson

**Representing:**

Association of Community Action  
Association of Community Action - Alternate  
Children at Risk - Alternate  
Citizens Advocate - Alternate  
Citizens Advocate, Systems User  
Department of Children and Families  
Disabled Citizens – Alternate  
Elderly Citizens  
Elderly Citizens - Alternate  
Florida Department of Transportation  
Medical Community - Alternate

**TDLCB Members Virtually Present:**

Sheryl Dick-Stanford  
Judy Craig  
Emilio Santiago

**Representing:**

Agency for Persons with Disabilities  
Disabled Citizens  
Health Care Administration

**TDLCB Members Absent:**

Jean Cerullo (excused)  
Beverly Johnson (excused)  
Ellen Labadie  
Steve Jack  
Bill Hinkle, Jr.  
Robert Watson  
Susan Pauley  
Matt Reinhart, Chairperson (excused)  
Kathy Spencer (excused)

**Representing:**

Citizens Advocate  
Children at Risk  
Elder Affairs  
Private for Profit  
Public Education  
Veterans Services Group  
Vocational Rehab Services  
Volusia County Council District 2  
Workforce Development Board - Alternate

**Others Physically Present:**

Debbie Stewart, Recording Secretary  
Stephan Harris  
Katie Lear  
Scott Larsen  
Virginia Waeffler  
Steven Williamson  
Kelvin Miller  
Ralf Heseler  
Jacob Lunceford  
Bobbie King

**Representing:**

TPO Staff  
TPO Staff  
Citizen  
Citizen  
Citizen  
Citizen  
Votran Staff  
Votran Staff  
Votran Staff  
Volusia County Staff

**Others Virtually Present:**

Pam Blankenship

**Representing:**

TPO Staff

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

TDLCB Vice Chairperson Patricia Lipovsky called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 10:00 a.m. The roll was called and

it was determined that a quorum was physically present. Due to the COVID-19 virus, the meeting was held in a hybrid format with nine voting and two non-voting members physically present; and three voting members virtually present.

**MOTION:** *A motion was made by Ms. Tyson to allow TDLCB members attending remotely due to COVID-19 precautions to participate and vote. The motion was seconded by Mr. Hall and carried unanimously.*

## **II. Action Items**

### **A. Review and Approval of the October 12, 2022 TDLCB Meeting Minutes**

**MOTION:** *A motion was made by Ms. Jessie to approve the October 12, 2022 TDLCB meeting minutes. The motion was seconded by Ms. Gahagan and carried unanimously.*

## **III. Public Comment/Participation**

*\*Public comment was addressed at this point in the meeting.*

Ms. Virginia Waeffler stated when she calls Votran to schedule a trip, she is on hold for long periods of time; sometimes when she calls she is caller number 17 or even 20. She asked that they improve on that.

Ms. Katie Lear, resident of Port Orange, stated she has been using Votran since 1979 and it has been a wonderful service which affords her independence; however, there have been many problems over the last year or two with pick-ups and drop-offs. They have been consistently late; she has had doctor appointments that she missed because she was late arriving for her appointments. It is anxiety provoking when you do not know when the bus will show up or how long she will be riding on it; some trips can take up to an hour and a half. She is concerned that she is unable to get picked up and dropped off in a timely manner.

Mr. Steven Williamson, resident of South Daytona, stated he has been using Votran since the mid 1980's; it has been a great service but in the past few years, the service has had issues with being on time. He recently began working at Embry Riddle Aeronautical University (ERAU) and he has to schedule his trips earlier than needed because Votran tends to pick him up late. He is supposed to be there by 4:30 pm so he will schedule a 3:00 pm pick-up but Votran may not show up until 5:00 pm. This makes it hard for the disabled to get and keep jobs; it makes him look like a bad employee as his timecard is reviewed in Minnesota and they do not understand the situation here. They have him as an employee with frequent tardiness which puts his job in jeopardy. It is not just Votran; their contractors are not good. When he inquires about the service, he is only told that they do not have enough drivers and they do not answer his questions. He appreciates the service but it is putting his job at risk as he cannot keep his job if he is not able to be reliable and on time. This needs to be looked into. He noted that some of the contractor drivers come from Orlando and are not familiar with the Daytona Beach area and some of their vehicles are not equipped for wheelchair passengers and some are hard to get in and out of. The contractor drivers also do not always come to the door to get him.

*\*The meeting returned to the Action Items at this time.*

### **B. Review and Approval of the October 12, 2022 TD Public Hearing Minutes**

**MOTION:** *A motion was made by Mr. Hall to approve the October 12, 2022 TD Public Hearing minutes. The motion was seconded by Ms. Gahagan and carried unanimously.*

### **C. Review and Approval of the Community Transportation Coordinator's (CTC) Monthly Paratransit Reports**

Mr. Heseler reviewed the monthly paratransit reports for September, October, and November 2022; trips are still down but they are increasing. He noted that the public comments today are heard and respected; Votran is trying to meet the trip demands as much as possible. He referred to the comparison report for pre-COVID numbers and asked if this information is still relevant to the board. We are three years past COVID and things

are not going to be the same as before COVID; the world has changed dramatically. If the information is no longer relevant, they will discontinue this comparison report.

Ms. Jessie asked if trips are down during the holidays.

Mr. Heseler replied, yes; that applies to any holiday throughout the year.

Ms. Gahagan asked if Votran is in touch with the health department regarding COVID in Volusia County; the numbers are up again with a new strain. She asked if they talk to the health department when making decisions.

Mr. Heseler replied that they interact with all of Volusia County's departments that are relevant to the service Votran provides; if questions arise or if they are trying to make decisions on the service they provide and how it could impact them; they are in tune with each other.

Mr. Johnson commented that the pre-COVID terminology is relevant but post-COVID is where the debate is and no one is comfortable with that terminology yet.

Ms. Lebo asked if Mr. Heseler is asking if the board still wants to see the pre-COVID numbers.

Mr. Heseler replied yes; he asked if the board still want that comparison.

Mr. Johnson replied we are not yet post-COVID but for the purpose of the comparison report, he does not know if anything will be the same as before COVID. We are in a new normal and he does not think that report is relevant any longer.

Ms. Lebo commented that she would think they would compare year over year.

Mr. Heseler replied they will always provide the comparison to the previous year.

**MOTION:**                    *A motion was made by Ms. Gahagan to approve the Community Transportation Coordinator's (CTC) Paratransit Reports and to discontinue the pre-COVID comparison report. The motion was seconded by Ms. Lebo and carried unanimously.*

**D. Review and Approval of Votran's FY 2021/22 Evaluation**

Mr. Harris explained this annual evaluation is for fiscal year 2022/23 and not 2021/22; there was an error on the agenda. The evaluation began after the October 12, 2022 TDLCB meeting and was completed this month. The TDLCB Bylaws state that the agenda must be distributed one week prior to the meeting date; however, at the time the agenda was distributed, the evaluation was still being worked on so a link with the updated evaluation was sent via email to members for review on Friday. He reviewed the differences in the updated evaluation. He, Mr. Colón and Ms. Gahagan conducted an onsite observation of the system on November 28, 2022; they rode on a paratransit vehicle; and inspected the vehicle, the driver, and the service provided that day. That information is included in the report starting on page 45. The manifest for that day was also provided and it verifies the TD rider had an acceptable TD application on file. The report found that Votran is in compliance with the required sections. The last evaluation was conducted in 2021 and from a service standpoint, Votran is in a very different place now; COVID-19 has changed the environment completely. Ridership is down, the service level is down, fewer drivers are available and trips are down; it is a very challenging operating environment. Votran provided excellent service prior to COVID-19 but we had to acknowledge a different operating environment with this report. His comments on the previous report were relatively short because Votran was providing excellent service; this time, he had to look at the reality of today's operating environment and how Votran is meeting those challenges. His comments are on pages 10 and 11; which he reviewed. One comment is in regards to implementing a Mobility on Demand (MOD) transit system; he reminded members that the TDLCB provided a resolution supporting MOD and Votran in partnering with Transportation Network Companies (TNCs) to improve service. Other than those comments, most of the information was carried over from the previous report.

Ms. Lebo asked if with the MOD service, using Uber or Lyft, do they have the resources to help those that are disadvantaged or have special needs; if they have the ability to help them when they call.

Mr. Harris explained that right now, there is no coordination with Uber and Lyft; the service is not in place yet.

Ms. King stated that she will be giving a presentation on the MOD service next and she will address that in her presentation.

Ms. Lebo commented that a public/private partnership is a great idea and an excellent use of resources; she wants to know that it can be used effectively.

Mr. Harris noted that the board approved a resolution at the last TDLCB meeting to enhance Votran service with MOD service.

Ms. Gahagan asked how people would access Uber or Lyft; if they would call them or Votran to schedule a trip.

Ms. King replied that they do not yet have a contract with Uber or Lyft now; for now, customers would need to download their app on their own.

Vice Chairperson Lipovsky added that Uber and Lyft are now providing phone numbers for customers to use to schedule trips for those that do not have smartphones or otherwise cannot access the app.

**MOTION:**      *A motion was made by Ms. Jessie to approve Votran's FY 2022/23 Evaluation. The motion was seconded by Mr. Hall and carried unanimously.*

#### **IV.      Presentations and Discussion Items**

##### **A.      Presentation and Discussion of Votran's Service Changes and Mobility on Demand Project**

Ms. Bobbie King, Volusia County, gave a PowerPoint presentation on Votran service changes and the mobility-on-demand (MOD) project; this was also presented to the Volusia County Council in August. Last year, Votran completed a Comprehensive Operations Analysis (COA) with a consultant who reviewed all Votran routes to see where changes or adjustments were needed in order to be more efficient and cost-effective; Votran staff reviewed their suggested changes very thoroughly and modified the consultant's recommendations to be viable options. She reviewed the service change updates. She reviewed Votran Gold's service and the major upcoming projects' details for mobility-on-demand. There are options for different tiers of the MOD service. She continued the presentation and showed operating assumptions of the MOD service and how Votran will see savings of approximately \$1 million per year for the west side. In concert with the MOD service, they intend to implement software to allow customers to pay online with an app. Votran has applied for a grant for mobile payment and scheduling software; they will also update the onboard technology and dispatch equipment as well with that grant. Future plans include propane paratransit vehicles and electric fixed-route buses as well as an intermodal transfer station in the Orange City/Deltona area.

