metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, May 14, 2026

TIME: 10:00 a.m.

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

Chair Deputy Mayor Ken Gilbert, Presiding

Members in attendance were:

Ms. Marilyn Baldwin, representing the Disabled
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
Mr. Rob Gilts, Osceola Council on Aging
Ms. Angela Hunter, Career Source CF
Ms. Jennifer Jensen, OC EMS
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Yvette Reyes, Economically Disadvantaged
Ms. Jo Santiago-Mercer, FDOT
Mr. Calvin Smith, AHCA
Ms. Alnita Whitt, Veterans
Commissioner Mayra Uribe, Orange County
Ms. Sharon Wright, Division of Vocational Rehabilitation

Members not in attendance:

Mayor Pat Bates, Seminole County
Ms. Jeannette Estes, Agency for Persons with Disabilities
Mr. Luis Nieves-Ruiz, SunRail CAC
Ms. Cena Underwood, At large alternate
Mr. Adam Zubritsky, OCPS
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. Giselle Valadez, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Rachel Frederick, MetroPlan Orlando

Others in Attendance
Ms. Kim Frye, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzales, 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

Ms. Yvette Reyes 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.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington welcomed returning members Mr. Rob Gilts – Osceola Council on Aging, and Ms. Angela Hunter – Career Source, who are now both primary members in their respective seats.

Ms. Whittington brought attention to the MTP Executive Summary and Annual Report to the Community, which highlights some of the major work MetroPlan Orlando has done over the past several months. The two reports, which are combined into one, can also be viewed online:

- A Safer, Smarter Future, 2026 Report to the Community
- Journey to 2050: Metropolitan Transportation Plan Executive Summary

In addition, there is a short video to aid the general public in understanding the recent work: MTP 2050 Executive Summary & Report to the Community

After commending the Communications Team on their good work producing the above documents, Ms. Whittington shared the news that Ms. Mary Ann Horne will retire in June, as will Mr. Mighk Wilson. She acknowledged their extensive contributions to MetroPlan Orlando and wished them well in their future plans.

Mr. Mighk Wilson presented the Safety Moment on the topic of speed. He highlighted that 47% of KSI crashes occur on just 2% of the road network, where drivers are traveling at an average 85th percentile speed of 53 mph—10 miles over the posted limit. He emphasized the risk pedestrians face when crossing the roadway, noting that the danger increases significantly at vehicle speeds of 40 mph or more, rising to an eightfold greater risk. He concluded by urging members to recognize the heightened risk to both drivers and pedestrians when vehicle speeds exceed 40 mph, especially at night.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. QUALITY ASSURANCE TASK FORCE REPORT

The QATF Chair - Ms. Marilyn Baldwin, gave a report on their recent meeting on April 28, 2026. She referred to the four recommended items for approval, a discussion the members had regarding the TD Rider Survey results and stated the next QATF meeting is on July 28, 2026.

VII. PUBLIC COMMENTS ON ACTION ITEMS

None.

VIII. ACTION ITEMS

A. Approval of February 12, 2026 TDLCB Minutes

Approval of the February 12, 2026 TDLCB Meeting Minutes was requested.

MOTION: Ms. Alnita Whitt moved approval of the February 12, 2025 TDLCB meeting minutes. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

B. Request for Approval of the 2026-2027 Annual Rate Calculations

Mr. Cody Johnson requested approval of the 2026-2027 Annual Rate Calculations as presented. Mr. Johnson reported that the calculations had been reviewed and approved by the Commission for Transportation Disadvantaged.

MOTION: Commissioner Urive moved approval of the 2026-2027 Annual Rate Calculations. Ms. Neika Berry seconded the motion, which passed unanimously.

C. Approval of 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 highlighted the minor updates and reported that the goals and objectives remain the same.

Commissioner Uribe asked how the stated updates impact the riders. It was explained that the data is gathered and updated each year, to aid in the completion of the five-year major update. It was also discussed how the timing of the TD rider survey and CTC evaluation could be better aligned, so the most recent year could be included in the major update.

MOTION: Commissioner Uribe moved approval of the Draft TDSP Minor Update as presented. Ms. Sharon Wright seconded the motion, which passed unanimously.

D. Approval of the TDLCB Membership Certification Revisions

Ms. Whittington requested approval of the TDLCB membership certification revisions as presented. She explained that the update is necessary due to several recent member changes.

MOTION: Commissioner Uribe moved approval of the revised 2026 TDLCB membership certification as presented. Ms. Neika Berry seconded the motion, which passed unanimously.

