



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

**DATE:** Wednesday, November 30, 2022

**TIME:** 10:30 a.m. or immediately following the Public Meeting

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

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**Mayor Pat Bates, Presiding**

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**Members in attendance were:**

Mayor Pat Bates, Seminole County, Chairperson  
Commissioner Mayra Uribe, Orange County (Immediate Past Chair)  
Ms. Marilyn Baldwin, Disabled  
Ms. Neika Berry, Citizen Advocate (Non-system User)  
Ms. Charlotte Campbell, At-Large Alternate  
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  
Ms. Cheryl Stone, Representing the Elderly  
Ms. Alnita Whitt, Veterans  
Mr. Adam Zubritsky, OCPS

**Members not in attendance:**

Vacant, Osceola County  
Ms. Dianne Arnold, Economically Disadvantaged  
Mr. James Grzesik, SunRail CAC  
Ms. Marycell Rodriguez-Mabry, For Profit Operator  
Ms. Janee Olds, Career Source CF  
Ms. Karla Radka, Senior Resource Alliance  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Calvin Smith, AHCA  
Vacant, Medical Community  
Vacant, EMS

**Staff in Attendance**

Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Cathy Goldfarb, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Ms. Leilani Vaiaoga, MetroPlan Orlando  
Mr. Jason Sartorio, MetroPlan Orlando  
Ms. Patricia Whitton, LYNX  
Mr. Benjamin Gonzalez, ACCESS LYNX

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

**I. CALL TO ORDER** – Mayor Pat Bates called the meeting to order at 11:43 a.m.

**II. CONFIRMATION OF QUORUM**

Ms. Lisa Smith confirmed a quorum of 11 members was present

**III. AGENDA REVIEW & ANNOUNCEMENTS**–Ms. Virginia Whittington reported that there were no changes to the agenda. She called attention to two printouts that would be referenced under Ms. Trish Whitton’s presentation.

**IV. QUALITY ASSURANCE TASK FORCE (QATF) Report**

Ms. Marilyn Baldwin, Chair of the QATF, provided a report from the October 25<sup>th</sup> QATF meeting. She reported that QATF members reviewed and recommended approval of the QATF 2023 meeting schedule, the Annual Expenditure report, Annual Operating Report and recommendations for TDLCB membership. The next QATF meeting is scheduled on January 24, 2023.

**V. Public Comments on Action Items**

None.

**VI. ACTION ITEMS**

**A. Approval of minutes of previous meeting**

The minutes of the August 11, 2022, TDLCB meeting were provided for approval.

**MOTION:** Ms. Alnita Whitt moved approval of the August 11, 2022, TDLCB meeting minutes. Mr. Wayne Olson seconded the motion, which passed unanimously.

**B. Approval of 2023 TDLCB and QATF Meeting Dates**

Staff requested approval of the 2023 TDLCB and QATF meeting dates. Copies of the proposed dates were provided.

**MOTION:** Ms. Marilyn Baldwin moved approval of 2023 TDLCB and QATF meeting dates. Ms. Neika Berry seconded the motion, which passed unanimously.

**C. Approval of QATF Membership Recommendations**  
**Presenter: Ms. Marilyn Baldwin**

Ms. Marilyn Baldwin, Chair of the QATF, presented membership recommendations based on a review of applications submitted and discussion that took place at the October 25 QATF meeting. Ms. Whittington informed TDLCB members that the candidates for Medical Community representative and alternate, Ms. Betsy Delano and Ms. Frances Collazo-Rivas, were both in attendance.

Ms. Marilyn Baldwin	Representing the Disabled	Three Years
Mr. Robert "Bob" Melia	Citizen Advocate (System User)	Three Years
Ms. Betsy DeLano	Representing the Medical Community	Three Years
Ms. Frances Collazo-Rivas	Medical Community (Alternate)	Three Years

**MOTION:** Ms. Cheryl Stone moved approval of the QATF membership recommendations Ms. Neika Berry seconded the motion, which passed unanimously.

**D. Acknowledgement of the Annual Operating Report (AOR)**

Staff requested acknowledgement of ACCESS LYNX's Annual Operating Report. The AOR includes paratransit operations financial information for Fiscal Year 2021-22. A copy of the approved AOR cover sheets was provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets for final submission to the CTD.

