



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

DATE: Thursday, May 8, 2014  
TIME: 10:00 a.m.  
LOCATION: MetroPlan Orlando Board Room  
315 E. Robinson Street, Suite 355  
Orlando, Florida 32801

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Commissioner John Horan, Presiding

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**Members in attendance were:**

Commissioner John Horan, Seminole County, **Chairman**  
Commissioner Scott Boyd, Orange County,  
Mr. Win Adams, Elderly  
Ms. Millagros Carrion, Medical Community  
Mr. Dwight Sayer, Citizen Advocate (System User)  
Mr. Randall Hunt, Senior Resource Alliance  
Ms. Charlotte Keller for Mr. Benjamin Akinola, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Mr. Kyle Wilkes for Mr. Mike Barnett, Public Education  
Ms. Judy Binns, State Coordinating Council of Early Childhood  
Mr. Todd Stalbaum, Orange County EMS (*non-voting*)  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Robert Melia, LYNX TAC designee (*non-voting*)  
Ms. Samme Ripley, Economically Disadvantaged  
Ms. Jo Santiago, FDOT  
Mr. Chris York, For-Profit Operator

**Members not in attendance were:**

Mr. Alex Alexander, Veterans  
Commissioner Michael Harford, Osceola County, **Vice-Chairman**  
Ms. Diane Ketts, Citizen Advocate  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation

**Others in attendance were:**

Mr. Harry Barley, MetroPlan Orlando  
Ms. Gabriella Arismendi, MetroPlan Orlando  
Ms. Cathy Goldfarb, MetroPlan Orlando

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

**I. CALL TO ORDER**

Chairman John Horan called the meeting to order at 10:03 a.m. and Commissioner Scot Boyd led the committee in the pledge of allegiance.

**II. INTRODUCTIONS**

Chairman Horan opened the floor for members to introduce themselves.

**III. CONFIRMATION OF QUORUM**

Ms. Cathy Goldfarb confirmed that a quorum was present.

**IV. AGENDA REVIEW**

Ms. Gabriella Arismendi welcomed everyone. She noted that there was a last minute addition of revised by-laws in the supplemental folders. Staff had received new guidelines from the Commission for the Transportation Disadvantaged a couple of days prior to the TDLCB meeting and the by-laws were further revised to reflect changes in the guidelines. Ms. Arismendi told TDLCB members that the Ombudsman Report was reformatted as a summary of local issues as opposed to past reports that provided information on issues statewide. In terms of the agenda, she told committee members that there was a need to change the order of the action items so that certain items required for the TDSP could be approved prior to approval of the TDSP itself. The by-laws were moved up to item A as it was felt that they may generate more discussion due to the last minute revisions. The Grievance Procedure Update approval would follow, she noted, as item B and the CTC Evaluation approval was now item C with the TDSP Update approval moved to item D. Ms. Arismendi requested that committee members please make sure they RSVP for the meetings so staff can ensure they can accommodate any special needs. She told TDLCB members that she had received a resignation letter from Ms. Trevour Thompson, alternate for Mr. Win Adams.

**V. PUBLIC COMMENTS ON ACTION ITEMS**

None

## **VI. CONSENT AGENDA**

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

The minutes of the February 13, 2014 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

**MOTION:** Mr. Win Adams moved approval of the consent agenda. Commissioner Scott Boyd seconded the motion, which passed unanimously.

## **VII. ACTION ITEMS - taken out of order**

### **A. Approval of By-Laws**

Per the policy manual for the Transportation Disadvantaged planning related services, the TDLCB must annually update the by-laws. The by-laws were reviewed by the QATF on April 22, 2014. Commissioner Horan explained that staff just received updated guidelines from the Commission for the Transportation Disadvantaged (CTD) which resulted in last minute changes to the by-laws. A copy of the latest revised by-laws, which incorporated new guideline directives, was provided in the supplemental folders. Commissioner Horan had concerns that TDLCB members did not have adequate time prior to taking action to review the most current by-laws. He noted that the by-laws needed to be approved prior to the end of the CTD fiscal year on June 30, 2014. Commissioner Horan provided a brief review of the main changes that had been made including duties that had been recommended now expressly stated and non-agency alternates could be appointed by MetroPlan Orlando. He told TDLCB members that they could ask any questions regarding revised by-laws or if there were no questions they could approve as revised. It was noted that with upcoming changes to the coordinated system there is a high likelihood that additional revisions will be necessary in the near future. Ms. Arismendi provided a summary of the main changes which were; revised membership titles, abide by Sunshine law requirements, alternates can be chosen by the agency, if a quorum is present at a meeting, members in addition to the quorum could participate and vote via the telephone and all meeting notices needed to be published in a major local newspaper.

