



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 15, 2024

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Commissioner Mayra Uribe, Presiding

Members in attendance were:

Ms. Marilyn Baldwin, representing the Disabled
Ms. Charlotte Campbell, At-Large Alternate
Commissioner Olga Castano, Osceola County
Ms. Kori Blowers for Ms. Wendy Ford, Osceola Council on Aging
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Jamie Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Luis Nieves-Ruiz, SunRail CAC
Ms. Janeé Olds, Career Source CF
Mr. Calvin Smith, AHCA
Ms. Cheryl Stone, representing the Elderly
Commissioner Mayra Uribe, Orange County, Chairperson
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Vacant, Economically Disadvantaged
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Betsy Delano, representing the Medical Community
Mr. Wayne Olson, Division of Vocational Rehabilitation
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Vacant, For-Profit Operator
Vacant, EMS

Staff in Attendance

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

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX

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

I. CALL TO ORDER

Chairwoman Mayra Uribe called the meeting to order at 10.00 a.m. and welcomed members.

II. PLEDGE OF ALLEGIENCE

Commissioner Olga Castano led the Pledge of Allegiance

III. CHAIR ANNOUNCEMENTS

Chair Uribe 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 first welcomed two new Board members. Ms. Whittington introduced Mr. Luis Nieves-Ruiz, representing SunRail Customer Advisory Committee and also Ms. Kori Blowers who is the alternate for Ms. Wendy Ford, Osceola Council on Aging. She noted there are still two vacancies to be filled.

Ms. Whittington then brought to the attention of the Board, House Bill 1673, currently making its way through the legislative process. Ms. Whittington noted this bill creates a new section in Chapter 427 of the Florida Statutes and proposes the following changes, including:

- Proposed amendments to the membership of the Commission for Transportation Disadvantaged, increasing the membership from seven to fourteen members;
- Amends the requirements and qualifications of those members;
- Requires the Commission to provide best practices, the latest technology innovations and preferential vendors list to County Transportation Disadvantaged Program Managers;
- Required to annually review and conduct a performance audit of each Coordinator, contractor, and transportation contract in each county;
- Ensure there is a system to manage complaints and reporting of those complaints;

- Requires the training of drivers of paratransit vehicles, delivered by the Agency for Persons with Disability
- To include cameras on every vehicle and access to camera footage by specified persons.
- Provide ride booking and tracking services
- Establishing reasonable time periods between the request, the time of service and the arrival of the transportation service provider at the location specified
- Establish best practices for limiting the duration of travel time
- Establish a system for reporting adverse incidences with a proposed collaboration of the Agency for Persons with Disabilities and the Department of Transportation to investigate those incidences

Ms. Whittington shared that while well meaning, should the bill pass it would be the equivalent of an unfunded mandate, which will create challenges for local service delivery. She noted that the Infrastructure Strategies Committee is the last stop for the bill, which takes place today. It will then proceed to the House Floor, and then it is likely to be picked up by the Senate.

A discussion ensued regarding funding should the bill pass, the reasoning of having seven new members, who they would be, and the need to have a person with disabilities on the Commission.

Mr. Norm Hickling stated that Lynx is very much aware of this bill and is also keeping track of how it is proceeding. He stated they are working with the Florida Public Transit Association and will be attending a planned webinar the next day.

Ms. Whittington proceeded to commend ACCESS Lynx staff who went above and beyond, working on a reasonable accommodation request from a rider. Ms. Whittington applauded the teamwork done on learning how best to accommodate the rider, and the great lessons learned in the process to the benefit of all.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. QUALITY ASSURANCE TASK FORCE REPORT

Ms. Marilyn Baldwin shared a report from the QATF following their meeting on January 30, 2024.

