



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 15, 2018

TIME: 10:00 a.m.

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

Commissioner Lee Constantine, Presiding

Members in attendance were:

Commissioner Lee Constantine, Seminole County, Chairman
Mayor Jose Alvarez, Osceola County, Vice-Chairman
Commissioner Pete Clarke, Orange County
Dr. Linda Levine-Silverman, Elderly
Ms. Tamyika Young, AHCA/Medicaid
Ms. Marilyn Baldwin, Disabled
Mr. Robert Melia, Citizen Advocate, System User
Ms. Jane Tkach, Citizen Advocate
Mr. Adam Zubritsky, Public Education
Ms. Alnita Whitt, Veterans
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Carlos Colon for Jo Santiago, FDOT District 5
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Randall Hunt, Senior Resource Alliance
Ms. Dianne Arnold, Economically Disadvantaged
Mr. Chris York, For-Profit Operator
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:

Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Evelyn Diaz, Medical Community

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. David Franqui, ACCESS LYNX

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

I. CALL TO ORDER

Chairman Constantine called the meeting to order at 10:00 a.m.

II. PLEDGE OF ALLEGIANCE

Chairman Constantine led attendees in the Pledge of Allegiance.

III. INTRODUCTIONS

Chairman Constantine allowed the TDLCB members the opportunity to introduce themselves.

IV. CONFIRMATION OF A QUORUM

Ms. Lisa Smith confirmed that a quorum was present.

V. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington announced that there has been a change to the membership certification. She noted that Ms. Tamyika Young replaces Ms. Milagros Chervoni as the appointee for the Agency for Health Care Administration and Ms. Chervoni will serve as the alternate. Ms. Whittington called attention to the items in the supplemental folders specifically the information provided by ACCESS LYNX with regard to the eligibility process.

VI. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments on any of the action items.

VII. Quality Assurance Task Force (QATF) Report

Ms. Baldwin reported that the QATF met on January 23, 2018. She said that the QATF welcomed two new members, Ms. Evelyn Diaz, representing the Medical Community and Ms. Jane Tkach, Citizen

Advocate (non-system user). She stated that Ms. Whittington informed the QATF members that they would not need to review the CTC Evaluation tool this year because the CTC is in the process of being re-designated. She noted that quarterly ridership surveys will still be conducted. Ms. Baldwin and Ms. Ford were elected as the 2018 Chair and Vice-Chair of the QATF respectively. She reported that the QATF conducted its annual review of the TDLCB Bylaws and Grievance Procedures. The QATF members unanimously recommended that no changes were needed to either of those documents. Upon approval by the TDLCB, those documents will be transmitted to the Florida Commission for the Transportation Disadvantaged. Ms. Baldwin stated that the QATF had a lengthy conversation regarding an experience that one of the members is having with eligibility. She explained that her experience led her to question whether other people are having the same experience. Ms. Baldwin pointed out that the questions from the meeting were submitted by MetroPlan Orlando staff to ACCESS LYNX Eligibility. She noted that copies of the responses, and a summary of the meeting were in the supplemental folders. Ms. Baldwin said that a representative from ACCESS LYNX Eligibility is present at today's meeting, and will give the TDLCB a presentation on the Eligibility process. The date of the next QATF meeting is April 24th.

VIII. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the November 9, 2017 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Mayor Alvarez moved to approve the November 9, 2017 meeting minutes. Ms. Baldwin seconded the motion, which passed unanimously.

B. Acknowledgement of public meeting comments

Staff requested acknowledgement of the summary of the public meeting comments received during the annual public meeting November 7, 2017. The meeting summary was provided.

MOTION: Mayor Alvarez moved to acknowledge the summary of comments received at the November 9, 2017 public meeting. Ms. Baldwin seconded the motion, which passed unanimously.

IX. ACTION ITEMS

A. Election of TDLCB Vice Chair

Pursuant to the TDLCB Bylaws, the TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

MOTION: Dr. Levine-Silverman moved to nominate Mayor Jose Alvarez as Vice-Chairman of the TDLCB. Commissioner Clarke seconded the motion, which passed unanimously.

B. Approval of 2018 TDLCB Bylaws

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws annually and recommend any proposed changes to the TDLCB for approval. The bylaws were reviewed by the QATF at their January 23, 2018 meeting with no changes being recommended.

MOTION: Mayor Alvarez moved to approve the 2018 TDLCB Bylaws as recommended. Commissioner Clarke seconded the motion, which passed unanimously.