**MOTION:** Mr. Wayne Olson moved approval of ACCESS LYNX's Annual Operating Report and authorization of the TDLCB Chairperson to execute the cover sheets. Ms. Alnita Whitt seconded the motion, which passed unanimously.

**E. Acknowledgement of the Annual Expenditure Report (AER)**

Staff requested acknowledgement of the Annual Expenditure Report (AER) for FY 2021-22. The AER was transmitted to the CTD. A copy was provided.

**MOTION:** Ms. Sharon Jennings moved approval of ACCESS LYNX's Annual Expenditure Report. Ms. Jamie Kersey Ledgerwood seconded the motion, which passed unanimously.

**VII. PRESENTATIONS & STATUS REPORTS**

**A. TDSP Major Update Public Outreach**  
**Presenter: Ms. Trish Whitton**

Ms. Whitton reviewed the public outreach component of the upcoming major update to the TDSP. A copy of the survey questions that will be used was provided for review, discussion,

and feedback. Ms. Whitton provided background information on the TDSP and the Plan development. She noted that she was seeking input from TDLCB as part of the public outreach efforts. Ms. Whitton reviewed the public outreach efforts planned and next steps. Ms. Whittington suggested a fillable PDF document be sent to TDLCB, so they have time to think of outreach locations.

Mayor Bates asked staff to form a Quality Assurance Working Group to assist ACCESS LYNX with developing solutions to many of the issues raised during the public meeting. She expressed concern that the comments shared are the same year after year. Mayor Bates asked that the Working Group be expanded to include members from MV Transportation and other providers, as well as representatives from eligibility, scheduling, dispatch, a driver, and a TD rider from each county noting that it could be viewed as a wrap-around discussion to work towards real solutions or at a minimum a better understanding of the issues.

#### **B. Community Transportation Coordinator (CTC) Update**

Presenter: Mr. Norm Hickling, Director of Operations, LYNX

Mr. Hickling combined Items B and C in the interest of time. His report covered ACCESS LYNX demand, customer service activity, challenges and process improvements. Mr. Hickling shared that demand continues to increase and that ACCESS LYNX continues to face challenges including an aging vehicle fleet, supply chain issues. He stated that recruitment of operators, mobility services representatives, and eligibility specialists are on-going. Mr. Hickling discussed process improvements including the implementation of Trapeze System Version 21 software, a new phone and customer contact system, and the use of trip negotiations that are being used during the reservation process. He called attention to support provided by ACCESS LYNX during emergency operations during Hurricane Ian which included 291 shelter/evacuation transports. Mr. Hickling also reported that the RFP review and selection process is currently underway, however he was not at liberty to discuss the particulars due to the cone of silence. He expects a CTC agreement to be in place in 2023. Lastly, he informed the board that the NeighborLink service would be transitioning to in-house operations.

#### **C. Overview of Community Transportation Coordinator Selection Process**

Presenter: Mr. Norm Hickling, Director of Operations, LYNX

This item was coupled with the previous report.

### **VIII. GENERAL INFORMATION**

#### **A. Planning Grant Update Report**

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

**B. Report of Operator Payments**

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report was provided.

**IX. MEMBER COMMENTS**

Mer. Wayne Olson commented that he has attended many of the public meetings and was happy to see so many positive comments.

Ms. Charlotte Campbell commented on the good service provided by UZerv and she wanted to see if there could be an option to select UZerv when scheduling a ride. She added that she would like to see a separate line for checking on the status of a ride,

Ms. Marilyn Baldwin commented that she looks forward to working with QATF to address some of the issues brought up at today's meetings. She added that some may involve e a quick fix and others may take time.

**X. ADJOURNMENT**

Ms. Virginia Whittington thanked everyone for their commitment and acknowledged Ms. Baldwin for her work on a successful Blind Americans Equality Day program. She added that she looks forward to addressing issues raised along with QATF and some may be quick fixes but others may take more time.

There being no further business the meeting adjourned at 12:18 p.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 9th day of February 2023.

  
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Chairperson

  
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Cathy Goldfarb  
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.*