



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

February 11, 2021 @ 10:00 a.m.



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

HYBRID MEETING

DATE: Thursday, February 11, 2021

TIME: 10:00 a.m.* *(See note below)*



Wireless access available
Network = MpoGuest
Password = metroaccess

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

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use this link:
<https://us02web.zoom.us/j/85182287883?pwd=Q3Q0am5MWIJPM1o0d1Q3OE85b3BHQT09>
Passcode: 919117
To dial in, please see the calendar item for this meeting:
[Transportation Disadvantaged Local Coordinating Board Hybrid Meeting \(metroplanorlando.org\)](https://metroplanorlando.org)

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 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. February 10. When 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 comments have been 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. February 10.

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

AGENDA

I. CALL TO ORDER – Commissioner Mayra Uribe

II. PLEDGE OF ALLEGIANCE

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

IV. AGENDA REVIEW & ANNOUNCEMENTS– Ms. Virginia Whittington

V. PUBLIC COMMENTS ON ACTION ITEMS

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

VI. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chairperson of the QATF, will provide a brief report from their February 26, 2021 meeting.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting TAB 1

The minutes of the November 12, 2020 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

B. Acknowledgement of public meeting comments TAB 2

Staff requests acknowledgement of a summary of the public comments received during the annual public meeting November 12, 2020. The summary is attached at Tab 2.

VIII. ACTION ITEMS

A. Approval of TDLCB Membership Certification TAB 3

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 10, 2021 meeting. Action is requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines.

B. 2021 Quality Assurance Task Force Membership

Staff requests confirmation of the recommended 2021 QATF membership as follows:

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

C. Approval of 2021 TDLCB Bylaws

TAB 4

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws each year and recommend any necessary changes for approval. A preliminary review was conducted by the QATF at their meeting on January 26th. No changes were recommended by staff or members of the QATF. The bylaws are found in Tab 4. Staff requests approval of the bylaws as presented.

D. Approval of 2021 Grievance Procedures

TAB 5

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures, if necessary. The grievance procedures were reviewed by the QATF at their January 26, 2021 meeting. No changes were recommended. Staff requests approval of the Grievance Procedures found at Tab 5.

E. Appointment of 2020 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Staff recommend previously appointed members continue as the 2021 Grievance Committee:

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

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

F. Approval of Revised ACCESS LYNX Eligibility Application

TAB 6

Mr. Norm Hickling, ACCESS LYNX, will highlight revisions made to ACCESS LYNX's Eligibility Application. The recommended revisions resulted from the work of the Eligibility Application Review Committee which was tasked with reviewing the Transportation Disadvantaged Eligibility Criteria and based on those criteria, determining what needed to be included on an eligibility application for Transportation Disadvantaged (TD) clients only. Mr. Hickling will present the final application for approval.

G. Community Transportation Coordinator Evaluation

TAB 7

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

Ms. Whittington will provide an overview of the process being recommended to conduct the 2021 evaluation electronically. Staff requests approval of the proposed process and feedback on potential evaluation subcategories.

IX. PRESENTATIONS & STATUS REPORTS

A. Overview of Changes to the Trip & Equipment Grant Funding Allocation Methodology

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 rule changes.

B. LYNX/Community Transportation Coordinator (CTC) Update

TAB 8

Mr. Norm Hickling will provide an Access Lynx Mobility Services Update.

X. GENERAL INFORMATION

A. Planning Grant Update Report

TAB 9

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

B. Report of Operator Payments

TAB 10

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

C. 2020 Attendance Records

TAB 11

A spreadsheet showing the attendance records for the TDLCB meetings during 2020 is enclosed for information purposes.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. Commission for Transportation Disadvantaged Workshop on ADA/TD Issue (Virtual Meeting Link to be provided.)

B. MetroPlan Orlando Board meeting – March 10, 2021 at 9:00 a.m. (Hybrid Meeting)

- C. Annual CTD/FPTA Transportation Disadvantaged Day in Tallahassee (Virtual Experience – Link to follow)
- D. Quality Assurance Task Force – April 27, 2021 at 10:00 a.m.
- E. TDLCB Meeting Dates for 2021:
- May 13, 2021
 - August 12, 2021
 - November 18, 2021 (Annual Public Meeting followed by the regular quarterly meeting)

XII. MEMBER COMMENTS

XIII. PUBLIC COMMENTS (GENERAL)

XIV. ADJOURNMENT – Next meeting: May 13, 2021 (HYBRID MEETING)

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

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

TAB 1



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

DATE: Thursday, November 12, 2020

TIME: 10:30 a.m.

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

Mayor Jose Alvarez, Chair, Presiding

Members in attendance were:

Mayor Jose Alvarez, Chairman, Osceola County
Commissioner Mayra Uribe, Orange County
Ms. Dianne Arnold, Economically Disadvantaged
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS
Ms. Ms. Virginia Whittington, MetroPlan Orlando
Mr. Nick Lepp, MetroPlan Orlando
Ms. Lara Bouck, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Mr. Benjamin Gonzalez, ACCESS LYNX

Members attending the meeting via the Zoom platform:

Ms. Marilyn Baldwin, Disabled
Ms. Sharon Jennings, Agency for Persons with Disabilities
Dr. Linda Levine-Silverman, Elderly
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Ms. Karla Radka, Senior Resource Alliance

Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. William "John" Slot, ACCESS LYNX
Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Ms. Nanette Stephens, ACCESS LYNX

Members not in attendance were:

Mr. James Grzesik, SunRail CAC

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

I. CALL TO ORDER

Mayor Alvarez, City of Kissimmee, called the meeting to order at 10:00 a.m., and welcomed those in attendance.

II. PLEDGE OF ALLEGIANCE

Ms. Marilyn Baldwin, Disabled 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 provided an overview of the virtual meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. She stated that today's hybrid meeting is accessible to all. She explained that the May 14th meeting minutes was inadvertently excluded and have been added to the agenda as an action item. In addition, Mr. David Darm, Executive Director, Florida Commission for the Transportation Disadvantaged, was not able to attend today's meeting and his presentation will be heard at the February 11, 2021 LCB meeting.

MOTION: Commissioner Uribe moved to approve the today's meeting agenda reflective of the changes noted by Ms. Whittington. Ms. Neika Berry seconded the motion, which passed unanimously.

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 October 27, 2020, QATF meeting. The QATF recommended approval of the 2021 QATF Meeting Schedule, and the annual operating and expenditure reports. The QATF members voted on a recommendation for the TDLCB's membership that will be presented at today's meeting. Ms. Baldwin noted that recommendations from the TD Eligibility Application Review Committee were expected to be presented at today's meeting, however, that was postponed at the request of ACCESS LYNX. She noted that Mr. Hickling will discuss the issue as a part of his CTC update. The next QATF meeting is scheduled for January 26, 2021.

VII. ACTION ITEMS

A. Approval of minutes of previous meetings

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

MOTION: Commissioner Uribe moved to approve the May 14 and August 13, 2020, meeting minutes. Dr. Linda Levine-Silverman seconded the motion, which passed unanimously.

B. Proposed 2021 TDLCB Meeting Schedule

Staff requested approval for the 2021 MetroPlan Orlando Board/Committees meeting schedule. The proposed meeting schedule was provided. Ms. Whittington noted that the annual TDLCB public meeting was moved to November 18, to avoid a conflict with the Veteran's Day holiday.

MOTION: Commissioner Uribe moved to approve the 2021 Meeting Schedule. Ms. Dianne Arnold seconded the motion, which passed unanimously.

C. Acknowledgement of the Annual Operating Report (AOR)

Staff requested acknowledgement of ACCESS LYNX's Annual Operating Report, which includes the financial information for paratransit operations Fiscal Year 2019-20. A copy of the AOR, which was transmitted to the CTD was provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets.

MOTION: Commissioner Uribe moved to acknowledge the fiscal year 2019-20 Annual Operating Report. Ms. Dianne Arnold seconded the motion, which passed unanimously.

D. Acknowledgement of the Annual Expenditure Report (AER)

Staff requests acknowledgement of the Annual Expenditure Report (AER) for FY 2019-20. A copy of the AER, which was transmitted to the CTD was provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets.

MOTION: Commissioner Uribe moved to acknowledge the fiscal year 2019-20 Annual Expenditure Report. Mr. Wayne Olson seconded the motion, which passed unanimously.

E. QATF Membership Recommendation

Ms. Marilyn Baldwin, Chair of the QATF, presented the membership recommendations based on discussions at the October 27 QATF meeting. Ms. Baldwin stated that the QATF reviewed membership applications from two individuals, and also received a letter of interest from Ms. Neika Berry who is currently serving in the role of Citizen Advocate, non-system user. She reminded LCB members that Ms. Berry's initial appointment was to fill the balance of a term left vacant when a former LCB member resigned. The QATF voted to recommend Ms. Berry be reappointed to a full, three-year term.

MOTION: Ms. Marilyn Baldwin moved to appoint Ms. Neika Berry to a full, three-year term. Dr. Linda Levine-Silverman seconded the motion, which passed unanimously.

