




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

**DATE:** Thursday, September 7, 2017  
**TIME:** 1:00 p.m.  
**LOCATION:** Live Oak Conference Room  
250 S. Orange Avenue, Suite 200  
Orlando, Florida 32801

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**Commissioner Pete Clarke, Chairman, Presiding**

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**AGENDA**

- I. CALL TO ORDER** – Commissioner Constantine
- II. PLEDGE OF ALLEGIANCE**
- III. CONFIRMATION OF QUORUM** – Ms. Lisa Smith
- IV. 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.

- V. WORKSESSION**
  - A. Uncollected Fares**

At the August 10, 2017 meeting of the TDLCB, action was taken to address the issue of uncollected fares. Staff from LYNX and MetroPlan Orlando will present an update on what has occurred since the meeting and seek direction from the LCB, including revisiting the previous directions given to staff. A copy of the directions to staff, based on August 10, 2017 meeting, are attached for use and information.

**VI. MEMBER COMMENTS**

**VII. PUBLIC COMMENTS (GENERAL)**

**VIII. ADJOURNMENT – Next meeting: November 9, 2017 – Annual Public Meeting**

If any person with a disability as defined by the Americans with Disabilities Act (ADA) needs special accommodations to participate in this proceeding, he or she should contact Ms. Lisa Smith at MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, FL, (407) 481-5672, ext. 307, not later than two (2) business days prior to the proceeding.

## ACCESS LYNX Uncollected Fares

REVISED August 21, 2017

The following revisions are made based on direction given by the TDLCB at their meeting of August 10, 2017.

### Recommendations Presented by Staff

- Establish a policy to address Non-Payment/Uncollected Fares and Effective Date (LCB)
- Develop a Communications Plan (LYNX/MetroPlan Orlando)
- Update the How to Ride Guide (LYNX)
- Research feasibility of hardship program (LYNX)

### Policy Option Selected by TDLCB

#### Option 3

Fares are required to be paid upon boarding the vehicle for each leg of the trip. Without exception, service will be denied if fare is not paid and the trip will be recorded as a No Show.

### Effective Date

October 1, 2017

### Communications Plan Recommendations

Action	Date	Responsible	Estimated Cost
LYNX and MetroPlan Orlando PIO's to develop media messaging	By September 15, 2017	LYNX/MetroPlan Orlando	\$0; staff time
Letter to all ACCESS LYNX customers	September 15, 2017	LYNX	\$0.44 postage + \$0.15 stationary + \$0.04 printing = \$0.63 x 14,191 customers = \$8,940
Email to customers with email addresses on file (4,039 email addresses currently on file)	September 15, 2017	LYNX	\$0; staff time
Notice on ACCESS LYNX Website	September 15, 2017	LYNX	\$0; staff time

Notice on ACCESS LYNX Hold messages	September 15, 2017	LYNX	\$0; staff time
Interior Signage on all ACCESS LYNX Vehicles	September 15, 2017	LYNX	\$2 x 170 vehicles = \$340
Exterior Signage on all ACCESS LYNX Vehicles	September 15, 2017		\$2 x 170 vehicles = \$340
LYNX and MetroPlan Orlando Social Media Blitz	September 15, 2017	LYNX/MetroPlan Orlando	\$0; staff time

## Update How to Ride Guide

As an interim step, an immediate update to the electronic version of the How to Ride Guide should be made, to include an insert with the new uncollected fare policy and effective date as a supplement until the current guides are depleted. This supplemental page should be accessible online and provided to all new customers as eligibility is determined.

## Research and Recommend Hardship Program and Guidelines

Staff was directed to research and recommend a Hardship Program and Guidelines to address customers who have temporary financial challenges and are unable to pay for service.

## Collection of Current Uncollected Fares

The TDLCB directed staff to pursue collections of accounts with outstanding balances.