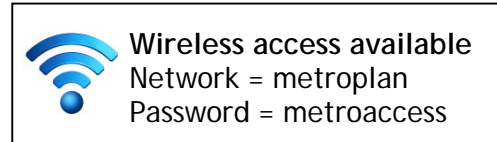




ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD

DATE: Thursday, May 12, 2016
TIME: 10:00 a.m.
LOCATION: David L. Grovdahl Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801



Commissioner Pete Clarke, Chairperson, Presiding

AGENDA

- I. CALL TO ORDER - Commissioner Clarke
- II. PLEDGE OF ALLEGIANCE
- III. CONFIRMATION OF QUORUM - Ms. Cathy Goldfarb
- IV. AGENDA REVIEW & ANNOUNCEMENTS- Ms. Virginia Whittington
- V. 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.

VI. CONSENT AGENDA

- A. Approval of minutes of previous meeting (February 11, 2016)

TAB 1

The minutes of the February 11, 2016 Transportation Disadvantaged Local Coordinating Board meeting are included for approval at Tab 1.

VII. ACTION ITEMS

A. Approval of the 2014-2015 CTC Evaluation Report

TAB 2

Pursuant to Florida Statutes 427.15 the performance of the Community Transportation Coordinator (CTC) shall be evaluated based on the Commission for the Transportation Disadvantaged approved evaluation criteria by the coordinating board annually. A copy of the evaluation report is included and, after approval, will be submitted to the MetroPlan Orlando Board and the Commission.

B. Approval of the Transportation Disadvantaged Service Plan (TDSP) Annual Update TAB 3

Mr. Tim May and Ms. Kasia Castro, LYNX, will present updates to the Transportation Disadvantaged Service Plan and the Community Connector Plan component of the plan. The TDSP is an annually updated tactical plan jointly developed by the Planning Agency and the Community Transportation Coordinator that contains development, service, and quality assurance components. The TDLCB reviews and approves the TDSP and it is submitted to the Commission for the Transportation Disadvantaged for final action.

C. Approval of the 2016-2017 Rate Calculation Worksheet

TAB 4

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 FY2016. At the request of the CTD, these rates do not include ADA expenses. In addition, LYNX no longer provides stretcher trips.

Type of Trip	FY2016 Rates	FY2017 Rates
Ambulatory	\$21.12	25.05
Wheelchair	\$36.21	42.95

D. Request for Revision to ACCESS LYNX’s No-Show Suspension Policy

Last year, the LCB approved a requested a change to ACCESS LYNX’s No-Show policy from three hours to one hour advance notice which resulted in a 34% decrease in no shows. Similarly. Mr. Tim May will address the LCB to request the following change to ACCESS LYNX’s No Show Suspension Policy.

Currently, if a customer has 5 or more verifiable “no shows” in a 90 day period, the customer is suspended for a period of 30 days. The customer is given a 3 week notice to make alternate

transportation arrangements. This policy was approved by the Local Coordinating Board back in 2003.

It is the opinion of LYNX paratransit management staff that this suspension period is severe and should be adjusted. Approval of the following recommendations are requested:

- Analyze customer no shows on an individual basis and look for trends such as only occurring on Mondays, or certain other days.
- Contact the customer to see if ACCESS LYNX can be of any assistance in avoiding no shows.
- Set the first suspension to one-day, and if the issue persists, increase incrementally to a total of five-day.
- Allow for the same three week notification period.

VIII. PRESENTATIONS & STATUS REPORTS

A. LYNX Real Time Reservation Technology

Doug Jamison, Senior ITS Developer, LYNX will give a presentation on real time reservation technology currently being beta tested for future deployment.

B. MV Transportation MOBI Demonstration

Chris York, MV Transit, will give a demonstration of MOBI, a mobile app currently being tested that will be used by ACCESS LYNX riders for trip scheduling and vehicle arrival/departure updates.

C. 2016 Florida Legislative Session Wrap Up

Ms. Virginia Whittington, MetroPlan Orlando, will provide a brief overview of the 2016 Florida Legislative session.

IX. GENERAL INFORMATION

TAB 5

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 will be provided at the meeting. 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. Monthly Paratransit Statistical Breakdowns

A copy of the Monthly Paratransit Statistical Breakdowns is provided for use and information.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *Quality Assurance Task Force - TBA*
- *MetroPlan Orlando Board meeting - July 13, 2016 at 9:00 a.m.*

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

XIII. ADJOURNMENT - Next meeting: August 11, 2016

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, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801, (407) 481-5672, ext. 315, not later than two (2) business days prior to the proceeding.