Ms. Whittington noted that the other applications received were very good candidates and possible matches for the Metroplan Orlando Community Advisory Committee. Those applications have been forwarded to the CAC Staff Liaison.

VIII. PRESENTATIONS & STATUS REPORTS

A. Presentation on Revisions to Orange County Code

Dr. Alissa Barber Torres, Chief Planner, Orange County Transportation Planning Division, presented an overview of the 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. Dr. Barber explained that the purpose of today's presentation is to provide updates and to receive input on current projects from the LCB and affected communities. She gave an overview of what types of devices are considered to be micromobility devices, and recapped Orange County community outreach efforts and regulatory actions. She summarized key provisions of the Orange County Code amendments for pedestrian safety/ADA which included "Maintenance of Traffic" for walking, biking and transit, site development, access management, and sidewalks, subdivisions and student housing, ADA transition plan recommendations, FDOT standards and the Florida Accessibility Code. Dr. Barber outlined the next steps for both projects. She noted for micromobility devices that there will be another BCC work session in January 2021, additional public outreach before January, and a County analysis of the transportation network. The Code amendments presented were adopted by the BCC on October 13, 2020 and are now in effect. County staff will continue outreach to professional associations, conduct staff training and a developers' forum in November, provide notification on the County website, and any other outreach recommended by stakeholders.

Commissioner Uribe provided some insight on why she felt it was important to bring this information to the members of LCB. She explained that she wanted LCB members to be

aware of the issues that are being reviewed at the County level and the use of scooters on unincorporated roads, some of which have high mortality rates and how conducive they are for those who use public access and sidewalks and the burden placed on law enforcement. She thanked Dr. Barber for her presentation.

B. 2045 MTP – Preview of Cost Feasible Plan

Mr. Alex Trauger, MetroPlan Orlando staff, provided a preview of the 2045 Metropolitan Transportation Plan (MTP) Cost Feasible Plan. He noted that the MTP Cost Feasible Plan will be presented to the MetroPlan Orlando Board for approval at their December 9th meeting. Mr. Trauger reviewed the planning process, the new planning approach, and the cost feasible plan development. He covered the key topics for the 2045 Plan along with the budget allocations and their year of expenditure. In addition, Mr. Trauger provided information on Interstate/Strategic Intermodal System, National/State Highway System, Offstate Highway system Capacity, TSMO/ITS, Complete Streets, Pedestrian/Bicycle/Trail, Regional Transit, and locally funded projects in the Plan. He concluded his presentation with a summary of funding available, and unfunded needs. He directed LCB members to the MetroPlan Orlando website: www.MetroPlanOrlando.org/2045DraftPlan in order to obtain more information about the draft Cost Feasible Plan.

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

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

Mr. Norm Hickling, Director of Mobility Services, ACCESS LYNX, 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.

IX. GENERAL INFORMATION

A. Planning Grant Update Report

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

B. Report of Operator Payments

The Operators Payments Report 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.

X. 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.

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.

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

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

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 11th day of February 2021.

Chairperson

Lisa Smith
Board Services Coordinator

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

TAB 2





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

DATE: November 12, 2020

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

TIME: 10:00 a.m.

Those that attended the meeting in person were:

Mayor Jose Alvarez, Chairman, Osceola County
Commissioner Mayra Uribe, Orange County
Ms. Dianne Arnold, Economically Disadvantaged
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS
Ms. Ms. Virginia Whittington, MetroPlan Orlando
Mr. Nick Lepp, MetroPlan Orlando
Ms. Lara Bouck, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Mr. Benjamin Gonzalez, ACCESS LYNX

Those that attended the meeting via the Zoom platform:

Ms. Marilyn Baldwin, Disabled
Ms. Sharon Jennings, Agency for Persons with Disabilities
Dr. Linda Levine-Silverman, Elderly
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. William "John" Slot, ACCESS LYNX
Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Ms. Nanette Stephens, ACCESS LYNX

A complete list of other attendees is available upon request.

Mayor Jose Alvarez, Chairman, called the public meeting to order at 10:00 a.m. He welcomed everyone and informed those in attendance that the public meeting was being conducted in the hybrid format. He explained that there was an in-person quorum of the members of the TDLCB, and the other members of the TDLCB were participating in the meeting via Zoom. Ms. Marilyn Baldwin led attendees in the Pledge of Allegiance. Ms. Lisa Smith called roll and confirmed that a quorum was present. Ms. Virginia Whittington informed those in attendance of the purpose of the public meeting, provided details on how the public meeting was noticed, the options for submitting and/or making comments, and an overview of the virtual meeting guidelines, the raise hand feature to be recognized. She announced that the meeting had been properly noticed. Ms. Whittington thanked attendees for participating and providing their comments.

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

Public Comments:

Ms. Whittington stated that online speaker cards were received from Mr. Jose Navarro, and Ms. Earlene Powell Crosskey, however, they were not present when their names were called to make their public comment and therefore did not address the Board.

Ms. Whittington acknowledged public comments received via email from Ms. Pamela Mason. Ms. Mason stated in her email that she is grateful for the transportation assistance that she receives from ACCESS LYNX in getting to and from her medical appointments.

Ms. Alma Rhees, Orlando, Florida, addressed the members of the TDLCB in person. Ms. Rhees spoke about an issue she is having at her particular SunRail station. She explained that there is lag time between the SunRail train and LYNX bus around 12:00 noon. She stated that it is difficult to schedule a ride around that timeframe. (Ms. Whittington noted that staff was in receipt of an email from Ms. Rhees prior to today's meeting expressing the same concerns. She explained that she had sent a follow-up email to Ms. Rhees seeking additional information, such as which SunRail station Ms. Rhees was referring to, so that the LYNX staff would be able to better respond to her concern.)

Ms. Shelia Young, Orlando, Florida, addressed the members of the LCB via Zoom. Ms. Young expressed gratitude to ACCESS LYNX for continuous services provided through the Covid 19 pandemic. She stated that she was extremely impressed at how well they maintained their continuity of service.

Prior to closing the public comment period Mayor Alvarez asked if anyone else wishes to make public comments. There were none. He thanked everyone that brought forward concerns at today's meeting. He assured the speakers that ACCESS LYNX will receive a copy of the comments received.

Member Comments: There were no member comments.

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

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

TAB 3





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

Date: March 10, 2021

Name (DOPA): MetroPlan Orlando

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

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

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

Signature: _____
Honorable Viviana Janer

Title: Chair of MetroPlan Orlando

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

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

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

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

TAB 4





THE JOINT ORANGE, OSCEOLA AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD BYLAWS

ARTICLE I: Preamble

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II: Name and Purpose

Section 1: Name

The name of the Coordinating Board shall be the JOINT ORANGE, OSCEOLA, AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the TDLCB.

Section 2: Purpose

The purpose of each TDLCB is to develop local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the TDLCB is considered an advisory body. (Section 427.0157, Florida Statutes).

ARTICLE III: Local Coordinating Board Membership

Section 1: Voting Members

In accordance with Chapter 427.0111, Florida Statutes, all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

The following agencies or groups shall be represented on the TDLCB as voting members:

1. An elected official from each service area, appointed by the planning agency;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. A person who is recognized by the Veterans Service Office representing the veterans in the county;

7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the service area;
8. A person over sixty representing the elderly in the service area;
9. A person with a disability representing the disabled in the service area;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) as their primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the TDLCB;
14. A local representative of the Florida Agency for Health Care Administration;
15. A local representative of the Agency for Persons with Disabilities;
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

Section 2: Alternate Members

Agency alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency.

1. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
2. Alternates for a TDLCB member who cannot attend a meeting must be a representative of the same interest as the primary member.

Section 3: Technical Advisors - Non-Voting Members

Upon a majority vote of a quorum of the TDLCB, technical advisors may be approved for the purpose of providing the TDLCB with technical advice as necessary.

The following agencies or individuals shall be represented on the TDLCB as non-voting members:

1. The chairperson or designee of the selected Community Transportation Coordinator (CTC);
2. The Chair or other elected designee from the LYNX Transit Advisory Committee;
3. The Chair or other designee from the SunRail Citizens Advisory Committee; and
4. A representative from Orange County Emergency Medical Services

Section 4: Terms of Appointment

Except for the Chairperson and state agency representatives, the members of the TDLCB shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designated Official Planning Agency.

Section 5: Termination of Membership

Any member of the TDLCB may resign at any time, by notice in writing, to the Planning Agency. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Planning Agency.

Section 6: Attendance

The Planning Agency shall review, and consider rescinding, the appointment of any member of the TDLCB who fails to attend three consecutive meetings without representation. The TDLCB shall notify the TD Commission if any state agency voting member or their alternate fails to attend three consecutive meetings. The Planning Agency must complete attendance roster for each local coordinating board meeting.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

ARTICLE IV: Officers and Duties

Section 1: Appointments

The Planning Agency shall appoint an elected official to serve as the official Chairperson and Vice Chairperson for all TDLCB meetings.

Section 2: Chairperson

The Planning Agency shall appoint one of its members, who is an elected official, to serve as the official Chairperson to preside at all TDLCB meetings. The Chairperson shall be an elected official from one of the counties involved. The Chairperson shall preside at all meetings, and in the event of his/her absence; the Vice Chairperson shall assume the powers and duties of the Chairperson.

