

**Transportation Disadvantaged Local Coordinating Board (TDLCB)
Meeting Minutes
October 12, 2022**

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

TDLCB Members Physically Present:

Carmen Hall
Jean Cerullo
Mary Tyson
Doug Hall
Cassandra Jessie
Robert Watson
Barbara Girtman, Chairperson
Kathy Spencer

Representing:

Association of Community Action
Citizens Advocate
Disabled Citizens – Alternate
Elderly Citizens
Elderly Citizens - Alternate
Veterans Services Group
Volusia County Council Vice Chair
Workforce Development Board - Alternate

TDLCB Members Virtually Present:

Patricia Lipovsky
Christy Gillis
Carlos Colón
Emilio Santiago
Steve Jack

Representing:

Citizens Advocate, Systems User
Department of Children and Families
Florida Department of Transportation
Health Care Administration
Private for Profit

TDLCB Members Absent:

Sheryl Dick-Stanford
Renee Gahagan (excused)
Beverly Johnson (excused)
Judy Craig
Ellen Labadie
Ethan Johnson (excused)
Bill Hinkle, Jr.
Susan Pauley (excused)

Representing:

Agency for Persons with Disabilities
Citizens Advocate - Alternate
Children at Risk
Disabled Citizens
Elder Affairs
Medical Community - Alternate
Public Education
Vocational Rehab Services

Others Physically Present:

Debbie Stewart, Recording Secretary
Stephan Harris
Ralf Heseler
Jacob Lunceford
Bobbie King

Representing:

TPO Staff
TPO Staff
Votran Staff
Votran Staff
Votran Staff

Others Virtually Present:

Pam Blankenship
Colleen Nicoulin

Representing:

TPO Staff
TPO Staff

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

TDLCB Chairperson Barbara Girtman 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 seven voting and one non-voting member physically present and five voting members virtually present.

MOTION: *A motion was made by Mr. Hall to allow TDLCB members attending remotely due to COVID-19 precautions to participate and vote. The motion was seconded by Mr. Watson and carried unanimously.*

II. Public Comment/Participation

There were no public comments.

III. Action Items

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

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

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

Mr. Heseler reviewed the Community Transportation Coordinator's (CTC) monthly paratransit reports for June, July and August 2022; ridership numbers remain consistent although slightly lower in August. The following report, Votran Summary of TD Boardings, shows the difference between boardings in 2022 and 2021; this report is linked to the previous report. The final report, the Flex service report, is also linked to the first report. He reviewed the comparison report from pre-COVID numbers to today; trips are up over the prior period but are still down from pre-COVID numbers. The monthly TD report is the report the Commission for the Transportation Disadvantaged (CTD) requires and it provides all the necessary information; the number of trips, the type of trip, etc. The following reports are summaries of that report and is redundant information. The Flex report is also redundant as that information is captured in the monthly TD report; he noted that the Flex service is not paratransit or TD; flex service is deviated fixed route and the information is captured in the fixed route information. He suggested maintaining the monthly TD report and comparison report but discontinuing the summaries; it will also be better time management for Votran staff. All the pertinent information is captured in the monthly TD report.

Chairperson Girtman asked why the information was reported separately; if it was for targeted visibility or by request.

Mr. Hall commented he does not see the purpose of having two reports with the same information.

Mr. Harris replied he does not know why the reports have been presented this way but agrees that there is redundancy.

MOTION: *A motion was made by Ms. Cerullo to approve the Community Transportation Coordinator's (CTC) Paratransit Reports and to discontinue the summary reports and Flex service report going forward. The motion was seconded by Ms. Tyson and carried unanimously.*

C. Nomination and Election of 2023 TDLCB Vice Chairperson

Chairperson Girtman asked if the current Vice Chairperson, Ms. Patricia Lipovsky, would be interested in continuing to serve.

Ms. Lipovsky replied yes, she would.