C. Approval of 2018 Grievance Procedures

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures, if necessary. The grievance procedures were reviewed by the QATF at their January 23, 2018 meeting. No changes were recommended.

MOTION: Mr. Hunt moved to approve the 2018 Grievance Procedures as recommended. Mr. Colon seconded the motion, which passed unanimously.

D. Appointment of 2018 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. Three of the previous five members: Ms. Crystal Ford, Ms. Marilyn Baldwin, and Mr. Bob Melia have indicated their willingness to continue in this role. Two additional volunteers are needed to fill two vacancies. Only in the event a grievance is filed will the Grievance Committee be convened.

MOTION: Commissioner Clarke moved to appoint Ms. Arnold and Ms. Tkach to fill the vacancies on the 2018 Grievance Committee. Mayor Alvarez seconded the motion, which passed unanimously.

E. 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 14, 2018 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. Ms. Whittington noted that Ms. Young replaces Ms. Chervoni as the member representing the Agency for Health Care Administration.

MOTION: Mayor Alvarez moved to approve the TDLCB membership certification. Dr. Levine-Silverman seconded the motion, which passed unanimously.

X. PRESENTATIONS AND STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Bill Hearndon, ACCESS LYNX, reported on current and ongoing operations, including an update on the issue of uncollected fares. Mr. Hearndon stated that uncollected fares have continued to decline since July 2017. He said that strict enforcement of fare collection went into effect October 1st, and as of Tuesday, February 13th, uncollected fares were down to .35%. He also reported that ACCESS LYNX has entered into a new contract with MV Transportation effective December 1st. He explained that the new contract caps their monthly payment pending the number of revenue hours they provide. He said that if MV Transportation goes above or below a certain percentage, a matrix is used to determine the monthly allocation. Mr. Hearndon added that one of the objectives of the new contract is to lower the number of trips that were provided by MV Transportation. He stated that in an effort to improve on-time performance, ACCESS LYNX began using Mears Transportation in December to provide taxi service for individuals with short trips. He commented that in the month of December, approximately 20% of the trips were sent to Mears Transportation and as a result MV's on-time performance for the ACCESS LYNX program has improved to approximately the low 90's. He noted that the cost per trip of the taxi short trips decreased by almost half of previous trips to approximately \$16.55. Mr. Hearndon reported that the call centers for fixed route and paratransit have merged. He added that as a result of merging the two call centers, the following measures have occurred: filled five vacant call center positions, continued cross-training, changed call settings, improved call hold time, monitored daily call center stats, adjusted trip transitions to increase cost avoidance, and reviewed best practices of other call centers. Mr. Hearndon stated that ACCESS LYNX is in the process of finalizing the contract with Lyft to provide mobility services. He noted that individuals with PAW Passes will have the ability to prepay for their Lyft trips.

Chairman Constantine opened the discussion to receive member comments. He stated that he appreciates that ACCESS LYNX handled the uncollected fares issue with great compassion. The TDLCB members expressed their satisfaction with the update they received on the uncollected fares issue. Mr. Melia discussed two recent Mears taxi rides in which he noticed that there were no seatbelts in the vans. Mr. Hearndon acknowledged his concerns and stated that he would bring that to the attention of Mears. Ms. Baldwin thanked Mr. Hearndon for the progress updates. Ms. Baldwin discussed her concerns as they relate to long ride times. She said that she is unsure if the current system is reflective of the amount of times this is happening. Ms. Baldwin requested that QATF members be provided with a summary of the services that Lyft will provide. She stated that this is to ensure that accommodations are being met. Ms. Baldwin expressed concern that individuals that do not have access to smart phone technology will not be able to take advantage of the ability to prepay. She asked if there is a minority provider working with MV Transportation. Mr. Hearndon requested specific dates for the long ride times so that those can be researched and follow-up properly. He reiterated that the purpose of re-assigning the short trips from MV to MEARS Transportation was to eliminate long ride times. He responded that a summary of Lyft services can be provided to the QATF members for review. Mr. Hearndon explained that Lyft does not allow cash transactions in their vehicles, and that the PAW Pass will allow the fare to be collected before the vehicle arrives. He said that for those

that do not have a PAW Pass, services will still be provided through both MV and Mears Transportation. Mr. York stated that the DBE provider for MV Transportation is CCT (Community Connection Transportation). He said that the contractor has worked with MV for over a year, and indicated that the company also provides overflow taxi service for them as well. Both Dr. Levine-Silverman and Ms. Ford expressed concern with long ride times and provided details of situations that they have experienced. Mr. Hearndon acknowledged their concerns. He said that he would get with them so he can obtain specifics and do the proper research.

