

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
July 13, 2022**

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

TDLCB Members Physically Present:

Jean Cerullo
Renee Gahagan
Patricia Lipovsky
Christy Gilles
Mary Tyson
Ellen Labadie
Doug Hall
Cassandra Jessie
Carlos Colón
Ethan Johnson

TDLCB Members Virtually Present:

Emilio Santiago
Robert Watson
Susan Pauley

TDLCB Members Absent:

Sheryl Dick-Stanford
Clayton Jackson (excused)
Beverly Johnson (excused)
Judy Craig
Bill Hinkle, Jr.
Steve Jack
Barbara Girtman, Chairperson (excused)
Kathy Spencer (excused)

Others Physically Present:

Debbie Stewart, Recording Secretary
Stephan Harris
Ralf Heseler
Kelvin Miller
Jacob Lunceford
Steven Williamson
Scott Larsen
Katie Lear
Marie Ortiz
Kimberly Bonnette
Melissa Baker
Danny Strain
James Oats
Shamara McCall

Others Virtually Present:

Pam Blankenship
Colleen Nicoulin
Elizabeth Suchsland
John Cotton
Ryan Mann

Representing:

Citizens Advocate
Citizens Advocate - Alternate
Citizens Advocate, Systems User
Department of Children and Families
Disabled Citizens – Alternate
Elder Affairs
Elderly Citizens
Elderly Citizens - Alternate
Florida Department of Transportation
Medical Community - Alternate

Representing:

Health Care Administration
Veterans Services Group
Vocational Rehab Services

Representing:

Agency for Persons with Disabilities
Association of Community Action
Children at Risk
Disabled Citizens
Public Education
Private for Profit
Volusia County Council Vice Chair
Workforce Development Board - Alternate

Representing:

TPO Staff
TPO Staff
Votran Staff
Votran Staff
Votran Staff
Citizen
Citizen
Citizen
Citizen
Citizen
Citizen
Citizen
Citizen
Citizen

Representing:

TPO Staff
TPO Staff
Votran Staff
Votran Staff
Citizen

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 11:00 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 eight voting and two non-voting members physically present and three voting members virtually present.

MOTION: *A motion was made by Ms. Gahagan 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.*

III. Action Items

A. Review and Approval of the April 13, 2022 TDLCB Meeting Minutes

MOTION: *A motion was made by Ms. Gahagan to approve the April 13, 2022 TDLCB meeting minutes. The motion was seconded by Mr. Hall and carried unanimously.*

(Public Comment was addressed now)

II. Public Comment/Participation

Mr. James Oats commented that he works at the Rehab Center for the Visually Impaired in Daytona Beach and has to rely on transit; the current paratransit service does not meet the need. He is a licensed professional teacher and the current paratransit is incapable of providing the service he needs to reach his job, to stay after school with students and limits the locations he can work which his able-bodied colleagues are not limited by. He proposes something more flexible that other cities have with ride-sharing services that expands the resources and allows the ability to travel to other counties, be on-time and have same day scheduling.

Ms. Shamara McCall stated she also works at the Rehab Center for the Visually Impaired and she is also disabled. She has many different specialist doctors and she relies on paratransit to get to these appointments; if she is late to a specialist, she has to reschedule appointments for a later date. Many times, specialists are booked months in advance. She seconded the suggestion to bring in Uber/Lyft or other ride sharing services; Jacksonville currently has this service for a \$6 charge for door-to-door service.

Ms. Mary Ortiz stated she also works at the Rehab Center for the Visually Impaired and she has noticed there are a limited number of paratransit drivers and using Uber/Lyft could fill in the gaps of drivers that have to go across the county to DeLand, Port Orange or Edgewater. It would help to have someone local that is able to get people to their appointments on time or returning home.

Ms. Tyson added that she recently had an experience where a driver had a lot of trips; she was told they picked someone up in New Smyrna Beach and took them one mile and then returned to the Daytona area; it may be that ride share services would be cheaper than sending a paratransit driver. It may not be the best use of Votran's resources if there is another way to do it.

Ms. Gahagan stated that she knows someone that lost their job because they were unable to get there in a timely manner. She referred to Uber/Lyft and noted that they are expensive and asked how that would be cost effective.

Mr. Harris replied that service is not in place yet and the fares have not been established.

Mr. Heseler explained Votran is being proactive and has a consultant that is looking into mobility-on-demand (MOD) which is a ride sharing concept. They are reviewing the whole system and will provide a proposal that will include how it will work and the appropriate fare structure; they expect to have the results soon. It will then be reviewed and go to the Volusia County Council for approval. After approval, Votran will follow the procurement process and contact eligible service providers.

Ms. Gahagan commented that the public comments provided today have merit and she thinks this really needs to be looked into.