The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

Section 3: Vice Chairperson

The TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

In the absence of all the TDLCB's elected officials, the Quality Assurance Task Force (QATF) Chairperson would conduct the meeting.

ARTICLE V: Administration of the Local Coordinating Board

Section 1: Regular Meetings

The TDLCB shall meet at least quarterly. All meetings, including committee meetings, will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on their agenda.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

Section 2: Meeting Notices

All TDLCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and/or to request meeting information in accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the TD Commission, TDLCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the Transportation Disadvantaged Service Plan (TDSP), shall be given for additional review time. The agenda shall include a public participation opportunity.

Section 3: Quorum

At all meetings of the TDLCB, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

In situations where a quorum is not obtained, the members present may elect to either

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

Section 4: Voting

At all meetings of the TDLCB at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the TDLCB present.

Section 5: Bylaws and Parliamentary Procedures

The TDLCB shall develop and adopt a set of bylaws. The bylaws shall state that the TDLCB will conduct business using parliamentary procedures according to Robert's Rules of Order, unless stated otherwise in the bylaws. The bylaws shall be reviewed, updated (if necessary), and adopted annually. Approved bylaws shall be submitted to the TD Commission.

Section 6: Planning Agency Responsibilities

The metropolitan planning organization (MPO) shall provide the TDLCB with sufficient staff support and resources to enable the TDLCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the TDLCB. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

ARTICLE VII: Local Coordinating Board Duties

Section 1: Board Duties

The TDLCB shall:

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the TD Commission.
- B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The TDLCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
- C. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the TDLCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The TDLCB shall utilize the TD Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the TD Commission upon approval by the TDLCB.
- D. In cooperation with the CTC, review and provide recommendations to the TD Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the TDLCB and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. The process should include at least:
 - 1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
 - a) The need for the requested funds or services;
 - b) Consistency with local government comprehensive plans;
 - c) Coordination with local transit agencies, including the CTC;
 - d) Consistency with the TDSP;
 - e) Whether such funds are adequately budgeted amounts for the services expected; and,
 - f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
 - 2. Notify the TD Commission of any unresolved funding requests without delays in the application process.
- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- H. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the TDLCB meeting). A public hearing held jointly with the TD Commission will satisfy this annual requirement.
- I. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).
- J. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- K. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

ARTICLE VIII: Committees

Section 1: Quality Assurance Task Force

Appoint a Committee represented by at least five (5) members from the TDLCB to discuss TD issues or any other problems related to service quality. Member alternates may serve on the QATF, however may only vote if the regular member is not present at the meeting. This Task force will review and develop recommendations concerning the CTC Evaluation process. It shall ensure that the most cost-effective, non-duplicated, efficient and accountable transportation service is offered to the Transportation Disadvantaged population. The Task Force may also consider, under its purview, activities that support the improvement of TD operations such as limited research or studies. The Task Force will also select new or replacement members for vacancies from eligible applicants within the tri-county region for non-agency mandated position. A Chairperson shall be selected by the members appointed to the Task Force.

Section 2: Grievance Committee

When needed, appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTC in the designated service area, and make recommendations for the local Coordinating Board or to the TD Commission, when local resolution cannot be found, for improvement of service.

The TDLCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the TD Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the TDLCB. (41-2.012(5)(c), FAC).

Section 3: Others

Other Committees shall be designated by the Chairman, as necessary, to investigate and report on specific subject areas of interest to the TDLCB and to deal with administrative and legislative procedures. Members appointed to the committees shall be voting members of the Coordinating Board. Committee members shall elect all committee chairpersons each calendar year.

ARTICLE IX: Communication with Other Agencies and Entities**Section 1: General**

The Local Coordinating Board may communicate directly with other agencies and entities, as necessary, to carry out its duties and responsibilities in accordance with Rule 41-2 Florida Administrative Code.

ARTICLE X: Amendments**Section 1: General**

The Bylaws may be amended by a two-thirds vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

ARTICLE XI: Certification

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board on the 11th day of February 2021.

Honorable Mayra Uribe, Chairperson,
Joint Orange, Osceola, and Seminole Counties
Transportation Disadvantaged Local Coordinating Board

TAB 5





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

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 11, 2021

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

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

II. DEFINITIONS

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

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

III. OBJECTIVE

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

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

IV.MEMBERS

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

V. GRIEVANCE PROCEDURES

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

C. STEP ONE

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

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

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

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

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

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

STEP TWO

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

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

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

D. STEP THREE

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

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 11th day of February, 2021.

Honorable Mayra Uribe, Chairperson, for the Orange, Osceola,
and Seminole Counties Transportation Disadvantaged Local
Coordinating Board

GRIEVANCE TRACKING FORM FOR OFFICE USE ONLY

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

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

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

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

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

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

Please send completed form and any supporting documentation to:

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

=====

[illegible]

=====

[illegible]

Printed Name: _____

Signature: _____

Date: _____

TAB 6





ACCESS LYNX

TRANSPORTATION DISADVANTAGED (TD) PROGRAM

Thank you for your interest in the Transportation Disadvantaged (TD) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Eligibility: The TD program eligibility criteria requires the applicant to qualify for two of the three criteria (No Access to Fixed Route, Disability, or Individual's income is at or below 185% of Federal Poverty level).

Eligible Client	2020 Federal Poverty Guideline
1	185% = \$23,606

Please be sure to sign where appropriate. If the disability criteria is applicable, the Medical section must be completed and signed by a Florida Licensed Physician. You may attach supporting documentation.

We will make every effort to verify your individual income and any medical information provided. If necessary, further information may be requested to determine eligibility.

Completed TD applications must contain all requested information. You are required to provide identification and applicable financial supporting documents upon submission. Self-declaration of income is not accepted. Processing may take up to 21 days from receipt of completed application.

Mail Completed Application to:
ACCESS LYNX (Eligibility)
455 N Garland Ave.
Orlando, FL 32801
Fax Application to: (407) 849-6759
Information: (407) 423-8747 (select Option 6)

FOR OFFICE USE ONLY:

Client ID: _____

DATE RECEIVED _____

NEW _____ RECERT _____

For Life Sustaining Trips Only – Check Here: Dialysis Only ☐ Cancer Treatment Only ☐

APPLICATION: General Information (SECTION 1)

_____		_____			
Date of Birth		Last 4 of Social Security Number			
_____	_____	_____	_____		
Last Name	First Name	Middle Initial	M/F		
_____		_____			
Home Address		Apartment Number			
_____	_____	_____	_____		
City	County	State	Zip Code		
_____		_____			
Complex/ Subdivision/ Facility Name		Gate Code			
_____	_____	_____	_____		
Home Phone	Work Phone	Cell Phone	Email address		
_____	_____	_____	_____	_____	_____
Mailing Address	Apt Number	City	County	State	Zip code

Emergency Contact:

Name _____ Relationship _____ Phone number _____

Address / Apt Number	City	County	State	Zip Code
----------------------	------	--------	-------	----------

Please check all that apply to you:

- | | | | |
|--|---------------------------------------|--|--|
| <input type="checkbox"/> Service Animal | <input type="checkbox"/> Crutches | <input type="checkbox"/> Need Attendant | <input type="checkbox"/> Wheelchair |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Walker | <input type="checkbox"/> Assist Walking | <input type="checkbox"/> Power WC |
| <input type="checkbox"/> Sight Impairment | <input type="checkbox"/> Hearing Loss | <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Wide WC |
| <input type="checkbox"/> Blind/Legally Blind | <input type="checkbox"/> Deaf | <input type="checkbox"/> Mental Impairment | <input type="checkbox"/> Power Scooter |
- ☐ Mental Impairment (Do not Leave Unattended)

Do you have weekly scheduled medical appointments? YES ☐ NO ☐

How many medical appointments do you have in a month? _____

How do you currently travel to your destination?

☐ LYNX (City bus) ☐ Taxi/TNC ☐ Drive yourself ☐ Other ☐ ACCESS LYNX

Please check the condition which prevents you from accessing a regular LYNX fixed route bus.

- ☐ The bus stop is too far (more than $\frac{3}{4}$ mile).
- ☐ The bus does not run where I need to go/when I need to go for employment.
- ☐ I have a disability that prevents me from using the LYNX fixed route bus.

Explain: _____

Verification of Income (SECTION 2)

Total Individual Monthly Income \$ _____

Please Attach Proof of your total income, before tax, including wages, tips, any Social Security income, Pension, and other.

Acceptable forms:

- | | |
|--|----------|
| 1. Minimum of two (2) most recent pay stubs | \$ _____ |
| 2. DCF Cash Benefits/ Child support letter | \$ _____ |
| 3. Unemployment Compensation income verification | \$ _____ |
| 4. Social Security Proof of Income Letter (SSA/SSI/SSDI) | \$ _____ |
| 5. Retirement / Pension statement (Include VA) | \$ _____ |
| 6. First page of your most recent tax return | \$ _____ |
| 7. Other (Specify) | \$ _____ |

*Self-Declaration as proof of lack of income is not accepted.

