



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 14, 2019
TIME: 10:00 a.m.
LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Commissioner Mayra Uribe, Vice-Chair, Presiding

Members in attendance were:

Commissioner Mayra Uribe, Orange County
Mayor Pat Bates, City of Altamonte Springs, Seminole County
Dr. Linda Levine-Silverman, Representing the Elderly
Ms. Marilyn Baldwin, Representing the Disabled
Mr. Robert Melia, Citizen Advocate, System User
Ms. Jane Tkach, Citizen Advocate
Mr. Adam Zubritsky, Public Education
Ms. Alnita Whitt, Representing Veterans
Ms. Jo Santiago, FDOT, District 5
Mr. Chris York, For-Profit Operator
Mr. Calvin Smith, AHCA/Medicaid
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)

Members not in attendance were:

Mayor Jose Alvarez, City of Kissimmee, Osceola County, Chairman
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Dianne Arnold, Representing the Economically Disadvantaged
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Randall Hunt, Senior Resource Alliance
Ms. Evelyn Diaz, Medical Community

Others in attendance were:

Mr. Gary Huttman, MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Mr. William Slot, Interim COO, LYNX
Ms. Selita Stubbs, Interim Deputy Director, ACCESS LYNX
Ms. Nannette Stephens, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Dr. Laster B. Walker, CEO, OWL Transportation
Dr. David Winter, Chief Training Officer, OWL Transportation
Mr. Anthony Crittenden, Regional Director, OWL Transportation

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

I. CALL TO ORDER

QATF Chairwoman Marilyn Baldwin called the meeting to order at 10:00 a.m. Ms. Baldwin announced that Ms. Lena Tolliver, long-time MetroPlan Orlando Board Services Coordinator, passed away recently and called for a moment of silence in honor of her memory.

II. PLEDGE OF ALLEGIANCE

Ms. Baldwin led attendees in the Pledge of Allegiance, and gave TDLCB members an opportunity to introduce themselves.

III. CONFIRMATION OF A QUORUM

Ms. Lisa Smith confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington introduced new appointees: Commissioner Mayra Uribe representing Orange County and Mayor Pat Bates, City of Altamonte Springs, representing Seminole County. Ms. Whittington explained that due to the Chairman not being available for the meeting, the QATF Chair would need to preside over the meeting until a Vice-Chair is elected. This would require the election of officers to be taken out of order (during the QATF report). Ms. Whittington also stated that Ms. Marilyn Crotty, formerly with the UCF Institute of Government, had been added to today's agenda to present the annual refresher of the Sunshine Laws.

V. PUBLIC COMMENTS ON ACTION ITEMS

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

VI. QUALITY ASSURANCE TASK FORCE (QATF) REPORT

Ms. Baldwin reported that the QATF met prior to the TDLCB meeting. She reported that both she and Ms. Crystal Ford were re-elected as Chair and Vice-Chair, respectively. The QATF discussed a recommendation for the TDLCB's Vice-Chair. Ms. Baldwin provided an overview of the Florida Statutes as it relates to the structure of multi-county Local Coordinating Boards. She stated that the MetroPlan Orlando Board appointed Mayor Jose Alvarez as Chair at the February 13th MPO Board meeting, and based on the established rotation, the members of the QATF recommended Orange County Commissioner Mayra Uribe as the 2019 Vice-Chair. She called for any public comments or discussion on this item. There were none.

MOTION: Dr. Levine Silverman moved approval of the QATF recommendation of Commissioner Mayra Uribe as the 2019 Vice-Chair of the TDLCB. Mr. William Slot seconded the motion, which passed unanimously.

Ms. Baldwin stated that the QATF completed its annual review of the TDLCB Grievance Procedures, and no changes were recommended. A copy of the grievance procedures were provided to the LCB members at the meeting for review. Ms. Baldwin completed her report, and turned the meeting over to Vice-Chair Uribe who presided over the remainder of the meeting.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting

Staff requested approval of the minutes of the November 15, 2018 Transportation Disadvantaged Local Coordinating Board meeting.

B. Acknowledgement of public meeting comments

Staff requested acknowledgement of the summary of the public meeting comments received during the November 15, 2018 annual public meeting.

Vice Chair Uribe invited the representatives of OWL Transportation to respond to the comments brought forward at the November 15th public meeting. Dr. Laster Walker, CEO, OWL Transportation, addressed the Board. He stated that the OWL team had reviewed the comments from the November 15th public meeting, and that they have acted upon the comments/complaints that related to OWL Transportation. Dr. Walker explained that OWL Transportation began working with ACCESS LYNX on September 1, 2018 and their company provides service 24 hours a day, 7 days a week. He stressed that from November 15th to present date, complaints relating to OWL Transportation have been significantly reduced. In addition, OWL Transportation now has in place continuous improvement practices such as continuous training of their staff, cameras inside and outside of all vehicles, and frequent communication with ACCESS LYNX staff and clients. He told TDLCB members that 10 new oversized vehicles were purchased in order to better match vehicles with client needs.

