



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

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



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

DATE: Thursday, August 13, 2020

TIME: 10:00 a.m.

LOCATION: VIRTUAL MEETING

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, and for dial-in instructions, please use this link:
<https://metroplanorlando.org/meetings/transportation-disadvantaged-local-coordinating-board-virtual-meeting-08-13-20/>

PANELIST ACCESS: To join the meeting from your computer, tablet or smartphone, please use the personalized invitation sent to you via email from “MetroPlan Orlando.”
Reminders will be sent up to one hour prior to the meeting. When connecting be sure that your name is accurately displayed.

This meeting is being hosted by MetroPlan Orlando using the Zoom webinar platform. Our offices are closed to the public in response to the COVID-19 pandemic, however members of the public may access this virtual meeting and participate via the Zoom link above, or by dialing in. The agenda is available at MetroPlanOrlando.org in the Calendar section. New to Zoom? You can get the app ahead of time and be ready for the meeting. Visit Zoom.us.

MetroPlan Orlando offers tips for virtual meeting participation on our website. Tip sheets include:

- [How to get technically set up for the virtual meeting](#)
- [How meeting roles and public participation happen virtually](#)
- [Steps and options for making a public comment at a virtual meeting](#)

This information can be accessed at: [MetroPlanOrlando.org/Virtualmeetings](https://metroplanorlando.org/Virtualmeetings)

AGENDA

Mayor Jose Alvarez, Chairman, Presiding

I. CALL TO ORDER – Mayor Jose Alvarez

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL AND CONFIRMATION OF QUORUM – Ms. Lisa Smith

IV. ANNOUNCEMENTS & AGENDA REVIEW – Ms. Virginia Whittington

V. QUALITY ASSURANCE TASK FORCE (QATF) Report

Ms. Marilyn Baldwin, Chair of the QATF, will provide a report from the July 28, 2020 QATF meeting.

VI. INFORMATION ITEMS FOR ACKNOWLEDGEMENT

A. Final CTC Evaluation Submitted to CTD

TAB 1

Provided for information, is a copy of the 2018-2019 Community Transportation Coordinator (CTC) Evaluation conducted by the LCB at its May 14, 2020 meeting.

VII. PRESENTATIONS & STATUS REPORTS

A. Mobility Management Services Update

Mr. Norm Hickling, Director of Mobility Services, will provide a CTC update. This report will also include an update on proposed revisions to the ACCESS LYNX Eligibility Application.

B. LYNX Automated Vehicle (AV) Service project

Ms. Lara Bouck will provide a brief overview of the ongoing LYNX Automated Vehicle (AV) Service project, with a focus on the on-line survey that has been developed to obtain more input from potential users of a new AV service. Survey responses will help the project team better understand user needs, barriers, opportunities, and other concerns the team should be considering to help design a project that best fits the community.

C. 2045 MTP – Status Update on Planning Tasks

Mr. Alex Trauger, MetroPlan Orlando staff, will provide a status update on the 2045 MTP's ongoing and upcoming planning tasks.

VIII. GENERAL INFORMATION

TAB 2

A. Planning Grant Update

A copy of the 4th Quarter planning grant update is provided for use and information. Quarterly progress reports, as outlined in the planning grant agreement, are provided as they are completed.

B. Blind Americans Equality Day

TAB 3

In 1964, Congress passed a resolution allowing former President Lyndon Johnson to proclaim October 15 to be "White Cane Safety Day". Besides serving as a national observance in the United States, it enables us to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and a tool of independence, the white cane. In 2011, "White Cane Safety Day" was named "Blind Americans Equality Day" by President Barack Obama. A resolution declaring October 15, 2020 as "Blind Americans Equality Day" will be presented to the

MetroPlan Orlando Board at the September 9th meeting for their approval. A copy of the draft resolution is provided for information.

C. Report of Operator Payments

TAB 4

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. The report will be provided separately.

IX. UPCOMING MEETINGS AND EVENTS OF INTEREST

- 2045 Metropolitan Transportation Plan (MTP) Virtual Webinars – Two Sessions

TAB 5

a. August 11, 2020 at 5:30 p.m.

b. August 12, 2020 at 2:00 p.m.

(See attached flier for links to registration)

- MetroPlan Orlando Board meeting – September 9 at 9:00 a.m.
- 2020 FPTA Annual Conference - October 6-9, 2020 – Virtual
- Quality Assurance Task Force – October 27 at 10:00 a.m. (Tentative)

X. MEMBER COMMENTS

XI. PUBLIC COMMENTS (GENERAL)

XII. NEXT MEETING

November 12, 2020 – Annual Public Meeting *(This meeting may be held virtually. An announcement will be made contingent upon the latest CDC guidelines.)*

XIII. ADJOURNMENT

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



CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☐ Monitoring of contractors.
 - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
-
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

*Date of last SSPP Compliance Review*_____, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
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COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

**EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:**

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW:_____

STATUS REPORT DATED:_____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☐ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☐ Yes ☐ No

Was the driver wearing any identification? ☐ Yes: ☐ Uniform ☐ Name Tag
☐ ID Badge ☐ No

Did the driver render an appropriate greeting?

☐ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

--

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

--

Community Transportation Coordinator Evaluation

May 14, 2020



Presented by: Virginia L. Whittington
MetroPlan Orlando

CTC Evaluation



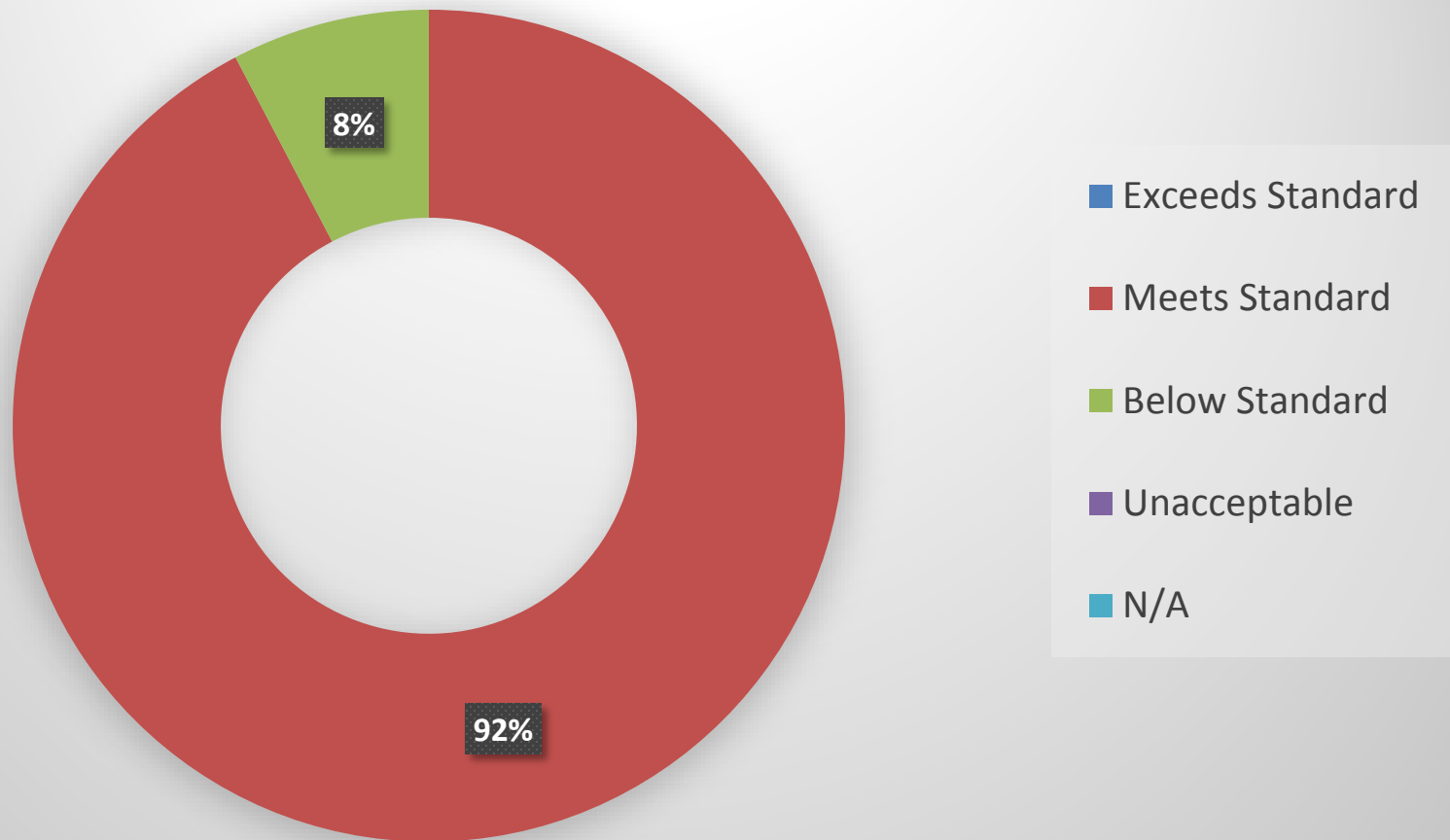
- Required annually
- Evaluation Method
- Jul 1, 2018 - Jun 30, 2019
- Five Broad Areas Evaluated



Coordination: **Operations**

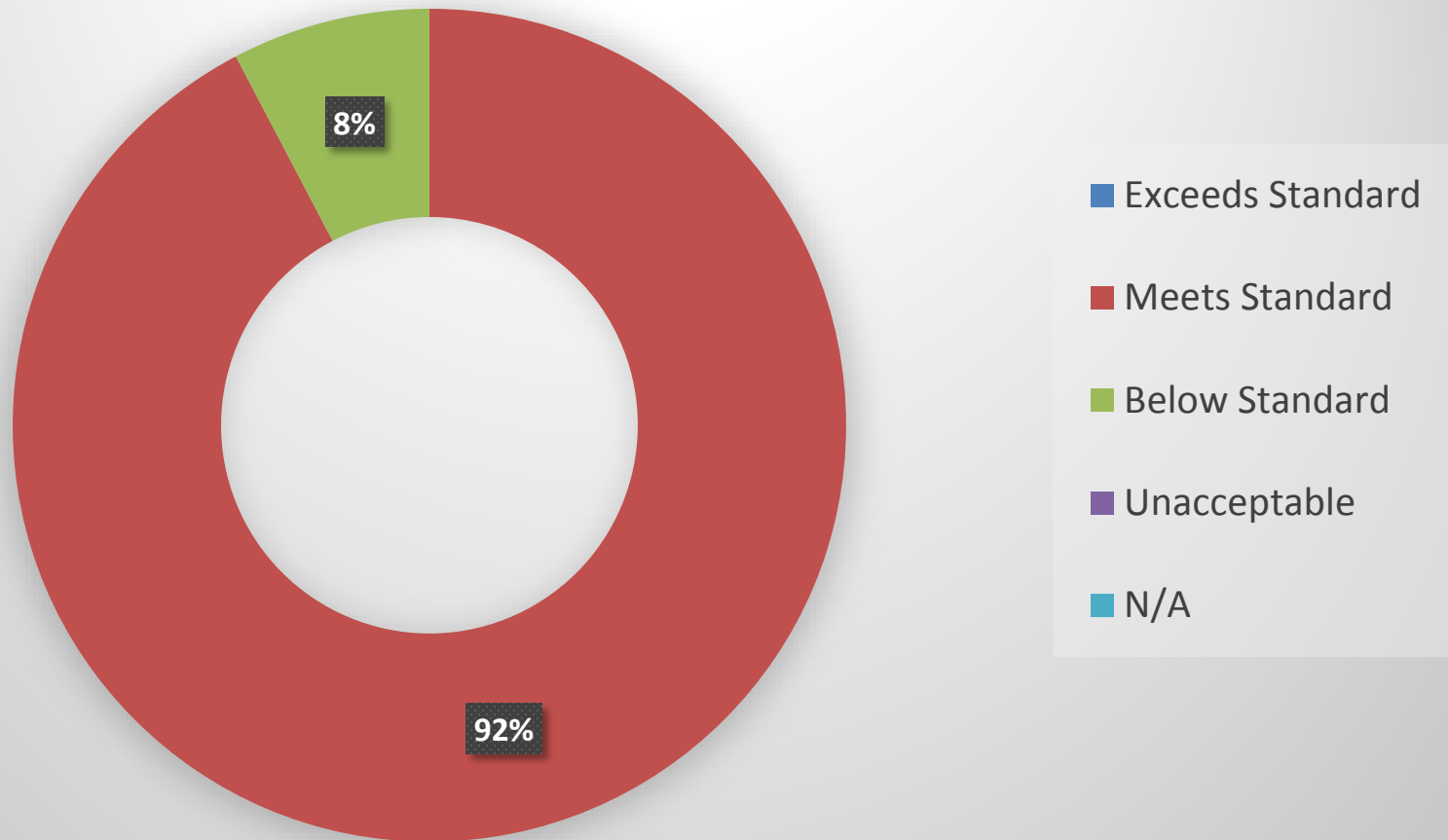
PLANNING

ACCESS LYNX ensures that TD services complement each other.



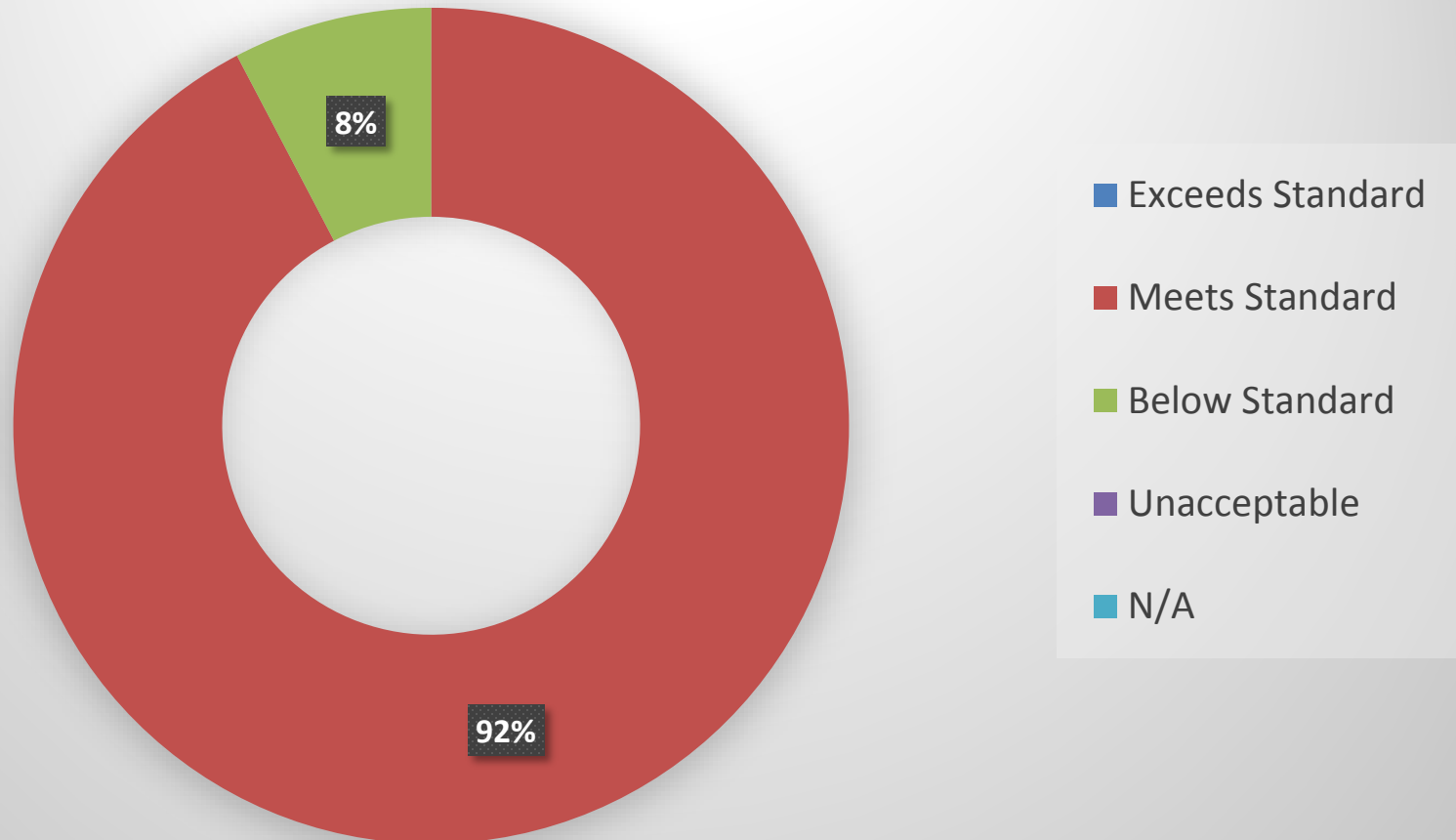
TRANSPORT AVAILABILITY

ACCESS LYNX ensures that appropriate vehicles are available for clients



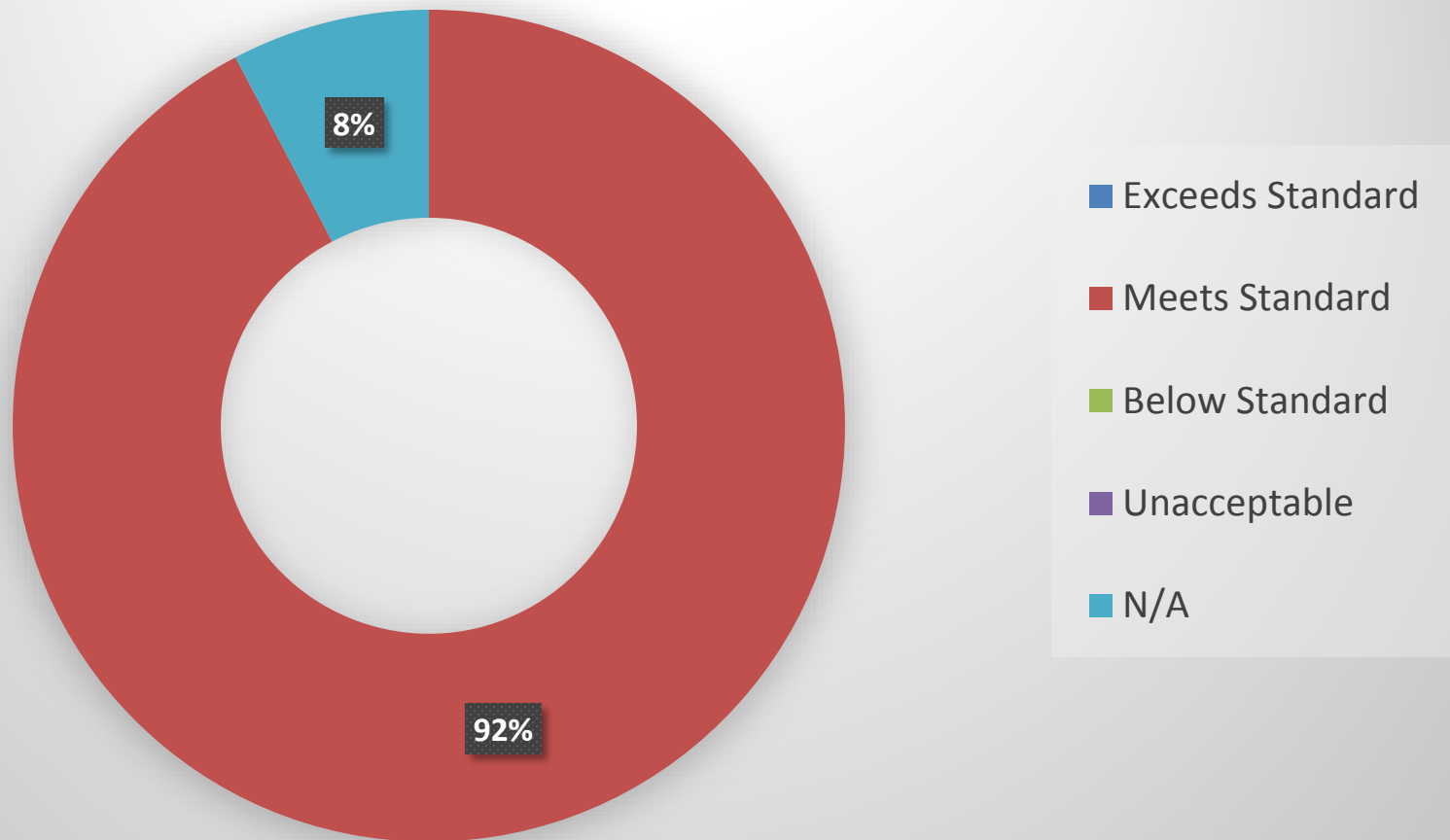
SERVICE MONITORING

ACCESS LYNX properly monitors and resolves problems involving passengers and MV Transportation