If \$0.00 income, and you live in a house or apartment, indicate how rent/utilities are paid (this includes balance remaining after rent subsidy).

Additional documentation may be required to support individual income.

Did you attach a copy of your Florida ID or Driver's license?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Did you attach all required documents?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Is the Medical Form completed by a Florida Licensed Physician?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Applicant's Release: (SECTION 3)

I understand that the purpose of this evaluation form is to determine my eligibility for Transportation Disadvantaged Service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

Print Name (Preparer)

Relationship

Medical Form (SECTION 4)

Instructions for Florida Licensed Physician: Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or mental impairment that substantially limits one or more major life activities.

Applicant Name: _____ Date of Birth: _____

What is the applicant's disability or condition? _____

Cognitive Impairment ☐ Functional ☐ Hearing ☐ Visual ☐
Uncontrolled Fatigue ☐ Emotional ☐ Neurological ☐

Is the applicant's disability or condition ☐ **Permanent?** ☐ **Temporary?**
If Temporary, what is duration? _____

Are any of the following affected by the individual's disability? (Check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Orientation | <input type="checkbox"/> Monitoring time | <input type="checkbox"/> Gait or balance |
| <input type="checkbox"/> Problem Solving | <input type="checkbox"/> Judgment | <input type="checkbox"/> Inconsistent performance |
| <input type="checkbox"/> Short-term Memory | <input type="checkbox"/> Communication | <input type="checkbox"/> Long-term memory |
| <input type="checkbox"/> Inappropriate social behavior | | <input type="checkbox"/> Do Not Leave Unattended |
| <input type="checkbox"/> Other (please explain) _____ | | |

If applicant is currently taking prescribed medication(s), does this medication enhance or diminish the individual's functional ability to travel independently? ☐ Yes ☐ No
If yes, please explain.

I, the undersigned, certify the medical information provided on the TD Application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida.

FL Licensed Physician's Signature

Florida Medical License Number

FL Licensed Physician's Name (Print Legibly)

Contact Number and Address

TAB 7





metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

LYNX Community Transportation Coordinator

Orange, Osceola and Seminole Counties

**July 1, 2019 - June 30, 2020
Evaluation Form**

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INTRODUCTION

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

ACCESS LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is **July 1, 2019 through June 30, 2020.**

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

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

COORDINATION

OPERATIONS

Please rate each Operations Standard as indicated below:

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

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

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

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

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

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

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

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

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

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

ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

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

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

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

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

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

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

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

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

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

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

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

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

DRAFT

COST EFFECTIVENESS AND EFFICIENCY

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

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

RATIOS:

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

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

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

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

LOCAL PERFORMANCE MEASUREMENTS

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

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

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

On-Time Performance

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

*The TDLCB established an on-time performance goal of 91% or higher. The average on-time performance between July 2019 to June 2020 was of **XX%***

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Call Hold Time

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

*The TDLCB established an average call hold time goal of three (3) minutes. The average call hold time between July 2019 to June 2020 was of **X minutes and XX seconds.***

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Commendations and Concerns

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

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

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

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

DRAFT

AVAILABILITY

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

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

Demand – TD transportation demand has continued to increase. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide enough funding to meet 100% of the demand on the ACCESS LYNX program. **In 2019/20, there were 0 unmet needs.**

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

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

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

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

Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2019 to June 2020:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

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

Please provide any general comments or feedback you may have:

DRAFT

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

1. Area: _____

Time Frame for implementation: _____

2. Area: _____

Time Frame for implementation: _____

3. Area: _____

Time Frame for implementation: _____

4. Area: _____

Time Frame for implementation: _____

GLOSSARY

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Subscription Trips

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

Demand Response Trips

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

TAB 8



Mobility Services CTC Report

Transportation Disadvantaged Local Coordinating Board Meeting
Quality Assurance Task Force meeting

1/26/2021

Summary

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

Americans with Disabilities Act of 1990 (“ADA”)

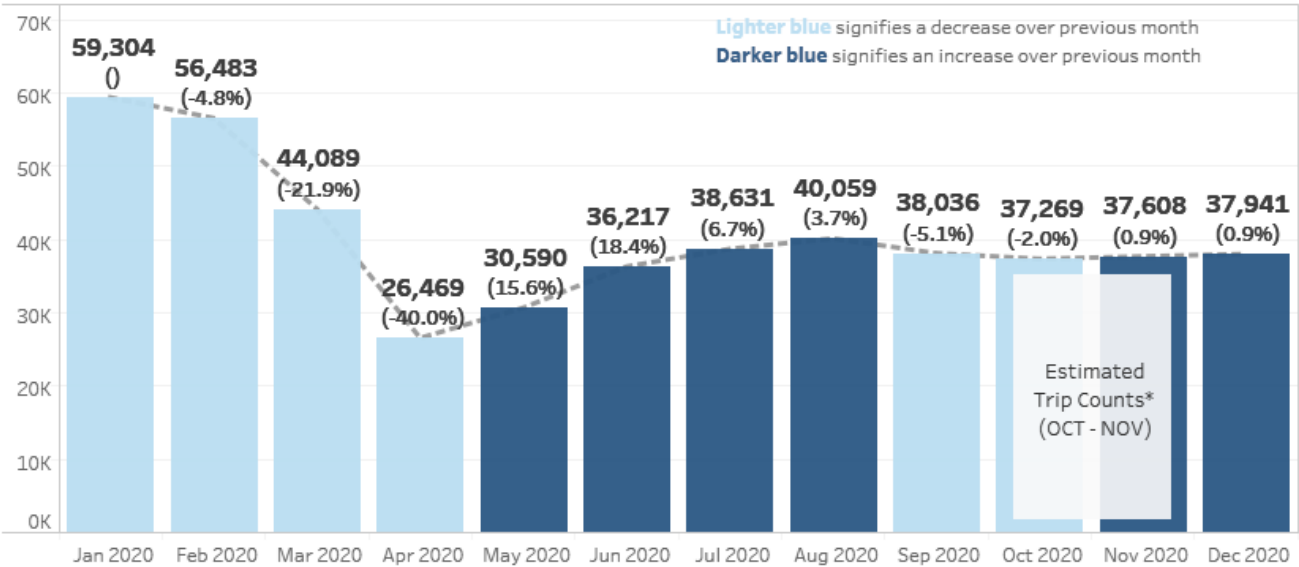
The State of Florida Transportation Disadvantaged Program (“TD”)



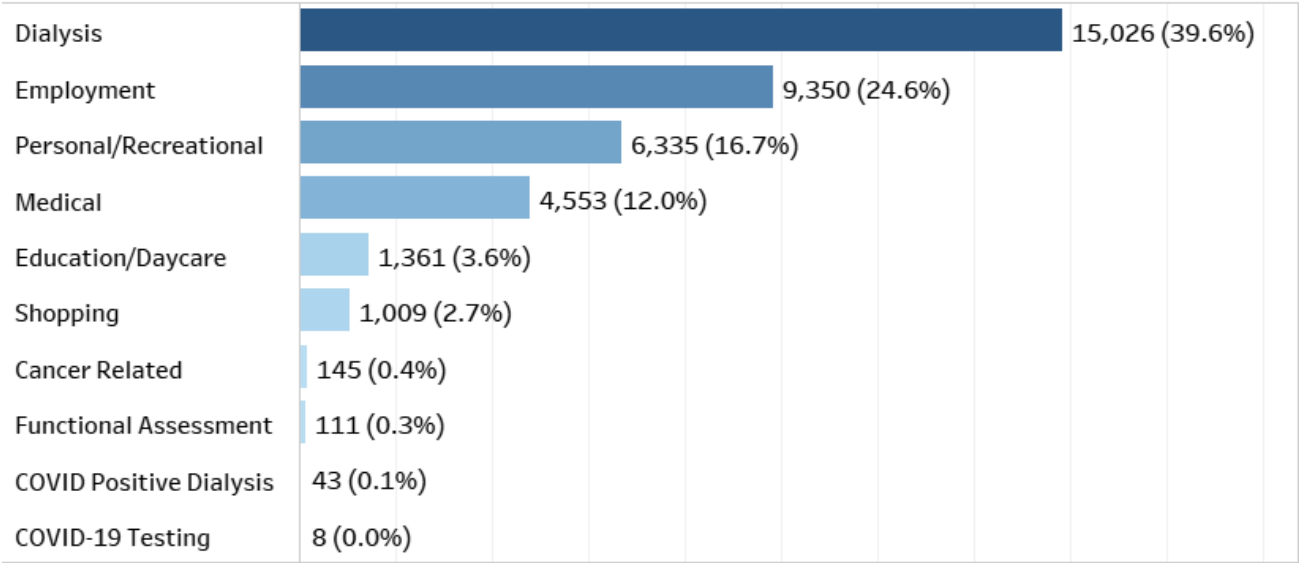
- Trip Performance and Analysis
- Funding Allocation
- Call Center Performance
- Eligibility Status
- Program Status and Initiatives