Ms. Baldwin reported on the four action items:

- the recommendation of Ms. Neika Berry to remain the QATF Chairperson and Mr. Wayne Olson to remain the Vice-Chair.
- TDLCB bylaws were reviewed, and minor changes were recommended
- TDLCB Grievance procedures were reviewed with no changes being recommended
- a recommended change in date of the next TDLCB meeting from May 9th to May 16th

Ms. Baldwin also stated they discussed the ACCESS Lynx Customer Satisfaction Survey and recommended extending the date for submissions by two weeks, with a new closing date of February 14th. She shared that the QATF understands this pushes out the CTC Evaluation to May, but it was felt important to do what they could to get more responses from the riders since it was tracking behind at the time of the meeting and set to close at the end of January. Ms. Baldwin stated that Mr. Norm Hickling was unable to attend the QATF meeting but did provide a printed

version of his ACCESS LYNX Mobility Services update which he will present later in this meeting. Finally, Ms. Baldwin concluded by stating the next QATF meeting is on April 23, 2024.

VII. Public Comments on Action Items

Ms. Marsha Bukala stated she had not received the survey and also found it difficult to locate the survey online. Ms. Whittington confirmed with Ms. Bukala her rider status (ADA), and while we appreciate all feedback, the survey went out to TD riders only as is the responsibility of this Board.

Ms. Sheila Young complimented the service with UZERV, always being on time, respectful, helpful and a pleasure to ride with. She shared she had been in Tallahassee and had complimented the para-transit service and appreciates all that everyone does.

VIII. ACTION ITEMS

A. Acknowledgement of Summary of Public Comments Received at November 9, 2023, Public Workshop

Approval of the Acknowledgement of Summary of Public Comments Received at November 9, 2023, Public Workshop, was requested.

MOTION: Ms. Marilyn Baldwin moved approval of the Summary of Public Comments received at the November 9, 2023, Public Workshop. Commissioner Castano seconded the motion, which passed unanimously.

B. Approval of November 9, 2023, TDLCB Meeting Minutes

Approval of the November 9, 2023, TDLCB Meeting Minutes was requested.

MOTION: Ms. Cheryl Stone moved to approve the November 9, 2023, TDLCB Meeting Minutes. Mr. Bob Melia seconded the motion, which passed unanimously.

C. Election of 2024 TDLCB Vice Chairperson

Ms. Virginia Whittington stated that in compliance with the usual rotation, Mayor Bates would now be the nominated 2024 Vice Chair and approval was requested.

MOTION: Commissioner Castano moved to approve the nomination of Mayor Bates for 2024 Vice Chair, Ms. Marilyn Baldwin seconded the motion which passed unanimously.

D. Approval of 2024 TDLCB Membership Certification

Approval of the 2024 TDLCB Membership Certification was requested.

MOTION: Mr. Calvin Smith moved to approve the 2024 TDLCB Membership Certification. Ms. Janeé Olds seconded the motion, which passed unanimously.

E. Approval of 2024 QATF Members

Staff requested review and approval of the following 2024 QATF Members:

- Ms. Marilyn Baldwin, representing the Disabled
- Ms. Betsy DeLano, representing the Medical Community
- Ms. Cheryl Stone, 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: Ms. Marilyn Baldwin moved approval of the 2024 QATF Members. Mr. Luis Nieves-Ruiz seconded the motion, which passed unanimously.

F. Approval of 2024 QATF Chairperson and Vice-Chairperson

Approval of 2024 QATF Chairperson and Vice-Chairperson was requested.

MOTION: Commissioner Castano moved approval of the 2024 QATF Chairperson and Vice-Chairperson. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

G. Annual TDLCB Bylaws Review

Ms. Virginia Whittington presented the amendments to the TDLCB Bylaws. She stated most amendments were cosmetic or grammatical but did draw attention to the change in representative from Orange County Emergency Medical Services, to a representative from Emergency Medical Services in Orange, Seminole or Osceola County.

A member asked if House Bill 1673 and the proposed changes to membership would impact changes of the TDLCB here. Ms. Whittington clarified that the proposed change of membership applies only to the Commission for Transportation Disadvantaged and there has been no indication of changes to the membership of local coordinating boards.

Approval of TDLCB Bylaws review was requested.

MOTION: Ms. Alnita Whitt moved approval of annual TDLCB Bylaws review. Commissioner Castano seconded the motion, which passed unanimously.

H. Approval of 2024 TDLCB Grievance Procedures

Ms. Whittington stated that there had been only cosmetic changes, but the content remains the same. Approval was requested for the 2024 TDLCB Grievance Procedures.