Members discussed the presentation and the MOD project; they also discussed improvements in communication when there are delayed pick-ups. They discussed the problems with trying to reach someone at Votran after 7:00 pm if there is a delayed pick-up. It was explained that dispatchers are there until midnight or later and customer service until 8:00 pm but at times they are having to do other duties; Votran's staffing shortage was reiterated.

Ms. King stated there is a meeting next week to discuss the solicitation of the Request for Proposal (RFP); very detailed information must be included and it requires the coordination of many people. They hope to have it out by the end of the month and have a progress update by the summer. Votran is continuing to bring on new staff that will help alleviate delayed pick-ups and drop-offs.

Members discussed the MOD service and what type of vehicles would be needed. It was also explained that the contractor for MOD may or not be Uber and/or Lyft; all services like them are viable options. They are looking



for a certain type of service; contractors will have to be able to provide what Votran requires. Anyone that responds to the solicitation will be considered. She will provide more information as the project progresses.

**B. Presentation and Discussion of the Transportation Disadvantaged Program**

Mr. Harris gave a presentation on the annual TDLCB member training and an overview of the statewide coordinated transportation system. The Commission for the Transportation Disadvantaged (CTD) designates the official local planning agency which is the River to Sea TPO. The TPO appoints and staffs the TDLCB. The TDLCB oversees the Community Transportation Coordinator (CTC) which is Votran. He explained the purpose of the TDLCB is to identify local service needs, provide information, advice and direction to Votran, serve as an advisory body to the CTD and advocate for represented groups. He reviewed the duties of the TDLCB including assisting Votran in establishing eligibility guidelines, designating the CTC every five years, appointing the Grievance Committee and Quality Assurance Committee (QAC), reviewing TD funding applications, annually developing and updating the TDLCB Bylaws and Grievance Procedures. The TDLCB meets quarterly and conducts an annual public hearing. He reviewed the TDLCB structure and membership. He announced the new TDLCB Chairperson is Volusia County Council Member Matt Reinhart; he was unable to attend today due to a scheduling conflict. He also introduced the new Community Assistance representative, Ms. Erin LeDuc. The TDLCB handles the TD services on the local level for the CTD and coordinates on a statewide level.

Vice Chairperson Lipovsky asked if alternates are able to vote if both they and the primary representative are in attendance.

Mr. Harris replied if both are in attendance, only the primary representative votes.

**C. Presentation and Discussion of Parliamentary Procedures**

Ms. Blankenship gave a PowerPoint presentation on Parliamentary Procedures and Robert's Rules of Order and stated their purpose is to conduct meetings that allow everyone to be heard and make decisions without confusion. She reviewed the different types of motions, amendments to motions, the steps to a motion and how to withdraw a motion. She explained a quorum is the majority of committee members; however, the TDLCB bylaws define a quorum as six voting members. A quorum must be met in order to take action. She explained the only reason members may abstain from voting is when there is a conflict of interest; an economic benefit or harm that affects a member or their relative personally or monetarily. Members must complete an abstention form within 15 days of abstaining from a vote. It was asked if a second to a motion to adjourn is needed; yes, it is.

**V. Staff Comments**

→ 2023 Public Transportation & TD Awareness Day

Mr. Harris announced the 2023 Public Transportation and TD Day will be held on March 16, 2023; this event during the legislative session gives TDLCB members the opportunity to talk to the state legislators, explain their situation, concerns and discuss what is needed. In the past, he along with TDLCB members have attended via a Votran paratransit vehicle; however, with the ongoing bus driver shortage, we are not in a position to take members this year to TD Day. This was the case last year and it was held virtually in 2021 due to COVID.

Vice Chairperson Lipovsky asked if they are going to offer it virtually.

Mr. Harris replied no; it is an in-person event only.

Ms. Jessie asked if members could attend on their own.

Mr. Harris replied yes; if members choose to go on their own, he will look at providing assistance; the TPO could perhaps provide assistance for a hotel and food.

Mr. Hall asked if there was a way to partner with another agency such as Uber or Lyft; or with another county.

Mr. Harris replied he is not sure what could be done at this point; he is not hopeful that anything can be done this year.

**VI. TDLCB Chairperson Comments**

There were no Chairperson comments.

**VII. TDLCB Member Comments**

(Handout)

Ms. Jessie referred to the handout which includes a cover letter and resolution from the Halifax Council of the Blind and a resolution from the Florida Council of the Blind; she asked Mr. Harris to read the cover letter to members.

Mr. Harris read the cover letter which addresses the need to have MOD services and same-day services and the concerns regarding Votran's late pick-ups and drop-offs. It also addresses the need for collaboration and cooperation.

Ms. Jessie stated that they do appreciate Votran and the hard work they have done regarding the influx of late pick-ups and drop-offs due to COVID; however, the riders of Votran have jobs too and employers are only so tolerant of tardiness. They want to reiterate this resolution that was given to Votran and the Volusia County Council. They want to figure out the best way to partner with or help Votran to come to a resolution to get back to the level of service Votran had prior to COVID.

Ms. Hall introduced Ms. Erin LeDuc, Community Services Manager, Ms. LeDuc will be the primary representative to the TDLCB and she will return to being the alternate.

Ms. Gahagan commented that she would like to have a new TDLCB member orientation; there are a lot of confusing components to this board. Mr. Harris does a wonderful job but in order for members to truly understand the TDLCB, she would like to have a board member orientation where they could ask questions after each slide of the presentation so members have a better understanding of their role.

Mr. Heseler stated that he appreciates the comments made during the meeting and members' concerns; he explained that it is not just a driver shortage that Votran is experiencing, but an overall staffing shortage. They have five employees who schedule trips and two of them are having to drive a bus so there are not enough staff to answer the phones. Votran is doing their very best but they now have drivers calling in sick with COVID. They are moving staff around to try and cover all the bases and trying to provide the best service they can under the circumstances. They are very aware of customers' frustrations and issues and they are doing their best to rectify the situation. It is not for lack of trying.

**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
- 2023 R2CTPO Meeting Schedule

**IX. Adjournment**

The meeting was adjourned at 11:35 a.m.

**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 January 11, 2023 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 12<sup>th</sup> day of April 2023.

---

**PAMELA BLANKENSHIP, RECORDING SECRETARY  
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**

**SUMMARY SHEET  
TDLCB  
APRIL 12, 2023**

**III. ACTION ITEMS**

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

**BACKGROUND INFORMATION:**

Votran's monthly paratransit report provides statistical information every month on the transportation services provided by Votran and the contracted transportation providers. The reports for December 2021-2022, January 2022-2023, and February 2022-2023, are enclosed for your review. Staff will be available to answer questions regarding the reports.

***ACTION REQUESTED:***

***MOTION TO APPROVE THE COMMUNITY TRANSPORTATION COORDINATOR'S MONTHLY PARATRANSIT REPORTS***

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	DEC, 2022 VOTRAN	DEC, 2021 VOTRAN	DEC, 2022 CONTRACTED	DEC, 2021 CONTRACTED	DEC, 2022 TOTAL	DEC, 2021 TOTAL
<b>TOTAL PASS TRIPS</b>	<b>10,496</b>	<b>12,291</b>	<b>7,580</b>	<b>5,193</b>	<b>18,076</b>	<b>17,484</b>
<b>TRIP PURPOSE</b>						
Medical	3,887	5,627	3,082	2,221	6,969	7,848
Nutrition	1,049	627	77	57	1,126	684
Other	212	53	154	20	366	73
Education	2,248	2,552	1,463	929	3,711	3,481
Shopping	1,078	1,214	662	394	1,740	1,608
Work	2,022	2,218	2,142	1,572	4,164	3,790
<b>PASSENGER TYPE</b>						
Disabled	10,192	11,939	7,578	5,187	17,770	17,126
Elderly	304	352	2	6	306	358
Child	0	0	0	0	0	0
<b>TRIP TYPE</b>						
Ambulatory	7,959	8,937	5,724	4,027	13,683	12,964
Wheelchair	2,537	3,354	1,856	1,166	4,393	4,520
<b>TOTAL COMPLAINTS</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>5</b>
Discourtesy	0	0	0	0	0	0
Safety	0	2	0	0	0	2
Early	0	0	0	0	0	0
Late	2	0	0	0	2	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	2	3	0	0	2	3
<b>TOTAL ACCIDENTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	<b>693</b>	<b>916</b>	<b>639</b>	<b>392</b>	<b>1,332</b>	<b>1,308</b>
<b>NO SHOWS</b>	<b>358</b>	<b>56</b>	<b>331</b>	<b>195</b>	<b>689</b>	<b>251</b>
<b>REVENUE MILES</b>	<b>100,453</b>	<b>121,427</b>	<b>54,917</b>	<b>3,752</b>	<b>155,370</b>	<b>125,179</b>
<b>REVENUE HOURS</b>	<b>5,724</b>	<b>6,984</b>	<b>3,905</b>	<b>2,585</b>	<b>9,629</b>	<b>9,569</b>

