



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

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

---

Commissioner Pete Clarke, Presiding

---

**Members in attendance were:**

Commissioner Pete Clarke, Orange County, **Chairman**  
Commissioner Michael Harford, Osceola County  
Commissioner Lee Constantine, Seminole County, **Vice-Chairman**  
Ms. Milagros Chervoni, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Mr. Mike Barnett, Public Education  
Ms. Milagros Carrion, Medical Community  
Ms. Crystal Ford for 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. Robert Melia, LYNX TAC designee (*non-voting*)  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
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. Win Adams, Elderly  
Ms. Dianne Arnold, Economically Disadvantaged  
Master Sargent Jose Pizarro, Veterans

Mr. Wilfredo Raices, State Coordinating Council of Early Childhood

**Others in attendance were:**

Mr. Benjamin Gonzalez, LYNX  
Ms. Kasia Castro, LYNX  
Ms. Stephanie Hensley, MV Transit  
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 10:00 a.m.

**II. PLEDGE OF ALLEGIANCE**

Mr. Randy Hunt led the committee in the pledge of allegiance.

**III. CONFIRMATION OF QUORUM**

Ms. Cathy Goldfarb confirmed that a quorum was present.

**IV. AGENDA REVIEW**

Ms. Virginia Whittington told TDLCB members that there were no changes to the agenda. She noted that agenda item VII,B required a roll call vote. Ms. Whittington introduced new MetroPlan Orlando staff members, Ms. Crystal Mercedes, who was in attendance, and Ms. Elizabeth Whitton, who was not able to attend the meeting.

**V. PUBLIC COMMENTS ON ACTION ITEMS**

Mr. Richard Alleyne, Lighthouse Central Florida, commented that Lighthouse Central Florida has 500 clients and staff members who use ACCESS LYNX each year. He requested that Lighthouse Central Florida be used as a resource for insight and feedback on the ACCESS LYNX service. Mr. Alleyne added that TDLCB has made every effort to improve the service, however more can be done.

Ms. Heather Markgraf, Lighthouse Central Florida, commented that Lighthouse Central Florida has young people ages 14 to 22 who use ACCESS LYNX and she felt that safety was an issue. She had concerns regarding clients being stranded and needing to find alternate means of transportation.

Ms. Margie Hogel, Lighthouse Central Florida staff member, commented that she has used ACCESS LYNX for three years and is frustrated with the service. She told TDLCB

members about her experience being stranded at Orlando International Airport and eventually having to take Uber home.

## **VI. CONSENT AGENDA**

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

The minutes of the February 11, 2016 Transportation Disadvantaged Local Coordinating Board meeting were provided.

**MOTION:** Ms. Marsha Shapiro moved approval of the consent agenda. Mr. Dwight Sayer seconded the motion, which passed unanimously.

## **VII. ACTION ITEMS**

### **A. Approval of the 2014-2015 CTC Evaluation Report**

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 was provided and, after approval, will be submitted to the MetroPlan Orlando Board and the Commission. Ms. Virginia Whittington told committee members that the CTC evaluation was conducted at the February 11 TDLCB meeting. She called attention to three areas that staff identified to improve. Those areas included continuing to work on improving on-time performance, improve call hold time, and provide TDLCB with additional presentations to help members understand how ACCESS LYNX handles things such as billing, and trip allocation. Ms. Whittington reported that she recently visited MV Transportation to conduct a vehicle inspection and found the agency was well organized, well run and was providing good customer service. The vehicle inspection, she noted, was part of a report she was required to submit to the Commission for Transportation Disadvantaged.

**MOTION:** Ms. Marilyn Baldwin moved approval of the 2014-2015 CTC Evaluation Report. Ms. Marsha Shapiro seconded the motion, which passed unanimously.

### **B. Approval of the Transportation Disadvantaged Service Plan (TDSP) Annual Update**

Mr. Tim May and Ms. Kasia Castro, LYNX, presented 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. Mr. Tim May told TDLCB members that this year's update was a

minor one and a major update is required every five years. He reported that items updated included the introduction page, the provider list, goals and objectives along with their dates and assignment, and the CTC report. Ms. Kasia Castro, he added, would be providing an update on the Community Connector Plan which is incorporated into the TDSP. Ms. Castro told committee members that she worked with Mr. May on incorporating the Community Connector Plan (CCP) into the TDSP given the resources that ACCESS LYNX has available. She reported that they identified the issues and needs of the TD population through public workshops, stakeholder workshops and the CCP Steering Committee. Those issues and needs, she added, included new technology, better communication between agencies, and improving the quality of customer service. Ms. Castro noted that two presentations were slated for later in the agenda on new ACCESS LYNX technology that will help improve operational efficiency. She told TDLCB members that customer service was a main priority and additional training was being conducted to help staff take in the needs of clients and help them be more customer friendly. In addition, she added, ACCESS LYNX staff is working with the Center for Urban Transportation Research on a "Train the Trainer" project. Ms. Castro noted that the final CCP document would be incorporated into the TDSP prior to being submitted to the CTD. Ms. Milagros Carrion commented that she would like more information on the "Train the Trainer" project. Mr. May responded that there will be many updates on that project. A roll call vote was required for approval of the TDSP.

