MEETING 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, July 11, 2018

TIME: 11:00 A.M.

PLACE: Volusia County Mobility Management Center (Votran)
        Conference Room(s)
        950 Big Tree Road
        South Daytona, Florida

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Volusia County Council Member Billie Wheeler, 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. COMMITTEE REPORTS (Enclosure, page 3)

IV. ACTION ITEMS

    A. APPROVAL OF THE MAY 9, 2018 TDLCB MEETING MINUTES (Contact: Debbie Stewart) (Enclosures, pages 4-10)

    B. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR’S (CTC’s) MONTHLY PARATRANSIT REPORTS (Contact: Heather Blanck) (Enclosures, pages 11-15)
IV. ACTION ITEMS (continued)

C. ANNUAL REVIEW AND APPROVAL OF THE RIVER TO SEA TPO’S TDLCB GRIEVANCE PROCEDURES (Contact: Stephan Harris) (Enclosure, pages 16-22)

D. ANNUAL REVIEW AND APPROVAL OF THE RIVER TO SEA TPO’S TDLCB BYLAWS (Contact: Stephan Harris) (Enclosures, pages 23-29)

V. DISCUSSION ITEMS AND PRESENTATIONS

A. PRESENTATION AND DISCUSSION OF THE IMPLEMENTATION OF VO-CALL PROGRAM (Contact: Edie Biro) (Enclosures, pages 30-39)

B. PRESENTATION AND DISCUSSION OF THE 2018 “TELL THE TPO” SURVEY PRELIMINARY RESULTS (Contact: Pamela Blankenship, Enclosures, pages 40-60)

VI. STAFF COMMENTS (page 61)

  • Transportation Disadvantaged (TD) Planning Funds

VII. TDLCB MEMBER COMMENTS (page 61)

VIII. TDLCB CHAIRMAN COMMENTS (page 61)

IX. INFORMATION ITEMS (Enclosures, pages 61-70)

  • TDLCB Membership List
  • River to Sea TPO Board Meeting Summary for May and June 2018
  • May TPO Outreach and Events Summary
  • New Smyrna Beach New SR 44 Votran Route Flyer

X. ADJOURNMENT (page 61)

**NEXT MEETING OF THE TDLCB WILL BE SEPTEMBER 12, 2018**

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. COMMITTEE REPORTS

Background Information:

The Quality Assurance Committee (QAC) is scheduled to meet on July 11, 2018, prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting. The QAC will be reviewing TDLCB Bylaws.

The Grievance Committee (GC) is scheduled to meet on July 11, 2018, prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting. The Grievance Committee will be reviewing TDLCB Grievance Procedures.

The Chairperson (or representative thereof) will be present to give a report on the activities of the Quality Assurance Committee and the Grievance Committee.

ACTION REQUESTED:

NO ACTION REQUIRED UNLESS DIRECTED BY THE TDLCB
IV. ACTION ITEMS

   A. APPROVAL OF THE MAY 9, 2018 TDLCB MEETING MINUTES

   Background Information:

   Minutes are prepared for each Board meeting and the minutes must be approved by the TDLCB.

   ACTION REQUESTED:

   MOTION TO APPROVE THE MAY 9, 2018 TDLCB MEETING MINUTES
I. Call to Order / Roll Call / Determination of Quorum/Pledge of Allegiance

TDLCB Chairperson Billie Wheeler called the meeting of the River to Sea Transportation Planning Organization (TPO) Transportation Disadvantaged Local Coordinating Board (TDLCB) to order at 11:01 a.m.

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

There were no public comments.

III. **Action Items**

A. **Review and Approval of the March 14, 2018 TDLCB Meeting Minutes**

*MOTION:* A motion was made by Ms. Lipovsky to approve the March 14, 2018 TDLCB meeting minutes. The motion was seconded by Mr. Jack and carried unanimously.

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

Ms. Blanck reviewed the monthly paratransit reports and referred to page 11 of the agenda for the comparison of paratransit trips to fixed route boardings. Paratransit is up 13% compared to last year while fixed route has remained basically the same. Fixed route ramp deployment is up by 17% and flex service is down by 9%.

Chairperson Wheeler asked why the flex service was down.

Ms. Blanck replied she was not sure but Votran will continue to monitor it closely; there are several factors that could contribute to it.

Chairperson Wheeler asked if the trips that were counted were one-way trips.

Ms. Blanck replied yes; a trip is when a person boards the bus. They do look for influences that affect ridership such as variations in climate and gas prices. There is an increase in ridership when gas prices rise, especially for longer trips.

Ms. Boswell asked if there was any data on ridership for the elderly population.

Ms. Blanck replied that analysis is done on a five-year basis.

Mr. Jack stated he is glad to see that cancellations are trending up and no-shows are trending down. He believes the new Vo-Call system has a lot to do with that.

Ms. Blanck explained that Votran recently implemented a telephone service called Vo-Call for those using the Gold door-to-door service. It has a variety of features including notifying people when their vehicle is 15 minutes away and reminder calls for standing orders. This gives the rider a chance to cancel the ride while on the telephone. People can also call in to the system and hear what their scheduled trips are.

*MOTION:* A motion was made by Ms. Boswell to approve the Community Transportation Coordinator’s (CTC’s) monthly paratransit reports. The motion was seconded by Ms. Lipovsky and carried unanimously.
C. **Review and Approval of the Rate Model for TD Trust Fund Trips for FY 2018/19**

Ms. Blanck stated the trip rate model includes the required figures that represent the funds Votran uses for service supported by the Transportation Disadvantaged (TD) Trust Fund. She referred to page 23 of the agenda and stated Votran was asked by the TD Commission to examine its programs and review in detail how it handles the billing. They recommended putting more costs into the model to better reflect how much actually goes into a TD trip. Votran did an analysis and found the trips funded by the TD Trust Fund are outside the ADA corridor. The ADA corridor is three-quarters of a mile from a regular fixed route. Votran has found that these trips outside the ADA corridor are 30% longer than a one-way trip on an ADA sponsored program. There is a decrease in the service rates from the previous year; a trip for an ambulatory person is $26.93 per mile and the previous year it was $26.99 per mile. These rates are not very different from previous year rates but what is different is how Votran will be charging in the year beginning October 1, 2018.

*MOTION:* A motion was made by Mr. Colon to approve the rate model for TD Trust Fund trips for FY 2018/19. The motion was seconded by Ms. Boswell.

