



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

February 13, 2020 @ 10:00 a.m.



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

DATE: Thursday, February 13, 2020
TIME: 10:00 a.m.
LOCATION: David L. Grovdahl Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801



Wireless access available
Network = MpoGuest
Password = metroaccess

Mayor Jose Alvarez, Presiding

AGENDA

- I. CALL TO ORDER – Mayor Jose Alvarez**
- II. PLEDGE OF ALLEGIANCE**
- III. INTRODUCTIONS**
- IV. CONFIRMATION OF QUORUM – Ms. Lisa Smith**
- V. AGENDA REVIEW & ANNOUNCEMENTS– Ms. Virginia Whittington**
- VI. PUBLIC COMMENTS ON ACTION ITEMS**

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a “Speakers Introduction Card” at the reception desk. Each speaker is limited to two minutes.

VII. Quality Assurance Task Force (QATF) Report

The QATF Chair will provide a brief report from their January 28, 2020 meeting.

VIII. CONSENT AGENDA

A. Approval of minutes of previous meeting

TAB 1

The minutes of the November 21, 2019 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

B. Acknowledgement of public meeting comments

TAB 2

Staff requests acknowledgement of a summary of the public meeting comments received during the annual public workshop November 21, 2019. The summary is attached at Tab 2.

IX. ACTION ITEMS

A. TDLCB Member Appointments

TAB 3

At the November 21, 2019 TDLCB member, staff recommended the extension of member appointments for two members whose terms were expiring December 31, 2019. Notice of these open positions was advertised on the MetroPlan Orlando website December 30, 2019 through January 15, 2020, and promoted via our social media platforms. Interest statements were received from both Ms. Marilyn Baldwin (representing the Disabled) and Mr. Robert "Bob" Melia (Citizen Advocate System User) to continue serving in their current roles through December 31, 2022. The QATF will meet January 28, 2020 and report their recommendation at the TDLCB meeting.

B. Approval of TDLCB Membership Certification

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 11, 2020 meeting. Action is requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines.

C. 2020 Quality Assurance Task Force Membership

Staff requests confirmation of the recommended 2020 QATF membership as follows:

Ms. Marilyn Baldwin, representing the Disabled
Mr. Chad Ballard, representing the Medical Community
Ms. Crystal Ford, Orange County EMS
Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation
Dr. Linda Levine Silverman, representing the Elderly (over 60)
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Karla Radka, Department of Elder Affairs (Senior Resource Alliance)
Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

D. Approval of 2020 Grievance Procedures

TAB 4

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures, if necessary. The grievance procedures will be reviewed by the QATF at their January 28, 2020 meeting and a report made at the TDLCB meeting which follows.

E. Appointment of 2020 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Staff recommends the following 2020 Grievance Committee members:

Ms. Diane Arnold, representing the Economically Disadvantaged
Mr. Wilfredo Raices, representing Early Childhood Development
Ms. Janeé Olds, representing Regional Workforce Development
Ms. Alnita Whitt, representing Veterans
Mr. Adam Zubritsky, representing Public Education
Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

The Grievance Committee will only be convened in the event an irreconcilable complaint is filed.

X. PRESENTATIONS & STATUS REPORTS

A. 2045 MTP – Status Update & Discussion: Goals & Objectives

TAB 5

Mr. Alex Trauger, MetroPlan Orlando staff, will give an update and lead a discussion on the Goals and Objectives for the 2045 Metropolitan Transportation Plan.

B. ACCESS LYNX Survey Results

Ms. Mary Ann Horne, MetroPlan Orlando staff, will report the results of the latest customer satisfaction survey.

C. LYNX/Community Transportation Coordinator (CTC) Update

TAB 6

Mr. Norm Hickling, Director of Mobility Services, ACCESS LYNX, will provide a report on current and ongoing ACCESS LYNX operations, including a mobility services update and a presentation on the results of a recently conducted compliance audit.

D. Community Transportation Coordinator Evaluation

TAB 7

Pursuant to Florida Statutes 427.15 the performance of the Community Transportation Coordinator (CTC) shall be evaluated annually by the local coordinating board based on the CTD approved evaluation criteria. A copy of the evaluation shall be submitted to the metropolitan planning agency and the Commission. The recommendation or termination of any CTC shall be subject to approval by the Commission.

The evaluation will be conducted as part of the February 13, 2020 TDLCB meeting. Members can submit comments or suggestion on individual sections at the end of each section. Staff will

submit these additional comments to the CTC. A fillable PDF is also provided as a separate attachment.

XI. GENERAL INFORMATION

A. Planning Grant Update Report

TAB 8

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

B. Report of Operator Payments

TAB 9

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. A copy of the report will be provided at the meeting.

C. 2019 Attendance Records

TAB 10

A spreadsheet showing the attendance records for the TDLCB meetings during 2019 is enclosed for information purposes.

XII. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board meeting – March 11, 2020 at 9:00 a.m.

B. Quality Assurance Task Force – April 28, 2020 at 10:00 a.m.

C. TDLCB Meeting Dates for 2020:

- May 14, 2020
- August 13, 2020
- November 12, 2020 (Annual Public Workshop followed by the regular quarterly meeting)

XIII. MEMBER COMMENTS

XIV. PUBLIC COMMENTS (GENERAL)

XV. ADJOURNMENT – Next meeting: May 14, 2020

Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at info@metroplanorlando.org at least three business days prior to the event.

La participación pública se lleva a cabo sin distinción de raza, color, origen nacional, sexo, edad, discapacidad, religión o estado familiar. Las personas que deseen expresar inquietudes, que requieran asistencia especial bajo la Ley de Americanos con Discapacidad (ADA) o que requieran servicios de traducción (sin cargo) deben ponerse en contacto con MetroPlan Orlando por teléfono (407) 481-5672 (marcar 0) o por correo electrónico info@metroplanorlando.org por lo menos tres días antes del evento.

TAB 1





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

DATE: Thursday, November 21, 2019

TIME: 10:00 a.m.

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

Mayor Jose Alvarez, Chairman, Presiding

Members in attendance were:

Mayor Jose Alvarez, Osceola County, **Chairman**
Commissioner Mayra Uribe, Orange County
Dr. Linda Levine-Silverman, Representing the Elderly
Ms. Marilyn Baldwin, Representing the Disabled
Mr. Robert Melia, Citizen Advocate, System User
Ms. Neika Berry, Citizen Advocate, Non-system User
Mr. Adam Zubritsky, Public Education
Ms. Alnita Whitt, Representing Veterans
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Dianne Arnold, Representing the Economically Disadvantaged
Ms. Tanika Massey for Chris York, For-Profit Operator
Ms. Tamyika Young for Calvin Smith, AHCA/Medicaid

Members not in attendance were:

Mayor Pat Bates, Seminole County
Ms. Jo Santiago, FDOT, District 5
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Crystal Ford, Orange County EMS (*non-voting*)

Mr. James Grzesik, SunRail CAC
Ms. Evelyn Diaz, Medical Community

Others in attendance were:

Mr. Gary Huttman, MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Sarah Larsen, MetroPlan Orlando
Ms. Jasmine Blais, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Mr. Norman Hickling, ACCESS LYNX
Mr. William Slot, Interim COO, LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX

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

I. CALL TO ORDER

Chairman Alvarez called the meeting to order at 10:15 a.m.

II. PLEDGE OF ALLEGIANCE

Chairman Alvarez led attendees in the Pledge of Allegiance.

III. CONFIRMATION OF A QUORUM

Ms. Lisa Smith confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington provided an overview of the agenda, and noted that there were no changes. She introduced new MetroPlan Orlando staff members Sarah Larsen and Jasmine Blais. Ms. Whittington pointed out that the 2020 MetroPlan Orlando planners were provided as a thank you from Executive Director Gary Huttman for volunteers who serve on our boards and committees. She commended Ms. Shelia Young, President, Greater Orlando Council of the Blind and LCB member Marilyn Baldwin, President of the Central Florida Chapter of the National Federation of the Blind on their coordinating efforts of the 2019 Blind Americans Equality Day event held on October 18th. She noted that Commissioner Uribe participated in the guided walk, and allowed her the opportunity to share her experience. Commissioner Uribe provided insight on what she experienced and gained by participating in the event. She encouraged her fellow board members to take part in next year's event. Ms.

Whittington encouraged those present to complete the MetroPlan Orlando 2045 Plan Community surveys which were provided at today's meeting.

V. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments on any of the action items.

VI. QUALITY ASSURANCE TASK FORCE (QATF) REPORT

Ms. Baldwin stated that the QATF met on October 29, 2019. The QATF members approved their 2020 QATF Meeting Schedule, and recommended to extend the memberships of Marilyn Baldwin and Robert Melia on the LCB through March 2020. The QATF also recommended approval of the Annual Expenditure Report (AER) and Annual Operating Report (AOR). Ms. Baldwin said that the members of the QATF also received an overview of the process used for ADA rider's functional assessments. She explained that she requested the presentation after serving on the ACCESS LYNX ADA Appeals Panel. Ms. Baldwin said that the panel was tasked with reviewing the appeals of ADA riders whose applications had been recently denied. Ms. Baldwin told LCB members that the QATF had a lengthy discussion during the Mobility Services Update regarding some potential operational efficiencies that had been presented at the LYNX Finance & Audit and Oversight Committees. She stated that some of the proposed operational efficiencies were very concerning, however, she has since discovered that those discussions have been tabled.

VII. AGENDA ITEMS

A. Approval of minutes of previous meeting – August 8, 2019

The minutes of the August 8, 2019, Transportation Disadvantaged Local Coordinating Board meetings were provided for approval.

MOTION: Commissioner Uribe moved to approve the August 8, 2019 meeting minutes. Mr. Melia seconded the motion, which passed unanimously.

