

Quality Assurance Working Group

DATE & TIME:

Wednesday, January 18, 2023
10:00 AM

LOCATION:

Virtual Meeting

CLICK HERE TO JOIN VIRTUALLY: [Quality Assurance Task Force \(QATF\) Working Group Discussion \(metroplanorlando.org\)](https://metroplanorlando.org/QualityAssuranceTaskForce(QATF)WorkingGroupDiscussion)

MEMBERS OF THE PUBLIC ARE WELCOME!

To participate online from your computer, smartphone or tablet. Zoom meeting ID and dial-in info available on the web calendar.

I.	CALL TO ORDER	Chairperson Marilyn Baldwin
II.	CHAIR'S ANNOUNCEMENTS	Chairperson Marilyn Baldwin
III.	INTRODUCTIONS	Chairperson Marilyn Baldwin
IV.	PURPOSE OF THE MEETING	Virginia Whittington, MetroPlan Orlando
V.	DISCUSSION	Virginia Whittington, MetroPlan Orlando
	A. Expanding the Working Group	
	B. Quality Assurance Issues/Public Comments (TAB 1)	
VI.	PRESENTATIONS & STATUS REPORTS	
	A. ACCESS LYNX RFP Update	Norm Hickling Lynx
	B. TDSP Public Outreach Meetings	Patricia Whitton Lynx
	C. Upgrade of Phone System	Norm Hickling Lynx
VII.	MEMBER COMMENTS	
VIII.	PUBLIC COMMENTS (GENERAL)	
	Public comments of a general nature can be made in two ways:	
	1. In person at the meeting location listed on page 1 of this agenda.	

-
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.org/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

IX. ADJOURNMENT

Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at info@metroplanorlando.org at least three business days prior to the event.

La participación pública se lleva a cabo sin distinción de raza, color, origen nacional, sexo, edad, discapacidad, religión o estado familiar. Las personas que deseen expresar inquietudes, que requieran asistencia especial bajo la Ley de Americanos con Discapacidad (ADA) o que requieran servicios de traducción (sin cargo) deben ponerse en contacto con MetroPlan Orlando por teléfono (407) 481-5672 (marcar 0) o por correo electrónico info@metroplanorlando.org por lo menos tres días antes del evento.

TAB 1



**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD PUBLIC WORKSHOP
SUMMARY OF COMMENTS**

DATE: November 30, 2022

LOCATION: MetroPlan Orlando
250 S. Orange Avenue, Suite 200
Orlando, FL 32801

TIME: 10:00 a.m.

Those that attended the meeting in person were:

Mayor Pat Bates, Seminole County
Commissioner Mayra Uribe, Orange County
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Ms. Cheryl Stone, Elderly
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members Not in Attendance

Ms. Dianne Arnold, Economically Disadvantaged
Vacant, Medical Community
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Patricia Whitton, ACCESS LYNX
Ms. Ms. Virginia Whittington, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Cathy Goldfarb MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
A complete list of other attendees is available upon request.

Mayor Pat Bates, Chairperson, called the public workshop to order at 10:00 a.m. and welcomed everyone. Mr. Wayne Olson led attendees in the Pledge of Allegiance. Ms. Lisa Smith called roll and

confirmed that a quorum was present. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public workshop meeting, provided details on how the public workshop was noticed, the options for submitting and/or making comments, an overview of the virtual meeting guidelines, and how to use the virtual raise hand feature to be recognized by the Chairperson. She also confirmed that the meeting had been properly noticed. Lastly, Ms. Whittington thanked attendees for participating and providing their comments.

Mayor Bates explained that the meeting consisted of two parts: the public workshop and the regularly scheduled quarterly TDLCB meeting which would immediately follow. She requested that public workshop participants fill out a speaker card if they wished to make public comments. Mayor Bates announced that each speaker would be allowed two minutes.

Public Comments:

Online Commenters

- Ms. Whittington acknowledged that public comments received via email/voicemail had been provided to the members.
- Mr. Jim East, Orange County, commented that he had been involved in TD in Alachua County for 10 years. He noted that access LYNX staff has been very polite and cordial, but he had experienced a lack of follow up. He has been trying to change his eligibility and it has been challenging. He added that his trips, drivers and reservations have all gone well.
- Ms. Angela Welch a speaker card had been received from Ms. Angela Welch, however, she was not present when her name was called and therefore did not address the Board.
- Ms. Sherri Brun, Orange County, thanked all for hosting the public meeting and the ACCESS LYNX team. She complimented Access LYNX on the UZerv and the other private ride share services. She noted that in Jacksonville UZerv has a direct number and you can schedule rides two hours in advance, although there is a higher fare to do so.
- Ms. Sheila Young. Orange County commented that mobility on demand is happening around the state, and she would like to see ACCESS LYNX offer the service. She added that UZerv is amazing.
- Marie T. Suarez, Lake County (Traveling Terry Florida) commented that she has parents in Osceola County and has been using ACCESS LYNX as a visitor. She thanked ACCESS Lynx for the service. She has used the private contractors service and it is very customer friendly. She lives in Lake County and has friends and family in Orange, Osceola, Seminole and she wanted to know if she could be a traveler as opposed to visitor in order to not have a limit on trips.
- Robin Ferguson, Orange County, commented that there is a lack of respect between the drivers and dispatchers, and you can hear it through the two way radios. The drivers are treated poorly by the dispatchers and that is a reason some of them leave. Riders are often late, and the drivers take the fall out. She added that trips are longer than necessary due to drivers driving out of the way making what should be a 15-minute trip take an hour.
- Derek Selbo, Seminole County, thanked ACCESS LYNX for the service and noted that he is blind and uses voiceover and he has had a difficult time inputting addresses on the online reservation site, unless the address is already in the system. He suggested that ACCESS LYNX look at the system from a blind person's perspective and redesign it to be more user friendly. He added that the app

will tell you your ride has arrived when it is not there, and a blind person cannot see if the ride is really there or not and has to wait for it to actually arrive.

- Lee Fragala, Orange County, commented that recently a friend was on a scooter in the ACCESS LYNX vehicle and fell over. She noted that the driver pulled over and was very careful helping her friend, but she felt that riders should not ride on the scooter and sit in a seat instead.
- Darrow Loucks, Lake County, commented that if you are approved for service in one county you should be approved for all counties and not have a 21-day limit on your rides. Also, at the county interchange points there should be a bench or shelter for riders and riders should not be charged in each county if it is part of the same trip.

In person Comments

- Ms. Margaret Battis commented on reserving a ride on the phone time is 40 minutes and a call back feature should be added to minimize call hold time.
- Mr. Eric Lutz commented that the service has done a 180 degree turn for the better and ACCESS LYNX should continue to use private contractors. Mr. Lutz acknowledged ACCESS LYNX staff that he felt did a good job.
- Ms. Alma Reese commented thank you and things had improved. She spoke on behalf of her friend who concerned because she has a severely disabled child who can't be left alone. She noted the app is good for people who have trouble using their hands and can't stay on hold for extended periods of time
- Elizabeth Marshulo. Seminole County commented thank you for the service. She added that drivers are not trained on the Paw Pass app.
- Cheryl McGinnis, Orange County, commented that the service is good and allows her to avoid riding the city bus. She said that because of the time frames for rides and drivers picking up and dropping other riders, you are late for appointments. She added there are long hold times to book trips.
- Dipte Valane, Orange County, commented on an issue scheduling a midnight airport drop off or pick up. She also commented on when she has multiple rides and if a ride is late, she is listed as a no show for another leg of the trip.

Prior to closing the public comment period Mayor Bates asked if anyone else wanted to make public comments.

Mayor Bates thanked everyone that brought forward concerns at the public meeting. She assured the speakers that ACCESS LYNX will receive a copy of the comments received for follow up.

There being no further comments, the public comment period was closed.

Mayor Bated introduced Mr., David Darm, Executive Director of the CTD and Mr. John Irvine, Project Manager for CTD Area 6.

Presentation on TD 101

Mr. David Darm, Commission for Transportation Disadvantaged thanked Ms. Whittington and the board for allowing him to present and for the opportunity to listen to the comments. He reviewed who TD customers are, history of the TD program, what is coordinated transportation and CTD

responsibilities. Mr. Darm provided information on the TD Trust Fund and the four grant programs funds are distributed through. In addition, he reviewed the CTC responsibilities, Planner responsibilities, Purchasing agencies and priorities for 2023. Discussion ensued regarding supporting virtual meeting participation, wish list for services, accurate up to date data and need for more funding.

Mr. Darm presented Ms. Marilyn Baldwin with the Breaking Barriers Advocacy Award.

Member Comments: There were no member comments.

Mayor Bates thanked those in attendance and invited them to stay for the TDLCB meeting.

The public workshop adjourned at 11:42 a.m.