



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, May 14, 2020

TIME: 10:00 a.m.

LOCATION: Virtual

Mayor Jose Alvarez, Chair, Presiding

Members in attendance were:

Mayor Jose Alvarez, City of Kissimmee, Osceola County, Chairman

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

Ms. Neika Berry, Citizen Advocate, Non-system User

Mr. Adam Zubritsky, Public Education

Ms. Alnita Whitt, Representing Veterans

Ms. Jo Santiago, FDOT, District 5

Mr. Calvin Smith, AHCA/Medicaid

Mr. Wilfredo Raices, State Coordinating Council of Early Childhood

Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation

Ms. Dianne Arnold, Representing the Economically Disadvantaged

Ms. Janeé Olds, Career Source CF

Ms. Sharon Jennings, Agency for Persons with Disabilities

Ms. Karla Radka, Senior Resource Alliance

Mr. Chad Ballard, Medical Community

Ms. Crystal Ford, Orange County EMS (*non-voting*)

Members not in attendance were:

Mr. Robert Melia, Citizen Advocate, System User

Mr. James Grzesik, SunRail CAC

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Mr. Norm Hickling, ACCESS LYNX
Mr. William Slot, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Ms. Trish Whitton, ACCESS LYNX

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

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

Dr. Levine-Silverman led attendees in the Pledge of Allegiance. Mayor Alvarez called the TDLCB meeting to order at 10:00 a.m. and welcomed everyone. He provided an overview of the virtual meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. He pointed out that the virtual meetings are accessible to all.

III. ROLL CALL AND CONFIRMATION OF A QUORUM

Ms. Virginia Whittington conducted the attendance roll call. She confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington stated to LCB members that a survey will be sent as a follow-up to today's meeting to get TDLCB members feedback on their experience with the transition to virtual meetings. Ms. Whittington reviewed the action items on today's agenda. She explained that at the request of Mayor Alvarez, a roll call vote will be conducted for each action item on today's agenda. She explained that the roll call votes are being conducted for the benefit of the public audience so that they will know how each TDLCB member voted on the agenda item.

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 on the April 28, 2020, QATF meeting. She stated that the QATF members reviewed and provided recommendations on the minor updates to the TDSP presented by ACCESS LYNX staff. She explained that the QATF had an extensive discussion about the eligibility criteria and application process. She said that those recommendations will be presented by Mrs. Whittington in today's meeting. Ms. Baldwin said that the QATF also recommended approval of ACCESS LYNX's FY 2020-2021 TD rates, received updates on the CTC Evaluation, and LYNX Mobility Services. The date of the next QATF meeting is July 28th.

VII. ACTION ITEMS

A. Approval of minutes of previous meeting

The minutes of the February 13, 2020 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Mayor Pat Bates moved to approve the February 13th meeting minutes. Dr. Linda Levine-Silverman seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

B. Approval of the Transportation Disadvantaged Service Plan (TDSP) Minor Update - Presenters: Ms. Trish Whitton, Mr. Norm Hickling, Ms. Virginia Whittington

Ms. Whitton gave LCB members a detailed overview of the proposed minor updates to the 2019-2024 Transit Development Services Plan (TDSP). She explained that the TDSP is a tactical plan that is developed by LYNX as the Planning Agency and the Community Transportation Coordinator in coordination with MetroPlan Orlando. She stated that the document contains development, service, and quality assurance components. She explained that the TDLCB reviews and approves the TDSP, and it is submitted to the Commission for the Transportation Disadvantaged for final action. Ms. Whitton noted that the Quality Assurance Task Force reviewed the draft TDSP at their April 28, 2020 meeting.

Mr. Norman Hickling, ACCESS LYNX, opened the discussion to address concerns and proposed changes to the current eligibility criteria. Mr. Hickling explained that the Eligibility Criteria in the TDSP document should reflect what is currently approved and enforced, and that is currently not the case. He explained that the QATF discussed this issue extensively at their April 28th meeting. He stated that the corrective action that they are seeking approval for is to separate the application processes for the ADA and TD programs. Mr. Hickling said that separating the applications will make it easier for both clients and eligibility staff. Another topic he brought forward for consideration was to update the TDSP list to only include approved criteria. He said that some customers have a specific number of medical insurance trips available to them as another means of transportation. The current criteria enforced is that if there is no fixed route available within the $\frac{3}{4}$ mile boundary of the customer's home, the customer qualifies for TD services. The customer is not required to complete the medical form of the application nor are they required to complete the functional assessment. He asked the LCB to consider that if the disability criteria becomes effective, then the customer would have

to be evaluated with a functional assessment for the TD service (both outside and inside the ¾ mile radius, the same as the ADA customers). Another discussion point that he asked the LCB to consider is that currently ACCESS LYNX does not have a procedure in place for determining the poverty level of an individual. He asked the LCB to consider crafting a procedure that will require/request proper financial documents from the customer in order to make that determination.