B. Proposed 2020 TDLCB Meeting Schedule

Action is requested to approve the 2020 MetroPlan Orlando Board/Committees meeting schedule. The proposed meeting schedule was provided for approval. Commissioner Uribe pointed out that the November 2020 MP Board meeting was moved to November 18th due to the Veteran's Day Holiday.

MOTION: Commissioner Uribe moved to approve the 2020 Meeting Schedule. Ms. Baldwin seconded the motion, which passed unanimously.

C. Acknowledgement of the Annual Operating Report (AOR)

Staff requested acknowledgement of ACCESS LYNX's Annual Operating Report, which includes the financial information for paratransit operations Fiscal Year 2018-19. A copy of the AOR, which was transmitted to the CTD was provided.

MOTION: Commissioner Uribe moved to acknowledge the fiscal year 2018-19 Annual Operating Report. Ms. Baldwin seconded the motion, which passed unanimously.

D. Acknowledgement of the Annual Expenditure Report (AER)

Staff requested acknowledgement of the Annual Expenditure Report (AER) for FY 2018-19. A copy of the AER which was transmitted to the CTD was provided.

MOTION: Commissioner Uribe moved to acknowledge the fiscal year 2018-19 Annual Expenditure Report. Ms. Baldwin seconded the motion, which passed unanimously.

E. Request to Extend Membership Terms through March 2020: M. Baldwin and R. Melia

Ms. Whittington stated that the terms for Ms. Marilyn Baldwin (representing the Disabled) and Mr. Robert "Bob" Melia (Citizen Advocate System User) will expire December 31, 2019. MetroPlan Orlando requests approval to extend their terms through March 2020 for the purposes of the CTC evaluation scheduled for February 2020. She noted that the QATF unanimously recommended extension of their memberships. This is the first evaluation since the legislature corrected the error from a previous legislative session.

MOTION: Commissioner Uribe moved to extend the memberships of Ms. Marilyn Baldwin and Mr. Bob Melia through March 2020. Ms. Arnold seconded the motion, which passed unanimously.

VIII. PRESENTATIONS AND STATUS REPORTS

A. Community Transportation Coordinator (CTC) Update

Mr. Norman Hickling, Director of Mobility Services, ACCESS LYNX, provided a CTC update which included an overview of the ACCESS LYNX Bus Pass Program for ADA riders. Mr. Hickling introduced Mr. Lendy Castillo as the new Manager of Customer Service. Mr. Hickling noted that Mr. Castillo will be reaching out to those riders that brought forward concerns at the earlier public hearing. Mr. Hickling stated that during the last three months ACCESS LYNX has continued to service approximately 3,292 TD customers per month totaling an average of 16,816 trips. He thanked the LCB members that participated in the workshop held at the LYNX Operations Center. The first "Train the Trainer" travel training sessions were held for fixed route service, SunRail, and ACCESS LYNX as a part of Mobility Week. He said that they continue to work with various community service agencies by providing vehicles through the 5310 program which helps different agencies provide transportation to the clients they serve. Mr. Hickling stated that ACCESS LYNX arranged for ADA Rides, the provider of ACCESS LYNX functional assessments, to present to the members of the QATF at their last meeting. He added that at some point, he would like for

the presentation to be made to the TDLCB. Mr. Hickling confirmed that discussions concerning medical and employment rides, and to provide TD rides only during business hours have both been tabled with the LYNX Finance & Audit and Oversight Committees.

He said that he was happy to hear positive feedback concerning UZERV at the earlier public hearing. ACCESS LYNX is working on improving the PAW Pass system to ensure that more riders are able to utilize it. They will continue to work on improvements for connectivity and the GPS system with the purchase of the software Trip Broker that is currently going through the procurement process. He explained that Trip Broker will allow for better connectivity for ACCESS LYNX and their TNCs. Mr. Hickling provided an update on the free bus pass "The Access + Pass". He said that as a part of the pilot program, ACCESS LYNX reached out to 300+ ADA customers, and to date, 55 have been issued. The program went live on November 1st and it provides the rider with travel training and allows for a companion rider. Mr. Hickling told LCB members that there have been total of 542 rides under the program on the fixed route system.

Mr. Hickling took the time to address board member questions and concerns. Commissioner Uribe wanted more details of the new free bus pass program for ADA riders. Mr. Hickling provided an overview of the ADA eligibility process and the internal tracking system. Ms. Baldwin brought forward her concerns that the rides to this year's public hearing was not provided free to riders. She said that she feels that would have been good to notify the LCB members that a decision was made in that regard. She asked if the public hearing received advanced announcement on the reservation line as had been done in the past. She asked if the functional assessments for persons with cognitive disabilities are conducted by a behavioral specialist or mental health specialist. She questioned why riders with permanent disabilities must go through recertification every two years. She stressed that she does not feel that this is necessary. She thanked Mr. Hickling and the ACCESS LYNX staff for being a community partner and participating in the Blind American's Equality Day event. Mr. Hickling responded that a management decision was made that the rides would not be free, and confirmed that an announcement was played on the reservation line while callers were on hold. With regard to the functional assessments, he explained that ACCESS LYNX is in negotiations with ADA Rides for conducting the functional assessments. He explained that the evaluator reviews the following factors in order to make a diagnosis: 1) can the individual have a conversation; 2) can the individual understand the conversation; and 3) does the individual have the current ability to navigate the fixed route system. With regard to the re-certifications, he stated that permanent disabilities are currently being reviewed and he will bring that back to the Board at the appropriate time. Ms. Arnold agreed with Ms. Baldwin with regard to the re-certifications for individuals with permanent disabilities. She explained that she has heard the same feedback and concerns that Ms. Baldwin addressed from members of the Orange County Disability Board. She suggested utilizing electronic re-certifications as a way to save time and money. Mr. Hickling thanked members for the comments and suggestions discussed.

Mayor Alvarez expressed his strong desire to see communication improved, and that ACCESS LYNX would reconsider the decision to provide free trips to the public hearing. He pointed out that access to public meetings is very important to the mission of the Transportation Disadvantaged Local Coordinating Board (TDLCB) and that it is also required by law. He added that he would like for the members of the TDLCB to receive

regular reports from ACCESS LYNX staff on how feedback given at the meetings is being handled.

IX. 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.

B. Report of Operator Payments

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

C. Legal Opinion from General Counsel re: Florida Sunshine Law Requirements

Ms. Virginia Whittington, MetroPlan Orlando staff, reported on a recent legal opinion by MetroPlan Orlando's attorney on Florida Sunshine Law requirements. The legal opinion involved Sunshine Law requirements if two or more committee members serve on a committee outside of MetroPlan Orlando. Ms. Whittington told TDLCB members that Sunshine Law would require those meetings to be posted, open to the public, and held in a publicly accessible location and minutes would need to be composed for the meeting.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board Meeting – December 11, 2019 at 9:00 a.m.

XI. MEMBER COMMENTS

None.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

There being no further business the meeting adjourned at 10:56 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 13th day of February 2020.

Chairperson

Lisa Smith
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.

TAB 2





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

DATE: November 21, 2019

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, Chairman, Osceola County
Mr. Gary Huttman, MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Jasmine Blais, MetroPlan Orlando
Ms. Sarah Larsen, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Tamyika Young for Calvin Smith, AHCA
Dr. Linda Levine-Silverman, Elderly
Ms. Marilyn Baldwin, Disabled
Mr. Adam Zubritsky, OCPS
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Alnita Whitt, Veterans
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Tanika Massey for Chris York, MV Transportation
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX

A complete list of other attendees is available upon request.

Mayor Jose Alvarez, 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. 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 the 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:

Ms. Whittington acknowledged public comments received via email from Ms. Kamisheba Bell. Ms. Bell expressed in her email that she does not have a problem with ACCESS LYNX service, but feels that the GPS systems need an update.

Ms. Joanne Counelis, Lake Mary, FL, stated that she feels that there needs to be 24/7 service for LYNX fixed route buses and SunRail.

Mr. Isaiah Turner, Jr., Orlando, FL, brought forward his concerns with the way drop-offs occur. He explained that he uses the services 3 to 4 times per week, and explained that on several occasions riders that were picked up after he was picked up, were dropped off before him causing him to be on the vehicle for 3 to 4 hours after his treatment.

Ms. Sherri Brun, Orlando, FL, said that she feels positively about ACCESS LYNX. Ms. Brun said that she is happy with the service she has received from USERV. She said that there needs to be better communication with ACCESS LYNX and USERV specifically relaying cancellations. She added that she likes that she receives text messages keeping her updated on her scheduled trips and pick-up times.

Ms. Sanjanette L. Scott, Orlando FL, explained that she is a 100% disabled veteran and user of the ACCESS LYNX service. She told TDLCB members that for the most part, she is pleased with the service she has received from ACCESS LYNX; however, she expressed her displeasure for some requested trips to the mall. She said that she was dropped off 2 hours before the mall opened and that she was left alone in the elements in her wheelchair. She agreed with the comments made to about the need to update the GPS systems and improve communication with the TNC providers.

Mr. Joey Weston, Sanford, FL, agreed with the comments already made to update the GPS systems. Mr. Weston noted that he prefers to use LYFT, although it's more expensive, because it is on-demand. He suggested looking into using technology, so that riders can utilize their Alexa devices to book and track trips.

Ms. Nicole Hugues, Orlando, FL, explained that she uses a wheelchair with a reclining system. She spoke of an instance where she was not handled properly in her chair by a driver. Ms. Hugues said that because of that instance, she is afraid to use the ACCESS LYNX service. She stated that she is willing to educate the drivers on how to properly assist a person who uses a reclining chair so that other riders do not experience the same.