MOTION: *A motion was made by Ms. Lipovsky to nominate and re-elect herself as the 2023 TDLCB Vice Chairperson. The motion was seconded by Ms. Cerullo and carried unanimously.*

D. Review and Approval of the FY 2021/22 Annual Operating Report (AOR)

Mr. Harris stated the Annual Operating Report (AOR) includes operating data that is prepared by Votran. The AOR was reviewed earlier today at the Quality Assurance Committee (QAC); it provides information for FY 2021/22 which was from July 1, 2021 through June 30, 2022. The report link included in the agenda was a work-in-progress; there were sections that the CTD rejected on the basis that the data was not reported correctly.

Votran staff resolved those issues and an updated link to the revised AOR was emailed to members yesterday. Staff is recommending approval of the AOR.

MOTION: *A motion was made by Mr. Hall to approve the FY 2021/22 Annual Operating Report (AOR). The motion was seconded by Ms. Cerullo and carried unanimously.*

E. Review and Approval of Resolution 2022-01 Supporting Mobility-on-Demand Transit and Partnerships Between Votran and Transportation Network Companies to Provide Additional On-Demand Transportation Options

Mr. Harris stated at the July 13, 2022 TDLCB meeting a draft resolution was requested supporting mobility-on-demand (MOD) service and supporting partnerships between Votran and transportation network services such as Uber and Lyft. He asked if there are any questions or concerns regarding the language in the draft resolution.

Ms. Jessie commented that when mobility-on-demand is mentioned, she thinks of it as being similar to the Flex service and not door-to-door service. Totally blind people may not know when their ride is there; the ride share service she has experienced in Orlando still operated as Votran Gold does and did door-to-door service; they looked for the person and did not drive off if the person was not there. She wants to understand the difference between ride-sharing and MOD; she asked for an explanation of the wording. Based on the resolution the Florida Council of the Blind submitted to the TDLCB, she is not sure this resolution meets their request.

Ms. Tyson stated is concerned about what will be contracted and the verbiage of the contract; she asked for the intent instead of the actuality since there is not yet a contract.

Mr. Harris replied the operational details of the service have not yet been addressed because the service is not in place; this resolution is supporting the concept of MOD and partnerships with transportation network companies to enhance the existing service and provide additional options. He introduced Ms. Bobbie King, the Project Manager for the MOD service, to provide more details.

Ms. King stated the goal of MOD service is to implement a ride-share program on the west side of Volusia County first because that is where the greatest need is. They would remove the existing fixed route service and implement a ride-sharing program; the goal is to relieve drivers on the west side and move them back into paratransit. Votran has staffing issues and the number of rides each day is increasing; they are trying to get back to the level of service they were previously able to provide. Votran will continue to provide the door-to-door ADA service. They believe some ADA customers will be able to utilize the ride-share program as not everyone requires door-to-door service. They are in the process of developing a request for proposal (RFP) for contractors to submit bids to provide the MOD service; it is a lengthy process and involves a lot of planning and coordination. The plan is to start a pilot program on the west side of the county and then bring the service to the east side.

Ms. Lipovsky asked if Votran is considering using Uber or Lyft for the MOD service.

Ms. King replied they have not seen that Uber or Lyft can provide what is needed to accommodate ADA; however, they can respond to the RFP and explain how they would handle it. There are many other vendors that provide this service and it will be a choice of who can provide the best service.

Chairperson Girtman commented that Uber and Lyft do not have extra services; they have a timeframe for them to leave so unless they have additional customized services or they upgrade their service to accommodate ADA, they are not the service that is needed. It will more likely be another private service that could be a custom service to provide what is needed.

Ms. Lipovsky stated, her concern is the driver shortage; if the plan is to include using current Votran drivers. If they use current Votran drivers, they will still have the manifest and customers will have to call 24 hours in advance.

Chairperson Girtman stated Votran wants to use the existing west side drivers on the east side for TD and fixed route service and the west side will have the MOD contractor.