Ms. Whittington presented the QATF recommendations. Ms. Whittington stated that the QATF recommends approval of the separate application processes for the ADA and TD programs, conditioned upon review and approval of applications by QATF and LCB. She said that the members of the QATF feel that if a customer has availability of trips by another sponsoring agency, the question should be added to the application so that the customer can disclose that information on their eligibility application. Concerning the ¾ mile rule currently enforced, several QATF members have concerns with this rule. She explained that there are some QATF members that serve on the LYNX ADA appeals committee. They are supportive of TD customers having functional assessments; however, they feel that in order to properly assess clients with cognitive disabilities those assessments should be conducted by licensed mental health professionals. Ms. Whittington stated that currently, there is no procedure in place to determine individual poverty level. The QATF recommended removal of the individual and household income criteria; however, they would like to revisit this issue if and when a procedure is established. The QATF recommended to ACCESS LYNX that a procedure be established in cooperation with the QATF and approved by the LCB. The QATF also asked that consideration be given to recommending persons with permanent disabilities to verify/update contact information versus completing the eligibility process each year. They feel that this could present a cost savings to ACCESS LYNX. The QATF also recommended that the call hold time performance measure not be increased to greater than 7 minutes as had been requested by ACCESS LYNX. They feel that the three minutes that ACCESS LYNX has been using should remain given the impending improvements to the phone system. The QATF also recommended the formation of a task force to review application and eligibility criteria and to work with ACCESS LYNX to look at other criteria that may be needed to determine eligibility (i.e.: such as looking at the recommendation of not including the household income and others).

Ms. Baldwin thanked Ms. Whittington for her detailed presentation of the QATF recommendations. She stressed that she does not support increasing the call hold time to 7 minutes. She said that this is a concern that is relayed to her repeatedly from riders that either work or have limited cell phone minutes. She commented that she feels that riders experiencing long call hold times are inappropriate and unnecessary, and given the improvements that are planned to upgrade the phone system with the additional funding from MetroPlan Orlando expects to see this improve. Ms. Baldwin stated that she does not feel that financial criteria should be considered until after there is a better idea of unemployment numbers and rider's financial needs after the Covid19 crisis is over. She continued by saying that because a person lives in a household where there are multiple incomes, that does not necessarily mean that the other income sources support that individual. She feels that the policy should be to look at the customer's individual income. Ms. Baldwin expressed her desire to stop requiring persons with a permanent disability to be reviewed every 2 years. She thanked Mr. Hickling and his staff for their continued efforts to improve services, processes, and procedures.

Dr. Levine-Silverman commented that another issue that was discussed at the QATF meeting was bringing in mental health professionals and having them on contract to conduct the functional assessments. She asked how soon mental health professionals can be brought into the process. Mr. Hickling stated that currently, ACCESS LYNX is releasing a Request for Proposals for functional assessment type services to be going out in the near future from their procurement department. He noted that the current contract expires in August of 2020.

Staff requested the following actions by the TDLCB:

1. Motion to approve the QATFs recommendations of the ACCESS LYNX eligibility criteria.
2. Motion to approve the 2020 minor updates to the Transportation Disadvantaged Services Plan, including revisions to the eligibility criteria.

MOTION: Dr. Levine-Silverman motioned to approve the QATF's recommendations of the ACCESS LYNX eligibility criteria. Mr. Olson seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

MOTION: Dr. Levine-Silverman motioned to approve the 2020 minor updates to the Transportation Disadvantaged Service Plan, including revisions to the Eligibility Criteria. Mr. Ballard seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

C. Approval of the FY 2020-2021 Rate Calculation Worksheet

Ms. Whittington explained that 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 FY 2020-2021. At the request of the CTD, these rates do not include ADA expenses.

ACCESS LYNX TD RATES			
Type of Trip	FY 2019 -20 Rates	FY 2020 - 21 Rates	Percentage Change
Ambulatory	\$38.81	\$39.53	1.86%+
Wheelchair	\$66.53	\$67.77	1.86%+

Staff requested that the TDLCB approve the FY 2020-2021 ACCESS LYNX TD Rates.

MOTION: Commissioner Uribe moved to approve the FY 2020-2021 ACCESS LYNX TD Rates. Ms. Olds seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

IX. PRESENTATIONS AND STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, ACCESS LYNX, provided a report on current and ongoing ACCESS LYNX operations, including how ACCESS LYNX responded to the COVID-19 pandemic. He reported on performance for the first quarter of 2020, technology improvements which included a WebACCESS upgrade for those riders that wanted to reserve rides on their own. He explained that the upgraded system is user friendly; however, all mobility service representatives have been trained to assist users if they encounter any difficulties. He noted that WebACCESS is available to riders 24/7. Mr. Hickling stated that the base map that is used for ride scheduling has been upgraded. The upgrade includes updated GPS coordinates, road and geography changes including the ongoing I-4 Ultimate construction project. The LYNX Board authorized the purchase of new vehicles: 63 for ACCESS LYNX and 15 for Neighborlink. He noted that the LYNX Board authorized the purchase of an additional 15 vehicles for ACCESS LYNX. He discussed ACCESS LYNX efforts maintaining their coordinated agency contracts. Mr. Hickling discussed ACCESS LYNX efforts in their COVID-19 mitigation response which resulted in a 50% reduction in both ADA/TD trips. He noted that their entire Mobility Services have been moved to remote operations which has allowed for employee safety and business continuity. He detailed improvements that have been made in their phone system. He explained that more enhancements that LCB members have requested are in the works including alerting customers of their call hold time and place in the cue. Additionally, ACCESS LYNX provided support to the Orange County EOC to transport residents to covid-19 testing sites. Mr. Hickling reported on the biennial review from the Florida. He explained that the review was conducted virtually on May 6 and 7, 2020. He provided an overview of the results of the review. He added that many of the suggested fixes were incorporated in the TDSP that was reviewed earlier in today's meeting. Mr. Hickling thanked the members of both the QATF and LCB for their input. Mr. Hickling responded to questions and concerns raised by LCB members as to what procedures were put in place for riders that required transportation through the covid-19 pandemic, and how riders were notified of transportation availability if they needed to have a covid test.

Tomika Monterville, Director of Planning and Development, LYNX, added to Mr. Hickling's comments regarding transportation services provided by LYNX. She explained that when the Orange County Emergency Operations Center is enacted, LYNX operates in an ESF-1 capacity, transportation, and in that role LYNX maybe asked to provide transportation services. Ms. Monterville explained that for this particular delivery of service, the information was not publicized because it was a request specifically from the EOC that came under LYNX's function as an ESF-1 transportation provider.

B. CTC Evaluation Results

Ms. Virginia Whittington, MetroPlan Orlando, shared the results of the 2018-2019 CTC Evaluation. Ms. Whittington explained that the evaluation is required to be completed annually. She provided an overview of the evaluation method which evaluates 5 broad areas (operations, administrative, cost effectiveness and efficiency, local performance measures, and availability) during the period of July 1, 2018 - June 30, 2019. She reminded LCB members that a packet of information was emailed to them in January to be used for the evaluation at the February meeting. She explained that due to extensive discussions that ensued at the February meeting, the evaluation was postponed until the May meeting. She noted that due to the covid-19 crisis and in an effort to meet the deadline of completing the evaluation, Poll Everywhere links were emailed on April 16th and April 28th. The survey closed on May 1st. Of the 19 LCB members, surveys were completed by 13 members representing approximately 68% of the membership. She walked LCB members through the results received for each category. Ms. Whittington stated that the results will be compiled into a report and submitted to the CTD as required.

C. Update of the 2045 Florida Transportation Plan (FTP)

Ms. Judy Pizzo, FDOT, provided an update on the Florida Transportation Plan 2045 State/Interregional and Regional/Local campaigns. She explained that the Technology and Resilience strategy was presented to MetroPlan Orlando Boards and Committees last year. She stated that the Florida Transportation Plan is important because it is the State of Florida long range transportation plan, that provides a framework for transportation decisions and investments and that it guides state, regional and local transportation decisions and investments. She reviewed previous FTPs that have been advanced by the State, and the cross-cutting topics and trends. Ms. Pizzo used an interactive survey to gather input from LCB members. She provided the website www.floridatransportationplan.com so that LCB members can keep abreast of happenings with the 2045 Florida FTP.

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 was 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. 2020 Legislative Session Final Report

A briefing packet from the 2020 Legislative session was provided for use and information.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *MetroPlan Orlando Board meeting – June 10, 2020*
- *Quality Assurance Task Force – July 28, 2020*
- *Transportation Disadvantaged Local Coordinating Board - August 13, 2020*

XII. MEMBER COMMENTS

Ms. Karla Radka, Senior Resource Alliance, provided LCB members with information on a program called Meals of Love. She explained that the program is a result of an initiative that Governor Ron DeSantis established with restaurants throughout the State of Florida. Currently, funding is provided through the Care Act Fund and Family First Act and provides meals to seniors and individual with disabilities. She asked that ACCESS LYNX consider partnering with them to provide drivers for meal distribution and matching funds to financially support the endeavor.

XIII. PUBLIC COMMENTS (GENERAL)

None.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 12:30 p.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 12th day of November 2020.

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.