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 assured speakers that both 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 the TDLCB Board and asked that staff provide an update on how the concerns brought forward today have been addressed.

Member Comments: There were no member comments.

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

The public meeting adjourned at 10:20 a.m.

(Note: Several public comments were submitted electronically either during the meeting or after the public meeting adjourned. Those comments were sent to the members of the LCB and are attached for the record.)

DRAFT

Lisa Smith

From: Virginia Whittington
Sent: Thursday, November 21, 2019 2:42 PM
To: Lisa Smith
Subject: Fwd: TDLCB Annual Public Hearing

Sent from my iPhone. Please pardon any typos, omissions and/or incorrect auto-corrections! ☺

Begin forwarded message:

From: Marilyn Baldwin <commmdb@aol.com>
Date: November 21, 2019 at 8:43:52 AM EST
To: Virginia Whittington <vlwhittington@metroplanorlando.org>
Subject: Fwd: TDLCB Annual Public Hearing

Sent from my iPad

Begin forwarded message:

From: JoAnn Gusewelle <JoAnn@Gusewelle.com>
Date: November 13, 2019 at 8:42:31 AM EST
To: Marilyn Baldwin <CommMDB@aol.com>
Subject: Re: Fwd: TDLCB Annual Public Hearing
Reply-To: JoAnn Gusewelle <joann@gusewelle.com>

To Whom it may concern,

My daughter Kristin has been using the Access Lynx transportation for the past year. She graduated high school in 2018 and wanted to go to college, however we were not sure how we were going to get her there. She cannot drive and we live a few miles from the closest Lynx bus stop. She cannot walk down one block without getting winded and needing to rest so walking multiple miles to the bus stop is out of the question. Also the ride from our house to the Valencia East Campus (the only campus where sign language was offered) was two hour ride each way. We were introduced to Access Lynx and it has been a life changer for her. Not only does it provide transport, but she schedules her own trips, and I have seen her independence grow incredibly with this program. Without it I am not sure how she will be able to continue attending college as her dad and I both work 40+ hours a week, we do not have the time and the financial strain of taking an Uber would be too great. She cannot get to the Lynx stop on her own and the 4+ hours each day on the bus would be grueling. She has benefited in so many ways from this program, it's value is incredible in helping her to maintain her independence. She is hoping to get a job soon and would be relying on Access Lynx for transportation even more at that time. Thank you for providing this

program for those who need the extra assistance with transportation. I hope that it continues for years to come.

JoAnn Gusewelle

On November 10, 2019 at 6:05 PM Marilyn Baldwin
<commmdb@aol.com> wrote:

Dear Friends,

Please see the email below concerning our Transportation Disadvantaged Program Public Hearing this month. The date is November 21, 2019. You will find other details about the meeting in the email below. Please come out, and let our Elected Officials know how important this service is to you and your families and or friends. If you cannot attend, please email a written statement to me that will be put into our records and given to all of the TDLCB Board members. My contact information is below. We welcome your feedback on how the program is going, and ideas that might improve your transportation with Access Lynx. Please share this information with other riders. Thank you for your attention and assistance. Have a good week.

Sincerely,

Marilyn Baldwin
Chairman
Transportation Disadvantaged Quality Assurance Task Force
Transportation Disadvantaged Local Coordinating Board
Orange Seminole Osceola Counties
Metroplan Orlando
8427 Lainie Lane
Orlando, FL 32818
(407)293-0565
Commmdb@aol.com

Sent from my iPad

Begin forwarded message:

From: "David L. Grovdahl Board Room"
<dlgboardroom@metroplanorlando.org>
Date: November 4, 2019 at 3:00:16 PM EST
To: Adam Zubritsky <Adam.Zubritsky@ocps.net>,
"Adlih Trotman-Diaz - CareerSource Central
Florida (atrotman-diaz@careersourcecf.com)"
<atrotman-diaz@careersourcecf.com>, ALICIA
SMITH <aasmith@kissimmee.org>,
"Alnita.Whitt@ocfl.net" <Alnita.Whitt@ocfl.net>,
Anna Taylor <Anna.Taylor@dot.state.fl.us>,
Benjamin Gonzalez <BGonzalez@golynx.com>,

Lisa Smith

From: Virginia Whittington
Sent: Thursday, November 21, 2019 2:41 PM
To: Lisa Smith
Subject: Fwd: Tashara Cooper - MetroPlan Letter (meeting112119).docx
Attachments: Tashara Cooper - MetroPlan Letter (meeting112119).docx; ATT00001.htm

Sent from my iPhone. Please pardon any typos, omissions and/or incorrect auto-corrections! 😊

Begin forwarded message:

From: Marilyn Baldwin <commmdb@aol.com>
Date: November 21, 2019 at 8:45:20 AM EST
To: Virginia Whittington <vlwhittington@metroplanorlando.org>
Subject: Tashara Cooper - MetroPlan Letter (meeting112119).docx

Tashara Cooper

Date: 11-21-19

Purpose: Provide thought and perspective on current state of paratransit services being provided under Access Lynx, a subsidiary service under the Lynx bus system.

Good morning, Marilyn.

I wanted to take this time to share my thoughts and perspective on areas of opportunity for the improvement of services under the Access Lynx paratransit program. This document can be shared to members serving on the Metro Plan Transportation disadvantaged (and/or ADA) board for thoughtful consideration toward paratransit system improvement. The below outlines areas of gratitude (thankfulness) for what is currently offered as an element of paratransit service, praise for what is being done well, opportunity to enhance paratransit services, and a conclusion of thoughts and perspectives.

Gratitude

As a person with a vision impairment and recipient of paratransit services here in Central Florida and previously in Palm Beach Count, I would like to offer sincere gratitude for the current services being provided under the new Mobility Model of Service (MMS) program. Not to mention, areas of service that existed and have maintained under this new MMS model. I am extremely thankful that Access Lynx as a subsidiary of the larger transportation system, Lynx that is being provided in service of a legitimate need. I am thankful for:

- 24-hour paratransit service
- Ability to book rides 24-hrs in advance with guaranteed ride reservation
- Service across three counties (Orange, Seminole, and Osceola)
- Door-to-door service
- Variable options in an effort to get me picked up/dropped off in a reasonable amount of time (Access Lynx, UZerve, Mears transportation, Owl, etc.)

- Local, limited neighborhood transportation services via Neighbor Link with ability to reserve a ride same day for emergency and/or spontaneous transportation service support
- Ability to view trips online, pay in person (with tickets) or online via Paw Pass app (virtual tickets)
- thebus.Mobi app for more up-to-date ride information filling a existing gap within the WebAccess Lynx online trip information web-based platform

Praise (Kudos) – Doing Well

- 24-hr/365 days of the year operational service
- Offering variable transport options (Access Lynx, Owl, Mears transportation, Uzerve, etc.)
- Client ability to create ride reservations online via WebAccess Lynx or over-the-phone via a customer service agent
- Payment options: in person via cash or tickets or online via Paw Pass app
- Real time ride arrival times via thebus.Mobi app
- Spontaneous/impromptu ride support: Neighbor Link
- Cost support: no cost rides with Neighbor Link by showing Division of Blind services information card

Opportunities

The above represent improvements to or enhancement of services under the Access Lynx paratransit services umbrella. Like all systems, there always exists areas of opportunity to improve the system.

- Ride cancellation: need for an integrated communications system that does not compromise client's personally identifiable information (PII) to which all companies providing transport services can receive up-to-date information on client cancellation request
- Ride cancellation: mitigate over-the-phone hold times that exist for client's attempting to cancel ride within the one hour ride cancellation request requirement
- Ride cancellation: Kelly (a member of NFBCF) has suggested a one touch button option for ride cancellations. This would entail client calling, entering client id number, and then pressing a button to cancel ride as prompted by system (same manner in which if you want information shared to you in Spanish you would press 1; give ride cancellation its own number)

- Safeguarding client PII data: Right now, there are times when client information is spoken over open airways (such as name and birth information (M/D/Y) or when calling in to cancel or reserve a ride to which the customer service agent repeats in an open environment. It should be stressed that clients provide client ID numbers first. That should be asked by customer service agents first and then if client cannot recall these digits then first and last name (alone; without asking for birthdate) should be sufficient
- Reduced on-vehicle ride times: reduce client ride times to which they do not exceed 90-minutes by stationing drives within the MMS within areas of the county at all times or prioritizing rides
- Prioritization of rides: prioritize rides based on need and destination when establishing ride schedules within a given area so location would be a parameter as well as nature of ride (employment or medical versus workout at gym or shopping)
- Updated driver technology supports: drivers need better communication systems and ride information systems to help reduce travel time. Working with systems that (especially for new drivers unfamiliar with some of the idiosyncrasies of some client destination or location points) are more accurate in detecting current location would aid in reducing time on vehicle, time searching for client, thus ability to provide a better experience for both client and driver
- Automatic ride adjustments: a technology or attribute within current technology that automatically pushes "B" leg times back by half-an-hour (client profile stating agreement for such an action) when "A" leg trip was a late drop off. This is especially needed for dialysis patients who at no fault of their own most times are picked up late thus not ready when being retrieved later. Often these clients are not ready as they were dropped off late at "A" leg trip.

Thank you so much for your time and attention to the above. Again, I am appreciative of the existence of the paratransit service servicing three counties. It is a legitimate need for many, thus a legitimate service in place.

Lisa Smith

From: Virginia Whittington
Sent: Thursday, November 21, 2019 2:31 PM
To: Lisa Smith
Subject: Fwd: Access Lynx Challenges and Possible Solutions - Submitting for TDLCB Meeting toady, 11/21/19 at 10:00 AM.