B. Overview of ACCESS LYNX Eligibility Process

Mr. David Franqui, Safety and Training Coordinator with ACCESS LYNX, was present to provide an overview of the eligibility process and to respond to questions that arose at the January 23rd QATF meeting. He said that the eligibility process helps staff to determine the best form of transportation an applicant requires; help them maintain their independence; and provide them with the best experience possible. Mr. Franqui provided an overview of the Transportation Disadvantaged and ADA which are the two programs that ACCESS LYNX uses to determine eligibility. He explained that the ADA program is for individuals applying for eligibility under a disability. He stated that going through the ADA program may require that a Functional Assessment be conducted. Under the ADA program, an applicant must meet three Eligibility Classifications: Unconditional (the individual's condition will not be changing), Conditional (affected by environment or circumstances) and Transitional (temporary if the applicant's condition limits their ability to use public transportation or their ability to drive). Mr. Franqui explained that the ADA visitor category applies to visitors in the area that have qualified for ADA services in their particular area. He reviewed the determining factors for the TD program which apply if no other funding is available; the customer cannot access the city bus (Fixed Route or NeighborLink) due to distance from bus alignment or no transportation is available at the times needed; household income is 150% of the poverty level. Mr. Franqui said that the applicant can be approved for the TD program if they require transportation to life sustaining treatments, but not in conjunction with ADA. Mr. Franqui noted that an applicant cannot qualify under both programs. He walked the TDLCB members through the details on the application. He explained that once the application is complete the applicants can mail, fax or drop off the completed application to LYNX Central Station. If the applicant cannot do any of those, they can call and a member of the eligibility staff will make every effort to accommodate the applicant. He noted that there have been instances where eligibility staff has gone to an applicant's home, assisted in completing the application, and taken the application to the applicant's particular doctor for completion. He stressed that staff is willing to make whatever accommodations are necessary to assist in completing the eligibility process.

He reviewed the process undertaken when a functional assessment is required. Mr. Franqui explained that the functional assessment is completed in order to get more information about the applicant, and determine their ability to use fixed route. He stated that the assessments are performed by Select Physical Therapy, which is an independent third party licensed occupational therapist. He noted that there are several locations in Central Florida and that the facilities are usually no more than 30 minutes away from the applicant's home. He pointed out that transportation is provided to and from the appointment at no charge to the applicant. He said that that entire process can range from 7 to 21 business days. Ms. Ford asked who makes the medical decision for approval of ADA or TD. Mr. Franqui responded that the eligibility

staff makes the final determination of approval or denial by using established criteria along with a recommendation from the functional assessment.

Ms. Whittington thanked Bill and David for gathering the information and providing details in response to questions and concerns raised at the January QATF meeting. She noted that under normal circumstances, the February meeting is where the CTC evaluation is done, and that eligibility is one of the criteria in the evaluation. She stated that since there is no CTC evaluation in 2018, staff decided to use this opportunity to educate the Board members on the eligibility process. She reminded the Board members that the next CTC evaluation will happen in February 2019.

XI. 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 for information purposes.

B. Report of Operator Payments

The Operators Payment 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 for use and information.

C. 2017 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2017 was provided for information purposes.

XII. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board Meeting – March 14, 2018 at 9 a.m.

B. Quality Assurance Task Force – April 24, 2018 at 10 a.m. (if needed)

C. TDLCB Meeting Dates for 2018:

1. May 10, 2018

2. August 9, 2018

3. November 15, 2018 (Annual Public Meeting following by the regular quarterly meeting)

XIII. MEMBER COMMENTS

None

XIV. PUBLIC COMMENTS (GENERAL)

Ms. Shelia Young, spoke concerning issues that she has experienced with the system including long wait times for the customer service line, the need for a GPS update and a the lack of a PAW Pass tutorial. She also wanted to know if consideration is given for the blind to set-up an appointment to get one-on-one assistance when completing the eligibility process.

Ms. Cheryl Stone, expressed concern that complete names and addresses are listed in the public hearing summary, which is in turn made available to the public and is also posted on the MetroPlan Orlando website. She further stated that most of those in attendance at the TD public hearing are from a specific population with various disabilities, and stated that she feels that publishing their complete names and addresses could present a HIPPA violation. She asked that consideration be given to using the person's first initial and last name and city that they reside. Ms. Whittington stated that staff would redact the information from the summary.

XV. ADJOURNMENT - Next meeting: May 10, 2018

There being no further business the meeting adjourned at 11:15 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 7th day of June 2018.


Commissioner Lee Constantine
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.