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, September 11, 2019
TIME:       11:00 A.M.
PLACE:      Volusia County Mobility Management Center (Votran)
            Conference Room(s)
            950 Big Tree Road
            South Daytona, Florida  32119

***************************************************************************
Volusia County Council Member Heather Post, Chairperson Presiding

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 JULY 10, 2019 TDLCB MEETING MINUTES  (Contact: Debbie Stewart) (Enclosure, pages 4-11)

B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR’S (CTC’s) MONTHLY PARATRANSIT REPORTS (Contact: Frank Alvarez, Votran) (Enclosure, pages 12-16)

C. REVIEW AND APPROVAL OF THE FY 2018/19 ANNUAL OPERATING REPORT (AOR) (Contact: Frank Alvarez, Votran) (Enclosure, page 17)

D. REVIEW AND APPROVAL OF THE FY 2018/19 ACTUAL EXPENDITURE REPORT (AER) (Contact: Frank Alvarez, Votran) (Enclosure, pages 18-20)
IV. PRESENTATIONS AND DISCUSSION ITEMS

A. PRESENTATION AND DISCUSSION OF THE EASTEREALS AUTISM CENTER OF EXCELLENCE (Contact: Beverly Johnson, Easterseals) (Enclosure, pages 21-22)

B. PRESENTATION AND DISCUSSION OF SUNRAIL SERVICE (Contact: Stephan Harris) (Enclosure, page 23)

C. PRESENTATION AND DISCUSSION OF THE 2045 LONG RANGE TRANSPORTATION PLAN (LRTP) (Contact: Colleen Nicoulin) (Enclosure, pages 24-32)

D. PRESENTATION AND DISCUSSION OF THE DRAFT TDLCB GRIEVANCE PROCEDURES (Contact: Stephan Harris) (Enclosure, pages 33-39)

V. STAFF COMMENTS (pages 40-41)

→ Central Florida Mobility Week
→ TDLCB Marketing Activities

VI. TDLCB MEMBER COMMENTS (page 40)

VII. TDLCB CHAIRPERSON COMMENTS (page 40)

VIII. INFORMATION ITEMS (Enclosure, pages 40, 42-49)

→ River to Sea TPO Board Meeting Summary
→ River to Sea TPO Outreach & Activities
→ TDLCB Attendance Record
→ TDLCB Membership List
→ TDLCB Interest Form

IX. ADJOURNMENT (page 40)

**THE NEXT TDLCB MEETING WILL BE ON NOVEMBER 13, 2019**
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, 2570 W. International Speedway Blvd., Suite 100, Daytona Beach, Florida 32114-8145; (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 or contact our Title VI/Nondiscrimination Coordinator, Pamela Blankenship, at 386-226-0422, extension 20416, or pblankenship@r2ctpo.org.
III. ACTION ITEMS

A. REVIEW AND APPROVAL OF THE JULY 10, 2019 MEETING MINUTES

BACKGROUND INFORMATION:

Minutes are prepared for each meeting and must be approved by the TDL CB. The July 10, 2019 TDL CB meeting minutes are provided with this agenda packet for your review.

ACTION REQUESTED:

MOTION TO APPROVE THE JULY 10, 2019 TDL CB MEETING MINUTES
TDLCB Members Present: Representing:
Clayton Jackson Association of Community Action
Beverly Johnson Children at Risk, Alternate
Jean Cerullo Citizens Advocate
Doug Hall Citizens Advocate, System User
Judy Craig, Vice Chairperson Disabled Citizens
Paula Cargile Elder Affairs, Alternate
Carlos Colon Florida Department of Transportation
Tamyika Young Health Care Administration
Ethan Johnson Medical Community
Steve Jack Private for Profit
Lauren Blanton Public Education Community
Robert Watson Veterans Services Group
Susan Pauly Vocational Rehab Services
Heather Post, Chairperson Volusia County Council, District 4
Kathy Spencer Work Force Development Board

TDLCB Members Absent: Representing:
Patricia Lipovsky Elderly Citizens
Julia Marshall Department of Children and Families

Others Present: Representing:
Debbie Stewart, Recording Secretary TPO Staff
Stephan Harris TPO Staff
Nancy Burgess-Hall Citizen
Mr. Big John Press
Jason Althouse Veterans Services
Rob Stephens Votran Staff
Heather Blanck Votran Staff
Edie Biro Votran Staff
Frank Alvarez Votran Staff
Jacob Lunceford Votran Staff
Marina Villena Citizens Advocate, System User – Alternate

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

The roll was called and it was determined that a quorum was present.
II. Public Comment/Participation

Mr. Big John, press, stated he was here last month to discuss the need for Votran bus service to go the Tanger Outlet Mall, Tomoka Town Center, new Sam’s Club, Halifax Humane Society, and the 500 new apartments in the LPGA area. Bus service was turned down by the Volusia County Council when the Tanger Outlet Mall opened because it was assumed it was not needed. If members rode Votran they would realize how important it is to the people that have to ride the bus; he would call it life or death. He is again requesting that the TDLCB discuss this issue as an agenda item.

Chairperson Post replied that when he previously requested it be on a future agenda it did not mean it would be on today’s agenda. She has met with the TPO and Votran to discuss this proposed service. She referred to the 500 apartments he mentioned and stated they do have bus service there along Williamson Boulevard that serves those apartments. He is asking specifically for bus service into the Tanger Outlet Mall and the corridor of the shops.

Mr. Big John clarified if not into the shops at least on the corner on the sidewalk; the bus service now is on the opposite corner or the north side of LPGA Boulevard. People would have to cross both LPGA Boulevard and Williamson Boulevard to get there; much of the area does not have sidewalks and it would be a challenge for handicapped persons.

Chairperson Post replied that is an area that needs to be looked at but there are a lot of other areas that also need to be looked at. There are a lot of people across the county that are requesting bus service in their specific areas and it is being duly noted. However, the focus of the Volusia County Council regarding Votran this year is to stop and re-assess the service; they are doing this with all services including fire services, emergency services, veterans’ services, etc. They are looking at where we are and making sure we are providing the best service we can. There are areas where we can be more efficient and areas where changing things to provide better service to those who are currently using it is needed. She does not want to create additional bus service when the current service is not what it should be. This request is on the list and will be on a future agenda, probably next year.

Mr. Big John stated he will keep pushing this issue and hopes members see the importance of having this on an agenda.

Ms. Nancy Burgess-Hall, citizen, stated she appreciates that Volusia County is re-assessing the needs of bus service but pointed out that a lot of the places within Tomoka Town Center, including the new Sam’s Club, are businesses that have been pulled out of the main part of Daytona Beach where there is bus service. She was able to walk to the existing Sam’s and that will no longer be possible. A lot of visually impaired persons shop at Sam’s; they can use paratransit but some are trying to follow Votran’s philosophy to use fixed route service whenever possible.

Chairperson Post replied this will be taken into consideration.
III. Action Items

A. Review and Approval of the March 13, 2019 TDLCB Meeting Minutes

*MOTION:* A motion was made by Mr. Hall to approve the March 13, 2019 TDLCB meeting minutes. The motion was seconded by Mr. Watson and carried unanimously.

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

*MOTION:* A motion was made by Mr. Hall to approve the Community Transportation Coordinator’s (CTC’s) reports from February to May 2019. The motion was seconded by Mr. Jack and carried unanimously.

Chairperson Post announced that Ms. Heather Blanck, Votran, is retiring next week and introduced her replacement, Mr. Frank Alvarez.

C. Review and Approval of the FY 2019/20 Rate Model Worksheet

*MOTION:* A motion was made by Mr. Hall to approve the FY 2019/20 Rate Model Worksheet. The motion was seconded by Ms. Cerullo and carried unanimously.

D. Review and Approval of the TDLCB Bylaws

Chairperson Post stated the draft bylaws are provided in the agenda; there are a number of additions and deletions.

Mr. Harris stated two versions of the draft bylaws were provided in the agenda; a marked version and a clean version. He began to review the changes starting with the membership and appointments in Article III.

Chairperson Post pointed out that since we are discussing membership and the roles and duties of board members, she asked the members to go back to their respective agencies with this information. A meeting will be held with Ms. Pam Blankenship, TPO Community Outreach Coordinator, to map out a marketing plan to provide information to community partners which defines what the roles are for TDLCB members. The meeting is at the end of this month so at the next TDLCB meeting in September information will be available.

Mr. Harris stated prior to this meeting, the Quality Assurance Committee (QAC) met and recommended approval of the draft bylaws with added language to Article III, Section A, that members of the TDLCB shall be appointed by the River to Sea TPO Board; the draft reads just the River to Sea TPO. He continued reviewing the other changes to the bylaws including removing the Mass Transit position; this position that is not applicable to this TDLCB. The
changes also include reducing the quorum from nine members to seven. Language was added to differentiate the duties of the QAC and Grievance Committees.

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

E. **Appointment of Members to the 2045 Long Range Transportation Plan (LRTP) Subcommittee**

Chairperson Post asked for volunteers to serve on the 2045 Long Range Transportation Plan (LRTP) Subcommittee.

Ms. Craig asked when the LRTP Subcommittee will meet.

Mr. Harris replied the dates have not been set yet.

Ms. Craig asked how many volunteers were needed.

Chairperson Post replied one at this time.

**MOTION:** Chairperson Post nominated Ms. Judy Craig to the 2045 Long Range Transportation Plan (LRTP) Subcommittee. The nomination was accepted by the TDLCB members and carried unanimously.

F. **Review and Approval to Settle a Grievance Filed by Mr. Willie Scales**

Chairperson Post stated the Grievance Committee met on April 30, 2019 to review the grievance filed by Mr. Willie Scales which was denied and he has since appealed that decision. She reviewed the background regarding the grievance.

**MOTION:** A motion was made by Ms. Craig to approve a settlement of a grievance filed by Mr. Willie Scales. The motion was seconded by Mr. Colon and carried unanimously.

IV. **Discussion Items and Presentations**

A. **Presentation and Discussion of Votran’s Package/Personal Belongings Policy**

(Handout)

Ms. Edie Biro, Votran, gave a presentation of Votran’s Package/Personal Belongings Policy. She stated Votran is not responsible for loss or damage to personal belongings packages and bags. She reviewed the policy for Votran Gold and fixed route service. She explained the cart size dimensions allowed on Votran Gold and that trips must be approved with the cart or the driver will be unable to transport the customer with the cart.
Chairperson Post stated she is glad Votran is better defining the package policy as there was much discussion regarding Mr. Scales grievance with his cart.

V. **Staff Comments**

→ **FY 2019/20 Innovation and Service Development Grant Update**

Mr. Harris stated Votran submitted a FY 2019/20 Innovation and Service Development grant application to the Commission for the Transportation Disadvantaged for an expansion of service on Sundays. The Commission met on June 3, 2019 and unfortunately, they did not fund the grant application.

→ **River to Sea TPO Staff Member Update**

Mr. Harris announced the R2CTPO’s Transit Program Manager and Database Manager have both resigned their positions. The TPO has hired a new Transportation Planner, Ms. Crystal Mercedes. The TPO will not be replacing the Transit Program Manager; instead, those duties will be divided among the three planners on staff. He will continue to provide support to the TDLCB and Votran; Ms. Mercedes will be providing TPO staff support to Flagler Public Transit; and Ms. Colleen Nicoulin, TPO Senior Planner, will be providing TPO staff support to SunRail.

Mr. Harris announced the TPO recently underwent a federal certification review in coordination with the Federal Highway Administration (FHWA) and members can provide comments regarding the TPO via the link that was provided in the agenda, by mail or email to Ms. Pam Blankenship; the deadline is tomorrow.

He congratulated Ms. Blank on her retirement.

VI. **TDLCB Member Comments**

Mr. Alvarez recognized Ms. Blank for her hard work, guidance and service; she was presented with flowers and balloons.

Ms. Blank stated it has been a pleasure to have everyone who has an interest and is able to promote Votran and hear about the topics we cover. Votran has a great team at Votran and she assured members everyone works together. She has enjoyed the opportunities she has had at Votran including attending Transportation Disadvantaged Day in Tallahassee. She noted she has not missed a single meeting.

Members congratulated and thanked Ms. Blank for her service.

Mr. Hall thanked Mr. Big John for his comments regarding bus service to the Tanger Outlet Mall area and agrees that is an area we need discuss. He also agrees with Chairperson Post that we need to assess the situation. He feels the planners should have planned and mandated this be done when the development was approved. It is an area we need to be concerned with; transportation is a huge problem but we do not need to have a knee-jerk reaction.
VII. TDL CB Chairperson Comments

Chairperson Post referred to appointments to the TDL CB and that even though the agencies are designated by state statute it does not exclude having two members for each category. We welcome as much input as possible. The next TDL CB is scheduled for September 11, 2019 and she hopes by then we will know the date for TD Day next year.

Ms. Young stated it was discussed at the last meeting to have quarterly meetings instead of bi-monthly and asked what the status is on that.

Chairperson Post replied that was discussed; we currently hold six meetings per year but statutes require four. If in agreement, a motion needs to be made to change it.

**MOTION:** A motion was made by Mr. Colon to change the TDL CB meeting schedule to quarterly meetings. The motion was seconded by Mr. Watson and carried unanimously.

Chairperson Post stated the new quarterly schedule will start in the new year.

VIII. Information Items

→ River to Sea TPO Board Meeting Summaries
→ River to Sea TPO Federal Certification Review Comments
→ TPO Outreach and Activities
→ Save the Date for the Central Florida Mobility Week: October 25 – November 1, 2019
→ TDL CB Attendance Record
→ TDL CB Meeting Summary May 8, 2019
→ TDL CB Membership List

IX. Adjournment

The meeting was adjourned at 11:49 a.m.
Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 11th day of September 2019.

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DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION
III. ACTION ITEMS

B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR’S (CTC) MONTHLY PARATRANSIT REPORTS

BACKGROUND INFORMATION:

The Community Transportation Coordinator’s report provides statistical information every month on the transportation services provided by Votran and the contracted transportation providers. The reports for June and July 2019 are enclosed for your review. Staff will be available to answer questions regarding the reports.

ACTION REQUESTED:

MOTION TO APPROVE THE CTC MONTHLY PARATRANSIT REPORTS
# Votran Summary of Transportation Disadvantaged Boardings

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<td>Flex</td>
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<td>15,970</td>
<td>15,514</td>
<td>2.9%</td>
<td>16,996</td>
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<td>New Smyrna Flex</td>
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<td>1,507</td>
<td>1,863</td>
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<td>Paratransit and Flex</td>
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<th>YTD Paratransit Actual boardings</th>
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*2018 Ram deployments on fixed routes estimates*
### Jun-19

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<td>Wheelchair</td>
<td>50</td>
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| Miles           | 2281    | 1947    | 4,228 |
| Hours           | 236     | 226     | 462   |

### Jul-19

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#### TRIP TYPE

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<td>771</td>
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<td>Wheelchair</td>
<td>59</td>
<td>36</td>
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<p>| Miles           | 2613    | 2264    | 4,877 |
| Hours           | 276     | 260     | 536   |</p>
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## MONTHLY TRANSPORTATION DISADVANTAGED REPORT

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III. ACTION ITEMS

C. REVIEW AND APPROVAL OF THE FY 2018/19 ANNUAL OPERATING REPORT (AOR)

BACKGROUND INFORMATION:

The Annual Operating Report (AOR) is an annual report that includes operating and financial data. The report is prepared by Votran and reviewed by River to Sea TPO staff, Quality Assurance Committee and TDLCB. The AOR provides information for fiscal year July 1, 2018 through June 30, 2019. Copies of the draft AOR for FY 2018/19 (with comments for changes) will be provided under separate cover for your review.

ACTION REQUESTED:

MOTION TO APPROVE THE FY 2018/19 ANNUAL OPERATING REPORT (AOR)
III. ACTION ITEMS

D. REVIEW AND APPROVAL OF THE FY 2018/19 ACTUAL EXPENDITURE REPORT (AER)

BACKGROUND INFORMATION:

The Actual Expenditure Report (AER) is an annual report that includes expenditures of local and direct federal funding for transportation services. The report is prepared by Votran and reviewed by River to Sea TPO staff, Quality Assurance Committee and TDLCB. The AER provides information for fiscal year July 1, 2018 through June 30, 2019. The draft AER for FY 2018/19 is provided with this agenda packet for your review. The AER for FY 2017/18 is provided with this agenda packet for reference purposes.

ACTION REQUESTED:

MOTION TO APPROVE THE FY 2018/19 ACTUAL EXPENDITURE REPORT (AER)
# COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
## ACTUAL EXPENDITURE REPORT FORM
(One form for each county
Do not report funds from state agency sources)

**COUNTY:** VOLUSIA
**DUE:** September 15, 2019

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## Coordinated Transportation

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## Transportation Alternatives

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<td>Operating Subsidy</td>
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## Other

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<td>or Capital</td>
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*Does not include indirect cost or administrative overhead allocation.*
## Coordinated Transportation

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<td># of Trips, Operating Subsidy or Capital</td>
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## Transportation Alternatives

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## Other

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</table>
IV. PRESENTATIONS AND DISCUSSION ITEMS

A. PRESENTATION AND DISCUSSION OF THE EASTERSEALS AUTISM CENTER OF EXCELLENCE

BACKGROUND INFORMATION:

Easterseals Autism Center of Excellence brings together a team of professionals to provide access to early diagnostic and functional assessment, a variety of treatment alternatives, support and education for families. With a state-of-the-art facility, nationally accredited program, and family-focused care, Easterseals Northeast Central Florida is the best choice for families seeking comprehensive services for Autism Spectrum Disorders. The Autism Center of Excellence:

- Provides early intervention for very young children with developmental delays and autism
- Works with children with autism, supporting families to find an approach that deals with the whole child
- Combines all therapies and resources in one location
- Offers Respite Care programs for families affected by autism.

Easterseals is a local, trusted pediatric expert providing treatment, advocacy and support to families for more than 55 years. Easterseals is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in pediatric, family-focused outpatient medical rehabilitation, a designation unique to providers in our geographic region.

ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB
MAKING A DIFFERENCE IN OUR COMMUNITY...

Easterseals President & CEO to speak about the transportation needs of clients of the Autism Center of Excellence and Easterseals of Northeast Central Florida

The River to Sea Transportation Planning Organization (TPO) invites you to attend the next scheduled meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB) where Beverly Johnson, President & CEO of Easterseals of Northeast Central Florida, will be speaking about the many ways that Votran’s transportation disadvantaged services affect, impact and assist the clients at the Autism Center of Excellence and Easterseals of Northeast Central Florida. The Autism Center of Excellence is a highly recognized agency offering early diagnosis, functional assessment and intervention treatments for children with Autism Spectrum Disorders (ASD) in the Northeast and East Central Florida regions.
IV. PRESENTATIONS AND DISCUSSION ITEMS

B. PRESENTATION AND DISCUSSION OF SUNRAIL SERVICE

BACKGROUND INFORMATION:

SunRail is a rail service moving people throughout the region by providing work and leisure travel opportunities; connecting communities. SunRail can make the daily commute fast, easy and affordable, as well as less stressful. The system currently operates over 49 miles with 16 stations through Volusia, Seminole, Orange and Osceola counties.

ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB
IV. PRESENTATIONS AND DISCUSSION ITEMS

C. PRESENTATION AND DISCUSSION OF THE 2045 LONG RANGE TRANSPORTATION PLAN (LRTP)

BACKGROUND INFORMATION:

Updated every five years, the Long Range Transportation Plan is a policy document that guides the TPO in the development, management, and operation of a safe and efficient transportation system for the next 25 years.

Over the next 14 months, TPO staff will be working with Kimley-Horn and Associates to develop the 2045 LRTP. Mr. Jim Wood with Kimley-Horn will give a presentation on the 2045 LRTP to introduce the team, review major milestones within the project schedule, and highlight key plan components and deliverables throughout the process.

ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDL CB
Our Management Team

Project Manager
William Roll, AICP, CNU-A

Deputy Project Manager
Jim Wood

Technical Advisor
Allison Fluit, P.E., AICP
Key Team Members

Mike Vaudo, AICP
Candidate

James Taylor, P.E.

Mark Ispass, AICP

Kate Widness, CNU-A

Zach Chappell
## Major Milestones

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<td>Data Summary</td>
<td>October 2019</td>
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<td>Scenario Planning Findings</td>
<td>February 2020</td>
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<td>Final Needs</td>
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<td>Adopt LRTP</td>
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<td>Final Summary Report/Draft Final Report</td>
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<tr>
<td>Final LRTP Document</td>
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Public Involvement Schedule

**Public Involvement Plan** – September 2019

**Kickoff Meeting Workshop** – September 2019

**Survey**
- September 2019 – November 2019

**Focus Group Workshops (6)**
- October 2019

**Needs Workshops (3)**
- January 2020

**Cost Feasible Workshops (3)**
- April 2020

**Website/Social Media/Promotional Videos** – September 2019 to September 2020

**Ongoing Public Involvement (TPO Staff)** – September 2019 to September 2020
Next Steps

- Data Review
- Public Participation Plan
- Goals, Objectives, and Performance Measures
- Revenue Forecast
- Model Coordination
- Committee Outreach
IV. PRESENTATIONS AND DISCUSSION ITEMS

D. PRESENTATION AND DISCUSSION OF THE DRAFT TDLCB GRIEVANCE PROCEDURES

BACKGROUND INFORMATION:

The draft Grievance Procedures are enclosed for your review. Revised text is underlined in green (additions) and stricken in red (deletions). The Grievance Committee is scheduled to meet prior to the TDLCB Meeting on November 13, 2019 to perform the required annual review of the Grievance Procedures.

ACTION REQUESTED:

NO ACTION IS REQUIRED UNLESS OTHERWISE DIRECTED BY THE TDLCB
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 a Subcommittee of the TDLCB Quality Assurance Committee, but will hereinafter be referred to as 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
   Assistant General Manager
   950 Big Tree Road
   South Daytona, Fl. 32119

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
   Daytona Beach, Florida 32114

Transportation Disadvantaged Local Coordinating Board Grievance Procedures
July 11, 2018 September 11, 2019
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 ten (10) 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
Daytona Beach, Florida 32114

Once an appeal has been received, the TDLCB shall meet and render its recommendation within sixty (60) days of 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 ten (10) 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: CTDOMбудsman@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 five (5) 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

Transportation Disadvantaged Local Coordinating Board Grievance Procedures
July 11, 2018 September 11, 2019
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 seven (7) 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 a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

ARTICLE IX: CERTIFICATION

The undersigned hereby certifies that he is the Chairman 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 11th day of July 2018 September 2019.

________________________
Volusia County Council Member Billie Wheeler, Chairperson
Heather Post
Transportation Disadvantaged Local Coordinating Board (TDLCB)

ATTEST:

________________________
Debbie Stewart, Recording Secretary
River to Sea Transportation Planning Organization
V. STAFF COMMENTS

→ Central Florida Mobility Week
→ TDLCB Marketing Activities

VI. TDLCB MEMBER COMMENTS

VII. TDLCB CHAIRPERSON COMMENTS

VIII. INFORMATION ITEMS

→ River to Sea TPO Board Meeting Summary
→ River to Sea TPO Outreach & Activities
→ TDLCB Attendance Record
→ TDLCB Membership List
→ TDLCB Interest Form

IX. ADJOURNMENT

*** The next TDLCB meeting will be on November 13, 2019 ***
To become an agency partner in this year’s Mobility Week, please email us at contact@mobilityweekcfl.com

Join us in celebrating Mobility Week.
During Mobility Week, counties, cities and transportation agencies host events to promote safe and sustainable transportation choices. It’s also an opportunity for individuals to explore the various transportation choices available to them.

Looking Back at Central Florida Mobility Week 2018

35 EVENTS + 41 PARTNER AGENCIES

22,097 People Attended Various Events
3,527 Transit Passenger Giveaways
3,527 Promotional Items Distributed
2,513 Free Transit Rides
3,911 Shared Bike/Walk Safety Tips with Parents and Children
239 Bicyclists in Events
202 Pedestrians in Events
183 Fitted Bike Helmets for Children and Adults
140 Safety Pledges
124 Safety Surveys
11 Adults Carfitted
8 Workshops/Trainings

Stay tuned for more event details and information on how you can participate in this year’s events.
River to Sea TPO Board
Meeting Summary
August 28, 2019

- Approved the Consent Agenda including approval of: June 26, 2019 meeting minutes; the MPOAC Report; expenditure for the Washington Avenue Railroad Crossing Feasibility Study (Pierson) ($26,335); and expenditure for the Rymfire Elementary School Pedestrian Accommodation Feasibility Study (Palm Coast) ($36,390)

- Approved Resolution 2019-13 amending the FY 2019/20 to 2023/24 Transportation Improvement Program (TIP)

- Received a presentation from FDOT D-5 Secretary, Mr. Mike Shannon, on FDOT’s vision and focus for the planning area

- Received a PowerPoint presentation of the Voyage Auto Demonstration project in The Villages

- Received a PowerPoint presentation of the draft Complete Streets Policy and Implementation Plan

- Received a presentation of the development of 2045 Long Range Transportation Plan (LRTP)

- Received a presentation of a proposed amendment to the 2040 Long Range Transportation Plan (LRTP) and announced public outreach will begin in approximately 3 weeks

- Received a presentation of Transportation Regional Incentive Program (TRIP) priorities

- Received a video presentation of a lane reduction project on Oakridge Boulevard

- Received the FDOT report and announced the LAP Policy workshop will be held October 8, 2019 from 1:00 pm to 4:00 pm at the Florida Turnpike Enterprise and a project coordination meeting regarding the SR 44 and Kepler Road intersections improvements will be held September 24, 2019 at FDOT from 10:30 am to 12:00 pm

- Announced the November 27, 2019 TPO Board meeting is the day before Thanksgiving and directed staff to assess members availability

- Received the Executive Director’s report including update on SU funding/Work Program; the FDOT D-5 proposed Local Agency Program (LAP) policy; the Roundtable of Volusia County Elected Officials and sales tax referendum; and announcing upcoming autonomous connected vehicle (ACV) study

The next River to Sea TPO Board meeting will be on Wednesday, September 25, 2019
June & July 2019 TPO Outreach & Activities

1 National Trails Day Helmet Fitting
Date: Saturday, June 1, 2019
Location: DeBary Hall
Description: TPO staff set up a display table and distributed promotional items as well as fitting and donating 28 bicycle helmets to children and adults

2 PACE Center Community Breakfast
Date: Tuesday, June 3, 2019
Location: Daytona Beach
Description: TPO staff attended the PACE Center Community Breakfast, an organization which provides girls an opportunity for a better future through education, counseling, training and advocacy

3 Summer Camp Program Helmet Fittings
June 13: Forest Lake Elementary, Deltona
June 25: South Daytona Elementary
July 9: Pride Elementary, Deltona
July 18: Spruce Creek Elementary, Port Orange
Description: TPO staff gave a presentation on bicycle safety, and fit and donated a total of 192 bicycle helmets to the students at these four elementary schools

4 Federal Certification Review & Public Meeting
Date: Tuesday, June 11, 2019
Location: TPO Office
Description: FHWA, FTA and FDOT completed a Federal Certification Review of the TPO; a public meeting was held to solicit input at which seven public comments were received

5 MPO Advisory Council Leadership Meeting
Date: Tuesday–Wednesday, June 18-19, 2019
Location: Tallahassee
Description: TPO staff attended the MPOAC Leadership meeting

AUGUST EVENTS:
10: Orange City Skate Park Opening Helmet Fitting, Orange City
10-11: Floridians for Better Transportation (FBT) Summer Camp, Bonita Springs
30: MPOAC Meeting, Orlando
31: CFTPG Meeting on Tourism, Orlando

OTHER UPCOMING EVENTS:
Sept. 28: Port Orange Family Days Helmet Fitting

ONGOING PROJECTS & STUDIES:
- Walkability Action Institute Grant Project
- Central Florida Visitors Study
- Central Florida Regional Planning Model Update
- US 17/92 @ Dirksen Drive Feasibility Study
- Development of FY 2018/19 Public Outreach Summary
- Development of FY 2018/19 Public Participation Evaluation Matrix
- Development of FY 2018/19 Annual Report
- 2045 Long Range Transportation Plan (LRTP)
- Development of Community Safety Action Plan
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January - December 2019
### MEMBERS
#### VOLUSIA COUNTY
**COUNCIL MEMBER HEATHER POST**
123 W. Indiana Ave  
DeLand, FL 32720  
[hpst@volusia.org](mailto:hpst@volusia.org)  
386-747-9343

#### ASSOCIATION OF COMMUNITY ACTION
**CLAYTON JACKSON**
123 W. Indiana Ave, Room 101  
DeLand, FL 32720  
386-736-5956 ext 12980  
cjackson@volusia.org

#### ELDERLY CITIZENS
**PATRICIA LIPOVSKY**
1129 Bradenton Road  
Daytona Beach, FL 32114  
386-255-0288  
plipovsky@cfl.rr.com

#### FDOT
**CARLOS M. COLON**
420 W Landstreet Rd  
Orlando, FL 32824  
Carlos.Colon@dot.state.fl.us  
321-319-8173

#### FLORIDA DEPARTMENT OF CHILDREN & FAMILIES
**JULIA MARSHALL**
210 N. Palmetto Ave, Suite 430  
Daytona Beach, FL 32114  
386-481-9369  
Julia.Marshall@myffamilies.com

### ALTERNATES
#### DISABLED CITIZENS
**JUDY CRAIG**  
Chairperson  
Vice Chairperson  
1835 Anchor Avenue  
DeLand, FL 32720  
386-738-5781  
judylesliecraig@aol.com

#### ALT - ASSOCIATION OF COMMUNITY ACTION
**VACANT**

#### ALT - ELDERLY CITIZENS
**VACANT**

#### ALT - FDOT
**DIANE POITRAS**
133 South Semoran Blvd.  
Orlando, FL 32807  
407-482-7887  
diane.poitras@dot.state.fl.us

#### ALT - FLORIDA DEPT OF CHILDREN & FAMILIES
**EVELYN LYNAM**
210 N. Palmetto Ave Suite 430  
Daytona Beach, FL 32114  
386-562-0154  
evelyn.lynam@myfamilies.com
# TDLCB Member Listing

## Members
### Public Education Community
- **Lauren Blanton**
  - 1648 Hancock Blvd.
  - Daytona Beach, FL 32114
  - 386-258-4677 ext 50553
  - Leblanto@volusia.k12.fl.us

### FL Dept of Education (Voc Rehab)
- **Kim Houghton**
  - Unit 11 A
  - 210 N. Palmetto Ave Suite 144
  - Daytona Beach, FL 32114
  - 386-281-6862
  - kim.houghton@vr.fldoe.org

### Elder Affairs
- **Charly Poniatowski**
  - P.O. Box 671
  - Daytona Beach, FL 32115
  - 386-253-4700 ext 208
  - cponiatowski@coavolusia.org

### Veterans Services Group
- **Robert Watson**
  - 123 W. Indiana Avenue, Room 100
  - DeLand, FL 32720
  - 386-740-5102
  - rbwatson@volusia.org

## Alternates
### Public Education Community
- **Vacant**

### FL Dept of Education (Voc Rehab)
- **Susan Pauley**
  - Unit 11 A
  - 210 N. Palmetto Ave Suite 144
  - Daytona Beach, FL 32114
  - 386-281-6762

### Elder Affairs
- **Gladys Lacen/Paula Cargile**
  - P.O. Box 671
  - Daytona Beach, FL 32115
  - 386-253-4700 ext 204
  - glacen@coavolusia.org
  - paulac@coavolusia.org

### Veterans Services Group
- **Raymond Allen**
  - 123 W. Indiana Avenue, Room 100
  - DeLand, FL 32720
  - 386-254-4646 ext 14130
  - rallen@volusia.org

## Private-For-Profit
- **Steve Jack**
  - P.O. Box 730206
  - Ormond Beach, FL 32173
  - 386-255-8525
  - medoneshuttle@bellsouth.net

### Vacant
## TDLCB MEMBER LISTING

### HEALTHCARE ADMINISTRATION

**TAMYIKA YOUNG**  
400 West Robinson Street, Suite S309  
Orlando, FL 32801  
407-420-2492  
tamyika.young@acha.myflorida.com

**CALVIN SMITH - PROGRAM ADMINISTRATOR**  
400 West Robinson Street, Suite S309  
Orlando, FL 32801  
407-420-2482  
calvin.smith@acha.myflorida.com

### MEDICAL COMMUNITY

**PATRICIA BOSWELL**  
1845 Holsenback Drive  
Daytona Beach, FL 32117  
386-274-0799  
386-274-0817 (Susan)  
susan.monahan@flhealth.gov

**ETHAN JOHNSON**  
1845 Holsenback Drive  
Daytona Beach, FL 32117  
386-274-0605  
386-281-7909 (Cell)  
ethan.johnson@flhealth.gov

### WORKFORCE DEVELOPMENT BOARD

**ROBIN KING**  
359 Bill France Blvd  
Daytona Beach, FL 32114  
386-323-7007  
robinking@careersourcefv.com

**KATHY SPENCER**  
359 Bill France Blvd  
Daytona Beach, FL 32114  
386-323-7007  
kathyspencer@careersourcefv.com

### DISABLED CITIZENS

**JUDY CRAIG**  
1835 Anchor Avenue  
DeLand, FL 32720  
386-738-5781  
judylesliecraig@aol.com

**VACANT**

### CITIZENS ADVOCATE - SYSTEMS USER

**DOUG HALL**  
1405 Edgewater Road  
Daytona Beach, FL 32114  
386-255-0377  
386-852-1285  
flhalls@earthlink.net

**MARINA VILLENA**  
1025 South Beach Street  
Daytona Beach, FL 32114  
415-699-0275  
marina.villena@gmail.com

### CITIZENS ADVOCATE

**JEAN CERULLO**  
19 Tropical Drive  
Ormond Beach, FL 32176  
386-689-5300  
jean.cerullo89@gmail.com

**RENEE GAHAGAN**  
2204-B South Peninsula Drive  
Daytona Beach, FL 32118  
386-235-6476  
dioprez@aol.com
## TDLCB MEMBER LISTING

### COUNCIL FOR EARLY CHILDHOOD SERVICES

**BEVERLY JOHNSON**  
1219 Dunn Avenue  
Daytona Beach, FL 32114  
386-255-4568  
bjohnson@esnecfl.org

### ALT - COUNCIL FOR EARLY CHILDHOOD SERVICES

**D.J. LEBO**  
135 Executive Circle, Suite 100  
Daytona Beach, FL 32114  
386-323-2400 ext 196  386-801-9015 (cell)  
djlebo@elcfv.org

### AGENCY FOR PERSONS WITH DISABILITIES

**VACANT**

### ALT - AGENCY FOR PERSONS WITH DISABILITIES

**VACANT**

## TDLCB STAFF SUPPORT

### VOTRAN

**FRANK ALVAREZ**  
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### RIVER TO SEA TPO

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### RIVER TO SEA TPO

**DEBBIE STEWART**  
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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, 2570 W. International Speedway Blvd, Suite 100,
Daytona Beach, FL 32114 or dstewart@r2ctpo.org