

**Volusia-Flagler Transportation Planning Organization (TPO)
Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting Minutes
October 8, 2025**

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

TDLCB Members Physically Present:

Carmen Hall
Dee Wilson
Doug Hall
Mary Tyson
Carlos Colon
Emilio Santiago
Benjamin Juengst
Council Vice Chair Matt Reinhart, Chairperson

Representing:

Association of Community Action
Children at Risk
Citizens Advocate, System User
Disabled Citizens – Alternate
Florida Department of Transportation
Healthcare Administration
Medical Community - Alternate
Volusia County

TDLCB Members Virtually Present:

John Wisker

Representing:

Department of Children & Families - Alternate

TDLCB Members Absent:

Sheryl Dick-Stanford
Diana Garcia
Jean Cerullo
Christy Gillis (excused)
Heather Haroldson (excused)
Patricia Lipovsky
Steve Jack (excused)
Jennifer Fowler (excused)
Susan Pauly
Jessica Walker
Robin King
Kathy Spencer
Scott Olson (excused)
Juan Flores

Representing:

Agency for Persons with Disabilities
Agency for Persons with Disabilities - Alternate
Citizens Advocate
Department of Children & Families
Elder Affairs
Elderly Citizens
Private for Profit
Public Education Community
Vocational Rehab Services
Vocational Rehab Services - Alternate
Workforce Development Board
Workforce Development Board – Alternate
Veterans Services Group
Veterans Services Group – Alternate

Others Physically Present:

Melanie Pruneau, Recording Secretary
Pamela Blankenship
Stephan Harris
Ralf Heseler
Siva Persad
Jacob Lunceford
Bobbie King
Dawne Weekley
Frasmo Cardona
Angela Milroy
Robert Nelson
Scott Larson
Steve Williamson

Representing:

TPO Staff
TPO Staff
TPO Staff
Volusia County Transit Services Division
VoTran
RATP Dev
RATP Dev
Citizen
Citizen
Citizen

Others Virtually Present:

Colleen Nicoulin
Summer Jones

Representing:

TPO Staff
NEFRC

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

TDLCB Chairperson Matt 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 eight voting members physically present and one voting member virtually present.

The Pledge of Allegiance was given.

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

2. Public Comment/Participation

Mr. Robert Nelson, citizen, described a situation he has noticed regarding the efficiency of VoTran trips. Ms. Bobbie King thanked him for calling attention to the issues he has experienced and stated that work is being done with the new contractors and RATP Dev to prioritize efficiency and she elaborated on some of the things that were occurring.

Mr. Scott Larson, citizen, noted that he has experienced an issue with the door to door service and the length of time travel has taken as well as issues with seatbelts not working on some vehicles. Ms. King stated that the VoTran vehicles undergo regular inspections, but encouraged everyone to bring any issues that occur between inspections to the attention of VoTran's customer service. Mr. Larson also noted that he felt brushed off when he calls in. Ms. King responded that this would change as they are increasing the number of employees in customer service as well as retraining employees.

Mr. Steve Williamson, citizen, mentioned that some drivers show up very early for appointments and won't wait or come to the door to let him know they are there. Ms. Angela Milroy, RATP Dev, let him know that the policy for such circumstances is for the driver to wait until the negotiated pickup time to start the timer. If they arrive before the negotiated time window, they are supposed to wait then reach out to let you know they are there five minutes prior to the pickup time. Ms. King offered to meet with him after the meeting to discuss specifics.

Ms. Tyson asked about VoTran's gate numbering change and added that the last time she ordered tokens it took one month to receive them. Mr. Heseler stated that the numbers have simply changed to letters, and that the braille has reflected that change; the gates are the same. He offered to meet with anyone who is finding the gate numbering confusing to walk them through it. Ms. King noted that there had been an issue with the printer of the tokens.

3. Action Items

A. Review and Approval of the July 9, 2025 TDLCB Meeting Minutes

MOTION: Mr. Hall moved to approve the July 9, 2025 TDLCB meeting minutes. The motion was seconded by Mr. Juengst and carried unanimously.

B. Review and Approval of VoTran's Monthly Paratransit Reports

Mr. Heseler reviewed Votran's monthly paratransit reports for the months of May through July. He noted that, compared to last year, numbers were down slightly, and the new management is working on having better capacity. He mentioned that n-shows decreased by 11% from last year.

