



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

**DATE:** Thursday, August 10, 2023

**TIME:** 10:00 a.m.

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

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**Commissioner Olga Castano, Presiding**

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**Members in attendance were:**

Commissioner Olga Castano, Osceola County, Chairperson  
Commissioner Mayra Uribe, Orange County, Vice-Chair  
Ms. Dianne Arnold, Representing the Economically Disadvantaged  
Ms. Marilyn Baldwin, Representing the Disabled  
Ms. Neika Berry, Citizen Advocate (Non-system User)  
Ms. Charlotte Campbell, At-Large Alternate  
Ms. Betsy Delano, Representing the 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)  
Mr. Wayne Olson, Division of Vocational Rehabilitation  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Calvin Smith, AHCA  
Mr. Adam Zubritsky, OCPS

**Members not in attendance:**

Mayor Pat Bates, Seminole County, Immediate Past Chair  
Ms. Janee Olds, Career Source CF  
Ms. Karla Radka, Senior Resource Alliance  
Ms. Cheryl Stone, Representing the Elderly  
Ms. Alnita Whitt, Veterans  
Vacant, For-Profit Operator  
Vacant, EMS  
Vacant, SunRail CAC

### Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando  
Mr. Mighk Wilson, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Rachel Frederick, MetroPlan Orlando

### Others in Attendance

Mr. Juan A. Lopez, Office of Congressman Darren Soto  
Ms. Tiffany Homler Hawkins, LYNX  
Ms. Selita Stubbs, ACCESS LYNX  
Mr. Mohammed Gad, ACCESS LYNX  
Mr. W.C. Pihl, Transdev  
Mr. William Spraul Transdev  
Mr. Joey Hogan, Transdev

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

## **I. CALL TO ORDER**

Chairwoman Olga Castano called the meeting to order at 10:00 a.m. and detailed how a physical in person quorum is required to take action on any item that requires a vote. She also shared how the meeting was being streamed online and how public comments could be made.

## **II. PLEDGE OF ALLEGIENCE**

Ms. Sharon Jennings led the Pledge of Allegiance.

## **III. CHAIR ANNOUNCEMENTS**

Chairwoman Castano noted that there was no Quality Assurance Task Force meeting in July. She announced the next QATF meeting would be held at MetroPlan Orlando on October 24<sup>th</sup> at 10 a.m.

Commissioner Castano introduced Mr. Mighk Wilson of MetroPlan Orlando to share a 'Safety Moment' which be a part of all MetroPlan Orlando meetings. Mr. Wilson presented 'Safe Teen Driving Month'

## **IV. AGENDA REVIEW & ANNOUNCEMENTS**

Ms. Virginia Whittington, Director of Regional Partnerships – MetroPlan Orlando, thanked everyone for their participation and stated there were no changes to the agenda. She introduced Ms. Rachel Frederick, Board Services Coordinator.

Ms. Whittington also welcomed Ms. Tiffany Homler Hawkins, CEO of Lynx, Mr. Juan Lopez, Outreach Representative/Administrative Assistant to Congressman Darren Soto, and additional members of the Transdev team. She highlighted that MetroPlan Orlando had completed an organization wide

graphics update which also included the website domain and emails becoming .gov, a more secure and recognizable government agency.

Ms. Whittington congratulated the MetroPlan Orlando Communications Team – Ms. Cynthia Lambert, Ms. Mary Ann Horne, and Ms. Leilani Vaiaoga – who, this week, won a Florida Public Relations Golden Image award of Distinction.

Lastly, she announced that the Commission for Transportation Disadvantaged annual conference would be held in Orlando on August 29-30, 2023. She thanked Ms. Marilyn Baldwin and Ms. Neika Berry who were scheduled to attend the conference.

## **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 May 11, 2023, TDLCB Minutes**

Approval of the May 11, 2023, meeting minutes was requested.

**MOTION:** Commissioner Uribe moved approval of the May 11, 2023, meeting minutes.  
Mr. Bob Melia seconded the motion, which passed unanimously.

## **IX. PRESENTATIONS & STATUS REPORTS**

### **A. LYNX/Community Transportation Coordinator (CTC) Update**

Mr. Norm Hickling, Director Mobility Services - LYNX, provided the Lynx Mobility Services Quarterly CTC Report. He confirmed that Lynx completed a service provider transition with Transdev as the newly appointed provider on June 1, 2023. He added that the transition was completed in 29 days. He shared the statistics - for the fiscal year October 2022 to current, the total number of trips completed stands at 429,143, with 47,787 of them being in June 2023. On-time performance increased to 86% in June 2023. Mr. Hickling shared that 10,211 trips were more than 30+ minutes late and they are very focused on improving this. In the Call Center there were 55,822 calls in June 2023 with an average time of 4 minutes 44 seconds to answer a call and an average of 55 calls being answered per agent per shift, stating 84% of all calls were answered and but they are aiming for 90%.

Mr. Hickling noted that the facility they are now using at 4950 L B McLeod Rd had been vacant and they had installed new air conditioning, new tiling, new electrical circuits etc. Mr. Hickling shared his appreciation of the Facilities Team. He confirmed that they are looking to procure

several new vehicles in the coming months to replace some of the aging fleet, including the 46 caravans which have come to the end of their useful life.

Mr. Hickling noted the map upgrade in all 182 Lynx-owned vehicles which will be completed in the next week or so in addition to the map upgrade for reservations. He also confirmed Lynx & Transdev commitment to customer satisfaction and an emphasis on performance and system efficiencies.

Commissioner Uribe complimented Lynx and the Transdev team and inquired about the wellbeing of drivers in the current heat wave. Mr. Hickling stated that no vehicle will be used without air conditioning, and any with non-working air conditioning are taken straight to the shop for repair.

