



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD

DATE: Thursday, November 15, 2018

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Mayor Jose Alvarez, Presiding

Members in attendance were:

Mayor Jose Alvarez, Osceola County, Vice-Chairman
Dr. Linda Levine-Silverman, Representing the Elderly
Ms. Marilyn Baldwin, Representing the Disabled
Mr. Robert Melia, Citizen Advocate, System User
Ms. Jane Tkach, Citizen Advocate
Ms. Angela Johnson for Adam Zubritsky, Public Education
Ms. Evelyn Diaz, Medical Community
Ms. Alnita Whitt, Representing Veterans
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Jo Santiago, FDOT, District 5
Ms. Maria Goris for Sharon Jennings, Agency for Persons with Disabilities
Mr. Randall Hunt, Senior Resource Alliance
Ms. Dianne Arnold, Representing the Economically Disadvantaged
Mr. Chris York, For-Profit Operator
Mr. Calvin Smith, AHCA/Medicaid

Members not in attendance were:

Commissioner Pete Clarke, Orange County
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)

Others in attendance were:

Mr. Gary Huttman, MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Mr. Nick Lepp, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Crystal Mercedes, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Mr. William Slot, Interim COO, LYNX
Ms. Selita Stubbs, Interm Deputy Director, ACCESS LYNX
Ms. Nannette Stephens, ACCESS LYNX

A complete list of other attendees may be obtained upon request.

I. CALL TO ORDER

Vice-Chairman Alvarez called the meeting to order at 10:00 a.m.

II. PLEDGE OF ALLEGIANCE

Vice-Chairman Alvarez led attendees in the Pledge of Allegiance.

III. CONFIRMATION OF A QUORUM

Ms. Lisa Smith confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington introduced Mr. Gary Huttman, Executive Director of MetroPlan Orlando. She stated that there are no changes to the agenda. She called attention to the revised bylaws in the supplemental folders. She informed LCB members that Ms. Cheryl Stone has affirmed her commitment to continue to serve as the alternate to Dr. Levine-Silverman. She introduced Ms. Janeé Olds, Career Services Consultant with Career Source Central Florida who is on today's agenda for confirmation as the Regional Workforce Development Board appointee.

V. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments on any of the action items.

VI. QUALITY ASSURANCE TASK FORCE (QATF) REPORT

Ms. Baldwin reported that the QATF met on October 23, 2018. The QATF reviewed revisions to the TDLCB bylaws, the Annual Operating Report (AOR) and the Annual Expenditure Report (AER), and made

recommendations on the TDLCB appointments brought forward by staff. Ms. Nanette Stephens, ACCESS LYNX, presented the changes to the LYNX No-Show Policy. She attended the Transportation Disadvantaged Training Conference held in Daytona Beach, Florida, October 14th through 17th, and that she found the sessions to be very informative.

VII. AGENDA ITEMS

A. Approval of minutes of previous meeting – August 9, 2018

The minutes of the August 9, 2018 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Ms. Baldwin moved to approve the August 9, 2018 meeting minutes. Dr. Levine-Silverman seconded the motion, which passed unanimously.

B. Proposed 2019 Meeting Schedule

Approval was requested of the 2019 MetroPlan Orlando Board/Committees meeting schedule. The proposed meeting schedule was provided for review.

MOTION: Mr. York moved to approve the 2019 Meeting Schedule. Ms. Arnold seconded the motion, which passed unanimously.

C. Acknowledgement of the Annual Operating Report (AOR)

Staff requested acknowledgement of ACCESS LYNX's Annual Operating Report, which includes the financial information for paratransit operations Fiscal Year 2017-18. The AOR was transmitted to the CTD on September 28th.

MOTION: Ms. Arnold moved to acknowledge the fiscal year 2017-18 Annual Operating Report. Ms. Baldwin seconded the motion, which passed unanimously.

D. Acknowledgement of the Annual Expenditure Report (AER)

Staff requested acknowledgement of ACCESS LYNX's Annual Expenditure Report (AER) for FY 2017-18. The AER was transmitted to the CTD on September 13th.

MOTION: Dr. Levine-Silverman moved to acknowledge the fiscal year 2017-18 Annual Expenditure Report. Ms. Baldwin seconded the motion, which passed unanimously.

E. Title VI Program: Nondiscrimination & Language Plan

Ms. Cynthia Lambert, MetroPlan Orlando staff, requested that TDLCB approve MetroPlan Orlando's Title VI Program: Nondiscrimination & Language Plan. Ms. Lambert explained that the Plan is a federal requirement that MetroPlan Orlando must adhere to, and that it guarantees transparent and total access to MetroPlan Orlando processes. The plan also

ensures protected groups and classes that they are covered and protected from being discriminated against. She reviewed who the protected classes include, how MetroPlan Orlando, (a majority minority region), complies and Limited English proficiency statistics. Ms. Lambert noted that the new Plan also provides a way to file a complaint if someone feels that he/she has been discriminated against. She added that originally there had been two separate parts to the Title VI program, and that the new plan combines the nondiscrimination and language plan into one streamlined plan. Ms. Lambert noted that maps in the plan have been updated to include census information, and details about environmental justice areas where underserved populations reside.