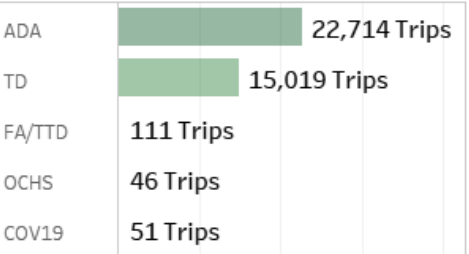
Paratransit trips per month (with percentage change over previous month)



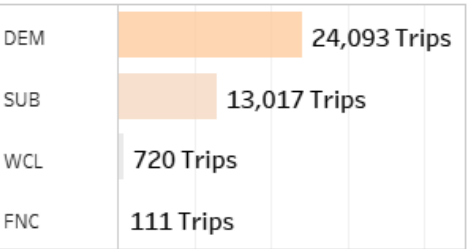
December's Distribution (3)



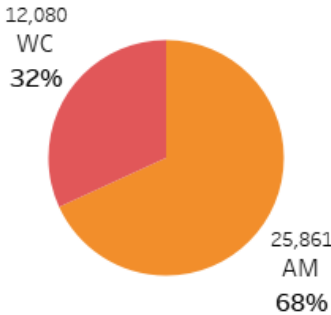
Funding Source



Trip Type



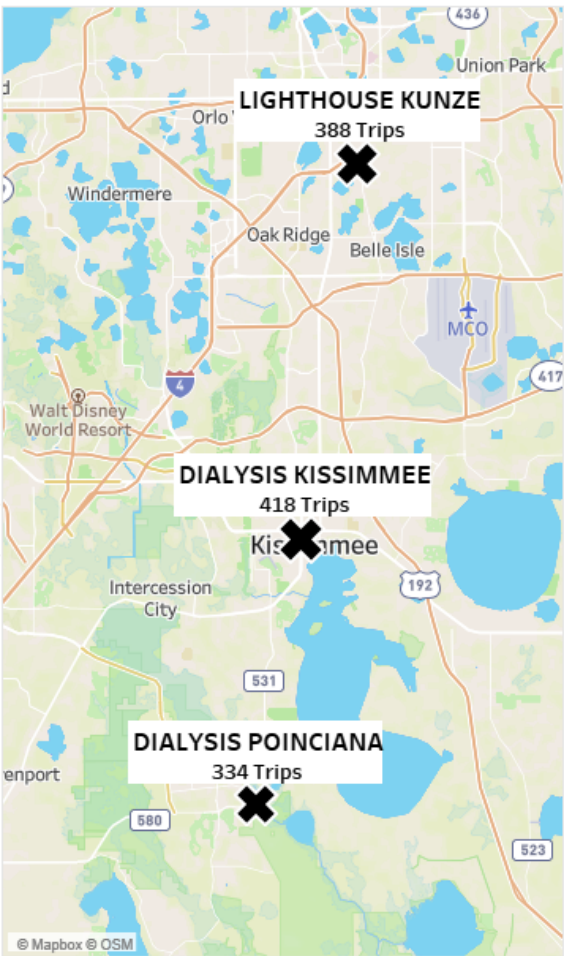
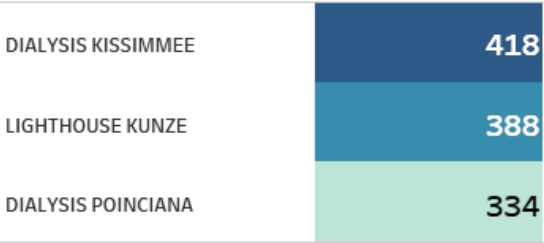
Provider



