



**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION  
DISADVANTAGED LOCAL COORDINATING BOARD PUBLIC MEETING  
SUMMARY OF COMMENTS**

**DATE:** November 15, 2018

**LOCATION:** Marks Street Senior Recreation Complex  
99 E. Marks St.  
Orlando, FL 32803

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

**Those in attendance were:**

Mayor Jose Alvarez, Acting Chairman, Osceola County  
Mr. Gary Huttman, MetroPlan Orlando  
Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Cynthia Lambert, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Ms. Cathy Goldfarb, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Mr. Nick Lepp, MetroPlan Orlando  
Ms. Crystal Mercedes, MetroPlan Orlando  
Mr. Calvin Smith, AHCA  
Dr. Linda Levine-Silverman, Elderly  
Ms. Marilyn Baldwin, Disabled  
Ms. Angela Johnson for Adam Zubritsky, OCPS  
Ms. Maria Goris for Sharon Jennings, Agency for Persons with Disabilities  
Mr. Bob Melia, Citizen Advocate  
Ms. Alnita Whitt, Veterans  
Mr. Randall Hunt, Senior Resource  
Mr. Wayne Olson, Division of Vocational Rehabilitation  
Mr. Chris York, MV Transportation  
Ms. Jo Santiago, FDOT  
Ms. Evelyn Diaz, Medical Community  
Ms. Dianne Arnold, Economically Disadvantaged  
Ms. Jane Tkach, Citizen Advocate  
Mr. William "John" Slot, Interim COO, LYNX  
Ms. Selita Stubbs, LYNX  
Ms. Nanette Stephens, LYNX  
Mr. Benjamin Gonzalez, LYNX  
Ms. Tenna Pappas, American Cancer Society  
Mr. Carson Chandler, Evolve Today, representing Sunrail

A complete list of other attendees is available upon request.

Mayor Jose Alvarez, Acting Chairman, called the public meeting to order at 10:00 a.m. He welcomed everyone and led attendees in the Pledge of Allegiance. Ms. Whittington thanked attendees for participating and providing their comments. She informed the TDLCB members that Commissioner Lee Constantine is no longer serving on the Board due to a technical oversight in the law. She explained that Commissioner Constantine serves as the current Chairman of the LYNX Board, and that LYNX is the operating agency that oversees paratransit services in Orange, Osceola and Seminole Counties; therefore he is ineligible to serve on the TDLCB. Commissioner Constantine was briefly in attendance and he commented to the TDLCB members that he was grateful for the time that he served. Ms. Whittington thanked Commissioner Constantine for his service to the TDLCB Board and the community. Ms. Virginia Whittington informed those in attendance of the purpose of the public meeting, and provided details on how the public meeting was noticed. She announced that the meeting had been properly noticed. TDLCB members and staff were asked to introduce themselves.

Mayor Alvarez explained that today's meeting consisted of two parts: the public meeting and the regularly scheduled quarterly TDLCB meeting which would immediately follow the public meeting. He requested that public meeting participants fill out a speaker card if they wished to make comments. Mayor Alvarez announced that each speaker would be allowed two minutes.

#### **Public Comments:**

Mr. Eric Craig, Orlando, FL, stated that he is an ACCESS LYNX user and expressed concern with the timeliness of pickups and excessive call hold time when calling customer service.

Mr. Theotis Bonamy, Altamonte Springs, FL, expressed his concerns that OWL vehicles are unsafe and too small. He explained that he has been on vehicles and incidents have happened that caused him concern.

Mr. Tom Babcock, Orlando, FL, stated that he is totally blind. Mr. Babcock explained that he has been a user of ACCESS LYNX for the past year using the service two times per week going to Lighthouse Central Florida. He commented that his experiences with the service have all been pleasant. He suggested adding a voicemail prompt to the customer service number in an effort to alleviate long call hold times.

Ms. Princess Riley, Orlando, FL, stated that she has been an ACCESS LYNX user for two years. She stated that she had seen some improvements, however, she recently noticed that has changed. Ms. Riley stated that she has issues with vehicles being late, experienced long call hold times for customer service, and rude dispatchers. She added that the tracking app has also been disabled so she is no longer able to track her vehicle to find out when it will be there.

Mr. Robert Haliburton, Orlando, FL, expressed his unhappiness with the timeliness and safety of OWL vehicles.

Ms. Stacey Bowen, Winter Springs, FL, stated that she has been an ACCESS LYNX user for a 1.5 years. Ms. Bowen stated that she has noticed that the GPS systems are inaccurate and need to be updated. She explained that there have been times when the drivers were not able to find her, and that has caused her to be late. She asked the question if she needs to take multiple trips in one day if the trips can be stacked versus having to schedule each trip separately.

Mr. Ricardo Canchola, Orlando, FL, represented the Interactive Academy and the Interactive Academy of Performing Arts. He explained that he would like the opportunity to partner with ACCESS LYNX in

order to provide English as a second language on-board the buses either live or recorded. Ms. Whittington stated that a member of staff will follow-up with him after today's meeting.

Mr. Joseph McFadden, Sanford, FL, stated that he has been an ACCESS LYNX user for eight years. Mr. McFadden stated that he feels that the OWL Transportation vehicles that he has rode on are too small to accommodate his wheelchair and that the vehicles are unsafe. He expressed his dissatisfaction with the services that he has received from OWL.

Ms. Dipti, Orlando, FL, stated that both she and her son are ACCESS LYNX users. She said that she is very grateful for the service, but expressed her dissatisfaction with OWL Transportation. They have experienced late pickups. There have been times where the vehicle has been two hours late. Ms. Dipti explained that her son suffers from seizures, and that he cannot be left alone. She said that she has spoken to customer service about her concerns with OWL Transportation, but was told that she has no choice in who her provider will be.

Ms. Cheryl Harris, Orlando, FL, said that she has been an ACCESS LYNX user for 9 years. She said that she has had pleasant experiences with the drivers. Her main concern is the call hold time when calling customer service. She also stated that pertinent information has not always been relayed from customer service to the driver such as where she needs to be picked up from or be dropped off. She said that there have been times when drivers have driven by her because information was not relayed properly.

Ms. Cynthia Harris, Orlando, FL, commented on the need for shorter connection times for LYNX fixed route buses and that better opportunities be offered for the buses to connect with SunRail. Ms. Harris stated that she feels there needs to be a press for financial commitments between the cities and counties to improve transportation in the area which will offer better connecting times, more drivers and buses, so that constituents have a better experience while using the services of both LYNX and ACCESS LYNX.

Ms. Alma Rhee, Kissimmee, FL, thanked staff for having the meeting today so that riders can voice their concerns about their experiences. She explained that she has a walker, and she has noticed that most of the ACCESS LYNX drivers do not go through the steps to secure her walker. She agreed with the comments that have been made about the need to update the GPS in the vehicles. She said that she feels that will improve driver time management. She asked that the tracking app be brought back as that was a very helpful tool. She expressed that she too has experienced long hold times when calling the customer service number. She said that she had a recent accident on one of the vehicles and asked that a member of staff follow-up with her.

Ms. Betty Day, Orlando, FL, stated that she has been a user of paratransit since 1993. She expressed concern with the long call hold times for customer service. She pointed out that there are numerous street corners in the City of Orlando that are not ADA compliant for wheelchairs and scooters. She asked that be looked into.

Ms. Joanne Counelis, Sanford, FL, stated that she has experienced much of what the other speakers have with regard to ACCESS LYNX. She added that she feels that there needs to be 24/7 service for LYNX fixed route buses and SunRail.

Ms. Whittington announced for the record that speakers who had concerns with the LYNX fixed route service could also attend the next LYNX Board meeting scheduled for December 6<sup>th</sup> at 1 p.m.

After asking if anyone else wished to speak, Mayor Alvarez closed the public comment period. He thanked everyone that brought forward concerns at today's meeting, and that ACCESS LYNX and MV Transportation staff will receive a copy of the comments received. He stated that the points expressed today are of great concern to him and asked that staff provide an update on how the concerns brought forward today have been addressed.

## **COMMUNITY PARTNER HIGHLIGHTS**

### **A. American Cancer Society**

Ms. Tenna Pappas, Program Manager, Mission Delivery, provided an overview of the organization's mission, their Access to Care Program, and discussed potential collaborative partnership opportunities. Ms. Pappas noted that since the program inception, there has been a 35% increase in call volume.

### **B. SunRail Update**

Mr. Carson Chandler, SunRail Consultant, provided an overview the SunRail service and touched upon some new initiatives that are forthcoming. He said that recently, SunRail celebrated the opening of the Southern Expansion with stations opening in Meadow Woods, Tupperware, Kissimmee/Amtrak, and Poinciana. He pointed out that the expansion added an additional 2,000 riders per day to the system. Mr. Chandler noted that the service offers direct service for both Orlando Health and Florida Hospital Health Village; and that LYNX offers transfers to Central Florida Regional Hospital, Florida Hospital Altamonte and Kissimmee, the Osceola Regional Medical Center and South Seminole Hospital. He added that LYNX also offers a free transfer bus that goes non-stop to the Orlando International Airport. There is a pilot program that is currently underway for Orlando Magic games that added a 10:30 p.m. northbound and southbound train. Mr. Chandler noted that the trains are ADA compliant and that they have both wheelchair and bus accessibility. He highlighted station features which include ADA compliant ramps on the platforms, security cameras, station ambassadors and free ADA parking. He provided the website address: <https://sunrail.com> to find schedule and fare information and stay abreast of SunRail happenings.

### **Member Comments:**

There were no member comments.

Mayor Alvarez thanked those in attendance for coming to the public meeting.

The public meeting adjourned at 10:50 a.m.