D. **Review and Approval of Votran’s Annual CTC Evaluation for FY 2017/18**

Mr. Wang gave an overview of Votran’s annual CTC Evaluation report and stated it is available on the TPO website for review. It covers the time period from July 2016 to June 2017. He received questions as to why not all the contractors were reflected in the report; that is because those contracts were outside of the evaluation time frame and will be reflected in the next evaluation. The evaluation includes a review of the CTC monitoring of contracted operators and insurance information, an evaluation of the cost effectiveness of the contractors and transportation alternatives, an evaluation of the TD Commission and local standards, on-site observation and field trips. The most valuable part of the evaluation is the field trip and on-site evaluation; it gives the opportunity to observe the day-to-day paratransit operations and to see if Votran is qualified. He and Mr. Colon rode along with the driver and passengers on a two-hour field trip. They checked the cleanliness of the vehicle, if the vehicle arrived on time, and how the driver interacted with passengers. The information from the field trip and on-site observation is provided on page 44 of the agenda. He encouraged members to review the online version of the evaluation report.

Ms. Antol referred to page 47 of the agenda and stated it lists names and phone numbers of passengers; she asked if Votran was required to report that information.

Mr. Wang replied yes; the manifest is a requirement of the TD Commission to show Votran actually went on the trips.

Mr. Jack referred to page 41 of the agenda, CPR and First Aid and asked if the drivers were trained; the comments column is cut off.
Ms. Biro replied drivers are not trained in CPR or first aid; there is too much liability. Drivers are trained in defensive driving, driver safety, passenger sensitivity, wheelchair securement and customer service.

Ms. Blanck stated that although Votran does not provide first aid, they do have extensive training to provide service.

Ms. Antol commented it is not required but that information is buried in the answer; the heading does not clarify it. It would be clearer if that information was included in the title.

Ms. Jordan asked for the wording since it was cut off.

Mr. Wang showed the evaluation report on the screen and read the comments for CPR and First Aid. He stated the first phase of driver training consists of instruction by a training supervisor and staff that specialize in certain subjects. The second phase consists of on-the-job training; drivers within the coordinated system are not required to be trained in CPR or first aid techniques.

Ms. Antol asked if the names and phone numbers could be redacted on next year’s report for the committee.

Ms. Blanck replied yes, they can do that.

Ms. Boswell inquired about fringe benefits from the expenditures box.

Ms. Blanck replied it refers to drivers’ vacation time, insurance, etc.

Ms. Boswell asked if it was a percentage of the driver’s salary and if labor is the salary.

Ms. Blanck replied no; add lines 1 and 2 together for the salary.

Mr. Jack referred to page 49 of the report and commented there is only one contractor listed for the contractor survey; he asked if the other contractors did not respond to the survey.

Mr. Wang replied that only one answer is required for the report so only one survey was sent out.

Mr. Jack stated he was curious if the other contractors would have responded positively or negatively about their relationship with the CTC.

Mr. Wang replied he could send the survey to the other contractors. The contractor for the survey was randomly selected.

Ms. Lebo referred to the pages of the report with passenger names and telephone numbers and suggested those be redacted.
Ms. Blanck asked TPO staff to remove those pages from the report on the website and asked committee members to leave those pages behind.

**MOTION:** A motion was made by Mr. Jack to approve Votran’s annual CTC Evaluation for FY 2017/18 with the redaction of passenger names and telephone numbers. The motion was seconded by Ms. Boswell and carried unanimously.

IV. Discussion Items and Presentations

A. Presentation and Discussion of the River to Sea TPO 2018 “Tell the TPO” Survey Campaign

Ms. Blankenship gave a PowerPoint presentation update on the “Tell the TPO” survey and stated a main goal of the survey is to get the TPO’s name and what it does out to the public. The survey officially launched on April 30, 2018 and will be live through June 30. To date, 440 responses have been received; the goal is to receive 2,000 responses. Votran has posted the survey on their website. The survey is targeting everyone that lives, works or visits the TPO planning area. The TPO has partnered with other organizations to get the word about the survey out. She reviewed the toolkit on the survey website and explained how committee members can share the survey link with family, friends and co-workers. There will be a drawing for a prize of a 3-day, 2-night stay at the Daytona Shores Resort and Spa. She explained the committee challenge and that the TDLCB has a specific link to track responses; the winning committee will receive a trophy. New question 9 asks which types of transportation projects are the highest priorities to fund with the TPO’s limited resources and new question 10 asks which of the 10 highest crash locations are of the greatest concern. She reviewed the schedule and announced the survey is accessible to reader software for the sight impaired. The paper surveys can be mailed to the TPO or returned to any Volusia or Flagler County library.

V. Staff Comments

Mr. Wang encouraged committee members to take the “Tell the TPO” survey; it helps the TPO know what the public’s transportation needs are.

Mr. Wang announced hard copies of the agenda will no longer be mailed unless requested due to a cost analysis.

Mr. Wang announced he will be on vacation for the July TDLCB meeting and Mr. Stephan Harris, TPO staff, will attend for him.

Ms. Blanck stated she incorrectly gave the wrong rate earlier for the per mile trip for the TD rate model; the correct rate will be $1.69 per mile per ambulatory trip and $2.90 per mile per wheelchair trip.
VI. TDLCB Member Comments

Mr. Jack thanked Votran for recently allowing his company to use its training facilities.

VII. TDLCB Chairperson Comments

Chairperson Wheeler asked committee members to send their alternate if they are unable to attend a TDLCB meeting.

VIII. Information Items

- TDLCB Membership List
- River to Sea TPO Board Meeting Summaries for March and April
- March TPO Outreach and Events Summaries

IX. Adjournment

The meeting was adjourned at 11:50 a.m.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

__________________________________________
Volusia County Council Member Billie Wheeler, 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 May 9, 2018 regular meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), approved and duly signed this 11th day of July 2018.

____________________________________
Debbie Stewart, Recording Secretary
River to Sea Transportation Planning Organization
IV. 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 April and May 2018 are enclosed for your review.

Staff will be available to answer questions regarding the reports.

ACTION REQUESTED:

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

<table>
<thead>
<tr>
<th>WHEELCHAIR BOARDINGS</th>
<th>Apr 2018</th>
<th>Apr 2017</th>
<th>Difference</th>
<th>May 2018</th>
<th>May 2017</th>
<th>Difference</th>
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<tr>
<td>Fixed route ramp use</td>
<td>8,959</td>
<td>7,561</td>
<td>18.5%</td>
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<td>Flex</td>
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<td>143</td>
<td>-18.9%</td>
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<td>123</td>
<td>-25.2%</td>
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<td>TOTAL</td>
<td>14,480</td>
<td>13,550</td>
<td>6.9%</td>
<td>15,499</td>
<td>15,308</td>
<td>1.2%</td>
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</table>

## TOTAL BOARDINGS

| Fixed Route          | 266,409  | 263,383  | 1.1%      | 268,408  | 281,092  | -4.5%      |
| Paratransit          | 25,615   | 22,316   | 14.8%     | 26,845   | 26,914   | -0.3%      |
| New Smyrna Flex      | 1,924    | 1,807    | 6.5%      | 1,898    | 1,913    | -0.8%      |
| Paratransit and Flex | 27,539   | 24,123   | 14.2%     | 28,743   | 28,827   | -0.3%      |

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<th>May 2017</th>
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<td>YTD Paratransit Actual boardings</td>
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Rain days: 15 - May 2018 record year
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IV. ACTION ITEMS

C. ANNUAL REVIEW AND APPROVAL OF THE RIVER TO SEA TPO’S TDLCB GRIEVANCE PROCEDURES

Background Information:

The Quality Assurance Committee met prior to the Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting to perform the required annual review of the Grievance Procedures. Pursuant to approval by the TDLCB, these Grievance Procedures will be forwarded to the Commission for the Transportation Disadvantaged.