Ms. Tyson asked if the no-show policy counts when the driver does not show up at the agreed time. Mr. Frasmo Cardona, RATP Dev, responded that the no-show policy would not count against her for such instances, it would be classified as a missed trip that was their fault. He noted that they were working on enhanced scheduling software and increased efficiency.

Ms. Milroy reviewed the scheduling process.

Mr. Cardona noted that he was writing all the concerns down and that extensive training would be happening.

The categorization of trips was discussed.

MOTION: Ms. Hall moved to approve VoTran's monthly paratransit reports. The motion was seconded by Mr. Hall and carried unanimously.

C. Nomination and Election of 2026 TDLCB Vice Chairperson

MOTION: A motion was made by Mr. Hall to nominate and elect Ms. Tyson as Vice Chairperson of the TDLCB. The motion was seconded by Mr. Colon and carried unanimously.

D. Review and Approval of the FY 2024/25 Annual Operating Report (AOR)

Chairperson Reinhart explained that the Annual Operating Report has been prepared by Volusia County's Transit Services Division, reviewed by the TPO, and forwarded to the Florida Commission for the Transportation Disadvantaged. Mr. Heseler pointed out a typo on page 13 of the AOR regarding vehicle inventory; 800 wheelchair accessible vehicles should be 80, and 690 drivers should be 69. He stated that the corrected report has already been submitted to the state.

MOTION: Ms. Tyson made a motion to recommend approval of the FY 2024/25 Annual Operating Report (AOR) with the changes requested. The motion was seconded by Mr. Hall and carried unanimously.

E. Reappointment/Appointment of 2026 Quality Assurance Committee Members

Chairperson Reinhart stated that the QAC members eligible for reappointment included Council Vice Chair Reinhart, Mr. Hall, Mr. Colon, and Ms. Tyson. Ms. Lipovsky has declined to be reappointed.

MOTION: A motion was made by Mr. Hall to reappoint the 2026 Quality Assurance Committee members. The motion was seconded by Ms. Hall and carried unanimously.

F. Reappointment/Appointment of 2026 Grievance Committee Members

Chairperson Reinhart stated that the Grievance Committee members eligible for reappointment included Council Vice Chair Reinhart, Mr. Hall, Mr. Colon, and Ms. Tyson. Ms. Lipovsky has declined to be reappointed.

MOTION: A motion was made by Ms. Hall to reappoint the 2026 Grievance Committee members. The motion was seconded by Mr. Hall and carried unanimously.

G. Review and Approval of the 2026 TDLCB Meeting Schedule

MOTION: A motion was made by Ms. Tyson to approve the 2026 TDLCB meeting schedule. The motion was seconded by Mr. Santiago and carried unanimously.

4. Presentations and Discussion Items

A. Presentation and Discussion of VoTran's 50 Years of Service

Ms. Bobbie King, Volusia County Transit Services Director, gave a presentation detailing VoTran's 50th anniversary event and the changes to follow. Some changes include updated logos for VoTran and VoRide, and the rebranding of Votran Gold under its new name, VoAccess.

Ms. Hall commented that she has heard positive feedback regarding VoRide.

Ms. King also stated that VoTran has put in a grant application to implement an Uber service for the transportation disadvantaged. She mentioned that VoTran is in the top four in the running to receive the grant, and that a decision would be made by the next TDLCB meeting in January.

B. Presentation and Discussion of FY 2024/25 TPO Community Outreach Activities

Ms. Blankenship, Community Outreach Coordinator, gave a presentation that is given regarding the TPO's community engagement that occurred over the last fiscal year. She discussed meeting attendance and board and committee vacancy rates. She reviewed the TPO's social media, inviting members to follow the TPO. She outlined several events that TPO staff were involved in, such as the VCARD Icebreaker, Public Involvement in Transportation Decision Making training, Port Orange Bike Safety Day, White Cane Awareness Day, VZAP workshops, LRTP workshops, and more. She also highlighted the Safe Driving College Challenge that was created in partnership with Ms. Phillips, FDOT.

5. Staff Comments

Ms. Blankenship announced that White Cane Awareness Day will be held on October 15th from noon to one o'clock at the Conklin Davis Center for the Visually Impaired, and that there will be an intersection crossing event.

6. TDLCB Member Comments

There were no TDLCB member comments.

7. TDLCB Chairperson Comments

There were no Chairperson comments.

8. Information Items

- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Meeting Summary – July 9, 2025
- 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 11:12 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 October 8, 2025 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 14th day of January 2025.



MELANIE PRUNEAU, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION

**A recording of the October 8, 2025 TDLCB meeting is available upon request.*