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	JAN, 2023 VOTRAN	JAN, 2022 VOTRAN	JAN, 2023 CONTRACTED	JAN, 2022 CONTRACTED	JAN, 2023 TOTAL	JAN, 2022 TOTAL
<b>TOTAL PASS TRIPS</b>	11,295	10,469	7,339	5,377	18,634	15,846
<b>TRIP PURPOSE</b>						
Medical	3,716	4,473	2,755	2,229	6,471	6,702
Nutrition	1,167	559	127	49	1,294	608
Other	284	49	117	12	401	61
Education	2,784	2,394	1,626	960	4,410	3,354
Shopping	1,033	793	525	285	1,558	1,078
Work	2,311	2,201	2,189	1,842	4,500	4,043
<b>PASSENGER TYPE</b>						
Disabled	10,947	10,184	7,339	5,376	18,286	15,560
Elderly	348	285	0	1	348	286
Child	0	0	0	0	0	0
<b>TRIP TYPE</b>						
Ambulatory	8,803	7,949	5,668	4,252	14,471	12,201
Wheelchair	2,492	2,520	1,671	1,125	4,163	3,645
<b>TOTAL COMPLAINTS</b>	5	12	3	0	8	12
Discourtesy	0	0	0	0	0	0
Safety	0	2	0	0	0	2
Early	0	0	0	0	0	0
Late	2	8	0	0	2	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	3	2	3	0	6	2
<b>TOTAL ACCIDENTS</b>	0	0	0	0	0	0
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	835	700	556	370	1,391	1,070
<b>NO SHOWS</b>	502	520	335	268	837	788
<b>REVENUE MILES</b>	109,980	105,721	52,926	39,292	162,906	145,013
<b>REVENUE HOURS</b>	6,224	5,999	3,767	2,691	9,991	8,690

MONTHLY TRANSPORTATION DISADVANTAGED REPORT						
	FEB, 2023 VOTRAN	FEB, 2022 VOTRAN	FEB, 2023 CONTRACTED	FEB, 2022 CONTRACTED	FEB, 2023 TOTAL	FEB, 2022 TOTAL
<b>TOTAL PASS TRIPS</b>	10,786	10,637	7,611	6,086	18,397	16,723
<b>TRIP PURPOSE</b>						
Medical	3,495	4,319	2,953	2,454	6,448	6,773
Nutrition	1,114	528	106	54	1,220	582
Other	242	43	136	9	378	52
Education	3,038	2,594	1,632	1,133	4,670	3,727
Shopping	816	915	523	337	1,339	1,252
Work	2,081	2,238	2,261	2,099	4,342	4,337
<b>PASSENGER TYPE</b>						
Disabled	10,469	10,382	7,611	6,086	18,080	16,468
Elderly	317	255	0	0	317	255
Child	0	0	0	0	0	0
<b>TRIP TYPE</b>						
Ambulatory	8,463	8,034	5,700	4,796	14,163	12,830
Wheelchair	2,323	2,063	1,911	1,290	4,234	3,353
<b>TOTAL COMPLAINTS</b>	7	8	10	1	17	9
Discourtesy	0	0	0	0	0	0
Safety	0	0	1	0	1	0
Early	0	0	0	0	0	0
Late	5	5	5	1	10	6
Driver	0	0	0	0	0	0
Schedule/Routes	0	0	0	0	0	0
Vehicle/Equipment	0	0	0	0	0	0
Other	2	3	4	0	6	3
<b>TOTAL ACCIDENTS</b>	0	0	0	0	0	0
<b>CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>NON-CHARGEABLE:</b>						
Person Only	0	0	0	0	0	0
Vehicle Only	0	0	0	0	0	0
Person & Vehicle	0	0	0	0	0	0
<b>CANCELLATIONS</b>	776	695	418	408	1,194	1,103
<b>NO SHOWS</b>	437	368	236	217	673	585
<b>REVENUE MILES</b>	102,443	106,064	54,647	42,859	157,090	148,923
<b>REVENUE HOURS</b>	5,647	5,672	3,922	2,904	9,569	8,576

**SUMMARY SHEET  
TDLCB  
APRIL 12, 2023**

**III. ACTION ITEMS**

**C. REVIEW AND APPROVAL OF REVISIONS TO VOTRAN GOLD SERVICE PARATRANSIT  
SHARED-RIDE APPLICATION**

**BACKGROUND INFORMATION:**

The Votran Gold Service Paratransit Shared-Ride Application Form is provided with this agenda packet for your review and approval. Revised text is highlighted (additions) and marked in red (deletions).

A cover letter from Votran to transportation disadvantaged program applicants is also provided for reference purposes.

***ACTION REQUESTED:***

***MOTION TO APPROVE REVISIONS TO VOTRAN GOLD SERVICE PARATRANSIT SHARED-  
RIDE APPLICATION***





Dear Transportation Disadvantaged Program Applicant:

Florida's Transportation Disadvantaged (TD) Program was established with the passage of Chapter 427, Florida Statutes. The TD Program assists individuals who are unable to transport themselves or purchase transportation services due to a physical or mental disability, income, and/or age. Votran is the designated Community Transportation Coordinator (CTC) for Volusia County. We are responsible for determining if applicants are eligible for the TD Program. We collect information from applicants to determine what services you are eligible for. All services are demand response, which means we must also have rider information for you.

Effective January 1, 2023, in addition to living more than  $\frac{3}{4}$  mile from the nearest Votran Fixed Route stop, you must provide proof of at least two of the following criteria to qualify for the TD Program:

- 1. You are unable to transport yourself.** This means you are unable to drive a vehicle due to a physical or mental disability. You must provide medical verification of your disability from your physician.
- 2. You are unable to purchase transportation.** This means your income must meet a maximum of 150% of the current Federal Poverty Guidelines. You must provide proof of income.
- 3. You are unable to obtain transportation.** This means you do not have an operational vehicle in your household, the ability to operate a vehicle safely, or the ability to find transportation from other sources. You also may not be sponsored by any other agency for transportation.
- 4. You are older than 60 years old.** You must provide proof of your age, such as a driver's license, birth certificate, or photo ID that shows your date of birth.

To apply for the TD Program, please complete the enclosed application. Return your completed application with the required documentation to Votran Customer Service by fax, mail or in person at the Votran office.

950 BIG TREE RD – SOUTH DAYTONA, FL. 32119-8815  
(386) 756-7496 - FAX (386) 322-5119

## VOTRAN GOLD SERVICE PARATRANSIT SHARED-RIDE APPLICATION FORM

*Transportation Disadvantaged is defined as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes."*

**Paratransit Shared-Ride Service or Gold Service** is only available for individuals with a disability who cannot use the Votran regular bus routes or are unable to obtain or make arrangements for transportation through their own efforts or those of their friends, family or volunteers. The information requested on this application is intended to help Votran determine when and under what circumstances the applicant can use the Votran regular fixed route service and when the customer will need to utilize Gold Service. Votran is a non-medical, shared ride public transportation system. Votran does not provide Medicaid transportation. Customers with Medicaid must utilize the current Medicaid transportation company for all their Medicaid compensable trips.

### INSTRUCTIONS FOR COMPLETING THIS APPLICATION

The applicant (or applicant's assistant) must complete the application in full. An emergency contact number is needed. **All questions must be answered** on the application.

### A LICENSED PROFESSIONAL MUST COMPLETE SECTION 8

The Certification process may involve a telephone interview or a personal functional assessment to determine the applicant's needs. Votran will pay for the functional assessment as well as provide transportation to and from the assessment appointment, if necessary.

**All information will remain confidential and will only be used to assess your qualification for Votran Gold Service.**

**INCOMPLETE APPLICATIONS WILL BE RETURNED** to the applicant and may result in delays in the certification process. If you have any questions or need assistance completing the application, please contact Votran's customer service department at **386-756-7496 Ext. 1530** or email **VotranCustomerService@volusia.org**.

**PLEASE BE ADVISED THAT PROCESSING OF THIS APPLICATION CAN TAKE UP TO 21 DAYS.** Votran makes every effort to expedite the process.

**WHEN THE APPLICATION HAS BEEN COMPLETED IN FULL, PLEASE RETURN THE APPLICATION TO:**

Votran  
Attn: Customer Service  
950 Big Tree Road  
South Daytona, FL 32119  
Or fax to: 386-322-5119

VOTRAN USE ONLY			
New	Recertification:	Fixed Route Referral: Yes	No

Date Received:				Approved:	Denied:
Reviewed By:				Scheduled Travel Training date:	
Funding	ADA	UTD	Rural	TAD	Scheduled Functional Assessment date:
Medicaid	Yes	No	QMB or SLMB	PCA needed: Yes	No

**PLEASE DO NOT REMOVE THIS PAGE**

## SECTION 1. GENERAL INFORMATION

PLEASE PRINT

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ ☐ Male ☐ Female

Street Address: \_\_\_\_\_ Apt. # \_\_\_\_\_

Name of Nursing Home/Condo/Apartment/Mobile Home Park/ Subdivision:

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Mailing Address if different from above: \_\_\_\_\_

\_\_\_\_\_

Telephone Number: ( \_ \_ \_ ) \_ \_ \_ - \_ \_ \_ \_ Date of Birth: \_ \_ - \_ \_ - \_ \_ \_ \_

Do you live in a nursing home, ALF or group home: \_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, does the facility have a vehicle to transport residents? \_\_\_\_\_ Yes \_\_\_\_\_ No

Have you ever been transported by the facility? \_\_\_\_\_ Yes \_\_\_\_\_ No

Social Security Number: \_ \_ \_ - \_ \_ - \_ \_ \_

**(used for system identification purposes and to check for Medicaid only)**

If someone helped you complete this application, please identify them:

Name: \_\_\_\_\_ Phone Number: ( \_ \_ \_ ) \_ \_ \_ - \_ \_ \_ \_

Relationship: \_\_\_\_\_

In case of an emergency, who do we contact? **(Required)**

Name: \_\_\_\_\_ Phone Number: ( \_ \_ \_ ) \_ \_ \_ - \_ \_ \_ \_

Relationship: \_\_\_\_\_

The Votran Gold Guide is available on the web page [votran.org](http://votran.org) in English, Spanish, audio and video for the hearing impaired. If you require materials or correspondence in another format, please check preferred formats:

☐ Large Print ☐ E-mail

E-mail address: \_\_\_\_\_

Other than the person listed on the application, who else is allowed to make trip reservations, changes or cancellations?

