



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

DATE: Thursday, August 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. Milagros Chervoni, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Mr. Adam Zubritsky, 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  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
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:**

Ms. Dianne Arnold, Economically Disadvantaged

Commissioner Michael Harford, Osceola County  
Master Sargent Jose Pizarro, Veterans

**Others in attendance were:**

Ms. Belinda Balleras, LYNX  
Mr. Rob Gregg, CUTR  
Ms. Ann Joslin, CUTR  
Ms. Kasia Castro, LYNX  
Ms. Cynthia Lambert, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Mr. Nick Lepp, MetroPlan Orlando  
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**

Ms. Milagros Chervoni 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.

**V. PUBLIC COMMENTS ON ACTION ITEMS**

There were no public comments.

**VI. CONSENT AGENDA**

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

The minutes of the May 12, 2016 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.

## VII. PRESENTATIONS & STATUS REPORTS

### A. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chair of the QATF, reported on the July 19, 2016 meeting. She told TDLCB members that QATF members received a presentation from Mr. Richard Alleyne, Lighthouse Central Florida, detailing the Lighthouse mission, discussing a collaboration with the TDLCB, and a social media strategy that provided an outlet for ACCESS LYNX riders to share their experiences. Staff was asked to work with Mr. Alleyne to ensure that rider complaints/concerns were directed to ACCESS LYNX staff. Ms. Baldwin noted that staff met with Mr. Alleyne and will continue to work towards strengthening the working relationship. She added that other social service agencies, whose clients use the system, would be invited to come in and make presentations at future meetings. Ms. Baldwin told TDLCB members that QATF received an update on the roll out of the Mobi app that provides up-to-the minute arrival information, schedules, and interactive maps for riders to use when looking for information about their paratransit ride. She reported that Mr. Chris York had also worked with Mr. Alleyne to have clients of Lighthouse beta test the app, which revealed some tweaks that needed to be made. She told committee members that Mr. Tim May, ACCESS LYNX, provided a status report on the Request for Proposals for paratransit services, which is expected to be released later this year. The current contract, she noted, had been extended to accommodate the transition of the new LYNX CEO. Ms. Baldwin added that Ms. Belinda Balleras, LYNX staff, provided an overview of recent ACCESS LYNX grant submissions, which she would also be presenting to TDLCB at today's meeting. She told TDLCB members that Mr. Tim May, ACCESS LYNX, provided a status report on some of the high profile incidents that had taken place over the previous few months, how they were resolved, and strategies now employed to prevent future occurrences.

### B. Presentation on ACCESS LYNX Special Mobility Needs Sensitivity Training Train the Trainer Project

Mr. Rob Gregg, Director of Transit Management and Innovation at the Center for Urban Transportation Research (CUTR) within the University of South Florida, provided an overview of the purpose and efforts to develop a "train the trainer" program for LYNX. Mr. Gregg told TDLCB members that the program was a proactive effort, being developed through a discretionary grant, to meet the specialized needs of seniors and persons with disabilities utilizing services provided and coordinated by LYNX. He provided background on the program along with purpose and objective, tasks and products, collaboration process, and a timeline for next steps. Mr. Gregg noted that future TDLCB and LYNX input would be sought to identify Central Florida local markets and customer needs, identify external stakeholders and refine course content and delivery strategies. He explained the proposed course format and content and noted that there would be two modules, one for operators and one for customer service staff. A final draft of the program would be brought back to TDLCB to vet, and completion was projected for December 2016. Discussion ensued

regarding recertification and outreach to others who might benefit from the training.