Enclosed for your review and/or comment is a copy of the recommended draft Grievance Procedures. There are no changes of the Grievance Procedures recommended in this annual update.

ACTION REQUESTED:

MOTION TO APPROVE THE RIVER TO SEA TPO’S TDLCB GRIEVANCE PROCEDURES
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
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

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) 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
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.

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

ATTEST:

____________________________________
Debbie Stewart, Recording Secretary
River to Sea Transportation Planning Organization
IV. ACTION ITEMS

D. ANNUAL REVIEW AND APPROVAL OF THE RIVER TO SEA TPO’S TDLCB BYLAWS

Background Information:

The annual review of the TDLCB Bylaws is a requirement of the TD Grant Program and is an intrinsic part of program management. The Quality Assurance Committee of the TDLCB met prior to the TDLCB meeting to review these bylaws. Pursuant to approval by the TDLCB, these bylaws will be forwarded to the Commission for the Transportation Disadvantaged.

There are no changes recommended to the Bylaws in this annual update.

Enclosed for your review and/or comment is a copy of the recommended draft TDLCB Bylaws.

**ACTION REQUESTED:**

**MOTION TO APPROVE THE RIVER TO SEA TPO’S TDLCB BYLAWS**
BYLAWS OF THE
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes, Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: NAME AND PURPOSE

Section A: Name. The name of the Coordinating Board shall be the River to Sea Transportation Planning Organization TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the Board.

Section B: Purpose. The primary purpose of the Board is to assist the Designated Official Planning Agency in identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.0157, Florida Statutes.

ARTICLE III: MEMBERSHIP, APPOINTMENT, TERMS OF OFFICE, AND TERMINATION OF MEMBERSHIP

Section A: Voting Members. In accordance with Chapter 427.0157, Florida Statutes, all members of the Board shall be appointed officially by the River to Sea Transportation Planning Organization (TPO). Each prospective member shall have their organization designate in writing to the TPO their appointee to the TDLCB.

According to Florida Statute 427, Chapter 41-2.012, the following agencies or groups shall be represented on the Local Coordinating Board in every County as voting members:

1. An elected official of Volusia County, Florida shall serve as the official chairperson;
2. A representative of the Florida Department of Transportation;
3. A representative of the Florida Department of Children and Families;
4. A representative of the Public Education Community;
5. A representative of the Florida Department of Education;
6. A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged in the County;
7. A person who is recognized by the Florida Department of Veterans’ Affairs as a representative of veterans in the County;
8. A person over sixty years of age representing the elderly in the County;
9. A handicapped person representing persons with disabilities in the County;
10/11. Two citizen advocate representatives in the County, one of whom must represent a user of the system;
12. A representative of the Council for Early Childhood Services;
13. Chairperson or designee of the local Mass Transit or Public Transit System’s Board;
14. A representative of the Florida Department of Elder Affairs;
15. A representative of the local private for profit transportation industry;
16. A local representative of the Florida Agency for Health Care Administration;
17. A representative of the Regional Workforce Development Board; and
18. A representative of the local medical community.
Section B: **Alternate Members.** All agency members of the Board shall have their organization designate in writing to the TPO their alternate who may vote only in the absence of that member on a one vote per member basis. All members not representing an agency shall also have an alternate appointed for them.

Section C: **Terms of Appointment.** Consistent with Rule 41 - 2.012(5), except for the chairperson. Agency members and non-agency members of the Board shall be appointed for one, two and three year staggered terms with the initial membership. Individuals can be appointed for more than one term. Upon approval by the TPO Board, the membership can be extended for increments of two years. The Chairperson shall serve until replaced by the TPO.

Section D: **Termination of Membership.** Any non-agency members of the Board may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chairperson. Each member of the Board is expected to demonstrate his/her interest in the Board’s activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The TPO shall review, and consider rescinding the appointment of any voting non-agency member of the Board who fails to attend three (3) consecutive meetings. The staff of the Local Coordinating Board shall contact Department Supervisors of all members representing an agency who fail to attend two (2) consecutive meetings.

**ARTICLE IV: OFFICERS AND DUTIES**

**Officers.** The officers of the Board shall be Chairperson and Vice-Chairperson.

1. **Chairperson.** The designated official planning agency shall appoint one elected official, to serve as the official Chairperson for all Local Coordinating Board meetings. The Chairperson shall be from the County which the Local Coordinating Board serves. The Chairperson shall preside at all Local Coordinating Board meetings and in the event of his/her absence, or at his/her discretion, the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until replaced by the TPO, in accordance with F.S. 427, Chapter 41-2.012.

2. **Vice-Chairperson.** The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In such cases where the current Vice-Chairperson cannot complete the one year term, the Board shall hold an organizational meeting for the purpose of electing an interim Vice-Chairperson who shall serve the remainder of the previous Vice-Chairperson’s term. In the event both the Chair and Vice Chair are absent,
a Board member shall be nominated and approved by a majority of a quorum as Chair Pro Tem.

ARTICLE V: BOARD MEETINGS

Section A: **Regular Meetings.** The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, Florida Statutes, the Board shall meet at least quarterly.

Section B: **Annual Public Hearing.** The Board shall hold a minimum of one public hearing annually for the purpose of receiving input on unmet needs or any other services that relate to the local transportation system in Volusia County.

Section C: **Notice of Meetings.** Notices and agendas shall be sent to all voting Board members. Alternates and other interested parties, and the news media shall be sent notices only. Notices shall be mailed within five (5) working days prior to the Board meeting and shall state the date, time, and the place of the meeting.

Section D: **Quorum.** At all meetings of the Board, the presence in person of nine (9) of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may recess the meeting until a quorum is present. At any meeting without a quorum, only discussion and or informational items may be transacted.

Section E: **Voting.** At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the Board present.

Section F: **Parliamentary Procedures.** The Board will conduct business using parliamentary procedures according to Robert’s Rules of Order, except when in conflict with these Bylaws.

ARTICLE VI: STAFF

Section A: **General.** The TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and minutes, including an attendance roster and other necessary administrative duties.

