



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, August 8, 2019

TIME: 10:00 a.m.

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

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Mayor Jose Alvarez, Chairman, Presiding

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**Members in attendance were:**

Mayor Jose Alvarez, City of Kissimmee, Osceola County, **Chairman**  
Mayor Pat Bates, City of Altamonte Springs, Seminole County  
Commissioner Mayra Uribe, Orange County  
Dr. Linda Levine-Silverman, Representing the Elderly  
Ms. Marilyn Baldwin, Representing the Disabled  
Ms. Neika Berry, Citizen Advocate  
Mr. Adam Zubritsky, Public Education  
Ms. Janeé Olds, CareerSource Central Florida  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Ms. Jo Santiago, FDOT, District 5  
Ms. Karla Radka, Senior Resource Alliance  
Ms. Alnita Whitt, Representing Veterans  
Mr. Chris York, For-Profit Operator  
Mr. Calvin Smith, AHCA/Medicaid  
Ms. Crystal Ford, Orange County EMS (*non-voting*)

**Members not in attendance were:**

Mr. Robert Melia, Citizen Advocate, System User  
Ms. Dianne Arnold, Representing the Economically Disadvantaged  
Ms. Evelyn Diaz, Medical Community  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood

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

## **VI. QUALITY ASSURANCE TASK FORCE (QATF) REPORTS**

Ms. Baldwin reported that the QATF met July 23, 2019 to review and recommend a new LCB member to fill a vacancy created by the resignation of Ms. Jane Tkach. She stated that the QATF recommends Ms. Neika Berry as the Citizen Advocate, Non-system User, appointee and that recommendation is on today's agenda for approval. She stated that Mr. Norm Hickling, Director of Mobility Services, gave the members of the QATF a CTC update, which included a preview of the preliminary results of LYNX Mobility Services' Transportation Disadvantaged Customer Satisfaction Survey conducted in June. The date of the next QATF meeting is Tuesday, October 29, 2019.

## **VII. ACTION ITEMS**

### **A. Approval of minutes of previous meeting minutes - May 9, 2019**

Staff requested approval of the minutes of the May 9, 2019 Transportation Disadvantaged Local Coordinating Board meeting.

**MOTION:** Commissioner Uribe motioned to approve the May 9, 2019 meeting minutes. Ms. Baldwin seconded the motion. The motion passed unanimously.

### **B. Approval of Recommendation of new TDLCB Member**

Staff requested approval of the QATF recommendation to appoint Ms. Neika Berry as the Citizen Advocate, Non-system User, representative. Ms. Whittington noted that the QATF met on July 23, 2019 to review applications and recommend a new LCB member to fill a vacancy created by the resignation of Ms. Jane Tkach who accepted a position with LYNX.

**MOTION:** Ms. Baldwin motioned to approve the appointment of Ms. Neika Berry as the Citizen Advocate, Non-system User. Commissioner Uribe seconded the motion. The motion passed unanimously.

### **C. Approval of LYNX Human Services Transportation Plan (HSTP)**

Mr. Norman Hickling introduced Ms. Laura Menz with WSP. He explained that WSP was tasked with the update of the Human Services Transportation Plan. He noted that the HSTP was presented to the QATF at the April 23rd meeting. Staff requested approval of the 2020 HSTP. Ms. Menz explained that on April 23, 2019 LYNX presented a Draft TDSP Update to the QATF which included the 2016 5310 Human Services Transportation Plan Update (aka the 2016 Community Connector Plan). A final copy of the 2020 5310 Human Services Transportation Plan Update is provided to the TDLCB for approval today. Ms. Menz provided an overview of the plan update process which included a demographic analysis, a needs analysis from both the public and stakeholders, comparison of existing services available and identified any gaps and overlaps. The public involvement process included public workshops, outreach surveys, and stakeholder meetings. The existing demographic and "hot spot" analysis targeted the

Metropolitan Transportation Plan (MTP) are mandated by federal requirements. Both documents ensure that the public has a voice in the transportation planning process. The common elements of the plans are to establish a thorough and inclusive process that uses creative approaches to offer the public continuous opportunities to shape the plans. She explained that the plans lay out MPO's goals for in-person engagement and information access and visualization. She noted that both plans are currently out under the 45 day comment period, with September 10<sup>th</sup> being the closing date. Ms. Lambert noted that a link to the draft documents will be provided once they are available on our website. She requested that committee members complete a roles worksheet that was provided.