Clients Served



December's Busiest Pickup Locations

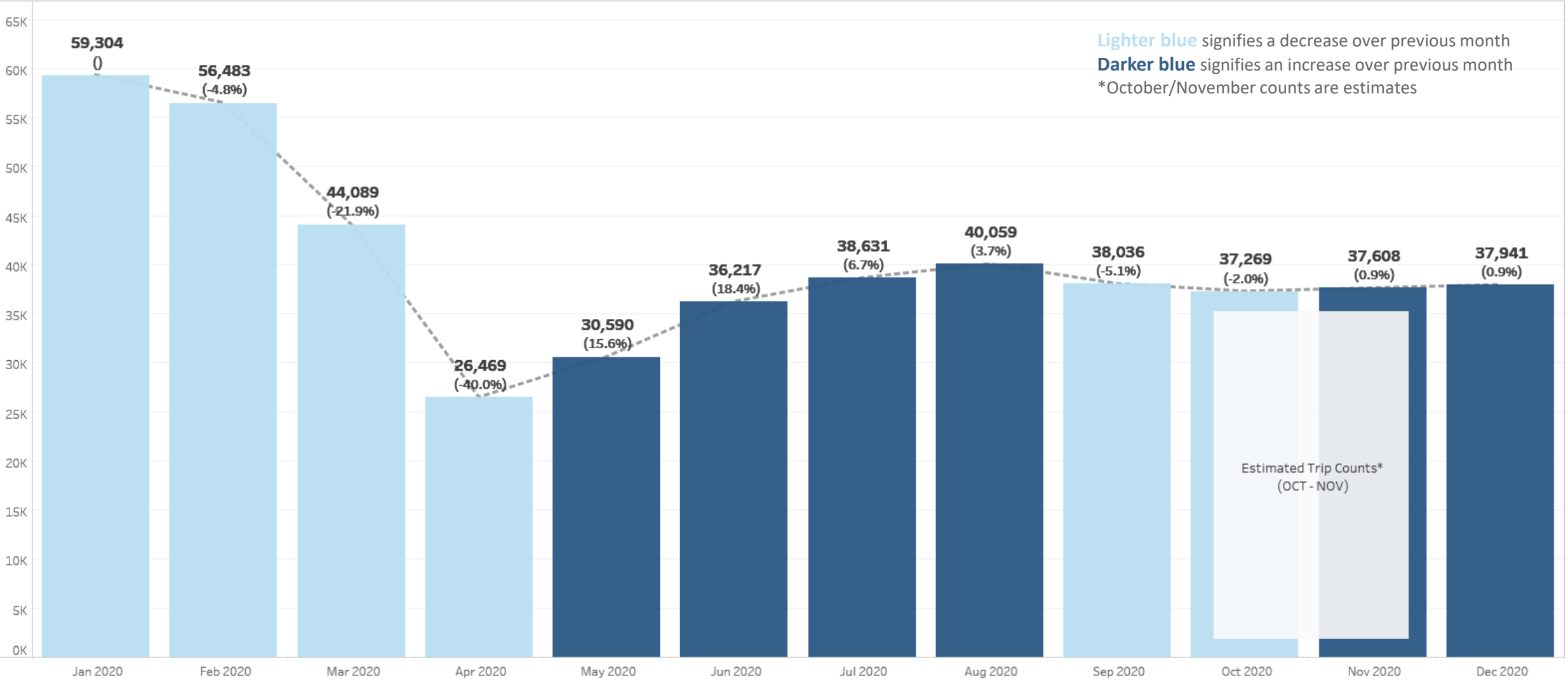


Mobility Services CTC Report

Trip Performance – Month-to-Month Analysis



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

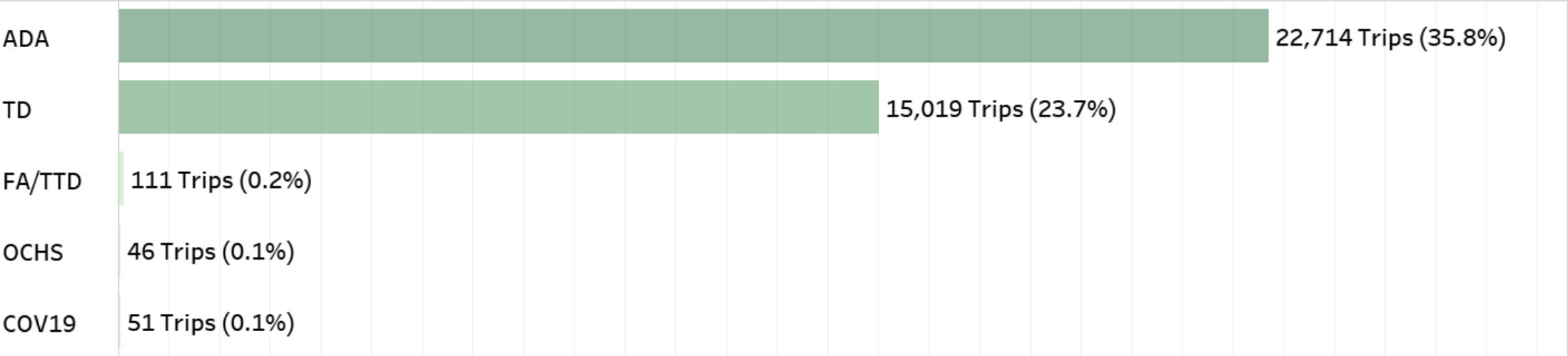


Mobility Services CTC Report

Trip Performance – Funding Source and Client Analysis



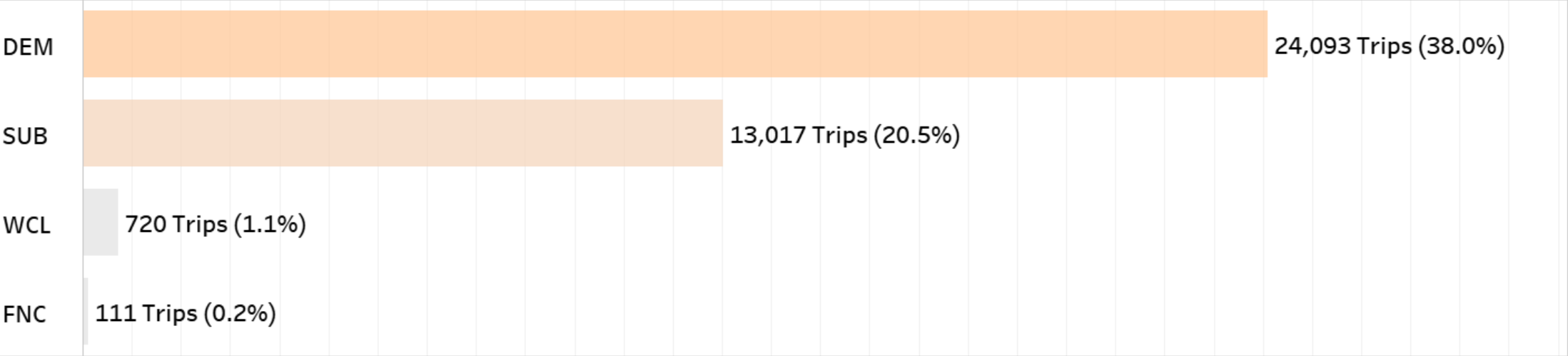
December's Trip Distribution by Funding Source



Clients Served



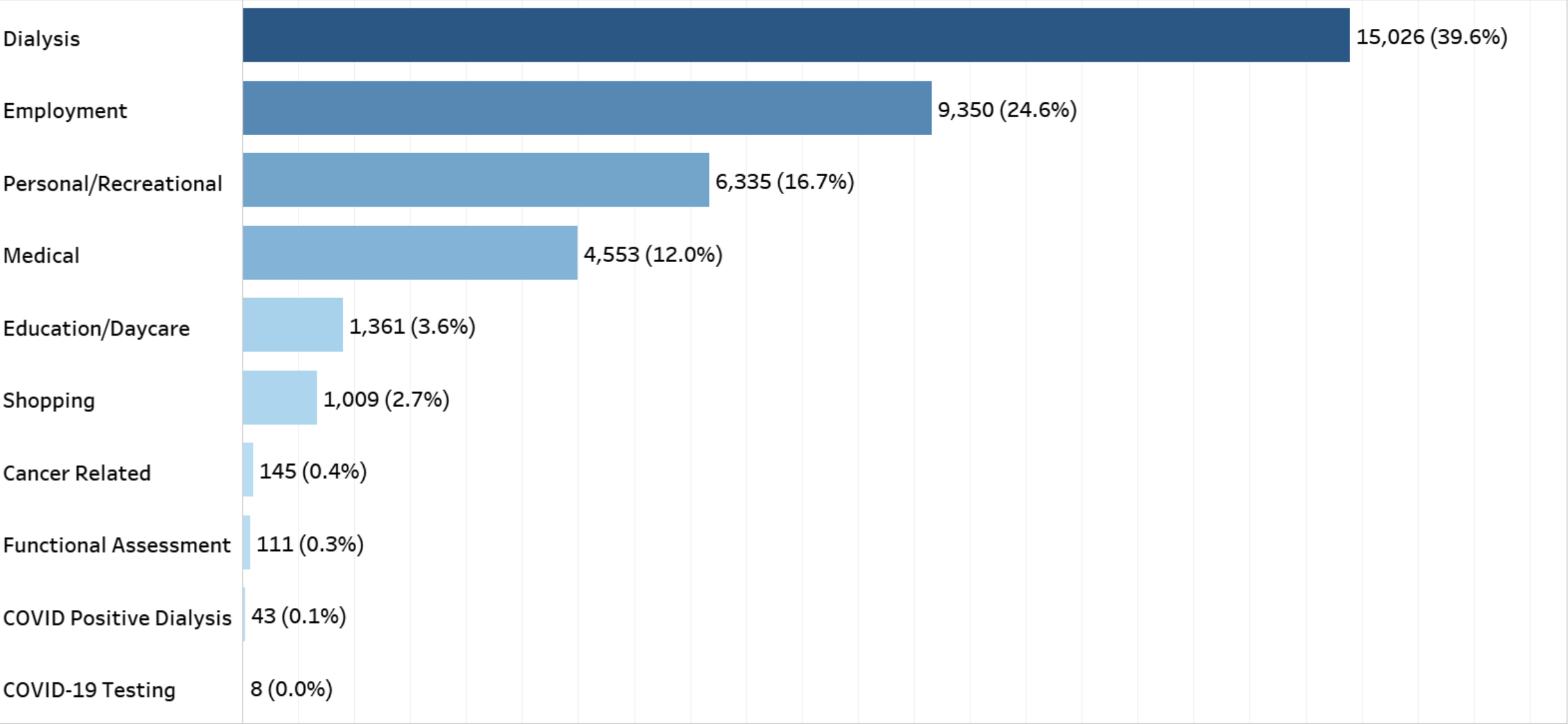
December's Trip Distribution by Trip Type



