Volusia-Flagler Transportation Planning Organization (TPO)
Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting Minutes
July 8, 2026

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

TDLCB Members Physically Present:	**Representing:**
Carmen Hall	Association of Community Action
Steve Williamson	Citizens Advocate, System User
John Harden	Citizens Advocate
Mary Tyson, Vice Chairperson	Disabled Citizens
Carlos Colon	Florida Department of Transportation
Emilio Santiago	Healthcare Administration
Benjamin Juengst	Medical Community – Alternate
Scott Olson	Veterans Services Group
Council Vice Chair Matt Reinhart, Chairperson	Volusia County

TDLCB Members Virtually Present:	**Representing:**
Casey Polmueller	Agency for Persons with Disabilities

TDLCB Members Absent:	**Representing:**
Diana Garcia	Agency for Persons with Disabilities – Alternate
Dee Wilson (excused)	Children at Risk
Christy Gillis	Department of Children & Families
Heather Haroldson	Elder Affairs
Doug Hall	Elderly Citizens
Steve Jack	Private for Profit
Jennifer Fowler	Public Education Community
Susan Pauly	Vocational Rehab Services
Jessica Walker	Vocational Rehab Services - Alternate
Robin King	Workforce Development Board
Kathy Spencer	Workforce Development Board – Alternate

Others Physically Present:	**Representing:**
Melanie Pruneau, Recording Secretary	TPO Staff
Pamela Blankenship	TPO Staff
Stephan Harris	TPO Staff
Colleen Nicoulin	TPO Staff
Ralf Heseler	Volusia County Transit Services Division
Siva Persad	Volusia County Transit Services Division
Jacob Lunceford	Volusia County Transit Services Division
Bobbie King	Volusia County Transit Services Division
Dawne Weekley	VoTran
Frasmo Cardona	RATP Dev
Angela Milroy	RATP Dev
Scott Larson	Citizen
Maria Borgen	Citizen
Sarah Goolsby	Benesch
Donna Carter	Volusia County Community Assistance

Others Virtually Present:	**Representing:**
Kyle Mills	FDOT

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

TDLCB Chairperson Reinhart called the meeting of the Volusia-Flagler 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 nine voting members physically present and one voting member virtually present.

The Pledge of Allegiance was given.

2. **Public Comment/Participation**

Mr. Scott Larson, citizen, discussed his experiences regarding long wait times with VoTran's customer service, an issue receiving emails despite being on the email list, confusion over the VoTran app, and a request for more Sunday service. Ms. King stated that VoTran's phone system is being revamped and new prompts and AI assistance will allow for shorter wait times. She stated that Sunday service is still in the greater Daytona area, but there are no funds available to increase the service. They will be transforming fixed-routes in that area to VoRide in October and she remarked that there are no eligibility requirements to ride VoRide which is a curb-to-curb service.

Chairperson Reinhart stated that the Volusia County Council has discussed this issue and how it interrelates to the property tax changes. He expressed his concern over the issue.

Ms. Tyson expressed some issues with disclosing disabilities through the app and stated that drivers should be aware of certain disabilities to be able to assist. Ms. Milroy directed Ms. Tyson to the "info" button on the app where users are able to write notes that the driver is able to see.

Ms. Tyson stated she loves the app but it does not always allow her to schedule a timely return trip. Ms. Milroy stated she will look into the issue.

Ms. Tyson sought resolution for a recent issue with a driver failing to pick up customers for their scheduled trips due to a technological issue. Ms. Milroy stated she would get more information and look into the situation.

Ms. Blankenship stated that a TDLCB member signed in to the meeting virtually, therefore a motion to allow remote participation is necessary.

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

3. **Action Items**

A. **Review and Approval of the April 8, 2026 TDLCB Meeting Minutes**

MOTION: ***Mr. Olson moved to approve the April 8, 2026 TDLCB meeting minutes. The motion was seconded by Mr. Harden and carried unanimously.***

B. **Review and Approval of the VoAccess Monthly Paratransit Reports**

Mr. Heseler reviewed the VoAccess Monthly Paratransit Reports for the months of February through April. He noted that no-shows are down by 4% but cancellations are up significantly due to learning curves with the new app.