Section B: **Budget and Finance.** Consolidate the actual expenditures report of local and direct federal government transportation disadvantaged funds and forward them to the Commission for the Transportation Disadvantaged.
ARTICLE VII: BOARD DUTIES

Board Duties. According to Chapter 427 of the Florida Statutes and Rule 41- 2 of the Florida Administrative Code, the Transportation Disadvantaged Local Coordinating Board members shall:

1. Meet at least quarterly.

2. Review and approve the Memorandum of Agreement and the Transportation Disadvantaged Service Plan with approved minimum guidelines, goals and objectives of the Local Coordinating Board.

3. Annually review and evaluate the Community Transportation Coordinator (CTC). The evaluation shall be conducted by using the evaluation criteria developed by the Commission for the Transportation Disadvantaged (CTD). A copy of the evaluation will be submitted to the Transportation Planning Organization (TPO) and the Commission for the Transportation Disadvantaged (CTD).

4. In cooperation with the Coordinator, review and provide recommendations to the Transportation Disadvantaged Commission and the TPO on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most effective and efficient manner.

5. Review coordination strategies, for service provision to the transportation disadvantaged in the County to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of services in an effort to increase ridership to a broader population. Evaluate multi-county or regional transportation opportunities between area Coordinators when it is appropriate and cost effective to do so.

6. In coordination with the Community Transportation Coordinator (CTC), review and approve applications for funds that may become available.

7. Assist the TPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP).
ARTICLE VIII: STANDING COMMITTEES

Section A: **Quality Assurance Committee.** This committee performs a dual role in that it serves as a mediator to process and investigate complaints from agencies, and users of the system in the designated service area and make recommendations to the Coordinating Board for improvement of service. The Committee also is responsible for the update of the TDLCB Bylaws and coordinates with Votran in reviewing and establishing standards to provide a more efficient system. Reviews include but are not limited to the Annual CTC Evaluation and the Annual Operating Report (AOR).

Section B: **Other.** Other committees shall be designated by the Chairman as deemed necessary to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. Voting members or in their absence, their alternates may serve on the committees.

ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES

The TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41 - 2 Florida Administrative Code (FAC). Any written comments shall be approved by the Local Coordinating Board or Chairperson, or in his absence, his designee.

ARTICLE X: AMENDMENTS

The Bylaws may be amended by a two-thirds (2/3) vote of members present, if a quorum exists.

ARTICLE XI: CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Volusia County Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Transportation Disadvantaged Local Coordinating Board this 11th day of July 2018.

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

ATTEST:

Debbie Stewart, Recording Secretary
River to Sea Transportation Planning Organization
V. DISCUSSION ITEMS AND PRESENTATIONS

A. PRESENTATION AND DISCUSSION OF THE IMPLEMENTATION OF VO-CALL PROGRAM

Background Information:

Vo-Call is Votran Gold’s automated phone system. Customers can call anytime to check on upcoming trips they have booked or cancel their trips. They will also receive reminder calls the evening before their trip. They can cancel at that time if they need to. The day of the trip they will receive a reminder call when the vehicle is 10 minutes away.

The presentation will cover the implementation of the program, the customer notification, the benefits and samples of the actual calls/notification that the customers are getting.

ACTION REQUESTED:

NO ACTION REQUIRED UNLESS DIRECTED BY THE TDLCB
Vo-Call

Votran Gold’s interactive voice response system
How it works for Votran

- **Reduced no-shows.** This translates into savings of time and fuel.
- **Reduced driver wait times.** Less frustration and idle time.
- **Relief to the call center.** Callers can manage their own schedules.
How it works for our riders

- **Automated outbound telephone.** Riders can verify their trips and press a button to accept or reject a trip.

- **Automated inbound.** Changes to schedules can be made without need for an operator.

- **SMS/phone.** Receive alerts and reminders in the preferred method of communication.
Customer information

- When customers call the Vo-call number, they are able to listen to information on one trip or all upcoming trips. They can get detailed information on any trip. They are also able to cancel any trip by pressing a button.

- If a customer calls within one hour of a scheduled trip and tries to cancel a trip, they are told to call the office. (Trips canceled within one hour of their requested time results in a no show for that trip).

- Customers are notified the night before that they have a trip scheduled for the next day. They may cancel at that time.

- Customers are notified the day of the trip 10 minutes before their ride arrives. (This information is received from the MDT data).
MAY 30 AT 7:31 PM
Votran: You have 2 bookings
tomorrow. The pickup time of one or
more bookings may have changed.
6:30 AM - From 1900 MAGNOLIA
AVE to VOTRAN OFFICE, 950 BIG
TREE RD
8:30 AM - From VOTRAN OFFICE,
950 BIG TREE RD to 1900
MAGNOLIA AVE

MAY 31 AT 6:20 AM
Votran: Your ride will be arriving
soon to 1900 MAGNOLIA AVE. The
pickup time may have changed. The
ETA is now 9:01 AM.

MAY 31 AT 8:20 AM
Votran: Your ride will be arriving
soon to VOTRAN OFFICE, 950 BIG
TREE RD. The pickup time may have
changed. The ETA is now 9:16 AM.
Notifications

- **Mass Notification.** In cases of emergencies or evacuations, Vo-Call can be set up for mass notifications.

- **Subscription trips.** Customer with ongoing subscription trips do not receive a call the night before a trip, but still receive same day notification that their ride is on the way.

- **Preference.** Customers can choose phone calls, texts or both.
Before Go Live:

- **Test subjects.** A small group of customers agreed to become test users and provide feedback.

- **Information Verification.** All customers booking a trip during the period leading up to our go live date were asked to verify their phone number.

- **Notification.** Customers that had a certain number of trips in the previous 3 months were sent a letter explaining the new program. (Nursing homes were not included because we do not have individual numbers for their clients).
Results

- Most customers think it is great. They like the same day notifications and the fact that they can check on their trips without waiting in the queue.

- Some customers that have subscription trips have asked to be removed from the same day notification because their ride usually comes at the same time every day.

- The system was initially set up for phone calls only. Approximately 30 customers have asked to change from phone calls to text messages, which we can do easily.

- A slight reduction in phone calls and no shows have been noticed as customers are still getting used to the system. We will continue to monitor these numbers.
Questions?
V. DISCUSSION ITEMS AND PRESENTATIONS

B. PRESENTATION AND DISCUSSION OF THE 2018 “TELL THE TPO” SURVEY PRELIMINARY RESULTS

Background Information:

The River to Sea TPO is currently undertaking a two-month “Tell the TPO” survey campaign designed to better understand the priorities and preferences of its constituents related to transportation planning and implementation for the planning area. The survey kicked-off on April 30, 2018 and ran through June 30, 2018. This year’s data will be compared to the data obtained from the previous Tell the TPO surveys. The specific goals of the 2018 Tell the TPO Survey included the following:

- Ascertain the transportation wants, needs, problems, preferences and suggestions from residents, business community, elected officials, and other stakeholders;
- Provide data that the TPO can analyze in order to ascertain trends;
- Act as an educational tool and expose each person who takes it to the benefits, mission and programs of the TPO; and
- Add to the TPO database of interested residents, businesses, and visitors.