MOTION: Mr. Hunt moved approval of MetroPlan Orlando's Title VI Program: Nondiscrimination & Language Plan. Ms. Arnold seconded the motion. Motion passed unanimously.

F. Acknowledgement of Changes to Rule 41-2 and Approval of Revised TDLCB Bylaws

Ms. Whittington reviewed the changes made to Rule 41-2 during the 2018 legislative session. She noted that Rule 41-2 outlines the Commission for the Transportation Disadvantaged, the Designated Official Planning Agency, and the Transportation Local Coordinating Board (LCB). She noted that the changes that did not necessitate bylaw changes were the increases to the insurance requirements. Ms. Whittington added that Section 1, voting members of the bylaws is being revised to reflect the addition of a local representative of the Agency for Persons for Disabilities. She noted that the TDLCB has had a member from that agency, Ms. Sharon Jennings for a number of years. In addition, Section 3, technical advisors, non-voting members is being revised to reflect the addition of the chair or designee from the SunRail Customer Advisory Committee. Ms. Whittington requested that the TDLCB acknowledge the rule changes and approve revisions to the TDLCB's bylaws. Ms. Whittington also requested approval to extend an invitation for the SunRail Customer Advisory Committee chair or designee to serve on the TDLCB as a non-voting advisor.

MOTION: Ms. Baldwin moved to acknowledge the changes to Rule 41-2, approve the revisions to the TDLCB bylaws, and direct staff to extend an invitation for an appointee from the SunRail Customer Advisory Committee. Dr. Levine-Silverman seconded the motion, which passed unanimously.

G. Approval of Changes to ACCESS LYNX No Show Policy

Ms. Selita Stubbs, ACCESS LYNX, presented changes to the ACCESS LYNX No Show Policy. Ms. Stubbs explained that the changes were made so that the policy is in compliance with the policies of both the Americans with Disabilities Act (ADA) and the Federal Transit Administration (FTA). Ms. Stubbs stated that riders would be notified of this change via a mail-out from ACCESS LYNX with the effective date of January 1, 2019. The revisions were presented to the QATF at the October 23rd meeting. She requested that the TDLCB approve the recommended changes. The final draft of the policy was provided to the TDLCB members for review.

Ms. Whittington introduced Mr. William “John” Slot, Interim COO, who now serves in the leadership role for ACCESS LYNX. She noted that approval from the LCB is needed in order for the policy to move to the next step.

MOTION: Ms. Arnold moved to approve the changes to the ACCESS LYNX No Show Policy. Ms. Whitt seconded the motion, which passed unanimously.

H. Approval of TDLCB Members and Alternate Appointments

Ms. Whittington presented the TDLCB appointments. She explained that the term for Dr. Linda Silverman (representing the Elderly over 60) will expire on December 31, 2018. MetroPlan Orlando announced the vacancy and the Quality Assurance Task Force met October 22, 2018, to review applications submitted by interested parties. The QATF unanimously recommended Dr. Levine-Silverman be reappointed for a three year term January 1, 2019 through December 31, 2021, representing the Elderly over 60. She mentioned that Ms. Cheryl Stone, has indicated her willingness to continue to serve as Dr. Levine-Silverman’s alternate.

Ms. Whittington requested approval of Ms. Janeé Olds, Career Services Consultant with Career Source Central Florida, to fill the Regional Workforce Development Board vacancy and her alternate, Adilh Trotman-Diaz. Ms. Olds’ application, along with an appointment letter from Career Source, was provided to LCB members for review.

MOTION: Ms. Baldwin moved to approve the reappointment of Dr. Levine-Silverman for the Elderly over 60 and Ms. Cheryl Stone as her alternate; and the appointment of Janeé Olds for the Regional Workforce Development Board vacancy and Adilh Trotman-Diaz as her alternate. Ms. Arnold seconded the motion, which passed unanimously.

I. Appointment of Connected and Autonomous Vehicle Readiness Study Steering Committee

Ms. Crystal Mercedes, MetroPlan Orlando staff, addressed the TDLCB and requested a volunteer to serve as the LCB representative on the Connected and Autonomous Vehicle Readiness Study Steering Committee. Ms. Mercedes explained that the Steering Committee will assist staff in selecting a consultant and managing the study. She noted that the Steering Committee will meet a total of five times over an 18 month period. She noted that similar requests have been made of the other MetroPlan Orlando advisory committees as well as FDOT District 5.