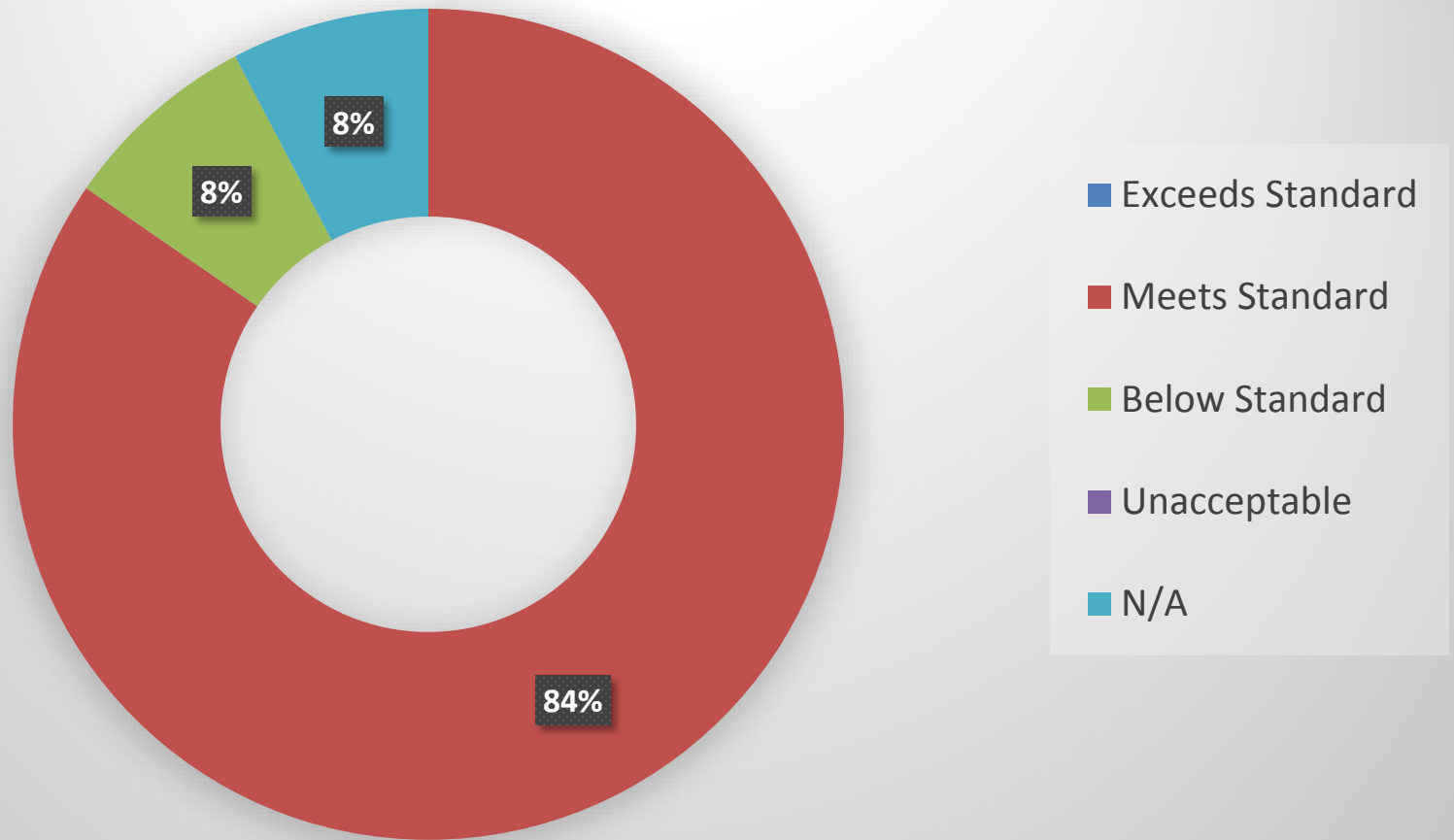
BILLING

ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding availability



REPORTING

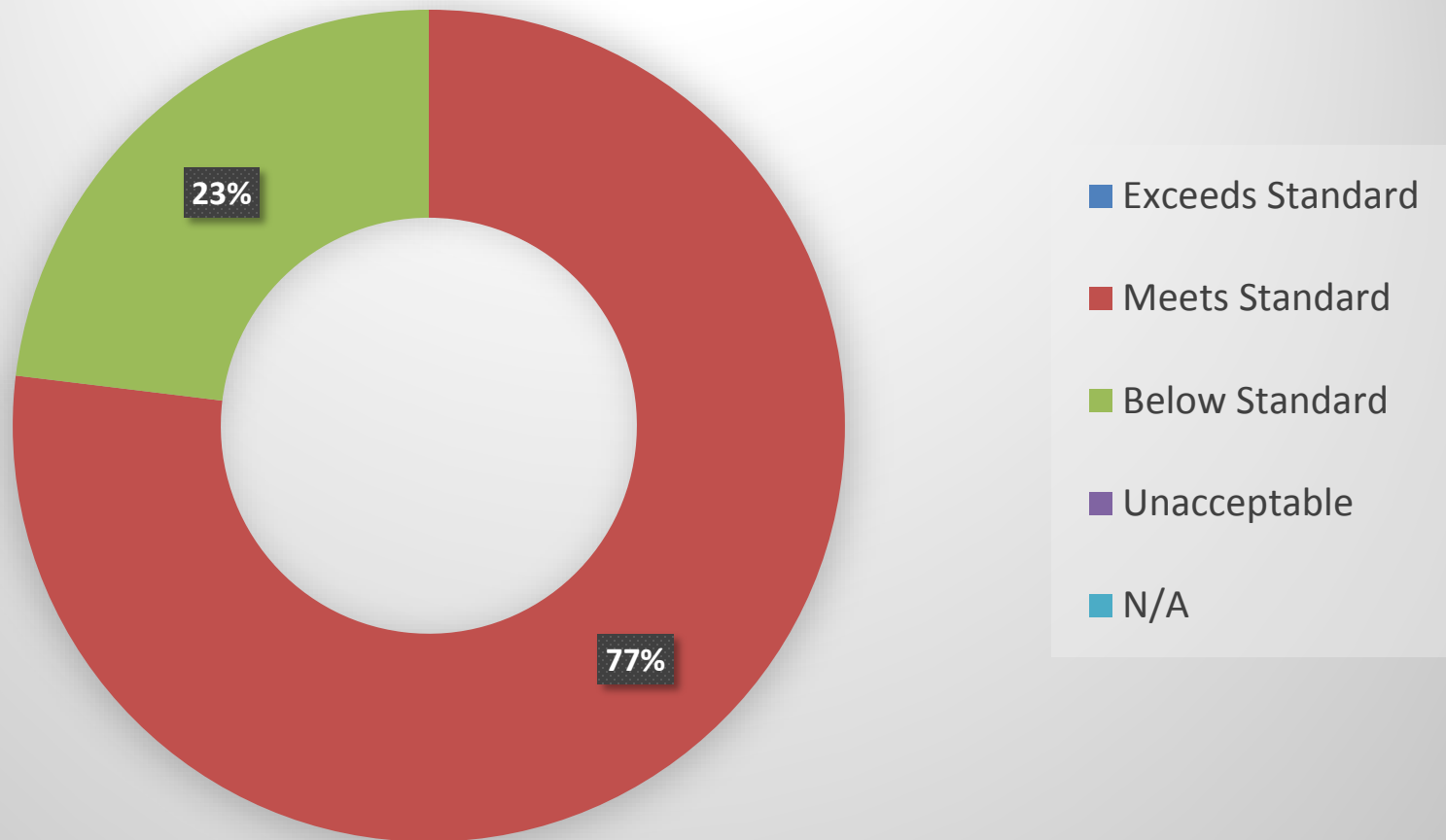
ACCESS LYNX provides accounting, operating statistics, and measures related to certification, billing, and other info to TDLCB.



Coordination: **Administrative**

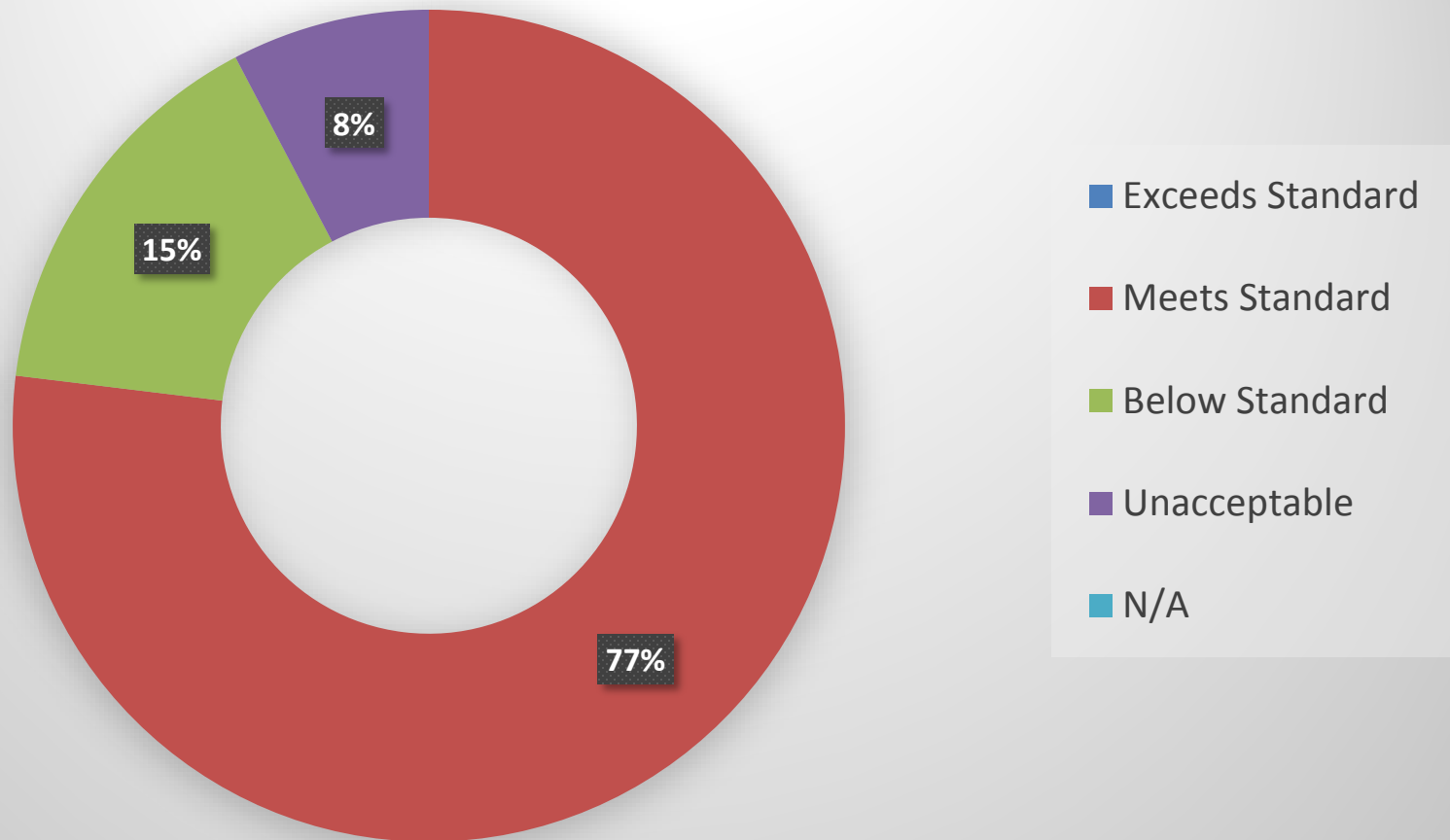
ELIGIBILITY RECORDS/CERTIFICATION

ACCESS LYNX has created a user-friendly enrollment system to determine eligibility based on criteria