### C. Mobility Management Services Update

Mr. Norm Hickling, Director of Mobility Services, LYNX, presented the ACCESS LYNX Mobility Services Management Plan. Mr. Hickling noted that the Management Service Plan provides the tactics for the HSTP approved earlier in the meeting. He reviewed 2018 statistics, introduced some operational improvements and alternatives that staff is proposing for fiscal year 2020 paratransit operations for both ADA and TD programs. ACCESS LYNX is considering a free bus pass program for eligible customers, and improving the travel training program and providing an enhanced eligibility process. This is being considered as a way to take away the hurdle of customers being intimidated riding the fixed route system. The goal is to switch one passenger trip per month to the fixed route; that presents a substantial cost saving to the organization. He stressed that no service will be taken away from any eligible customer, this is to offer another option.

Mr. Hickling detailed the proposed bus pass program. He explained that ACCESS LYNX is proposing a voluntary free bus pass program that will be offered to those customers that are eligible and ambulatory (will also be offered those customers that are in wheelchairs) that have accessibility to the fixed route system that are willing. Mr. Hickling stated that initially, the plan is to offer the program to 300 eligible customers. He stressed that the proposed program is voluntary. He explained that the goal is to shift one trip per passenger per month from paratransit to fixed route. Mr. Hickling told LCB members that this poses a \$2M potential annual savings to LYNX as calculated using the formula  $39.15 * 1 * 4096 * 12$ . Customers will have a badge very similar to the LYNX employee badges. He said that he feels that this proposed program will help many customers with the financial hurdle they face of having to pay for their ride every trip. The goal is to offer riders more mobility options and independence. The proposed program will also offer a free bus pass to companion riders. He detailed the proposed plans to improve the travel training program which includes partnering with community organizations. He discussed the phasing and implementing plan, and their plans for enhanced processes and procedures. Mr. Hickling said that staff will continue their monthly coordination meetings between Mobility Services & MetroPlan, continue their outreach & communication with the community, establish peer agency analysis for services and cost, refine potential implementation approaches (timing, cost, passenger impacts), and present these analysis in upcoming FY20 board meetings.

Ms. Baldwin thanked Mr. Hickling for the presentation. She asked that staff continue to provide regular updates to the QATF. She brought forward some issues of concerns from

## B. Blind Americans Equality Day

In 1964, Congress passed a resolution allowing former President Lyndon Johnson to proclaim October 15 to be "White Cane Safety Day". Besides serving as a national observance in the United States, it enables us to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and a tool of independence, the white cane. In 2011, "White Cane Safety Day" was named "Blind Americans Equality Day" by President Barack Obama. A resolution declaring October 15, 2019 as "Blind Americans Equality Day" will be presented to the MetroPlan Orlando Board at the September 11<sup>th</sup> meeting for their approval. A copy of the draft resolution was provided to TDLCB members for information.

## C. LYNX/Community Transportation Coordinator (CTC) Update

This CTC update was provided along with the Mobility Management Update.

## D. 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.

## X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- MetroPlan Orlando Board meeting – September 11 at 9:00 a.m.
- 27th Annual Transportation Disadvantaged Best Practices & Training Workshop/EXPO; September 15-18, 2019; Omni Champions Gate (*Commission Business Meeting to be held September 17<sup>th</sup> at same location*)
- Quality Assurance Task Force – October 29 at 10:00 a.m. (Tentative)

## XI. MEMBER COMMENTS

None.

## XII. PUBLIC COMMENTS (GENERAL)

None.

## XIII. ADJOURNMENT

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

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 21<sup>st</sup> day of November 2019.