TPO staff will present the draft preliminary data obtained to-date from the 2018 Tell the TPO Survey campaign.

ACTION REQUESTED:

NO ACTION REQUIRED UNLESS DIRECTED BY THE TDLCB
2018 “Tell the TPO” Community Transportation Survey Preliminary Results

Presentation to the TDLCB July 11, 2018
2058 responses (as of June 29) to the Tell the TPO Survey

Survey Media/Outreach Highlights:
- Volusia Magazine TV Spot
- Volusia Today Radio Show
- News Daytona Beach Article
- Big John Radio Show
- News 13 TV Spot and Article
- Hometown News
- Juneteenth Celebration
- BCU Conference on Equitable Development
- Libraries in Volusia and Flagler Counties
- East Coast Current Article
- One Voice for Volusia Meeting Presentation
- Volusia County Farmers Market
- Palm Coast Lunch-n-Learn Event
- Facebook – 105 pages/people shared
- Twitter – 43 pages/people shared
HAVE YOU TAKEN A “TELL THE TPO” SURVEY IN THE PAST?

- Yes: 7.62%
- No: 92.38%
WHAT FORMS OF TRANSPORTATION DO YOU USE REGULARLY (3 OR MORE TIMES PER WEEK)?

- Drive Alone: 91.99%
- Walk: 30.73%
- Bicycle: 17.59%
- Carpool: 8.74%
- Bus: 5.03%
IF YOU DO NOT WALK OR BICYCLE NOW, WHAT PREVENTS YOU FROM DOING SO?

- Lack of pedestrian or bike facilities: 34.92%
- Safety concerns: 53.24%
- Distance too far or takes too long to walk or bicycle: 54.11%
IF YOU DO NOT REGULARLY USE PUBLIC TRANSIT BUSES, WHAT IMPROVEMENTS MIGHT MAKE THEM A MORE ATTRACTIVE OPTION FOR YOU?

- 37.30% More convenient bus stops or route locations
- 31.89% Faster or more direct bus service
- 31.38% I do not know enough about public bus service to make that choice
- 20.88% I will not ride the bus, even with public transportation improvements

47
IF YOU DO NOT REGULARLY USE SUNRAIL, WHAT IMPROVEMENTS MIGHT MAKE IT A MORE ATTRACTIVE OPTION FOR YOU?

- More frequent and/or expanded hours for SunRail service: 40.92%
- Expand SunRail service to DeLand station: 35.23%
- Expand SunRail service beyond DeLand station: 55.69%
WHAT IS YOUR OVERALL LEVEL OF SATISFACTION WITH THE CURRENT TRANSPORTATION FACILITIES IN VOLUSIA/FLAGLER COUNTIES?

- Completely/Somewhat Satisfied: 52.35%
- 51%
- 54.50%

- Sidewalks and crosswalks
- Major streets
- Interstate highways
WHAT IS YOUR OVERALL LEVEL OF SATISFACTION WITH THE CURRENT TRANSPORTATION FACILITIES IN VOLUSIA/FLAGLER COUNTIES?

Completely/Somewhat Dissatisfied

- Bicycle Lanes: 43.28%
- Public Transit Shelters, Benches: 42.67%
AS WE PRIORITIZE SPENDING ON TRANSPORTATION PROJECTS, DO YOU THINK WE SHOULD INVEST MORE, THE SAME, OR LESS THAN WE ARE SPENDING NOW ON THE FOLLOWING?

- Improving walking conditions
  - 67.33%

- Improving roadway operations
  - 75.91%

- Implementing technology to improve safety and efficiency of traffic operations
  - 74.94%
NEW TRANSPORTATION TECHNOLOGY IS IMPORTANT FOR WHICH OF THE FOLLOWING:

- Improving the flow of vehicle traffic: 90.91%
- Decreasing roadway crashes: 90.24%
- Providing safer intersections for pedestrians: 85.84%

Most/Somewhat Important
TRANSPORTATION NEEDS EXCEED THE AMOUNT OF FUNDING AVAILABLE. WHICH TYPES OF TRANSPORTATION PROJECTS ARE YOUR HIGHEST PRIORITIES TO FUND WITH OUR LIMITED RESOURCES?

- Improve roadway safety: 46.48%
- Improve transit service (bus and SunRail): 35.80%
- Construct new bike lanes and trails/greenways: 30.15%
WHICH INTERSECTIONS CAUSE THE GREATEST CONCERN FOR YOU AS A BICYCLIST, PEDESTRIAN OR DRIVER?

- Dunlawton Avenue @ South Nova Road: 39.86%
- International Speedway Boulevard @ Clyde Morris Boulevard: 40.64%
- International Speedway Boulevard @ Williamson Road: 38.54%
- International Speedway Boulevard @ Ridgewood Avenue: 37.86%
AGE AND GENDER OF SURVEY RESPONDENTS

- <16: 0.10%
- 16 to 25: 3.51%
- 26 to 40: 18.38%
- 41 to 65: 20.63%
- >65: 57.39%

- Male: 35.89%
- Female: 63.68%
- Other: 0.58%
WORK STATUS

- Employer: 55.56%
- Employee: 27.25%
- Student: 1.84%
- Retiree: 8.56%
- Other: 6.79%
Locations of the majority of respondents:

- Daytona Beach – 227
- New Smyrna Beach – 185
- Palm Coast - 182
- Ormond Beach - 165
- Port Orange - 142
- Edgewater - 114
- DeLand – 66
- Deltona – 62
- Orange City – 58
REQUESTS FOR ADDITIONAL INFORMATION

- River to Sea TPO: 453
- SunRail: 576
- reThink Your Commute: 193
- Votran: 270
- Flagler County Public Transportation: 165

747 respondents provided narrative comments
VI. STAFF COMMENTS

- Transportation Disadvantaged (TD) Planning Funds

VII. TDLCB MEMBER COMMENTS

VIII. TDLCB CHAIRMAN COMMENTS

IX. INFORMATION ITEMS

- TDLCB Membership List
- River to Sea TPO Board Meeting Summary for May and June 2018
- May TPO Outreach and Events Summary
- New Smyrna Beach New SR 44 Votran Route Flyer