Mr. Oats noted that cities where ride share services have been implemented have found the cost to be lower than the existing paratransit service.

Mr. Hall added that the ride sharing program being used in other parts of Florida is working with no problems. We need to realize that Votran is having problems with a driver shortage which leaves customers waiting to be picked up sometimes for over an hour. He has never waited longer than seven minutes to be picked up by Lyft. It also could be less expensive than the paratransit system used now; we need to look into providing this service in Volusia County.

Mr. Steven Williamson stated he has used Votran's paratransit service for 30 years with good service but he has noticed problems many times in the evening with picking people up to return home; he has waited up to two and a half hours to be picked up at businesses that want to close. A disabled individual cannot protect themselves and is subject to crime so it would be helpful to have an on-demand service for pick-ups. Votran has been a big help over the years but the problems seem to be getting worse.

Mr. Ryan added that if he has to call Votran after 5:00 pm to check on his ride sometimes the phone system does not work properly and he cannot always get a person to help him.

Ms. Jessie stated the Florida Council of the Blind provided a resolution in support of ride share services which was provided to Votran; the resolution includes a recommendation that Votran look into ride sharing. Jacksonville and Orlando have a ride sharing program that she witnessed that is working fine. She could work in Orlando or St. Augustine if she chose to if she had a ride sharing service to get there. Votran is good and helps them but sometimes the people that help need help themselves.

III. Action Items (Continued)

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

Mr. Heseler reviewed the monthly paratransit reports; he explained that a few of the boxes are blank because Votran recently had an update to their data collection system which had a couple of glitches. They are working through those glitches and the data will be available at the next meeting. He reviewed the reports and commented Votran is running consistent as it has in the past. As requested by Chairperson Girtman at the last meeting the report also includes a graph reflecting pre-COVID numbers compared to today's numbers. Pre-COVID numbers were a little higher than the current numbers but Votran is hoping that gap will close over time.

Vice Chairperson Lipovsky asked how many paratransit trips are made per day.

Mr. Miller replied that prior to the summer and school being out the average number of paratransit trips per day was between 850 and 900. Pre-COVID there were approximately 1,100 paratransit trips per day. Currently, the average is 750 per day.

Ms. Jessie asked that based on the public comments earlier, what is the plan for meeting the demand if the numbers go back up to pre-COVID numbers.

Mr. Miller replied they are in the process of a MOD feasibility study that will be similar to Uber/Lyft service and they will be able to transition some clients traveling short distances to MOD service. He noted that Votran recently added another taxi provider that is providing two vehicles; they hope to add more vehicles.

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

C. Review and Approval of the 2022 Transportation Disadvantaged Service Plan (TDSP) Minor Update (Roll Call Vote Required)

Mr. Harris explained that the Transportation Disadvantaged Service Plan (TDSP) is a five-year planning document developed by Votran and the TPO. Major updates of the TDSP occur every five years; the last major update was July 2021. Each year between major updates, minor updates of the TDSP report progress on Votran's goals, objectives and implementation plan. This document was sent to the TDLCB last week for review; most changes to the document are changes in dates. He reviewed the notable changes in the document; Strategy 5.1.3 changed "implement" to "support" the Accessible Pedestrian Signal (APS) Access Plan. This plan was adopted several years ago and is in the implementation phase which occurs jointly between the TPO and FDOT on the state road system and local governments on local roads. He explained that Votran does not have a role in the implementation phase of the APS Access Plan. He continued to review the changes to the TDSP.

MOTION: *A motion was made by Mr. Hall to approve the 2022 Transportation Disadvantaged Service Plan (TDSP) Minor Update. The motion was seconded by Ms. Tyson and carried unanimously by a roll call vote.*

D. Review and Approval of the TDLCB Bylaws

Mr. Harris stated this is the annual review of the TDLCB Bylaws; the changes are highlighted and in underline/strikethrough format. Most of the changes are dates but there are two notable changes. In Section C, the notice of meetings is being changed from five working days to seven calendar days to be consistent with TPO policy. In Section D, the change was requested at the last TDLCB meeting by Chairperson Girtman; it adds language to enable members attending virtually to participate and vote via telephone, Zoom, Microsoft Teams or other similar platform if a physical quorum of TDLCB members is met provided the member(s) participating remotely are subject to an extraordinary circumstance that justifies remote attendance. It also references the Florida Attorney General's Opinion, AGO 2003-41. This language was also to the TDLCB Grievance Procedures at the April TDLCB meeting so this makes it consistent with the Bylaws.

MOTION: *A motion was made by Mr. Hall to approve the TDLCB Bylaws. The motion was seconded by Ms. Gillis and carried unanimously.*

IV. Presentations and Discussion Items

A. Presentation and Discussion of the How the Federal Transit Administration (FTA) Supports Small Urban and Rural Transit Systems

Mr. Harris showed a video of how the Federal Transit Administration (FTA) supports small urban and rural transit systems by providing competitive grant programs, formula grants, addressing the climate, and promoting equity.

V. Staff Comments

→ Florida Council of the Blind Resolution 2022-02

Mr. Harris stated Resolution 2022-02 from the Florida Council of the Blind is included in the agenda and that staff is supportive of it. There are members of the Council of the Blind in attendance today.

Vice Chairperson Lipovsky referred to the earlier comments that Votran is providing 850 to 900 paratransit trips per day; they have a driver shortage that is causing huge problems with late pick-ups and drop-offs. She would like to see Votran move forward with providing a ride sharing program; it would eliminate trips from the manifest and allow Votran to be on time more. Many people would take advantage of a ride sharing service and there will be those that will continue to use Votran's paratransit with advance scheduling. A ride sharing service would help Votran's drivers and help get the quality of service back to the way it used to be; Votran used to have wonderful service but due to circumstances beyond their control, it has changed. She urged Votran to take the necessary steps to get a ride sharing service so that the drivers and customers are less stressed.

Mr. Hall added that ride sharing service is being used elsewhere in the state with little to no problems; he would like to see what is involved in getting it here. He is interested in the mobility-on-demand (MOD) service and if it

can be worked out. It would be easier to get a ride without calling 24 hours in advance; sometimes things come up and users cannot provide a 24-hour notice.

Ms. Tyson asked what the timeframe is for the recommended suggestions from the consultant conducting the MOD study; if it is months or years because she has heard “soon” for a long time.

Mr. Miller replied the consultant is in the final stages of the study; the final report should be ready within months.

Ms. Jessie stated the Florida Council of the Blind wrote this resolution not just because of Votran as they do provide a great service but they have heard “working on it” for years regarding MOD service; and they feel like Votran needed to know they need a better timeline than months. She noted that Jacksonville and Orlando are close and someone should contact them on how they implemented the ride sharing service as it is needed now for people to get to work and doctor’s appointments.

Mr. Hall asked if the TDLCB should have a similar resolution to the Florida Council of the Blind’s.

Vice Chairperson Lipovsky commented that she asked about the MOD service months ago and collaboration with the other counties that are using same-day service. She asked if Votran received any information from Jacksonville or others that currently have the service.

Mr. Miller explained that as part of the study they have reached out to other agencies that are providing same-day service; Mr. Heseler and Mr. Lunceford have been contacting other agencies about how they provide services other than regular paratransit service. Once the study is completed Votran will have to go through the county’s procurement process to solicit service providers; that is why he said months instead of immediate implementation.

Vice Chairperson Lipovsky asked if anything could be done to expedite the process.

Mr. Miller replied once the study is complete, Votran will reach out to the public and the County Council about potential changes to the service; they have to have a public hearing regarding any changes. Votran will notify the TDLCB of any public hearings. Any comments the TDLCB may have will be kept on file and they will be referred to when a final decision is made.

Vice Chairperson Lipovsky asked that Votran provide an update on the progress of the study and the process at each TDLCB meeting.

Mr. Miller agreed to do so.

Ms. Gillis asked if there was a deadline for the consultant to complete the study.

Mr. Miller replied no; Votran received a presentation about a month ago and they are wrapping up their recommendations and fine tuning them.

Members continued to discuss ride sharing services and the need for it. It was noted that implementing a ride sharing service will not cause lay-offs of Votran drivers but will help relieve the driver shortage. It was explained that the Volusia County Council makes the decisions for the services Votran provides and they will have to approve the ride sharing program once the procurement process is done. Votran explained that through Mr. Big John’s efforts, Votran did get an advertising program that is providing bus benches and shelters at bus stops. It was also suggested that Votran look at their scheduling system to make sure two buses are not dispatched to same area at the same time. Members also discussed grants; it was explained that grants from the new Bipartisan Infrastructure Law are competitive grants and Votran has applied for all available grants.

MOTION: *A motion was made by Mr. Hall recommending a resolution be passed supporting the Florida Council of the Blind’s resolution urging transit agencies to implement the use of ride sharing and supporting Votran’s Mobility on Demand (MOD) program. The motion was seconded by Ms. Tyson and carried unanimously.*

VI. Staff Comments

Mr. Heseler commented that Votran appreciates the support and the patience they have been given during these tough times. Votran tries their best to serve the people. For clarification, the MOD program and ride sharing programs are synonymous; the MOD ride share program will give some relief to the current drivers and enhance the current service. Votran is pushing the consultant to get the study done. Staff is putting together information so when a grant opportunity comes up they will be ready; however, they have to have the dollar amount first.

Ms. Tyson stated that if the program has to be approved by the Volusia County Council, their budget year begins in October so items must be approved by May. It may take longer than we would like for a MOD program but there is time to approach the Council and let them know of the urgency.

Ms. Gillis asked that the TLDCB members be noticed when the proposal is submitted to the Volusia County Council so that members can attend the council meeting when it is presented.

Mr. Harris replied yes, they will be notified.

VII. TDLCB Member Comments

There were no member comments.

x

VIII. TDLCB Chairperson Comments

There were no additional Chairperson comments.

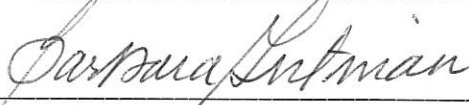
IX. Information Item)

- 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

X. Adjournment

The meeting was adjourned at 12:10 p.m.

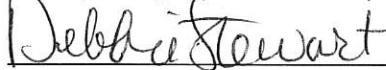
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION



**VOLUSIA COUNTY COUNCIL VICE CHAIR BARBARA GIRTMAN, 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 13, 2022 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 12th day of October 2022.



**DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**

RIVER TO SEA TPO TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

ROLL CALL VOTE SHEET

APPROVAL OF THE 2022 MINOR UPDATE TO THE TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP)

MEETING DATE: JULY 13, 2022

MEETING TIME: 11:00 A.M.

		YES	/	NO
FDOT	CARLOS COLON	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
DEPT. OF CHILDREN & FAMILIES	CHRISTY GILLIS	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
	TODD BANKS (ALT) <i>Vacant</i>	<input type="checkbox"/>	/	<input type="checkbox"/>
PUBLIC EDUCATION COMMUNITY	BILL HINKLE, JR	<input type="checkbox"/>	/	<input type="checkbox"/>
	VACANT (ALT)	<input type="checkbox"/>	/	<input type="checkbox"/>
VOCATIONAL REHABILITATION SERVICES	CYNTHIA TUCKER	<input type="checkbox"/>	/	<input type="checkbox"/>
	SUSAN PAULEY (ALT)	<input type="checkbox"/>	/	<input type="checkbox"/>
VETERANS SERVICES GROUP	ROBERT WATSON	<input type="checkbox"/>	/	<input type="checkbox"/>
	RAYMOND ALLEN (ALT)	<input type="checkbox"/>	/	<input type="checkbox"/>
CITIZENS ADVOCATE	JEAN CERULLO	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
	RENEE GAHAGAN (ALT)	<input type="checkbox"/>	/	<input type="checkbox"/>
DISABLED CITIZENS	JUDY CRAIG	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
	MARY TYSON (ALT)	<input type="checkbox"/>	/	<input type="checkbox"/>
EARLY CHILD CARE	BEVERLY JOHNSON	<input type="checkbox"/>	/	EXC
	D.J. LEBO (ALT.)	<input type="checkbox"/>	/	EXC
ELDERLY CITIZENS	DOUG HALL	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
	CASSANDRA JESSIE (ALT.)	<input type="checkbox"/>	/	<input type="checkbox"/>
CITIZENS ADVOCATE SYSTEM USER	PATRICIA LIPOVSKY	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
VOLUSIA COUNTY	COUNCIL MEMBER GIRTMAN	<input type="checkbox"/>	/	<i>exc</i>
ASSOCIATION OF COMMUNITY ACTION	CLAYTON JACKSON	<input type="checkbox"/>	/	<i>exc</i>
ELDER AFFAIRS	GLADYS LACEN	<input type="checkbox"/>	/	<input type="checkbox"/>
	ELLEN LABADIE (ALT)	<input type="checkbox"/>	/	<input type="checkbox"/>
HEALTH CARE ADMINISTRATION	EMILIO SANTIAGO	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
	VICTORIA ANDERSON (ALT)	<input type="checkbox"/>	/	<input type="checkbox"/>
WORK FORCE DEVELOPMENT BOARD	ROBIN KING	<input type="checkbox"/>	/	<input type="checkbox"/>
	KATHY SPENCER (ALT.)	<input type="checkbox"/>	/	<input type="checkbox"/>
MEDICAL COMMUNITY	PATRICIA BOSWELL	<input type="checkbox"/>	/	<input type="checkbox"/>
	ETHAN JOHNSON (ALT.)	<input checked="" type="checkbox"/>	/	<input type="checkbox"/>
PRIVATE FOR PROFIT	STEVE JACK	<input type="checkbox"/>	/	<input type="checkbox"/>
AGENCY FOR PERSONS WITH DISABILITIES	SHERYL DICK-STANFORD	<input type="checkbox"/>	/	<input type="checkbox"/>
	SYVIA BAMBURG	<input type="checkbox"/>	/	<input type="checkbox"/>