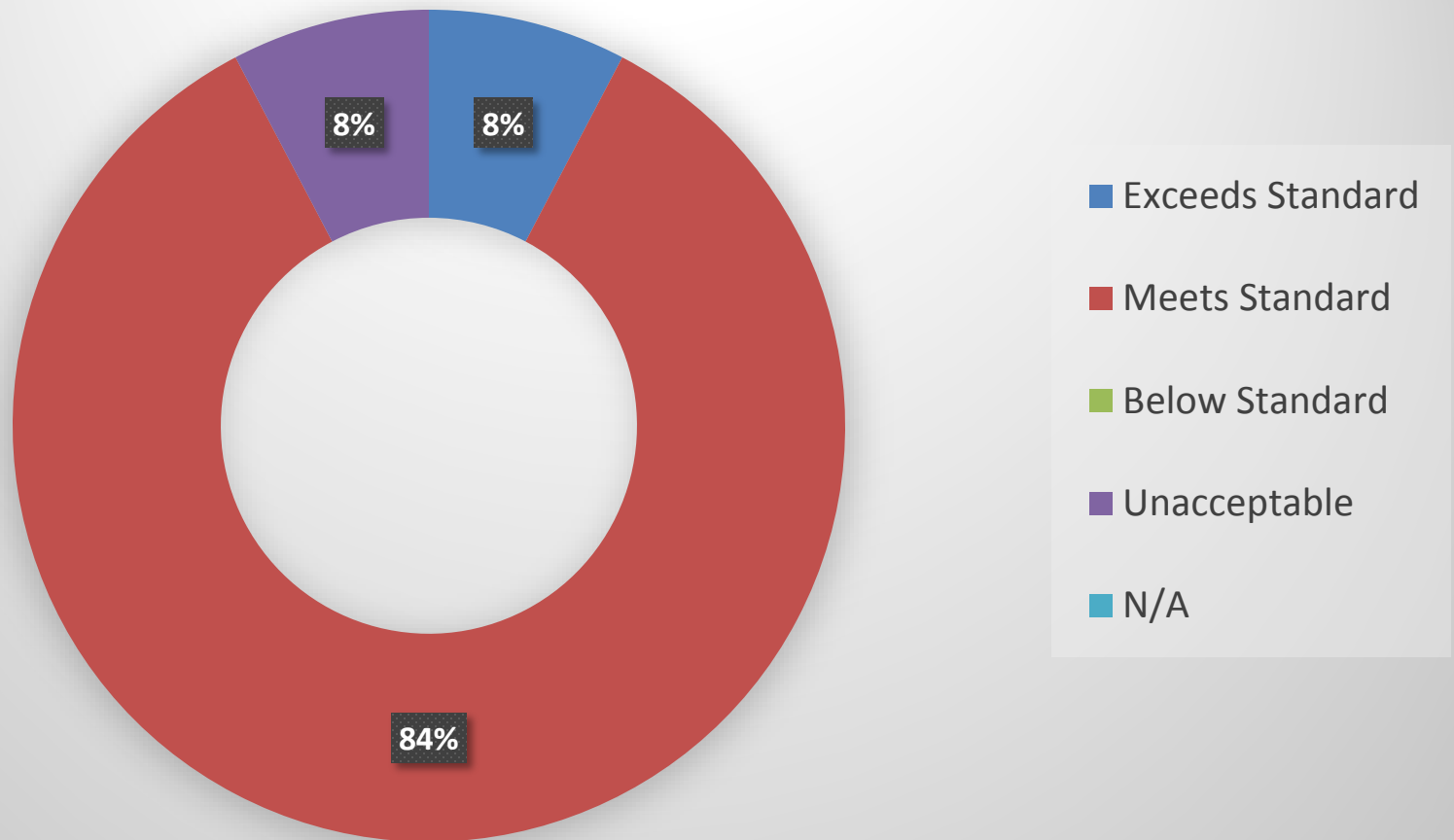
RESERVATIONS

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



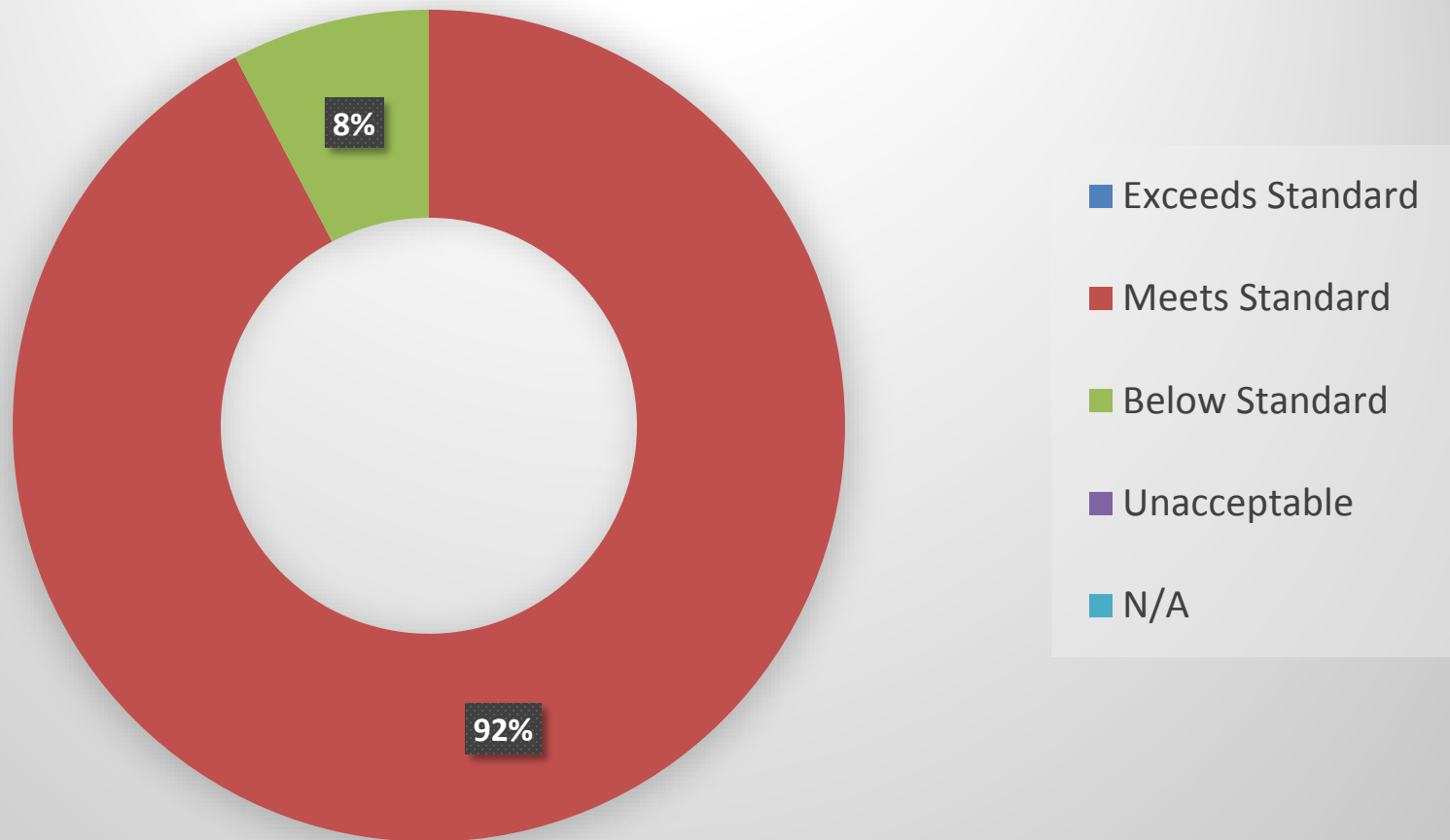
TRIP ALLOCATION

ACCESS LYNX's assignment of trips is efficient and effective



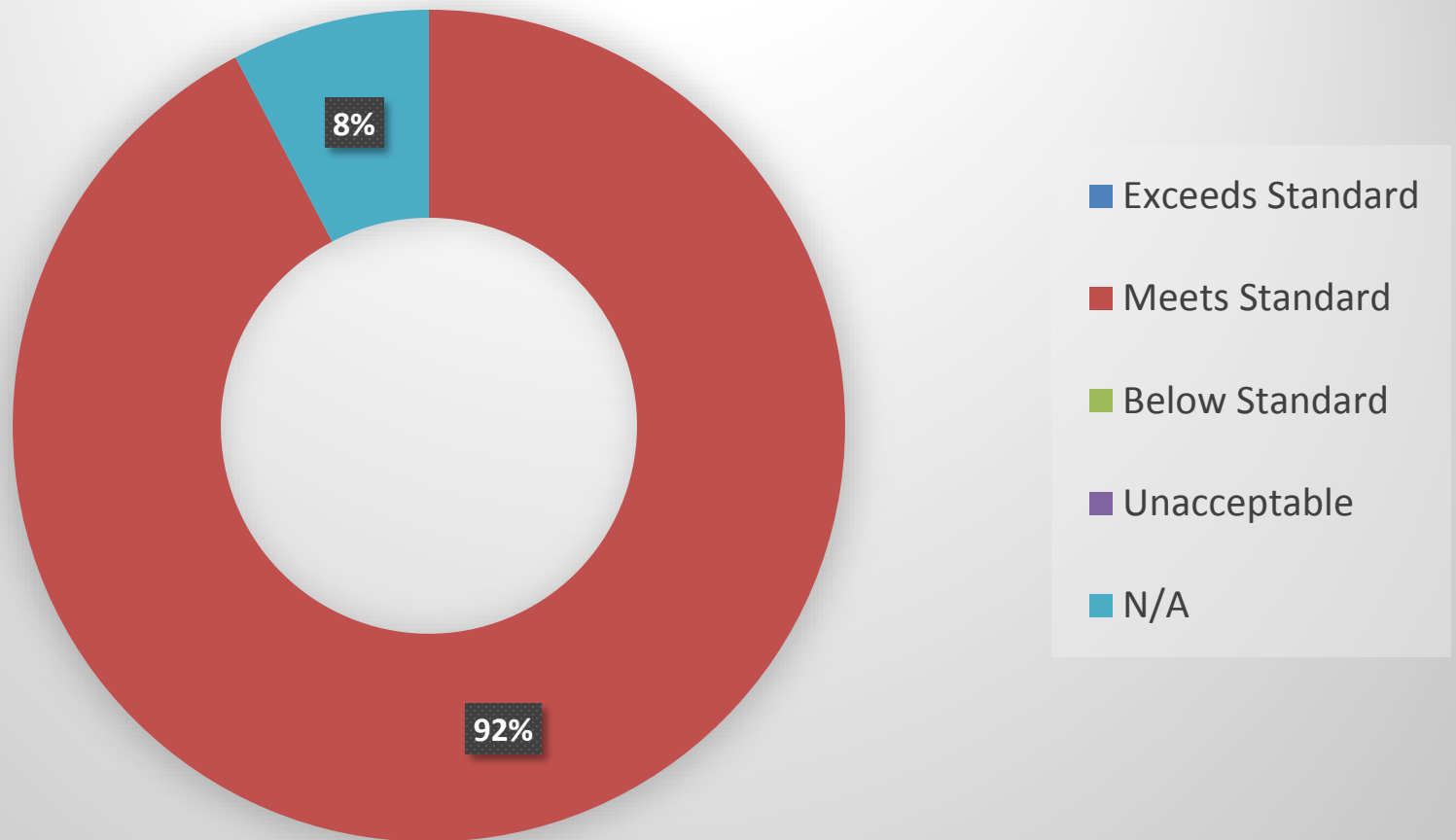
SCHEDULING

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



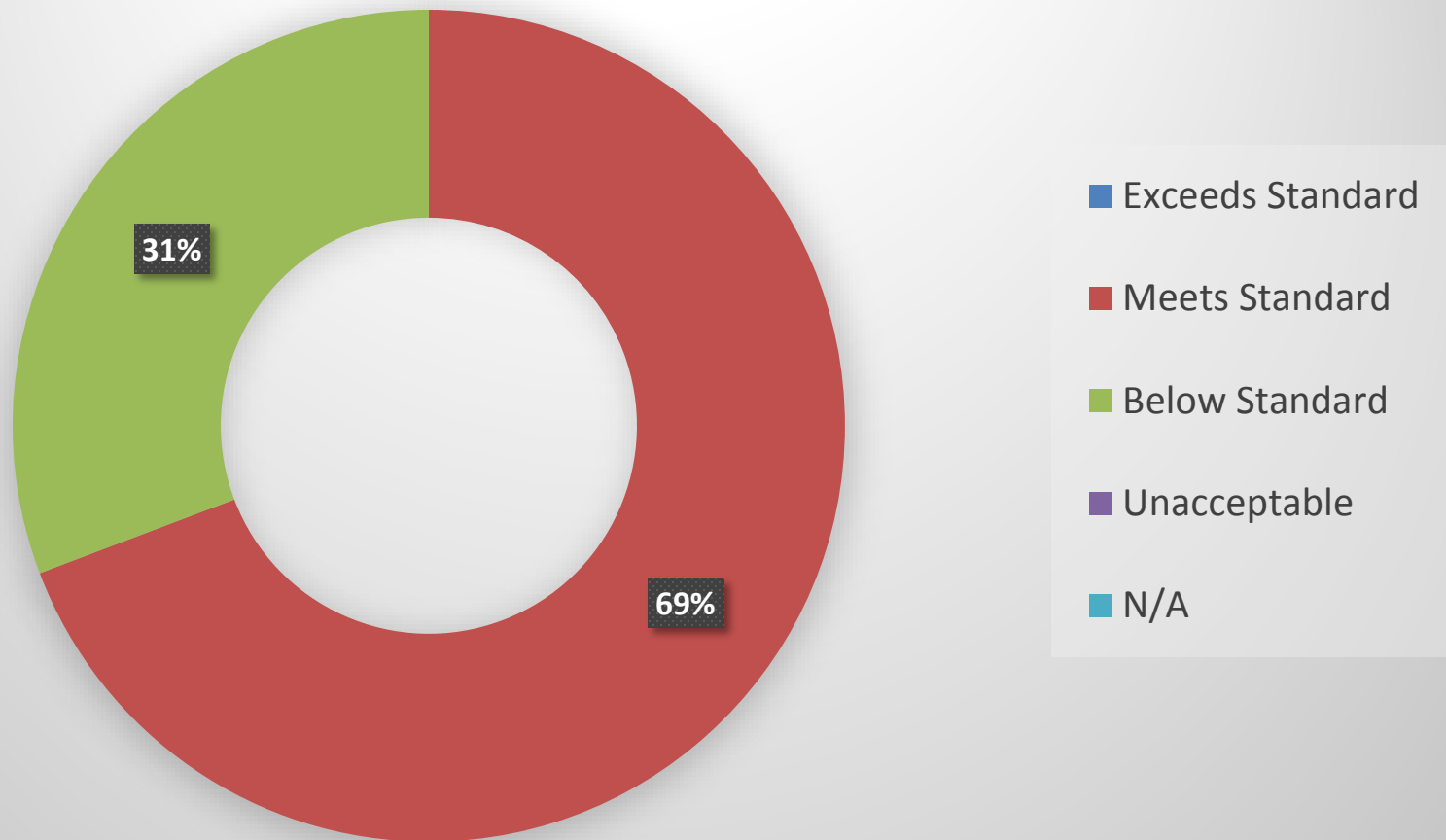
COORDINATION OF PROVIDERS

ACCESS LYNX implemented a mobility services model, which utilizes other shared us providers and TNCs



Cost Effectiveness and Efficiency

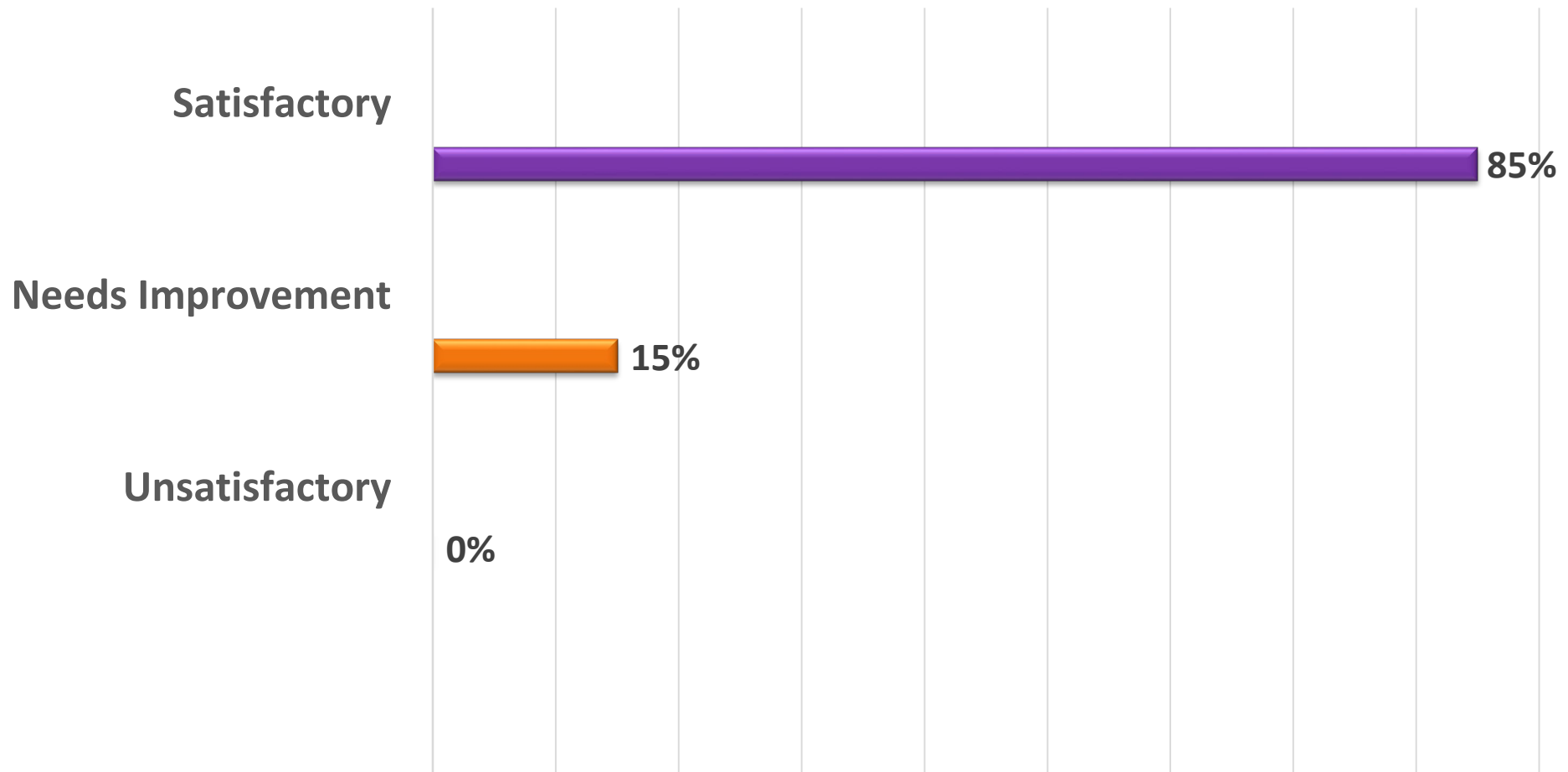
Based on the data provided, has ACCESS LYNX delivered the most effective and efficient service? (Page 5)



Local Performance Measurements

ON-TIME PERFORMANCE

**TDLCB on-time performance goal: 91% >
ACCESS LYNX average on-time
performance: 91.45%**

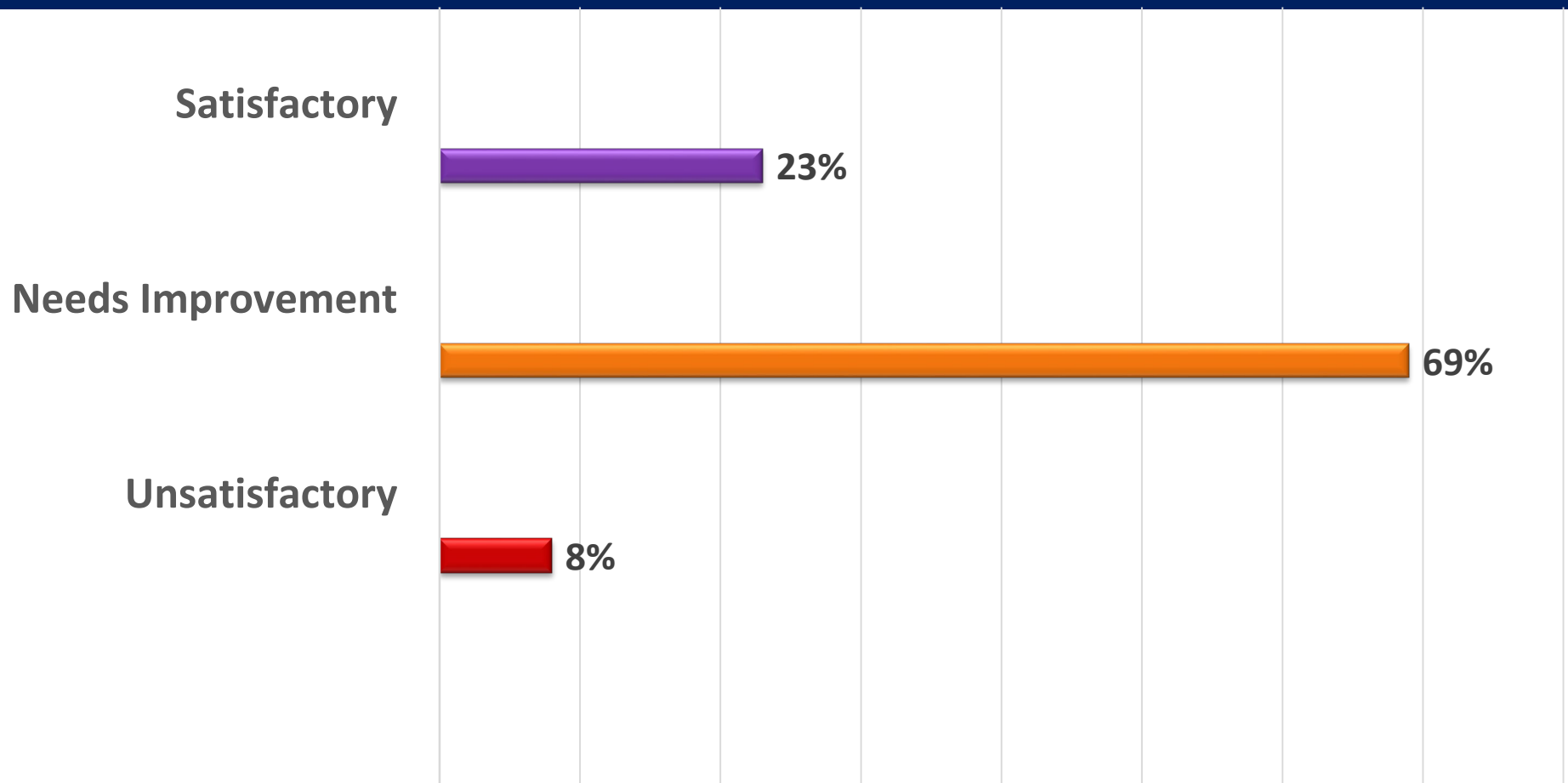


CALL HOLD TIME

TDLCB avg call hold time goal: 3 minutes

ACCESS LYNX average call hold time:

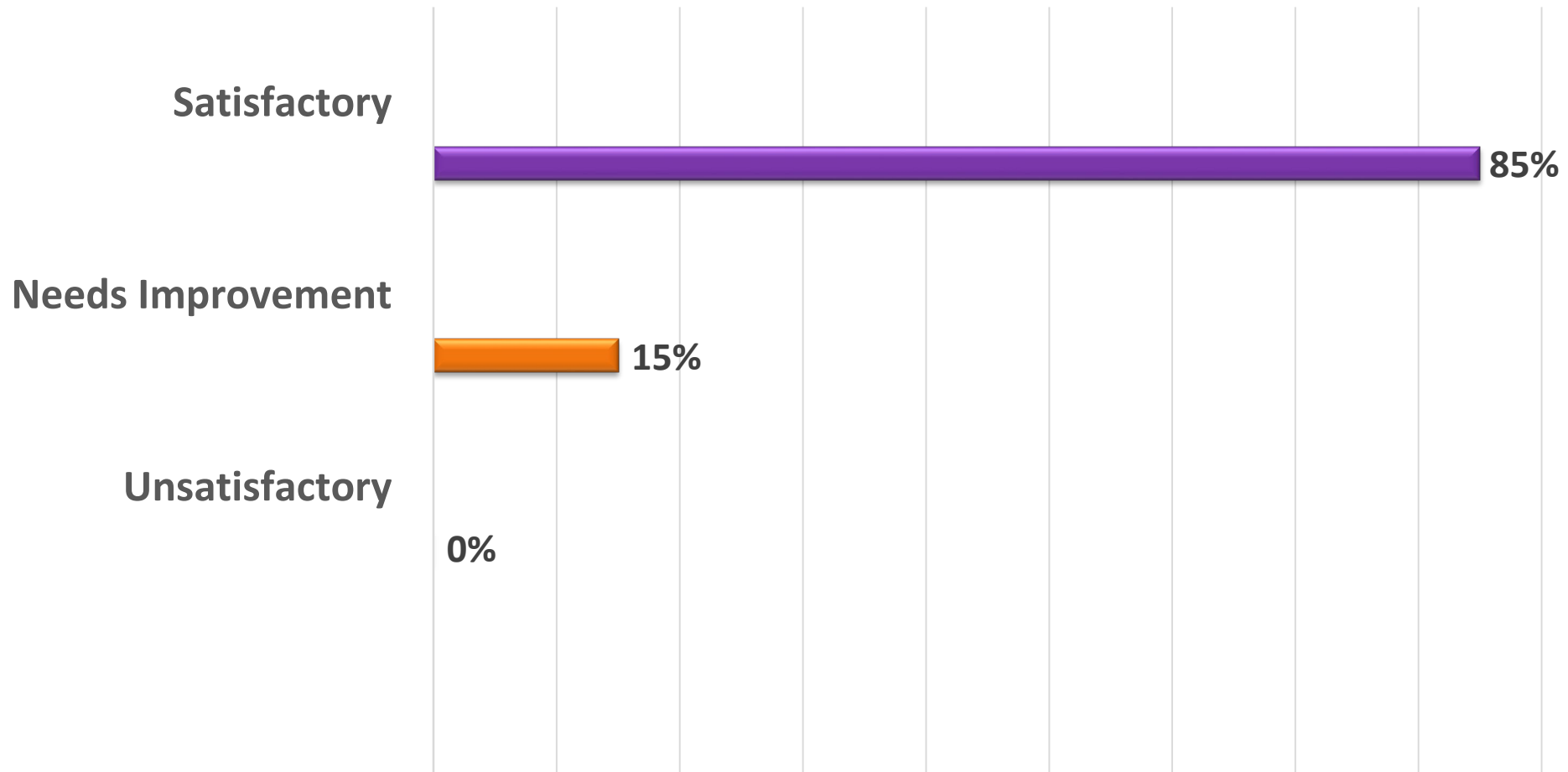
5 min. 42 sec. (Page 7)



COMMENDATIONS & CONCERNS

TDLCB goal per 1,000 trips: < 3 valid concerns

ACCESS LYNX avg concerns per 1,000 trips: 2.33

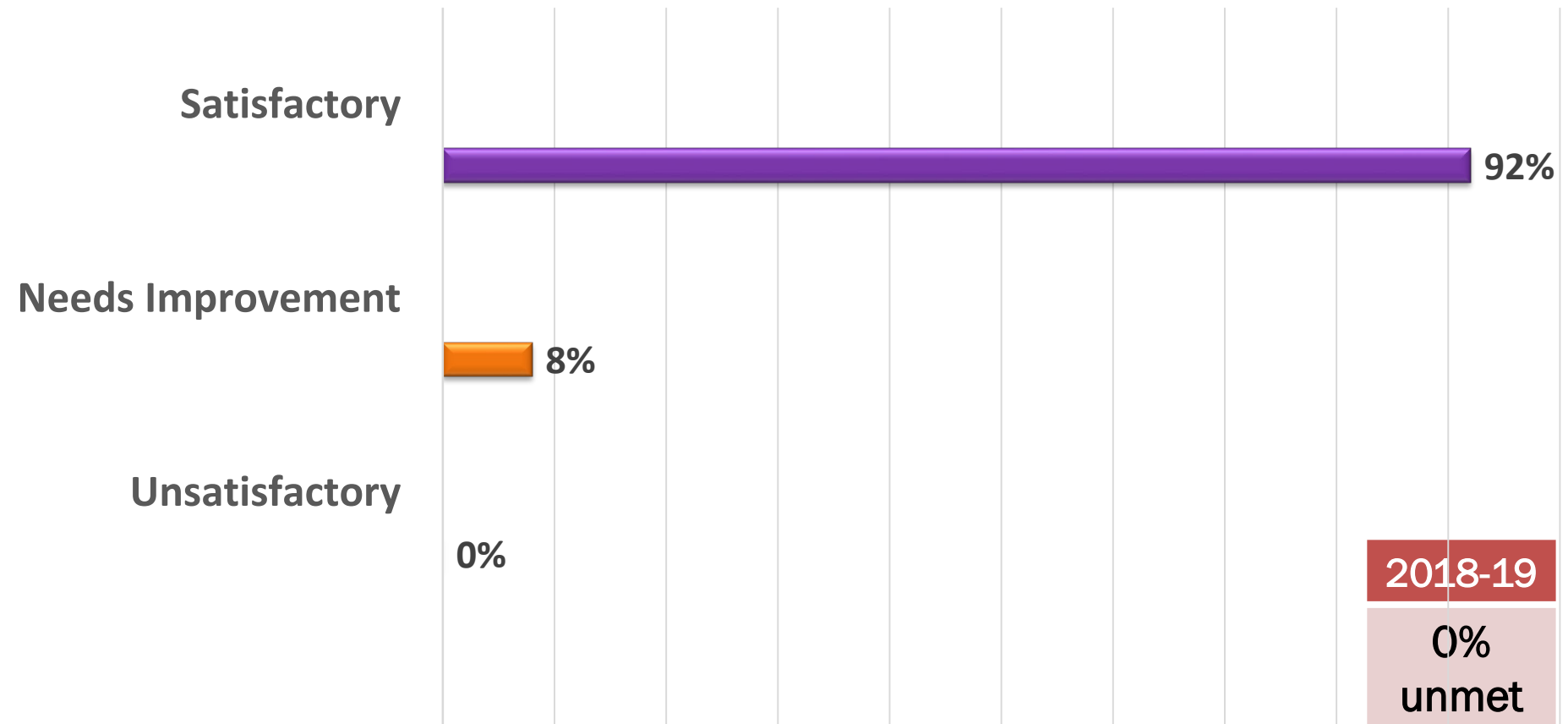


Availability

DEMAND

Please refer to page 7.

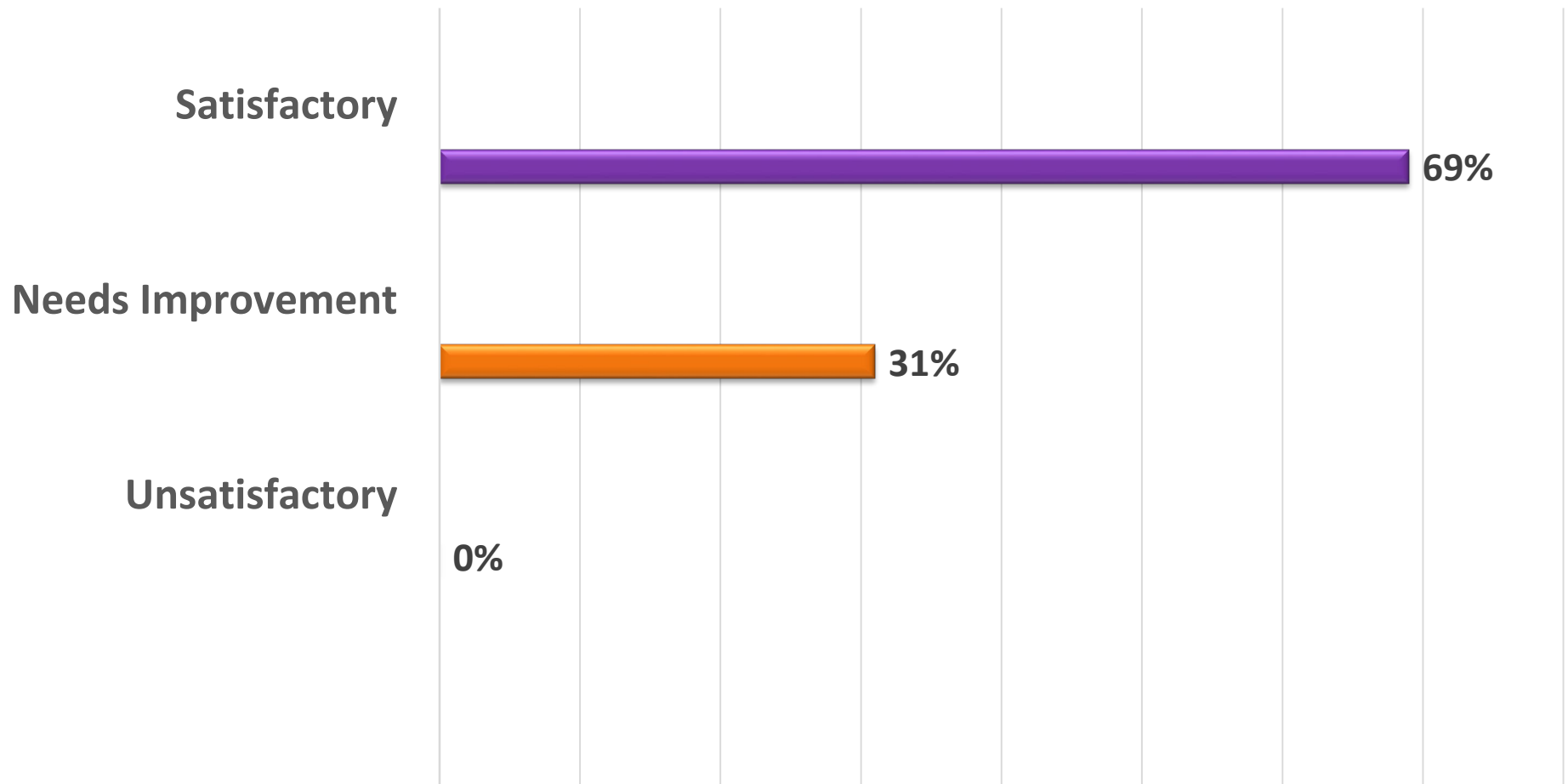
Rate your satisfaction with ACCESS
LYNX's ability to meet demand for trips.



CUSTOMER SERVICE ACCESSIBILITY

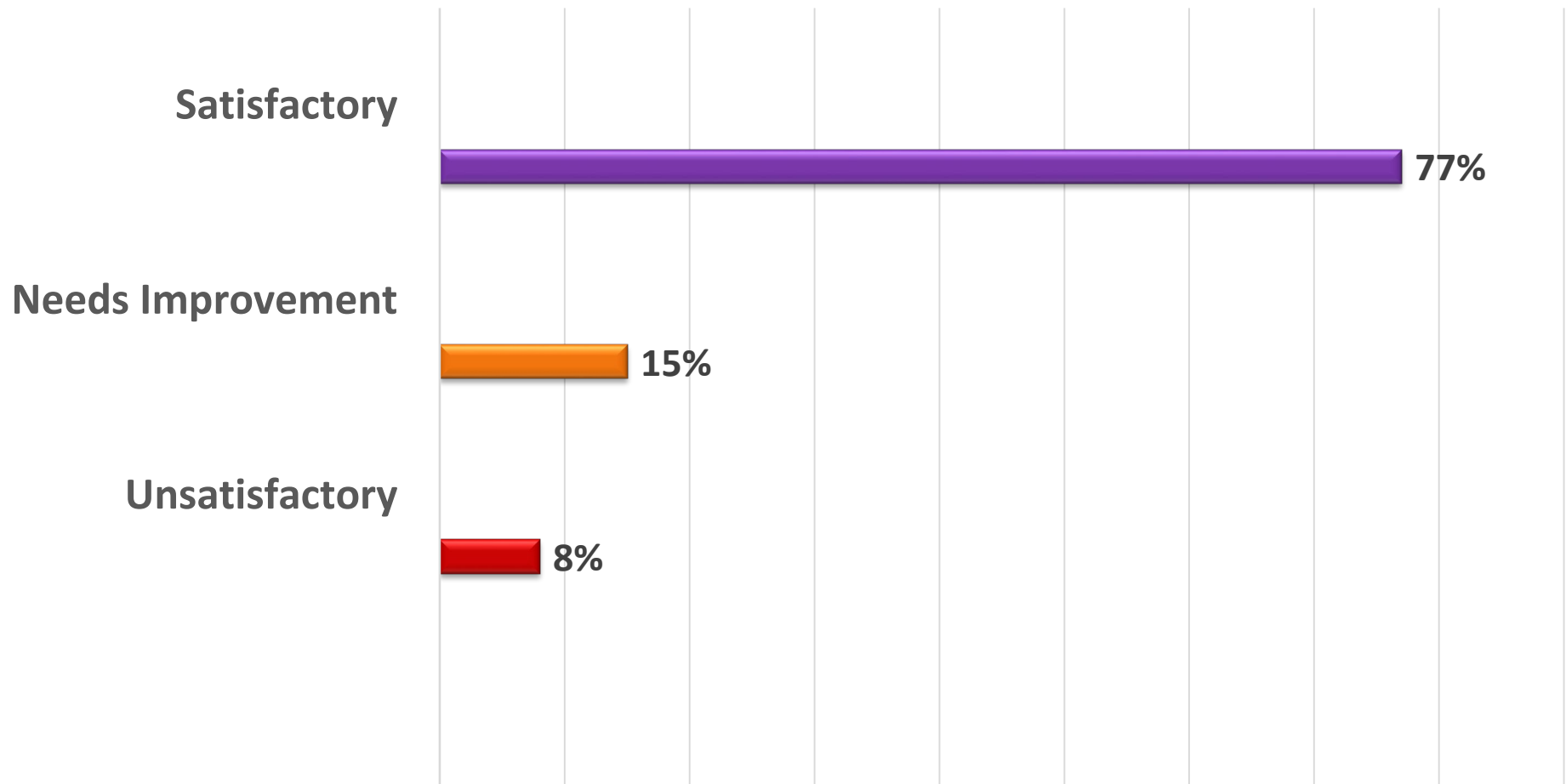
Please refer to page 7.

Rate ACCESS LYNX's ability to provide scheduling and transportation service availability:



PUBLIC AWARENESS

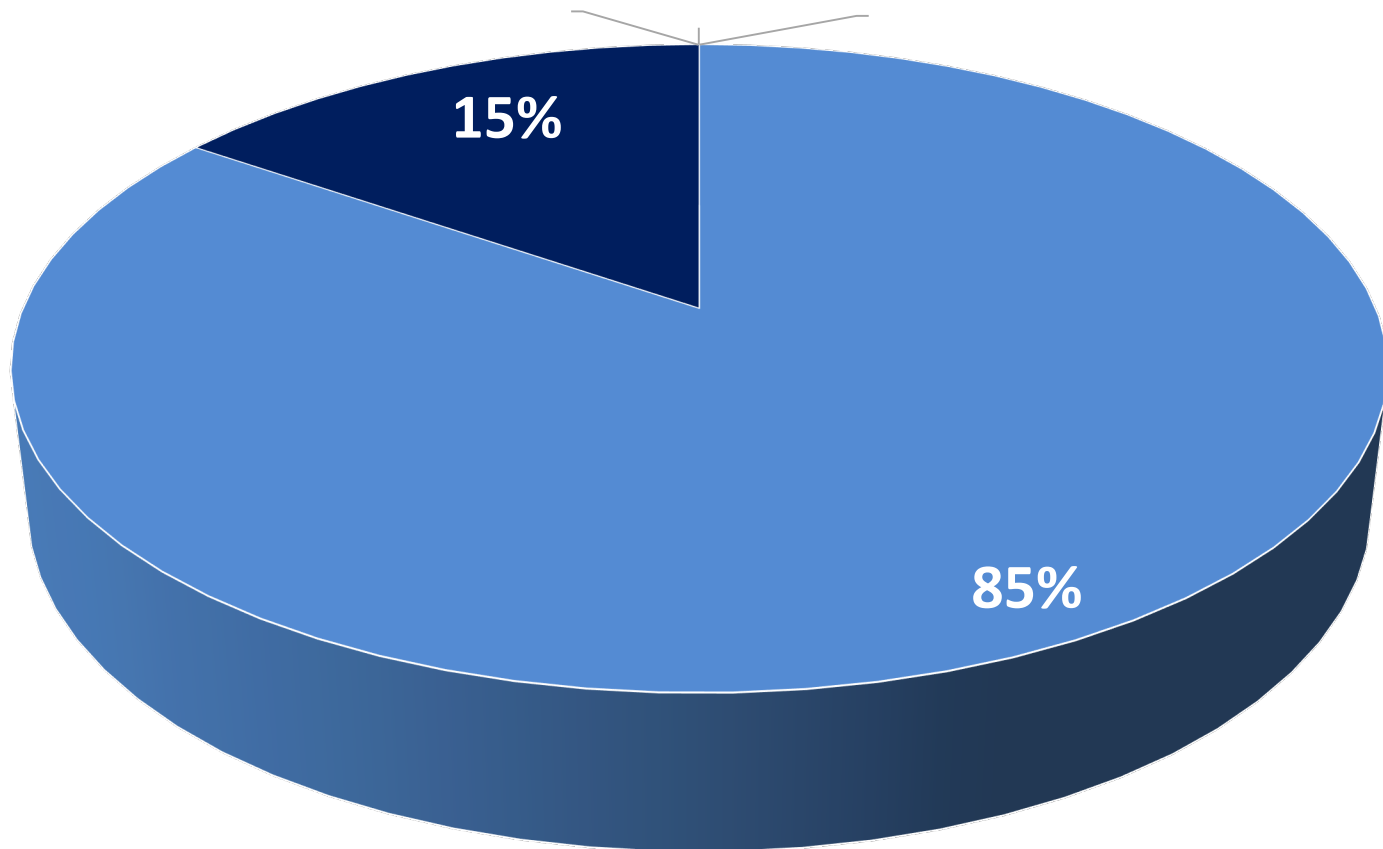
ACCESS LYNX staff conducted a total of 65 public outreach & presentation efforts in the evaluation period.



