



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 11, 2021

TIME: 10:00 a.m.

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

Commissioner Mayra Uribe, Chair, Presiding

Members in attendance were:

Commissioner Mayra Uribe, Orange County
Mayor Pat Bates, Seminole County
Commissioner Jim Fisher, Osceola County
Ms. Dianne Arnold, Economically Disadvantaged
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS
Ms. Ms. Virginia Whittington, MetroPlan Orlando

Members attending the meeting via the Zoom platform:

Ms. Marilyn Baldwin, Disabled
Ms. Sharon Jennings, Agency for Persons with Disabilities
Dr. Linda Levine-Silverman, Elderly
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. James Grzesik, SunRail CAC
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. William "John" Slot, ACCESS LYNX

Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. David Darm, Executive Director, Florida Commission for the Transportation Disadvantaged

Members not in attendance:

Ms. Karla Radka, Senior Resource Alliance

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

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

Mr. Wilfredo Raices led attendees in the Pledge of Allegiance.

III. ROLL CALL AND CONFIRMATION OF A QUORUM

Ms. Lisa Smith conducted the attendance roll call; and confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington provided an overview of the virtual meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. She stated that today's hybrid meeting is accessible to all. She noted that there are no changes to today's agenda.

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 in the virtual workshop format on January 26, 2021. The QATF members reviewed and provided a consensus recommendation of approval to the revised ACCESS LYNX Eligibility application, the 2021 TDLCB bylaws, and Grievance procedures. She said that the QATF members also reviewed the criteria that will be used to conduct the upcoming CTC evaluation and Mr. Norm Hickling, ACCESS LYNX, provided quarterly CTC update. The QATF is scheduled to meet again on April 27, 2021.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting

Staff requests approval of the minutes of the November 12, 2020 Transportation Disadvantaged Local Coordinating Board meeting.

B. Acknowledgement of public meeting comments

Staff requests acknowledgement of the summary of public comments received during the annual public meeting held on November 12, 2020.

MOTION: Commissioner Fisher moved to approve the November 12th meeting minutes, and to acknowledge the November 12th public meeting comments. Mayor Bates seconded the motion, which passed unanimously.

VIII. AGENDA ITEMS

A. 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 10, 2021 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.

MOTION: Marilyn Baldwin moved to approve TDLCB Membership Certification. Dianne Arnold seconded the motion, which passed unanimously.

B. 2021 Quality Assurance Task Force Membership

Staff requests confirmation of the recommended 2021 QATF membership as follows:

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: Mayor Bates moved to appoint the members of the 2021 Quality Assurance Task Force, as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

C. Approval of 2021 TDLCB Bylaws

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws each year and recommend any necessary changes for approval. A preliminary review was conducted by the QATF at their meeting on January 26th. No changes were recommended by staff or members of the QATF. Staff requests approval of the bylaws as presented.

MOTION: Commissioner Fisher moved to approve the 2021 TDLCB Bylaws as recommended by staff. Mayor Bates seconded the motion, which passed unanimously.

D. Approval of 2021 Grievance Procedures

Pursuant to the CTD operating guidelines, the TDLCB must review the grievance procedures annually and update, if necessary. The grievance procedures were reviewed by the QATF at their January 26, 2021 meeting. No changes were recommended. Staff requests approval of the Grievance Procedures.

MOTION: Mayor Bates moved to appoint the members of the 2021 Grievance Procedures, as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

E. Appointment of 2021 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. Ms. Whittington noted that the Grievance Committee will only be convened in the event an irreconcilable complaint is filed. Staff recommend previously appointed members continue as the 2021 Grievance Committee:

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

MOTION: Mayor Bates moved to appoint the members of the 2021 Grievance Committee as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

F. Approval of Revised ACCESS LYNX Eligibility Application

Mr. Norm Hickling, ACCESS LYNX, presented the final application and highlighted revisions that have been made to ACCESS LYNX's Eligibility Application. The recommended revisions resulted from the work of the TD Application Review Working Group which was tasked with reviewing the Transportation Disadvantaged Eligibility Criteria. Based on those criteria, it was determined what needed to be included on an eligibility application for Transportation Disadvantaged (TD) clients only. Mr. Hickling responded to LCB members questions relating to if the application being available in other languages and how income is factored in. Mr. Hickling stated that the application will be available in Spanish and he noted that ACCESS LYNX Member Service Representatives are bi-lingual and are able to communicate with clients in their preferred language. Mr. Bob Melia pointed out that the type of wheelchair listed on the application should be manual and not standard. Mr. Hickling accepted that recommended change.

MOTION: Commissioner Fisher moved to approve the final revisions to the ACCESS LYNX Eligibility Application along with the recommended suggestions, and that ACCESS LYNX stay in keeping with the federal requirements for translation. Anlita Whitt seconded the motion, which passed unanimously.

G. Community Transportation Coordinator Evaluation

Ms. Whittington explained that pursuant to Florida Statutes 427.15 the performance of the Community Transportation Coordinator (CTC) shall be evaluated annually by the local coordinating board based on the CTD approved evaluation criteria. A copy of the completed evaluation must be submitted to the metropolitan planning agency and the Commission. She added that the recommendation or termination of any CTC is subject to approval by the Commission. Ms. Whittington provided an overview of the instrument that is recommended to conduct the 2021 evaluation electronically. Ms. Whittington also sought feedback and direction on some potential new evaluation subcategories. She said that the QATF members also reviewed the criteria at their January meeting. She said that MetroPlan Orlando normally conducts a customer satisfaction survey; but given that the normal evaluation period was affected heavily by the COVID-19 pandemic, staff recommends that the survey be conducted later in the year as ridership returns to normal levels. The evaluation period runs from February 22nd to March 5th. She noted that the Staff requests approval of the proposed process and feedback on potential evaluation subcategories.

MOTION: Mayor Bates moved to approve the instrument proposed to conduct the 2021 CTC Evaluation as recommended by staff. Wayne Olson seconded the motion, which passed unanimously.

IX. PRESENTATIONS AND STATUS REPORTS

A. Overview of Changes to the Trip & Equipment Grant Funding Allocation Methodology

Mr. David Darm, Executive Director, Florida Commission for the Transportation Disadvantaged presented an overview of changes to the Trip and Equipment Grant funding allocation methodology and rule changes.

B. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, Director of Mobility Services, ACCESS LYNX, provided a CTC update including a report on trip performance and analysis, provider performance, call center performance, eligibility status, program status and initiatives.

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.

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.

C. 2020 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2020 was provided.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- A. Commission for Transportation Disadvantaged Workshop on ADA/TD Issue (Virtual Meeting, link to be provided.)
- B. MetroPlan Orlando Board meeting – March 10, 2021 at 9:00 a.m. (Hybrid Meeting)
- C. Annual CTD/FPTA Transportation Disadvantaged Day in Tallahassee (Virtual Experience – Link to follow)
- D. Quality Assurance Task Force – April 27, 2021 at 10:00 a.m.
- E. TDLCB Meeting Dates for 2021:
 - May 13, 2021
 - August 12, 2021
 - November 18, 2021 (Annual Public Meeting followed by the regular quarterly meeting)

XII. MEMBER COMMENTS

None.

XIII. PUBLIC COMMENTS (GENERAL)

None.

XIV. ADJOURNMENT

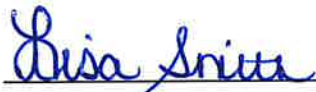
There being no further business the meeting adjourned at 12:30 p.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 13th day of May 2021.



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.