Name: \_\_\_\_\_

## SECTION 2. ABILITY TO USE VOTRAN FIXED ROUTE SERVICE

Please indicate the reasons why you are seeking Gold Service eligibility:

**Note:** All buses are fully accessible with wheelchair lifts or ramps and kneelers which lower the steps to the curb. Votran Gold Service operates the same hours and service areas as Votran's fixed route.

Do you currently use regular Votran city bus service? ☐ Yes ☐ No

Can you get on and off a regular bus? (All buses are equipped with a lift or ramp and have steps that lower to the curb) ☐ Yes ☐ No

Using your mobility aid or on your own how far can you travel:

☐ 1 block ☐ 3 blocks ☐ 6 blocks ☐ to the curb in front of my house

How long can you stand (or wait) outside on your own or with your mobility aid:

☐ 5 minutes ☐ 10 minutes ☐ 15 minutes ☐ 30 minutes ☐ cannot

☐ Because of my disability I cannot get to a fixed route bus stop.

☐ I do not know how to use Votran fixed route service, but I could use it if I received travel training.

☐ I can use Votran fixed route for some trips, but not others.

☐ Because of my disability, I can never use Votran fixed route service.  
State reason: \_\_\_\_\_

☐ Other reasons: \_\_\_\_\_

**Votran offers free travel training to anyone interested in learning how to ride our fixed route buses. Would you be interested in this type of training?**

☐ Yes ☐ No

### SECTION 3. ELIGIBILITY CRITERIA

1. Do you currently have insurance or any other program that pays for your transportation?

---

2. Do you have relatives, friends, volunteers or any other agency that will provide transportation to you?

---

3. How do you currently travel to your appointments?

---

4. Are you able to use Votran's Fixed Route service?

---

5. Do you require assistance or special accommodations when riding the bus?

---

6. What is your age at the time of completing this application?

---

### SECTION 4. INCOME VERIFICATION

**Total Individual Monthly Income**

\$ \_\_\_\_\_

Please attach proof of your total income before tax including wages, tips, any Social Security income, pension, and other income. Acceptable forms of income verification include any of the following:

- Minimum of 2 most recent pay stubs
- DCF Cash Benefits/Child Support Letter
- Unemployment Compensation Income Verification
- Social Security Proof of Income letter (SSA / SSI / SSDI)
- Retirement/Pension statement (including VA)
- First page of your most recent tax return
- Other (specify)

\*A Self-Declaration will not be accepted as proof of lack of income

If you have \$0.00 income, and you live in a house or apartment, please indicate how your rent/utilities are paid (this includes balance remaining after rent subsidy)

Additional documentation may be required to support individual income.

How far from your home is the nearest Votran fixed route bus stop?

- ☐ Less than  $\frac{3}{4}$  (.75) miles – do not complete Section 3-Current Travel Info.  
☐ More than  $\frac{3}{4}$  (.75) miles – do not complete Section 8-Prof. Verification

### SECTION 3. CURRENT TRAVEL INFORMATION

How many personal vehicles are owned or used by members in your household?

- ☐ 0    ☐ 1    ☐ 2    ☐ 3 or more

Are these available for use?    ☐ Yes    ☐ No    If no, please state why:

---

**If you live more than  $\frac{3}{4}$  (0.75) miles from the nearest Votran fixed route and have a vehicle and driver in your household, you are not eligible for Votran Gold service. If the vehicle or driver is not available due to work, school, etc., the Commission for the Transportation Disadvantaged requires a vehicle/work schedule on company or school letterhead with your application.**

---

### SECTION 4

List three of your most frequent destinations and how you get there now.

1. Where do you go? \_\_\_\_\_  
Address: \_\_\_\_\_  
How do you get there now? \_\_\_\_\_
2. Where do you go? \_\_\_\_\_  
Address: \_\_\_\_\_  
How do you get there now? \_\_\_\_\_
3. Where do you go? \_\_\_\_\_  
Address: \_\_\_\_\_  
How do you get there now? \_\_\_\_\_

Do you have Medicaid Insurance?    ☐ Yes    ☐ No

Medicaid number if applicable: \_\_\_\_\_

Do you have Medicaid Waiver for any trips?    ☐ Yes    ☐ No

Please explain \_\_\_\_\_

## SECTION 5. INFORMATION ABOUT APPLICANTS CIRCUMSTANCES

What prevents you from using Votran fixed route service? **Check all that apply:**

- |   |  |
|---|--|
| <input type="checkbox"/> Physical Disability                    | <input type="checkbox"/> Visual Disability |
| <input type="checkbox"/> Hearing Impairment                     | <input type="checkbox"/> Mental Disability |
| <input type="checkbox"/> Other, please explain in detail: _____ |  |
- 

Is the circumstance listed or described above temporary or permanent?

- ☐ Temporary. It is expected to last for \_\_\_\_ months.  
☐ Permanent

Please mark the appropriate mobility aid(s) or equipment you use to assist you when you travel.

- |   |   |
|---|---|
| <input type="checkbox"/> Powered Scooter/Wheelchair | <input type="checkbox"/> Walker                 |
| <input type="checkbox"/> Standard Manual Wheelchair | <input type="checkbox"/> Powered or Tank Oxygen |
| <input type="checkbox"/> Cane                       | <input type="checkbox"/> Service Animal         |
| <input type="checkbox"/> Other (Describe)_____      |   |

Do you require the assistance of a Personal Care Attendant or escort when you travel outside of your home?

- ☐ Yes      ☐ No

(Drivers drop off and pick up at the downstairs door or lobby of your home and destination. Assistance beyond that is the customer's responsibility.) A Personal Care Attendant that provides a service for the customer rides free to and from the same location as the customer.

## SECTION 6. MOBILITY AID AND/OR EQUIPMENT INFORMATION

If you use a wheelchair or scooter, Votran will need to verify what you and your wheelchair weigh together. Many power wheelchairs and scooters are very heavy. (Votran paratransit lifts are designed to lift 600 to 800 pounds, depending on the vehicle type.)

Which of these mobility aids do you currently use when traveling? Please check all that apply to you.

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> White cane                   | <input type="checkbox"/> powered wheelchair*   | <input type="checkbox"/> walker           |
| <input type="checkbox"/> Support cane                 | <input type="checkbox"/> powered scooter/cart* | <input type="checkbox"/> walker with seat |
| <input type="checkbox"/> Crutches                     | <input type="checkbox"/> manual wheelchair     | <input type="checkbox"/> portable oxygen  |
| <input type="checkbox"/> Leg brace                    | <input type="checkbox"/> communication board   | <input type="checkbox"/> none             |
| <input type="checkbox"/> Service animal               | <input type="checkbox"/> prosthesis            |   |
| <input type="checkbox"/> Other (please specify) _____ |  |   |

\* "Wheelchair" means a three or more wheeled mobility device.

If you checked manual wheelchair, power wheelchair, or powered scooter/cart, please provide the following information:

Is your mobility device oversized? ☐ Yes ☐ No

Does your mobility device weigh more than 600 pounds when occupied?

☐ Yes ☐ No

Do you know how much you and your wheelchair weigh together?

☐ Yes ☐ No

If yes, please provide the total weight: \_\_\_\_\_ pounds.

What is the make/model of your wheelchair/scooter?

Make: \_\_\_\_\_ Model: \_\_\_\_\_

What is the width of your wheelchair/scooter? \_\_\_\_\_ inches (if available)

What is the length of your wheelchair/scooter? \_\_\_\_\_ inches (if available)

## SECTION 7. APPLICATION CERTIFICATION

I understand that the purpose of this application is to determine if there are times when I cannot use Votran's fixed route service and must use Votran Gold door to door service. I understand that the information contained in this application will be



kept confidential and shared only with professionals involved in evaluating my eligibility for Gold Service. I certify the information in this application is true and correct. I understand that providing false or misleading information, or making false statements on the behalf of others constitutes fraud and is considered a felony under the laws of the state of Florida. I authorize the professional(s) listed to release information to Votran about my disability and its effects on my ability to travel on the Votran fixed route service. I understand that I may revoke this authorization at any time by written notice to Votran.

I agree to notify Votran if my condition or information changes, if my mobility changes or I have a new mobility device, or if I no longer need to use Paratransit service.

## **THIS APPLICATION MUST BE SIGNED BY THE APPLICANT.**

Signature of applicant: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

This ends the portion of the application that is to be filled out by the applicant.

**Please make sure all sections are filled out completely.** Failure to complete the application may result in a delay of your evaluation for service. Please be sure to have the next pages completed by a qualified licensed professional who can provide specific information about your abilities.

Votran Gold is a “Safety Net” for people with physical, cognitive, or visual disabilities that are functionally unable to independently use the Votran Fixed Route service either all of the time, temporarily or under certain circumstances.

For more information on Votran’s routes and services, visit: [www.votran.org](http://www.votran.org)  
Information regarding Votran Gold door-to-door service may be found under the **Special Services** tab.

