



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, May 16, 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
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell, At-Large Alternate
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities
Ms. Kori Blowers 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. Angela Hunter for Janeé Olds, Career Source CF
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
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:

Commissioner Olga Castano, Osceola County
Ms. Betsy Delano, representing the Medical Community
Mr. Wayne Olson, Division of Vocational Rehabilitation
Vacant, Economically Disadvantaged
Vacant, EMS
Vacant, For-Profit Operator

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Taylor Laurent, MetroPlan Orlando
Ms. Cynthia Lambert, 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
Mr. Cody Johnson, ACCESS LYNX

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

I. CALL TO ORDER

Vice Chair Pat Bates called the meeting to order at 10.03 a.m. in the absence of Chair Mayra Uribe, and welcomed members.

II. PLEDGE OF ALLEGIENCE

Ms. Sharon Jennings led the Pledge of Allegiance

III. CHAIR ANNOUNCEMENTS

Vice 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 thanked Vice-Chair Bates for stepping in till Chair Uribe arrived and welcomed members, including those who joined the meeting online. Ms. Whittington shared that Governor DeSantis had approved and signed committee substitute for Senate Bill 1380, which amended the Commission for Transportation Disadvantaged Board Membership to include four State Agencies, two County Managers/Administrators and five representatives with industry backgrounds. Director Robert Doyle will be representing the Division of Blind Services, and they are awaiting confirmation of voting members to represent FDOT, Agency for Persons with Disabilities, and the Department of Elder Affairs. The current representatives, appointed by the Governor, will continue to serve unless and until action is taken by the Governor.

Ms. Whittington shared that an orientation was held for new member Ms. Jeannette Estes, the primary appointee representing the Agency for Persons with Disabilities on our TDLCB and Ms.

Sharon Jennings continues to serve as the alternate. She welcomed other alternates - Ms. Kori Blowers for Ms. Wendy Ford, Ms. Angela Hunter for Ms. Janeé Olds and in the audience Mr. Cartier Murrill who is the alternate for Mr. Calvin Smith.

Ms. Whittington shared that MetroPlan Orlando recently launched their 2024 Regional Transportation Survey and members were encouraged to take the survey and share amongst their contacts. She stated that the data that is gathered is used to inform the planning within the region and especially the 2050 Metropolitan Transportation Plan. She stated that the survey is open through the Memorial Day weekend and there will be a presentation at this meeting later in the year where the results are shared.

Members had several handouts at their seats and Ms. Whittington detailed each:

- A flyer with a link to the 2024 Regional Transportation Survey
- Details of the Vision Zero Safety Speaker Series & how to register with the first session being held on May 23rd.
- The TD Rider Survey completed earlier in the year.
- A Flyer requesting contacts or groups who you know would be interested in hearing from MetroPlan Orlando. Ms. Mary Ann Horne to give more details later in the meeting.

Chair Mayra Uribe had joined the meeting at this time.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. QUALITY ASSURANCE TASK FORCE REPORT

The QATF meeting was held on April 23, 2024, and Ms. Neika Berry shared the meeting highlights. This included the two action items on the agenda - reviewed and recommended approval of the Draft 2024 TDSP Minor Update and reviewed and recommended approval of the Annual Rate Calculations. She noted QATF members had received a CTC updated from Mr. Norm Hickling and confirmed that the next QATF meeting will be held on July 23, 2024

VII. Public Comments on Action Items

None

VIII. ACTION ITEMS

A. Approval of February 15, 2024, TDLCB Meeting Minutes

Approval of the February 15, 2024, meeting minutes was requested.

MOTION: Ms. Marilyn Baldwin moved to approve the February 15, 2024, meeting minutes. Mr. Luis Nieves-Ruiz seconded the motion, which passed unanimously.

B. Review and Recommendation of Draft TDSP Minor Update

Mr. Cody Johnson – Transportation Planner, Lynx, reviewed the proposed minor updates to the 2024 Transit Development Services Plan (TDSP) and requested approval. The draft TDSP, along with an overview of the proposed changes were provided.