FYI

Sent from my iPhone. Please pardon any typos, omissions and/or incorrect auto-corrections! ☺

Begin forwarded message:

From: "Campbell, Karolyn C CIV USN NAVAIRWARCENTRASYS DI (US)" <karolyn.campbell@navy.mil>
Date: November 21, 2019 at 10:09:48 AM EST
To: "commmdb@aol.com" <commmdb@aol.com>, Virginia Whittington <vlwhittington@metroplanorlando.org>
Cc: "dfranqui@golynx.com" <dfranqui@golynx.com>, "empresstd@icloud.com" <empresstd@icloud.com>, "KarolynCampbell20@gmail.com" <karolyncampbell20@gmail.com>
Subject: Access Lynx Challenges and Possible Solutions - Submitting for TDLCB Meeting toady, 11/21/19 at 10:00 AM.

Good Morning,

Submitting for the TDLCB Meeting toady, 11/21/19, at 10:00 AM.

I first want to thank the TDLB Board Members and Metro Plan Orlando Staff and am thankful that a paratransit system, Access Lynx, exists to provide rides and I know we all share in improving the service. To that end, I called in to the concerns/compliments line and discussed the below. As there is usually no follow-up, even when follow-up is explicitly requested (with contact phone and email provided and on file), I am sending this email to document the below and provide some possible solutions. There are repetitive challenges that impact the Access Lynx process, safety, customer service, expectations of drivers and riders, and the service of the rides themselves.

-Ride Extremely Late (2+ hrs.), Missing Appt. & Paid Missed Appt. & Pay Co-Pay : On 04 November, my pick-up was scheduled for 1705 (window 1705-1735). After several calls to Lynx, I was advised at least twice that a Mears vehicle was on the way (taxi 915). Then after further calls, was advised that Mears was trying to locate a vehicle to pick me up. Though a text from Mears is not received often (it is now rare to receive a text), I did receive a text stating that Wheelchair taxi #915 was dispatched. Apparently something happened and it never showed up. I was waiting by the door the entire time. I was finally put on the nearest access lynx vehicle, which finally arrived at 1922. Per George I called back the next day to ask about being reimbursed for at least the \$4 co-pay. Each time I called, I was on hold for more than 20 minutes and had to end the calls (they are during work hours). I did finally have an opportunity to wait on hold last week and provided this information at that time. Note: As I was to go to an appointment and from that appointment going home, when it became evident that I had already missed my appointment and would also miss the ride from the appointment going home, I requested to change the destination location to home, which was thankfully done. Thank you George for making the change! Thank you to the driver Rodrick, who finally rescued me!

A possible solution: Better customer service. Instead of my having to call in and wait on hold about every 15-20 minutes, there could have been an associate assigned to call me after the window was finished to keep me informed. As I did not need a vehicle specifically for individuals in a wheelchair, any vehicle would have solved this concern. Though it could have been Owl, Mears, or Access Lynx, it could have also been UServe. I am not registered for UServe, as I experienced that when I cancelled a ride in advance with one of the past providers, Lyft and had my \$4 co-pay tickets were not all returned, I have been reluctant to go down that road again. Additionally, there were other challenges with Lyft, though still a good option until the requirement for drug testing was introduced. As I and possibly others are reluctant to use UServe, consider providing a free trial ride or rides to increase confidence in the service and solve a long wait problem too. This could have been done and may be considered for customers in the future (that can use this type of service) to "save the day" and provide a free trial ride, a win-win for all!

-Late Pick-Up Safety Concern: During my 2+ hour wait, described above 11/04/19, at the Orange County Public building on 2100 E Michigan St. Orlando, I was asked by several staff to leave the building and the property, as I did not work there. Thankfully, as I was at the location for a Disability Advisory Board (DAB) Meeting, I had the presence of mind to mention this and that Ms. Dianne Arnold was still in the building. Ms. Arnold thankfully also delayed her intended departure and waited with me from about 1900. She did not have to do this, but this shows her dedication to service and to those with disabilities. Thank you Ms. Arnold!

-Another Late Pick-Up Safety Concern: On 06 November, my pick-up was scheduled for 2030 and when I called Lynx at 2042, I was told by Louis that he could not give the ETA unless it was outside of the pick-up window and that he would be happy to give me that information when I called back after 9:01 p.m. I went ahead and called Owl at 2048, as he stated it was on Owl. Owl said it would be another 35 minutes which is again well outside the pick-up window. I was waiting for close to an hour outside in the dark alone. This is a safety concern. Owl #51 arrived at 2125, and then went to get another guest. When driver called in he told his dispatch 2113 (a difference of 12 minutes), which was not accurate. Driver called when he got on property at 2117. Got to the church steps and door at 2125. He said the 12 minute time difference was due to "traffic," but that doesn't compute, as he was telling his dispatch he has arrived, apparently not! In addition to this late pick-up, the next person was a no-show from Alafaya Dialysis. I finally got home at 2156.

-Estimated Time of Arrival on Rides: On 06 November, my pick-up was scheduled for 1745 (window 1745-1815). Mears Cab was dispatched only after I called at Access Lynx for an ETA and they called Mears 1810. The cab finally arrived at 1822, outside of window.

A possible solution: When waiting for an extended time that may cause a safety concern, as mentioned above, suggest sending the nearest possible vehicle and follow-up with customer. Also, suggest that Lynx provide training on when ETAs can be provided, as I think I was misinformed. This would improve customer service too.

Other suggestions:

- Cancel: Phone cancel with list of rides to cancel. "To cancel A leg press 1..."
- Transfer to Mears, Owl, etc. to communicate effectively
- Add what number the person is in queue

The other challenges brought up in the past also need to be addressed. I still await a reply. Please advise. Thank you.

From: Campbell, Carolyn C CIV USN NAVAIRWARCENTRASYS DI (US)
Sent: Wednesday, August 7, 2019 11:15 AM
To: dfranqui@golynx.com
Cc: commmdb@aol.com; empresstd@icloud.com; CarolynCampbell20@gmail.com
<karolyncampbell20@gmail.com>
Subject: RE: Access Lynx Challenges and Possible Solutions

Good Morning David,

It happened again today, so I am sharing. My contact information is provided below. I look forward to hearing from you about this email and the one sent yesterday.

-Cancelled Ride Showed Up: On 6 August at 7:44pm, using WebAccess, I cancelled my Wednesday 7 August 1st & 2nd leg (A & B-legs), but apparently the gap in communication (may be a manual process) the Mears driver was not contacted, showed up, and I received a call at 4:47am from the Mears dispatcher looking for me to advise me that my ride had arrived. As Mears called me, I checked to see if my B-leg was cancelled and it was not. I advised the person on the phone that I had cancelled that too last night and to please advise the driver so no one shows up and wastes their time and money for the 6:30am trip as well (My other trips for today are still good).

I called in to the concerns/compliments line today after 9 am and spoke with Laura, after waiting for 25 minutes on hold, with not music, announcements, or sound of any kind. Again no number, as this doesn't fit the queues. I advised of the above and expressed my concern that again a driver showed up when ride was cancelled and advised that this keeps happening, like it did on Monday for a ride I cancelled on the 4th. I was assured that I did not receive a no-show and that it was Access Lynx and their process that did not pass the information to Mears. I expressed that my concern was the gap in communication and drivers showing up for a cancelled trip, wasting their time and their money, which causes them to think twice when there are other rides from the zone in which I live/work, not to mention other Access Lynx rides. I gather the process to share cancelled trips with other carriers is a manual process. In addition to the possible solution I shared yesterday, consider the below.

Another possible solution: Automate cancellations. As cancellations can be made over the phone and online, in addition to speaking with an agent and can be done up to an hour before the trip, is there a way to automate those cancellations instead of them happening manually, relying on one person or possibly only a few people. What redundancies are in place for the manual cancelation process? If only one or two people can do the manual report to send to the contracted carriers, what if that person/people are out or sick (usually need more than a primary and secondary person)? Where is the limiting factor that impacts this communication gap and what is being done to solve it? Please advise. Thank you.

Good Afternoon David,

I am thankful that a paratransit system, Access Lynx, exists to provide rides and I know we all share in improving the service. To that end, I called in to the concerns/compliments line today and spoke with Maureen. Apparently per her supervisor the below do not have a dropbox (basically a queue), so each item was jotted down to pass on to the supervisor. I am sending to you also, as there are repetitive challenges that impact the Access Lynx process, customer service, expectations of drivers and riders, and the service of the rides themselves.

-Queue closed before 5pm: The queue closed early again (before 5pm or 1700) on Sunday 4 August. This is the queue to make rides (option 4 on the phone when the main number is called). I called at 4:56/1656 military time (I have to be precise due to my military workplace environment) and the queue

to make trips was already closed. I called back two additional times to double check, in case there was an error on my part. Though each time was before 5pm (1657, 1658 respectively), I received the same message that the queue was closed and to call back between 8am and 5pm. I do realize that I should not have waited until 4:56 to call in (I completely own that I called late, close to the last minutes) and I would let it slide if this were the only occurrence of closing early or shutting down the queue early, but sadly, I have seen multiple times when the queue sometimes closes 15 even minutes early. Maybe the clock on the queue is accidentally not on the correct time or maybe the queue was loaded and shut down early, or something. No matter the reason, it is my expectation, that the queue to make trips is available until it actually hits 5pm, upon which the queue is closed.

Possible Solution: Queues be linked to an atomic clock time for our time zones, like our cell phones, and are not impacted by a time change caused by a power outage, computer downtime, or human error. The atomic clock time for the region will still adjust for daylight saving time and the technology is automatic, inexpensive, and accurate. As long as the caller is in the queue before 5pm, the ride may be scheduled.