MOTION: Commissioner Castano moved to approve the 2024 TDLCB Grievance Procedures. Ms. Jamie Kersey-Ledgerwood seconded the motion, which passed unanimously.

I. Approval of 2024 TDLCB Grievance Committee Members

Ms. Whittington presented the TDLCB Grievance Committee members:

- Mr. Calvin Smith, representing Agency for Healthcare Administration
- Mr. Wilfredo Raices, representing Early Childhood Development
- 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

Approval was requested for the 2024 TDLCB Grievance Committee Members as presented.

MOTION: Ms. Janeé Olds moved to approve the 2024 TDLCB Grievance Procedures. Mr. Wayne Zubritsky seconded the motion, which passed unanimously.

J. Approval of May 9, 2024, TDLCB Meeting Date to May 16, 2024

Approval was requested for the change of May 9, 2024, TDLCB Meeting date to May 16, 2024

MOTION: Ms. Marilyn Baldwin moved to approve the change of May 9, 2024, TDLCB Meeting date to May 16, 2024. Commissioner Castano seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Annual Sunshine Law Refresher

Ms. Lisa Smith, MetroPlan Orlando presented, outlining the three basic requirements that meetings must be open and accessible, 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 and working groups. Ms. Smith 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 the committee. Ms. Smith also shared the sanctions for violations, and encouraged members to reach out to the Regional Partnerships team at MetroPlan Orlando should they require guidance.

B. 2050 Metropolitan Transportation Plan: Kickoff

Ms. Taylor Laurent presented, first explaining what the Metropolitan Transportation Plan (MTP) is and shared the path taken so far and the key federal requirements. Ms. Laurent listed the tasks & activities in developing the plan and detailed the opportunities for engagement and feedback going forward, to include MTP Technical Workshops. She continued sharing the anticipated schedule and said that the plan must be adopted by December 2025.

Ms. Laurent highlighted the current MTP Status Report and said one will be added to each agenda in future meetings. Ms. Laurent shared a preview of the Feb. 8 workshop agenda, and highlighted four questions that members should consider, to help shape the development of the MTP.

C. 2024 TD Riders Survey Results

Ms. Virginia Whittington presented an update to the Satisfaction Survey, stating that this evaluation will run from June 1st, 2023, through to December 31, 2023, to reflect the time period Transdev have provided the service. This will establish a base line for the disadvantaged service plan. Ms. Whittington confirmed that the surveys started to be sent out in January and as of the closing date, yesterday, 164 survey responses had been received. She advised members that they will receive a link by March 1 to evaluate the Community Transportation (CTC) and then in May we will have a comprehensive report of the responses received, both of the evaluation and of the Customer Service Satisfaction Survey. The report will be presented for approval in May and then transmitted to the CTD by June 30.

Commissioner Uribe shared her appreciation of the time taken of all involved and confirmed that the report will be on the meeting agenda in May.

D. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling firstly introduced members of Transdev, - Mr. Joey Hogan, Mr. Paul Bulharin, Regional Vice President. He also recognized Ben Gonzalez, Selita Stubbs, Mohammed Gad, Lindy Castillo- all of Lynx and introduced a new Lynx Chief Operating Officer - Mr. Paul Burrowes.

Mr. Hickling started his presentation with an overview, stating that ACCESS LYNX trips had an increase in demand in 2023 by 14% compared to 2022. He also shared that on-time performance was sustained at 90%+, and the call center continued to address high call volume with 'asking for an estimated time of arrival' accounting for 35%+ of all calls. Mr. Hickling noted that apps were beginning to be rolled out, so agencies can see the journeys their clients are taking to access their facility. In addition, Mr. Hickling stated that they were on schedule now to replace new vehicles.

Mr. Hickling noted that they provided 600,029 trips during 2023, compared to 526,429 trips in 2022, a 14% increase. On-time performance for November 2023 was 91% and December 2023, 90%, and Mr. Hickling acknowledged that meant 10% of journeys were late and stated they were looking into improving that figure and also seeking to understand the nature and impact of those late trips.

