metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, September 17, 2026

TIME: 10:00 a.m.

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

Deputy Mayor Ken Gilbert, Chair, Presiding

Members in attendance were:

Ms. Marilyn Baldwin, representing the Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Eduardo Castro, Agency for Persons with Disabilities
Ms. Kim Frye, ACCESS LYNX
Deputy Mayor Ken Gilbert, St. Cloud, Osceola – Chairperson
Ms. Jennifer Jensen, OC EMS (non-voting)
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Nicola Norton for Ms. Yvette Reyez, Economically Disadvantaged
Mr. Jarod Ruiz for Luis Nieves-Ruiz, SunRail CAC
Ms. Jo Santiago-Mercer, FDOT
Ms. Sharon Wright, Division of Vocational Rehabilitation

Members not in attendance:

Commissioner Mayra Uribe, Orange County
Mayor Pat Bates, Seminole County
Ms. Charlotte Campbell, representing the Elderly
Ms. Tashara Cooper, At large alternate
Ms. Betsy Delano, representing the Medical Community
Mr. Rob Gilts, Osceola Council on Aging
Ms. Angela Hunter, Career Source CF
Mr. Calvin Smith, AHCA
Ms. Cena Underwood, At large alternate
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS
Vacant, State Coordinating Council of Early Childhood
Vacant, For-Profit Operator

Staff in Attendance
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Adriana Rodriguez, MetroPlan Orlando
Ms. Leilani Vaiaoga, 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
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. Jennifer Jensen led the Pledge of Allegiance.

III. CHAIR ANNOUNCEMENTS

Chair Ken Gilbert thanked members for their flexibility, as this meeting was rescheduled from August. Chair 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 also expressed the appreciation for members' flexibility during the renovation of Metroplan Orlando's offices. Ms. Whittington shared details of the recent Central Florida Micromobility Safety Initiative Regional Roundtable which brought leaders together to discuss a framework for e-micromobility safety. Ms. Whittington announced the 2026 Blind Experience on October 15, at Winter Park Farmers Market and encouraged members to attend. She concluded by introducing Ms. Jady Chen, MetroPlan Orlando's new Senior Transportation Planner. Ms. Chen will support safety analysis, roadway safety audits, the bicycle and pedestrian count program, and various plans and studies.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick called the roll and announced a quorum had not been met.

VI. PUBLIC COMMENTS ON ACTION ITEMS

Due to the lack of a quorum, public comments were not taken at this time.

Items VI. and VII. were deferred to a future meeting and the Chair moved to Item VIII.

VII. ACTION ITEMS

A. Approval of May 14, 2026, TDLCB Meeting Minutes (Section 1)

Due to the lack of a quorum, no action was taken. Approval of the May 14, 2026 minutes was deferred to a future meeting.

VIII. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Ms. Kim Frye provided a CTC update, noting an increase in ACCESS LYNX trips year over year of 2.37%. She reported on-time performance is 89.02%. Ms. Frye continued to share the number of trips by purpose and the CTD reimbursement summary.

Continuing, Ms. Frye shared Call Center metrics definitions and shared the average queue wait time, highlighting the call center transition from LYNX to Transdev employees from July 1, 2026. She stated that feedback from clients who call to book rides has been that the calls are now handled more professionally and patiently. Chair Gilbert inquired about the status of adding a real time survey option to each call, and it was recommended three questions maximum as the preference. Members appreciated the new format and data shared on the booking and estimated time of arrival call stats.

Mr. Joey Hogan confirmed the call center currently has 23 representatives, exceeding the planned staffing level of 21. He reported ongoing quality-control efforts, including call monitoring, error tracking, and continued training. Mr. Hogan and Ms. Frye welcomed a future visit by Chair Gilbert to the call center and agreed to a request of additional performance measures and definitions at the next meeting, including the length of time riders are on buses.

Mr. Frye gave an overview of the ACCESS Plus+ Program and will share more at future meetings.

Ms. Adriana Rodriguez joined online to present the Safety Moment.

Ms. Adriana Rodriguez provided a safety presentation on school bus safety and illegal passing of stopped school buses. She highlighted a 2016 fatality involving a student in Fort Myers and

discussed subsequent legislative changes under the Cameron Mayhew Act, which increased penalties for illegally passing a stopped school bus resulting in injury or death.

Ms. Rodriguez reviewed regional crash data from 2016 through 2025 and noted that 17 percent of the crashes involved distracted driving. She reviewed Florida's requirements for motorists approaching stopped school buses, including the differences between roadway types, including those with and without raised medians. She emphasized the importance of stopping when required, never passing a school bus with its stop arm extended, and remaining alert in school zones. Mr. Rodriguez also highlighted information and resources from the Florida Department of Highway Safety and Motor Vehicles and other resources regarding school bus and bus-stop safety.

Discussion ensued regarding where and how this information is shared and the potential confusion regarding the stopping requirements on the different roadway types, especially those with or without raised medians.

Discussion continued with the Chair expressing concerns regarding school-zone speeding and the potential reinstatement of school-zone cameras. He noted that discussions were underway with representatives from Osceola, Orange, and Seminole Counties, law enforcement agencies, and camera providers, and that he would report back to the LCB.

Ms. Rodriguez agreed to provide additional information regarding driver education and school-bus safety requirements to Ms. Frederick for dissemination to the LCB.

IX. GENERAL INFORMATION

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

A. Planning Grant Report
B. Report of Operator Payments

X. UPCOMING MEETINGS OF INTEREST

Chair Gilbert called attention to the next TDLCB meeting on November 12, which will begin with the annual TD Public Workshop. Ms. Whittington gave further information for those who had not attended previously.

A. **FPTA/CTD Annual Conference & Expo –** October 25-27, 2026, Orlando, FL

B. **Quality Assurance Task Force Meeting** – Tuesday, October 27, 2026; 10:00 a.m.

C. **Annual Transportation Disadvantaged Public Workshop** – Thursday, November 12, 2026; 10:00 a.m.; MetroPlan Orlando Board Room

D. **MetroPlan Orlando Board Meeting** – Wednesday, November 18, 2025; 9:00 a.m.

XI. MEMBER COMMENTS

Member Ms. Neika Berry expressed appreciation to Mr. Benjamin Gonzalez for his assistance in addressing rider issues that had been brought to her attention.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

Chair Gilbert thanked everyone for attending. There being no further business the meeting adjourned at 11.00 a.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.