E. Update to Quality Assurance Task Force (QATF) Composition

Approval of the update to the QATF composition was requested.

MOTION: Ms. Neika Berry moved approval of the updated QATF composition as presented. Ms. Alnitta Whitt seconded the motion, which passed unanimously.

F. Status of the 2025 CTC Evaluation

Ms. Virginia Whittington provided context for the CTC Evaluation and thanked members for their participation, supported by the 347 completed TD rider survey responses. Ms. Whittington stated the most common concerns raised by the riders were; scheduling and reliability; improve call center performance; implement real-time communication; and standardize customer service training. She noted that 187 of the riders reported missing appointments/work/events in the past year. She also stated that MetroPlan Orlando is planning to host focus groups in the future, to better understand the reasons behind that issue. She also acknowledged the drivers received the highest scores and were identified as the strength of the service. Ms. Whittington detailed more of the riders' concerns which included:

- the length of call hold time
- reduce early pickups and excessive ride times
- to have a dedicated cancellation line
- rider alerts (text/app) for delays & arrival times
- consistent service expectations across staff
- professionalism & disability sensitivity

Moving on to the LCB member evaluations, Ms. Whittington reminded members of the scoring criteria which they updated in February. She shared the scores on each of the categories with an overall grade of approximately 3.5 out of 5 and noted the key insights for the 2025 CTC Evaluation which align with the TD riders survey results as concerns were primarily around reliability, communication, customer service and scheduling. In conclusion the top priority recommendations were stated as:

- Improve scheduling reliability
- Reduce call hold times
- Strengthen communications with riders
- Expand customer service and sensitivity training

Member discussion ensued around the timing of the survey and evaluation, and ideas on how to gather more real-time feedback instead of once per year. Suggestions also included mystery riders– which could include Board members, and for riders to document by video their ride experience. LCB members also expressed concerns about the number of the number of no-shows reported. It was highlighted that some riders book both, a Medicaid ride and a TD ride, then take the one who turns up first. Rider education and responsibility were key points discussed.

MOTION: Ms. Alnitta Whitt moved approval of the 2025 Community Transportation Coordinator (CTC) Evaluation, and the TD Rider survey as presented. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Ms. Kim Frye introduced Mr. Joey Hogan, TransDev General Manager, who explained an upcoming change to transfer the reservation call center functions from LYNX to Transdev. This transition was recently approved by the LYNX Board will be effective July 5th and would essentially allow riders to track their vehicle in real time via an APP. Riders will have access to an ETA and the ability to cancel their trip. He also shared the customer service training that will happen and other planned improvements.

Member discussion followed regarding the clarity of the call hold time measure and the potential for a survey upon completion of the booking process or ride. Also noted was rider education required on the option for callers to receive on call back vs. holding. Chair Gilbert asked for clarification on the no-show policy and any consequences for riders. A dedicated phone line for cancellations was recommended, and rider responsibility was also discussed.

It was asked how customer comments were addressed, the number of comments Access Lynx receive and the type. Ms. Frye confirmed she can share these statistics at a future meeting. It was also noted that unless a customer comment requests a response, the rider is not contacted; however, with implementation of new technology, the LCB expressed a desire for this to be improved. Ms. Baldwin requested ACCESS LYNX keep the QATF informed of changes they are implementing. Members highlighted the need for larger vehicles, and Ms. Frye noted that some are due for delivery, with larger vehicles also planned for the next order. Being able to have real, accurate wait time on the call hold message was also something ACCESS LYNX is currently evaluating.

X. GENERAL INFORMATION

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

A. Planning Grant Report – January thru March 2026
B. Report of Operator Payments

XI. UPCOMING MEETINGS OF INTEREST

A. MetroPlan Orlando Board Meeting – June 10, 2026; 9:00 a.m. at MetroPlan Orlando

B. Quality Assurance Task Force – July 28, 2026; 10:00 a.m. at MetroPlan Orlando

C. Transportation Disadvantaged Local Coordinating Board Meeting – May 14, 2026; 10:00 a.m. at MetroPlan Orlando

XII. MEMBER COMMENTS

Ms. Kimber Saint-Preux of Apopka stated she is the owner of a service contracted through TransDev; however, her contract is set to end in July. She noted her ability to pivot, emphasizing that she has buses and already trained drivers available.

XIII. PUBLIC COMMENTS (GENERAL)

None.

XIV. ADJOURNMENT

Chair Gilbert thanked everyone for attending. There being no further business the meeting adjourned at 12:14 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 12th day of November, 2026 .

Deputy Mayor Ken Gilbert, 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.