

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
April 12, 2023**

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

TDLCB Members Physically Present:

Robert Watson
Renee Gahagan
Mary Tyson
Beverly Johnson
Doug Hall
Cassandra Jessie
Matt Reinhart, Chairperson
Erin LeDuc

Representing:

Veterans Services Group
Citizens Advocate - Alternate
Disabled Citizens – Alternate
Children at Risk
Elderly Citizens
Elderly Citizens - Alternate
Volusia County Council District 2
Association of Community Action

TDLCB Members Virtually Present:

Sheryl Dick-Stanford
Christy Gillis
Judy Craig
Patricia Lipovsky, Vice Chairperson
Steve Jack

Representing:

Agency for Persons with Disabilities
Department of Children and Families
Disabled Citizens
Citizens Advocate, Systems User
Private for Profit

TDLCB Members Absent:

Carlos Colón (excused)
Jamie Kersey
Bill Hinkle, Jr.
Cynthia Tucker
Susan Pauley (excused)
Jean Cerullo (excused)
Ellen Labadie (excused)
Emilio Santiago
Victoria Anderson
Robin King
Kathy Spencer (excused)
Steven Civitelli (excused)
Ethan Johnson (excused)

Representing:

Florida Department of Transportation
Florida Department of Transportation
Public Education
Vocational Rehab Services
Vocational Rehab Services
Citizens Advocate
Elder Affairs
Health Care Administration
Health Care Administration
Work Force Development Board
Workforce Development Board - Alternate
Medical Community
Medical Community – Alternate

Others Physically Present:

Pamela Blankenship, Recording Secretary
Stephan Harris
Kelvin Miller
Ralf Heseler
Jacob Lunceford
Donna Graybill

Representing:

TPO Staff
TPO Staff
Votran Staff
Votran Staff
Votran Staff
Ghyabi Consulting

Others Virtually Present:

Colleen Nicoulin

Representing:

TPO Staff

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

TDLCB Chairperson Matt Reinhart called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 10:00 a.m. The roll was called, and it was determined that a quorum was physically present. The meeting was held in a hybrid format with eight voting members physically present and five voting members virtually present.

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

II. Public Comment/Participation

There were no public comments.

III. Action Items

A. Review and Approval of the January 11, 2023 TDLCB Meeting Minutes

MOTION: *A motion was made by Mr. Hall to approve the January 11, 2023 TDLCB meeting minutes. The motion was seconded by Ms. Tyson and carried unanimously.*

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

Mr. Heseler reviewed the CTC Monthly Paratransit Reports. Ridership has been up 10% over last year and Volusia County is going out for a request for proposal (RFP) for an additional provider to help carry the load. He stated that these reports are provided on a three-month basis, which takes time because the reports come from the vendors; the reports are not always of the quality they need to be. For this month's reports staff was scurrying to put the February report together. He requested that the reports be pushed back one month to give them time to compile them. For example, at the July meeting, the reports provided would be from February through April.

MOTION: *A motion was made by Mr. Watson to approve pushing the Community Transportation Coordinator's (CTC) Paratransit Reports back one month. The motion was seconded by Ms. Gahagan.*

Ms. Gahagan asked if the vendors were also making mistakes on the reports.

Mr. Heseler responded that communication was not occurring the way it should. The vendors use tablets to provide the information and when the electronic method doesn't work, they have to put it down on paper which Volusia County staff then has to enter the data as well as make sure the data is correct. There is only one person who does that, and it is very time-consuming.

The motion carried unanimously.

MOTION: *A motion was made by Ms. Gahagan to approve the Community Transportation Coordinator's (CTC) Paratransit Reports. The motion was seconded by Ms. LeDuc and carried unanimously.*

C. Review and Approval of Revisions to Votran Gold Service Paratransit Shared-Ride Application

Mr. Harris reviewed the changes to the Votran Gold Service Paratransit Shared-Ride Application.

Ms. Tyson asked about applicants living within .75 miles of a fixed route.

Mr. Kelvin Miller, Votran, explained that if you live within .75 miles you are not eligible for TD service; you would, however, be eligible for ADA service.

Discussion ensued on the changes to the application including the need to verify that people do not have cars and other access to transportation as well as how that is verified.

Mr. Hall stated that the JAWS reader doesn't tell him when something is highlighted or red; he asked if a separate document could be made stating what the changes are.

Discussion continued.

Mr. Harris stated he would make changes for the next agenda, and he would be in contact prior to the next meeting to ensure the documents could be read.

MOTION: *A motion was made by Mr. Hall to approve the revisions to the Votran Gold Service Paratransit Shared-Ride Application. The motion was seconded by Mr. Watson and carried unanimously.*

D. Review and Approval of the 2023 TDLCB Grievance Procedures

Ms. Lipovsky asked about the debate process and how that would work.

Chairperson Reinhart stated that the only changes to the Grievance Procedures were on dates, the address of the TPO, and the names on the last page.

Mr. Harris reviewed the changes to the Grievance Procedures.

MOTION: *A motion was made by Mr. Hall to approve the 2023 TDLCB Grievance Procedures. The motion was seconded by Ms. Lipovsky and carried unanimously.*

IV. Presentations and Discussion Items

A. Presentation and Discussion of 2023 Public Transportation Disadvantaged Awareness Day

Mr. Harris gave a PowerPoint presentation on the 2023 Transportation Disadvantaged Awareness Day which was held on March 16, 2023, and attended by Chairperson Reinhart, Mr. Hall, Ms. Jessie, and himself. Mr. Harris explained his role, the schedule, and the meetings with the elected officials and their legislative aides since many of the Representatives and Senators were in committee. Two of the people they met with were the legislative aides for Representative Eskamani, representing Orange County. The members wanted to meet with her because she is on the Transportation Modes Subcommittee, and she is a Democrat (whereas the Volusia Delegation is all Republican) and it is always helpful to have a dialogue with both parties. The attendees brought up the Commission and the Governor's legislative platform which asks for an additional \$10.1 million in budget authority for the TD Trust Fund.