DEC

Mobility Services CTC Report

Trips Performance – Trip Purpose Analysis

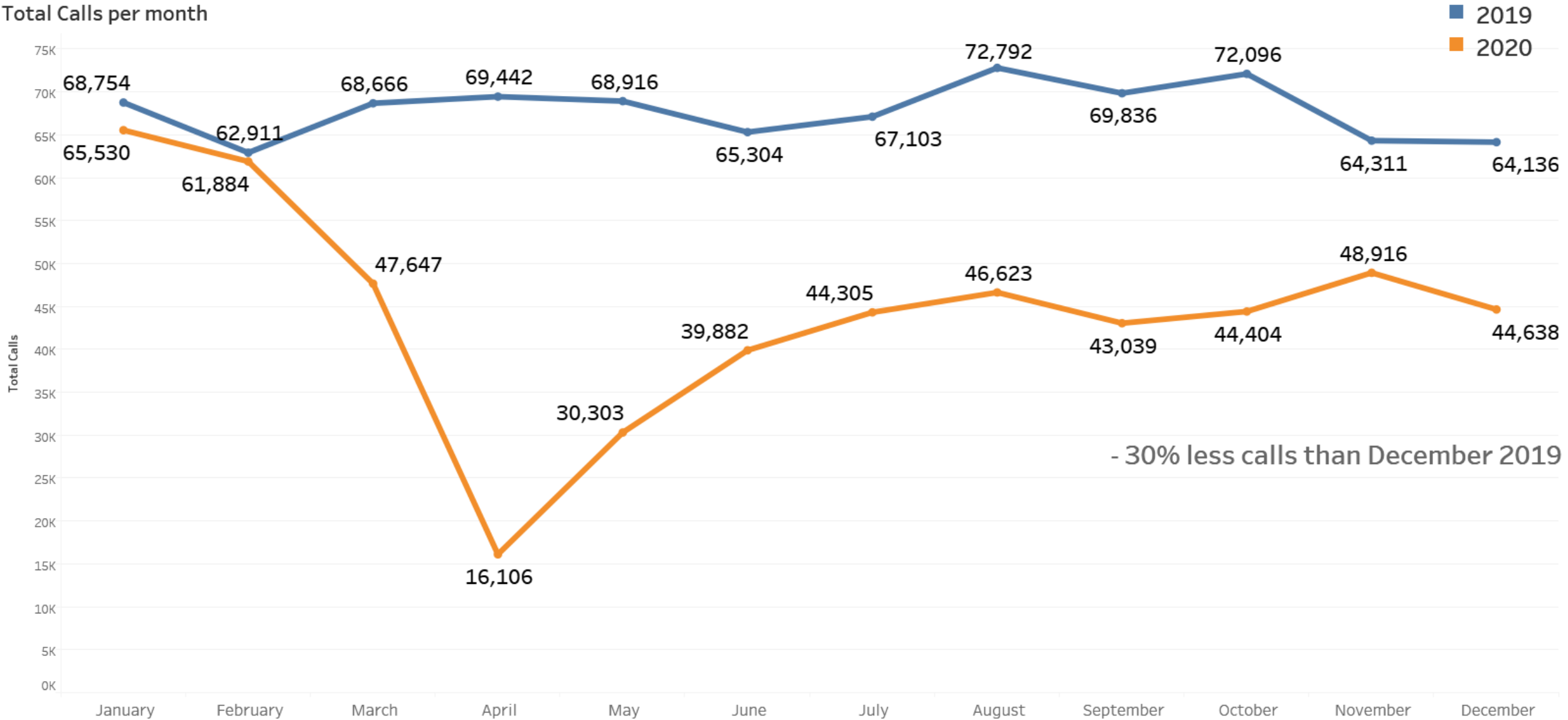


Mobility Services CTC Report

Call Center Performance – Total Calls Per Month



Total Calls per month

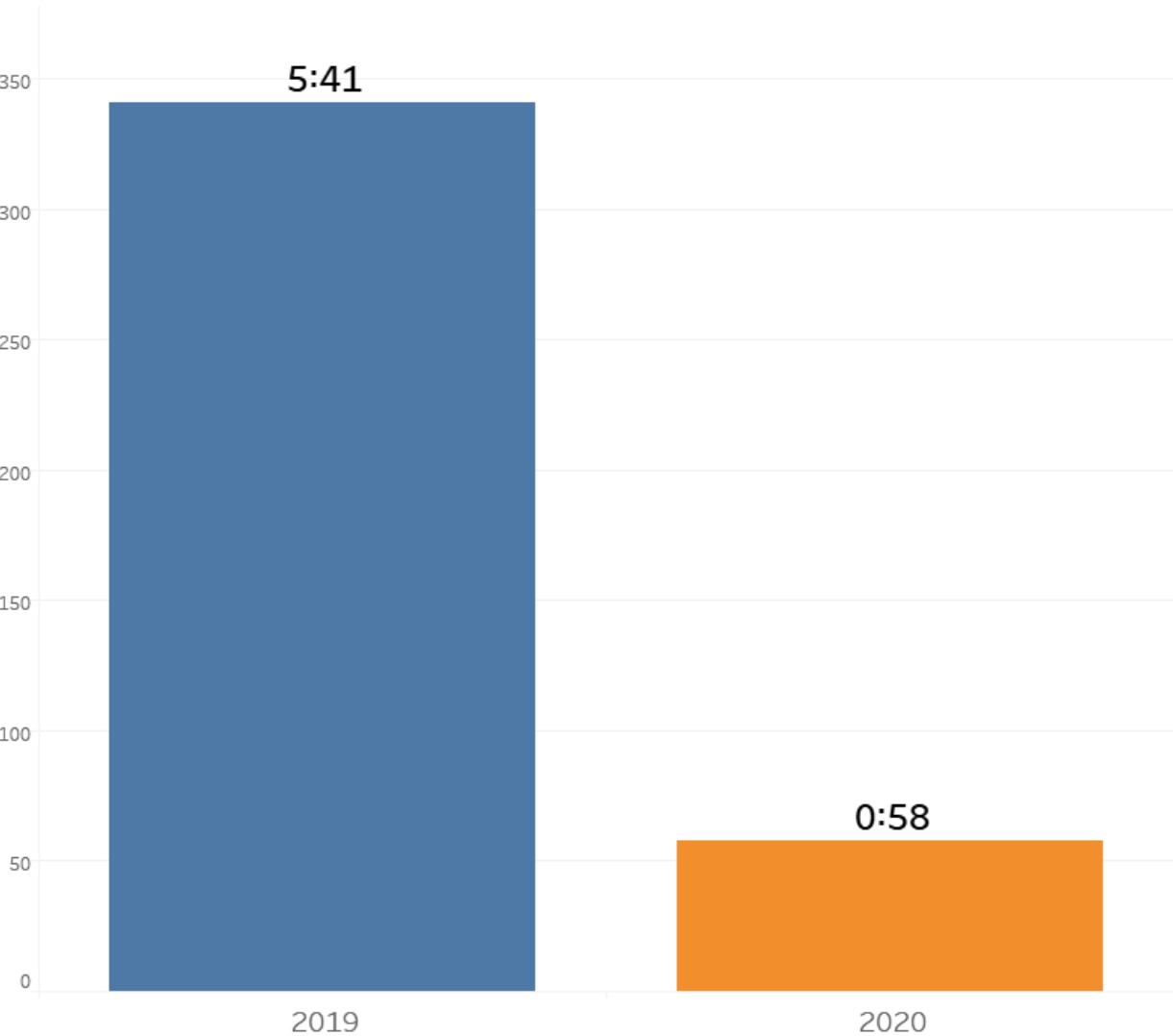


Mobility Services CTC Report

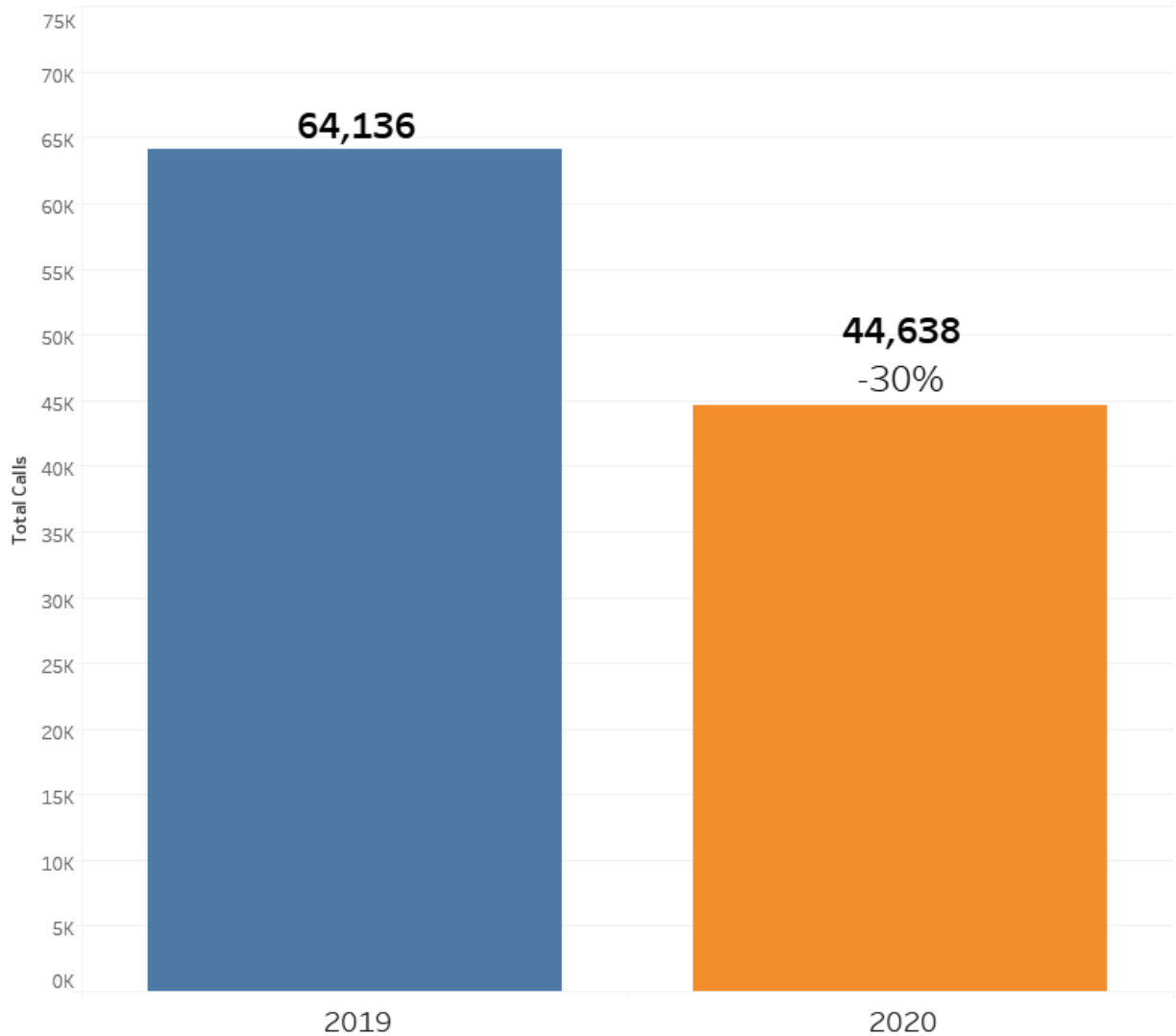
Call Center Performance – Year-to-Year comparison



