



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, May 14, 2015
TIME: 10:00 a.m.
LOCATION: MetroPlan Orlando Board Room
315 E. Robinson Street, Suite 355
Orlando, Florida 32801

Commissioner Viviana Janer, Presiding

Members in attendance were:

Commissioner Viviana Janer, Osceola County, **Chairman**
Commissioner Pete Clarke, Orange County, **Vice-Chairman**
Mr. Win Adams, Elderly
Ms. Charlotte Keller for Mr. Benjamin Akinola, AHCA/Medicaid
Ms. Marilyn Baldwin, Disabled
Mr. Mike Barnett, Public Education
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Millagros Carrion, Medical Community
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)
Mr. Randall Hunt, Senior Resource Alliance
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Tim May, LYNX (*non-voting*)
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Mr. Jose Pizarro, Veterans
Mr. Samuel Weekly for Ms. Jo Santiago, FDOT
Mr. Dwight Sayer, Citizen Advocate (System User)
Ms. Marsha Shapiro, Citizen Advocate
Mr. Chris York, For-Profit Operator

Members not in attendance were:

Commissioner Lee Constantine, Seminole County
Mr. Robert Melia, LYNX TAC designee (*non-voting*)

Vacant, Economically Disadvantaged

Others in attendance were:

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 Viviana Janer called the meeting to order at 10:00 a.m.

II. PLEDGE OF ALLEGIANCE

Ms. Millagros Carrion led the committee in the pledge of allegiance.

III. INTRODUCTIONS

Members of the committee introduced themselves.

IV. CONFIRMATION OF QUORUM

Ms. Cathy Goldfarb confirmed that a quorum was present.

V. AGENDA REVIEW

Ms. Gabriella Arismendi told TDLCB members that the agenda was ready to move forward as presented. She called attention to representatives from MTM who were in attendance in the audience. Ms. Arismendi reported that Ms. Sammee Ripley, TDLCB representative for the economically disadvantaged, had resigned and efforts were underway to fill that vacancy.

VI. PUBLIC COMMENTS ON ACTION ITEMS

Mr. Chuck Graham, Winter Garden Resident, commented that he is an advocate for dedicated funding for public transportation and paratransit. He said that 24 hour bus service and paratransit for the disabled are needed. Mr. Graham suggested that a portion of tolls collected locally be dedicated to public transportation. He noted that transportation costs will increase over time and fares collected don't cover the costs. Mr. Graham added that red light camera and handicapped parking citation funds were additional potential transit funding options.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the February 12, 2015 Transportation Disadvantaged Local Coordinating Board meeting were provided.

MOTION: Commissioner Pete Clarke moved approval of the consent agenda. Mr. Win Adams seconded the motion, which passed unanimously.

VIII. ACTION ITEMS

A. Approval of the 2013-2014 CTC Evaluation Report

Pursuant to Section 427.15, State Statutes, 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. Ms. Arismendi noted that the QATF approved the CTC evaluation at their May 5, 2015 meeting.

MOTION: Ms. Marsha Shapiro moved approval of the 2013-2014 CTC Evaluation Report. Mr. Win Adams seconded the motion, which passed unanimously.

B. Approval of the Transportation Disadvantaged Service Plan (TDSP) Annual Update

Mr. Tim May, 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. Mr. May reported that the current TDSP only included minor updates this year. These updates included the comments provided by the CTD on the previous year's TDSP, the LYNX and MV organizational charts, outreach efforts over the past year, ongoing goals, conditional eligibility criteria, and changes to the provider list. Public Outreach, he noted, included LYNX's Transit Advisory Committee, QATF and a number of community centers. The TDLCB reviewed and approved the TDSP and it will be submitted to the Commission for the Transportation Disadvantaged for final action.

MOTION: Ms. Marilyn Baldwin moved approval of the Transportation Disadvantaged Service Plan Annual Update. Mr. Win Adams seconded the motion, which passed unanimously.

C. Approval of the 2015-2016 Rate Calculation Worksheet

Each year, the Florida Commission for the Transportation Disadvantaged (CTD) reviews and approves prices charged by transportation operators for rides purchased in the Coordinated Transportation System. The rate approval process begins with completion of the rate model spreadsheet. The information put into the spreadsheet

considers past, current, and projected costs and revenues associated with the area's transportation services.

The rate model spreadsheet is updated each year to adjust for continuously changing factors related to capital equipment and replacement; local, state and federal subsidies that offset the cost of services; service demand changes; expenses that experience large changes, such as fuel; and anticipated or actual profits or losses.

