

**Grievance Committee
Meeting Minutes
April 10, 2024**

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

Grievance Committee Members Physically Present:

County Vice Chair Matt Reinhart, Chairperson
Doug Hall
Cassandra Jessie
Mary Tyson
Jamie Ledgerwood

Representing:

Volusia County
Elderly Citizens
Elderly Citizens Alternate
Disabled Citizens Alternate
FDOT Alternate

Grievance Committee Members Virtually Present:

Patricia Lipovsky

Representing:

Citizens Advocate, System User

Others Physically Present:

Donna King, Recording Secretary
Stephan Harris
Pamela Blankenship
Lisa Burns
Katheryn Kennedy
Scott Larsen
John Harden
Robert Nelson
Samantha Ponsolle
Victoria Anderson
Bob Watson
Ralf Heseler
Jake Lunceford
Lisa Gilberti

Representing:

TPO Staff
TPO Staff
TPO Staff
Citizen
Citizen
Citizen
Citizen
Conklin Davis Center for Visually Impaired
Health Care Administration
Veterans Services
Volusia County Transit Services Division Staff
Volusia County Transit Services Division Staff
Volusia County Transit Services Division Staff

Others Virtually Present:

Colleen Nicoulin

Representing:

TPO Staff

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

The meeting of the TDLCB Grievance Committee was called to order at 9:42 a.m. by Grievance Committee Chairperson Matt Reinhart. The meeting was held in a hybrid format with five voting members physically present, and one member virtually present.

II. Public Comment/Participation

Ms. Lisa Burns, a citizen, stated that it is her understanding there have been a lot of changes with Votran and there aren't enough drivers. Her concern is that drivers are doing whatever they want. She provided an example where a driver showed up an hour early to pick her up; when she told the driver that they were an hour early the driver stated that she had to go with them right then or she would be considered a no-show. The driver also stated that eventually Votran will only be providing transportation to people for dialysis and work and customers will have to take Uber or Lyft to get to other places. She asked if it is possible to have all Votran's policies on their website so that customers can see the policies for themselves.

Discussion continued regarding scheduling on Fridays and trip purposes.

Chairperson Reinhart stated that they can't control what the subcontractors say and do, only what Votran says and does. Votran can have a conversation with the subcontractors regarding the rumors that are happening.

Ms. Kennedy stated that customers are now required to make reservations two days in advance, if not they are told there is no availability. She commented that it is not always possible to know your schedule three days before a trip.

Ms. Tyson asked how decisions were made at Votran.

Ms. Kennedy asked that the names of those who make the decisions be provided. She added that this meeting wasn't publicized.

Discussion continued regarding the public notice of all meetings and that the River to Sea TPO follows the requirement that all meetings be noticed seven days before the meetings take place. It was also explained that the notices are sent in accessible formats.

Ms. Kennedy asked who she could speak with regarding her transportation issues on Sundays after 7 p.m.

Mr. Heseler advised her to contact Votran's main office and ask to speak with a customer service manager, Edie Biro.

Mr. Scott Larsen, a citizen, stated that he had canceled trips in the past and the driver still showed up, normally a subcontractor. The subcontractor states that Votran did not notify them of the cancellation. He gave examples of a time when a driver couldn't find where he was supposed to be dropped off; being dropped off farther from the location he requested; and not being picked up at all when he should have been.

Chairperson Reinhart stated that many of the issues revolve around Votran's subcontractors, and he would like to have a subcontractor representative attend future meetings. He also stated that he appreciates the public comments so that these issues can be addressed.

Mr. Robert Nelson, citizen, provided examples of issues he has encountered regarding Votran's scheduling for passenger trips; including multiple buses and cabs being sent to the same location to pick up multiple people who were going in the same direction. He noted that he believes the resources available to Votran are being handled poorly.

Mr. Heseler thanked everyone for their input and stated that one issue is the no-shows being high. He asked that concerns be submitted within 24 hours of the occurrence to help staff to react faster.

Mr. Nelson asked that late pickups be addressed.

Ms. Burns stated that getting through to customer service on the phone is difficult and she asked if there was an email or form to use to submit complaints.

Mr. Heseler advised that there are only a handful of customer service representatives in the office and assured the citizens that Votran would try to address the issues.

Mr. Nelson asked if there was a way to schedule rides via the Votran App.

Ms. Lipovsky stated that it was mentioned earlier that the meetings are advertised on the TDLCB website and wanted to know if they are also being added to the Votran website.

Chairperson Reinhart stated that they would find out.

Mr. Lunceford stated that there is an email address that goes to multiple people, it is votrancustomerservice@votran.org.

Chairperson Reinhart stated they would follow up with Ms. Lipovsky and thanked the citizens for sharing their concerns about Yellow Cab; he asked for the contact information for Yellow Cab so he could call them personally.

Ms. Tyson stated that Yellow Cab sent a cab to pick up five people and three guide dogs the other day. She was fortunate that a sighted friend was there and able to give her a ride home.

VII. Adjournment

The meeting was adjourned at 10:19 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION



Ms. MARY TYSON, VICE CHAIRPERSON
GRIEVANCE COMMITTEE

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 April 10, 2024 regular meeting of the Grievance Committee approved and duly signed this 9th day of April 2025.



MELANIE PRUNEAU, RECORDING SECRETARY
VOLUSIA-FLAGLER TRANSPORTATION PLANNING ORGANIZATION