Due to the size of the document, a link was provided to view the Draft TDSP Minor Update online: [LYNX TDSP - Minor Update 2024 \(metroplanorlando.gov\)](https://metroplanorlando.gov)

A discussion ensued with regards to the data source used to make the changes to the TDSP and a suggestion was made to receive this information earlier so members have a longer time to review. It was also noted that the 'How to Ride Guide' will be updated online on June 1 to reflect any changes.

A member recommended that there be a Lynx Advisory Committee for users of Access Lynx, Fixed route and SunRail. Ms. Whittington noted that due to SunRail transitioning from FDOT to the Central Florida Commuter Rail Commission, it might be an opportunity for Lynx to reinstate the previous customer advisory committee at LYNX and Chair Uribe was in agreement.

A committee member noted that 'trips by purpose' were not always recorded accurately for his journeys and asked the importance of that data for Lynx. Also, the member commented that the passenger diagnosis/status was asked for each ride and in many cases someone's diagnosis will never change. Added to the conversation was that under ADA law, it was noted those passengers should not be asked why they are riding.

MOTION: Ms. Alnita Witt moved approval of the minor updates to the 2024 Transit Development Services Plan (TDSP). Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

C. Review and Recommendation of Annual Rate Calculation Worksheet.

Mr. Norm Hickling reviewed the proposed Rate Calculation worksheet and requested approval to accept the rate calculations.

Mr. Hickling noted that the CTD forecasted rate increased very slightly for FY 2024/25. The Chair commented on how low the increase was, and another member asked the question if services can really be improved with such a small increase? Mr. Hickling responded that operational improvements will make the change and costs such as vehicles are capital costs which come out of a different budget. Further requested from a committee member was a request for a summation of the explanation behind the figure. Ms. Whittington explained that the agenda included the full rate calculation worksheet, however due to the size of the font when printed, she recommended the document be viewed online.

ACCESS LYNX TD RATES			
Type of Trip	FY 2023-24 Rates	FY 2024-25 Rates	Percentage Change
Ambulatory	\$40.45	\$41.40	+0.02 ▲
Wheelchair	\$69.34	\$70.96	+0.02 ▲

Approval of the review and recommendation of the Annual Rate Calculation Worksheet.

MOTION: Mr. Luis Nieves-Ruiz moved approval of the Annual Rate Calculations. Ms. Alnita Whitt seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. 2050 Metropolitan Transportation Plan Update

Ms. Taylor Laurent presented a status report, beginning with some background and details on existing conditions. Ms. Laurent stated that they are coordinating with FDOT and Florida Turnpike Enterprise (FTE) on the planning model efforts and starting to focus on planning emphasis areas in support of the 2050 MTP. She also highlighted the needs assessments plans, some of which are ongoing and other plans wrapping up this month.

Ms. Laurent shared a link to the recording of the MTP Technical Workshop held on April 11, 2024, and mentioned the topics discussed. [2050 MTP Technical Workshop #2 \(youtube.com\)](https://www.youtube.com/watch?v=2050MTPTechnicalWorkshop#2). She stated that the Goals & Objectives were discussed at that meeting and the draft version of the document had been given to each member for review. Ms. Laurent also shared that Drivers of Change had been discussed, and it can be found on the above link at time stamp: 54:10. This topic included factors unique to the Central Florida region and external factors such as technology, energy, climate & risks, transportation costs and State and federal policy & funding.

Moving to Goals & Objectives, Ms. Laurent shared the work done to date and outlined the goal statements as supplied on the handout. There were five of these: Safety, Reliability, Connectivity, Community, and Prosperity and Ms. Laurent highlighted how they all interconnect.

Ms. Laurent concluded sharing the development process, moving from Goals & Objectives, to draft indicators to measure success and by July to implement those into the 2050 MTP.

A member asked what outreach to external agencies had taken place to contribute to the 2050 MTP and stressed the importance of using the right data and information. The Chair noted that Orange County has a resiliency staffer who should be involved in this process.

Chair Uribe announced her recent appointment to the 2055 Florida Transportation Steering Committee by the Secretary of Transportation. She shared that the 16-member committee will put together a 30-year plan for the whole of Florida to include all modes of transportation. Chair Uribe encouraged members to contribute to the meetings and relay their experiences and requests, so she can make sure they are included in future plans.

