



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

DATE: Thursday, November 18, 2021

TIME: 10:00 a.m.

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

Mayor Pat Bates, Vice Chairperson , Presiding

Members in attendance were:

Mayor Pat Bates, Seminole County
Commissioner Jim Fisher, Osceola County
Ms. Marilyn Baldwin, Disabled
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Janee Olds, Career Source CF
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Mr. Calvin Smith, AHCA
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Ms. Dianne Arnold, Economically Disadvantaged
Mr. James Grzesik, SunRail CAC
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Commissioner Mayra Uribe, Orange County
Vacant, Elderly

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Jasmine Blais, MetroPlan Orlando
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX

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

I. CALL TO ORDER –

Mayor Pat Bates called the meeting to order at 10:59 a.m.

II. CONFIRMATION OF QUORUM –

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

III. CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS – Vice-Chairperson Bates

Mayor Bates announced that Commissioner Mayra Uribe was unable to attend the meeting due to out of town travel, so she would be presiding over the meeting. Ms. Marilyn Baldwin was called on to present a report from the Quality Assurance Task Force.

QUALITY ASSURANCE TASK FORCE (QATF) Report

Ms. Marilyn Baldwin, Chairperson of the QATF, provided a report from the October 26, 2021 QATF meeting which was held in a virtual workshop format. Ms. Baldwin reported that QATF members reviewed the 2022 TDLCB and QATF meeting schedules, the ACCESS LYNX Annual Expenditure Report and Annual Operating Report. QATF members received two presentations from ACCESS LYNX's Mobility Service team. One having to do with driver shortages and wage challenges, and the other regarding the upcoming RFP for Mobility Services. The next QATF meeting is scheduled on January 25, 2022. Ms. Baldwin thanked MetroPlan Orlando for their assistance with Mobility Week and White Cane Day events.

IV. PUBLIC COMMENTS ON ACTION ITEMS

None

V. ACTION ITEMS

A. Approval of minutes of previous meeting

The minutes of the August 12, 2021, TDLCB meeting were provided for approval.

MOTION: Commissioner Jim Fisher motioned to approve the August 12, 2021 meeting minutes. Mr. Calvin Smith seconded the motion, which passed unanimously.

B. Proposed 2022 TDLCB and QATF Meeting Schedules

Approval of the 2022 TDLCB and QATF meeting schedules. The proposed 2022 Board/Committee meeting schedule and QATF meeting dates were provided.

MOTION: Commissioner Jim Fisher motioned to approve the 2022 TDLCB and QATF meeting schedules. Ms. Marilyn Baldwin 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 Fiscal Year 2020-21 paratransit operations. A copy of the AOR, which was transmitted to the CTD and is currently under review, was provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets, copies provided.

MOTION: Commissioner Jim Fisher motioned to approve ACCESS LYNX's Annual Operating Report (AOR). Mr. Wayne Olson seconded the motion, which passed unanimously.

D. Acknowledgement of the Annual Expenditure Report (AER)

Staff requested acknowledgement of the Annual Expenditure Report (AER) for FY 2021-22. The AER was transmitted to the CTD. A copy was provided.

MOTION: Commissioner Jim Fisher motioned to approve ACCESS LYNX's Annual Expenditure Report (AER). Ms. Marilyn Baldwin seconded the motion, which passed unanimously

VI. PRESENTATIONS & STATUS REPORTS

A. Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, Director of Operations, LYNX, provided information on the current driver shortage at ACCESS LYNX. Mr. Hickling told TDLCB members that MV Transportation was down 75 drivers plus additional call outs by drivers. ACCESS LYNX has been working with UZURV, an independent contractor, to get trips up to 250 per day. In addition, he noted, they are working on emergency procurement for additional service providers. Mr. Hickling reported that ACCESS LYNX had renegotiated the driver wage rate increasing it to \$16 an hour as a way to address driver retention. Discussion ensued regarding Silver Ride helping with rides. Concerns were expressed about the new eligibility application and licensed Social Workers no longer being able to sign off on application as many of the clients are assisted by social workers who were previously permitted to sign. It was stated that clients may not have medical appointments scheduled where they could have a licensed physician sign it, or that it would take weeks or months for that to happen. Ms. Baldwin stated that this item could be brought back to the QATF for reconsideration and recommendation to the LCB. Discussion also ensued regarding expanding recruitment efforts and current rules for changing a subscription or ride.

B. Overview of Community Transportation Coordinator Selection Process

Mr. Norm Hickling, Director of Operations, LYNX presented information on the Request for Proposals (RFP) for paratransit. Mr. Hickling noted that the current contract for paratransit services expires in November 2022. The current contract has been in effect since December 2017 and has been with MV Transportation. Mr. Hickling reviewed the lessons learned, RFP requirements, and RFP timeline. He told committee members that an October Workshop with the Oversight Committee and the LYNX board will be asked to release the RFP at their December meeting.

VII. 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, 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.

VIII. MEMBER COMMENTS

None.

IX. PUBLIC COMMENTS (GENERAL)

Ms. Sanjanette Scott commented that the GPS in the vehicles needed to be upgraded. She added that she is penalized \$7 each way because she does not live near a fixed route. In addition, she was left in a parking lot in the dark at 6:00 a.m.

Ms. Collette McLeod, Advent Health, commented that a licensed medical professional should be able to sign off on the eligibility application.

Ms. Marilyn Baldwin commented that she will be bringing the proposal to expand who can fill out application medical forms to the QATF.

Ms. Joanne Counelis commented that she would like to have a new access card for the bus. She also commented on being picked up and dropped off too early.

Mr. Eric Lutz commented that he would like for the GPS on the buses updated and tablets provided on the buses along with flip phones for drivers to contact riders directly He suggested a voucher program for Uber and LYFT if ACCESS LYNX is running late. Mr. Lutz asked how MV was paid per trip or per mile. Mr. Hickling responded that MV has a contract flat rate for service and ACCESS LYNX is always updating the GPS.

Ms. Pitha Beland commented that she would like to have service provided to other counties that are outside the rider's home county.

Ms. Rees commented that the buses have to use commercial GPS in order to allow them to make U-turns.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board Meeting – December 8, 2021 at 9:00 a.m.

B. TDLCB meeting - February 10, 2022

XI. ADJOURNMENT

Ms. Whittington thanked those in attendance for joining the meeting. She called attention to two vacancies on TDLCB one for a for-profit operator and one representing the elderly to replace Dr. Levine Silverman who moved out of state.


There being no further business the meeting adjourned at 11:51 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 10th day of February 2022.



Commissioner Mayra Uribe, Chairperson



Cathy Goldfarb

Senior 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.