



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

November 12, 2020 @ 10:30 a.m.



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

DATE: Thursday, November 12, 2020

TIME: 10:30 a.m. *(or immediately after the annual public meeting)*

LOCATION: EMBASSY SUITES ORLANDO - DOWNTOWN
191 East Pine Street (San Juan I & II)
Orlando, FL 32801

(PLEASE NOTE: The annual TDLCB public meeting will be held at 10:00 a.m. and the TDLCB meeting will follow at 10:30 a.m. or immediately upon conclusion of the public meeting, whichever occurs first.)

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use this link:
<https://us02web.zoom.us/j/81185512706?pwd=aENrV2txZExWbVBTVjUWEOvd1BjZz09>
Passcode: 733588

To dial in, please see the calendar item for this meeting:
<https://metroplanorlando.org/meetings/tdlcb-annual-public-meeting-regularly-scheduled-tdlcb-meeting-11-12-20/>

What is a HYBRID meeting? A hybrid meeting is a meeting where a physical, in-person quorum of the members of a board or committee has been met and other members and the public are able to attend the meeting virtually.

In order to safely accommodate all attendees and observe social distancing guidelines at a hybrid meeting, in-person access to will be limited to staff, board/committee members, and members of the public wishing to make in-person public comments. ***All in-person attendees must RSVP*** at least two business days prior to the meeting to ensure we are able to safely accommodate your attendance. You should also submit an [electronic speaker introduction card](#) by 5:00 p.m. November 11. While attending in-person, ***masks are required to be worn at all times*** and ***social distancing will be strictly adhered***. Once room capacity is reached, members of the public will be asked to wait in a safe, socially distanced location until your name is called to address the board. After comment is made, you will be asked to return to the waiting area.

Opportunities for public comment is also available for anyone wishing to speak from a remote location. Members of the public may access this meeting from the safety of your home using your computer, tablet or smartphone. The Zoom link or dial-in option above may be used. However, an [electronic speaker introduction card](#) should also be submitted ***by 5:00 p.m. November 11***.

The agenda packet and [electronic speaker card](#) are 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



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

November 12, 2020

AGENDA

Mayor Jose Alvarez, Chairman, Presiding

- I. **CALL TO ORDER** – Chairman Alvarez
- II. **AGENDA REVIEW & ANNOUNCEMENTS** – Ms. Virginia Whittington
- III. **CONFIRMATION OF QUORUM** – Ms. Lisa Smith
- IV. **CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS** –Chairman Alvarez
- V. **PUBLIC COMMENTS ON ACTION ITEMS**

Public comments relating to **Action Items** may be submitted in advance of the meeting, by email to Comment@MetroPlanOrlando.org. Emailed comments will be read into the record by a meeting moderator. Public comments may be submitted prior to the meeting by dialing 407-536-9498 to leave a voice message. Voice messages will be summarized and read into the record by the meeting moderator.

Anyone wishing to speak during the hybrid meeting should complete an [electronic speaker card](#). The Chairperson will first recognize online attendees. When called upon, speakers should use the Raise Hand feature on the Zoom platform, and you will then be invited to unmute your microphone to speak. Each speaker should state his/her name and address for the record and is limited to two minutes. In-person speakers will be called next. Again, each speaker is limited to two minutes. People wishing to speak on other items will be acknowledged in the same way, under Agenda Item XII.

VI. **ACTION ITEMS**

A. **Approval of minutes of previous meetings**

TAB 1

The minutes of the May 14 and August 13, 2020 TDLCB meetings are provided for approval.

B. **Proposed 2021 TDLCB Meeting Schedule**

TAB 2

Approval of the 2021 MetroPlan Orlando Board/Committee Meeting Schedule, provided at **Tab 2**, is requested. The annual TDLCB public meeting has been moved from the second to the third week of November in order to avoid a conflict with Veteran's Day.

C. Acknowledgement of the Annual Operating Report (AOR)

TAB 3

Staff requests acknowledgement of ACCESS LYNX's Annual Operating Report, which includes the financial information for Fiscal Year 2019-20 paratransit operations. A copy of the AOR, which was transmitted to the CTD and is currently under review, is provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets, copies provided at **Tab 3**.

D. Acknowledgement of the Annual Expenditure Report (AER)

TAB 4

Staff requests acknowledgement of the Annual Expenditure Report (AER) for FY 2019-20. The AER was transmitted to the CTD. A copy is provided at **Tab 4**.

E. QATF Membership Recommendation

Ms. Marilyn Baldwin, Chair of the QATF, will present membership recommendations based on discussions at the October 27 QATF meeting.

VII. PRESENTATIONS & STATUS REPORTS

A. Presentation on Revisions to Orange County Code

Dr. Alissa Barber Torres, Chief Planner, Orange County Transportation Planning Division, will present an overview of extensive changes to Orange County's Code for pedestrian safety/ADA needs in site development and rights-of-way that were recently adopted by the Orange County Board of County Commissioners.

B. 2045 MTP – Preview of Cost Feasible Plan

Mr. Alex Trauger, MetroPlan Orlando staff, will provide a preview of the 2045 MTP Cost Feasible Plan. The MTP Cost Feasible Plan will be presented to the MetroPlan Orlando Board for approval at the December 9th meeting. The [2045 MTP Public Participation Report](#) may be [reviewed online](#).

C. Overview of Changes to the Trip & Equipment Grant Funding Allocation Methodology (TENTATIVE)

Mr. David Darm, Executive Director, Florida Commission for the Transportation Disadvantaged will present an overview of changes to the Trip and Equipment Grant funding allocation methodology and proposed rule changes.

D. Community Transportation Coordinator (CTC) Update

TAB 5

Mr. Norm Hickling, Director of Mobility Services, ACCESS LYNX, will provide a CTC update including a report from the TD Eligibility Application Committee.

VIII. GENERAL INFORMATION

TAB 6

A. Planning Grant Update Report

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

B. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report is included at **Tab 6**.

IX. MEMBER COMMENTS

X. PUBLIC COMMENTS (GENERAL)

Comments from the public, of a general nature, will be heard during this comment period. Public comments submitted in advance of the meeting, by email to Comment@MetroPlanOrlando.org or phone to 407-906-2347, will be read into the record by a meeting moderator. People wishing to speak during the virtual meeting should complete an [electronic speaker card](#). The Chairperson will first recognize online attendees. When called upon, speakers should use the Raise Hand feature on the Zoom platform, and you will then be invited to unmute your microphone to speak. Each speaker should state his/her name and address for the record and is limited to two minutes. In-person speakers will be called next. Again, each speaker will have two minutes to speak.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. 2045 Plan – The Reveal

Save the Date and stay tuned for ways to attend a virtual webinar where we'll talk about the draft 2045 Plan and receive public comment. It will take place **Monday, November 9 from 5:30-7:30 p.m. via Zoom**.

B. MetroPlan Orlando Board Meeting – November 18, 2020 at 9:00 a.m.

(NOTE: The next MetroPlan Orlando board meeting will be held as a hybrid meeting with a physical quorum of board members. A limited number of staff and members of the public will be permitted in order to accommodate social distancing. Other board members, staff, all presenters, and members of the public may join the meeting virtually on Zoom.)

C. TDLCB meeting - February 11, 2021

Meeting location will be announced prior to the meeting.

XII. ADJOURNMENT

*In accordance with the **Americans with Disabilities Act (ADA)**, if any person with a disability as defined by the ADA needs special accommodations to participate in this proceeding, he or she should contact **Ms. Lisa Smith, MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, Florida, 32801** or by telephone at **(407) 481-5672 x307** at least three business days prior to the event. Persons who require translation services, which are provided at no cost, should contact **MetroPlan Orlando at (407) 481-5672 x315** or by email at lsmith@metroplanorlando.org at least three business days prior to the event.*

As required by Section 286.0105, Florida Statutes, MetroPlan Orlando hereby notifies all interested parties that if a person decides to appeal any decision made by MetroPlan Orlando with respect to any matter considered at such meeting or hearing, he or she may need to ensure that a verbatim record is made to include the testimony and evidence upon which the appeal is to be based.

TAB 1



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

DATE: Thursday, May 14, 2020

TIME: 10:00 a.m.

LOCATION: Virtual

Mayor Jose Alvarez, Chair, Presiding

Members in attendance were:

Mayor Jose Alvarez, City of Kissimmee, Osceola County, **Chairman**
Commissioner Mayra Uribe, Orange County
Mayor Pat Bates, City of Altamonte Springs, Seminole County
Dr. Linda Levine-Silverman, Representing the Elderly
Ms. Marilyn Baldwin, Representing the Disabled
Ms. Neika Berry, Citizen Advocate, Non-system User
Mr. Adam Zubritsky, Public Education
Ms. Alnita Whitt, Representing Veterans
Ms. Jo Santiago, FDOT, District 5
Mr. Calvin Smith, AHCA/Medicaid
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Dianne Arnold, Representing the Economically Disadvantaged
Ms. Janeé Olds, Career Source CF
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Karla Radka, Senior Resource Alliance
Mr. Chad Ballard, Medical Community
Ms. Crystal Ford, Orange County EMS (*non-voting*)

Members not in attendance were:

Mr. Robert Melia, Citizen Advocate, System User
Mr. James Grzesik, SunRail CAC

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Mr. Norm Hickling, ACCESS LYNX
Mr. William Slot, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Ms. Trish Whitton, ACCESS LYNX

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

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

Dr. Levine-Silverman led attendees in the Pledge of Allegiance. Mayor Alvarez called the TDLCB meeting to order at 10:00 a.m. and welcomed everyone. He provided an overview of the virtual meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. He pointed out that the virtual meetings are accessible to all.

III. ROLL CALL AND CONFIRMATION OF A QUORUM

Ms. Virginia Whittington conducted the attendance roll call. She confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington stated to LCB members that a survey will be sent as a follow-up to today's meeting to get TDLCB members feedback on their experience with the transition to virtual meetings. Ms. Whittington reviewed the action items on today's agenda. She explained that at the request of Mayor Alvarez, a roll call vote will be conducted for each action item on today's agenda. She explained that the roll call votes are being conducted for the benefit of the public audience so that they will know how each TDLCB member voted on the agenda item.

