



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

**TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD
AGENDA**

February 14, 2019 @ 10:00 a.m.



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

DATE: Thursday, February 14, 2019
TIME: 10:00 a.m.
LOCATION: David L. Grovdahl Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801



Wireless access available
Network = MpoGuest
Password = metroaccess

Mayor Jose Alvarez, Presiding

AGENDA

- I. CALL TO ORDER – Mayor Jose Alvarez**

- II. PLEDGE OF ALLEGIANCE**

- III. INTRODUCTIONS**

- IV. CONFIRMATION OF QUORUM – Ms. Lisa Smith**

- V. AGENDA REVIEW & ANNOUNCEMENTS– Ms. Virginia Whittington**

- VI. PUBLIC COMMENTS ON ACTION ITEMS**

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a “Speakers Introduction Card” at the reception desk. Each speaker is limited to two minutes.

- VII. Quality Assurance Task Force (QATF) Report**

The QATF Chair will provide a brief report from their February 14, 2019 meeting.

VIII. CONSENT AGENDA

A. Approval of minutes of previous meeting TAB 1

The minutes of the November 15, 2018 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

B. Acknowledgement of public meeting comments TAB 2

Staff requests acknowledgement of a summary of the public meeting comments received during the annual public meeting November 15, 2018. The summary is attached at Tab 2.

IX. ACTION ITEMS

A. Election of 2019 TDLCB Vice Chair

Pursuant to the TDLCB Bylaws, the TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For multi-county boards, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Quality Assurance Task Force (QATF) shall recommend a Vice Chairperson for approval by the full TDLCB.

B. Approval of 2019 Grievance Procedures

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures, if necessary. The grievance procedures will be reviewed by the QATF at their February 14, 2019 meeting and a report made at the TDLCB meeting which follows. A copy of the procedures will be provided at the LCB meeting.

C. Appointment of 2019 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. The current members are: Ms. Diane Arnold, Ms. Marilyn Baldwin, Ms. Crystal Ford, Mr. Bob Melia and Ms. Jane Tkach. The Grievance Committee will only be convened in the event an irreconcilable complaint is filed.

D. Approval of TDLCB Membership Certification TAB 3

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 13, 2019 meeting. Action is requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines.

X. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. William “John” Slot, LYNX’s Interim COO, will provide a report on current and ongoing ACCESS LYNX operations, including a mobility services update and responses to LCB member concerns with complaints received during the annual public meeting.

B. Transportation Disadvantaged Service Plan Update – Status Report

Ms. Nanette Stephens, ACCESS LYNX staff, will provide a status report on the annual update of the Transportation Disadvantaged Service Plan (TDSP). The TDLCB will be asked for final approval at their May 9, 2019 meeting.

C. Partner Highlight – ACHA

Mr. Calvin Smith, Agency for Health Care Administration (ACHA), will give a brief presentation on ACHA’s role in providing transportation to the transportation disadvantaged.

XI. GENERAL INFORMATION

TAB 4

A. Planning Grant Update Report

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.

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. A copy of the report will be provided at the meeting.

C. 2018 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2018 is enclosed for information purposes.

XII. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board meeting – March 13, 2019 at 9:00 a.m.

B. 20th Annual Transportation Disadvantaged Legislative Awareness Day at the Capitol in Tallahassee. - Wednesday, March 20, 2019

C. Quality Assurance Task Force – April 23, 2019 at 10:00 a.m. (if needed)

D. TDLCB Meeting Dates for 2019:

- May 9, 2019
- August 8, 2019
- November 14, 2019 (Annual Public Meeting followed by the regular quarterly meeting)

XIII. MEMBER COMMENTS

XIV. PUBLIC COMMENTS (GENERAL)

XV. ADJOURNMENT – Next meeting: May 9, 2019

If any person with a disability as defined by the Americans with Disabilities Act (ADA) needs special accommodations to participate in this proceeding, he or she should contact Ms. Lisa Smith at MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, FL, (407) 481-5672, ext. 308, not later than two (2) business days prior to the proceeding.

TAB 1





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.

Chairperson

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.

TAB 2





**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD PUBLIC MEETING
SUMMARY OF COMMENTS**

DATE: November 15, 2018

LOCATION: Marks Street Senior Recreation Complex
99 E. Marks St.
Orlando, FL 32803

TIME: 10:00 a.m.

Those in attendance were:

Mayor Jose Alvarez, Acting Chairman, Osceola County
Mr. Gary Huttman, MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. Nick Lepp, MetroPlan Orlando
Ms. Crystal Mercedes, MetroPlan Orlando
Mr. Calvin Smith, AHCA
Dr. Linda Levine-Silverman, Elderly
Ms. Marilyn Baldwin, Disabled
Ms. Angela Johnson for Adam Zubritsky, OCPS
Ms. Maria Goris for Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate
Ms. Alnita Whitt, Veterans
Mr. Randall Hunt, Senior Resource
Mr. Wayne Olson, Division of Vocational Rehabilitation
Mr. Chris York, MV Transportation
Ms. Jo Santiago, FDOT
Ms. Evelyn Diaz, Medical Community
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Jane Tkach, Citizen Advocate
Mr. William "John" Slot, Interim COO, LYNX
Ms. Selita Stubbs, LYNX
Ms. Nanette Stephens, LYNX
Mr. Benjamin Gonzalez, LYNX
Ms. Tenna Pappas, American Cancer Society
Mr. Carson Chandler, Evolve Today, representing Sunrail

A complete list of other attendees is available upon request.

Mayor Jose Alvarez, Acting Chairman, called the public meeting to order at 10:00 a.m. He welcomed everyone and led attendees in the Pledge of Allegiance. Ms. Whittington thanked attendees for participating and providing their comments. She informed the TDLCB members that Commissioner Lee Constantine is no longer serving on the Board due to a technical oversight in the law. She explained that Commissioner Constantine serves as the current Chairman of the LYNX Board, and that LYNX is the operating agency that oversees paratransit services in Orange, Osceola and Seminole Counties; therefore he is ineligible to serve on the TDLCB. Commissioner Constantine was briefly in attendance and he commented to the TDLCB members that he was grateful for the time that he served. Ms. Whittington thanked Commissioner Constantine for his service to the TDLCB Board and the community. Ms. Virginia Whittington informed those in attendance of the purpose of the public meeting, and provided details on how the public meeting was noticed. She announced that the meeting had been properly noticed. TDLCB members and staff were asked to introduce themselves.

Mayor Alvarez explained that today's meeting consisted of two parts: the public meeting and the regularly scheduled quarterly TDLCB meeting which would immediately follow the public meeting. He requested that public meeting participants fill out a speaker card if they wished to make comments. Mayor Alvarez announced that each speaker would be allowed two minutes.

Public Comments:

Mr. Eric Craig, Orlando, FL, stated that he is an ACCESS LYNX user and expressed concern with the timeliness of pickups and excessive call hold time when calling customer service.

Mr. Theotis Bonamy, Altamonte Springs, FL, expressed his concerns that OWL vehicles are unsafe and too small. He explained that he has been on vehicles and incidents have happened that caused him concern.

Mr. Tom Babcock, Orlando, FL, stated that he is totally blind. Mr. Babcock explained that he has been a user of ACCESS LYNX for the past year using the service two times per week going to Lighthouse Central Florida. He commented that his experiences with the service have all been pleasant. He suggested adding a voicemail prompt to the customer service number in an effort to alleviate long call hold times.

Ms. Princess Riley, Orlando, FL, stated that she has been an ACCESS LYNX user for two years. She stated that she had seen some improvements, however, she recently noticed that has changed. Ms. Riley stated that she has issues with vehicles being late, experienced long call hold times for customer service, and rude dispatchers. She added that the tracking app has also been disabled so she is no longer able to track her vehicle to find out when it will be there.

Mr. Robert Haliburton, Orlando, FL, expressed his unhappiness with the timeliness and safety of OWL vehicles.

Ms. Stacey Bowen, Winter Springs, FL, stated that she has been an ACCESS LYNX user for a 1.5 years. Ms. Bowen stated that she has noticed that the GPS systems are inaccurate and need to be updated. She explained that there have been times when the drivers were not able to find her, and that has caused her to be late. She asked the question if she needs to take multiple trips in one day if the trips can be stacked versus having to schedule each trip separately.

Mr. Ricardo Canchola, Orlando, FL, represented the Interactive Academy and the Interactive Academy of Performing Arts. He explained that he would like the opportunity to partner with ACCESS LYNX in

order to provide English as a second language on-board the buses either live or recorded. Ms. Whittington stated that a member of staff will follow-up with him after today's meeting.

Mr. Joseph McFadden, Sanford, FL, stated that he has been an ACCESS LYNX user for eight years. Mr. McFadden stated that he feels that the OWL Transportation vehicles that he has rode on are too small to accommodate his wheelchair and that the vehicles are unsafe. He expressed his dissatisfaction with the services that he has received from OWL.

Ms. Dipti, Orlando, FL, stated that both she and her son are ACCESS LYNX users. She said that she is very grateful for the service, but expressed her dissatisfaction with OWL Transportation. They have experienced late pickups. There have been times where the vehicle has been two hours late. Ms. Dipti explained that her son suffers from seizures, and that he cannot be left alone. She said that she has spoken to customer service about her concerns with OWL Transportation, but was told that she has no choice in who her provider will be.

Ms. Cheryl Harris, Orlando, FL, said that she has been an ACCESS LYNX user for 9 years. She said that she has had pleasant experiences with the drivers. Her main concern is the call hold time when calling customer service. She also stated that pertinent information has not always been relayed from customer service to the driver such as where she needs to be picked up from or be dropped off. She said that there have been times when drivers have driven by her because information was not relayed properly.

Ms. Cynthia Harris, Orlando, FL, commented on the need for shorter connection times for LYNX fixed route buses and that better opportunities be offered for the buses to connect with SunRail. Ms. Harris stated that she feels there needs to be a press for financial commitments between the cities and counties to improve transportation in the area which will offer better connecting times, more drivers and buses, so that constituents have a better experience while using the services of both LYNX and ACCESS LYNX.

Ms. Alma Rhees, Kissimmee, FL, thanked staff for having the meeting today so that riders can voice their concerns about their experiences. She explained that she has a walker, and she has noticed that most of the ACCESS LYNX drivers do not go through the steps to secure her walker. She agreed with the comments that have been made about the need to update the GPS in the vehicles. She said that she feels that will improve driver time management. She asked that the tracking app be brought back as that was a very helpful tool. She expressed that she too has experienced long hold times when calling the customer service number. She said that she had a recent accident on one of the vehicles and asked that a member of staff follow-up with her.

Ms. Betty Day, Orlando, FL, stated that she has been a user of paratransit since 1993. She expressed concern with the long call hold times for customer service. She pointed out that there are numerous street corners in the City of Orlando that are not ADA compliant for wheelchairs and scooters. She asked that be looked into.

Ms. Joanne Counelis, Sanford, FL, stated that she has experienced much of what the other speakers have with regard to ACCESS LYNX. She added that she feels that there needs to be 24/7 service for LYNX fixed route buses and SunRail.

Ms. Whittington announced for the record that speakers who had concerns with the LYNX fixed route service could also attend the next LYNX Board meeting scheduled for December 6th at 1 p.m.

After asking if anyone else wished to speak, Mayor Alvarez closed the public comment period. He thanked everyone that brought forward concerns at today's meeting, and that ACCESS LYNX and MV Transportation staff will receive a copy of the comments received. He stated that the points expressed today are of great concern to him and asked that staff provide an update on how the concerns brought forward today have been addressed.

COMMUNITY PARTNER HIGHLIGHTS

A. American Cancer Society

Ms. Tenna Pappas, Program Manager, Mission Delivery, provided an overview of the organization's mission, their Access to Care Program, and discussed potential collaborative partnership opportunities. Ms. Pappas noted that since the program inception, there has been a 35% increase in call volume.

B. SunRail Update

Mr. Carson Chandler, SunRail Consultant, provided an overview the SunRail service and touched upon some new initiatives that are forthcoming. He said that recently, SunRail celebrated the opening of the Southern Expansion with stations opening in Meadow Woods, Tupperware, Kissimmee/Amtrak, and Poinciana. He pointed out that the expansion added an additional 2,000 riders per day to the system. Mr. Chandler noted that the service offers direct service for both Orlando Health and Florida Hospital Health Village; and that LYNX offers transfers to Central Florida Regional Hospital, Florida Hospital Altamonte and Kissimmee, the Osceola Regional Medical Center and South Seminole Hospital. He added that LYNX also offers a free transfer bus that goes non-stop to the Orlando International Airport. There is a pilot program that is currently underway for Orlando Magic games that added a 10:30 p.m. northbound and southbound train. Mr. Chandler noted that the trains are ADA compliant and that they have both wheelchair and bus accessibility. He highlighted station features which include ADA compliant ramps on the platforms, security cameras, station ambassadors and free ADA parking. He provided the website address: <https://sunrail.com> to find schedule and fare information and stay abreast of SunRail happenings.

Member Comments:

There were no member comments.

Mayor Alvarez thanked those in attendance for coming to the public meeting.

The public meeting adjourned at 10:50 a.m.

TAB 3





metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES**

Date: March 13, 2019
Name (DOPA): MetroPlan Orlando
Address: 250 S. Orange Avenue
Suite 200
Orlando, Florida 32801

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

Signature: _____
Honorable Betsy VanderLey
Title: Chairwoman of MetroPlan Orlando

**MEMBERSHIP OF THE LOCAL COORDINATING BOARD FOR ORANGE,
OSCEOLA, AND SEMINOLE COUNTIES**

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange)	-
	Hon. Jose Alvarez (Osceola)	-
	Hon. Pat Bates (Seminole)	-
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
Page 2**

MEDICAL COMMUNITY	Evelyn Diaz	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Linda Levine Silverman	Three Years
REPRESENTING THE DISABLED	Marilyn Baldwin	One Year
CITIZEN ADVOCATE	Jane Tkach	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	One Year
FOR-PROFIT OPERATOR	Chris York	Two Years
NON-VOTING MEMBERS	William "John" Slot, ACCESS LYNX Alt: Selita Stubbs	-
	Tom Daniels, Orange County EMS Alt: Crystal Ford	-
	Vacant, SunRail Customer Advisory Committee	-

TAB 4



PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando
(Agency Name)

Invoice # Two
FDOT FM # 43202718401
Contract # G0Y31

Orange, Osceola and Seminole
(County)

Reporting Period: October 1, 2018 to December 31, 2018

Planning Grant Program Tasks

TASK 1:

Jointly develop and annually update the Transportation Disadvantaged Service Plan (TDSP) with the community transportation coordinator (CTC) and the Local Coordinating Board (LCB). (Must be approved by the LCB no later than June 30th of the current grant cycle.)

Deliverable: No action to report. Next TDSP or annual update scheduled for May 2019.

TASK 2:

Organize and provide staff support and related resources for at least four (4) LCB meetings per year, holding one meeting during each quarter. Exceptions to reschedule meeting(s) outside of a quarter due to the imminent threat of a natural disaster may be granted by the Commission for the Transportation Disadvantaged. Provide staff support for committees of the LCB. Provide program orientation and training for newly appointed LCB members. Provide public notice of LCB meetings in accordance with the most recent LCB and Planning Agency Operating Guidelines.

LCB meetings will be held in accordance with the CTD's most recent LCB and Planning Agency Operating Guidelines and will include at least the following:

1. Agendas for LCB meetings. Agenda should include action items, informational items and an opportunity for public comment.
2. Official minutes of LCB meetings and committee meetings (regardless of a quorum). A copy will be submitted along with the quarterly report. Minutes will at least be in the form of a brief summary of basic points, discussions, decisions, and recommendations. Records of all meetings shall be kept for at least five years.
3. A current full and active membership of voting and non-voting members to the LCB. Any time there is a change in the membership, provide a current membership roster and mailing list of LCB members.
4. A report of the LCB membership's attendance at the LCB meeting held during this grant period. This would not include committee meetings.

Deliverable: Agenda for TDLCB meeting held November 15, 2018, as well as the October 23, 2018 QATF agenda along with draft meeting minutes and/or highlights are enclosed as a **Task 2** deliverable. The membership roster, attendance report and public notice of meeting, are also provide as deliverables for **Task 2**.

No new members were appointed during this reporting period, however, an orientation was held November 1st with Mayor Alvarez, who was appointed LCB Chairman replacing Commissioner Lee Constantine.

TASK 3:

Provide at least one public workshop annually by each LCB, and assist the CTD, as requested, in co-sponsoring public workshops. This public workshop must be held separately from the LCB meeting. It may, however, be held on the same day as the scheduled LCB meeting. It could be held immediately following or prior to the LCB meeting.

Deliverable: The agenda for the annual public workshop, held November 15, 2018, along with public comments received and legal advertisement is provided as deliverables for **Task 3**. The next public workshop will be held in November 2019.

TASK 4:

Develop and annually update by-laws for LCB approval.

Deliverable: The LCB bylaws were updated during this reporting period. A copy of the signed bylaws are provided as a deliverable for Task 4.

TASK 5:

Develop, annually update, and implement LCB grievance procedures in accordance with the CTD's most recent LCB and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the CTD's Ombudsman Program.

Deliverable: No action taken. Next update scheduled for February 2019.

TASK 6:

Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the CTD.

Deliverable: Cover Page of AOR, signed by CTC representative and LCB Chair.

TASK 7:

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the CTD no later than September 15th. Complete the AER, using the CTD approved form.

Deliverable: No action this reporting period.

TASK 8:

Complete quarterly progress reports addressing local program administrative support accomplishments for the local transportation disadvantaged program as well as grant deliverables; including but not limited to, consultant contracts, special studies, and marketing efforts.

Deliverable: Completed Quarterly Progress Reports provided. s

TASK 9:

Planning Agency staff shall attend at least one CTD sponsored training, including but not limited to, the CTD's regional meetings or annual training workshop.

Deliverable: Attended FPTA-CTD Training Workshop October 2018, which include attendance at the Planners Network Session and CTD Board meeting. A copy of the session program and paid registration is enclosed as a deliverable for **Task 9**.



Signature of Individual Submitting Report

01/25/2019
Date

Virginia L. Whittington
Typed name of Individual Submitting Report



January 30, 2019

Honorable Jose Alvarez, Chairman
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Chairman Alvarez,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts subject to the provisions of Chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payment required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual

407-841-2279
www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

Our contractor, MV Transportation, is notified annually in writing that if they feel that LYNX is not fulfilling the obligations as outlined in the above paragraph, they may seek assistance through the Commission for the Transportation Disadvantaged Ombudsman Program Helpline at 1-800-983-2435 (TTY 1-800-648-6084) or the State of Florida Attorney General's Office at 1-800-892-0375.

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely progress payment requirements to our contractor for the period of October 1, 2018 to December 31, 2018.

Sincerely,

Selita Stubbs
Interim Deputy Director of Mobility Services

cc: The Joint Transportation Disadvantaged Local Coordinating Board of Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)



Transportation Disadvantaged Local Coordinating Board Attendance Record 2018

NAME	ORGANIZATION													Alt	Date Appt	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Calvin Smith	Medicaid		P				A		R				P		Tamyika Young	
Dr.L. Levine-Silverman	Elderly		P				P		P				P		Cheryl Stone	
Marilyn Baldwin	Disabled		P				P		P				P		Shelia Young	
Adam Zubritsky	Public Education		P				P		P				R		Angela Johnson	
Wilfredo Raices	4C's		P				P		P				A		Kevin Paulin	
Jane Tkach	Citizen Advocate		P				P		P				P			
Robert Melia	Citizen Advocate, System User		P				P		P				P			
Alnita Whitt	Veterans		P				P		P				P			
Cmsr. Pete Clarke	Orange County		P				P		E				E		Cmsr. Jennifer Thompson	
Sharon Jennings	Agency for Persons w/Disabilities		P				P		P				R		Maria Goris	
Randall Hunt	Senior Resource		P				A		P				R		Sarah Lightell	
Cmsr. Lee Constantine	Seminole County		P				P		P						Cmsr. Carlton Henley	
Wayne Olson	Division of Vocational Rehabilitation		A				P		E				P			
Jo Santiago	FDOT		R				P		P				P		Carlos Colon	
Mayor Jose Alvarez	Osceola County		P				P		E				P			
Chris York	For-Profit(MV)		P				P		P				P		Tanika Massey	
Dianne Arnold	Economically Disadvantaged		P						P				P			
Evelyn Diaz	Medical Community		A				P		A				P			
Non-Voting Members																
Tom Daniels	EMS		R				R		R				A		Crystal Ford	
William "John" Slot	ACCESS LYNX												P		Selita Stubbs	
Selita Stubbs	LYNX								P				P		Nannette Stephens	
Bill Hearndon	LYNX		P				P								Benjamin Gonzalez	
Vacant	LYNX TAC Designee															

A = Absent

V= Vacant

P = Present

R = Represented