



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

DATE: Thursday, June 12, 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, Chairperson
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)
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities
Mr. Tim Timmerman for Ms. Wendy Ford, Osceola Council on Aging
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. Nicola Norton for Ms. Yvette Reyes, Economically Disadvantaged
Mr. Calvin Smith, AHCA
Ms. Cena Underwood, At-Large Alternate
Commissioner Mayra Uribe, Orange County

Members not in attendance:

Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS
Vacant, State Coordinating Council of Early Childhood
Vacant, EMS
Vacant, For-Profit Operator

Staff in Attendance

Mr. Gary Huttman, MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Taylor Laurent, MetroPlan Orlando
Mr. Jason Sartorio, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando

Others in Attendance

Mr. Dave Burrowes, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX
Mr. Mohammed Gad, 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

Mr. Luis Nieves-Ruiz led the Pledge of Allegiance.

III. CHAIR ANNOUNCEMENTS

Chair Bates reminded members of the importance of attending in person and how members of the public can participate in person or virtually.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington noted that Mayor Jackie Espinosa was joining the meeting online. She also welcomed Mr. Tim Timmerman, attending for Ms. Wendy Ford, and Ms. Nicola Norton for Ms. Yvette Reyes. Ms. Whittington acknowledged Mr. Dave Burrowes – Chief Operating Officer LYNX - attending in the audience, and noted that the two at large alternates, Ms. Tashara Cooper and Ms. Cena Underwood, would be voting in place of absent members today.

Ms. Whittington welcomed Ms. Giselle Valadez, a new member of the MetroPlan Orlando Communications team, who will be working on community outreach and public engagement. She confirmed that Mr. Norm Hickling retired in May 2025 and thanked him for his work. Mr. Whittington

noted a change to the agenda with the 2050 MTP Status Update presentation being postponed to the August meeting.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. QUALITY ASSURANCE TASK FORCE REPORT

Mr. Wayne Olson reported the meeting highlights from the April 29 Quality Assurance Task Force. This included the three items recommended for approval and stated that the next meeting is July 29, 2025.

VII. PUBLIC COMMENTS ON ACTION ITEMS

None

VIII. ACTION ITEMS

A. Approval of the February 13, 2025 TDLCB Meeting Minutes

Approval of the February 13, 2025 TDLCB Meeting Minutes was requested.

MOTION: Ms. Marilyn Baldwin moved approval of the February 13, 2025 meeting minutes.
Mr. Calvin Smith seconded the motion, which passed unanimously.

B. Request for Approval of the 2025-2026 Annual Rate Calculations

Approval of the 2025-2026 Annual Rate Calculations was requested. Ms. Whittington reported that the calculations had been reviewed and approved by the Commission for Transportation Disadvantaged.

MOTION: Mr. Wayne Olson moved approval of the 2025-2026 Annual Rate Calculations. Mr. Luis Nieves-Ruis seconded the motion, which passed unanimously.

C. Approval of the Draft TDSP Minor Update

Mr. Cody Johnson presented the minor updates to the Transportation Disadvantaged Service Plan (TDSP). He began by explaining what the TDSP contains and that it undergoes a minor update annually with major updates conducted every five years. Mr. Johnson continued to list the minor updates to the TDSP, and shared the Goal objectives, targets and their current status. He also highlighted the minor updates made to the Quality Assurance section and called attention to the plan attachments.

MOTION: Commissioner Uribe moved approval of the minor updates to the TDSP. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

D. Review and Approval of the Updates to the Human Services Transportation Plan (HSTP)

Mr. Cody Johnson presented, beginning with a plan overview, stating that it is updated every three years and is required by the Federal Transit Administration as part of receiving funding through the Section 5310 Program. He detailed the LYNX service area, the demographics within and a map which showed a service gap analysis within the region. Mr. Johnson shared findings from their public outreach activity and detailed members of the Stakeholder working group.

He then listed the strategies adopted to address the identified needs, the prioritization results and the implementation plan for near-term, intermediate-term, and long-term priorities. Mr. Johnson concluded by detailing the next steps.

Commissioner Uribe questioned who the members of the stakeholder groups were and if TD riders were involved. She shared that she recently attended a conference and other cities seemed to be making progress in this area. Mr. Luis Nieves-Ruis offered to assist with identifying dialysis centers located close to Neighborlink services. Ms. Baldwin called attention to the importance of making new and innovative improvements to the service, not just maintaining.

MOTION: Mr. Wayne Olson moved approval of the Updates to the HSTP. Ms. Janeé Olds seconded the motion, which passed unanimously.

E. Approval of the 2024 CTC Evaluation

Ms. Virginia Whittington first presented the results of the Access Lynx rider survey. She noted that the general sentiment is riders appreciate the service, and some see it as a lifeline. The most common concerns are the long hold/wait time, late pick-ups and the inefficient route planning. Riders also reported experiences with unprofessional driver behaviors, poor vehicle condition and shared ride frustrations.

Customer recommendations included reducing call hold times, improving scheduling and routing, upgrading vehicle quality and safety, enhanced driver training, simplifying the reapplication process, and offering more flexibility for last-minute changes.