V. PUBLIC COMMENTS ON ACTION ITEMS

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

VI. QUALITY ASSURANCE TASK FORCE (QATF) REPORT

Ms. Baldwin reported on the April 28, 2020, QATF meeting. She stated that the QATF members reviewed and provided recommendations on the minor updates to the TDSP presented by ACCESS LYNX staff. She explained that the QATF had an extensive discussion about the eligibility criteria and application process. She said that those recommendations will be presented by Mrs. Whittington in today's meeting. Ms. Baldwin said that the QATF also recommended approval of ACCESS LYNX's FY 2020-2021 TD rates, received updates on the CTC Evaluation, and LYNX Mobility Services. The date of the next QATF meeting is July 28th.

VII. ACTION ITEMS

A. Approval of minutes of previous meeting

The minutes of the February 13, 2020 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Mayor Pat Bates moved to approve the February 13th meeting minutes. Dr. Linda Levine-Silverman seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

B. Approval of the Transportation Disadvantaged Service Plan (TDSP) Minor Update - Presenters: Ms. Trish Whitton, Mr. Norm Hickling, Ms. Virginia Whittington

Ms. Whitton gave LCB members a detailed overview of the proposed minor updates to the 2019-2024 Transit Development Services Plan (TDSP). She explained that the TDSP is a tactical plan that is developed by LYNX as the Planning Agency and the Community Transportation Coordinator in coordination with MetroPlan Orlando. She stated that the document contains development, service, and quality assurance components. She explained that the TDLCB reviews and approves the TDSP, and it is submitted to the Commission for the Transportation Disadvantaged for final action. Ms. Whitton noted that the Quality Assurance Task Force reviewed the draft TDSP at their April 28, 2020 meeting.

Mr. Norman Hickling, ACCESS LYNX, opened the discussion to address concerns and proposed changes to the current eligibility criteria. Mr. Hickling explained that the Eligibility Criteria in the TDSP document should reflect what is currently approved and enforced, and that is currently not the case. He explained that the QATF discussed this issue extensively at their April 28th meeting. He stated that the corrective action that they are seeking approval for is to separate the application processes for the ADA and TD programs. Mr. Hickling said that separating the applications will make it easier for both clients and eligibility staff. Another topic he brought forward for consideration was to update the TDSP list to only include approved criteria. He said that some customers have a specific number of medical insurance trips available to them as another means of transportation. The current criteria enforced is that if there is no fixed route available within the ¾ mile boundary of the customer's home, the customer qualifies for TD services. The customer is not required to complete the medical form of the application nor are they required to complete the functional assessment. He asked the LCB to consider that if the disability criteria becomes effective, then the customer would have

to be evaluated with a functional assessment for the TD service (both outside and inside the $\frac{3}{4}$ mile radius, the same as the ADA customers). Another discussion point that he asked the LCB to consider is that currently ACCESS LYNX does not have a procedure in place for determining the poverty level of an individual. He asked the LCB to consider crafting a procedure that will require/request proper financial documents from the customer in order to make that determination.

Ms. Whittington presented the QATF recommendations. Ms. Whittington stated that the QATF recommends approval of the separate application processes for the ADA and TD programs, conditioned upon review and approval of applications by QATF and LCB. She said that the members of the QATF feel that if a customer has availability of trips by another sponsoring agency, the question should be added to the application so that the customer can disclose that information on their eligibility application. Concerning the $\frac{3}{4}$ mile rule currently enforced, several QATF members have concerns with this rule. She explained that there are some QATF members that serve on the LYNX ADA appeals committee. They are supportive of TD customers having functional assessments; however, they feel that in order to properly assess clients with cognitive disabilities those assessments should be conducted by licensed mental health professionals. Ms. Whittington stated that currently, there is no procedure in place to determine individual poverty level. The QATF recommended removal of the individual and household income criteria; however, they would like to revisit this issue if and when a procedure is established. The QATF recommended to ACCESS LYNX that a procedure be established in cooperation with the QATF and approved by the LCB. The QATF also asked that consideration be given to recommending persons with permanent disabilities to verify/update contact information versus completing the eligibility process each year. They feel that this could present a cost savings to ACCESS LYNX. The QATF also recommended that the call hold time performance measure not be increased to greater than 7 minutes as had been requested by ACCESS LYNX. They feel that the three minutes that ACCESS LYNX has been using should remain given the impending improvements to the phone system. The QATF also recommended the formation of a task force to review application and eligibility criteria and to work with ACCESS LYNX to look at other criteria that may be needed to determine eligibility (i.e.: such as looking at the recommendation of not including the household income and others).

Ms. Baldwin thanked Ms. Whittington for her detailed presentation of the QATF recommendations. She stressed that she does not support increasing the call hold time to 7 minutes. She said that this is a concern that is relayed to her repeatedly from riders that either work or have limited cell phone minutes. She commented that she feels that riders experiencing long call hold times are inappropriate and unnecessary, and given the improvements that are planned to upgrade the phone system with the additional funding from MetroPlan Orlando expects to see this improve. Ms. Baldwin stated that she does not feel that financial criteria should be considered until after there is a better idea of unemployment numbers and rider's financial needs after the Covid19 crisis is over. She continued by saying that because a person lives in a household where there are multiple incomes, that does not necessarily mean that the other income sources support that individual. She feels that the policy should be to look at the customer's individual income. Ms. Baldwin expressed her desire to stop requiring persons with a permanent disability to be reviewed every 2 years. She thanked Mr. Hickling and his staff for their continued efforts to improve services, processes, and procedures.

Dr. Levine-Silverman commented that another issue that was discussed at the QATF meeting was bringing in mental health professionals and having them on contract to conduct the functional assessments. She asked how soon mental health professionals can be brought into the process. Mr. Hickling stated that currently, ACCESS LYNX is releasing a Request for Proposals for functional assessment type services to be going out in the near future from their procurement department. He noted that the current contract expires in August of 2020.

Staff requested the following actions by the TDLCB:

1. Motion to approve the QATFs recommendations of the ACCESS LYNX eligibility criteria.
2. Motion to approve the 2020 minor updates to the Transportation Disadvantaged Services Plan, including revisions to the eligibility criteria.

MOTION: Dr. Levine-Silverman motioned to approve the QATF's recommendations of the ACCESS LYNX eligibility criteria. Mr. Olson seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

MOTION: Dr. Levine-Silverman motioned to approve the 2020 minor updates to the Transportation Disadvantaged Service Plan, including revisions to the Eligibility Criteria. Mr. Ballard seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

C. Approval of the FY 2020-2021 Rate Calculation Worksheet

Ms. Whittington explained that each year, the Florida Commission for the Transportation Disadvantaged (CTD) reviews and approves prices charged by transportation operators for rides purchased in the Coordinated Transportation System. The rate approval process begins with completion of the rate model spreadsheet. The information put into the spreadsheet considers past, current, and projected costs and revenues associated with the area's transportation services.

The rate model spreadsheet is updated each year to adjust for continuously changing factors related to capital equipment and replacement; local, state and federal subsidies that offset the cost of services; service demand changes; expenses that experience large changes, such as fuel; and anticipated or actual profits or losses.

The following is ACCESS LYNX's TD rates per trip for FY 2020-2021. At the request of the CTD, these rates do not include ADA expenses.

ACCESS LYNX TD RATES			
Type of Trip	FY 2019 -20 Rates	FY 2020 - 21 Rates	Percentage Change
Ambulatory	\$38.81	\$39.53	1.86%+
Wheelchair	\$66.53	\$67.77	1.86%+

Staff requested that the TDLCB approve the FY 2020-2021 ACCESS LYNX TD Rates.

MOTION: Commissioner Uribe moved to approve the FY 2020-2021 ACCESS LYNX TD Rates. Ms. Olds seconded the motion. A roll call vote was taken, and all voting members voiced a yes vote. The motion carried unanimously.

IX. PRESENTATIONS AND STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, ACCESS LYNX, provided a report on current and ongoing ACCESS LYNX operations, including how ACCESS LYNX responded to the COVID-19 pandemic. He reported on performance for the first quarter of 2020, technology improvements which included a WebACCESS upgrade for those riders that wanted to reserve rides on their own. He explained that the upgraded system is user friendly; however, all mobility service representatives have been trained to assist users if they encounter any difficulties. He noted that WebACCESS is available to riders 24/7. Mr. Hickling stated that the base map that is used for ride scheduling has been upgraded. The upgrade includes updated GPS coordinates, road and geography changes including the ongoing I-4 Ultimate construction project. The LYNX Board authorized the purchase of new vehicles: 63 for ACCESS LYNX and 15 for Neighborlink. He noted that the LYNX Board authorized the purchase of an additional 15 vehicles for ACCESS LYNX. He discussed ACCESS LYNX efforts maintaining their coordinated agency contracts. Mr. Hickling discussed ACCESS LYNX efforts in their COVID-19 mitigation response which resulted in a 50% reduction in both ADA/TD trips. He noted that their entire Mobility Services have been moved to remote operations which has allowed for employee safety and business continuity. He detailed improvements that have been made in their phone system. He explained that more enhancements that LCB members have requested are in the works including alerting customers of their call hold time and place in the cue. Additionally, ACCESS LYNX provided support to the Orange County EOC to transport residents to covid-19 testing sites. Mr. Hickling reported on the biennial review from the Florida. He explained that the review was conducted virtually on May 6 and 7, 2020. He provided an overview of the results of the review. He added that many of the suggested fixes were incorporated in the TDSP that was reviewed earlier in today's meeting. Mr. Hickling thanked the members of both the QATF and LCB for their input. Mr. Hickling responded to questions and concerns raised by LCB members as to what procedures were put in place for riders that required transportation through the covid-19 pandemic, and how riders were notified of transportation availability if they needed to have a covid test.

Tomika Monterville, Director of Planning and Development, LYNX, added to Mr. Hickling's comments regarding transportation services provided by LYNX. She explained that when the Orange County Emergency Operations Center is enacted, LYNX operates in an ESF-1 capacity, transportation, and in that role LYNX maybe asked to provide transportation services. Ms. Monterville explained that for this particular delivery of service, the information was not publicized because it was a request specifically from the EOC that came under LYNX's function as an ESF-1 transportation provider.

B. CTC Evaluation Results

Ms. Virginia Whittington, MetroPlan Orlando, shared the results of the 2018-2019 CTC Evaluation. Ms. Whittington explained that the evaluation is required to be completed annually. She provided an overview of the evaluation method which evaluates 5 broad areas (operations, administrative, cost effectiveness and efficiency, local performance measures, and availability) during the period of July 1, 2018 - June 30, 2019. She reminded LCB members that a packet of information was emailed to them in January to be used for the evaluation at the February meeting. She explained that due to extensive discussions that ensued at the February meeting, the evaluation was postponed until the May meeting. She noted that due to the covid-19 crisis and in an effort to meet the deadline of completing the evaluation, Poll Everywhere links were emailed on April 16th and April 28th. The survey closed on May 1st. Of the 19 LCB members, surveys were completed by 13 members representing approximately 68% of the membership. She walked LCB members through the results received for each category. Ms. Whittington stated that the results will be compiled into a report and submitted to the CTD as required.

C. Update of the 2045 Florida Transportation Plan (FTP)

Ms. Judy Pizzo, FDOT, provided an update on the Florida Transportation Plan 2045 State/Interregional and Regional/Local campaigns. She explained that the Technology and Resilience strategy was presented to MetroPlan Orlando Boards and Committees last year. She stated that the Florida Transportation Plan is important because it is the State of Florida long range transportation plan, that provides a framework for transportation decisions and investments and that it guides state, regional and local transportation decisions and investments. She reviewed previous FTPs that have been advanced by the State, and the cross-cutting topics and trends. Ms. Pizzo used an interactive survey to gather input from LCB members. She provided the website www.floridatransportationplan.com so that LCB members can keep abreast of happenings with the 2045 Florida FTP.

X. GENERAL INFORMATION

A. Planning Grant Update Report

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

B. Report of Operator Payments

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

C. 2020 Legislative Session Final Report

A briefing packet from the 2020 Legislative session was provided for use and information.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *MetroPlan Orlando Board meeting – June 10, 2020*
- *Quality Assurance Task Force – July 28, 2020*
- *Transportation Disadvantaged Local Coordinating Board - August 13, 2020*

XII. MEMBER COMMENTS

Ms. Karla Radka, Senior Resource Alliance, provided LCB members with information on a program called Meals of Love. She explained that the program is a result of an initiative that Governor Ron DeSantis established with restaurants throughout the State of Florida. Currently, funding is provided through the Care Act Fund and Family First Act and provides meals to seniors and individual with disabilities. She asked that ACCESS LYNX consider partnering with them to provide drivers for meal distribution and matching funds to financially support the endeavor.

XIII. PUBLIC COMMENTS (GENERAL)

None.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 12:30 p.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 13th day of August 2020.

Chairperson

Lisa Smith
Board Services Coordinator

As required by Section 286.0105, Florida Statutes, MetroPlan Orlando hereby notifies all interested parties that if a person decides to appeal any decision made by MetroPlan Orlando with respect to any matter considered at such meeting or hearing, he or she may need to ensure that a verbatim record is made to include the testimony and evidence upon which the appeal is to be based.

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

DATE: Thursday, August 13, 2020

TIME: 10:00 a.m.

LOCATION: Virtual

Commissioner Mayra Uribe, Vice-Chair, Presiding

Members in attendance were:

Commissioner Mayra Uribe, Orange County
Mayor Pat Bates, City of Altamonte Springs, Seminole County
Dr. Linda Levine-Silverman, Representing the Elderly
Ms. Marilyn Baldwin, Representing the Disabled
Mr. Robert Melia, Citizen Advocate, System User
Ms. Neika Berry, Citizen Advocate, Non-system User
Mr. Adam Zubritsky, Public Education
Ms. Jo Santiago, FDOT, District 5
Mr. Calvin Smith, AHCA/Medicaid
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Dianne Arnold, Representing the Economically Disadvantaged
Ms. Janeé Olds, Career Source CF
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Karla Radka, Senior Resource Alliance
Mr. Chad Ballard, Medical Community
Ms. Crystal Ford, Orange County EMS (*non-voting*)

Members not in attendance were:

Mayor Jose Alvarez, City of Kissimmee, Osceola County, **Chairman**
Mr. James Grzesik, SunRail CAC
Ms. Alnita Whitt, Representing Veterans

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Mr. Norm Hickling, ACCESS LYNX
Mr. William Slot, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX

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

I. CALL TO ORDER

Vice-Chair Commissioner Mayra Uribe, Orange County BCC, called the meeting to order at 10:00 a.m., and welcomed those in attendance.

II. PLEDGE OF ALLEGIANCE

Ms. Diane Arnold, Economically Disadvantaged representative, led attendees in the Pledge of Allegiance.

III. ROLL CALL AND CONFIRMATION OF A QUORUM

Ms. Lisa Smith conducted the attendance roll call; and confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington announced that today's meeting is conducted in the workshop format, and that there are no action items on today's agenda. The Governor's Executive Order extended the virtual meetings through the end of September. Ms. Whittington provided an overview of the virtual meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. Ms. Whittington pointed out that the virtual meetings are accessible to all.

V. PUBLIC COMMENTS ON ACTION ITEMS

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

VI. QUALITY ASSURANCE TASK FORCE (QATF) REPORT

- Ms. Baldwin reported on the July 28, 2020, QATF meeting. She stated that there no action item on the agenda and that the members of the QATF received very thorough CTC update from ACCESS LYNX, that will also be presented at today's meeting, I will note that we had a

very extensive discussion about how ACCESS LYNX handles driver testing for COVID-19 and contact tracing. The date of the next QATF meeting is October 27th.

VII. INFORMATION ITEMS FOR ACKNOWLEDGEMENT

a. Final CTC Evaluation Submitted to CTD

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.

IX. PRESENTATIONS AND STATUS REPORTS

A. Mobility Management Services Update

Mr. Norm Hickling, Director of Mobility Services, provided a CTC update including a report on trip performance and analysis, provider performance, call center performance, eligibility status, program status and initiatives, and an update on the Transportation Disadvantaged Program eligibility application revisions. Following the update discussion ensued regarding the difference between same day cancellations and no-shows and the application process. Mr. Hickling provided an update on how and when drivers are being tested for COVID-19 and contact tracing/notification process being used by ACCESS LYNX. The members were concerned and expressed their discomfort with there not being regular testing of the drivers, especially when drivers are transporting clients to be tested. Discussion ensued. In response to the concerns, Mr. Hickling noted that ACCESS LYNX is closely following the CDC guidelines. He feels confident that they are doing everything humanly possible to keep the drivers and traveling public safe. He explained that drivers wear PPE (gloves, masks, face shields in some cases.) Riders are also required to wear masks. After each trip, the vehicles are wiped down and then 100% sanitized each night. Social distancing is adhered to on every vehicle (including the use of the bigger vehicles). He assured the members that LYNX is taking this pandemic very seriously and all precautions are being taken.

B. LYNX Automated Vehicle (AV) Service project

Ms. Lara Bouck provided a brief overview of the ongoing LYNX Automated Vehicle (AV) Service project. She explained that an on-line survey that has been developed to obtain more input from potential users of a new AV service. Ms. Bouck stated that survey responses will help the project team to better understand user needs, barriers, opportunities, and other concerns the team should be considering to help design a project that best fits the community. She provided the link to the survey: <https://www.surveymonkey.com/r/C59NFZV>.

C. 2045 MTP – Status Update on Planning Tasks

Mr. Nick Lepp, MetroPlan Orlando staff, will provide a status update on the 2045 MTP's ongoing and upcoming planning tasks. Mr. Trauger reviewed the 2045 MTP key tasks and activities, planning process, data development and goals and objectives. He provided

information on the Congestion Management Process, scenario planning and the multimodal needs assessment. In addition, he covered project funding for cost feasibility and next steps in the process. Discussion ensued regarding the importance of adding the two performance measures, continuing to promote transit, and the disruption dilemma scenario.

X. GENERAL INFORMATION

A. Planning Grant Update

A copy of the 4th Quarter planning grant update was 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

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 was provided for information.

C. Report of Operator Payments

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

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- 2045 Metropolitan Transportation Plan (MTP) Virtual Webinars – Two Sessions
 - a. August 11, 2020 at 5:30 p.m.
 - b. August 12, 2020 at 2:00 p.m.
- MetroPlan Orlando Board meeting – September 9 at 9:00 a.m.
- 2020 FTA Annual Conference - October 6-9, 2020 – Virtual
- Quality Assurance Task Force – October 27 at 10:00 a.m. (Tentative)

XII. MEMBER COMMENTS

XIII. PUBLIC COMMENTS (GENERAL)

None.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11:30 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 12th day of November 2020.

Chairperson

Lisa Smith
Board Services Coordinator

As required by Section 286.0105, Florida Statutes, MetroPlan Orlando hereby notifies all interested parties that if a person decides to appeal any decision made by MetroPlan Orlando with respect to any matter considered at such meeting or hearing, he or she may need to ensure that a verbatim record is made to include the testimony and evidence upon which the appeal is to be based.

TAB 2





DRAFT MetroPlan Orlando
2021 Board & Committee Meeting Schedule
 250 S. Orange Avenue, Suite 200
 Orlando, FL 32801

	MetroPlan Orlando Board	Community Advisory Committee (CAC)	Technical Advisory Committee (TAC)	TSMO***	TDLCB***	Municipal Advisory Committee (MAC)
	2 nd Wednesday @ 9:00 a.m.	4 th Wednesday @ 9:30 a.m.	4 th Friday @ 10:00 a.m.	4 th Friday @ 8:30 a.m.	2 nd Thursday Quarterly @ 10:00 a.m.	Thursday prior to the Board meeting @ 9:30 a.m.
January		January 27	January 22	January 22		
February	February 10	February 24	February 26	February 26	February 11	February 4
March	March 10					March 4
April		April 28	April 23	April 23		
May	May 12	May 26	May 21	May 21	May 13	May 6
June	June 9	June 23	June 25	June 25		June 3
July	July 14					July 8
August		August 25	August 27	August 27	August 12	
September	September 8					September 2
October		October 27	October 22	October 22		
November	November 10				November 18	November 4
December	December 8	December 1*	December 3*	December 3*		December 2

No meeting
 * Holiday Adjustment
 ** Adjustment Due to Conflict

*** TSMO – Transportation Systems Management & Operations
 TDLCB – Transportation Disadvantaged Local Coordinating Board

TAB 3





CTC Organization

County: Orange

Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: Submitted

CTD Status: Under Review

Date Initiated: 9/4/2020

CTC Organization Name: Central Florida Regional Transportation Authority
Address: 455 N Garland Avenue
City: Orlando
State: FL
Zip Code: 32801
Organization Type: Public Transit Authority
Network Type: Partial Brokerage
Operating Environment: Urban
Transportation Operators: Yes
Number of Transportation Operators: 4
Coordination Contractors: Yes
Number of Coordination Contractors: 11
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Mayor Jose Alvarez
CTC Contact: Norman L. Hickling
CTC Contact Title: Director of Mobility Services
CTC Contact Email: NHickling@golynx.com
Phone: (407) 254-6169

CTC Certification

I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature):

LCB Certification

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



CTC Organization

County: Osceola

Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: Submitted

CTD Status: Under Review

Date Initiated: 9/5/2020

CTC Organization Name: Central Florida Regional Transportation Authority

Address: 455 N Garland Avenue

City: Orlando

State: FL

Zip Code: 32801

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 4

Coordination Contractors: Yes

Number of Coordination Contractors: 4

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Mayor Jose Alvarez

CTC Contact: Norman L. Hickling

CTC Contact Title: Director of Mobility Services

CTC Contact Email: NHickling@golynx.com

Phone: (407) 254-6169

CTC Certification

I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): Norman L. Hickling

LCB Certification

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Organization

County: Seminole

Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: Submitted

CTD Status: Under Review

Date Initiated: 9/5/2020

CTC Organization Name: Central Florida Regional Transportation Authority

Address: 445 N Garland Avenue

City: Orlando

State: FL

Zip Code: 32801

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 4

Coordination Contractors: Yes

Number of Coordination Contractors: 6

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Mayor Jose Alvarez

CTC Contact: Norman L. Hickling

CTC Contact Title: Director of Mobility Services

CTC Contact Email: NHickling@golynx.com

Phone: (407) 254-6169

CTC Certification

I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): 

LCB Certification

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____

TAB 4





250 SOUTH ORANGE AVENUE
SUITE 200
ORLANDO, FLORIDA 32801

PH: 407.481.5672
FX: 407.481.5680
WWW.METROPLANORLANDO.ORG

September 9, 2020

Mr. Kyle Mills
Area 4 Project Manager
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the Actual Expenditure Report (AER) for Orange, Osceola and Seminole Counties.

The report reflects actual trips and expenses for the FY 2019-20 service year as reported by LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined), and the pages which follow show county by county.

Feel free to contact me if you have any questions or concerns.

Sincerely,

Virginia L. Whittington
Director of Regional Partnerships & TDLCB Staff Liaison

Enclosures



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM**
(One form for each county)
Do not report funds from state agency sources)

COUNTY: ORANGE, OSCEOLA AND SEMINOLE COUNTIES
DUE: September 15, 2020

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
19,537,147	201,774	10,249,535	394,041

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED ACTUAL EXPENDITURE REPORT FORM

(One form for each county)

Do not report funds from state agency sources)

COUNTY: Orange County

DUE: September 15, 2020

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
13,275,736	129,537	6,510,441	248,921

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM**
(One form for each county
Do not report funds from state agency sources)

COUNTY: Osceola County
DUE: September 15, 2020

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
2,967,290	36,512	1,741,672	64,733

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM**
(One form for each county
Do not report funds from state agency sources)

COUNTY: Seminole County
DUE: September 15, 2020

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
3,294,121	35,725	1,997,422	80,387

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

TAB 5



Mobility Services

“Transportation Disadvantaged Local Coordinating Board Meeting”

Quality Assurance Task Force (QATF)

10/27/2020

Summary

Provides an overview of the Mobility Services Status Report on Performance and Projects

Americans with Disabilities Act of 1990 (“ADA”)

The State of Florida Transportation Disadvantaged Program (“TD”)

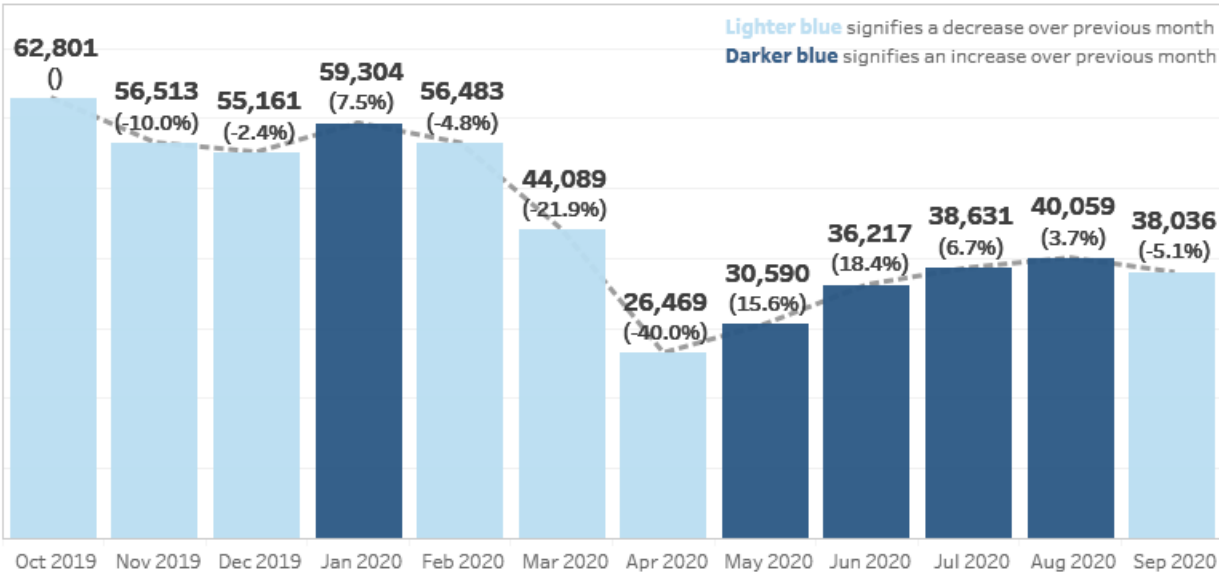




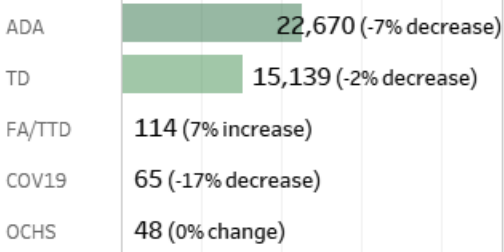
- Trip Performance and Analysis
- Funding Allocation
- Call Center Performance
- Eligibility Status
- Program Status and Initiatives
- Transportation Disadvantaged Program Application



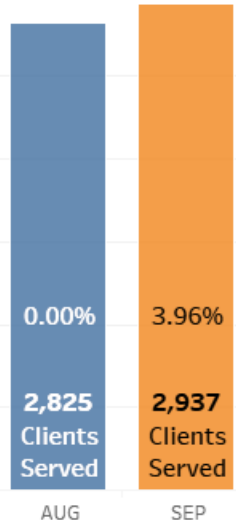
Paratransit trips per month (with percentage change over previous month)



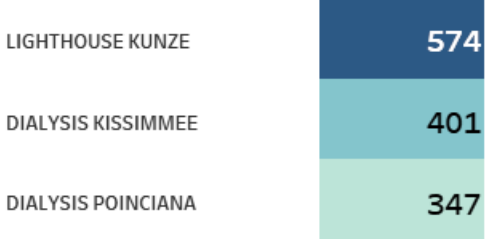
Funding Source



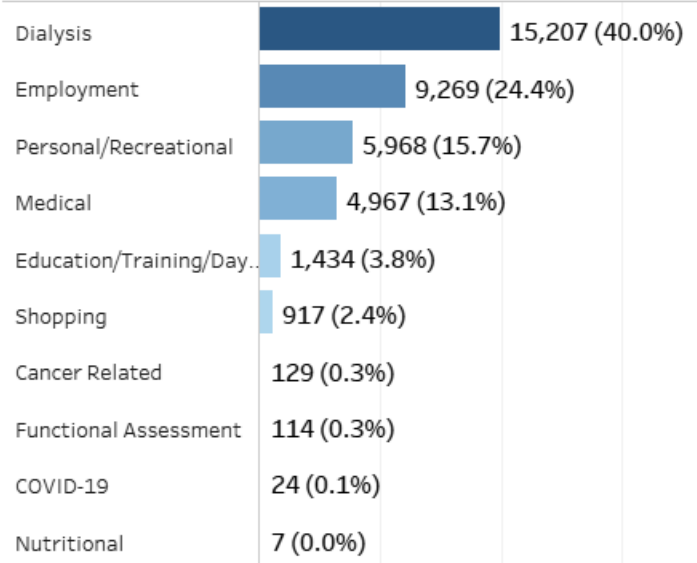
Clients Served vs Previous Month



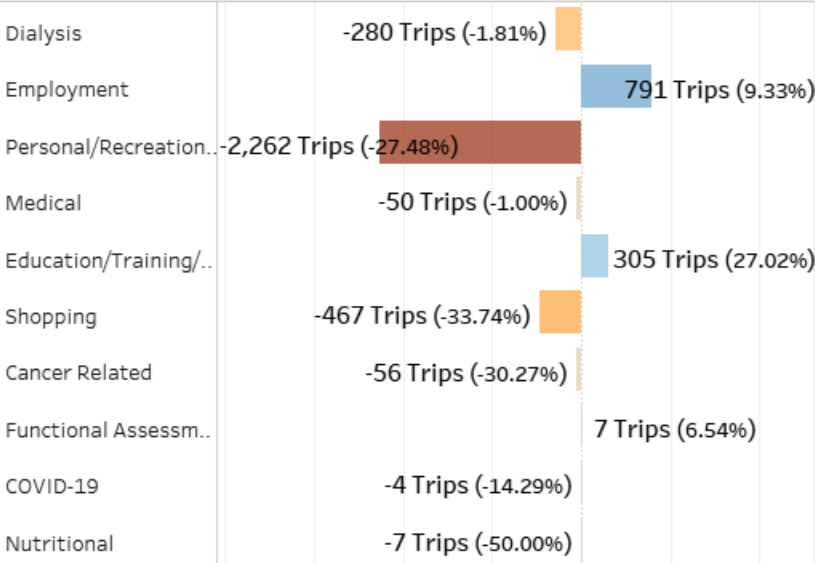
September's Busiest Pickup Locations



September's Distribution



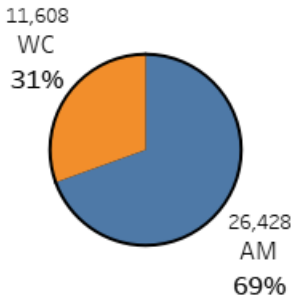
Difference vs Previous Month



Provider

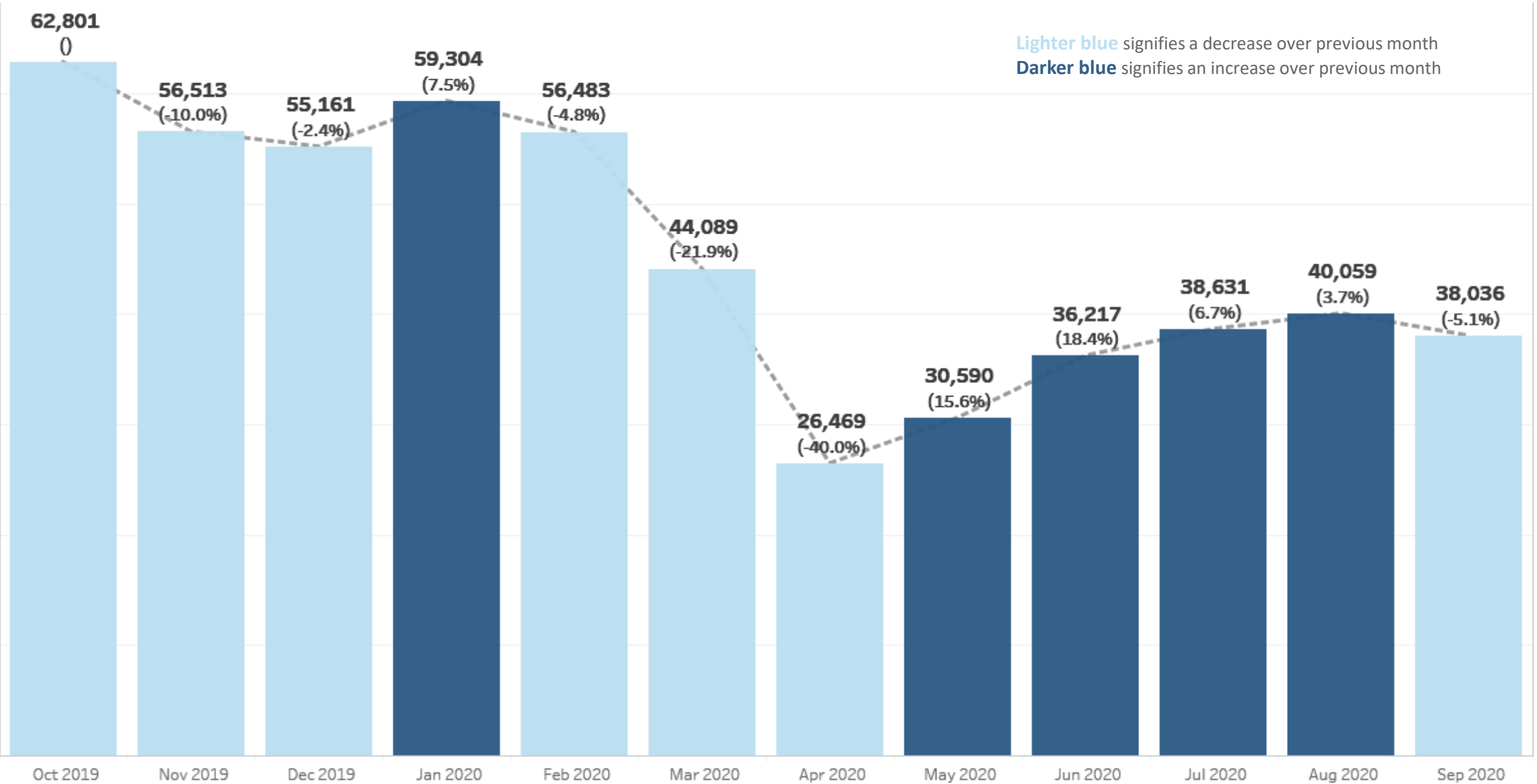
	Trips	Differenc..	% Differe..
MV / STAR	37,058	-635	-1.68%
MEARS	978	-1,388	-58.66%

Space Types



Mobility Services Performance

Trip Performance – Month-to-Month Analysis

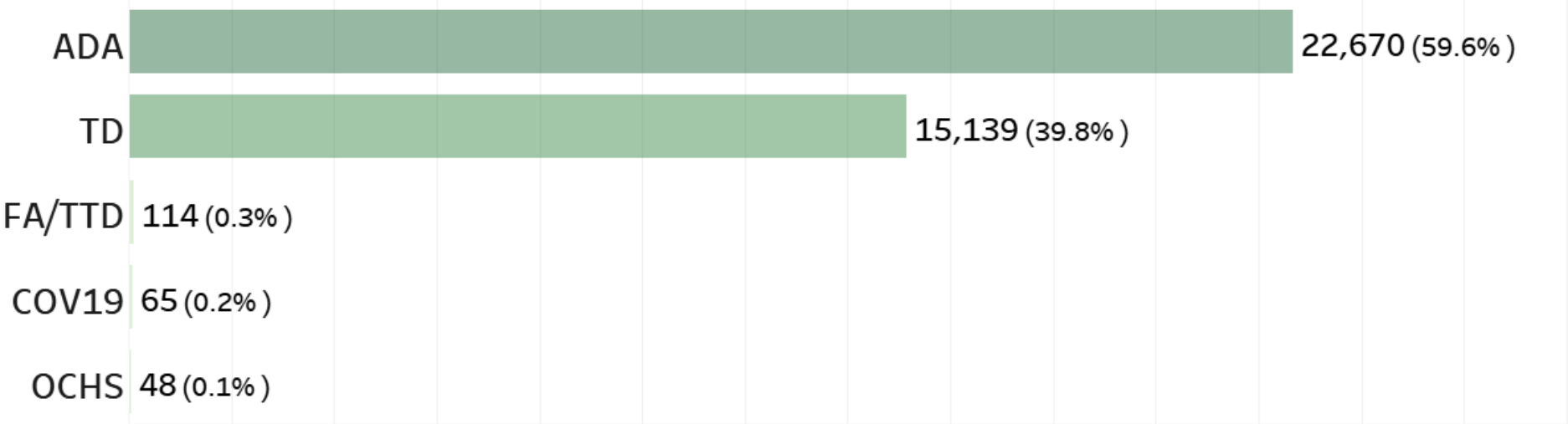


Mobility Services Performance

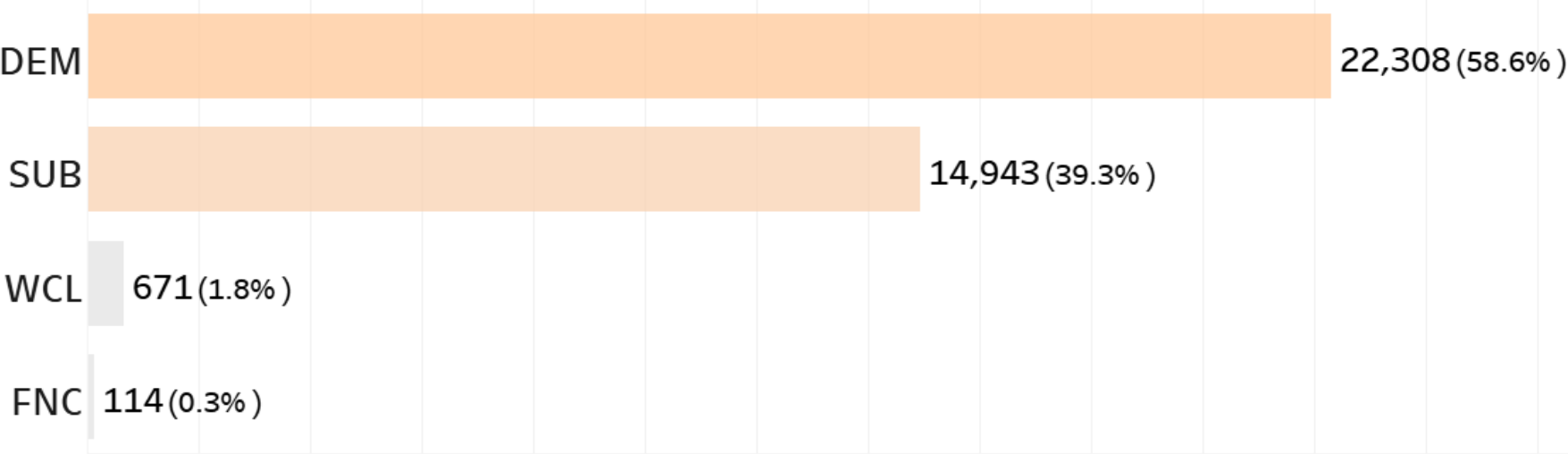
Trip Performance – Funding Source and Client Analysis



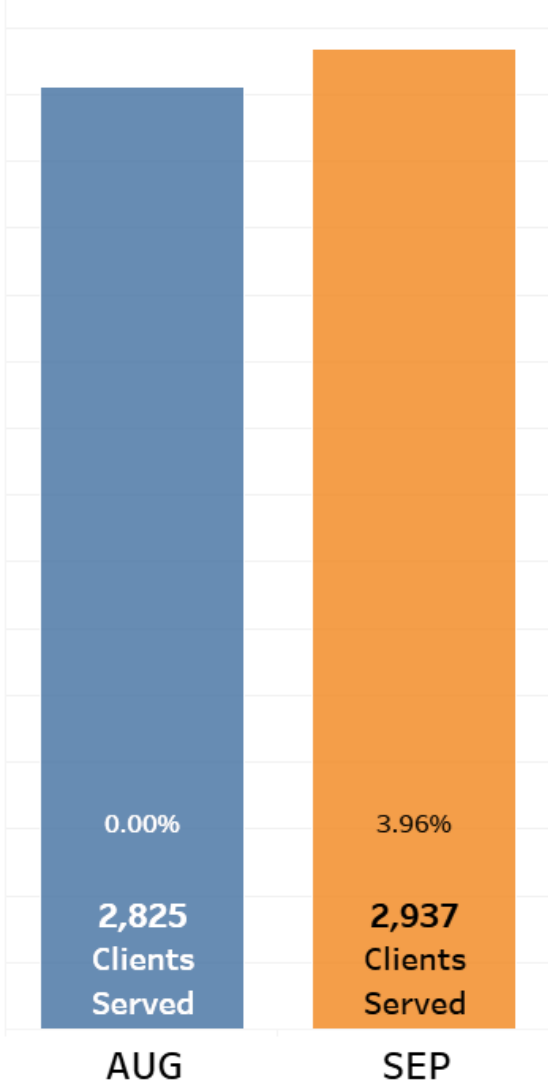
September's Trip Distribution by Funding Source



September's Trip Distribution by Trip Type (Demand, Subscription, Will-Call, Functional Assessment)



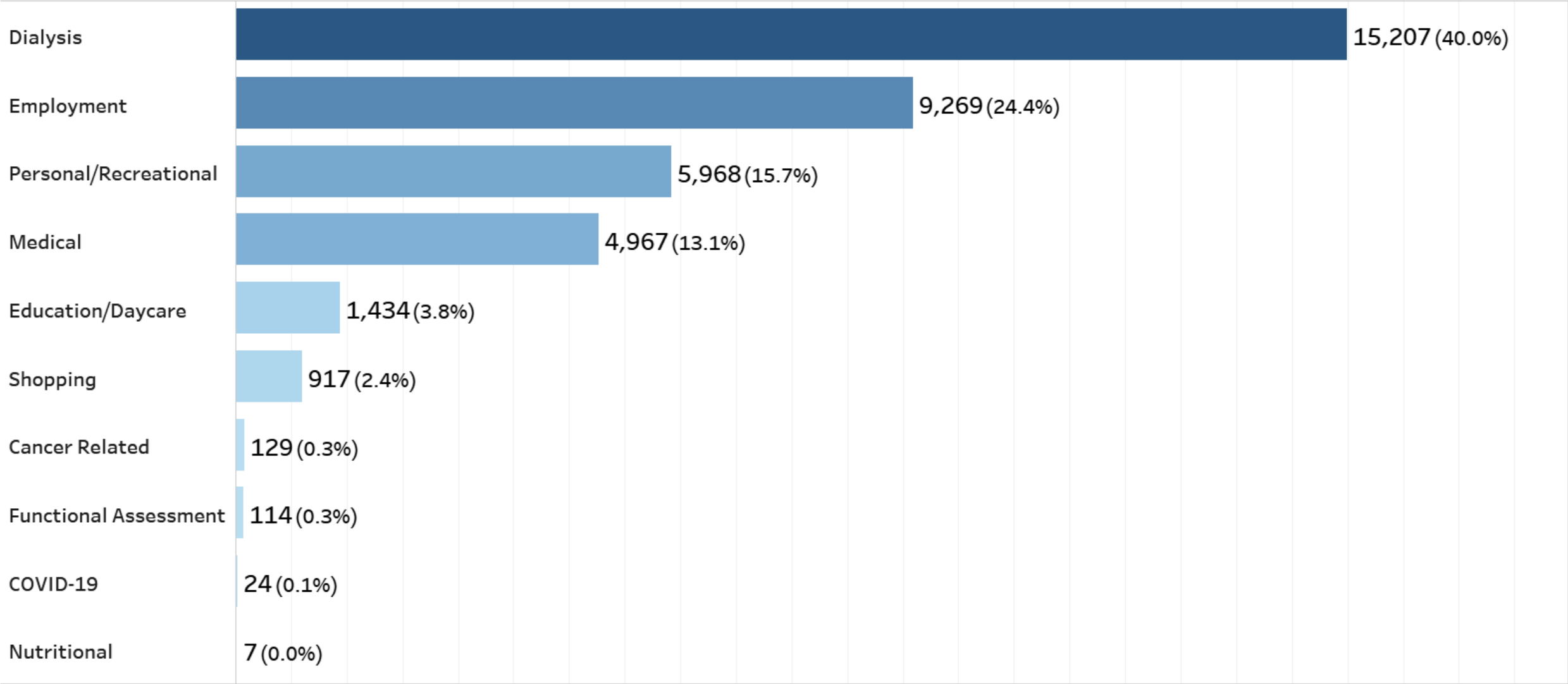
Clients Served vs Previous Month



Mobility Services Performance

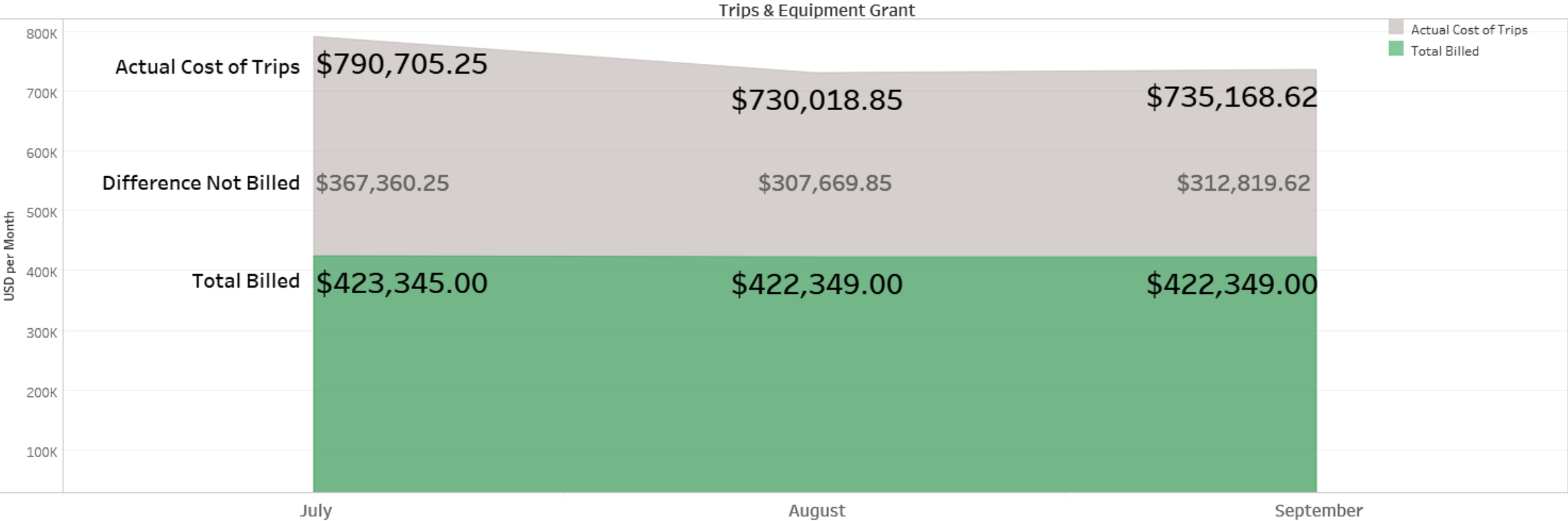


Trips Performance – Trip Purpose Analysis



Mobility Services Performance

Trips & Equipment Grant - Funding Allocation



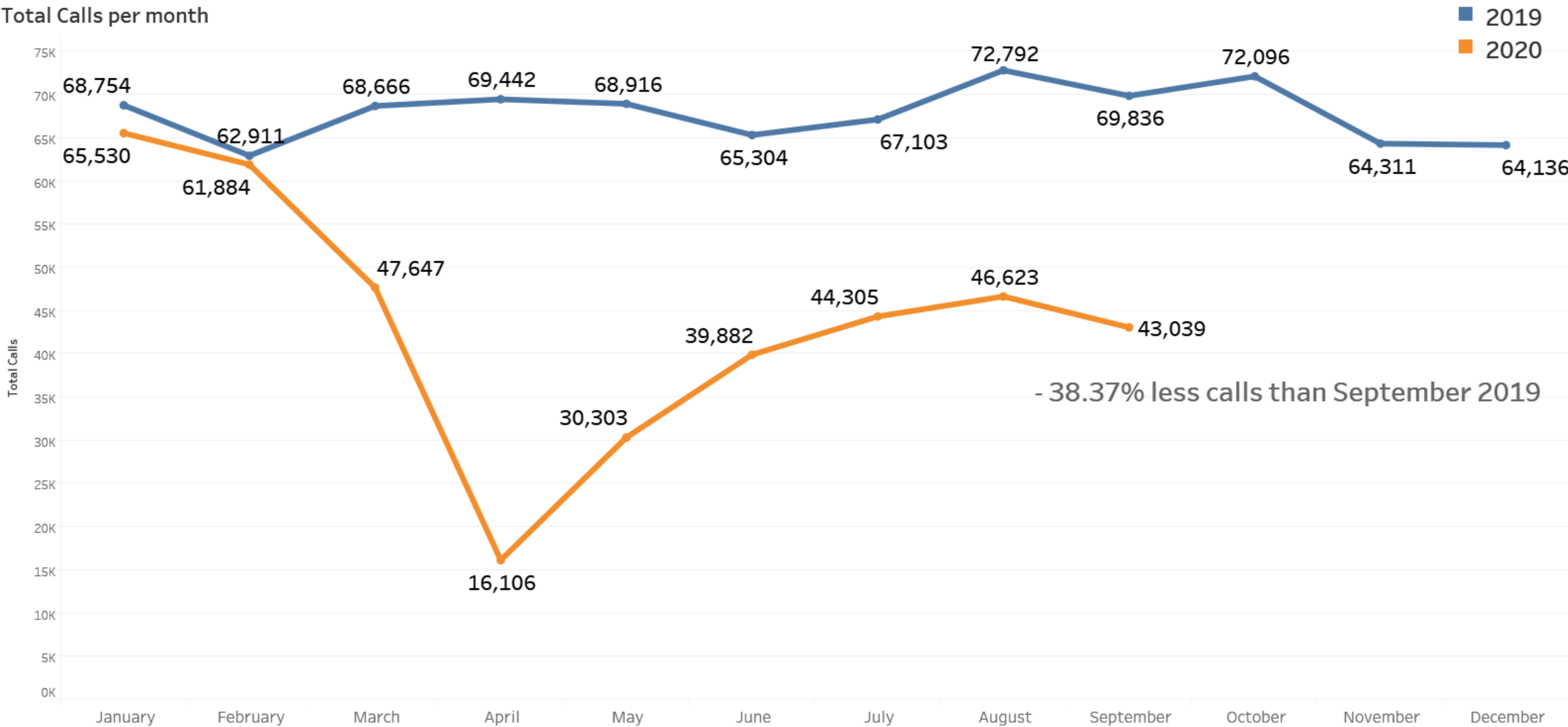
Trips & Equipment Grant	Actual Cost of Trips	Grant Disbursement	10% Local Match	Total Billed	Difference Not Billed
July	\$790,705.25	\$470,383.33	\$47,038.33	\$423,345.00	\$367,360.25
August	\$730,018.85	\$469,276.67	\$46,927.67	\$422,349.00	\$307,669.85
September	\$735,168.62	\$469,276.67	\$46,927.67	\$422,349.00	\$312,819.62
Grand Total	\$2,255,892.72	\$1,408,936.67	\$140,893.67	\$1,268,043.00	\$987,849.72

Mobility Services Performance

Call Center Performance – Total Calls Per Month



Total Calls per month

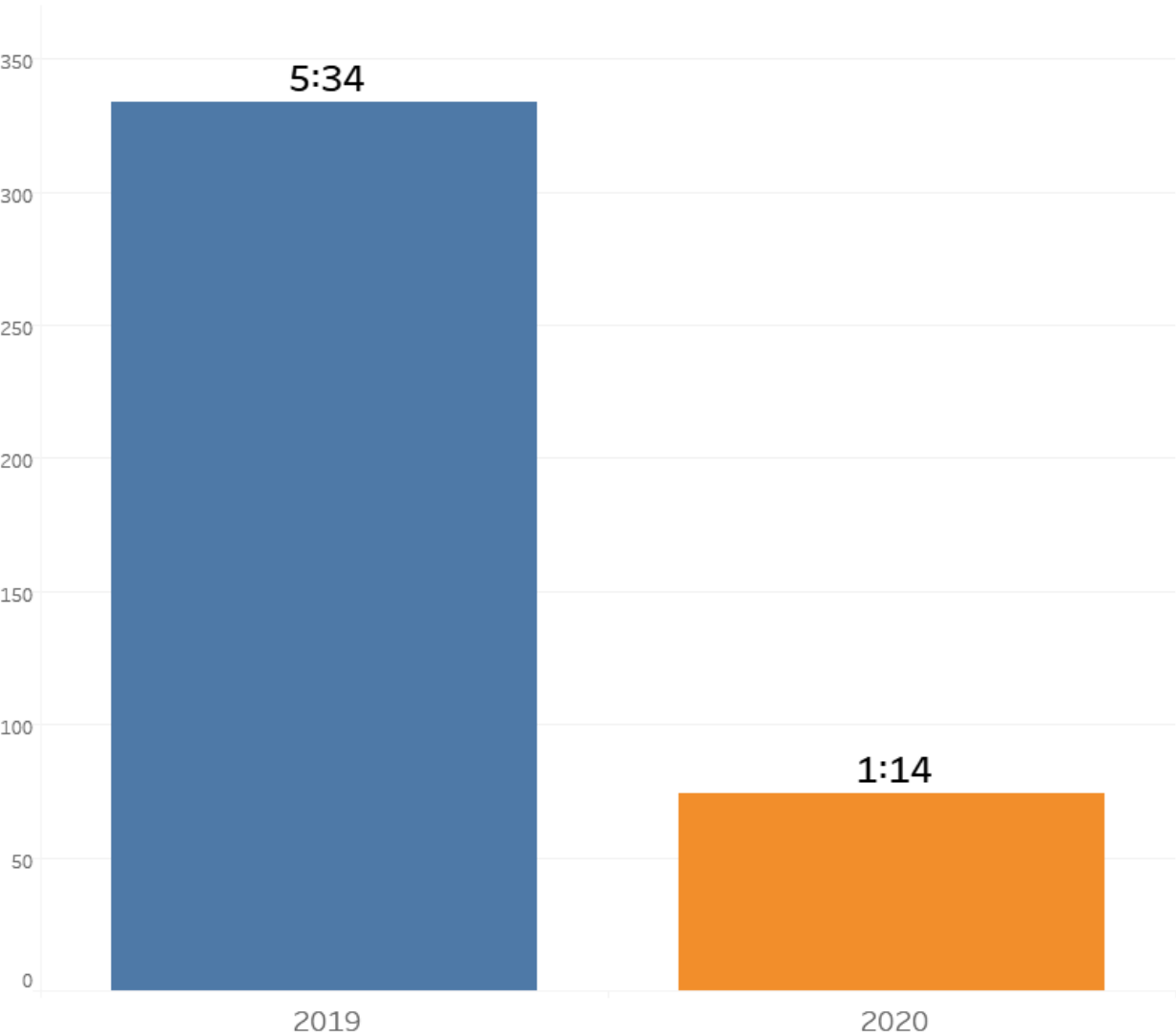


Mobility Services Performance

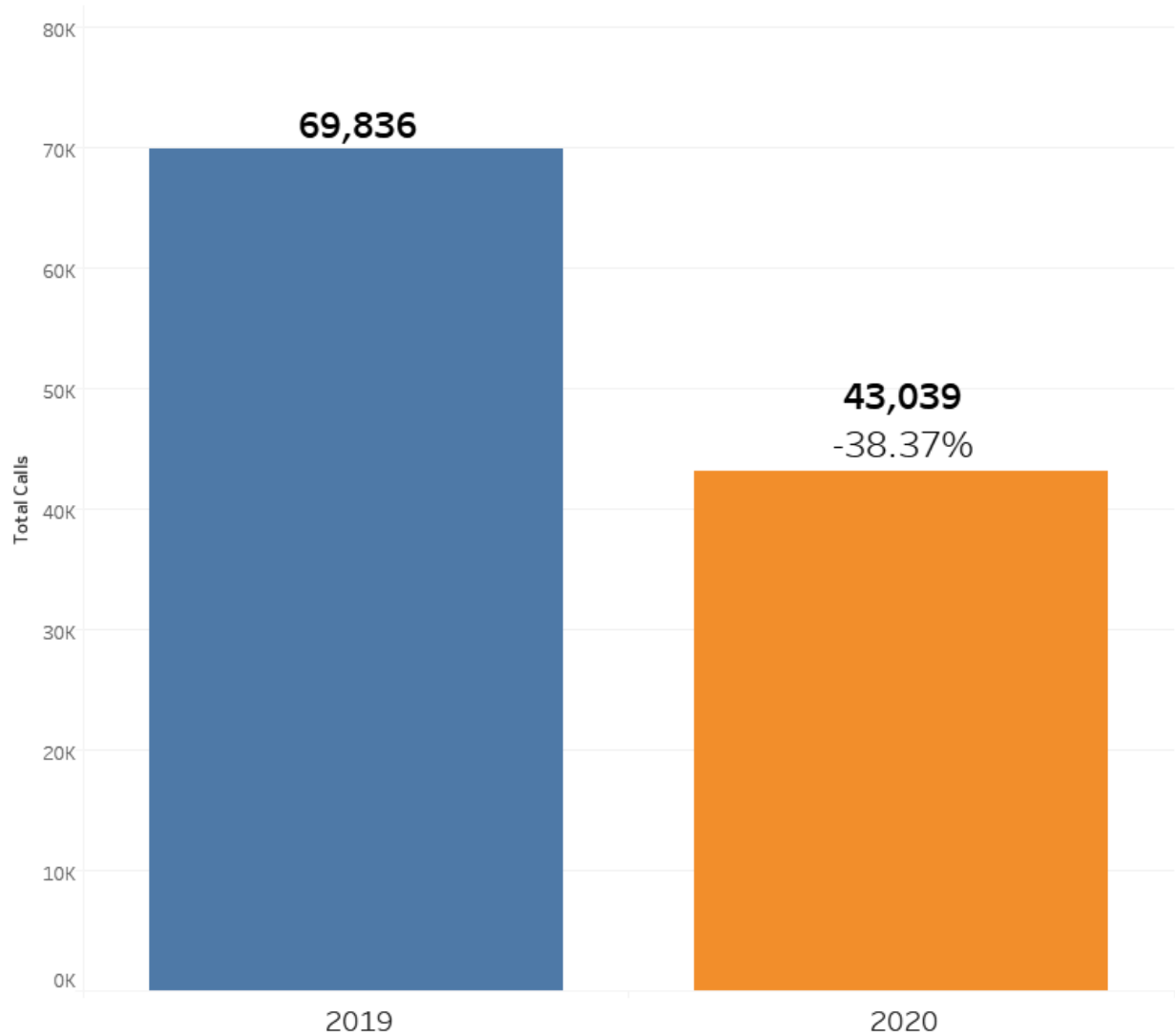
Call Center Performance – Year-to-Year comparison