## **SECTION 8. PROFESSIONAL VERIFICATION**

**(applicants living within 0.75 miles of a fixed route)**

Applicant’s Name: \_\_\_\_\_ Date: \_\_\_\_\_

**MUST BE COMPLETED BY A CERTIFIED HEALTH PROFESSIONAL**

**Examples: Physician, Psychiatrist, Registered Nurse, Licensed Therapist, etc.**

The applicant who asked you to review and sign this application is applying to Votran to be considered eligible for the Votran Paratransit Shared Ride Service or Gold Service. Votran Gold Service is **non-medical** public transportation intended only for those trips the applicant cannot make on Votran's fixed route service. This application is used to determine when and under what circumstances the applicant can use Votran fixed route service and when they require Votran Gold Door to Door Service.

Has this applicant been diagnosed with a cognitive, mental, physical or other disability?

☐ Yes ☐ No

Diagnosis: \_\_\_\_\_

The applicant's disability is:

☐ Permanent ☐ Temporary – Until when? \_\_\_\_\_

Do the applicant's abilities change due to medical treatments, environmental conditions or other related factors? ☐ Yes ☐ No

What is the maximum distance the applicant can either ambulate unassisted or travel using a mobility device? If limited, please explain.

☐ Less than 1 block ☐ 3 blocks ☐ More than 6 blocks

☐ 1 block ☐ 6 blocks ☐ Limited

If limited, why is the applicant unable to walk or travel with their mobility device beyond the distance indicated?

Without the assistance of an attendant, can the applicant perform the following activities?

Ask for, understand and follow directions? ☐ Yes ☐ No ☐ Varies

Recognize landmarks? ☐ Yes ☐ No ☐ Varies

Make and receive a phone call? ☐ Yes ☐ No ☐ Varies

Cross a busy street? ☐ Yes ☐ No ☐ Varies

Cope with unexpected situations or changes in routine? ☐ Yes ☐ No ☐ Varies

Will this applicant be able to use Votran's fixed route service if training is provided?

☐ Yes ☐ No ☐ I don't know

Does the applicant require a Personal Care Attendant to travel outside the home?

☐ Yes ☐ No ☐ Sometimes

When did you last evaluate the applicant? \_\_\_\_\_

**NOTE: All Votran buses are wheelchair accessible with ramps or lifts and have kneelers that lower the steps to the curb. Therefore, the use of a wheelchair or walker does not automatically justify use of paratransit services such as Votran Gold Service.**

Please describe all conditions (physical, cognitive, mental or other) which functionally prevent the applicant from using the Votran regular bus routes:

---

---

---

Name (Print): \_\_\_\_\_ Title: \_\_\_\_\_

Medical License Number: \_\_\_\_\_

Business Address: \_\_\_\_\_

---

Telephone Number: ( \_ \_ \_ ) \_ \_ \_ - \_ \_ \_ \_

Signature: \_\_\_\_\_

Medical Stamp Below (Optional)

For more information or questions please contact:

Votran Customer Service Department

Phone: 386-756-7496 ext.1530

Fax: 386-322-5119

## **Notice of Information Practices and Privacy Statement**

### **For Votran Gold Service Applicants**

Votran Customer Service  
950 Big Tree Rd.

**How we collect information about you:** Votran collects data through a variety of means including but not necessarily limited to letters, phone calls, faxes, emails, voice mails, and from the submission of applications that is either required by law, or necessary to process applications or other requests for assistance through our organization.

**What we do not do with your information:** Information about your situation and medical conditions and care that you provide to us in writing, via email, on the phone (including information left on voice mails), contained in or attached to applications, or directly or indirectly given to us, is held in strictest confidence.

We do not give out, exchange, barter, rent, sell, lend, or disseminate any information about applicants or clients who apply for or actually receive our services that is considered patient confidential, is restricted by law, or has been specifically restricted by a patient/client in a signed HIPAA consent form.

**How we do use your information:** Information is only used as is reasonably necessary to process your application to provide you transportation services. This may require communication between Votran and health care providers necessary to verify your medical information is accurate or Mobility and Orientation Specialists to perform a functional assessment to determine the type of transportation service you may be eligible for.

**SUMMARY SHEET  
TDLCB  
APRIL 12, 2023**

**III. ACTION ITEMS**

**D. REVIEW AND APPROVAL OF THE 2023 TDLCB GRIEVANCE PROCEDURES**

**BACKGROUND INFORMATION:**

Grievance Procedures are developed, annually updated, and implemented in accordance with the Commission's most recent TDLCB and Planning Agency Operating Guidelines. The Grievance Committee met prior to the TDLCB meeting to review the draft Grievance Procedures, which are provided with this agenda packet for your review and approval. Revised text is highlighted and underlined (additions) or stricken (deletions).

***ACTION REQUESTED:***

***MOTION TO APPROVE THE 2023 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 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 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 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 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 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

~~2570 W. International Speedway Boulevard, Suite 100-1 Deuce Court, Suite 100~~  
Daytona Beach, Florida ~~32114~~ 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 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 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 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

~~2570 W. International Speedway Boulevard, Suite 100-1 Deuce Court, Suite 100~~  
Daytona Beach, Florida ~~32114~~ 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 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 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 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 ~~13th~~ 12th day of ~~April 2022~~ April 2023.

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

**ATTEST:**

~~Debbie Stewart~~ Pamela Blankenship, Recording Secretary  
River to Sea Transportation Planning Organization

*Transportation Disadvantaged Local Coordinating Board Grievance Procedures*  
~~April 13, 2022~~ April 12, 2023

**SUMMARY SHEET  
TDLCB  
APRIL 12, 2023**

**IV. PRESENTATIONS AND DISCUSSION ITEMS**

**A. PRESENTATION AND DISCUSSION OF 2023 PUBLIC TRANSPORTATION AND  
TRANSPORTATION DISADVANTAGED AWARENESS DAY**

**BACKGROUND INFORMATION:**

The Commission for the Transportation Disadvantaged and Florida Public Transportation Association hosted their annual Public Transportation and Transportation Disadvantaged Awareness Day (TD Day) at the Florida State Capitol in Tallahassee on Thursday, March 16, 2023. The event provided an opportunity for stakeholders to inform their legislative delegates about the impact of coordinated transportation services to the Transportation Disadvantaged.

Chairperson Matt Reinhart, Doug Hall, Cassandra Jessie, Mary Tyson, and Stephan Harris represented the TDLCB at the event. TPO staff will provide a brief presentation and the attendees will share their experiences participating in TD Day.

***ACTION REQUESTED:***

***NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB***

# Public Transportation & Transportation Disadvantaged

# 2023

## Awareness Day



March 16, 2023  
9:30 AM - 1:30 PM

Hosted by the *Florida Public Transportation Association*

VISIT EXHIBITORS

JOIN US FOR KICKOFF

ENJOY LUNCH IN THE CAPITOL COURTYARD

MEET WITH YOUR LEGISLATOR



# SCHEDULE OF EVENTS

**9:30 A.M.**

## VISIT EXHIBITORS.

Exhibitor booths and vehicle displays will be in the Capitol Courtyard.

---

**11:30 A.M. – 12 P.M.**

## LEGISLATIVE DAY KICKOFF.

Our Legislative Day will get started with various speakers and policymakers in front of the Old Capitol steps in the Capitol Courtyard.

---

**12 P.M.**

## ENJOY LUNCH IN THE CAPITOL COURTYARD.

Lunch is free and open to the public on a first-come, first-served basis (one lunch per person). Seating will be provided.

---

**1 – 1:30 P.M.**

## MEET WITH YOUR LEGISLATORS AND EXPLORE THE EXHIBIT BOOTHS.

---

To RSVP as an attendee or register as an exhibitor,  
VISIT [WWW.LEGISLATIVEDAY.COM](http://WWW.LEGISLATIVEDAY.COM)

*Accessible parking around the Capitol is limited*





# EXHIBITS





# LEGISLATOR MEETINGS

Rep. Chase Tramont (R), District #30





# LEGISLATOR MEETINGS

Stephanie Wohlford,  
Aide to Rep. Tom Leek (R), District #28





# LEGISLATOR MEETINGS

Hunter Clary,  
Aide to Senator Travis Hutson (R), District #7





## 2023 Legislative Platform



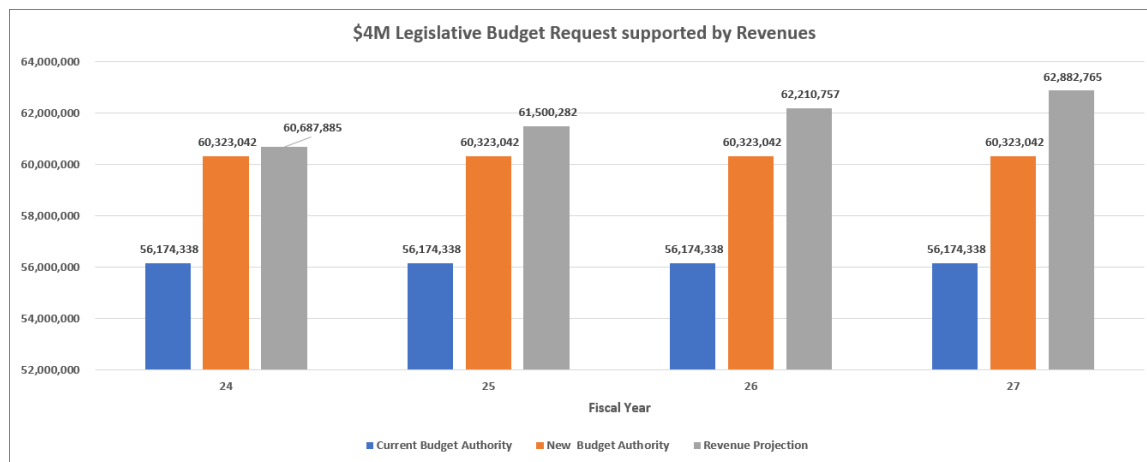
Support Governor Ron DeSantis's Recommended Budget for **\$10.1 Million in Additional Budget Authority** to the Transportation Disadvantaged Trust Fund in FY2023-24:

**\$4 million to the Grants and Aides' category for Trip and Equipment Grant (T&E) is recommended and supported by projected revenues to the TD Trust Fund.**

- Revenues are currently projected to increase an average of \$5.6 million in the next four fiscal years (see chart on the following page).
- If approved, the CTD would increase the allocation by approximately \$4 million through the T&E Grant funding formula in support of existing TD services across the state.