B. Organizational PPP and 2050 PPP

Ms. Mary Ann Horne presented on the 2024 Organizational Public Participation Plan and the 2050 Metropolitan Transportation Plan - Public Participation Plan, which had both been approved by the Board at their recent meeting. The public comment period for both plans had exceeded the 45-day federally required comment period and Ms. Horne noted how they had been promoted to the public. Ms. Horne noted the reviews of previous plans and performance measures, and looked to the U.S. Department of Transportation guidance on best practices. She shared much was learned during the pandemic, on the best ways to balance in-person and virtual engagement and best ways to expand reach to include underserved communities and working with community-based organizations.

Ms. Horne shared the goals of The Organizational Public Participation Plan (PPP) and the objectives of the 2050 Metropolitan Transportation Plan - Public Participation Plan (MTP PPP)

Ms. Horne referenced a form at each member's place, which invited members to recommend a group or organization they think MetroPlan Orlando should engage with regarding transportation.

Chair Uribe gave examples of the types of groups who would likely be interested in learning more about the plan.

C. Community Transportation Coordinator Evaluation

Ms. Virginia Whittington thanked members for their attendance and congratulated Chair Uribe on her recent appointment to the statewide group.

Ms. Whittington first presented the Access Lynx TD Riders Survey results. Ms. Whittington reminded members, because of their request, the response period was extended to encourage more people to complete the survey, which resulted in a final total of 167 responses being received.

Ms. Whittington continued to present the TD Rider Survey results and each member had a full copy of the results.

Ms. Whittington then noted that due to a change in providers, a full Community Transportation Coordinator (CTC) evaluation was not required, however we are required to establish a baseline within the first 180 days of the new provider operating and thanked members for their responses to the survey they were sent.

Ms. Whittington continued to present the CTC evaluation survey results. She confirmed the results will be sent to the Commission for Transportation Disadvantaged by the June 30, 2024 deadline.

D. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling presented an update, sharing that trip demand had increased by 8% compared to the same period last year. He stated that on-time performance was sustained at over 90% and approximately 40% of all calls are requesting their ETA on their ride.

Mr. Hickling shared the “My Agency Portal”, a tool that TransDev brought with them that gives locations such as Dialysis Centers access to information regarding trips coming to their facility. It gives them the ability to track trips and reduces ETA calls to Customer Services. Mr. Hickling stated that the tool was proving very successful and is continuing to be rolled out to other locations.

In addition, Mr. Hickling highlighted the ‘My Transit Manager’ app where riders can track their own trip on their smart phone. He stated that currently you can only track trips and not book trips via this app, but in time it will extend its capabilities.

Mr. Hickling reported on improvements to the paratransit vehicle fleet. He noted that the current lifespan of a vehicle is at 5 years or at 200,000 miles, and they have 57 new vehicles on order which should start to be delivered in August/September 2024. He also noted the hard work of the maintenance team to keep the current fleet road worthy.

Finally, he shared areas of current focus, including Call Center policies & operations, customer focused technology and preparing for special events in the region. He concluded by sharing that Orlando was voted the number one accessible destination in the country by Travel & Leisure magazine.

In response to a question, Mr. Hickling stated that the main contributing factor to maintaining a 90%+ on-time performance was the availability of vehicles.

Vice Chair Bates chaired the remainder of the meeting.

X. GENERAL INFORMATION

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

A. Planning Grant Report – January-March 2024

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement was provided for information.

B. Report of Operator Payments

The Operators Payments Report, a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item, was provided for information purposes.

XI. UPCOMING MEETINGS OF INTEREST

- A. MetroPlan Orlando Safety Speaker Series – May 23, 2024; 10 am *held virtually*
- B. LYNX Board (at Lynx Central Station) – May 23, 2024
- C. SunRail/CFRCRC Board (at LYNX Central Station) – May 23, 2024

XII. MEMBER COMMENTS

None

XIII. PUBLIC COMMENTS (GENERAL)

None

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11:59 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 8th day of August 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.