



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, May 11, 2023

TIME: 10:00 a.m.

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

Commissioner Olga Castano, Presiding

Members in attendance were:

Commissioner Olga Castano, Osceola County, Chairperson
Commissioner Mayra Uribe, Orange County, Vice-Chair
Mayor Pat Bates, Seminole County, Immediate Past Chair
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell, At-Large Alternate
Ms. Betsy Delano Medical Community
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Jamie Kersey Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA
Ms. Cheryl Stone, Representing the Elderly
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Mr. James Grzesik, SunRail CAC
Vacant, For-Profit Operator
Vacant, EMS

Staff in Attendance

Mr. Slade Downs, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. Alex Trauger, MetroPlan Orlando
Ms. Lailani Vaiaoga

Others in Attendance

Ms. Patricia Whitton, LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Emily Hanna, Bike Walk Central Florida

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

I. CALL TO ORDER

Commissioner Olga Castano called the meeting to order at 10:00 a.m.

II. PLEDGE

Ms. Betsy DeLano led the Pledge of Allegiance.

III. CHAIR ANNOUNCEMENTS

Chairwoman Castano reviewed the in-person meeting and public comment procedures.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Mr. Slade Downs introduced himself and explained that he would be providing staff support for today's meeting on behalf of Ms. Virginia Whittington. He called attention to one change on the agenda, under Item VIII, Presentations and Status Reports. He announced that the Best Foot Forward Annual Report has been added and would be presented by Ms. Emily Hanna. He announced the retirement of Board Services Coordinator Cathy Goldfarb, congratulated Jason Sartorio congratulated Transportation Planner Jason Sartorio on the new addition to his family and congratulated the MetroPlan Orlando Communications Team for winning an Image Award at the FPRA for the most recent Annual Report. MetroPlan Orlando staff member Mighk Wilson introduced a new segment known as the Safety Moment that will be incorporated into MPO Board and Committee meetings.

V. CONFIRMATION OF QUORUM

Ms. Lisa Smith confirmed a quorum of 9 members was present.

VI. QUALITY ASSURANCE TASK FORCE (QATF) Report

Ms. Neika Berry, Chair of the QATF, reported on the April 25th QATF meeting. She reported that the members of the QATF reviewed and recommended approval of the Draft TDSP Major Update, the

FY 2023-24 TD Annual Rate Calculations, and received a CTC update from Mr. Norm Hickling. The next scheduled meeting of the QATF is Tuesday, July 25th.

VII. Public Comments on Action Items

None.

VIII. ACTION ITEMS

A. Approval of February 9, 2023, TDLCB Meeting Minutes

Approval of the February 9, 2023, meeting minutes was requested.

MOTION: Mayor Pat Bates moved approval of the February 9, 2023, meeting minutes. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

B. Review and Recommendation of Draft TDSP Major Update

Ms. Trish Whitton reviewed the proposed major updates to the 2023 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, this link was provided to view the Draft TDSP Major Update online: [Transportation Disadvantaged Service Plan \(metroplanorlando.org\)](https://metroplanorlando.org)**

MOTION: Mayor Pat Bates moved approval of the major updates to the 2023 Transit Development Services Plan (TDSP). Ms. Cheryl Stone 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 decreased for FY 2024 because of the anticipated cost of providing purchased transportation trips using TransDev, the newly selected paratransit provider. He added that the Rate Calculation Worksheet has been reviewed and approved by the Commission for Transportation Disadvantaged.

ACCESS LYNX TD RATES			
Type of Trip	FY 2022-23 Rates	FY 2023-24 Rates	Percentage Change
Ambulatory	\$40.90	\$40.45	-.01 ▼
Wheelchair	\$70.11	\$69.34	-.01 ▼

MOTION: Mayor Pat Bates moved approval of the FY 2023-24 rate calculations. Ms. Alnita Whitt seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, LYNX, provided the quarterly CTC update. He reported that ACCESS LYNX trip demand continues to increase as compared to the same period last year and the call center continues to address high call volume. He noted that on-time performance is currently at 85%. Mr. Hickling detailed challenges which include new vehicle purchases and parts to repair current fleet vehicles which are being affected by supply chain issues. He reported on the eligibility processing which has incorporated some process improvements as recommended by the Quality Assurance Task Force. Mr. Hickling concluded his report by providing an extensive overview of the transition to Transdev Services Inc. He responded to member questions relating to public outreach and neighbor link service expansion.

B. Best Foot Forward Annual Report

Ms. Emily Hanna, Executive Director of Bike/Walk Central Florida, presented the annual report on the activities of the Best Foot Forward Pedestrian Safety program. Ms. Hanna reviewed the changes from the previous year including new partners, and available data. Ms. Hanna provided a region-wide summary of enforcement, events and education outreach efforts and progress to date. A copy of the Best Foot Forward Annual Progress Report for FY 2021/22 can be found at: https://metroplanorlando.org/wp-content/uploads/221123_MetroPlan-Orl-FY22-Annual-Report_FINAL.pdf

X. GENERAL INFORMATION

None

XI. UPCOMING MEETINGS OF INTEREST

- A. MetroPlan Orlando Board Meeting – Wednesday, June 14, 2023; 9:00 a.m.
- B. MetroPlan Orlando Board Meeting – Wednesday, July 12, 2023; 8:00 a.m. (*Note time change.*)
- C. Quality Assurance Task Force Meeting – Tuesday, July 25, 2023; 10:00 a.m.
- D. Transportation Disadvantaged Local Coordinating Board – Thursday, August 10, 2023; 10:00 a.m.
- E. Commission for Transportation Disadvantaged Annual Expo – Orlando, FL, August 29-30, 2023

XII. MEMBER COMMENTS

None.

XIII. PUBLIC COMMENTS (GENERAL)

Ms. Hailey Skolund explained that she is a blind daily user of ACCESS LYNX. She expressed to LCB members that she does not receive an advance call from drivers with their ETA which has caused her to have to wait for up to two hours in uncertainty. She said that she feels that an advance call from the driver noting their ETA, the type of vehicle they are in and if they are on time or behind would be extremely helpful. She added that she feels a voucher system to compensate riders in situations where their rides were extremely late or if the rider was left stranded would be helpful. Ms. Skolund stated that she has experienced long hold times of up to 40 minutes when she is trying to schedule her rides.

Ms. Joanne Counelis, Lake Mary, commented on the need for bus stops and shelters at several sites in Seminole County.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11:27 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 10th day of August 2023.



Chairperson



Lisa Smith
Senior 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.