MOTION: ***Ms. Tyson moved to approve the VoAccess monthly paratransit reports. The motion was seconded by Mr. Olson and carried unanimously.***

C. **Review and Approval of the FY 2026-27 Transportation Disadvantaged Rate Model Worksheet**

Mr. Harris stated that the Quality Assurance Committee recommended approval for these rates earlier today. Comparable rates for last year are listed for reference purposes.

MOTION: ***A motion was made by Mr. Colon to approve the FY 2026-27 Transportation Disadvantaged Rate Model Worksheet. The motion was seconded by Mr. Juengst and carried unanimously.***

D. Review and Approval of the 2026 TDLCB Bylaws

Mr. Harris explained that there are no major changes to the Bylaws; only dates have been changed.

MOTION: ***A motion was made by Mr. Colon to approve the 2026 TDLCB Bylaws. The motion was seconded by Mr. Santiago and carried unanimously.***

4. Presentations and Discussion Items

A. Presentation and Discussion of Major Updates to VoTran's Transit Development Plan (TDP) and Transportation Disadvantaged Service Plan (TDSP)

Ms. Sarah Goolsby, Benesch, explained that VoTran has begun working on the five-year TDSP. She introduced the TDSP's purpose, the TDLCB's role in the development of the plan, where they are in the process of development, and the next steps. She explained what to expect to see in October with the approval of the plan. She provided links to the online survey which will be open through July and the virtual room which will be open throughout the span of the project.

Chairperson Reinhart asked if any specific municipalities have been reached out to. Ms. Goolsby stated that specifically Volusia County had been spoken to.

Mr. Williamson asked if the websites are accessible to the blind via a screen reader. Ms. Goolsby stated that she would look into that; the documents were ADA-accessible, but she was not sure if everything else was.

Ms. Maria Borgen thanked VoTran and expressed her reliance on the service.

Ms. Goolsby discussed the needs assessment and public outreach. Ms. King expressed the challenge of meeting a growing need for TD service with the same amount of funding.

Ms. Goolsby verbally provided the links to the online survey and virtual room.

B. Presentation and Discussion of Service Changes to VoTran and VoRide

Ms. King gave an update on the upcoming VoTran and VoRide changes including the frequency of routes three, four, and eleven going from every thirty minutes to every hour, and the elimination of Sunday service except for Daytona Beach. She described the public outreach efforts; press releases, public meetings, and comment cards, and stated that many of the changes will go into effect beginning on June 28th.

Chairperson Reinhart referred to the June 16th Volusia County Council meeting and expressed appreciation for VoRide acting as a solution to the decreased funding. He noted that it had been a difficult vote.

Mr. Heseler noted that Route 15 also went from 30 to 60 minutes due to its connection to other routes that have decreased frequency.

5. **Staff Comments**

Mr. Harris stated that volunteers are requested for TDP and TDSP stakeholder meetings today after the TDLCB meeting.

6. **TDLCB Member Comments**

Mr. Harden stated that the print on some bus stops signs along US-1 have faded and become difficult to read. Mr. Heseler stated that staff is in the process of replacing signs.

Chairperson Reinhart expressed appreciation for the mental health awareness information included at bus stops.

7. **TDLCB Chairperson Comments**

Chairperson Reinhart restated his gratitude to VoTran for creating VoRide as a solution for the decrease in funding.

8. **Information Items**

- → Grievance Committee Meeting Summary – April 8, 2026
- → TDLCB Attendance Record
- → TDLCB Interest Form
- → TDLCB Meeting Summary – April 8, 2026
- → TDLCB Membership List
- → TPO Board Meeting Summaries
- → TPO Outreach & Activities
- → TPO Planning Grant Quarterly Progress Report
- → TPO Upcoming Events

9. **Adjournment**

The meeting was adjourned at 11:05 a.m.

VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

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

CERTIFICATE:

The undersigned, duly qualified and acting Recording Secretary of the Volusia-Flagler TPO certifies that the foregoing is a true and correct copy of the minutes of the July 8, 2026 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 14th day of October 2026.

MELANIE PRUNEAU, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

A recording of the July 8, 2026 TDLCB meeting is available upon request.