Overall Evaluation

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

■ Exceeds Standard ■ Meets Standard ■ Below Standard ■ Unacceptable ■ N/A



Overall Comments



I think LYNX is doing a good job in general and there are some things that need improvement.

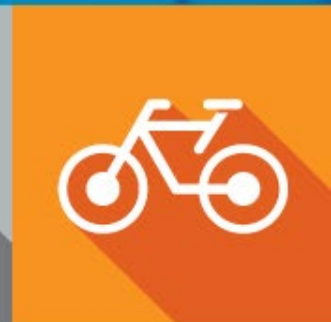
The average on-time performance goal may need to be increased to help ensure individuals arrive at their destinations timely.

Report improved call hold times and eligibility to the LCB on a regular basis.

Lynx will continue to work on improving TD services to our community. Call hold time and scheduling are always a challenge. If clients are permanently disabled, we should not have them go through eligibility every two years. This action alone will save money and reduce unnecessary burdens on the riders.

Wait time, timeliness of service, and communication between providers needs improvement that should be able to partially resolve within the next six months

Thank You



RESULTS OF 2020 ACCESS LYNX CUSTOMER SURVEY

February 2020



Results of 2020 ACCESS LYNX Customer Survey

Mary Ann Horne
Community Outreach Strategist

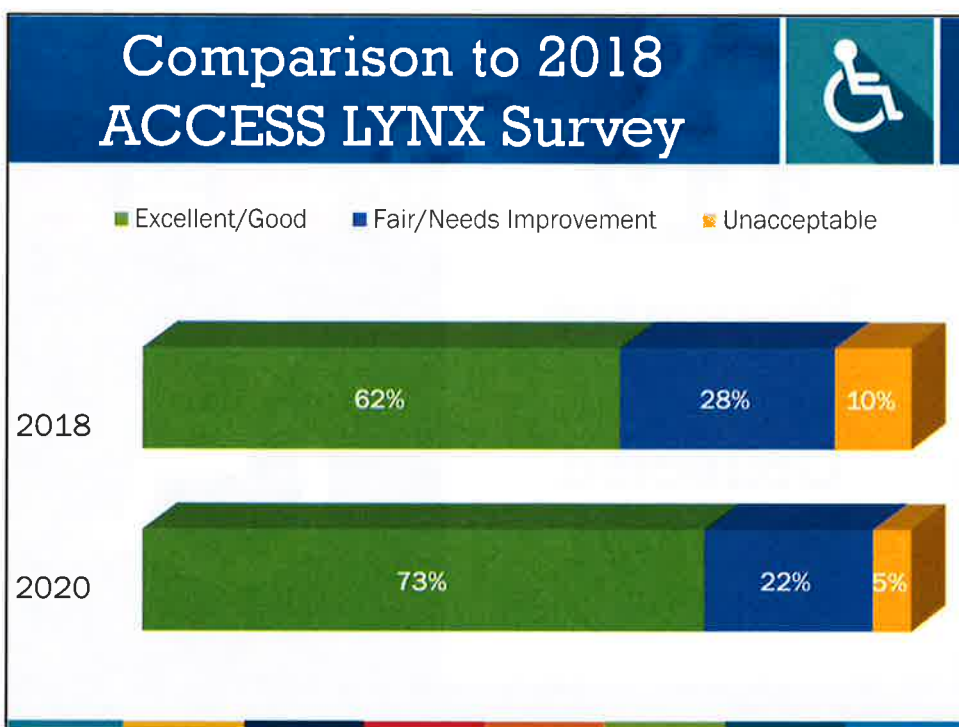
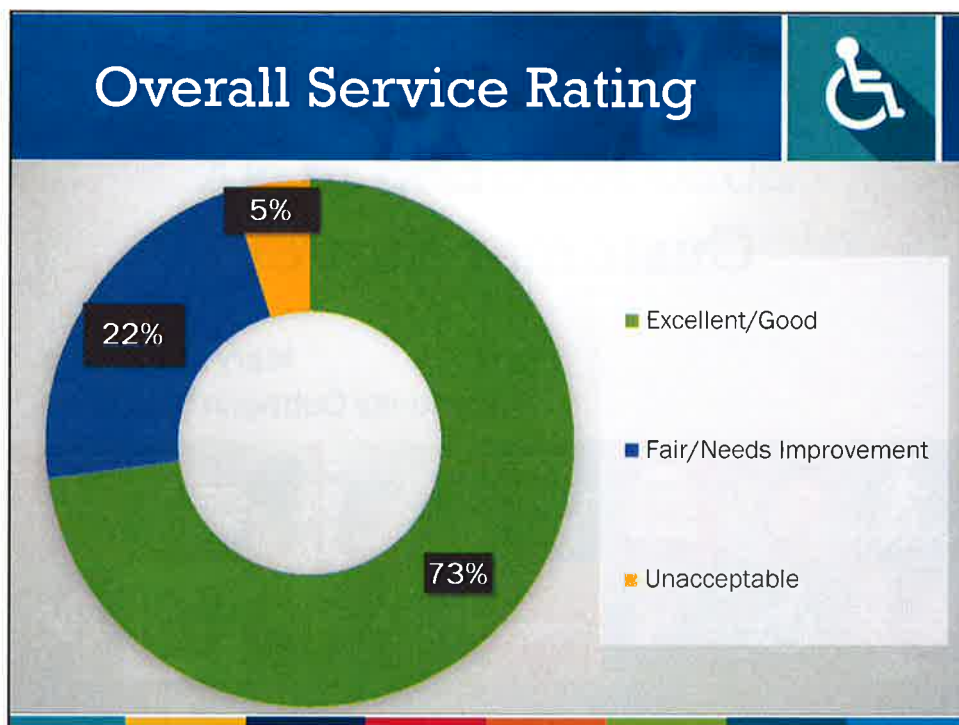


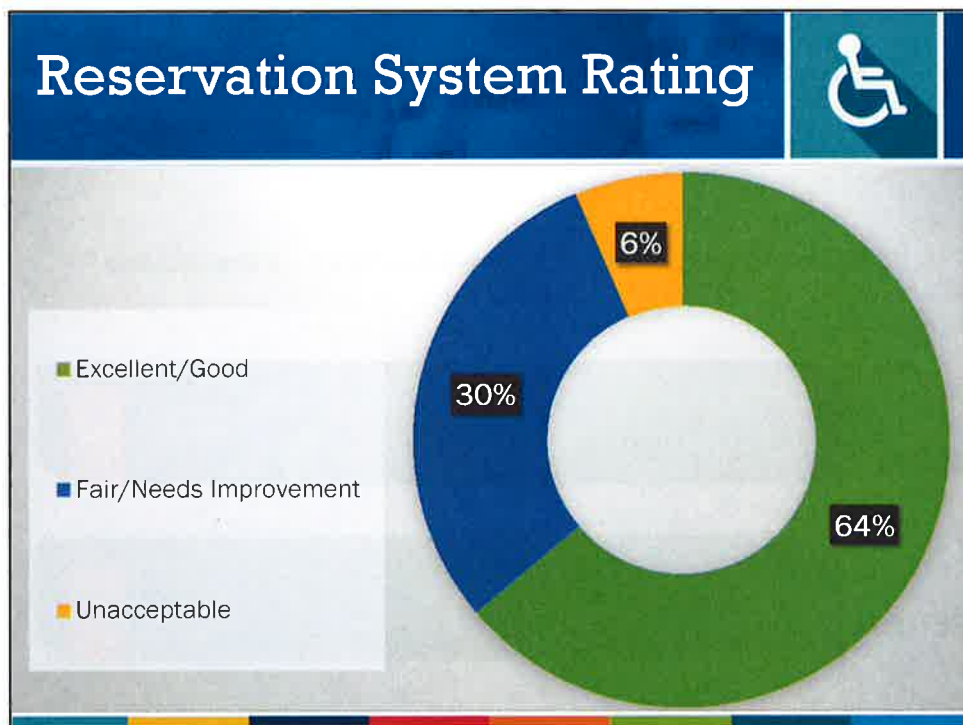
112

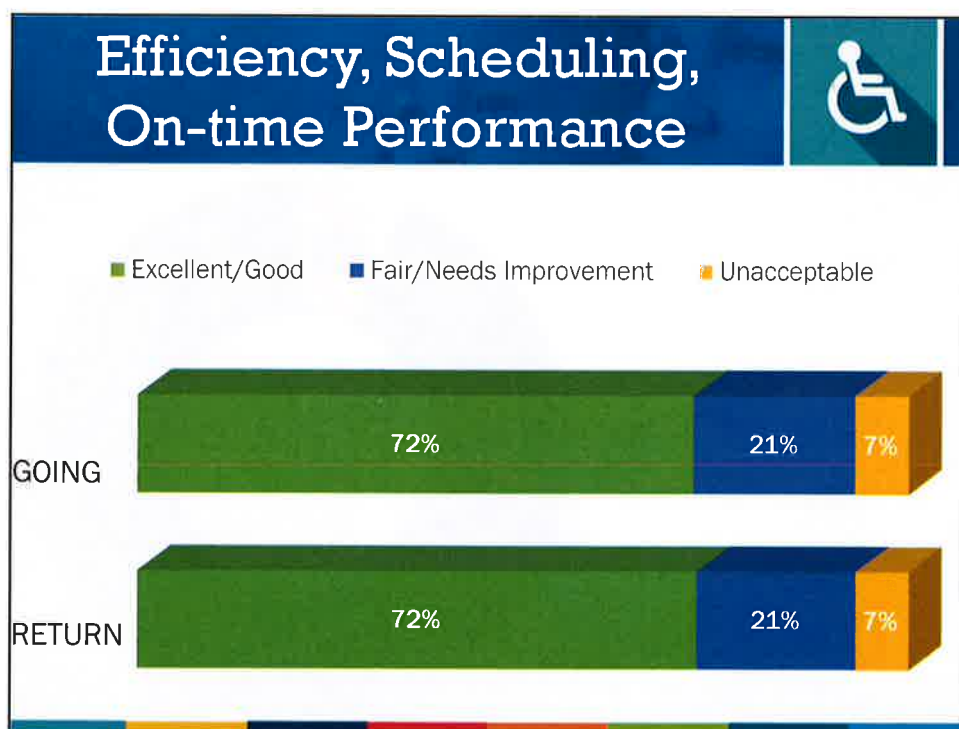
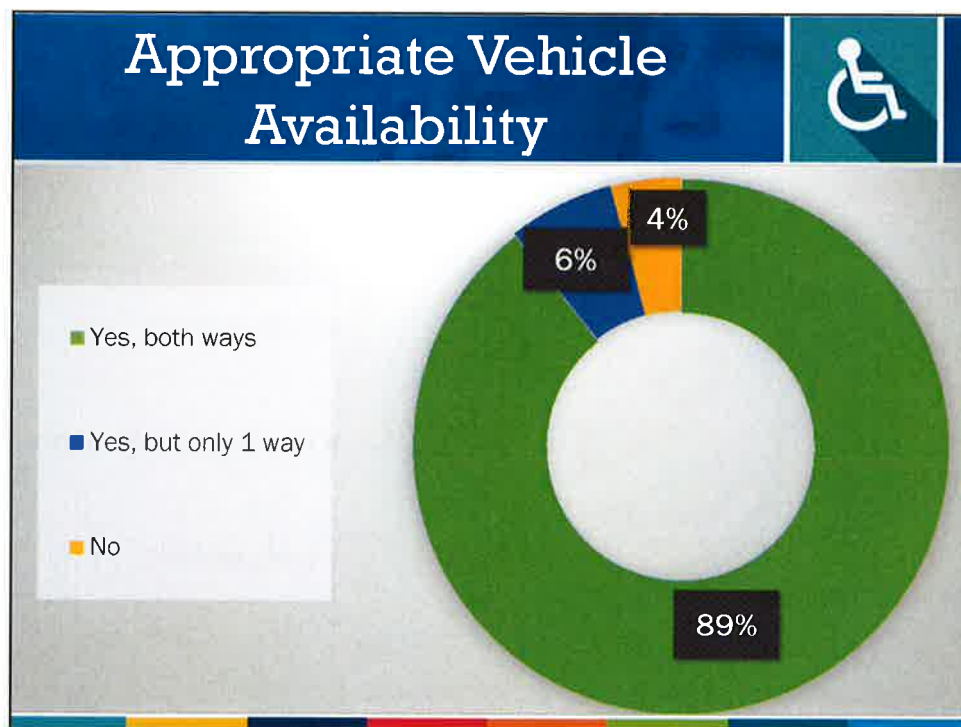
Responses

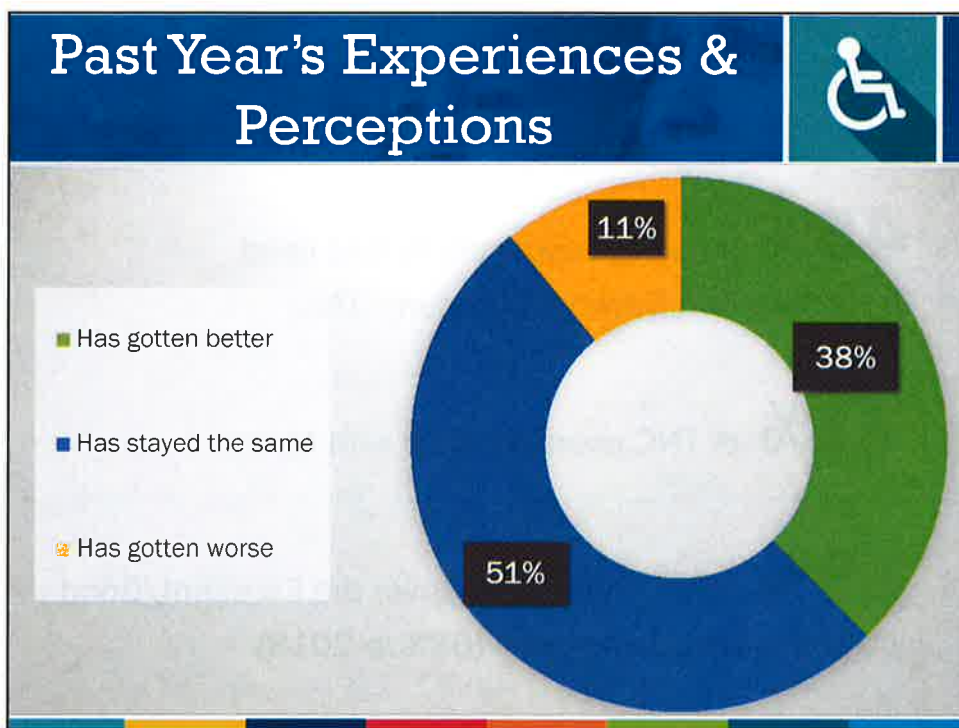
Collected
Jan. 13-31











Mobility Management Services

- Respondents were asked whether they used Transportation Network Companies- Mears, Uzurv, Owl - during their most recent trips.
- If they answered **YES**, they got 3 additional questions before returning to the rest of the survey.
- If they answered **NO** or **DON'T KNOW**, they skipped ahead to finish the survey.

Mobility Management Services



45% of survey respondents had used Transportation Network Company (TNC)

77% of TNC users traveled with Mears

89% of TNC users said driver did Excellent/Good job of meeting their needs (**68% in 2018**)

Who Were Respondents?