Possible Solution: Please add back the number the caller is in the queue (There are 20 callers ahead of you or 2, determines whether I hold on or possibly call back).

-Cancelled Ride Showed Up: On 4 August around 9pm, using WebAccess, I cancelled my Monday 5 August 3rd leg (C-leg), but apparently there was a gap in communication somewhere, the Mears driver was not contacted, showed up, and I received a call from the Mears dispatcher looking for me to advise me that my ride had arrived. In the past, even if I made a cancellation on the web or on the phone with Access Lynx, I would follow-up by making a separate call to Mears or Owl to make sure that my cancellation was communicated to the other contractors to avoid wasting the contractor's time and money and possibly causing other riders to be delayed. I was advised that Access Lynx had the process down and that even a same day cancel on WebAccess would be passed to the contractor. But there still seems to be gaps in that process. Drivers I speak with have many no-shows, especially impacting Mears drivers who don't get paid unless there is a passenger in the cab. Apparently when the potential passenger is contacted, drivers are advised that the ride was already cancelled, but the driver /company was not advised. My driver this morning said that of his 5 Access lynx rides on Saturday, 3 were no-shows. That's a rates of cancellation communication failures of 60% and substantial lost revenue for the driver. High rates of cancellation communication failures and lost revenue, particularly for Mears, impacts their willingness to take future Access Lynx riders' trips and even whether they work a particular zone causing delays and pick-ups outside the scheduled window.

Possible Solution: Permit communication with contracted carriers (Mears, Owl, etc.) to communicate that rides were already cancelled, to get ETA (must identify Access Lynx client), and help direct drivers to correct part of building of campus to pick-up the passenger, since databases don't communicate what it listed in the notes section to help drivers and riders find each other. This is not to change rides or locations.

-A Miscellaneous Dropbox Queue Suggestion: When a concern/compliment does not fit neatly in one of the regular dropbox queues, as I was advised today, there should be a miscellaneous queue or other queue for those calls. As I almost never receive a follow-up for a concern or compliment (and I make the request to be contacted with my email address and cell phone number) and don't know if reviewed, I have even less confidence of something being reviewed when there is no neat place for it to go. I just want to make sure that the issue is seen and reviewed for action to be taken.

Other Challenges previously reported, though not today.

-NO Notification of What ride and ETA for Mears/ Owl: At present, I receive a text from Mears that they are coming or have arrived about 10% or time, so pretty rare. I almost never receive a call from Owl until they are outside. I never know whether to look for an Access Lynx vehicle, a Mears vehicle or one from Owl. I have not used the USave provider yet, but hear that they do send a text at least.

Possible Solution: As the technology exists for texting and notifications, especially with Mears, this should always happen for each ride. It would also be beneficial to call or at least text the driver, as Uber and Lyft do. It works very well for them.

-Adjust Data/ Databases to Communicate Notes Across Companies: Notes are included to help drivers and riders find each other. I know I have personally missed rides many times because I was waiting in the back of a building and the vehicle was waiting in the front and though I provided this in the not, the driver was not notified. Though Mears drivers are supposed to have their dispatcher call, sometimes this does not happen or the driver hits no-show to activate the dispatcher to call and leaves before the dispatcher makes contact. I know these shouldn't happen, but they do.

Possible Solution: Review and align data/ databases/ spreadsheets so that data fields match up to communicate important notes data, so that drivers and riders may connect more quickly and easily.

-Monthly Trip Record: For my workplace, I am required to provide a monthly trip record of all my trips, but month after month, only the trips on an Access Lynx vehicle. Apparently the trips on Mears and Owl have to be entered manually each month.

Possible Solution: As all trips are made through Access Lynx, there should be a way of targeting the trips taken and downloading a monthly trip history for all trips taken that month to avoid the cost and effort of data entry after the fact.

The more Access Lynx improves, the better the service will become, and the more successful we will all be in our daily commute. Though I have others, the above are the larger challenges. I, and many of my colleagues, are working toward positive solutions to today's challenges, as seen above. I know you too are committed to making things better for all involved. Please advise if I may be of further assistance. Thank you

With great respect,

Karolyn C. Campbell
Staff Office
NAWCTSD Orlando
12211 Science Dr.
Orlando, FL 32826-3224
TEL: (407) 380-4869
DSN: 960-4869
CELL: (407) 970-1949
EMAIL: karolyn.campbell@navy.mil

"It's kind of fun to do the impossible." - Walt Disney
Dare to take risks during life's adventure.

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TAB 3

From: [Marilyn Baldwin](#)
To: [Virginia Whittington](#)
Subject: Transportation Disadvantaged Local Coordinating Board Reappointment
Date: Tuesday, December 17, 2019 8:30:24 AM

Dear Mrs. Whittington,

I am writing this notice to humbly request reappointment to the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties. During my term on the Board, I have Chaired the Quality Assurance Task Force, and represented the LCB in Tallahassee, Florida with our State Legislative Delegation. I also attended the Transportation Disadvantaged Statewide Training Conference as a member of the local Board. I am very pleased to have the opportunity to serve and represent citizens with disabilities on the Transportation Disadvantaged Local Coordinating Board, as a member of the disability community. I also had the opportunity to work with members of the Metroplan Board of Directors in selecting our current Director for Metroplan Mr. Gary Huttman during my term on the Board. I would be honored to be reappointed to this Board that helps people with disabilities and disadvantages, to have mobility in Central Florida. Thank you for the opportunity to serve our community on this Board.

Sincerely,

Marilyn Baldwin
8427 Lainie Lane
Orlando, Florida 32818
(407) 293-0565 Home

Sent from my iPad

From: [Melia, Robert G.](#)
To: [Virginia Whittington](#)
Subject: RE: TDLCB Term
Date: Friday, December 13, 2019 10:35:10 AM

Virginia,

I am more than willing to continue in any capacity the board feels that I can be of assistance. I believe I have valuable knowledge and insight that can benefit the board so please let me know what you need me to do.

Thanks,

Bob Melia

From: Virginia Whittington <vlwhittington@metroplanorlando.org>
Sent: Friday, December 13, 2019 10:01 AM
To: Melia, Robert G. <Robert.Melia@orlandohealth.com>
Subject: TDLCB Term

****WARNING: This email originated from outside of the Orlando Health email system.****
DO NOT CLICK links or open attachments unless you recognize the sender and know the content is safe.
**** NEVER provide your User ID or Password. ****

Good morning Bob! I hope you're off to a fantastic Friday!! As you are aware, the TDLCB authorized extension of your current position through March 2020. We will be posting all open positions on our website at the end of the month, so I wanted to be sure that you are aware and that if you are interested in continuing beyond March you can simply send a short email stating so.

Please let me know!

Have a great weekend,
Virginia

Virginia L. Whittington
Director of Regional Partnerships



MetroPlan Orlando
The Park Building ♦ 250 S. Orange Avenue ♦ Suite 200 ♦ Orlando, Florida 32801
P: (407) 481-5672 Ext. 314
F: (407) 481-5681
M: (407) 497-1536

Email: vlwhittington@metroplanorlando.org
www.metroplanorlando.org

Connect with MetroPlan Orlando on
our [website](#), [Facebook](#), and [Twitter](#)!

*Please note: Florida has a very broad public records law. Most written communications to or from local officials regarding organization business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

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metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES**

Date: March 11, 2020

Name (DOPA): MetroPlan Orlando

Address: 250 S. Orange Avenue
Suite 200
Orlando, Florida 32801

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

Signature: _____
Honorable Bob Dallari

Title: Chairman of MetroPlan Orlando

**MEMBERSHIP OF THE LOCAL COORDINATING BOARD FOR ORANGE,
OSCEOLA, AND SEMINOLE COUNTIES**

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange) Hon. Jose Alvarez (Osceola) Hon. Pat Bates (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
Page 2**

MEDICAL COMMUNITY	Chad Ballard	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Karla Radka	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Dr. Linda Levine Silverman	Two Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Years
CITIZEN ADVOCATE	Neika Berry	One Year
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Years
FOR-PROFIT OPERATOR	Vacant	N/A
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Crystal Ford, Orange County EMS Alt: Tom Daniels	-
	Jim Greszik, SunRail Customer Advisory Committee Chair	-

TAB 4





**ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
LOCAL COORDINATING BOARD**

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 13, 2020

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

- A. This is hereby created and established as a Grievance Procedure.
- B. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

II. DEFINITIONS

As used in this procedure, the following words and terms shall have the meanings assigned herein:

- A. **Community Transportation Coordinator (CTC)**
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
- B. **Transportation Disadvantaged (Customer)**
Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.
- C. **Funding Agency**
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.
- D. **Transportation Operator (Carrier)**
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

- A. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.
- C. Term of Members
 - 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
 - 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
 - 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
 - 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

V. GRIEVANCE PROCEDURES

- A. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
 - 1. A service problem must be documented as ongoing for a 30-day period.
 - 2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
 - 3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
 - 4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
- B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

C. STEP ONE

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE, OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
 - "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.
3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant

and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
 - c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

D. STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.
4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 13th day of February, 2020.

Honorable Jose Alvarez, Chairperson, for the Orange, Osceola,
and Seminole Counties Transportation Disadvantaged Local
Coordinating Board

GRIEVANCE TRACKING FORM FOR OFFICE USE ONLY

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

Date Grievance responded to: _____ Date Certified Letter Sent: _____

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

**GRIEVANCE PROCESS FORM FOR THE
ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

LYNX
Attn: Director of Mobility Services
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) (407) 254-6169

=====

[illegible]

=====

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Printed Name: _____

Signature: _____

Date: _____

TAB 5





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2045

Metropolitan Transportation Plan

Technical Series #1
Goals & Objectives

Working Draft:
November 26, 2019

What is in this document?

This technical series outlines MetroPlan Orlando's transportation vision, goals, and objectives for the 2045 MTP update process. The 2045 Plan goals and objectives are established by building on the previous 2040 Long Range Transportation Plan and refined based on a comprehensive review of federal, state, and local plans. Input from the public, the MetroPlan Orlando Board and its advisory committees, and working groups are also considered.

The goals and objectives outlined in this document will guide subsequent planning and analysis efforts over the course of the 2045 Plan development and implementation. These include:

The **Congestion Management Process** – where goals and objectives will provide a mechanism for ensuring investment decisions are made with a clear focus on desired outcomes using performance measures;

Scenario Planning – a framework to estimate and evaluate scenarios (multiple futures) based on their ability to support goals and objectives and achieve established targets; and

Project Evaluation & Prioritization – a performance-based approach to assess which candidate transportation projects do the best job addressing goals and objectives.

The 2045 Plan's goals and objectives will be the basis for prioritizing federally and state-funded transportation projects and ultimately determine the order of projects and programs to be funded in the "cost-feasible plan".

HOW TO GET INVOLVED IN THE 2045 PLAN



Online at MetroPlanOrlando.org

Learn more about how long range planning works and sign up for our e-newsletter to get email updates on comment opportunities



Request printed material

If you don't have digital access and prefer information in paper form, you can make that request by calling the number below



In person

Invite us to attend your event or present to your group by contacting our community outreach staff



Questions?

Contact our community outreach staff at MTP@MetroPlanOrlando.org or 407-481-5672



On social media

Follow us on Facebook and Twitter to learn about transportation news and when we'll be out in the community



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DRAFT



Introduction

The 2045 Plan goals and objectives will guide the direction and focus of every other element of the metropolitan transportation planning process. It's a way of defining what we want to achieve and how to get there. This decision-making framework organizes our shared transportation vision into broad goals (representing the desired effect of a process or effort), fixed and measureable objectives (a more detailed or actionable subset of goals), and performance measures to give us a direct and quantitative way of evaluating and monitoring progress.

Visioning and objective-setting are critical elements of MetroPlan Orlando's long range transportation planning and regional decision-making processes. The 2045 Plan goals, objectives, and performance measures will be established by building on the previous 2040 Long Range Transportation Plan and refinement based on a comprehensive review of federal, state, and local plans. Input from the public, the MPO Board and its advisory committees, and working groups will also be considered in goal and objective setting.

Transportation Planning Goals

The 2045 Plan will be guided by five overarching goals that together advance our vision for *a regional transportation system that safely and efficiently moves people and goods through a variety of options that support the region's vitality*. Preliminary planning goals are shown in the figure below, while the sections that follow describe the specific objectives and possible performance indicators we have identified for achieving each of our five core transportation-oriented goals. Mode and user-specific performance measures, benchmarks and targets will be later developed as part of the congestion management process (CMP) and scenario planning tasks.



Safety & Security

Provide a safe and secure transportation system for all users



Reliability & Performance

Leverage innovative solutions to optimize system performance



Access & Connectivity

Enhance communities and lives through improved access to opportunities



Health & Environment

Protect and preserve our region's public health and environmentally sensitive areas



Investment & Economy

Support economic prosperity through strategic transportation investment



Goal #1: Safety & Security

Provide a safe and secure transportation system for all users

MetroPlan Orlando and its planning partners are committed to improving public safety and security. In February 2019, the MetroPlan Orlando board unanimously supported the Florida Department of Transportation's Vision Zero statewide safety performance targets. This policy acknowledges human life and health is paramount and that no loss of life is acceptable. Safety and security are shared responsibilities between transportation users and the professionals that plan, design and operate the regional system.



Objectives

- Eliminate the rate and occurrence of transportation system fatalities, injuries, and crashes with high emphasis on the most vulnerable users
- Provide infrastructure and services to help prepare for, respond to, and recover from emergencies
- Prevent and mitigate transportation-related security risks
- Improve emergency response and incident clearance times
- Increase the resiliency of infrastructure to risks, including extreme weather and environmental conditions

Indicators

- Number of fatalities, serious injuries and crashes by mode/user
- Rate of fatalities, serious injuries, crashes per 100 million vehicle miles traveled (VMT) for all modes/users
- Number of evacuation route lane miles per 1,000 households
- Average emergency response time by incident occurrence and notification time
- Average crash/incident clearance time (return to baseline operating capacity)



Goal #2: Reliability & Performance

Leverage innovative solutions to optimize system performance

Rapidly developing technological innovations have the potential to disrupt the way we think about transportation systems. These changes range from improvements to existing technologies including Intelligent Transportation Systems (ITS), to shared mobility, improved traveler information tools, and connected or automated vehicles. These innovations could have an enormous influence on how and where people live, shop, work, and play, and how the region plans and designs roadways and other transportation infrastructure.



Objectives

- Improve travel time reliability on the transportation system
- Enhance and expand the region's ITS, adaptive and actively managed traffic systems
- Reduce travel time per capita (peak and off-peak travel times)
- Improve average transit on-time performance (bus and rail services)
- Maintain roadway level of service (LOS)
- Adapt transportation infrastructure and technologies to meet changing traveler needs and desires

Indicators

- Percent of interstate and non-interstate roadways providing reliable travel times
- Truck travel time reliability index
- Percent of system miles actively monitored and managed
- Number of vehicle hours traveled (VHT) per capita
- Percent of roadway miles and vehicle miles traveled (VMT) operating above level of service standards
- Average vehicle on-time performance and percent of transit system on-time performance



Goal #3: Access & Connectivity

Enhance communities and lives through improved access to opportunities

Transportation plays an integral role in supporting vibrant, prosperous communities and enabling individuals and families to access jobs, essential services, education, as well as other social, cultural, and recreational opportunities. MetroPlan Orlando will continue to work to make Central Florida's transportation system more accessible, inclusive, and responsive to the needs of the diverse communities it serves. The region's economy depends on a robust, resilient transportation system that connects people to places, and efficiently moves freight and goods.



Objectives

- Increase transit system frequency
- Improve housing and employment access to high-frequency transit
- Improve access to essential services across all modes of transportation
- Reduce per capita vehicle miles traveled (VMT)
- Increase ridership on public transportation
- Reduce the reliance on single-occupant vehicle travel
- Plan and develop transportation systems that reflect regional and community values

Indicators

- Percent of population within ½ mile of 30-minute and 15-minute transit frequency
- Percent of jobs within 30-minute travel time (peak and off-peak; travel time thresholds may vary by mode)
- Vehicle miles traveled per capita
- Average fixed-route transit frequency
- Percent of fixed-route transit system frequency: <15-minutes, 16-30 minutes, 31-59 minutes , >60 minutes
- Average person trip distance
- Percent of non-auto mode share/split



Goal #4: Health & Environment

Protect and preserve our region's public health and environmentally sensitive areas

The region's outstanding natural environment is a key element for economic progress and public health. Abundant natural resources, a beautiful setting, and vibrant communities make every industry more competitive in a global economy. Maintaining this advantage depends on a healthy natural and built environment with clean industries, good jobs, managed growth, and lively centers. MetroPlan Orlando will continue to enhance the planning process to give greater emphasis to public health, equity, land use and other emerging issues.



Objectives

- Provide transportation solutions that contribute to improved public health
- Expand conservation lands and minimize land consumption for future development
- Increase population/employment densities and mix of land uses
- Reduce per capita related air quality pollutants and greenhouse gas emissions
- Reduce adverse health impacts associated with physical inactivity
- Plan and develop transportation systems in a manner that protects and restores the function and character of the natural environment and avoids or minimizes adverse environmental impacts
- Reduce transportation system impacts caused by stormwater issues and flooding
- Prevent disproportionate adverse effects of transportation projects on minority and low-income communities

Indicators

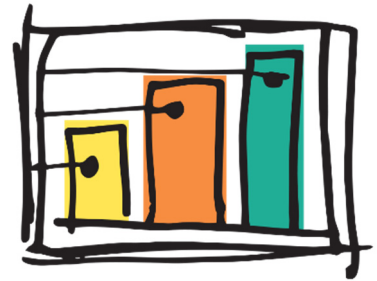
- Consumption and density of new growth/development
- Number of developed and conservation acres per capita
- Units of carbon dioxide (CO₂), Ozone (O₃) precursor emissions, particulate matter (PM), and other transportation-related greenhouse gas equivalencies
- Public health indicators including rates of asthma, obesity and diabetes
- Percent of public transportation infrastructure within wetlands or the 100-year flood plain
- Percent of system miles that have documented stormwater issues



Goal #5: Investment & Economy

Support economic prosperity through strategic transportation investment

A safe and efficient transportation system serves as the backbone of the economy, and a healthy economy is vital to creating and maintaining a high standard of living and quality of life for residents and visitors to Central Florida. To support stable and lasting prosperity, the 2045 Plan will focus on connecting businesses, people, and places. A sustainable transportation system will address the important task of preserving and maintaining existing transportation assets and making the current system work optimally. Strong regional growth requires continuous coordination to ensure that the region's quality of life remains an economic asset in the future.