Ms. Whittington thanked Ms. Sharon Jennings, Ms. Marilyn Baldwin and Mr. Win Adams for their participation on the Community Connector Plan Committee.

**MOTION:** Commissioner Lee Constantine moved approval of the Transportation Disadvantaged Service Plan (TDSP) Annual Update. Ms. Marilyn Baldwin seconded the motion, which passed unanimously. (Roll call conducted)

### **C. Approval of the 2016-2017 Rate Calculation Worksheet**

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 FY2016-17. 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

Mr. Tim May told TDLCB members that the current rate calculation figures had all subsidized funding removed at the request of the CTD, which resulted in all ADA funds being removed. He noted that the figures presented were only TD funds and represented the actual trip cost for ACCESS LYNX. Mr. Dwight Sayer asked if he could have a copy of the rate calculation worksheet. Mr. May responded that he would provide a copy of the worksheet in Excel for Mr. Sayer and it would also be available on the LYNX website after it is transmitted to the CTD.

**MOTION:** Ms. Marsha Shapiro moved approval of the FY2016-2017 Rate Calculation Worksheet. Commissioner Lee Constantine seconded the motion, which passed unanimously.

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

Last year, the LCB approved a requested 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 addressed the LCB and requested 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 was severe and should be adjusted. Approval of the following recommendations were 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 days.
- Allow for the same three week notification period.

Mr. May told committee members that the current no-show policy was outdated and TDLCB’s approval was required to revise the policy. He noted that there needed to be more analysis of individual no-shows to find out why they were occurring and possibly assist with issues causing the no-shows.

**MOTION:** Commissioner Lee Constantine moved approval of the revision to ACCESS LYNX’s no-show suspension policy. Ms. Milagros Carrion seconded the motion, which passed unanimously.

## VIII. PRESENTATIONS & STATUS REPORTS

### A. LYNX Real Time Reservation Technology

Mr. Doug Jamison, Senior ITS Developer, LYNX gave a presentation on real time reservation technology currently being beta tested for future deployment. Mr. Jamison told TDLCB members that the technology being tested would provide curb to curb service according to a rider's schedule. Trips, he noted, could be booked through an app, through the internet, or by contacting a customer service representative. Mr. Jamison added that riders would be able to review their trip information and the current status of the trip. The technology, he reported is currently being field tested to identify any issues that need to be resolved. Mr. Dwight Sayer asked if the system was being tested on talkback. Mr. Jamison responded that it was not yet being tested on talkback as they were still working on resolving issues identified already. Commissioner Harford inquired about the ability to book a trip for someone else. Mr. Jamison responded that the system would be account based with a user name and password so that as long as someone had that user name and password, they could access the trip reservation information for another individual. He added that whoever needed to access the information would need to be logged in for all involved to view the trip information. Mr. Jamison informed committee members that a system of 470 requirements had been developed to be tested and additional testing would be conducted in June 2016. He noted that staff will be testing the system prior to it going live. Discussion ensued regarding payment options, time frame for implementation, and accommodating disabled users. Mr. Jamison responded that payment would be handled by the driver, the earliest time frame for implementation would be July 2016, and he had discussed the system with representatives from Lighthouse Central Florida that were in attendance before the meeting. Commissioner Constantine commented that the technology sounded like what was being developed for Flexbus and he asked what the LYNX technology had in correlation to the Flexbus grant. Mr. Jamison responded that the base technology was part of the original development for Flexbus, however, it had some features added since Flexbus was a stop to stop system. Commissioner Constantine asked where the app was for Flexbus. Mr. Jamison responded that a license for the technology was secured by both LYNX and Flexbus. Commissioner Constantine asked if LYNX was discussing the technology with the cities that had funded the Flexbus initiative. Mr. Jamison responded that he had been discussing the technology with the City of Altamonte and he has kept the lines of communication open.

### B. MV Transportation MOBI Demonstration

Mr. Chris York and Ms. Stephanie Hensley, MV Transit, gave a demonstration of MOBI, a real time bus tracking website currently being tested, that will be available to ACCESS LYNX riders for trip scheduling and vehicle arrival/departure updates. Mr. York told TDLCB members that MV is excited about the project, which is currently up and running. He offered to demo the website for committee members after the meeting. Mr. York noted that he will be providing outreach on the website to area

locations starting the next week. He added that use of the system will hopefully help cut down on call hold times. Ms. Hensley reviewed the steps for using the MOBI system, which provides real time information on a client's trip. Mr. Dwight Sayer asked if the program was similar to a spider web based system and if it had been tested with desktop readers, Talk Back and Siri. Ms. Hensley responded that it was similar to a spider web based system and she will look into if it had been tested with desktop readers, Talk Back and Siri. Ms. Whittington noted that if Ms. Hensley gets her the information on the testing, she will forward it to committee members. Discussion ensued regarding interacting with Neighborlink, developing an app, time frame for testing, and an option for cancelling a trip. Mr. York commented that the system is new to Orlando, but is not new to MV Transportation. Ms. Jo Santiago asked if notifications can be provided if there is an issue with a vehicle through MOBI. Ms. Hensley responded that the system connects the client to the trip and the driver, but no actual verbal communication is conducted. Ms. Whittington inquired about ownership of the program. Mr. York responded that MV owns the technology.

