



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, February 9, 2023

TIME: 10:00 a.m.

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

Mayor Pat Bates, Presiding

Members in attendance were:

Mayor Pat Bates, Seminole County, Chairperson
Commissioner Olga Castano, Osceola County
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
Ms. Betsy Delano Medical Community
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Angela Hunter for Ms. Janee 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
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Ms. Dianne Arnold, Economically Disadvantaged
Mr. James Grzesik, SunRail CAC
Ms. Jamie Kersey Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Karla Radka, Senior Resource Alliance
Vacant, For-Profit Operator
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
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** – Mayor Pat Bates called the meeting to order at 10:00 a.m.
- II. **PLEDGE** - Mr. Calvin Smith led the Pledge of Allegiance.
- III. **CHAIR ANNOUNCEMENTS**- Chairwoman Bates reviewed the in-person meeting and public comment procedures.
- IV. **AGENDA REVIEW & ANNOUNCEMENTS**–Ms. Virginia Whittington reported that there were no changes to the agenda. She told TDLCB members that MetroPlan Orlando recently received a \$3.79 million Safe Streets for All grant which will be used to create a regional Vision Zero plan. She added that the Governor’s budget was allocating \$64.4 million to TD with \$10 million going to the CTD. Ms. Whittington called attention to TD Day in Tallahassee, which was scheduled for March 16, and asked for anyone who was interested is attending email her . Up to three committee members were eligible to attend. She noted that that public outreach meetings were being held for the TDSP major update, with the last one in Seminole County later that day. Ms. Whittington announced that MetroPlan Orlando participated in a Peer Exchange with the International Visitor’s Leadership Group hosting a delegation from Mongolia. TDLCB members participated as well as LYNX staff. She called attention to the recent selection of Ms. Tiffany Homler Hawkins as permanent LYNX CEO. Ms. Whittington noted that the MetroPlan Orlando board appoints the elected officials on TDLCB and Mayor Pat Bates and Commissioner Mayra Uribe were reappointed with Commissioner Olga Castano appointed as the Osceola representative. Following the usual rotation, Commissioner Castano will assume the Chair role at the next TDLCB Meeting. She called attention to the 2022 MetroPlan Orlando Annual Report, which was provided, and introduced Ms. Leilani Vaiaoga. Ms. Vaiaoga told committee members about the Annual Report and a competition between committees to see which committee could log the most shares of the Annual Report. The competition would run until February 15th and the committee who won would receive a prize.
- V. **CONFIRMATION OF QUORUM**

Ms. Lisa Smith confirmed a quorum of 15 members was present
- VI. **QUALITY ASSURANCE TASK FORCE (QATF) Report**

Ms. Marilyn Baldwin, Chair of the QATF, provided a report from the January 24th QATF meeting. She reported that there was not a quorum present, so action items were by consensus only. She

reported that QATF members reviewed QATF 2023 membership and with TDLCB approval Ms. Neika Berry was recommended as the new Chair for QATF. with Mr. Wayne Olson remaining Vice-Chair. QATF members reviewed the TDLCB bylaws and Grievance Procedures and recommended no changes. She noted that staff reported that the new Grievance form was formatted so it could be filled out electronically. Ms. Baldwin told TDLCB members that QATF reviewed the membership certification and the request for LYNX to remain the CTC through June 2028, with the request that the Chair have the authority to execute the Memorandum of Agreement. Ms. Baldwin added that the Sunshine Law refresher was postponed since it would be presented at the TDLCB meeting. She informed TDLCB members that she gave a report on the QATF Working Group meeting and Mr. Norm Hickling gave a Mobility Services update. The next QATF meeting is scheduled on April 25, 2023.

VII. Public Comments on Action Items

None.

VIII. ACTION ITEMS

A. Acknowledgement of Summary of Public Comments Received at November 30, 2022 Public Workshop

A copy of the comments made at the November 30, 2022 Public Workshop was provided.

MOTION: Commissioner Mayra Uribe moved acknowledgement of Summary of Public Comments Received at the November 30, 2022 Public Workshop. Mr. Wayne Olson seconded the motion, which passed unanimously.

B. Approval of November 30, 2022 TDLCB Meeting Minutes

A copy of the November 30, 2022 TDLCB minutes was provided.

MOTION: Mr. Wayne Olson moved approval of the November 30, 2022, TDLCB meeting minutes. Commissioner Mayra Uribe seconded the motion, which passed unanimously.

C. Election of 2023 TDLCB Vice Chairperson

MOTION: Mr. Wayne Olson nominated Commissioner Mayra Uribe for TDLCB Vice Chair. Ms. Neika Berry seconded the motion, which passed unanimously.

D. Approval of 2023 TDLCB Membership Certification

A copy of the proposed 2023 TDLCB Membership Certification was provided for approval.

MOTION: Ms. Marilyn Baldwin moved approval of the 2023 TDLCB Membership

Certification. Ms. Cheryl Stone seconded the motion, which passed unanimously.

E. Approval of 2023 QATF Members

A list of the 2023 QATF members was provided for approval.

MOTION: Commissioner Mayra Uribe moved approval of the 2023 QATF members. Ms. Alnita Whitt seconded the motion, which passed unanimously.

F. Approval of 2023 QATF Chairperson and Vice-Chairperson

At the January 24, 2023 meeting, QATF Members recommended Ms. Neika Berry and Mr. Wayne Olson for QATF Chair and Vice Chair.

MOTION: Ms. Alnita Whitt moved approval of Ms. Neika Berry as QATF Chair and Mr. Wayne Olson as QATF Vice Chair. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

G. Approval of 2023 TDLCB Bylaws

MOTION: Commissioner Mayra Uribe moved approval of the 2023 TDLCB bylaws. Ms. Neika Berry seconded the motion, which passed unanimously.

H. Approval of 2023 TDLCB Grievance Procedures

MOTION: Ms. Neika Berry moved approval of the 2023 TDLCB grievance procedures. Mr. Wayne Olson seconded the motion, which passed unanimously.

I. Approval of 2023 TDLCB Grievance Committee Members

MOTION: Mr. Wayne Olson moved approval of the 2023 TDLCB Grievance Committee. Ms. Neika Berry seconded the motion, which passed unanimously.

J. Approval of Recommendation to Re-designate LYNX as Community Transportation Coordinator and TDLCB Chair Authorization to Execute Memorandum of Agreement (MOA)

MOTION: Ms. Alnita Whitt moved approval to recommend re-designation of LYNX as Community Transportation Coordinator and to authorize the TDLCB Chair to Execute the Memorandum of Agreement (MOA). Ms. Neika Berry seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Annual Sunshine Law Refresher

Ms. Virginia Whittington, MetroPlan Orlando staff, conducted a refresher training session on the Florida Sunshine Law. Ms. Whittington reviewed the three basic requirements of the law and the definition of a meeting. She noted that the law covered discussions between two or more members of a committee or board regarding a topic that might come up for action. Ms. Whittington provided information on exceptions and caveats along with potential penalties.

B. Quality Assurance Working Group Update

Ms. Marilyn Baldwin told TDLCB members that the Working Group was established at the direction of Mayor Bates. She added that she serves as Chair of the Working Group and Ms. Betsy Delano also serves on it. Staff from ACCESS LYNX, ACCESS LYNX customer service and eligibility participated as well. Ms. Baldwin noted that the objective of the Working Group was to look at the comments from the Public Workshop and come up with ideas on how to address common concerns. Working Group members received an overview of the new phone system capabilities and discussed ideas on Ms. Delano's association with social workers at dialysis centers. The next Quality Assurance Working Group meeting is scheduled for February 15th at the LYNX Operations Center.

C. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, LYNX provided a LYNX CTC quarterly update. He reviewed trip demand which remains high and continues to increase and .on time performance, which is good, but staff is looking to implement additional improvements. Mr. Hickling detailed challenges which include new vehicle purchases and parts to repair current fleet vehicles which are being affected by supply chain issues. Vehicles, he noted, need to meet certain standards in order to be ADA compliant. In addition, he reported on process improvements which include new software and customer contact system, the roll out of which has presented some challenges. Mr. Hickling concluded his report with some topics of interest. Discussion ensued regarding call data on speed of answer, call backs on dropped calls, analyzing dropped calls, training for complex drop offs and pick-ups, long call hold times and calls drop, calling home phone numbers when picking up return trips, TDLCB representation on the LYNX RFP committee, separating out ETA and regular calls, and possible text notifications.

X. GENERAL INFORMATION

A. Planning Grant Report – October-December 2022

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.

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.

C. Approved 2023 MetroPlan Orlando Board and Committees Meeting Schedules

D. MetroPlan Orlando 2023 Legislative Priorities and Positions

E. 2022 TDLCB Attendance Record

XI. UPCOMING MEETINGS OF INTEREST

A. Quality Assurance Working Group – February 15; 10:00 a.m. (Virtual Meeting)

B. MetroPlan Orlando Board Meeting – March 8; 9:00 a.m. at MetroPlan Orlando

C. Commission for Transportation Disadvantaged Business Meeting –March 15; Time TBA Burns Building Auditorium, Tallahassee, FL

D. Annual Transportation Disadvantaged Day in Tallahassee –March 16; Time TBA

E. Quality Assurance Task Force – April 25, 2023; 10:00 a.m. at MetroPlan Orlando

F. Transportation Disadvantaged Local Coordinating Board – May 11; 10:00 a.m. at MetroPlan Orlando

XII. MEMBER COMMENTS

None.

XIII. PUBLIC COMMENTS (GENERAL)

An emailed comment received from Ms. Marsha Bakala was read into the record. Ms. Bakala wrote that when making an ACCESS LYNX reservation the recording offers the option to reserve online, however the website is not accessible for the blind. She asked if the website would be made accessible in the future.

Ms. Marilyn Baldwin asked if the ACCESS LYNX tech team works with Lighthouse to ensure website accessibility.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11:19 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 11th day of May 2023.



Chairperson



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.