

GROUND TRANSPORTATION COMMITTEE MEETING MINUTES – June 4, 2024

On Tuesday, June 4, 2024, the **GROUND TRANSPORTATION COMMITTEE (GTC)** of the Greater Orlando Aviation Authority met for a Public Meeting in the Carl T. Langford Board Room, One Jeff Fuqua Boulevard, Orlando, Florida. Chairman Griffin called the meeting to order at 3:00 p.m. The meeting was posted in accordance with Florida Statutes, and a quorum was present.

Committee Members Present:

Marquez Griffin, Chairman, SVP of Operations
Eric McClung, AVP of Parking Operations
Brian Gilliam, VP of Security
Robert Furr, VP of Engineering and Architecture
Lt. Jerry Goglas, Orlando Police Department, Airport Division

Aviation Authority Staff Present:

Ruye Hawkins, Legal Counsel
Angelica Matos, Recording Secretary
Anthony Davit, Chief Operating Officer
Tom Draper, Chief of Operations
Zulai Perez, Parking & GTS Operations
Fernando Cano, GTE Operations
Angel Morales, GTE Operations
Pierre Wright, GTS Operations
Sabrina Marrero, GTS Operations
Grace Pethe, GTS Operations
Elizabeth Hernandez, GTE Operations
Menandro Gutlay, GTE Operations
Grace Cruz, GTE Operations
Petra Power, GTE Operations
Shahab Jahromi, GTE Operations
Jean Jean-Philippe, GTE Operations
Mahmoud Moshir Zadeh, GTE Operations
Chris Miskovsky, Landside Operations
Christine Shields, Executive Assistant of Operations
Elliot Martinez Fraticelli, Records Administration

In-Person Attendees:

Steven Ayak, MCO Flight Services LLC
Efrain Alsina, MCO Flight Services, LLC
Edner Joseph, Esther Shuttle Services, LLC
Mohiuddin Hossain, Imperial Transportation LLC
Iliya Iliev, Luxury Transportation Group

For individuals who conduct lobbying activities with Aviation Authority employees or Board members, registration with the Aviation Authority is required each year prior to conducting any lobbying activities. A statement of expenditures incurred in connection with those lobbying instances should also be filed prior to April 1 of each year for the preceding year. Lobbying any Aviation Authority Staff who are members of any committee responsible for ranking Proposals, Letters of Interest, Statements of Qualifications, or Bids and thereafter forwarding those recommendations to the Board and/or Board Members is prohibited from the time that a Request for Proposals, Request for Letters of Interests, Request for Qualifications or Request for Bids is released to the time that the Board makes an award. The lobbyist shall file a Notice of Lobbying (Form 4) detailing each instance of lobbying to the Aviation Authority within 7 calendar days of such lobbying. Lobbyists will also provide a notice to the Aviation Authority when meeting with the Mayor of the City of Orlando or the Mayor of Orange County at their offices. The policy, forms, and instructions are available on the Aviation Authority's office's website. Please contact the Chief Administrative Officer with questions at (407) 825-7105.

CALL TO ORDER:

Chairman Griffin called the meeting to order at 3:00 p.m.

ROLL CALL:

Ms. Matos took roll call. All committee members were present; therefore, a quorum was held.

APPROVAL OF GTC MINUTES:

Upon motion by Mr. Gilliam, second by Lt. Goglas, the vote was carried out to approve the August 31, 2023, and September 1, 2023, minutes as presented.

CONSIDERATION OF NOTICES OF VIOLATION (NOV):

A. **NOV #13306 MCO Flight Service LLC**

Mr. Efrain Alsina appeared on behalf of MCO Flight Services, LLC. Mr. Alsina stated the NOV pertained to the driver, Steven Ayala. The 'Unauthorized Parking' infraction of the violation has already been resolved; they are at the NOV Meeting to discuss the infraction of 'Improper Conduct'. Mr. Alsina advised that confusion with the drivers and the company not being properly notified of the changes with slot C282 (airline pick-ups), which was changed late last year to C281, led to the drivers parking in the incorrect location. On the incident date, another company approached the driver to relocate to the correct slot. Mr. Ayala advised the Ground Transportation Enforcement (GTE) that he was parking in the slot that the airport had informed him to park. Mr. Alsina provided further details on the incident, stating that Mr. Ayala attempted to explain to the GTE that he was parked where he was advised to park. Mr. Alsina stated the incident arose due to a misunderstanding, to include not finding a proper definition of 'Profanity' in the GTR&R, as the 'Improper Conduct' violation was based on the word 'Profanity.' Mr. Alsina further stated that he researched federal resources for the definition of 'Profanity,' the word should not be qualified as grossly offensive as it was not a personal insult or fighting word to anyone. Mr. Alsina quoted the Supreme Court of the United States, stating that "language that is offensive per se but is not a personal insult to anyone; is not fighting words and fighting words are considered words that have the direct and easy to cause acts of violence by the person they are directed to that it is protected speech under the 1st Amendment, and it was not unreasonable of the driver to express himself as he did, as it was not directed to the officer." He also included the suspension is not appropriate, according to the rules section 9.15.5.1.3, which references a different timeframe. Mr. Alsina asked if the infraction could be resolved without a suspension.

