



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

**DATE:** Thursday, November 09, 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:**

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  
Commissioner Olga Castano, Osceola County, Chairperson  
Ms. Betsy Delano, representing the Medical Community  
Mr. Carlos Colon for Ms. Jamie Ledgerwood, FDOT  
Mr. Bob Melia, Citizen Advocate (System User)  
Ms. Janeé Olds, Career Source CF  
Mr. Wayne Olson, Division of Vocational Rehabilitation  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Calvin Smith, AHCA  
Ms. Cheryl Stone, representing the Elderly  
Commissioner Mayra Uribe, Orange County  
Mr. Adam Zubritsky, OCPS

**Members not in attendance:**

Ms. Dianne Arnold, Economically Disadvantaged  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Ms. Karla Radka, Senior Resource Alliance  
Ms. Alnita Whitt, Veterans  
Vacant, For-Profit Operator  
Vacant, EMS  
Vacant, SunRail CAC

### Staff in Attendance

Ms. Virginia Whittington, 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

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

## **I. CALL TO ORDER**

Chairwoman Olga Castano called the meeting to order at 11:45 a.m. after the completion of the TD Public Meeting.

## **II. PLEDGE OF ALLEGIENCE**

## **III. CHAIR ANNOUNCEMENTS**

Commissioner Castano thanked everyone who participated in The Blind American's Equality Day event at Lighthouse Works and shared her experience of the event. She expressed her compassion for those members of the community who have different needs and how we need to find ways to offer a better service to them.

A newsclip was then shown of the event to the committee, and Commissioner Castano expressed her gratitude to the partners who worked together to make the event happen, including MetroPlan Orlando staff. She gave particular appreciation to Ms. Marilyn Baldwin for her role of moderator on the day. Ms. Baldwin then thanked MetroPlan Orlando staff and stressed the importance of the annual day, along with her hope that it helps to save the life of pedestrians who are visually impaired or disabled. Ms. Baldwin asked committee members to raise awareness in their communities to help fund the technology, that helps visually impaired cross streets safely.

Commissioner Castano recognized and thanked those members who attended the FDOT Mobility Week SWAN demonstration project. She shared her appreciation of those who helped bring the event together.

Finally, the Commissioner congratulated Ms. Marilyn Baldwin as the first recipient of the Nancy Burgess-Hall award which is presented in recognition of advocacy for people with disabilities.

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

Ms. Virginia Whittington welcomed those in the room and online. She also echoed the Commissioners appreciation for those who helped set up and attended The Blind American's Equality Day and the SWAN demonstration.

She then called attention to a new hire at MetroPlan Orlando, Ms. Maria Padovani, who joined MetroPlan Orlando as the new Fiscal Manager. She announced that Brightline is now running approximately 30 trains a day between Orlando and Miami. An invitation was extended to Brightline to present, however they were unable to attend. Ms. Whittington said that she will extend another invitation to a future meeting. In addition, Ms. Whittington reported that MetroPlan Orlando had undergone Federal Certification earlier in the year and had been given a glowing report with many noteworthy practices.

Ms. Whittington advised that in September, MetroPlan Orlando approved its 2023 Apportionment plan, which is done every ten years following the Census. She reported that as a result Orange County would receive an additional voting seat, the City of St. Cloud would join the Board as a voting member, and there is one new non-voting advisory seat for Orlando Executive Airport. The Apportionment Plan now awaits the Governor's signature.

Ms. Whittington asked Committee members to note the first of the Vision Zero Central Florida Speaker Series, which is on November 15<sup>th</sup> at 9.30 a.m. and is a virtual only meeting.

Mr. Mighk Wilson presented this month's Safety Moment and stated that October is Pedestrian Safety Month. Mr. Wilson shared statistics of Pedestrian Crash Factors. He reported that on-going research at the University of Western Michigan studies found a significant number of nighttime crashes were happening in areas with dark spots. He identified that speed and darkness are the biggest challenge in pedestrian safety. Mr. Wilson then gave pedestrian recommendations when walking in the dark, including using the light on your cell phone to alert drivers of your presence.

#### **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 10, 2023, TDLCB Minutes**

Approval of the August 10, 2023, meeting minutes was requested.

