



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 11, 2016  
TIME: 10:00 a.m.  
LOCATION: MetroPlan Orlando Board Room  
250 S. Orange Avenue, Suite 200  
Orlando, Florida 32801

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Commissioner Pete Clarke, Presiding

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Members in attendance were:

Commissioner Pete Clarke, Orange County, **Chairman**  
Commissioner Lee Constantine, Seminole County, **Vice-Chairman**  
Mr. Win Adams, Elderly  
Ms. Charlotte Keller for Mr. Benjamin Akinola, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Ms. Olga Vazquez for Mr. Mike Barnett, Public Education  
Ms. Millagros Carrion, Medical Community  
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Tim May, LYNX (*non-voting*)  
Mr. Robert Melia, LYNX TAC designee (*non-voting*)  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
Master Sargent Jose Pizarro, Veterans  
Ms. Jo Santiago, FDOT  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Ms. Cheryl Stone for Mr. Dwight Sayer, Citizen Advocate (System User)  
Ms. Marsha Shapiro, Citizen Advocate  
Mr. Chris York, For-Profit Operator

Members not in attendance were:

Commissioner Michael Harford, Osceola County,

Mr. Randall Hunt, Senior Resource Alliance  
Ms. Dianne Arnold, Economically Disadvantaged

**Others in attendance were:**

Mr. Benjamin Gonzalez, LYNX  
Ms. Milagros Chervoni, ACHA  
Ms. Ruth Kessa, APD  
Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Cathy Goldfarb, MetroPlan Orlando

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

**I. CALL TO ORDER**

Chairman Pete Clarke called the meeting to order at 10:05 a.m.

**II. PLEDGE OF ALLEGIANCE**

Commissioner Lee Constantine 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. Virginia Whittington told TDLCB members that they were welcome to take a tour of the new office space after the TDLCB meeting. She called attention to the addition of an addendum to the agenda, item VIII,D, which was approval of Mr. Charles Brooks as an alternate for Ms. Marilyn Baldwin.

**MOTION:** Commissioner Lee Constantine moved approval of the addition of item VIII,D, to the agenda. Mr. Win Adams seconded the motion, which passed unanimously.

Ms. Whittington noted that polling devices had been placed at committee member's seats to use for the CTC evaluation later in the agenda. She told TDLCB members that included in their supplemental folders were FTPA legislative priorities, report on the January 26<sup>th</sup> QATF meeting, a copy of the paratransit statistics, an article regarding LYFT expanding into paratransit service, and an announcement for a series of LYNX

workshops. Also provided at TDLCB member's seats was a copy of the 2016 MetroPlan Orlando desk calendar as a thank you to volunteers.

Mr. Harry Barley welcomed those in attendance and spoke briefly about MetroPlan Orlando's new location and access to the office. He presented longest serving committee member awards to Ms. Marilyn Baldwin and Ms. Sharon Jennings, who had been unable to attend the volunteer appreciation luncheon in January.

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

Mr. Bruno Santos, City of Kissimmee resident and ACCESS LYNX user, commented that the routing for ACCESS LYNX does not make sense and needs to be looked at.

## **VII. CONSENT AGENDA**

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

The minutes of the November 12, 2015 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

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

## **VIII. ACTION ITEMS**

### **A. Approval of 2016 TDLCB Bylaws**

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws annually and recommend any proposed changes to the TDLCB for approval. The bylaws were reviewed by the QATF at their January 26, 2016 meeting. A copy of the proposed revisions and a summary of the proposed changes were provided. Approval of the 2016 TDLCB Bylaws was requested.

**MOTION:** Ms. Marsha Shapiro moved approval of the 2016 TDLCB bylaws. Mr. Win Adams seconded the motion, which passed unanimously.

### **B. Approval of 2016 Grievance Procedures**

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures if necessary. The grievance procedures were reviewed by the QATF at their January 26, 2016 meeting. A copy of the proposed revisions, along with a summary of the changes, were provided. Approval of the 2016 TDLCB Grievance Procedures was requested.

**MOTION:** Ms. Marsha Shapiro moved approval of the 2016 Grievance Procedures. Ms. Crystal Ford seconded the motion, which passed unanimously.

### **C. Appointment of 2016 Grievance Committee**

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Chairman Clarke requested Volunteers to serve on the Grievance Committee. In the event a grievance is filed, the Grievance Committee will be convened. Mr. Win Adams, Ms. Crystal Ford, Ms. Marilyn Baldwin, Mr. Bob Melia and Ms. Marsha Shapiro volunteered to serve on the Grievance Committee.

**MOTION:** Commissioner Lee Constantine moved approval of Mr. Win Adams, Ms. Crystal Ford, Ms. Marilyn Baldwin, Mr. Bob Melia and Ms. Marsha Shapiro serving on the Grievance Committee. Mr. Win Adams seconded the motion, which passed unanimously.

## **IX. PRESENTATIONS & STATUS REPORTS**

### **A. Report on the FY 2015-2016 Public Hearing**

Ms. Virginia Whittington, MetroPlan Orlando, updated the board on the results of the November 12, 2015 public hearing. Ms. Whittington noted that the November 12<sup>th</sup> public hearing was held at MetroPlan Orlando's previous office location. She told TDLCB members that there was good public participation and comments. A summary of the public hearing was provided in the agenda packet.