Mr. Menandro Gutlay, GTE, provided a detailed description of the incident around 15:00 when he was at the Terminal C lobby near spaces C281 - C283. Mr. Gutlay observed a Vehicle-for-Hire parked at C282; space C281, assigned to the airline crew shuttle, was empty. He stated that he was approached by a Mears driver requesting assistance with a rude and nasty driver from MCO Flight Service, LLC, who refused to move from space C282. Mr. Gutlay advised Mr. Ayala of the designated parking spot of C281 when he returned to pick up crew members, not C282 or C283, as it's designated for Mears. He advised that the driver was upset, then raised his voice and used profanity. Mr. Gutlay requested the driver's name, which he refused, and walked away toward their vehicle. Mr. Gutlay then stated he issued a violation for GTRR section 6.1 'Improper Conduct' to the driver and 9.9.2 'Unauthorized Parking.'

Chairman Griffin re-directed to MCO Flight Services, LLC, for additional comments relating to Mr. Gutlay's incident details. The driver, Mr. Steven Ayala, responded, and a discussion ensued.

Chairman Griffin asked the Committee if they had any comments. Vice-Chair Gilliam asked how the company receives information and memos and who is responsible for notifying the drivers of the changes. Ms. Matos responded, and a discussion ensued.

Chairman Griffin called the question, a vote was taken, and the GTC unanimously determined NOV #13306 for 'Improper Conduct' was committed.

Mr. Fernando Cano stated the NOV will be upheld and provided details regarding the option to appeal, payment process, and suspension date. Mr. Alsina requested clarity on the suspension period. Mr. Cano responded, and a discussion ensued.

B. NOV #13289 Luxury Transportation Group

Mr. Iliya Iliev, appeared on behalf of Luxury Transportation Group. Mr. Iliev stated he was issued a NOV for leaving the vehicle unattended in Terminal C. He stated that he was unaware he could not leave the vehicle unattended. Mr. Iliev further stated that he had approached GOAA employees requesting clarity on where he could leave the vehicle to go inside to meet the passenger and was advised that he could leave the vehicle where the buses are located. He stated that he does not visit the airport frequently and thought he was right as he saw small vehicles in the tunnel and never saw larger vehicles enter the area.

Mr. Menandro Gutlay, GTE, described the incident at Terminal C while monitoring the commercial lane. He stated that upon monitoring the area, he noticed a vehicle-for-hire parked in a C276; no driver was present, and he could not locate the driver. He took photographs and checked inside the terminal; as he returned to the area, he witnessed the driver walking toward the vehicle with his passenger. Mr. Gutlay then issued an NOV for 'Unattended Vehicle.'

Chairman Griffin re-directed to Luxury Transportation Group for additional comments relating to Mr. Gutlay's incident details. Mr. Iliev had no comment, apologized, and thanked the Committee for listening.

Chairman Griffin asked the Committee if they had any comments. Lt. Goglas asked if the Permit Holder is provided with the rules when a permit is issued for them to operate. Chairman Griffin responded, and a discussion ensued.

Chairman Griffin called the question, a vote was taken, and the GTC unanimously determined NOV #13289 for 'Unattended Vehicle' was committed.

Mr. Fernando Cano stated the NOV will be upheld and provided details regarding the option to appeal, payment process, and suspension date.

C. NOV #16973 Imperial Transportation LLC

Mohiuddin Hossain appeared on behalf of Imperial Transportation LLC. Mr. Hossain stated that the date of the incident was a busy day, and he had multiple jobs; when he was approached by the GTE, who requested if he had his permit, he advised that he had recently switched vehicles and accidentally left his driver permit in the prior vehicle. He then stated that with technology, he has a picture of it reflecting that it is valid and has not expired, but that if he has to issue the NOV to proceed, he would bring it up with the Committee.