Questions were answered regarding the matrix Lynx presented of late trips and the on-time performance. It was detailed that the software can analyze and reconfigure schedules to enhance efficiency. In response to another question Mr. Hickling stated that to increase the percentage of calls answered, they hope to eliminate many calls by building trust and reliability. Planned are mobile apps to track your trip with, which will reduce the number of 'where is my ride' calls. He also stated that the intention is to always reach out to each client of a late trip (30 minutes+) by Customer Service or Scheduling and Dispatching to explain the reason why.

Ms. Virginia Whittington complimented the Transdev and Lynx team for the successful transition.

Ms. Tiffany Holmer Hawkins, CEO Lynx, thanked the Lynx team and Transdev for their work on the transition.

## **B. Meet the Transdev Team**

Mr. W.C. Pihl, Senior Vice President of Business Development, Transdev, acknowledged the extraordinary partnership between Transdev, Lynx and all the communities they work with. He shared that Transdev is a global company with 32,000 employees in the U.S. and that customer service is their primary focus.

Mr. Bill Sprawl, Regional Vice President – Transdev, shared that they now have over 400 employees and 185 Lynx vehicles delivering the service locally. Transdev goal was to deliver a 'Seamless startup for our passengers and employees that provide immediate improved performance and confidence in ACCESS LYNX.' He noted the number of 9,400 training hours of team members, to include customer service and the hiring of maintenance, management, and support staff.

Mr. Joey Hogan, General Manager – Transdev, stated that on-time performance is improving. They are concentrating on increasing this and he is focused on being proactive to prevent poor performance.

Mr. W. C. Pihl then detailed the 'Command Console' which gives all the necessary information to the entire team on a real-time basis, allowing them to predict future delays and therefore reschedule a trip on a different vehicle for customer efficiency. He shared that coming soon is

the 'My Agency Portal', which is a web-based portal for trip generating facilities to track their client's journey. In addition, he detailed the 'My Transit Manager' which is a mobile app they will launch as a pilot program for customers, that allows them to see their vehicle journey on their phone. Both plan to be launched for all in October/November with a pilot program preceding that in September time.

Questions were raised concerning technology accessibility for blind and visually impaired, and it was shared that the automated call out will still happen in addition to the technology being compatible with readers. Also raised was the concern that some drivers - when asked, say that they cannot change the order of passenger drop off and that has made some customers late for events/appointments. In response, Mr. W. C. Pihl advised that they are increasing the number of drivers, are improving how they schedule passenger trips together, and that drivers are empowered to contact dispatch to request route alterations. Alongside the introduction of the new technology, he hopes that these occasions of prolonged trips are reduced. A concern was raised that a driver had commented about the need to pay to operate and then complete so many trips before he could 'break even'. This was responded to by explaining all Transdev drivers are employees, are paid by the hour, no matter how many trips they complete. Some smaller local business partners who are subcontractors may have different compensation packages and they do encourage drivers with any concerns to reach out to Transdev. Mr. W.C. Pihl noted that all drivers, whether directly employed or not, must meet the same requirements and undergo the same training.

A request was made to Transdev to share the list of subcontractors with committee members.

Ms. Virginia Whittington, Director of Regional Partnerships – MetroPlan Orlando, stated there will be a public meeting of the TDLCB in November and it would be a great opportunity then to provide an update on the technology launch and pilot programs undertaken. She also raised the possibility of doing a field trip with committee members to the Transdev facility in the future.

Mr. Norm Hickling commended Ms. Selita Stubbs – Senior Manager, Lynx, and Mr. Mohammed Gad, Manager of Mobility Services - Data, Lynx, who ensured that all 315 employee's credentials were checked, and training completed over the short transition period.

## **X. GENERAL INFORMATION**

Chairwoman Castano called attention to the resolution in support of Blind Americans Day on October 15, 2023, and is being presented to the MetroPlan Orlando Board for approval in September.

Ms. Virginia Whittington shared that the MetroPlan Orlando Board is expected to adopt and approve this annual event, and in addition all of the counties and cities will be asked to adopt similar resolutions. MetroPlan Orlando is also working with the Florida Department of Transportation to potentially host an event during Mobility Week in conjunction with the BEEP demonstration project that is happening in downtown Orlando. Plans are yet to be solidified but committee members will be kept updated. It is also expected that a community partner will take the lead this year on The Blind Experience event and invitations will go out to all.

## **XI. UPCOMING MEETINGS OF INTEREST**

- A. Commission for Transportation Disadvantaged Business Meeting, August 28, 2023; 2:00-4:00p.m., Sea World Renaissance Hotel, Orlando, FL
- B. 31st Annual CTD Training Workshop, Awards & Expo August 29-30, 2023 - Sea World Renaissance Hotel, Orlando, FL
- C. MetroPlan Orlando Board Meeting – Wednesday, September 13, 2023; 9:00 a.m.
- D. Quality Assurance Task Force Meeting – Tuesday, October 24, 2023; 10:00 a.m.
- E. Save the Date: 2023 Mobility Week – October 27-November 4, 2023
- F. Annual Transportation Disadvantaged Public Workshop – Thursday, November 9, 2023; 10:00 a.m. (*Location to be announced*)
- G. Transportation Disadvantaged Local Coordinating Board – Thursday, November 9, 2023; 10:30 a.m.\* (*Location TBA; This meeting will immediately follow the TD Public Workshop.*)

**XII. MEMBER COMMENTS**

None

**XIII. PUBLIC COMMENTS (GENERAL)**

None

**XIV. ADJOURNMENT**

There being no further business the meeting adjourned at 11:08 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 9<sup>th</sup> day of November 2023.

  
 Commissioner Olga Castano, 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.