X. ADJOURNMENT

*** The next TDLCB meeting will be on September 12, 2018 ***
<table>
<thead>
<tr>
<th>VOLUSIA COUNTY</th>
<th>DEPT. OF CHILDREN &amp; FAMILIES - ALTERNATE</th>
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</thead>
<tbody>
<tr>
<td>COUNCIL MEMBER BILLIE WHEELER</td>
<td>VACANT</td>
</tr>
<tr>
<td>123 W. Indiana Ave</td>
<td>CHAIRPERSON</td>
</tr>
<tr>
<td>DeLand 32720</td>
<td></td>
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<tr>
<td><a href="mailto:Bwheeler@volusia.org">Bwheeler@volusia.org</a></td>
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<thead>
<tr>
<th>ASSOCIATION OF COMMUNITY ACTION</th>
<th>PUBLIC EDUCATION COMMUNITY</th>
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</thead>
<tbody>
<tr>
<td>CLAYTON JACKSON</td>
<td>ROD SMITH</td>
</tr>
<tr>
<td>123 W. Indiana Ave, Room 101</td>
<td>1648 Hancock Blvd.</td>
</tr>
<tr>
<td>DeLand, FL 32720</td>
<td>Daytona Beach 32114</td>
</tr>
<tr>
<td>386-736-5956 ext 12980</td>
<td>386-258-4677 ext. 50550</td>
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<tr>
<td><a href="mailto:cjackson@volusia.org">cjackson@volusia.org</a></td>
<td><a href="mailto:rhsmith@volusia.k12.fl.us">rhsmith@volusia.k12.fl.us</a></td>
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<tr>
<th>ELDERLY CITIZENS</th>
<th>PUBLIC EDUCATION COMMUNITY ALTERNATE</th>
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<tbody>
<tr>
<td>PATRICIA ANTOL</td>
<td>KIM HOUGHTON</td>
</tr>
<tr>
<td>697 Winterberry Trail</td>
<td>Unit 11A</td>
</tr>
<tr>
<td>DeLand 32724</td>
<td>210 N. Palmetto Ave Suite 144</td>
</tr>
<tr>
<td>386-740-8975</td>
<td>Daytona Beach FL 32114</td>
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<tr>
<td><a href="mailto:prantol1973@gmail.com">prantol1973@gmail.com</a></td>
<td>386-281-6862</td>
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<thead>
<tr>
<th>FDOT</th>
<th>VOCATIONAL REHABILITATION SERVICES</th>
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<tbody>
<tr>
<td>CARLOS M. COLON</td>
<td>JEFFREY ABOUMRAD</td>
</tr>
<tr>
<td>133 S. Semoran Blvd.</td>
<td>2050 Art Museum Drive</td>
</tr>
<tr>
<td>Orlando 32807</td>
<td>Jacksonville, FL 32207</td>
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<tr>
<td><a href="mailto:Carlos.Colon@dot.state.fl.us">Carlos.Colon@dot.state.fl.us</a></td>
<td>904-486-7110</td>
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<tr>
<td></td>
<td><a href="mailto:jeffrey.aboumrad@vr.fldoe.org">jeffrey.aboumrad@vr.fldoe.org</a></td>
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<tr>
<th>FDOT - ALTERNATE</th>
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<tbody>
<tr>
<td>DIANE POITRAS</td>
<td>LORELEI FAGLIER</td>
</tr>
<tr>
<td>133 South Semoran Blvd.</td>
<td>1100 Jimmy Ann Drive</td>
</tr>
<tr>
<td>Orlando 32807</td>
<td>Daytona Beach, FL 32117</td>
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<tr>
<td>407-482-7887</td>
<td>386-274-6518 cel 386-846-0644</td>
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<tr>
<td><a href="mailto:diane.poitras@dot.state.fl.us">diane.poitras@dot.state.fl.us</a></td>
<td><a href="mailto:lflaglier@sunrisegroup.org">lflaglier@sunrisegroup.org</a></td>
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<tr>
<th>DEPARTMENT OF CHILDREN &amp; FAMILIES</th>
<th>ELDER AFFAIRS</th>
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<tbody>
<tr>
<td>JULIA MARSHALL</td>
<td>CHARLY PONIATOWSKI</td>
</tr>
<tr>
<td>210 N. Palmetto Ave, Suite 430</td>
<td>P.O. Box 671</td>
</tr>
<tr>
<td>Daytona Beach 32114</td>
<td>Daytona Beach 32115</td>
</tr>
<tr>
<td>386-481-9369</td>
<td>386-253-4700 ext. 208</td>
</tr>
<tr>
<td><a href="mailto:Julia.Marshall@myfffamilies.com">Julia.Marshall@myfffamilies.com</a></td>
<td><a href="mailto:cponiatowski@coavolusia.org">cponiatowski@coavolusia.org</a></td>
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<td><strong>ELDER AFFAIRS - ALTERNATE</strong></td>
<td><strong>MASS TRANSIT</strong></td>
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<tr>
<td><strong>KAYLA SAULT</strong></td>
<td><strong>VACANT</strong></td>
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<tr>
<td>Daytona Beach 32115</td>
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<td>386-253-4700 ext. 248</td>
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<tr>
<td><a href="mailto:ksault@coavolusia.org">ksault@coavolusia.org</a></td>
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<tr>
<th><strong>VETERANS SERVICES GROUP</strong></th>
<th><strong>MEDICAL COMMUNITY</strong></th>
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<tbody>
<tr>
<td><strong>JEFFREY BUMB</strong></td>
<td><strong>PATRICIA BOSWELL</strong></td>
</tr>
<tr>
<td>123 W. Indiana Avenue, Room 100</td>
<td>1845 Holsenback Drive</td>
</tr>
<tr>
<td>DeLand, FL 32720</td>
<td>Daytona Beach 32117</td>
</tr>
<tr>
<td>386-740-5102</td>
<td>386-274-0799</td>
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<tr>
<td><a href="mailto:jbumble@volusia.org">jbumble@volusia.org</a></td>
<td>386-274-0817 (Susan)</td>
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<td></td>
<td><a href="mailto:susan.monahan@flhealth.gov">susan.monahan@flhealth.gov</a></td>
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<th><strong>MEDICAL COMMUNITY - ALTERNATE</strong></th>
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<tr>
<td><strong>JASON ALTHOUSE</strong></td>
<td><strong>LAUREEN HUSBAND</strong></td>
</tr>
<tr>
<td>123 W. Indiana Avenue, Room 100</td>
<td>Florida Dept of Health</td>
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<tr>
<td>DeLand, FL 32720</td>
<td>1845 Holsenback Drive</td>
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<tr>
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<td><a href="mailto:jalthouse@volusia.org">jalthouse@volusia.org</a></td>
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<td><a href="mailto:laureen.husband@flhealth.gov">laureen.husband@flhealth.gov</a></td>
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<tr>
<th><strong>PRIVATE-FOR-PROFIT</strong></th>
<th><strong>WORKFORCE DEVELOPMENT BOARD</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>STEVE JACK</strong></td>
<td><strong>ROBIN KING</strong></td>
</tr>
<tr>
<td>P.O. Box 730206</td>
<td>359 Bill France Blvd.</td>
</tr>
<tr>
<td>Ormond Beach 32173</td>
<td>Daytona Beach 32114</td>
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<tr>
<td>386-255-8525</td>
<td>386-323-7007</td>
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<td><a href="mailto:medoneshuttle@bellsouth.net">medoneshuttle@bellsouth.net</a></td>
<td><a href="mailto:robinking@careersourcefv.com">robinking@careersourcefv.com</a></td>
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<th><strong>HEALTHCARE ADMINISTRATION</strong></th>
<th><strong>WORKFORCE DEV. BOARD - ALTERNATE</strong></th>
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<tbody>
<tr>
<td><strong>TAMYIKA YOUNG</strong></td>
<td><strong>CASSANDRA JORDAN</strong></td>
</tr>
<tr>
<td>400 West Robinson Street, Suite S309</td>
<td>359 Bill France Blvd.</td>
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<tr>
<td>Orlando 32801</td>
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<td>386-323-7007</td>
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<tr>
<td></td>
<td><a href="mailto:cassandrajordan@careersourcefv.com">cassandrajordan@careersourcefv.com</a></td>
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<tr>
<th><strong>HEALTHCARE ADMIN. - ALTERNATE</strong></th>
<th><strong>DISABLED CITIZENS</strong></th>
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<tbody>
<tr>
<td><strong>MILAGROS CHERVONI</strong></td>
<td><strong>JUDY CRAIG</strong></td>
</tr>
<tr>
<td>400 West Robinson Street, Suite S309</td>
<td>1835 Anchor Ave</td>
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<td><a href="mailto:judylesliecraig@aol.com">judylesliecraig@aol.com</a></td>
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<tr>
<td><strong>DISABLED CITIZENS - ALTERNATE</strong></td>
<td><strong>CITIZENS ADVOCATE</strong></td>
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</tr>
<tr>
<td>KEITH ANDERSON</td>
<td>JEAN CERULLO</td>
</tr>
<tr>
<td>1806 Masoud Court</td>
<td>19 Tropical Drive</td>
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<tr>
<td>Port Orange FL 32128</td>
<td>Ormond Beach 32176</td>
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<td>386-451-0062</td>
<td>386-689-5300</td>
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<td><a href="mailto:Jselzer143@yahoo.com">Jselzer143@yahoo.com</a></td>
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<th><strong>CHILDREN AT RISK</strong></th>
<th><strong>CITIZENS ADVOCATE - ALTERNATE</strong></th>
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<tbody>
<tr>
<td>BEVERLY JOHNSON</td>
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<tr>
<td>1219 Dunn Avenue</td>
<td></td>
</tr>
<tr>
<td>Daytona Beach 32114</td>
<td></td>
</tr>
<tr>
<td>386-255-4568</td>
<td></td>
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<tr>
<td><a href="mailto:bjohnson@esnecfl.org">bjohnson@esnecfl.org</a></td>
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<th><strong>CITIZENS ADVOCATE - SYSTEMS USER</strong></th>
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<tbody>
<tr>
<td>D.J. LEBO</td>
<td>DOUG HALL</td>
</tr>
<tr>
<td>135 Executive Circle Suite 100</td>
<td>1405 Edgewater Road</td>
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<tr>
<td>Daytona Beach 32114</td>
<td>Daytona Beach 32114</td>
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<tr>
<td>386-323-2400 ext. 196 386-801-9015</td>
<td>386-255-0377 386-852-1285</td>
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<tr>
<td><a href="mailto:djlebo@elcfv.org">djlebo@elcfv.org</a></td>
<td><a href="mailto:flhalls@earthlink.net">flhalls@earthlink.net</a></td>
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<tr>
<th><strong>CITIZENS ADVOCATE - SYSTEMS USER ALTERTANE</strong></th>
<th><strong>PATRICIA LIPOVSKY</strong></th>
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<tr>
<td></td>
<td>1129 Bradenton Road</td>
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<tr>
<td></td>
<td>Daytona Beach, FL 32114</td>
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<td></td>
<td>386-255-0288</td>
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<td></td>
<td><a href="mailto:plipovsky@cfl.rr.com">plipovsky@cfl.rr.com</a></td>
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</table>
# TDLCB STAFF SUPPORT

