

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
July 11, 2018**

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

TDLCB Members Present:

Doug Hall
Jean Cerullo
Judy Craig
Beverly Johnson
Patricia Antol
Carlos Colon
Tamyika Young
Steve Jack
Jefferey Bumb
Jeff Aboumrad
Billie Wheeler, Chairperson
Cassandra Jordan

Representing:

Citizens Advocate, System User
Citizens Advocate
Disabled Citizens
Early Child Care
Elderly Citizens
Florida Department of Transportation
Health Care Administration
Private for Profit
Veterans Services Group
Vocational Rehab Services
Volusia County Council
Work Force Development Board, Alternate

TDLCB Members Absent:

Clayton Jackson (excused)
Julia Marshall
Charly Poniatowski (excused)
Patricia Boswell (excused)
Rod Smith

Representing:

Association of Community Action
Department of Children and Families
Elder Affairs
Medical Community
Public Education Community

Others Present:

Pam Blankenship, Recording Secretary
Stephan Harris
Jacquelyn Woodruff
Lisa Rivera
Susan Pauly
Heather Blanck
Edie Biro
Patricia Lipovsky
Sarah Kraum

Representing:

TPO Staff
TPO Staff
Healthcare Administration
Logisticare
Vocational Rehab
Votran Staff
Votran Staff
Citizens Advocate, System User Alternate
Space Coast TPO

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

TDLCB Chairperson Billie Wheeler called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:01 a.m.

The roll was called and it was determined that a quorum was not present.

II. Public Comment/Participation

This was addressed after the Action Items.

III. Committee Reports

Chairperson Wheeler stated the Quality Assurance Committee met prior to the TDLCB meeting to review the bylaws of the TDLCB; there were no changes or corrections. The Grievance Committee also met to review the TDLCB grievance procedures; there were no changes or corrections.

A quorum was obtained at this point in the meeting.

IV. Action Items

A. Review and Approval of the May 9, 2018 TDLCB Meeting Minutes

MOTION: *A motion was made by Ms. Lipovsky to approve the May 9, 2018 TDLCB meeting minutes. The motion was seconded by Mr. Hall and carried unanimously.*

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

Ms. Blanck stated the paratransit boardings and overall ridership were reduced for May. May was a month with very high rainfalls and a lot of storms which affected ridership. Fixed route service was down by 4.5% and paratransit boardings for April and May were down between 4% and 7%. This is symptomatic of combining trips or not making trips. Overall, there were 15 days of heavy rain in May.

MOTION: *A motion was made by Ms. Cerullo to approve the Community Transportation Coordinator's (CTC's) monthly paratransit reports. The motion was seconded by Mr. Colon and carried unanimously.*

C. Annual Review and Approval of the River to Sea TPO's TDLCB Grievance Procedures

Mr. Harris stated the Quality Assurance Committee (QAC) and Grievance Committee met prior to this meeting. The QAC recommended approval of the bylaws and the Grievance Committee recommended approval the grievance procedures with no changes.

MOTION: *A motion was made by Mr. Hall to approve the River to Sea TPO's TDLCB Grievance Procedures. The motion was seconded by Ms. Jordan and carried unanimously.*

D. Annual Review and Approval of the River to Sea TPO's TDLCB Bylaws

Mr. Jack referred to page 27 of the agenda, Section C, Notice of Meetings and asked if the language should be changed to reflect that agendas are no longer being mailed.

Mr. Harris stated the agendas are being sent electronically.

Ms. Craig commented that she missed the last meeting because she did not receive the agenda in the mail. She had to read the agenda online this month and thinks the wording should be changed.

Ms. Lipovsky stated that some people may still want a hard copy of the agenda and asked if the words “unless a hard copy is requested” could be added to the verbiage.

Ms. Antol replied that was noted in the email that accompanied the agenda.

Chairperson Wheeler asked for a motion with the changes that agendas would be sent via email and hard copies provided upon request.

MOTION: *A motion was made by Ms. Craig to approve the River to Sea TPO’s TDLCB Bylaws as amended stating that agendas would be sent via email and hard copies of agendas would be provided upon request. The motion was seconded by Mr. Hall and carried unanimously.*

Public Comments

There were no public comments.

V. Discussion Items and Presentations

A. Presentation and Discussion of the Implementation of Vo-Call Program

Ms. Blanck introduced Ms. Edie Biro, Votran Customer Service Manager, to give the presentation.

Ms. Biro gave a PowerPoint presentation on the implementation of the Vo-Call Program; it is an interactive voice response system for Votran Gold customers. The purpose of Vo-Call is to reduce no-shows, reduce driver wait times and provide relief to the call center. She explained how the Vo-Call Program works from the perspective of the customer and the ways they are notified of their upcoming trips. The program is also able to send out mass notifications for emergencies, subscription trips and customers are able to choose from a phone call, text, or both. The program started February 26, 2018 and most customers think it is great. Some subscription riders did ask to be removed from same day notifications. There has been a slight reduction in phone calls and no-shows as people are getting more familiar with the system. Votran will continue to monitor those numbers. Votran is working with Volusia County to develop a flyer mailer to market the Vo-Call Program and a magnet will be sent to customers with the Volusia-Call number and a space for their client identity and password.

Chairperson Wheeler asked if the information about the program is on Volusia County’s website.

Ms. Blanck replied it is not but they can add it.

Chairperson Wheeler stated this is another great service being provided to Votran riders and she hopes the percentages increase as word gets out about the program.

Ms. Biro replied that Ms. Lipovsky was one of the test users; Votran tested the system with several riders in the beginning to work out kinks in the system prior to Vo-Call being available for everyone.