Discussion continued regarding the proposed MOD service and how it will work. They will start with the pilot program on the west side of Volusia County; they have already identified areas on the east side for future MOD service. Votran is hoping the driver issue will be supplemented by bringing fixed route drivers from the west side back into paratransit and still providing door-to-door service. The customers that require door-to-door service will continue to call Votran; the hope is once the MOD service is running, customers will not have to call 24 hours in advance for door-to-door service. Votran is using a consultant that has implemented MOD service in other areas in Florida; they have helped develop the plan and will help to implement it.

Ms. Tyson asked where this program has been implemented so that she can check into how well it is working.

Mr. Heseler replied Sarasota County, St. Lucie County, and Jacksonville. He explained that not every transit agency in the state is providing MOD in the same way; some services are door-to-door and some are first-mile and last-mile which means they will take you to the nearest fixed route; there are a variety of styles of service. Votran does not yet know which path they will take; once the program is piloted, they may need to make some adjustments.

Members continued to discuss mobility-on-demand service, how it may work and the challenges associated with it. They also discussed the current issues with Votran's contractors for paratransit service regarding getting to appointments on time; Votran is not dismissing the problem and is working with the contractors to resolve the problem. Votran is going to implement new software for mobile reservations and it may be able to send messages to customers regarding their trips.

MOTION: *A motion was made by Mr. Watson to approve Resolution 2022-01 supporting mobility-on-demand transit and partnerships between Votran and transportation network companies to provide additional on-demand transportation options. The motion was seconded by Ms. Hall and carried unanimously.*

F. Appointment/Reappointment of Quality Assurance Committee (QAC) Members

Chairperson Girtman asked if the current members (Mr. Doug Hall, Ms. Patricia Lipovsky, Mr. Carlos Colón, and Ms. Mary Tyson) of the Quality Assurance Committee (QAC) are willing to continue to serve.

The QAC members agreed to continue to serve.

Mr. Harris stated that at the July 13, 2022 QAC meeting, the members recommended adding Ms. Cassandra Jessie to the committee; to make it official, the TDLCB needs to approve her appointment.

MOTION: *A motion was made by Ms. Tyson to appoint Ms. Cassandra Jessie and reappoint Volusia County Council Vice Chair Barbara Girtman, Ms. Patricia Lipovsky, Mr. Doug Hall, Mr. Carlos Colón and Ms. Mary Tyson to the Quality Assurance Committee (QAC). The motion was seconded by Mr. Hall and carried unanimously.*

G. Appointment/Reappointment of Grievance Committee Members

Chairperson Girtman asked if the members (Mr. Doug Hall, Ms. Patricia Lipovsky, Mr. Carlos Colón, and Ms. Mary Tyson) of the Grievance Committee are willing to continue to serve.

The Grievance Committee members agreed and recommended adding Ms. Cassandra Jessie to the committee.

MOTION: *A motion was made by Ms. Tyson to appoint Ms. Cassandra Jessie and reappoint Volusia County Council Vice Chair Barbara Girtman, Ms. Patricia Lipovsky, Mr. Doug Hall, Mr. Carlos Colón and Ms. Mary Tyson to the Grievance Committee. The motion was seconded by Mr. Hall and carried unanimously.*

H. Review and Approval of the 2023 TDLCB Meeting Schedule

Mr. Harris reviewed the proposed 2023 TDLCB meeting schedule and explained the TDLCB meets the second Wednesday of the first month of each quarter of the year. The proposed meeting schedule for 2023 has the meeting start time at 11:00 am but in order to accommodate Votran's General Manager's schedule and allow him to attend these meetings, staff is recommending the start time for the TDLCB be changed to 10:00 am beginning in January 2023. Since the QAC and Grievance Committees typically meet 30 minutes prior to the TDLCB meetings, they will meet at 9:30 am instead of 10:30 am.

