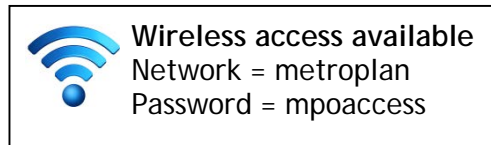




**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD**

DATE: Thursday, August 13, 2015
TIME: 10:00 a.m.
LOCATION: David L. Grovdahl Board Room
315 E. Robinson Street, Suite 355
Orlando, Florida 32801



Rethink your trip!

SunRail is now open! If it's convenient, please consider taking SunRail or LYNX to the meeting. [Click here to view the SunRail train schedule](#). Get off at the LYNX Central SunRail Station. We're a 12-minute walk from the station.

LYNX Bus Connections: Bus Link 51 (Platform X) or Bus Link 125 (Platform V)

Bike Racks are available in parking garage located on Ridgewood Street.

Commissioner Janer, Chairperson, Presiding

AGENDA

- I. CALL TO ORDER - Commissioner Janer
- II. PLEDGE OF ALLEGIANCE
- III. INTRODUCTIONS
- IV. CONFIRMATION OF QUORUM - Ms. Cathy Goldfarb
- V. AGENDA REVIEW & ANNOUNCEMENTS- Ms. Gabriella Arismendi

VI. PUBLIC COMMENTS ON ACTION ITEMS

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a "Speakers Introduction Card" at the reception desk. Each speaker is limited to two minutes.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting (May 14, 2015) TAB 1

The minutes of the May 14, 2015 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

VIII. PRESENTATIONS & STATUS REPORTS

A. Update on CTC Evaluation Recommendations and Public Hearing

Mr. Tim May, ACCESS LYNX manager, will give an update on how ACCESS LYNX has addressed the issues brought up during the annual public hearing and the CTC evaluation. The main issues have been: 1) Decrease No-Show numbers, 2) Improve on-time performance, 3) Improve call hold time, 4) Customer service response time, 5) Better technology, and 6) Community outreach efforts.

B. Electronic Fare Collection for Paratransit Services

Ms. Gabriella Arismendi, MetroPlan Orlando staff, will give a presentation on the additional research conducted on the electronic fare collection (EFC) methods attempted by other transit agencies in Florida and across the US. The QATF reviewed this information and voted postpone the implementation of an EFC system until the LYNX is able to employ the SunRail's EFC on the fixed-route fleet.

C. Interactive Voice Response System for ACCESS LYNX

Mr. Tim May, ACCESS LYNX manager, will present the implementation of Interactive Voice Response (IVR) unto the ACCESSSS LYNX reservation system. IVR is a technology that allows a computer to interact with humans through the use of voice and DTMF tones input via keypad.

D. MobileEye Technology in MV Paratransit fleet

Mr. Chris York, MV Transportation manager, will present MV's transportation plan on installing MobileEye technology unto the paratransit fleet. MobileEye is a safety solution for collision prevention and mitigation.

E. Quality Assurance Task Force (QATF)

Ms. Marilyn Baldwin, Chair of the QATF, will report on the July 21, 2015 meeting.

IX. GENERAL INFORMATION

TAB 2

A. Ombudsman Report

A summary of the communication made directly to the Commission for the Transportation Disadvantaged office from riders, providers, or others that require direct interaction with the customer or other entities is enclosed. Additional items or issues that are handled via contract manager or on a technical assistance basis can be provided upon request.

B. Planning Grant Update Report

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.

C. LYNX/Community Transportation Coordinator (CTC) Update

Report on current and ongoing operations.

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. An attachment of the report is included.

E. American's with Disabilities Act 25th Anniversary

Twenty-five years ago, the Americans with Disabilities Act (ADA) was signed into law on July 26, 1990 by President George H.W, Bush. The civil rights legislation showed a national commitment to eliminate discrimination against people with disabilities and to increase their inclusion in all aspects of community life, including employment. The Board will watch a short video on the how this legislations has impacted the lives of many and Ms. Cheryl Stone will share some stories about the celebrations that took place in the Orlando region. Video link: <https://youtu.be/mW4hB2hcPBM>

F. "Accessible Transit Services for All" FTA Research, December 2014

FTA's report presenting successful strategies for providing high-quality, cost-effective, and sustainable ADA paratransit service and describes examples of inclusive service designs that can be used to effectively meet the transit needs of all riders. A summary of the report is enclosed and the entire report can be found at the following link: http://www.fta.dot.gov/documents/FTA_Report_No._0081.pdf.

G. 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, 2015 as "Blind Americans Equality Day" will be presented to the MetroPlan Orlando Board at the September meeting for their approval.

H. International Symbol of Accessibility Memo

FHWA's memorandum addressing the substitution of the International Symbol of Accessibility with alternative "dynamic" designs that have been developed by advocacy groups is enclosed.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *Citizens Advisory Committee - August 26 at 9:30 am*
- *Bicycle & Pedestrian Advisory Committee - August 26 at 2:00 pm*
- *Technical Advisory Committee - August 28 at 10:00 am*
- *Transportation Systems Management & Operations - August 28 at 1:30 pm*
- *Municipal Advisory Committee - September 3 at 9:00 am*

- *MetroPlan Orlando Board meeting - September 9 at 9:00 a.m.*
- *Quality Assurance Task Force - October 20 at 10:00 a.m.*

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

XIII. ADJOURNMENT - Next meeting: November 12, 2015 - PUBLIC HEARING

If any person with a disability as defined by the Americans with Disabilities Act (ADA) needs special accommodations to participate in this proceeding, he or she should contact Ms. Cathy Goldfarb at METROPLAN ORLANDO, 315 East Robinson Street, Suite 355, Orlando, FL, (407) 481-5672, ext. 315, not later than two (2) business days prior to the proceeding.