



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, November 9, 2017  
TIME: 11:25 a.m.  
LOCATION: Marks Street Senior Recreation Complex  
99 E. Marks St.  
Orlando, FL 32803

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Commissioner Lee Constantine, Presiding

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**Members in attendance were:**

Commissioner Pete Clarke, Orange County, **Chairman**  
Commissioner Lee Constantine, Seminole County, **Vice-Chairman**  
Dr. Linda Levine-Silverman, Elderly  
Ms. Milagros Chervoni, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Mr. Robert Melia, Citizen Advocate, System User  
Mr. Adam Zubritsky, Public Education  
Ms. Alnita Whitt for Master Sargent Jose Pizarro, Veterans  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Chris York, For-Profit Operator  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)  
Mr. Bill Hearndon, Deputy Director of Mobility Services, LYNX (*non-voting*)

**Members not in attendance were:**

Commissioner Peggy Choudhry, Osceola County  
Ms. Dianne Arnold, Economically Disadvantaged  
Ms. Jo Santiago, FDOT  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Randall Hunt, Senior Resource Alliance

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando

Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Cynthia Lambert, MetroPlan Orlando

Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Lisa Smith, MetroPlan Orlando

Ms. Cathy Goldfarb, MetroPlan Orlando

Mr. Edward Johnson, CEO, LYNX

Mr. Benjamin Gonzalez, LYNX (Alternate for Bill Hearndon, non-voting member)

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

**I. CALL TO ORDER**

Chairman Commissioner Clarke called the meeting to order at 11:25 a.m.

**II. CONFIRMATION OF QUORUM**

Ms. Lisa Smith confirmed that a quorum was present.

**III. AGENDA REVIEW AND ANNOUNCEMENTS**

Ms. Whittington announced that there are no changes to the agenda.

**IV. CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS**

**A. Special Needs Registry**

Ms. Carmen Weatherford, Program Manager, EMS Office of the Medical Director, gave a brief presentation on the State of Florida Special Needs Registry. She explained that the special needs registry is to allow counties to identify persons in need of assistance and plan for resources to meet those needs with regard to special needs shelters, medical equipment, and personnel. Registration can be done on-line at [www.snr.floridadisaster.org](http://www.snr.floridadisaster.org). She explained that residents will need to create an account, provide personal information and information regarding your health and medical conditions, transportation needs and emergency contact information. Ms. Weatherford also provided the contact information for the Registry for both Osceola and Seminole counties and other helpful websites.

**B. QATF Report**

Ms. Marilyn Baldwin, Chair of the QATF, reported on the October 24, 2017 meeting. She said that the QATF approved their 2018 meeting calendar. The members of the QATF reviewed applications that were submitted to fill vacancies on the TDLCB. Task Force members recommended two TDLCB members in addition to an alternate for Ms. Baldwin. The members of the QATF had an opportunity to preview the CTC Memorandum of Agreement and the Annual Expenditure Reports, she noted that both are action items on today's TDLCB agenda. She added that Mr. Doug Jamison, LYNX, gave a

presentation on the newly released LYNX Bus Tracker application and other applications they are introducing. Mr. Bill Hearndon, ACCESS LYNX, updated the QATF on progress that has been made concerning the uncollected fares issue. The next meeting QATF meeting is scheduled for January 23, 2018.

## V. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments.

## VI. CONSENT AGENDA

### A. Approval of minutes of previous meeting

Approval was requested for the minutes of the August 10, 2017 and September 7, 2017 Transportation Disadvantaged Local Coordinating Board meetings.

**MOTION:** Ms. Baldwin moved to approve the August 10 and September 7, 2017 meeting minutes. Dr. Levine-Silverman seconded the motion, which passed unanimously.

### B. Proposed 2018 TDLCB Meeting Schedule

Approval is requested of the 2018 MetroPlan Orlando Board/Committees meeting schedule.

**MOTION:** Mr. Olson moved to approve the 2018 TDLCB Meeting Schedule. Ms. Chervoni seconded the motion, which passed unanimously.

## VII. ACTION ITEMS

### A. 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 for Fiscal Year 2017. The AOR is normally due to the CTD by September 15<sup>th</sup>, however, due to Hurricane Irma extensions were granted by the CTD.

**MOTION:** Ms. Baldwin moved to acknowledge the FY 2017 Annual Operating Report (AOR). Dr. Levine-Silverman seconded the motion, which passed unanimously.