The following is ACCESS LYNX's TD rates per trip for FY2016. At the request of the CTD, these rates do not include ADA expenses. In addition, LYNX no longer provides stretcher trips.

Type of Trip	FY2015 Rates	FY2016 Rates
Ambulatory	\$36.94	\$21.12
Wheelchair	\$63.32	\$36.21

Mr. May explained that the 2015 rate was higher due to issues with fuel, fringe benefits and salary costs being included. This year, he explained, the CTD requested that only TD data be included and this resulted in the drastically lower rates.

MOTION: Ms. Millagros Carrion moved approval of the 2015-2016 Rate Calculation Worksheet. Ms. Marsha Shapiro seconded the motion, which passed unanimously.

D. Request to Change to No-Show Policy

LYNX was requesting to change ACCESS LYNX's No-Show policy from three hours to one hour advance notice. Currently, if a user decided not to ride with ACCESS LYNX, they must cancel their trip at least three hours before their scheduled pick-up time. Other paratransit systems have different no-show windows ranging from 30 minutes to 90 minutes. LYNX wished to change the policy to an hour window. Mr. May reviewed the current no show policy which characterizes a no show as someone who is not ready within five minutes of the vehicle arrival, cancels less than three hours prior to their trip, or has no fare for the first leg of their trip. He told committee members that staff must review each no show on a daily basis to assess whether it is a valid no show. Depending on the volume of no shows, the review process can be very lengthy. Mr. May reported that he researched no show policies of his peers in other areas and determined that a one-hour advance notification would be beneficial for both clients and staff. He requested that the new one-hour no show policy, if approved, be implemented immediately to assist clients who may be facing suspension of service. Ms. Marsha Shapiro noted that when calling to cancel a trip it is helpful to hit option #3 on the keypad to speak to a live person. Consensus was that a change to a one-hour window would be beneficial. Commissioner Clarke asked if ACCESS LYNX users could only cancel a trip by phone. Mr. May responded that cancelations could be made online as well. Ms. Carrion requested that the providers be notified of the change to a one-hour window for canceling trips. Mr. May responded that providers would be notified of the change along with ACCESS LYNX users.

MOTION: M. Dwight Sayer moved approval of the change in ACCESS LYNX's No-Show policy from three hours to one hour advance notice. Mr. Win Adams seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Electronic Fare Collection for Paratransit Services

Ms. Gabriella Arismendi, MetroPlan Orlando staff, gave a presentation on research conducted on the electronic fare collection methods attempted by other transit agencies across the US. Ms. Arismendi reviewed the pros and cons of electronic fare collection and the outcomes from agencies that have implemented electronic fare collection, including Miami Dade, California and Washington, D.C. Of the three areas that implemented systems, she noted, only Washington D.C. had success with their prepaid system. Discussion ensued regarding issues with implementing electronic fare collection such as financial constraints of users, why other systems did not work, and outreach to riders prior to implementation to see what options would work best locally. Ms. Baldwin suggested that QATF explore electronic fare collection. Ms. Arismendi responded that the topic of electronic fare collection will go back to QATF to discuss further.

B. Quality Assurance Task Force (QATF)

Ms. Marilyn Baldwin, Chair of the QATF, reported on the May 5, 2015 meeting. Ms. Baldwin reported that QATF approved the 2013/14 CTC Evaluation report, the updated TDSP, and the FY 2016 Rate Worksheet. She noted that a request was made to change the QATF meeting time to 10:00 a.m. on the third Tuesday prior to the quarterly TDLCB meeting. Discussion, she informed TDLCB members, took place in regards to TD Day in Tallahassee and LYNX also provided a TD report.

X. GENERAL INFORMATION

A. Ombudsman Report:

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. 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

A report on current and ongoing operations was provided.

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.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *Quality Assurance Task Force - July 21, 2015 at 10:00 a.m.*
- *MetroPlan Orlando Board meeting - July 8, 2015 at 9:00 a.m.*

XII. MEMBER COMMENTS

XIII. PUBLIC COMMENTS (GENERAL)

Mr. Chuck Graham, Winter Garden resident, commented that he has lobbied for photo ID cards for ACCESS LYNX users, with a magnetic strip for fare payment. He noted that this allows drivers to know who the customer is and eliminates non-qualified individuals from using the system.

XIV. ADJOURNMENT

The next TDLCB meeting is scheduled on August 13, 2015.

There being no further business the meeting adjourned at 10:50 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 13th day of August, 2015.

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

Cathy Goldfarb, Senior 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.