



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

DATE: Thursday, February 13, 2014  
TIME: 10:00 a.m.  
LOCATION: MetroPlan Orlando Board Room  
315 E. Robinson Street, Suite 355  
Orlando, Florida 32801

---

Commissioner John Horan, Presiding

---

**Members in attendance were:**

Commissioner John Horan, Seminole County, **Vice-Chairman**  
Mr. Win Adams, Elderly  
Mr. Alex Alexander, Veterans  
Ms. Millagros Carrion, Medical Community  
Mr. Dwight Sayer, Citizen Advocate (System User)  
Mr. Randall Hunt, Senior Resource Alliance  
Ms. Charlotte Keller for Mr. Benjamin Akinola, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Mr. Mike Barnett, Public Education  
Ms. Judy Binns, State Coordinating Council of Early Childhood  
Mr. Todd Stalbaum, Orange County EMS (*non-voting*)  
Mr. Manuel Garay for Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
Ms. Jo Santiago, FDOT  
Mr. Chris York, For-Profit Operator

**Members not in attendance were:**

Commissioner Scott Boyd, Orange County, **Chairman**  
Commissioner Michael Harford, Osceola County  
Ms. Diane Ketts, Citizen Advocate  
Ms. Samme Ripley, Economically Disadvantaged

Mr. Robert Melia, LYNX TAC designee (*non-voting*)

**Others in attendance were:**

Ms. Cheryl Stone, SunRail  
Mr. Mike Wacht, SunRail  
Mr. Harry Barley, MetroPlan Orlando  
Ms. Cynthia Lambert, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Nikhila Rose, MetroPlan Orlando  
Ms. Gabriella Serrado, MetroPlan Orlando  
Ms. Cathy Goldfarb, MetroPlan Orlando

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

**I. CALL TO ORDER**

Vice-Chairman John Horan called the meeting to order at 10:10 a.m. and Mr. Win Adams led the committee in the pledge of allegiance.

**II. AGENDA REVIEW**

Ms. Gabriella Serrado welcomed everyone. She told committee members that Commissioner Horan had been appointed TDLCB Chairman by the MetroPlan Orlando board at their February 12<sup>th</sup> meeting. Ms. Serrado introduced new MetroPlan Orlando staff member, Ms. Nikhila Rose. Ms. Rose is a transportation planner and will be assisting with long range planning. Ms. Serrado called attention to the MetroPlan Orlando 2013 Annual Report that was included in the supplemental folders. She informed TDLCB members that the Annual TD Day is scheduled for March 13<sup>th</sup>. Lobbying efforts will begin March 12<sup>th</sup> and CTD meeting is scheduled for March 14<sup>th</sup>. The CTD meeting agenda will be available later in February.

**III. PUBLIC COMMENTS ON ACTION ITEMS**

None

**IV. CONSENT AGENDA**

**A. Approval of minutes of previous meeting**

The minutes of the November 8, 2013 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

## **B. Approval of TDLCB Membership Certification**

Action was requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines. This document will be sent to the MetroPlan Orlando Board for approval in March. The roster was provided.

**MOTION:** Mr. Win Adams moved approval of the consent agenda. Mr. Alex Alexander seconded the motion, which passed unanimously.

## **XI. ACTION ITEMS**

### **A. Election of a Vice-Chairman**

Pursuant to the Transportation Disadvantaged Local Coordinating Board By-Laws, the Board shall hold an organizational meeting each year, for the purpose of electing a Vice Chairperson. The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. Chairman Horan nominated Commissioner Michael Harford to serve as the 2014 Vice-Chairman of the TDLCB.

**MOTION:** Mr. Win Adams moved approval of Commissioner Michael Harford serving as TDLCB Vice-Chairman for 2014. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

## **V. PRESENTATIONS & STATUS REPORTS**

### **A. ACCESS LYNX 101**

Bill Hearndon, LYNX, presented a general overview of the ACCESS LYNX eligibility criteria and reservation system. Mr. Hearndon reviewed the ACCESS LYNX application form and the eligibility assessment process including who is exempt from the assessment. He noted that if an applicant is deemed ineligible for ACCESS LYNX, they are referred to the LYNX Travel Training program. Mr. Adams asked if the information provided was available on the LYNX website. Mr. Hearndon responded that the information was available on the website.

### **B. Evaluation of Community Transportation Coordinator (CTC)**

Pursuant to Florida Statutes 427.15 the performance of the CTC shall be evaluated based on the CTD approved evaluation criteria by the coordinating board annually. A copy of the evaluation shall be submitted to the metropolitan planning agency

and the Commission. The recommendation or termination of any CTC shall be subject to approval by the Commission.

For the evaluation this year, staff again conducted the evaluation as part of the February 2013 TDLCB meeting. The process was facilitated by staff and participants used electronic polling devices. Members could submit comments or suggestion on individual sections in writing at the end of each section. Ms. Serrado will collect any written comments or suggestions and submit these additional comments to the CTC.

#### **C. SunRail Update Presentation**

Mrs. Cheryl Stone, SunRail Public Involvement Specialist, gave a status report on SunRail. She noted that the project is moving along and expected to begin service in May. Ms. Stone reviewed the amenities that will be provided, train and station facilities including ADA features, fare structure and ticket purchasing. Discussion ensued regarding technology for train status, audible transmittal of instructions and train information, photo ID cards for reduced fare riders, incorporating a payment option onto photo ID cards, wheel chair accessibility and potential employment opportunities for persons with disabilities. Mr. Mike Wacht, SunRail, told committee members that an app is being developed for real time train information and SunRail employment opportunities could be found at [jobs.sunrail.com](http://jobs.sunrail.com).

#### **D. Report on 2013 Annual Public Hearing**

Ms. Gabriella Serrado, MetroPlan Orlando, provided a summary report on comments during the 2013 Annual Public Hearing. Ms. Serrado told TDLCB members that she met with ACCESS LYNX and MV Transportation staff to discuss the four major issues that were evident from public comments at the 2013 TDLCB public hearing. These issues, she noted were technology, call hold times, scheduling and driver customer service. She told committee members that MV has implemented some good new policies since the public hearing to help mitigate the issues that were raised. Mr. Chris York, MV Transportation, reported on the stand-by trips issue resulting from schedulers not negotiating trips and creating on-time performance challenges. Since the implementation of additional trip negotiation, 400+ trips per day that were scheduled and open have been reduced to 200 trips per day and MV continues to work on getting those numbers down. Mr. York noted that as a result of these efforts there was a 2% increase in the on-time performance for January. The technology and call hold time issues, he told committee members, still need to be worked on. Ms. Marilyn Baldwin expressed her concern regarding trip negotiation and the repercussions if a trip is not able to be negotiated. Mr. Dwight Sayer told TDLCB members that under ADA regulations a trip is able to be negotiated up to one-hour before or after the time requested. If the trip is unable to be negotiated, he noted, it would be considered a trip refusal, not a trip denial. Ms. Baldwin asked if these issues could be addressed at

the QATF meetings. Mr. Hearndon told committee members that the one-hour time frame for trip negotiation mirrors the one-hour fixed route headway. He reported that Federal Transit Administration (FTA) requires ACCESS LYNX to track and report on trip denials and ACCESS LYNX staff monitors MVs performance. Ms. Serrado asked about the frequency of the report to FTA and if it could be provided to QATF. Mr. Hearndon responded that the report is sent to FTA monthly and could be provided to QATF. Chairman Horan requested that the trip denial report be provided to QATF at the subcommittee's next meeting. Mr. Adams asked if the information on how to file a complaint is available on the ACCESS LYNX website. Mr. Hearndon responded that the information was on the website.

## **VI. GENERAL INFORMATION**

### **A. Ombudsman Report: September - November**

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 was provided. Additional items or issues that are handled via contract manager or on a technical assistance basis can be provided upon request.

### **B. LYNX/Community Transportation Coordinator (CTC) Update**

A Report on current and ongoing operations was provided.

### **C. Planning Grant Update Report**

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

### **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 was provided

### **E. 2013 Attendance Records**

A spreadsheet showing the attendance records for the TDLCB meetings during 2013 was provided.

### **F. MetroPlan Orlando's Annual Report**

Copies of MetroPlan Orlando's 2013 Annual Report were provided at the meeting.

## VII. MEMBER COMMENTS

Ms. Marilyn Shapiro, TDLCB alternate, commented that she felt trip add ons were a problem that affects the other riders on the vehicle. She asked what causes add ons. Mr. Hearndon responded that if passengers were not added on they would have to wait for a cancellation or a no show for a ride. By adding on they are able to accommodate all passengers and increase productivity. Reasons for add ons, he told committee members, were vehicle break downs, medical emergencies and customers not being ready when the vehicle arrives for pick up. Ms. Shapiro also commented that she felt some drivers did not know the routes and did not have a GPS system or maps. Mr. York responded that all drivers are given map books during training and the majority of the fleet has GPS technology. Chairman Horan asked what percentage of the fleet has GPS technology. Mr. York responded that 90% of the fleet has GPS technology.

## VIII. PUBLIC COMMENTS (GENERAL)

Mr. Chuck Graham, Winter Garden resident, commented that there needs to be a dedicated funding source for transit and tolls collected from local toll roads could be used for this purpose. He felt that handicapped parking ticket fees should be allocated to seniors and the disabled to help improve their mobility. In addition, Mr. Graham commented that photo IDs with a payment option were supposed to be implemented along with SunRail, however now the blame for that not happening is being placed on a committee in Tallahassee. He felt strongly that photo IDs for riders needed to get implemented.

Mr. David Bottomley, Orange County resident, commented that he is certified disabled but has not required paratrasit service to get around. He distributed information that details Amtrak's list of required ID for reservations/reduced fares. He felt SunRail should consider similar options for their reservations/reduced fares.

IX. ADJOURNMENT

Next meeting: May 8, 2014

There being no further business the meeting adjourned at 12:20 p.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 8th day of May, 2014.

---

Chairperson, Orange, Osceola, Seminole  
Counties Joint Transportation Disadvantaged  
Local Coordinating Board

---

Cathy Goldfarb, Board Services Coordinator  
and Recording Secretary

*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.*