



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 13, 2025

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, FL 32801

Mayor Pat Bates, Presiding

Members in attendance were:

Ms. Marilyn Baldwin, representing the Disabled
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell representing the Elderly
Ms. Tashara Cooper, At-Large Alternate
Ms. Betsy Delano, representing the Medical Community
Mayor Jackie Espinosa, Osceola County (virtual)
Mr. Rob Gilts for Ms. Wendy Ford, Osceola Council on Aging
Mr. Carlos Colón for Ms. Jamie Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Luis Nieves-Ruiz, SunRail CAC
Ms. Janeé Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Yvette Reyes, Economically Disadvantaged
Mr. Calvin Smith, AHCA
Commissioner Mayra Uribe, Orange County, Chairperson
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Ms. Jeannette Estes, Agency for Persons with Disabilities
Ms. Cena Underwood, At-Large Alternate
Vacant, State Coordinating Council of Early Childhood
Vacant, EMS
Vacant, For-Profit Operator

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Taylor Laurent, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando

Others in Attendance

Mr. Dave Burrowes, ACCESS LYNX
Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Joey Hogan, TransDev

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

I. CALL TO ORDER

Chair Bates called the meeting to order at 10.00 a.m. and welcomed members.

II. PLEDGE OF ALLEGIANCE

Ms. Marilyn Baldwin led the pledge of allegiance.

III. CHAIR ANNOUNCEMENTS

Chair Pat Bates announced both herself and Commissioner Mayra Uribe were reappointed as the elected officials on the TDLCB, by the MetroPlan Orlando Board at yesterday's meeting. She also noted a new representative from Osceola County, Kissimmee Mayor Jackie Espinosa had been appointed, joined the meeting online.

Mr. Wayne Olson reported on the Quality Assurance Task Force meeting which took place on January 28, 2025. He confirmed four action items which included the Officer elections recommending himself as QATF Chair and Ms. Marilyn Baldwin as Vice-Chair for 2025. He stated that they also recommended the subcommittee members of the QATF and Grievance Committee, had two presentations and confirmed the next QATF meeting will take place on April 29, 2025.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington introduced Ms. Tashara Cooper as the new at large alternate member. Ms. Whittington noted the TDLCB Rider Survey is due to close tomorrow, February 14, 2025 and responses currently stand at 100. She confirmed that members will also receive the link to complete their evaluation of the Community Transportation Coordinator (CTC) after today's meeting.

V. CONFIRMATION OF QUORUM

Ms. Lisa Smith confirmed a quorum was present.

VI. Public Comments on Action Items

None

VII. ACTION ITEMS

A. Election of 2025 the Transportation Disadvantaged Local Coordinating Board (TDLCB) Vice-Chairperson

Ms. Virginia Whittington stated that in compliance with the usual rotation, Mayor Jackie Espinosa – Osceola County, is now the nominated 2025 Vice Chair. Mayor Espinosa accepted the nomination for the position and approval was requested.

MOTION: Commissioner Uribe moved approval of Mayor Espinosa as Vice Chair of the TDLCB for 2025. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

B. Acknowledgement of Summary of Public Comments Received at November 14, 2024 TDLCB Workshop

Approved with unanimous consensus.

C. Approval of the November 14, 2024 TDLCB Meeting Minutes

Approval of the November 14, 2024 TDLCB Meeting Minutes was requested.

MOTION: Commissioner Uribe moved approval of the November 14, 2024 meeting minutes. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

D. Approval of the 2025 TDLCB Membership Certification

Approval of the 2025 TDLCB Membership Certification was requested.