Mr. Bob Melia, Citizen Advocate, and Mr. William “John” Slot, ACCESS LYNX, volunteered to serve as the LCB representatives on the steering committee.

MOTION: Mr. Olson moved to approve the appointment of Bob Melia and William Slot to the CAV Readiness Study Steering Committee. Ms. Arnold seconded the motion, which passed unanimously.

VIII. PRESENTATIONS AND STATUS REPORTS

A. ACCESS LYNX Rider's Survey Result

Ms. Mary Ann Horne, MetroPlan Orlando staff, walked TDLCB members through the results of the 2018 ACCESS LYNX Rider's survey. Ms. Horne noted that this survey has been the most responsive with a total of 338 system users participating. She added that user answers were based on their most recent trip. Ms. Horne stated that potential users were solicited via the ACCESS LYNX website, the MetroPlan Orlando website, and a general email blast. She said that this year's survey questions mirrored the types of questions that were normally asked in past TDLCB surveys when evaluating the CTC. Riders were asked to base their responses on their most recent trip for their overall customer satisfaction in the areas of customer service, appropriateness of their pickup vehicle, and mobility management services provided through transportation network companies. Ms. Horne stated that of the 338 respondents 40% had used a TNC, 51% of TNC users traveled with Mears, and 68% of TNC users said that the driver did an excellent/good job of meeting their needs. Ms. Whittington noted that a copy of the survey results were provided to both LYNX and ACCESS LYNX. The raw data will also be provided so that they can read the rider comments. She said that MetroPlan Orlando staff has been invited to present the results to the LYNX Oversight Committee.

B. Community Transportation Coordinator (CTC) Update

Ms. Selita Stubbs, Interim Director of Mobility Services, ACCESS LYNX, provided a brief CTC update. She addressed the issues raised in the Rider's Survey. Ms. Stubbs stated that ACCESS LYNX has already begun to assess the concerns of the customer call center and call hold times. She acknowledged that since the call centers merged call volume has increased and they continue to assess the system and staff levels to see where improvements can be made. She said that ACCESS LYNX staff continues to work closely with the staff of MetroPlan Orlando, meet with providers, and attend community outreach activities.

Ms. Baldwin stated that she continues to receive concerns from some members of the Central Florida Chapter of the National Federation of the Blind regarding ride cancellations and courteousness of the phone operators. She said that she continues to hear concerns that when Transportation Network Company (TNC) rides are being cancelled through ACCESS LYNX customer service, ACCESS LYNX in turn is not notifying the TNC's and they show up in spite of advanced cancellation. Ms. Stubbs acknowledged that there is a delay in transmitting messages to the TNC providers in the current system. She explained that ACCESS LYNX is working on being able to provide real time communications with their providers that will allow cancellations to be entered directly into the provider's systems for immediate notification. She said that ACCESS LYNX hopes to have that issue resolved in the very near future. Ms. Stubbs told LCB members that training is currently underway for existing and newly hired customer service representatives.

IX. GENERAL INFORMATION

A. Planning Grant Update Report

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement were provided for information purposes.

B. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report was provided for information purposes.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- A. MetroPlan Orlando Board Meeting – December 12, 2018 at 9:00 a.m.
- B. MetroPlan Orlando Annual Holiday Reception – December 14, 2018; 2:00 p.m. – 4:00 p.m.

XI. MEMBER COMMENTS

Mr. William “John” Slot, ACCESS LYNX, thanked Ms. Stubbs and her team for their efforts in continuing to make processes better at ACCESS LYNX. He added that from July 2018 to date, ACCESS LYNX had an increase in trips from 50,000 to 70,000 per month. He anticipated that number will continue to increase. He thanked partners for continued support in the way funding and patience.

Mayor Alvarez stated that he is very concerned with comments that he heard at the earlier public meeting. He stated that starting with the February 14th meeting, he wants the ACCESS LYNX providers to attend the LCB meetings and provide feedback on how rider issues are being resolved. Ms. Whittington stated she would get with the LYNX team to ensure the issues are addressed, and to schedule those providers to attend.

XII. PUBLIC COMMENTS (GENERAL)

Ms. Joanne Counelis, Sanford, Florida, addressed the TDLCB and voiced her concerns regarding the LYNX bus stop located at 436 and Douglas Avenue. She stated that she is frustrated that the bus stop was relocated, and that she does not feel that the new stop is ADA compliant.

XIII. ADJOURNMENT

There being no further business the meeting adjourned at 11:15 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 14TH day of February 2019.

for Mayra White
Chairperson

Lisa Smith

Lisa Smith
Board Services Coordinator

As required by Section 286.0105, Florida Statutes, MetroPlan Orlando hereby notifies all interested parties that if a person decides to appeal any decision made by MetroPlan Orlando with respect to any matter considered at such meeting or hearing, he or she may need to ensure that a verbatim record is made to include the testimony and evidence upon which the appeal is to be based.