



Bringing *humanity* to business.

July 30, 2024

**Sent Via Email Only ([jibrower@volusia.org](mailto:jibrower@volusia.org))**

Jeff Brower, Volusia County Chair  
Thomas C. Kelly Administration Center  
123 W. Indiana Ave.  
DeLand, FL 32720

**Sent Via Email Only ([henryderrick@codb.us](mailto:henryderrick@codb.us))**

Mayor Henry  
Daytona Beach City Hall  
301 S. Ridgewood Ave.  
Daytona Beach, FL 32114

**Sent Via Email Only ([WARNnotices@deo.myflorida.com](mailto:WARNnotices@deo.myflorida.com))**

State Trade and Rapid Response Program  
MSC 229  
107 E. Madison Street  
Tallahassee, FL 32399-4137

**RE: Notice of WARN**

Dear County Chair Brower, Mayor Henry, and the Trade and Rapid Response Program:

This notice is being provided pursuant to the Worker Adjustment and Retraining Notification (WARN) Act of 1988, which requires affected employers to provide notice to certain government units or officials of a pending mass layoff or permanent closure.

This letter serves as official notice that on or about **September 30, 2024**, TTEC Government Solutions will cease operations of its Volusia Tolling Program (the "Program") which is located at its Daytona Beach, Florida location. As a result, approximately 126 employees working on the Program, the majority of whom are Toll Collectors, will be laid off on or around **September 30, 2024**. The Company anticipates that this layoff will be permanent. All affected employees will receive either 60 days of wages and benefits in lieu of notice, 60 days' notice, or a combination of the two to ensure compliance with the WARN Act. All terminated employees will be paid all earned wages and applicable fringe benefits upon termination. None of the affected employees are represented by a union and no bumping rights exist.

For further information, please contact me at [aaron.chaet@ttec.com](mailto:aaron.chaet@ttec.com).

Sincerely,

Aaron W. Chaet  
Senior Corporate Counsel