Ms. Lipovsky stated that as a system user, the service is wonderful. She likes the phone call reminder especially if her pick up time has changed. Other users she has spoken to like the system as well. She thanked Votran for implementing this program.

B. Presentation and Discussion of the 2018 “Tell the TPO” Survey Preliminary Results

Ms. Blankenship gave a PowerPoint presentation on the 2018 “Tell the TPO” survey preliminary results. The survey closed on June 30, 2018; it began April 30, 2018. There were 2,134 responses received; that does not include approximately 15 from Votran that will be added to that. She reviewed the social media and media outlets used. Hard copy surveys were available at all Volusia and Flagler County libraries. She reviewed the events the TPO attended and outreach opportunities used.

Chairperson Wheeler asked Ms. Blankenship to explain what the survey entailed.

Ms. Blankenship replied the survey is a community transportation survey that the TPO conducts every other year. The TPO uses the survey to gauge the public’s opinion on transportation issues. The questions are similar each time in order to gauge trends and see if anything changed or is out of the ordinary. The TPO uses the survey results to ensure it is on track with what it is doing. She reviewed the results from the committee challenge. She reviewed the preliminary results from the survey questions including the demographic questions.

Chairperson Wheeler asked if the TPO contacted the individual cities to suggest putting the survey in their newsletters or on their websites.

Ms. Blankenship replied yes; she contacted each city in the TPO planning area and all but three or four responded; they added it to their website and newsletters. She continued reviewing the survey preliminary results.

Chairperson asked if the comments received were constructive.

Ms. Blankenship replied yes, for the most part. The TPO is compiling the information and will create a summary brochure to be presented in September.

Ms. Craig stated that Ms. Blankenship did a great job this year by surpassing the goal of 2,000 responses.

Ms. Blankenship thanked everyone for their help with the survey.

VI. Staff Comments

Ms. Blanck announced that Votran started the New Smyrna Beach route on SR 44 in June. It travels from City Hall in New Smyrna Beach along SR 44 to WalMart and then west on Canal Street, east to the beachside along 3rd Avenue and turns around. The route operates on a one-hour frequency. Votran had people at two destinations along the route providing information to people about the new route. Votran is working hard to get the Americans with Disabilities Act (ADA) bus pads installed and have bus stop signs along the roadway. There will be more information forthcoming to the community that this is service they can expect to have going forward.

Chairperson Wheeler commented that Volusia County Council Vice Chair Deb Denys has been getting that information out there.

Ms. Blanck explained that in 2010 routes were eliminated in the New Smyrna Beach area with the intention of saving money. This service now was requested as development has continued in New Smyrna Beach to expand the service along SR 44 to the west side of I-95. The Votran Flex Service continued to operate in the area since October 2010 and now there is the restoration of the fixed route service.

VII. TDLCB Member Comments

Ms. Antol announced there is a card on the back table for Ms. Debbie Stewart, TPO staff, whose husband was hit by a car on Saturday and is in critical condition. She asked members to please sign the card.

Chairperson Wheeler replied that he is in a medically induced coma and asked for prayers for him.

Ms. Lipovsky referred to the "Tell the TPO" survey and commented that she took the survey for the first time and she found it very interesting. The information requested was interesting and she thought it was a very good survey.

Chairperson Wheeler stated this is the time to voice concerns and it is important to provide input.

Ms. Craig stated the last TDLCB meeting she attended, the school board representative made a comment regarding those with special needs and she would like to bring the American with Disabilities Act (ADA) laws to the next meeting to show what special needs are and how Volusia County is not complying with ADA regulations for a special needs center.

Ms. Blanck asked if she was referring the hurricane last year.

Ms. Craig replied yes; it is the hurricane season now.

Chairperson Wheeler replied not everyone fits into the special needs category.

Ms. Craig commented that people with special needs and ADA needs are different from what the county and school board are saying. Votran transports those that have special needs and the TDLCB needs to make sure it starts here to define who special needs persons are and to be sure there is good communication between the school board and the county with Votran on these transportation issues.

Ms. Blanck replied that Votran works collaboratively with Volusia County Emergency Services and with the School Board and provides whatever transportation is being requested. People get to the shelters by various means and not all are transported by Votran. Since her question has more to do with the shelters and not the transportation itself, she suggested Ms. Craig consider it and perhaps Chairperson Wheeler could consider it and see how to handle the request.

Ms. Blank announced the Shriners are in the Daytona Beach area next week for their convention and advised that will affect Votran's services.

Ms. Lipovsky asked if the buses are going to be re-routed.

Ms. Blanck replied yes, for the period of time associated with the parade on Tuesday afternoon and evening around the Ocean Center south to Sun Splash Park. The news release is on the Votran website.

Ms. Craig commented that as a member of the Shriners Organization, which is supportive of education and children in hospitals she thanked everyone for their support and Volusia County for wanting them to come here for their convention.

VIII. TDLCB Chairperson Comments

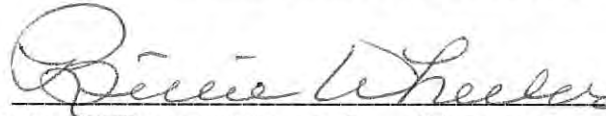
IX. Information Items

- TDLCB Membership List
- River to Sea TPO Board Meeting Summaries for May and June
- May TPO Outreach and Events Summaries
- New Smyrna Beach New SR 44 Votran Route Flyer

X. Adjournment

The meeting was adjourned at 11:50 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION



VOLUSIA COUNTY COUNCIL MEMBER BILLIE WHEELER, 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 July 11, 2018 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 12th day of September 2018.



DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION