



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

DATE: Thursday, February 13, 2020

TIME: 10:00 a.m.

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

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Mayor Jose Alvarez, Chair, Presiding

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**Members in attendance were:**

Mayor Jose Alvarez, City of Kissimmee, Osceola County, **Chairman**  
Commissioner Mayra Uribe, Orange County  
Dr. Linda Levine-Silverman, Representing the Elderly  
Ms. Marilyn Baldwin, Representing the Disabled  
Ms. Neika Berry, Citizen Advocate, Non-system User  
Mr. Adam Zubritsky, Public Education  
Ms. Alnita Whitt, Representing Veterans  
Ms. Jo Santiago, FDOT, District 5  
Mr. Calvin Smith, AHCA/Medicaid  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
Ms. Dianne Arnold, Representing the Economically Disadvantaged  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Ms. Karla Radka, Senior Resource Alliance  
Mr. Chad Ballard, Medical Community  
Ms. Crystal Ford, Orange County EMS (*non-voting*)

**Members not in attendance were:**

Mayor Pat Bates, City of Altamonte Springs, Seminole County  
Mr. Robert Melia, Citizen Advocate, System User  
Ms. Janeé Olds, Career Source CF

Mr. James Grzesik, SunRail CAC

**Others in attendance were:**

Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Mr. William Slot, Interim COO, LYNX  
Ms. Selita Stubbs, Interim Deputy Director, ACCESS LYNX  
Mr. Benjamin Gonzalez, ACCESS LYNX

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

**I. CALL TO ORDER**

**II. PLEDGE OF ALLEGIANCE**

Ms. Baldwin led attendees in the Pledge of Allegiance. He gave the TDLCB members an opportunity to introduce themselves.

**III. CONFIRMATION OF A QUORUM**

Ms. Lisa Smith confirmed that a quorum was present.

**IV. AGENDA REVIEW AND ANNOUNCEMENTS**

**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 January 28, 2020. The QATF recommended that the TDLCB re-appoint members Ms. Marilyn Baldwin and Mr. Bob Melia. The 2020 Officers were voted on. Ms. Baldwin was elected Chair, and Ms. Crystal Ford was elected Vice-Chair. The QATF reviewed, updated, and recommended approval of the 2020 TDLCB Grievance Procedures. The QATF members reviewed the CTC Evaluation process, Evaluation Form, received a CTC report from Mr. Norm Hickling, ACCESS LYNX. The date of the next QATF meeting is April 28th.

**VII. CONSENT AGENDA**

**A. Approval of minutes of previous meeting**

The minutes of the November 21, 2019 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

## **B. Acknowledgement of public meeting comments**

Staff requests acknowledgement of the summary of the public meeting comments received during the annual public workshop held on November 21, 2019.

**MOTION:** Ms. Marilyn Baldwin moved to approve the November 21<sup>st</sup> meeting minutes, and to acknowledge the November 21<sup>st</sup> public meeting comments. Ms. Diane Arnold seconded the motion, which passed unanimously.

## **VIII. AGENDA ITEMS**

### **A. TDLCB Member Appointments**

At the November 21, 2019 TDLCB member, staff recommended the extension of member appointments for Ms. Marilyn Baldwin and Mr. Bob Melia both whose terms were expiring December 31, 2019. Notice of these open positions was advertised on the MetroPlan Orlando website December 30, 2019 through January 15, 2020, and promoted via MetroPlan Orlando's social media platforms. Interest statements were received from both Ms. Marilyn Baldwin (representing the Disabled) and Mr. Robert "Bob" Melia (Citizen Advocate System User) to continue serving in their current roles. The QATF met on January 28, 2020, and both member were recommended to serve through December 31, 2022.

**MOTION:** Dr. Linda Levine-Silverman moved to re-appoint Ms. Baldwin and Mr. Melia to serve through December 31, 2022. Ms. Diane Arnold seconded the motion, which passed unanimously.

### **B. Approval of TDLCB Membership Certification**

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 11, 2020 meeting. Ms. Whittington noted that action was 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.

**MOTION:** Ms. Alnita Whitt moved to approve the TDLCB membership certification. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

### **C. 2020 Quality Assurance Task Force Membership**

Staff requests confirmation of the recommended 2020 QATF membership as follows. Ms. Whittington stated that staff requests to add Ms. Neika Berry, Citizen Advocate (Non-System User), as an alternate to the QATF. Ms. Berry has agreed to serve as alternate if appointed.

Ms. Marilyn Baldwin, representing the Disabled  
Mr. Chad Ballard, representing the Medical Community  
Ms. Crystal Ford, Orange County EMS

Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation  
Dr. Linda Levine Silverman, representing the Elderly (over 60)  
Mr. Bob Melia, Citizen Advocate (System User)  
Mr. Karla Radka, Department of Elder Affairs (Senior Resource Alliance)  
Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

**MOTION:** Commissioner Uribe moved to appoint the members of the 2020 Quality Assurance Task Force, as recommended by staff. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

#### **D. Approval of 2020 Grievance Procedures**

Ms. Whittington explained that pursuant to the CTD operating guidelines, the TDLCB must review and update its grievance procedures annually, if necessary. The grievance procedures were reviewed and recommended for approval by the QATF at their January 28, 2020 meeting.

**MOTION:** Commissioner Uribe moved to approve the 2020 Grievance Procedures as recommended by staff. Ms. Baldwin seconded the motion, which passed unanimously.

#### **E. Appointment of 2020 Grievance Committee**

Ms. Whittington explained that 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. Staff recommends the following 2020 Grievance Committee members:

Ms. Diane Arnold, representing the Economically Disadvantaged  
Mr. Wilfredo Raices, representing Early Childhood Development  
Ms. Janeé Olds, representing Regional Workforce Development  
Ms. Alnita Whitt, representing Veterans  
Mr. Adam Zubritsky, representing Public Education  
Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

She noted that the Grievance Committee will only be convened in the event an irreconcilable complaint is filed. Ms. Baldwin suggested adding a member that represents the both the elderly and persons with disabilities. She recommended adding Dr. Linda Levine-Silverman to the 2020 Grievance Committee. Dr. Levine-Silverman expressed her willingness to serve in that capacity.

**MOTION:** Ms. Marilyn Baldwin moved add Dr. Linda Levine-Silverman to the 2020 Grievance Committee representing persons with disabilities. Commissioner Uribe seconded the motion, which passed unanimously.

**MOTION:** Commissioner Uribe moved to appoint the members of the 2020 Grievance Committee as recommended by staff. Commissioner Uribe seconded the motion, which passed unanimously.

## IX. PRESENTATIONS AND STATUS REPORTS

### A. 2045 MTP – Status Update & Discussion: Goals & Objectives

Mr. Alex Trauger, MetroPlan Orlando staff, gave an update and led a discussion on the Goals and Objectives for the 2045 Metropolitan Transportation Plan. An infographic was provided to committee members. Mr. Trauger reviewed the MTP planning process, work to date and goals and objectives, calling attention to the importance of public participation in the plan process. He provided information on the regional transportation vision and the proposed five main plan goals, along with the survey support for the goals. Mr. Trauger noted that level of service, listed under reliability and performance, was proposed to be removed at some point. He explained that level of service was in conflict with other objectives.

### B. ACCESS LYNX Survey Results

Ms. Mary Ann Horne, MetroPlan Orlando staff, walked TDLCB members through the results of the 2020 ACCESS LYNX Rider's survey. Ms. Horne stated that approximately 900 surveys were sent out with a total of 112 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 112 respondents 45% had used a TNC, 3/4 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.

The members of the TDLCB engaged in extensive discussion concerning the survey results. Concern was expressed with the validity of the numbers presented by staff versus the number of system users, and the survey methodology. Mayor Alvarez wanted to know if surveys were received specifically from the users that took the time to come and make comments at the public hearing or if any follow-up was done. Staff noted that survey responses are anonymous. After a lengthy discussion, TDLCB members acknowledged that the current survey system is not the one that they want moving forward because it does not reflect the customers that are served. Staff was directed to research some different avenues for next year's survey that include additional funding in order to do a more encompassing survey system that includes both TD and ADA riders, and to request additional funding from the MetroPlan Orlando Board because this will help ACCESS LYNX to better serve clients.

MOTION: Dr. Levine-Silverman moved to direct staff to follow through on the 2020 ACCESS LYNX rider's survey. Ms. Arnold seconded the motion, which passed unanimously.

MOTION: Ms. Baldwin moved to direct staff to do more intensive research either MetroPlan staff or an independent party for next year's survey. Dr. Levine-Silverman seconded the motion, which passed unanimously.

**C. LYNX/Community Transportation Coordinator (CTC) Update**

Mr. Norm Hickling, Director of Mobility Services, ACCESS LYNX, provided a report on current and ongoing ACCESS LYNX operation which also included a mobility services update and a presentation on the results of a recently conducted compliance audit. Mr. Hickling stated that the members of ACCESS LYNX staff has been conducting monthly face-to-face contract performance reviews with each of their transportation providers (MV Transportation, Mears Taxi, OWL Transportation and UZURV) in an effort to improve performance. Additionally, comprehensive reviews are conducted quarterly to review driver files to ensure compliance with FDOT Rule 1490, motor vehicle inspection reports, drug/alcohol testing, medical exams, employee application files and background checks. He explained that they review customer satisfaction and concerns, service performance, quarterly reviews conducted in accordance with contract monitoring requirements. Mr. Hickling summarized the findings of the compliance inspection reports for each provider, outlined the corrective actions that need to be taken and the timeline that those actions must be completed. He noted that monitoring is on-going.

Ms. Baldwin discussed her concerns with the reservation system. She explained that she has received complaints from her constituency of not being able to get through on the ACCESS LYNX phone lines between the hours of 3 pm to 5 pm to reserve their rides. She described an incident of trying to cancel a MEARS Taxi Ride and the process that she went through. The current cancellation policy is not working. She also requested an update at the next meeting Quality Assurance Task Force Meeting on her concerns brought forward previously about the re-certification process for people with permanent disabilities. She suggested having two separate applications. One for TD, and another for the ADA program. Ms. Baldwin requested that Mr. Hickling bring back call center statistics, an update on the upgrade of the phone system and her concerns regarding the recertification process. Ms. Ford agreed. Mr. Hickling agreed to an update report for the July 28<sup>th</sup> QATF meeting.

**D. Community Transportation Coordinator Evaluation**

The Community Transportation Coordinator Evaluation was tabled until May 14<sup>th</sup> TDLCB meeting.

**X. 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. A copy of the report was provided for information purposes.

**C. 2019 Attendance Records**

A spreadsheet showing the attendance records for the TDLCB meetings during 2019 was provided for information purposes.

**XI. UPCOMING MEETINGS AND EVENTS OF INTEREST**

**A. MetroPlan Orlando Board meeting – March 11, 2020 at 9:00 a.m.**

**B. Quality Assurance Task Force – April 28, 2020 at 10:00 a.m.**

**C. TDLCB Meeting Dates for 2020:**

- May 14, 2020
- August 13, 2020
- November 12, 2020 (Annual Public Workshop followed by the regular quarterly meeting)

**XII. MEMBER COMMENTS**

None.

**XIII. PUBLIC COMMENTS (GENERAL)**

Ms. Whittington read into the record a comment received electronically from Mr. James Harlow. Mr. Harlow expressed concern that the functionality of the ACCESS LYNX mobile app (thebus.mobi) the GPS coordinates in the mobile data terminal need to be updated or upgraded. The MV drivers need to be more aware and vigilant at medical facilities that have more than one than one entrance or the entrance is off the road, i.e., ORMC.

Ms. Shelia Young commented on call hold time for ACCESS LYNX. She suggested creating a recording line where customers can leave their information to book a ride on the line and receive a call back during times of heavy call volume. Ms. Young also noted that the reason the Board may not be seeing the level of participation that they would like is that many times, TD riders are not able to afford internet services.

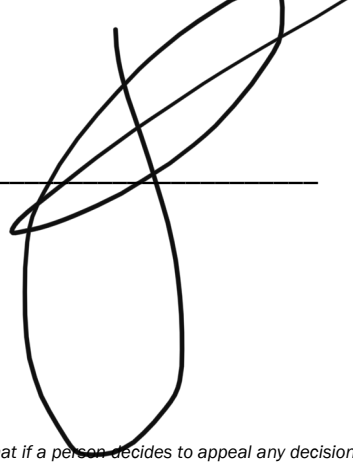
**XIV. ADJOURNMENT**

There being no further business the meeting adjourned at 12:30 p.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 9<sup>th</sup> day of May 2019.

Chairperson

A large, stylized handwritten signature in black ink, consisting of several overlapping loops and a long vertical stroke, positioned to the right of the 'Chairperson' label.

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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.*