



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

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

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Commissioner Pete Clarke and Commissioner Viviana Janer, Presiding

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Members in attendance were:

Commissioner Viviana Janer, Osceola County, **Chairman**  
Commissioner Pete Clarke, Orange County, **Vice-Chairman**  
Commissioner Lee Constantine, Seminole County  
Mr. Win Adams, Elderly  
Mr. Benjamin Akinola, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Ms. Olga Vazquez for Mr. Mike Barnett, Public Education  
Ms. Millagros Carrion, Medical Community  
Mr. Tom Daniels, Orange County EMS (*non-voting*)  
Mr. Randall Hunt, Senior Resource Alliance  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Tim May, LYNX (*non-voting*)  
Mr. Jose Pizarro, Veterans  
Mr. Samuel Weekly for Ms. Jo Santiago, FDOT  
Mr. Dwight Sayer, Citizen Advocate (System User)  
Ms. Marsha Shapiro, Citizen Advocate  
Mr. Chris York, For-Profit Operator

Members not in attendance were:

Mr. Robert Melia, LYNX TAC designee (*non-voting*)  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Vacant, Economically Disadvantaged

**Others in attendance were:**

Ms. Cheryl Stone  
Mr. Lendy Castillo, MTM  
Ms. Lisa Sanders, MTM  
Ms. Lisa Rivera, MTM  
Ms. LaDonna Wakefield, MTM  
Ms. Tammy Puyear, MTM  
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 10:15 a.m. due to Chairman Janer being delayed.

**II. PLEDGE OF ALLEGIANCE**

Ms. Marilyn Baldwin led the committee in the pledge of allegiance.

**III. INTRODUCTIONS**

Members of the committee introduced themselves.

**IV. CONFIRMATION OF QUORUM**

Ms. Cathy Goldfarb confirmed that a quorum was present.

**V. AGENDA REVIEW**

Ms. Gabriella Arismendi told TDLCB members that MetroPlan Orlando was in the process of compiling legislative priorities for 2016 and to contact her if they had any issues they would like to see addressed. She noted that the annual CTD conference was taking place October 25<sup>th</sup> - 28<sup>th</sup> at the Hilton in Daytona Beach. This year's conference was being held in conjunction with the Florida Public Transportation Association's (FPTA) conference, with the first two days devoted to FPTA and the second two days to CTD. Ms. Arismendi reported that there were two TDLCB openings for the conference and to let her know if anyone was interested in attending, either the full four days or just the second half. Ms. Arismendi announced that she would be moving to Denver in November and that this would be her last TDLCB meeting. She thanked everyone and told committee members she appreciated all she has learned from TDLCB during her time at MetroPlan Orlando.

Ms. Arismendi introduced Mr. Bill Hearndon, formerly with ACCESS LYNX, who was in attendance from the Commission for Transportation Disadvantaged in Tallahassee. She then introduced Mr. Lendy Castillo, MTM, who was in attendance. Mr. Castillo

introduced MTM staff members in attendance which included Ms. Lisa Sanders, Ms. Lisa Rivers, Ms. LaDonna Wakefield, and Ms. Tammy Puyear. MTM will be hosting a town hall meeting locally for the MTM providers on Friday, August 14.

Chairman Janer arrived at this time and chaired the remainder of the meeting.

## **VI. PUBLIC COMMENTS ON ACTION ITEMS**

None.

## **VII. CONSENT AGENDA**

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

The minutes of the May 14, 2015 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

**MOTION:** Mr. Win Adams moved approval of the consent agenda. Commissioner Lee Constantine seconded the motion, which passed unanimously.

## **VIII. PRESENTATIONS & STATUS REPORTS**

### **A. Update on CTC Evaluation Recommendations and Public Hearing**

Mr. Tim May, ACCESS LYNX manager, gave an update on how ACCESS LYNX has addressed the issues brought up during the annual public hearing and the CTC evaluation. The main issues had 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. Mr. May reviewed the issues and how ACCESS LYNX had addressed them. He noted that no shows had been reduced by almost half, thanks in part to TDLCB approval of reducing the time limit to one-hour from three hours for cancelling. Mr. May told committee members that ACCESS LYNX on-time performance had improved to just short of the 92% target and call hold time had been reduced through additional training at MV. In regards to public outreach, he reported, two safety and training coordinators are scheduled to visit five facilities a day and inspect three to five vehicles a day. In addition, staff averages fourteen structured presentations per month and have logged over ninety presentations and over one-thousand facility visits. He told TDLCB members that ACCESS LYNX is under budget by 17% in the fiscal year-to-date and is expected to remain under budget. A contributing factor to the budget change is the removal of Medicaid transportation from the ACCESS LYNX system. In terms of trip allocation and prioritization, Mr. May reported that ACCESS LYNX has never denied a trip based on a trip's assigned priority. Additionally, he informed committee members that quarterly inspections are conducted on a percentage of ACCESS LYNX vehicles and annual inspections are conducted on the entire fleet. Discussion ensued regarding contact information for ACCESS LYNX, and a recent issue a committee member had with an ACCESS LYNX trip. Ms. Marilyn Baldwin inquired about follow up from a previous Medicaid transportation issue. Mr. May reported that ACCESS LYNX provided temporary assistance with transportation until the individual was able to get their Medicaid transportation.