Average Answer Rate - September 2019 vs September 2020



Total Calls - September 2019 vs September 2020



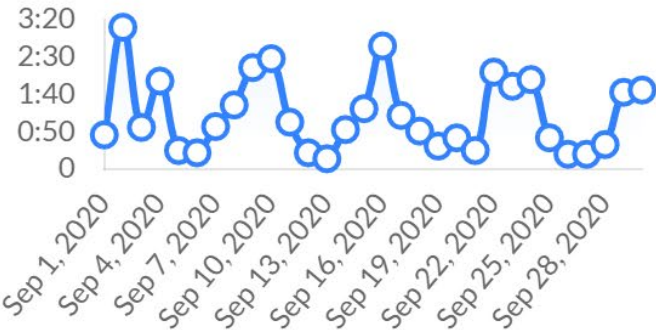
Mobility Services Performance

Call Center Performance - Statistics



Average Speed Of Answer

1m 14s



Average Talk Time

3m 14s



Average Handle Time

4m 37s



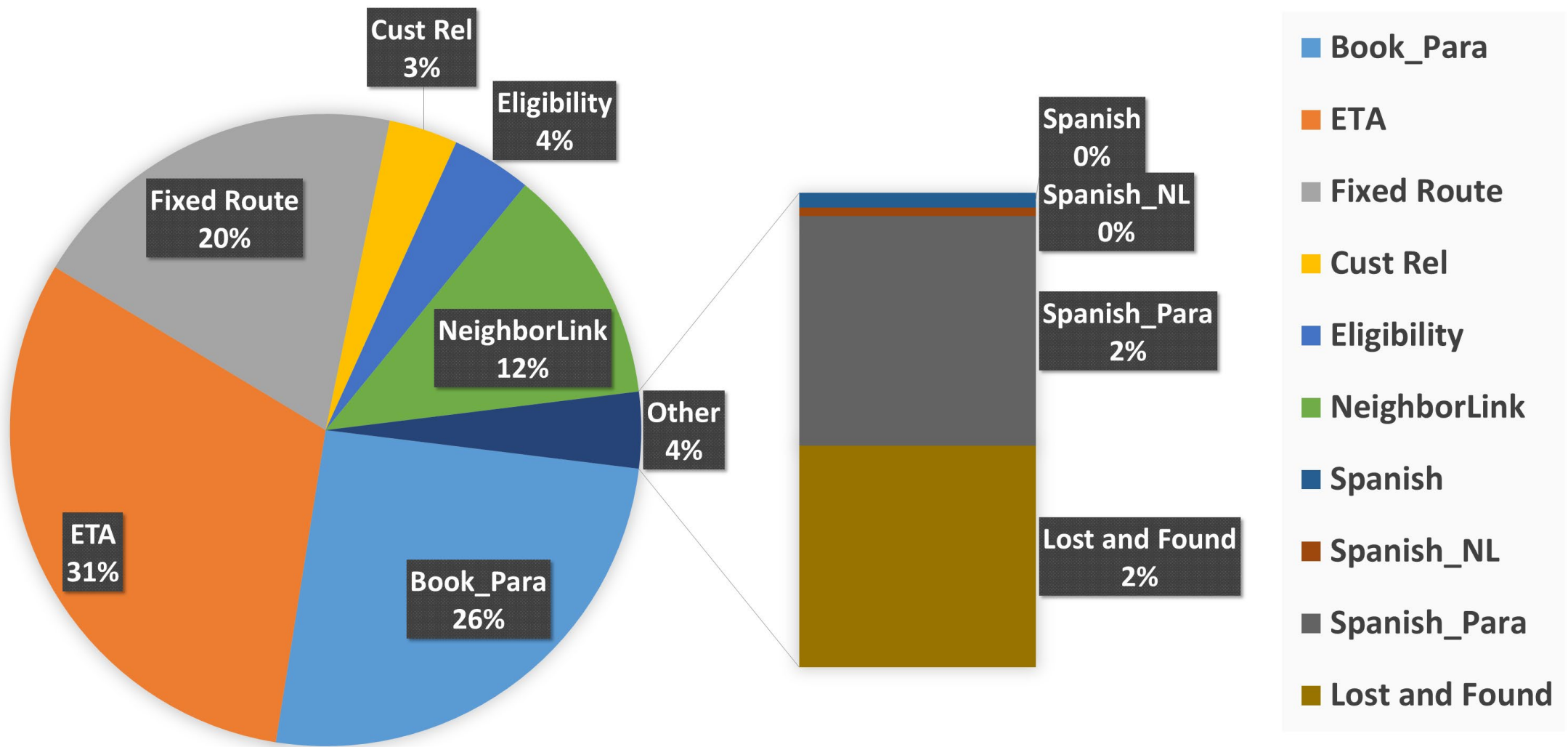
Contact Resolution Totals

Abandoned (6%)	2593
Timed out (0%)	0
Handled (93%)	40446

Total calls 43039

Mobility Services Performance

Call Center Performance – Call Type Analysis

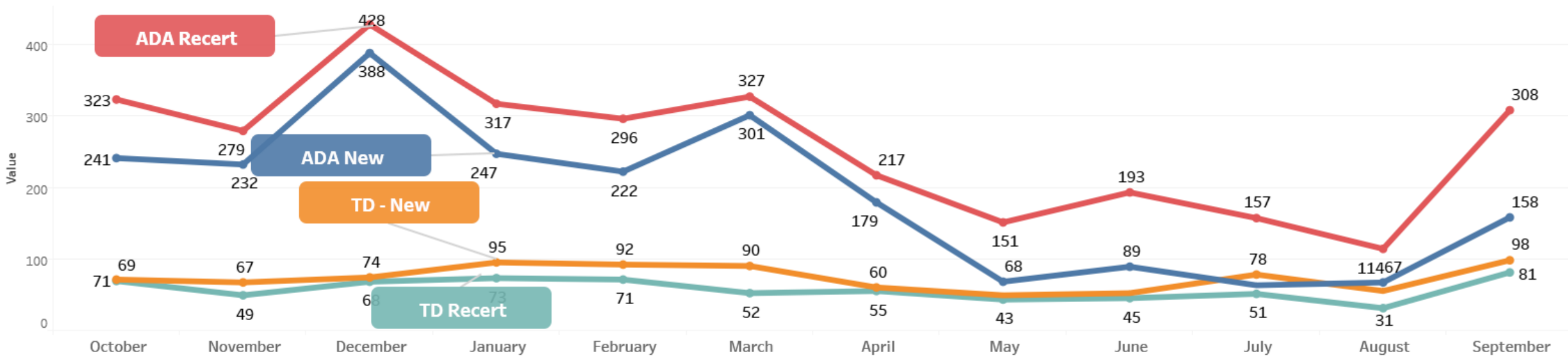


Mobility Services Performance

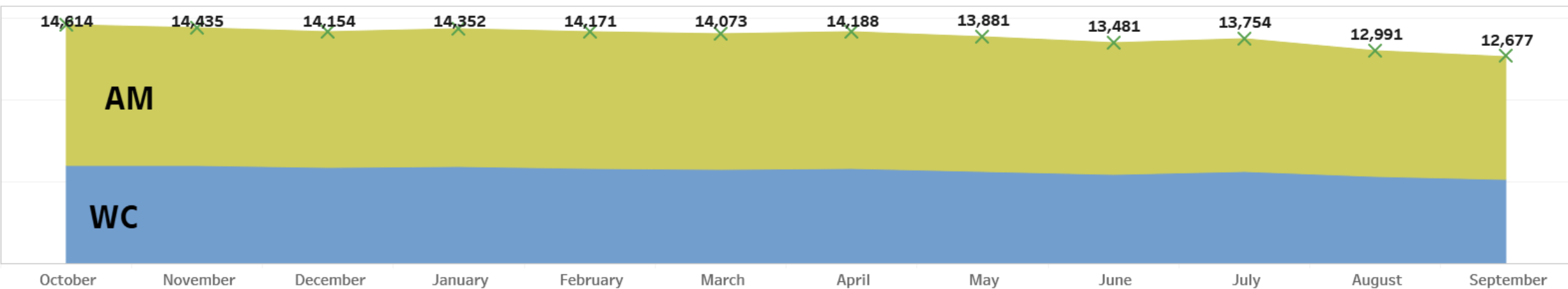
Access LYNX Eligibility – Application Processing



Approved Applications and Recertifications



Total Eligible Clients by month



Mobility Services Performance

Program Status and Initiatives



- Reviewing CTD new Grant Allocation Formula
- Implementing New Citizen Request Software
- Phone System...build upon MSR remote experience
- Continued research into new reservation and communication features
- Schedule most trips to Primary Contractor
 - “Social Distance” scheduling
 - Minimize exposure
 - Implemented temperature check at paratransit operations
- Continue “Mask Required” by all individuals on Access LYNX vehicles

Mobility Services Performance

Program Status and Initiatives (Continued)



- Fleet Update
 - 15 New NeighborLink vehicles delivered and in revenue service – 100%
 - 24 new paratransit vehicles in revenue service of 63 ordered



- ADA and TD Application
 - Clear definition of programs
- Clarify instructions for potential clients
 - Eliminate unnecessary doctor verification form
 - Reduce unnecessary information gathering
- Reduce processing time

Mobility Services Performance

Transportation Disadvantaged (TD) Application – STATUS & PROGRESS



- Created Taskforce.....Reviewed TD Criteria
- Criteria Reviewed
 - Reviewed Best Practices (Palm Tran, etc.)
 - Household Income Verification process (Federal Procedure)
 - Financial Resources
- Finalization TD Application Format
- Communication plan with stakeholders
- Implement new process 2021

TAB 6



Planning Grant Agreement Tasks Quarterly Progress Report



Planning Agency	MetroPlan Orlando	County	Orange, Osceola, Seminole
		Invoice #	
Reporting Period	July 1, 2020 - September 30, 2020	Grant #	G1N75

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No Activity this reporting period
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	No Activity this reporting period
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	25% Copies of July 28 QATF and August 13 th agendas attached
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% July 28 th meeting highlights and draft minutes of August 13 th meeting are attached
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)	No Activity this reporting period
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)	No Activity this reporting period
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No Activity this reporting period
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 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% Legal notices published in the Orlando Sentinel are attached.
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)	No Activity this reporting period LCB will review and authorize Chair signature in November
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)	100% AER and transmitting letter are attached.

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No Activity this reporting period
B.	Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	100%
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)	100% Ms. Janae Olds serves as a member on the TDLCB

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)	No Activity this reporting period
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No Activity this reporting period
D.	Notify CTD staff of local TD concerns that may require special investigations.	No Activity this reporting period
E.	Provide training for newly-appointed LCB members. (Task 3)	No Activity this reporting period
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.	No Activity this reporting period
G.	To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No Activity this reporting period
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	No Activity this reporting period

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

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

10/07/2020

Date



October 27, 2020

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

Dear Chairman Alvarez,

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

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

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

407-841-2279

www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

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

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

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely progress payment requirements to our contractor for the period of July 1, 2020 to September 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)