MOTION: Mr. Wayne Olson moved approval of 2025 TDLCB Membership Certification. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

E. Approval of the 2025 Quality Assurance Task Force (QATF) Members

Staff requested review and approval of the following 2025 Quality Assurance Task Force Members:

- Ms. Marilyn Baldwin, representing the Disabled
- Ms. Betsy DeLano, representing the Medical Community
- Ms. Charlotte Campbell, representing the Elderly
- Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation
- Mr. Bob Melia, Citizen Advocate (System User)
- Ms. Neika Berry, Citizen Advocate (Non-System User)
- Mr. Adam Zubritsky, Public Education/Orange County Public Schools
- Ms. Wendy Ford, representing an Area Agency on Aging

MOTION: Commissioner Uribe moved approval of the 2025 Quality Assurance Task Force Members as presented. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

F. Approval of the 2025 QATF Officers

Approval of the 2025 Quality Assurance Task Force Officers with Mr. Wayne Olson as Chairperson and Ms. Marilyn Baldwin as Vice-Chair was requested.

MOTION: Mr. Bob Melia moved approval of the QATF Officers as presented. Mr. Calvin Smith seconded the motion, which passed unanimously.

G. Approval of the 2025 TDLCB Bylaws

There being no recommended changes to the Bylaws, approval was requested.

MOTION: Mr. Wayne Olson moved approval of 2025 TDLCB Bylaws. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

H. Approval of the 2025 Grievance Procedures and Grievance Committee Members

There were no changes to the Grievance procedures. Staff requested review and approval of the following TDLCB Grievance Committee Members and the current grievance procedures:

- Mr. Calvin Smith, representing Agency for Healthcare Administration
- Ms. Yvette Reyes, representing Economically Disadvantaged

- Ms. Janeé Olds, representing Regional Workforce Development
- Ms. Alnita Whitt, representing Veterans
- Mr. Adam Zubritsky, representing Public Education
- Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

MOTION: Mr. Bob Melia moved approval of both the grievance procedures and the committee members as presented. Commissioner Uribe seconded the motion, which passed unanimously.

VIII. PRESENTATIONS & STATUS REPORTS

A. Florida Sunshine Law Refresher

Ms. Virginia Whittington presented on Florida's Sunshine Laws outlining the three basic requirements, that meetings must be open and accessible – to include transit options, with reasonable notice given and there be a record of the meeting. She clarified what constitutes a public meeting and that the law applies not just to the Board but all Committees, Task Force, Working Group etc. where official acts are to be taken. She displayed recent notices where individuals had violated the Sunshine Law, and the sanctions imposed.

Ms. Whittington stated that the law covers all forms of communication including social media and hybrid meetings which need to be considered part of the public record. She noted some exceptions and caveats to posting of some gatherings but encouraged members to be mindful not to discuss any issues that could come up before any Boards or Committees, and to avoid any appearance of impropriety. Ms. Whittington advised members to reach out to the Regional Partnerships team at MetroPlan Orlando should you require guidance.

B. Heath Services Transportation Plan (HSTP) Update

Ms. Sarah Goolsby presented the Health Services Transportation Plan 2025 updated plan on behalf of LYNX. She stated the purpose and coordination of the plan and the sources of funding. Ms. Goolsby detailed the LYNX service area, and the variety of services provided. She noted they consulted best practices from other similar metropolitan locations to assess what could be adopted by LYNX. An outreach summary was provided which highlighted findings from Stakeholder Working Groups.

Ms. Goolsby stated the unmet transportation needs as identified by the working groups and outreach, and the strategies required to address those needs. Prioritizing the results allowed LYNX to detail their Near-Term (1-3 years) implementation plan which Ms. Goolsby shared, and continued with the Intermediate Term implementation plan (4-6 years). Finally, she detailed the long term (7+ year's) implementation plan.

She noted that the final Coordinated Plan will be presented at the QATF meeting on April 29, 2025 and TDLCB on May 15, 2025.

Comments included member awareness of the possible impact on federal funds for transportation disadvantaged due to new directives. Also mentioned was the lack of change over recent years – that improvements required remain the same, and Commissioner Uribe asked if more intense and detailed studies/experiences might be needed to identify more impactful and immediate changes. Chair Bates also shared her concerns with the lengthy timelines of proposed improvements. Ms. Baldwin spoke as a long-term user and expressed concerns with the issues being the same year after year. A discussion ensued regarding the service provided to dialysis patients and also new technology that could have a positive impact on the rider experience.