**MOTION:** Mr. Dwight Sayer moved approval of the revised by-laws as written. Mr. Win Adams seconded the motion, which passed unanimously.

### **B. Approval of Grievance Procedure**

Per the policy manual for the Transportation Disadvantaged planning related services, the TDLCB must annually update the grievance procedure. The grievance procedures were reviewed and updated by the QATF on April 22, 2014. The QATF deferred approval of the Grievance Procedures to the May 8<sup>th</sup> TDLCB meeting.

**MOTION:** Mr. Randy Hunt moved approval of the updated grievance procedures. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

### **C. Approval of the 2012-2013 CTC Evaluation Report**

Pursuant to Florida Statutes 427.15 the performance of the Community Transportation Coordinator (CTC) shall be evaluated based on the Commission for the Transportation Disadvantaged approved evaluation criteria by the coordinating board annually. A copy of the evaluation report was provided and, after approval, will be submitted to the MetroPlan Orlando Board and the Commission.

**MOTION:** Commissioner Scott Boyd moved approval of the 2012-2013 CTC Evaluation Report. Mr. Win Adams seconded the motion, which passed unanimously.

### **D. Approval of the Transportation Disadvantaged Service Plan (TDSP) Update**

Mr. Bill Hearndon, LYNX, presented updates to the Transportation Disadvantaged Service Plan. The TDSP is an annually updated tactical plan jointly developed by the Planning Agency and the Community Transportation Coordinator that contains development, service, and quality assurance components. The TDLCB reviews and approves the TDSP and it is submitted to the Commission for the Transportation Disadvantaged for final action. Mr. Hearndon explained that the grievance procedure and CTC evaluation needed to be approved prior to approval of the TDSP and that is why the action items were taken out of order. A major update to the TDSP, which is done every five years, had been done in 2013 and this year's update was a minor update. Under Tab 3, was a cover letter to the Executive Director of the CTD summarizing all the changes that had been made for this year's update. Mr. Hearndon provided a review of those changes.

**MOTION:** Commissioner Scott Boyd moved approval of the Transportation Disadvantaged Service Plan (TDSP) Update. Mr. Win Adams seconded the motion, which passed unanimously.

## **VIII. PRESENTATIONS & STATUS REPORTS**

### **A. Medicaid Managed Care Changes**

Mrs. Gabriella Arismendi, MetroPlan Orlando staff, provided an overview of impending changes to the Medicaid Managed Care program that will take effect August 1 and their potential impacts to LYNX Paratransit service. Ms. Arismendi reported that 49% of the ADA trips are Medicaid trips and those trips will be Managed Medical Assistance (MMA) trips that will not be scheduled through ACCESS LYNX. All non-medical trips she told committee members will still be provided by ACCESS LYNX which may create some issues for riders who are traveling for medical and non-medical trips in the same day. Mr. Dwight Sayer expressed concern that call hold times would increase due to reservationists having to determine what type of trip and who provides transportation for that type of trip.

Mr. Win Adams asked if seniors needed to call their health care provider for service. Mr. Hearndon responded that riders would need to call their broker who would then call MMA. Ms. Arismendi told TDLCB members that these changes have already been implemented in other districts so they will be able to see how those districts are handling the change and any issues that may arise. Prior to implementation locally, she noted, participants will need to select a provider and if they don't choose for themselves ACHA will make a selection for them. If the ACHA selected provider doesn't work for a client then they will have 30 days to make a change. Ms. Arismendi provided contact information if members had questions prior to the August 1 implementation and after August 1 all questions would need to be directed to MMA. She told committee members that the planned next step for the MPO will be local and statewide monitoring of the new system to see how it is working. Chairman Horan asked if any financial analysis had been conducted to see the financial impact of the changes. He suggested that a financial analysis be conducted locally. Discussion ensued regarding funding moving to managed care providers, tracking inefficiencies and complaints, educating the public and defining quality of service. Chairman Horan emphasized the importance of a cost/benefit analysis for the new system. Mr. Hearndon responded that he could provide cost per trip data at the November TDLCB meeting. Discussion ensued in regards to potential cost increases for ADA and TD users as a result of the MMA changes and the possibility of the CTC providing MMA trips. Mr. Hearndon told committee members that ACCESS LYNX is in communication with two of three brokerages regarding providing MMA trips and there is potential to bring some trips back to ACCESS LYNX. Ms. Arismendi noted that if there is a need to make changes in the new non-coordinated system, it would need to be a cooperative effort with other areas that the new system has been implemented. In July there will be a TD Workshop in Orlando with a session dedicated to MMA changes and how they are affecting local system users. TDLCB members felt that the next steps should include staff researching legislative traction for changes and proposed bill language, monitoring how it is working and try to find solutions for any changes that could be made. Chairman Horan noted that they would need to have legislative proposals ready by November in order to get them into the state budget for next year and he emphasized the need for next steps to include an economic analysis.