**\$6 million to the Grants and Aides' category for Innovation Service Development Grant (ISD) is recommended on a non-recurring basis (July 1, 2023, through June 30, 2024) and supported by uncommitted funds currently within the TD Trust Fund.**

- In FY22-23, the Florida Legislature appropriated \$4 million to the ISD Grant. The current budget request represents a \$2 million increase for FY2023-24.
- If approved, the CTD would distribute funding through a competitive process to support ongoing and new innovative transportation projects that enhance access to TD services.



## Other Priorities

Protect the tenets of the Transportation Disadvantaged Program established in Chapter 427, Florida Statutes:

- Ensure individuals with disabilities, older adults, and persons with low-income have access to transportation services in every county, including rural and small urban communities.
- Support the cost-effective delivery of TD services and maintain accountability of state taxpayer dollars.
- Promote innovative services within the Coordinated Transportation Industry that meet the growing and complex needs of Floridians who are transportation disadvantaged.

**SUMMARY SHEET  
TDLCB  
APRIL 12, 2023**

**V. STAFF COMMENTS**

→ 2023 TDLCB meeting schedule (second half)

**VI. TDLCB CHAIRPERSON COMMENTS**

**VII. TDLCB MEMBER COMMENTS**

**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

**IX. ADJOURNMENT**

**\*\*THE NEXT TDLCB MEETING WILL BE ON JULY 12, 2023\*\***

## 2023 Meeting Schedule of the River to Sea TPO Board and Committees

	River to Sea TPO Board	Executive Committee	Technical Coordinating Committee (TCC)	Citizens Advisory Committee (CAC)	Bicycle/Pedestrian Advisory Committee (BPAC)	Trans. Disadvantaged Local Coordinating Board (TDLCB)
2023	4 <sup>th</sup> Wed. @9:00 a.m.	1 <sup>st</sup> Wed. @ 9:00 a.m.	3 <sup>rd</sup> Tues. @ 3:00 p.m.	3 <sup>rd</sup> Tues. @ 1:15 p.m.	2 <sup>nd</sup> Wed. @ 2:00 p.m.	2 <sup>nd</sup> Wed. the first month of every quarter @ 10:00 a.m. **
January	January 25, 2023	January 4, 2023	January 17, 2023	January 17, 2023	January 11, 2023	January 11, 2023
February	February 22, 2023	February 1, 2023	February 21, 2023	February 21, 2023	February 8, 2023	
March	March 22, 2023	March 1, 2023	March 21, 2023	March 21, 2023	March 8, 2023	
April	April 26, 2023	April 5, 2023	April 18, 2023	April 18, 2023	April 12, 2023	April 12, 2023
May	May 24, 2023	May 3, 2023	May 16, 2023	May 16, 2023	May 10, 2023	
June	June 28, 2023	June 7, 2023	June 20, 2023	June 20, 2023	June 14, 2023	
July	July 26, 2023*	July 5, 2023*	July 18, 2022*	July 18, 2022*	July 12, 2023*	July 12, 2023
August	August 23, 2023	August 2, 2023	August 15, 2023	August 15, 2023	August 9, 2023	
September	September 27, 2023	September 6, 2023	September 19, 2023	September 19, 2023	September 13, 2023	
October	October 25, 2023	October 4, 2023	October 17, 2023	October 17, 2023	October 11, 2023	October 11, 2023
November	November 22, 2023	November 1, 2023	November 21, 2023	November 21, 2023	November 8, 2023	
December	December 27, 2023*	December 6, 2023*	December 19, 2023*	December 19, 2023*	December 13, 2023*	

\* These meetings are typically cancelled

\*\* TDLCB Meetings are at Votran





## River to Sea TPO Board Meeting Summary January 25, 2023

***Due to COVID-19 the meeting was held as a hybrid meeting in accordance with AGO 2003-41 with 17 voting and four non-voting members physically present; and with two voting and one non-voting member attending remotely***

- Approved a motion allowing members attending virtually to participate and vote
- Approved the Consent Agenda including approval of the November 30, 2022 meeting minutes and Executive Director's timesheet review report
- Reviewed and approved Resolution 2023-01 updating the River to Sea TPO Bylaws by roll call vote
- Nomination and election of River to Sea TPO Board members to fill officer vacancies for the remainder of the FY 2022/23 term; DeLand Mayor Chris Cloudman as Chairperson; Ormond Beach Mayor Bill Partington as 1<sup>st</sup> Vice Chairperson/Treasurer; and Palm Coast Mayor David Alfin as 2<sup>nd</sup> Vice Chairperson/Secretary
- Reviewed and considered an amendment to the Connect 2045 Long Range Transportation Plan to program additional funding and advance the Pioneer Trail Interchange project; received a power point presentation on the I-95 Corridor and the history of the Pioneer Trail Interchange project; reviewed and received public comments; discussed member comments; and approved Resolution 2023-02 amending the Connect 2045 Long Range Transportation Plan by a roll call weighted vote of 78.61% to 29.39%
- Reviewed and approved Resolution 2023-03 amending the FY 2022/23 to 2026/27 Transportation Improvement Program (TIP) by roll call vote
- Discussed the River to Sea TPO office lease termination and approved a motion to delegate authority to the Executive Committee to work with the Executive Director to negotiate an appropriate lease termination agreement
- Discussed the River to Sea TPO office relocation short-term and long-term options and approved a motion to delegate authority to the Executive Committee to work with the Executive Director to secure a temporary office location and further explore and identify options for a long-term solution
- Received a PowerPoint presentation of FDOT's Tentative Five-Year Work Program for FY 2023/24 to 2027/28
- Received a PowerPoint presentation and discussion of the 2023 River to Sea TPO safety data and targets
- The FDOT report was provided in the agenda
- Received the Executive Director's report announcing the River to Sea TPO annual Call for Projects is open and will close on February 28, 2023

***The next River to Sea TPO Board meeting will be on Wednesday, February 22, 2023 at 9:00 am***

Beverly Beach  
Bunnell  
Daytona Beach  
Daytona Beach Shores

DeBary  
DeLand  
Deltona  
Edgewater

Flagler Beach  
Flagler County  
Holly Hill  
Lake Helen

New Smyrna Beach  
Oak Hill  
Orange City  
Ormond Beach

Palm Coast  
Pierson  
Ponce Inlet  
Port Orange

South Daytona  
Volusia County



## River to Sea TPO Board Meeting Summary February 22, 2023

- Discussed virtual meeting participation; announced moving forward that remote participation will be provided for extenuating circumstances on an individual basis
- Approved a motion allowing members attending virtually to participate and vote
- Approved the Consent Agenda including approval of the January 25, 2023 meeting minutes; Executive Director's timesheet review report; letter of support for the Moving Florida Forward Infrastructure Initiative; letter of support for Amtrak grant application to the Federal Railroad Administration for the federal-state partnership for intercity passenger rail grant program; and a letter of support for the Votran Federal grant application to the Federal Transit Administration (FTA) Area of Persistent Poverty (AoPP) Program
- Reviewed and approved the River to Sea TPO's FY 2021/22 Independent Audit Report
- Reviewed and approved Resolution 2023-04 adopting the 2023 River to Sea TPO safety data and targets
- Reviewed and approved Resolution 2023-05 amending the FY 2022/23 to 2023/24 Unified Planning Work Program (UPWP) by roll call vote
- Received a PowerPoint presentation of FDOT's Resilience Action Plan
- Received a PowerPoint presentation of I-95 interchanges at US 1 and LPGA Boulevard
- The FDOT report was provided in the agenda; announced the FDOT SR A1A resilience team will be hosting a public meeting on March 8, 2023 in Volusia County and March 21, 2023 in Flagler County; and announced McInnis Elementary School in DeLeon Springs and Wadsworth Elementary School in Palm Coast were winners of the bike lane design challenge
- Received the Executive Director's report regarding the Moving Florida Forward Infrastructure Initiative; announced the TPO was awarded the Safe Streets and Roads for All (SS4A) grant to develop a comprehensive safety action plan for Volusia and Flagler Counties; announced the TPO is relocating to the Florida Tennis Center and committee and board meetings will be held in the Airline Room at the Daytona Beach International Airport beginning in March

***The next River to Sea TPO Board meeting will be on Wednesday, March 22, 2023 at 9:00 am  
at the Airline Room at the Daytona Beach International Airport***

Beverly Beach  
Bunnell  
Daytona Beach  
Daytona Beach Shores

DeBary  
DeLand  
Deltona  
Edgewater

Flagler Beach  
Flagler County  
Holly Hill  
Lake Helen

New Smyrna Beach  
Oak Hill  
Orange City  
Ormond Beach

Palm Coast  
Pierson  
Ponce Inlet  
Port Orange

South Daytona  
Volusia County





**River to Sea TPO Board  
Meeting Summary  
March 22, 2023**

- Approved a motion allowing members attending virtually to participate and vote
- Approved the Consent Agenda including approval of the January 25, 2023 meeting minutes; and Executive Director's timesheet review report
- Received a PowerPoint presentation of Functional Classification Update and Review Process
- Received a PowerPoint presentation of Volusia Trails Master Plan
- Received a presentation and discussion of TPO 101: Plans, Programs, and Member Responsibilities
- Received a presentation and update on the 2023 Annual Call for Projects
- The FDOT report was provided in the agenda; announced the most up-to-date project information can be found at [www.cflroads.com](http://www.cflroads.com)
- Received the Executive Director's report regarding the TPO's new office location; update on reimbursement of moving expenses from the prior landlord; and announcing TPO staff changes
- Received member comments

***The next River to Sea TPO Board meeting will be on Wednesday, April 26, 2023 at 9:00 am  
at the Airline Room at the Daytona Beach International Airport***



# River to Sea TPO Outreach & Activities

[www.R2CTPO.org](http://www.R2CTPO.org)

January/February 2023

## 2023 Annual Call for Projects Process



The River to Sea TPO's Annual Call for Projects is open and accepting project applications. Applications will be used by the River to Sea TPO and the Florida Department of Transportation (FDOT) to qualify and prioritize proposed projects for funding. The process, once project applications are submitted, is as follows:

- **April:** The Transportation Improvement Program (TIP) and BPAC Project Review Subcommittees meet to review, score and rank the applications.
- **April/May:** The TCC and CAC review the application rankings for the Traffic Operations/Safety projects and Planning Studies and the BPAC reviews the Bicycle & Pedestrian projects. All the rankings are then reviewed by the TPO Board.
- **June:** The TCC and CAC review and recommend approval of the application rankings (priority lists) for the Traffic Operations/Safety projects and Planning Studies and the BPAC reviews and recommends approval of the Bicycle & Pedestrian project list. All the priority lists are then reviewed and approved by the TPO Board.