C. Lynx/Community Transportation Coordinator (CTC) update

Mr. Norm Hickling introduced Mr. Dave Burrowes - COO LYNX, Mr. Joey Hogan – TransDev and Ms. Selita Stubbs – LYNX.

Mr. Hickling noted an 8% increase in trip demand in calendar year 2024 compared to 2023 with a total trip count of 648,826. He shared on time performance figures of 91% on average for the year 2024 and employment and medical needs being the top purpose of trips. Mr. Hickling shared the statistics showing how long journeys take for different mileage classifications and the average speed of answer for customer service calls. He stated this number has increased due to the introduction of a new Paw Pass mobile app and many of the increased number of calls received were in connection to that.

Continuing with funding, Mr. Hickling highlighted the deficit of funding received from the state versus actual costs. He noted that this funding figure has decreased over the years and the gap is filled by the taxpayers of local counties i.e. Orange, Osceola and Seminole county. Mr. Hickling stressed how serious this is and the impact it will have on the type of service ACCESS LYNX can provide in the future. A discussion ensued concerning riders who have eligibility to both ACCESS LYNX and transportation provided by their health insurance for medical appointments and how that could be more efficiently managed. Commissioner Uribe discussed bringing the funding deficit issue to the state board.

Mr. Hickling noted they were in receipt of 19 new vehicles of the 85 they had ordered. Chair Bates stated she would raise the funding issue in Tallahassee. Ms. Neika Berry had a specific rider incident to report, details of which she will email Mr. Hickling. Ms. Tashara Cooper requested better awareness of information/flyers left in vehicles for the riders' attention and encouraged the use of QR codes, for riders who are visually impaired. She also inquired about the average length of calls were, once answered, and noted that the response time is better than many service providers.

D. Community Partner Highlight: Florida Dialysis Center Orlando (FDCO)

Ms. Betsy Delano educated the board on the process of dialysis treatment and detailed the experience from a dialysis patient point of view. She shared the effect of the treatment on patients and gratitude for the ACCESS LYNX service. Ms. Delano noted at some point, many years ago, there was a group of dedicated drivers for dialysis patients, and this worked so well in getting to know the routine & needs of patients and establishing relationships and reliability. She questioned if the same were possible now.

IX. GENERAL INFORMATION

Chair Bates called attention to the following general information items found in the agenda packet.

- A. Report of Operator Payments
- B. Planning Grant Report – October-December 2024
- C. 2025 QATF and TDLCB Meeting Schedule
- D. 2025 MetroPlan Orlando Legislative Position Statements
- E. 2024 Attendance Report
- F. CTC Adverse Incidents Model Procedures
- G. Reports presented to the Florida Senate Committee on Transportation
 - Transportation Disadvantaged Services Report
 - Center for urban Transportation Research (CUTR)
 - I-STREET Living Tab at the University of Florida (UF)

Ms. Virginia Whittington drew attention to items F and G which were reports required by the most recent legislative session.

X. UPCOMING MEETINGS OF INTEREST

- A. MetroPlan Orlando Board Meeting – March 12, 9:00 a.m.
- B. Quality Assurance Task Force – April 29, 2025, 10:00 a.m.
- C. Transportation Disadvantaged Local Coordinating Board Meeting – May 15, 10:00 a.m.

XI. MEMBER COMMENTS

At the request of Commissioner Uribe, Ms. Virginnia Whittington shared the information of the 2050 Metropolitan Transportation Plan (MTP) Summit on April 9, 2025 when all MetroPlan Orlando Board & Committee members will meet. TDLCB members are invited to attend.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

Chair Bates thanked everyone for attending.


There being no further business the meeting adjourned at 11:54 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 12th day of June 2025.



Mayor Pat Bates, Chairperson



Rachel Frederick
Board Services Coordinator

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.