



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

**DATE:** Thursday, February 12, 2026  
**TIME:** 10:00 a.m.  
**LOCATION:** MetroPlan Orlando  
250 South Orange Avenue, Suite 200  
Orlando, FL 32801

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**Chair Deputy Mayor Ken Gilbert, Presiding**

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**Members in attendance were:**

Ms. Marilyn Baldwin, representing the Disabled  
Mayor Pat Bates, Seminole County, Chairperson  
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  
Ms. Kim Frye, ACCESS LYNX  
Deputy Mayor Ken Gilbert, St. Cloud, Osceola - Chairperson  
Ms. Angela Hunter for Ms. Janee Olds, Career Source CF  
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities  
Ms. Jennifer Jensen, OC EMS  
Mr. Bob Melia, Citizen Advocate (System User)  
Mr. Luis Nieves-Ruiz, SunRail CAC  
Ms. Yvette Reyes, Economically Disadvantaged  
Ms. Jo Santiago-Mercer, FDOT  
Mr. Calvin Smith, AHCA  
Mr. Tim Timmermann for Ms. Wendy Ford, Osceola Council on Aging  
Ms. Cena Underwood, At large alternate  
Ms. Alnita Whitt, Veterans  
Commissioner Mayra Uribe, Orange County  
Ms. Sharon Wright, Division of Vocational Rehabilitation  
Mr. Adam Zubritsky, OCPS

**Members not in attendance:**

Vacant, State Coordinating Council of Early Childhood  
Vacant, For-Profit Operator

**Staff in Attendance**

Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Mr. Mighk Wilson, MetroPlan Orlando  
Ms. Natalia Barbour, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Rachel Frederick, MetroPlan Orlando

**Others in Attendance**

Mr. Ji Li, Seminole County  
Ms. Selita Stubbs, ACCESS LYNX  
Ms. Yesenia Rivera, ACCESS LYNX  
Mr. Joey Hogan, TransDev

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

**I. CALL TO ORDER**

Deputy Mayor Ken Gilbert, Chairperson, called the meeting to order at 10:00 a.m. and welcomed members.

**II. PLEDGE OF ALLEGIANCE**

Mayor Pat Bates led the Pledge of Allegiance.

**III. CHAIR ANNOUNCEMENTS**

Chair Ken Gilbert reminded members of the importance of attending in person and how members of the public can participate in person or virtually. Chair Gilbert asked each member to introduce themselves and who they represent.

**IV. AGENDA REVIEW & ANNOUNCEMENTS**

Ms. Virginia Whittington welcomed new members Deputy Mayor Ken Gilbert – representing Osceola, Ms. Jennifer Jensen – representing Orange County Emergency Services, and Ms. Sharon Wright representing the Division of Vocational Rehabilitation. Ms. Whittington also introduced MetroPlan Orlando’s new staff member – Ms. Natalia Barbour – Senior Transportation Planner.

Ms. Whittington reported that the QATF was unable to meet in January, however she did have one-on-one meetings with each member to discuss some of the agenda items. She also confirmed that the

QATF would meet, once the TDLCB meeting has concluded, to elect their Chair and Vice-Chair for 2026. Ms. Whittington provided an update to the agenda, indicating that Action Item E would serve as the final action item. Accordingly, Items F and G would be presented in advance of that item.

Mr. Mighk Wilson presented the Safety Moment – Rail Crossing Safety, and shared a short video demonstrating what not to do on rail tracks. He also noted the statistics from 2018 – 2022 of motor vehicle and pedestrian fatalities and serious injuries at rail crossings. He ended by highlighting how we all can help keep rail crossings safe, by reporting any problem or emergency to the number located at each crossing.

## **V. CONFIRMATION OF QUORUM**

Ms. Rachel Frederick confirmed a quorum was present.

## **VI. PUBLIC COMMENTS ON ACTION ITEMS**

None.

## **VII. ACTION ITEMS**

### **A. Election of 2026 LCB Vice-Chairperson**

Ms. Virginia Whittington facilitated the election of the Vice-Chair explaining the rotation of the Chair position among elected officials from Orange, Osceola, and Seminole counties, and noting that the Vice-Chair would be from Orange County.

**MOTION:** Mayor Pat Bates nominated Commissioner Mayra Uribe, Orange County as Vice-Chair of the TDLCB for 2026, and was seconded by Ms. Marilyn Baldwin.

Ms. Whittington called for a motion to cease nominations.

**MOTION:** Ms. Alnita Whitt made a motion to cease nominations. Mr. Luis Nieves-Ruiz seconded the motion which passed unanimously.

Ms. Whittington returned to the initial motion - the nomination of Commissioner Mayra Uribe to serve as Vice-Chair of the TDLCB for 2026. Having a motion and second, a voice vote was conducted, and the motion was approved unanimously.

## **B. Approval of the 2026 TDLCB Bylaws**

Ms. Virginia Whittington presented the proposed amendments to the bylaws. Members discussed, suggested alternative wording and agreed a final version.

**MOTION:** Commissioner Uribe moved approval to accept the changes to the TDLCB 2026 Bylaws including the change made by the LCB. Mayor Bates seconded the motion, which passed unanimously.

## **C. Approval of TDLCB Grievance Procedures**

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

**MOTION:** Ms. Marilyn Baldwin moved approval of the TDLCB Grievance Procedures as presented. Ms. Neika Berry seconded the motion, which passed unanimously.