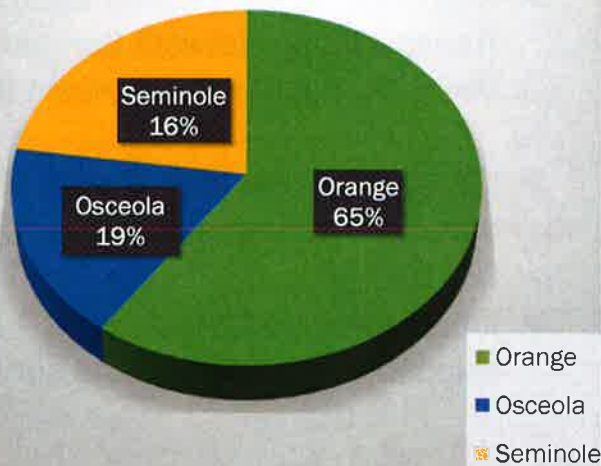
AGE GROUP:

Older than 65 (**41%**); 46-65 years (**39%**); 25-45 years (**15%**); Younger than 25 (**5%**)

PAYMENT METHOD:

Cash or pre-paid tickets (**75%**); PawPass app (**24%**); Other (**1%**)

County of Residence



Possible Future Discussions



- Some **suggestions** from system users
- Role of **technology** in making the system work
- Further evaluation of **Transportation Network Companies**

Thank You

MetroPlan Orlando
250 S. Orange Ave., Suite 200, Orlando, FL 32801
MetroPlanOrlando.org

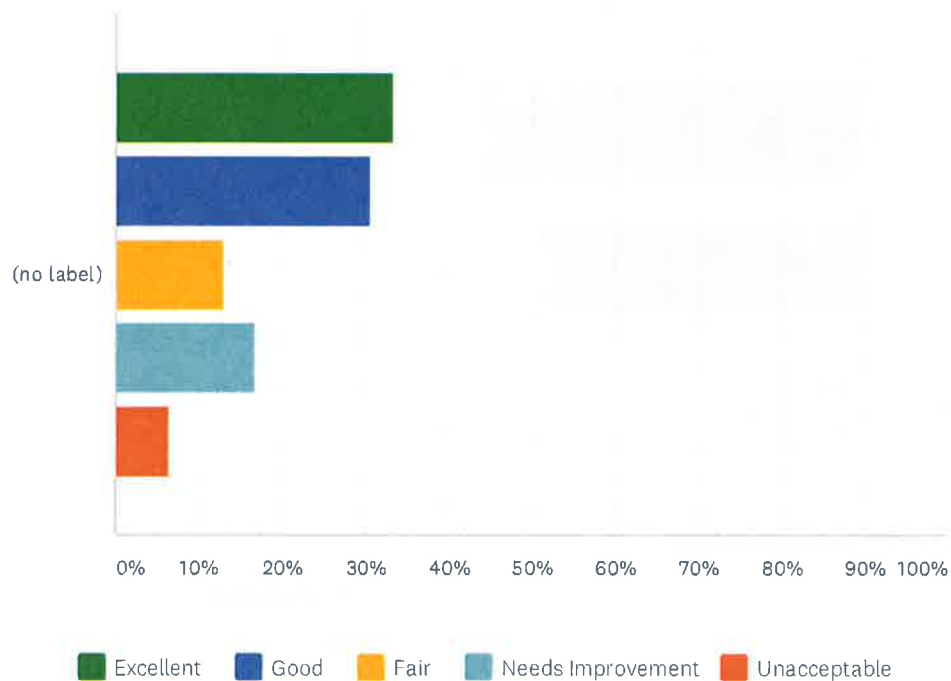


FULL SURVEY RESULTS



Q1 How would you rate the user-friendliness of the ACCESS LYNX reservation system -- including call hold time or online reservation -- for your most recent trip?

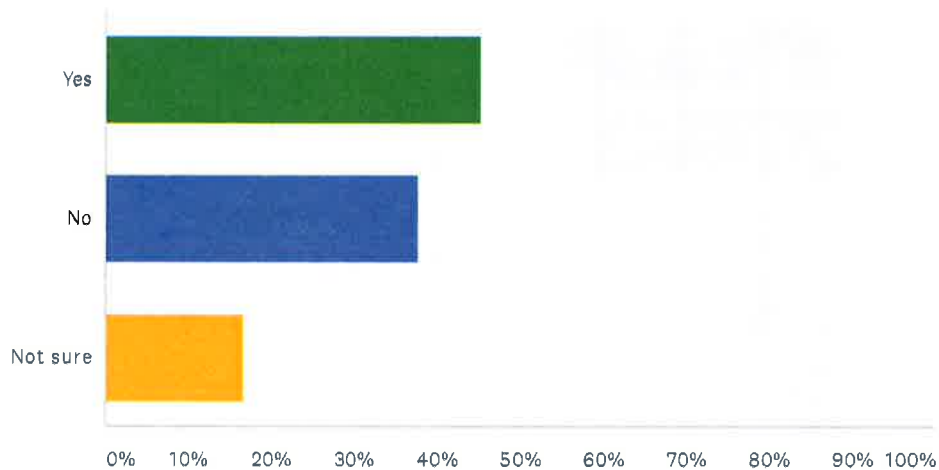
Answered: 108 Skipped: 4



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 36	30.56% 33	12.96% 14	16.67% 18	6.48% 7	108	2.32

Q2 You may be aware that ACCESS LYNX uses Mears, Owl Inc., and Uzerv (also called Transportation Network Companies or TNCs) to provide paratransit services. During your most recent trip, did you use any of these companies for any portion of the trip?

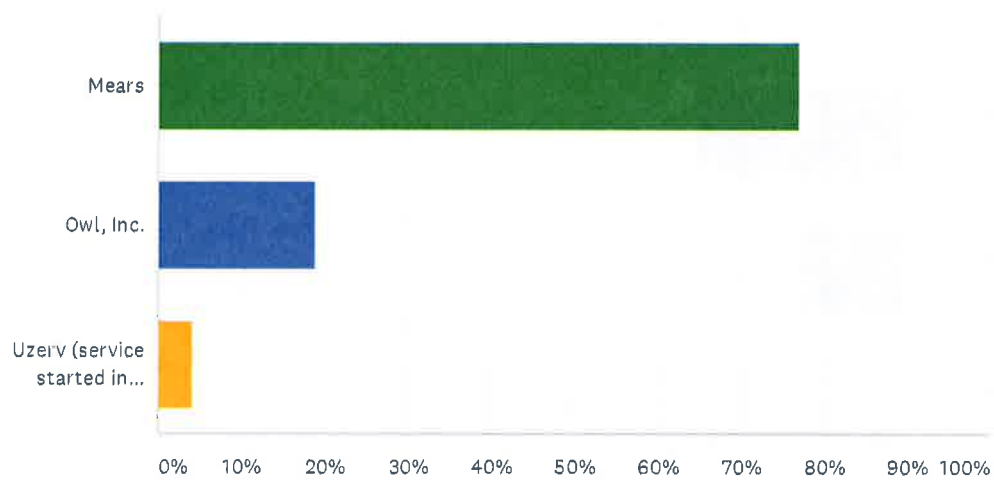
Answered: 108 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	45.37%	49
No	37.96%	41
Not sure	16.67%	18
TOTAL		108

Q3 Which Transportation Network Company handled your trip?

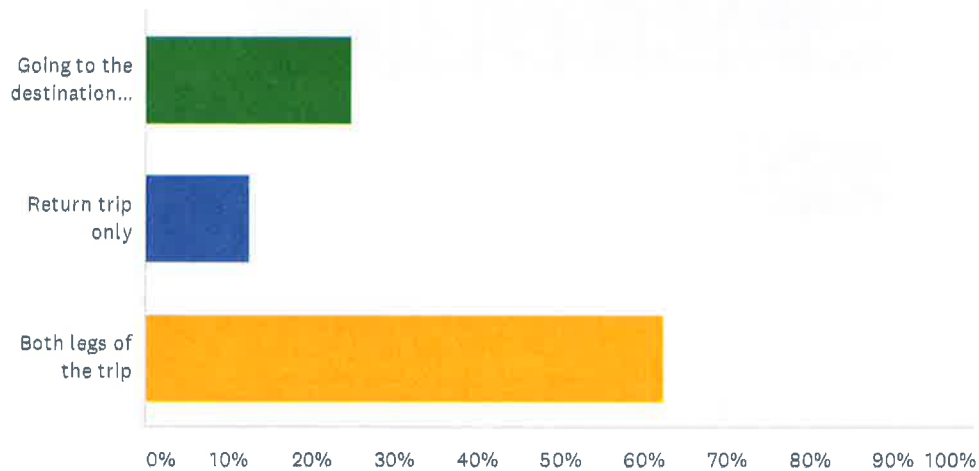
Answered: 48 Skipped: 64



ANSWER CHOICES	RESPONSES	
Mears	77.08%	37
Owl, Inc.	18.75%	9
Uzerv (service started in 2019)	4.17%	2
TOTAL		48

Q4 Which part(s) of your trip did the Transportation Network Company handle?

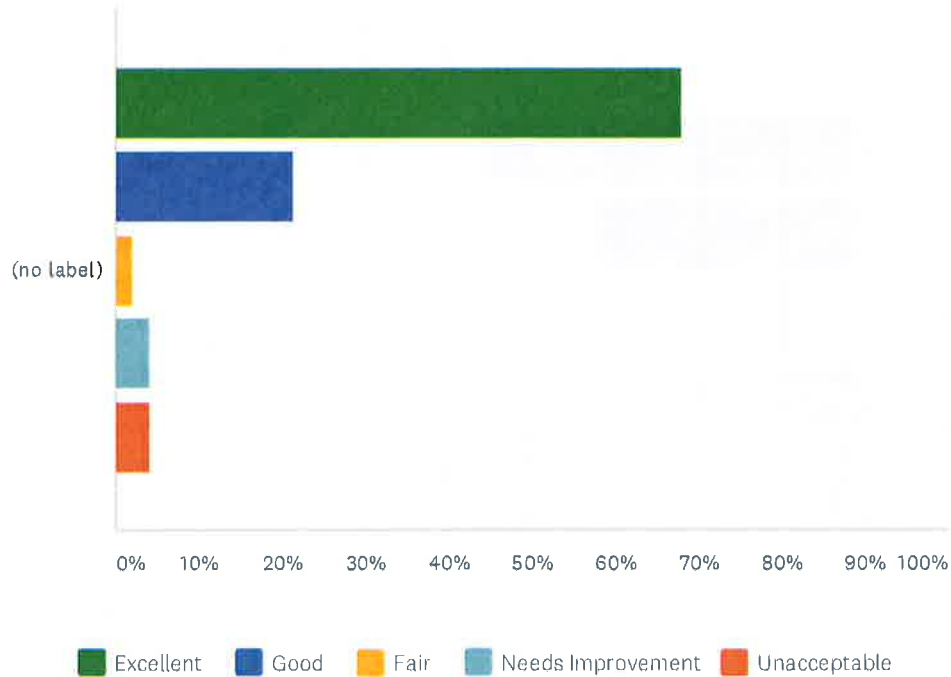
Answered: 48 Skipped: 64



ANSWER CHOICES	RESPONSES	
Going to the destination only	25.00%	12
Return trip only	12.50%	6
Both legs of the trip	62.50%	30
TOTAL		48

Q5 How well did the driver from the Transportation Network Company meet your needs?

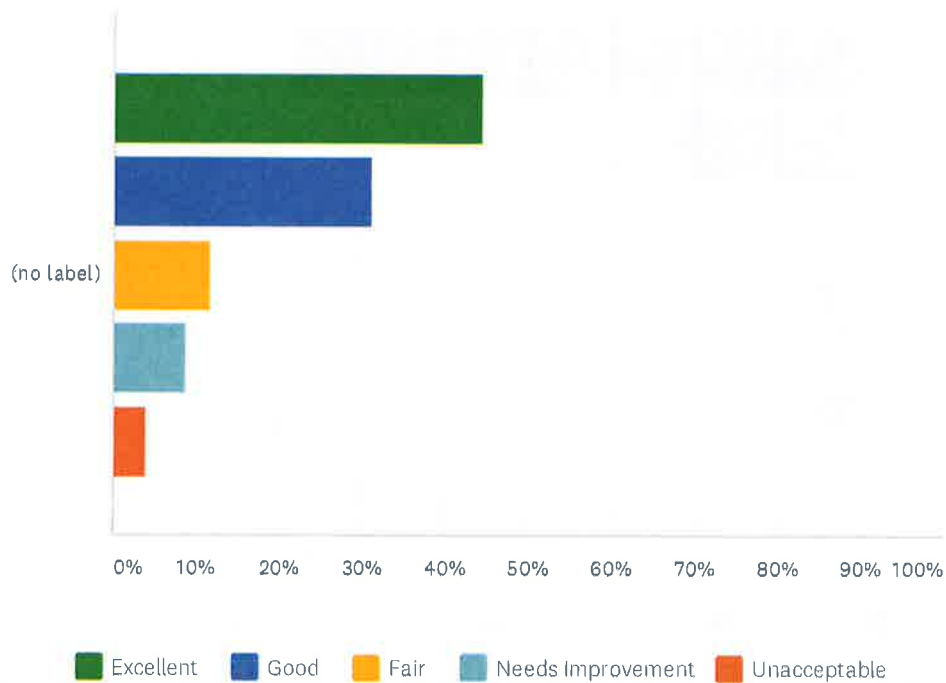
Answered: 47 Skipped: 65



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	68.09%	21.28%	2.13%	4.26%	4.26%	47	1.47
	32	10	1	2	2		

Q6 How would you rate the overall customer service -- including interactions with the reservationist and/or the driver -- during your most recent trip using ACCESS LYNX?

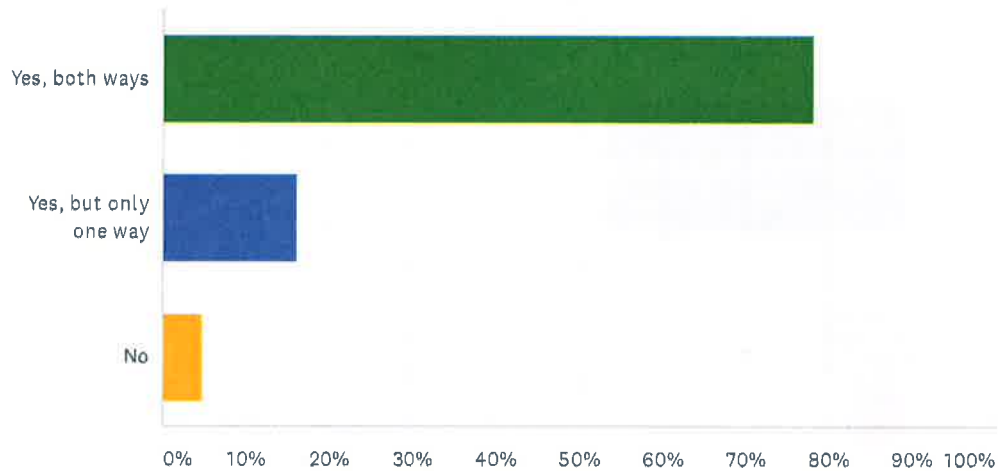
Answered: 103 Skipped: 9



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	44.66% 46	31.07% 32	11.65% 12	8.74% 9	3.88% 4	103	1.96

Q7 During your most recent trip, was an appropriate vehicle available when you needed it to travel to and return from your destination?

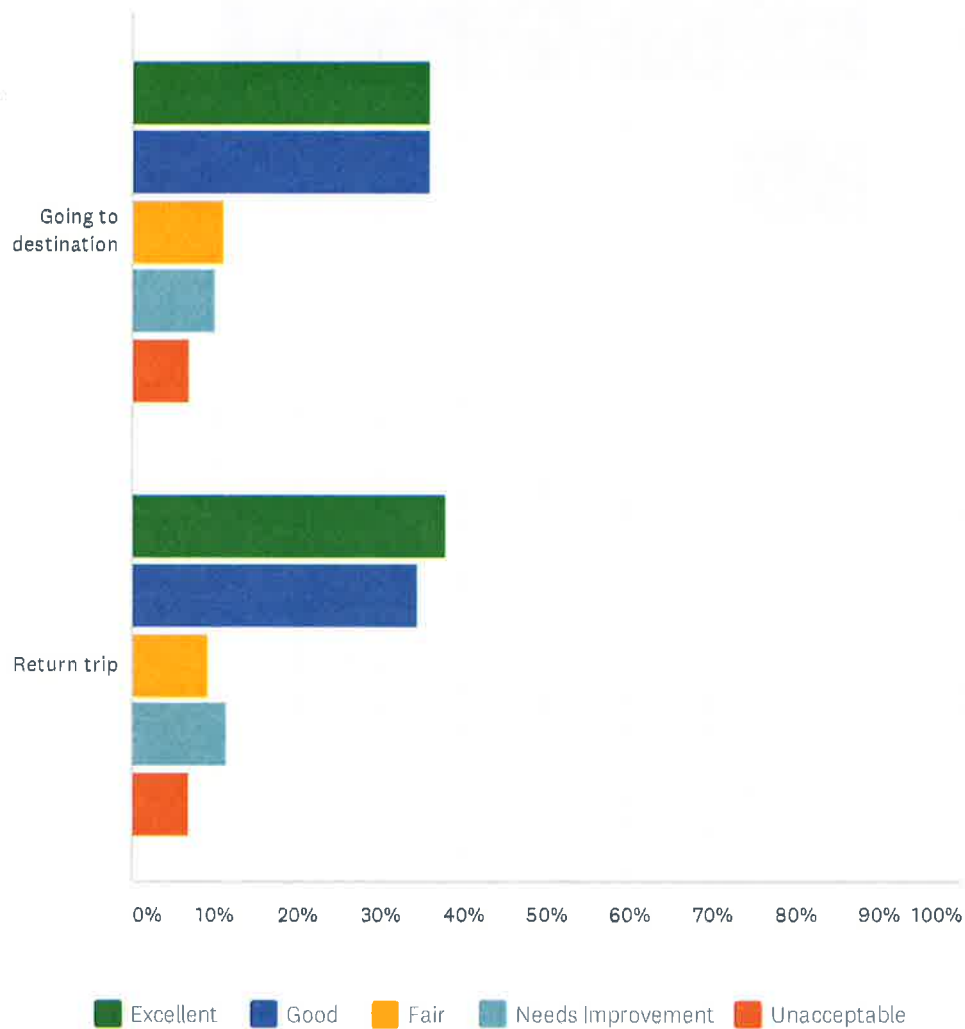
Answered: 106 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes, both ways	78.30%	83
Yes, but only one way	16.04%	17
No	4.72%	5
TOTAL		106

Q8 How would you rate the efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home on your most recent trip?

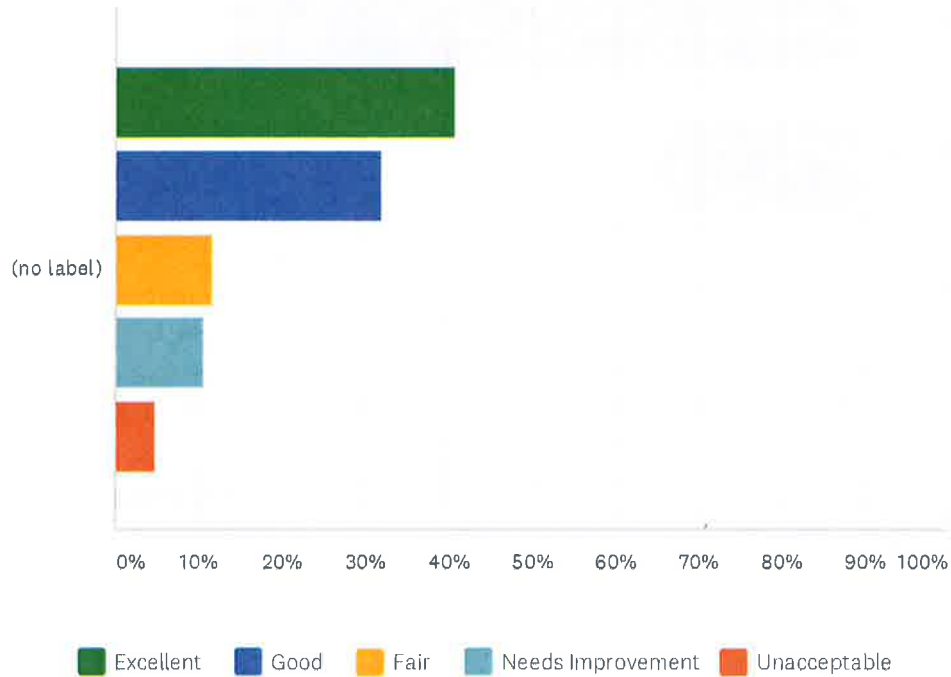
Answered: 101 Skipped: 11



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
Going to destination	36.00% 36	36.00% 36	11.00% 11	10.00% 10	7.00% 7	100	2.16
Return trip	37.93% 33	34.48% 30	9.20% 8	11.49% 10	6.90% 6	87	2.15

Q9 Based on your most recent trip, how would you rate ACCESS LYNX service overall?

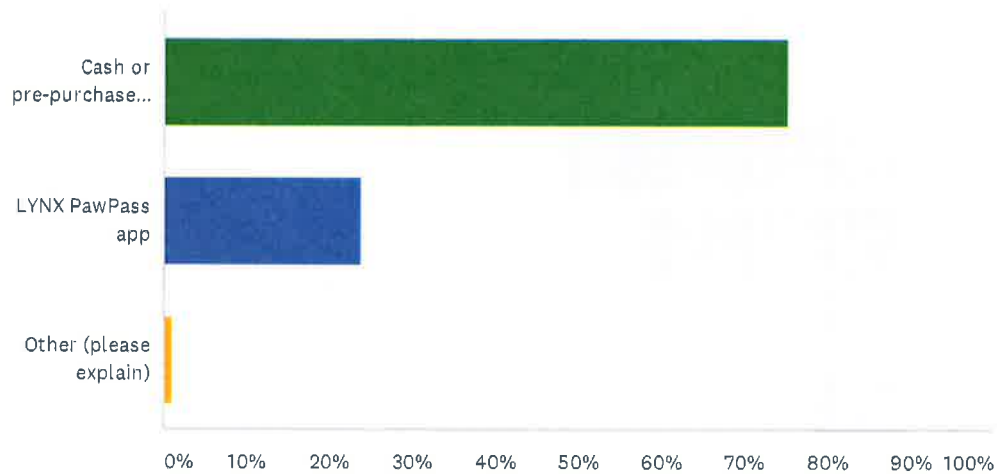
Answered: 103 Skipped: 9



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	40.78% 42	32.04% 33	11.65% 12	10.68% 11	4.85% 5	103	2.07

Q10 How did you pay for your most recent trip using ACCESS LYNX?

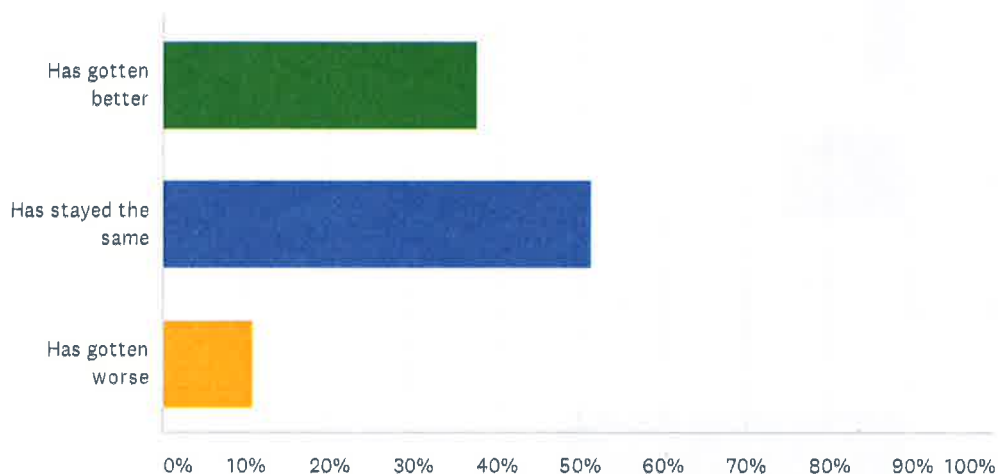
Answered: 105 Skipped: 7



ANSWER CHOICES	RESPONSES	
Cash or pre-purchased tickets	75.24%	79
LYNX PawPass app	23.81%	25
Other (please explain)	0.95%	1
TOTAL		105

Q11 Thinking beyond your most recent trip to your experiences during the past year, how would you characterize ACCESS LYNX service?

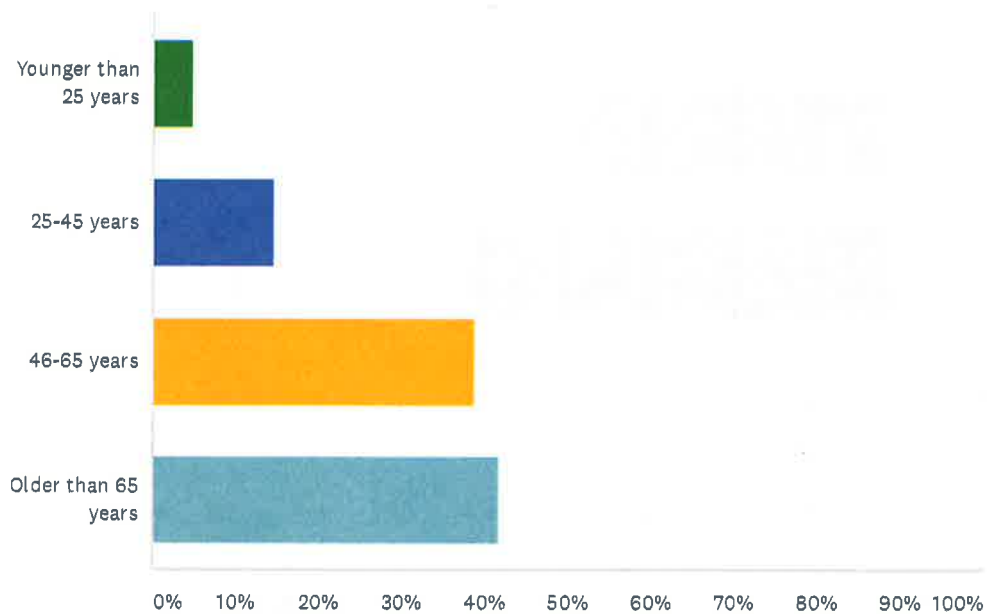
Answered: 101 Skipped: 11



ANSWER CHOICES	RESPONSES	
Has gotten better	37.62%	38
Has stayed the same	51.49%	52
Has gotten worse	10.89%	11
TOTAL		101

Q12 What is your age?

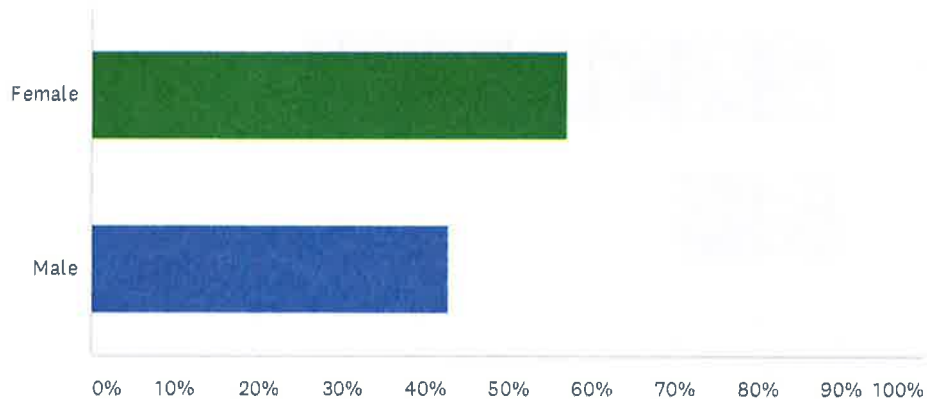
Answered: 103 Skipped: 9



ANSWER CHOICES	RESPONSES	
Younger than 25 years	4.85%	5
25-45 years	14.56%	15
46-65 years	38.83%	40
Older than 65 years	41.75%	43
TOTAL		103

Q13 What is your gender?

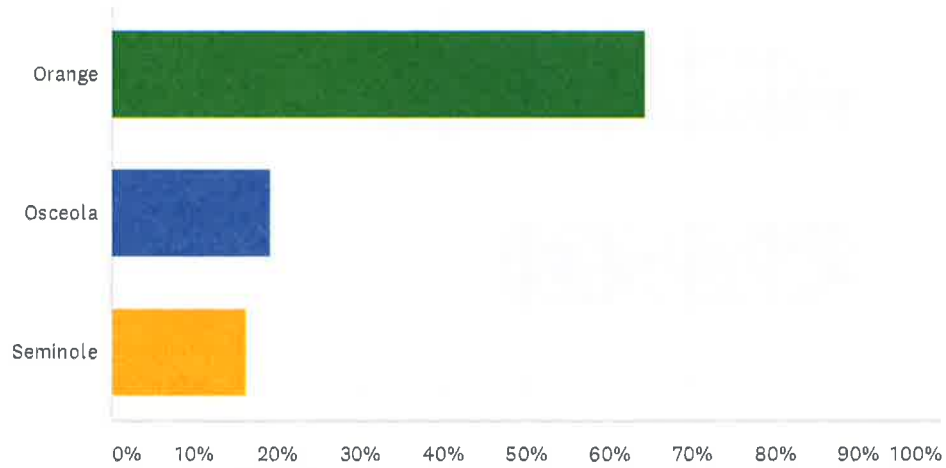
Answered: 105 Skipped: 7



ANSWER CHOICES	RESPONSES	
Female	57.14%	60
Male	42.86%	45
TOTAL		105

Q14 In which county do you live?

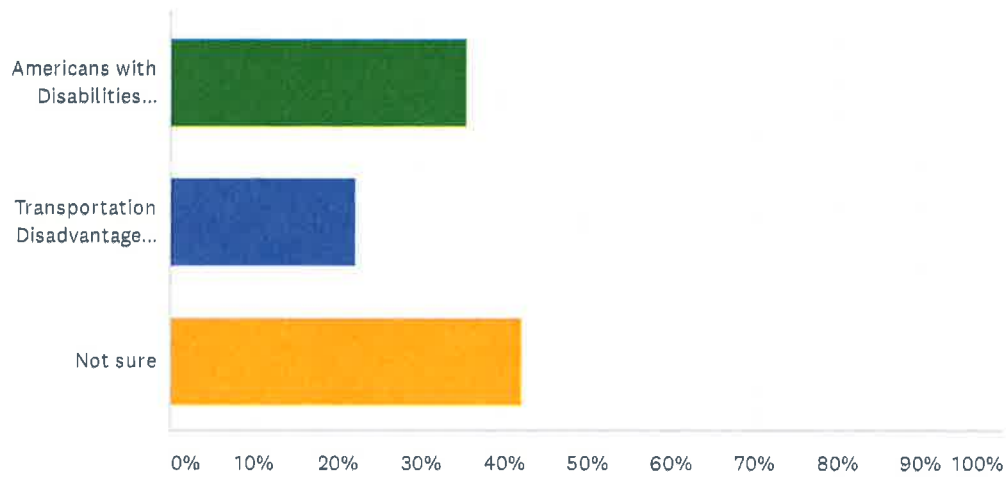
Answered: 104 Skipped: 8



ANSWER CHOICES	RESPONSES	
Orange	64.42%	67
Osceola	19.23%	20
Seminole	16.35%	17
TOTAL		104

Q15 How is your ACCESS LYNX eligibility classified?

Answered: 104 Skipped: 8



ANSWER CHOICES	RESPONSES	
Americans with Disabilities (ADA) program	35.58%	37
Transportation Disadvantaged (TD) program	22.12%	23
Not sure	42.31%	44
TOTAL		104

QUESTION 1: How would you rate the user-friendliness of the ACCESS LYNX reservation system – including call hold time or online reservation – for your most recent trip?

My husband and I love that the transportation are very puntual.

Calls takes long to answer

I must tell you, that I am "The Mother". My daughter is a developmentally challenged young lady who lives in Orange County. I do not.....however, I arrange for her schedule (calling and planning) her trips. She does call me 4 times a day when she rides the Access Lynx. Twice on the A legwhat time she is picked up and what time she gets to work. Also, Twice on the B leg what time she is picked up and what time she get home. Therefore, I feel I can assist with this survey in answering questions on her behalf. Hope this is helpful to you.

Call hold to long

I don't like calling there the wait time is painful excruciating. I've spent hours waiting to speak to an agent and a few we're not helpful and rude.

Most times when I call the whole time is at least 20 to 30 minutes

There IS a Glich in the system somewheres. I Normaly go to the Walmart at 2850 EAST Osceola Pkwy Kiss, FL 34743. But had to Change which Walmart I go to Because once You input address in system, IT DOESNT matter WHICH cab company gets the ride, In Their System the Address shows up as WEST Osceola Pkwy. And I have to call Lynx NUMEROUS TIMES to tell yall I am at EAST Osceola Pkwy and the corner of SIMPSON Rd. 6mos straight I had this issue. I am not happy about this. I do not like the Walmart on Narcoossee Rd. But, I have no choice but to go there cause I Continually have issues with being picked up at Walmart on EAST Osceola at Simpson Rd.

I believe no matter where you come from or what language you speak it is not acceptable for the operator to hang up on someone just because they do not understand Instead let the customer know, especially when using a service that takes more than 30 minutes to reach an operator

The hold time was brief

I was on hold for 28 minutes after finally getting thru from a continuous busy signal

When problems happen and you want to speak with Mgr. Don't send to a line that tell you to email complaint.

One driver took me home & would not let me off bus because he was not to take me but someone else. He kept me 15 mins on bus in front of house. My husband call me on cell that why am not coming off bus. I told him what was happening. He went to driver to let me out of bus. He said no. My husband call policemen. When the police came than he left me off bus

My mother rides access links to Dialysis every M,W,F. I buy here a booklet of tickets so she can pay the drivers that she keeps around her neck on a necklace. She can not see that well and the driver might have to count them out for her. The \$45 booklet has been running out faster than usual lately. I don't want to blame anybody. But is there anyway to prepay for a handicap person living at a facility?

I had the pleasure of riding with a great driver on the 8 route. He went out of his way to make our trip the best. Javier was his name

Sometimes they come late or do not come as needed.

Bus is always late. The 37 south bound only comes every hour when the 37 north comes every 20-30 mins. I shouldn't see three 37 northbound before one south bound. Then the bus usually packed because there isn't enough going south bound.

my experience was not bad at all.

At times some dispatcher tell something different from the last one, and many time I was expecting a ride and no ride, they informed me another driver was scheduled to pick me up between two to three hours of my scheduled time, yet no calls ahead to let me know, if I didn't called, how am I supposed to know that.

no hay objeción sobre el servicio (Trans: *Rider has no objections to the service*)

When making reservations, they don't greet people when they answered the phone lack of courtesy.

I do not use the reservation system. When I came out of the hospital it was already set up for me as a standard regular basis.

Phone wait a little long but person who answered so helpful and friendly. Quickly made my reservation.

My driver was courteous and efficient. I was picked up within my window of pick up and had a very pleasant discussion with my driver and the other passengers.

I have called to speak to a supervisor because my schedule pick up was late or didn't show up they would put me on hold a never come back or say the supervisor is not available I never talk to a supervisor

Drivers were very caring and professional during the life of my mother.

When you call to make reservation, the hold time is too long. Just as you are able to login to purchase ticket, you should be able to login to make reservation and cancel reservation. That would free up the reservation team and the dispatchers to deal more quickly and responsively with the drivers and passengers out on the street.

My Experience 90% of the time has been Great. It's the 10% of the time that I get upset about. I am only 15 minutes away from my house and they take me all over town, before I get to my destination being late for my appointment and then come early expecting me to be ready and leave and then I wait an hour or more to be picked up. it takes atleast 30 minutes on hold to get to an operator. It is nice when they tell me they are running late. Otherwise I panic and start calling people to try and get a ride!!!

It would be helpful to be able to schedule a pick up online past a 24 hour business day. The reservation system doesn't allow it, due to the type of Access usage that I have been provided.

The only problem is the wait time.. The online system should store more than 4 addresses. would be nice online to have extended hours(to 6 or 7PH)

The operator was courteous, the wait time in the queue was just too long.

However, the hold times are often ridiculously long. Also, whenever I request the Access Lynx mini van, it never shows up, only the big van shows up.

HOLD TIME CAN LAST ALONG AS 25 MINUTES OR LONGER/ONLINE RESERVATION CAN ONLY BOOK RECENT TRIPS FROM DROP DOWN BOX /SO YOU HAVE TO CALL PHONE AGENT TO MAKE A NEW LOCATION/ I BEEN WITH METRO ORLANDO FOR 9 YEARS STILL SAME SYSTEM ?ARE YOU VERY CONTENT WITH YOUR WAY BECAUSE THIS NOT PRO- ACTIVE FOR DISABLE PEOPLE IN ORLANDO

There are not enough call takers and wait times can be more than 25 minutes. It is so bad co-workers can not schedule trips during breaks or lunch. The takers are considerate and friendly. The on-line system has a reputation of offering strange pick-up times and is not used except in emergencies.

I called at 8 am Tuesday and was on hold for 20 minutes.

My experience was not bad at all.

Great service

The only bad thing about all you're asking about is the hold time. Every time I call I'm waiting at least 20 to 30 minutes. Everything else is excellent!

I never get someone on the line in less than 15 minutes

Polite and respectful. And they help me.

Can wait 20 minutes for customer service representative. I haven't figured out how to use your website.

People we spoke to were very professional and courteous.

Was on hold for over 20 minutes before getting a dispatcher. Happens every time i call.

wait time can be up to 20 min at times

Wait times have been significantly shorter than usual. Compare currently <5 minutes versus 20 to 25 minutes in the past

ON TIME... POLITE
Drivers are all so nice
Person doing my reservation was pleasant and knowledgeable.
When we call them , sometimes we wait quite time for answering . But in general they are very nice to answer any request
To much time on hold
Sometimes, I must telephone Access Lynx for a reservation. It depends on the circumstances. Telephone call hold time can take up to a half-hour--I am not exaggerating when I write this statement. I try to use the online reservation system if I am able to access a computer. This is difficult, though, as I do not have a computer at my home. Of course, I require the transportation so I must remain on the telephone line but it can take a very long time to get one's reservation request answered.
The process of getting somewhere can take hours. For an older person this is taxing on our energy levels
Gave up trying to get to VA Lake Nona from downtown Orlando residence. Used Lift.
Not all the time, but in the last 6 months 2 times they never answered and maybe 4-5 times I was placed on hold for more than 10 minutes.
Did not have to use
Very difficult to set up a ride
Definitely need improvement for call wait times,there are times for I have waited over an hour and no one ever gets on the line,I know this because,I tried to cancel my ride and had to get a no show because no one ever came on,I'm a dialysis patient and I'm able to sit there and wait but to no avail.

Questions 2-4 gather TNC data.

QUESTION 5: How well did the driver from the Transportation Network Company meet your needs?

The drives are very polite and friendly.

Some of the cars seats are old and stained and stink of cigarette smoke, there were just a few that dint have this problem.

Very caring and patient

The Mears driver's are courteous and safe driver's

He did not put seatbelt on. I was tilted all the time. Trying to hang on. When he wheel me in bus my wheelchair almost tilted for Reward. If my neighbor had not catch me I would of been hurt badly

Was very professional and curious.

My experience was excellent.

It was fine

I'm always pleased with Mears I never have any problem with Mears. Unlike Owl transportation most of their drivers are very very rude always late.

Good driving friendly and prompt pick ups

They brought me home safe no problems

Driver was very rude and fighting with me because I was on the phone with Access Lynx supervisor who was confirming my trip. Seeing that I needed help boarding the bus and also deboarding at home he refused to help me and I had to sit on the bus floor to avoid falling! He was driving through the Turnpike with complete disregard to safety. I filed a report with Access Lynx supervisor named George. I will never travel with Owl again. I have knowledge of multiple passenger complaints with this terrible service. Please cancel the contact before a tragedy happens!

Excellent service, driver was polite and on time.

UZURV, for the most part, has been very dependable. The drivers range from good to excellent. Mears is not bad, but they can arrive very late for pick-ups and OWL is a disaster.

My experience was excellent. The person who helped me to plan my most recent trip was courteous, professional, and she was respectful.

I live in a community that is difficult for drivers to find my apartment.

They were on time.

On time this time. usually barely on time for the 30 minutes pick up window, if at all. Once was 45 minutes late to the end of the pick up window, meaning I waited about 1 hour and 15 minutes to be picked, and was not contacted at all during that time. I was late for my appointment for that trip.

VERY GOOD

They are on time and they take the most quickly direction to my destiny

Most of the Mears' drivers who have driven me are excellent: they are fine drivers and friendly people. Once in awhile, a Mears driver may be tired and grumpy. I understand that driving can be quite tiring and I take my social cues from the driver. Some drivers want to talk and others simply don't want to chat. I have had experiences with Owl drivers, too. All the Owl drivers that I have driven with have been good drivers and cheerful people.

All the mears drivers are courteous and helpful

QUESTION 6: How would you rate the overall customer service – including interactions with the reservationist and/or the driver – during your most recent trip using ACCESS LYNX?

I think the wait for the reservationists is too long.

RATING WOULD BE GOOD TO EXCELLENT. PLEASE SEE BELOW Reservationist - always, always friendly & helpful HOWEVER, wait time on the phone to speak to a Res Agent is WAY TOO LONG!! Sometimes I hold for 25 minutes. Driver - almost ALL have been very good.. Several times a new driver does not read the manifest to see where to drop her off and "who she is". Twice a driver has tried to get her to pay for a Companion who is NOT there! I have tried to leave a message that she no longer requires a Companion however no one seems to remedy the situation.

This one time I called to ask if there was a driver coming for me and to ask if I could be messaged when the driver is near or had left? It happened the first time they were coming. This girl!!!! Is going to tell me the driver is within the time window 1230-1:00. I told her it's inconvenient for me to be outside standing from 1137 until a driver gets here she still keeps saying they are within the time period. I told her I want to be notified or something! I can hear the reluctant, unwillingness in her voice to help I hang up. I should have gotten her name but I don't remember she's the last agent I spoke to there haven't called back because I don't have the time to waste waiting to get help.

All drivers have been very pleasant and helpful.

I will say most employers are great, others no. some take their anger out on the passengers.

I have only good experiences so far with Access Lynx

The difficulty of getting thru to speak with someone is very irritating and time-consuming

Not always on time!

When they answer the phone. It takes me holding over 1/2 hours before they answer. The drivers are very polite. Your dispatchers need to know if it takes 5 mins to take me home. Why do they take me 8 or 10 miles away. The driver tells them but they say no

Are willing to help you.

The reservationist was professional, as well as the driver.

It would have been excellent, if just the drivers

sin ningún problema (*Trans: No problems*)

Service is great and a wonderful asset for an 90 year old who decided no more driving was possible because of Access lynx

the reservationists are always very friendly and efficient!
Customer service people are very rude I would not recommend this company I am looking for another service to get to Dialysis they drop me off a don't wait to see if I get inside the house they drive off
The reservation services is improving. However, some of the drivers need a lot of training in the way they respond to the passenger. Especially, two big set dark women, one younger, the other older. The treat the passengers as if they are granting them favors.
The drivers are very polite. The reservationist are mostly polite when you finally reach them.
The drivers are always polite. The phone agents are polite as well but should probably have more access to reach a driver when a pick up has been delayed for over an hour. The supervisors give them mixed information.
Access Lynx is excellent and drivers are very educated and always helpful. Contrary to Owl
Professional, as always
Excellent.
UPON ARRIVAL FOR PICK THE DRIVER WAS NOT POLITE NEVER OFFER ASSISTANT WITH MY WALKER I HAD TO SIT BOX IN FRONT SEAT WITH A BROKE PATELLA . DRIVER HAD 3 WHEELCHAIR DIALYSIS PATIENCE. WHEN I GOT TO MY LOCATION HE NEVER ASK DID I NEED HELP AND OFFER TO LET ME OUT IN PARKING AREA . I STATED PLEASE DONT LET ME OUT IN TRAFFIC AREA.
The driver was excellent, but while trying to find the time my ride would appear, the dispatcher worried more about a "pending" text from UZURP than getting me a ride. UZURV has recently had some problems and it would be helpful if they explained how drivers and trips were/were not matched. Each day drivers tell us they could not get a trip, while riders do not have an UZURP ride, due to lack of drivers, which is very confusing.
Drivers are rude, don't communicate with customers.
My experience was good.
Good
I've always had excellent service.
Reservationists are always in a rush and take too long to answer. Drivers are late a lot or pick me up right at the end of the 30 minute window
Very kind.
All drivers have been very considerate and helpful to me. After dialysis I'm a little weak and all drivers have helped me to and from their vehicles and it is very much appreciated.

All the drivers are nice and helpful.

drivers are the best part of lynx cs.. friendly and very helpful although there are drivers who wont lift a finger to assist if it doesnt suit them; phone service depends on who you get newer operators can be brain dead when finding addresses and they are definetly under staffed and under trained.

Did not have to contact reservationist on the status of my ride.

Most of the time, customer services and drivers are very friendly and diligent to any request.

The person taking the reservation was pleasant and efficient. I think the Mears taxi driver was a little late (by 15 minutes) but it was Christmas Eve and the traffic seemed very busy. I certainly understood the situation and the driver got me to my destination on time.

My sister was unable to walk and needed a wheelchair and your drivers would not enter the garage at her house to help her get from her door into wheelchair and out to the vehicle. She was told that could not enter the garage to assist her.

They get me to my appointments on time. But it takes a long time to get there

Almost impossible to get through on phone.

Only one day during the holidays, the drivers seem that he was called at the last minute, it was raining and didn't want to get wet. The driver didn't help me to get to the car as others do. My daughter had to escort me with the umbrella. On this occasion, it was a small car with the removable Lynx logo.

Driver was rude!

QUESTION 7: During your most recent trip, was an appropriate vehicle available when you needed it to travel to and return from your destination?

So far we always get appropriate vehicles.

Going on the big buses makes it harder for me, I have occasionally mentioned this, some say that not much can be done.

I didn't need a access ride, I used the regular bus service

They know that I need a car with a lift and they sent a mini bus twice. It was on computer that my wheel chair don't fit on mini bus

only needed one way

Mears , the news times I used them

It was Mears they are always on time, wish they would send Mears for all my trips.

It was just my lucky day it's not always good

It is so nice to see the same drivers, and have them recognize you with a smile on their face. I so appreciate when they tell me they are going straight to Dialysis or picking up someone.

With Access Lynx, not Owl

However, I know this is a shared ride system, but I feel like the dispatchers don't care about the clients. 2 weeks ago I was on the van for 2 hours because they kept adding trips to the drivers schedule. I work from home and needed to be home to start my job. I was late for work on January 8th because I was on the van for 2 hours!! That is ridiculously long.

HAVE TO WAIT UP TO 45 MINUTES FOR PICK UP

Once again, UZURV driver did a great job and their car was fine.

only wanted one way!

My experience was good. The driver was on time.

Good

Whenever I schedule a trip, you normally send a bus and there will be myself and one other person, that's not necessary.

I only ride one way

Very comfortable and clean.

rafael on the st cloud run was extremely helpful and vert pleasent

I am ambulatory.

The vehicles usually are clean and good condition

Had to wait over an hour for return trip.

From Lake Nona VA transportation station to Lake Baldwin.

QUESTION 8: How would you rate the efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home on your most recent trip?

For our trips we have been getting Mears Taxi.

My 85 yr old mom is wheelchair transported. In one of her trips it appears the spike on the wheelchair was broken in transit. We are having to try and purchase. Do you have any process to enter a claim. Thank you

They didn't show up on time they made me late for dialysis treatment

Sometimes LATE on the pick up either way however, as a whole they arrive somewhere within the 30 minutes.

Driver arrived within the time stated was courteous and helpful and got me to my destination on time the same with my return trip

It was good.

Usual good service

I wish other people who are scheduled to be picked were ready because there have been times when I was late to my appointments. I have started scheduling my times earlier to ensure on time arrival for my doctor appointments.

The most recent trip was excellent but there has been trips that I have waited passed my chair time and was very late for Dialysis only to miss my van to go home, And then wait over an hour for another one,

The driver picked me up, then picked up an elderly passenger. He took the passenger to the destination. Then had us waiting over a half hour to release her to the adult daycare. The business had other elderly inside and workers that were on the premises. This made me late for work. The driver should have been able to make a clear & sensible decision to drop me off first. The return trip did not come through until 2 hours past the pick up time. Different supervisors were giving phone agents different info about where the driver was.

Drivers get lost finding my Home. Most of my trips are for doctors appointments since you never know how long it will take, wait time may be very long. It would be nice if I am done early I could call and get picked up sooner.

Not Owl

However, on the return trip, I was 2 miles from my home, when they added a trip to the driver's schedule, that would have taken me about 7 miles from my home, and I would have been late for work, yet again!! They need to be more considerate about the clients. Some of us have jobs, and cannot sit on the van all day whilst dispatchers keep adding trips, instead of dropping off clients in a respectable amount of time.

CAN NEVER PREDICT WHEN THE VAN WILL ARRIVE. RECENTLY HAD A RIDE WHERE THE DRIVER WENT RIGHT PAST MY STREET TO PICK UP ANOTHER CLIENT THEN DROVE TO DROP OFF THE CLIENT ADDING 45 MINUTES TO MY RIDE

EFFICIENCY IS POOR BECAUSE IF YOU HAVE ALTERNATIVE TRANSPORTATION BEING OFFERED THEY SHOULD BE AVAILABLE WHEN BOOKING THE TRIPS FOR DISABLE PEOPLE .AT BEGINNING OF SURVEY YOU LISTED THEM?? DIALYSIS PATIENTS SHOULD HAVE PRIORITY GOING HOME/// MEDICAL PATIENT SHOULD HAVE ALTERNATIVE RIDES GOING TO APPOINTMENTS

As before, it was fine. As long as I do not have to depend on MV for my transportation, I am well. They are a disaster, since their scheduling is still in the stone ages.

I had no problems.

I like it

It was excellent service to and from.

I refuse to use access lynx to go to my destination because they can't get me there on time

Satisfied..

Are always late. One trip they forgot to pick me up. 2 hours waiting in them. No call from them to say they would be late. I had to call.

there is no reason to be picked up one mile from your home on a return trip and be dragged to poinsettia for a 2 hour tour of osceola county !!!! seniors have bladders too !!!

Latest both ways trip was great, the one prior to that was outside of the pick up window both directions.

Lynx scheduling needs to consider that driver next trips need to be closer to the area that the driver is dropping passengers. Sometimes, before the driver dropped me to my house, I have to go to opposite area in the city, bringing stressful time for traffic and distances

Pick up to late

You need to evaluate your pick up times. They're far too early for the appointments.

Had to pay city bus from VALB to downtown apartment.

Scheduling a ride needs to be more flexible

QUESTION 9: Based on your most recent trip, how would you rate ACCESS LYNX service overall?

The wait is a little longer

Return trip take longer than expected

I would rate them 75 they need to work on the time you're on hold to make a reservation I know you have other ways but I am visually impaired and it's not applicable for me to do it online

I been driving with Links over 5 years usually they pick me up on time. When they don't they have me as an add on. Sometimes they pass my house and they me a tour we pick a passenger @ restaurant than they take the person home first. Is that fair

It was good.

Drivers(excellent). Dispatcher just OK

Customer service need to be retrained on how to talk to paying customer they are very rude

On the most recent trips.

The drivers are polite. The vehicles are clean. And it is good to know that I can schedule a pick up if the bus in my area does not run early enough for me to get to my destination. Thanks

Very good but could use some changes.

Not Owl

I love the drivers. They are very helpful to any needs. And they are patient, with safety an obvious priority!

Excellent.

Once again, as long as I do not have to depend on MV for anything, I am happy. UZURV is fine and Mears is dependable and when on time are fine.

My overall experience was excellent.

No complain.

needs new management from out of state with real transportation experience to get this co. on track; current management is out of touch with customer experienes and need to take a trip incognito to see what real people go thru!!!!

Improvements have been made.

Good average

Overall, I would rate the service VERY good.

The system is very rigid for getting rides to work

TAB 2



Planning Grant Agreement Tasks Quarterly Progress Report



Planning Agency	MetroPlan Orlando	County	Orange Osceola Seminole
		Invoice #	
Reporting Period	April 1 - June 30, 2020	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)	N/A
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)	0%
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	25%
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 3)	25%
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 4)	0%
F.	Provide staff support for committees of the local coordinating board. (Task 3)	25%
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	100%
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 6)	100%
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 3)	25%

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 3)	25%
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 7)	0%
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 8)	0%

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)	100%
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)	0%
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)	0%

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 9)	25%
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 10)	0%
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	100%
D.	Notify CTD staff of local TD concerns that may require special investigations.	N/A
E.	Provide training for newly-appointed LCB members. (Task 3)	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)	100%
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	100%

	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.	In progress
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.	In progress
K.	Implement recommendations identified in the CTD's QAPE reviews.	

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

July 14, 2020

Date

TAB 3





RESOLUTION NO. 20-

SUBJECT:

**Declaring October 15, 2020 as “Blind Americans Equality Day”
in the Orlando Metropolitan Area**

Whereas, by joint resolution approved on October 6, 1964 (Public Law 88-628, as amended), Congress designated October 15 of each year as “White Cane Safety Day” to recognize the contributions of Americans who are blind or have impaired vision; and

Whereas, it is important that all residents in the Orlando Metropolitan Area that are blind or visually impaired have the opportunity to live active, independent lives; and

Whereas, approximately 32,000 residents in Central Florida are blind or visually impaired; and

Whereas, for Floridians who are blind or visually impaired, the white cane is an important tool for self-reliance and full participation and inclusion in our society; and

Whereas, the use of white canes, dog guides, and public and private transportation programs has ensured Floridians who are blind or visually impaired can travel efficiently and safely, breaking down barriers to success and independence; and

Whereas, in 2011 “White Cane Safety Day” was named “Blind Americans Equality Day” by President Barack Obama; and

Whereas, this proclamation called upon public officials, business and community leaders, educators, librarians, and Americans across the country to observe this day with appropriate ceremonies, activities, and programs to celebrate and recognize the accomplishments and contributions of blind and visually impaired Americans; and

Whereas, we recommit to forging ahead with the work of perfecting our Union and ensuring we remain a Nation where all our people, including those living with disabilities, have every opportunity to achieve their dreams.

NOW, THEREFORE, BE IT RESOLVED by the MetroPlan Orlando Board that October 15, 2020 is designated as

“Blind Americans Equality Day”

Passed and duly adopted at a regular meeting of the MetroPlan Orlando Board on the 9th day of September, 2020.

CERTIFICATE

The undersigned duly qualified serving as Chairman of the MetroPlan Orlando Board certifies that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting of the MetroPlan Orlando Board.

Honorable Bob Dallari, Chairwoman

Attest:

Cathy Goldfarb, Senior Board Services
Coordinator and Recording Secretary

TAB 4





July 28, 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 April 1, 2020 to June 30, 2020.

Sincerely,



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 5



PLANNING FOR 2045

WEBINAR



Planning Central Florida's transportation system for the year 2045 presents vast opportunities and real challenges. How will our region grow and evolve? What type of transportation system will best meet the future needs of our residents and visitors?

Learn more about how MetroPlan Orlando is planning for the year 2045 in this interactive presentation about regional transportation. We'll answer questions from the audience live during this event.

safe roads for all
road improvements
walkable streets
MORE TRANSIT
smart traffic signals
EXPAND TRAIL SYSTEM



SAME WEBINAR, TWO SESSIONS

Please register for one of the times offered



**TUESDAY
AUGUST 11, 2020
5:30 P.M.**

REGISTER



**WEDNESDAY
AUGUST 12, 2020
2 P.M.**

REGISTER

