



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, November 14, 2024
TIME: 10:00 a.m.
LOCATION: Heart of West Lakes Wellness Center
710 S Tampa Ave,
Orlando, FL 32805

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. Betsy Delano, representing the Medical Community
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities
Mr. Rob Gilts for Ms. Wendy Ford, Osceola Council on Aging
Ms. Jamie Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Angela Hunter for Janeé Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Yvette Reyes, Economically Disadvantaged
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
Mr. Luis Nieves-Ruiz, SunRail CAC
Vacant, State Coordinating Council of Early Childhood
Vacant, EMS
Vacant, For-Profit Operator

Staff in Attendance

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

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. Joey Hogan, TransDev
Ms. Gail Holley, FDOT

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

I. CALL TO ORDER

Chair Uribe called the meeting to order at 11:26 a.m. and welcomed members.

II. PLEDGE OF ALLEGIENCE

Already acknowledged in the public meeting.

III. CHAIR ANNOUNCEMENTS

Chair Uribe recognized Ms. Neika Berry for her update regarding the contents of the QATF meeting held on October 29, 2024.

Chair Uribe thanked everyone who participated in the Blind Experience and a short video was shown of the event. She continued to describe her experience at the event and acknowledged how everyone needs to feel safe. Chair Uribe thanked the partners and staff who made the event happen including Ms. Sheila Young and Ms. Marilyn Baldwin. Ms. Baldwin appreciated the involvement of Orlando Police Department and reminded people of the White Cane law requiring drivers to yield the right-of-way to those who are blind and mobility impaired pedestrians.

Chair Uribe commended staff for inviting the Spanish media to attend the Blind Experience to ensure the message reaches all communities including those whose first language is not English.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington thanked all for attending and recognized TransDev for providing the refreshments. She shared the news of the departure of Ms. Cynthia Lambert from MetroPlan Orlando. She thanked her for her years of service and dedication, announced that Ms. Mary Ann Horne had been promoted to the position of Public Information Manager. Ms. Whittington announced the Florida Commission for the Transportation Disadvantaged awarded MetroPlan Orlando the 2024 Designated Official Planning Agency of the Year and she congratulated the TD Board for the work they do.

The following staff of ACCESS LYNX were recognized for their tenure and service. As requested by Ms. Marilyn Baldwin, these awards will be presented annually:

- Alisha Cross (Driver) 22 +years
- Raphael Ortiz (Driver) 22 +years
- Michael Brooks (Maintenance) 22+ years
- Shirley Witherspoon (Dispatch) 22+ years

Ms. Whittington recognized Ms. Cheryl Stone, outgoing TDLCB member, for her years of volunteer service on the TDLCB and Community Advisory Committee.

Chair Uribe echoed the appreciation to all those recognized.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. Public Comments on Action Items

None

VII. ACTION ITEMS

A. Approval of August 8, 2024, TDLCB Meeting Minutes

Approval of the August 8, 2024, meeting minutes was requested.

MOTION: Mayor Pat Bates moved approval of the August 8, 2024, meeting minutes. Ms. Berry seconded the motion, which passed unanimously.

B. Approval of 2025 QATF & TDLCB Proposed Meeting Schedule

Approval of the 2025 QATF & TDLCB proposed meeting schedule was requested.

MOTION: Ms. Baldwin moved approval of the proposed 2025 QATF and TDLCB meeting schedules. Ms. Whitt seconded the motion, which passed unanimously.

C. Request for Approval of the Annual Expenditure Report (AER)

Approval of the Annual Expenditure Report (AER) was requested.

MOTION: Mayor Bates moved approval of the AER. Mr. Olson seconded the motion, which passed unanimously.

D. Request for Approval of the Annual Operating Report (AOR)

Approval of the Annual Operating Report (AOR) was requested.

MOTION: Mayor Bates moved approval of the AOR. Ms. Whitt seconded the motion, which passed unanimously.

E. Approval of QATF Recommendations for Membership

Ms. Neika Berry reported that the QATF reviewed all applications received from candidates interested in filling three (3) open seats on the TDLCB. After consideration and discussion, the QATF unanimously recommended the following:

- Ms. Charlotte Campbell, who is currently serving as the At-Large Alternate, assume the seat Representing the Elderly (over 65)
- Ms. Tashara Cooper (Orange County resident) for the At-Large Alternate, and
- Ms. Cena Underwood (Seminole County resident) also to serve as an At-Large Alternate

A discussion ensued regarding receiving more applications from Osceola County in the future.

MOTION: Ms. Baldwin moved approval of the QATF membership recommendations. Ms. Stone seconded the motion, which passed unanimously.

VIII. PRESENTATIONS & STATUS REPORTS

A. Status Update on 2050 MTP

Ms. Taylor Laurent, MetroPlan Orlando, presented on the recommended goals and objectives of the long-range vision of transportation over the next 25 years. She shared the public engagement that had taken place and planned events. Ms. Laurent detailed the update on the technical analysis including three technical workshops and two work sessions, and the meetings held with local jurisdictions to complete the needs assessments. She shared the

purpose of prioritization and noted where things stand on the 2050 MTP schedule with the plan due to be adopted in December 2025.