Average Answer Rate - December 2019 vs December 2020



Total Calls - December 2019 vs December 2020



Mobility Services CTC Report

Call Center Performance - Statistics



Average Speed Of Answer

0m 58s



Average Talk Time

3m 1s



Average Handle Time

4m 7s



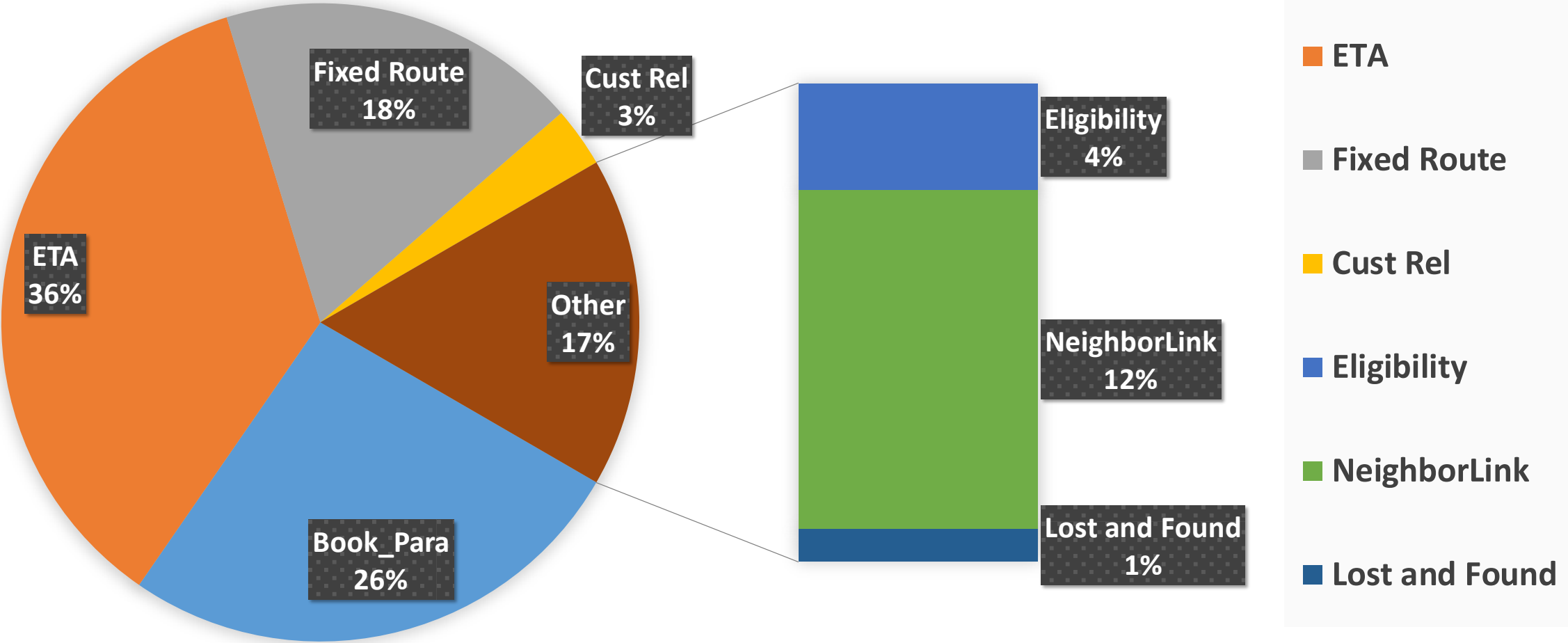
Contact Resolution Totals

Abandoned (4%)	2116
Timed out (0%)	0
Handled (95%)	42522

Total calls 44638

Mobility Services CTC Report

Call Center Performance – Call Type Analysis

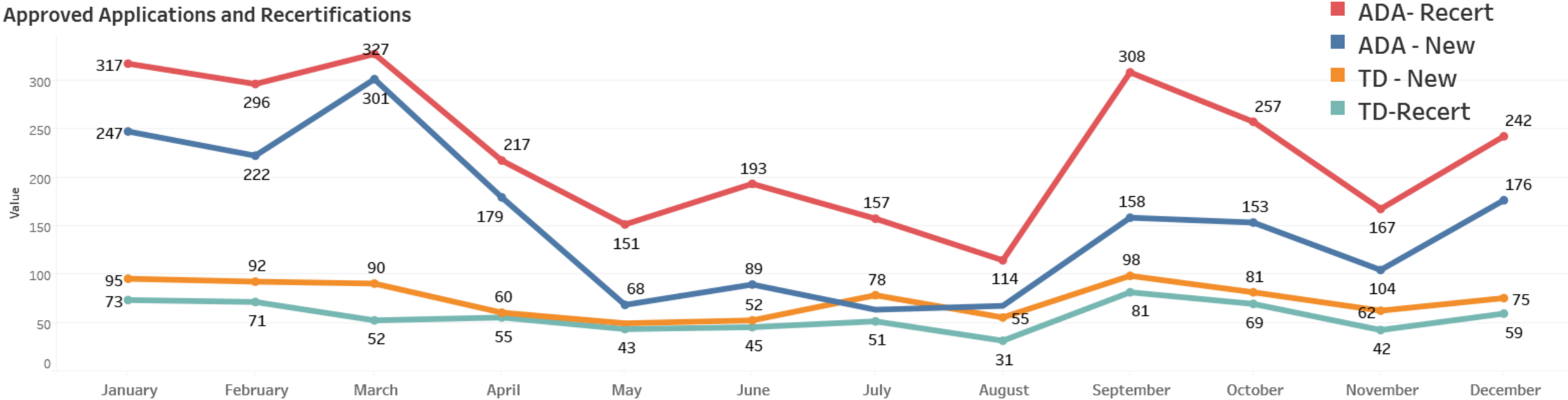


Mobility Services CTC Report

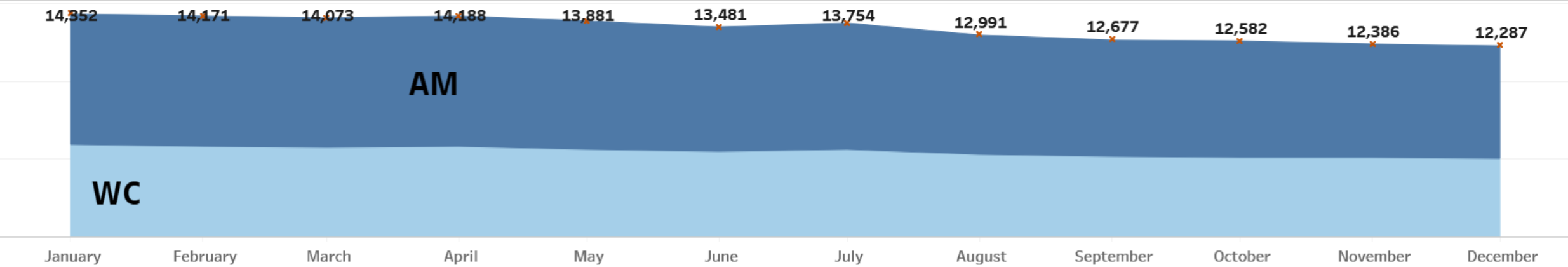
Access LYNX Eligibility – Application Processing



Approved Applications and Recertifications



Total Eligible Clients by month



Mobility Services CTC Report

Program Status and Initiatives



- CTD new Trip & Equipment grant allocation formula
 - Commission selected recommendation #2
 - Financial Impact
- Innovation grant must be applied for and awarded.
 - FY 21 received \$1,365,357
- Implemented process in preparation for COVID-19 vaccination trips
 - Access LYNX eligible clients and Emergency Operations Center (EOC) support
 - Continue COVID-19 testing trips for both eligible clients and EOC request
- Phone and customer contact system
 - Request for Proposal (RFP) Statement of Work (SOW) still in work.
- Finalizing RFP for surveillance cameras for paratransit and NeighborLink vehicles

Mobility Services CTC Report

Program Status and Initiatives



- Improving processes based on learnings from system outage in November
 - Communication with TDLCB/QATF and community
 - Notification of CTD
 - Vendor/LYNX cooperation to better define system roles and responsibilities
- If QATF and TDLCB approve, finalize and implement new TD application and process
- Review and streamline ADA Recertification process (2021)
 - Working group
 - New ADA Application

Note: There are currently 9,302 eligible ACCESS LYNX ADA clients. Approximately 1,348 clients potentially have identified permanent disability.

Mobility Services CTC Report

Program Status and Initiatives (Continued)



- **Fleet Update**

- 165 paratransit Vehicles in fleet
- 1/3rd of fleet being renewed
 - Every two years
- FY20 63 paratransit vehicles ordered
- 62 vehicles delivered to LYNX
 - 51 new paratransit vehicles in revenue service
 - 11 vehicles being prepared for revenue service
 - 1 pending delivery
- FY21 authorization for 5 replacement paratransit vehicles



TAB 9



Planning Grant Agreement Tasks Quarterly Progress Report



Planning Agency	MetroPlan Orlando	County	Orange, Osceola, Seminole
		Invoice #	
Reporting Period	October 1, 2020 - December 31, 2021	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 October QATF and November LCB 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% October QATF meeting highlights and draft minutes of November 12 TDLCB 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)	100% Public workshop conducted November 12. Copy of public meeting notice and comments received during attached.
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)	100% Cover sheets, signed by the LCB Chairman are attached.
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%

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% Quarterly report attached
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)	100% Attended FPTA virtual conference held October 6-9, 2020.
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	100% Attended meeting October 28, provided public testimony concerning expiration of Governor's Executive Order allowing virtual meetings. Public comment card attached.
D.	Notify CTD staff of local TD concerns that may require special investigations.	100% Spoke with CTD staff regarding concerns with holding public in-person meetings both via email, and by public testimony at the October 28, 2020 CTD business meeting.
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.,	No Activity this reporting period

	and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	
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 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)	No Activity this reporting period
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

TAB 10





January 26, 2021

Commissioner Mayra Uribe, Vice-Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Commissioner Uribe,

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

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

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

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely progress payment requirements to our contractor for the period of October 1, 2020 to December 31, 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 11





Transportation Disadvantaged Local Coordinating Board Attendance Record 2020

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

A = Absent

V= Vacant

P = Present

R = Represented