## Votran

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## RIVER TO SEA TPO

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River to Sea TPO Board
Meeting Summary
May 23, 2018

- Approved consent agenda including approval of the April 25, 2018 TPO Board meeting minutes, Resolution 2018-10 authorizing the execution of the Transportation Disadvantaged (TD) Trust Fund Grant Agreement for FY 2018/19 with the Commission for the Transportation Disadvantaged and Resolution 2018-11 approving authorizing the execution of the Metropolitan Planning Organization Agreement for the use of Transportation Planning (PL) funds and Surface Transportation Block Grant Program (SU) funds

- Approved Resolution 2018-12 amending the FY 2017/18 to 2021/22 Transportation Improvement Program (TIP)

- Approved the following slate of officers for FY 2018/19
  → Vice Mayor Lita Handy-Peters, Chairperson
  → Commissioner Rob Gilliland, 1st Vice Chairperson
  → Vice Mayor Jason McGuirk, 2nd Vice Chairperson

- Approved the R2CTPO FY 2018/19 budget

- Received a PowerPoint presentation of the R2CTPO Transportation Systems Management & Operations (TSM&O) Master Plan, Phase 2

- Received a PowerPoint presentation of the Central Florida Regional Transit Study

- Received a staff presentation of the draft 2018 List of Priority Projects (LOPP) and approved a motion directing TPO staff to bring back a modification the existing policy pertaining to updated costs estimates to state if a jurisdiction does not provide annual updated cost estimates for a project on the LOPP, they are not eligible for additional funding for a cost overrun

- Received a staff presentation of the draft FY 2018/19 to 2022/23 Transportation Improvement Program (TIP)

- Received the FDOT report

- Received Executive Director’s Report including an update on available SU funding; the Roundtable of Volusia County Elected Officials; the Regional Truck Parking Study; the R2CTPO Transit Planning Studies; and the “Tell the TPO” survey

- Approved a motion directing TPO staff to draft a resolution reaffirming the TPO Board’s opposition to the relocation of the Longwood Truck Stop on I-4 from Seminole County to Volusia County

**Items Requiring Follow-Up**

- TPO staff to resend board member-specific links to the “Tell the TPO” survey

*The next River to Sea TPO Board meeting will be on Wednesday, June 27, 2018*
River to Sea TPO Board
Meeting Summary
June 27, 2018