Member discussion followed, calling attention to a change in reapplication process where permanently disabled riders need only recertify every three years. Another member raised her recent experience where a doctor is now charging a fee to sign her recertification eligibility application. Other members noted that a licensed health care professional can sign a recertification. It was also shared that when calling, users have found that a 'call back' option is offered, which is a new and welcomed feature. Discussions ensued regarding the clarification

between the certification/eligibility of ADA and TD riders and confirmation that this Board only has purview over Transportation Disadvantaged riders.

A member asked how much TransDev and their representatives are involved with what the dispatchers are doing, and in his experience a dispatcher who has been a driver previously is better equipped to make sensible changes to route planning.

Ms. Whittington then proceeded to present the results of the CTC Evaluation of Access Lynx as is an annual requirement. The survey was completed by the Board and is a requirement from the state. All Board members had a copy of the full detailed responses. Ms. Whittington also shared some feedback received.

She highlighted the areas of improvement as stated by the TDLCB Board, and noted they are aligned with those recommended by the TD riders.

Commissioner Uribe commented that the options for response to the survey are limited and suggested there need be the ability for more 'in between' responses rather than only three. (Satisfactory/Unsatisfactory/Meets expectations). Suggested was, 'needs improvement', with the option to add your own comment. Ms. Whittington stated a comment box could be added after each question rather than each section. Another member commented on the need for buses to have a strap for riders to hold onto to feel more secure.

MOTION: Mr. Luis Nieves-Ruiz moved approval of the 2024 CTC Evaluation, and the TD Rider Survey as presented. Ms. Tashara Cooper seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Status Update: 2050 Metropolitan Transportation Plan (MTP) – POSTPONED TO NEXT MEETING.

B. Presentation on the Draft Transportation Improvement Program (TIP) for FY 2025/26 – 2029/30

Mr. Jason Sartorio presented a preview of the TIP. He confirmed the TIP identifies all federal and state funded transportation projects for the next five years and includes partner funded projects and Central Florida Expressway (CFX) projects for informational purposes. The TIP is updated annually, consistent with the adopted Prioritized Project List (PPL).

He explained how the TIP is organized and confirmed there are 383 projects with approximately \$7.5 billion of funding. Mr. Sartorio continued by sharing various projects and funding breakdowns from the following sections:

- Interstate/National Highway System
- Regional Truck Parking
- State Highway System
- Complete Street Projects

- TSM&O
- Bicycle & Pedestrian
- FDOT Safe Routes to School
- Transit & Commuter Rail

Mr. Sartorio gave a funding summary of the 271 federal/state/turnpike funded projects which total \$5.5 billion. He also stated there are 39 MPO-TMA funded projects which total \$145 million over the next five years.

He concluded by sharing the multiple ways members and the public can participate in adding their comments on the TIP, and a final document will be prepared for the MetroPlan Orlando Board action at their July meeting.

Member discussion included how the safe routes for schools projects were selected, and clarity on funding for projects on the TIP.

C. ACCESS LYNX/Community Transportation Coordinator (CTC) Update

Due to time constraints this presentation was not given, however a copy of the presentation was in the full agenda.

D. Update on the Seminole County Micro-Transit Service Program

Mr. John Slot, Director of Public Works – Seminole County presented. He shared the background of the program with investigations to reduce LYNX public transit costs and provide better service delivery being the starting point in June 2024. In May, 2025 the Seminole County Board of County Commissioners gave approval to execute the agreement to provide a Micro-Transit service with Beefree, LLC dba Freebee. Mr. Slot stated the intention is to have the service begin on October 1, 2025, and run in tandem with the fixed route in Seminole County until January 26, 2025, and then remove the fixed route buses once they learn and understand the impact.

Mr. Slot shared a map of the bus routes that would remain and also confirmed that Paratransit services will not be impacted by this service. He highlighted a map that showed Seminole County split into a number of zones, offering passengers a connection to SunRail and LYNX fixed route buses. The service would be a shared, on-demand, and door-to-door service with wheelchair accessible vehicles available.

It is proposed that the service would operate seven days a week, from 5 a.m. to 9 p.m. week days. Anticipated rider pickup times are 30 minutes ahead Monday – Saturday and 60 minutes on Sundays. He confirmed it is a ride share service where riders should expect a reasonable time for detoured pickup of additional riders.

Mr. Slot concluded with the next steps of negotiating a contract with the selected vendor, execute the contract and begin the service implementation process.

Member discussion ensued.

Ms. Whittington confirmed that the ACCESS LYNX service remains the same for its riders in Seminole County, although the micro-transit alternative may prove to be a suitable alternative

for some users. Mr. Slot confirmed that the fare structure will be worked on over the summer, with the intention of a fare reduction to certain groups.

X. GENERAL INFORMATION

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

- A. Planning Grant Report – January-March 2025
- B. Report of Operator Payments

XI. UPCOMING MEETINGS OF INTEREST

- A. MetroPlan Orlando Board Meeting – July 9, 2025, 9:00 a.m.
- B. Quality Assurance Task Force – July 29, 2025, 10:00 a.m.
- C. Transportation Disadvantaged Local Coordinating Board Meeting – May 14, 10:00 a.m.

XII. MEMBER COMMENTS

None

XIII. PUBLIC COMMENTS (GENERAL)

Ms. Joanne Counelis, Seminole County, requested public transportation, 24/7 every fifteen minutes for all people in the region.

XIV. ADJOURNMENT

Chair Bates thanked everyone for attending.

There being no further business the meeting adjourned at 12:07 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 14th day of August 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.