**MOTION:** Mr. Calvin Smith moved approval of the August 10, 2023, meeting minutes. Mr. Wayne Olson seconded the motion, which passed unanimously.

**B. 2024 Proposed QATF and TDLCB Meeting Schedules**

Approval of the 2024 Proposed QATF and TDLCB Meeting Schedules was requested.

**MOTION:** Ms. Marilyn Baldwin moved to approve the 2024 Proposed QATF and TDLCB Meeting Schedules. Ms. Cheryl Stone seconded the motion, which passed unanimously.

**C. Review and Recommend Approval of Annual Expenditure Report (AER)**

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

**MOTION:** Mayor Bates moved approval of the Annual Expenditure Report. Ms. Betsy Delano seconded the motion, which passed unanimously.

**D. Review and Recommend Approval of Annual Operating Report (AOR)**

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

**MOTION:** Mayor Bates moved approval of the Annual Expenditure Report. Mr. Wayne Olson seconded the motion, which passed unanimously.

**E. Review and Recommend Membership**

Review and approval for membership changes to the LCB:

- Ms. Neika Berry being appointed for a further 3 years as a Citizen Advocate
- Ms. Wendy Ford joining as a new member representing an Area Agency on Aging
- Mr. Luis Nieves-Ruiz, a new member being the SunRail Customer Advisory Committee Chair

**MOTION:** Mayor Bates moved approval of the changes to membership. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

**F. Review and Approve ACCESS LYNX Customer Service Survey Questions**

Ms. Virginia Whittington stated that each year MetroPlan Orlando is responsible for conducting a Community Transportation Coordinator Evaluation which includes a survey of the ridership. Ms. Whittington stated that she would be reaching out to each committee member individually, to see if they wanted to add any questions or make any adjustments to the survey.

A motion to approve was not made at this time, to allow time for members to make changes to the survey if they wished to do so.

## **VIII. PRESENTATIONS & STATUS REPORTS**

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

Mr. Norm Hickling, Director Mobility Services shared an overview, with numbers of trips increasing to 50,000+ in a month, improvements in on-time performance and a reduction in the number of late trips from August to September. He also stated that they are starting to procure some new vehicles.

He noted that they received approximately 58,000 calls for the month of September and the average wait time is 6 minutes and 9 seconds, and he estimated that 40% of those were, "Where is my ride?" calls.

Mr. Hickling listed some of the Human Services Agencies that Lynx also works with, who provide more specialized transport.

He also shared details of the site visit in October, where Lynx hosted the American Public Transportation (APTA) Technical Tour during the National Conference.

Mr. Hickling highlighted some of their current challenges, including FDOT Vehicle Inspections in November 2023, the need to replace up to 70 Paratransit Vehicles (authorization approved), Quality Service compliance, technology integration, and upgrades to the paratransit operation facility. He stated that the Transdev mobile app still needs to go through beta testing. He finished by sharing some positive improvements and their focus going forward.

Commissioner Castano stated she would like to know about driver awareness training, customer service and communication in light of the comments received at the TD Public Meeting.

## **IX. GENERAL INFORMATION**

Chairwoman Castano explained that Brightline were not available to present today and also called attention to the latest ACCESS LYNX How to Ride Guide provided.

## **X. UPCOMING MEETINGS OF INTEREST**

- A.** Quality Assurance Task Force Meeting – January 30, 2024; 10:00 a.m.
- B.** Transportation Disadvantaged Local Coordinating Board Meeting – February 15, 2024; 10:00 a.m.

## **XI. MEMBER COMMENTS**

Ms. Janeé Olds requested the 'How to Ride' guide also be available in Creole.

## XII. PUBLIC COMMENTS (GENERAL)

Ms. Joanne Counelis, Seminole County resident, expressed the need for 24hr bus and train service including holidays and nighttime, every 15 minutes, and a bus stop on Country Club Road, Estella Road, and Oviedo Boulevard near the swimming pool.

## XIII. ADJOURNMENT

There being no further business the meeting adjourned at 12:27 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 15<sup>th</sup> day of February 2024.

  
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Commissioner Mayra Uribe, Chairperson

  
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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.*