## **B. Electronic Fare Collection for Paratransit Services**

Ms. Gabriella Arismendi, MetroPlan Orlando staff, gave 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 had reviewed this information and voted to postpone the implementation of an EFC system until LYNX was able to employ the SunRail's EFC on the fixed-route fleet. Ms. Arismendi reviewed a sampling of larger and smaller agencies and their experience implementing an electronic fare collection system, along with the pros and cons of the systems. She then covered electronic fare collection options for ACCESS LYNX and their pros and cons. The ACCESS LYNX options included an over the phone credit card payment system, a prepaid credit card system, and delaying implementation on ACCESS LYNX until LYNX has established the SunRail EFC system on their fixed route service. Concerns voiced over the proposed options included giving out credit card information over the phone and seniors not being comfortable using a credit card system.

**MOTION:** Ms. Marilyn Baldwin moved for approval of delaying implementation of an electronic fare collection system on ACCESS LYNX until the SunRail EFC system has been perfected and implemented on LYNX fixed route service. Ms. Marsha Shapiro seconded the motion, which passed unanimously.

## **C. Interactive Voice Response System for ACCESS LYNX**

Mr. Tim May, ACCESS LYNX manager, gave a presentation on the implementation of Interactive Voice Response (IVR) onto the ACCESS 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. Mr. May explained that the IVR system would help eliminate call hold time issues and clients would have a variety of trip options available including booking a trip, cancelling a trip, changing a trip, etc. He added that the system would be available in English and Spanish and would require a client ID, assigned at sign up, and passcode. TD customers, he noted, would need to book their trip the day before and ADA clients could book a trip seven days in advance. Mr. May explained that the booked trip information would be repeated back to the client and a confirmation number would be given. Discussion ensued regarding trip reminder calls, development of an app for the system, and senior's possible reluctance to use an app. Mr. May responded that reminder calls would be given the night as well as right before a trip, and an app would be developed, however, it would be in addition to phone service, not in place of it.

## **D. MobileEye Technology in MV Paratransit fleet**

Mr. Chris York, MV Transportation manager, presented MV's transportation plan on installing MobileEye technology into the paratransit fleet. MobileEye is a safety solution for collision prevention and mitigation. Mr. York told TDLCB members that safety is a focus for MV and since 2013 MV's accident ratios and workplace injuries have declined substantially. He provided a brief description of MobileEye and its features and reported that MV is thirty days away from installing their first system in a vehicle. Mr. York noted that there was a 30% improvement in Philadelphia the first month the system was in use and LYNX had given their approval to use the system locally. A couple of videos depicting actual use of the system in vehicles were

shown. Discussion ensued in regards to the ability to retrieve data from the system, ability of the driver to override the system, rear end collision alerts, and if reports were provided when an alert occurs. Mr. York responded that MobileEye is just an alert system and not tied into a larger system, the driver cannot override the system, and the Bluetooth capability will be disabled. He added that there is no rear end collision alert only front end and there is no report capability at this time.

#### **E. Quality Assurance Task Force (QATF)**

Ms. Marilyn Baldwin, Chair of the QATF, reported on the July 21, 2015 meeting. She told committee members that QATF viewed the presentations that were provided to TDLCB at the meeting, received a CTC report from LYNX, and information on the ADA 25<sup>th</sup> anniversary celebration. She thanked staff for their work with the committee.

### **IX. GENERAL INFORMATION**

#### **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 was provided. 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**

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

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

A report on current and ongoing operations was provided.

#### **D. Report of Operator Payments**

The Operator 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. American's with Disabilities Act 25<sup>th</sup> 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. Ms. Cheryl Stone shared some stories about the 25<sup>th</sup> anniversary celebration that took place in the Orlando region. TDLCB members also watched a short video on the how this legislation has impacted lives.

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

A summary of FTA's report presenting successful strategies for providing high-quality, cost-effective, and sustainable ADA paratransit service was provided that describes examples of inclusive service designs that can be used to effectively meet the transit needs of all riders. The entire report could be found at the following link: [http://www.fta.dot.gov/documents/FTA\\_Report\\_No.\\_0081.pdf](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 copy of the resolution declaring October 15, 2015 as "Blind Americans Equality Day" that will be presented to the MetroPlan Orlando Board for approval at the September meeting was provided.

#### 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 was provided.

#### 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

None.

#### XII. PUBLIC COMMENTS (GENERAL)

None.

### XIII. ADJOURNMENT

The next TDLCB meeting is scheduled on November 12, 2015 and will include the public hearing.

There being no further business the meeting adjourned at 11:20 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 12th day of November, 2015.

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

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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.*