For more information on the process [click here](#).

**Applications are due to the TPO by  
February 28, 2023 at 4:00 p.m.**



## Active Transportation for All Workshop

The River to Sea TPO participated in the St. Johns River 2 Sea Loop Alliance's "Active Transportation for All Workshop" held on January 27, 2023 at DeBary Hall. The workshop promoted active, equitable transportation. Mr. Stephan Harris, TPO staff, spoke about the TPO and our Priority Project Process. We also provided a table exhibit focused on who the TPO is, our Priority Process and bicycle and pedestrian safety. A recap of the Workshop is available at: <https://river2sealoop.org/active-transportation-workshop/>

(photos to the right and at the top of next page  
courtesy of River2SeaLoop Alliance)





# River to Sea TPO Outreach & Activities

[www.R2CTPO.org](http://www.R2CTPO.org)

January/February 2023

## February Events & Activities:

- **Feb 1: Florida Metropolitan Planning Partnership (FMPP) Winter Meeting:** Turkey Lake Service Plaza, Orlando, 8:30am - 5:00pm  
(More info: [click here](#))
- **Feb 10: Central Florida MPO Alliance Meeting:** MetroPlan Orlando, 10:00am - 11:00am  
(More info: [click here](#))
- **Feb 16: Volusia County FACT Fair:** Heritage Middle School, Deltona, 5:30 pm - 7:00 pm  
(More info: [click here](#))
- **Feb 26: Junior Chamber of Commerce Health Fair:** Bunnell Elementary School, 10:00 am - 3:00 pm  
(More info: [click here](#))

## February is Hit & Run Awareness Month

During the month of February, the River to Sea TPO, along with FDOT and the Florida Department of Highway Safety and Motor Vehicles (FHSMV), reminds you to stay at the scene and call for help if you are involved in a crash. Nearly 25% of all crashes involve a hit-and-run. For more information, including the hit-and-run penalties, [click here](#)

## Ongoing Projects, Studies, & Activities

- Develop Non-motorized Traffic Count Program
- Regional Resiliency Action Plan Implementation
- Adopt TPO Safety Performance Targets
- Annual FY 2021/22 TPO Audit
- Dunlawton Ave Eastbound Right Turn Lane @ South Swallowtail Dr FS (Port Orange)
- Dunlawton Ave/Taylor Road Pedestrian Streetlighting FS (Port Orange)



## Follow Us!







# River to Sea TPO Outreach & Activities

[www.R2CTPO.org](http://www.R2CTPO.org)

February/March 2023

## The River to Sea TPO has moved!



### East International Speedway Boulevard Corridor Improvement Project Groundbreaking

The River to Sea TPO attended the groundbreaking for the East International Speedway Boulevard corridor improvement project on Friday, February 17th. We joined the Florida Department of Transportation, the City of Daytona Beach, and others to celebrate the revitalization of this important corridor. Improvements will include road beautification, safety improvements for bicyclists and pedestrians, and improved traffic flow.

Photo (right): East International Speedway Boulevard Groundbreaking

The River to Sea TPO office has moved. Our new address is:

**1 Deuce Court**

**Suite 100**

**Daytona Beach, FL 32124**

All TPO Board, BPAC, CAC, and TCC meetings will be held in the Daytona Beach International Airport Airline Room at:

700 Catalina Drive

Daytona Beach, FL 32114

Parking will be validated

The Executive Committee will be meeting at the TPO's current location: 1 Deuce Court, Daytona Beach FL 32124

The TDLCB will continue to meet at Votran.

Our phone number remains the same (386.226.0422).







# River to Sea TPO Outreach & Activities

[www.R2CTPO.org](http://www.R2CTPO.org)

February/March 2023

## March Events & Activities:

- **March 8: SR A1A Resiliency Plan Public Info Meeting:**  
The Casements, Ormond Beach; 5:30pm-7:00pm  
(More info: [click here](#))
- **March 16: Public Transportation & Transportation Disadvantaged Awareness Day - Legislative Day:**  
The Capitol Courtyard, Tallahassee  
(More info: [click here](#))
- **March 18: Ponce Preserves the Planet Event:** 4401 S. Peninsula Ave, Ponce Inlet; 10:00am - 1:00pm  
(More info: [click here](#))
- **March 21: SR A1A Resiliency Plan Public Info Meeting:**  
Wickline Center, Flagler Beach; 4:00pm - 7:00pm  
(More info: [click here](#))

## Junior Chamber of Commerce Health Fair

The River to Sea TPO, in partnership with the Florida Department of Transportation, staffed a table at the Junior Chamber of Commerce Health Fair in Bunnell on Sunday, February 26th. Bicycle safety discussions and tips were provided to attendees and fourteen bicycle helmets were fitted and donated.



## Ongoing Projects, Studies, & Activities

- Develop Non-motorized Traffic Count Program
- Regional Resiliency Action Plan Implementation
- Dunlawton Ave Eastbound Right Turn Lane @ South Swallowtail Dr FS (Port Orange)
- Dunlawton Ave/Taylor Road Pedestrian Streetlighting FS (Port Orange)
- Execution of Safe Streets for All (SS4A) Grant

## Do you want more River to Sea TPO news and information?

Subscribe to the TPO's monthly newsletter for more transportation news and information. Simply click the link below, fill out the form and sign up!

[Click Here](#)

## Follow Us!



## Planning Grant Agreement Tasks Quarterly Progress Report



<b>Planning Agency</b>	River to Sea Transportation Planning Organization	<b>County</b>	Volusia
		<b>Invoice #</b>	G2983 Q3
<b>Reporting Period</b>	01/01/2023 - 03/31/2023	<b>Grant #</b>	G2983

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . 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 <b>appointment and reappointment of voting and non-voting members</b> 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 <b>agendas</b> 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 <b>minutes</b> 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 11, 2023 TDLCB Meeting are attached.
E.	Provide at least one <b>public workshop</b> 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 <b>committees</b> of the local coordinating board. (Task 3)	Staff support is provided for both the Quality Assurance and Grievance Committees.
G.	Develop and update annually <b>by-laws</b> 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 <b>grievance procedures</b> 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 <b>membership roster and mailing list</b> 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 <b>public notice</b> 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 11, 2023 TDLCB Meeting is attached.
K.	Review and comment on the <b>Annual Operating Report</b> 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 <b>actual expenditures</b> (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 <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	No activity for the specified reporting period.
B.	Encourage integration of “transportation disadvantaged” issues into <b>local and regional comprehensive plans</b> . 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 <b>regional workforce boards</b> 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 <b>quarterly reports</b> 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 2022/23 second quarterly report was provided to the TDLCB at their January 11, 2023 meeting.
B.	Attend at least one <b>Commission-sponsored training</b> , 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 <b>CTD meeting</b> each year within budget/staff/schedule availability.	No activity for the specified reporting period.
D.	Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity for the specified reporting period.
E.	Provide <b>training</b> for newly-appointed LCB members. (Task 3)	Training was provided to TDLCB members at the January 11, 2023 TDLCB Meeting
F.	Provide <b>assistance</b> 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 <b>proposed funding applications</b> 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 <b>annual evaluation</b> 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 2022/23 Evaluation was approved by the TDLCB at their January 11, 2023 meeting and is attached.