### **C. Report on ACCESS LYNX Grant Application Submissions**

Ms. Belinda Balleras, LYNX, provided an overview of recent grant submissions and how successful awards would lead to improvements in service quality. Ms. Balleras told committee members that three grants had been submitted over the past few months to Federal Transit Administration. These grants, she reported, included 5339(b), which would provide capital funds for Bus and Bus Facilities, 5338 (a)(2)(B) Rides to Wellness, which would provide operating funding for different modes of transit, and 5312 Mobility on Demand Sandbox to fund development of multimodal and technology driven services for paratransit users. Commissioner Clarke called attention to the ALICE Report (Asset Limited, Income Constrained, Employed) which provided a wealth of good socioeconomic information for the state. Discussion ensued in regards to additional technology efforts, looking at why Uber and Lyft have been so successful, and compliance issues with public/private partnerships. Ms. Whittington commented that she wanted TDLCB members to see the effort LYNX is putting into try and secure additional funding. She noted that there were two presentations on new technology efforts at the May TDLCB meeting. Staff was asked to forward the ALICE Report and the Mobi PowerPoint that had been presented at the May meeting to TDLCB members. Mr. Chris York, MV Transportation, reported that in the first couple of months that the Mobi app has been in use, "where's my ride" calls have decreased. He noted that he is continuing outreach efforts for the Mobi app and has received a lot of positive feedback. Ms. Whittington added that MetroPlan Orlando staff has used the Mobi app to assist committee members with the location and drop off/pick up time for their ACCESS LYNX rides, using the rider's client ID number.

### **D. Request for Input on 2017 Legislative Priorities**

Mr. Virginia Whittington, MetroPlan Orlando, sought guidance from the LCB on any potential legislative priorities to be recommended to the MetroPlan Orlando board for the 2017 legislative session. She requested that TDLCB members contact her if they had any legislative priorities that would like to recommend.

## **VIII. WORKSESSION**

### **A. ACCESS LYNX Operations and Administration**

Mr. Tim May, LYNX staff, provided an overview of ACCESS LYNX Administration and Operations. He reviewed important administrative factors including how reservations are made, how trips are scheduled and allocated, and how eligibility for service is determined. Mr. May also provided an overview of essential operations factors including planning, transportation availability, service monitoring, billing, reporting requirements and inspection schedules. Ms. Cheryl Stone asked if the presentation would be available on the LYNX website. Mr. May responded that the presentation would be made available. Discussion ensued regarding perception

issues related to the ACCESS LYNX service and possible strategies to help mitigate those perception issues.

## **IX. GENERAL INFORMATION**

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

A report on current and ongoing operations was provided.

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

A copy of the FY 2016-17 planning grant agreement was provided. Quarterly progress reports as outlined in the planning grant agreement will be provided as they are completed.

### **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. American's with Disabilities Act 26<sup>th</sup> Anniversary**

Twenty-six 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 inclusion in all aspects of community life, including employment. TDLCB members viewed a short video on the passage of the Americans with Disabilities Act legislation.

### **E. 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 enabled 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 resolution declaring October 15, 2016 as "Blind Americans Equality Day" will be presented to the MetroPlan Orlando Board at the September meeting for their approval. A copy of the draft resolution was provided.

## **X. UPCOMING MEETINGS AND EVENTS OF INTEREST**

- *Community Advisory Committee - August 24 at 9:30 a.m.*
- *Transportation Systems Management & Operations Committee- August 26 at 8:30 a.m.*
- *Technical Advisory Committee - August 26 at 10:00 a.m.*
- *Municipal Advisory Committee - September 8 at 9:30 a.m.*

- *MetroPlan Orlando Board meeting - September 14 at 9:00 a.m. (Osceola County Council on Aging, Kissimmee, FL)*
- *Quality Assurance Task Force - October 18 at 10:00 a.m.*
- *FPTA & CTD Annual Training & Workshop, Jacksonville, FL - 12/11/2016-12/14/2016*

**XI. MEMBER COMMENTS**

Ms. Virginia Whittington reminded committee members to email her with any suggestions for legislative items. She added that staff continues to work on a TD Forum for November and if there are any topics of interest committee members had for the program or if they knew of any community-based organizations that might like to participate to please let her know.

**XII. PUBLIC COMMENTS (GENERAL)**

None.

**XIII. ADJOURNMENT**

The next TDLCB meeting is scheduled on November 10, 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 11:24 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 10th day of November, 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.*