The members that attended Public Transportation Disadvantaged Awareness Day shared thanks to Mr. Harris and expressed that the Legislative Aides and Representative Tramont listened to them, and they felt like they were heard.

Mr. Hall stated that the rapport that was developed was the most important aspect.

Ms. Tyson recommended that the members meet with the elected officials when they are in Volusia County and not in session.

Chairperson Reinhart stated that Mr. Harris would reach out and invite the elected officials to attend the TDLCB meetings as well as make appointments with them when they are in Volusia County. He added that he sent thank you cards to everyone they met with.

Ms. Gahagan asked if they had met with Representative Barnaby.

Chairperson Reinhart stated that he tried to meet with him twice separately from the group, but the first time Representative Barnaby was with a constituent, and the second time he was in committee.

Mr. Harris stated there was not enough time to meet with anyone else.

Mr. Harris suggested inviting the elected officials to the TDLCB workshop in October.

V. Staff Comments

→ 2023 TDLCB Meeting Schedule

Mr. Harris referred to the meeting schedule included in the agenda and noted that there were two more TDLCB meetings for the calendar year; July 12 and October 11.

Mr. Heseler stated that the TDLCB meeting scheduled for October 11 is the same day the American Public Transportation Association (APTA) and the Florida Public Transportation Association (FPTA) have their annual meeting. It is very important for transit staff to attend this meeting and he is asking the board to move the TDLCB meeting forward one week to October 18.

MOTION: *A motion was made by Ms. Tyson to move the October 11, 2023 TDLCB meeting to October 18, 2023. The motion was seconded by Mr. Hall and carried unanimously.*

Mr. Heseler stated that one month ago an organizational change was made at Votran and certain positions in planning and finance were absorbed by Volusia County under the newly created Transit Services Division as part of the Business Services Department. Ms. Bobbie King is the Interim Transit Service Division Director, and he and Mr. Jacob Lunceford work for her. Mr. Kelvin Miller oversees operations and maintenance for Votran. There are no changes for transit users; it is a managerial change.

Chairperson Reinhart added that this was a good change; the Volusia County Council approved the changes unanimously.

VI. TDLCB Chairperson Comments

There were no Chairperson comments.

VII. TDLCB Member Comments

Mr. Hall stated he is concerned about getting people to attend the TDLCB meetings. With the number of people on the board, there should not be a problem.

Discussion ensued on ways to get people to physically attend the meetings. In each agenda is a member list and the attendance record; TPO staff reaches out in advance of each meeting to determine a quorum. A discussion item will be placed on the next agenda to look at possible solutions. The positions on the board are determined by Florida Statute and cannot be changed. Mr. Harris will look into the possibility of appointing more than one alternate for each position.

Ms. Jessie commented that she was very appreciative of Votran; she asked if there was a way to be more certain about pick-up times. The call that tells her when she will be picked up is not always accurate.

Mr. Heseler responded that they are looking at the new abilities and technologies that are available. He noted that they are trying to get something in place that is more reliable and updates faster and then apply for funding through grants.

Ms. Tyson asked if it was possible to be notified if a ride was going to be substantially late. She gave an example of not being picked up when she was supposed to be, noting that it took her 40 minutes to get someone to answer the phone at Votran.

Mr. Heseler explained that they were trying to find a better process to alert customers sooner. They are in the process of a request for proposal to get another provider which will help with pick-ups and drop-offs.

Ms. Tyson added that about three weeks ago she had a pickup, and they did not have room for everyone, so they just left. She reported it and got no answer. No one told her they didn't have room.

Mr. Heseler apologized and said he would look into it.

Mr. Harris noted that there is a Customer Service meeting tomorrow and they will see if they can find out what happened.

Ms. Jessie explained that the other day she had a ride at 5:00 pm; the lady said she was in Port Orange and would be on her way. Ms. Jessie called at 5:45 pm and was informed that the driver had gone home; Votran had to send someone else to pick her up. She gave another example of an issue she had. She stated that she had spoken with Mr. Harris about the random checks on drivers. She recommended that they do random checks for the brokers as well as the cab drivers.

Mr. Harris stated that the driver and vehicle inspections are performed by TDLCB members and staff as part of an evaluation process. The last inspection was scheduled ahead of time, and he does not know if the driver was made aware of that in advance. He added that they would work on that for the next inspection.

Mr. Watson suggested sending a letter or email to the TDLCB members to explain the difficulties that are occurring in obtaining a quorum.

Ms. LeDuc suggested notifying the agencies when they do not have an alternate appointed; attach the notification to the email.

Ms. Jessie asked for a copy of the TDLCB Bylaws.

Mr. Harris responded that they were on the TPO's website and he would email them to her.

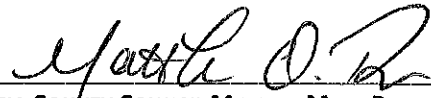
VIII. Information Items

- 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 11:08 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION



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

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the River to Sea TPO certifies that the foregoing is a true and correct copy of the minutes of the April 12, 2023 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 12th day of July 2023.



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