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

Ms. Marilyn Baldwin, Chair of the QATF, reported on the January 26, 2016 meeting. A summary of the QATF meeting was provided in the supplemental folders. Ms. Baldwin told committee members that it was a pleasure to represent TDLCB at TD Day in Tallahassee. She reported that the TDLCB representatives met with local elected officials and discussed TD needs such as technology. She thanked Ms. Whittington for her assistance on the trip. Ms. Baldwin called attention to a committee she is participating on at LYNX that is updating LYNX's TDSP. She noted that she is assisting with updating the TD component of the TDSP and a public workshop relative to the update will be held Wednesday, February 17<sup>th</sup>.

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

Mr. Tim May, ACCESS LYNX Paratransit manager, reported on current and ongoing operations. Mr. May told committee members that MV Transportation had done well with the inspections that had been conducted recently. He called attention to the formation of a new Transit Advisory Committee which is looking for committee members representing all modes of transportation. Anyone who would like to serve, he noted, can go to the LYNX website and contact him. Mr. May told TDLCB members that Ms. Baldwin and Ms. Whittington are providing their feedback for the LYNX

Community Connector program and workshops for the program are scheduled in Orange, Osceola and Seminole County.

Ms. Whittington called attention to a new feature in the MetroPlan Orlando board room which was listening devices that can be requested for the hearing impaired.

#### **D. 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. Staff conducted the evaluation as part of the February 2016 TDLCB meeting. The process was facilitated by staff and TDLCB members used electronic polling devices. Members could submit comments or suggestion on individual sections at the end of each section. Staff will incorporate the additional comments into the final report to the CTC.

Ms. Whittington noted that copies of the evaluation form had been sent out to TDLCB members ahead of time to review and add any comments. She added that the polling device system allowed for immediate feedback on the evaluation questions. Ms. Whittington added that ACCESS LYNX is the CTC for Orange, Osceola and Seminole Counties and the evaluation period was for July 1, 2014 to June 30, 2015. She told committee members that the evaluation covered areas such as level/quality of service and reasonable cost for service. One additional item, she noted was evaluating/prioritizing areas for improvement and the time frame for improvement. Ms. Whittington told TDLCB members that a report on the evaluation will be provided at the May TDLCB meeting.

Mr. Chuck Graham, citizen and ACCESS LYNX user, questioned how many of those evaluating the CTC actually used the system. Ms. Whittington responded that TDLCB membership is made up of system users, elected officials, and human service providers who all may not use the system, but have knowledge of it through other means. Mr. Bob Melia commented that when he is voting, he not only considers his use, but the use of patients at the hospital as well. Commissioner Constantine added that he shares the sentiment that he doesn't use the system himself, however, he gets feedback through his contact with local citizens. Ms. Baldwin commented that TDLCB members have been offered the opportunity to ride ACCESS LYNX as a "Mystery rider". Mr. Bruno Santos commented that you can only make a reservation online if you have already gone to the address previously. Mr. May responded that Mr. Santos is correct and if you have not traveled to an address previously, it needs to be inputted by reservation staff at ACCESS LYNX. Ms. Marsha Shapiro commented that she has used ACCESS LYNX for five years and she has seen a great deal of improvement and is pleased with the service. Chairman Clarke commented that he gets phone calls from constituents if they are unhappy and the calls have disappeared, indicative of a change for the better. Mr. Santos added that people don't know about the service and suggested pamphlets be circulated for advertising purposes. Mr. May responded that when staff goes out in the local community, they bring information with them to distribute. Ms. Whittington told TDLCB members that if anyone would like to participate as a mystery rider they would need to do so prior to the final evaluation report.

**X. GENERAL INFORMATION**

**A. Overview of New Federal Transportation Bill**

A copy of a slide presentation giving an overview of the new federal transportation bill, Fixing America's Surface Transportation Act (FAST), was provided.

**B. Ombudsman Report: September - December**

No Ombudsman report was available.

**C. 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.

**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. 2015 Attendance Records**

A spreadsheet showing the attendance records for the TDLCB meetings during 2015 was provided.

**XI. UPCOMING MEETINGS AND EVENTS OF INTEREST**

A. MetroPlan Orlando Board meeting - March 10, 2016 at 9:00 a.m.

B. Quality Assurance Task Force - April 19, 2016 at 1:30 p.m.

**XII. MEMBER COMMENTS**

Ms. Marilyn Baldwin commented that it was Black History Month and she encouraged everyone to attend activities planned in the community and be willing to speak up if they witness an injustice occurring.

**XIII. PUBLIC COMMENTS (GENERAL)**

Mr. Chuck Graham, Winter Garden resident and system user, commented that there is a need for dedicated funding for transit and better service. He called attention to the fact that there are four toll agencies locally and some of the toll funds could be used

for enhancing local transit service. He asked that people contact their local public officials to express the need for dedicated funding and to come up with a solution for funding.

Ms. Cathy Matthews, Orlando resident, thanked everyone for what they are doing. She commented that her son is legally blind and had a very bad experience using ACCESS LYNX and was very distraught about having to use the service again. She told committee members that there are issues with the service. While she appreciates how far the service has come, it still needs improvement.

Ms. Whittington commented that she will be meeting with Mr. Tim May, ACCESS LYNX, and Mr. Chris York, MV Transportation, after the meeting to discuss the service.

#### XIV. ADJOURNMENT

The next TDLCB meeting is scheduled on May 12, 2016.

**MOTION:** Commissioner Lee Constantine moved to adjourn the TDLCB Meeting. Mr. Win Adams seconded the motion, which passed unanimously.

There being no further business the meeting adjourned at 11:05 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 12th day of May, 2016.

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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.*