### C. 2016 Florida Legislative Session Wrap Up

Ms. Virginia Whittington, MetroPlan Orlando, provided a brief overview of the 2016 Florida Legislative session. She told TDLCB members that the 2016 legislative priorities included five top priorities along with those to support, monitor and oppose. The first of the top priorities was to seek funding for quiet zones and a request for \$10 million passed both the House and the Senate, but was vetoed by the Governor. She said she had been told that the reason for the veto was due to funds remaining from an original \$10 million quiet zone funding allocation request. The second top priority, she reported, was SunRail Phase III, the connection to Orlando International Airport, which FDOT had included \$5 million in their work plan for planning and an additional \$20 million was allocated for the project in 2020. Ms. Whittington informed TDLCB members that the third top priority was funding for bicycle and pedestrian safety programs and there was no action on that item. The fourth priority was funding to assist LYNX with mitigating operational challenges during the I-4 construction and she noted that LYNX was awarded a \$1 million allocation. Ms. Whittington told committee members that the final top priority was to increase penalties for distracted driving, but that no bills were passed in regards to distracted driving.

Ms. Whittington told committee members that there were six items included to support; preserving the State Transportation Trust Fund, authorizing a local option rental car surcharge, increasing funding for the Transportation Regional Incentive Program (TRIP), strengthening language in statutes to better address pedestrian and bicyclist safety, developing a plan to move Florida toward a Mileage Based User Fee in lieu of the traditional fuel tax, and expanding the Charter County and Regional Transportation System Surtax to municipalities over 150,000 in population. She noted that there was no action taken on these items.

Ms. Whittington spoke briefly about the new transportation bill which reallocated \$10 million to Florida Seaports and economic development, and made a statutory change regarding autonomous vehicles advancing that program for the state. She added that the bill also allowed FDOT to assume some project environmental review

through National Environmental Policy Act (*NEPA*), and authorized an FDOT finance corporation as an issuer of debt to finance projects, which will help leverage public/private partnerships. In addition, she noted, language had been revised regarding work program amendments adding a level of review. Ms. Marsha Shapiro asked if there will be accounting procedures in place for the new FDOT financing corporation. Commissioner Constantine responded that there would be accounting procedures in place. He told committee members that this particular entity would fall under the Department of Transportation, which is under the executive branch of the Governor's office, and each entity has a trust fund associated with it that oversees where funds are, how they are spent, etc.

Commissioner Constantine commented that regarding the LYNX board legislation, there was a cyclical aspect to these efforts, such as when legislation was proposed to change the Expressway Authority board in 2003. He noted that these types of proposed legislative changes generally arise from issues experienced by local constituents and jurisdictions. He told TDLCB members that he met with new LYNX CEO, Edward Johnson, and suggested that it would be beneficial if LYNX would work together with other entities to get past issues, such as Flexbus, that can trigger proposed legislative changes to their board.

## **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 unavailable due to technical difficulties at the state level.

### **B. Planning Grant Update Report**

A quarterly progress reports 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. Mr. Tim May, ACCESS LYNX, reported that LYNX recently hired Mr. Edward Johnson as the new CEO. He told TDLCB members that Mr. Johnson had previously worked at LYNX for a number of years and he looked forward to working with him again. Mr. May called attention to the Center for Transportation Research (CUTR) Train the Trainer program that would help provide mobility enhancement and asked for any volunteers who would like to sit on the committee for the project. Ms. Marilyn Baldwin inquired about the status of the paratransit Request For Proposals (RFP) process. Mr. May responded that RFP had been submitted to the LYNX lawyers and they were looking for a quick turnaround to get it advertised.

#### **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. Monthly Paratransit Statistical Breakdowns**

A copy of the Monthly Paratransit Statistical Breakdowns was provided.

#### **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**

Mr. Dwight Sayer told TDLCB members that the National Federation for the Blind will be holding their 2016 National Convention at the Rosen shingle Creek the first week of July. He added that the World Blind Union will be holding their General Assembly August 18-25 in Orlando.

Ms. Marilyn Baldwin thanked MetroPlan Orlando and LYNX staff for all their help on behalf of paratransit riders.

#### **XII. PUBLIC COMMENTS (GENERAL)**

None.

### XIII. ADJOURNMENT

The next TDLCB meeting is scheduled on August 11, 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 11:18 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 11th day of August, 2016.

---

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.*