MOTION: *A motion was made by Mr. Hall to approve the 2023 TDLCB meeting schedule and change the TDLCB meeting start time to 10:00 am and the Quality Assurance Committee and Grievance Committee meetings start time to 9:30 am. The motion was seconded by Mr. Watson and carried unanimously.*

IV. Presentations and Discussion Items

A. Presentation and Discussion of the FY 2021/22 River to Sea TPO Public Involvement Activities Summary

Ms. Blankenship gave a PowerPoint presentation of the draft FY 2021/22 Public Involvement Activities Summary. She explained the effects COVID-19 had on the TPO's outreach over the last fiscal year. She reviewed the committee and TPO Board meeting attendance; the goal is 80% attendance but the average was 76%. She reviewed the media, news releases and news articles that mentioned the TPO in FY 2021/22; there were more news articles this year compared to previous years. She explained the various social media platforms the TPO uses including the TPO website, Facebook and Twitter pages. In 2021, the TPO implemented a monthly Constant Contact Newsletter that is sent to an average of 665 individuals, cities, counties, organizations, committee and board members, etc.; it covers a variety of transportation, bicycle/pedestrian, and safety-related topics. The TPO participated in 22 community outreach events in FY 2021/22 and partnered with FDOT for several events including Mobility Week and the Florida Love to Ride Challenge. Regarding the next steps, the TPO will focus on the 3 "Cs"; communication, collaboration and community. Communication and collaboration with our stakeholders, partners, and the public by increasing the TPO's presence within the community. We have several activities planned for the fall and are working on scheduling more.

Ms. Cerullo stated that she lives in Ormond-by-the-Sea near John Anderson Drive and has noticed that bicyclists do not stop at the stop signs.

Ms. Blankenship replied she would discuss that with Ms. Cerullo after the meeting; perhaps there should be some public outreach in that area.

Chairperson Girtman commented that although we need more safety, we are going in the right direction. She thanked the staff for the collaboration and outreach in educating the public and soliciting public participation. The more people that understand the role of the TPO the better feedback we will receive.

V. Staff Comments

→ TDLCB Annual Public Hearing

Mr. Harris announced the Transportation Disadvantaged (TD) annual Public Hearing will start today at 12:15 pm; the purpose of the hearing is to receive public input on unmet needs or other services related to the local transportation system in Volusia County. The hearing will remain open as long as the Chairperson permits or as long as it takes to receive public comments. If no comments are received, the hearing can close immediately; he encouraged members to stay for the public hearing.

VI. TDLCB Chairperson Comments

There were no Chairperson comments.

VII. TDLCB Member Comments

Ms. Jessie announced that a White Cane Awareness safety event will be on Friday, October 28, 2022; it is a partnership with FDOT as well as the Rehab Center for the Blind, the Conklin Center, the Center for Blind Services, etc. The event will be at the Rehab Center for the Blind at 408 White Street beginning at 9:30 am until noon. Daytona Beach Mayor Derrick Henry will deliver the proclamation and they will discuss what the White Cane Law is and conduct a walk; people will be blindfolded and will cross the intersection at White Street and Dunn Avenue. Votran will also be participating. She encouraged members to attend and participate; education is the key. They will be providing information about the different organizations such as the National Federation of the Blind and explain how things work for the blind.

Mr. Hall added that the White Cane Awareness event is in conjunction with FDOT's Mobility Week. FDOT District 5 has a number of activities planned for that week.

Ms. Gillis stated she is with the Department of Children and Families (DCF) and they have been working on disaster SNAP benefits for the beginning of November; they have been working closely with Volusia County and the sign-up locations will be noticed soon. One of the locations may be Votran bus stops; they hope to have a family resource support center in southeast and west Volusia County; the hardest hit disaster areas. She noted that the food stamp lobby at 210 N. Palmetto Avenue is open again.

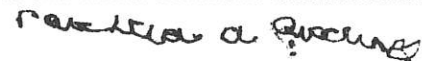
VIII. Information Items

- 2022 Mobility Week
- River to Sea TPO Board Meeting Summary
- River to Sea TPO Outreach & Activities
- River to Sea TPO Planning Grant Quarterly Progress Report
- TDLCB Attendance Record
- TDLCB Interest Form
- TDLCB Membership List

IX. Adjournment

The meeting was adjourned at 12:17 p.m.


RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION



PATRICIA LIPOVSKY, VICE 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 October 12, 2022 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 11th day of January 2023.



DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION