



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 12, 2015
TIME: 10:00 a.m.
LOCATION: MetroPlan Orlando Board Room
315 E. Robinson Street, Suite 355
Orlando, Florida 32801

Commissioner Pete Clarke, Presiding

Members in attendance were:

Commissioner Lee Constantine, Seminole County,
Commissioner Pete Clarke, Orange County, **Vice-Chairman**
Ms. Marilyn Baldwin, Disabled
Mr. Mike Barnett, Public Education
Ms. Judy Binns, State Coordinating Council of Early Childhood
Ms. Millagros Carrion, Medical Community
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)
Mr. Manuel Garay or Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Mr. Jose Pizarro, Veterans
Mr. Samuel Weekly for Ms. Jo Santiago, FDOT
Mr. Dwight Sayer, Citizen Advocate (System User)
Mr. Tim May, LYNX (*non-voting*)

Members not in attendance were:

Commissioner Viviana Janer, Osceola County, **Chairman**
Mr. Win Adams, Elderly
Mr. Benjamin Akinola, AHCA/Medicaid
Ms. Marsha Shapiro, Citizen Advocate
Mr. Randall Hunt, Senior Resource Alliance
Mr. Robert Melia, LYNX TAC designee (*non-voting*)
Ms. Samme Ripley, Economically Disadvantaged

Mr. Chris York, For-Profit Operator

Others in attendance were:

Ms. Cynthia Lambert, MetroPlan orlando
Ms. Mary Ann Horne, MetroPLan Orlando
Ms. Jennifer Rhodes, MetroPlan Orlando
Mr. David Moran, MetroPlan Orlando
Ms. Gabriella Arismendi, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando

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

I. CALL TO ORDER

Vice-Chairman Pete Clarke called the meeting to order at 10:06 a.m. and led the committee in the pledge of allegiance.

II. CONFIRMATION OF QUORUM

Ms. Cathy Goldfarb confirmed that a quorum was present.

III. AGENDA REVIEW

Ms. Gabriella Arismendi introduced MetroPlan Orlando interns for the spring semester, Ms. Jennifer Rhodes and Mr. David Moran. She called attention to a recent award a MV Transportation staff member received and asked Mr. Tim May if he could provide additional information on the award. Mr. May told committee members that MV's Drive Cam Specialist was recently recognized nationally for excellence and will be flying out to California to receive his award. He informed TDLCB members that the drive cam specialist monitors the vehicles on the road and can bring up any issues that may arise. This is the first time, Mr. May noted, that the Orlando division of MV Transportation has been recognized. Ms. Arismendi called attention to items in the supplemental folders which included a sample of the public hearing follow up letter, the quarterly grant report and information on the upcoming clean air award.

IV. PUBLIC COMMENTS ON ACTION ITEMS

Mr. Chuck Graham, Winter Garden Resident, commented that he is an advocate for dedicated funding for public transportation, paratransit, and SunRail. He told committee members that there would be deep debt associated with SunRail and funding currently allocated was going to be tough to support in the future. Mr. Graham emphasized the need for dedicated funding for public transportation, which he was under the impression was currently supported by taxing homeowners. He commented that low wage earners who could not afford a car and auto insurance were without public transportation options after 8:00 p.m. Mr. Graham said that serious thought need

to be put into how to get dedicated funding citing New York as an example where bridge tolls are allocated to public transportation. He told TDLCB members that elected officials need to be told that dedicated funding is needed since public transportation is not a profit making entity.

V. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the November 13, 2014 Transportation Disadvantaged Local Coordinating Board meeting were provided.

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 membership roster was provided.

MOTION: Ms. Marilyn Baldwin moved approval of the consent agenda. Ms. Cheryl Stone seconded the motion, which passed unanimously.

VI. ACTION ITEMS

A. 2014-2015 By-Laws Approval

Pursuant to the CTD operating guidelines, the TDLCB must annually update the by-laws. The by-laws were reviewed by the QATF at their January 20, 2015 meeting. The QATF reviewed the by-laws but did not seek to approve because of Medicaid grievance question (page 7).

MOTION: Commissioner Lee Constantine moved approval of the 2014-2015 by-laws. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

B. 2014-2015 Grievance Procedure Approval

Pursuant to the CTD operating guidelines, the TDLCB must annually update the grievance procedures. The grievance procedures were reviewed by the QATF at their January 20, 2015 meeting. The QATF moved to approve the Grievance Procedures without any changes.

MOTION: Ms. Marilyn Baldwin moved approval of the 2014-2015 Grievance Procedure. Ms. Cheryl Stone seconded the motion, which passed unanimously.

VII. PRESENTATIONS & STATUS REPORTS

A. TDLCB 101

Ms. Gabriella Arismendi, MetroPlan Orlando, presented an overview of the transportation disadvantaged planning process and the CTD guidelines of a Local Coordinating Board. Ms. Arismendi provided a definition for transportation disadvantaged. She reviewed potential TD population through 2025, an organization chart for the CTD, CTC and planning agency, and the purpose and duties of the planning agency. In addition, she reviewed the purpose and duties of the local coordinating board, TDLCB membership make-up and Quality Assurance Task Force goals and membership. Ms. Arismendi provided information on TD trips by funding source, trips by purpose and a 2013 revenue and expense comparison. Commissioner Clarke requested a copy of the presentation.

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 conducted the evaluation as part of the February 2015 TDLCB meeting. The process was facilitated by staff using an electronic polling device. Members could submit comments or suggestion on individual sections at the end of each section. Staff will submit these additional comments to the CTC. Ms. Arismendi told committee members that the results of the survey would be reported out at the May 2015 TDLCB meeting and a formal report would be provided to the CTD. She noted that a trip to ACCESS LYNX on her part would also be required to complete the evaluation process. Additional written comments, she informed TDLCB members, could be included on page 10 of the survey.

C. Report on the FY2014-2015 Public Hearing

Ms. Gabriella Arismendi, MetroPlan Orlando, updated the board on the results of the January 20, 2015 public hearing. She reported that she met recently with Mr. Chris York, MV Transportation, Mr. Tim May, ACCESS LYNX, and Mr. Benjamin Gonzalez, ACCESS LYNX to go over the issues raised at the public hearing. Ms. Arismendi noted that the follow up letter provided in the supplemental folders was sent to those that made public comments at the hearing. MV Transportation, she said, had already implemented a new customer service program, where they were checking the scheduler's recordings and addressing any issues they found. In terms of the pick-up time delay for dialysis patients, she reported, Mr. May will be launching a pilot program, in the next month or so, in Winter Garden where one vehicle will service a specific facility. If the pilot program proves successful, it may be expanded. The GPS issues, she noted, were felt to fall under customer service and addressed accordingly. Ms. Milagros Carrion told TDLCB members that she appreciates the changes and has seen a difference in pick-ups.

D. Quality Assurance Task Force (QATF)

Ms. Marilyn Baldwin, Chair of the QATF, reported on the January 20, 2015 meeting. She told committee members that at the January 20th QATF meeting she was elected Chair and Mr. Win Adams was elected Vice-Chair. The subcommittee reviewed the wording of the CTC evaluation and discussed the public hearing. Ms. Baldwin requested that staff forward notes from the QATF meeting.

E. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Tim May, ACCESS LYNX Paratransit manager, reported on current and ongoing operations. Mr. May reported that there was a change going on with Medicaid and as of March 1, 2015, ACCESS LYNX would no longer be providing any Medicaid trips. He stated that he was under the impression that Access to Care would be taking over Medicaid trips and had sent letters in that regard to customers, however, Ms. Arismendi was told that MTM would be handing regions 4, 5, 6 and 7. Mr. May told TDLCB members that the change will severely impact ACCESS LYNX's numbers. He commented that he is doing what he can to ensure service is ready to take on the challenge and improve. Mr. May said that in response to the one of the CTC survey questions, in 2014 ACCESS LYNX provided 100 outreach efforts and he asked committee members to read the full update report provided to get details and a full scope of operations.

VIII. GENERAL INFORMATION

A. Ombudsman Report: September - December

There was no Ombudsman report available at the time of the meeting. Ms. Arismendi told committee members that she would email out the report when she received it.

B. Planning Grant Update Report

A quarterly progress report of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement was provided.

C. 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.

D. 2014 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2014 was provided.

E. 2040 LRTP Executive Summary

Copies of the 2040 LRTP Executive Summary were available on request.

F. FHWA E-Mail on the Use of International Symbol of Accessibility

MetroPlan received an email from the Florida Division of the Federal Highway Administration (FHWA) regarding the requests to utilize the new "Accessible Icon" and the FHWA policy on usage of a new icon. A copy of the email was provided.

IX. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. Quality Assurance Task Force - April 21, 2015 at 1:30 p.m.

B. TD Day - March 3, 2015 in Tallahassee

C. MetroPlan Orlando Board meeting - March 11, 2015 at 9:00 a.m.

Ms. Cheryl Stone told committee members that a LYNX TAC meeting would be held in the next six-weeks and she would get the date for that meeting.

X. MEMBER COMMENTS

None.

XI. PUBLIC COMMENTS (GENERAL)

Ms. Diane Arns, Lake Mary resident, commented that her husband is medically disadvantaged and was unwillingly removed from the ACCESS LYNX service due to the change in the coordinated system. Since the change they have experienced many problems with the transportation services and have been stood up at the doctor's office four times. The service provider doesn't answer the phone, sends unmarked vehicles that are not sufficiently equipped, drivers are not identifiable and do not know who they work for and the vehicles are dirty. Her husband is diabetic and recently had to spend an entire day without food or drinks due to service issues and he was almost comatose as a result. Ms. Arns said that something drastically needs to be done to address these issues and that she is currently afraid to make another doctor's appointment due to the problems she has encountered.

Mr. Tim May responded that Ms. Arns husband's application could be resubmitted to ACCESS LYNX to see if he could qualify under a different program. Ms. Crystal Ford told Ms. Arns that her company, EMS, governs paratransit companies and if the company is violating regulations to get her the company information to follow up on. Ms. Arismendi responded that she is aware of the company in mention and has their information. Ms. Baldwin commented that the Ms. Arns comments should be directed to ACHA. Ms. Arismendi noted that she had provided the ACHA contact information to Ms. Arns.

XII. ADJOURNMENT

The next TDLCB meeting is scheduled on May 14, 2015.

There being no further business the meeting adjourned at 11:17 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 14th day of May, 2015.

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

Cathy Goldfarb, Senior 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.