B. 2024 Public Opinion Survey Results

Dr. Sara Strickhouser presented the results of the 2024 Regional Transportation Survey and began by outlining the survey methodology. She noted that 94% of respondents stated that planners should prioritize pedestrian-friendly communities and that 32% do not believe they live in a pedestrian friendly community. Dr. Strickhouser shared some stats related to risky driver behavior citing that one in three drivers reported habitually driving 10 mph over the speed limit. Moving on to new technologies she shared reasons people gave for wanting or not wanting to travel in driverless vehicles.

Dr. Strickhouser noted the reasons pedestrians/cyclists/transit users gave as challenges when trying to travel, and also noted those who missed doctor's appointments due to not having reliable transportation. She concluded by sharing the community outreach that had taken place and called attention to the link to the full report: [Public Opinion Research | MetroPlan Orlando](#)

Chair Uribe commented on a recent experience where she found drivers to be very distracted and not even see pedestrians.

Ms. Neika Berry asked if the survey respondents could be broken down by zip code. Chair Uribe commented on the importance of transportation planning & infrastructure on any new development.

Mr. Adam Zubritsky, Orange County Schools, stated he is a pedestrian more often than not and frequently comes across impediments on the sidewalk. He also noted the gaps in sidewalks and bicycle lanes, and the danger that brings when bike riders have to then share the sidewalk with pedestrians.

C. Lynx/Community Transportation Coordinator (CTC) update

Mr. Norm Hickling presented the latest update, showing a 9.3% increase in demand over the same period the previous year. He shared on-time performance, with an average YTD of 89% and broke down the number of trips by purpose with employment and medical being the highest reasons.

Next, Mr. Hickling broke down the trip durations with an emphasis on 'not to exceed' duration thresholds in relation to miles travelled. He continued reporting that customer service agents answer an average of 59 calls per day, and encouraged riders to call between 10:00 a.m. and 3:00 p.m., which avoids the busiest times and therefore the call should be answered more quickly.

Mr. Hickling detailed the funding sources for the TD program, and demonstrated how the funding from the state has been reduced consistently over recent years, despite the increase in trip demand. He explained that the deficit in costs are covered by Orange, Osceola and Seminole county taxpayers. He explained the focus for the future is efficiency of scheduling, delivery of new vehicles, customer service enhancements and the introduction of a mobile fare payment app.

Ms. Baldwin requested research be done on the possibility and the cost of introducing an on-demand service. Chair Uribe discussed suggestions of helping with the call volume and also asked if she could ride along one day as a 'secret rider'. Ms. Berry inquired about the statistics regarding the trip duration thresholds with an average of 1.3 riders per hour and requested these statistics be a permanent feature in each quarterly report. Mr. Hickling noted that he would follow-up with the person who made a public comment regarding having to walk home after working late at Universal Studios in the previous meeting.

Discussion ensued regarding ACCESS LYNX's complaint procedures, raising awareness of the opportunity available to donate to the Transportation Disadvantaged trust fund when renewing automobile license plates, and follow up to comments made about driver behavior and riders being able eat on the vehicles.

D. Update on the SWAN Shuttle Autonomous Vehicle Demonstration – Lessons Learned

The update on the SWAN Autonomous Vehicle Demonstration was postponed due to time constraints.

IX. GENERAL INFORMATION

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

- A.** Planning Grant Update
- B.** Report of Operator Payments
- C.** Title VI Non-Discrimination Plan and Limited English Proficiency (LEP) Plan

X. UPCOMING MEETINGS OF INTEREST

- A.** Quality Assurance Task Force Meeting – January 28, 2025; 10:00 a.m.
- B.** Transportation Disadvantaged Local Coordinating Board Meeting – February 13, 2025; 10:00 a.m.

XI. MEMBER COMMENTS

Chair Uribe thanked the LCB for their engagement and contributions.

Ms. Cheryl Stone thanked the members for the work they do, the public for their comments and how she had enjoyed her time on the LCB. She suggested a wheelchair convoy along the sidewalks to highlight the challenges they encounter. Chair Uribe thanked Ms. Stone for her dedication to improving transportation for those in need.

XII. PUBLIC COMMENTS (GENERAL)

Ms. Joanne Counselis, Seminole County, commented that a bus stop is needed on Lake Mary Boulevard and on Sundays and holidays. She requested 24/7 bus and train services including holidays.

Ms. Janeen Lea, Osceola County requested that in future meetings, acronyms be used less or explained more. She also noted that sidewalks can be very tricky with her cane getting stuck, and she also recalled a time when ACCESS LYNX did not find her at the pickup point after a late-night concert. She mentioned that drivers going through drive-thru's happens often and requested extended SunRail hours of operation. In conclusion she gave appreciation for the free LYMMO bus service offered downtown.

Mr. Michael Lincoln-McCreight, Orange County stated that he has been advised more than one person has had to walk home from work at Universal, as dispatch has told them the ACCESS LYNX service has stopped for the evening. He requested more talking notices to voice that the walk sign is on, to assist those who are visually impaired when crossing roads. He also stated that House Bill 73: Supported Decisionmaking Authority has been passed and signed by the Governor in Florida, and that he will advocate for more funding from Tallahassee for Orange County.

XIII. ADJOURNMENT

Chair Uribe thanked everyone for attending and wished all a Happy Christmas and New Year.

There being no further business the meeting adjourned at 1:00 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 13th day of February 2025.



Mayor Pat Bates, Chairperson


for 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.