Mr. Hickling shared the Call Center statistics, with 42,369 calls answered in December, which represented 78.73% of total calls. He states that reducing the number of 'where is my ride?' calls will help to reduce the wait time for a call to be answered. He continued to share a list of Human Services Agencies that Lynx works with and complimented them on their service.

With regards to technology, Mr. Hickling highlighted the website where, once a rider has a profile, they can schedule and track their own trips. This is available 24hrs a day, 7 days a week and he hopes will reduce call center volume. Mr. Hickling also spoke of the 'My Agency portal' where an agency, such as a dialysis center, can track the trips that are coming to their location. He stated this has been rolled out to two centers so far, feedback has been positive, and the intent is to now roll out first to all dialysis centers. Committee Member, Mr. Bob Melia shared he has been using the app and finds it to be pretty accurate on indicating arrival times, so he no longer has to wait from the start of the 'arrival window' which could extend up to an hour before the ride arrived.

Mr. Hickling confirmed that Lynx currently has 50 new vehicles on order, with the intention of another 50 being purchased in the next financial year, to keep the fleet more comfortable and reliable. He anticipates the first new vehicles to be delivered in May, and he also shared that they are working on plans for a new bus wash facility.

Chair Uribe requested that at the next meeting, Mr. Hickling does a live presentation of the portal/website, and she also shared her preference of keeping the 'human touch' with people answering a phone rather than directing everyone to an app. A discussion ensued with committee members highlighting the high use and advantages of assisted technology. Another member asked if trip data by zip code was available, to identify areas of vulnerable populations which would be useful especially in emergency situations such as hurricanes. He was directed to email Mr. Hickling. A committee member acknowledged that under statute, this board focuses only on TD riders, however there was a strong desire that Lynx have a Consumer Users Group to cover both fixed route and paratransit.

A further suggestion from the committee, was for Lynx to provide a newsletter so users were aware of, and ACCESS LYNX could provide - updates on new vehicles, new technology etc. and would also help refresh riders of information and features about the service.

X. GENERAL INFORMATION

Chairwoman Uribe listed the General Information items found in the agenda packet.

XI. UPCOMING MEETINGS OF INTEREST

- A.** MetroPlan Orlando Board Meeting – March 13; 9:00 a.m. at MetroPlan Orlando
- B.** Quality Assurance Task Force – April 23; 10:00 a.m. at MetroPlan Orlando
- C.** Transportation Disadvantaged Local Coordinating Board – May 16; 10:00 a.m. at MetroPlan Orlando

XII. MEMBER COMMENTS

None

XIII. PUBLIC COMMENTS (GENERAL)

Mr. Jaime Mariona (online attendee) was recognized for a comment, however when called to deliver his comment (via a sign language interpreter), no comments were made.

Ms. Marsha Bukala, (online attendee), commented that the wait time on calls had gotten a lot better when making a reservation, and also a big thumbs up to the UZERV drivers when taking her to the cancer center and Advent Health.

Ms. Virginia Whittington read a comment received in writing prior to the meeting, as below:

Ms. Gloria Mariona, via email: 'Hello, I am a senior citizen and would like to report that all old vehicles with outdated navigation systems need to be upgraded with new navigation systems equipped with Apple or Google Map apps. These systems should update regularly before all drivers begin their routes for timely pick-up and drop-off. The outdated navigation systems often take longer routes or lead in the wrong direction, whereas human knowledge can help find the correct route for quicker and easier arrival.'

Ms. Whittington also stated that an email had been received from Ms. Cheryl McInnes, regarding late pick-up times. The email was forwarded to Mr. Norm Hickling and the ACCESS LYNX team, who have been working through the issues reported with Ms. McInnes.

As Mr. Jaime Mariona was unable to provide his comment when asked, Ms. Whittington read into the record, a summary of the email received from him prior to the meeting, which asked for consideration for the ride reservation window be changed from 24 hours to 72 hours to help alleviate the overwhelming number of phone calls. He also commented that web access had limited options, and suggested that PAW *PASS* have options to book rides, especially for those who do not have access to a computer, and also called attention to the outdated GPS system on the vehicles.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11.32 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 16th day of May 2024.



Rachel Frederick
Board Services Coordinator


Commissioner Mayra Uribe, 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.