Mr. Jean Jean-Philippe, GTE, described the incident during which he was training another Shahab Jahromi, GTE. They approached the driver and requested the driver's permit on the A-side of the Express Lane. He advised the GTE that he had left his driver's permit in the other vehicle. We then advised him to conduct business at the Airport and meet and greet; he must have a physical driver's permit with him at all times. Mr. Jean-Philippe then issued an NOV for 'Failure to Produce Permit Upon Request.'

Mr. Shahab Jahromi, GTE, stated that he approached Mr. Hossain to request the driver's permit. Once he saw Mr. Hossain's hesitation, he passed the issue to Mr. Jean-Philippe, as he was more experienced.

Chairman Griffin re-directed to Imperial Transportation LLC for additional comments relating to Mr. Jean-Philippe and Mr. Jahromi's incident details. Mr. Hossain responded, and a discussion ensued.

Chairman Griffin asked the Committee if they had any comments. Vice-Chairman Gilliam and Mr. Furr requested further details from Mr. Hossain on why he photographed the permit and the area he attempted to access. Mr. Hossain responded, and a discussion ensued.

Chairman Griffin called the question, a vote was taken, and the GTC unanimously determined NOV #16973 for 'Failure to Produce Permit Upon Request' was committed.

Mr. Fernando Cano stated the NOV will be upheld and provided details regarding the option to appeal, payment process, and suspension date.

D. NOV #14964 Esther Shuttle Services LLC

Edner Joseph appeared on behalf of Esther Shuttle Services. LLC. Mr. Joseph stated that he started his business in November; since he started his business, he attended an orientation where they provided information on how to do business, such as how to dress. He advised the permit office that his vehicle's height was too high for the tunnel and needed access to the commercial lane. He stated that they advised him he could do business in the commercial lane. Mr. Joseph further stated he loads at B25 or B26; he does not do meet and greet; his process is to contact his customers and advise them where to meet him for pickup. He detailed that when GOAA approached him, Mr. Marrero was upset and said she would call the police. When asked for meet and greet information, he advised them that he does not do meet and greet; when he contacts the customer, they meet him in the slot. He also stated that he believed complaints from the taxis caused it, as they were under the impression that he was stealing customers.

Mr. Chris Miskovsky, Landside, described the incident while monitoring Terminal A's commercial lane, he observed Mr. Joseph speaking with a lady, which he found odd as the conversation lasted longer than someone there to conduct a regular pickup. Then, he observed the lady walk away to the taxi stand after the conversation, which went back and forth for a bit. When approached, he asked Mr. Joseph if the customer had changed her mind, which he received no response. He then proceeded to request the meet and greet, which he could not provide. He then provided Mr. Joseph with a detailed explanation of the requirement for meet and greet information and what it should include, such as flight number, airline, and customer name. Mr. Miskovsky stated that Mr. Joseph responded that he has been driving for ten years and does not need that information. Mr. Miskovsky, a Landside employee who also functions as a GTE, contacted a GTE agent to provide Mr. Joseph with further background information on the GTRR.

Ms. Sabrina Marrero, former GTE, described the incident for which she was contacted and approached Mr. Joseph and Mr. Miskovsky to determine what the issue was and whether it involved a language barrier. She then requested that Mr. Joseph provide her with his driver's permit, which she had to request several times as he was hesitant, but after a while, he provided it. She also requested further details on what he was doing there, and he did not respond; at that point, she advised him that he needed to leave as he had no passengers or business to be in the commercial lane.

Mr. Menandro Gutlay, GTE, added that he confirmed Ms. Marrero was the GTE who responded to the incident.

Chairman Griffin re-directed to Esther Shuttle Services LLC for additional comments relating to Mr. Miskovsky and Ms. Marrero's incident details. Mr. Joseph responded, stating that Ms. Marrero was the person who initially approached him, not Mr. Miskovsky. Mr. Joseph further stated that she was rude and would call the police; she took pictures of him and his badge, further elaborating on how he always has his badge when he is working.

Chairman Griffin asked the Committee if they had any comments. Mr. McClung requested clarification from Mr. Joseph on who initially approached him. Mr. Joseph responded, and a discussion ensued.

Chairman Griffin called the question, a vote was taken, and the GTC unanimously determined NOV #14964 for 'Failure to Provide Meet & Greet Information' was committed.

Mr. Fernando Cano stated the NOV will be upheld and provided details regarding the option to appeal, payment process, and suspension date.

ADJOURNMENT:

There being no further business to discuss, Chairman Griffin adjourned the meeting at 4:00 p.m.

A handwritten signature in blue ink, appearing to read 'M. Griffin', is positioned above a horizontal line.

Marquez Griffin, Chairman
Ground Transportation Committee