- Received public comment regarding traffic operations safety concerns at the intersection of Dunlawton Avenue and Peninsula Drive. Directed TPO staff to follow up.
- Approved consent agenda including approval of the May 23, 2018 TPO Board meeting minutes, Resolution 2018-13 authorizing the filing and execution of a grant application with the Federal Transit Administration (FTA) for Section 5305(d) funds, Resolution 2018-14 authorizing coordination with Votran to submit the Local Transportation Disadvantaged Program Administrative Support Grant for the distribution of Transportation Disadvantaged (TD) Planning funds, the expenditure for the Golfview Boulevard Shared Use Path Feasibility Study ($33,196.37) and the cancellation of the July Executive Committee and TPO Board Meetings
- Approved Resolution 2018-15 adopting the FY 2018/19 to 2022/23 Transportation Improvement Program (TIP)
- Approved Resolution 2018-16 adopting the 2018 List of Priority Projects (LOPP)
- Approved Resolution 2018-17 adopting the R2CTPO Transportation Management and Operations (TSM&O) Master Plan Phase 2
- Approved Resolution 2018-18 reaffirming the R2CTPO’s opposition to relocating the Ritchey Green Rest Area from Longwood to Volusia County
- Approved the FY 2017/18 TPO Budget Amendment
- Received a PowerPoint presentation of the I-95 to SR 417 Connector Study and TPO Board gave a consensus to close out the study
- Received a staff PowerPoint presentation of the R2CTPO FY 2017/18 Year in Review
- Received a staff PowerPoint presentation of the “Tell the TPO” Survey preliminary results
- Received the FDOT report
- Received Executive Director’s Report including an update on Transportation Performance Measures implementation; and R2CTPO policies regarding the Annual Call for Projects and List of Priority Projects
- Announced availability of funding for High Visibility Law Enforcement Program
- Announced FDOT’s 2045 Cost Feasible Plan is available and includes TPO projects and directed TPO staff to work with TPO Chairperson to draft a letter of concern to FDOT regarding lack of communication with the TPO

Items Requiring Follow-Up

- Letter to FDOT regarding SIS coordination
- Executive Director to forward information regarding the High Visibility Law Enforcement Program

The next River to Sea TPO Board meeting will be on Wednesday, August 22, 2018
TPO Outreach & Activities Completed in May 2018

1. Oak Hill Community Festival Helmet Fitting
   Date: Saturday, May 5, 2018
   Location: Oak Hill
   Description: TPO staff set up a display table and distributed promotional items as well as fitting and donating 56 bicycle helmets to children and adults.

2. Presentation of “Tell the TPO” Survey to One Voice for Volusia
   Date: Wednesday, May 9, 2018
   Location: Daytona Beach
   Description: TPO staff gave a presentation on the Tell the TPO Survey at the One Voice for Volusia meeting.

3. TPO Presentation to Florida Scenic Highways Program Statewide Meeting
   Date: Thursday, May 17, 2018
   Location: Lake Helen
   Description: TPO staff gave a presentation at the Florida Scenic Highways Statewide meeting on what a TPO is and what we do.

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JUNE EVENTS:

June 2: National Trails Day Helmet Fitting, DeBary Hall
June 3-6: National Association of Regional Councils (NARC) Conference, Orlando
June 7: MPO Advisory Council (MPOAC) Meeting, Orlando
June 18-20: 2018 FDOT Transportation Symposium, Orlando
June-July: Summer School Program Bicycle/Pedestrian Safety Presentation and Helmet Fitting at the following schools:
   o Spirit Elementary, Deltona
   o Port Orange Elementary, Port Orange
   o Osteen Elementary, Osteen
   o Pathways Elementary, Ormond Beach

OTHER UPCOMING EVENTS:

July 13: Central Florida MPO Alliance Meeting, MetroPlan Orlando
July 15-18: Floridians for Better Transportation (FBT) Summer Camp/MPO Advisory Council (MPOAC) Meeting, St. Petersburg

OAK HILL COMMUNITY FESTIVAL

ONGOING PROJECTS & STUDIES:

- 2018 “Tell the TPO” Survey Campaign
- Annual Call for Projects Process
- Votran Bus Stop Improvement Plan
- Flagler County Fixed Route Transit Operations Plan
- I-95 to SR 417 Connector Environmental Study
- Development of Bicycle Suitability Map
- Development of FY 2018/19 - 2022/23 Transportation Improvement Program (TIP)
- TSM&O (ITS) Masterplan Phase II
- Central Florida Visitors Study PAG
- Regional Truck Parking Study PAG
- Central Florida Regional Transit Study PAG
- Resilient Flagler County Study
- SR 442 Sidewalk Feasibility Study
- Ponce Inlet Mobility Feasibility Study
- 2018 Crash Analysis Report
- Data Update for Central Florida Regional Model
Votran Route 44

Votran, a service of Volusia County government, is excited to announce the new Route 44 in New Smyrna Beach Florida, starting June 25, 2018. Route 44 will operate approximately 6:45 a.m. to 6:40 p.m. Monday through Saturday with no service on Sunday or holidays. Route 44 will connect to Route 40, 41, FLEX 42 and FLEX 43 at the Julia and Sams Connection point. Operating out of the Julia and Sams Connection Point in downtown New Smyrna Beach, the Route 44 will provide fixed route bus service to the downtown area, westbound on Canal Street to SR-44 and out to Walmart/The Shoppes at Coronado west of I-95. There will be 28 stops along the route based on ridership attractors such as Walmart, Florida Hospital, Home Depot/Aldi’s, New Smyrna Beach Regional Shopping Center, Downtown New Smyrna Beach, and beach side SR 44, including Indian River Village Shopping Center.

Initial operation will be “flag down” service until permanent stops can be constructed. For flag down service, riders should go to the far side of an intersection and raise their hand to signal the bus down as it approaches. Riders are encouraged to do this as soon as they see the bus to give the driver enough time to stop. Riders wishing to get off the bus will pull the yellow Stop Request Cords on the bus to signal a stop is needed. Riders are asked to be mindful of their upcoming stops to give the driver time to at their requested stopping location. Automated verbal messages will be on the bus to alert riders of upcoming stops. Once stops are put in place at the roadside, drivers will pick up and drop off at those locations. Regular Votran fares will be in place.
Route 44 will start service on June 25, 2018.

**MON-SAT:**

**Westbound from New Smyrna to Walmart SR-44**

**Eastbound from Walmart SR-44 to New Smyrna**

<table>
<thead>
<tr>
<th>Route 44 Stops</th>
<th>Connections to Routes 40/41/FLEX 42/FLEX43: Downtown NSB</th>
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<tr>
<td>1 Julia &amp; Sams Connection Point</td>
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<td>2 Washington &amp; 1 IB</td>
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<td>3 Canal St &amp; N. Myrtle OB</td>
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