### B. Acknowledgement of the Annual Expenditure Report (AER)

Staff requested acknowledgement of the Annual Expenditure Report (AER) for FY 2017. The AER is normally due to the CTD by September 15<sup>th</sup>, however due to Hurricane Irma, an extension was granted by the CTD. The AER was submitted October 10, 2017.

**MOTION:** Mr. Melia moved to acknowledge the FY 2017 Annual Expenditure Report (AER). Mr. Olson seconded the motion, which passed unanimously.

**C. Review of CTC Memorandum of Agreement (MOA)**

Staff requested that the TDLCB review and acknowledge the CTC Memorandum of Agreement (MOA) which is required prior to the designation of the CTC every five years. The LYNX Board, by letter dated July 27, 2017, has expressed their desire to continue as the CTC. The MetroPlan Orlando Board will receive staff's recommendation for LYNX to continue as the designated CTC December 13, 2017.

**MOTION:** Ms. Baldwin moved to acknowledge the review of the CTC Memorandum of Agreement (MOA). Mr. Olson seconded the motion, which passed unanimously.

**D. Approval of TDLCB Members and Alternate Appointments**

The terms for two TDLCB members and Mr. Chris York will expire December 31, 2017. In accordance with changes resulting from implementation of the MetroPlan Orlando Strategic Business Plan, both seats were advertised through October 13, 2017. The QATF met October 24, 2017 and makes the following recommendations for appointments:

Ms. Jane Tkach	Citizen Advocate	3 years
Mr. Chris York	For Profit Operator	3 years

The QATF also recommended approval of Ms. Sheila Young as alternate to Ms. Marilyn Baldwin. Ms. Evelyn Diaz has been assigned to replace Ms. Millie Carrion who recently resigned from her position with the Central Florida Kidney Center. Staff seeks approval of these LCB membership changes.

**MOTION:** Ms. Baldwin moved to approve the recommended TDLCB appointments. Dr. Levine-Silverman seconded the motion, which passed unanimously.

**VIII. PRESENTATIONS & STATUS REPORTS**

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

Mr. Bill Hearndon, LYNX, reported on current and ongoing operations. Mr. Hearndon notified the LCB members that LYNX is in the process of the final execution of the agreement with MV Transportation. He noted that the new contract merges the contracts for the NeighborLink and ACCESS LYNX services. Mr. Hearndon stated that a letter was sent out to customers notifying them of the October 1, 2017, effective date for uncollected fares. He stated that since July 2017 there has been a steady decrease in uncollected fares going from 5% down to 1% as of October 2017. He provided an overview of the new mobility managements that are being introduced in an effort to provide better services to their customers. He explained that this includes merging the call centers for fixed routes

and paratransit services; adding Lyft, Uber and taxis to their existing transportation services; analyzing trip origins and destinations to determine the most efficient mode of travel; providing reduced fare ID cards to ACCESS LYNX customers that use fixed route and NeighborLink services; providing travel training for ACCESS LYNX customers that use other modes of transportation; rolling out the ACCESS LYNX pre-payment app anticipated to be released in early 2018; borrowing 14 vans from the van pool in an effort to increase on-time performance; and ordering 50 new vehicles with wheelchair accessibility for ACCESS LYNX.

**IX. GENERAL INFORMATION**

**A. Planning Grant Update Report**

Progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement are transmitted to the Commission for Transportation Disadvantaged (CTD) quarterly. A copy of the first quarter FY 2018 report was provided for information purposes.

**B. Report of Operator Payments**

The Operator 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.

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

- A. MetroPlan Orlando Board Meeting – December 13, 2017 at 9:00 a.m.
- B. MetroPlan Orlando Annual Holiday Reception – December 14, 2017 from 2:00 p.m. – 4:00 p.m.
- C. Annual Transportation Disadvantaged Legislative Awareness Day – Thursday, February 1, 2018 (9:30 AM – 2:30 PM) in Tallahassee (Note: Since the time of this meeting, the date has been changed to February 14<sup>th</sup> which conflicts with the MetroPlan Board meeting and the next TDLCB Meeting.)

**XI. MEMBER COMMENTS**

None.

**XII. PUBLIC COMMENTS (GENERAL)**

None.

XII. Next meeting: February 15, 2018 at 10:00 a.m.

**XIII. ADJOURNMENT**

**MOTION:** Ms. Chervroni moved to adjourn the TDLCB Meeting. Mr. Olson seconded the motion, which passed unanimously.

There being no further business the meeting adjourned at 11:45 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 15<sup>th</sup> day of February 2018.

  
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Commissioner Lee Constantine  
Chairperson

  
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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.*