## **D. Approval of QATF and Grievance Committee Members**

Ms. Whittington requested review and approval of the recommended 2026 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. Bob Melia, Citizen Advocate (System User)
- Ms. Neika Berry, Citizen Advocate (Non-System User)
- Mr. Adam Zubritsky, Public Education/Orange County Public Schools

Ms. Whittington requested review and approval of the recommended 2026 TDLCB Grievance Committee Members:

- 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:** Mayor Bates moved approval of the 2026 Quality Assurance Task Force Members and 2026 TDLCB Grievance Committee Members as presented. Commissioner Uribe seconded the motion, which passed unanimously.

*Action Item E. was taken out of order.*

**F. Approval of November 13, 2025 Meeting Minutes**

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

**MOTION:** Mayor Pat Bates moved approval of the November 13, 2025 TDLCB meeting minutes. Ms. Alnita Whitt seconded the motion, which passed unanimously.

**G. Acknowledgement of the Summary of Public Meeting Comments Received**

Acknowledgment of the Summary of Public Meeting Comments received on November 13, 2025 was requested.

**MOTION:** Commissioner Uribe moved approval of the acknowledgement of the Summary of Public Meeting comments received. Mayor Bates seconded the motion, which passed unanimously.

**E. Approval of Recommended Revisions to the CTC Evaluation**

Ms. Whittington stated that, pursuant to statutory requirements, the Board is required to conduct an annual evaluation of the Community Transportation Coordinator. Members had discussed at a previous meeting the desire to consider changes to the scoring criteria. Ms. Whittington explained the current compressed scoring model, and a suggested expanded scoring criteria. Members agreed a new scoring criteria should be applied to all questions. Discussion ensued. resulting in the following rating scale:

5	Excellent
4	Good
3	Acceptable
2	Needs some improvement
1	Unacceptable

**MOTION:** Commissioner Mayra Uribe moved approval of the revisions to the CTC evaluation, selecting Option 4 with the wording as agreed above. Ms. Angela Hunter seconded the motion, which passed unanimously

Ms. Whittington noted the next steps with the rider survey being released on Monday, February 16, 2026, the CTC Evaluation being sent on March 23, the final report being shared on May 14 and submitted to the Commission for Transportation Disadvantaged by the June 30 deadline.

## VIII. PRESENTATIONS & STATUS REPORTS

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

Ms. Kim Frye introduced a new Customer Service Manager at LYNX – Ms. Yesenia Rivera. Ms. Frye shared the trip count of Q4 FY 2026 in comparison to Q4 FY 2025 which showed a 7% increase. On time performance for Q4 2025 was 89.5%. She highlighted trips per purpose and call volume which showed a 12.2% increase on the same time period year on year. Ms. Frye showed a 37.4% improvement on speed of answer and a peak average of 33,644 calls (M-F, 8 - 5). Ms. Frye noted a change to the call menu options, with the “call back” feature moved to one of the initial selections, resulting in the significant improvement in customer experience.

Ms. Frye showed the delta in the actual costs incurred and the invoice paid by the Transportation Disadvantaged reimbursement. She reported that 75 new vehicles should be delivered by August and confirmed their commitment to an average answer speed of three minutes.

Ms. Virginia Whittington reminded members that the statistics shown in the presentation will assist members when completing their CTC evaluation.

Member discussion ensued.

### B. Progress Report- SCOUT

Mr. Ji Li – Micro Transit Manager, Seminole County presented on the Scout Service introduced in Seminole County. He compared statistics, including the number of total rides, the average wait time and average customer service score from the beginning of the service in November 2025 to January 2026. He detailed the categories and numbers of riders from the vulnerable population using the service.

Mr. Li shared issues experienced by riders and outlined the solutions being implemented. He noted that Access LYNX continues to operate in Seminole County; however, he also highlighted the fare impacts for trips beyond the ¾-mile buffer resulting from the reduction in the LYNX bus service.

Mr. Li stated they would be receiving an FDOT grant in July 2026 when they will be able to invest in more ADA compliant vehicles. He noted that any rider 17 years or younger is classified as a student.

Member discussion ensued, including clarification regarding the number of riders/passengers versus the number of rides. Also discussed were the challenges faced by vulnerable populations when using the service to connect to SunRail, including the need to make two separate ride reservations, one of which must be scheduled with Access Lynx a day in advance. It was also clarified Scout was introduced to replace the majority of Lynx bus routes (within Seminole county only), not to replace the Access Lynx service.

Members who had any further questions were encouraged to submit to staff who would forward to Scout.

**IX. GENERAL INFORMATION**

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

- A. 2026 QATF and TDLCB Meeting Schedule
- B. 2025 TDLCB Member Attendance Report

**X. UPCOMING MEETINGS OF INTEREST**

- A. MetroPlan Orlando Board Meeting – March 11, 2026; 9:00 a.m. at MetroPlan Orlando
- B. Transportation Disadvantaged Local Coordinating Board Meeting – May 14, 2026; 10:00 a.m. at MetroPlan Orlando

**XI. MEMBER COMMENTS**

None.

**XII. PUBLIC COMMENTS (GENERAL)**

None.

**XIII. ADJOURNMENT**

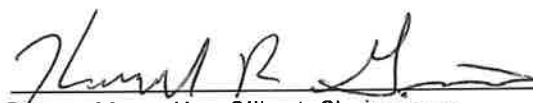
Chair Gilbert thanked everyone for attending. There being no further business the meeting adjourned at 11:45 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 14<sup>th</sup> day of May, 2026 .



Rachel Frederick  
Board Services Coordinator

  
Deputy Mayor Ken Gilbert, Chairperson

*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.*