Objectives

- Exceed industry, state, and national standards for infrastructure and asset quality, condition, and performance for all public transportation infrastructure
- Reduce per capita delay for residents, visitors, and businesses
- Increase affordability for transportation and housing choices
- Improve transportation experience for visitors and supportive-industry workers
- Increase the number of skilled workers in Central Florida's transportation-related industries
- Promote transportation projects that expand and enhance economic prosperity

Indicators

- Percent of pavement in good and poor condition
- Percent of bridges in good or poor condition
- Transit asset management performance measures
- Percent of regional visitor emphasis corridors providing reliable travel times
- Hours of travel time delay and associated cost (auto and commercial vehicles)
- Housing indicators including inventory, distribution and quality of affordable housing
- Benefit-cost and economic impacts



Moving Forward

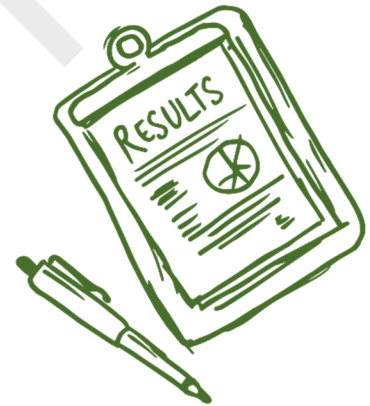
The 2045 MTP puts the user at the forefront of how we do business and plan for the future. We will employ the idea of the curb-cut effect¹ throughout the Plan – the concept that when the transportation system is designed to meet the needs of its most vulnerable users, the benefits cascade to everyone. The goals and objectives outlined in this document will guide subsequent planning and analysis efforts over the course of the 2045 Plan development, its implementation, and process improvement.

Congestion Management Process (CMP)

The CMP will follow an objective-driven, performance-based approach to planning for congestion management. Through the use of the goals and objectives established in this document, the CMP will provide a mechanism for ensuring that investment decisions are made with a clear focus on desired outcomes. This approach involves screening strategies using objective criteria and relying on system performance data, analysis, and evaluation.

Scenario Planning & Needs Assessment

The scenario planning approach provides a framework for developing a shared vision for the future by analyzing various factors, testing alternatives, and extensively involving stakeholders, including the public, business community and elected officials. It is an enhancement of, not a replacement for, the traditional transportation planning process. Scenario planning uses data, metrics and forecasting tools to estimate and evaluate scenarios based on their ability to maximize system performance and support achievement of the goals and objectives.



Project Evaluation & Prioritization

A performance-based approach to identify and assess the candidate transportation projects will be used in conjunction with the scenario planning and needs assessment processes. The intent of this approach is to identify which projects do the best job of addressing the 2045 Plan's goals and objectives. This will be the basis for prioritizing federally and state-funded transportation projects and ultimately determining the order of projects and programs to be funded in the "cost-feasible plan".

Conclusion

Cross-sector leadership and partnership will be essential to achieving the 2045 Plan's goals and objectives. To fulfill and sustain Central Florida's social and economic promise, our future transportation system must provide reliable access to opportunity. There is no single solution for our region's transportation needs. Rather, we must tackle these challenges from several different angles, using a variety of tools and strategies. By following through and taking bold action we can achieve lasting, positive impacts for our region, our communities and our citizens.

¹ Angela Glover Blackwell, "The Curb-Cut Effect," Stanford Social Innovation Review 15, no. 1 (2017), https://ssir.org/articles/entry/the_curb_cut_effect?platform=hootsuite.





COMMUNICATE

culture

RESULTS



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250 South Orange Avenue • Suite 200 • Orlando, Florida 32801

www.MetroPlanOrlando.org

407-481-5672

BUS

TAB 6





**Community Transportation Coordinator Report
Reporting Period First**

January 2020

Access LYNX continues to experience sustained demand for Transportation Disadvantage (TD) services. During the First Quarter reporting period of FY2020, Access LYNX completed the following trips;

October 2019

Ambulatory Trips 11,757 (\$38.81/trip) = \$456,289.17

Wheelchair Trips 6,219 (\$66.53/trip) = \$413,750.07

Total Expenditure = \$870,039.24

Amount Over Grant Allowance = **(\$456,870.35)**

10% required Local Match = \$41,316.89

Allowed CTD Grant Invoice = \$371,852.00

November 2019

Ambulatory Trips 11,083 (\$38.81/trip) = \$430,131.23

Wheelchair Trips 7,760 (\$66.53/trip) = \$383,212.80

Total Expenditure = \$813,344.03

Amount Over Grant Allowance = **(\$400,175.14)**

10% required Local Match = \$41,316.89

Allowed CTD Grant Invoice = \$371,852.00

December 2019

Ambulatory Trips 11,757 (\$38.81/trip) = \$422,252.80

Wheelchair Trips 6,219 (\$66.53/trip) = \$384,942.58

Total Expenditure = \$807,195.38

407-841-2279

www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

Amount Over Grant Allowance = (\$394,026.49)
10% required Local Match = \$41,316.89
Allowed CTD Grant Invoice = \$371,852.00

The primary reason for TD trips continues to be for dialysis and medical appointments, followed by employment related purposes.

During the reporting period Mobility Services was requested by Owl Transportation to reduce the number of trips assigned to them on a daily basis. This request was made due to customer service issues and the number of vehicles and drivers Owl Transportation had available to perform trips on behalf of Access LYNX. This situation has caused a significant operational challenge to reallocate trips to other providers. Mobility Services will continue to monitor provider performance and make adjustments to trip scheduling as necessary to maintain customer satisfaction and regulatory compliance.

Mobility Services continues to make system improvements to our PassWeb trip booking system. This enhanced version will be fully integrated into the LYNX updated Website and released for public use by the end of January 2020 empowering Access LYNX clients to manage their own transit needs and individually make reservations for trips without having to call customer service . One technology improvement that has been delayed is the implementation of Trip Broker. This software enhancement was approved by the LYNX Board of Directors in August 2019, and will provide real-time connectivity with all of our transit providers to provide more timely and accurate information on trip scheduling, cancellations, and status. Unfortunately, Trip Broker procurement and implementation is currently under review by the Federal Transit Administration (FTA) with no estimated date for completion of the review.

During the reporting period Access LYNX developed and implemented the Access Plus + Card for ADA eligible clients. This new card now allows Access LYNX ADA clients, and their companion, to utilize the LYNX fixed-route and NeighborLink systems for free. The initial feedback from clients is the pass is a resounding success. To date Access LYNX has issued 105 Access Plus + cards with total number of 3,037 completed trips.

Trips Completed by Month:

November: 936

December: 1,073

January (as of 1/26/20): 1,028

Estimated Cost Savings to ACCESS LYNX:

November: \$41,446.08

December: \$47,512.44

January (as of 1/26/20): \$45,519.84

As the Community Transportation Coordinator (CTC), Access LYNX continues to work with human services agencies within the region on coordinated agency contracts/agreements. On January 23, 2020, LYNX Board of Directors approved the issuance of Coordinated Agency Contracts for the following Human services organizations:

Coordinated Agencies:

Aspire Health Partners, Inc.	Attain Inc.
Central Florida Group Homes, LLC	Creative Living Services, LLC
Elquanah Group Homes Inc.	Florida mentor
Good Samaritan Society – Kissimmee Village	Kinneret Apartments
Meals on Wheels, Etc.	Osceola Council on Aging
Pachot Group Home	Primrose Center, Inc.
Quest Inc.	Renewed Hope Group Home
Seniors First Inc.	The Opportunity Center, Inc.
Trinity Home Care	

Respectfully submitted January 27, 2020

Norman L. Hickling

Director of Mobility Services - LYNX

TAB 7





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A REGIONAL TRANSPORTATION PARTNERSHIP

LYNX Community Transportation Coordinator

Orange, Osceola and Seminole Counties

**July 1, 2018 - June 30, 2019
Evaluation Form**

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INTRODUCTION

The Florida Transportation Disadvantaged Commission (TD Commission) oversees a coordinated system of many local TD transportation service providers in the state. At the local level, community transportation coordinators (CTCs) are responsible for the provision of service. The service area for which the CTC is responsible can include more than one county. The coordinator can be a transportation operator and actually provide TD transportation service or it can form a network of providers by brokering all or some of the service to other transportation operators. All entities that receive federal, state, or local government funds to transport persons who are transportation disadvantaged are mandated by Chapter 427 of the Florida Statutes to contract with the local CTC for TD transportation services. The statute (427 F.S.) and rule (Rule Chapter 41-2) outline the duties and responsibilities of the CTC. Each CTC contracts annually with the TD Commission and is advised by the local coordinating board (LCB). By law and by rule the TDLCB evaluates the performance of the CTC, approves the CTCs annual service plan, which includes an evaluation element, and makes recommendations to the TD Commission regarding the renewal of the CTC's contract with the TD Commission. This form was created to serve as a formal process to evaluate the performance of the CTC (and its operators).

ACCESS LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is **July 1, 2018 through June 30, 2019.**

The purpose for conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to our TD population. The intent of this evaluation is to determine the level and quality of ACCESS LYNX service, and whether the costs are reasonable.

The CTC evaluation is be based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Performance Measures, and Availability. Each category is subdivided into sections. Please read carefully, and place a check mark indicating your rating accordingly.

COORDINATION

OPERATIONS

Please rate each Operations Standard as indicated below:

Planning – ACCESS LYNX's ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Transport Availability – ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible vehicle.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Service Monitoring – ACCESS LYNX properly monitors and resolves transportation problems involving passengers and the contract service provider.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Billing – ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Reporting – ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

Eligibility Records/Certification – ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Reservations – ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or through the online reservation system.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Trip Allocation – ACCESS LYNX's assignment of trips is effective and efficient. Assignments of trips are based on predefined criteria. This criteria consist of cost, capacity, rotation, match of service, or multi-loading.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Scheduling - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

COORDINATION OF PROVIDERS INCLUDING TAXIS AND TRANSPORTATION NETWORK COMPANIES (TNC)

ACCESS LYNX implemented a mobility services model which taxis and TNCS.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have on **COORDINATION** in both the operations and administrative categories:

COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether ACCESS LYNX is delivering the most cost-effective transportation

Measurements	July 2017 -June 2018		July 2018 -June 2019		FY17/18 – FY18/19 % Change
Coordinated Trips	583,580		671,280		15%
Unduplicated Passengers	8,509 TD:1,859	1.4%	8,963 TD:1,985	1.3%	5.3%
No-Shows	31,247	5.4%	44,818	6.7%	43.43%
Road Calls	280	.05%	289	.04%	3.21%
Chargeable Accidents	69	.01%	45	.01%	-34.78%
Vehicles	217	.04%	164	.02%	-24.42%

RATIOS:

Measurements	(July - June) 2017/18	(July - June) 2018/19	% Change
Trips/Vehicle Mile	0.053	0.108	103.77%
Trips/Road Call	2,084	2,323	11.47%
Operating Expense/Vehicle Mile	\$2.47	\$4.91	98.79%
Operating Expense/Trip	\$46.56	\$45.23	-2.86%
Chargeable Accidents/100,000 Vehicle Miles	0.63	0.73	15.87%
Local Revenue/Operating Expense	72.62%	89.16%	22.78%

Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient service? For your convenience, a glossary of measurement terms has been attached to this evaluation

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have on **Cost Effectiveness and Efficiency**:

LOCAL PERFORMANCE MEASUREMENTS

A goal of any community transportation program should be to ensure the provision of quality service. The goal is supported by several objectives:

1. encourage courteous customer relations and passenger comfort;
2. provide service that minimizes customer travel and wait times; and
3. provide safe and reliable service

The TDLCB establishes the local performance measures for the CTC. Please rate each local performance measure below:

On-Time Performance

On-time performance directly measures the ability of the transportation provider of having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. On-time performance should, therefore, be monitored very closely.

*The TDLCB established an on-time performance goal of 91% or higher. The average on-time performance between July 2018 to June 2019 was of **91.45%***

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Call Hold Time

The time it takes a customer to place a reservation or make an inquiry is also a measure of quality. ACCESS LYNX has established a monitoring system that tracks how long calls for reservations or trip resolution are placed on hold. ACCESS LYNX determines call-hold times by computer generated reports and spot checking as needed.

*The TDLCB established an average call hold time goal of three (3) minutes. The average call hold time between July 2018 to June 2019 was of **5 minutes and 42 seconds**.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Commendations and Concerns

ACCESS LYNX has established a Customer Relations line which handles and monitors the levels of compliments and concerns it receives. All information received is documented in a database and the case is assigned to a supervisor based on the type of compliment/concern received. ACCESS LYNX reviews customer concerns regularly to spot patterns and to take corrective action. Compliments are also recorded and handled either as a commendation for an employee's file or posted as encouragement.

Using this comparison and the goal listed below; determine ACCESS LYNX's compliment and concerns levels:

Measurement	(July - June) 2017/2018	(July - June) 2018/2019	% Change
Concerns	984	1567	59.25%
Commendations	142	181	27.46%

*The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of **2.33 concerns**.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on the **local performance measures**:

AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand
2. Being able to access customer service
3. Improve passenger awareness of TD transportation services.

Demand – TD transportation demand has continued to increase. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide enough funding to meet 100% of the demand on the ACCESS LYNX program. In 2018/19, there were 0 unmet needs.

Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Customer Service Accessibility - From the point of view of the user, accessibility is the function of how easily service can be accessed.

ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com/WebACCESS. Online reservations can be made 24 hours a day, seven days a week. Online trip requests must be submitted by 4 p.m. the day prior to the trip. Users can also check the status of their reservation or cancel a reservation 24 hours a day, seven days a week. ACCESS LYNX transportation services are available any time that the public bus system is in operation.

Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Public Awareness - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it.

Access LYNX staff conducted a total of 65 public outreach/public presentation efforts.

Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2018 to June 2019:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on **Availability**:

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have:

Please prioritize the most important areas you feel need improvement, and the amount of time in which you would like to see them implemented.

1. Area: _____

Time Frame for implementation: _____

2. Area: _____

Time Frame for implementation: _____

3. Area: _____

Time Frame for implementation: _____

4. Area: _____

Time Frame for implementation: _____

GLOSSARY

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Concern: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Customer Relations: Customer relations are the relationships that a business has with its customers and the way in which it treats them.

Customer Service: The process of ensuring customer satisfaction with a product or service.

Demand response trips: Random trips not automatically generated by the scheduling software.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis.

MV Transportation: ACCESS LYNX paratransit and deviated-fixed route services contractor.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Road call: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.

Scheduling: is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Subscription trips: Trips that are generated by the scheduling software the same day and time every week.

Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Prioritization of Trust Fund trips within each category is as follows:

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips

Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes

TAB 8



Planning Grant Agreement Tasks Quarterly Progress Report



Planning Agency	MetroPlan Orlando	County	Orange/Osceola/Seminole
		Invoice #	
Reporting Period	October 1, 2019 – December 31, 2019	Grant #	G1874

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No report.
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	No submission this reporting period.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 2) Task 3	QATF meeting held October 28, 2019, LCB meeting held November 21, 2019.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 2) Task 3	Highlights of the 10/28/19 QATF meeting and November 21, 2019 LCB meeting provided as deliverables.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 3) (Task 4)	Annual public workshop held November 21, 2019. A copy of the workshop agenda and record of public comments received are provided as deliverables.
F.	Provide staff support for committees of the local coordinating board. (Task 2) Task 3	Ms. Virginia L Whittington and Ms. Lisa Smith, serve as staff support for the LCB and its committees.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 4)	No submission this reporting period.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 5)	No submission this reporting period.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 2) Task 3	Updated membership roster and mailing list provided as deliverable.

J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 2) <u>Task 3</u>	Copy of proof of meeting notice publications provided as deliverable
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 6) <u>Task 7</u>	Copy of approved AOR provided as deliverable.
L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 7) <u>Task 8</u>	Copy of approved AER provided as deliverable.

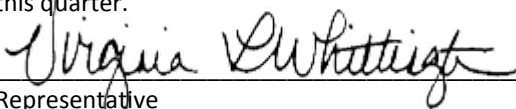
II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No submission this reporting period.
B.	Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	In progress as MetroPlan Orlando develops its 2045 plan
C.	Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	In progress. A representative of the regional workforce board joined the LCB in 2019.

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 8) <u>Task 9</u>	Quarterly report provided as deliverable.
B.	Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 9) <u>Task 10</u>	No report.
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No report.
D.	Notify CTD staff of local TD concerns that may require special investigations.	N/A
E.	Provide training for newly-appointed LCB members. (Task 2)	N/A
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	N/A
G.	To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No report.
H.	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules	In progress.

	concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	
I.	Assist the CTD in joint reviews of the CTC.	No report.
J.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No report.
K.	Implement recommendations identified in the CTD's QAPE reviews.	No report.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.



Representative

January 8, 2020

Date

TAB 9





January 27, 2020

Honorable Jose Alvarez, Chairman
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Chairman Alvarez,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts subject to the provisions of Chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payment required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual

407-841-2279

www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

Our contractor, MV Transportation, is notified annually in writing that if they feel that LYNX is not fulfilling the obligations as outlined in the above paragraph, they may seek assistance through the Commission for the Transportation Disadvantaged Ombudsman Program Helpline at 1-800-983-2435 (TTY 1-800-648-6084) or the State of Florida Attorney General's Office at 1-800-892-0375.

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely progress payment requirements to our contractor for the period of October 1, 2019 to December 31, 2019.

Sincerely,

A handwritten signature in black ink, appearing to read "Norman Hickling", written over a horizontal line.

Norman Hickling
Director of Mobility Services

cc: Selita Stubbs, Senior Manager – LYNX Mobility Services
The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)

TAB 10





Transportation Disadvantaged Local Coordinating Board Attendance Record 2019

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep*	Oct	Nov	Dec	Alt
NAME	ORGANIZATION													
Calvin Smith	Medicaid		P			P			P	A		R		Tamyika Young
Dr. L. Levine-Silverman	Elderly		P			P			P	R		P		Cheryl Stone
Marilyn Baldwin	Disabled		P			P			P	P		P		Shelia Young
Adam Zubritsky	Public Education		P			P			P	A		P		Angela Johnson
Wilfredo Raices	4C's		P			P			A	A		E		Kevin Paulin
Neika Berry	Citizen Advocate								P	P		P		
Jane Tkach	Citizen Advocate		P											
Robert Melia	Citizen Advocate, System User		P			A			A	P		P		
Alnita Whitt	Veterans		P			A			P	P		P		
Comm. Mayra Uribe	Orange County		P			P			P	A		P		
Sharon Jennings	Agency for Persons w/Disabilities		A			P			P	A		P		Maria Goris
Karla Radka	Senior Resource								P	P		A		Sarah Lightell
Randall Hunt	Senior Resource		A			A								
Mayor Pat Bates	Seminole County		P			A			P	A		A		
Wayne Olson	Division of Vocational Rehabilitation		A			A			A	P		P		
Jo Santiago	FDOT		P			R			P	A		E		Carlos Colon
Mayor Jose Alvarez	Osceola County		A			P			P	A		P		Cmsr. Cheryl Grieb
Chris York	For-Profit (MV)		P			P			P	P		P		Tanika Massey
Dianne Arnold	Economically Disadvantaged		A			A			A	A		P		
Janeé Olds	Career Source CF		R			P			P	A		P		Adlih Trotman-Diaz
Evelyn Diaz	Medical Community		A			A			A	A		A		
Non-Voting Members														
Crystal Ford	EMS		P			P			P	P		E		Tom Daniels
Norman Hickling	LYNX		P			P			P	P		P		Stubbs/Stephens
James Grzesik	SunRail CAC									P		A		
Vacant	LYNX TAC Designee													

*The September meeting was a workshop and attendance was not mandatory.