	<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 <b>joint reviews</b> of the CTC.	No activity for the specified reporting period.
J.	Ensure the LCB annually reviews <b>coordination contracts</b> 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.	The TDLCB and River to Sea TPO staff reviewed coordination contracts as part of Votran's FY 2022/23 Evaluation.
K.	Implement recommendations identified in the CTD's <b>QAPE</b> 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

04/12/2023

Date

DRAFT



## TDLCB Attendance Record 2023

Name	11-Jan	12-Apr	12-Jul	11-Oct	Notes
Council Member Matt Reinhart	exc				Volusia County (appt 1/23)
Carlos Colon	xp				FDOT (appt. 07/16)
Alternate - Jamie Kersy					FDOT (alternate) (app 7/22)
Sheryl Dick-Stanford	xv				Agency for Persons with Disabilities (appt 1/2021)
Alternate - Sylvia Bamburg					Agency for Persons with Disabilities (appt 5/2020)
Christy Gillis	xp				DCF (appt 10/2021)
Alternate - vacant					DCF (alternate) (10/2021)
Bill Hinkle Jr	abs				Public Education Community (appt 1/2021)
Alternate - Vacant					Public Education Community (alternate)
Cynthia Tucker	abs				Vocational Rehab Services (appt 7/17)
Alternate - Susan Pauley	abs				Vocational Rehab Services (alternate)(appt 11/18)
Robert Watson	abs				Veterans Services (5/19)
Alternate - Raymond Allen					Veterans Services (alternate)
Judy Craig	xv				Disabled Citizens (appt 2016)
Alternate - Mary Tyson	xp				Disabled Citizens (alternate) (appt 6/2021)
Jean Cerullo	exc				Citizens Advocate (appt 2016)
Alternate - Renee Gahagan	xp				Citizens Advocate (Appt 8/19)
Bev Johnson	exc				Early Childcare (appt 8/17)
Alternate - DJ Lebo	xp				Early Childcare (alternate)(appt 2/2014)
Gladys Lacen	abs				Elder Affairs (Council on Aging)(3/2020)
Alternate - Ellen Labadie	abs				Elder Affairs (alternate)(appt 3/2021)
Emilio Santiago	xv				Healthcare Administration (appt 6/2022)
Alternate - Victoria Anderson					Healthcare Administration (alternate)(appt. 06/2021)
Robin King	abs				Work Force Development Board
Alternate - Kathy Spencer	exc				Work Force Development Board - (alternate) (appt 1/19)
Stephen Civitelli					Medical Community (appt 8/2022)
Alternate - Ethan Johnson	xp				Medical Community (appt 5/19)
Patricia Lipovsky	xp				Citizens Advocate - System User (12/21)
Alternate - vacant					Citizens Advocate - System User (alternate) (apt 6/2021)
Doug Hall	xp				Elderly Citizens (appt 11/21)
Alternate - Cassandra Jessie	xp				Elderly Citizens (alternate)
Erin LeDuc	xp				Association for Community Action (appt 01/23)
Carmen Hall - Vacant	xp				Association for Community Action - Alternate (appt 12/17)
Steve Jack	abs				Private for Profit (appt 01/11)
Alternate - Vacant					
QUORUM	Y				

### CODES

X = Present   v = virtually   p = physically  
 exc = Excused  
 abs = Absent (Unexcused)  
 vac = Vacant

**INTEREST FORM**  
FOR SERVICE ON THE  
**RIVER TO SEA TPO**  
**TRANSPORTATION DISADVANTAGED**  
**LOCAL COORDINATING BOARD**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Vacancy Interested in Representing: \_\_\_\_\_

Please provide a brief description of why you want to join the Local Coordinating Board and how your skills and experience will help you represent the part of the community not currently represented due to a vacancy:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your interest.

Please return form to:  
Debbie Stewart  
River to Sea TPO  
2570 W. International Speedway Blvd., Suite 100  
Daytona Beach, FL 32114  
or email: [dstewart@r2ctpo.org](mailto:dstewart@r2ctpo.org)

TDLCB MEMBER LIST							April 2023
Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
<b>Volusia County Association of Community Action</b>	Council Member Matt Reinhart	123 W. Indiana Ave	DeLand	32720	386-943-7026 386-506-2961	mreinhardt@volusia.org	Chairperson 01/2023
	Erin T. Leduc	123 W. Indiana Ave Rm 101	DeLand	32720	386-736-5956	etleduc@volusia.org	01/2023
<b>Elderly Citizens</b>	Doug Hall	1405 Edgewater Rd	Daytona Beach	32114	386-255-0377 386-852-1285 (cell)	fhalls@earthlink.net	12/2021
<b>FDOT</b>	Carlos Colon	420 W. Landstreet Rd	Orlando	32824	321-319-8173	carlos.colon@dot.state.fl.us	07/2022
<b>Florida Department of Children &amp; Families</b>	Christy Gillis	210 N. Palmetto Ave Ste 430	Daytona Beach	32114	386-481-9182 386-214-8646 (cell)	christina.gillis@myflfamilies.com	10/2021
<b>Public Education Community</b>	Bill Hinkle Jr.	3750 Olson Drive	Daytona Beach	32124	386-258-4677 ext 50516	wfhinkle@volusia.k12.fl.us	01/2021
<b>Florida Department of Education (Voc Rehab)</b>	Cynthia Tucker	210 N. Palmetto Ave Ste 144	Daytona Beach	32114	386-281-6764	cynthia.tucker@vr.fldoe.org	02/2020
<b>Elder Affairs</b>	Gladys Lacen	420 Fentress Blvd	Daytona Beach	32114	386-253-4700 ext 204	glacen@coavolusia.org	12/2022
<b>Veteran Services Group</b>	Robert Watson	123 W. Indiana Ave Rm 100	DeLand	32720	386-740-5102	rbwatson@volusia.org	05/2022
<b>Private for Profit Healthcare Administration</b>	Steve Jack	P.O. Box 730206	Ormond Beach	32173	386-255-8525	medoneshuttle@bellsouth.net	01/2020
	Emilio Santiago	400 W. Robinson St Ste S309	Orlando	32801	407-420-2563	emilio.santiago@ahca.myflorida.com	06/2022
<b>Medical Community Workforce Development Board</b>	Stephen Civitelli	1845 Holsonback Dr	Daytona Beach	32117	386-274-0799 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
<b>Disabled Citizens</b>	Judy Craig	1835 Anchor Ave	DeLand	32720	386-738-5781	judylesliecraig@aol.com	01/2020
<b>Citizens Advocate - Systems User</b>	Patricia Lipovsky	1129 Bradenton Rd	Daytona Beach	32114	386-255-0288	plipovsky@cfl.rr.com	Vice Chairperson 12/2021
<b>Citizens Advocate</b>	Jean Cerullo	19 Tropical Drive	Ormond Beach	32176	386-689-5300	jean.cerullo89@gmail.com	09/2021
<b>Council for Early Childhood Services</b>	Beverly Johnson	1219 Dunn Ave	Daytona Beach	32114	386-255-4568	bjohnson@esneccfl.org	08/2020
<b>Agency for Persons with Disabilities</b>	Sheryl Dick-Stanford	1621 NE Waldo Rd Bldg 1	Gainesville	32609	352-955-5768	sheryl.dick-stanford@apdcares.org	01/2021
<b>TDLCB Alternates</b>							
<b>Association of Community Action</b>	Carmen Hall	123 W. Indiana Ave Rm 101	DeLand	32720	386-736-5955	chall@volusia.org	12/2020
<b>Elderly Citizens</b>	Cassandra Jessie	315 Wilder Blvd Apt. 109	Daytona Beach	32114	386-254-3846	cassandra.jessie@dbf.fldoe.org	06/2021
<b>FDOT</b>	Jamie Kersey	420 W. Landstreet Rd	Orlando	32824	321-319-8174	jamie.kersey@dot.state.fl.us	07/2022
<b>Florida Department of Children &amp; Families</b>	Todd Banks	210 N. Palmetto Ave Ste 430	Daytona Beach	32114	386-481-9182	todd.banks@myflfamilies.com	10/2021

Agency/Group	Name	Address	City	Zip Code	Phone Number	E-Mail Address	Notes/Appointment Date
<b>Public Education Community</b>	Vacant						
<b>Florida Department of Education (Voc Rehab)</b>	Susan Pauly	210 N. Palmetto St Ste 144	Daytona Beach	32114	386-281-6765	susan.pauly@vr.fldoe.org	02/2020
<b>Elder Affairs</b>	Ellen Labadie	420 Fentress Blvd	Daytona Beach	32114	386-253-4700 ext 248	mowscheduler@coavolusia.org	03/2021
<b>Veteran Services Group</b>	Raymond Allen	123 W. Indiana Ave Rm 100	DeLand	32720	386-254-4646	rallen@volusia.org	05/2022
<b>Private for Profit Healthcare Administration</b>	Vacant						
	Victoria Anderson	400 W. Robinson St Ste S309	Orlando	32801	407-420-2483	victoria.anderson@ahca.myflorida.com	06/2022
<b>Medical Community Workforce Development Board</b>	Ethan Johnson	1845 Holsonback Dr Bin 126 Room 2005A	Daytona Beach	32117	386-274-0605 386-281-7909 (cell)	ethan.johnson@flhealth.gov	05/2022
	Kathy Spencer	329 Bill France Blvd	Daytona Beach	32114	386-323-7074	kathyspencer@careersourcefv.com	01/2022
<b>Disabled Citizens</b>	Mary Tyson	291 Eddie Ave	Holly Hill	32117	386-212-9496	mtyson541@bellsouth.net	06/2021
<b>Citizens Advocate - Systems User</b>	Vacant						
<b>Citizens Advocate Council for Early Childhood Services</b>	Renee Gahagan	2204-B South Peninsula Dr	Daytona Beach	32118	386-235-6476	dioprez@aol.com	08/2022
	DJ Lebo	135 Executive Circle Ste 100	Daytona Beach	32114	386-323-2400 x196 386-801-9015 (cell)	djlebo@elcfv.org	02/2020
<b>Agency for Persons with Disabilities</b>	Sylvia Bamburg	1621 NE Waldo Rd Bldg 1	Gainesville	32609	352-955-6424	sylvia.bamburg@apdcares.org	05/2020
<b>TDLCB STAFF SUPPORT</b>							
<b>Volusia County - Transit Division</b>	Ralf Heseler	950 Big Tree Rd	South Daytona	32119	386-761-7700 ext. 4124	rheseler@volusia.org	
<b>Volusia County - Transit Division Alternate</b>	Kelvin Miller	950 Big Tree Rd	South Daytona	32119	386-756-7496 ext. 4126	kmiller@volusia.org	
<b>River to Sea TPO</b>	Stephan Harris	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20428	sharris@r2ctpo.org	
<b>River to Sea TPO</b>	Pamela Blankenship	1 Deuce Court Ste 100	Daytona Beach	32124	386-226-0422 ext. 20416	pblankenship@r2ctpo.org	