**MOTION:** Mr. Win Adams moved approval of recommending to the MetroPlan Orlando Board that staff proceed with the next steps indicated in regards to MMA research and monitoring. Mr. Randy Hunt seconded the motion, which passed unanimously.

Discussion ensued regarding the negative impact of a possible fare increase, the length of the MMA contract and the impact on user's health and well-being if the system has major issues. Commissioner Boyd recommended that as they move forward a presentation could be made to the Central Florida delegation on the impact of the system changes and include riders who have been impacted. In addition, he suggested that he and Chairman Horan meet with local elected officials to give them a heads up on the changes and their potential impact. Mr.

Harry Barley, MetroPlan Orlando Executive Director, told committee members that staff did not want to go to the board with the MMA issue until they had input from TDLCB. He concurred with Commissioner Boyd's suggestion that it would be beneficial to give local elected officials a heads up and in addition add a next step to contact the Office of Program Policy Analysis and Government (OPPAGA), a think tank group in Tallahassee, regarding TDLCB concerns and OPPAGA conducting a study on the changes. Mr. Hunt commented that the request for review/monitoring be limited to Medicaid/TD and not include long term care.

#### **B. Quality Assurance Task Force (QATF)**

Ms. Marilyn Baldwin, Chair of the QATF, reported on the April 22, 2014 meeting. Ms. Baldwin reported that most of what QATF had discussed had been already mentioned. She told TDLCB members that the subcommittee also set dates for future meetings to give members advance notice of when they would be held. The dates selected are Tuesday, July 22 and Tuesday, October 21 with both meetings start time set for 1:30 p.m. Ms. Baldwin noted that additional meetings could be scheduled if needs arose.

### **IX. GENERAL INFORMATION**

#### **A. Ombudsman Report: December-March**

A summary of the communication made directly to the Commission for the Transportation Disadvantaged office from riders, providers, or others that require direct interaction with the customer or other entities was provided at the meeting. Additional items or issues that are handled via contract manager or on a technical assistance basis can be provided upon request.

#### **B. LYNX/Community Transportation Coordinator (CTC) Update**

Mr. Bill Hearndon provided a report on current and ongoing operations. He reported that statistics were generally good for the most recent quarter with call hold times and missed trips both down. New service, he told committee members, included Express Link 208 from Sand Lake Road to the Kissimmee Intermodal Center and Neighborlink service in the Goldsboro area of Sanford that will connect to SunRail and fixed route service. Chairman Horan requested that outreach be conducted in Sanford to make residents aware of the new service. He noted that the Boys and Girls Club in Sanford was a good outreach venue. Mr. Hearndon responded that two outreach events are planned in Sanford, one of which was scheduled for the Boys and Girls Club. Mr. Sayer asked about ACCESS LYNX vehicles with Mobil Data Terminals (MDTs). Mr. Hearndon replied that there were 19 MDTs equipped vehicles on order, 11 of which had been acquired through a TD grant that the TDLCB supported.

### C. 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.

### X. MEMBER COMMENTS

- TD Day Report

Ms. Millie Carrion reported that they went to the legislators offices that they were assigned and provided information to them. In most cases they were only able to meet with the legislative aides. Ms. Baldwin told committee members that she could provide a list of who they visited if they would like and that they left a lot of information for the legislators' review.

- Mystery Rider

Ms. Judy Binns reported that she was not able to schedule a ride through the website but was able to schedule fairly easily via telephone. She told TDLCB members that her ride was within the scheduled window and was overall a good experience. Ms. Millie Carrion was not able to schedule as easily over the phone and her operator had a number of questions for her before finally scheduling the ride. Her driver was early to pick her up and she felt the driver drove recklessly on the highway.

### XI. PUBLIC COMMENTS (GENERAL)

Mr. Chuck Graham, Winter Garden resident, commented that there needs to be a dedicated funding source for transit and tolls collected from local toll roads could be used for this purpose. In addition, he felt strongly that photo IDs for riders needed to get implemented.

Ms. Cheryl Stone, Orlando resident, commented that when she served on the TD Commission, TD transportation services were not part of a coordinated system and there was a good deal of fraud committed on the part of the service providers. She cautioned committee members to be wary of fraud occurring again now that the system is not coordinated.

XII. ADJOURNMENT

Next meeting: August 14, 2014

There being no further business the meeting adjourned at 11:55 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 14th day of August, 2014.

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Chairperson, Orange, Osceola, Seminole  
Counties Joint Transportation Disadvantaged  
Local Coordinating Board

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Cathy Goldfarb, Board Services Coordinator  
and Recording Secretary

*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.*