Mr. William Slot, ACCESS LYNX, added that now when calls are received in the ACCESS LYNX reservation center, the reservation staff has been trained to ask specific questions about wheelchair size to ensure that clients are matched with the appropriate carrier. Mr. Slot stated that better coordination efforts are in place between the ACCESS LYNX team and all of the TNCs being used.

MOTION: Mayor Bates moved to approve the November 15th meeting minutes, and to acknowledge the November 15th public meeting comments. Ms. Baldwin seconded the motion, which passed unanimously.

VIII. AGENDA ITEMS

A. Election of 2019 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 multi-county boards, 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 Quality Assurance Task Force (QATF) recommended Commissioner Mayra Uribe to Vice Chairperson for with approval by the full TDLCB.

This item was discussed and acted on under the QATF report.

B. Approval of 2019 Grievance Procedures

Pursuant to the CTD operating guidelines, the TDLCB must annually review and update its grievance procedures, if necessary. The grievance procedures were reviewed by the QATF at the February 14, 2019 meeting, and no changes were recommended. A copy of the procedures were provided to the LCB members at the meeting.

MOTION: Mr. Slot moved to approve the 2019 Grievance Procedures as recommended. Ms. Baldwin seconded the motion, which passed unanimously.

C. Appointment of 2019 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. The current members are: Ms. Diane Arnold, Ms. Marilyn Baldwin, Ms. Crystal Ford, Mr. Bob Melia and Ms. Jane Tkach. The Grievance Committee will only be convened in the event an irreconcilable complaint is filed.

MOTION: Mayor Bates moved to re-appoint Ms. Arnold, Ms. Baldwin, Ms. Ford, Mr. Melia and Ms. Tkach to the Grievance Committee. Ms. Santiago seconded the motion, which passed unanimously.

D. 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 13, 2019 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.

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

IX. PRESENTATIONS AND STATUS REPORTS

A. Florida Sunshine Law Training

Ms. Marilyn Crotty, formerly with the UCF Institute of Government, conducted a refresher training session on the Florida Sunshine Law. Ms. Crotty highlighted sections from F.S. 286.001 that covers what constitutes a meeting, posting requirements, minute taking, voting and public participation. She provided LCB members information on what constitutes a violation and the possible sanctions. Ms. Crotty briefly touched on what meetings are exempt from F.S. 286.001.

B. LYNX/Community Transportation Coordinator (CTC) Update

Mr. William "John" Slot, LYNX's Interim COO, reported on current and ongoing ACCESS LYNX operations and provided a mobility services update. He used the opportunity to conduct an education session for LCB members, as this was requested at the annual public meeting on November 15th. Mr. Slot provided information on how ACCESS LYNX is utilized in the community; the types of trips; the eligibility process; the fare structure; and a comparison of the service area (TD and ADA versus LYNX fixed route).

Ms. Marilyn Baldwin asked that ACCESS LYNX be willing to allow the TDLCB the opportunity to review and approve any outside contract operators that they are working with. She explained that the TDLCB was not provided the opportunity to review the most recent providers (OWL Transportation, MEARS, LYFT). She stated that the TDLCB did not find out until after the contract awards were granted, and issues were brought forward. Mr. Slot stated that he was not aware that the providers were not brought to the TDLCB for review, and that moving forward that request will be accommodated. He explained that seven were selected, and four are being used. The TDLCB members expressed an interest in receiving an update on the status of the uncollected fares, the "No Strand"/no show policies. Mr. Slot stated that he would work with Ms. Whittington to bring back the next appropriate educational agenda under the CTC report.

C. Transportation Disadvantaged Service Plan Update – Status Report

Ms. Nanette Stephens, ACCESS LYNX, provided a status report on the annual update of the Transportation Disadvantaged Service Plan (TDSP). She noted that staff intends to bring the TDSP update to the TDLCB and request final approval at the May 9, 2019 meeting.

D. Partner Highlight – ACHA

Mr. Calvin Smith, Agency for Health Care Administration (ACHA), was scheduled to give a brief presentation on ACHA's role in providing transportation to the transportation disadvantaged; however the presentation was postponed due to the time.

X. 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 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.

C. 2018 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2018 was provided.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board meeting – March 13, 2019 at 9:00 a.m.

B. 20th Annual Transportation Disadvantaged Legislative Awareness Day at the Capitol in Tallahassee. - Wednesday, March 20, 2019

C. Quality Assurance Task Force – April 23, 2019 at 10:00 a.m. (if needed)

D. TDLCB Meeting Dates for 2019:

- May 9, 2019
- August 8, 2019
- November 14, 2019 (Annual Public Meeting followed by the regular quarterly meeting)

XII. MEMBER COMMENTS

None.

XIII. PUBLIC COMMENTS (GENERAL)

None.

XIV. ADJOURNMENT

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

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 9th day of May 2019.

Chairperson

A handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal stroke extending to the right, positioned above a horizontal line.A handwritten signature in blue ink that reads "Lisa Smith", positioned above a horizontal line.

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.